

Release Version 2.4.1 *September 2013*

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Scheduled Email

Certain Data Lists can be set up to be emailed at repeating scheduled times. The list will be attached as an excel file. Scheduled Emails can be entered on the Global, Site Group, or Site level. Site Group level Scheduled Emails will only return data for the site group, and Site level will only return data for the site.



Global Scheduled Emails are maintained at Utilities | stages[™] | Scheduled Email. Site Group Scheduled Emails are maintained within the Scheduled Email tab within the Detail tab of Site Group setup. Site Scheduled Emails are maintained within the Scheduled Email tab of the Data Entry window.

Scheduled Emails are given a source. Available Sources include:

Billing Changes Detailed Activity Open Close History Pending Restorals Site Audit Site Group Counts Site Group SMS Log Stages™ Device Counts

These sources are list windows in stages[™] and will return the same information as in the windows. All sources are available for Global. Site Groups and Sites are restricted from some of the sources.

Emails can go out Daily, Weekly, or Monthly. For Weekly, the day of week is chosen, for Monthly, the day of month is chosen. For any of the frequencies, the email will be sent at the Run Time.

There are two options for Scheduled Emails with no results found. The email can be suppressed from going out, or an alternate email body can be entered.

Once the Scheduled Email is saved, the Parameters window is populated. The available parameters will match the parameters on the Source window.

UDF Mail Addresses R	eport Distribution Scheduled Email	Rules E	xternal					
	duled Email							🛨 🗆 🗆 🗶 🗗 Email/Fax
Source	Email Subject	Frequency	Day of Week	Day of Month	Run Time	Effective 4	V	Email Address
Billing Changes	Billing Changes	Weekly	Tuesday		10:00	09/01/1		kryan.weissman@secglobe.
Billing Changes	Daily Billing Changes	Daily			16:40	=	8	
Detailed Activity	Daily Detailed Activity	Daily			06:35			
Open Close History	Weekly Open Close History	Weekly	Wednesday		09:30			
Pending Restorals	Pending Restores	Weekly	Tuesday		00:00		-	-
•						F.	•	4
EZHE WX 65 Detail	l			(6) Paramete	ers			
source	Detailed Activity			override end tin	ne 00:00			
frequency	🔽 Daily			si	te 🔼			
run time	06:35			start xmi	t#			
effective date				end xmi	it#			
effective time				report code	es 🔼 0-Fire	e, 1-Burgla	ry, A-Al	larms
email from address				report grou	gu	~		
email subject	Daily Detailed Activity		includ	e operator action	ns 🔽			
email body	see attached	•	exclude operator	action commen	ts 📃			
			con	nbine transmitte	rs 📃			
			inci	ude data change	85			
suppress email if no results								
no results email body								
,								

Parameters for Site Group/Site will be automatically populated on the Site Group or Site and not displayed.

The Override End Time parameter will change the End Time of the List from the Run Time to the time entered.

stages[™] Maps</sup>

Mapping features have been added to stages[™]. Most require the latitude and longitude of the site to be entered through the **dataLoc[™] Service**. Mapping features are provided at an additional cost. Please contact SGS to discuss pricing. Mapping features utilize the Google Maps API.

Storm Queue

In the Dispatch Queue Rules, a polygon can be drawn on a map to encompass a Storm area. Sites with Latitude and Longitude within this shape will be included in the Queue.



Sites without Latitude and Longitude will not be in the queue.

The shape can be edited as the storm/blackout/etc. changes. Changes are stored and can be seen in the Setup Table Change Log.



Alarm Buffer Map

(Site | Alarm Buffer Map)

The Alarm Buffer Map has the same inputs as the Alarm Buffer All, but displays the alarms in the Map. The Color of the Map Marker reflects the Priority of the Alarm. Double Clicking the Map Marker opens the Alarm Dispatch window.



Only Accounts with Latitude and Longitude will display in the Map.

A new permission has been added for the Site | Alarm Buffer Map

Short Site Device

(Data | Site/Device | Short Site Device)

A Map Button has been added to the Short Site Device window. The Map will use the same parameters as the List, but address outliers can be spotted.



