

Release Notes 2.4.3 March 10, 2014

Contents:

Auto Processes	р2
Device Test	p4
Actual Schedule	р6
Additional Features	р8

Auto Process

Auto Process Notifications

Auto Process Notifications are put into a Notify Queue when they are generated. A SQL job has been created to process the queue and deliver the notifications to the proper queue (Email/SMS/IVR). This change is to support Notification Delay and Aborting.

Auto Processes can be assigned a delay time, event codes that will abort the notification, and an option to abort by point.

	, ,
三〇日 日 🐨 🖂 🗗 Auto	Process Detail
auto process	bryan2
description	test
action	email 🔽 Email Notification
option	Drop Down
event code	EmailSer Ctrl+U
no recipient event code	
order#	
priority	~
delay seconds	
log only	E C
abort group	
site group type	
2	site group notify codes
site notify option	All Site Contacts Only
no repeat notification period	
	test@secglobe.net
email subject	
-	Delay Notification Until Scheduled
once per alarm	
ignore test flag	
notify delay period	01:00:00
notify cancel by point	
	^ YR-Battery RESTORED
	-

Pending Notifications can be seen on the Site Level or Global Level.

đ

Viewable on the Dispatch and Quick Call Windows when a Notification is pending.

Pending Auto Process Notifications									
Auto Process	Notify Date	Action	Xmit#	Event Code	Point	Point Description	Signal Code L		
🙆 🔎 test	03/11/14 11:00:20	email	f1234				YT		

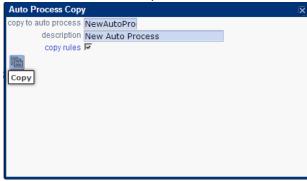
Global access is available at Data | Status | Pending Auto Process Notifications

The Operator Action 'CancelPN' is logged to Site History when the Notification is canceled.

New permissions have been added for the Pending Auto Process Notifications window. Site: Site Access | Site Information Access | Pending Auto Process Notifications Global: Data | Status Data | Pending Auto Process Notifications

Auto Process Copy

Auto Processes can be copied to a new Auto Process. The Rules can be included by option.



Rules assigned to another Auto Process can be imported in to an Auto Process using the Copy Rules function. Select the Auto Process to copy from and select the rules to copy from the multi-select.

copy from au auto pro	uto process	Delay to Schedule delay1 Delay to Busin	ess hours				
		uto Process Rule Multiple Sele	ct				x
	search						
	Selected	Event Code	Service Type	Op Action	Report Code	Site Type	Dispatch Type
	V	Battery TROUBLE or Low Ba				Residential	



Additional Auto Process Features

Schedule Option: 'Delay Alarm Until Scheduled – Random' has been added to extend a random number of minutes to the delay so that the Notifications are not all queued up at once.

The 'XmtChg' operator action that is logged when the Transmitter on a device is edited can be linked to an Auto Process.

The following variables have been added to support Manual Event generated Auto Processes: [EventComment] [EventCommentOriginal] - The text added to the comment for the Auto Process such as

'[Log Only] – Auto Process Description' will not be included.

Device On Test

On Test Verification Options

New stages[™] Options have been added to 'Verify Contact On Test From History' and 'Never Verify Contact for Clear Test'.

'Verify Contact On Test From History' will enable verification when placing a signal on test from History when the Site Group enforces 'Verify Contact for Test'.

'Never Verify Contact for Clear Test' will disable verification for clearing test regardless of when the Site Group enforces 'Verify Contact for Test'.

stages™ Options Data Entry	Dispat	ch Email	Test/Runaway	Processing	Suspension	Web
Eldine waxing Test/Run					e aspanaian	1100
test category	1HR	ONE H	OUR TEST			
on test from history test category		^				
sms test category	ANR	Auto N	otify Results			
mass on test/runaway category	MOTR	Mass ()n Test/Runawa	зу		
max# days on test	61	-				
max# days on runaway	31					
runaway count	300	1				
runaway minutes	120	1				
runaway message	POSSIB	LE RUNAW	AY CONDITION			
max# days ivrcallstate	3	1				
default test type	All	All poir	nts will be place	d on test		
device test on data entry	ম					
on test authorization warning						
master account on test						
sms primary/secondary test						
verify contact on test from history never verify contact for clear test						

Alternate Xmit(s) Relate Account Messages

For accounts that have accounts related by Alternate Xmit(s), a message is displayed to inform the operator how the other accounts will be affected by the test.

