Operator User Guide

2011

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

X.4.2.0

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Table of Contents

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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 *-1*s) 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.

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

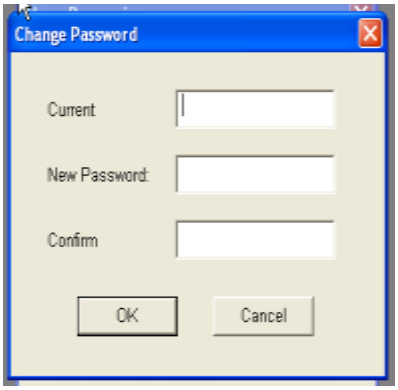
In the **password** field, type your password and click OK, or press Enter.

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.



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

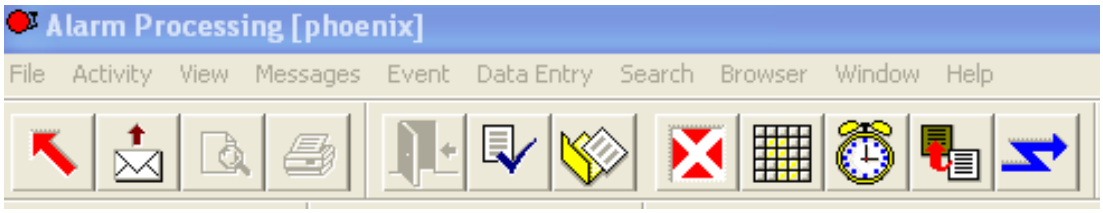
a) ***Phoenix menus and toolbars***
Conform to the standard Windows formats

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

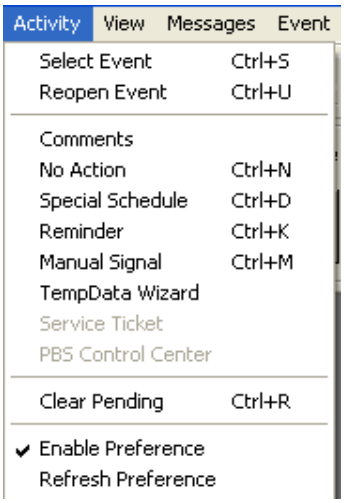
c) ***Tooltips***
Name the purpose of the Tool and often show shortcut keys. They display when you position the mouse over a Tool button, before you click.

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



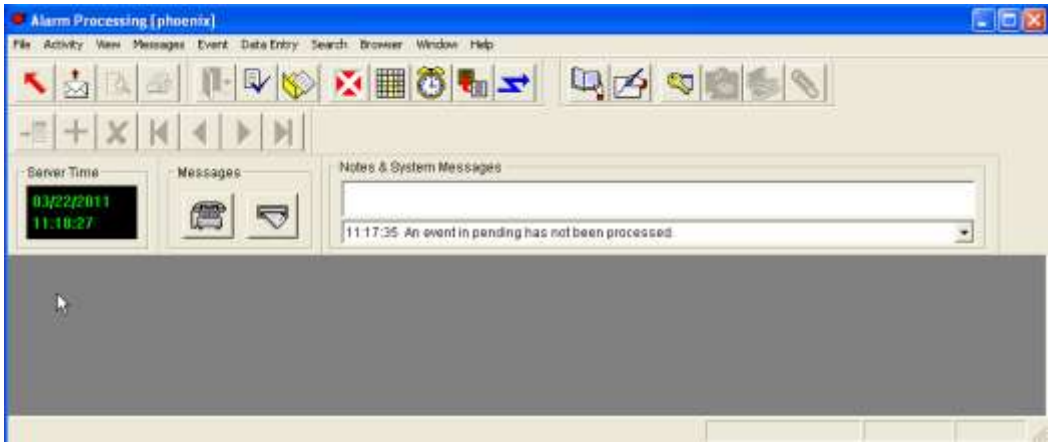
III. Alarm Processing

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.

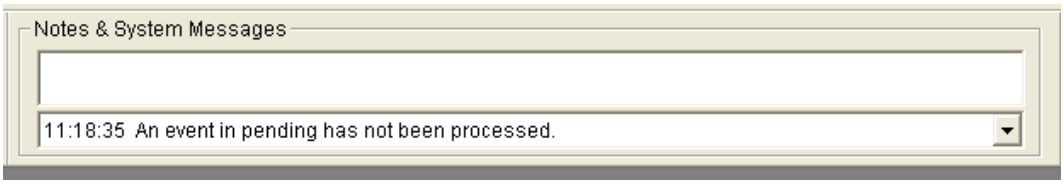
Alarm Processing Screen



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.

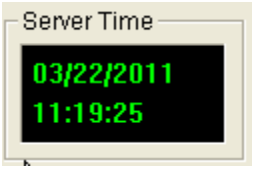
Notes and System messages Box



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

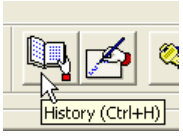
The commands in Alarm Processing are organized by menus; some options are present only under specific circumstances.

1. Toolbars and Shortcut Keys

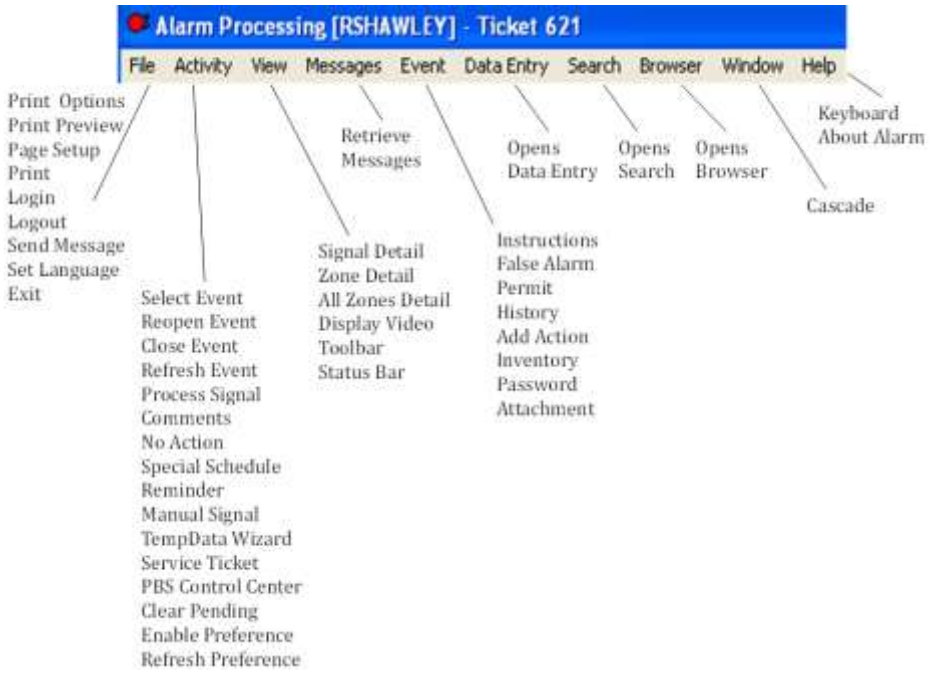
Tools (buttons on the toolbar) and Shortcut keys provide quick access to many of the same commands available on the menus.

Alarm Processing Toolbar Buttons

Shortcut Keys for History



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		
Login	Allows a user to receive Events. It works with the Log Out option to allow a change of users without exiting Alarm Processing		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		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.		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.		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.		

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.		

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.		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		Ctrl+F
Previous Record	Moves to the previous record in the current record set		Ctrl+P
Next Record	Moves to the next record in the current record set		Ctrl+N
Last Record	Moves to the last record in the current record set		Ctrl+L
Update	Saves changes made to the current record 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		Ctrl+D

l) Alarm Processing Shortcut Keys

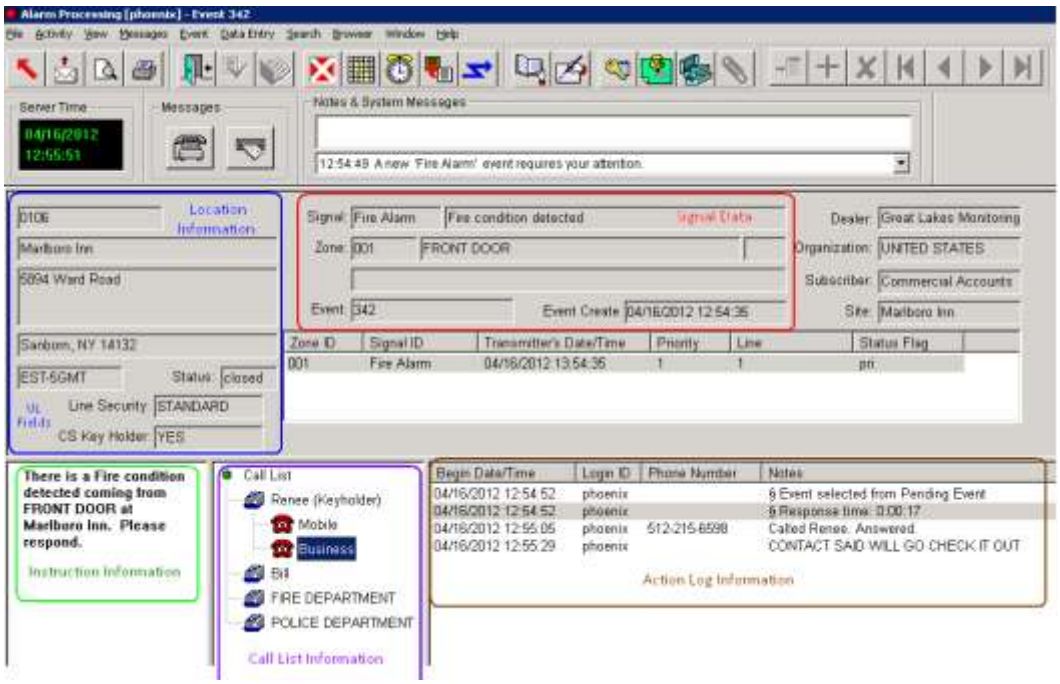
Command	Description	Shortcut
Attachments	Open attachments for this Event	Ctrl+A
Zone Detail	Display Zone Detail	Ctrl+B
Copy	Copy the selection and put it on the Clipboard	Ctrl+C
		Ctrl+Insert
Special Schedule	Add Special Schedule	Ctrl+D
Close Event	Close processing for active event	Ctrl+E
Refresh Event	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.

Alarm Processing Screen with Event Selected



The Alarm Processing screen is divided into sections:

a. Location information
b. Signal data
c. Instructions
d. Call list
e. Action log

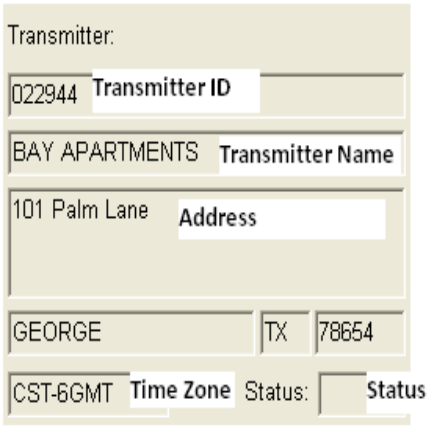
A. Event Location Information

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
Comes from the Transmitter ID field in the Transmitter Table

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

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

d) City
Comes from the city field in the transmitter table

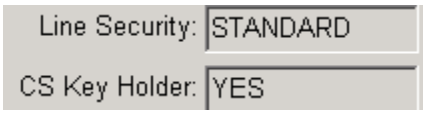
e) State
Contains the 2-letter abbreviation for the state where the transmitter is located, found in the State field on the Transmitter Table

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).



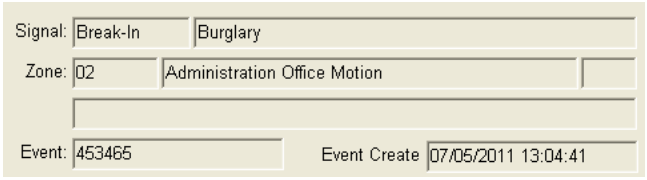
j) CS Key Holder
This filed shows if the CS has keys for that premise. UL update (April 30, 2012).

B. Signal / Event Information

1. Signal / Event Area

a) SigType

Signal information of the primary signal of the Event.



b) Signal ID

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

Signal / Event Information

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

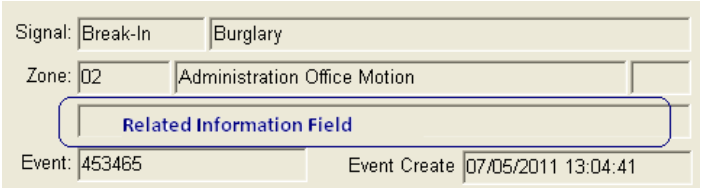
To the right of the Zone Name is the Zone Status

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



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.

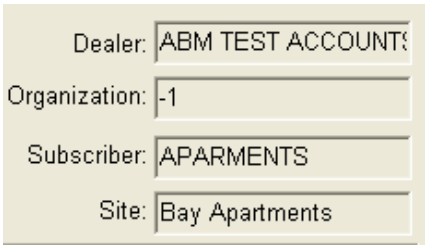
3. Event

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).

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. ***See "processing an individual signal"*** *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 (**see "Detail views"**).*

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.

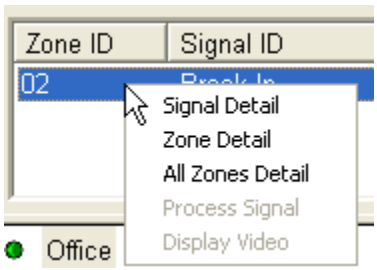
5. **Line**
This column contains the Line Card the signal came in on.

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 ***"Detail Views"***

2. **Zone Detail:**
Choose this option to see the zone record of the selected signal. See ***"Detail Views"***

3. **All Zones Detail:**
Choose this option to see all zone records for the transmitter signal. See ***"Detail Views***

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.

H. Action Display

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**

   a) Action Detail

   Right-click on the action line to display.

   Displays the following information:

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

- *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.

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 ***"Select Event"***

b) Read Event Notes

Read the Event Notes, Location and Signal Data fields to understand the alarm.
See ***"Notes &System Messages", "Event Location Information", and "Signal Display"***

c) Call Contacts

Call the contacts on the call list. See ***"Calling the contacts on the Call List" .*** 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; Phoenix opens the Call Process dialog box.
See ***"Call Process Dialog Box".***

(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:

(a) Answered -

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 12:55:59	phoenix	638-1155	Called Bay Apartments. No answer.
07/07/2011 12:56:04	phoenix		Called business- no answer

(c) Busy -

07/07/2011 12:53:57	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	phoenix	638-1155	Called Bay Apartments. Got answering machine.
07/05/2011 18:10:45	phoenix		Called business- recorder on. Did not leave a message on recorder.

(4) Instruction area

Follow the instructions listed for the Call Class. Use the Call on Hold button as needed.

(5) Type a comment

In the Operators Comments field or select a Standard Comment for each action taken and click Log Comment. Phoenix also enters comments.

(6) Contact Identity

If the identity of the contact must be verified, Phoenix opens the Verification dialog box. See ***Verifying Passwords***

(7) Close the Call Processing dialog box

(8) Repeat this process

For at least one Contact for *each* Call Class until you are certain the alarm is either a false alarm or an actual alarm and has been dispatched on.

d) Event Alerts

At any time during the Event, Phoenix may alert you that additional signals have been received for the transmitter. To append the additional signals to the Event, refresh the Event by pressing ***Ctrl + f***. See ***"Refresh Event"***

e) During an Event

At any time during the Event you may:

(1) Process a signal individually.

See "Processing an Individual Signal".

(2) ***Record Details***
Look at record detail for the appropriate table. See ***"Detail Views"***

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

(4) ***Verify a Password;***
See ***"Verifying Passwords".***

(5) ***Check record details for one Instruction;***
See ***"Detail Views"***. See all Instructions associated with an Event; see ***"Instruction Detail"***

(6) ***Check Permit information***
By clicking the **PERMIT** tool; see ***"permits".***

(7) ***Check False Alarm history***
By clicking on the **FALSE ALARM** tool; see ***"Reviewing False Alarm History".***

(8) ***Check signal History***
By clicking the **HISTORY** tool; see ***"History"***

(9) ***Check Inventory records***
By clicking the **INVENTORY** tool; see ***"Inventory"***

(10) ***Print the Event information***
If needed, see ***"Printing Alarm Data"***

(11) ***Return the Event to Pending***
See ***"Returning an Event to Pending".***

(12) ***Place the Event in Wait***
See ***"Putting an Event to Wait".***

f) ***Resolve***
When the situation is resolved, resolve the Event by clicking on the **CLOSE EVENT** tool; see ***"Resolving an Event"***

g) ***Process another Event,***
Log-Out of Alarm Processing (see ***"Log Out"***), 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.

