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About the Central Station Instruction Manual

The Central Station Instruction Manual is a step-by-step guide for *new users* to setting up and maintaining your Central Station (CS) software, and performing the daily tasks of receiving, processing, and resolving alarm signals. This manual is divided into major sections based on the functions performed by CS operators, supervisors, and managers using the CS system.

Section 1 - Introduction

This section gives a brief overview of how all Monitoring Automation System (MAS) software works together. You'll also learn about some of the features available in the CS system. This section should be read by *all CS users*.

Section 2 - Getting Started

Section 2 details:

*   Conventions used by this manual and by MAS software;
*   Signing on and off of the computer;
*   Moving through CS;
*   Entering and editing data;
*   Commands used for printing reports.

This section should be read by *users new to MAS software*.

Section 3 - Setting up Your CS System

Section 3 shows you how to set up the most basic information needed in order for your CS software to work properly. This information includes:

*   Agencies
*   Installers
*   Locations
*   Reporting periods

This section should first be read by *the CS supervisors* who will decide how information will be structured in the CS system. Then, the section may be used by *data entry staff* as a guide to entering data.

Section 4 - Setting up Subscriber Accounts

This section describes how to set up and edit a basic subscriber account. This information includes:

*   The subscriber's name, address, and telephone numbers;

- The agencies which provide service to the subscriber's account
- The type of alarm system used;
- Zones monitored at the subscriber's site;
- A schedule of times the subscriber's site will be opening and closing.
- Instructions for calling the premise and dispatching agencies;
- A list of individuals to be contacted when an alarm is tripped;

This section should first be read by *the CS supervisors* who will decide how information will be structured in the CS system. Then, the section may be used by *data entry staff and CS operators* as a guide to entering data and understanding what it means.

Section 5 - Basic Monitoring

The process of monitoring and retrieving basic alarm signals is detailed in this section. This section should be read by *CS operators and their supervisors*.

Section 6 - Special Monitoring Features

While Sections 4 shows you how to set up a basic subscriber account and Section 5 shows you how to use basic monitoring functions, Section 6 shows you how to set up and use the more advanced features of the CS system. The advanced features allow you to offer special services to your installers and subscribers. This section will show you how to set up permits, secondary transmitters, and subsites. This section should be read by *CS operators and their supervisors*.

Section 7 - Using Event Codes and Function Keys

The first part of this section shows you how to use event codes to record information to a subscriber's event history and to resolve alarm signals. The last part of the section shows how to assign event codes to function keys for faster, easier signal processing. This section should be read by *CS operators and their supervisors*.

Section 8 - Reporting

CS includes many reports which help you provide information to your subscribers and to analyze CS activity. This section should be read by *CS operators and their supervisors*.

Section 9 - Maintaining Your CS System

This section describes two types of utility functions: monthly maintenance and file maintenance. These utilities are used to perform tasks such as purging files that have become full, rebuilding index files, and restricting user access. This section should be read by *the system manager*.

This manual also includes five appendices containing additional or reference information for some of the CS features described above. The appendices are as follows:

Appendix A - Using the Autodialer

This appendix describes how to set up the software and hardware for the MAS Autodial module.

Appendix B - Setting up and Using Receivers

This appendix describes the screens shown on the Signal Format/Manual Entry Menu and on the Receiver Utility Menu. The screens shown on Signal Format/Manual Entry Menu are used to process signals manually in the event that the your computer system fails. The screens shown on the Receiver Utility Menu are used to set up and control your receivers.

Appendix C - File Repair Utilities

This appendix describes the screens shown on the File Repair Menu. These utilities are used to repair information in your CS system if it is corrupted during a system failure. These utilities should be used only on the advice of MAS.

Appendix D - Reserved Event Codes

This appendix lists the standard set of event codes provided to you by MAS.

Appendix E - Sample Reports

This appendix shows a sample of every report that may be printed from the CS system.

Related Documents

Other documents available from MAS that are related to the operation of your CS system include the following:

- Code Red Reference Manual
- System Administration Manual
- UL-Requirements for Central Stations

Other documents available from MAS that are related to systems which interface with your CS system include the following:

- Service System Instruction Manual
- Billing/Receivables Instruction Manual
- MASlink Host System User Manual
- MASlink RPC System User Manual
- VRT II Reference Manual
- VRT Reference Manual

Section 1 - Introduction

An Overview of MAS Software

Monitoring Automation Systems (MAS) has designed and produced several integrated software packages tailored to meet the needs of the alarm industry. These software packages include: Central Station, Billing/Receivables, the Service System, and Inventory Control. In addition, MAS has created hardware and software packages which allow your service technicians, alarm dealers, and subscribers communicate with your Central Station system. These communication packages include VRT, VRT II, and MASlink.

The Central Station (CS) system allows alarm monitoring companies to automate the monitoring of their subscribers' alarm signals and other defined events, such as openings, closings, timer tests, troubles, or restorals. Each received signal is analyzed by the CS software to determine whether it is a scheduled event (such as a normal weekday opening) or an unscheduled event (such as a hold-up or unscheduled opening). Scheduled events are automatically logged to the appropriate subscriber's account history. Alarms and irregular events are presented to the operator in a priority sequence. Each subscriber's account represents only one alarm status; therefore, multiple trips or redundant signals need to be handled only once, minimizing operator actions.

The heart of MAS signal monitoring is a dispatch screen that displays all the data that the operator needs, such as subscriber information, local police and fire department numbers, and response information to dispatch on alarms. All processing activity is handled on this dispatch screen using autodial and function keys to minimize and standardize data entry. Upon the final resolution of the event, you have a complete history of when the event occurred and the steps taken by the CS operator to resolve it.

The Central Station system provides an extensive list of reports that you'll find useful in getting the information you need to analyze your subscriber database and activity to make sound business decisions.

Software Integration

MAS software packages are designed to work together. When you set up a new software package, you'll find that you can transfer account information from MAS Billing/Receivables (B/R) to CS or from CS to B/R. Account information may also be transferred from CS to the MAS Service System (SS) software package. By transferring customer information between software packages, you reduce the amount of time required to enter new accounts and ensure that no data entry errors are made during the transfer.

Additionally, these software packages work together as follows:

- If you use MAS Billing/Receivables to bill dealers for monitoring their accounts, the information included on the invoice is obtained partly from CS and partly from B/R.

- If you use MAS Service System software, you may create service tickets in CS which may be immediately handled by a service dispatcher.

MAS software integration is illustrated in **Figure 1-1**.

Figure 1-1

```
                                  Central Station  <
                             >     with Service    <
                                         ^
                    v                    v           v                    v
  Accounts Payable      Billing/Receivables    Voice Response     MASlink      Inventory Control
        ^                        ^                Terminal II
                    v
          General Ledger
```
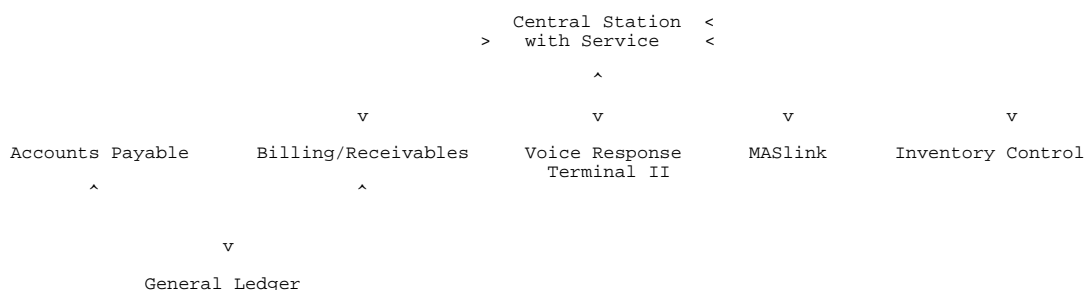
In addition to being fully integrated, all MAS software packages have a common design for menus, screens, and commands which makes it easy to switch from one package to another. For example, a data entry clerk who knows how to create a customer account using CS or SS software will find it easy to create a customer account using B/R software.

Central Station System: The Big Picture

When a new subscriber has an alarm system installed at his home or office (the **site**), he contracts not only to have the alarm system hardware installed but also to have your central station monitor his system's alarm signals. The alarm system hardware installed at the subscriber's site consists of the following:

- Sensing devices placed at various **zones** at the subscriber's site. A zone is a point-of-entry to the site or an area that is to be protected. The most common types of sensing devices used to protect an area are magnetic contacts, infrared motion detectors, and smoke detectors.

  Business subscribers may have provided the Central Station with a schedule of its normal business hours so that Central Station operators will be able to distinguish normal events, such as openings or closings, from unexpected or emergency events, such as robbery or fire. When an event takes place, the activated device generates a **signal**. This signal is sent to a communicator.

- A **communicator** (also called a transmitter or panel) is a transmitting device located at the subscriber's premises. The communicator contains the chip number used to create the subscriber's account number and is programmed with a phone number that dials a specific receiver within the central station.

  The communicator receives the signal from a zone. Once the signal has been received, the communicator adds the programmed account number and reports the zone that has been activated, the condition of that zone (alarm, trouble, restore) via telephone line or radio waves to the receiver within the central station.

The hardware and software used at your central station to process alarm signals consists of the following:

Hardware

A **receiver** is an electronic unit located in your central station and is connected to the telephone system. The unit receives incoming alarm signals and sends them to the computer for processing.

Once the signal has been received and the information is validated, the receiver adds the date and time the signal was received before sending it to the computer. The information sent to the computer includes the date and time the signal was received, the receiver number, the line number on which is was received, subscriber's chip number, zone violated, and condition of the zone.

Software

In the computer, the first place the signal goes is to the **_input program_**. The function of the input program is to constantly check a specific receiver's port for incoming signals, receive and acknowledge the reception of the signal, and send the signal to the ring file for that receiver.

The **_ring file_** is a holding file. The computer has a ring file for each receiver. Once the signal enters the ring file it is processed by the output program, then it is removed from the ring file.

The **_output program_** unloads the signal from the assigned ring file. The output program rebuilds the signal's account number to a format recognizable within the CS system. The account number will be built based upon the format set up on the 954A, CS Receiver Format Entry Screen.

Once the account number has been built, the incoming signal, now referred to as an **_event_**, is compared with the Zone-Event Code View Screen for the account. If the event code has a response code of **operator always**, the account is placed into alarm status. If the event's response code is **log always**, the event is placed directly into the account's history file. All other events are passed to the autologger for processing.

The **_autologger_** checks the account's schedule and passcards, updates the expected events list, and, based upon the results of these checks, the signal is either placed directly into the account's history file or assigned a priority and passed to the operator for action. When an operator must take action on an event, it is considered to be an **_alarm_**.

Alarm events are processed by operators according to priority. If all operators are busy, events are displayed on a buffer screen in the order of their priorities so they may be handled by the next available CS operator. When the operator has dealt with the event, he closes out the event by logging a resolution code to the customer's history file which describes what he did to resolve the event.

The following flowchart summarizes a signal's progress from beginning (at the zone) to resolution (in the customer's history file).

```
                        ZONE


                         v
                    COMMUNICATOR


   SUBSCRIBERS PREMISES          SUBSCRIBERS PREMISES
                         v
                      RECEIVER


   CENTRAL STATION                       CENTRAL STATION

   COMPUTER               v       COMPUTER
                    INPUT PROGRAM


                         v
                     RING FILE


                         v
                  OUTPUT PROGRAM   ZONE   EVENT CODE




                         v
                  AUTOLOGGER   SCHEDULE   PASSCARD
            v
        ALARM SCREEN
       OPERATOR ACTION




                         v
                      HISTORY
            v
                >
```
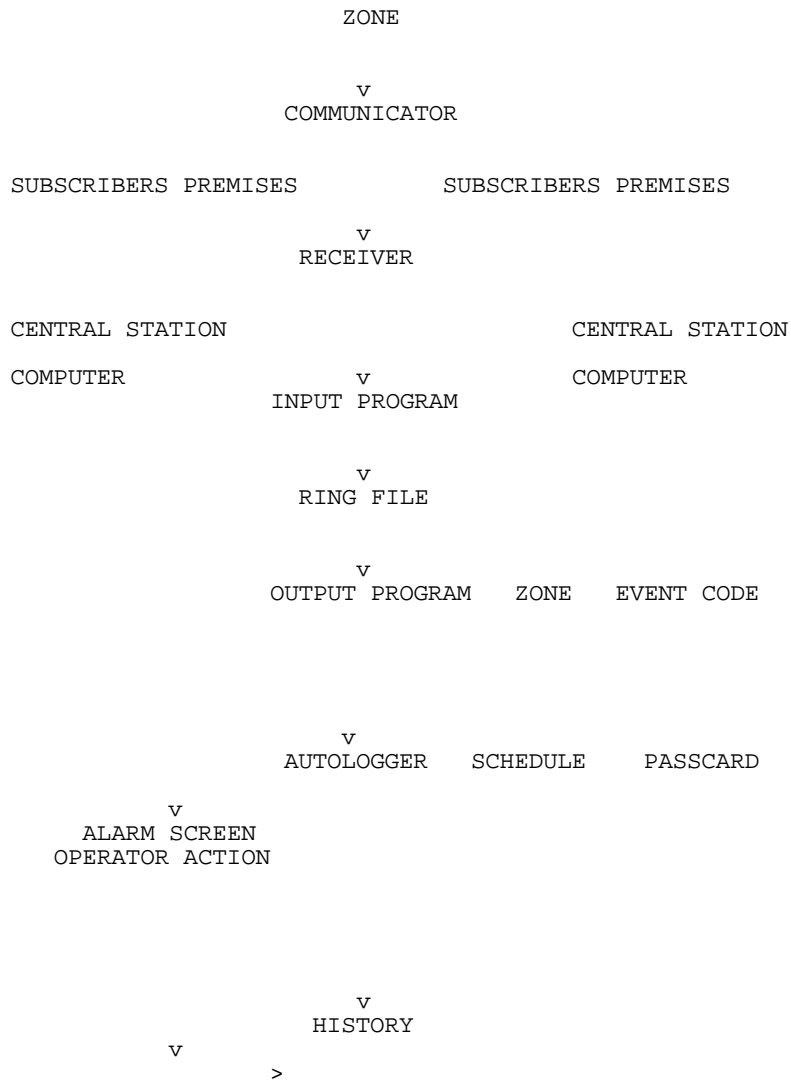
Before You Begin

Before reading this section you should:

· Read the "Introduction" of this manual.

· Obtain your sign-on information from the System Manager.

What You'll be Learning

In this section you will learn:

- To sign onto the system

- The conventions used throughout this manual

- The types of screens you'll see in the Central Station software

- To move from screen to screen

- To move the cursor from field to field

- To enter data

- To recall one of the last 10 account numbers used

- To print reports

- To enter a command at the command line

- To save data

- To sign off of the system

- To access the System for On-Line Support (SOS)

Using the Terminal

All the keys you'll use in your Central Station software are located on the **main keypad** and **numeric keypad** areas of the keyboard, shown in **Figure 2-1**.

Figure 2-1
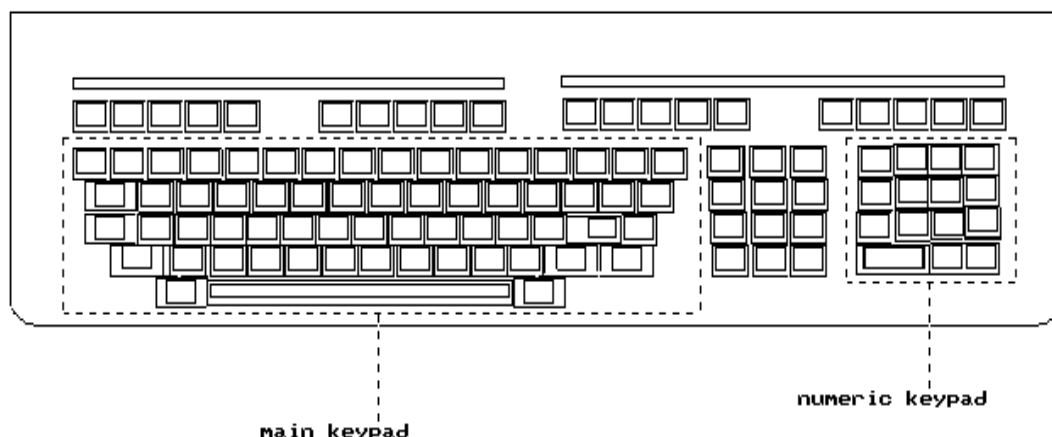
The main keypad is similar to that of a conventional typewriter; however, on Data General-style keyboards, the [ALPHA LOCK] and [SHIFT] keys function in a slightly different way.
When you press the [ALPHA LOCK] key, the ALPHA LOCK light on your keypad is lit and each *letter* you press is displayed in uppercase letters (A, B, C, etc.). Pressing the [ALPHA LOCK] key a second time will turn the ALPHA LOCK light off and each letter you press is displayed in lowercase letters (a, b, c, etc.).

The [ALPHA LOCK] key cannot be used to type special characters, such as the dollar sign ($) or the percent sign (%). Instead, to access these characters, you must press the [SHIFT] key. The [SHIFT] key may also be used, as on a conventional typewriter, to type a single uppercase letter.

On PC-style keyboards, the [CAPS LOCK] key functions in the same way as the [ALPHA LOCK] key.

Another key you'll frequently use is the [NEW LINE] key for DG systems or the [ENTER] key for PC systems. The [NEW LINE] or [ENTER] key is used to enter data and commands or to move from field to field.

In addition to the [ALPHA LOCK], [SHIFT], and [NEW LINE] keys, you'll also be using the alphabetic (A, B, C, etc.) and numeric (1, 2, 3, etc.) characters. Other keyboard characters that you'll use are the comma (,), semicolon (;), period (.), underscore (_), and the backslash (\).

In addition to the ALPHA LOCK light, Data General keyboards will also have another light called the ON LINE light. If it is **not** lit, anything you type on your keyboard will appear on the screen but any data or commands you type will not be transmitted to the main computer. To turn the light on, hold down the [CMD] key and press the [ON LINE] key at the same time.

Conventions

As you look through this manual you'll notice the terms, "type," "press," and "enter." Each term has its own meaning. In addition, screen messages and special notes are presented in a specific way. The following section describes the conventions used throughout this manual.

·   Enter **XXX**   Type the bold characters shown and then press [NEW LINE] or, for PC-style keyboards, press [ENTER].

                                               Example: Enter **S**

·   Type   **XXX**   Type the bold characters shown.

                                                 Example: Type **CONFIRM**

·   Press **[XXX]**   Press the key described by the brackets.

                                                 Example: Press [NEW LINE]

·   Hold **[XXX] X**   When you see the "Hold" instruction, hold down the first key shown, while pressing the second key.

                                                 Example: Hold **[Ctrl] Q**

·   *SCREEN MESSAGE*   Messages that may appear on your screen are shown in italic type.

                                                 Example: *PASSWORD*

·   <xxx>   Variable information that is displayed on the screen, or should be typed at the keyboard, is shown lowercase in angle brackets. Information about the variable is included within the brackets.

                                                 Example: *LAST MONTH PURGED WAS <month>*

·   **Warning:**   Warnings and other important notes are presented in bold as shown.

     Note:

Apart from the terms listed above, there are a few more points that should be carefully noted before you begin to use this manual.

· Do not confuse the numeral zero (0) with the capital letter O. The computer assigns a different meaning to each of these characters.

· Similarly, the number one (1) should not be confused with the lowercase letter (L). Use only uppercase letters to enter commands, such as **D** for D'ELETE. Both upper- and lowercase letters may be used to enter information in a field.

· Most of the procedures in this manual should be performed on a ***user terminal***. If a procedure requires that you use the ***master terminal*** or ***system console***, it will be clearly stated.

Signing On

The Central Station software package may be used on several different types of computers. The way you sign onto each type of computer and the messages you'll see are different for each type of system. The following sections show you how to sign onto three basic system types:

- • AOS∕VS-based systems
- • UNIX-based systems
- • PC-based systems

Signing Onto an AOS/VS-Based System

To sign onto a user terminal, flip the switch at the back of the CRT, on the right side, to the "ON" position. A message similar to this one appears on your screen:

Figure 2-2

```
                    Monitoring Automation Systems - MV/15000 mod 8

                              -----------
                              AOS/VS 7.67
                              -----------

                      Press 'NEW LINE' to Begin Logging On
```

When you press [NEW LINE], a new screen is displayed with the cursor positioned after the prompt, *USERNAME*:

Figure 2-3

```
        AOS/VS 7.67.00.00 / EXEC-32 7.67.00.00  26-Jul-90  9:15:35     @CON29
        Username:
```

At *USERNAME:*, type your assigned username and press [NEW LINE]. Your username will be displayed as you type it.

After you enter your username, the message *PASSWORD:* is displayed immediately below *USERNAME.* Type your assigned password. Because your password should be confidential, it will not be displayed on the screen as you type it.

If you entered both your username and password correctly, you are now signed on. The CS System Main Menu (Screen 0) is displayed (**Figure 2-4**).

If you entered the information incorrectly, the message *INVALID USERNAME - PASSWORD PAIR* is displayed and you are prompted to start the sign-on procedure over again.

Figure 2-4

```
                        Monitoring Automation Systems
   04/09/93    11:06          Central Station 5.50.02      CRT: 62      CS-000
   ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
                                  Main Menu
      2 Alarm Dispatch                   17 Operator Activity Inquiry
      3 Zone - Event Code View           18 Account Passcard View
      4 Schedule View                    19 Master Passcard View
      5 Timed Event View By Account      20 Site/Sub Cross Reference
      6 Timed Event View                 21 CS Database Printout
      7 Event History View               22 Passcard View
      8 Operator Comment Entry           23 Daily Alarm Printout
      9 Permit Cross Reference           24 Supervised Mail Out Reports
     10 CS Cross Reference               25 CS Short Printout
     11 Common Overflow Maintenance      26 Late Event Printout
     12 Late Event View                  27 Common Overflow Printout
     13 Pending Follow Up Inquiry        31 Receiver Status Monitor
     14 Alarm Status Monitor             40 Master File Maintenance Menu
     15 Multiple Status Monitor          50 File Update Menu
     16 Test List View/Print             80 Exit Menu

                             Enter Procedure Number
   You Are On System: A
   Partition: 1-99                                   0-ALL PRIORITIES
   Dispatch: 1 (1,4,8-9,14)                          2-OKI393-S-@LPT1
```

Signing Onto a UNIX-Based System

To sign onto a user terminal, flip the switch at the front right of the CRT to the "ON" position. A message similar to one of those shown in Figures 2-5 or 2-6 appears on your screen:

Figure 2-5

```
massysx
DG/UX Operating System  Release N.N
Console Login:
```

Figure 2-6

```
Welcome to SYSX
IBM Powerstation 520 running IBM AIX Version N.N.N
SYSX tty-login:
```

At *Console Login:* or *tty-login*, type your assigned log-in and press [ENTER]. Your log-in will be displayed as you type it. Next, the prompt *Password* is displayed. Enter your assigned password. Because your password should be confidential, it will not be displayed as you type it. Be sure to use

lowercase letters to enter your log-in and password.

If you entered your password correctly you are now signed on and the CS Main Menu (Screen 0) will be displayed (see **Figure 2**-**4**).

Signing Onto an PC-Based System

To sign on to a user terminal, flip the switch at the back of the CRT, on the right side, to the "ON" position. A message similar to this one appears on your screen:

Figure 2-**7**

                              MAS

                    Central Station Management System

                       IBM PS/2 Model 80

              Copyright (c) by Monitoring Automation Systems 1989

                         SuperDOS

                         Password
                          ......

Type your assigned password and press [ENTER]. Because your password should be confidential, it will not be displayed on the screen as you type it. If you entered your password correctly, you are now signed on and the CS Main Menu (Screen **0**) is displayed (see **Figure 2**-**4**).

Menu and Working Screens

The CS software consists of a series of menu and working screens. Every screen is identified by a number displayed in the upper-right corner of the screen. Its title is centered at the top of the screen.

Whenever you access a screen a small, bright, rectangular box appears; this is the ***cursor***. The cursor indicates the current position on the screen where you may enter data or a command. As you type characters on the keyboard they will appear at the cursor position.

Menu Screens

The CS software contains nine ***menu screens***. Each menu screen lists the title and number of a group of ***working screens*** that are used for a particular function.

When you first sign onto the CS system, the Main Menu (**Figure 2-4**) is displayed. As you move through the CS system, you'll also see the menu screens listed below:

MENU 40 Master File Maintenance Menu

Displays the working screens used to enter and update subscriber account information.

MENU 50 File Update Menu

Displays the working screens used to update and print out information which is common to many subscribers. For advanced users, this menu allows you to access the screens used to set up multiple locations, voice response terminals, and various interfaces.

MENU 80 CS Exit Menu

Can be used to exit the Central Station system, to access MAS Inventory Control, or to access the SOS system.

MENU 100 Utility Menu

Displays the screens used for special processing and managing of the Central Station system.

MENU 200 Reporting/Misc. Menu and MENU 250 Reporting/Misc. Menu II

Shows the screens used to print reports you can use to manage your Central Station more effectively.

Menu 300 File Repair Menu

Lists the screens used to repair various index files, initialize redundancy and ring files, and to establish and maintain user access controls.

Menu 900 Signal Format/Manual Entry Menu

Shows the screens used to establish receiver and redundancy options and to enter signals manually. For UNIX-based systems, this menu also lists STOPLOG, STOPTALK, STARTLOG, and STARTTALK functions.

Menu 950 Receiver Setup Menu

Gives the screens used to create and generate receiver processes.

Working Screens

Working screens, as their name implies, allow you to enter, edit, and review data. Working screens are usually divided into *fields* or blocks of the screen where specific information is entered. **Figure 2-8** shows an example of a working screen.

Figure 2-8

```
Field     MAS  Local  01/03/92  16:10     Alarm Dispatch       CS     01/03/92  16:10     CS-002
 Name --->CS# (P) 90-1010    (S)                                Installer  3000
          SOUTHLAND BANK                                        BIGTIME BANKING CHAIN        CI
          1754 EDINGER AVE               BR# 112-000            HIGH PRIORITY SERVICE
          SANTA ANA BRANCH                     Type             SEC. DIR. HARRY SMITH
          SANTA ANA        CA 92707      Specl                  OFFICE# 213-294-2845
          UDF1 BANK      UDF2 ULAA     SType       R/S?   En/Xt      MapTyp     Map#
             01/03/92  16:08:53     8  PERIMETER-SHOCK SENSOR       DRIVE-THRU WINDOW
          Page                                      General Page
                                               1  DISPATCH POLICE
                                               2  CONTACT:
                                               3  JIM KELLY - PRES   714-102-2928
                                               4  FRANK BIOLA - VP   714-102-2423
             --Date--  -Time  Zone-  Code  Event Description---  Zone Comment------- Page
          1  01/03/92  16:08     8         PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
          2  01/03/92  16:07               PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
          3
          4
          5
          Next: OPEN VERIFY/CLOSE

                                                                     AS: ALARM A
 Command
    Line--------->CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?
```

In **Figure 2-8**, the first field is CS#. After you enter the information into all fields, the cursor moves to the *command line*. The command line is a series of options which appear at the bottom of the screen. You'll use these options to change, save, and work with CS data.

Moving to Another Screen

A simple rule to remember when using MAS software is this: typing **;** (semicolon) at the command line or at the first position of any field, and pressing [NEW LINE] will take you back to the MAIN MENU (Screen 0). This is a quick and easy method of returning to a known position within CS.

When you access a *menu* screen, the cursor appears beside the prompt, ENTER PROCEDURE NUMBER. If you enter the number of a working screen or another menu screen, the selected screen is

immediately displayed. If you enter the number of a screen that does not exist, the menu screen is redisplayed.

From a ***working*** screen the procedure is slightly different. To access a different working or menu screen, move the cursor to the command line and enter a semicolon (;) followed by the number of the screen you wish to use.

You may also move to another working or menu screen from any field of a working screen. Simply move the cursor to the beginning of any field and enter a semicolon (;) followed by the number of the screen you wish to use. The selected screen is immediately displayed without saving the information displayed on the previous working screen.

For example, if you type **;15** and press [NEW LINE], Screen 15 is displayed. If you select the number of a screen that does not exist or if the field cannot accommodate the entire screen number, the previous menu will be displayed.

Moving From Field to Field

When you access a working screen, the cursor is usually positioned in the first field where you will enter data. If the field is blank, enter the appropriate information and press [NEW LINE] to move the cursor to the next field.

You may move back one field by moving the cursor to the first position of a field and entering \ (backslash).

You may move the cursor to the command line by entering a period (.).   From the command line, you can move to any field in the screen to add or edit information by entering the number of the required field you wish to edit.

Entering Data

To enter data into a field on the CS system, type the characters required, then press the [NEW LINE] key to move the cursor to the next field.

When you first access a working screen, information may already be displayed in the field. This is called *default data*. Some of "defaults" have been established by MAS and may not be changed. Other default information is controlled by the Processing Options Screen.

•   If the default information displayed for a field is correct, press [NEW LINE] to accept that information and move the cursor to the next field.

•   If you wish to remove the default information and leave the field blank, pressing [SPACE BAR] followed by [NEW LINE] deletes the default information and moves the cursor to the next field.

•   If you wish to replace the default information with new data, enter the new data in that field and press [NEW LINE].

Some fields may not be left blank. If you attempt to bypass the field, the CRT sounds a warning beep and the cursor will not move to the next field.

Entering Dates

You may enter dates using either the North American or the European date format. The North American date format is **MMDDYY**, where MM is the numerical value of the month, DD is the day, and YY are the last two characters of the year. The European date format is **DDMMYY**.

To use the North American date format, set the EUROPEAN DATE FORMAT Field on Screen 101, PROCESSING OPTIONS, to **N**; to use the European date format, set the field to **Y**.

When you enter dates, remember the following:

•   You must enter the month and day but do not have to enter the year; if you do not enter the year, the current year will be entered automatically.

•   Include a leading zero for single-digit months and days.

•   Do not enter slashes, spaces, or other characters; slashes will be inserted automatically.

For example, assuming the current year is 1994, to enter April 3, 1994, in North American format, type **0403**. After pressing [NEW LINE] the date appears on screen as *04/03/94.*

Entering Times

Times are entered using the format **HHMM** , where HH represents the hour and MM represents the minutes. You do not need to enter a colon (:) between the hours and minutes; a colon will be inserted automatically.

All times should be entered using the 24-hour clock. For example, 5:30 p.m. would be entered as **1730**.

Editing Data

Several screens in the Central Station system require that you enter many lines of text. To make it easy to edit this type of information, you may use the command line option **E#**.

The steps for using the edit command are as follows:

1.   Access the screen where the information to be edited is located.

2.   Enter the appropriate code number or account number to access the information to be edited.

3.   Move the cursor to the command line. Type **E** followed by the line number of the information to be edited.

You may use the following conventions in moving the cursor over the text to be edited:

•   The right arrow key [→] moves the cursor one space to the right of its current position without deleting any text.

•   The left arrow key [←] moves the cursor one space to the left of its current position without deleting any text.

•   Hold [CTRL][A] to move the cursor to the end of the line without deleting any text.

•   Press [HOME] to move the cursor to the beginning of the line without deleting any text.

•   Hold [CTRL][E] to insert text where the cursor is currently positioned. Press [CTRL][E] again to return to typeover mode.

Recalling an Account Number

The RECALL feature allows you to recall up to the last 10 CS accounts used on a particular screen by entering **;R** in the CS# Field. This feature can be used on the following screens:

Screen 2	Alarm Dispatch
Screen 4	Schedule View
Screen 5	Timed Event View
Screen 7	Event History View
Screen 41	Site-Sub Account Maintenance
Screen 42	Dispatch Data Entry
Screen 43	Zone - Event Code Update
Screen 44	Schedule Update
Screen 45	CS Mail to Address
Screen 46	Account Passcard Maintenance
Screen 47	Primary Dispatch Instructions
Screen 48	Overflow Maintenance
Screen 49	Permit Update

Printing Reports

Many screens in CS allow you to print a paper copy of a report to your printer. When you see the option **'GO'** to Print at the command line, you have the choice of using: **GO** or **GOX** to print a paper copy of the report, or using **GOV** or display the report on your screen.

'GO'

The **GO** command sends the report directly to the printer.

'GOV'

The **GOV** command displays a copy of the report on your screen instead of sending it to the printer. This command is useful because it allows you to review data without printing a report.

When the **GOV** command is used, the report will scroll continuously on the screen. To stop the scroll, hold **[CTRL] S.** To start the scroll again, hold **[CTRL] Q.**

To break out of a long report that is scrolling on your screen, hold **[CTRL] C,** then hold **[CTRL] A**. Usually you'll need to press [NEW LINE] after breaking out of a report to display the Main Menu.

When reports are sent to the screen using the **GOV** command, they may not look the same as they would on a hard copy. This is because the computer screen only displays 80 characters on each line, while some reports can contain up to 132 characters on a line. When one of these reports is displayed on the screen, the ends of each line will be "wrapped" underneath the preceding line.

'GOX'

The **GOX** command allows you to change the printer to which the report will be sent. After entering **GOX**, screen NQ-002 (**Figure 2-9**) will appear.

Figure 2-9

```
Port= 12              Queue/PCS Default Entry           NQ-002

...........................Printers/Descriptions.............................
 1-CITOH      2-D400/P321     3-D400/OKI     4-SP MAIN PRT




Default: 2-D400/P321
...........................Printer Control Strings............................
 1-TOS/HS/17     2-TOS/HS/10     3-TOS/PRES/10    4-TOS/COUR/10
 5-OKI/DP/10     6-OKI/DP/17     7-OKI/CORR/10    8-OKI/CORR/17
 62-CI-NOTHING    63-TOS-NOTHING    64-PTX-NOTHING




Default: 2-TOS/HS/10
```

P##, S##, M'ore, N'ext or 'GO'

To print a report from a different printer, enter **P** and one of the printer numbers shown in the upper portion of the screen under PRINTERS/DESCRIPTIONS.

The printer control strings allow you to choose the quality and size of the characters printed on your report. To select a printer control string, enter **S** and the appropriate number. The printer must be able to print the quality and size of character you select or the message *PRT. TYPES DON'T MATCH!* will be displayed.

To send the print job to the printer selected, at the command line enter a semicolon (**;**) or type **GO**.

> **Note:** You may also access Screen NQ-002 by entering **P** at the command line of the CS Main Menu (Screen 0). This allows you to select or change your default printer without printing.

Interrupting a Print Job

There are two methods you may use to interrupt a report while it's processing but before it begins printing:

1.   You may press the [ESC] key, or,
2.   You may hold the [CTRL] key and press [C][A].

To interrupt a report while it's printing, see your System Administration Manual.

Saving Data

Entering **S** at the command line saves the information currently displayed in the fields but does not clear the information from the screen; the message *SAVED* is briefly displayed and the CRT beeps.

When the message *UNABLE TO SAVE* is displayed, the cursor will move to the field which contains invalid information. When the information in that field is corrected, the message *SAVED* will be displayed and the CRT will beep. (If the *SAVED* message does not appear, enter **S** again to be sure the information is saved).

Signing Off

Signing off from the CS software is the same for all types of computer systems. You may sign off from the CS Exit Menu, Screen 80 or from any other menu. Whenever an operator signs off, the accounts he was using are released and may be accessed by other operators.

Signing Off From the CS EXIT MENU

To sign off from the CS EXIT MENU, access Screen 80:

Figure 2-10

```
                          Monitoring Automation Systems
   04/09/93    10:39          Central Station 5.50.00       CRT: 62      CS-080
   ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
   ~
                                   CS Exit Menu


      81 Inventory System




      86 Sign Off


      88 SOS System



                           Enter Procedure Number

```

At the prompt, ENTER PROCEDURE NUMBER, type **86**. The CS EXIT MENU is replaced by the sign on screen (Figures 2-2 through 2-7) and the terminal is now ready for another user to sign on.

Signing Off From Other Screens

To sign off from any other menu, enter **;86** in the first position of any field or at the command line of any screen.

Accessing the System for On-Line Support (SOS)

SOS allows MAS software users to communicate electronically with the MAS support staff. You can create service tickets on your computer to request help or to report problems. These requests will be automatically transmitted to MAS via modem. MAS's response to your request will be automatically transmitted back to you.

You may access SOS in several ways:

*   Type **SOS** at the CS MAIN MENU (Screen 0).

*   Type **;88** at any CS Menu, Screen or Field.

*   Type **88** at the command line of the CS Exit Menu, (Screen 80).

For more information, refer to your SOS Instruction Manual.

Summary of Frequently Used Commands

Enter ;   Enter a semicolon to return from any screen to the previous menu.

Enter ;**<screen no>**   Enter a semicolon and a screen number to go from any screen to the screen
             specified.

Enter **.**   Enter a period to move the cursor to the command line at the bottom of the screen.

Enter ****   Enter a back-slash to move the cursor backwards one field.

Enter **N**   Enter the letter N to clear the screen for the next entry.

Enter **M**   Enter the letter M to display an additional page of information.

Enter **S**   Enter the letter S to save the entry.

Enter **L**   Enter the letter L to log the event into history.

Enter **D**   Enter the letter D to immediately move to Screen 2, Alarm Response/Dispatch

Enter **G**   Enter the letter G to immediately move to Screen 42, Dispatch Data Entry

Enter **86**   Enter the number 86 to sign out of the currently used application. It only works
                     from menu screens.

