



Field Tech Access

Installation and User Guide

Release 4 (3.4.1.0)





ISSUE	DATE	
1	August 2002	Initial release.
2	May 2003	Revised through 3.4.0.
3	March 2004	Revised through 3.4.1.

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Field Tech Access Installation and User Guide

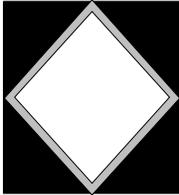


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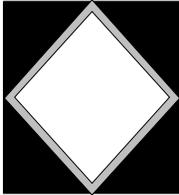


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Introduction to Field Tech Access

Field Tech Access is an add-on option to the Phoenix system that enables technicians to maintain and test alarm panels without assistance from personnel at the monitoring center. Using a standard touch-tone phone, technicians may place a transmitter on “no action”. All signals continue to be received and logged into the monitoring system’s database; however, no alarm condition is created. At any time, the technician may also review the signal history of the transmitter.

Field Tech Access runs as an application on a workstation at the monitoring center. Up to four phone lines are supported with Phoenix Release 3.4.1.0.



Installation Guide

The Voice Response System computer is configured at ABM with the required Dialogic Card and the software.

You must set up the required records specific to your site as described below.

Creating Required Records

You must create several records in Data Entry before Field Tech Access can be used.

1. Create a record in the **Remote** table.

Figure 1 Remote Table Record for Field

Remote Group ID	VRS
Description	Voice Response System
Effective Date/Time	03/01/2002 00:00:00
Expiration Date/Time	/ / : :
Select Begin Date/Time	/ / : :
Select End Date/Time	/ / : :
Replication Schedule	
Status Date/Time	/ / : :
Status Code	
DBA Filename	
Last Modification Date/Time	03/01/2002 00:00:00
Last Modification ID	phoenix

- a. In the **Remote Group ID** field, enter a unique code that identifies the Remote record.



- b. In the **Description** field, enter any additional information that helps identify the record.
- c. In the **Effective Date/Time** field, enter any current or past date and time. This is a required field, but is not used by Voice Response.
- d. In the **Expiration Date/Time** field, leave this field blank.
- e. In the **Select Begin Date/Time** field, leave this field blank. It is not used for Voice Response.
- f. In the **Select End Date/Time** field, leave this field blank. It is not used for Voice Response.
- g. In the **Replication Schedule** field, leave this field blank. It is not used for Voice Response.
- h. In the **Status Date/Time** field, leave this field blank. It is not used for Voice Response.
- i. In the **Status Code** field, leave this field blank. It is not used for Voice Response.
- j. In the **DBA Filename** field, leave this field blank. It is not used for Voice Response.
- k. In the **Last Modification Date/Time** field, Phoenix enters the date and time the record was last modified.
- l. In the **Last Modification ID** field, Phoenix enters the login ID of the user who last modified the record.



2. Create a record in the **Group** table. This record defines the hierarchy levels that are accessible by the technician. For example:

Figure 2 Group Table Record for Voice Response

Identifier	1
Remote Group ID	VRS
Dealer ID	UTexas
Subscriber ID	San Antonio
Organization ID	-1
Site ID	-1
Transmitter ID	-1
Zone ID	-1
Signal ID	-1
Delete Log Flag	<input type="checkbox"/>
Description	reporting group for South Central
Last Modified Date/Time	03/01/2002 00:00:00
Last Modification ID	phoenix

In the example in Figure 2, the technician is allowed to create a copy of all records for the Dealer **UTexas** with a Subscriber ID of **San Antonio**.

- a. In the **Identifier** field, Phoenix enters a unique number that identifies the group. This field is read-only and cannot be changed.
- b. In the **Remote Group ID** field, enter a unique code that identifies the group. This field must match the Remote Group ID field in the Remote table.
- c. In the **Dealer ID** field, enter the Dealer ID that the technician is allowed to access at the monitoring center or the marker value for all Dealers.
- d. In the **Subscriber ID** field, enter the Subscriber ID that the technician is allowed to access or the marker value for all Subscribers for the Dealer.
- e. In the **Organization ID** field, enter the Organization ID that the technician is allowed to access or the marker value.



- f. In the **Site ID** field, enter the Site ID that the technician is allowed to access or the marker value.
- g. In the **Transmitter ID** field, enter the Transmitter ID that the technician is allowed to access or the marker value.
- h. In the **Zone ID** field, enter the marker value (-1).
- i. In the **Signal ID** field, enter the marker value (-1). This field is not used for Voice Response.
- j. In the **Delete Log Flag** field, leave this field blank. This field is not used for Voice Response.
- k. In the **Description** field, enter any additional comments or remarks concerning the group.
- l. In the **Last Modification Date/Time** field, Phoenix enters the date and time the record was last modified. This field is read-only and cannot be changed.
- m. In the **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 changed.