B. Select Event

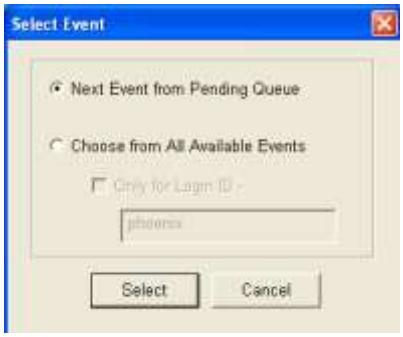
(*Activity Menu*) **Ctrl + S**

The Select Event command allows an operator to select an Event to process.

To Select an Event:

1. **Click the SELECT EVENT tool.**

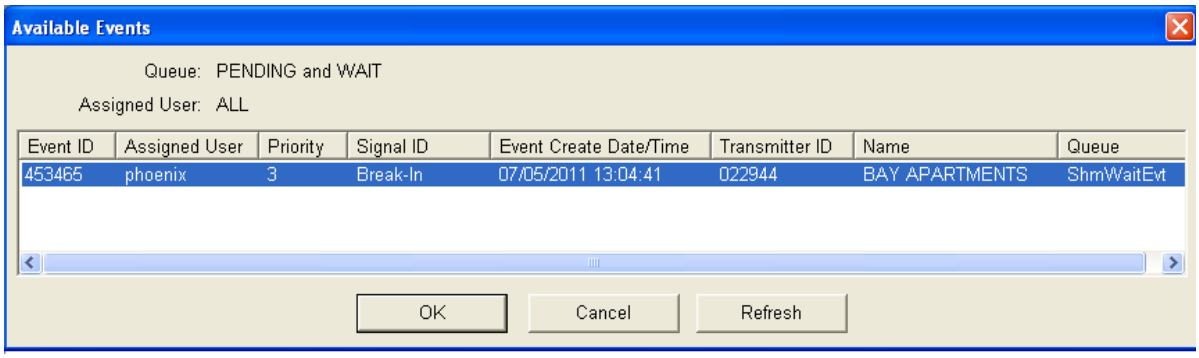
2. **Click on one of the two options:**



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).

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.



a) ***The Available Events dialog box***
Provides the following information:

(1) Event ID –
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) ***Signal ID –***
The signal associated with the Event

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

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

(7) ***Transmitter Name –***
The transmitter name associated with the transmitter

(8) ***Queue –***
This is the name of the shared memory queue to which the Event is presently assigned.

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

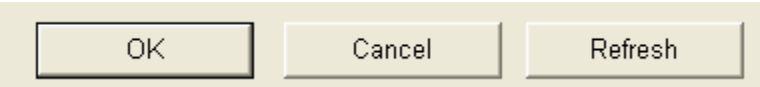
Event ID	Assigned User	Priority	Signal ID	Event Create Date/Time	Transmitter ID	Name	Queue
453465	phoenix	3	Break-In	07/05/2011 13:04:41	022944	BAY APARTMENTS	ShmWaitEvt

c) Click one of the three buttons:

(1) ***OK button***
Click this button to retrieve the selected Event.

(2) ***Cancel***
Click this button to exit Select Event without retrieving an Event.

(3) ***Refresh***
Click this button to check for changes to the list of available Events.



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.*

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

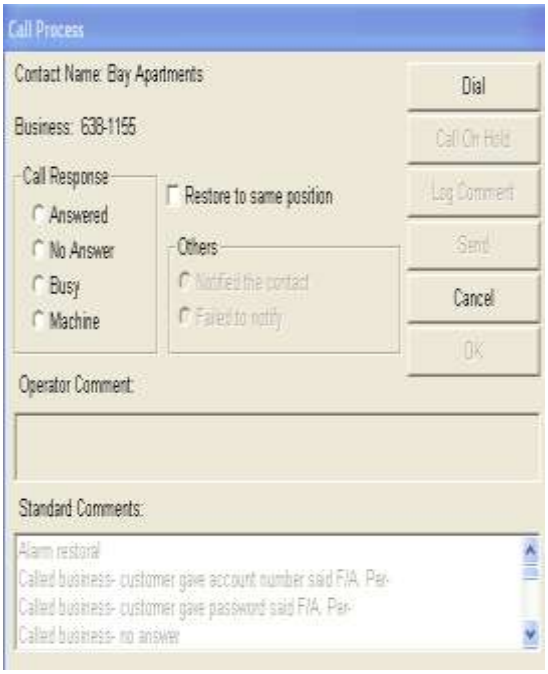
D. Calling the Contacts on the Call List

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.



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****.*

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

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:

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.

(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.

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.

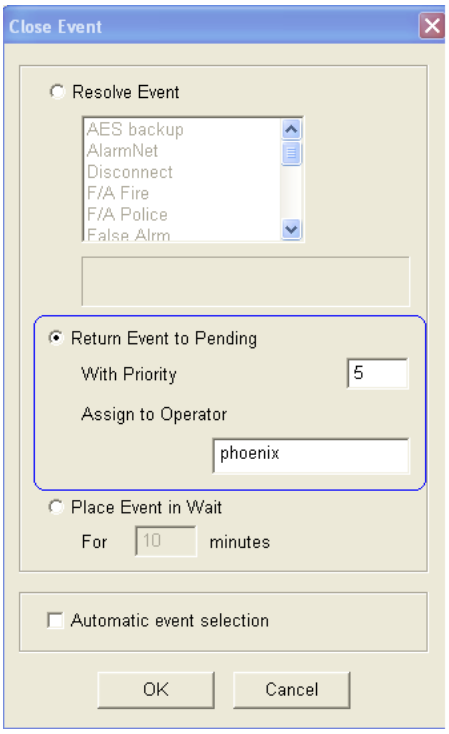
4) Choose OK to place the Event in Wait or Cancel to Close the Event without putting it in Wait.

J. Returning an Event to Pending

1. Close Event
(Activity menu) ***Ctrl + E***

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

a) To Return an Event to Pending:



1) Click on **Close Event**

2) In the CE Dialog box, choose **Return Event to Pending**

3) If desired, enter a number to change the priority of the Event.

4) If you want to assign an Event to a particular operator, enter a valid Phoenix user's Log-in ID in the **Assign to Login ID** field; if you leave this field blank, 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) ***Ctrl + E*** 

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 **"Add Comment"**.

a) Resolve an Event:

1) Click on **Close Event**

2) 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

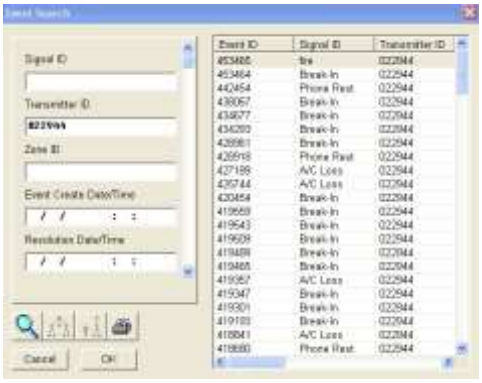
(Activity Menu) ***Ctrl + U*** 

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.

a) Reopen Event

1) To reopen an event either Click on the Reopen Event Tool or Ctrl+U

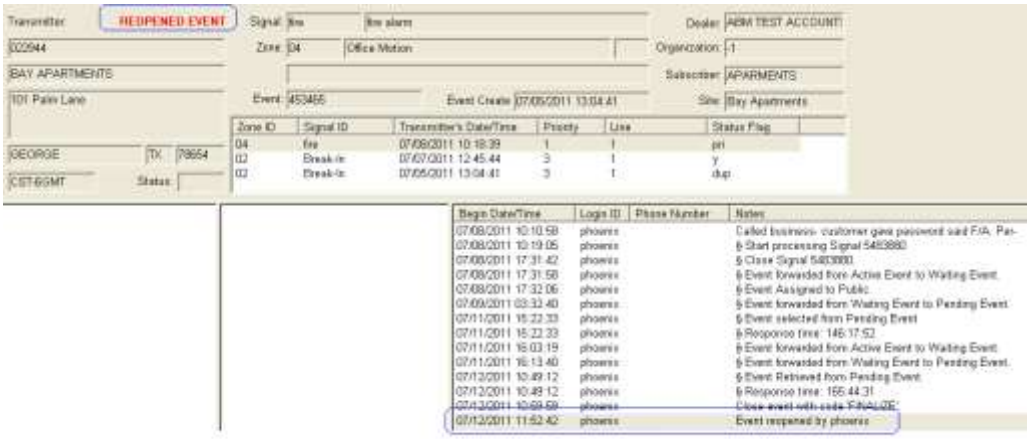
2) Enter in the Event ID of the Event that is to be reopened; if the Event ID is unknown – click on the Search Button and enter in the Transmitter ID for the event. Click on the Magnifying Glass, Select the Event and then the OK Button



3) 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.



6) Use the **Add Comments** tool to add Action comments 

7) 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 "*Resolving an Event"*.

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

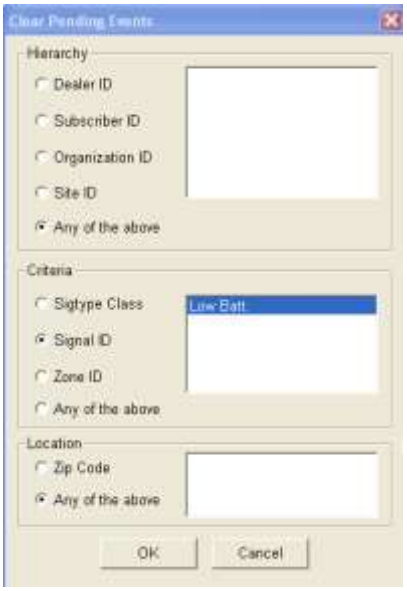
1. Clear Pending
(Activity menu) ***Ctrl + R***

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.

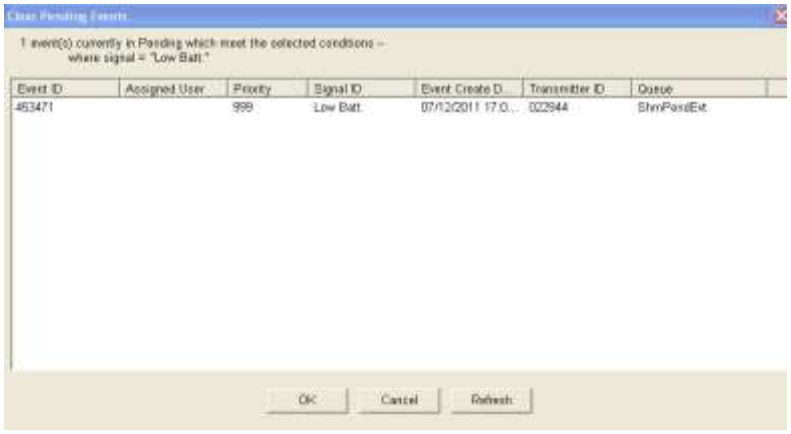
(3) Location:

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.



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 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.

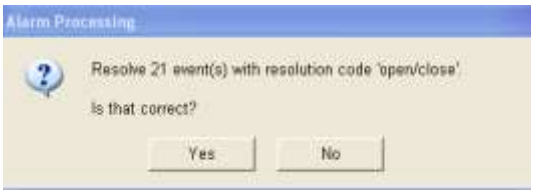
Phoenix will resolve all the selected Events with the chosen Resolution ID

***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.*

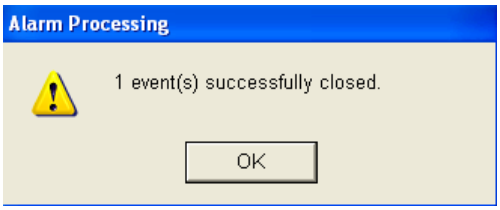
Choose **OK** to resolve the selected Events; choose **Cancel** to exit without clearing any Pending Events

e) 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.



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



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.

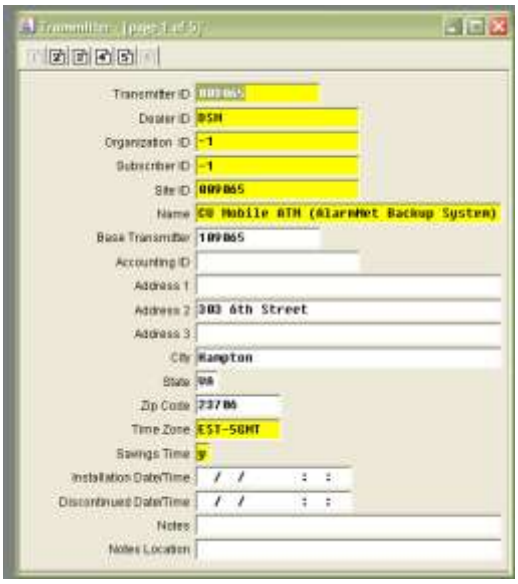
NOTE: *The display is for reference only – you cannot change the data in any way*

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 pop-up 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.



(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:

a) Signal Table

(1) Identifier

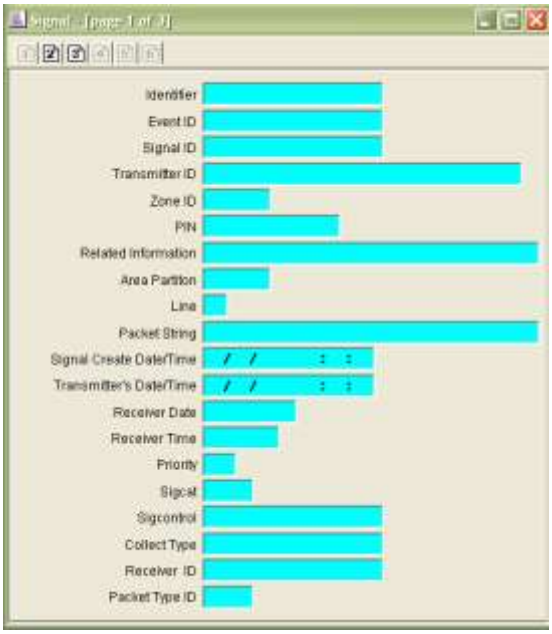
Contains a unique number assigned by Phoenix that identifies the signal

(2) Event ID

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

(3) Signal ID

Contains the Sigtype of the Signal



(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 **y** if a valid restoral for the signal has been received, and an "**n"** if not.

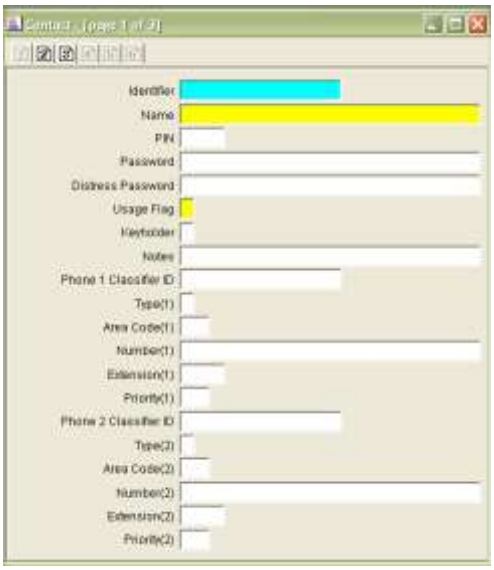
(38) Queue
This field is populated only if the Event is currently active, pending or waiting. At which time it contains the text **ShmActEvt** (Active Event Queue) **ShmPendEvt** (Pending Event Queue) or **ShmWaitEvt** (Waiting Event Queue)

(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

(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:

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

B – Both – the contact appears on the call 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: **0** – internal extension, **1** – Long distance, **2** – Normal seven digit, **3** – special local, ten-digit, **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

(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

(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

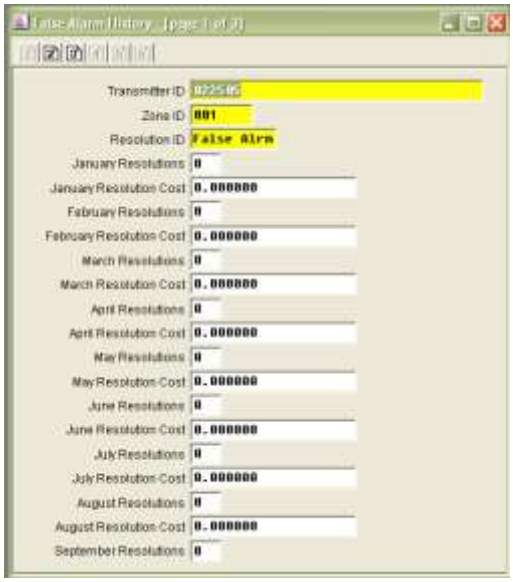
(1) Click the False Alarm tool

(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 X icon].

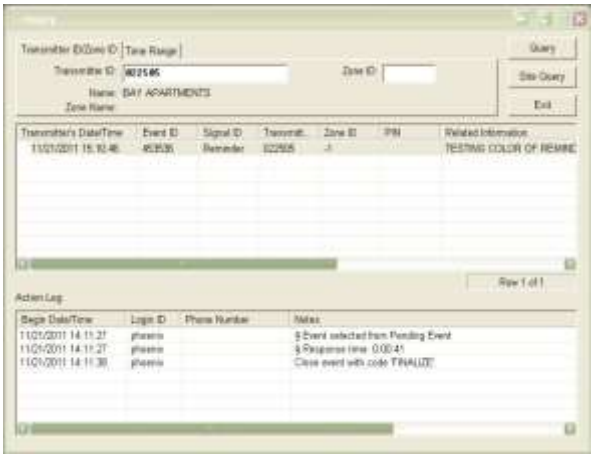
Helpful Hint *– you can access hierarchy information for the Transmitter by right clicking anywhere in the gray area of the History dialog box.*

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.



