

stages™ Release Notes 2.6.1

June 2017



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ALARM DISPATCH WINDOW

The Dispatch Window has been re-worked and rearranged to provide efficiency and better information at the operators' fingertips. The top left of the Dispatch window includes an Alarm Summary pane that loads first with pertinent information to get the operator ready to start dispatching immediately. The Dispatch Action Wizard has been separated from the tabs in the upper right so that it is always available to the operator. Site Notes have been moved to the tabs in the upper right. The Function buttons have been moved out from the Site Summary pane to where the Alarm Bar is. The Alarm Bar has been shifted to the right to accommodate the functions. The Dispatch Area for operator actions like Phone Calls, Verification, Operator Actions, SMS, Email, etc. always fills up the same space, with the Listen In functions always on the right of the window. The tabs for Verification, Common Instructions, and Listen In have been removed and integrated into this space.

Alarm Summary

The Alarm Type and Site Type are large and colored by Priority and Site Type setup. Counts of other alarms on this site for the last 24 hours, week, month, and year are displayed. The time since last alarm and last full clear are also displayed. On the right column, Site Notes and Phones are totaled. Active Site Notes will display a link to focus on the Site Notes tab in the upper right of the window. If there are no Site Phones, or no Contact Phones, the total will turn red, alerting the operator to a potential problem in dispatching. Any Device or Area Status with a value associated with it will be listed as well.

Alarm Dispatch (d99-9999, Smith Residence, Areas: 1, 2) [Enter Auto Feed](#)

Burglary alarm type	Residential site type			1 Active Site Notes
2 alarms in 24 hours	2 alarms this week	2 alarms this month	7 alarms this year	0 Site Phones 3 Contact Phones Panel - Disarmed Area 1 - Armed Area 2 - Armed
15h:57 time since last alarm	0h:03 time since last full clear			

Site Summary

The Callback Phone will display in the Site Summary if a callback phone has been entered in the new 'Central Station Callback Phone' stages™ Option. The Site Summary Callback Phone will search for a Site Group Callback Phone to display and display the top Site Group with a value in the Site Group Type Order, or the Central Station number if there are no site group values.

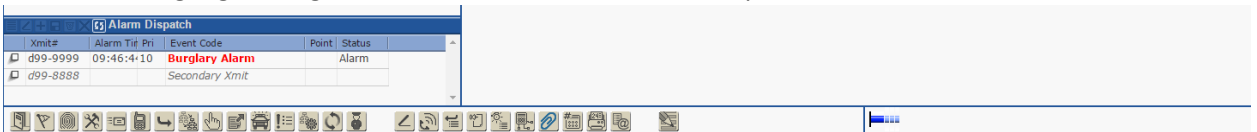


The screenshot shows a site summary for 'Smith Residence' with the following details:

- site name **Smith Residence**
- 41 Corporate Pa suite 200**
- Irvine, CA 92606**
- alarm# 9556 dispatch types Intrusion, SMS
- cs callback# 714.997.3269 (indicated by a red arrow)
- groups 123 Alarm Co, Acme Storage, Guard Station One
- permits
- code words *Demo, dealer, itsme, act*
- info **Big Dogs in the Back yard**
Be careful!

Function Buttons

The Function buttons occupy one row now. The order and hotkey assignments are unchanged. The upgrade process copies any Language changes made to these functions to the new window. All further Language changes should be done on the 'AlarmDispatchFunctions' window.



The screenshot shows the 'Alarm Dispatch' window with a table of alarm events and a toolbar below it.

Xmit#	Alarm Title	Pri	Event Code	Point	Status
d99-9999	09:46:4:10		Burglary Alarm		Alarm
d99-8888			Secondary Xmit		

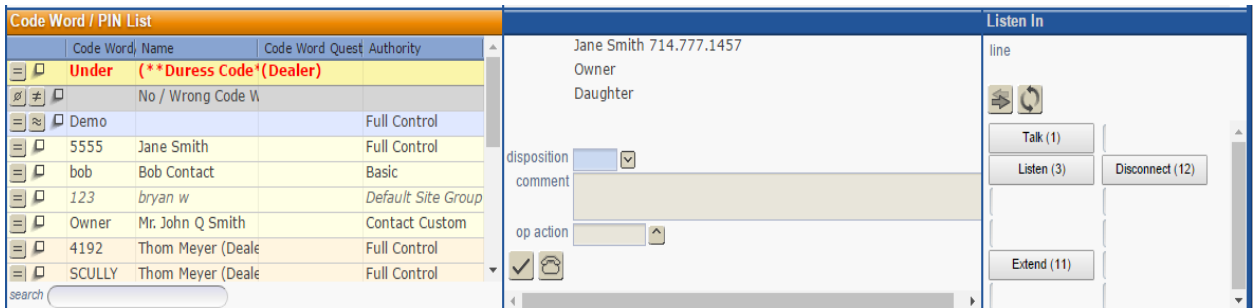
The toolbar below the table contains various icons for alarm management, including a magnifying glass, a printer, a speech bubble, and a power button.

