STAGES® | BOLD GROUP

Release Notes 2.4.3

March 10, 2014

Contents:

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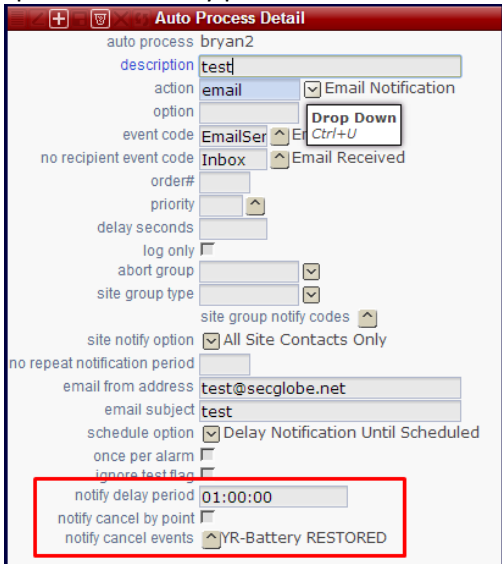
> Pending Notifications can be seen on the Site Level or Global Level.

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

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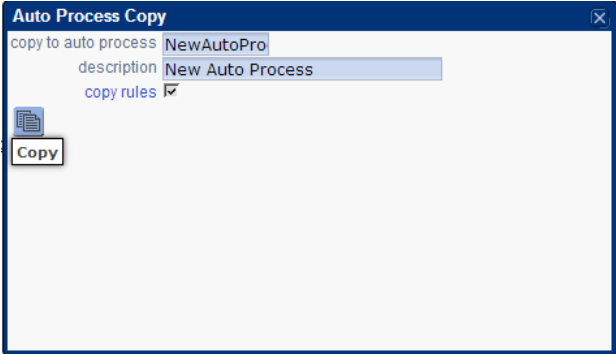
Rules assigned to another Auto Process can be imported in to an Auto Process using the Copy Rules function. Select the Auto Process to copy from and select the rules to copy from the multi-select.
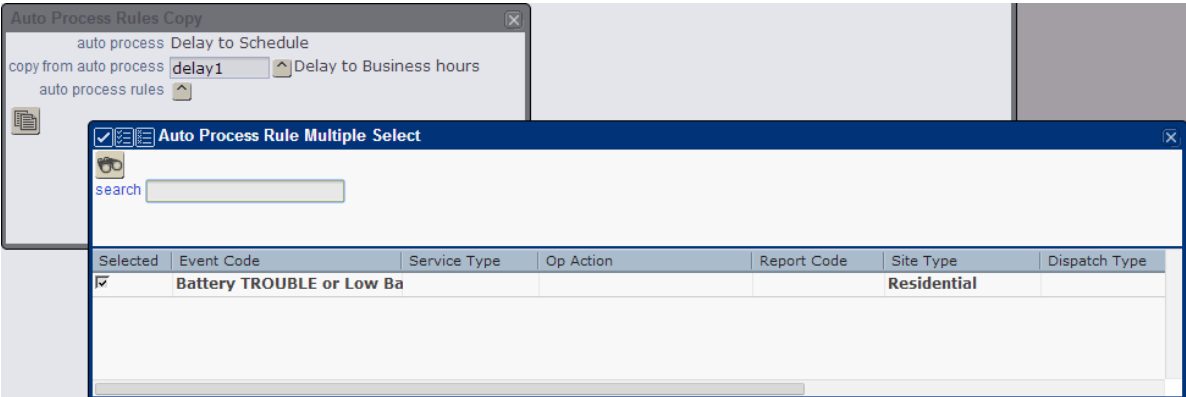
Additional Auto Process Features

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'.

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.

