AdvancedLive FAQs

General

What is AdvancedLive? How can it help me?

AdvancedLive is a digital visualisation of your physical fire system. All the data on your Advanced fire system is stored in the Cloud and then presented in the AdvancedLive software.

The AdvancedLive software, accessible using any internet-enabled device, displays all the information required to monitor the health of your fire system.

If you want to know what is happening on your fire system or remotely mute and reset your panels, silence and resound your sounders, AdvancedLive removes the need for you to be at the panel.

For installers:

You can:

- Access a panel's complete device data from anywhere – both historic and real-time – using any internet-enabled device. You no longer need to be on-site, next to the panel to view its data.
- View a panel's complete device history, including when the device was last:
  – activated
  – isolated
  – tested
  – enabled.
- Provide real-time system status to clients to show the system is protecting their property, as it should.
- Access an audit trail to show compliance.
- Use the data to spot trends and predict potential issues.

For subscribers:

You can:

- View your system either as a map or in list view, depending on your needs.
- Identify issues quickly using colour-coded zones and indicators for fire, fault, test and normal operation.
- View panel device data using an intuitive dashboard that gives you the information you need, in a format that's easy to understand.
- See the status of your fire system from anywhere thanks to the AdvancedLive dashboard, which acts as a digital replica of your system.
- Use tiles down the side of the dashboard to quickly see if any devices need attention.
- Receive immediate alerts via text message if a fire is detected, giving you maximum time to identify and manage the risk, or take action to avoid costly false alarms.

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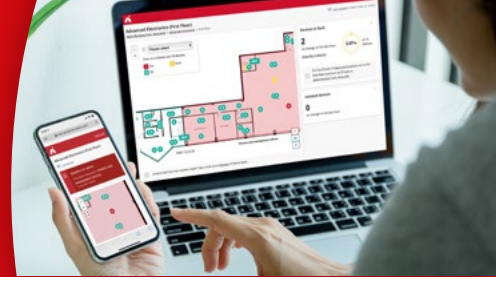
General continued

Does AdvancedLive work on equipment not manufactured by Advanced?

No, AdvancedLive is only available for use with Advanced panels.

Who is AdvancedLive suitable for?

AdvancedLive is ideal for anyone who has a fire system and wants to validate it's working and respond quickly to any issues without needing to be on-site where the fire system is located.

How do I arrange a demo?

Please contact your sales manager via email **enquiries@advancedco.com** or call **+44 (0)345 894 7000** to arrange a walk-through of the system.

Do you offer free trials?

Given the nature of this product, we cannot offer free trials. However, we can provide live demonstrations of working systems as examples of how AdvancedLive benefits others. Plus, our team is on hand to answer all your questions – from setup and installation to making the most of your system – to ensure you make a fully informed choice.

How long do I need to commit for if I sign up?

The minimum subscription period is one year.

How can I access support for AdvancedLive once installed?

For hardware installation support, please contact your installer. Our technical support team can help you answer any technical questions you may have about AdvancedLive. Please email **techsupport@advancedco.com** or call **+44 (0)345 894 7000, option 1**.

How often do you update the software?

We regularly update the software based on user feedback. We keep in frequent contact with AdvancedLive users to gather their feedback and make regular updates based on their experiences.
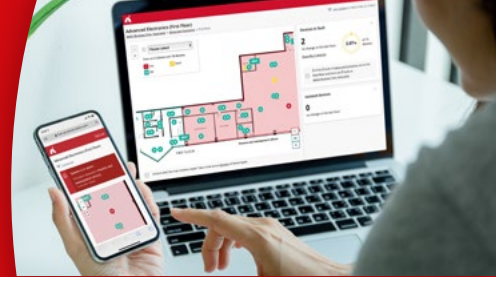
How will I be notified of software updates?

We will keep you updated about large/significant changes via release notes sent in our email newsletters and posted on our website.

How does the subscription work?

For full details about subscribing to AdvancedLive, please speak to a member of the Advanced sales team.

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Installation

How do you register and activate AdvancedLive?

We will create your AdvancedLive account for you when the order is placed and we set up your subscription. We will send the account and login details to the primary user, who can then invite and set up permissions for any additional users.

What are my login details?

We will use your SSO (Single Sign-On) provider (if you have one) to log you into AdvancedLive. If you don't have an SSO provider, we will set up the account for you and invite you into AdvancedLive.

What devices can I use to access AdvancedLive?

You can access AdvancedLive on any internet-connected device such as a mobile phone, tablet, laptop, desktop PC or smart TV.

How do I add panels and devices to AdvancedLive?

All new devices added to the fire system are identified and included within AdvancedLive automatically. If you have a map view, we also have functionality for you to position the device in the appropriate location for your site.

Are there any software installation requirements?