If an Event is *not* open enter a Transmitter ID and a zone number (or an asterisk for all zones) and click the **Query** 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

(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
2. In the Permit record, review the information; see "Detail Views"
3. Click **OK** to close the Permit record.

Each field is described below:

(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*

(l) ***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*

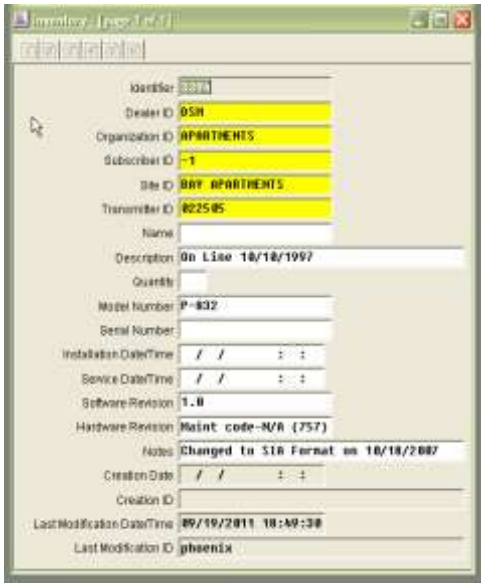
This option provides a description of available equipment for the current Event's transmitter.

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*

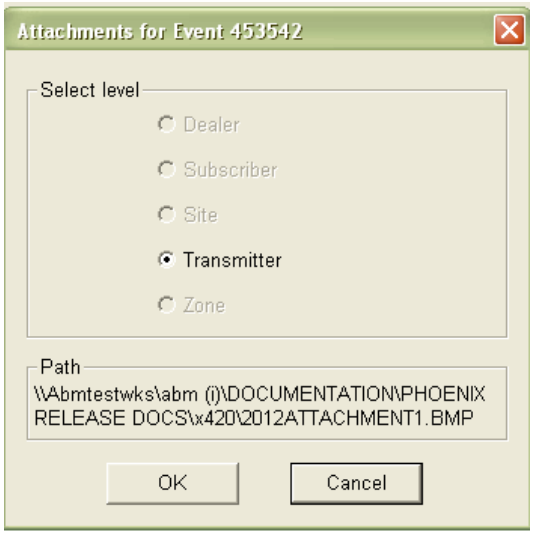
While in Alarm Processing, this feature allows you to access documents that were created in other applications. These documents may contain instructions, drawings, or information – for example: Driving instructions, zone locations for a home, or monitoring center policy information.

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 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

(3) Select

Select the file you want to see

(4) Click OK

(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.

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).

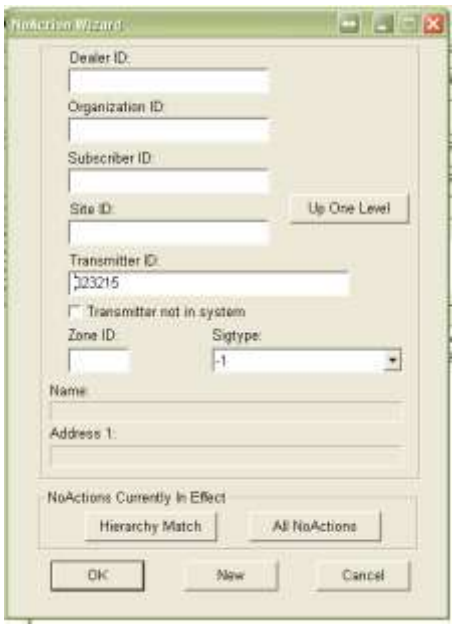
3. Using the No Action Wizard

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



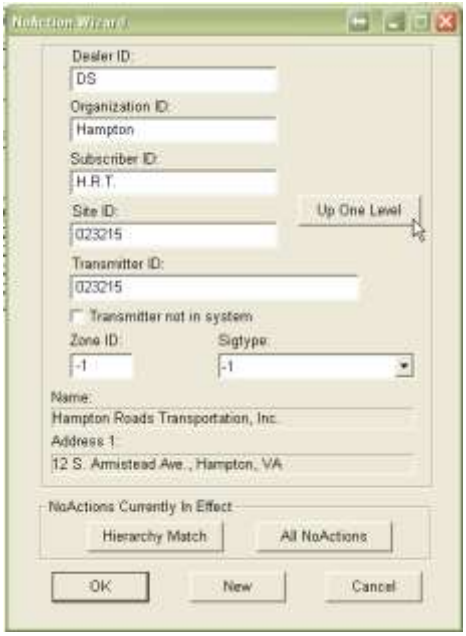
(2) Hierarchy fields

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

Check the **Location** and **Address 1** field to verify that you are setting the No Action for the proper transmitter. If you click the **up one level** button to hang the No Action record at a higher level, the Location and Address 1 fields are blanked out

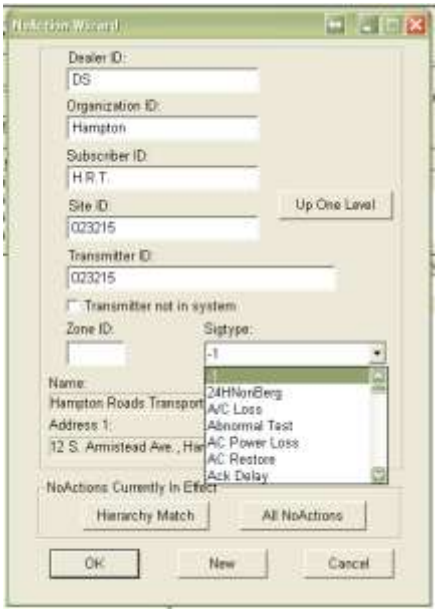


(4) ***Not in system***

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 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*

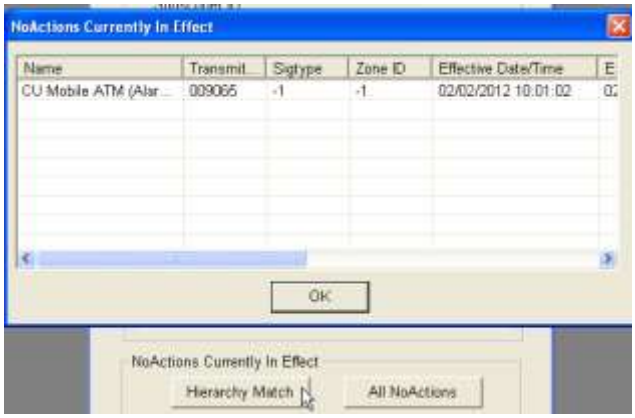
(vi) ***Recall settings on the next wizard use*** *– chick this box to save the current record settings for use the next time the No Action Wizard is opened.*

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

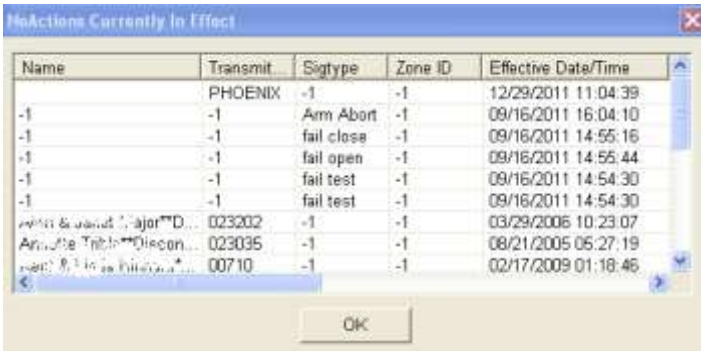
(viii) ***New*** *– creates a new No Action record with the specified settings*

(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*



(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]*



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

(2) Start Over

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

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

(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*

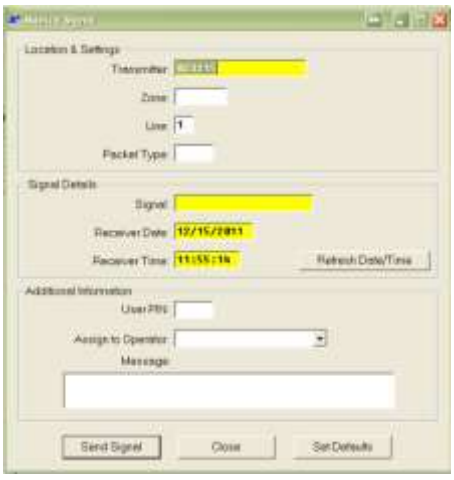
The Manual Signal command allows you to manually send a signal into the Phoenix system. Use Manual Signals to update Phoenix when it has been down and to test data entry of accounts to verify that newly created records are working properly.

***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



(2) Transmitter field

Enter the Transmitter ID applicable to the signal Use the Transmitter ID as is it entered in the Transmitter table.

(3) Zone field

Enter the Zone ID applicable to the signal

(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

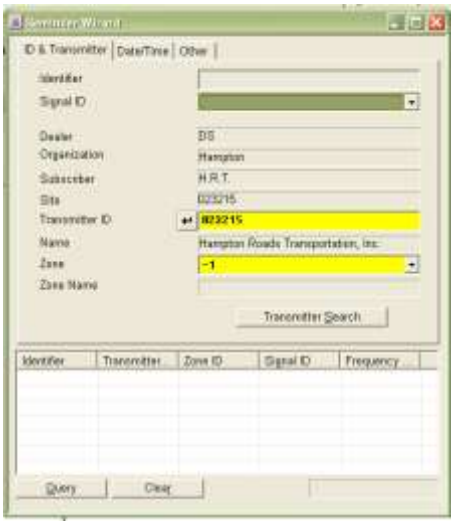
Click on **Send Signal** to send; **Close** to exit Manual Signal w/o sending a signal; or on **Set Defaults** to reset the Receiver Date and Time to the current system date and time and removes the values in the Signal and Assign to Operator fields.

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

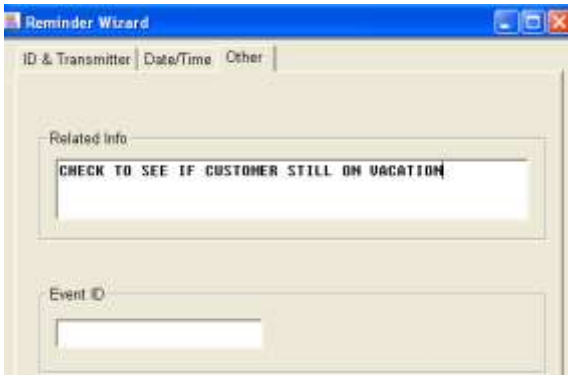
(a) Select the date/time you want the Reminder sent for the first time; set the frequency for it to be sent, and when to discontinue the Reminder.

(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.

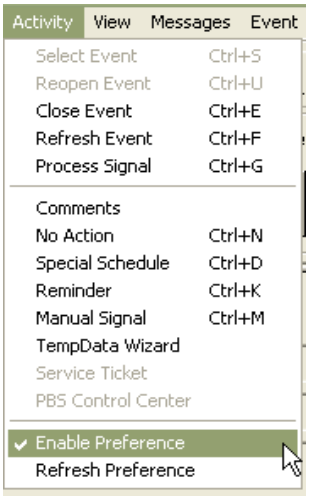


(c) When processing a Reminder Event, use Add Comments to add Action Log items to Reminder Events that display no Contacts

T. Enabling/Refreshing an Operator's Preferences

1. Enabling Preferences
(Activity Menu)

The Enable Preferences command allows an operator to turn off or on which Events 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)



a) To Enable/Disable Preferences:

(1) All Events available

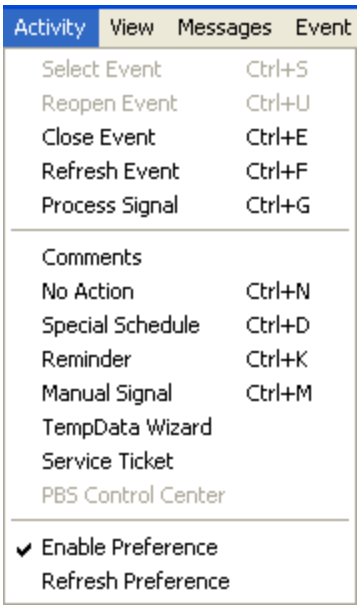
To make all events available to an operator:

*(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 Processing. Phoenix reads the operator's Preference records every time operator logs into Alarm 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.



(1) To Refresh Preferences:

*(a) On the Activity menu, choose **Refresh Preferences***

U. Logging In/Out Without Closing Alarm Processing

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**.

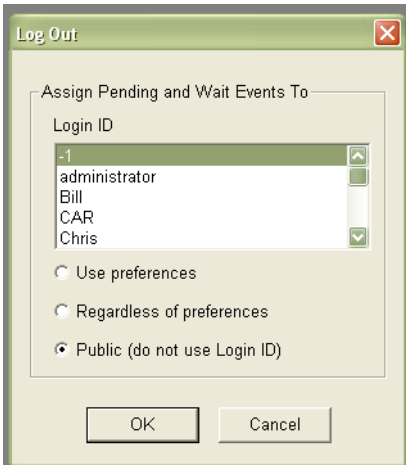
1. Log In
(File Menu) *ctrl + l*
The Log in command allows a user to receive Events; this command works with the Log out command to allow a change of users without closing Alarm Processing

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

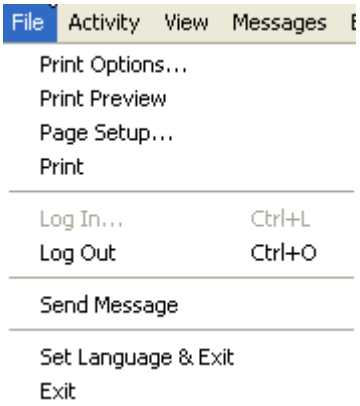
*(a) Select the **Public (do not use Operator ID)** option when you want Events that are assigned to you in the Wait Queue to be available to any operator. They are returned to the Pending Queue with no ownership applied*

*(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.

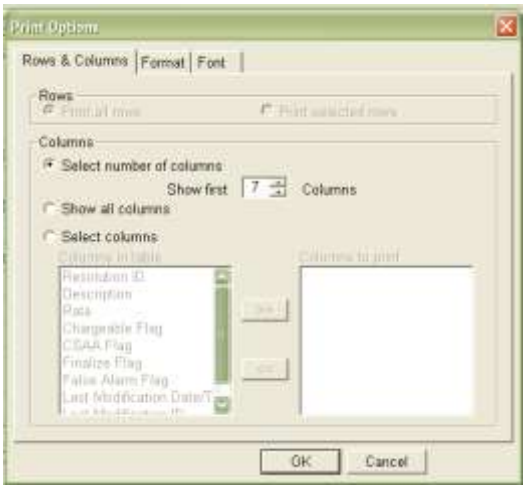
1. Print Options
(File Menu)

Use Print Options to select the columns (fields) from the applicable table(s) that you wish to print, change font style and size, choose column or block format, alignment and gridlines.

Helpful Hint *– This feature is also available as a tool on the Print Preview dialog box*

a) Rows & Columns Tab

On this tab you can choose specific columns to print. You can choose to have all columns for each table display or specify the number of columns to display for each table, but because the AP screen displays data from many different tables the **Select columns** option is grayed out in Alarm Processing.



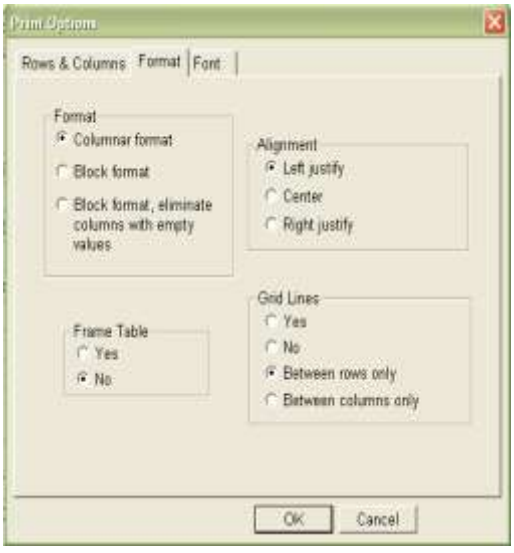
b) Format Tab

(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.



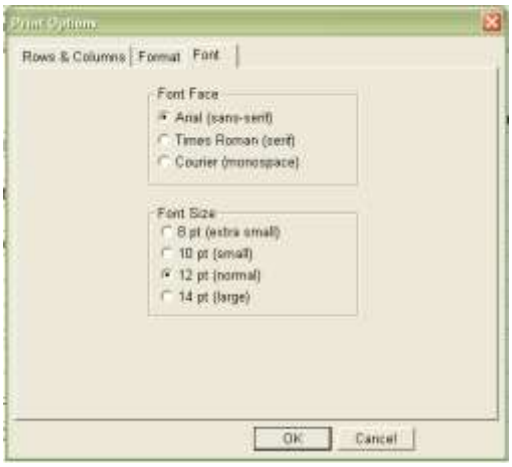
NOTE: *If you choose* ***Columnar format*** *and the* ***Show all columns*** *option on the Rows & Columns tab, only the number of columns that will fit across the page will display (columns will not wrap) so use Block format when you want to see more columns*

(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.

