

# Release Notes 2.5.2 October 15, 2014

Full Contents of stages<sup>™</sup> Release Notes 2.5.1 are included. Additional features / notes appear in blue text.

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# **Redundancy Changes**

There were two significant enhancements to the Stages Redundancy process.

Separate Communication and Processing Tasks.

There are now separate tasks to move redundancy transactions between servers, and to post the redundancy changes to the database. This change will allow for faster redundancy throughput.

Task# 40 has been added to Process Redundancy from All Servers.

Redundancy Time Order

The Redundancy software will ensure that redundancy transactions from multiple servers are processed in time order. This will prevent problems with data inconsistencies.

In order to support this, a Modify Date column has been added to redundant tables.

\*\*\* SQL servers should have a method in place to ensure that their clocks are in sync. The UTC time on each SQL servers should be very close for this feature to be effective. \*\*\*

# **Mobile Devices**

Distance from Site

For mobile devices, the distance from the established address for the site displays in the description column in History.

\$5«»>	Date	Xmit#	Event / Operator Action	Initials	Signal Code	Point	Description	User Name	Area
12 -	09/18/14 12:32:14	d99-9100	MA - MEDICAL ALARM **		MA		2.86 Miles From Home		
	00/10/14 10:15:00	100.0100	A COLORED DE POLICIE DE MARCE DE COL					Taskaisian T	

The distance calculation is dependent on dataLoc latitude and longitude for the site

# Site Boundary

Site Boundary (Feet) can be entered on a Site, Site Group, and as a global default in stages™ Options.

An Auto Evaluation can be used to determine during dispatch if the signal came in within the Site Boundary. The Action Plan will use the most specific value.

What do you want to test?	
Site Boundaries?	
n Site Boundaries?	A
Evaluation	
	What do you want to test? Site Boundaries?

Auto Evaluation Results include Yes, No, and Unknown.

**Base Station** 

For Mobile Devices that share a Base Station that relays the signal, separate accounts can be set up using Alternate Xmit#s. A new option has been added to the Device Configuration to facilitate this. The Option 'Alternate Xmit Continue' will forward additional signals to the Alternate Xmit until a new Alternate Xmit# is received.



# External Dispatch

Alarm Dispatch can be enabled in the External (Dealer) Application. Alarm Dispatch permissions are granted to External User Groups (Setup | External Setup | External User Groups). Alarm Dispatch permissions cannot be granted on an individual level.



Access Alarms via the Summary window, Alarm Buffer, Next Alarm menu, or Auto Feed window.

Auto Feed and Next Alarm will provide the Operator with the highest priority alarm that is oldest in the Site Group. When entering Auto Feed, a message will appear on the right side of the menu bar. The 'X' button can be pressed to Exit Auto Feed.

sGS.	stage	es™ <i>l</i>	Dealer Ac	cess			
<u>S</u> ite	Set <u>u</u> p	Utilities	<u>R</u> eport	<u>H</u> elp	<u>W</u> indow	<u>L</u> og out	In Auto Feed 🗙

External Dispatch can be restricted by an IP Address and Mask configured on the Site Group Detail window.

# Additional Features:

# Version

When logging in, stages<sup>™</sup> checks that the Application version is the current version. A message displays to the operator informing the operator and an icon appears in the top right of the application.

# SQL Optimization

Many Data lists have been modified to run on the Report Server.

# Site Lookup

The Max Rows returned has been increased to 20,000.

# Site Activate

The Site Activate window has been reorganized.

