stages® Main Help Documentation

stages® is an Alarm Monitoring Platform using SQL Database and an SGS™ developed User Interface.

Signal Processing

Incoming Signals are taken into the Stages application from a Receiver via a Stages Connect box. The raw message of the Signal is interpreted by the Receiver Task and parsed to an Xmit# (constructed from the Receiver #, Line # and Panel Account #), a Signal Code, and a Point #. The Xmit # links the Signal to an Account The Signal Code links the Signal to a Default Event Code and the Point # links the Signal to Device Configuration. Signal Processing will also determine whether the Signal is an Alarm, Log-only or requires confirmation.

Alarm Dispatch

When a Signal is identified as an Alarm, the Alarm will be presented in the Alarm Buffer, and Auto Fed to an available and appropriate Operator based on Dispatch Queues. In the Alarm Dispatch window, Action Plans are used to guide the Operator through the dispatch process.

Notifications & Reports

Auto Process, Email, SMS, IVR, Reports

Site Data Entry

Data Entry, Contact, Site, Device, Device Configuration, Area Open & Close, Data Change, Site Audit

Administration

User setup, Servers