

# Ockular

## Operators User Guide



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# 1 Introduction

The Ockular package is a powerful and sophisticated system providing graphical representation of your site on a PC. Ockular® gives building managers complete monitoring and control over fire detection providing a comprehensive fire risk and incident management system. This guide provides information on operating the Ockular system.

This guide describes an Ockular system installed on MS Windows 7, but the Windows 8 and 10 installations are similar in operation.

## 1.1 Guides in this series

Document	Description
<i>Ockular Installation and Configuration Guide</i>	This guide contains details on installing and using Ockular hardware and software. It should be used in conjunction with appropriate 3 <sup>rd</sup> -party documentation. This guide also shows how to configure and customize the Ockular system to reflect individual site, area or location plans. It should be used in conjunction with appropriate 3 <sup>rd</sup> -party documentation and/or vendor logic.
<i>Ockular User Guide</i> (This guide)	This guide contains details about the day-to-day user operation of the Ockular system.
Online and embedded Help	Help will be available as PDF documents launched through the software Help button.

## 1.2 Intended Audience for this guide

This document is intended to be read by people responsible for the day-to-day operation of the Ockular 2D GUI. Some features and processes in this guide may not be available and are dependent on how the system has been set up and your permissible access level.

## 1.3 How this guide should be used

This guide should be read and fully understood before beginning any Ockular operational tasks. Thereafter it can be used as a reference document.

This guide does not cover every aspect of Ockular operational use. Rather it shows the most intuitive methods, actions, cautions and shortcuts, while leaving the reader to explore other avenues once experience is gained.

**Note:** Some features and processes explained in this guide may not be available due to your access level permissions.

**Note:** This guide is intended as a guide to using the Ockular 2D GUI software only. It is not intended to replace or supersede Site Operational Procedures (SOP) or any other document.

## 1.4 How this guide is organised

This guide is presented as dedicated chapters, sections and appendices, all of which are listed in a hyperlinked contents list in the preliminary pages. Sections and pages can also be accessed by using the pdf navigation tools, or you can use [Ctrl + F] to find specific words or terms.

## 2 Getting Started

Your Workstation (or server) should already have the Ockular 2D GUI installed and it will need the licence dongle installed in a USB port before it can start.

**Important:** Do not remove License Dongle from the computer.



**Important:** The Dongle is not a USB flash drive for saving files on.

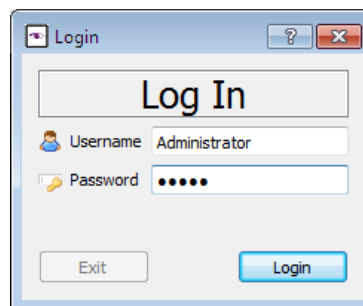
Ockular is designed to be permanently 'on', and should run full-screen by default.

### 2.1 Starting the Ockular 2D GUI

1. Make sure that the dongle is installed, then click the Ockular Icon:



2. Log in with a valid Username and Password:



**Note:** Three incorrect tries will lock you out for 60 seconds.

**Note:** All login attempts (successful or failed) are time-stamped and recorded on the Event Log.



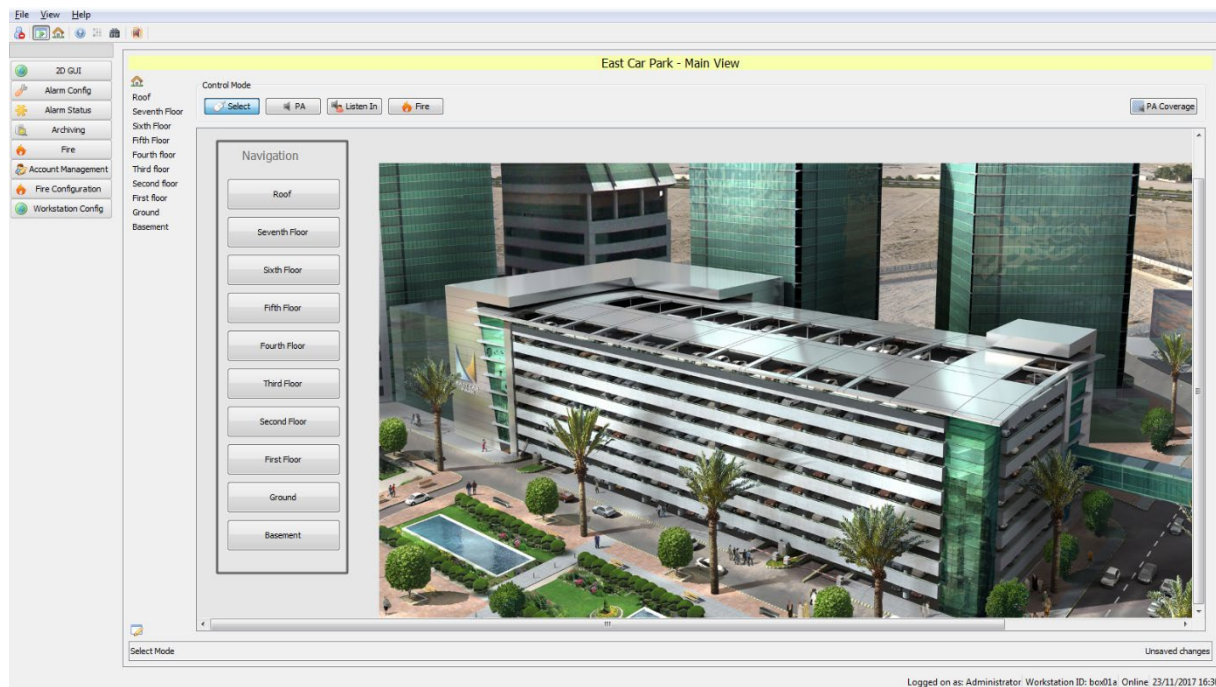
#### CAUTION

User logins are always logged and time-stamped, but do not automatically time-out. For system security and for your own protection you should always log out at the end of your session or when you leave the workstation.

**Never leave a logged in system unattended.**

## 2.2 The Home Screen

Once logged in, all users will see their Ockular Home Screen. Below is an example of how this might look to a full-access user:



**Fig. 1 Example Ockular Home Screen**

**Note:** The Configuration buttons will vary according to the user's account authorisations, which is why it is important to log off to terminate your sessions.

### 2.2.1 If the Home page is not as expected

Ockular boots up using the last **saved** configuration but, if the screen is not as expected, authorised users can load an existing (or alternative) saved project or version. See the *Ockular Installation and Configuration Guide* for further details.



#### **CAUTION**

Changing the configuration settings may have global consequences for both the project and the users.

Only trained and authorised personnel should change settings, and all significant changes should be briefed out to other users.



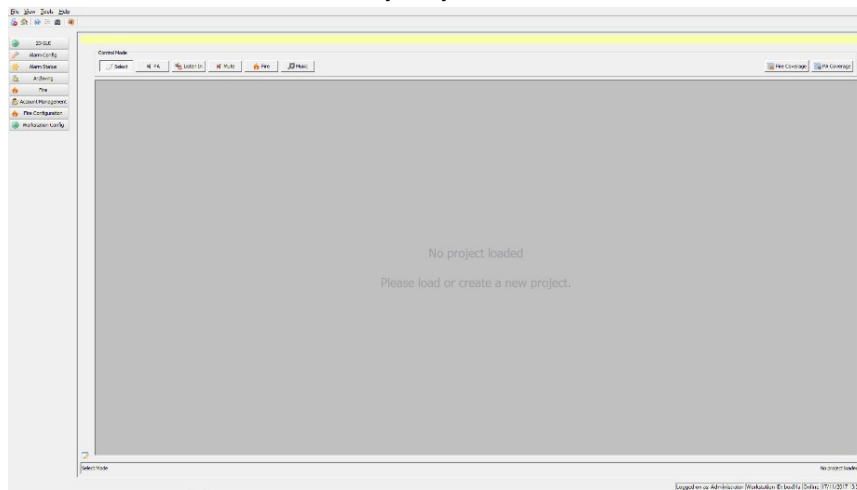


### 3 Ockular User Interface

This section provides an overview of the Ockular operating mode.

**Note:** The interface is highly editable, and therefore the items shown in Fig. 1 (above) may not all be apparent on your own project.