•	•
Place on Test	
This device forwards signals to other devices. Pla device on test places all associated alternate trans on test.	-
category 1HR ONE HOUR TEST type Vall points will be placed on test	
effective date 03/11/14 internet internet 11:46 expire date 03/11/14 internet intern	
test comment	
primary/secondary 🔽 Primary and Secondary Xmit#	
site test 🔽	
auto notify results option 🔽	
auto notify recipient	

The messages can be customized in the language application as data source prompts on the 'Place on Test' window.

External and Customer Applications

Users can select the test category when using the simple On Test method in the External (Dealer) and Customer (End-User) Applications.

.up		0 filling 2	Report	Tich	<u>w</u> indow		Log out			
	Site	Data								
23			5 Site Data	Site						
		Xmit#	Status	site name S	mith Reside	ence				
	X	d99-9999	Normal	site type R	esidential					
)	×	d99-8888	005		1 Corporate					
				In	<u>/ine, CA 926</u>	06 Ora	nge County			
8)	8) Place On Test									
	PS PE	Name Smith, Jane Smoloyee, 1 Contact, Bo	Confirm user pass OK Cancel			ST BY DE		Wa 271 35, 21		
	PV	v, bryan 🏾 👅	123	3			50			

In the External application, only Test Categories marked as 'External' will be listed in the lookup. In the Customer application, only Test Categories marked as 'Customer' will be listed in the lookup.

Z +	🗄 🗟 🗙 🔄 Test/Runaway	Category				•?	E Z 🕂 E 🗑 🗶 🗊 Detail 🛛 👘
Categor	Description	Default Hrs	Log Events	Runaway	Expired Test Event		category 1HR
1	On Test by Installer	3	\checkmark		Test Expired		description ONE HOUR TEST
1HR	ONE HOUR TEST	1					default hrs 1
2	On Test by Subscriber.		\checkmark				log events 🗹
20	Pre-Test	1	\checkmark		Test Expired - Pre-test		external
3	On Test by Operator	2	\checkmark		Test Expired		customer M
4	On Test 8 Hours	3	\checkmark				disallow operator access
ANR	Auto Notify Results	2	\checkmark				expired test event
ANREma	Auto Notify Results Email	2	\checkmark				create alarm event
CUST-1	On Test by Customer - 1	1	\checkmark				auto notify results option 🔄
CUST-2	On Test by Customer - 2	2	\checkmark				listen in extension

A stages[™] Option has been added for 'Customer App Test Category' in the 'Web' tab. The upgrade to stages[™] 2.4.3 will copy the 'External App Test Category' into the 'Customer App Test Category'.

Actual Schedule

Redesign

The window panes inside the Actual Schedule window have been rearranged. Expected Events and Area Status have been moved to the top right. Schedule authorization information has been moved to below the list. The schedule detail is displayed in columns along the middle of the window, and the Times and Exceptions are entered on the bottom.

New:

	3 Actual Schedule			?	65	Expec	ted Events					
Site Group S	chedule Sch	ied Area I	Description	Due D	ate		xpires		ted Event	Sched#	Site Group Schedule	
	1	1 V	Warehouse	03/12	/14 08:00:00	03	3/12/14 08:30):00 Open		1		
				-	Mademaa							
				Area	Status Xmit#				Date		Site Group Schedule	
				10 A)	d99-9999	Area	Description	Sched Status	Date 11/15/12	16.50.7		
				1 A 1	d99-9999	1	Warehouse		09/04/12			
== Contact Not	Authorized to make	Schedule	Changes	12	d99-9999		and chouse	Arm	09/04/12			
Override				a a				Arm	09/04/12			
Schedule						-						
fail open event	early open window	20	early open event EARLY Ope	ning (por pap	al schodulo)							
ail close event	late open window		late open event Late Open									
	early close window		early close event Early Close			•)						
	late close window		late close event Late Close									
ZHERX	[3] Times (1)									Schedu	Ile Exceptions	
Туре		Day of We	e Times									
T 1	03/10/14 N	londay	08:00 - 22:00						1			
	03/11/14 *	Tuesday	08:00 - 22:00									
TT	03/12/14 V	Vednesda	a)08:00 — 23:00									
I 1 I 1		fact and shares of	08:00 - 22:00									
T1 T1 T1		nursuay										
	03/13/14 T	Friday	08:00 - 22:00									
I 1 I 1 I 1 I 1 I 1 I 1	03/13/14 T 03/14/14 F		08:00 - 22:00 08:00 - 22:00									
	03/13/14 T 03/14/14 F 03/15/14 S 03/16/14 S	riday										