3. Create a record in the **Access Control** table, which specifies the time frame during which a technician may login to Field Tech Access. For example:

Figure 3 Access Control Table Record for Field

The screenshot shows a web-based form titled "AccessControl - [page 1 of 1]". The form contains the following fields and values:

Access Identifier*	3
Temporary Indicator	n
Effective Date/Time	/ / : :
Expiration Date/Time	/ / : :
Zone	
Time Zone*	CST-6GMT
Savings Time	<input type="checkbox"/>
Open Close Indicator	y
Open Close Schedule ID	
Holiday Schedule ID	
Seasonal Schedule ID	34
Special Schedule ID	
Description	
Last Modification Date/Time~	04/19/2000 10:23:26
Last Modification ID~	user1

- a. In the **Access Identifier** field, enter a unique code that identifies the Access Control record.
- b. In the **Temporary Flag** field, define specific dates during which the technicians may login to Field Tech Access by entering a **y** for yes in this field and entering the dates in the next two fields: **Effective Date/Time** and **Expiration Date/Time**. To use a schedule to define the time frame in which the technicians may login to Field Tech Access, enter **n** for no in this field and specify the schedule in the **Open Close Flag** and **Schedule ID** fields.
- c. In the **Effective Date/Time** field, enter the date and time on which the technician may start using Field Tech Access. If the **Temporary Flag** field contains a **y**, this field must contain a valid date and time or the technician will not be able to login to Field Tech Access.
- d. In the **Expiration Date/Time** field, enter the date and time on which the technician may no longer use Field Tech Access. If unknown, leave this field blank.



- e. In the **Time Zone** field, enter any time zone. A value in this field is required, but Field Tech Access does not use this data.
- f. In the **Open Close Flag** field, enter **y** for yes if you want to use a schedule to define the time range in which the technician may login to Field Tech Access. Then enter a Schedule ID in one of the four Schedule ID fields below. Enter **n** for no if you are using the Temporary Flag, Effective Date/Time, and Expiration Date/Time fields to define a single date and time frame.
- g. In the **Open Close Schedule ID** field, enter the ID of the schedule that defines the time frame in which the technician may login to Field Tech Access.
- h. In the **Holiday Schedule ID** field, enter the ID of the schedule that defines the time frame in which the technician may login to Field Tech Access.
- i. In the **Seasonal Schedule ID** field, enter the ID of the schedule that defines the time frame in which the technician may login to Field Tech Access.
- j. In the **Special Schedule ID** field, enter the ID of the schedule that defines the time frame in which the technician may login to Field Tech Access.



4. Create a record in the **User** table for each technician who will be logging in to the Voice Response System.

Figure 4 User Table Record for Field Tech

User ID	42
Login ID	8
User Name	Mike Barnes
Password	password
Access Control ID	3
Title	
Remote Group ID	VRS
Authorization Level	5
On-Site Flag	n
Preference Flag	n
Effective Date/Time	06/01/2002 00:00:00
Expiration Date/Time	/ / : :
Password Expiration	/ / : :
Notes	
Last Modification Date/Time	07/16/2002 10:03:51
Last Modification ID	phoenix

- a. In the **User ID** field, enter a unique number to identify the User.
- b. In the **Login ID** field, enter a number that the technician will use on the telephone keypad to login to Phoenix. Use a single digit number if possible to make it easier.
- c. In the **Password** field, enter the word “**password**”.
- d. In the **Access Control ID** field, enter the same value you entered in the Access Identifier field of the Access Control record you created in Step 3.
- e. In the **Remote Group ID** field, enter the value you entered in the Remote Group ID field of the Group record you created in Step 1.
- f. In the **Authorization Level** field, enter **5** (the correct Authorization Level for Field Tech Access).
- g. In the **On-Site Flag** field, enter **n** for no.





User Guide

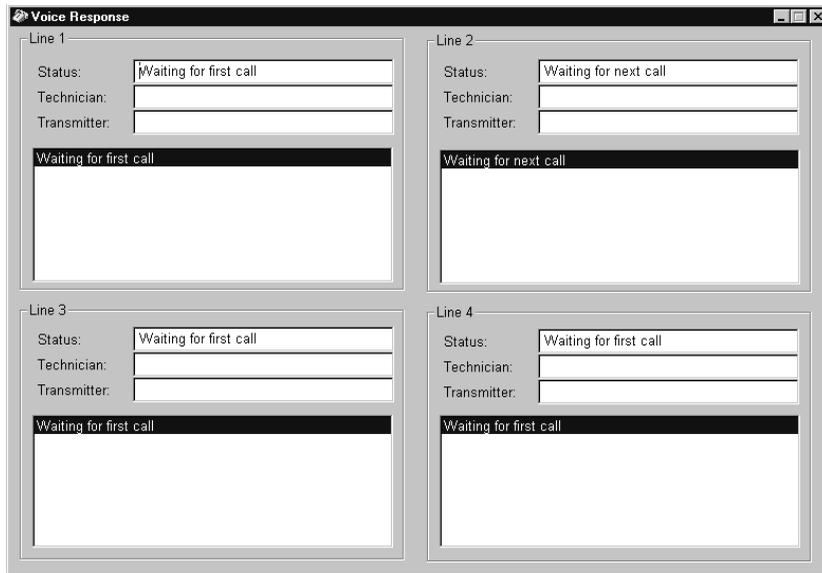
Once the Voice Response System is started at the monitoring system, it waits for a phone call from a technician in the field. When the field technician dials into the system, voice prompts tell the tech the available options and walk him or her through using them.

The options currently implemented are: set No Action, increase No Action time, delete a No Action record, verify signals for zones, and review account History.