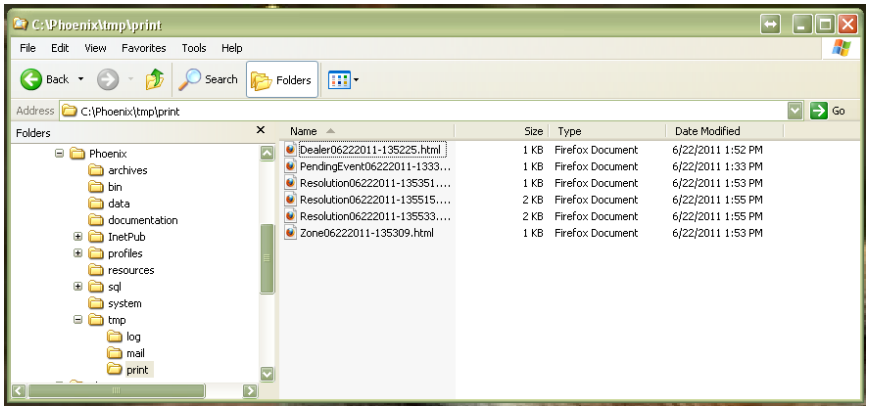
c) Font Tab
From the options available on this tab, choose the style and size of the text you want the data to print in.



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.

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.

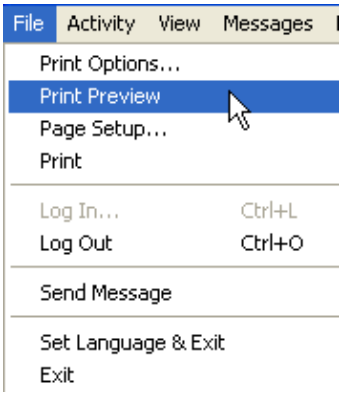
For example, see below, is a report with the file name **Event02032012-085724.html.** The file name indicates that it was generated on the Event table, on February 3, 2012 at 08:57 and 24 seconds in the morning.

***Note** – you must manually maintain the file in the **print** folder by deleting reports that you no longer need.*

a) To Delete one or several Print Preview reports:

(1) Open Print Preview

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

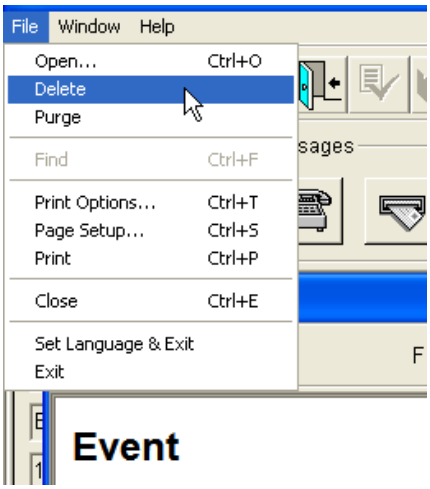


(2) Print Selection

The Print Selection window will open, click on OK button

(3) Delete

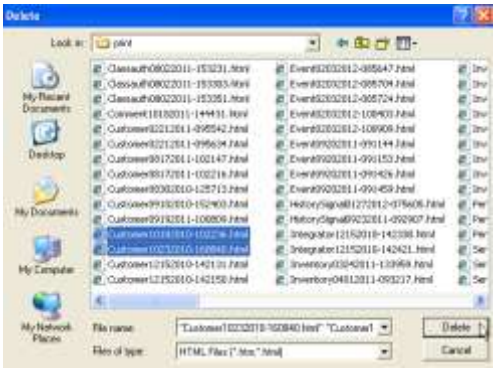
With the Print Preview report open, click on File menu, then choose Delete



(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



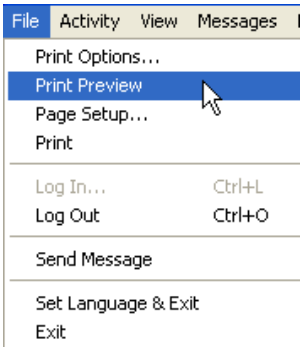
(5) Click Delete

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



(2) Print Selection

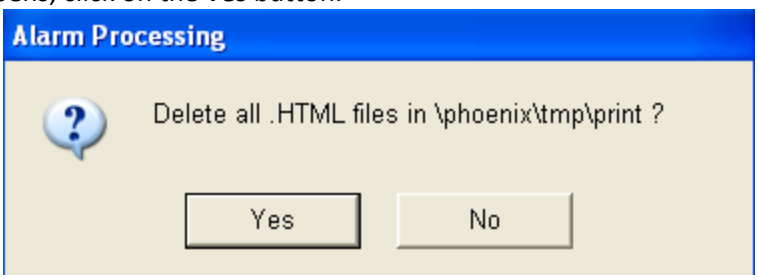
The Print Selection window will open, click on OK button

(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.



(5) ***Completed***

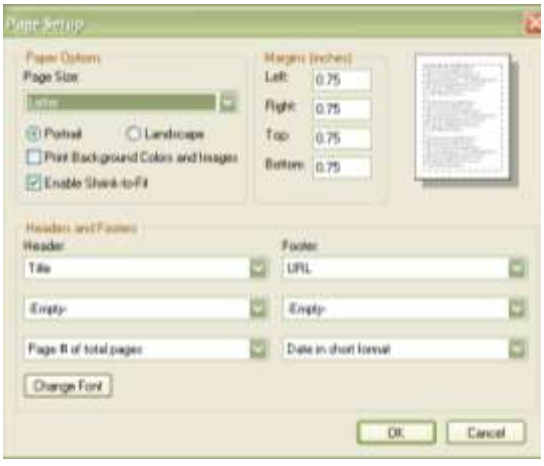
When the purge is completed, the Print Preview window will go blank. You can verify all previews were purged by going to Window Explorer, drive Phoenix is installed, Phoenix, tmp, print.

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.

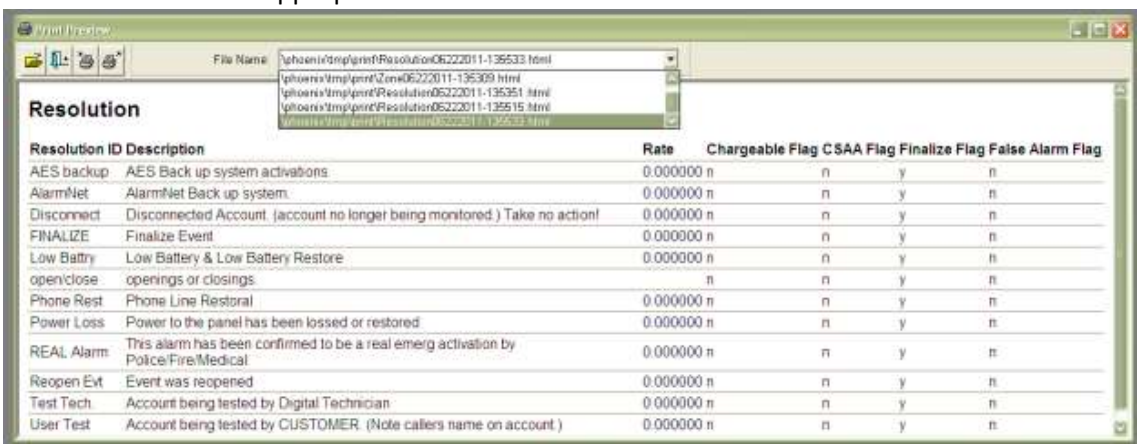
See Internet Browser Help for information on Page Set-up, including the codes in the Header/Footer fields.



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.



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.

(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.**

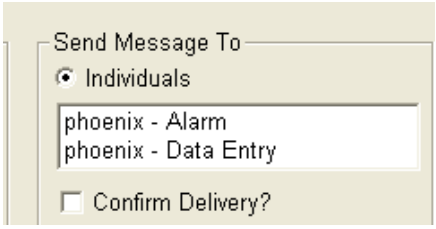
c) ***Update***

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*



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

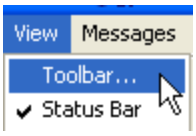
1. Toolbar

(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

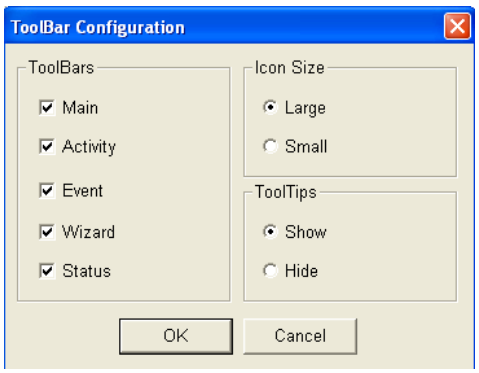
On the View menu, choose ***Toolbar***

(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*



*(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

a) Status bar

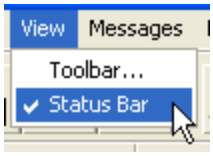
(View Menu)

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

(1) Status Bar

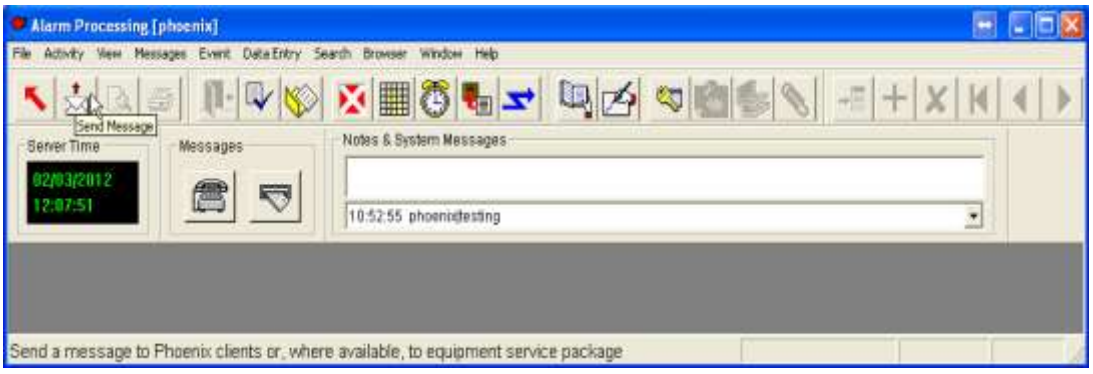
On the View menu, choose ***Status Bar***

If checked then the Status Bar is on, if unchecked then the Status Bar is off.

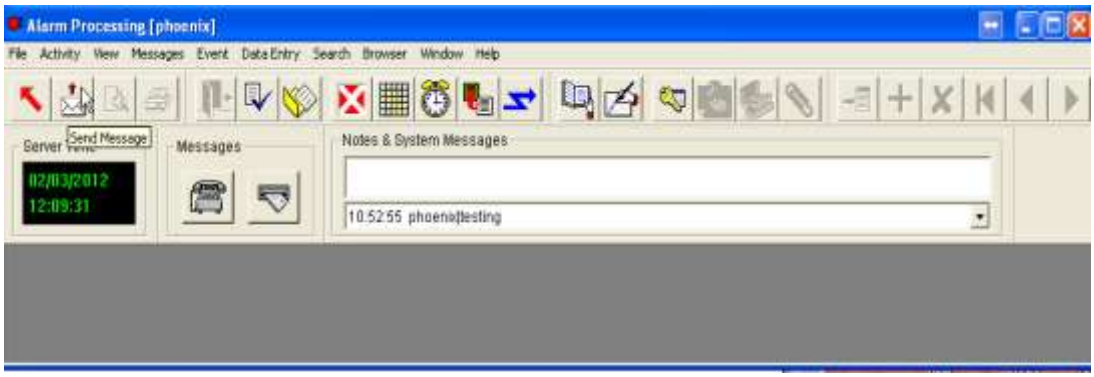


(2) Difference between On/Off

*(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.*



B. Closing the Alarm Processing Application

1. 3 Ways to Close

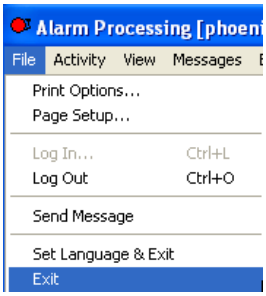
The Exit command closes the Alarm Processing application

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***

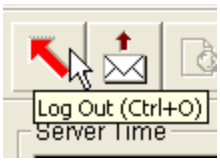
To close out of Alarm Processing using the X Icon:

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.



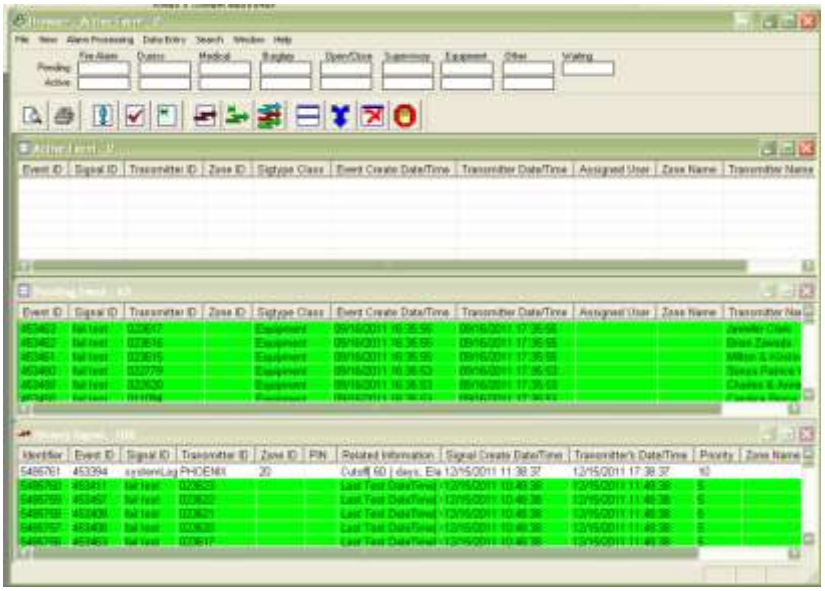
NOTE: *This logout will only log out the operator and not close Alarm Processing Screen. For another operator to handle alarms, they would have to use the Login Arrow.*

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.

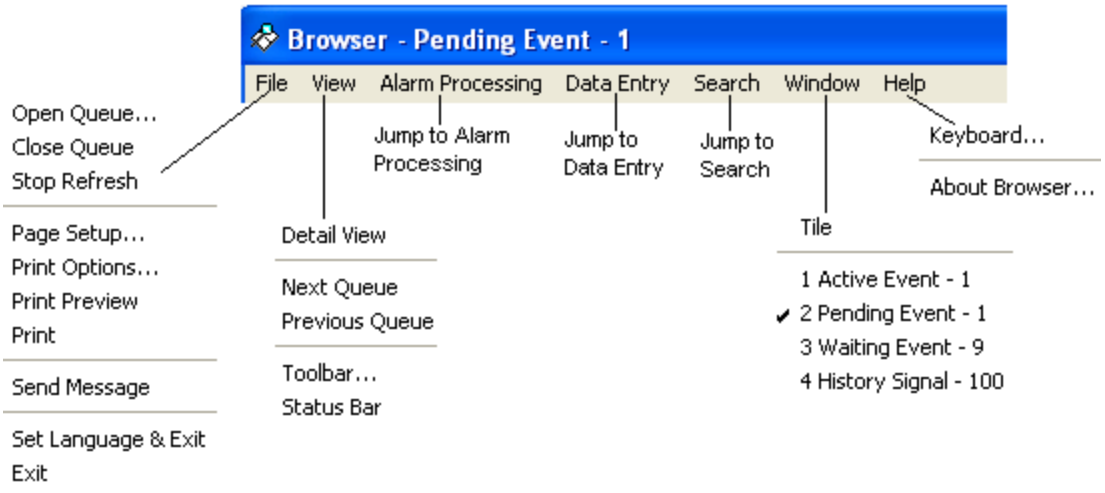
Note – Browser provides only a window or view into the Queues; you cannot actually manipulate the information in the Queues, or the Queues themselves, from within Browser



A. Menus, Toolbars, and Shortcut Keys

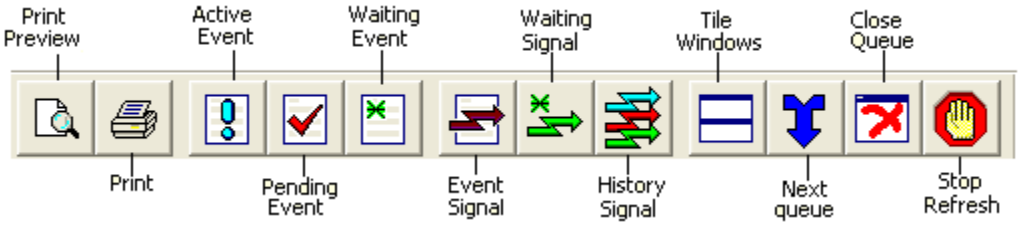
The commands in Browser are organized by menus

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.		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.		