Call (P-type step) and Call and Verify (V-type steps)

When calling Agencies, the License and Common Agency Instructions are displayed in a second column.



When Calling and Verifying, the List of Code Words/PINs is on the left, and the Dial on the right. Functionality remains the same. Matching a Code Word/PIN will count as contact made. The Dial information only needs to be filled out if the contact/premise is not reached. The Code Word/PIN List includes a dynamic search field. The list will filter down as letters are entered into the search.



PLACE ON TEST

Greater emphasis has been placed on the type of test being selected.

All Points = Blue

Include List = Green

Except List = Red

The screenshot shows the 'Place on Test' interface. On the left, there are instructions: "This device receives signals from another device. Placing this device on test will only affect this device." Below this, a note states: "**This site has other sites associated with it. Press the button on the right to administer a multi-site test." Three buttons are visible: "All" (blue), "List" (green), and "Except" (red). Below these are buttons for "Dana's Test", "2-Hour", "1HR", "Subscriber", and "Dealer". At the bottom left, there are fields for "category" (set to "ONE HOUR TEST"), "effective date" (05/23/17, 10:33), and "expire date" (05/23/17, 11:33).

On the right, there is a table titled "Device Tests/Runaway".

Category	Test/Runaway	Type	Details	App#	Initials	Test Effective
ONE HOUR TEST	Test	Except	Excl: SvType Fire	1	DC	05/23/17 10:33
ONE HOUR TEST	Test	List	Incl: Pt 3 Pt 13 Pt 33	1	DC	05/23/17 10:32
Recurring Test	Recurring			1	DC	12/29/16 00:00:00
ONE HOUR TEST	Test	List	Incl: Pt 9 Pt 18 Pt 27 Pt 36 Evt 131	1	DC	05/23/17 08:23:30
my category	Test			1	DC	03/15/17 10:07:10
ONE HOUR TEST	Test			1	BW	01/27/17 14:35:00
Icontrol Default	Test			1	IControl	12/16/16 11:44:50
Icontrol Default	Test			1	IControl	12/16/16 11:41:00
Icontrol Default	Test			1	IControl	12/16/16 11:18:20
Icontrol Default	Test			1	IControl	12/16/16 11:16:50
Icontrol Default	Test			1	IControl	12/16/16 11:16:00

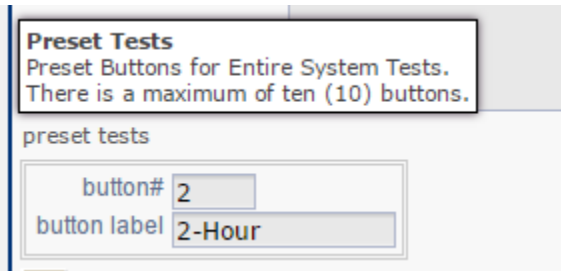
Below the table is a "Test Events" section with a table:

Date	Xmit#	Event / Operator Action	Initials
05/23/17 10:33::R32-4560		Place on Test	DC

A confirmation has been added for the 'Except' test type.

The screenshot shows the 'Place on Test' interface with a confirmation dialog box overlaid. The dialog box is titled "Except On Test" and contains the text: "Are you sure you want to select the EXCEPT On Test?". There are two buttons at the bottom of the dialog: "No" and "Yes". The background interface shows the "All", "List", and "Except" buttons, and the "Dana's Test", "2-Hour", "1HR", "Subscriber", and "Dealer" buttons.

Up to ten (10) Preset Buttons can be designated for Entire System Tests from the Test Category Detail window:

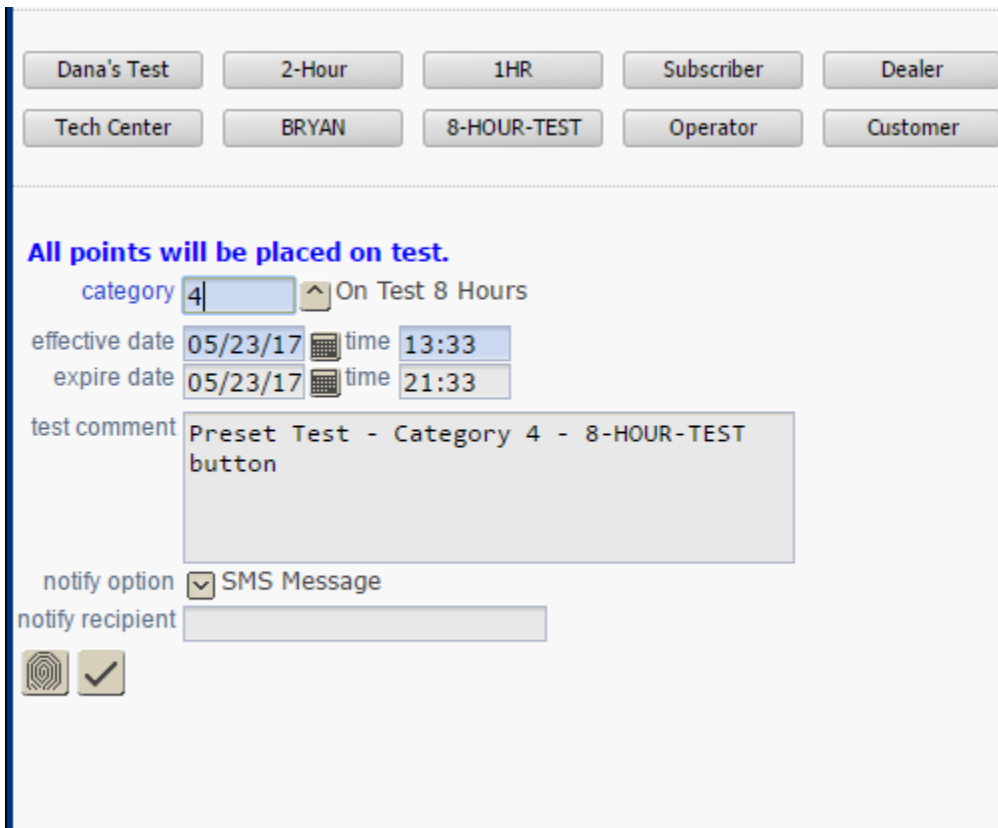


Preset Tests
Preset Buttons for Entire System Tests.
There is a maximum of ten (10) buttons.

preset tests

button# 2
button label 2-Hour

When a Preset Test button is selected, all information for that test category will be defaulted in to the Place on Test window. In the example below, the '8-HOUR-TEST' was selected.



Dana's Test 2-Hour 1HR Subscriber Dealer
Tech Center BRYAN 8-HOUR-TEST Operator Customer

All points will be placed on test.



category 4 On Test 8 Hours

effective date 05/23/17 time 13:33
expire date 05/23/17 time 21:33

test comment Preset Test - Category 4 - 8-HOUR-TEST button

notify option SMS Message

notify recipient

A Test Comment field has been added to the Test Category Detail window. Users can enter a default test comment here.

A Confirmation Prompt field has been added to the Test Category Detail window. Variables may be used within this field.

confirmation prompt `***[Xmit#]***`

We have placed your account on test for [TestDuration]. The test will expire on [TestExpireDate].

The points placed on test are: [TestDetails]

preset tests

Variable List
List of variables available for the Confirmation Prompt field.

xyz

When the Test is saved, the Test Confirmation window pops up with the details of the test, of which the operators can read from to verify the information.

Category	Test/Runaway	Type	Details	App#	Initials	Test Effective	Test Expires	Xmit#
On Test by Operator Test	List	Incl: Pt 13 Pt 23 Pt 33		1	DC	05/23/17 06:32	05/23/17 08:31	D55-0331

Test Confirmation

D55-0331

We have placed your account on test for 2h:00. The test will expire on May 23 2017 8:31AM.

The points placed on test are:
Incl:
Pt 13
Pt 23
Pt 33

OK

The **advanced** field button has been removed and its associated pop-up window has been permanently docked as the Test Details window. If the Points field is used, selections will display in the Test Details window. The Test Points Multi-Select window has been modified to show all individual points, and Area and Signal Code have been added as fields.

The Test Details will be placed on test.

category **1HR** ONE HOUR TEST

effective date **05/23/17** time **10:02**

expire date **05/23/17** time **11:02**

points

Points
Points selected here will become part of the Test Details below.

comment coming window.

notify option

notify recipient

Point	Event Code	Service Type	Area
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The Test details will now be displayed in the Point Description field in the History window.

Date	Xmit#	Event / Operator Action	Initials	Signal Code	Point	Description
05/23/17 09:22:03	R32-4560	3923 - Test Expired				
05/23/17 08:26:11	R32-4560	Modify Test	DC			Incl: Pt 9 Pt 18 Pt 27 Pt 36 Evt 130 - Burglary
05/23/17 08:23:39	R32-4560	Place on Test	DC			Incl: Pt 9 Pt 18 Pt 27 Pt 36

The Auto Notify Option and Recipient(s) will now be displayed in the History window flyout.

test authorization						
test effective	11/01/16 14:47:42					
test expires	11/01/16 15:43:00					
auto notify option	Email					
auto notify recipient	dana.copeland@secglobe.net;bryan.weissman@secglobe.net					
receive date	Tuesday					
elapsed						
workstation	danaw7-pc.secglobe.local					
server#	1					
priority						
alarm	<input type="checkbox"/>					