Connection of your fire system to AdvancedLive requires the installation of our Live Module and a BMS Interface dedicated to AdvancedLive. The Live Module requires an internet connection and can be connected to your LAN using a standard RJ45 network cable.

The AdvancedLive software is accessed via a web browser on any internet-connected device, so does not require installation.
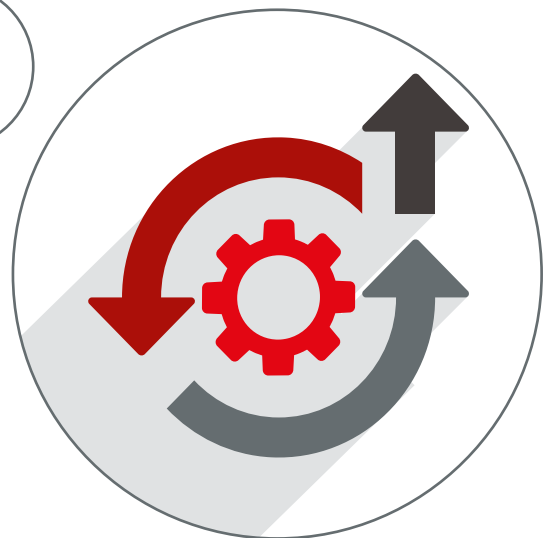
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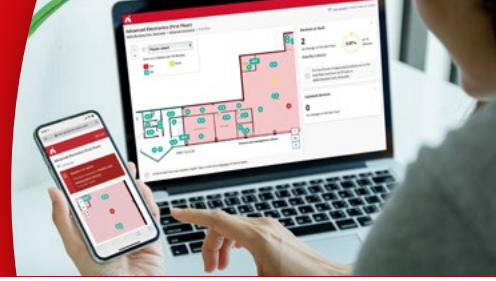
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Features

What event notifications are available on AdvancedLive?

If a fire is detected, you will be alerted immediately, via text message, to give you maximum time to identify and manage the risk, or to take action and avoid costly false alarms.

For complete, up-to-date details of AdvancedLive functionality, please contact a member of our sales team via **enquiries@advancedco.com** or call +44 (0)345 894 7000.

How do I add more users/change named users?

You can manage your users and first responders within AdvancedLive – this includes inviting new users and revoking access.

### What reports are available in AdvancedLive?

We report within AdvancedLive :

- Volume and percentage of devices with fault/isolation

- Duration of devices being in isolation

- A panel's complete device history, including when the device was last:

  – activated
  – isolated
  – tested
  – enabled

How do I give feedback to help with development?

We welcome your feedback and you can contact us through the feedback button in the AdvancedLive platform, or you can use this **link** by email: **digital@advancedco.com**.

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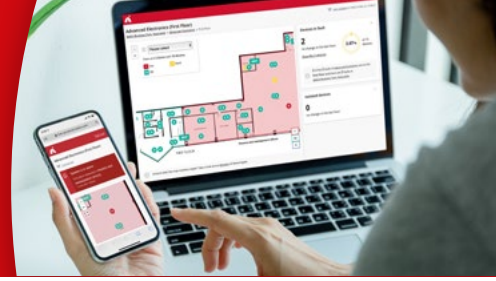
Purchasing

How can I buy AdvancedLive?

If you are interested in using AdvancedLive for your site, please contact your sales manager who will be happy to talk through the best solution for you. Email: **enquiries@advancedco.com** or call: **+44 (0)345 894 7000**.

How much does it cost?

AdvancedLive is available as an annual subscription. There is an additional cost for the map setup. Please contact your sales manager via email **enquiries@advancedco.com** or call **+44 (0)345 894 7000** to discuss your needs.

Can I upgrade to maps from list view if I decide this would be beneficial?

Yes, if you have all the documentation required i.e. building drawings (in PDF format or CAD drawings), zone plans and up-to-date, as fitted diagrams to configure the fire system devices to the floor plans, we can upgrade your system to the map view for a one-off charge.

To discuss options for upgrading, please contact your sales manager via email **enquiries@advancedco.com** or call **+44 (0)345 894 7000**.

How do I cancel my order?

To discuss any changes to your account, please contact your sales manager via email **enquiries@advancedco.com** or call **+44 (0)345 894 7000**.

What are the AdvancedLive terms and conditions?

Please use this **link** to access the latest terms and conditions. If you have any questions, please contact your sales manager via email **enquiries@advancedco.com** or call **+44 (0)345 894 7000**.

Training & Support

What training is available for AdvancedLive? How do I access it?

AdvancedLive is a simple, intuitive platform, there is no training module covering its use. However, we do offer support for initial setup and installation and we are on hand to answer any questions.

Further information

Please contact your sales manager via email: **enquiries@advancedco.com** or call **+44 (0)345 894 7000**; alternatively, please email **tech@advancedco.com** or call **+44 (0)345 894 7000, option 1**.

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