Summary

In this section you learned how to sign on and off CS, select a menu option, enter data, move the cursor, and use print commands. In the next section, you'll learn the basic procedures needed to set up and use the CS system.

Before You Begin

Before you begin to set up your CS system you should read the "Introduction" and "Getting Started" sections of this manual.

What You'll be Learning

This section is of interest to CS managers who will determine the structure for CS information and to data entry clerks who will set up the data based on the manager's specifications. In this section you'll learn to:

- Set up information which is common to many CS accounts, such as the companies which install your subscribers' alarm systems and the agencies which are dispatched to your subscribers's sites when an alarm is tripped.

- Set up codes which allow you to group account activity, such as alarms, opening and closing signals, and timer tests, for reports.

- Define the reporting periods used to summarize CS account activity for selected reports.

- Set up event codes which represent the types of signals that can be received from your subscribers' alarm systems and determines how the signal will be handled by the CS system. You'll also set up event codes to represent the actions a dispatcher may take to resolve alarms.

- Set up CS locations and partitions which allow you to group accounts based on the users that may access subscriber account information.

- Set up categories which describe the situations where alarm monitoring may be temporarily suspended for subscriber's account.

- Review the options which control some of the default values that may be displayed to dispatchers and data entry personnel. The processing options also control how certain situations are processed by the CS system.

Overview

The first part of this section shows you how to set up codes to represent information that many of your subscribers share. For example, you may set up codes to represent the companies which install your subscribers' alarm systems and the agencies which are dispatched to your subscriber sites whenever an alarm is tripped. By using codes for common information, basic subscriber information can be entered quickly and consistently.

Next, you'll learn how to set up event and resolution codes which are used to process and record the signals sent to your receivers and all actions taken by CS operators.

In the last part of this section, you'll review the ***Processing Options Screen***. This screen controls the default data and prompts displayed on screens throughout the CS system.

These procedures are presented in the order in which they should be performed.

Setting up Codes for Commonly Shared Subscriber Information

The CS system allows you to use codes to represent information that is shared by many of your subscribers:

• Alarm installation companies
• Police, fire, medical, and patrol agencies
• Pages of instructions or information, such as how to disarm an alarm system

Setting up codes for commonly shared information provides the following benefits:

• Detailed information is entered only once for each installer or agency. Because the information is entered in a single location, it's easy to set up and maintain.

• Each installer, agency, or page of instructions is assigned a number. All of the information for the installer, agency, or page of instructions may be linked with a subscriber's account quickly and easily using that number.

Figure 3-1

```
                                            #11-2939
                          Acct # 10-1234
                                            kson, A.
                          Thompson, T.      Maple Dr.
                          123 Main St.      Angeles, CA
                          Los Angeles, CA
           Code    Agency                   cy to Respond:
           100     LAPD   > Agency to Respond: 100 LAPD
           200     SFPD          100 LAPD
           300     NYPD

                                            # 13-5724
                          Acct # 11-3638
                                            n, Lueng
                          O'Hara, J.        186th St, #D
                          1947 River Dr.    York, NY
                          New York, NY
                                            cy to Respond:
                          Agency to Respond: 300 NYPD
                        >      300 NYPD
```

You'll use the screens listed below to set up codes for the basic information your subscribers share:

- *Screen 11*   *Common Overflow Maintenance*
- *Screen 54*   *Installer File Update*
- *Screen 52*   *Agency Update*

Screen 11 Common Overflow File

This screen allows you to enter information or instructions which apply to one or more installers, agencies, or accounts. By entering information as a page of common overflow, you'll only have to edit the information on one screen if the information changes. Because common overflow instructions are not immediately displayed to a CS dispatcher as he handles an alarm on *Screen 2, Alarm Dispatch*, MAS recommends that you do not include primary dispatch instructions on this screen. Instead, you may wish to include a common call list, service and maintenance information, or answers to commonly asked questions.

Figure 3-2

```
               Common Overflow Maintenance                 CS-011

 1 Common#  1000

 2 Installer
   (MASlink)

 3 CALL ON ALL LOW BATTERIES
 4
 5 IF CUSTOMER REQUESTS SERVICE
 6 ON THE ACCOUNT CALL:
 7 714-234-8987
 8 THIS WILL CONNECT YOU WITH
 9    THE ON-CALL SERVICE TECH
10
11
12
     #, E#, S'ave, N'ext, OR DEL'ete
```

In COMMON # enter a code number for the page of information. You'll use this code to link these instructions to a subscriber's account, to agencies, or to installers. The code may contain up to 10 alphanumeric characters.

Field 2 is used only for systems with MASlink software. Refer to your MASlink Host System Reference Manual for more information.

Lines 1 through 12 are used to record special instructions or information. Each line may include up to 40 characters. If you wish to have the message flash whenever it is displayed, enter a ~ character in the first position of the line. If you wish to have the message be underlined whenever it is displayed, enter a | character in the first position of the line.

Searching for Common Overflow

After you've set up common overflow codes, you can search for codes matching a pattern using the **?** command in the COMMON# Field on Screen 11. At the COMMON# Field enter **?** followed by the code you're searching for--you may enter up to 9 characters. The screen will display a list of overflow codes beginning with the first code that matches the pattern you entered and ending with the last code.

If you would like a list of all common overflow codes, enter **?** at the COMMON# Field and press [Enter]. All common overflow codes will be listed.

A sample list is displayed in **Figure 3-3**.

Figure 3-3

```
                 Common Overflow Maintenance                CS-011
         1  100            SPECIAL INSTRUCTIONS FOR INSTALLER #100
         2  1000           DISPATCH INSTRUCTIONS FOR INSTALLER 1000
         3  2000           COMMON OFLO FOR INSTALLER 2000
         4  3000           COMMON OFLO FOR INSTALLER 3000
         5  BURG           COMMON OFLO FOR BURGLARY DISPATCH
         6  FIRE           COMMON OFLO FOR FIRE DISPATCH
         7  MED            COMMON OFLO FOR MEDICAL EMERGENCIES
         8
         9
        10
        11
        12
        13
        14
        15
        16
        17
        18
                        #, N'EXT OR M'ORE
         Select a common overflo page to view.
```

Editing Common Overflow

A page of overflow information may contain many lines of text. To make it easy to edit this type of information, you may use the edit command, **E#**. See "Getting Started" for more information about the Edit command.

Deleting Common Overflow

To delete a page of common overflow, display the page to be delete on Screen 11. Move the cursor to the command line, type **DEL**, and press [NEW LINE]. The selected page will be deleted.

Listing Common Overflow Pages

A printout of all common overflow information may be printed from ***Screen 27 Common Overflow Printout***. Refer to "Reporting" for further information.

Assigning Common Overflow to an Installer, Agency, or Account

A single page of common overflow information may be assigned to each agency and installer. You may assign to an account as many pages of common overflow as necessary.

Common overflow is assigned to an installer on Screen 54, Installer Update. The common overflow may be displayed by a CS operator on Screen 2, Alarm Dispatch, as he dispatches alarms for accounts which have been linked with the installer. This procedure is described in the next section, "Installer Update"

Common overflow is assigned to an agency on Screen 52, Agency Update. The common overflow may be displayed by a CS operator on Screen 2, Alarm Dispatch, as he dispatches alarms for accounts which have been linked with the agency. This procedure is described in "Agency Update" later in this section.

Common overflow is assigned to a subscriber's account on Screen 42, Dispatch Data Entry. The common overflow may be displayed by a CS operator on Screen 2, Alarm Dispatch, as he dispatches alarms for the account. This procedure is described in the next chapter "Setting up Subscriber Accounts."

Screen 54 Installer Update

The ***Installer File Update Screen*** allows you to group your subscribers' accounts into different categories for reporting purposes. The installer number is a major sorting category for virtually all reports and is second in importance only to a subscriber's account number. An installer is assigned when you set up a subscriber's account on ***Screen 42 Dispatch Data Entry.***

Installer numbers may contain up to six numeric characters. How you use installer numbers for grouping your subscriber accounts depends on what type(s) of service you offer: alarm installation, monitoring, or both. Here are some account types you might have:

Dealers (Installers)	Residential
Commercial	Supervised
UL Burglar	UL Fire

Contract Central Stations

If your central station monitors the subscriber accounts for several alarm installation companies, you can assign a unique installer number to each company. This will allow you to print detailed and summary reports for each installer's accounts.

Example:

Installer Number	Dealer
100	ABC Alarm Company
110	Creative Security Inc.
120	Stadium Alarm Company

Leaving open numbers between each dealer allows for grouping account types by dealer, if desired.

Example:

Installer Number	Dealer/Account Type
100	ABC Alarm Company
101	ABC Alarm Co. (Supervised)
102	ABC Alarm Co. (U.L. Fire)
120	Stadium Alarm Company
121	Stadium Alarm Co. (Supervised)
122	Stadium Alarm Co. (U.L. Fire)

Full Service Alarm Companies

If you install and monitor your subscribers' accounts exclusively, then you would benefit by grouping your accounts by the type of service you provide. This way you can print detailed and summary reports for each account type.

Example:

Installer Number	Dealer
010	Commercial (Non-Supervised)
015	Commercial (Supervised)
020	Residential
025	U.L. Fire

Full Service Alarm Company Plus Contract Central Station

If you install and monitor your own subscribers' accounts as well as monitor those of other alarm installation companies, then you can reserve a range of installer numbers for in-house accounts and a range for installer accounts.

Example:

Installer Number	Dealer
100	In-House Accounts
200	ABC Alarm Company
300	Creative Security Inc.
400	Stadium Alarm Company

The flexibility of grouping your accounts is not limited to the examples above. For example, you may choose to group your accounts by city, county, state, or some other area you define. Whichever way you choose to group your accounts, be sure to define some rules for consistency before you create installer numbers.

Figure 3-4

```
                    Installer File Update            CS-054

          1 Inst #   1000

            2 Message  RESIDENTIAL HIGH SECURITY
            3 Message  MUST RESPOND WITH DOGS
            4 Message  SERVICE AREA 7
            5 Message  ON CALL PAGER 213-354-9023

        CFR Information
            6 Name
            7 Address
            8 Address
            9 CSZP
```

```
12 Phone
13 Return to Installer       (Y=Installer prints on bottom of CFR)
14 Default Empl #
15 Common#


    #, S'AVE, N'EXT OR D'ELETE
```

Enter an Installer Code

In INST #, enter up to six numeric characters to represent the installer. MAS suggests that you begin numbering installers at a number other than 1 and that you number them by tens (10, 20, 30, etc.) or hundreds (100, 200, 300, etc.) rather than by ones (1, 2, 3, etc.). This way, you can easily add installers later on.

Enter Important Installer Information

In Fields 2 through 5, you can create up to four lines of text including any useful information about the installer. Enter up to 25 alphanumeric characters per line. When a dispatcher displays a subscriber's account information on the Alarm Dispatch screen, the information for the installer assigned to that account will also be displayed.

•   For alarm installation companies you may use these lines for the companies' names and phone numbers.

•   Because a subscriber's installer information is automatically displayed on the ***Alarm Dispatch Screen***, you may use these lines for standard dispatch instructions.

You may have the message flash whenever it is displayed by entering a ~ character in the first position of the line. If you wish to have the message be underlined whenever it is displayed, enter a | character in the first position of the line.

Installer Information for the Customer File Report

Whenever a subscriber's account is added or edited, a Customer File Report may be printed from Screen 281 and mailed to the subscriber to verify that the information has been entered correctly.

The installer information entered in Fields 6 through 12 on Screen 54 will be printed on the Customer File Report.

In NAME, enter the name of the installation company. You may use up to 30 alphanumeric characters. Enter the installer's address in Fields 7 and 8. CSZP represents three fields where you can enter the installer's city, state, and zip code. After entering each piece of information, press [NEW LINE] to move to the next field. In PHONE, enter the installer's telephone number, ***including the area code***--even for local telephone numbers.

In RETURN TO INSTALLER, enter **Y** if the installer's address should be printed at the bottom of the Customer File Report Enter **N** if the installer's address should not be printed at the bottom of the Customer File Report.

Designate a Service Technician

DEFAULT SERVICE EMPL # is used only if:

- •   Your central station uses the MAS Service System.
- •   You've set up employees in the MAS Service System.
- •   You have ***not*** set up accounts in the MAS Service System.
- •   There is a particular service technician that will be responsible for servicing the accounts for this installer.

If all of these conditions apply, enter the employee number of the service technician that normally services the accounts for this installer. (Service technicians are assigned an employee number on ***Screen 566 Employee Update***.) If there is no single employee that would normally service all of the accounts for this installer, leave this field blank.

If you enter an employee number, the service employee will automatically be assigned to the installer's accounts when they are transferred to the Service System.

Common Overflow

Recall that you may create pages of instructions or information on Screen 11, Common Overflow Maintenance. You may assign a page of common overflow information to the installer by entering a common overflow code in the COMMON # Field. The CS dispatcher may display the common overflow page as he handles an alarm for one of the installer's accounts on ***Screen 2 Alarm Dispatch***.

Printing a List of Installers

A listing of the installers you set up on Screen 54 can be displayed or printed from ***Screen 74 Installer File Printout***. Refer to Reporting and Sample Reports for further information.

Screen 52 Agency Update

The *Agency Update Screen* allows you to set up information for each agency that services your subscribers. Agencies include police, fire departments, patrol service companies, and medical agencies.

Begin by preparing a list of the names and phone numbers of all agencies that service your subscribers.

Next, assign each agency on the list a number. You may use any number between 1 and 65,535. Two agencies can be assigned the same number as long as they are different agency types (e.g. police and fire department).   MAS suggests that you begin numbering the agencies at a number other than 1 and that you number them by tens (10, 20, 30, etc.) or hundreds (100, 200, 300, etc.) rather than by ones (1, 2, 3, etc.). This will allow you to easily add agencies later, if necessary. You also should group agencies geographically according to city, county, or state.

Figure 3-5

```
                        Agency Update                  CS-052
  1 Agency Type        POLICE
  2 Agency Code        100
  3 Name               LAPD
  4 Phone 1            213 555-1212
  5 Phone 2            213 872-7123
  6 Mailing Name       LOS ANGELES POLICE DEPARTMENT
  7 Address 1
  8 Address 2
  9 City St Zip        LOS ANGELES       CA 92621
 12 Port Number        41
 13 Active (Y/N)       Y  14 Modem Phone 1  7862
 15 Active (Y/N)       N  16 Modem Phone 2
 17 Permit Required    B  (D'ispatch, E'ntry, B'oth or N'either)
 18 Permit Type        1 SLIDING 4/5
 19 Permit Group         (0 - ITSELF)
 20 Permit Comment
 21 Common#


                    #, S'ave, or N'ext
```

Indicate the Agency Type and Agency Code

In AGENCY TYPE, you may enter one of the following letters to indicate the type of agency:

P - Police Department   **F** - Fire Department
M - Medical   **T** - Patrol

In AGENCY CODE, enter the code you want to assign to a agency. The agency code may be any number between 0 through 65,535. If you wish to see a list of agencies which have already been set up, enter a comma (,) in the AGENCY CODE Field. The Agency Lookup Window, shown below, will be displayed:

Figure 3-6

```
                              Police Agency Lookup Window
17  Sort (A'gency Code, N'ame, C'ity/St, P'hone) N         Start DENVER
18
19  #  .Code Name................  City..........  St  Phone 1.....  Phone 2...
20  1   2000 DENVER POLICE DEPT.   DENVER          CO  555-555-0239  555-555-2389
21  2
22  3
17  4
18  5
19  6
20  7
21  8
22
23           #, N'ext, M'ore, P'revious, P'hone#.#, or Q'uit
```

In SORT, enter **A** to list agency information in order according to agency code; **N** to list information by agency name; **C** to list information by city; or **P** to list information by phone number.

The value you enter in START depends on the sort selection you chose. For example, if you chose to list agency information by name and you'd like to find the agency code for the Denver Police Department, enter **DENVER** in START.

You may use the P'hone#.# command to use the Autodialer to dial the selected telephone number. For more information about Autodialing, refer to "Basic Monitoring."

Enter the Agency Name, Address, and Phone Numbers

In NAME, enter the name of that agency, such as **DENVER POLICE DEPT**. In PHONE 1 and PHONE 2, enter telephone numbers for that agency.

You may enter a mailing name for the agency in Field 6. This name may be used to override the agency name when tickets are printed. Enter a mailing address for the agency in Fields 7 through 9.

Can the Agency Receive Dispatch Info via Modem?

Certain agencies may be capable of receiving dispatch tickets via a modem or direct line. If so, you can enter information about their modem in the lower portion of Screen 52.

If the agency can receive dispatch tickets via a modem, enter the port from which tickets are dispatched in PORT NUMBER. In Fields 13 and 15, indicate whether or not the receiving modem is active (ready to receive information) or inactive (not ready to receive information). In Fields 14 and 16, enter the telephone number of the receiving modem.

Are Permits Required for Agency Response?

Fields 17 through 20 are used with the permit feature. Refer to "Special Monitoring Features" for further information.

Common Overflow

Recall that you may create pages of instructions or information on Screen 11, Common Overflow Maintenance. You may assign a page of common overflow information to the agency by entering a common overflow code in the COMMON # Field. The CS dispatcher may display the common overflow page as he handles an alarm on the **Alarm Dispatch Screen** for an account to which the agency has been assigned.

Recall that Common Overflow pages are set up on **Screen 11, Common Overflow Maintenance**.

Printing a List of Agencies

A report of the information shown on Screen 52 can be printed from or displayed on **Screen 72 Agency Printout**. Refer to "Reporting" and "Sample Reports" for further information.

Grouping Activity for Summary Reporting

Screen 102, Reporting Control File

Screen 102 Reporting Control File allows you to group, for reporting purposes, the types of events that your CS system and operators handle. You can categorize events into up to 36 different reporting groups.

The categories you define on this screen are used as the reporting codes on the Event Code Update (*Screen 51 Event Code Update*). These categories will also become the report columns on the following summary reports:

- *Screen 118*   *Monthly Summary View*
- *Screen 204*   *Excessive Activity Report*
- *Screen 205*   *Combined Activity Report*
- *Screen 210*   *Summary Activity Report*
- *Screen 211*   *Shift Activity Report*

Some examples of categories you might use are shown below:

Figure 3-7

<div align="center">

Reporting Code Description File   CS-0102

</div>

1-**0** ALARMS	19-**I** IRREG O/C
2-**1** RESTORES	20-**J** SVC REQST
3-**2** LOW BATTRY	21-**K** ON/OFF TST
4-**3** TROUBLES	22-**L** DATA CHNG
5-**4** OP/CL	23-**M** CALL SUB
6-**5** AUTO ABORT	24-**N** CALL RP'S
7-**6** VRT SIGNLS	25-**O** CALL ALMCO
8-**7** TIMER TEST	26-**P** OUT OF SVC
9-**8** TEST SIGNL	27-**Q** IN SVC
10-**9** UNKNWN ACC	28-R
11-A	29-**S** SUB ERROR
12-**B** MED DISP	30-**T** SUB ABORT
13-**C** GUARD DISP	31-U
14-**D** PD DISP	32-V
15-**E** FIRE DISP	33-W
16-**F** FALSE SUB	34-X
17-**G** FLSE EQUIP	35-**Y** PARTIAL CL
18-**H** FALSE UNK	36-**Z** FULL CLEAR

<div align="center">

#, S'ave

</div>

Defining Monthly Reporting Periods

Screen 103, Reporting Periods

Screen 103 Reporting Periods is used to define the periods for which account activity (alarms, opens, closes, timer tests, etc.) is accumulated on the following summary reports:

- **Screen 118**   **Monthly Summary View**
- **Screen 204**   **Excessive Activity Report**
- **Screen 205**   **Combined Activity Report**
- **Screen 210**   **Summary Activity Report**
- **Screen 211**   **Shift Activity Report**

Figure 3-8

```
                Reporting Periods            CS-0103

                Start        End
            1
            2
            3
            4
            5
            6
            7
            8
            9
           10
           11
           12
           13  12/01/92    12/31/92   Current
           14  01/01/93    01/31/93   Next
                   #, S'ave
```

When you first set up your CS system, you need only fill-in dates in the CURRENT and NEXT Fields. To complete the dates for the current month (reporting period), move the cursor to Field 13. Enter the date of the first day of the month in the START column of CURRENT; press [ENTER]. Next, enter the date of the last day of the month in the END column of CURRENT; press [ENTER].

In Field 14, enter the first and last dates of the following month. Once the CURRENT and NEXT date ranges have been entered, this screen should never be modified again. Instead, the dates may be advanced using **Screen 117 Event History Rolling**. Refer to "Maintaining the CS System" for further information.

Setting up Event Codes

Screen 51, Event Code Update

Event codes describe the signals that may be received from your subscriber sites and the actions a CS dispatcher may take in resolving these events. An *event code* is assigned to an incoming signal and determines how that signal is processed by the CS system and by CS operators. *Resolution codes* are those which describe an operator's actions in resolving an alarm. Generally, however, the terms "event" and "resolution" code are used interchangeably.

There are three possible paths an event can travel within the CS system. *The path that the event travels depends on the response code assigned to the event.* A response code may define an event as one of the following:

•   An *alarm* which requires an operator to resolve and clear the alarm .

•   An event which is automatically recorded to subscriber account history without ever being seen by a CS dispatcher (*log always*).

•   A *conditional* event which checks the opening and closing times scheduled for a subscriber's account and/or which verifies an identification code for the subscriber' account to determine the action to be taken.

Some event and resolution codes have already been defined for you by MAS. These codes are listed in Appendix D. If you wish, additional event or resolution codes may be defined by you on Screen 51.

Figure 3-9

```
 MAS                         Event Code Update                        CS-051

  1 Event Code        4610                 18 Min User Level     4
  2 Description       PARTIAL CLEAR        19 Disposition Type   1
  3 Reporting Code    O OPEN/CLOSE         20 Disposition Code   PC
  4 Response Code     O OPERATOR ALWAYS    21 Prompts (P/C/B/N)  P
  5 Resp. Priority    0                    22 Confirm Required?  N
  6 Event Class       O                    23 ClrTest (R/N)
  7 Wait              0  1=Set,2=Clr,3=Eqres 24 Agency Type (PFMT)
                         4=Disarm,5=Arm    25 Dual Custody (Y/N) N
  8 Wait Event Code   0                    26 Screen 12 to S'kip
  9 Status Change     A  O=Opn,C=Cls,A=Alrm,R=Rst 27 Ticket Type
                         T=Trbl,N=Norm,X=Outage   28 Global ZD Page
 10 Dispatch Code                          29 Event Type
 11 Alternate Desc      (NOT USED)         30 Zone Group
 12 Can RPC'S Use?    N  (Y/N) MASlink Only
 13 False Dispatch    N  (Y/N)
 14 Late Event Code   0
 15 A'bort OK, A'B'ort
 16 VRT Type (1-99)   0
 17 Equivalent Code   0

                      #, S'ave, or N'ext
```

Assign a Code

In EVENT CODE, assign a code to represent an event or operator action. An event code may contain up to four *numeric* characters.

Describe the Code

In DESCRIPTION enter up to 20 characters to describe the event or operator action. Be as descriptive as possible when describing an event code. For operator actions, the event's description will appear on *Screen 2, Alarm Dispatch*, as the operator handles an alarm. An event's description will also appear in a subscriber's account history and most history reports. Following are two examples of how a description can be used to inform and guide an operator:

•   Event Code Description: FIRE-SMOKE-CALL PREM

      FIRE indicates the type of alarm. SMOKE tells the operator the type of device activated, in this case a smoke detector. CALL PREM gives the operator initial instructions for handling the alarm, in this example to call the premises.

•   Event Code Description: FIRE-PULL-DISP FD

      FIRE indicates the type of alarm. PULL tells the operator the type of device activated (i.e. a fire alarm device has been pulled). DISP FD gives the operator initial instructions for handling the alarm.

Using event codes to provide information to the operator and guide his initial actions ensures consistency and uniformity in recording the steps taken to resolve an event.

Assign a Reporting Code

The REPORTING CODE determines the category an event will be grouped with on the following summary reports:

•	*Screen 118*	*Monthly Summary View*
•	*Screen 204*	*Excessive Activity Report*
•	*Screen 205*	*Combined Activity Report*
•	*Screen 210*	*Summary Activity Report*
•	*Screen 211*	*Shift Activity Report*

When event history is posted, the unposted events for each account are checked to see which reporting code was assigned to that event at the time it was logged. Then, as the events are posted, the appropriate reporting category is increased by one for the summary reports.

Reporting codes are set up on *Screen 102, Reporting Code Description File*.

Assign a Response Code

The RESPONSE CODE determines how a signal will be processed by the CS system. The possible response codes are as follows:

0 - *Operator Always*. An event with this assignment will always be sent to and displayed on the *Alarm Status Monitor* (Screen 14) so an operator may take action to resolve the signal.

1 - *Attempt to Log*. An event with this assignment will always be checked against an account's schedule (*Permanent Schedule Maintenance, Screen 44*) or other expected events (e.g. timer tests, etc.). If the event occurred outside of the schedule, an alarm may be generated.

2 - *Always Log Only*. An event with this response code will never be seen by a CS operator. Instead it will be recorded (logged) directly to the account's history (*Event History Display, Screen 7*).

3 - *Verify Passcard/Verify Schedule*. When this assignment is used, the event must be within a scheduled time and the customer who initiated the event must have the appropriate user i.d. (Customer passcards are defined on *Screen 46 Account Passcard Maintenance*.) If the event occurs outside of the schedule, an alarm may be generated. If the user does not have the appropriate user ID, an alarm will be generated.

4 - *Passcard Lookup/Log Only*. When this response code is used, the event may occur at any time but the customer's user i.d. will be recorded with the event type to the customer's history. If a name is assigned to the event's passcard, that name will appear on reports and history screens.

5 - *Passcard Lookup/Verify Schedule*. When this assignment is used, the event must be within a scheduled time and the customer's user i.d. will be recorded with the event type to the customer's history. If a name is assigned to the event's passcard, that name will be posted with the event to the customer's history. If no name is assigned to the event's passcard, the passcard number and event will be posted to the customer's history. If the event occurs outside of the schedule, an alarm may be generated.

6 - *Verify Passcard/No Schedule*. When this response code is used, the event may occur at any time but the customer who initiated the event must have the appropriate user i.d. If the user does not have the appropriate ID, an alarm will be generated.

7 - *Operator Always/Passcard Lookup.* Events assigned this response code will always be processed as alarms and, in addition, will verify the customer's i.d. sent with the signal. If a name is assigned to the customer's passcard, that name will be posted with the event to the customer's history. If no name is assigned to the event's passcard, the passcard number and event will be posted to the customer's history.

Response codes 3, 4, 5, 6, and 7 are used for event codes associated with the Schedule and Passcard features. Refer to "Special Monitoring Features" for more information.

Establish a Priority for Alarms and Events

In order to prioritize alarm signals which require operator action, a PRIORITY number between 1 and 255 is assigned to each event/resolution code. MAS recommends that you group the priority assigned to similar signals; for example, you might use priorities 10 through 19 for fire alarms, 20 through 29 for burglaries, and so forth. This would allow you to assign a higher priority to burglaries occurring in a jewelry store than you would to a warehouse.

Classify Events

In EVENT CLASS, you can use a single, alphabetic character except **S** or **T**, to classify the event code. The EVENT CLASS you assign to an event is important because events may be purged (deleted) from your CS system by event class and because you may print Supervised Mail Out Reports from Screen 24 by event class.

Event classes **S** and **T** are reserved by MAS to be used as follows:

> S - Events which occur while an account is out-of Service.
> T - Events which occur while an account or zone is on test.

Define a Wait Period for Non-Digital Transmitters

WAIT defines special processing required for non-digital panels. On non-digital panels, you may receive a series of alarms prior to an open or close signal. If an account is within its open or close times, the system will hold these alarms for a specified amount of time, while waiting for the open or close condition. If the open or close is received within the allowed time frame, the alarm signals will be logged to history and the open or close signal will be processed normally. If the open or close is not received within the specified time, the signals being held will be processed as alarms. There are five possible entries for this field:

> **1** - *Set*. If a signal with this code is received during a scheduled open or closing time, this signal is placed in the wait file for the amount of time specified in the EN/XT Field (entry/exit delay) on Screen 42.

> **2** - *Clear*. If a signal with this code is received, all signals previously received and placed in the wait file are cleared (deleted without being processed further).

> **3** - *Eqres*. This code is assigned to open or close signals so they will not be placed in the wait file and will always be processed as a normal open or close.

> **4** - *Disarm, wait entire entry delay*. There are times when another signal which is part of the opening sequence is received *after* the open signal is received. If these subsequent signals have been assigned a wait code of 4 and are received within the entry delay time (from Screen 42), they will not be processed as alarms but will be recorded (logged) to the customer's history.

> **5** - *Arm, wait entire exit time*. There are times when another signal which is part of the

closing sequence is received **after** the close signal is received. If these subsequent signals have been assigned a wait code of 5 and are received within the exit delay time (from Screen 42), they will not be processed as alarms but will be recorded (logged) to the customer's history.

WAIT EVENT CODE is to be completed only for event/resolution codes which are assigned a wait code of 3. In this case, you must enter the event/resolution code which has the processing characteristics that this new code should have.

Should the Code Change the Account's Alarm Status?

When an event is received for an account, you may want the event to change the account's status. For example, you may want opening events to change an account's status to "opened." When a CS operator views account information on the Alarm Dispatch Screen, the account's current status is displayed in the AS Field.

If you want an account's status to change whenever this event code is received for the account, enter the status to which the account is to be changed in STATUS CHANGE.   Choose from the following statuses:

O	Opened	**C**	Closed
A	Alarm	**R**	Reset
T	Trouble	**N**	Normal
X	Outage		

If you do not want this resolution code to change the status displayed on the Alarm Dispatch Screen, do not enter a value in this field.

Assign a Dispatch Code

A DISPATCH CODE can be assigned to an event code so you can search for that particular code in a subscriber's account history (Screen 7 Event History View). The dispatch code may be a single, alphanumeric character. Following are examples of how you might use dispatch codes:

A	Alarms
C	Closes
E	Environmental
O	Opens
R	Restores
T	Timer Tests

Do You Want to Display the Event Code Description in French?

You must call MAS to activate ALTERNATE DESC for you. This field displays the event code's description in French. In addition, the event code description on Screen 2 Alarm Dispatch will be displayed in French; however the description in the subscriber's account history (Screen 7 Event History View) will be shown in English.

Can the Event Code be Used by MASlink RPC's?

CAN RPC'S USE? is used only if you have MASlink software. If this field is set to **Y**, alarm installers having a remote PC, can use this event code to set up zone information for subscriber accounts on Screen 43 ZONE - EVENT CODE UPDATE and transmit that information to your Central Station.

Can the Event Code be Logged as a False Alarm?

The FALSE DISPATCH Field is used with the Permit feature to track false alarms for your subscriber accounts. For an event code which is logged by an operator whenever an alarm is determined to be a false alarm, enter **Y** in the FALSE DISPATCH Field. For example, if you have an event code described as FALSE ALARM, you would enter **Y** in the FALSE DISPATCH Field. Every time the event code is logged to a subscriber's account, his FALSE DISPATCH counter will be increased by 1. By tracking the number of false dispatches, you can notify a subscriber when the number of false alarms allowed for his account is reached or exceeded. See "Special Monitoring Features" for more information about the Permits and False Alarm Tracking feature.

Should Another Event Code be Used for Late Event Processing?

The LATE EVENT CODE Field is used with the Late Event Processing feature. If the event designated by the event code does not occur (is late), the event designated by the late rescode will be generated.

Can the Alarm be Aborted Before Generating an Alarm?

Certain alarms that have been received by your CS system, but not yet accessed by operators, may be aborted by the subscriber, automatically clearing his account from alarm status. To use this feature, the subscriber's alarm panel must be able to send in a unique zone which represents the user abort of a previously tripped alarm zone. ***If an operator action has been logged to the subscriber's account after the alarm is received, the alarm may not be aborted by the subscriber.*** (An operator action is an event code between 4000 and 4999.)

If you wish to use this feature:

·   Contact MAS to verify that your receiver output program can use this feature. Your particular receiver output program may need to have this feature added.

·   On Screen 51, Event Code Update, set up the event code that will be used to abort alarms. For the abort event code, enter **B** in the A'BORT OK, A'B'ORT Field.

·   On Screen 51, indicate events that may be aborted from alarm status by entering an **A** in the A'BORT OK, A'B'ORT Field for those events on Screen 51.

·   Set up or add the abortable event codes as zones for the subscriber's account on Screen 43, Zone-Event Code Setup.

·   The abort event code may be set up for the subscriber on Screen 43, Zone-Event Code Update, or it may be processed using the receiver's default event code processing.

· Verify that event code 3925, Alarm Abort, has been created on Screen 51 and assigned to a response code of **2**. This event code will be automatically logged as an informational message whenever an alarm is aborted by way of this feature.

If multiple zones are tripped and the user attempts to abort the alarm, the alarm may only be aborted if all zones are designated as abortable; otherwise, the abort event code will be logged, but the account will remain in alarm status.

Field 16 is used with the VRT II. Refer to your VRT II Reference Manual for more information.

Should the Event be Processed Identically to Another?

Using the EQUIVALENT CODE Field, you may set up an active, operator event code and tell the CS system that the new event code is to act the same as one of your current active, operator event codes. An example of how you might use this feature is in setting up several event codes with different descriptions to track "full clears."

For example, you might set up the event code "FULL CLR-OWNER ERROR." So that this event code would be processed as a full clear, enter **4612** (full clear) in the EQUIVALENT CODE Field on Screen 51 for the "FULL CLR-OWNER ERROR" event code.

Should Certain Users be Restricted From Logging This Code?

The MINIMUM USER LEVEL (0 - 4 allowed) assigned to an event code controls the minimum security level a user must have been assigned for the Alarm Dispatch Screen before he will be allowed to log the event code on the Alarm Dispatch Screen. The user's security level (0 - 7) for Screen 2 is designated on Screen 360, Program/User Security Entry/Maintenance.

For example, if a user has been assigned a security level of **3** for Screen 2 and attempts to log an event code having a minimum user level of **2**, the user will *not* be allowed to log the event code.

The next four fields allow you to group event codes for easier logging of alarm and call resolutions.

Logging Event Codes Using Alarm or Call Dispositions

Disposition codes may be used for event codes which describe operator actions taken in contacting the individuals and agencies on a subscriber's call list and in resolving an alarm. *Call dispositions* describe the results of calls made to notify the subscriber (or some other individual or agency) of an alarm. For example, you might create call dispositions to record the following information:

Line Busy	No Answer
Answering Machine	Contacted Premise
Dispatched PD	

Alarm dispositions may be used for event codes which describe operator actions taken to resolve an alarm. For example, you might create call dispositions to record the following information:

> False Alarm
> Confirmed Crime

DISPOSITION TYPE is a one character alphanumeric code used to classify event codes into functional groups. Currently, two codes are reserved: **A** for alarm dispositions and **C** for call dispositions.

DISPOSITION CODE is a three character alphanumeric code used to identify an event code within its disposition type.

Define the Cursor Movement for the Operator Action Window

In PROMPTS, enter **P** if a passcard is usually entered for this event when it is logged to a subscriber's account from Screen 2 Alarm Dispatch. Enter **C** if a comment should be entered for this event. Enter **B** if both a passcard and comment are usually entered for this event. ***These options only prompt the user for an entry. It does not force the user to make an entry.***

Enter **N** if neither a passcard nor comment are usually entered for this event.

In CONFIRM REQUIRED, enter **Y** if the user must enter a confirmation when this event code is logged to a subscriber's account on Screen 2 Alarm Dispatch. Enter **N** if the user does not have to enter a confirmation when this event code is logged to a subscriber's account.

Will the Event Code be Assigned to a Zone Which Requires Testing?

The CLR TEST field is for VRT II users only.

The CLR TEST feature allows you to create groups of event codes that will be assigned to zones on Screen 43 Zone - Event Code Update. If you enter **R** in the CLR TEST Field, any zone which is assigned this event code must be tested whenever the zone or account is placed on test. (If the zone was placed on test but not tested and you attempt to clear the test using the VRT II, you will not be allowed to clear the test.) If you enter **N** in the CLR TEST Field, any zone which is assigned this event code is never to be tested whenever the zone or account is placed on test. (If the zone was placed on test but not tested and you attempt to clear the test using the VRT II, you will not be allowed to clear the test.)

What Agency Information Should Be Displayed When Dispatching?

The AGENCY TYPE Field is used together with the Call List feature. A call list is made up of the individuals and agencies that should be contacted when an alarm is tripped. Different call lists may be designated for the various types of alarms that may occur at a subscriber's site. For example, you may set up different call lists for fire alarms, burglar alarms, and panics.

When you set up call lists for a subscriber's account, you may specify the agency to be included on the call list or the agency to be included on a call list may be determined by the alarm that was received.

If you want the agency to be included on a call list to be determined by the alarm that was received, enter the type of agency that would most likely need to be contacted for the alarm represented by this event code in the AGENCY TYPE field. Choose from the following agency types:

P	Police	**M**	Medical Agency
F	Fire Department	**T**	Patrol

When call lists are built for subscriber accounts, the phone number of the appropriate agency will be automatically referenced based upon the event code's agency type.