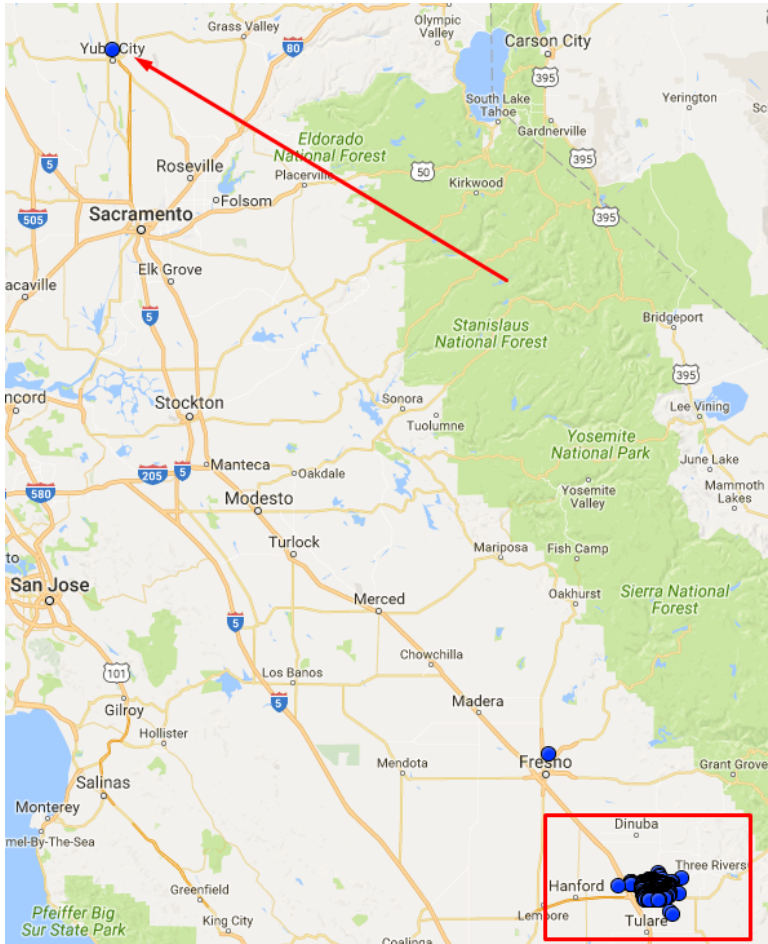
11/01/16 14:47:42	D55-0331	Place on Test	DC	All Points
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SITE AGENCY MAPS

Stages has two new utilities to help verify Site Agency assignments based on geographical location.

The Agency Maps utility ([Utilities | Site Agency | Agency Maps](#)) is designed to help find problems with existing Site Agency assignments. The utility will list all of the agencies in the database. An approximate area in square miles is computed based on the existing sites that are assigned to the agency and the geocode of the sites. When this area is large (more than 8,000 sq. miles), this usually indicates a problem. The problem may be an incorrect assignment or an incorrect site geocode. The utility will list the agencies with the largest area first. When the user selects an agency in the list, a map is displayed. The blue dots indicate the sites assigned to the agency. It is easy to see on the map outliers. The user can select a point on the map and see the details of the site. The user can also go directly to data entry for the site to correct the problem.

The map below shows that most of the sites are located in Visalia, California, but there is one site located in Yuba City, many miles away.



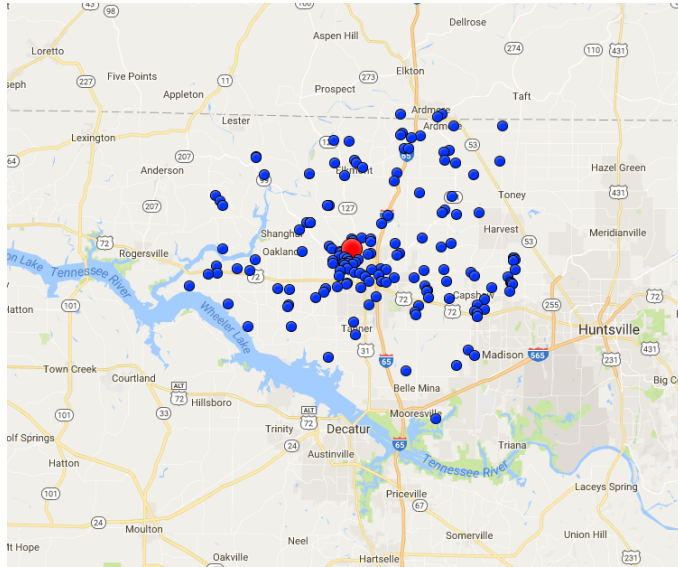
The Site Agency GPS Audit utility ([Utilities | Site Agency | Site Agency GPS Audit](#)) is designed to help users verify sites that have been recently assigned to agencies.

