Data Entry User Guide

2011

This User Guide will help in entering and understanding the data that gets entered into the database for use in Phoenix Alarm Automation Software. The guide can be used for all release versions of Phoenix ending in 4.2.0

Phoenix
Version: X420

Revision: April 30, 2012

ABM DATA SYSTEMS
896 SUMMIT STREET, SUITE 107
ROUND ROCK, TX 78664
(512) 388-3250

Table of Contents

How to Contact ABM Data Systems

Correspondence and Billing Address

ABM Data Systems
896 Summit Street, Suite 107
Round Rock, TX 78664
(512) 388-3250

Sales

ABM Sales hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Central Standard Time.
Sales Phone: **(800) 767-7067**
Sales Fax: **(512) 215-4110**
Sales Email: **sales@abmsystemsllc.com**
World Wide Web Address: **www.abmsystemsllc.com**

Technical Support

ABM Support hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Central Standard Time.
Support Phone: **(800) 729-4226**
(512) 388-3250
Support Fax: **(512) 215-4110**
Support Email: **support@abmsystemsllc.com**

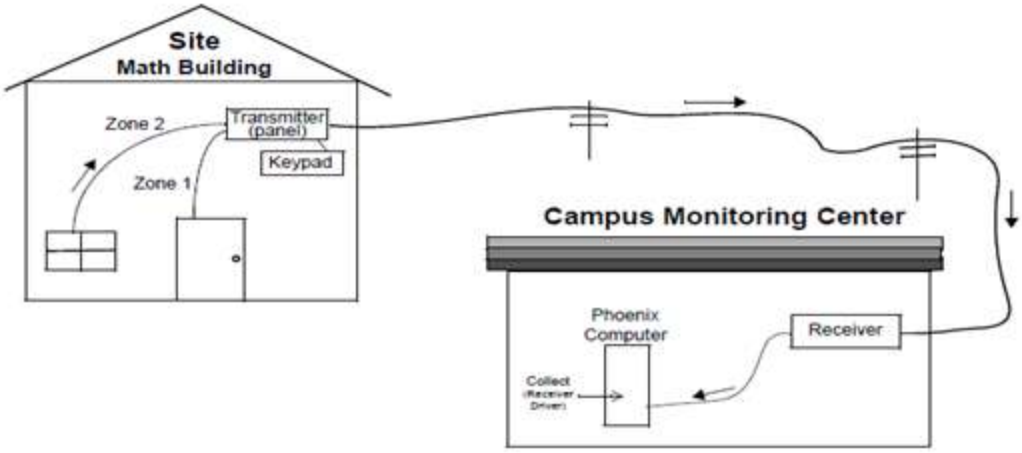
Please contact our Technical Support Department if we can help in any way.

I. Phoenix Overview

A. Life of a Signal Part I

1. Sensing Device

A sensing device trips an alarm. This alarm signal is sent to a transmitter, which sends it to a receiver at a monitoring center. The receiver sends the signal to the computer running Phoenix, ABM's alarm monitoring software.



2. Alarm signal

This signal is sent to a monitoring center. When Phoenix receives the packet of data from the receiver Phoenix's Collect program parses the string, which determines the packet type and breaks the data string into separate "fields": account number, signal, zone, area, etc. The signal, at this point is considered to be in ***pre-converted format***; it has not yet been fully processed by Phoenix.

Raw Signal String	Parsed Data				
0012b3031503130214	0012	b	3	3/15/03	13:02:14
	acct	signal	zone	date	time

3. Additional Information

Phoenix adds additional information. Using the parsed account number, the Collect "builds" a Transmitter ID, adding a prefix or a suffix defined in the Collects initialization (INI) file. Once it has the Transmitter ID, Phoenix has access to all the data about that transmitter that you have set up in the Phoenix database tables using the Data Entry application. Phoenix uses the database information to determine what to do with the signal.

B. Life of a Signal Part II

1. Processing of the signal

Processing of a signal begins when the Collect passes the pre-converted signal to one of the signal processors running on the system. The signal processor uses the Transmitter ID to read the appropriate record in the Transmitter table checking for a **y** (yes) in the redundant, delay or restoral wait indicator fields. If a **y** is found, the Sigcontrol table is searched for applicable records. Once the signal has passes through the Sigcontrol table, even if it has not actually been converted, it is in its final form and is considered to be in ***converted format***. The converted signal is then located in the Sigtype table to determine if an ***Event*** should be created (does the signal require action by an operator) and if so, its priority.

2. Creating an event

If an ***Event*** is created, the Sigcat ID field in the Sigtype table points to the appropriate record in the Sigcat table, where any special action Phoenix must perform are defined, such as setting the premises or zone status to open or closed. Phoenix generates an Event, placing it in the Pending Queue, available for an operator in the Alarm Processing application to process. The Pending Queue is one of six Queues displayed in the Browser application, which lists every signal and Event in the Phoenix system.

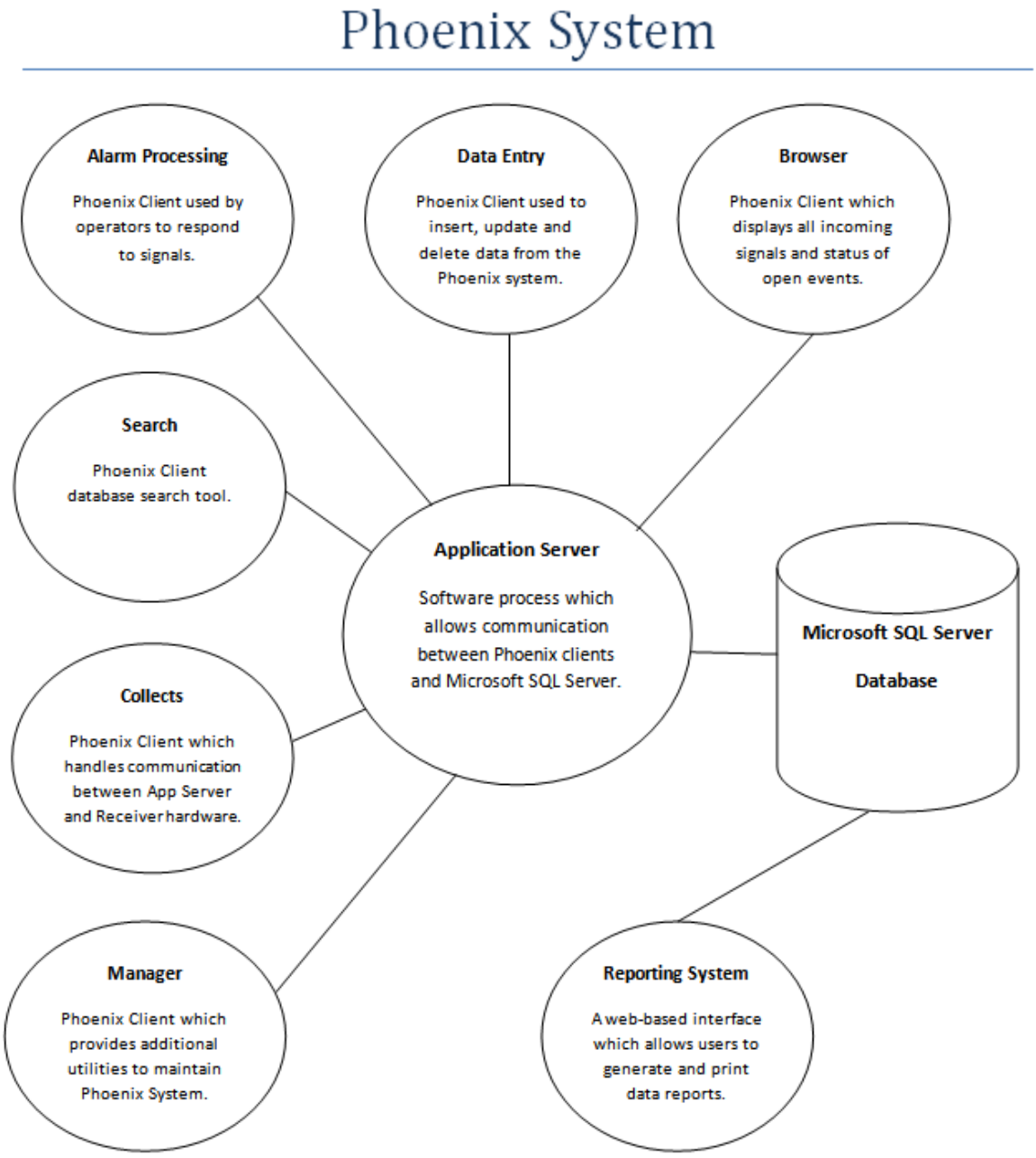
3. Processing an event

When an operator in Alarm Processing selects the Event, Phoenix gathers the appropriate information for the transmitter, including signal type, zone, signal origin (location data), instructions, contacts, etc. and displays it on the Alarm Processing screen in an easy-to-understand format. The operator processes the Event following the instructions on the screen, calling contacts in the call list, verifying Passwords as required, checking signal History, Inventory, Permits, or False Alarm occurrences. Each action taken by the operator is recorded in the Action Log, available for future reference.

4. Resolving an event

When the situation is completely resolved, the operator closes the Event. All of an Event's signals and actions are logged in the Phoenix database, available for review at a later through Data Entry or through the Reporting System. The information remains in the database until you delete it.

C. Components of Phoenix



II. Logging In to Phoenix Applications

A. To use Phoenix

1. A Phoenix application will need to be opened and logged into.
You must open and login to an application using your personal Phoenix Login ID and Password. See "Setting up Individual Users" on page 50

2. **Browser doesn't require login.**
Browser opens without requiring you to log in and it does not use one of the Phoenix User Licenses.

3. **Different Applications**
You may log into more than one application at the same time using the same login id without using more than one user license.

4. **Same Applications**
You cannot log into the same application more than once using the same Login ID.

B. To open and login to a Phoenix application

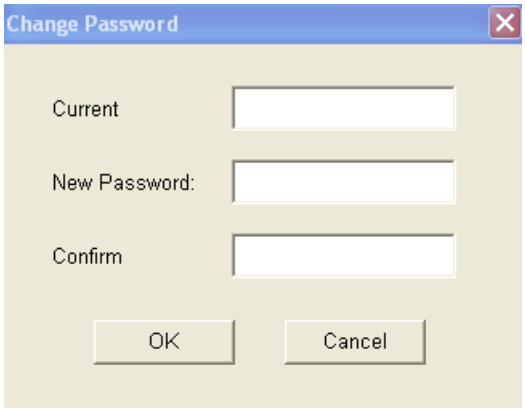
Use the following instructions to login to Alarm Processing, Data Entry, Search, and Reporting. You can open browser without a User ID/Password.

1. **Open Phoenix**
Click on the Start menu, ***phoenix***, and then click on the application you want to open.

When the application opens, Phoenix displays the Login Dialog box.

2. **Login ID**
If your Login ID is present in the **Login ID** field, go to ***step 3***. (If the **Login ID** field is the ID of the last person that logged into the application; the cursor will be positioned in the Password field. If your Login ID is not the one displayed, move to the ID field, and replace it with your own and enter your password.)

3. **Password**
In the **password** field, type your password and click OK, or press Enter.



4. **First time logging in**
The first time you login to Phoenix you will be prompted to change the password from the default (password). Passwords must be at least six characters and be alpha-numeric; they expire every 90 days.

5. Change Password

You may change your password at any time by checking the **Change Password** box on the login screen and clicking OK.

6. Multiple Application Login

Multiple Phoenix Applications can now be logged into by logging in only once. This can be done for the following applications:

Alarm Processing
Browser
Data Entry
Search

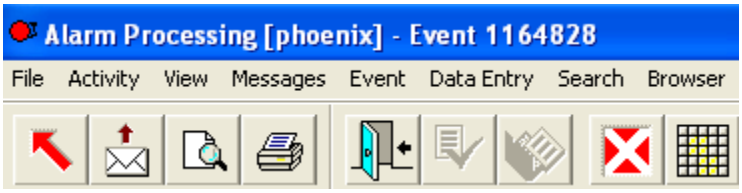
Note: *Reporting login is still separate.*

a) Login

Follow Step #1 - #5 to log into Alarm Processing.

b) Select another Application

Once logged into one of the applications listed in #6, the header will show the other applications that can be logged into, without needing to re-login. Those applications will still need the correct authorization to access them.



Note: *Browser still does not take a license, but once one of the other applications are selected for login from browser, a license will then be counted as using a license.*

C. Phoenix Applications

1. Five main applications in Phoenix

a) Alarm Processing –

Used for processing incoming signals; all the information needed to handle the signal/event is provided.

b) Browser –

Is used for tracking signal traffic, event processing and operator/system load.

c) Data Entry –

Used for creating, modifying, and deleting data in the database tables and querying the database.

d) Search – (Cross-Reference)

Used for searching the database for specified records in a variety of ways.

e) Reporting
Used for generating pre-configured reports using a Web Browser.

2. The applications are organized by menus and share the following features

a) ***Phoenix menus and toolbars***
Conform to the standard Windows formats

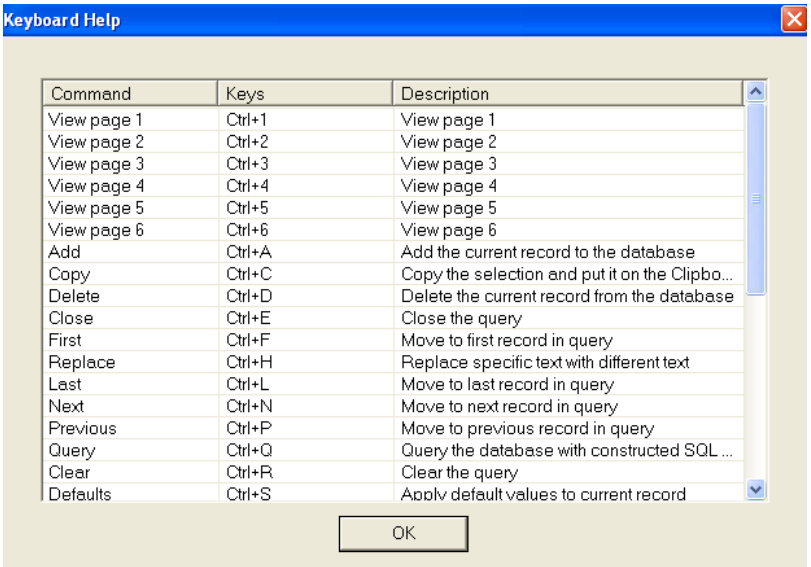
b) ***Tools (toolbar icons)***
These are a fast way to access often-used functions by clicking on the tool with the mouse.

c) ***Tooltips***
Names the purpose of the Tool and often shows shortcut keys. They display when you position the mouse over a Tool button, before you click.

d) ***Shortcut Keys***
These are a fast way to access often-used functions using key combinations on the keyboard.

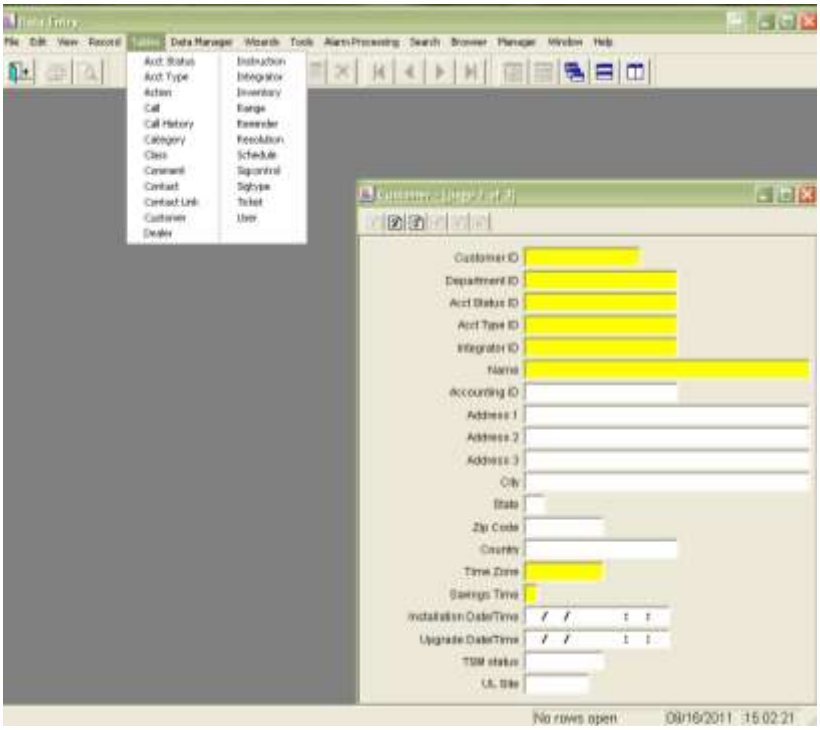
This manual describes procedures using the tool on the toolbar, but in Phoenix you can perform many of the actions either by clicking the Toolbar, or using the Menu, or the shortcut keys.

Many menus will list the shortcut next to the choice. The shortcut keys can also be found by Selecting Help - Keyboard



III. Data Entry

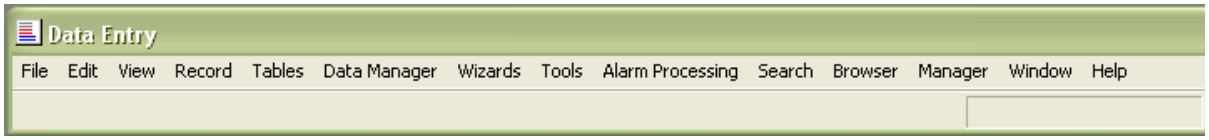
Data Entry allows manipulation of information in the Phoenix database: the creation, modification, and deletion of data. You access the information by opening tables and individual records. To login to the Data Entry application, see *Logging into Phoenix Applications (page 22).*



A. Menus, Toolbars, and Shortcut Keys

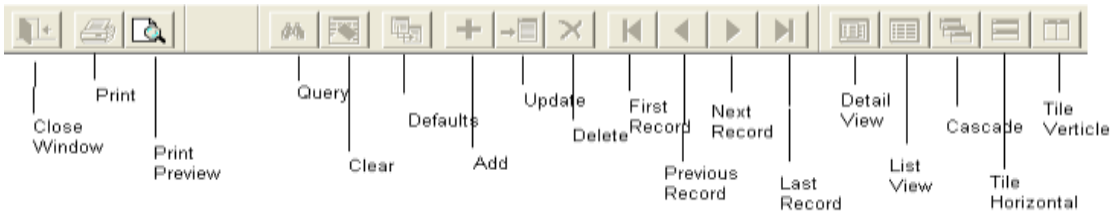
1. Data Entry Menu

The commands in Data Entry are organized by menus.



2. Tools (buttons on the toolbar) and Shortcut Keys

These provide quick access to many of the same commands available on the menus.



3. Phoenix Menus

a) File Menu

Menu Choice	Menu Function Description	Tool	Shortcut
Page Setup	Change margins; define heading and footing, paper size and source, and page orientation.		
Print Options	Select the fields to print, change font style and size, column or block format, and grid lines.		
Print Preview	A preview of the report as it will print displays on the screen.		
Print	You select the type of information you want to print, then the printer dialog box appears		
Send Message	You can send messages to four groups of Phoenix users: • All – everyone logged into any Phoenix Application • Alarm – everyone logged into Alarm Processing • Browser – everyone with Browser open • Administrator – everyone logged into Data Entry • You can also send messages to individual users as long as they are logged into Alarm Processing or Data Entry.		
Set Language & Exit	Allows you to choose a language other than English and then terminates Data Entry so you can log back on with the selected language set.		
Exit	Exits Data Entry. If you are the last person to logout, a logout password is needed.		

b) Edit Menu

Menu Choice	Menu Function Description	Icon	Shortcut
Undo	Cancels the previously performed edit		Ctrl + Z
Redo	Re-does the previously undone edit.		
Cut	Removes the selected text and places it on the Clipboard		Ctrl + X
Copy	Copies the selected text and places it on the Clipboard		Ctrl + C
Paste	Inserts the contents of the clipboard at the pointer position		Ctrl + V
Delete	Erases highlighted text, or if none is selected, erases a character to the right of the cursor.		Delete key
Select All	Selects all text in the field where the cursor is positioned		

c) View Menu

Menu Choice	Menu Function Description	Icon	Shortcut
Detail View	This view of a single record or row in a table allows editing. It is the default view when you open a table.		
List View	This view lists records in table format (with rows and columns); each record is on a line, you cannot edit the record in List View, but you can rearrange column order and sort by individual columns.		
Previous Page	Moves to the previous page of the record in Detail View		Page Up
Next Page	Moves to the next page of the record in detail View		Page Down
Tool Bar	Provides control over which Toolbars display, Icon size, and hides/shows Tooltips		
Status Bar	Toggles on or off the strip of information found at the bottom of the Data Entry screen that provides helpful information depending on what you are doing.		

d) Record Menu

Menu Choice	Menu Function Description	Icon	Shortcut
Query	Searches the database for records that match the criteria you enter in one or more of the table's fields. The Status Bar indicates which record is displayed, and how many total records match the Query criteria. The group of records found through a Query is called a Record Set.		Ctrl + Q
Apply Defaults	Populates predefined fields in the current table with values entered in one of the CFG files. Unlike Inheritance, default data is exactly the same for every record		Ctrl + S
First Record	Moves to the first record in the current record set.		Ctrl + F
Previous Record	Moves to the previous record in the current record set		Ctrl + P
Next Record	Moves to the next record in the current record set		Ctrl + N
Last Record	Moves to the last record in the current record set		Ctrl + L
Update	Saves changes made to the current record to the database		Ctrl + U
Add	Saves a new record to a table in the database		Ctrl + A
Delete	Deletes a record from a table in the database		Ctrl + D
Execute	Implements the action		Ctrl + T
Clear	Removes all data from the table on the screen, but does not remove the information from the database. Useful when doing Queries and you want to start over.		Ctrl + R
Close	Closes the currently selected table window		Ctrl + E

e) Tables Menu

Menu Choice	Menu Function Description
Table Names	Each table in the Phoenix database is listed and can be opened by clicking the table name. For a list of tables, see ***Data Entry***

f) Data Manager

Menu Choice	Menu Function Description
	Allows you to create new records for tables that contain hierarchy fields.

g) Wizards Menu

Menu Choice	Menu Function Description
	Wizards guide you through the steps necessary for correctly setting up Contacts, Contact Links, Instructions, No Actions, Reminders, and Schedules. You cannot use "Tables" to create records in these six tables, you must Wizard
Contact	Creates the list of individuals or places to notify as an Event is processed in Alarm Processing
Contact Link	Allows you to link existing Contacts to multiple transmitters.
Comment	Allows comments to be added to transmitters. The comment column has a length of 500 characters. Think of this as adding action items to a transmitter without the need of an event. If this wizard is open while processing an event, all comments for that transmitter will be available
Instruction	Tells the operator in Alarm Processing exactly what to do to process a call
No Action	Temporarily prevents signals from generating Events; is often used during the performance of maintenance at a site.
Reminder	A Reminder can be created to send an Event signal to the operators to perform a special task or even to call a specific customer.
Schedule	Schedules define time ranges for use with: • **Open/Close monitoring** – for example, if a store is open from 7am to 10pm and requires Open/Close monitoring, Phoenix has to know when the store is supposed to be open; a schedule defines that time range. • **Instruction** – if a particular Instruction is only applicable while the cleaning crew is in a building, that information needs to be in Phoenix. • **Contacts** – if an operator in Alarm Processing is supposed to call a certain contact only when the signal is received between 8am and 12noon.
Temp Data	Set up temporary Instructions or Contacts; Add temporary data in the notes and Notes Location fields in the Transmitter table.

h) Window Menu

Menu Choice	Menu Function Description	Icon
Cascade	Resizes and rearranges open windows one atop the other in descending order	
Tile Horizontally	Resizes and rearranges open windows one below the other in tiles of equal size	
Tile Vertically	Resizes and rearranges open windows side-by-side, in tiles of equal size	
Arrange Icons	Rearranges minimized windows into an orderly row at the bottom left corner of the screen	
Close all	Closes all open windows, including those minimized.	

i) Shortcut Keys

Command	Key	Description
Add	Ctrl + A	Add the current record to the database
Clear	Ctrl + R	Clear the values for the current Query
Close	Ctrl + E	Close the Query
Copy	Ctrl + C	Copy the selection to the clipboard
Cut	Ctrl + X	Remove the selection to the clipboard
Defaults	Ctrl + S	Apply default values to the current record
Delete	Ctrl + D	Delete the current record from the database
Execute	Ctrl + T	Implements the action
First	Ctrl + F	Move to the first record in the Query
Last	Ctrl + L	Move to the last record in the Query
Next	Ctrl + N	Move to the next record in the Query
Paste	Ctrl + V	Insert the clipboard contents at cursor
Previous	Ctrl + P	Move to the previous record in the Query
Query	Ctrl + Q	Query the database
Replace	Ctrl + H	Replace selected text with different text
Undo	Ctrl + Z	Undo the last action
Update	Ctrl + U	Update the current record in the database
View Page Number	Ctrl + # (1, 2, etc)	View the requested page of the current record

B. Understanding Database Concepts

Phoenix uses a relational database to store data. A database is a collection of data organized into tables consisting of rows and columns. A relational database *is a collection of tables that have predefined relationships. Often, two or more tables contain the same field, defining a link or relationship between the two tables. Many of the tables in Phoenix are interdependent.*

1. Terminology

a) Table

A ***table*** is a structure that organizes data into rows and columns. For example, the table in figure 10 uses rows and columns to organize information about three people. ***See Figure 10***

People Table **Figure 10**

Column

Name	Hair	Eye Color	Height	Weight
Mary	Brown	Blue	5'2"	105
John	Black	Brown	6'	175
William	Black	Green	5'10"	160

Row

b)

c) Row or Record

A ***row*** or ***record*** contains all the related data. In figure 10, 'John' has black hair, brown eyes, is 6' tall, and weighs 175 pounds. All of the information about John is found on the same row. ***See Figure 10***

d) Column or Field

A ***column*** or ***field*** contains one characteristic that applies to each row/record. In the People Table "eye Color" is a type of information that applies to each record. Each of the three people in the table has data specific to him or her in this column.

e) Column Heading or Field Name

Each ***column heading*** or ***field name*** has a descriptive name that identifies the type of data it contains. For the People Table, column headings are: *Name, Hair, Eye Color, Height, and Weight*.

f) Unique ID or Primary Key

The ***unique ID*** or ***primary key*** is the field(s) that uniquely identifies each row in a table. In the People Table, Name is the column heading (field name) for the unique ID. The primary key for each row cannot be repeated; each must be unique. For example "John" uniquely identifies the row, all data on his row relates to him. In this example you cannot add another person name "John" to the database.

2. Data

a) Values

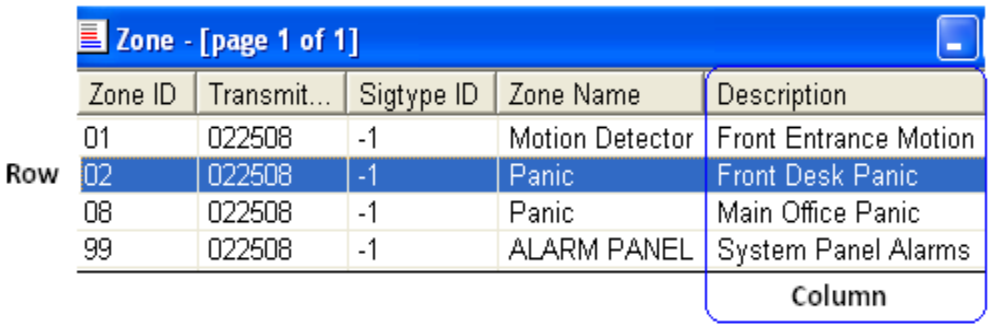
Data is the actual values contained in the fields. For example, **Mary, brown, 6',** and **green** are all values in this table.

b) *Structure*

The same structure is used to organize Phoenix data. Phoenix uses many tables, which you can list by opening the Data Entry application and clicking on Table on the menu bar. Each item in the list is a table. One of the tables on the list is the Zone table.

In Figure 11 are the first five columns (field names) of the zone table shown in table format.

Figure 11

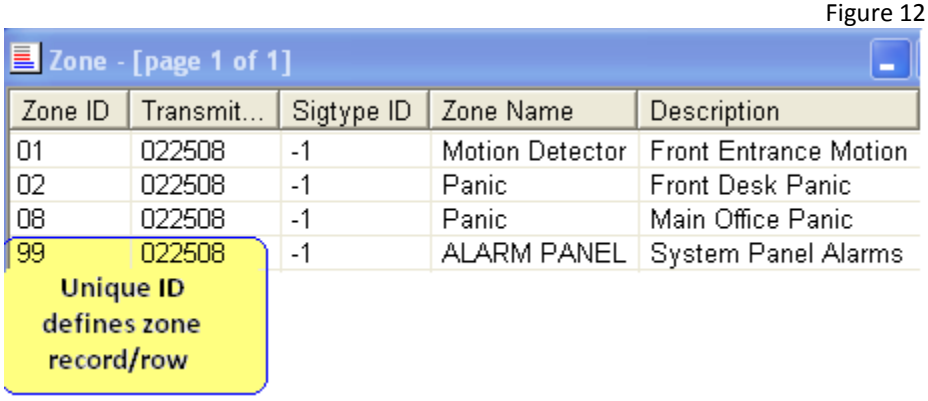


3. Data Keys

a) *Unique ID / Primary Key*

What is the Unique ID or primary key on the Zone table? To answer this question look in the first two columns of the Zone table in fig. 12, labeled Zone ID and Transmitter Id. In this case, Phoenix needs more than the Zone ID field to identify each row, because there is more than one instance of Zone **01**. Transmitter Id is also inadequate for unique identification of a row/record because the Transmitter **022508** appears on four rows, once for zone listed. But the two fields together create the Unique Id for each row. The field(s) that define a Unique ID for Phoenix table are always required (must-enter) fields and display on the screen in yellow.

Figure 12



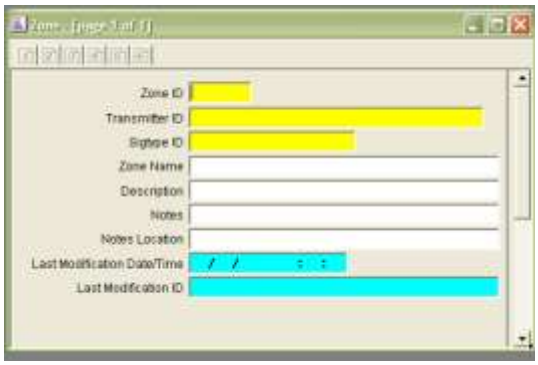
b) *Foreign Key*

A ***foreign key*** is one of the Unique ID's of a table that is also the primary key in another table. For example, the Transmitter ID is one of the Unique ID's for the Zone Table, and is also the primary key for the Transmitter Table.

c) *Forms*

When you set up Phoenix, rather than typing data into the rows and columns format of a table, you input data into screens that look similar to the example in ***figure 13.*** When you enter data into this format on the screen, you are creating a *row* in the Zone Table; each of the fields listed in the left side is a field name (column) in the table.

Figure 13



d) *Linked Columns*

These are tables that are related by identical columns in each table that form a three dimensional framework of data, making the tables *interdependent*, rather than *independent* of each other.

Example: *the Contact Link, Transmitter, and Instruction tables all have a column heading Transmitter/Transmitter ID. These identical columns link the separate table, forming a web of related data, as shown in Fig.14*

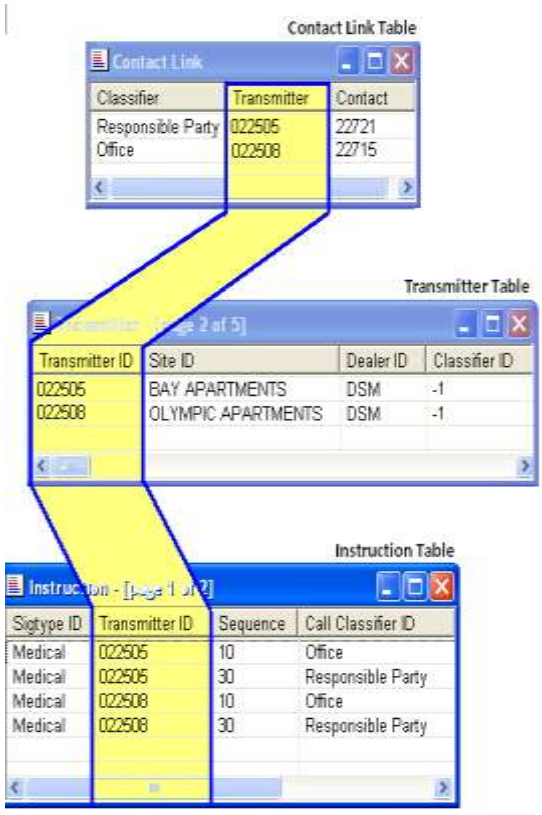


Figure 14

4. Referential Integrity

When you attempt an action that will adversely affect the database, Phoenix displays an error message referring to "referential integrity". For example, if you try to change or delete the data in a primary key field which other table rely on, you *will* see this error.

5. Marker Record and Marker Value

a) Marker Value

Many tables in the Phoenix database have one record that contains marker values, i.e. primary key fields contain a **-1**. This marker record is used as a placeholder in the database.

b) Marker Record

In a marker record, the primary key fields contain a -1 and most other fields are blank, except for required fields, which contain a commonly used value, For example the Time Zone fields in hierarchy records contain **CST-6GMT** (Central Standard Time).

c) Pseudo Wildcards

In some instances, the mare value acts like a ***pseudo-wildcard***; that is, the maker value can represent **any** or **all** values for that field. For example: and Instruction record contains actual values in the Dealer, Subscriber, Organization, Site and Transmitter Fields, but in the zone field the value is -1. This means that the Instruction applies to all zones for the transmitter.

CAUTION: *Never delete a maker record from a Phoenix table, even if it appears to not be in use; Phoenix requires the marker record for a variety of operations, some of which are not apparent.*

6. Error Messages

The following section examines some common error messages encountered when you add, delete, update or query records.

a) DBrequest Failed

This error occurs when an invalid change is attempted to a current record, either by adding a record that already exists or attempting to delete a record that is referenced by another table.

b) Fill in all the must-enter fields

A *must-enter* field has been left blank. A required field is yellow; Fill in the appropriate information and try adding or updating the record again.

c) Incorrect input for column

The data in a field is in the incorrect format. For example: Alpha characters in a numeric only field.

d) Row Count Exceeds Max.

"Please restructure your query to limit number of rows to no more than 1000 rows". This message appears when a Query results in the selection of too many records. Narrow the search criteria by providing criteria in additional fields.

e) No Record Found

Phoenix found no records in the database that match the selection criteria you entered. A value may be in the wrong format or misspelled. If searching on more than one field, each field may be correct individually yet no record contains the values collectively.

f) Referential Integrity Error

This error is generated when a violation of the database structure occurs. These violations can include attempting to add a record that has the same Unique ID('s) as an existing record, or attempting to add or update a record that violates the coherence of the Phoenix data; For example, entering a non-existent value in a required field.

g) Computer beeping

The computer may beep for many reasons, the most common being that the Messenger has been activated. Other reasons include when a user enters more than the maximum number of characters allowed in a field, enters data in the incorrect format or fails to enter data in one of the *must-enter* fields.

7. Entering Dates and Times

a) Dates

Enter dates in the format **mm/dd/yyyy** (for month/day/year); so that July 4, 2007 is entered as 07/04/2007.

b) Times

Enter times in the format **hh:mm:ss** (for hours: minutes: seconds) using military time, rather than AM/PM; so 3:05PM becomes 15:05:00

8. Time Zones

Time zones appear in Greenwich Mean Time format. Standard Phoenix time zones are:

GMT0GMT	Greenwich Mean Time	**EMT1GMT**	European Mean Time
AST-1GMT	Azores Standard Time	**EST2GMT**	East European Standard Time
MST-2GMT	Mid-Atlantic Standard Time	**BST3GMT**	Baghdad Standard Time
NST-3GMT	Newfoundland Standard Time	**AST4GMT**	Abu Dhabi Standard Time
AST-4GMT	Atlantic Standard Time	**IST5GMT**	Islamabad Standard Time
EST-5GMT	Eastern Standard Time	**DST6GMT**	Dhaka Standard Time
CST-6GMT	Central Standard Time	**BST7GMT**	Bangkok Standard Time

MST-7GMT	Mountain Standard Time	**BST8GMT**	Beijing Standard Time
PST-8GMT	Pacific Standard Time	**TST9GMT**	Tokyo Standard Time
AST-9GMT	Alaska Standard Time	**SST10GMT**	Sydney Standard Time
HST-10GMT	Hawaiian Standard Time	**SST11GMT**	Solomon Is. Standard Time
HST-11GMT	Samoa Standard Time	**FST12GMT**	Fiji Standard Time
EST-12GMT	Eniwetok		

C. Working with Records

1. Quick Tips

- *You may open multiple tables at the same time*
- *Use the **Query** tool whenever you want to see all records in a table or to find specific records with one or several known values.* ***See "Query"***
- *You must enter data in the required fields (yellow). You do not have to enter data in optional fields; enter data in these fields only if useful.*
- *Use copy and paste for consistent data entry in cases where Inheritance does not apply, such as the Instruction Message # fields in Instructions.*
- *In fields with a choice of **y** or **n** (yes or no) a blank field is the same as **n**.*
- *Watch the Status Bar for helpful information such as field definitions.*
- *Once a record is created, you can easily change any field by opening the appropriate table from the Tables Menu. If the record is in one of the table listed on the Wizards Menu, you may need to use the Wizard to make the change*
- *To determine when a change was last made to a record and who made it, look in the Last Modification Date/Time and Last Modification ID fields.*
- *If you select a dropdown list choice by mistake, you can remove the value (and leave the field blank) by hitting "delete".*
- *For dropdown lists that you can create in tables: When a dropdown list does not include an item you need, you can usually leave the table open, open the table that provides the choices in the dropdown list and add the record you need. Return to the original table, Tab out of the field, and then (shift + Tab) return to it to see the newly added choice.*
- *Enter some data and TEST IT by sending Manual Signals similar to the values that the receiver will send. See "Sending a Manual Signal" in the Operator User Guide and "Troubleshooting Contacts and Instructions" of this manual.*

2. Entering Data in a Record

a) Detail View

(View Menu)

The Detail View command opens a single record (row) in the selected table and allows editing of the data. ***Column*** *information appears in data entry fields labeled with the column names.*

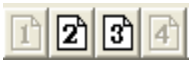
b) Table Form

When you open a table form from the Table menu, Phoenix displays a completely blank record in Detail View. The cursor is in the first field of the record. You type into that field and move to other fields by using *Tab* or *Enter* to move down, and *Shift + Tab* to move up a field, or use the arrow keys to move between fields. You can use the mouse to choose a specific field.

(1) Move between fields

To move between fields the *Tab* or *Enter* keys can be used. ***Dropdown lists*** may appear, from which you choose the appropriate value.

(2) Move between record pages



To move to another page of the record, use the *Page Down*/*Page Up* keys, *Ctrl+#* (the page number), or click on one of the **Page Icon** buttons at the top of the page.

(3) Field Types

Each field is a ***must-enter, optional,*** or ***a read-only*** field. A must-enter field (yellow) is a required field; this field must contain valid data before Phoenix will save the record. Conversely, Phoenix will add the record to the database when optional fields are blank. Read-only fields (blue) are for reference only. You may enter data in them for Querying, but Phoenix does not save your data in the record.

D. Adding Records

1. To Add (create) a record:

The Add command adds a newly created record (row) to the database table.

a. On the Table menu, or in Data Manger, choose the desired table.
b. Enter the appropriate information in the record.
c. Click on ADD to write the new record to the database.

ADD

(Record menu) Ctrl + a add tool 

Helpful Hint *– when adding a number of records with many similar fields (multiple zones for the same transmitter): add the first record in the usual manner, leave the record open; make changes as needed, and add the record(s). Continue in this way until you have added all related records – this way you don't start over for each record when only minor changes are needed.*

E. Updating Records

1. To Update (change) data in a record:

The Update command allows you to save a change to a record in the database.

a. On the Table Menu, choose the desired table.
b. Locate the applicable record
   See "to display specific Records in a table:"
c. Correct the appropriate information in the record.
d. Click the Update tool to write the changed record to the database.

Update (Record menu) *Ctrl + u* 

e. Open Record
   You can update a record when the record is open by using the Update command. You can also do global update to the database using the ***Hierarchy Changes, Area Code Changes*** and ***SQL Queries*** on the Tools menu.

2. Modifying a Record

When you modify a record, the change only affects the record you are presently working on. This means only the one record that you modified is changed, even if that record is one of a record set. For example, you have performed a Query that resulted in 20 Site records being found. You move through the records (or view them in List View) until the desired record is found; you then change the address for that particular Site record in Detail View, it is the only record affected. The other sites in the record set will not reflect any change to their address.

F. Area Code Changes

(Tools menu)

The Area Codes Changes function allows you to add an area code to all phone number in the database that begin with a specific exchange or you can change the area code for all records that contain a specific area code.

1. Change Area Codes

a. On the menu bar, click on Tools, Click on **Change Area Codes.**
b. In the **New Area Code** field, enter the new area code.

2. Replace Area Codes

a. Choose the Replace radio button
b. In the Old Area Code field, enter the area code to be replaced
c. Enter the exchange(s) to change

3. Add Area codes

a. Choose the **ADD** radio button
b. Enter the exchange(s) to change
c. Click on the Next button

4. Choose Format

Choose the format for phone numbers that are free-format;

They have a phone Type of 4.

Click on the Next button

5. Review the values

Verify the values selected and the click the **Execute** button to actually make the changes in the database.

Then click on the Exit Button once finished.

G. Hierarchy Changes
(T*ools menu*)

Hierarchy Changes allows you to rename, copy, or delete multiple hierarch records. For example if you need to change a Transmitter ID use this command to change all records in the database that contain that ID.

You can also use this feature as a template. For example, you could set up a generic transmitter with common data for a dealer and use Copy to create specific transmitters.

Caution – this is a very powerful, potentially dangerous tool that should only be accessed by knowledgeable administrative users.

1. To rename or copy hierarchy records:

a) Hierarchy Changes

On the menu bar, click Tools, then on ***Hierarchy Changes***

b) Select Action

Select **Rename**, **Copy**, or **Delete** and click on the **Next** button.

c) Define the hierarchy records:

(1) Defining Records

In the left column, define records you want to change by typing the correct values or enter the Transmitter ID of an existing record. When you move to the next field or option, Phoenix will fill in the values for the higher level hierarchy fields.

(2) Redefine Levels

Use the **Up One Level** button to redefine the level as needed.

(3) New Hierarchy Fields

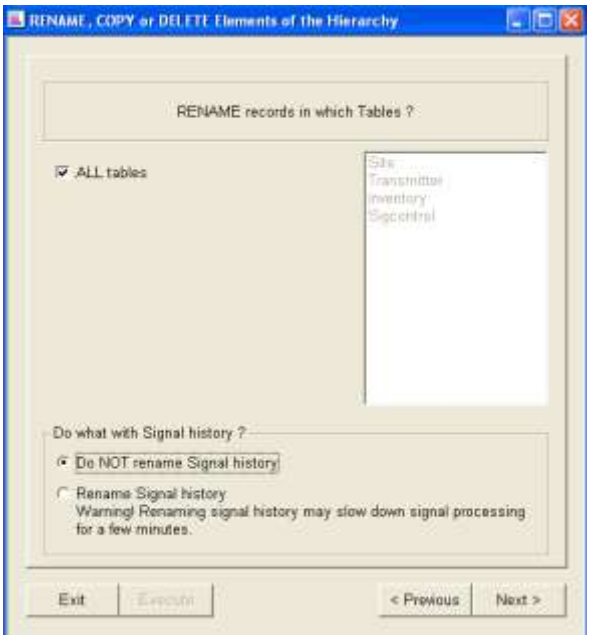
Enter the appropriate values in the New Hierarchy Fields and click *Next.*

d) Choose Table

Choose either the appropriate table(s) that you want changed or check the *ALL tables check box* to rename all tables in list.

Click on either the DO NOT rename Signal History or the Rename Signal History radio button.

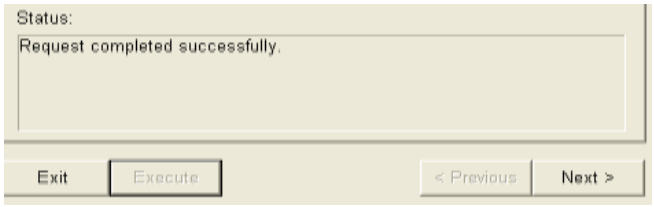
Click Next



e) Summary Window

In the **Summary** window, review the settings, and click **Execute** to make the changes in the database.

Once the Status area shows “Request completed successfully”, Click on either the Exit button if done or the Next button if there is another hierarchy change needed.



2. To delete hierarchy records:

a) Hierarchy Changes

On the menu bar, click on Tools, then Hierarchy changes

b) Hierarchy Change Type

Select Delete and click next.

c) Define Records

Define the records for Deletion by typing the correct values or the Transmitter ID.

Once you exit the transmitter field; Phoenix auto-fills the higher levels.

Use the **Up One Level** button to redefine as needed.

d) Choose Tables

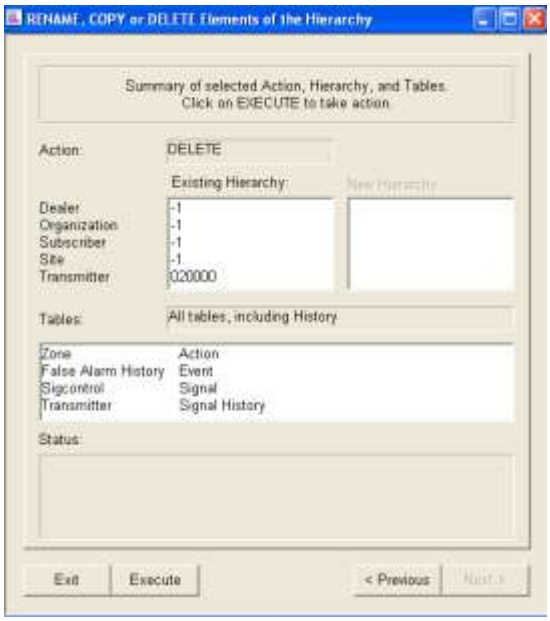
Choose the appropriate table(s) that you want deleted or check the *ALL tables check box*.

Click on either DO NOT delete Signal History or the Delete Signal History radio button.

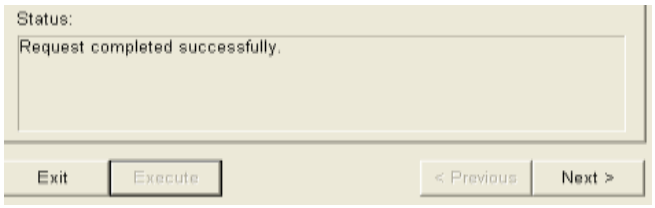
Click Next

e) Summary Window

In the **Summary** window, review the setting, and click **execute** to make changes to the database.



Once the Status area shows "Request completed successfully", Click on either the Exit button if done or the Next button if there is another hierarchy change needed.



H. SQL Queries
(Tools Menu)

SQL Queries tool allows selecting multiple records at the same time using the standard SQL SELECT statement.
See ***"SQL Queries"*** in the System User Guide for more information.