> **Note:** For more information about call lists, refer to "Setting up CS Accounts" and "Basic Monitoring."

The DUAL CUSTODY Field is not used.

If the Event is Late, Should it Appear on Screen 12, Late Event View?

For each subscriber site, you may define the normal times the site is expected to open and close by setting up a schedule (on Screen 44, Schedule Update). The schedule includes the event code that will be received from the site when it is opened and the event code that will be received from the site when it is closed. If an opening or closing is late to occur, it may appear on Screen 12, Late Event View.

Some alarm systems periodically send a test signal to indicate that the system is functioning correctly. For each subscriber site, you may define the time that a timer test signal is expected to be received. If the timer test is late to occur, it may appear on Screen 12, Late Event View.

If you do not wish to have events designated by this event code and which are late to occur to appear on Screen 12, Late Event View, enter **S** in the SCREEN 12 TO SKIP Field. For example, you may wish to prevent late timer tests from appearing on Screen 12. MAS recommends that you do not use this feature for other types of late events (opens, closes, follow-ups).

> **Note:** For more information about late events and schedules, refer to "Special Monitoring Features."

Automatically Creating a Service Ticket

The TICKET TYPE Field may be used only if your system uses the MAS Service System.

If you enter a TICKET TYPE on Screen 51, whenever the event code is logged a service ticket may be created automatically. The information set up for the service ticket depends on the ticket type.

Ticket types are created in the Service System on Screen 594, Ticket Type Update.

Assigning Global Dispatch Instruction to a Default Zone

For each subscriber account, you'll set up a list of zones which define the types of events that may be received from an account. For example, zones may include opens, closes, burglary alarms, fire alarms, and device restorals. For each zone you may set up instructions to describe what an operator should do when the zone is tripped (an alarm is generated). If the same instructions apply to more than one subscriber's account, you may set up global dispatch instructions. Global dispatch instructions may be assigned to more than one subscriber's account.

If an alarm is generated for a zone and it does not match the zones defined for the account on Screen 43, Zone - Event Code Update, the alarm may be processed using a "default" event code. (Default event codes are defined by your receiver's output program.) In such a case, the GLOBAL ZD PAGE determines the dispatch instructions that will be displayed to a dispatcher on the Alarm Dispatch Screen:

•   If global dispatch instructions have been assigned to the default event code, the global dispatch instructions will be displayed with the alarm on the Alarm Dispatch Screen.

        To assign global dispatch instructions to an event, enter the appropriate global dispatch instruction page in the GLOBAL ZD PAGE Field.

•   If the dispatch instructions for your subscriber accounts are organized so that the same page number represents the same information for each account, you may wish to display a particular page of information when the event is received.

        To display a particular dispatch page whenever the event is received, enter ***NNN** in the GLOBAL ZD PAGE Field, where **NNN** represents the number of the dispatch page to be displayed when the given event code is in alarm.

        For example, if dispatch instructions for fire alarms are always set up as Dispatch Page 10 for you subscriber accounts, you may wish to enter ***10** for all events which represent fire alarms.

Grouping Events for Reporting

The EVENT TYPE Field allows you to group events for reporting on the Summary Incident File printed from Screen 296.

Grouping Zones to be Placed on Test

For each subscriber account, you'll set up a list of zones which define the types of events that may be received from an account. Zones may include opens, closes, devices to detect intrusion or environmental changes, and device restorals.

When a device is installed or added at a subscriber's site, the service technician may trip the zone to ensure that the signal can be received properly at the central station. To ensure that a dispatcher will not actually dispatch on the test signal generated by the service technician, the account may be placed on alarm. When a zone is on test, the signals generated by that zone will *not* appear on the Alarm Status Monitor (Screen 14); however, its signals will be logged to the subscriber's history.

The ZONE GROUP feature allows you to create groups of zones which are to be simultaneously placed on test. This allows a dispatcher to place a group of zones on test, rather than placing all zones or individual zones on test.

Deleting Event Codes

Event codes may be changed or deleted using Screen 142, Resolution Code Update. Refer to "Maintaining the CS System" for more information about Screen 142.

Assign Event Codes to Function Keys (Optional)

You may assign the most frequently-used event codes to the function keys. By assigning event codes to the function keys, CS operators can log an event code simply by pressing the appropriate function key. This option is described more fully in "Using Event Codes and Function Keys."

Setting up Locations and Partitions

Locations are used to group related customer accounts. The groupings you create depend on the functions and features you'll be using in the CS system. A location is assigned to each user, each CRT, and each subscriber account.

At least one processing location must be set up in order for your CS system to function properly.

A location is set up and assigned using the following screens:

- Screen 42   Dispatch Data Entry
- Screen 55   CRT Default Setup
- Screen 61   CS Location File Update
- Screen 64   User Location Profile Update
- Screen 77   Temporary Partition Setup/Reset
- Screen 78   Dispatch Queue Maintenance
- Screen 179   CS Account Location Change

These screens are also used with three special features of the CS system: ***multiple location switching***, ***autofeed***, and ***data partitioning***. Data partitioning is also referred to as Multi-MAS and must be activated by MAS.

Multi-MAS is used to group accounts together, by location, based on the *users* that may access them. You might use Multi-MAS if you service accounts for installers and allow the installers to access your CS system so they may review information for their customers' accounts.

The ***autofeed*** feature controls the alarms and events that will automatically be displayed for dispatching based on a match between the *user's assigned dispatch queues* and an event's priority.

The ***multiple location switching*** feature controls the alarms and events that will automatically be displayed for dispatching on a particular CRT based on a match between the location assigned to the *user's CRT* and an account's location. Also, on view screens, it will allow you to choose between reviewing alarms and events for all locations or only those for your CRT's assigned location.

The multi-purpose nature of locations creates five different definitions that you should understand:

·   ***Account location*** (default location). Each CS account that will be used in the CS system must be assigned a CS location on Screen 42 Dispatch Data Entry.

·   ***Regular location***. Each location that you create on Screen 61 CS LOCATION FILE UPDATE will be assigned a regular location. The regular location represents the group of users (or actual central station) normally responsible for dispatching on alarms for the accounts assigned to the given location.

·   ***Alternate location***. Each location that you create on Screen 61 CS LOCATION FILE UPDATE will be assigned an alternate location. The alternate location represents the group of users (or actual central station) that is available to take over dispatching on alarms from CS dispatchers operating in the regular location.

·   ***Effective location***. An effective location represents the location that is currently responsible for dispatching on a given location or group of locations. The effective location for a given location will either be the regular or the alternate location set up on Screen 61. Screen 61 is used to indicate for each CS location created whether the location's regular or alternate location is currently the effective location.

·   ***Dispatch location***. This location is assigned to each CS user and controls the dispatch link between a user and a group of CS accounts. Specifically, if a user's dispatch location matches the "effective" location of an account, the user may automatically pull up (autofeed) new alarms and events on Screen 2, Alarm Dispatch, for that account.

For systems using the Multi-MAS feature, dispatch locations are assigned to users using Screen 64 CS USER PROFILE UPDATE.

For systems not using the Multi-MAS feature, dispatch locations are assigned to each CRT on Screen 55 CRT DEFAULT SETUP.

Setting up Locations

You must set up at least one service location on Screen 61 CS LOCATION FILE UPDATE in order for the CS system to function correctly. If you are using only one location, you must set it up as location 1.

If you are using the Multi-MAS feature, you may create up to 99 locations (numbered 1 through 99) from Screen 61 CS LOCATION FILE UPDATE. If you are not using the Multi-MAS feature, you may create 20 locations (numbered 1 through 20).

Figure 3-10

```
                        CS Location File Update - Page 1              CS-061
Loc  Description........  Area Cd   Regular  Alternate
 1   DEMO LOCATION          714      1 *      1
 2   LOCATION 2             213      2        1  *
 3
 4
 5
 6
 7
 8
 9
10
11
12
13
14
15
16
17
18
19
20
                        #, N'ext, R#, A#, M'ore, S'ave
```

In DESCRIPTION, enter up to 20 characters as the location's name. In AREA CODE, enter the telephone area code in which that central station or service department is located.

> **Note:** MAS recommends that if you will be creating more than one set of locations (e.g. CS and service) then you should define the locations in the same way, if possible. For example, if you operate both a Central Station and a service dispatch operation from an office in Los Angeles, use the same number to represent both the central station and service locations.
>
> Service locations are designated on Screen 582, Service Location File Update.

The regular and alternate location will automatically be displayed. If you are using only one location the regular and alternate locations are the same.

If you are using multiple location or database partitioning, you must designate a regular and alternate location for each location. The REGULAR location is the one that will normally process alarms for the selected location. The ALTERNATE location may be activated so that signals are routed to the alternate location instead of the regular location.

If a location's signals are to be routed to its regular location, enter **R** followed by the location's line number. An asterisk will appear next to that location's regular location. If a location's signals are to be routed to its alternate location, enter **A** followed by the location's line number. An asterisk will appear next to that location's alternate location.

Rerouting New and/or Existing Alarms to a New Effective Location

You may reroute new and/or existing alarms to a different location, by changing the effective location for the alarms.

When you change an effective location and alarms already exist for that location, the message *RE-ROUTE ALARMS TO NEW EFFECTIVE LOCATION (Y/N)?* will appear. Enter **Y** to change the effective location of existing alarms. Enter **N** if you do not want to change the effective location of existing alarms.

Deleting a Location

You may delete a location from Screen 61, CS Location File Update.

1.   You may not delete the location if accounts and installers are still assigned to the location. To reassign the accounts and installers to a new location, use Screen 179, CS Account Location Change.

2.   Enter **Y** in the DELETE 'CHANGE' LOCATION.

3.   Move the cursor to the command line and type **GO**. The accounts and installers will be assigned to the new location. The old location will be deleted from Screen 61, CS Location File Update.

Multiple Location Switching

Multiple location switching is an optional feature which allows you to switch a location's effective location between its regular and alternate location. When an effective location changes, all CRTs assigned a CS location (on Screen 55) or users assigned a dispatch location (on Screen 64) which matches the effective location will be able to pull up alarms and events on Screen 2 automatically for subscribers whose account location matches the effective location.

Setting up a CRT

On Screen 55 you'll indicate the following for each CRT (port):

• The CS location for which the CRT processes signals.
• The way in which the CRT is connected to the computer.
• Which screens will be shown by the MULTIPLE STATUS MONITOR (Screen 15).

Figure 3-11

```
                      CRT Default Setup                    CS-055


          1 CRT #              29
          2 Description        KELLY'S CRT
          3 CRT Type: (B=DG Color)              X
          4 Hayes Autodial Commands (Y/N)       N
          5 CRT Location - CS                    1
          6 CRT Location - Service               0
          7 CRT Location - Guard                 0
          8 Dispatch Type (N'one, M'odem, D'irect)  N
          9 Late Program Number for Screen 15:  12
         10 Telephone Extension                7859
         11 Beep Screen 14 (Y/N/U=Unaccessed):
         12 Alarm Autofeed on Screen 2 (Y/N)

                  #, S'ave, N'ext, or 'DELETE'
```

In CRT #, enter the CRT's console number. (The console number is displayed in the upper right corner of any CS menu.) In DESCRIPTION, describe how this CRT is used or by whom it is used.
In Field 3, enter **B** if the CRT is a color monitor; otherwise, leave Field 3 blank. In Field 4, enter **N** if the CRT will be used to dial telephone numbers automatically with a modem instead of a Hayes Autodialer. Enter **Y** if the CRT will use the Hayes Autodialer to dial telephone numbers.

In CRT LOCATION - CS, indicate the location for which the CRT processes alarm signals. To change a CRT's location the terminal must be signed off and back on after the change has been made.

In DISPATCH TYPE, enter **N** for all CRTS.

Screen 15 MULTIPLE STATUS MONITOR allows you to alternate automatically between Screen 14 ALARM STATUS MONITOR and one other CS screen. (MAS recommends that you alternate between Screens 14 and 12 LATE EVENT VIEW.) Field 9 on Screen 55 determines which other screen will be displayed by Screen 15.

If your central station has a telephone system where each extension has a direct-dial line, enter the extension number of the telephone adjacent to the CRT in the TELEPHONE EXTENSION Field. If telephone adjacent to the CRT is connected to a VOAD (Autodialer), leave the TELEPHONE EXTENSION Field blank.

BEEP CS-014 determines if and when the CRT will beep whenever Screen 14, Alarm Status Monitor, is accessed. If BEEP CS-014 is set to **Y**, Screen 14 will sound one beep for each alarm shown on the Alarm Status Monitor. If set to **U**, the Alarm Status Monitor (Screen 14) will beep whenever it is refreshed and a new alarm has been added or if it displays an alarm which has not been accessed on Screen 2. If set to **N**, Screen 14 will not beep when a new alarm has been added.

> **Note:**   This setting overrides the BEEP CS-014 Field value on Screen 101 for this CRT only.

For some users, the ability to autofeed alarms to Screen 2 may depend on the CRT he is using. For such users, set the AUTOFEED ON 2 Field on Screen 64 to **T** (terminal). Whenever the user signs onto the system, the ALARM AUTOFEED ON SCREEN 2 Field on Screen 55 for the CRT he is using determines whether alarms are autofed to Screen 2 on his CRT.

Screen 75 CRT DEFAULT SETUP REPORT provides a printout of all CRT location assignments.

Multi-MAS (Database Partitioning)

Multi-MAS is a special feature available for the Central Station (CS) and Service System. This feature allows you to control which accounts each user on the system will be allowed to access. Each CS account is be assigned one CS location on Screen 42 Dispatch Data Entry. Then, each user is allowed or disallowed access to each of the various locations.

Partitions are set up on Screen 61 CS LOCATION FILE UPDATE and assigned to users on Screen 64 CS USER PROFILE UPDATE.

Setting up User Information

On Screen 64 USER LOCATION PROFILE UPDATE, you'll set up information for each person who uses the CS system and indicate the accounts, by location, that each user may access.

Figure 3-12

```
                        User Location Profile Update              CS-064
     1. User: AALLY  2. Name:  KELLY ANDERSON        5. Operator Type  D
     3. Dispatch Location   :  1 DEMO ALARM COMPANY  6. Dispatch Que   ALL PRIORITIES
     4. New Acct Default Loc:  1 DEMO ALARM COMPANY  7. Autofeed on 2? Y
                                                     8. Acct Release Warning? N
                             DATABASE LOCATIONS ALLOWED

          1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19 20
          Y
         21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40

         41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60

         61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80

         81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99

    A'llow#(-#), D'isallow#(-#), N'ext, S'ave, C'opy, DEL'ete, P'rint, #
```

In USER, enter the log-in name with which the user signs onto the CS system. In NAME, enter the user's name.

In DISPATCH LOCATION, enter the CS location for which the user will normally process alarms.

In NEW ACCT DEFAULT LOC, enter the CS location to be assigned to new accounts set up by this user on Screen 42 Dispatch Data Entry.

In OPERATOR TYPE, enter **E** for data entry clerks, **D** for dispatchers, **M** for managers, **O** for other, or **S** for supervisors.

> **Note:** If the Dispatch Action Report option has been enabled by MAS, the "response time" for handling alarms (on Screen 2, Alarm Dispatch) will be recorded for users who have been assigned operator type **D** or **S**. The response time is the difference between the time the alarm was received and the time the alarm was accessed by the operator on Screen 2; however, if an **S** type operators accesses an alarm and releases it (logs no event codes), no response time is recorded.
>
> A report of operators' response times may be printed from Screen 299, Dispatch Action Report.

DISPATCH QUE and AUTOFEED ON 2? are used for the Autofeed feature. Turn to the next section, "Autofeed" for more information.

If the ACCT RELEASE WARNING Field is set to **Y** the following message will be displayed when an operator has accessed an account which in alarm status and the operator attempts to release the account entering **N** (N'EXT) at the command line of one of the screens listed below.

```
                    Account Release Warning Window

        Alarm priority still within your queue.
        Release Account (Y/N)?
```

- Screen 2   Alarm Dispatch
- Screen 3   Zone-Event Code View
- Screen 5   Timed Event View by Account
- Screen 8   Operator Comment Entry
- Screen 42   Dispatch Data Entry

If you do not want this message to be displayed, enter **N** in the ACCT RELEASE WARNING Field.

Allowing and Disallowing Dispatch Location Access

After you enter a default location for new accounts, the cursor will move to the command line. Use the A'LLOW# command to give the user access to the appropriate locations.

Example: Enter **A1** to allow the user to access subscriber accounts assigned a CS location of 1.

Enter **A1**-**10** to allow access to locations 1 through 10.

Enter **D8**-**10** to disallow access to locations 8, 9, and 10.

Temporarily Changing Your Data Partitioning Access

You may temporarily limit your account access privileges to one of CS partitions to which you have access. For example, assume that your CS accounts are assigned to several different locations and you are assigned access to all partitions (1 through 99) on Screen 64. If you wanted to print a report or for just the CS accounts assigned to location 5, you could do so by temporarily changing your data partitioning access to location 5. Your data partitioning access may be changed from the MAIN MENU or using Screen 77 TEMPORARY PARTITION SETUP/RESET.

•   Changing your Data Partitioning Access From the MAIN MENU

         To change your data partition from the MAIN MENU, access Screen 0. At the ENTER PROCEDURE NUMBER prompt, enter **T** immediately followed by the partition number to which you want to be assigned. The PARTITION Field in the lower left corner will display your new partition access.

•   Changing your Data Partitioning Access From Screen 77

         Screen 77 allows you to temporarily designate one of your partitions as your current partition for CS. To change your CS partition access to a specific location, access Field 1 CS LOCATION and enter the location number to which you want to be temporarily assigned. Then enter S'AVE from the command line.

You can only use these two approaches to temporarily limit your partition access to one of the locations to which you already have access (on Screen 64).

Figure 3-13

```
                        Temporary Partition Setup/Reset              CS-077

  1 CS Location
   1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25
  26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50
  51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75
  76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99


  2 SV Location
   1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25
  26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50
  51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75
  76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99


  3 GD Location
   1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25
  26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50
  51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75
  76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99

                            #, S'ave, or N'ext
```

Restoring Your Original Partition Access

When you would like to restore your original CS partition settings (from Screen 64), enter **0** in Field 1 on Screen 77, then enter S'AVE from the command line. Also, if you sign out of the system and then sign back in, your partition settings will be restored.

Copying a User Location Profile

You may copy a User Location Profile for an existing user to a new user.

1.   Access Screen 64 and create a user ID (in the USER Field) for the new user.

2.   Move the cursor to the command line. Enter **C**.

3.   The message *From User:* is displayed. Enter the user ID of the User Location Profile to be copied.

4.   All information from the existing User Location Profile is copied to the new user, except the user ID and user name. Edit the information displayed, if necessary. Be sure to save the User Location Profile for the new user.

Deleting a User Location Profile

1.   On Screen 64, access the User Location Profile you wish to delete.

2.   Move the cursor to the command line. Enter **DEL.**

3.   The message *Confirm?* will be displayed. Enter **Y** to delete the User Location Profile or **N** to keep from deleting the User Location Profile.

Controlling Alarms "Sent" to the Alarm Dispatch Screen (Autofeed)

The Autofeed feature controls the alarms and events that will automatically be displayed for dispatching based on a match between the *user's assigned dispatch queues* and an event's priority.

Dispatch queues are set up on Screen 78, Dispatch Queue Maintenance and assigned to users on Screen 64 CS User Profile Update.

Setting up Dispatch Queues

Recall that each type of event (event codes) are assigned a priority on Screen 51, Event Code Update. ***Dispatch queues*** consist of one or more priorities. A dispatch queue may be assigned to a user so that events having a specific priority or range of priorities will be automatically displayed to that user on Screen 2, Alarm Dispatch.

To set up dispatch queues, access Screen 78, Dispatch Queue Maintenance:

Figure 3-14

```
                    Dispatch Queue Maintenance          CS-078

            #  Description.........  Definition....................

            1  PRIORITIES 1-100       1-100
            2  PRIORITIES 101-200     101-200
            3  PRIORITIES 201-300     201-300
            4  PRIORITIES 301-400     301-400
            5  PRIORITIES 401-500     401-500
            6  PRIORITIES 500-999     500-999
            7
            8
            9
           10
           11
           12
           13
           14
           15
           16
           17
           18
           19
           20
                    #, S'ave, or N'ext
```

In DESCRIPTION, enter up to 20 characters to describe the dispatch queue.

In DEFINITION, enter the priority or range of priorities that make up the dispatch queue. If you enter a range of priorities, use a hyphen to separate the two priorities.

When you've completely defined all of the dispatch queues, move the cursor to the command line

and enter **S** to save them.

Assigning a Dispatch Queue to a User

A dispatch queue may be assigned to a user on Screen 64 so that events having a specific priority or range of priorities will be automatically displayed to that user on Screen 2, Alarm Dispatch.

Figure 3-15

```
                        User Location Profile Update              CS-064
        1. User: AALLY  2. Name:  KELLY ANDERSON       5. Operator Type  D
        3. Dispatch Location  :  1 DEMO ALARM COMPANY   6. Dispatch Que   ALL PRIORITIES
        4. New Acct Default Loc:  1 DEMO ALARM COMPANY   7. Autofeed on 2? (Y/N/T) Y
```

In DISPATCH QUE enter the dispatch queue you wish to assign to the user.

If alarms shown on the Alarm Status Monitor (Screen 14) may be automatically sent to the CRT, enter **Y** in the AUTOFEED ON 2 Field. If the operator must manually access the next alarm signal to process (by pressing [Enter] in the CS# Field on Screen 2), enter **N.**

For some users, the ability to autofeed alarms to Screen 2 may depend on the CRT he is using. For such users, set the AUTOFEED ON 2 Field to **T** (terminal). Whenever the user signs onto the system, the ALARM AUTOFEED ON SCREEN 2 Field on Screen 55 for the CRT he is using determines whether alarms are autofed to Screen 2 on his CRT.

Example: A CS manager uses CRT #15 in his office to print reports and review the operators' performance. During peak times, he may join his operators in a dispatch room to dispatch room to handle alarms using CRT #27.

Whille the CS manager was using CRT #15 to print reports and review operator performance, alarms should not be automatically fed to the manager's CRT. While the CS manager is using CRT #27 and acting as a dispatcher, alarms should be automatically fed to the manager's CRT.

In this case, the AUTOFEED ON 2 Field would be set to **T** for the CS manager. On Screen 55, the ALARM AUTOFEED ON SCREEN 2 option for CRT #15 would be set to **N**. On Screen 55, the ALARM AUTOFEED ON SCREEN 2 option for CRT #27 would be set to **Y**.

When you've completed these fields, move the cursor to the command line and enter **S** to save the information as it appears on the screen.

Adjusting Times Displayed for Events on the Alarm Status Monitor

Screen 223, Location Time

Screen 223, Location Time, allows multiple-location operations to change the times displayed for events on Screen 14, Alarm Status Monitor, to reflect the local time.

```
                         Location Time                    CS-0223
   1  Location                        2 LOS ANGELES

   2  Use Location Time (Y/N)        Y

   3  Location Time Zone                 -:60
   4  Location Daylight Savings Group    0






                    #, N'ext, S'ave
```

MAS recommends that you use this feature only if:

•   The accounts assigned to the location for which adjusted times will be displayed are within a single time zone.

•   The dispatchers at the location where adjusted times will be displayed are viewing alarms for a single time zone.

Example:

A Central Station has two locations: the main office which is located in Denver and a remote office which is located in Los Angeles. The CS computer is located in the Denver office. The Los Angeles office uses the Denver computer to monitor alarms remotely.

On Screen 61, Location 1 represents the Denver office and Location 2 represents the Los Angeles branch. All CS accounts within the Mountain Standard Time Zone are assigned to Location 1. All CS accounts within the Pacific Standard Time Zone are assigned to Location 2. There is a 1 hour difference between the time in Denver and the time in Los Angeles.

If an alarm for Location 2 (Los Angeles) comes in to the computer system at 9:00 a.m. (computer time), this feature allows the Location 2 (Los Angeles) users to see a time of 8:00 a.m. on Screen 14 for this alarm.

In LOCATION, enter the location for which events should be displayed with the location's local time rather than the computer's local time.

In USE LOCATION TIME, enter **Y** to indicate that events should be displayed with the location's local time.

In LOCATION TIME ZONE, enter the difference, in minutes, between the location's local time and the computer's local time.

Example:

From the example above:

Location's Local Time	-	Computer's Local Time =		Location Time Zone
Los Angeles (PST)	-	Denver (MST)	=	Location Time Zone
8:00 a.m.	-	9:00 a.m.	=	-0:60

In LOCATION DAYLIGHT SAVINGS GROUP, indicate whether the location observes daylight savings time by assigning the appropriate daylight savings group number. Recall that daylight savings group numbers are set up on Screen 119, Daylight Savings Control.

Setting up On-Test Categories

Screen 110, On-Test Category File Maintenance

When service is to be performed at a subscriber's site, the CS operator may place one or more zones at the site "***on test***." When a zone is on test, the signals generated by that zone will *not* appear on the ALARM STATUS MONITOR (Screen 14); however, its signals will be logged to the subscriber's history. This way, when the service technician arrives at the site, he will not generate alarms, causing a CS operator to dispatch the police. When the service technician leaves the subscriber's site, the CS operator can take the zone off test. When the test status is cleared, new signals generated by that zone will appear on the ALARM STATUS MONITOR (Screen 14).

When an account is placed on test, the CS operator will be prompted to enter an on-test category which describes the reason the account is being placed on test. On-test categories are set up on Screen 110 ON-TEST CATEGORY FILE MAINTENANCE.

Figure 3-16

```
                     On-Test Category File Maintenance              CS-0110

       Code Description........ Dft Hrs LRes  Code Description......... Dft Hrs LRes
          1 INITIAL INSTALL          4          11
          2 FIELD SERVICE            2          12
          3 FIRE SYS TEST            2          13
          4 SUBSCRIBER TEST          1          14
          5                                     15
          6                                     16
          7                                     17
          8                                     18
          9                                     19
         10                                     20




                          #, S'ave, or N'ext
```

Describe the Reason the Account/Zone is On Test

In DESCRIPTION enter up to 20 alphanumeric characters to describe the on-test category--that is, a reason an account may be placed on test.

How Many Hours Should the Zone be On Test?

In DFT HRS, enter the number of hours the account is to be placed on test for that on-test category. This is just a default value and may be changed by the CS operator when the account is placed on test.

Is the On Test Feature Used with Late Event Processing?

The LRES Field is used for Late Event Processing. If the test expires without being cleared, the late event/resolution code designated in LRES will be generated.

> **Note:** For more information about placing accounts on test, see "Using Event Codes & Function Keys."

Daylight Savings Time Control

Various regions throughout the world observe standard time for part of the year and daylight savings time for the remainder of the year. Other regions observe standard time, but do not observe daylight savings time.

When a signal is received, it is important that it is stamped with the correct date and time. It is also important to be able to track the time that operator actions were taken to resolve the event.

The following procedures describe how to group your subscriber accounts based on whether their sites are located in an area which observes daylight savings time. In addition, you'll assign your central station to a daylight savings time group based on whether your central station is located in an area which observes daylight savings time.

1.   On Screen 119, Daylight Savings Control, set up groups that represent areas that observe daylight savings time changes during the same time periods. For most USA companies, you'll need to set up only two groups: areas that observe daylight savings time (such as California), and areas that don't (such as Hawaii).

2.   Indicate whether your central station observes daylight savings time by assigning the appropriate group number in the DAYLIGHT SAVINGS GROUP # Field on Screen 101, Processing Options.

3.   Indicate whether your subscribers observes daylight savings time by assigning the appropriate group number in the DST GRP # Field on Screen 42, Dispatch Data Entry.

4.   At the spring and fall time changes, change the IN EFFECT Field for the appropriate daylight savings time group(s) on Screen 119, Daylight Savings Control.

Designate Daylight Savings Groups

On Screen 119, Daylight Savings Control, you'll set up groups that represent areas that observe daylight savings time changes during the same time periods. For most USA companies, you'll need to set up only two groups: areas that observe daylight savings time (such as California), and areas that don't (such as Hawaii).

MAS recommends that group 0 be defined as the daylight savings time group that most commonly applies to your subscribers.

For each group, you'll indicate whether daylight savings time is currently in effect for that group. Later, at the time change, you'll simply change the EFFECT Field for the appropriate group. For UNIX-based systems, you do not need to restart receivers and redundancy when the EFFECT Field is changed.

Figure 3-17

```
                    Daylight Savings Control               CS-0119

Grp   Description....   In Effect?    Grp   Description....   In Effect?
  0   DST NOT USED          N          16
  1   DST USED              Y          17
  2                                    18
  3                                    19
  4                                    20
  5                                    21
  6                                    22
  7                                    23
  8                                    24
  9                                    25
 10                                    26
 11                                    27
 12                                    28
 13                                    29
 14                                    30
 15

                        #, N'ext, S'ave
```

You'll assign a group to your central station (on Screen 101, Processing Options) and to each subscriber account (on Screen 42, Dispatch Data Entry).

Designate the DST Group for Each New Subscriber Account

Whenever you set up a new subscriber account, enter the appropriate daylight savings group for the subscriber account in the DST GRP #. This field takes the place of the DST (Y/N) Field.

Designate the DST Group for Your Central Station

On Screen 101, Processing Options, the DAYLIGHT SAVINGS GROUP # takes the place of the fields DAYLIGHT SAVINGS TIME USED and DAYLIGHT SAVINGS IN EFFECT (found in CS version 5.40 and previous versions of CS).

At the Time Change, Adjust the IN EFFECT Field for the DST Group

At the spring and fall time changes, change the IN EFFECT Field for the appropriate daylight savings time group(s) on Screen 119, Daylight Savings Control.

Understanding the Control File

Screen 101, Processing Options

Screen 101 is set up by MAS during the initial installation of your system. At that time, MAS establishes various system parameters.

> **Warning:** Do ***not*** change any information in this screen without direct instructions from MAS.
>
> Only qualified personnel within the central station should have access to this screen.

Figure 3-18

```
                      Processing Options                CS-101
 1 Company Name  BIG! ALARM COMPANY
 2 Min History Retention (Days)    30    21 Deadman Check Interval (Mn)     1
 3 Input Timeout                 3100    22 Guard Partial Clear Time(Mn)
 4 Central Station Time Zone             23 Add Oper Initials On Scn 8      Y
 5 Daylight Savings Group #              24 # of Digits For New Passcards   6
 6 Max History Retention (Months)  15    25 Service Tickets (A/B/2=Both)    2
 7 European Date Format (Y/N)       N    26 Record Account Cancel (Y/N)     Y
 8 System To Print Passcards (A/B/N) A   27 Dealer Counting (Y/N)          Y
 9 Multi-Location (Y/N)             Y    28 Add Changes To 140 Report (Y/N) N
10 Don't Log Irr Evts In 33X(Y/N/M) N   29 Log Follow-up To History(Y/N)   Y

11 Max Priority on CS-002         255    30 Max Priority On CS-014        199
12 Passcard Only On CS-002 #3 (Y/N) Y    31 Beep CS-014 (Y/N/U=Unaccessed)
13 CS002 1st Disp Page Zone In Alarm Y   32 Refresh Time On CS-014 (Sec)   10
14 Default Time On Test (Mn)      649    33 New Acct Out Of Service (Y/N/M) M
15 Default Time On Runaway (Mn)   120    34 CFR Prompt (Y/N)                Y
16 ATI Window Time Allowed (Mn)    60    35 Late Process Follow-up (Y/N)    Y
17 Min Until Late After PV Open    61    36 Full Clr No Act Report(A/B/N)   A
18 Log All Autodial Calls (Y/N)     Y   37 Event Date Index System (A/B/N) N
19 CRT Owns Uncleared Accts (Y/N)   N   38 Default Tape Device           RMT0
20 Max Partial Clear Time (Mn)    999    39 Prompt for passcard?           Y

                    #, P'age, S'ave, Or N'ext
```

COMPANY NAME displays your company's name (up to thirty characters). This name appears as a heading at the top of all reports.

What is the Minimum Amount of History to be Retained?

MIN HISTORY RETENTION (DAYS) restricts the purging of subscriber history to a specific number of days. For example, if the field is set to **30**, only subscriber history information more than 30 days old may be purged. The field affects the following screens:

- Screen 133   PURGE EVENT ACTIVITY
- Screen 134   PURGE CANCELLATION FILE

How Quickly Should a Screen Change to "View Only" Mode?

The INPUT TIME OUT is the length of time in seconds after the last input that a screen will go into *VIEW ONLY* mode. When a screen is in view only mode, the user may not enter or edit data on the screen, and the message *VIEW ONLY!* is displayed at the bottom of the screen. In order to continue, the user must press **;** to exit the screen.

Set up Time Zone Information

The CENTRAL STATION TIME ZONE works together with the TZONE set up for each subscriber account (Screen 42) to calculate the current time for each account. Enter **0** in CENTRAL STATION TIME ZONE to use your central station's time zone as the reference point; then, for subscriber accounts located in a time zone ahead of your central station's time zone, enter the time difference in the account's TZONE Field (Screen 42).   For subscriber accounts located in a time zone behind of your central station's time zone, enter the time difference as a negative number in the account's TZONE Field (Screen 42).

In DAYLIGHT SAVINGS GROUP # indicate whether your central station observes daylight savings time by assigning the appropriate group number. Daylight Savings Groups are set up on Screen 119, Daylight Savings Control.

Which Date Format is Used?

The EUROPEAN DATE FORMAT Field allows you to indicate that dates are to be entered using the

European date format, DDMMYY (where DD is the date, MM is the month, and YY is the last two digits of the year). Enter **Y** if the European date format is to be used, or **N** if the North American date format (MMDDYY) is to be used.

Which System (A or B) is Used to Print Passcards?

For redundant systems, SYSTEM TO PRINT PASSCARDS may be set to **A**, **B**, or **N**. If set to **A**, passcards must be queued from Computer A to be printed. If set to **B**, passcards must be queued from Computer B to be printed. If you do not want to print passcards, set this field to **N**.

For single-computer systems, SYSTEM TO PRINT PASSCARDS may be set to **A** or **N**. If you wish to be able to print passcards, set SYSTEM TO PRINT PASSCARDS to **A**. If you do not want to print passcards, set this field to **N**.

Is the Multiple Location Feature Used?

In MULTI-LOCATION, enter **Y** if the multiple location feature is to be used; otherwise, enter **N**. This field affects Screen 61 LOCATION FILE UPDATE.

Are Irregular Events Logged to History?

For commercial accounts, you may specify the times the subscriber's site is normally expected to open and close. Opening and closing events which occur at other than the scheduled times are called ***irregular events.***

If DON'T LOG IRR EVTS IN 33X is set to **N**, events which occur outside of a subscriber's scheduled window for opening and closings will be logged to history. If set to **Y**, irregular events will not be logged. If set to **M** irregular events will only be logged if an account is being placed into alarm as a result of an irregular open/close signal.

What is the Highest Priority That Will be Autofed to Screen 2?

In MAX PRIORITY ON CS-002, enter the largest alarm priority number to be displayed on Screen 2 Alarm Dispatch. (The highest priority number is actually the priority with the lowest rating.)

What Can be Entered in the Passcard Field on the Operator Action Window?

When an operator chooses to log an event code on the Alarm Dispatch Screen, the Operator Action Window is displayed. The Operator Action Window prompts the dispatcher to enter an event code, passcard, and comments.

If PASSCARD ONLY ON CS-002 #3 is set to **Y**, then the PASSCARD Field on the Operator Action Window will only accept a valid passcard number. If PASSCARD ONLY ON CS-002 #3 is set to **N** then the PASSCARD Field will accept any ten alphanumeric characters, including valid passcard numbers.

Are Zone-Specific or General Dispatch Instructions Displayed First on Screen 2?

For each subscriber account, you'll set up a list of zones which define the types of events that may be received from an account. For example, zones may include opens, closes, burglary alarms, fire

alarms, and device restorals. For each zone you may set up instructions to describe what an operator should do when the zone is tripped (an alarm is generated). You may also set up a page of general dispatch instructions for the account.

The CS002 1ST DISP PAGE ZONE IN ALARM Field determines which page of zone dispatch instructions will first be displayed on the Alarm Dispatch Screen for zones which have been assigned a special page of dispatch instructions. If this field is set to **N**, a general page of instructions will be displayed first, followed by the special page of instructions assigned to the zone. If this field is set to **Y** then just the special page instructions will be displayed; the operator will have to use the **ZD'ISP#** command to view general instructions.

The DEFAULT TIME ON TEST Field is not used.

What is the Normal (Default) Time for an Account to be on Runaway?

Occasionally, a situation will occur where a zone is repeatedly tripped and generates dozens of signals within a few minutes. When this happens, the zone is a ***runaway***. For example, this might occur on a windy day if a tree branch continuously strikes a window (zone). After the CS operator determines that the zone has not been tripped by an intruder, he may place the zone into runaway status for a specified period of time. When a zone is in runaway status, the signals generated by that zone will *not* appear on the Alarm Status Monitor (Screen 14). In addition, its signals will ***not*** be logged to the subscriber's history.

Indicate the normal amount of time that an account will be put on runaway in DEFAULT TIME ON RUNAWAY. This value will be used whenever an account is placed on runaway from Screen 2 Dispatch Data Entry.