The utility will list all sites assigned to agencies during the selected date range. The defaulted date range is the last 24 hours.

For each site the list shows the site and the agency that was assigned. The list will indicate whether the site is “Surrounded” by other sites assigned to the agency. It will also indicate how far the site is from the “center” of the other sites already assigned to the agency.

Selecting the site will display the information on the map. A large red circle shows the position of the site recently assigned to the agency, while blue circles indicate the sites already assigned to the agency. This makes it easy to find discrepancies.

This map shows a new agency assignment that is most likely correct.



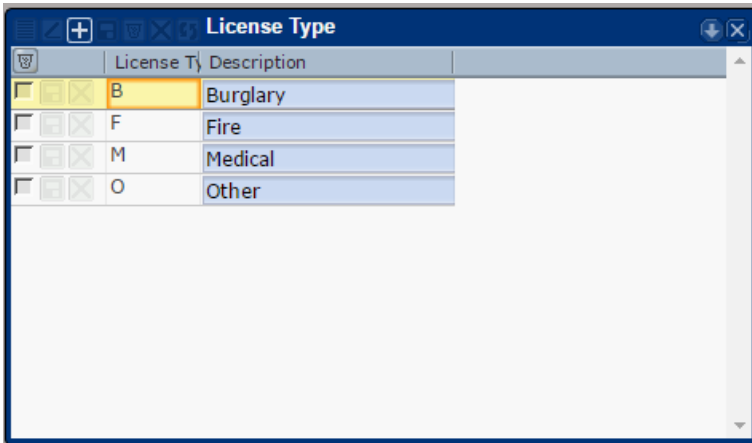
This map shows an agency assignment that is most likely not correct.



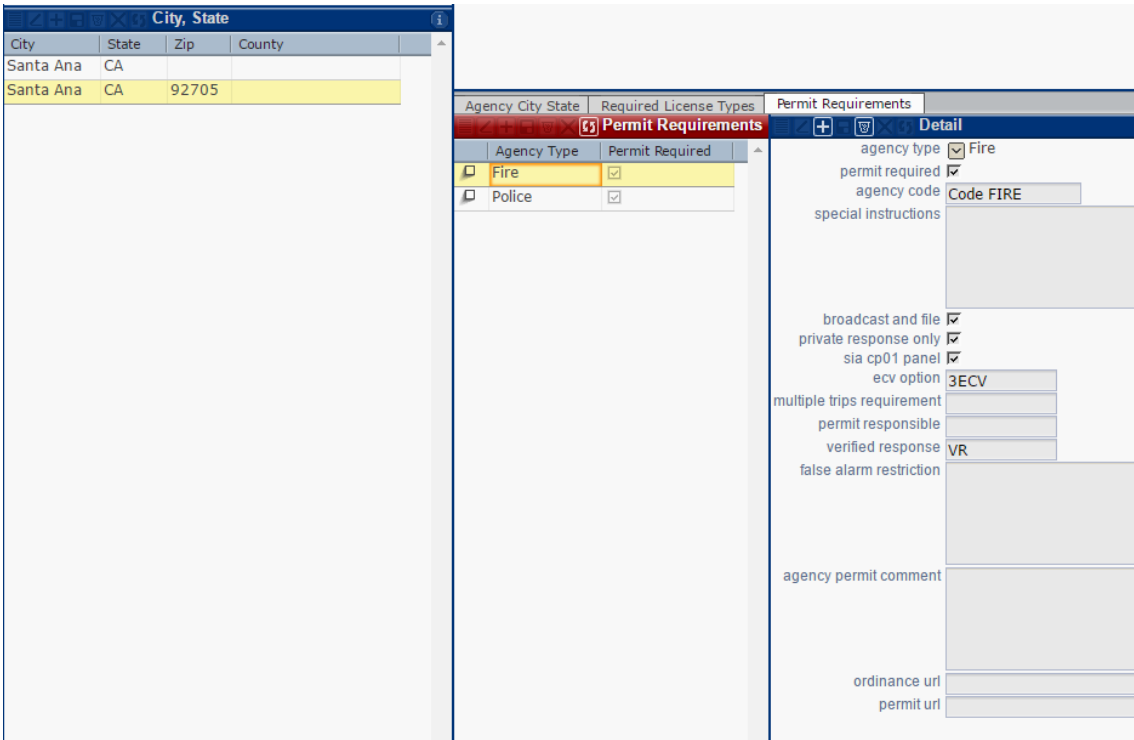
LICENSE REQUIREMENTS

Some states and/or cities, as well as other jurisdictions, require companies that install or monitor alarm systems to be monitored. There may be different requirements for different types of systems such as Fire, Burglary, Medical, etc.