Activate Site (Allia, 033-3333, All Device ID, 335353, III Service, Areas, 1, 2)		
HIV HIM VIX Activate Site	The second secon	اللى
groups 123 Alarm Co (1). Acme Storage (19). Demo Installer (78)	Phone Extensid Phone Type Comment Auto  Phone	· · · · · · · · · · · · · · · · · · ·
site name Smith Residence	F G K 🛀 🖞 🦼 949.123.4568 F 🕑 Fax 🖓	
address 171 S Bush St	949.123.4567 P Premise -	*
Orange, CA 92868	The second s	
	(9) Onde Word Outstan Authority Effective Dat Evans Date	
time zone 5 (GM1-08:00) Pacific Time (US & Canada); Tijuana		
site type R Residential	Pull Control	
language sp Spanish		
dispatch types Intrusion, SMS	+ Agencies	
	Agency Type Phone Instructions Perm Ré Agency ID	· · · · · · · · · · · · · · · · · · ·
addrase info	👿 Civic Center Police 949.534.2222 Verify with 2 contacts b 🖂	
cross sheet Parameter	Irvine Fire Department Fire 949.724.7200 Dispatch, then call prem 2	
discharge and a second s	19 Anaheim Hills EMS Medical 714.633.4225	*
Turn Left		
Tockbox code	10 Under nie Prischame Laskhame sumit EUV Automotivy PIN Priore Priore type Priore 2 Priore type 2	cxpired
Tockbox tocation	10 Jane Smith Full Control 5555 /14,789,4561c (Cell /14,777,145/W Work	<u> </u>
	Den Ciosi Den Ciosi	U
map, page, coord	a a 40 Bob Contact Basic ABasic bob ♥	
info Big Dogs in the Back yard	🔮 50 bryan w 🔽 🖄 123 💌	
Be careful!	1 2 60 Mr. John Smith IF Custor Contact CLOwner IP	
	2 70 Bryan Weissman 714.334.2399h Home phon	
device type A1440 Ademico 1440		
communication type		
listen in device type		
signal format		
timer test		
default	+ Detail	
tine 4 Signal Auto-Reschedule	9) UserID Contact Expire Date A Radio Notification	
dave acr. hours a minutes a	F R C 1234 Smith, John Q UDF1	
tail a set a same a Failed Times Test Feesbate 1	F C X 33 Contact, Bob UDF2	
rai event Fail IE	F 4321 DEmployee, Joe Start Date	
2 イ 1 9 井 章 1 日8	E 5555 Smith, Jane Dealer Entered Info	
	* Contract	
Configuration		
Point Status Signal Co RST Event Code	Location Type Description Area Action Plan Comment	
Fine 1 A Alarm Fine 110 Fire III	FD AFront Door Motion Sensor	
G 3 A Alarm C open Open - log only		
Close - log only		
E 5 A RAlarm E 140 CiGeneral Alarm		
E A MAlarm E 110 AFraili	k Sikitchen Smoke Detector	
110		

The Dispatch Types window pane has been removed and replaced by a multi-select on the main Activate Site pane.

Device User window pane was added.

# Site Audit

A Site Type audit code has been added to validate that a Site Type has been entered.

The Site Audit Search displays all Audit Codes that were searched for in the Audit Data list even if they are not set up as a Warning or Required audit code.

### Alarm Dispatch Window

The Dial function in the Dispatch Wizard is disabled when a call is pending.

The Instructions for the current step in the Dispatch Wizard are additionally displayed in the flyout on the top right of the pane. Steps with long instructions can be viewed here without scrolling.



The Device Phone is displayed in Alarm Dispatch flyout.



#### On Test

If any test parameters have been entered, closing the Device Test window will result in an Exit Confirm window.



When a Recurring Test is active, a new image will appear on the test button:

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<b>1</b> 🔊 🐔	퇞 ₩	#=]	f B B	🌣 📇 🖥

\*If there is both a recurring test and a device test, the button displays the blue (active test) image.

# Actual Schedule

New permission for Verification Override Site Access | Site Information | Actual Schedule | Actual Schedule Write | Actual Schedule Verification Override

# **Operator Action**

An option has been added to the Operator Action setup to 'Exclude from Alarm Dispatch'. The operator action will not be available to select in the Alarm Dispatch window.

**Dial and Verify** 

When Dial and Verify calls are being made, the comment and operator action fields will only be available when a disposition is selected. When choosing a PIN/Code Word, a comment can be entered with the verification.