The user interface utilises a familiar, Windows style layout, as shown below:









**Fig. 2 The Basic Interface Screen**

#### 3.1.1 General Toolbar Menus

The general toolbar menu and shortcut icons follow normal Windows protocols, and gives access to the following menus:



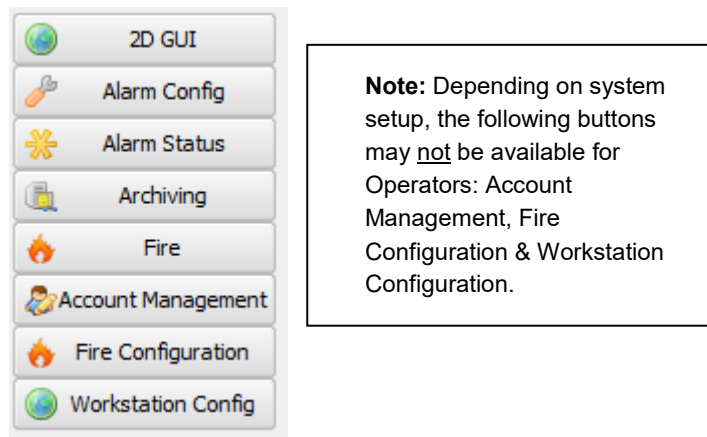
**Fig. 3 General Toolbar Menus and shortcut icons**

Menus	Icons	Description
<ul style="list-style-type: none"> <li>• <b>F</b>ile                             <ul style="list-style-type: none"> <li>○ Log Off</li> <li>○ Change Password...</li> <li>○ Exit</li> </ul> </li> <li>• <b>V</b>iew                             <ul style="list-style-type: none"> <li>○ Show/Hide Main GUI [F5]</li> <li>○ Show Home Position</li> <li>○ Show 3D Controls (not available)</li> <li>○ Show Page&gt;                                     <ul style="list-style-type: none"> <li>▪ &lt;Reflects the configuration settings button bar.&gt;</li> </ul> </li> <li>○ Show Overlay&gt; (not available)</li> <li>○ Save Settings [Ctrl+S]</li> </ul> </li> <li>• <b>T</b>ools                             <ul style="list-style-type: none"> <li>○ Alerts Volume</li> </ul> </li> <li>• <b>H</b>elp                             <ul style="list-style-type: none"> <li>○ User Manual</li> <li>○ Quick Guide</li> <li>○ Colour Key</li> <li>○ About</li> </ul> </li> </ul>	     	<p>Log Off</p> <p>Toggles between the current Configuration GUI and the Home Screen</p> <p>Show Home position</p> <p>Launch Help</p> <p>Colour Key</p> <p>Search</p>

**Table 1. Key to General Toolbar Menus and Icons**

### 3.2 System Configuration Menu

The left-hand side of the screen contains a user-sensitive System configuration menu that only shows the buttons granted by your log-on permissions.



**Fig. 4 System Configuration Menus for a full-access user**

#### 3.2.1 Control Mode toolbar

Control Mode has two buttons that toggle between the two modes shown below:

	Puts the 2D GUI into Select Mode. Allows navigation of the GUI via menus, buttons, hotspots and macros.
	Puts the 2D GUI into Fire Coverage Mode and allows the user to filter the results by: <ul style="list-style-type: none"> <li>• Detection Zones</li> <li>• Evacuation Zones</li> <li>• Operational Zones</li> <li>• Manual Evacuation</li> </ul>

#### 3.2.2 Sidebar

This editable / hideable menu is found on the left of the 2D GUI Main View screen, but the Home button and Level select buttons are hidden if a project only has one level.

	This dialog shows the current page or screen.
	<b>Home Button</b> This button returns the user immediately to the pre-set Home view.
	<b>Level select buttons.</b> These user designated buttons allow quick access to the chosen level on the floor plan. Levels need not be confined to physical levels; a large floor plan may also be created to show a number of virtual or split levels.
	<b>Edit Button</b> Sited at the bottom of the screen, this icon toggles the UI between [Select] mode and [Editor] mode.

### 3.2.3 Navigation Buttons

Navigation buttons shown below can be created by the user, but are only operational when Ockular is in [Select] Mode. They are supplemental to the Sidebar, but generally have the same purpose.

Normally these buttons would be created to open a Level image, e.g. a floor plan, but buttons could also be created to open a document or poster saved as an unassigned (i.e. not in the sidebar) image. E.g. you may want to show the emergency services a location photograph that can improve understanding of the 2D site plans or floor levels, or you may want to store and instantly view an image of the Standard Operating Procedures (SOP) relevant to specific alert types.

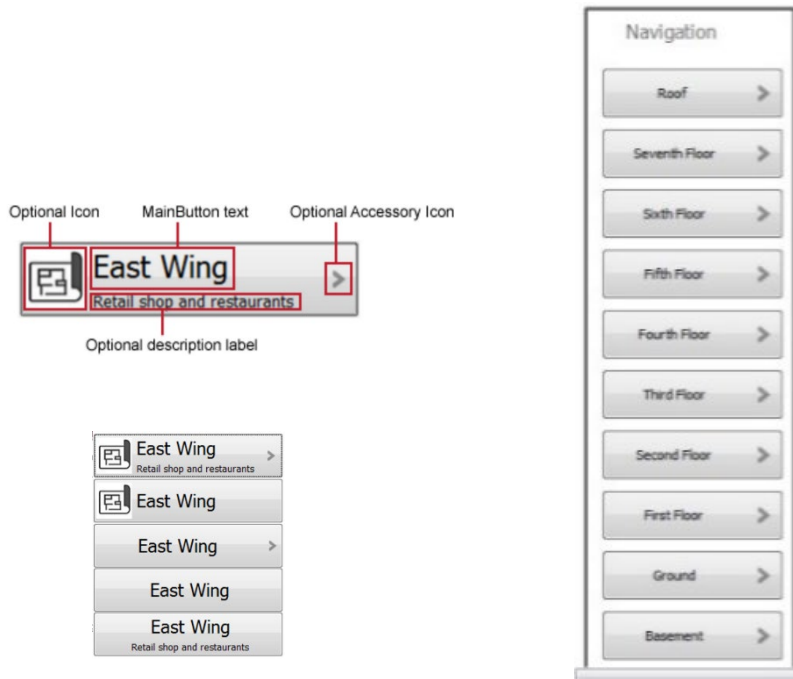
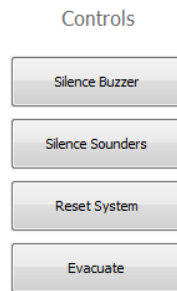


Fig. 5 Three examples of Optional Navigation Buttons

### 3.2.4 Macro Controls

Project creators/editors have the option of creating and placing 'on-screen' customised macro controls, but operational users should be aware that controls can be hidden off-screen if the centre panel is too large for the available monitor space.



**Fig. 6** Optional Macro Controls

### 3.2.5 Control Mode

When opened, the Control Mode displays the last selected 'level', with slider bars if the image is too large to fit the screen.

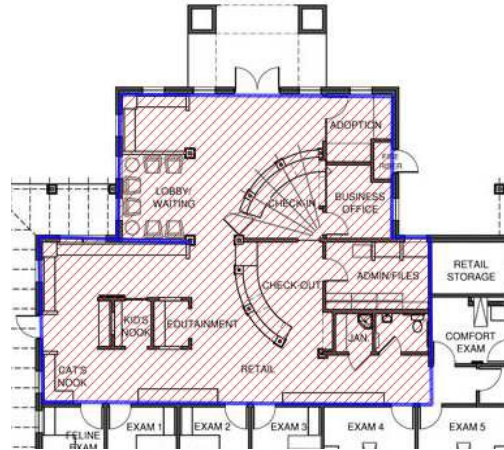
**Note:** Ockular project creators/editors should set the image size and default position when they create levels, but these settings can also be changed by authorized users.



**Fig. 7** Sample floor schematic showing call point and sensor placements

### 3.3 Zones

Ockular supports different alert zones and zone types (see *Table 2 below*), which are displayed according to the current control mode. Right-clicking a zone displays a context menu that is defined by the current configuration.



