

# stages™ Release Notes 2.6.10

March 2020

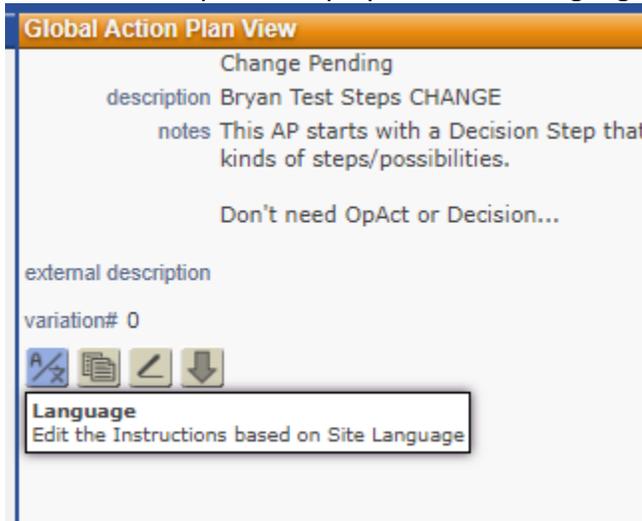


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## DISPATCH

### Action Plan Language

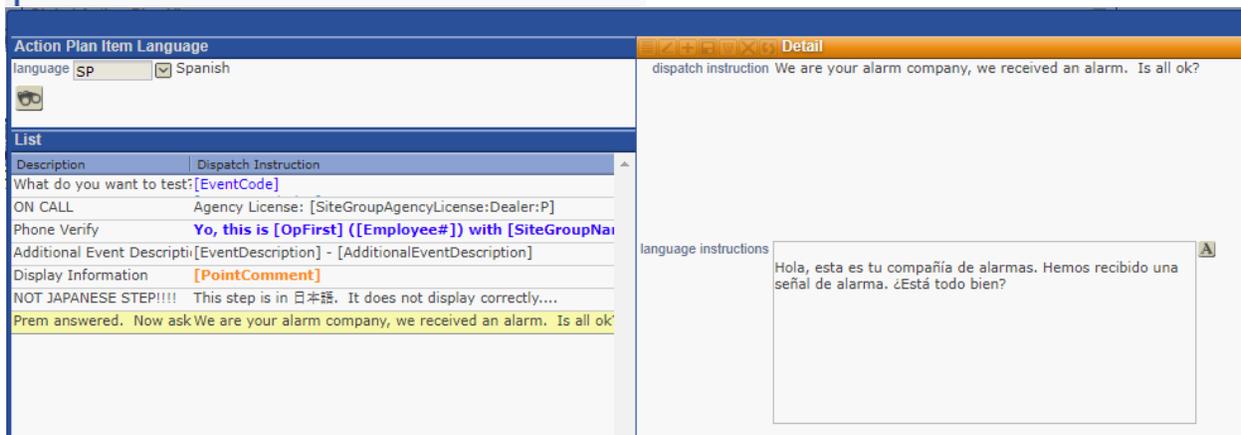
Action Plan Steps can display a different language script based on the Site Language.



The screenshot shows the 'Global Action Plan View' interface. It contains the following text:

- Change Pending
- description Bryan Test Steps CHANGE
- notes This AP starts with a Decision Step that kinds of steps/possibilities.
- Don't need OpAct or Decision...
- external description
- variation# 0

Below the text are four icons: a pencil, a document, a left-pointing arrow, and a downward-pointing arrow. A box labeled 'Language' contains the text 'Edit the Instructions based on Site Language'.



The screenshot shows the 'Action Plan Item Language' interface. It includes a 'language' dropdown set to 'Sp' with a 'Spanish' checkbox checked. Below is a 'List' table with columns 'Description' and 'Dispatch Instruction'. The table contains several rows, with the last row highlighted in yellow:

Description	Dispatch Instruction
What do you want to test: [EventCode]	
ON CALL	Agency License: [SiteGroupAgencyLicense:Dealer:P]
Phone Verify	Yo, this is [OpFirst] ([Employee#]) with [SiteGroupNai
Additional Event Descripti	[EventDescription] - [AdditionalEventDescription]
Display Information	[PointComment]
NOT JAPANESE STEP!!!!	This step is in 日本語. It does not display correctly....
Prem answered. Now ask	We are your alarm company, we received an alarm. Is all ok

To the right of the table is a 'Detail' section with a 'dispatch instruction' field containing the text: 'We are your alarm company, we received an alarm. Is all ok?'. Below this is a 'language instructions' field containing the Spanish text: 'Hola, esta es tu compañía de alarmas. Hemos recibido una señal de alarma. ¿Está todo bien?'.