Starting Field Tech Access at the Monitoring Center

1. Go to Start Menu, Phoenix, and click on Voice Response System.

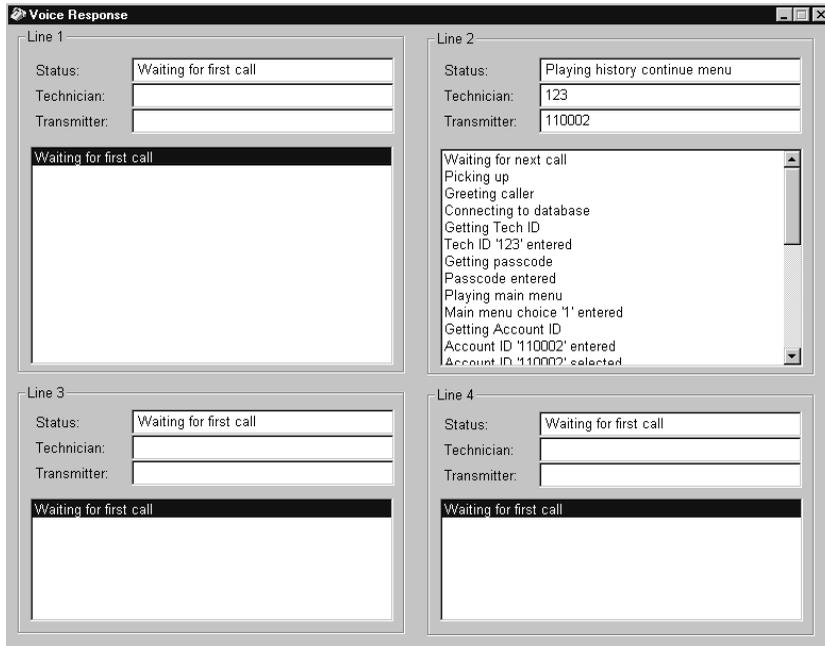
Figure 5 *Field Tech Access Window*





2. When a technician dials into Field Tech Access, the window pane for the appropriate phone line records each action taken, as shown in Figure 6

Figure 6 *Field Tech Access Window with a Tech Call in*



Dialing into Field Tech Access as a Technician

1. On any touch-tone phone, dial the Voice Response phone number.
2. At the voice prompt, enter your Phoenix User ID and Password.
3. Follow the voice prompts and press the appropriate keys on the phone keypad. See Figures 7-10 for a flowchart of the voice prompts.



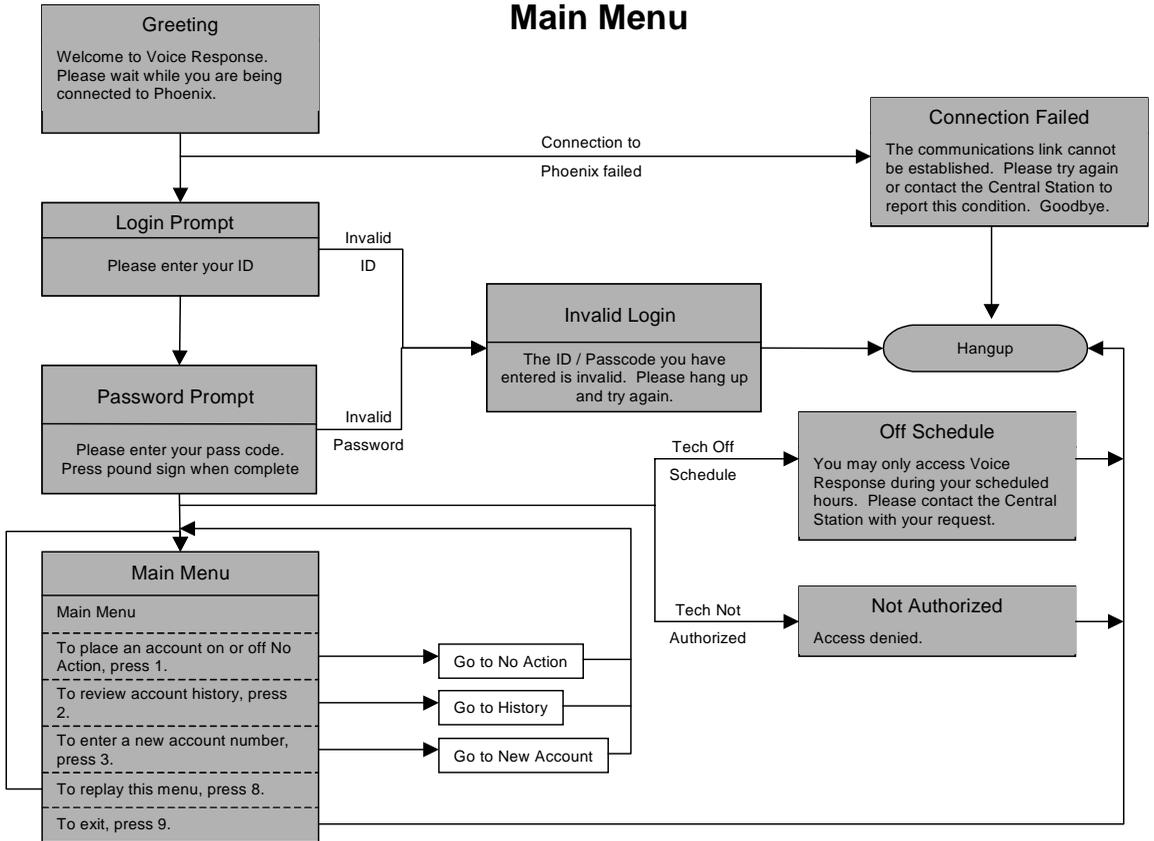
To enter alpha characters, use the keypad sequences as indicated in the following chart :

Letter	Sequence	Letter	Sequence
A	*2	P	*7
B	**2	Q	**7
C	***2	R	***7
D	*3	S	****7
E	**3	T	*8
F	***3	U	**8
G	*4	V	**8
H	**4	W	*9
I	***4	X	**9
J	*5	Y	***9
K	**5	Z	****9
L	***5	-	*1
M	*6	.	**1
N	**6	:	***1
O	***6		

4. For immediate hangup, always return to the main menu by pressing **9**, then press **9** again to hangup properly. When you hangup properly, Field Tech Access responds with “Goodbye.”

