

stages™ Release Notes 2.6.4

May 2018

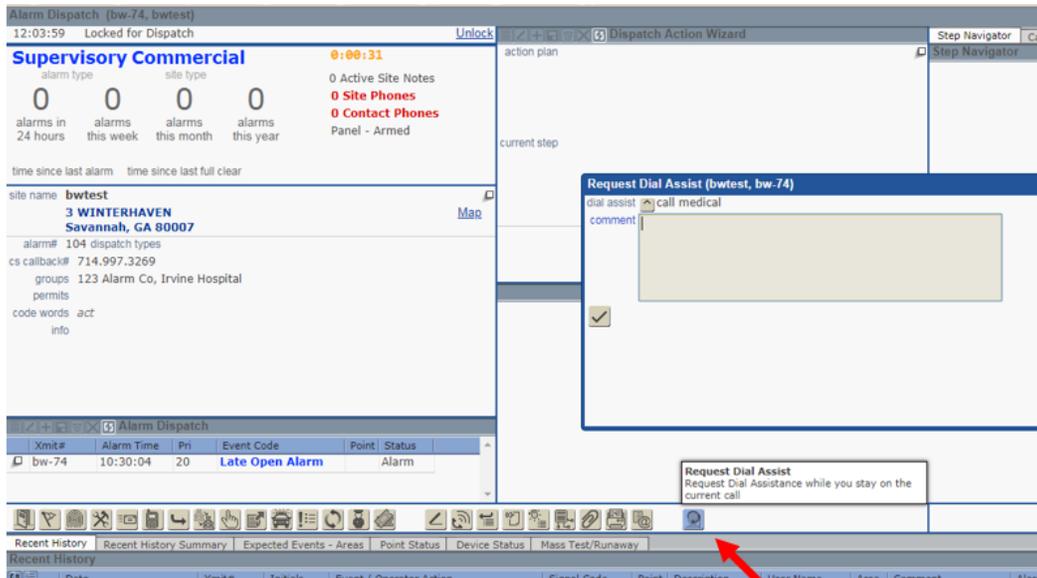


- 2.....[Dial Assist](#)
- 4.....[Dispatch & Signal Processing](#)
- 8.....[Setup](#)
- 12.....[Data Entry](#)
- 13.....[Data Windows](#)
- 14.....[Miscellaneous](#)

DIAL ASSIST

A new feature has been added to the Alarm Dispatch Window to request assistance in making phone calls. The intended use of this feature is to remain on a two-way medical voice call while having another operator call the Emergency services or other Responders. This allows for the original operator to stay in contact with the subscriber and provide better customer service.

A Request Dial Assist button has been added to the dispatch window. A new window is opened by the button. A Dial Assist code is required and a comment can be added.

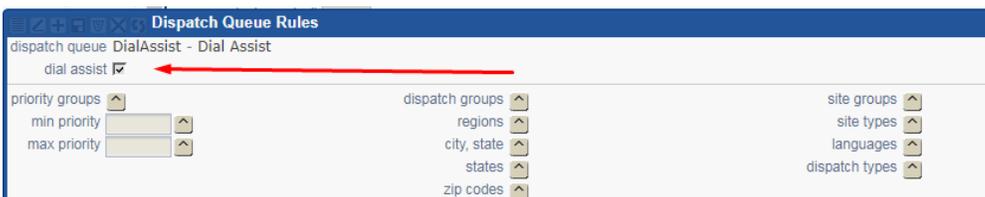


Dial Assist defaults are defined in a setup table. At least one default must be set up for the Dial Assist subsystem to be active. The order of the defaults can be changed, and the top default will be pre-selected automatically during dispatch. The call recipient type and agency types will be used to build a message to the assisting operator.