Define the Late Window for Timer Tests (ATI)

Some alarm systems periodically sends a test signal to indicate that the alarm system is functioning properly. The test signal is referred to as a ***timer test.***

In ATI WINDOW TIME ALLOWED, enter the default number of minutes of window time to be allowed when logging an event code of 4820 "TIMER TEST NOT RECEIVED" on the Alarm Dispatch screen (CS-002). The 4820 code sets up the next expected timer test signal.

How Many Minutes Does a Passcard Holder Have to Contact the Central Station?

MIN. UNTIL LATE AFTER PV OPEN is used only for subscriber's with passcards and schedules. This field is used to handle the following situation: If a passcard holder opens the site outside of the normal schedule, he may be allowed a specific amount of time to call your central station and inform you when he expects to close the site. If he does not call you within that amount of time, a late event (alarm) will be generated by the CS system. The amount of time between the irregular opening and automatic generation of the late event is specified in MIN. UNTIL LATE AFTER PV OPEN.

Are Autodial Calls Logged to History?

LOG ALL AUTODIAL CALLS is used only with the MAS AutoDial feature. Enter **Y** if the telephone numbers of calls made using the Autodialer are to be automatically logged into the appropriate sub-

---

scriber's history; otherwise, enter **N**.

Are Uncleared Alarms "Owned" by a CRT?

When CRT OWNS UNCLEARED ACCTS is set to **Y**, uncleared alarm signals are "owned" by the operator who first logged a response to the signal. For example, if an operator logs a message such as PD ON SITE to an alarm signal but does not partially or fully clear the signal, the signal remains on the ALARM STATUS MONITOR (Screen 14), and the dispatcher's initials will be shown in the OPR column. From that moment, the alarm will not be automatically fed to any other CRT. Enter **N** for no if the feature is not required.

What is the Greatest Amount of Time Allowed for a Partial Clear?

As a CS operator works to resolve an alarm, he may wish to reduce its priority so he can handle other signals. This is referred to as a ***partial clear***. When an alarm is partially cleared, its priority rating may be reduced, lowering its position on the Alarm Status Monitor (Screen 14).

In MAX PARTIAL CLEAR TIME (MN) indicate the maximum number of minutes given a dispatcher to partial clear a resolution code on Screen 2 Alarm Dispatch. The field may be set to any value from **1** through **9999**.

What is the Greatest Amount of Time an Alarm May Remain Uncleared?

When a time is entered in the DEADMAN CHECK INTERVAL Field, the system constantly checks for any alarms older than the specified time which have not received a response (logged an event code) by a CS operator. If an alarm meets these criteria, a relay on the watchdog timer is triggered and an audible or visual alarm is activated.

GUARD PARTIAL CLEAR PRIORITY is not used.

Add the Operator's Initials to Comment Entered on Screen 8?

If ADD OPER INITIALS ON SCN 8 is set to **Y**, the operator's initials will be displayed in the comment entry area of Screen 8 OPERATOR COMMENT ENTRY. If ADD OPER INITIALS ON SCN 8 is set to **N**, the operator's initials will not be displayed in the comment entry area of Screen 8.

Are Passcard Numbers Automatically Assigned?

OF DIGITS FOR NEW PASSCARDS is used with the Passcard feature. If you want the CS system to assign a passcard identification code automatically when a passcard is set up on Screen 46, Account Passcard Maintenance, enter the number of digits the identification code is to contain.

Which System is Allowed to Create Service Tickets?

SERVICE TICKETS is used only on hot redundant systems with MAS Service System. For such systems, this field controls which computer may be used to create new service tickets. Enter **A**, **B**, or **2**.

If both sides of a redundant system are allowed to create tickets, enter **2**. Tickets on one side of the

system will be assigned odd ticket numbers; tickets on the other side of the system will be assigned even ticket numbers.

Are Canceled Accounts Stored for Dealer Billing?

RECORD ACCOUNT CANCEL is used only with the MAS Billing/Receivables system. This field causes details of canceled subscribers (CS account which have been deleted using Screen 114) to be stored in a separate computer file for later use by the MAS Billing/Receivables system. Specifically, the subscriber information that will be stored includes the subscriber number, subscriber name, installer number, bill code, account start date, date of period first billed, cancellation date, activity count, and the start count date.

Enter **Y** to store the subscriber details or **N** if the subscriber information is not required.

DEALER COUNTING is used only with the MAS Billing/Receivables system. This field indicates whether Event Counting is used in the Dealer Billing feature of the MAS Billing and Receivables program. Enter **Y** for yes or **N** for no.

Are Changes to a Subscriber's Account Added to CS Database Report?

If CHANGES ADDED TO 140 REPORT is set to **Y**, any changes made to a subscriber's account information on Screens 42, 43, 44, 46, 47, 48, and 49 will be reported on the Updated CS Account Database Printout (Screen 140). If set to **N**, changes made to a subscriber's information will ***not*** be reported on the Updated CS Account Database Printout.

Are Follow-up Events Logged to History?

The CS operator may create a follow-up message whenever an action or response to an account is necessary at some later time.

If LOG FOLLOW UP TO HISTORY is set to **Y**, resolution codes to create, reschedule, and clear follow-up activities will be recorded in a subscriber's history file (Screen 7). If this field is set to **N**, follow-up activities may still be performed but are not recorded in a subscriber's history file.

What is the Greatest Alarm Priority That Will Be Displayed on Screen 14?

The Alarm Status Monitor (Screen 14) displays all alarms that have not been fully cleared by a CS operator.

MAX PRIORITY ON CS-014 limits alarm signals displayed on the Alarm Status Monitor to signals with a priority number at or below the number entered. (Note that priority numbers are allocated in *reverse* order; the highest available priority level is Ø , and the lowest is 255.) For example, if **100** is entered in this field, the Alarm Status Monitor will only display signals with priority numbers from 0 through 100.

Enter the appropriate value from 0 through 255, or enter **255** if *all* alarm signals are to be displayed. The current setting is displayed in the MAX PRI FOR ALARM COUNT Field of the Alarm Status Monitor.

BEEP CS-014 determines if and when each CS operator's CRT will beep whenever he access (displays)

Screen 14, Alarm Status Monitor, on his terminal. If BEEP CS-014 is set to **Y**, Screen 14 will sound one beep for each alarm shown on the Alarm Status Monitor. If set to **U**, the Alarm Status Monitor (Screen 14) will beep whenever it is refreshed and a new alarm has been added or if it displays an alarm which has not been accessed on Screen 2, Alarm Dispatch, by a dispatcher. If set to **N**, Screen 14 will not beep when a new alarm has been added.

> **Note:** You may set up different "beeping" characteristics for the Alarm Status Monitor for each CRT on Screen 55, CRT Default Setup.

In REFRESH TIME ON CS-Ø14 (SEC) specify how frequently, in seconds, the Alarm Status Monitor screen (Screen 14) should update itself. Generally, this field is set to **15**.

Should New Accounts be Placed Out of Service?

When an account is placed out of service, any signals for the account will be ignored--they will not be displayed on the Alarm Status Monitor. The account remains out of service until it is placed back into service. If you wish to have new accounts placed out of service automatically when created on Screen 42, enter **Y** in NEW ACCT OUT OF SERVICE. If you do not wish to have new accounts automatically placed out of service, enter **N**. If you wish to display the prompt *PLACE THIS ACCOUNT OUT OF SERVICE?* whenever a new account is created, enter **M**.

Refer to "Special Monitoring Features" for more information about using the "In/Out of Service" Feature.

Are Changes to a Subscriber's Account Added to CFR?

The Customer File Report (CFR) lists additions or changes made to subscriber account information on Menu 40.

The CFR PROMPT Field controls whether the message, *GENERATE CFR FOR THIS ACCOUNT* will appear when subscriber information is changed on any of the screens shown on Menu 40. The Customer File Report (CFR) is printed from Screen 281. If CFR PROMPT (Y/N) is set to **Y**, the prompt will appear whenever subscriber information is changed. If you do not want the prompt to appear whenever subscriber information is changed on the series of screens on Menu 40, enter **N** and the changes will not be updated to the Customer File Report.

Can Follow-ups be Processed as Late Events?

The CS operator may create a follow-up message whenever an action or response to an account is necessary at some later time. If you want CS dispatchers to be notified when follow-up events are late, set LATE PROCESSING FOLLOW UP (Y/N) to **Y**. If you do no wish to use late event processing for

follow-up events, set the field to **N**.

Do You Want to Report Alarms Which Have Been Full Cleared With No Other Action?

In REPORT FULL CLEAR NO ACTION Y/N indicate whether a full clear without operator action will appear on the report produced from Screen 278.

Do you Want to Index Every Event by Date?

EVENT DATE INDEX SYSTEM controls whether or not every event is recorded in a special index file according to the event's date. If so, you will be able to print a report from Screen 23, Daily Alarm Printout or Screen 276, Activity Printout by Resolution Code.   For cold redundant or single computer systems, enter **A** to index every event. For hot redundant computer systems, enter **A** to index every event on computer **A** or **B** to index every event on computer B. If you do not wish to index every event by date, set this field to **N**.

If you enter **A** or **B** in this field, you should use the Event Date Index Purge (Screen 135) on a regular basis.
Tape Device Information

In DEFAULT TAPE DEVICE enter the designation for the tape device normally used for tape backup or retrieval. The default tape device appears on Screens 121 and 221.

TAPE SKIP ON CS-221 (Y/N) allows you to be able to skip blocks of CS event history when searching for event records from an archive magnetic tape using the History Tape Printout (Screen 221).

Should Users be Prompted to Enter a Passcard to Change Subscriber Information?

You may assign passcards to your subscribers so you may track the individual who have access to the subscriber's site. If you enter **Y** in the PROMPT FOR PASSCARD Field, a CS dispatcher (or other users) will be prompted to enter a passcard in order to add or change information on the Master File Maintenance screens (available from Screen 40).

If you do not want users to be prompted to enter a passcard in order to change information on the Master File Maintenance screens, enter **N** in the PROMPT FOR PASSCARD Field.

Processing Options - Page Two

Additional processing options are available from page two. To access page two, enter **P** at the command line of page 1.

Figure 3-19

```
                           Processing Options                    CS-101
40 Coverage Minutes                      2    61 Loc Count Of Accts In Alarm(;14)Y
41 Blnkt Clear Auto Min                       62 Max Access level for BR Window
42 Blnkt Partial CL Code
43 Blnkt Full Clear Code
44 Alert Limit Reached Code          3988
45 Default Passcard Type (S,M)          S
46 Site Passcards Unique (Y/N)          N
47 Display Long Pass'cd Names (Y/N)     Y
48 1st 8 Passcards/Callist on scn2      N
49 Vrfy 3rd Party Passcard On CS-002    Y
50 Display Line# On Screen 2            Y
51 Display O'flow On Scr 2 (Y/N)        N
52 KEYNO/ULCODE on screen 2             N
53 Max # Of Days On Test             9999
54 Max # Of Days On Runaway            266
55 Log Call Dispositions (Y/N)          Y
56 Log Fl/Prt Clr Dsp (F/P/B/N)         B
57 Log Autodial Name Comment?           Y
58 Log Account Accessed on CS-002?      Y
59 Trip req'd zones on-test? (VRT)      Y
60 Y=No Header On All Events            N

                      #, P'age, S'ave, Or N'ext
```

How Soon Should Supervisor be Notified of Unaccessed Locations?

The COVERAGE MINUTES Field is used only if you have set up more than one location on Screen 61, CS Location File Update.

If an operator has not accessed a particular location within the amount of time specified in COVERAGE MINUTES, the message *MISC ERRORS - SEE SCREEN 332* will be displayed on Screen 14, Alarm Status Monitor. This helps to alert the supervisor and operators that alarms and events for a particular location are not being monitored.

Define the Event Codes for Blanket Partial and Full Clears

Screen 143, Blanket Alarm Clear, may be used to clear alarms which occurred at or prior to a specific date and time. This is useful to fully or partially clear alarms when there's a power outage or natural disaster and many alarms have been tripped.

If you wish to be able to distinguish between alarms cleared normally (on Screen 2) and alarms cleared using the blanket (Screen 143), you may set up special "blanket clear" event codes on Screen 51 for blanket partial clear, blanket partial clear w/auto minutes, and blanket full clear. For each of these "blanket clear" event codes, enter the "normal" event code in the EQUIVALENT CODE Field. For example, the blanket partial clear event code would be **4610**, a normal partial clear.

When you use Screen 143, the "blanket clear" event codes will be used to change the status of your customers' accounts and will be recorded on Screen 7.

Which Passcard Type Should be Automatically Assigned to New Passcards?

This field controls the default passcard type that will be assigned when passcards are created on Screen 46, Account Passcard Maintenance.

If the default passcard type is set to **M**, the default type for passcards created on Screen 46 is master. A master passcard may have privileges for more than one subscriber's account. This might be useful if you create passcards for installers or service technicians.

If the default passcard type is set to **S**, the default type for passcards created on Screen 46 is site. A site passcard has privileges only for one account. This is used if our customer usually creates passcards just for the subscribers on an account.

Are Site Passcards Unique to an Account or Throughout the System?

This field may be used if you create passcards for your subscribers, installers, or service technicians.

If this field is set to **Y**, the passcode entered for S-type passcards must be unique, not just for the subscriber's account, but throughout the entire system.

Should the Long or Short Passcard Name be Displayed?

This field may be used if you create passcards for your subscribers, installers, and service technicians **and** if you use the call list feature.

On the Alarm Dispatch Screen, call lists display a list of individuals and agencies to be contacted whenever an alarm is tripped at a subscriber's site.

If the DISPLAY LONG PASS'CD NAME Field is set to **Y**, the call list's NAME column displays the long name is displayed for all passcard holders defined on the account's call lists.

If the DISPLAY LONG PASS'CD NAME Field is set to **N**, the call list's NAME column displays the passcard holder's name is displayed for all individuals defined on the account's call lists.

Should Passcards be Displayed Instead of Dispatch Instructions on Screen 2?

This option allows a list of passcard holders to be displayed on Screen 2, Alarm Dispatch, for the selected account. This feature applies to systems using the CS 5.40-style dispatch screen only.

A list of the first eight passcard holders (set up on Screen 46, Passcard Update) will be displayed instead of General or Zone Dispatch Instructions. The list of passcard holders will be displayed only for accounts which have not been assigned a page of *general* dispatch instructions (on Screen 47, Zone Dispatch Update).

A sample passcard list is shown below. The information displayed includes the passcard holders name and the telephone number entered in PHONE 1 (on Screen 46).

Figure 3-20

```
CS# (P) 90-1010    (S)            Alarm Response/Dispatch    12/02/92  09:49
SOUTHLAND BANK                  BR#        -0000 Permit
1754 MAIN ST                    Inst  3000 BIGTIME BANKING CHAIN
                                          HIGH PRIORITY SERVICE
SAN DIEGO       CA 56874       PT AL21    SEC. DIR. HARRY SMITH
1 619-235-9874 2 714-463-2928 21-F4  L#   OFFICE# 213-294-2845
3 PD 911           4 FD 714-009-1293      Key#       Ulcd        Rs? N
                                          Typ     En/Xt
                                       <         PASSCARD CALL LIST
   10992 1151 LLY  **** FULL CLEAR ****  5 JOHN BIOLA         619-555-8293
   10392 1608 8    PERIMETER-SHOCK SNSR  6 DAVE JENKINS       619 555-2934
                                         7
                                         8
                                         9
              NEXT EVENT:               10
PERMANENT SCHEDULE                      11
                            As      A12


2 Res Code                                     3 Pass/Com
4 Comment

   G'en, X'ref, PA'sscrd, SC'hed, Z'one, O'flo, O2'flo, T'oggle, A#
P#'hone, ZD'isp(#), ZC'omm#, E'xp, PR'mit, H'ist, N'ext, L'og, D#
```

Do You Wish to Set up Passcards for Installers?

This field enables the Third Party Passcard Feature.

Third party passcards may be assigned to the employees of companies which service your subscriber's accounts. For example, you may need to assign passcards to the employees of an armored guard company which service a chain of banks your central stations monitors.

When a signal is received, the CS system checks the passcard information in the following areas:

- Subscriber's passcard information (Screen 46)
- Third Party passcards
- Installer Passcards
- EMPLIST passcards

Should the Receiver Line Number be Displayed on Screen 2?

When this flag is set to **Y**, the L# Field on Screen 2, Alarm Dispatch will display the receiver line number on which a signal was received. This line number represents the raw data received from the receiver into the MAS system. The primary purpose for the display of this information has been to assist operators in using the "listen in" feature that some receivers have.

Figure 3-21

```
CS# (P) 11-1234    (S)            Alarm Response/Dispatch     09/04/92  09:17
AVERY PLASTICS INC                BR#    101-0000 Permit 1234
19162 RIVERSIDE DRIVE             Inst     50 CATCH-A-CROOK ALARMS
SUITE 150                                    CITY OF IRVINE, CA
ORANGE            CA 91029         PT
1 714-234-0909 2 714-234-1010      L#      AZ23-4333   Shows the line # on which
                                                       the signal was received.
```

Should Overflow be Displayed Instead of General Dispatch Instructions on Screen 2?

This option may be used with the CS 5.50-style dispatch screen only.

The CS 5.50-style dispatch screen allows you to display two different sets of information as "dispatch" instructions (depending on the DISPLAY O'FLOW ON SCR 2 Field:

(1)   If the DISPLAY O'FLOW ON SCR 2 Field is set to **N**, Screen 2 will display ***Zone Dispatch Instructions and General Dispatch Instructions***

```
UDF1 BANK      UDF2 ULAA    SType        R/S?   En/Xt    MapTyp    Map#
 0  01/03/92  16:08:53    8  PERIMETER-SHOCK SENSOR       DRIVE-THRU WINDOW    A3
Page                                              General Page
1) CALL PREM TO VERIFY, IF N/A THEN:   1  DISPATCH POLICE
2) DISP PD                             2  CONTACT:
3) NTFY SUBSCRIBER LIST                3  JIM KELLY - PRES  714-102-2928
                                       4  FRANK BIOLA - VP  714-102-2423
   --Date--  -Time  Zone-  Code  Event Description---  Zone Comment------- Page
1  01/03/92  16:08      8        PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
2  01/03/92  16:07               PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
```

(2)   If the DISPLAY O'FLOW ON SCR 2 Field is set to **Y**, Screen 2 will display *Dispatch Instructions and Overflow*

```
UDF1 BANK      UDF2 ULAA    SType         R/S?    En/Xt     Pzone       Map#
 0  01/03/92  16:08:53    8  PERIMETER-SHOCK SENSOR       DRIVE-THRU WINDOW   A3
Page                                              Overflow Page 1 of 1
1) CALL PREM TO VERIFY, IF N/A THEN:   1  DIRECTION TO PREMISES:
2) DISP PD                             2  TAKE THE NORTH ROAD TO WHERE THE BIG
3) NTFY SUBSCRIBER LIST                3  TREE STANDS AT THE INTERSECTION TO EAST
                                       4  ROAD.  TAKE THE SOUTHERN FORK TO THE TOP
   --Date--  -Time  Zone-  Code  Event Description---  Zone Comment------- Page
1  01/03/92  16:08      8        PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
2  01/03/92  16:07               PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
```

Should the KEYNO and ULCODE Fields be Displayed on Screen 2?

If the KEYNO/ULCODE ON SCREEN 2 Field is set to **Y**, the KEYNO and ULCODE entered for a subscriber's account on Screen 42 will be displayed on Screen 2.

How Many Days Can an Account Remain On Test?

When a service technician is dispatched to the subscriber's site, the CS operator may place one or more zones "**on test**." When a zone is on test, the signals generated by that zone will *not* appear on the Alarm Status Monitor (Screen 14); however, its signals will be logged to the subscriber's history. By placing the zones on test, a service technician will not generate alarms, causing a CS operator to dispatch the police. When the service technician leaves the subscriber's site, the CS operator can take the zone off test. When the test status is cleared, new signals generated by that zone will appear on the Alarm Status Monitor (Screen 14).

The MAX # OF DAYS ON TEST Field determines the maximum number of days an account may be placed on test. (Accounts may be placed on test by logging an event code on Screen 2 or using the OT command on Screen 3.)

If the operator attempts to place an account on test for more than the maximum number of days, the cursor will remain positioned at the date field until a new date is entered.

How Many Days Can an Account Remain On Runaway?

Occasionally, a situation will occur where a zone is repeatedly tripped and generates dozens of signals within a few minutes. When this happens, the zone is a *runaway*. For example, this might occur on a windy day if a tree branch continuously strikes a window (zone). After the CS operator determines that the zone has not been tripped by an intruder, he may place the zone into runaway

status for a specified period of time. When a zone is in runaway status, the signals generated by that zone will *not* appear on the Alarm Status Monitor (Screen 14). In addition, its signals will ***not*** be logged to the subscriber's history.

The MAXIMUM # OF DAYS ON RUNAWAY Field determines the maximum number of days an account may be placed on runaway. (Accounts may be placed on test by logging an event code on Screen 2.)

If the operator attempts to place an account on runaway for more than the maximum number of days, the cursor will remain positioned at the date field until a new date is entered.

Should Call Dispositions be Logged?

This option may be used with the CS 5.50-style dispatch screen only.

You may use special commands to display on Screen 2 call lists based on subscriber, agency, and passcard information. The telephone numbers shown on the call list may be "autodialed" using special commands.

If the LOG CALL DISPOSITIONS Field is set to **Y**, the *Disposition* prompt will be displayed after a number has been "autodialed" from a call list.

Figure 3-22

```
    --Date--  -Time  Zone-  Code  Event Description---  Zone Comment-------- Page
1  01/03/92  16:08     8          PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
2  01/03/92  16:07                PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
3
4
  Name  John Avery                   Relation  Owner          Seq/T/L     S  1
Phone1  213-328-2393        Note1   JOHN'S HOME            Passcode  NUMEROUNO
Phone2  714-329-5785 x58    Note2   JOHN'S WORK            Expires

 DIALING:  714-329-5785      Logged!         Disposition:
```

If the LOG CALL DISPOSITIONS Field is set to **N**, the *Disposition* prompt will not be displayed after a number has been "autodialed" from a call list.

Should Alarm Dispositions be Logged?

In CS 5.50, the Operator Action Window is displayed when the L'OG command is entered on Screen 2. If an alarm is cleared, the *Disposition* prompt may be displayed (depending on the LOG FL/PRT CLR DEP Field).

Figure 3-23

```
    Event Code  4610 PARTIAL CLEAR
    Disposition
       Pass/Com


    Comment 1
    Comment 2
    Comment 3
              Confirm? (Y/N)
```

If the LOG FL/PRT CLR DEP Field is set to **F**, the *Disposition* prompt will be displayed only when an

alarm is fully cleared.

If the LOG FL/PRT CLR DEP Field is set to **P**, the *Disposition* prompt will be displayed only when an alarm is partially cleared.

If the LOG FL/PRT CLR DEP Field is set to **B**, the *Disposition* prompt will be displayed only when an alarm is partially or fully cleared.

If the LOG FL/PRT CLR DEP Field is set to **N**, the *Disposition* prompt will not be displayed.

Should Autodial Information be Logged to Subscriber History?

This field is used with the Call List feature.

When the LOG AUTODIAL NAME COMMENT is set to **Y**, the CS system logs an *additional* comment whenever an agency is "autodialed" from the call list. The comment includes the agency code number (from Screen 52), 1 or 2 to indicate whether the agency's primary or secondary number wad dialed, and the agency's name. For example, if the primary phone number for Fire Agency Code 3 is autodialed, the additional comment logged to history would look as follows:

> *COMMENT   3.1/IRVINE FD*

The comment is logged in addition to the standard event, which has the format:

> *<event code> DIALED <agency> <Phone Number Dialed>*

Below is a list of standard events that may be logged:

> 4081   Dialed Premise
> 4082   Dialed Police Dept
> 4083   Dialed Fire Dept
> 4084   Dialed Medical Agency
> 4085   Dialed Patrol Agency
> 4086   Dialed Installer
> 4087   Dialed Passcard
> 4088   Manual Dial
> 4089   Dialed from Text

Should an Event Code be Logged Whenever an Account is Accessed on Screen 2?

If LOG ACCOUNT ACCESSED ON CS-002? is set to **Y**, event code 4096, Accessed on Screen 2, may be logged to subscriber history whenever an operator retrieves an alarm on Screen 2.

To use this feature, you must set each CS dispatcher's OPERATOR TYPE to **D** on Screen 64.

Can an Account be Cleared if Required Zones Have not Been Tested?

This option is for CS systems using the VRT II.

If the TRIP REQ'D ZONES ON-TEST Field is set to **Y**, an account or zone may only be cleared using the VRT II if all required zones have been tripped. A required zone is one with an event code that has been assigned an on-test group. Event codes are assigned to zones on Screen 43. On test groups are assigned to event codes on Screen 51.

Should a Header be Printed on Each Page of the Event Log?

Some central stations have a logging printer which prints every event received by the CS system and every operator action performed. If the NO HEADER ON ALL EVENTS Field is set to **Y**, the header will not be printed at the top of each page printed from the logging printer. (For central stations with a busy logging printer, this allows the logging printer to print an extra 6 or 7 lines of information on each page.)

If the field is set to **N**, the header will be printed at the top of each page.

Should Screen 14 Show Only the Number of Alarms for the Dispatcher's Location?

If LOC COUNT OF ACCTS IN ALARM (;14) is set to **N**, the number of ACCOUNTS IN ALARM STATUS shown on Screen 14, Alarm Status Monitor, will include all of the alarms for all locations. If this field is set to **Y**, the number will include only those alarms which match the CS location assigned to the CRT on which Screen 14 is displayed.

Which Users May Access B/R Information on Screen 2?

This field is used for Central Stations which also use MAS Billing/Receivables, version 2.11 or greater.

In MAX ACCESS LEVEL FOR BR WINDOW enter the maximum access level a user may have to be able to display the B/R Information Window (available from Screen 2, Alarm Dispatch). Recall that an access level is assigned to each user on Screen 360, Program/User Security Entry/Maintenance.

For example, if you enter a maximum access level of 3, users having an access level of 0, 1, 2, or 3 may access the B/R Window on Screen 2.

Summary

In this section you learned the most basic procedures needed to set up the CS system. These steps are summarized below:

1.   Set up installers.

2.   Set up information for all agencies that service your subscribers' accounts.

3.   Set up reporting codes for summarizing your subscribers' account activity.

4.   Designate reporting periods. Account activity may be summarized for each reporting period.

5.   Set up event/resolution codes.

6.   Set up one (or more) locations or partitions and assign them to users and CRTs.

In the next section, you'll learn how to set up a basic subscriber account. As in this section, the next section will be of interest to managers who will determine the information that is vital for efficient alarm monitoring service and to data entry clerks who will set up the accounts based on those specifications.

Summary of Commands Used in This Section

#

Entering a field number moves the cursor to that field.

A#

If a location's calls are to be routed to its alternate location, enter **A** followed by the location's line number on Screen 61. An asterisk will appear next to that location's alternate location.

A'LLOW#

On Screen 64, use the **A'LLOW#** command to give the user access to the appropriate locations. For example, enter **A1** to allow the user to access subscriber accounts assigned a CS location of 1.

C'OPY

On Screen 64, use the **C'OPY** command to copy a user's location profile to another user.

DELETE

On Screen 54, entering **D** at the command line deletes the selected installer's information.

On Screen 55, typing **DELETE** removes the default values set up for a CRT.

On Screen 64, enter **DEL** to remove a user's location profile from the system.

DIS'ALLOW#

On Screen 64, use the **DIS'ALLOW#** command to discontinue the user's privilege of accessing specified locations.

M'ORE

If the "M" of **M'ORE** is flashing, entering **M** at the command line will display an additional page of information. For example, entering **M** on Screen 61 will display additional locations.

N'EXT

Entering **N** clears the information currently displayed in the fields without saving the information.
P'RINT

On Screen 64, enter **P** to print the selected user's location profile.

R#

If a location's calls are to be routed to its regular location, enter **R** followed by the location's line number on Screen 61. An asterisk will appear next to that location's regular location.

S'AVE

Entering **S** saves the information currently displayed in the fields but does not clear the information from the screen; the message *SAVED* is briefly displayed.

Section 4 - Setting up Subscriber Accounts

Before You Begin

Before you set up subscriber accounts, you should know how to sign on and off of your system. You should also know how to move around in the CS software. These activities are described in "Getting Started."

In addition, you must have already set up the basic information needed to make your CS system work as described in "Setting up Your CS System." This includes the following procedures:

- Set up one or more locations on Screen 61 Location File Update.

- If your system uses Multi-MAS, set up users and their partition access on Screen 64 User Location Profile Update. If your system does not use Multi-MAS, designate the default location values for each CRT on Screen 55 CRT Default Setup.

- Review the options on Screen 101, Processing Options, which will affect your subscriber accounts.

- Set up installer codes (on Screen 54) and agency codes (on Screen 52).

- Print a listing of installers from Screen 74 Installer File Printout.

- Print a listing of your event and resolution codes from Screen 71 Event Code Printout.

- Review the list of event codes. The event codes represent events your central station will monitor at your subscribers' sites.

- If necessary, add or modify event codes using Screen 51, Event Code Update.

What You'll be Learning

In this section you'll learn to:

- Set up a basic subscriber account.

- Define the events that will be monitored at the subscriber's site.

- Create a list of agencies and individuals that will be contacted when an alarm is tripped at the subscriber's site.

- List instructions dispatchers will follow to handle alarms.

- For commercial subscribers, list the times the subscriber's site normally opens and closes.

Overview

This section shows you how to set up the information you'll need to monitor a residential or commercial account. The screens you'll used to set up subscriber accounts are available from the Master File Maintenance Menu (Screen 40). The steps for setting up a subscriber's account are listed below in the order they should be performed:

1. Set up basic account information, such as name, address, and telephone number using **Screen 42, Account Update**.

2. Identify the events to be monitored at the subscriber's site using **Screen 43, Zone-Event Code Update**.

3. List the individuals to be contacted whenever an alarm is tripped at the subscriber's site using **Screen 46, Passcard Update**.

4. List the instructions dispatchers should follow to handle alarms using **Screen 47, Primary Dispatch Information.**

5. Set up other information for the account on **Screen 11 Common Overflow Maintenance** or on **Screen 48, Overflow Maintenance**.

6. Return to **Screen 43, Zone-Event Code Update**. Assign dispatch instructions and schedules to the appropriate zones.

Three additional screens are listed on the Master File Maintenance Menu:

*   **Screen 41, Site/Sub Account Setup**. You may monitor alarms for several related sites, such as a chain of restaurants or a corporate office and warehouse. Screen 41 allows you to designate one subscriber account as a master account and then to link it with other related accounts.

*   **Screen 45, Mail-to Address Update**. You may need to send monthly reports of an account's alarm activity to more than one address. If you need to send reports to additional addresses, you may set up additional address for the account on Screen 45.

*   **Screen 49, Permit Update**. Some agencies require that a subscriber purchase a permit for his alarm system. You may list the permit information for a subscriber's account on Screen 49.

These topics are described more fully in "Special Monitoring Features."

Setting up Basic Subscriber Information

Screen 42, Account Update

Before you begin entering subscriber information into the computer, develop a numbering system for your subscriber accounts. An account number may be up to 10 characters long. Because many panels transmit only numeric characters, MAS recommends that account numbers be entirely numeric, with no alphabetic or non-numeric characters (hyphens, slashes, or blank spaces); however, for an alarm system which has a panel that transmits alphabetic characters, alphabetic and non-numeric characters may be used.

Next, if you are setting up many accounts at one time, group similar accounts together for easier data entry. Account groupings you might use include, but are not limited to, the following:

- Residential subscribers
- Commercial subscribers
- Residential subscribers with special services
- Commercial subscribers with special services
- Alarm installers or dealers whose accounts you monitor

Grouping accounts will allow you to set up one or more master accounts which can be copied to other accounts. You'll also be able to use the autoskip feature for Screen 42, Account Update, which allow you to define the fields in which data must be entered and those in which it may be skipped. (Refer to "Defining Mandatory and Optional Data Entry Fields" in this section for more information.)

Screen 42 Account Update is used to add or edit basic account information for a subscriber account such as the subscriber's name and address, telephone numbers, system type, installer, and the agencies that will be dispatched in case of an alarm.

You *must* set up information on Screen 42 for each of your subscriber accounts. The minimum amount of information that must be set up is listed below:

CS account number	Name
Address	Agency codes
Installer code	CS location

The following information will be filled in automatically by your CS system:

Address key	Name key
Type	Time zone (TZONE)
Daylight savings time (DST GRP#)	Redundant signal (R/S)
CS Location (CS LOC)	Alterante ID (ALT ID)

Because you may use the following fields to include or exclude accounts from printing on selected database reports, MAS recommends that you complete as many of the following fields as possible:

CS account number (CS#)   City
State   Zip Code (ZP)
Address key (AKEY)   Name key (NKEY)
Telephone Co. leased phone line# (TELCO LN#)   Map number (MAP #)
User defined fields 1 and 2 (UDF1 & UDF2)   Account type (TYPE)
Police and Fire Dept. agency codes (PD & FD)   Installer
CS location number (CS LOC)
Alternate ID (ALT ID)

Note:

1.   If you have already set up an account in MAS Billing/Receivables, you may copy its basic information to a CS account using BR'COPY from the command line of Screen 42.

2.   If you have already set up a CS account, you may copy its information to another CS account using Screen 242.

For more information about these features, turn to the end of this section.

Figure 4-1

```
MAS                       Account Update        12/19/91  13:21      CS-042
CS#    12-0124    2  (S)
 3 Name STERLING, JAMES MR.
 4 Adr1 3549 ASH LANE                        34 Installer   50
 5 Adr2                                         CATCH-A-CROOK ALARMS
 6 CSZP IRVINE          CA 92714
 9 Akey ASH L 3549        24 Start             SERVICE AREA 7
10 Nkey STERLING,         25 A.T.I             ON CALL PAGER 213-555-9023
11 Phn1 714-555-2928 x    26 Tzone          35 Wo Num
```

```
13 Phn2 714-555-8293 x 4767  27 DST Grp# 1        36 ULCode
15 Telco Ln#                  28 R/S ? N          37 CS Loc  1 MAS DEMO
16 Udf1                       29 Stype            38 SV Loc  1 MAS DEMO
17 Udf2                       30 En/Xt            39 GD Loc
18 Mtyp                       32 Specl            40 # Grds 1
19 Map#                       33 Keyno            41 SV Typ
20 Type                                           42 MLFreq
21 BR#    102-000 STERLING, JAMES MR.             43 Alt ID 120124
22 PD     10  IRVINE POLICE DEPT                  44 PT
23 FD     10  IRVINE FIRE DEPT                    45 MD


    PA'sscard, SC'hed, Z'one, O'flo, O2'flo, ZD'isp, M'ail, OUT' of Svc
PR'mit #, C'omment, E'xpected, H'ist, #, S'ave, B'RCopy, N'ext, IN' Svc
```

Enter an Account Number

In CS#, enter the subscriber's account number. The CS account number is used throughout the system to identify the subscriber's account.

If the subscriber has a backup transmitter that can send signals to your central station, enter an account number for the backup transmitter in (S) (secondary); otherwise, press [NEW LINE] to leave the (S) Field blank.

> **Note:** After the information for an account has been saved, you may access the (S) Field by entering **SA** at the command line of Screen 42.

Enter the Subscriber's Name, Address, and Phone Number

In NAME, enter the subscriber's name. You may enter up to 30 alphanumeric characters. For residential accounts, enter the subscriber's surname, then his first name, and lastly, his title. For commercial accounts, enter the company's name exactly as it is shown on the company's letterhead. It is important to follow these conventions consistently in order for the cross reference screens and reports to work properly.

In ADR1, enter the subscriber's street address. You may enter up to 30 alphanumeric characters. Do not include suite or apartment numbers in this field. In ADR 2, enter the subscriber's suite or apartment number, if any. You should establish a set of conventions for abbreviations within street addresses, such as E. for east, St. for street, Apt. for apartment, etc. to ensure that the cross reference screens and reports work properly.

CSZP allows you to enter the subscriber's city, state, and zip code. Enter the city (up to 17 alphanumeric characters), then press [NEW LINE]. Enter the two-character abbreviation for the state, then press [NEW LINE]. Last, enter either a five- or nine-digit zip code.

The AKEY and NKEY (address key and name key) Fields are created automatically by the CS system using the information you entered in the NAME and ADR1 Fields.

The AKEY Field consists of the first five alphabetic characters entered in the ADR1 Field immediately followed by the first five numeric characters entered in the ADR1 Field.

The NKEY Field is made up of the first 10 characters entered in the NAME Field.

You'll use the address and name keys to look up a subscriber's account number or name on the cross-reference screens. So that the cross-reference screens work correctly, MAS recommends that you do not edit these fields.

In PHN1 and PHN2, enter the subscriber's telephone numbers, including the area code, and an extension, if appropriate. You may wish to use special characters, such as spaces, hyphens, or parentheses to separate the area code and telephone prefix.

In PHN1, enter the telephone number at the subscriber's site. In PHN2, enter another telephone number where the subscriber can be reached, such as the subscriber's work number. If you know the subscriber's extension, press [**NEW LINE**] after entering the work telephone number to move the cursor to the X Field; then enter the subscriber's extension number. If your system uses an Autodialer, the telephone numbers, but not the extension, may be automatically dialed from Screen 2 Alarm Dispatch.