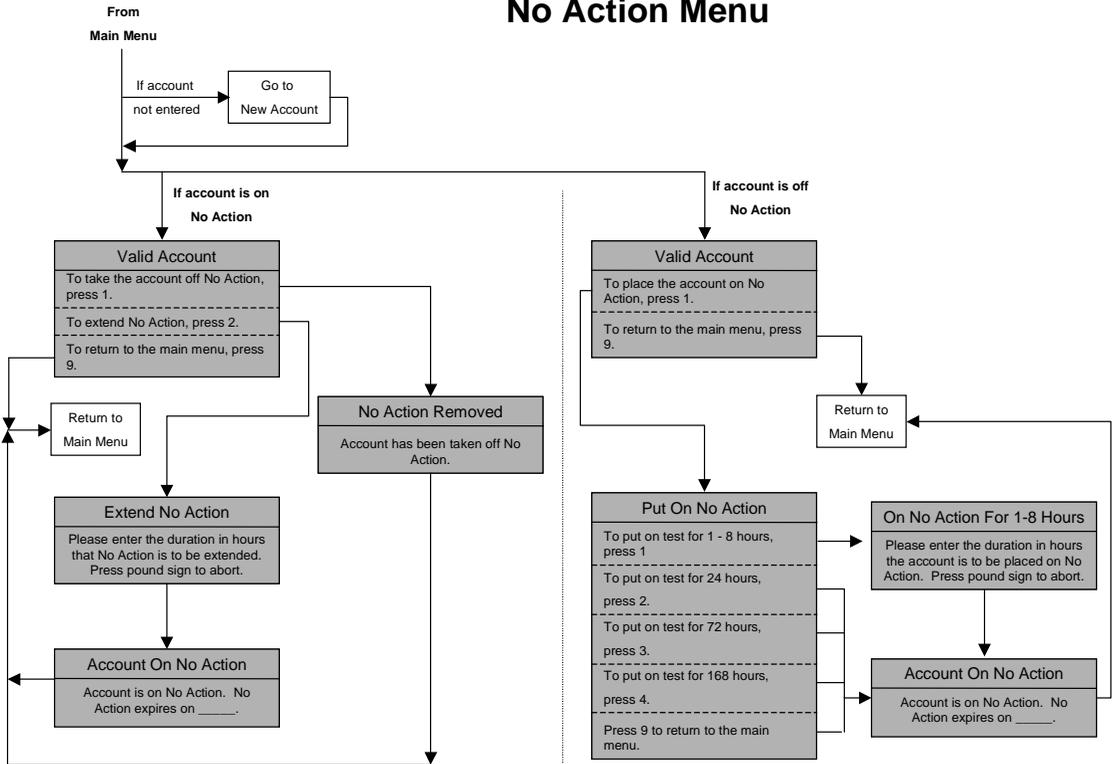


Main Menu



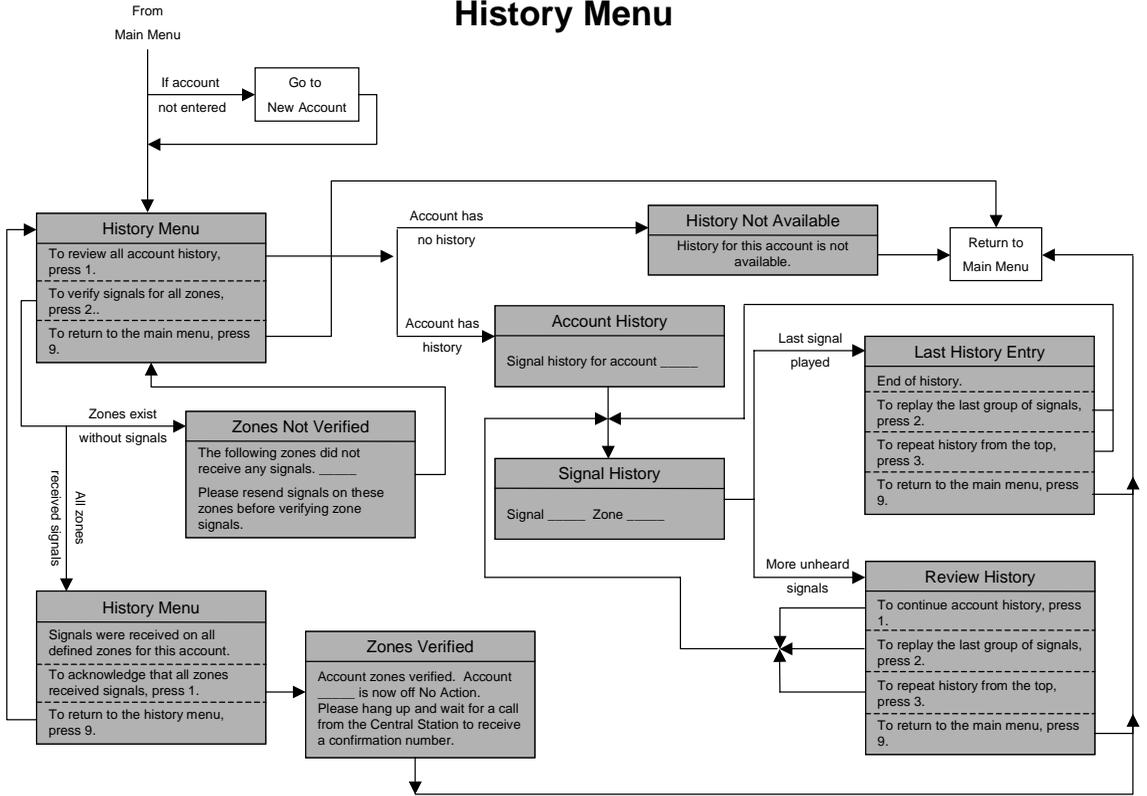


No Action Menu





History Menu





Changing INI parameters

The voice.ini file is found on the computer running the Voice Response System in the *drive:\Phoenix\profiles* folder.

Figure 7 Voice.ini File



```
File Edit Search Help
[COMMON]
APP_SERVER = ausphxd01
DEBUG_LEVELS = ERROR
LOG_FILE_MAX_SIZE = 1000000
LOG_FILE_MODE = a+
ApplicationProfile=C:\Phoenix\profiles\VoiceFiles.cfg

[INIT]
LANGUAGE = English-USA

[hardware]
nulinelines=4 // max allowed is 4 lines

[sounds]
directory=\Phoenix\Voice\New English
;directory=\Phoenix\Voice\English

[response]
rings=0 // number of rings before pickup
maxsilence=5 // max delay between caller inputs
maxretries=4 // max allowed caller retries each menu

[test]
stotesthours=2 // default test duration (hours)

[voicemail]
usevoicemail=1 // enable/disable voice mail
mailboxsize=5 // number of messages
mailmaxlength=120 // seconds
mailexpiration=7 // days

[Settings]
WindowPos=
[CONFIRMATION]
confirmsigtimeimit=48
createsignal=Yes
```



Introduction to Field Tech Access

Field Tech Access is an add-on option to the Phoenix system that enables technicians to maintain and test alarm panels without assistance from personnel at the monitoring center. Using a standard touch-tone phone, technicians may place a transmitter on “no action”. All signals continue to be received and logged into the monitoring system’s database; however, no alarm condition is created. At any time, the technician may also review the signal history of the transmitter.

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Expiration Date/Time	/ / : :
Select Begin Date/Time	/ / : :
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Replication Schedule	
Status Date/Time	/ / : :
Status Code	
DBA Filename	
Last Modification Date/Time	03/01/2002 00:00:00
