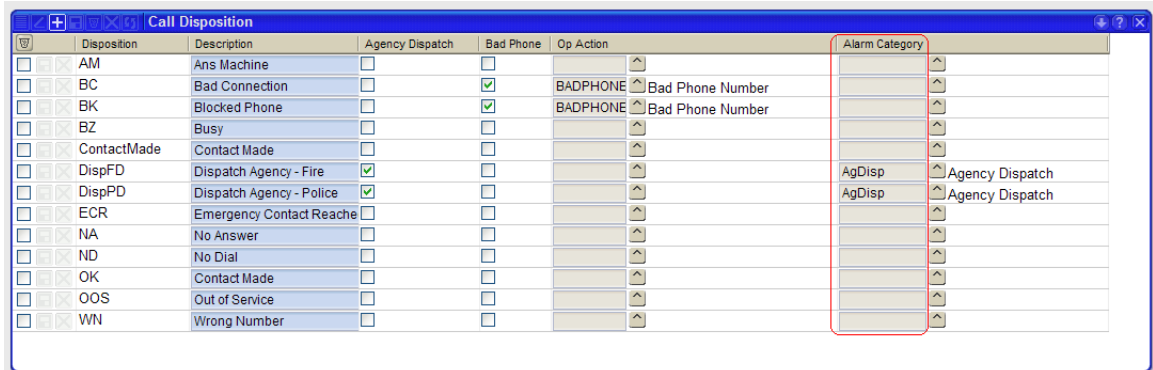


2.3.3 Release Notes

Alarm Category

Alarm Categories can be assigned to Call Dispositions. The Call Disposition alarm category will be used instead of the category assigned to the 'Call' Operator Action.



Disposition	Description	Agency Dispatch	Bad Phone	Op Action	Alarm Category
AM	Ans Machine	<input type="checkbox"/>	<input type="checkbox"/>		
BC	Bad Connection	<input type="checkbox"/>	<input checked="" type="checkbox"/>	BADPHONE ^ Bad Phone Number	
BK	Blocked Phone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	BADPHONE ^ Bad Phone Number	
BZ	Busy	<input type="checkbox"/>	<input type="checkbox"/>		
ContactMade	Contact Made	<input type="checkbox"/>	<input type="checkbox"/>		
DispFD	Dispatch Agency - Fire	<input checked="" type="checkbox"/>	<input type="checkbox"/>		AgDisp ^ Agency Dispatch
DispPD	Dispatch Agency - Police	<input checked="" type="checkbox"/>	<input type="checkbox"/>		AgDisp ^ Agency Dispatch
ECR	Emergency Contact Reached	<input type="checkbox"/>	<input type="checkbox"/>		
NA	No Answer	<input type="checkbox"/>	<input type="checkbox"/>		
ND	No Dial	<input type="checkbox"/>	<input type="checkbox"/>		
OK	Contact Made	<input type="checkbox"/>	<input type="checkbox"/>		
OOS	Out of Service	<input type="checkbox"/>	<input type="checkbox"/>		
WN	Wrong Number	<input type="checkbox"/>	<input type="checkbox"/>		

ANI Mismatch

The Following Task Parameters can be added to the Signal Processing task:

ParameterName: ANIMismatch Value: "Update".

When a signal is received where the ANI is different than the one on file, in addition to generating the ANIMismatch event, the Device Phone will update to the new ANI.

ParameterName: [Ten digit phone#] Value "NoAni".

When a signal is received with an ANI matching the phone#, no ANI processing will be done. This is used when the signal is being forwarded and the ANI has no value. This is used with the AlarmNet service.

Auto Process

Notify Options for IVR and SMS Auto Processes include 'Site Phones Only' and 'Site Phones Plus All Contact Phones'.

The screenshot shows a software window titled "Auto Process Detail" with a blue header bar. The window contains a list of configuration fields for an auto process named "Burg SMS". The fields and their values are as follows:

- auto process: Burg SMS
- description: Burg SMS
- action: SMS (with a dropdown arrow) SMS Message
- option: [empty text box]
- event code: SMSSent (with an up arrow) SMS Message(s) Sent
- no recipient event code: [empty text box] (with an up arrow)
- priority: [empty text box] (with an up arrow)
- delay seconds: 120
- abort group: [empty text box] (with a dropdown arrow)
- site group type: [empty text box] (with a dropdown arrow)
- notify option: Notify Code List notify codes (with an up arrow and a checked checkbox)
- task#: Site Phones Plus All Site Contacts
- response event: Site Phones Only
- response w/pin event: All Site Contacts
- schedule option: Notify Code List
- once per alarm: No Site Contacts

QA Incident

QA Incidents are entered with Details and a Comment. The Details field is not editable after the incident has been submitted. Comment remains editable from the QA Incident search.

