SWS - Forms in the Report Menu - System Reports - Activity Reports - Alarm Resolution

Last Modified on 07/30/2024 5:50 pm EDT

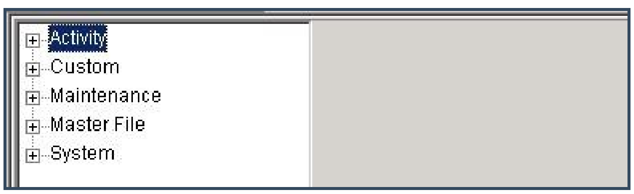
The Alarm Resolution Report displays the alarms received by Manitou and the manner in which they were resolved. The Report also displays the number of genuine and false Alarms and the number of Authority dispatch responses for each.

Generating an Alarm Resolution Report

Perform the following steps to generate an Alarm Resolution Report:

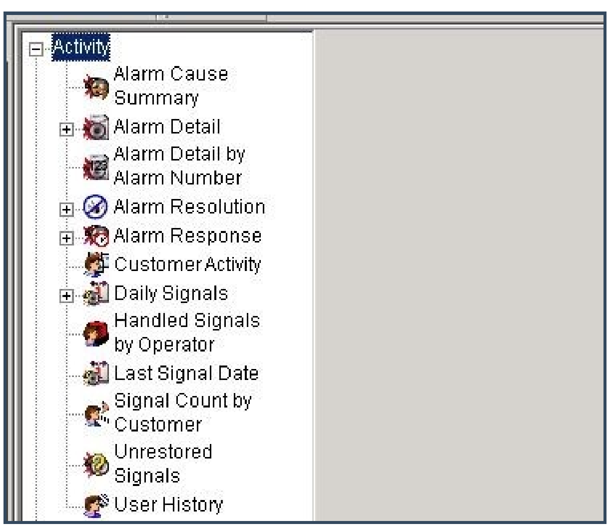
1. Navigate to the Reports menu, and select "System Reports".

   Result: The "System Reports" Navigation Tree displays as shown in the following screenshot:

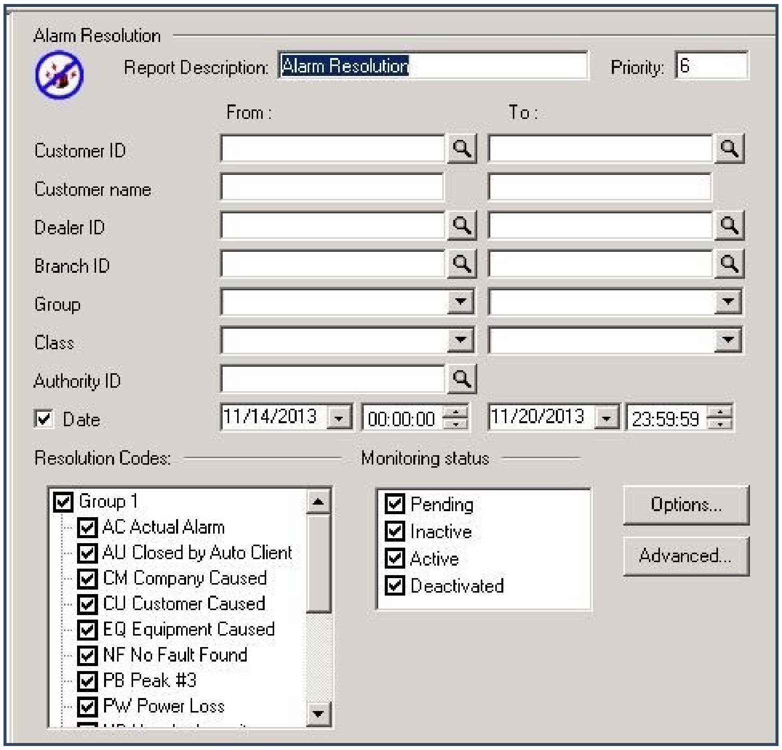
2. Click the "Activity" Navigation Tree Node.

   Result: The Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Alarm Resolution" Navigation Tree Node.

