

STAGES®



Version 2.5.4

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Release Notes

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Action Plans

Day/Time Action Step (Type 'T')

A new Action Type of 'T' (Date/Time) checks the site for Hours, Temporary Notes, and Holidays in effect. The Action Type of 'H' (Hours) has been discontinued and rolled into the 'T' action type. Action Plans will be updated to reflect this change during the upgrade process.

The 'T' Action Type includes an Action Sub-Type of Holiday (H), Notes (N), and Weekly Recurring (W).

action type	H	Holiday
	N	Notes
action sub-type	W	Weekly Recurring
		<input checked="" type="checkbox"/> Weekly Recurring

All sub-types include a Site/Site Group dropdown to select the Site, specific Site Group Type, or Site/Site Group hierarchy to find the appropriate piece of data.

action	Site/SiteGroup Rule Order
action sub-type	Site
voice file name	Franchise
variation level	Dealer
required with parent	Doctor
jump to	Home Owners Association
	Hospital
	Installing company
	G4 Super Subscriber
	UL Certificated
site/site group	

Holiday (H) will determine if the Site is currently observing a holiday. No further setup is required for a Holiday sub-type. Options for children steps include 'On Holiday' and 'Not On Holiday'.

Notes (N) will determine if there is an active Site Note on the Site/Group. The Note type is selected in the setup. Note Types are set up in Setup | stages™ Setup | Note Type window and must be marked for use in an Action Plan. Options for the children steps include 'No' and 'Yes'.

Weekly Recurring (W) will determine if the account is within the established hours of the Site/Group. The Hours type is selected in the setup. Options for the children steps include 'Within Specified Hours', 'Outside of Specified Hours', 'No Specified Hours', and 'All Else'.

This sub-type replaces the 'H' Action Type.



Site Level Action Plan Usage

Site Groups can be searched to find Sites that have an Action Plan Rule on the site level in Data | Site/Device | Site Level Action Plan Usage. Both Site Action Plan Rules and Action Plans assigned in Device Configuration are returned and either 'Rule' or 'Config' displays in the Usage column.

The screenshot shows a software window titled "Site Level Action Plan Usage". At the top, there are filters for "site group" (set to "123 Alarm Co") and "action plan" (set to "Residential Fire II V2 normal"). Below the filters is a table with the following columns: Site Name, Action Plan, Description, Service Type, Event Code, Point, Usage, and Xmit#(s). The table contains 14 rows of data, with the first row highlighted in yellow.

Site Name	Action Plan	Description	Service Type	Event Code	Point	Usage	Xmit#(s)
Chone Figgins Residence	1287	Burg Demo (Resi)			11	Config	R32-4123
Chone Figgins Residence	1287	Burg Demo (Resi)			6	Config	R32-4123
Floyd's Unreal Residence	1287	Burg Demo (Resi)			5	Config	f1234
Floyd's Unreal Residence	1287	Burg Demo (Resi)			6	Config	f1234
Lot of Zones	1287	Burg Demo (Resi)			11	Config	LotofZones
Lot of Zones	1287	Burg Demo (Resi)			6	Config	LotofZones
Lot of Zones	1287	Burg Demo (Resi)			6	Config	ManyZones
ruby 4123	1287	Burg Demo (Resi)			11	Config	bwtttest
ruby 4123	1287	Burg Demo (Resi)			6	Config	bwtttest
ruby 4123	1287	Burg Demo (Resi)			11	Config	bwtttest2
ruby 4123	1287	Burg Demo (Resi)			6	Config	bwtttest2
Smith Residence	1287	Burg Demo (Resi)	Burglary			Rule	d99-8888, d99-9999

An action plan can be selected to narrow the search.

Sites in the results can be opened for Data Entry.



Notifications

Email From Name

Everywhere in stages where an email is set up to be sent out, the option to enter an 'Email From Name' has been added. Ex. Auto Process, Report Distribution, Email Report... etc.

