SIMS, Inc.

# SIMS III Manual

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Chapter 1: SIMS III log in screen and toolbar

#### SIMS III Log In Screen test

Log In	MS	Security Information & Management Systems v 3
S	Welcome to SIMS Please provide you started with SIMS f	r user name and password to get
	User name:	
	Password:	
		OK Cancel
	Remote Options	

Users must enter their user name and password. Password is not case sensitive.

Several default entries are provided that may be utilized until they are deleted and/or until new initials and identification codes are entered into the system. These default entries and their access levels are as follows:

Initials	ID	Access Level
SIM	000	Operator Level
SIM	001	Supervisor Level
SIM	002	Management Level

#### SIMS III Main Menu

In most of the fields, users can click on them and press F1 for help





	F1-Help	F2-Sch F3-	DUS F	4-Hist F5-ManEvt	F6-W/O	F7-EMd	e F8-Add	r F9	-AMaint F10-Lo	g	Print	LAV	
,	Time	Account	Line	Name		Grp	Zone	LTS	Desc	Opr		Elapse	
5	10:30	01-01-0002	01-01	Fibertec, Inc.		SIMS	-	N/A	NOT OPENED				
	08:52	01-00-999999	02-00	RECEIVER COM3 FA	ILURE		-		TROUBLE	LAV	1		
	15:05 *	01-01-0001	01-01	Tequila Willies		ACME	00	OPN	TEST		~		
													_

In the Traffic Display users can access:

- Help Menu by clicking Help or F1
- Account Search by clicking Search or F2
- Out of Service by clicking OUS or F3
- Parameters on Account Historical report [H-S-A.FWR] by clicking History or F4
- Manual Alarm by clicking Man. or F5
- Account Search (create work order) by clicking W/O or F6
- Emergency Mode by clicking EmgMde or F7
- Address Selection by clicking Address or F8
- Account Search (Edit) by clicking AMaint or F9
- Log on log of by clicking Log or F10
- Report Viewer by clicking Print
- See the Elapsed Time of an event in the far right of the screen



Find Accounts/Dealers. Displays Account Search

ount Search						
Account Sear	ch					
Account	Gro	Cls	Name	Address	City	State ^
01-01-0001	ACME	C+S	Tequila Willies	13452 Osborne Street	Arleta	CA
01-01-0002	SIMS	C+S	Fibertec, Inc.	6207 Santa Monica Blvd.	Hollywood	CA
01-01-0003	ACME	C+S	Tony's On the Pier	231 Huntington Beach Bl		OH
01-01-0004	SIMS	C*S	Best Way Movers & Storag	1112 Pueblo Drive	Des Plaines	IL
01-01-0005	ACME	C+S	Garret's Art Gallery	16418 Arbor Downs Road	Hollywood	FL
01-01-0006	SIMS	CBS	Winston Davis Watchmak	8329 Cote De Nieges	Montreal	QUE 👻
•				-		4
Account Numb Nar Addre Ci	ne:		Group:	A	Account Type: Control Type: ccount Phone: Dk word or PC:	
Contact Info:	me:		Phon		Passcard:	
Normal Add Cancell	-	.ast Upda	ate 🔘 Next Violation	Search Deleted	K Cano	el Help

This icon can be invoked by double clicking on it or using the F2 function key on your keyboard. Search accounts by account number, name, address, passcard, all ok word, phone number, account group or account class.

The first blank field is what you might call the Main Search field. **SIMSIII** will **dynamically** match what you type with the <u>Account number</u>, <u>Group</u>, <u>Class</u>, <u>Name</u> and <u>Address</u> fields from the account database. A Clear button is provided adjacent to the field to reset it. SIMSIII will show in this list all the accounts matching the criteria entered so far. This list is updated dynamically, so it will change as you type in any of the fields that work as search criteria. You can double click on any of the entries from the list to display/select it.

Additionally, you will find Last Update and Next Violation click options in this screen. Last Update will show in the list the last time an account was edited. Next Violation will show the current status of the account, for example whether the account is in open/close status, or the next violation SIMS will

generate (late to close/late to open) and the time that violation is set to generate. Another nice feature in SQL is that you are able to search for accounts that were previously deleted. There is also a check box where you can Add Cancelled accounts to the search.

You can also right click in the list to find four more options. Copy, View Account/Dealer, Account Info and Export.

0	Account Search	1				
	Account	Grp	Cls	Name	Address City	State 🔺
	01-01-0001	ACME	C+S	Tequila Will	Street Arleta	CA
	01-01-0002	SIMS	C+S	Fibertec, Inc	Copy nica Blvd. Hollywo	od CA
	01-01-0003	ACME	C+S	Tony's On ti	View Account/Dealer Beach Bl Green	OH
	01-01-0004	SIMS	C*S	Best Way M	Account Info ive Des Pla	ines IL
	01-01-0005	ACME	C+S	Garret's Art	wns Road Hollywo	od FL
	01-01-0006	SIMS	CBS	Winston Da	Export Vieges Montrea	al QUE 🔻
						Þ
						ListView has 53 item(s)
					Clear	
	Account Number			Group:	Class: Account T	vpe:
		_				
	Name				Control T	ype:
	Address	s:			Account Ph	one:
	City			State:		
	City			State.	All Ok word or	PC:
	Contact Info:					
	Nam	e:			Phone: Passca	rd:
	Normal		not I le d	late 🔘 Ne	t Violation Search Deleted	
	0	-	.ast Upd			
	Add Cancelled	1			ОК	Cancel Help

- **Copy** allows you to copy the selected line for information and paste into another program.
- View Account/Dealer will bring up the account maintenance screen in view mode and not allow any edits.
- Account Info will bring up a quick screen with general information on the status of the account.(see general information screen below)
- **Export** will allow you to export the list of information in the search screen in txt or csv format.

🔮 General Info	ormation	↔ ∎□×
Account/Grp:	01-01-0003 ACME	Open/Close: N/A
Name:	Tony's On the Pier	Last Signal: 96/11/01
Zone Acnt:	98-01-0003	Last Service:
Notify Acnt:	None Set	Local Time: 07:22
Backup Acnt:	None Set	
Alt Backup::	None Set	Since:
Next Lto/Ltc:	12/11/10 10:00 LTO	Police Disps: 0
Next Not:	11/04 00:00	Fire Disps: 0
Sub Acnts:	None	Other Disps: 0
Out of Service:	None Set	False Alarms: 0
		Get Map Exit



# Edit Account Account Search (Edit)

Account Search	h (Edit)						x
Account	Grp	Cls	Name	Address	City	State	
01-01-0001	ACME	C+S	Tequila Willies	13452 Osborne Street	Arleta	CA	
01-01-0002	SIMS	C+S	Fibertec, Inc.	6207 Santa Monica Blvd.	Hollywood	CA	
01-01-0003	ACME	C+S	Tony's On the Pier	231 Huntington Beach Bl	Green	ОН	
01-01-0004	SIMS	C*S	Best Way Movers & Storag	1112 Pueblo Drive	Des Plaines	IL	
01-01-0005	ACME	C+S	Garret's Art Gallery	16418 Arbor Downs Road	Hollywood	FL	
01-01-0006	SIMS	CBS	Winston Davis Watchmak	8329 Cote De Nieges	Montreal	QUE	-
•						Þ	
						ew has 51 item	(s)
				Clear			
Account Numbe	er:		Group:	Class:	Account Type:		
Nam	e:				Control Type:		
Addres					ccount Phone:		
,					coodine i monio.		
City	y:		State:	All C	Ok word or PC:		
Contact Info:							-
Nan	ne:		Phor	ne:	Passcard:		
Normal	0	Last Upd	ate 💿 Next Violation	Search Deleted			
Add Cancelle	d			0	K Cance	Held	
							<u> </u>

This screen will take you into the actual Account Maintenance of the account and allow you to make edits to the account.

**Note:** A detailed explanation on Editing Accounts will be explained in the "Account Maintenance" section of this manual.



**Displays Manual Alarm Entry** 

🚱 Manual Alarm	×
Account number:	ОК
Zone:	Cancel
Event type:	Help
Event time (opt):	
Zone Desc:	

One of the primary tasks in an alarm monitoring software system is the processing of subscriber signals. Manual Alarm Activity is provided in order to simulate signals that are normally transmitted from the receiver(s); generate signals in case of receiver malfunctions; and for testing purposes.

The Manual Alarm Activity display allows entry of an account number, optional Event Type/Msg, Alarm Code and optional event time.

#### **Account Number**

Entry

A valid account number **must** be entered in order to correctly generate a manual alarm. If you do not know the exact account number you may click on the dropdown button to the right of the field where you will be provided a number of search options, including number, name and group.

#### **Zone Entry**

An entry is normally required and reflects the code normally transmitted from the receiver to the computer. You may either enter the appropriate alarm code for the account or click on the dropdown button to the right of the field where you will be provided a list of available zones

#### Event Type/Msg

#### Entry

An entry in this field is normally not required unless it is an event that does not transmit a code (e.g., computer generated events such as test not received or subscriber late-to-open and late-to-close). However, click on the dropdown button to the right of the field where you will be provided a list of available event types for entry (this display includes all potential event types entered via the path /Edit/Table Maintenance/ Event Priority Levels/).

#### **Event Time Entry**

An entry in this field is not normally required however; it is available in case operations personnel wish to generate a signal for a specific time in the current day.

After entry of a valid account number, Event Type/Msg (optional), Alarm Zone and Alarm Time (optional) click **ok** to create the event.

**Note:** Normal operator actions are required to complete a manually generated exception event (e.g., fire alarm). Additionally, manually generated events will be presented in the Traffic Display with an asterisk '\*' to the right of the time

#### Zone Desc

An entry in this field is not required however, it is available in case operations personnel wish to generate a specific zone description that is not in the account or zone account.



#### Displays out of service

Account	Grp	Cls	Name	Comment	Starting	Ending	Total
01-01-0001	ACME	C+S	Tequila Willies	test	11/20/14 13:38	11/20/14 14:38	True
01-01-0001	ACME	C+S	Tequila Willies	ous	11/20/14 13:26	11/20/14 15:35	False
01-01-0002	SIMS	C+S	Fibertec, Inc.		11/20/14 10:47	11/20/14 01:59	True
01-01-0003	ACME	C+S	Tony's On the Pier		11/20/14 13:26	11/20/14 13:26	True
01-01-0004	SIMS	C*S	Best Way Movers & Sto		11/20/14 13:25	11/20/14 23:59	True
01-01-0005	ACME	C+S	Garret's Art Gallery		11/21/14 09:46	11/21/14 22:59	True
01-01-0008	ACME		Robert's Pharmacy		11/20/14 13:08	12/01/14 23:59	False
02-02-0005	ACME	C+N	Garret's Art Gallery	For: 02-02-0005	11/21/14 09:46	11/21/14 22:59	True
					Clear	Insert	Delete
V AI	Group		lass 🗌 Number 🗌	Name	Clear	Insert	Delete Print
					Clear	Insert (	
	Group Group		ss OUS Term A	Name Automatic Emailing Do Not Email Signals	√ Clear		Print
ccount			ss OUS Term A	Automatic Emailing	_		Print Video
ccount			ss OUS Term A	Automatic Emailing	_		Print Video 8 item(s
ccount			ss OUS Term A	Automatic Emailing	_		Print Video
ccount lame			ss OUS Term A	Automatic Emailing	_		Print Video 8 item(s

In order to allow subscribers to send in signals and allow them to auto-log (i.e. not require operator action), operations personnel may place an account or an account's zone(s) Out of Service.

During the process of placing an account Out of Service one or more parameters will need to be entered depending upon the desired effect.

**Please note:** It is recommended to use this screen for viewing only, and to place accounts on and off test do it via the account, from the search screen then use F5 OUS. This screen is only necessary to place entire groups or classes out of service, at which time you would use ??-??????? for four digit account numbers and ??-??????? for six digit account numbers.

#### **Account Number**

The account number is comprised of three main items: the receiver number; the line number & the actual account number programmed into the control communicator. Both the receiver and line numbers are defined SIMS III Receiver program. However, the account number should be entered exactly as is programmed. For example, '123' is different from account '0123' and should be entered as such.

A drop down window containing account numbers and names is available clicking on the button to the right of the account number field.

Parameters on /	Account	Histori	cal Repo	ort [H-S	-A.FWR]			
Parameters Option	ns							
	Begin/	Until	_			Begin/Until		
Account number:								
Account name:								
Group:					Class:			
Date:		•		•	Time:		🗌	
Report Generation	Paramet	ers						
Sift on:	No Use	r Define	d Sift	-				
Sort by:	Accour	nt Numb	er	•	Msg Types:	Ор	erator:	
Options:	Not Us	ed		•	Priority:	Dispo	osition:	
Pick-off Typ:	None			•	Boolean Typ:	Greater than	▼ 5	
Account	Grp	Cls	Name			Address		

This is a detailed history report containing all the history that has been logged into an account. **Note:** A detailed explanation on generating reports and their contents will be explained in the "Reports Menu" section of this manual.

67.00m



Generate Service work order

# Displays Account Search (Create Work Order)

01-01-0002 S 01-01-0003 A	SIMS C-	S Fiberte	a Willies	13452 Osborne Street	Arleta	CA	1
01-01-0003 A			c loc				
	CME C-		C, 11 1C.	6207 Santa Monica Blvd.	Hollywood	CA	
01-01-0004 S		S Tony's	On the Pier	231 Huntington Beach Bl	Green	OH	
	SIMS C*	S Best V	Vay Movers & Storag	. 1112 Pueblo Drive	Des Plaines	IL	
01-01-0005 A	CME C.	S Garret	's Art Gallery	16418 Arbor Downs Road	Hollywood	FL	
01-01-0006 5	SIMS CI	BS Winsto	on Davis Watchmak	8329 Cote De Nieges	Montreal	QUE	-
•			III			•	
Name: Address:				A	Control Type:		
Address: City:	-	S	State:		Ok word or PC:		
Contact Info: Name			Pho	ne:	Passcard:		

This selection allows generation of a service work order for the specified account. Enter the account parameters and click ok. The following screen will be presented.

Work	Order Entry							×
Ρ	Promised	Grp	Account	Name			Ref Comm	ient
This char	is the service co racters per line a	mment box nd 5 lines t	c. You can add u total.	up to 58				
1								
	Received On:	17/09/1	4 15:50 L	ast Servic			L	28217
	Reported By:	Staff			Promised by:	17/0	9/14 🗸	16:57
	Assigned to:	SIMS?			Priority:	5	Clie	ent error:
	Ref comment:	Replace	battery					Billable: 🗸
Prin	nt Save	History	Eml Dlr		Complete	Cano	el	Help

# Service Comment

General information about the work order such as a description of the reported problem.

# **Reported by**

Name of person reporting problem.

#### Assigned to

Name of service person work order is assigned to.

#### **Ref Comment**

Additional brief comment about work order.

# Last Service

This date is entered on the Account Comment Tab.

# Promised

	Date that work order should be completed by.
WO Number	
	This is the assigned work order number generated by SIMS.
NLT	
	Not later than time the work order should be completed by.
Priority	
	Priority of work order (i.e., 1 is the highest).
Client Err	
	Whether client error was attributable to work order.
Billable	
	If bill should be generated for service performed.



Edit/Complete Service Work Order

**Displays Pending Service** 

Pe	nding	Service				[	
Ρ	Pro	mised	Grp	Account	Name		View/Edit
1	11/	20/14 14:14	ACME	01-01-0001	Tequila Willies		Print
1	11/	20/14 16:13	SIMS	01-01-0006	Winston Davis Watchmaker		
1		20/14 16:19	ACME	01-01-0008	Robert's Pharmacy		Map/Route
1		20/14 16:20	SIMS	01-01-0002	Fibertec, Inc.		
5 5		20/14 11:55	SIMS	01-01-0004 98-01-0001	Best Way Movers & Storag Vista XM / ContactID Z		
•						•	Toggle
						P	Toggle
						Clear	]
<b>V</b>	All	Account	Group	Name	City 🗌 Zip 🗌 Cmnt		
Р	Grp	Account	Nam	e		Lis	tView has 6 item(s)
	Phon	e	Addr	ress			ОК
	Ref c	comment			Promise date/time		Cancel
					<b></b>		Help

Selecting an entry from this screen will bring up the service work order you will see in the next screen that will allow you to complete by pressing F10. Then you can enter the service disposition (created in

🔇 Service Wo	rk Order (01-01-00	01) Tequila Wil	lies	-	↔		×
Event Summa	ary Premise Zon	es Contacts	Schedules 0	Comments Mailing	/ideo		
Account/RL:	01-01-0001	All OK word:	Watering	) Hole	٦		
Name:	Tequila Willies	Permit number:	12345-6	789012			
Name Cont:	William Fenton / Ow	iner					
Address:	13452 Osborne Stre	et		Map Pg/Grid:	38 / H4		
Cross street:	Comer of Osborne S	it. & Beachy Blvo	ł.	Alarm co/Class:	Acme Se	curity / C+S	
City:	Arleta		State: CA	Dispatched:			
Phone:	1 (818) 555-1010	1 (818)	555-2020	O/C status:	Open	Video:	
01/01 ~	12/26 V Plac	e a mm/dd Start	- Until date for E	rief Comment Entry.			_
Resu	lis no	entry of Start - I ist for Accuracy nt Line 2 nt Line 3 nt Line 4		Comment entry througho	utthe year	because ther	e
	eived: 17/09/19		ast Service: 18			0	
Report	-	-	Dillabla				
Ref con	med to: Keith L. Utle	•	Billable	Client error	Priorit	Send Copy	
F1-Help	F2-Dial	F3-0/C	4-W/O	F5-Test F6-Hist	F7	-Pend Evts	1
F8-Enter C	mts F9-Ho	ld F1	0-Cplt	F11-Timed Hold	F12-V	Vrite Cmts	

Edit/Table Maintenance). All information entered will log to the accounts history.



🚱 Send Message	
E-mail	
Email To Address: Email To Name:	
Fax	
Attention To: Phone:	
Text Message	
Phone: Carrier:	
Alpha Pager	
Name: Phone: Account:	PIN:
OK Cano	Help

This selection allows entry of general "free form" account comments which will then be written to the subscriber's history. These comments can also be sent as an email, fax, and text message or to a pager, if the program is configured to do so.

Chapter 2: .SIMS III Toolbar files menus

In most of the fields users can click on them and press F1 for help

File: menu

<b>?</b> File	Edit Reports Service Conf	igure System Help	
	Find Accounts/Dealers Out of Service Traffic	P6=6 P7=0 P8 Operator: LA	V Feb 08, 2018 09:12:19
	Manual Alarm Messages by Pager/Email/Fax Phone Notepad		
	Log In/Out Printer Select		
	Page Setup Status Log Viewer		
	Registration Key Entry Exit		

Please Note that some of the selections you see in this menu are duplicates of the icons available from the tool bar. This is to allow easy access to the options regardless of your position in the program. For SQL users, you have a selection for Log Viewer. This is very helpful in determining some issues that come up or errors. In some cases, the Technical staff can use this to find out what caused the error.

Under Find Accounts/Dealer users will be able to search for accounts by Account number, Group, Class, Name, Address, Account Phone, All Ok word or PC, name, Phone and Passcard . By selecting Normal option users will see the current status of accounts By selecting Last Update users will see when the account was last updated (date and time) By selecting Next Violation users will see next violation status (open or closed or date and time of next violation). For more information please see the Account Search information in Section 1 of this manual. Under Out of Service users will be able to place accounts and/or account zones out of service temporarily or permanently.

For test purposes the technicians/operations personnel will be able to place account out of service. For more information please see the Account Search information in Section 1 of this manual.

The Out of Service dialog box is provided in order to allow subscribers to send in signals and to allow them to auto-log (i.e., not require operator action). Operations personnel may place an account or an account's zone(s) Out of Service either temporarily or permanently out of service. Additionally, an account may be placed Out-of-Service at some future time (e.g., next week). After selecting this option the **Out of Service** dialog box will be displayed.

Another way to put an account out of service is with the F5 hot key from the search, priority or routine action mask

If Out Of Service as Read only is enabled you will not be able to perform updates within the Out-of-Service dialog

The maximum number of hours that an account that can be placed out of service is determined by the MaxOUS located in the Premise tab of the account database.

ut of Servic							
ccount	Grp	Cls	Name	Comment	Starting	Ending	Total
1-01-0001	ACME	C+S	Tequila Willies	test	11/20/14 13:38	11/20/14 14:38	True
1-01-0001	ACME	C+S	Tequila Willies	ous	11/20/14 13:26	11/20/14 15:35	False
1-01-0002	SIMS	C+S	Fibertec, Inc.		11/20/14 10:47	11/20/14 01:59	True
1-01-0003	ACME	C+S	Tony's On the Pier		11/20/14 13:26	11/20/14 13:26	True
1-01-0004	SIMS	C*S	Best Way Movers & Sto		11/20/14 13:25	11/20/14 23:59	True
1-01-0005	ACME	C+S	Garret's Art Gallery		11/21/14 09:46	11/21/14 22:59	True
1-01-0008	ACME		Robert's Pharmacy		11/20/14 13:08	12/01/14 23:59	False
2-02-0005	ACME	C+N	Garret's Art Gallery	For: 02-02-0005	11/21/14 09:46	11/21/14 22:59	True
AII	Group		lass 🗖 Number 🗖	Name	Clear	Insert	Delete
AII 🗖	Group		lass 🗖 Number 🗖	Name	Clear		Print
	·				Clear	insert Help	
All Count -01-0001	Group Group	Cla	ssOUS TermA	utomatic Emailing	Clear		Print Video
count	Group	Cla	ssOUS TermA	utomatic Emailing	_		Print Video
count -01-0001	Group	Cla	ss OUS Term A +S Custom I	utomatic Emailing	_		Print Video 8 item(s
count -01-0001 me	Group	Cla	ss OUS Term A +S Custom I	utomatic Emailing	_		Print Video
count -01-0001 me equila Willies Options:	Group		ss OUS Term A +S Custom I [ OUS Comment test	utomatic Emailing Do Not Email Signals			Print Video 8 item(s OK
count -01-0001 me equila Willies Options:	Group		ss OUS Term A +S Custom I [ OUS Comment test	utomatic Emailing	_		Print Video 8 item(s

How to add or edit an Out of Service entry

1. Click **Insert** button to insert a new entry into the list or, to edit an existing entry, click on the item in the **Out of Service List.** 

2. Select the account or accounts that you want to place out of service. You can do this by **Group, Class, Account Number, Account Name** or combinations of these fields. You can type the information manually or you can click the button adjacent to the fields and select an entry from the Account Number Pick List.

3. Optional: Enter a comment about the out of service entry in the OUS Comment field.

4. Use the **OUS Term** drop box to select the period of time to put the account out of service for. Options are: *Custom, OUS for 1 hour, and OUS for 2 hours, OUS till noon, OUS till 5pm*. If you select the **Custom,** then you have to enter the **Begin Date, Begin Time, Until Date** and **Until Time**. By default the Begin Date is the current date and the Begin Time is the current time. You can type those dates and times manually or you can click the button adjacent to the file and select an entry from the pick list.

8. Optional: If you wish to place a specific zone out of service enter the Zone(s) in the Zone 1 and/or Zone 2 and/or Zone 3 fields. If all zones are to be placed out of service do not enter any zone information.

9. Optional: If you wish to place a specific Event Type out of service select the Include Event Type field and enter the event type {or} click the button adjacent to the field and select an entry from the Event Priority Level Pick List.

10. Optional: To exclude a specific Event Type from out of service select the Exclude Event Type field and enter the event type {or} click the button adjacent to the field and select an entry from the Event Priority Level Pick List.

11. Click Ok.

# How to return an account/dealer to service.

1. Select the account/dealer you want to return to service and click the Delete button.

OR

2. Select the account/dealer you want to return to service and in the until Date/Time, put in the current Date/Time.

Click OK.

Time		Account	Line	Name	Grp	Zone	LTS	Desc	Opr		Elapse	
14:14	•	01-01-0001		Tequila Willies	ACME	1	Е	FIRE ALARM				
14:14	•	01-01-0002		Fibertec, Inc.	SIMS	A8	Е	BURGLARY				
14:15		01-01-0003		Tony's On the Pier	ACME	A035	Е	BURGLARY				
14:15		01-01-0004		Best Way Movers & Stora	SIMS	TA05	E	TAMPER				
14:15		01-01-0005		Garret's Art Gallery	ACME	86		SUPERVISRY				
15:49		00-00-999999	00-00	No Record Exists -		01		NO INFO	LAV	1		
09:27		00-00-999999	00-00	No Record Exists -		02		NO INFO	LAV	1		
14:09	•	01-01-0002		Fibertec, Inc.	SIMS	10	E	TEST		1		
13:57		01-01-????		No Record Exists -		999		NO INFO	LAV	1		
14:07				No Record Exists -		-		NO INFO	LAV	1		
09:26		00-00-999999	00-00	No Record Exists -		01		NO INFO	LAV	1		
14:19		04-18-0466		No Record Exists -		FS013 1		NO INFO	LAV	1		
10:30		01-01-0002	01-01	Fibertec, Inc.	SIMS	-	N/A	NOT OPENED	LAV	1		
14:06		00-00-999999	00-00	No Record Exists -		01		NO INFO		1		
13:58		00-00-999999	00-00	No Record Exists -		01		NO INFO		1		
08:52		01-00-999999	02-00	RECEIVER COM3 FAILURE		-		TROUBLE	LAV	1		
15:05	•	01-01-0001	01-01	Tequila Willies	ACME	00	OPN	TEST		1		

By selecting traffic menu from file menu, users will open traffic display:

This window contains pending and completed events received or manually generated. It allows operators to see incoming traffic of alarms and to select the alarm (or alarms) they wish to act upon. To display the traffic Window you can either go to "File | Traffic" from the SIMSIII main Window or you can click on the traffic light icon located on the main Window of SIMSIII.

To select a pending event from the traffic display, you can double click the exception event in the Traffic Display List or click the exception event in the Traffic Display List and strike Enter or click Ok.

# **Column Titles**

Column Titles of alarm events and helps divide the subscriber events accordingly into:

Title	Description
P	Priority level of incoming event (if the
-	vent has been completed or has been
	auto-logged no priority level will be
	presented);
Time	Time of event arrival. Additionally, a
	character type may be presented to the
	right signifying one of the following
	conditions:
	• (*) Event was manually
	generated (not processed from
	a receiver)
	• ( <b>T</b> ) Event occurred while the
	account was on test
	• (E) Event occurred for the
	account while operating under
	'Emergency Mode'.
Acct No.	Subscriber Account Number
Subscriber	Subscriber Name
Grp	Subscriber Group
Code	Event Code (e.g., code 1)
O/C	Current Open (OPN) or Closed (CLO)
	state, if applicable, of an account. If the
	account does not transmit openings and closings or is in an undefined state a
	"N/A" (not applicable) will be
	displayed
Signal	Provides a signal message (e.g., FIRE
	ALARM). Note that this message is a
	brief description entered via the path
	/System Configure Menu/ System
	Administration Menu/ Event Priority
	Levels/. More detailed zone
	information is entered in an account's
	database and is available when
	responding to an exception event
Opr	Operator initials that the event was
	completed by, or last actioned by if still
	pending
Elapse	This is the time that has elapsed since the
	event was fetched from the traffic screen by
	the operator.

## Traffic display placement:

The Events Area provides a prioritized display, based on their priority level and time received of pending and previously completed events. Exception events (i.e. requiring operator action) are assigned a priority level based on the event type (e.g., fire, burglary, panic etc.) while a 'check-mark' to the right of the event designates previously completed or auto-logged (e.g., normal open, close and test) events.

The SIMS III program normally prioritizes exception events (i.e. requiring operator action) in the Traffic Display area using two criteria. This sorting is based on highest priority first along with the oldest incoming signal time. Thus a Priority 1 signal received at 17:00 will take jurisdiction over a Priority 1 signal received at 17:01, or a Priority 2 signal received at 16:59. In summary, the oldest, highest priority events will appear at the top of the screen. Each later event of equivalent or lower priority will be ranked downward. Auto-logged and/or previously completed exception events will be placed beneath any pending events.

# Altering the traffic display order:

It is possible for operators to re-order the Traffic screen pending events. This allows operations personnel to quickly shuffle the events so that all pending events may be grouped together by the account name, then after review, return to the normal priority and time ranking method of displaying events.

Operators can achieve this by clicking on the header corresponding to the column of the traffic screen that they want to use as sort criteria. For example, to sort the events on the traffic screen by subscriber name click on the header titled "Name". That will result on the events being sorted alphabetically by subscriber name in ascending order. Click again on the same header to change the sorting to descending order.

The same thing applies for all other headers. Click on the header titled "P" to restore the default sorting (by priority).

#### Scrolling through the traffic display:

The traffic screen of SIMSIII has a display buffer for up to the number of signals the system is configured for. Only a fraction of the signals are visible at the same time (the exact number of signals displayed at the same time varies and depends on the size of the traffic window).

It must be clearly understood that all events in this display buffer are constantly being reorganized due to the priorities (first) and times (second) of incoming signals. By way of this shuffling the operator only has visual contact with a subset of the signals on screen at any time.

This is to say that if the operator has visual display of twenty priority 2 and 3 events and a priority 1 event is received, it will immediately be shuffled to the top of the display buffer and into the operator's vision. Keep in mind that although only a fraction of the events may be visually seen at any one time on the display, operations personnel have the ability to 'scroll' the screen if desired. They can achieve this by keyboard or mouse. To scroll the traffic screen operator can slide the scroll bar on the right side of

the window. If they want to do it by keyboard they can use the following keys: Page Up, Page Down, Up Arrow, Down Arrow, Home and End.

## **Traffic Filters:**

You can filter the traffic for easy searching by Account number, Group, Class, Event Type and Language/Site. You can also, Invert the filters by checking the Invert Filters Box.

Additionally you can Filter by the Standard filters listed in the screen below.

-	1											
0	Time	Account	Line	Name		Grp	Zone	LTS	Desc	Opr	Elapse	
)	12:55	01-01-0002		Fibertec, Inc.		SIMS	A4	E	BURGLARY			
	11:00	01-01-0004		Best Way Mo	overs & Stora	SIMS			NOT OPENED			
	11:00	01-01-0002		Fibertec, Inc.		SIMS			NOT OPENED			
	11:00	01-01-0005		Garret's Art G	Normal	ACME			NOT OPENED			
	11:00	97-01-0007		Norman Radi	Priority 1/2	ACME			NOT OPENED			
	11:00	01-01-0001		Tequila Willie	Priority 3/4/5/6	ACME			NOT CLOSED			
	11:00	01-01-0003		Tony's On the	Priority 6/7/8/9	ACME			NOT OPENED			
	11:00	01-01-0006		Winston Dav	Priority 1 only Priority 2 only	SIMS			NOT OPENED			
	15:56	01-02-3456		test	Priority 3 only	SIMS		N	NOT CLOSED			
					Priority 4 only	SIMS			UNRESTORED			
				Tony's On th	Priority 5 only Priority 6 only	ACME			UNRESTORED			
	08:52				Priority 7 only	SIMS			UNRESTORED			
	08:52				Priority 8 only	SIMS			UNRESTORED			
					Priority 9 only Priority H only							
					Remove Completed							
	15:55	00-00-999999	00-00	No Record E	Dispatchable		01		NO INFO	1	1	
	12:24 *	01-02-3456		test	Open/Close	SIMS	-	Ν	FIRE ALARM	LAV √	1	
	12:17 *	01-02-3456		test	Supervisory 0000/FFFF/NRE	SIMS	-	N	FIRE ALARM	LAV √	l.	
	11.00 *	01 00 0450		Foot	Caller ID Errors	CIMC		M	DUDGLADY	I AV J	<u> </u>	

#### Traffic Screen Colors:

By default, each priority is represented on the traffic screen with a different text color and the same background color (white). The color assigned to each priority level can be modify by going to Edit/Table Maintenance/ Traffic colors and sound options

#### Audible Alerts:

SIMSIII is capable of playing audible alerts (wav files) on the workstation computer to alert the operator of the presence of an alarm on the traffic screen. By default, each priority level (1 through 9) has its own audible alert assigned. The audio file assigned to each priority level can be modified by going to Edit/Table Maintenance/ Traffic colors and sound options

Under manual alarm users will be able to simulate signals which would normally transmit from the receiver(s), generate signals in case of receiver malfunctions, and for testing purposes. After selecting this option the Manual Alarm dialog box will be displayed

😫 Manual Alarm	×
Account number:	ОК
Zone:	Cancel
Event type:	Help
Event time (opt):	
Zone Desc:	

#### To create a Manual Alarm:

- Select the Account Number field and enter the account number you wish to create the event for {or} click the button adjacent to the field and select an entry from the Account Number Pick List.
- Select the Zone field and enter the zone you wish to crate the event for {or} click the button adjacent to the field and select an entry from the Account Zone Pick List.
- Optional: Select the Event Type field and enter the type of event to create {or} click the button adjacent to the field and select an entry from the Event Priority Level Pick List.
- Optional: Select the Event Time field and enter the time to create the event for {or} click the button adjacent to the field and select an entry from the Time (Short) Pick List. Note that entry of a non-current time will cause the event to be slightly out of chronological history order.
- Click Ok to create the event.

#### Manual Alarm Generation

One of the primary tasks in an alarm monitoring software system is the processing of subscriber signals. Manual Alarm Activity is provided in order to simulate signals that are normally transmitted from the receiver(s); generate signals in case of receiver malfunctions; and for testing purposes.

#### Messages by pager email fax

Allows users to send messages by page, fax, text or email. (Please refer to Section 1 page 15 for further explanation of this function.)

#### Phone notepad

The Phone Number Notepad selection is utilized for entry of commonly called phone numbers. Entries are automatically presented in alphabetical order.

Name	Comment	Phone	Ext.		Insert
Adcor Electronics	Atlanta, GA	1 (404) 691-8920	none		
Ademco	Syosset, NY	1 (516) 921-6700	none		Delete
Applied Spectrum Tech	Minneapolis, MN	1 (612) 379-7114	none		
C&K Systems	Folsom, CA	1 (916) 985-0303	none		Print
Compaq Computers	Houston, TX	1 (800) 231-0900	none		
Compaq Tech Support	Compag BBS /has files	1 (713) 518-1418	none		
Continental Inst.	Westbury, NY	1 (516) 334-0900	none		
Dell Comp. (Parts)	Austin, TX	1 (800) 372-3355	none		
Dell Comp. (Sales)	Austin, TX	1 (800) 426-5150	none		
Dell Comp. (Tech BBS)	Austin, TX	1 (512) 728-8528	none		
Dell Comp. (Tech Sup)	Austin, TX	1 (800) 624-9896	none		
Electronics Line	Boulder CO	1 (303) 938-1133	none	<b>_</b>	
ame:	Comment:	Phone	Ext	::	ОК
demco	Syosset, NY	1 (516) 921-6700	no	ne	Apply
		Clear			Cancel
All 🗌 Name	Comment Phone				Help

Phonepad in allowing users to add, delete or modify phone numbers and extensions as well as companies names and their comments/locations

# To add or edit and insert an entry into the Phonepad dialog box.

- Click Add to insert a new entry into the list {or} click the <u>Phonepad List</u> entry you wish to edit.
- Select the <u>Name</u> field and enter the name.
- **Optional:** Select the <u>Comment</u> field and enter a comment.
- Select the <u>Phone</u> field and enter the phone number. If <u>Phone Number Formatting</u> option is turned on you do not need to insert parenthesis, hyphens or spaces as the program will automatically format the phone number for you.
- **Optional:** Select the <u>Extension</u> field and enter the phone extension.
- Click Ok.