Page Setup	Change margins; define heading and footing, paper size and source, and page orientation.		
Print Options	Select the fields to print, change font style and size, column or block format, and grid lines.		
Print Preview	A preview of the report as it will print displays on the screen.		
Print	Sends the information to the printer.		
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 & Exit	Allows you to choose a language other than English and then 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.		Ctrl+F6
Previous Queue	Goes back to the Previous Queue window you were in.		Ctrl+Shift +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

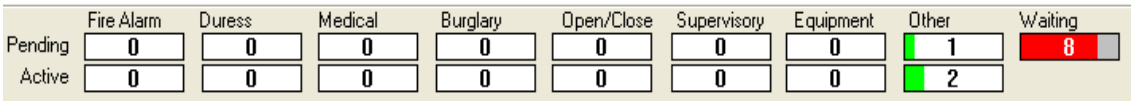
d) Help Menu Table

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.



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.

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

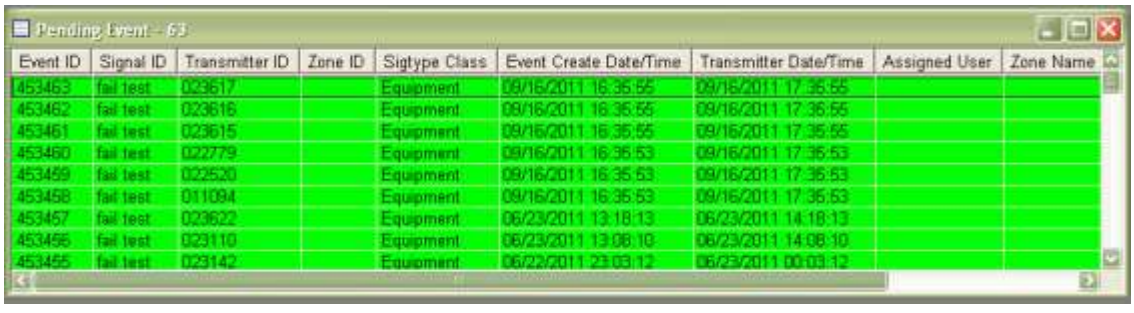
h) ***Transmitter Date/Time***
This column contains the Transmitter's date and time when the signal was received, as calculated by Phoenix using the Transmitter's Time Zone

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



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

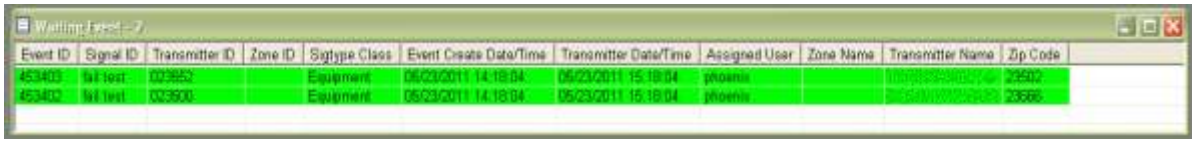
e) ***Zone ID***
The zone ID associated with the Event

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 ***pre-converted 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*



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 ***pre-converted format*** of the signal (the value acquired from the receiving device)

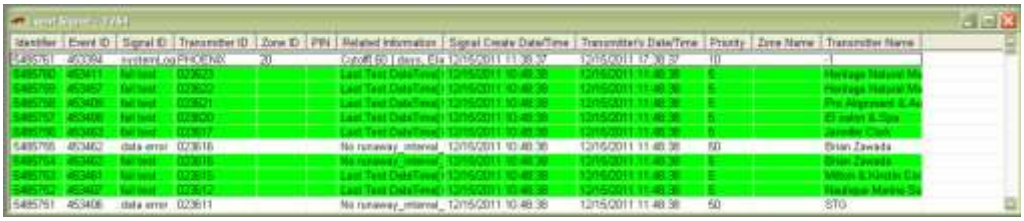
g) ***Transmitter ID***
The Transmitter ID associated with the Event

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.



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

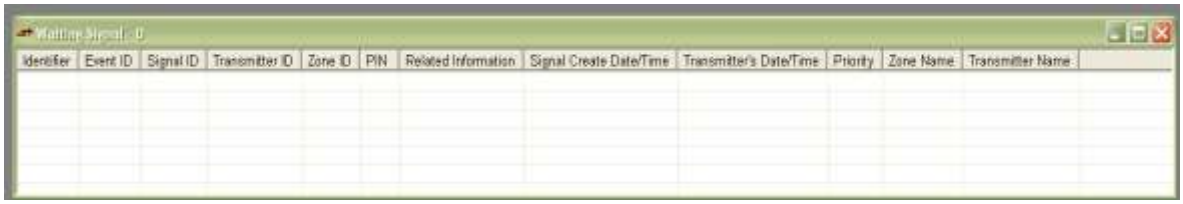
g) ***Transmitter ID***
The Transmitter ID associated with the signal

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.



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

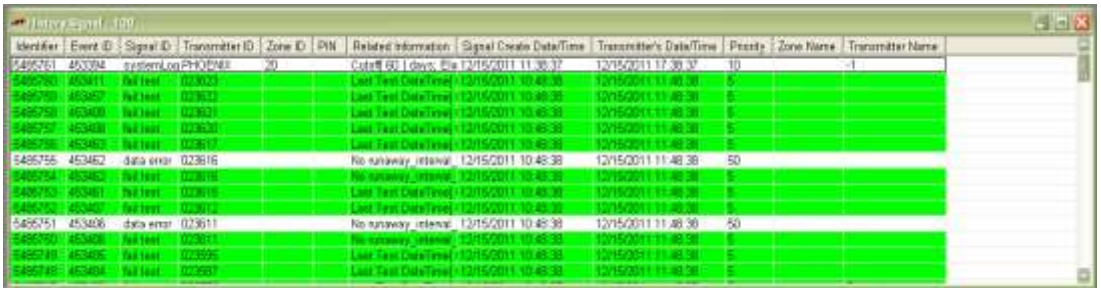
g) ***Transmitter ID***
The Transmitter ID associated with the signal

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.



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

(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) Collect Type
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 *collect*.ini file that is associated with the signal

(19) Packet Type ID
Contains the Packet Type associated with the signal/receiver

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

(21) Raw Organization ID
Contains the Organization ID in pre-converted format, or the marker value

(22) Raw Subscriber ID
Contains the Subscriber ID in pre-converted format, or the marker value

(23) Raw Site ID
Contains the Site in ***pre-converted format***

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

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

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

(27) Dealer ID
Contains the Dealer ID, or the marker value (-1)

(28) Organization ID
Contains the Organization ID, or the marker value

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

(30) 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 **Y** if the signal creates an Event, and **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) ***Event Create Date/Time***
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) ***Dealer ID***
Contains the Dealer ID, or the marker value (-1)

(13) ***Organization ID***
Contains the Organization ID, or the marker value

(14) ***Subscriber ID***
Contains the Subscriber ID, or the marker value

(15) ***Site ID***
Contains the Site ID associated with the signal's transmitter

(16) ***Assign Date/Time***
The date and time Phoenix issued the Event to an operator

(17) ***Assigned User***
The Login ID of the operator assigned to the Event

(18) ***Resolution Date/Time***
The date and time the Event was resolved (closed and finalized)

(19) ***Resolution User***
The Login ID of the operator who resolved the Event

(20) ***Resolution ID***
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

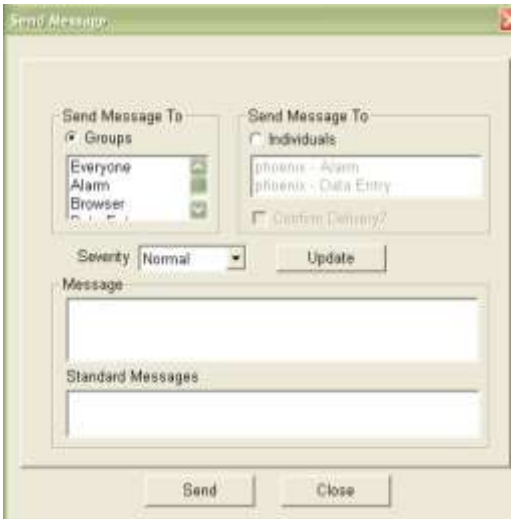
Contains the Login ID of the user who last modified the record

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 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

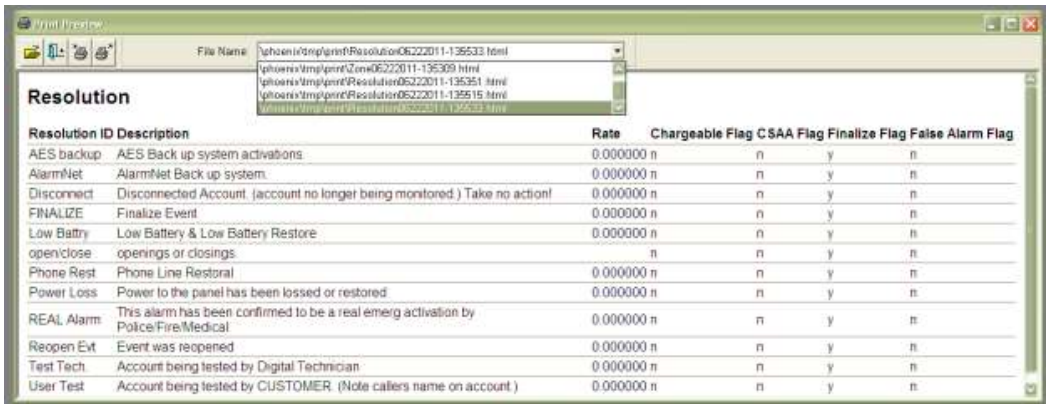
Enter the message you want to broadcast, or double click on a Standard Message to copy it into the message field. The max character limit is 120.

(7) Standard Messages

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

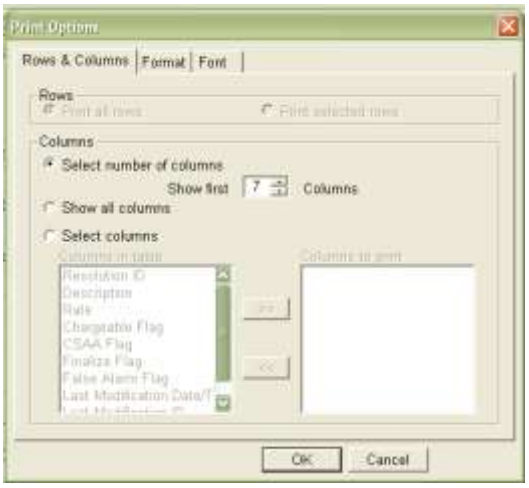
F. Printing Browser Information

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.



There are four print-related menu choices on the File menu: Print Options, Print Preview, Page Setup, and Print.

1. Print Options *(File Menu)*



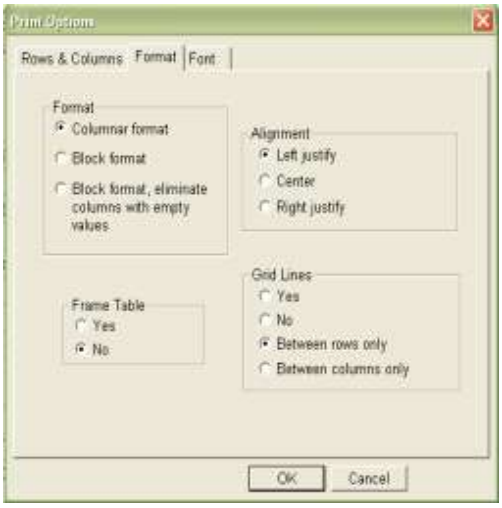
Use Print Options to select the columns (fields) from the applicable table(s) that you wish to print, change font style and size, choose column or block format, alignment and gridlines.

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 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

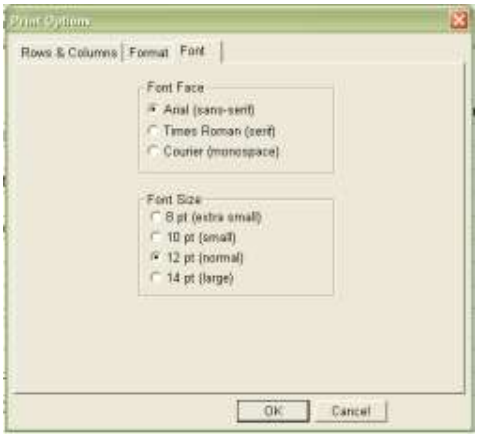
This setting determines how the data is displayed within the column: left justified, centered or right justified.

(5) Grid Lines

This setting determines whether lines are printed above and below and or between table cells.

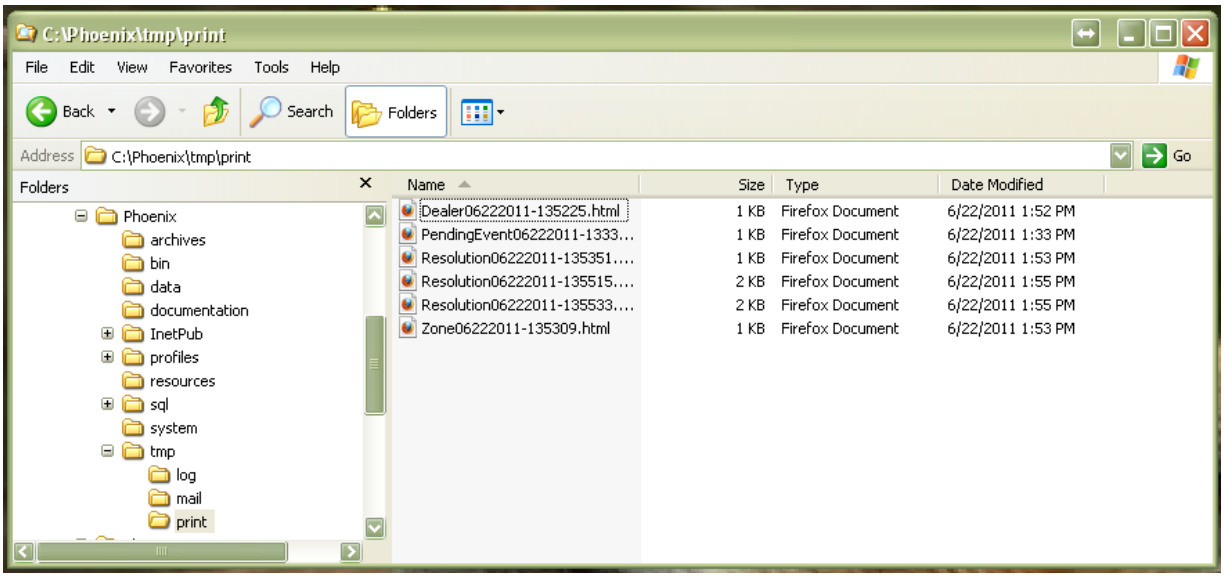
c) Font Tab

From the options available on this tab, choose the style and size of the text you want the data to print in.



2. Print Preview
(File Menu)

The Print Preview command displays the data in the print format you have selected using Page Set-Up and Print Options



Each time you choose Print Preview, the Print Preview report is automatically saved in the ***drive:*** **\phoenix\tmp\print** folder. Each report can be reopened on the screen, reprinted or emailed until you delete it. Each Report is assigned a name which contains the name of the first table, the date and the time of the report, date and time are in the format MMDDYYYY-HHMMSS (Month, day, year, hour, minute, second). For example, 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

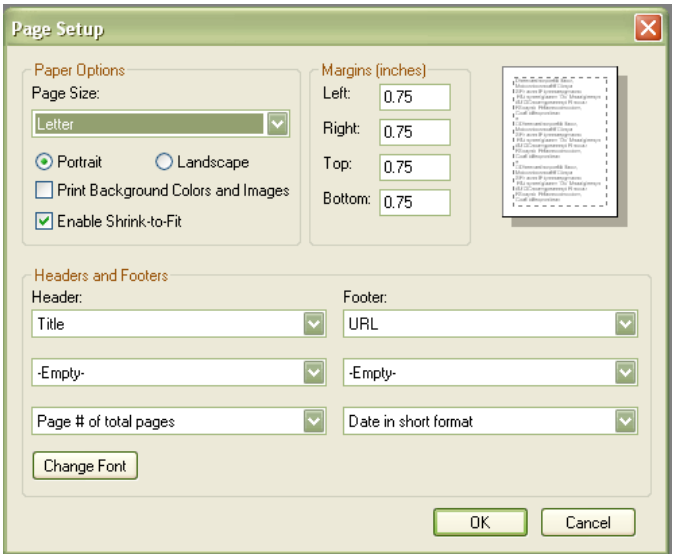
(2) On the File menu, click Purge

(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.