Email and SMS

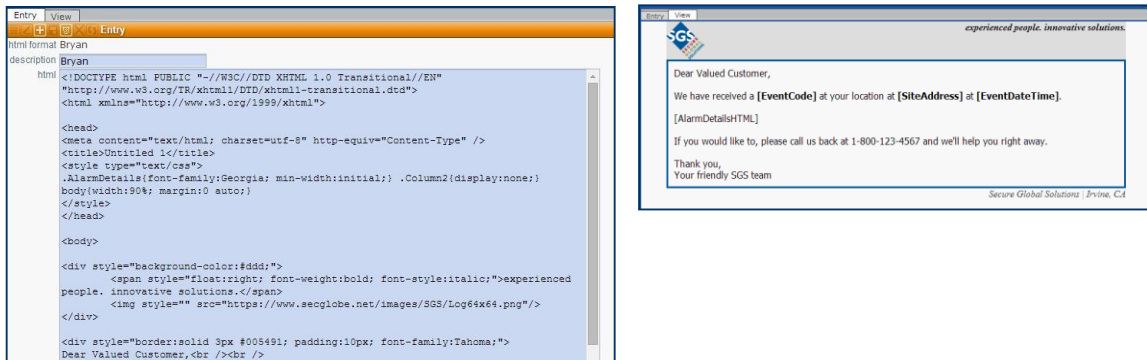
Auto Process Action of "Email+SMS" has been added to consolidate Auto Processes. The same Auto Process can be used to send either an email or sms out to all the site/site group contacts. Separate fields are editable for the Email Subject/Body and the SMS Message.

subject	[SiteName]
body	Event: [EventCode] - [EventDescription] SignalCode: [SignalCode] - [SignalCodeDescription] Area: [Area] - [AreaDescription] Point: [Point] - [PointDescription] User: [UserName]
sms message	At [SiteName], a [EventDescription] has been received.

HTML Emails

Emails can be set up with an HTML Email Format to configure and brand the outbound communications.

HTML Email Formats are created in Setup | Alarm Processing Setup | Email HTML Format. A full HTML page can be entered in the Template. The Templates use the same variables as Email Templates. When the Template is saved, it is rendered in the View tab.



A special Alarm Details variable, [AlarmDetailsHTML], has been added to use in the HTML format and can be targeted by HTML/CSS styling.

Default Styles for the Alarm Details table:

```
<style type="text/css">
.AlarmDetails{min-width:600px;}
.AlarmDetails td,.AlarmDetails th{font-family:courier new; font-size:11pt;}
.AlarmDetails th{font-weight:normal; text-decoration:underline; text-align:left;}
</style>
```

Additional classes that can be targeted:

```
.Column1 = Date
.Column2 = Event
.Column3 = Event Description
.Column4 = Comment
.Column5 = Phone
.Column6 = Call Disposition
.Column7 = Point
.Column8 = Point Description
.Column9 = User
```

For example, `.Column6{display:none;}` removes Call Dispositions from the results.

On the Auto Process, instead of entering an email body, enter an HTML email format.



Chat Room

SGS is introducing a Chat Program with Alarm Notification, Alarm Cancel, and Dispatch Request capabilities. For more information, contact SGS.

Auto Process Action of 'Chat' has been added to initiate a chat session. Chat auto processes can send out Emails and SMS. Options for allowing Dispatch Request, Cancel Requests, and Requiring a Code Word to Cancel are entered on the Auto Process.

An option to update the Chat Session has been added to Operator Actions and Event Codes.

While active, a log of the Chat Room is available in the Alarm Dispatch Window. The log is stored and always available in the Alarm History window.