Last Modification ID	phoenix

- a. In the **Remote Group ID** field, enter a unique code that identifies the Remote record.



- b. In the **Description** field, enter any additional information that helps identify the record.
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- e. In the **Select Begin Date/Time** field, leave this field blank. It is not used for Voice Response.
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Transmitter ID	-1
Zone ID	-1
Signal ID	-1
Delete Log Flag	<input type="checkbox"/>
Description	reporting group for South Central
Last Modified Date/Time	03/01/2002 00:00:00
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Time Zone*	CST-6GMT
Savings Time	<input type="checkbox"/>
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Holiday Schedule ID	
Seasonal Schedule ID	34
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Last Modification Date/Time~	04/19/2000 10:23:26
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User ID	42
Login ID	8
User Name	Mike Barnes
Password	password
Access Control ID	3
Title	
Remote Group ID	VRS
Authorization Level	5
On-Site Flag	n
Preference Flag	n
Effective Date/Time	06/01/2002 00:00:00
Expiration Date/Time	/ / : :
Password Expiration	/ / : :
Notes	
Last Modification Date/Time	07/16/2002 10:03:51
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- a. In the **User ID** field, enter a unique number to identify the User.
- b. In the **Login ID** field, enter a number that the technician will use on the telephone keypad to login to Phoenix. Use a single digit number if possible to make it easier.
- c. In the **Password** field, enter the word “**password**”.
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- e. In the **Remote Group ID** field, enter the value you entered in the Remote Group ID field of the Group record you created in Step 1.
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User Guide