**Fig. 8 Zone defined by irregular polygon**

**Note:** Large location plans may have to be scrolled to view zone and area extremities, or to access the [Home] button at the bottom of the image.







The following behaviours apply to zones:

Zone Type	Control Mode	Behaviour
All Zones	Any	<p>Hovering over a zone reveals its coverage (if zones have been created).</p> <p>Hovering over a symbol reveals its name, description, location and current status.</p> <p>Hovering over hotspots (if created) changes the pointer to a hand tool that, when left-clicked, will take you to the associated destination.</p> <p>Hotspots can be invisible, or they may have a visible boundary.</p>
Detection Zone	Fire Mode	<p>Only the currently selected zone type will be displayed.</p> <p>Each zone is shaded according to its 'Zone Status'.</p> <p>A normal zone has no shading.</p>
Evacuation Zone		
Operational Zone		

**Table 2. Zone behaviours**

### 3.3.1 Fire Zone Shading

Typically, zones can be identified by these default zone shadings:

Zone Type	Shading	Shading Type
Normal state	None	None
Fire state		Red
Evacuation state		Blue
Disablement state		Orange
Test state		Yellow
Selected state		Black stripes
Coverage mode		Green

**Table 3. Fire Zone Shading**

**Note:** These shadings may have been customized to change the default colours and patterns, which could help users with accessibility requirements.



**Fig. 9 Example of Zone shading**

### 3.3.2 Alarm Flags
















Both Zones and Symbols display an alert flag generated by one or more external sources. The displayed flag is always the highest priority alert if several input sources send alerts.

Alarm flags are allocated a higher priority than symbols and zones so they always appear on top of the display.

Alarm flags may pulse on priority-state transitions.

**Note:** Project creators/editors may have created custom alarm flags.

The default alarm flags are:

	Unknown		Information
	Warning		Reduced Service
	Alarm		Priority Alarm
	Critical 3 Alarm (Pre-Fire)		Critical 2 Alarm (Fire)
	Critical 1 Alarm		Auxiliary Alarm 1 (Simulated Fire)
	Auxiliary Alarm 2 (Implicit Disablement)		Auxiliary Alarm 3
	Auxiliary Alarm 4		Auxiliary Alarm 5
	Auxiliary Alarm 6		

**Table 4. Default Alarm Flags**

### 3.3.3 Hotspots

Hotspots are defined screen areas that, when clicked, jump you to their designated level. Hotspots are often used on the Home page to take you instantly to specific levels or sub-levels.

Hotspot boundaries can be set to be visible or invisible, but the mouse cursor changes to a clickable hand cursor when it crosses the boundary (see image below).

Hotspots can be created and edited only in Editor mode.

**Note:** Unlike other items, Hotspots do not show their properties when hovered over.

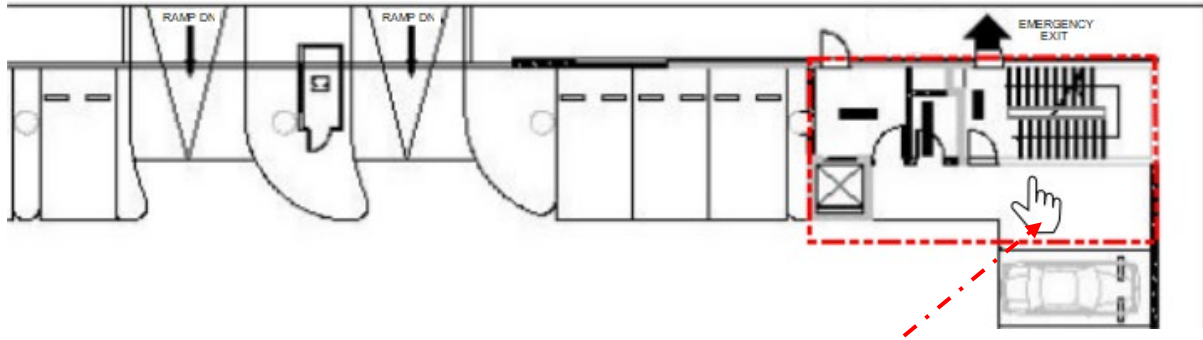


Fig. 10 Hotspot selection – Hand icon

### 3.3.4 Control Modes

Ockular has two control modes, [Select] and [Fire], that determine the visibility of user items and the operational behaviour of zones.

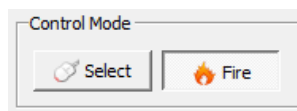


Fig. 11 Control Mode buttons

#### 3.3.4.1 Select mode

Control Mode [Select] is the default operating mode, but it will automatically change to [Fire] in the event of a priority alert.

[Select] has the following behaviour:

- HUDs are hidden
- Zones are hidden
- Hovering over an item displays a pop-out giving details of the item (where available)
- Left click selects/deselects a zone or symbol
- Ctrl-Clicking on a zone or symbol adds/removes it in the current selection

#### 3.3.4.2 Fire mode

Clicking [Fire] has the following behaviour:

- The Fire HUD is displayed.
- Fire zones (of the default selected zone type) are shown.
- Fire zones are shaded according to their published 'Zone Status' item.
- Hovering the cursor over fire zones displays their status information in a pop-up.
- Clicking selects/deselects the zone or symbol.
- Ctrl-Click adds/removes the zone or symbol to/from the current selection.
- Double clicking an item sends it to other linked Ockular GUIs.
- Right click shows a context menu for the current selection.



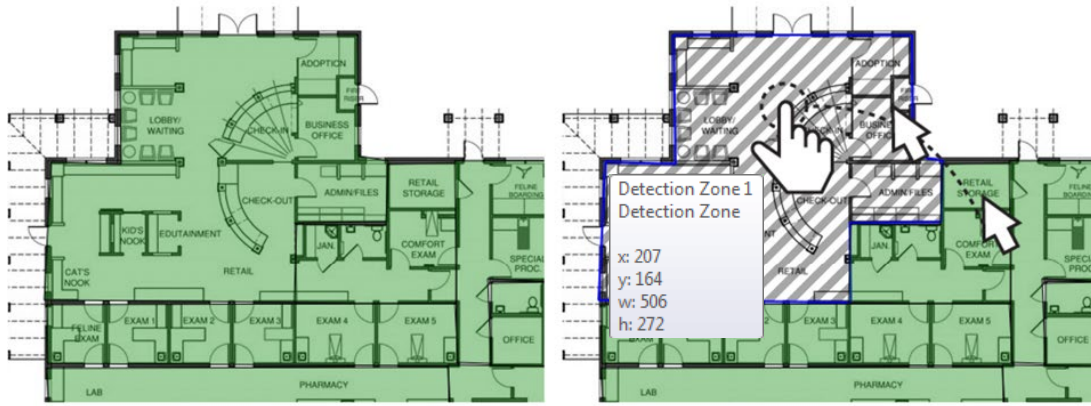


Fig. 12 Zone coverage example

Hover over for zone status information:



Fig. 13 Zone status example

### 3.3.5 Fire Mode – Fire Activations

Ockular automatically enters 'Fire' mode when any of the following fire event types happen:

- Fire
- Evacuation
- Pre-Fire

Ockular automatically shows the level for the first fire activation. The pop-up fire banner displays active fire activations. Scrolling through the list in the fire banner displays the relevant level for the activation.

