



ALL AMERICAN MONITORING

Section 1: Access portal and login

To access the dealer web portal, go to <https://portal.aamcs.com/stagesdealer/> and input your username and password. The preferred browser is Chrome. If they want to use Internet Explorer, they need to make sure <https://portal.aamcs.com/stagesdealer/> is not listed in Compatibility Viewer.

As soon as you log in, you are presented with the following screen:

The screenshot shows a web portal interface titled "Summary (House Accounts--0001DL, Training User)". The interface is divided into several sections:

- Site Group:** A dropdown menu showing "House Accounts--0001DL".
- memo inbox:** A link to "memo inbox 0".
- notifications:** A link to "notifications 0".
- Search:** A search bar and a checkbox for "include out of service" which is checked.
- Summary:** A central summary area with several links:
 - Sites (7)
 - Alarms in 24 hrs (0)
 - New this month (0)
 - Alarms this week (0)
 - Alarms this month (1)
 - On Test (0)
 - Currently Open (1)
 - Out of Service (0)
 - Currently Closed (0)
- Sites by Site Type:** A list showing "5 Commercial", "1 Residential", and "1 Other".
- Recent Sites:** A table with columns "Xmit#", "Site Name", and "Secondary Xmit#".
- Recent Alarms:** A table with columns "Description", "Xmit#", "Site Name", "Alarm Date", and "Action". It contains one entry: "Burglary" with Xmit# "A12003456", Site Name "Test Account", and Alarm Date "10/27/16 17:01:".

This is a summary of all your accounts at a glance. From here you have the options to:

1. Search for a specific account.
2. Access different summary options:
 - a. Subscribers – pulls up a list of *all* accounts currently in the system that you can download.
 - b. New this month – shows how many new accounts that were inputted.
 - c. Alarms in 24 hrs/week/month – shows a list of accounts that went in to alarm. You can click each link for more details.
 - d. On Test – shows a list of which accounts are currently in test.
 - e. Out of Service – shows a list of accounts that are currently Out of Service/Inactive.
 - f. Currently Open/Closed – shows a list of accounts that are currently open or closed. This information is based off open and closing signals that are received to the account's history.
3. Subscriber by Account type – allows you to pull up a list of all commercial/residential/other type accounts. You can also download this list as well.
4. Recent Subscribers – shows a list of which Subscribers/accounts you have recently viewed while logged in.
5. Recent Alarms – shows a list of accounts that currently went in to alarm. You can click the link under "Description" to view the account information, or you can click the button to the left to view just the history.

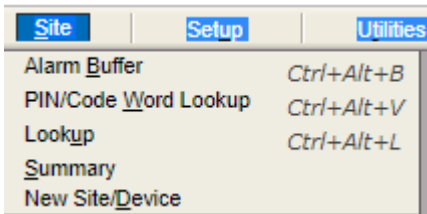
Quick Reference for commonly used icons in the web portal:

 Data Entry - Opens the Data Entry Window to view/edit Subscriber/account information.

 History - Opens the History Window to view recent account history.

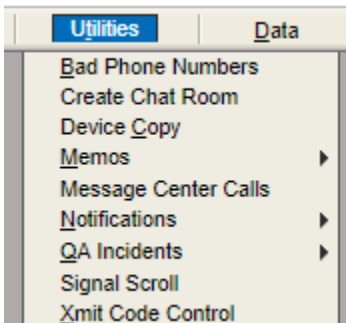
Section 2: Navigating web portal

All actions/options you have are in drop down menus at the top of the screen:



Subscriber Menu:

- Alarm Buffer; allows you to see active alarms as they are being processed
- Pin/Code Word Lookup: allows you to search for an account based off passcode.
- Lookup: allows you to search for an account by number, name, phone, address.
- Summary: brings up the summary screen if you happen to close it.
- New Subscriber/Device: Allows you to add new accounts with a quick data entry form, selecting from your reserved/available account number block



Utilities Menu:

- Bad Phone Numbers: allows you to see which numbers our operators marked as invalid (disconnected, wrong number, etc) for a date range you specify.
- Create Chat Room: future use
- Memos: allows you to view memos/notes that All American has sent to you.
- Message Center Calls: future use
- Notifications: future use
- QA Incidents: future use
- Signal Scroll: a window that shows all signals currently being received. It auto-refreshes every 5 seconds.
- CSID Code Control: generates a list showing which account/CSID #s are currently assigned to you and which ones are available for use.