#### Log in/log out

Logs users in or out of the SIMS III program

#### Printer Select:

Allows users to select a printer to use. When you see the printer you want to use, you still have to select it by selecting it.

्रिः Print	X
Brother MFC-9970CDW Printer	Brother PC-FAX v.2.2 Fax Microsoft XPS Document Writer
Image: Status:     Ready       Location:     Comment:	Print to file     Preferences     Find Printer
Page Range	Number of copies: 1 : Collate
Pri	nt Cancel Apply

For Page setup look under preferences

# Status

Program Status

#### Delay Info Tab:

It shows all signals pending for restoration and all current delays (dealer delays, open/close delays, Alarm and Cancel delays etc). The expiration date is when the delay expires and the signal will be presented to traffic. *Please Note that only URS created manually from a workstation will be presented in this screen. Usually these signals are in the Delay screen on the SIMS Receiver Server III program when the signal was initially received.* 

Program St	atus						23
Delays Info	Data Info	Analyze Zone	SQL Info	Console Output			_
AcntNbr	Zone	Msg	Туре		Received	Expiration	
01-01-0001 01-01-0002		URS URS		Timeout Event Pending Timeout Event Pending		02/08/18 11:48:45 02/08/18 12:48:59	
					-		
			~				
	Paus	se 2 ite	em(s)		Refresh Ca	ncel Help	

#### Data Info Tab:

This tab provides information about the current status of the different files that make up the SIMS flat file database. This information may be requested by SIMS technical support staff during the process of troubleshooting an issue with the program. The next figure shows a sample of how this screen looks.

elays Info Data Info ,	Analyze Zone	SQL Info	Console Outp	put				
Data	Capacity	Used	Free	Free %	Locked	By	Notes	
Primary WorkStation	1	1			n/a		Expands as required	
UL MEW Caculation	36	36	-		n/a		Expands as required	
AccountMain	5,750	53	5,697	99%	False			
AccountContacts	77	77	-		n/a		Expands as required	
AccountZone	1,786	1,786			n/a		Expands as required	
AccountEquipment	61	61	-		n/a		Expands as required	
AccountInvoice	8	8	-		n/a		Expands as required	
AccountClass	28	28	-		n/a		Expands as required	
AccountType	12	12	-		n/a		Expands as required	Ξ
ContactVariable	11	11	-		n/a		Expands as required	
ControlType	9	9			n/a		Expands as required	
Disposition Event	25	25	-	-	n/a		Expands as required	
Email	25	25	-		n/a		Expands as required	
EmergencyMode	1	1	-		n/a		Expands as required	
EventTypes	135	134	-		n/a		Expands as required	
EventSummary	10,987	10,987	-	-	n/a		Expands as required	
ErrorMessage	256	256	-		n/a		Expands as required	
FaxModem	51	51	-	-	n/a		Expands as required	
GlobalOptions	1	1			n/a		Expands as required	
GlobalPhoneNumber	13	13	-	-	n/a		Expands as required	
GlobalOpenCloseSche	3	3	-		n/a		Expands as required	
HelpMessage	1,024	1,024	-	-	n/a		Expands as required	
OpenCloseScheduleV	12	12			n/a		Expands as required	
OperationalModes	1	1			n/a		Expands as required	-
<u> </u>	- 11				1		e i i	

#### Analyze Zone:

This tab will give you the location of the exact origin of the zone received to determine where it was programmed. For example; account, zone account, dealer account etc.

🚯 Program Status	
Delays Info Data Info Analyze Zone SQL Info Console Output	
Account Number: Zone:	
Exite:	Analyze
Zone Found Account Number: 01-01-0002 Zone Number: A1 Zone Restore Zone: R1 Zone Position: 1 Zone Description: Smoke Detector in Central Office Zone Event Type: FIR Zone Emailed: False	
Collecting Table/File Data done!	Cancel Help

# SQL Info Tab:

This shows the table names and sizes. This is just an informational tab.

# 📀 Program Status

Table Name	Index Name	Idx/Log Kb Frag %	Note
Database Log	n/a	7,658,790 n/a	Shrink/Backup
EventSummary	i2	323,424 99	Rebuild
AuditAccountZone	1	9,160 99	Rebuild
EventSummary		281,752 96	Rebuild
AccountContactEventType AccountContacts		9,504 91	Rebuild Rebuild
AccountLontacts AccountZone	PK_AccountC_5B25F4F876513567 PK_AccountZ_5B25F4F89814811A	13,080 80 24,648 56	Rebuild
EventDetail	II	24,646 36 67,880 39	Rebuild
EventDetail	PK_EventDet_DDA30E796F015D26	80,816 34	Rebuild
E YOND CLOIR		00,010 34	reballa

# Console Output Tab:

Most of the actions that SIMSIII performs, like opening a file, are logged in this console. There is no reason to access this information during the normal operation of the program but the technical support of SIMS might require this information during the process of troubleshooting an issue with the program. The next figure shows a sample of how this screen looks.

S Program Status			23	
Delays Info Data Info Analyze Zone SQL Info Console Output				
<pre>SIMSIII.exe 02/08/18 09:27 SIMSData.dll 02/08/18 09:03 .NET framework: 4.61 Serial No: 9999 Incoming: 0, Delays Total: 2, A&amp;C: 0, Sig Suppress: 0, Opn/Clo: 0, URS: 2 Cache Updated: AutoDispatch at 1:24:44 PM, and took: 1 msec Cache Updated: sp_EmergencyModeSelect at 1:24:54 PM, and took: 2 msec Cache Updated: DealerMain at 1:24:57 PM, and took: 1 msec Cache Updated: Email at 1:25:04 PM, and took: 1 msec Cache Updated: GlobalSchedule at 1:25:04 PM, and took: 1 msec</pre>	2		•	
Clear 2 item(s) Cancel	H	Help		

# **Registration Key Entry:**

To register the program just click the Online Registration option and this will connect to the SIMS Servers and automatically register your program.

**Note:** Internet access is required to perform this function.

Registration Key		×
Registration Key		-
S	Registration Key:	
	How do I unlock SIMS? Unlock your SIMS III today! Unlocking your SIMS evaluation version is quick and simple. Please call 1-800-395-SIMS (800-395-7467) or (972) 769-0900 during normal business hours for more information on unlocking SIMS today!	
	Online Registration OK Cancel Help	]

# **Exit** Exits the program

Chapter 3: SIMS III Edit account menu
in most of	the netu	s, user.		N OH	the	n and pre	.5511		.ip		
🔇 🔇 SIMS I	III for Win	ndows									x
1		28	٢	Â	2	<u>)</u> [	1				
E File	Edit R	eports	Service	Co	onfig	ure Syste	em	Help			
Working	Acc	ount		•		Edit Acco	ount			1:49:20	.:
	Dea	ler		•		Add Acco	ount				
	Tab	le Maint	enance	•		View Acc	ount				
L L						Cancelle	d Acc	ounts			
						Change A	Accou	unts			
						Search ar	nd Re	place			
						Validate I	Datab	ase			
						Write Co	mme	nts			

# In most of the fields, users can click on them and press F1 for help

# Edit account:

# Highlight the account you want to edit

	Grp	Cls	Name	Address	City	State 🔺
01-01-0001	ACME	C+S	Tequila Willies	13452 Osborne Street	Arleta	CA
01-01-0002	SIMS	C+S	Fibertec, Inc.	6207 Santa Monica Blvd.	Hollywood	CA
01-01-0003	ACME	C+S	Tony's On the Pier	231 Huntington Beach Bl	Green	OH
01-01-0004	SIMS	C*S	Best Way Movers & Storag	1112 Pueblo Drive	Des Plaines	IL
01-01-0005	ACME	C+S	Garret's Art Gallery	16418 Arbor Downs Road	Hollywood	FL
01-01-0006	SIMS	CBS	Winston Davis Watchmak	8329 Cote De Nieges	Montreal	QUE 👻
∢ [						P.
Na	ame:				Control Type:	[
Addr	ess:				count mone.	
	ess: City:		State:		k word or PC:	[
Contact Info:			State: Phon	All O		

By double clicking on any of the fields in the list, user will see the following screen with the account details.

Account Maintenance (01-01-0001) Tequila Willies	- 🗆 X
Premise Summary Zones Contacts Schedules Comments Map	Equipment Mailing Billing Recurring Video
Account/Grp: 01-01-0001 ACME CI: C+S	Last update: 17/10/05 V
Name: Tequila Willies	All OK word: Watering Hole
Contact: William Fenton / Owner	Account type: Commercial ~
Address: 13452 Osborne Street	Control type: Ademco 5241 V
Cross street: Comer of Osborne St. & Beachy Blvd.	Backup acct:
City: Arleta State: CA	Alt Backup:
Fax: 1 (818) 555-3030 Zip: 91331-	Notify acct:
Phone: 1 (818) 555-1010 1 (818) 555-2020	Zone acct:
Control: 1 (818) 555-1010 1 (818) 555-2020	Time Zone Adjustments
	Daylight Sav'g: No 🗸
	Time zone: (GMT-05:00) Eastern $\checkmark$
Sub Options:	
Prem verify Max OUS in Hrs: 720	Auto-Test - False Options
VF returned Account Sub-Type: N/A V	Auto-Test: 024 Hours ~
Dealer CL first Monitoring Status: Active V	Interval: 1 Year 🗸
O/C report ☑ Sub option: Standard ✓	Threshold: 6 per interval V
Disable desc Report interval: Monthly	
Restore E/R	Begin on: 14/02/11 ~
Closed NOT's Report language: English ~	Reinstate on: V
ORecur URS Web Access: Operator WB1 / ~	Warning Nbr:
Full File Mailing Address Verification OK	Cancel Apply Video Help

In account maintenance users can change:

# Premise:

The Premise tab of an account's database contains information related to the subscriber location and other important subscriber options.

# Account Number:

The account number is comprised of three items: the receiver number, the line number and actual account number programmed into the control communicator. The receiver and line number are defined in the SIMS Receiver Server III program when the receiver(s) are configured. The control panel account number should normally be entered as four digits with leading zeroes if necessary.

# Group:

This entry refers to the group or dealer (alarm company) the account is assigned to. Four characters are provided to designate the company the account is being monitored for. Specific detailed information about the group is entered through the Edit Dealer in the Edit menu. A button is provided adjacent to the field to present a list of available group selections.

## Class (Cl):

The Class field allows entry (up to 3 characters) to specify the class the account is assigned to. The class designation may be used to help differentiate account types (e.g., UL, etc.).

A button is provided adjacent to the field and allows a list to be presented containing selections. Items in the list are entered in Account Classes.

Name is Account name Contact: primary contact person Address: physical address Cross Street: Nearest major intersection City State Zip Fax Phone Number

### Last update:

This is a read only field that shows the date of the last account update and the initials of the operator who made the update/edit.

### All Ok Word:

The All OK Word field allows entry (up to 13 characters) of a password signifying an 'all ok' situation at the premises. For example, if an alarm is received and the subscriber contacts the station wishing to cancel it, they may provide the "All OK Word" to verify authorization. The All OK Word is provided on all exception event screens for operations verification.

#### Account type:

The Account Type field allows entry (up to 13 characters) of a description whether the account is a Commercial, Residential or other type. A button is provided adjacent to the field to present available Account Type List selections. This list is created and maintained in Edit/Table Maintenance/Account Type.

### **Control Type:**

The Control type field allows entry (up to 13 characters) of the type of control the premise is utilizing. A button is provided adjacent to the field to present available Control Unit List selections. This list is created and maintained in Edit/Table Maintenance/Control Unit Type.

# **Backup Account:**

The Backup Account field allows entry (2 digit receiver number, 2 digit line number and up to 6 digit account number) of the Backup Account (if one exists). An example of this type of redundancy is when both a digital communication control and alternate control type such as radio are installed at the same premise in case one is compromised or fails. If a backup system is not utilized leave the field blank.

If you wish to match and confirm that the same event types (e.g. BUR) have been received from both control units you may do so by enabling Backup Verify on the zone page of each account's database. This will cause the program to expect a signal to be received from the alternate account within 60 seconds of receiving an exception event from the primary account. Otherwise, a "BAK" type event will be generated for the non-reporting account.

A button is provided adjacent to the field to present a list of available Account Number selections.

# Alternative Backup (Alt Backup):

The Alternate Backup Account field operates similar to the Backup Account field and provides a second backup account to be linked to the base account.

### **Notify Account:**

The Notify Account field allows entry (2 digit receiver number, 2 digit line number and up to 6 digit account number) of an account with a notification list to be 'linked' to this account.

An example would be a chain store that wishes its headquarters notified even when its local personnel have been called.

An additional advantage is that when a notification link is utilized for accounts that have the same call list, only one account's data need be changed. If a notification account link is not used leave this field blank.

If call list entries are placed in the host account, and in addition a notify account is specified, the order of precedence is the host account's call list first, followed by the notify account's call list.

A button is provided adjacent to the field to present a list of available Account Number selections.

### Zone Account:

The Zone Account field allows entry (2 digit receiver number, 2 digit line number and up to 6 digit account number) of an account with a zone list to be 'linked' to this account.

Many times common control units (e.g., ITI SX-V) transmit a fixed zone or zone condition that never varies and therefore may be maintained in another account that is 'linked' to the host account. An obvious advantage in this capability is that it does not require database entry of common items in each account thus saving time and eliminating errors.

Additionally, when future capabilities are incorporated in the control units only one account need be updated which will have an immediate and global effect upon all accounts that are linked to it. After reviewing many of the formats used, it is not difficult to imagine that complex SIA, Contact ID and Modem II control units and their receiver counterparts can require quite a bit of potential zone descriptions and their resulting correct processing. In this arena a "Zone Account" can play a significant role in eliminating data entry error and data duplication for multiple accounts. In fact, entering a zone account should effectively cover all potential signals from the a control unit allowing you to enter only the specific events you wish to override with explicit information contained in the account itself.

A button is provided adjacent to the field to present a list of available Account Number selections

# Control:

The Control field allows entry (up to 18 digits each) of the primary and secondary phone number the control unit transmits on. If a receiver provides caller ID information to the automation system (e.g., Sur Gard) the program will automatically insert the information into the primary control phone number. If Phone Number Formatting is turned on you do not need to insert parenthesis, hyphens or spaces as the program will automatically format the phone number for you.

# Panel:

The Primary Panel Phone field allows entry of the primary phone number the control unit dials when reporting.

# Time Zone Adjustments:

# Daylight savings:

The Daylight Savings Time field allows an entry to determine the adjustment (if any) to be used for the account.

### Time Zone:

Use this field to enter the account's time zone. For example, if the account's local time is 2 hours before the station's then you should select "GMT-02:00". This allows adjustment to local time when generating subscriber reports and entering temporary schedules.

# Subscriber Options (Sub Options):

### Premise verify (Prem verify):

The Premise Verify field allows you to designate whether the premises phone number will be presented for notification first on all priority action events.

### Verification form returned (VF returned):

The Verification Form Returned field allows entry whether a verification form has been returned to the central station.

### **Dealer CL first:**

This field allows you to designate whether the order of the contacts is modified so that the contacts in the Dealer Accounts appear immediately after the Premise Verify entries.

# **Open/close report (O/C report):**

The Open/Close Report field allows an entry to designate if subscriber open/close reports should be generated for the account.

### Disable history description (Disable desc):

The Disable History Description field allows an entry to designate if writing the subscriber's zone information will be disabled. This is sometimes desired if the description has already been entered at the panel and will be coming through to the software.

## **Restore E/R:**

To designate whether the compacted contact ID signal will be unpacked. This will allow complete signal interpretation.

## Closed NOT's:

The Closed No Tests field allows an entry to designate whether the test counters will only decrement when the account is closed (armed). This may be necessary for accounts that only start test timers when the account is closed.

### Max OUS in Hrs.

Maximum number of hours that the account can be placed out of service.

### Account Sub-Type:

Method of signal reception Audio Video GSM 2way

#### **Monitoring Status:**

The main purpose of this box is to determine if the account is Active (signals are process normally) or Cancelled (all signals autolog). A reason to set an account to Cancelled could it be because the account is not being monitored anymore or because it's monitoring service has been cancelled. Besides the Active and Cancelled status, there are other monitoring statuses that you can select, including one that will allow you to email all signals that come in for the account to the subscriber or dealer.

#### Sub Option:

#### Subscriber options

The subscriber options field provides for entry of a parameter for specialized requirements, this should be left as standard unless otherwise advised by SIMS.

#### **Report interval:**

This field allows entry of an identifier to specify the interval to run reports.

#### **Report language:**

Allows users to select different languages

#### Web Access:

This is designed to work in conjunction with SIMSWeb and/or Ipocket Server. For further information regarding this field please visit wiki.simsware.com.

### Auto-Test-False Options:

#### Auto Test:

The Auto Test field allows entry of an interval amount to expect a signal from the premises. For example, if the system transmits a test every 24 hours select "Daily". A button is provided adjacent to the field to present a list of available Auto-Test Pick List selections.

# Interval:

The Interval (period of false alarms) field allows to define the period of time during which false alarms will be monitored.

The entry may be one of the following: 1 year, 180 days, 120 days, 90 days, 60 days, 30 days.

### Threshold:

The Threshold (number of false alarms) field lets you define number of false alarms allowable during the interval (described above) or a "U" for unlimited false alarms.

### Begin on:

The Begin False Alarm Check field allows entry of the date to begin the false alarm checking on. For example, if a false alarm ordinance became effective on November 1, 2009 and would only take into account false alarms received on or after that date enter "11/01/09".

### Reinstate on:

The Reinstate On field allows entry of the date (if a police response suspension has been issued) that provides the date of police reinstatement of response to the premise.

### Warning number:

The Warning Number field allows entry of a warning message number to present to the operator during exception event processing.

# Account Maintenance:

## Summary Tab:

This tab of the account database contains information related to the recent activity of the account. This information includes: last signals (events) received, last dispatches and last operator comments.

Date         Time         Zone         Msg         Description         Mk           02/08/18         13:31         -         NOT         No Test Signal Received -            02/08/18         13:30         -         LTO         Late to Open -             02/08/18         13:29         -         NOT         No Test Signal Received -             02/08/18         13:27         -         NOT         No Test Signal Received -             02/08/18         13:27         -         NOT         No Test Signal Received -             spatch Summary:	Date         Time         Zone         Msg         Description         Mix           02/08/18         13:31         -         NOT         No Test Signal Received -            02/08/18         13:30         -         LTO         Late to Open -             02/08/18         13:29         -         NOT         No Test Signal Received -             02/08/18         13:27         -         NOT         No Test Signal Received -              02/08/18         13:27         -         NOT         No Test Signal Received -               Dispatch Summary:
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10/16/17       10:34       -       FIR       F       F         02/02/94       12:48       1       FIR       F       F         True/False/Other:       False       Image: True/False/Other:       False         Deterator Comment Summary:       Image: Time       Opr       Comment         Date       Time       Opr       Comment       Comment         02/08/18       09:44       Auto-Dispatch Error Contacting Client       Image: True/False/Other       Image: True/False/Other         02/05/18       12:42       Auto-Dispatch Error Contacting Client       Image: True/False/Other       Image: True/False/Other         02/02/18       16:20       Auto-Dispatch Error Contacting Client       Image: True/False/Other       Image: True/False/Other	10/16/17         10:34         FIR         F         F           02/02/94         12:48         1         FIR         F         F           True/False/Other:         False         F         F
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· · ·	02/05/18 12:42 Auto-Dispatch Error Contacting Client
02/02/18 09:23 Auto-Dispatch Error Contacting Client	02/02/18 16:20 Auto-Dispatch Error Contacting Client
	02/02/18 09:23 Auto-Dispatch Error Contacting Client

### **Event Summary:**

This list contains brief descriptions of the last eight events scrolls down as any new events are received or manually generated (i.e. the oldest event is 'thrown away' as a new event is received). This should not be misconstrued to mean that the SIMS III can only maintain 8 events for each account,

all events are written to the subscriber history file however, only the last 8 may be 'windowed' in an exception event display using this function.

# **Dispatch Summary:**

This list let you view a summary of the last twelve (potentially) dispatched events while in an exception event.

## Event Data:

Specifies the date

# Event time:

Specifies the time

**Zone:** Account Zone Selection

Msg: Event Type Selection

# True/False/Other:

TFO Allows operators to identify with dispatches were either a true or false alarm or other/unknown alarm.

This field will allow you to label every one of the events from the dispatch summary as **T**rue, **F**alse or **O**ther. This way you can keep track of false alarms

# Dispatch Type:

P/F Specifies the types of measurements were taken to resolve the situation. For example: Call the fire or police department

# **Operator Comments Summary:**

This list will show last three groups of operator comments while in an exception event.

# Zones Tab:

The Zone Tab of the Account Database allows you to list all the zones for the account.

Besides assigning an event type and a description to each zone, you can also define several parameters that affect the way SIMSIII processes each signal.

For instance, you can have SIMSIII to convert a given signal into another depending of the time the signal was received.

Remember that you don't have to enter every zone in each account's zone list.

The Zone Account field from the Premise Tab allows you to link the zone list of the account with a generic list of zones.

Account Main	tenance (01-01-0001) Tequila	a Willies
Premise Summa	ry Zones Contacts Sched	ules Comments Equipment Mailing Billing Recurring
Zone	Type Description	Restore Cancel Add
1	FIR Smoke Detector	11 Delete
4	BUR Front Door Entry	14 9 =
5	BUR Back Door Entry	15 9 Insert
3	BUR Forced Safe Opening	13 9
2	DUR Duress/Hold-Up Buttor	
6	BUR Rear Loading Area Do	
7	BUR PIR Detector in Dining	Room 17 9
۲.		• • • • • • • • • • • • • • • • • • •
Zone	Type Description	Wam No
1	FIR Smoke Detector	
Restore/Cance	l/Trouble Variables:	Options:
Restore zone	: 11 Div: 00060	Sub control: Opn typ:
Restore all	Restore Exc:	Email acct: N/A    Email dlr: N/A
Cancel Zone	: Dły:	Email Zone:
Cancel mins	Entry/Exit Dly:	Auto-Test/Typ: N/A
Trouble Zone	:	Event Type Conversion:
Dbl Knock	No 🔻	M . T . W . T . F . S . S .
Force exc	: 📝 Backup verify: 🔲	Begin:
Premise verify	: Enable SMS:	Until: Typ:
, Full File Mai	ing Address Verification	N OK Cancel Apply Help

# Zone list:

This is the actual content of the account's zone list. By right clicking anywhere on this list you will gain access to series of options such Exporting to Excel. These functions are common to virtually every list

inside SIMSIII. Use the Insert and Delete buttons to add and delete entries to the list. Drag and drop can also be used in this list. This list of items can be sorted and exported in different ways.

# Zone:

The Zone field allows entry (up to 7 characters) of the code/zone transmitted from the control unit. Normally only 1, 2 or 3 digits are transmitted by the control unit, however, to support SIA and some other formats additional characters may be required to define the event such as "HU12" to identify a "Hold-Up zone 12". Using the zone condition identifiers in the conversion allows some signals such as a restore to be converted to a completely different meaning such as a panic alarm. Using the Wildcard '?' for Zone Entry Using a question mark "?" when entering the zone is allowed which will cause a match if any character is encountered at that location.

For example, a "B?" may be entered for an opening with any user number (i.e., Opening User 1 through Opening User F).

If you wish to override a wildcard entry you must place the entry before (i.e. nearer the top of the display) the zone you wish to override.

# Type:

The event message type allows entry (up to 3 characters) of the "Zone" previously entered and provides a brief description (or mnemonic) of the event. This is used to prioritize the event if it's an exception, or to auto-log it if not. For example, if a "HU12" has been defined as the Zone and it is a Hold-Up alarm you may define the event as a "HUA" (or Hold-Up Alarm). A button is provided adjacent to the field to present a list of available selections.

# **Description:**

The Zone Description field allows entry (up to 44 characters) of text describing the zone. If the event type has been defined as an exception event, operations personnel will be presented with this text during the processing of the exception event.

## **Restore/Cancel/Trouble/Variables:**

### **Restore zone:**

The Restore Zone field allows entry (up to 7 characters) and definition of the restore for the corresponding "Zone" described previously. If the restore is received it will not remove the corresponding Zone from active alarm processing (pending in Traffic/Menu) but will return the zone to a normal (restored) state. Note that you may also wish to review Restore Delay In Minutes and Restore All as they provide additional customization procedures.

# Restore zone delay (Dly):

The Restore Delay in Minutes field allows entry (from 0000 - 9999) of a delay period in minutes to await a restore (defined in the RST field) before creating a "URS" event. Some zones require a mandatory zone restore within a specified time period. By entering a time in this field, you can define the period that the program will expect a restore to be received within. Then, if no restore is received within this time the program will automatically create a "URS" event for handling. For example:

Time	Period
0060	1 Hour
0120	2 Hour
0240	4 Hour
0480	8 Hour

# **Restore all:**

The Restore All Signals field allows an entry to define whether this Zone allows a 'global' restore of all unrestored events. For example, if one or more unrestored signals are pending and this zone is received, it will then cause all previously unrestored signals to be restored

# **Restore is Exception (Restore exc.):**

The Restore Is Exception field allows an entry to define whether a restore will create an exception event. Generally, restores are auto-logged however; this selection allows you to override this on a per-zone basis by enabling this feature.

### **Cancel zone:**

The Cancel field allows entry (up to 7 characters) of a code/zone that may be utilized to cancel a previously transmitted alarm. The time period to await the cancel signal is defined in Alarm & Cancel Delay. As a signal (e.g., zone 5) is received an event type will be generated (normally auto-logged) and will be held for the time period specified waiting for a cancel. If the time period expires without receiving the zone 9 an event will be generated. Otherwise, if the cancel is received within the time period a "SAB" (Subscriber Abort - normally auto-logged) will be generated.

Thus, if a cancel is received within the entered alarm and cancel delay period the event is removed from active processing, else after the time expires the event is presented to operations personnel for event processing.

Do not enter the same zone in the 'Cancel' field as the one entered in the 'Zone' field. Additionally, the same cancel code can be used for multiple zones.

### Alarm and cancel zone delay (Dly):

The Alarm and Cancel Delay field allows entry (up to 3 digits 000 - 999) of a delay period to await an Abort or Cancel (defined in the Cancel field) or an Opening before presenting the event for operator processing. If the cancel, abort or opening is not received within this timeout period, the event will be generated. On the other hand if the cancel is received within this timeout period, a "SAB" (Subscriber Abort) will be software converted.

### Alarm and cancel in minutes (Cancel mins):

The A&C Delay in Minutes field allows an entry to define if the delay period entered in Alarm & Cancel Delay will be an interval in minutes as opposed to seconds.

## Entry/exit delay:

The Entry/Exit Seconds Delay field allows entry (up to 3 digits 000-999) of a delay period in seconds that is only applicable during scheduled opening and closing periods. This allows alarms and restores to be matched during the opening/closing process. As alarms, restores and the open/close signal are received they are held for the duration of the delay period.

After expiration of the delay time any unrestored events are presented as "BOE" (Break on Entry/Break on Exit) events.

### Trouble zone:

Not currently implemented.

#### Double knock:

The Double Knock Suppression specifies whether the system will automatically log a single signal for this zone. Subsequent trips occurring within a specified period will cause an exception event to be generated. Typically zones using passive infrared and ultrasonic sensors are candidates for the Double Knock feature. Double knock can also be used for situations requiring two separate signals to trigger an exception event. When the double knock signal is received an event type of '?+?' when the signal is auto-logged.

The Double Knock is enabled globally by Double Knock Suppression. The system-wide time period in minutes is defined in Double Knock Suppression Interval.

### Force Exception (Force exc):

The Force Exception field allows an entry to define whether the event, even if the event type is normally auto-logged (e.g. BYP - Bypass/Shunt), to create an exception event on the traffic for operator attention.

#### Premise verify:

The Premise Verify field allows an entry to designate whether the premises will be presented for notification first on all priority action events for the specified zone.

The zone premises verify flag can be overridden by the Premise Verify entry on the premise page of account maintenance.

### **Backup verify:**

The Backup Account Verify field allows an entry to designate whether a signal of the same type (e.g. BUR) should be expected from the backup account defined on page one of account maintenance. If a 'Y' is entered the system will expect a signal to be received from the Backup Account within 60 seconds (of receiving the event) from the other account. If no secondary signal is received, a "BAK" event will be generated for the non-reporting account.

This helps determine if the backup system has been compromised or is malfunctioning.

#### **Options:**

# Open type:

The Opening Type field allows entry (an 'O', 'R', or 'S', or non-entry) to override the schedule's open type on a per zone basis. See Open Type detailed explanations of opening types.

## **Restricting User Openings:**

Occasionally, you may need to restrict some users or provide others with full premise access (e.g., the owner) at any time. For example, one of the open/close users (user "1") has unrestricted access for entry to the premises without generating an opening violation, however, all other users must obey the scheduled opening time entry (i.e., other users entering the premises after hours that will generate an "EOP - Early Open").

# Warning number (Warn No.):

This field allows a three-digit number to be entered. This warning number screen can use as an instruction field that pertains either to only this zone or group of zones (i.e. Two Way Audio, TVX Video, etc.). During exception event processing this information will be presented to operations personnel. Modifying these displays is covered in Warning Messages.

A button is provided adjacent to the field to present a list of selections

# Sub control:

The Sub Control Account No. field allows entry (2 digit receiver number, 2 digit line number and up to 6 digit account number) of an alternate account number to assign to zone to, if you wish. This allows different premise information to be presented to operations personnel in addition to area opening/closing schedules. There is no theoretical limit to the redirection; however, a valid account number must be entered for this redirection to another account to be properly processed. Additionally, the appropriate zone information must be entered in the re-directed sub-control account else an "INV" (Invalid Signal) will be applied to the sub-control account or a "NRE" (No Record Exists) if the defined sub-control account is not entered in the database.

A button is provided adjacent to the field to present a list of selections.

# Email account (Email acct):

This field allows you to setup a per zone email notification to the account (if using SIMSIII with ComServer). The options available for this field are: No (no email notification), Primary (email notification to the account's Primary email address), Alternate (email notification to the account's Alternate email address) and Both (email notification to both, account's Primary email address and account's Alternate email address). In addition there is a list of options to send text via push notification if you are subscribed to a messaging service and have configured it.

### Email dealer (Email dlr):

This field allows you to setup a per zone email notification to the dealer (if using SIMSIII with ComServer). The options available for this field are: No (no email notification), Primary (email notification to the dealer's Primary dealer address), Alternate (email notification to the dealer's Alternate dealer address) and Both (email notification to both, dealer's Primary email address and dealer's Alternate email address). In addition there is a list of options to send text via push notification if you are subscribed to a messaging service and have configured it.

### **Event Type Conversion:**

The default field allows entry of an existing Mnemonic to be used for this zone when the day of week and time/date criteria has been satisfied.

nise Summary	Zones	Contacts	Schedules	Commer	ts Equi	pment	Mailing Billing	Recu	ming
							<b>a</b>		
Passcard	Name			Phone		User	Comment	Msg	M:
	Arleta F	-		Global			Arleta, CA	?UR	A٤
	Arleta F	-		Global			Arleta, CA	FIR	a, ≡
TW0001	William	Fenton				0000		FIR	4
	Wille Fe			1 (818) 55			Beach Home	FIR	?ા
TW0003	Tom Je	-		1 /010\ EF		0002	Home Phone	FIR	?l
	Tom Jo				5-3434		Home Phone	LTO	NC
	Paul L	Copy & I	nsert		5-2323		Home Phone	LTO	NC_
TW0002	Paul L	Cut			5-2222	0001	Home Phone	FIR	2I ▼
Passcard	Name	Paste			Phone		User#:		
TW0003	Tom J	Dial Selec	tion		1 (818) 5	55-3434	0002	A	dd
Event Types:	FIR	Dial Selec	uon		ТА			De	lete
	1	Export		•	Exe	cel - CSV	/		
Access:	Author		uis • j	Digital	Ot	her - Tvt	Doc	Ins	sert
Comment:	Home	Home Phone Other - Txt, Doc							
Enable SMS:					e SMS: 🔳				
Email Addr(s):							v	Nm#	
Endir Addr(s).							0		
Date Parameters		т 💌 ғ 🔍	S 🔽 S 🛛	Pum	e: 🔳		E	inglish	•
					_	Conta	ict Language: 🕒	ngilan	
Begin:	-	at:_	_	Variables	s: 📃	1	Web Access:	lo Acces	s 🔹
Until:	-	at :	Globy	al Cde 7:				I/A	•
Critic.				arcue 7.		Enh C	all Verify List: 🕛		,

### **Contact List:**

This is the actual content the account's contact list. By right clicking anywhere on this list you will gain access to series of options like Exporting to Excel and Find/Replace. These functions are common to virtually every list inside SIMSIII. Drag and drop can also be used in this list and if a modem has been configured you can also dial directly from this screen. Use the Insert and Delete buttons to add and delete entries to the list.

### Passcard:

The Passcard field allows entry (up to 10 characters) of an identifier for each person with access of the premises or on the contact list. A passcard entry is not required (although strongly suggested) and is used to verify that a person is who they state they are.

You should generally limit the passcard entry to a single word, number string or mixture to help avoid entry errors by operators on verification checks. For example, "secret" is less prone to an entry error than "top secret" or "topsecret".

## Name:

The Name field allows entry (up to 21 characters) of a passcard holder and/or contact name. A button is provided adjacent to the field to present available Global Phone List selections. If the contact has been fetched from the global phone list, the phrase "Global" will be immediately placed in the Phone field. This allows a change to be made in the table entry (e.g. phone number) that will have an immediate effect on accounts & not require re-entry of data.

### Phone:

The Phone field allows entry (up to 18 characters) of the contact's phone number. Additionally, if the Name was selected from the Global Phone List the phrase "Global" will be automatically entered in the Phone field. This allows a change to be made in the table entry (e.g. phone number) that will have an immediate effect on accounts & not require re-entry of data.

If Phone Number Formatting is turned on you do not need to insert parenthesis, hyphens or spaces as the program will automatically format the phone number for you.

