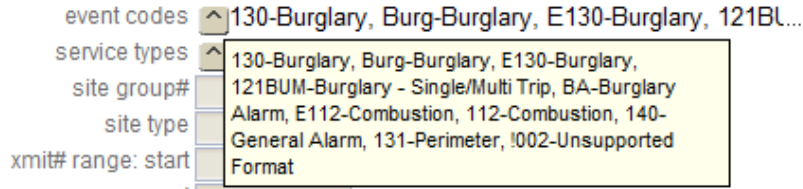
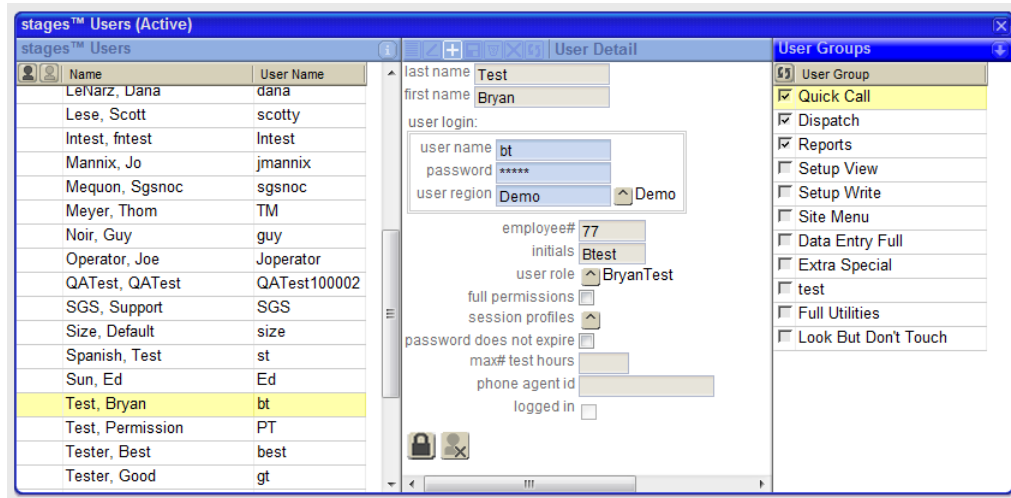


### General Application

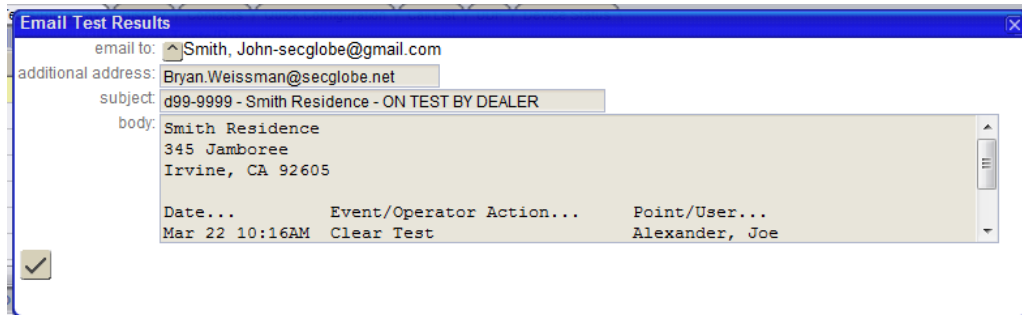
Multi-Select Look Ups display the selected items in a comma-delimited list after the look up button. When there are more items that will display on the screen, an ellipsis is displayed at the end of the first line. The full list can be viewed by hovering over the list.



Reworked Assign/Unassign windows (User Groups, User Dispatch, User Partition) into one list with select/deselect buttons.



