

# stages™ Release Notes 2.5.8

October 2016



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## GENERAL APPLICATION

### Chat

stages™ 2.5.8 supports the stages™ Chat Web application. This requires a separate installation. Contact SGS for more information.

### Report Distribution

Multiple instances of the SGS Report Distribution service can now be run in parallel on different IIS servers. This allows the scheduled reports to be generated much faster. The new Report Distribution Statistics window ([Utilities | Report Generation](#)) shows how many reports were requested for a given moment in time and how long it took to generate those reports.

Contact SGS for assistance if you would like to run multiple instances of the service.

### Client Service

SSL communication has been added to the Client Service application. The SSL Port Number is entered in the Workstation window ([Setup | User Setup | Office/Workstation](#)).

### Language

The Help URL on individual windows can now be modified with the stages™ Language application ([Windows tab – Help URL field](#)). The help text for the Help URL can be modified from the Application Functions tab.

### Other

The length of the Transmitter Code field has increased to 50 characters. The previous limit was 20 characters.

String-type fields in the Setup and Data Entry windows will have leading and trailing spaces stripped before being committed to the database.

## DISPATCH

### Multi-Site Dispatch

The Multi-Site Dispatch feature should be used when a group of sites should be dispatched as a group. All of the alarms for the group are handled by one operator. This may be appropriate if all of the sites are apartments within the same building, or are stores within the same mall. If the same entity will be dispatched to the location to handle all alarms, this makes sense.

To set this up:

1. The sites must all belong to the same Site Group.
2. One Site must be identified as the Main Site for the group. This Site is set as the Dispatching Site on the Site Group setup window ([Assign Dispatching Site function](#)).

On the Alarm Buffer window all alarms for the group will be displayed on one line in the Multiple Alarms field.

On the Dispatch window all alarms for the group are listed. The Related Sites tab lists all sites that belong to the group. Switching between sites can be done from this window. The Point Status and Device Status tabs have options to display for all sites in the group.

### Action Plans

Action Types 'J' (Jump To), 'R' (Retry Loop), and 'T' (Date/Time) are now supported in Site and Site Group Action Plans.

'NPL' (No Phone Listed) has been added as an Action Outcome for Action Types 'P' (Phone List) and 'V' (Phone Verify Code Word).

'DURESS' (Duress Code) has been added as an Action Outcome for Action Types 'C' (Code Word) and 'V' (Phone Verify Code Word).

A new hard-coded evaluation is available in the lookup within the Action Plan Item window.

Does the Site have PINs/Code Words? – the evaluation will determine whether:

Yes, PINs/Code Words found

No, PINs/Code Words not found

Contact phones may now be considered as Site phones. Action plans will include these phone numbers when calling the Site. Contact Site Phone maintenance can be done from either the new Contact Site Phones window ([Data Entry – Site tab – Contact Site Phones](#)) or the Contact Phones window ([Data Entry – Contacts tab – Phones – Site Phone field](#))

A new field, 'Immediate Dial', has been added to the Call Routine window ([Setup | Phone Setup | Call Routine](#)). When this option is enabled, the Action Plan will start dialing without the operator having to press the Dial button.

### **Action Plans (cont.)**

A new field, 'Time Zone Usage', has been added to the Hours window within the Site Group setup. Select what time zone (Sites' or Site Group's) the hours are specified in. This applies to Action Type 'T' (Date/Time).

### **Alarm Buffer**

A new stages™ Option, 'Default Alarm Buffer All Auto Refresh' ([Dispatch tab](#)), has been added. When this option is enabled, the 'Auto Refresh' field on the Alarm Buffer All window will be automatically set.

A new field, 'Buffer Dispatch Lock', has been added to the User Role window ([Setup | User Setup | User Roles](#)). When this option is enabled, the Alarm Buffer and Alarm Buffer All windows will only open the Alarm Dispatch window when the user is able to lock the alarm.

### **Alarm Dispatch**

To enhance the display within the Alarm Call List window ([Alarm Dispatch – Call List tab](#)), users can define colors for individual agency types and individual site group types using the Color and Agency Type/Site Group Type fields on the Call List Category Order window ([Setup | Phone Setup | Call List Category Order](#)). The Call List Category Order window replaces the original Call List Category window.

There is a new function in the Recent History window, 'Dial Phone#', which allows an operator to call back a previously dialed phone number from the original 'Call' or 'Dial' operator action.

### **Device Test**

Multi-Site On Test now allows for auto-notification of test results.

Multi-Site On Test now shows the Site Address in the list of sites.

A new stages™ Option, 'Allow On Test When In Alarm' ([Test/Runaway tab](#)), has been added. When this option is NOT enabled, accounts will not be able to be placed on test if they are currently in an alarm state.

A new field, 'Ignore Restores Pending On Clear Test', has been added to the Site Group detail window. When this option is enabled, stages™ will not check for pending restores when clearing the test.

A new field, 'External App Test Category', has been added to the Site Group detail window. An entry here will override the global XT Test Category for this Site Group within the stages™ Mobile application.

A new field, 'Test Event Report Code', has been added to the Test Category window ([Setup | Device Setup | Test/Runaway Category](#)). Refer to the field help text for specific information.