# **Event Types:**

Field allows of up to 5 event types that the contact is presented for. For example, if a code "12" has been assigned an event type of HUA (Hold-Up Alarm) and a "HUA" has been entered as a type to be notified on for this contact name, then the name will be provided to personnel during an alarm. A button is provided adjacent to the field to present available Event Priority Level List selections.

The wild card character "?" may be used when defining types of events to notify on (e.g., ?UR matches BUR (BURglary) and DUR (DURess) type events.

### Access:

The Access Level field allows entry of the level of premise access by the passcard holder. For example, some individuals may not have access to enter the premises after hours. The Access Level is utilized to flag special conditions in regards to subscriber personnel.

### **Digital Paper:**

Enable Digital Pager if the Phone and Comment fields are to be used with an alphanumeric digital pager

### Alpha Pager:

Enable Alpha Pager if the Phone and Comment fields are to be used with an alphanumeric pager.

### **User Numbers:**

The User Number field allows entry (3 digits, 000-999) of the user number, if the control unit can transmit them. Entry of this information is mandatory if you wish to provide the person's name to the subscriber on the Opening/Closing Reports.

Some ITI control unit user numbers are "0" – "9" and "A" – "Z". In the case of alphabetical user numbers (e.g., "B") you must enter the decimal equivalent in order to include the name on reports. For example, "A" is "010", "B" is "011" through "Z" which is "035".

Additionally, in the case of the ITI user numbers, you should enter "5" in Subscriber Options. To include user names on reports you must enable Include User Names on Reports.

If the control unit only transmits 1 or 2 digit user numbers place leading zeroes before the actual number (e.g. user 2 would be 002).

### Comment:

The Comment allows entry (up to 10 characters) of a brief note about the contact name. For example, a note about an extension number or that the contact is a neighbor. In order to use Digital Paging insert the phrase 'Pager' in this field. This will modify the dialing display and provide the return number entered in the Digital Pager Message.

# Exc Msg:

The Exclusionary Mnemonic check box, if checked, will transform the 5<sup>th</sup> mnemonic on the contact to act as an exclusionary. Place "TRB" in the 5<sup>th</sup> mnemonic and with the box checked that contact will not come up for call lists where a "TRB" mnemonic has been received.

# Enable SMS:

Enable SMS for auto dispatch.

# Email Addr(s):

Field for additional email addresses

### **Date Parameters:**

Days of the week

There is a checkbox for each day of the week. Use these fields to specify the days of the week during which the contact person should be notified.

### Purge:

The Purge field allows removal of the entry after expiration of the date. For example, enabling the purge for an entry will completely remove the contact's entry after the From - To date has expired. Alternatively, non-entry will leave the information available (and applicable) for the next year.

### Global Cde 7:

### **Global Codes:**

The Global Code field allows entry (1 character each for 7 entries) to designate the type of holiday scheduling (if any) the account observes.

### Begin and until dates:

The Date From - To fields allows entry (or non-entry for all dates) of the dates (inclusive) the person is available for contact. For example, the owner vacations from January 1 - February 1, yet would like to be notified of any "HUA" (Hold-Up Alarm) events. Assuming a HUA has been entered as a type to be notified on, and a "HUA" event is received from Jan 1 - Feb 1 (inclusive) the name will be provided for contact.

A button is provided adjacent to the field to present a list of common selections.

### **Begin and until times:**

The Time Until - To fields allow entry (HH:MM) of the time the person is available (on previously entered days of the week) for contact. For example, assume a time available entry of 08:00 - 17:00 (Monday - Friday) has been entered. A "HUA" event has also been designated as a type the contact is notified on.

At 13:00 on Wednesday a "HUA" (Hold-Up Alarm) is received. This satisfies all criteria and the name is presented for notification. Conversely, if the event occurred Sunday, the contact name would not be provided.

A button is provided adjacent to the field to present a list of common selections.

## Contact Language:

This will display on the dial screen so the operator will know in which language to speak to the contact person.

## Web Access:

This option works with SIMS Pocket and SIMSWeb. This allows the individual contact person to log into the respective programs using their passcard to access account information. Further information can be found on wiki.simsware.com.

Customers login with their account number (fully formatted like 01-01-0001) and a valid passcard on the account as their password. Customers can only login if their account is setup properly and the WBx users are configured. See technote# 060206 on our website for more information about setting up customer logins.

Example Customer Login: User: 01-01-0001 Passcard: TW0001 (i.e. from Contact)

### Enhanced call verification:

Use this field as mean of determining if an alarm is legitimate or not by calling key holders before dispatching. This field determines if that contact is used for ECV or not.

## Schedule Tab:

This is the place of the SIMSIII account database where you enter the schedule and other parameters related to the processing of open/close signals.

Account Maintenance (04-02-3456) Test Account						
Premise Summary Zones Contacts Schedules Comments Equipment Mailing	Billing Recurring					
Day         Open         Close         Open Type         OExc         LTO         CEly         CExc         LTC           M-T         09:00         17:00         S.Mult Openings         N         Y         N         N         Y           W-F         09:00         17:00         S.Mult Openings         N         Y         N         N         Y           S-S         09:00         17:00         S.Mult Openings         N         Y         N         N         Y	Add Insert Delete					
Schedule Example: None Selected	Condense Expand					
Mon Tue Wed Thu Fri       Open       Close       Open       Open       Clo       Exc       LTO       Exc <td< td=""></td<>						
Early/Late opn: 30 30 Early/Late clo: 10 60						
Global Codes: G L O B A L S Show Matches						
Full File         Mailing         Address         Verification         OK         Cancel         Apply	Help					

This dialog box can be resized.

## Schedule list:

This is the actual content the account's schedule list. By right clicking anywhere on this list you will gain access to series of options like Exporting to Excel and Find/Replace. These functions are common to virtually every list inside SIMSIII. Use the Insert and Delete buttons to add and delete entries to the list.

Account Maintenance (04-02-3456) Test Account	
Premise Summary Zones Contacts Schedules Comments Equipment Mailing Billing	Recurring
Day Open Close Open Type OExc LTO CEly CExc LTC	Add
M-T 09:00 17:00 S.Mult Openings N Y N N Y	Add
W-F 09:00 17:00 S. 11:0 N N Y	Insert
S-S 09:00 17:00 S. Copy N N Y	Delete
Copy & Insert	
Cut	
Paste	Condense
Export   Excel - CSV	
Other - Txt, Doc	Expand
Schedule Example: None Selected	
Mon Tue Wed Thu Fri Open Close Open Type Opn Clo Clo Exc LTO Ely Exc LTC	
□ □ ▼ ▼ ▼ 09:00 17:00 S.Mult Openings ▼ □ ▼ □ ▼	Variables:
Sat Sun Temp Schedules:	
Temp Del	
Schedule Tolerance: Begin Until Open	Close
Early/Late opn: 30 30	
Early/Late clo: 10 60	
Global Codes:	
G L O B A L S Show Matches	
Full File         Mailing         Address         Verification         OK         Cancel         Apply	Help

# This list of items can be sorted and exported in different ways

# Day:

Use this field to select the days of the week during which the schedule is going to be effective

## Open:

The Open field allow entry (hh:mm) of the time (if any) the premise is expected to open.

# Close:

The Close Time field allow entry (hh:mm) of the time (if any) the premise is expected to close on the specified day.

# Open type:

Section 1

The Opening Type field allows you to define the opening type for the schedule. Here the pre-defined options:

Open type *Description* One Open p/day

Allows 1 opening per schedule entry if during the normal opening time plus or minus the early open or late open tolerances. Openings occurring outside of this window will generate two types of signals based on the time received and schedules entered (if any):

Early opening (EOP) if occurring outside the open and close schedule(s) inclusive of the early open, late open and early close and late close tolerances. For example, an opening at 07:29 yet the schedule is open at 08:00 and close at 17:00 with 30 minute early open, late open, early close and late close tolerances. Additionally, an early opening will be created on subsequent openings after the first opening. Late Opening (LOP) if occurring after the open time and late opening tolerance yet before the scheduled closing time including the late close tolerance. For example, an opening at 08:31 yet the schedule is open at 08:00 and close at 17:00 with 30 minute early open, late open, early close and late close tolerances. Repeat Open

Allows all openings (ignores schedules, if any) to be auto-logged. This opening type is generally used for systems that transmit open and closes yet schedule supervision is not required or desired.

# Subsequent Open

Subsequent Opening allows any number of openings that occur within the schedules (including open and close tolerances) to be auto-logged. Openings occurring outside the schedule (including the tolerances) create an EOP - Early Opening.

# Hours Grace Open

This type of opening is to only check that the subscriber has closed by a certain time where x.x. is the number of hours SIMSIII will wait for a close signal before generating a late to close (LTC) For instance, if the option selected is "3.0 drs repeat", then SIMSIII will wait for

# **Open is exception Opn Exc:**

The Open Is Exception field allows an entry to force an opening to be treated as an exception. If enabled, note this will force the opening to be treated as an exception even if occurring within the normal opening time and tolerance. This may be used to verify a premise opening by passcard holder if the subscriber desires this capability.

# Generate Late to Open (LTO):

The Generate Late-To-Open (LTO) field allows an entry to cause the software to generate a Late-To-Open if the account has not opened by the entered opening time plus the Late Open tolerance. For example, an opening of 08:00 has been entered and a late opening tolerance of 30 minutes. If Generate Late to Open is enabled and no opening occurs before 08:30 then a Late-to-Open will be generated by the software.

# Close early (Clo Ely):

The Allow Early Close field allows an entry to allow the premise to close before their entered closing time minus their Early Close Tolerance. Additionally, the Close Is Exception parameter can override the early close grace period on a per schedule basis and force the closing to create an exception event even if occurring within the normal closing time.

### Close is exception (Clo Exc):

The Close Is Exception field allows an entry to force a closing to be treated as an exception. If enabled, note that this will force the closing to be treated as an exception even if occurring within the normal closing time and tolerance.

#### Generate Late to Close (LTC):

The LTC field allows an entry to cause the software to generate a Late-To-Close if the account has not closed by the entered closing time plus the Late Close Tolerance. For example, a closing of 03:00 has been entered and a late closing tolerance of 30 minutes. If the Generate Late To Close is enabled and no closing occurs before 03:30 then a Late-to-Close will be generated by the software.

#### Schedule Tolerances:

#### Early open:

The Early Open Tolerance field allows an entry (2 digits 00 - 99 minutes) to allow the premise a 'grace' period before the entered opening time.

#### Early close:

The Early Close Tolerance field allows an entry (2 digits 00 - 99 minutes) to allow the premise a grace period before the entered closing time.

Early Close overrides an early close tolerance and allows the account to close anytime on a per schedule basis. Additionally, the Close Is Exception can override the early close tolerance on a per schedule basis and force the closing to create an exception event even if occurring within the normal closing time.

#### Late close:

The Late Close Tolerance field allows an entry (2 digits 00 - 99 minutes) to allow the premise a grace period after the entered closing time. For example, assuming no closing has been received as of the entered closing time plus the late close tolerance (and Generate Late To Close is enabled) the software will create a Late-To-Close event.

### **Temporary Schedules:**

This section of the Schedule Tab will show you any temporary schedule entered for the account. This list contains the following information:

The temporary schedule Begin Date column provides the date the temporary schedule will begin to take effect.

The temporary schedule Until Date column provides the date the temporary schedule will be in effect until.

The temporary schedule Open Time column provides the time the account is expected to open. The temporary schedule Close Time column provides the time the account is expected to close. Note that you cannot add a temporary schedule from this dialog box. Adding temporary schedule entries is accomplished through an exception event (see more details about this here. You can also do a Search Account(F2) and then press F3 to enter a temp schedule. However, you can delete an entry from the temporary schedule list from here. To do so, just select the temporary schedule to delete and then click on the Temp Del button.

## **Global codes:**

The Global Code fields allow entry of 7 characters to designate the type of holiday scheduling (if any) the account observes. Note that these fields are specifically designed for matching and overriding any regular schedules during specified periods (e.g. holiday). When entering a Global Schedule, entry of matching Global Codes will allow the software to override normal schedules for the duration of the Global Schedule entry (e.g. account closed Christmas/New Year's Day).

# **Show Matches:**

This screen will list any global schedules that match the Global Codes entered.

#### Comment Tab:

During the process of completing an event the operator needs to have access to relevant information about the account. Part of that information is consigned in the form of Permanent and Temporary (only valid for a period of time) Comments.

This is the place in SIMSIII where you can edit and setup those comments.

Account Maintenance (04-02-3456) Test Account							
Premise Summary Zones Contacts Schedules Comments Equipment Mailing Billing Recurring							
Bnet/Temporary Comments:							
Beain Until							
02/08/18 V 02/14/18 V Place a mm/dd Start - Until date for Brief Comment Entry.							
This example presents a Temporary Comment of is no entry of Start - Until dates.	entry throughout the year because there						
Permanent Comments:	Data Update Info:						
Notes on this account: This is an example of a fairly standard system	Date entered: 11/27/17 -						
reporting alarms on zones 1-8 while corresponding restorals for the zones are transmitted as codes 11-18. Individual time constraints to	Last service: 02/04/18 -						
expect the restoral event may be entered, and if not received, generate an unrestored event for operator action (critical when the unrestored	Latest event:						
event is almost as important as the originating event). In addition, time							
delays for Entry/Exit's and Alarm and Cancels are also a variable per zone.	Activity Began:						
	Miscellaneous:						
	Cont renewal:						
	VF Returned:						
	Site ID:						
Special Codes:							
S P E C I A L	Amer 2-way:						
	Map pg/grid: 38 / h4						
	Key pad no: 12345						
Full File Mailing Address Verification OK Car	ncel Apply Help						

This dialog box can be resized

**Brief/Temporary Comments:** 

# Brief Comments Begin Date (Begin):

This field allows entry of a beginning month and day (if any) for Brief Comments. If the Begin and until dates are left blank, the temporary comment will work as a **permanent comment**.

## Brief Comments until Date (Until):

This field allows entry of an until month and day (if any) for Brief Comments.

If the Begin and until dates are left blank, the temporary comment will work as a permanent comment. Brief Comments

The Brief Comments field allows entry (1 line up to 58 characters) of info about the account.

You must do a regeneration to remove any expired temporary comments before December 15 of the current year.

### **Permanent Comments:**

The Permanent Comments field allows entry (11 lines, up to 48 characters each) of general information about the account. This information will be presented to operators in the Action Priority Mask.

# Data Update Info:

# Date entered:

The date that the account was first created is inserted automatically by the program in this field.

### Last service:

This field contains the date that the last service work order was generated and is automatically updated by the program.

### Latest event:

This field contains the date that the last event was received and is automatically updated by the program.

### Activity began:

This field contains the date that the first event was received on and is inserted automatically by the program.

### Miscellaneous:

### **Contract Renewal (Cont renewal):**

The Contract renewal field allows entry of the date the monitoring contract is to be renewed.

### VF Returned:

The VF Returned field allows entry of the date the verification form was returned by the subscriber.

# Site ID:

The Site ID allows entry of a character that can be used to identify an account belonging to specific sites. An example would be several central stations sharing the same database, but responsible only for specific accounts.

## American Two-way Armer 2-way:

The American Two-Way 'Header Character' field allows entry of a three character command and control string to be sent to the American Two-way Control Box. This unit is used for two-way voice communications. This character must be a tilde '~' or a caret '^'.

Additionally a second field is provided for the American Two-Way control String is the second and third characters of the control string to be sent to the American Two-way Control Unit. These characters are defined by the manufacturer.

# Map pg/grid:

The Map Page/Grid field allows entry (up to 9 characters) of a page and/or grid entry of the premise location.

# Key pad no:

The Key Pad Number field allows entry (up to 9 characters) of the keypad number if you maintain a set of keys to their premise.

### **Special Codes:**

The Special Code field allows entry of user defined characters for your own customization. Any or all of the 14 special code fields are available for use. Accounts may later be sorted, reports generated, etc. based on these entries for common characteristics.

### Map tab:

### Map:

This tab will access Google Maps to show the location of the premises address in a map.

# Equipment tab:

Acco	ount Maintenanc	e (01-01-0001) Tequila Willie	s –	- 🗆	$\times$		
ones	Contacts Sched	ules Comments Map E	quipment Mailing Billing Recurring	Video	• •		
Qty 001 001 001 001 003 016 001	Part No. 4140 XMP Adm 2020 Adm 3030 Adm 3030 Adm 0045 Adm 0039 Adm 1076	Description Control Panel Infrared Motion Detector Smoke/Heat Detector Smoke/Heat Detector 1/4" Recessed Mag Contacts Surface Mag Contacts Alpha Numeric Keypad	Location Basement Storeroom Dining Room Kitchen - Far right Kitchen - Far left Front Entrance Doors Rear Delivery Doors Hostess Station	Add Delete Insert			
001	Adm 1076 Adm 0039	Alpha Numeric Keypad Surface Mag Contacts	Rear Employee Entrance Rear Employee Entrance				
Qty	Part No.	Description VExpirations: Misc	Location				
	Installed: Part exp: Labor exp:		Installer: Zone: R:				
Sort	Sort Codes:         Code 1:         Code 2:         Code 3:         Code 4:         Code 5:						
Full File	Mailing A	ddress Verification	OK Cancel Apply		Help		

# Qty

Quantity (3 characters using leading zeroes if necessary) of parts installed.

# Part No.

Part Number (up to 10 characters) of part installed.

# Description

Brief description (up to 28 characters) of part installed.

## Location

Brief description (up to 28 characters) of parts location in the building.

### Ins Date

Identifies installation date (mm/dd/yy).

# Part Exp

Identifies the manufacturers' warranty expiration date (mm/dd/yy).

# Labr Exp

Identifies the installing companies labor expiration date (mm/dd/yy).

### Installer

Identifies either name or disclosing code of the installing companies installer (up to 12 characters).

### Zone

These fields are used as general sorting codes used in identifying criteria about the equipment/labor line item (up to 7 characters).

# R

This field is used for general sorting codes that are 1 character in length.

### Sorting Codes

These fields are used for general sorting codes. There are 5 fields that are 3 characters in length.

# Mailing Tab:

# Mailing:

Account Maintenance (01-01-0001) Tequila Willies — 🛛 🗙							
Premise Summary Zones Contacts Schedules Comments	Map Equipment	Mailing Billing Re + +					
Mailing:	Miscellaneous:						
Name: Tequila Willies	Miscellaneous. Basic	\$120.00					
Attn: William Fenton / Owner	Back-up	\$85.00					
Address: PO Box 187	IP	\$85.00					
	DVAC	\$12.00					
Phone: 1 (818) 555-1010 91331-	Extra Charges	\$12.00					
Fax/Upl: 1 (818) 555-3030 1 (818) 555-4040	Video	\$6.00					
Scheduled Service:	ULC	\$8.50					
Service Area: 0001 Next Service:	Dealer Portion	\$2.00					
Service Intrv: 180 days ~ Service Begin: ~	Misc	\$12.00					
Report Routing:	Total Connect	\$0.00					
Pri E-Mail Addr: sales@simsware.com	Admin Charge	\$5.00					
Alt E-Mail Addr:	Reports	\$5.00					
Dat/His Route: Mail Account (H V Fax Account (H· V	Permit number:	12345-6789012					
Dat/His Route: Mail Account (H · · Fax Account (H· · ·	Permit Expiration:						
Additional Options: Event Follow-Up Disable Auto-Dispatch	Billing Freq:	1					
Force Dialing Contact UL Response Mins 0	Alr/Rst Rounds:	0 🜩 0 🜩					
	Open Access:	ARLETAFD					
Full File Mailing Address Verification OK	Cancel Apply	Help					

This is the section of the account's database that lets you enter information related to mailing and billing

# Name:

The Name field allows entry (up to 37 characters) of the addressee to receive mailed reports. To copy the entry from the premise Name field, leave this entry blank and either strike the tab or enter key through the field.

# Attention (Attn):

The Attention field allows entry (up to 37 characters) of a name for reports to be directed to. To copy the entry from the premise Contact field, leave this entry blank and either strike the tab or enter key through the field.

# Address:

The Address field allows entry (up to 37 characters) of the street mailing address. To copy the entry from the premise Address field, leave this entry blank and either strike the tab or enter key through the field.

# City:

The City field allows entry (up to 25 characters) of the city to mail reports to.

# State:

This field allows entry (up to three characters) of the state to mail the report to.

# Zip:

The Zip code field allows entry (up to 10 digits) of the mailing address zip code. To copy the entry from the premise Zip field, leave this entry blank and either strike the tab or enter key through the field. A separate zip code database is maintained containing regional information specific to the zip code such as city, state, time zone and other information. After entry of a zip code this database is searched for a matching zip code entry. Depending on the results one of the following will occur:

If the zip code is not found a dialog box will be presented allowing entry of the regional information. When entry is complete click Ok to add the information to the database, or click Cancel to not add the information.

If only one entry for the zip code exists in the zip code database it's regional information will be used. If more than one entry for the zip code exists a dialog will be presented to select your choice. Highlight the desired entry and click Ok, or click Cancel to not accept any of the selections.

### Phone:

The Phone field allows entry (up to 18 characters) of the phone number at the mailing address location. To copy the entry from the premise Phone (Primary) field, leave this entry blank and either strike the tab or enter key through the field. If Enable Phone Number Formatting is turned on you do not need to insert parenthesis, hyphens or spaces as the program will automatically format the phone number for you.

### Fax/Upl:

The Fax field allows entry (up to 18 characters) of a phone number a facsimile device is attached to at the mailing address. If Phone Number Formatting is turned on you do not need to insert parenthesis, hyphens or spaces as the program will automatically format the phone number for you.

The Upload field allows entry (up to 18 characters each) of a phone number to use in conjunction with a modem at the mailing address. Transferring information through an upload link requires modems at the

transmitting and receiving sites. In addition, a printer at the receiving site may be used to print reports as part of the Upload process. If Phone Number Formatting is turned on you do not need to insert parenthesis, hyphens or spaces as the program will automatically format the phone number for you.

#### **Scheduled Service:**

#### Scheduled Service Area:

The Service Area field allows entry (up to 4 characters) service or technician code.

#### Next Scheduled Service:

This field will show the date for the next schedule service. SIMS III calculates this date based on the Interval and the Begin date.

#### **Scheduled Service Interval:**

The Interval field allows entry (from 001 to 999) of the number of days between scheduled service calls. For example, an entry of 180 will call scheduled service to be performed approximately every 6 months. You will notice after entering the interval value and the start date, the next service call area will be filled in. In addition this information is provided in the Status of Account report. See Scheduled Service Overview for information on posting these work orders.

#### Scheduled Service Begin:

The Begin Date field allows entry of a date to begin scheduled service on. For example, if the interval is every 180 days and the begin date is January 1, 2009 the first scheduled service will be approximately July 1, 2009.

#### **Report Routing:**

**Pri E-Mail Addr:** Field for Primary E-Mail Address

### Alt Email Addr:

Field for Alternative E-mail Address

#### **Data Routing:**

This field allows selection of the report routing for database related reports. The database report routing selection allows operations personnel to sort on the desired method of database report routing for this customer.

#### **History Route:**

This field allows selection of the report routing for history related reports. The history report routing selection allows operations personnel to sort on the desired method of historical report routing for this customer.

### Miscellaneous:

#### **Monitoring Fee:**

This field allows entry of the monthly fee for basic monitoring.

**Police Charge:** This field allows entry of the yearly or monthly fee for permit or registration.

## **Guard charge:**

This field allows entry of the yearly or monthly fee for response service.

### Telco charge:

This field allows entry of the monthly fee for supervised telephone line service.

### Radio charge:

This field allows entry of the monthly fee for radio monitoring.

#### Long distance charge:

This field allows entry of the monthly long distance surcharge.

#### WATS charge:

This field allows entry of the monthly fee for WATS surcharge.

### UL/ULC charge:

This field allows entry of the monthly fee for UL/ULC surcharge.

#### O/C - log only:

This field allows entry of the monthly fee for non-scheduled open/close signals.

### O/C – supervised:

This field allows entry of the monthly fee for supervising open/close schedules.

### O/C – report:

This field allows entry of the monthly fee for printing and sending open/close reports.

#### Billing charge:

This field allows entry of the monthly fee for invoicing, mailing and collecting surcharge.

#### Permit number:

The Permit Number field allows entry (up to 13 characters) of a local permit number. A permit number is sometimes required in various localities that must be provided if reporting to authorities. The Permit Number is provided on all exception event screens.

#### Permit expiration:

This field allows entry of a date that the permit expires on. See Setting and obtaining the date format for information on the syntax of date entry.

A button is provided adjacent to the field to present a list of common selections.

### Billing frequency (Billing freq):

This field allows entry of the number of months between invoices

# **Additional Options:**

## **Event Follow up:**

This option pairs with the follow up option in the dealer. If both are enabled and an event is completed with a dispatchable disposition, another traffic entry will be created using the assigned mnemonic. (Note: this will need to be enabled by request via your text adjustment.)

## Disable Auto-Dispatch:

This option allows accounts to opt out of the auto-dispatch assigned in the dealer account.

## **Force Dialing Contact:**

Requires operators to dial one of the contacts in the call list before completing an event. (Note: this will need to be enabled by request via your text adjustment.)

### **UL Response Mins:**

Not currently implemented.

# Alr/Rst Rounds:

# Alarm/Restore rounds:

The alarm round field allows entry of the number of rounds a control transmits when reporting an alarm condition.

The number of restore rounds field allows entry of the number of rounds a control transmits when in reporting a restoral condition

Note that this is only applies to Secutron (McCulloh) receivers and controls. Leave this entry blank for all other types of controls.

### **Open access:**

The Open Access field allows for entry of an individual identifier for the Open Access architecture.

**Billing:** 

🔇 Account Maintenance (01-01-0001) Tequila Wil	lies — 🗆 🗙
Zones Contacts Schedules Comments Map Equipment Mailing Billing Recurring Video	
General:	
Statement: 🗹 Late charge:	Acct on credit hold: N/A ~
Taxable: WATS Line:	Account orig by: ACME
Mail To: D	Acct owned by: ACME
Division/Location: 1 PAC	
Salesman/Country: KLU USA	
A/R Acct Nbr/Co.: 01010001 DEM	
Credit limit/Terms: \$300.00 N15	
Guaranteed to:	
Billing codes 1/2: 0013 014	
Bank/Branch/Acnt MCRD 02/01/94 081763	79
Assign invoice to: 01-01-0001	
Invoice included in: 01-01-0001	Rsv 5:
Date Information: Bala	ance/Recent Activity:
Sale/Install date:	Balance: \$107.50 Past due: \$107.50
Warranty exp 🗸 🗸	Last billing date: Next bill date:
Begin bill date:	Amount: \$107.50
Until bill date:	Last sale date: Amount: \$107.50
Full File Mailing Address Verification	OK Cancel Apply Help

### Statement:

This field can be checked it a statement is to be sent.

#### Late Charge:

This field identifies if the account will automatically be charged a late fee for late payments.

## Taxable:

This field allows identification of taxable and non-taxable customers.

#### WATS Line:

This field is for identifying whether the account is being received on a local phone line or a WATS phone line.

#### Mail To:

This field is used for determining whether invoices will be mailed to the Subscriber or Dealer.

## **Division/Location**

This field is to be user defined.

### Salesman

This field allows commissions to be identified.

# Country

The Country code will identify the applicable methods to be used for tax assessment.

# A/R Account Number/CO

Stationary number for identification of accounting information in SIMS accounting and/or external third-party accounting package.

CO. This field is used to to identify the three character company used in the SIMS Accounts Receivable Module.

# **Credit Limit**

This field identifies the maximum credit limit available to the customer.

# **Terms Code**

The Terms Code field allows entry of (up to 3 characters) pertaining to payment terms.

### Guaranateed to:

This field is not currently implemented. This field may be used to save a date.

### Billing Codes1/2:

The Billing Code 1 field allows entry of (up to 4 characters) identifying the type of billing the subscriber utilizes.

### BCode #2

The Billing Code 2 field allows an entry (up to 3 characters) identifying the type of billing the subscriber utilizes.

## Bank/Branch/Acnt:

### Bank/CreditC

This field is utilized if automatic withdrawal is from the bank, enter the bank number (or) if automatic withdrawal is from a Credit Card, enter the Credit Card type:

EntryDescriptionMCRDMaster CardAMEXAmerican ExpressVISAVisaDISCDiscovernnnnNumber of bank

# Branch/CCard

If this customer uses automatic withdrawal from a bank, the branch number of the bank is entered. If the customer is using a credit card, enter the first eight digits of the card number here.

# Assign Invoice to:

This account number field allows individual account to be included on another accounts invoicing. Very important to chain store accounts. For contract monitoring, a default value is set in the dealer file, Inv Type: S-A-D-P-B-1-2. The dealer Inv Type sets the default value here. "D" puts the dealer in "Invoice to:". On "D" types, (summary invoices), the account names and numbers appear on the invoice item line detail.

### Invoice included in:

Where an account is not directly invoiced for, as in the case of home/business systems or complimentary monitoring this field is used to indicate which account is invoiced for service. Should the "Invoiced Included In: account be deleted, you will be alerted that service is being provided for without payment.

### Sale/Install Date:

This field is for the original installation date.

### Warranty Exp Date

Original installation warranty expiration date.

### **Begin Bill Date**

The Begin Bill Date field allows entry (mm/dd/yy) of the date billing for monitoring began.

### Until Bill Date

The Until Bill Date field allows entry (mm/dd/yy) of the date billing for monitoring will end.
### Acct on Credit Hold

The Account on Credit Hold allows several options (use dropdown menu) to place the account on temporary hold, if desired. If a selection other than N/A is entered, operations personnel will receive an alert when processing exception events for the account. Then, based on management's instructions, their options may include whether to handle the event as they would normally or disregard the event.

#### Account Orig By

This field identifies the four character account group that originally owned the client system. Please note that you cannot delete that group/dealer account if it is the account four character group is saved in this filed.

### Acct Owned by

This field identifies the four character account group that originally owned the client system. This may be different than the servicing company. Please note that you cannot delete that group/dealer account if it is the account four character group is saved in this filed.

Account Mainter	nance (04-02-3456) Test Ac	count		c.	_ 0 %
Summary Zones	Contacts Schedules Com	ments Equipment	Mailing Billing	Recurring	Video 🔹 🕨
Description		Zone	е Туре		Add
					Delete
					Insert
					Test
Video					
Description:			Zone :	Туре	
Options: Type:	Static URL -	Width:	) 🚖	Height: 0	
File/Path:					
URL/Html:	IP: Port: User: Password:				
					-
	•				•
Full File Mailing	Address Verification	ОК	Cancel A	pply	Help

This tab works as an interface that allows you to link account's zones to an IP video camera or to an Image file.

#### Video list:

This list shows all the zones that are linked to a picture/video source for the account. By right clicking anywhere on this list you will gain access to series of options like Exporting to Excel and Find/Replace. These functions are common to virtually every list inside SIMSIII. Use the Insert and Delete buttons to add and delete entries to the list.

#### Description:

This field allows you to enter a description for the video/picture entry. For instance: "Parking lot camera".

### Zone:

Use this field to select the account's zone you want to link to a video/picture source.

### Type:

Use this field to select the event type you want to link to the video/picture source.

### Options

#### Type:

This field allows you to define the type of source to link. Options are: HTML Code, Static URL, Image File and Associated File.

### Width:

Enter the width (in pixels) for the pop up screen that is going to display the video/picture.

### Height:

Enter the height (in pixels) for the pop up screen that is going to display the video/picture.

### File/Path:

If you are linking a zone to a file (for example, to an JPG picture) you must enter its path in this field.

### URL/Html:

If you are linking a zone to an IP Video source (for example, a web cam) you must enter its URL/HTML address here.

Chapter 4: SIMS III edit add account

#### Edit>Account>Add Account



### Add Account

The account number is automatically generated or you can enter their desired account number. If the account number is already in use, then the customer information will appear in the search box.

Account Sea	arch (Add)					ΞΟΣ
Account	Grp	Cls	Name	Address	City	State All
•						•
inter Filter Tex	đ				Clear	w has 0 item(s)
Account Nun	nber: 01-0	)1-0001	Group:	Class:	Account Type:	
N	ame:				Control Type:	
	ress:				Account Phone:	
	City:		State:		All Ok word or PC:	[
Contact Info:						
١	Name:			Phone:	Passcard:	
Normal	$\odot$	Last Upd	ate 🔘 Next Violatio	on 📃 Search Del	eted	
Add Cance	elled				OK Cancel	Help

By clicking ok, you will generate a new account and fill in the customer information.

Account Mainter	nance (01-01-0001)
Premise Summary	Zones Contacts Schedules Comments Equipment Mailing Billing Recurring
Account/Grp:	01-01-0001 CI: Last update: 02/08/18 V LAV
Name:	All OK word:
Contact:	Account type:
Address:	Control type:
Cross street:	Backup acct:
City:	State: Alt Backup:
Fax:	Zip: Notify acct:
Phone:	Zone acct:
Control:	Time Zone Adjustments
Panel:	Daylight Sav'g: No
Sub Options:	Time zone: (GMT-06:00) Centr 💌
Prem verify	Max OUS in Hrs: Auto-Test - False Options
VF returned	Account Sub-Type: N/A  Auto-Test: N/A
Dealer CL first	Monitoring Status: Active Interval: N/A
O/C report	Cub anting: Constant
Disable desc	
Restore E/R	Report interval: N/A  Begin on:
Closed NOT's	Report language: N/A  Reinstate on:
ORecur URS	Web Access: No Access Vaming Nbr:
Full File Mailing	g Address Verification OK Cancel Apply Video Help

Once the account has been added, you can either continue to add new data or save it, then reopen the account under Edit>Account>Edit Account.

