



Release Version 2.3.10 March 15, 2013

Key Features:

Style & Themes

Action Type: Hours

History Purge



Style & Themes

In general, visual improvements have been made throughout the application. Some examples include:

The Font has been changed for more readability. More emphasis has been given to the active pane. Lists will always have a vertical scrollbar (disabled when not needed).

The color scheme of the application is selectable (system loaded Theme options)

Alarm Dispatch (f1234, Floyd's Unreal Residence, Areas: 1, 77)								
12:39:24 Locked for Dispatch Enter Auto Fee	d Dispatch Action Wizard Call List Patients Instructions UDF Manual Dial	Dial PSAP						
site name Floyd's Unreal Residence	EXHERX Dispatch Action Wizard	Step Navigator						
41 Corporate Park (INFO) Ste 200 Ma	g action plan bryan's test	Dispatch Fire Department						
Irvine, CA 92606	notes!							
alarm# 7648 site type Residential - Intrusion, SMS								
address 41 Corporate Park								
groups 123 Alarm Co, Irvine Hospital								
code words friend centered dealer act	current step Dispatch Fire Department							
info Blah blah blah	This is your Alarm co. reporting a Fire Alarm.							
	a							
make more text	N 040 555 1234 Jaine Eire Department W							
	S49.555.1254 INNET ILE Department M							
	Calling (95551234)	Detail Common Agency Instructions Code Word / PIN List						
	Irvine Fire Department 949.555.1234	Detail						
	Permit: PERMIT77 Normal							
	Permit# required							
Notes in Effect	Dealer License# C3751932 - California							
READ THIS NOTE BEFORE TOU PROCEED:								
P no expire date	- disposition							
EZHE S Alarm Dispatch	comment							
Xmit# Alarm Til Pri Event Code Point Status	A							
f1234 11:53:3:20 Intrusion detector 1 Alarm	op action							
🔎 f5678 Secondary Xmit								
🔎 f12345 Normal								
Percent History Descent History Commence Device Cleatury Active 3ab	New Test/Durants							
Recent History Recent History Summary Device Status Active Job	s Mass Test/Runaway							
Date Xmit# Initials Event / Opera	ator Action Signal Point Description User Name	Area Comment Alarmi Pri Delav Scheduled Date Taskit A						
03/13/13 12:37:11 f1234 BMW Access on Dia	spatch Window	7648						
03/13/13 12:35:42 f1234 BMW Access on Di-	spatch Window	7648						
03/13/13 11:01:28 f1234 BMW Access on Di	spatch Window	7648						
03/13/13 11:00:41 f1234 BMW Access on Di-	spatch Window	7648						
03/13/13 10:27:41 f1234 BMW Access on Di-	spatch Window	7648						
03/13/13 10:24:40 f1234 BMW Access on Di- Di- Di- Di- Di- Di- Di- Di- Di- Di-	spatch Window	7648						
03/12/13 17:18:16 f1234 BMW Access on Di-	spatch Window	7648						
03/12/13 17:16:37 f1234 BMW Access on Di-	spatch Window	7648						
03/12/13 17:00:39 f1234 BMW Access on Di- Di- Di- Di- Di- Di- Di- Di- Di- Di-	spatch Window	7648						
03/12/13 14:59:14 f1234 BMW Access on Di- 03/12/13 14:59:14 f1234	spatch Window	7648						
03/12/13 14:45:51 f1234 BMW Access on Displayer Statement of the Statem	spatch Window	7648						
03/12/13 13:14:16 f1234 BMW Access on Di	spatch Window	7648						
03/12/13 13:00:25 f1234 BMW Access on Di	spatch Window	7648						
O3/12/13 13:01:27 f1234 O3/12/13 13:01:27 f1234 O3/12/13 13:01:27 f1234 O3/12/13 13:01:27 f1234	spatch Window	7648						
- 03/12/13 13:01:27 11234 BMW Access of Di	Spatch Willow	7040						

Default Theme

Users can select their own style sheet from the Operator Preferences window. (samples below)

If no style sheet is selected, the default (pictured above) will be used.

Once a style sheet is selected, it will be used on the next log in.





A list of the available style sheets is in Setup > stagesTM Setup > Style Sheets.

Samples:

Mentery Editory Cantasta Durk Configuration Call Lat UDF Device Status
Display Display <t< th=""></t<>
■ Out Color TUT ■ Out Col
'Green'
Constantial Top Annual Top A
Description Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>

'Red'

Classic – Before 2.3.10'

Additional Styles will be added in when available.