Caution – this is a very powerful, potentially dangerous tool that should only be accessed by knowledgeable administrative users.

I. Deleting Records
The Delete command deletes the record (row) from the database table.

Delete
(Record Menu) *Ctrl + d*

1. To delete a record:

a) Menu

On the Tables menu choose the desired table.

b) Application Table

Locate the applicable table See "to display specific Records in a table")

c) Remove Record

Click on the **DELETE** tool to permanently remove the record from the database.

Helpful Hint *– if you receive an error "Database Request Failed" you are likely trying to delete a record that is referenced by another table(s). For example if a transmitter has two zone records and you try to delete the transmitter record before deleting the zone records, Phoenix will display this error message and not delete the transmitter record.*

J. Viewing Records in the Database

The Query command allows you to display all the records in a table to find specific records by entering one or several known values in selected fields and Querying the database.

Query
(Record menu) *Ctrl + Q* 

1. Querying the table

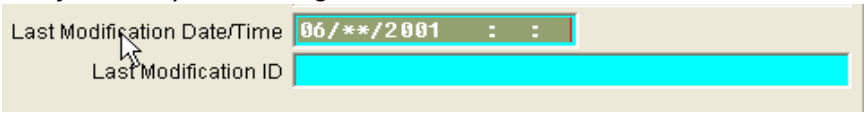
Because Phoenix uses a relational database, you can Query any table by entering information in any field or fields. As Phoenix searches through the database it pulls each record that matches the criteria you specified and makes that group of records available for your examination. All the found records, taken together, are called a ***record set***. The Status Bar indicates which record is currently displayed and how many total records match the criteria.

a) Using Wildcards

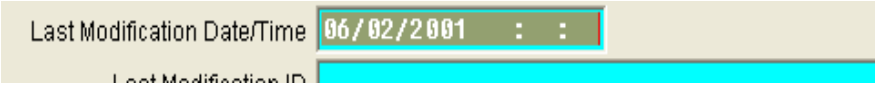
You can use wildcards to represent characters when you can only specify part of the data in field. Enter an asterisk (*) before, after or embedded in the test string to represent multiple characters. For example, you know the street is 'Main', but do not know the house number, you might enter *Main* or *Main*East*. Enter an underscore to represent one character; 1_10 for 1010, 1110, 1210, etc….

To select records based on date/time fields, enter only one asterisk to represent all characters that can be any value.

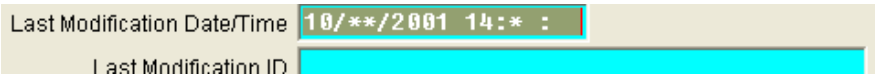
For example: *Below, Phoenix selects transmitters that were created or modified at any time during June in 2001.*



This example shows transmitters that were created at any time on June 2, 2001



This example shows transmitters with an Event generated between 2 and 2:59 pm for all dates in October of 2001.



Note *– To prevent the selection of many records from slowing down the system an error message appears if a Query is too broad in scope. Narrow the search by providing criteria in additional fields.*

Helpful Hint *– When Querying the database, enter data only in fields that precisely define the criteria.*

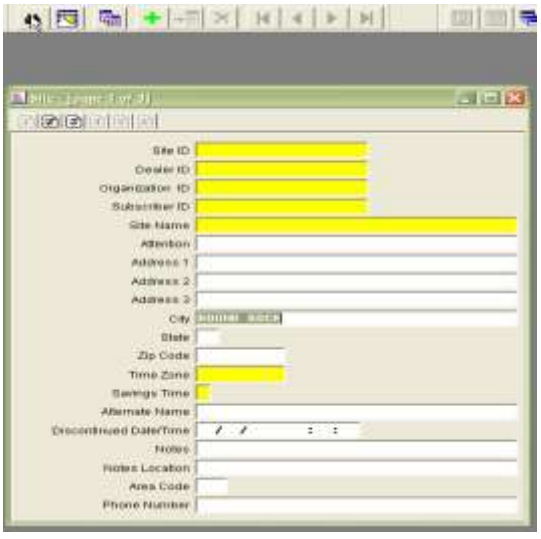
b) Display All Records

1. On the Tables menu, open the desired table.
2. Leave all the fields blank.
3. Click the **Query** tool on the toolbar.
4. To move from record to record, use the "VCR" tools

5. If desired click on the **List View** tool to see the records in rows and columns. 
6. To start a new Query, remove the current values by clicking the **Clear** tool. 

c) Display Specific Records

1. On the Tables menu, open the desired table.
2. Enter a known value in one or more fields;
   For example, you know the site is in the city of Round Rock. Enter 'Round Rock' in the **City** field of the Site table.
3. Click the **Query** tool on the toolbar.



4. Notice that the Status Bar indicates the number of the current record and the total number of records found that match the Query criteria.

5. To move from record to record, use the VCR tools 

6. To start a new Query, remove the current values by clicking the **Clear** tool and repeat steps 2 – 5. 

2. List View

The List View command displays the record(s) and fields in a table-like format (in rows and columns) allowing you to easily view more than one record at a time.

(View Menu) 

a) List View benefits

List View is most beneficial after Querying the database since it displays many records in the current record set on one screen. You cannot add, delete, or change data in this view.

b) Sorting in List View

You can sort by individual columns, rearrange the order of the columns, and resize a column at any time. Clicking on a column heading sorts the list by that column. Clicking on the column again reverses the sort. Clicking and dragging a column head to the left or right changes the order in which the columns appear. Clicking and dragging the right side of the heading resizes a column.

c) Returning to Detail View

To return to the Detail View of a specific record within the **record set**, double-click the left-most column of the specific record, or you can select the record using the mouse, arrow keys or the first character of the ID and press the Enter key or the **Detail View** tool.

3. Moving from Record to Record

a) First Record
(*Record Menu*) *Ctrl +f* 

The First Record command moves to the first record in the current record set.

b) Previous Record
Ctrl + p 

Moves to the previous record in the current record set

c) Next Record

Ctrl +n 
Moves to the next record in the current record set

d) Last Record

Ctrl +l 
Moves to the last record in the current record set

K. Applying Default Values

You can apply default values to new records two ways.

1. Applying Defaults

Ctrl + s 
The apply Defaults command populates some fields in the current table with values that are predefined. Your system administrator may change the Default values to fit your needs. Unlike inheritance, Default values are the same for every record.

2. Modifying a user Configuration (CFG) file

For information about modifying a CFG file, see **"user.cfg"** of the **System User Guide**.

L. Closing a Table Window

Close *Ctrl + e* 
Closes the currently active Table window

Can also use the Red X in the upper right hand corner of the table window 

IV. Strategies for Data entry

Keep these points in mind while doing data analysis and data entry.

A. Analyze Data

BEFORE any data entry is done, analyze the data. It is very important to set up the hierarchy to best represent the business account organization. Think it through before starting data entry.

B. Standardize Fields

Standardize the use of fields; use the same field for the same type of data every time. For example, for PO Box information always use the Address3 field, this makes Queries and SQL statements more reliable.

C. Standardize Case

Standardize the use of upper and lower case characters

D. Limit Users

Limit the number of people who perform data entry to reduce the number of different ways it is done.

E. The Data

Remember the saying, "Garbage in – garbage out." Keep the data up-to-date; do not enter obsolete data in Phoenix, use this as an opportunity to clean up your data.

F. Testing Data

Enter a little data entry then test it, particularly Sigcontrol, Instructions, and Contacts. Make sure signals are converted and Instructions and Contacts are showing up on the Alarm Processing screen when they should. You can test by entering in Manual signals; these signals will show in browser as blue and will show the receiver type as **MANUAL**.

G. Entering In Data

1. The order that you create records in Phoenix tables is largely your choice, dependent on your business and your data.

2. You may start with one Dealer and do all the data entry for that dealer including Subscribers, Sites, Transmitters, Zones, Schedules, etc. or you can enter all Dealers then all Subscribers, etc.

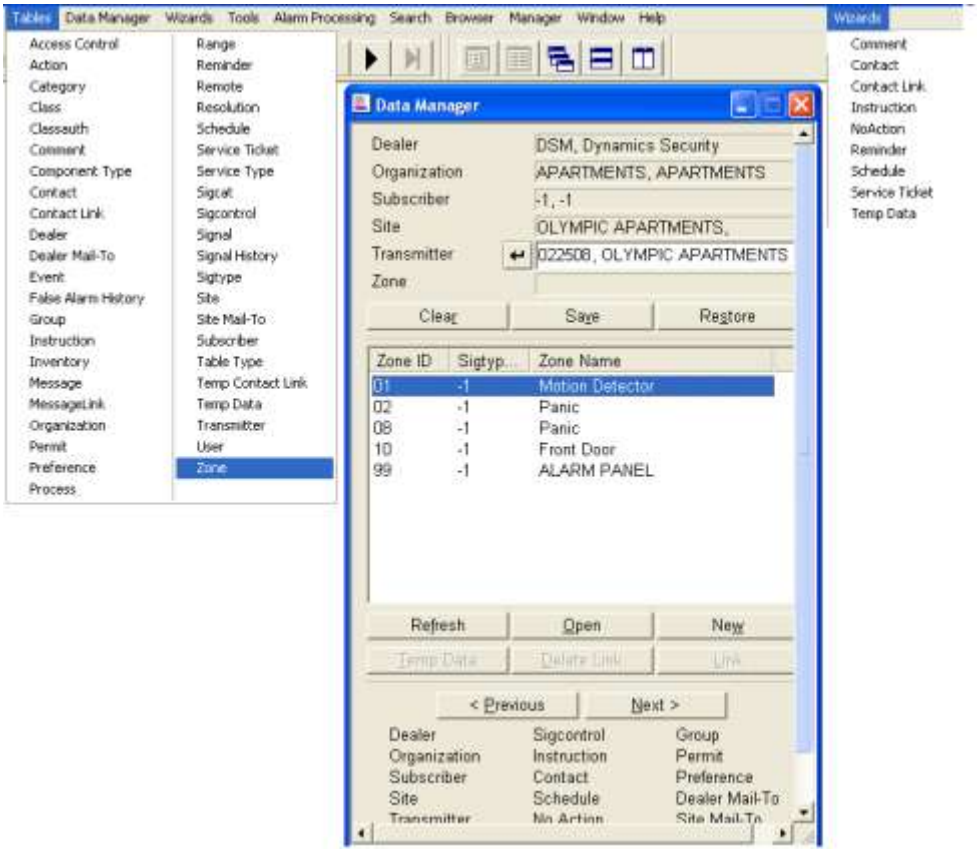
3. When setting up the higher hierarchy level (Dealer, Subscriber, and Organization) keep in mind that the data in these records inherits to lower level records and that lower level records can be changed as needed. Take advantage of Inheritance by entering data that applies to the majority of records in a Dealer or Subscriber – Organization (or Site) record; See "Understanding Inheritance".

4. The following table describes a proven order in which to enter your data:

Records	Notes
Users	If only one person is doing all the data entry, setup a User ID for that user and wait to setup others.
Sigtypes	Table not included in Data Manager.
Instruction/Contact Classifiers in the Class table	Table not included in Data Manager.
High Level Instructions with Call Classes	Instructions that apply to many Dealers, Subscriber-Organizations, or Sites.
High Level Sigcontrol records	Sigcontrol records that apply to many Dealers, Subscriber-Organizations, or Sites.
Resolution IDs	Table not included in Data Manager.
High hierarchy levels: Dealer, Organizations, Subscribers	Generally, the higher hierarchy levels are entered early in the implementation process and added to infrequently so that most of the ongoing data entry applies only to transmitters and zones, with their associated contacts, instructions, etc.

V. Tables vs. Data Manager vs. Wizards

Data Entry provides three methods for entering data into the database on the menu bar:
Tables - Data Manager - Wizards.



A. Table

The ***Table*** menu provides access to all available tables in the database. Use Table to modify existing data or create new records in tables that are not included in Data Manager or the Wizards menu. "Tables" are also useful to Query the database and to troubleshoot data entry problems.

B. Data Manager

Data Manager is a tool for managing Phoenix data for tables that contain hierarchy fields. Use the Data Manager when *creating* or *editing* records that contain hierarchy fields. Data Manager allows you to take advantage of *Inheritance*; see ***"Understanding Inheritance"***

C. Wizards

Wizards simplify the creation of Contacts, Contact Links, Instruction, No Actions, Reminders, Schedules, Service Tickets, and Temp Data by guiding you through the complex steps necessary to create these records. Always use the Wizard to create new records for these tables.

VI. Setting up Individual Users

Every user of Phoenix ***must have a valid User ID*** on file in the database in order to log-in to Phoenix. To ensure a higher level of security the Phoenix administrator should establish the following guidelines.

A. User Guidelines

1. Assign each User an individual ID for authentication purposes.
2. Assign each User a unique password
3. Configure Authorization Levels to allow access on an as-needed basis.
4. Set Effective Date/Time and Expiration Date/Time appropriately for each User.
5. Require Users to change Passwords in a predefined cycle (default is 90 days).

B. Default Users

Phoenix ships with 4 default users: ***DO NOT DELETE THEM!***

1. User ID **-1** is a System Marker Record, ***DO NOT DELETE OR CHANGE*** in any way.
2. User ID **1 logout** prevents the last person logged into Alarm Processing from logging out without a password.
3. User ID **998 phoenix** administrative user log in. This login ***SHOULD NOT*** be used as a regular log in for operators; can be used to enter in additional users.
4. User ID **999 administrator** this is a secondary administrative user incase the phoenix user gets deleted or changed.

User

User ID	Login ID	User Name	Password	Title
-1	-1	MARKER USER	-1	-1
1	logout	Logout Password	es1s}Yh	Alarm Logout Password
998	phoenix	phoenix user	Feb1`Yh	Default User
999	administrator	Administrative User	jeo{`CkU	Default User

C. To Create a User:

1. Creating a User

a) Open Data Entry.
See logging in to Phoenix Apps for the very first login, until you have set up specific users, use the **phoenix** Login ID.

b) On the Tables menu,
Click on ***User***

c) User ID field,
Enter a unique number to identify the User.

> ***Helpful Hint-*** *to determine which numbers have already been used, click the **Clear** tool (if you have entered any values) click the **Query** tool and then the **List View** tool, and look in the User Id column.*

d) Login ID field,
Enter a short form of the User's name (no spaces) for use during the Login process. This field must also be unique.

e) User Name field,
Enter the User's full name.

f) Password field
Enter the word "**password**". This is the only acceptable password for a new user or resetting the password. The first time the User logs in to any app, Phoenix prompts for a password change. The Password is encrypted when the record is saved. Passwords must be 6 alpha-numeric characters long, and expire every 90 days.

> *When a user forgets their Password, change it to "password" in the appropriate record in the User Table, and have them proceed as if a new User.*

g) Title field
Enter the user's job, if desired.

h) Notes field
Enter any comment or remark concerning the User or the Record.

i) Authorization Level field

Enter one of the following Level numbers to indicate the application and functions to which the User has access (there are no restrictions on Browser, since a Login ID and Password are not required):

Level	Function	**Restrictions** (cannot access)
1	Alarm Processing Search	Special Schedules No Action Clear Pending Some tables restricted*
2	Alarm Processing Search	No restrictions Some tables restricted*
3	Alarm Processing Data Entry Reporting Search	No restrictions No Delete (can read, write) No restrictions No restrictions
4	Alarm Processing Data Entry Reporting Search Manager	No restrictions No restrictions No restrictions No restrictions No restrictions
5	Field Tech Access	Can only put transmitters on/off test and verify if signals came in
6	Alarm Processing Search	No Clear Pending Some tables restricted*
7	Alarm Processing Search Reporting	No Clear Pending Some tables restricted* No restrictions

** Users with this Access Level cannot access the following tables:*

Access Control	*Message*	*Sigcat*
Category	*Preference*	*Sigcontrol*
Class	*Process*	*Sigtypes*
Classauth	*Remote*	*Table Types*
Component Types	*Resolution*	*User*
Group	*Service Type*	

*You can set up new Authorization Levels that fit your needs; See **"Security" in the System Users' Guide.***

j) On-Site Flag

In the **On-Site** field choose **y** if the User is located at the monitoring center; choose **n** if at a remote location. Remote Users, by default, are not able to access Alarm Processing.

k) Preference flag field

Choose **n** if the user can process any alarm in Alarm Processing. Choose **e** to define preferred Events. To make Preferences work you must also set up records in the Preferences table; "Setting up Preferences".

Helpful Hint – *Preferences are most helpful for monitoring centers with at least eight operators working at a time.*

l) Remote Group ID field

Enter **-1** for most Users. For remote Users accessing the monitoring center's database through Phoenix Remote Data Entry Add-on Module, enter the appropriate Remote Group ID; see the ***"Remote Data Entry User Guide"***

m) Access Control ID field,

Enter **-1** for most Users. For a field technician who will use Field Tech Access, enter the appropriate Access Control ID, see the ***"Field Tech Access Users' Guide"***.

n) Effective Date/Time field

Enter the date and times on which the User may begin logging in to Phoenix.

o) Expiration Date/Time field,

Enter the date and time on which the User may no longer login to Phoenix. Leave blank if unknown.

p) Password expiration field,

Phoenix writes the date when the User's Password will expire; this field is read-only and cannot be edited.

q) Last Modification Date/Time field

Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

r) Last Modification ID field,

Phoenix enters the Login ID of the user who last modified the record; this field is read-only and cannot be edited.

s) Click on the ADD tool;

Phoenix writes the record to the **User** table. To change the record at any time, see ***"Updating Records"***.

VII. Defining Signal Management Information

When a signal enters the Phoenix system, Phoenix needs to know the answer to a variety of questions about it. Some examples: Is there a commonly understood name for the signal? Does an operator need to take some action on this signal? Or can the signal simply be logged? Does redundant, delay, or restoral processing apply to the signal? Should the signal be ignored this time because the technician is testing the panel? Should the fourteen signals received in ninety seconds be considered a runaway? Is the open signal that came in at 10:15 am "on time" or is it early or late?

A. Overview

The data you enter in three tables helps Phoenix determine the answer to these types of questions:

Sigtypes (signal types) table
Sigcontrol (signal control) table
Sigcat (signal categories) table

1. Sigtype

With **Sigtype** records you define several important parameters; see ***"Setting up Sigtypes".***

- Signals that require action by an operator, in the Phoenix system, signals that must generate an Event.
- Commonly understood names for signals or groups of signals that share a common characteristic. For example an **E130, 11BO,** and **NBA** may all be burglary signals. It is much easier to understand **burglary** on the Alarm Processing screen and on reports, rather than E130, 11BO, or NBA.
- Each signal's priority in relation to other signals. Phoenix always offers the highest priority, oldest signal Events for processing first.

2. Sigcontrol

With **Sigcontrol** records you define special processing that Phoenix must perform when it receives certain signals: redundant, delay, convert, restoral, and test; see ***"Setting Up Sigcontrol Records".***

3. Sigcat

Sigcat records define system-generated signals, such as late-open, early-open, fail-to-close, redundant fail, etc; see ***"Sigcat Table"***

You set up the records in the Sigtype and Sigcontrol tables to answer these signal management questions appropriately for your business. You generally do not have to add or change the Sigcat table; it already contains the needed information.

B. Sigtypes

1. Setting up Sigtypes

Sigtype records perform three important functions:

1) Define names for types (groups) of signals
2) Define signals which require operator action, i.e. Phoenix must generate an Event for them
3) Assign the priority of each signal

a) What are Sigtypes

Signal types are common names for signals or groups of signals. Signals coming from different receivers may have many different formats. Even though the signals have different formats, many signals share the same characteristics. For example an **E130, 11BO,** and **NBA** may all be burglary signals. It is much easier to understand **burglary** on the Alarm Processing screen and on reports, rather than E130, a, or b. In the Sigtype table you name the unique signal types you receive with one or two meaningful words (to set up the actual conversion of "E130" to "Burglary", see **"Setting Up Sigcontrol Records"**).

In this table you tell Phoenix which signals should create Events for processing in Alarm Processing and the priority of the signal *in relation to other signals*.

Sigtype

Signal ID	Description	Event Flag	Priority	Sigcat ID	Classifier ID
-1	SIGTYPE MARKER	y	999	-1	-1
24HNonBerg	24 Hour Non Burglary	y	5	110	Other
A/C Loss	AC Power Loss to Panel	y	5	90	Supervisory
Abnormal Test	Abnormal test signal on...	y	5	111	Supervisory
AC Power Loss	AC Power Loss	y	4	94	Equipment
AC Power Restoral	AC Power Restoral	n	998	3	Equipment
AC Restore	AC Power to panel Rest...	y	100	91	Supervisory
Ack Delay	Acknowledge Delay for ...	y	996	67	Other
Active	AES Alarm still active, ...	y	5	109	Other
Active TBL	AES Trouble still active,...	y	5	111	Supervisory
Ambush	Ambush	y	2	112	Ambush
Arm Abort	Auto Arm Abort (Auto A...	y	100	50	Open/Close
Ast.Needed	Assistance Needed	y	2	110	Other
Audio	Audio (voice) on Line Ca...	y	101	110	Other
Auto Arm	Auto Arm (Closing) Sys...	y	5	2	Open/Close
Auto-Open	Automatic Opening (sys...	y	10	1	Open/Close
Batt. Chgr. Fail	Battery Charger Failure	y	5	92	Supervisory
Batt. Chgr. Rst.	Battery Charger Restoral	y	5	92	Supervisory
Begin DL	Begining Download Ses...	n	998	64	Other
begin N/A	begin no action which k...	n	100	54	Other
begin T/D	adding temp data to an ...	n	100	57	Other

***Note** – you must also enter the **pre-converted format** of signals for delay and redundant processing in this table so those signals can be assigned to generate an Event.*

Phoenix ships with the Sigtypes that Phoenix requires for special signal processing (such as open, close, fail-to-close, etc) plus some additional Sigtypes. You must add all other Sigtypes that are relevant to your business.

2. To Create SIGTYPES

a) Creating SigTypes:

(1) Make a list of all signals you receive

(2) Group them by type

Determine what unique signal types you need in Phoenix; for example: burglary, fire, medical, low temperature, etc.

(3) Table menu

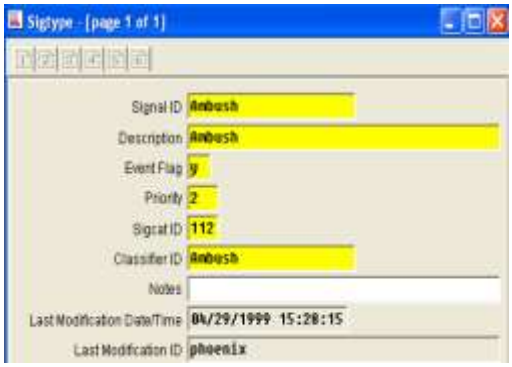
Choose ***Sigtypes***

(4) Signal ID field

Enter a unique, meaningful, descriptive word (or short phrase) that names the signal or group of signals. This field displays in Alarm Processing.

(5) Description field

Enter a more detailed description of the signal type; this field displays in Alarm Processing.



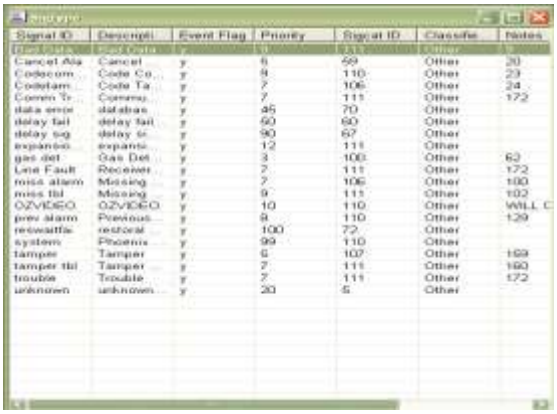
(6) Event Flag field

Choose **y** for yes, if the Sigtype should create an Event and **n** if it should not

Caution *– If this field is set to* ***n*** *Phoenix does not present the signal for processing by an operator; the signal is logged in the Signal table.*

(7) Priority field

Enter the Priority level of the signal type in relation to other signal types. The lower the number, the more important the Sigtype and the sooner the Event is presented to an operator in Alarm Processing. 1 is top priority, 2 is next in importance, etc. More than one signal may have the same priority (see example below). Phoenix always offers the highest Priority, oldest Events first.



The telephone icon that alerts operators of new Events on the Alarm Processing screen displays in different colors depending on the number in the Priority field of the primary signal's Sigtype record. To take advantage of this feature assign the number in the Priority field as shown; the colors are hardcoded, and cannot be changed.

Priority	Color	Comment
0	Blue 	Any non-signal related messages such as "There are aged events…" and "An event has moved from Wait to Pending."
1	Red 	
2	Magenta 	
3	Yellow 	
4	Turquoise 	
5	Green 	
6 and above	White 	Signals generated from a Reminder record will flash White but show Orange in the browser.

(8) Sigcat ID field

Choose the Sigcat ID associated with the Sigtype from the dropdown list. For more information about the Sigcat table,

(9) Classifier ID field

Choose a Class from the dropdown list that fits the signal. This provides a means of grouping multiple signals under one label for reporting purposes; for example: you may want to create a Class **Trouble** and select this field for the Sigtype of all trouble signals. You can create additional classes as needed by adding new records with Type **sigtype** in the Class table; see "Setting-up Classes"

(10) Notes field

Enter any additional comments or remarks concerning the Sigtype or the record.

(11) Last Modification Date/Time field,

Phoenix enters the date and time the record was last modified. The field is read-only and cannot be edited.

(12) Last Modification ID field,
Phoenix enters the Login ID of the user who last modified the record. This field is read-only and cannot be edited.

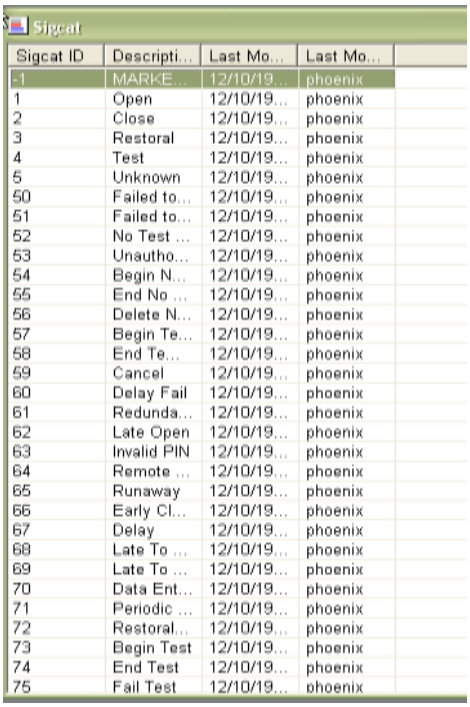
(13) Click on the Add tool.
Phoenix writes the record to the **Sigtypes** table.

To change the record at any time, see "Updating Records"

C. Sigcat Table

The Sigcat table defines system-generated signals and signals that require special attention from Phoenix. A Sigcat record is defined as unique by the Sigcat ID field.

Caution – Do not edit this table without talking to ABM Technical Support.



This table is explained here to help you understand to select a Sigcat for Sigtypes. For example, if you want Phoenix to treat signal E305 as an opening signal (toggle the premises status to "open") you use Sigcontrol to convert E305 to a Sigtype which has a 1 in the Sigcat Id field of the record.

Phoenix references signals by number so they are not language dependent. Sigcats predefined by ABM are represented by numbers 1-5 and 50 and up.

1. Signal Types

There may be multiple signals for each of the types below; for example, you may assign multiple Sigtypes a Sigcat of 1 (open).

a) Opening signals

These signal-types are assigned a Sigcat of **1**. Any Sigtype with a Sigcat of 1 is considered an Open signal. Phoenix changes the premises status to **open** when the signal is received. If you want a Sigtype to result in this status change enter a "1" in the Sigcat ID field in the Sigtypes record. See figure below.

b) Closing signals

These signal-type signals are assigned a **2**. Any Sigtype of 2 is considered a Close signal; Phoenix changes the premises status to "***closed"*** when the signal is received. If you want a Sigtype to result in this status change, enter a "2" in the Sigcat ID field.

c) Restoral signals

These signals-type signals are assigned a **3**. Any Sigtype with a Sigcat of 3 is considered a Restoral signal because it closes a broken loop (circuit).If you want a Sigtype to close a loop, enter a "3" in the Sigcat ID field.

d) Test signals

These signal-type signals are assigned a **4** or **71** if you want a signal to be considered a *Frequency Test signal, enter a "4"* in the Sigcat ID field; for a *Periodic test signals, and enter a "71"* in the Sigcat ID field.

e) Each of the remaining signal categories

Those signals are also represented by a unique number. For example: a fail-to-open signal is assigned to Sigcat ID number 51.

D. Setting Up Classes

*A **Class** provides a means of grouping records based in a common characteristic.*

For example:

If you set a Class Residential, *choose that value in the Class field in the appropriate transmitter records. When you Query on the Class field using the value* residential, *Phoenix selects all transmitters with* Residential *in the Class field. A class record is defined as unique by a combination of the Type and Classifier ID fields.*

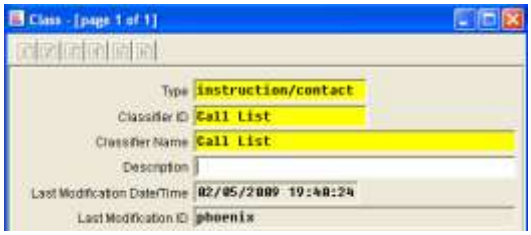
The most common Class in the Phoenix system is **instruction/contact**.

1. To Create Classes:

a) Tables

On the menu bar, click on Tables, then on ***Class***

b) Type field



Choose the table for which you want to create Classes. Classes may be used for a variety of purposes. For example, the Instruction/Contact class is used to define Call Classes, for Permits, it is used to define the types of Permits. You may also create Classes for the following tables as needed:

Dealer	Receiver
Device	Sigtype
Instruction/Contact	Site
Permit	Subscriber
Preference	Transmitter

c) Classifier ID field

Enter a code, any combination of alphanumeric characters that defines the Class.

d) Classifier Name field

Enter the full name of the class

e) Description field

Enter more information describing the class.

f) Last Modification Date/Time field

Phoenix enters the date and time the record was last modified; this is a Read-Only field and cannot be deleted.

g) Last Modification ID field

Phoenix enters the Log-in ID of the user who last modified the record; this is a Read-Only field and cannot be edited.

h) Add Tool

Click on the **Add** tool. Phoenix writes the record to the **Class** table.

E. Defining an Account

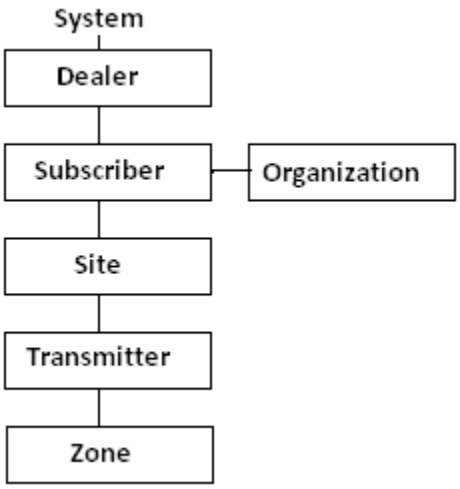
Before signals can be properly processed by Phoenix or by an operator in Alarm Processing, you must enter the information necessary for both these functions into Phoenix. When entering monitoring information, consider that an ***account*** is composed of three types of data: *location data, signal interpretation data,* and *response plan data*.

1. Location Data

Location data tells Phoenix where a signal originated. In Phoenix, location data is set up in a ***hierarchy***, a structure that helps you to organize your data to minimize data entry and maximize reporting. You enter hierarchy information from the general to the specific, entering data first in the Dealer table, the Organization table, Subscriber table, Site table then the Transmitter table, and finally the Zone table.

a) System Level

This level is used for ALL data entered into the Phoenix system, also is used as a placeholder represented by an "-1".



b) A Dealer

This is the highest organization level or, for contract monitoring, an entity that sells or represents a security monitoring provider's services.

c) A Subscriber

These are group(s) of sites with some business, financial, or organizational factor in common, such as the different schools of a university, departments or business regions.

d) An Organization

These are subset(s) of a Subscriber, such as a geographical region or divisions of a business.

e) A site

These are physical location(s) that are monitored, such as a building or a group of buildings, a floor, a suite etc.

f) A transmitter

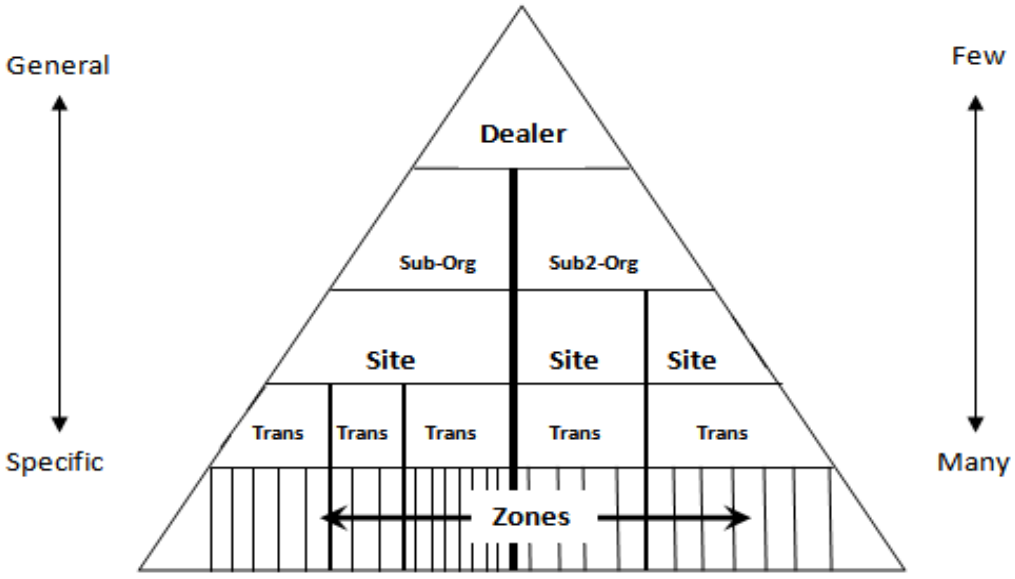
These are the communicator device(s) that collect information from sensing devices located at the site.

g) A zone

These are the regions of space monitored by a remote sensing device, such as a hallway, front door, kitchen, motion device, etc.

This hierarchical structure allows you to enter information that is applicable to several transmitters only once. Site level data can be overridden at the

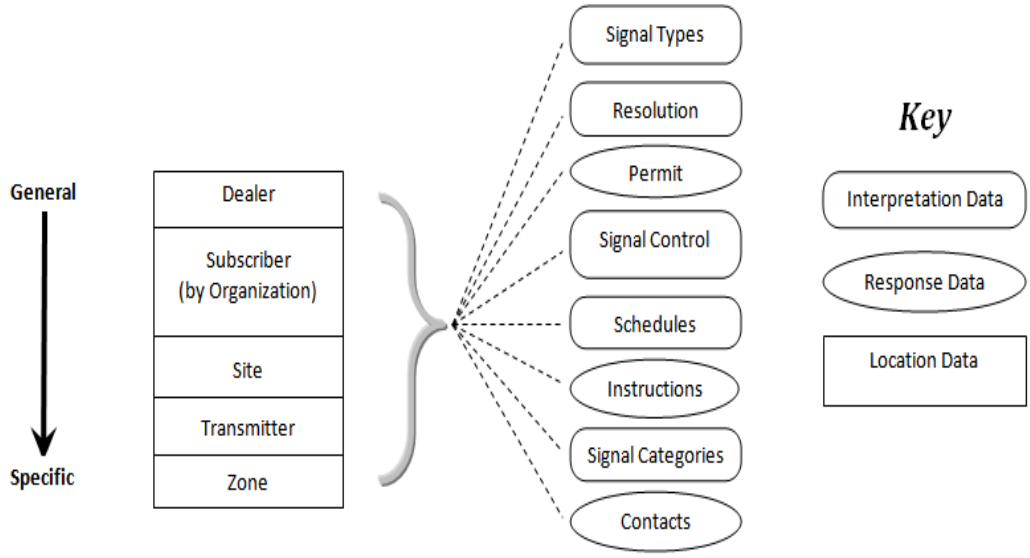
transmitter or zone level whenever necessary. Phoenix always uses the data from the lowest levels of the hierarchy. This is important to understand because response and interpretation data can be attached at different levels within the hierarchy.



Below is an example of how the hierarchical levels are seen in Phoenix.

2. Signal Interpretation Data

Signal interpretation data tells Phoenix how to decipher the signal. Is signal **b** a burglary? Should Phoenix generate a fail-to-open signal if the store does not open at 10:00am? Did the customer enter an invalid PIN, or is it correct? Etc. To enter the data that answers these types of questions, you use signal management tables: Sigcontrol, Sigtype, Sigcat, and Schedules; see "Defining Signal Management Information"



3. Response Plan Data

Response plan data defines the action an operator must perform in response to an event-generated signal: Call the police, relay permit information, call a responsible party, dispatch a fire truck, verify a password, etc. This data is entered in a number of tables including Instructions and Contact tables.

All of this account information is stored in Phoenix's database, which consists of many interrelated tables each having a unique function in the monitoring process.

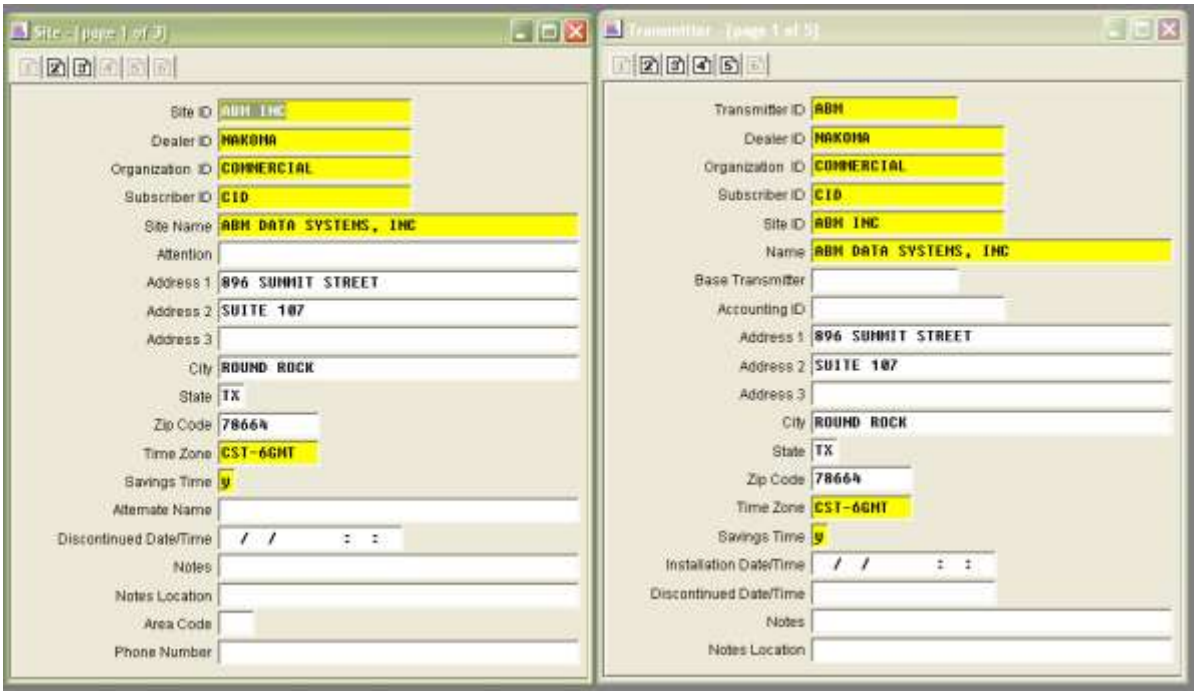
F. Understanding Inheritance

Inheritance is a powerful feature of Phoenix, because it can shorten the time and effort required for data entry. There are two types of Inheritance: ***Initial Inheritance*** and ***Relational Inheritance***

1. Initial Inheritance

Initial Inheritance works only when you create a record. At whatever hierarchy level you are creating, Phoenix automatically fills fields with data from the level above (and stores the data in both levels); this makes data entry more accurate and efficient. If you use Tables to create a new record, you must *type* data in al the fields and you must enter the data exactly as it is in the higher level records (or the result is a referential integrity error). To take advantage of Initial Inheritance, you must create new records by selecting Data Manager from the menu bar in Data Entry

Site Table ***Transmitter Table***



For example, you just created a Site record and filled in applicable data, including address information. Now you need to create eight Transmitters (one level down in the hierarchy) for the Site. Each of these Transmitters has all the same data, except for the Transmitter ID. You do not want to type the same information eight times, so you create the Transmitters using Data Manger. In the example above, on the left side is the Site table with its data; on the right is a new Transmitter record created through data Manager. No data has been typed into the new Transmitter record yet, but notice that for fields common to both tables, the transmitter has all of the data present in the Site record. That is because the data was *inherited* from the Site record, a higher level in the hierarchy.

You can change data that was inherited into the record at any time, making it different from the higher-level record.

Note *– because the data is actually stored in each level, updates to a higher level record DO NOT affect lower levels; a change does not inherit down.*

2. Relational Inheritance

Where Initial Inheritance is applied only when records are created, *Relational Inheritance* is inheritance that is applied when Phoenix is determining which record to use for certain tables (Schedules, Instructions, Sigcontrol, etc). For example Phoenix uses Relational Inheritance to determine which Schedule to apply to an open/close signal. An applicable Schedule ID can be stored at any level of the hierarchy and Phoenix will find and use it.

Initial Inheritance

	Time Zone Field
Site Record	CST – 6 GMT
Transmitter Record	CST – 6 GMT

Relational Inheritance

	Schedule ID Field
Site Record	18
Transmitter Record	

The above example illustrates that with Initial Inheritance the Time Zone is actually stored in both records: Site and Transmitter. With Relational Inheritance, even though the Transmitter record does not a Schedule ID, Phoenix will search up the hierarchy until it finds the Schedule ID in the Site record.

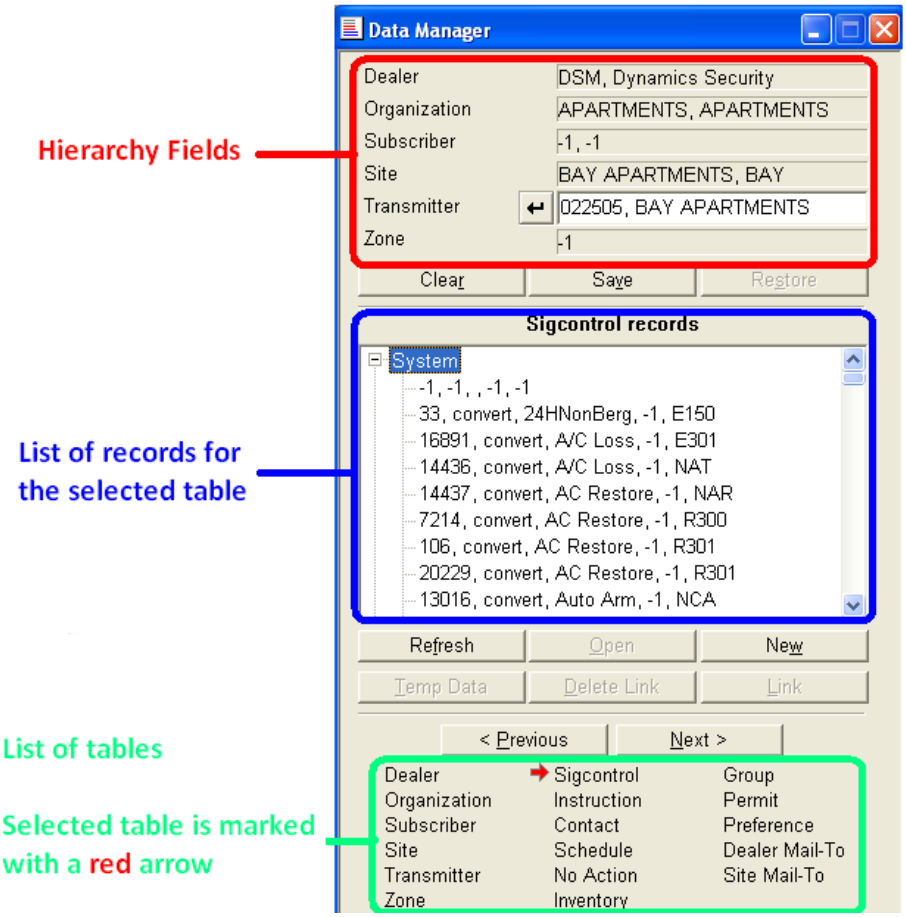
G. Using Data Manager

1. Data Manager

This is a tool that guides you through the creation of new records for tables that contain hierarchy fields. When you create a new record for any table listed n Data Manager, for each level in the hierarchy, Phoenix prompts you to select the value appropriate to the record you are creating. For example: You are

creating a new zone; you must choose the dealer, subscriber-organization, site and transmitter that the new zone belongs to.
In addition to creating records using Data Manager, you can also view and update records.

The Data Manger (DM) window is divided into three sections:
Hierarchy fields section, List of records section, List of tables section



When you open Data Manager the Dealer table is selected (as indicated by the red arrow) and its records are displayed in the list of records window.

When you double-click on a Dealer record, the Dealer you selected appears in the Dealer field of the hierarch section, the records for the table are displayed in the window and the red pointer in the Tables section moves to the next table.

For each hierarchy table, you select the appropriate record, and it appears in the hierarchy fields at the top of Data Manager.

When you know the Transmitter ID, enter it in the Transmitter field and click on the [insert return icon] button, press T*ab* or press the *Return key.* Higher level values are automatically filled in for the Transmitter.

For the hierarchy fields, you can clear the values, save the settings (until you exit from Data Entry), and recall the setting by using the buttons labeled **Clear, Save** and **Restore**, respectively.

Records for the selected table are displayed in window. To change the selected table, click on the **Previous** or **Next** buttons.

a) To create new records:

(1) On the menu bar,
Click on Data Manager

(2) Double-click
On the Dealer associated with the record you want to create, OR click on the **Add** button to create a new Dealer

(3) Double-click
On the Organization associated with the record you want to create, OR click on the **Add** button to create a new Organization

(4) Continue selecting
Double Click on the records for the hierarchy fields.

(5) Viewing or Updating records
You can right click on a record to open it at any time when needing to view or update the record.

(6) Add button
When the selected table is the one for which you want to create a record, click on the ADD button.

(7) Enter values
Additional information can be added to the data record after it opens.

