

stages® Options

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The stages® Options window provides pre-set Customization.

Central Station Name

'Central Station Name' is entered into Auto Process and Email Templates when the [CentralStationName] variable is used.

Time Zone

Default Time Zone to display.

Auto Logoff (minutes)

The User will be automatically logged out of the application after a period of time with no activity.

Auto Logoff (seconds)

The User will be automatically logged out of the application after a period of time with no activity.

Auto Logoff Warning (Seconds)

The user will be given a warning period prior to being logged out.

Inactive Server Msg

This message will display when a user logs into an inactive Stages Server. The message is entered in Rich-text format.

New Device OOS Category

When a new Device is entered it will default to this Out of Service Category.

ATI Grace Minutes

Timer Tests will be given an extra period of time to report before Stages generates the Late Time Test event. Enter the number of minutes.

ATI Auto Set

Timer Test Information entered for a device automatically schedules the timer test Expected Event.

Auto Feed Pending Seconds

This is the number of seconds the Auto Feed process will wait for an Operator's workstation to lock an account before giving it to a different Operator. The number must be between 12 and 60 seconds. The default is 20 seconds. The Auto Feed process must be stopped and restarted when changing this parameter.

[Default Member Contact List Type](#)

Contacts are automatically given the Default Contact List Type when they are entered.

[SMS PIN Duration](#)

The length of time that a Site Group Contact SMS PIN is valid before changing the PIN

[SMS Session Duration](#)

The length of time after the SMS PIN has been given before the SMS interface will prompt for the PIN again

[Default Time Zone](#)

If only one-time zone is serviced, all new sites will be assigned to this time zone.

[PIN/Code Word Wildcards](#)

Allows Wildcards in the PIN/Code Word search fields

[Office Time Display](#)

Determines whether the Office Time will display in the Status Bar.

[Voice Recording Program Path](#)

The path pointing to where the Voice Recording files are stored

[Support Rep Follow-Up Days](#)

The days a Follow-up assigned to a Service Rep will stay on the Pending Follow-up list until expiring and generating the Late Follow Up Event.

[Report Distribution Print Copy](#)

Determines whether the Print Copy flag is available on Report Distributions. When selected on a Site/Site Group, the Report will be sent to a network printer.

[Allow Duplicate PINs on Site](#)

Multiple Contacts can have the same PIN.

[Auto Create Xmit Site Name](#)

If a Site Name is entered and a Signal comes in for an Unknown account, Signal Processing will create a new Site/Device with the Site Name. The new Device will follow rules such as Xmit Code Control (assigning the Site to a Site Group) and the stages™ Option - New Device OOS Category.

[Xmit Assignment Site Name](#)

The Site Name entered here will default into the Xmit Code Control Create Sites function.

Log Previously Reported Signals

SIA and CID formats send in Previously Reported Signals. By default, these signals are not processed but can be turned on.

1 User Data Entry

When turned on, only one user can perform Site Data Entry at a time. Other users will open the Site Data Entry window in View Only mode.

Dispatch

Dispatch Timeout Seconds

The Alarm Dispatch Window will timeout after this many seconds of inactivity.

Dispatch Warning Seconds

Inactivity Warning time. The user will be given a warning message for this many seconds after the Timeout seconds have expired.

Dispatch Operator Action

This Operator Action will be generated when a Site is retrieved on the Alarm Dispatch Window. The Dispatch Operator Action is used to generate Alarm Statistics.

Suppress Dial Verify

Selecting this option will remove the "Dial and Verify" buttons from the Dispatch Call List and Manual Dial windows.

PIN Verify Method

Enter the Method to Verify PINs.

Blind = Blind Entry

List = Select from the list

Changing this Option will require that all users exit stages™ and then Log in.

Verify Pin w/out Lock

This allows an operator to verify pin when the account is locked by another operator.

Recent History (max# lines)

Set the maximum number of lines displayed at one time in Recent History on the Alarm Dispatch window. Operators can override this in their Operator Preferences.

History (max# lines)

Set the maximum number of lines displayed at one time in History window opened from the Alarm Dispatch and Site Data Entry windows. Operators can override this in their Operator Preferences.

Status Change on New Point Only

The Status Change window will only appear when the incoming signal is received by a point not currently in alarm.

Code Words on Site Summary

Selecting this option will display the Code Words on the Alarm Dispatch window.

Device Type of Site Summary

Selecting this option will display the Device Type on the Alarm Dispatch window.

No Operator Action (minutes)

If an operator takes no action on an account in alarm in the time frame entered here, the operator will be added to the No Operator Action list viewable from the stages™ Summary.

Status Change Message

The Status Change Message can be changed, otherwise, the default message will appear.

Operator Owns Alarms

Selecting this option will activate the Operator Owns Alarm features used in the Alarm Buffer Operator window. These functions are not compatible with Auto Feed.

Email

Fax as Email Format

This will define how Fax Phone numbers will be translated into an Email Address.

For Example: [Phone]@FaxService.Com will generate an Email to 7141234567 where (714) 123-4567 is the Fax phone number.

Fax as Email Phone# in Subject

This will include the Phone # in the subject of the email sent to the fax service. This is required by some fax services.

Email From Address

This Email Address will be used when sending emails from the Central Station unless otherwise specified.

Email Footer

Text to display at the end of all outgoing emails.

Test/Runaway

Test Category

Set the Default Test Category for devices placed On Test. This can be changed at operator's discretion.

On Test From History Test Category

Set the Default Test Category for devices placed On Test from History. This can be changed at operator's discretion.

SMS Test Category

Set the Default Test Category for devices placed On Test from SMS messages.

Max# Days on Test

Set the maximum number of days a device can be placed On Test.

Max# Days on Runaway

Set the maximum number of days a device can be placed on Runaway.

Runaway Count

If an account receives a number of signals ('Runaway Count') within a time frame ('Runaway Minutes'), the account will display the 'Runaway Message'. This does not actually put the account into runaway, it only informs the operator.

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Runaway Message

If an account receives a number of signals ('Runaway Count') within a time frame ('Runaway Minutes'), the account will display the 'Runaway Message' in the Recent History title bar. This does not actually put the account on runaway, it only informs the operator.

Max # of Days IVR Call State

The maximum days to keep information in the IVR Call State table.

Default Test Tab

Define which tab is active by default in the Device Tests window. Options include 'All', 'List', 'Excp', 'Events'

Device Test on Data Entry

Allows a user to place the Device on test from the Data Entry window.

On Test Authorization Warning

A warning will be generated if the validated Code Word / PIN does not have the proper authority item to place the device on test.

Dealer Web

Auto Logoff Minutes

Enter the time in minutes that the Dealer web should automatically log out for inactivity.

External App Test Category

Set the Test Category for all devices placed On Test from the External Application.

Customer Web Master Password

A password can be entered to access any account using the Customer External Application.