License Types are defined on the License Type setup window ([Setup | stages™ Setup | License Type](#)).



On the City-State setup window ([Setup | stages™ Setup | City, State – Permit Requirements tab](#)), indicate which license types are required by the jurisdiction.



On the Site Data Entry window select the relevant License Types, based on the services that are provided to the Site, such as Fire, Burglary, Medical, etc.

Agencies	Dispatch Types	Action Plan Rules	Auto Process Rules	Holidays	UDF	Rules	Contract Items	Instructions	License Types
License Types									
<input type="checkbox"/>	License Type								
<input checked="" type="checkbox"/>	Burglary								
<input checked="" type="checkbox"/>	Fire								
<input checked="" type="checkbox"/>	Other								
<input checked="" type="checkbox"/>	Medical								

Two new Site Audits have been added to track the License Requirements:

Site License Type – Site must have at least one License Type

Site Group License – Missing Site Group License

PERMIT REQUIREMENTS

Permit requirements can now be defined for City-State combinations.

(Setup | stages™ Setup | City, State – Permit Requirements tab).

Based on City-State requirements, the applicable permit requirements will be displayed on the Site Data Entry window.

Agency Type	Permit Required
<input checked="" type="checkbox"/> Fire	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Police	<input checked="" type="checkbox"/>

The existing Site Audit for Permits will also reference applicable City-State permit requirements.

DISPATCH

Action Plans

There is a new Evaluation Type of 'Site'.

The screenshot displays the 'Action Plan Evaluation' interface. On the left, a table lists various evaluation types and their associated categories. The 'Site Type Test' entry is highlighted in yellow. On the right, the 'Evaluation' configuration window for 'Site Type Test' is open, showing search criteria and evaluation results.

Action Plan Evaluation	Type
Auto Evaluation	History
5 Restores in 24 hours	History
Has there been a restore?	History
Timer Test in past hour	History
bryan test 77	History
bryan test 2	History
Are there agencies on site?	History
Is the Alarm confirmed?	History
E type by ServiceType	History
Is there a comment?	History
Do you have more than 1 signalstatus A	History
3 strike False Alarm Policy	Agency
Agency Eval	Agency
UL certified Dealer.	Site Group
site group	Site Group
weqwer	Site Group
Call Site Group Order	Site Group
Notify 2nd Contact Required?	Site Group
Dana Test	Site
Site Type Test	Site
Does site have phone	Site
Does Site have Phone	Site
site has phone	Site

Evaluation Configuration for Site Type Test:

- description: Site Type Test
- type: Site
- evaluation period: []
- search criteria:
 - site has phone:
 - site has pin/code word:
 - site types: B, C
 - site dispatch types: []
 - site groups: []
 - site id1s: []
 - site id2s: []
 - site udf code: [] udf values: []
 - ui codes: []
- evaluation result:
 - yes prompt: Yes, B C type
 - no prompt: No, not B C type

Action Plan URL – U-type steps

Action Plans can present an operator with a button to open a URL in a new tab or window. The URL can either come from a received signal or the URL entered on the device. History for the current alarm is searched for a URL on a received signal.

To configure a U-type step, specify where the Action Plan should look for the URL. Additionally, the URL can be configured to look for a received signal and use the device URL if a URL is not found in history for this alarm.

There are no Outcome Choices associated with the U-type step. There will only be one step immediately following the U-type step. Once an operator presses the button to launch the URL, the next step in the Action Plan will load.

Action Plan Type 'E' by Site Group Rule Order

This feature allows for the evaluation to be made iteratively based on the hierarchical order of the site group types to which the associated site groups are assigned. The Action Plan Evaluations window within the Site Group Setup has been modified to allow for a Yes/No flag for the evaluation attribute of each Site Group Type. An absence of an action plan evaluation on a site group here is to be treated as “non-specific – deferred to the setting at the next higher level”.

The screenshot shows the 'Step' configuration window for 'Site Group E type'. The configuration includes:

- description: Site Group E type
- dispatch instruction: (empty)
- action type: E Evaluation
- voice file name: (empty)
- variation level: (empty)
- jump to label: (empty)
- auto evaluation: UL certified Dealer.
- site group type: SiteGroupOrder

Below the configuration is an 'Insert Step' section with a 'from action plan' dropdown.

On the right, a 'Site Group Type' table is displayed:

Site Group Type	Description	Rule Order
B	Building	10
Chain	Franchise	14
Dealer	Dealer	20
Dr	Doctor	110
Guard	Guard	
Guard2	Secondary Guard	
HA	Home Owners Association	999
Hosp	Hospital	2
Inst	Installing company	3
Master	MasterSite	1
SuperSub	G4 Super Subscriber	10
UL	UL Certificated	5
SiteGroupOrder	*Site Group Order*	

The screenshot shows the 'Action Plan Evaluations' window. It contains a table with the following data:

Auto Evaluation	Auto Result
UL certified Dealer.	Yes

Actual Schedule

When opening the Actual Schedule window the schedule entry that is most likely to be modified is now highlighted.

