

2011

This guide will help in the understanding of the Phoenix Alarm Automation Software from an operators view.

X.4.2.0



Revision: April 30, 2012

©2012 BY ABM ALL RIGHTS RESERVED

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

ALL RIGHTS RESERVED. NO PART OF THIS PUBLICATION MAY BE REPRODUCED BY ANY MEANS WITHOUT WRITTEN PERMISSION FROM ABM. THE INFORMATION IN THIS PUBLICATION IS BELIEVED TO BE ACCURATE IN ALL RESPECTS. HOWEVER, ABM CANNOT ASSUME RESPONSIBILITY FOR ANY CONSEQUENCES RESULTING FROM THE USE THEREOF. THE INFORMATION CONTAINED HEREIN IS SUBJECT TO CHANGE WITHOUT NOTICE. REVISIONS OR NEW EDITIONS TO THIS PUBLICATION MAY BE ISSUED TO INCORPORATE SUCH CHANGES

Table of Contents

ТАВ	BLE OF CONTENTS	3					
но\	W TO CONTACT ABM DATA SYSTEMS	19					
С	CORRESPONDENCE AND BILLING ADDRESS						
S	SALES						
Т	ECHNICAL SUPPORT	19					
I.	PHOENIX FLEXIBILITY	20					
II.	LOGGING IN TO PHOENIX APPLICATIONS	20					
Δ	Το μεε Ρησενίχ	20					
	1 Log into a Phoenix Application	20					
	2 Browser Login	20					
	3 Multinle Annlication Login	20					
	4 Login Id	20					
в		20					
D	1 Onen Phoeniv	21					
	 Open / Noenix	21					
	2 Dassword	21					
	J. Fussword	21 21					
	4. Flist tille logging mi	21 21					
c							
C	PHOENIX APPLICATIONS Decenix Eive main applications in Phoenix	21					
	Five multi-upplications in Prioenix Application Manus	۲2					
	2. Application menus and technic	22					
	a) Phoenix menus and toolbars						
	c) Tooltins						
	d) Shortcut Kevs						
III.	ALARM PROCESSING	23					
Δ	THE ALARM PROCESSING SCREEN	23					
R	NOTES & SVETEM MESSAGES	23					
C C	CEDVED TIME	25 2/					
		24 24					
U	1 Tupos of Massagas	24 21					
	a) Telephone Icon	24 24					
	h) Mail Slot Icon						
F	MENUS TOOLBARS AND SHORTCUT KEYS	24					
	1 Toolhars and Shortcut Keys	24					
	 Poologis and shorteut Reys Menus 	25					
	 Involut List of Menu Toolhar & Shortcut Keys 	25					
	a) File Menu	25					
	b) Activity Menu						
	c) View Menu						
	d) Messages Menu						
	e) Event Menu						
	f) Data Entry						
	g) Search						
	h) Browser						
	i) Window						
	J) Help						
	Kj VVIZaru IVIENU						

	I) Alarm Processing Shortcut Keys	28
IV.	ALARM PROCESSING SCREEN WITH AN EVENT SELECTED	29
Α.	EVENT LOCATION INFORMATION	30
1.	. Transmitter	
	a) Transmitter ID	
	b) Transmitter Name	
	c) Address fields	
	d) City	
	e) State	
	a) Time Zone	
	h) Status (open or closed)	
	i) Line Security	
	j) CS Key Holder	
В.	SIGNAL / EVENT INFORMATION	31
1.	. Signal / Event Area	
	a) SigType	
	b) Signal ID	31
2.	2. Zone Information	31
	a) Zone	
	b) Zone Status	
2	C) Related Into	
3.	Event Create	
4. C		
L. 1		
1.		
2.	. Ofgunizution	
Л	Cito	
4. D	SIGNAL DIGULAY	
D. 1	2000 ΙD	
2.	Sianal ID	
2.	Transmitter's Date/Time	
J. 1	Driority	
	line	
5.	Status Elaa	
F U.	Signal Pod-lid Menil	
L. 1	Signal Detail	
2	7 one Detail	
	All Zones Detail:	33
4	Process Sianal	33
.5	Display Video:	
F.	INSTRUCTIONS	
G.	Contact List	
H.	Action Display	
1.	. Record detail for Action record	
	a) Action Detail	
2.	Action Record Sections	35
	a) Begin Date / Time:	35
	b) Login ID:	35
	c) Phone Number:	
	d) Notes:	
V. P	ROCESSING AN EVENT	35
	4	

A		Pr	ROCESS	NG AN EVENT	.35
Β.		Qı	UICK RI	FERENCE – STEP-BY-STEP	.36
	1.		Auto	-Select	.36
		a)	lf /	Auto-Select is on	. 36
		b)	lf /	Auto-Select is off	. 36
	2.		Steps	to Process an Event	.36
		a)	Se	ect Event	. 36
		b)	Re	ad Event Notes	. 36
		c)	Ca	Il Contacts	. 36
			(1)	Double-click on the first Call Class	. 36
			(2)	Communication Methods	. 36
			(3)	Call Response area	. 36
			(4)	Instruction area	. 37
			(5)	Type a comment	. 37
			(6)	Contact Identity	. 37
			(7)	Close the Call Processing dialog box	. 37
			(8)	Repeat this process	. 37
		d)	Ev	ent Alerts	.37
		e)	Du	ring an Event	. 37
			(1)	Process a signal individually	. 37
			(2)	Record Details	. 38
			(3)	Add a Comment	. 38
			(4)	Verify a Password;	. 38
			(5)	Check record details for one Instruction;	. 38
			(6)	Check Permit Information	. 38
			(/)	Check Faise Alarm history	. 38
			(8)	Check Signal History	. 38
			(9)	Check Inventory records	. 38
			(10)	Print the Event Information	. 38
			(11)	Return the Event to Penaing	. 38 20
		ť)	(12)		. 38 20
		ן) מ)	Re Dr	SOIVE	. 38 20
		8)	(1)	If now Events are not presently available	0C.
			(1)	If you minimize Alarm Processing	20
			(~)		
VI.		SE	LECTI	NG AN EVENT TO PROCESS	.39
A		Aι	лома	TIC SELECTION	.39
	1.		As so	on as an operator logs into Alarm Processing,	.39
	2.		Whe	n no Event is open on the screen and an Event is generated	.39
	3.		To pr	event the next Event from automatically opening on the screen	.39
R		SF	IFCT F	/FNT	30
0.	1	5	Click	the SELECT EVENT tool	10
	1. 2		Click	an ana of the two entions:	.40 10
	Ζ.	-	CIICK	un une uj the two uptions	.40
		d) b)	Ch	xt Event from All Available Event	. 40
	2	D)	Cliate	Coloct	. 40
	3.	,			.40
		a)	1h (1)	e Available Events dialog box	. 40
			(1) (2)		. 40
			(2) (2)	Assigned User –	. 40
			(3) (4)		.40
			(4) (F)	Jigildi Ju	.41
			(5) (6)	Eveni Credle Dale/ IIme	.41
			(0) (7)	Transmitter Name	.41
			(/) (0)		.41
			(8)	Queue –	.41

	b)	Click on a line to coloct the desired Event	/1
	0)	Click on a firle to select the desired Event.	41
	C)	Click one of the three buttons.	41
		(1) OK button	41
		(2) Cancel	41
		(3) Refresh	41
C.	Re	FRESHING AN EVENT	41
1		Refresh Event	41
	a)	Refresh an Event	42
р	C/	NUMB THE CONTACTS ON THE CALL LIST	42
0.	Cr	To call a Contact:	12
1		To can a contact.	42
	a)	If the phone icon is not visible	42
	b)	Double-click on the phone icon;	42
	C)	Dial the phone number	42
2		Select option	42
	a)	Answered	43
	b)	No answer	43
	c)	Busy	43
	d)	Machine	43
3		Entering comments about the event	43
Δ		Viewing other areas	43
-	•		4J 42
5	•		43
6	•	Repeat	43
Ε.	CA	ALL PROCESS DIALOG BOX	43
1		Contact Name –	43
2		Number –	43
2	•	Call response -	12
5	\		43
	a)	Answered –	43
	(a	No Answer –	44
	C)	Busy –	44
	d)	Machine –	44
4		Restore to same position –	44
5		Others –	44
	a)	Notified the Contact –	44
	b)	Failed to Notify –	44
6		Comments	44
Ū	۵۱	Operator Comment -	лл
	h)	Standard Commente _	11
-	, ,,	Standard Comments -	44
/	• 、	Button Definitions:	44
	a)		44
	b)	Call on hold –	44
	c)	Log Comment –	45
	d)	Send –	45
	e)	Cancel –	45
	f)	ОК –	45
F.	Ve	ERIFYING PASSWORDS	45
.1		When an Event is being processed	45
-	اد	Verification Request Box	45
	h)	Do one of the following [.]	45
	5)	(1) If Password correct	75 76
		(1) If Decourd incorrect	40 16
	~	(2) II rdsswulu IIILUITELL	40
-	C)		40
2	•	ivianually verifying Passwora	46
	a)	Verifying Password:	46
		(1) Verification dialog box	46
		(2) Password Field	46
	b)	Do one of the following:	46

(1) Enter password	
(2) Show Passwords	
c) Valid Password	
d) Invalid Password	
e) Continue processing Event	
G. RECORDING ACTIONS TAKEN	47
1. Add comment	47
a) To Add a Comment:	
(1) ADD Action Tool	
(2) Event ID field	
(a) In the Operator Comment field	
(4) Click Log Comment	
(5) When Done	48
H PROCESSING AN INDIVIDUAL SIGNAL	48
1 Brocoss Cignal	40
1. Process Signul	
a) Process an individual Signal	
(1) Processing	
(2) Closing Event	
(3) Signal Dialog Box	
(4) Close Button	
I. PUTTING AN EVENT IN WAIT	49
1. Close Event	49
a) Placing Event on Hold	
b) Place an Event in Wait:	50
J. RETURNING AN EVENT TO PENDING	50
1. Close Event	50
a) To Return an Event to Pending:	
K. RESOLVING AN EVENT	
1 Close Event	51
a) Recolve an Event:	51
	51
1 Beenen Fuent	
1. Reopen Event	
a) Reopen Event	
M. CLEARING THE PENDING QUEUE	53
1. Clear Pending	53
a) Open Clear Pending:	53
b) In the Clear Pending Events Box	53
(1) Hierarchy:	53
(2) Criteria:	53
(3) Location:	53
c) The CLEAR PENDING EVENTS dialog box,	53
(1) Event ID –	54
(2) Assign User –	54
(3) Priority –	54
(4) Signal ID –	54
(5) Event Create Date/Time –	54
(6) Transmitter ID –	54
(7) Queue –	54
(8) Three Action Buttons	54
d) Resolving Clear Pending Events	55
e) Completing Clear Pending	55
N. ACCESSING SUPPLEMENTARY INFORMATION	55
1. Detail Views	56
a) To see Detail:	
2. Field definitions for some of the tables:	56
a) Signal Table	

(1)	Identifier	56
(2)	Event ID	56
(3)	Signal ID	56
(4)	Transmitter ID	
(5)	Zone ID	
(6)	PIN	
(3)	Belated Info	
(8)	Area Partition	
(9)	Line	57
(10)	Packet String	57
(11)	Signal Create Date/Time	57
(12)	Transmitter's Date/Time	57
(13)	Receiver's Date	57
(14)	Receiver's Time	57
(15)	Priority	57
(16)	Sigcat	58
(17)	Sigcontrol	58
(18)	Collect Type	58
(19)	Receiver ID	58
(20)	Packet Type ID	58
(21)	Raw Dealer ID	58
(22)	Raw Organization ID	58
(23)	Raw Subscriber ID	58
(24)	Raw Site ID	58
(25)	Raw Transmitter ID	58
(26)	Raw Signal ID	58
(27)	Raw Zone ID	58
(28)	Dealer ID	58
(29)	Organization ID	59
(30)	Subscriber ID	59
(31)	Site ID	59
(32)	Originator	59
(33)	Sequence	59
(34)	Wait Originator	59
(35)	Trigger Date/Time	59
(36)	Decision Group	59
(37)	Restoral Status	59
(38)	Queue	59
(39)	Last Modification Date/Time	59
(40)	Last Modification ID	59
b) C	ontact Table	60
(1)	Identifier –	60
(2)	Name –	60
(3)	PIN –	60
(4)	Password –	60
(5)	Distress Password –	60
(6)	Usage Flag –	60
(7)	On Site Flag –	60
(8)	Notes –	60
(9)	Phone1_class –	60
(10)	Phone1_type –	61
(11)	Phone1 –	61
(12)	Phone1_priority –	61
(13)	Other Phone Classes	61
(14)	Email Address –	61
(15)	Radio Channel –	61
(16)	Open/Close Flag –	61
(17)	Open/Close Schedule ID –	61

		(18)	Seasonal Schedule ID –	. 61
		(19)	Holiday Schedule ID –	. 61
		(20)	Special Schedule ID –	. 62
		(21)	Temporary Flag –	. 62
		(22)	Time Zone –	. 62
		(23)	Savings Time –	. 62
		(24)	Address	. 62
		(25)	Last Modification Date/Time –	. 62
		(26)	Last Modification ID –	. 62
	c)	Act	ion	. 62
	,	(1)	Identifier	. 62
		(2)	Event ID –	. 62
		(3)	Contact Name –	. 62
		(4)	Notes –	. 62
		(5)	Begin Date/Time –	. 63
		(6)	End Date/Time –	.63
		(3)	Phone Number –	63
		(8)	login ID –	63
		(0)	Resolution ID –	63
		(3)	Last Modification Date/Time -	63
		(10)	Last Modification Date/ Time	. 03 62
~	l			.03
0.	IN:		ION DETAIL	.63
1.	•	Instru	ictions	.63
	a)	То	View all Instructions:	. 63
		(1)	Menu Bar	. 63
		(2)	View Instructions	. 63
		(3)	Close Instruction Window	. 63
	b)	То	see an Instruction Record:	. 65
		(1)	Call Class	. 65
		(2)	Instruction Fields	. 65
Ρ.	Re	VIEWIN	IG ALARM HISTORY	.67
1		False	Alarm	.67
	a)	То	View False Alarm History	. 67
	- 1	(1)	Click the False Alarm tool	. 67
		(2)	Summary Screen	. 67
		(3)	Data	. 67
		(4)	Click Detail to view	. 67
		(5)	Click OK to close	. 67
	h)	,e, Fal	se Alarm Detail	68
	~)	(1)	Resolution ID –	68
		(2)	False Alarm # -	68
		(2)	Description –	68
2		(J) Histo		68
2.		To	y	60
	a)	(1)	Click on the History tool	. 09
		(1)		. 69
		(2)	History Screen	. 69
		(3)	Action Log	. 69
	b)	Qu	ery other transmitters	. 69
		(1)	Time Range	. 69
-		(2)	I ransmitters	. 69
3.	•	Perm	it	.71
	a)	То	View Permit Information:	. 72
4		Inven	tory	.73
	a)	То	View Inventory Information	. 73
		(1)	Inventory Tool	. 73
		(2)	Review Information	. 73
		(3)	Close Record	. 73

5.	Attachı	ments	74
	a) To ac	ccess an Attachment:	75
	(1) At	ttachment Tool	75
	(2) Pa	ath	75
	(3) Se	elect	75
	(4) Cl	ick OK	75
	(5) Re	eview	75
	(6) Cl	ose	75
Q.	PUTTING A	Transmitter on No Action	.75
1.	No Acti	ion	.75
2	Attachi	ing α Νο Action to a Hierarchy Level	76
2.	Licina t	ha No Action Mizard	77
э.		ne No Action Wizuru	//
	a) topu	ut a Transmitter on No Action	77
	(1) NO	u Action Tool	77
	(2) HI	ierarchy neids	//
	(3) No	ame & Address 1	70
	(4) NO	ot in system	78
	(5) 51	gtype Field	78
	(6) U		/8
	D) 2 P	age of NA Wizaro	80
	(1) EV		80
	(2) St	art Over	80
	(3) Da	ate & Time Area	80
	(4) Au	uthorization Section	81
-	(5) Sa	ave Data	81
R.	SENDING A	Manual Signal	81
1.	Manua	l Signal	81
	a) To Se	end a Manual Signal:	81
	(1) M	Ianual Signal Tool	81
	(2) Tr	ansmitter field	81
	(3) Zo	one field	81
	(4) Lii	ne field	82
	(5) Pa	acket Type field	82
	(6) Si	gnal field	82
	(7) Re	eceiver Date field	82
	(8) Re	eceiver Time field	82
	(9) Us	ser ID field	82
	(10)	Assign to Operator field	82
	(11)	Message field	83
	(12)	Send Signal	83
S.	USING THE	Reminder Wizard	83
1.	Remina	ler	.83
	a) To Cr	reate a Reminder Record:	. 83
	, (1) Cl	ick on the Reminder tool	. 83
	(2) ID	8 Transmitter Tab	. 83
	(3) Da	ate/Time tab	. 84
	(4) Ot	ther tab	. 85
Т.	ENABLING/	Refreshing an Operator's Preferences	.85
1	Fnahlin	n Preferences	85
1.		nahle/Dicahle Preferences:	85
	aj IUEI (1\ ^I	lanc, bisanc rielelelles	03 22
	h) Pofre	n Evenis available	22
	(1) Telle	a Rafrach Drefarences	86
			00
0.		Y OUT WITHOUT CLUSING ALARIVI FRUCESSING	00
1.	Log In		80
2.	Log Ou	τ	86

		a)	To Log Out of Phoenix:	87
			(1) Log Out tool	87
			(2) Log Out Options	87
v		ΡR		87
۷.		1 11		07
	1.		Print Options	88
		a)	Rows & Columns Tab	88
		b)	Format Tab	88
			(1) Column format	88
			(2) Block format	88
			(3) Frame Table:	89
			(a) Alignment	20
			(4) Augminent	09
		、	(5) Grid Lines:	89
		C)	Font Tab	89
	2.		Print Preview	89
		a)	To Delete one or several Print Preview reports:	90
			(1) Open Print Preview	90
			(2) Print Selection	90
			(3) Delete	91
			(d) Select the file(s)	Q1
			(4) Select the file(3)	91
		. 、	(5) Click Delete	91
		b)	To delete all reports in the Print folder:	91
			(1) Open Print Preview	91
			(2) Print Selection	91
			(3) Purge	92
			(4) Acknowledge window	92
			(5) Completed	92
	3		Page Set-un	92
	J.			
	4.		Print	93
		a)	Reprinting	93
W	'.		Sending Messages	93
	1.		Send Message	93
		a)	Send Message To	93
		ω,	(1) Groups	01
				94
		L- \	(2) Individuals	94
		D)	Severity	94
		C)	Update	94
		d)	Confirm Delivery?	94
		e)	Message	94
		f)	Standard Messages	94
		g)	Send	94
		0.		
VII.		CF	HANGING THE SCREEN APPEARANCE	95
		_	_	
Α.		Cι	USTOMIZING THE TOOLBAR	95
	1.		Toolbar	95
		a)	To customize the Toolbar:	95
		'	(1) Toolbar	95
			(2) Toolbar Configuration Window	95
	h		(2) Torsia comparation window	55
	۷.		ruming the status bar Un/UJJ	96
		a)	Status bar	96
			(1) Status Bar	96
			(2) Difference between On/Off	96
В.		CL	LOSING THE ALARM PROCESSING APPLICATION	97
	1		3 Ways to Close	97
	4.	21	Eilo Monu	·
		d)		97
		D)	X ICON BOX	97
		c)	Log Out Arrow	97

VIII.	BROWSER	98
Α.	Menus, Toolbars, and Shortcut Keys	98
1.	Menus	98
2.	Toolbar	99
3.	Menu Tables	
0.	a) File Menu Table	
	b) View Menu Table	
	c) Window Menu Table	
	d) Help Menu Table	
B.	Using the Event Traffic Indicators	
C C		101
0.	Onen Oueue	102
1.		102
	(1) Oueue Tools	102
	(1) <u>decee roos</u>	
2	Ston Refresh	102
	a) To Stop Refresh	102
	(1) Tool	102
	(1) Scroll	102
	(3) Restart	
3.	Active Event Queue	
5.	a) Event ID	103
	b) Signal ID	
	c) Transmitter ID	
	d) Name	
	e) Zone ID	
	f) Sigtype Class	103
	g) Event Create Date/Time	
	h) Transmitter Date/Time	103
	i) Assigned User	
4.	Pending Event Queue	103
	a) Event ID	
	b) Event Create Date/Time	
	c) Transmitter Date/Time	
	d) Sigtype Class	
	e) Zone ID	
	f) Signal ID	
	g) Transmitter ID	
	h) Assigned User	
5.	Waiting Event Queue	104
	a) Event ID	
	b) Event Create Date/Time	
	c) Transmitter Date/Time	
	d) Sigtype Class	
	e) Zone ID	
	1) Signal ID	
	b) Accigned Licer	105
E	Fuent Grand Queue	105
0.	a) Identifier	105
	a) iuciliiici h) Transmitter Date/Time	105
	c) Signal Create Date/Time	105
	d) Priority	105
	e) Signal ID	105
	f) Zone ID.	106
	g) Transmitter ID	

	b)	Event ID	106
	- "	Maiting Signal Quana	100
	/. 		
	a)	Identifier	
	b)) Iransmitter Date/Time	
	c)	Signal Create Date/Time	
	d)) Priority	
	e)) Signal ID	
	f)	Zone ID	
	g)	Transmitter ID	
	h)) Event ID	
	8.	History Signal Queue	
	a)	Identifier	
	b)) Transmitter Date/Time	
	c)	Signal Create Date/Time	
	d)) Priority	
	e)) Signal ID	
	f)	Zone ID	
	g)	Transmitter ID	
	h)) Event ID	
	9.	Close Queue	
	a)	To Close a Queue:	
D.	v	IEWING RECORD DETAIL FOR EVENTS	DR SIGNALS
	1	To See Detail:	108
	1. ว	Field definitions for Cinnel and	100 100
	Ζ. 、	Field definitions for Signal and	Event records:
	a)	Signal Table	
		(1) Identifier	
		(2) Event ID	
		(3) Signal ID	
		(4) Transmitter ID	
		(5) PIN	
		(6) Related Info	
		(7) Area Partition	
		(8) Line	
		(9) Packet String	
		(10) Signal Create Date/Time	
		(11) Transmitter Date/Time	
		(12) Receiver Date	
		(13) Receiver Time	
		(14) Priority	
		(15) Sigcat	
		(16) Sigcontrol	
		(17) Collect Type	
		(18) Receiver ID	
		(19) Packet Type ID	
		(20) Raw Dealer ID	
		(21) Raw Organization ID	
		(22) Raw Subscriber ID	
		(23) Raw Site ID	
		(24) Raw Transmitter ID	
		(25) Raw Signal ID	
		(26) Raw Zone ID	
		(27) Dealer ID	
		(28) Organization ID	
		(29) Subscriber ID	
		(30) Site ID	
		(31) Originator	
		(32) Sequence	111
		(, coque.loc	111

	(33)	Wait Originator	
	(34)	Trigger Date/Time	111
	(35)	Decision Group	111
	(36)	Restoral Status	111
	(37)	Queue	111
	(38)	Last Modification Date/Time	111
	(39)	Last Modification ID	111
	b) Ev	/ent Table	112
	(1)	Event ID	112
	(2)	Signal ID	112
	(3)	Transmitter ID	112
	(4)	Zone ID	112
	(5)	Processed Status	112
	(6)	Incident Event Flag	
	(7)	Priority	
	(8)	Sigcat ID	
	(9)	Sigtype Class	
	(10)	Event Create Date/Time	
	(11)	Transmitter Date/Time	
	(12)	Dealer ID	
	(13)	Organization ID	113
	(14)		113
	(15)	Sile ID	113
	(10)	Assign Date/Time	113
	(17)	Assigned User	
	(10)	Resolution User	
	(20)	Resolution ID	
	(20)	Trigger Date/Time	113
	(22)		113
	(23)	Last Modification Date/Time	
	(24)	Last Modification ID	
F.	SENDING	S MESSAGES	
1	Send	1 Messane	114
1.	a) Se	and Message To	114
	(1)	Groups	
	(2)	Individuals	
	(3)	Severity	
	(4)	Update	
	(5)	Response Required	
	(6)	Message	115
	(7)	Standard Messages	115
F.	PRINTIN	g Browser Information	115
1.	Prin	t Options	
	a) R	ows & Columns Tab	
	b) Fo	prmat Tab	
	(1)	Column format	
	(2)	Block format	
	(3)	Frame Table	
	(4)	Alignment	116
	(5)	Grid Lines	
	c) Fo	ont Tab	
2.	Prin	t Preview	117
	a) To	o delete one or several Print Preview reports:	117
	(1)	Open Print Preview	117
	(2)	On the File menu, choose Delete	117
	(3)	Select the file(s) you want to delete	117

		(4) Click Delete	117
		b) To delete all reports in the Print folder:	118
		(1) Open Print Preview	118
		(2) On the File menu, click Purge	118
		(3) Delete	118
	3.	Page Set-up	
	л	Drint	118
	4.	a) Reprinting	
G			110
С.	1	Changing the Appearance of the Screen	
	1.	Customizing the Queue Layout	
н.			
	1.	. Toolbar	119
		a) To customize the Toolbar:	120
	2.	. Turning the Status Bar On/Off	120
		a) Status bar	120
	З.	Arranging Windows	120
		a) Tile	120
	4.	Closing the Browser Application	120
		a) Exit	120
IX.	SE	EARCH	121
Α.		MENUS AND TOOLBARS	
		a) Eile Menu	
		b) Table Menu	
		c) Edit Menu	
		d) Search Menu	
		e) Alarm Processing	
		f) Data Entry	
		g) Browser	
		h) Window Menu	
		i) Help	
	2	Search Toolhar	123
R		DEFINING SEARCH TABLES	124
с. С			124
C.	1	JEANCHING A TABLE	124
	1.	a) Click the Cruze Transition	124
		a) Click the Select TABLE tool	
		D) SEARCH URITERIA TIEIOS	
~		c) Start Search	
D.		USING THE RESULTS OF THE SEARCH	125
E.		VIEWING RECORD DETAIL	125
F.		COPYING RECORD DATA TO THE CLIPBOARD	126
	1.	. To Copy Data in one column of a record:	126
G.		GOING TO RELATED INFO FOR A SEARCH RECORD	126
Н.		Options When Searching	127
	1.	Add –	
	2	Narrow –	127
	2	Renlace –	127
	כ. ⊿	Discard _	/ 21 177
	4.		12/
١.			128
	1.	Print Options	128
		a) Rows & Columns Tab	
		b) Format lab	
		(1) Format	
		(2) Frame Table:	
		(3) Alignment:	129

		(4) Grid Lines:	129
	c)	Font Tab	129
	2 °,	Drint Draview	120
-	<u>د.</u> ۱	To delate and ar soveral Drint Provide reports:	120
	a) b)	To delete all reports in the Brint folder:	120
	, UJ 2		150
-	⊃. ⊿	Puye Set-up	151
4	4. 、	Print	131
	a)	Reprinting	131
X.	REPO	ORTING SYSTEM	132
۸	C	ANNECTING AND LOCGING IN TO DEPORTING	127
А.	1 U	UNNECTING AND LOGGING IN TO REPORTING.	122
-	1. 	To connect and Login to Reporting	132
	d) b)	Addross Par	122
) (U	Aduless Bal	122
р	() ()	PHOENIX REPORTING LOGIT	122
р.	ے ر م		155
-	1. •	Reports	133
	2.	Print Jobs	133
-	3.	Administration	133
С.	CI	HOOSING A REPORT	133
D.	G	enerating a Report	134
	1.	To run a Report:	134
	a)	Reports menu	134
	b)	Selecting Report	134
	c)	Entry Form	134
	d)) Submit	134
	e)	Status	134
	f)	Open Report	134
-	2.	Defining Report Criteria	134
	a)	Criteria Fields	134
	b)	Must Enter Fields	134
	c)	Values	134
		(1) Criteria Fields	134
		(2) Email Report To Field	134
	d)	(A) Device of Device	135
		(1) Kanges of Records	135
	2	(2) Offestificied Records	135
-	5 .	Filling Oul Entry Form	135
	d) b)	Subtitle Field	135
) (U	Boing/End Dates	125
	(J	Beilig/Eliu Dates	126
	(م	Signal Category Field	130
	ر C) f)	Signal Type Field	136
	σ)	Signal Class Field	136
	h)	Other Criteria Field	136
	i)	Sort and Page Break By Options	136
	i)	Order by Transmitter	137
	k)	Format for Mailing Options	137
))	Comments	137
		(1) Include Action Comments	137
		(2) With System Comments	137
	m) Email Report to Field	137
	n)	Assign Ownership Field	137
	o)) Run Report	138
Ε.	Se	etting Up Recurring Reports	138