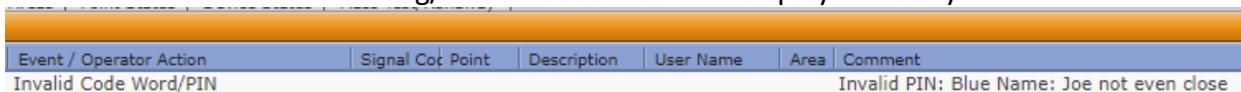
A list of all Action Plan Steps with instructions can be selected and given language instructions. The Language Instructions will completely replace the Dispatch Instructions, and can use variables just like the dispatch instructions. The Language Instructions are not part the Action Plan Version for 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 screenshot shows a table with the following columns: Event / Operator Action, Signal Co, Point, Description, User Name, Area, and Comment. The first row is highlighted in yellow and contains the text: 'Invalid Code Word/PIN' in the 'Event / Operator Action' column and 'Invalid PIN: Blue Name: Joe not even close' in the 'Comment' column.

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.

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 Act	
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  
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?

Step Navigator | Call List | Site Notes in Effect | Patients | Instructions | Alarm Message | UDF  
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.

Xmit#	Alarm Tin 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.

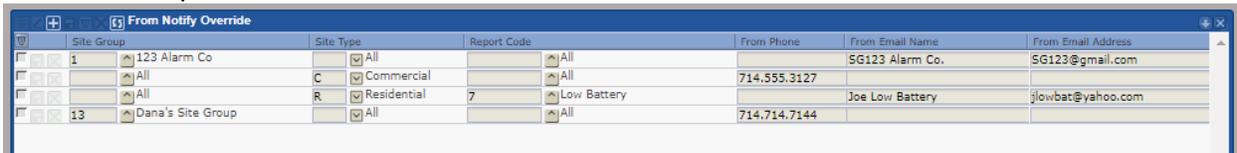
## NOTIFICATIONS

### 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
123 Alarm Co	All	All		SG123 Alarm Co.	SG123@gmail.com
All	Commercial	All	714.555.3127		
All	Residential	7		Joe Low Battery	jlowbat@yahoo.com
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.*

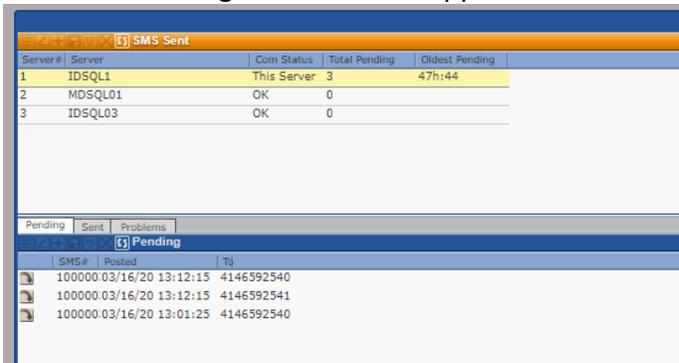
### Email Service Status ([Utilities](#) | [Email Service Status](#))

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	IDSQ1	This Server	3	47h:44
2	MDSQL01	OK	0	
3	IDSQ03	OK	0	

SMS #	Posted	To
10000003/16/20 13:12:15		4146592540
10000003/16/20 13:12:15		4146592541
10000003/16/20 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.

## 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.

Transmitter Code	Site Name	UDF Description	UDF Value	Change Date
bxw1234, bxw1234-1	Floyd's Unreal Residence	Backup Instructions	No instructions.... RUN!!!!	08/26/19 10:22:40

*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.

Dispatch Queue	Inactive	Date	User Name
Q1	N	02/28/20 17:50:18	Weissman, Bry
Q1	Y	02/28/20 17:50:15	Weissman, Bry

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

## REPORTS

### Open/Close History

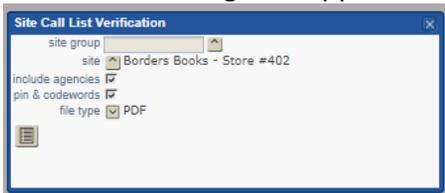
An option was added to list One Site Per Page in the report. This can be selected in the Report Type setup as well.