Only Accounts with Latitude and Longitude will display in the Map.

Alarm Bread Crumb

Alarms that send in GPS positions will create a Bread Crumb trail. The Bread Crumb can be opened from the Alarm Dispatch window or Alarm History. Each signal will be plotted on the map with the order number. The first and last signals use different markers.



GPS coordinates are taken from the Alarm Signals and do not require dataLoc[™] validation.

Utilities and Data Menus

Many new "List" windows have been added, leading to a reorganization of Menu items. Windows that perform a function stayed in Utilities; windows that only display information have been moved to the new Data menu. Most of the features that had been in the 'Lists' sub-menu are now organized in the Data menu. The Export windows (Agency, Device Type, Event Code, PSAP Service Log, Site Group) have been turned into lists with functions to download to spreadsheet and email and placed in the appropriate Data sub-menu.



Listed below are new lists added into the Data menu.

*New windows (listed below) will use a new Permission. There is a new tree in the Permissions setup for 'Data'. The new permissions will be found within the tree. Permissions for windows that have been moved from the 'Utilities | Lists' menu have also been moved into the 'Data' tree. The upgrade process will update and assign the proper sub-permissions to facilitate this move.

Data | History

Alarm Count by Report Code – a list of Report Codes and the number of alarms received with that report code assigned to the Event Code. The list can be filtered by Site Group. *Also available in the External App in the Utilities menu.

Alarm History – a global view of the Alarm History window found on sites. The List can be filtered for Site Group, Report Codes (blank for all), and given a max date range of 7 days.

larm I	listo	ry												
site gr	oup	1 123 Alarm Co												
oort co	des	O-Fire, 1-Burglary, A-Alarms												
start (fate	08/18/13 🗰 time												
end	date	08/24/13 📾 time												
-														
arm I	listo	TV												
larm#	Pri	Event Code	Alarm Date	Retriev	ed	Time	Cleared	Site Name		Xmit#	Po	int Action Plan	#	Disposition
395	16	BA-Burglary Alarm	08/19/13 15:44:	56 08/19/	13 15:45:0	0 00:04	08/19/13 15:45:10	new site 2		abc1199	1			
394	16	BA-Burglary Alarm	08/19/13 15:43:	52 08/19/	13 15:43:5	5 00:03	08/19/13 15:44:23	new site 2		abc1199	1			
		Alarm Events												
50		Date Event / Operate	or Action In	itials Sign	a) Point De	scription	User N	lame Are	Comment	FC Pri	Delay S	cheduled Date	Alarm#	
		08/19/13 15:45: Full Clear	EF	S									7895	
		08/19/13 15:45: Access on Dis	oatch Window EF	s									7895	
	_	09/10/12 15:44: PA Ruralany	larm	BA	1				Signal Entry				7805	
		00/13/13 13.44. DA - Duluidi / /												

*Also available in the External App in the Utilities menu.

Detailed Activity and **Open Close History** have been added to the Data > History menu. These pull the same information as the Reports and display in a List. This list can be emailed or downloaded.

					X
Detailed Activity					
site	group 1	123 Alarm Co			
	site 🔼				
xmit#	range	-			
include operator a	ctions 🔽				
exclude operator action comm	nents 📰				
report	codes 🖄0-Fire	, 1-Burglary, A-Alarms, Q-Fu	Ill Clear, W-Or		
star	t date 08/18/1	3 📰 time			
en	d date 08/24/1	3 📰 time			
report	group				
combine transn	nitters 📰				
include data cha	anges 📰				
\checkmark					
Dotailed Activity					00
Detailed Activity	Vmit#	Site Name	Event / Operator Action	Initials/User	
Z 08/19/13 15:28:33	abc	Fingins Residence	Full Clear	EPS	
Z 08/19/13 15:30:43	abc1100	new site 2	*S BA - Burglary Alarm	210	B
08/19/13 15:43:52	abc1199	new site 2	BA - Burglary Alarm		B
08/19/13 15:44:23	abc1199	new site 2	Full Clear	EDS	
08/19/13 15:44:56 08/19/13 15:44:56	abc1199	new site 2	BA - Burglary Alarm	210	B
Z 08/10/13 15:45:10	abc1199	new site 2	Full Clear	EDS	
2 08/10/12 15:45:44	abc1199	new site 2	*S PA _ Purglany Alarm	LFD	D
⊆ 00/19/13 13:43.44	abc1199	Hew Sile 2	5 BA - Burgiary Alarm		•
					-
					,

*Also available in the External App in the Utilities menu.