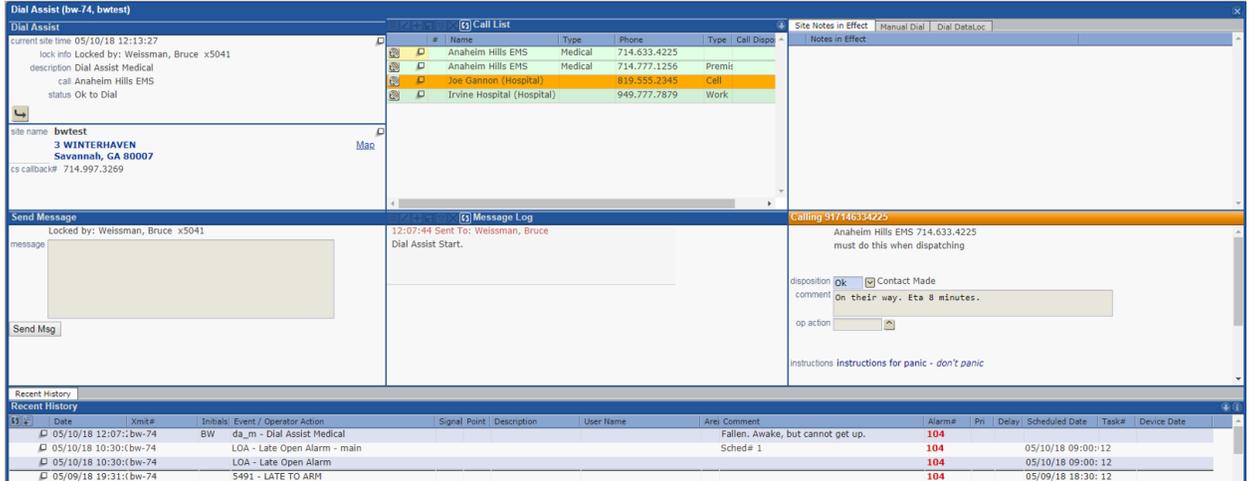
(Setup | Alarm Processing Setup | Alarm Dial Assist Defaults)

	Description	Call Recipient Type	Agency Type	Event Code	
<input type="checkbox"/>	call medical	<input checked="" type="checkbox"/> Agency Type	<input checked="" type="checkbox"/> Medical	da_m	Dial Assist Medical
<input type="checkbox"/>	call fire	<input checked="" type="checkbox"/> Agency Type	<input checked="" type="checkbox"/> Fire	da_f	Dial Assist Fire
<input type="checkbox"/>	unspecified	<input type="checkbox"/>	<input type="checkbox"/>		

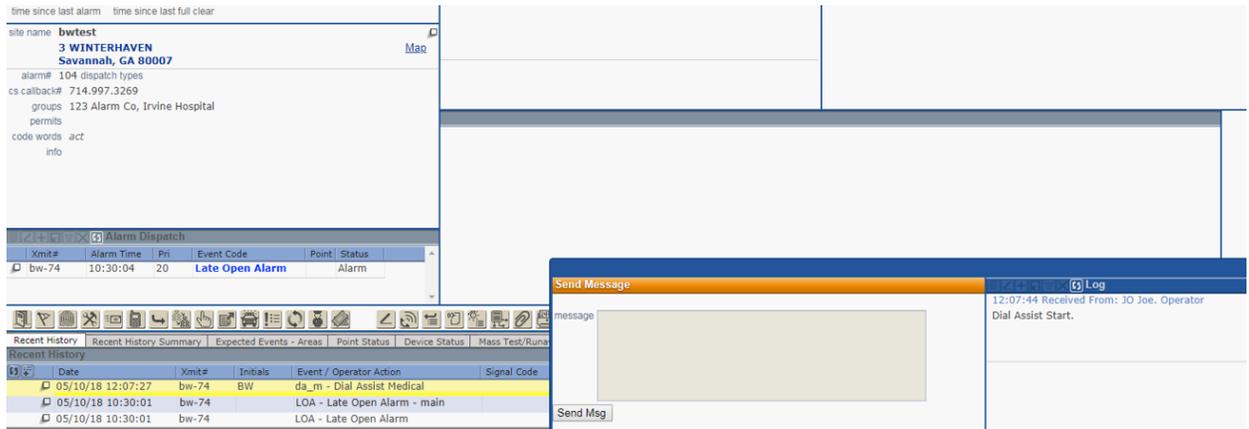
A new option for Dial Assist has been added to the Dispatch Queue Rules. Operators in a Queue with the option enabled will see Dial Assist requests at the top of their Alarm Buffer and will be Auto-fed Dial Assist requests. The Dial Assist requests are treated as the highest priority.



The assisting operator opens the Dial Assist window from the buffer or is auto-fed the window. The operator has the dial assist information (top left), the Call List (top center), the History (bottom), the Message system (center left), and Calling (center right). The assisting operator can place calls (dial buttons from list) or perform operator actions (operator action button in top left). Once the call has been made, the window can be closed to end the Dial Assist request.