Data Menu:

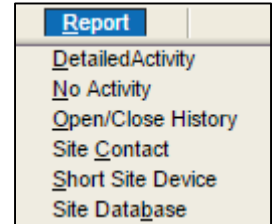
- Alarm Count by Report Code: shows a count of signals by type (burg, fire, etc) for a date range you specify.
- Alarm History: view alarm history for a specific account.
- Detailed Activity: allows you to run an activity for either one account or range of accounts. It includes not only alarm activity but ANY activity on the account including operator actions and data changes.
- Excessive Activity: allows you to generate a report that shows accounts that received over a certain number of signals you specify for a specific date range.
- Excessive Operator Actions: allows you to search/filter all accounts by including only certain event codes (burg, fire, etc) or operator actions, and can only include results if they are more than a certain number.
- History by Event Code: allows you to search/filter all accounts by including only certain event codes (fire, burg, etc).
- History by Signal ID: allows you to search/filter all accounts by including only certain chart codes or formats (Contact ID, SIA, etc).
- No Activity: generates a list for a specific date range that shows accounts that have not received any signals.
- Subscriber Notifications: not used.
- Open/Close History: generates a list for a specific date range that shows all accounts that have communicated opening/closing signals.
- Active Subscriber Notes: allows you to view all accounts that currently have notes.
- Devices with Timer Test: gives you a list of accounts marked to receive a test.
- Short Subscriber Device: generates a list of all accounts that has name, address, first signal received date and panel type.
- Subscriber Audit: generates a list of accounts that is missing required/preferred information for alarm handling i.e. authorities, cross streets, etc.
- Subscribers without Latitude/Longitude: generates a list of accounts missing this information.
- Alarm Factor: generates a report of active accounts for any given date and how many alarms were received.
- Data Changes: track which accounts have been revised and when/how.
- External Usage: shows dealer portal usage- account, user and duration
- Dealer Subscribers: generates a list of accounts under the Dealer/dealer. It has name, address and Subscriber phone.
- Dealer SMS Log: future use
- In/Out of Service by Date: generate a report showing which accounts you have active (In Service) and inactivated (Out of Service) for a specified date range.
- Pending Restorals: generates a report that shows all accounts that have sent a signal but not a restore code if set for restoral needed

Data	
History	▶ Alarm Count By Report Code
Site/Device	▶ Alarm History
Site Group	▶ Detailed Activity
Status	▶ Excessive Activity
	▶ Excessive Operator Actions
	▶ History By Event Code
	▶ History By Signal Code
	▶ No Activity
	▶ Open/Close History
Data	
History	▶
Site/Device	▶ Active Site Notes
Site Group	▶ Devices With Timer Test
Status	▶ Short Site Device
	▶ Site Audit
	▶ Sites Without Latitude/Longitude
Data	
History	▶
Site/Device	▶
Site Group	▶ Alarm Factor
Status	▶ Data Changes
	▶ External Usage
	▶ Site Group Sites
	▶ Site Group SMS Log
Data	
History	▶
Site/Device	▶
Site Group	▶
Status	▶ In/Out of Service By Date
	▶ Pending Restorals

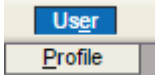
Data	
History	▶ Alarm Count By Report Code
Site/Device	▶ Alarm History
Site Group	▶ Detailed Activity
Status	▶ Excessive Activity
	▶ Excessive Operator Actions
	▶ History By Event Code
	▶ History By Signal Code
	▶ No Activity
	▶ Open/Close History
Data	
History	▶
Site/Device	▶ Active Site Notes
Site Group	▶ Devices With Timer Test
Status	▶ Short Site Device
	▶ Site Audit
	▶ Sites Without Latitude/Longitude
Data	
History	▶
Site/Device	▶
Site Group	▶ Alarm Factor
Status	▶ Data Changes
	▶ External Usage
	▶ Site Group Sites
	▶ Site Group SMS Log
Data	
History	▶
Site/Device	▶
Site Group	▶
Status	▶ In/Out of Service By Date
	▶ Pending Restorals

Report Menu: Most of these are the same from the Utilities Menu but it generates a report that you can download and send instead of just displaying the information in the window.

- Detailed Activity: allows you to run an activity report for either one account or range of accounts. It includes not only alarm activity but ANY activity on the account including operator actions and data changes.
- No Activity: generates a report for a specific date range that shows accounts that have not received any signals.
- Open/Close History: generates a report for a specific date range that shows all accounts that have communicated opening/closing signals.
- Subscriber Contact: generates a detailed report showing all contacts/passcode on either a range of accounts or a specific account.
- Short Subscriber Device: generates a report of all accounts that has name, address, first signal received date and panel type.
- Subscriber Database: generates a detailed sheet showing all information on a specific account or a range of accounts.



User Menu:



- Profile: allows you to edit your information by updating phone number, email and security questions.

Help Menu: shows information about stages application.

Window: shows which windows you currently have open.

Logout: logout of the session. Keep in mind: per UL requirements, you will automatically be logged out after 15 minutes of inactivity.

Section 3: Lookup account

The screenshot displays the 'Advanced Search' window. At the top, there is a header bar with the text 'Advanced Search' and a close button. Below this, the search fields are arranged as follows:

- xmit#**: A text input field with a small icon to its right.
- site name**: A text input field.
- phone**: A text input field.
- address**: A text input field.
- city, state, zip code**: Three separate text input fields.
- street name**: A text input field.
- site group**: A dropdown menu.
- contact name: first, last**: A text input field.

Below the search fields, there are two checkboxes:

- include out of service**: Checked.
- include expired contacts**: Unchecked.

At the bottom left of the search area, there are two icons: a magnifying glass and a list icon. The main area of the window is currently empty, showing only the 'Advanced Search' header.