Calling 91/144564445	Commo	on Agency I	nstructions Detail	Code Word / Pl	IN List		
Site 714.456.4445	Code Word / PIN List PIN Entry						
	Code Word / PIN List						
		Code Wor	k Name	Code Word Que	Authority		
		peanut	(**Duress Code				
	ø≠ ⊑	נ	No / Wrong Code				
disposition	= ~ -	<sup>]</sup> friend			Open Close Only		
	= ~ -	centered			Open Close Only		
comment	= ~ -	site			Default Site Group		
op action		question		What is your fa	Default Site Group		
		14143	Brains, Jerry X		Basic		
		321	Cells, Carlo G		Full Control		
Calling 917144564445	Commo	on Agency Ir	nstructions Detail	Code Word / PI	N List		
Calling 917144564445 Site 714.456.4445	Commo Code W	on Agency Ir /ord / PIN Li	nstructions Detail st PIN Entry	Code Word / PI	IN List		
Calling 917144564445 Site 714.456.4445	Commo Code W Code W	on Agency Ir /ord / PIN Li <b>/ord / PIN L</b>	nstructions Detail st PIN Entry .ist	Code Word / PI	IN List		
Calling 917144564445 Site 714.456.4445	Commo Code W Code W	on Agency Ir /ord / PIN Li <b>/ord / PIN L</b>   Code Wor	nstructions Detail st PIN Entry ist Name	Code Word / PI	N List		
Calling 917144564445 Site 714.456.4445	Commo Code W Code W	on Agency Ir /ord / PIN Li /ord / PIN L / Code Wor peanut	nstructions Detail st PIN Entry ist Name (**Duress Code*	Code Word / PI	N List		
Calling 917144564445 Site 714.456.4445	Commo Code W Code W	on Agency Ir /ord / PIN Li /ord / PIN L / Code Wor peanut	nstructions Detail st PIN Entry ist Name (**Duress Code* No / Wrong Code	Code Word / P	N List Authority		
Calling 917144564445 Site 714.456.4445	Code W Code W	on Agency Ir /ord / PIN Li /ord / PIN L / Code Wor peanut J friend	nstructions Detail st PIN Entry .ist Name (**Duress Code No / Wrong Code	Code Word / Pl	Authority		
Calling 917144564445 Site 714.456.4445 disposition NA V No Answer	Commo Code W Code W = 0 Ø ≠ 0 = ≈ 0	on Agency Ir /ord / PIN Li /ord / PIN L Code Wor peanut J friend centered	nstructions Detail st PIN Entry .ist Name (**Duress Code No / Wrong Code	Code Word / PJ	Authority Open Close Only Open Close Only		
Calling 917144564445 Site 714.456.4445 disposition NA V No Answer	Commo Code W Code W Ø ≠ C = © = © = © = ©	on Agency Ir /ord / PIN Li /ord / PIN L Code Wor peanut friend centered site	nstructions Detail st PIN Entry ist Name (**Duress Code No / Wrong Code	Code Word / Pl	Authority Open Close Only Open Close Only Default Site Group		
Calling 917144564445 Site 714.456.4445	Commo Code W Code W = 0 Ø ≠ 0 = 2 = 2 = 2 = 2	on Agency Ir Vord / PIN Li Vord / PIN Li Code Wor peanut Dentered Griend Centered Site Question	nstructions Detail st PIN Entry ist Name (**Duress Code* No / Wrong Code	Code Word / Pl Code Word Que	Authority Open Close Only Open Close Only Default Site Group Default Site Group		
Calling 917144564445 Site 714.456.4445 disposition NA V No Answer comment op action	Commo Code W Code W ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	on Agency Ir /ord / PIN Li /ord / PIN Li /ord / PIN L /ord / PIN L /ord / PIN L /ord / PIN L /ord / PIN Li /ord /	st PIN Entry ist PIN Entry Name (**Duress Code' No / Wrong Code Brains, Jerry X	Code Word / Pl Code Word Que	Authority Open Close Only Open Close Only Default Site Group Default Site Group Basic		

#### Action Evaluation

Usage has been added to the History-Based Evaluations to list the Action Plans / Modules that the Evaluation is using.