(8) Save record
Click on the **Add** button (**green +**) on the menu bar to save the record that you just created.

b) To view or update records for Dealer through Zone

(1) Menu bar
Click on Data manager

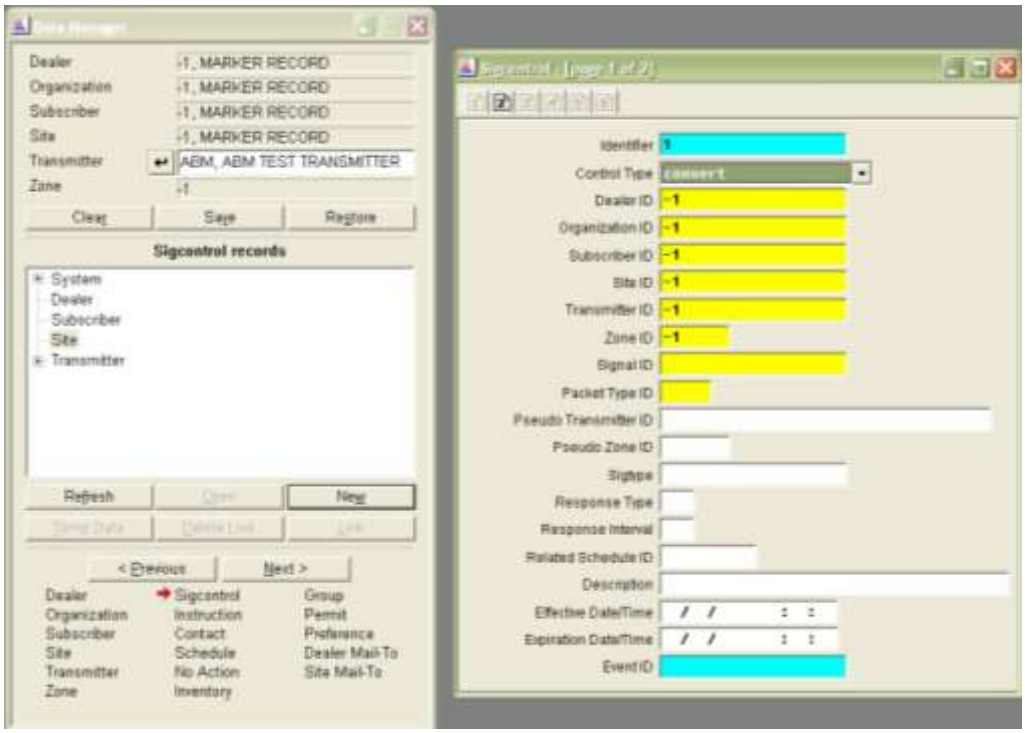
(2) Enter the Transmitter ID
In the hierarchy fields OR select the appropriate record for each hierarchy table until the record you want to open is listed.

(3) View/Update
Right-click on the record you want to view/update or highlight and click on the **View/Update** button.

2. To view or update records for Sigcontrol through Site Mail-to:

For these tables, a tree structure displays in DM that allows you to view/edit/create a record. The number of levels containing values in the hierarchy fields determines how many levels are present in the tree structure in the list of records section. The record that will be opened or created in the table depends on which record or level is highlighted in the list of records section.

***For example**, below the Sigcontrol record under Dealer is highlighted and the **Open** button was clicked so Data Manager opens that record for viewing or updating. (To create a new record assigned to the Dealer level, you would click on the '**New**' button)*



a) To create a new Sigcontrol record:

(1) Menu bar
Click on Data Manager

(2) Define hierarchy levels
That you want to see in the list of records window

(3) Click on the Next button
Until the red arrow is pointing to Sigcontrol

(4) In the "List of Records" window,
Click on the level to which you want to attach the Sigcontrol record

(5) Click
On the **New** button

(6) Enter
The Sigcontrol record data

(7) Add record
Click on the **Add** button.

The **Link** button is enabled for the Contact and Schedule tables. For Contacts it opens the Contact Link Wizard. For Schedules, it opens the Schedule Wizard so you can select a schedule to be included in a hierarchy record (Dealer through Transmitter).

The **Delete Link** button is enabled for the Contact and Schedule tables. It allows you to remove a Contact from a Transmitter, or a Schedule ID from a hierarch table (Dealer through Transmitter).

If you create new records using Data Manager, you can take advantage of *Inheritance*; Phoenix will fill in common fields from the associated record one level up; see "Understanding Inheritance".

H. Setting up Dealers

For contract monitoring centers, a Dealer is an entity that sells or represents a monitoring center's services in some fashion. For proprietary monitoring centers you can use Dealer to define the highest level in your organization.

***Helpful Hint**- Many of the fields at the Dealer level also appear in the Subscriber level of the hierarchy structure; Take advantage of Inheritance by entering data at this level so it is inherited to the next level. For example, if the majority of Subscribers under the Dealer use test monitoring, enter the test monitoring values in the Dealer record so you do not have to enter them over and over in the individual Subscriber records.*

1. To create a dealer:

a) Menu bar
Choose Data manger, or from the Tables menu click on ***Dealer***. For information on Data Manager see "Using Data Manager".

b) Dealer ID field

Enter a code, using any combination of alpha numeric characters that uniquely identifies the Dealer.

Helpful Hint – *Decide on a standard format for identifying each Dealer; an abbreviation or short form of the Dealer name generally works well.*

c) Dealer Name Field

Enter the name of the Dealer

d) Attention field

Enter the name or department to whom the report is addressed.

e) Address, City, State and Zip code fields

Fill in all relevant information for the Dealer's mailing address.

f) Time Zone field,

Choose the time zone where the Dealer is located;
The Time Zones for the United States are listed as shown.

For a complete list of time zones see pg 39.

EST-5GMT	Eastern Standard Time
CST-6GMT	Central Standard Time
MST-7GMT	Mountain Standard Time
PST-8GMT	Pacific Standard Time
AST-9GMT	Alaska Standard Time
HST-10GMT	Hawaiian Standard Time

g) Savings Time field

Choose **y** for yes, if Daylight Savings Time applies at the Dealer location, or **n** if not.

h) Alternate Name field

Enter a different format of the Dealer's name or any additional Dealer name, if applicable.

i) Discontinued Date field

Enter the date when the Dealer is no longer active and valid for alarm monitoring; this affects every transmitter for the Dealer.

j) Notes field

Enter any additional comments or remarks concerning the Dealer or the record.

k) Notes Location field

Enter the complete path and file name of a document created in another application, such as MS Word, that you want to make accessible on the Alarm Processing screen. Use this feature to provide additional information or instructions for the operator. You can attach the document to any level of the hierarchy. An operator can open any type of document (file format) as long as an application that can open it is present on the machine. For example to open a .jpg or .bmp document there must be a graphics application on the computer. For more information see the ***"Note Location"*** field in the Transmitter table

l) Phone Number fields

Enter the Dealer's full phone number; area code, phone number, extension etc, where applicable. Also you can enter a **Fax** number (w/ area code) and an **e-mail** in the appropriate fields.

m) Classifier ID field

Choose the Classifier ID associated with the Dealer, if applicable. The Classifiers listed in the dropdown list come from the Class table. You can create new Classifiers as needed by adding new records with Type "Dealer" in the Class table; see "Setting up Classes"

n) Category ID field

Choose the Category ID associated with the Dealer. The Categories listed in the dropdown list come from the Category table. You can create new Categories as needed by adding new records with Type "Dealer" in the Category table; see "Setting up Categories"

o) Restoral Wait Flag field

Choose **y** for yes to use Restoral Waiting; or **n** for no, to not use this feature. To use Restoral Waiting, you must also create a record in the Sigcontrol table; see "Setting up Sigcontrol Records"

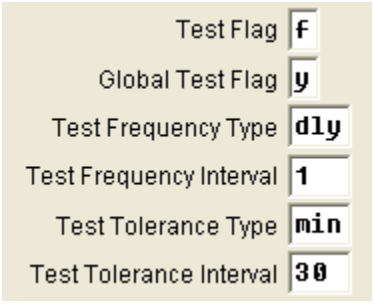
The Restoral Wait Flag field tells Phoenix if it must search for a Sigcontrol record for restoral signal processing. If the Dealer does not require restoral processing, leave this field blank.

p) Test Flag field

Choose a test monitoring option:

C – Closed, for performing test monitoring only when the transmitter is closed;

F - Frequency, for recurring monitoring (hourly, daily, monthly etc);
P – Periodic, for specific test time periods;
N – No, if test monitoring is not desired.



The Test fields define the parameters for testing the communication between panels and the monitoring centers receiver(s), to successfully set up Test monitoring you must enter values in all fields shown to the right.

q) Global Test flag field

Choose **y** for yes if any signal is considered a test signal; choose **n** for no, if only signals defined as test signals in the Sigtype record (Sigcat field =4 or 71) are considered a valid test signal.

r) Test Frequency field

Choose the units for the test frequency time period: **dly –** daily; **hrly** – hourly; **min** – minutes; **wly** – weekly

s) Test Frequency Interval field

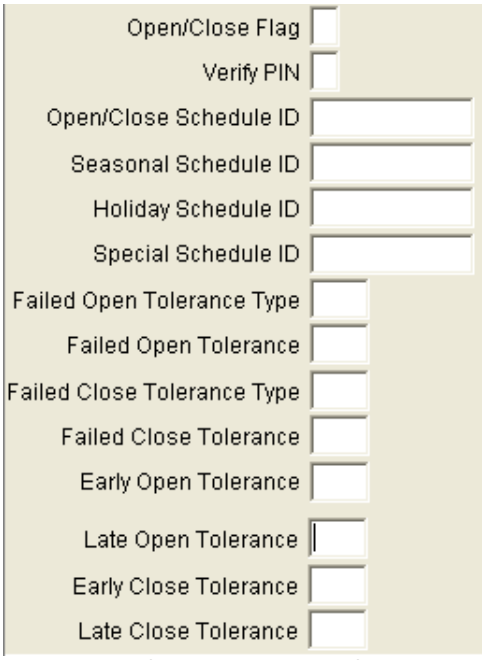
Enter the length of time (measured in frequency units)to wait before expecting a test; For example – to monitor for a test twice daily, choose Test Frequency Type of **hrly** and a Test frequency Interval of **12** for every 12 hours.

t) Test Tolerance Type field

Choose the units for the test tolerance time period: **sec** for seconds; **min** for minutes; **hly** for hourly, or **dly** for daily.

u) Test Tolerance Interval field

Enter the length of time (measured in tolerance units) to wait before creating a fail-to-test signal.



*To set up **open/close monitoring** for a Dealer based on a Schedule, enter values in the fields shown below. If you do not need to monitor openings and closings, leave these fields blank.*

Tolerances *are periods of time before or after a scheduled open or close during which Phoenix takes no action if the scheduled activity does (or does not) occur; it does not generate an Event. For more information about Tolerances, see "About Tolerances".*

v) Open Close Flag field

Choose **y** for yes if open/close monition is desired, **n** if it is not.

NOTE:

Setting this field to ***y*** *means Phoenix checks the appropriate Schedule and logs an unauthorized open or close signal for reports; it does not mean an event is generated when openings and closing happen outside the allotted time frames (as defined in the Schedule).*

To generate an Event that an operator must process, you must also set the ***Open Close Event Flag*** *field in the Transmitter table to* ***y*** *(even if the Sigtype for the open/close signals is set up to create an Event).*

w) Verify PIN field

Choose **y** for yes to verify, and **n** to not verify the PIN. The Pin is part of the number transmitted in the opening or closing signal that identifies the person who performed the open or close. The number slot for the PIN is entered in the Contact Record; see "PIN" in the Contact Wizard. If Verify PIN is set to **y** Phoenix searches for the PIN in the Contact table; if a match is not found in the Contact table, Phoenix generates an Invalid PIN Event.

Helpful Hint *– for Verify PIN to work, the Open Close Flag field in the Transmitter record must be set to* ***y.***

x) Schedule ID fields

Enter the schedule ID for open/close monitoring. When you press the *Tab* key, or click into one of these fields, Phoenix automatically initiates the Schedule Wizard (if the Open Close Flag field is set to y). In the Wizard, choose the appropriate Schedule, or create one, and click **OK** to attach it to the Dealer or choose the **Cancel** button if no Schedule of the type is desired. For information on creating a Schedule, see "Setting up Schedules"

If no Schedule ID is entered or the Schedule ID is invalid (not on file) Phoenix treat the premises as not open/close monitored.

y) Failed Open Tolerance Type field

Choose the units for the tolerance time period: **hrly** (hourly) or **min** (minutes).

z) Failed Open Tolerance Interval field

Enter the length of time (measured in tolerance units) to wait before Phoenix produces a fail-to-open signal. For example, for a tolerance of 10 minutes, enter **min** in the Failed Open Tolerance Type field, and **10** in the Interval field.

aa) Failed Close Tolerance Type field

Choose the units for the tolerance time period: **hrly** (hourly) or **min** (minutes).

bb) Failed Close Tolerance Interval field

Enter the length of time to wait before Phoenix produces a fail-to-close signal. Example: for a tolerance of 2 hours, enter **hly** in the Failed Closing Tolerance Type field, and **2** in the Interval Field.

cc) Early Open Tolerance field

Enter the length of time (in minutes) to wait before Phoenix produces an early-open signal; example – for a tolerance of 45 minutes, enter **45**.

dd) Late open tolerance field

Enter the length of time (in minutes) to wait before Phoenix produces a late open signal; for 15 minutes enter **15**.

ee) Early Close Tolerance field

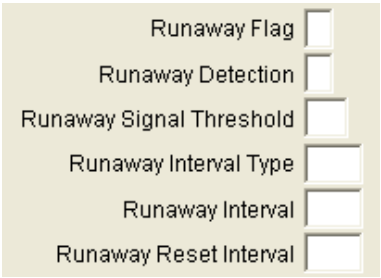
Enter the length of time (in minutes) to wait before Phoenix produces an early close signal; for an hour enter **60** (minutes).

ff) Late Close Tolerance field,

Enter the length of time (in minutes) to wait before Phoenix produces an early close signal; for an hour and a half enter **90** (minutes).

gg) Runaway Flag field

Choose **y** for yes to detect and discard runaway signals, or **n** to not use the runaway feature.



*A **runaway** signal is a signal originating from one transmitter/zone combination that is sent repeatedly, indication a potential alarm system problem. When the Runaway Flag field is set to* **y** *and Phoenix detects a runaway scenario, all signals for that transmitter are ignored until one of three occurrs:*

(a) *A new signal is received with a different zone;*

(b) *A new signal is received with a different Sigtype;*

(c) *Or a new signal is received following the Runaway Reset interval.*

Runaway is best implemented at the panel, if at all possible*.*
To use Phoenix's runaway feature, enter values in the fields shown; if you can implement runaway at the panel, leave these fields blank.

hh) Runaway Signal Threshold field
Enter the number of signals that must be received within the defined time frame for Phoenix to consider them runaway signals.

ii) Runaway Interval Type field
Choose the units for runaway detection time periods: **sec** for seconds; **min** for minutes; **hly** for hourly. This setting is used with the time periods defined in the Runaway Interval and the Runaway Reset Interval fields.

jj) Runaway Interval field
Enter the length of time, (measured in runaway units) during which the same signal/zone combination must be received for phoenix to consider them runaway signals.

kk) Runaway Reset Interval field
Enter the length of time (measured in runaway units) after which, if no other runaway signal is received, the runaway status of the transmitter is canceled. When the runaway status is canceled, the Runaway Detection Counter and Clock are reset.

ll) Last Modification Date/Time field
Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

mm) In the Last Modification ID field
Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

Click on the **Add** tool; Phoenix writes the record to the **Dealer** table.

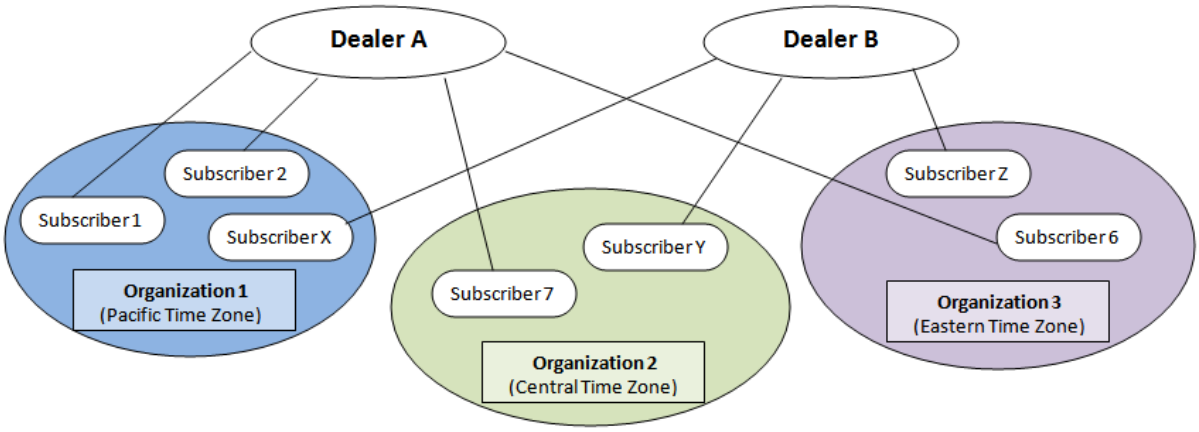
To change the record at any time, see "Updating Records".

I. Setting Up Organizations

An Organization is a subset of Subscriber that allows you to group (sort) Subscriber records by Organization.

> ***Helpful Hint*** *– You must create Organization records before using them in Subscriber records.*

Organizations are not tied to subscribers; the same Organization record can be used by more than one Dealer and more than one Subscriber.



1. To Create an Organization:

a) Menu bar

Choose Data Manager or from the Tables menu, click on ***Organization***.

b) Organization ID field

Enter a code using any combination of alphanumeric characters that uniquely identifies the Organization.

c) Organization Name field

Enter the name of the Organization.

d) Description field,

Enter a detailed description of the Organization if helpful.

e) Last Modification Date/Time field

Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

f) Last Modification ID field,
Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

g) Click on the Add tool;
Phoenix writes the record to the **Dealer** table.

To change the record at any time, see "Updating Records"

J. Setting up Subscribers

For contract monitoring, a Subscriber is the party that is financially or organizationally responsible for a monitored site. For proprietary monitoring centers you can use Subscribers to define the second highest level of your organization.

The Subscriber and Organization tables act together to form a single layer of the hierarchy structure; see below

1. To Create a Subscriber:

a) Menu bar
Choose Data Manager.

Note *– Some fields that are common to both tables, the values that were entered in the Dealer record, are automatically filled in for the Subscriber record (inheritance); you may change any field as needed.*

b) Subscriber ID field
Enter a code using any combination of alpha-numeric characters that uniquely identifies the Subscriber.

c) Dealer ID field
This is the Dealer you chose in Data Manger.

d) Organization ID field
This is the Organization you chose in Data Manger.

e) Subscriber Name field,
Enter the name of the Subscriber.

f) Attention field

Enter the name or department to whom the report is addressed.

g) Address, City, State and Zip code fields

Please fill in all relevant information for the Subscriber's mailing address.

h) Time Zone field

Chose the time zone where the Subscriber is located; the Time Zones for the United States are listed below.

For a complete list of time zones see pg 39.

EST-5GMT	Eastern Standard Time
CST-6GMT	Central Standard Time
MST-7GMT	Mountain Standard Time
PST-8GMT	Pacific Standard Time
AST-9GMT	Alaska Standard Time
HST-10GMT	Hawaiian Standard Time

i) Savings Time field

Choose **y** for yes if Daylight Savings Time applies at the Subscriber site, and **n** if not.

j) Alternate Name field

Enter a different format of the Subscriber's name or any additional Subscriber name, if applicable.

k) Discontinued Date field

Enter the date when the Subscriber is no longer active and valid for alarm monitoring; this affects every transmitter for the Subscriber.

l) Notes field

Enter any additional comments or remarks concerning the Subscriber or the record.

m) Notes Location field

Enter the complete path and file name of a document created in another application, such as MS Word, that you want to make accessible on the Alarm Processing screen. Use this feature to provide additional information or instructions for the operator. You can attach the document to any level of the hierarchy. An operator can open any type of document (file format) as long as an application that can open it is present on the machine.

***For example** to open a .jpg or .bmp document there must be a graphics application on the computer. For more information see the "Notes Location" field in the Transmitter table.*

n) Phone Number fields

Enter the Subscriber's full phone number; area code, phone number, extension etc, where applicable. Also you can enter a **Fax** number (w/ area code) and an **e-mail** in the appropriate fields.

o) Classifier ID field

Choose the Classifier ID associated with the Subscriber, if applicable. The Classifiers listed in the dropdown list come from the Class table. You can create new Classifiers as needed by adding new records with Type "Subscriber" in the Class table; see "Setting up Classes"

p) Category ID field

Choose the Category ID associated with the Subscriber. The Categories listed in the dropdown list come from the Category table. You can create new Categories as needed by adding new records with Type "Subscriber" in the Category table; see "Setting up Categories".

q) Restoral Wait Flag field

Choose **y** for yes to use Restoral Waiting; or **n** for no, to not use this feature. To use Restoral Waiting, you must also create a record in the Sigcontrol table; see "Setting up Sigcontrol Records" on pg 109*.

The Test fields define the parameters for testing the communication between panels and the monitoring center, to successfully set up Test monitoring you must enter values in all fields shown below.

r) Test Flag field

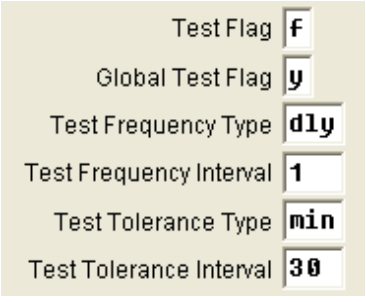
Choose a test monitoring option:

C – Closed, for performing test monitoring only when the transmitter is closed;

F - Frequency, for recurring monitoring (hourly, daily, monthly etc);

P – Periodic, for specific test time periods;

N – No, if test monitoring is not desired.



s) Global Test Flag field

choose **y** for yes if any signal is considered a test signal; choose **n** for no, if only signals defined as test signals in the Sigtype record (Sigcat field =4 or 71) are considered a valid test signal.

t) Test Frequency field

Choose the u nits for the test frequency time period: **dly –** daily; **hrly** – hourly; **min** – minutes; **wly** – weekly

u) Test Frequency Interval field

Enter the length of time (measured in frequency units)to wait before expecting a test; For example – to monitor for a test twice daily, choose Test Frequency Type of **hrly** and a Test frequency Interval of **12** for every 12 hours.

v) Test Tolerance Type field

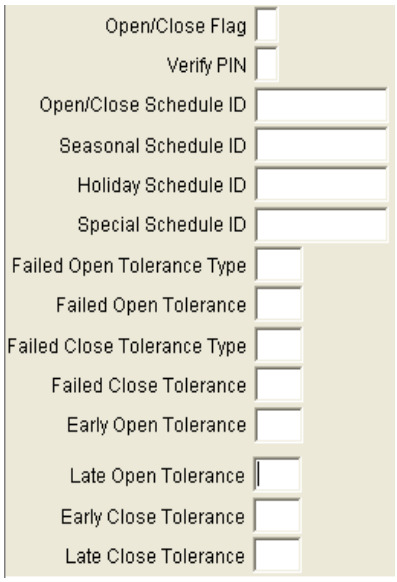
Choose the units for the test tolerance time period: **sec** for seconds; **min** for minutes; **hly** for hourly, or **dly** for daily.

w) Test Tolerance Interval field

Enter the length of time (measured in tolerance units) to wait before creating a fail-to-test signal.

*To set up **open/close monitoring** for a Subscriber based on a Schedule, enter values in the fields shown below. If you do not need to monitor openings and closings, leave these fields blank.*

***Tolerances** are periods of time before or after a scheduled open or close during which Phoenix takes no action if the scheduled activity does (or does not) occur; it does not generate an Event. For more information about Tolerances, see "About Tolerances".*



x) Open Close Flag field

Choose **y** for yes if open/close monition is desired, **n** if it is not.

Setting this field to **y** means Phoenix checks the appropriate Schedule and logs an unauthorized open or close signal for reports; it does not mean an event is generated when openings and closing happen outside the allotted time frames (as defined in the Schedule).

To generate an Event that an operator must process, you must also set the **Open Close Event Flag** field *in the Transmitter table* to **y** (even if the Sigtype for the open/close signals is set up to create an Event).

y) In the Verify PIN field,

Choose **y** for yes to verify, and **n** to not verify the PIN. The Pin is part of the number transmitted in the opening or closing signal that identifies the person who performed the open or close. The actual PIN is entered in the Contact Record; see *"PIN" in the Contact Wizard*.

If Verify PIN is set to **y** Phoenix searches for the PIN in the Contact table; if a match is not found in the Contact table, Phoenix generates an Invalid PIN Event.

Helpful Hint *– for Verify PIN to work, the Open Close Flag field in the Transmitter record must be set to* ***y.***

z) Schedule ID fields

Enter the schedule ID for open/close monitoring. When you press the *Tab* key, or click into one of these fields, Phoenix automatically initiates the Schedule Wizard (if the Open Close Flag field is set to y). In the Wizard, choose the appropriate Schedule, or create one, and click **OK** to attach it to the Subscriber or choose the **Cancel** button if no Schedule of the type is desired. For more information on creating a Schedule, see "Setting up Schedules"

If no Schedule ID is entered or the Schedule ID is invalid (not on file) Phoenix treats the premises as not open/close monitored.

aa) Failed Open Tolerance Type field,

Choose the units for the tolerance time period: **hrly** (hourly) or **min** (minutes).

bb) Failed Open Tolerance Interval field

Enter the length of time (measured in tolerance units) to wait before Phoenix produces a fail-to-open signal. For example, for a tolerance of 10 minutes, enter **min** in the Failed Open Tolerance Type field, and **10** in the Interval field.

cc) Failed Close Tolerance Type field,

Choose the units for the tolerance time period: **hrly** (hourly) or **min** (minutes).

dd) Failed Close Tolerance Interval field,

Enter the length of time to wait before Phoenix produces a fail-to-close signal. Example: for a tolerance of 2 hours, enter **hly** in the Failed Closing Tolerance Type field, and **2** in the Interval Field.

ee) Early Open Tolerance field

Enter the length of time (in minutes) to wait before Phoenix produces an early-open signal; example – for a tolerance of 45 minutes, enter **45**.

ff) Late open tolerance field

Enter the length of time (in minutes) to wait before Phoenix produces a late open signal; for 15 minutes enter **15**.

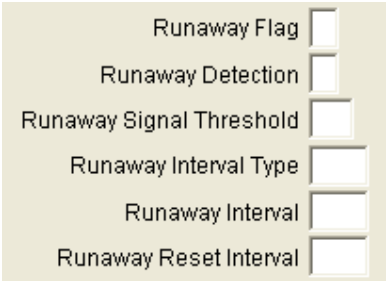
gg) Early Close Tolerance field,

Enter the length of time (in minutes) to wait before Phoenix produces an early close signal; for an hour enter **60** (minutes).

hh) Late Close Tolerance field,

Enter the length of time (in minutes) to wait before Phoenix produces an early close signal; for an hour and a half enter **90** (minutes).

*A **runaway** signal is a signal originating from one transmitter/zone combination that is sent repeatedly, indication a potential alarm system problem. When the Runaway Flag field is set to **y** and Phoenix detects a runaway scenario, all signals for that transmitter are ignored until on of three occurrences: a new signal is received with a different zone; a new signal is received with a different Sigtype; or a new signal is received following the Runaway Reset interval.*



Runaway is best implemented at the panel, if at all possible. To use Phoenix's runaway feature, enter values in the fields shown to the right; if you can implement runaway at the panel, leave these fields blank.

ii) Runaway Flag field

Choose **y** for yes to detect and discard runaway signals, or **n** to not use the runaway feature.

jj) Runaway Signal Threshold field,

Enter the number of signals that must be received within the defined time frame for Phoenix to consider them runaway signals.

kk) Runaway Interval Type field,

Choose the units for runaway detection time periods: **sec** for seconds; **min** for minutes; **hly** for hourly. This setting is used with the time periods defined in the Runaway Interval and the Runaway Reset Interval fields.

ll) Runaway Interval field,

Enter the length of time, (measured in runaway units) during which the same signal/zone combination must be received for phoenix to consider them runaway signals.

mm) Runaway Reset Interval field,

Enter the length of time (measured in runaway units) after which, if no other runaway signal is received, the runaway status of the transmitter is canceled. When the runaway status is canceled, the Runaway Detection Counter and Clock are reset.

nn) Last Modification Date/Time field
Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

oo) Last Modification ID field
Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

pp) Click on the Add tool
Phoenix writes the record to the **Subscriber** table.

To change the record at any time, see "Updating Records".

K. Setting up Sites

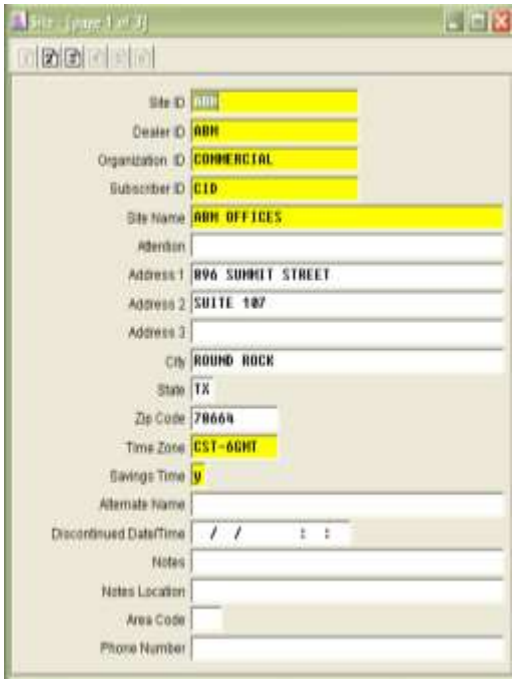
A Site is a physical location that is monitored. A site record is defined as unique by the combination of the Site ID, Subscriber ID and Organization ID fields.

1. To Create a Site:

a) Data Manager
Double click on the Dealer, Organization, Subscriber combination that the new Site will fall under.

Then click on New button.

Note –
For some fields common to all the tables, the values that were entered in the Subscriber record are automatically filled in for the Site record (inheritance); you may change any field as needed.



b) Site ID field
Enter a code using any combination of alpha-numeric characters that uniquely identifies the Site.

If there is only one Transmitter for the Site, you may use the Transmitter ID in the Site ID field, or perhaps a store number or building name, for example, may be more relevant.

c) Site Name field
Enter the name of the Site.

d) Attention field
Enter the name or department to whom the report is addressed.

e) Address, City, State and Zip code fields
Please fill in all relevant information for the Site's mailing address.

f) Time Zone field,
Choose the time zone where the Site is located; the Time Zones for the United States are listed below.

For a complete list of time zones see pg 39.

EST-5GMT	Eastern Standard Time
CST-6GMT	Central Standard Time
MST-7GMT	Mountain Standard Time
PST-8GMT	Pacific Standard Time
AST-9GMT	Alaska Standard Time
HST-10GMT	Hawaiian Standard Time

g) Savings Time field
Choose **y** for yes if Daylight Savings Time applies at the Site, and **n** if not.

h) Alternate Name field
Enter a different format of the Site's name or any additional Site name, if applicable.

i) Discontinued Date field
Enter the date when the Site is no longer active and valid for alarm monitoring; this affects every transmitter for the Site.

j) Notes field
Enter any additional comments or remarks concerning the Site or the record.

k) Notes Location field
Enter the complete path and file name of a document created in another application, such as MS Word, that you want to make accessible on the Alarm Processing screen. Use this feature to provide additional information or instructions for the operator. You can attach the document to any level of the hierarchy. An operator can open any type of document (file format) as long as an application that can open it is present on the machine.

***For example** to open a .jpg or .bmp document there must be a graphics application on the computer. For more information see the **"Notes Location"** field in the Dealer table.*

l) Phone Number field

Enter the Site's full phone number; area code, phone number, extension etc, where applicable. Also you can enter a **Fax** number (w/ area code) and an **e-mail** in the appropriate fields.

m) Classifier ID field

Choose the Classifier ID associated with the Site, if applicable. The Classifiers listed in the dropdown list come from the Class table. You can create new Classifiers as needed by adding new records with Type "Site" in the Class table; see "Setting up Classes"

n) Category ID field

Choose the Category ID associated with the Site. The Categories listed in the dropdown list come from the Category table. You can create new Categories as needed by adding new records with Type "Site" in the Category table; see "Setting up Categories"

o) Restoral Wait Flag field

Choose **y** for yes to use Restoral Waiting; or **n** for no, to not use this feature. To use Restoral Waiting, you must also create a record in the Sigcontrol table; see "Setting up Sigcontrol Records".

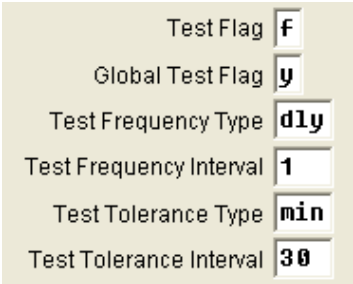
The Test fields define the parameters for testing the communication between panels and the monitoring center, to successfully set up Test monitoring you must enter values in all fields shown below.

p) Test Flag field,

Choose a test monitoring option:
C – Closed, for performing test monitoring only when the transmitter is closed;
F - Frequency, for recurring monitoring (hourly, daily, monthly etc);
P – Periodic, for specific test time periods;
N – No, if test monitoring is not desired.

q) Global Test Flag field,

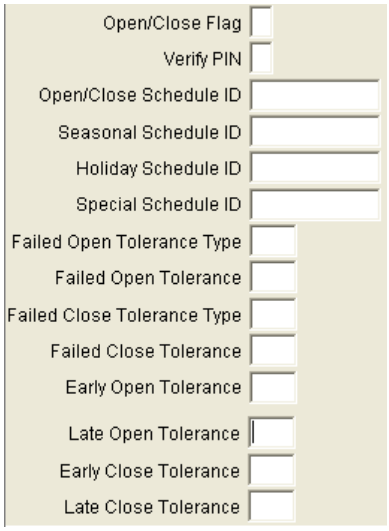
Choose **y** for yes if any signal is considered a test signal; choose **n** for no, if only signals defined as test signals in the Sigtype record (Sigcat field =4 or 71) are considered a valid test signal.



r) Test Frequency field

Choose the units for the test frequency time period: **dly –** daily; **hrly** – hourly; **min** – minutes; **wly** – weekly

s) ***Test Frequency Interval field,***
Enter the length of time (measured in frequency units)to wait before expecting a test.
For example *– to monitor for a test twice daily, choose Test Frequency Type of* ***hrly*** *and a Test frequency Interval of* ***12*** *for every 12 hours.*



t) ***Test Tolerance Type field,***
Choose the units for the test tolerance time period: **sec** for seconds; **min** for minutes; **hly** for hourly, or **dly** for daily.

u) ***Test Tolerance Interval field,***
Enter the length of time (measured in tolerance units) to wait before creating a fail-to-test signal.

To set up ***open/close monitoring*** *for a Site based on a Schedule, enter values in the fields shown to the right. If you do not need to monitor openings and closings, leave these fields blank.*

Tolerances *are periods of time before or after a scheduled open or close during which Phoenix takes no action if the scheduled activity does (or does not) occur; it does not generate an Event. For more information about Tolerances, see "About Tolerances".*

v) ***Open Close Flag field***
Choose **y** for yes if open/close monition is desired, **n** if it is not.

Setting this field to **y** means Phoenix checks the appropriate Schedule and logs an unauthorized open or close signal for reports; it does not mean an event is generated when openings and closing happen outside the allotted time frames (as defined in the Schedule).

To generate an Event that an operator must process, you must also set the **Open Close Event Flag** field *in the Transmitter table* to **y** (even if the Sigtype for the open/close signals is set up to create an Event).

w) ***Verify PIN field***
Choose **y** for yes to verify, and **n** to not verify the PIN. The Pin is part of the number transmitted in the opening or closing signal that identifies the person who performed the open or close. The actual PIN is entered in the Contact Record; see ***"PIN"*** *in the Contact Wizard*.

If Verify PIN is set to **y** Phoenix searches for the PIN in the Contact table; if a match is not found in the Contact table, Phoenix generates an Invalid PIN Event.

Helpful Hint *– for Verify PIN to work, the Open Close Flag field in the Transmitter record must be set to* ***y.***

x) Schedule ID fields

Enter the schedule ID for open/close monitoring. When you press the *Tab* key, or click into one of these fields, Phoenix automatically initiates the Schedule Wizard (if the Open Close Flag field is set to y). In the Wizard, choose the appropriate Schedule, or create one, and click **OK** to attach it to the Site or choose the **Cancel** button if no Schedule of the type is desired. For more information on creating a Schedule, see "Setting up Schedules''

If no Schedule ID is entered or the Schedule ID is invalid (not on file) Phoenix treat the premises as not open/close monitored.

y) Failed Open Tolerance Type field

Choose the units for the tolerance time period: **hrly** (hourly) or **min** (minutes).

z) In the Failed Open Tolerance Interval field

Enter the length of time (measured in tolerance units) to wait before Phoenix produces a fail-to-open signal. For example, for a tolerance of 10 minutes, enter **min** in the Failed Open Tolerance Type field, and **10** in the Interval field.

aa) Failed Close Tolerance Type field

Choose the units for the tolerance time period: **hrly** (hourly) or **min** (minutes).

bb) Failed Close Tolerance Interval field

Enter the length of time to wait before Phoenix produces a fail-to-close signal. Example: for a tolerance of 2 hours, enter **hly** in the Failed Closing Tolerance Type field, and **2** in the Interval Field.

cc) Early Open Tolerance field

Enter the length of time (in minutes) to wait before Phoenix produces an early-open signal; example – for a tolerance of 45 minutes, enter **45**.

dd) Late open tolerance file

Enter the length of time (in minutes) to wait before Phoenix produces a late open signal; for 15 minutes enter **15**.

ee) Early Close Tolerance field,

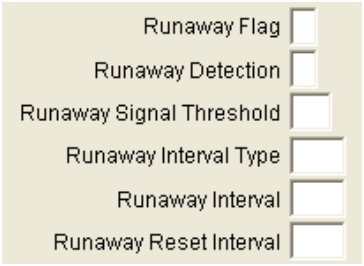
Enter the length of time (in minutes) to wait before Phoenix produces an early close signal; for an hour enter **60** (minutes).

ff) ***Late Close Tolerance field***

Enter the length of time (in minutes) to wait before Phoenix produces an early close signal; for an hour and a half enter **90** (minutes).

*A **runaway** signal is a signal originating from one transmitter/zone combination that is sent repeatedly, indication a potential alarm system problem. When the Runaway Flag field is set to* **y** *and Phoenix detects a runaway scenario, all signals for that transmitter are ignored until on of three occurrences: a new signal is received with a different zone; a new signal is received with a different Sigtype; or a new signal is received following the Runaway Reset interval.*

Runaway is best implemented at the panel, if at all possible. To use Phoenix's runaway feature, enter values in the fields shown below; if you can implement runaway at the panel, leave these fields blank.



gg) ***Runaway Flag field***

Choose **y** for yes to detect and discard runaway signals, or **n** to not use the runaway feature.

hh) ***Runaway Signal Threshold field***

Enter the number of signals that must be received within the defined time frame for Phoenix to consider them runaway signals.

ii) ***Runaway Interval Type field***

Choose the units for runaway detection time periods: **sec** for seconds; **min** for minutes; **hly** for hourly. This setting is used with the time periods defined in the Runaway Interval and the Runaway Reset Interval fields.

jj) ***Runaway Interval field***

Enter the length of time, (measured in runaway units) during which the same signal/zone combination must be received for phoenix to consider them runaway signals.

kk) ***Runaway Reset Interval field***

Enter the length of time (measured in runaway units) after which, if no other runaway signal is received, the runaway status of the transmitter is canceled. When the runaway status is canceled, the Runaway Detection Counter and Clock are reset.

ll) ***Last Modification Date/Time field***

Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

mm) Last Modification ID field

Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

nn) Add tool

Phoenix writes the record to the **Site** table.

To change the record at any time, see "Updating Records"

L. Setting up Transmitters

A Transmitter is a communication device that collects information from the remote sensing devices at a monitored site and passes it to the receiving device at the monitoring center. A Transmitter record is defined as unique by the Transmitter ID field.

1. Making Transmitter IDs Unique

If you have two account numbers that are duplicates (IE 0001), you must make them unique, because Phoenix needs to read them that way. To make account numbers unique you add a prefix to the beginning of the account number in the XMTR_PREFIX parameter of the *collect_name.ini* file (see ***"Setting up Your Receiver(s) to run with Phoenix"*** in the ***System Users Guide***).

2. Create a Transmitter

a) On the menu bar

Choose Data Manager.

Note *– For some fields common to both tables, the values that were entered in the Subscriber record are automatically filled in for the Site record (inheritance); you may change any field as needed.*

b) Transmitter ID field

Enter the Transmitter ID, this is composed of an alphanumeric string (as programmed by the tech) that the transmitter sends to the receiver plus one or more characters defined in the Collect INI file, and if applicable, the Area delimiter.

Each Transmitter ID that is entered in Phoenix must be unique.

About Areas:
Some sophisticated Transmitters may be partitioned; each of these partitions is called an ***Area*** and can be treated like a separate transmitter and in Phoenix are. The Transmitter ID is made up of the actual Transmitter ID number (Base Transmitter), a user-defined delimiter, and the Area. The delimiter is defined in the Collect INI file; one per receiver (default being a colon **:**).

For example: *coming from two different receivers, two Base Transmitter IDs, 112691 and 118B4, have multiple areas. You might enter each of these as separate transmitters thusly: 112691:01; 112691:02, 112691:05 and 118B4:2; 118B4:3 etc.*

c) Dealer ID, Organization ID, Subscriber ID, and Site ID fields
Phoenix has entered the ID's you chose in Data Manager.

d) Name field
Enter the name of the Transmitter. This may be the same name as the Site. *This field displays in Alarm Processing*.

e) Base Transmitter field
This field is used to tie together partitions of the main transmitter. ***Example:*** *transmitter 112691 is the main (or base) transmitter. Then when entering the partitioned transmitter 112691:01 the base would be 112691.*

f) Accounting ID field
Enter the Accounting ID that is used to identify this account by your billing system, if applicable; this field is used only by Phoenix's Service Billing Exporter Add-on product.

g) Address 1, 2, & 3 fields
Enter the Transmitters physical address; these 3 fields are important because they display on the AP screen for dispatching authorities to this location when there is an alarm. This information inherits from the site record, but you may add more detail to the Transmitter record if needed; such as a cross street, or "Northwest corner" or other information that may be helpful when dispatching, if applicable.

h) City, State and Zip code fields
Please fill in all relevant information for the Site's mailing address.

i) Time Zone field

Choose the time zone where the Site is located; the Time Zones for the United States are listed below.

For a complete list of time zones see pg 39.

EST-5GMT	Eastern Standard Time
CST-6GMT	Central Standard Time
MST-7GMT	Mountain Standard Time
PST-8GMT	Pacific Standard Time
AST-9GMT	Alaska Standard Time
HST-10GMT	Hawaiian Standard Time

j) Savings Time field

Choose **y** for yes if Daylight Savings Time applies at the Site, and **n** if not.

k) Alternate Name field

Enter a different format of the Site's name or any additional Site name, if applicable.

l) Discontinued Date field

Enter the date when the Site is no longer active and valid for alarm monitoring; this affects every transmitter for the Site.

m) Notes field

Enter any additional comments or remarks concerning the Site or the record.

n) Notes Location field

Enter the complete path and file name of a document created in another application, such as MS Word, that you want accessible in the Alarm Processing.

Use this Attachment feature to provide additional information or instructions for the operator, such as driving directions created in MS Word.

In Alarm Processing, an operator can open the document **Sianki#300**, located on a networked shared drive*, in the folder **DriveDirections** by simply choosing the Transmitter level radio dial in the Attachment dialog box which opens automatically when the Event drops to the operator.

**The drive can also be on the computer, if processing off of the server instead of using a server/client setup.*

o) Phone Number fields

Enter the Site's full phone number; area code, phone number, extension etc, where applicable. Also you can enter a **Fax** number (w/ area code) and an **e-mail** in the appropriate fields.

p) Classifier ID field

Choose the Classifier ID associated with the Site, if applicable. The Classifiers listed in the dropdown list come from the Class table. You can create new Classifiers as needed by adding new records with Type "Site" in the Class table; see "Setting up Classes"

q) Category ID field

Choose the Category ID associated with the Site. The Categories listed in the dropdown list come from the Category table. You can create new Categories as needed by adding new records with Type "Site" in the Category table; see "Setting up Categories".

The record keeping fields provide a place to record information about the transmitter equipment.

r) CS Key Holder

Choose either 1 = YES or 2 = NO if the Central Station has keys to the Premise.

s) UL Rating field

Enter the UL rating of the transmitter.

t) UL Description field

Enter a description of the above UL Rating.

u) Report Type

This field allows selection in reporting by Report Type. You can use this field to group reports instead of using the hierarchy.

v) Service Date/Time field

Enter the date and time the Transmitter was last serviced.

w) Model Number field

Enter the model number of the Transmitter.

x) Serial Number field

Enter the transmitter's serial number.

y) Software Revision field

Enter the software revision for the Transmitter, if applicable.

z) Hardware Revision field

Enter the hardware revision of the Transmitter, if applicable.

aa) Line Security

Enter in 0 = None, 1 = Standard or 2 = Encrypted for the type of line security being used, if known. *Revised by UL (April 30, 2012).*

bb) User Column1 – User Column 3

These three columns can be used for any type of data. These columns also will show on the Transmitter Detail Report.

The fields shown below alert Phoenix to search the Sigcontrol table for restoral, redundant, and delay processing records. If you are not using this type of signal processing – leave blank.

cc) Restoral Wait Flag field

If using, choose **Y** for yes; you must also create a Rwait Type record in the Sigcontrol table see "Rwait Restoral Type"

dd) Redundant Signal Flag field

If the Transmitter is one of a pair of a pair of redundant Transmitters, choose **Y**; you must also create a Redundant Type record in the Sigcontrol table. See "Redundant Type".

ee) Redundant Transmitter Flag field

Choose **Y** if it is the initial Transmitter for redundant processing; choose **N** if it is the secondary.

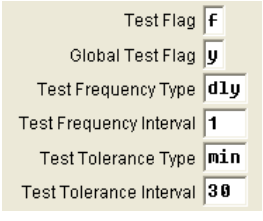
ff) Delay Signal Flag field

Choose **Y** to indicate that delay processing is defined in the Sigcontrol table; must also create a Delay Type record in the Sigcontrol table; see "Delay Type".

gg) Delay Signal Schedule Flag field

Choose **y** for yes to perform the delay only during specific times; **n** for no, to perform the delay at any time. You must also create a record in the Sigcontrol table; enter the Schedule ID in the Sigcontrol record in the Related Schedule ID field.

*The **Test** fields define the parameters for testing the communication between panels and the monitoring center. To successfully set up Test Monitoring you must enter values in the fields shown in figure below. When you change a value in these Test signals fields, the change does not take effect until after the next test signal is received. To make the change effective immediately, send a manual test signal.*



hh) Test Flag field

Choose a test monitoring option:

C – Closed, for performing test monitoring only when the transmitter is closed;

F - Frequency, for recurring monitoring (hourly, daily, monthly etc);
P – Periodic, for specific test time periods;
N – No, if test monitoring is not desired.

ii) Global Test Flag field

Choose **y** for yes if any signal is considered a test signal; choose **n** for no, if only signals defined as test signals in the Sigtype record (Sigcat field =4 or 71) are considered a valid test signal.

jj) Test Frequency field

Choose the u nits for the test frequency time period: **dly –** daily; **hrly** – hourly; **min** – minutes; **wly** – weekly

kk) Test Frequency Interval field

Enter the length of time (measured in frequency units)to wait before expecting a test; For example – to monitor for a test twice daily, choose Test Frequency Type of **hrly** and a Test frequency Interval of **12** for every 12 hours.

ll) Test Tolerance Type field

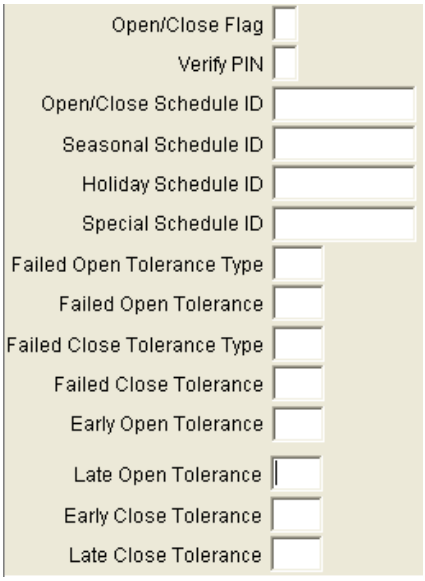
Choose the units for the test tolerance time period: **sec** for seconds; **min** for minutes; **hly** for hourly, or **dly** for daily.

mm) Test Tolerance Interval field

Enter the length of time (measured in tolerance units) to wait before creating a fail-to-test signal.