Old:

ctual Schedule (d99-9999)									ĺ
ctual Schedule					Authorization				
Site Group Schedule Sched Area	Description	Point			** Contact Not Autho	orized to make Sch	edule Changes		
1		3			Override				
1		4			o tonido				
chedule ?	Tim	ies (1)							
fail open event	Туре	Date	Day of Wee	Time	s				
fail close event	T 1	03/10/14	Monday	08:0	0 — 21:00				
arly open window 30	T 1	03/11/14	"Tuesday	05:0	0 - 06:00, 08:00 - 21	:00			
	I 1	03/12/14	Wednesda	08:0	0 - 21:00, 23:00				
rly close window 30	I I	03/13/14	Thursday		- 01:00, 08:00 - 21:00)			
ate close window 300	T 1	03/14/14	Friday	08:0	0 - 21:00				
		03/15/14	Saturday	09:0	0 - 18:00				
late open event Late Opening (per panel	T 1	03/16/14	Sunday	09:0	0 - 18:00				
early close event Early Close (per alarm pa	T 1	03/17/14	Monday	08:0	0 - 21:00				
late close event Late Close (per alarm pa									
	Schedule Exceptions				EX HIGH X SS Ex	pected Events			
					Due Date	Expires	Expected Event	Sched# Site Group Schedule	
					Area Status Xmit# ▲ ▲ d99-9999 ▲ ▲ d99-9999 4 ▲ d99-9999	1	Sched Status Date	Site Group Schedule	

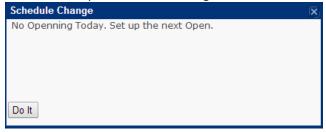
Schedule Functions

Functions have been added to quickly do the following commands:

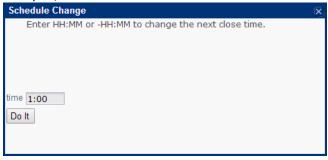


No Open Today, No Close Today, Change Next Open, Change Next Close

The No Open and Close Today functions are dependent on the area's arm/disarm status. The function will open a confirm dialog:



For the Change Next Open/Close functions, the operator enters HH:MM or –HH:MM to update the open/close time.



External and Customer Applications

The Actual Schedule window is available in the external applications. New permissions: 'Actual Schedule' added to both External and Customer.

Additional Features

Action Plan Hours Step

A new option has been added for Hours steps. Site/SiteGroup Rule Order will first check if there are Site Hours and then go through the Site Groups by Site Group Type Rule Order checking for Site Group Hours until one is found. The Action Plan will use the first Hours found to determine if the current time is within or outside of the hours.

outcome prompt H - outcome choice# 40	Hours		
description H	lours		
dispatch instruction		A	
action type H	Hours		
voice file name			
variation level			
required with parent F jump to label			
hours type Emero site/site group Site/Si	iency 🔽 Emergency Hours iteGroup Rule Order 🔽		

Operator Actions

Delay Seconds and the Delay Schedule will interact to calculate the delay time. For example, an operator action can have a delay schedule of M-F 09:00 - 17:00 and a delay of 1 hour. If the operator action is logged Tuesday at 16:30, the delay will go to Wednesday at 9:00.

Restricted Access

'Allow Access for Alarm' has been added to the Restricted Access setup. With the option enabled, Operators will still be fed alarms, but will only be able to retrieve the Site in a lookup when the account is in alarm.

Timer Test

Timer Tests will be tracked as a 'Device Status' A Failed Timer Test changes the status to 'Fail', and appropriate signals change the status to 'Normal'.

