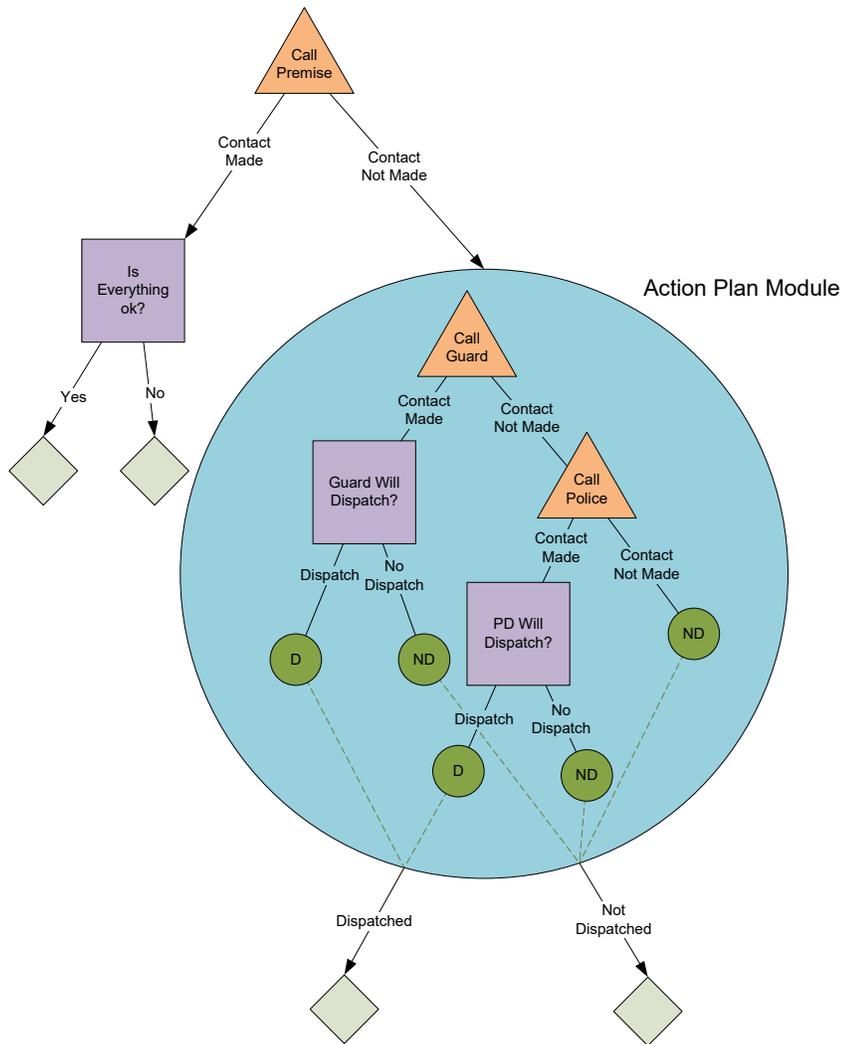


**Action Plan Modules**

Action Plan Modules have been added to enable commonly used series of action plan steps to be set up in a global library of modules that can be referenced in Action Plans. The Modules are set up as a “mini action plan” with a series of steps leading to outcomes that will snap back into the action plan. Using Modules reduces the number of steps in the action plan by combining similar branches of steps into one branch.



In the example, 2 outcomes of ‘Dispatched’ are combined into one branch and 3 outcomes of ‘Not Dispatched’ are combined into one branch.

In the Action Plan setup, a Module is entered by selecting the Module (M) action type. A module is then selected.

|                      |   |
|----------------------|---|
| description          | Call Premise...   |
| dispatch instruction |   |
| action type          | M <input checked="" type="checkbox"/> Module            |
| voice file name      |   |
| variation level      |   |
| module               | 1504 <input checked="" type="checkbox"/> Call Prem Burg |

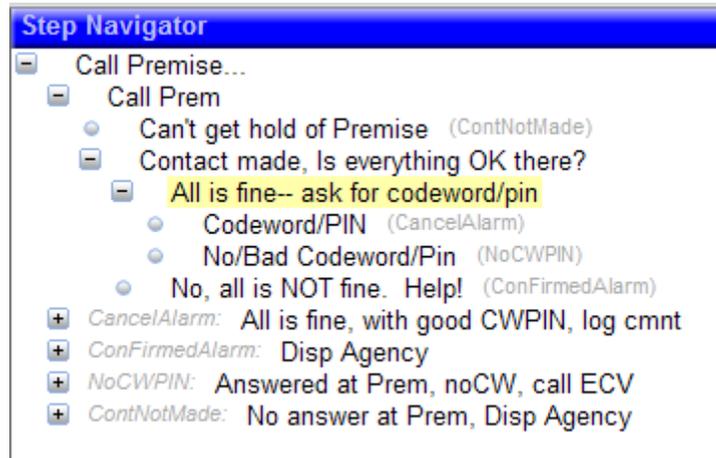
The Modules are set up with steps similar to Action Plans. The branches of the step tree end in either a 'Go to Return Label' (G) type step or a Full Clear. The G type step is assigned a value for Module Return Label.

|  |   |
|--|---|
| <b>Action Module Steps</b><br><ul style="list-style-type: none"> <li>Call Prem <ul style="list-style-type: none"> <li>Can't get hold of Premise</li> <li>Contact made, Is everything OK there? <ul style="list-style-type: none"> <li>All is fine-- ask for codeword/pin <ul style="list-style-type: none"> <li>Codeword/PIN</li> <li>No/Bad Codeword/Pin</li> <li>No, all is NOT fine. Help!</li> </ul> </li> </ul> </li> </ul> </li> </ul> | <b>Action Plan Module Item</b><br>parent action <input checked="" type="checkbox"/> All is fine-- ask for codeword/pin<br>action outcome <input checked="" type="checkbox"/> VPIN,VCWORD<br>description Codeword/PIN<br>dispatch instruction<br>action type G <input checked="" type="checkbox"/> Go to Return Label<br>voice file name<br>required with parent <input type="checkbox"/><br>module return label CancelAlarm |
|--|---|

In the Action Plan, the children steps of the M type step are assigned to a Module Return Label.

