stages™ Release Notes 2.6.10
March 2020
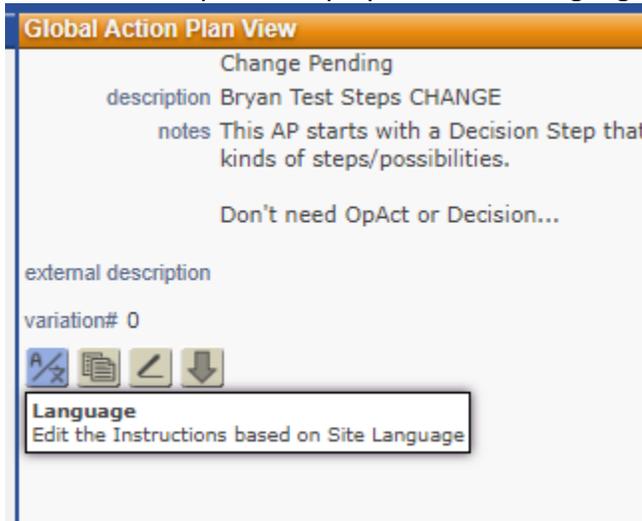
DISPATCH

Action Plan Language

Action Plan Steps can display a different language script based on the Site Language.

A list of all Action Plan Steps with instructions can be selected and given language instructions. The Language Instructions will completely replace the Dispatch Instructions, and can use variables just like the dispatch instructions. The Language Instructions are not part the Action Plan Version for Activation. A change to the language will happen in real time.

Alarm Buffer

The Alarm Buffer All window displays an active Site Note in the flyout. The Site Note with the latest Effective Date will be selected. If the Site has Notes with a Note Type of 'AlrmBuff', the note with that Note Type and the latest Effective Date will be selected.

History

The Name entered with a Wrong/Invalid Code Word will display in history.
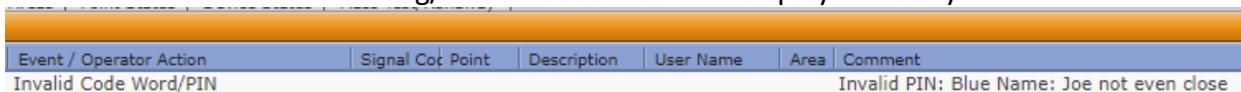
The User Name and User ID will both be shown in history as User Name (User ##). If a match isn't found, it (User ##) will display.

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User Name

Bryan W (User 7)

A Notification (Email or SMS) with a problem, will show an alternate button in the history window to indicate that there was an error.

History

	Date	Xmit#	Event / Operator Acti
	02/05/20 10:18:44	f1234	SMS Notification

Alarm Message

An Operator Action with the Option of 'AlarmMessage' will shift focus to the Alarm Message tab in the Dispatch Window so that an operator reads the message that can come from another operator or via an API exchange.

Dispatch Action Wizard — Step Navigator | Call List | Site Notes in Effect | Patients | Instructions | Alarm Message | UDF

action plan Bryan Test Steps CHANGE

This AP starts with a Decision Step that goes to all the different kinds of steps/possibilities.

Don't need OpAct or Decision…

current step What do you want to test?

Alarm Message

message THIS IS IMPORTANT TO READ BEFORE DISPATCHING

Device Status

In Dispatch, Data Entry, and Quick Call, the Status of a device will display as 'Normal' instead of being blank.

Alarm Dispatch

	Xmit#	Alarm Tim	Pri	Event Code	Point	Status
	f1234-2					Normal
	f1234	12:55:0:40		ON/OFF - OFF		Alarm
	f5678	12:55:0:40		ON/OFF - OFF		OOS

ASAP Dispatch Request

When making an ASAP Dispatch Request, the Event Details field will be a concatenation of the Area Description, Equipment Type Description, Equipment Location Description, and the Device Configuration Description.

SIGNAL PROCESSING

XML Signal Service
If a signal is sent to the XML Signal Service with no Account info, it will log with an Xmit of '~NoAccountInfoProvided~'.

4x2 Format
When processing a 4x2 signal, stages will only add the zone information as a UserId if the Event Code has a status of 'O', 'C', or 'X'.

DATA ENTRY

Site Agency
County has been added to the search parameters.

Device Copy
Site Hours has been added as an option for the copy.

When Contacts are copied, their hours will be copied as well.

NOTIFICATIONS

Notification Setup

A new submenu has been added to the Setup menu for Notification Setup. The Email HTML Format, Email Template, Notify Code, and SMS Text Template have been moved here, and a new window From Notify Override has been added.