A schedule change confirmation has been added. This message helps the stages user confirm a schedule change with the subscriber.

Actual Schedule (R32-4560)

Site Group Schedule	Sched Area	Description
sg17sched17(Big company)	1	

Due Date	Expires	Expected Event	Sched#	Site Group Schedule
06/02/17 20:30:00	06/02/17 20:45:00	Close	1	sg17sched17(Big company)

Xmit#	Area	Description	Sched Status	Date
R32-4560			Disarm	01/21

Type	Date	Day of Week	Times
Exception	06/02/17	*Friday	08:00 - 20:30, 22:00 - 22:30

Date	Open	HHMM	Close	HHMM
06/02/17 *Fri	08:00	Fri	20:30	
06/02/17 *Fri	22:00	Fri	22:30	

status Disarm next open 06/02/17 22:00:00 next close 06/02/17 20:30:00

schedule change confirmation
The schedule for Friday, 06/02/17 was modified.
The Close Time is now 22:30.

Other

Test Auto Notifications will now show in History.

Date	Xmit#	Initials	Event / Operator Action	Signal	Point	Description
06/06/17 06:50:43	D55-0331	DC	Access on Dispatch Windo			
06/02/17 14:05:00	D55-0331		3923 - Test Expired			
06/02/17 13:08:18	D55-0331		GA - GAS ALARM	GA	36	
06/02/17 13:05:13	D55-0331	DC	Place on Test			All Points

SIGNAL PROCESSING

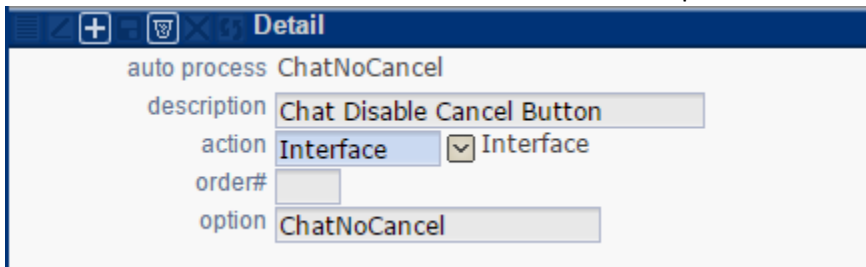
Auto Process

Duplicate Threshold – Stages will limit invoking an auto process for the same Device, Auto Process, Event Code and Point combination to 20 times per hour. Once an hour, while this threshold is exceeded, stages will log the Duplicate Auto Process event as defined for the stages Signal Format – Signal Code ‘DupAutoProc’.

A new field, ‘Hours Type’, has been added on the Auto Process Detail window. When an Hours Type is selected, the Auto Process will use the Day/Time schedule on the Site. If the Site does not have hours, the Day/Time schedule of the Site Group will be used. If there are no hours on either the Site or Site Group, the schedule entered on the Auto Process will be used.

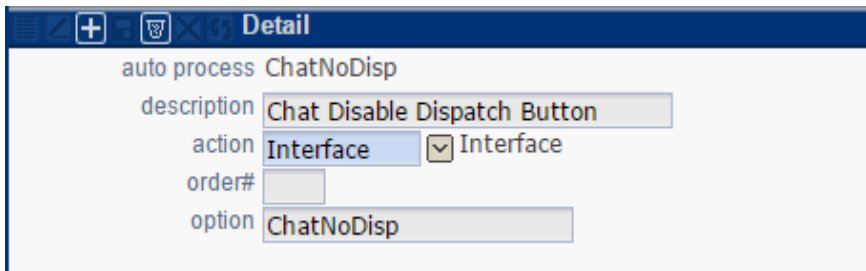
A new field, ‘Chat URL’, has been added on the Auto Process Detail window. This will allow users to specify the Chat URL on each Chat auto process.

Auto Processes are used to disable the “Cancel” and “Dispatch” Chat buttons.



The screenshot shows a 'Detail' window for an auto process named 'ChatNoCancel'. The fields are as follows:

auto process	ChatNoCancel
description	Chat Disable Cancel Button
action	Interface <input type="checkbox"/> Interface
order#	
option	ChatNoCancel



The screenshot shows a 'Detail' window for an auto process named 'ChatNoDisp'. The fields are as follows:

auto process	ChatNoDisp
description	Chat Disable Dispatch Button
action	Interface <input type="checkbox"/> Interface
order#	
option	ChatNoDisp

Signal Format

A new window, 'Signal Format Restrictions', has been added. If there is an entry of at least one device type on this window, the signal format will only be processed on devices with one of the device types listed. If there is an account with an Xmit# of 'Invalid_ ssssss' (where 'ssssss' is the Signal Format), an event will be logged to that account with Event Code '!012' – Invalid Signal Format.

