Alarm Detail Report

The **Alarm Detail** report is similar to the Activity report filtered specifically to the alarms and the processing of those alarms.

Alarm Detail									
This report lists de	tailed activity by alarm,	showing operator actions,	comments and relevant of	dispatch information					
Intie Alarm Detail	Phonty 6	MAIN					DISTRIBUTION		
	From		То						
Customer ID		Q 🕈		q 🕈					
Customer Name									
Dealer ID		•			*				
Branch ID		•			*				
Alarm Number									
Group									
Class									
Zip Code									
Date	08/29/2024 00):00	08/29/2024 23:5	59					
Page break	between customers		Dispatch Types:			Output	t Format:		
			All			OL	ong		
			 Dispatched 			N	lormal		
			 Not dispatched 			() E	extended		
OPTIONS A	DVANCED			PREVIOUS	NEXT	DISPLAY NOW	DOWNLOAD (PDF)	DOWNLOAD (RTF)	SEND EMAIL

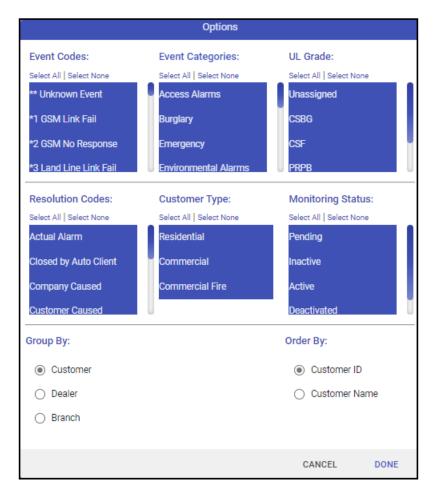
Report Parameters

- **Customer ID** Filters which customer, or range of customers to include in the report results. Please note, that the report server searches the database numerically if you are searching for a range.
- **Customer Name** Filters the report results based on the name, or range of names of a customer. This is rarely used alone and will load with the customer name values after selecting the Customer ID.
- Dealer ID Filters results based on which dealer, or range of dealers, to include.
- Branch ID Filters results based on which branch, or range of branches, to include.
- Alarm Number The Alarm Number is the combination of the customer's account serial number and the sequence number of the alarm event (for example: **12345-9876**). This number is found in the alarm itself and within the customer's alarm activity details.
- Group Code Filters the report results based on which Group code, or range of codes, applied to accounts, to include.
- Class Code Filters the report results based on which Class code, or range of codes, applied to the accounts, to include.

- Zip Code The Zip/Postal Code, or range, of the account(s) for the report.
- Date Range of dates to look for the items.
- Page break between customers returns the results with each new customer record on a new page.
- Dispatch Types Filters for events based on if the authority was dispatched during the alarm.
- Output format determines how much information displays within the alarm results.

Options

The Options allow the filtering of the report results by Event Codes, Event Categories, UL Grade, Resolution Codes, Customer Type(s), and Monitoring Status. Additionally, the group and order by options allow the selection of how the report results display.



- UL Grade allows the filtering of the results based on the UL Grade assigned, or lack thereof, to the customer record(s).
- Resolution Codes allows for filtering for specific events closed with specific resolution codes.
- **Customer Type** allows the results to be filtered by their account type. Most commonly account types are Residential or Commercial, however, it is possible to create and manage additional types within the Subtypes form.
- Monitoring Status Which accounts to include based on their state.

- **Pending** New Account not yet active.
- Inactive Non-monitored account that receives signals.
- Active Monitored Account
- **Deactivated** Non-monitored, non-logged account.

Advanced

The advanced selection allows the filtering by address or Company User Defined fields.

Advanced								
	From	То						
City								
State								
CS Holds Keys								
		CANCEL	DONE					

Finding the Alarm Number

- 1. Locate and load the customer with the activity.
- 2. Navigate to or search for the alarm for the event to report.
- 3. Double click the alarm line.

This produces the Activity log details and the Alarm Report.

Event Nume Burglary Alarm Event Nume 47 User Jo CMORGA Cog Sequence Nume 47 Det Time 09/19/2024 13:45:14 Kog Sequence Nume EDUCAT-01 Alarm Report Alarm Report Alarm No. Notif On Location C Contact Type Name Ref. Name Alarm No. Notif On Location C Customer Caryn's Test Customer 08/19/2024 17/51:19 1 1					
Event Name Burglary Alarm Event Number 447 User ID CMORGAN Log Sequence Number 447 Date/Time 08/19/2024 13:45:14 Workstation EDUCAT-01 Log DETAILS ALARM REPORT Alarm Report No 4-447 Contact Type Name Ref. Name Alarm No. Notify On Location C					
User ID CMORGAN Log Sequence Number 447 Date/Time 08/19/2024 13:45:14 Workstation EDUCAT-01 Log DETAILS Morkstation EDUCAT-01					
Date/Time 08/19/2024 13:45:14 Workstation EDUCAT-01 LOG DETAILS ALARM REPORT Alarm Report No 4-447 Contact Type Name Ref. Name Alarm No. Notify On Location C					
Alarm Report No 4-447 Contact Type Name Ref. Name Alarm No. Notify On Location C					
Contact Type Name Ref. Name Alarm No. Notify On Location C					
*					
Customer Caryn's Test Customer 08/19/2024 17:51:19	ed				
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