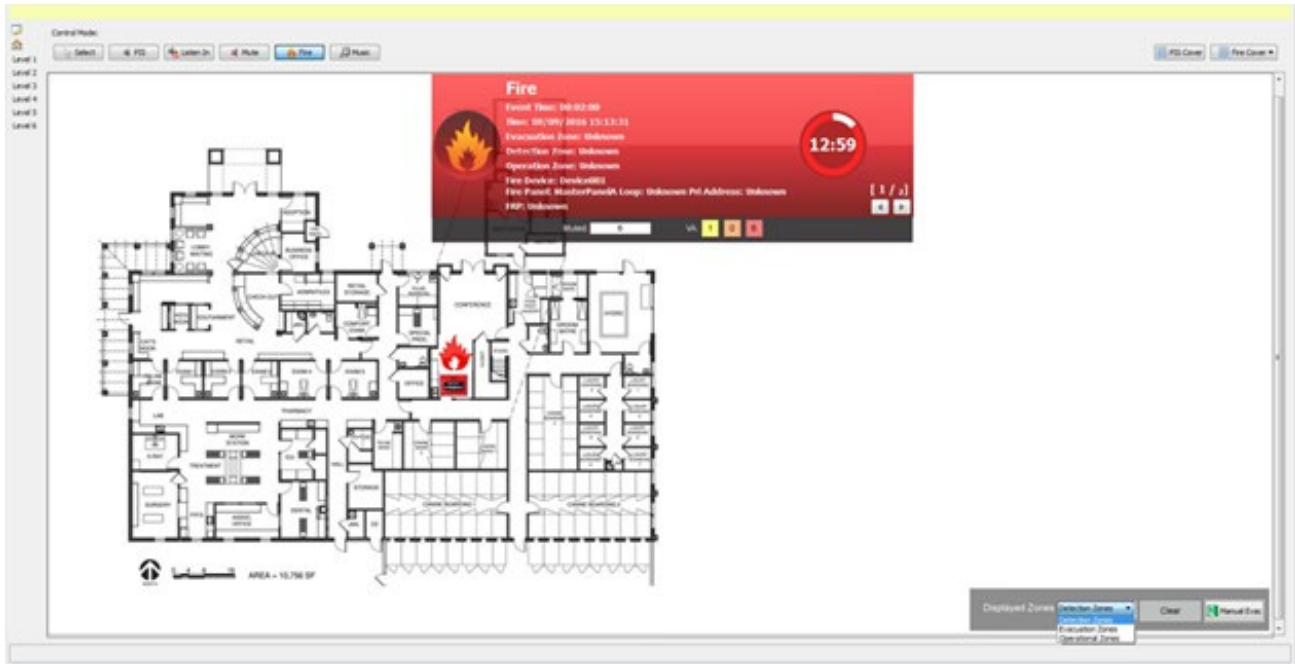
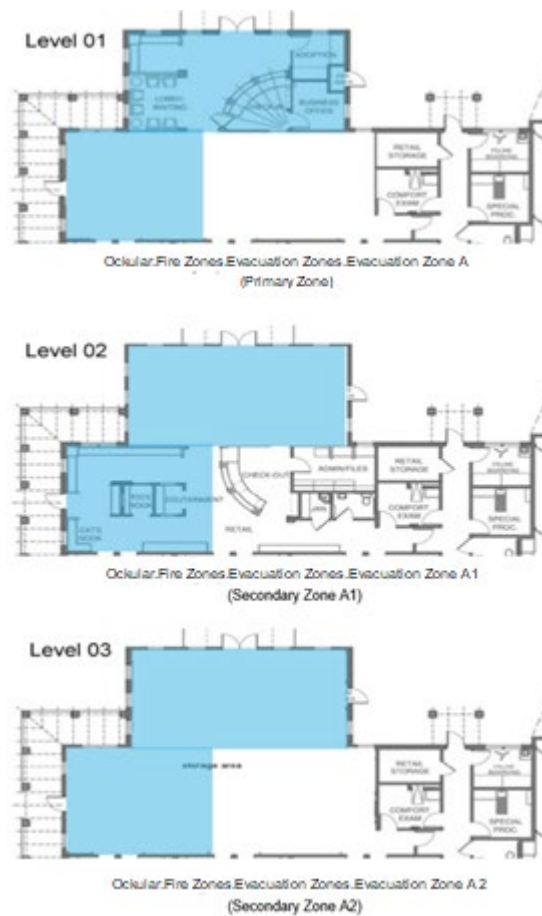


Fig. 14 Fire mode with HUD (Head Up Display)

### 3.3.6 Split zones

Zones in Ockular projects may span several levels, but each will have its own unique zone number. See the zone levels below for some zone naming examples.



**Fig. 15 Example of zones spread across three levels**

Paging through the fire banner activations normally displays the level containing the primary zone. However, Ockular may have been configured to automatically 'switch to device', in which case it would display the level containing the triggering event.

## 4 Configuration and Status Menus

This section contains important information about the configuration and status menus, which are controlled. The Configuration menu is on the left side of the Ockular screen:



**Fig. 16 Typical Operator Configuration Menu**

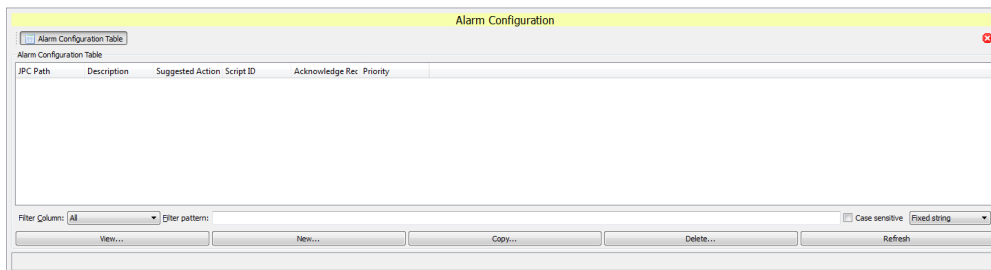
**Note:** You should only see the menus and sub-menus relevant to your authorized access level. If this is not the case you should log out the current user and log in as yourself.

### 4.1 2D GUI

The [2D GUI] button's only function is to take you back to the Home screen.

### 4.2 Alarm Config

The [Alarm Config] button opens the Alarm configuration table, from where you can filter the displayed results, can create new alarms, copy existing alarms, or delete alarms:



**Fig. 17 Alarm Configuration Page**

### 4.3 Alarm Status

Clicking the [Alarm Status] button gives you access to:

- Alarm List
- Alarm Event History
- System Event Log
- Additional Alarm Information
- Suppressed Alarms Table

### 4.3.1 Alarm List

The [Alarm Status] button opens a tabbed System Alarm Status page where you can filter the displayed results using the buttons, drop-down menus and column headers.

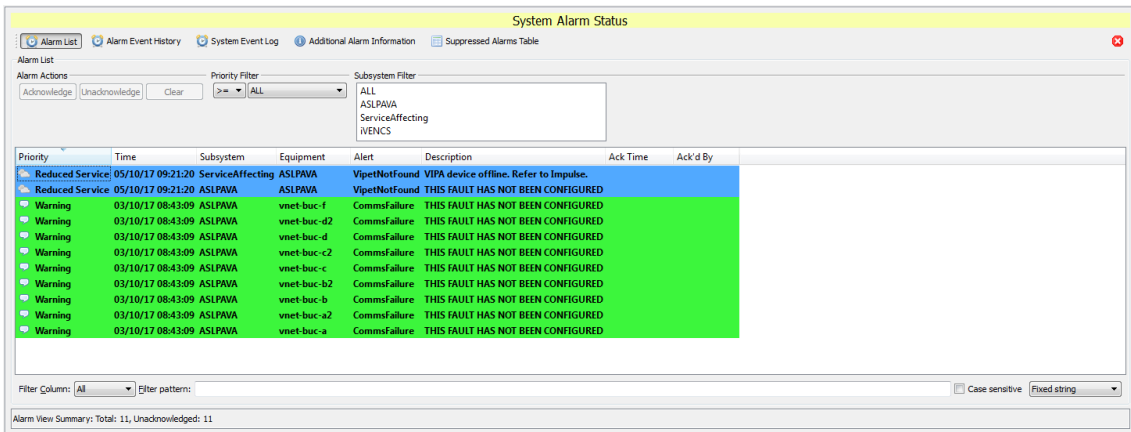


Fig. 18 Alarm Status Page

### 4.3.2 Alarm Event History

The [Alarm Status] > [Alarm Event History] button opens a page where you can organize and filter the Alarm Event History using column sorting, drop-down menus and various filters.