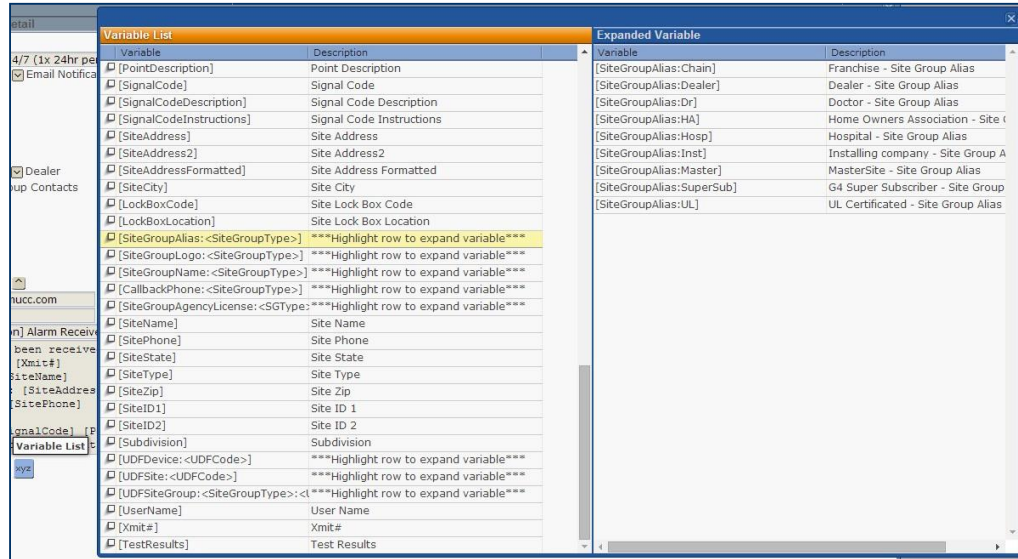
A Site Group Chat can be created for the Site Group Contacts using the External Application in Utilities | Create Chat Room. A new Permission for this has been created as 'Site Group Chat'.



Variables

In some areas like Auto Process setup, the Variable List has been removed from the main window and can be opened by function. xyz

Additionally, Variables that have Sub-types like [SiteGroupName:] have one entry in the list. Selecting the row expands to the list on the right with all the Sub-types



A new Variable [OpActCommentAll] will concatenate comments on Operator Actions for the entire Alarm. Operator Actions must be marked as 'Operator Action Comment All' to be included.

Logo Variables has been added to embed a Central Station or Site Group Logo into a template. [CentralStationLogo] is administered in stages™ Options.

[SiteGroupLogo:<SiteGroupType>] is administered on the Site Group Setup. Using these Variable changes the Email format to HTML.



Dispatch

dataLoc™ changes

dataLoc™ returns information on individual Agencies as well as the PSAP.

In Site Data Entry, dataLoc™ information has been moved to below the agency information.

Agencies					
Agency	Type	Phone	Instructions	Perm Rel	Agency ID
Civic Center	Police	949.534.2222	Verify with 2 contacts before dis	<input checked="" type="checkbox"/>	
Irvine Fire Department	Fire	949.724.7200	Dispatch, then call premise	<input checked="" type="checkbox"/>	
Anaheim Hills EMS	Medical	714.633.4225		<input type="checkbox"/>	

Permits					
Permit	Permit Rule	Permit Status	Expires	Fee Period	

DataLoc™					
psap	Orange County Sheriff's Office	714.288.6740			
police					
fire	Orange County Fire Dispatch	714.538.3501			
medical	Orange County Fire Dispatch	714.538.3501			
updated 03/23/15 16:00:55					

During Dispatch, the dataLoc™ PSAP and individual agencies are located in the dataLoc™ tab. The phone numbers can be clicked on to place a phone call.

DataLoc™	
psap name	Orange County Sheriff's Office 714.288.6740
police	
fire	Orange County Fire Dispatch 714.538.3501
medical	Orange County Fire Dispatch 714.538.3501
date 03/23/15 16:00:55	

For GPS accounts, the Agencies/Phone Numbers are found at the beginning of the alarm. If needed, dataLoc™ can be checked again when a new location is reported within the same alarm.

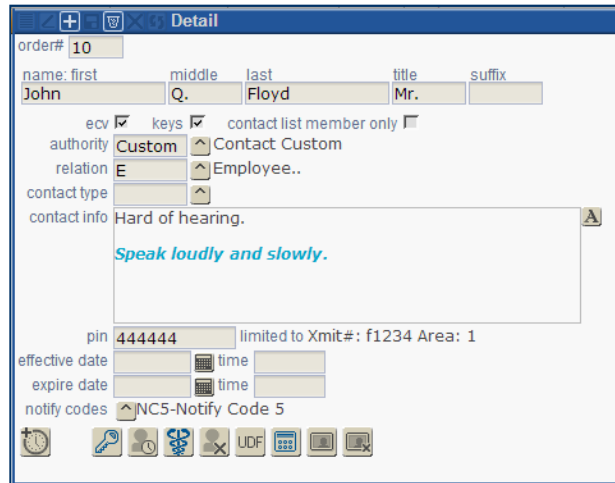
GPS DataLoc™	
psap name	Irvine Police Department 949-724-7200
police	
fire	Orange County Fire Dispatch 714-538-3501
medical	Orange County Fire Dispatch 714-538-3501
date 03/23/15 16:12:42	
 Get Agencies from DataLoc™ Service based on current location.	