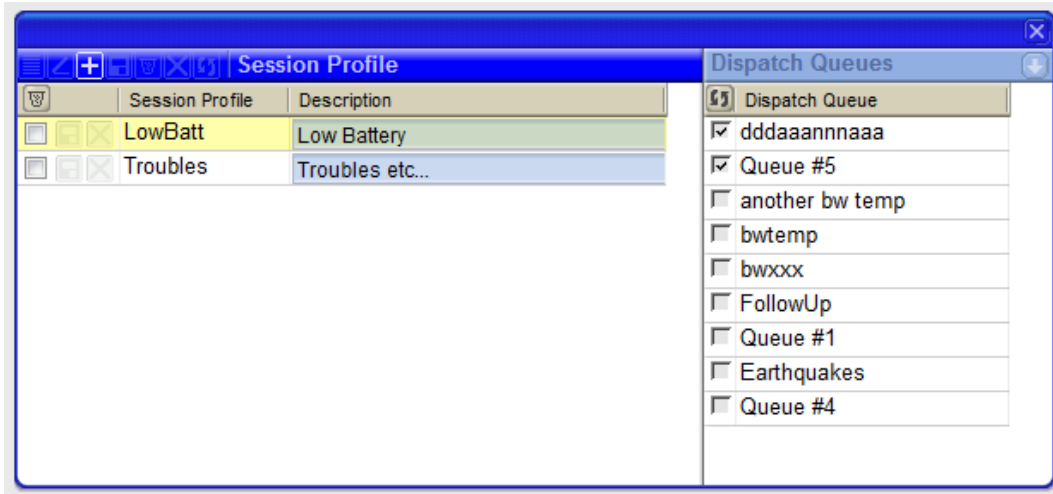
When emailing from the application, there is a multi-select for site emails and a field for additional addresses. If applicable, emails will be defaulted into the multi-select.



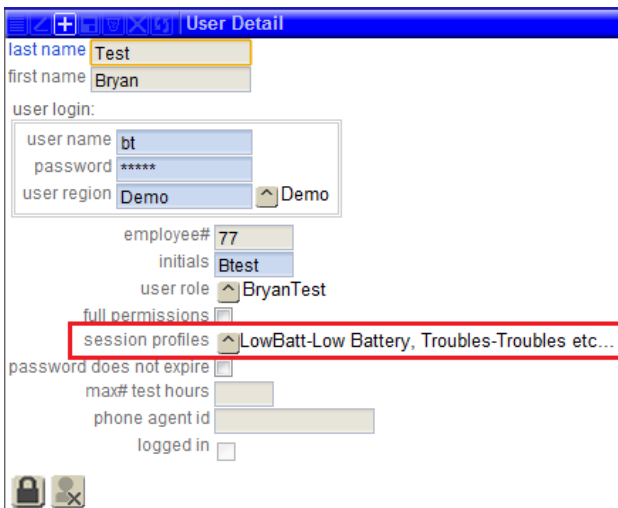
## Session Profiles

Operators can log in as different session profiles to handle different types of signals in different instances of stages™.

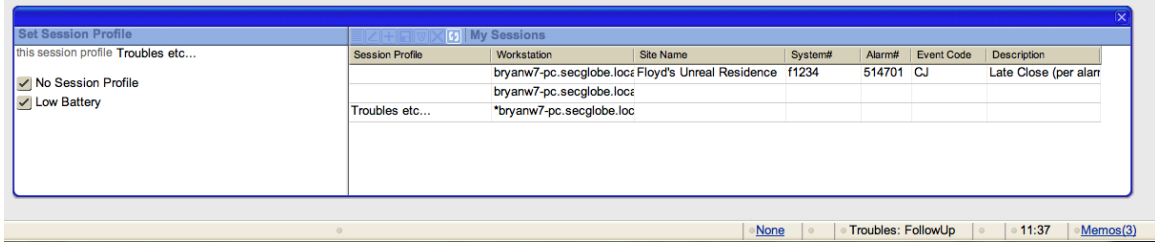
Session Profiles are set up in Setup | Queue Setup | Session Profile with a Session Profile code and description. The Dispatch Queues that the profile will dispatch on are selected from the list.



Session Profiles are assigned to Users with a Multi-Select lookup. The User will have the option of selecting the profiles they are assigned to.



The profile is selected in Site | My Sessions. The profile for 'this' session is displayed on the left, and a different profile can be selected. All current sessions for the user are listed on the right with the session profile, workstation, and locked account information. When a session profile is selected, the Status Bar will display it with the queues that are assigned to the profile.