#### Edit>Account>View Account

🛞 sims	III for	Windows						X
1	000	ě 🔒	ð	G	s 🔊			
: File	Edit	Reports	Service	Co	onfigure	System	Help	
Working		Account		•	Edi	t Account		18
_		Dealer		•	Ad	d Account		
		Table Main	tenance	►	Vie	w Account	t	
L	_				Car	ncelled Ac	counts	1
					Ch	ange Acco	unts	1
					Sea	arch and Re	eplace	1
					Val	idate Datal	oase	1
					Wr	ite Comme	ents	1

#### **View Account**

Account	Grp	Cls	Name		Address	City	State ^
98-04-0001	LAS		ZONE ACCOUNT	FOR NA			
98-04-0002	LAS		ZONE ACCOUNT	For NA			
98-04-0003	LAS		ZONE ACCOUNT	For NA			
98-04-0011			SIMS COMSERVE	R ACCO			
98-04-0411	LAS		FIRELITE 411				
98-04-0550	LAS		ZONE ACCOUNT	FOR DS			-
•			III				4
						ListView Clear	v has 8343 item(s)
						Clear	
Account Num	ber:		Group:		Class:	Account Type:	[
Na	ime:					Control Type:	
Addr	ess:					Account Phone:	
(	City:		State:			All Ok word or PC:	
						All OK Wold OF LC.	
Contact Info:-							
	ame:			Phone		Passcard:	
IN	ame:			Frione		Fasscard:	
		Last Upda		lation	Search D		

Highlight account and hit Ok to view account.

		edules Comments	Map Equipmen	nt Mailing Billing Re ,
Account/Grp:	01-01-0001 ACME	CI: C+S	Last update:	09/15/17 V LAV
Name:	Tequila Willies-Testing 123		All OK word:	Watering Hole
Contact:	William Fenton / Owner		Account type:	Commercial ~
Address:	13452 Osborne Street		Control type:	Ademco 5241 V
Cross street:	Corner of Osborne St. & Be	achy Blvd.	Backup acct:	
City:	Arleta 1	State: TX	Alt Backup:	
Fax:	1 (818) 555-3030	Zip: 91331-0000	Notify acct:	01-01-0003
Phone:	1 (818) 555-1010	(818) 555-2020	Zone acct:	98-01-0001
Control	1 (818) 555-1010	(818) 555-2020	Time Zone Adjus	stments
Control:			Daylight Sav'g:	No 🗸
Panel:	1 (818) 555-0000	(818) 555-0001	Time zone:	(GMT-06:00) Centr \vee
Sub Options:				
Prem verify	Max OUS in Hrs:		Auto-Test - False	Options
VF returned	Account Sub-Type:	N/A $\sim$	Auto-Test:	005 Minutes V
Dealer CL first	Monitoring Status:	Active 🗸	Interval:	1 Year V
O/C report	Sub option:	SIA/CID/Mdn ∨		
Disable desc	Sub option.	SIA/CID/Man ~	Threshold:	6 per interval $\sim$
Restore E/R	Report interval:	Monthly $\vee$	Begin on:	~
Closed NOT's	Report language:	French $\sim$	Reinstate on:	~
ORecur URS	Web Access:	No Access $\sim$	Warning Nbr:	003

The tabs in View Accounts are for viewing purposes only-they are locked and not able to be edited.

## Edit>Account>Change Accounts

SIMS :	III for Windows						
7	<b>8</b> A	۷	6				
: File	Edit Reports	Service	Co	nfigure	System	Help	
Working	Account		۲.	Edit	Account		23 .::
	Dealer		•	Add	Account		
	Table Mainte	enance	►	Viev	w Account		
				Can	celled Aco	ounts	
				Cha	inge Acco	unts	
				Sea	rch and Re	place	
				Vali	date Datal	oase	
				Wri	te Comme	ents	

#### **Change Accounts**

Select Da	te:		Select Type	4			
Thursday	y , February 08, 201	8 ,▼	All	*		Export	Refresh
Туре	Account Number	Premise	Name	Premise Address	Operator	DateTime Stamp	Computer
	01-02-3456				LAV	2/8/2018 4:04:13 PM	9999
ADD	01-02-3430						

(This information is pulled from the chgacnts.dat file)

You can view what accounts have been added/edited/deleted for a specific date in history. You can select the date and type of change and then hit refresh. All columns are sortable.

#### Search and Replace

\*\*\*BEFORE STARTING SEARCH AND REPLACE, RUN A BACKUP. \*\*\* (for more information on the backup-System>Backup File(s))

Edit>Account>Search and Replace

?	-	#	Ø	(A)			2	<b>P</b>	
File	Edit	Reports	Service	Conf	igure	System	Help		
orking	А	Account		•	Edi	t Account			55
	D	)ealer		•	Ad	d Account			
	т	able Main	tenance	•	Vie	w Accoun	t		
L				_	Car	ncelled Ac	counts		1
					Ch	ange Acco	unts		
					Sea	rch and R	eplace		
					Validate Database		base		
				-	Wr	ite Comm	ents		
	d Repla	ace							-

Account	Grp	Cls M	lame	Address	City	State ^
98-04-7846	LAS	Z	ONE ACCOUNT FOR CE			
98-04-7847	LAS	0	SM RADIO ACCOUNT			
98-04-8112	LAS	2	ONE ACCOUNT FOR RA			
98-04-9000	LAS	Z	ONE ACCOUNT FOR AN			
98-04-9112	LAS	Z	ONE ACCOUNT FOR RA			
						-
•						F.
					List View	has 8344 item(s)
Account Numb	er:		Group:	Class:	Account Type:	
Nar	ne:				Control Type:	
Addre	ss:				Account Phone:	
Ci	ty:		State:		All Ok word or PC:	
_						
Contact Info:	_					
Na	me:		Pho	ne:	Passcard:	
Normal	$\odot$	Last Update	Next Violation	Search De	eleted	
				No User 🔻	OK Cancel	Help
				NO OSCIT Y	On Cancer	, iob

Under Account Search and Replace, you can simultaneously modify information in any given field by double clicking on any field in the list.

Users can also narrow down their search by utilizing any of the given field s such as:

- 0

23

Account name, Group, Class, Name, Address and other fields shown in image above (Search and replace).

Once the users have selected the account by double clicking on it, they will be given an option to modify any of the following fields.

Account Mainte	nance (Search and Replace)
Premise Summary	Zones Contacts Schedules Comments Equipment Mailing Billing Recurring
Account/Grp:	CI: Last update:
Name:	All OK word:
Contact:	Account type:
Address:	Control type:
Cross street:	Backup acct:
City:	State: Alt Backup:
Fax:	Zip: Notify acct:
Phone:	Zone acct:
Control:	Time Zone Adjustments
Panel:	Daylight Sav'g: No
Sub Options:	Time zone: N/A 💌
Prem verify	Max OUS in Hrs: Auto-Test - False Options
VF returned	Account Sub-Type: N/A  Auto-Test: N/A
Dealer CL first	Monitoring Status: Active Interval: N/A
O/C report	Sub option: Standard Threshold: N/A
Disable desc	
Restore E/R	
Closed NOT's	Report language: N/A  Reinstate on:
ORecur URS	Web Access: No Access Varing Nbr:
Full File Mailing	g Address Verification OK Cancel Apply Video Help

🛞 SIMS	III for W	/indows							X
7	000	<b>#</b>	٢	6	<u>،</u>	)		R	
File	Edit	Reports	Service	Co	onfigui	re	System	Help	
Working	A	ccount		•		Edit	Account		.54
_	D	ealer		•		Add	d Account		
	Ta	able Maint	enance	•		Viev	w Account	t	
						Can	celled Ac	counts	1
						Cha	inge Acco	unts	
						Sea	rch and Re	eplace	1
						Vali	date Data	base	
						Writ	te Comme	ents	

### Account database validation:

	1	[ [			[	-			
entNbr	Result	Vp	۷m ۱	Vg G	roup Name	Premise	e Address	Premise City	
									<u>)</u>
er Filter Text						Clear	Validate	Cancel	Help
		<b>— — —</b>		City	🗖 State 🗖 Zin (		Validate	Cancel	<u>.</u>
Ali 🗖 Ad	count Number		p <b>F</b>	City	T State T Zp C		Validate	Cancel	<u>.</u>
			р Г	City	🗖 State 🗖 Zip C		Validate	Cancel	<u>.</u>
All 🗖 Ad	count Number		p <b>Г</b>	Cīty	🗖 State 🗖 Zip C			Cancel	<u>.</u>
All 🗆 Ad MS III Valid	acount Number				State Zip C	ode Additional Validatio	un Options	Cancel	<u>.</u>
All C Ad MS III Valid (alidate Select O Premise	account Number dation Optic tion e Address	ons — O Globa	al Numb	ers	C Account Links	Additional Validatio	on Options		<u>.</u>
All □ Ac MS III Valio ′alidate Selec	account Number dation Optic tion e Address Address	ons —	al Numb acts/Opt	ers tions	C Account Links	Additional Validatio	n Options ty Send E-Mail ip Correct Sched		<u>.</u>

Validates fields listed above against the database records

Validate auto test Validate LTO/LTC Repair auto test

#### Write comments:

Opens Send message	
Send Message	
E-mail  Email To Address: Email To Name:	
Fax	
Attention To: Phone:	
Text Message	
Phone: Carrier:	
Alpha Pager	
Name:     Phone:     PIN:       Account:	
OK Cancel H	elp

Chapter 5 : SIMS III Edit dealer account

#### Edit>Dealer>Edit Dealer

SIM	5 III for Windows						
7	🧃 🗛 🥔	1	2	<u>,</u> ] [		<b>F</b>	
i File	Edit Reports Service	C	onfigure	System	Help		
Working	Account	•	-0 P6-	1.E.Operator:	LAV Dec.0	1 2014 16	32.00 .:
working	Dealer	F		Edit Dealer		, 2011 10.	:32:00 .;;
	Table Maintenance	•		Add Dealer			
			١	/iew Dealer			
				Search and Re	eplace		

#### **Edit Dealer Account**

Account	Grp	Cls	Name	Address	City	State	1
99-01-0012	ORA		ORA				Ξ
99-01-ARTS	ARTS		ARTS				4
99-04-0000	LAS		LEXINGTON ALARM SYS		9 ALFRED CIRCLE	BE	
99-04-0001	JLS		J L SECURITY		4 GARFIELD ST	ME	
99-04-0002	MPE		MIKE PRIVE ELECTRIC				
99-04-0003	PSC		PROTECTIVE SERVICE C		50 MAIN ST	LU	Ŧ
•			III			- F	
Account Numb			Group: C	lass:	Account Type:		
Nar	ne:				Control Type:		
Addre	SS:			/	Account Phone:		
C	ity:		State:	All	Ok word or PC:		
Contact Info:							
Na	me:		Phone:		Passcard:		

Select the specific account you wish to edit as described in Account Search Overview.

This selection allows database entry and/or updating of the dealer or "Account Group" information. Additionally, after dealers are defined, a list containing the account group designations is available for entry in a subscriber's database. This information is entered in a subscriber's account database in the Group field. The Dealer Maintenance dialog box will be displayed. From this dialog box you can have access to all the fields of the dealer database. These fields are divided in 5 tabs or sections: Dealer, Call, Comments, Options, and Zones.

						_
Dealer/Grp:	99-04-0003 PSC		Site ID:	Last update:		
Name:	Acme Security Systems, I	nc		Brief name:	Acme Security	
Contact:	James Behr / President			License #:	GROUPACME	
Address:	185 Soujoum Rd			A/R Co:	DEM	
City:	Plano		State: MA	Notify delr:		
Fax:		Zip:	01462	Zone Acct:		
Phone:	(214) 555-3030	(214)	555-3030	Database:	N/A 👻	
Pri E-Mail:	support@simsware.com			History:	N/A -	
Alt E-Mail:				Statistic:	N/A 👻	
Reply-To-Email:				OUS Alerts:	N/A -	
Special Code				Callback:		
	P _ E _ C _ I			Alt Callback:		
C			GS	Miscellaneous:		
Business Hou	irs:			Dspch Wam:	003 007	
	CloM T W	т	FSS	Serve Wam:	008	
09:	17:00			Password:	Behr Market	
				Accounts:	0	

### Dealer Tab:

This tab of the dealer database contains basic information for the dealer and other general setup options.

#### Dealer/Grp:

The account number is comprised of three main items separated by hyphens. Contractor (dealer) accounts must always begin with a '99'. The remainder of the numbers may be chosen as you desire (e.g. "99-01-0001"). However, note that these additional numbers must be between 0 (zero) and 9 and/or B through F.

#### Group:

The Group field allows entry (up to 4 characters) of an abbreviation of the company. A corresponding Group entry is provided in Edit Account for each account allowing the Central Station to assign accounts to the proper dealer.

#### Site ID:

The Site ID allows entry of a character that can be used to identify an account belonging to specific sites. An example would be several central stations sharing the same database, but responsible only for specific accounts.

#### Name:

The Name field allows entry (up to 37 characters) of the company name

### Contact:

The Contact Name field allows entry (up to 37 characters) of the company owner or other responsible individual.

### Address:

The Address field allows entry (up to 37 characters) of the street address the company is located at.

### City:

The City field allows entry (up to 25 characters) of the city the company is located in.

### State:

The State field allows entry (up to 3 characters) of the company's state.

#### Fax:

The Fax field allows entry (up to 18 characters) of a phone number a facsimile device is attached to at the company.

#### Zip:

The Zip code field allows entry (up to 10 digits) of the premise zip code.

#### Phone:

The Phone field allows entry (up to 18 characters each) of two company phone numbers.

#### Email:

The Email address field allows entry of the recipient's primary address when sending email.

#### Alt Email:

The Email address field allows entry of the recipient's alternate address when sending email.

#### Reply-To-Email:

The Email address field allows entry of the recipient's alternate address when sending email.

#### **Special Codes:**

The Special Code fields allow entry of user defined characters for your own customization. Any or all of the 14 special code fields are available for use. Accounts may later be sorted, reports generated, etc. based on these entries for common characteristics.

#### **Business Hours:**

This group of fields let you specify business hours for the dealers. You can enter up two schedules. For each schedule there are seven fields representing each day of the week. Use them to specify the days of the week during which the schedule is effective.

#### Last Update:

The date of the last update is automatically placed in this field along with the initials of the operator who made the changes.

**Brief Name:** Dealer company name

**License #:** Dealer license number

### A/R Co:

#### Alarm Company name:

Use the A/R Company field to enter the Company code to assign the dealer to. This is required when using the Accounting Receivable functions.

#### Notify delr:

Select dealer from the list to notify them

#### Zone Acct:

Allows selecting account numbers

#### Database:

This field allows selection of the report routing for database related reports.

#### **History**:

This field allows selection of the report routing for history related reports.

#### Statistics:

This field allows selection of the report routing for statistical related reports.

#### **OUS Alerts:**

This field allows selection of the report routing for Out of Service notifications to the dealer.

#### Callback:

Dealer primary call back number

#### Alt Callback:

Dealer alternative phone number

#### Miscellaneous:

#### Dispch Warn:

The Warning Number field allows an entry (000-999) specifying a warning message display to be presented for operations personnel during exception event processing. This warning screen will appear whenever entering a Dispatch/Routine Action Display, but after an error for false alarm reduction screen and before the individual zone warning screens.

#### Servc Warn:

This warning number screen can be used as an instruction field that pertains to this group of accounts (dealers). This warning will appear before work orders are routed

### Password:

The Password field allows an entry (up to 13 characters) specifying a general password applicable for the account group.

#### Accounts:

The Accounts field displays the current number of accounts assigned to an account group. This information is updated during regeneration of the AcntFile.Dat file or during a Rebuild and Resort File(s).

### Dealer Call Tab

#### Dir Call:

The dealer call tab lets you setup a call list for dealer. It works in the exact same way as the <u>account call</u> <u>tab</u>, so you can refer to that section to learn how to use each one of its fields.

Passcard	Name	Phone	User	Note	Msg	Msg 🖊
	Acme Security Systems	1 (214) 555-1010		Service Co	L?T	TRE
1234	Charles Wright	1 (214) 555-4321		Pager 4321	L?T	TRE
ACME2345	David Thompson	1 (214) 555-2345		Home Phone	L?T	TRE
	David Thompson	1 (214) 555-5432		Pager 5432	L?T	TRE
ACME3456	Lee Davies	1 (214) 555-3456		Home Phone	L?T	TRE
	Lee Davies	1 (214) 555-6543		Pager 6543	L?T	TRE
ACME4567	Ed Johanssen	1 (214) 555-4567		Home Phone	L?T	TRE
	Ed Johanssen	1 (214) 555-7654		Pager 6543	L?T	TRE
	Ed Johanssen	1 (214) 555-4567		Home Phone	L?T	TRE 🗸
c						>
Passcard	Name	Phone	•	User#		Add
Event Types						Insert
Access	с.	✓ Digital Pager	Alp	ha Pager	[	Delete
Comment			Ena	ble SMS:	Varia	ables:
Date Parameters			<b>.</b> .			
M 🔄 T 🗌	W _ T _ F _ S _	S	Conta	ct Language:		
Destina	✓ at :	Purge		Web Access:		
Begin:						

#### Dealer Cmts Tab Dlr Cmts:

SIMSIII allows you to define several types of comments (free text fields) that you can use to record information that later will be displayed to the operators during the process of completing an Exception Event.

This tab from the dealer database will allow you to enter several comments that could be useful for the operator during event processing.

Alarm Comments:	Priority Optio	ons:	
This area is reserved for general comments re-garding alarm events. Three lines are provi-ded for these comments.	Interval: Routing:		~ xt2: ~ √
Service Comments:	Pri (1-9	): 🔽 🗌	
This area is reserved for general comments re-garding service events. Three lines are pro-vided for these comments.	Alarm/Resto	ore Options:	
	Alarm	Delay	Restore
System Trouble Comments:			
This area is reserved for general comments re-garding trouble vents. Three lines are provi-ded for these comments.			
System Power Comments:			
This area is reserved for general comments re-garding battery/power events. Three lines areprovided for these comments.			
Permanent Comments:			
A note about this contractor account: Note themultiple entries on the contact list for theservice personnel. This can be necessary forseveral reasons including: 1. Service tech is available only on certain days and/or times: and/or 2. Service tech can be reached			

Alarm Comments:

The Alarm Comments field allows entry (up to 3 lines of 46 characters each) of information used to assist operations personnel in handling the installation company's clients. These 'free form' comments are available from any exception event display.

#### Service Comments:

The Service Comments field allows entry (up to 3 lines of 46 characters each) of information used to assist operations personnel in handling the installation company's clients. These 'free form' comments are available from any exception event display.

### System Trouble Comments:

The Trouble Notes field allows entry (up to 3 lines of 46 characters each) of information used to assist operations personnel in handling the installation company's clients. These 'free form' comments are available from any exception event display.

### System Power Comments:

The Battery Notes field allows entry (up to 3 lines of 46 characters each) of information used to assist operations personnel in handling the installation company's clients. These 'free form' comments are available from any exception event display.

### **Permanent Comments:**

The Permanent Comments field allows entry (up to 16 lines of 45 characters each) of information used to assist operations personnel in handling the account group's clients. These 'free form' comments are available from any exception event display.

### **Priority Options**

#### Interval:

This field allows an entry specifying how often a report outlining Priority 1 - 9 events are sent to the responsible party.

### Routing:

The Priority Routing field allows an entry specifying the method of routing Priorities 1-8 report.

### Pri(1-9):

The Priority Level fields allow an entry for each of the priority levels 1-9.

#### Alarm/Restore Options:

Use these fields to define dealer-wide delays that are imposed on all dealers' accounts. The three character mnemonic entered in the first row of fields (Alarm) will be delayed by the seconds specified on the second row (Delay), so that the removing mnemonic may be received. A single mnemonic may remove more than one signal. Use third row of field to specify restore delay.

# **Option Tab**

#### Dlr Opts:

This tab of the dealer database lets you define the mailing information, TeleLogik options and other parameters that affect the behavior of the dealer.

DealerMaintenance (99-01-0001) Acme Security Systems, Inc.		_		×
Dealer Dir Call Dir Cmts Dir Opts Dir Zone				
<ul> <li>Remove Sort by routing</li> <li>Out of service entries</li> <li>Force ordered contacts</li> <li>Database Modifications</li> <li>Enable SMS Messaging</li> <li>Only PTS/TST Override</li> <li>Verify before dispatch</li> <li>Dealer Contacts first</li> </ul>				
Disable service w/o's				
Miscellaneous Options:         Dispch Intv:       Immediate       Routing:       Email to Prima         Service Intv:       Daily       V       Routing:       Print to Lpt2:	Accoun 01-01-0001 01-01-0003	t Ranges: 01-01-0 01-01-0	0001	
	01-01-0005	01-01-0	0005	
Mailing:	01-01-0007	01-01-0	0007	
Name: Acme Security Systems, Inc.	01-01-0009	01-01-0	0009	
Attn: Janet Williams / Operations Manager	TeleLogik Options:-			
Address: 185 Soujourn Rd.	Acces	s code:	1234	
City: Plano State: TX	Tech	On/Off te	est: 🗹	
Phone: 1 (214) 555-1010 Zip: 75075-	Schedules: 🗹	O/C Ver	ify: 🗹	
Fax/Upl: 1 (214) 555-3030 1 (214) 555-4040	Alr/Can: 🗹	On/Off te	est: 🗹	
Send Full Addr Label OK Cancel	Apply	Video	Hel	p:

### Remove sort by routing:

The Remove Sort by Routing field allows an entry to define whether this account group will be skipped when running reports out under the Sort By and then Group selection.

#### Force ordered contacts:

If enabled, then all accounts for the dealer must be called in the order they are listed on the call list. This means, for example, that operator can't call contact #1 and then contact #3 until they call contact #2. Note: Having this option enabled is only convenient under very specific circumstances. Most sites will have this option off.

#### Enable SMS Messaging:

This option is enabled when a dealer is set up to use SIMS Dispatch.

#### Verify before dispatch:

This field allows an entry to define whether all the accounts assigned to the dealers group will require a premise verify during any call list type of exception event.

#### Out of service entries:

The out of service field allows an entry that specifies whether the installation company can place an account on test or out of service.

### **Database Modifications:**

The database modification field allows an entry that specifies if the installation company can request or perform data entry modifications.

### **Only PTS/TST Override:**

The Only TST/PTS (Test) Signals Reset Test Timers specifies whether the program will allow any signals other than a TST or PTS event type to reset the auto-test timers.

#### **Dealer Contacts First:**

This is enabled if the dealer wants their call list put ahead of the account call list.

#### Disable service w/o:

The Disable Service Work Orders field allows an entry to disable the use of Service Work Orders for any account that is covered by this contractor.

#### **Miscellaneous Options**

### **Dispatch Option**

#### Interval:

This field allows an entry specifying how often a report outlining authority dispatches is sent to the responsible party.

#### **Routing:**

The Dispatch Routing field allows an entry specifying the method of routing the dispatch report.

#### Service Options

#### Interval:

This field allows an entry specifying how often a report outlining Service Requests is sent to the responsible party.

#### **Routing:**

The Service Routing field allows an entry specifying the method of routing the Service Request Report.

### Mailing:

### Name

The Name field allows entry (up to 37 characters) of the addressee to receive mailed reports. To copy the entry from the dealer Name field, leave this entry blank and either strike the tab or enter key through the field.

### Attention (Attn):

The Attention field allows entry (up to 37 characters) of the addressee to receive mailed reports. To copy the entry from the dealer Contact field, leave this entry blank and either strike the tab or enter key through the field.

### Address:

The Address field allows entry (up to 37 characters) of the mailing address for mailed reports. To copy the entry from the dealer Address field, leave this entry blank and either strike the tab or enter key through the field.

### City:

The City field allows entry (up to 25 characters) of the city to mail reports to. To copy the entry from the dealer City field, leave this entry blank and either strike the tab or enter key through the field.

#### State:

The State field allows entry (up to 3 characters) of the state to mail the report to. To copy the entry from the dealer State field, leave this entry blank and either strike the tab or enter key through the field.

#### Phone:

The Phone field allows entry (up to 18 characters each) of the phone number at the mailing address location.

If Phone Number Formatting is turned on you do not need to insert parenthesis, hyphens or spaces as the program will automatically format the phone number for you.

#### Zip:

The Zip code field allows entry (of up to 10 digits) of the mailing addresses zip code. To copy the entry from the dealer Zip field, leave this entry blank and either strike the tab or enter key through the field.

#### Fax/Upl:

The Fax field allows entry (up to 18 characters each) of the fax phone number at the mailing address location.

If Phone Number Formatting is turned on you do not need to insert parenthesis, hyphens or spaces as the program will automatically format the phone number for you.

#### Account ranges:

Use these fields to define valid account ranges for the dealer. This is necessary when dealers add their own accounts via SIMS Web or through a remote connection. The account ranges guarantee that the dealer can only put accounts in a certain line, for instance. This prevents them from putting accounts on a different dealer's phone number.

# Zones Tab

## Dlr Zone:

This tab of the dealer database lets you enter zones that the dealer would like handled in a specific way, if they are using a general zone account.

When signals come in and are processed, they go through the base (customer) account first, then the dealer account and then through the zone account.

Details about how to enter zone information can be found in Edit Account>Zones.

1001001			Restore Cancel Add
1321001	BUR	Burglary -	Insert
1341001	BUR	Burglary -	
			Delete
			Variables:
one	Туре	Description	Warn No
321001	BUR [	Burglary -	
Restore/Cance	el/Troub	e Variables:	Options:
Restore zone:		Dly:	Sub control: Open type:
Restore all:		Restore Exc:	Email acct: N/A   Email dlr: N/A
Cancel Zone:		Dly:	
Cancel mins:	E	intry/Exit Dly:	Email Zone:
rouble Zone:	-		Event Type Conversion:
Dbl Knock:	No	•	M 🗖 T 🗖 W 🗖 T 🗖 F 🗖 S 🗖 S
		Enable SMS:	Begin:
Force exc:			

#### Go to Edit>Dealer>Add Dealer

SIM9	5 III for Windows	<u>] </u>	l×
7	🐮 🔥 🥔	। 😰 👔 📲 📲 👔	
: File	Edit Reports Service	Configure System Help	
Working	Account	► 25-0.P6-1.P7-Operator: LAV_Dec 02, 2014 13:35:19	
WORKing	Dealer	Edit Dealer	.::
	Table Maintenance	Add Dealer	
		View Dealer	
		Search and Replace	

#### Add Dealer:

All dealer account numbers start with 99-01.

Image: State:	as O item(s)
Inter Filter Text       Clear         Account Number:       99-01-003       Group:       Class:       Account Type:         Name:       Control Type:       Control Type:       Account Phone:         Address:       Account Phone:       Control Type:	
Account Number:     99-01-003     Group:     Class:     Account Type:       Name:     Control Type:     Control Type:       Address:     Account Phone:	as 0 item(s)
Account Number:         99-01-003         Group:         Class:         Account Type:           Name:         Control Type:         Control Type:         Account Phone:         Control Type:	
Name:     Control Type:       Address:     Account Phone:	
Address: Account Phone:	
	(
Contact Info: Name: Phone: Passcard: Passcard:	
Normal O Last Update O Next Violation Deleted	

#### Account number:

To add new dealer account users will input the new account number starting with 99-01-XXXX where (XXXX) is the next number in line or you can enter whichever account number you desire. After putting the new dealer account number in the account number field, hit OK.

#### Add new dealer screen:

The fields are identical to edit dealer dialog box

You have to put in a unique Group ID consisting of 1-4 characters.

You can either enter data in this Add Dealer screen or hit OK at this point and then continue entering data through Edit>Dealer>Edit Dealer.

🚱 DealerMaintenance (99-01-0006)		_		$\times$
Dealer Dir Call Dir Cmts Dir Opts Dir Zone				
				_
Dealer/Grp: 99-01-0006 CDEF Site ID:	Last update:	09/07/17	LAV	
Name:	Brief name:			
Contact:	License #:			
Address:	A/R Co:			
City: State:	Notify delr:			
Fax: Zip:	Zone Acct:			
Phone:	Database:	N/A	~	
Pri E-Mail:	History:	N/A	~	
Alt E-Mail:	Statistic:	N/A	$\sim$	
Reply-To-Email:	OUS Alerts:	N/A	~	
Special Codes:	Callback:			
	Alt Callback:			
	Miscellaneous:			
Business Hours:	Dspch Wam:			
Opn Clo M T W T F S S	Servc Wam:			
	Password:			
	Accounts:	0		
Send Full Addr Label OK Cancel	Apply	Video	Hel	p

### Edit>Dealer>View Dealer

📀 SIMS	5 III for Windows		
7	🐉 🔥 🥔	🕋 👔 📳 👔	
i File	Edit Reports Service	Configure System Help	
Working	Account	► 25-0 P6-1 P7-Operator: LAV Dec 02, 2014	4 14:01:55 🔡
	Dealer	Edit Dealer	
	Table Maintenance	Add Dealer	
		View Dealer	
		Search and Replace	

#### **View Dealer:** - 0 23 🚯 Dealer Search (View) Account Grp Cls Name Address City State AIC Acme Security Systems, Inc. 185 Soujourn Rd. 750 99-01-0001 ACME Plano 2801 West Parker ... Plano 750 99-01-0002 SIMS SIMS, Incorportated Þ. < \_\_\_\_ Ш ListView has 2 item(s) Clear Group: Class: Account Number: Account Type: Name: Control Type: Address: Account Phone: City: State: All Ok word or PC: Contact Info: Phone: Passcard: Name: Last Update Next Violation Search Deleted Normal OK Cancel Help

By double clicking on a dealer account users will be able to view dealer account information in dealer maintenance (view) dialog box: (just like with a View Account screen, all fields are locked).

DealerMaintenance (View) (99-01-0001) Acme Security Systems, Ir	nc.	— [	⊐ ×
Dealer Dir Call Dir Cmts Dir Opts Dir Zone			
Dealer/Grp: 99-01-0001 ACME Site ID: M	Last update:	12/13/16 V	AV
Name: Acme Security Systems, Inc.	Brief name:	Acme Security	
Contact: James Behr / President	License #:	GROUPACME	
Address: 185 Soujourn Rd.	A/R Co:	DEM	
City: Plano State: TX	Notify delr:		
Fax: 1 (214) 555-3030 Zip: 75075-	Zone Acct:		
Phone: 1 (214) 555-1010 1 (214) 555-2020	Database:	N/A	$\sim$
Pri E-Mail: sarah@simsware.com	History:	N/A	$\sim$
At E-Mail:	Statistic:	N/A	$\sim$
Reply-To-Email: 28.00 45.00	OUS Alerts:	N/A	$\sim$
Special Codes:	Callback:		
S P E C I A L	Alt Callback:		
C O D I N G S	-Miscellaneous:		
Business Hours:	Dspch Warn:	003 007	
Opn Clo M T W T F S S	Serve Wam:	008	
	Password:	Behr Market	
	Accounts:	12	
Send Full Addr Label OK Cancel	Apply	Video	Help

For more information about this dialog box, please see dealer edit menu.

### \*\*\*BEFORE STARTING SEARCH AND REPLACE, RUN A BACKUP. \*\*\* (For more information on the backup-System>Backup File(s))

**Dealer Account Search and Replace:** 

📀 SIM	5 111	for Windows	;							_	
7	A D D	i a	ø	1	3			2			
: File	Edit	Reports	Service	C	onfig	ure Sy	stem	Help			
Working		Account		۲	5-0	D6-1 D7-	Operate	ver LAV I	Dec 02 20	14 14:25:26	с, ,
WORKing		Dealer		×		Edit Dea				14 14.23.20	5 .:!
		Table Mainte	nance	•		Add Dea	aler				
						View De	aler				
						Search	and Repl	ace	1		

**For more information on running a Search and Replace, see Account Search and Replace.** By double clicking on the account, you will see: Dealer maintenance (Search and Replace) dialog box.

	Grp	Cls	Name	Address	City	State Al
99-01-0001	ACME		Acme Security Systems, Inc.		185 Soujourn Rd.	Plano 75
99-01-0002	SIMS		SIMS, Incorportated		2801 West Parker	Plano 75
•						Þ
				Clear		as 2 item(s)
Account Numb	ber:		Group:	Class:	Account Type:	(
Na	me:				Control Type:	
Addre	ess:			/	Account Phone:	
C	lity:		State:	All	Ok word or PC:	(
	ame:		Phor	ne:	Passcard:	
Contact Info:- Na	ame:		Phor	ne:	Passcard:	

OealerMaintenance (Search and Replace)	– 🗆 X
Dealer DIr Call DIr Cmts DIr Opts DIr Zone	
Dealer/Grp: Site ID: Last updat	e:
Name: Brief nam	e:
Contact: License	#:
Address: A/R C	io:
City: State: Notify de	elr:
Fax: Zip: Zone Act	ct:
Phone: Databas	e: N/A v
Pri E-Mail: Histor	ry: N∕A ∨
Alt E-Mail: Statisti	ic: N/A 🗸
Reply-To-Email: OUS Alert	ts: N/A 🗸
Special Codes: Callbac	k:
Alt Callbac	k:
	us:
Business Hours: Dspch War	m:
Opn Clo M T W T F S S Servc War	m:
	rd:
	ts: 0
Send Full Addr Label OK Cancel Apply	v Video Help

For more information about this dialog box, please see dealer edit menu.

This will mainly be used if you need to change information on multiple dealer accounts such as a call back phone number or email address.

ind what:		Replace with: sarah@simsware.com	Field name: ReplyToAddress
Case Sensitive Mat	ch	Enable LastUpdate Entry	Enable ChgAcnts Entry
AccountNumber	ReplyToAddre	ess	
99-01-0001	sarah@simsw	ar	
99-01-0002	sarah@simsw	ar	
99-01-0011	sarah@simsw	ar	
99-01-0010	sarah@simsw		
99-01-0010		ar	
99-01-0010	sarah@simsw	ar ar	
99-01-0010 99-01-0003	sarah@simsw sarah@simsw	iar iar iar	

**Chapter 6: SIMS III Table Maintenance** 

### **Edit>Table Maintenance**

MS III for Windows	<u></u>
🏽 🚯 🕋 🧉 🕻	🖻 🔊 🖳 🚑 🔊
Edit Reports Service Co	onfigure System Help
ng Account Dealer	25=0 P6=1 P7: Operator: LAV Dec 02, 2014 14:47:50
Table Maintenance	Accounting Center
	Account Classes
	Account Types
	Control Unit
	Email Addresses
	Fax/Modem Phone Numbers
	Global Phone Numbers
	Global Schedules
	Pagers
	Special Codes
	Emergency Mode
	Event Priority Levels
	Event Disposition and Premise Access
	Messages •
	Operator Maintenance
	Operator Message Phrases
	Receiver/Line Translations
	System Reminder
	Traffic Colors and Sound Options
	Contact Templates
	Open/Close Schedule Templates
	Zone Templates

\*\*Some of the Table Maintenance entries require a master password-once it has been entered, it will not be required again during the current SIMS session\*\*

# Edit>Table Maintenance>Accounting Center Accounting Center:

Only applicable if the SIMS customer uses Sedona.
## Edit>Table Maintenance>Account Classes Account Classes:

## **Overview:**

This selection allows entry of the up to three-character account class designator along with a brief description for reference.

After account class types are defined, a list containing the class names is available for entry in the subscriber's database.

This information is entered in an account in the Class field on the premise page.

## How to add or edit an account class entry:

Click **Insert** to add a new entry into the list or, to edit an existing entry, click on the item in the Account Class List.

Select the **Class** field and enter the type.

Optional: Select the **Description** field and enter information about the class. Click **Ok.** 

Click the **Print** button to display the **Account Class List** in a preview window. From that window, you can save, print, email or fax the Account Class information.