When an operator is assigned, the original operator will get a message that the Dial Assist has started.



While the Dial Assist is in effect, it can be canceled if necessary by the original operator by pressing the Cancel Dial Assist button. 

DISPATCH & SIGNAL PROCESSING

Code Words

A list of questions can be used to verify a subscriber when they have forgotten their Site Code Word. The questions will appear in the list of Code Words and PINs when verifying with the correct answer in the Code Word/PIN column. Selecting the exact match on a Question will be treated the same as a Code Word exact match.

Code Word / PIN List			
	Code Word/PIN Name	Code Word Question	Authority
	Injured	(*Duress Code*)	
	run	Code Word	Full Control
	Cat in The Ha	Question	Site Group Authority
	Heidi	Question	Site Group Authority
	wifey	Question	Site Group Authority
	fairball	Alfredo I Griffin	Basic
	foulball	Alfredo I Griffin	Basic
	foultip	Alfredo I Griffin	Basic
	infieldflv	Alfredo I Griffin	Basic

Site Question has been added as a Category in the Call List Category Order setup window to control the color and order of the Questions in the list.

Category	Order#	Agency Type	Site Group Type	Color
NoCW	5			Gray
Site	10			Blue
SiteQuestion 12				Light Gray
Agency	21	Fire		Blue-Green
Agency	22			Light Green
SiteContact	30			Light Yellow

Available Questions are managed in a new Setup table. Questions entered here are available on every site to be answered.

(Setup | Site Setup | Question)

Question
What is your favorite children's book?
What is your dream job?
What was your childhood nickname?
Who was your favorite singer or band in high school?
Who was your favorite film star or character in school?

Site Questions are configured in the Site Tab of Site Data Entry. Only Questions with Answers will appear in the Verification List.

Site	Site Group	Site Group Type	Phone
Chone Figgins Residence 12651 Dumas Rd Santa Ana CA 92705 Orange County Ujo Town Township CA California 5 (GMT-08:00) Pacific Time (US & Canada); Tijuana R Residential language runaway threshold	1	123 Alarm Co	333.1113
	9	Joe's Installer Company	Installing company 817.555.1212
	83	Irvine Hospital	Hospital 949.777.7879
	2099	Tokyu Community	

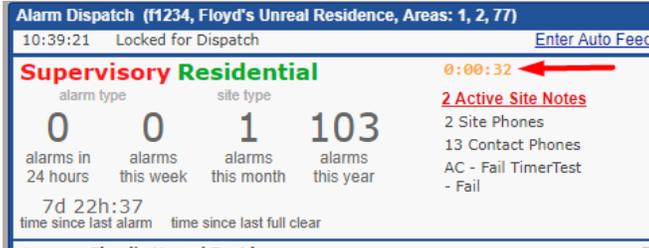
Phone	Extension	Phone Type	Comment	Auto	Contact Site Phones
714.272.2382		P	Premise same as device testtttt		714.555.3321 Wilma Flintstone
999.999.8888		H	Home phitest		714.545.1315 Wilma Flintstone
					949.321.1234 Wilma Flintstone
					999.888.7777 Barney Rubble

Email Address	Auto
chonenotangel@yahoo.com	
chonefiggins@sbcglobal.net	

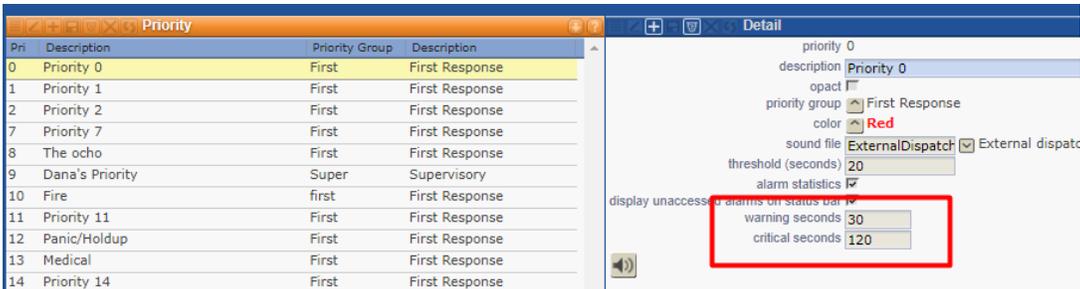
Question	Answer
What is your favorite children's book?	Cat in The Hat
What is your dream job?	
What was your childhood nickname?	
Who was your favorite singer or band in high school?	
Who was your favorite film star or character in school?	