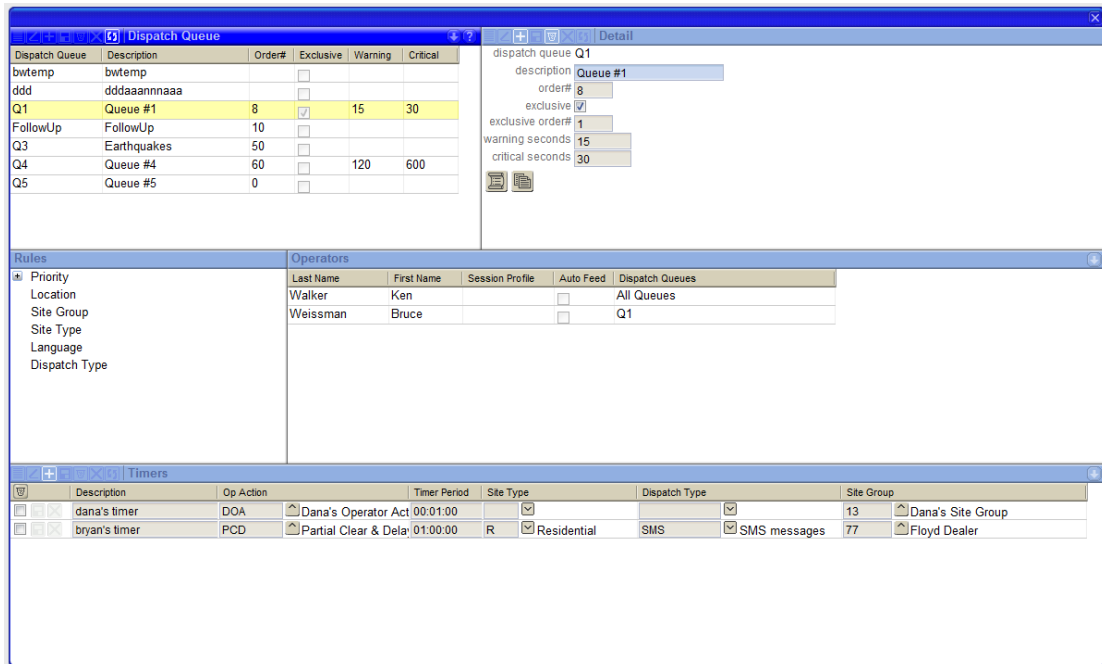
*\*New Permissions:*

*Site | My Sessions*

*Setup | Queue Setup | Session Profile*

## Dispatch Queues

Dispatch Queues has been reorganized with a view list and an editable detail. Temporary Dispatch Queues are maintained in a separate window opened from the Dispatch Queue menu.

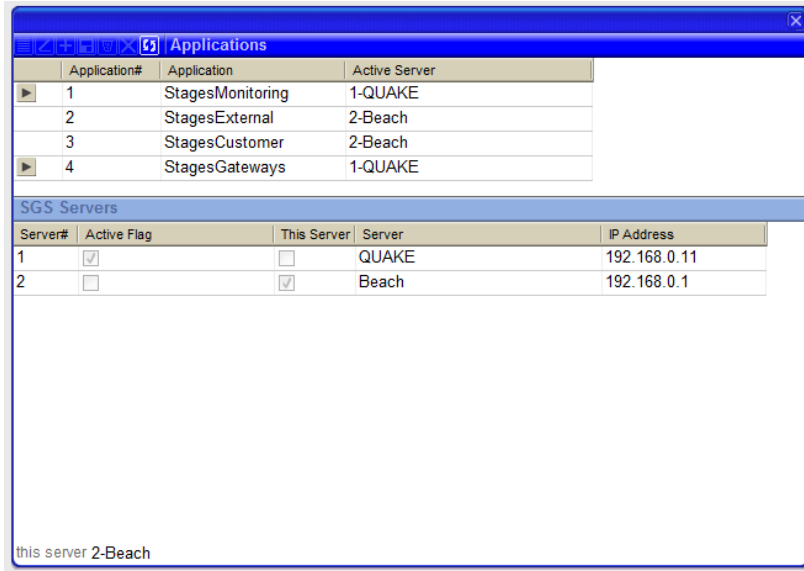


Warning and Critical Seconds have been added to the Dispatch Queues. In the stages™ Summary window, the Oldest Alarm field will turn orange when it is larger than the warning seconds and will turn red when it is larger than the critical seconds.

Timers have been added to the Dispatch Queue set up. Timers will log an Operator Action to the account if the alarm has not been accessed in the specified Timer Period. The operator action can change the priority of the alarm and/or initiate an Auto Process. Timers can be filtered to only apply to specific Site Types, Dispatch Types, Site Groups or combinations of the three. A Dispatch Queue Timer will only affect an alarm once.