1. To set up a Recurrina Report:	
a) Entry Form	
b) Recurring Report Setup Box	
(1) None –	
(2) Weekly –	
(3) Calendar –	
(4) On Demand –	
2. To Start Recurring Reports:	
F. CHECKING THE STATUS OF A SUBMITTED REPORT	139
1. Print Jobs	
a) Print Job Listing	
b) Print Job Detail	
(1) Job Information	
(2) Refresh	
(3) Status	
(4) Print	
(5) Open Report	
G. DELETING REPORTS	141
1. Delete One Report:	141
a) Choose the Print Jobs menu	
b) Choose Print Jobs Listing	
c) Select Report	
d) Delete	
2. Delete Multiple Reports	142
a) Choose the Print Jobs menu	
b) Choose Print Jobs Listing	
c) Select Reports	
d) Delete	142
3. Print Job Detail Deleting	142
H. PROCESS TABLE	143
a) Process ID	
b) Process Type	
c) Recurring Schedule ID	
d) Schedule Type	
(1) Weekly	
(2) Calendar	
(3) On Demand	
e) Started By	
T) Start Date/Time	
 g) Report Description b) Command Line 	
i) Current Bath	
i) Output Filename	
 b) Status ID – 	144 1/1/
(1) 0=starting –	144 144
(2) 1=Start Failure –	144 144
(2) 2=Started –	
(4) 3=initialized –	
(5) 4=Working –	
(6) 5=waiting –	
(7) 6=complete –	
(8) 7=aborted –	
(9) 8=stopped –	
I) Status Date/Time	
m) Status message	
n) Records processed	
o) Total records	

	p)	Owned by	
	q)	Host Process ID	
	r)	Host IP Address	
	s)	Last Modification Date/Time	
	t)	Last Modification ID	
١.	R	PORT SAMPLES	145
	1.	Activity Reports	
	a)	Event Report	
	b)	Fail to Test	
	c)	No Activity Report	
	, d)	No Action	
	e)	Not on File Report	
	f)	Open/Close Report	
	g)	Response Time Report	
	•	(1) Alarm Processing Fields Used in the Response Time Report	
		(2) Response Time Report Information	
		(3) Two Report Options	150
	h)	Selected Events Report	
	i)	Signal Report	
	j)	Time Frame Report	152
	k)	Traffic Control Report	152
	I)	Daily Summary Report	153
	2.	Location Data Reports	
	a)	Dealer Summary Report	
	b)	Inventory Report	
	c)	Transmitter Report	155
	d)	Transmitter Detail Report	155
	e)	Transmitter Status Report	156
	f)	Transmitter Summary Report	156
	З.	Response Plan Data Reports	157
	a)	Contact Report	
	b)	Instruction Report	158
	c)	Passcard Report	158
	d)	Schedule Report	159
	e)	Temp Data Report	159
	4.	UL Reports	
	a)	Alarm Response Report	
	b)	Receiver Usage Report	
	c)	Selected Events Report	
	d)	Signal Report	
	e)	Transmitter Report	
	f)	Transmitter Usage Report	
XI.	NOT	ES	162

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: <u>sales@abmsystemsllc.com</u> World Wide Web Address: <u>www.abmsystemsllc.com</u>

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 Flexibility

Phoenix is a flexible system that may be adapted to meet the needs of each monitoring agent. Therefore, some information in this manual may be missing or different in your system. Users should understand that they may see some differences between their system and this manual. This manual addresses a standard installation; the majority of monitoring agents' systems will resemble this set up.

Caution—it is very important that users not attempt to customize Phoenix on their own. Most customizations are performed at the time of installation. ABM's Technical Support Department can assist with any later customizations. Any attempt to change parameters of the Phoenix system will most likely create system problems and could easily make the system unusable. This means:

- **Do not** attempt to change ANY profile (.ini file) for any reason.
- Do not attempt to change ANY environmental variables.
- Do not delete or modify the user 'phoenix'. This user is required by the system.

• **Never** delete a marker record (a record filled with -1s) from the system, even if it appears to not be in use. The system requires the marker record for a variety of operations, some of which you may not be aware.

Note—some features may not function as described. Check the Release Notes and/or README.txt file for possible changes to the system or manual.

II. Logging In to Phoenix Applications

A. To use Phoenix

1. Log into a Phoenix Application

You must open and login to an application using your personal Phoenix Login ID and Password. *See "Setting up Individual Users" in Data Entry User Guide.*

2. Browser Login

Browser opens without requiring you to log in and it does not use one of the Phoenix User Licenses.

3. Multiple Application Login

You may log into more than one application at the same time using one application (Data Entry, Alarm Processing or Search).

NOTE: Cannot use Browser for this since no login is required.

4. Login Id

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.

This progra	am is passv	rord protected	
Login ID:			
phoenix			
Password			
	Password:		
Change			

2. Login ID

If your Login ID is present in the Login ID

field, go to step 3. (In the **Login ID** field is the ID of the last person to login to the application on the workstation. The cursor is 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.

Change Password	
Current	
New Password:	
Confirm	
OK	Cancel

C. **Phoenix Applications**

1. Five main applications in Phoenix

- (a) Alarm Processing
- (b) Browser
- (c) Data Entry
- (d) Search
- (e) Reporting

2. Application Menus

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 fast ways to access often-used functions by clicking on the tool with the mouse.

c) Tooltips

Name the purpose of the Tool and often show shortcut keys. They display when you position the mouse over a Tool button, before you click.

d) Shortcut Keys

These are the fastest ways to access often-used functions by 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



III. Alarm Processing

Alarm processing allows you to process incoming signals. The Alarm Processing screen is built around an Event, which consists of one or more alarm signals for a transmitter that require action by an operator.

A. The Alarm Processing Screen

When you successfully login to Alarm Processing, Phoenix displays a screen with a Menu Bar, a Toolbar, the Server Time display, the Messenger phone and Mail Slot icons, and the Notes and System Messages fields.

Activity Wen Messages Evert Data Entry Search Browser Window Help Activity Wen Messages Evert Data Entry Search Browser Window Help Activity Wen Messages Evert In Processed Intervention Procesed Intervention Processed Intervention Processed Interve	Alarm Processing [phoentix		Ali	arm Processing Scr
Image: Second secon	Activity View Mess	ages Event DateEntry 1	earch Browser Window Help		
Image: Source of the second	131213	81 11-1 12/16 0	X (3		
erver Time N/22/2011 N-1927 Notes & System Messages 1117-35 An event in pending has not been processed.					
Averages Notes & System Messages 11117:35 An event in pending has not been processed.	+ X +				
111735 An event in pending has not been processed.	arver Time	Messages	Notes & System Messages		
1117:35 An event in pending has not been processed.	13/22/2011				
*	- in the second s		11117:35 An event in pending has	not been processed	2
*					
					- 10 M

B. Notes & System Messages

This scrollable area of the screen serves two purposes: a note field, and a message center. The top section comes from the Notes field in the Transmitter table; the bottom section contains system-generated messages broadcast by the Phoenix Messenger service. Operators are notified here when additional signals are received for an Event they own, whether it is on the screen, or in Pending, or Wait. See the following section on Messages for more information.

Notes and System messages Box

Notes & System Messages	
11:19:35 An event in rending has not been processed	-
TTTTO.33 All event in pending has not been processed.	<u> </u>

Helpful hint – normally two Messages are visible in this window; to see more than two use the arrows along the right side to scroll through them, or right click on the window to see all the Messages.

C. Server Time

Phoenix displays the current date and time of the phoenix computer (server) in this information block. This time may be different from an Event's transmitter time because of minor variations between clocks or it will be different if the transmitter is located in a different time zone.



Server Time Box

D. Messages

Messages are generated by Phoenix for a variety of reasons, such as a new Event is available for an operator currently not working on an Event or new information is received concerning an Event currently be worked by an operator.



Phone and Mail Slot Icons

1. Types of Messages

a) Telephone Icon

The telephone icon may display in different colors depending on the Priority of the primary signal's SigType (Priority numbers in the SigType records may need to be changed in Data Entry to take advantage of this feature).

b) Mail Slot Icon

The Mail Slot icon Flashes when you have a message waiting.

E. Menus, Toolbars, and Shortcut Keys

The commands in Alarm Processing are organized by menus; some options are present only under specific circumstances.

1. Toolbars and Shortcut Keys

Tools (buttons on the toolbar) and Shortcut keys provide quick access to many of the same commands available on the menus.



2. Menus



3. Layout List of Menu, Toolbar & Shortcut Keys

	a) File Menu		
Menu Choice	Menu Function Description	Tool	Shortcut
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.		
Page Setup	Change margins; define heading and footing, paper size and source, and page orientation.		
Print	You select the type of information you want to print, then the printer dialog box appears	4	
Login	Allows a user to receive Events. It works with the Log Out option to allow a change of users without exiting Alarm Processing	1	Ctrl+L
Logout	Disconnects a user from receiving Events. It works with the Log In option to allow a change of users without exiting Alarm Processing	K	Ctrl+O
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	Allows you to choose a language other than English and then terminates Alarm Processing so you can log back on with the selected language set		
Exit	Exits Alarm Processing. If you are the last person to logout, a logout password is needed.		

b) Activity Menu					
Menu Choice	Menu Function Description	Tool	Shortcut		
Select Event	 You can select an Event based on three different criteria: Next Event from the Pending Queue Choose [one specific] from all available Events Only [Events] for Operator ID (as defined in Preferences table) 		Ctrl+S		
Reopen Event	You can reopen an Event to print it, add Action comments, and change the Resolution ID.		Ctrl+U		
Close Event	 Use Close Event for three different functions: Resolve Event The Event is completely processed and requires no further action. Assign an appropriate Resolution ID. Return Event to Pending The Event requires immediate processing, most likely by another operator. Place Event in Wait The Event requires further processing, but a wait is required. Enter the number of minutes to wait. When those minutes expire, Phoenix returns the Event to the Pending Queue. 		Ctrl+E		
Refresh Event	Adds any new signals for the same transmitter to the current Event and displays them in the signal window. You cannot close an Event if there are outstanding signals for the Event.		Ctrl+F		
Process Signal	When more than one signal is posted to the Event, use this to individually process one signal.		Ctrl+G		
Comments	Opens the Comment Wizard to add notes to a transmitter without an Event being open. Notes can also be added when an Event is open.				
No Action	You can place the transmitter on No Action to temporarily prevent signals from generating Events.	X	Ctrl+N		
Special Schedule	You can set up a Special Schedule by opening the wizard and changing the schedule times. Authorization Levels apply to this wizard.		Ctrl+D		
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.	٩	Ctrl+K		
Manual Signal	Use the Manual Signal to send signals for any transmitter, zone, signal, etc. This option is especially useful for troubleshooting data entry.		Ctrl+M		
TempData Wizard	Use this wizard to temporarily change the contacts, instructions or notes on the transmitter to something different for a specific amount of time. Once the time is expired the original information will reappear.				
Service Ticket	Brings up the Service Ticket Wizard to enter in when service needs done on a particular transmitter.				
PBS Control Center	Not in use at this time. Will be used at a later date.				
Clear Pending	Allows the user with the Authorization Level to clear a group of Events without processing them based on selected criteria.		Ctrl+R		
Enable Preference	When checked, Preferences are active and if relevant Preference records exist, the Events the operator can process are suitably restricted. When not checked, all incoming Events are available to the operator for processing without restriction.				
Refresh Preference	Refreshes a user's Preferences, Events the user is allowed to process, to reflect newly added or changed Preference records.				

Activity Menu

	c) View Menu		
Menu Choice	Menu Function Description	Tool	Shortcut
Signal Detail	Displays the signal record.		Ctrl+W
Zone Detail	Displays the zone record.		Ctrl+B
All Zones Detail	Displays the zone record for every zone created for the transmitter.		Ctrl+J
Display Video	Displays video clips when using Video module		
Toolbar	You can define the size of the Toolbar buttons and show or hide		
	Tooltips and predefined groups of Tools.		
Status Bar	Toggles on/off the strip of information found at the bottom of the		
	Alarm Processing Screen that provides helpful information depending		
	on what you are doing.		

) Messages Menu

	d) Messages Menu		
Menu Choice	Menu Function Description	Tool	Shortcut
Retrieve Messages	Displays any waiting messages for that user that is logged into Alarm		
	Processing		

e) Event Menu						
Menu Choice	Menu Function Description	Tool	Shortcut			
Instructions	This feature opens a tabbed instruction dialog box for reviewing detailed Instruction information as it was created in Data Entry. Each tab contains information for on Instruction.		Ctrl+I			
False Alarm	This presents a history of False Alarms for the current Event's Transmitter. Detailed and summarized information by month year to date and last year counts and an option to Query for other zones for the same transmitter are available.		Ctrl+A			
Permit	This is a listing of Permit information as required by agencies such as police, fire, medical, etc.	*	Ctrl+P			
History	This is a listing of all signals logged to the transmitter includes an option for Action Log detail.		Ctrl+H			
Add Action	You can add comments to the Action Log, even if the event has been closed.	Þ	Ctrl+T			
Inventory	This option provides a listing of equipment associated with a hierarchy level.		Ctrl+Y			
Password	This provides a means of confirming a Contact's Password even if an Event is not active for the associated transmitter.					
Attachment	This feature allows you to access documents that were created in other applications and attached to one of the hierarchy levels.		Ctrl+A			

	f) Data Entry		
Menu Choice	Menu Function Description	Tool	Shortcut
Data Entry	Opens Data Entry if authorized and without requiring a password.		

	g) Search			
Menu Choice	Menu Function Description	Tool	Shortcut	
Search	Opens Search if authorized and without requiring a password.			
	h) Browser			
Menu Choice	Menu Function Description	Tool	Shortcut	
Browser	Opens Browser			

	i) Window		
Menu Choice	Menu Function Description	Tool	Shortcut
Cascade	Cascades all the windows that are open		

	j) Help		
Menu Choice	Menu Function Description	Tool	Shortcut
Keyboard	Pops up a window with a list showing Command, Short-cut Key, and		
	description		
About Alarm Processing	Shows what version of Phoenix Client that is running and UL/ULC		
	information		

	k) Wizard Menu		
Menu Choice	Menu Function Description	Tool	Shortcut
First Record	Moves to the first record in the current record set	K	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	M	Ctrl+L
Update	Saves changes made to the current record in the database	→	Ctrl+U
Add	Saves a new record in the table in the database	+	Ctrl+A
Delete	Deletes a record from a table in the database	X	Ctrl+D

l) Alarm Processing Shortcut Keys

Command	Description	Shortcut
Attachments	Open attachments for this Event	Ctrl+A
Zone Detail	Display Zone Detail	Ctrl+B
Сору	Copy the selection and put it on the Clipboard	Ctrl+C
		Ctrl+Insert
Special Schedule	Add Special Schedule	Ctrl+D
Close Event	Close processing for active event	Ctrl+E
Refresh Event	Refresh event with new information	Ctrl+F
Process Signal	Process signal as an event	Ctrl+G
History	Display signal history of this transmitter	Ctrl+H
Instructions	Display all possible instructions	Ctrl+I
All Zones Detail	Display detail for all zones for Customer	Ctrl+J
Reminder Wizard	Create or update a reminder	Ctrl+K
Log In	Log in to database	Ctrl+L
Manual Signal	Create manual signal	Ctrl+M
Message Icon	Acknowledge the blinking/beeping message icon	Alt+M
No Action	Take No Action with Event	Ctrl+N
Log Out	Log out of database	Ctrl+O
Permit	Display permits on record	Ctrl+P
	Not used	Ctrl+Q

Clearing Pending	Clear Pending Events	Ctrl+R
Select Event	Select event to process	Ctrl+S
Add Action	Add action comment to Event	Ctrl+T
Reopen Event	Reopen a closed event	Ctrl+U
Paste	Insert Clipboard contents	Ctrl+V
		Shift+Insert
Signal Detail	Show detail information for signal with focus	Ctrl+W
Cut	Cut the selection and put it on the Clipboard	Ctrl+X
		Shift+Delete
Inventory	Display inventory records	Ctrl+Y
Undo	Undo the last action	Ctrl+Z
		Alt+Back
Help	Display help for current task or command	F1
	Display help for clicked on buttons, menus and windows	Shift+F1
Next Pane	Switch to the next window pane	F6
Prev Pane	Switch to the previous window pane	Shift+F6

IV. Alarm Processing Screen with an Event Selected

When you select an Event, Phoenix displays the Event information on the screen, supplying all of the information needed to fully mange the Event: transmitter and site information, dispatch address, signal data, instructions, contact list, and an action log that records every action taken as the Event is processed.

Serer Time 14(16)2032 12(55)51		Pictes & Bystem Ne	Fire Nami' event requires	SI 🧐		<u>-= + X ()</u>
0106 Lo Inder Marbon Inn 5894 Ward Road	cation mation	Signel Fire Alarm Zone: 001 Event 542	Free condition dated	od 11 Create (04	Signal Clabs	Dester: Groat Lakes Monitoring Organization: UNITED STATES Subscriber: Commercial Accounts Site: Mattoora Inn
Sarburn, NY 14132 EST-5GMT Statu UL Une Security ETANDA CS Ray Holder (YES)	4: [clased	Zone ID Signal ID 001 Fire Alan) Transmitter's m 04/16/2012 13	Date/Time (54:36	Priority Lin 1 1	e Status Flag pri
There is a Fire condition detected coming from FRONT DOOR at Mariburo Inn. Please respond.		INT Innee (Keyholder) Mobile Mobile Inte DEPARTMENT POLICE DEPARTMENT Inte Information	Begin Data/Time 04/16/2012 12:54:52 04/16/2012 12:54:52 04/16/2012 12:55:29	Legn D phoenix phoenix phoenix	Phone Humber 512-215-6598 Action Log Inform	Native § Event selected from Pending Event 9 Response time 200:17 Cated Rense: Answered CONTACT SAID WILL GO CHECK IF OUT nation

Alarm Processing Screen with Event Selected

The Alarm Processing screen is divided into sections:

- a. Location informationb. Signal data
- d. Call list e. Action log
- c. Instructions

A. Event Location Information

When Phoenix generates an Event, it acquires information from various tables within the database; each field displayed is described below.

1. Transmitter

These fields contain information about the location of the transmitter.

Transmitter Information

a)	Transmitter ID	Transmitter:
	Comes from the Transmitter ID field in the Transmitter Table	022944 Trans
b)	Transmitter Name	BAY APARTM
<i>v</i> _j		

Transmitter Name Comes from the Transmitter Name field in the Transmitter Table

Address fields Come from the Address 1, 2, and 3 fields in the Transmitter Table.

Transmitter:	
022944 Transmitter ID	
BAY APARTMENTS Transmitter Name	
101 Palm Lane Address	
JGEORGE JTX J78654	
CST-6GMT Time Zone Status: Statu	

d) City

C)

Comes from the city field in the transmitter table

e) State

Contains the 2-letter abbreviation for the state where the transmitter is located, found in the State field on the Transmitter Table

f) Zip code

From the Zip code field on the Transmitter table

g) Time Zone

Displays what is entered in the Time Zone field on the Transmitter Table.

h) Status (open or closed)

This is assigned by Phoenix based on the latest open or close signal received.

i) Line Security

This field shows what type of line security is being used for that account. It can also be blank if unknown. UL update (April 30, 2012).



CS Key Holder: YES

j) CS Key Holder

This filed shows if the CS has keys for that premise. UL update (April 30, 2012).

B. Signal / Event Information

1. Signal / Event Area

a)

b)

SigType	
Signal	Signal: Brack In Burglary
information of	Durgiary
the primary	Zone: 02 Administration Office Motion
signal of the	
Event.	Event: 453465 Event Create 07/05/2011 13:04:41
Signal ID	

Signal ID This information comes from the Signal ID and Description fields in the SigTypes Table.

Signal / Event Information

CST-6GMT Time Zone Status: Status

2. Zone Information

a) Zone

This field contains the Zone ID associated with the Event, which comes from the Zone ID field in the Zone Table. You can view zone detail by right-clicking in the field.

b) Zone Status

To the right of the Zone Name is the Zone Status

c) Related Info

Below the Zone field is the **related info** field (which is stored in the Signal Record).

Depending on the signal it contains one of the following:

Related Information Field in Alarm Processing

Signal: Break-In	Burglary			
Zone: 02 Administration Office Motion				
Related Information Field				
Event: 453465		Event Create 07/05/2011 13:04:41		

- 1) Contact name associated with the PIN for open close/type signals.
- 2) Any message entered in the message field for a manual signal
- 3) Additional information sent by the receiver (typical of DMP signals)
- 4) Schedule ID's used by Phoenix to generate fail-to-open/fail-to-close signals.

3. Event

This field contains the Event ID, a sequential number assigned by Phoenix that identifies the Event. This number can be used to reference the Event in a

number of tables in Data Entry, such as Event Table, Action Table, and Signal Table, etc.

4. Event Create

For the primary signal this field contains the date and time the Event was created by Phoenix, for other signals this field contains the signal create date and time.

C. Hierarchy Information

1. Dealer

This field contains the Dealer Name from the Dealer table, or the Marker value (-1).

Dealer: ABM TEST ACCOUNT
Organization: -1
Subscriber: APARMENTS
Site: Bay Apartments

2. Organization

This field contains the Organization

Name, form the Organization table, or the Marker value (-1)

3. Subscriber

This field contains the Subscriber Name from the Subscriber table, or the Marker value (-1)

4. Site

This field contains the Site ID associated with the transmitter. This information comes from the Site ID field in the Site table.

D. Signal Display

The Signal Display provides basic information regarding the signal that created the current Event and additional signals for the same transmitter that are received while the Event is open, Phoenix notifies you when additional signals come in. If an incoming signal is of a higher priority, Phoenix changes the Contacts and Instructions to match the higher priority signal. Lower priority signals remain in the signal display and can be processed individually. <u>See "processing an individual signal"</u> for more information. The display provides the following information:

Zone ID	Signal ID	Transmitter's Date/Time	Priority	Line	Status Flag	
02	Break-In	07/05/2011 13:04:41	3	1	pri	

1. Zone ID

This column contains the zone for the signal

2. Signal ID

This column contains the SigType of the signal, or if the signal is not converted, the signal in *pre-converted format*

Helpful hint – a signal with Signal ID (SigType) of **data error** indicates a problem with data entry. Look on the Signal Detail screen in the **RelatedInfo** field for more information about the error (<u>see "Detail</u> <u>views"</u>).

3. Transmitter's Date/Time

This column contains the transmitter's date and time when the signal was received and is calculated by Phoenix using the transmitter's time zone.

4. Priority

This column contains the priority of the signal in relation to other signals. The signal's priority is set in the Priority field in the SigTypes table.

5. Line

This column contains the Line Card the signal came in on.

6. Status Flag

This column contains the preset status of the signal:

- 1. **Pri** the signal is the primary signal (the signal with the highest priority).
- 2. **Dup** the signal is a duplicate of a signal already posted to the Event.
- 3. Ni the signal is not an event-generating signal and does not require processing
- 4. **Y** the signal has been processed separately from other signals posted to the event

Note – Each unique signal/zone combination may have different Instructions, therefore each should be checked for unique Instructions by processing it separately. If all signals have not been processed, Phoenix provides a warning to that effect when you close the Event.

E. Signal Pop-up Menu

Access this menu by right clicking on any signal row in the signal display.

1. Signal Detail:

Choose this option to see the record for the selected signal. See <u>"Detail Views"</u>

2. Zone Detail:

Choose this option to see the zone record of the selected signal. See <u>"Detail Views"</u>

3. All Zones Detail:

Choose this option to see all zone records for the transmitter signal. See <u>"Detail Views</u>"



4. Process Signal:

Choose this option to process the selected signal separately from the other signals posted to the Event.

5. Display Video:

Choose this option if video is available to display.

F. Instructions

In this information block, Phoenix displays the Instructions to follow as you process the Event. This information comes from the Instruction table and corresponds to the designated Call Class (police, site responsible party, etc). When you choose a Contact in a different Call Class, the Instructions change. To see more detail on each Instruction, choose the Instruction tool.



G. Contact List

In this information block, Phoenix lists the designated Contacts to communicate with, in order to resolve the situation, in a prioritized calling order.

When you click on a phone icon, Phoenix opens the Call Process dialog box, which displays the actual phone number(s), fax pager, or radio channel with which you contact the Contacts.

Business: 636-1155 Call Response C Assessed C Assessed C Basy C Basy C Basy C Basy C Basy C Basy C Base C B	Apartmants	Dial		
Call Response C Accounted C Ac		CHICK NO		
C No Answer C Bissy C Machine C Provided the excited C Provided the excited C Provided the excited C Provided the excited C Provided the excited the exci	Call Response			
C Basy C Machine Cancel Cancel Cancel Con Standard Comments	Others	I Serve		
Openator Comments	C Basy C Mathematical			
Operator Comment	and shared the start of the	06		
Standard Comments		10		
	COLOR These structure attauguts and a set is a			
Filanti (estura)		Apadmants		

H. Action Display

a)

In this window Phoenix displays (and records in the Action table) each action taken by an

operator as an Event is being processed, including comments entered using the **add comment** tool. Every action is entered into the action table, even if the action is cancelled.

1. Record detail for Action record

Action Detail

Right-click on the action line to display.

Displays the following information:

- Identifier
- Event ID
- Contact Name
- Notes
- Begin Date/Time

identifier	1286409
EventID	453465
Contections	Bay Apartments
Factors	Called Bay Apartments. Answered.
Bage Date Time	07/05/2011 10:10:28
EndDatement	87/85/2811 10:10:45
Aven Cade	
Phone humber	408-1955
Edwindow	
LogalD	pheesix
Personation	
ast Nodification Date/Time	07/05/2011 18:10:45
Last Hod Bration (D	pheesix

- End Date/Time
- Area Code
- Phone Number
- Extension
- Login ID
- Resolution ID if that record
- Last Mod Date/Time
- Last Mod ID

2. Action Record Sections

In the Alarm Processing Screen, Action Section, it is broke down with the

Begin Date/Time	Login ID	Phone Number	Notes
07/05/2011 13:04:55	phoenix		§ Event selected from Pending Event
07/05/2011 13:04:55	phoenix		§ Response time: 0:00:14
07/05/2011 18:10:28	phoenix	638-1155	Called Bay Apartments. Answered.

following information

a) Begin Date / Time:

This field contains the date and time the Action was initiated.

b) Login ID:

This field contains the Login ID of the operator performing the Action

c) Phone Number:

This field contains the phone number called, if applicable.

d) Notes:

This field contains information entered by the operator in the Operator Comments field of the Call Processing dialog box and information entered by Phoenix.

V. Processing an Event

A. Processing an Event

- > Events are created by Phoenix when a signal requires action by an operator.
- > An operator must log-in to Alarm Processing in order to process Events.
- Signals for the same transmitter post to the same open Event.
- > Phoenix assigns each event an identifying number called an Event ID

B. Quick Reference – Step-by-Step

The following steps outline the procedure to process an Event. See the indicated page numbers for needed detail.

1. Auto-Select

a) If Auto-Select is on New Events appear on logged-in operator screens automatically.