Partial Authority

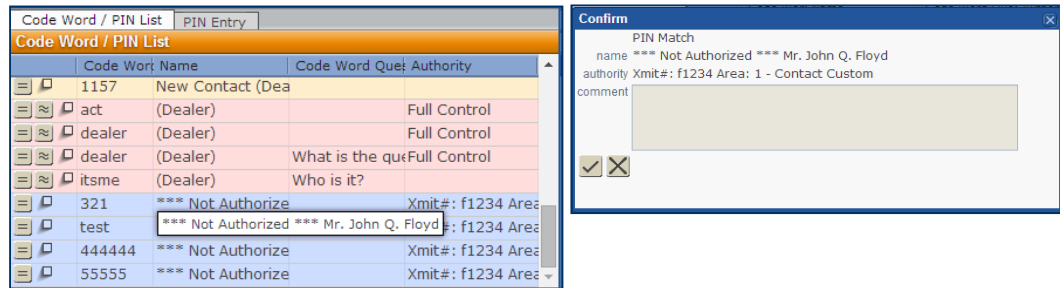
When Contacts are assigned to only have authority over specific devices/areas on the account, the PINs will be limited to only be valid on those devices/areas.

During an alarm, PINs without Authority for the current Alarm conditions will be ordered to the very bottom of the list and display as *****Not Authorized***** but can still be logged. Stages™ will log the operator action 'VPINNA' when a not authorized PIN is matched.



The limitation is displayed in data entry.

The Confirm window and the Blind PIN Entry will also display *****Not Authorized***** and a description of where the PIN is limited to.



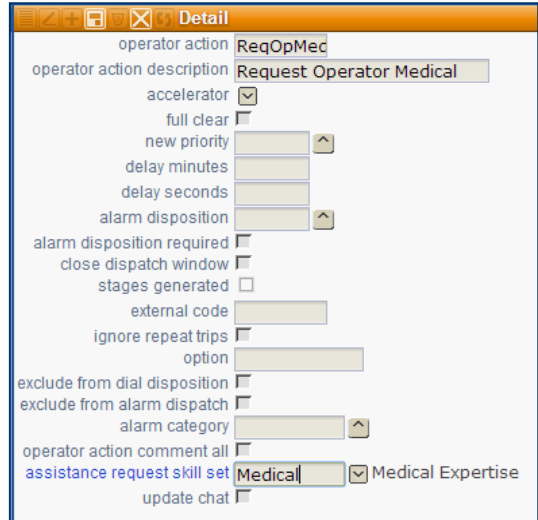
For Action Plans, the Action Outcome of 'VPINNA' has been added.



Request Assistance by Skill Set

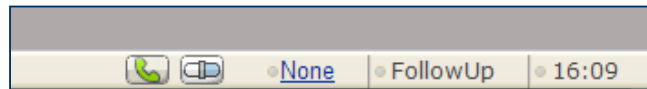
Operators have the option to request help from other operators during dispatch. This can be done for speaking a language, knowledge of a specific panel, etc.

Skills are set up in the Setup | User Setup | Skill Sets window. Skill Sets are assigned to operators in the stages™ User setup window.



Operator Actions can be assigned a 'Request Assistance Skill Set'.

A flashing Siren will display on the Status Bar for all operators with the requested skill set.



Pressing the Siren button opens up a list of all the Alarm with Assistance Requested and the list of logged in operators with the skill set.