## SGS Server

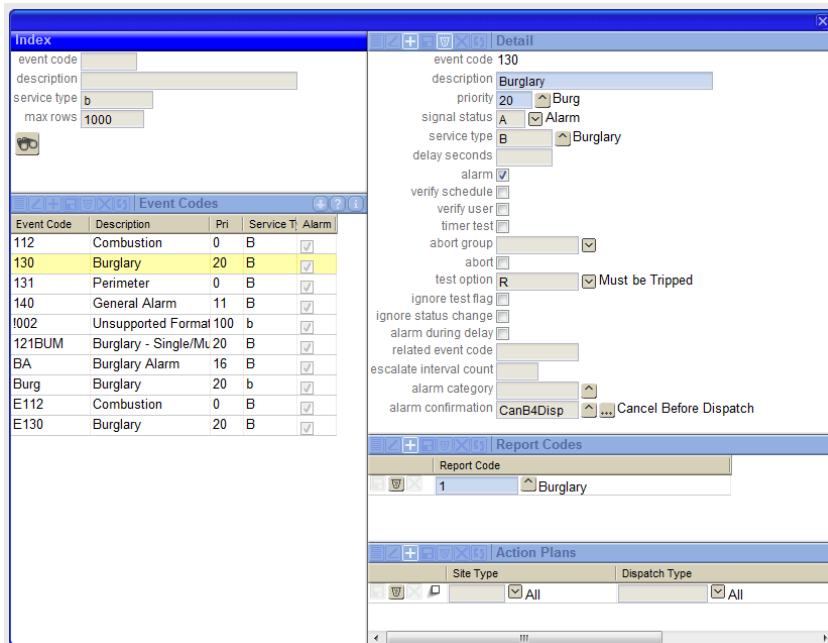
Active Servers can be set by Application in Utilities | stages™ | Server Application Control. For example, the External and Customer applications can have a different Active Server than the Monitoring application. A server can be made active by logging into the server specific URL and pressing the Active button on the Application row.



*\*New Permission: Utilities | stages™ | Server Application Control*

## Event Code Setup

A search has been added to the Event Code Setup, replacing the Index.



## Reports

Exclude Operator Action Comment Flag has been added to the Detailed Activity and Open/Close History Reports. This option will remove the Comment entered in Operator Actions. This can be applied to manual reports and to the Report Type setup.

In the Detailed Activity and Open/Close History Reports, the Date field displays similar to "01-01-2011". The time field now displays in military time. A stages™ Option has been added to display the date in European format.

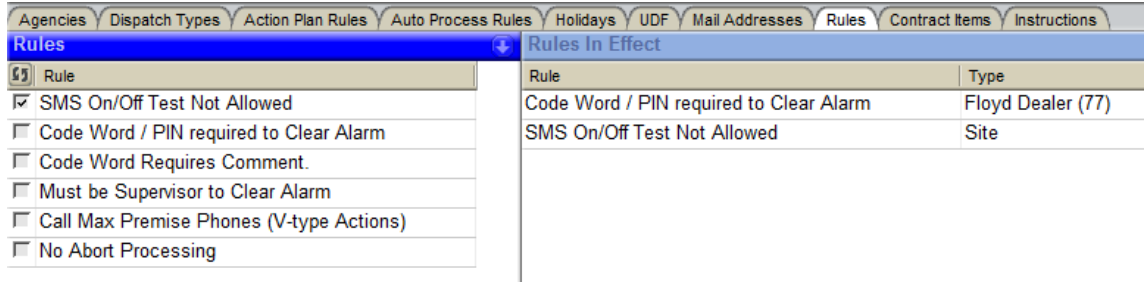
<b>Detailed Activity Report</b>							
12/1/2011 00:00 - 12/15/2011 23:59							
<b>Floyd's Unreal Residence</b>							
292 N GLASSELL ST							
Apt#4							
ORANGE, CA 92866							
Transmitter ID# f1234							
Date	Xmit#	Event / Operator Action	Initials/User	Signal	Area	Point	
01-12-2011 18:30:02	f1234	CJ - Late Close (per alarm panel schedule)			-1		
02-12-2011 09:28:39	f1234	Access on Dispatch Window	BMW				
02-12-2011 09:28:47	f1234	*T Place on Test	BMW				
02-12-2011 09:29:02	f1234	*T BA - Burglary Alarm		BA			
02-12-2011 09:29:02	f1234	EmailSent - Email Sent					

Buttons have been added to Site Data Entry, Alarm Dispatch, and Quick Call for a One-Click Detailed Activity Report for the last 24 hours and a Site Email Report for the last 24 hours. The Once Click Detailed Activity Report opens the report window with the dates defaulted and auto-runs the report. The Site Email Report opens the Email Report window with the parameters defaulted. If a contact with an email has been verified, the email will be defaulted.



## Site Rules

Rules in Effect will display all rules affecting the site. Type displays either "Site" or "[SiteGroupName] (Site Group #)".



Rule	Type
Code Word / PIN required to Clear Alarm	Floyd Dealer (77)
SMS On/Off Test Not Allowed	Site

When there are Site Rules assigned (on the site or site group), the Rules in Effect button appears in the Site View Summary. Pressing the button will focus on the Rules tab.