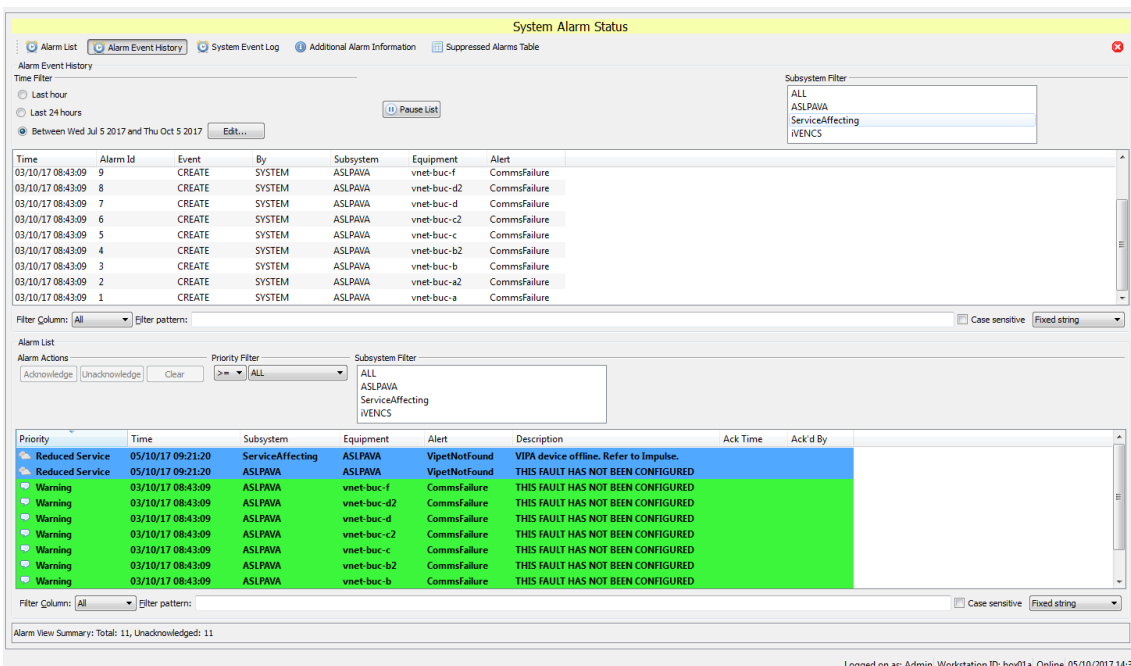


Fig. 19 Alarm Event History Page

### 4.3.3 System Event Log

The [Alarm Status] > [System Event Log] button opens a page where you can organize and filter the System Event Log using column sorting, drop-down menus and various filters.

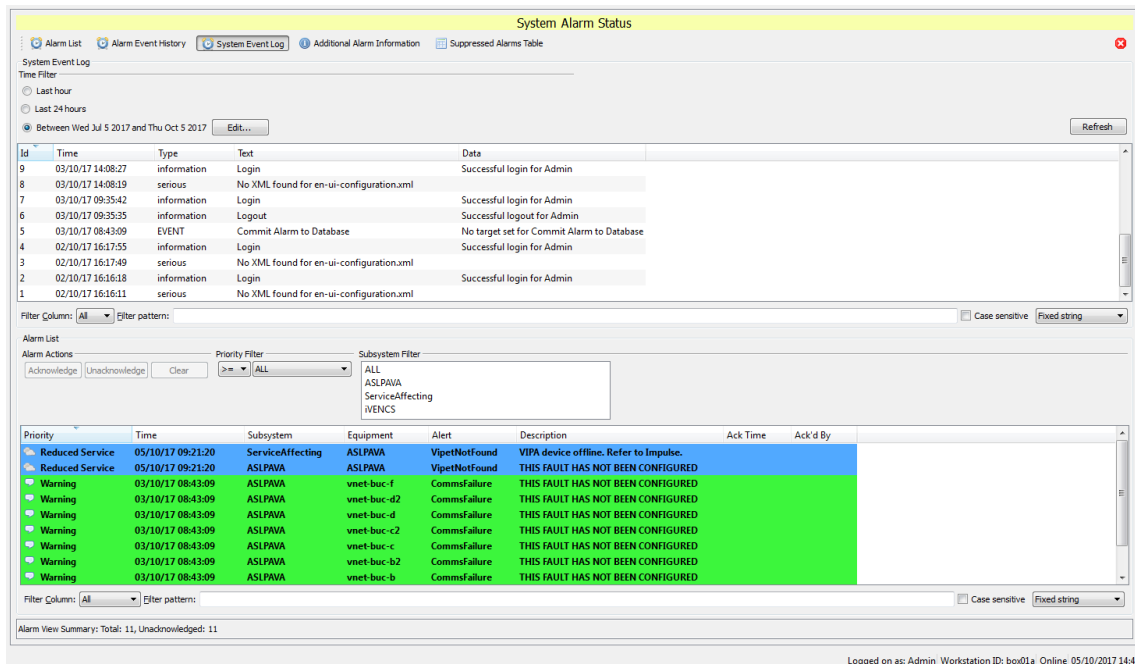


Fig. 20 System Event Log Page

### 4.3.4 Additional Alarm Information

The [Alarm Status] > [Additional Alarm Information] button opens a page where you can organize and filter the Additional Alarm Information (if any) using column sorting, drop-down menus and various filters.

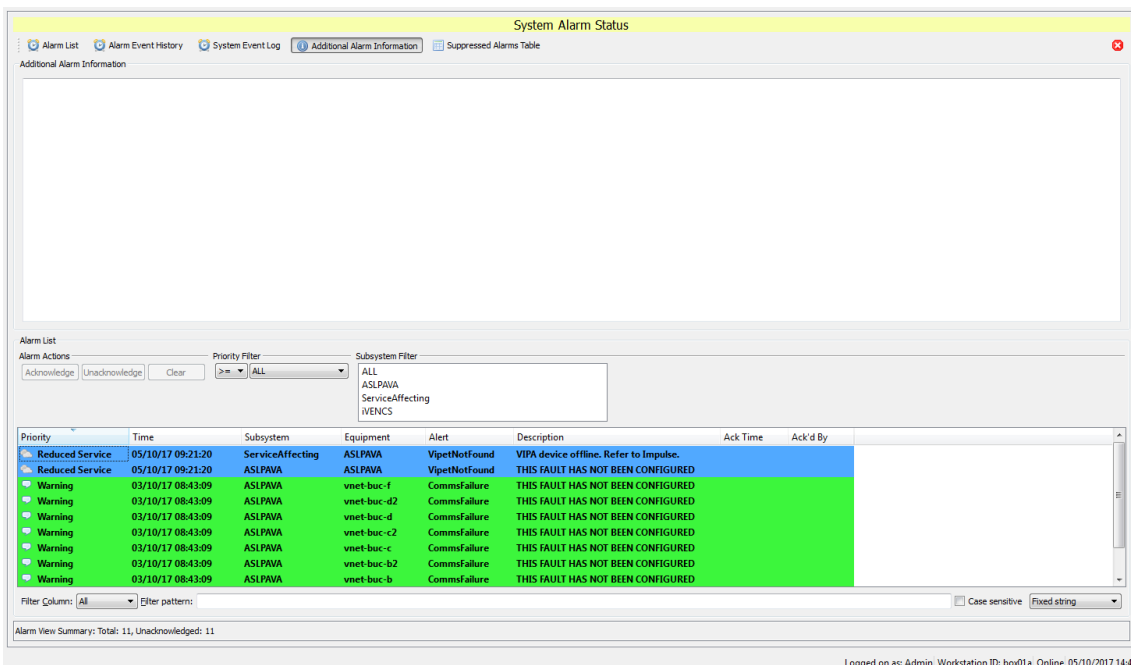


Fig. 21 Additional Alarm Information Page

### 4.3.5 Suppressed Alarms Table

The [Alarm Status] > [Suppressed Alarms Table] button opens a page where you can organize and filter the Suppressed Alarms Table information (if any) using column sorting, drop-down menus and various filters.

The screenshot shows the 'System Alarm Status' interface. At the top, there are navigation tabs: Alarm List, Alarm Event History, System Event Log, Additional Alarm Information, and Suppressed Alarms Table (which is active). Below the tabs is a large empty table with columns: JPC Path, Description, User Name, Reason, Priority, Expiry Time, and Manually Suppressed.

Below the main table are filter controls:
 

- Alarm List:** Acknowledge, Unacknowledge, Clear buttons.
- Priority Filter:** A dropdown menu currently set to 'Information'.
- Subsystem Filter:** A list box containing 'ALL', 'ASLPAVA', 'ServiceAffecting', and 'IVENCS'.