From the lookup screen to find an account, you have several options:

- **CSID#:** search specifically by account number to pull up the account.
- **Subscriber:** search by account name. This field is very literal so if the name of the account is John and Mary Smith and you search for just “John Smith”, it will display 0 results because the name is “John and...”. If you search for just the last name Smith, it will only display accounts where Smith is at the beginning of the name. So, stages utilizes wildcards to aid with search functionality which is the percent sign %. If you want to search for John Smith, we recommend you search using a wild card and the last name: %Smith. This will yield results where the word “Smith” is anywhere in the name i.e. “John and Mary Smith”, “Smithsonian Museum”, “Terry, Smith, and Jones Law Associates”, etc.
- **Phone:** search by phone number. It must be the full 10 digit number and not include any punctuation or hyphens.
- **Address:** able to search by full street address. The same principal applies as Subscriber. If you search here, you must include the full street address including street number, direction (East, West, etc) and street name. However, if you want to search by just street name, use Street Name search function further down.
- **City, State, Zip:** search for accounts matching these criteria.
- **Street Name:** can search by just street name only.
- **Contact Name:** can search for accounts by contacts that may be on the account.

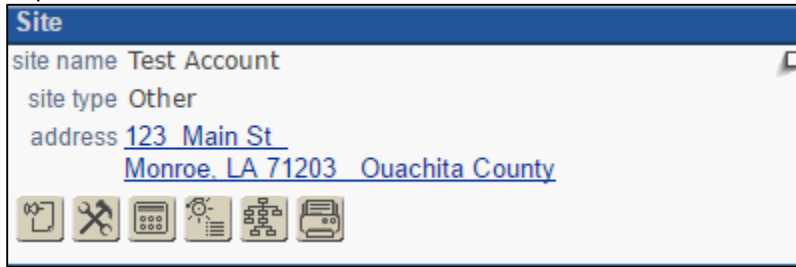
Keep in mind, you can combine as many of these search options as you would like to try and find the account you are looking for. For example, you know you have a customer John Smith on Metairie Rd. You can use “%Smith” in the Subscriber and “Metairie” in the street name and it will only show accounts that match that information. Also, the % wild card can be used anywhere in stages when searching for information and not just the examples described above. You can also use this to generate lists of accounts that meet a certain criteria. For example, if you need a list of all your accounts in a certain city, you can type the city name in the city field and hit search. It will generate a list of accounts to choose from and then you can click the download arrow at the top right of the results window to download the results in an Excel spreadsheet.







Once you have found the account, you can either click the History icon to view history only, or you can double click the line to go in to view account information.

Section 4: Viewing/Editing Account Information

Once you select an account, you can view the contacts, Subscriber information, panel type, zones, passcodes, schedules, periodic test options as well as a history of changes made to the account. Below is a brief tutorial on where/how to make changes. Please note: be sure to always hit the Save button to make sure any changes you make are submitted.

- Top Section:



-  Subscriber Notes - this is where notes be viewed/added.
 - To view notes – click the Notes Button. This window now shows all active notes on the account. If there is an Expire Date, the note is only temporary.
 - To add a note:
 - Click the Notes button.
 - On the right side, enter an effective date. If you want it permanent, leave the Expire Date blank. If you want it to be temporary, i.e. someone is going out of town, enter a date.
 - Ack Required: will require an operator to acknowledge they have read the note. Make sure this is always checked.
 - Note type: chose a type note. They can either be a Subscriber Note, a Temporary Note or Subscriber Directions.
 - Click the A button on the right to open the text editor.
 - Type the note in the box that opens and close the window.
 - Hit the Save icon at the top.
-  On Test - this button is for placing or clearing devices from test mode. When a test is in effect on the CSID#, the button will be blue.
-  Add Device: do not use. This is for advanced data entry and is used by Dealer Services only.
-  Alarm History - This accesses the history for the alarm Subscriber. It separates into two sections; the top shows information not all that different from what we are accustomed (time stamps, event codes, alarm resolutions, etc.) When you select an event, the bottom section displays the steps an operator took while handling that event.
-  - Subscriber Effective Action Plans –this button generates another window in which you would be able to review the CSID#'s action plans.
-  - One-Click Subscriber Database Report - this button generates a second window that allows you to submit a request for a report on the existing data of the CSID# currently in the system.

Contacts tab

The screenshot displays the 'Contacts' tab in a software application. The interface is divided into several panes:

- Site Data:** A table with columns 'Xmit#' and 'Status'. It contains one entry: Xmit# A12003456, Status Normal.
- Site:** Fields for site name (Test Account), site type (Other), address (123 Main St, Monroe, LA 71203, Ouachita County).
- History:** Fields for xmit# (blank for all), end date, and a checked 'include operator actions' box.
- Contacts Table:**

Name	PIN	Authority Relation	Order#	UserID	ECV	Keys	Phones	Contact Info
Contact 1	1234		1		<input checked="" type="checkbox"/>	<input type="checkbox"/>	(318)557-3389- Cell,	Contact 1 Conv
Bryan 2	4567	Brother	2		<input type="checkbox"/>	<input type="checkbox"/>	(318)398-3305- Cell,	Contact 2 Conv
Contact 4			4		<input type="checkbox"/>	<input type="checkbox"/>	(318)398-3307- Cell,	Contact 4 Conv
Duress Passcode			6		<input type="checkbox"/>	<input type="checkbox"/>		Duress Passcode Conv
Trey			7	001	<input type="checkbox"/>	<input type="checkbox"/>		Trey Conv
Twila			8	002	<input type="checkbox"/>	<input type="checkbox"/>		Twila Conv
pin Pin			18		<input type="checkbox"/>	<input type="checkbox"/>		
Dana Tyso			28		<input type="checkbox"/>	<input type="checkbox"/>	(504)302-4870- Work,	
- Search:** Search (Total 8). Fields for name, start order#, pin, and display expired.