## Out of Service

'Exclude from External Counts' flag has been added to OOS Category. When this flag is set, sites/devices that are out of service with this category will not be included in the 'Sites', 'Out of Service', and 'Sites by Site Type' summary totals in the External application.

When an account is scheduled to be out of service in the future, it will not display as Out of Service in the Data Entry, Quick Call, and Site Activate windows.

Stages will prevent the user from placing a device out of service when the device has secondary devices that are in service.

## On Test

Email Test results logs the Operator Action 'ESTR' – 'Email Sent – Test Results' to Site History.

The Operator Action 'ESTR' has been added to the Operator Action setup. The description can be edited.

## Stages Option

The “Default Site Phone Type” has been added to the Data Entry tab. The phone type entered here will default when entering Site Phones.

“Default Dispatch Email Template” and “Default Dispatch SMS Template” have been added to the Dispatch tab. The templates entered here will be defaulted in the Alarm Dispatch window when the Email/SMS button is pressed.

## Email Template / SMS Template

Notify Codes has been added to the Email and SMS Templates. When dispatching, emails/phones for the contacts with matching notify codes are automatically placed in the email to: Multi-Select.

The screenshot shows a 'Detail' window for an 'Alarm' template. The fields are as follows:

- template: Alarm
- description: Alarm
- op act: ES (dropdown menu with 'Email Sent' selected)
- from: cs@secglobe.net
- subject: Alarm
- body: this is from [CentralStationName]  
Alarm# [Alarm#]  
[EventDescription] [EventDateTime]  
[Point] [PointDescription]  
Phone#: [SitePhone]
- notify codes: NC3-Notify Code 3

## Site Summary

Site Type and Site Language can have Colors assigned to them to display in the Site Summary for Alarm Dispatch. Colors are assigned in the Site Type and Site Language setup windows.

The screenshot shows the 'Alarm Dispatch' window for 'Smith Residence'. The window is titled 'Alarm Dispatch (d99-9999, Smith Residence, Areas: 1, 2)'. The time is 14:42:01 and the status is 'Locked for Dispatch'. The site name is 'Smith Residence' with address '345 Jamboree Irvine, CA 92605'. The alarm number is 0, site type is 'Residential - Intrusion, SMS', and the alarm is active. The dispatch queue is empty. The site phones are 949.123.4567 and 949.123.4568. The region is California, time zone is (GMT-08:00) Pacific Time (US & Canada); Tijuana, language is Spanish, county is Orange, cross street is Baranca, subdivision is Baranca, and directions are Turn Left. The code words are 'Demo, dealer, act' and the info is 'Big Dogs in the Back yard' with a green note 'Be careful!'. The window also shows a 'Dispatch Action Wizard' tab and a 'Report a problem' link.

## Alarm Buffer

Alarm Buffer computations are now done by a centralized task to enhance efficiency and performance.

## Time Zone

Short Description has been added to the Time Zone set up.

Site Time plus time zone short description displays on Status Bar for the accessed account.

## IVR

WAV files can be uploaded and used in IVR Scripts.

A voice file can be added to the script for an Answering Machine message and to any step in the script. When there is a voice file, the prompt will not be used.

The screenshot displays the IVR Script configuration interface. The main window is titled 'IVR Script' and shows details for a script named 'LowBatWav'. The script description is 'Low Battery with Wav Files'. The voice name is 'Allison', transfer extension is '5123', transfer event code is '87', and answering machine event code is '1000'. The answering machine message is 'Leave a message...'. The answering machine voice file name is 'lb-ans.wav'. The script has several steps: Step 10 (Info) and Step 20 (Bye). Step 10 has a description 'Info' and a prompt 'We have a low battery'. The action for Step 10 is 'Say prompt and ask for response' and the voice file name is 'lb-info.wav'. The Variable List on the right includes variables like [Alarm#], [AlarmDetails], [Area], [AreaDescription], [AutoProcessOpAct], [AutoProcessOpActComment], [CentralStationName], [EventCode], [EventDate], [MonthDayEventDate], [EventDate/Time], [EventDescription], and [EventTime]. The Step Response table at the bottom shows responses for Phone Key 1 (Bye) and Phone Key 2 (Info).

