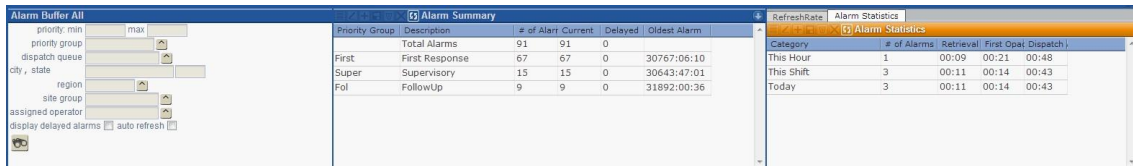# STAGES® | BOLD GROUP

Release Notes

Version 2.4.2

November 20, 2013

Alarm Buffer

Elapsed Time is displayed in HH:MM:SS for consistency and sorting.

A tab for Alarm Statistics has been added to the Alarm Buffer All to display the Count of Alarms, Average Retrieval Time, Average First Action Time, and Average Dispatch Time for This Hour, This Shift, and Today.

Full Clear Permission

Only Operators with the Full Clear permission are able to enter an operator action to full clear an alarm. This is intended for new operators to only partial clear alarms and for a senior operator or supervisor to check the site before the full clear.

As part of the update, the Full Clear permission will be added to any User or User Group that has the 'Alarm Dispatch' permission assigned.

No Phone Listed

If 'NPL' is defined as a Call Disposition, it will be used when there is No Phone Listed for the Action Plan step. This can enable an Operator Action to log.
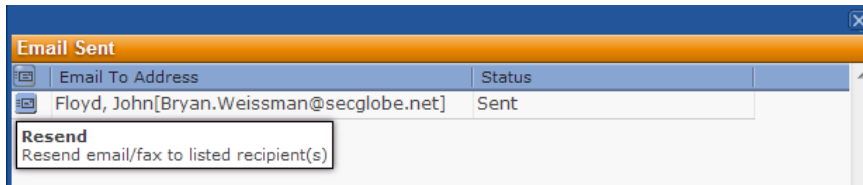
On Test from History

If the site group requires Contact Verification to Place on Test, the One Test from History window will also require verification.
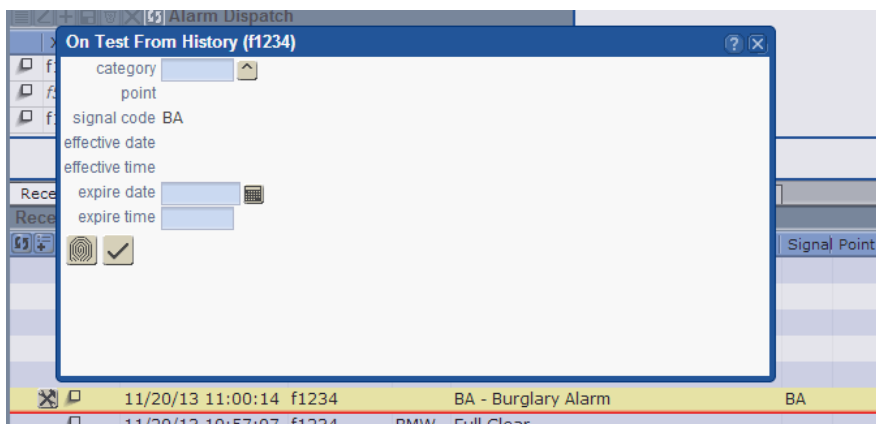
Email Resend

Sent Emails in History can be resent if needed. The individual row or all rows can be resent. Resent emails will have ***RESEND*** added to the front of the subject.

A new permission, Resend Emails, has been added under Site Information.

Site Rule

A new site rule has been added in both Site and Site Group to Show Dispatch Email / Auto Process Details in Chronological Order. This will display the Alarm Details variable with the first signal on top rather than the bottom.

Action Plan Rules

Site Action Plan Rules will now use Effective/Expire Date/Time as part of the rule identifier. For instance, multiple rules can be entered by a 'Fire' Service Type or a specific 'Burg' Event Code when the Dates are different.

Device Type

Certain devices (GPS) will report a callback phone number with the alarm transmission. When the 'Reports Callback Phone' option is enabled on the Device Type, the phone number reported will be used when the Device Phone is called.

### UDF

A new option has been added to the User Defined Field detail to display the UDF and value in the stages™ Mobile App.

IVR Script

'Call Not Satisfied Event Code' has been added to the IVR Script detail. If the IVR has called all the available numbers and has not logged a step that is marked as 'Call Statisfied', the event code defined as the 'Call Not Satisfied Event Code' will log to the account history.