A new auto-notify results option, 'Listen In Transfer', is available in the dropdown within the Test Category window. This allows the transfer of a test listen-in signal to a phone number.

**Device Test (cont.)**

A new field, 'Max# Minutes on Test', has been added to the Authorization Item window ([Setup / Contact Setup / Authority Item](#)).

**Status Bar**

A new field, 'Display Unaccessed Alarms On Status Bar', has been added to the Priority window ([Setup / Queue Setup / Priority](#)). The total count of unaccessed alarms for all priorities having this option enabled will be displayed in the Status Bar.

## SIGNAL PROCESSING

### **Auto Process**

The window layout has changed, with tabs for the Detail, Rules, and Conditions windows ([Setup | Alarm Processing Setup | Auto Process](#)).

The new Conditions window can be used to specify that the alarm triggering the auto process must have at least one or none of the following triggers: Event Code, Service Type, Operator Action, Report Code.

It is now possible to send an SMS to an Agency by selecting an Action of 'SMS' and entering 'Agency' in the Option field.

### **Alarm Confirmation**

A new option, 'Device Status', and corresponding fields, 'Device Status' and 'Device Status State', have been added to the Alarm Confirmation window ([Setup | Alarm Processing Setup | Alarm Confirmation](#)). When this option is selected and an incoming signal (e.g. Low Battery) is tied to this alarm confirmation (e.g. Device Status = 'AC'/Device Status State = 'Fail'), it will only be an alarm if the panel is currently in the same Device Status State.

### **Event Rules (Global, Site Group, Site) and Abort Processing**

A new field, 'Suppression During Alarm Only', has been added to the Event Rules window.

A new field, 'Abort Log Event', has been added to the Event Rules window. This field can be used to generate an event when aborting an alarm, which can then allow an auto process to be generated.

A new stages™ Option, 'Listen In Abort Extension' ([Processing tab](#)), has been added. If there is an active Listen In call when aborting an alarm, the call will be transferred to the extension specified.

A new field, 'Device Config Only', has been added to the Device window ([Data Entry – Device tab](#)). When this option is enabled, signal processing will only look at configuration entries on the device itself, i.e. it will exclude Site Group and Default Panel signal rules. Additionally, these excluded signal rules will not appear on the Device Configuration list window for the device.

## SYSTEM ADMINISTRATION

### **Xmit Code Control**

When creating Xmit Codes from the Xmit Code Assignment window ([Utilities | Xmit Code Control](#)), the '# of Xmits' to be created can now be entered in place of the Start/End Xmit# range.

### **PINs**

A new stages™ Option, 'Additional PINs' ([Data Entry tab](#)), has been added. This allows for multiple PINs to be entered for a given contact from within the Contact Detail window ([Additional PINs function](#)).

### **User-Related**

All changes to the User Login table are now in the Data Change tables. These changes can be viewed on the Setup Table Changes window ([Data | stages™ | Setup Table Changes](#)) and the Site Group Changes window ([Data | Site Group | Site Group Changes](#)).

A new stages™ Option, 'Unique User Initials Required' ([Data Entry tab](#)), has been added. When this option is enabled, User Initials (Short Name) must be unique.

A new field, 'User Name Minimum Characters', has been added to the Application Options window ([Utilities | stages™ | Application Options](#)). This field applies when creating or updating stages™ User and External User logins.

To improve password strength, four new password options fields have been added to the Application Options window:

- Unique Count
- Unique Months
- Not Sequential
- Not Based on User

Refer to the field help text for specific information.

A new field, 'Table/Column in Help', has been added to the stages™ Users window ([Setup | User Setup | stages™ Users](#)). When this option is enabled, the table name and column name associated with each data entry field will be displayed in the help text for that field.

A new field, 'Max# Days Site Note Date Range', has been added to the User Role window ([Setup | User Setup | User Roles](#)).

## SETUP

### Agency

There is a new field, 'Site Cross Street Required', on the Agency window ([Setup | Agency Setup | Agency](#)). When this option is enabled, and data changes are made on either the Site Agency or Site windows, stages™ will validate that the Cross Street field on the Site window is populated.

There is a new ASAP-related function, 'Overrides', on the Agency window. If the agency requires something different for one or more address-related fields, the data override can be entered here, e.g. City – "Fort Lauderdale" can be overridden with "Ft Lauderdale".

Creating a new agency is now a separate menu item ([Setup | Agency Setup | New Agency](#)).

### Device Type

The window layout has changed, with tabs for the Device Status, Commands, and Documents windows ([Setup | Device Setup | Device Type](#)).

The new Documents window can be used to upload documents relevant to the Device Type such as Installation and User manuals. Once a document has been uploaded it can be subsequently downloaded for viewing from the Device Type Documents list window.

*\*\*Users must have the DeviceTypeWrite securable in order to upload and download documents from these setup windows.*

### Document Type

This new setup window ([Setup | stages™ | Document Type](#)) is for entering document types as they relate to Device Type Documents (see above).