Two new hard-coded evaluations are available in the look up in Action Plan setup:

<u>What is the Arm/Disarm Status?</u> – the evaluation will determine whether:

All areas are armed No areas are armed Some areas are armed, some areas are disarmed Unknown

<u>Was the Latest Signal Within Site Boundary?</u> – For GPS devices, the Evaluation will determine if the signal is within the defined Site Boundary.

\*See Mobile Devices

Auto Process

New options have been added to the Auto Process for altering the Event Code.

Alarm Flag – The Auto Process will turn an Auto Log event code into an operator handled event.

Override Event Code – The Auto Process will cause a different Event Code to be logged instead of the originating event code.

\*Neither option has any effect on an Operator Action.

A Scheduled Email can be set up to provide a warning when an Auto Process Rule is set up on a Global level (no Site Group).

Z + E ▼ × 6 Detail	
source	🕞 Global Auto Process Rule Added or Modi
frequency	✓ None
run time	00:00
effective date	
effective time	
email from address	
email subject	Warning Global Auto Process Rule :
email body	Auto Process:
suppress email if no results	<u>v</u>
no results email body	

Utilities | stages<sup>™</sup> | Scheduled Email

A new Notify Option has been added for 'Premise + Call List Contacts'. This will include all phones regardless of the auto notify flag. This is intended for the IVR to place calls to the standard alarm call list.

A new Notify Option has been added for 'Signal Phone'. This will allow the IVR to place calls to the ANI that came in with the signal.

#### Memos

When logging an operator action that launches a Memo Auto Process, the Comment can be included in the memo body using the [AutoProcessOpActComment] variable.

Memos can be selected and deleted in bulk from the Memo Inbox list.

A "# Days Memos" stages™ Option has been added to set up automatic archiving of memos to the memo history after the number of days entered.

#### Variables

Variables have been added for: Device Type Map, Map Page, Map Coordinates

#### Language

User Region has been added on Site Language and stages Options. Any fields used in an auto process notification will follow the language code used in the stages Options or on the Site's Language.

# XML Signal Service

The XML Signal Service has been modified. Activity received by the XML Signal Service web service is now processed by signal processing tasks. By default the activity will be processed by the default signal processing task (Task #11). The XML Signal Processing tasks can be directed to other Signal Processing tasks on the Task Setup window. This change is to accommodate a large volume of traffic.

#### **Timer Tests**

A stages<sup>™</sup> Option has been added for 'ATI Grace Percentage'. The grace period will be calculated as a percentage of the Timer Test Interval. This option will override the ATI Grace Minutes if both options have values entered.

An option has been added to the Device data entry window to use the 'Alternate Timer Test When Disarmed'. The Expected Event is recalculated when the arm/disarm status is changed. Alternate Timer Test can be applied to Device Configuration Timer Tests as well.

Device Configuration Timer Tests are administered in a separate window opened from Device Configuration. The Timer Test interval displays in the link.

	Detail
point	1
signal status	A Alarm
signal code	
event code	110 Fire!!!
restore	vait count
location	<u>^</u>
type	Smoke Smoke Detector
description	
area	
schedule#	
site group sched#	<u>^</u>
alt xmit#	^
userid	
option	None
status	
action plan	1131 A Residential Fire II V2 normal
alarm confirmation	^
separate alarm	<u>च</u>
auto process	^
effective action pla	an Residential Fire II V2 normal
action plan mat	ch Device Configuration
event code overri	des
priority	^
delay seconds	
alarm F	verify schedule 🗖 verify user 🗖
timer test interval 1	Days 1h:01
points to restore No	ine
comment This poin	t has additional information to display o

Timer Test escalation will ignore Manual Events and Signal Entry Events.

#### **Event Rule**

When an alarm is aborted, Event Codes in the Abort Suppression Items list will be suppressed during the suppression period.