Dispatch Timer

When the Dispatch Window is accessed, a Counter will start in the Alarm Summary window. The Counter starts as green text and will change to orange or red once it reaches the warning seconds or critical seconds threshold of the alarm event's Priority.

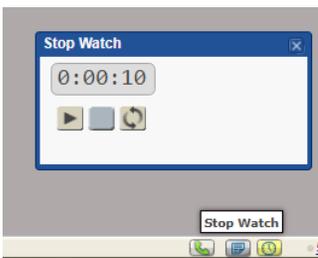


Warning Seconds and Critical Seconds have been added to the Priority Setup window.



Stop Watch

A Stop Watch feature has been added to the Status Bar. The counter can be started, stopped, re-started, and refreshed.



User Dispatch

(Utilities | Operator Supervision | User Dispatch)

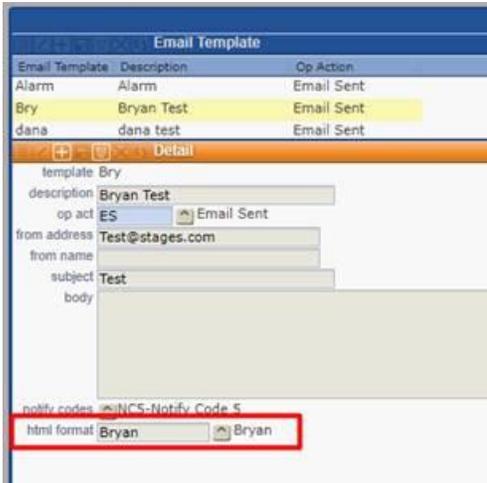
A new tab, 'Alarm Queue Statistics', has been added.



Dispatch Email Templates

[\(Setup | Alarm Processing Setup | Email Template\)](#)

Email Templates now support HTML formats. As with Auto Processes, the HTML code in the HTML format will be used instead of the Body in the Email Template.

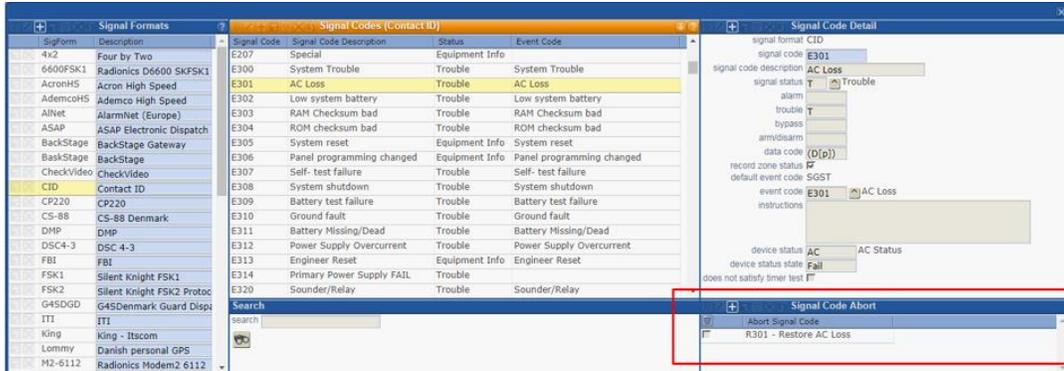


In Dispatch, when selecting an Email Template with an HTML format, the HTML format is displayed in place of the Body. The text of HTML emails is not editable by the operator but can still be constructed using Variables.