Response#	Go To Step	Event Code	Call Satisfied
Phone Key 1	Bye		
Phone Key 2	Info		

### **Audio File Instructions for IVR WAV files**

- 1) All Audio files must be created in an 8 KHZ, 1 channel, 16 bit PCM wav file format to playback correctly on the IVR.
- 2) The files can then be uploaded to the IVR with FTP. Use the username 'ivrwav' and the password of 'ivrwav'. Do NOT change out of the default directory or the files will not be able to be written to the flash and won't be found on playback attempts.
- 3) Make sure you note the file names well, as the file system IS case sensitive. These are the names you will enter inside of stages to access a particular file for playback. Be sure all files end in '.wav'



## Agency

The Agency City/State selection window includes Select All and Remove All buttons and the search will return up to 2,000 rows.

Agency ID has been added as a reference to support entering PSAP type agencies.

Dispatch Agency Num has been added to create a link between Police, Fire, and Medical agencies to a PSAP type agency.

## Call List

The Keys flag for Site Contacts has been added (Flyout).

## Auto Process

A search has been added to the Auto Process setup.

The screenshot displays the 'Auto Process' configuration window. It is divided into three main sections: a search area at the top left, a list of auto processes in the middle left, and a detailed configuration panel on the right.

**Auto Process List:**

Auto Process	Description	Action
44T	44t usa	Memo
Alarm	Alarm Notification	Email Notification
bryan2	test	Email Notification
BryanTest		No Notification. Override Alarm F
Burg SMS	Burg SMS	SMS Message
CodeK	G4s Denmark CodeK	No Notification. Override Alarm F
dana	my auto process	Email Notification
Data	Data Entry Memo	Memo
Delay1	Delay to Business hours	No Notification. Override Alarm F
Delay2	Delay 20 minutes	No Notification. Override Alarm F
DelaySched	Delay based on Sched	No Notification. Override Alarm F
EmailAlarm	Email Alarm Details	Email Notification
EM-LB		Email Notification
EOC	Email O/C to Subscribers	Email Notification
External	External Application Notify	
G4GuardB	Guard Dispatch Priority B	Guard Job
Guard	Guard Dispatch	Guard Job
GuardCan	Cancel Guard Job	Guard Job Cancel
IVRBurg	IVR Burg Attempt to Cancel	IVR Phone Call
IVR-LB	IVR Low Battery	IVR Phone Call
Job	Generic Job	Job
LoopTest	LoopBack Test	Email Notification
LowBatWav	IVR - Low Battery Wav Files	IVR Phone Call
LTT-TXT	Late Timer Test - SMSMsg	SMS Message

**Detail Panel (Delay1):**

- auto process: Delay1
- description: Delay to Business hours
- action: General
- option:  No Notification. Override Alarm Parameters
- priority: 60
- delay seconds: [input field]
- log only:
- abort group: [input field]
- schedule option:  Delay Alarm Until Scheduled
- once per alarm:
- ignore test flag:
- Rule Search: [button]

**Rules Table:**

Event Code	Service Type	Op Action	Report Code	Site Type	Dispatch Type	Site Language	Site Group
Battery TROUBLE				Residential			123 Alarm Co
bryan's test event							
Battery TROUBLE							Floyd Dealer

**Detail Panel (Rules):**

- event code: YT
- service type: [input field]
- operator action: [input field]
- report code: [input field]
- site type: R
- dispatch type: [input field]
- site language: [input field]
- site group: 123 Alarm Co

Auto Process Rules are entered in Detail mode.

Site Language has been added to Auto Process Rules. Leaving the Language blank will apply to all languages, one can be selected or 'None' can be selected to only apply to sites that have no language selected.

Operator Actions logged by a Blanket Alarm Clear can initiate Auto Processes.

## Action Plan

An option has been added to Global Action Plan search to only include action plans with pending changes.

A new Auto Evaluation type has been added to check if two different Phone Numbers have been called.