Is the Panel Connected to a Leased Phone Line?

If the panel installed at the subscriber's site communicates to your central station using a leased phone line, you may enter the telephone number for the leased line in the TELCO LN# Field.

Set up User-Defined Information

UDF1 and UDF2 are user-defined fields. You may enter up to six alphanumeric characters in each field. You decide on what type of information is to be entered in these fields.

These fields can be used to classify or group subscriber accounts for reporting. For example, you might use these fields to show whether the subscriber purchased or leased the system, what type of system the subscriber has, or which salesman is responsible for the account.

Because the entries are not based on a common file or table, consistent data entry in these fields is important.

Designate Where the Site is Located

In most state or cities there is a generally accepted map book that is used to find street addresses. In MTYP, enter the name of the map book used to locate the customer's site.

MAP# is used to show the page number and grid number on the map where the subscriber's site is located. Enter the appropriate numbers and coordinates based on your local map book.

If you wish to have the map information flash whenever it is displayed, enter a ~ character in the first position of the line. If you wish to have the message to be underlined whenever it is displayed, enter a | character in the first position of the line.

Indicate the Account Type

The TYPE Field allows you to enter one alphanumeric character to indicate the account type. The information for this field does not come from any common file or table. You decide on what type of information is to be entered in this field.

These fields can be used to classify or group subscriber accounts for reporting.   When you set up a new account, the default value shown for TYPE is **R**. For example, you might enter **C** for all commercial accounts and **R** for residential accounts.

Enter the Subscriber's B/R Account Number

In BR#, enter the subscriber's B/R account number. In general, the B/R account number will have the format 0000000-0000. If your system uses MAS Billing/Receivables, this field actively links the subscriber's CS account with his B/R account and will allow you to look up the subscriber's account by B/R number on Screen 10, CS Cross Reference.

If your system does not use MAS B/R, you may still use this field as a reference.

If you enter information on the computer where MAS B/R software resides and you enter a valid B/R account number, the first 25 characters of the B/R site name (from Screen BR-011) will be displayed. If you enter an invalid B/R account number, the terminal will beep and the message *Not on File* will be displayed.

For redundant systems, MAS may activate an option which allows you to assign a BR # to CS accounts entered on the non-BR computer. That is, if you MAS Billing/Receivables software resides on the B computer and your CS data entry is normally processed on the A computer, you may be allowed to assign a B/R account number to each CS account when you set up the account on the A computer. ***If you use the method to assign a BR # to a CS account on the non-BR computer, the BR # cannot be verified with your MAS Billing/Receivables system for accuracy.***

> **Note:** If you have already set up an account in MAS Billing/Receivables, you may copy its basic information to a CS account using BR'COPY from the command line of Screen 42.
>
> For more information, turn to the end of this section.

Indicate the Police and Fire Department to Respond

Recall that agency codes are set up on Screen 52, Agency Update, to represent the agencies which may respond to your subscribers' alarms.

In PD enter the code number for the police department to be dispatched to the subscriber's site in the event of an alarm.

In FD enter the code number for the fire department to be dispatched to the subscriber's site in the event of an alarm.

If you enter a code number and no agency has been assigned to that code number (on Screen 52, Agency Update), the message *NOT ON FILE* is displayed.

If you do not know the agency code, you may access the Agency Lookup Window by entering a comma (**,**) in the PD or FD Fields.

Figure 4-2

```
17  Sort (A'gency Code, N'ame, C'ity/St, P'hone)  C          Start IRVINE
18
19  #  .Code Name................  City..........  St  Phone 1.....  Phone 2...
20  1   10   IRVINE POLICE DEPT.   IRVINE          CA  555-555-0239  555-555-2389
21  2
22  3
17  4
18  5
19  6
20  7
21  8
22
23              #, N'ext, M'ore, P'revious, P'hone#.#, or Q'uit

    PA'sscard, SC'hed, Z'one, O'flo, O2'flo, ZD'isp, M'ail, OUT' of Svc
PR'mit, C'omment, E'xpected, H'ist, #, S'ave, B'RCopy, N'ext, IN' Svc
```

In SORT, enter **A** to list agency information in order according to agency code; **N** to list information by agency name; **C** to list information by city; or **P** to list information by phone number.

The value you enter in START depends on the sort selection you chose. For example, if you chose to list agency information by city and you'd like to find the agency code for the Irvine Police Department, enter **IRVINE** in START.

If the subscriber is required to have a permit from the police or fire department, the message *<Agency> permit required for this account* will be displayed above the command line of Screen 42. Up to two permits can be entered for each agency.

Refer to "Special Monitoring Features" for further information about setting up and using permits. Refer to "Setting up Your System" for further information regarding police and fire department codes.

When Was the First Signal Received?

The START Field is the date that the subscriber's account received its first signal. For new accounts, you may leave this field blank or you may enter a date. The CS system automatically updates this field when the first signal for the account is received.

Will Timer Tests be Sent?

Some alarm systems periodically send a test signal to your central station to indicate that the alarm system is functioning properly. This is referred to as a ***timer test***.

ATI is used for systems which send timer tests. For such systems, you may enter one of the following:

- ***Number of hours between test signals.*** If you enter an hourly value, your CS system will expect a timer test signal after that interval has passed regardless of other activity for that account. For example, if you enter **24**, your CS system will expect a timer test signal every 24 hours.

- ***Number of hours since last account activity.*** If you enter a minus sign (-) followed by an hourly value, your CS system will expect a timer test signal after the system has been inactive for that number of hours. For example, if you enter **-24**, your CS system will expect a timer test signal only if no other signals have been sent in the last 24 hours.

For more information on timer tests, turn to "Special Monitoring Features."

Indicate the Site's Time Zone

TZONE indicates the number of hour's difference between the computer system's time and the subscriber's time, assuming the CENTRAL STATION TIME ZONE Field on Screen 101, Processing Options is set to **0**.

You should enter a positive number if the site is located in a time zone that is ahead of your computer system's time zone. For example, if your computer system is located in California and is monitoring a subscriber's account in New York, you would enter **3** in TZONE.

You should enter a negative number if the site is located in a time zone that is behind your computer system's time zone. For example, if your computer system is located in California and is monitoring a subscriber's account in Hawaii, you would enter **-3** in TZONE.

The TZONE Field also accepts half hour increments. A time zone of 1 hour and 30 minutes is entered as **1.3**.

In DST GRP#, enter the appropriate daylight savings time group which indicates whether the site is located in an area which observes daylight savings time. Recall that daylight savings time groups are created on Screen 119, Daylight Savings Control.

When you set up a new account, the default value for DST GRP# is **0**.

Does the Site Have a Secondary (Backup) Transmitter?

The R/S? Field may be used when a subscriber's alarm system has both a primary and secondary transmitter. This field requires an entry of **Y** or **N**. When this field is set to **Y**, your CS system can verify that both transmitters are able to send signals. If you do not want your CS system to verify

the secondary transmitter's signals or if the subscriber's system has only a primary transmitter, enter **N**.

For information about setting up secondary zones, turn to "Is the Zone on a Secondary Transmitter" in the "Setting up a List of Zones" portion of this section.

Is a VRT or Special Receiver Processing Used?

The STYPE field can be used in several ways:

- *To indicate that the account belongs to an alarm installation company which uses a VRT* (voice response terminal). Refer to your MAS VRT Reference Manual for further information.

- *To define special receiver processing.* For Morse receivers, enter **MPC**; for Direct Wire, enter **DW**; or enter **CX** for Centrack. For McCulloh receivers, enter **MC** followed by (a) the number of rounds which make up an alarm signal, and (b) the number of rounds which make up a restore signal (e.g. MC32).

- *To link the account to a default set of zones.* Refer to "Setting up Master Zones" at the end of this section for further information.

For receivers which process opening or closing events with pairs of signals (i.e. for non-digital panels), the EN/XT (entry delay/exit delay) field works together with the response code and wait code for the events which are received. A response code and wait code may be assigned to each event code on Screen 51, Event Code Update.The EN/XT field defines the maximum amount of time allowed between the paired signals.

Example: A Morse receiver is programmed to process a normal opening as a "night alarm" event followed by a "day normal" signal. On Screen 51 Event Code Update, the "night alarm" event is assigned a response code of 0 (operator always) and a wait code of 1 (set); the "day normal" is assigned a wait code of 2 (clear) and a response code of 2 (always log only). A subscriber's EN/XT Field on Screen 42 is set to 3 and 3.

Whenever a "night alarm" signal is received for the subscriber's account, the CS system will expect a "day normal" signal within three minutes. During that time, the signal is not displayed as an alarm to CS operators.

If the "day normal" signal is not received within three minutes, the "night alarm" will be processed as an alarm. If the "day normal" signal is received within three minutes, the "night alarm" and "day normal" signals will just be logged to the subscriber's account history.

The SPECL Field is used for McCulloh and Secutron/McCulloh receivers only. This field is used to indicate when the round count for opening and closing signals is different than the alarm and restore rounds entered in the STYPE Field.

The KEYNO Field may used to record a key number for the subscriber's premises. The number is usually stamped on the key for reference. This field is only displayed on Screen 42.

Enter an Installer Code

Recall that installer codes are set up on Screen 54, Installer Update, and can represent alarm companies which install alarm systems for your subscriber accounts or some other grouping for your accounts.   A list of installer codes may be printed from Screen 74.

In INSTALLER, enter the code number of the alarm company that installed the subscriber's alarm system. Refer to "Setting up Your CS System" for more information about installer codes.

> **Note:**   If the subscriber's account number was assigned to an installer
> on Screen 172 CS Number Assignment, that installer code will
> be displayed as the default code in INSTALLER when the account
> is set up on Screen 42. Refer to "Maintaining the CS System" for
> more information about Screen 172.

Enter a Work Order Number

If your central station uses work orders to track the installation and setup of customer systems, enter the work order number associated with this account in WO NUM. This field is for reference only and is displayed only on Screen 42.

Setup Late Processing Information

If your central station operates within U.S.A. or Canada, you may monitor accounts according to the regulations specified by Underwriter Laboratories (UL). UL specifies the allowable window for receiving and processing opening and closing signals for each UL graded account. On Screen 106 UL Code Update, you may set up opening and closing windows for each UL grade.

On Screen 42, enter the enter the appropriate UL grade for the site's scheduled opening and closing times in the ULCODE Field.

For more information about UL codes, refer to "Schedule and Late Event Processing" in the "Special Monitoring Features" section.

Designate the Central Station, Service Department, and Guard Dispatch Department

CS locations are set up on Screen 61, Location File Update. You may set up one or more locations to represent the physical locations from which dispatchers may monitor alarms for your central station. For example, if CS dispatchers monitor alarms from your central station's corporate office in San Francisco and from a branch office in San Jose, you may set up CS location 1 to represent San Francisco dispatchers and CS location 2 to represent San Jose dispatchers.

The CS LOC Field is used in connection with the locations set up on Screen 61 Location File Update. In Field 34, enter the location number of the central station dispatchers that will receive alarm signals for this subscriber. If you are setting up a new account, the default value shown in this field comes from Screen 64, User Location Profile Update, or from Screen 55, CRT Default Setup.

Service locations are used only if you use the MAS Service System. Service locations are set up on Screen 582, Service Location File Update. You may set up one or more locations to represent the different locations from which dispatchers may schedule jobs for service technicians. For example, service techncians are dispatched from a corporate office in San Francisco and from a branch office in San Jose, you may set up Service location 1 to represent San Francisco dispatchers and Service location 2 to represent San Jose dispatchers.

In SV LOC, enter the location number of the service department dispatchers that normally services this subscriber's system. For accounts to which you do not provide service, enter **0** in SV LOC. This prevents service dispatchers from creating service tickets for the account.

Guard locations are used only if you use the MAS Service System. Guard locations are set up on Screen 583, Guard Location File Update. You may set up one or more locations to represent the physical locations from which dispatchers may schedule jobs for guards. For example, guards are dispatched from a corporate office in San Francisco and from a branch office in San Jose, you may set up Guard location 1 to represent San Francisco dispatchers and Guard location 2 to represent San Jose dispatchers.

The GD LOC field is used only if your system has the MAS Service/Guard System. Like Fields 37 and 38, this field is used in connection with Screen 583 Guard Location File Update. In GD LOC, enter the location number of the guard dispatching department that dispatches guards to the subscriber's site. For accounts to which you do not dispatch guards, enter **0** in GD LOC.

GRDS is not used.

In the SV TYP field you may enter up to four characters to indicate the type of system the subscriber has or the type of service contract he purchased. This field is for reference only and is not actively linked to your MAS Service System.

How Often are Reports Mailed?

For supervised accounts you may wish to print a listing of the subscriber's opening and closing activity from Screen 24, Supervised Account Mailout Reports. The MLFREQ Field indicates how frequently you will print and mail this report. You may assign any single, alphabetic character as a mailing code. Some typical values are listed below:

W	weekly	**B**	bi-weekly (every other week)
M	monthly	**Q**	quarterly

Review the Subscriber's VRT Account Number or Alternate ID

The ALT ID Field may be used in one of three ways: as a VRT account number, as an alternate CS account number, or as a reference number. When you first set up a subscriber's account, the ALT ID Field will display a number based on the CS# you assigned to the account.

- If your system has the MAS VRT (voice response terminal) package, you may use ALT ID as a VRT account number. In ALT ID, enter the account number to be used by the VRT. If the subscriber's account number is all numeric, the value in the ALT ID Field is identical to his CS account number. If the account number starts with a single alphabetic character, the account number is converted to an all numeric account number, based on the values shown on Screen 65, Alpha to Numeric Xref. The converted account number is displayed in the ALT ID Field.

    If the account's CS# contains any alpha betic characters other than the first character, the message *INVALID* will be displayed.

- You may wish to use ALT ID to create an alternate number to identify the customer's account. Unlike CS account numbers, you may assign the same alternate ID to more than one subscriber's account. In addition, a number that is assigned as a CS# may be assigned as an alternate ID. The alternate ID may contain up to 12 alphanumeric characters.

If you use either of these methods, you'll be able to access a subscriber's account using his CS account number or alternate ID on Screen 2. On Screen 10, CS Cross Reference, you'll be able to look up a subscriber's account information using his CS account number or alternate ID.

- You may use the ALT ID Field for reference. You will be able to assign the same alternate ID to more than one subscriber's account, but you will not be able to access a subscriber's account on Screens 2 and 10 using his alternate ID.

> **Note:** MAS must activate one of these options for you.

Indicate the Patrol and Medical Agency to Respond

Recall that agency codes are set up on Screen 52, Agency Update, to represent the agencies which may respond to your subscribers' alarms.

In PT enter the code for the patrol agency that may be dispatched in the event of an alarm at the subscriber's site.

In MD enter the code for the medical agency that may be dispatched in the event of an alarm at the subscriber's site.

If you do not know the agency code, you may display the Agency Lookup Window (see **Figure 4-2**) by entering **,** in the PT or MD Fields.

If the subscriber is required to have a permit from the medical or patrol agency, the message *<Agency> permit required for this account* will be displayed above the command line of Screen 42. Up to two permits can be entered for each agency.

Refer to "Special Monitoring Features" for further information about setting up and using permits. Refer to "Setting up Your System" for further information regarding patrol and medical agency codes.

Saving the Account Information

After you've entered all the subscriber information on Screen 42, move the cursor to the command line and enter **S** to save the information as it appears on the screen. If you wish to set up another subscriber account, entering **N** clears the information currently displayed in the fields.

Note: The following message may be displayed when an operator has accessed an account which in alarm status and the operator attempts to release the account entering **N** (N'EXT) at the command line:

> *Alarm priority still within your queue. Release Account?*

Enter **Y** to release the account so it may be processed by another operator or **N** to retain the account so you may handle its alarm.

Other Command Line Options

Except for B'RCOPY, O'FLO, IN' SVC, OUT' OF SVC, and PR'MIT# the remaining command line options are used to move to other screens in your CS system and are more useful after your system has been set up rather than in setting up your system. These commands are briefly described in "Summary of Commands Used in This Section."

IN' SVC, OUT' OF SVC, and PR'MIT# are briefly described in "Summary of Commands Used in This Section," and more fully described in "Special Monitoring Features."

The O2'FLO command is described in "Setting up Common Overflow" at the end of this section.

The B'RCOPY command is described in "Transferring Accounts from B/R to CS" in the next part of this section.

Defining Mandatory and Optional Fields for Data Entry

Screen 62, Autoskip Definition

The autoskip feature is available from Screen 62 Autoskip Definition on Screen 42. The fields on Screen 62 are identical to those shown on Screen 42. For each field, enter **M** (for mandatory) or **O** (for optional).

If a field is designated as mandatory, the cursor will move into the field on Screen 42; however, the field may be left blank and the subscriber's account information will still be saved.

If a field is designated as optional, the cursor will skip over the field on Screen 42; however, the field may still be accessed and completed. The CS operator may access the optional field by entering the appropriate field number at the command line of Screen 42.

After you have defined each field as mandatory or optional, enter **S** at the command line to save those definitions.

Then, when you set up an account on Screen 42 Account Update, the cursor will automatically stop at all mandatory fields and skip all optional fields.

Copying Individual Accounts From B/R to CS

To copy account information from B/R to CS for an individual account, use the B'RCOPY command on Screen 42. You may only copy accounts from B/R to CS using the computer on which your MAS B/R and CS software both reside.

1.   Access Screen 42, Account Update.

2.   Do not enter a CS#. Instead enter a period (**.**) and press [Enter] to move the cursor to the command line.

3.   Enter **B** (B'RCOPY command). The cursor moves to Field 20. In Field 20, enter the B/R account number of the account you wish to transfer to CS.

The following information is automatically displayed:

•   If a CS# was already entered for this account in the WORK ORDER Field on Screen BR-011A, a CS# will already be displayed, but may be changed.

•   The customer's name and address, as transferred from Screen BR-011 in B/R, are displayed in Fields 3 through 6.

•   The address sort key is displayed in Field 9. This key is used by your CS system to look up customer accounts by street address instead of account number or name. The field contains the first five characters in the street name, followed by the first five characters of the street number; this information is automatically generated from the information entered in Field 4.

•   The name sort key is displayed in Field 10. This field is used by your CS system to look up customer accounts by name instead of account number or street address. This field contains the first ten characters of the name entered in Field 3.

•   Field 11 displays the customer's telephone number from Screen BR-011.

In the CS# Field, enter the CS account number you wish to assign to this account. If the default CS account number from B/R or the CS account number you enter has already been set up in CS, our terminal will beep and not accept the CS acount number.

After you enter a CS account number, you can modify the information in the other fields on the screen as necessary. After assigning the CS# and making the appropriate changes, move the cursor to the command line and enter **S** to save the CS account.

Copying Account Information From One CS Account to Another

Screen 242, Account Copy

Account information may be copied from an existing account (set up on Screen 42) to a new account using Screen 242, Account Copy. You may access Screen 242 in two ways:

1.   In Field 1 of Screen 42, enter the number of the account from which information is to be copied. At the command line, type **COPY**. Screen 242 is immediately displayed.

2.   At any Menu Screen, type **242**. At any working screen, type **;242**. Screen 242 is immediately displayed.

Figure 4-3

```
                        Account Copy                    CS-0242
        1  Copy From Account # .........:  12-0124
           STERLING, JAMES MR.
           3549 ASH LINE

           IRVINE           CA  92714-4532
        2  To Account # ................:
        3  Installer ...................:
        4  CS Location .................:
        5  Include Zones ..........(Y/N):  Y
        6  Include Schedules ......(Y/N):  Y
        7  Include Mail To Address (Y/N):  Y
        8  Include Passcards ......(Y/N):  Y
        9  Include Zone Dispatch ..(Y/N):  Y
       10  Include Overflow Info ..(Y/N):  Y
       11  Include Holidays .......(Y/N):  Y
       12  Include BR # ...........(Y/N):  Y
       13  Include Permits ........(Y/N):  Y
       14  Include Common Overflow.(Y/N):  Y
       15  Place Out Of Service ...(Y/N):  N
       16  Include History ........(Y/N):  N



                   # Or 'GO' To Begin Copy
```

In Field 1 enter the number of the account from which information is to be copied; the account number entered must already be set up and saved on Screen 42.

In Field 2 enter the number of the new account to which information is to be copied.

In Field 3 enter the installer number to be assigned to the new account. The default value shown is the installer number assigned to the source account you entered in Field 1.

In Field 4 enter the CS location number to be assigned to the new account. The default value shown is the CS location assigned to the source account you entered in Field 1.

In Field 5 enter **Y** if you want the zones for the existing account to be copied to the new account. If you do not want to copy the zones to the new account, enter **N**. Zones are set up on Screen 43.

In Field 6 enter **Y** if you want the opening and closing schedules for the existing account to be copied to the new account. If you do not want to copy the schedules to the new account, enter **N**. Schedules are set up on Screen 44.

In Field 7 enter **Y** if you want the mailing address of the existing account to be copied to the new account. If you do not want to copy the mailing address to the new account, enter **N**. The mailing address may be edited on Screen 45.

In Field 8 enter **Y** if you want the passcards for the existing account to be copied to the new account. If you do not want to copy the passcards to the new account, enter **N**. The passcards are set up on Screen 46.

In Field 9 enter **Y** if you want the zone dispatch instructions for the existing account to be copied to the new account. If you do not want to copy the zone dispatch instructions to the new account, enter **N**. The zone dispatch instructions are set up on Screen 47.

In Field 10 enter **Y** if you want the overflow codes for the existing account to be copied to the new account. If you do not want to copy the overflow codes to the new account, enter **N**. Overflow information is set up on Screen 48; refer to "Setting up Dispatching Instructions" for further information.

In Field 11 enter **Y** if you want the list of holidays observed by the existing account to be copied to the new account. If you do not want to copy the holiday list to the new account, enter **N**. The holiday list is set up on Screen 44A (accessed through Screen 44).

In Field 12 enter **Y** if you want to assign the same Billing/Receivables account number to both the existing and new subscriber. If you want to assign a different account number to the new account, enter **N**.

In Field 13, enter **Y** if you want to copy the agency permit information from the existing account to the new account. If you do not want to copy the agency permit information to the new account, enter **N**.

In Field 14 enter **Y** if you want the common overflow information for the existing account to be copied to the new account. If you do not want to copy the common overflow information to the new account, enter **N**. Common overflow information is set up on Screen 11 and assigned to an account on Screen 42, Account Update.

In Field 15, enter **Y** if you want to place the new account out of service. This will suspend monitoring service for the account until you place it in service on Screen 42.

In Field 16, enter **Y** if you want to copy the existing account's history to the new account. Event history, summary history, and dispatch actions will be copied from the existing account to the new account.

Defining the Events Which May Occur at the Subscriber's Site

Screen 43, Zone - Event Code Update

Screen 43, Zone - Event Code Update identifies the events that can be received from the subscriber's site. Events may include:

- A signal which indicates that an alarm has been tripped.
- A signal which indicates that a previously tripped alarm has been restored.
- A signal which indicates the subscriber's site has been opened or closed.
- A test signal that indicates the subscriber's alarm system is functioning correctly.

Each event is represented by a zone and an event code. The zone is based on the signal which is transmitted by the panel(s) at the subscriber's site and is provided to you by the installer. The event code describes the event and determines the way it will be handled when it is received by the CS system.

Before you assigning zones and events to your subscriber accounts, you should have an understanding of the default event codes that may be processed by your receivers. Contact MAS support for additional information.

Figure 4-4

```
                          Zone - Event Code Update     Page:  1      CS-043
CS# 12-0124
     STERLING, JAMES MR.

   Zone Code Event Description... Zpg Sc R? RN S? RR Trps Comment.............
 1 10    100 FIRE/SMOKE DETECTOR   10    Y
 2 R1   2001 RESTORE #1                             RESTORE FIRE/SMOKE
 3 20    205 PERIMETER-DOOR        20
 4 30    330 WINDOWS-EAST          20
 5 35    335 WINDOWS-NORTH         20
 6 40    340 WINDOWS-SOUTH         20
 7 45    345 WINDOWS-WEST          20
 8 70     77 PANIC-AUDIBLE         30
 9 80    700 TAMPER                40
10 90     20 TIMER TEST
11
12
13
14
15
16

 #, S'ave, P'rev, N'ext, M'ore, D'isp, ZD'isp, G'en, DEL'ete or C'lear#
```

In CS#, enter the subscriber's account number. After you enter the account number, the subscriber's name and secondary account number (if any) are displayed.

Enter the Signal Sent by Each Zone

The ZONE is based on the information sent by the transmitter and is provided to you by the installer. You may not use the same zone designation more than once (e.g. you can't use **10** for two zones).

If you are unsure about what zone to enter, send a test signal from each zone. After each test signal, review Screen 7, Event History View, to see the information recorded for the test signal.

Zones and User IDs

Some panels transmit a constant zone identifier, such as **O** for opens, followed by a numeric user identification number that identifies the individual that generated the signal. For most receivers, you may set up the zone as **O** on Screen 43, Zone-Event Code Update. Then, you'll set up the user identification numbers on Screen 46, Passcard Update.

Wild Card Zones

The Wild Card Zone Lookup feature allows you to use **?** as a variable (wildcard) for a zone. Following is an example of how the Wild Card Zone Lookup feature works:

> A wildcard zone **8?** is set up on Screen 43. If zone **83** is received for the account and zone 83 has not been set up for the account, the CS system will use the information for the wildcard zone, **8?**.

```
WARNING

-        The zone received may only "match" a wildcard zone having the
         same number of characters.
-        Wildcard zones cannot be placed on test or runaway.
-        Restorals cannot be tracked on wildcard zones.
-        Zone comments cannot be created for wildcard zones.
-        The trip counter will not show a correct count for wild card
         zones.
-        A CS operator should never partially clear (with auto minutes)
         an account having wildcard zones.

         A new zone could be tripped that needs to be handled
         immediately, but the partial clear (with auto minutes) for the
         wildcard zone would apply both to the wildcard and newly
         tripped zone.
```

Link the Zone to an Event Code

The event code describes the event and determines the way the event will be handled when it is received by the CS system. The event code you enter in CODE may be one of the default event codes provided with your Central Station System by MAS or it may be a special event code you define on Screen 51, Event Code Update. A list of event codes may be printed from Screen 71, Event Code Print.

Link Instructions to the Zone

On Screen 47, Primary Dispatch Instructions, you will set up pages of instructions to tell the CS dispatchers what to do when an alarm is tripped at a subscriber's site. Each page of dispatch instructions is identified by a page number. Those dispatch instructions are linked to a zone by entering the appropriate page number in the ZPG on Screen 43.

If the ZPG column is left blank, the zone will be linked to the general page (page 0) of dispatch instructions. General dispatch instructions are also created on Screen 47, Primary Dispatch Instructions.

For more information about dispatch instructions, turn to "Listing Instructions for Handling Alarms."

Does the Zone Have a Special Schedule?

For commercial accounts, you may set up one or more permanent or temporary schedules of opening and closing times on Screen 44, Schedule Maintenance. Each schedule is assigned a unique schedule number between 1 and 99.

In the SC Field on Screen 43, indicate the schedule that is to be used for each pair of opening and closing zones. If no SC number is assigned, schedule 1 will be used.

For more information about creating schedules, refer to "Scheduling Opening and Closing Times."

Is a Restoral Required?

The next two columns, R? and RN, work together. When a device is tripped it may require an automatic or manual restoral before it is functional again. For zones which require a restoral signal before it is functional again, enter **Y** in R?; otherwise enter **N**.

For zones that require a restoral, the RN Field will contain a **Y** whenever the zone is tripped. This indicates that a restoral is needed. Until a restore is received, the RN Field will contain a **Y**.

You may set up your subscriber accounts to process restoral signals in three ways:

(1)   Unique Signals are Sent to Restore Each Zone

The subscriber's alarm system may send a unique signal to restore each zone that requires a restoral. For example, the subscriber's alarm system may send a unique restroal signal when the smoke detector needs to be restored and a different restoral signal when the manual-pull fire alarm needs to be restored.

You may set up a zone using event codes 2001 through 2016 to represent each type of restoral that may be received.

Figure 4-5

```
                          Zone - Event Code Update    Page:  1      CS-043
CS# 12-0124
    STERLING, JAMES MR.

    Zone Code Event Description... Zpg Sc R? RN S? RR Trps Comment............
 1 10    100 FIRE/SMOKE DETECTOR    10    Y
 2 R1   2001 RESTORE #1                                  RESTORE FIRE/SMOKE
 3 20    130 FIRE/MANUAL PULL       10    Y
 4 R2   2003 RESTORE #3                                  RESTORE FIRE/MANUAL
```

First, set up an event to represent the device that may be tripped. In the examples above, zone 10 and 20 represent a smoke detector and manual-pull fire alarm.

The very next line should contain a restoral for the zone. In the example above, zone R1 restores the smoke detector. Event code 2001 indicates that R1 restores the device listed on Line 1.

Zone R2 restores the manual-pull fire alarm. Event code 2003 indicates that R1 restores the device listed on Line 3.

(2)   A Common Signal is Sent to Restore Zones

The subscriber's alarm system may send a single signal that restores any zone that has been tripped, you may set up a common restoral event using event code 2024 or 2029.

You may set up an event using event code 2024 or 2029 to represent the common restoral signal.

Figure 4-6

```
                          Zone - Event Code Update    Page:  1      CS-043
CS# 12-0124
    STERLING, JAMES MR.

    Zone Code Event Description... Zpg Sc R? RN S? RR Trps Comment............
 1 10    100 FIRE/SMOKE DETECTOR    10    Y
 2 20    130 FIRE/MANUAL PULL       10    Y
 3 30    205 PERIMETER-DOOR         20
 4 40    330 WINDOWS-EAST           20
 5 45    335 WINDOWS-NORTH          20
 6 50    340 WINDOWS-SOUTH          20
 7 55    345 WINDOWS-WEST           20
 8 60     77 PANIC-AUDIBLE          30
 9 80    700 TAMPER                 40
10 90     20 TIMER TEST
11 R    2029 RESTORE
```

If you use event code 2029 as the restoral event, a restoral signal will restore all zones which require a restoral.

If you use event code 2024 as the restoral event, a restoral signal will restore all zones listed on the zone page which require a restoral and which are listed on the line above the line on which the restore zone is entered.

(3)   Restorals are Processed Using the Receiver's Default Event Codes

You may choose not to set up zones to represent restoral signals. Insted, you'll allow restorals to be processed using the default event codes specified by MAS for your receiver.

When a restoral is received, the CS system will check Screen 43 for a restoral event. If no restoral event is found, the CS system will process the restoral using the default event codes specified for your receiver.

The default restoral event code will be matched with the zone (on Screen 43) which requires a restoral. The restoral will be displayed to an operator on Screen 2, Alarm Dispatch:

Figure 4-7

```
UDF1        UDF2         SType       RS? N  En/Xt 0 0     MTyp        Map#
   0   6/29/94 14:02 10    2000 RESTORE                              10<
Page 10 (1)  @C -------------------     Overflow Page 1 of 1 ------------------
FIRE ALARM DISPATCH INSTRUCTIONS    | 1|DIRECTIONS TO PREMISES:
```

To clear the RN Field on Screen 43, the operator must identify the zone which requires a restoral. Next the operator must log the appropriate event code (2001 through 2016) on Screen 2, Alarm Dispatch, to clear the RN Field.

Is This Zone on a Secondary Transmitter?

A secondary transmitter may be used in two ways:

(1)   To accommodate extra zones.

---

(2) As a backup transmitter in a redundant alarm system to ensure that signals may be sent to the central station in the event that the primary transmitter is disabled.

The S and RR are used to set up zones for secondary transmitters. For further information about setting up accounts having secondary transmitters, turn to "Special Monitoring Features."

How Many Times Has the Zone Been Tripped?

The TRIPS Field is for display only. When a zone is tripped this field displays the total number of times that the zone is tripped until the alarm for the zone is cleared. If the zone is tripped while on test, the number of trips will be shown with a preceding asterisk (*).

> **Note:** If the zones are being tested by a service technician, the CS dispatcher may wish to reset the trip counter for additional testing.
>
> Refer to "Using Event Codes and Function Keys" for more information about resetting the trip counter.

Enter Comments or Description for Each Zone

In the COMMENT column, you may enter up to 20 characters to describe each zone. This comment is displayed to CS operators whenever the zone is tripped. This description also is displayed in the subscriber's history (Screen 7), and is printed on the CS Account Database Printout (Screen 21) and the Detailed Activity Printout (Screen 222).

Saving the Zone Information

After you've entered all of the zone information on Screen 43, move the cursor to the command line and enter **S** to save the information as it appears on the screen. If you wish to set up another set of zones, enter **N** to clear the information currently displayed in the fields.

Deleting Zones

You may delete a ***line*** of zone information from those displayed by entering **C** followed by the line number on which the zone information is displayed. The information is replaced by the message *CLEARED.* You must then enter **S** to save the change.

You may delete a ***page*** of zone information for the selected account by typing **DEL** at the command line. The message *CONFIRM?* immediately appears in the lower right corner. If you enter **Y**, the page of zone information you selected is deleted. If you enter **N**, the zone information is not deleted and remains displayed.

Command Line Options

The remaining command line options are used to move to other screens in your CS system and are more useful after your system has been set up rather than in setting up your system. These commands are briefly described in "Summary of Commands Used in This Section."

Defining Mandatory and Optional Fields on Screen 43 (Optional)

Screen 63, Autoskip Definiton Entry for Screen 43

The CS supervisor may wish to define the fields in which data must be entered on Screen 43 and those fields in which data entry is optional using the autoskip feature on Screen 63 Autoskip Definition Entry for Screen 43.

The fields on Screen 63 are identical to those shown on Screen 43. For each field, enter **M** (for mandatory) if information must be entered in that field before saving the subscriber's account or **O** if the information for that field is optional. After you have defined each field as mandatory or optional, enter **S** at the command line to save those definitions.

Then, when you set up an account on Screen 43 Zone - Event Code Update, the cursor will automatically stop at all mandatory fields and skip all optional fields.

Creating a Master Set of Zones

If you generally set up one or more standard sets of zones at your subscribers' sites, you may wish to set up a master set of zones for each type of panel you monitor. The master set of zones then can be copied to a new subscriber's account. To create a master set of zones, follow the steps outlined below:

1.   Create a master account on Screen 42 Account Update.

        Use the CS# and NAME Fields to identify the account as a master. For example, you may wish to use a CS# of **RAD1**, **ADEM**, **MORS**. Only four characters may be used as a master account's CS number.

        In the NAME Field, you might enter a description of the account: **RADIONICS MASTER ACCT**, or **ADEMCO MASTER ACCOUNT.**

        Remember to save the information before exiting Screen 42.

2.   Select Screen 43, Zone - Event Code Update. Set up the standard set of zones for the master account. Save them before exiting Screen 43. One you've created a master account on Screens 42 and 43, use that account to set up new subscriber accounts beginning at Screen 42.

3.   At Screen 42, set up the new subscriber's information as described in "Setting up Basic Subscriber Information." Enter the master CS account number in the STYPE Field of the new subscriber's account and save the information on Screen 42. This temporarily assigns the default zones to the subscriber's account on Screen 43. To permanently assign those zones to the subscriber's account, you must go to Screen 43 and save the default zones shown.

        The default zones will be displayed on Screen 43 along with the message *Save all Pages? (Y/N)*. Enter **Y** to save the zones. Enter **N** if you do not want to save the zones.

4.   Once the zones are saved, you may edit Screen 43 as necessary.

Listing Individuals to be Contacted for Alarms

Passcards are used in the following ways:

- To identify the individuals who have access to a subscriber's site. This may include individuals identified by the subscriber, as well as installers, service technicians, or guards.

- To identify the individuals who should be contacted whenever an alarm is tripped at a subscriber's site.

You may print a passcard for the individuals who have access to a subscriber site.

Whenever a signal is received which indicates that someone has entered the subscriber's site and passcard verification is required, the signal will include the user's identification number. The CS system can check the identification code with those of the passcard holders for the subscriber's account, the installer, and your employees which may access the subscriber's site.

Based on whether or not a match is found, the signal will continue to be processed according to the response code assigned to the signal's event code.

For accounts which have been assigned passcards, a user may be prompted to enter a passcard whenever he edits subscriber information on any of the Master File Maintenance Screens (Menu 40). This feature can be used to ensure that only authorized passcard holders can request information to the subscriber's account.

Preparing Your CS Software for Passcards

1. Review the event codes for passcard processing provided to you by MAS (event codes 30 through 43) to determine those you wish to use for your subscriber accounts, or set up your own event codes on Screen 51, Event Code Update.

   Passcard events are processed by the CS system based on the response code assigned to the event code on Screen 51, Event Code Update. The response code for passcard events described below are for use with alarm systems that transmit a specific user number together with opening and closing signals.

   Verify the Passcard Holder, then Check the Schedule

   Passcard events with a response code of **3** are used for opening and closing events where the user must have been assigned a user number and the event must occur within scheduled times. For such events, the CS system will first verify that the user number sent with the opening or closing signal matches a user number for the subscriber's account. If the user number sent cannot be matched with a passcard, an alarm is generated and the user *number* received is recorded to the subscriber's history along with the event description.

   If the user number sent is matched with a passcard, the CS system checks to see that the event occurred within the subscriber's schedule. If the event occurred within the schedule, the event description and user's *name* will be logged to the subscriber's history and the next expected event will be generated. If the event did not occur within the schedule, an alarm is generated and the user *number* received is recorded to the subscriber's history along with the

event description.