### Site Group

There is a new tab, 'Dispatch Control', on the External Administration window within the Site Group setup. There are three Dispatch Options available to control how alarms are dispatched in the External Application:

No Dispatch

Dispatch All Queues

Dispatch Assigned Queues – When this option is chosen, users can then select one or more queues.

Two new fields, 'Sound File' and 'Repeat Sound File', have been added to the Site Group Note window which will allow for a sound to be played and repeated when the Note pops up on the Dispatch window.

A new field, 'External Only', has been added to the Site Group Note window. When this option is enabled, the note only applies to the External application.

The Note Type will now display in the Note Acknowledge window.

**Site Group (cont.)**

Creating a new site group is now a separate menu item ([Setup / Site Group Setup / New Site Group](#)).

A new source, 'External Data Change Counts', is available for Site Group Scheduled Emails.

**Site Type**

A new field, 'External', has been added to the Site Type window ([Setup / Site Setup / Site Type](#)) which allows the specified Site Type to be selected within the External application.

## DATA ENTRY

### Site

The Region and Time Zone fields will auto-populate based on the geocoded address when entering a site address and using the DataLoc™ service. The service will default the time zone and region from the City State table ([Setup | stages™ | City, State](#)). If there is no time zone entry in the City State table, stages™ has a new function to default the time zone based on zip code.

If the DataLoc™ service is being used, and the site address has not been geocoded, the address will appear in red on both the Site and Site View windows.

In the Unscheduled Disarm Rules window ([Data Entry – Area & Open/Close tab](#)), the active contacts will display in a multi-select fashion for easier selection of desired users.

The Note Type will now display in the Note Acknowledge window.

A new source, 'External Data Change Counts', is available for Site Scheduled Emails.

### Site Activate

A Configuration Defaults tab has been added to show the Site Group and Default Panel configuration entries.

### Device

A new window, 'AKA Account', has been added which will allow one or more entries to be made for an account that may be identified by other means, e.g. the original Xmit# for an acquired account. Data entered here can be entered in the Xmit# field on the Site Lookup window, and the AKA Account, if applicable, will display in the Lookup results window.

## UTILITIES

### **New Utilities**

#### Agency Merge ([Utilities | Agency Merge](#))

This utility is designed to merge agencies that may have been duplicated as a result of account conversions, migration from a different platform, data entry errors, etc. The utility is phone number-driven; that is, if an agency phone number is common between one or more agencies, the agencies referencing that phone number will be considered as possible duplicates.

#### Next Xmit ([Utilities | Site Group | Next Xmit](#))

This utility produces a list of the next available Xmit#s by prefix for a given Site Group.

#### Receiver List ([Utilities | UL | Receiver List](#))

This utility produces a list of stages™-supported receiver types.

### **Enhancements to Utilities**

#### Tasks ([Utilities | Processing | Tasks](#))

The new 'Status (Signal Processing Tasks)' tab on the Task Status window will list only the Signal Processing tasks. If signal processing is behind, this window will show you whether the problem is isolated to just one task or multiple tasks. The tasks shown on this window will still appear in the general Status (Processing) window.

#### Report Generation ([Utilities | Report Generation](#))

The Sent and Problems windows display Xmit#, Site Name, and Site Group, with the ability to go to the Data Entry and Site Group windows.

A new source, 'External Data Change Counts', is available for Global Scheduled Emails ([Utilities | stages™ | Scheduled Email](#)).

## DATA WINDOWS

### **New Data windows**

History by User ([Data](#) | [History](#) | [History by User](#))

This list shows all Operator Actions logged by a specified user.

Attrition Count ([Data](#) | [Site Group](#) | [Attrition Count](#))

For a specified time period, and for each site group, this list will show the number of active sites at the beginning of the period and at the end of the period. The total number of accounts that were placed in service during the time period and the total number of accounts that were placed out of service during the time period are also shown. These values are shown as a hyperlink and by clicking on the hyperlink the specific list of accounts is shown.

Export Site Data ([Data](#) | [Site Group](#) | [Export Site Data](#))

Data for accounts within a specified site group can be exported in CSV format from this window.

External Report Log ([Data](#) | [Site Group](#) | [External Report Log](#))

This list shows information on all reports run from the External application.

Device Types with Documents ([Data](#) | [stages™](#) | [Device Types with Documents](#))

This list shows the documents that have been previously uploaded for a given Device Type.

*\*\*Users must have the DeviceTypeWithDocumentWrite securable in order to view (download) documents from this window.*

## EXTERNAL APPLICATION

### **Dispatching Alarms**

Based on the site group's Dispatch Control settings in the stages™ application (*refer to pg. 8 of this document*), users will either be able to dispatch alarms within the queues assigned for that site group, or not at all. Inaccessible alarms will still appear on the Alarm Buffer but the dispatching functionality will be disabled. Double-clicking on an alarm will still take the user to the Alarm Dispatch window, but the message *'Dispatch Not Allowed'* will appear at the top of the window above the Site Name.

### **Change OOS Category**

From the Site View window, users will have the ability to change the Out of Service category for a device that is currently out of service ([Change OOS Category function](#)).

### **New Data window**

The History by Event Code utility ([Data | History | History by Event Code](#)) has been added.