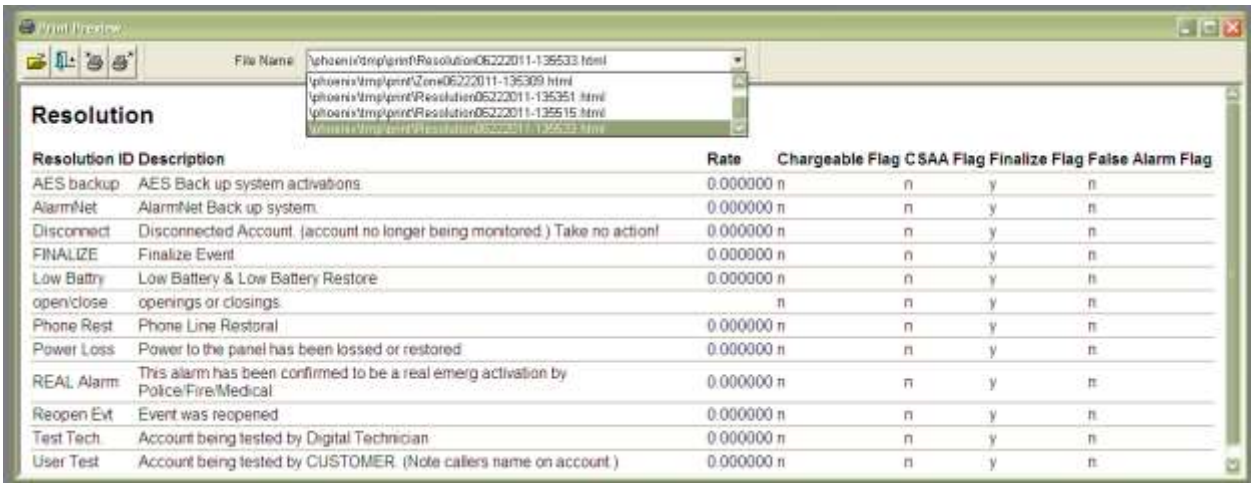
See Internet Browser Help for information on Page Set-up, including the codes in the Header/Footer fields.



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.



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.

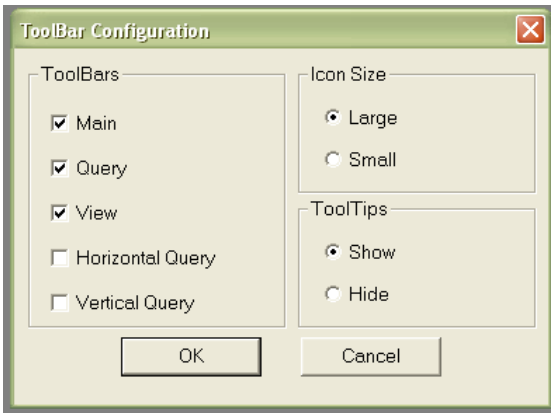
H. Customizing the Toolbar

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



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

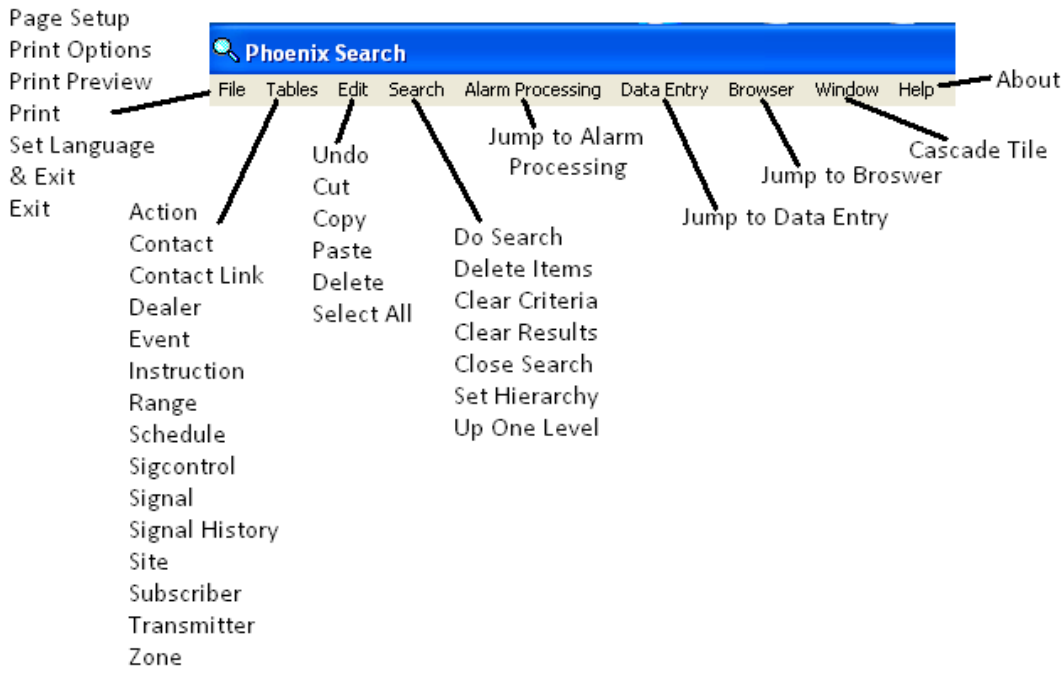
a) Exit
(File Menu)
The Exit command closes the Browser application

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 To Phoenix Applications"

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, paper size and source, and page orientation.		
Print Options	Select the fields to print, change font style and size, column or block format and grid lines.		
Print Preview	A preview of the report as it will print displays on the screen		
Print	Sends the information to the printer.		
Set Language & Exit	Allows you to choose a language other than English and then terminates Search, so you can log back on with the selected language set.		
Exit	Exits Search		Alt + F Then X

b) Table Menu

Menu Choice	Menu Function Description
Action	Selects records from the Action table that match the criteria you specify.
Contact	Selects records from the Contacts table that match the criteria you specify.
Contact Link	Selects records from the Contact Link table that match the criteria you specify.
Dealer	Selects records from the Dealer table that match the criteria you specify.
Event	Selects records from the Event table that match the criteria you specify.
Instruction	Selects records from the Instruction table that match the criteria you specify.
Range	Selects records from the Range table that match the criteria you specify.
Schedule	Selects records from the Schedule table that match the criteria you specify.
Sigcontrol	Selects records from the Sigcontrol table that match the criteria you specify.
Signal	Selects records from the Signal table that match the criteria you specify.
Signal History	Selects records from the Signal History table that match the criteria you specify.
Site	Selects records from the Site table that match the criteria you specify.
Subscriber	Selects records from the Subscriber table that match the criteria you specify.
Transmitter	Selects records from the Transmitter table that match the criteria you specify.
Zone	Selects records from the Zone table that match the criteria you specify.

c) Edit Menu

Menu Choice	Menu Function Description	Tool	Shortcut
Undo	Cancels the previously performed edit.		Ctrl + Z
Cut	Remove the selected text and place it in the Clipboard.		Ctrl + X
Copy	Copy the selected text and place it in the Clipboard for use later.		Ctrl + C
Paste	Insert the contents of the Clipboard at the pointer position.		Ctrl + V
Delete	Erases highlighted text or if none is highlighted, erases a character to the right of the pointer position.		Delete
Select All	Select all text in the field where the pointer is positioned.		Ctrl + A

d) Search Menu

Menu Choice	Menu Function Description	Tool	Shortcut
Do Search	Searches the database for the records that match the search criteria and displays the records in the Search Result Panel.		Ctrl + S
Delete Items	Deletes records from Search Results panel, but not the database.		Ctrl + D
Clear Criteria	Clears the values from all Search Criteria fields.		Ctrl + T
Clear Results	Clears all records from the Search Results panel. (does not affect the database)		Ctrl + R
Close Search	Closes the active Search window.		Ctrl + E
Set Hierarchy	Active only when the Hierarchy tab is selected, allows you to see the location data values for any hierarchy level except Organization (you cannot use Set Hierarchy for Organization).		Ctrl + H
Up One Level	If the Search has a Hierarchy tab, this allows you to quickly move the hierarchy search up a level.		Ctrl + U

e) Alarm Processing

Menu Choice	Menu Function Description
Alarm Processing	Jump to Alarm Processing – No Login Required

f) Data Entry

Menu Choice	Menu Function Description
Data Entry	Jump to Data Entry – No Login Required

g) Browser

Menu Choice	Menu Function Description
Browser	Jump to Browser – No Login Required

h) Window Menu

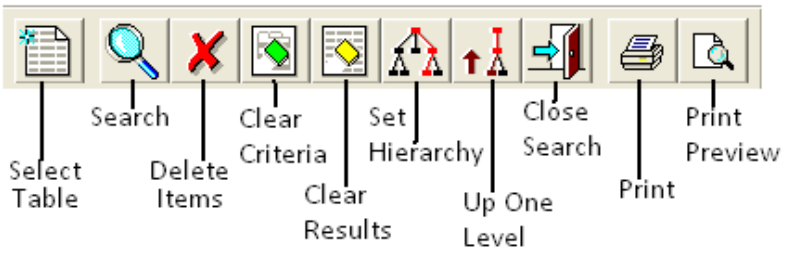
Menu Choice	Menu Function Description
Cascade	Resizes and rearranges open windows one atop the other in a descending fashion.
Tile	Resizes and rearranges open windows into tiles of equal size.

i) Help

Menu Choice	Menu Function Description
About Search	Information about Phoenix Search Module

2. Search Toolbar

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



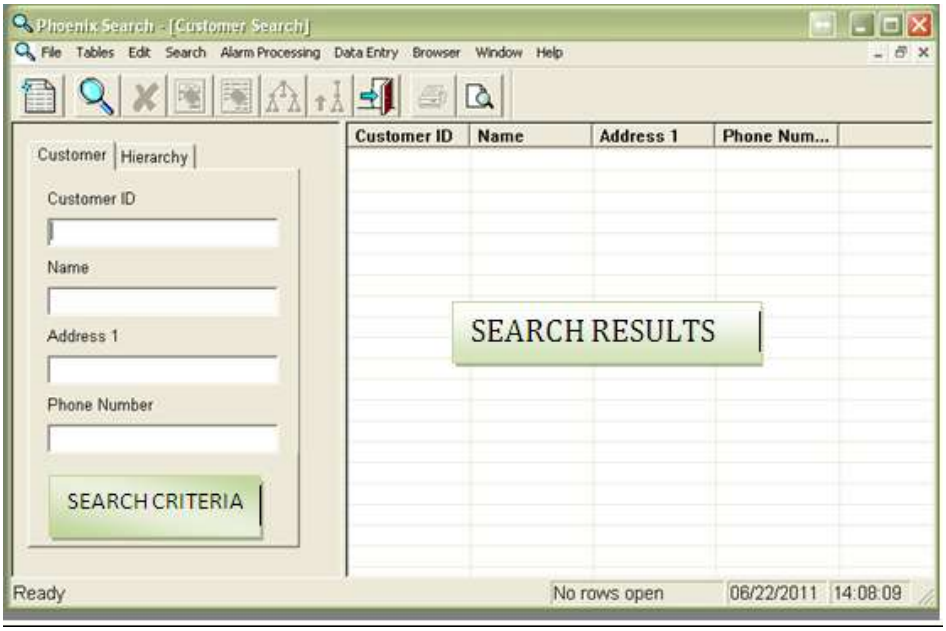
B. Defining Search Tables

There are 14 ABM-defined tables and search fields. Users can also define additional tables and fields as needed. See "***Defining Search Tables and Columns***" 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.



1. To Search a Table:

a) Click the SELECT TABLE tool

Choose a table to search

b) SEARCH CRITERIA fields

Enter or select from the drop down the data that tells Phoenix which records to search for.

You can use the same wildcards that you use in Queries; Asterisk (*) and underscore (_) to clear the Search Criteria panel, click on the **Clear Criteria** tool

c) ***Start Search***

Either press Enter or *ctrl + s* or click the **Search** tool to start the search

In the **Search Results** panel, Phoenix lists the records that match the criteria you entered

To clear the Search Results panel at any time, click the **Clear Results** tool.

Table	Available Go To Tables
Contacts	Transmitter Schedule Contact Link
Contact Link	Transmitter Contact
Event	Transmitter Zone Signal Action
Instructions	Contacts Schedule Transmitter
Schedules	Contact Transmitter Instruction Range
Signal	Transmitter Zone Event Action
Transmitter	Contact Instruction Schedule Zone Contact Link Event Signal
Zone	Transmitter

D. Using the Results of the Search

For any record in the Search Results panel, you can see record detail, copy the value in one fields to the Clipboard, and for nine of the ABM-defined Search tables, you can see data in related tables for a single record listed in the Search Results panel. For each predefined table the following GO TO tables are available.

E. Viewing Record Detail

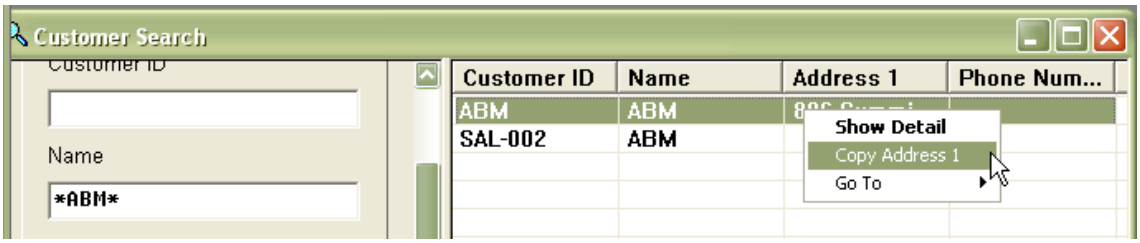
To see detail for a record, right click on the appropriate line in the Search Results panel and choose **Show Detail**. Phoenix displays only the fields which contain values.

Helpful Hint – The Detail window can be left open independently of the Search window, for reference.

F. Copying Record Data to the Clipboard

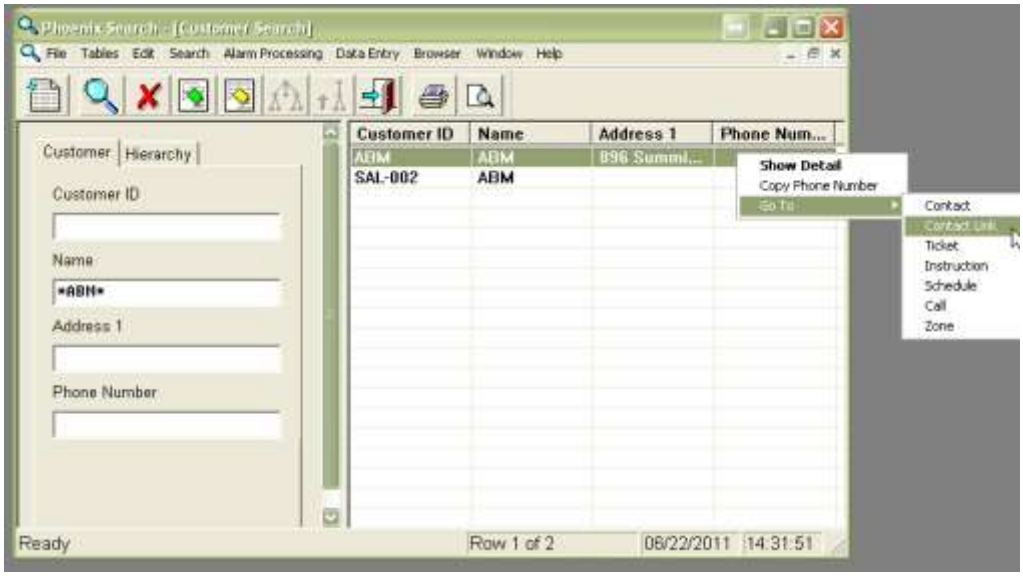
1. To Copy Data in one column of a record:

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

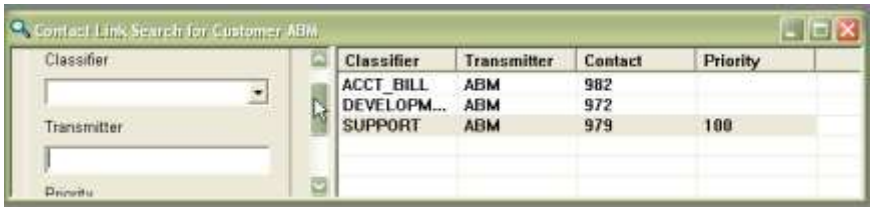


G. Going to Related Info for a Search Record

To review related information from another table for a record in the Search Results panel, right click on the appropriate line in the Search Results panel and choose Go To and then choose one of the tables from the dropdown menu (the available Go TO tables are hardcoded and cannot be added to or deleted)

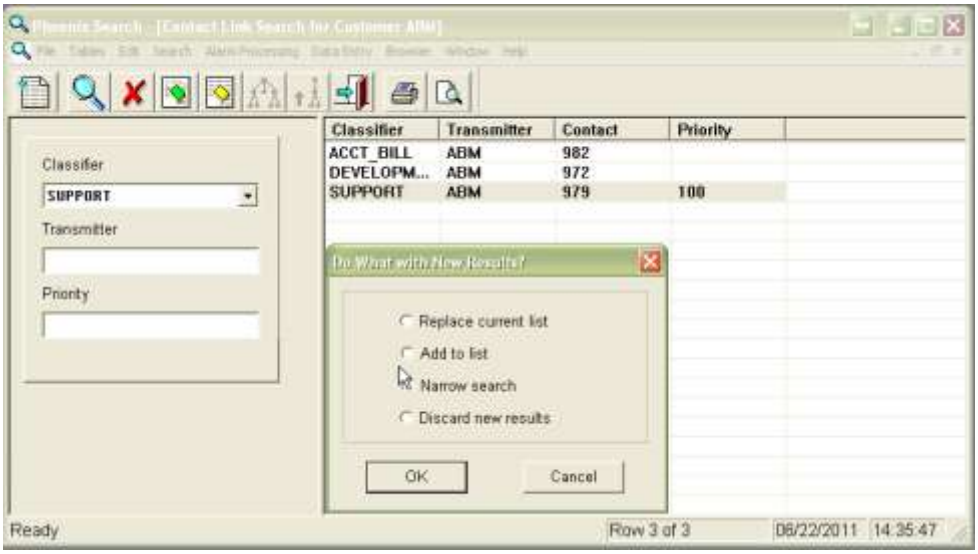


Phoenix finds the appropriate records that are associated with the highlighted record and displays them as shown in Fig 104; the record you highlight serves as the Search Criteria.