Record the Passcard Holder's Name to Subscriber History

A passcard event with a response code of **4** is used simply to log user information with an event to subscriber history. It will not generate an alarm if the user's number is invalid. For these events, the CS system looks to see if the user has a user number. If so, the user's *name* will be recorded with the event description to the subscriber's history. If no user number is recorded for that user, the user *number* that was transmitted and event description will be posted to the subscriber's history.

Check the Subscriber's Schedule and Record the Passcard Holder's Name to History

Passcard events with a response code of **5** are used for opening and closing events which must occur within scheduled times and user information will be recorded with the event if it is available. For such events, the CS system checks to see that the event occurred within the scheduled time. If the event did not occur within the schedule, an alarm may be generated and the user's *name* is recorded to the subscriber's history.

If the event occurred within the schedule, the CS system looks to see if the user has a user number. If the user number is valid, the user's *name* will be recorded with the event description to the subscriber's history and the next expected event is created. If no user number is recorded for that user, the user *number* that was transmitted and event description will be posted to the subscriber's history.

Verify the Passcard Holder

Passcard events with a response code of **6** are used when users must have a valid user number, but openings and closings may occur at any time without generating an alarm. For such events, the CS system will verify that the user has a valid user number. If he does not, an alarm is generated and the user's *number* is recorded to the subscriber's history. If he has a valid passcard number, the event description and user's *name* are logged to the subscriber's history; no alarm is genrated.

Generate an Alarm and Record the Passcard Holder's Name to History

Passcard events with a response code of **7** will always be processed as alarms and, in addition, will verify the customer's i.d. sent with the signal. If a name is assigned to the customer's passcard, that name will be posted with the event to the customer's history. If no name is assigned to the event's passcard, the passcard number and event will be posted to the customer's history.

2.   If an opening events is received which has a response codes of 3 or 5 (which check to see that an opening occurred at scheduled times) and the user's passcard level allows the passcard holder to open the site at other than scheduled times, the CS system will automatically set up the next closing event. The amount of time between the time that the opening signal is received and the time for which the closing event is scheduled is controlled by the MIN UNTIL LATE AFTER PV OPEN Field on Screen 101 Processing Options.

If the site is not closed as scheduled, an event will be generated to alert a CS operator will contact the subscriber site, reminding the subscriber to arm the alarm system when he leaves.

3.   There are several options on Screen 101, Processing Options, which control the way passcards are generated, printed, and processed:

How Will Passcard Information be Entered on the Alarm Dispatch Screen?

The PASSCARD ONLY ON CS-002 Field determines how passcard user numbers are entered on Screen 2 Alarm Dispatch. If the PASSCARD ONLY ON CS-002 Field is set to **Y**, then only valid passcard user numbers may be entered in the PASSCARD Field in the Operator Action Window. If the PASSCARD ONLY ON CS-002 Field is set to **N**, then either valid passcard user numbers or a 10-character comment may be entered in the PASS/COM Field.

Will Passcard Codes be Generated by the CS System?

On Screen 101, Processing Options, the # OF DIGITS FOR NEW PASSCARDS Field will allow you to assign a unique, numeric identification code to new passcard holders automatically. This code is used by CS dispatchers when they contact the passcard holder to verify the passcard holder's identify.

In the # OF DIGITS FOR NEW PASSCARDS Field, enter the number of digits you want each identification code to have. A passcard identification code may have up to 8 digits.

When you set up passcards on Screen 46 Account Passcard Maintenance, press [NEW LINE] in the PASSCARD column instead of entering an identification code. The message *NEW* appears. A unique identification code will be assigned when the passcard information is saved.

Which System (A or B) Will be Used for Printing Passcards?

If you plan to print passcards, indicate whether passcards will be printed from the A computer or the B computer in the SYSTEM TO PRINT PASSCARDS Field on Screen 101 Processing Options. If you do not plan to print passcards, enter **N** in this field.

Which Passcard Type Will be Assigned to Passcards Holders?

The DEFAULT PASSCARD TYPE field controls the passcard type that will be assigned when passcards are created on Screen 46, Account Passcard Maintenance.

If the default passcard type is set to **M**, the default type for passcards created on Screen 46 is master. A master passcard may have privileges for more than one subscriber's account, such as the general manager of a chain of stores or restaurants. Master passcards are also useful if you create passcards for installers or service technicians.

If the default passcard type is set to **S**, the default type for passcards created on Screen 46 is site. A site passcard has privileges only for one account.

Are Site Passcards Unique to the CS System or to an Account?

If this field is set to **Y**, the passcode entered for S-type passcards must be unique, not just for the subscriber's account, but throughout the entire system.

Should the Long or Short Passcard Name be Displayed?

On the Alarm Dispatch Screen, call lists display a list of individuals and agencies to be contacted whenever an alarm is tripped at a subscriber's site.

If the DISPLAY LONG PASS'CD NAME Field is set to **Y**, the call list's NAME column displays the long name is displayed for all passcard holders defined on the account's call lists. Passcard holders' passcodes will not be displayed.

If the DISPLAY LONG PASS'CD NAME Field is set to **N**, the call list's NAME column displays the passcard holder's name for all individuals defined on the account's call lists. Passcard holders' passcodes will be displayed.

Will Users be Prompted to Verify Passcards to Change Information?

If you enter **Y** in the PROMPT FOR PASSCARD Field, a CS dispatcher (or other users) will be prompted to enter a passcard in order to add or change information on the Master File Maintenance screens (available from Screen 40).

If you do not want users to be prompted to enter a passcard in order to change information on the Master File Maintenance screens, enter **N** in the PROMPT FOR PASSCARD Field.

Setting up Passcard Privileges

Screen 58, Passcard Level Update

The first step in creating passcards for your subscribers, installers, and service employees is to list list the passcard privileges a passcard holder may have. Passcard privelege levels are created on Screen 58 Passcard Level Update.

Figure 4-8

```
                          Passcard Level Update                  CS-058
 Lvl Description.................. IR P Lvl Description.................. IR P
  1 OPEN AT ANY TIME             Y Y  21
  2                                   22
  3                                   23
  4                                   24
  5 OPEN/CLOSE SCHED. HRS ONLY    N Y  25
  6                                   26
  7                                   27
  8                                   28
  9                                   29
 10 CLEANING SERVICE             N N  30
 11                                   31
 12                                   32
 13                                   33
 14                                   34
 15 CALL LIST CONTACT-NO ACCESS  N N  35
 16                                   36
 17                                   37
 18                                   38
 19                                   39
 20 SERVICE TECHNICIAN            N N  40 STOLEN PASSCARD DISPATCH!!!!   N N
                              #, S'ave, N'ext
```

In the DESCRIPTION field, enter up to 30 characters to describe the privileges that a passcard holder of that level will have. Each passcard holder will be assigned a passcard level. The description for the passcard holder's assigned passcard level will be displayed:

- Whenever the CS operator enters a passcard number in the PASSCARD Field of the Operator Action Window on Screen 2, Alarm Dispatch,

- On call lists,

- On the Passcard Lookup Window

The description informs the operator of the passcard holder's privileges.

The IR Field works together with the subscriber's schedule to determine whether or not the passcard holder may open or close the site at times other than the normal opening and closing schedule (designated on Screen 44 Schedule Update). If a passcard holder assigned to this level may open or close the site at other than scheduled times without creating an alarm, enter **Y** in the IR Field. If an alarm is to be generated when a passcard holder assigned to this level opens or closes the site outside of the schedule, enter **N** in the IR Field.

If you want a passcard to be *queued* to Screen 146 Passcard Print Control any time a passcard holder is newly assigned or changed to this level, enter **Y** in the P column. Queuing a passcard does not print the passcard; instead it indicates that the passcard may be selected for printing from Screen 146.

If you do not want a passcard to be queued automatically to Screen 146, enter **N** in the P column.

Setting up Subscriber Passcards

Screen 46, Passcard Update

After you've set up the general types of privileges a passcard holder can have, you're ready to list passcard holders and account contacts for each subscriber's account on Screen 46, Passcard Update.

Figure 4-9

```
                              Passcard Update                      CS-046
CS# 11-1234        (S)                           Installer      50
    AVERY PLASTICS INC.                             CATCH-A-CROOK ALARMS
    19162 RIVERSIDE DRIVE
 1 Sequence        100
 2 Type            S
 3 Passcode        NUMEROUNO
 4 Name            JOHN AVERY
 5 Long Name
 6 Relation
 7 Phone 1         213-555-2393  x
 9 Note 1          JOHN'S HOME
10 Phone 2         714-555-5785  x 58
12 Note 2          @M-F 8:00 - 17:00
13 Level (1-40)    1
14 Expires
15 User            2
16 Call Lists      13

        #, S'ave, N'ext, M'ore, P'revious, DEL'ete, D'isp, G'en, Q'ueue
```

Enter the Subscriber's Account Number

In CS#, enter the subscriber's account number. After the account number is entered, the subscriber's name, address, installer information, and secondary account number (if any) is immediately displayed. If you are setting up passcards for an installer, enter the installer code in the CS# Field.

Assign a Sequence Number

The SEQUENCE Field is used to assign a sequence number to passcard holders. The sequence number may be used to assign the passcard holder to a group of individuals to be called in the event of an alarm and determines the order in which contacts appear on a call list.

You may used any number between 1 and 999 as sequence number. MAS recommends that you assign sequence numbers to passcard holders numbered by tens (e.g. 10, 20, 30) or hundreds (e.g. 100, 200, 300).

> **Note:** You may edit a passcard holder's sequence number.
>
> Access the passcard holder's information on Screen 46, Passcard Update. At the command line, enter **1** to move to the SEQUENCE Field. Change the sequence number to one that is not already used. Move the cursor to the command line and save the new sequence number.

Review Passcard Holders Already Assigned to the Account

If you wish to see a list of passcards which have already been assigned to the account, enter a comma (**,**) in the SEQUENCE Field. The Passcard Lookup Window will be displayed.

Figure 4-10

```
 Sort By (S'eq/P'asscode/N'ame)        Lists              Start

  Seq  T  Name                         Phone 1      Phone 2    L  Expire   Usr
  ----  -  ----------------------------  -------------  ---------  --  ------   ---
1 100  S  JOHN AVERY                    213-555-2593             1
2 200  S  ALABAMA CAULDWELL             714-555-3829             1
3 300  S  JOAN CLARKE                   714-555-1678             1
4 400  S  DIRK SHELBY                   310-555-8837            10
5 500  S  NICKY MARSDEN                 310-555-3459            15
6
7
8
              #, T'op, E'nd, M'ore, P'revious, P'hone#.#, or Q'uit
```

Designate the Passcard as a Master or Site Passcard

The TYPE Field allows you to designate a passcard as a master passcard or a site passcard, by entering **M** for master or **S** for site passcards. A site passcard has privileges only for one account.

A master passcard may have privileges for more than one subscriber's account, such as the general manager of a chain of stores or restaurants. You may also wish to issue master passcards to your installers, service technicians, or guards.

Enter the "Secret" Password

In the PASSCODE Field, enter the passcard holder's identification code. The code may be alphanumeric (e.g. 4235, SILVER, or AB98).

If you use automatic passcard numbering, press [NEW LINE] at the PASSCARD column instead of entering an identification code. The passcard identification code will display *NEW*. A random number will be assigned when the passcard holder's information is saved.

Enter the Passcard Holder's Name

In the NAME Field, enter up to 18 characters as the passcard holder's name. In the LONG NAME Field, enter up to 30 characters as the passcard holder's name.

In RELATION, enter up to eight characters describing the passcard holder's relationship to the account, such as **owner**, **employee**, **neighbor**, **janitor**, **son**.

Enter the Subscriber's Phone Numbers

In the PHONE1 and PHONE2 Fields, enter phone numbers at which the passcard holder can be contacted. Always includ the area code. In the X Fields which follow PHONE 1 and PHONE 2, you may enter an extension number.

Describe or Define the Effective Hours for the Phone Numbers

The NOTE 1 and NOTE 2 Fields may be used in two ways:

- To describe the telephone numbers entered in PHONE 1 and PHONE 2.

Example:

```
7 Phone 1        213-328-2393  x
9 Note 1         JOHN'S HOME
```

- To define the effective hours for the telephone numbers entered in PHONE 1 and PHONE 2. The effective hours are used by the call lists and the Passcard Lookup Window to determine the appropriate phone number to be dialed. When a telephone number is effective, it will be displayed in bold text. When a phone number is not effective, it will be diplayed in dim text.

Example:

```
10 Phone 2       714-555-5785  x 58
12 Note 2        @M-F 8-17
```

You must enter the effective hours in the NOTE Fields using the following format:

@<day code>-<day code> <HH:MM>-<HH:MM>

The **@** symbol indicates that "effective hours" processing is to be used by Screen 2.

The day codes you may choose from are as follows:

M	Monday	**F**	Friday
TU	Tuesday	**SA**	Saturday
W	Wednesday	**SU**	Sunday
TH	Thursday	**SS**	Saturday and Sunday

You are not required to enter times. If times are entered, use the 24-hour format (e.g. enter 5:00 p.m. as 17:00).

To indicate that a phone number is not effective for a particular day or range of days, enter the day code or range of day codes followed by a dash (-).

Examples:

Effective Hours	Description
@8-17	Everyday from 8 a.m. to 5 p.m.
@Tu-Su	Everyday except Monday.
@M-F 8:00-17:00	Monday through Friday from 8 a.m. to 5 p.m.
@M-TH 8:30-18 F 9-17	Monday through Thursday 8:30 a.m. to 6 p.m., and Friday 9 a.m. to 5 p.m.
@7:30-16 W-	Everyday except Wednesday from 7:30 a.m. to 4 p.m.

If you would like to add reference text to the NOTE Field in addition to effective hours, enter a semi-colon after the effective hours, followed immediately by your comment. This additional text does not display on passcard lists or call lists. It is displayed only on Screen 46, Passcard Update.

Example:

@M-F 18-8 SS;HOME	Monday through Friday, 6:00 p.m. to 8:00 a.m. and any time on Saturday and Sunday. This is the "Home" number.

Define the Passcard Holder's Privileges

Recall that passcard levels are defined on Screen 58, Passcard Level Update.

In the LEVEL Field, enter the passcard holder's level of privileges. Passcard levels range between 1 and 40.

Enter the Passcard Expiration Date (Optional)

In EXPIRE, enter the date that the passcard expires (if any). This date is for reference only; no alarm will be generated if an expired passcard is used.

The message *EXPIRED: <date>* is displayed in the PASSCODE Field of the Operator Action Window whenever an expired passcard is entered.

Enter the User Code

The user code is used if an identification code can be sent by the subscriber's transmitter for opening and closing signals.

Assigning the Passcard Holder to a Call List

Call lists may only be used with the CS 5.50-style Alarm Dispatch Screen. Call lists are not available for the CS 5.40-style Alarm Dispatch Screen.

A call list is a list of individuals or agencies who may be called when a zone is tripped.   CS automatically creates a default call list for each account. The default call list includes:

- The premise telephone numbers (from PHN1 and PHN2 on Screen 42, Account Update).

- The agency telephone numbers (as entered on Screen 54, Agency Update, and assigned to the account in PD, FD, PT, and MD on Screen 42).

- The telephone numbers (from PHONE1 and PHONE 2 on Screen 46) for all passcard holders who have been assigned to a call list (in CALL LIST on Screen 46).

You may include a passcard holder on a call list in two ways:

(1) You may define up to five call list groups for each subscriber account. MAS recommends that you use the call list groupings consistently for your accounts. For example:

> Call List #1   Contacts for Fire Alarms
> Call List #2   Contacts for Panic/Duress Alarms
> Call List #3   Contacts for Burglar Alarms
> Call List #4   Contacts for Opens and Closes

To include a passcard holder on a call list, enter a number between 1 and 5 in the CALL LISTS field. If the passcard holder is included on more than one call list, enter all numbers that apply. In the example above, the passcard holder is included on call list 1 and call list 3:

```
15 User          2
16 Call Lists    13

     #, S'ave, N'ext, M'ore, P'revious, DEL'ete, D'isp, G'en, Q'ueue
```

(2) You may also include an individual passcard holder on a call list using his passcard sequence number.

The next section, "Listing Instructions for Handling Alarms" describes how to set up instructions which will be displayed to dispatchers as they handle alarms. Call list may be included as part of the dispatch instructions.

Setting up Installer, Employee or Third Party Passcards

Installer passcards, employee passcards, or third party passcards may be assigned to individuals who have access to or who may change subscriber account information.

Setting up Installer Passcards

To set up installer passcards:

1. If you have not already done so, set up an account for your subscriber on Screen 42, Dispatch Data Entry.

2. Set up a CS account for the installer on Screen 42, Dispatch Data Entry. Use the installer number (assigned to installer on Screen 54, Installer Update) as the CS account number.

3. On Screen 46, Account Passcard Maintenance, set up passcards for the installer's account.

Setting up Service Technician or Guard Passcards

To set up installer passcards:

1. Set up a CS account for your employees on Screen 42, Dispatch Data Entry. Use **EMPLIST** as the CS account number.

3. On Screen 46, Account Passcard Maintenance, set up passcards for the employee (EMPLIST) account.

Setting up Third Party Passcards

Third party passcards may be assigned to the employees of companies which service your subscriber's accounts. For example, you may need to assign passcards to the employees of an armored guard company which service a chain of banks your central stations monitors.

To set up third party passcards:

1. If you have not already done so, set up an account for your subscriber on Screen 42, Dispatch Data Entry.

2. Set up a CS account for the third party on Screen 42, Dispatch Data Entry.

3. On Screen 46, Account Passcard Maintenance, set up passcards for the ***third party*** employees.

4. Access the ***subscriber's*** account on Screen 46, Account Passcard Maintenance. In the PASSCARD column, enter the third party's CS account number. In the USER column, enter **@**. This links the third party passcards to the subscriber's account.

Whenever a signal is received which requires passcard verification, the signal will include the user's identification number. The CS system will check the following areas, in the order listed, for a match with the user's identification code:

• First, the CS systems checks the user identification number received with the user identification codes entered for the subscriber's account in the USER column on Screen 46.

• If no match is found, the CS system checks the third party passcards (entered on Screen 46).

• If no match is found, the CS system checks the passcards entered on Screen 46 for the assigned installer.

• If no match was found in the installer passcard file, the CS system will check the passcards entered on Screen 46 for the EMPLIST account.

Based on whether or not a match is found, the signal will continue to be processed as determined by the response code assigned to the passcard event.

Printing Passcards

Screen 146, Passcard Print Control

For passcard holders who have access to a subscriber's site, you can print a hardcopy of the passcards to send to the passcard holder. Screens 146 and 146B are used to print passcards. On Screen 146, you can select the range of accounts for which passcards are to be printed. Then, on Screen 146B, you can select the way in which information is arranged on the passcard.

Note: 1. Passcards are queued for printing from Screen 46 ACCOUNT PASSCARD MAINTENANCE.

2. Passcard printing is controlled by the SYSTEM TO PRINT PASSCARDS Field on Screen 101 PROCESSING OPTIONS. If this field contains an **A** you may only print passcards from the A computer. If it contains a **B**, you may only print them from the B computer. If it contains a **N**, you may not print passcards.

Figure 4-11

```
                Passcard Print Control                    CS-0146

        1 Sort by C'S or I'nst  C

        2 Start Inst   50 CATCH-A-CROOK ALARMS
        3 End Inst     50 CATCH-A-CROOK ALARMS

        4 Start CS#    11-1000
        5 End CS#      11-1999

        6 S'elect or N'ew Only  N

        7 Test Pattern (Y/N)    Y

      #, F'ormat or 'GO'
```

When Screen 146 is first displayed, the cursor is positioned at SORT BY C'S OR I'NST. Enter **C** if you want to print passcards in order by CS account number or **I** to print passcards by CS account number order for each installer.

In START INST enter the code number for the first installer whose accounts are to receive passcards. In END INST, enter the code number of the last installer whose accounts are to receive passcards.

In START CS# enter the account number for the first subscriber who is to receive a passcard. In END CS#, enter the account number of the last subscriber who is to receive a passcard.

In S'ELECT OR N'EW ONLY, enter **S** to print passcards for all accounts in the selected range--regardless of whether the passcard has already been printed previously. Enter **N** to print only passcards which have been queued for printing from Screen 46 Account Passcard Maintenance.

In TEST PATTERN, enter **Y** if you want to print a test pattern so you may align the passcard forms for printing. Enter **N** if you do not want to print a test pattern.

If you wish to being printing passcards, type **GO** at the command line. If you wish to define the format for the passcards, enter **F** (for F'ORMAT) at the command line.

Setting up a Passcard Format

If you enter **F** (for F'ORMAT) at the command line of Screen 146 Passcard Print Control, Screen 146B Passcard Format Entry will be displayed. This screen allows you to enter special information to be printed on the passcard and to determine how that information will be arranged.

Figure 4-12

```
                         PASSCARD FORMAT ENTRY                    CS-0146B

    FORMATTED PASSCARD TEXT                      11 L'ETTR / 2' BY    L
  1 CS ACT# [1]                                                  ROW COL
  2 CARD # [2]          ISSUED TO [5]            12 INST INFO     1    1
  3                                              14 MAIL ADDR     1   45
  4 DATE EXPIRES [4]              LEVEL [3]      16 PASS TEXT    15   20
  5
  6 CARRY THIS CARD WITH YOU AT ALL TIMES. IT GRANTS
  7 YOU ACCESS TO YOUR BUILDING.  IF A CENTRAL STATION
  8 OPERATOR ASKS YOU TO IDENTIFY YOURSELF GIVE THEM
  9 YOUR NAME AND CARD NUMBER.
 10

    CODE    LEN      DESCRIPTION
    ----    ---      --------------------------
    [1]     10       CS ACCOUNT NUMBER
    [2]     10       PASSCARD NUMBER
    [3]     2        PASSCARD LEVEL
    [4]     8        PASSCARD EXPIRATION DATE
    [5]     18       PASSCARD NAME
    [6]     12       ALTERNATE ID NUMBER

              #, S'AVE OR R'ETURN 11
```

The upper portion of the screen gives a description of each item set up for the subscriber on Screen 46 Passcard Maintenance. Each of these items are assigned a code number, shown in the CODE column, and may be printed on the passcard. Each item also has a fixed length which is shown in the LEN column. For example, the passcard number will always take up 10 spaces on the passcard.

In the lower portion of the screen, you enter the text and code numbers of the items as you would like them to be printed on the passcard.

In Field 11 you can choose to print the passcard information as a letter to the subscriber or as a paper wallet-size card. Enter **L** if you wish to print the information as a letter. Enter **2** if you wish to print the information on a card.

In the remaining fields, you specify by row and column where the following ifnormation will appear on a Passcard Letter: installer information, mailing address, and passcard text. Each page has 99 columns and 21 rows. Column 1 is indented one inch from the left margin. Row 1 begins one inch from the top of the page.

There are no safeguards to prevent you from creating a format where information would be printed overlapping other information. For example, if you entered the same row and column coordinates for INST INFO and MAIL ADDR the mailing address would be printed on top of the installer information.

There are also no safeguards to ensure that the information can be completely printed in the block you specify. That is, if you don't allow enough room between the specified column and the right margin, the information will be truncated (cut off) at the right margin.

After you've selected the appropriate format, enter **S** to save the format; then, enter **R** to return to Screen 146 to print passcards.

Passcard Printing

After making the appropriate selections on Screen 146b, load the passcard forms onto your printer.

> **Note**: If you have a Data General AOS/VS-based computer, the spooler on the printer must be taken down before printing passcards. This ensures that you control the printer so that other print jobs are not printed on your passcard forms.
>
> To take the spooler down, type **SPOOLER_DOWN <printer #>** at your Master Console. You are now ready to print passcards.

After the forms have been loaded onto the printer, type **GO** at the command line of Screen 146. The following message is displayed:

Please mount the forms. Press Newline when ready.

Press [Enter]. A sample passcard prints; then, the following message is displayed:

Are the forms aligned properly? (Y/N)

At the printer, check to see that the line up printed correctly; the "**X**" should be in the box in the upper left corner of the first passcard. If the "line up" printed correctly, enter **Y**. If you need to realign the passcards in the printer, first, adjust the forms in the printer and enter **N**; then, another line up will print.

After the forms are aligned correctly, enter **Y**. The following message is displayed:

<number> passcards sorted - newline to print ';' to abort:

Press [Enter]. After the passcards have printed, the message

Did the forms print correctly? (Y/N)

is displayed. If all passcards printed correctly, enter **Y**. The Main Menu is displayed. If one or more of the passcards printed incorrectly, enter **N**. The message

Enter last CS# to print correctly.

Enter the CS account number of the last passcard that printed correctly.

> **Note**: If you have a Data General AOS/VS-based computer, the spooler on the printer must be brought back up after printing passcards to allow other print jobs to print.
>
> To bring the spooler up, type **SPOOLER_UP <printer #>** at your Master Console.

Listing Instructions for Handling Alarms

Screen 47, Primary Dispatch Instructions

Dispatch instructions are pages of procedures CS dispatchers should follow when handling alarms. Dispatch pages are immediately displayed to a dispatcher as he handles an alarm. Dispatch instructions are created on Screen 47, Primary Dispatch Instructions.

There are three types of dispatch instructions:

- ***General.*** General instructions apply to the account regardless of the zone that has been activated. In addition, this page may direct the CS operator to any special instructions to be followed for handling alarms at the subscriber's site. General instructions are assigned to **Page 0** (zero).

- ***Zone Specific.*** Zone-specific instructions apply to one or more zones at the subscriber's site. For example, you may wish to set up one page of zone-specific instructions for all fire detection devices at a subscriber's site and another page of instructions for all burglar detection devices. A page of zone-specific instructions may be assigned to more than one zone.

- ***Global.*** If you have zone-specific instructions that are common to many subscribers, you may set up global dispatch instructions which may be assigned to more than one account. The procedure for setting up and assigning global instructions is described at the end of this section.

You may set up both ***permanent*** and ***temporary*** instructions for each of these three types of instructions. Permanent instructions apply to a zone or account indefinitely. Temporary instructions apply to a zone or account only for a range of dates you specify.

At a minimum, you should set up one page of permanent, general instructions for each subscriber's account.

Because dispatch instructions contain detailed information about handling alarms and are immediately displayed to the CS operator, the instructions should be structured and presented in the order of their importance. The structure is determined by each central station.

Following are examples of information a ***general*** page might include:

- The type of alarm system the subscriber has
- A list of environmental hazards
- Cross streets for the subscriber's site
- Bill/siren cutoff time

Following are examples of the information a ***zone-specific*** page might include:

- Procedures to follow when handling an alarm
- A list of people to call (call list)
- The permit number for a specific type or zone of protection

Figure 4-13

```
MAS                        Primary Dispatch Information              CS-047

 1 CS#        12-0124     STERLING, JAMES MR.
                          3549 ASH LANE

 2 Page       10         ------- Dispatch  Text -------    ------Zones------
 3 PERMANENT Date
              5    FIRE ALARM DISPATCH INSTRUCTIONS         1    2    4
    Thru      6
 4            7    CALL PREMISE FIRST
              8    IF NO ANSWER, DISPATCH FD
              9
             10
             11
             12 @CALL P,FD
             13
             14
             15
             16

             17  Permit#

             #, E'dit#, PR'mit, Z'ones, D'ispatch, G'eneral,
             C'opy, N'ext, M'ore, P'revious, S'ave, or DEL'ete
```

Enter an Account Number

In CS NUMBER, enter the subscriber's CS account number. After you enter the account number, the subscriber's name, address, and secondary account number (if any) are displayed.

Enter a Page Number

To set up a page of *general* instructions, enter **0** in the PAGE Field.

To set up a page of *zone-specific* instructions, enter a page number. MAS recommends that zone dispatch pages be initially numbered in increments of 10 (e.g. 10, 20, 30, etc.) instead of 1 (e.g. 1, 2, 3, etc.). This will allow you to insert additional pages of instructions later.

If you wish to set up *global* dispatch instructions, turn to "Global Dispatch Instructions" at the end of this section.

Are the Instructions Permanent or Temporary?

After you enter a page number, the cursor then moves below the EFFECTIVE DATE Field. If you're setting up *permanent* instructions, press [NEW LINE] at the EFFECTIVE DATE Field. The effective date prompt changes to *PERMANENT* and the cursor moves to Line 5.

If you're setting up a page of *temporary* instructions, enter the first date on which these instructions apply at the effective date field.   Then, enter the last date on which these instructions apply and press [NEW LINE]. The cursor moves to Line 5 where you may enter the instructions.

Enter the Instructions

Lines 5 through 16 are used to list the instructions to be followed by the operator in handling an alarm. Line 5 through 16 may also be used to set up an automated call list or to designate the zones to which temporary instructions apply.

If you wish to have the instructions flash whenever they are displayed, enter a ~ character in the first position of the line. If you want the instructions to be underlined whenever they are displayed, enter a | character in the first position of the line.

If you run out of room on one dispatch page, you may continue the instructions on another page. To continue a page enter **@CONT <page number>**, where <page number> is the number of the page where the page displayed is continued.

Defining a Call List

A call list is a list of passcard holders, agencies, or installers who may be contacted when a zone is tripped. ***Call lists may NOT be used with the CS 5.40-style Alarm Dispatch Screen.***

You may create a call list on any line of any dispatch page (global, general, or zone specific). You may define more than one call list on a dispatch page; however, when the dispatch page is displayed on the Alarm Dispatch Screen, the operator will have to indicate which call list they wish to use.

The call list(s) may be displayed on Screen 2 using special commands. You may also use special commands on Screen 2 to "autodial" the individuals and agencies listed on a call list. For more information, turn to "Autodialing and Call Lists" in the "Basic Monitoring" section of this manual.

To build a call list, begin by typing **@CALL** in the first position of a line. Follow **@CALL** by one space and then one or more of the codes listed below. Each code must be separated with a comma.

Table 4-1

Code	Definition
P	Premise Phone Numbers from Phn1 and Phn2 on Screen 42, Account Update
I	Installer Phone Number from Phone on Screen 54, Installer Update
FD	Fire Department Phone Numbers from Phone 1/Phone 2 on Screen 52, Agency Update
PD	Police Department Phone Numbers from Phone 1/Phone 2 on Screen 52, Agency Update
MD	Medical Agency Phone Numbers from Phone 1/Phone 2 on Screen 52, Agency Update
PT	Patrol Agency Phone Numbers from Phone 1/Phone 2 on Screen 52, Agency Update
A	Selects the appropriate agency from the customer's account information (Screen 42) based on the agency type assigned to the event code (on Screen 51) for the zone in alarm.
L0	All individuals assigned to a call list for the account on Screen 46, Passcard Update Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update
L1	All individuals assigned to call list 1 for the account on Screen 46, Passcard Update Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update
L2	All individuals assigned to call list 2 for the account on Screen 46, Passcard Update Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update
L3	All individuals assigned to call list 3 for the account on Screen 46, Passcard Update Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update
L4	All individuals assigned to call list 4 for the account on Screen 46, Passcard Update Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update
L5	All individuals assigned to call list 5 for the account on Screen 46, Passcard Update Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update
<number>	The individual who has been assigned the specified passcard sequence number on Screen 46, Passcard Update Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update
<number> - <number>	All individuals assigned passcard sequence numbers within the specified range. Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update
-<number>	All individuals assigned passcard sequence numbers less than or equal to the specified sequence number. Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update
<number>-	All individuals assigned passcard sequence numbers greater than or equal to the specified sequence number. Phone Numbers from Phone 1/Phone 2 on Scr. 46, Passcard Update

Example call lists are shown below followed by an explanation of what is included in the call list:

@CALL PD,L1 The police department name and phone numbers
The name and telephone numbers of all passcard holders assigned to
call list 1.

@CALL P,10-30 "Premise" and premise phone numbers
The name and telephone numbers of all passcard holders assigned a
sequence between 10 and 30 (including those assigned sequence
numbers 10 and 30).

@CALL P,PD,I,1-9999 "Premise" and premise phone numbers
The police department name and phone numbers
The installer's name and phone numbers
The name and telephone numbers of all passcard holders.

Designating Temporary, Zone-Specific Instructions

You may set up temporary, zone-specific instructions which apply to all zones or to just a specific
list of zones. To set up temporary instructions which apply to a specific zone or set of zones enter
the special code, **@ZONES <zone numbers>**, on any line of the temporary dispatch instructions.
For example, if you wanted a page of temporary instructions to apply only to zones 1 and 3, you
would enter **@ZONES 1,3** on any line of the page of temporary instructions.

Enter the Subscriber's Permit Number

Some police or fire departments require the CS operator to supply them with a permit number
before they will respond to an alarm. If the permit applies to specific zones, enter the subscriber's
permit number in the PERMIT Field on Screen 47.

You may also set up general permits for an account on Screen 49, Permit Entry. Refer to "Special
Monitoring Features" for more information about permits.

Saving the Dispatch Instructions

After you've entered the dispatch instructions on Screen 47, move the cursor to the command line
and enter **S** to save the information as it appears on the screen. If you wish to set up another page of
instructions, enter **N** to clear the information currently displayed in the fields.

Linking the Zone-Specific Dispatch Instructions to a Zone

If you've created zone-specific dispatch instructions you must link the instructions to the zone on
Screen 43, Zone-Event Code Update.

Access Screen 43 Zone - Event Code Update and move the cursor to the ZPG Field for the
appropriate zone. Enter the page number of the dispatch instructions for the zone.

After linking the instructions to the zone, be sure to save the Zone-Event Code page.

Global Dispatch Instructions

Global dispatch instructions are pages of instructions that can be assigned to more than one subscriber's account. To create global dispatch instructions, follow the steps outlined below:

1.   Create a "global dispatch" account on Screen 42 Account Update. You may create up to 26 global dispatch accounts; the CS# for a global dispatch account must be one character from A through Z.

2.   Create one or more dispatch pages for the global account on Screen 47 Primary Dispatch Instructions. You may create up to 127 global (numbered 1 through 127) per global account. You may not create a global general dispatch page (Page 0).

3.   Assign the global dispatch page to one or more zones on Screen 43 Zone - Event Code Update by entering the appropriate global dispatch account number (A-Z) and dispatch page number in the ZPG Field. Refer to "Setting up a List of Zones" for more information about setting up zones. For example, to indicate that a zone is linked to dispatch page 3 of global dispatch account J, you would enter **J3** in the ZPG Field for the appropriate zone.

Command Line Functions

Except for C'opy and DEL'ete, the remaining command line options are used to move to other screens in your CS system or to view additional pages of dispatch instructions and are more useful after your system has been set up rather than in setting up your system. These commands are briefly described in "Summary of Commands Used in This Section" and more fully described in "Special Monitoring Features."

Copying Dispatch Instructions

To copy dispatch instructions from one account to another, use the **C'OPY** command on Screen 47. You may copy permanent or temporary instructions. In Field 1, enter the account number from which you want to copy dispatch instructions. In field 2, select the page of instructions to be copied. Then, move the cursor to the command line and enter **C**.

The cursor immediately moves back to Field 1. Enter the account number to which you want to copy dispatch instructions. In Field 2, enter the page number to which the instructions are to be copied. At the command line, enter **S** to save the new information.

> **Note:** If you try to copy a page of dispatch instructions over an existing page, the following warning is displayed: *PAGE ALREADY EXISTS!*
>
> The "copy *from*" instructions remain displayed and the "copy *to*" account number remains displayed, but the new instructions were not copied over the existing instructions.

Deleting Dispatch Instructions

To delete a page of dispatch instructions, you'll use the **DEL'ETE** command on Screen 47.

On Screen 47, access the page of dispatch instructions you wish to delete. Move the cursor to the command line and enter **DEL**. The message *CONFIRM* is displayed. Enter **Y** to delete the instructions or **N** to cancel the request to delete the instructions.

If you enter **Y** to delete the instructions, the message *DELETED* is briefly displayed and the screen is refreshed.

Setting up Additional Information Pages

There are two areas where you may enter additional pages of information about an account.

- ***Common Overflow Information.*** These are pages of information that may be assigned to more than one subscriber account.

  Common overflow pages may also be assigned to installers and agencies.

- ***Overflow Information.*** These are pages of information that apply specifically to one subscriber's account. The dispatcher may use commands available from the command line of the Alarm Dispatch Screen to review overflow.

MAS recommends that you do not use these areas for dispatch information. Instead, you might wish to use them for information that is not critical when dispatching on an alarm, such as:

- The type of alarm system
- How to disarm the customer's alarm system

Assigning Common Overflow to an Account

Common overflow is information that is the same for many of your customers, installers, or agencies. For example, you may use common overflow to describe how to disarm an alarm system that is used by many of your customers.

Common overflow is set up on Screen 11, Common Overflow Maintenance. It may be assigned to subscriber accounts, agencies (police, fire, patrol, and medical), and installers.

Common overflow is assigned to subscriber accounts on Screen 42, Account Update. For information about creating common overflow or assigning common overflow to agencies or installers turn to "Setting up Your CS System."

The following steps describe how to assign a page of common overflow information to an account. More than one page of common overflow may be assigned to an account.