*To set up **open/close monitoring** for a Site based on a Schedule, enter values in the fields shown below. If you do not need to monitor openings and closings, leave these fields blank.*

***Tolerances** are periods of time before or after a scheduled open or close during which Phoenix takes no action if the scheduled activity does (or does not) occur; it does not generate an Event. For more information about Tolerances, see "About Tolerances".*



nn) Open/Close Flag field

Choose **y** for yes if open/close monition is desired, **n** if it is not.

Setting this field to **y** means Phoenix checks the appropriate Schedule and logs an unauthorized open or close signal for reports; it does not mean an event is generated when openings and closing happen outside the allotted time frames (as defined in the Schedule).

To generate an Event that an operator must process, you must also set the **Open Close Event Flag** field *in the Transmitter table* to **y** (even if the Sigtype for the open/close signals is set up to create an Event).

oo) Verify PIN field

Choose **y** for yes to verify, and **n** to not verify the PIN. The Pin is part of the number transmitted in the opening or closing signal that identifies the person who performed the open or close. The actual PIN is entered in the Contact Record; see "PIN" in the Contact Wizard on pg 141.

If Verify PIN is set to **y** Phoenix searches for the PIN in the Contact table; if a match is not found in the Contact table, Phoenix generates an Invalid PIN Event.

Helpful Hint – for Verify PIN to work, the Open Close Flag field *in the Transmitter record* must be set to **y.**

pp) Schedule ID fields

Enter the schedule ID for open/close monitoring. When you press the *Tab* key, or click into one of these fields, Phoenix automatically initiates the Schedule Wizard (if the Open Close Flag field is set to y). In the Wizard, choose the appropriate Schedule, or create one, and click **OK** to attach it to the Site or choose the **Cancel** button if no Schedule of the type is desired. For information on creating a Schedule, see "Setting up Schedules" .

If no Schedule ID is entered or the Schedule ID is invalid (not on file) Phoenix treat the premises as not open/close monitored.

qq) Failed Open Tolerance Type field

Choose the units for the tolerance time period: **hrly** (hourly) or **min** (minutes).

rr) Failed Open Tolerance Interval field

Enter the length of time (measured in tolerance units) to wait before Phoenix produces a fail-to-open signal. For example, for a tolerance of 10 minutes, enter **min** in the Failed Open Tolerance Type field, and **10** in the Interval field.

ss) Failed Close Tolerance Type field

Choose the units for the tolerance time period: **hrly** (hourly) or **min** (minutes).

tt) Failed Close Tolerance Interval field

Enter the length of time to wait before Phoenix produces a fail-to-close signal. Example: for a tolerance of 2 hours, enter **hly** in the Failed Closing Tolerance Type field, and **2** in the Interval Field.

uu) Early Open Tolerance field

Enter the length of time (in minutes) to wait before Phoenix produces an early-open signal; example – for a tolerance of 45 minutes, enter **45**.

vv) Late Open Tolerance file

Enter the length of time (in minutes) to wait before Phoenix produces a late open signal; for 15 minutes enter **15**.

ww) Early Close Tolerance field

Enter the length of time (in minutes) to wait before Phoenix produces an early close signal; for an hour enter **60** (minutes).

xx) Late Close Tolerance field

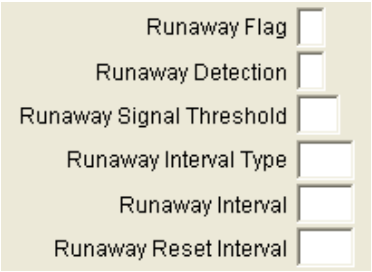
Enter the length of time (in minutes) to wait before Phoenix produces an early close signal; for an hour and a half enter **90** (minutes).

yy) Runaway Flag field

Choose **y** for yes to detect and discard runaway signals, or **n** to not use the runaway feature.

*A **runaway** signal is a signal originating from one transmitter/zone combination that is sent repeatedly, indication a potential alarm system problem. When the Runaway Flag field is set to **y** and Phoenix detects a runaway scenario, all signals for that transmitter are ignored until on of three occurrences: a new signal is received with a different zone; a new signal is received with a different Sigtype; or a new signal is received following the Runaway Reset interval.*

Runaway is best implemented at the panel, if at all possible, if you can implement runaway at the panel, leave these fields blank.



zz) Runaway Signal Threshold field

Enter the number of signals that must be received within the defined time frame for Phoenix to consider them runaway signals.

aaa) Runaway Interval Type field

Choose the units for runaway detection time periods: **sec** for seconds; **min** for minutes; **hly** for hourly. This setting is used with the time periods defined in the Runaway Interval and the Runaway Reset Interval fields.

bbb) Runaway Interval field

Enter the length of time, (measured in runaway units) during which the same signal/zone combination must be received for phoenix to consider them runaway signals.

ccc) Runaway Reset Interval field

Enter the length of time (measured in runaway units) after which, if no other runaway signal is received, the runaway status of the transmitter is canceled. When the runaway status is canceled, the Runaway Detection Counter and Clock are reset.

ddd) The 3-1 Extended Wait field

Enter the number of seconds to wait for the second signal; Leave blank if you do not use the 3-1 format.

For the Last Date/Time fields, each time Phoenix receives or generates one of these signals, it writes the date and time in the appropriate field in the Transmitter record. These fields are for reference, research, and troubleshooting only; they cannot be edited.

eee) Last Signal Date/Time field

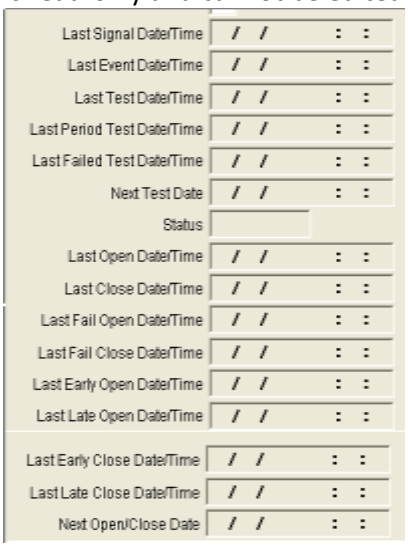
Phoenix enters the date and time the last receiver signal for the Transmitter was received. Manual signals do not update this field.

fff) Last Event Date/Time field

Phoenix enters the date and time the last receiver Event for the Transmitter was received. Manual signals do not update this field.

ggg) Last Test Date/Time field

Phoenix enters the date and time the last receiver Test for the Transmitter was received; this field is read-only and cannot be edited.



hhh) Last Period Date/Time field

Phoenix enters the date and time a periodic test signal was received.

iii) Last Failed Date/Time field

Phoenix enters the date and time a fail-to-test signal was received from the Transmitter; this field is read-only and cannot be edited.

jjj) Next Test Date field

Each time a test signal is received; Phoenix calculates and enters the date and time when the next test date is expected to come in.

kkk) Status field

Phoenix indicates the current status of the premises, **open**, or **closed** based on the last open or close signal received.

lll) Last Open Date/Time field

Phoenix enters the date and time of the last open signal for the Transmitter.

mmm) Last Close Date/Time field

Phoenix enters the date and time of the last Close signal for the Transmitter.

nnn) Last Fail Open Date/Time field

Phoenix enters the date and time a fail-to-Open signal was received from the Transmitter; this field is read-only and cannot be edited

ooo) Last Fail Close Date/Time field

Phoenix enters the date and time a fail-to-Close signal was received from the Transmitter; this field is read-only and cannot be edited

ppp) Last Early Open Date/Time field

Phoenix enters the date and time an Early Open signal was received from the Transmitter; this field is read-only and cannot be edited

qqq) Last Late Open Date/Time field

Phoenix enters the date and time a Late Open signal was received from the Transmitter; this field is read-only and cannot be edited

rrr) Last Early Close Date/Time field

Phoenix enters the date and time an Early Close signal was received from the Transmitter; this field is read-only and cannot be edited

sss) Last Late Close Date/Time field

Phoenix enters the date and time a Late Close signal was received from the Transmitter; this field is read-only and cannot be edited

ttt) Next Open/Close Date field

Each time an open or close signal is received, Phoenix calculates the nest open or close date/time for this field. When you change the open/close Schedule, this field is cleared. When you change tolerances that change does not take effect until the next open or close signal is received.

uuu) Receiver ID field

Phoenix enters the name of the receiver (as defined in the RECV_ID field in the *collect.*ini) for the last signal received. If the signal is a manual signal Phoenix enters **manual**

vvv) Packet Type field

Phoenix enters the corresponding Packet Type ID each time a signal is received for the Transmitter

www) Last Modification Date/Time field

Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

xxx) Last Modification ID field

Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

yyy) Click on the Add tool;

Phoenix writes the record to the **Site** table.

To change the record at any time, see "Updating Records".

M. Setting up Zones

A Zone is a region of space being monitored by a transmitter. A Zone record is defined as unique by a combination of the Zone ID and Transmitter ID fields.

1. To Create a Zone:

a) On the menu bar

Choose Data Manager

b) Zone ID field

Enter the Zone number, the number sent by the Transmitter as programmed by a technician (**1** is different from **01**). This field displays on the Alarm Processing screen.

c) Sigtype ID field

Choose a Sigtype for the Zone if you need to have multiple Zone Names for a signal Zone. If each Zone has a single Zone Name, choose the marker value **-1**.

d) Zone Name field

Enter a descriptive and informative name for the Zone. For example "front motion detector" or "lobby smokes" the fields displays on the AP screen.

e) Description field

Enter more information describing the Zone. For example "Front hallway motion detectors" or "Upstairs smoke detectors"

f) Notes field

Enter any additional comments or information concerning the Zone or this record.

g) Notes Location field

Enter the complete path and file name of a document created in another application; see "Notes Location" for more info.

h) Last Modification Date/Time field

Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

i) Last Modification ID field

Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

j) Click on the Add tool

Phoenix writes the record to the **Site** table.

To change the record at any time, see "Updating Records".

VIII. Setting up Sigcontrol Records

Sigcontrol (signal control) records tell Phoenix how to interpret and manage specific signals. You define the actions Phoenix takes when it receives these signals by setting up Sigcontrol records.

There are five different types of special signal processing that you define the Sigcontrol table: C**onvert, Delay, Redundant, Rwait** (Restoral Wait) and **Test**. Each of these Control Types requires entries in different fields to work correctly.

There is a sixth Type listed in the dropdown list, **No Action**. No Action prevents the generation of Events; you must use the No Action Wizard to create No Action Records. See "Placing a Transmitter on No Action". No Action records are stored in the Sigcontrol table for use in Querying.

A. Attaching Sigcontrol Records

For each of the Control Types, you must decide which level of the hierarchy is appropriate to hang the record. It works on the principle of Relational Inheritance, the same as Instructions. If the Sigcontrol record applies to everything, system-wide, you can enter it once by hanging it at the system level; to do this, enter the marker value (-1) in every hierarchy field. For example: if you want all **E130** signals, for the entire system, to be converted to **burglary** enter the marker value in the dealer through Zone fields. If

the Sigcontrol record is different for each Site hang one on each Site by entering actual data in the Site ID field, and use the marker value in Transmitter and Zone fields. If the Sigcontrol record applies to one Zone, enter actual values in the hierarchy fields.

B. Convert Type

The Convert Type is used to convert a signal, a zone, a transmitter, or a line card. You convert and incoming signal to a Sigtype you have defined in the Sigtypes Table. The top fields of the Sigcontrol record define the "Convert from" values and the "Pseudo" fields define in the "convert to" values.

***Helpful Hint** – It is generally easier to enter Sigtype records first, but you can add one in the middle of creating a Sigcontrol record by simply opening the Sigtype table also.*

1. To Create a Convert Type Sigcontrol Record:

a) On the menu bar

Choose Data Manager.

If you want to convert a Transmitter ID to another Transmitter ID, enter the "convert from" Transmitter ID in the Transmitter ID field.

***Helpful Hint** – If you want to convert all signals for the transmitter to the "convert to" Transmitter ID, leave the Signal ID and Sigtype fields blank. If you want to convert specific signals for the transmitter to the "convert to" Transmitter ID enter the signal conversion values in the Signal ID and Sigtype fields. A signal is only converted once, so if you enter signal conversion data in the transmitter conversion record, Phoenix does not look for any other signal conversion records.*

Phoenix opens a record in the Sigcontrol table containing hierarchy values you chose in Data Manager.

b) Identifier field

Phoenix enters a unique number that identifies the Sigcontrol record when you add the record. This field is read-only and cannot be edited.

In the Control Type field, Choose **convert**.

Verify that the record contains the appropriate hierarchy values (ensuring that it is attached to the appropriate level).

c) Zone ID field

Enter the ***pre-converted format*** of the Zone, or the marker value if not converting the Zone ID.

d) Signal ID field

Enter the ***pre-converted format*** of the signal as it comes directly from the receiver, or the marker value to convert all signals.

e) Packet Type ID field

Enter the Marker value, in most cases.

If the same signal has two different meaning in your system you must enter a valid Packet Type from those listed in the Packet Type table.

> ***Helpful Hint*** – *Every time a signal is received, Phoenix writes the applicable Packet Type ID (based on the way the Collect parsed the signal) in the Packet Type Id field in the Transmitter record.*

f) Pseudo Transmitter ID field

Enter the ***converted format*** of the Transmitter ID or leave blank if not converting a Transmitter ID.

g) Pseudo Zone Id field

Enter the ***converted format*** of the Zone ID, or leave blank if not converting a Zone ID.

h) Sigtype field

Choose the ***converted format*** of the signal from the dropdown list or leave blank if not converting the signal. The list comes from the Signal ID field in the Sigtypes table.

i) Last Modification Date/Time field

Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

j) Last Modification ID field

Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

k) Click on the Add tool

Phoenix writes the record to the **Site** table.

To change the record at any time, see "Updating Records".

C. Delay Type

The Delay Type is used to define an If/Then relationship: If signal A enter Phoenix, wait a certain amount of time for signal B. If signal B enters Phoenix within that time frame, take the action for B. If signal B does not enter Phoenix within that time frame, take the action defined for signal A. Example: a power fail signal waits for a power restore signal and if not received, an event is generated with two signals – a power fail and a delay fail.

Note – Phoenix converts the first signal (if applicable) then holds it in the Waiting Signal Queue until the second signal is received or the time frame expires. If the timeframe expires without receiving the second signal, Phoenix takes the action designated by the first signal's Sigtype. If the second signal enters Phoenix, it is converted (if applicable) and Phoenix takes the action designated by the Sigtype of the second signal.

Helpful Hint – *to set up Delay processing, set the **Delay Signal Flag** field to **Y** in the transmitter record. If the delay should only be performed within a specific time frame, set the **Delay Signal Schedule Flag** field to **y** in the Transmitter record as well, and enter a delay type Schedule ID in the **Related Schedule Id** field in the Sigcontrol record.*

Helpful Hint – *The first signal's Identifier is stored in the second signal's Signal record, in the Decision Group field.*

1. To Create a Delay Type Sigcontrol Record:

a) On the menu bar
Choose Data Manger.

Phoenix opens a record in the Sigcontrol Table containing the hierarchy values you chose in Data Manager

b) Identifier field
Phoenix enters a unique number that identifies the Sigcontrol record when you add the record. This field is read-only and cannot be edited.

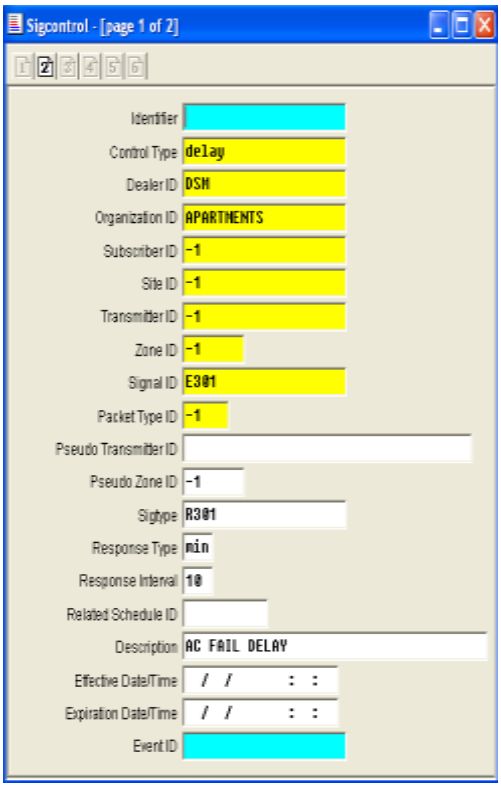
c) Control Type field
Choose **Delay**.

d) Verify
That the record contains the appropriate hierarchy values (ensuring that it is attached to the appropriate level).

e) Signal ID field
Enter the ***pre-converted format*** of the signal as it comes directly from the receiver, or the marker value to convert all signals.

f) Packet Type ID field

Enter the marker value, in most cases.



If the same signal has two different meaning in your system you must enter a valid Packet Type from those listed in the Packet Type table.

> ***Helpful Hint*** – *Every time a signal is received, Phoenix writes the applicable Packet Type ID (based on the way the Collect parsed the signal) in the Packet Type Id field in the Transmitter record.*

g) Pseudo Zone Id field

Enter the ***pre-converted format*** of the second zone that Phoenix is waiting to receive or enter the marker value (-1) if the second signal can be from any zone.

h) Sigtype field

Choose the ***pre-converted format*** of the second signal that Phoenix is waiting to receive. This signal must exist in the Sigtype table in the pre-converted format.

i) Response type field

Choose the units for the delay time period: **HLY** for hours, **min** for minutes, or **sec** for seconds

j) Response Interval field

Enter the length of time (measured in delay time units) Phoenix must wait for the second signal before it creates an Event. For example, for a tolerance of 10 minutes, enter **min** in the Response Type field, and **10** in the Interval field.

k) Related Schedule ID field

Phoenix automatically initiates the Schedule Wizard; choose the appropriate Delay schedule, or create one, and click **OK** to attach it to

the record, or hit **cancel**. If a Schedule is used; Phoenix delays only during the Schedule's active times.

l) Last Modification Date/Time field
Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

m) Last Modification ID field
Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

n) Click on the Add tool;
Phoenix writes the record to the table.

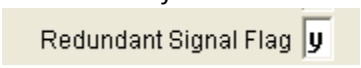
To change the record at any time, see "Updating Records"

D. Redundant Type

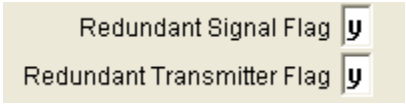
The Redundant Type is used to correlate instance where two modes of transmission are expected from one location, typically a digital and an RF (radio) or Cell phone transmitter. Phoenix expects to receive signals from both transmitters, if both signals are not received, a redundant fail event is created.

Note – Phoenix acts on the first signal as it is configured to (such as creating an event for a burglary); it also generates a signal that it places in the Waiting Signal Queue. If a second signal is not received within a defined time frame, phoenix generates a *redundant fail* event.

Helpful Hint *– to set up Redundant processing, enter a* ***y*** *in the* ***Redundant Signal Flag*** *field in the transmitter record for both transmitters.*



Set the ***Redundant Transmitter Flag*** *field in the Transmitter record to* ***y*** *for the transmitter that you enter in the Transmitter ID field in the Sigcontrol record.*



Helpful Hint *- the first signal Identifier is stored in the second signal's Signal record located in the Decision Group field.*

1. To Create a Redundant Type Sigcontrol Record:

a) On the menu bar choose Data Manager
Phoenix opens a record in the Sigcontrol table containing the hierarchy values you chose in DM

b) Identifier field

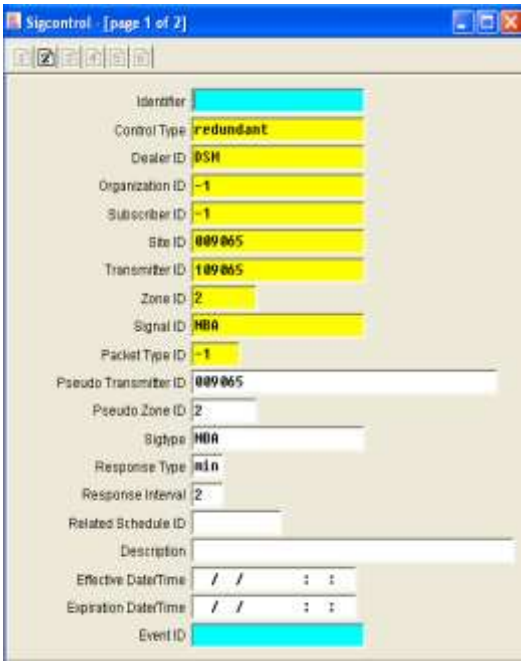
Phoenix enters a unique number that identifies the Sigcontrol record when you Add the record. This field is read-only and cannot be edited.

c) Control Type field

Choose **Redundant**.

d) Verify

The record should contain the appropriate hierarchy values (ensuring that it is attached to the appropriate level).



e) Zone ID field

Enter the ***pre-converted format*** of the zone associated with the transmitter.

f) Signal ID field

Enter the ***pre-converted format*** of the signal from the transmitter with the Primary Flag field set to **y** in the Transmitter record.

g) Packet Type ID field

Enter the marker value, in most cases.

If the same signal has two different meaning in your system you must enter a valid Packet Type from those listed in the Packet Type table.

> ***Helpful Hint*** – *Every time a signal is received, Phoenix writes the applicable Packet Type ID (based on the way the Collect parsed the signal) in the Packet Type Id field in the Transmitter record.*

h) Pseudo Transmitter ID field

Enter the Transmitter ID of the second transmitter.

i) Pseudo Zone Id field

Enter the ***pre-converted format*** of the second zone that Phoenix is waiting to receive or enter the marker value (-1) if the second signal can be from any zone.

j) Sigtype field

Choose the ***pre-converted format*** of the second signal that Phoenix is waiting to receive. This signal must exist in the Sigtype table in the pre-converted format.

k) Response type field
Choose the units for the delay time period: **HLY** for hours, **min** for minutes, or **sec** for seconds

l) Response Interval field
Enter the length of time (measured in delay time units) Phoenix must wait for the second signal before it creates an Event. For example, for a tolerance of 10 minutes, enter **min** in the Response Type field, and **10** in the Interval field.

m) Last Modification Date/Time field
Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

n) Last Modification ID field
Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

o) Click on the Add tool
Phoenix writes the record to the table.

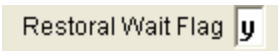
To change the record at any time, see "Updating Records"

E. Rwait (restoral) Type

The Restoral type is used when the status of a transmitter is returned to normal by a restoral signal. This is often used for fire and holdup alarms when the manual alarm needs to be physically reset before another manual alarm can be sent. Phoenix sends a restoral-wait-fail signal if a restoral is not received within the specified time frame. The Signal ID field identifies the first signal that enters Phoenix; the Sigtype field defines the restoral signal.

Note – Phoenix acts on the first signal as it is configured to (such as creating an event for a burglary); it also generates a signal that it places in the Waiting Signal Queue. If a second signal is not received within a defined time frame, phoenix generates a *Rwait Fail* event.

Helpful Hint – *to set up Restoral processing, set the* ***Restoral Wait Flag*** *to* ***y*** *in the transmitter record.*



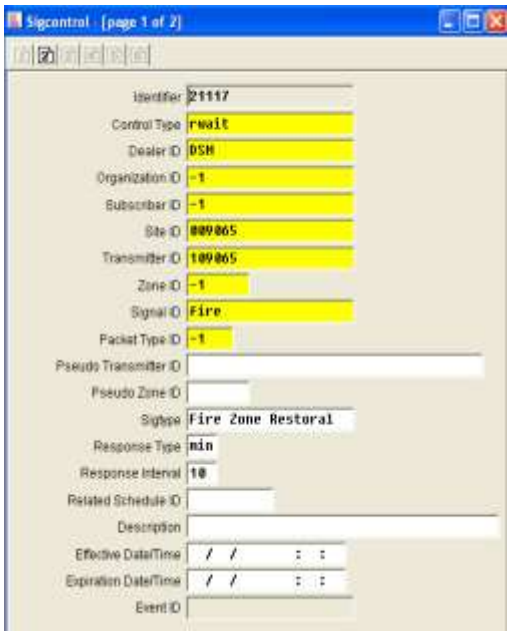
Helpful Hint – *the first signal's Identifier is stored in the second signal's Signal record, in the Decision Group field.*

Helpful Hint – *An operator working a restoral-expected Event in AP needs to put the Event in Wait until the alarm is reset. Phoenix notifies the operator when additional signals are received for that Event; if you try to close the Event before the restoral signal is received Phoenix warns you but will allow you to resolve it.*

1. To Create a Rwait (restoral) Type Sigcontrol Record:

a) On the menu bar
Choose Data Manager.
Phoenix opens a record in the Sigcontrol table containing the hierarchy values you chose in DM

b) Identifier field
Phoenix enters a unique number that identifies the Sigcontrol record when you Add the record. This field is read-only and cannot be edited.



c) Control Type field
Choose **Rwait**.

d) Verify
That the record contains the appropriate hierarchy values (ensuring that it is attached to the appropriate level).

e) Zone ID field
Enter the Zone ID to which the restoral applies or the marker value for all zones.

f) Signal ID field
Enter the ***converted format*** of the first signal or the marker value for all signal types.

g) Packet Type ID field
Enter the marker value.

h) Pseudo Zone Id field,
Enter the zone of the second signal, if you entered a zone in the Zone ID, or enter the marker value (-1) if the second signal can be from any zone. If you entered the marker value in the Zone ID field, leave this field blank.

i) Sigtype field
Enter the ***converted format*** of the second signal that Phoenix is waiting to receive, choose a Sigtype that has a Sigcat of 3 attached to it.

j) Response type field

Choose the units for the delay time period: **HLY** for hours, **min** for minutes, or **sec** for seconds

k) Response Interval field

Enter the length of time (measured in delay time units) Phoenix must wait for the second signal before it creates an Event. For example, for a tolerance of 10 minutes, enter **min** in the Response Type field, and **10** in the Interval field.

l) Last Modification Date/Time field

Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

m) Last Modification ID field

Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

n) Click on the Add tool

Phoenix writes the record to the table.

F. Test Type

The Test Type is used by transmitters that transmit a signal at specified times to ensure that the communication link between panels and the monitoring center is established. The Test Flag field in the Transmitter table defines the type of testing that occurs: none, frequency, closed or periodic. The Sigcontrol table only deals with the Periodic type of test. Other Test types are addressed in the Transmitter table. Periodic test signals must enter Phoenix during the highlighted times set by the Related Schedule. If the test signal does not enter Phoenix during that interval Phoenix generates a fail-to-test event.

1. To Create a Test Type Sigcontrol record:

a) On the Menu bar, choose Data Manager

For information on Data Manager, see "Using Data Manager"

Phoenix opens a record in the Sigcontrol table containing the hierarchy values you chose in Data Manager

b) Identifier field

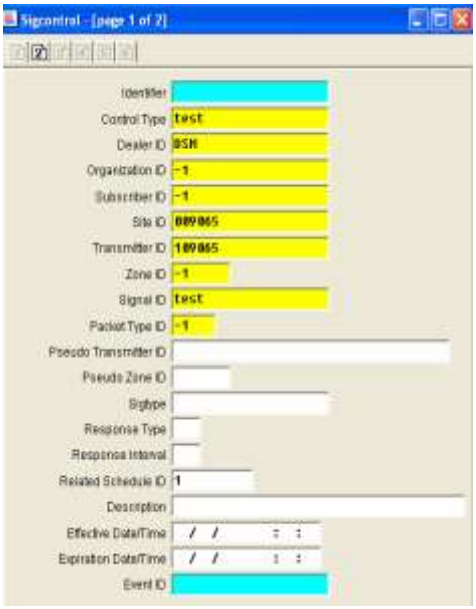
Phoenix enters a unique number that identifies the Sigcontrol record when you Add the record. This field is read-only and cannot be edited.

c) Control Type field

Choose **test**.

d) Change the record

If needed, to set the appropriate hierarchy level at which to hang the Sigcontrol record. See "Attaching Sigcontrol Records"



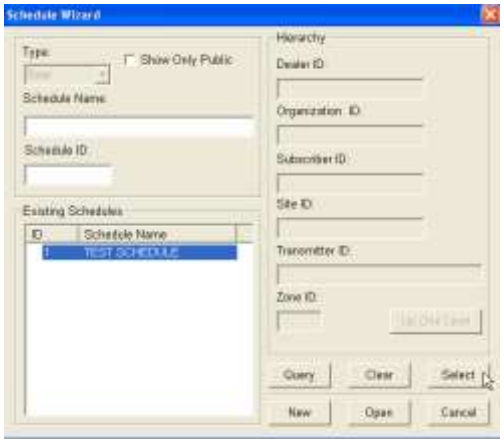
e) ***Zone ID field***
Enter the ***converted format*** of the zone ID to which the test applies, or the marker value for all zones

f) ***Signal ID field***
Enter the ***converted format*** of the signal or the marker value for all signal types.

g) ***Packet Type ID field***
Enter the marker value, in most cases.

If the same signal has two different meaning in your system you must enter a valid Packet Type from those listed in the Packet Type table.

> ***Helpful Hint*** – *Every time a signal is received, Phoenix writes the applicable Packet Type ID (based on the way the Collect parsed the signal) in the Packet Type Id field in the Transmitter record.*



h) ***Related Schedule ID field***
Phoenix automatically initiates the Schedule Wizard. Choose the appropriate Test Schedule or create one, and the **SELECT** button to attach it to the record or choose the **cancel** button. If a Schedule is used, Phoenix performs test processing only during the Schedule's active times.

i) ***Description field***
Enter more information describing the Sigcontrol record

j) ***Last Modification Date/Time field***
Phoenix enters the date and time the record was last modified; this field is read-only and cannot be edited.

k) Last Modification ID field
Phoenix enters the Log-in ID of the user who last modified the record; this field is read-only and cannot be edited.

l) Click on the Add tool
Phoenix writes the record to the **Sigcontrol** table.

IX. Setting-Up Instructions

Instructions tell the operator what to do to process an Event in Alarm Processing. An Instruction record is defined as unique by the Identifier field, which is assigned by Phoenix.

A. About Instructions and Contacts

In Phoenix, Instructions and Contacts are closely related. When setting up Instructions and Contacts, it is important to develop Instructions first then tie the related Contacts to each Instruction. All Signals that create Events need Instructions; you need at least one Instruction for every *Sigtype* that create an Event. In AP Phoenix displays one Instruction per Call Class for each Sigtype.

1. Contacts
These are the people or places to communicate with as an Event is processed in AP.

2. Call Classes
These are the groups of people, or departments that are contacted as an Event is processed. For example, for a fire alarm, you may need to contact the Site, the Fire Department, and one or more Responsible Parties. Each Call Class may have as many Contacts as needed. Each Instruction you create must be assigned a valid Call Class. Valid Call Classes are created in the Class table with the Type **Instruction/Contact** See "Setting up Classes"

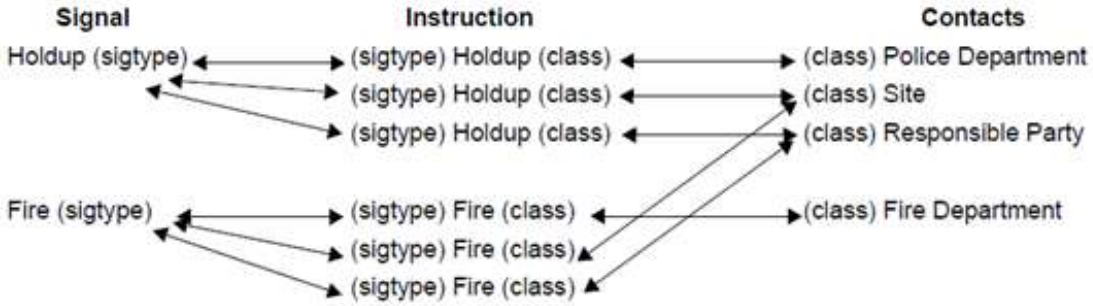
3. Sigtypes
These are names for types or groups of signals; each signal may be converted to a user-defined Sigtype that is relevant to you business. For example, you may receive three signals (E130, 1130, NBA) from different transmitters which are all handled as burglary; the steps an operator takes are the same for all three. You convert each of those signals in Phoenix to a Sigtype of **burglary.** When you create Instructions for burglaries, you create one for the police, one for the site, and one for the responsible parties. When Phoenix receives any signal of the type **burglary** one Instruction for police, one for site, and one for responsible parties appears on the AP screen The order of the Call Classes on the PA screen depends on the ***Sequence*** number assign the Instruction.

The Call Classifier ID field (Call Class) in the Instruction record must match the Classifier ID filed (Call Class) in the Contact record. This field creates a connection between the Instruction and the Contacts, telling Phoenix which Contacts to provide when the Instruction is invoked. Without this link Instructions and Contacts will not appear on the AP screen.

When an event-generating signal comes in, Phoenix does the following:

1. Converts the signal to a Sigtype
2. Searches for Instructions with that same Sigtype, from the lowest hierarchy level to the highest
3. From the Instructions found, uses the Call Classifier ID (Call Class) field in the Instruction records to determine which Contacts to display

In the Holdup example in below, Phoenix found three Instructions for Sigtype Holdup, one for each of three different Call Classes (police, Site, Responsible Party)



Sigtype Records	Instruction Records			Contact Records		
Sigtype ID	Sigtype ID	Instruction	Call Class	Call Class	Contact Name	Contact ID
holdup	holdup	Hello, this is . . .	police	police	Police Department	8
	holdup	Hello, this is . . .	site	site	Security Guard	17
	holdup	Hello, this is . . .	responsible party	responsible party	Jim Ling	10

link between tables *link between tables*

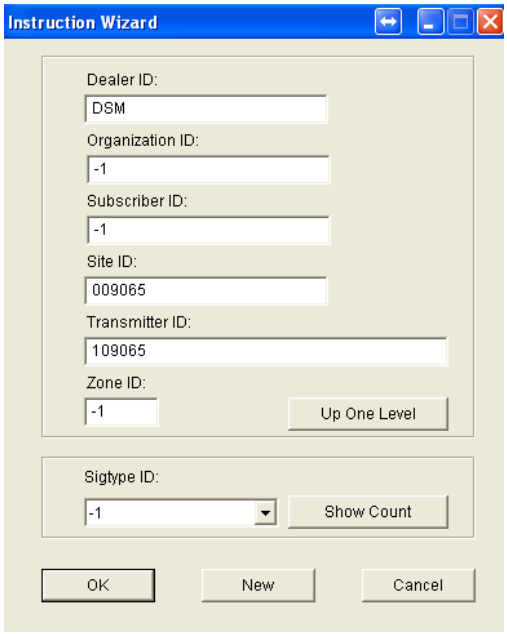
B. Attaching Instructions

Depending on how specific the instruction is, you may attach it to any level in the hierarchy.

If it applies to all Transmitters for the Site, hang it at the Site level; if it only applies to one transmitter, hang it at the Transmitter level. You attach an Instruction to a level in the hierarch on page 1 of the Instruction wizard.

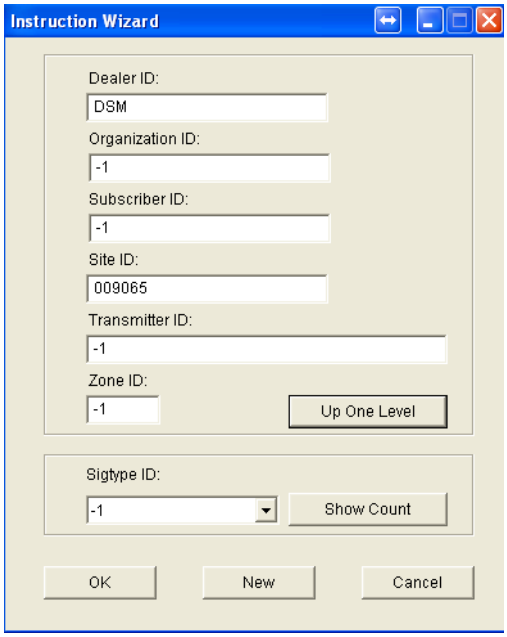
1. Transmitter Level

This Instruction is hung at the Transmitter level and applies to every Zone for that Transmitter. You can confirm this by noticing that the site and transmitter levels contain actual values, while the Zone ID field contains the marker value (-1)



2. Site Level

This Instruction is hung at the site level. The fields below the Site ID – Transmitter ID and Zone ID – contain the marker value (-1)



Helpful Hint *– You can also attach an Instruction globally (for the whole system) by entering the marker value in the Dealer, Subscriber, Organization, Site, Transmitter, and Zone ID fields.*

Ask these two questions:

- *Is the operator always going to say/do the same thing?*
- *Is the operator always going to call in the same order?*

*If the answer to both questions is **yes**, you can hang the Instruction at the system level.*

You can always override a global Instruction by creating an Instruction at any other level. Because it is attached at a lower level in the hierarchy, Phoenix uses it rather than the global Instruction.

***For example**, maybe you call campus security for 90% of alarms; Hang the single Instruction associated with campus security (a Call Class) at the system level. For the remaining 10% of signals, hang an Instruction at the dealer, subscriber, site, transmitter, or zone level. For those Sigtypes, Phoenix will find that Instruction and use it first.*

C. Using the Instruction Wizard

1. To Create an Instruction:

a) Set up the Sigtypes you need

(See "setting up Sigtypes")

b) Using list of Sigtypes

Determine the required Call Classes for each Sigtype. For example: for Sigtype of **fire**, you need an Instruction telling an operator what to say to the fire department, and Instruction for calling the site, and an Instruction for calling responsible parties.

c) Set up

The Call Classes you need (See "setting up Classes")

d) On the menu bar

Click on Wizards, click on ***Instructions***. Phoenix opens page 1 of the Instruction Wizard with the default values

e) Hierarchy fields

Set the location level for the Instruction.

The best way to do this is to enter the Transmitter ID in the Transmitter field. When you tab or click out of the field, Phoenix auto populates the rest of the fields.

***Note** – Phoenix verifies that the Transmitter exists in the database and returns an error message if you enter an invalid Transmitter ID.*

(1) Transmitter Level

If the Instruction applies to the Transmitter go now to ***step f***.

(2) Other Hierarchy Level

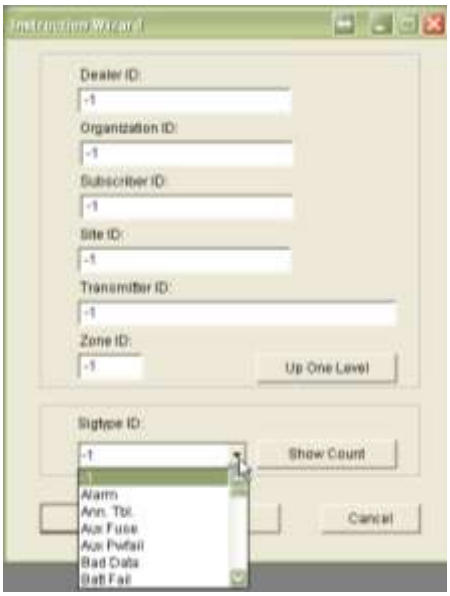
If the Instruction applies to the System, Dealer, Subscriber, or Site level, click **Up One Level** (once for each level) to automatically enter the marker value (-1)

For example *– if the Instruction you are setting up applies to the entire system click on* ***up one level*** *five times to enter the marker value (-1) in the Transmitter, Site, Organization, Subscriber, and Dealer ID fields.*

Helpful Hint *– the higher in the hierarchy you hang each Instruction, the better (less data entry, better system performance, and any future changes must be made to fewer records)*

f) Sigtype ID field

Select the appropriate Sigtype from the dropdown list. Sigtype ID is important because it provides the link between the signal and the Instruction.



Helpful Hint – The dropdown list displays only those Sigtypes with the Event Flag set to **y** in the Sigtype Record.

Helpful Hint – If you choose the marker value (-1) in the Sigtype ID field, the Instruction displays on the Alarm Processing screen for every signal for the hierarchy level to which you applied the Instruction.

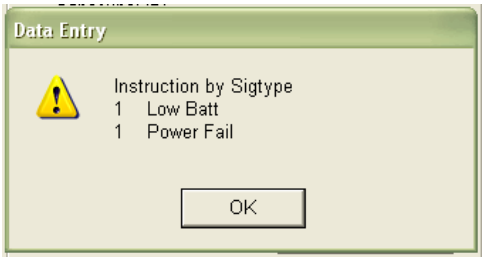
g) Click OK

To search the database for records that match the level and Sigtype you entered, or click **New** to create a new record.

(1) Button Definitions

(a) Up One Level: *Click this button to change the hierarchy level at which the Instruction is attached. Phoenix enters the marker value (-1) in the lowest-level field containing data*

(b) Show Count: *Click this button to see a count of Instructions for each Sigtype that are currently assigned to the hierarchy level. For example, in Fig 81 there are two Instructions at the transmitter level, 1 for Low Battery and 1 for Power Fail.*



(c) Recall or Clear: *this button changes depending on whether settings were saved*

(i) ***Recall*** *– choose this button to recall the last record's settings, which Phoenix saved if you checked the "recall setting on next wizard use" option during the previous session in the Wizard.*

(ii) ***Clear*** *– choose this button to erase the saved options.*

(d) Recall settings on next wizard use: *Check this box to save the current record settings for use the next time the Instructions Wizard is opened.*

Use this button when entering many records with similar settings

(e) OK: *Click this button to have Phoenix search for existing Instructions with the specified settings.*

(f) New: *Creates a new Instruction with the specified settings*

(g) Cancel: *exits the Instruction Wizard without creating an Instruction record.*

Phoenix opens page 2 of the Instruction Wizard

h) Identifier field

This is assigned by Phoenix (read-only)

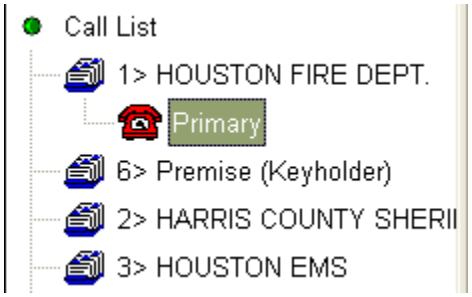
i) Sequence field

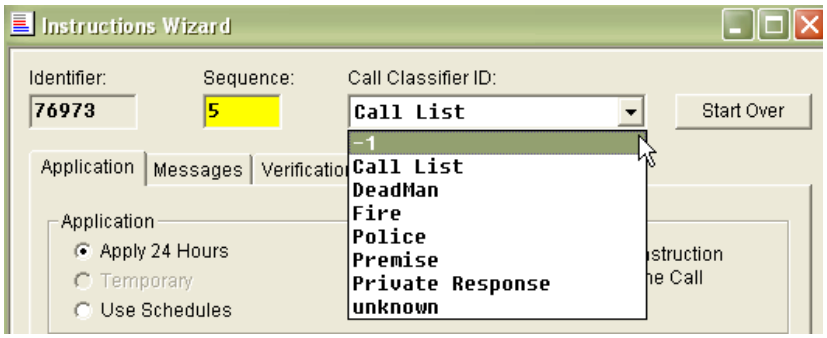
Enter a number that defines the order that the applicable Call Class displays on the AP screen in relation to other Call Classes, for example, 1) Security Station, 2) Responsible Party.

***Helpful Hint** – If you use Sequence numbers in increments of 10 (10, 20, 30, etc) it will be easier to insert additional Call Classes in the future.*

j) Call Classifier ID field

Select a Call Class that corresponds to the Instruction/Contact form the dropdown list



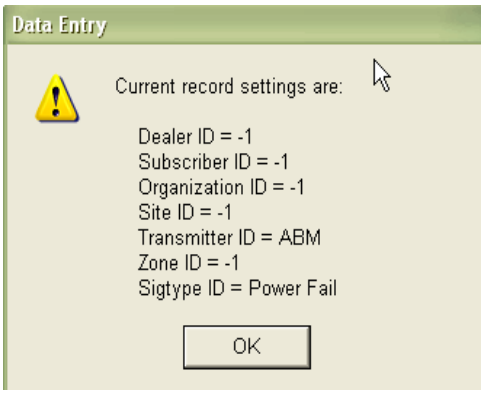


When you create the Contacts that apply to this Instruction you will chose the same Call Class. This creates a link between the Instruction and the Contacts, telling Phoenix which contacts to display with the Instruction in AP. See fig. 76

The Call Classes listed in the dropdown list come from the Class tale. You can create additional classes as needed by adding new records in the Class table with Type **Instruction/Contact** "setting up classes"

Caution *– do not place multiple Instructions with the same sigtype and Class on the same level. Phoenix will use the first Instruction it finds and stop looking, so the correct Instruction may not display when it should.*

Helpful Hint *– You can review the values you entered on page 1 of the Wizard at any time by right clicking in the top grey area, as shown.*



k) Application tab

In the **Application** area, choose the time frame during which the Instruction will appear on the AP screen.

(1) 24 Hours

– This Instruction appears every time a signal comes in with the Instruction's Sigtype.

(2) Use Schedules

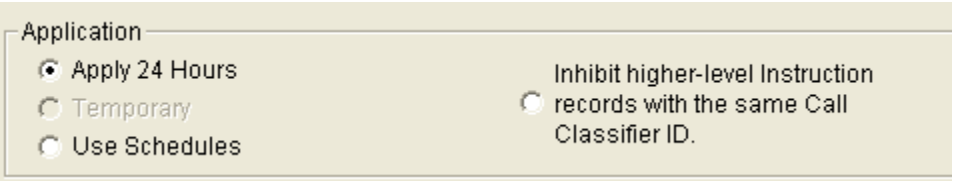
- When you press the *tab* key or click in a Schedule Type field, Phoenix automatically initiates the Schedule Wizard. In the Schedule Wizard choose the appropriate Schedule, or create one and click **OK** to attach it to the Instruction (See "setting up schedules")

The Instruction appears only during the active time frame as defined in the Schedule ID you enter in the Schedule Type fields

(3) Temporary
– The option in the Instruction Wizard is dimmed unless you are crating/updating a Temporary Instruction.

A Temporary Instruction is one that appears on the AP screen only during the time frame you specify; ***Temporary Instructions must be created and changed using the Temp Data Wizard***

To prevent higher level Instructions from displaying on the AP screen for a specific Transmitter/Call Class, select the Inhibit Higher Level Instruction flag. An Instruction for this purpose has not data entered on the Messages tab; it is strictly to prevent higher level Instructions from displaying for the Transmitter.

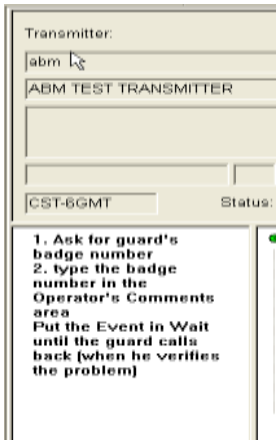


l) Messages tab

Enter the Instructions in the four fields provided as shown.