|  |  |
|--|--|
| <b>Action Plan Steps</b><br><ul style="list-style-type: none"> <li>Call Premise... <ul style="list-style-type: none"> <li>Disp Agency</li> <li>Answered at Prem, noCW, call ECV</li> <li>No answer at Prem, Disp Agency</li> <li>All is fine, with good CWPIN, log cmnt</li> </ul> </li> </ul> | <b>Action Plan Item</b><br>parent action <input checked="" type="checkbox"/> Call Premise...<br>module return label <input checked="" type="checkbox"/> CancelAlarm<br>description All is fine, with good CWPIN, log cmnt<br>dispatch instruction<br>action type O <input checked="" type="checkbox"/> Operator Action<br>voice file name<br>variation level<br>required with parent <input type="checkbox"/><br>operator action cmnt <input checked="" type="checkbox"/> Comment<br>confirm opact <input checked="" type="checkbox"/> |
|--|--|

The module will be followed seamlessly by the operator. In the tree structure for the Step Navigator, M type steps will branch into the module steps and the possible outcomes of the module. The outcomes display with the Module Return Label in front of the Step Description grayed and italicized. The G type steps in the module display the Module Return Label at the end grayed and in parentheses.



In the example, if a codeword/PIN is matched, the 'CancelAlarm' return label will be the executed and the operator will be prompted with the action dialog for the 'All is fine, with a good CWPIN, log cmnt' step and if a codeword/PIN is not given or bad, the 'NoCWPIN' return label will be executed and the operator will be prompted with the action dialog for the 'Answered at Prem, noCW, call ECV' step.

## Memos

A Memo system has been added to send messages between stages Departments and to Site Groups in the External Application. Memos replace the Web auto process type.

The Memo Inbox is available from the Utilities menu. The Inbox can be filtered for To Dept, From Dept, and From Site Group #. Memos are listed with options to Delete, Mark as Read/Unread, and Reply. Selecting a row opens the detail for the memo on the right.

The screenshot shows a software interface with two main panes. The top pane is titled "Memo Inbox" and contains filter fields: "to dept" set to "DataEntry", "from dept" set to "Mon", and "from site group#" with a dropdown arrow. Below these are checkboxes for "Data Entry" and "Monitoring Station". The bottom pane is split into a table and a "Detail" view. The table has columns for "To", "From", "Subject", and "Action Date", with one row highlighted: "Data Entry", "Monitoring Station", "Data Entry Memo". The "Detail" view on the right shows the content of the selected memo: "to Data Entry", "from Monitoring Station", "subject Data Entry Memo", and "memo Call him to discuss the contact List." Below this, it lists "action date", "xmit# R32-4123", "site name Chone Figgins Residence", "event code", "point", "create date 02/07/11 13:57:28", and "created by".

Memos can be sent from a Site (Dispatch or Data Entry)  or generally from the Send Memo utility. Memos sent from a site will reference the Xmit# and Site Name automatically. A Memo auto-generated by an event will reference the Event Code and Point also.

The screenshot shows a "Send Memo" utility window. It has a "to dept" dropdown menu, a "to site group#" dropdown menu, a "subject" text field, and a large "memo" text area. At the bottom, there are "action date" and "time" fields with a calendar icon, and a checked checkbox.

A tab for Memo has been added to Site Data Entry for Memos and Memo history associated with the Site.

Departments are set up in Setup | stages™ Setup | Department. Departments are assigned to Users in User Role. The default Monitoring Department is also set up in stages™ Options. The stages™ Option Monitoring Department is used by Auto Process Memos.

Deleted Memos can be referenced in the Memo History utility.

### Auto Process

Memo Auto Processes are set up to send to a Site Group Type, a Department, or both.

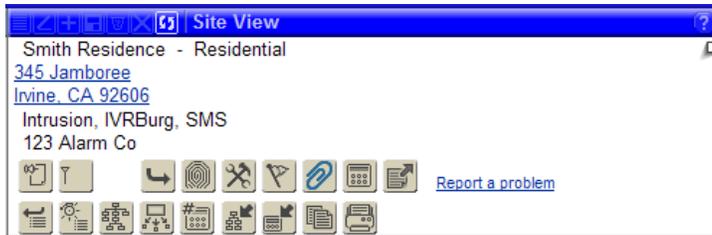
|                         |   |
|-------------------------|---|
| auto process            | Data  |
| description             | Data Entry Memo                               |
| action                  | Memo <input type="checkbox"/> Memo            |
| option                  |   |
| event code              | <input type="text"/> ^                        |
| no recipient event code | <input type="text"/> ^                        |
| priority                | <input type="text"/> ^                        |
| delay seconds           | <input type="text"/>                          |
| abort group             | <input type="text"/> <input type="checkbox"/> |
| site group type         | <input type="text"/> <input type="checkbox"/> |
| to dept                 | DataEntry <input type="checkbox"/> Data Entry |
| schedule option         | <input checked="" type="checkbox"/>           |
| once per alarm          | <input type="checkbox"/>                      |

If the Auto Process is sent by an Operator Action, the comment will be included in the Memo.

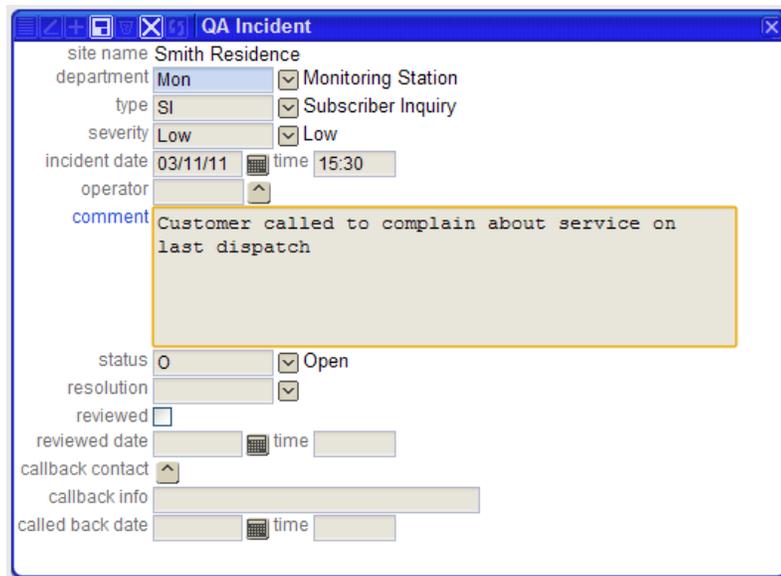
## Quality Assurance

A Quality Assurance (QA) feature has been added. Unlike Memos, the Quality Assurance Incidents are not visible from the Site and can be restricted to certain users through permissions.