### 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.



**Bryan Dealer**

Phone: Fax:

**Call List Verification Report**

Mail To: Borders Books - Store #402  
22401 Old Canal Rd  
Yorba Linda, CA, 92887

Service Provided At:  
Borders Books - Store #402  
22401 Old Canal Rd  
Yorba Linda, CA, 92887

CSID: d99-9000 Passcode: BOOKS Sawl Ranch Keys:

Premise:	714.272.6138 - Cell
	bryan.welssman@boldgroup.com
Police: Civic Center	PD Phone: 949.534.2222
Fire: Irvine Fire Department	FD Phone: 949.724.7200
Medical: Anaheim Hills EMS	MD Phone: 714.633.4225

Name	Title	User #	Phone	Ext	Type	Email Address	Passcode	Keys
Marie Claire Teran		1	71478789774		Work	secglobe@gmail.com	Coffee	<input type="checkbox"/>
Richard Toth		2	714.272.6138		Cell		Beach	<input type="checkbox"/>
Jake Winn			789.7745		Cell		Anime	<input type="checkbox"/>
Kirstin Julian			714.778.7744		Cell	kirstinjulian@ox.amazing	Library	<input type="checkbox"/>

Comments

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date

*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.

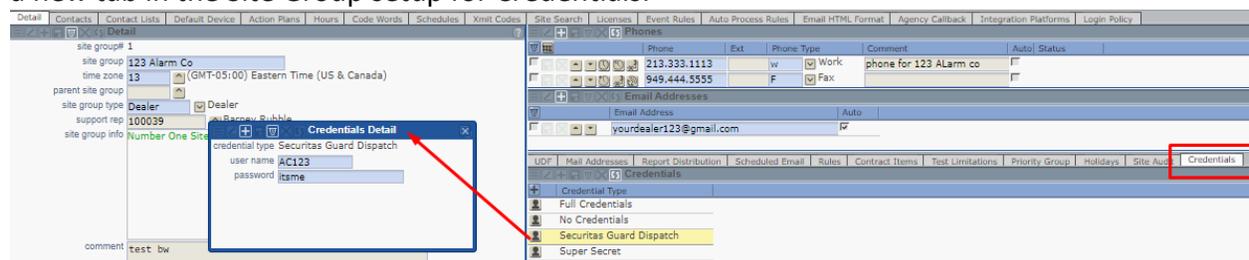
An IP Address can be added to the workstation setup. Certain signals (ie Sonitrol) can send signals to specific workstations using the IP Address.

### 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 3<sup>rd</sup> 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.

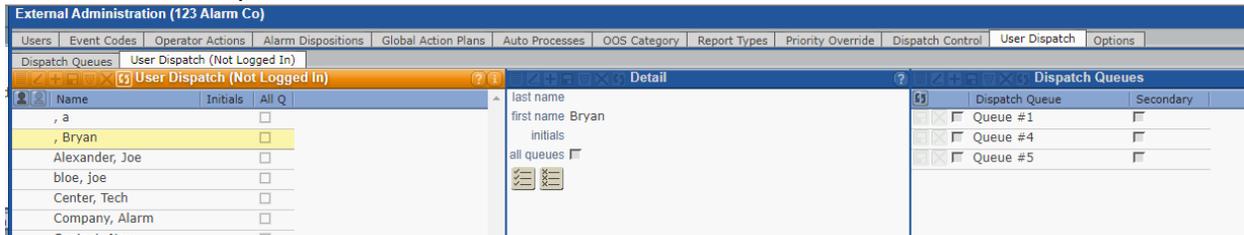
*New permissions have been added for Setup | Stages Setup | Credential Type & Credential Type Write*

## 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.



The screenshot shows a web-based interface for "Signal Search". At the top, there is a header bar with the text "Signal Search". Below the header, there are search criteria fields: "start date" and "end date", each with a date and time selection box; and a "phone" field containing the value "9495025845". A search button is visible below the phone field. Below the search fields is a table with the following columns: "Date", "Task#", "Task Description", "Line/DNIS ANI Phone", "Xmit#", "Site Name", "Event Code", "Description", and "Raw Message". The table is currently empty.

*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