

**stages**™

**Release Version 2.3.9**

*August 24, 2012*



**Key Features:**

User Interface improvements

- Recent History
- Setup Tables
- Task Status
- Dispatch Messaging

New Action Plan Options

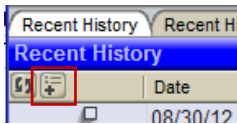
- Auto Evaluation
- Jump to

## User Interface Improvements

### Recent History

When new items are entered into history, a new row is added to the top of the list without refreshing the list. The window will only blank and reload when manually pressing the Refresh button.

The 'next page' and 'previous page' buttons have been replaced by the 'Load More History' button. This will add 12 more items to the bottom of the list.



The total lines in history will grow as items are added, and can be seen using the scrollbar.

The Current Alarm is indicated with Red text on the Alarm Number column.

New events are indicated with Blue text on the Event/Operator Action column. When new events are logged, events older than 30 seconds will no longer be considered 'new' and will revert to normal text.

Recent History	Date	Xmt#	Initials	Event / Operator Action	Signal	Point	Description	User Name	Area	Comment	Alarm#	Pr	Delay	Sc
	08/30/12 11:52:05	d99-9999	BMW	Outbound Call-Contact Made			Premises	Site		Jane answered - everything ok	6216			
	08/30/12 11:51:32	d99-9999	BMW	Dialed Phone			949.123.4567				6216			
	08/30/12 11:51:24	d99-9999	BMW	Access on Dispatch Window							6216			
	08/30/12 11:51:21	d99-9999	BMW	BA - Burglary Alarm	BA					Signal Entry	6216			
	08/30/12 11:50:57	d99-9999	BMW	Full Clear							6209			
	08/30/12 11:50:39	d99-9999	BMW	Access on Dispatch Window							6209			

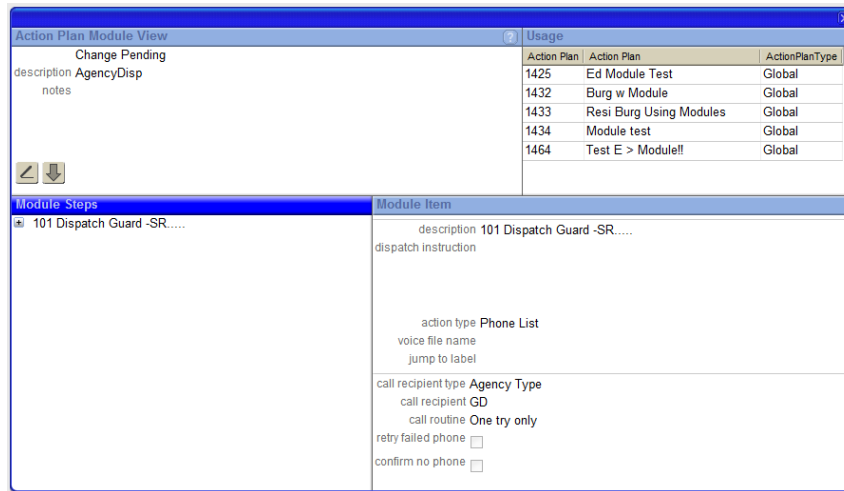
**Setup Tables**

Throughout the application, setup tables that utilize a selectable list and editable detail will insert a new row on the top of the list when a new item is entered in the detail. When items are deleted, the row will disappear without a refresh. Affected windows include:

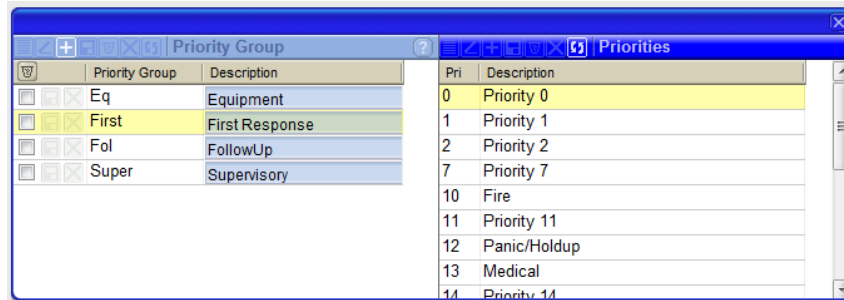
*Alarm Category, Auto Process, Alarm Confirmation, Email Template, Event Code, SMS Template, Authorization Item, Operator Actions, Standard Comments, Dispatch Queue, Region, Temporary Dispatch Queue, Report Type...*

Usage lists have been added to various setup tables:

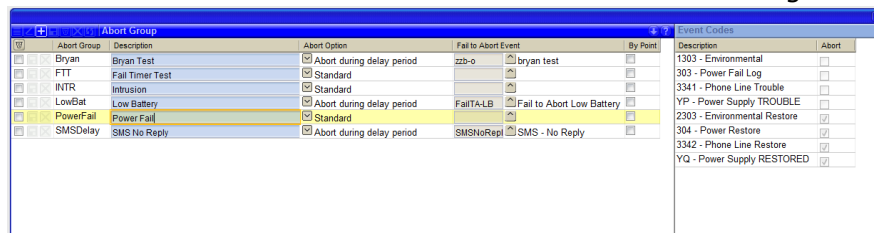
The Action Plans using the module are displayed in Action Module set up.



Priority group setup displays priorities assigned to the group.