H. Options When Searching

When you perform more than one search, Phoenix needs to know what to do with the results of the previous search, and prompts you for an answer in the DO WHAT WITH NEW RESULTS dialog box.



The options in the DO WHAT dialog box mean:

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

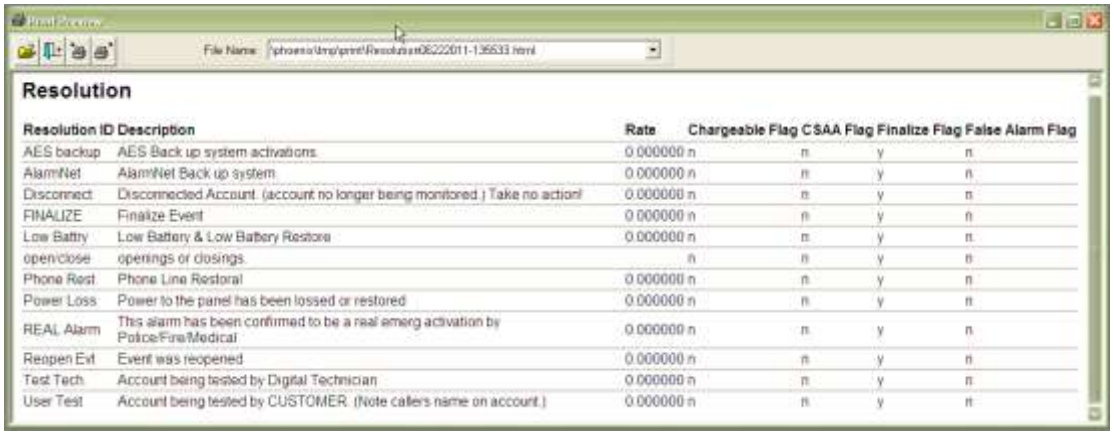
3. **Replace –**
   Throw away the results from any previous search, and display only the results of the current Search

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.



There are four print-related menu choices on the File menu: Print Options, Print Preview, Page Setup, and Print.

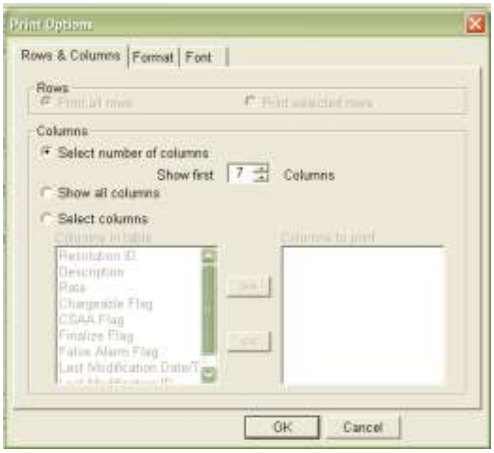
1. Print Options
(File Menu)

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.

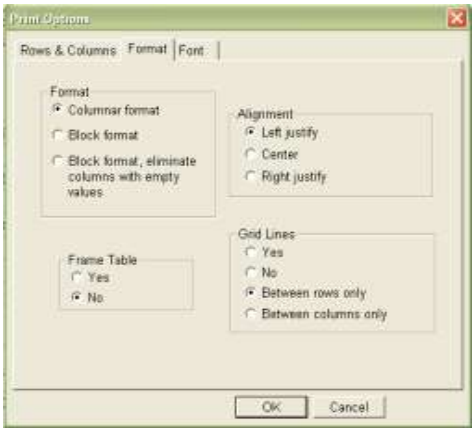


b) Format Tab

(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

(2) Frame Table:

This setting determines whether a border prints around the outside edge of the table; Results also depend on the setting in Grid Lines

(3) Alignment:

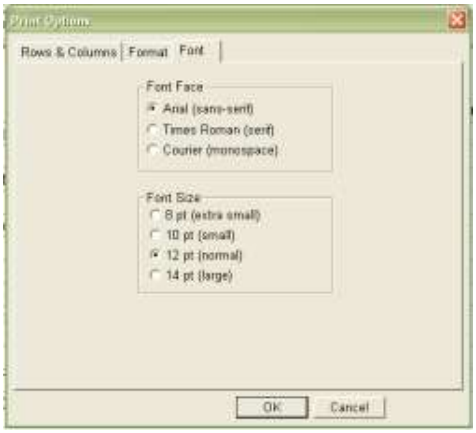
This setting determines how the data is displayed within the column: left justified, centered or right justified.

(4) Grid Lines:

This setting determines whether lines are printed above and below and or between table cells.

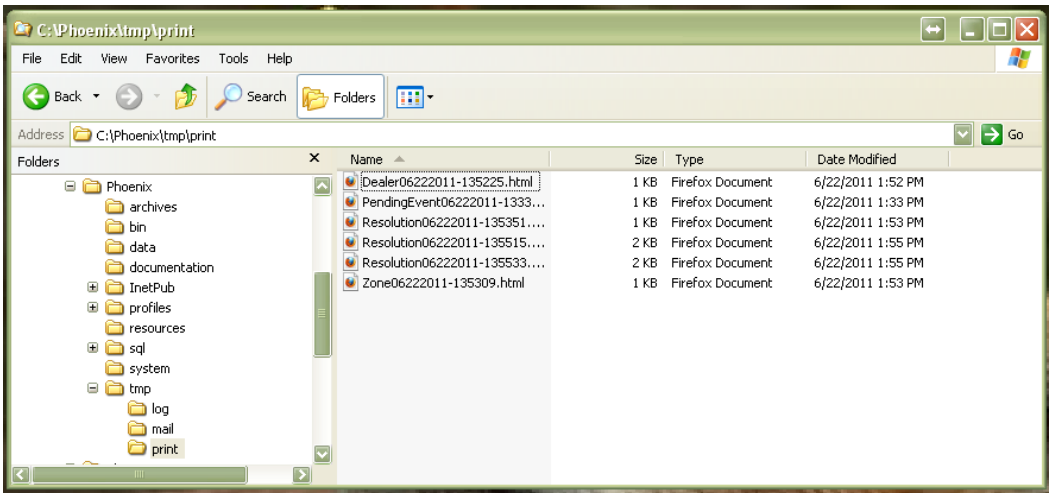
c) Font Tab

From the options available on this tab, choose the style and size of the text you want the data to print in.



2. Print Preview
(File Menu)

The Print Preview command displays the data in the print format you have selected using Page Set-Up and Print Options



Each time you choose Print Preview, the Print Preview report is automatically saved in the ***drive:*** **\phoenix\tmp\print** folder. Each report can be reopened on the screen, reprinted or emailed until you delete it. Each Report is assigned a name which contains the name of the first table, the date and the time of the report, date and time are in the format MMDDYYYY-HHMMSS (Month, day, year, hour, minute, second. For example, in the Fig above is a report with the file name **Dealer06222011-135225.html.** The file name indicates that it was generated on the Dealer table, on June 22, 2011 at 1:52 and 25 seconds in the afternoon.

You must manually maintain the file in the **print** folder by deleting reports that you no longer need.

a) To delete one or several Print Preview reports:

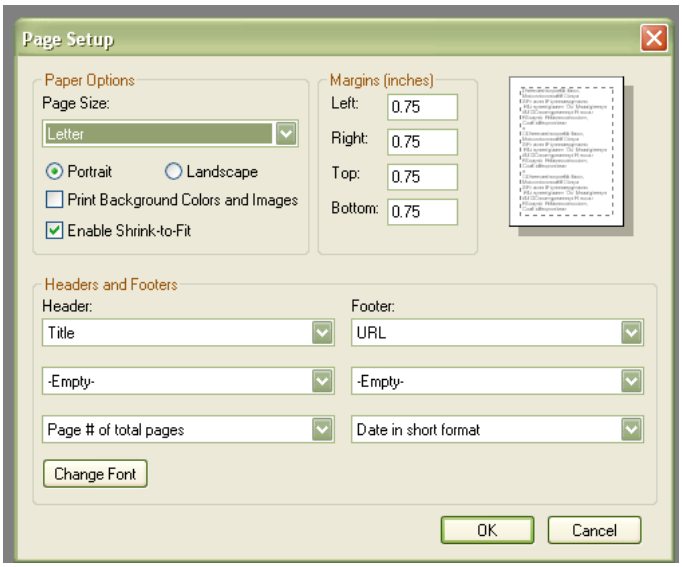
1. Open ***Print Preview***
2. On the File menu, choose ***Delete***
3. Select the file(s) you want to delete
4. Click **Delete**

b) To delete all reports in the Print folder:

1. Open ***Print Preview***
2. On the File menu, click ***Purge***
3. At the **Delete all HTM files in phoenix\tmp\print?** Prompt, click **OK**

3. Page Set-up
(File Menu)

The Page Set-up command pulls the system default settings for your Internet Browser, allowing you to define paper size and source, header, and footer, page orientation, margins and printer.



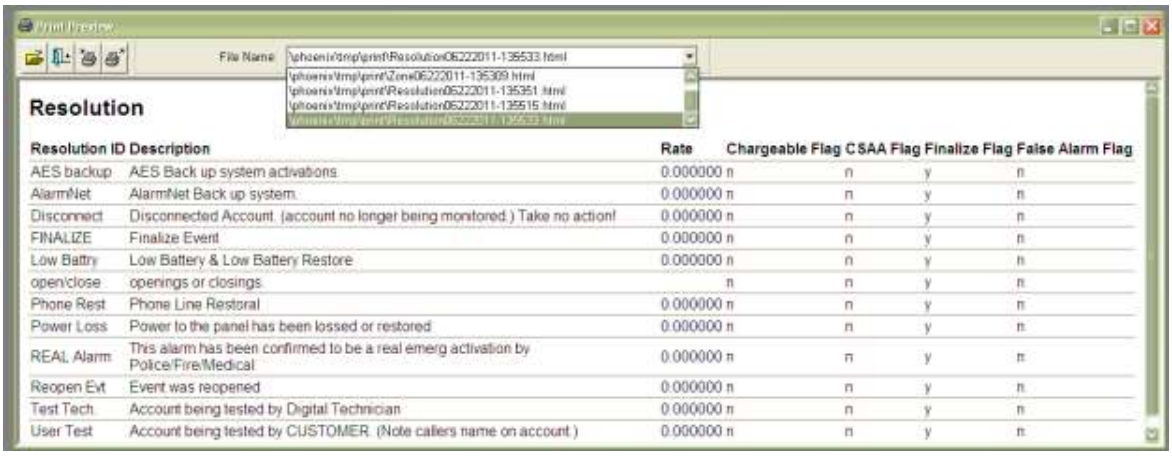
See Internet Browser Help for information on Page Set-up, including the codes in the Header/Footer fields.

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.



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: http://bluejay/phoenix

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

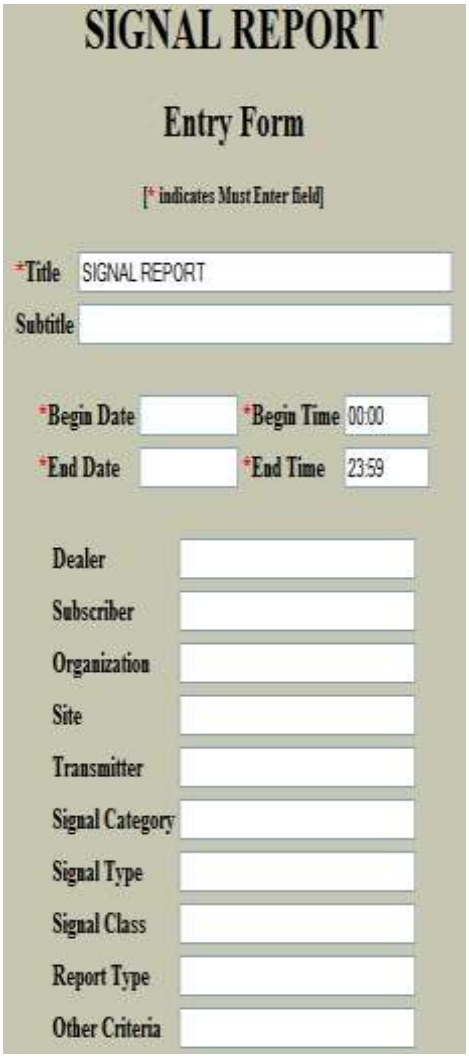
In the **Subtitle** field, enter a Subtitle for the report, if desired

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 (not case sensitive)	**Description**
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 *Plus (+) number days*	*You can adjust the above codes by a few days by adding the + or – signs plus the number of days.* *For Example: fdcm+4* *First day current month+4 days would start/end on the 5th 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***

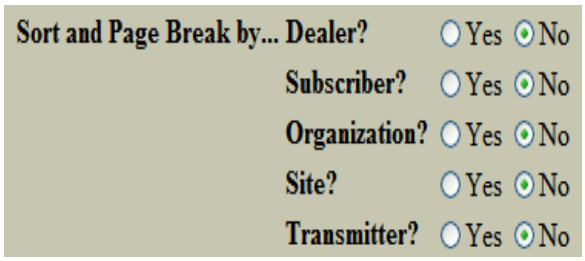
In the **Signal Class** field, enter a value from the Classifier field in the Sigtype table. This provides a way to group signals; for example all signals that have **trouble** in the Classifier field of the Sigtype table.

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

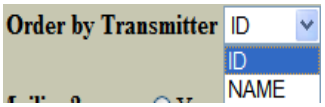


Select the **Yes** button to sort by field and to insert a break when the value changes; select **No** to not insert a page break between values. You may sort and page break on more than one field.

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.*

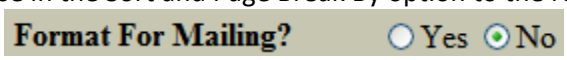
j) ***Order by Transmitter***

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

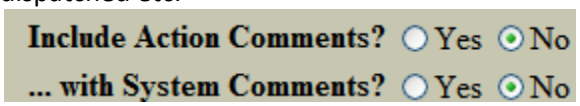


l) ***Comments***

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.



(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.

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.

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.

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.

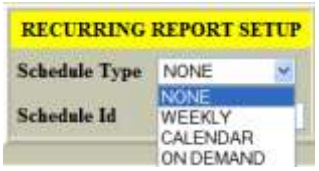
You define a report as Recurring on the Entry Form; if possible use the Date Codes listed above, instead of actual dates so you don't have to change the date parameters each time you run the report

1. To set up a Recurring Report:

a) Entry Form

Fill out a report's Entry Form like normal (as described in the "Defining Report Criteria")

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

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

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.

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.

1. Delete One Report:

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 at the bottom of the Print Jobs Listing.

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.

d) Delete

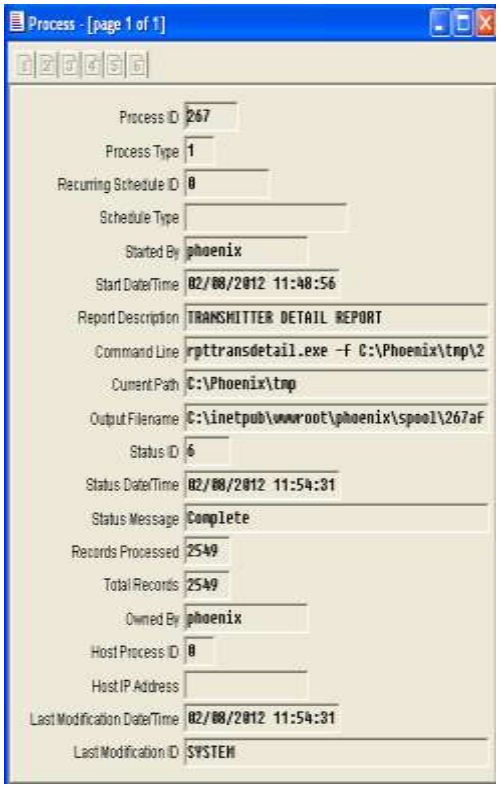
Click on the Delete Button at the bottom of the Print Jobs Listing.

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**.