Accou	int Class		23
Class	Description	<b>^</b>	Insert
ATM	Automatic Teller Machine		Delete
C*N	Comm Burg+Fire+Environment No Opn/Clo	=	
C*S	Comm Burg+Fire+Env w/Supervised O/C		Print
C*U	Comm Burg+Fire+Env Unsupervised O/C		
C+N	Comm Burglary+Fire No Open/Close		
C+S	Comm Burg+Fire w/Supervised Opn/Close		
C+U	Commercial Burg+Fire Unsupervised O/C		
CBN	Commercial Burglary No Open/Close		
CBS	Commercial Burglary Supervised O/C		
CBU	Comm Burglary Unsupervised Open/Close		
CFN	Comm Fire No Open/Close		
050	C C (C + 10 (C	*	
Class	Description		OK
0033	Description		Cancel
			Cancel
			Help

Edit>Table Maintenance>Account Types Account Types:

Account Type	<u>_                                    </u>
Type Apartment Cpx Commercial Guarded Hospital Hotel/Motel Office Bldg Public Bldg Residential	Insert Delete Print
Account Type:	OK Cancel Help

## Overview:

This selection allows entry of the up to thirteen-character account type designator. Generally these entries are utilized to describe additional information about the account such as commercial, residential, public building, hospital, etc. After account types are defined, a list containing the types is available for entry in a subscriber's database. This information is entered in an account in the Account Type field on the premise page.

## How to add or edit an account type entry:

Click **Insert** to add a new entry into the list or, to edit an existing entry, click on the item in the Account Type List.

Select the **Account Type** field and enter the type. Click **Ok**.

Click the **Print** button to display the **Account Type List** in a preview window. From that window, you can save, print, email or fax the Account Type information.

# Edit>Table Maintenance>Control Unit Control Unit:

Crttl Type       PANIC ACTIVATION/CANNOT SHUT ALARM OFF '#' & **' are 24       Insert         00       49433       Hour Panic Buttons. To reset system push thebutton on the side of control to silence and reset. Sometimes, infrustration, the subscriber enters their code to quiet       Delete         49AHS       the alam.Since the panic is reset by the switch on the control, and not bytheir code, the alam system is now on AND the panic is sounding.Later generation controls allow entering the code twice (on/off). FIRE RESET Normally fire provides a steady shrill tone. Determine whichdetector had tripped by observing a solid red light on detector.CHANGING YOUR CODE 1. Open control and slide black switch in upper left hand comer to far right (normally it's in the center position); 2. Enter personal code (2-6 digits, no zeroes) once on keypad; 3. Return to control and return switch to center position; and 4. Turn alarm on then off to check arming and disarming. RED MEMORY/ARMED LIGHT FLASHING Indicates the alarm had previously activated and displays thezone. To clear this enter subscriber code twice (arm and disarm).       OK	😫 Control Unit		
Control Type: Ademco 5241	00 49433 49AHS 49CID 49FBI 49ITI 49ITI 49M2? 49SIA Ademco 5241	Hour Panic Buttons. To reset system push thebutton on the side of control to silence and reset. Sometimes, infrustration, the subscriber enters their code to quiet the alarm.Since the panic is reset by the switch on the control, and not bytheir code, the alarm system is now on AND the panic is sounding.Later generation controls allow entering the code twice (on/off). FIRE RESET Normally fire provides a steady shrill tone. Determine whichdetector had tripped by observing a solid red light on detector.CHANGING YOUR CODE 1. Open control and slide black switch in upper left hand corner to far right (normally it's in the center position);2. Enter personal code (2-6 digits, no zeroes) once on keypad; 3. Return to control and return switch to center position; and 4. Turn alarm on then off to check aming and disaming. RED MEMORY/ARMED LIGHT FLASHING Indicates the alarm had previously activated and displays thezone. To clear this enter subscriber code twice (am and disam).	Delete Print OK Cancel

## **Overview:**

The Control Unit dialog allows entry and editing of control unit's name and help instructions. This information can be provided to operations personnel while in an exception event display. Additionally, after control unit types are defined, a window containing the control unit name is available for entry in a subscriber's database. This information is entered in an account in the Control Type field on the premise page.

# How to add or edit a control unit entry

Click **Insert** button to add a new entry into the list or, to edit an existing entry, click on the item in the Control Unit List.

Select the **Type** field and enter the control type.

Select the **Description** field and enter information about the control such as how to arm/disarm the system, etc.

Click Ok.

Click the **Print** button to display the **Account Control Unit List** in a preview window. From that window, you can save, print, email or fax the Account Control Unit information.

## Edit>Table Maintenance>Email Addresses Email addresses:

Name	Address	Company		Insert
Acme Security Systems	susie@simsware.com	99-01-0001		Delete
Acme Security Systems	sarah@simsware.com	99-01-0001		
Christian, Derek	derekc@idirect.com	Intertec LTD	=	Print
Corkins, Claudine	sncinc@mindspring.com	SNC Security		
Debets, Iwan	idebets@asb.nl	ASB Holland		
Fisher, Irv	ifisher@apialarm.com	API, Inc.		
Goldfeld, Leo	market@iseco.lv	ISECO Ltd.		
Heij, Ron	rheij@asb.nl	ASB Holland		
Kerman, Bob	rkerman@jvcnet.com	Electrolarm		
Moss, Brad	cml@compusmart.ab.ca	Horizon Secu		
Newman, Jay	jnewman@fire-monitoring.com	FMC, Inc.		ОК
Rider, Keith	krider@simsware.com	TSI, Inc.	-	
ame	Email Address	Company		Cancel

## **Overview:**

This option gives you access to review/edit the SIMSIII email address book. These addresses are available from the Send Message dialog box

This list of items can be sorted and exported in different ways.

## How to add or edit an email address entry:

Click the Insert button to add a new entry into the list or, to edit an existing entry, click on the item in the Email List.

Select the Name field and enter the name.

Select the **Email Address** field and enter the address.

Optional: Select the Company field and enter the company. Click Ok.

Click the **Print** button to display the **Account Email Addresses List** in a preview window. From that window, you can save, print, email or fax the Account Email Address information.

## Edit>Table Maintenance>Fax/Modem Phone Numbers Fax Phone Numbers:

Send to	Send from	Phone		
3COM Corp	SIMS II Demo	1 (408) 764-5001	_ Delete	
Arctic Alarm	SIMS II Demo	1 (403) 873-8310		
Associated Medical Bu	01-01-0007	1 (405) 555-3030	Print	
Best Way Movers & Sto	01-01-0004	1 (312) 555-3030		
Dell Tech Support	SIMS II Demo	1 (512) 338-8700		
Fibertec, Inc.	01-01-0002	1 (213) 555-3030		
Garret's Art Gallery	01-01-0005	1 (305) 555-0303		
Garret's Art Gallery	01-01-0005	1 (305) 555-3030		
GIT Security	SIMS II Demo	1 (705) 728-4903		
Norman Radiology Asso	97-01-0007	1 (405) 555-6060		
Osborne/McGraw Hill	SIMS II Demo	1 (510) 549-6603	ОК	_
Robert's Pharmacy	01-01-0008	(972) 964-7019	*	_
ent To	Send From	Phone	Cancel	
COM Corp	SIMS II Demo	1 (408) 764-5001	Help	

## **Overview:**

This option gives you access to review/edit the SIMSIII fax/modem address book. These numbers are available from the Send Message dialog box.

# How to add or edit a fax/modem phone number entry:

Click **Insert** to add a new entry into the list or, to edit an existing entry, click on the item in the Fax/Modem List.

Select the **Send To** field and enter the name to send to.

Select the **Phone** field and enter the phone number to send to.

Select the **Send From** field and enter the send from name.

Click Ok.

Click the **Print** button to display the **Fax Phone Numbers List** in a pre-view window. From that window, you can save, print, email or fax the Fax Phone Number information.

# Edit>Table Maintenance>Global Phone Numbers Global Phone Numbers:



Edit>Table Maintenance>Global Phone Numbers>Edit/Update:
Edit/Update:

Name	Comment	Phone	Alternate Phone		Insert
Arleta FD	Arleta, CA	1 (818) 555-0000	1 (818) 555-9999		
Arleta Guard Service	Arleta, CA	ArletaGuards@si	arecom		Delete
Des Plaines IL FD	Des Plaines IL	(847) 391-5333	1 (312) 555-8888		Print
Des Plaines IL PD	Des Plaines IL	(847) 391-5400	1 (312) 555-9999		
Hollywood FL FD	Hollywood, FL	(305) 555-1111	1 (305) 555-8888	=	
Hollywood Police Dept	Hollywood FL	(954) 967-4636	1 (305) 555-9999		
Huntington CA FD	Huntington Beach CA	(714) 536-5411	1 (714) 555-8888		
Huntington CA PD	Huntington Beach CA	(714) 960-8811	1 (714) 555-9999		
Montreal Police Dept	Montreal, QUE	1 (514) 555-0000	1 (514) 555-9999		
Montreal QU PD	Montreal, QUE	1 (514) 555-1111	1 (514) 555-8888		
Noman OK FD	Norman OK	(405) 292-9780	1 (405) 555-8888	+	
ame:	Comment:	R Phone:	Alternate Phone	e:	
loman OK FD	Noman OK	R (405) 292-978	30 1 (405) 555-88	88	
		Clear Ty	pe Fire	_	ОК
JRL:					Apply
					Cancel

## **Overview:**

This selection allows entry of telephone numbers (e.g., police, fire, medical, etc.) that may be used on different accounts. Utilizing the Global Phone Numbers allows you to make a change in the phone number and make an immediate effect on all accounts utilizing the table entry. A list containing these entries is available in an account's call list page for the Name field.

## How to add or edit a global phone number entry:

Click **Insert** to add a new entry into the list or, to edit an existing entry, click on the item in the Global Phone List.

Select the **Name** field and enter the name for the phone number.

Select the **Phone** field and enter information about the phone number.

Optional: Select the **Comment** field and enter a comment about the entry.

Optional: Select the **(R) Routing Number** field and enter information about the entry. Click Ok.

Click the **Print** button to display the **Global Phone Numbers List** in a pre-view window. From that window, you can save, print, email or fax the Global Phone Number information.

# Edit>Table Maintenance>Global Phone Numbers>On-Line Validation On-line validation:

Global Name	GloID	R	Vp	Entries	On-Line Jurisdiction	Phone	Туре	Comment
	0		N	0				
Arleta Guard Service	0	Е	Ν	0		ArletaGuards@si		Arleta, CA
Arleta FD	0	R	Ν	0		1 (818) 555-0000		Arleta, CA
Des Plaines IL FD	0	R	Ν	0		(847) 391-5333		Des Plaines IL
Des Plaines IL PD	0	R	Ν	0		(847) 391-5400		Des Plaines IL
Hollywood FL FD	0	R	Ν	0		(305) 555-1111		Hollywood, FL
Hollywood Police Dept	0	R	Ν	0		(954) 967-4636		Hollywood FL
Huntington CA FD	0	R	N	0		(714) 536-5411		Huntington Beach CA
Huntington CA PD	0	R	N	0		(714) 960-8811		Huntington Beach CA
Montreal Police Dept	0	R	N	0		1 (514) 555-0000		Montreal, QUE
Montreal QU PD	0	R	N	0		1 (514) 555-1111		Montreal, QUE
Norman OK FD	0	R	N	0		(405) 292-9780		Norman OK
								•
					Clear	Validate	Save	Cancel Show Ma
Srch All Name	Comr	nent		Phone	ListView has 13 item(s	)		
gency Search					Additional V	alidation Options		
Jurisdiction:					Find/C	reate Globals 100	and above	
Phone(s):		] [			City/St	ate to Cmnt 📃 Tog	ggle Global Chec	ks
Comment:				Route:	24x7t	o Alt Phone		Grp Contacts
Commonit.						Matches Only		Create Globals

# Validate:

Validates all the fields

Global Phone Validation							
Global Name	GloID	R	Vp	Entries	On-Line Jurisdiction Ph	ione T	ype Comment
Arleta FP	n	R	Ν	0	1(	818) 555-0000	Arleta, CA
Arleta G Copy			Ν	0	hA	etaGuards@si	Arleta, CA
Des Plai Edit/Update Autho	rity	- 2	Ν	0	(84	47) 391-5333	Des Plaines IL
Des Plai		- 1	Ν	0	(84	47) 391-5400	Des Plaines IL
Hollywo	<b>&gt;</b>	· 1	Ν	0	(30	05) 555-1111	Hollywood, FL
Hollywood Police Dept	0	R	Ν	0	(95	54) 967-4636	Hollywood FL
Huntington CA FD	0	R	Ν	0	(7)	14) 536-5411	Huntington Beach CA
Huntington CA PD	0	R	Ν	0	•	14) 960-8811	Huntington Beach CA
Montreal Police Dept	0	R	Ν	0		514) 555-0000	Montreal, QUE
Montreal QU PD	0	R	Ν	0		514) 555-1111	Montreal, QUE
Norman OK FD	0	R	N	0		05) 292-9780	Norman OK
Norman OK PD		R	N	0	(40	05) 321-1600	Norman OK
•							
inter Filter Text					Clear	Validate S	ave Cancel Show Map
Srch All Name	Comn	nent		Phone	ListView has 12 item(s)		
gency Search					Additional Validation	n Options	
Jurisdiction:					Find/Create G	ilobals 100 🚔	and above
Phone(s):		] [			City/State to C	Cmnt 🗌 Toggle	Global Checks
Comment:				Route	24x7 to Alt Ph	one	Grp Contacts
Name:					Global Matche	es Only	Create Globals

# Show map button-Opens Google map for a highlighted entry

By right clicking on the record users can **Copy** (which will allow you to take the information from that one entry), **Edit/Update Authority**, **Export** to Excel or Text file (which will export the entire list).

## **Grp Contacts:**

When you run the Group Contacts option, it will show you any contacts that have the same phone number as an already established contact. You will then have the option to set up a new Global Contact or add the other contacts to the current Global.

Global Name	GloID R Vp E	ntries On-Line Jurisdiction	Phone Type	Comment
Arleta Guard Service	0 E N	0	ArletaGuards@si	Arleta, CA
Arleta FD	0 R N	0	1 (818) 555-0000	Arleta, CA
Des Plaines IL FD	0 R N	0	(847) 391-5333	Des Plaines IL
Des Plaines IL PD	0 R N	0	(847) 391-5400	Des Plaines IL
				r
From Name	From Phone	To Global Name	Global Phone Cour	nt Suggestion
		Clear	Validate Save	Cancel Show Map
Srch All 🔲 Name	Comment I	hone ListView has 13 item	s)	
gency Search		Additional	/alidation Options	
Jurisdiction:		Find/	Create Globals 100 🚔 an	nd above
		City/S	itate to Cmnt 📃 Toggle Glo	obal Checks
Phone(s):				Can Contractor
Phone(s):		Route: 24x7	to Alt Phone	Grp Contacts

## Edit/Update Authority: Create/update authority:

🚱 Create/Update Au	thority			
Physical Address				
Name:	Arleta FD		Callback Pri:	
Jurisdiction:			Callback Alt:	
Contact:			Non-Emg Phone:	
Address #1:			24x7 Phone:	1 (818) 555-0000
Address #2:			Alt 24x7 Phone:	1 (818) 555-9999
City:		State:	Fax:	
County:	Zip:		Last Update:	01/01/01
Mailing Address			Authority ID:	0
Address #1:			Routing:	<b></b>
Address #2:			Longitude:	0
City:		State:	Latitude:	0
	Zip:		Comment: Arleta, CA	
Authority Types		Prim. E-Mail addr.:		
Police Dept.	EMS Services			
Fire Dept.	Central Station		OK Cance	Help
Sheriff Dept.	CS Dealer			

You can modify any of the fields.

The following fields must be entered before this table will save:

-Jurisdiction -City -State -24x7 phone -Authority

Edit>Table Maintenance>Global Phone Number>View Onl	y
View Only:	

Name	Comment	Phone	Alternate Phone		Insert
Arleta FD	Arleta, CA	1 (818) 555-0000	1 (818) 555-9999		
Arleta Guard Service	Arleta, CA	ArletaGuards@si	arecom		Delete
Des Plaines IL FD	Des Plaines IL	(847) 391-5333	1 (312) 555-8888		Print
Des Plaines IL PD	Des Plaines IL	(847) 391-5400	1 (312) 555-9999		
Hollywood FL FD	Hollywood, FL	(305) 555-1111	1 (305) 555-8888	=	
Hollywood Police Dept	Hollywood FL	(954) 967-4636	1 (305) 555-9999		
Huntington CA FD	Huntington Beach CA	(714) 536-5411	1 (714) 555-8888		
Huntington CA PD	Huntington Beach CA	(714) 960-8811	1 (714) 555-9999		
Montreal Police Dept	Montreal, QUE	1 (514) 555-0000	1 (514) 555-9999		
Montreal QU PD	Montreal, QUE	1 (514) 555-1111	1 (514) 555-8888		
Noman OK FD	Norman OK	(405) 292-9780	1 (405) 555-8888	Ŧ	
ame:	Comment:	R Phone:	Alternate Phon	e:	
		Clear Ty	pe	-	ОК
IRL:					Apply
					Cancel

Click the **Print** button to display the **Global Phone Numbers List** in a preview window. From that window, you can save, print, email or fax the Global Phone Number information.

Name	Comment	Phone	Alternate Phone	Insert
Arleta Fire Dept	Arleta, CA	1 (818) 555-1111	1 (818) 555-8888	110010
Arleta Guard Service	Arleta, CA	ArletaGuards@si	arecom	Delete
Arleta Police Dept	Arleta, CA	1 (818) 555-0000	1 (818) 555-9999	
Des Plaines IL FD	D Сору	47) 391-5333	1 (312) 555-8888	Print
Des Plaines IL PD	D	47) 391-5400	1 (312) 555-9999	
Hollywood FL FD	H Dial Selection	05) 555-1111	1 (305) 555-8888	
Hollywood Police Dept	н	54) 967-4636	1 (305) 555-9999	
Huntington CA FD	H Export	14) 536-5411	1 (714) 555-8888	
Huntington CA PD	Huntington Beach CA	(714) 960-8811	1 (714) 555-9999	
Montreal Police Dept	Montreal, QUE	1 (514) 555-0000	1 (514) 555-9999	
Montreal QU PD	Montreal, QUE	1 (514) 555-1111	1 (514) 555-8888	
Norman OK FD	Norman OK	(405) 292-9780	1 (405) 555-8888	
ime:	Comment:	R Phone:	Alternate Phone:	ОК
es Plaines IL FD	Des Plaines IL	R (847) 391-533	3 1 (312) 555-8888	Apply
		Clear		Cancel
Srch All 🔲 Name	Comment Phone			Help

By right clicking on the record users can **Copy** (which will allow you to take the information from that one entry), **Dial Selection**, **Export** to Excel or Text file (which will export the entire list).

After clicking **Dial Selection:** This will allow you to test the call to the dispatching agency/global phone number.

Dialing		_ 🗆 🗙
Calling:		
Notify:	Hollywood FL FD	Dial
Phone number/Note:	(305) 555-1111	HangUp
Access IvI/Language:		Transfer
Passcard:		
PC Holder Name:		ОК
Access level:		Cancel
Comment:		Help
Status		

Hang Up/Esc will allow you to exit the Dial Selection.

## Edit>Table Maintenance>Global Schedules Global Schedules:

Description	Begin	Opn	Until	Clo		Insert
Christmas	12/25		12/25			Delete
Independence Day	07/02		07/02			
New Year's Day	01/01		01/01			Print
escription New Year's Day	Begin 01/01		oen Until _: 01/0		lose	Recalculate
New Year's Day Day(s) of Week:				1 -		Recalculate

## **Overview:**

This option lets you manage the Global Schedule list. These are schedules that can be applied to all accounts in the database depending on their Global Codes entries. This helps eliminate making temporary schedule entries for accounts with matching characteristics (e.g., accounts following national or religious holidays).

## How to add or edit a global schedule entry:

Click Insert button to add a new entry into the list or, to edit an existing entry, click on the item in the Global Schedules List.

Select the Description field and enter a brief description about the schedule.

Select the Begin Date field and enter the date the schedule starts on.

Optional: Select the Open Time field and enter the opening time for the schedule.

Select the Until Date field and enter the date the schedule terminates on.

Optional: Select the Close Time field and enter the closing time for the schedule.

Mark the days of the week (e.g. Monday through Sunday) the schedule will be applied.

Select the Global Code 1 through Global Code 7 field(s) and enter the identifier for the schedule. Click Ok.

Click the Print button to display the Global Schedule List in a preview window. From that window, you can save, print, email or fax the Global Schedules information.

# Edit>Table Maintenance>Special Codes Special Codes:

Code 1 Code 8		
Code	Description	
А	Special Code 1 Code A	
В	Special Code 1 Code B	
С	Special Code 1 Code C	=
D	Special Code 1 Code D	
E		
F		
G		
н		
1		
J		
К		
L		
M		т ОК
•	III	
		Cancel

## **Overview:**

This dialog box allows definitions of up to 128 entries for each of the fourteen codes entered in an account's database on the Comments tab. Additionally, a Description of the code's meaning is provided. The Special Code List contains 26 Code and Description entries for each of the 14 special codes fields.

## How to add or edit a Special Code entry:

Click the **button** for the Special Code group you wish to edit. Click the **Code letter** in the Special Code List you wish to edit. Select the **Code** field and enter the code. Select the **Description** field and enter a brief description of the entry. Click **Ok**.

Click the **Print** button to display the **Special Codes List** in a preview window. From that window, you can save, print, email or fax the Special Codes information.

## Edit>Table Maintenance>Emergency Mode Emergency Mode:

Emergency M	lode				×
Begin/Until/Zip	Codes:				
Begin 00:00	Until:	00:00	Zip Code:		
00:00		00:00	Γ		
00:00		00:00	Γ		
			Γ		
			Γ		
			Γ		
			Γ		
Type(s) to auto	log:				
LPT	LBR	LPR			
			Const		
Print		ОК	Cancel	Help	1
					///

# Overview:

This Emergency Mode option allows operations personnel to set specific event types (e.g., LPT - Low Power Trouble) to be auto-logged for a temporary period of time. After launching this option, enter the event types (e.g., LPT - Low Power Trouble) and Begin/Until times. Additionally, the zip code should be entered to only apply the emergency mode auto-log to accounts falling within its area(s). Wildcard characters (e.g., '?') may be used in the Zip code field allowing only those events occurring within the specified zip code area to be auto-logged (e.g., an entry of 123?? would encompass all zip codes beginning with 123). If you desire to cover any accounts in the database, the enter ????? in the zip code field.

Priority 1 and 2 events, even if entered, will not be auto-logged as this function is intended for situations such as environmental conditions (e.g., power outages) that cause a barrage of events that would normally require operator action.

Emergency Mode only goes until 23:59 for the current day, so if the Emergency Mode option needs to cross midnight, new entries have to be input at or after 00:00 for the next day.

Clicking Begin or Until option button brings up the time selection dialog box or you can manually enter the time if you like.

Time Selec	tion		
Time	Desc		ОК
15:07	Current Time	=	Cancel
15:12	Current + 5 Minutes	=	Cancer
15:17	Current + 10 Minutes		Help
15:22	Current + 15 Minutes		
15:37	Current + 30 Minutes		
16:07	Current + 1 Hour	-	
40.07	0 1 100	Ť	

## Type(s) to auto log:

The types can be chosen from the list or manually entered.

ent Typ	e Se	lection		
Тур	Ρ	Description	Brief Desc	🔺 ОК
?#?	3	Double Knock Modified Mnemonic	DBL KNOCK	Cancel
?-?	Α	Delayed Event Marker -	DELAY/EVNT	
?^?	3	UnRestored Zone	UNRESTORED	Help
?~?	3	Runaway Signal Detection -	RUNAWAY	
?+?	Α	Double Knock Marker -	DBL KNOCK	
A&C	3	Delay Alam w/o Cancel	DLYD ALARM	
A&R	3	Alarm & Restore -	ALARM/RST	
ABT	А	Abort -	ABORT	
ACC	10	Access -	ACCESS	<b>T</b>
٠.		III	•	
Enter Fi	ter T	ext	Clear	
V AI		Type Description Brief Desc	Li	istView has 134 item(s)

## Edit>Table Maintenance>Event Priority Level Event Priority Level:

😫 Even	t Priority Level		
Тур	Description	Brief Desc	Insert
?#? ?-? ?~? ?~? A&C A&R ABT ACC ACD	Double Knock Marker - Delay Alarm w/o Cancel Alarm & Restore - Abort - Access -	DBL KNOCK DELAY/EVNT UNRESTORED RUNAWAY DBL KNOCK DLYD ALARM ALARM/RST ABORT ACCESS NO ACCESS	Delete Print
Type Optio	Description	Brief Description	OK Cancel Help

## **Overview:**

The Event Priority Levels option allows setting of event priority levels and also the events which can be brought to operator attention or auto-logged (i.e. Open/Close and Test signals from subscribers).

## How to add or edit an event priority level entry:

Click **Insert** button to add a new entry into the list.

To edit an existing entry, click on the item in the Event Priority Level list.

Select the **Event Type** field and enter the mnemonic (3 digits) you wish to use.

Select the **Description** field and enter a default zone description entry for the event type.

Select the **Brief Description** field and enter an abbreviated message about the event type (e.g., for a fire alarm, you might use FIRE).

Select the **Priority Level** of the event type.

Select the **Display Type** field and enter the type of response display for the event type (e.g., priority action, routine action, etc.)

Select the **Open/Close Reports and/or Possible Dispatch** field and choose whether to include the event type in subscriber open/close reports and if the event type is potentially a police or fire department dispatch.

Click **Ok**.

Click the **Print** button to display the **Event Priority Level** in a preview window. From that window, you can save, print, email or fax the Event Priority Level information.

😫 Repo	ort Vi	ewe	r			x
File	Com	mand	s Actions			
🗄 🛃 Save	e •	<u></u> I	Notepad 🎯 Print 🌉 Print Preview 🛛 😭 Email 👻 🞯 Fax 👻			
12/0	3/1	4	Event Message Listing		09:50	-
Тур	P	D	Description	D	Brief Desc	
	_	_	Double Knock Modified Mnemonic	N	DBL KNOCK	
			Delayed Event Marker -	N	DELAY/EVNT	
			UnRestored Zone	N	UNRESTORED RUNAWAY	
?~? ?+?			Runaway Signal Detection - Double Knock Marker -	N N	DBL KNOCK	
	3		Delay Alarm w/o Cancel		DLYD ALARM	
	3		Alarm & Restore -	-	ALARM/RST	
ABT	Ā	_	Abort -	-	ABORT	
	в		Access -		ACCESS	
ACD	8	P	Access Denied -	Y	NO ACCESS	
ACL	А		Area Closing -	Y	AREA CLOSE	
AID	А		Area Identification	Y	AREA ID	
ALO	8	Р	Access Lock Out -	Y	NO ACCESS	
ALR	2	Р	Alarm -	Р	ALARM	
AOP	А		Area Opening -	Y	AREA OPEN	
ARM	А		Force Armed - OK	Y	FORCE ARM	
AUX	2	Ρ	Auxiliary -	Р	AUXILIARY	
BAK	2	Ρ	Backup Account Timeout (Service/Attack)		BACK ACNT	
BCP	7	Р	CPU Battery Low (ITI/SIMSI Compatibility)		LOW BATT	
BKY	7	Р	Keypad Battery Low (ITI/SIMSI Compatibility)		LOW BATT	
BOE	4	Ρ	Break on Entry/Exit	Y	E/E BREAK	
BUR	2	Ρ	Burglary -	Р	BURGLARY	
BYP	Α	Ν	Zone Bypass -	Ν	BYPASS	
C\$D	Α		Caller I.D. Information Valid/Inserted		CALLER OK	-
			Use: Page-Up for previous, Page-Dn for Next			

## Edit>Event Disposition and Premise Access Event Disposition and Premise Access:

# **Disposition and Access Levels:**

Event Disposition Service Disp	Premise Access Levels	
Description	Dispatch	▲ Add
(a) Additional Alarm (b) Battery/Power Related	Not Used	E Delete
(c) See Event Comments (d) Damaged Equipment	Not Used Not Used	
(e) Environment Related	Not Used	
(f) Fire Dispatched (g) Guard Service Dispatch	Fire Department Dispatch h Not Used	
(h) (i) Incorrect Acct Data	Not Used Not Used	
Description	Dispatch	Ŧ
(c) See Event Comments	Not Used	•
	OK Cano	cel Help

## **Overview:**

The Event Dispositions tab of Event Disposition and Premise Access allows editing a predetermined and fixed number of event resolutions and dispatching data that are presented for selection during the completion of an exception event. Dispositions are generally used to group exception events into categories depending upon the resolution of the event. For example, one item may be defined as "Police Dispatched" and would be used when a police department is dispatched to the premises.

## How to edit an Event Disposition entry:

Click on the **item** you wish to edit in the Event Disposition list. Select the **Description** field and enter a brief description about an exception event resolution. Select the **Dispatch** field and enter information about whether the entry is dispatch related. Click **Ok**.

## Print will print all disposition information

Service	Disno	ositions:
JEIVICE	Dispu	51110115.

Oisposition and Access Levels		×
Event Disposition Service Disposition Premise Access Levels		
Description (b) Environment Related (c) Scheduled Maintenance (d) Installer Error (e) Customer Error (f) Telco Problems (g) No Cause Found (h) Equipment Removal (i) Equipment Damaged (j) Work Order Resolved	Add Delete	_
Print OK Cancel	Help	

#### **Overview:**

The Service Disposition tab of Event Disposition and Premise Access allows adding, deleting or editing up to 24 different dispositions. The Service Dispositions are used when completing a work order.

#### How to edit a Service Disposition entry:

Click on the **item** you wish to edit in the Service Disposition list. Select the **Description** field and enter a brief description about a service/work order resolution. Click **Ok**.

#### How to add a Service Disposition entry:

Add: Click on Add, then enter the **Description**-preface the description with a lowercase letter in parentheses, i.e. (a)

#### Print will print all disposition information

#### **Premise Access Levels:**

Oisposition and Access Levels		$\times$
Event Disposition Service Disposition Premise Access Levels		
Description Owner/Fully Authorized Management/Authorized Authorized After Hours Allow Schedule Changes Unauthorized After Hrs Service Co. Personnel	Add Delete	
Description		
Print OK Cancel	Help	]

#### **Overview:**

This will allow you to further customize information on the account contacts.

#### How to edit a Premise Access Level entry:

Click on the **item** you wish to edit in the Premise Access Level list. Select the **Description** field and enter a brief description. Click **Ok**.

How to Add a Premise Access Level entry: Click on Add, then enter the Description. Click Ok.

# How to Delete a Premise Access Level entry:

Highlight the entry and hit **Delete** Click **Ok**.

Print will print all disposition information

# Edit>Table Maintenance>Messages

SIMS III for Windows	
📍 🕃 🔥 🥔 🐔	😰 🔊 📲 🚑 🗃 😭
File Edit Reports Service C	onfigure System Help
Working Account  Dealer	P5=0 P6=1 P7: Operator: LAV Dec 03, 2014 10:21:21
Table Maintenance	Accounting Center
	Account Classes
	Account Types
	Control Unit
	Email Addresses
	Fax/Modem Phone Numbers
	Global Phone Numbers
	Global Schedules
	Pagers
	Special Codes
	Emergency Mode
	Event Priority Levels
	Event Disposition and Premise Access
	Messages  Error
	Operator Maintenance Help
	Operator Message Phrases Warning
	Receiver/Line Translations
	System Reminder
	Traffic Colors and Sound Options
	Contact Templates
	Open/Close Schedule Templates
	Zone Templates

# Edit>Table Maintenance>Warning>Error Error Messages:

0	Error N	lessage		
	Nmbr	Description	<b>_</b>	Print
	0000			
	0001	Invalid Function Number!		
	0002	File Not Found!		
	0003	Path Not Found!		
	0004	Too Many Open Files! (no handles left)		
	0005	Access Denied!		
	0006	Invalid Handle!		
	0007	Error Reading the SCHEDULE.DAT File!		
	8000	Error Writing the SCHEDULE.DAT File!		
	0009	Destination Drive To Small!		
	0010	ACNTFILE.DAT File Missing!	<b>•</b>	
1	Number	Description		
	0005	Access Denied!	_	
I	lessage			
	from the nother a	rrent application has been denied access operating system. Usually this means a- ipplication has the file opened in an ex- nanner (i.e. someone else is writing to		
				ОК
				Cancel
			-1	Help
			<u> </u>	
				///

## **Overview:**

The Edit Error Messages dialog allows editing of the SIMS III error text.

# How to Edit an Error Message entry:

Click on the **item** you wish to edit in the **Error Message List**. Select the **Description** field and enter a brief description about the message. Select the **Message** field and enter information about the error entry. Click **Ok**.

Click the **Print** button to display the **Error Messages** in a preview window. From that window, you can save, print, email or fax the Error Message information.

# Edit>Table Maintenance>Messages>Help Help Messages:

٩	Help M	essage			<u>_ 🗆 ×</u>
1	Nmbr	Description			Print
	0000	Not Currently Utilized			
	0001	Account Group			
	0002	Account Class			
	0003	Account Name			
	0004	Contact Name			
	0005	Address			
	0006	Cross Street			
	0007	City			
	8000	State			
	0009	Zip Code			
	0010	FAX	-		
١	Number	Description			
	0004	Contact Name			
	premise Alternativ	ontact Name field allows entry of the owner or other responsible individual. vely, this field can also be used as a tion of the Account Name.		-	
					ок
					Cancel
				-	Help
					1

#### **Overview:**

The Edit Help Messages dialog allows editing of the SIMS II DOS help text.

## How to edit a Help Message entry:

Click on the **item** you wish to edit in the Help Message List. Select the Description field and enter a brief description about the message. Select the Message field and enter information about the error entry. Click Ok.

Click the **Print** button to display the **Help Messages** in a preview window. From that window, you can save, print, email or fax the help messages information.

# Edit>Table Maintenance>Messages>Warning Warning messages:

😧 Warnir	ng Message			
Nmbr	Description			Print
0000	Unassigned Warning Screen	_		
0001	This is a TVX Video Account!			
0002	This is a Two-Way Audio Account!			
0003	Unassigned Warning Screen			
0004	Unassigned Warning Screen			
0005	Unassigned Warning Screen			
0006	Unassigned Warning Screen			
0007				
8000				
0009				
0010		-		
Number	Deservation			
	Description	_		
0002	This is a Two-Way Audio Account!			
Message	•			
This ac	count is on Two-Way Audio and expects		•	
the follow	wing: Pick up the Red Phone #1 and say:			
	your Central Station and the Police have spatched! May we help you?"			
				ок
				Cancel
			•	Help

## **Overview:**

This option allows you to edit/view the SIMSIII list of warnings messages. These messages can be linked to an account or to a specific zone of an account to provide operators with additional information during the process of completing an alarm. Also, there is a field in the <u>dealer database</u> that allows you to link a dealer with one of these warning messages.

## How to edit a warning message entry:

Click on the item you wish to edit in the Warning Message List. Select the Description field and enter a brief description about the message. Select the Message field and enter the actual warning message content. Click Ok. Click the **Print** button to display the **Warning Messages** in a preview window. From that window, you can save, print, email or fax the warning messages information.