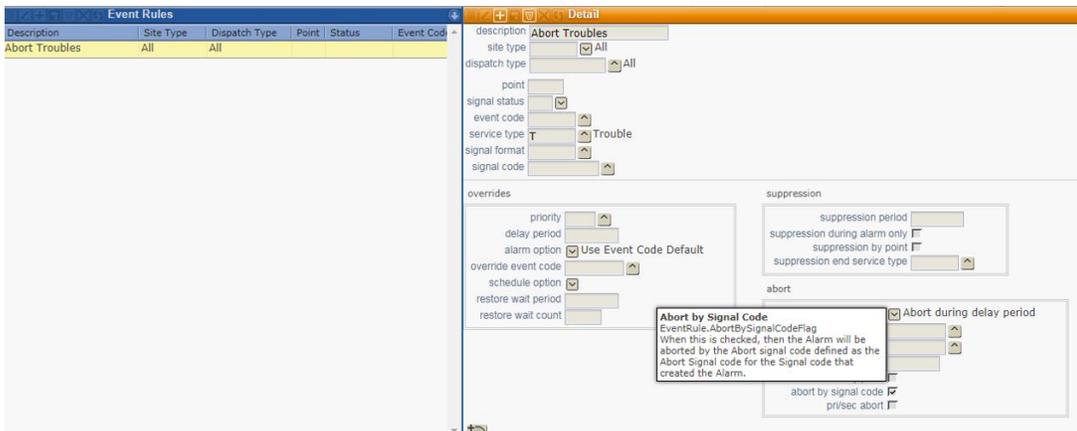


Abort by Signal Code

Signal Codes can be configured to have an Abort Signal Code(s) in the Signal Format utility.



Event Rules now have the option to abort by Signal Code. When this option is checked, the alarm Signal Code and the Abort Signal Code(s) will be used to determine if an alarm is aborted, so Abort Event Codes are not necessary in the Event Rule set up.

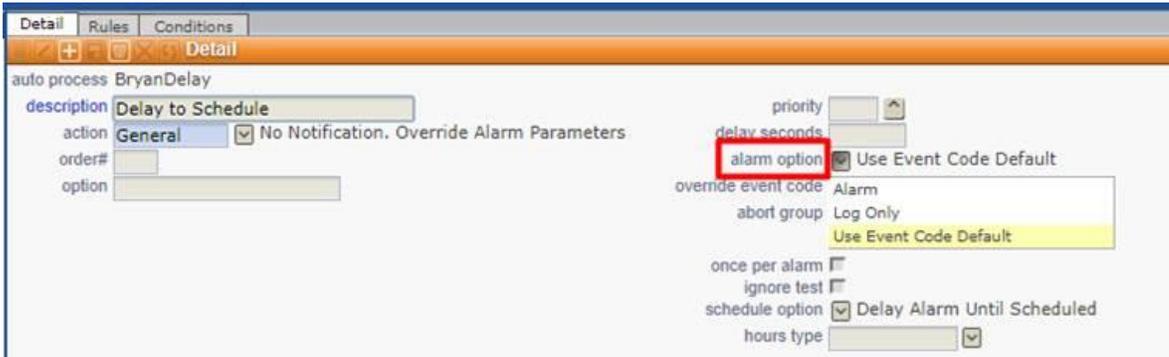


SGS can set up the CID and/or SIA abort signal codes. If desired, please enter a Ticket for this item.

SETUP

Event Code Override Alarm Option

In both Auto Process and Event Rule, the Alarm and Log Only options have been combined in the new Alarm Option dropdown. The choices in the dropdown include Alarm, Log Only, and User Event Code Default. The "Use Event Code Default" option is the default selection and works the same way as when neither the Alarm option nor the Log Only option were checked.



Call List Category Order

[\(Setup | Phone Setup | Call List Category Order\)](#)

Site Group Types within the SGContact category can have different colors and thus be ordered independently.

Category	Order#	Agency Type	Site Group Type	Color
NoCW	5			Gray
Site	10			Blue
SiteQuestion	12			Light Gray
Agency	21	Fire		Blue-Green
Agency	22			Light Green
SiteContact	30			Light Yellow
SGContact	40		Dealer	Orange
SGContact	41			Purple
SGContact	42		Hospital	Dark Orange
SiteGroup	50		Dealer	Gray
SiteGroup	51			Blue
SiteGroup	52		Hospital	Green

The screenshot shows the 'Call List Category Order' window with a table of categories and their site group types with corresponding colors. The 'SGContact' category with 'Dealer' site group type and 'Orange' color is highlighted.

User Defined Fields

(Setup | stages™ Setup | User Defined Fields)

A new field, 'OOS Warning', has been added. When this field is checked, a warning message will display when placing a device Out of Service if the device has an entry in this User Defined Field.