1.   Access the account to be assigned common overflow on Screen 42.

2.   Enter O2 at the command line.

3.   The Account Common O'flo Entry/View Window is displayed.

Figure 4-14

```
MAS                             Account Update  06/08/94          CS-042
CS# 12-0124      2 (S)
 3 Name STERLING, JAMES MR.                 34 Installer 50
 4 Adr1 3549 ASH LANE                          CATCH-A-CROOK ALARMS
 5 Adr2
 6 CSZp IRVINE          CA 92714              SERVICE AREA 7
 9 Akey ASH L  3549         24 Start 02/06/92  Acct Common O'flow Entry/View
10 Nkey STERLING,          25 A.T.I    1         Seq#      Common#
11 Phn1 714-555-1234 x     26 TZone    1       1   1      100
13 Phn2 714-555-3948 x     27 DST Grp#          2   2      150
15 Telco Ln#               28 R/S ? N           3
16 UDF1                    29 SType             4
17 UDF2                    30 En/Xt             5
18 MTyp                    32 Specl             6
19 Map# 24-G,8             33 KeyNo             7
20 Type                                         8
21 BR      102-0000 STERLING, JAMES MR.         9
22 PD   100 IRVINE PD                          10
23 FD   100 IRVINE FD                          #, C#'lear, S'ave
                                               M'ore,D'et#,Q'uit,N'ext

    PA'SSCARD, SC'hed, Z'one, O'flo, O2'flo, ZD'isp, M'ail, OUT' of Svc
PR'mit#, C'omment, E'xpected, H'ist, #, S'ave, B'RCopy, N'ext, IN' Svc O2
```

4.   Each page of common overflow is assigned a sequence number. The sequence number determines the order in which the common overflow information is displayed to dispatchers on Screen 2, Alarm Dispatch.

Move the cursor to the first line of the window and enter the appropriate sequence number for the page of common overflow you wish to assign to the account.

5.   Next, the cursor moves to COMMON #. Enter the code name or number for the common overflow page to be assigned to the account. Recall that each common overflow page is assigned a name or number on Screen 11, Common Overflow Maintenance.

6.   You may review the contents of a common overflow page that has been assigned to the account. Enter D followed by the line number on which the overflow page appears.

You may "de-assign" a common overflow page from an account. Enter C followed by the line number on which the overflow page appears.

Setting up Overflow Information

Screen 48, Overflow Maintenance

Screen 48 Overflow Maintenance is used to list additional pages of information that apply only to one subscriber's account.

Following are examples of information that you might include on an overflow page:

- The type of alarm system the subscriber has
- Cross streets for the subscriber's site
- The cutoff time for the customer's alarm system

An overflow page may be immediately displayed to an operator as he handles an alarm on the Alarm Dispatch Screen. If it is not immediately displayed, it may be accessed on the Alarm Dispatch Screen (Screen 2) or on the Account Update Screen (Screen 42) using the O'FLO command. See "Basic Monitoring" for more information about displaying overflow pages.

Figure 4-15

```
                             Overflow Maintenance      Page:  1     CS-048

    CS # 12-0124                 STERLING, JAMES MR.
                                 3549 ASH LANE

              1 DIRECTIONS TO PREMISES:
              2 TAKE THE NORTH ROAD TO WHERE THE BIG
              3 TREE STANDS AT THE INTERSECTION TO EAST
              4 ROAD. TAKE THE SOUTHERN FORK TO THE TOP
              5 OF THE HILL. BRANCH TO THE LEFT,
              6 PREMISE WILL BE IN THE BOTTOM OF THE
              7 VALLEY.
              8
              9
             10
             11
             12


         #, E#, S'ave, M'ore, N'ext, D'isp, G'en, or 'DELETE'
```

In CS# enter the subscriber's account number. The subscriber's name and address are immediately displayed. Lines 1 through 12 are used to record special instructions or information.

If you wish to have the message flash whenever it is displayed, enter a ~ character in the first position of the line. If you wish to have the message to be underlined whenever it is displayed, enter a | character in the first position of the line.

Editing Overflow

A page of overflow information may contain many lines of text. To make it easy to edit this type of information, you may use the edit command, **E#**. See "Getting Started" for more information about the Edit command.

Deleting Overflow

To delete an account's page of overflow, access Screen 48 and enter the appropriate account number. At the command line, type **DELETE** and press [NEW LINE]. The account's overflow page will be deleted.

Reporting Changes to Account Information

Updated CS Account Database Printout

IF the CHANGES ADDED TO 140 REPORT Field on Screen 101 PROCESSING OPTIONS is set to **Y**, additions and changes made to subscriber accounts will be noted on the UPDATED CS ACCOUNT DATABASE PRINTOUT printed from Screen 140.

Customer File Report

IF the CFR PROMPT Field on Screen 101 is set to **Y**, you will be prompted with the message, GENERATE CFR FOR THIS ACCOUNT (Y/N) [N] : whenever you make changes, additions, or deletions to an account on the Master File Maintenance Screens (available from Menu 40). IF you enter **Y**, the changes will be noted on the CUSTOMER FILE REPORT printed from Screen 281.

Data Changes are Recorded in Subscriber History/File Update Log

You may record additions, changes, or deletions made to subscriber information on the Master File Maintenance Screens in subscriber history and/or the file update log.

IF the D'BASE CHG Field on Screen 101, Processing Options, is set to **U**, additions, changes, or deletions made to subscriber information on the Master File Maintenance Screens will be recorded only in the file update log. This allows you to print a report from Screen 251, File Update Log Printout.

IF the D'BASE CHG Field on Screen 101, Processing Options, is set to **H**, additions, changes, or deletions made to subscriber information on the Master File Maintenance Screens will be recorded only in the subscriber' history (Screen 7, Event History View).

IF the D'BASE CHG Field on Screen 101, Processing Options, is set to **B**, additions, changes, or deletions made to subscriber information on the Master File Maintenance Screens will be recorded in subscriber history and the file update log.

IF you choose to record additions, changes, and deletions to subscriber history, the following event codes allow you to track the time and person responsible for changes made.

One of the following event codes is automatically logged whenever customer account information is changed:

4970	Account Added
4971	Account Changed
4972	Zone Added
4973	Zone Changed
4974	Zone Deleted
4975	Zone Comment Added
4976	Zone Comment Changed
4977	Zone Comment Deleted
4978	Schedule Added
4979	Schedule Changed
4980	Schedule Deleted
4981	Passcard Added
4982	Passcard Changed
4983	Passcard Deleted
4984	Zone Disp Added
4985	Zone Disp Changed
4986	Zone Disp Deleted
4987	Common OFlo Added
4988	Common OFlo Changed
4989	Common OFlo Deleted

Example:

In the example below, the account was added on July 5, 1994.

On July 8, police department code 1300 was assigned to the account. In addition a zone was added to page 1 of the Zone - Event Code Update page for the account.

Figure 4-16

```
                    Event History Display                 CS-007

       CS # 13-1300    FREDERICKS, CAROL            Dispatch Code:
                       100 PASEO DE ALEJANDRO       As Of:  07/12/94  11:48
                       Zn/
..Date.. ..Time.. Trans Acct Op   Code Descr.............. Pass/Com.........
St
07/08/94 11:13:55              AND  4612 **** FULL CLEAR ****
07/08/94 11:13:41              AND  4010 DISPATCH PD
07/08/94 11:13:21              10   151 INTERIOR BURGLAR
07/08/94 11:13:18 COMMENT     ZONE PAGE# 1
07/08/94 11:13:18              AND  4972 ZONE ADDED
07/08/94 11:13:01 COMMENT      PD: 1300
07/08/94 11:13:01              AND  4971 ACCOUNT CHANGED
07/05/94 12:08:37              AND  4970 ACCOUNT ADDED



                   M'ore, P'rev#, N'ext, D'isp, G'en
```

Summary

In this section you learned the procedures you should follow to set up a basic subscriber account. These steps are summarized in the pages that follow.

In the next section you'll learn to review the Alarm Status Monitor for accounts in alarm status, to retrieve alarms to your CRT, and to handle alarm signals on the Alarm Dispatch Screen.

> **Note:** If you wish to learn how to set up and use some of the special features available in the CS system, turn to "Special Monitoring Features."

1.   Develop a numbering system for your subscriber accounts.

2.   Group similar accounts for data entry.

        You may wish to create one or more master accounts. You may create a new account by copying the information from the master account to the new account using Screen 242, Account Copy; then you can edit the new account.

3.   Set up basic subscriber information on Screen 42, Account Update.

```
M.A.S.                        Account Update   06/29/94  14:47    CS-042
CS#    12-0124    2 (S)
 3 Name STERLING, JAMES MR.
 4 Adr1 3549 ASH LANE                     34 Installer      50
 5 Adr2                                      CATCH-A-CROOK ALARMS
 6 CSZp IRVINE          CA 92714
 9 Akey ASH L 3549        24 Start 03/01/94    SERVICE AREA 7
10 Nkey STERLING,         25 A.T.I             ON CALL PAGER 213-555-9023
11 Phn1 714-555-3928 x    26 TZone          35 WO Num
13 Phn2 714-555-8293 x    27 DST Grp#       36 ULCode
15 Telco Ln#              28 R/S ? N        37 CS Loc  1 LOCATION 1
16 UDF1                   29 SType          38 SV Loc  1 SERVICE LOC1
17 UDF2                   30 En/Xt          39 GD Loc
18 MTyp                   32 Specl          40 # Grds
19 Map#                   33 KeyNo          41 Sv Typ
20 Type R                                   42 MLFreq
21 BR      102-0000 STERLING, JAMES MR.     43 Alt ID  120124
22 PD    10 IRVINE POLICE DEPT.             44 PT
23 FD    10 IRVINE FIRE DEPT.               45 MD


   PA'SSCARD, SC'hed, Z'one, O'flo, O2'flo, ZD'isp, M'ail, OUT' of Svc
PR'mit#, C'omment, E'xpected, H'ist, #, S'ave, B'RCopy, N'ext, IN' Svc
```

Summary: Define the Events to be Monitored at the Subscriber's Site

1.   From the alarm system installer, obtain the list of zones (signals that will be transmitted from the subscriber's panel when an alarm is tripped).

2.   Before you assigning zones and events to your subscriber accounts, you should have an understanding of the default event codes that may be processed by your receivers. Contact MAS support for additional information.

3.   Review the list of event codes printed from Screen 71, Event Code Printout. Assign an event code to each event to be monitored at the subscriber's site.

4.   Set up a list of events to be monitored at the subscriber site on Screen 43, Zone-Event Code Update.

```
                              Zone - Event Code Update     Page:  1      CS-043
     CS# 12-0124
         STERLING, JAMES MR.

       Zone Code Event Description... Zpg Sc R? RN S? RR Trps Comment............
     1 10    7110 FIRE                  10     Y  Y           1
     2 r1    2001 RESTORE #1                                     RESTORE SMOKE DECTR
     3 20     205 DOORS - PERIMETER
     4 30     330 WINDOWS - EAST
     5 40     335 WINDOWS - NORTH
     6 50     340 WINDOWS - SOUTH
     7 45     345 WINDOWS - WEST
     8 70      77 PANIC - AUDIBLE
     9 80     700 TAMPER
    10 90      20 TIMER TEST
    11
    12
    13
    14
    15
    16

      #, S'ave, P'rev, N'ext, M'ore, D'isp, ZD'isp, G'en, DEL'ete or C'lear#
```

Summary: List Individuals to be Called Regarding Alarms

1.   Set up all passcard privileges used by your subscribers on Screen 58 Passcard Level Update.

```
                             Passcard Level Update                  CS-058
LVL Description.................. IR P LVL Description.................. IR P
  1 FULL ACCESS                  Y N  21
  2 SCHEDULED HOURS ONLY         N N  22
  3                                   23
  4                                   24
  5                                   25
  6                                   26
  7                                   27
  8                                   28
  9                                   29
 10                                   30 JANITORIAL SERVICE            N N
 11                                   31
 12                                   32
 13                                   33
 14                                   34
 15                                   35
 16                                   36
 17                                   37
 18                                   38
 19                                   39
 20                                   40 STOLEN Passcard DISPATCH!!!!   N N
                             #, S'ave, N'ext
```

2.   For each account, list the passcard holders and assign the appropriate level of privileges to the passcard holder on Screen 46 Account Passcard Maintenance. A list of the passcards you set up on Screen 46 may be printed from Screen 277 Passcard Report.

```
                             Passcard Update                       CS-046
CS# 11-1234      (S)                          Installer    50
    AVERY PLASTICS INC.                            CATCH-A-CROOK ALARMS
    19162 RIVERSIDE DRIVE
 1 Sequence
 2 Type           S
 3 Passcode       NUMEROUNO
 4 Name           JOHN AVERY
 5 Long Name
 6 Relation
 7 Phone 1        213-328-2393  x
 9 Note 1         JOHN'S HOME
10 Phone 2        714-329-5785  x 58
12 Note 2         JOHN'S WORK
13 Level          1
14 Expires
15 User           2
16 Call Lists     12345

        #, S'ave, N'ext, M'ore, P'revious, DEL'ete, D'isp, G'en, Q'ueue
```

3.   You may choose to print a hardcopy of the passcards to send to your subscribers. Passcards are printed from Screen 146 Passcard Print Control.

Summary: Linking a Page of Instructions to a Zone

1.   Set up one or more pages of instructions telling the CS operator how to handle alarms for the
      subscriber's account.

```
                        Primary Dispatch Information            CS-047

1 CS #      12-0124    STERLING, JAMES MR.
                       3549 ASH LANE

2 Page      10         ------- Dispatch Text  -------    ------Zones------
3 Effective Date
            5  FIRE ALARM DISPATCH INSTRUCTIONS          1
    Thru    6
4           7  CALL PREMISE FIRST
            8  IF NO ANSWER, DISPATCH FD
            9
            10
            11 @CALL P, FD
            12
            13
            14
            15
            16

            17  PERMIT#

            #, E'dit#, PR'mit, Z'ones, D'ispatch, G'eneral,
            C'opy, N'ext, M'ore, P'revious, S'ave, or DEL'ete
```

2.   Set up the zones on Screen 43 Zone - Event Code Update and assign the appropriate page of
      instructions to each zone.

```
                        Zone - Event Code Update    Page: 1    CS-043
CS# 12-0124
    STERLING, JAMES MR.

   Zone Code Event Description... Zpg Sc R? RN S? RR Trps Comment.............
1 10    7110 FIRE                  10      Y  Y        1
2 r1    2001 RESTORE #1                                  RESTORE SMOKE DECTR
3 20     205 DOORS - PERIMETER
4 30     330 WINDOWS - EAST
5 40     335 WINDOWS - NORTH
6 50     340 WINDOWS - SOUTH
7 45     345 WINDOWS - WEST
8 70      77 PANIC - AUDIBLE
9 80     700 TAMPER
10 90     20 TIMER TEST
11
12
13
14
15
16

 #, S'ave, P'rev, N'ext, M'ore, D'isp, ZD'isp, G'en, DEL'ete or C'lear#
```

Summary of Commands Used in This Section

#

Entering the number of the line or field in which you wish to enter or edit information.

B'RCopy

When you are setting up a new subscriber's account on Screen 42, you may enter **B** at the command line. The cursor moves to Field 20 br, where you enter the B/R account number of the subscriber whose account information is to be transferred to CS. After the subscriber's account information is filled in (Fields 3 through 11), enter the CS account number you wish to assign to the subscriber.

C'lear#

On Screen 43, you may delete a line of zone information from those displayed by entering **C** followed by the line number on which the zone information is displayed. The information is replaced by the message *CLEARED*. You must then enter **S** to save the change.

C'omment

On Screen 42, enter **C** to move to Screen 8 Operator Comment Entry.
C'opy

On Screen 47, you may copy the zone dispatch instructions from one account to another using the **C'OPY** command. In Field 1, enter the account number from which you want to copy dispatch instructions. In Field 2, select the page of instructions to be copied. Then, move the cursor to the command line and enter **C**.

The cursor immediately moves back to Field 1. Enter the account number to which you want to copy dispatch instructions. In Field 2, enter the page number to which the instructions are to be copied. At the command line, enter **S** to save the new information.

Delete

On Screen 43 you may delete all zone information for the selected account by typing **DELETE** at the command line and pressing [NEW LINE]. On Screen 48 you may delete a page of overflow information by tying **DELETE** at the command line and pressing [NEW LINE]. The message *CONFIRM?* immediately appears in the lower right corner. If you enter **Y**, all zone information is deleted for the account. If you enter **N**, the zone information is not deleted and remains displayed.

D'isp

Enter **D** to move to Screen 2 Alarm Dispatch.

E#

On Screen 47, enter **E** followed by a line number to edit the information on that line. For more information about editing information, refer to "Getting Started."

E'xpected

At the command line of Screen 42, enter **E** to move to Screen 5 Timed Event Entry.

G'en

Enter **G** to move to Screen 42 Account Update.

'GO' to Copy

On Screen 242, type **GO** at the command line to begin copying account information.

H'ist

At the command line of Screen 42, enter **H** to move to Screen 7 Event History Display.

IN'Svc

At the command line of Screen 42, type **IN** to place the selected account back into service and to resume monitoring service for the account.

M'ail

At the command line of Screen 42, enter **M** to move to Screen 45 Mail to Address Update.

M'ore

If the "M" of **M'ORE** is flashing, entering **M** at the command line will display an additional page of information. For example, on Screen 43 enter **M** to display additional zones.

N'ext

Entering **N** clears the information currently displayed in the fields without saving the information.

O'flo

At the command line of Screen 42, type **O** to move to Screen 48 Overflow Maintenance.

OUT'of Svc

To temporarily suspend monitoring service for a subscriber's account, select his account on Screen 42 and type **OUT** at the command line.

PA'sscard

At the command line of Screen 42, type **PA** to move to Screen 46 Account Passcard Maintenance.

P'hone#.#

On the Agency Lookup Window, you can use the P'hone#.# command to dial one of the telephone numbers displayed. Type **P** immediately followed by the line number on which the number you wish to call appears; then, enter the column number, 1 or 2, in which the number you wish to dial appears. Press [NEW LINE] to begin dialing the number.

P'revious

After you have used the M'ore command to scroll forward through pages of information, you can use the P'revious command to scroll backward one page.

PR'mit

On Screen 42, enter **PR** to display the General Permit Entry Window. On Screen 47, enter **PR** to move to Screen 49 Permit Update.

Q'uit

When a window is displayed, such as the Agency Lookup Window, you may enter **Q** at its command line to exit the window.

;R

The RECALL command allows you to recall up to the last 10 CS accounts used on a particular screen by entering **;R** in the CS# Field. This feature can be used on the following screens:

Screen 2	Alarm Dispatch	Screen 4	Schedule View
Screen 5	Timed Event View	Screen 7	Event History View
Screen 41	Site-Sub Account Maintenance	Screen 42	Account Update
Screen 43	Zone - Event Code Update	Screen 44	Schedule Update
Screen 45	CS Mail to Address		
Screen 46	Account Passcard Maintenance	Screen 47	Primary Dispatch Instructions
Screen 48	Overflow Maintenance	Screen 49	Permit Update

S'ave

Entering **S** saves the information currently displayed in the fields but does not clear the information from the screen; the message *SAVED* is briefly displayed.

SC'hed

At the command line of Screen 42, type **SC** to move to Screen 44 Permanent Schedule Maintenance.

ZD'isp

At the command line, type **ZD** to move to Screen 47 Primary Dispatch Instructions

Z'one

At the command line, type **Z** to move to Screen 43 Zone - Event Code Update.

Before You Begin

Before you read this section, you should read and understand the following sections of this manual:

- "Introduction"

- "Getting Started"

- "Setting up the CS System"

- "Setting up Subscriber Accounts"

Before you begin processing alarm signals, you should:

- Set up your CS software and subscriber accounts as described in "Setting up Your CS System" and "Setting up Subscriber Accounts"

- Read "Using Event Codes and Function Keys."

- Set up and generate your receivers as described in "Appendix B, Setting up Your Receivers."

What You'll be Learning

In this section you'll learn to:

- Review the status of all subscriber accounts.

- Access information about a specific incoming alarm.

- Contact the appropriate individuals and agencies to respond to an alarm.

- Record the actions taken to resolve the alarm in the subscriber's history file.

- Review information about a subscriber account, agency, or installer.

- Review the status of all users and receivers.

Overview

The Main Menu contains all of the screens a CS dispatcher will use to perform the following tasks:

• Review the status of subscriber accounts.

• Dispatch agencies or individuals to respond to an alarm.

• Record information in a subscriber's account history.

• Review additional information about an account, agency or installer.

• Review the status of users and receivers.

The Main Menu screens that CS operators use most frequently to perform these functions are Screen 2, Alarm Dispatch and Screen 14, Alarm Status Monitor.

Reviewing a List of Alarms

Screen 14, Alarm Status Monitor

When a signal is received, your CS system assigns it an event code based on the information you set up for the subscriber's account on Screen 43 Zone - Event Code Update.

The event code describes the event and defines how the event is processed. Recall that events are processed based on the response code assigned to the event code. Response codes determine if an event is an alarm, is logged to history, requires passcard authorization, or requires the event to occur within scheduled hours. Events which require operator action, such as an alarm, are displayed on Screen 14.

Note: If the CS system can identify the subscriber's account but cannot identify the appropriate zone, the signal may be processed in one of two ways:

- It may be logged to the subscribers' history as event code 3999, UNDEFINED ACCOUNT/ZONE.

- It may be processed using the default event codes specified by MAS for your receiver.

If the CS system cannot identify the subscriber's account, the signal will be logged as event code 3999, UNDEFINED ACCOUNT/ZONE to the account **UNKNOWN #** where # represent the receiver number.

Screen 14, the Alarm Status Monitor lists subscriber accounts that are sending alarm signals. Alarm signals are listed in order of priority. Within each priority, alarms are listed in the order they were received.

Screen 14 is also referred to as the **buffer screen**. In many central stations a single monitor, stationed within the view of all CS operators and supervisors, is dedicated to displaying the Alarm Status monitor. This gives the operators and supervisors an overview of how many alarms are being handled by operators and how many remain to be handled by an operator.

Figure 5-1

```
MAS          16:09:45          Accounts in Alarm Status:  2    AUTO-QUE:  1      CS-014
Pri Date Time  Event-Description.. Zone  Tp Start Opr CS#....... Account Name...
 10 0703 16:02 FIRE-MANUAL PULL      8   1 16:03 JUS 12-3928    TEX MEX TACOS
 10 0703 16:04 FIRE-SMOKE DETECT    17   1 16:04 KEE 13-5873    HAMMERHEAD HARDWARE
 30 0703 16:09 ASSAULT-CALL PREM     7   1 16:10 LWU 15-8391    SACKWEIL, JACKSON
 50  103 16:08 PERIMETER-SHOCK SNS   8   1 16:08     90-1010    SOUTHLAND BANK
 50  103 16:08 INTERIOR-PASSIVE     10   1 16:08 WEU 33-1112    BIG TEX AUTO SA




         Max Pri. for Alarm Count  199     N'ext                    0 ALL PRIORITIES
```

The information listed below is displayed on Screen 14 for each alarm.

- PRI shows the alarm's priority, the lower the number, the higher the priority.

- The next two columns show the date and time when the first signal, which caused the alarm, was received for the subscriber's account.

- EVENT-DESCRIPTION is a description of the event as determined by the event code assigned to the alarm. ZONE shows the zone (area of protection at the subscriber's site) that was tripped; the TP column shows the number of alarms tripped at this account.

  Although a zone may be "tripped" several times, an account will be displayed only once on Screen 14. The highest priority alarm will be displayed.

- START and OPR tell you when an operator first took action to resolve the event and the initials of the operator that processed the event. The operator takes action to resolve alarms by logging operator action event codes. Operator action event codes are event codes numbered between 4000 and 4999.

  If no action has been taken, the START time will be the same as the TIME.

- CS# and ACCOUNT NAME show the account number and first 15 characters of the name of the site sending the alarm signal.

ACCOUNTS IN ALARM STATUS (at the top of the screen) shows the total number of accounts currently in an alarm condition.

> **Note:** If your central station uses multiple locations and if the LOC
> COUNT OF ACCTS IN ALARM Field on Screen 101, Processing
> Options, is set to **Y**, the ACCOUNTS IN ALARM STATUS field
> displays only the total number of alarms for the user's dispatch
> lcoation.
>
> If the LOC COUNT OF ACCTS IN ALARM Field on Screen 101,
> Processing Options, is set to **N**, the ACCOUNTS IN ALARM STATUS
> field displays the total number of alarms for all dispatch
> lcoations. (Recall that a user is assigned to a dispatch location
> on Screen 64, User Location Profile Upate.)

UAS shows the number of signals that are ready for the autologger to process. Some signals, particularly those involving schedules, passcard verification, or wait processing, require extra processing by the autologger. If the number of signals waiting to be processed is greater than 50, the number shown in the UAS Field will flash to warn you that the autologger may not be processing signals normally.

To determine if there is a problem with the autologger, check the autologger's status on Screen 31, Receiver Status Monitor. If the autologger's status is something other than *NORMAL OPERATIONS* or if the value shown in UAS continues to climb, contact MAS immediately.

The MAX PRI FOR ALARM COUNT (at the bottom of the screen) indicates the greatest priority number an alarm may have and still be shown on the buffer screen. Recall that the greater the priority

number, the lower the alarm's priority is. The maximum priority is defined in MAX PRIORITY ON CS-014 Field on Screen 101, Processing Options.

The message in the lower right corner of the screen shows the alarm priority or range of priorities that may be accessed by the CS operator currently signed onto the CRT. A range of priorities may be designated for a user on Screen 64, User Location Profile Update, by assigning a dispatch queue to the user. Dispatch queues are set up on Screen 78, Dispatch Queue Maintenance. If a dispatch queue is not assigned to a user, the user may access alarms of all priorities. (For more information on setting up and using dispatch queues, turn to "Setting up Your CS System."

Screen 14 is updated automatically or you may enter **N** at the command line to update the screen with new alarm signals.

Warning Messages

When a CS operator is reviewing the status of subscriber accounts on Screen 14, Alarm Status Monitor, he may see one or more of the following warning messages displayed at the bottom of Screen 14:

RCVR ERROR(S) - SEE SCN 31. This means that the autologger, a receiver, or other background task (such as the logging printer, VRT, or LATES) is not processing alarm signals normally. When this message is displayed, a CS operator should review Screen 31 to determine the cause of the problem.

RED ERROR(S) - SEE SCN 331. For hot redundant systems, this indicates that there is a problem in passing information from one computer to the other (redundancy). When this message is displayed, review Screen 331 to determine the cause of the problem.

MASlink/C ERROR(S) - SEE SCN 331. If the last session for a periodic RPC fails this message will be displayed. When this message is displayed, review Screen 331 to determine the cause of the problem.

MISC ERROR(S) - SEE SCN 332. For systems with multiple-location processing or data partitioning, this indicates that alarms are not being handled for a particular location. This message will also appear when the event file is 97 percent full or more. When this message is displayed, review Screen 332 to determine the *possible* cause of the problem.

For more information about Screens 31, 331, and 332, turn to Appendix C, File Repair Utilities.

Note: 1.   An option is available to activate the watchdog timer whenever one or more of the warning messages listed above is displayed on Screen 14. MAS must activate this option for you.

2.   An option is available that provides the ability to have an alarm generated when a receiver status changes to one other than Normal Operations. Refer to Appendix B for more information.

3.   An alarm may be generated when expected events do not occur as scheduled (are late). Refer to "Special Monitoring Features" for more information.

4.   If you use a polling receiver and have set up line accounts, an alarm will be displayed whenever the line or a site associated with the line goes into "outage." Refer to Appendix B for more information.

5.   If you set up an account for each receiver line, an alarm may be generated when the line has not processed a signal for a specified period of time. Refer to Appendix B for more information.

Dispatching for an Alarm Signal

To dispatch for an alarm signal, verify a user's passcard, or resolve a late event, the CS operator will perform some or all of the following steps:

- Access the alarm on the Alarm Dispatch Screen (Screen 2).

- Review subscriber account information and dispatch instructions.

- Call the appropriate contacts.

- Dispatch the appropriate agencies.

- Record in the subscriber's history the steps taken to resolve the alarm.

Accessing an Alarm on the Alarm Dispatch Screen

An alarm may be accessed on the Alarm Dispatch Screen in three ways:

- Alarms may be automatically displayed when a CS operator accesses the Alarm Dispatch Screen. The alarm with the highest priority that has not been handled is displayed.

- If an alarm is not automatically displayed, follow the steps below:

  1. Access Screen 2, Alarm Dispatch.

  2. When Screen 2 is first displayed, press [ENTER] to display the alarm with the highest priority to which you have access.

  3. Review the account and alarm information. Use the appropriate commands and log the appropriate resolution code(s) to resolve the event.

  4. Move the cursor to the command line and enter **N**. The screen is immediately re-displayed. If the cursor remains positioned at CS#, press [ENTER] again. Account information for the next alarm that is not being handled by another operator is displayed.

Note: The ability to display alarms automatically is controlled by the AUTOFEED ON 2 Field on Screen 64, User Location Profile Update, for your username.

If the AUTOFEED ON 2 Field is set to **Y** for your username, methods 1 and 3 canbe used to retrieve alarms on the Alarm Dispatch Screen.

If the AUTOFEED ON 2 Field is set to **N** for your username, methods 2 and 3 can be used to retrieve alarms on the Alarm Dispatch Screen.

- You may also access the highest priority alarm for an account, by entering the account number in the CS# Field on the Alarm Dispatch Screen.

Note: A. If the CRT OWNS UNCLEARED ACCTS Field on Screen 101 Processing Options is set to **Y**, an alarm which has been retrieved by an operator but not fully or partially cleared can be accessed only by that operator; however, the alarm may be accessed on other users by entering the appropriate account number.

B. An option is available which logs event code 4096, Accessed on Screen 2, to subscriber history whenever an operator retrieves an alarm on Screen 2. This feature must be activated by MAS. In addition, you must set each CS dispatcher's OPERATOR TYPE to **D** on Screen 64.

C. Whenever an account is in use on Screen 2 or 502 and another user attempts to access the account on Screen 2 or 502, the Account Lock Window will display the username of the person using the account. The second user will be unable to modify information for the account.

Reviewing the Alarm and Account Information

The Alarm Dispatch Screen contains the basic information a dispatcher will need to resolve an alarm. Information is arranged on the Alarm Dispatch Screen in six basic sections:

• **Subscriber information.** Provides the CS operator with basic information about the account as previously entered on Screen 42 Account Update.

• **Installer information.** Tells the CS operator about the company that installed the subscriber's alarm system.

• **Alarm Status Line** For the selected account, Screen 2 displays information about the current alarm or event.

• **Dispatch instructions and/or overflow.** Gives instructions or other descriptive information for handling the event.

• **Account history.** Shows the last five events (that are not alarm or call dispositions) for the selected account.

• **Account status.** Displays the current account status, plus the details of the next expected event. Also shows whether the account is on test, out of service, or on runaway. Finally, this area shows any follow up events for the account.

Figure 5-2
Figure 5-2

```
MAS  Local 01/03/92  16:10     Alarm Dispatch      CS    01/03/92  16:10    CS-002
CS# (P) 90-1010    (S)                             Installer  3000
SOUTHLAND BANK                                     BIGTIME BANKING CHAIN       CI
1754 EDINGER AVE            BR# 112-000            HIGH PRIORITY SERVICE
SANTA ANA BRANCH                 Type             SEC. DIR. HARRY SMITH
SANTA ANA        CA 92707     Specl               OFFICE# 213-294-2845
UDF1 BANK    UDF2 ULAA    SType        R/S?    En/Xt    MapTyp     Map#
  0  01/03/92  16:08:   8  PERIMETER-SHOCK SENSOR      DRIVE-THRU WINDOW    A3
Page                                 General Page
                                  1  DISPATCH POLICE
                                  2  CONTACT:
                                  3  JIM KELLY - PRES  714-102-2928
                                  4  FRANK BIOLA - VP  714-102-2423
   --Date--  -Time  Zone-  Code  Event Description---  Zone Comment-------- Page
1  01/03/92  16:08      8         PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
2  01/03/92  16:07               PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
3
4
5
Next: OPEN VERIFY/CLOSE                            EC: <9 04/16 22:30 06/16 23:30

                                                        AS: ALARM A

        CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?
```

Subscriber Information

Subscriber information is shown at the top of the screen and provides the CS Operator with basic information about the subscriber's account (as previously entered on Screen 42 Account Update).

The current date and time for your central station are displayed in the top-right corner of the screen. The current date and time for the subscriber's site are displayed in the top-left corner of the screen in the LOCAL Field.

In CS#, enter an existing subscriber number, or press **[ENTER]** to accept a number already displayed. After an existing subscriber's account number is entered, his account information appears. The subscriber information is for display only and cannot be edited on this screen.

(S) shows the secondary account number, if any. The subscriber's name and address are displayed immediately below his CS account number(s). The subsite name, if any, is displayed immediately to the right of the subscriber's name.

If you use the Alternate I.D. feature, the ID# Field will be displayed and will show the subscriber's alternate I.D. If you do not use the Alternate I.D. feature, the BR# Field will be displayed and will show the subscriber's B/R account number. (For information about the Alternate I.D. feature, turn to "Special Monitoring Features.")

Immediately below the subscriber's B/R account number, in the TYPE Field, is a one-character code indicating the account type. SPECL displays special information for Secutron receivers only. The information is in the form **MCab** where **a** is the round count of alarms and **b** is the round count of a restore.

UDF1 and UDF2 display user-defined codes.

STYPE may display the following types of information:

* It may indicate the alarm equipment type in use. The following designations are used:

    CX   Centrax   **DW**   Direct Wire
    MC   McCulloh   **MP**   Morse

* It may indicate that the account is linked to a master set of zones. Refer to "Setting up Subscriber Accounts" for further information.

If R/S? displays **Y**, the subscriber's site has both a primary and secondary transmitter. If **N**, the account uses a primary transmitter only.

The EN/XT Field represents the entry and exit times allowed in minutes. This field is used only with Direct Wire, McCulloh, and Morse receivers, and for accounts using the MAS Voice Response Terminal (VRT) system. Refer to "Setting up Subscriber Accounts" for further information.

In most state or cities there is a generally accepted map book that is used to find street addresses. MAPTYP shows the name of the map book used for locating the subscriber's site. MAP# shows the page number and grid number on the map where the subscriber's site is located

---

Installer Information

Installer information is displayed in the INSTALLER Field. It includes the installer code assigned to the subscriber account on Screen 42 Account Update and the installer information set up for that installer on Screen 54 Installer File Update. This information may include the installing company's name, phone number, and basic instructions for handling its subscriber accounts.

If the installer has been assigned a page of common overflow information, the message **CI** is displayed immediately after the first line of installer information. The page of common overflow information can be displayed by entering **CI** at the command line.

Alarm Status Line

The Alarm Status Line is displayed in reverse video immediately below the last line of the Subscriber Information. It shows the outstanding alarm signal with the highest priority for the selected subscriber's account. The following information, reading the line from left to right, is displayed for the alarm:

- *The date on which the signal was received.* The date is displayed in the format MM/DD/YY, where MM is the month, DD is the date, and YY is the year. For example, 9/16/99 represents September 16, 1999. If the European date format is used, the date will have the format DD/MM/YY.

- *The subscriber's local time the signal was received.* The time is displayed in the format HH:MM, where HH is the hour, and MM are the minutes. The 24-hour system is used. For example, 16:27 would represent 4:27 p.m.

- *The zone's event code.* This is the event code assigned to the zone on Screen 43 Zone - Event Code Update.

- *The event code description* for the zone that was tripped.

- *The zone comment.* A zone comment will be displayed if a comment was entered for the zone on Screen 43 Zone - Event Code Update.

- *The dispatch page assigned to the zone.*

Dispatch Instructions and Account Overflow Information

Dispatch Instructions and Overflow are displayed immediately below the Alarm Status Line. Recall that ***dispatch instructions*** are created on Screen 47 Primary Dispatch Instructions, and assigned to a zone on Screen 43 Zone - Event Code Update.

•   ***Zone-specific dispatch instructions*** are instructions which apply only to the zone that was tripped.

•   ***General dispatch instructions*** are instructions for handling the account. Overflow information is created and assigned to an account on Screen 48 Overflow Maintenance.

•   ***Overflow information*** is data that is helpful in dispatching on an account.