## Edit>Table Maintenance>Operator Maintenance Operator Maintenance:

🛟 Operator Maintenance						<u>_ 🗆 ×</u>
Name	Initials	ID	Group	Level		Insert
Kim L. Utley	KIM	999		MGT		
Management Example	SIM	002		MGT		Delete
Matt Hager	Mat	Hager		WEB		Print
Operator Example	SIM	000		OPR		
Remote Example	SIM	003	ACME	REM		
SIMSWeb Dealer	DLR	PASSW	ACME	WEB		
SIMSWeb Management	SIM	004		WEB		
Supervisor Example	SIM	001	ACME	SUP		
Tom Utley	Tom	Utley		WEB	-	
•		1		•	Ť.	Definitions
Name	Initial ID	Group	Acces	s Level		
Tom Utley	Tom Utl	ey	Web-/	Access Lev	•	ОК
Access			IP Mask			Apply
6*8	12	/03/14	I			Cancel
				Clear		Help
Srch All Name	Group I	Level			ListView	w has 19 item(s)
						1.

## **Overview:**

The Operator Maintenance dialog box allows you to define the access level, initials, ID (password) and group for each one of the users of SIMSIII.

# How to add or edit an operator entry:

Click Insert to add a new entry into the list or, to edit an existing entry, click on the item in the Operator List .

Select the Name field and enter the operator's full name.

Select the Initials field and enter the operator's up to three character initials.

Select the Identification field and enter the operator's up to eight characters ID.

Optional: click the button adjacent to the Group field and select an entry from the Operator Level Pick List (if you want to restrict them to only viewing information on a certain group).

Select the **Access** Level by using the drop down list to select an entry from the Operator Level Pick List. Select the Access entries for the operator (\* will automatically enable all options for that level). Click Ok. Click the **Print** button to display the **Operators Maintenance List** in a preview window. From that window, you can save, print, email or fax the operator maintenance information.

## Edit>Table Maintenance>Operator Message Phrases Operator Message Phrases:

Desc	String	▲	Defaults
<alt>+<a></a></alt>	A.T.M. Service Team on premises per		
<alt>+<b></b></alt>	Restored to Clnr / Guard Access		
<alt>+<c></c></alt>	Client Test per		
<alt>+<d></d></alt>	Break & Restore on Entry - Open at		
<alt>+<e></e></alt>	Entry Outside Hours - Passcard:		
<alt>+<f></f></alt>	Failed to Notify of		
<alt>+<g></g></alt>	Computer Test per		
<alt>+<h></h></alt>			
<alt>+<l></l></alt>	Install on premises inits:		
<alt>+<j></j></alt>	Declined to attend		
	Declined to attend To Attend		
<alt>+<k></k></alt>			
<alt>+<k> <alt>+<l></l></alt></k></alt>	To Attend		
<alt>+<k> <alt>+<l> <alt>+<m></m></alt></l></alt></k></alt>	To Attend	-	ОК
<alt>+<k> <alt>+<l> <alt>+<m></m></alt></l></alt></k></alt>	To Attend Message Left for	•	
<alt>+<k> <alt>+<l> <alt>+<m></m></alt></l></alt></k></alt>	To Attend Message Left for Break & Restore on exit - Close at	•	OK Cancel

#### **Overview:**

The Operator Message Phrases dialog allows definition of the Operator Message Phrases available to operations personnel used during exception event processing. These shortcuts can be inserted in the operator comments field of the priority/ routinely action display.

## How to edit an Operator Message Phrase:

Click on the item you wish to edit in the Operator Message Phrases. Select the String field and enter a note to be used for exception event operator comments. Click Ok.

Click the **Print** button to display the **Operator Message Phrases** in a preview window. From that window, you can save, print, email or fax the operator message phrase information.

## Edit>Table Maintenance>System Reminder System Reminder:

Syst	em Reminder				_ 🗆 🗙
ID	Day	Time	То	Reference	Insert
001	Monday Monday	12:00	Supervisors Master Supervisors	Data Backups Data Backups	Delete
003	Monday		Master Supervisors	Data Backups	Print
D	Day of Week	Time	То	Reference	
001	Monday	▼ 12:00	Supervisors	Data Backups	Ok
P	urge: 🗖			From: John Isles	Apply
			Supervisors are instructed kupseach Monday. Plea		Cancel
					Help
					//

## **Overview:**

System Reminders are messages that can be setup to appear in the traffic screen at certain days/times. When a System Reminder is detected, it will be brought to the Traffic Display as a normal event. When the operator handles the event they will see the actual system reminder message in the screen.

One or more event type messages (e.g., 'REM', 'SYS', etc.) for the System Reminder need to be added to Event Priority Level List. Use an "S" as the Display Type to designate system reminder) and the desired Priority Level (e.g., '6') for each of the system reminder event types.

Account '95-01-999999' will have to be created for the System Reminders. System Reminder message numbers are identified in the Zone field (System reminder message '01' would be zone '01) while the event Type (e.g. 'SYS') is used to assign the priority level.

#### How to add or edit a System Reminder entry:

Click Insert to add a new entry into the list or, to edit an existing entry, click on the item in the System Reminder List.

Select the Day of Week field and enter the day(s) to apply the system reminder.

Select the Time field and enter the time to activate the system reminder.

Optional: Select **To:** field and enter the name the system reminder is directed to.

Optional: Select the Reference field and enter an additional comment.

Optional: Select Purge checkbox to delete if you want SIMSIII to delete the system reminder after delivery.

Optional: Select **From:** field and enter the name of the person generating the system reminder. Select the Message field and enter a message to be presented when the system reminder is generated. Click Ok.

Click the **Print** button to display the **System Reminders** in a preview window. From that window, you can save, print, email or fax the System Reminder information.

Edit>Table Maintenance>Traffic Color and Sound Options Traffic color and Sound Options:

### **Traffic Colors:**

Traffic Colors		_ 🗆 ×
Pri Colors Pri Sounds Msg Sounds		1
Priority Colors		
Priority 1 Text: Text = Crimson, Back = White	Text	Back
Priority 2 Text: Text = Chocolate, Back = White	Text	Back
Priority 3 Text: Text = MediumVioletRed, Back = White	Text	Back
Priority 4 Text: Text = MediumBlue, Back = White	Text	Back
Priority 5 Text: Text = DodgerBlue, Back = White	Text	Back
Priority 6 Text: Text = RoyalBlue, Back = White	Text	Back
Priority 7 Text: Text = SteelBlue, Back = White	Text	Back
Priority 8 Text: Text = SeaGreen, Back = White	Text	Back
Priority 9 Text: Text = Green, Back = White	Text	Back
Priority On-Hold Text: Text = Black, Back = White	Text	Back
Priority Auto-Log Text: Text = Black, Back = White	Text	Back
Save as Default OK Cance	a   [	Help

## **Overview:**

This dialog box allows modification of the colors assigned to event priority levels viewed in the Traffic Display List. You can change the color of the text and the color of the background.

## How to change the traffic display colors for an event level:

Click the **Text** button adjacent to the priority level you wish to change.

A **Choose Colors** dialog will be presented allowing you to choose the text color you wish to use. Click **Ok** to close the Choose Colors dialog.

Click the **Background (Back)** button adjacent to the event level you wish to change.

A **Choose Colors** dialog will be presented allowing you to choose the background color you wish to use. Click **Ok** to close the Choose Colors dialog.

Repeat the above steps for each event level you wish to change.

# Edit>Table Maintenanct>Contact Templates Contact Templates:

Description	Begin	Opn	Until	Clo	Purge	Insert
All Days / All Times					N	
Friday / All Times					N	Delete
Monday / All Times					N	Print
Mon-Fri / 9am-5pm		09:00		17:00	N	
Mon-Fri / All Times					N	
Sat-Sun / All Times					N	
Saturday / All Times					N	
Sunday / All Times					N	
Thursday / All Times					N	
Tuesday / All Times					N	
Wednesday/ All Times					N	
Description	Begin	Op D			Close	
Mon-Fri / 9am-5pm		· 09	:00	·	17:00	ОК
Day(s) of Week: M IV T IV W IV	ТИГК	Z s 🗆	s 🗆	P	urge: 🗖	Cancel
	1 1 1 1 1	· · ·	• · · ·		uigo.	Help

## **Overview:**

The Contact Template dialog allows pre-defining of various contact (call list) variables including days of the week to be notified on with beginning and ending times and temporary starting and ending dates. A list containing the entries in this table is available by pressing the Variables button on the call list page of Account Maintenance.

## How to add or edit a contact template entry:

Click **Insert** to **add** a new entry into the list or, to **edit** an existing entry, click on the item in the **Contact List**.

Optional: Select the **Description** field and enter a brief description about the entry.

Optional: Select the **Begin Date** field and enter the date that the contact will be available.

Optional: Select the **Begin Time** field and enter the time start time the contact will be available.

Optional: Select the **Until Date** field and enter the date that the contact availability will terminate.

Optional: Select the **Until Time** field and enter the time that the contact availability will terminate. Optional: Select **Purge** to remove the entry from an account's contact list when the **Until Date** has expired.

Select the **day(s) of week** (e.g., Monday through Friday) the contact will be available. Click **Ok**. Click the **Print** button to display the **Contact Templates** in a preview window. From that window, you can save, print, email or fax the contact template information.

### Edit>Table Maintenance>Open/Close Schedule Templates Open/Close Schedule Templates:



## Overview:

This selection allows pre-defining of various open & close variable information including: day-of-week, open time, close time, opening type, force an opening exception, allow an early opening, check the account for late-to-open and similar functions for the closing process. A list containing the entries in this table is available on the schedule page of Account Maintenance.

## How to Add or Edit an Open/Close Schedule template entry:

Click **Insert** to **add** a new entry into the list or, to **edit** an existing entry, click on the **item** in the **Open/Close Schedule List**.

Optional: Select the **Description** field and enter a brief description about the entry.

Optional: Select the **Open Time** field and enter the opening time for the schedule.

Optional: Select the **Close Time** field and enter the closing time for the schedule.

Optional: Select **Open Is Exception** to force an opening to be an exception even if occurring within normal open/close times.

Optional: Select **Generate Late to Open** to cause an exception to be created if the account doesn't open by its normal opening time (plus late open tolerance).

Optional: Select **Close Early** to allow an account to close before it's normally scheduled closing time minus early close tolerance).

Optional: Select **Close Is Exception** to force a closing to be an exception even if occurring with normal open/close times.

Optional: Select **Generate Late to Close** to cause an exception to be created if the account doesn't close by its normal closing time (plus late close tolerance).

Select the **Day of Week** to apply the schedule.

Optional: Select the **Open Type** for the schedule.

Click Ok.

Click the **Print** button to display the **Open/Close Schedule Templates** in a preview window. From that window, you can save, print, email or fax the Open/Close Schedule Templates information. **Edit>Table Maintenance>Zone Templates:** 

Description	RAI	RExc	CMin	PVfy	D/K	FExc	BVfy	Insert
A&C Cancelable Zone	N	N	N	Ν	Ν	Ν	Ν	
ACL Area Clo (no Dly)	N	N	N	N	N	N	Ν	Delete
AOP Area Opn (no Dly)	Y	N	N	N	N	N	Ν	Print
CLO Regular Closing	N	N	N	N	N	N	Ν	
CLO Sub-Control Close	N	N	N	N	N	N	Ν	
PR AC Power RST	N	N	N	N	N	N	Ν	
PT AC Power TRB	N	N	N	N	N	N	N	
PN Regular Opening	Y	N	N	N	N	N	Ν	
PN Sub-Control Open	Y	N	N	N	N	N	Ν	
IRS Locking Hold-Up	N	N	N	N	N	N	N	
Description		Rst Ali		Min V	m Fro fy Ex	c Vfy		
Description	ays:	All	Exc	Min V	fy Ex	c Vfy		
	ays:	All	Exc	Min V	fy Ex	c Vfy	<b>V</b>	ОК
Rst/Can/Entry/Exit Del	lays:	All	Exc Lions: —	Min V	fy Ex	c Vfy	¥ ¥	OK Cancel

## **Overview:**

The Zone Template dialog allows pre-defining of various zone variable information including: minutes to wait for a restore, A&C delay, entry/exit delay and other selections within the Zone Variables area on page two of an accounts database. A list containing the entries in this table is available on the zone page of Account Maintenance.

## How to add or edit an zone template entry:

Click **Insert** to **add** a new entry into the list or, to **edit** an existing entry, click on the **item** in the **Zone List**. Optional: Select the **Description** field and enter a brief description about the entry.

Optional: Select Restore All to restore all currently unrestored zones.

Optional: Select Restore Is Exception to force a restore for the zone to be an exception event.

Optional: Select **Alarm and Cancel in Minutes** to change the Alarm and Cancel Delay interval to minutes instead of the default seconds.

Optional: Select **Premise Verify** to force the premise to be presented as part of a contact list in an exception event.

Optional: Select **Double Knock** to allow special signal handling capabilities.

Optional: Select **Force Exception** to force the event to be an exception even if the Type is normally auto-logged.

Optional: Select **Backup Verify** to allow special signal handling capabilities.

Optional: Select the **Restore Delay** field to enter a delay period to wait for a restore.

Optional: Select the **Alarm and Cancel Delay** field to enter a delay period to await for a open, close or cancel.

Optional: Select the **Open Type** to choose the opening type.

Click Ok.

Click the **Print** button to display the **Zone Templates** in a preview window. From that window, you can save, print, email or fax the Zone Template information.

**Chapter 7: SIMS III Reports**


The Report Parameters dialog box is the starting point for the report generation process. This dialog box will be displayed when you select any of the options from the Report Menu. There are two tabs in the Report Parameters dialog box:

#### Parameters Tab:

These options let you set up the basic parameters for the report to be generated.

Parameters	Options						
		Begin/Until				Begin/Until	
Account	number:						
Accour	nt name:						
	Group:				Class:		
	Date:		~ _		✓ Time:		
Report	Generatio	n Paramete	rs				
	Sift on:	No User D	efined Sift	$\sim$			
	Sort by:	Account N	lumber	$\sim$	Msg Types:	Oper	rator:
	Options:	Not Used		~	Priority:	Dispos	ition:
Pick	-off Typ:	None		$\sim$	Boolean Typ:	Greater than	∽ 5≑
Account	C	Grp Cls	Name			Address	
					OK	Cancel	Help

# Account Number (Begin/Until):

These fields allow entry of the beginning and until Account Number to perform the function on and should be entered in the form "rr-II-aaaaaa" where "rr" is the receiver number, "II" is the line number an "aaaaaa" is the control unit account number. Also, the form "rlaaaa" may be used to enter the number. A button is provided adjacent to the field to present a list of available selections.

Entering a beginning number only will cause the report to be performed on only the starting account number.

#### Begin & Until Account Name:

The Begin Account Name field allows entries specifying the Account Name to begin/finish the function on. A button is provided adjacent to the field to present a list of available selections.

#### **Begin & Until Group:**

The Begin & Until Group fields allow entries specifying the Group (or dealer) to begin/finish to perform the function on. A button is provided adjacent to the field to present a list of available selections.

#### Begin & Until Class:

The Begin & until Class field allow entries specifying the Class to begin/finish the function on. A button is provided adjacent to the field to present a list of available selections.

#### **Begin & Until Date:**

The Begin & until Date field allow entry of the starting and finishing date to perform the function on. Note that entering a beginning date only (without an ending date) will cause the report to be performed for the beginning date through the current date. Also, non-entry of starting and ending dates will cause the function to be performed on only the current date. A button is provided adjacent to the field to present a list of available selections.

#### **Begin & Until Time:**

The Begin & Until Time fields allow entry (hh:mm) of the starting and ending time to perform the function. Note that entering the starting time only causes the function to include information form that time forward throughout the dates entered. Also, non-entry of beginning and until times will cause the function to include all requested information throughout the entered dates. A button is provided adjacent to the field to present a list of available selections.

#### The date and time fields will be disabled for non-history related reports.

#### **Report Generation Parameters**

# Sift By:

The Sift On selections includes "no defined sift" (the default selection) and "user defined" (ad hoc) sift. If user defined is chosen you will have the ability to query (i.e., sift for) accounts for matching characteristics. For example, account names that begin with a "Z". See Report Sift Overview for additional information on sift parameter entry.

#### Sort By:

The Sort By selections includes predefined and ad hoc choices that will output the report in the selected order. User defined (ad hoc) is covered in Report Sort Parameters Overview while predefined choices include:

Account Number Account Number/Separate Group/Account Number Group/Account Number/Separate Group/Class/Account Number Account Name Group/Account Name Group/Class/Account Name Stat by Total Event Descending Stat by Operator Stat by Priority Stat by Mnemonic Stat by Operator/Priority Stat by Operator/Mnemonic Stat by Operator/Priority/Event Type User defined sort.

# **Options:**

This selection lets you include or remove certain event types from the report to be generated. Options available are:

Remove manual alarms Only cancelled events Remove OUS/Canc. Events Only On-Test Events Only Emergency Events Only Emailed Events

# Pick-off Typ:

Total Events Count Auto-Logged Events Count Exception Events Count Late-to-Open Count Late-to-Close Count Open/Close Events Count Test Events Count Early Open Count Late Open Count Late Closing Count Opn/Clo/Rst/Can Count Supervisory Events Count

# Msg Types:

This selection will allow you to choose select event types to show on the report.

# **Operator:**

This selection will allow you to choose specific operator(s) handled events to show on the report.

#### **Priority:**

This selection will allow you to choose specific priority level events to show on the report.

# Disposition:

This selection will allow you to choose specific event disposition events to show on the report.

# **Options Tab:**

This tab let you set up various additional report parameters.

Parameters Options	
Optional Report Message:	
1	
Report Format Parameters:	
Force attachment creation	
Use names on reports	
Include form feeds	
Include linked accounts	
Military time on reports	
Include empty reports	
Clear paper backup	Sliding Search
Provide Seconds on Report	
Disable Repeat Block Space	
Add Option Info to Full File	
Include Cancelled accounts	Select another Form

#### **Optional Report Message:**

This is an optional field that lets you enter a free comment to be inserted in the report.

#### Force attachment creation:

This optional field allows you to create an attachment of the report even if it does not match the size to create an attachment through Comserver 3.

#### Use names on reports:

The Use Names on Reports field allows you to specify whether user names will appear on open/close reports.

Note: A contact name must be entered on the Contacts tab in Account Maintenance with a corresponding user number in the "Usr" column for the name to appear on a report.

#### Include form feeds:

The Include Form Feed field allows you to specify whether a form feed will be included at the end of each report.

# Include linked accounts:

The Include Linked Accounts field allows you to specify whether to include accounts that are linked (e.g., Backup, Notify, or Sub Accounts) to the host account in the host account's database printout.

# Military Time on Reports:

This option specifies if times will be provided in 24-hour military notation instead of 12 hour AM or PM.

# **Include Empty Reports:**

They Include Empty Reports field allows you to specify whether accounts that have no activity should be included on historical reports.

# **Clear Paper Backup:**

This selection allows resetting of the paper backup (normally only those accounts that have been modified will be printed). After invocation, enter the desired account(s) that you wish to exclude in the output of the account backup listing the next time it is utilized.

After selecting this option, the "Clear Account Paper Backup Status" dialog box will be displayed. Use this dialog box to define on which account are you going to perform the reset status process. This dialog box is the same used to define report parameters when generating a report.

# Provide Seconds on report:

Only works on SQL (long form)

# **Disable Repeat Block Space:**

# Add Options info to Full File:

Enabling this option allows additional call list and zone variable information to be placed on database printouts. This selection has no effect on Client Verification Forms.

# Include Cancelled accounts:

This option will allow any accounts on Cancelled monitoring status to appear on the report.

# Select Another Form:

If there are other forms available in this same form category, this will allow you to choose one of them instead to run the report, i.e. a customized form.

SIMS III for W	/indows		-OX
7 🕃	<b>A</b>	🕋 👔 🚺	
File Edit Re	eports Service	Configure System Help	
Vorking:	Account 🕨	Audit Trail	Audit Trail
	Dealer 🕨	Database	Audit Trail (Excel)
	History +	Database Verification	
	Service	Database SIMS Verification	
_		Detail List	•
		Inactive Accounts	•
		Summary List	•
		Mailing Labels	•
		Unused Account Numbers	
		WordStar (Ascii)	
		Open/Close Schedule Analysis	; <b>⊢</b>
		Passcard List	
		Status of Account	
		Unrestored Account	

# Account Reports:

Parameters on Account Historical Audit Report [R-D-A.IMG] Reports>Accounts>Audit Trail>Audit Trail: Reports what changes has been made in account.

Parameters on Account Historical Audit Report [R-D-A-C.IMG] Reports>Accounts>Audit Trail>Audit Trail (Excel):

Reports what changes has been made in account (in Excel/CSV format).

Parameters on Account Database Type Report [R-D-F.iMG] Reports >Account>Database (Full Account Database):

This selection allows printing of the full database for any account.

# Parameters on Account Database Type Report [R-D-V.IMG] Reports>Account>Database Verification:

This function performs and provides similar information as the "SIMS Verification Form".

# Parameters on Account Database Type Report [R-D-S.IMG] Reports>Account>Database SIMS Verification:

# **SIMS Verification Form**

This function allows a report to be generated and sent to the subscriber for verification/correction of their primary database information and returned to the central station. Information provided on the report includes premise address, permanent and brief/temporary comments, schedule intentions, call list, zone information and other data including All OK Word, account and control type and test intervals.

#### Parameters on Account Listing Report [R-L-D.IMG] Reports>Account>Detail List>Detail List (Detail List of Accounts):

This report provides a detailed list of the accounts selected. Information includes: account number, group, account name, account address, account phone number, city and state.

# Parameters on Account Listing Report [R-L-D-C.IMG]

# Reports>Account>Detail List>Detail List (Excel):

This report provides a detailed list of the accounts selected in Excel/CSV format.

# Parameters on Inactive Account Summary [H-I-S.IMG]

#### Reports>Account>Inactive Account>Inactive Account Summary:

This report provides detailed information on accounts that have not received signals since the specified date. This generally provides additional information on account's not under some type of regular testing system that may be experiencing control problems.

# Parameters on Inactive Account Detail [H-I-D.IMG] Reports>Account>Inactive Account>Inactive Account Detail:

This report provides detailed information on accounts that have not received signals since the specified date. This generally provides additional information on account's not under some type of regular testing system that may be experiencing control problems.

Only events from receivers are utilized in this search for inactive accounts, manually generated events are not.

# Parameters on Account Listing Report [H-I-T.IMG] Reports>Account>Inactive Account>NOT Tested Summary:

This report will give you a list of accounts that have a value entered in the Test Every field on the first page of an accounts database, along with the date of the last signal received on that account.

# Parameters on Account Listing Report [R-L-S.IMG] Reports>Account>Summary List>Summary List:

This report provides a summary list of the accounts selected. Information includes: account number, group, class, account name and account phone number.

# Parameters on Account Listing Report [R-L-S-C.IMG]

# Reports>Account>Summary List>Summary List (Excel):

This report provides a summary list of the accounts selected. Information includes: account number, group, class, account name and account phone number in Excel format.

# Parameters on Account Listing Report [R-L-S.IMG] Reports>Account>Summary List>Summary Cancelled List:

This selection provides a summary list of cancelled accounts.

# Parameters on Account Listing Report [R-L-L.IMG] Reports> Account>Mailing Labels>Address Labels:

This selection provides a listing of accounts suitable for adhesive label printing (single row 3½ by 15/16) that utilizes the subscriber's *premise address* (located on page one of an account's database). After invocation enter the account parameters and strike **<F10>**. Then enter the desired report routing and strike **<Enter>**.

Information includes: account number, group, class, account name and account phone number.

# Parameters on Account Listing Report [R-L-M.IMG] Reports>Account>Mailing Labels>Mailing Labels:

This selection provides a listing of accounts suitable for adhesive label printing (single row 3½ by 15/16) that utilizes the subscriber's *mailing address* (located on page five of an account's database). After invocation enter the account parameters and strike **<F10>**. Then enter the desired report routing and strike **<Enter>**.

Information includes: account number, group, class, account name and account phone number.

# Parameters on Unused Account Numbers [R-L-U.IMG] Reports>Account>Unused Account Numbers:

This selection provides a list of account numbers that are not currently in use.

# Parameters on WordStar Listing Report [R-L-S.IMG] Reports>Account>WordStar (Ascii)

This report provides a summary list of the accounts selected. You can select which fields you want to appear in the report by marking them with an ! or an X. You can also sift by any of the available fields.

# Parameters on Account Database Type Report [R-P-S.IMG] Reports>Account>Passcard List:

This report will show the call list for the accounts selected. Information includes: Passcard, Passcard Holder Name, Account Number, Group and Access Level.

# Parameters on Account Schedule Detail [A-S-L.IMG] Reports>Account>Status of Account:

This selection provides current status of the selected account(s).

This information is especially useful for diagnostic purposes, so SIMS technical staff could request for it. Information provided includes:

Title	Description
Account Nbr	Account Number
Nxt Date	The date of the next anticipated scheduling violation.
Nxt Time	The time of the next anticipated scheduling violation.
Tst	Provides the interval amount and type of time left before a test signal is expected to be received.
	For example, 024D (24 Days), 024H (24 Hours) or 024M (24 Minutes).
Nxt Srvc	
Site ID	

# Parameters on Account Zone UnRestored Report [H-U-S.IMG] Reports>Account>Unrestored Account:

This report will provides a printout of those zones that have not restored at the report run time with an indication of the Restore Expected by Time/Date.

# Parameters on Account Historical Audit Report [R-D-A.IMG]

# Reports>Dealer>Audit Trail:

This selection allows a report to be generated describing dealer account database changes performed by operations personnel. The report includes the field name, previous (from) entry and new (to) entry information along with the date, time and operator initials that edited the database. Additionally, because zone and call list information may be altered often, specific changes are not listed for these entries of an account's database, only a general message that they've been modified (e.g. "Account Maintenance Zones") will be presented. After invocation enter the report parameters as described in the Report Parameters Overview.

# **Dealer Reports:**

#### Parameters on Dealer Database Type Report [R-D-D.IMG] Reports>Dealer>Database:

This selection allows printing of the full database for any dealer(s).

# Parameters on Dealer Listing Report [R-L-Y.IMG] Reports>Dealer>Detail List>Detail List:

Select this option to generate a detailed list showing information about the dealers selected. This information includes: dealer account number, dealer ID, dealer name & address, dealer phone number, city and state.

# Parameters on Dealer Listing Report [R-L-Y-C.IMG] Reports>Dealer>Detail List>Detail List (Excel):

Select this option to generate a detailed list showing information about the dealers selected in Excel/CSV format. This information includes: dealer account number, dealer ID, dealer name & address, dealer phone number, city and state.

# Parameters on Dealer Listing Report [R-L-Z.IMG] Reports>Dealer>Summary List:

Summarizing the activity on dealers accounts

Select this option to generate a summary list of dealers showing information about the dealers selected. This information includes: dealer number, dealer group, dealer name, and phone number.

# Parameters on Dealer Listing Report [R-L-W.IMG]

Reports>Dealer>Address label:

Generates address label.

Select this option to generate a list of dealers intended to be printed on adhesive labels. Information includes: dealer name, dealer contact, dealer address, city, state and zip code.

# Parameters on WordStar Listing Report [R-L-S.IMG] Reports>Dealer>WordStar (Ascii):

This report provides a summary list of the accounts selected. You can select which fields you want to appear in the report by marking them with an ! or an X. You can also sift by any of the available fields.

# **Historical Reports:**

# Parameters on Account Historical Report [H-S-A.IMG] Reports>History>Account/Subscriber> All Events Detail:

This report provides detailed information on all events received or manually generated for the selected account(s)/dates.

#### Parameters on Account Historical Report [H-S-B.IMG] Reports>History>Account/Subscriber>All Events Intermediate:

This report provides information similar to an All Events Detail report.

# Parameters on Account Historical Report [H-S-C.IMG]

# Reports>History>Account/Subscriber>All Events Summary:

This report provides summary information on all events received or manually generated for the selected account(s).

#### Parameters on Account Historical Report [H-S-O.IMG] Reports>History>Account/Subscriber>Open/Close Detail:

This report provides detailed information on open and close events received or manually generated for the selected account(s).

You can define which event types should be included on open/close report.

# Parameters on Account Historical Report [H-S-P.IMG]

# Reports>History>Account/Subscriber>Open/Close Intermediate:

This report provides summary information on all open/close events received or manually generated for the selected account(s).

You can define which event types should be included on open/close report.

# Parameters on Account Historical Report [H-S-S.IMG]

# Reports>History>Account/Subscriber>Open/Close Summary:

This report provides summary information on open and close events received or manually generated for the selected account(s).

You can define which event types should be included on open/close report.

# Parameters on Account Historical Report [H-S-A-C.IMG]

# Reports>History>Account/Subscriber>In Excel Format>All Event Detail:

Shows details of all historical events in excel format.

This report provides detailed information on all events received or manually generated for the selected account(s).

# Parameters on Account Historical Report [H-S-CC.IMG]

# Reports>History>Account/Subscriber>In Excel Format>All Events Summary:

Shows summary of all historical events in excel format.

This report provides summary information on all events received or manually generated for the selected account(s).

# Parameters on Account Historical Report [H-S-A-C.IMG]

# Reports>History>Account/Subscriber>In Excel Format>Open/Close detail:

This report provides detailed information on open and close events received or manually generated for the selected account(s).

# Parameters on Account Historical Report [H-S-CC.IMG]

# Reports>History>Account/Subscriber>In Excel Format>Open/Close Summary:

This report provides summary information on open and close events received or manually generated for the selected account(s).

# Parameters on Account Historical Report [H-A-A.IMG] Reports>History>Dealer/Traffic>Detail Listing:

Shows detailed listing for all dealers/groups.

This report provides detailed information on all events received or manually generated for the selected account(s).

# Parameters on Account Historical Report [H-A-B.IMG] Reports>History>Dealer/Traffic>Intermediate Listing:

This report provides information similar to a summary report. However, it also includes user information and operator comments.

# Parameters on Account Historical Report [H-A-C.IMG] Reports>History>Dealer/Traffic>Summary Listing:

This report provides summary information on all events received or manually generated for the selected account(s).

#### Parameters on Account Historical Statistics [H-N-N-AC.IMG] Reports>History>Statistical/Graphical>Account Numerical Top 50:

This selection provides information in regards to event statistics for the specified account(s).

# Parameters on Account Historical Statistics [H-N-N-A-C.IMG] Reports>History>Statistical/Graphical>Account Traffic Statistics:

This selection provides information in regards to event statistics for the specified account(s).

# Parameters on Account Historical Statistics [H-N-N-AC.IMG] Reports>History>Statistical/Graphical>Account Traffic Statistics (Excel): This selection provides information in regards to event statistics for the specified account(s).

# Parameters on Account Historical Statistics [H-R-A-LD.IMG] Reports>History>Statistical/Graphical>Account Response Stats:

This selection provides information in regards to event statistics for the specified account(s).

# Parameters on Account Historical Statistics [H-R-A-LC.IMG] Reports>History>Statistical/Graphical>Account Response Stats (Excel): This selection provides information in regards to event statistics for the specified account(s).

# Parameters on Account Historical Statistics [H-R-C-LC.IMG] Reports>History>Statistical/Graphical>Operator Response:

This selection provides information in regards to operator responses upon disposition of accounts.

#### Parameters on Account Historical Statistics [H-N-N-D.IMG] Reports>History>Statistical/Graphical>CS/Dealer Traffic Statistics: This selection provides information in regards to event statistics for the specified account(s).

# Parameters on Account Historical Statistics [H-N-N-DC.IMG] Reports>History>Statistical/Graphical>CS/Dealer Traffic Statistics (Excel): This selection provides information in regards to event statistics for the specified account(s).

Parameters on Account Historical Statistics [H-R-D-LD.IMG] Reports>History>Statistical/Graphical>CS/Dealer Response Stats: This selection provides information in regards to event statistics for the specified account(s).

Parameters on Account Historical Statistics [H-R-D-LC.IMG] Reports>History>Statistical/Graphical>CS/Dealer Response Stats (Excel): This selection provides information in regards to event statistics for the specified account(s).

# Parameters on Time Frame Historical Report [H-T.IMG]

# Reports>History>Time Frame>Time Frame Listing:

The Time Frame Events Report provides summary information on events received.

# Parameters on Time Frame Historical Report [H-T-C.IMG]

# Reports>History>Time Frame>Time Frame (Excel):

The Time Frame Events Report provides summary information on events received.

Service Reports:

# Parameters on Pending Work Order Detail [W-S-D.IMG]

Reports>Service>Current Work Order(s): Pending Service This selection provides a display showing pending service work orders.

# Parameters on Pending Work Order Management [W-M.IMG] Reports>Service>Current Work Order Summary:

This selection allows viewing of pending work order summaries for management personnel.

# Parameters on Pending Work Order Detail [W-S-B.IMG] Reports>Service>Current Work Order(s) BOLD:

This selection allows printing of service technician work orders in a layout similar to that used by BOLDTM.

# Parameters on Account Service Work Orders [W-H.IMG] Reports>Service>Historical Work Order(s):

This selection allows a report outlining previous service work order activity.

# Parameters on Pending Work Order Management [W-M-C.IMG]

**Reports>Service>In Excel Format>Current Work Order Summary:** 

This selection allows viewing of pending work order summaries for management personnel.

**Chapter 8: SIMS III Service** 

SIMS III for Windows		
9 🐉 🔥	🥔 😰 🚺 📳	🚑 🔊 😂
File Edit Reports	Service Configure System He	p
Working:	Edit/Complete Work Order Generate Work Order	Dec 09, 2014 13:01:32 ,;;
	Generate Scheduled	

# Service>Edit/Complete Work Order: Pending Service

	Promised	Grp	Account	Name	View/Edit
		SIMS	01-01-0002	Fibertec, Inc.	Print
		ACME	01-01-0001	Tequila Willies	
		ACME	01-01-0003	Tony's On the Pier	Map/Route
			01-02-3456	Susie's Account	
		SIMS	01-01-0006	Winston Davis Watchmakers & Je	Srv Expired
1		SIMS	01-01-0004	Best Way Movers & Storage Comp	
1		ACME	01-01-0007	Associated Medical Building	-
4	111	ACUE	07.01.0007	N THE A STATE	Toggle
				Clear	
<b>V</b> A	II 📃 Account	t 📃 Group	Name 🔳	City 🔲 Zip 🔲 Cmnt	
	_				.istView has 5 item(s
PG	II CAccount Grp Account SIMS 01-01-0002	Nar			.istView has 5 item(s
PG	Sinp Account	Nar Fib	me		istView has 5 item(s
PG	Grp Account SIMS 01-01-0002	Nar Fib Add	me vertec, Inc.		

# Overview:

This selection gives you access to a list with pending services (work orders) currently active in the system. The View/Edit button allows you to display the work order selected. Use the Print button to obtain a hard copy of the work order.