*The Classic theme is designed to be as similar to the old version of stages[™] as possible.





Action Type: Hours

Action Plans can check a schedule on the Site or Site Group to determine what path to follow in dispatch. These schedules are defined as 'Hours'.

Hours Types are entered in Setup | stages[™] Setup | Hours Type.

■ Z 🛨 🖻 🗙 🚱 Hours Type				
V	Hours Type	Description	~	
	Emergency	Emergency Hours		
	Normal	Normal Business Hours		
			∇	

In Site and Site Group, the Hour Type is given a schedule.



To create an Hours Action Plan step, enter the Action Type of 'H', the Hours Type, and either 'Site' or the Site Group Type.

description	Check Emergency Hours
dispatch instruction	A A A A A A A A A A A A A A A A A A A
uspatermstruction	<u>A</u>
action type	H Hours
voice file name	
variation level	
jump to label	
hours type Eme	ergency Emergency Hours

Outcomes for an Hours Type step include WithinHours, OutsideHours, NoHours, and AllElse.



History Purge

A system to purge history data has been added to the application. Servers can be identified to be purged or be the database of record for history transactions. Specific report codes can be configured to be purged at a shorter time period than the global rate for history.

History Purge is managed in Utilities | stages[™] | History Purge Control.

					×
	BVX	Bistory Purge Control - Serv	/ers		
	Server#	Server	Pur	ge Option History Serve	*
	1	QUAKE			
	2	Beach	Pu	rge 📃	
	7	Earth			
	8	beach\stages			
					-
		B History Purge - All events a	nd O	perator Actions	
# days I	nistory 36	5			
		B History Purge Control - Rep	ort C	odes	
	Report C	Code Description		# Days History	*
	F	Timer Test		90	
	0	Fire			=
	1	Burglary			
	7	Low Battery			
	Α	Alarms			
ΠX	BLKT	Blanket			
	D	Late O/C			
	G	Opening			
	н	Closing			
(1997) (1997)	-				T

In History Purge Control – Servers, servers are configured with a purge option and the history server is identified. Servers that are configured with a purge option of 'Purge' will be set up to purge history. If a server is identified as the History Server, it will be called when the full History window is viewed (from the History button in Site Data Entry or Alarm Dispatch or the Site Lookup, or in the tab in Quick Call). Recent History in the Alarm Dispatch window will still use the local server data. If the History Server is unreachable, the local server data will be used.

In History Purge – All Events and Operator Actions, the global # Days History is defined. All Events and Operator Actions older than this number of Days will be purged on all servers with the Purge Option of 'Purge'.

In History Purge – Report Codes, the report codes are listed with an option to enter # Days History. The Number entered here will override the global value for the event codes and operator actions belonging to the report code. For example, Timer Test events can be purged every 90 days, while history is purged every 365 days.





Additional Features

Event Rule

Event Rules can be applied at the global level. Setup | Alarm Processing Setup | Event Rules

Signal Format & Signal Code have been added to the Event Rule entry. Incoming signals that match the signal format and code will use the Event Rule regardless of the event code that the system applies. Signal Format and Signal Code have also been added to the Abort setup, so that a restore signal code can be set up to abort its corresponding alarm/trouble/supervisory signal code.

Abort Option and Fail to Abort Event have also been added to the Event Rule setup. Everything in the Abort Group setup can now be entered as an Event Rule.

Telephony Interface

For phone switches that support it, stages[™] can send in commands to the operator's phone. These functions include Answer, Hang up, Hold, Retrieve, Conference, and Transfer.

When the workstation is set up for SGS telephony, the Telephony button will appear in the status bar (bottom left). Pressing the button will open the telephony interface to dial a number or perform one of the functions.



In the Office setup, the Commands that are supported by the phone switch are selected. Only the commands selected will appear in the interface.

				×.
	HE X S Office	?		e Detail
Office	Description	~	offic	ce 1
1	Secure Central Station		description	on Secure Central Station
2	Riverside		time zon	ne 🔼 (GMT-08:00) Pacific Time (US & Canada); Tijuana
3	Milwaukee		sgs telephony gatewa	ay 192.168.0.254
99	Demo		sgs tele gateway port	10326
			voice recording program pat	ath in the second s
			backup offic	
				Telephony Interface
		Ŧ	answ 🔽	
	F 🕞 🗑 🗙 💶 Workstation		hang 🔽	Image: Second secon
Workst	tation		De hold 🔽	Extension Description
BryanV	N7-PC.SecGlobe.local		Br rtrv 🗹	
BRUCE	W-LAPTOP.SecGlobe.Local		BR conf V	
brucew	v-pc.secglobe.local		bv tran 🕅	E
brunnu	v po opoglaba lacal		here a no	