The Event Codes in the Abort Group are listed in the Abort Group set up. The Abort events are indicated with a check mark on Abort Flag.



## Task Status

A detail window has been added to the Task Status window. Selecting a row from the refreshing list will activate the detail window on the right. The detail will remain open when the list refreshes. Tasks are Enabled/Disabled by pressing the appropriate link. Task Setup can be opened by pressing the Edit button.

The screenshot shows the 'Tasks' window with a 'Status' tab. The main table lists tasks with columns for Task#, Task Description, Service Name, Status, Info, Last Status, and Last Signal. Task 11, 'Process Signals', is highlighted. To the right, a 'Task Status' detail window is open for task 11, showing its description, current status (Enabled), and a 'Disable' button.

Task#	Task Description	Service Name	Status	Info	Last Status	Last Signal
11	Process Signals		Running		08/30/12 14:17:30	08/30/12 08:54:15
12	Late Process		Running		08/30/12 14:17:24	08/30/12 14:16:34
13	Auto Feed		Running		08/30/12 14:17:11	
15	Email Service	Email	Running		08/30/12 14:17:20	
16	Report Distribution		Not Running	Pending Reports waiting to 07/20/12 11:28:42		
17	SGS Telephone Interface	SGSLink1	Shut Down		02/15/11 13:49:32	02/15/11 13:43:00
18	NICE Interface	sgsvp1	Not Running		03/16/12 10:07:46	
19	SignalService		Running		08/30/12 12:32:54	08/30/12 12:32:54
22	Signal Process 2,3,4		Running		08/30/12 14:17:29	08/30/12 08:54:20
29	Signal Process - Low Priority		Running		08/30/12 14:17:28	06/18/12 10:26:00

Disabled tasks will display in italics in the list.

A non-refreshing list of Tasks is available in the Setup tab. Double clicking on the row in this list will open the Task Setup window.

Additionally, a Task Disable Log has been added to track when Tasks have been disabled/enabled and the stages or SQL user that executed the change.

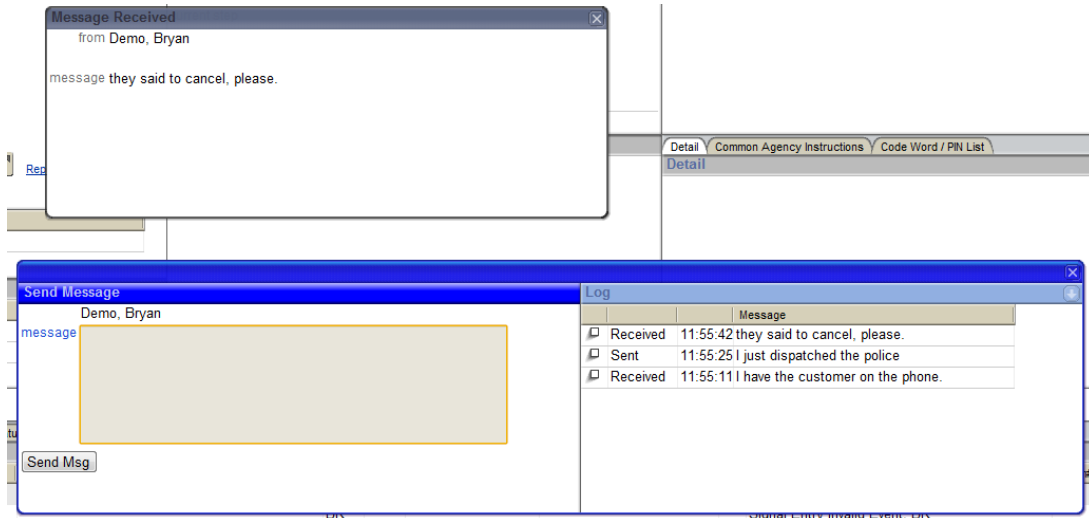
The screenshot shows the 'Disable Log' window with a table of transaction records. The table has columns for Transaction Date, Status, Task#, Task Description, User Name, SQL User, and SQL Hostname.

Transaction Date	Status	Task#	Task Description	User Name	SQL User	SQL Hostname
06/20/12 15:39:18	Disabled	11	Process Signals	Weissman, Bruce	Stages	QUAKE
06/20/12 15:39:51	Enabled	11	Process Signals	Weissman, Bruce	Stages	QUAKE
06/20/12 15:40:47	Disabled	12	Late Process		StagesInstaller	BRUCEW7-PC
06/20/12 15:40:55	Enabled	12	Late Process		StagesInstaller	BRUCEW7-PC
06/20/12 17:10:58	Disabled	32	Redundancy Transactions from Server 2	Weissman, Bryan	Stages	QUAKE