Assistance Request List					
Lock Info	Assistance Request Skill Set	Assistance Request Comment	Elapsed	Xmit#	
Locked by: Weissman, Bryan	x507Medical Expertise	help please!	02:20	f1234	
Locked by: Weissman, Bryan	x507Medical Expertise	help please!	02:20	f5678	

Logged In Users w/Skill Set			
Assistance Request Skill Set	Last Name	First Name	Extensid
Medical Expertise	Weissman	Bruce	5041
Medical Expertise	Weissman	Bruce	5041

The operator can open the Alarm Dispatch window and assist or request an alarm handoff.



Alarm Buffer

The Alarm Buffer list has a new column for Message. Operator Actions such as Premise Contacted, Police Dispatched, etc. can be set up to display a Message here using the Option ‘SiteOpAct:[Message]’. The most recent Message will display in the Alarm Buffer.

Birthday Greeting

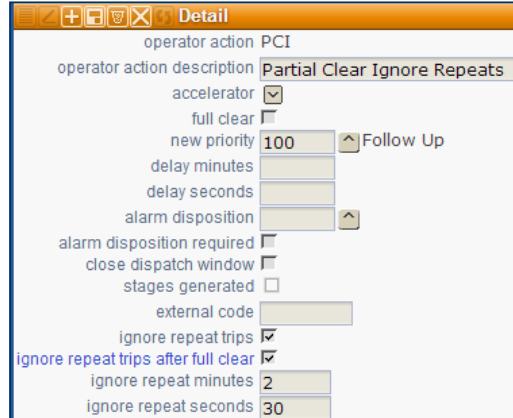
For accounts with Patient Information, a Birthday Greeting displays in the status bar on the patient’s birthday.



The message can be customized in the language application as a Prompt on the Status Bar window.

Ignore Repeat

The Ignore Repeat functionality on an Operator Action can continue after the full clear by option.





Application Security

Three features have been added to the system for Application Security, options for Failed Logins, a Password Recovery feature for the External (Dealer) Application, and Anti-Virus File Protection.

Failed Login Options

The failed login options are administered by Application in Utilities | stages™ | Application Options.

The screenshot shows a window titled "Options (StagesMonitoring)" with the following settings:

- auto logoff: 00:10:00
- auto logoff warning: 00:00:30
- message client period: 00:00:05
- message web server period: 00:00:01
- web server session timeout: 00:00:45
- web server to sql keep alive: 00:00:45
- web server to sql timeout: 00:00:30
- client service timeout: 00:00:30
- expire session: 00:04:00

Failed login options section:

- login limit type: RateLimit (checked) Rate Limit
- #login attempts allowed: 5
- login attempt time (seconds): 120
- login lock captcha bypass:

Login Limit Types include Rate Limit, Escalate, Lock, and None

The screenshot shows a dropdown menu for "failed login options" with the following items:

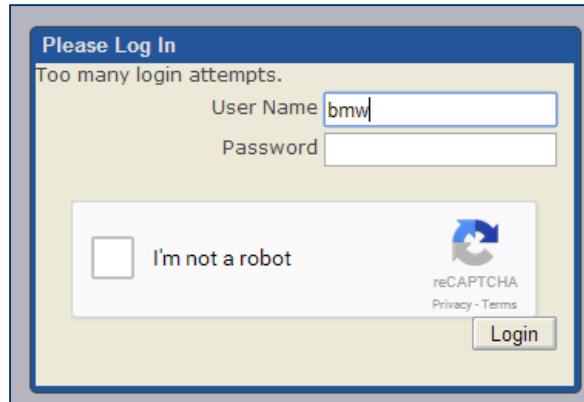
- login limit type: RateLimit (checked) Rate Limit
- #login attempts allowed: None
- login attempt time (seconds): RateLimit (highlighted), Rate Limit (highlighted)
- login lock captcha bypass: Escalate, Escalate
- password options: Lock, Lock

RateLimit - After exceeding the # of attempts within the attempt time, additional attempts will be ignored until the end of the attempt time.

Escalate - Each time the # of attempts is reached within the attempt time, the attempt time is doubled.

Lock - After exceeding the # of attempts within the attempt time, the user name will be locked.