- Add a contact: While on the Contacts tab, click the plus sign. It will open a new window.
 - Enter the contact's first and last name, and title (Doctor, Pastor, etc) and/or suffix if applicable.
 - Pin: can enter a passcode/pin that is specific to this user only.
 - Effective/Expire date are used if you want to add a contact for a temporary time.
 - Authority: do not use.
 - Relation: chose a relation to subscriber if applicable i.e. mother, brother, neighbor etc.
 - Contact type: do not use.
 - Order #: this determines the order/position the contact will be called. It defaults to the last number in line. Using the above example, if the contact you are adding needs to be called first, put 1 in the order. It will add the contact in the first position, then you will need to go in to the other contacts and adjust their order as well.
 - ECV: this determines if this number is an Enhanced Call Verification number meaning we call it before dispatching the authorities.
 - * Once you finish this section, hit the save button at the top to move on to the next step.
 - At the top right is the Phones section. This is where you will actually add the number:
 - Click the plus sign.
 - Type in the full 10 digit phone number with no punctuation.
 - Enter Extension number if applicable.
 - Chose a phone type (Cell, Home, Office, etc). Note: there is an option of SMS only. If you chose this, the number will NOT show up on the call list and instead will send out a text message on activity received.
 - Hit Save icon, and then you can close the window.
- Edit a contact: double click the line or click the magnifying glass on the left and follow guidelines above.

Subscriber tab: this is where you can update the account name or address, cross street or Subscriber phones.

The screenshot displays a software interface for managing site data. The interface is divided into several panes:

- Site Data:** A table listing sites with columns for Xmit# and Status. The selected site is A12003456 with a Normal status.
- Site:** Configuration form for the selected site. Fields include:
 - site name: Test Account
 - site type: Other
 - address: 123 Main St, Monroe, LA 71203, Ouachita County
 - region: LA (Louisiana)
 - time zone: 12 (GMT-06:00) Central Time (US & Canada)
 - site status: (dropdown)
 - site type: X (Other)
 - language: (dropdown)
 - runaway threshold: (dropdown)
 - info: (text area)
 - address info: (text field)
 - cross street: 1st Ave
 - directions: (text area)
 - lockbox code: (text field)
 - lockbox location: (text area)
 - map, page, coord: (text field)
 - subdivision: (text field)
 - pets: (checkbox)
 - keys: (checkbox)
 - id1: 123456, id2: (text field)
 - report group: (text field)
- History:** Configuration form for the selected site's history. Fields include:
 - xmit#: (blank for all)
 - end date: (text field)
 - include operator actions: (checkbox)
- Notes in Effect:** Configuration form for notes in effect. Field includes:
 - Type notes! (text area)
- Site Group:** Configuration form for the selected site group. Fields include:
 - Site Group: 100001
 - Site Group Type: Dealer
 - Phone: (504)456-8701
- Phones (Site):** Configuration form for the selected site's phones. Fields include:
 - Phone: (318)398-3300
 - Extension: p
 - Phone Type: Premise
 - Comment: (text field)
 - Auto: (checkbox)
- Email Addresses (Site):** Configuration form for the selected site's email addresses. Fields include:
 - Email Address: (text field)
 - Auto: (checkbox)
- Agencies:** Configuration form for the selected site's agencies. Fields include:
 - Agency: Test Police Dept
 - Type: Police De
 - Phone: (000)000-000
 - Instructions: Conv. AGCode: 000002
 - Perm Req: (checkbox)
 - Agency ID: (text field)
- Permits:** Configuration form for the selected site's permits. Fields include:
 - Permit: (text field)
 - Permit Rule: (text field)
 - Permit Status: (text field)
 - Expires: (text field)
 - Fee Period: (text field)

- Subscriber: name of account.
- Address: click the link to open a new window where you can type in the address.
- Phones (Subscriber): these are premise/Subscriber numbers that are called before dispatch. Only input true Subscriber number and not cell phones. If you want a cell called before dispatch, input it on the contact list and mark it as an ECV.
- Agencies: the police/fire/EMS authorities on the account.
 - To add an authority:
 - Click the Plus sign to open a new window.
 - Choose the agency type from the second drop down menu.
 - Type in the name of the agency. Note: we organize the agencies in our system so the name of the agency is either the city or parish/county jurisdiction. For example: "Gretna City Police", "New Orleans City Police", "Jefferson Parish"
 - Click the binoculars/search button in the top left to generate a list of authorities.
 - Once you find the one you need, double click it to add it to the account, then hit Save.
 - Repeat this process for fire, police and medical agencies.
 - To remove an authority: click the delete button on the far left of the line.