The screenshot shows a form titled "QA Incident" with the following fields and values:

- site name: Smith Residence
- department: [dropdown]
- type: [dropdown]
- severity: [dropdown]
- incident date: 04/26/11, time: 14:36
- operator: [dropdown]
- details: [text area]
- status: 0, [checkbox] Open
- resolution: [checkbox]
- reviewed: [checkbox]
- reviewed date: [time]
- callback contact: [dropdown]
- callback info: [text area]
- called back date: [time]
- comment: [text area]

QA Incident Search

Search Parameters have been added for Date, Xmit#, and Operator.

The screenshot shows the "QA Incident Search" interface with the following search filters:

- department: [dropdown]
- status: [dropdown]
- site: [dropdown]
- xmit#: 3562, [dropdown] Bryan Weissman
- incident date range: start date 04/26/10, end date 04/26/11, both with time fields

Below the filters is a table of incidents:

#	Department	Type	Severity	Incident Date	Status
9	Monitoring Station	Subscriber Inquiry	Low	04/26/11 14:45:00	Open

To the right of the table is the "Incident Detail" for incident #9:

- incident# 9
- site name: Smith Residence
- xmit #(s): 499-9999, 499-8888
- department: Mon, [checkbox] Monitoring Station
- type: SI, [checkbox] Subscriber Inquiry
- severity: Low, [checkbox] Low
- incident date: 04/26/11, time: 14:45
- operator: 3562, [dropdown] Bryan Weissman
- details: Customer called to say that the Operator was rude on the phone.
- status: 0, [checkbox] Open
- resolution: [checkbox]
- reviewed: [checkbox]
- reviewed date: [time]
- callback contact: [dropdown]
- callback info: [text area]
- called back date: [time]
- comment: [text area]

Xmit(s) are displayed on the Detail, and the flyout of the list.

Buttons to Open Data Entry, Generate a Printable Report, Create a New Incident, and Create Memo have been added.

History by Event Code / Operator Action

History by Event Code will search all history for the specified date range and site group. Only Event Codes and Operator Actions entered in the lists on the right will be returned.

The screenshot shows a software window titled "History by Event Code". At the top left, there are search filters: "start date" (04/01/11), "end date" (04/26/11), and "site group". To the right are two selection lists: "Select Event Codes" (currently empty) and "Select Operator Actions" (containing "FC" and "Full Clear"). Below these is a table with the following data:

Date	Xmit#	Event / Operator Action	Initials	Signal Code	Point	Description	User Name	Area	Comment	Alt
04/18/11 15:32:54	f1234	Full Clear	BMW							480
04/18/11 11:57:46	TASK93	Full Clear	DC							418
04/18/11 11:51:54	121014221-0	Full Clear	DC							415
04/18/11 11:48:24	UNKNOWN	Full Clear	DC							369
04/15/11 15:48:04	D55-0331	Full Clear	DC							480
04/15/11 08:09:02	D55-0331	Full Clear	DC							480
04/11/11 13:36:49	abc	Full Clear	EPS							480
04/11/11 13:32:30	abc	Full Clear	EPS							479
04/11/11 09:49:10	abc	Full Clear	EPS							479
04/07/11 09:50:17	R32-4560	Full Clear	DC							472
04/05/11 16:27:42	abc	Full Clear	EPS							478
04/05/11 14:49:05	abc	Full Clear	EPS							478
04/05/11 14:06:40	abc	Full Clear	EPS							478
04/05/11 14:05:27	abc	Full Clear	EPS							478
04/05/11 14:03:08	abc	Full Clear	EPS							478
04/01/11 16:32:16	abc	Full Clear	EPS							478
04/01/11 11:56:38	f1234	Full Clear	BMW							478

Alarm Statistics

Alarm Statistics displays the percentage of alarms handled by intervals defined in Interval sets.

The screenshot shows the 'Alarm Statistics' window with the following filters:

- start date: 04/18/11
- end date: 04/24/11
- shift start time: 0900
- shift end time: 1700
- bucket minutes: 60 Minutes
- group by: Priority Group
- time option: Alarm Time
- dispatch groups: [checked]
- priorities: [checked]
- operators: [checked]
- interval set: First Response

The data table below shows the results for the 'First Response' interval set:

Priority Group	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	Total
First Respon: Count	1			1	1		1		4
First Respon: Max	1h:02			20h:35	00:12		00:05		20h:35
First Respon: Average	1h:02			20h:35	00:12		00:05		5h:24
FollowUp Count				2					2
FollowUp Max				1h:59					1h:59
FollowUp Average				1h:00					1h:00
Supervisory Count		1							1
Supervisory Max		167h:04							167h:04
Supervisory Average		167h:04							167h:04
All Count	1	1		3	1		1		7
All Max	1h:02	167h:04		20h:35	00:12		00:05		167h:04
All Average	1h:02	167h:04		7h:32	00:12		00:05		27h:14
0-30					100.00		100.00		28.57
30-60				33.33					14.29
Over 90	100.00	100.00		66.67					57.14