From Dispatch, Data Entry, or Quick Call, the 'Report a Problem' link opens a QA Incident entry.



QA Incidents are entered with a Department, QA Type, Severity, Operator, Comment, Status, and Callback Contact.



The screenshot shows a 'QA Incident' form with the following fields:

- site name: Smith Residence
- department: Mon  Monitoring Station
- type: SI  Subscriber Inquiry
- severity: Low  Low
- incident date: 03/11/11 time: 15:30
- operator: [dropdown]
- comment: Customer called to complain about service on last dispatch
- status: 0  Open
- resolution: [dropdown]
- reviewed:
- reviewed date: [date] time: [time]
- callback contact: [dropdown]
- callback info: [text]
- called back date: [date] time: [time]

QA Type, QA Severity and QA Resolution are Setup Tables.

QA Incident Search

department

status

site

| Department   | Type               | Severity | Incident Date     | Status |
|--|--------------------|----------|-------------------|--------|
| <input checked="" type="checkbox"/> Monitoring Station | Subscriber Inquiry | Low      | 03/11/11 15:22:00 | Open   |
| <input type="checkbox"/> Data Entry                    |                    |          | 03/11/11 09:56:00 | Closed |
| <input type="checkbox"/> Monitoring Station            |                    |          | 03/11/11 08:26:00 | Closed |
| <input type="checkbox"/> Data Entry                    |                    |          | 03/11/11 08:21:00 | Open   |
| <input type="checkbox"/> Data Entry                    | Subscriber Inquiry | High     | 03/11/11 08:12:00 | Open   |
| <input type="checkbox"/> Data Entry                    |                    |          | 03/10/11 14:20:00 | Open   |
| <input type="checkbox"/> Call Center                   | Subscriber Inquiry | Low      | 03/10/11 14:15:00 | Open   |
| <input type="checkbox"/> Data Entry                    | Subscriber Inquiry | Medium   | 03/09/11 11:00:00 | Open   |

Incident Detail

site name Smith Residence

department   Monitoring Station

type   Subscriber Inquiry

severity   Low

incident date  03/11/11 time  15:22

operator

comment  
Customer called to complain about service on last dispatch

status   Open

resolution

reviewed

reviewed date  time

callback contact  Mr. John Q Smith Jr.

callback info

called back date  time

QA Incidents are maintained in the QA Incident Search utility. Incidents can be filtered by Department, Status, or Site. Updates to the Incident can be recorded.



## Alarm Graph

On the Alarm Dispatch window, a bar graph displays a visual presentation of the alarm during the dispatch process. User defined event codes/operator actions (see Alarm Categories) will create a 'cell' in the bar graph. The graph is drawn in real time. A flyout gives details of the cell.

| Point | Status |
|-------|--------|
|       | Alarm  |

*Burg, Access, Fire, Call, Call, Call, PC, Access*

## Alarm History

Superseded Alarms are condensed into one entry in the Alarm History list.

| Graph | Alarm# | Pri | Event Code           | Alarm Date        | Retrieved         | Time   | Cleared           | Xmtr# | Point | Action Plan         | # | Initials | Disposition | Job Type | Job Reason | Reference |
|-------|--------|-----|----------------------|-------------------|-------------------|--------|-------------------|-------|-------|---------------------|---|----------|-------------|----------|------------|-----------|
|       | 4655   | 0   | CT-Late To Open pe   | 02/16/11 12:45:02 |                   |        |                   |       | F1234 | bryan's test        |   |          |             |          |            |           |
|       | 4645   | 0   | CJ-Late Close (per a | 02/13/11 10:13:19 | 02/14/11 09:56:06 | 23h:42 | 02/16/11 11:10:47 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4642   | 0   | CT-Late To Open pe   | 02/11/11 08:30:03 | 02/11/11 08:33:51 | 03:48  | 02/11/11 12:00:12 | F1234 |       | bryan's test        |   | DC       |             |          |            |           |
|       | 4634   | 20  | 387-Intrusion detect | 02/08/11 11:09:16 | 02/08/11 11:09:20 | 00:04  | 02/08/11 11:11:36 | F1234 | 2     | 2-way Burg          |   | BMW      |             |          |            |           |
|       | 4632   | 20  | 387-Intrusion detect | 02/08/11 10:52:12 | 02/08/11 10:52:22 | 00:10  | 02/08/11 11:06:58 | F1234 | 2     | 2-way Burg          |   | BMW      |             |          |            |           |
|       | 4631   | 20  | 387-Intrusion detect | 02/08/11 10:42:01 | 02/08/11 10:42:04 | 00:03  | 02/08/11 10:51:57 | F1234 | 2     | 2-way Burg          |   | BMW      |             |          |            |           |
|       | 4630   | 20  | 387-Intrusion detect | 02/08/11 10:33:51 | 02/08/11 10:34:15 | 00:24  | 02/08/11 10:41:46 | F1234 | 2     | 2-way Burg          |   | BMW      |             |          |            |           |
|       | 4629   | 0   | CT-Late To Open pe   | 02/08/11 08:30:03 | 02/08/11 09:30:16 | 1h:00  | 02/08/11 10:33:38 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4624   | 16  | BA-Burglary Alarm    | 02/07/11 12:09:11 | 02/07/11 12:09:14 | 00:03  | 02/07/11 16:49:58 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4623   | 0   | CT-Late To Open pe   | 02/07/11 08:30:02 | 02/07/11 09:53:16 | 1h:23  | 02/07/11 12:08:40 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4583   | 0   | CT-Late To Open pe   | 02/02/11 12:45:00 | 02/04/11 10:20:41 | 45h:35 | 02/04/11 12:22:20 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4569   | 0   | BC-CANCEL Burgla     | 02/01/11 12:54:19 | 02/01/11 12:54:23 | 00:04  | 02/01/11 12:54:56 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4567   | 0   | CT-Late To Open pe   | 01/31/11 08:30:03 | 01/31/11 14:56:48 | 6h:26  | 02/01/11 12:52:53 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4538   | 0   | CT-Late To Open pe   | 01/19/11 12:45:02 | 01/19/11 12:45:07 | 00:05  | 01/27/11 16:22:49 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4531   | 7   | FA-FIRE ALARM        | 01/18/11 09:11:19 | 01/18/11 09:11:23 | 00:04  | 01/19/11 12:03:29 | F1234 |       | Residential Fire II |   | BMW      |             |          |            |           |
|       | 4529   | 0   | CT-Late To Open pe   | 01/18/11 08:30:04 | 01/18/11 09:09:32 | 39:28  | 01/18/11 09:10:46 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4524   | 7   | FA-FIRE ALARM        | 01/17/11 11:41:25 | 01/17/11 11:41:28 | 00:03  | 01/17/11 11:41:39 | F1234 |       | Residential Fire II |   | BMW      |             |          |            |           |
|       | 4490   | 0   | CT-Late To Open pe   | 01/12/11 12:45:04 | 01/12/11 13:05:32 | 20:28  | 01/17/11 10:33:22 | F1234 |       | bryan's test        |   | BMW      |             |          |            |           |
|       | 4487   | 20  | 387-Intrusion detect | 01/10/11 14:41:50 | 01/10/11 14:41:58 | 00:08  | 01/10/11 15:29:07 | F1234 | 2     | test NEW redial.ph  |   | EPS      |             |          |            |           |
|       | 4486   | 0   | MA-MEDICAL ALAF      | 01/10/11 12:45:18 | 01/10/11 12:45:24 | 00:06  | 01/10/11 14:40:35 | F1234 | 4     | Responders Retry    |   | BMW      |             |          |            |           |