From Notify Override *(Setup | Notification Setup | From Notify Override)*

In From Notify Override, rules can be entered to change the From Phone, From Email Name, and From Email Address for outbound notifications. These rules are based on Site Group, Site Type, and Report Codes. This will replace the from notify options entered on auto processes and Site Groups.
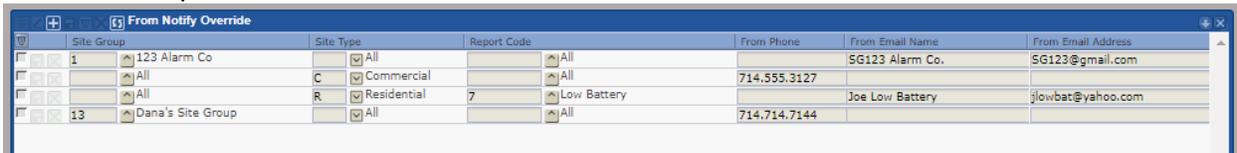
Site Group	Site Type	Report Code	From Phone	From Email Name	From Email Address
1 123 Alarm Co	All	All		SG123 Alarm Co.	SG123@gmail.com
All	C Commercial	All	714.555.3127		
All	R Residential	7 Low Battery		Joe Low Battery	jlowbat@yahoo.com
13 Dana's Site Group	All	All	714.714.7144		

A new permission has been added Setup | Notification Setup | From Notify Override
*Permissions have been reorganized into the new menu structure.*

Email Service Status *(Utilities | Email Service Status)*

Hit Count has been added to the Email Sent tab to see how many times a Link has been pressed.

SMS Sent *(Utilities | SMS Sent)*

For performance reasons, SMS messages are no longer held in the Task Command table. There is a new table SMS Outbox for this purpose.

A new window for SMS Sent has been added to track outbound SMS similar to the Email Sent window. Pending SMSs can be skipped if needed.
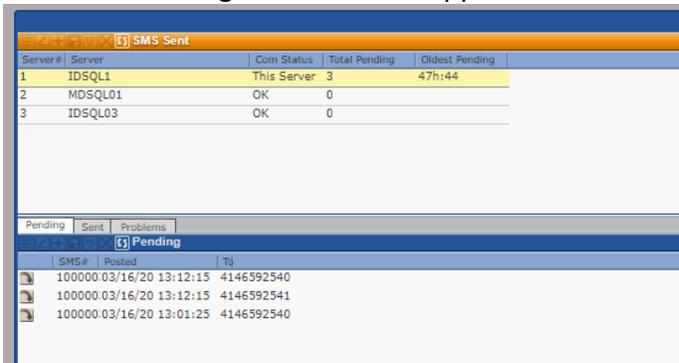
Server#	Server	Com Status	Total Pending	Oldest Pending
1	IDSQL1	This Server	3	47h:44
2	MDSQL01	OK	0	
3	IDSQL03	OK	0	

Pending | Sent | Problems

Pending

SMS#	Posted	To
100000	03/16/20 13:12:15	4146592540
100000	03/16/20 13:12:15	4146592541
100000	03/16/20 13:01:25	4146592540

A new permission has been added Utilities | SMS Sent

Chat

Chat messages can now be sent to the Site Phones and Email Addresses.

IVR

IVR Scripts can now be copied to create a new IVR Script.

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DATA WINDOWS
Out of Service *(Data|Status|Out of Service)*
On the In/Out of Service Date tab, new fields have been added for the History Comment when the account was placed In/Out of Service and the Scheduled Date for Out of Service.

Site UDF Changes *(Data| Sites/Devices| Site UDF Changes)*
This new window produces a list of all sites with a change on the Site UDF Code entered. The list can be filtered by Site Group and Date Range.

A new permission has been added for Data | Site/Device | Site UDF Changes

Dispatch Queue Inactive History *(Data | Stages | Dispatch Queue Inactive History)*
A new window has been added to display all the Queue Inactivations and Activations in a date range.

A new permission has been added for Data | Stages | Dispatch Queue Inactive History

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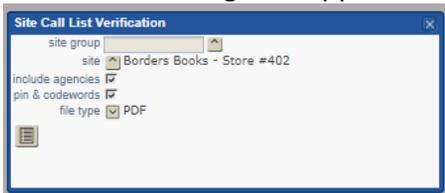
REPORTS

Open/Close History

An option was added to list One Site Per Page in the report. This can be selected in the Report Type setup as well.

Site Database Report

An option was added to Exclude OOS accounts from the report.

Call List Verification Report

A new report has been added to list all the Contacts for a Site with space to write edits and comments and sign for approval.

A new permission has been added Reports | Call List Verification Report

Miscellaneous

Site Lookup

Dispatch Type has been added as a Search Parameter.

Office

Telephony has been added as a new window in the office setup. If multiple telephony URLs are used for an office, they can be entered here. Dial Commands will be sent to the URL that is actively serving the telephony task. If a URL fails, the back up URL will automatically be switched to.

An IP Address can be added to the workstation setup.   Certain signals (ie Sonitrol) can send signals to specific workstations using the IP Address.

Agency Site Utility

When using the Agency Site Utility to Validate Site Address, the dataLoc service will only validate the Site Address and not do a PSAP lookup.