Phone Type Defaults

Phone Type Defaults have been added to Setup | Phone Setup | Phone Type Defaults.
Phone Types can be entered for Agency, Contact, Site, and Site Group. These values will default
into the Phone Type field when entering phone numbers by these categories. Contacts on
either the Site or the Site Group will use the Contact default.
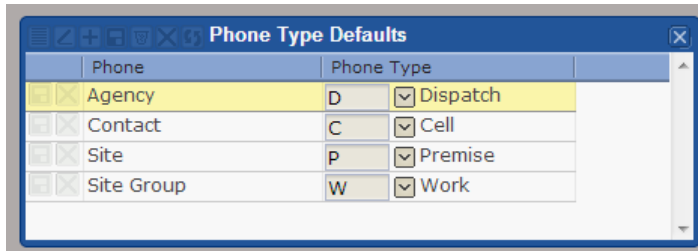
***The stages™ Option for Premise Phone Default has been removed and will have to be entered
in the Phone Type Default for Site.*

Agencies

Multiple Agency ID's can be entered for a single agency
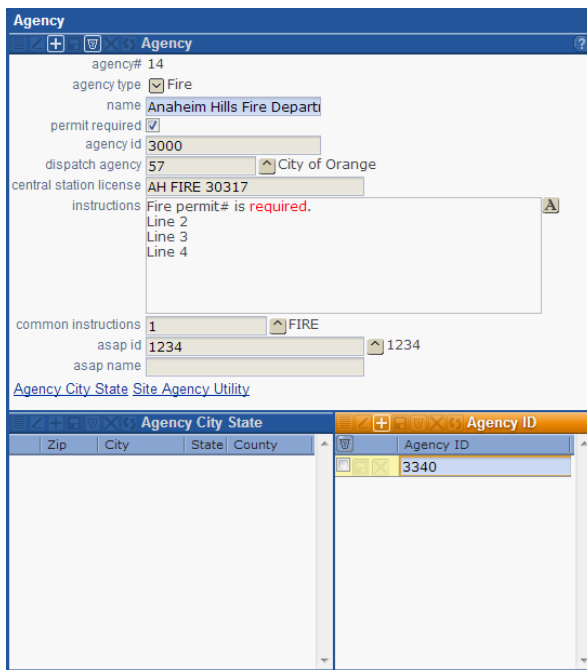
In the site agency Quick Entry, the lookup results include the Agency Instructions. The top line
displays in the list, and the full text in the flyout.

Xmit Code Control
Site Type can be added to the Prefix detail to identify the line as being used for Commercial or Residential. The Site Type is information only.

Data/History list windows
Some Data windows have been updated to run on the Report Server if the report server is designated:
Open Close History, No Activity, History Signal Code, History Event Code, Excessive Operator Actions, Excessive Activity, Event Code Usage, Detailed Activity, Alarm Statistics, Alarm History, Alarm Count by Report Code

Alarm Statistics
First Action after Retrieval has been added to Alarm Statistics. This measures the time from Alarm Retrieval until the first Action taken by the operator.

Short Site Device
A new filter has been added to return 'Only Accounts with Schedule'.

Site Audit Code
A new site audit code, Bad Phone, has been added to verify that no bad phone numbers are on the site.

Site Data Change Search
Site Data Changes can be searched in Data | Site/Device | Site Data Change Search and filtered by Site Group, Site, Xmit Range, and User.

Site Group Signal Counts
Data | Site Group | Site Group Signal Counts has been added to list the # of alarms, log only signal count, and the total signal count received by Site Group.

Site Group Sites
Data | Site Group | Site Group Sites has been added to list all the Sites belonging to the site group and its subgroups. The site group and the subgroups return in the list with bold and italicized font.

External App

In New Xmit Entry, the login Site Group is defaulted in to the Site Group field, but can be changed to link the site to a Subgroup instead.
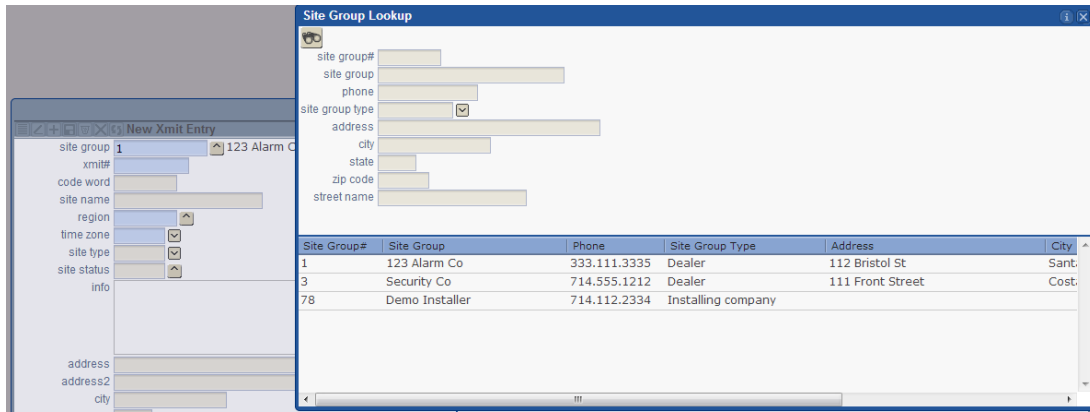
Site Lists opened from the Site Summary are now normal list windows and provide more information when appropriate. (Address, Test Category, OOS Category…)