| Date              | Event / Operator Action        | Initials | Signal | Point | Description | User Name      | Arel | Comment                 | FC | Pri | Delay | Scheduled Date    | Alarm# |
|-------------------|--------------------------------|----------|--------|-------|-------------|----------------|------|-------------------------|----|-----|-------|-------------------|--------|
| 02/01/11 12:52:53 | Full Clear                     | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4567   |
| 02/01/11 12:52:20 | Access on Dispatch Window      | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4567   |
| 02/01/11 08:30:03 | CT - Late To Open per alarm pa |          |        |       |             |                |      | Sched# 1                |    |     |       | 02/01/11 08:00:00 | 4567   |
| 01/31/11 15:23:49 | External App Clear Test        |          |        |       |             | Alexander, Joe |      |                         |    |     |       |                   | "Test  |
| 01/31/11 15:23:40 | External App Place on Test     |          |        |       |             | Alexander, Joe |      | On Test from External - |    |     |       |                   | "Test  |
| 01/31/11 15:11:19 | External App Place on Test     |          |        |       |             | Alexander, Joe |      |                         |    |     |       |                   | "Test  |
| 01/31/11 14:58:33 | External App Place on Test     |          |        |       |             | Alexander, Joe |      |                         |    |     |       |                   | "Test  |
| 01/31/11 14:56:48 | Access on Dispatch Window      | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4567   |
| 01/31/11 08:30:03 | CT - Late To Open per alarm pa |          |        |       |             |                |      | Sched# 1                |    |     |       | 01/31/11 08:00:00 | 4567   |
| 01/28/11 16:28:25 | Partial Clear                  | BMW      |        |       |             |                |      |                         |    | 100 |       |                   | 4557   |
| 01/28/11 16:14:10 | Access on Dispatch Window      | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4557   |
| 01/28/11 16:11:56 | Access on Dispatch Window      | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4557   |
| 01/28/11 16:08:17 | Access on Dispatch Window      | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4557   |
| 01/28/11 16:03:31 | Access on Dispatch Window      | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4557   |
| 01/28/11 16:01:53 | Access on Dispatch Window      | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4557   |
| 01/28/11 15:55:16 | Access on Dispatch Window      | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4557   |
| 01/28/11 11:25:25 | Access on Dispatch Window      | BMW      |        |       |             |                |      |                         |    |     |       |                   | 4557   |

(Detail Below)

A “summary” graph displays in the Alarm History List, grouping the Alarm Categories together and ordering them according to the Alarm History Order Num. Categories without an order num are not included in the graph. All events are given the same width and the style code is not followed.

|  |  |      |
|--|--|------|
|  |  | 4490 |
|  |  | 4487 |
|  |  | 4486 |



*Access (2), Fire (1), Call (12), Full Clear (1)*

The Alarm Graph for the selected alarm is displayed between the Alarm History list and the Alarm Events list.

The Alarm History Events List can be emailed out from the header of the table.

## Alarm Categories

Event Codes, Service Types, and Operator Actions are organized into Alarm Categories.

**Event Code Detail**

event code BC  
description CANCEL Burglary  
priority 0 Priority 0  
signal status A Alarm  
service type  
delay seconds  
alarm   
verify schedule   
verify user   
timer test   
abort group  
abort   
test option  
ignore test flag   
ignore status change   
alarm during delay   
related event code  
escalate interval count  
alarm category Cancel Cancel