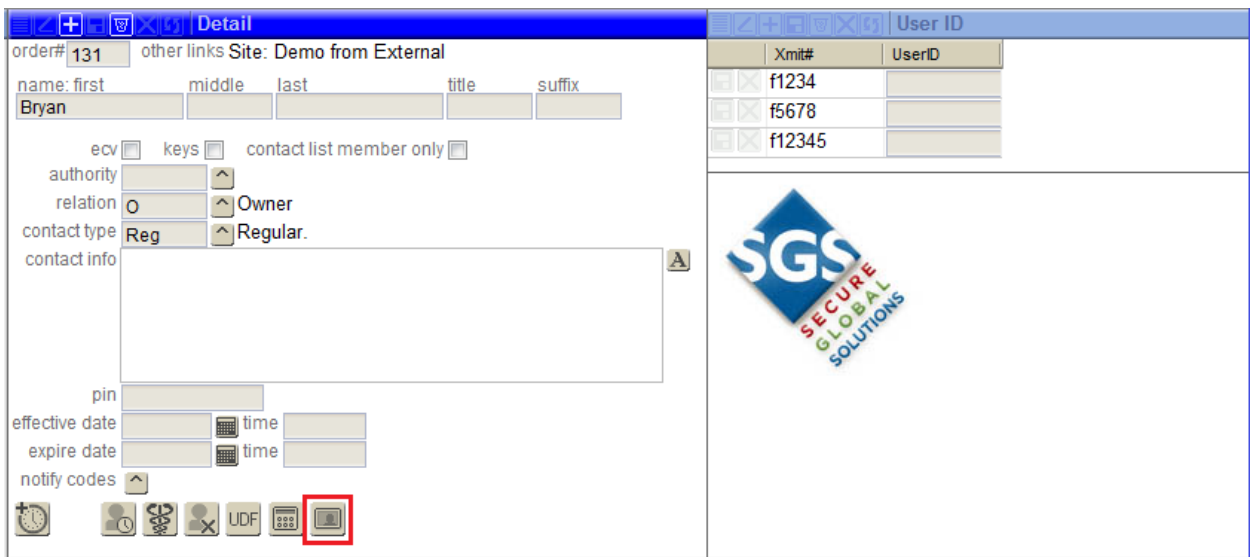
## Documents

Documents has been reorganized to simplify entry. A page name can be entered when the document is uploaded.

Documents can be deleted.


If the image of the document is larger than the viewing window, the document will be resized to fit.

A Document can be added to a contact. Only one document will be stored for the contact, entering another document will replace the current document.



The screenshot displays a software interface with two main panels. The left panel, titled "Detail", shows contact information for order# 131, including name fields (first: Bryan, middle, last, title, suffix), checkboxes for "ecv", "keys", and "contact list member only", dropdown menus for "authority", "relation" (set to "Owner"), and "contact type" (set to "Regular"). There is a large text area for "contact info", a "pin" field, and date/time pickers for "effective date" and "expire date". A "notify codes" dropdown is also present. At the bottom of this panel is a toolbar with several icons, including a document icon highlighted with a red box. The right panel, titled "User ID", contains a table with columns "Xmit#" and "UserID".

Xmit#	UserID
f1234	
f5678	
f12345	



## Usage by Site Group utility

Usage by Site Group information has been added as a utility. Utilities | Lists | Usage by Site Group.

Usage is broken down by Session Type for Monitoring (All Monitoring Application), Dispatch, Data Entry, Quick Call, External, and Customer.

Site Group	Total	Monitoring	Dispatch	Data Entry	Quick Call	External	Customer
123 Alarm Co (1)	96h:53	91h:24	21h:39	62h:42	7h:01	4h:45	0h:43
Floyd Dealer (77)	40h:45	40h:44	27h:04	13h:39	0h:00	0h:01	0h:00
Security Co (3)	0h:42	0h:42	0h:01	0h:39	0h:00	0h:00	0h:00
AAA Installer (2)	0h:05	0h:05	0h:00	0h:05	0h:00	0h:00	0h:00

More information can be opened from the list. The Session Type is selected to return a list of each session on the site group in the time period.

Site Name	User Name	Session Duration	Alarm#	Alarm Priority	Alarm Event
Figgins Residence	Sun, Ed	1h:28	508201		
Chone Figgins Residence	Weissman, Bruce	1h:17	510401	Priority 0	lateRST - Point Failed to R
Figgins Residence	Sun, Ed	1h:17	505901		
Figgins Residence	Weissman, Jonathan	1h:06	507901		
Chone Figgins Residence	Weissman, Bruce	1h:04	510401	Priority 0	lateRST - Point Failed to R
Chone Figgins Residence	Weissman, Bruce	0h:50	510201		
Figgins Residence	Sun, Ed	0h:49	507301		
Chone Figgins Residence	Weissman, Bruce	0h:43	507101		
Figgins Residence	Sun, Ed	0h:43			
Figgins Residence	Weissman, Bryan	0h:42	509701	Fire	114 - Heat - VERY HOT!
Chone Figgins Residence	Weissman, Bruce	0h:43	507101		
Figgins Residence	Sun, Ed	0h:41	507901		
Chone Figgins Residence	Copeland, Dana	0h:39	510201		
Chone Figgins Residence	Weissman, Bruce	0h:40			
Chone Figgins Residence	Copeland, Dana	0h:38	510401	Priority 0	lateRST - Point Failed to R
Chone Figgins Residence	Weissman, Bruce	0h:36	507401		
Chone Figgins Residence	Weissman, Bruce	0h:35	510401	Priority 0	lateRST - Point Failed to R
Ken's Test Account	Walker, Ken	0h:35	510601		
Chone Figgins Residence	Copeland, Dana	0h:34	510401	Priority 0	lateRST - Point Failed to R
Chone Figgins Residence	Weissman, Bruce	0h:35	507401		
Figgins Residence	Weissman, Jonathan	0h:34	507901		
Chone Figgins Residence	Copeland, Dana	0h:33	510201		
Figgins Residence	Sun, Ed	0h:31	509101		