New Events appear on logged-in operator screens automatic

b) If Auto-Select is off

Phoenix alerts each logged-in operator that an Event is available for processing by flashing the telephone icon and beeping.



2. Steps to Process an Event

a) Select Event

Select an Event by clicking the **SELECT EVENT** tool. See <u>"Select Event"</u>

b) Read Event Notes

Read the Event Notes, Location and Signal Data fields to understand the alarm.

See <u>"Notes & System Messages", "Event Location Information", and</u> <u>"Signal Display"</u>

c) Call Contacts

Call the contacts on the call list. See <u>"Calling the contacts on the Call</u> <u>List"</u>. Contacts are listed in the order they should be called, both the Call Classes and the Contacts within a Call Class. Communicate with at least one Contact from each Call Class.

(1) **Double-click on the first Call Class** The first contact phone icon for that class: Ph

The first contact phone icon for that class; Phoenix opens the Call Process dialog box.

See <u>"Call Process Dialog Box"</u>.

(2) Communication Methods

Use the indicated method of communicating; select one of the methods available: Phone Pager

Fax Email

Radio

(3) Call Response area

Select one of the available options:
		1		×
07/05/2011 18:10):28	phoenix	638-1155	Called Bay Apartments. Answered.
07/05/2011 18:10):33	phoenix		Verification: Authorized response.
		(b)	No answer –	
07/07/2011 12:5	5:59	phoenix	638-1155	Called Bay Apartments. No answer.
07/07/2011 12:5	6:04	phoenix		Called business- no answer
		, (c)	Busy -	
07/07/2011 12:5	53:57	phoenix	410-0027	Called Melanie Stone. Phone busy.
07/07/2011 12:54:47		phoenix		Called residence- telephone busy.
		(d)	Machine -	
07/05/2011 18:10:35 07/05/2011 18:10:45	phoenix phoenix	638-1155	Called Bay Ap Called busines	artments. Got answering machine. s- recorder on. Did not leave a message on recorder.
	(4)	Instru	ction area	
	(4)	Follow	the instructions	listed for the Call Class Use the Call on
		Hold b	utton as needed.	
	(5)	Туре с	a comment	
		In the	Operators Comm	ents field or select a Standard Comment
		for ea	ch action taken	and click Log Comment. Phoenix also
		enters	comments.	
	(6)	Conta	ct Identity	
		If the the Ve	identity of the contribution of the contribution dialog b	ontact must be verified, Phoenix opens
				ox. See <u>verijying russworus</u>
	(7)	Close	the Call Process	ing dialog box
	(8)	Repea	t this process	
		For at	least one Contact	t for each Call Class until you are certain
		the ala	rm is either a fals	e alarm or an actual alarm and has been
		dispate	ched on.	
<i>d</i>)	Eve	nt Alerts		
			• • • • •	
	At a	iny time d	uring the Event,	Phoenix may alert you that additional
	At a sign	any time d als have be	en received for the	Phoenix may alert you that additional he transmitter. To append the additional
	At a sign sign <u>Eve</u> l	any time d als have be als to the f <u>nt"</u>	uring the Event, een received for t Event, refresh the	Phoenix may alert you that additional he transmitter. To append the additional Event by pressing Ctrl + f . See <u>"Refresh</u> "
e)	At a sign sign <u>Ever</u> Dur	any time d als have be als to the f <u>nt"</u> ring an Eve	uring the Event, een received for ti Event, refresh the ent	Phoenix may alert you that additional he transmitter. To append the additional e Event by pressing Ctrl + f . See <u>"Refresh</u> "

(a) Answered -

(1) Process a signal individually. See "<u>Processing an Individual Signal</u>".

(2) Record Details

Look at record detail for the appropriate table. See <u>"Detail</u> <u>Views"</u>

(3) Add a Comment Add a Comment by choosing the ADD COMMENT tool if the Call Process dialog box is not open; see <u>"Recording Actions Taken"</u>

- (4) Verify a Password; See <u>"Verifying Passwords".</u>
- (5) Check record details for one Instruction;
 See <u>"Detail Views"</u>. See all Instructions associated with an Event; see <u>"Instruction Detail"</u>
- (6) Check Permit information By clicking the **PERMIT** tool; see <u>"permits"</u>.
- (7) Check False Alarm history By clicking on the FALSE ALARM tool; see <u>"Reviewing False</u> <u>Alarm History".</u>
- (8) Check signal History
 By clicking the HISTORY tool; see <u>"History"</u>
- (9) Check Inventory records
 By clicking the INVENTORY tool; see <u>"Inventory"</u>
- (10) Print the Event information If needed, see <u>"Printing Alarm Data"</u>
- (11) Return the Event to Pending See <u>"Returning an Event to Pending".</u>
- (12) Place the Event in Wait See <u>"Putting an Event to Wait".</u>

f) Resolve When the situation is resolved, re

When the situation is resolved, resolve the Event by clicking on the **CLOSE EVENT** tool; see <u>"Resolving an Event"</u>

g) Process another Event, Log-Out of Alarm Processing (see <u>"Log Out"</u>), or minimize Alarm Processing.

(1) If new Events are not presently available,

Phoenix will inform you when another Event is available by flashing the telephone icon and beeping.

(2) If you minimize Alarm Processing,

An Alert icon appears on the screen to alert you when an Event is queued for processing.

VI. Selecting an Event to Process

Depending on how your Phoenix system is setup, Phoenix automatically drops Events to all logged in operators or operators manually select Events. Automatic selection is the default. To stop Auto Selection for specific users, or all users, use Classauth. Call ABM Technical support for assistance.

A. Automatic selection

1. As soon as an operator logs into Alarm Processing,

The oldest, highest priority Event opens on the screen. When the event is resolved, the next available event opens on

the screen automatically.

2. When no Event is open on the screen and an Event is generated

Phoenix broadcasts the message, causing all logged in workstations to beep and display the flashing phone icon. The first operator to click on the phone icon gets the Event.

3. To prevent the next Event from automatically opening on the screen The operator can uncheck the Automatic event selection box in the Close Event dialog box while closing an event.

Ctrl + S

	Resolve Event
	AES backup AlarmNet
	Disconnect F/A Fire
	F/A Police
2	Return Event to Pending With Priority Assign to Operator
res:	Place Event in Wait For 10 minutes

B. Select Event

(Activity Menu)



The Select Event command allows an operator to select an Event to process. **To Select an Event:**

- 1. Click the SELECT EVENT tool.
- 2. Click on one of the two options:
 - a) Next Event from Pending Queue Choose this option to acquire the next highest priority oldest Event in line for processing (for the specific operator's preferences).

Next Event from	m Pending	Queue	
C Choose from /	VI Availabl	e Events	
Control of			
			_
phon	al l		

b) Choose from All Available Event

Select this option to acquire a specific Event currently in the Pending or Wait Queue.

If you want only Events assigned to a specific operator, click the **ONLY FOR LOGIN ID** button and enter the Login ID of the appropriate operator.

3. Click Select.

Phoenix opens the Available Events dialog box.

Available E	vents						×
As	Queue: PEN signed User: ALL	DING and '	WAIT				
Event ID	Assigned User	Priority	Signal ID	Event Create Date/Time	Transmitter ID	Name	Queue
453465	phoenix	3	Break-In	07/05/2011 13:04:41	022944	BAY APARTMENTS	ShmWaitEvt
<							
			OK	Cancel	Refresh]	

- a) The Available Events dialog box Provides the following information:
 - (1) Event ID -The unique number assigned by Pho

The unique number assigned by Phoenix that identifies the Event

- (2) Assigned User The operator who worked the Event previously, if applicable
- (3) Priority The priority number of the Event

(4)	<i>Signal ID –</i> The signal associated with the Event
(5)	<i>Event Create Date/Time –</i> The date and time the Event was generated
(6)	<i>Transmitter ID –</i> The transmitter associated with the Event
(7)	<i>Transmitter Name –</i> The transmitter name associated with the transmitter
(8)	<i>Queue</i> – This is the name of the shared memory queue to which Event is presently assigned.

b) Click on a line to select the desired Event.

Event ID	Assigned User	Priority	Signal ID	Event Create Date/Time	Transmitter ID	Name	Queue	
453465	phoenix	3	Break-In	07/05/2011 13:04:41	022944	BAY APARTMENTS	ShmWaitEvt	
		c)	Click o	one of the three butt	tons:			
			(1)	OK button Click this button to r	retrieve the s	elected Event.		
			(2)	<i>Cancel</i> Click this button to e	exit Select Ev	ent without retrie	ving an Even	ıt.
			(3)	Refresh Click this button to Events.	o check for a	changes to the lis	t of availab	le
				ок	Cancel	Refresh		

C. Refreshing an Event

The refresh event command appends newly received signals for a transmitter to an Event currently being worked. When an additional signal for an even already being processed enters the system, Messenger notifies the operator and asks if he or she would like to refresh the Event you must refresh an event before It can be closed.

1. Refresh Event

(Activity Menu) Ctrl +F

Note- If the new signal has a higher priority it will become the primary signal for the Event; therefore it may change the Instructions and Contacts.

the

Helpful hint – This option is helpful when you are trouble shooting data entry problems. In many cases you do not have to close the problem Event, fix the suspected set up problem in Data Entry and the send another signal. You can leave the Event on the Alarm Processing screen, make the change in Data Entry and Refresh the Event to see if the change fixed the problem.

a) Refresh an Event

(1) Two ways to Refresh

- (a) When notified of additional signals by Phoenix
- (b) At any time during the processing of an Event, the shortcut keys can be pressed; Ctrl + F

D. Calling the Contacts on the Call List

1. To call a Contact:

a) If the phone icon is not visible
 Double-click on the Contact name.



b) Double-click on the phone icon; Phoenix opens the call process dialog box.

c) Dial the phone number Either manually or choose the Dial button if automatic calling is present on the system.

Contact Name: Bay /	Apartments	Dial
Business: 638-1155		Call On Hold
Call Response —	☐ Restore to same position	Log Comment
C No Answer	- Others	Send
C Busy C Minifed the contact		Cancel
C Machine	 Falebio notry 	nx
Standard Comments	2 E	
Alarm restoral Called business- cur Called business- cur	tomer gave account number said F/A. Pa- tomer gave password said F/A. Pa-	2

2. Select option

In the Call Response area, choose the correct response.

(If automatic calling is present on the system, Phoenix performs this action):

- a) Answered
- b) No answer
- c) Busy
- d) Machine

3. Entering comments about the event

Phoenix automatically moves you into the **Operator Comment** box for typing comments or for selecting a Standard Comment by clicking once on the comment.

Click on the **Log Comment** button every 120 characters or press the **Enter Key** to continue writing more information.

4. Viewing other areas

You can view Passwords, Permits, False Alarms, etc. while the Call Process dialog box is open.

5. Click OK

Select this after all comments are entered.

6. Repeat

Steps 1 -5 for each Call Class on the contact list.

E. Call Process Dialog Box

1. Contact Name -

This field contains the name of the person or agency defined in the Contact record.

2. Number –

This field contains the Contact's phone number and indicates the method of contact.

3. Call response -

Choose one of the following fields as appropriate. (if automatic calling is enabled then Phoenix does this):

a) Answered –

Choose this option is the call is answered. If you are required to verify the identity of the answering party, Phoenix opens the verification dialog box. Enter the Contact's Password and choose the **"ok"** button. You can see a list of passwords by choosing the **View Password** button

b) No Answer – Choose this option if there is no answer to the call

c) Busy – Choose this option if the line is busy

d) Machine –

Choose this option if the call goes to an answering machine or voice mail.

4. Restore to same position -

If you move the Call Process dialog box to another position on the screen, click this button to restore it to that same position the next time it opens.

5. Others -

These fields are activated when you page or email a Contact.

a) Notified the Contact –

Click this button when a page, fax or email is successfully completed.

b) Failed to Notify –

Click this button when a page, fax or email is not successfully completed.

6. Comments

There are two types of comments that can be entered

a) Operator Comment -

Enter any comments relevant to the call. Phoenix writes all comments into the Action log. If a Standard Comment is chosen, Phoenix writes to the Action Log, even when information is also typed in the Operator Comment field. The Operator Comment field holds 120 characters; choose the **Log Comment** button before that limit.

b) Standard Comments -

Click on the appropriate Standard Comment and choose the **Log Comment** or **OK** button or double-click on the comment.

7. Button Definitions:

a) Dial –

This button is active only if automatic calling is present on the system

b) Call on hold –

Choose this button to place the call on hold. Phoenix opens a dialog box; click OK when the call is off hold. You cannot do anything else

until you click OK. Phoenix automatically records the length of time on hold when you use this option.

c) Log Comment –

Choose this button to write the comment into the Action Log; if a Standard Comment is chosen Phoenix writes it to the Action Log even when the information is also typed into the Operator Comment field. The operator Comment field holds 120 characters; so choose this option before then.

- d) Send Choose this button to send a fax or email message
- e) Cancel Choose this to cancel the call
- f) OK -

Choose this to write the current comment into the Action Log and close the Processing Dialog box

F. Verifying Passwords

There are two ways to verify Passwords.

1. When an Event is being processed

a) Verification Request Box

The Contact has a Password and Answered is selected for the type of Call Response; Phoenix automatically opens the Verification dialog box.

This shows all available Requests and Responses

Note – For Phoenix to check for Passwords the Verify Passwords field in the Instruction record for the Call Class must be set to **y**.

Verlly Response 1 2644, 022944, Sabal, Adatay Verlly Request 2	
2944, 022944, Sabal, Adalay Verity Request 2	
Verify Request 2	
Verify Response 2	

b) Do one of the following:

(1) If Password correct

If the correct password or response is given, click on the **OK** Button. Phoenix will automatically enter in an action comment: *Verification: Authorized response*

(2) If Password incorrect If incorrect password or response is given, click on the Unauthorized button. Phoenix will automatically write an Action comment record that indicates: Verification: Unauthorized response

c) Finish

Finish with the Call List as needed.

2. Manually Verifying Password

To manually open the Password Tool Window, click on the Password Tool Icon. This can be selected whether an Event is open or not.



a) Verifying Password:

(1) Verification dialog box

Phoenix opens the Verification dialog box.

(2) Password Field In the Password field, type the password given to you by the contact

Password	
1	

OR

Click on Show Passwords Button and the Verification Window will expand with all available passwords.

b) Do one of the following:

- (1) Enter password Enter the password given in the password field
- (2) Show Passwords Double-click on a Password to have it automatically written into the Password field

c) Valid Password Click on OK if the password is correct. Phoenix will write a new action record indicating:

rification		
Name		
Password		
1		
ок	Unauthorized	Cance
	Hinter Paratelante]
 Bay Apar 2944 	tments , 022944, sabal, adalay	
 Bay Apar 2944 	tments , 022944, sabal, adalay	
 Bay Apar 2944 	tments , 022944, sabel, edetay	
Bey Aper	tments . 022944, sabal, adalay	
Bey Aper 2944	tments , 022944, sabel, edetay	

Verification: Authorized User - Bay Apartments.

d) Invalid Password

Click on Unauthorized if the Password given is not valid; Phoenix creates a new Action record and indicates in the notes: *Verification: Unauthorized password – with wrong password given.*

e) Continue processing Event

G. Recording Actions Taken

Most Action comments are entered in the Operator Comment field in the Call Process dialog box. You can also use the Add Comment command to enter additional action comments.

Note – Action comments cannot be deleted, but you can enter an "ignore such – and such" comment.

1. Add comment (Event Menu)

Ctrl + T



This option allows an operator to insert a remark into the Event record when the Call Processing dialog box is not open. Comments can be added even if the Event has been resolved.

a) To Add a Comment:

- (1) ADD Action Tool Click on the Add Action Icon
- (2) Event ID field Enter the ID of the Event you want to add a comment to.



Event ID:				
Operator Corr	ment			
Standard Con	oments:			
Standard Con Alarm restoral Colled busine	nmenta as, customar ea	a scout our	har said F/A. B.	. 1

(3) In the Operator Comment field

Either type the information you want written to the Action Log or click on one of the predefined comments listed in the **Standard Comments** field. You may also select a Standard Comment and modify it as needed.

(4) Click Log Comment

This is to write the current comment to the Action Log. If a Standard Comment is chose, Phoenix writes it to the Action Log, even if information is also typed into the Operator Comment field. The **Operator Comment field**



hold 120 characters, click Log Comment before that limit.

- (5) When Done Click one of two buttons -
 - (a) **OK** to save entered comments and close the Action Comment dialog box.
 - (b) **Cancel** to exit the Action Comment dialog box without creating a new action record. Any comments already entered with the **Log Comment** button remain in the record

H. Processing an Individual Signal

1.Process Signal
(Activity Menu)Ctrl + G

The Process Signal command allows you to process and individual signal when the Event has multiple signals. Because signals with different Sigtypes may have different Instructions, you may need to process a signal individually in order to handle the alarm correctly.

When you process a signal individually Phoenix replaces he data in the Event Location area of the screen with the individual signal's information.

Transmitter:		Signal Break-In Burg	glary	Dealer ABM TEST ACCOUNT
022944		Zone 02 Adminis	tration Office Mation	Organization -1
BAY APARTMENT	5			Subscriber APARMENTS
101 Palm Lane		Event 453465 Signal ID: 5403680	Event Create 07/07/2011 12:45:44	Site Bay Apatments
GEORGE	TX 78654	Priority 3		
CST-6GMT	Status:	Line 1		

a) Process an Individual Signal

Signal Display

Double click on the desired signal row in the Signal Display

- (1) Processing Process the signal as a separate Event
- (2) Closing Event Close the signal by choosing the Close Even tool
- (3) Signal Dialog Box Phoenix opens the Close Signal dialog box
- (4) Close Button Choose the close signal button; because the signal was processed individual, a y appears on the signal line of the status flag column.

I. Putting an event in wait

1. Close Event (Activity menu)

Ctrl + E



Use the Close Event command to remove an Event from the Alarm Processing screen, you may remove it by: **Resolving the Event, returning the Event to Pending, or placing the Event in Wait**.

a) Placing Event on Hold

Sometimes you need to place an Event on hold. For example you must wait for a call back or the arrival of authorities before further processing. When you select Place even in Wait, Phoenix places the Event in the Wait Event Queue for the amount of time that you enter; when that time expires, the Event is returned to the Pending Event Queue. Ownership of the Event is retained and the Event is returned to the original operator (as long as they are still logged in).

Helpful Hint – Phoenix notifies you in the Notes and System Messages field when additional signals are received for an Event returned to Pending, or placed in Wait.

When an Event that is in Wait receives a higher priority signal, the Event is moved to Pending, and the operator attached to the Event is removed. You can configure Phoenix to notify operators for all signals, those of equal and higher priority or only higher priority signals. See the EVENT_UPDATE_PRIORITY parameter in the **System User Guide**.

b) Place an Event in Wait:

- 1) Close the event by clicking "Close Event"
- 2) In the Close Event dialog box, choose "Place Event in Wait"
- 3) In the For _____ minutes field enter the number of minutes Phoenix must wait before returning the Event to the Pending Queue.
- Choose OK to place the Event in Wait or Cancel to Close the Event without putting it in Wait.

ABE beckup		
PlannNet Disconnent		
Filme Attra	×	
C Deturn Event to	o Dandina	
Heturn Event ti		
With Priority	o r ending	1
With Priority Assign to Op	erator	1
With Priority Assign to Op	erator	1
With Priority Assign to Op • Place Event in	erstor Wait	
With Priority Assign to Op Place Event in For 10	erator Wait minutes	

J. Returning an Event to Pending

1. Close Event (Activity menu)

a)

Ctrl + E



5

Cancel

Select Return Event to Pending when the Event requires immediate processing by another Operator.

To Return an Event to **Pending:** C Resolve Event AlarmNet 1) Click on Close Event Disconnect F/A Fire F/A Police 2) In the CE Dialog box, choose alse Alrm **Return Event to Pending** 3) If desired, enter a number Return Event to Pending to change the priority of the With Priority Event. Assign to Operator phoenix 4) If you want to assign an C Place Event in Wait Event to а particular For 10 minutes operator, enter a valid Phoenix user's Log-in ID in the Assign to Login ID field; Automatic event selection if you leave this field blank, 0K Phoenix removes the original Assigned User from

the Event (if you want it to stay assigned to you, enter your User ID).

The Event is placed in the Pending Event Queue, retaining the same priority, available for the assigned operator. The Event is visible to other operators, but only the assigned operator receives the Event when "Next Event from Pending Queue" is selected. Anyone can retrieve it by selecting "Choose from All Available Events"

5) Click **OK** to return the Event to Pending; or **Cancel** to exit Close Event, without sending the Event to Pending.

K. Resolving an Event

1. Close Event (Activity menu)



Select the Resolve Event option when the situation is resolved ad the Event requires no further action by an operator

You can add comments to it by clicking the **Add Comments** tool when no Event is open on the screen; see <u>"Add Comment"</u>.

a) Resolve an Event:

- 1) Click on Close Event
- In the dialog box, accept the Resolve Event default
- 3) Choose the Resolution code by scrolling to the desired code and clicking on it, verify the code by reading the description
- 4) Click **OK** to resolve the Event, or **Cancel** to exit w/o resolving.

L. Reopening an Event

1.Reopen Event
(Activity Menu)Ctrl + U



You can reopen a resolved Event to Print it, add Action Comments, and change the Resolution ID. You cannot put a reopened Event into the Pending or Wait Queues.

elect Lynnt to Haspon	*
Event ID	
453465	Search
OK	Cancel

F/A Police	0
FINALIZE	
Low Ballry	
Phone Rest	
Finalize Event	Description of the Resolution Code
Return Event to Po	nding
With Priority	1.
Assign to Operat	or
j	arraneria.
Place Event in Wa	i :
For 10	ninutes

a) Reopen Event

- 1) To reopen an event either Click on the Reopen Event Tool or Ctrl+U
- 2) Enter in the Event ID of the Event that is to be reopened; if the

Event ID is unknown – click on the Search Button and enter in the Transmitter ID for the event. Click on the Magnifying Glass, Select the Event and then the OK Button

 Click on the OK button in the Select Event to Reopen window



- 4) The reopened event will open
- 5) To Identify and Event open on the screen as Reopened, look for "Reopened Event" in red type next to the word "Transmitter" on the left side of the screen; and "Event reopened by *operator name*" in the Action Log, Notes column as shown below.

002944	2016	P D4 Office Motion					Organization	Organization: 1		
BAY APARTMENTS	-						Salaction	8		
IDI Palev Lane	Event	nt 453466 Event Create (07/05/2011 13:04:41				13.04.41		erds.		
	Jone D	Signal 10	Tranantin	a Date/Time	Proet	Line	N 94	itus Plag		
3EORGE TX (78654	- 04	fee Draak (e	fee 07/08/201 Break in 07/09/201	E 10:18:39	1		pri			
CETEGMT Status	- 00	Errak-in	0705-2011	13:04:41	3	t.	.04	ф))		
	-			Begin Date?	ine .	Logis III	Phone Tégrober	Nater		
				07.08/2011 07.08/2011 07.08/2011 07.08/2011 07.08/2011 07.01/2011 07.01/2011 07.01/2011 07.01/2011 07.01/2011 07.01/2011 07.01/2011 07.02/2011 07.02/2011 07.02/2011	0.10.50 0.19-05 7.31-42 7.31-50 7.32-06 3.32-40 5.22-33 5.03-19 6.13-40 0.49-12 0.49-12 0.49-12 0.49-12 0.49-12	phoenis phoenis phoenis phoenis phoenis phoenis phoenis phoenis phoenis phoenis phoenis phoenis phoenis		6 Shart pro 6 Shart pro 5 Clair Si 6 Event for 9 Even	Inter- Calorited Gell payments and File, Fall grant 63(2000), world flow Active Event to Warting Event, signal to Public worldef from Pending Event forter Harm Pending Event forter Harm Pending Event forter Harm Pending Event forter Harm Warting Event to Warting Event forter Harm Warting Event to Warting Event forter Harm Warting Event forter Harm Warting Event forter Harm Marting Event forter Harm Pending Event	

6) Use the Add Comments tool to add Action comments



 You must resolve the Reopened Event when you close it; the original Resolution ID is still retained as a record in the Action Table. See "<u>Resolving an Event</u>".

A Reopened Event is not loaded into shared memory which means incoming signals will not get attached to it (and it will not reopen if AP closes abnormally for any reason).

M. Clearing the Pending Queue

1.	Clear Pending
	(Activity menu)

Ctrl + R

The Clear Pending command allows an operator to resolve a group of Events at the same time.

This command is only available when no Event is open on the screen.

- a) Open Clear Pending: On the Activity menu, choose Clear Pending
- b) In the Clear Pending Events Box Choose the following:
 - (1) Hierarchy: Dealer ID Subscriber ID Organization ID Site ID Any of the above

NOTE: Select the specific ID(s) that you want to clear when choosing an ID. Any of the above will automatically select all IDs.

(2) Criteria:

Select the appropriate

criteria to include and the corresponding ID that you want to clear.

(3) Location: Select either by Zip Code or Any of the above

OK button when finished

c) The CLEAR PENDING EVENTS dialog box,

Phoenix provides a list of the events that will be resolved; from the Criteria selected. Verify correct records selected are appropriate before clearing.



uar Plending Emints	
Herarchy	
C Dealer ID	
C Subscriber ID	
C Organization ID	
C Site ID	
Any of the above	
Criteria	
C Sigtype Class	
@ Signal ID	
C Zone (D	
C Any of the above	
Location	
C Zip Code	
Any of the above	
I CONTRACTOR AND A STREET	an a

Event ID	Assigned User	Priority	Eignal ID	Event Create D.	Tommetter D	Ource
63471		999	Low Batt.	07/12/2011 17:0	022944	ShmPasdExt

The CLEAR PENDING EVENTS dialog box provides the following information:

(1) Event ID –

The unique number assigned by Phoenix that identifies the Event.

- (2) Assign User The operator who worked the Event previously, if applicable
- (3) Priority –

The priority number of the Event

 (4) Signal ID – The signal associated with the Event in its converted format (it's sigtype)

(5) Event Create Date/Time – The date and time the Event was generated

(6) Transmitter ID – The transmitter associated with the Event

(7) Queue –

This is where the name of the shared memory queue to which the Event is assigned.

(8) Three Action Buttons

(a) Choose the Cancel button to cancel out and have no events cleared from pending.
(b) Choose the Refresh button to check for any changes to the listed Events.
(c) Choose the OK button to continue the clear pending

(c) Choose the **UK** button to continue the clear pending process.

d) Resolving Clear Pending Events

When the Clear Pending [Resolve Event] dialog box opens; choose a resolution ID by scrolling to the desired code and clicking it.

Phoenix will resolve all the selected Events with the chosen Resolution ID

Hint – To recognize Events resolved through Clear Pending: in the Action record, the Notes field contains Clear Pending and in the Event Record the Assign User and Assign Date/Time fields are blank.

Choose **OK** to resolve the selected Events; choose **Cancel** to exit without clearing any Pending Events

Completing Clear Pending When asked if the correct resolution is being used to resolve the events click the Yes button if it is or No button if not.

	F/A Police False Alm FINALIZE Low Battry
	Opin/close
	openings or closings.
2	
	sim Duers
	Residente Osenetar
	[
6	Pape Dent is Well.
	for NE moder

2	Resolve 21 event(s)	with resol	lution con	de 'open/close'
	is that correct?			
	Ves		No	-1

Once signals have been resolved successfully, a dialog box will open.

Alarm Pro	ocessing
1	1 event(s) successfully closed.
	OK

Click on the OK button to close

N. Accessing Supplementary Information

There are a number of tools in Alarm Processing that provide additional information about the current Event, or any Event:

Detail Views for all fields: Permit History Inventory Password False Alarm History Attachments

1. Detail Views

You can access the entre record associated with any field on the Alarm Processing screen.