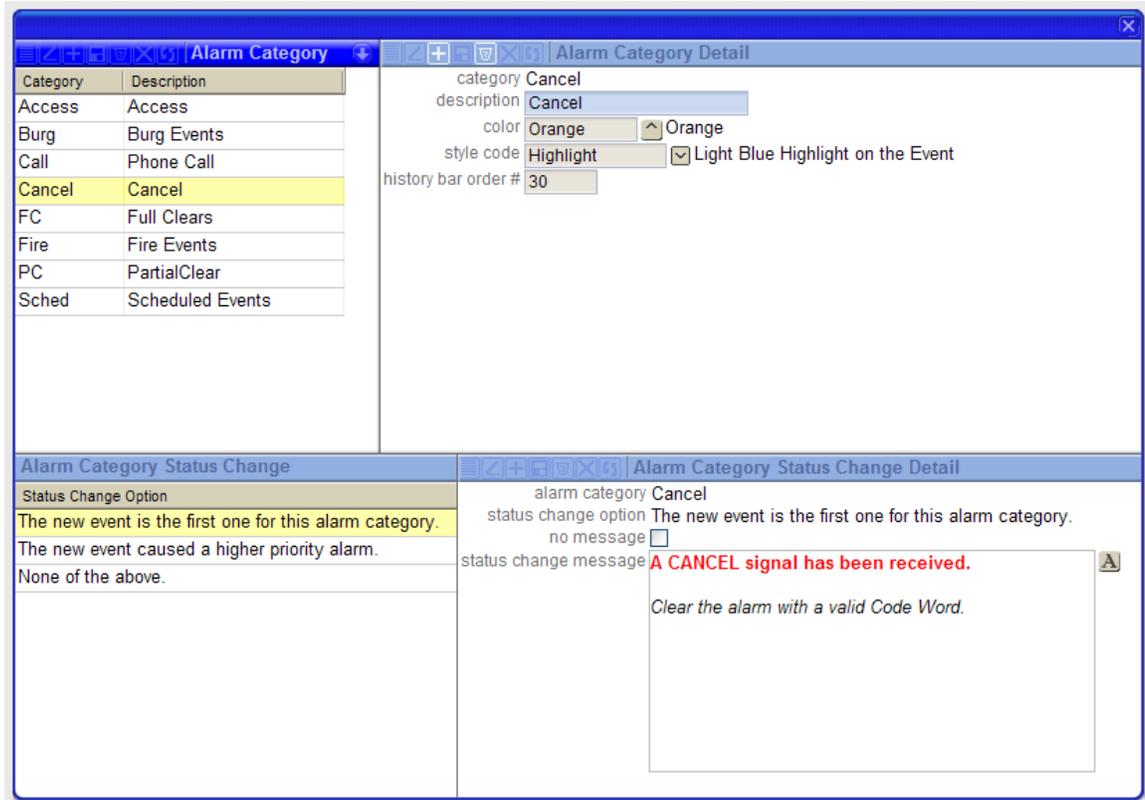
**Operator Action Detail**

operator action Access  
operator action description Access on Dispatch Window  
full clear   
new priority  
delay minutes  
delay seconds  
alarm disposition  
alarm disposition required   
close dispatch window   
stages generated   
external code  
ignore repeat trips   
ignore repeat minutes  
ignore repeat seconds  
option  
exclude from dial disposition   
alarm category Access Access

**Service Type**

| Service Type | Description      | Alarm Category |                  |
|--------------|------------------|----------------|------------------|
| B            | Burglary         | Burg           | Burg Events      |
| BK           | Burg cancel      |                |                  |
| Fire         | Fire             | Fire           | Fire Events      |
| FireComm     | Fire Commercial  |                |                  |
| FireSupv     | Fire Supervisory |                |                  |
| Manual       | Manual Entry     |                |                  |
| Med          | Medical          | Fire           | Fire Events      |
| Panic        | Panic            |                |                  |
| Sched        | Scheduled Events | Sched          | Scheduled Events |
| Supv         | Supervisory      |                |                  |

Alarm Categories are used to construct the cells in Alarm Graphs and define the Status Change message in dispatch.



*Setup | Alarm Processing Setup | Alarm Category*

Alarm Categories are set up with options for Color, Style Code, and History Bar Order #. Styles affect the cell in the Alarm Graph and include Wide, Narrow, Highlight, and End.



*Blue–No Style, LightBlue–Narrow, BlueGreen–Wide, Orange–Highlight, Green–End*

For each Alarm Category, the Status Change message can be defined. If nothing is defined at the Alarm Category level, the global Status Change from stages™ Options will be used. The Status Change can be set generally (none of the above) and conditionally for the First New Event in the category, and when the category causes a higher priority alarm. The Status Change can be turned off by the ‘No Message’ flag. The message is entered in Rich Text.

### **Status Change**

The Status Change Message in stages™ Options has been changed to Rich Text.

Status Change displays the Alarm Category and the appropriate Status Change Message for the Alarm Category/Option.



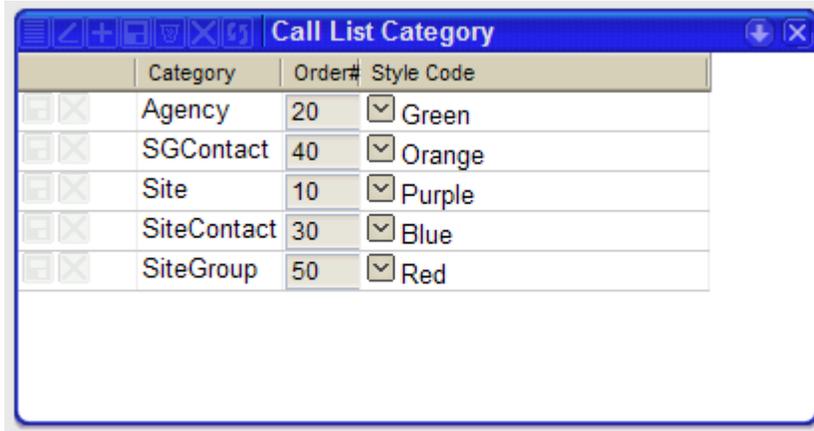
If more than one signal is received at a time, the Status Change message will have all the messages combined.



When the No Message flag is in effect, History will refresh without the modal message opening.

## Call List Category

Call List Categories allows for ordering the categories of phone numbers in the call list and applying a style to the category. Categories include Agency, SGContact (Site Group Contact), Site (Premise), Site Contact, and Site Group



| Category    | Order# | Style Code |
|-------------|--------|------------|
| Agency      | 20     | Green      |
| SGContact   | 40     | Orange     |
| Site        | 10     | Purple     |
| SiteContact | 30     | Blue       |
| SiteGroup   | 50     | Red        |

*Setup | Phone Setup | Call List Category*

Available Style Codes include Blue, Blue-Green, Gray, Green, Yellow, Orange, Purple, and Red.



| AP # | Name                 | Type    | Phone        | Type   | Call Disposition | Order | Relation |
|------|----------------------|---------|--------------|--------|------------------|-------|----------|
|      | Site                 |         | 714.456.2233 | Premis |                  |       |          |
|      | Anaheim Hills Police | Police  | 714.333.6667 | Work   |                  |       |          |
|      | Anaheim Hills Police | Police  | 714.555.3337 | Work   |                  |       |          |
| 10   | Bryan Weissman       |         | 714.654.9988 | Cell   |                  |       |          |
| 10   | Bryan Weissman       |         | 714.789.4455 | Work   |                  |       |          |
|      | John Floyd (Dealer)  | Special | 714.852.7733 | Cell   |                  |       |          |
|      | Floyd Dealer         |         | 784.5899     | Work   |                  |       |          |