UDF Code	Label	Order#	Usage
DataChangeInclLockbox	Data Change Report to include Lockbox	601	Site Group
DataLocSkipPSAPFlag	DataLoc No Agencies	69	Site Group
DateTime Selector	Date/Time Selector	999	Site
DB Server Number	DB Server Number	911	Device
DealerEnteredInfo	Dealer Entered Info	22	Site
DefaultGuardStation	Default Guard Station		Contact
DelActBill	Delay Billing by Activity		Site Group
DeviceProcessOption	Device Process Option	10	Device
DeviceUserID	Device User ID	200	Contact
DisableConfigFixFlag	Do Not Remove Event codes	1	Site Group
EmailAgent	EmailAgent password	998	Site
EndRemark	End Remark	190	Site
ExternalAcct	External Account#		Device, Site

Detail

udf code: ExternalAcct

label: External Account#

udf type: Free Form

order#: []

dispatch:

sg summary:

stages mobile:

exclude external:

billing:

oos warning:

Usage

UDF Type	Sub T
Device	
Site	

Device Out of Service (R32-4560)

*** Warning Fields present:
External Account#

oos category: []

start date: 05/08/18 start time: 10:34

comment: []

confirm xmit#: []

Locality Requirements

(Setup | stages™ Setup | City, State)

The Permit Requirements window introduced in the 2.6.1 release to allow the defining of permits at the City-State level has been replaced with the Locality Requirements window.

The new corresponding setup tables are highlighted below.

Setup	Utilities	Data	Report
Agency Setup		Agency	
Alarm Processing Setup		Agency Instructions	
Contact Setup		Agency Type	
Device Setup		Alarm Coordinator	
External App Setup		ASAP ID	
IVR Setup		ECV Option	
Job Setup		Multiple Trips Requirement	
Medical Setup		New Agency	
Message Center Setup		Permit Instruction	
Operator Action Setup		Permit Required	
Phone Setup		Permit Responsible	
Quality Assurance		Permit Rule	
Queue Setup		Permit Status	
Report Setup		Renewal Responsible	
Schedule Setup		Subscriber List From	
		Verified Response	

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

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

Alarm Retrieval SLA

A new field, 'Retrieval Period', has been added to the Priority Group setup window ([Setup / Queue Setup / Priority Group](#)). An entry in minutes here will indicate how quickly the monitoring station needs to start working on an alarm within that priority group. At this time, the Retrieval Period data is for informational use only.

Priority Group	Description	Retrieval Period	Pri	Description
Eq	Equipment		0	Priority 0
First	First Response	00:27	1	Priority 1
Fol	FollowUp		2	Priority 2
Super	Supervisory	00:27	7	Priority 7

The global entries above can be overridden at the Site Group level.

Site Group Setup
1
name 123 Alarm Co
site group type Dealer
time zone (GMT-05:00) Eastern Time (US & Canada)
parent site group

Site Type	Active	OOS	Total	New In Service	New OOS	Notes in Effect
Total	508	47	555	6	0	
Commercial	82	7	89	0	0	
Elevator	2	0	2	0	0	
Medical	3	1	4	0	0	
Residential	424	40	464	6	0	

Time Zone
SiteGroup.TimeZoneNum: Dealer

Priority Group

Priority Group	Retrieval Period
Equipment	
First Response	00:36
FollowUp	
Supervisory	00:18

DATA ENTRY

Site Data Changes

A corner button has been added that when pressed, will open up a window listing all changes for the Site.

Date	# of Transactions
05/01/18	1

Transaction Date	Reference	Table	Type	User
05/01/18 11:21:0	Site: Crane, Denny, Agency: 1-Civic Center 949.534.2222	SitePermit	Delete	Co
04/19/18 06:28:1	Site: Crane, Denny, Hours Type: Cleaning	Hours	Insert	12
04/17/18 06:44:2	Site: Crane, Denny Contact: Koufax, Sandy	ContactLink	Update	St
04/17/18 06:44:2	Site: Crane, Denny Contact: Wills, Mauri	ContactLink	Update	St
04/17/18 06:44:2	Site: Crane, Denny Contact: Mays, Willy	ContactLink	Update	St
04/17/18 06:44:2	Site: Crane, Denny Contact: White, Betty	ContactLink	Update	St
04/17/18 06:44:2	Site: Crane, Denny Contact: Shatner, William	ContactLink	Update	St
04/17/18 06:44:2	Site: Crane, Denny Contact: Bore, xxx	ContactLink	Update	St
04/16/18 11:18:1	Site: Crane, Denny, Code Word: SGSConcealed	SiteCodeWord	Update	st
04/16/18 11:18:1	Site: Crane, Denny, Code Word: SGSConcealed	SiteCodeWord	Update	st
04/16/18 11:18:1	Site: Crane, Denny, Code Word: SGSConcealed	SiteCodeWord	Update	st
04/16/18 11:18:1	Site: Crane, Denny, Code Word: SGSConcealed	SiteCodeWord	Update	st
04/16/18 11:18:1	Site: Crane, Denny, Code Word: SGSConcealed	SiteCodeWord	Update	st
04/16/18 11:18:1	Site: Crane, Denny, Code Word: SGSConcealed	SiteCodeWord	Update	st
04/16/18 11:18:1	Site: Crane, Denny, Code Word: SGSConcealed	SiteCodeWord	Update	st
04/16/18 11:18:1	Site: Crane, Denny, Code Word: SGSConcealed	SiteCodeWord	Update	st
04/16/18 11:18:1	Site: Crane, Denny, Code Word: SGSConcealed	SiteCodeWord	Update	st