Optionally, a Captcha can be presented to the user when the # of attempts is exceeded within the attempt time. The Login attempts are reset when the user successfully responds to the Captcha.



Implementing the Captcha requires additional setup. Please contact SGS NOC to assist.

Password Recovery for External Application

The Password recovery feature allows the External Application Users to reset their passwords without action by the Central Station. In Utilities | stages™ | Application Options for Application #2, the password options include Recovery Options.

password options

expire days

min characters

required character types

require alpha require numeric require special require uppercase require lowercase

min categories

weak password error message

Your password must contain letters and numbers.

recovery options

password recovery

number of security questions required (0 to 5)

email or sms token required

[Recovery Messages](#)

Security Questions are supplied by SGS and administered by the External Application Users (see below). SGS recommends to Require an Email or SMS token to recover passwords. This will send an Email/SMS message using the Templates entered in the Recovery Message link to the External User with a code for them to enter into the password recovery.

Email and Phone Number are tied to the External User (see below) and can be used to identify the user account.

Please Log In

User Name

Password

[Change Password](#)

[Forgot Password?](#)

Account Recovery

Enter User Name, or an email or phone number associated with the account.

User Name:

Email:

Phone Number:

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Account Recovery

Enter the code sent to you by Email:

What is the name of the street where you grew up?

What town was your father born in?

What town was your mother born in?

Account Recovery

Reset password for user: tt

Enter new password:

Verify new password:

Requires an IIS reset when enabling. Please contact SGS NOC to assist.

The External Application now includes a User Profile window to administer the Email/Phone and Security Questions for password recovery.

The screenshot shows the 'stages™ Dealer Access' application interface. The top navigation bar includes 'Site', 'Setup', 'Utilities', 'Report', 'User', 'Help', 'Window', and 'Log out'. The 'User' menu is expanded to show 'Profile'. Below this, a modal window titled 'Profile' is displayed, showing 'User Profile is Complete' and fields for 'email address' (Bruce.weissman@SEcglobe.net) and 'phone number'. A 'Close' button is present. Below the profile window, another modal window titled 'Security Questions' is shown, containing three questions with checkboxes and answer fields: 'What is the name of the street where you grew up?', 'What town was your father born in?', and 'What town was your mother born in?'.

When the User Profile is not complete, the window will pop up modally on login. The user can choose to close the window without completing.

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Anti-Virus File Protection

Stages has added anti-virus scanning for files uploaded, displayed, and stored within the stages application.

Files will be scanned for viruses when they are uploaded through the application. Files are also scanned when they are retrieved for display.

The file scan is done by the Rendering Engine running on the IIS Server. The rendering engine utilizes the “ClamWin Anti-Virus” windows service. The service will typically be running on the IIS server, but can be configured to run on a different server. SGS will install this service on your servers, or provide installation instructions for your staff. STAGES will no longer allow files to be uploaded or displayed unless the ClamWin Anti-Virus service is up and running and available to the STAGES application.

Mobile Apps

New Versions for iPhone and Android app are available.

(minimum iOS version 6.1, minimum Android version 5.0)