## On Test

The Test/Runaway Category window has been split into a view only list and an editable detail.

| Category | Description               | Default Hrs | Log Events                          | Runaway                             | Expired Test Event      |
|----------|---------------------------|-------------|-------------------------------------|-------------------------------------|-------------------------|
| 1        | On Test by Installer      | 3           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Test Expired            |
| 1HR      | ONE HOUR TEST             | 1           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Test Expired - IVR      |
| 2        | On Test by Subscriber     | 4           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                         |
| 20       | Pre-Test                  | 1           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Test Expired - Pre-test |
| 3        | On Test by Operator       | 2           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Test Expired            |
| 4        | On Test 8 Hours           | 3           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                         |
| ANR      | Auto Notify Results       | 2           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                         |
| ANREm    | Auto Notify Results Email | 2           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                         |
| DLR      | ON TEST BY DEALER         | 2           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Runaway Expired         |
| DLR2     | Another Dealer Category   | 8           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                         |
| IVRD     | On Test from Tech Center  | 4           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                         |
| IVRS     | On Test from IVR          | 4           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                         |
| MOTR     | Mass On Test/Runaway      | 24          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                         |
| RT-1     | Recurring Test            |             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                         |
| RUN      | On Runaway                | 4320        | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Runaway Expired         |
| RunNoLc  | Runaway no log            | 12          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |                         |
| XTest    | On Test from External     | 2           | <input type="checkbox"/>            | <input type="checkbox"/>            |                         |

| Detail                     |   |
|----------------------------|---|
| category                   | ANR   |
| description                | Auto Notify Results                             |
| default hrs                | 2   |
| log events                 | <input checked="" type="checkbox"/>             |
| runaway                    | <input type="checkbox"/>                        |
| external                   | <input type="checkbox"/>                        |
| disallow operator access   | <input type="checkbox"/>                        |
| expired test event         |   |
| create alarm               |   |
| auto notify results option | <input checked="" type="checkbox"/> SMS Message |
| listen in extension        |   |

'Auto Notify Results Option' has been added to Test Category with options for SMS or Email. When Placing on Test, a recipient is defined in Auto Notify Results Recipient. SMS/Emails will be sent after each test event. A verified contact will be defaulted as the recipient.

Place on Test

category: ANR Auto Notify Results

type:  All points will be placed on test

effective date: 02/16/11 time: 15:41

expire date: 02/16/11 time: 17:41

test comment: [Text Area]

primary/secondary:  Primary and Secondary Xmit#

auto notify results option: SMS Message

auto notify results recipient: 949.998.4299

The entire Test Results can be emailed from the Test Events window

| Date              | Event / Operator Action    | Initia |
|-------------------|----------------------------|--------|
| 09/17/10 13:34:38 | External App Place on Test |        |
|                   | External App Clear Test    |        |

Signal Code has been added to the Advanced Details for Advanced Test options in On Test and Recurring Tests.

Holidays can be assigned to Recurring Tests.

## Contacts

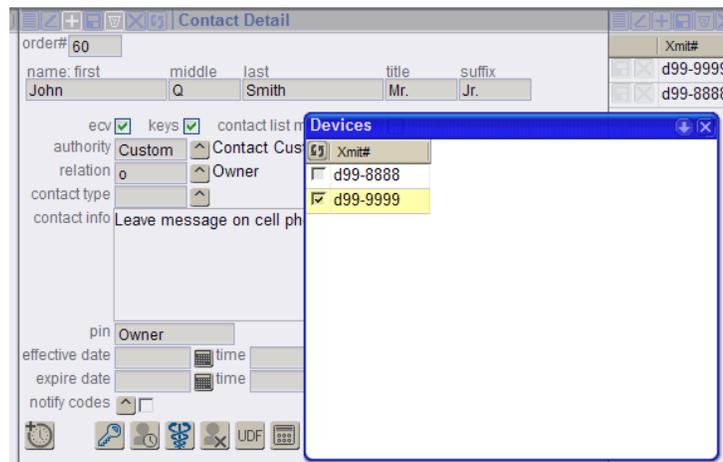
'Contact List Member Only' Flag has been added to Contact Detail. A contact with this option will only be called by the Action Plan on a Step that calls the recipient type 'Contact List Type' and the contact belongs to the matching contact list. Steps targeting other recipient types ('Site Contacts All', 'ECV', 'Relation', 'Authority', etc.) will skip these contacts. A contact with the option enabled and with no contact lists, will not be called by the Action Plan. This functionality applies to both Site and Site Group contacts.

The Contact Lists tab in Site Data Entry displays for each Contact List Type, the contacts and list order number. Contacts can be added to list types from this tab.



| Contact List Type | Contact           | List Order#          |    |
|-------------------|-------------------|----------------------|----|
| CTR               | Care Taker        | Mr. John Q Smith Jr. | 20 |
| Emg               | Emergency Contact | Jane Smith           | 2  |
| Emg               | Emergency Contact | Mr. John Q Smith Jr. | 10 |

Contacts can be assigned to devices to limit the contact to call lists for alarms on the selected device(s).



order# 60

name: first middle last title suffix  
John Q Smith Mr. Jr.

Xmit#  
d99-9999  
d99-8888

ecv  keys  contact list m

authority Custom Contact Cus

relation o Owner

contact type Owner

contact info Leave message on cell ph

pin Owner

effective date time

expire date time

notify codes

UDF

Devices

Xmit#

d99-8888

d99-9999

The Device button will display in blue when Devices have been selected. 

A Comment field has been added to Contact Patients.

A default Authority can be assigned to the Site and Site Group. If a contact does not have an Authority, the Site default Authority is used. If the contact and Site do not have an Authority, the Site Group default Authority is used.