The Interval Sets are created in Utilities | Operator Supervision | Interval Set

The screenshot shows the 'Interval Set' configuration window with the following data:

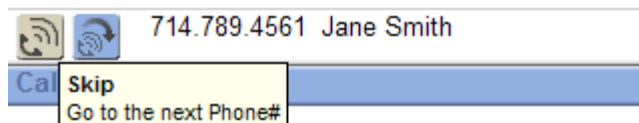
Interval Set	Description	Min Seconds	Max Seconds
First	First Response	0	30
Second	Second	30	60
		60	90
		90	

Dialing

The next phone/name to be called displays to the right of the Dial buttons.



current step Call ECV



The number can be skipped with the Skip button. The operator action 'SkipCall' is logged into history with the phone number and name.

Memos

Default Memo to Department has been added to stages™ Option. When a department is selected, the department will be defaulted when creating a memo, and the site group will be left blank.

Verify PIN

The Language Application can be used to log the Invalid PIN that is typed in into history by adding the [PIN] variable.

ActionPlanVariationList	variations	English Label	Label
VerifyCodeWord	Verify Code Word		
VerifyPassword	Verify Password		
VerifyPin	Verify PIN	** Invalid PIN **	** Invalid PIN ** - [PIN]
Version	Version		

Agencies

Agencies can be assigned to City, State, Zip.

The screenshot displays a software interface for managing agencies. It is divided into two main sections: 'City, State' and 'Agency City State'.

City, State Section:

- Input fields: city (orange), state (CA), zip code (92866), county (Orange).
- Table below:

City	State	Zip	County
Orange	CA	92866	Orange
Orange	CA	92867	Orange

Agency City State Section:

- Input fields: city (Orange), state (CA), zip code (92866), county (Orange), region, time zone.
- Table below:

Type	Agency Name	Phone	Address
Fire	City of Orange		
Fire	sgs fire	949.773.3889	101 first street
Police	Anaheim Hills Police	714.333.6667	1123 Anaheim Hill

Site Agency Audit has been added. (Utilities | Lists | Site Agency Audit)
 The Actual assigned agencies and the Default agencies are shown for sites matching the search parameters.

The screenshot shows a 'Site Agency Audit' table with the following columns: Site Name, City, County, State, Zip, Actual List, and Default List.

Site Name	City	County	State	Zip	Actual List	Default List
Crane, Denny	Orange	Orange	CA	92866	P Civic Center (1)	F sgs fire (54) P Anaheim Hills Police (18)
test	Orange	Orange	CA	92866		F sgs fire (54) P Anaheim Hills Police (18)
Floyd's Unreal Residence	Anaheim	Orange	CA	92808	F Anaheim Hills Fire Department (14) P Los Angeles Police (3)	F sgs fire (54) P Anaheim Hills Police (18)
Chone Figgins Residence	Anaheim	Orange	CA	92808	P Anaheim Hills Police (18)	F sgs fire (54) P Anaheim Hills Police (18)
Warp Engineering	orange		ca	92665		P Anaheim Hills Police (18)
Complex Residence	Anaheim		CA	92808	F Irvine Fire Department (6) M Anaheim Hills EMS (45) P Anaheim	F sgs fire (54) P Anaheim Hills Police (18)
bryan test	Anaheim	Orange	CA	92808	P Anaheim Hills Police (18)	F sgs fire (54) P Anaheim Hills Police (18)
Anaheim Tire and Wheel	Anaheim	Orange	CA	92808	F Irvine Fire Department (6) P Anaheim Hills Police (18)	F sgs fire (54) P Anaheim Hills Police (18)
Bryan Site Activate Permis	Anaheim	Orange	CA	92808		F sgs fire (54) P Anaheim Hills Police (18)
Somebody that was an An	Anaheim	Orange	CA	92808	F Anaheim Hills Fire Department (14) M McKinney EMS (29) P An	F sgs fire (54) P Anaheim Hills Police (18)
NOT the Red Runner	Venice Beacl	Los Angeles	CA	92221	F Irvine Fire Department (6)	P Anaheim Hills Police (18)
Irvine Feed and Grain	Irvine	Orange	CA	92605	F Irvine Fire Department (6) P Los Angeles Police (3)	F Irvine Fire Department (6) P Civic Center (1)
Anaheim Tire and Wheel	Anaheim	Orange	CA	92808	F Irvine Fire Department (6) P Anaheim Hills Police (18)	F sgs fire (54) P Anaheim Hills Police (18)
Anaheim Tire and Wheel	Anaheim	Orange	CA	92808	F Irvine Fire Department (6) P Anaheim Hills Police (18)	F sgs fire (54) P Anaheim Hills Police (18)
Anaheim Tire and Wheel	Anaheim	Orange	CA	92808	F Irvine Fire Department (6) P Anaheim Hills Police (18)	F sgs fire (54) P Anaheim Hills Police (18)
Bw Test Primary	Orange	Orange	CA	92867		F sgs fire (54) P Anaheim Hills Police (18)
Schedule Test	Anaheim	Orange	CA	92808		F sgs fire (54) P Anaheim Hills Police (18)
Task #19 XML Signal Servi	Anaheim	Orange	CA	92808		F sgs fire (54) P Anaheim Hills Police (18)
NOT the Red Runner	Venice Beacl	Los Angeles	CA	92221	F Irvine Fire Department (6)	P Anaheim Hills Police (18)
NOT the Red Runner	Venice Beacl	Los Angeles	CA	92221	F Irvine Fire Department (6)	P Anaheim Hills Police (18)
test	Orange	Orange	CA	92866		F sgs fire (54) P Anaheim Hills Police (18)
Sure View Test account	Anaheim	Orange	CA	92808		F sgs fire (54) P Anaheim Hills Police (18)