Recent Hist	ory Recent H	istory Summary	Device Status	Mass Test/Runaway	Active Jobs	Recent Changes			
Expected Events - Areas Tripped Points Device Status									
	🗉 🔀 🚺 Devic	e Status							
Xmit# Status Status									
d99-9999	TimerTest	Normal							

ASAP Event Descriptions

An ASAP Description lookup field has been added to Service Type and Event Code setups.

		ervice Type Description		W	1.00		El ZXII Action Plans
1			Alarm Ci			AP Description	Site Type
	В	Burglary	Burg	Burg Events		BURGLARY	
	BK	Burg cancel			_		
	Fire	Fire	Fire	Fire Events	_	FIRE - HEAT	
	FireComm	Fire Commercial	Fire	Fire Events	^		
	FireSupv	Fire Supervisory		<u>^</u>	^	ASAP Event Category	
	K	Cancel		<u>^</u>	^	Tom Croit Gategory	
	Manual	Manual Entry		^	~	None	
	Med	Medical	Fire	Fire Events	^	BURGLARY	
	Panic	Panic		^	~	DURESS	
	R	Restore		^	^	FIRE	
	Sched	Scheduled Events	Sched	Scheduled Events	~	and the second statement of the se	
	Supv	Supervisory	bened		^	FIRE - HEAT	
	т	Trouble			^	FIRE - KEYPAD	
	8 (*	Поцые				FIRE - PULL STATION	
						FIRE - SMOKE	
						FIRE - WATERFLOW/SPRINKLER	
_	_		_		_	GAS	
						GAS - CARBON DIOXIDE	

The description will be sent with the ASAP dispatch message instead of the Event Code description. ASAP Descriptions on the Event Code will override ASAP Descriptions on the Service Type.

Pending Restores

Ignore Pending Restores logs the operator action for deleting an expected event.

Site Info Write Access

Users can be given the ability to edit just the Site Info, but nothing else in the Site detail. New permission Site Access | Data Entry | Site Detail | Site Info Write

Event Codes

Event Codes marked to use 'Signal Code Description' will display as: Event Code – Event Code Description (Signal Code Description)

in History windows and the Detailed Activity Report.

Event / Operator Action	Signal Point	
2000 - Restore (Restore Primary Power Supply)	R314	

IVR Dials

The dialed Phone Number is displayed in Point Description when logging 'IVR Dial'.

Tasks Status

Redundancy tasks have been moved to the Status (Redundancy) tab. All Other tasks remain in the Status (Processing) tab. The Status (Warning) tab lists only Tasks in Error.

Tasks						
Statu		etup Disable Log	Status (Warnin	(g)		
Task#	Task Description	Service Name	Status	Info	Last Status	Last Signal
16 16	Report Distribution	Service Name	Running	Pending Reports waiting		-
57	Data Change Log from Server 7		Not Running		01/11/13 16:14:0:	

Alarm Statistics

No buckets option – The total for the entire date range will be listed.

Account Statistics

Open/Close Count has been added to the Account Statistics window. (Data | Site/Device |Account Statistics) This count is calculated on received Open/Close signals in the last 24 hours. The count was added to be used during a UL inspection for accounts that receive 2 signals a day.

Devices with Timer Test List

Options have been added to 'Only Include Accounts in Failed State' and 'Include OOS Accounts'.

'Devices with Timer Test' has been added to the available lists for Scheduled Emails.

Short Site Device List

Site Type and Dispatch Type have been added as search parameters.

Template Xmit Usage List

'Data | Site/Device | Template Xmit Usage' has been added to track accounts that use a particular Template Xmit.

Site Groups List

Counts have been added for Devices, Devices in Service, and Devices OOS.

Site Groups										🖲 🕄 🗙
Site Group#	Site Group	Phones	Site Group Type	Address	City	State	Zip	Devices	Devices In Service	Devices OOS
1	123 Alarm Co	333.111.3335, 949.502.5845, 949.772.19	Dealer	112 Bristol St	Santa Ana	CA	92704	663	566	97
2	AAA Installer	123.123.1234	Dealer					15	12	3
3	Security Co	714.555.1212, 888.567.3131	Dealer	111 Front Street	Costa Mesa	CA	92555	30	14	16

Site Group Usage

The Site Xmit(s) are displayed in detailed resulted.

Site Group Site Type – Dispatch Type Count

'Data | Site Group | Site Group Site Type-Dispatch Type Count' has been added to list the site count of combinations of Site Type and Dispatch Type by Site Group.