At the bottom, there is a detailed alarm list table with the following data:

Priority	Time	Subsystem	Equipment	Alert	Description	Ack Time	Ack'd By
Reduced Service	05/10/17 09:21:20	ServiceAffecting	ASLPAVA	VipetNotFound	VIPA device offline. Refer to Impulse.		
Reduced Service	05/10/17 09:21:20	ASLPAVA	ASLPAVA	VipetNotFound	THIS FAULT HAS NOT BEEN CONFIGURED		
Warning	03/10/17 08:43:09	ASLPAVA	vnet-buc-f	CommsFailure	THIS FAULT HAS NOT BEEN CONFIGURED		
Warning	03/10/17 08:43:09	ASLPAVA	vnet-buc-d2	CommsFailure	THIS FAULT HAS NOT BEEN CONFIGURED		
Warning	03/10/17 08:43:09	ASLPAVA	vnet-buc-d	CommsFailure	THIS FAULT HAS NOT BEEN CONFIGURED		
Warning	03/10/17 08:43:09	ASLPAVA	vnet-buc-c2	CommsFailure	THIS FAULT HAS NOT BEEN CONFIGURED		
Warning	03/10/17 08:43:09	ASLPAVA	vnet-buc-c	CommsFailure	THIS FAULT HAS NOT BEEN CONFIGURED		
Warning	03/10/17 08:43:09	ASLPAVA	vnet-buc-b2	CommsFailure	THIS FAULT HAS NOT BEEN CONFIGURED		
Warning	03/10/17 08:43:09	ASLPAVA	vnet-buc-b	CommsFailure	THIS FAULT HAS NOT BEEN CONFIGURED		

At the bottom of the page, there is a summary: 'Alarm View Summary: Total: 11, Unacknowledged: 11' and a status bar: 'Logged on as: Admin Workstation ID: box01a Online 05/10/2017 15:07'.

Fig. 22 Suppressed Alarms Table Page

## 4.4 Fire

Clicking the [Fire] button gives you access to:

- Fire System
- Maintenance
- Event History
- FAS Topology
- Alarm List
- Status Tree

**Note:** The page defaults to the Alarm list on opening, and attempts to resync every 10 seconds.

### 4.4.1 Fire System

Selecting the [Fire System] button opens this page, from where you can select, acknowledge or print further report styles. You can also see a visual representation of the selected zone, with options to move or resize, and the ability to move up, down, left or right to see different evacuation zones.

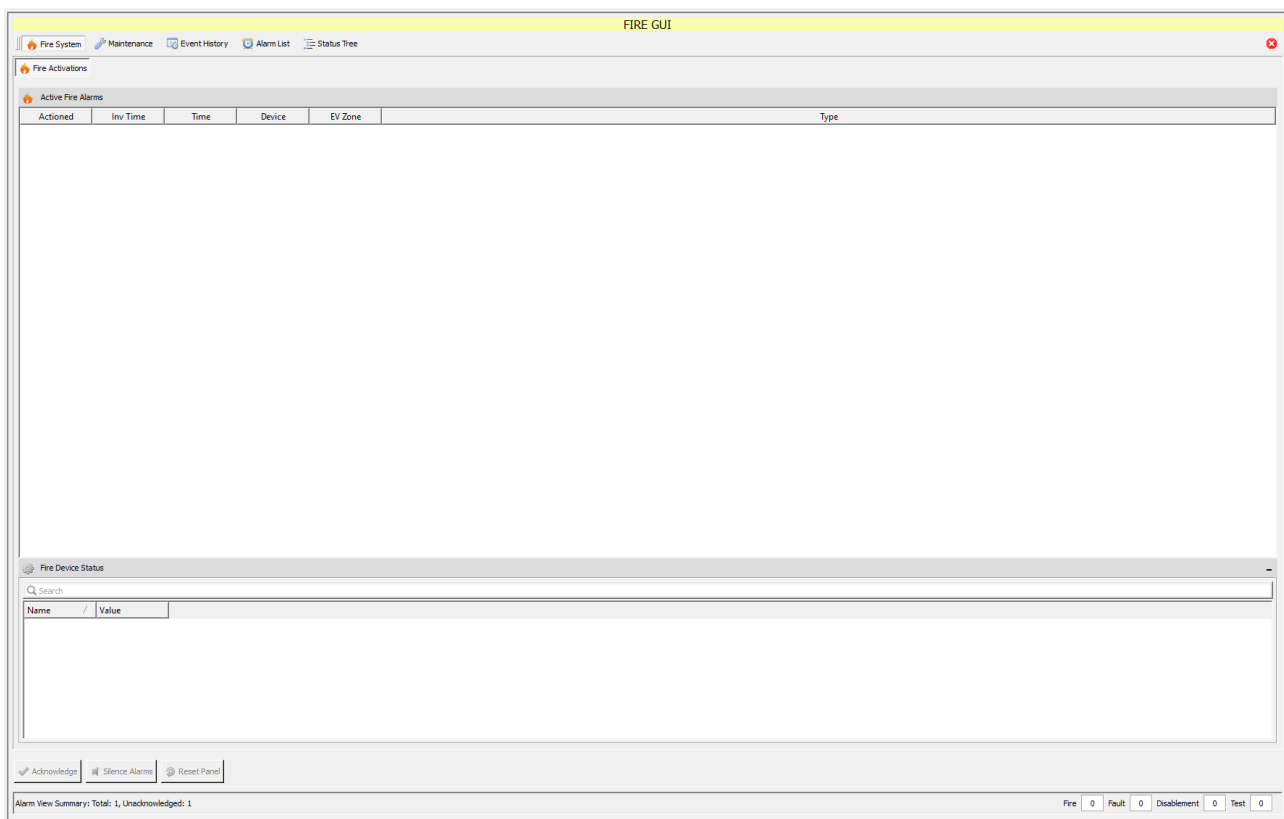


Fig. 23 Fire System





#### 4.4.2.1 Active Events

Click [Fire] > [Active Events] to open the tables of Active Events. From this page you can filter by specific event types, by Quick Filter, or by Advanced Filter (Boolean Search).

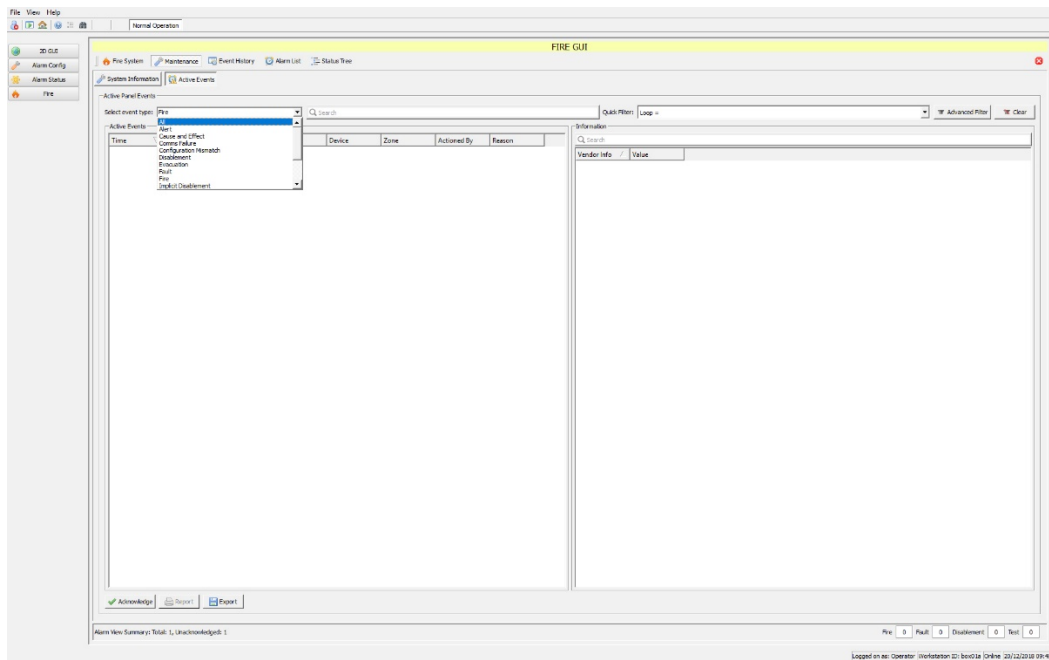


Fig. 25 Active Events Page

### 4.4.3 Event History

The Event History page shows all historic events with additional information (if available). The history can also be used to create reports, or it can be exported as a .csv file.