No Activity – accounts without signal traffic in date range. The date of the Last Signal is displayed.

*Also available in the External App in the Utilities menu.

Data | Site/Device

Active Site Notes – lists all Site Notes that are/were active on the date entered.

Act	Active Site Notes									
site	site group 123 Alarm Co									
date 09/30/13 🖩 time										
00										
	·									
Act	ive Site Notes									
	Xmit#(s)	Site Name	Effective Date	Expire Date	Note	-				
4	a23456789012	Chone Figgins xx Reside	r 09/12/13 11:34:00		just a test note					
1	R32-4560	Crane, Denny	07/16/13 14:53:00		no note					
1	f1234, f12345,	IFloyd's Unreal Residence	05/12/11 10:02:00		READ THIS NOTE BEFORE YOU PROCEE					
2	d99-8888, d99-	- Smith Residence	01/04/10 17:00:00	01/11/14 16:59:00	Site under construction.					
						-				

*Also available in the External App in the Utilities menu.

Billing Changes – lists accounts that have changes to Contract Items or have been placed in and out of service.

Devices with Timer Test – lists all devices with Timer Test information entered. The list can be filtered by site group.

	l 🔍								
Dev	Devices With Timer Test								
site	isite group 1 123 Alarm Co								
0									
		5 Devices With Timer Tes	st		(F)	ī			
	Xmit#	Site Name	Туре	Interval	Fail Event	*			
2	33-1234	Taco Bell 4201	4 - Any Signal. Auto-Reschedule	1Days 0h:00					
2	4192	Ty Cobb	4 - Any Signal. Auto-Reschedule	7Days 0h:00					
2	a1133	Taco Bell 4201	2 - Specific Signal	1Days 0h:00					
2	ABC1	Figgins Residence	1 - Any signal	17Days 17h:17		Ξ			
2	abc-99228	Irvine Feed and Grain	1 - Any signal	17Days 17h:17					
2	abcdefg	Figgins Residence	1 - Any signal	17Days 17h:17					
2	D01-9558	Shawn Figgins Residence	1 - Any signal	2Days 0h:00	FailTTA - Fail Timer Test Alarm				
2	denny-is-th	Crane, Denny	4 - Any Signal. Auto-Reschedule	1Days 0h:00	FailTTA - Fail Timer Test Alarm				
2	f1234-4	Floyd's Cabin	2 - Specific Signal	33Days 8h:30					
2	R11-1234	Ken's Test Account	4 - Any Signal. Auto-Reschedule	1Days 0h:00	FailTTA - Fail Timer Test Alarm				
2	r32-0023	Site# 410	4 - Any Signal. Auto-Reschedule	1Days 0h:00	FailTTA - Fail Timer Test Alarm				
2	R32-0117	John & Mary Figgins Resid	4 - Any Signal. Auto-Reschedule	23h:14	LateTT - Late Timer Test				
2	R32-1448	Joe's House	4 - Any Signal. Auto-Reschedule	2Days 0h:00	FailTTLog - Fail timer Test Log only	-			

*Also available in the External App in the Utilities menu.

Sites Without Latitude/Longitude – lists sites that have not been assigned lat/long coordinates through dataLoc[™]. These sites will not be included in any of the Map features.

*Also available in the External App in the Utilities menu.

Data | Site Group

Alarm Factor – by Site Group, the number of alarms and number of active accounts are listed. The Alarm Factor is calculated by the number of alarms divided by the number of active accounts.