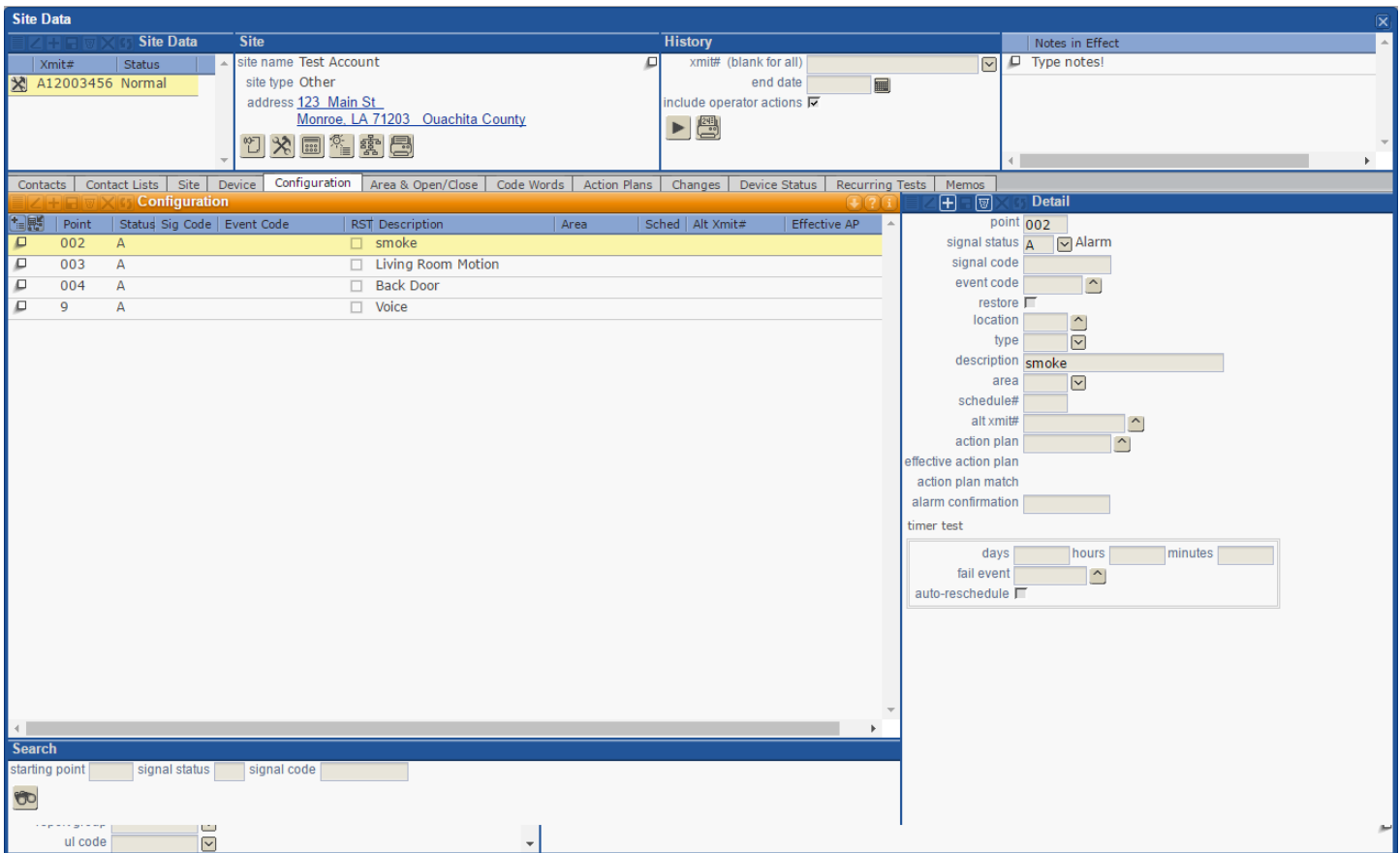
Device Tab: this is where you can select the panel type, add user information, periodic tests and panel numbers.

The screenshot shows the 'Device' configuration window. The 'Site Data' tab is active, displaying site information for 'Test Account' at '123 Main St, Monroe, LA 71203, Ouachita County'. The 'Device' configuration section includes fields for 'device type' (VISTA20P), 'timer test type' (5, with a dropdown menu), 'timer test days', 'timer test hours', 'timer test minutes', 'fail timer test event' (LTT), 'ip address', 'first signal date' (02/09/15), 'first signal time' (18:00), 'action plan', 'oos category', 'oos date', 'ivr#', 'primary xmit#', 'line security', 'listen in device type', 'signal format', 'communication type', 'location', 'information', and 'alt device id'. The 'Device Phones' table is currently empty. The 'Device User' table lists two users: '001' (Trey) and '002' (Twila). The 'UDF' table has three columns: 'Label' and 'UDF Value', with rows for 'Identifier1', 'Identifier2', and 'Identifier3'.