# How to edit a work order:

Click on the item from the Pending Service List you want to edit. Click on the View/Edit button. The Service Work Order dialog box will be displayed. From there you can edit any of the fields that make up part of the Work Order.

# Service>Generate Work Order: Account Search (CreateWorkOrder)

01-01-0001 ACME C+S Tequila Willies 13452 Osborne Street Arleta CA 01-01-0002 SIMS C+S Fibertec, Inc. 6207 Santa Monica Blvd. Hollywood CA 01-01-0003 ACME C+S Tony's On the Pier 231 Huntington Beach Bl Green OH 01-01-0004 SIMS C*S Best Way Movers & Storag 1112 Pueblo Drive Des Plaines IL 01-01-0005 ACME C+S Garret's Art Gallery 16418 Arbor Downs Road Hollywood FL 01-01-0006 SIMS CBS Winston Davis Watchmak 8329 Cote De Nieges Montreal QUE Account Number: Group: Class: Account Type: Address: Account Phone: City: State: All Ok word or PC: Name: Phone: Passcard:		Grp	Cls	Name	Address	City	State 🖍	
01-01-0003       ACME       C+S       Tony's On the Pier       231 Huntington Beach Bl       Green       OH         01-01-0004       SIMS       C*S       Best Way Movers & Storag       1112 Pueblo Drive       Des Plaines       IL         01-01-0005       ACME       C+S       Garret's Art Gallery       16418 Arbor Downs Road       Hollywood       FL         01-01-0006       SIMS       CBS       Winston Davis Watchmak       8329 Cote De Nieges       Montreal       QUE       V          III       Clear       IstView has 52 item(s)       IstView has 52 item(s)         Account Number:       Group:       Class:       Account Type:       IstView has 52 item(s)         Name:       Control Type:       Address:       Account Phone:       IstView has 52 item(s)         City:       State:       All Ok word or PC:       IstView has 52 item(s)	01-01-0001	ACME	C+S	Tequila Willies	13452 Osborne Street	Arleta	CA	
01-01-0004 SIMS C*S Best Way Movers & Storag 1112 Pueblo Drive Des Plaines IL 01-01-0005 ACME C+S Garret's Art Gallery 16418 Arbor Downs Road Hollywood FL 01-01-0006 SIMS CBS Winston Davis Watchmak 8329 Cote De Nieges Montreal QUE III   Account Number:   Group: Class:   Account Number: Group:   Class: Account Type:   Address: Account Phone:   City: State:   Contact Info:	01-01-0002	SIMS	C+S	Fibertec, Inc.	6207 Santa Monica Blvd.	Hollywood	CA	
01-01-0005 ACME C+S Garret's Art Gallery 16418 Arbor Downs Road Hollywood FL 01-01-0006 SIMS CBS Winston Davis Watchmak 8329 Cote De Nieges Montreal QUE III ListView has 52 item(s) Clear Account Number: Group: Class: Account Type: Name: Address: Control Type: Address: Account Phone: City: State: All Ok word or PC:	01-01-0003	ACME	C+S	Tony's On the Pier	231 Huntington Beach Bl	Green	OH	
O1-01-0006 SIMS CBS Winston Davis Watchmak 8329 Cote De Nieges Montreal QUE	01-01-0004	SIMS	C*S	Best Way Movers & Storag	1112 Pueblo Drive	Des Plaines	IL	
	01-01-0005	ACME	C+S	Garret's Art Gallery	16418 Arbor Downs Road	Hollywood	FL	
Account Number:       Group:       Class:       Account Type:         Name:       Control Type:       C         Address:       Account Phone:       C         City:       State:       All Ok word or PC:       C	01-01-0006	SIMS	CBS	Winston Davis Watchmak	8329 Cote De Nieges	Montreal	QUE -	
Account Number:       Group:       Class:       Account Type:       Image: Control Type:       Ima	•			III			+	
Contact Info:								
	City: State: All Ok word or PC:							

This option displays the **Account Search** window which features a powerful search engine that allows you to locate any account or dealer in your database. There are many functions inside SIMSIII that use this screen to allow operators to either see certain information about an account or perform a certain function on an account. You can double click on any of the entries from the list to display/select it.

#### Account Number:

Select the Account Number field and enter the account number you wish to search for {or} click the button adjacent to the field and select an entry from the Account Number Pick List.

#### Name:

Select the Name field and enter the partial or complete account name you wish to search for {or} click the button adjacent to the field and select an entry from the Account Name Pick List.

# Address:

Select the Address field and enter the partial or complete address you wish to search for {or} click the button adjacent to the field and select an entry from the Address Pick List.

While similar to the account name search method, if entry of the Account Address is used, the operator may enter any portion of the address. If the entered characters have more than one account in common, the program will then display all accounts with a match up to the entered characters. If more than a single account matches the characters entered, additional information may be needed to further define the account or you may choose the desired entry from the list of matches presented.

# Passcard:

Select the Passcard field and enter the partial or complete passcard you wish to search for {or} click the button adjacent to the field and select an entry from the Passcard Pick List.

# All Ok Word:

Select the All Ok Word field and enter the partial or complete all ok word you wish to search for {or} click the button adjacent to the field and select an entry from the All Ok Word Pick List.

# Phone:

Select the Phone field and enter the partial or complete phone number you wish to search for {or} click the button adjacent to the field and select an entry from the Phone Number Pick List.

# Group:

Select the Group field and enter the partial or complete group you wish to search for {or} click the button adjacent to the field and select an entry from the Account Group Pick List.

# Class:

Select the Class field and enter the partial or complete class you wish to search for {or} click the button adjacent to the field and select an entry from the Account Class Pick List.

# Note:

If entry of the account class is used, the operator may enter any portion of the class. If the entered characters have more than one account in common, the program will display all accounts with a match up to the entered characters. If more than single account matches the characters entered, additional information may be needed to further define the account or you may choose the desired entry from the list of matches presented.

SIMS III for Windows		
File Edit Reports Service	Configure System Help	z) 🔎
Working:	Default Return Address Select Report Forms Operational Modes Divide History File(s)	/ Feb 12, 2018 16:15:34

# Configure>Default Return Address:

📀 Default Return A	ddress		23
Return Address			
		etum address is printed on all mail/emails/faxes that goes o I Station Dealers and any Accounts that do not have an aler.	ut
	Name:	SIMS, Inc.	
	Address:	2801 West Parker Rd (Suite #5)	
	City:	Plano State: TX Zip: 75023-793	4
		OK Cancel Help	

#### **Overview:**

This selection allows you to enter the default return address to be included in reports to be sent to Dealers or Accounts that do not have an assigned dealer. After updating the information on the OK button to save the changes or click on the Cancel button to close the dialog box without saving.

# **Configure>Select Report Forms:**

Description	Filename	^	ОК
Account Class Detail	A-T-A-D(ES).IMG		Cancel
Account Database	R-D-F.IMG		Cancer
Account F6 History Detail	H-S-A-H.IMG		Help
Account History Audit	R-D-A.IMG		
Account History Detail	H-S-A.IMG		
Account History Intermediate	H-S-B.IMG		
Account History OC Detail	H-S-O.IMG		
Account History OC Intermediate	H-S-P.IMG		
Account History OC Summary	H-S-S.IMG		
Account History Summary	H-S-C.IMG		
Account Listing	R-L-S.IMG		
Account Response Detail	H-R-A-LD.IMG		
Account Response Summary	H-R-A-LC.IMG		Reload
Account Schedule Detail	A-S-L.IMG		
Account Statistical Detail	H-N-N-A.IMG		
Account Statistical Summary	H-N-N-AC.IMG		
Account Type Detail	A-T-R-D IMG	*	Default A
Filename	Description		
A-T-A-D(ES).IMG	Account Class Listing		
A-T-A-D.IMG	Account Class Listing		
	Account class Listing		

# How to select a report forms:

Click on the menu selection you wish to set a default form in the Select Form List.

Click on the Browse button adjacent to the Select Form List.

A dialog will be presented allowing you to make a selection of available reports pertaining to the menu selection. Highlight the desired report form and click Ok.

After you have completing selecting the default form(s), click Ok to save the changes.

# Configure>Operational Modes: Processing tab:

Operational Modes		
Processing Reports/Printer	Event Phone/Email	
	1     2     3     9 </th <td></td>	
Hexadec		count number: 01-01-0011
Opr/Deadman Options		
Dead ma	Notify if Priority >=: 3 alert check Email: simsone@somewher	Deadman Delay (sec): 0090
	ОК	Cancel Help

#### **Overview:**

This selection will allow you to enable/disable several options related mostly to signal processing and SIMS communication with the outside world.

Options available are divided on four tabs: Processing, Reports/Printer, Event and Phone/Email.

*Note:* Some of the options will appear as disabled because they are only available for edition from the primary workstation. SIMS for Windows cannot be set up as the primary station.

**The Processing tab** of Operational Modes allows entry of workstation dependent event processing options like the audible alerts and operator alert.

This information is stored in a file that is named based on the drive letter the workstation operates on. The file name is "Option-?.dat" where "?" is the drive letter. This allows different workstations to maintain a different set of operational and configuration data.

# Audible Options:

These fields allow you to specify whether the program will issue a tone to alert the operator for the indicated priority level. There is a checkbox for each Exception priority level available within the program. Also, for each one of these priority levels there is a field that allows you to enter the corresponding Tone Type.

#### Workstation for data entry only:

The Workstation for Data Entry Only specifies whether this workstation can be used for anything other than database entry operation. If that is the case, the Traffic Screen will not be available from this workstation.

#### Time sync to Novell server (only applicable if your Central Station uses Novell):

The Time Sync to Novell Server specifies whether the terminal will synchronize it's time with a Novell file server.

#### Out of service as read only:

The Out Of Service as read only specifies whether modifications can be made in Out of Service (F3 via the traffic screen).

#### Modify account number formatting:

This option allows the six digit account number to be entered without dashes (11001234 vs. 01-01-001234)

#### **Other Options:**

#### Automatic Backup:

The System Automatic Backup specifies whether the workstation will perform a backup at the First Time (Automatic Backup) and Next Time (Automatic Backup) times.

First time Next time

#### Hexadecimal account numbers:

This field will appear as enabled when the SIMS database is "unpacked". This means that will allow you to use B-Z characters on an account number, instead of just B-Z.

#### **Begin Account Number:**

This will show you the beginning account number in the database.

#### Late-to-Open Checks:

The Late to Open Checks specifies whether this terminal will perform exception checking for accounts that are late to open.

#### Late-to-Close / No-Test Checks:

The Late-To-Close Checks specifies whether this terminal will perform exception checking for accounts that are Late to Close or for accounts that have Not Tested.

# **Opr/Deadman Options:**

Dead man call: To verify the presence of the operator

**Email:** (Email address to send notification if Operator has not picked up the below priority signal within the Deadman Delay time period).

**Notify if Priority >=** (enter the Priority number you want to use)

**Deadman Delay (sec):** (length of time in seconds before the Email alert is triggered)

#### Configure>Operational Modes: Reports/Printer Tab:



#### **Overview:**

The Reports/Printer Tab allows you to setup a few parameters that affect the printed output of reports printed from this workstation.

# Include linked accounts:

The Linked Accounts on Reports specifies whether reports will include Notify Account and Zone Account information.

#### Zone/call optional info:

The Zone/Call Optional Information on Report specifies whether zone and call list variable information will be included in reports.

# Accounting/equipment info:

The Accounting/Equipment on Report specifies whether this information will appear on reports.

#### User names:

This checkboxes specifies whether names matching the User Number will be included on reports.

#### **Operator names:**

The Operator Names on Reports specifies whether the operator Name will be inserted when using the operator passcard "0000" is used.

# **Configure>Operational Modes:**

Event Tab:



#### **Overview:**

From this screen you can control several parameters related to how the workstation displays and handles signals.

#### Subscriber Options:

#### Flash temporary comments:

The Flash Temporary Comments specifies whether the Temporary Comments will flash during an exception event. Note the Begin/until date entries must be present.

# **Dialing Options:**

# Phone company access on auto-dial:

The Phone Company Access on Auto-Dial specifies whether the Phone Company Access Number will be used as part of the dialing sequence.

# Disable escape from auto-dial:

The Disable Escape from Auto-Dial specifies whether the escape key can be used to exit from the autodial dialog.

# **Traffic Options:**

# Remote alarm group processing:

The Remote Alarm Group Processing specifies whether this terminal will provide a <u>Traffic Display</u> that is a composite of the complete Traffic Display. That is to say that the operator of this terminal (assuming the operator has a <u>Group assigned</u>) will only be able to see events that have the same group.

# **Operator Options:**

# Auto alarm fetch:

The Auto Alarm Fetch specifies whether an operator can utilize the automatic presentation of exception events available while in the <u>Traffic Display</u>. This allows operations personnel to be presented with the events automatically without having to first select them from the Traffic Display.

# Cursor to passcard field in account search display:

The Cursor to Passcard Field in Account Search Display specifies whether the cursor will be automatically placed in the passcard field when invoking Account Search.

# **Require operator ID to complete events:**

The Require Operator ID to Complete Events specifies whether the operator will be required to enter their <u>Identification</u> when completing an exception event.

# Timed hold events:

The Timed Hold Events specifies whether the program will provide the operator with the ability to remove a pending event for a specified period of time. For example, if an event is only important after a hour has passed the operator may choose to remove the event from the <u>traffic display</u> for one hour and have it reappear after that time.

# Modified audible sequence:

The Modified Audible Sequence specifies whether the audible alert will be modified so that the audible alert will not be sounded if any signal of a lower or equal priority level is received.

# **Comments Options:**

# **Require action display comments:**

The Require Event Comments field forces entry of comments by the operator before an event can be completed.

# **Require dialing display comments:**

The Require Dial Comments field forces entry of comments by the operator before the dialing display can be completed.

# Configure>Operational Modes: Phone/Email:

🛟 Operational Mo Processing 🛛 Report	des s/Printer Event Phone/Email		<u>_                                    </u>					
Phone Options  Phone number formatting  Telephone exchange verification								
	Phone number validation							
E-Mail Options								
	E-Mail return address:							
	support@simsware.com							
	E-Mail auto subject:							
	\$AC, Code \$CD, \$CN							
	E-Mail norm subject:							
	E-Mail from C.S.							
		OK Cancel	Help					
			///					

# **Overview:**

The Phone/Email tab of Operational Modes allows entry of workstation dependent phone and email options.

# **Phone Options:**

# Phone number formatting:

The Phone Number Formatting specifies whether the program will automatically format phone numbers.

# Phone number validation:

The Phone Number Validation specifies whether only digits and formatting characters (e.g., (,), -, etc.) may be entered in phone number fields.

# **Telephone exchange verification:**

The Telephone exchange verification specifies whether the entries in Telephone Exchange List will be used to check for local telephone numbers.

# E-Mail Options:

# E-mail return address:

This field allows the entry of an e-mail return address for e-mails sent from the workstation.

# E-Mail auto subject:

The characters entered in this field can be used to determine the information that will be included in the subject line for automatic emails sent by SIMSIII. The next table shows the combination of characters admitted by this field.

String	Translation
\$AC	Account number
\$AN	Account name
\$A2	Account contact name (first 21 characters)
\$CD	Alarm code
\$CN	Alarm signal description (10 characters)
\$CS	Central station name (first 21 characters)
\$SN	Dealer short name (13 characters)

# E-Mail norm subject:

Enter here the subject to be used for regular (not automatic) emails send by SIMSIII.

Chapter 9: SIMS III System

#### System Menu



#### System>Backup File(s):

SQL Database Backup		
Settings	Backups are best run while on the SQL Server since the backups must be created on the SQL Server. Please choose a backup destination directory where the backup file will be located. It will be named SIMSBAK.BAK.         Image: Constraint of the server	Create

#### **Overview:**

This utility allows you to backup your SIMS II database, and place it into a zip compatible compressed file.

**Destination File name:** Defaults to SIMSBAK.BAK and will back up to whatever path you like. You will need to make sure there is enough space on the drive you specify. If you want to change the path, hit browse to select new path/change name.

Backup Options: The backup needs to be done on the SQL Server

#### System> Change account number(s):

	Grp	Cls	Name	Account Type	Control Type
☑ ~01-01-0008					E
~01-01-0009					
~01-01-0010					
~01-01-0011					
~01-01-0012					
~01-01-0098					
✓ ~01-01-9204					
✓ ~08-00-BDAD					
01-01-0001	ACME	C+S	Tequila Willies	Commercial	Ademco 5241
01-01-0002	SIMS	C+S	Fibertec, Inc.	Commercial	Radionics
☑ 01-01-0003	ACME	C+S	Tony's On the Pier	Commercial	ITI SX-V
01-01-0004	SIMS	C*S	Best Way Movers & Storage Company	Commercial	SK 4720/4150
nter Filter Text				Clear	
All Account	t Number	Grou	up Class Control Phones	Control Type	ОК
Sift on:	No User D	)-6 C	ft View BR-LL:		
Silt Off.	No User L	Jenned Si			Cancel
<b>D</b>		Ţ	Until date:		Help
Begin date:					
-					
Degin date: Options	ne Redirect	tion	Change Zone Account Number	Change Alt-Bac	kup Account
Begin date:					

This can be used to change the RR-LL of a single account number or to re-number multiple accounts at once. Once you do this, all history associated with the previous account number will be gone, so make sure you save a copy of the history to a file for future reference.

#### To change an account number:

Chose an option to search by: Account number, group, Class, Control Phones, Control type or All Then select an account in the list above the text box and click **ok**, you will be prompted to choose New RR-LL number



Enter the new RR-LL information and hit OK.

# System >Delete Data>Delete Account (s): Account Search (Deletion)

	Grp	Cls	Name	Address	City	State 🔮
01-01-0001	ACME	C+S	Tequila Willies	13452 Osborne Street	Arleta	CA
01-01-0002	SIMS	C+S	Fibertec, Inc.	6207 Santa Monica Blvd.	Hollywood	CA
01-01-0003	ACME	C+S	Tony's On the Pier	231 Huntington Beach Bl	Green	ОН
01-01-0004	SIMS	C*S	Best Way Movers & Storag	1112 Pueblo Drive	Des Plaines	IL
01-01-0005	ACME	C+S	Garret's Art Gallery	16418 Arbor Downs Road	Hollywood	FL
01-01-0006	SIMS	CBS	Winston Davis Watchmak	8329 Cote De Nieges	Montreal	QUE 🔻
٠						F.
Na Addr	me: ess:				Control Type: count Phone:	(
C	Ĵity:		State:	All C	k word or PC:	(

# **Overview:**

This option will allow you to delete unneeded accounts.

You can filter by any of the above fields showing in the Account Search (Deletion) table or you can Sift by selecting the User Defined Sift next to the OK button.

If you want to select more than one account, you can hit CTRL+left click the accounts you want to delete.

Once you have selected the account(s) you want to delete, hit OK on the Search Accounts (Deletion) table and you will get the below alert.



If the account is connected to another account (sub-account, notify account, etc) or if it is on test or has a pending Service Work Order, you will get an error message. You will have to correct/remove the account references before being able to delete the account.

System>Delete Data>Delete Dealer(s): Dealer Search (Deletion)

Account	Grp	Cls	Name	Address	City	State Al
99-01-0001	ACME		Acme Security Systems, Inc.		185 Soujourn Rd.	Plano 75
99-01-0002	SIMS		SIMS, Incorportated		2801 West Parker	Plano 75
•						,
					ListView h	as 2 item(s)
				Clear		
Account Numb	er:		Group:	Class:	Account Type:	[
Nar	ne:				Control Type:	
Addre	SS:			Ac	count Phone:	
G	ity:		State:	All C	Ok word or PC:	(
Contact Info:-						
Na	ime:		Phor	ne:	Passcard:	

# **Overview:**

This option will allow you to delete dealer accounts.

You can filter by any of the above fields showing in the Dealer Search (Deletion) table or you can Sift by selecting the User Defined Sift next to the OK button.

If you want to select more than one dealer account, you can hit CTRL+left click the dealer accounts you want to delete.

Once you have selected the dealer account(s) you want to delete, hit OK on the Dealer Accounts (Deletion) table and you will get the below alert.

Dealer Search (Deletion)	×
You are about to DELETE 1 Dealer(s); Are you sure?	
	-
Yes No	

# System>Delete Data>Delete History Summary Overview:

This option will allow you to delete History Summary from the Summary page of the account.

Account	Grp	Cls	Name	Address	City	State 🔺
01-01-0001	ACME	C+S	Tequila Willies	13452 Osborne Street	Arleta	CA
01-01-0002	SIMS	C+S	Fibertec, Inc.	6207 Santa Monica Blvd.	Hollywood	CA
01-01-0003	ACME	C+S	Tony's On the Pier	231 Huntington Beach Bl	Green	OH
01-01-0004	SIMS	C*S	Best Way Movers & Storag	1112 Pueblo Drive	Des Plaines	IL
01-01-0005	ACME	C+S	Garret's Art Gallery	16418 Arbor Downs Road	Hollywood	FL
01-01-0006	SIMS	CBS	Winston Davis Watchmak	8329 Cote De Nieges	Montreal	QUE 🔻
٠			m			•
Nar Addre				Ac	Control Type: count Phone:	[
С	ity:		State:	All C	0k word or PC:	
Contact Info:	ime:		Phon		Passcard:	
<ul> <li>Normal</li> </ul>		Last Upd		<ul> <li>Search Deleted</li> </ul>	Fasscalu.	

e Summ	ary Zones	Conta	cts S	chedules	Comments	Ma	p Mailing Vide	0	
Event Sumn	nary:								
Date	Time	Zon	е	Msg	Description			Mk	^
09/26/17	7 17:18	- 1		FIR	Fire -		- LAV	-	
10/20/16	5 15:51	-		RTS	Return to Serv	ice		т	
10/20/16	12:32	-		OUS	Out of Service	(Tes	ting System) -	т	
08/31/16	6 07:36			DHE	Fire -		2 2 7		~
							Event tin Zor Ma True/False/Oth	ne:sg:	
perator Co	mment Summ	ary:					Dispatch Typ	De: Not Used	~
Date	Time	Opr	Comm	ent					
08/19 12/21 11/06	17:44 23:31 00:02		testing Testin SW						
11/00	00.02		511						

You can filter by any of the above fields showing in the History Summary Deletion table or you can Sift by selecting the User Defined Sift next to the OK button.

If you want to select more than one account, you can hit CTRL+left click the accounts you want to delete.

Once you have selected the History Summary(s) you want to delete, hit OK on the History Summary Deletion table and you will get the below alert.

History Summary Deletion		×
Vau are about to DELETE 1 Account Hist		Are you sure?
You are about to DELETE 1 Account Hist	oncai summary(s);	Are you sure:
	Yes	No

This will remove the historical summary entries on the Summary page.

# System>Delete Data>Find Account References Overview:

If you get the error when trying to delete an account, this will be where you can find out the location of the connected accounts. You can then go into the account referenced and remove that connection.

Find Account References			—	
Account Number :	01-01-0001	Find Reference	es	
Account Number	Referen	ce Location		
06-05-2091	Premise	Page		
	Exit			
1 References Found				
#### System>Delete Data>Remove Duplicates:



### System >Export files>Account Data:

01-01-0001 ACME C+S Tequila Willies 13452 Osborne Street Arleta CA 01-01-0002 SIMS C+S Fibertec, Inc. 6207 Santa Monica Blvd. Hollywood CA 01-01-0003 ACME C+S Tony's On the Pier 231 Huntington Beach Bl Green OH 01-01-0004 SIMS C*S Best Way Movers & Storag 1112 Pueblo Drive Des Plaines IL 01-01-0005 ACME C+S Garret's Art Gallery 16418 Arbor Downs Road Hollywood FL 01-01-0006 SIMS CBS Winston Davis Watchmak 8329 Cote De Nieges Montreal QUE 4 III + ListView has 53 item(s) Clear Account Number: Group: Class: Account Type: Address: Account Type: City: State: All Ok word or PC: Control Type: Control	Account	Grp	Cls	Name	Address	City	State _
01-01-0003 ACME C+S Tony's On the Pier 231 Huntington Beach Bl Green OH 01-01-0004 SIMS C*S Best Way Movers & Storag 01-01-0005 ACME C+S Garret's Art Gallery 16418 Arbor Downs Road Hollywood FL 01-01-0006 SIMS CBS Winston Davis Watchmak 8329 Cote De Nieges Montreal QUE UIU Account Number: Group: Class: Account Type: Name: Control Type: Address: Account Phone: City: State: All Ok word or PC: Contact Info:	01-01-0001	ACME	C+S	Tequila Willies	13452 Osborne Street	Arleta	CA
01-01-0004 SIMS C*S Best Way Movers & Storag 1112 Pueblo Drive Des Plaines IL 01-01-0005 ACME C+S Garret's Art Gallery 16418 Arbor Downs Road Hollywood FL 01-01-0006 SIMS CBS Winston Davis Watchmak 8329 Cote De Nieges Montreal QUE Account Number: Group: Class: Account Type: Name: Control Type: Address: Account Phone: City: State: All Ok word or PC: City: State: All Ok word or PC: City: State: Contact Info:	01-01-0002	SIMS	C+S	Fibertec, Inc.	6207 Santa Monica Blvd.	Hollywood	CA
01-01-0005 ACME C+S Garret's Art Gallery 16418 Arbor Downs Road Hollywood FL 01-01-0006 SIMS CBS Winston Davis Watchmak 8329 Cote De Nieges Montreal QUE III ListView has 53 item(s) Clear Account Number: Group: Class: Account Type: Address: Account Type: Address: Account Phone: Account Phone: City: State: All Ok word or PC: City: State: State	01-01-0003	ACME	C+S	Tony's On the Pier	231 Huntington Beach Bl	Green	ОН
01-01-0006 SIMS CBS Winston Davis Watchmak 8329 Cote De Nieges Montreal QUE UI ListView has 53 item(s) Clear Account Number: Group: Class: Account Type: Address: Account Phone: City: State: All Ok word or PC: Contact Info:	01-01-0004	SIMS	C*S	Best Way Movers & Storag	1112 Pueblo Drive	Des Plaines	IL
	01-01-0005	ACME	C+S	Garret's Art Gallery	16418 Arbor Downs Road	Hollywood	FL
Account Number:       Group:       Class:       Account Type:       ()         Name:       Control Type:       ()       ()       ()         Address:       Account Phone:       ()       ()         City:       State:       All Ok word or PC:       ()         Contact Info:       ()       ()       ()       ()	01-01-0006	SIMS	CBS	Winston Davis Watchmak	8329 Cote De Nieges	Montreal	QUE 1
Account Number:       Group:       Class:       Account Type:       ()         Name:       Control Type:       ()       ()         Address:       Account Phone:       ()         City:       State:       All Ok word or PC:         Contact Info:       ()       ()	€						F.
City: State: All Ok word or PC: Contact Info:	Na	ame:				Control Type:	(
				State:	0		[
		ame:		Phor	ie:	Passcard:	

**Overview:** 

You will be able to export account data in .csv format for editing/database management.

You can filter by any of the above fields showing in the Account Search (Export) table or you can Sift by selecting the User Defined Sift next to the OK button.

Once you have selected the accounts whose data you want to export, hit OK on the Account Search (Export) table.

🚯 Database Exp	port			-		×
Account 01-01-0001 01-01-0002	SIMS	Cls/Comment C+S C+S	Name Tequila Willies-Testing123 Fibertec, Inc.1	Address/Phone 13452 Osborne Street 6207 Santa Monica Blvd.		^
<ul> <li>✓ 01-01-0006</li> <li>✓ 01-01-0012</li> <li>✓ 01-01-0004</li> <li>✓ 01-01-0007</li> <li>✓ 01-01-0005</li> <li>✓ 98-01-0003</li> </ul>	ACME SIMS ACME	CBS C+S C*S ULC C+S	Winston Davis Watchmakers & J Tony's On the Pier II Best Way Movers & Storage Com Associated Medical Building Garret's Art Gallery ITI SX-V Generic Zone Account	8329 Cote De Nieges 231 Huntington Beach Blv 1112 Pueblo Drive 3820 Wilson Creek Blvd. 3 16418 Arbor Downs Road		
98-01-0002     Oata to Export     Account	Main O Requ	ring	DMP Generic Zone Account			*
<ul> <li>Zones</li> <li>Contacts</li> </ul>	Main () Recu () Video () Sche	OG	lobal Schedules Iobal Contacts		Export Cancel	
	nt O Sche	d Temp			Help	
						~

You can choose which data (Account Main, Zones, etc) is exported for editing/database management.

### System>Export File(s)>Dealer Data:

Account	Grp	Cls	Name	Address	City	State	A
99-01-0001	ACME		Acme Security Systems, Inc.		185 Soujoum Rd.	Plano	75
99-01-0002	SIMS		SIMS, Incorportated		2801 West Parker	Plano	7
•			m				,
				(Charac	ListView ha	as 2 item	(s)
				Clear	J		
Account Numbe	er:		Group:	Class:	ccount Type:		l
Nam	ie:				Control Type:		
Addres	ss:			Ac	count Phone:		
Cit	y:		State:	All C	k word or PC:		
Contact Info:	_						_
Nar	ne:		Phon	e:	Passcard:		L
	~ .			Current Dataset			
Normal		Last Upd	ate 🔘 Next Violation	Search Deleted			

### **Overview:**

You will be able to export dealer account data in .csv format for editing/database management.

You can filter by any of the above fields showing in the Dealer Search (Export) table or you can Sift by selecting the User Defined Sift next to the OK button.

Once you have selected the accounts whose data you want to export, hit OK on the Dealer Search (Export) table.

Account	Grp/PCard	Cls/Comment	Name	Address	s/Phone		
99-01-0002 99-01-0011 99-01-0010	SIMS		SIMS, Inc. SIMS 2 Acme Security Systems, Inc.		0000NNNNN 0000NNNNN 1234NN1234Y	1 00000 YYYYsa0	
<ul> <li>✓ 99-01-0003</li> <li>✓ 99-01-0004</li> <li>✓ 99-01-0005</li> </ul>	3781 1234 SIMA		Testing Testing add SIMS Testing	NNN NNN	0000NNNN 0000NNNN		
Data to Export –	◯ Recur	rring () Dea	aler Main				
O Zones		O Glo	bal Schedules			Export	
O Carta ta		🔾 Gloi	bal Contacts			Cancel	
Contacts						Help	
Contacts							
Contacts							^
Contacts							^

You can choose which data (Dealer Main, Zones, etc) is exported for editing/database management.

### System>Import Data>Database Import:

p/PCard CME MS		Name Acme Security Systems, Inc. SIMS, Incorportated ealer Main lobal Schedules	Address/Phr Behr Market CORA	 Expo	t
MS		SIMS, Incorportated		Expo	t
⊚ Recu				Expo	t
	) G	lobal Schedules		Expo	t
	© G	lobal Contacts		Cance Help	
					*

https://www.youtube.com/watch?v=Z1JCFF8rAK0

Database importing window Import from csv file for database conversion

System>UL Line Loading Display:

2	6	8	54
0	0	0	16
0	0	1	1
0	0	0	1
1	1	0	1
1	4	6	8
	-		0 0 0 0 0 1 0 0 0 1 1 0

The UL Line Loading bar chart will allow the identification of the Receivers and Line Grouping and how much activity they are receiving.

# System>Edit SIMS III Settings:

Database Misc	Traffic	Action Tabs	Main Tabs	Google Map	Email	Phone	Accou	inting 1	×
SIMS II									
© <u> </u>	D	ata Directory:	C:\SIMSII\				Browse	]	
		Traffic path:	C:\SIMSII\				Browse	]	
📃 Enab	le Graphi	c drive/path:	C:\Program	Files\SIMS\S	IMSiii\	E	Browse		
SIMS SQL -									
•		Server:	SIMS-AVAN	ICE		E	Browse	]	
	P	rimary Server:	SIMSData 1		• 1	🔹 db	Version		
SQL Backup	📃 Ba	ackup Server:				E	Browse		
Authentication	Us	er/Password:	debug		•••		Test	]	
	Imp	ort Database:				•	Test		
Save as Default	-			ок		Cancel		Help	_

### Database Tab: System>Edit SIMSIII Settings>Database Tab: Overview:

SIMSIII can work with either the plain text (Flat File) database of SIMSII/SIMS for Windows or with a SQL Database. This screen allows you to select and setup the database you want to use.

### SIMSII:

### **Data Directory:**

The Data Files Drive and Directory field allows entry of the drive and path where the SIMSII data files reside. This value is used for the drive and path of the <u>Directory to Backup</u> when preparing to perform a backup. Adjacent to the field is a Browse button for navigating drives and directories.

### Traffic path:

Allows you to select the path of the traffic file for viewing on the traffic page.

### Enable Graphic drive/path:

This is the path for graphical storage such as surveillance videos and blueprints.

### SIMS SQL:

### Server:

### Path to SQL servers on the network

Name	Server	Instance	Clustered?	Version	Local?	
TU-PR690	TU-PR690		False	11.0.3000.0	False	
KN-OFFICE	KN-OFFICE		False	11.0.5058.0	False	
SIMSNODE3	SIMSNODE3		False	12.0.2000.8	False	
RS-PR36001\S	RS-PR36001	SQLEXP	False	11.0.3000.0	False	
SIMS-AVANCE	SIMS-AVANCE		False	12.0.2000.8	False	
SUBVERSION\	SUBVERSION	SQLEXP	False	10.50.2500.0	False	
SIMSNODE1	SIMSNODE1		False	12.0.2000.8	False	
CAMDVR\VIDE	CAMDVR	VIDEOOS	False	10.50.2500.0	False	
DL-PR3500	DL-PR3500		True		False	
SUPPORT-PC\	SUPPORT-PC	SOLEXP	True	10.0 1600 22	True	

**Primary Server:** Name of main SQL server where database is contained.

**Backup Server:** Name of backup SQL server where mirrored copy of database is contained, in case the system has to switch over.

**SQL Backup:** Enabled if system is to automatically switch over to the Backup SQL server if the Primary SQL server goes down.

Authentication: Uses Windows Authentication on from the SQL server.