				X			
Alarm Factor							
site group							
start date 09/22/13 interestination of the start date 09/27/13 interestination of the start date 09/27/13 interestination of the start date of the start dat							
60							
Alarm Factor				ŧi			
Site Group	# of Alarms	# of Active Accounts	Factor	-			
123 Alarm Co (1)	24	430	0.056				
Big company (17)	20	4	5				
Acme Storage (19)	1	1	1				
Irvine Hospital (63)	23	118	0.195				
Demo Installer (78)	1	5	0.2				
				Ŧ			

Site Group SMS Log – lists all SMS messages sent to the site group within the date range. *Also available in the External App in the Utilities menu.

Data | Status

In/Out Service by Date – lists accounts that have been placed in or out of service in the data range. By option, the list can return just in service, just out of service, or both. Leaving the option blank will return both.

*Also available in the External App in the Utilities menu.

Site Event Count – lists a total of signals logged to a site in up to a 48 hour period. Additionally, the total for the last hour is returned.

						×		
Site Eve	ent Count							
site group	2		JAAA Installer					
start date end date	start date 09/26/13 time end date 09/27/13 time							
00								
Site Eve	ent Count					Ŧi		
	Count	Last Hour	Xmit#	Site Name	Groups	×		
	30	0	X1122	Taco Bell 4201	123 Alarm Co (1), AAA Installer (2			
21	12	0	33-1234	Taco Bell 4201	123 Alarm Co (1), AAA Installer (2			
						-		
						-		

Utilities | Processing

Task Account Replacements – lists all the Account Format replace conditions.

Additional Features

Action Plan Test Mode

Action Plan "Test Mode" has been added to bring up non-Activated Action Plan Versions in the Dispatch Action Wizard on an alarm. Using this feature, Action Plans can be modified and tested thoroughly before activation.

Users are given the ability to test action plans in the User setup detail.

IIZ+ IIV X Ø User Detail
last name
first name
user login:
user name
password
user region 🔽
employee#
initials
user role 🔼
full permissions 🕅
session profiles 🔼
password does not expire 📃
max# test hours
phone agent id
action plan testing allowed 🔲
Action Plan Testing Allowed If this is checked, the user is allowed to invoke a non-activated action plan version during the dispatch process.

When the User is in an alarm that has an non-Activated Action Plan, they will have the option to use the non-Activated version.



The Action Plan description will display in bold and italic dark red text with ***Test Mode*** in front of the description. This is a prompt on the Dispatch Action Wizard window and can be changed with the language application.

	Image: Signatic Stress Str
action plan	***Test Mode*** Burg Demo (Resi)
	Contact Premise Determine if Dispatch is needed Dispatch if requested
current step	Call Premise Contact Premise
	This is Bryan with 123 Alarm Co. We've received a Burg Alarm, is everything ok?
5	714.456.4445 Site ឤ

Dispatch Queue

Queues can be made Inactive using the Inactivate Queue button. Typically, this is done to remove an Exclusive Queue so that its alarms will be assigned to a more general queue.



When the Queue is inactive, no alarms will be sent to the queue. The Queue will be marked as inactive, and can be reactivated.

*A new permission has been added to grant access to Inactivate/Activate the Queues. (Setup | Queue Setup | Dispatch Queue View | Dispatch Queue Disable)



Data Entry

Two new stages[™] Options have been added in the Data Entry tab:

'Default Phone Auto Notify Flag'

'Default Email Auto Notify Flag'

When these options are selected, the Auto Notify flag will be pre-populated as checked when creating new Phones/Emails.

Auto Create Xmit

An 'Auto Create Xmit Site Type' stages[™] Option has been added to the Processing tab. New sites created by a signal will default the Site Type entered here unless specified in a template on the Xmit Code Control assignments.

Auto Process

Order Num has been added to the Auto Process setup. In the event that more than one auto process rule applies to an event the Priority, Delay (seconds or scheduled), Log Only, and Abort Group of the lowest order num will be applied.

New Notify Options have been added:

Notify Code List Plus Site All (this applies to both Emails and Phones) Notify Code List Plus Site Auto Notify Site Group Fax Phone Only

External User Groups

External Users can be assigned to External User Groups to simplify External User Permissions entry.