NOTE: The display is for reference only – you cannot change the data in any way

a) To see Detail:

(1) Using the mouse, right click in any field

(2) In most cases the record opens, but you may have to choose from a popup menu

(3) To access additional pages for records with more than one page, click on the desired Page Icon, or use the Pg Up/Pg Down keys.

and the second second	-	-		_	-	
Transmitter ID		П.	65.			
Dealer ID		1				
Organization ID	-					
Subscriber (D	E					
ShriD	86	19.0	65			
Name	CU	4	obile	ATH (#1.a	rnHet Backup Syste
Base Transmitter	16	19.0	65			
Accounting ID	L					
Address 1		-				
Address 2	30	13	óth St	reet		
Address 3	1					
City	18.3	-	ton			
Btate	-					
Dp Cone	23	7.0	10	2		
Time Zone	P		SENT			
Sawings Time	2	-				2
mistal Mos Date/Time	-	4	-		-	
Distantinues Datertime	-	ſ	1	1	1	
PACIES	1					

(4) To move from record to record when more than one is selected use the "VCR" buttons, or arrow keys.

(5) Click **OK** to close.

2. Field definitions for some of the tables:



(4) Transmitter ID

Contains the Transmitter ID associated with the signal's transmitter

(5) Zone ID Contains the Zone ID associated with the signal's transmitter

(6) PIN

Contains the number transmitted with an open/close signal that identifies the person who has performed the open or close

(7) Related Info

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

Contains the area in pre-converted format

(9) Line

Contains the number of the receiver line that the signal entered through

(10) Packet String

Contains the raw packet string in *pre-converted format*

(11) Signal Create Date/Time

Contains the date and time the signal entered Phoenix

(12) Transmitter's Date/Time

Contains the transmitter's date and time when the signal was received, as calculated by Phoenix using the transmitter's time zone

(13) Receiver's Date

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's Time

Contains the time sent from the receiver, if the receiver has its own clock and the time was included in the raw data string

(15) Priority

Contains the priority of the signal (the lower the number, the higher the priority) this value becomes the signal's Sigtype

(16) Sigcat

Contains the Sigcat ID associated with the signal; this value come from the signal's Sigtype

(17) Sigcontrol

Contains the Sigcontrol ID of the record used to convert the signal. This field is valuable for troubleshooting conversion problems because it tells you which Sigcontrol record was used, or not used – if blank

(18) Collect Type

Contains the name of the collect associated with the signal

(19) Receiver ID Contains the value in the RECV_ID parameter in the appropriate [serial#] section of the collect.ini file that is associated with the signal

(20) Packet Type ID

Contains the packet type associated with the signal/receiver

(21) Raw Dealer ID

Contains the Dealer ID in pre-converted format, or the marker value (-1)

(22) Raw Organization ID Contains the Organization ID in pre-converted format, or the maker value (-1)

(23) Raw Subscriber ID Contains the Subscriber ID in pre-converted format, or the maker value (-1)

- (24) Raw Site ID Contains the site in pre-converted format
- (25) Raw Transmitter ID Contains the transmitter in *pre-converted format*

(26) Raw Signal ID Contains the signal in pre-converted format

(27) Raw Zone ID Contains the zone in pre-converted format

(28) Dealer ID Contains the Dealer ID or the marker value (-1)

(29) Organization ID

Contains the Organization ID, or the marker value

(30) Subscriber ID Contains the Subscriber ID, or the marker value

(31) Site ID

Contains the Site ID or the marker value

(32) Originator

Contains either the text **system** for system-generated signals, or the text **noaction** for signals on No-Action

(33) Sequence

Contains a number that indicates the color o 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

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

Contains the date and time that Phoenix creates a fail signal is the signal is not received for a redundant, delay or restoral signal

(36) Decision Group

Contains the Identifier of the signal that makes this signal go into Wait

(37) Restoral Status

Contains a ${\bm y}$ if a valid restoral for the signal has been received, and an " ${\bm n''}$ if not.

(38) Queue

This field is populated only 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)

(39) Last Modification Date/Time

Contains the date and time the record was last modified

(40) Last Modification ID

Contains the Login ID of the user who last modified the record

b) Contact Table

(1) Identifier –

This field contains a unique number assigned by Phoenix that identifies the Contact

(2) Name –

Contains the name of the person or agency defined in the contact record

(3) PIN -

The number transmitted with an opening or closing signal that identifies the person who performed the open or close

Gentect - (page 1 of 2)	a a 🛛
identifier.	
Name	
PW	
Password	
Distress Password	
Usage Flag	
Keytsider	
Notes	
Phone 1 Classifier ID	
Type(1)	
Area Code(1)	
Number(1)	
Edension(1)	
Priority(1)	
Phone 2 Class Rer D	
Type(3)	
Area Code(2)	
Number(2)	
Edension(2)	
Priority(2)	

(4) Password -

A spoken word that the Contact uses to verify authenticity

(5) Distress Password – Used to indicate the Contact is responding under duress

(6) Usage Flag –

Indicates how the Contact is used:

 ${\bf P}$ – 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 - Call list – the contact appears on the call list, but does not need a password

 ${\bf B}-{\rm Both}-{\rm the}\ {\rm contact}\ {\rm appears}\ {\rm on}\ {\rm the}\ {\rm call}\ {\rm list},$ and has a Password

(7) On Site Flag –

If the contact is on premises, this field contains a y, and if not, n

(8) Notes – Contains addition comments or remarks concerning the Contact

(9) Phone1_class –

Indicates Home, Cell, Fax, Pager, etc

(10) Phone1_type -

This field contains a number that indicates the format of the phone number: $\mathbf{0}$ – internal extension, $\mathbf{1}$ – Long distance, $\mathbf{2}$ – Normal seven digit, $\mathbf{3}$ – special local, ten-digit, $\mathbf{4}$ – free form, international.

(11) Phone1 -

Divided into **Area Code**; **Number**; and **Extension** – these fields will be populated accordingly.

(12) Phone1_priority -

Contains a number indicating the order in which the number should be used to reach the contact; the smaller the number, the higher the priority.

(13) Other Phone Classes

Phone2_class; Phone2_type; Phone2 Number; Phone2_priority Phone3_class; Phone3_type; Phone3_number; Phone3_priority; Phone4_class; Phone4_type; Phone4_number; Phone4_priority These fields will provide the same information as Phone1, but for alternate forms of contact or additional phone numbers if un-reachable by the highest priority.

(14) Email Address –

Contains the contact's email address

(15) Radio Channel –

Contains the contact's radio channel

(16) Open/Close Flag –

If this box is checked the Contact is set up to appear on the AP screen only during the time frame(s) defined by the Schedule ID(s)

(17) Open/Close Schedule ID – Contains the ID of the Open/Close Schedule associated with the Contact

(18) Seasonal Schedule ID – Contains the ID of the Seasonal Schedule associated with the Contact

(19) Holiday Schedule ID – Contains the ID of the Holiday Schedule associated with the Contact

(20) Special Schedule ID –

Contains the ID of the Special Schedule associated with the Contact $% \left({{{\rm{Contact}}} \right)$

(21) Temporary Flag –

If this box is checked, the Contact is set up as a Temporary Contact, to appear on the AP screen, only during the time frame defined by the Effective Date/Time and Expiration Date/Time

(22) Time Zone -

Contains the time zone where the Contact can be reached

(23) Savings Time -

If the location where the Contact can be reached applies Daylight Savings Time, this field will contain a **Y**, and **N** if not.

(24) Address

These fields will contain the Contact's complete mailing address, including **City, State**, and **Zip**

(25) Last Modification Date/Time -

Contains the Date and Time the record was last modified

(26) Last Modification ID -

Contains the Login ID of the user who last modified the record

c) Action

(1) Identifier -

Contains a unique number assigned by phoenix that identifies the Action

- (2) Event ID Contains the Event ID associated with the Action
- (3) Contact Name Contains the name of the Contact called



(4) Notes –

Contains information an operator enters in the Operator Comment field of the Call Process dialog box; Phoenix also records actions here. An operator my append comment to an Event using the **Add Comment** tool

(5)	Begin Date/Time –
	Contains the date and time the Action was initiated

- (6) End Date/Time Contains the date and time the Action was completed
- (7) Phone Number –
 Contains the Contact's phone number, including Area Code and Extension, if applicable
- (8) Login ID Contains the Login ID of the operator performing the Action
- (9) Resolution ID Contains the resolution code applied to the Event, if it has been resolved

(10) Last Modification Date/Time – Contains the Date and Time the record was last modified

(11) Last Modification ID –

Contains the Login ID of the user who last modified the record

O. Instruction Detail

1. Instructions

(Event Menu)

This command provides you access to all Instructions associated with an Event. Each tab provides detailed information for one Instruction.

a) To View all Instructions:

(1) Menu Bar

Click on the menu bar click on Event, then *Instructions*. An Instruction for each Call Class associated with the signal is displayed one for each tab

(2) View Instructions

Click on each tab to view its Instruction. Tabs are labeled with the Instruction's Sequence number, which indicates the order the Call Classes appear on the AP screen

(3) Close Instruction Window

Click **OK** or **Cancel** to close the Instructions window. Each field is described below:

- (a) Call Classifier ID –
 This field contains the Call Classifier ID (Police, fire, responsible part, etc) of the Instruction. This is defined in the Class field of the Instruction table.
- (b) Instructions Message 1 &2 –
 Contain instructions to the monitoring center operator for handling the Event, as defined in the Instructions table
- (c) Pager Message Contains the message sent to Contacts with an alpha pager
- (d) Verification Required If this box is marked, operators must request authentication from the person answering the phone
- (e) Verify Request 1 This field contains the text an operator reads to the person who answers the phone to prompt for verification of his or her identity
- (f) Verify Response 1 -This field contains the text that the person answering the phone must respond with to verify his or her identity
- (g) Verify Request 2 Contains an additional phrase or sentence the operator reads to verify identity
- (h) Verify Response 2 –
 Contains an additional phrase or sentence with which the contact must respond
- (i) Instruction Message 3 Contains additional instructions, defined in the Instructions table
- (j) Identifier Contains a unique number assigned by phoenix that identifies the Instruction

Transmitter:	
lanu M	
ABM TEST TRANSMITTER	
CST-6GMT Stat	us:
1. Ask for guard's badge number 2. type the badge number in the Operator's Comments area Put the Event in Wait	

until the guard calls

the problem)

back (when he verifies

(k) Instructions Level –

Contains the level at which the Instruction is attached to the hierarchy; may be attached at the zone, transmitter, site, organization, subscriber, dealer or system level.

b) To see an Instruction Record:

(1) Call Class

Click on the appropriate Call Class in the Call List to locate the Instruction you want to see.

(2) Instruction Fields

To see information, right click on the instruction field.

Each field is described below:

(a) **Identifier** – contains a unique number assigned by phoenix that identifies the Instruction in the database

(b) **Dealer ID** – contains the Dealer ID associated with the Instruction, or the marker record (-1)

(c) **Organization ID** – contains the organization ID associated with the Instruction, or the marker value

(d) **Subscriber ID** – contains the Subscriber ID associated with the Instruction or the marker value

(e) **Site ID** – contains the Site ID associated with the Instruction

(f) **Transmitter ID** – contains the Transmitter ID associated with the Instruction

(g) **Zone ID** – contains the Zone ID associated with the Instruction

(h) **Sigtype ID** – contains the common name for the signal as defined in the Sigtype table.

(i) **Sequence** - contains a number that indicates the order in which the Call Classes appear on the AP screen for an Event

(j) **Call Classifier ID** – contains the Call Classifier ID (police, fire, responsible party, etc) of the Instruction, as defined in the Call Classifier ID field of the Instruction table. (k) **Call Class Inhibit Flag** – this field is **y**/**n**. **Yes** means that higher level Instructions with the same Call Classifier ID are prevented from displaying on the AP screen

(l) **Instruction Messages** – these fields contain instructions to the monitoring center operator for handling the Event, as defined in the Instruction table.

(m) **Pager message** – contains the message sent to Contacts with an alpha-pager

(n) **Verify Required** – if this box is marked, operators must request authentication from the person answering the phone.

(o) **Verify Request 1 -** This field contains the text an operator reads to the person who answers the phone to prompt for verification of his or her identity

(p) **Verify Response 1 -** This field contains the text that the person answering the phone must respond with to verify his or her identity

(q) Verify Request 2 - Contains an additional phrase or sentence the operator reads to verify identity

(r) Verify Response 2 - Contains an additional phrase or sentence with which the contact must respond

(s) **Open/Close Flag** - If this box is checked the Contact is set up to appear on the AP screen only during the time frame(s) defined by the Schedule ID(s)

(t) **Open/Close Schedule ID -** Contains the ID of the Open/Close Schedule associated with the Contact

(u) Seasonal Schedule ID - Contains the ID of the Seasonal Schedule associated with the Contact

(v) Holiday Schedule ID - Contains the ID of the Holiday Schedule associated with the Contact

(w) **Special Schedule ID -** Contains the ID of the Special Schedule associated with the Contact

(x) **Temporary Flag** - If this box is checked, the Contact is set up as a Temporary Contact, to appear on the AP screen, only during the time frame defined by the Effective Date/Time and Expiration Date/Time (y) **Effective Date/Time –** contains the starting date and time that the Instruction will appear on the AP screen.

(z) **Expiration Date/Time –** the date and time that the Instruction will stop appearing on the AP screen.

(aa) Time Zone – contains the time zone of the Transmitter

(bb) **Savings Time –** if the field is set to **Y** the Transmitter applies Daylight Savings Time; if not then the field will be **N**

(cc) Last Modification Date/Time - Contains the Date and Time the record was last modified

(dd) Last Modification ID - Contains the Login ID of the user who last modified the record

P. Reviewing Alarm History

1. False Alarm

(Event Menu)

The False Alarm command displays a history of False Alarms for the Event's transmitter. This option is available only when an Event is open on the screen.

- a) To View False Alarm History
 - (1) Click the False Alarm tool

(2) Summary Screen

Review the information on the summary screen

(3) Data

To view data for a specific Zone, choose Zone from the dropdown menu, and click **Query;** the default is all Zones for the transmitter (Zone ID = **-1**)

- (4) Click Detail to view
- (5) Click OK to close



Each field is described below:

(a) **Transmitter ID** – the Transmitter ID for the current Event

(b) **Zone ID** – contains the Zone corresponding to the current event; the marker value (-1) indicates all Zones

(c) **Year to Date** – contains the total number of False Alarm Events occurring from January 1 of the current year, to today.

(d) **Last Year** – contains the total number of False Alarm Events occurring in the previous year.

(e) All Time Total – contains the grand total number of all False alarm Events occurring for the Transmitter since Phoenix was installed or since the last purge.

(f) **Monthly Summaries** –contain the total number of False Alarms Events for each of the last 12 months

b) False Alarm Detail

(1) Resolution ID -

The Resolution Code applied to the False Alarm Event, when it was resolved

(2) False Alarm # -The number of False Alarm Events with the Resolution Code

(3) Description – The description of the Resolution Code

2. History (Event Menu) Ctrl + h

The History command provides a list of all signals for the current Event's transmitter. You may also use the History tool, when an Event is no open on the screen in Alarm Processing.

This versatile tool allows you to view signal event information for any transmitter and any zone since Phoenix was implemented, or the last three months, or a specific date range you define.

Signals that are on No Action when the signal was received are flagged [insert \boldsymbol{X} icon].

Helpful Hint - you can access hierarchy information for the Transmitter by right clicking anywhere in the gray area of the History dialog box.

a) To view History:

(1) Click on the History tool

(2) **History Screen**

If an Event is open on the screen, Phoenix displays signals for the last thirty days, and all zones for the Transmitter.

	-							2 3 13
If an Event	Transmitter Eldone (D	Tara Ristan						Query
is <i>not</i> open	Terrete D	402545			Jane 1	0	-	Ste Oury
enter a	Itere I Zere Narw	SAY ASSAULT	DATS .					Del
Transmitter	Tratvositiaria DatalTerre 13/21/2011 15: 12:48	Event ID statistics	Signal ID Bernarder	Transmitt. 122405	Zare III	281	Related total TESTING O	OLDR OF REMINE
ID and a								
zone								
number (or	0.0	_	_					
an asterisk	AdenLeg							Rev1d1
for all	Begit Data/Term	Login D 1	Pers Nation	Ma	i.		nale ex	11
zones) and	11025201114 11 21 11025201114 11 21 11025201114 11 30	plases plases plases	9 Event unlicitied from Pending Event 9 Response time: 0.00141 Class event with code TRALIDI					
click the								
Query	01	_		_	-			0
button.								

(3) Action Log

To view the Action Log for an Event displayed in the signal display, click on any line with the desired Event ID.

Helpful Hint - to see the entire Signal or Action record, right click on the appropriate line and choose Show Detail

b) Query other transmitters

To search for a different transmitter or zone enter the new values in the two fields and click on the Query button

(1) Time Range

To specify a time frame different from the 30-day default, click on the Time Range tab.

(2) **Transmitters**

Click on **Query** to search for the specified transmitter and zone; or click Exit to close the History dialog box

Each field is described below

(a) Transmitter ID / Zone ID Tab (i) **Transmitter' Date Time** – this column contains the transmitter's date and time when the signal was received, as calculated by Phoenix using the transmitter's time zone.

(ii) **Event ID** – the column contains the unique identifier number assigned to the Event by Phoenix

(iii) **Signal ID** – this column contains the Sigtype for the signal

(iv) **Zone ID** – this field defaults to the current Zone or you can enter another Zone ID and click the **Query** tool

(v) **PIN** – contains the number transmitted with an open/close signal that identifies the person who performed the open or close

(vi) **Related Info** – depending on the signal, this field contains one of the following:

- Contact name associated with the PIN for open/close type signals
- Any message entered in the message field for a Manual signal
- Additional information sent by the receiver (typical of DMP signals)
- Schedule ID's used by Phoenix to generate fail-to-open/fail-to-close signals

(b) Action Log Area

(i) **Begin Date/Time** – this column contains the date and time the Action was started

(ii) **Login ID** – this column contains the Login ID of the operator who performed the Action.

(iii) **Phone Number** – contains the Contact's phone number, if called.

(iv) **Notes** – contains the actual comment logged by an operator or Phoenix.

(c) Time Range Tab

fransmitter EXZere ID	Time Range	[Query Site Query
 Clot 20 signals Past 60 days 		C Specify date	Est				
Fransmitter's Date/Time	Ewint ID	Signal ID	Transmitt	Zote ID	PN	Related Info	matian
	_	_					Row 1 of 1
a Ille ction Log: Begin Date/Time	Login 1D	Phone Number	Note				Row 1 of 1
ztian Log Begri: Data/Terne 1021/2011 14-11 27 1/21/2011 14-11 27 1/21/2011 14-11 38	Login ID phoenix phoenix phoenix	Phone Number	Nati 9 Ex 9 Ri Class	is ent selected reparks time is event with o	fram Pending 0.00(41 code FDIAU)	s Exert ZE ¹	Row 1 of 1

(i) **Past 30 Days** – Choose this button to see historical signal information on the specified transmitter and zone for the past thirty days

(ii) **Past 3 months** – choose this button to see historical information on the specified transmitter and zone for the past three months

(iii) **All History** – choose this button to see historical signal information on the noted transmitter and zone since Phoenix was implemented, or since the historical data was last purged.

(iv) **Specify Date Range** – choose this button to se historical signal information on the specified transmitter and zone for a defined time period; enter the date in **mm-dd-yy** format (month/day/year)

(v) **Begin Date/time** – enter the start date of the time period

(vi) **End date/time –** enter the end date of the time period

3. Permit

(Event Menu) Ctrl + p

The Permit command provides Permit information for the current transmitter. Many cities issue permits to provide necessary information to police and fire agencies.

a) To View Permit Information:

- 1. Click the Permit tool
- In the Permit record, review the information; see "<u>Detail Views</u>"
- 3. Click **OK** to close the Permit record.

Each field is described below:

identitier	0	
Type	-1	
Dealer ID	-	
Organization ID	-1	
Bubecriber ID	-1	
Site ID	-1	
Transmitter ID	-1	
Permit Number	Record Harker	
Notes	Contraction of the local data and the local data an	
Effective Date/Time	01/01/1998 08:88:88	
Expiration Date/Time	81/01/2001 88:80:00	
Last Modification Date/Time	02/17/199H 15:39:02	
Last Modification ID	administrator	

(a) **Identifier** – this field contains a unique number assigned by Phoenix that identifies the Permit

(b) **Type –** contains the kind of Permit; most common are **Fire**, **Police**, or **Medical**. Types of Permits are defined in the Type field of the Class table.

(c) **Dealer ID** – contains the Dealer ID associated with the Permit, or the marker value (-1)

(d) **Subscriber ID** – contains the Subscriber ID associated with the Permit, or the marker value (-1)

(e) **Organization ID** – contains the Organization ID associated with the Permit or the marker value (-1)

(f) Site ID – contains the Site ID associated with the Permit

(g) **Transmitter ID** – contains the Transmitter ID associated with the Permit

(h) **Permit Number –** contains a name or number assigned to the Permit by the authorizing agency

(i) **Notes –** *contains any additional comments or remarks concerning the record*
(j) **Effective Date/Time –** contains the date and time the Permit becomes valid

(k) **Expiration Date/Time –** contains the date and time the Permit becomes invalid

(1) Last Modification Date/Time – contains the date and time the record was last modified

(m) Last Modification ID – contains the Login ID of the use who last modified the record

4. Inventory

(Event Menu) Ctrl + y

This option provides a description of available equipment for the current Event's transmitter.

a) To View Inventory Information

- (1) Inventory Tool Click on the Inventory tool
- (2) Review Information In the Inventory record, review the information; see "Detail Views"
- (3) Close Record Click OK to close the Inventory record.



Each field is described below:

(a) **Identifier** – contains a unique number assigned by Phoenix to identify the Inventory record

(b) **Dealer ID** – contains the Dealer ID associated with the Inventory item, or the marker value (-1)

(c) **Subscriber ID** – contains the Subscriber ID associated with the Inventory item, or the marker value (-1)

(d) **Organization ID** – contains the Organization ID associated with the Inventory item, or the marker value (-1)

(e) **Site ID** – contains the Site ID associated with the Inventory item, or the marker value (-1)

(f) **Transmitter ID** – contains the Transmitter ID associated with the Inventory item

(g) Name – contains the name of the Inventory item

(h) **Description** – contains more detail describing the current equipment record

(i) **Quantity** – contains the total number of Inventory items

(j) Model number – *contains the model number for the equipment*

(k) **Serial Number** – contains the serial number of the equipment

(*l*) **Installation Date/Time** – contains the date and time the inventory item was installed

(m) Service Date/Time - contains the date and time the Inventory item was last serviced

(n) **Software Revision** – contains the software revision of the equipment

Hardware Revision – contains the hardware revision of the equipment

(o) **Notes** – contains any additional comments or remarks concerning the Inventory item

(p) Last Modification Date/Time – contains the date and time the record was last modified

(q) Last Modification ID – contains the Login ID of the use who last modified the record

5. Attachments

(Event Menu) Ctrl + a

While in Alarm Processing, this feature allows you to access documents that were created in other applications. These documents may contain instructions, drawings, or information – for example: Driving instructions, zone locations for a home, or monitoring center policy information.

Operator User Guide 2011

When an Event drops to an operator, the Attachment dialog box opens automatically if attachments are present at any level in hierarchy; to access attachments at any time while processing an Event to the following:

a) To access an Attachment:

(1) Attachment Tool

Click on the Attachments tool; dimmed levels indicate there is no Attachment Attachments for Event 453542

at that level

(2) Path The location of the file on the network is indicated under Path. If there is a file at more than one level, the file path changes accordingly

	Select level
	C Dealer
of	C Subscriber
ne	C Site
IS	Transmitter
er	, manamiller
a	C Zone
ile	
es	RELEASE DOCS\x420\2012ATTACHMENT1.BMP
	OK Cancel

Select

Select the file you want to see

(4) Click OK

(3)

- (5) Review Review the information in the Attachment
- (6) Close Close the document and the application that the Attachment opened in.

Q. Putting a Transmitter on No Action

1. No Action

(Activity Menu) Ctrl +n

No Action is used to prevent Phoenix from generating Events for selected transmitters for a defined period of time. Signals on No Action are listed in the History Queue in Browser and stored in the Signal table, but are not sent to an Operator as Events to be processed.

For 'On Demand' No Action records applied at the site level or below; Phoenix generates a Begin (or End) No Action signal 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. Signals associated with No Action are identified in History with the [X] icon, as shown in Fig. 53.

Tremmeter Orizona D	Tera Range						O.we
Traisinger D.	4225.45			.2mm 1			Em Overy
Tiane Zane Warne	DAY ARMITE	VENTS					Ext
Transmitter's Date/Tree © 31/26/2012 12:36:36 31/26/2012 12:20:41	0mm 0 83543 803643	Eigend ID Inigin 1434 BURG	Transme 1022505 1022505	Zana ID	(F84)	Related tot 01/05/2012	unatus 1236.08 - 01.08
L9 Junior Log:	-	-					Row 1 af 3
01 Notice Lag Segn: DeletTree 01/26/2012 11 26 06 01/26/2012 11 26 06 01/26/2012 11 26 06	Lage (D. 1910) 1910 1910 1910	Phys Hardse	Pod Add D10 jac	as Locactor reco sizo12 12 25 classing	ed : Signal II OB - 07/25/2	0] 1], 2040 (0) 012 12 40:00	Rev 1 #72

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 1-2 pm for transmitters in the Easter Time Zone, no signals are generated; same for in Central, Mountain, and Pacific Time Zones etc.

2. Attaching a No Action to a Hierarchy Level

You can attach No Actions to any level of the hierarchy. You can also put an entire Sigtype on No action by entering the Marker Value in all hierarchy levels 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 contain the marker value (-1)

The No Action on the right in fig. 54 is hung at the transmitter level; Zone ID contains the marker value (-1).

tion Wizard		
Dealer ID:		
DEM		
Organization D		
APARTMENTS		
Subscriber ID		
1		
Site ID		Up One Leve
OLYMPIC APA	RTMENTS	16
Transmitter ID:		
-10		- 8
Transmitter no	in system	
Zone ID.	Sigtype:	
-1	-1	
Name		
Address 1		
NoActions Currently	in Efect	
Hermiter	and a	IN COLUMN
Planaichy a	apen A	1140ACTIONS
04	I	Proved
OK.	intern.	Lances

Dealer D.		
DSM		
Organization I	10	
APARTMENT	8	
Subscriber ID		
+1		
Site D.		Up One Level
BAY APART	VENTS	
Trassmitter D		
022505		
Transmitter	not in system	
Zone (D)	Sativo	
-1	-1	
Name		
BAY APARTMEN	//S :	
Address 1:		
1234 BAY ROAD	GREEN, PA	
Maderines Corres	On the Effects	
tan white Amon		CONTRACTOR (
Contraction of the second	Madrin 1	All NoActions

3. Using the No Action Wizard

a) To put a Transmitter on No Action

(1) No Action Tool Click on the No Action Tool Phoenix opens page 1 of the No Action Wizard with the default values

(2) Hierarchy fields

In the hierarchy fields set the location hierarchy level for the No Action; by entering the Transmitter ID in the transmitter field. Phoenix will autopopulate the Dealer, Subscriber, Organization, and Site fields. (Typing the

location data in may

Dealer ID		
Demes (DC		
Organization ID		
Subscriber ID		
Site D:		Up One Level
Transmitter ID.		
23216		
Transmitter r	not in system	
Zone ID	Sigtype:	
JAMES I	-1:	-
kame.		
Address 1:		
loActions Current	y In Effect	
Hierarchy	Match	Al NoActions
		N. 10
OK	New	Cancel

result in an Invalid No Action record)

Note – Phoenix verifies that the transmitter exists in the database and returns an error message if you enter an invalid Transmitter ID. If the No Action applies to the transmitter level, go to step 3. If you want to apply the No Action to a higher level, click on **Up One Level** once for each level to automatically enter the marker value (-1) in the appropriate hierarchy field(s)

(3) Name & Address 1 Dealer ID: Check the Location Organization ID and Address 1 field Hampton to verify that you Subscriber ID HRT are setting the No Ste D: Up One Level Action for the 023215 proper transmitter. Transmitter ID 023215 If you click the up Transmitter not in system one level button to Zone ID: Sigtype hang the No Action -1 -1 . Namie record at a higher Hampton Roads Transportation, Inc. level, the Location Address 1 12 S. Armistead Ave., Hampton, VA and Address 1 fields NaActions Currently In Effect are blanked out Hierarchy Match All NoActions -OK New Cancel

(4) Not in system

Check the **Transmitter not in system** box if you are creating a No Action for new panel that is being tested, but is not yet set up in Phoenix.