- Panel Type: you can begin typing in the Device Type field. The system will generate a list of possible options based off what you've typed so far. Once you found the panel type you need, click it.
- Timer Test: from the drop down there are 4 options:
 - 1: Any Signal is a test
 - 2: Specific Signal is a test
 - 3: Any Signal, Auto-Reschedule
 - 4: Specific Signal, Auto-Reschedule

Any Signal means the software will reset the timer counter if any signal is received and not just a legitimate periodic test signal. Specific Signal will only look for true periodic test signals. Auto-Reschedule means the system will automatically reset the timer when one of the above conditions is met. If you do not chose auto-reschedule, it will prompt the operators to reset the timer counter before they can log a signal.
- Timer Test Days/Hours/Minutes: you can specify the amount of time we should expect in between receiving periodic test signals. This field is required to be filled out if you chose a timer test type.
- Fail Timer test event: if you chose for our software to look for a test, in order to be notified that it is NOT testing, you must type "LTT" Late to Test. We will send you a separate report of all accounts that are Late to Test so you can follow up with those.
- Device Phones: this is the number that we will receive signals on.
- Device User:
 - Click the Plus Sign.
 - Type in the user number.
 - Chose a contact from the drop down menu. Note: a user cannot be added here if it is NOT listed in the Contacts section.
- UDF: User Defined Fields – used by Dealer Services/Data Entry.

CSID Zones Tab: this is where the zone/point list is located.



- To add a zone:
 - Click the Plus sign on the right.
 - Type in the zone/point number.
 - Chose A for Alarm
 - Type in the zone description.
 - Hit the Save Button.

These are the only steps/fields REQUIRED to add a zone. The others are for more advanced data entry
- To edit a zone: click the line item on the left, and the information will populate on the right. You can make any changes necessary and hit the Save Button.
- Area Open/Close tab – where you would add a schedule to the account if we were to supervise a locations open and closing status.

Code Words tab

The screenshot displays a software interface with the following components:

- Site Data:** A table with columns 'Xmit#' and 'Status'. One entry is visible: Xmit# A12003456, Status Normal.
- Site:** Fields for 'site name' (Test Account), 'site type' (Other), and 'address' (123 Main St, Monroe, LA 71203, Ouachita County).
- History:** Fields for 'xmit#' (blank for all), 'end date', and a checkbox for 'include operator actions'.
- Notes in Effect:** A text area with the placeholder 'Type notes!'.
- Code Words:** A table with columns: Code Word, Code Word Question, Effective Date, Expire Date, Authority. One row is shown: Code Word 'Flop'.
- Duress Codes:** A table with columns: Duress Code, Comment. One row is shown: Duress Code 'EARTH'.

- Code Words – this is a code word that everyone/anyone on the account can use to verify or clear an alarm. To add a code word click the plus sign, type in the information in the code word section and hit save. If you want the passcode to be temporary or be effective at a future date, you can enter dates in the effective/expire fields. Please Note: <provider> does not offer coaching or hints on passcodes so do not use the Code Word Question field. Any information inputted here will be disregarded and removed.
 - Duress Codes: this is a specific code that if provided, our operators will immediately disconnect the call and dispatch the authorities. To add a duress code click the plus sign, type in the information in the code word section and hit save.
- Action Plans tab: this shows the Action Plans specific to the account.
 - Changes: this shows all data changes made to the account.
 - Device Status: this shows if the premise is currently open or closed and can also show a brief history of alarms that have been tripped.
 - Recurring Tests: shows any automation where you have requested we put an account on test for the same times over multiple days. For example, a building is under construction and they want you to put in on test every Monday – Friday from 7a-5p while they are working.
 - Memos: shows any memos that were generated by the operator for review.