Each of the four fields is limited to 120 characters including spaces and returns.

To the right shows how the Instructions will appear on the AP screen.



You can use six variables in the fields and Phoenix will translate the variables to actual values in the Instructions area of the AP screen, based on the specific event.

Type the variables in lower case only.

Variable	Phoenix uses the value from
user	Login ID field in the User table
dealer	Dealer ID field in the Dealer table
sigtype	Signal Description field in the Sigtype table
site	Transmitter Name field in the Transmitter table
zone	Zone Name field in the Zone table
relatedinfo	RelatedInfo field in the Signal table The RelatedInfo field can supply special information in the Instruction, if it is provided by the receiver.

For example:

Instruction Message 1 field in Instructions table	Instruction in Alarm Processing
Hello, this is ~user~. We have a reported ~sigtype~ at the ~site~.	Hello, this is "Lisa". We have a reported "burglary" at the "Math Building".

Helpful Hint – Cut and paste greetings from one Instruction to another for consistency

m) Pager Message field

Enter the pager message for contacts with an alpha pager. Check with the paging company for the number of characters allowed.

n) Verification tab

Check the ***Verify using Contact Password or Verification Dialog*** box if an operator in AP must confirm the identity of the Contact who answers the phone.

(1) 2 types of verification:

(a) *Password*

For a Password, you flag the Instruction for verification here and enter the actual Password in the Contact Wizard, because Passwords are Contact specific.

(b) *Script-type dialog*

If you require the highest levels of security, use the script-type dialog verification (entered in Verify Request 1/Verify Response 1; Verify Request 2/Verify Response 2 fields)

In AP, Phoenix cues the operator that the verification process is needed by displaying the Verification dialog box.

o) Click Add

Phoenix writes the record to the **Instructions** table.

To change the record at any time, see "Updating Records"

D. Setting up Contacts

Contacts are the people or places to communicate with as an Event is processed in AP; a Contact is defined as unique by the Identifier field which is assigned by Phoenix.

Note *- In Phoenix, Contacts and Instructions are closely related. When setting up Instructions and Contacts it is important to develop Instructions first and then tie the related Contacts to that Instruction. It is also important to test the data entry after you have set up some Instructions and Contacts to make sure they display on the AP screen when they should.*

1. Wizards and Tables

There are two Wizards and two tables that deal with Contacts.

a) Contacts Wizard (Contacts table)

The Contacts Wizard helps you create the actual Contact with its associated information: name, address, PIN, phone numbers, passwords, etc. Each unique Contact should be in the Contacts table only once.

b) Contact Link Wizard (Contact Link table).

The Contact Link Wizard is used to attach an existing Contact to additional transmitters. See "Setting Up Contacts Link"

2. Defining Contacts

a) *Call Classes*

These are the groups of people or departments that are contacted as an event is processed. For example; for a fire, you may need to contact the Site, the Fire Department, and one or more Responsible Parties. Each Call Class may have as many contacts as needed. Each Contact you create must be assigned a valid Call Class. Valid Call Classes are created in the Class table with the type **Instruction/Contact**. See "Setting up Classes"

When an event-generating signal comes in, Phoenix uses the Call Classifier ID field (Call Class) in the Instructions record and the Classifier [Contact Link] field (Call Class) in the Contact record as a link to the appropriate Contacts.

b) *Priority*

This is a special field because it defines the order that the operator in AP should attempt to reach each Contact *within the same Call Class*; for example, several responsible parties.

E. Attaching Contacts

You can only hang Contacts at the Transmitter level

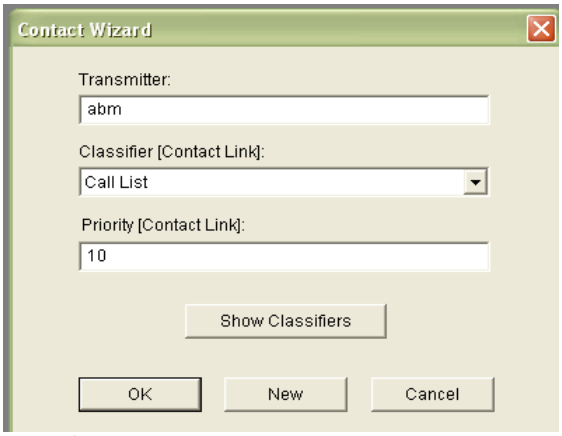
1. Using the Contacts Wizard

a) *On the menu bar,*

Click on Wizards, click on ***Contacts***

b) *Transmitter field*

Enter the Transmitter ID associated with the Contact.



Note *– Phoenix verifies that the Transmitter exists in the database and returns an error message if you enter an invalid Transmitter ID.*

c) *Classifier [Contact Link] field*

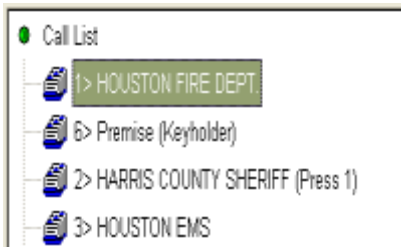
Select the appropriate Classifier ID from the dropdown list

Classifier (Call Class) is important because it provides the link between Instruction and the Contact.

Helpful Hint *– if the Classifier (Call Class) you need is not in the dropdown list, you can create it in the Class table, choosing Type* ***Instruction/Contact****; simply leave the Wizard open, open the Class table from the Tables menu and create the new Call Class see "setting up Classes"*

Helpful Hint – Classifier *is stored in the Contact Link table so that a Contact may have more than one Classifier, depending on the transmitter to which it is attached.*

d) Priority [Contact Link] field



Enter a number that defines the order, *within a Call Class* that the applicable Contact displays on the AP screen.

For example in the Call Class **Call List** there are four Contacts listed: Houston Fire Dept is called first, Premise (Keyholder) is called second, Harris County Sheriff third, and then Houston EMS last. This is based on the number in the Priority field in each respective Contact Link record.

Helpful Hint *– use the* ***Show Classifier*** *button to determine which Priority numbers are already being used; you can reassign Priorities in the Contact Link Wizard; See "Changing Priorities"*

Helpful Hint – Priority *is stored in the Contact Link table so that a Contact may have more than one Priority, depending on the transmitter to which it is attached.*

e) Click Ok

To search the database for existing records that match the transmitter and Call Class you entered, or click **New** to create a new record.

(1) Button Definitions

(a) Recall settings on next wizard use *– Check this box to save the current record settings for use the next time the Contacts Wizard is opened. Use this button when entering many records with similar settings.*

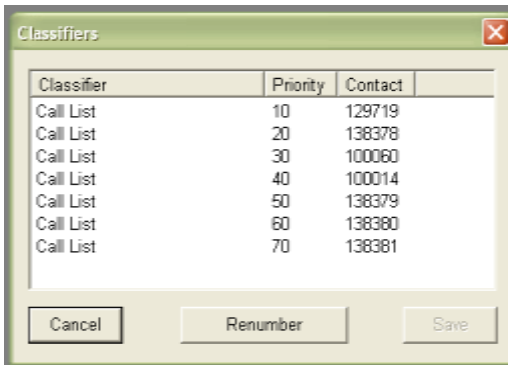
(b) Recall or Clear: *this button changes depending on whether settings were saved*

(i) ***Recall*** *– choose this button to recall the last record's settings, which Phoenix saved if you checked the "recall setting on next wizard use" option during the previous session in the Wizard.*

(ii) ***Clear*** *– choose this button to erase the saved*

(c) Show Classifiers *– click this button to see the Classifiers, Priority, and Contact ID currently assigned to the Transmitter. A Contact with a blank Priority field displays first on the AP screen (Priority is not a required field)*

In the Show Classifier dialog box, the **Renumber Priority** button renumbers the priority of Contacts if any changes are made. This ensures that no Contacts for a single Class will have duplicate Priorities and that the presentation on the screen accurately represents their order



(i) ***OK*** *– Click this button to have Phoenix search for existing Contacts for the specified Transmitter and Classifier*

(ii) ***New*** *– creates a new Contact for the specified Transmitter and Classifier*

(iii) ***Cancel*** *– choose this button to close the Contact Wizard without creating a Contact record.*

f) Identifier field

This is assigned by Phoenix (blue, read-only)

g) Application area

Choose the time frame during which the Contact will appear on the call list in Alarm Processing.

(1) Timeframes

(a) 24 Hours *– the Contact appears every time a signal comes in with the associated Instructions Sigtype*

(b) Use Schedules *– the Contact appears in the call list only during the active time frame as defined in the schedule you enter in the appropriate Schedule Type field. Choose Use Schedules; when you move to the next field, Phoenix automatically opens the Schedule Wizard. In the Wizard, choose the appropriate Schedule, or create one, and click* ***OK****, to attach it to the Instruction. See "Setting up Schedules"*

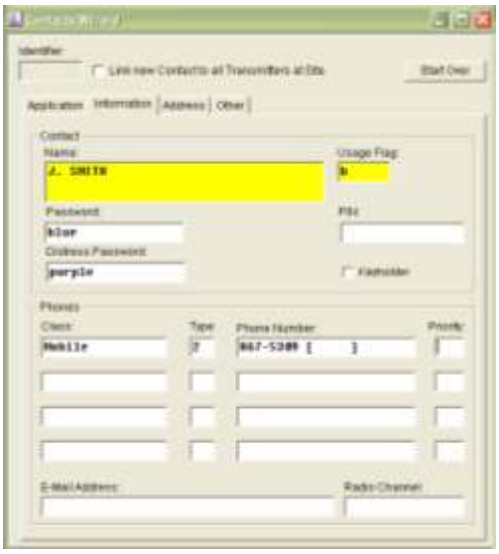
(c) Temporary *– Temporary Contacts appear on the AP screen only during the time frame you defined in the Date and Time fields of the Temporary record. Temporary fields are available only when you are creating/changing a Temporary Contact using the Temp Data Wizard. You must use the Temp Data Wizard to define Temporary Contacts.*

In the Time Zone and Savings Time fields of the Temp Contact Link record, change the values to the time zone of the Temporary Contact. When the defined time frame is active in the Time Zone location you specified the Contac displays in the call list in the AP screen, regardless of the Transmitter's time zone.

For example, a Contact lives in NYC; he is available on 6/18, from 8am – 12 noon; you enter those dates and times and choose **EST-5GMT** in the time Zone field and **y** in the Savings Time; this way Phoenix know to include the Contact on the AP screen when it is June 18th, between 8:00am and noon in NYC.

h) Information tab

In the **Name** field, enter an Individual's name, or a department or agency. The name might be as specific as Matthew Johnson, or as generic as Police Dept.



i) Usage field

Select one option to define the way the Contact will be used. If Usage is **p** or **b** enter a password in the password field.

(1) Usage Field Types

(a) ***C*** *– call list; the Contact appears on the call list in AP, but does not need a password.*

(b) ***P*** *– Password; the Contact does not appear on the call list in AP, but does appear on the password list in case he or she answers the phone.*

(c) ***B*** *– Both; Contact appears on the call list and has a Password.*

Helpful Hint *– if usage is* ***b*** *or* ***c*** *you must enter data for at least one contact method (phone number, pager, fax, email, or radio) for Phoenix to open the Call Processing dialog box in AP.*

j) Password field

Enter the spoken Password that the contact uses to verify his or her authenticity when responding to a call from and operator in AP; Enter a Password is Usage is **b** or **p**; Phoenix converts all Passwords to lowercase

k) PIN field

Enter the number transmitted in an open or close signal that identifies the person who performed the open or close.

For every incoming signal with a Sigcat of 1 or 2 (open or close), Phoenix attempts to find a User ID (PIN) in the raw signal string

If a User ID is transmitted in the raw signal string, Phoenix check the PIN field of the Contacts table for a match; if no match is found and the transmitter is set up for verify PIN, Phoenix generates an Invalid PIN Event.

If a User ID field cannot be transmitted by a panel, Phoenix assumes the Zone field contains the User ID, as long as there is a matching entry in the PIN field of the Contacts table. If there is no match in the Contacts table, Phoenix treats it as a zone (to view the user name, look in the RelatedInfo column).

l) Distress Password field

Enter the spoken Password that the Contact uses to indicate he or she is verifying under duress when responding t a call from an operator in AP; Leave this field blank if the Contact does not use Duress Passwords.

m) On Site Flag field

Check the box if you want "on site" displayed after the Contact name in the call list in AP.

n) Class fields

Choose the appropriate Classifier for the contact method.

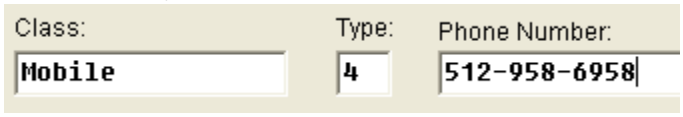
If the Class you need is not in the dropdown list, you can create it in the Class table, choosing Type **Device**; simply leave the Wizard open, open the Class table from the Tables menu, and create the new Class; See "Setting up Classes"

For a **numeric pager**, enter the actual phone number made up of area code main phone number and extension. An **alpha pager** will work if you have an email accessed pager; for example – ATT World Net Paging – Enter the number with an email address: 8675555301@att.net

o) Type field

Choose the Type which best describes the format for the phone number:

0 – Internal extension
1 – Long Distance
2 – Normal 7-digit
3 – Special local, 10-digit
4 – Free Form; international number

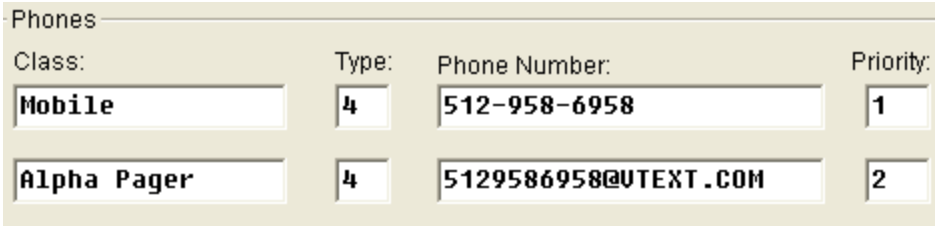


Helpful Hint – for **911** calls, use Type **2** and the first three spaces of the Phone field.

p) Phone Number field

Enter the actual phone number made up of the area code, main phone number and extension if needed.

TIP: *If entering in information for text messaging use* ***Type 4*** *and enter the format for Text Message to Cell Phone for Alarm Processing/Alarm Forwarding is shown below.*



(1) Text Message Formats

***** VERIFY** with the carrier to make sure format has not changed *****

Sprint :	10-digit # @ messaging.nextel.com
Verizon :	10-digit # @ vtext.com
T-Mobile :	10-digit # @ tmomail.net
Cingular :	10-digit # @ txt.att.net
Alltel :	10-digit # @ message.alltel.com
Telcel :	10-digit # @ itelcel.com

q) Priority field

Enter a number that defines the order in which the phone number should be called in comparison to other phone numbers for the Contact. **See above Example *p*).**

REMINDER: The smaller the number, the higher the priority.

r) Email Address field

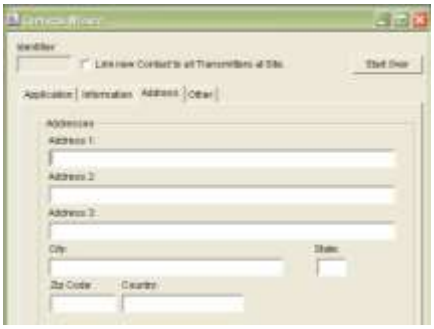
Enter the Contact's email address.

s) Radio Channel field

Enter the Contact's radio channel

t) Address Tab

Enter the Contact's complete address, including street address, **City, State, Zip Code,** and **Country** if applicable



u) Other tab

In the **notes** field, enter any additional comments or remarks concerning the record.

v) Click on the Add tool.

To change the record at any time, see "Updating Records"

F. Setting up Contact Links

The Contact link wizard provides a means of linking existing Contacts to additional transmitters, thereby eliminating the need to repetitively enter identical Contacts for multiple transmitters.

1. Wizards and Tables

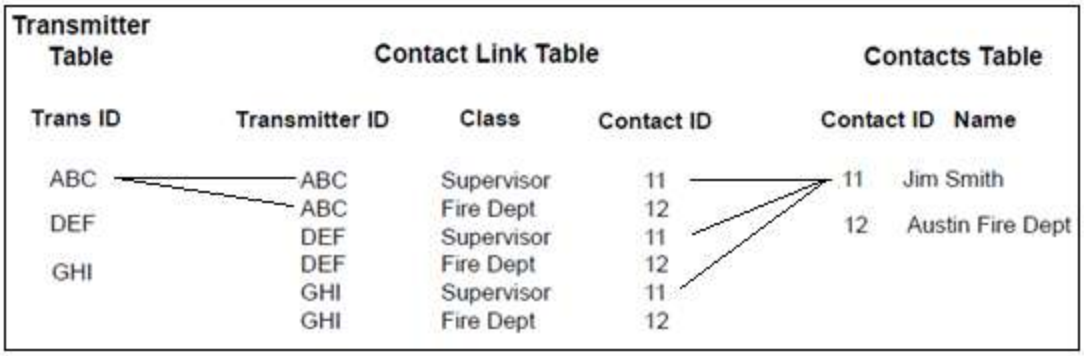
There are two Wizards and two tables that deal with Contacts:

a) Contacts Wizard and Contacts table

The Contacts Wizard helps you create the actual Contact with its associated information: name, address, PIN, phone numbers, passwords, etc. Each unique Contact should be in the Contacts table only once.

b) Contact Link Wizard and Contact Link table

The Contact Link Wizard is used to attach an existing Contact to additional transmitters.



2. Using the Contact Link Wizard

Selecting the Contact Link Wizard automatically opens a Transmitter Search window, which enables you to select the Transmitter(s) that you want to copy (or delete) Contacts from and the Transmitters you want to add those Contacts to.

(a) *In the Search Criteria panes, are 2 tabs, with the fields that allow you to define the criteria to find the records you need.*

(b) *In the Search Results panel, Phoenix displays the results of the Search. In the Selected Transmitters panel are the particular transmitters that you want to work with, from the Search Results panel.*

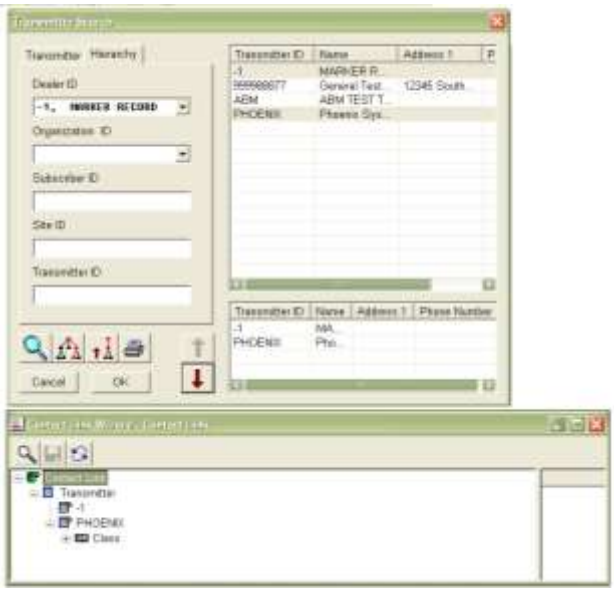
The following tools are provided in the Contact Link Wizard Search window:

Tool	Name	Function	Shortcut
	**Search**	Searches the database for the records that match the search criteria and displays the records in the Search Results panel.	*Alt + S*
	**Set Hierarchy**	Active only when the Hierarchy tab is selected, allows you to see the location data values for any hierarchy level except Organization (you cannot use Set Hierarchy for Organization).	*Alt + H*
	**Up One Level**	If the Search has a Hierarchy tab, this button allows you to quickly move the hierarchy search up a level.	*Alt + U*
	**Print**	Active only when there are records in the Search Results panel, sends the information to the printer.	*Alt + P*
	**Remove Selection**	For records that are highlighted in the Selected Transmitters panel, removes those records from the Selected Transmitters panel.	*Alt + R*
	**Add Selection**	For records that are highlighted in the Search Results panel, adds those records to the Selected Transmitters panel.	*Alt + A*

3. Contact Link Transmitters

a) Menu bar
Click Wizards, select ***Contact Link***

b) Search Criteria fields
Enter (or select from dropdown lists) the data that tells Phoenix which records to search for



For example, if you know the Transmitter IDs, select the first tab and enter the IDs in the **Transmitter ID** field; if you need several transmitters for the same Dealer, use the **Hierarchy** tab and enter the Dealer ID in that field.

c) Search

Click on the Search button or hit *enter* to start the search

d) Search Results panel

Highlight one or more transmitters and click the **Add Selection** tool.

To remove a transmitter from the Selected Transmitters panel, highlight the transmitter and click **Remove Selection**.

e) Summit Request

Click OK button to place the selected transmitters and their associated Contacts into the Contact Link window.

f) Close the Transmitter Search Window.

4. Contact Links Window

The Contact Links window works like Windows Explorer; to expand each level, click the small plus to the left of the icon.

Three tools are provided in the Contact Link Window:

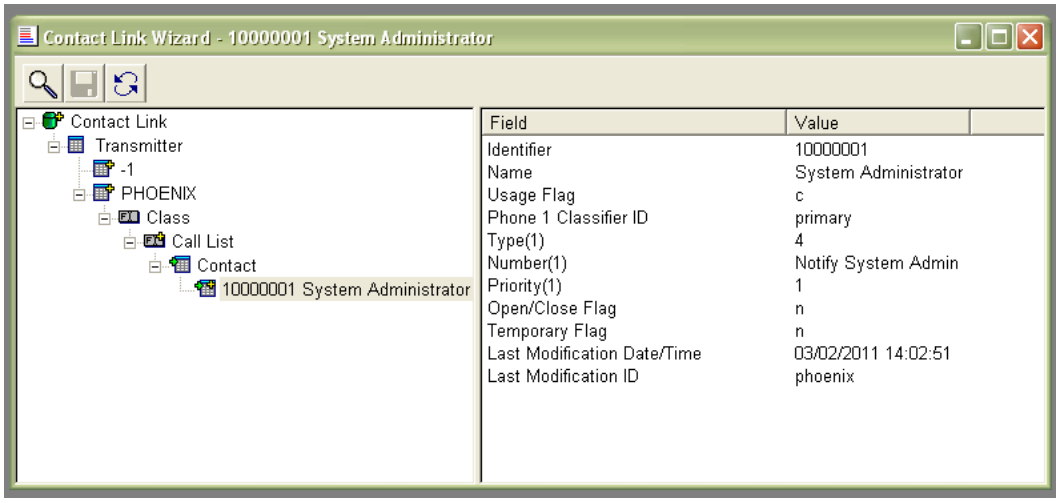
Tool	Name	Function
	**Search**	Opens a Search window for Transmitter, Classifiers, or contacts depending on the cursor position.
	**Save**	Saves changes to the database.
	**Refresh**	Refreshes the screen display to reflect changes to the database. For example, newly created Contacts. If you have not saved changes (Save tool) in the Contact Link Wizard, Phoenix prompts if you want to save before refreshing.

5. To view record information:

You can view record detail for a Transmitter, Classifier, or Contact

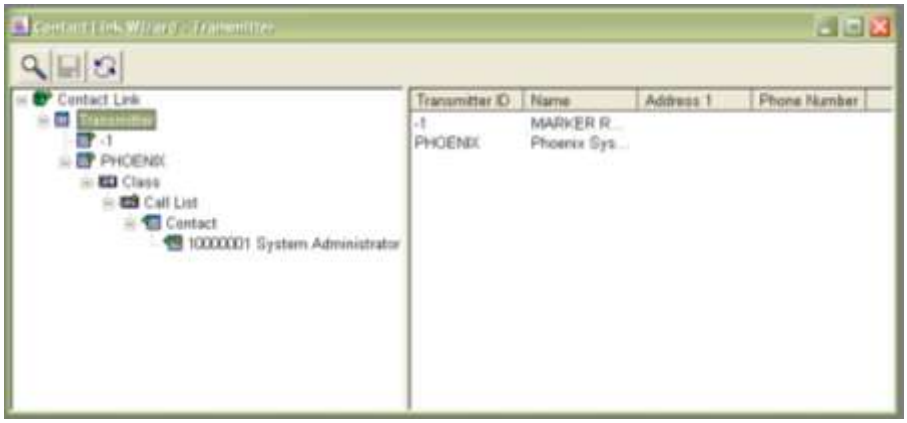
a) Click on the specific line to highlight it –

Phoenix displays fields which contain data in the right panel, as shown below.



b) Data Records

To see data for more than one record in column format, highlight the word “transmitter” or the word “contact”



6. Create Contact links:

a) Move a contact

To move a Contact from one transmitter to another, simply drag and drop

b) Copy a contact

To copy a Contact from one transmitter to another: right click on contact; choose “copy”; right click on the Classifier that the contact is being moved to, and choose “paste”. If you highlight an existing Contact, Phoenix pastes above the highlighted line.

c) *Delete a contact*

To delete a Contact from a transmitter, right click, and choose Delete; when you delete a contact all links in the Contact Link table are also deleted.

d) *Save Changes*

Click on the Save button, Phoenix writes the changes to the Contact Link table.

7. Changing Priorities

The order that the Contacts display under a Classifier indicates their Priority; it is the same order they will display in the call list on the AP screen.

To change the order, drag and drop or cut and paste the Contact to the desired position.

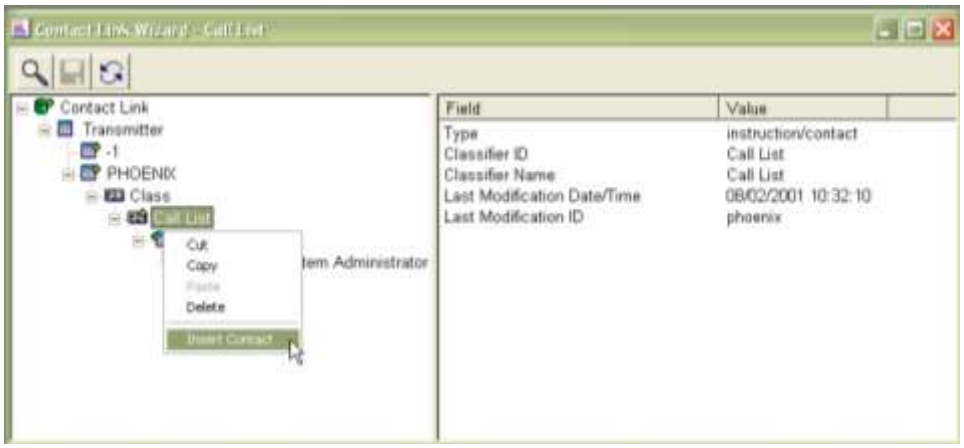
Note *– Adding a Contac to a transmitter using the Contact Link Wizard does not necessarily mean that the Contact will appear on the AP screen in an event for the transmitter. That depends on the sigtype of the Instruction that has the same Classifier as the Contact.*

8. Search contacts

If you do not know which Transmitter a Contact is already linked to or if you do not know if a Contact is in the database, you can do a Contact Search from the Contact Link Wizard.

a) *Call List*

Double click on Class, then right click on Call List, then select "insert contact" from the dropdown menu (as shown below)

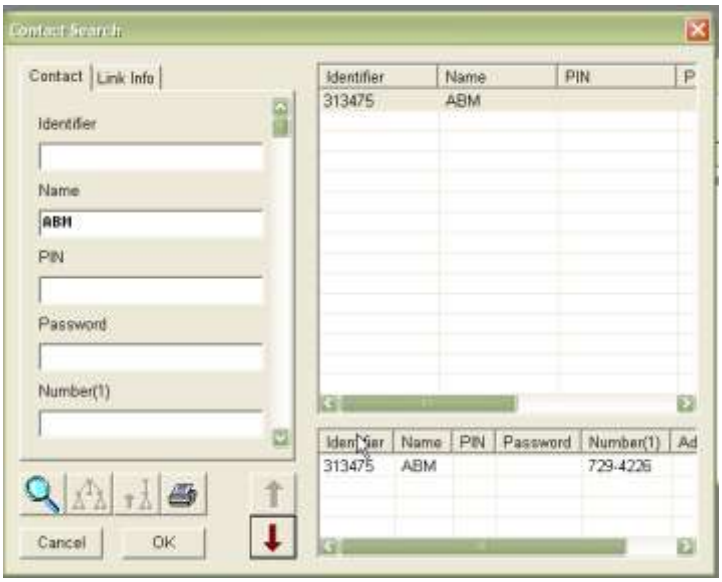


b) Search criteria

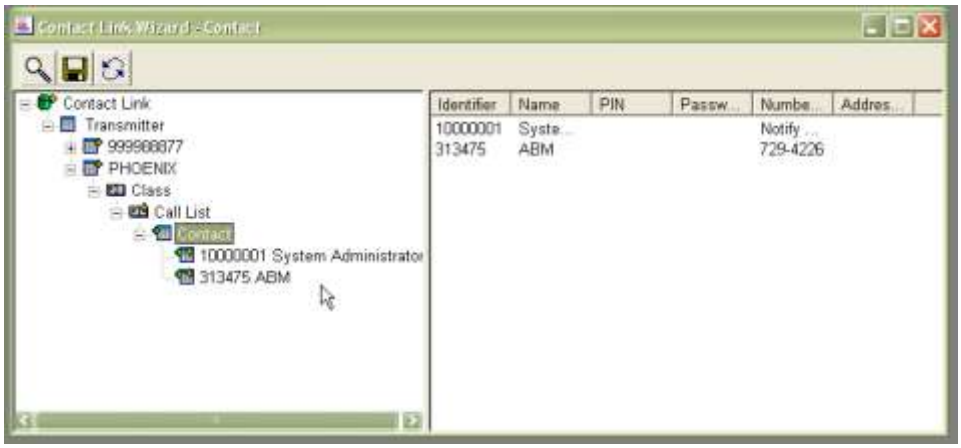
Enter the search criteria and hit enter or click Search to start.

c) Contact Info

All contacts with criteria entered will display, select the contact found, then click the **Add Selection** tool, and then **OK**.



In the example above, ABM is the desired Contact. In this case, clicking the **OK** button inserts ABM under Transmitter **PHOENIX** for Classifier **CALL LIST** as shown below.



d) Save

Once complete, Click on Save button then Phoenix writes the changes to the **Contact Link** table.

> ***Helpful Hint*** *– If the correct Contact is not found (it does not exist in the database) you can open the Contacts Wizard without closing the Contact Link first, and create the new Contact*

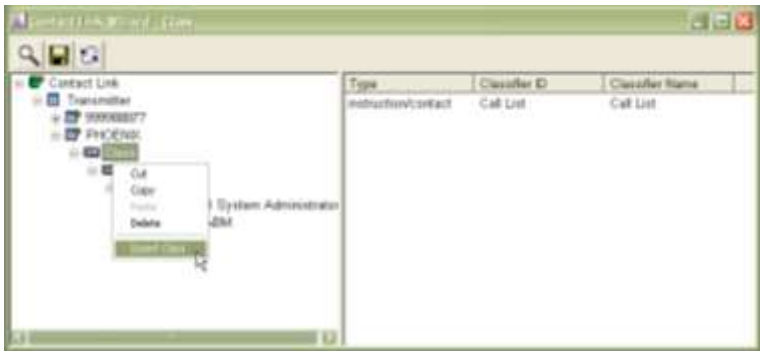
***Note** – the newly created contact does not display in the Contact Link Wizard until you click **Refresh**; if you have not saved changes in the Contact Link Wizard, Phoenix will prompt you to save before Refreshing.*

9. New Classifier

You can also insert a new Classifier for a transmitter, assuming it is set up in the Classifier table and an Instruction exists for it. This feature is particularly useful when you change Classifiers.

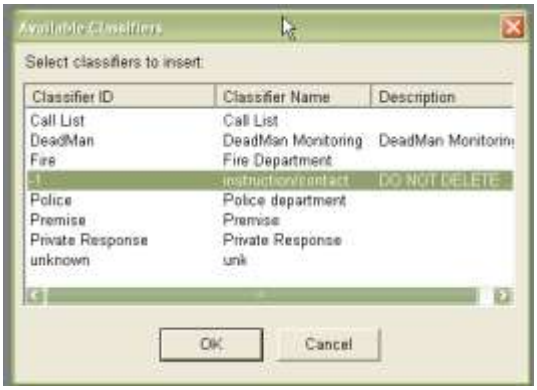
a) Insert Class

Right click on the word "Class" under the transmitter to which you want to add a Classifier and choose "Insert Class" from the dropdown list, shown below.



b) Highlight a Classifier

In the "Available Classifiers" dialog box as shown; select the Classifier to use and click **OK** button



Phoenix inserts the Classifier, as shown.

c) Link

Now one or more Contacts can be linked to the new Classifier

d) Save Changes

Click on **save** button, Phoenix writes the changes to the **Contact Link** table.

When you Save, Phoenix reorders the Classifiers in alphabetical order.

> ***Note*** *- the order of the Classifiers in the Contact Link Wizard is not related to the order of Classifiers on the AP screen. In AP the order depends on the Sequence number assigned to each applicable Instruction.*

X. Setting Up Schedules

Schedules define time frames that Phoenix uses for a variety of purposes, including open/close monitoring and No Actions. A Schedule record is defined as unique by the Identifier field which is assigned by Phoenix.

You must use the SCHEDULE WIZARD to create or modify Schedules; do not use TABLES

> ***Note*** *– Phoenix always applies time fields to the time zone of the transmitter; for example - a monitoring center in Texas sets up an 8-5 Schedule that will be used by transmitters in Georgia and California. Phoenix considers the active time of the Schedule for California transmitters to be when it is 8am - 5pm in CA. It considers the active time of the Schedule for the Georgia transmitters to be when it is 8am – 5pm in GA.*

A. Schedule Types

There are four main Schedule Types for open/close monitoring and each type of Schedule has a unique function.

Open/Close - defines a repeating weekly timetable
Seasonal - defines specific dates and times
Holiday - defines entire days on which there will be no Open/Close activity
Special - defines specific dates and times

Schedule Type	Description or Examples
Open/Close	a time frame that repeats weekly
Seasonal	summer vacation, spring break, etc.
Holiday	Christmas, July 4, Memorial Day, etc.
Special	construction, disaster, etc.

Helpful Hint *– Holiday Schedules are intended for a full day, and therefore have no Times tab; even if you change a Holiday Schedule's Range record to reflect times, Phoenix will not use those times. If you need to define times for a Holiday Schedule, that's closed only part of the day, use a Special or Seasonal Schedule Type.*

The **Test, Delay** and **No Action** Schedules work with the Sigcontrol table. The **Test** Schedule is a revolving weekly timetable that defines a time period in which a periodic test signal should be received. The **Delay** Schedule is also a revolving weekly timetable; however it defines a time period during which Phoenix should wait for a second signal. The **No Action** Schedule is a Date and Time Schedule that defines time frame during which signals are logged, but no Event is created.

B. Attaching Schedules

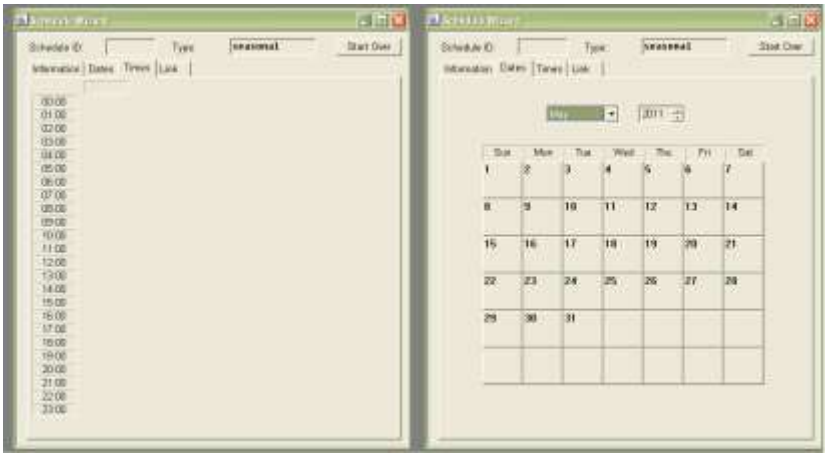
Schedules for **open/close monitoring** tell Phoenix what days and times the premises are supposed to be open and closed. You can attach a Schedule ID to any level of the location data hierarchy. It works on the principle of relational inheritance. For example, each transmitter for a site has the same Open/Close Schedule. You enter a Schedule ID in the site record. You set the **Open/close Flag** field in the Transmitter table to **y** but do not enter any Schedule ID in the Transmitter level because you want the Schedule to apply to all Transmitters for the Site. When Phoenix finds the Open/Close Flag set to **y**, it searches up the hierarchy looking for a Schedule ID, finding and applying the ID in the site record. (See "Understanding Inheritance" for more information)

Note *– For Phoenix to even search for a Schedule the* ***Open/Close Flag*** *in the transmitter must be set to* ***Y***

C. Defining Time Frames

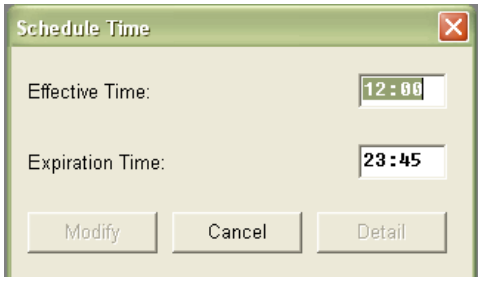
For defining the actual time frame of the Schedule, the Schedule Wizard supplies a day/time calendar and or a month/date calendar, depending on the Schedule Type. You can also view timeframes in tale format by opening the Range table, enter Schedule ID and clicking the **Query** tool (useful for verifying data entry)

The highlighted portion of a calendar defines when the premises are open; the non-highlighted portion defines when the premises are closed.



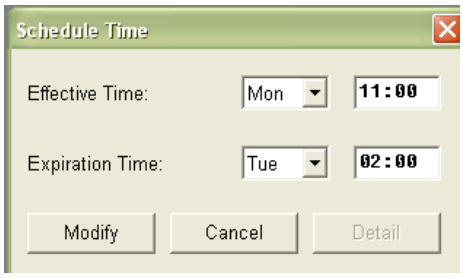
To define the open portion of a calendar, click the starting day and drag in a straight line through contiguous blocks. Each click-and-drag creates a record in the Range table; do not click on each individual hour – that number of records degrades the system performance.

1. **Delete Unwanted times**
   Double *right* click on the highlighted range.



2. **Enter partial hours**
   (i.e.: 10:15; 5:30) double-click on the highlighted block, change the times as needed and click **Modify**.

3. **Crossing Midnight**
   To create a range that includes midnight, select the begin time. Then double click the highlighted range, and in the Schedule Time dialog box, modify the days and hours as needed; click **Modify**.



For example: as shown, the restaurant is open from 11am until 2am the next day.

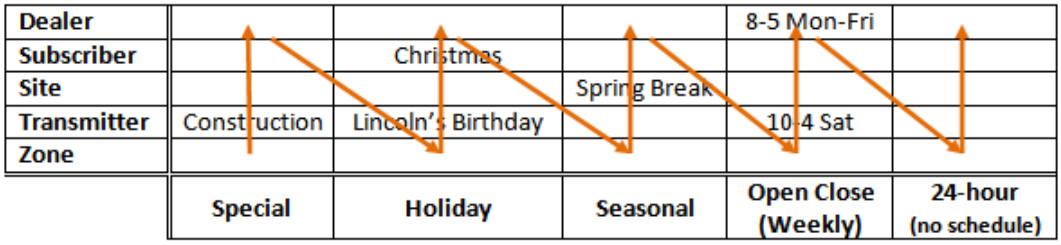
D. Applying Schedules

This section answers the question "Which Schedule does Phoenix use?"

1. **Two Factors Determine Schedule**
   In general, there are 2 factors that determine which Schedule Phoenix uses:
   - ***a) The hierarchy level where the Schedule is attached***
   - ***b) The Type field of the Schedule***

   Schedules at lower levels override Schedule at higher levels, and Seasonal overrides Open/Close, holiday overrides Seasonal and Special overrides all others. Example below, shows that Phoenix searches the Schedule Types from left to right, and the hierarchy from bottom to top.

Note- if you need to attach a Schedule to the Zone level, contact ABM Tech Support for help.



2. Applicable and Non-Applicable

The terms *Applicable* and *Non-Applicable* have special meaning when referring to Schedules:

a) Applicable Schedule

Means the open time frame of the Schedule is in effect right *now*

b) Non-Applicable Schedule

Means the open time frame of the Schedule is *not* in effect right *now*.

3. Rules for open/close monitoring and Instruction Schedules

- For open/close Schedules: the Open/Close flag must be **y** *in the transmitter record*
- For Instruction Schedules: **Use Schedules** must be chosen in the Instruction Wizard, which sets the Open/Close flag to **y** in the Instruction Wizard
- A Schedule attached at a lower level of the hierarchy overrides a Schedule attached at a higher level
- The Schedule must be applicable (the time frame must be in effect *now.*
- Phoenix searches each record in the Transmitter's hierarchy for Schedule ID's and selects the Schedule ID for the lowest level, as shown below; Phoenix then determines which of the lowest Schedules are applicable now and uses that one, based on the Schedule's Type.

	Special Schedule ID	Holiday Schedule ID	Seasonal Schedule ID	Open Close (Weekly) Schedule ID
Dealer	100	110		120
Subscriber		200		210
Site	**300**			**330**
Transmitter		**400**	**410**	

After the lowest level Schedule ID's are determined, Phoenix checks the Schedules for applicability in Schedule Type order.

	Special Schedule ID	Holiday Schedule ID	Seasonal Schedule ID	Open Close (Weekly) Schedule ID
Lowest Level Schedules	300	400	410	330

If the Special schedule is applicable for the current date/time it is used, if it is not applicable, then the Holiday schedule is check; then Seasonal, then Open/Close.

4. Rules for Contact Schedules

- Use schedules must be chosen in the Contact Wizard, which flags the Open/Close field in the Contact record, with a y
- The Schedule must be applicable (time frame in effect *now*)
- Phoenix searches from left to right through the Schedule Types looking for the first one that is applicable, as shown below.

	Special	Holiday	Seasonal	Open Close (Weekly)	24-hour (no schedule)
Transmitter	86 (Non-Applicable)		112 (Applicable)		

E. About Tolerances

Tolerances *are periods of time before or after a scheduled open or close during which Phoenix takes no action if the scheduled activity does (or does not) occur; it does not generate an Event. For example, a store is scheduled to open at 9:00am, but is it acceptable for the store to open anytime between 8:45am and 9:00 am. You set an early open tolerance of 15 minutes so that Phoenix knows not to send an unscheduled open signal when someone opens the store at 8:52 am*

Phoenix provides the following Tolerances fields at each level of het hierarchy and in the Range records:

Early open	Early Close
Late open	Late close
Fail-to-open	Fail-to-close

When Phoenix applies a Schedule to an open or close signal (or lack of one) it takes into account the Tolerances set up in the hierarchy or Range tables

You can enter different Tolerance values in the Dealer, Subscriber, Site and Transmitter. Phoenix moves up the hierarch looking for the first value it finds in the Tolerance fields. If you leave the Tolerance field blank in the hierarchy records, Phoenix uses the 15 min default value isn't the Schedule's Range record for each Tolerance type. If you want zero Tolerance time, change the Range record's default to 0 (zero) minutes in the appropriate Tolerance Interval fields. You cannot access Range record Tolerance fields in the Schedules Wizard. Open the Range table from the Tables menu and Query on the Schedule ID.

Each Tolerance field is independent and can be used alone or in combination with others.

The late-to-open Tolerance can be greater or less than the fail-to-open Tolerance; same for the late-to-close vs. the fail-to-close.

Depending on what boxes are checked in the Monitor area on page 2 of the Schedule Wizard, Phoenix sends signals during certain time periods after taking into account the Tolerance values set in the hierarchy.

Note – Phoenix only sends each signal once for each open/close period.

In these examples, time period numbers refer to sample below

- **If Unscheduled Opening is checked** – an Unscheduled Opening signal is sent when an Opening Signal is received during time periods **1** or **5**

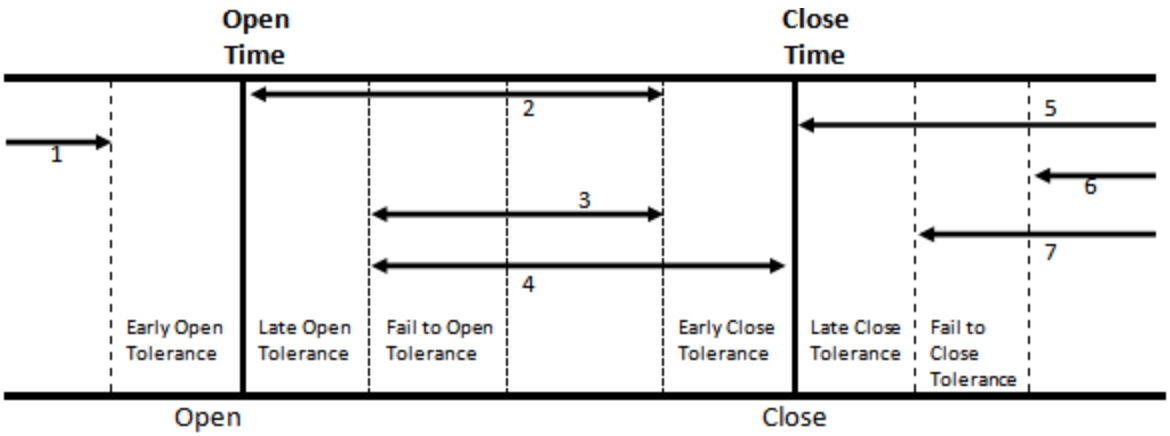
- **If Late Open is checked** – a Late Opening signal is sent by Phoenix when an Opening signal is received during time period **4**, which is after the late-to-open tolerance set in the hierarchy.

- **If Fail-to-Open is checked** – a fail-to-Open signal is sent is sent when no Opening signal is received during time period **3**, which is after the fail-to-open tolerance set in the hierarchy.

- **If Early Close is checked** – an Early Closing signal is sent when a Closing signal is received during time period **2**, which is before the early close Tolerance set in the hierarchy

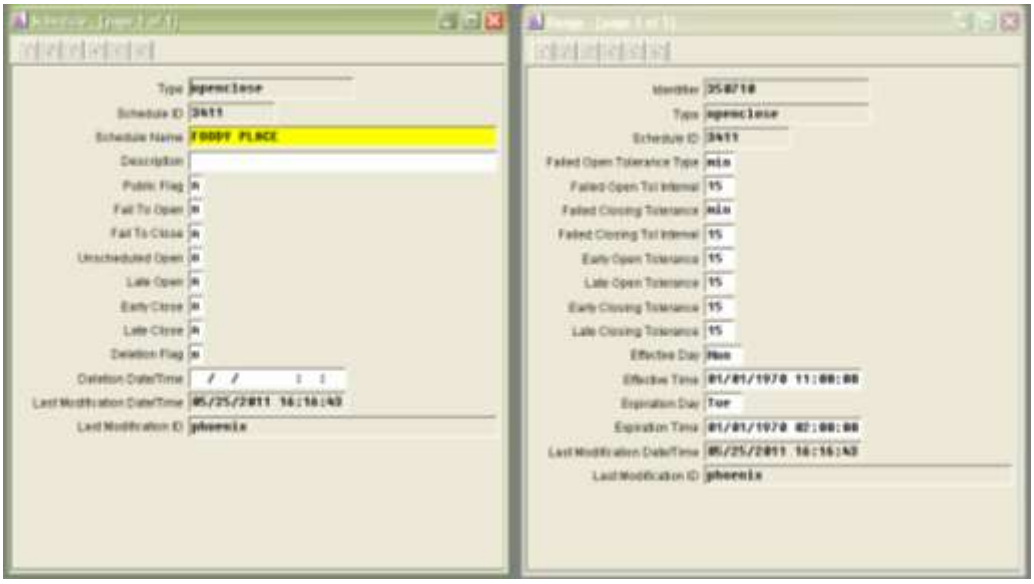
- **If Fail-to-Close is checked** – a Fail-to-Close signal is sent when no Closing signal is received by time period **6**

- **If Late Close is checked** – a Late Close signal is sent when a closing signal is received during time periods **1** or **7**



F. Schedule Data in the Database

When you create and save a Schedule the data is stored in 2 tables: **Schedule** and **Range**. The two tables are linked by Type and Schedule ID fields, as shown below.