(5) Sigtype Field

In the **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

(6) OK Button

Click **OK** to search the database for existing records that match the level and sigtype you entered. Phoenix

1010-10-00 M //		and the lot
Dealer ID:		
DS		
Organization ID:		
Hampton		
Subscriber ID:		
H.R.T.		
Site ID		Up One Level
023215	1	
Transmitter D		
023215		
Transmitter n	ot in system	
Zone ID.	Silthba:	
	-1	
4ame:	24HNonBer	-
Hampton Roads Tr	ansport A/C Loss	
Address 1:	Abnormal T	est
12 S. Amustead A	AC Restore	
Actions Currenth	Ack Delay	9
Margaretes 1	datch (A	Nobelines
contactly r	mach 1	r rate data (
00	1000	frank 1

searches for other No Action records with these settings, and if none are found asks if you want to create one.

(a) Button Definitions:

(i) **Up One Level** – click this button to change the level at which the No Action is attached; Phoenix enters the marker value (-1) in the lowest level field containing actual data

(ii) **Show Count** – click this button to se the number of No Action records for the specified hierarchy level and the Sigtype

(iii) **Recall or clear** – this button changes depending on whether settings were saved

(iv) **Recall** – choose this button to recall the last record's settings, which Phoenix saved if you check the "Recall settings on next wizard use" option during the previous session in the Wizard (v) **Clear** – choose this button to erase the saved options

(vi) **Recall settings on the next wizard use** – chick this box to save the current record settings for use the next time the No Action Wizard is opened.

(vii) **OK** – click this button to have Phoenix search for existing No Actions with the specified settings

(viii) **New** – creates a new No Action record with the specified settings

(ix) **Cancel** – *exits the No Action Wizard, without creating a No Action record*

(x) **Hierarchy Match** – displays all NoActions in effect for the hierarchy that is listed at the top of the No Action Wizard

Name	Transmit	Sigtype	Zone ID	Effective Date/Time	E
CU Mobile ATM (Alar _	009065	4	1	02/02/2012 10:01:02	0
<					1
		OK.			

(xi) All NoActions – displays all NoActions in effect for Phoenix at that time. The list is sorted by transmitter name and includes hierarchy information. NA that use schedules will display if the 'delete date' of the schedule has not expired, however the schedule has to be viewed to determine if the NA is currently in effect or not. [PUG #11/A0015]

Name	Transmit	Sigtype	Zone ID	Effective Date/Time	10
CONTROL OF	PHOENIX	-1	-1	12/29/2011 11:04:39	
1	-1	Arm Abort	-1	09/16/2011 16:04:10	
-1	-1	fail close	-1	09/16/2011 14:55:16	
-1	-1	fail open	-1	09/16/2011 14:55:44	
-1	-1	fail test	-1	09/16/2011 14:54:30	
-1	-1	fail test	-1	09/16/2011 14:54:30	
where & userial "Libjor""D	023202	-1	-1	03/29/2006 10:23.07	
Anothe Trible**Discon	023035	-1	-1	08/21/2005 05:27:19	
san' 8,1 is in hinter at	00710	-1	-1	02/17/2009 01:18:46	4
¢,					2

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.

b) 2nd Page of NA Wizard

(1) Event ID

In the **Event ID** field, Phoenix assigns a unique number to identify the record

Event ID:
453547

(2) Start Over

This button will go back to the 1st page of the NA Wizard and use the same hierarchy

Start Over

information that was just used after the record is added. You don't have to get completely out of NA Wizard to enter another.

(3) Date & Time Area

Enter the time range of the No Action, by checking the **Use Schedule** box and entering a Schedule ID in the **Related Schedule ID** field.

By selecting Use Schedule deactivates the Effective Date/Time and Expiration Date/ Time fields.

12/15/2011	12:4	7:14		
Expiration Data	Time			
11		1. C		
Time Zone	Min			
Sectern Stand	and Timu	£		
istem Stand	erd Timu	1		

NOTE: If you are setting up a No Action at the site or transmitter level, Phoenix uses the current time 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 zone.

When you hit the tab key, or click in the **Related Schedule ID** field, Phoenix opens the Schedule Wizard. Choose a Schedule ID or create a new one to define the time range for the No Action. **See "Setting up Schedules" in the Data Entry User Guide.**

(4) Authorization Section

In the **Authorization** section, enter the person requesting the No Action in the **Requested by** field

In the **Reason** field enter the reason given by the requestor

Requested By		
Reason		

(5) Save Data

Click Add; Phoenix adds the record to the Sigcontrol table.

R. Sending a Manual Signal

1. Manual Signal

(Activity Menu) Ctrl + m

The Manual Signal command allows you to manually send a signal into the Phoenix system. Use Manual Signals to update Phoenix when it has been down and to test data entry of accounts to verify that newly created records are working properly.

Helpful Hint – each time you select Manual Signal, a new applet is started; if you are going to send multiple signals, simply minimize the window and maximize it again when ready. When you minimize Manual Signal and then maximize it, it retains the Receiver Date and Receiver Time values it contained when you minimized it; before sending new manual signals click on the **Refresh Date/Time** button update to the current Phoenix Server date/time.

a) To Send a Manual Signal:

(1) Manual Signal Tool

Click on the **Manual Signal** tool. Phoenix opens page 1 of the Manual Signal Wizard with the default values

dur Latal

Upar 200

n to Operator

Send Signel

Manang

Close



1010

		1011 0 41
(2)	Transmitter field	Location &
	Enter the Transmitter	
	ID applicable to the	
	signal Use the	
	Transmitter ID as is it	Signal De
	entered in the	
	Transmitter table.	
		Asstant
(3)	Zone field	

(3) Zone field Enter the Zone ID applicable to the signal Retroit Dete/Tinia

.

Set Defealts

(4) Line field

Enter the Line ID applicable to the signal; you can leave this field blank when testing Data Entry

(5) Packet Type field

Enter the Packet Type ID applicable to the signal, if necessary, if there is a Packet type in an applicable Sigcontrol record (for example a conversion) you must enter that Packet Type ID in the Manual Signal

(6) Signal field

Enter the signal in the *pre-converted format*

(7) Receiver Date field

Accept the current Phoenix Server Date (default) or enter a date to be inserted into the Receiver Date field of the Signal record. This date is also written to the Create Date/Time field in the Signal record.

(a) Use this field to enter the signal's actual date when enter signals that were received while Phoenix was down. To reset the Receiver Date to the Server Date use the **Refresh Date/Time** button

(b) The **Set Defaults** button removes the Signal and Assign to Operator fields and inserts the current Phoenix Server date/time in the Receiver Date and Receiver Time fields

(8) Receiver Time field

Accept the current Phoenix Server time (default) or enter a time to be inserted into the Receiver Time field. This time is also written to the Create Date/Time field in the Signal record.

(a) Use this field to enter the signal's actual time when entering signals that were received while Phoenix was down.

(b) To reset the Receiver Time field to the Server Time, use the **Refresh Date/Time** button.

(9) User ID field

Enter the Contact's PIN associated with the signal. The PIN is part of the number transmitted in the opening or closing signal that identifies the person who performed the open or close

(10) Assign to Operator field

Select the operator to process the Event from the dropdown list that includes all operators currently logged in to Alarm Processing. Phoenix sends the Event to that operator's workstation.

(11) Message field

Enter the message, sent by some panels, that acts as a zone description. Phoenix inserts it into the Related Info field and appends it to the Zone description field on the Alarm Processing screen.

(12) Send Signal

Click on **Send Signal** to send; **Close** to exit Manual Signal w/o sending a signal; or on **Set Defaults** to reset the Receiver Date and Time to the current system date and time and removes the values in the Signal and Assign to Operator fields.

S. Using the Reminder Wizard

1. Reminder

(Activity Menu) ctrl + k

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 inform customers when their permit is about to expire.

One such way to create such reminders is to set up a dummy Dealer record named "Reminders" with each Transmitter a different type of Reminder. For example: A Transmitter for Backups, w/ Zones "Daily" and "Monthly"; then set up special Sigtypes 'reminders', or 'expired permits' with appropriate Instructions. Then set up actual Reminders, using the Reminder Wizard which is accessible via Alarm Processing and Data Entry.



a) To Create a Reminder Record:

- (1) Click on the Reminder tool
- (2) ID & Transmitter Tab
 - (a) Find Existing Reminder records:

(i) Enter known values in one or more of the fields in the top half of the Wizard (you can use the same wildcards that work when using **Query**) (ii) Click on the **Query** button

(iii) To see detail for a specific Reminder record, click on the appropriate line and look in the Detail of Record pane.

- (b) Identifier field
 Phoenix assigns a unique number when you ADD the record that identifies it in the table
- (c) Signal ID field
 Select the special Sigtype you set up for Reminders (for example 'reminders' or 'expired permits'); for a Sigtype to appear in the dropdown list, the Sigtype record must have a Y in the Event Flag field
- (d) Transmitter ID field

Enter the transmitter for which you are creating the Reminder. When you tab out of that field, Phoenix auto fills in the other hierarchy fields' information.

Reminders can only be set up at the Transmitter level

(e) Transmitter Search

If you do not know the Transmitter ID, use the **Transmitter Search** button on the **ID & Transmitter** tab to find the transmitter for which you want to create the reminder

(f) **Zone** field

Enter the Zone ID for which you are creating the Reminder, or use the marker value for all Zones

(3) Date/Time tab

(a) Select the date/time you want the Reminder sent for the first time; set the frequency for it to be sent, and when to discontinue the Reminder.

p	275/2011 33.31	THE	1.044.0	na Ren	inder.
Per	Ficher shadd be a Fi Each greate Fi Brarky Fi Brarky Fi Brarky Fi Mightly Fi Xiarly	-	internal betw in the pro- figures	ninade	nindes mindes
9	nender ofwald bo it 9 No grit two 17 Eint ghe 17 Eint by	incentioned	accumentes	1	
Beetlifer	Transmitter	Zere D	figer	œ	Frequency

(b) The First send Date/Time defaults to the system time – if you want it sent at a different Date/Time you will need to change it.

(4) Other tab

(a) In the **Related Info** field, enter information associated with the Reminder that you want to appear on the AP screen, in "Related Info"

(b) The Event ID Field will be populated by Phoenix once the record is added.

Related info		
CHECK TO SE	E IF CUSTOMER STILL ON VACAT	TON
120		
1210.20		
Event ID		

(c) When processing a Reminder Event, use Add Comments to add Action Log items to Reminder Events that display no Contacts

T. Enabling/Refreshing an Operator's Preferences

1. Enabling Preferences (Activity Menu)

The Enable Preferences command allows an operator to turn off or on whichEvents are directed to the workstation. For
example, Events for Spanish speaking sites may be
directed to Spanish speaking operators. The Enable
Preferences command toggles between enabled
and disabled, depending on whether it is checked
or unchecked. The default is enabled (checked)Activity View Messages Event
Select Event Ctrl+S
Reopen Event Ctrl+G
Close Event Ctrl+E
Refresh Event Ctrl+F
Process Signal Ctrl+G

- a) To Enable/Disable Preferences:
 - (1) All Events available

To make all events available to an operator:



(a) On the Activity menu, choose **Enable Preferences** to remove the check mark; if unchecked all Events are available to all operators.

(b) On the Activity menu choose **Enable Preferences** to add a checkmark. If checked only appropriate Events are directed to a specific operator

b) Refresh Preferences (Activity menu)

The Refresh Preferences command allows an operator to update his or her Preferences (Events the user is allowed to process) without logging out of Alarm the Processing. Phoenix reads operator's Preference records every time logs into Alarm operator Processing. It is necessary to use this option only when changes are made to an operator's Preferences in Data Entry while the operator is logged into Alarm Processing.

Activity	View	Messages	; Event	
Select	: Event	Ct	rl+S	
Reope	en Even	it Ct	rl+U	
Close	Event	Ct	rl+E	
Refre	sh Ever	nt Ct	rl+F	
Proce	ss Signa	al Ct	rl+G	
Comm	ients			
No Ac	tion	Ct	rl+N	
Specia	Special Schedule			
Remin	ider	Ct	rl+K	
Manua	al Signa	l Ct	rl+M	
Templ	Data W	izard		
Servio	e Ticke	t		
PBS C	ontrol (Ienter		
🗸 Enable	e Prefei	rence		
Refre	sh Pref	erence		

(1) To Refresh Preferences:

On the Activity menu, choose **Refresh Preferences**

U. Logging In/Out Without Closing Alarm Processing

(a)

If a user is logged into Alarm Processing on the screen the **Log Out** tool is available on the toolbar; if NO user is logged in, then the toolbar will read **Log In**.

1. Log In

(File Menu) ctrl + l

The Log in command allows a user to receive Events; this command works with the Log out command to allow a change of users without closing Alarm Processing

This Login works the same as logging in to the application See "Logging In to Phoenix Applications"

2. Log Out

(File Menu) Ctrl + o

The Log Out command allows a logged in user to disconnect from receiving Events. This command works with the Log In command to allow a change of users without closing Alarm Processing.

Caution – the last user to exit Alarm Processing must enter the Logout Password

Note – Even if no one is logged in, messages are still received, i.e. the computer beeps and the telephone icon flashes.

a) To Log Out of Phoenix: (1) Log Out tool

Click on the Log Out tool

(2) Log Out Options

(a) Select the **Public (do not use Operator ID)** option when you want Events that are assigned to you in the Wait Queue to be available to any operator. They are returned to the Pending Queue with no ownership applied

(b) In the Assign Pending and Wait Events To field, choose a Login ID if you want to assign the Events that you have placed in Wait to a specific operator. When you choose this option also choose **Regardless of Preference**.

(c) Click **OK** to logout of Alarm Processing without closing the application; or click **Cancel** to exit the Logout dialog box without logging out

V. Printing Alarm Data

In general, you can print any Event data that is on the screen, grouped by table. In Alarm Processing two default tables are always included, Event and Transmitter. 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.

File	Activity	View	Messages	E		
Pr	rint Option	IS				
Pr	rint Previe	W				
Pé	age Setup					
Pr	Print					
Lo	og In		Ctrl+L			
Lo	og Out		Ctrl+O			
Se	end Messa	ige				
Se	et Langua	ge & Ex	it			

Exit

Log Out 🗙
Assign Pending and Wait Events To
-1 administrator Bill CAR Chris ♥
C Use preferences
Public (do not use Login ID) OK Cancel

a)

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*

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 Alarm Processing.



b) Format Tab

(1) Column format

This displays the data in rows and columns, with each record a row, and each data field a column.

(2) Block format

This displays data fields for each record on sequential lines down the page and repeats the column names for each record.



NOTE: 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

(3) 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

(4) Alignment:

This setting determines how the data is displayed within the column: left justified, centered or right justified.

(5) 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.

Fort Face	
🍜 Anal (sans-sent)	
C Times Roman (serif)	
Courier (monospace)	
Fort Size	
C 8 pt (extra small)	
🗂 10 pt (small)	
12 pt (normal)	
C 14 pt (large)	

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 Option. See below.

Event ID	Event Create Da	te/Time	Transmit	tter ID Z	Di enc	Signal ID	Dealer ID	Subscrib	er ID
453545	01/27/2012 08 51	1:26	022505	0	1	Break-In	DSM	-1	
Transn	nitter								
Transmitt	er ID Name		Addr	ess 1	A	ddress 2	Address 3	City	State
022505	BAY AP	ARTMENTS	1234	BAY ROAD				GREEN	PA
Zone									
Zone Zone ID	Zone Name		Status	Descript	on	Sigty	pe ID	Video Link	
Zone Zone ID 01	Zone Name Motion Detect	kor .	Status	Descript	on	Sigty -1	pe ID	Video Link	-
Zone ^{Zone ID} 01 Signal	Zone Name Motion Detect History	or	Status	Descript	on	Sigty -1	pe ID	Video Link	
Zone ID 01 Signal Zone ID	Zone Name Motion Detect History Signal ID	or . Transmitt	Status er's Date/T	Descript	on	Sigty -1 Priority	pe ID Line	Video Link Status Flag	1

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, see below, is a report with the file name Event02032012-**085724.html.** The file name indicates that it was generated on the Event table,



(3) Delete

With the Print Preview report open, click on File menu, then choose Delete



(4) Select the file(s)

In the Delete window, select the file(s) you want to delete.

To select more than one file, hold the ctrl key down while left clicking on each file



File Activity View Messages I

k

Ctrl+L

Ctrl+O

Print Options...

Page Setup...

Send Message Set Language & Exit

Print

Exit

Print Selection

Signal Information

Contact Information

Instruction Information
 Action Information

OK Cancel

Log In...

Log Out

(5) Click Delete

Click on the Delete Button once finished to delete the files.

b) To delete all reports in the Print folder: (1) Open Print Preview

Open Print Preview Open Print Preview by clicking on File, then selecting Print Preview from the dropdown menu.

(2) Print Selection The Print Selection window will open, click on OK button



(3) Purge

With the Print Preview report open, click on File menu, then choose Purge



(4) Acknowledge window

When the **Delete all HTML files in phoenix\tmp\print?** Window opens, click on the **Yes** button.

Alarm Pro	cessing		
?	Delete all .HTML files	s in \phoenix\tmp\print ?	
	Yes	No	

(5) Completed

When the purge is completed, the Print Preview window will go blank. You can verify all previews were purged by going to Window Explorer, drive Phoenix is installed, Phoenix, tmp, print.

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.

Pager Options Page Star	Lett	0.75	10000001
latin a	Rete	0.75	States -
Potral Classicape	top	0.75	MALPONIC -
Print Blackground Colors and Images Classific Sharek to Fit	Batters	0.75	ALC: NO
Hviadara and Pasimis Headar	Foot		
Tile	E Uni		6
Engly	2	php-	
Page II of total pages	Det Det	e in short format	
Charge Fort			

4. Print (File Menu)

The Print command sends the currently chosen information to the printer. An open Event on the Alarm Processing screen pulls data from many tables, 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.

a) Reprinting

Until you close Alarm Processing, 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.

🛢 Num Noestew							
i 'e e	File Name	Sphaen in dmpfgrim Resolution OE222011-135533 html Indonesis Him Henry V. Zone DE222011-135399 html	-				
Resolution	on	Vehoenis Umplomit Resolution05222011-135351 #me Vehoenis Umplomit Resolution05222011-135515 #me					
Resolution IE	Description		Rate	Chargeable F	lag CSAA Flag	Finalize Flag	Faise Alarm Flag
AES backup	AES Back up system ac	tivations	0.00000	0 n	n	y	n
AlarmNet	AlarmNet Back up syste	m.	0.00000	0 π	п	y	n
Disconnect	Disconnected Account.	account no longer being monitored.) Take no action!	0.00000	0 n	n	y	n
FINALIZE	Finalize Event		0.00000	0 n	0	ý	п
Low Battry	Low Battery & Low Batter	ary Restore	0.00000	0 n	n	¥	n
open/close	openings or closings			n	п	¥	n.
Phone Rest	Phone Line Restoral		0.00000	0 n	п	¥.	π
Power Loss	Power to the panel has t	seen lossed or restored	0.00000	0 n	п	y	n
REAL Alarm	This alarm has been con Police/Fire/Medical	firmed to be a real emerg activation by	0.00000	0 n	п	у	π
Reopen Evt	Event was reopened		0.00000	0 n	п	¥	n.
Test Tech	Account being tested by	Digital Technician	0.00000	0 n	n	y .	n
User Test	Account being tested by	CUSTOMER (Note callers name on account)	0.00000	0 n	п	y	n a

W. 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.

Groups	Send Message To
Exeryone G	phoenix - Adams phoenix - Data Entry
Browser	F Confere Onlinety?
Message	
2	

(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. **NOTE:** This option is only

available if you select Individuals

Send Message To • Individuals
phoenix - Alarm phoenix - Data Entry
Confirm Delivery?

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.

g) Send

Once you are completed with your message you want to send, Click on

the Send Button. The Message Sent Successfully window will open. Click on Ok then close out of the message window.



VII. 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) Toolbar On the View menu, choose Toolbar



(2) Toolbar Configuration Window

In the **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) Toolbars

(i) **Main** – close Event, Sent message, Log in, Log out, Print Preview, Print, and Help tools

ToolBar Configuration	×
ToolBars	lcon Size
🔽 Main	 Large
Activity	C Small
✓ Event	ToolTips
🔽 Wizard	 Show
🔽 Status	C Hide
ок	Cancel

(ii) **Activity** – Select Event, No Action, Special Schedule, and Manual Signal tools

(*iii*) **Event** – Instructions, False Alarm, Permit, History, Add Comment, Inventory, and Password tools

(iv) **Wizard** – commands that allow you to move from record to record when viewing detail

(v) **Status** – Status Bar at the bottom of the screen

(b) Icon Size Area

(i) In the **Icon size** area, choose large or small Toolbar Tools

(c) Tooltips Area

(i) 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

(d) Saving Changes

(i) Click **OK** to save changes and close the Toolbar Configuration dialog box; or choose **Cancel** to close without saving

2. Turning the Status Bar On/Off

Status bar

a)

(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.

(1) Status Bar

On the View menu, choose *Status Bar* If checked then the Status Bar is on, if unchecked then the Status Bar is off.



(2) Difference between On/Off

(a) **Status Bar On –** when the option is turned on, the bottom of the Alarm Processing screen will show a bar and will display information about an Icon that is scrolled over. See example below.



(b) **Status Bar Off** – when the option is turned off, there will be no bar at the bottom of the Alarm Processing screen and no information will show when scrolling over the Icons. See example below.

Alarm Processing (phoenix)			FIE	X
File Activity View Messages Event Data Entry Se Server Send Message 12/03/2012 Messages 12/03/2012 Messages	ech Browser Weckow Help Image: System Messages	M	•	Þ
	10.52.55 phoenaltesting			

B. Closing the Alarm Processing Application

1. 3 Ways to Close

The Exit command closes the Alarm Processing application

Caution – The last operator to exit Alarm Processing is required to enter the logout password. This is the password contained in the User table in the record for User ID **1**.

a) File Menu

To close out Alarm Processing using the File menu:

Click on File Select Exit

b) X Icon Box

To close out of Alarm Processing using the X Icon: Click on the X Icon in the upper Right corner of the Alarm Processing Window

c) Log Out Arrow

To close out of Alarm Processing using the Log Out Arrow:

Click on the Log Out Arrow usually located in the Upper Left Corner of the Alarm Processing Screen.



Ctrl+O

🕨 Alarm Processing [phoeni

File Activity View Messages

Print Options...

Page Setup...

Send Message Set Language & Exit

Log In... Log Out

NOTE: This logout will only log out the operator and not close Alarm Processing Screen. For another operator to handle alarms, they would have to use the Login Arrow.



VIII. Browser

Browser provides a window into the current activity of Phoenix, display signal traffic and Event information. Browser is a supervisory tool that constantly tracks signal traffic; Event processing and operator/system load using two features: Event Traffic Indicators and data Queues, three for signals and three for Events.

When you open the Browser application, you do not have to Log in and it does not use a Phoenix User License. Only one instance of Brower is allowed to run on a machine.

Note – Browser provides only a window or view into the Queues; you cannot actually manipulate the information in the Queues, or the Queues themselves, from within Browser



A. Menus, Toolbars, and Shortcut Keys

The commands in Browser are organized by menus

1. Menus



2. Toolbar

Tools (buttons on the Toolbar) and Shortcut Keys provide quick access to many of the same commands available on the menus.



3. Menu Tables a) File Menu Table

Menu Choice	Menu Function Description	Tool	Shortcut
Open Queue	Opens any of the six queue views, windows into the activity of Phoenix. Each queue is a dynamic listing of signals or events. Queues refresh when a change occurs.		
	Active Event Queue This queue is a list of all events that are presently being processed by an operator.	0	Ctrl+1
	Pending Event Queue This queue is a list of all events that have not yet been processed or that have been returned to pending by an operator in Alarm Processing or events with an expired wait time.		Ctrl+2
	Waiting Event Queue This queue is a list of all events that have been placed in Wait by an operator in Alarm Processing. An event in Wait returns to the Pending Queue when its wait time expires or a higher priority signal is attached. The operator's login ID is removed from the record when the event returns to pending if the operator is not logged into Alarm Processing.	×	Ctrl+3
	Event Signal Queue This queue is a list of all signals that are part of an active, pending, or waiting event.	-	Ctrl+4
	Wait Signal Queue This queue is a list of signals that are associated with delay, wait, 3-1 extended and redundant signals. The primary signal of the pair is listed in this queue when it enters the system and is replaced with the secondary signal when it enters the system.	×	Ctrl+5
	History Signal Queue This queue is a list of all signals, including those that did not create an event. This is a first-in/first-out queue, limited to a fixed number of signals determined in the appsrv ini.		Ctrl+6
Close Queue	Closed the selected queue.	×	Ctrl+E
Stop Refresh	You can pause Browser's screen refresh while you are scrolling in a queue looking for a particular signal. This prevents Phoenix from refreshing the queue and returning to line 1.		

2011 Operator User Guide

Page Setup	Change margins; define heading and footing, paper size and source,		
8	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.	4	
Send Message	You can send messages to four groups of Phoenix users:		
	All – everyone logged into any client		
	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	Allows you to choose a language other than English and then		
& Exit	terminates Browser, so you can log back on with the selected		
	language set.		
Exit	Exits Browser		

b) View Menu Table

Menu Choice	Menu Function Description	Tool	Shortcut
Detail View	Shows detailed information for an Event or signal.		Ctrl+W
Next Queue	Selects the next Queue window.	T	Ctrl+F6
Previous	Goes back to the Previous Queue window you were in.		Ctrl+Shift
Queue			+F6
Toolbar	You can define the size of the Toolbar buttons, and show or hide		
	Tooltips and predefined groups of buttons.		
Status Bar	Toggles on/off the strip of information found at the bottom of the		
	Browser screen that provides helpful information depending on what		
	you are doing.		

c) Window Menu Table

Menu Choice	Menu Function Description	Tool	Shortcut
Tile	Resizes and rearranges open windows one below the other in tiles of equal size.		Ctrl+T

Help Menu Table

	d) Help Menu Table		
Menu Choice	Menu Function Description	Tool	Shortcut
Keyboard	Will pop up a shortcut window showing all available shortcut keys.		
About	An About window will open giving version and copy write information.		

B. Using the Event Traffic Indicators

Traffic Indicators break down Events into either pending or active. *Pending* is defined as an Event waiting to be processed by an operator. *Active* is defined as an Event that is currently being processed. Each event-generating signal is counted in one of the eight (by default) Pending buckets. When and Event is selected by and operator for processing, its count is subtracted from the Pending bucket, and added to the appropriate Active bucket.

The "buckets" are classifiers that pertain to event-generating signals. The standard classifiers are: Fire Alarm, Duress, Medical, Burglary, Open/Close, Supervisory, Equipment, and Other (a catchall class for any event that does not fit into one of the other buckets). There is also a Waiting indicator that denotes the number of Events in the Waiting Event Queue. Each box is a display field showing how many Events in that class are pending or how many are active Events.

	Fire Alarm	Duress	Medical	Burglary	Open/Close	Supervisory	Equipment	Other	Waiting
Pending	0	0	0		0	0	0	1	8
Active	0	0	0	0	0	0	0	2	

The colored severity indicators alert a supervisor to a build up in a class of Events. The buckets change color when the number of Events in a class rises above the first level of severity; the color in the display box changes from green to yellow. If the number of Events in this class continues to rise to the next severity level; the color changes from yellow to red.