## Schedule

For sites that have multiple areas, a Multiple Areas Option dropdown has been added. The options include:

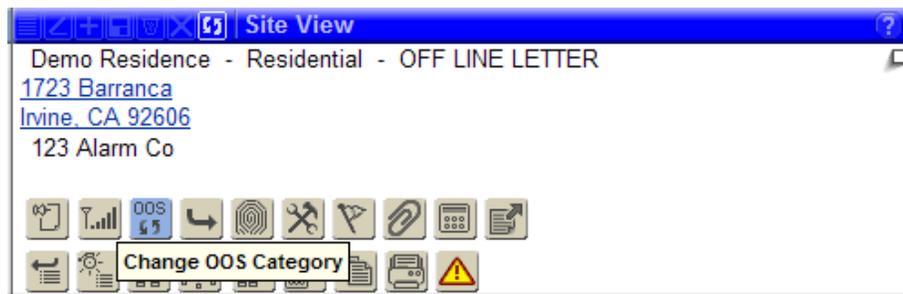
Any Area Open/Close satisfies schedule.

All Areas must Open/Close to satisfy schedule.

With 'Any Area', one expected event is used and the schedule is opened/closed when any of the areas opens/closes. With 'All Areas', each area uses its own expected event and the schedule is not opened/closed until all areas are opened/closed.

## OOS

The OOS Category of a Device already placed Out Of Service can be changed without placing the Device In Service and then Out of Service.

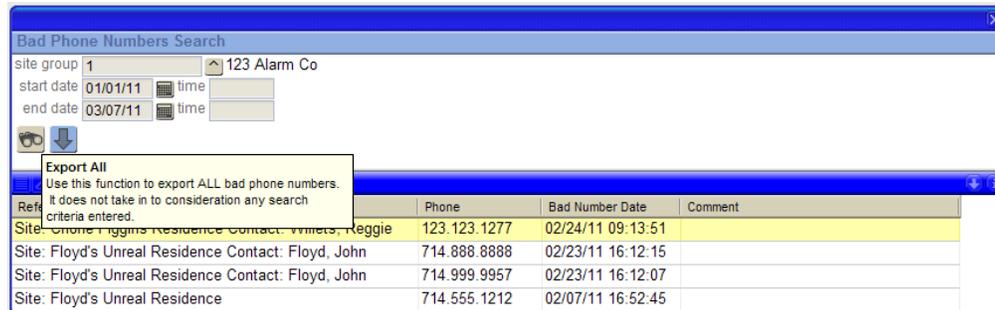


## Escalate Timer Test

The Processing for Escalate Timer Test has been modified to check for the Last Signal, then the Device In Service Date, then the First Signal Date when determining the total time since the last timer test. Previously, Device In Service Date was not checked.

## Bad Phone

Bad Phone Search and has been added to Utilities | Lists. The results are filtered by Site Group and Start/End dates. The results can be exported to a spreadsheet. Additionally, all bad phones in the database can be exported to a spreadsheet.



## UDF

The Setup Code Description is displayed for UDFs with a Drop Down or Lookup.

'Exclude External Flag' has been added to UDF fields to remove the UDF from the UDF list in the External Applications.

## Site Database Report

UDFs for Site and Device are included in the report.

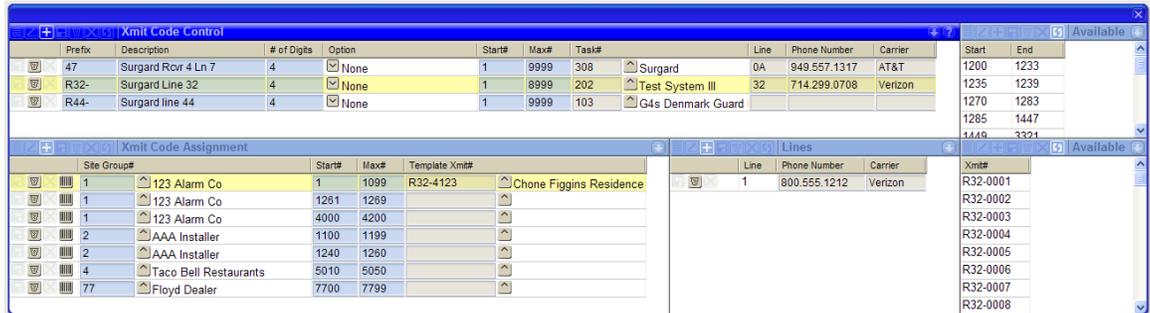
Lockbox Code and Lockbox Location are included in the report. By default this information will be hashed with an option to make the information viewable.

## No Activity Report

Exclude OOS flag has been added.

## Xmit Code Control

A List of Available Xmit ranges by Prefix has been added to the top right.



The screenshot displays two tables from the Xmit Code Control software. The top table, 'Xmit Code Control', lists various prefixes and their associated details. The bottom table, 'Xmit Code Assignment', shows site group assignments and their corresponding Xmit ranges.

| Prefix | Description         | # of Digits | Option | Start# | Max# | Task# | Line              | Phone Number    | Carrier | Start | End  |
|--------|---------------------|-------------|--------|--------|------|-------|-------------------|-----------------|---------|-------|------|
| 47     | Surgard Rcvr 4 Ln 7 | 4           | None   | 1      | 9999 | 308   | Surgard           | 0A 949.557.1317 | AT&T    | 1200  | 1233 |
| R32-   | Surgard Line 32     | 4           | None   | 1      | 8999 | 202   | Test System III   | 32 714.299.0708 | Verizon | 1235  | 1239 |
| R44-   | Surgard line 44     | 4           | None   | 1      | 9999 | 103   | G4s Denmark Guard |                 |         | 1270  | 1283 |
|        |                     |             |        |        |      |       |                   |                 |         | 1285  | 1447 |
|        |                     |             |        |        |      |       |                   |                 |         | 1449  | 3324 |

| Site Group# | Description           | Start# | Max# | Template Xmit# | Xmit#                   |
|-------------|-----------------------|--------|------|----------------|-------------------------|
| 1           | 123 Alarm Co          | 1      | 1099 | R32-4123       | Chone Figgins Residence |
| 1           | 123 Alarm Co          | 1261   | 1269 |                | R32-0001                |
| 1           | 123 Alarm Co          | 4000   | 4200 |                | R32-0002                |
| 2           | AAA Installer         | 1100   | 1199 |                | R32-0003                |
| 2           | AAA Installer         | 1240   | 1260 |                | R32-0004                |
| 4           | Taco Bell Restaurants | 5010   | 5050 |                | R32-0005                |
| 77          | Floyd Dealer          | 7700   | 7799 |                | R32-0006                |
|             |                       |        |      |                | R32-0007                |
|             |                       |        |      |                | R32-0008                |

Template Xmit# has been added to the Xmit Code Control setup. When devices are created, site and device information from the template will be included in the created sites.