\*NewPermission: Utilities | Lists Menu | Usage by Site Group

## Operator Preferences

The Window Size and Position button opens a new window with a list of windows that have a saved size/position or column width change. The size/position for the specific window can be deleted. All windows can be reset with the Reset All corner button.

## History by Site

History by Site has been added to Utilities | Lists | History by Site.

*\*New permission: Utilities | Lists Menu | History by Site*

## External Application

Recent Alarms includes events that were handled by an Auto Process (Email, SMS, IVR) and did not go to an operator for handling. The number of Recent Alarms was also increased from 16 to 30.

## Refresh Rate

In Task Status and Alarm Buffer All, the refresh rate can be modified.

Refresh rates for windows is displayed in Utilities | stages | Refreshing Windows.

## Signal Forward

A utility has been added to support forwarding signals on selected transmitters to be processed and handled on a different server.

## Site Group Summary

The site group default authority displays in the site data entry site group summary.

The screenshot displays two overlapping windows from a software application. The top window, titled "Site View", shows site information for "Demo Residence - Residential" at "1723 Barranca Irvine, CA 92606" and "123 Alarm Co". Below this is a "Site Group" table with the following data:

Site Group	Name	Site Group Type	Support Rep	Authority
1	123 Alarm Co	Dealer		Open Close Only
78	Demo Installer	Installing company		

The bottom window, titled "Site Group Summary", displays details for site group #1:

- name 123 Alarm Co
- site\_group type Dealer
- time zone (GMT-08:00) Pacific Time (US & Canada); Tijuana
- parent site\_group
- support rep
- authority Open Close Only
- site\_group info Number One Site Group!

Red boxes in the original image highlight the "Authority" column in the table and the "authority Open Close Only" text in the summary, indicating the focus of the update.

### **Blind PIN Entry**

When a Site Group Contact PIN is verified by Blind PIN Entry, the Site Group type displays in parentheses after the contact name.

### **Site Lookup**

The site groups that the site belongs to are displayed in the results list.

### **Previous Sites**

Buttons to open Quick Call and History have been added to My Previous Sites and Previous Sites All.

### **Quick Call**

Functions to open the Quick Call window have been added to Site Data Entry, Alarm Dispatch and Site Activate.

The Alternate Xmit# History function has been added to Quick Call.

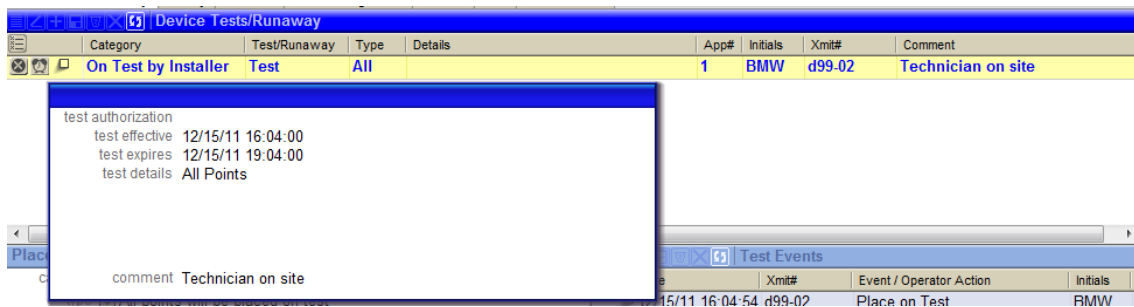
### **Site Group Mass In/Out of Service**

A Start Date/Time can be entered for Mass Out of Service to set up at a range of devices to activate in the future.

Comment has been added for both Mass In and Out of Service.

### **On Test**

The Test Comment has been added to the Device Test/Runaway list and flyout.



### **Site Export Utility**

A link has been added to Site Group setup to connect with the SGS Site Export Utility. The SGS Site Export Utility is available as an additional service and cost.