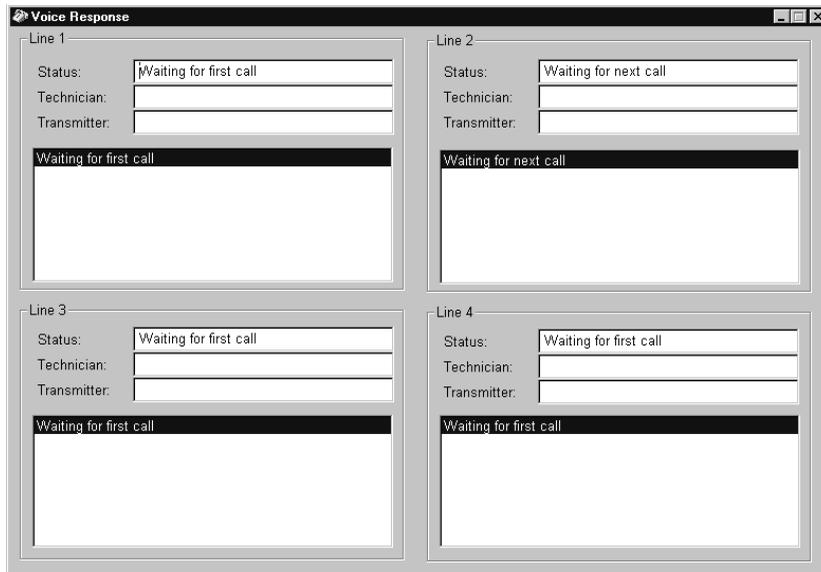
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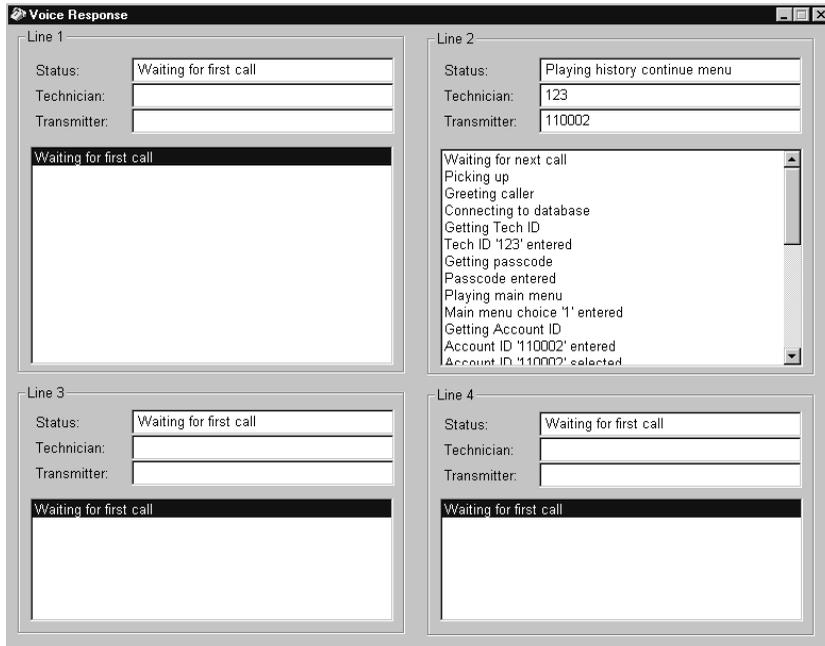
Figure 5 *Field Tech Access Window*





2. When a technician dials into Field Tech Access, the window pane for the appropriate phone line records each action taken, as shown in Figure 6

Figure 6 *Field Tech Access Window with a Tech Call in*



Dialing into Field Tech Access as a Technician

1. On any touch-tone phone, dial the Voice Response phone number.
2. At the voice prompt, enter your Phoenix User ID and Password.
3. Follow the voice prompts and press the appropriate keys on the phone keypad. See Figures 7-10 for a flowchart of the voice prompts.



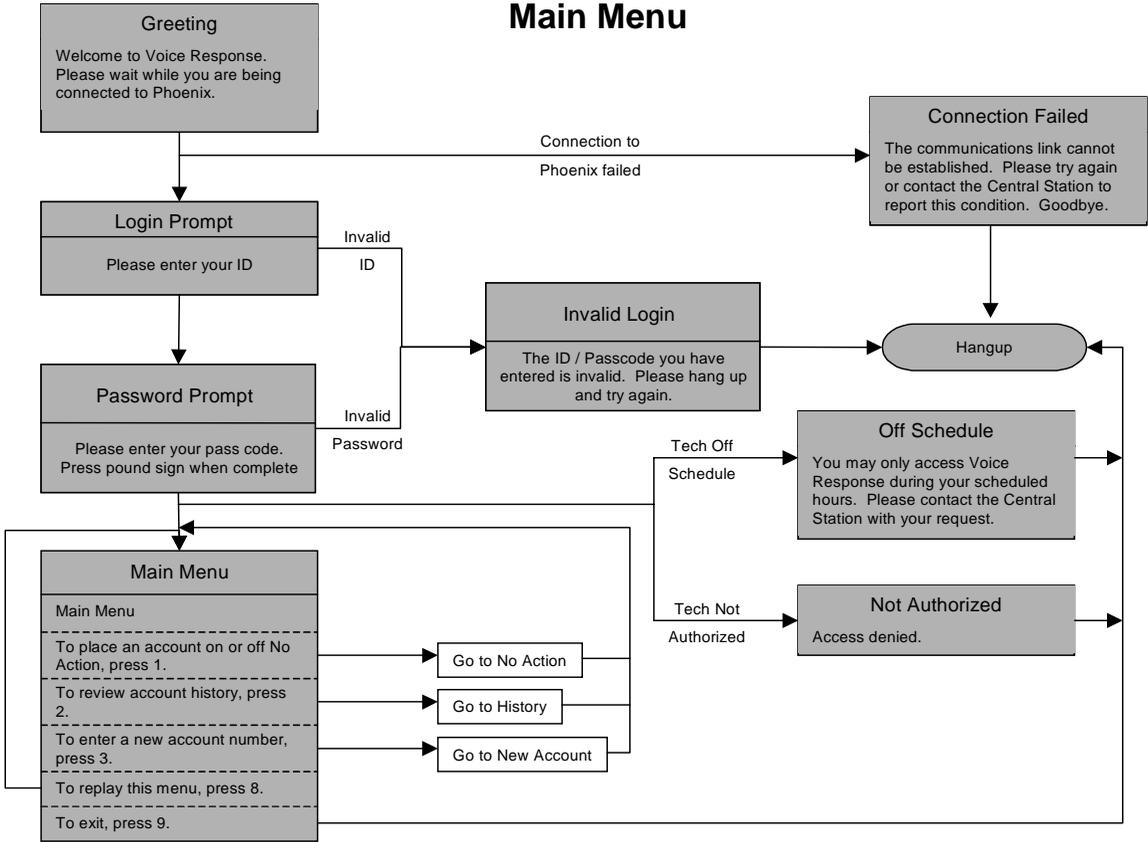
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F	***3	U	**8
G	*4	V	**8
H	**4	W	*9
I	***4	X	**9
J	*5	Y	***9
K	**5	Z	****9
L	***5	-	*1
M	*6	.	**1
N	**6	:	***1
O	***6		

4. For immediate hangup, always return to the main menu by pressing **9**, then press **9** again to hangup properly. When you hangup properly, Field Tech Access responds with “Goodbye.”