## External Application

On the summary window, the list of Site Groups (Log in Site Group, All, Sub Site Groups) is in an index of the left. Selecting a Site Group from the index filters the Summary to only include that Site Group.

The screenshot shows the 'Summary (123 Alarm Co, Bryan)' window. On the left, a 'Site Group' list includes 'All', '123 Alarm Co (1)', 'Security Co (3)', 'Floyd Dealer (77)', and 'Demo Installer (78)'. The main area has a 'memo inbox 7' link, a 'Search' bar, and a 'Summary' section with links for 'Sites (442)', 'Alarms in 24 hrs (1)', 'New this month (2)', 'Alarms this week (4)', 'Alarms this month (5)', 'On Test (0)', 'Currently Open (9)', and 'Out of Service (61)', 'Currently Closed (3)'. Below this is a 'Sites by Site Type' section with '45 Undefined', '27 Commercial', and '370 Residential'. The right pane shows 'Recent Sites' with columns for Xmit#, Site Name, and Secondary Xmit#, listing 'Floyd's Unreal Residence' and 'Figgins Residence'. Below that is a 'Recent Alarms' table with columns for Description, Xmit#, Site Name, and Alarm Date, listing events like 'Fail to Close per pan', 'Late Timer Test', 'FIRE ALARM', and 'Burglary'.

Memo Inbox has been added to the top of the summary window. The number of memos in the inbox is a hyperlink to open the inbox. The notifications hyperlink has been removed from the Summary. Send Memo and Memo History have been added to the Utility menu.

Contact Phones will be returned in Search results.

History can be accessed from Search results, Advanced Search results, and Recent Alarms.

The screenshot shows the 'Summary (123 Alarm Co, Bryan)' window with the search bar containing 'anaheim tire'. A 'Search Results (anaheim tire)' table is displayed below the search bar. The table has columns for Xmit#, Site Name, Phone, and Site Status. The results are as follows:

| Xmit#                    | Site Name              | Phone | Site Status |
|--------------------------|------------------------|-------|-------------|
| <a href="#">R32-0528</a> | Anaheim Tire and Wheel |       | Active      |
| <a href="#">X12-1198</a> | Anaheim Tire and Wheel |       | Active      |
| <a href="#">X32-0001</a> | Anaheim Tire and Wheel |       | Active      |
| <a href="#">X32-0002</a> | Anaheim Tire and Wheel |       | Active      |
| <a href="#">X32-0003</a> | Anaheim Tire and Wheel |       | Active      |

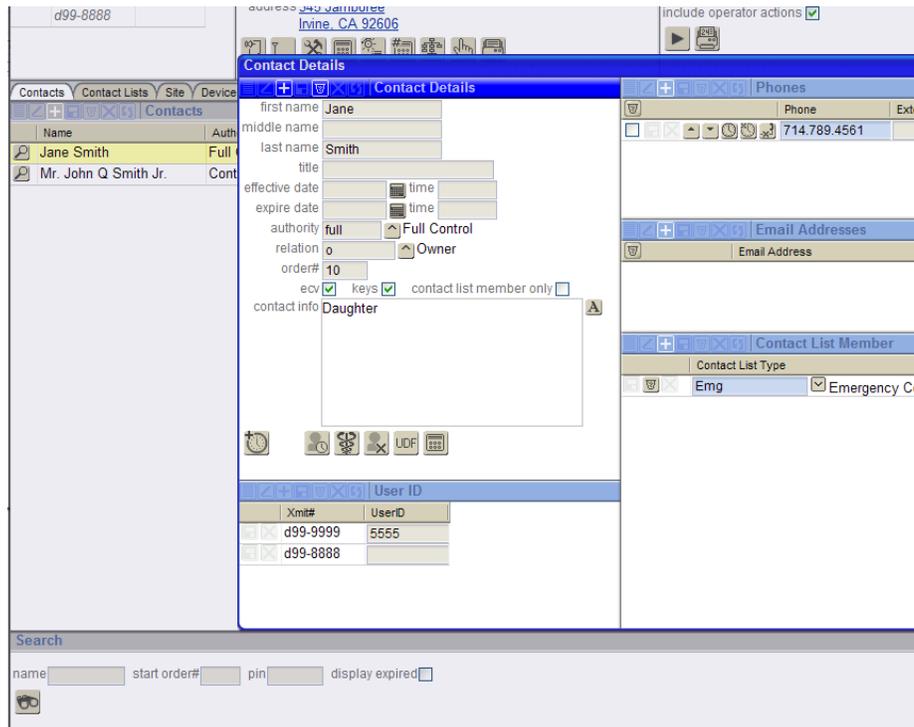
Manual Events are restricted to events that are both marked with a service type of 'Manual' and included in the External Event Code setup. 'Manual' Events will not be available in the Event Code Lookups for Device Configuration, Schedules...etc.

Access to Global Action Plans in Utilities is a separate permission for the External Application.

The one-click place on test using the external app test category from stages™ Options is a separate permission "Quick On/Off Test". The "On/Off Test" permission still grants access to the advanced test and the Mobile Applications.

Site Audit Search has been added to the Utilities

In the Contacts Detail, buttons have been added for Device, Expire, Inactive, Patients and UDF. Patient Information is a separate permission.



The list of Contacts has a Search at the bottom to filter the list.

Listen In Device Type has been added to the Device setup.

Custom Banners for the External Applications (Site Group and End User) can be accessed before log in by including '?SiteGroup=[SiteGroup#]' at the end of the URL. If a login does not match the Site Group provided in the URL, the banner will change to the default or the appropriate custom banner.

## **New Permissions**

Action Module  
Alarm Category, Write  
Call List Category, Write  
Department, Write  
Memos  
QAReportProblem (Site Information)  
QAMaintenance (Utilities)  
QASetup (Setup)  
QAResolution, Write (QASetup)  
QASeverity, Write (QASetup)  
QAType, Write (QASetup)  
App2 – Global Action Plans  
App2 – Patient  
App2 – Quick On/Off Test