Site Agency

The ability to delete all agencies and permits for a Site has been added.

Agency	Type	Phone
Anaheim Hills Police	Police	714.555.3337
Anaheim Hills Fire Department	Fire	714.272.2382
Anaheim Hills EMS	Medical	714.633.4225

DATA WINDOWS

PSAP Service

[\(Data | stages™ | PSAP Service\)](#)

A new window, 'Site Group PSAP Counts', has been added. It will produce a count of all PSAP calls for all Site Groups. It has been combined with the existing PSAP Service Log window.

The screenshot shows the 'PSAP Service' window with the 'Site Group PSAP Counts' tab selected. Below the tab are input fields for 'start date' (05/01/17) and 'end date' (05/08/18), each with a time field. A table below displays the counts for three site groups.

Site Group#	Site Group	Count
1	123 Alarm Co	82
63	Irvine Hospital	76
10000	Honeywell Vendor	41

Test/Runaway

[\(Data | Status | Test/Runaway\)](#)

The Recurring Tests window has been combined with the existing Test/Runaway Lists windows.

The screenshot shows the 'Test/Runaway Lists' window with the 'Current Test/Runaway' tab selected. It features a 'site group' dropdown menu and a magnifying glass icon.

Out of Service

[\(Data | Status | Out of Service\)](#)

The In/Out of Service By Date window has been combined with the existing Out of Service window.

The screenshot shows the 'OOS Lists' window with the 'Out of Service' tab selected. It includes input fields for 'site group' and 'oos category', both with dropdown arrows, and a magnifying glass icon.

Contract Item Usage

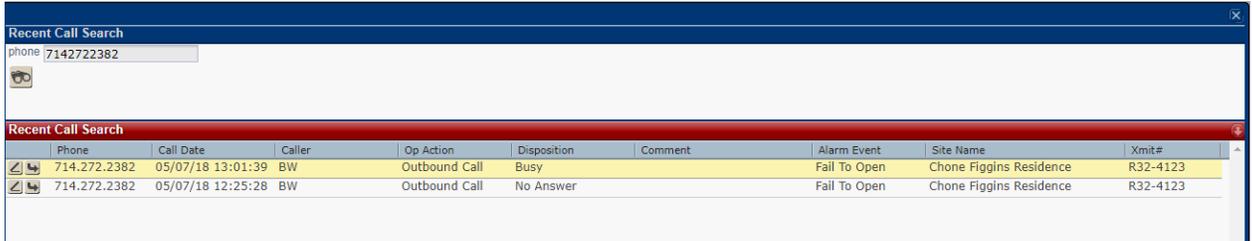
[\(Data | Site/Device | Contract Item Usage\)](#)

A new input parameter, 'Include Out of Service', has been added.

MISCELLANEOUS

Recent Calls Search

A new window, [\(Site / Recent Calls Search\)](#), has been added which will produce a list of all calls made in the last 4 hours to the specified phone number.



The screenshot shows a window titled "Recent Call Search" with a search input field containing "7142722382". Below the search field is a table with the following data:

Phone	Call Date	Caller	Op Action	Disposition	Comment	Alarm Event	Site Name	Xmit#
714.272.2382	05/07/18 13:01:39	BW	Outbound Call	Busy		Fail To Open	Chone Figgins Residence	R32-4123
714.272.2382	05/07/18 12:25:28	BW	Outbound Call	No Answer		Fail To Open	Chone Figgins Residence	R32-4123

Scheduled Email

The Alarm Statistics list has been added as a source to the Scheduled Email windows (Global, Site Group, and Site).