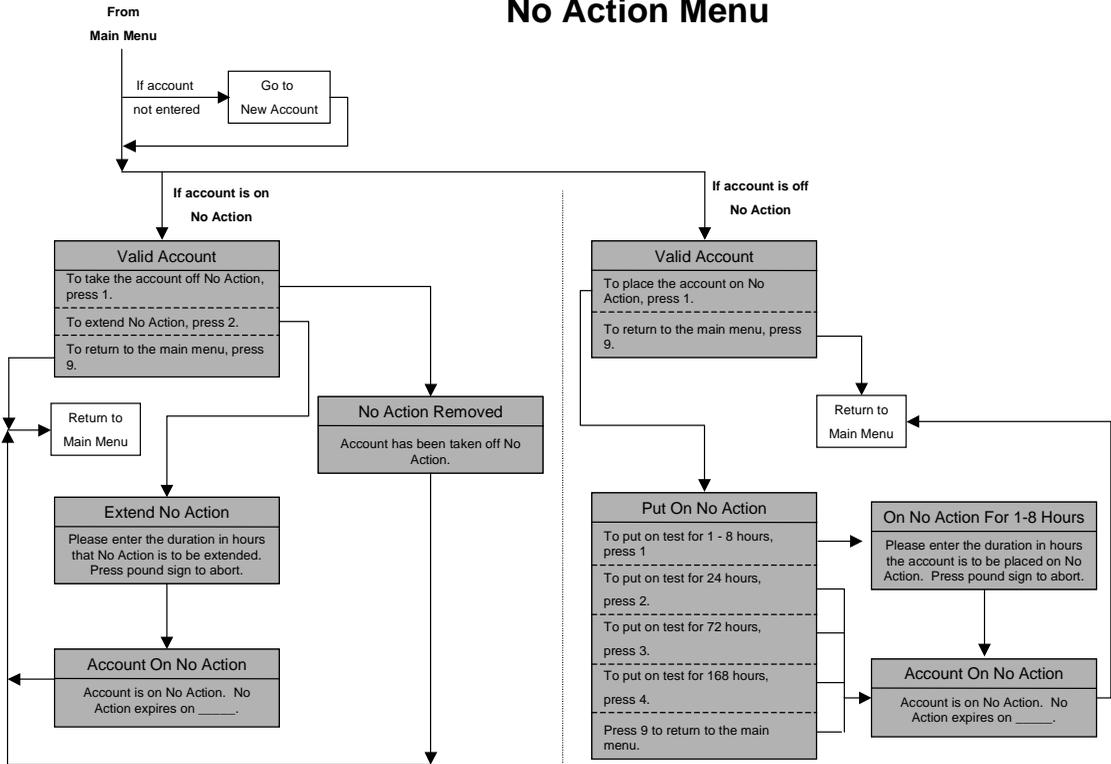


Main Menu



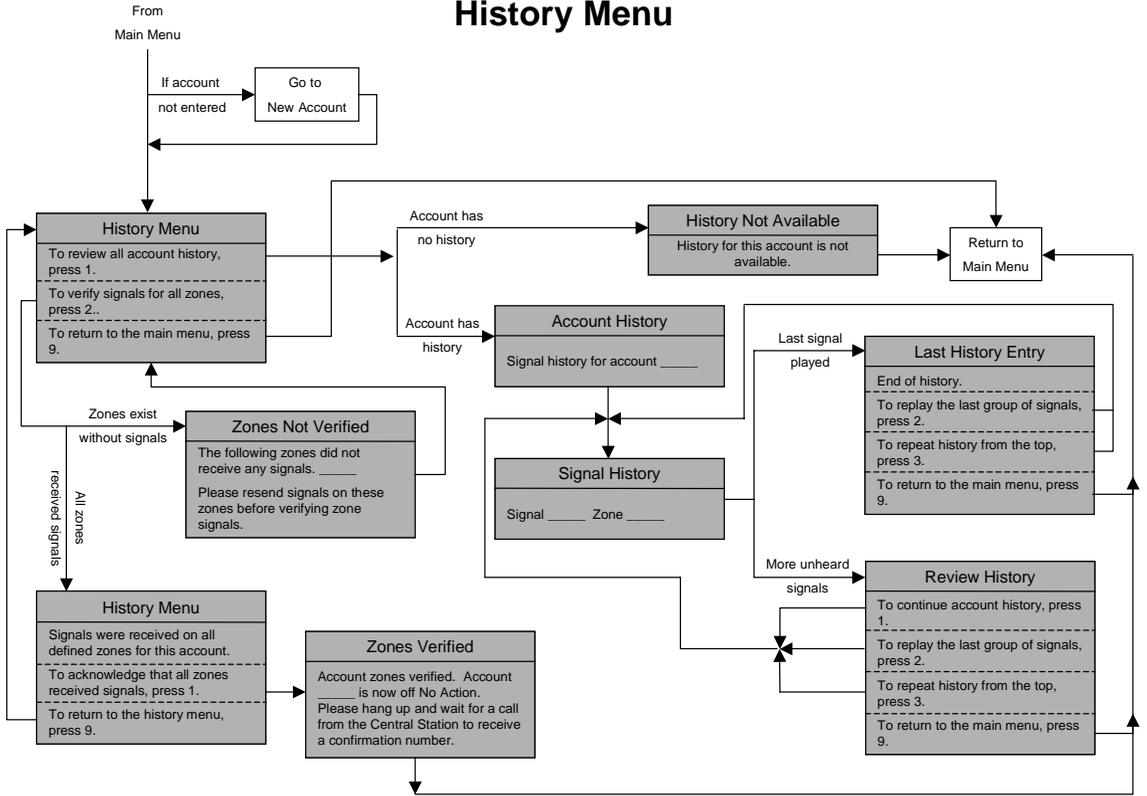


No Action Menu



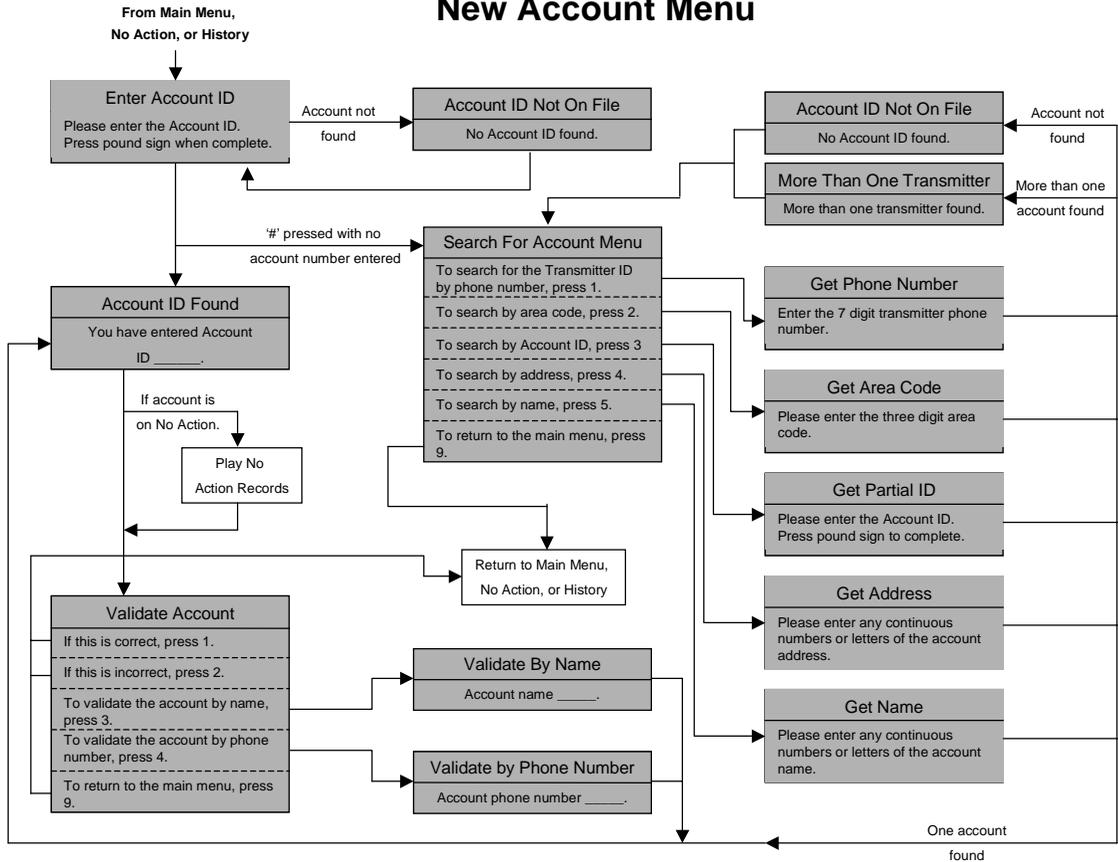


History Menu





New Account Menu





Changing INI parameters

The voice.ini file is found on the computer running the Voice Response System in the *drive:\Phoenix\profiles* folder.

Figure 7 Voice.ini File



```
File Edit Search Help
Voice.ini Notepad
[COMMON]
APP_SERVER = ausphxd01
DEBUG_LEVELS = ERROR
LOG_FILE_MAX_SIZE = 1000000
LOG_FILE_MODE = a+
ApplicationProfile=C:\Phoenix\profiles\VoiceFiles.cfg

[INIT]
LANGUAGE = English-USA

[hardware]
nulinelines=4 // max allowed is 4 lines

[sounds]
directory=\Phoenix\Voice\New English
;directory=\Phoenix\Voice\English

[response]
rings=0 // number of rings before pickup
maxsilence=5 // max delay between caller inputs
maxretries=4 // max allowed caller retries each menu

[test]
stotesthours=2 // default test duration (hours)

[voicemail]
usevoicemail=1 // enable/disable voice mail
mailboxsize=5 // number of messages
mailmaxlength=120 // seconds
mailexpiration=7 // days

[Settings]
WindowPos=
[CONFIRMATION]
confirmsigtimeimit=48
createsignal=Yes
```