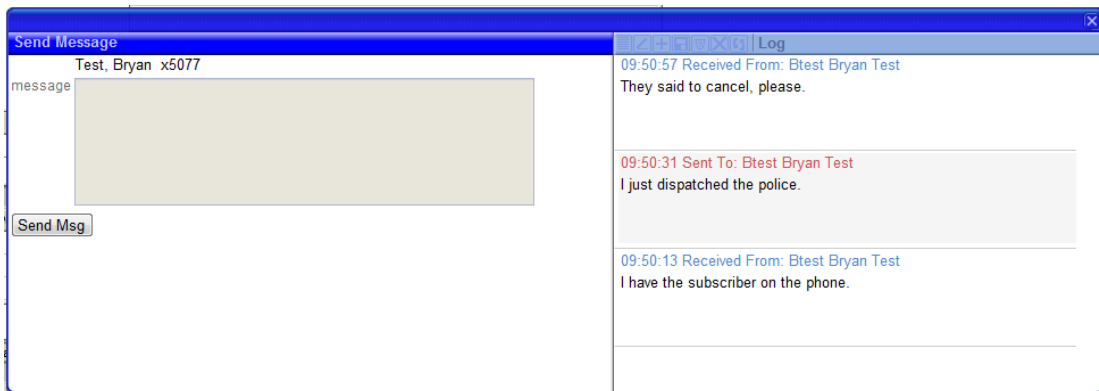
## Dispatch Messaging

Dispatch Messaging has been reorganized to improve the interface. There is now only one window instead of two. The detail list expands as new messages are sent and received, displaying the whole message instead of a list with a flyout. Received messages and Sent messages have different styles.

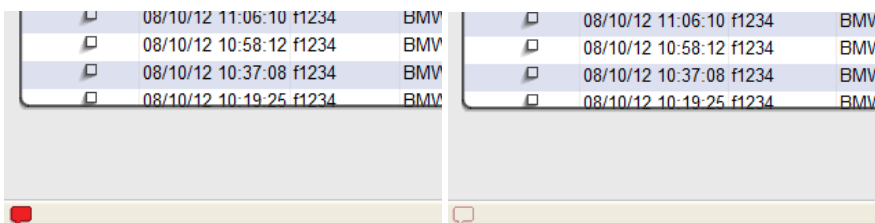
### Old version:



### New Version:



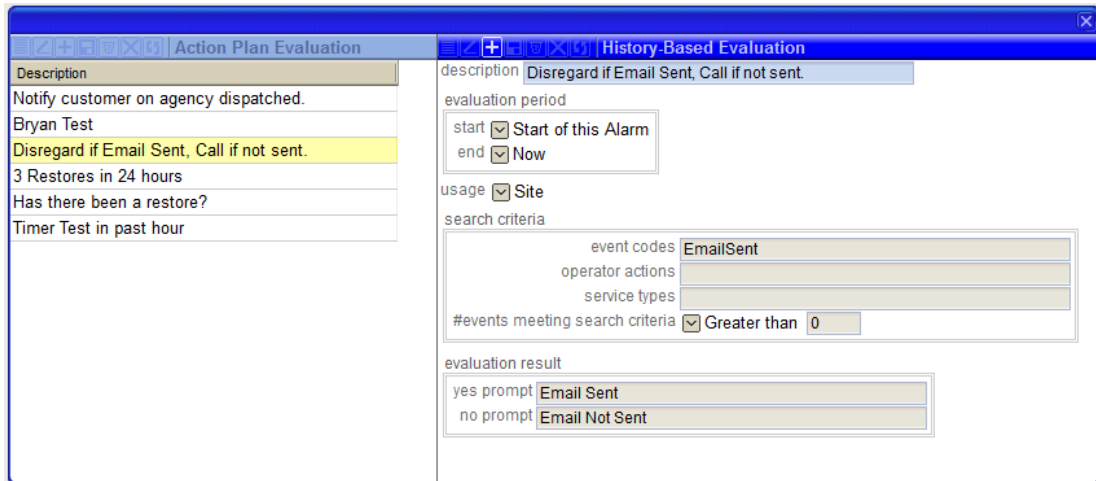
Additionally, a red message icon will flash in the bottom left of the status bar. Clicking on the icon will focus on the Send Message window, even if it is hidden by other windows.



## New Action Plan Options

### Action Plan Evaluation

History-Based Evaluations can be created and used in Action Plan steps. During the step, history will be searched for event codes, operator actions, or service types within the period identified. If the search criteria are met, the action plan will navigate to the child step with the 'Yes Prompt'. If the search criteria are not met, the action plan will navigate to the child step with the 'No Prompt'.



The Evaluation Period can be selected from the following:

- Start of this Alarm
- Start of this Alarm and Superseded
- Hhh:mm Prior to Start of this Alarm
- Hhh:mm Prior to Now

When an option for hhh:mm is selected, the time frame must be entered.

Usage determines whether to check history for the entire site or just the device in alarm. For example, the evaluation can search for an abort on this device or a dispatch on this site.

The Search Criteria consists of two pieces:

- One of Event Code, Operator Action, or Service Type
- #Events Meeting Search Criteria

A list of Event Codes, Operator Actions, or Service Types can be entered, separated by a comma. Events Meeting Criteria can be entered as Less than, Greater than, or Equal to followed by a number.