C. Using the Queues

Queues are window to the activity in the Phoenix system. Each Queue is a dynamic listing of signals or Events, sorted by Signal ID, or Event Identifier in descending order, with the newest on line 1. The Queues are refreshed on the screen only when a change occurs. Shared memory is checked based on the refresh_rate parameter in the browser.ini file.

Each signal or Event line may display in a color depending on the Priority of the signal's Sigtype. You may need to change the numbers in the Priority field in the Sigtype records to take advantage of this feature.

Priority	Color	Comment
	Grey	Signals for transmitters currently on No Action
	Orange	Phoenix-generated signals based on a Reminder record
0	Blue	Manually generated signals
1	Red	
2	Magenta	
3	Yellow	
4	Turquoise	
5	Green	
6 and above	White	

The specific columns that display in Browser depend on setting in the ABMmaster.cfg and the user.cfg files. See "Defining Browser Columns" in the System User Guide.

1. **Open Queue**

(File Menu)

The Open Queue command opens the Queue views.



a) To Open a Queue

(1) **Queue Tools**

Click on one or more of the Queue tools

(2) Tile Tool

If desired, click on the Tile tool to arrange the open Queues horizontally

2. **Stop Refresh**

(File Menu)

Stop Refresh allows you to stop Browser's automatic screen Refresh while you are scrolling in a Queue looking for a Particular signal. It prevents Phoenix from refreshing the Queue and returning to line 1.

a) To Stop Refresh:

(1) Tool

Click on the STOP REFRESH tool

(2) Scroll

Scroll in the Queue for the desired signal

(3) Restart

To restart Refresh click on the STOP REFRESH tool again.

3. **Active Event Queue** (File Menu, Open Queue)

Ctrl + 1

This Queue contains Events currently being processed by operators.

🗖 Aenas	Lisenti P				D	19			
Event ID	Signal ID	Transmitter ID	Zone ID	Sigtype Class	Event Create Date/Time	Transmitter Date/Time	Assigned User	Zane N	
(3 —	_							Ð	

a) Event ID

This column contains a unique sequential number, assigned by Phoenix, which identifies the event.

b) Signal ID

This column contains the Sigtype of the primary signal associated with the Event

c) Transmitter ID

This column contains the Transmitter ID associated with the Event

d) Name

This column contains the Transmitter Name associated with the Event

e) Zone ID

This column contains the Zone ID associated with the Event

f) Sigtype Class

This column contains the Class of the Event, as defined in the SigTypes table

g) Event Create Date/Time

This column contains the date and time the Event was created by Phoenix

h) Transmitter Date/Time

This column contains the Transmitter's date and time when the signal was received, as calculated by Phoenix using the Transmitter's Time Zone

i) Assigned User

This column contains the login ID of the operator currently working on the Event

4. Pending Event Queue (File Menu, Open Queue) Ctrl + 2

This Queue contains Events that require operator attention

🖬 Pending Arent - 63.									
Event ID	Signal ID	Transmitter ID	Zone ID	Sigtype Class	Event Create Date/Time	Transmitter Date/Time	Assigned User	Zone Name	
453463	fail test	023617		Equipment	09/16/2011 16:35:55	09/16/2011 17 36:55		1	
453462	fail test	023616		Equipment	09/16/2011 16:35:55	09/16/2011 17:36:55	1	1.000	
453461	fail test	023615		Equipment	09/16/2011 16:35:55	09/16/2011 17 35:55			
453460	fail test	022779		Equipment	09/16/2011 16:35:53	09/16/2011 17 35:53			
453469	fail test	022520		Equipment	09/16/2011 16:35:53	09/16/2011 17:35:53		1.000	
453458	fail test	011094		Equipment	09/16/2011 16:35:63	09/16/2011 17 35:53			
453457	fail test	023622		Equipment	06/23/2011 13:18:13	06/23/2011 14:18:13			
453455	fail test	823118		Equipment	06/23/2011 13:08:18	06/23/2011 14:08:10			
453455	fail test	023142		Equipment	06/22/2011 23:03:12	06/23/2011 00:03:12			
Carl Constantiants	All and the second	100100200		and the delivery	Collow management	ALON MANAGASSA		23	

a) Event ID

A unique number, assigned by Phoenix that identifies the Event

b) Event Create Date/Time The date and time the Event was created in Phoenix

c) Transmitter Date/Time

The transmitter's Date and Time when the signal was received, as calculated by Phoenix using the transmitter's Time Zone

d) Sigtype Class The Class of the Event as defined in the SigType table

e) Zone ID The zone ID associated with the Event

f) Signal ID

The signal type of the primary signal associated with the Event, if available. IF the signal was not converted, the column contains the *preconverted format* of the signal (the value acquired from the receiving device)

g) Transmitter ID

The Transmitter ID associated with the Event

h) Assigned User

Left blank for Events that has not yet been selected by an operator. Events that have been partially worked, then put in Wait, will have the Log-In ID of the assigned operator.

5. Waiting Event Queue

(File Menu, Open Queue) Ctrl + 3

Weiting 1995(-7)											
Event ID	Signal ID	Transmitter ID	Zone ID	Sigtype Class	Event Create Date/Time	Transmitter Date/Time	Assigned User	Zone Name	Transmitter Name	Zip Code	
453403	tail test	003885		Equipment	0503001114:18:84	05/23/2011 15:18:04	phoanis		International Content	23502	
453482	füll test	023500		Equipment	05/23/2011 14:18:84	05/23/2011 15:18:04	phoenis.			23666	

This Queue contains Events that have been placed in Wait by an operator for a specified time period. When the specified time expires, Phoenix returns the Event to the Pending Queue.

a) Event ID A unique number assigned by Phoenix that identifies the Event

b) Event Create Date/Time

The date and time the Event was created in Phoenix

c) Transmitter Date/Time

The transmitter's Date and Time when the signal was received, as calculated by Phoenix using the transmitter's Time Zone

d) Sigtype Class

The Class of the Event as defined in the SigType table

e) Zone ID

The zone ID associated with the Event

f) Signal ID

The signal type of the primary signal associated with the Event, if available. IF the signal was not converted, the column contains the *preconverted format* of the signal (the value acquired from the receiving device)

g) Transmitter ID

The Transmitter ID associated with the Event

h) Assigned User

The Log-In ID of the operator who put the Event in Wait.

6. Event Signal Queue

(File Menu, Open Queue) Ctrl + 4

This Queue contains signals associated with Events in the Active Event, Pending Event or Waiting Event Queues.

-										12 18
identifier	Evere ID	Servi D	Transmitter ID	Jone D PPI	Related Information	Signal Cristly Date/Time	Transmitter's Date/Tene	Printy Dres Name	Transmitter filene	
435761	ACCOR.	involution of	OFFICENX	20	Catol: 60 mars. 61a	1010500111100107	1005000117-0187	10	-	
8485780	453411		023623		Last Test DelaTreed	1045201110-48-38	12/16/2011 11:40 36	£	Norwage National Ma	
5485799	453457	Bellinet.	029622		Lost Test Catalianago	12/16/2011 40:48:38	12/15/2011 11:48.36	5 C	Horitoga Natural Ma	
545708	453419	that hereit	003621		Lot Test CateTreal	12/15/2011 10:48:38	1215(2111.11)(8:38	E	Fre Algereard & Au	
545757	discolution in the	fail tool.	02820		East Test Date Treat	12/16/2011 10:48:38	1215(201) 11 48 38	5.7	El anies 8. Spa	
2,215,712	10.000	the text	4444417		Last Test DateTreed	10105/2011 10 48 30	121102011111-00.00	6	Janesby Clark	
6485765	453462	data errai	023618	1	No rameway interval	12/16/2011 10:48:36	12/16/2011 11:40:38	50	Brian Zawada	
8485764	1000	Tax 1911	000016		No.runaway_internel.	TOPSOID IN MEMORY	121102011111-0038	E	Erier Zawada	
545570.1	453461	the best	023645		Last Text Didd Treed	12056011-10-4838	101600111148.3	E	Million EXCeption Calif	
240102	ALME	Sail South	103612		Last Test ColaTered	12052201100-0038	12/16/2011 11:48 3	5	Nation Metro Se	
5485751	453406	the error	023611		No runaeway_instancel_	12/15/2011 10:48:38	12/15/2011 11:48:38	60	STO	10

a) Identifier

A unique number, assigned by Phoenix that identifies the signal

b) Transmitter Date/Time

The transmitter's Date and Time when the signal was received, as calculated by Phoenix using the transmitter's Time Zone

c) Signal Create Date/Time

The date and time the signal was created in Phoenix

d) Priority

The priority of the signal – the *lower* the number, the *higher* the priority

e) Signal ID

The signal type of the primary signal associated with the Event. If the signal was not converted, the column contains the *pre-converted format* of the signal (the value acquired from the receiving device)

f) Zone ID The zone ID associated with the signal

- *g) Transmitter ID* The Transmitter ID associated with the signal
- *h)* Event ID The Event Identifier associated with the signal

7. Waiting Signal Queue (File Menu, Open Signal) Ctrl + 5

This Queue is associated with delay waiting and redundant transmitters. At first this Queue contains the primary signal as Phoenix waits for the appropriate secondary signal to enter the system; then it contains the secondary signal once it enters the system.

el ID Transmitter ID	Zone ID PIN	Related Information	Signal Create Date/Time	Transmitter's Date/Time	Priority	Zone Name	Transmitter Name	
	al (D Transmitter ID	al ID Transmitter ID Zone ID PIN	al ID Transmitter ID Zone ID PIN Related Information	al ID Transmitter ID Zone ID PIN Related Information Signal Create Date/Time	al ID Transmitter ID Zone ID PIN Related Information Signal Create Date/Time Transmitter's Date/Time	al ID Transmitter ID Zone ID PIN Related Information Signal Create Date/Time Transmitter's Date/Time Priority	al ID Transmitter ID Zone ID PIN Related Information Signal Create Date/Time Transmitter's Date/Time Priority Zone Name	al ID Transmitter ID Zone ID PIN Related Information Signal Create Date/Time Transmitter's Date/Time Priority Zone Name Transmitter Name

a) Identifier

A unique number, assigned by Phoenix that identifies the signal

b) Transmitter Date/Time

The transmitter's Date and Time when the signal was received, as calculated by Phoenix using the transmitter's Time Zone

c) Signal Create Date/Time

The date and time the signal was created in Phoenix

d) Priority

The priority of the signal – the lower the number, the higher the priority

e) Signal ID

The signal type of the primary signal associated with the Event. If the signal was not converted, the column contains the *pre-converted format* of the signal (the value acquired from the receiving device)

f) Zone ID

The zone ID associated with the signal

- *g)* Transmitter ID The Transmitter ID associated with the signal
- *h) Event ID* The Event Identifier associated with the signal

8. History Signal Queue

(File Menu, Open Queue) Ctrl + 6

This Queue displays the last 100 signals that have entered the system, including signals that did not generate an Event.

- June	sport d	89.1									
terifer.	Erent (D)	Signal D	Transmitter ID	Zone D PIN	Related information	Signal Create Data/Time	Transretter's Data/Time	Presty	Zone Name	Transmitter Name	9
5405761	453394	systemLo	PHOENE	20	Cutaff 60 davis, Ela	12/16/2011 11:38:37	12/15/2011 17:38:37	10	() () () () () () () () () () () () () (91. S	
5405780	452411	Out test	023023		Last Text DateDrie	12/16/2011 10:48:38	10/15/0011 11 40.00	6			10
5495750	463457	Fail left	029633		Last Teel DateTree	12/15/2011 10:48:35	10/15/2011 11 48:38	ð.:			
5485758	463400	Tel Joint	023631		Last Tant DateTree	13/15/2011 10:46:38	12/15/2011 11 (8.38)	10 C			
5485757	453431	tal last.	023630		Last Tast DataTima	12/15/2011 10:46:38	12/15/2011 11:48.381	5			
3465756	453467	the least	血毒()		Last Fast OctoTotol	12/15/2011 10:48:38	Horison I II Al B	£			
5485755	453452	data ener	023616		No nahaway jintewal	12/15/2011 10:48:38	12/15/2011 11:48:38	50			
5485754	455452	Tel lest	0.000		No susanny retained	12(15/2011.10:48:38	12/16/2011 11:46:38	5			
548575.3	453411	Tel lett	0.00010		Last Ten DateTroop	12/16/2011 10:40:30	10/16/2011 11:48:58	12			
4.5.1.	40.040	fail text	00.0012		Last Ten DateTroe	12/15/2011 10:45:30	12/15/2011 11:40.00				
0405/51	453406	data entar	023611		No runaway jintenat	12/15/2011 10:48:38	12/15/2011 11:48:38	50			
0405750	analas .	Tes 1eet	0.2384.1		THE STRENGT ADDRESS	12/15/2011 10:48:38	12/15/2011 11 48 38				
1405149	453405	Tax 1ext	1123555		Cost Cast Costs [1996]	12/15/2011 10:48:38	TWHERDON I THREE SH	2			
5485748	45.3484	Tail land:	11236887		Last Fast Date Tree	12/15/2011 10:48:38	12/15/2011 11:48.98	2.			10

a) Identifier

A unique number, assigned by Phoenix that identifies the signal

b) Transmitter Date/Time

The transmitter's Date and Time when the signal was received, as calculated by Phoenix using the transmitter's Time Zone

c) Signal Create Date/Time

The date and time the signal was created in Phoenix

d) Priority

The priority of the signal – the lower the number, the higher the priority

e) Signal ID

The signal type of the primary signal associated with the Event. If the signal was not converted, the column contains the *pre-converted format* of the signal (the value acquired from the receiving device)

f) Zone ID

The zone ID associated with the signal

g) Transmitter ID

The Transmitter ID associated with the signal

h) Event ID

The Event Identifier associated with the signal

9. Close Queue (File Menu)

The Close Queue command closes the currently selected Queue window.

a) To Close a Queue:

- 1. Select the Queue you want to close (the title bar is highlighted when the Queue is selected/active)
- 2. Click on the CLOSE QUEUE TOOL

D. Viewing Record Detail for Events or Signals

You can access the entire record associated with signals and Events on the Alarm Processing screen. The display is for reference only; you cannot change the data in any way.

1. To See Detail:

Position the mouse pointer over the field and right-click

- 2. Field definitions for Signal and Event records:
 - a) Signal Table
 - (1) Identifier

A unique number assigned by Phoenix that identifies the signal

(2) Event ID

The Event number, if any, to the signal is assigned

(3) Signal ID

Sigtype of the signal

(4) Transmitter ID

The Transmitter ID associated with the signal's transmitter **Zone ID** – the zone ID associated with the signal's transmitter

identifier	S. KRUTES	
Exert®	453542	
Bignal D	DURG	
Transmitter (D	022505	
Zate D	-1	
PIN		
Babled Murnalian		
Wea Partten	line and	
Line	1	
PacketOhing	102250580R001/26/20121	1320341
Signal Create Deterfirme	01/26/2012 11:20:41	
Transmitter's DeleTime	#1/26/2012 12:20:41	
Receiver Date	81/26/2012	
Receiver Time	11:28:41	
Priority	10	
Signat	5	
Sprontrat		
Collect Type	Hansial	
Receiver (D	Hanual	
Packet Type ID	1	
(5) PIN

The number transmitted with an open/close signal that identifies the person performing the open/close

(6) Related Info

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)

(7) Area Partition

Contains the area in *pre-converted format*

(8) Line The number of the receiver line that the signal entered through

(9) Packet String The raw packet string in pre-converted format

(10) Signal Create Date/Time

The date and time the signal was created in Phoenix

(11) Transmitter Date/Time

The transmitter's Date and Time when the signal was received, as calculated by Phoenix using the transmitter's Time Zone

(12) Receiver Date

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.

(13) Receiver Time

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

(14) Priority

The priority of the signal – the lower the number, the higher the priority; this value comes from the signal's Sigtype

(15) Sigcat

Contains the Sigcat ID associated with the signal; this value comes from the signal's Sigtype

(16) Sigcontrol

Contains the Sigcontrol ID of the record used to convert the signal. This field is valuable for troubleshooting conversion problems because it tells you which Sigcontrol record was used (or not used, if blank)

(17)	<i>Collect Type</i> Contains the name of the Collect associated with the signal
(18)	Receiver ID Contains the value in the RECV_ID parameter in the appropriate {serial #} section of the <i>collect</i> .ini file that is associated with the signal
(19)	<i>Packet Type ID</i> Contains the Packet Type associated with the signal/receiver
(20)	<i>Raw Dealer ID</i> Contains the Dealer ID pre-converted format, or the marker value (-1)
(21)	<i>Raw Organization ID</i> Contains the Organization ID in pre-converted format, or the marker value
(22)	<i>Raw Subscriber ID</i> Contains the Subscriber ID in pre-converted format, or the marker value
(23)	<i>Raw Site ID</i> Contains the Site in <i>pre-converted format</i>
(24)	<i>Raw Transmitter ID</i> Contains the transmitter in <i>pre-converted format</i>
(25)	Raw Signal ID Contains the signal in pre-converted format
(26)	<i>Raw Zone ID</i> Contains the zone in <i>pre-converted format</i>
(27)	<i>Dealer ID</i> Contains the Dealer ID, or the marker value (-1)
(28)	<i>Organization ID</i> Contains the Organization ID, or the marker value
(29)	<i>Subscriber ID</i> Contains the Subscriber ID, or the marker value
(30)	Site ID

Site ID Contains the Site ID associated with the signal's transmitter

(31) Originator

Contains either the text **system** for system generated signals, or the text **noaction** for signals on No Action

(32) Sequence

Contains the 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

(33) Wait Originator

Contains a number that indicates what put this signal in Wait: 2 = redundant signal, 3 or 13 = delay signal, 12 = restoral waiting signal

(34) Trigger Date/Time

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

(35) Decision Group

Contains the Identifier of the signal that makes this signal go into Wait

(36) Restoral Status

The Status contains a **y** if a valid restoral signal is received, and **n** if not.

(37) Queue

This field is populated only 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)

(38) Last Modification Date/Time

Contains the date and time the record was last modified

(39) Last Modification ID

Contains the Login ID of the user who last modified the record

b) Event Table

(1) Event ID Contains a unique number, assigned by Phoenix, that identifies the Event

(2) Signal ID

The signal type of the primary signal associated with the Event, if available. IF the signal was not converted, the column contains the **pre-converted format** of the signal (the value acquired from the receiving device)



(3) Transmitter ID

The Transmitter ID associated with the Event

(4) Zone ID

The zone ID associated with the Event

(5) Processed Status

This field contains **open**, **active**, or **closed** depending on whether the Event is currently being worked, is in Wait or Pending, or has be resolved, respectively

(6) Incident Event Flag

This flag will have a ${\bf Y}$ if the signal creates an Event, and ${\bf N}$ if not

(7) Priority

The priority of the signal – the lower the number, the higher the priority

(8) Sigcat ID

Contains the Sigcat ID (signal category) associated with the Event's primary signal

(9) Sigtype Class

The Classifier ID from the Sigtype record associated with the Event's primary signal

(10)	<i>Event Create Date/Time</i> The date and time the Event was created in Phoenix
(11)	Transmitter Date/Time The transmitter's Date and Time when the signal was received, as calculated by Phoenix using the transmitter's Time Zone
(12)	<i>Dealer ID</i> Contains the Dealer ID, or the marker value (-1)
(13)	<i>Organization ID</i> Contains the Organization ID, or the marker value
(14)	<i>Subscriber ID</i> Contains the Subscriber ID, or the marker value
(15)	<i>Site ID</i> Contains the Site ID associated with the signal's transmitter
(16)	<i>Assign Date/Time</i> The date and time Phoenix issued the Event to an operator
(17)	<i>Assigned User</i> The Login ID of the operator assigned to the Event
(18)	<i>Resolution Date/Time</i> The date and time the Event was resolved (closed and finalized)
(19)	<i>Resolution User</i> The Login ID of the operator who resolved the Event
(20)	<i>Resolution ID</i> The Identifier for the code used to resolve the Event
(21)	Trigger Date/Time 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
(22)	Queue This field is populated only 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)

(23) Last Modification Date/Time

Contains the date and time the record was last modified

(24) Last Modification ID

Contains the Login ID of the user who last modified the record

E. 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

Send Message To © Groups	Send Message To
Everyone Alarm	phownik - Adam phownik - Data Entry -
Browser,	E Confirm Demony?
Seventy Normal	• Update
Message	
Standard Messages	

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.

(3) Severity

Choose **Urgent** to inform the recipient that eh message is important; otherwise choose **Normal.**

(4) Update

This refreshes the list of individual users to reflect any recent logins

(5) Response Required

Check this box if you want Phoenix to inform you that the message did not reach its destination.

(6) 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.

(7) Standard Messages

These are predefined messages that you can copy and paste to the message field by double-clicking on the line.

F. Printing Browser Information

In general, you can print any Event data that is on the screen, because the Print function is Inter Browser based, and creates HTML files, reports can be emailed and opened in any Inter Browser.

🖨 (friid Breatra)							
6 1: 3 5	File Name	hphaen interripherint/Resolution/06222011-136533 html					
Resolutio	on	(provensi Vim Upper Vicensi Usz 2011-135351 Mimi Uphoenis Vim Upper Vicensi Upper 05222011-135351 Mimi Uphoenis Vim Upper Vicensi Upper 05222011-135515 Mimi Uppoenis Vim Upper Vicensi Upper 05222011-135515 Mimi					8
Resolution IE	Description		Rate	Chargeable Flag	CSAA Flag	Finalize Flag	False Alarm Flag
AES backup	AES Back up system ac	tivations	0.000000	n	n	y	n
AlarmNet	AlarmNet Back up syste	m.	0.000000	π	п	у	n
Disconnect	Disconnected Account.	account no longer being monitored.) Take no action!	0.000000	n	n	у	n
FINALIZE	Finalize Event		0.000000	i n	0	ý	n
Low Battry	Low Battery & Low Batte	ery Restore	0.000000	n	n	Y	n
open/close	openings or closings			n	п	Y	n
Phone Rest	Phone Line Restoral		0.000000	n	п	Y	π
Power Loss	Power to the panel has t	seen lossed or restored	0.000000	l n	п	y	n
REAL Alarm	This alarm has been con Police/Fire/Medical	firmed to be a real emerg activation by	0.000000	n	π	y .	π
Reopen Evt	Event was reopened		0.000000	n	п	¥.	n
Test Tech	Account being tested by	Digital Technician	0.000000	п	n	Y	n
User Test	Account being tested by	CUSTOMER (Note callers name on account)	0.000000	Lπ	п	y.	n 🖂

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) Column format This format displays the data in rows and columns, with each record a row, and each data field a column.

(2) Block format

This format displays data fields for each record on sequential lines down the page

Format Columnar format Columnar format Colock format Colock format, eliminate columns with empty values	Alignment © Left justify C Center © Right justify
Frame Table (* Yes * No	Grid Lines ← Yes ← No ← Between rows only ← Between columns only

and repeats the column names for each record.

NOTE: 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

(3) 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.

(4) Alignment

This setting determines how the data is displayed within the column: left justified, centered or right justified.

(5) 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.

Fort Face Anal (sam-sent)	
C Times Roman (cerit) C Courier (monospace)	
Font Size	
1 14 pt (large)	

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

😂 C:\Phoenix\tmp\print				_		
File Edit View Favorites Tools Help						1
🚱 Back 🔹 🕥 🕤 🏂 🔎 Search	Þ	Folders				
Address 🗀 C:\Phoenix\tmp\print						🔽 🔁 Go
Folders	×	Name 🔺	Size	Туре	Date Modified	
🖃 🚞 Phoenix		Dealer06222011-135225.html	1 KB	Firefox Document	6/22/2011 1:52 PM	
archives		endingEvent06222011-1333	1 KB	Firefox Document	6/22/2011 1:33 PM	
🛅 bin		e Resolution06222011-135351	1 KB	Firefox Document	6/22/2011 1:53 PM	
🚞 data		€ Resolution06222011-135515	2 KB	Firefox Document	6/22/2011 1:55 PM	
a documentation		Resolution06222011-135533	2 KB	Firefox Document	6/22/2011 1:55 PM	
🗉 🧰 InetPub		Zone06222011-135309.html	1 KB	Firefox Document	6/22/2011 1:53 PM	
🗉 🧰 profiles	=					
C resources						
🗉 🧰 sql						
🛅 system						
🖃 🧰 tmp						
🚞 log						
🚞 mail						
🗀 print						
	Σ					

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, above is a report with the file name PendingEvent06222011-13330.html. The file name indicates that it was generated on the Pending Event table, on June 22, 2011 at 1:33 and 30 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) Delete

To delete, 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.

Page Setup	X
Paper Options Page Size: Letter ♥ Portrait ● Portrait ● Portrait ● Instruction ■ Print Background Colors and Images ♥ Enable Shrink-to-Fit	Margins (inches) Left: 0.75 Right: 0.75 Top: 0.75 Bottom: 0.75
Headers and Footers Header: Title	Footer:
-Empty-	Emply-
Page # of total pages	Date in short format
Change Font	OK Cancel

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.

() int the deal							ale.
1 9 9	File Name	Pahaen interreferint/Prevolution/06222011-136533.html Interres/Interlegent/Cone/06222011-136599.html	-				
Resolution		Up comis timp (pmrt Resolution)5222011-135351 time (phoenis timp (pmrt Resolution)5222011-135515 time (phoenis timp (pmrt Resolution)5222011-135515 time					
Resolution IE	Description		Rate	Chargeable Flag	CSAA Flag	Finalize Flag	Faise Alarm Flag
AES backup	AES Back up system an	tivations	0.000000	n	n	y .	n
AlarmNet	AlarmNet Back up syste	m.	0.000000	π	п	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	0	ý	n
Low Battry	Low Battery & Low Batter	ery Restore	0.000000	n	n	¥	n
open/close	openings or closings			n	n	¥.	n
Phone Rest	Phone Line Restoral		0.000000	π	n	¥	π
Power Loss	Power to the panel has i	been lossed or restored	0.000000	n	п	y	n
REAL Alarm	This alarm has been cor Police/Fire/Medical	firmed to be a real emerg activation by	0.000000	п	π	у	π
Reopen Evt	Event was reopened		0.000000	n	n	¥.	n
Test Tech	Account being tested by	Digital Technician	0.000000	n	n	y .	n
Liser Test	Account being tested by	CUSTOMER (Note callers name on account.)	0.000000	n	п	v	n

G. Changing the Appearance of the Screen

1. Customizing the Queue Layout

You can customize the layout of a Queue to your preferences; Clicking on a column heading sorts the contents of the Queue by that column. Clicking on the heading again reverses the sort. Clicking and dragging a column heading changes the order in which the columns appear. Also each column can be re-sized by clicking and dragging the right side of the heading. If the Browser is closed and reopened only column size changes are still in effect.

H. 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. settings These are saved for the workstation (not the user) when you close Browser.

ToolBar Configuration	
ToolBars	Icon Size
🔽 Main	Large
🔽 Query	C Small
View	ToolTips
🗖 Horizontal Query	 Show
Vertical Query	C Hide
ОК	Cancel

a) To customize the Toolbar:

- 1. On the View menu, choose *Toolbar*
- 2. In the **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:

Main – Print, and Queue manipulation tools Status Bar – Status Bar at the bottom of the screen; displays helpful information

- 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

2. Turning the Status Bar On/Off

a) Status bar

(View Menu)

The Status Bar is the strip of information found at the bottom of the Browser screen, that provides information such as menu descriptions; this option acts as a toggle switch, turning the Status Bar on or off.

3. Arranging Windows

a) Tile (Window Menu)

The Tile Command resizes and arranges each open Queue window (that is not minimized) into horizontal tiles of equal size.