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.
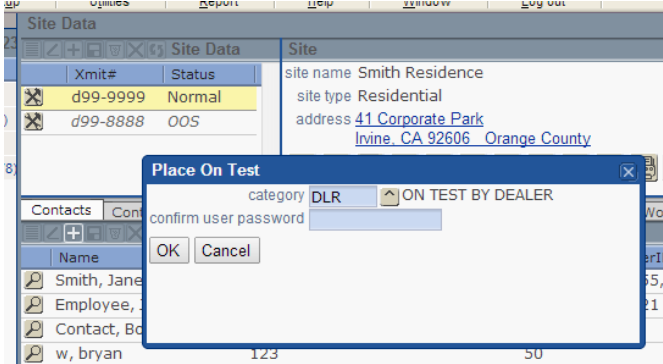
In the External application, only Test Categories marked as 'External' will be listed in the lookup. In the Customer application, only Test Categories marked as 'Customer' will be listed in the lookup.
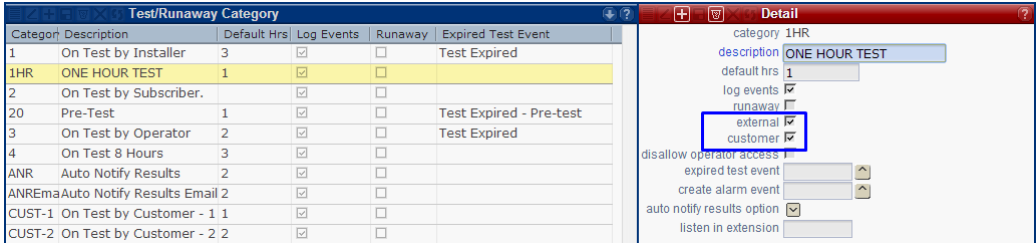
A stages™ Option has been added for 'Customer App Test Category' in the 'Web' tab.
The upgrade to stages™ 2.4.3 will copy the 'External App Test Category' into the 'Customer App Test Category'.

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:

Old:

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:

Schedule Change ☒

No Openning Today. Set up the next Open.

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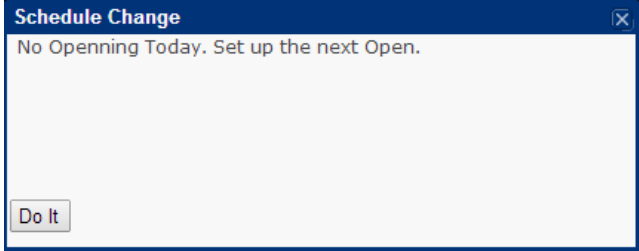
For the Change Next Open/Close functions, the operator enters HH:MM or –HH:MM to update the open/close time.

Schedule Change ☒

Enter HH:MM or -HH:MM to change the next close time.

time 1:00

Do It
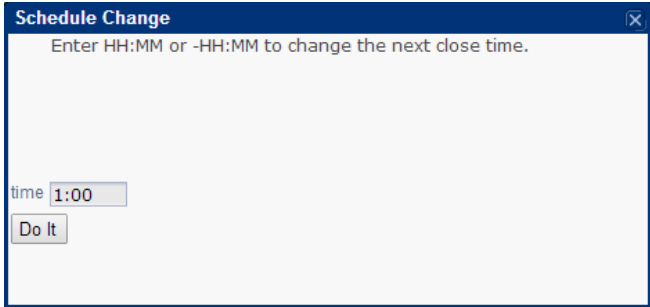
External and Customer Applications

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.

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'.