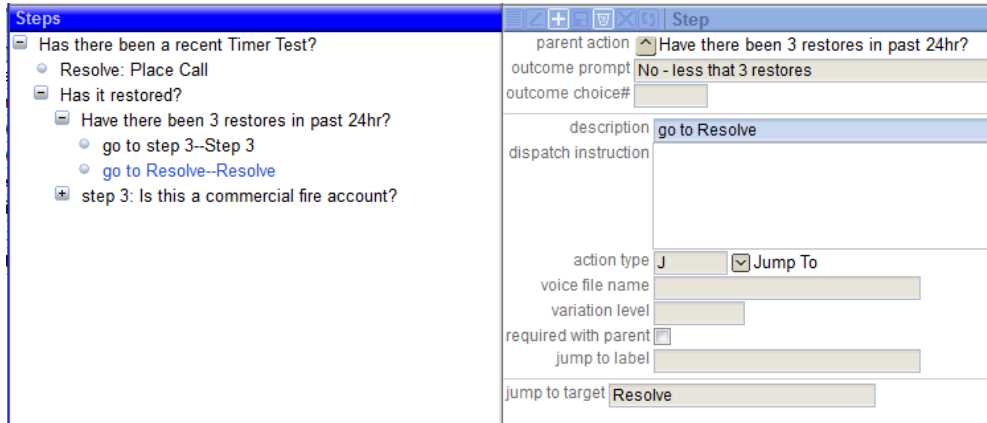
Hardcoded Auto Evaluation items and History-Based Evaluations are both available to select in Action Plan setup.

### New Permissions

- Setup | Alarm Processing Setup | Auto Evaluation
- Setup | Alarm Processing Setup | Auto Evaluation | Auto Evaluation Write

Action Plan Step Type: Jump to (J)

Jump to steps are configured with a Jump to Target. Any step can be configured with a Jump to Label. The Jump step will move the action plan to the step with the corresponding Label.



In the setup, the Jump to steps will display in the step list like:

[StepDescription]--[JumptoTarget]

Steps with a Jump to Label will display in the step list like:

[JumptoLabel]: [StepDescription]

When the Action Plan is activated, an audit of the Jump to Labels will occur to find:

Duplicate Jump to Labels

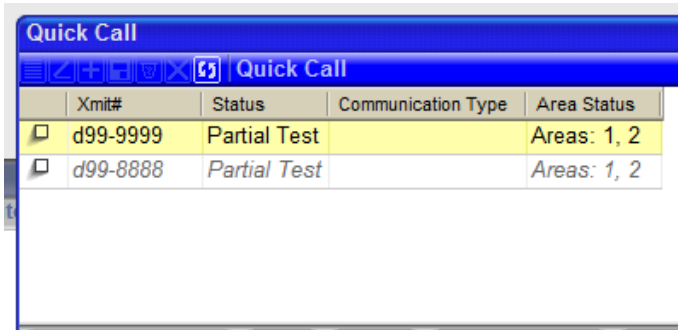
Jump to Targets without a corresponding Label

Jump to steps that jump to themselves

## Additional Features

### On Test

Devices in Test/Runaway that do not include the 'All' option will be indicated with the Status of 'Partial Test' or 'Partial Rnwy' in the device list on the Alarm Dispatch, Data Entry, Quick Call, and Site Lookup windows. If there are multiple tests, with one 'All' and some 'partial' tests, the status will show 'Test'.



The text is controlled by Data Source Prompts on the 'Alarm Dispatch' window and can be customized with the language application.

### Skip Dial

The Skip button has been moved to after the phone number.



Additionally, confirmation is requested when the skip button is pressed.

### No Phone Listed

The 'NPL' call disposition will auto-populate when there are no phone numbers on the Action Plan step.

The 'No Phone Listed' text can be edited in the Language Module. (Prompt on the 'DialScripted' window)

### Area Status

Area Status can be deleted.

Xmit#	Due Date	Expires	Expected Event	Point	Sched#	Area	Xmit#	Area	Description	Sched	Status	Date	Site Group Schedule
d99-8888	09/05/12 08:00:00	09/05/12 08:30:00	*Missing Timer Test*				d99-9999	1	Warehouse	1	Arm	09/04/12 10:49:51	
d99-9999	09/05/12 08:00:00	09/05/12 08:30:00	Open	1	1		d99-9999	2		2	Arm	09/04/12 10:49:54	
d99-9999	09/10/12 08:00:00	09/10/12 08:30:00	Open	2	2		d99-8888	1			Arm	09/04/12 10:50:03	
							d99-8888	2			Arm	09/04/12 10:50:04	

### Operator Actions

'DELSCHTEST' has been added and will log when a scheduled test is deleted.

'DelAreaStat' has been added and will log when an area status is deleted.



History

Area description has been added to the flyout

Signal	Point	Description	User Name	Area
08/21/12 12:37:35 d99-9999	BA	BA - Burglary Alarm		1

*\*The description can be added to list with the Language Module.*

Alarm Buffer

Site Language displays in the Color assigned to it in all Alarm Buffers.

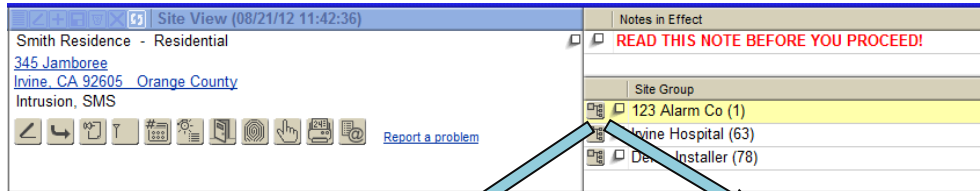
Priority Group	Description	# of Alarms	Current	Delayed	Oldest Alarm
Total	Total Alarms	117	117	0	19823:51:32
First	First Response	46	46	0	19823:51:32
Priority 5		8	8	0	22011:53:58
Priority 939		4	4	0	19748:32:25
Super	Supervisory	22	22	0	19700:32:23
Fol	FollowUp	37	37	0	20948:45:58