Other

There is a new field, 'DoesNotSatisfyTimerTestFlag', on both the Event Code and Signal Code detail windows. If checked, signal processing will not advance the timer test expected event when this event code/signal code is processed.

For non-alarm events, stages will look up the point description from the alarm point on all devices in the lookup hierarchy: template account, device type defaults, site group defaults, etc.

For the Surgard Basic Signal Protocol (SURBSP), the UserIDs on Open and Close signals are now correct; the "B" or "C" is not included in the UserID.

For the 4x2 protocol, if the signal resolves to an event code with an open or close status, then the second character will be treated as a UserID.

Lates Processing will first process on tests, then recur tests, then all else.

SETUP

Dispatch Type

A new field, 'Device Type', has been added. Entering a Device Type here will limit the Dispatch Type to sites that have a device with this Dispatch Type.

Event Code/Operator Action

A new window, 'Language', has been added. Users can enter translations for the Description field. When the [EventDescription:<SiteLanguage>] variable is used within an auto process, the translated Event description will be used if the auto process was invoked by an event code, while the translated Operator Action description will be used if the auto process was invoked by an operator action.

Site Group

Duress Codes can now be assigned to site groups by accessing the Code Words tab.

Contract Items can now be assigned to site groups. Separate securables have been created – SiteGroupContractItem and SiteGroupContractItemWrite.

A new source, 'Alarm Factor', is available for Site Group Scheduled Emails.

User Defined Fields

On the Usage window, a new UDF Type of 'Stages Options' has been added. This is used in conjunction with setting up Global UDFs ([stages™ Options – UDF tab](#)).

On the Usage window, for the UDF Type of 'Device', subtype 'Device Type' has been added.

Menu Changes

The IVR Setup windows have been moved from the Setup/Alarm Processing Setup menu to the new Setup/IVR Setup menu.

Contract Item has been moved from the Setup/Site Setup menu to the Setup/stages™ Setup menu.

DATA ENTRY

General

Phone numbers can now be autodialed from the data entry windows.

PINs and Code Words will now be validated upon entry, prior to being saved.

The Site Contract Item window now has its own securables, 'SiteContractItem' and 'SiteContractItemWrite'.

Contacts – Link Existing Contact

Users can now search for a specific account's contacts by entering a transmitter code.

Mail Address

A new field, 'Township', has been added.

Site Activate

Both Site and Device UDFs will appear in the UDF window.

Site Search

If an account has had an alarm within the last 24 hours, it will appear in orange.

UTILITIES AND DATA WINDOWS

Enhancements to Utilities

Blanket Alarm Clear ([Utilities | Blanket Alarm Clear](#))

A new multi-select field, 'Subsequent Event Codes', has been added. When populated, in order to blanket clear the alarm, it must have a subsequent event, e.g. a 'Cancel' event following a 'Burg' alarm.

Device Copy ([Utilities | Device Copy](#))

A new option to copy Site Action Plan Rules has been added.

Global UDFs can now be created ([stages™ Options - UDF tab](#)). There is a new UDF Type of 'Stages Options' on the UDF Setup – Usage window.

A new stages Option, 'Future OOS Start Date Max Days' ([stages™ Options tab](#)), has been added.

The Task Copy utility, ([Utilities | Processing | Task Copy](#)), now has its own securable, 'TaskCopy'. This utility was previously only accessible to full-permission users.

Xmit Code Control ([Utilities | Xmit Code Control](#))

A Search window has been added. Users may search by Prefix or Description.

Two new sources, 'Alarm Factor' and 'DataLoc™ Usage', are available for Global Scheduled Emails ([Utilities | stages™ | Scheduled Email](#)).

New Data windows

Data Entry Statistics ([Data | Statistics | Data Entry Statistics](#))

This list shows by user, the type of table that was changed, the total number of changes, the number of inserts, updates and deletes, the number of distinct sites changed, and the average number of changes.

DataLoc™ Usage ([Data | stages™ | DataLoc™ Usage](#))

This list shows by user and application#, the total number of calls to the DataLoc™ service for a given date range. If run regularly, it can help identify overuse of the service.

External DataLoc™ Usage ([Data | Site Group | External DataLoc™ Usage](#))

This list shows by date and site group, the total number of calls to the DataLoc™ service for a given date range.

Enhancements to Data windows

Detailed Activity ([Data | History | Detailed Activity](#))

Two new fields, 'Exclude Test Signals' and 'Exclude OOS Signals', have been added. If checked, events logged when the account was on test/out of service will be excluded.

***These fields have also been added to the Detailed Activity Report and the Report Type Setup window.*