ASAP Event Descriptions

An ASAP Description lookup field has been added to Service Type and Event Code setups.
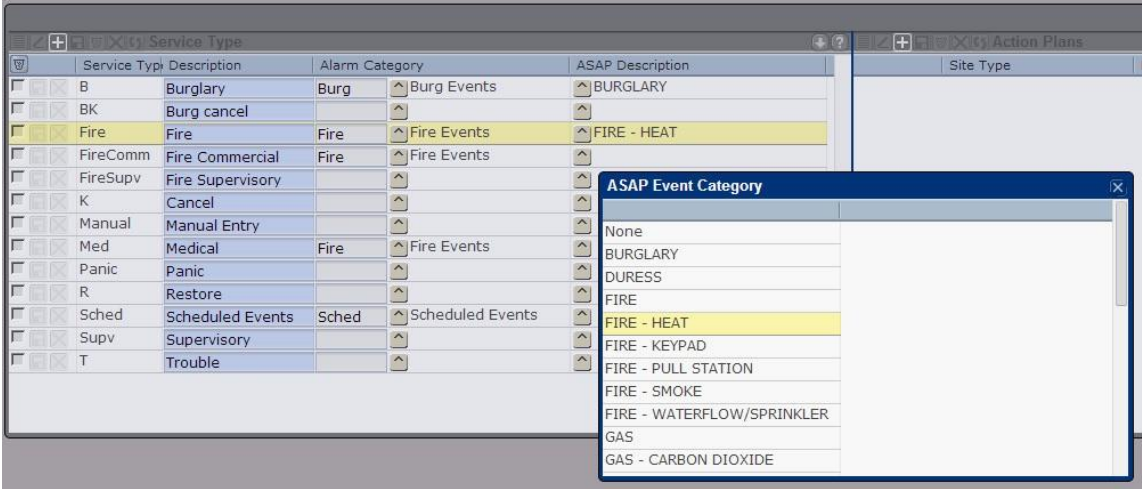
The description will be sent with the ASAP dispatch message instead of the Event Code description. ASAP Descriptions on the Event Code will override ASAP Descriptions on the Service Type.

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.

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.

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 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 Group Site Type/Dispatch Type Count

site group type

Site Group Site Type/Dispatch Type Count

Site Group#	Site Group	Site Type	Dispatch Type	Count
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
1	123 Alarm Co	Message Cente		53
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 Intrusion	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.

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.

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.
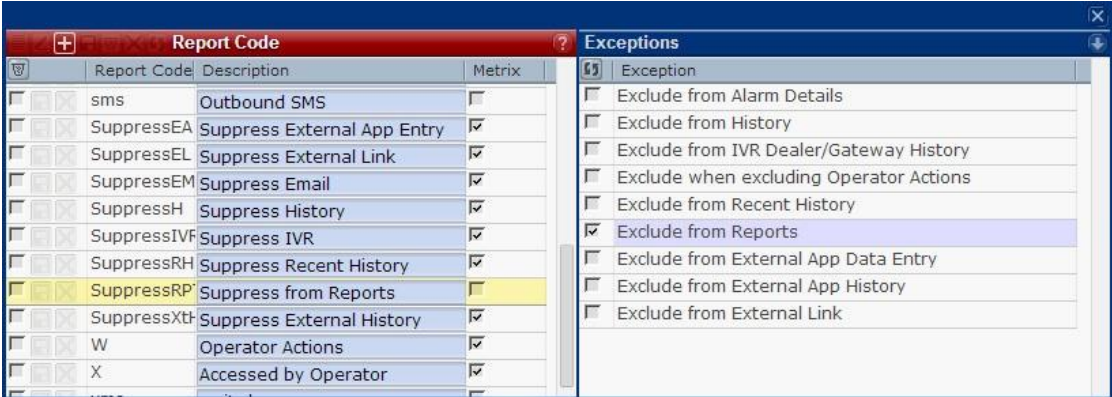
Detailed Activity Report