Image: Statemal User Groups Image: Statemal User Groups Image: Statemal User Group <	
User Group Description External1 External 1 External2 External 2 External3 External 3 External3 External 3 External3 External 3	S
External 1 External 1 External 2 External 2 External 3 External 3 External 3 External 3 External 3 External 3 External 3 External 4 Image: State of the state of	
External 2 External 2 External 3 External 3 External 3 External 3 External 3 External 4pplication Global Action Plan In/Out of Service Manual Event Entry Metrix P Network Navigator On/Off Test P Datient Information P DATIONAL Service P SAP Validation P S	
External 3 External 4 External Application Edit ASAP Verified Add □ External Application In/Out of Service Manual Event Entry Wetrix □ Network Navigator On/Off Test □ Patient Information □ PIN/Codewords □ PSAP Validation □ PSAP Validation	
□ □	
□ □	res
□ □ Global Action Plan □ □ In/Out of Service □ □ Manual Event Entry □ □ Metrix □ □ Network Navigator □ □ On/OfT Test □ □ Patient Information □ □ Patient Information □ □ Patient Videation	
□ In/out of Service □ Manual Event Entry □ Metrix □ Network Navigator □ On/off Test □ Patient Information □ PIN/Codewords □ PSAP Validation	
□ Manual Event Entry □ Metrix □ Network Navigator □ On/Off Test □ Patient Information □ PIN/Codewords □ PSAP Validation	
Hetrix Hetrix PosP values Network Navigator On/Off Test Patient Information PIN/Codewords PosP values	
Network Navigator No/Off Test PoseProtection PiN/Codewords PoseProtection	
On/Off Test On/Off Test Patient Information PIN/Codewords PSAP Validation	
□ □ Patient Information □ □ PIN/Codewords □ □ PSAP Validation	
PIN/Codewords PSAP Validation	
E PSAP Validation	
🗖 📮 QA Incidents	
🗖 📮 🛛 QA Report a Problem	
🗖 📮 QA Site Group Report	
🗖 📮 Quick On/Off Test	
🗖 📮 Report Distribution	
🗖 📮 Super User	
🔽 🗖 Verify Contact	
Voice Recording	
U Write Access	
🗐 📮 Write Device Configur	atic

Group are maintained in Setup | External Setup | External User Group

External Users can be assigned user groups in the Site Group setup. Permissions that are assigned to the group will be automatically checked and grayed out in the Permissions List. Additional Permissions can be granted to the User as needed.

			ZH	HENX 65 Permissions
user name tt				Description
password *****		ম		Administrator
user region US	United States	2	Ρ	Alarm Buffer
valid ip		2		Delete Contacts
valid ip mask		П	Ρ	Device Copy
		2		Edit ASAP Verified Address
EZHERX 5 User Gro	ups 💽	ম		External Application
🚺 User Group	*	Π		Global Action Plan
External 1		\checkmark		In/Out of Service
🔽 External 3		ম	Ρ	Manual Event Entry
🗏 External 2		ম		Metrix
		\square		Network Navigator
		ম	Ρ	On/Off Test
		ম		Patient Information
		ম		PIN/Codewords
		ম		PSAP Validation
		ম	Ρ	QA Incidents
		ম		QA Report a Problem
		ম	Ρ	QA Site Group Report
		ম	Ρ	Quick On/Off Test
		v		Report Distribution
		~		Super User
		\checkmark		Verify Contact
		\checkmark		Voice Recording
		√		Write Access
		v		Write Device Configuration

Dispatch Types

Site Search, My Previous Sites, and Previous Site Search display the Site Dispatch Types in the result list.

Site Group Alias

'Site Group Alias' has been added as a field to the Site Group Setup.

A [SiteGroupAlias] variable has been added and will display the Alias if one is entered. The Site Group Name will display if there is not an alias entered.

Additionally, incoming calls that can be identified by Site Group will display either the Alias or the Name in the Incoming Call window.