   Result: The Alarm Resolution Report form displays as shown in the following screenshot:

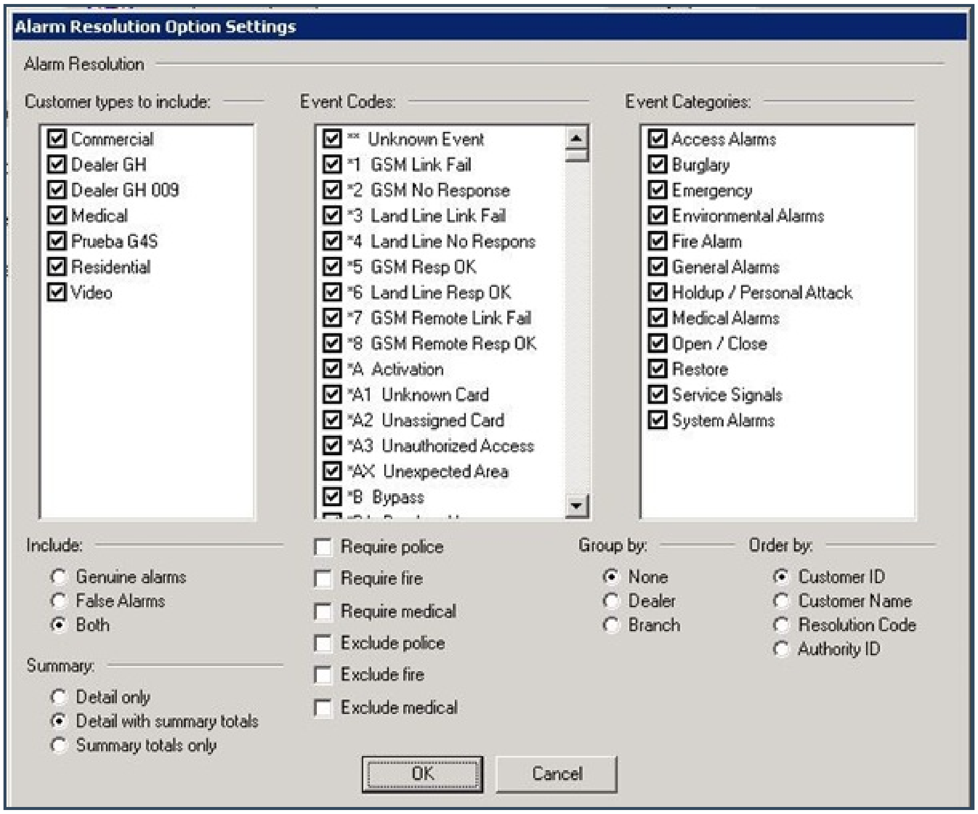


4. If you want, apply any of the following parameters to your Alarm Resolution Report:

- Customer ID
- Customer Name
- Dealer ID
- Branch ID
- Group
- Authority ID
- Date
- Time

5. To run an Alarm Resolution Report, select a beginning value from the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending value.
6. The options in the "Resolution Codes:" and "Monitoring status" areas of the screen display as preselected. Deselect the options you want to exclude from your Alarm Resolution Report.
7. Click "**Options**".

   Result: The "Alarm Resolution Option Settings" window displays as shown in the following screenshot:

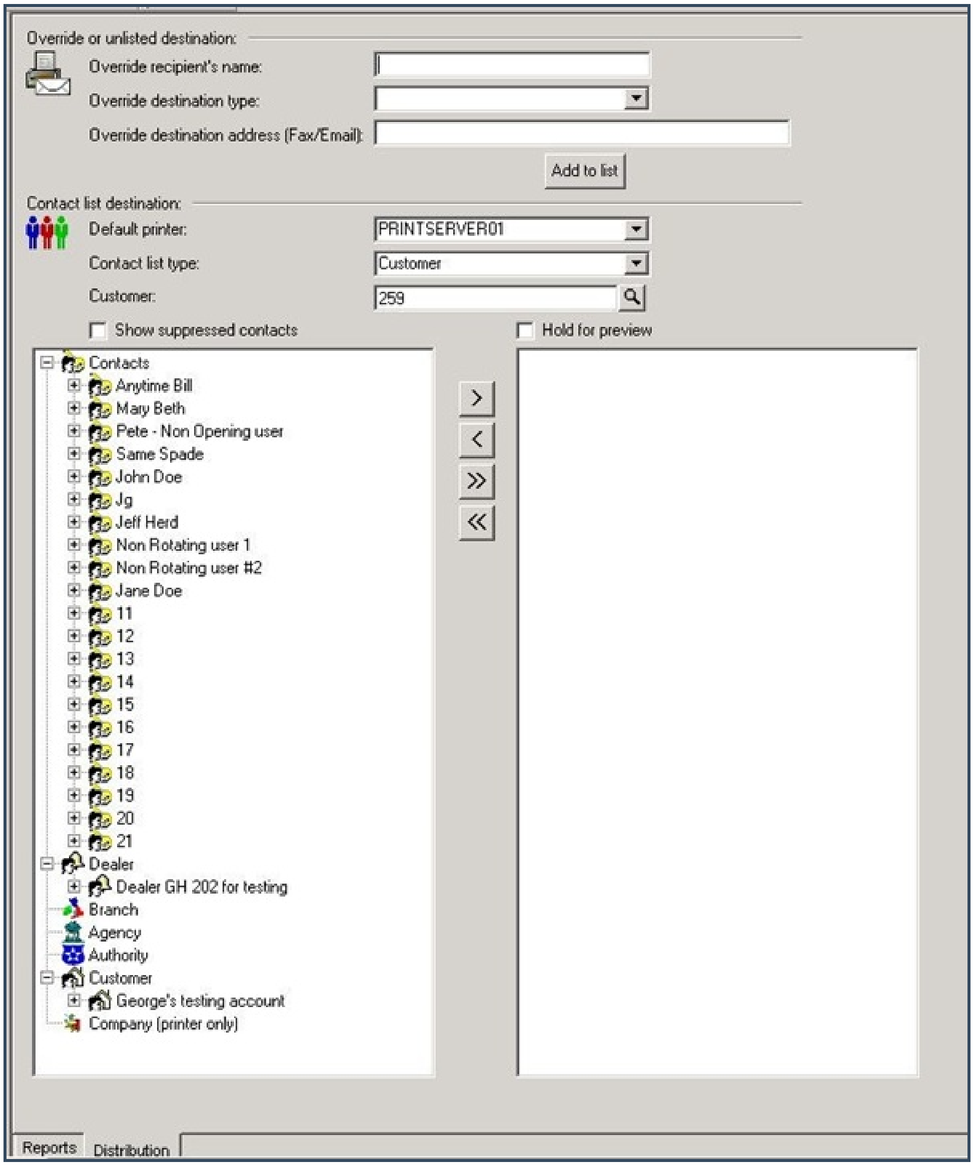


8. Items in the "Customer types to include:", "Event Codes:", and "Event Categories:" areas of the screen display preselected. Deselect the options you want to exclude from your Alarm Resolution Report.
9. The "Both" option in the "Include:" area of the window displays as preselected. If you want your Report to only display genuine or false alarms, select that option instead.
10. The "Detail with summary totals" option in the "Summary:" area of the window displays as preselected. If you want your Report to display either "Detail only" or "Summary totals only", select that option instead.
11. If you want to limit your Report by Authority response type, select an option for an Authority response that either required police, fire, or medical. If you want to exclude alarms that required an Authority response by police, fire, or medical, select that option.
12. If you want to group items in your Report by Dealer or Branch, select that option from the "Group by:" area of the window.
13. The "Customer ID" option in the "Order by:" area of the window displays as preselected. If you want to order your Report by "Customer Name", "Resolution Code", or "Authority ID", select that option instead.
14. Click "**OK**".

    Result: The Alarm Cause Summary Options window closes, and the system returns you to the Alarm Cause Summary form.

15. Once you have entered all the parameters for your Report, click "**Next**".

    Result: The Distribution Tab displays as shown in the following screenshot:



16. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.