The Event History can be very long and detailed, so authorized users can view and/or rearrange it by:

- quick filter (e.g. Loop).
- clicking column headings.
- changing time/date periods.
- choosing event type and sub-type.
- using an [Advanced Filter] tool (i.e. drop-down menus for Columns + Operands + Data).

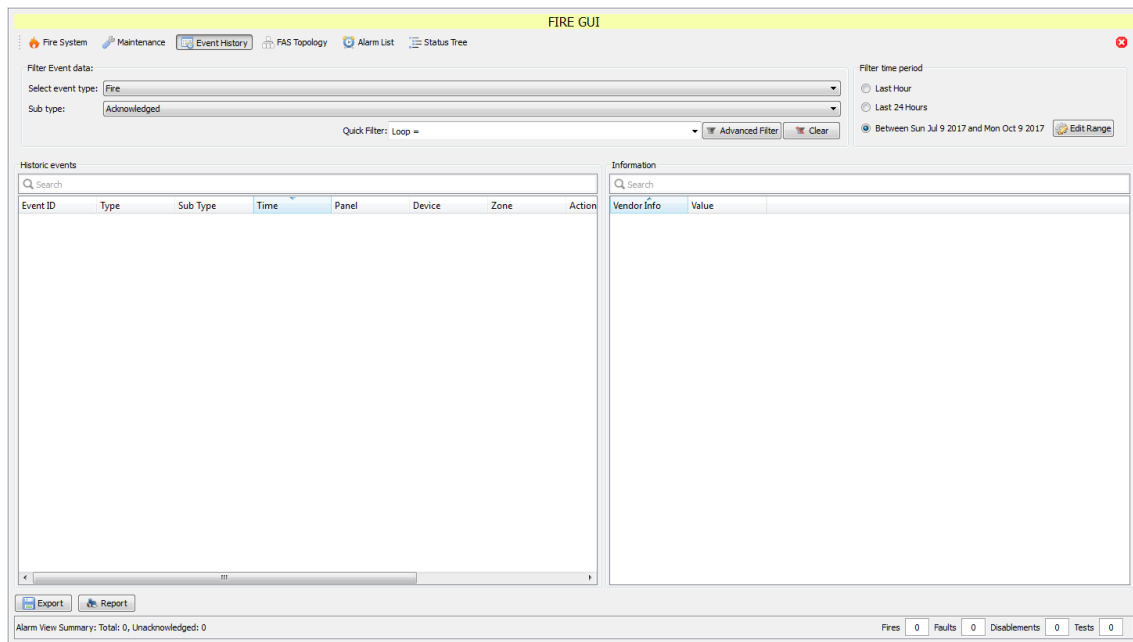


Fig. 26 Event History Page

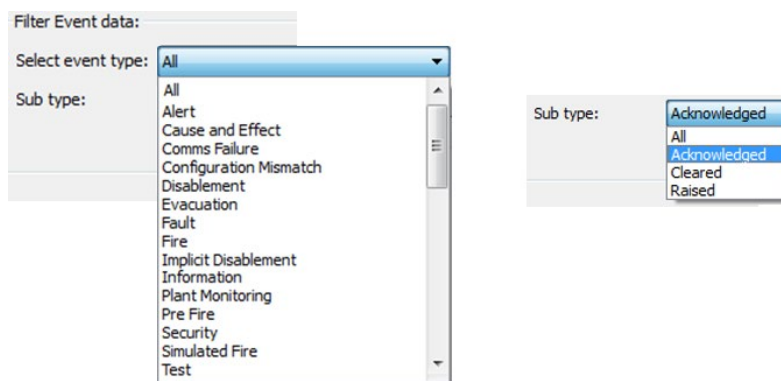
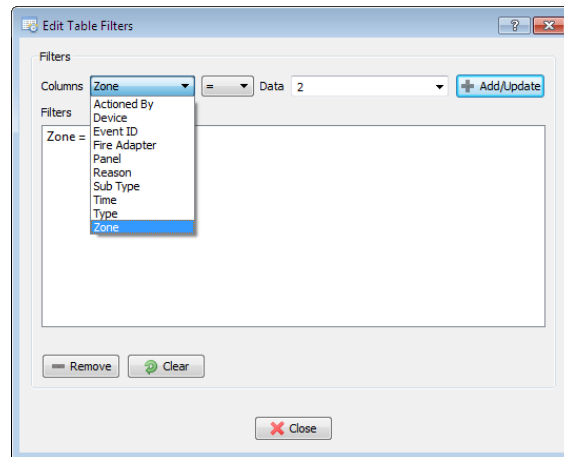


Fig. 27 Event History – search categories

#### 4.4.3.1 Advanced Filter Options

In addition to the Column options shown below, users can apply the following operands and matching search parameters, where <n> equals a number and <x> is a string:



**Fig. 28 Advanced Filter Options Dialog**

### ADVANCED SEARCHES AND FILTERS

Ockular reports allow both simple and advanced searches to narrow down a specific data type or series.

Advanced filtering can use column headings with the following Boolean expressions plus free-text Data:

- = equal to
- != not equal to
- > greater than
- >= greater than or equal to
- < less than
- <= less than or equal to
- Like...

You can only currently create one filter term, so sometimes you may need to think about what to exclude rather than what to include...

Example: [Zone = 2] would show only events that are listed for Zone 2, whereas [Zone != 2] would show all events *except* those in Zone 2.



#### 4.4.4 Alarm List

The [Alarm List] button opens a list of all the alarm events, with an itemized summary of alarm types at the bottom of the screen (circled).

The list can be re-ordered alphanumerically by clicking the appropriate column header.

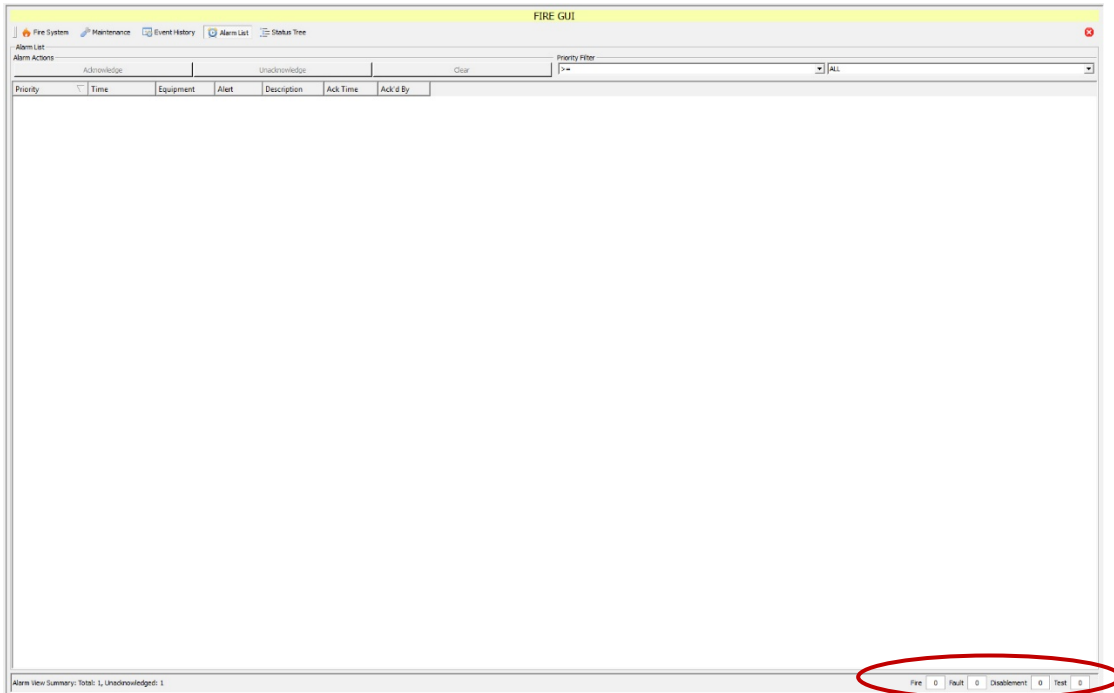


Fig. 29 Alarm List Page

#### 4.4.5 Status Tree

The [Status Tree] button opens an expandable tree layout of your Fire Alarm Control network and attached devices. You can use it to drill-down to see the current status and alert types of any listed item.