Credentials

Site Groups can have Credentials entered for linking to 3rd party systems (ie Securitas). There is a new tab in the Site Group setup for Credentials.
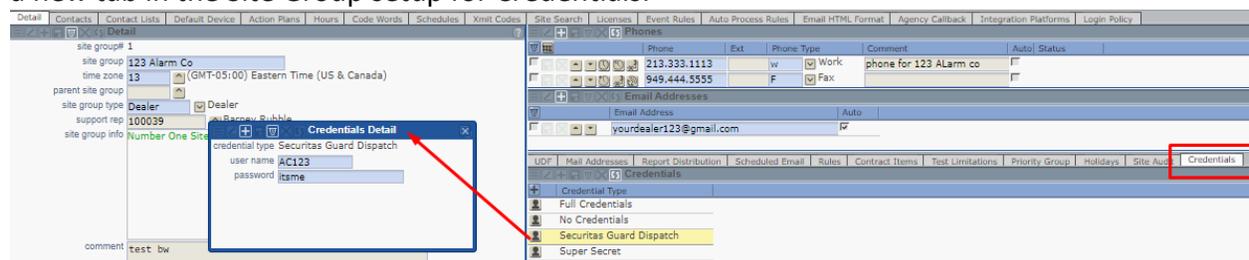
New permissions have been added for Setup | Site Group Setup | Site Group |
Site Group Credentials & Site Group Credentials Write

Credential Types are maintained in Setup | stages Setup | Credentials.
New permissions have been added for Setup | Stages Setup |
Credential Type & Credential Type Write

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EXTERNAL APPLICATION

External Application Dispatch Queue

External Users can be assigned to Dispatch Queues. This can be administered from both the Monitoring and External Applications. Only Queues that are assigned to the Site Group in the Dispatch Control will be selectable when assigning queues to users.

In the Monitoring Application (App1) in the Site Group Setup, the External Administration has a new tab "User Dispatch".
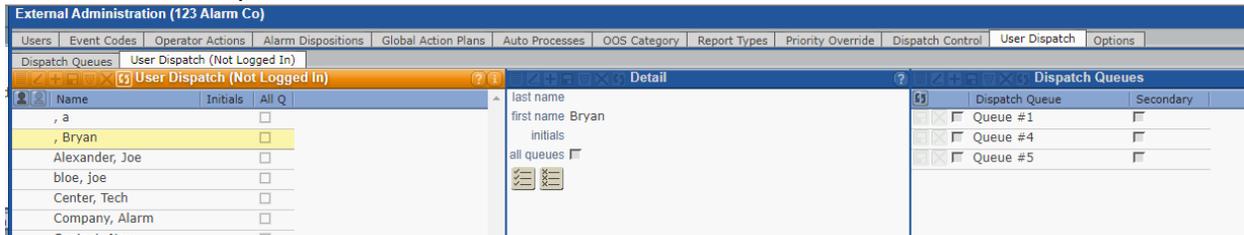
In the External Application (App2) there is a new Menu Item in Utilities | User Dispatch. The User Dispatch tab allows the "All Queues" option to be selected or allows the user to be assigned to specific queues.

The User Dispatch is available to XtAdmin level users.

External Application Alarm Buffer

The External Alarm Buffer All shows all Dispatch Queues monitored by the Site Group.

The External Alarm Buffer shows all Dispatch Queues monitored by the User.

External Application Dispatch

A user with External Dispatch permissions can open the Dispatch window from the Advanced Search window.

External Application Manual Events

There is a new Setup window to control allowed Manual Event Codes in the External Application. (Setup | External App Setup | External Manual Event Code)

New Permissions have been added Setup | External App Setup |
External Manual Event Code & External Manual Event Code Write

On the Site Group Setup, in the External Administration, in the Event Code tab, there is an additional window to override the setup table for the Site Group.

External Application Data Windows

The data windows "Scheduled Manual Events" and "Test/Runaway" have been added to the External Application list of windows.

New Permissions have been added XtApp | XtScheduledManualEvents & XtTestRunaway

External Application Signal Search

The Signal Search utility has been added to search for signals generated by a specific ANI.

A new permission has been added for XtApp | Signal Search

NEW SECURABLES

The following new Securables have been added:

App#	Securable	Prereq Securable
1	CallListVerification	Report
1	DispatchQueueInactive	SystemData
1	ExternalManualEventCode	SetupExternal
1	ExternalManualEventCodeWrite	ExternalManualEventCode
1	FromNotifyOverride	SetupNotification
1	FromNotifyOverrideWrite	FromNotifyOverride
1	SiteUDFChanges	SiteDeviceData
1	SMSSent	Utilities
2	XtAppAlarmBufferAll	XtApp
2	XtScheduledManualEvents	XtApp
2	XtSignalSearch	XtApp
2	XtTestRunaways	XtApp

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