Site Type/Dispatch Type Count Site group type Site Group Site Type/Dispatch Type Count Site Group Site Type Count T 1 123 Alarm Co Commercial Burg IVR Concel 1 123 Alarm Co Commercial Burg IVR Cancel 2 1 123 Alarm Co Elevator 2 2 1 123 Alarm Co Message Cente 53 1 123 Alarm Co Residential 325 1 123 Alarm Co Residential 4ana 2
Site Type/Dispatch Type Count Site Group # Site Group # Dispatch Type Count Site Group # Site Group # Site Type Dispatch Type Count 1 123 Alarm Co Commercial 63 1 123 Alarm Co Commercial Burg IVR Cancel 2 1 123 Alarm Co Elevator 2 2 1 123 Alarm Co Message Cente 53 1 123 Alarm Co Residential 325
Site Group 2 Site Group 2 Site Group 2 Count Site Group ≠ Site Group 4 Dispatch Type Count 1 123 Alarm Co 0 77 1 123 Alarm Co Commercial 63 1 123 Alarm Co Commercial Burg IVR Cancel 1 123 Alarm Co Elevator 2 1 123 Alarm Co Message Cente 53 1 123 Alarm Co Residential 325
Site Group 5 ite Type/Dispatch Type Count Site Group ≠ Site Group Site Type Dispatch Type Count 1 123 Alarm Co Commercial 63 1 123 Alarm Co Commercial Burg IVR Cancel 2 1 123 Alarm Co Elevator 2 1 123 Alarm Co Message Cente 53 1 123 Alarm Co Residential 325
Site Group# Site Group Site Type Dispatch Type Count 1 123 Alarm Co 77 63 1 123 Alarm Co Commercial Burg IVR Cancel 2 1 123 Alarm Co Commercial Burg IVR Cancel 2 1 123 Alarm Co Elevator 23 33 1 123 Alarm Co Message Cente 53 1 123 Alarm Co Residential 325
1 123 Alarm Co 77 1 123 Alarm Co Commercial 63 1 123 Alarm Co Commercial Burg IVR Cancel 2 1 123 Alarm Co Elevator 2 2 1 123 Alarm Co Message Cente 53 1 123 Alarm Co Residential 325
1 123 Alarm Co Commercial 63 1 123 Alarm Co Commercial Burg IVR Cancel 2 1 123 Alarm Co Elevator 2 2 1 123 Alarm Co Message Cente 53 1 123 Alarm Co Residential 325
1 123 Alarm Co Commercial Burg IVR Cancel 2 1 123 Alarm Co Elevator 2 1 123 Alarm Co Message Center 53 1 123 Alarm Co Residential 325
1 123 Alarm Co Elevator 2 1 123 Alarm Co Message Cente 53 1 123 Alarm Co Residential 325
1 123 Alarm Co Message Cente 53 1 123 Alarm Co Residential 325
1 123 Alarm Co Residential 325
1 123 Alarm Co Residential dana 2
1 123 Alarm Co Residential Burg IVR Cancel 2
1 123 Alarm Co Residential SMS messages 1
1 123 Alarm Co Residential sss type 1
1 123 Alarm Co Residential Alternate Intrusion 4
2 AAA Installer 1
2 AAA Installer Commercial 2
2 AAA Installer Residential 1
2 AAA Installer Residential Alternate Intrusior 1
3 Security Co 3
3 Security Co Commercial 3
3 Security Co Residential 5
3 Security Co Residential Alternate Intrusion 2

New permission Data | Site Group Data | Site Group Site Type-Dispatch Type Count

Bad Phone Number

When placing a call and marking a phone as bad, the call disposition will be recorded and displayed in the bad phone on the site and in the bad phone list.

e					
N	lame		OOS		
10	Site				
#	220				
#	413				
t a	account				
ta	account				

New permission added Data | Site/Device Data | Template Xmit Usage

Emails

Email Sent List has been added to Data | stages™ | Email Sent.

New permission added to Data | System Data | Email Sent.

When Spreadsheets are attached to an email, a CSV file will be generated instead of XCL file to support smartphone access.

When an email is sent as a fax, the attachment will be a printable HTML file.

Permission Search

'Data | stages[™] | Permission Search' has been added to help manage Permissions in the monitoring application.