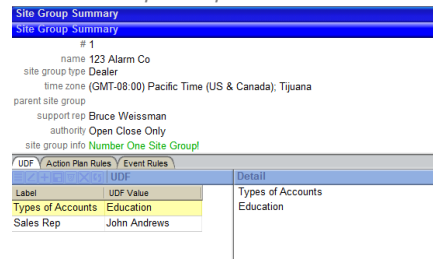
Alarm Date	Elapsed	Pri	Event Code	Operator	Locked by	Xmit#	Site Name	City	State	Region	Site Type	Groups	Point Status	Language
08/21/12 12:47:07	00:03	16	Burglary Alarm			d99-9999	Smith Residence	Irvine	CA	Ca - California	Residential	123 Alarm Co (1), Irvine Ho	Points: 1, 7	Spanish
08/07/12 08:06:02	99h:23	21	Panic			D01-0761	BW Test Account	SAN JOSE	CA	CA - California	Residential	123 Alarm Co (1), sixty (60	Normal	
09/02/10 16:54:06	99h:23	30	Fail Timer Test Alarm	BMW		4192	Ty Cobb	Irvine	CA	SoCal - Southern C	Residential	123 Alarm Co (1)	Normal	
09/03/10 13:38:17	99h:23	30	Fail Timer Test Alarm			i45-12312	Smith & Smith Law Offices	Orange	CA	SoCal - Southern C	Commercial	123 Alarm Co (1)	Normal	
09/04/10 18:34:41	99h:23	30	Fail Timer Test Alarm			R44-0308	Bryan Site Activate Permission Test	Anaheim	CA	1 - Test	Residential	123 Alarm Co (1), Security	Normal	
09/04/10 18:34:51	99h:23	30	Fail Timer Test Alarm	BW		d200	Complex Residence	Anaheim	CA	CA - California	Residential	Mountain View Home Ownr	Normal	
04/19/12 04:46:25	99h:23	30	Late Timer Test			D55-00022	UNKNOWN D site	Orange	CA	CA - California	Commercial	Dana's Site Group (13)	Normal	
08/01/12 14:47:02	99h:23	30	Late Timer Test			R32-4198	Somebody that was an Angel	Anaheim	CA	CA - California	Commercial	123 Alarm Co (1), Security	Normal	
08/01/12 19:44:03	99h:23	30	Late Timer Test			R32-0117	John & Mary Figgins Residence	Lake Forest	CA	Ca - California	Residential	123 Alarm Co (1), Taco Bel	Normal	
08/01/12 22:38:26	99h:23	30	Late Timer Test			X1122	Taco Bell 4201	Orange	Ca	Ca - California	Commercial	123 Alarm Co (1), AAA Inst	Normal	

### Site Group Summary

For Users that have permissions to view the Site Group Setup, the Site Group button will open the Setup window. Users without the setup permission will still open the Site Group Summary window. This is in effect on Data Entry and Quick Call.

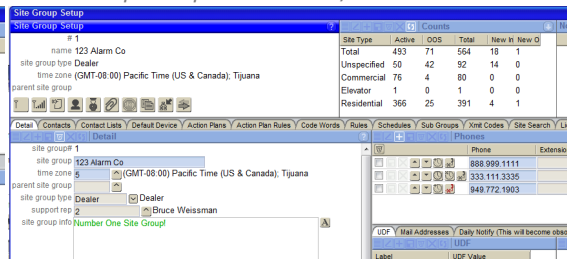


No Site Group Setup Permission



Site Group Summary

Site Group Setup Permissions/Full Permissions



Site Group Setup

### Contact Delete

The Contact Delete function is secured separately for both Site Contacts and Site Group Contacts.

#### New Permissions:

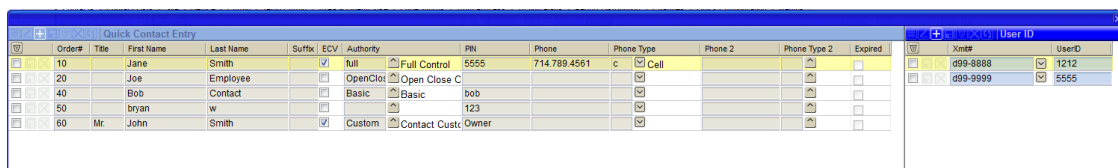
Site Access | Data Entry | Contacts View | Contacts Write | Delete Contacts  
Setup | Site Group (SG) Setup | SG View | SG Contacts View | SG Contacts Write | SG Contacts Delete

Previously, deleting site contacts were controlled by the permission 'Contacts Write - Add and Delete'. This permission was changed to 'Add Contacts'. Users who were assigned to 'Add and Delete' will still be able to 'Add'.

Deleting site group contacts was controlled by the 'Site Group Contacts Write' permission, and the delete function was split out.

### Contact User ID

User IDs are entered by device in a new pane in the Quick Contract Entry.



## Delete Site Geo Data

The ability to delete the Site PSAP Agency Information has been added. This is secured separately.

The screenshot displays the 'Site' configuration page. On the left, site details for 'Smith Residence' are shown, including address, region (California), and status (Active). On the right, there are sections for 'Site Group', 'Phones (Site)', and 'Email Addresses (Site)'. Below these is a table for 'Agencies' with columns for Agency Name, Type, Phone, Instructions, and Perm. The 'IRVINE PD' entry is highlighted with a red box.