Double click any item to expand or condense it, or use the [+] or [-] icons to expand or condense whole classes of items.

**Note:** The values are controlled by the item type; some will return three values while others will return seven.

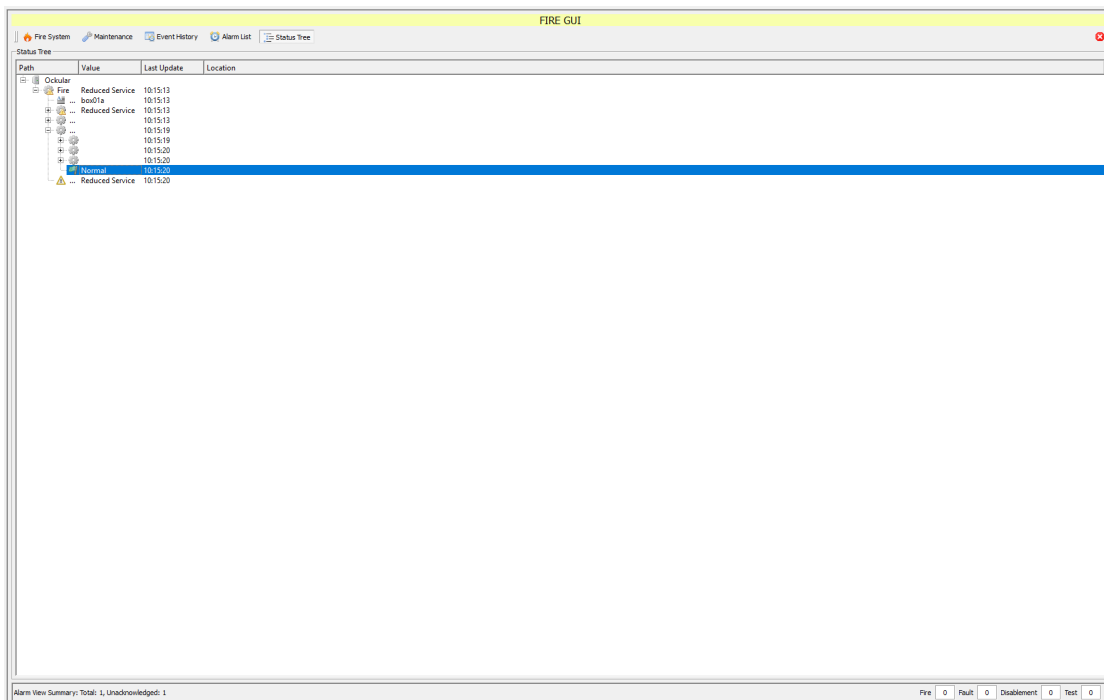


Fig. 30 Status Tree Page

## Appendix A. Glossary

Abb.	Description
2D	Two Dimensional on the x-y axes
3D	Three Dimensional on the x-y-z axes
ACID	Access Control and Intruder Detection
ANS	Ambient Noise Sensor
BGM	Background Music
BGU	Break Glass Unit (fire alarm)
BMS	Building Management System
CAE	Cause and Effect
CIS	Customer Information Sensor
CSV	Comma Separated Values; the .csv file type allows files to be imported into columns and rows in spreadsheets and databases
DDU	Data Display Unit
DIP	Dynamic IP address (see SIP)
EOL	End Of Line (e.g. alarms, CCTV, detectors, sounders, speakers)
EOLR	End Of Line Resistor
EOLD	End of Line Diode
FACS	Fire Alarm Control System
FAS	Fire Alarm System
GUI	Graphical User Interface
GUID	Globally Unique Identifier used to identify equipment on a network
HUD	Head Up Display
I/O	Input / Output
IP	Internet Provider (networking)
LAN	Local Area Network
LLPA	Long Line Public Address
NAC	Notification Appliance Circuits
Ockular	Kentec's control system platform and SDK
OS	Operating system (e.g. MS Windows, Android, Apple Mac, Linux, Unix etc.)
PA	Public Address
PIDS	Passenger Information Display System
PiP	Picture in Picture
PIS	Passenger Information System
px	Pixel (Picture Element – from Pics. Element.)
PTT	Press to Transmit
qm	.qm is a Qt Compiled Translation Source File
RV	Rendezvous point (Emergency vehicles)

Abb.	Description
SCADA	Supervisory Control and Data Acquisition system
SIP <sup>(1)</sup>	Static IP address (see DIP)
SIP <sup>(2)</sup>	Session Initiation Protocol (SIP) is a communications protocol for signalling and controlling multimedia communication sessions in applications of Internet telephony for voice and video calls, in private IP telephone systems, as well as in instant messaging over Internet Protocol (IP) networks.
SMS	Station and building Management System / Site Management System
SOP	Site (or Standard) Operating Procedures
TCP/IP	Transmission Control Protocol/Internet Protocol
TTS	Text to Speech
UAC	User Account Control (Microsoft)
UI	User Interface
UPS	Uninterruptible Power Supply
USB	Universal Serial Bus
UX	User Experience
VA	Vital Area <sup>(1)</sup> ; Vulnerable Area <sup>(2)</sup> ; Visual Alarm/Alert <sup>(3)</sup> ; Voice Alarm <sup>(4)</sup>
VDU	Visual Display Unit; computer screen
x – y axis	x - y refers to screen pixel coordinates based on the available screen resolution (e.g. 1920 x 1080). X = the horizontal screen axis drawn left-to-right, and Y = the vertical screen axis drawn top-to-bottom. A VDU's nominal point of origin (x = 0, y = 0) is positioned at the top left of the screen, so a screen item's nominal point of origin might be stipulated (in code) as [x = x+100; y = y + 100].
z axis	z refers to a virtual axis running tangentially to the x-y axes; x-y-z coordinates can be used to create 3D objects that can pan, tilt, and rotate in virtual 3-dimensional space.
z-index z-order	Incident priorities are allocated to default layers arranged, in descending order, on the z-axis. In other words, the highest current priority (e.g. Fire) cannot be obscured by items of lower priority.





## Appendix B. Ockular Keyboard Shortcuts

These are the most useful keyboard shortcuts, but Windows key combinations may also work.

Other key combinations are available in Editor mode. See the *Ockular 2D GUI Editor User Guide Appendix B* for more information.

All Modes	
Alt-F	Opens the File menu
Alt-F, X	Opens the Exit dialog
Alt-[F4]	Closes the active window
Alt-H	Opens the Help menu
Alt-H, A	Opens the 'About Ockular' pop-out
Alt-H, Q	Opens the Quick Guide in Foxit Reader
Alt-H, U	Opens the User Manual in Foxit Reader
Alt-V	Opens the View menu
Alt-V, S	Save Settings
Alt-Tab	Tab through open workspaces (useful when Ockular is in front of other open windows)
[Del]	Delete selected items
[Esc]	Closes the currently open dialog
[F3]	Opens the Search window
[F5]	Show/Hide Main GUI
Windows + L	Lock your screen (saves you from logging out or closing Ockular)
Windows + M	Minimise all windows (useful if you want an empty desktop, especially in Windows 10)



## Appendix C. Frequently Asked Questions

FAQ	Question	Answer	Remedy
1	Why won't Ockular start?	No dongle, or dongle out of date.	Fit a current dongle before launching Ockular
3	Why does my screen appear wrong?	New installation	Administrator either load a project or create and save a new one.
4	Why does my screen appear wrong?	Changes were made and saved by the last user	Administrator load a previously saved version and then save it.
5	Why does my screen appear wrong?	Is split screen selected?	Administrator change to full screen settings
9	Why did Ockular close unexpectedly?	You may have closed the Bootstrap CMD window by mistake, and you will have lost any unsaved changes.	Administrator restart Ockular and begin afresh. Save regularly during edits. Save versions if making a lot of changes.

End of Document.