Event Rule aborting can be limited to Abort by Point.

Primary/Secondary devices can abort each other's signals when the Pri/Sec Abort option is enabled.

#### Event Code

Event Code Option has been added to the Event Code setup.

An entry of 'AlarmNoSignal###' will change a log only signal into an alarm signal if no other signal has been received in ### seconds.

#### Device Type

An option has been added on the Device Type setup to mark a device to use a Callback Device Phone. When enabled, this option will put the Device Phone in the Call List and allow the Action Plan to call the device using the Call Recipient type of 'Device Phone'.

# Signal Log

The Signal Log can be filtered by Task Type The max rows has been increased to 1000 The number of rows returned is available in the info icon on the top right of the results.

#### Site Group Site Search

An option to Include OOS has been added to the Site Search in the Site Group setup. This option will default to the User Role option for Include Out of Service.

#### Signals by Signal Process Task

When multiple Signal Process Tasks are being used, the signals processed by each task can be seen as a Graph (Data | Statistics | Signals by Signal Process Task).

#### **Alarm Statistics**

A Time Format option has been added to display the time in:

MM:SS or HHh:MM (default)

Seconds

HH:MM:SS

'HH:MM:SS

The time format will be carried over to Excel when downloading the spreadsheet.

The selection criteria of a search will be copied into the lower right corner of the results in the spreadsheet.

#### In Service Count by State

A new data list has been added to count sites in service by state.

		<u>(x)</u>						
In Service Count By State								
site group								
00								
In Se	rvice Count By	State 🕂 👔						
State	State Name	#Devices						
		132						
		3						
CA	California	150						
-CA-		1						
Co	Colorado	1						
CT	Connecticut	1						
DC	Washington D	3						
GA	Georgia	2						
MD	Maryland	1						
MN	Minnesota	1						
nosta	t in the second s	1						
NY	New York	2						
ОН	Ohio	1						
ОК	Oklahoma	1						
ТΧ	Texas	4						
VA	Virginia	3						
WV	West Virginia	1						
		*						

Data | Site/Device | In Service Count by State

# Notifications Counts

A new data window has been added to list the Notification Counts for Operator Calls, Emails, SMS, and IVR Calls within the time frame entered.

				X						
Notification Counts										
start date 09/14/14 time end date 09/20/14 time time										
Notification Co	unts			Ð						
Operator Calls	Emails Sent	SMS Messages	IVR Calls	· · · · · · · · · · · · · · · · · · ·						
15	11	0	0							
				Ψ.						

Data | stages<sup>™</sup> | Notification Counts

Site Group Stats

For a date range, the Site Group Stats data list will display all Site Groups and a count of Devices, Devices in Service, New Devices, dataLoc dips, Data Changes in Application #1, Data Changes in Application #2, and Hours logged in Application #2.

#### Reports

For Detailed Activity reports, a Report Option drop down has been added.

The option 'Related Events' can be selected. The option will group alarm events and auto process events related to the report codes selected. For example, selecting a report code like 'Fire' will find all events related to fire alarms.

Detailed Activity	N
site group site xmit# range	
include operator actions F exclude operator action comments F report codes	
start date end date	ime ime
one site per page report group combine transmitters include data changes report option	
Report Option 'Related Events' - The Report will f vents that relate to an Alarm ass with the report codes selected, or Process initiated by the report cod selected. If the Include Operator A aption is selected, all Operator Act associated with the Alarm(s) or Au Process(es) will also be included.	ind all ociated an Auto es ktions ions ito

On the Report Code setup, a new Exception has been added to 'Exclude from Reports'.

