

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 detailed activity by alarm, showing operator actions, comments and relevant dispatch information.

Title: Alarm Detail Priority: 6 MAIN DISTRIBUTION

From: To:

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 23:59

Page break between customers

Dispatch Types:

All

Dispatched

Not dispatched

Output Format:

Long

Normal

Extended

OPTIONS **ADVANCED** 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.

Options

Event Codes: <small>Select All Select None</small> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">** Unknown Event</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">*1 GSM Link Fail</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">*2 GSM No Response</div> <div style="background-color: #4a7ebb; color: white; padding: 5px;">*3 Land Line Link Fail</div>	Event Categories: <small>Select All Select None</small> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Access Alarms</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Burglary</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Emergency</div> <div style="background-color: #4a7ebb; color: white; padding: 5px;">Environmental Alarms</div>	UL Grade: <small>Select All Select None</small> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Unassigned</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">CSBG</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">CSF</div> <div style="background-color: #4a7ebb; color: white; padding: 5px;">PRPB</div>
Resolution Codes: <small>Select All Select None</small> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Actual Alarm</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Closed by Auto Client</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Company Caused</div> <div style="background-color: #4a7ebb; color: white; padding: 5px;">Customer Caused</div>	Customer Type: <small>Select All Select None</small> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Residential</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Commercial</div> <div style="background-color: #4a7ebb; color: white; padding: 5px;">Commercial Fire</div>	Monitoring Status: <small>Select All Select None</small> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Pending</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Inactive</div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px;">Active</div> <div style="background-color: #4a7ebb; color: white; padding: 5px;">Deactivated</div>
Group By: <input checked="" type="radio"/> Customer <input type="radio"/> Dealer <input type="radio"/> Branch		Order By: <input checked="" type="radio"/> Customer ID <input type="radio"/> Customer Name

CANCEL
DONE

- **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	To	
City			
State			
<input type="checkbox"/> CS Holds Keys	<input type="checkbox"/>		
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.

ALARM (Manual) - Burglary Alarm (BA) 'Parking Lot Camera' TX: 2 S: 2 A: 1 Z: 4 RL: SV TX-ID: 8675309 Key: BA OZ: 4 Con: C - Closed 14:08 Res: NF

Event Type Alarm	Serial No 4
Event Name Burglary Alarm	Event Number 447
User ID CMORGAN	Log Sequence Number 447
Date/Time 08/19/2024 13:45:14	Workstation EDUCAT01

LOG DETAILS

ALARM REPORT

Alarm Report No 4-447

Contact Type	Name	Ref. Name	Alarm No.	Notify	On Location	Cleared
Customer	Caryn's Test Customer			08/19/2024 17:51:19		

OK