Login Message

'Login msg' has been added to stages™ Options. The message will be presented to users upon login to the active server. On the inactive servers, the inactive server msg will still be presented. This can be used to alert the users when logging in to a test/training server.

Site Notes

When the End Date/Time is left blank, the Site Note will be created with an end date/time of 01/01/2099.

Manual Event

The Manual Event function has been added to the Site Data Entry window.

Site Data Entry

Address Information is entered/edited in a separate window opened from a hyperlink. The link displays "Enter Address" when no address is entered.

The screenshot displays a software interface for site data entry. The main window, titled "Site", contains the following fields and values:

- site name: Floyd's Unreal Resid
- address: 292 North Glassell S
- address: Anaheim, CA 92808
- region: CA (dropdown menu)
- time zone: 5 (dropdown menu)
- site status: A (dropdown menu)
- site type: R (dropdown menu)
- language: ENG (dropdown menu)
- runaway threshold: (dropdown menu)
- info: Once again, it is req
- Site Info.

The "Site Address (Floyd's Unreal Residence)" sub-window is open, showing the following fields and values:

- address: 292 North Glassell Street
- address2: Apt# 3
- zip select: (dropdown menu)
- city: Anaheim
- state: CA
- zip code: 92808
- county: Orange

At the bottom of the main window, the following fields are visible:

- address info: INFO
- cross street: Santa Ana Canyon
- Agency: Los Angeles Police

Recurring Alarms

Events can be set up to be generated for an account based on a schedule. Expected Events are created for the next time in the schedule, and the Lates Process generates an alarm at the scheduled time.

The screenshot displays a software interface with a menu bar at the top containing: Contacts, Contact Lists, Site, Device, Config, Temp Config, Area & Open/Close, Code Words, Auto Process, Action Plans, and Report Distributi. Below the menu bar, a sub-menu is open showing: Device, UDF, Instructions, Recurring Tests, Recurring Alarms, and Event Rules. The 'Recurring Alarms' sub-menu is selected, showing a table with the following data:

Alarm Event	Effective Date	Expire Date
Take your Medicine	05/01/11	05/01/12

Below the table, the 'Recurring Alarm Detail' section is visible, showing:

- alarm event: Medicine (dropdown), Take your Medicine (button)
- effective date: 05/01/11 (calendar icon)
- expire date: 05/01/12 (calendar icon)
- comment: Call subscriber to take their medicine (text area)

To the right, the 'Day Times' section is visible, showing a table with the following data:

Day of Week	Time
Sunday	09:00
Monday	08:00
Tuesday	08:00
Wednesday	08:00
Thursday	08:00
Friday	10:00 , 18:00
Saturday	08:30

At the bottom right, the 'Time Entry' section is visible, showing:

- Time Entry (tab)
- Detail (sub-tab)
- day code: (dropdown)
- add/replace: A (dropdown), Add (button)
- time: (text input)

New Site

New Site and New Site/Device will be excluded from the system in the following release (2.3.4). Sites will be entered using New Site Activate only.

Billing Software Integration

Fields have been added throughout the application to support integration to billing software:

- Commercial Flag on Site Type
- Billing Flag on Site Group Type
- Inactive Billing Flag on OOS Category
- Billing Department on stages™ Options
- Billing Flag on User Defined Field

Permissions

Added the following permissions:

Utilities | Operator Supervision | Interval Set

Utilities | Lists | Site Agency Audit

Utilities | Lists | History by Event Code

Manual Event has been relocated from Alarm Dispatch to Site Information.