Note *– the Schedule Type* ***Open/Close*** *does not need date values, so Phoenix enters a default date of* ***01/01/1970*** *in the Effective Time and Expiration Time fields.*

G. Using the Schedule Wizard

The Schedule Wizard is accessible from the menu bar and from any table that contains Schedule ID fields.

Helpful Hint *– For the Schedule Wizard to open when you position the cursor in any Schedule ID field in the hierarchy tables, the* ***Open Close flag*** *must be set to* ***y****.*

When the Schedule Wizard is accessed from another table, Phoenix fills in the Type field based on the field from which the Wizard was initiated. The Type field appears dimmed and cannot be changed. If you need another Schedule Type, close the Schedule Wizard and press the *Tab* key, or click in the appropriate Schedule Type field.

To select an existing Schedule from the Existing Schedule pane, highlight the Schedule and click Select. Phoenix writes the Schedule ID into the record and closes the Schedule Wizard.

1. To create a new Schedule:

a) Access the Schedule Wizard
This can be done from the Data Manager, menu or from a table

b) Type field
Choose one of the six Schedule Types from the dropdown list:

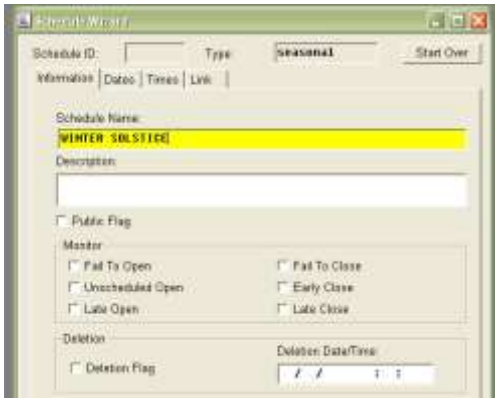
- Open Close (weekly)
- Holiday
- Seasonal
- Special
- Delay
- No Action
- Test

(See "Schedule Types")

c) Show Only Public Option
This is normally left unchecked

d) Click the New button.

e) Information tab,
The Schedule **ID** field is a system generated number that identifies the Schedule; this field remains blank until you save the Schedule



f) Type field
This is the type you chose in step 2;

Helpful Hint – Type *is a read-only field here; you cannot change it. If it is the wrong Type, close the window and start over.*

g) Schedule Name field

Enter a name for the Schedule

> ***Helpful Hint*** *– use a descriptive name so when you see the Schedule listed under Existing Schedules, you can easily recognize it. See above for example.*

h) Description field

Enter additional descriptive information about the schedule if helpful.

i) Public Flag field

Leave it unchecked unless you are using the Phoenix Add-on product Remote Data Entry. Only Schedules marked as Public can be updated by remote sites using Remote Data Entry.

j) Monitor area

Check the options you want Phoenix to monitor. Unscheduled Open and Fail to Close are the most commonly monitored.

> ***Caution*** *– for the Schedule to work, at least one option must be checked (except for the Holiday type). See "About Tolerances" for more information on these options.*

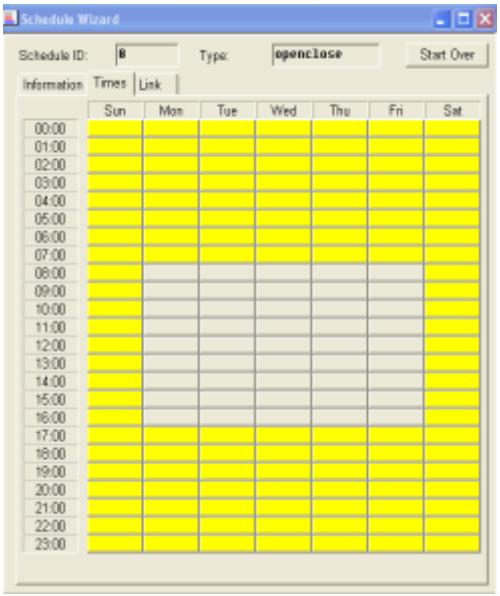
k) Deletion area

These fields only apply to **No Action** Schedules.

l) Dates and Times tab

Highlight the appropriate days and or times by clicking and dragging in a straight line to define a range.

Caution *– Do not click on each hour individually, because that creates a separate record for each hour, and it is stored in the Range table. That number of records will degrade the system performance.*

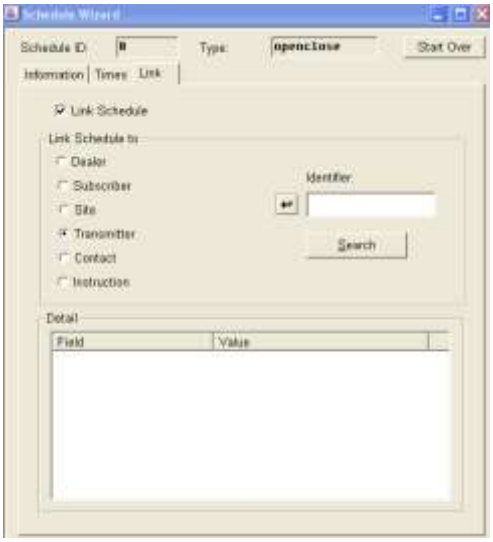


m) Link tab

If you want to attach the Schedule to a hierarchy record, check the **Link Schedule** checkbox, and in the **Identifier** field, enter the appropriate value (a Dealer, Subscriber, Site, Transmitter, Contact or Instruction ID)

When you enter a value in the Identifier field, the Detail area displays fields that contain data for that record.

The Link tab is not available if the Schedule Wizard was initiated when you moved the cursor into a Schedule field in a record.



n) Save Schedule

Click the Add tool to save the Schedule.

If the Schedule Wizard was initiated from a table record first, Phoenix writes the Schedule data (Schedules and Range tables) to the database and also writes the Schedule ID into the table's record.

To change Range or Schedule records, follow the steps below.

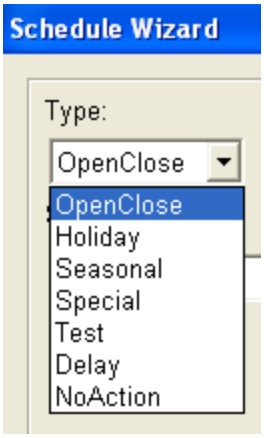
2. Editing an existing Schedule using the Wizard

a) Menu Bar

In Data Entry, click on Wizards, choose ***Schedules***

b) Type field

Choose the Schedule's type (OpenClose, Holiday, Seasonal, Special, Test, Delay or NoAction)

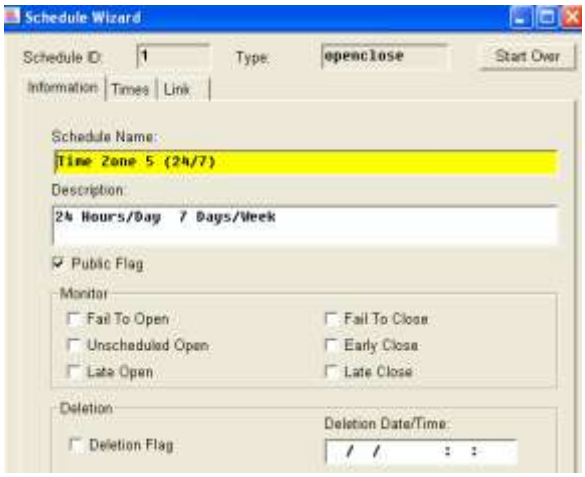


c) Existing Schedules area

Highlight the desired Schedule in the list, and click **Open**.

d) Information tab

Fill in the **Description** field, change the detail description of the Schedule as needed.



e) Monitor area

Change the monitor options as needed.

f) Times tab

Change the graphical calendar as needed.

Delete unwanted highlighted blocks by double-right clicking on the block

> ***Note*** *– Ranges are defined by the mouse drag, so even though time blocks may appear to be highlighted as a single block, they may not be a single range (record) in the Range table.*

g) Click the Update tool

Save changes by clicking the Update tool.

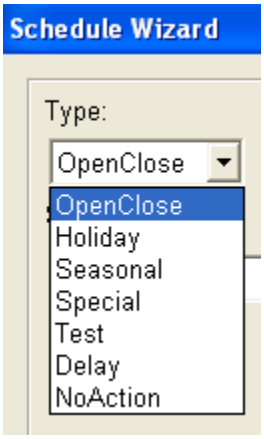
3. Attach a Schedule to an existing record:

a) Menu Bar

In Data Entry, click on Wizards, choose ***Schedules***

b) Type field

Choose the Schedule's type (OpenClose, Holiday, Seasonal, Special, Test, Delay or NoAction)



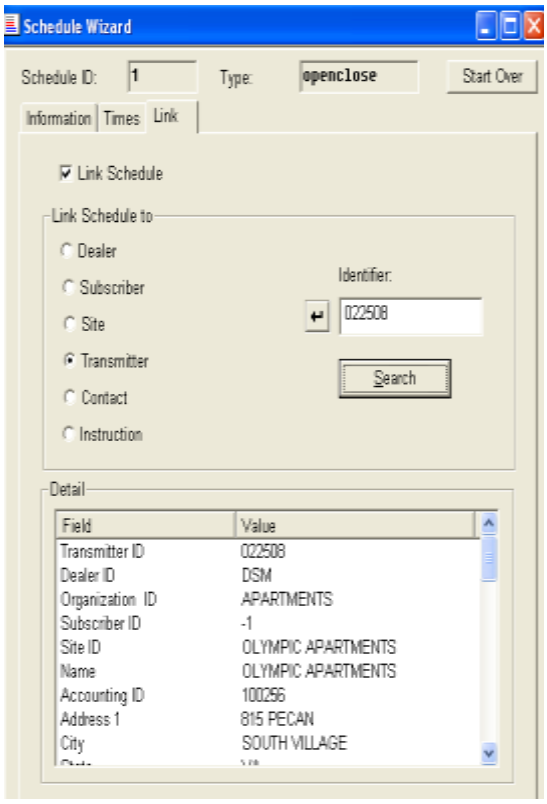
c) Existing Schedules area

Highlight the desired Schedule in the list, and click **Open**.

d) Link tab

Check the **Link Schedule** checkbox

If the Schedule Wizard was initiated from Alarm Processing (Special Schedule) with an Event open on the screen, the Link Schedule checkbox is automatically checked.



e) Link Schedule To area

Select the table you want to attach the Schedule to.

f) Identifier field

Enter the ID of the record in the table that you want to attach the Schedule to.

Note:

The Identifier field is automatically filled in if the Schedule Wizard was initiated from Alarm Processing (Special Schedules) with and Event open on the screen.

If you choose Site or Subscriber, the Identifier field is dimmed because the Identifier for these 2 tables consists of multiple fields, so Phoenix cannot determine which record you want by the Site ID or the Subscriber ID alone. For Site and Subscriber, use the **Search** button.

g) Detail window

Phoenix displays all fields for the record that contain data so you can verify that the Identifier is correct.

h) Add button

Add the record by selecting the Green plus Add button.

Helpful Hint *– if the* ***Add*** *tool is grayed-out, the* ***Link Schedule*** *box needs to be checked.*

4. Delete an existing Schedule

Schedules remain in the database until you delete them, even if they are not attached to any record, or not being used.

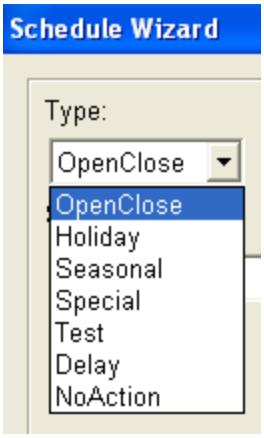
a) Menu bar

In Data Entry, Click on Wizards, choose ***Schedules***

Make sure the Schedule is not being used by any table in the database. (See "To determine if a Schedule is being used" in the next section)

b) Type field

Choose the Schedule's type (OpenClose, Holiday, Seasonal, Special, Test, Delay or NoAction)

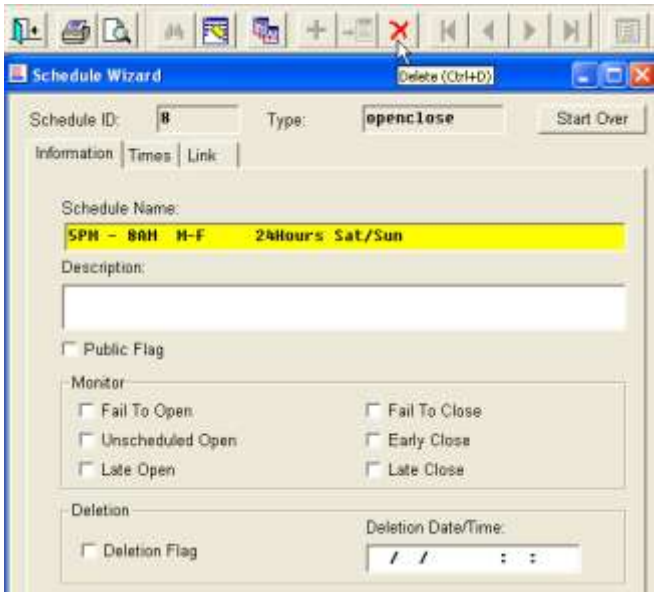


c) Schedule List

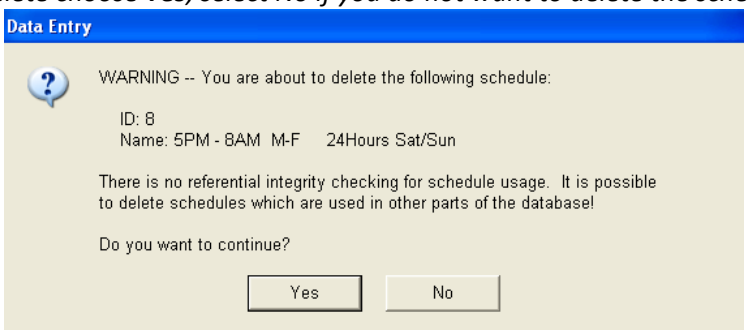
Highlight the desired Schedule in the list, and click **Open**.

d) Information tab

Click on the **Delete** (Ctrl +D) in the menu bar.



*Read the warning Phoenix displays, if you want to continue with the delete choose **Yes**, select No if you do not want to delete the schedule.*

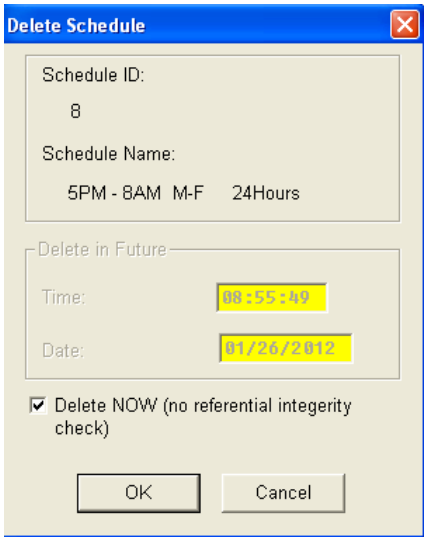


e) Delete Schedule Window

The Delete Schedule dialog box will open. Check the **Delete NOW** box and choose **OK**.

NOTE:
The Delete in Future option is not yet implemented.

All records associated with the Schedule ID are deleted from the database.



5. To determine if a Schedule is being used:

a) Data Entry

Click Tables, choose ***Transmitter***

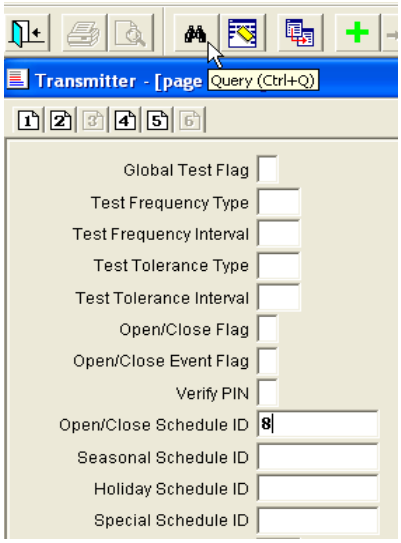
b) Schedule ID Field

Enter the Schedule ID that you are verifying.

For example, if you are checking an open/close schedule, enter the ID in the **Open/Close Schedule ID** field.

c) Query

Click the **Query** tool to find records that match.



If records are found, then the Schedule is being used. Repeat these steps for the Dealer, Subscriber, Organization, Site, Contact, and Instruction tables.

H. Locating a Specific Schedule

In the Schedule Wizard, you can locate a specific Schedule by selecting the Schedule Type; enter a Schedule Name, or a Schedule ID and then clicking the **Query** button.

In addition you can narrow the search further by using the hierarchy fields. Whenever you select the **Query** button, Phoenix uses the Type, Schedule Name, Schedule ID, and hierarchy fields for the search criteria (except if using Remote Data Entry, in which case the hierarchy fields are not included in the query).

I. Finding the Hierarchy Level a Schedule is Attached To

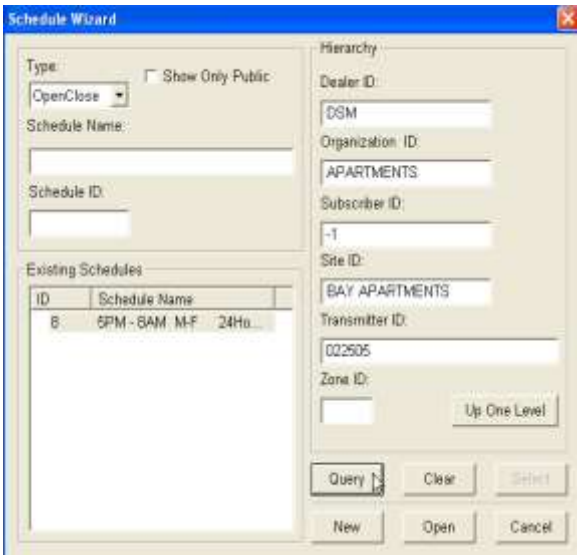
Using the hierarchy fields you can also define a location record and Query the database to find the Schedule(s) attached to that record.

1. To Find the Schedule a Hierarchy record is attached to:

a) Transmitter ID field

Enter an existing Transmitter Id and press the *Tab* key, or click out of the field

When you press *Tab*, or click out of the field, Phoenix fills the hierarchy fields with the transmitter's data



b) Query button

In the **Existing Schedules** window pane, Phoenix lists the Schedules attached to the lowest hierarchy level containing data.

c) Check other levels

Click the **Up One Level** button to check if there are schedules attached at the Site, Subscriber, Organization or Dealer levels.

XI. Placing a Transmitter on No Action

You place a Transmitter on No Action to prevent Phoenix from generating Events for the transmitter for a defined amount of time. No Action is often used when maintenance is performed at a site.

For transmitters on No Action, Events are not generated but the signals are logged in the Signal table, including Phoenix generated signals, such as fail-to-opens and fail-to-closes, etc.

You set up No Action records from **Data Entry** using Wizards, ***No Action*** or from **Alarm Processing** using the **No Action** tool.

For 'On Demand' No Action records applied at the site level or below, Phoenix generates a Begin (or End) No Action when the No Action becomes effective (or expires).

When a No Action record is deleted before it expires, Phoenix generates a Delete No Action signal.

Helpful Hint *– Phoenix always uses the time zone of the transmitter when applying No Action. For example, if a nationwide bank is put on No Action from 1:00-2:00 PM, when it is 1-2pm for transmitters in the Eastern Time Zone, no signals are generated; when it is 1-2pm for transmitters in the Central Time Zone, no signals are generated; etc, etc.*

A. Attaching a No Action to a Hierarchy Level

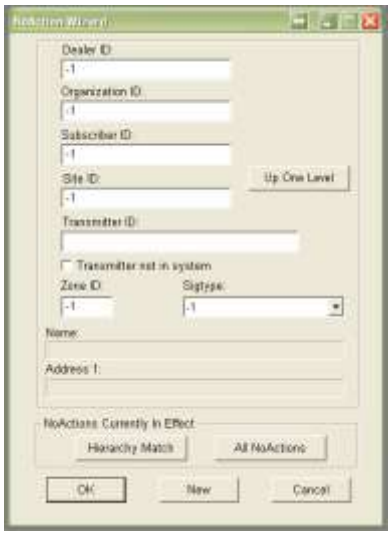
You can attach No Actions to any level in the hierarchy; you can also put an entire Sigtype on No Action by choosing the marker value in the Sigtype field on page 1 of the No Action Wizard. The No Action on the left is hung at the site level and applies to every transmitter and zone for the Site. You can confirm this by noticing that data in the levels below Site contains the marker value (-1).

The No Action on the right in is hung at the transmitter level, Zone ID contains the marker value (-1).

B. Using the No Action Wizard

The No Action Wizard provides a step-by-step procedure for placing transmitters on No Action.

1. Place a transmitter on No Action:



a) Menu Bar

Click on Wizards, choose ***No Action***

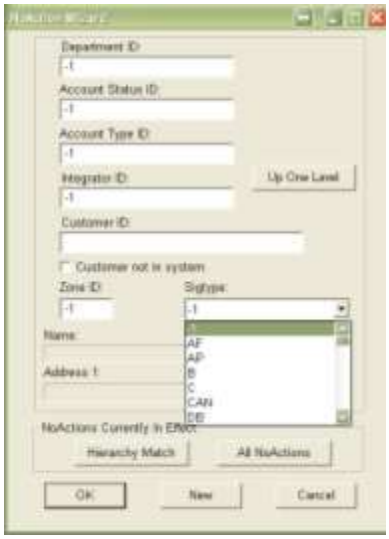
Phoenix opens page 1 of the No Action Wizard with the default values.

b) Hierarchy fields

Set the location hierarchy level for the No Action.

The best way to do this is to enter the Transmitter ID in the Transmitter field. When you move from the field, Phoenix fills in the Dealer, Subscriber, Organization, and Site ID's.
(If you type the location data, instead of enter the Transmitter ID, it may not match the stored records, resulting in an invalid No Action record)

> ***Note*** *– Phoenix verifies that the transmitter exists in the database, and returns and error message if you entered an invalid Transmitter ID.*



If the No Action applies to the transmitter level, proceed to step c.

If you want to apply the No Action to a higher level, click ***Up One Level****, once for each level to automatically enter the Marker value (-1) in the appropriate hierarchy field(s).*

c) Verify Location Data

Check the Location, and Address 1 field(s) to verify that you are setting the No Action for the proper transmitter if you click the **Up One Level** button to hang the No Action record at a higher level, the Location and Address 1 fields are blanked out.

d) New Panels

If you are creating a No Action for a new panel that is being tested, but is not yet set up in Phoenix, check the **Transmitter Not in system** box.

e) Sigtype field

Select the appropriate Sigtype from the dropdown list.

Phoenix stops generating Events for all signals with the selected Sigtype.

To stop Event generation for all signals for a transmitter, choose the marker value (-1) for the sigtype.

f) Search for existing

Click OK to search the database for existing records that match the level and Sigtype you entered. Phoenix searches for other NO Action records with these settings and if none are found asks if you want to create one.

(1) Button Definitions

(a) Up One Level: *Click this button to change the hierarchy level at which the Instruction is attached. Phoenix enters the marker value (-1) in the lowest-level field containing data*

(b) Show Count: *Click this button to see a count of Instructions for each Sigtype that are currently assigned to the hierarchy level. For example, in Fig 81 there are five Instructions at the transmitter level, 2 for burglary and 3 for panic.*

(c) Recall or Clear: *this button changes depending on whether settings were saved*

(d) Recall *– choose this button to recall the last record's settings, which Phoenix saved if you checked the "recall setting on next wizard use" option during the previous session in the Wizard.*

(e) Clear *– choose this button to erase the saved options.*

(f) Recall settings on next wizard use: *Check this box to save the current record settings for use the next time the Instructions Wizard is opened. Use this button when entering many records with similar settings*

(g) OK: *Click this button to have Phoenix search for existing Instructions with the specified settings.*

(h) ***New:*** *Creates a new Instruction with the specified settings*

(i) ***Cancel:*** *exits the Instruction Wizard without creating an Instruction record.*

Helpful Hint *– You can review the values you entered on page 1 of the Wizard by right clicking in the top grey area at any time.*

In the **Event ID** field Phoenix assigns a unique number to identify the record

g) Application tab

Enter the time range of the No Action by clicking the **On Demand** box, or entering a Schedule ID in the **Related Schedule ID** field.

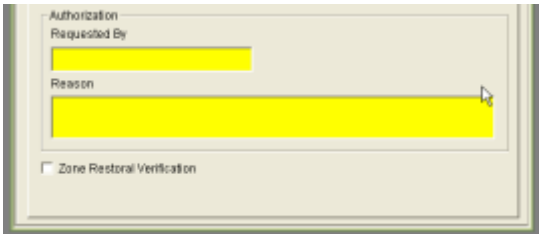
Selecting **On Demand** activates the two date/time fields, **Effective Date/Time** and **Expiration Date/Time**.

If you are setting up a No Action at the site or transmitter level Phoenix uses the current time zone of the transmitter as a default for the Effective Date field. In the Time Zone field, Phoenix displays the time zone of the transmitter. If you hang the No Action above site level, Phoenix warns you that the default value in the Effective Date field is the Phoenix server time because Phoenix cannot determine the time since levels above site may be located in multiple time zones.

When you press the *Tab* key, or click in the **Related Schedule ID** field, Phoenix opens the Schedule Wizard. Choose the Schedule ID or create a new one to define the time range for the No Action. (See "Setting Up Schedules")

h) Authorization tab

In the **Requested By** field, enter the person requesting that you set up the No Action.



i) Reason for No Action field

Enter the reason for setting up the No Action as described by the person requesting it.

j) Add tool.

Phoenix writes the record to the **Sigcontrol** table.

C. No Action Audit Trail

When you place a transmitter on No Action, Phoenix creates a record in the Sigcontrol table, the Event table, and the Action table to provide and audit trail of the No Action for historical reference.

1. Sigcontrol table

The Description field contains the person requesting the No Action and the reason. The Event ID matches the ID in the Event table.

2. Event table

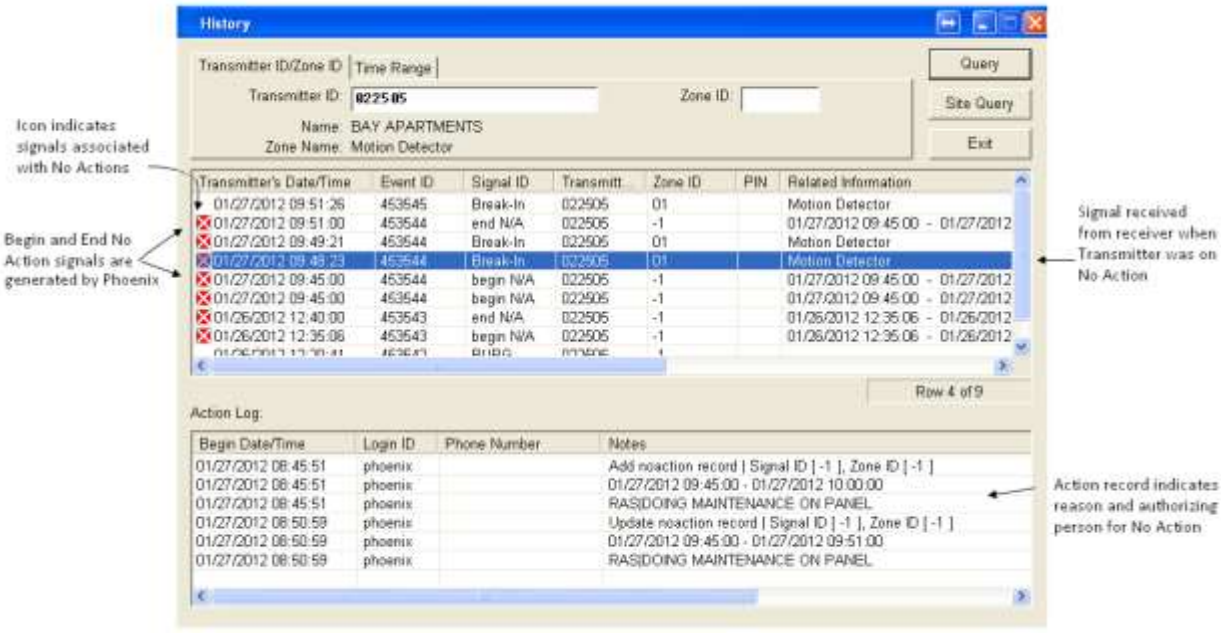
Phoenix creates a log-only Event (Incident Event Flag = **n**). The record's Event ID is referenced in the Sigcontrol record, the Action record, and in the Signal record if any signals are received during the No Action time frame.

3. Action table

The record contains the start and end dates/times of the No Action. The Begin Date/Time field contains the data entered in the Effective Date field of the No Action Wizard, and the End Date/Time = Expiration Date values.

When Phoenix receives a signal that meets No Action criteria, it creates a record in the Signal table, and writes 'noaction' in the **Originator** field on pg 3.

Signals on No Action are identified in History with the icon as shown below.



When you highlight a No Action signal in the Action Log area, Phoenix displays the Event ID's Action records (that Phoenix creates when a user creates a No Action). The Notes column tells you that the No Action was **Added** or, if it has been modified, it indicates **Updated,** plus the Signal ID (sigtype), Zone ID, person requesting the No Action, and the reasons for it are displayed.

XII. Setting up Inventory Records

This optional table provides a place to record a description of a Dealer's, Subscriber's Site's or Transmitter's equipment for reference on the Alarm Processing screen. An Inventory record is defined as unique by the Identifier field which is assigned by Phoenix

1. To Create Inventory Records:

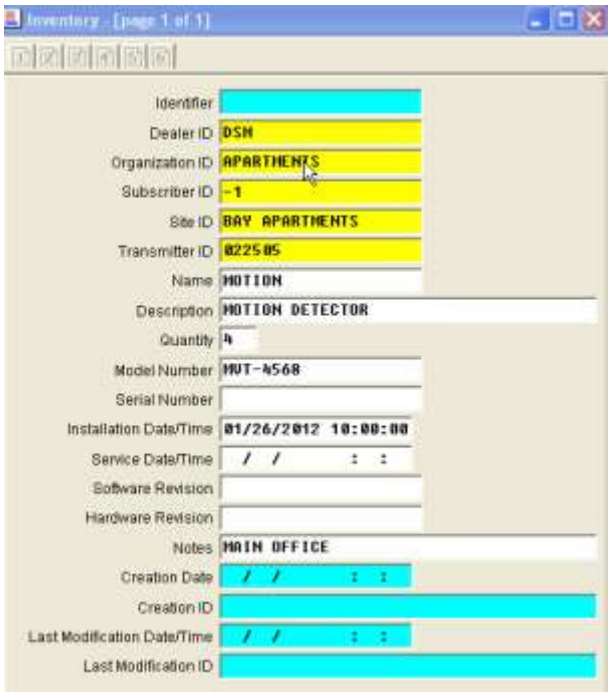
a) Menu Bar

Choose Data Manger (for information on Data Manger, see "Using Data Manager")

Phoenix opens an Inventory record in the **Inventory** table, with values you chose in Data manager

b) Identifier field

This is a unique number assigned by Phoenix that identifies the Inventory record. This field is read-only and cannot be changed.



c) Transmitter ID field

This is the value for the Transmitter ID you chose in Data Manager or the marker value if the Inventory item applies to all transmitters at the Site Level.

d) Name field

Enter the name of the Inventory item.

e) Description field
Enter more information describing the Inventory item.

f) Quantity field
Enter the number of units of the Inventory item.

g) Model Number field
Enter the model number of the Inventory item.

h) Serial Number field
Enter the serial number of the Inventory item.

i) Installation Date/Time field
The date and time the Inventory item was installed.

j) Service Date/Time field
The date and time the Inventory item was last serviced.

k) Software revision field
Enter the software revision of the Inventory item, if applicable.

l) Hardware revision field
Enter the hardware revision of the Inventory item, if applicable.

m) Notes field
Enter any additional comments or remarks concerning the Inventory item.

n) Creation date field
Field tech access (Phoenix Add-on) writes the date that the Zones are confirmed.

o) Creation ID field
Field tech access only

p) Last Modification Date/Time field
Phoenix enters the date and time the record was last updated.

q) Last Modification ID field
Phoenix enters the Login ID of the user who last modified the record.

r) Add record
Click on the ADD plus button, Phoenix writes the record to the **Inventory** table.

XIII. Setting Up Permits

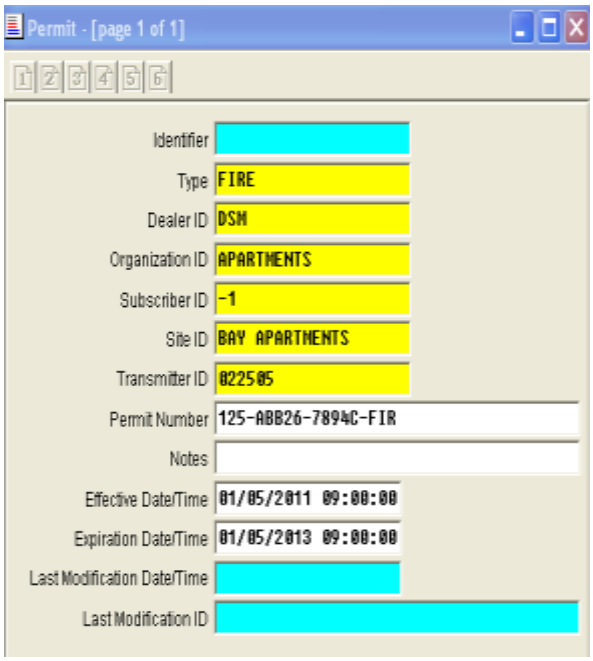
Many cities require that monitored sites have permits that provide necessary information to fire and police agencies. Permit information is accessible on the Alarm Processing screen. A Permit record is defined as unique by the Identifier field, which is assigned by Phoenix.

1. To Create Permits:

a) Menu Bar

Choose Data Manger (See "Using Data Manager" for more information)

Phoenix opens a Permit record in the **Permit** table, with the values selected in Data Manager.



b) Identifier field

This is a unique number, assigned by Phoenix that identifies the permit; this field is read-only and cannot be changed.

c) Type field

Choose the kind of Permit – most likely Fire, Police, or Medical. You define the 'Types' relevant to you business in the Class table with the Type **permit**. (See "Setting up classes")

d) Permit Number field

Enter a number or name identifying the Permit

e) Notes field

Enter any additional comments or remarks about the Permit or the record

f) Effective Date/ Time

Enter the date and time the Permit becomes valid

g) Expiration Date / Time

Enter the date and time the Permit becomes invalid. Leave blank if not determined.

h) Last Modification Date/Time
Phoenix enters the date and time the record was last modified; Read-only field cannot be edited.

i) Last Modification ID
Phoenix enters the login ID of the last user to modify the record; Read-only field cannot be edited.

XIV. Setting Up Preferences

Preferences define the specific Events that an operator can select in Alarm Processing. For example, you might want a new operator to process only open/close /test signals until he or she is more familiar with processing alarms, or perhaps you want a Spanish-speaking operator to handle all signals from locations in Mexico. To set up Preferences, you define fields in the Preference table and the User table.

You only need to set up Preferences if you want prioritize Events or define specific Events for different operators. To set up Preference records, you always set up the records to define signals you want an operator to receive; rather than defining signals that you do not want the operator to receive. It may require multiple Preference records to define an operator's Preferences.

You set a user's Preferences by defining specific Sigtypes, transmitters under a specific hierarchy level, or a specific Site Preference Class or Category.

A. Create Preferences:

1. Dealer Level Preference

a) Data Manager
Choose Preferences

b) User ID field
Enter the user id of the operator you're creating the preference for; any single User ID may have multiple records.

c) Priority field
Enter a number that specifies the importance of the Preference in relation to other Preference records for the same user. Phoenix considerers all the Preference records for a user to determine which Event to offer first. Events are still offered to users in highest priority/oldest Event order, within the operator's Preferences.

If desired, adjust the hierarchy level to which the record applies by enter the marker value (-1) in the hierarch levels below the one to which you want the Preference to apply.

d) Sigtype ID –
Enter the appropriate Sigtype, or the maker value

e) Site Preference Class –
Enter the Preference Class that also appears in the Site record(s). You define Classes in the Class table, with Type **preference**. See "Setting Up Classes".

f) Site Preference Category –
Enter the Preference Category that also appears in the Site Record(s). You define Categories in the Category table with Type **preference**. See "Setting Up Categories".

g) Effective Date/ Time –
Enter the date and time the Permit becomes valid

h) Expiration Date / Time –
Enter the date and time the Permit becomes invalid. Leave blank if not determined.

i) Last Modification Date/Time –
Phoenix enters the date and time the record was last modified; Read-only field cannot be edited

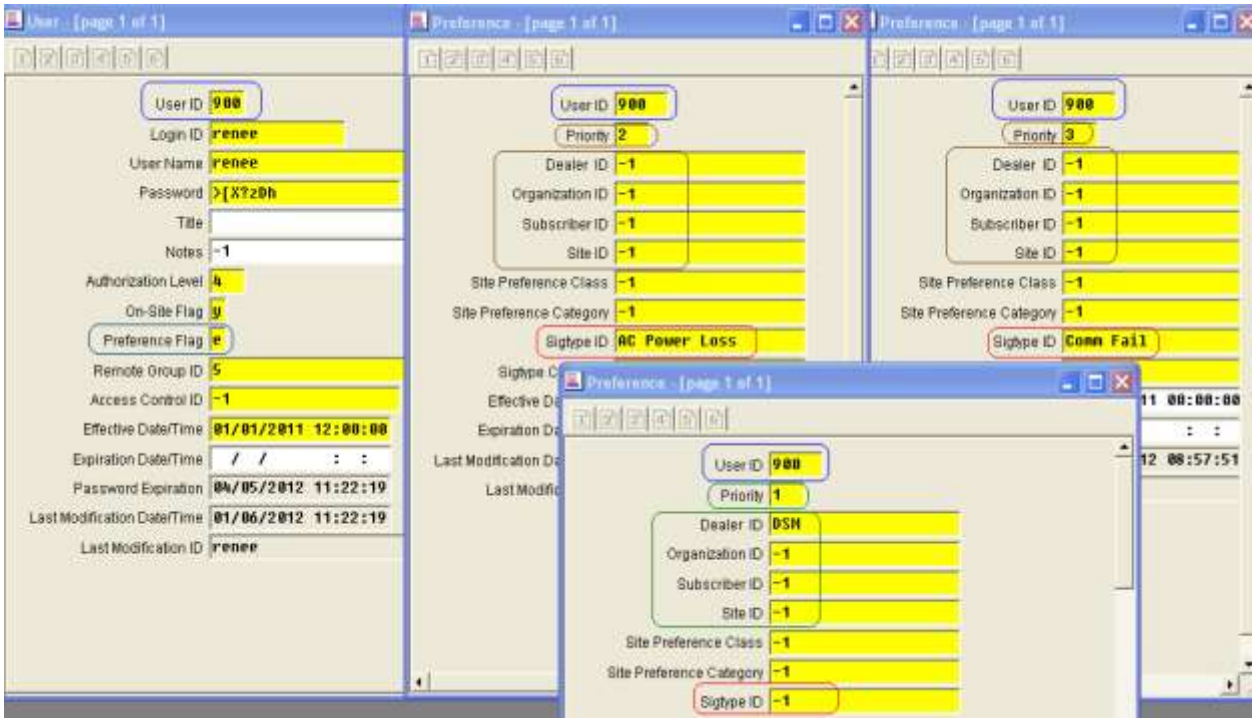
j) Last Modification ID –
Phoenix enters the login ID of the last user to modify the record; Read-only field cannot be edited

k) Save Data
Click Add; Phoenix writes the record to the Preference table.

To change the record at any time, see "Updating records"

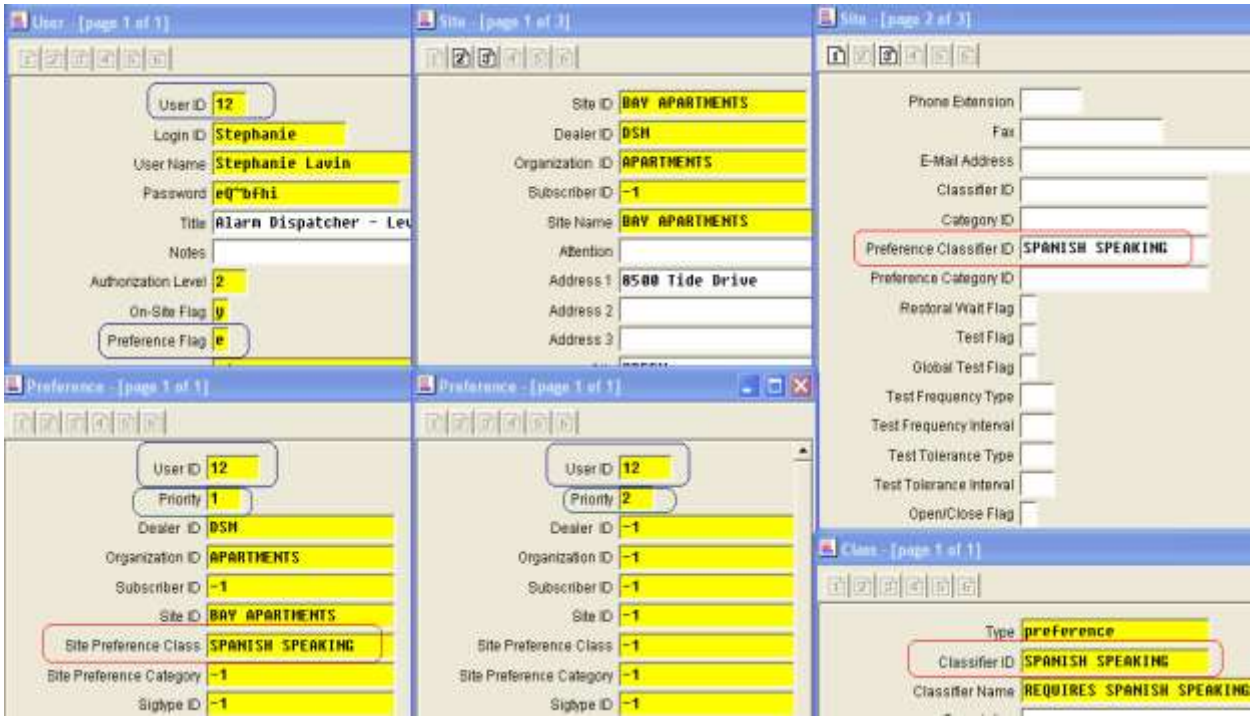
2. Preferences Defined with Sigtype

In the example below, the record in the User table for Renee, user ID **900**, tells Phoenix that Renee has Preferences by the Preference Flag field = **e**. The 3 records in the Preference table define the specific Sigtypes that Renee can process as Events. Renee can only process **AC Power Loss** and **Comm Fail** for any transmitter regardless of hierarchy. And Renee can process **ALL** events for any transmitter with a DSM dealer.



3. Preferences Defined with Class

In the example below, the record in the User table for Stephanie, user ID 12, tells Phoenix that she has Preferences, by the Preference Flag = **e**. The record in the Site table defines the Site as Spanish speaking, by the Preference Classifier



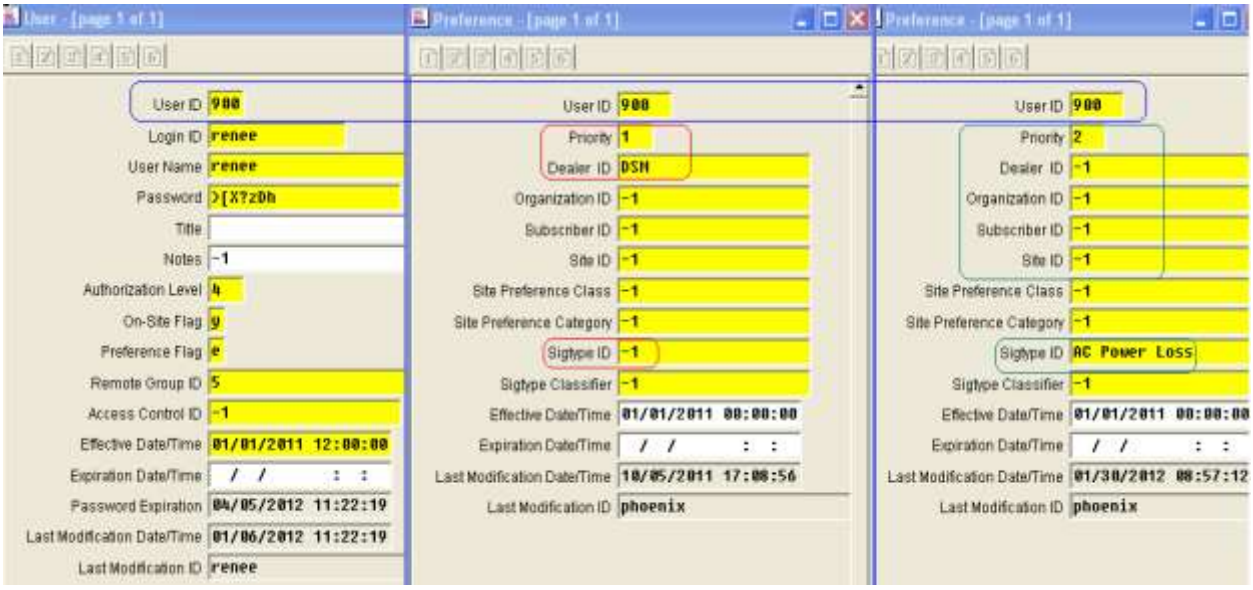
ID field. One record in the Preference table defines a specific Preference Class for which Stephanie can process Events and assigns the priority (Priority =**1**) for these Events. The second record in the Preference table indicates that Stephanie can process all other Events after the Spanish Speaking transmitters (Priority = **2**).

Only operators with the Spanish Speaking Preference will see Events for transmitters belonging to Spanish Speaking Sites

4. Preferences Defined with Hierarchy

In the example below, one record in the Preference table defines Renee's first priority as Events for Dealer **DSM** (Priority = **1**). She can also process all other Events after she has handled any existing DSM events.

Notice all the User ID fields have the same ID number and the Preference Record with the DSM Dealer has a higher priority than the 2nd record Preference Record.



XV. Setting Up Dealer Mail-To Records

This table provides a location to enter alternate mailing address for a Dealer. Mail-to tables are defined as unique by the Dealer ID, Dealer Name and Effective Date/Time fields. Therefore it is possible to have many different alternate addresses.