4. Closing the Browser Application

a) Exit

(File Menu)

The Exit command closes the Browser application

IX. 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 <u>To Phoenix Applications</u>"



A. Menus and Toolbars

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,		
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.	4	
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
Сору	Copy the selected text and place it in the Clipboard for use		Ctrl + C
	later.		
Paste	Insert the contents of the Clipboard at the pointer position.		Ctrl + V
Delete	Erases highlighted text or if none is highlighted, erases a		Delete
	character to the right of the pointer position.		
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	\bigcirc	Ctrl + S
	criteria and displays the records in the Search Result Panel.	>	
Delete Items	Deletes records from Search Results panel, but not the	<	Ctrl + D
	database.	~	
Clear Criteria	Clears the values from all Search Criteria fields.		Ctrl + T
Clear Results		Ctrl + R	
	\mathbb{P}		
Close Search	-	Ctrl + E	
Set Hierarchy	Active only when the Hierarchy tab is selected, allows you to	\geq	Ctrl + H
	see the location data values for any hierarchy level except	$\Lambda \overline{\Lambda}$	
	Organization (you cannot use Set Hierarchy for Organization).		
Up One Level	If the Search has a Hierarchy tab, this allows you to quickly	I	Ctrl + U
	move the hierarchy search up a level.	ΤA	
	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 e	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*" in 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.

🔍 Phoenix Search - [Customer Search]					
Search Alarm Processing D	ata Entry Browser	Window Help			. 8 ×
	J				
Customer Hierarchy	Customer ID	Name	Address 1	Phone Num	
Customer ID					
P Name					
Address 1		SEARCH	RESULTS	;	
Phone Number					
SEARCH CRITERIA					
Ready		No n	ows open	06/22/2011 14:08	09 //

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.

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.

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

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.

🔍 Customer Seurein 👘					
	6	Customer ID Name		Address 1	Phone Num
Name +#BN+	- 1	ABM SAL-002	ABM	Show Detail Copy None Go To	
Phone Number		<[E E
Field	Value				6
Customer ID Department ID Acct Status ID Acct Type ID Integrator ID Name Address 1	ABM SUPPOR DECLINE STAND A ABM ABM 896 Sum	T D SUPPORT NONE			
Address 2 City	Suite 107 Round Ro	nck			

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:

- 1. Position the mouse pointer over the data column in the Search Results panel
- 2. Right click, and choose Copy
- 3. Paste the value any place where paste is an option, for example a field in a table record

₽ Cu	stomer Search				
		Customer ID	Name	Address 1	Phone Num
		ABM	ABM	800 0	
N	lame	SAL-002	ABM	Copy Address	1
4	*ABM*			Go To	•

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)

		Customer ID	Name	Address 1	Phone Num	
Customer ID		ABM SAL-002	ABM	896 Summi,	Show Detail Copy Phone Number Coll 10	Contact
Name *ABN* Address 1	4					Ticket Instructio Schedule Call Zone
Phone Number						

Phoenix finds the appropriate records that are associated with the highlighted record and displays them as shown in Fig 104; the record you highlight serves as the Search Criteria.

Classifier	6	Classifier	Transmitter	Contact	Priority
	3	ACCT_BILL DEVELOPM	ABM	982 972	100
Transmitter	M	SUPPORT	ABM	979	100

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.

	a service of the serv		rinning	
DEVELOPM	ABM	982 972		
SUPPORT	ABM	979	100	
-				
the What with A	lew Bescille 7	e e	3	
⊂ Re	place current lis			
C Ad	ld to list			
MS Na	mow search			
	DEVELOPM SUPPORT	DEVELOPM ABM SUPPORT ABM	DEVELOPM ABM 972 SUPPORT ABM 972 Int Want visit flow Porality C Replace current list C Add to list Narrow search	DEVELOPM ABM 972 SUPPORT ABM 979 100

The options in the DO WHAT dialog box mean:

1. Add -

Merge results in with results from any previous search (es)

2. Narrow -

Display the results that match both the current search, and any previous

3. Replace -

Throw away the results from any previous search, and display only the results of the current Search

4. 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.

Bual Presses	N/-					- 2
1 3 3	File Name (phoenio/amp/print/Recolution06222011-136633 item)	2				
Resolutio	on					
Resolution ID	Description	Rate	Chargeable Flag	CSAA Flag	Finalize Fla	g Faise Alarm Flag
AES backup	AES Back up system activations.	0 000000	n	п	у	п
lannNet	Alam/Net Back up system	0.000000	n	n.	ý.	8
Asconnect	Disconnected Account (account no longer being monitored.) Take no action	0.000000	n	0	ÿ	п
INALIZE	Finalize Event	0 000000	n	n	ý	ń
ow Battry	Low Battery & Low Battery Restore	0.000000	n	п	ÿ.	H.
pen/close	openings or closings.		n	0	¥.	8
hone Rest.	Phone Line Restoral	0 000000	n	n	y.	n
ower 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.	χ	0
leopen Evt	Event was reopened	0.000000	n	n	y	n
est Tech	Account being tested by Digital Technician	0.000000	n i	n	¥	π
Jser Test	Account being tested by CUSTOMER. (Note callers name on account.)	0.000000	n	19.	V.	H .

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: This format displays the data in rows and columns, with each record a row, and each data field a column.

(b) Block format: This 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

 Columnar format Clock format Clock format Clock format, eliminate columns with empty values 	Alignment
Frame Table ^(*) Yes ^(*) No	Grid Lines C Yes No Between rows only C Between columns only

(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.

Trades in order	and a second second second	
	Font Face	
	Anal (sans-sent)	
	 Times Roman (cerit) 	
	Courier (monospace)	
	Feet Size	
	C 8 pt (extra smalt)	
	 10 pt (small) 	
	(* 12 pt (normal)	
	C 14 pt (large)	

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

😂 C:\Phoenix\tmp\print			_		
File Edit View Favorites Tools Help					
🚱 Back 🝷 📀 🕤 🏂 🔎 Search	Folders				
Address 🗁 C:\Phoenix\tmp\print					🔽 🄁 Go
Folders	× Name 🔺	Size	Туре	Date Modified	
🗉 🛅 Phoenix	Dealer06222011-135225.htm] 1 KB	Firefox Document	6/22/2011 1:52 PM	
archives	PendingEvent06222011-1333	1 KB	Firefox Document	6/22/2011 1:33 PM	
🛅 bin	Resolution06222011-135351.	1 KB	Firefox Document	6/22/2011 1:53 PM	
🛅 data	Resolution06222011-135515.	2 KB	Firefox Document	6/22/2011 1:55 PM	
a documentation	Resolution06222011-135533.	2 KB	Firefox Document	6/22/2011 1:55 PM	
🗉 🧰 InetPub	🦉 Zone06222011-135309.html	1 KB	Firefox Document	6/22/2011 1:53 PM	
🕀 🧰 profiles	=				
i resources					
🗉 🧰 sql					
🚞 system					
🖃 🧰 tmp					
i log					
🚞 mail					
🗀 print					
	>				

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, and footer, page orientation, margins and printer.

See Internet Browser Help for information on Page Set-up, including the codes in the Header/Footer fields.

Paper Options	Margins (inches)
Page Size:	Left: 0.75
Letter 🗸 🗸	Right: 0.75
Portrait O Landscape	Top: 0.75
Print Background Colors and Images	Bottom: 0.75
Headers and Footers Header:	Footer:
Title	URL
-Empty-	Empty-
Page # of total pages	Date in short format
Change Font	

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.

🎽 🏦 🧿 🗃	* File Name	hehaen interrepreteren Resolution (RE222011-135533 html Interrepreteren Zonal) 6222011-135399 html	-				
Resoluti	on	Vphoenis Ymplynnt (Resulution)6222011-135351. Anni Vphoenis Ymplynnt (Resulution)6222011-135515. html					
Resolution II	Description		Rate	Chargeable Flag	C SAA Flag	Finalize Flag	Faise Alarm Flag
AES backup	AES Back up system ac	tivabons	0.000000	n	n	¥.	n
AiarmNet	AlarmNet Back up syste	m.	0.000000	π	n i	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	ý	n
Low Battry	Low Battery & Low Batte	ery Restore	0.000000	n	n	Y	n
open/close	openings or closings			n	п	¥.	n.
Phone Rest	Phone Line Restoral		0.000000	n	n	Y	π
Power Loss	Power to the panel has t	seen lossed or restored	0.000000	n	п	¥.	n
REAL Alarm	This alarm has been con Police/Fire/Medical	firmed to be a real emerg activation by	0.000000	п	π	у	π
Reopen Evt	Event was reopened		0.000000	n	n	¥	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		v	n

X. Reporting System

The Phoenix Reporting System allows you to produce reports of specified activities within selected time frames. It is an HTML-based system, which means you access reports with a Java Script compatible web browser. Since the Reporting System is fully compatible with the internet reports may be emailed or posted on protected web sites.

Caution – you may want more security for the Internet than is provided by ABM Each report and report generation procedure has certain common characteristics: every report has an Entry Form (input screen) where you enter the report criteria and sorting characteristics; every report can provide a banner page (controlled in the report.ini file) which restates the selection criteria and sorting characteristics; and every report provides the final results in an electronic format which may then be viewed on the screen, emailed, printed, etc. In addition, because Phoenix is ODBC compliant you can import/export data and create your own reports as needed.

If no activity occurs in the Reporting system within the defined time frame, the user is automatically logged out of Reporting. The length of time for the auto logout is defined in the report.ini file with the **AUTOLOGOUT** parameter (in seconds). The report.ini file is located in the *drive*: \phoenix\profiles folder

A. Connecting and Logging In to Reporting

1. To Connect and Login to Reporting:

a) Internet Browser

Open your Internet browser. You do *not* need to be connected to the Internet to run reports

b) Address Bar

In the Address bar, enter: http://server_name/phoenix For example: <u>http://bluejay/phoenix</u>

c) Phoenix Reporting Login

In the Login dialog box, enter you Phoenix Login ID and Password



When you successfully connect to the Reporting System, the following Home Page displays



B. Summary of the Main Menu Choices

1. Reports

Check the Reports option to run reports

2. Print Jobs

Check the Print Jobs option to check the status of submitted reports

3. Administration

Check the Administration option to change the set up, review, or start recurring reports.

C. Choosing a Report

The reports menu lists the available pre-configured reports, divided into three types of reports:

Activity Reports	Location Data Reports	Response Plan Reports
Event Report	Transmitter	Contact
Fail to Test	Transmitter Detail	Instruction
No Action	Transmitter Status	Passcards
No Activity	Transmitter Summary	Schedule
Not on File	Dealer Summary	Temp Data
Open/Close	Inventory	
Response Time		
Selected Events		
Signal		
Time Frame		
Traffic		
Daily Summary		

Choose a category then choose the specific report you desire, check the box for the report you want to run

D. Generating a Report

1. To run a Report:

a) Reports menu Choose the group of reports you want to run

- *b)* Selecting Report Check the box next to the specific report you want to run
- *c) Entry Form* Fill in the desired parameters for the report

d) Submit Click the Submit button to submit the report

e) Status If desired, check the status of the report on the Print Jobs Listing

f) Open Report

Click the Open Folder icon on the Print Job Detail screen to open the report on the screen

2. Defining Report Criteria

Each report has an Entry Form for defining the selection criteria for the records to include on the report

a) Criteria Fields

Criteria fields are dependent on the specific report you select, for example there is no prompt for the **Sigtype** on the Transmitter Detail Report

b) Must Enter Fields

The Fields with a red asterisk are required

c) Values

(1) Criteria Fields

To enter more than one value in any criteria field (except Email Report to) separate the entries with a comma. Example **Store 100, Store 200**.

(2) Email Report To Field

To enter more than value in the Email Report To field, separate the entries with a semi-colon. Example **jdoe@aol.com; b.boss@companyname.com**

d) Records

(1) Ranges of Records

To request a range of records, use the tilde (~) as a delimiter, for example to select all transmitters between 100 and 200 enter **1000~2000** in the Transmitter ID field.

(2) Unrestricted Records

To not restrict a field, leave it blank – do not use the marker value (-1) in the Reporting System.

3. Filling Out Entry Form

a) Title Field

In the **Title** field, either keep the default title or enter your own. This is a must enter field and must have an entry.

b) Subtitle Field

In the Subtitle field, enter a Subtitle for the report, if desired

c) Being/End Dates

In the **Begin Date** and **End Date** fields, enter the date range for the records you want included on the report; use 4-digits for the year

Helpful Hint – instead of entering actual dates, you can use the codes described in the Date Codes table below.

Date Codes	Description
(not case sensitive)	
today	today
yesterday	yesterday
fdcw	First day of current week (Monday)
fdcm	First day of current month
fdcy	First day of current year
fdpw	First day of previous week (Monday)
ldpw	Last day of previous week
fdpm	First day of previous month
ldpm	Last day of previous month
fdpy	First day of previous year
ldpy	Last day of previous year
Minus (-) number days	You can adjust the above codes by a few days by
Plus (+) number days	adding the + or – signs plus the number of days.
	For Example: fdcm+4
	First day current month+4 days would
	start/end on the 5 th of current month.

d) Hierarchy Fields In the Dealer, Subscriber,

Organization, Site and Transmitter fields, enter the hierarch vales that you want on the report. These fields require the ID value; example – the Site ID, not the Site Name

 e) Signal Category Field
 In the Signal Category field, enter the values from the Sigcat ID field of the Sigcat table

f) Signal Type Field

In the **Signal Type** field, enter the desired Sigtypes(s) (Fire, Burglary, etc)

g) Signal Class Field

In the **Signal Class** field, enter a value from the Classifier field in the Sigtype table. This provides a way to group signals; for example all signals that have **trouble** in the Classifier field of the Sigtype table.

	SIGN I	AL] Entry dicates Ma	REPOI Form 1st Enter field]	RT
Title	SIGNAL REP	ORT		
Subtitle				
*Beg *End	çin Date I Date		*Begin Time *End Time	00:00 23:59
De Sul Or; Sit	aler bscriber ganization e			
Tra Sig	ansmitter mal Category			
Sig	nal Type			
Re	port Type			
Of	her Criteria			

h) Other Criteria Field

In the **Other Criteria** field, enter a SQL phrase that serves as criteria for selecting records; for example to run a Transmitter Detail Report for all transmitters in Texas, enter **state='TX'** in this field.

i) Sort and Page Break By Options

For the **Sort and Page Break By** options choose the fields you want the report sorted on and whether you want a new page when the sort value changes

Select the **Yes** button to sort by field and to insert a break when the value changes; select **No** to not insert a page break

Sort and Page Break by Dealer?	$\bigcirc \mathrm{Yes} \odot \mathrm{No}$
Subscriber?	⊖Yes ⊙No
Organization?	⊖Yes ⊙No
Site?	⊙Yes ⊙No
Transmitter?	⊙Yes ⊙No
Transmitter.	

between values. You may sort and page break on more than one field.

Operator User Guide **2011**

ID NAME

Helpful Hint – For correct page formatting, when choosing sort and page break, you may need to change the **Style** parameter in the **pagesetup.ini** file from **HTML** to **TEXT**. The pagessetup.ini is located in the drive: \phoenix\profiles\reports folder.

j) Order by Transmitter This option will order the transmitters either by their ID number or name.

k) Format for Mailing Options

For the **Format for Mailing** options, chose **y** for add the address that you chose in the Sort and Page Break By option to the report

Format For Mailing? O Yes O No

l) Comments

There are two types of comments that can be shown on the report:

(1) Include Action Comments

These comments are what the operator has done on the event. Example: who they called, what phone numbers, who was dispatched etc.

Include Action Comments? O Yes O No ... with System Comments? O Yes O No

(2) With System Comments

These comments are system generated comments showing the flow of the event.

Example: how long did it take to answer the event, when it was put into the wait queue, or came out of wait queue, etc.

m) Email Report to Field

In the **Email Report to** field, enter an email address. To send to multiple emails separate address with a semi-colon (;). When the repot generation is complete the report is automatically emailed as an attachment. The Phoenix report server must have an email application, such as Outlook, installed and running.

E-mail Report To

n) Assign Ownership Field

In the **Assign Ownership** field, enter the Login ID of the user to whom you want to assign the report. Ownership of the report defaults to you. Other Phoenix users can open reports owned by you unless NT permissions are set up.

Assign ownership of report to phoenix

o) Run Report

To run the report, click on **Submit**.

When your report stars successfully the Reporting System displays as screen as shown in fig 116. SIGNAL REPORT

Report was started successfully!

Print job # 265

Press Print Job Detail to monitor progress.

Schedule Type

Schedule Id

NONE

WEEKLY CALENDAR

ON DEMAND

Or you can set the report up as a Recurring Report, SEE NEXT SECTION.

E. Setting Up Recurring Reports

When you want to run the same basic report multiple times, you can set it up as "recurring" report. For recurring reports you do not have to enter the report parameters on the Entry Form each time you run it. Recurring reports do not run automatically without Windows Schedule Task; nor do they print automatically – you must manually send them to the printer.

You define a report as Recurring on the Entry Form; if possible use the <u>Date Codes</u> listed above, instead of actual dates so you don't have to change the date parameters each time you run the report

1. To set up a Recurring Report:

a) Entry Form

Fill out a report's Entry Form like normal (as described in the "<u>Defining</u> <u>Report Criteria</u>") RECURRING REPORT SETUP

b) Recurring Report Setup Box In the Recurring Report Setup box, select a Schedule type:

(1) None -

This schedule type is not a recurring report

- (2) Weekly This type of schedule report runs once every 7 days using an OpenClose Schedule Type
- (3) Calendar This type of schedule report runs on selected calendar days (less frequently than weekly) as defined by a Special Schedule Type
- (4) On Demand This type of schedule report runs when a user starts it.

For a Schedule Type of Weekly or Monthly enter the Schedule ID

You must have a schedule on file already and it must be an Open/Close or Special Schedule Type

2. To Start Recurring Reports:

- 1. On the Main Report menu, choose Administration, then choose Recurring Reports
- 2. To start a recurring report choose the Start Recurring Reports button

Recurring Reports
To view listing of all recurring reports, press Recurring Reports Listing
To view recurring report details, enter report# and press Recurring Report Detail
To start scheduled recurring reports, press Start Recurring Reports

Reports without a Schedule ID start immediately; for reports with a Schedule ID, Phoenix looks at the Schedule Type and determines if the report has already run within the time frame defined by the schedule. If it has not, the report is generated; for example a monthly report that last ran on June 5th; on June 20th you select **Start Recurring Reports**, because the report has already run within the last 30 days Phoenix does not run it (again) on June 20th.

F. Checking the Status of a Submitted Report

1. Print Jobs

The Print Jobs menu choice allows you to check the status of submitted reports

Prin	nt Jobs
• To view status of all print jobs, press	Print Jobs Listing
• To view print job details, enter job#	and press Print Job Detail

a) Print Job Listing

Every report that has not been deleted is on this list. You can open the report on the screen, delete the report, access details about the report, and access a subset of the report list.

Job#	Started	Description	Owner	Status	Ope
265	02-07-2012 08:20	SIGNAL REPORT	phoenix	COMPLETE	
264	10-22-2011 20:24	TRANSMITTER DETAIL REPORT Used for Hard Conv of Accounts in Phoenix	RENEE	COMPLETE	
	•	Press Delete to delete selected prin	it jobs		
	• To view print job	Press Delete to delete selected prints details, enter job# and	ıt jobs press 🗌	Print Job Detail	_)
	• To view print job	Press Delete to delete selected print	it jobs press	Print Job Detail	
	• To view print job Started on or befor	Press Delete to delete selected prin o details, enter job# and e Owned by Status	ut jobs press	Print Job Detail	

b) Print Job Detail

- (1) Job Information To see detailed information about a specific report, click the print job detail button.
- (2) Refresh To update the report status information, click Refresh at any time.



(3) Status

When the status field indicates **Completed** you can open the actual report on the screen by clicking the **Open Folder** icon. *Helpful Hint* – when the pointer is positioned over the **open** icon, the name of the report is displayed in the status bar.

(4) Print

To print the report, click on File, Print on the menu bar, or the Print tool on the toolbar.

Information about a report is stored in the Process table; see **Process Table** below. The actual report data is stored in the c:\Inetpub\wwwroot\phoenix\spool folder.

(5) **Open Report**

Once a report is stored, you can open it in Word or other text editor and format it as you wish. You may also attach the report to an email or fax it by choosing Print and Fax Service in the printer dialog box.

G. **Deleting Reports**

Reports are never automatically deleted. You delete them in Print Jobs by status, user, or date.

CAUTION - DO NOT delete reports through Windows NT Explorer because not all components are properly deleted.

Delete One Report: 1.

- **a**) Choose the Print Jobs menu
- b) **Choose Print Jobs Listing**

C) Select Report

To delete one report check the box next to the report's job number in the Job# column, as shown below.

d) Delete Click on the Delete Button

Jobs Listing.

Print Jobs Listing Retest Joht Started Description Owner Status Open at the bottom 267 02-08-2012 11.48 TRANSMITTER DETAIL 58% [1500 of 2549 records 0 phorem REPORT processed] of the Print 266 02-08-2012 11:48 INVENTORY REPORT phoenix COMPLETE 265 02-07-2012 08:20 SIGNAL REPORT phoesix COMPLETE TRANSMITTER DETAIL REPORT 264 10-22-2011 20:24 RENEE COMPLETE Used for Hard Copy of Accounts in Phornie · Press Delete to delete selected print jobs

2. Delete Multiple Reports

- a) Choose the Print Jobs menu
- b) Choose Print Jobs Listing

c) Select Reports

To delete more than one report, click on the Job# checkbox in the column heading to select all, and then uncheck checkboxes for any reports you DON'T want to delete.

🗌 Job#	Started	Description	Owner	Status	Open
267	02-08-2012 11:48	TRANSMITTER DETAIL REPORT	phoenix	58% [1500 of 2549 records processed]	\bigcirc
266	02-08-2012 11:48	INVENTORY REPORT	phoenix	COMPLETE	2
265	02-07-2012 08:20	SIGNAL REPORT	phoenix	COMPLETE	2
☑ 264	10-22-2011 20:24	TRANSMITTER DETAIL REPORT Used for Hard Copy of Accounts in Phoenix	RENEE	COMPLETE	>

d) Delete

Click on the Delete Button at the bottom of the Print Jobs Listing.

3. Print Job Detail Deleting

You can also delete a report from the Print Job Detail screen by checking the check box and clicking **Delete**.

Jobii	265
Pescription	SIGNAL REPORT
Started	02-07-2012 08:20:36 by phoenix
Owner	phoenix
Completed	100% [34 of 34 records processed]
Status	COMPLETE
Open	>

H. Process Table

The process table is an internal system table that records information about each submitted report. This table is read-only and cannot be edited. A Process record is uniquely defined by the Process ID field.

 a) Process ID The number assigned by Phoenix to identify the process
 b) Process Type

Contains a code identifying the type of process; 0 means a Phoenix process; 1 means a Reporting process

- c) Recurring Schedule ID The ID number of the schedule that defines the time frame in which the reports are run
- d) Schedule Type Contains the schedule type that defines the frequency of recurring reports:



(1) Weekly

An Open/Close schedule used to run weekly reports

(2) Calendar

A Special schedule used to run reports less frequently than weekly (bi weekly, monthly, quarterly, semiannually, etc)

(3) On Demand The report runs when you choose the Start Recurring Report button

e) Started By Contains the Login ID of the user who started the process

f) Start Date/Time

The date and time the process started

g) Report Description

The title of the process

h)	<i>Com</i> The c	<i>Command Line</i> The command, and command arguments used to start the report				
i)	Current Path					
	The d	lirectory where the report was started				
j)	Outp	Output Filename				
	ine p	ath and name of the report's output file				
k)	Statı	Status ID –				
	Conta	ains the present state of the process:				
	(1)	0=starting –				
		Creation of the process is being attempted				
	(2)	1=Start Failure –				
		Creation of the process failed				
	(3)	2=Started –				
		The process has begun				
	(4)	3=initialized –				
		The process is being initialized				
	(5)	4=Working –				
		Process is running				
	(6)	5=waiting –				
		Process is waiting on some resource				
	(7)	6=complete –				
		The print job is complete				
	(8)	7=aborted –				
		The process was ended abnormally				
	(9)	8=stopped –				
		The process was ended by and administrator				
n	Stati	ıs Date/Time				
-)	Conta	ains the last date and time the current status was updated				
m)	Statı	Status message				
	Conta	Contains one of the Status ID's listed above, that reflects the current				
	statu	s of the report				
n)	Reco	Records processed				
,	Conta	ains the number of records currently processed.				
o)	Tota	Total records				
	Conta	ains the total number of records involved in this process				

- *p)* Owned by Contains the Login ID of the user who created/started the report
- *q) Host Process ID* This field is not currently implemented.
- *r) Host IP Address* This field is not currently implemented.
- *s) Last Modification Date/Time* Phoenix enters the date and time the record was last modified
- *t) Last Modification ID* Phoenix enters the Login ID of the user who last modified the record

I. Report Samples

The following pages; briefly describes each report, also lists the type of information generated and shows an example of the report.