**User/Password:** User name and Password on the SQL server.

### Misc Tab: System>Edit SIMSIII Settings> Misc Tab:

😵 Edit SIMS III Settings				—		×
Database Misc Traffic	Action Tabs Main Tab	s Google Map	Email Ph	one Acco	unting	ŀ
SIMS III Miscellaneous (	Options					
Enable UL Requirem	ments Wednesday	History Divide	Report F	Form Select	ion	
Mulitple Work Order	Mulitple Work Orders Enable Passcard DateTime					
Reduce Contact Us	age 📃 Disable Red	Tab Req.	🗹 Disable	Bounds Sa	ve	
(Y)es character	Adjust Messa	ige Format	Disable	Spell Check	¢	
US DaysOfWeek	Enable Local	EnCoding	Emulate	SIMS II Se	curity	
			Enable	Hex Tolerar	nces	
OPTION-D.DAT $\sim$	Select Op Modes					
English ~	Language/Region	OverWa	tch IP Addr:	255.255.2	55.255	
Enable ToolTips 🛛 🗸	ToolTip Level	Alt+F6 S	earch Days:	3 🜩		
Normal ~	Mask Type	Max Lis	tView Items:	20000 🜲		
Normal ~	Maintenance Type	Work	Order Form:	W-SX-D.F	wr	
Default ~	Text Adjustments	Forms:	C:\Forms\			
,						
Save as Default		OK	Canc	el	Help	

### Traffic tab:

System>Edit SIMSIII Settings>Traffic tab:

Database	Misc	Traffic	Action Tabs	Main Tabs	Google Map	Email	Phone	Accounting	4
00100030	Miac		Actorn 1903	Main Taba	Google Map	Lindi	THOME	Accounting	
SIMS	III Traffic	Options							
🗌 En	able Lan	guage ar	nd Site Codes		Max Tra	ffic Even	nts: 200	)	
_		oatch Not			Maximum Act	ion Mas	ks: 10	• •	
			Vindows Emula	tion	SRS3 I	P Addres	s:		
⊡ En	able Out	of Servic	e Debugging	T (0 D)					
				Traffic Filt Traffic	ering: Site iden	tifier [			1
					omal				
					ustralia				
				A.	Traffic Acr	+Nbr Eit			
					Trailic Act				
					Invert F	iltore :			
					inventi	illers.			
Save as	Default				OK	(	Cancel	Help	)
tion Ta									
stem>l	Edit SI		Settings>	Action Ta	ıb:				
	Edit SI		Settings>	Action Ta	ıb:	_			>
stem>l	Edit SI		Settings>, Action Tabs		i <b>b:</b> Google Map	Email	Phone	Accounting 1	
Stem>l	Edit SI	ttings				Email	Phone	Accounting 1	
Stem>  Edit SII	Edit SI	ttings Traffic				Email	Phone	Accounting 4	
Edit SIN	Edit SI MS III Set Misc Mask Res	ttings Traffic	Action Tabs			Email	Phone	Accounting	
Edit SIN Database Action I	Edit SI MS III Set Misc Mask Res	Traffic sizing n Mask F	Action Tabs	Main Tabs			1	-	
Edit SIN Database Action I Database	Edit SI MS III Set Misc Mask Res able Actio	ttings Traffic sizing n Mask F akes plent	Action Tabs Resizing ty of CPU and	Main Tabs	Google Map	ntering t	hese mas	ks not be	
Edit SIN Database Action 1 Database Action 1 Database Action 1 Database	Edit SI MS III Set Misc Mask Res able Actio	ttings Traffic sizing n Mask F akes plent u may dis	Action Tabs Resizing ty of CPU and	Main Tabs	Google Map	ntering t	hese mas	ks not be	
Edit SIN Edit SIN Database Action I Ena Mask R quick en Action	Edit SI MS III Set Misc Mask Res able Actio hough yo	ttings Traffic sizing n Mask F akes plent u may dis bs	Action Tabs Resizing ty of CPU and sable the Resiz	Main Tabs	Google Map sponse when e will appear app	ntering t roximate	hese mas	ks not be es faster.	
Action 1 Mask R quick el Action	Edit SI MS III Set Misc Mask Res able Actio desizing ta nough yo Mask Ta able Acct	ttings Traffic sizing n Mask F akes plent u may dis bs	Action Tabs Resizing ty of CPU and able the Resiz	Main Tabs should your re ing and mask	Google Map sponse when e will appear app	ntering ti roximate Enable	hese mas ly four time	ks not be es faster. emise	
Stem>I Edit SI Database Action I Mask R quick ei Action Mask R quick ei Action	Edit SI MS III Set Misc Mask Res able Actio desizing ta nough yo Mask Ta able Acct	ttings Traffic sizing n Mask F akes plen u may dis bs Premise Summary	Action Tabs Resizing ty of CPU and able the Resiz	Main Tabs should your re ing and mask able Acct Equ	Google Map sponse when e will appear app ipment ing	ntering t roximate Enable Enable	hese masi ly four time Dealer Pr	ks not be es faster. emise ontacts	
Stem>I Edit SI Database Action I Ø Ena Mask R quick ei Action Ø Ena Ø Ena	Edit SI MS III Sel Misc Mask Res able Actio lesizing ta nough yo Mask Tal able Acct able Acct able Acct	ttings Traffic sizing n Mask F akes plen u may dis bs Premise Summary	Action Tabs Resizing ty of CPU and able the Resiz  Ena  Ena  Ena	Main Tabs should your re ing and mask able Acct Equ able Acct Mail	Google Map esponse when e will appear app ipment ing ing	ntering t roximate Enable Enable Enable	hese masi ly four time Dealer Pr Dealer Co	ks not be es faster. emise ontacts omments	
Action 1 Catabase Action 1 Catabase Action 1 Action Action Catabase Action Catabase Action Catabase Ca	Edit SI MS III Set Misc Mask Res able Actio lesizing ta nough yo Mask Ta able Acct able Acct able Acct able Acct	ttings Traffic sizing n Mask F akes plent u may dis bs Premise Summary Zone	Action Tabs Resizing ty of CPU and able the Resiz  C Ena C Ena C Ena C Ena	Main Tabs should your re ing and mask able Acct Equ able Acct Billir	Google Map esponse when e will appear app ipment ing ing ing suming	ntering t roximate Enable Enable Enable	hese masi ly four time Dealer Pr Dealer Co Dealer Co	ks not be es faster. emise ontacts omments otions	
Stem>I Edit SI Edit SI Action I G Ena Mask R quick en Action C Ena C Ena C Ena	Edit SI MS III Set Misc Mask Res able Actio lesizing ta nough yo Mask Ta able Acct able Acct able Acct able Acct able Acct	ttings Traffic sizing n Mask F akes plent u may dis bs Premise Summary Zone Contacts	Action Tabs Resizing ty of CPU and able the Resiz  Ena  Ena  Ena  Ena  Ena  Ena  Ena  En	Main Tabs should your re ing and mask able Acct Equ able Acct Billir able Acct Rec	Google Map esponse when e will appear app ipment ing ing ing suming	ntering t roximate Enable Enable Enable	hese masi ly four time Dealer Pr Dealer Co Dealer Op	ks not be es faster. emise ontacts omments otions	
Stem>I Edit SI Database Action I U Ena Mask R quick ei Action U Ena U Ena U Ena U Ena	Edit SI MS III Set Misc Mask Res able Actio lesizing ta nough yo Mask Ta able Acct able Acct able Acct able Acct able Acct	ttings Traffic sizing n Mask F akes plent u may dis bs Premise Summary Zone Contacts Schedule Comment	Action Tabs Resizing ty of CPU and able the Resiz  Ena  Ena  Ena  Ena  Ena  Ena  Ena  En	Main Tabs should your re ing and mask able Acct Equ able Acct Billir able Acct Rec	Google Map esponse when e will appear app ipment ing ing ing suming	ntering t roximate Enable Enable Enable	hese masi ly four time Dealer Pr Dealer Co Dealer Op	ks not be es faster. emise ontacts omments otions	

### Action Mask Tab:

			-
Lleatheese fieldete		wa aalaa ta ha awallahi	e from the Action Mask.
use mese neins m	netermine which tans a	are point to be available	

Priority Action (01-0	1-0011) Testing		– 🗆 X
Event Summary Pren	nise Contacts So	hedules Comments Map Dealer	Dir Call Dir Cmts Dir Opts
01-01-0011 / Testing Sarah	17:41 Close	Alam co/Class: <b>/ULC</b> Callback:	00:10
DAWSON CREEK . /		All OK / Permit: / Panel/Type	Video
17:18:40 Zone:	- Fire - FIRE	ALARM	
Name	Phone	Note testing	

#### Main Tabs:

System >Edit SIMSIII Settings>Main Tabs:

😵 Edit SIMS III Settings					_		×
Database Misc Traffic Act	ion Tabs	Main Tabs	Google Map	e Email	Phone	Accountin	ng 💶 🕨
Account Maintenance Tabs							
Enable Acct/Dealer Maint	enance R	esizing					
Mask Resizing takes plenty of quick enough you may disable			esponse whe	n entering	these ma	sks not be	
Enable Acct Summary	🗹 En	able Acct Cor	mments [	🗹 Enable	e Acct Billi	ng	
Enable Acct Zone	🗹 En	able Acct Ma	р [	Enable	e Acct Re	curring	
Enable Acct Contacts	🗌 En	able Acct Equ	uipment [	🗹 Enable	e Acct Vid	eo	
Enable Acct Schedules	🗹 En	able Acct Mai	iling				
Dealer Maintenance Tabs	_						
Enable Dealer Contacts	🗌 En	able Dealer Z	ones [	🗸 Enable	e Dealer C	ptions	
Enable Dealer Operators	🗹 En	able Dealer C	omments				
Save as Default			OK		Cancel	He	łp

This dialog box lets you determine which tabs are going to be available from the <u>Account Maintenance</u> and the <u>Dealer Maintenance</u> windows.

### System>Edit SIMS III Settings>Google Map:

😫 Edit SIM	1S III Se	ttings	- 14.54						×
Database	Misc	Traffic	Action Tabs	Main Tabs	Google Map	Email	Phone	Accounting	• •
SIMS III C	lient/La	ache Serv	er						
	¢	Computer N	Name or IP:	demo.simswel	b.com emote Client Ser	vices	гоп	2 +	
		informati		ally resident l	station to comn ocally from a ce ver.				
SIMS III G	ioogle N	Map Serve	er —						
		Google (	atabase. This	g Server allo	s.google.com ws you to retriev ovide all kinds o			the Google	
			Country of	Client Origin:	United State	s & Cana	ada	~	
, Save as D	)efault				ОК	(	Cancel	Help	

### SIMSIII Google Map Server:

Check this box to enable SIMSIII access to the Google Maps service. This connection is used at the Google <u>Map Tab</u> to display the location of the account premises on a map.

Email Tab: System>Edit SIMSIII settings>Email Tab:

Edit SIMS III Set	ttings				—		×
Database Misc Traffic Action Tabs Main Tabs Google Map Email Phone Accounting         CommServer Manual E-mail Settings         Image: Solution of the set of t		• •					
	ttings						
0 🤿	SMTP Server:	mail.simsware.c	om		Port	25 🌲	
	User/Password:	simsiiidemo	*****	•••		Test	
Attachme	ent 🔽 Make Zip:	Use PD	F: Creat	e Attachment	over	50 🌲	
•	SIMS COM Server It acts as the interf the down and dirty	is the communic ace between SI tasks involved i	MS II, SIMS III, n sending repor	and FormWri	iter and	handles	
	<u>Multimedia Demo</u>			CommS	Server I	Manual	
	Email/fax d	rive/path: W:\				Browse	
, Save as Default			ОК	Cano	el	Help	

### **Overview:**

SIMSIII is capable to send emails directly through a SMTP server. However, you have the option to set it up to send emails through ComServer/Comserver 3.

#### **Manual E-Mail Settings:**

Select this option if you want SIMSIII to send emails directly through a SMTP server. To do this you need to enter a SMTP server with a valid user/password.

#### **SMTP Server:**

The Outgoing mail (SMTP) server field allows you to specify the name of the SMTP server that will handle the outgoing emails.

### User/Password:

This field allows you to specify a user name/password to log into the SMTP server.

#### Attachment:

Allows you to attach files.

### Make Zip:

Compresses files into zip format

This field allows the program to create a PkZip<sup>™</sup> compatible archive of the attachment file if the size is greater than that specified by the **Create Attachment over** field.

### Use PDF:

Converts files in to PDF file format

### **Create Attachment over:**

Allows users to send large files and specifies the size of the attachment

This field entry of a file size in kilobytes that will be used to determine whether an attachment file will be zipped (compressed) for the e-mail. In order to enter a number, Create Attachment Over must be checked.

### ComServer:

Select this option to have ComServer in charge of sending emails. The Email/Fax Drive/Path: must be set to the path of the SIMS II directory on the workstation.

### Phone Tab:

Sedit SIMS III Settings	— 🗆 X
Database Misc Traffic Action Tabs Main Tabs Google Map Email P	hone Accounting
Phone Settings	
O UseTAPI O Use MSLync Device Name:	~
UseTSAPI Avaya Port Name:	
O Use Avaya Avaya Client Name:	
Use Aeonix Avaya IPAddress: http://127.0.0.1	
O Use Com Aeonix IPAddress / Extension: http://127.0.0.1	
	se Dealer CallerID
Transfer Adr/Ext: Transfer Use Windo	ows Dialing Rules Don't Answer
Dialing PreFix: Dialing Suffix:	Call
	^ Disconnect
	Answer
	✓ Rules
Save as Default OK Can	ncel Help

### System>Edit SIMSIII Settings>Phone:

#### **Overview:**

This allows you to set up a phone to use with the Auto-Dial function in SIMS III.

Accounting Tab: System>Edit SIMS III Settings>Accounting:

edit SIMS III Settings	– 🗆 X
Misc Traffic Action Tabs Main Tabs Google Map Email F	Phone Accounting Fonts
Accounting Database	
Server:	Browse
Acctng SQL DB:	∽ Test
User/Password:	
Sedona Options Sedona API URL	< for Active Service Ticket
Save as Default OK	Cancel Help

### Font Tab:

System>Edit	SIMS III	Settings>	Fonts:
-------------	----------	-----------	--------

Edit SIMS III Settin	gs				-		×
lisc Traffic Action	n Tabs Main Tabs	Google Map	Email	Phone	Accounting	Fonts	• •
Printer Settings							
Printer Sample For	t Name:	Size:					
	urier New	9.75 Font					
On Screen View							
-Foo	t Name:	Size:					
A Mic	crosoft Sans Serif	8.25 Font					
Name	Acnt Number	Ado	ded				
D	01-01-0001	10-	-22-08	-			
Jane Doe							
	01-01-0002	10-	-15-08				
John Doe	01-01-0002 01-01-0003		-15-08 -15-08				
John Doe	01-01-0003	10-					
John Doe Customer 1 Mikel Family	01-01-0003	10- 10-	-15-08				
John Doe Customer 1 Mikel Family	01-01-0003 01-01-0003 99-01-0003	10- 10- 01-	-15-08 -15-08 -15-08				

### **Overview:**

You can adjust the font size for printed reports and for the On Screen view. Chat & Online Tab:

System>Edit SIMS III Settings>Chat & Online:

😵 Edit SIMS III Settings - 🗆 🗙			
Google Map       Email       Phone       Accounting       Fonts       Chat & OnLine       Video       Management       ()         SIMS III Chat Server			
Computer Name or IP: Port: 50505 SIMS Chat Server allows you to see whenever accounts are locked in real time			
SIMS III OnLine Server			
SIMS OnLine Server allows you to retrieve information from the SIMS SQL Server database. This server will provide zip code information (based on the City) and			
Save as Default OK Cancel Help			

### Video Tab:

# System>Edit SIMS III Settings>Video Tab:

Edit SIMS III Settings	—	
Google Map Email Phone Accounting Fonts Chat & OnLine Video	Manageme	nt 🔸 🕨
Video Settings		_
Video Universal Numera		
Enable: Realm: (Enable:		
Server:		
Port:		
Risco Server Address:		_
MSid:		
Save as Default OK C	ancel	Help

# Management tab:

System>Edit SIMS III Settings>Management Tab:

Edit SIMS	III Setti	ngs							×
Google Map	Email	Phone	Accounting	Fonts	Chat & OnLine	Video	Managem	ent	• •
Managem	ent Resiz	zing							
	e Manao	ement Re	sizina						
					r response when isk will appear ap				
Managem	ient lab	S							
🗹 Enable	e Order E	Entry			🗹 Enab	le Acct F	Premise/Mai	iling	
Enable	e Acct Hi	istory			Enab	le Acct Z	Zone/Equip	ment	
🗹 Enable	e Acct St	tatistics			Enab	le Acct E	Billing/Recu	rring	
					Enab	le Acct C	Contacts/So	hedules	
					Enab	le Acct C	Comments/S	Summarie	s
🗹 Enable	e Dealer	Premise/(	Comments		Enab	le Acct V	/ideo/Map		
Enable	e Dealer	Contacts	Options						
Save as De	tault				OK	Ca	ancel	Help	)

🔕 Glo	bal Optio	ns									]	Х
Options	Processin	ng Event	Service	Schedules								
Report C	Options											-
		🗌 Use N	Ailitary Time	e			se fine n	esolution	for faxi	nq		
		Show	Account 1	Numbers		🗌 A	ddress ir	n billing re	eport			
		Show	Accounts	without Histo	ny	🗹 A	ccount a	audit trail				
		🗹 Write	Zone Des	cription in His	tory	🗌 In	iclude au	udit trail ir	n time fr	ame		
Record	Allocation											-
		This secti	on details t	he average r	number of it	ems pe	r accou	nt.				
		Contacts:	6 🌲	Equipment:	2 🌲	Inv	voice	1 🌲	2	Zone	45	:
Site Ider	ntifier Info											-
	8	Site id	lentifier	?								
Time Se	ettings											-
	-	Time Zon	e:									
		(GMT-06	:00) Centra	al Time (US &	Canada)						~	
		Date Form	nat:				0	)aylight S	Savings	:		
		mm/dd/y	у ~					No			~	
				C	К	Арр	ply	Car	ncel		Help	

#### **Overview:**

The Options tab of Global Options allows entry of several system-wide options.

### **Report Options:**

#### **Use Military Time:**

This field specifies if time will be provided in 24-hour military notation instead of 12 hour AM or PM.

#### Show Account Numbers:

This field specifies whether the account number will be included on history reports.

#### Show Accounts without History:

The Shows accounts without history specify whether an account that has had no activity will be included in history reports.

#### Write Zone Description on History:

This option specifies whether the account's user Name and zone Description will be included in history records.

#### Use fine resolution for faxing:

This field defines whether the program will use a higher resolution when faxing.

#### Address in billing report:

This field specifies whether the address information will be added to billing data exports. **Account audit trail:** 

The Account Audit Trail specifies whether changes to an account will be written to history. If enabled, an <u>Audit Trail report</u> is available that provides detailed information on data that has been modified.

### Include audit trail in time frame:

This will include audit trail in time frame report specifying whether history records relating to account database changes will be included in the Time Frame report.

### **Record Allocation:**

### **Contacts:**

The Average Contact Entries per Account allows entry of the number of contacts per account. If this value is increased you must <u>regenerate</u> the Contacts.Dat file.

### **Equipment:**

The Equipment Entries per Account allows entry of the number of equipment items per account. If this value is increased you must <u>regenerate</u> the Equipmnt.Dat file.

### Invoice:

The Average Invoice Entries per Account allows entry of the number of recurring invoice items per account. If this value is increased you must <u>regenerate</u> the RInvoice.Dat file.

#### Zone:

The Average Zone Entries per Account allows entry of the number of zones per account. If this value is increased you must <u>regenerate</u> the ZoneInfo.Dat file.

(This value should never be decreased without contacting SIMS, Inc. first as data can be deleted and not recovered.)

### Site Identifier Info:

### Site identifier:

The site identifier (s) active fields are fields that allow multiple enabling of databases (more than just this site) when in times of remote site outage.

# Time Settings:

**Time Zone:** Allows you to change the time zone for the Central Station.

### **Date Format:**

Allows you to change the date format (mm/dd/yy or dd/mm/yy or yy/mm/dd)

### **Daylight Savings:**

Allows you to set the Daylight Savings for the Central Station.

#### Processing Tab:

#### System>Global Options>Processing Tab:

😫 Global Opti	ons —		×
Options Process	ing Event Service Schedules		
Cancel / Restore	CAN (cancel) removes pending  RST (restore) is exception w/ Any CAN (cancel) cancels all alarms  Recurring URS (unrestored) re		_
Call Verification	Modify OPN when open to RST       Disable LTO for temp schedul         Modify CLO when closed to RST       ✓ Opening tolerance for temp sch         OPN (open) clears unrestored       Closing tolerance for temp sch         LTO/LTC/NOT as account zone       ✓ LTO/LTC reminder after 24 H         URS/INV as account zone       30 → Recurring LTO/LTC int	chedules nedules ours	
Double E-Mail p Auto-Tes	Knock:       Any 2nd Dbl Knock         protocol:       SMTP 1.1 & ComServer         Image: SMTP 1.1 & ComServer       Image: SMTP 1.1 & ComServer		
	OK Apply Cancel	Help	

#### **Overview**:

The Processing tab of Global Options allows entry of system-wide signal processing options.

#### **Cancel/Restore:**

#### CAN (cancel) removes pending:

This option specifies whether the program will allow a matching cancel code to remove the pending unrestored event.

#### Any CAN (Cancel) cancel alarms:

The Any Cancel Cancels All Alarms specifies whether any cancel signal received will cancel all pending unrestored events for the corresponding account.

#### **RST** (restore) is exception w/event:

This field determines whether a restore will be will be an exception event if the account currently has an event on hold pending.

### **Recurring URS (unrestored) reminder:**

The Recurring Unrestored Reminder specifies whether a restore is required to clear out a pending unrestored event. Enabling this will cause the unrestored to recycle indefinitely until a restore is received.

**Open/Close:** 

### Modify OPN when open to RST:

The Modify Open When Open to restore specifies whether a subsequent open received for an account already open will be modified to a restore event.

### Modify CLO when closed to RST:

The Modify Close When Closed to restore specifies whether a subsequent close received for an account already closed will be modified to a restore event.

### **OPN (Open) clears unrestored:**

The Open Clears Unrestored specifies whether the opening will clear a pending unrestored signal.

### LTO/LTC/NOT as account zone:

This option specifies whether the computer generated messages for LTO, LTC and NOT will be generated as event types or zones. If enabled, then the zone account or host account may contain zone entries of LTO, LTC and NOT along with the event type and description.

### URS/INV as account zone:

This option specifies whether the computer generated messages for URS and INV will be generated as event types or zones. If enabled, then the zone account or host account may contain zone entries of URS and INV along with the event type and description.

### Disable LTO for temp schedules:

This option will disable the LTO tolerance on temporary schedules entered into an account.

### **Opening tolerance for temp schedules:**

The Opening Tolerance for Temporary Schedules specifies whether the late opening tolerance for an account will be used for an entry of a temporary schedule entry. If enabled, this will add the account's Late Open Tolerance when computing the next violation for a late to open event.

### **Closing tolerance for temp schedules:**

The Closing Tolerance for Temporary Schedules specifies whether the late closing tolerance for an account will be used for an entry of a temporary schedule entry. If enabled, this will add the account's Late Close Tolerance when computing the next violation for a late to close event.

### **Recurring LTO/LTC Interval:**

The Recurring Late to Open/Late to Close Interval allows specifying the time for the recurring LTO/LTC checks in minutes. For example, if a LTC is created and completed in error (e.g., a temporary schedule is not entered or invalid) it will reappear in the specified number of minutes.

### LTO/LTC reminder after 24 Hours:

This option will initiate SIMS to generate a LTC/LTO reminder if a OPN/CLO signal was not received within 24 hours of the original LTC/LTO signal.

### **Call Verification:**

**Event Types:** These fields identify the mnemonics that have been designated to work with enhanced call verification flag. Found on the mailing page of each account database.

Event Type Selection									
	Тур	Description	Brief Desc	<ul> <li>ОК</li> </ul>					
	?#?	Double Knock Modified Mnemonic	DBL KNOCK						
	?-?	Delayed Event Marker -	DELAY/EVNT	Cancel					
	?^?	UnRestored Zone	UNRESTORED	11-1-					
	?~?	Runaway Signal Detection -	RUNAWAY	Help					
	?+?	Double Knock Marker -	DBL KNOCK						
	A&C	Delay Alarm w/o Cancel	DLYD ALARM						
	A&R	Alarm & Restore -	ALARM/RST						
	ABT	Abort -	ABORT						
	ACC	Access -	ACCESS						
	ACD	Access Denied -	NO ACCESS						
	ACL	Ama Clasing	ADEA CLOSE	<u>•</u>					
	Enter Filter Text Clear								
		Type Description	ListView has 135 item(s)						

### **Double Knock:**

The Signal Double Knock Suppression specifies whether the system will automatically log single signals if the account's zone has Double Knock enabled.

```
The Enable Double Knock Suppression (0137)

The Enable Double Knock Suppression allows an

entry ("Y", "N", "1", "2" and "3") to define if

the system will automatically log single signals.

Note that the individual zone must also be de-

fined as a double knock zone. Typically zones for

passive infra-red's and ultrasonics are canidates

for the Double Knock Feature.

"Y" for any 2nd Dbl Knock Zone to be Exception

"1" requires 2nd Same Zone to be Exception

"3" requires 2nd Same Zone and Msg changes to ?#?
```

### E-Mail protocol:

Specifies email protocol

#### Auto-Test Reset:

There are three options to reset the Auto Test timer: All Signal Reset (any signal received from the panel will reset the timer), PTS/TST Only Reset (only Periodic Test Signal or Test Signal received from the panel will reset the timer) and PTS/TST/O/C Only Reset (only Periodic Test Signal, Test Signal, Open or Close Signals received from the panel will reset the timer).

### Double Knock suppression interval:

The Double Knock Suppression Interval specifies the time (in minutes) to wait for a subsequent same event type.

### Signal suppression:

The Signal Suppression of Same Signals specifies whether the system will auto-log subsequent signals for the Same Signal Suppression Interval.

### Auto-Test during opening hours:

The Auto-Test during Opening Hours specifies whether the auto-test counter decrements during the hours when the account is opened.

### **Recurring NOT reminder:**

The Recurring No Test (NOT) Reminder specifies whether the program creation of a NOT event will reset the auto-test timer. If the auto-test timer is not reset a NOT will be created at the next interval period (e.g., next minute, hour or day depending on the Auto-Test frequency).

### **Enable Dealer Delays:**

### **URS reminder after 24 Hours:**

This option will initiate SIMS to generate a URS reminder if a Restoral signal was not received within 24 hours of the original URS signal.

### Event:

#### System>Global Options>Event Tab:

😫 Global Options										
Options Processing	Event Service Schedules									
Subscriber Opt	Subscriber Options									
<b></b>	Alt+F4/F5/F6 in local time	Bypass check on forced arm								
🛃	Disable premise verify on TRB	0 ★ Max Days for Temp/Brief Cmts								
Passcard Optio	ons									
	Duress passcard: Event type	Disable account passcard								
	9999 PAN	Disable operator passcard 0000								
Description:	Duress Generated	Enable Dealer Passcards								
Access Level:	Owner/Fully Authorized									
Traffic Event D	isplay Options									
188	Disable log in/out in Traffic display	Dealer Traffic file								
	Display completed events	Time sync through Traffic file								
-125% -12	$\hfill\square$ Leave operator initials when on hold	Create DHE and HOLD Event								
		_								
	Redirect dispatch to disk	Caller ID blocking								
	Modify Event Type (?^?) URS	Caller ID matches to Traffic/History								
	ок	Apply Cancel Help								

#### **Overview:**

The Event tab of Global Options allows entry of system-wide subscriber event options.

### Subscriber Options:

### Alt+F4/F5/F6 in local time:

This check allows an entry to define whether the program will modify the time and date on the Alt+F4 screen to the subscriber's local time.

### Disable premise verify on TRB:

This selection allows an entry to disable an account's Premise Verify when an exception event is presented.

#### Bypass check on forced arm:

This Bypass Check on Forced Arming allows an entry to define whether signal received on the forced arm and trouble signal sequence. When Trouble signals are preceded or followed by a forced arming the trouble signals can actually be converted to isolation or bypass indications. Performing this test will require a five second delay on TRB's.

### Max Days for Temp/Brief Cmts:

The maximum number of days that a Temporary or Brief comment can be put on an account.

### **Passcard Options:**

### Duress passcard:

This field allows entry of a System Wide Duress Passcode and the subsequent field allow entry of the mnemonic that will be generated when the Duress Passcode is entered by the Operator for that account.

### **Event Type:**

When the System Wide Duress Passcode is entered this mnemonic will be generated for the specified account.

#### Description:

The description of the Duress signal.

#### Access Level:

The access level of the user to generate a Duress code on an account.

#### **Disable account passcard:**

The Disable Passcard Requirement allows an entry to define whether an Operator's Passcard will be allowed to be used on the Routine Action Display for completion.

#### Disable operator passcard 0000:

The Disable Operator Passcard 0000 specifies whether an operator may use passcard 0000 to complete a routine Action event.

#### Enable Dealer Passcards:

The Dealer contacts on Pick List field allows an entry that defines if the system user would like to allow Dealer contacts to appear on the dispatching screen dialing passcard pick list.

### Traffic Event Display Options:

### Disable login/out in Traffic display:

The Disable Log In/Out in Traffic Display disables logging in or out in the Traffic Display.

### **Display completed events:**

The Display Completed Traffic Display Events field specifies if completed events should be displayed in the Traffic Display.

### Leave operator initials when on hold:

The Leave Operator Initials on Event When on Hold specifies whether the operator's initials will be left on the traffic display when an operator places an event on hold.

### **Dealer traffic file:**

Then Dealer Traffic File specifies whether this terminal will only be able to view events in the Traffic Display depending on the logged in operator's initials and the group assigned.

### Time sync through Traffic file:

The Time Sync through Traffic Display specifies whether the primary system sets the time for other workstations.

### Create DHE and HOLD Event:

This check allows an entry to define whether the currently worked signal will allow the event to be displayed as a hold event while the delayed hold events are pending.

### Redirect dispatch to disk:

Redirect the dispatch info usually sent out via the serial port to a disk file.

### Modify Event Type (? ^?)URS:

The Modify Mnemonic on Unrestored field allows entry to designate whether the unrestored mnemonic will be presented as URS or the working mnemonic changed to? ^? Where BUR is modified to B^R. Note that a mnemonic of? ^? Must be added to the event messages.

### **Caller ID blocking:**

Then Caller ID Blocking specifies whether a \*67 will be sent to the phone system to enable the phone company from identifying the caller. In this case the concept is to reduce system return calls not available.

### **Caller ID matches to Traffic/History:**

The Caller ID Matches to History/Traffic field allows entry to designate whether the caller ID information when matched is written to history for reports and the Traffic Display:

#### Service Tab: System>Global Options>Service Tab:

🛞 Glo	bal Options					_		$\times$
Options	Processing	Event	Service	Schedules				
É	Report Option	☑ Zon ☑ Con	e informati	mation	Last eight e Service his Insert page		text file	
				ОК	Apply	Cancel	Hel	p

#### **Overview:**

The Service tab of Global Options allows entry of system-wide options related to service (work) orders.

#### **Custom Report Options:**

These options let you select what items are going to be included as part of the work order. Simply mark the boxes corresponding to the information you want to include in the work order.

Zone information Contacts information Equipment information Last Eight events

#### Service history:

This check allows an entry to define whether the accounts service history will be added to the service work order.

### Insert page break before text file

# System>Global Options>Schedules Tab: Schedules Tab:

### Days of Week Options:

Global Options									
Options Processing Event Service Schedules									
Days Of Week Options									
Auto-Test Minute: M Auto-Test Hour: H Auto-Test Day: D									
Days of Week:	SUN MOI		WED	THU	FRI	SAT			
Other Inclusives:	M-F MTH	H M-S	M-T	M-W	MWF	T&T	W-T	W-F	
	F-S S-T	S-S	ALL						
Include Sunday:	SUN ALL	S-T	1						
Include Monday:	MON ALL	S-T	M-T	M-W	M-F	MTH	M-S	MWF	
Include Tuesday:	TUE ALL	S-T	M-T	M-W	M-F	MTH	M-S	T&T	
Include Wednesday:	WED ALL	S-T	W-F	M-W	M-F	MTH	M-S	W-T	MWF
Include Thursday:	THU ALL	S-T	W-F	T&T	M-F	MTH	M-S	W-T	
Include Friday:	FRI ALL	F-S	W-F	MWF	M-F	M-S			
Include Saturday:	SAT ALL	F-S	S-S	M-S					
			ок		Apply		Canc	el	Help
									//

### Auto-Test Minute:

Single digit signifier for minute in the Auto Test value field.

#### Auto-Test Hour:

Single digit signifier for hour in the Auto Test value field.

#### Auto-Test Day:

Single digit signifier for day in the Auto Test value field.

#### Days of Week:

This entry allows the language mnemonic for the day of the week to be changed. Please note that the first day of the week must be Sunday or the equivalent followed in normal daily order.

#### **Other Inclusive:**

These entries should include all the possible three character definitions for day Inclusive descriptions. (I.-e. W-F stands for Wednesday, Thursday and Friday).

### Set password:

#### System>Set Password:

This option lets you change the administrator password which is requires by the program to access certain high level functions. Type the current password in the Old password field and then type the new password in the new password and Confirm password fields.

😫 Set Password	×
Old passord:	ОК
New passord:	Cancel
Confirm password:	Help

### **Clear FIFO Buffers**

#### Help>About SIMS for Windows:



Gives basic information about this SIMS III product.

#### Help>Contents and Index:

Opens up the Windows help for SIMS III for Windows.

#### Help>Help Digital Videos:

Launches the connection to the SIMS YouTube channel. City Zip Code Validation New Priority Action Mask On Test Entry Search and Filtering Spell Checking Temp Schedule Entry

### Help>Help Live Videos:

Launches the connection to the SIMS YouTube channel.

Alarm Dispatching Globalization Overview Report Viewer Search and Replace Search Filtering Service Video and Graphics

### Help>How To's:

Launches the specific connection to the SIMS III for Windows help menu.

Accounts>Change Account Numbers >Delete Accounts >Delete Account History Summaries >Edit Accounts>Account >Billing >Comments >Contact >Equipment >Mailing >Premise >Recurring >Schedule >Zone >Find and Replace Dealers>Edit a Dealer>Premise >Comments >Contacts >Options >Recurring History>Change a RR/LL in History >Delete History by Week Service>Create a Work Order >Edit a Work Order Table Maintenance>Account Class Entry >Account Type Entry >Control Panel Entry >Contact Template Entry >Dispositions>Event >Service >Email Address Entry

>Event Priority Level

>FaxModem Entry >Global Phone Number Entry >Global Schedule Entry >Messages>Edit Error Messages >Edit Help Messages >Edit Warning Messages >Operator Entry >Operator Hot Key Entry >Pager Entry >Phone Pad Entry >Premise Access Level >Schedule Template >System Reminder >Traffic Colors and Sounds>Sound to Mnemonic >Traffic Display Colors >Zone Template Common Tips>Create Manual Alarm >Out of Service Entry >Processing Signals >Return Account/Dealer to Service >System >Table Maintenance >Work Orders

#### **Revision History:**

Launches the SIMS Wikipedia (via an internet browser) with the changes that have been made to SIMS III.

#### SIMS Website:

Launches the SIMS Website (via an internet browser).

#### SIMS Technical Support:

Launches the connection (via an internet browser) to the page on the SIMS Website that has the options for receiving technical support.

#### SIMS III Error Report Form:

#### SIMS III Manual:

Launches the SIMS III Manual in a pdf format (via an internet browser).