Searching for a Securable (Permission) will return the Path in the permissions tree, and all the User Groups that are granted access and any User that has been given explicit access.

Name	Securable	Securable Path
	Site Info Write	Site Access/Data Entry/Site Detail View/Site Info Write
Test, Permission	Site Info Write	Site Access/Data Entry/Site Detail View/Site Info Write
		Site Info Write

Searching by either User Group or User will return all Permissions assigned to the Group/User.

Report Codes

A new exception has been added to 'Exclude from Reports'. This will exclude the operator actions/event codes from appearing in the Detailed Activity Reports.

	+ Re	port Code		E	xceptions	4
3	Report Code	Description	Metrix	1	Exception	1
	sms	Outbound SMS	F	E	Exclude from Alarm Details	
	SuppressEA	Suppress External App Entry	ম	Г	Exclude from History	
		Suppress External Link	ন	E	Exclude from IVR Dealer/Gateway History	
		Suppress Email	J.	П	Exclude when excluding Operator Actions	
		Suppress History	ম	E	Exclude from Recent History	
		Suppress IVR	v	5	Exclude from Reports	
		Suppress Recent History	ম	Г	Exclude from External App Data Entry	
		Suppress from Reports	F	Г	Exclude from External App History	
		Suppress External History	ম	Г	Exclude from External Link	
	W	Operator Actions	ম			
	X	Accessed by Operator	ম			
-			-			

Detailed Activity Report

'Report Option' has been added to the Detailed Activity Report parameters. Selecting a Report Option will alter the results.

Detailed Activity	X
site group	
site 🔼	
xmit# range	-
include operator actions 🗖	
exclude operator action comments 厂	
report codes 🔼 0-F	re, 1-Burglary, A-Alarms
start date	time 📰
end date	time
one site per page 厂	
report group	
combine transmitters 🗖	
include data changes 厂	
report option 🔽 Rel	ated Events
Report Option	
'Related Events' - The Report will find al events that relate to an Alarm associate	
with the report codes selected, or an Au	-
Process initiated by the report codes	
selected. If the Include Operator Action	5
option is selected, all Operator Actions associated with the Alarm(s) or Auto	
Process(es) will also be included.	

The 'Related Events' option will find all events that relate to an Alarm associated with the report codes selected, or an Auto Process initiated by the report codes selected. If the 'Include Operator Actions' option is selected, all Operator Actions associated with the Alarm(s) or Auto Process(es) will also be included.

Site Contact Report

Transmitter Number(s) and Site Phone(s) of the account have been added to the report.

External Application

The 'Include Out of Service' option has been added to the search windows. The option is defaulted to 'Y'.

The 'Include Expired Contacts' option has been added to Advanced Search.

Signal Scroll has been added to the Utilities menu to see in real time all the signals logged to the Site Group's accounts. For performance/maintenance reasons, the scroll will refresh every hour and load the last 100 signals.

New permission Signal Scroll

External Usage has been added to the Utilities menu to see Site Accesses by External Users for the Site Group. This information is available in the main application in the Usage by Site Group window.

External Usage start date 03/01/14 end date 03/13/14 site group 1 site type			
External Usage			
Site Name	User Name	1	Transmitter Code
Chone Figgins Resi	idence Technician, Teresa	1h:02	a234567890123456
Chone Figgins Resi	idence Technician, Teresa	0h:06	a234567890123456
Chone Figgins Resi	idence Technician, Teresa	0h:06	a234567890123456
Chone Figgins Resi	idence Technician, Teresa	0h:03	a234567890123456
Chone Figgins Resi	idence Technician, Teresa	0h:02	a234567890123456
Chone Figgins Resi	idence Technician, Teresa	0h:01	a234567890123456
Chone Figgins Resi	idence Technician, Teresa	0h:01	a234567890123456
Chone Figgins Resi	idence Technician, Teresa	0h:01	a234567890123456
Smith Residence	Technician, Teresa	0h:01	d99-9999, d99-8888
Chone Figgins Resi	idence Technician, Teresa	0h:01	a234567890123456
	idence Technician, Teresa	0h:01	a234567890123456
Chone Fladins Kesi	a second s	0h:01	a234567890123456

Access granted by the Administrator permission.

Customer Application

If no authority level is given to the Code Word or PIN, the Site or Site Group default authority level will be used.