'Report Option' has been added to the Detailed Activity Report parameters. Selecting a Report Option will alter the results.
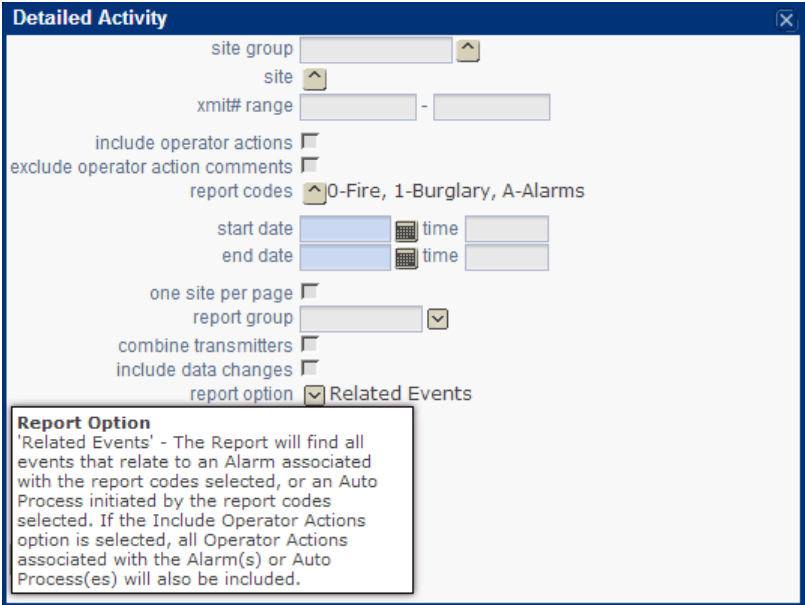
The 'Related Events' option will find all events that relate to an Alarm associated with the report codes selected, or an Auto Process initiated by the report codes selected. If the 'Include Operator Actions' option is selected, all Operator Actions associated with the Alarm(s) or Auto Process(es) will 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.
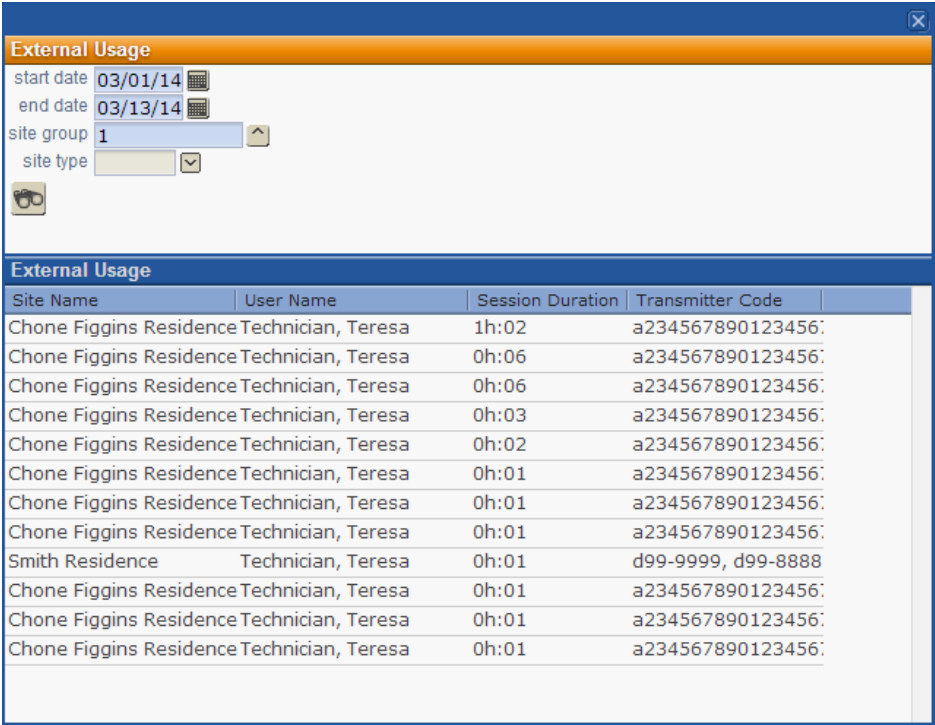
New permission Signal Scroll

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			

Site Name	User Name	Session Duration	Transmitter Code
Chone Figgins Residence	Technician, Teresa	1h:02	a234567890123456
Chone Figgins Residence	Technician, Teresa	0h:06	a234567890123456
Chone Figgins Residence	Technician, Teresa	0h:06	a234567890123456
Chone Figgins Residence	Technician, Teresa	0h:03	a234567890123456
Chone Figgins Residence	Technician, Teresa	0h:02	a234567890123456
Chone Figgins Residence	Technician, Teresa	0h:01	a234567890123456
Chone Figgins Residence	Technician, Teresa	0h:01	a234567890123456
Chone Figgins Residence	Technician, Teresa	0h:01	a234567890123456
Smith Residence	Technician, Teresa	0h:01	d99-9999, d99-8888
Chone Figgins Residence	Technician, Teresa	0h:01	a234567890123456
Chone Figgins Residence	Technician, Teresa	0h:01	a234567890123456
Chone Figgins Residence	Technician, Teresa	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.