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) ***Command Line***
The command, and command arguments used to start the report

i) ***Current Path***
The directory where the report was started

j) ***Output Filename***
The path and name of the report's output file

k) ***Status ID –***
Contains 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

l) ***Status Date/Time***
Contains the last date and time the current status was updated

m) ***Status message***
Contains one of the Status ID's listed above, that reflects the current status of the report

n) ***Records processed***
Contains the number of records currently processed.

o) ***Total records***
Contains 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	01/26/2012	12:20:41	022505	BURG	-1	ZONE MARKER/ZONE MARKER
	01/26/2012	11:21:35	jess			§ Event selected from Pending Event
	01/26/2012	11:21:35	jess			§ Response time: 0:00:54
	01/26/2012	11:33:07	jess			Close event with code 'FINALIZE'.
	01/26/2012	13:58:21	jess			Event reopened by jess
	01/26/2012	15:21:24	jess			Close event 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: STG (023611)
02/08/2012  09:41:57        fail test         757-[illegible]9-0056

Transmitter: El salon (023620)
02/08/2012  09:41:57        fail test         757-[illegible]

Transmitter: Pro Alignment (023621)
02/08/2012  09:41:57        fail test         757-[illegible]

Transmitter: Heritage Market (Security) (023622)
02/08/2012  09:41:57        fail test         757-[illegible]

Transmitter: Heritage Market (Freezer Alarms) (023623)
02/08/2012  10:01:57        fail test         [illegible]
                    ----------      Event     453501     ----------
  09/16/2011 14:54:30 phoenix                  Add noaction record | Signal ID [ fail
                                               test ], Zone ID [ -1 ]
  09/16/2011 14:54:30 phoenix                  09/16/2011 14:54:30 - 12/31/2012
                                               00:00:00
  09/16/2011 14:54:30 phoenix                  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
------------------------------------------------------------------------------------------
                                       Discontinued     Last_Signal      Last_Event
Transmitter Name                        Date_Time        Date_Time        Date_Time
------------------------------------------------------------------------------------------
000002      Care Center                00/00/0000 00:00 03/16/2011 05:35 01/26/2011 06:58
  Signal/Zone: OPENING /
000003      Office                     00/00/0000 00:00 01/11/2011 16:50 01/11/2011 16:21
  Signal/Zone: Low Bat Re/00
00000703    Ernestine                  00/00/0000 00:00 12/02/2010 18:44 12/02/2010 17:45
  Signal/Zone: AC Restore/00
00001       Mills**Disconnected        00/00/0000 00:00 00/00/0000 00:00 00/00/0000 00:00
            Account**
000012      Penin Furniture            00/00/0000 00:00 02/17/2011 08:34 02/17/2011 08:34
  Signal/Zone: Entry/Exit/31
```

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	Zone	Description
William A. & Martha		**Disconnected Account**		(022768:1)
() [EST-5GMT]				
03/06/11 04:32 -	03/06/12 12:00	-1	-1	ZONE MARKER
** pmw|disconnected acct [Pat]				
Annette Tri		**Disconnected Account**		(023035)
() [EST-5GMT]				
08/21/05 05:27 -	02/23/12 12:00	-1	-1	ZONE MARKER
** pmw|disconnected acct [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	_Date/Time_	_User_	_Comments_
01/01/2011	23:40:49	Pat	§ Event selected from Pending Event
01/01/2011	23:40:49	Pat	§ Response time: 0:00:09
01/01/2011	23:41:00	Pat	Close event with code 'Phone Rest'.
01/01/2011	23:41:00	Pat	Resolution: 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

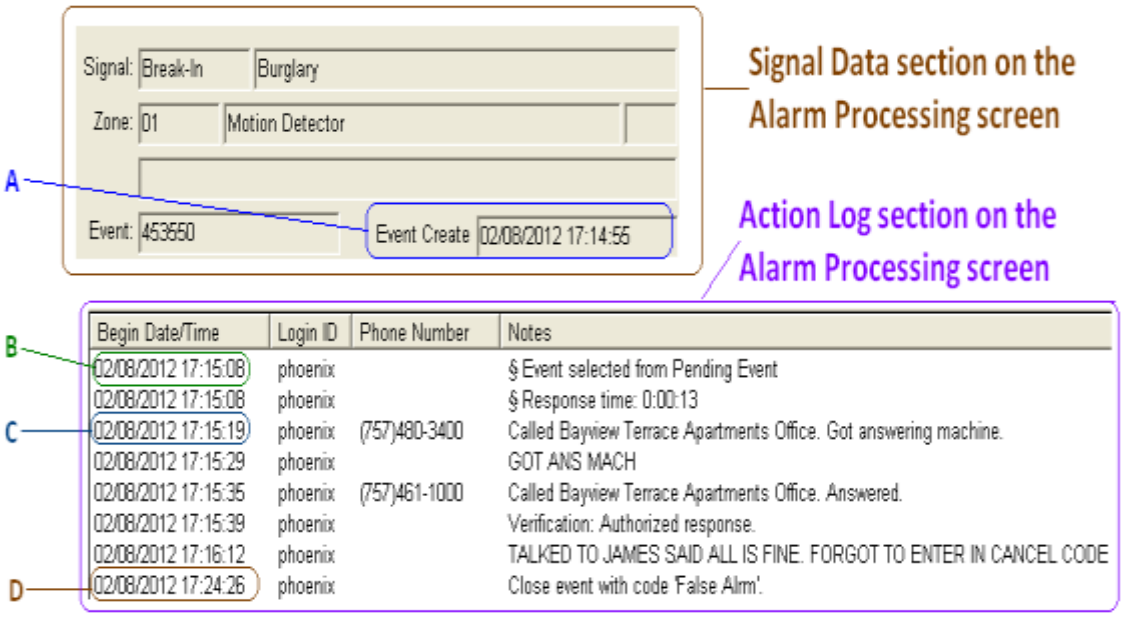
OPEN/CLOSE REPORT
2/6/2012 00:00 - 2/6/2012 23:59

Date	Time	Area	SigType	PIN	Name
Transmitter: CU Mobile ATM (AlarmNet Backup System) (009065)					
02/06/2012	09:00:00		open	10	
02/06/2012	19:00:00		close	11	
Transmitter: BAY APARTMENTS (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

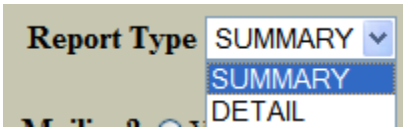
Field Name	Definition of Field	Comments
Date	Create date of the Event	In the Event table, uses the Create Date/Time field
Hour	Hour during which the Event was generated	All Events that came in during that hour are grouped together and totaled in the Number of Events column.
Operator	Login ID of Operator (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 1st 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.



(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

RESPONSE TIME REPORT
2/1/2012 00:00 - 02/09/2012 23:59

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

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
-------------------------------------------------------------------------------

453549  02/06/2012 09:00:00 009065      *open       10
453549  02/06/2012 19:00:00 009065       close      11
  02/08/2012 14:13:36 phoenix                 § Event selected from Pending Event
  02/08/2012 14:13:36 phoenix                 § Response time: 54:13:36
  02/08/2012 14:13:57 phoenix                 Close event with code 'open/close'.
  02/08/2012 14:13:57 phoenix                 Resolution: open/close
```

i) Signal 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

SIGNAL REPORT
2/6/2012 00:00 - 2/6/2012 23:59

```
Date        Time      Area  Signal      Zone  Name/Description
-----------------------------------------------------------------
Transmitter: CU Mobile ATM (AlarmNet Backup System) (009065)
02/06/2012  09:00:00        open        10
02/06/2012  19:00:00        close       11

Transmitter: BAY APARTMENTS (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 Backup System)	5490954
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 Backup System)	5490955

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.

TRAFFIC REPORT
2/6/2012 00:00 - 2/6/2012 23:59

Date	Hour	Signals	Events
02/06/2012	09:00	2	2
02/06/2012	18:00	1	0
02/06/2012	19:00	1	0
	DAY TOTAL	4	2
		Signals	Events
	GRAND TOTAL	4	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.

DAILY SUMMARY REPORT
2/6/2012 00:00 - 2/6/2012 23:59

	fire	panic	hldup	burg	dures	medic	tampr	troub	alarm	unopn	unkwn	other	TOTAL
02/06/2012													
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

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

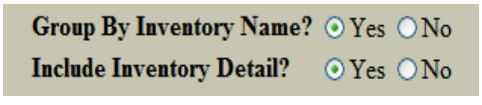
Report prints transmitter by Inventory name with subtotal transmitter count by name, a total transmitter count at end of report. It can also print inventory detail if requested.

ID (Transmitter ID)
Transmitter Name
Inventory Name

INVENTORY REPORT

```
ID          Transmitter Name                                        Inventory Name
-------------------------------------------------------------------------------------
009065      CU Mobile ATM (AlarmNet Backup System)
   Description: AlarmNet back up system for acct 356
         Notes: MAC# 00d02d05EE72   CRC# C13C INSTALLED BY MIKE
      Quantity: 0
  Install Date: 01/15/2008 12:00:00      Model: Honeywell 7845 GSMR
  Service Date: 00/00/0000 00:00:00     Serial:

022508      OLYMPIC APARTMENTS
   Description: On Line 10/9/1997
         Notes: Changed to SIA on 10/18/2007
      Quantity: 0
  Install Date: 00/00/0000 00:00:00      Model: P-832
  Service Date: 00/00/0000 00:00:00     Serial:

109065      CU ATM (AlarmNet Main System)
   Description: AlarmNet back up system for acct 356
         Notes: MAC# 00d02d05EE72   CRC# C13C INSTALLED BY MIKE
      Quantity: 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      BAY APARTMENTS                                                  INSTALL
   Description: INSTALLATION DATE
         Notes: Changed to SIA Format on 10/18/2007
      Quantity: 0
  Install Date: 10/10/1997 13:00:00      Model: P-832
  Service Date: 00/00/0000 00:00:00     Serial:

                                                    TOTAL INSTALL: 1
```

Depending on the selection, inventory can be grouped by Name and include Details.



c) Transmitter Report

Prints transmitter information

- Transmitter ID
- Transmitter Name
- Transmitter Telephone
- Install Date/Time

TRANSMITTER REPORT

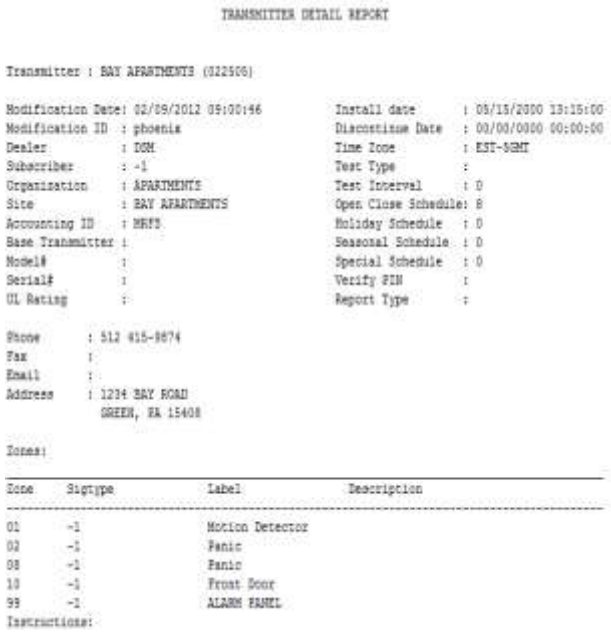
Transmitter	Name	Telephone	Install Date/Time
009065	CU Mobile ATM (AlarmNet Backup System)		
022505	BAY APARTMENTS	512 415-9874	05/15/2000 13:15
022508	OLYMPIC APARTMENTS	724 461-1515	03/20/2001 10:00
109065	CU ATM (AlarmNet Main System)	415 645-9875	12/15/1999 17:00

d) Transmitter Detail Report

Prints all the information necessary to run your monitoring center manually including:

- Contact
- Hierarchy information
- Instruction
- Inventory
- Open/Close and Schedule information
- Permit
- Rep
- Sigcontrol
- Test Frequency
- Transmitter information
- Zone information
- Comments
- User Fields

Report is too long to show a full example



TRANSMITTER DETAIL REPORT

Transmitter : BAY APARTMENTS (022505)

Modification Date: 02/09/2012 09:00:46
Modification ID : phoenix
Dealer : DSM
Subscriber : -1
Organization : APARTMENTS
Site : BAY APARTMENTS
Accounting ID : MRFS
Base Transmitter :
Model# :
Serial# :
UL Rating :

Install date : 05/15/2000 13:15:00
Discontinue Date : 00/00/0000 00:00:00
Time Zone : EST-5GMT
Test Type :
Test Interval : 0
Open Close Schedule: 8
Holiday Schedule : 0
Seasonal Schedule : 0
Special Schedule : 0
Verify PIN :
Report Type :

Phone : 512 415-9874
Fax :
Email :
Address : 1234 BAY ROAD
GREEN, PA 15408

Zones:

Zone	Sigtype	Label	Description
01	-1	Motion Detector	
02	-1	Panic	
08	-1	Panic	
10	-1	Front Door	
99	-1	ALARM PANEL	

Instructions:

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	y
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
	business 216-785-6542
	mobile 330-549-7899
	Email MJONES@SOMECO.COM
	Schedule IDs
	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, 66654

b) Instruction Report

Prints Instruction information

- Instruction ID
- Signal ID (sigtype)
- Zone ID
- Step (sequence)
- Call Class
- Verify (Y/N)

INSTRUCTION REPORT

Id	Signal	Zone	Step	Call_Class	Verify
57301	A/C Loss	-1	10	Office	n
Greeting: This is ~user~ with ~dealer~. We have a ~sigtype~ at your office.					
57324	A/C Loss	-1	10	Office	n
Greeting: This is ~user~ with ~dealer~. We have a ~sigtype~ at your office.					
57325	A/C Loss	-1	30	Responsible Party	n
Greeting: This is ~user~ with ~dealer~. We have a ~sigtype~ at ~site~.					
57302	A/C Loss	-1	30	Responsible Party	n

c) Passcard Report

Prints passwords for contacts and transmitters

- Contact Names
- Contact Passwords
- Transmitter ID's

```
Name:         MIKE JONES
Password:     BLUE
Transmitter: 109065
Pin:          1234


Name:         MIKE JONES
Password:     BLUE
Transmitter: 009065
Pin:          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 (24/7)		
Description	: 24 Hours/Day 7 Days/Week		
Time Zone	: EST-5GMT	Savings Time	: y
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
 Expiration: 02/10/2011 12:00:00   [ EXPIRED ]
  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 ]
  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.

```
04/16/2012 14:14:58                                                    Page     1

                                (UL) ALARM RESPONSE REPORT
                                4/1/2012 00:00 - 04/16/2012 23:59
Dealer      : Great Lakes Monitoring (GLM)
Site        : Marlboro Inn (D1D6)
Transmitter : Marlboro Inn (D1D6) EST-5GMT
Phone       : () Marlboro Inn
UL Zoning   : A                          Status: closed
Class       :                            Category:
Description :

Event  Date       Time     Transmitter  Signal      Zone  Name/Description
-------------------------------------------------------------------------------

337    04/13/2012 17:27:13 D1D6         Fire Alarm  001   FRONT DOOR
  04/16/2012 07:43:46 phoenix     512-215-      Called Renee. Answered.
  04/16/2012 07:44:16 phoenix                   ALARM INVESTIGATOR #1 DISPATCHED,
                                                NAME/ID#: RENEE 123
  04/16/2012 07:44:30 phoenix     512-388-      Called Bill. Answered.
  04/16/2012 07:44:40 phoenix                   ALARM INVESTIGATOR #2 DISPATCHED,
                                                NAME/ID#:  BILL 456
  04/16/2012 07:45:08 phoenix     512-215-      Called Renee. Answered.
  04/16/2012 07:45:13 phoenix                   ALARM INVESTIGATOR #1 ARRRIVED
  04/16/2012 07:45:51 phoenix     512-388-      Called Bill. Answered.
```

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 Total:  7 transmitters (0 ACTIVE / 7 INACTIVE)
```

c) *Selected Events Report*

This report is just like the regular Selected Events Report, it will give all information about a selected event that was entered. See page 151.

d) *Signal Report*

This report is just like the regular Signal Report, it gives a list of signals for the selected time period that is entered. Also gives UL information about the accounts. See page 151.

e) *Transmitter Report*

This report gives information about only the UL Active Accounts entered into the database.

```
04/16/2012 14:30:42                                                    Page    1

                                (UL) TRANSMITTER REPORT

Transmitter      Name                                Telephone          Install Date/Time
-------------------------------------------------------------------------------------------
0106             Marlboro Inn                         Marlboro Inn
                 5894 Ward Road
                 Sanborn, NY 14132
UL Rating:    A
Description:
Status:       closed                    Classifier:
Category:                               Last Event:   03/13/2012 12:10:04
```

f) *Transmitter Usage Report*

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).

```
04/16/2012 14:36:37                                                    Page    1

                           (UL) TRANSMITTER USAGE REPORT

    Grand Total:  63 transmitters (0 ACTIVE / 63 INACTIVE)
```

XI. NOTES