Release Version 2.3.10 March 15, 2013



Action Plan Operator Actions

Operator Actions have been added to log automatically when the Action Plan performs steps:

'AP-B', Action Plan B type – No Other Action Plan Found
'AP-B-Con', Action Plan B type - Continue Current Action Plan
AP-B-New', Action Plan B type - New Action Plan Launched
'AP-D', Action Plan Decision
'AP-E', Action Plan E Type
'AP-G', Action Plan G Type - Return from Module
'AP-H', Action Plan H Type
'AP-J', Action Plan J Type

Alarm Buffer All

Max Rows can be defined for the Alarm Buffer All results in stages[™] Options and Operator Preferences.

When search criteria is entered, the Alarm Buffer All will return all matching alarms (max 2000). If no search criteria is entered, the max rows returned will use the max rows defined in Operator Preferences, then stages[™] Options, and then the default of 25 rows.

Auto Process

An action type of 'Interface' has been added. For Interface Auto Processes, an option is entered (e.g. URL), and a Command is given (e.g. http://api.service/[BillingID]). When the auto process is executed, the command will be sent.

Dispatch Group has been added to Auto Process Rule. For example, Auto Processes can be configured for the 'Storm' dispatch group. When a region is placed in the Storm group, the auto processes will apply to the sites in the affected locations.

Dispatch Type

Rule Order has been added to Dispatch Type. This will be used in the Action Plan Hierarchy when there are multiple dispatch types on the site.

Dispatch Queues

Queue Timers have been added to Temporary Dispatch Queues.

Site Note

A stagesTM Option has been added to log an operator action when a site note is created. 'Site Note Operator Action' is defined in the Data Entry tab of stagesTM Options.



Device Test List

The Auto Notify Option (SMS or Email) and the Auto Notify Recipient display in the Device Test List flyout.

ASAP Interface

New Fields have been added to support the ASAP interface. The ASAP interface is currently being tested for implementation.

'ASAP ID' and 'ASAP Name' have been added to Agency. 'ASAP Description' has been added to Event Code and Service Type. 'Silent Flag' has been added to Device.

Message Center

An integrated Message Center system has been added to the stages[™] Application. This service is provided at an additional cost. Key features include Notifications to the Dealer Application, Merging Calls to the Account, and access to Recordings on the Mobile App. Please ask for more details.

Signal Processing

A new Task Parameter has been created 'SignalBehindSeconds'. This controls how soon stages[™] will generate an Alarm when Signal Processing is behind. The default is 300 seconds (5 minutes). Any value under 30 seconds will be treated as 30 seconds.

When stages[™] receives a 'PCALL', the DNIS will be set as the Point. This will allow users to define different event codes by DNIS in the device configuration. (e.g. Elevator, Burg, Medical...)





Site Activate

If a site is created, but not placed in service, a warning message will pop up when the Site Activate window is closed.

Site Address (PSAP)

Displays for Latitude, Longitude, and Last Date Verified has been added to the Site Address input window.

Site Address	
Site Address	Suggestions
site name Floyd's Unreal Residence	
address 41 Corporate Park Ste 200	
address 41 Corporate Dark	
address2 cto 200	
zin select	
city state zin traine	
Lotitude 22.60145	
Innaitude 33.09143	
date last verified 03/04/13 12:15:08	

Contact Device

Contacts can be assigned to only certain Areas on the device.

	🛛 🗙 🕼 Detail							
order# 232								1
name: first New	middle	last Conta	ct	title	suffix			
ecv [authority	keys	contact list	member on	ly 🔲				
relation	^							
contact type	^							
contact info							A	
		IZĐ		Devices				
		V	Xmit#		Area			
pin offective date	789		f1234		1	\sim		
expire date		ti						
		f 📰 💷]					





Schedules

The Schedule window has been reorganized:

Contacts Contact Lists Site Device Config Ter	np Config Area & Open/Close	Code Words Auto Process A	ction Plans Hours Report Distribution	Changes Quick Configuration
- 二十日マズの Area & Open/Close				
V Area Description Open Event	Close Event	Sched Alt Xmit#	Site Group Schedule	*
OG 🛆 Area DI	SARMED CG 🛆 Area A	RMED 1		
2 8 OPENIN	G 9 CLOSI	NG		
Schodulos		Timos (1)		÷
Schedules (rimes (1)		
1 1	Day of weet times			^
1 1	Manday 15:00			
	Tuesday 15:00			
	Tuesday 01.00			
	vednesday			
	Inursday			
	Friday 14:00 - 16:00			
	Saturday			
· · · · · · · · · · · · · · · · · · ·				v
_ ∠ + -		1	+ Holidays	
schedule# 1 Permanent	day code		🗑 Holiday E	ffective Dat Expire Date
description 1	add/replace A Add		New Years Day 0	1/01/10 01/01/10
fall open event CT Late To Open per alarm (open (nnmm)			
fall close event CJ ALate Close (per alarm pa	close day 🔽 Same Day			
late energy window 30	close (mmm)			
and close window 30				
early close window 30				
late close window an	IZI + EI I X III Time Deta	1		
late close window 30	Open HHMM C	il lose HHMM ^		
late close window 30 early open event EarlyC CEarly Opening Alarm	Open HHMM C ■ Mon 15:00 Tu	il lose HHMM ^ re 🗹 01:00		
late close window 30 early open event EarlyC C Early Opening Alarm late open event C C C C C C C C C C C C C C C C C C C	Open HHMM C Image: Strain S	11 lose HHMM ie 💟 01:00 i 💟 16:00		
late close window 30 early open event C late close event C	Open HHMM C 図 Mon 15:00 Tu 図 Fri 14:00 Fri	1 lose HHMM re V 01:00 i V 16:00		
Iate cose window 30 early open event Early Opening Alarm Iate copen event atry close event Iate cose event	Open HHMM C Ø Mon > 15:00 Tt Ø Fri > 14:00 Fri	li lose HHMM ∧ ie ♥ 01:00 i ♥ 16:00		
Iate close window 30 early open event Early Opening Alarm Iate open event Image: Comparison of the state of the st	Open HHMM C Ø Mon 15:00 Tu Ø Fri 14:00 Fri	li lose HHMM ^ re ♥ 01:00 i ♥ 16:00		
late close window 30 early open event Early Opening Alarm late open event early close event late close event multi area	Open HHMM C Image: I	i lose HHMM ← (♥ 01:00 i ♥ 16:00		
Iate close window 30 early open event Early O Early Opening Alarm late open event On late close event On multi area ⊠ Any Area Open/Close satisfies schedule.	Open HHMM C Ø Fri<	in in in in in in in in		

The list of schedules and the detail have been split into two windows.

Add temporary opens in a new window.

The Time Entry and Time Detail have been split into two windows.

Site Group Schedules include a Usage button to see what Xmits use the Schedule. The Recompute Expected Events button will update the devices with the new schedule.

Site Audit

New Site Audit: Verify Permit – Site is missing required Permit. This will check that Site Agencies that require a permit have a permit entered.

Site Type Exceptions have been added to Site Audit Setup. The Audit Code will not apply to the Site Types marked in the multi-select.

In the Site Audit Search utility list, audit items marked as 'Warning' or 'Required' are defaulted in to the Audit Code multi-select.

Data Change

The App User Name is stamped on Data Changes at the time of the change. This will ensure tha deleted Users/Contacts will still display.

For Data Changes made on the Customer Application, the Contact Name will be attached to Data Changes, when the Contact PIN was used for log in.



Report Type

Combine Transmitters has been added to the Report Type set up.

<u>Variables</u>

Variables have been added for [CrossStreet], [Directions], [NavconCheck], [NavconDesc], [NavconHost], [NavconIP], [NavconNAT], [BillingID], [CurrentDateTime], [Alarm#Full], [Permit:AgencyType]

Bad Phone Number List

An option has been added to 'Exclude Expired Contacts'. The option is enabled by default.

Version Mismatch

When logging in to stages[™], the application will check that the current SGS Scripting Engine version is being used. If not, this message will be presented. Operators can continue, but it is highly recommended that they refresh to enable the current version.

Version Mismatch						
⚠	A new version of the client is available. Please refresh.					
	C)k				

Once logged in, a warning icon will display in the menu bar.

External App

'Xmit Exact Match Only' has been added on Advanced Search

The On Test count in the Summary now includes Recurring Tests that are currently in effect.

External OOS Category

External OOS Categories can be defined globally in Setup | External Appliction Setup | External OOS Category or for a site group specifically in the External OOS Category tab in the Site Group Setup. If any OOS Categories are entered, only the entered categories apply.

For sub Site Groups, an option can be checked to Exclude Parent External OOS Categories.