New features include

Push Notifications

Memos

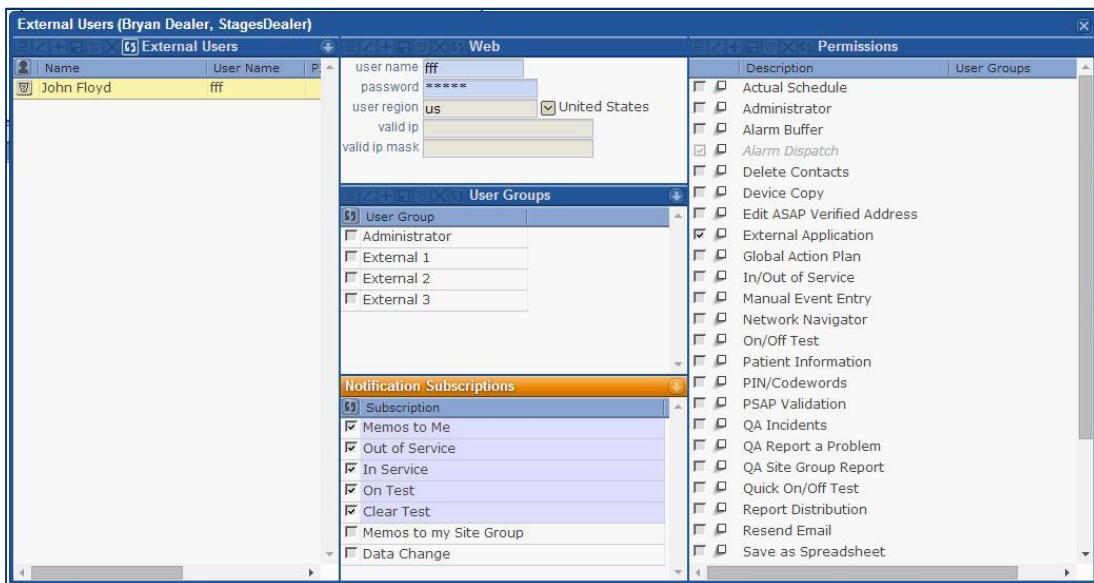
Edit functions for Contacts, Phones, Configuration, and Site Notes

Site Changes

(SGS provides a more detailed Update Feature List at request)

Push Notifications are based off of Memos, On Test, In/Out of Service, and Data Changes.

Notification subscriptions are managed in the Site Group External Users, and in the Mobile Application.



Additional Features

Stages Language

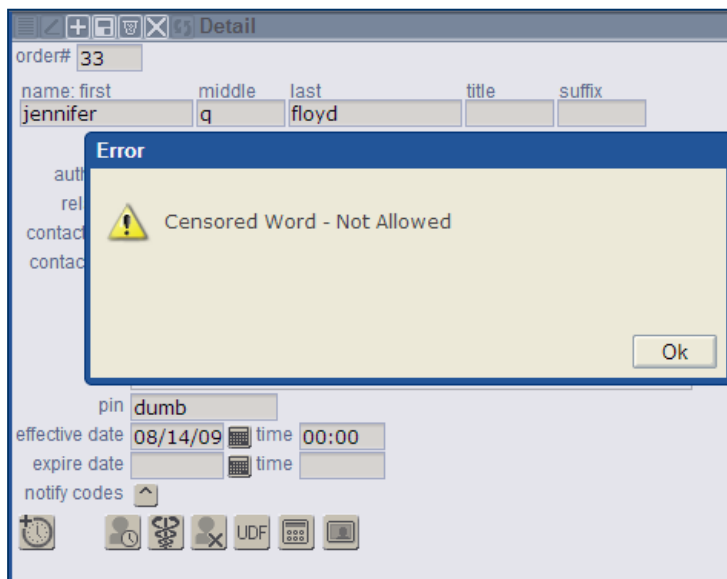
The stages Language application has been updated to be included in the redundancy so changes made to the language are replicated across servers. Changes will still require a log out and re log in to see. Changes can still be made in a test environment and exported to the production environment. This export replicate across the servers.

The stages Language application is installed through a separate upgrade process than the monitoring, external and customer applications.

Censored Words

Words can be entered to the Censored Words setup window to exclude them from Code Words, PINs and Duress Codes. Wildcards, such as '%', can be used to restrict forms of the word.

(Setup | stages™ Setup | Censored Words)



Contact PINs

The PIN field has been increased to accept up to 50 characters.

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Redundancy

Redundancy tasks have been split out of the Task Status into their own tab.

As part of redundancy, stages will detect and report when SQL server clocks are out of sync with each other. ClockSync has been added to the Redundancy tab in the Task Status window for all redundant servers.

Maps

A stages™ Option has been added to select the Map Web Page as either Google Maps or Mapquest. This will affect when stages opens a map in a new window. Any Map features within stages™ (Alarm Map, Storm Queue, Breadcrumbs... etc) will continue to use Google Maps.

Device Test Setup

The default duration for Test/Runaway Category is now entered in hh:mm format. Existing categories will be automatically updated to the new format.

In Contact Setup | Authority Items, a code word/contact pin can be limited for how far in the future a Device Test can be started using the Max Scheduled Test Start Time (Minutes) field.