Site Group	Site Group Type	Phone
1	Dealer	888.999
63	Hospital	949.777
78	Installing company	714.112

Phone	Extension	Phone Type	Comment
949.123.4567		P	Premise
949.123.4568		F	Fax

PSAP Name	PSAP ID	PSAP Admin Phone	Psap Phone
IRVINE PD	3514	949.724.7000	949.724.7200

Agency	Type	Phone	Instructions	Perm
Civic Center	Police	949.534.2222	Verify with 2 contacts before disp	<input checked="" type="checkbox"/>
Irvine Fire Department	Fire	949.555.1234	Dispatch, then call premise	<input checked="" type="checkbox"/>
Anaheim Hills EMS	Medical	714.777.1256		<input type="checkbox"/>

## New Permission

Site Access | DataEntry | Site Detail View | Delete Site Geo Data

## Quick Site Agency Lookup

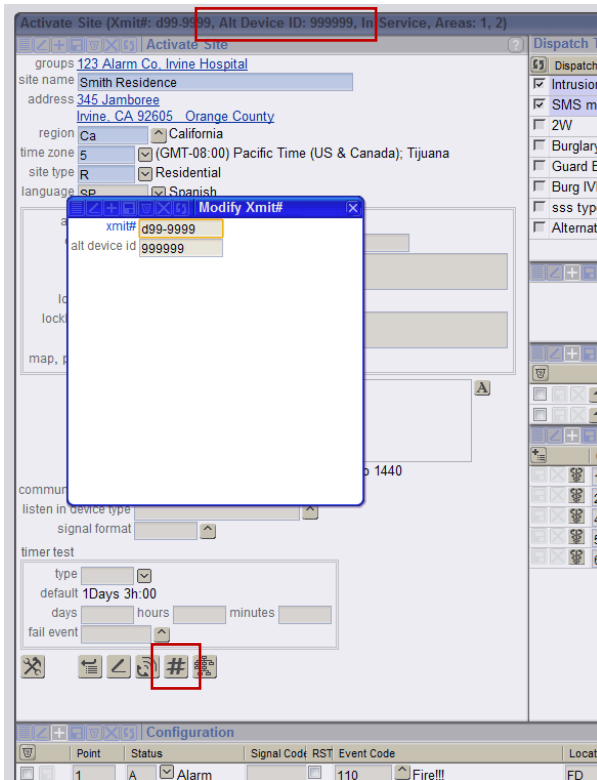
State/Zip code are no longer defaulted into the search parameters.

By default, the Site's 'City', 'State', and 'Zip' will be used to match on the 'Agency City State Zip' entries and the 'PSAP ID' will be used to match Agencies with a corresponding 'Agency ID'.

The Parameters entered in the search will match on the Agency's address information.

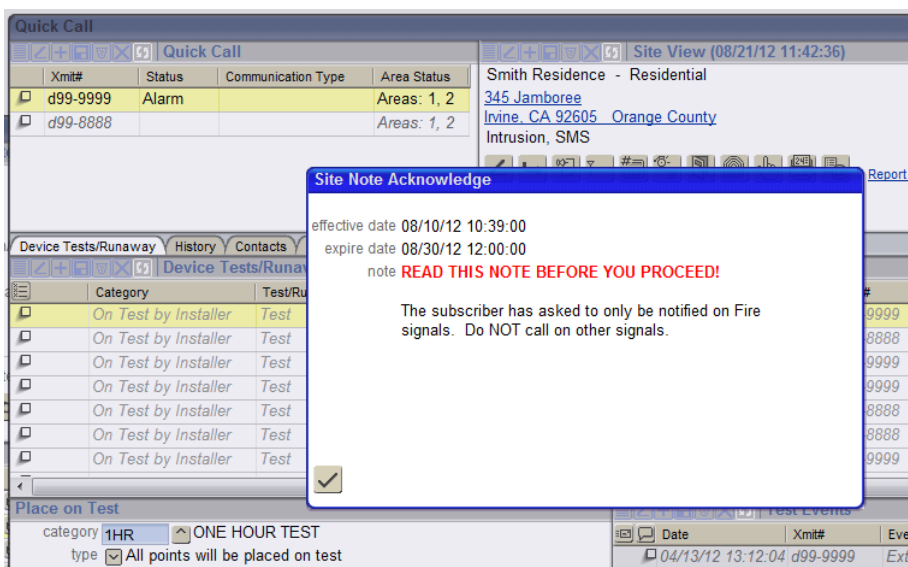
### Site Activate

Xmit# and Alt Device ID are modified using the Xmit# button.  
When entered, Alt Device ID displays in the title of the Site Activate window.



### Quick Call

Site Notes with Acknowledge Required will open modally when accessing Quick Call.



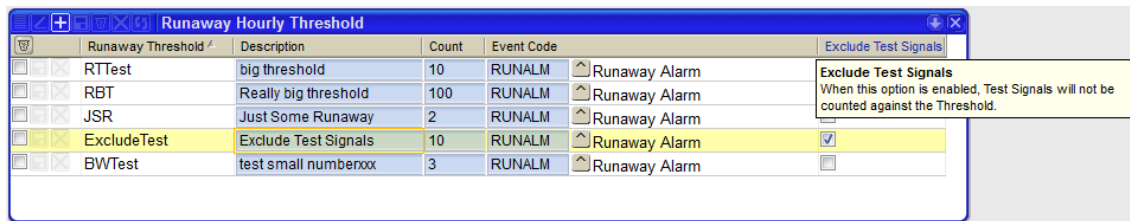
### stages™ Options

'Restore Minutes' has been added to set the default time to allow pending restores before generating an alarm. If left blank, the standard 20 minutes will apply.