■ Z + = ■ X S Report Code				(?)	Ex	Exceptions	
T	Report Code	Description	Metrix		\$5	Exception	-
F	SuppressEL	Suppress External Link	<b>V</b>		П	Exclude from Alarm Details	
Г	SuppressEM	Suppress Email	ম		Π	Exclude from History	
Г	SuppressH	Suppress History	ম		Ш	Exclude from IVR Dealer/Gateway History	
Г	SuppressIV	Suppress IVR	ম		Г	Exclude when excluding Operator Actions	
Г	SuppressRH	Suppress Recent History	<u>v</u>		Ш	Exclude from Recent History	
	SuppressRP	Suppress from Reports	F		ন	Exclude from Reports	
Г	SuppressXt	Suppress External History	ম		Ш	Exclude from External App Data Entry	
Г	W X	Operator Actions	<u>v</u>		Π	Exclude from External App History	
Г	X	Accessed by Operator	<u>v</u>		Π	Exclude from External Link	
	xmc	xmit change	F				-

\*This applies to history-based reports like Detailed Activity and Open/Close History.

Emails

The status of the Email Service can be viewed in Utilities | Email Service Status. The window functions in the same way as the Report Generation window for the Email Service. Tabs are available for Pending, Sent, and Problem Emails. Pending Emails can be skipped if a problem is identified.

A search window has been added to Data | stages<sup>™</sup> | Email Address Usage to search the database for an Email Address. Sites, Site Groups, Contacts, Reports, Scheduled Emails, and miscellaneous (stages<sup>™</sup> Options, QAs, Memos, etc...) emails will be searched.

# Additional Features (2.5.2):

# **Call Routine**

Two new options have been added to the Call Routine Setup:

<u>Retry Phone by Phone</u> – When this option is enabled, the Contact will not be used to determine if the phone number had a previously failed contact, only the phone number. For instance, a failure on Contact #10's Cell phone will not prevent Contact #10's Home phone from being called by the Action Plan.

<u>Combine Same Phone</u> – When this option is enabled, a phone number that is listed on multiple contacts will only be called once during a step in the Action Plan. All of the Contact Names will be listed in the Calling window, so the operator can ask for each individual.

# **Action Plan**

ANI can be selected as a Call Recipient to call back the ANI(s) from the Alarm Signals. If multiple ANI numbers were received, the most recent received phone number will be called first, followed by the next most recent received.

#### Auto Feed

The links to enter/exit Auto Feed in the Alarm Dispatch Window are tied to the Auto Feed Permission.

# Schedule Events

Schedule Events (Fail Open, Fail Close, Early Open, Early Close, Late Open, Late Close) use a new Setup Table to look up and validate events.

C + C Schedule Event Codes					
	Event Code		*		
3	32 - Open				
8	5491 - LATE TO ARM				
8	8 - OPENING				
8	9 - CLOSING				
3	CL - Closing report				
8	LOA - Late Open Alarm				
3	OP - Opening report				
			÷		

Setup | Schedule Setup | Event Codes

The upgrade process will construct the setup table from the existing event codes used in the Site/Site Group Schedules.

#### stages<sup>™</sup> 2.5.2 Release Notes

### Xmit Code Control

Fields for Phone Number 2, City Code, and Central Station Code have been added. These fields are used to record information for an AlarmNet circuit.

# History Purge Control

Multiple Servers can be selected as a 'Complete History Server in the History Purge Control window.

An office can be configured with a preferred Complete History Server in the Office/Workstation set up window. When running the full history window or the alarm history window the complete history server will be selected using this setup. First, if the server that the application is running on is a complete history server, that server will be used. Second, if the server can connect to the preferred server for the office, then that server will be used. Third any complete history server that can be connected to will be used.

# Data Windows

Search Parameters will export to the Spreadsheet in the following windows:

Alarm Count by Report Code Excessive Activity Excessive Operator Actions History Event Code Bad Phone Number Billing Changes No Activity

The following windows will display all information for the Site Group's children when the Site Group is selected as a search parameter:

Alarm Statistics Alarm Count by Report Code History Event Code Excessive Activity Excessive Operator Actions

On the Site Groups window counts have been added for Rollup Devices, Rollup In Service, and Rollup OOS, which include the totals for the Site Group and all the Site Group's children.

Excessive Activity and Excessive Operator Actions will display the Site Group(s) in the result set.