Section 5: Viewing History

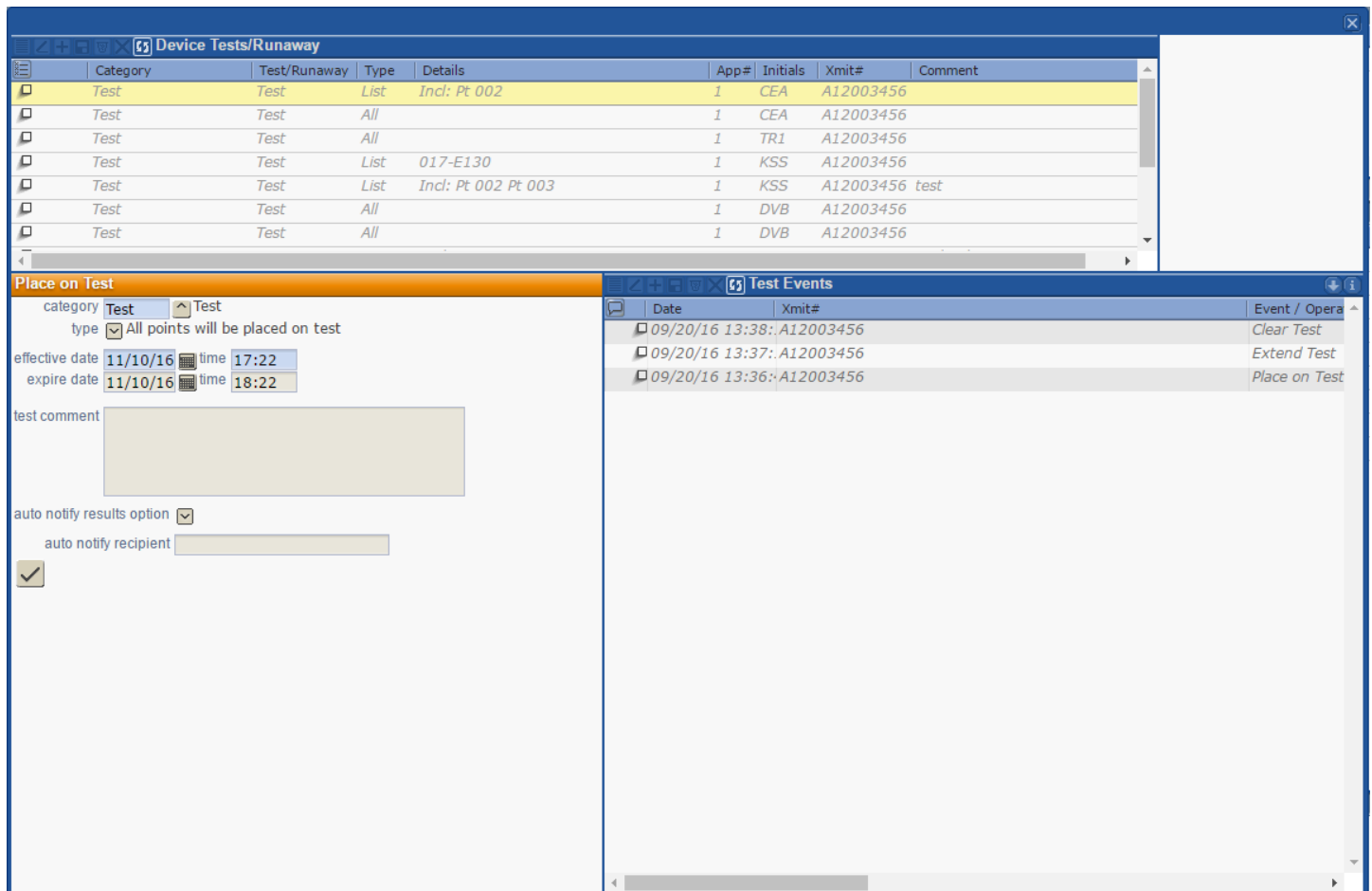
The history of an account will show you what all signals were received, when they were received and the steps taken. Below is a sample screenshot of how the history will be displayed:

	Date	Xmit#	Event / Operator Action	Initials	Signal Code	Point	Description	User Name	Area	Raw Message	Comment	Alarm#
<input type="checkbox"/>	10/26/16 16:31:44	A12003456	Dial Phone	TR7			(318)398-3300					43983
<input type="checkbox"/>	10/26/16 14:58:58	A12003456	Dial Phone	KLR			(318)398-3300					43983
<input type="checkbox"/>	10/26/16 14:15:12	A12003456	001 - Fire		E110	002	smoke			Signal Entry	Signal Entry	43983
<input type="checkbox"/>	10/26/16 13:51:31	A12003456	003 - Burglary		E130	001				Signal Entry	Signal Entry	43950
<input type="checkbox"/>	10/26/16 13:48:50	A12003456	013 - Low Battery (Low system		E302					Signal Entry	Signal Entry Data: 000	43948
<input type="checkbox"/>	10/26/16 13:47:48	A12003456	TXT - Message to Deliver		TXT					Signal Entry, It	Signal Entry	43948
<input type="checkbox"/>	10/26/16 13:44:55	A12003456	Full Clear - Alarm Complete	CEA								43939
<input type="checkbox"/>	10/26/16 13:44:51	A12003456	Decision Step	CEA							Passcode verified; ask if everything's ok./Yes	43939
<input type="checkbox"/>	10/26/16 13:44:50	A12003456	Valid Code Word	CEA							Spoke with Bilbo.	43939
<input type="checkbox"/>	10/26/16 13:44:50	A12003456	Call-Contacted	CEA			Premises					43939
<input type="checkbox"/>	10/26/16 13:44:39	A12003456	Dial Phone	CEA			(318)398-3300					43939
<input type="checkbox"/>	10/26/16 13:44:26	A12003456	TXT - Message to Deliver		TXT	9	Voice			Signal Entry, It	Signal Entry	43939
<input type="checkbox"/>	10/26/16 13:40:54	A12003456	Full Clear - Alarm Complete	CEA								43934
<input type="checkbox"/>	10/26/16 13:40:30	A12003456	TXT - Message to Deliver		TXT					Signal Entry, It	Signal Entry	43934
<input type="checkbox"/>	10/26/16 11:54:51	A12003456	Full Clear - Alarm Complete	CEA								43821
<input type="checkbox"/>	10/26/16 11:54:40	A12003456	003 - Burglary		E130	901				Signal Entry	Signal Entry	43821
<input type="checkbox"/>	10/26/16 11:49:30	A12003456	Full Clear - Alarm Complete	CEA								43815
<input type="checkbox"/>	10/26/16 11:49:23	A12003456	Decision Step	CEA							Passcode verified; ask if everything's ok./Yes	43815
<input type="checkbox"/>	10/26/16 11:49:22	A12003456	Valid Code Word	CEA							Spoke with Bill.	43815
<input type="checkbox"/>	10/26/16 11:49:22	A12003456	Call-Contacted	CEA			Premises					43815
<input type="checkbox"/>	10/26/16 11:49:09	A12003456	Dial Phone	CEA			(318)398-3300					43815
<input type="checkbox"/>	10/26/16 11:48:47	A12003456	003 - Burglary		E130	789				Signal Entry	Signal Entry	43815
<input type="checkbox"/>	10/25/16 08:58:24	A12003456	Full Clear - Alarm Complete	CEA								40986
<input type="checkbox"/>	10/25/16 08:58:17	A12003456	Call-No Answer	CEA			Premises	Site				40986
<input type="checkbox"/>	10/25/16 08:57:56	A12003456	Dial Phone	CEA			(318)398-3300					40986