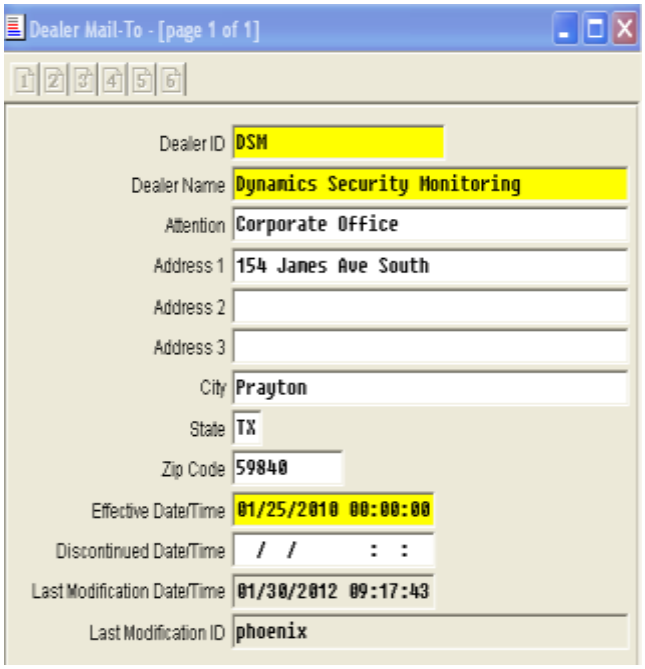
1. To create Dealer Mail-To records:

a) Data Manger
Select the Dealer and then click on next until Dealer Mail-To is reached. Click on New, Phoenix opens a Dealer Mail-To record in the **Dealer Mail-To** table with the value you selected.

b) Attention field
This is the name of the Person or Department to whom a mailing is addressed.

c) Address fields
Enter applicable mailing address information in all three fields.

d) City, State, & Zip fields
Enter applicable information.



e) Effective Date/ Time field
Enter the date and time the mailing address becomes valid

f) Discontinued Date / Time field
Enter the date and time the mailing address becomes invalid. Leave blank if not determined.

g) Last Modification Date/Time field
Phoenix enters the date and time the record was last modified; Read-only field cannot be edited

h) Last Modification ID –
Phoenix enters the login ID of the last user to modify the record; Read-only field cannot be edited

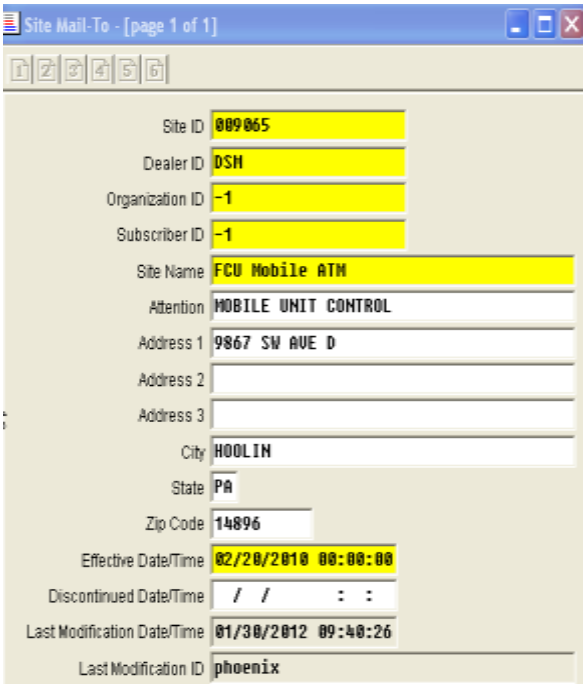
XVI. Setting Up Site Mail-To Records

This table provides a location for entering alternate mailing address for a Site. The Mail-To tables are defined as unique by the Dealer, Subscriber, Organization, and Site ID's, as well as the Effective Date/Time fields. Therefore it is possible to have many different alternate addresses.

1. To create Site Mail-To records:

a) Data Manger

Phoenix opens a Site Mail-To record in the **Site Mail-To** table with the values you select in Data Manger.



b) Attention field

This is the name of the Person or Department to whom a mailing is addressed.

c) Address 1, 2, & 3 fields

Enter all applicable mailing address information.

d) City, State, & Zip fields

Enter all applicable information.

e) Effective Date/ Time field

Enter the date and time the mailing address becomes valid

f) Discontinued Date / Time field

Enter the date and time the mailing address becomes invalid. Leave blank if not determined.

g) Last Modification Date/Time field

Phoenix enters the date and time the record was last modified; Read-only field cannot be edited

h) Last Modification ID field

Phoenix enters the login ID of the last user to modify the record; Read-only field cannot be edited

XVII. Setting Up Codes for Resolving Events

An operator working an Event in Alarm Processing eventually resolves the situation and is ready to close the event. When you close and resolve the event, you assign it a Resolution Code. You set up the resolutions codes that are relevant to you business in the Resolution table. You also use this table to set up Standard Comments (See the next section).

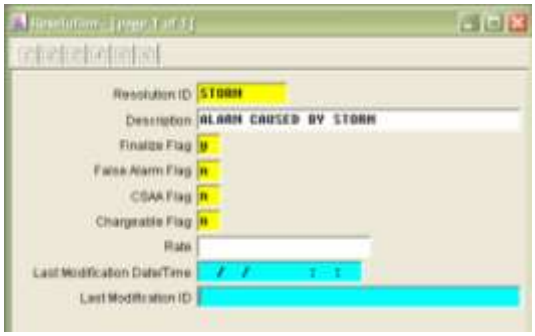
1. To create Resolution Codes:

a) *Tables menu*

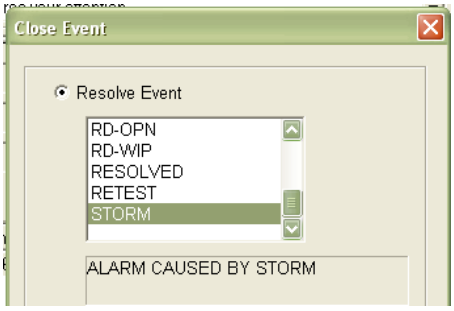
Click ***Resolution***

b) *Resolution ID field*

Enter a code, using any combination of alphanumeric characters that uniquely identifies the Resolution.



Helpful Hint *– Decide on a standard format for identifying each resolution; an abbreviation generally works well. If the Resolution is CSAA compliant, use the required conventions.*



Helpful Hint *– Consider creating a Resolution ID that is specifically for Events resolved using Clear Pending*

c) *Description field*

Enter more information describing the Resolution; this field displays when you highlight the code in the Close Event dialog box in AP. For example, in fig 138 “Alarm caused by storm” is the description for the code *Storm* in the Resolution table.

d) *Finalize Flag field*

Choose **Y** if this code finalize (resolves) an Event.

e) *False Alarm Flag field*

Choose **Y** to indicate the Resolution Code is for a false alarm; choose **N** if it is not. If set to **Y** the False Alarm History table is updated each time the code is used.

f) CSAA field
If the code is compliant with the Central Station Alarm Association set the **CSAA Flag** to **Y**; and if not set to **N.**

g) Chargeable Flag field
Choose **Y** if the Event is chargeable; **N** if not. This field is not tied to billing; it is used for Query purposes only.

h) Rate field
Enter a chargeable rate, if applicable. This filed is not tied to billing; it is only used for Query purposes.

i) Last Modification Date/Time field
Phoenix enters the date and time the record was last modified; Read-only field cannot be edited

j) Last Modification ID field
Phoenix enters the login ID of the last user to modify the record; Read-only field cannot be edited

k) Save data
Click Add; Phoenix writes the record to the **Resolution** table.

XVIII. Setting Up Standard Comments for Alarm Processing

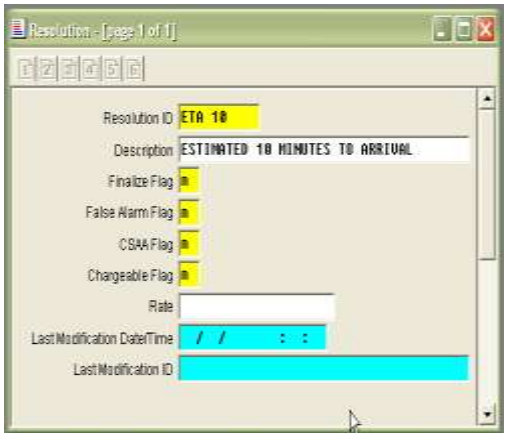
Standard Comments are phrases or sentences that are frequently used in the Action Log in Alarm Processing as an operator communicates with the Contacts on the call list. You set up a list of Standard Comments so that the operator may simply click on one to automatically "paste" it into the Action Log. Standard Comments are stored in the Resolution table. You also use this table to set up Resolution Codes (See previous section).

1. To create Standard Comments:

a) Tables menu
Choose ***Resolution***

b) Resolution ID field
Enter a code, using any combination of alphanumeric characters that uniquely identifies the Standard Comment.

NOTE: *For a Standard Comment, this field does not display anyplace, but is a required field.*



c) Description field
Enter the text that you want to display on the Alarm Processing screen, located in the Standard Comments list.

d) I Finalize Flag field
Choose **N** to create a Standard Comment

e) False Alarm Flag field
Choose **N** for Standard Comments; this field is not used when creating a Standard Comment, but it is a required field.

f) CSAA field
Choose **N** for Standard Comments; this field is not used when creating a Standard Comment, but it is a required field.

g) Chargeable Flag field
Choose **N** for Standard Comments; this field is not used when creating a Standard Comment, but it is a required field.

h) Rate field
Leave blank for Standard Comments.

i) Last Modification Date/Time field
Phoenix enters the date and time the record was last modified; Read-only field cannot be edited

j) Last Modification ID field
Phoenix enters the login ID of the last user to modify the record; Read-only field cannot be edited

k) Save data
Click Add; Phoenix writes the record to the **Resolution** table.

2. UL Standard Comments

The following list is standard comments required by UL. (April 30, 2012)

(a)	ALARM INVESTIGATOR #1 DISPATCHED ID#	(e)	POLICE/FIRE CONTACTED ID#
(b)	ALARM INVESTIGATOR #2 DISPATCHED ID#	(f)	MOBILE CALL
(c)	ALARM INVESTIGATOR #1 ARRIVED	(g)	RADIO CALL
(d)	ALARM INVESTIGATOR #2 ARRIVED	(h)	WERE CS KEYS USED?

XVIII. Setting Up Standard Messages for Internal Mail

Standard Messages are used in the Send Message function; a user sending a frequently used message may simply click on one to automatically "paste" it into the Message field. You set up Standard Messages in the Message table.

1. To create Standard Messages:

a) Tables menu
Choose ***Messages***

b) Identifier field,
This is a unique number assigned by Phoenix that identifies the Message.

c) Device field
Choose **phx_message**.

d) On Message Line 1
Enter the standard message to select in the Send Message function.

e) Message Lines 2 & 3
Leave blank – they are not used for Standard Messages.

f) Description field
Enter information that describes how you are using the Message record; for example – for **Send Message**.

g) Last Modification Date/Time field
Phoenix enters the date and time the record was last modified; Read-only field cannot be edited

h) Last Modification ID field
Phoenix enters the login ID of the last user to modify the record; Read-only field cannot be edited

i) Save data
Click Add; Phoenix writes the record to the **Resolution** table.

XIX. Setting Up Categories

A Category is a user-defined logical grouping of records based on a common characteristic. A Category record is defined as unique by a combination of the Type and Category ID fields.

1. To create Categories:

a) Menu bar
Choose Tables, click on ***Category***

b) Type field
Choose the table for which you want to create Categories. You may also create Categories for the following tables as needed:

- Dealer
- Subscriber
- Site
- Transmitter
- Preference

c) Category ID field
Enter a code, any combination of alphanumeric characters that defines the Category.

d) Category Name field
Enter the full name of the Category

e) Description field
Enter more information describing the Category

f) Last Modification Date/Time field
Phoenix enters the date and time the record was last modified; Read-only field cannot be edited

g) Last Modification ID field
Phoenix enters the login ID of the last user to modify the record; Read-only field cannot be edited

h) Save Data
Click Add; Phoenix writes the record to the **Resolution** table.

XX. Setting Up Temporary Data

Temporary Data allows you to set up Instructions, Contacts, and temporary data in the Notes and Notes Location fields in the Transmitter table for a limited predefined length of time.

If a record exists in the Temporary Data record for a transmitter, the values in that record replace the values in the Transmitter, Instruction, and Contacts tables for the time period defined by the Effective & Expiration Dates/Times.

1. To create a Temporary record:

a) Menu bar

Click Wizards, choose ***Temp Data***

b) Query

If necessary, use the **Query** tab to find existing Temp Data records.

Enter known values in one or more fields in the top half of the Wizard (you can use the same wild cards that work when using the **Query** button on the toolbar)

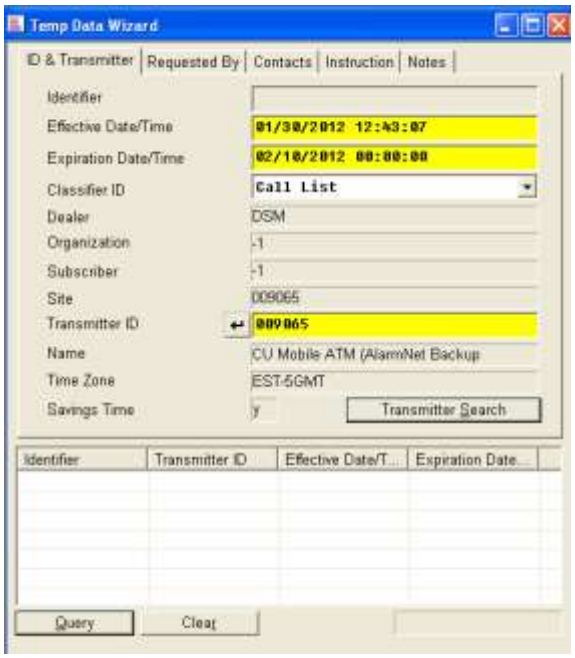
Click the **Query** button

To see detail for a specific Temp Data record, click on the appropriate line and look in the Detail of Record pane.

(1) ID & Customer Tab

(a) *Identifier field*

Phoenix assigns a number to identify this record in the table after you add the record.



(b) *Effective Date/ Time field*

Enter the date and time for Phoenix to start using the temp data

(c) *Expiration Date / Time field*

Enter the date and time for Phoenix to stop using the temp data

(d) *Classifier ID field*

Select the Class assigned to the Instructions and Contacts that are temporarily being replaced.

(e) *Transmitter ID field*

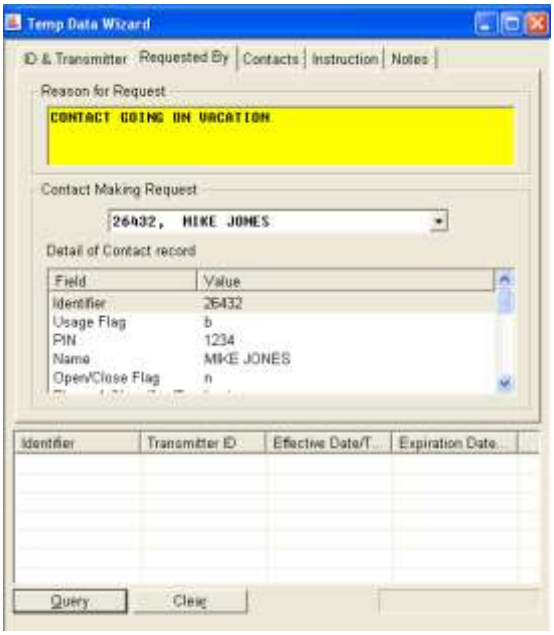
Enter the Transmitter for which you are creating temporary data. When you move out of this field, Phoenix fills in the other hierarchy fields for reference.

Temporary Data can only be set up at the Transmitter level.

If you do not know the Transmitter ID, use the **Transmitter Search** on the **Query** tab to find it.

(2) Requested By tab

(a) *Contact Making Request dropdown field*



Select Contact requesting the temporary Contact change. The Contacts listed in the dropdown list are the existing Contacts for the Transmitter you selected.

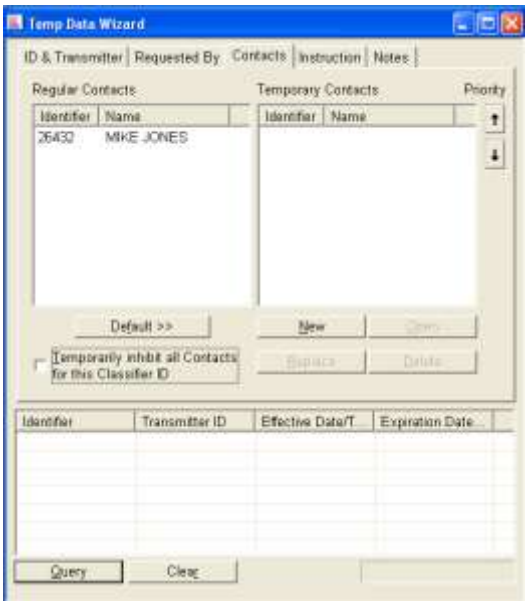
To see detail for the Contact record, select the appropriate contact from the dropdown list and look in the Detail of Contact Record pane.

(b) *Reason for Request field*

Enter the reason why the temp data is needed, as explained by the Contact making the request.

(3) Contacts tab

(a) *Assign the temporary contact.*



(i) The Regular Contacts pane lists the existing Contacts assigned to the specific transmitter and the Classifier ID

(ii) The Temporary Contacts pane when you save the record are the only ones that will display in the Alarm Processing screen for that Classifier ID

(b) *To copy all Contacts in the Regular Contacts pane to the Temporary Contacts pane, click the* ***default*** *button.*

(c) *To create a new Contact*

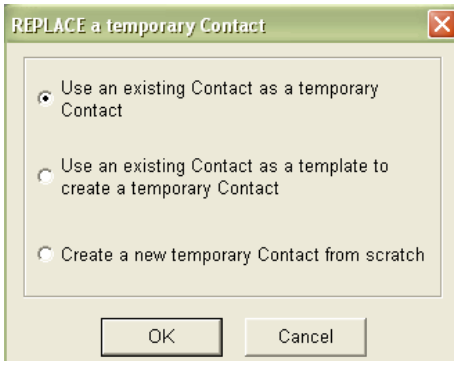
(i) Click on the New button

(ii) Choose the appropriate option.

(d) *To replace a Contact in the Temporary Contacts with another Contact*

(i) Click on the ***Replace*** *button*

The **Replace** button is available only for regular Contacts; you cannot "replace" a temporary Contact with another.



(ii) To view a Contact record, right-click on the Contact in the Temporary Contacts pane

(e) *To open a temporary Contact record for editing in the Contact Wizard, click on the Contact in the Temporary Contacts pane and then click* ***open****.*

Regular Contacts cannot be opened for editing from within the Temp Data Wizard because they may be linked to other transmitters that you do not want to effect.

(f) *To delete Contacts from the Temporary Contacts pane, click* ***delete***

(g) *To prevent all Contacts with the Classifier ID from displaying on the Alarm Processing screen. Check the Temporarily Inhibit All Contacts For This Classifier ID box*

(h) *To change the Priority of the Temporary Contacts (the order they display on the AP screen for that Classifier D) use the Priority arrows.*

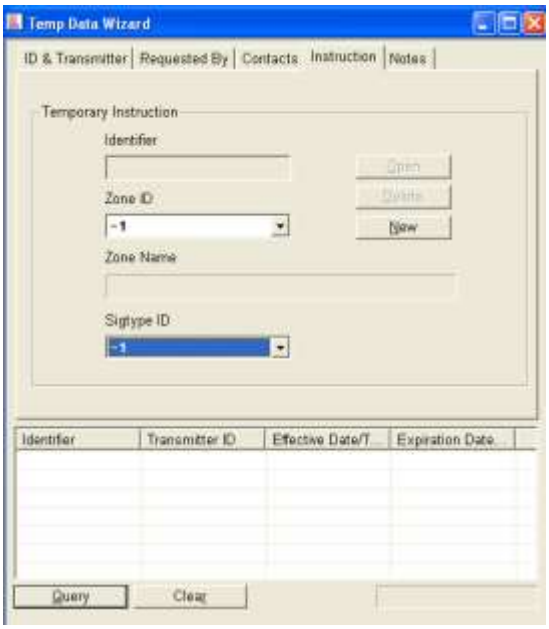
(i) *Temporary Contacts are stored in the Contacts table with the Temporary Flag field set to* ***y.***

(j) *The Temp Contact Link table provides the link between temporary Contacts and a transmitter.*

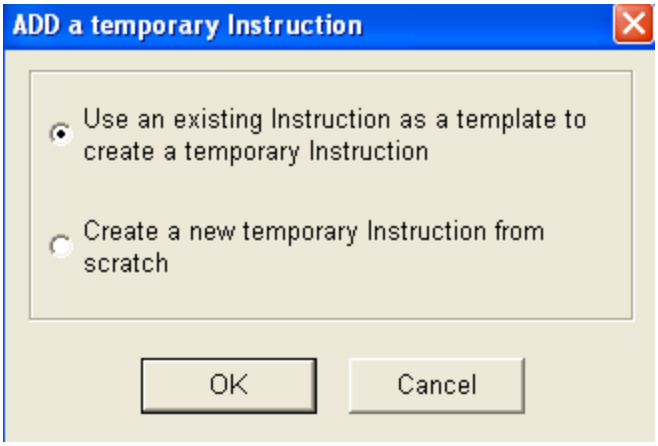
(4) On the "Instructions" tab

(a) *Create the temporary Instructions for the Transmitter and Classifier ID*

Temporary Instructions are assigned to a specific transmitter and classifier; you cannot assign them to higher levels in the hierarchy.



(i) In the Sigtype ID field, select a Sigtype from the dropdown list and click ***New***



Select the appropriate way the temporary instruction is to be made.

When you add the newly created Instruction record, the Identifier will appear in the identifier field.

(ii) *To open the temporary Instruction, click* ***open***

(iii) *To delete the temporary instruction click* ***delete***

(5) On the Notes tab

Enter the temporary data for the Notes and Notes Location fields

(6) Save Data

Click Add; Phoenix writes the record to the Temp Data table.

XXI. Setting Up a Reminder

The Reminder command allows you to set up a Phoenix-generated signal that will remind operators to perform a special task. For example, you might want to remind operators to perform a daily file save or tell customers when their permit is about to expire.

One way to create reminders is to set up a dummy Dealer with the name "Reminders" with each Transmitter a different type of Reminder; for example a Transmitter for 'Backups' with Zone 'Daily' and Zone 'Monthly'. Then set up a special Sigtype 'reminders' (or 'expired permits') with appropriate Instructions. Then set up the actual Reminder using the Reminder Wizard, which is available in both Data Entry and Alarm Processing.

1. To create a Reminder record:

a) Menu Bar

Choose Wizards, click on ***Reminders***

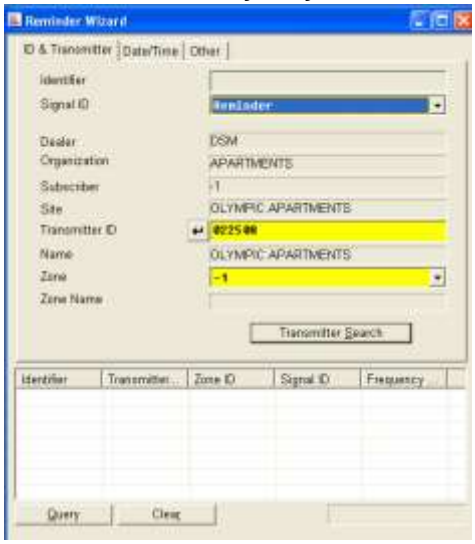
b) ID & Transmitter Tab

(1) Query Records

(a) *Enter known values in one or more of the fields in the top half of the Wizard (you can use wildcards)*

(b) *Click Query*

(c) *To see detail for a specific Reminder record click on the appropriate line and look in the Detail of Record pane*



(2) Identifier field

Phoenix assigns a unique number, after you **add** the record.

(3) Signal ID field

Select the special Sigtype that you set up for Reminders (example: 'Reminders' or 'Expired Permits'). For a Sigtype to appear in the dropdown list the Sigtype must have a have a Y in the Event Flag field.

(4) Transmitter ID field

Enter the transmitter for which you are creating the Reminder; when you move out of the field, Phoenix fills in the other hierarchy fields for reference; reminders can be set up at the transmitter level only.

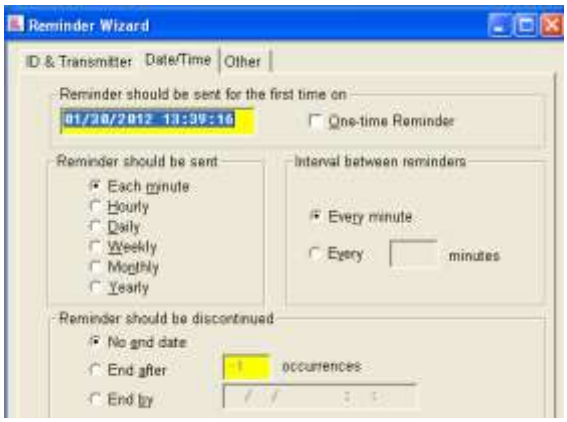
*If you do not know the Transmitter ID, use the **Transmitter Search** button on the **Query** tab to find the transmitter for which you want to create a Reminder.*

(5) Zone field

Enter the Zone Id for which you are creating the Reminder, or the marker value for all Zones.

c) On the Date/Time tab,

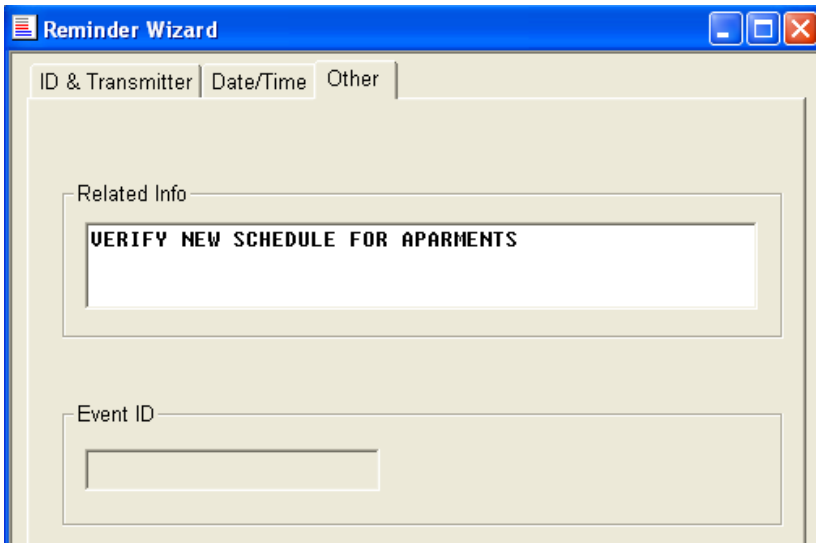
Select the initial date/time you want the Reminder to occur, the frequency, and when to discontinue.



Change the Time and Date field, Phoenix defaults this to the system time when first opened.

d) Other tab

Enter in the **Related Info field**, information associated with the Reminder that you want to appear on the Alarm Processing screen in the Related Info field (***See "Related Info" of the Operator user guide***)



When processing a Reminder Event use 'Add Comments' to add Action Log items to Reminder Events that display no Contacts.

XXII. Reviewing Historical Data

Records in the following tables are generated by Phoenix when signals are received; you cannot create records in these tables nor modify existing records in these tables. You use them for reference only.

A. Action Table

The Action table logs (records) the actions taken by an operator during the processing of an Event. Each Action taken is a separate record. An Action record is defined as unique by an Identifier number assigned by Phoenix. This table is read-only and cannot be edited

1. **Identifier field**
   Phoenix enters a unique number that identifies the action

2. **Event ID field**
   Contains the Identifier for the Event as assigned by Phoenix

   Helpful Hint- to select all Actions associated with an Event, use the **Query** tool.

3. **Contact Name field**
   The name of the Contacts associated with the Action

4. **Notes field**
   Contain one typed comment, or one Standard Comment selected by the Operator, or an Action recorded by Phoenix as part of the Event record.

5. **Begin Date/Time field**
   Contains the date and time the Action started

6. **End Date/Time field**
   Contains the date and time the Action ended

7. **Full Phone Number field**
   Contains the Contact's phone number, including Area Code and Extension

8. **Login ID field**
   Contains the Login ID of the user assigned to the Event.

9. **Resolution ID field**
   Contains the Resolution ID applied to the Action, if the Event is resolved

10. **Last Modification Date/Time field**
    The date and time the record was last modified (read-only; cannot be edited)

11. **Last Modification ID field**
    The Login ID of the user who last modified the record (read-only; cannot be edited)

B. Event Table

Phoenix generates Events for signals that require action by an operator in Alarm Processing. An Event may have more than one signal associated with it; this table contains Event information only. For specific signal information see "Signal Table" on pg 209. An Event record is defined as unique by the Event ID field. This table is Read-Only and cannot be edited.*

1. **Event ID field**
   A unique number assigned by Phoenix that identifies the Event

2. **Signal ID field**
   This field contains the Sigtype of the primary signal associated with the Event, if available. If it is not available, this field contains the *Pre-converted format* of the signal (the value acquired from the receiving device

3. **Transmitter ID field**
   The Transmitter Id associated with the Event

4. **Zone ID field**
   The Zone ID of the Event's primary signal

5. **Processed Status field**
   Contains the status of the Event, Open (active, waiting, or pending) or Closed and resolved

6. **Incident Event Flag field**
   This field contains a **Y** for yes, if the Event was placed in the Pending Event Queue for processing by an operator in Alarm Processing. Phoenix enters **N** if the Event is a No Action

7. **Priority field**
   The information in this field contains the priority of the Event as defined by the primary signal's priority. The lower the number, the higher the priority

8. **Sigcat ID field**
   Contains the Sigcat ID associated with the Event's primary signal

9. **Sigtype Class field**
   This information contains the Classifier ID from the Sigtype record associated with the Event's primary signal.

10. **Event Create Date/Time field**
    Contains the computer (server) date and time when the Event was created.

11. **Transmitter Date Time field**
Contains the Transmitter's date and time when the signal was received, as calculated by Phoenix using the Transmitter's time zone.

12. **Create User field**
This field always contains ***phoenix***

13. **Dealer ID field**
Contains the Dealer ID, or the marker value (-1)

14. **Organization ID field**
Contains the Organization ID, or the marker value (-1)

15. **Subscriber ID field**
Contains the Subscriber ID or the marker value (-1)

16. **Site ID field**
Contains the Site ID associated with Event's transmitter

17. **Assign Date/Time field**
The date and time the Event was assigned to an operator

18. **Assigned User field**
The Login ID of the operator the Event is assigned to

19. **Resolution Date/Time field**
The Date and time the Event was finalized (resolved), if applicable

20. **Resolution User field**
The Login ID of the user who resolved the Event (if applicable)

21. **Resolution ID field**
The code used to resolve the Event (if applicable)

22. **Trigger Date/Time field**
Date and time when Phoenix must move an Event that was placed in Wait back to the Pending Event Queue. The length of time in Wait is specified by the operator when the Event is placed in Wait.

23. **Queue field**
This field is only populated if the Event is currently active, pending or waiting. At which time it contains the text: **ShmActEvt** (Active Event Queue), **ShmPendEvt** (Pending Event Queue), or **ShmWaitEvt** (Waiting Event Queue) respectively

24. **Last Modification Date/Time field**
Date and time the record was last modified

25. **Last Modification ID field**
The Login ID of the user that last modified the Event.

C. Signal Table

This table keeps a record of every signal (open, close, alarm, restoral, etc) that comes into the system, including those that do not generate Events. The fields in this table are displayed in the Signal Detail dialog box in Alarm Processing; a Signal record is defined as unique by the Identifier field. This table is read-only and cannot be edited.

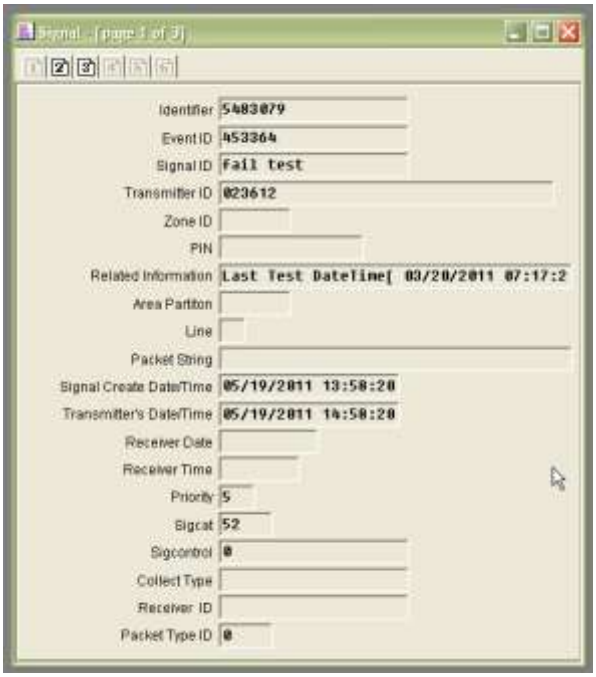
1. **Identifier field**
   Contains a unique number assigned by Phoenix that identifies the signal

2. **Event ID field**
   Contains the Event number, if any, to which the signal is assigned

3. **Signal ID field**
   Contains the converted Sigtype of the signal received.

4. **Transmitter ID field**
   Contains the Transmitter ID associated with the signal's transmitter

5. **Zone ID field**
   Contains the Zone ID associated with the signal's transmitter



6. **PIN field**
   Contains the number transmitted with an open/close signal that identifies the person who performed the open/close

7. **Related Info field**
   Contains the name of the person associated with a PIN or information about data entry errors. May also contain special information (for example pressure and temperature) if it is provided by the receiver (requires a special Collect)

8. **Area Partition field**
   Contains the area in the ***pre-converted format***

9. **Line field**
   Contains the number of the receiver line that the signal entered through

10. **Packet String field**
Contains the raw packet string in ***pre-converted format***

11. **Signal Create Date/Time field**
This field contains the Date and time the signal entered Phoenix.

12. **Transmitter's Date/Time field**
Contains the transmitter's date and time when the signal was received, as calculated by Phoenix using the transmitter's time zone

13. **Receiver Date field**
Contains a date sent from the receiver, if the receiver has its own calendar and if the date was included in the raw data string

14. **Receiver Time field**
Contains a time sent from the receiver, if the receiver has its own clock and if the time was included in the raw data string

15. **Priority field**
This data contains the priority of the signal (the lower the number, the higher the priority). This value comes from the signal's Sigtype.

16. **Sigcat field**
Contains the Sigcat ID associated with the signal. This value comes from the signal's Sigtype

17. **Sigcontrol field**
Contains the Sigcontrol ID of the record used to convert the signal. This field is valuable for troubleshooting conversion problems, because it tell s you which Sigcontrol record was used (or not used if blank)

18. **Collect Type field**
Contains the name of the Collect associated with the signal

19. **Receiver ID field**
Contains the value in the REVC_ID parameter in the appropriate [serial #] section of the *collect*.ini file, that is associated with the signal

20. **Packet Type ID field**
Contains the Packet Type associated with the signal/receiver

21. **Raw Dealer ID field**
Contains the Dealer ID in pre-converted format or the marker value

22. **Raw Organization ID field**
Contains the Organization ID in pre-converted format, or the marker value (-1)

23. **Raw Subscriber ID field**
Contains Subscriber ID in pre-converted format, or the marker value (-1)

24. **Raw Site ID field**
Contains the site in ***pre-converted format***

25. **Raw Transmitter ID field**
Contains the transmitter in ***pre-converted format***

26. **Raw Signal ID field**
Contains the signal in ***pre-converted format***

27. **Raw Zone ID field**
Contains the zone in ***pre-converted format***

28. **Dealer ID field**
Contains the Dealer ID or the marker value (-1)

29. **Organization ID field**
Contains the Organization ID, or the marker value (-1)

30. **Subscriber ID field**
Contains the Subscriber ID, or the marker value (-1)

31. **Site ID field**
Contains the Site ID associated with the signal's transmitter

32. **Originator field**
Contains either the text **system** for system generated signals, or the text **noaction** for signals on No Action

33. **Sequence field**
Contains a number that indicates the color of the line: 1 = Manual, 2 = No Action, 3 = Reminder; for runaway signals, this field contains the number of signals ignored during a runaway condition

34. **Wait Originator field**
Contains a number that indicates what put this signal in Wait: 2 = redundant signal, 3 or 13 = delay signal, 12 = restoral waiting signal

35. **Trigger Date/Time field**
Contains the date and time that Phoenix creates a fail signal if the second signal is not received for a redundant, delay or restoral signal

36. **Decision Group field**
Contains the Identifier of the signal that makes this signal go into Wait

37. **Restoral Status field**
Contains a **y** for yes, if a valid restoral for the signal has been received, and **N** for no, if it has not

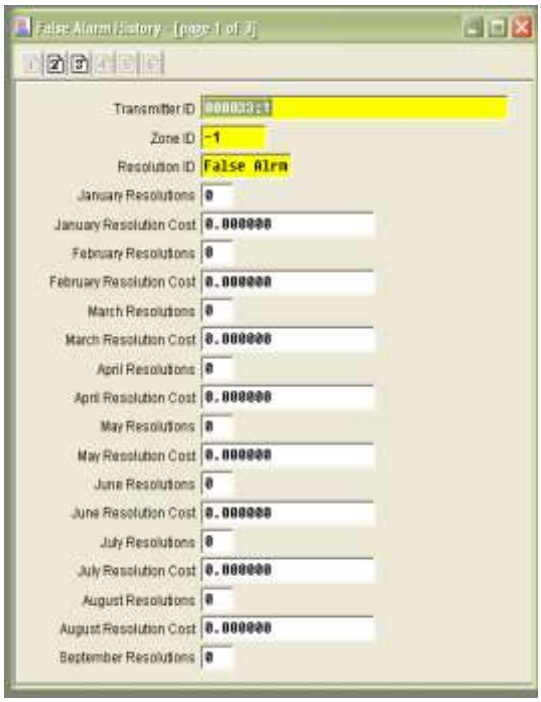
38. **Queue field**
This field is only populated if the Event is currently active, pending or waiting. At which time it contains the text: **ShmActEvt** (Active Event Queue), **ShmPendEvt** (Pending Event Queue), or **ShmWaitEvt** (Waiting Event Queue) respectively

39. **Last Modification Date/Time field**
Date and time the record was last modified

40. **Last Modification ID field**
The Login ID of the user that last modified the Event.

D. False Alarm History Table

The False Alarm History table provides the total number of false alarms for each unique transmitter/zone/resolution combination for monthly, year-to-date, previous year, and grand total periods. A False Alarm History record is uniquely defined by a combination of the Transmitter ID, Zone ID and Resolution ID fields.



1. **Transmitter ID**
Contains the Transmitter ID associated with the False Alarm History record

2. **Zone ID**
Contains the Zone ID associated with the transmitter

Note *– False Alarms are updated by* ***zone***

3. **Resolution ID**
Contains the Resolution ID associated with the transmitter/zone

4. **<month> Resolutions**
Contains the number of resolved Events in each month for the last 12 months

5. **<month> Resolution Cost**
Contains the total cost of resolved Events in each month for the last 12 months; this applies only to resolutions with the Chargeable Flag field in the Resolution table set to **y**.

6. **Year to Date Resolutions**
This contains the number of resolved Events from January 1 of the current year to the current date.

7. **YTD Resolution Cost**
   Contains the total cost of resolved Events from January 1 of the current year to the current date

8. **Last Year's Resolutions**
   This contains the total number of resolved Events for the previous year.

9. **Last Year's Resolutions Cost**
   Contains the total cost of resolved Events for the previous year

10. **Epoch Resolutions**
    Contains the total number of resolved Events since the implementation of Phoenix

11. **Epoch Resolution Cost**
    Contains the total cost of resolved Events since the implementation of Phoenix

12. **Last Modification Date/Time**
    Date and time the record was last modified

13. **Last Modification ID**
    The Login ID of the user that last modified the Event.

XXIII. Setting Up New Authorization Levels

Phoenix uses Authorization Levels to determine which applications and which components within applications to allow a user to access. There are 7 ABM-defined Authorization Levels, but you may set up your own levels and assign them to users. Four tables work together to set up authorization levels: ***Classauth, Component Types, Service Types, and Table Types****. The defined Authorizations are assigned to Users in the User table (***See "Security" of the System User Guide** *for detailed information about setting up new Authorization Levels).*

A. Classauth

This table defines the levels of security authorizations and sets permissions for each application (Alarm Processing, Data Entry, etc) and each component within an application (Manual Signal, No Action, and Clear Pending in Alarm Processing) in the Phoenix system. Read, write, and delete permissions for the database tables are also set in this table.

B. Component Type

This table assigns a numeric identifier, called a Component ID, to each component in the Phoenix system for use in defining Authorization Levels. Components are the individual functions available in each application. For example: Manual Signal, No Action, and Clear Pending in Alarm Processing

C. Service Type

This table assigns a numeric identifier, called a Service ID, to each Service in the Phoenix system for use in defining Authorization Levels.

D. Table Type

This table assigns a numeric identifier, Table ID, to each table in the Phoenix database for use in defining Authorization Levels

E. User

The User table establishes and validates all Phoenix users. In order to login to any Phoenix application, a person must have a User record with a Login ID and Password in the database. Authorization Levels are assigned to users in the User table.

XXIV. Setting Up Phoenix Add-ons

Phoenix Add-ons provide specialized functionality that assist monitoring centers with daily operation. Each Add-on and the tables used by the Add-ons are briefly described below. For detailed information about setting up an Add-on product, see the individual Add-on's User Guide.

These are the available Add-ons as of December 2011. Call ABM's Sales Department if you are interested; attend PUG to provide input on the ones you use and offer suggestions for future ones.

A. Phoenix Add-Ons

1. Alarm Forwarding

The Alarm Forwarding Add-on automatically forwards alarm to a pager, fax number or email address.

2. Remote Data Entry

The Remote Access Add-on provides satellite locations or remote users a direct connection to the monitoring center's database in order to enter new or modify existing information.

3. Field Tech Access

The Field Tech Access Add-on facilitates communication between the monitoring center and the technician using a standard touch-tone telephone

4. UL Solution

The UL Solution Add-on provides additional functionality to make your Phoenix system UL certifiable, including full integration with ABM's preferred suppliers of high availability and redundant solutions, automated server and network monitoring and additional reporting features that satisfy UL reporting requirements.

5. Relay

Relay is a network tunneling software that provides support for Phoenix message broadcasting across networks linked by a non-IGMP (Internet Group Management Protocol) network devise, including RAS (Remote Access Server) connection via a modem or a non-IGMP configured router. There is no additional charge for Relay.

B. Tables used by the Add-ons

1. Access Control Table

This table is used to define security parameters for the Field Tech Access Add-on

2. Group Table

This table defines the hierarchy levels that users of the Remote Database Reporting, Remote Data Entry, and Field Tech Access Add-ons may access

3. Remote Table

This table controls the remote users access for the Remote Database Reporting, Remote Data Entry, and Field Tech Access Add-ons.

XXV. Printing

For the most part, you can print all data in the active window, from List View, Detail View, and the Wizards. The Print function is Internet Browser based, and creates HTML files so reports can be emailed and opened in any Internet Browser.

Resolution

Resolution ID	Description	Rate	Chargeable Flag	CSAA Flag	Finalize Flag	False Alarm Flag
AES backup	AES Back up system activations	0.000000	n	n	y	n
AlarmNet	AlarmNet Back up system	0.000000	n	n	y	n
Disconnect	Disconnected Account. (account no longer being monitored.) Take no action!	0.000000	n	n	y	n
FINALIZE	Finalize Event	0.000000	n	n	y	n
Low Battry	Low Battery & Low Battery Restore	0.000000	n	n	y	n
open/close	openings or closings		n	n	y	n
Phone Rest	Phone Line Restoral	0.000000	n	n	y	n
Power Loss	Power to the panel has been lossed or restored	0.000000	n	n	y	n
REAL Alarm	This alarm has been confirmed to be a real emerg activation by Police/Fire/Medical	0.000000	n	n	y	n
Reopen Evt	Event was reopened	0.000000	n	n	y	n
Test Tech	Account being tested by Digital Technician	0.000000	n	n	y	n
User Test	Account being tested by CUSTOMER. (Note callers name on account.)	0.000000	n	n	y	n

There are four print-related menu choices on the File menu: Print Options, Print Preview, Page Setup, and Print.

Because the Print function is Inter Browser based, and creates HTML files, reports can be emailed and opened in any Inter Browser.

1. Print Options
(File Menu)

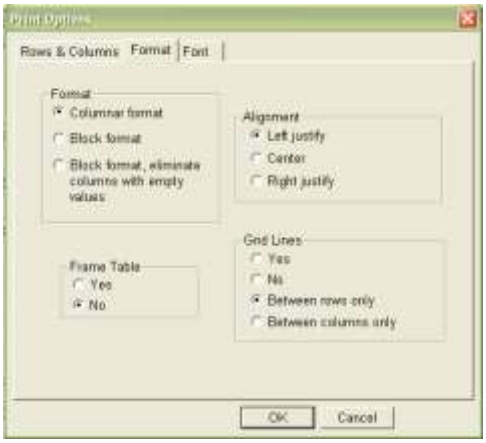
Use Print Options to select the columns (fields) from the applicable table(s) that you wish to print, change font style and size, choose column or block format, alignment and gridlines.

Helpful Hint *– This feature is also available as a tool on the Print Preview dialog box*

a) Rows & Columns Tab

On this tab you can choose specific columns to print. You can choose to have all columns for each table display or specify the number of columns to display for each table, but because the AP screen displays data from many different tables the **Select columns** option is grayed out in AP.

b) Format Tab



(1) Format Area

(a) *Column format displays the data in rows and columns, with each record a row, and each data field a column.*

(b) *Block format displays data fields for each record on sequential lines down the page and repeats the column names for each record.*

If you choose columnar format and the Show all columns option on the Rows & Columns tab, only the number of columns that will fit across the page will display (columns will not wrap) so use Block format when you want to see more columns

(2) Frame Table

These settings determine whether a border prints around the outside edge of the table; Results also depend on the setting in Grid Lines

(3) Alignment

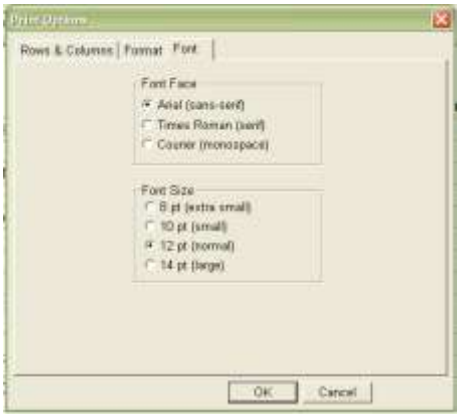
This setting determines how the data is displayed within the column: left justified, centered or right justified.

(4) Grid Lines

This setting determines whether lines are printed above and below and or between table cells.

c) Font Tab

From the options available on this tab, choose the style and size of the text you want the data to print in.