'SMS Primary/Secondary Test' has been added to enable either xmit# to be used to place on test or clear both the primary and secondary xmit.

### Runaway Threshold

'Exclude Test Flag' has been added to the Runaway Threshold set up. When the option is enabled, Test Signals will not count against the threshold count.



Runaway Threshold	Description	Count	Event Code	Exclude Test Signals
RTTest	big threshold	10	RUNALM Runaway Alarm	<input type="checkbox"/>
RBT	Really big threshold	100	RUNALM Runaway Alarm	<input type="checkbox"/>
JSR	Just Some Runaway	2	RUNALM Runaway Alarm	<input type="checkbox"/>
ExcludeTest	Exclude Test Signals	10	RUNALM Runaway Alarm	<input checked="" type="checkbox"/>
BWTest	test small numberxxx	3	RUNALM Runaway Alarm	<input type="checkbox"/>

**Exclude Test Signals**  
When this option is enabled, Test Signals will not be counted against the Threshold.

### Call Device Phones

Call Device Phones is an option on Device Type setup. When the option is enabled, phone numbers assigned to the device can be called from the call list or through an action plan step.

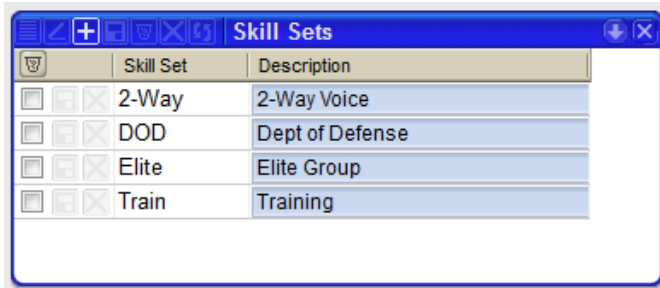
'Device' has been added to the Call Recipient Type drop down in Action Plan setup.

### Site Group Changes

Site Group Changes has been updated to include entries when Default Devices and their Configuration entries are deleted.

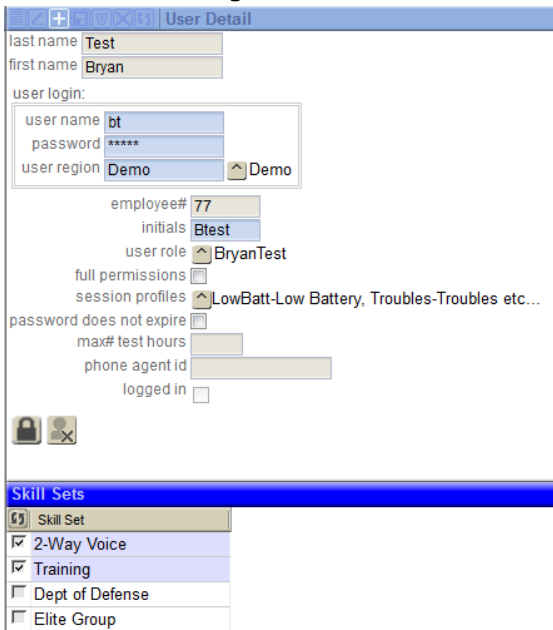
User Skill Set table

A user Skill Set setup table has been added. Skill Sets are used for informational purposes only.



Skill Set	Description
2-Way	2-Way Voice
DOD	Dept of Defense
Elite	Elite Group
Train	Training

Skills can be assigned to Users



User Detail

last name: Test  
 first name: Bryan  
 user login:  
 user name: bt  
 password: \*\*\*\*\*  
 user region: Demo  
 employee#: 77  
 initials: Btest  
 user role: BryanTest  
 full permissions:   
 session profiles: LowBatt-Low Battery, Troubles-Troubles etc...  
 password does not expire:   
 max# test hours:   
 phone agent id:   
 logged in:

Skill Sets

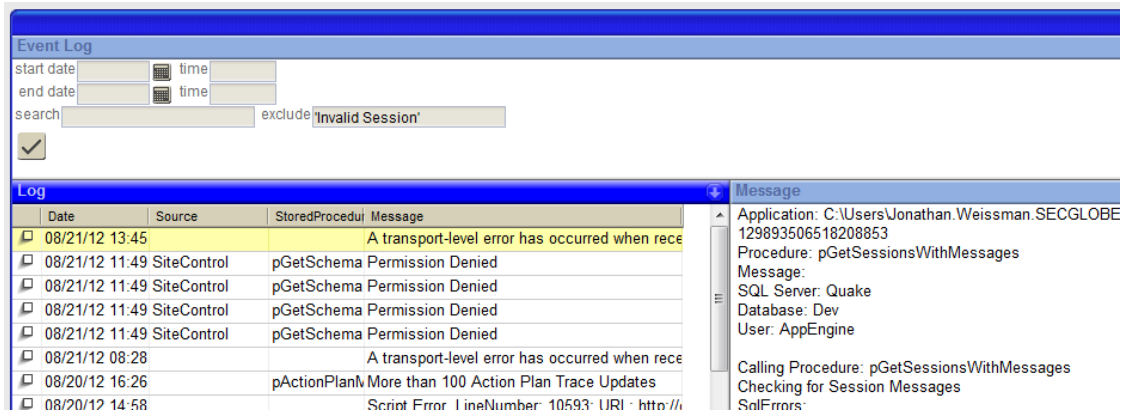
- Skill Set
- 2-Way Voice
- Training
- Dept of Defense
- Elite Group

QA Incident

Write access to the QA Type, Severity, Incident Date/Time, and Operator fields are secured with the new permission 'QA Full Edit'. With the existing 'QA Maintenance' permission, all fields but these are editable.