- At the upper left corner of the history pane, there are three buttons:
 - - Refresh – This refreshes the history so that you can introduce new events that occurred while you were observing history.
 - - Previous Page – goes forward to view recent history.
 - - Next Page – goes backwards to view older history.
- There are a number of new features meant to help you interpret history.
 - **Red bar** – marks the start of an alarm at the moment it hits the auto feed.
 - **Orange bar** – indicates an alarm of a higher priority than the previous event.
 - **Blue text** – new entries/Operator Actions.
 - **Greyed and italicized text** – events that are on test/runaway status.
- The flyout mark () at the far left of each line will reveal more information concerning an event in question, such as the communicator format, the available action plan, priority of the event, and more.
- The event/operator action shows the type of signal received and the step that was taken by our operators i.e. burglary, Call-Contacted, Dial Phone, etc.
- The Signal ID/Point/Description column shows details of the signal received or details of the action.
- The comment section contains any notes made by the operator or the action plan.

Section 6: Placing accounts on test

1. To put an account on test, click the  icon to reach the following screen:



The screenshot displays two windows from a software application. The top window, titled "Device Tests/Runaway", contains a table with the following data:

Category	Test/Runaway	Type	Details	App#	Initials	Xmit#	Comment
Test	Test	List	Incl: Pt 002	1	CEA	A12003456	
Test	Test	All		1	CEA	A12003456	
Test	Test	All		1	TR1	A12003456	
Test	Test	List	017-E130	1	KSS	A12003456	
Test	Test	List	Incl: Pt 002 Pt 003	1	KSS	A12003456	test
Test	Test	All		1	DVB	A12003456	
Test	Test	All		1	DVB	A12003456	





The bottom window is split into two panes. The left pane, titled "Place on Test", contains the following fields:

- category: Test
- type: All points will be placed on test
- effective date: 11/10/16, time: 17:22
- expire date: 11/10/16, time: 18:22
- test comment: (empty text area)
- auto notify results option:
- auto notify recipient: (empty text field)

The right pane, titled "Test Events", contains a table with the following data:

Date	Xmit#	Event / Opera
09/20/16 13:38:	A12003456	Clear Test
09/20/16 13:37:	A12003456	Extend Test
09/20/16 13:36:	A12003456	Place on Test

- This screen allows you to view past test events; it is also where you would go to specify a window of time for testing, whether or not you would like to have someone automatically notified of the results (none, email notification, or SMS message), and who the recipients of the auto notification should be if there are any on file.
- To put an account on test:
 - By default, the system will opt for a full system test for one hour. However, you are able to change the options and put specific zones or signals on test. You can only put any type of test for a maximum of 24 hours via the web portal. There are 3 different types of test types: All points will be placed on test, Listed items will be placed on test and All except listed items will be placed on test.
 - Make your selection. If you chose "Listed items..." or "All except...", you will be presented with more options for your testing which includes "points", "event codes" and "advanced". Each of these options has a drop down menu to allow you to select from predefined options.
 - Points – allows you to choose from the zones currently on the account.
 - Event Codes – allows you to choose types of alarms i.e. burglary, fire, etc. To find the event code you need, type what you are looking for in the description field (Burg, Trouble, Fire, etc) and hit search. You will be presented with all types that match your criteria. Click the check box for all that you need, and select the check mark at the top left of the window.
 - Advanced – allows you to enter specific information to be disregarded. You would use this field if you want to put a zone on test that isn't in the point list, or a specific chart code on a zone. For example, if you want to disregard troubles on a specific zone but still handle alarms, you would click Advanced > + sign to add a line > type the point you need, and find the event code for trouble > and hit save.

- iii. After your selections are made, you have the option to auto-notify an email address or SMS message someone of the test results. Click the drop down for “auto notify results option” and choose email or SMS, then put the email/phone number in the “auto notify recipient” field.
 - iv. Finally, click the Check Mark at the bottom to save the test.
 - v. You will notice the top section of the window changes to include the test you just added.
 - 1. **Blue** text indicates active tests on the account.
 - 2. *Italics* indicates expired tests on the account.
- c. To remove an account from test:
- i. Click the  icon. From the Device/Tests Runaway screen, line items that are blue are currently active. To the left of the line you are presented with 3 options:
 - 1.  - Clear Test/Runaway - deletes the test period
 - 2.  - Extend Test - extend or change the test expiration time
 - 3.  - Details - allows you to view and modify the details for this test.
 - ii. Click the Clear Test button.
 - iii. Click the Check Mark at the bottom.