2. Print Preview

(File Menu)

The Print Preview command displays the data in the print format you have selected using Page Set-Up and Print Options

Transmitter ID	Dealer ID	Organization ID	Subscriber ID	Site ID	Name	Base Transmitter	UL Rating
009065	DSM	-1	-1	009065	CU Mobile ATM (AlarmNet Backup System)	109065	
022505	DSM	APARTMENTS	-1	BAY APARTMENTS	BAY APARTMENTS		
022508	DSM	APARTMENTS	-1	OLYMPIC APARTMENTS	OLYMPIC APARTMENTS		
109065	DSM	-1	-1	009065	CU ATM (AlarmNet Main System)		

Each time you choose Print Preview, the Print Preview report is automatically saved in the ***drive:* \phoenix\tmp\print** folder. Each report can be reopened on the screen, reprinted or emailed until you delete it.

Each Report is assigned a name which contains the name of the first table, the date and the time of the report, date and time are in the format MMDDYYYY-HHMMSS (Month, day, year, hour, minute, second).

In the example below, is a report with the file name **Transmitter01302012-152031.html**

Name	Size	Type	Date Modified
Transmitter01302012-152220.html	2 KB	HTML Document	1/30/2012 3:22 PM
Transmitter01302012-152105.html	8 KB	HTML Document	1/30/2012 3:21 PM
Transmitter01302012-152031.html	17 KB	HTML Document	1/30/2012 3:20 PM
HistorySignal01272012-075605.html	15 KB	HTML Document	1/27/2012 7:56 AM
PendingEvent01272012-075549.html	1 KB	HTML Document	1/27/2012 7:55 AM

The file name indicates that it was generated on the Transmitter table, on January 30, 2012 at 3:30 and 31 seconds in the afternoon.

Note – you must manually maintain the file in the print folder by deleting reports that you no longer need.

a) To Delete one or several Print Preview reports:

1. Open ***Print Preview***
2. On the File menu, choose ***Delete***
3. Select the file(s) you want to delete
4. Click **Delete**

b) To delete all reports in the Print folder:

1. Open ***Print Preview***
2. On the File menu, click ***Purge***
3. At the **Delete all HTM files in phoenix\tmp\print?** Prompt, click **OK**

3. Page Set-up

(File Menu)

The Page Set-up command pulls the system default settings for your Internet Browser, allowing you to define paper size and source, header/footer, page orientation, margins and printer.

See Internet Browser Help for information on Page Set-up, including the codes in the Header/Footer fields.

4. Print

(File Menu)

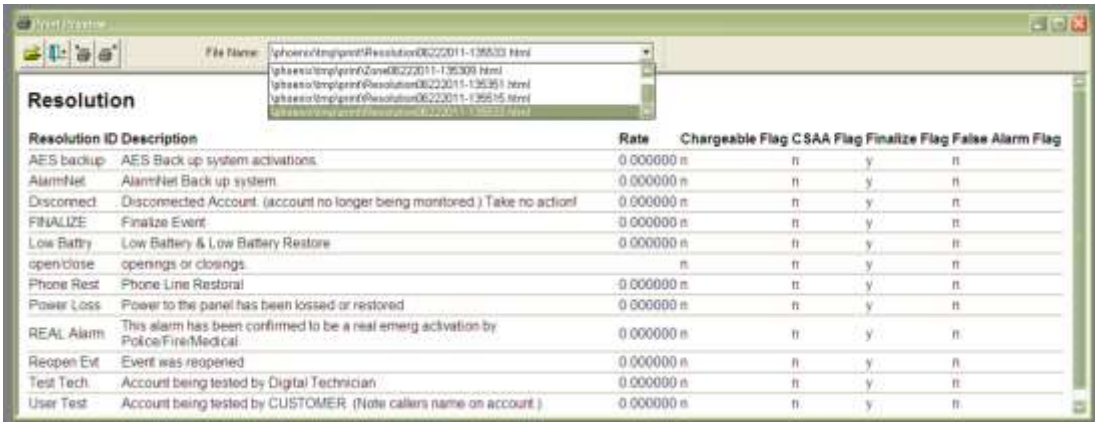
The Print command sends the currently chosen information to the printer.

An open Even on the AP screen pulls data from many table, for example Transmitter, Event, Signal, Action, Instruction, and / or Contacts. Data from the

Event and Transmitter table print automatically; In the **Print Selection** dialog box, you choose the other table for which you want to see data.
When you click **OK** the information you have requested is sent to the printer.

5. Reprinting

Until you close AP, you can re-access any Print Preview report that you have generated by clicking the dropdown list in **Print Preview** and reselecting the report based on the date and time in the file name. Until the report is manually deleted, you can re-access it by going to the ***drive:*** **\phoenix\tmp\print** folder and choosing the appropriate HTML file.



B. Sending Messages

1. Send Message

(File Menu)

The Send Message command allows users to broadcast a message to other users currently logged in to Alarm Processing, Browser and Data Entry.

a) Send Message To

For the message to be received the defined user(s) must be currently logged into Alarm Processing, Browser, or Data Entry.

(1) Groups

Define the group of users to receive the message by clicking this button and highlighting an application. Every user currently logged into that application will receive the message

(2) Individuals

Define the individual user to receive the message by clicking this button and highlighting a user. An Individual's Login ID may be listed multiple times, once for each Phoenix application they are logged into; you may select more than one instance of the user's ID. When the message reaches the workstation, the message icon blinks, the computer beeps or the message

immediately display son the screen, depending on the recipient client.

b) Severity
Choose **Urgent** to inform the recipient that the message is important; otherwise choose **Normal.**

c) Update
This refreshes the list of individual users to reflect any recent logins

d) Confirm Delivery
Check this box if you want Phoenix to inform you that the message did not reach its destination.

e) Message
Enter the message you want to broadcast, or double click on a Standard Message to copy it into the message field. The max character limit is 120.

f) Standard Messages
These are predefined messages that you can copy and paste to the message field by double-clicking o the line.

XXVI. Changing the Screen Appearance

A. Customizing the Toolbar

1. Toolbar

(View menu)

The toolbar command allows you to customize the toolbar

***Helpful Hint** – you can reposition Toolbars by dragging; also you can quickly access the Toolbar options by placing the mouse pointer on the Toolbar and right-clicking. These settings are saved for the workstation (not the user) when you close Alarm Processing.*

a) To customize the Toolbar:

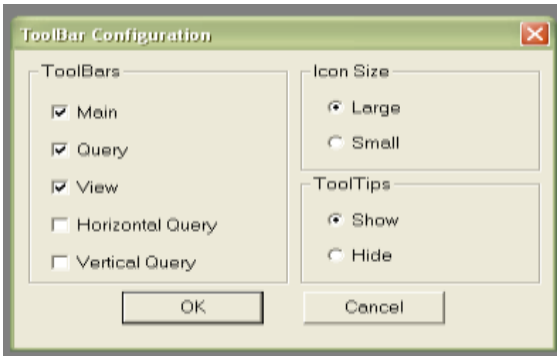
(1) View menu

Choose ***Toolbar***

(2) Toolbars area

Check or uncheck the appropriate box to show or hide the desired Toolbars. The group of tools controlled by each checkbox is defined as follows:

(a) Main *– Close Table, Print, Print Preview, Cut, Copy, Paste, Undo, Find*



(b) Query *–Query, Defaults, First Record, Previous Record, Next Record, Last Record, Update, Add, Delete, and Clear*

(c) View *–Detail View, List View, Cascade Windows, Horizontal Tile Windows and Vertical Tile Windows*

(d) Horizontal Query *–Query, Detail View, List View, First Record, Previous Record, Next Record, Last Record, Update, Add, Delete, and Clear tools display horizontally in two rows*

(e) Vertical Query *– Query, Detail View, List View, First Record, Previous Record, Next Record, Last Record, Update, Add, Delete, and Clear tools display vertically in one row*

(3) In the Icon size area

Choose large or small Toolbar Tools

(4) In the Tooltips area

Choose **Show** to see the Tooltips (pop-up text describing each tool) when the mouse pointer is positioned over the button; choose **Hide** to not see the Tooltips

(5) Click OK

To save changes and close the Toolbar Configuration dialog box; or choose **Cancel** to close without saving

B. Turning the Status Bar On/Off

1. Status bar
(View Menu)
The Status Bar is the strip of information found at the bottom of the Alarm Processing screen, that provides information such as Tool identification; this option acts as a toggle switch, turning the Status Bar on or off.

C. Arranging Windows

1. Cascade
(Windows Menu)

This command resizes and arranges each open window that is not minimized, one atop another, in a descending fashion

2. Tile Horizontally
(Windows Menu)

This command resizes and arranges each open window that is not minimized into horizontal tiles equal size.

3. Tile Vertically
(Windows Menu)

This command resizes and arranges each open window that is not minimized into vertical tiles equal size.

4. Arrange Icons
(Windows Menu)

This command rearranges all minimized windows into an orderly row at the bottom left corner of the screen.

5. Close All
(Windows Menu)

This command closes all open windows, even the minimized ones.

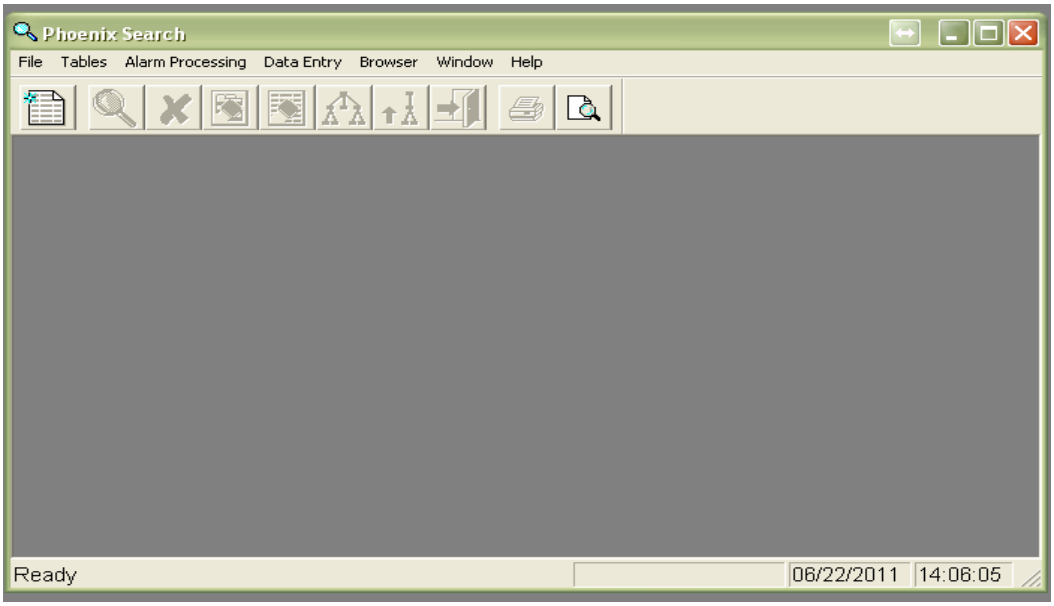
XXVII. Closing the Data Entry Application

1. Exit
(File Menu)

This command closes Data Entry

XXVIII. Search

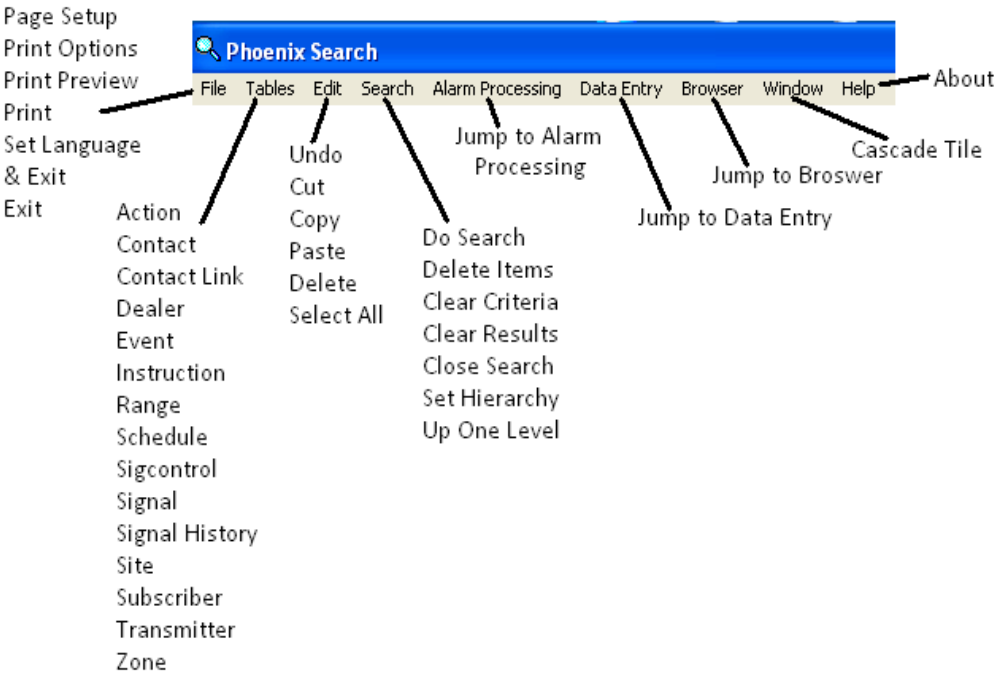
Search is a cross reference tool that allows you to search the database in a variety of ways. Search can be opened at any time by any user. To login to the Search application, see "Logging in to Phoenix Applications"



A. Menus and Toolbars

1. Menus

The commands in Search are organized by menus:



a) File Menu

Menu Choice	Menu Function Description	Tool	Shortcut
Page Setup	Change margins; define heading and footing, paper size and source, and page orientation.		
Print Options	Select the fields to print, change font style and size, column or block format and grid lines.		
Print Preview	A preview of the report as it will print displays on the screen		
Print	Sends the information to the printer.		
Set Language & Exit	Allows you to choose a language other than English and then terminates Search, so you can log back on with the selected language set.		
Exit	Exits Search		Alt + F Then X

b) Table Menu

Menu Choice	Menu Function Description
Action	Selects records from the Action table that match the criteria you specify.
Contact	Selects records from the Contacts table that match the criteria you specify.
Contact Link	Selects records from the Contact Link table that match the criteria you specify.
Dealer	Selects records from the Dealer table that match the criteria you specify.
Event	Selects records from the Event table that match the criteria you specify.
Instruction	Selects records from the Instruction table that match the criteria you specify.
Range	Selects records from the Range table that match the criteria you specify.
Schedule	Selects records from the Schedule table that match the criteria you specify.
Sigcontrol	Selects records from the Sigcontrol table that match the criteria you specify.
Signal	Selects records from the Signal table that match the criteria you specify.
Signal History	Selects records from the Signal History table that match the criteria you specify.
Site	Selects records from the Site table that match the criteria you specify.
Subscriber	Selects records from the Subscriber table that match the criteria you specify.
Transmitter	Selects records from the Transmitter table that match the criteria you specify.
Zone	Selects records from the Zone table that match the criteria you specify.

c) Edit Menu

Menu Choice	Menu Function Description	Tool	Shortcut
Undo	Cancels the previously performed edit.		Ctrl + Z
Cut	Remove the selected text and place it in the Clipboard.		Ctrl + X
Copy	Copy the selected text and place it in the Clipboard for use later.		Ctrl + C
Paste	Insert the contents of the Clipboard at the pointer position.		Ctrl + V
Delete	Erases highlighted text or if none is highlighted, erases a character to the right of the pointer position.		Delete
Select All	Select all text in the field where the pointer is positioned.		Ctrl + A

d) Search Menu

Menu Choice	Menu Function Description	Tool	Shortcut
Do Search	Searches the database for the records that match the search criteria and displays the records in the Search Result Panel.		Ctrl + S
Delete Items	Deletes records from Search Results panel, but not the database.		Ctrl + D
Clear Criteria	Clears the values from all Search Criteria fields.		Ctrl + T
Clear Results	Clears all records from the Search Results panel. (does not affect the database)		Ctrl + R
Close Search	Closes the active Search window.		Ctrl + E
Set Hierarchy	Active only when the Hierarchy tab is selected, allows you to see the location data values for any hierarchy level except Organization (you cannot use Set Hierarchy for Organization).		Ctrl + H
Up One Level	If the Search has a Hierarchy tab, this allows you to quickly move the hierarchy search up a level.		Ctrl + U

e) Alarm Processing

Menu Choice	Menu Function Description
Alarm Processing	Jump to Alarm Processing – No Login Required

f) Data Entry

Menu Choice	Menu Function Description
Data Entry	Jump to Data Entry – No Login Required

g) Browser

Menu Choice	Menu Function Description
Browser	Jump to Browser – No Login Required

h) Window Menu

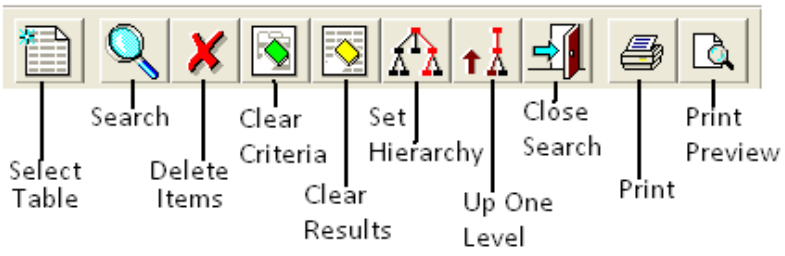
Menu Choice	Menu Function Description
Cascade	Resizes and rearranges open windows one atop the other in a descending fashion.
Tile	Resizes and rearranges open windows into tiles of equal size.

i) Help

Menu Choice	Menu Function Description
About Search	Information about Phoenix Search Module

2. Search Toolbar

Tools (buttons on the toolbar) and Shortcut Keys provide quick access to many of the same commands available on the menus.

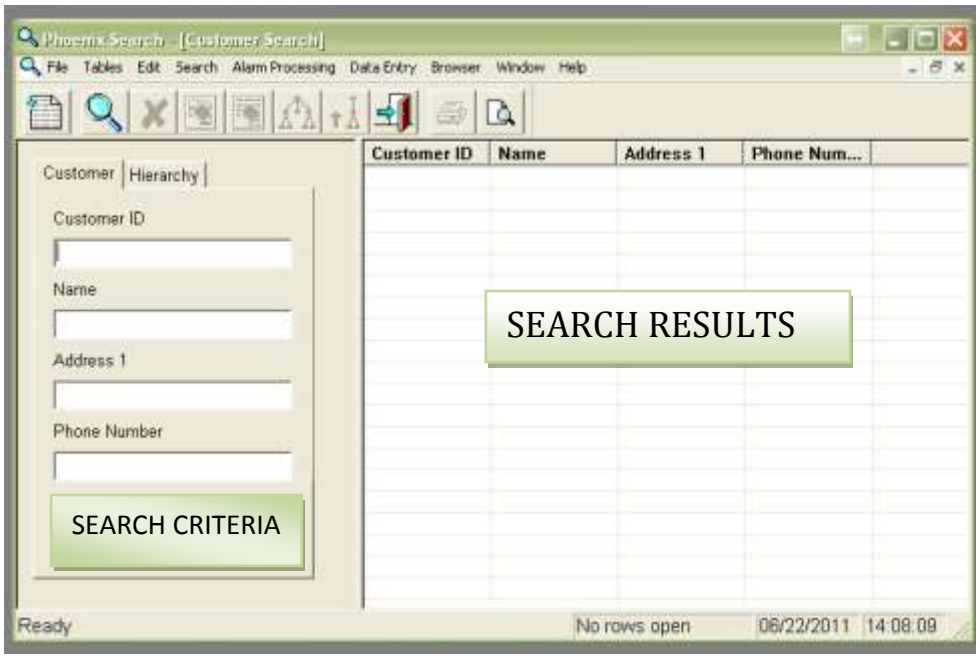


B. Defining Search Tables

There are 14 ABM-defined tables and search fields. Users can also define additional tables and fields as needed. ***See "Defining Search Tables and Columns" of the System User Guide.***

C. Searching a Table

When you select a table to search on, Phoenix opens a window with two panels; in the left panel, you enter search criteria and on the right, Phoenix displays the results.



The fields in the Search Criteria panes come from CFG file. The Fields in the Search Results panel are the Primary Keys of the table plus the fields specified in the CFG file(s).
You can sort the records by a specific column by clicking on the column heading. You can also rearrange columns by clicking and dragging on the column heading.

1. To Search a Table:

a) Click the SELECT TABLE tool
Choose a table to search

b) SEARCH CRITERIA fields
Enter or select from the drop down the data that tells Phoenix which records to search for.

You can use the same wildcards that you use in Queries; Asterisk (*) and underscore (_) to clear the Search Criteria panel, click on the **Clear Criteria** tool

c) Start Search

Either press Enter or *ctrl + s* or click the **Search** tool to start the search

In the **Search Results** panel, Phoenix lists the records that match the criteria you entered

To clear the Search Results panel at any time, click the **Clear Results** tool.

Table	Available Go To Tables
Contacts	Transmitter Schedule Contact Link
Contact Link	Transmitter Contact
Event	Transmitter Zone Signal Action
Instructions	Contacts Schedule Transmitter
Schedules	Contact Transmitter Instruction Range
Signal	Transmitter Zone Event Action
Transmitter	Contact Instruction Schedule Zone Contact Link Event Signal
Zone	Transmitter

D. Using the Results of the Search

For any record in the Search Results panel, you can see record detail, copy the value in one fields to the Clipboard, and for nine of the ABM-defined Search tables, you can see data in related tables for a single record listed in the Search Results panel. For each predefined table the following GO TO tables are available.

E. Viewing Record Detail

To see detail for a record, right click on the appropriate line in the Search Results panel and choose **Show Detail**. Phoenix displays only the fields which contain values.

Helpful Hint – The Detail window can be left open independently of the Search window, for reference.

F. Copying Record Data to the Clipboard

1. To Copy Data in one column of a record:

a) Position the mouse

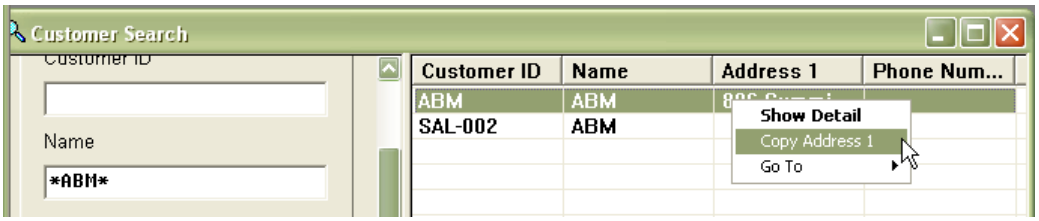
Pointer over the data column in the Search Results panel

b) Right click

And choose Copy

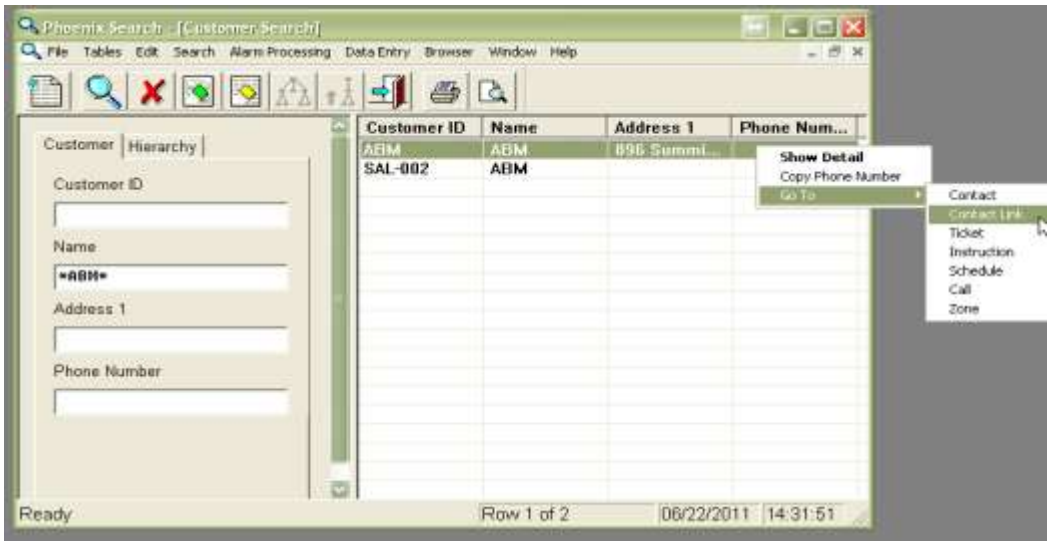
c) Paste

The value any place where paste is an option, for example a field in a table record

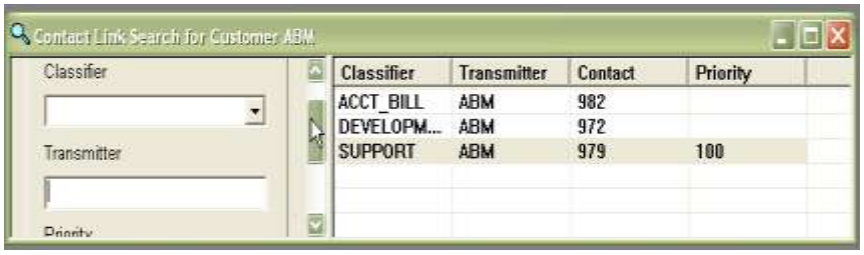


G. Going to Related Info for a Search Record

To review related information from another table for a record in the Search Results panel, right click on the appropriate line in the Search Results panel and choose Go To and then choose one of the tables from the dropdown menu (the available Go TO tables are hardcoded and cannot be added to or deleted)

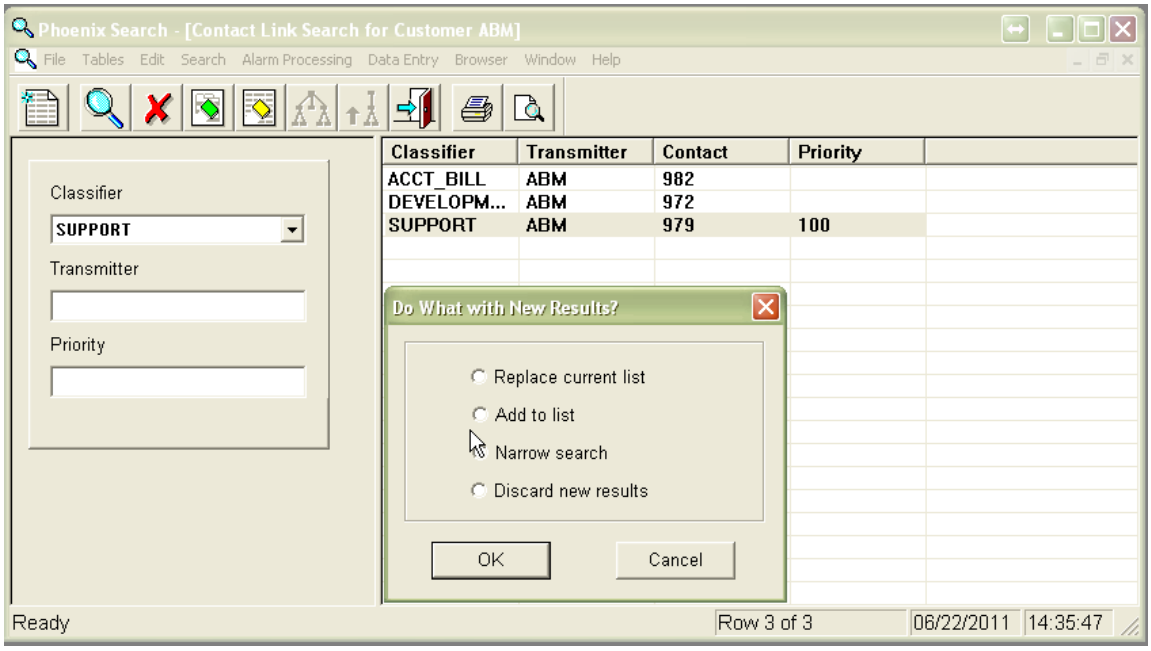


Phoenix finds the appropriate records that are associated with the highlighted record and displays them as shown below; the record you highlight serves as the Search Criteria.



H. Options When Searching

When you perform more than one search, Phoenix needs to know what to do with the results of the previous search, and prompts you for an answer in the DO WHAT WITH NEW RESULTS dialog box.



The options in the DO WHAT dialog box mean:

Add – merge results in with results from any previous search (es)

Narrow – display the results that match both the current search, and any previous

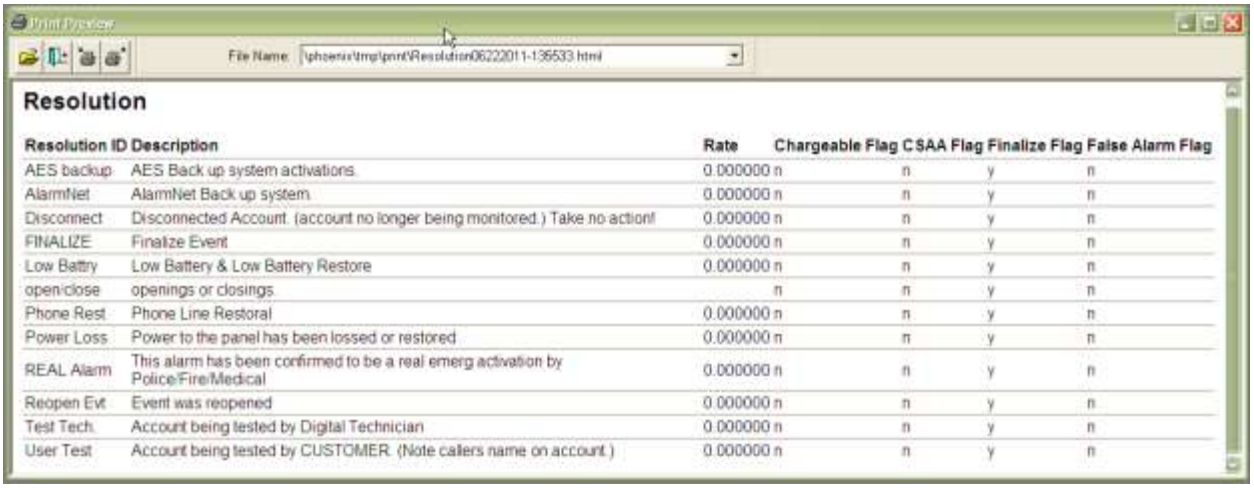
Replace – throw away the results from any previous search, and display only the results of the current Search

Discard – throw away the results of the current Search.

When performing a search, Phoenix takes into account only the values entered on one of the Search Criteria tabs, plus it does not take into account the values in the Search Results panel.

I. Printing Search Results

You can print all or part of the data in the Search Results window; because the Print function is Inter Browser based, and creates HTML files, reports can be emailed and opened in any Inter Browser.



There are four print-related menu choices on the File menu: Print Options, Print Preview, Page Setup, and Print.

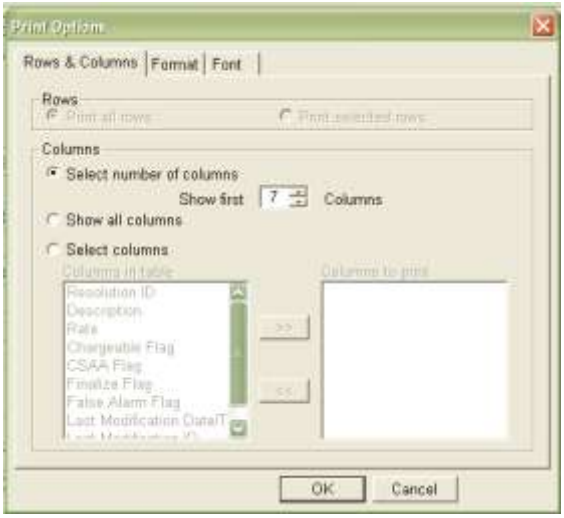
1. Print Options
(File Menu)

Use Print Options to select the columns (fields) from the applicable table(s) that you wish to print, change font style and size, choose column or block format, alignment and gridlines.

Helpful Hint *– This feature is also available as a tool on the Print Preview dialog box*

a) Rows & Columns Tab

On this tab you can choose specific columns to print. You can choose to display all columns available in Browser, or specify the number of columns to display, or select specific columns.

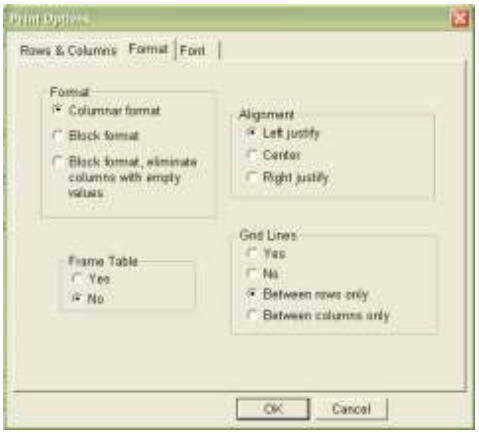


b) Format Tab

(1) Format:

(a) *Column format: Displays the data in rows and columns, with each record a row, and each data field a column.*

(b) *Block format: Displays data fields for each record on sequential lines down the page and repeats the column names for each record.*



If you choose **columnar format** and the **Show all columns** option on the Rows & Columns tab, only the number of columns that will fit across the page will display (columns will not wrap) so use Block format when you want to see more columns

(2) Frame Table:

This setting determines whether a border prints around the outside edge of the table; Results also depend on the setting in Grid Lines

(3) Alignment:

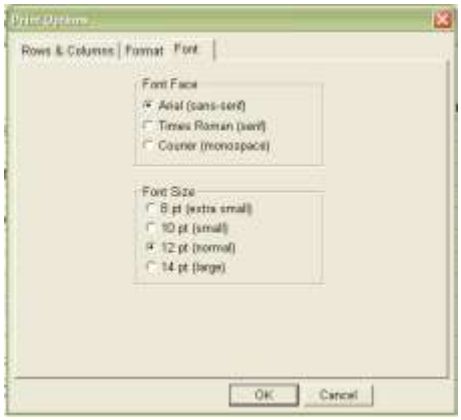
This setting determines how the data is displayed within the column: left justified, centered or right justified.

(4) Grid Lines:

This setting determines whether lines are printed above and below and or between table cells.

c) Font Tab

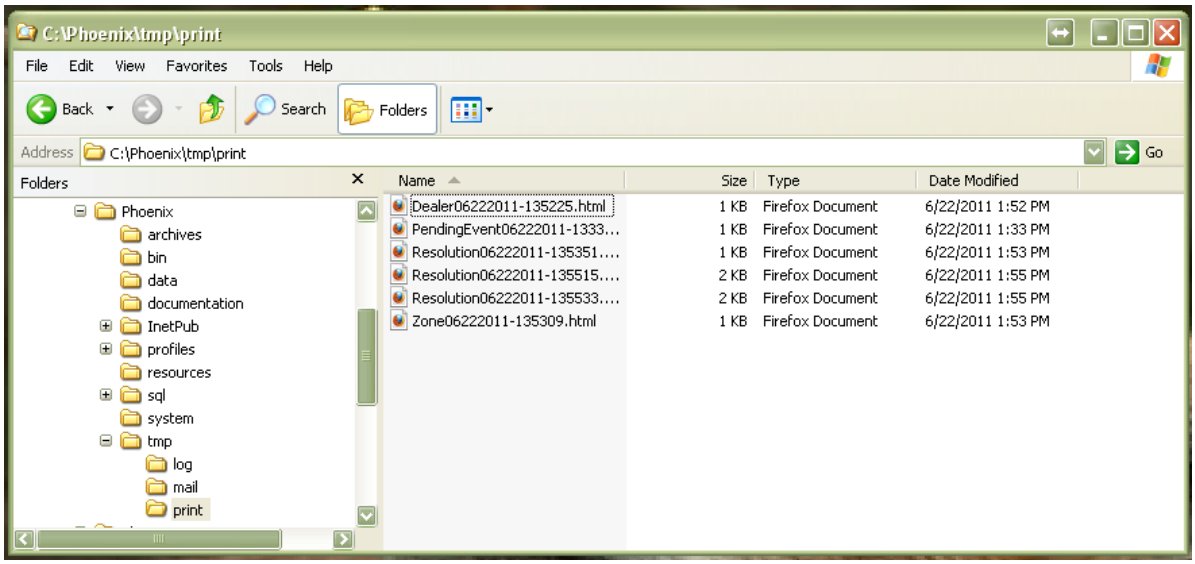
From the options available on this tab, choose the style and size of the text you want the data to print in.



2. Print Preview

(File Menu)

The Print Preview command displays the data in the print format you have selected using Page Set-Up and Print Options



Each time you choose Print Preview, the Print Preview report is automatically saved in the ***drive:* \phoenix\tmp\print** folder. Each report can be reopened on the screen, reprinted or emailed until you delete it. Each Report is assigned a name which contains the name of the first table, the date and the time of the report, date and time are in the format MMDDYYYY-HHMMSS (Month, day, year, hour, minute, second. For example, in the Fig above is a report with the file name **Dealer06222011-135225.html.**The file name indicates that it was generated on the Dealer table, on June 22, 2011 at 1:52 and 25 seconds in the afternoon.

You must manually maintain the file in the **print** folder by deleting reports that you no longer need.

a) To delete one or several Print Preview reports:

1. Open ***Print Preview***
2. On the File menu, choose ***Delete***
3. Select the file(s) you want to delete
4. Click **Delete**

b) To delete all reports in the Print folder:

1. Open ***Print Preview***
2. On the File menu, click ***Purge***
3. At the **Delete all HTM files in phoenix\tmp\print?** Prompt, click **OK**

3. Page Set-up

(File Menu)

The Page Set-up command pulls the system default settings for your Internet Browser, allowing you to define paper size and source, header/footer, page orientation, margins and printer.

See Internet Browser Help for information on Page Set-up, including the codes in the Header/Footer fields.

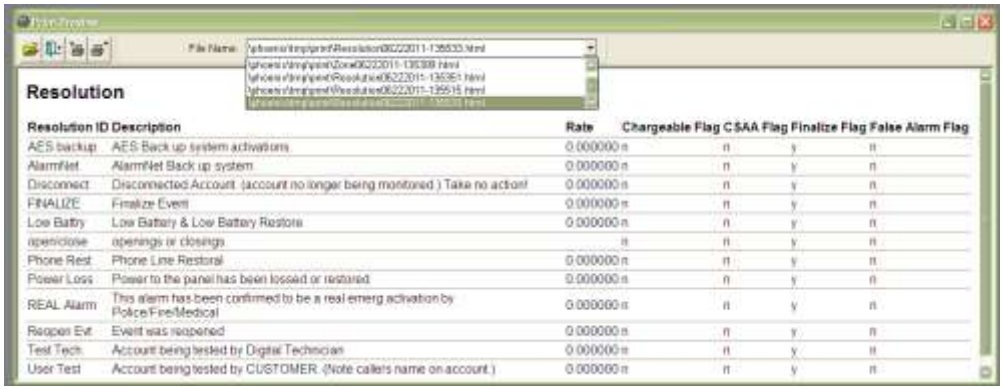
4. Print

(File Menu)

The Print command sends the currently chosen information to the printer.

a) Reprinting

Until you close AP, you can re-access any Print Preview report that you have generated by clicking the dropdown list in **Print Preview** and reselecting the report based on the date and time in the file name. Until the report is manually deleted, you can re-access it by going to the ***drive:*** **\phoenix\tmp\print** folder and choosing the appropriate HTML file.



XXIX. Troubleshooting Contacts and Instructions

When Contacts and Instructions do not appear on the AP screen, or when the incorrect Contacts and/or Instructions appear, try these troubleshooting steps:

1. Check the signal's conversion.

A signal's Sigtype provides the link to the appropriate Instructions which means the conversion must be correct for the Instruction to appear

a) On the Alarm Processing screen,

With the Event open, locate the signal in the Signal Display area. Look in the Identifier column, and make note of the number. Is the signal in pre-converted format, or converted? If it is in pre-converted, it did not get converted. If it did convert correctly go to step 2 now

b) If it got converted incorrectly:

In data Entry, open the Signal table and enter the signal's Identifier (that you made a note of) in the Identifier field and click the Query tool. Look in the Sigcontrol field of the signal record. It contains the Identifier of the Sigcontrol record that converted the signal. If there is a valid ID, go to step 1d if there is a "0" in the Sigcontrol field, it did not get converted: go to step 1c

c) If it did not get converted at all:

Locate the Sigcontrol record that should have converted it. Open the Sigcontrol table and, in the Sigtype ID field, enter the Sigtype that you expected it to get converted to, and click the Query tool. Use the Identifier number of the found record (s) in step 1d.

d) In the Sigcontrol table,

Enter the Identifier number in the Identifier field and click the Query tool. Verify and correct the values entered in the Sigcontrol record. In the Sigcontrol record, the Signal ID field (convert from) is case sensitive and should reflect the signal as it is received from the receiver. Verify that the value in the Sigtype field (convert to) is the correct Sigtype.

e) If you made any adjustments

to the signal conversion, go back to Alarm Processing, and resend the signal (Refresh will not work when the signal is the problem)

2. Check the Instructions.

(Instructions may be set up correctly, but still not display because the Contacts are set up incorrectly)

a) On the AP screen,

With the event open, from the menu bar choose Event, click on Instructions. Do you see the expected number of Instructions? This tool

also indicates the Identifier for the Instructions and the hierarchy level at which each Instruction is attached

b) In Data Entry, open the Instructions table.

In the Sigtype ID field, enter the signal's Sigtype and click the Query tool. For each record found, check the Call Classifier ID field for the correct Call Classes (police, site, responsible party). If the wrong Instruction is showing up, it probably has the same Call Class as the one you want to show up, Phoenix only displays ONE Instruction for each Sigtype per Call Classifier

c) In the Instructions table,

Click on the Clear tool to clear the Sigtype Query and, one-by-one, enter each Call Class and click the Query tool. For each record found, verify that the Sigtype ID field does not contain the marker value (-1) and does contain the correct Sigtype.

d) If you make any adjustments to the Instructions,

Go back to Alarm Processing and refresh the event. It may be correct now, if not continue to step 3.

3. Check the Contacts.

If the conversions and the Instructions are correct, then the problem is most likely with Contacts.

a) In Data Entry,

Open the Contacts Link Table, then enter the Transmitter ID, and click the Query tool

If no records are found, no Contacts are attached to the Transmitter – see Setting up Contact links; if records are found in the Contact Link table, click on the List View tool and verify that he Classifier field or each record contains correct values for the transmitter. The Classifier field cannot contain the marker value (-1)

b) With the Contact Link table still open,

Open the Contacts table.

In the Identifier field, enter the first Contact ID from the Contact Link table list and click the Query tool. Check the Usage field. Usage must be **b** or **c** for the contact to display on the AP screen. Repeat for each Contact Id shown in the Contact Link table.

Verify that each contact has data in at least one contact method: phone, pager, fax, email, radio.

c) If you make any adjustments to the Contacts,

Go back to Alarm Processing and refresh the Event.

4. Contacts and Instructions:

If still not correct in Alarm Processing, call ABM Tech Support.

XXX. Frequently Asked Questions

This section answers some commonly asked questions regarding the Phoenix system.

What can I do if the Phoenix Application Service does not start automatically upon reboot?
Go to Start menu, Settings, Control Panel, *Services* option and click the *Phoenix Application Server* (**Appsrv**), choose the Startup button, then select Automatic.

When entering Alarm Processing, Browser, Data Entry, or Search, I receive the following message: "error connecting to Appsrv listener service –13, 10061".
Go to *Services* on the Phoenix Server and verify that the *Phoenix Application Server* (**Appsrv**) is started. If it is not running, start it and try logging in to Alarm Processing, Browser, Data Entry, or Search again. If Appsrv is already running, check the profile for the application and ensure that the APP_SERVER variable is set to the internet host name of the machine where Appsrv is running.

When entering Alarm Processing, Browser, or Data Entry, I receive the following message: "C*annot find 'Application Profile'".*
Verify that the application *shortcut* contains the full path of the related application profile.

When querying the database in Data Entry, I receive the following message: "*Row count XXX exceeds maximum".*
This user-definable parameter within the *maint.ini* allows the administrator to set the maximum number of rows that may be returned by a single Query. Specifying a more detailed Query may also resolve the error message.

Caution—*Contact ABM's Technical Support Department before changing this value.*

When attempting to log into the system I receive the following message: *"User ID xxx has expired".*
This is a security feature that allows the administrator to define an expiration date and time after which a user is no longer allowed access to the system. Contact your system administrator.

When logging into the system I receive the following message: "error invalid password*".*
The password you have entered is invalid. Retype the password making sure each character is correct. Since passwords are case sensitive, it is important to use the proper case when logging in; make sure the *Caps Lock* key is not on. If there continues to be a problem, contact your system administrator.

When using Microsoft Internet Browser to address the *Phoenix Reporting System*, I receive the following error message when entering the path to the Phoenix report writer's home page: "HTTP/1.0 404 Object Not Found"
This message indicates that an incorrect path name was entered for the reporting system home page on the server machine. Check the location of the home page and reenter.

For Convert type Sigcontrol records, do I have to enter the correct Packet type or can I just use the "-1" marker value?
Most of the time you can use the "-1" marker value; conversions hung at the transmitter level do not require a Packet type because transmitters currently transmit in only one format (unless reprogrammed). ***BUT***, if you need more than one definition for the same signal type, you must enter two Sigcontrol records with different Packet types to convert the signals correctly. For example, in

Radionics 6500 mode, an 'S' is a status signal; while in ITI format an 'S' is a Supervisory signal. Create one Sigcontrol record with a Packet type ID of 810 for the Radionics 6500 and a second Sigcontrol record with a Packet type ID of 510 for the ITI.

After a power loss, I booted up the system. It came up fine and is functioning properly, but I am not receiving signals from certain transmitters.
When the Phoenix system stops, any active Events became 'orphaned' (considered active, but not open on a workstation). To correct this state, ask each operator who was working events before the shutdown to login to Alarm Processing and choose Select Event and Next Event from Pending Queue. Phoenix checks the Active Event Queue first and if an event assigned to the logged-in operator is present, it reopens it for further processing. If an operator cannot log back on to retrieve the pre-shutdown event (gone home), call the ABM Technical Support Department.

How can I see the raw signal string my receivers are sending in?
The raw signal string from the receiver is stored in the Signal table. You can view that data in Alarm Processing, Browser, or Data Entry. In Alarm Processing, right click on the signal line and choose Signal Detail View. The Packet String field contains the raw signal string. In Data Entry, go to the Tables menu and choose Signal from the dropdown list. To find the desired signal, enter the Identifier, if known, or another field or fields - maybe transmitter and Query. Look in the field labeled Packet String on page 1.

How do I change the order of Call Classes (police, fire, site, responsible party, etc.) in Alarm Processing?
Their order is determined by the Sequence field in the Instructions table, not to be confused with the Priority field in the Contacts table which determines the order of Contacts *within the same Call Class*.

I keep getting "data error" signals in Alarm Processing. What are they?
Data error signals indicate that Phoenix is finding conflicts in the way the data was entered. To find more information about the problem, right click on the signal in the signal window in Alarm Processing and choose Signal Detail. Look in the RelatedInfo field.

How can I rename a Transmitter ID?
In Data Entry, on the menu bar, go to Tools, Hierarchy Changes.

How do I list all the Contacts for a Transmitter?
Login to Search and select the Contact table. Then, on the Link Info tab, enter the Transmitter ID, and click on the Search tool.

How long should I keep data on my live system?
You should keep at least a minimum of 90 days on the live system, and be able to retrieve data that's at least a year old.

What is considered an Active/Inactive account?
An active account is any account that receives a supervised signal such as open/close or test. Inactive account is an account that does not monitor open/close or test signals, only logs.