### Stages Event Log

'Exclude' has been added to the search options to remove errors containing a phrase such as 'Invalid Session' from the result list.

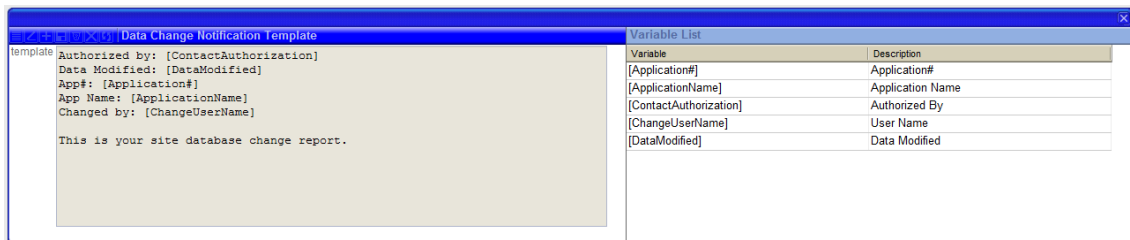


### Signal Entry

Latitude and Longitude have been added to the Signal Entry utility for testing and training purposes.

### Data Change Notification Template

The message that is sent when a Data Change has been made can be customized in Setup | Site Setup | Data Change Notification Template.



### Notification Statistics

A Notification Statistics line graph has been added to both the stages™ Monitoring application and the stages™ Metrix application to show how the central station communicates with its customers. Operator Calls, Emails Sent, SMS Messages sent, and IVR Calls placed are reported for the time frame entered.

### New Permission

Utilities | Statistics | Notification Statistics

Reports

Detailed Activity and Open / Close History Reports with no activity display Site/Site Group information in the header.

*Site: Site Name, Address*

**Detailed Activity Report**  
8/11/2012 00:00 - 8/11/2012 23:59  
No Activity Received

Floyd's Cabin  
23885 Stenquist Dr  
Idyllwild, CA 92549

Date	Xmit#	Event / Operator Action	Initials/User	Signal	Area	Point	Point Description	Comment
Total Events 0								

*Site Group: Site Group Name*

**Detailed Activity Report**  
8/11/2012 00:00 - 8/11/2012 23:59  
No Activity Received

Bryan Dealer

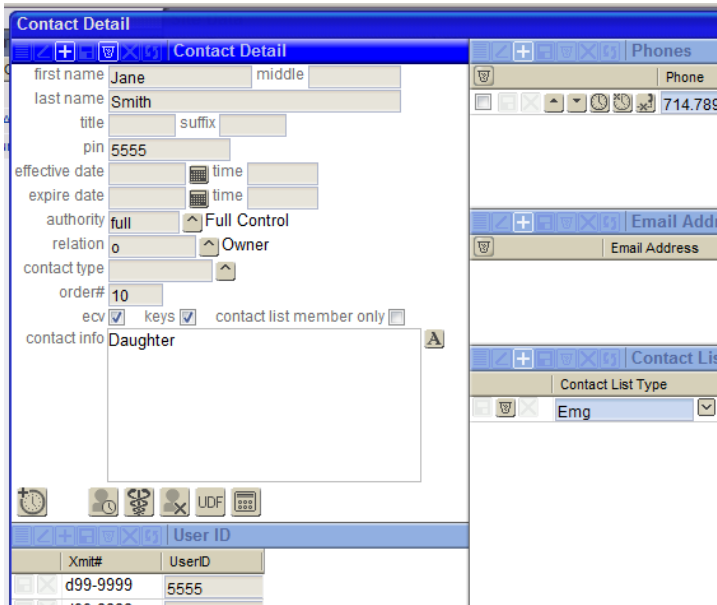
Date	Xmit#	Event / Operator Action	Initials/User	Signal	Area	Point	Point Description	Comment
Total Events 0								

The Crystal Report files for all reports have been updated to support better error messaging.



## External Application

The Contact Detail window has been reordered. Suffix has been added.



The screenshot shows the 'Contact Detail' window with the following fields and values:

- first name: Jane
- middle: [empty]
- last name: Smith
- title: [empty]
- suffix: [empty]
- pin: 5555
- effective date: [empty]
- time: [empty]
- expire date: [empty]
- time: [empty]
- authority: full
- Full Control: [checked]
- relation: o
- Owner: [checked]
- contact type: [empty]
- order#: 10
- ecv: [checked]
- keys: [checked]
- contact list member only: [unchecked]
- contact info: Daughter

Below the main form is a 'User ID' table:

Xmit#	UserID
d99-9999	5555
100-0000	

Other visible window tabs include 'Phones' (Phone: 714.789...), 'Email Address' (Email Address: [empty]), and 'Contact List Type' (Emg).