1. Activity Reports

a) Event Report

Selects event that occurred within a specified time frame Event ID Event Create Date/Time Transmitter ID Signal ID (Sigtype) Zone ID Zone Description

EVENT REPORT 1/20/2012 00:00 - 02/08/2012 23:59

Event	Date	Time	Transmitter	Signal	Zone	Name/Description
453542 01/26 01/26 01/26 01/26 01/26	01/26/2012 /2012 11:21 /2012 11:21 /2012 11:23 /2012 13:58 /2012 15:21	12:20:41 :35 jess :35 jess :07 jess :21 jess :24 jess	022505	BURG	-1 § Event se § Response Close even Event reop Close even	ZONE MARKER/ZONE MARKER lected from Pending Event time: 0:00:54 t with code 'FINALIZE'. ened by jess t with code 'FINALIZE'.
01/26	/2012 15:21	:24 jess			Resolution	: FINALIZE

b) Fail to Test

Selects the transmitters that expected test signals and did not receive them within the specified time frame

Event ID Event Create Date/Time Transmitter ID Signal ID (Sigtype) Zone ID Zone Description

> FAIL TO TEST REPORT 02/08/2012 00:00 - 02/08/2012 23:59

Date	Time	Area	Signal	Zone	Name/Description
Transmitter 02/08/2012	: STG (023 09:41:57	611)	fail test	;	757-2-9-0056
Transmitter 02/08/2012	: El salon 09:41:57	(02362	20) fail test	;	737-672-7020
Transmitter 02/08/2012	: Pro Alig 09:41:57	nment	(023621) fail test	;	757-723-0390
Transmitter 02/08/2012	: Heritage 09:41:57	Market	: (Securit fail test	у) (0236 ;	22) 757-028-0500
Transmitter 02/08/2012	: Heritage 10:01:57 -	Market	: (Freezer fail test Ev	Alarms) ; vent	(023623) 757 420 0500 453501
09/16/201	1 14:54:30	phoen	ix		Add noaction record Signal ID [fail test], Zone ID [-1]
09/16/201	1 14:54:30 1 14:54:30	phoen:	ix ix		09/16/2011 14:54:30 - 12/31/2012 00:00:00 ras dont need

c) No Activity Report

Selects Transmitters that have not sent any signals from the specified date to the present

Transmitter ID Transmitter Name Discontinue Date/Time Last Event Date/Time

NO ACTIVITY REPORT 2/1/2012

Transmitte	er Name	Discontinu Date_Time	ed	Last_Signa Date_Time	1	Last_Event Date_Time	
000002 Signal/Z	Care Center Cone: OPENING /	00/00/0000	00:00	03/16/2011	05:35	01/26/2011	06:58
000003	Office	00/00/0000	00:00	01/11/2011	16:50	01/11/2011	16:21
Signal/2	one: Low Bat Re/00						
00000703 Signal/2	Ernestine Cone: AC Restore/00	00/00/0000	00:00	12/02/2010	18:44	12/02/2010	17:45
00001	Mills**Disconnected Account**	00/00/0000	00:00	00/00/0000	00:00	00/00/0000	00:00
000012 Signal/Z	Penin Furniture one: Entry/Exit/31	00/00/0000	00:00	02/17/2011	08:34	02/17/2011	08:34

d) No Action

Selects No Action records within the specified time frame Transmitter ID Signal ID (Sigtype) Zone ID Zone Description Begin No Action Date/Time End No Action Date/Time

NO ACTION REPORT 2/8/2012 13:35 - 2/8/2012 13:35

Begin Date	End Date	SigType	e	Zone	Descript	ion
William A. & M () [EST-5G	artha MT]	**Disconne	ected Acco	unt**	(022768:	1)
03/06/11 04:3	2 - 03/06/12 1	2:00 -1		-1	ZONE	MARKER
** pmw d	isconnected ac	ct [Pat]				
Annette Tri () [EST-5G	**Disconnected MT]	Account**	(023035)			
08/21/05 05:2	7 - 02/23/12 1	2:00 -1		-1	ZONE	MARKER
** pmw d	isconnected ac	ct [Pat]				

e) Not on File Report Selects transmitters that received signals but are not in the Phoenix database Event ID Event Create Date/Time Transmitter ID Signal ID (pre-converted format) Zone ID

NOT ON FILE REPORT 1/1/2011 00:00 - 02/08/2012 23:59

Event	Date	Time	Transmitter	Signal	Zone
449453	01/01/2011	23:40:40	022591	*Phone Rest	01
Action _1 01/01/20: 01/01/20: 01/01/20: 01/01/20:	Date/Time_ 11 23:40:49 11 23:40:49 11 23:41:00 11 23:41:00	_User_ Pat Pat Pat Pat	_Comme § Ever § Resp Close Resolu	ents_ nt selected from Pe ponse time: 0:00:09 event with code 'H ution: Phone Rest	ending Event 9 Phone Rest'.

f) Open/Close Report

Lists all open and close signals received within a specified time frame Signal ID Signal Date/Time Transmitter ID Sigtype ID PIN Name

OPEN/CLOSE REPORT 2/6/2012 00:00 - 2/6/2012 23:59

Date	Time	Area	SigType	PIN	Name	
Transmitter	CU Mobil	e ATM	(AlarmNet	Backup	System)	(009065)
02/06/2012	09:00:00		open	10		
02/06/2012	19:00:00		close	11		
Transmitter	BAY APAR	TMENTS	6 (022505)			
02/06/2012	09:00:00		open	10		
02/06/2012	18:00:00		close	10		

g) Response Time Report

This management report calculates Operator response time to Events

(1) Alarm Processing Fields Used in the Response Time Report



(2) Response Time Report Information

Field Name	Definition of Field	Comments
Date	Create date of the Event	In the Event table, uses the Create Date/Time field
Hour	Hour during which the Event was generated	All Events that came in during that hour are grouped together and totaled in the Number of Events column.
Operator	Login ID of Operator (displays data only when the Detail option is chosen).	In the Event table, uses the Resolution User field. When an Event is Re-opened and re- closed, Phoenix updates the Resolution User field with the Login ID of the user who resolved the re-open Event.
Number of Events	Total number of Events that were generated during the hour.	
Avg Select Time	For all Events generated during the hour, averages the difference between the Event Create Date/Time and the Begin Date/Time of the first Action item.	This is the time it took for an Operator to select the Event once it appeared in the Pending Queue. Based on the time difference between A and B in figure below.
Avg 1 st Action Time	For all Events generated during the hour, averages the difference between the Event Create Date and the Begin Date/Time of the second Action item.	This is the time it took for an Operator to take the first Action on the Event after it was selected. Based on the difference between A and C in figure above.
Avg Finalize Time	For all Events generated during the hour, averages the difference between the Event Create Date and the Resolution Date/Time.	This is the time it took for an Operator to finalize the Event after it was selected. Based on the difference between A and D in figure above.
Daily Avg	For all Events generated during the day, calculates an average for each of the report columns.	
Operator Avg	When the Detail option is selected, calculates an average for the Operator(s) for each of the report columns.	
Report Avg	For the entire time range of the report, calculates an average for each of the report columns.	

(3) Two Report Options

RESPONSE TIME REPORT 2/1/2012 00:00 - 02/08/2012 23:59

Date	Hour	Operator	Number of Events	Avg Select Time	Avg 1st Action Time	Avg Finalize Time	_
02/06/2012	08:00		2	54:12:53	54:13:24	54:13:24	
DAILY	AVG		2	54:12:53	54:13:24	54:13:24	
REPORT	AVG		2	54:12:53	54:13:24	54:13:24	

(a) The Summary option sorts by date and hour, with Daily Average subtotals and Report Average totals. Events for all Operators are grouped together within the hour, so the Operator column is blank. See above Example.

Report Type	SUMMARY 🔽
	SUMMARY
M T 0 0 7	DETAIL

(b) The Detail option sorts by individual Operators. Each Operator section is then sorted by date. Subtotal averages are displayed for each Day and each Operator with Report Average totals at the end of the report. See Example below

Date	Hour	Operator	Number of Events	Avg Select Time	Avg 1st Action Time	Avg Finalize Time
02/06/2012	08:00	phoenix	2	54:12:53	54:13:24	54:13:24
DAILY	AVG	phoenix	2	54:12:53	54:13:24	54:13:24
02/08/2012	17:00	phoenix	1	00:00:13	00:00:24	00:10:22
DAILY	AVG	phoenix	1	00:00:13	00:00:24	00:10:22
OPERATOR	AVG	phoenix	3	36:08:40	36:09:04	36:12:23
REPORT	AVG		3	36:08:40	36:09:04	36:12:23

RESPONSE TIME REPORT 2/1/2012 00:00 - 02/09/2012 23:59

h) Selected Events Report

Selects all events with specified Event ID's Event ID Event Create Date/Time Transmitter ID Signal ID (Sigtype) Zone ID Zone Description

SELECTED EVENTS REPORT

Event	Date	Time	Transmitter	Signal	Zone Name/Description
450540	00/05/001		000005	*	10
453549	02/06/2014	2 09:00:00	009065	*open	10
453549	02/06/2012	2 19:00:00	009065	close	11
02/08	/2012 14:13	3:36 phoen	ix		§ Event selected from Pending Event
02/08	/2012 14:13	3:36 phoen	ix		§ Response time: 54:13:36
02/08	/2012 14:13	3:57 phoen	ix		Close event with code 'open/close'.
02/08	/2012 14:13	3:57 phoen	ix		Resolution: open/close
	i)	Sign	al Report		
		Selec	ts all signals	sent wit	hin the specified time frame

Signal ID (System Identifier) Signal Create Date/ Time Transmitter ID Sigtype Zone ID Zone Name Zone Description

SIGNAL REPORT 2/6/2012 00:00 - 2/6/2012 23:59

Date	Time	Area	Signal	Zone	Name/I	Description
Transmitter	: CU Mobile	e ATM	(AlarmNet	Backup	System)	(009065)
02/06/2012	09:00:00		open	10		
02/06/2012	19:00:00		close	11		
Transmitter:	BAY APAR	TMENTS	(022505)			
02/06/2012	09:00:00		open	10		
02/06/2012	18:00:00		close	10		

j) Time Frame Report

Selects all signals sent within the specified time frame Signal ID (System Identifier) Signal Create Date/ Time Transmitter ID Sigtype Zone ID Zone Name Zone Description

TIMEFRAME REPORT 2/6/2012 00:00 - 2/6/2012 23:59

Date	Time	Area	Signal	Zone	Transmitter	Location	ID
02/06/2012	09:00:00		open	10	022505	BAY APARTMENTS	5490952
02/06/2012	09:00:00		open	10	009065	CU Mobile ATM (AlarmNet	5490954
						Backup System)	
02/06/2012	18:00:00		close	10	022505	BAY APARTMENTS	5490953
02/06/2012	19:00:00		close	11	009065	CU Mobile ATM (AlarmNet	5490955
						Backup System)	

k) Traffic Control Report

Counts the number of signals and events by day and hour Date (for which signals/events are counted) Time (for which signals/events are counted) Signals (total number of signals received in the time frame) Events (total number of events created in the time frame) Subtotals and grand totals are also calculated.

2/6/20	TRAFFIC 12 00:00 -	REPORT 2/6/2012	23:59
Date	Hour	Signals	Events
02/06/2012 02/06/2012 02/06/2012	09:00 18:00 19:00	2 1 1	2 0 0
DAY	Y TOTAL	4	2
GRANI	TOTAL	Signals 4	Events 2

l) Daily Summary Report

Totals the number of signals (including manual and Phoenix generated) for each Sigtype for each hour of the everyday specified; up to ten Sigtypes can be totaled. The default Sigtypes (as shown below) are the most commonly used but may not have a corresponding value in the Sigtypes table, unless you set it up. You can define the Sigtypes for the report in the **rptdailysum.ini** file, which can be found in the following folder:

Drive:\phoenix\profiles\strings\EnglishUSA\reports\rptdailysum.ini

Unknown and Other cannot be changed.

2/0/2012 00:00 - 2/0/2012 23:35													
	fire	panic	hldup	burg	dures	medic	tampr	troub	alarm	unopn	unkwn	other	TOTAL
02/06/201	2 -												
00:00	0	0	0	0	0	0	0	0	0	0	0	17	17
01:00	0	0	0	0	0	0	0	0	0	0	0	1	1
02:00	0	0	0	0	0	0	0	0	0	0	0	1	1
05:00	0	0	0	0	0	0	0	0	0	0	0	1	1
06:00	0	0	0	0	0	0	0	0	0	0	0	1	1
07:00	0	0	0	0	0	0	0	0	0	0	0	2	2
09:00	0	0	0	0	0	0	0	0	0	0	0	20	20
10:00	0	0	0	0	0	0	0	0	0	0	0	2	2
11:00	0	0	0	0	0	0	0	0	0	0	0	7	7
12:00	0	0	0	0	0	0	0	0	0	0	0	1	1
13:00	0	0	0	0	0	0	0	0	0	0	0	1	1
15:00	0	0	0	0	0	0	0	0	0	0	0	12	12
17:00	0	0	0	0	0	0	0	0	0	0	0	3	3
18:00	0	0	0	0	0	0	0	0	0	0	0	2	2
19:00	0	0	0	0	0	0	0	0	0	0	0	1	1
20:00	0	0	0	0	0	0	0	0	0	0	0	3	3
21:00	0	0	0	0	0	0	0	0	0	0	0	1	1
22:00	0	0	0	0	0	0	0	0	0	0	0	1	1
23:00	0	0	0	0	0	0	0	0	0	0	0	4	4
TOTAL	0	0	0	0	0	0	0	0	0	0	0	81	81
GRAND	_												
TOTAL	0	0	0	0	0	0	0	0	0	0	0	81	81

DAILY SUMMARY REPORT

2. Location Data Reports

a) Dealer Summary Report

Report that prints Dealer Id/Name with column display total number of transmitters on file for each dealer. It can be sorted by Dealer ID or Dealer Name.

Dealer ID Dealer Name Transmitter Count

DEALER SUMMARY REPORT

Dealer ID	Dealer Name	Transmitter	Count
-1	DEALER MARKER		3
DS	Dans Security		2524
DSM	Dynamics Security Monitoring		4
IFS	IFS - Monitoring ONLY for a dealer.		16
PRO-TEC	Pro-Tec - Monitoring ONLY for dealer.		2

Total Transmitters: 2549

b) Inventory Report

Report prints transmitter by Inventory name with subtotal transmitter count by name, a total transmitter count at end of report. It can also print inventory detail if requested.

ID (Transmitter ID) Transmitter Name Inventory Name

INVENTORY REPORT

ID.	Tr	ansmitter Name		Inventory Name
000065	CII	Mobile ATM (AlarmNa	r Backup Sustem)	
Descript	Lion:	AlarmNer back up au	arem for ager 356	
Descrip	orea.	MAC# 00402405FF72	CDC# C19C INSTALLED BY MIKE	
Ouan	eieu.	O O O O O O O O O O O O O O O O O O O	CNOT CLOC INDIALDED DI PINE	
Therall 1	Date	01/15/2008 12:00:00	Model: Honeywell 7845 CSMD	
Service)	Date:	00/00/0000 00:00:00	Serial:	
022508	OL	YMPIC APARTMENTS		
Descript	tion:	On Line 10/9/1997		
N	otes:	Changed to SIA on 1	0/18/2007	
Quant	tity:	0		
Install	Date:	00/00/0000 00:00:00	Model: P-832	
Service 1	Date:	00/00/0000 00:00:00	Serial:	
109065	CU	ATM (AlarmNet Main	System)	
Descript	tion:	AlarmNet back up sy	stem for acct 356	
N	otes:	MAC# 00d02d05EE72	CRC# C13C INSTALLED BY MIKE	
Quant	tity:	0		
Install	Date:	01/15/2008 12:00:00	Model: Honeywell 7845 GSMR	
Service	Date:	00/00/0000 00:00:00	Serial:	
			TOTAL : 3	
022505	BA	Y APARTMENTS		INSTAL
Descript	tion:	INSTALLATION DATE		
N	otes:	Changed to SIA Form	at on 10/18/2007	
Quant	tity:	0		
Install	Date:	10/10/1997 13:00:00	Model: F-832	
Service 1	Date:	00/00/0000 00:00:00	Serial:	
			TOTAL INSTALL: 1	

Depending on the selection, inventory can be grouped by Name and include Details.

Group By Inventory Name? • Yes ONo Include Inventory Detail? • Yes ONo

c) Transmitter Report

Prints transmitter information Transmitter ID Transmitter Name Transmitter Telephone Install Date/Time

TRANSMITTER REPORT

Transmitter	Name	Telephone	Install Date/Time
009065	CU Mobile ATM (AlarmNet Backup Svstem)		
022505	BAY APARTMENTS	512 415-9874	05/15/2000 13:15
022508	OLYMPIC APARTMENTS	724 461-1515	03/20/2001 10:00
109065	CU ATM (AlarmNet Main System)	415 645-9875	12/15/1999 17:00

d) Transmitter Detail Report

Prints all the information necessary to run your monitoring center manually including:

manually including:						
Contact						
Hierarchy inforn	natio	n				
Instruction						
Inventory						
Open/Close and	Sche	dule	o inform	ation		
Permit	oone	aare				
Ben						
Sigcontrol						
Test Frequency		ion				
	ormat	ION				
Zone				TRANSMITTER OFT	ATT REPORT	
information				TRANSCOLLER DEL	LLS BEFORE	
Comments	Transmit	ter i B	AY AFRETHENTS	(022506)		
User Fields	Hodifics Nodifics Dealer Subscrib Crgamins Site	tion De dion ID er dion	tte: 02/09/2012 1 : phoenis 1 DOM 2 -1 1 APARTMENTS : EAY REARTME	09100146	Install date Discustinue Date Time Zone Test Type Test Interval Open Close Schedul	: 05/15/2000 13:15:00 : 00/00/000 00:00:00 : EST-SGMT : : 0 e: 8
Report is too long	Accounts Base Tri	ing ID chamitte	1 2653. 2 1		Holiday Schedule Seasonal Schedule	1 D 1 D
to show a full	Nodel#		1		Special Schedule	: 0
example	UL Ratis	Ξ.	î.		Report Type	÷
	Phone Fax Enail Address	: 5 1 1 1 1 5	12 415-8674 234 BAY ROAD REEN, FA 15408			
	Icnes:					
	Idne	Sigtyp	e	label	Description	
	01 02 08 10			Motion Detector Fanic Fanic Front Door Million Faury		
	Instruct	iote:		ALPENT CATLE		

e) Transmitter Status Report

Prints current open/close status of transmitters Transmitter Id Transmitter Name Last Open Date/Time Last Close Date/Time Current Status Ind - Open/Close Monitor Flag (Y/N)

TRANSMITTER STATUS REPORT

Transmitter	Name	Last Open	Last Close	Status	Ind	
009065	CU Mobile ATM (AlarmNet Backup System)	00/00/0000 00:00	00/00/0000 00:00			
022505	BAY APARTMENTS	02/06/2012 09:00	02/06/2012 18:00	closed	У	
022508	OLYMPIC APARTMENTS	00/00/0000 00:00	00/00/0000 00:00			
109065	CU ATM (AlarmNet Main System)	00/00/0000 00:00	00/00/0000 00:00			

f) Transmitter Summary Report

The report is a basic report that only prints Transmitter ID/Name with a total transmitter count at the end of the report.

Transmitter Name

TRANSMITTER SUMMARY REPORT

Transmitter	Name
009065	CU Mobile ATM (AlarmNet Backup System)
022505	BAY APARTMENTS
022508	OLYMPIC APARTMENTS
109065	CU ATM (AlarmNet Main System)

Total Transmitters: 4

3. Response Plan Data Reports

a) Contact Report

Prints Contact information Contact ID Call Class Priority Type (usage) PIN (user ID) Contact Name (Contact Password, if chosen)

CONTACT REPORT

Classifier/Name		Phone Number/Email				
Call List						
MIKE JONES		PIN	1234	4		
		business		216-785-6542		
		mobile		330-549-7899		
		Email	MJO	NES@SOMECO.COM		
		Schedule I	[Ds			
		PASSWORD:	BLUE			
	DISTRESS	PASSWORD:	GREEN			
Norfolk Fire						
Normon Fire		primary	654	441-8799		
Norfolk Medical						
Normon Medical		primary	654	441-8799		
Norfolk Police						
Normon Police		primary	654	441-8799		
Office						
Olympic Apartments	Office	business	541	461-1115		
		business2	541	461-1055		
		PASSWORD:	251108,	0225		
Office						
Bayview Apartments	Office	business	451	480-3980		
		business2	451	461-1410		
		PASSWORD:	5482, 6	6654		

b) Instruction Report

Prints Instruction information Instruction ID Signal ID (sigtype) Zone ID Step (sequence) Call Class Verify (Y/N)

INSTRUCTION REPORT

Id	Sig	nal		Zone	Ste	ep Call_C	lass		Verify	Y		
57301	A/C	Loss		-1		10 Office			n			
Greet	ing:	This	is	~user~	with	~dealer~.	We have	a ~si	gtype~	at	your	office.
57324	A/C	Loss		-1		10 Office			n			
Greet	ing:	This	is	~user~	with	~dealer~.	We have	a ~si	gtype~	at	your	office.
57325	A/C	Loss		-1		30 Respon	sible Pa:	rty	n			
Greet	ing:	This	is	~user~	with	~dealer~.	We have	a ~si	gtype~	at	~sit	e~.
57302	A/C	Loss		-1		30 Respon	sible Pa	rty	n			

c) Passcard Report Prints passwords for contacts and transmitters Contact Names Contact Passwords Transmitter ID's

Name:	MIKE	JONES
Password:	BLUE	
Transmitter:	10900	55
Pin:	1234	

MIKE	JONES
BLUE	
00906	55
1234	
	MIKE BLUE 00900 1234

d) Schedule Report

Prints information for selected Schedules Schedule Name Schedule Description Monitoring flag information Effective Date/Time Tolerances

SCHEDULE REPORT

Schedule IDs : openclose #1

Schedule Name	:	Time Zone 5 (2	4/7)				
Description	:	24 Hours/Day	7 Days/Week				
Time Zone	:	EST-5GMT	Savings	Time		:	У
Monitor Fail To Open	:		Monitor	Fail	To Close	:	
Monitor Unscheduled Open	:		Monitor	Late	Open	:	
Monitor Unscheduled Close	:		Monitor	Late	Close	:	

Delete : n

	Effective Tolerances					Expiration Tolerances			
	Early	Late	Failed		Early	Late	Failed		
Sun 00:00:00	15 min	15 min	15 min	Sun 07:00:00	15 min	15 min	15 min		
Sun 07:00:00	15 min	15 min	15 min	Sun 08:00:00	15 min	15 min	15 min		
Sun 08:00:00	15 min	15 min	15 min	Sun 09:00:00	15 min	15 min	15 min		

02/09/2012 09:51:51

Page 1

e) Temp Data Report

The new Temp Data Report now prints 'all' Temp Data rows on file.

User selects Status to print:

Active	 All TempData items currently in effect
Inactive	- All TempData items not yet in effect (future
	effective dates)
Expired	 All TempData items which have expired
All	- All TempData items

```
TEMPORARY DATA REPORT
Transmitter: James Bill
                          (000088) EST-5GMT
 Effective: 02/10/2010 12:00:00
                                  [ EXPIRED ]
Expiration: 02/10/2011 12:00:00
 Requested: James Bill (24288)
    Reason: car
                                ---- NOTES ----
Do NOT dispatch on Fire unless you receive two smoke detectors going off at the same
 time
                              ----- CONTACTS -----
                       <<NO TEMPORARY CONTACTS ON FILE>>
                           ----- INSTRUCTIONS -----
 Classifier [-1]
   SigType [-1]
      Zone [-1]
 Message 1 -1
 Message 2 -1
 Message 3 INSTRUCTIONS MARKER
 Message 4 INSTRUCTIONS MARKER
 Request 1 -1
 Response 1 -1
 Request 2 -1
Response 2 -1
Transmitter: CU Mobile ATM (AlarmNet Backup System) (009065) EST-5GMT
 Effective: 01/30/2012 12:49:44
Expiration: 02/15/2012 00:00:00
                                  [ ACTIVE 1
 Requested: MIKE JONES (26432)
    Reason: CONTACT GOING ON VACATION
                               ----- NOTES -----
THIS IS USED FOR TEMP NOTES
THIS WILL BE THE NEW PATH OF TEMP NOTES LOCATION
                             ----- CONTACTS -----
Classifier [Call List]
                           ----- INSTRUCTIONS -----
Classifier [Call List]
   SigType [-1]
      Zone [-1]
 Message 1 this is the new message for the temp
```

02/09/2012 14:43:44

Page 1

4. UL Reports

These reports will only show if your monitoring station is UL Listed. *a) Alarm Response Report*

This report gives the UL information about the account along with the event action log of the events received during the time frame selected.

	*****							Contract of the second	12
			4/1/2	11.) ALA	RE RESP	NRE REPOR	T		
Dealer	r Gree	trokil h	Honitor	ing (dL	4)		a second		
Site	; Int.	lboro Ins	(0105)	100	56				
Trainsitter	: Int.	lhoro Ins	(0105)	117-50	T				
Phone	1.0.1	Sar lhorp	Tan						
UL Reting	1.4			. 9	Secure of	lasen			
Class	1.			Can	egarys				
Description	1.1								
Event Int		Title	Trans		Strengt.	2000	· Mana/Deaty 197.44	n	-
eren en				Practice and a	n. r. firster				
									-
337 04/	13/2013	1712711	8 0105		Fire A	arm OD1	FRONT DOOR	0.000110	
837 04/ 04/16/203	19/2D1: 2 07:4	1 1712711 1146 phos	8 0105 618	512-21	Fire A	arm OD1 Called Se	FRONT DOOR		
337 04/ 04/16/201 04/16/201	13/2D1 2 07:4 2 07:4	17:27:1 1:46 phos	8 D1D5 blk blk	512-21	Fire A	arm OOL Called Se ALAPH DW	FRONT DOOS mee. Answered. TETIGATOR W1 DISP	ATCHED,	
04/16/203 04/16/203	13/3D11 12 0714 12 07:4	1 1712711 1146 phos	8 0105 018 018	512-21	Fire A	orm OOL Called Be ALASH INV NaME/ID#:	FRONT DOOB mate. Answered. TSTIGATOR W1 DISP RENET 123	ATCHED,	
337 04/ 04/16/203 04/16/203 04/16/203	13/301 2 07:4 2 07:4	1 17:27:1 1:46 phos 1:14 phos 1:10 phos	3 0105 nix nix	512-21 512-35	Fire A	orm OD1 Called Be ALANN INV NAME/ID#: Called Bi	FRONT DOOR mate. Answered. METIGATOR #1 DISP REMET 123 11. Auswarted.	ATCHED,	
337 04/ 04/16/203 04/16/203 04/16/203 04/16/203	13/201 2 07:4 2 07:4 2 07:4 2 07:4 2 07:4	1 17:27:1 1:46 phos 1:14 phos 1:10 phos 1:10 phos	3 DLDS BLX BLX BLX DJX	512-21 512-30	Fire A 5- 0-	orm ODL Called Be ALARM INV NEME/ID#: Called Bi ALARM INV	FRONT DOOS ment. Answered, menticatos wi DISP . RENEE 123 II. Auswerted. XSTIGATOR #2 DISP	ATCHED,	
137 04/ 04/16/203 04/16/203 04/16/203 04/16/203	13/201 2 07:4 2 07:4 2 07:4 2 07:4	1 1712711 1146 phoe 1114 phoe 111 phoe 1110 phoe	8 D1D5 h1x h1x h1x h1x h1x h1x	512-21 513-36	Pire A 5-	Called Se ALARM INV NAME/IDS- Called Bi ALARM INV NAME/IDS-	FPONT Doo8 mme. Answered. merigaros #1 Disp. FENEE 123 11. Auswarted. Merigaros #2 Disp. Bill 454	ATCHED, ATCHED,	
04/16/203 04/16/203 04/16/203 04/16/203 04/16/203 04/16/203	13/2013 12 07:43 12 07:44 12 07:44 12 07:44 12 07:44	1 17:27:1 1:46 phoe 1:14 phoe 1:10 phoe 1:10 phoe 5:08 phoe	3 D1D5 hix hix hix hix bix hix	512-01 512-09 512-09	Fire A 5- 0- 5-	STH OOL Called Se ALASH INV NARE/CDS: Called Si ALASH INV NARE/CDS: Called Se	FFONT DOOB mate. Answered. TETIGATCS #1 DISF PRNET 121 11. Auswared. XETIGATOS #2 DISF BILL 455 mate. Answered.	ATCHED,	
237 04/ 04/16/201 04/16/201 04/16/201 04/16/201 04/16/201 04/16/201	13/2011 12 07:41 12 07:44 12 07:44 12 07:44 12 07:44 12 07:44	1 17:27:1 1:46 phos 4:14 phos 4:10 phos 4:40 phos 5:08 phos 5:13 phos	3 D1D5 hix hix hix hix bix hix hix	512-21 512-38 512-21	Fire A 5- 0- 5-	SIM ODI Called Se ALARM INV NARE/IDS: Called S: ALARM INV NAME/IDS: Called Se ALARM INV	PROBT DOOR men. Answered, mysticator #1 Disp RENATOR #1 Disp RENATOR #1 Disp RENATOR #1 Disp BILL 456 men. Answered, mysticator #1 ANNE	ATCHED, ATCHED, EVED	

b) Receiver Usage Report

This report will show active/inactive accounts prior to date used. This report can give those listings by prefixes.

Example: In transmitter prefixes as 01

04/16/2012 14	:20:40			Page 1
		(UL) RECEIVER	USAGE REPORT	
Grand To	tal: 7 transmi	tters (O ACTIVE /	7 INACTIVE)	
<i>c</i>)	Selected E This repor informatio	Events Report t is just like the re n about a selecte	egular Selected Event d event that was ente	ts Report, it will give all ered. <u>See page 151</u> .
d)	<i>Signal Re</i> This repor for the sel about the	port t is just like the re ected time period accounts. <u>See pa</u>	egular Signal Report, I that is entered. Als <u>ge 151.</u>	it gives a list of signals so gives UL information
e)	<i>Transmit</i> This report into the da	<i>ter Report</i> t gives information atabase.	n about only the UL A	Active Accounts entered
04/16/2012 14	:30:42			Page 1
		(UL) TRANSMI	TTER REPORT	
Transmitter	Name		Telephone	Install Date/Time
0106 UL Rating: Description: Status:	Marlboro In 5894 Ward R Sanborn, NY A closed	n oad 14132 Cla:	Marlboro Inn ssifier:	

Last Event: 03/13/2012 12:10:04

f) Transmitter Usage Report

Category:

This report is just like the receiver usage report, except you cannot select only the prefix only. This is either active/inactive or both type of accounts. Revised UL (April 30, 2012).

 O4/16/2012 14:36:37
 Page 1

 (UL) TRANSMITTER USAGE REPORT

 Grand Total: 63 transmitters (O ACTIVE / 63 INACTIVE)

XI. NOTES