The Dispatch Instruction and Overflow section may display two different sets of information. If the DISPLAY O'FLO ON SCREEN 2 Field of Screen 101 is set to **N**, ***Zone Dispatch Instructions and General Dispatch Instructions*** will be displayed:

Figure 5-3

```
UDF1 BANK      UDF2 ULAA    SType        R/S?     En/Xt     MapTyp     Map#
 0   01/03/92  16:08:53     8  PERIMETER-SHOCK SENSOR       DRIVE-THRU WINDOW    A3
Page 10 (1)                                General Page (1) @C
1) CALL PREM TO VERIFY, IF N/A THEN:   1  CONTACT LIST
2) DISP PD                             2
3) NTFY SUBSCRIBER LIST                3  JIM KELLY - PRES  714-102-2928
                                       4  FRANK BIOLA - VP  714-102-2423
   --Date--  -Time  Zone-  Code  Event Description---  Zone Comment-------- Page
1  01/03/92  16:08      8        PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
2  01/03/92  16:07               PERIMETER-SHOCK SESN  DRIVE-THRU WINDOW
```

(2)   If the DISPLAY O'FLO ON SCREEN 2 Field of Screen 101 is set to **Y**, ***Dispatch Instructions and and Account Overflow*** will be displayed:

Figure 5-4

```
UDF1 BANK       UDF2 ULAA    SType          R/S?      En/Xt     Pzone      Map#
 0   01/03/92  16:08:53     8  PERIMETER-SHOCK SENSOR        DRIVE-THRU WINDOW    A3
Page 10 (1)                                 Overflow Page 1 of 1
1) CALL PREM TO VERIFY, IF N/A THEN:   1  DIRECTION TO PREMISES:
2) DISP PD                             2  TAKE THE NORTH ROAD TO WHERE THE BIG
3) NTFY SUBSCRIBER LIST                3  TREE STANDS AT THE INTERSECTION TO EAST
                                       4  ROAD.  TAKE THE SOUTHERN FORK TO THE TOP
   --Date--  -Time  Zone-  Code  Event Description---  Zone Comment-------- Page
1  01/03/92  16:08      8        PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
2  01/03/92  16:07               PERIMETER-SHOCK SESN  DRIVE-THRU WINDOW
```

The first line of the Dispatch Information/Overflow area tells you the types of information displayed. You may see the following descriptions:

•   Page <number>. This description is displayed for Zone-Specific Dispatch Instructions.

       Page 10 (1)

•   General Page. This description is displayed for General Dispatch Instructions.

       General Page (1)

•   Overflow Page <number> of <number>. This description is displayed for the account's Overflow Information.

       *Overflow Page **1** of **1***

The instructions are permanent if the page number is immediately followed by a (1). The dispatch instructions are temporary if the page number is immediately followed by (2) and a beginning and ending date.

If the dispatch instructions are continued on another page, the page number is followed by the message *@C*. Use the **GC** command to display the continuation of a general dispatch page. Use the **ZC** command to display the continuation of a zone dispatch page.

If Your Screen Displays Zone and General Dispatch Instructions

The instructions will be displayed in the following order:

•   ***General Dispatch Instructions***

       General Dispatch Instructions will be displayed on the right side of the screen, in the following order:

              Temporary General dispatch instructions. These are general instructions in how to deal with the account, but they apply for only a specific period of time.

              Permanent General dispatch instructions. These are general instructions in how to deal with the account, but they apply indefinitely.

•   ***Zone Dispatch Instructions***

Zone Dispatch Instructions will be displayed on the left side of the screen, in the following order.

Temporary Zone-specific dispatch instructions. These are instructions that apply to a specific zone for a specific account, and they apply for only a certain period of time.

Permanent Zone-specific dispatch instructions. These are instructions that apply to a specific zone for a specific account.

Temporary Global dispatch instructions. These are instructions that apply to a specific zone, but they apply for only a specific period of time.

Permanent Global dispatch instructions. These are instructions that apply to a specific zone, but they apply to that zone indefinitely.

If the zone has not been assigned global dispatch instructions, temporary zone dispatch instructions will be displayed first, followed by permanent zone dispatch instructions.

If Your Screen Displays Dispatch Instructions and Overflow Information

The overflow information will be displayed on the right side of the screen. Dispatch instructions, both zone-specific and general, will be displayed on the left side of the screen.

The order in which the dispatch instructions will be displayed is controlled by the CS002 1ST DISP PAGE ZONE IN ALARM Field on Screen 101.

If CS002 1ST DISP PAGE ZONE IN ALARM is set to **Y**, instructions are displayed in the following order:

Temporary Zone-specific dispatch instructions. These are instructions that apply to a specific zone for a specific account, and they apply for only a certain period of time.

Permanent Zone-specific dispatch instructions. These are instructions that apply to a specific zone for a specific account.

Temporary Global dispatch instructions. These are instructions that apply to a specific zone, but they apply for only a specific period of time.

Permanent Global dispatch instructions. These are instructions that apply to a specific zone, but they apply to that zone indefinitely.

Temporary General dispatch instructions. These are general instructions in how to deal with the account, but they apply for only a specific period of time.

Permanent General dispatch instructions. These are general instructions in how to deal with the account, but they apply indefinitely.

If CS002 1ST DISP PAGE ZONE IN ALARM is set to **N**, instructions are displayed in the following order:

Temporary General dispatch instructions. These are general instructions in how to deal with the account, but they apply for only a specific period of time.

Permanent General dispatch instructions. These are general instructions in how to deal with the account, but they apply indefinitely.

Temporary Zone-specific instructions. These are instructions that apply to a specific zone for a specific account, and they apply for only a certain period of time.

Permanent Zone-specific dispatch instructions. These are instructions that apply to a specific zone for a specific account.

Temporary Global dispatch instructions. These are instructions that apply to a specific zone, but they apply for only a specific period of time.

Permanent Global dispatch instructions. These are instructions that apply to a specific zone, but they apply to that zone indefinitely.

Note: When a signal is received and it does not match the zones defined for the account on Screen 43, Zone - Event Code Update, the signal may be processed using a "default" event code. (Default events codes are determined by the type of receiver sending the signal and the type of signal received.)

If global dispatch instructions were assigned to the "default" event code (on Screen 51, the global dispatch instructions will be displayed on the Alarm Dispatch Screen for the alarm.

Using Commands to View Dispatch Instructions and Overflow

You will use the following commands in reviewing dispatch instructions:

    M'ode Full or partial instructions (4 to 12 lines)
    GC   View General continuation
    GM   Cycle general dispatch pages
    D#   View ZD for Event 0-5
    ZC   View zone dispatch continuation
    ZM   Cycle zone dispatch pages
    ZD#   View specific (zone) dispatch page

You will use the following commands in reviewing overflow:

    OM   Cycle overflow pages

Mode: Displaying Full or Partial Dispatch Instructions

When dispatch instructions are first displayed on Screen 2, only the first four lines of instructions are shown. To show the entire page (12 lines) of instructions, enter **M** (for M'ODE) at the command line.

If you wish to return to the short (4 line) display of instructions, enter **M** again at the command line.

Figure 5-5

```
MAS  Local  01/03/92  16:10     Alarm Dispatch        CS     01/03/92  16:10    CS-002
CS# (P) 90-1010    (S)                                Installer  3000
SOUTHLAND BANK                                        BIGTIME BANKING CHAIN        CI
1754 EDINGER AVE              BR# 112-000             HIGH PRIORITY SERVICE
SANTA ANA BRANCH                  Type                SEC. DIR. HARRY SMITH
SANTA ANA         CA 92707       Specl               OFFICE# 213-294-2845
UDF1 BANK     UDF2 ULAA    SType        R/S?    En/Xt     MapTyp     Map#
   01/03/92  16:08:53     8  PERIMETER-SHOCK SENSOR          DRIVE-THRU WINDOW
Page                                General Page
                                  1  DISPATCH POLICE
                                  2  CONTACT:
                                  3  JIM KELLY - PRES  714-102-2928
                                  4  FRANK BIOLA - VP  714-102-2423
                                  5
                                  6
                                  7
                                  8
                                  9
                                 10
                                 11
                                 12

         CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?
```

GC and ZC: Displaying the Continuation of a Dispatch Page

When you create a page of dispatch instructions (on Screen 47), you may continue the instructions on another page (using the @CONT feature). When dispatch instructions are displayed on Screen 2 and they are continued on another page, the message *@C* will be displayed immediately following the page number.

To view the continuation for a page of **general dispatch instructions**, enter **GC** at the command line. To view the continuation for a page of **zone-specific dispatch instructions**, enter **ZC** at the command line.

If *@C* is still displayed, the dispatch instructions are continued on another page. Use the GC or ZC command, whichever is appropriate, to view the next continuation page.

GM, OM, and ZM: Cycling Through Pages

The GM command is used only if your screen displays **general dispatch instructions** on the **right** side of Screen 2. If so, you may enter **GM** at the command line to switch between temporary and permanent pages of general dispatch instructions displayed on the right side of your screen. You may use **ZM** to cycle through the following instructions shown on the *left* side of your screen:

> Temporary Zone-specific Dispatch Instructions
> Permanent Zone-specific **or** Temporary Global Dispatch Instructions
> Permanent Global Dispatch Instructions

If your screen displays **overflow** information on the **right** side of Screen 2, the ZM cycles through the following instructions on the **left** side of your screen:

> Temporary Zone-specific Dispatch Instructions
> Permanent Zone-specific **or** Temporary Global Dispatch Instructions
> Permanent Global Dispatch Instructions
> Temporary General Dispatch Instructions
> Permanent General Dispatch Instructions

If the CS002 1ST DISP PAGE ZONE IN ALARM Field on Screen 101 is set to **N**, general instructions are displayed before zone instructions.

If your screen displays **overflow** information on the **right** side of Screen 2, the OM command cycles through overflow pages on the **right** side of your screen.

ZD'isp:Reviewing a Specific Zone Dispatch Page

Use the ZD command to review a specific page of zone dispatch instructions. Enter **ZD** followed by the page of dispatch instruction you wish to display. The instructions will immediately be displayed on Screen 2.

D#:   Reviewing the Dispatch Instructions for a Specific Zone

The D# command is used to display dispatch instructions for one of the zones, other than the tripped zones, shown in the Zone Information Area on Screen 2. Enter **D** followed by the number of the zone for which you wish to display dispatch instructions.

Account History

The Account History Sections displays the five most recent alarm signals or events received for the account in reverse order (i.e. the *last* signal received is shown first). Each line contains the same information as that described in "Alarm Status Line."

Only event codes that have not been assigned a disposition code (on Screen 51) will be displayed.

Account Status

NEXT contains a description of the next scheduled event that should occur. If no events are expected, this field is blank.

The AS Field shows the account's status based on the zone that sent the most recent alarm. The following messages may be displayed:

OPEN   CLOSE   ALARM   RESTORE
TROUBLE   NORMAL   OUTAGE

If additional events for an account occur while an operator you are handling an alarm on Screen 2, a Status Change Window will be displayed showing an updated list of the last five events.

Figure 5-6

```
                          Status Change

   --Date--  -Time   Zone-   Code   Event Description---   Zone Comment--------  Page
   01/03/92  16:08      8           PERIMETER-SHOCK SENS   DRIVE-THRU WINDOW
   01/03/92  16:07                  PERIMETER-SHOCK SESN   DRIVE-THRU WINDOW


            D'isable Status Change Notification, Quit? (D/Q)  N
```

If you enter **D**, the Status Change Window will not be displayed again while you are performing the operation when the Status Change Window appeared. For example, if you were autodialing from a zone dispatch call list when the Status Change Window appeared and disabled the status change notification, the Status Change Window would not be displayed again while you were autodialing from the zone dispatch call list.

If you enter **Q**, the Status Change Window will be displayed every time the account's status changes.

When you enter **D** or **Q**, the Status Change Window will be cleared from the screen and you may resume whatever operation you were processing when the Status Change Window appeared.

When an operator has accessed an account which in alarm status and the operator attempts to release the account entering **N** (N'EXT) at the command line, the message *Alarm priority still within your Queue. Release Acct?* may be displayed. This message warns the operator that the account has an uncleared alarm.

Calling Individuals or Agencies to Respond to an Alarm

At most central stations the CS system is linked to phone lines. This allows CS dispatchers to use commands available from the Alrm Dispatch Screen to call the phone numbers listed for the premise, agencies, installer, and passcard holders assigned to a subscriber's account. This is referred to as ***autodialing.***

A phone number may be autodialed in several ways and from several areas of the Alarm Dispatch Screen:

•   The CS dispatcher may use the function keys to enter manually the telephone he wants to call.

•   The CS dispatcher may use the P'hone# commands to dial one of the phone numbers shown on the Alarm Dispatch Screen for the premise or agencies.

•   The CS dispatcher may use special commands to dial phone numbers listed on a general or zone-specific page of dispatch instructions.

•   The CS dispatcher may use special commands to dial phone numbers listed in the Installer Information area of the Alarm Dispatch Screen.

•   The CS dispatcher may use special commands to dial phone numbers listed on a page of overflow or common overflow information.

•   The CS dispatcher may display and/or automatically dial phone numbers from a call list.

•   The CS dispatch may use special commands to dial phone numbers listed on the Passcard Lookup window.

•   The CS dispatcher may use special commands to dial phone numbers listed on the Agency Lookup Window.

Autodialing with Function Keys

Some terminal keyboards allow function keys to dial telephone numbers automatically from Screen 2, Alarm Dispatch. The specific keys differ according to keyboard type. Your MAS keyboard templates show the appropriate keys to press. The titles of they keys shown on the template and their function are as follows:

- **Dial**

    This function key is used to dial a telephone number. When the function key is pressed, the CS operator is prompted to enter a telephone number:

Figure 5-7

```
3
4
5
Next: OPEN VERIFY/CLOSE
ENTER NUMBER:
                                                             AS: ALARM A

      CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?
```

Enter the telephone number, including the area code. The number is sent to and dialed by the Autodialer. The telephone number dialed will be recorded to the subscriber's history if the LOG ALL AUTODIAL CALLS Field on Screen 101 Processing Options is set to **Y**.

- **Hangup**

    Press the **Hangup** function key when a call is completed. The call is then ended and the Autodial unit is available for a new call.

- **Answer**

    Press the **Answer** function key to answer an incoming call.

Autodialing Using the P'HONE# Commands

You may autodial the premise or agency by entering one of the P'HONE# commands (listed below) at the command line of the Alarm Dispatch Screen.

- **P1**   Dials the first premise phone number.
- **P2**   Dials the second premise phone number.
- **P3**   Dials the police department's phone number.
- **P4**   Dials the fire department's phone number.
- **P5**   Dials the patrol agency's phone number.
- **P6**   Dials the medical agency's phone number.

After one of the P'HONE# commands is entered, the message *DIALING:* is displayed at the bottom of Screen 2. The message is immediately followed by the number being dialed.

Figure 5-8

```
5
Next: OPEN VERIFY/CLOSE
DIALING:  17145559999
                                                              AS: ALARM A

        CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?
```

Autodialing From Dispatch Instructions or Overflow

Recall that the Alarm Dispatch Screen will display either General and Zone-Specific Dispatch Instructions, or Account Overflow and Dispatch Instructions. You may also display account overflow by entering **O** at the command line of the Alarm Dispatch Screen.

You may use the commands listed below to autodial a phone number listed on a general dispatch page, zone-specific dispatch page, or on an account overflow page.

- **PG#** Dials a telephone number shown on the General Dispatch Instructions.

- **O'FLO** Displays a page of overflow information for the account.

- **PO#** Dials a telephone number shown on the Account Overflow Page.

- **PZ#** Dials a telephone number shown on the Zone Dispatch Instructions.

To autodial a phone number listed on a general dispatch page, zone dispatch page, or account overflow page, enter the appropriate command immediately followed by the line number on which the phone number appears.

Example: To dial the phone number shown below for Jim Kelly, you would enter **PG3** at the command line of the Alarm Dispatch Screen. (**PG** because his phone number is listed on the General Dispatch Instructions and **3** because the phone number appears on Line 3 of the General Dispatch Instructions.)

Figure 5-9

```
UDF1 BANK       UDF2 ULAA      SType         R/S?      En/Xt      MapTyp      Map#
 0   01/03/92  16:08:53     8  PERIMETER-SHOCK SENSOR          DRIVE-THRU WINDOW    A3
Page 10 (1)                                    General Page (1) @C
1) CALL PREM TO VERIFY, IF N/A THEN:   1  CONTACT LIST
2) DISP PD                             2
3) NTFY SUBSCRIBER LIST                3  JIM KELLY - PRES  714-102-2928
                                       4  FRANK BIOLA - VP  714-102-2423
   --Date--  -Time  Zone-  Code  Event Description---  Zone Comment-------- Page
1  01/03/92  16:08      8        PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
2  01/03/92  16:07              PERIMETER-SHOCK SESN  DRIVE-THRU WINDOW
```

After the command is entered, the message *DIALING:* is displayed at the bottom of Screen 2. The message is immediately followed by the number being dialed.

Figure 5-10

```
5
Next: OPEN VERIFY/CLOSE
DIALING:  17141022928
                                                          AS: ALARM A

     CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?
```

Autodialing From Installer Text

Recall that the Alarm Dispatch Screen may display information about the company that installed the subscriber's alarm system. You may use the command listed below to autodial a phone number listed in the installer text area of the Alarm Dispatch Screen.

- **PI#** Dials a telephone number shown in the Installer Information area.

To autodial a phone number listed in the installer text, enter the appropriate command immediately followed by the line number on which the phone number appears.

Example: To dial the phone number shown below for the office, you would enter **PI4** at the command line of the Alarm Dispatch Screen. (**PI** to dial a phone number shown in the installer text area of the dispatch and **4** because the phone number appears on Line 4 of the installer text area.)

Figure 5-11

```
MAS  Local  01/03/92  16:10    Alarm Dispatch  CS     01/03/92  16:10     CS-002
CS# (P) 90-1010    (S)                          Installer  3000
SOUTHLAND BANK                                  BIGTIME BANKING CHAIN       CI   Line 1
1754 EDINGER AVE              BR# 112-000        HIGH PRIORITY SERVICE            Line 2
SANTA ANA BRANCH               Type             SEC. DIR. HARRY SMITH            Line 3
SANTA ANA          CA 92707  Specl              OFFICE# 213-294-2845             Line 4
UDF1 BANK       UDF2 ULAA  SType      R/S?   En/Xt     MapTyp     Map#
  0   01/03/92  16:08:  8  PERIMETER-SHOCK SENSOR    DRIVE-THRU WINDOW    A3
```

After the command is entered, the message *DIALING:* is displayed at the bottom of Screen 2. The message is immediately followed by the number being dialed.

Figure 5-12

```
5
Next: OPEN VERIFY/CLOSE
DIALING:  12132942845
                                                                    AS: ALARM A

        CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?
```

Displaying and Autodialing From Call Lists

You may use the commands described in this section to display and autodial from call lists. Call lists are defined for an account on Screen 47 Primary Dispatch Instructions. Individuals are assigned to an account's call lists on Screen 46 Passcard Update. For more information about defining call lists, refer to "Passcards" and "Dispatch Instructions" in the "Setting up Subscriber Accounts" section.

Displaying Call Lists

The commands listed below are used to display call lists.

- **DC**   displays a default call list which includes all phone numbers for the premise, agencies, and passcard holder call list.

- **DC#**   displays passcard holders and phone numbers for the call list you specify. For example, enter **DC1** to display call list 1.

- **ZL**   displays the call list shown on the line of the Zone-specific Dispatch Instructions you specify. For example, enter **GL1** to display the call list shown on Line 1 of the Zone-specific Dispatch Instructions.

- **CL**   displays the call list shown on a specific line of the General Dispatch Instructions. For example, enter **CL4** to display the call list shown on Line 4 of the General Dispatch Instructions.

A sample call list (using DC) is shown below:

Figure 5-13

```
UDF1 BANK      UDF2 ULAA    SType       R/S?      En/Xt      MapTyp      Map#
     01/03/92  16:08:53      8   PERIMETER-SHOCK SENSOR        DRIVE-THRU WINDOW
## Name............... City/Relation/Exp Phone 1.......... Phone 2..........    Lv
 1  PREMISE                             714-467-2928       714-839-8293x4767    CA
 2  AGENCY PD          SANTA ANA        714-555-9116                            CP
 3  AGENCY FD          SANTA ANA        714-555-4580                            CF
 4  JOHN AVERY         OWNER            213-328-2393       714-329-5785X58       1
 5
 6
 7
 8
 9
10
11
12
     T'op, E'nd, M'ore, P'revious, D'etials#, GO#.#, C'ont, P'hone#.#, or Q'uit
```

The NAME column displays the message *PREMISE* for the phone numbers entered on Screen 42 Account Update for the subscriber's site. The agency name is displayed for the police, fire, medical, and patrol agencies. The passcard holder's name is displayed for all individuals defined on the account's call lists.

For agencies, the CITY/RELATION/EXP column displays the city in which the agency is located. For passcard holders, the CITY/RELATION/EXP column displays the passcard holder's relationship to the subscriber account and the date on which his passcard expires, if any. If the passcard has expired, the expiration date will be shown in flashing text.
The PHONE 1 and PHONE 2 columns display a primary and secondary contact number for the

---

premise, agency, or passcard holder. For passcard holders, the telephone number in PHONE1 or PHONE2 may be bright or dim if effective hours are entered in the note Fields on Screen 46. When a number is in effect, it is shown in bright text. When a telephone number is not in effect it is shown in dim text.

For passcard holders, the passcard holder's assigned level of privileges is displayed in the LV column. If common overflow has been assigned to the account or agency, the message *CX* will be displayed in the LV column where X is A (for account), P (for police), F (for fire department), T (for patrol), or M (for medical). You may enter the two-character code at the command line to display the common overflow or you may use the D'ETAILS# command.

If an additional page of agencies or passcard holders is available, the M of the M'ore command will flash; enter **M** to display the additional page. To return to the previous page, enter **P** (for P'revious) at the command line. To display the last page of the call list, enter **E** (for E'nd) at the command line. To display the first page of the call list, enter **T** (for T'op) at the command line.

Autodialing From a Displayed Call List

At the Call List Window's command line, you may use the **P'HONE#.#** command to dial one of the phone numbers displayed in the call list, specified by line number and position. For example to dial the phone number shown on Line 6 of the PHONE2 column, enter **P6.2**.

The **GO** command is used to dial through the call list, beginning with the first phone number and ending with the last phone number. For passcard holders, the effective phone number (based on the hours entered in the NOTE Fields on Screen 46) will be automatically dialed.

Whenever a number on the call list is dialed, either using the **P'HONE#.#** command or the **GO#** command, the call list is removed, the dispatch instructions and last five events are re-displayed, and the information for the agency or passcard holder is displayed on the bottom of the screen. The phone number being dialed is shown in reverse video.

Figure 5-14

```
    --Date--  -Time  Zone-  Code  Event Description---  Zone Comment-------- Page
 1  01/03/92  16:08      8        PERIMETER-SHOCK SENS  DRIVE-THRU WINDOW
 2  01/03/92  16:07            PERIMETER-SHOCK SESN  DRIVE-THRU WINDOW
 3
 4
   Name  John Avery                  Relation  Owner          Seq/T/L   S  1
 Phone1  213-328-2393        Note1  JOHN'S HOME            Passcode  NUMEROUNO
 Phone2  714-329-5785 x58    Note2  JOHN'S WORK            Expires

  DIALING:  714-329-5785     Logged!         Disposition:
```

Note: If you choose to dial an agency which requires a permit and the account has not been assigned a permit, the following message is displayed in the lower left corner of the screen:

Account Missing Required Permit   Dial Anyway?

If the account has been assigned a permit but the permit's status is OVERLIMIT or EXPIRED, the following message will be displayed:

Permit Status is Abnormal   Dial Anyway?

If you enter **Y**, the agency's phone number will be dialed. If you enter **N**, the agency's number is ***not*** dialed and event code **4095 DISP ABORTED (PERMIT)** is logged to the subscriber's account.

Refer to "Special Monitoring Features" for more information about permits.

For accounts or agencies which have been assigned common overflow, the common overflow page is displayed:

Figure 5-15

```
                    <Agency> Common Overflow
                1   SANTA ANA PD DISPATCH INSTRUCTIONS
                2
                3   REPORT ALL DURESS SIGNALS AS HOLD-UPS.
                4   REPORT ALL INTRUSIONS AS BURGLARY.
                5
                6
                7
                8
                9
               10
               11
Name  Santa Ana PD  12                                          PERMIT REQUIRED
Phn1  714-467-2928              P'hone#, A'bort, or Q'uit
Phn2  714 839-2922
        Agency Permit Comment
```

From the Common Overflow Page, you have the following options:

- You may press [NEW LINE] to exit from the Common Overflow window and automatically dial the highlighted telephone number.

- You may type **Q** and press [NEW LINE] to exit from the Common Overflow window and automatically dial the highlighted telephone number.

- You may type **P** followed by a line number to dial the telephone number shown on that line of the Common Overflow window.

- You may type **A** and press [NEW LINE] to exit from the Common Overflow window without dialing the highlighted telephone number.

If you choose to dial the highlighted telephone number, the message *Dialing* is displayed in the left corner immediately followed by the telephone number being dialed. The message *LOGGED!* is displayed after the telephone number.

You may be required to log a call disposition after the number is dialed (see Figure 5-29). Enter the appropriate call disposition code or enter a comma (**,**) to display a list of possible disposition codes.

Figure 5-16

```
 Disposition Lookup Window
1 B     BUSY
2 AM    ANSWERING MACHINE
3 MSG   LEFT MESSAGE
4 NA    NO ANSWER
5
6
7


M'ore, P'revious, or Q'uit
```

To select a disposition code, you may enter the line number on which the code is displayed or enter the disposition code (except if the code is M, P, or Q). After you've entered or selected a disposition code, the Operator Action Window may be displayed where you may enter comments.

After entering the appropriate comments in the Operator Action Window or if you are not required to log a call disposition, a new command line is displayed in the lower right corner of the Call List Window presenting some or al of the following options:

R'edial, O'ther, N'ext, L'ist, or Q'uit

You have the following options:

- If you enter **N**, the next number on the call list is dialed.

- If you enter **R** (for R'edial), the highlighted telephone number is dialed again.

- If you enter **O** (for O'ther), the alternate telephone number for the selected individual or agency is automatically dialed.

•   If you enter **L** (for L'ist), the **GO** command will stop automatically dialing through the call list. The Call List will be displayed where you may enter the next command.

•   If you enter **Q** (for Q'uit), the **GO** command will stop automatically dialing through the call list. Screen 2 will be displayed where you may enter the next command.

If you automatically dial through all the numbers on the call list the following message is displayed after the last number is dialed:

No more entries to dial. Press ENTER.

If, while you are autodialing through the call list, you exit the call list, you may resume dialing through the list. Redisplay the call list and enter **C** to continue dialing. You'll notice an asterisk (*) next to the last telephone number dialed.

Autodialing Without Displaying a Call List

You may begin automatically dialing a call list from the Alarm Dispatch Screen without first displaying the call list using the GO# commands.

The **GO** command is used to call through a call list shown on General or Zone Dispatch Instructions that are currently displayed. If you enter **GO** followed by a line number, the call list shown on the line number you specified on the General or Zone Dispatch Instructions will be dialed.

Note: An option is available which logs an *additional* comment whenever an agency is "autodialed" from the call list. the comment includes the agency code number (from Screen 52), 1 or 2 to indicate whether the agency's primary or secondary number wad dialed, and the agency's name:

COMMENT   100/1   NYC PD

The option to log the additional comment must be activated by MAS. The comment is logged in addition to the standard event, which has the format:

<event code> DIALED <agency> <Phone Number Dialed>

Below is a list of standard events that may be logged:

4081	Dialed Premise	4082	Dialed Police Dept
4083	Dialed Fire Dept	4084	Dialed Medical Agency
4085	Dialed Patrol Agency	4086	Dialed Installer
4087	Dialed Passcard	4088	Manual Dial
4089	Dialed from Text		

Autodialing From Common Overflow

You may use the commands described in this section to display and autodial from common overflow. Recall the common overflow may be created on Screen 11, Common Overflow Maintenance. It may be assigned to agencies on Screen 52, Agency Update. It may be assigned to Installers on Screen 54, Installer Update. It may be assigned to a subscriber's account on Screen 42, Account Update.

When common overflow has been assigned to a subscriber's account, the message **CA** is displayed to the right of address line 2 on the Alarm Dispatch Screen. The message **CA** will also be displayed in the LV Field for the premise phone numbers listed on the account's call lists.

When common overflow has been assigned to an installer, the message **CI** is displayed to the right of message line 1 on the Alarm Dispatch Screen.

When common overflow has been assigned to an agency the message **CX** (where X is **P** for police agencies; **F** for fire departments; **T** for patrol agencies; or **M** for medical agencies) is displayed in the LV Field for the agency phone numbers listed on call lists.

Common overflow may be reviewed in two ways:

(1)   Common overflow may be automatically displayed whenever the premise, agency, or installer has been assigned common overflow and is autodialed from a call list. Refer to the previous section "Displaying and Autodialing From Call Lists" for more information.

(2)   The commands listed below may be used to display common overflow.

•   **CA**   Displays common overflow for the subscriber's account.

•   **CF**   Displays common overflow for the fire department assigned to the subscriber's account.

•   **CI**   Displays common overflow for the installer assigned to the subscriber's account.

•   **CM**   Displays common overflow for the medical agency assigned to the subscriber's account.

•   **CP**   Displays common overflow for the police department assigned to the subscriber's account.

•   **CT**   Displays common overflow for the patrol agency assigned to the subscriber's account.

A sample page of common overflow is shown below:

Figure 5-17

```
                        Common Overflow
           1  CALL APARTMENT MANAGER ON ALL FIRE ALARMS.
           2  ALL FIRE ALARMS REQUIRE MANUAL RESTORE.
           3  JACK CLARK   714-555-3829 MANAGER
           4  MESSAGE:     714-555-0974
           5
           6
           7
           8
           9
          10
          11
Name  Santa Ana PD   12                                        PERMIT REQUIRED
Phn1  714-467-2928              P'hone or Q'uit
Phn2  714 839-2922
         Agency Permit Comment
```

From the Common Overflow Page, you have the following options:

• You may press [NEW LINE] to exit from the Common Overflow window.

• You may type **Q** and press [NEW LINE] to exit from the Common Overflow window.

• You may type **P** followed by a line number to dial the telephone number shown on that line of the Common Overflow window.

Autodialing From Common Overflow

Type **P** followed by a line number to dial the telephone number shown on that line of the Common Overflow window.

Example: To dial the phone number for Jack Clark, you would enter **P3**. (**P** to autodial from the Common Overflow page and **3** because Jack Clark's phone number is listed on Line 3 of the Common Overflow page.)

Figure 5-18

```
                        Common Overflow
           1  CALL APARTMENT MANAGER ON ALL FIRE ALARMS.
           2  ALL FIRE ALARMS REQUIRE MANUAL RESTORE.
           3  JACK CLARK   714-555-3829 MANAGER
           4  MESSAGE:     714-555-0974
           5
           6
           7
           8
           9
          10
          11
Name  Santa Ana PD   12                                        PERMIT REQUIRED
Phn1  714-467-2928              P'hone or Q'uit
Phn2  714 839-2922
         Agency Permit Comment
```

After the command is entered, the message *DIALING:* is displayed at the bottom of the Common Overflow window. The message is immediately followed by the number being dialed.

Autodialing From the Passcard Lookup Window

You may use the commands described in this section to display a list of passcard holders and to autodial the phone number for a particular passcard holder.

You may use the command shown below to display lists of passcard holders for a subscriber's account:

• **PA**   Displays a list of passcard holders assigned to the subscriber's account.

A sample passcard holder list is shown below:

Figure 5-19

```
                          Passcard Lookup Window
          Sort By (S'eq/P'asscode/N'ame) S    Lists              Start
            Seq  T Name                      Phone 1     Phone 2      L Expire Usr
            ---- - ------------------------  ----------- -----------  -- ------ ---
          1  100 S JOHN AVERY                213-555-2393 714-555-5785  1
          2  200 S ALABAMA CAMPBE            714-555-3829               1
          3  300 S JOAN CLARKE               714-555-1678               1
          4  400 S DIRK SHELBY               310-555-8837               10
          5  500 S NICKY MARSDEN             310-555-3459               15
          6
          7
          8
               #, T'op, E'nd, M'ore, P'revious, N'ext, P'hone#.#, or Q'uit
```

In SORT, enter **S** to list passcard holders in order according to sequence number; **P** to list passcard holders by passcode; or **N** to list passcard holders alphabetically by name.

You may list all passcard holders who have been assigned to the account or only passcard holders who have been assigned to a specific call list. To list all passcard holders, press [Enter] at the CALL LIST Field. To list passcard holders assigned to a specific call list, enter the call list number (a number between 1 and 5) in the CALL LIST Field.

The value you enter in START depends on the sort selection you chose. For example, if you chose to list passcard holders by sequence number and you'd like to find the passcard holder for sequence 10, enter **10** in START.

You may use the **P'HONE#.#** command to dial one of the phone numbers displayed in the Passcard Lookup Window, specified by line number and position. For example to dial the second phone number listed for the John Avery in the example above, you would enter **P1.2**.

After the command is entered, the message *DIALING:* is displayed at the bottom of the Passcard Lookup window. The message is immediately followed by the number being dialed.

Autodialing From the Agency Lookup Window

You may use the commands described in this section to display a list of agencies and to autodial the phone number for a particular agency.

You may use the commands listed below to display lists of agenices:

*   **FD**   Displays a list of fire department codes.

*   **MD**   Displays a list of medical agency codes.

*   **PD**   Displays a list of police department codes.

*   **PT**   Displays a list of patrol agency codes.

A sample agency list is shown below:

Figure 5-20

```
                   Police Agency Lookup Window
Sort (A'gency Code, N'ame, C'ity/St, P'hone)  A   Start  10
# .Code Name............... City.......... St Phone 1..... Phone 2.....
1    10 IRVINE POLICE DEPT.                  CA 714-555-3892 714-555-3800
2    11 MAIN BEACH POLICE                    CA 714-555-8645
3    12 REDLANDS POLICE DEPT REDLANDS        CA 714 793-2121
4
5
6
7
8
           #, N'ext, M'ore, P'revious, P'hone#.#, or Q'uit
```

In SORT, enter **A** to list agency information in order according to agency code; **N** to list information by agency name; **C** to list information by city; or **P** to list information by phone number.

The value you enter in START depends on the sort selection you chose. For example, if you chose to list agency information by name and you'd like to find the agency code for the Irvine Police Department, enter **IRVINE** in START.

You may use the **P'HONE#.#** command to dial one of the phone numbers displayed in the Agency Lookup Window, specified by line number and position. For example to dial the second phone number listed for the Irvine Police Department in the example above, you would enter **P1.2**.

After the command is entered, the message *DIALING:* is displayed at the bottom of the Agency Lookup window. The message is immediately followed by the number being dialed.

Recording Information to the Subscriber's History

The CS dispatcher will use the Alarm Dispatch Screen to record (log) the actions taken to resolve an alarm and to clear an alarm (change a subscriber's account status to normal).

If the CS operator wishes to record a lengthy comment to the subscriber's history, he may use Screen 8, Operator Comment Entry.

The following commands are used to log operator actions and comments to subscriber history:

C   Displays Screen 8, Operator Comment Entry, where you can enter lengthy comments.

EC   Displays a window where you can review a list of event codes.

L'OG   Displays the Operator Action Window where you can enter event codes to record information to or change the status of a subscriber's account.

Logging Event/Resolution Codes

Event codes are used to clear alarms and record the actions taken by the CS operator. To log an event code, enter **L** (for L'OG) at the command line of Screen 2. The Operator Action Window will be displayed:

Figure 5-21

```
        Event Code
      Disposition
          Passcard


        Comment 1
        Comment 2
        Comment 3
                 Confirm? (Y/N)
```

In EVENT CODE, enter the appropriate resolution code to record (log) the actions taken to resolve the alarm. The description of the code will be displayed to the right of the number. Frequently-used resolution codes can be more quickly entered using the function keys. Refer to "Using Event Codes and Function Keys" for further information about how to resolve a particular type of event.

If you do not know which event code to enter, type a comma (**,**) in the EVENT CODE Field and press [NEW LINE]. The Event Code Lookup Window will be displayed. The Event Code Lookup Window may also be displayed by entering **EC** at the command line of Screen 2.

Figure 5-22

```
                          Event Code Lookup Window
      Sort (Event C/ode or D'isposition)              Start

      #   Code    Description........   Reporting Cd   Pri   Equiv   Disp. P   C
      1
      2
      3
      4
      5
      6
      7
      8
      9
     10

                   #, N'ext, M'ore, P'revious, or Q'uit
```

In sort, enter **C** if you wish to list event codes in numerical order according to code number. Enter **D** if you wish to list only those event codes which have been assigned a particular disposition.

The value you enter in START depends on the type of sort you chose. If you chose to sort by event code, enter the event code number at which you wish to begin listing codes. If you chose to sort by disposition, enter a disposition code, such as **A** for alarm dispositions or **C** for call dispositions, to list all event codes which have been assigned that disposition code.

To select a event code, enter the line number on which the code appears. That event code and its description will immediately be displayed in the Operator Action Window.

After you've selected an event code, the cursor may move to one of the following fields:

DISPOSITON   PASSCARD   COMMENT

If an alarm disposition is required, the DISPOSITION Field is displayed. In DISPOSITION, enter a one- to three-character action code to identify the disposition of the alarm after the event code is logged. If you do not know the appropriate disposition code, enter a comma (**,**) to review a list of possible codes.

The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then the PASSCARD Field on Screen 2 is used to check a passcard holder's privileges. Turn to "Using Passcards" for further information.

COMMENT is used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters. If you wish to record a more lengthy comment, use Screen 8 Operator Comment Entry.

A confirmation will be required if an event code is not entered or if a confirmation is required for the event code (from Screen 51 Event Code Update).

Enter Lengthy Comments into Subscriber History

Screen 8 Operator Comment Entry is used to log lengthy comments to a subscriber's event history (Screen 7). You may access Screen 8 from Screen 2 by entering **C** at the command line.

When Screen 8 is first displayed, the cursor is positioned at CS #. Enter the subscriber account number for which you wish to enter a comment.

The subscriber's name and address are immediately displayed and the cursor moves to Line 2 where you may enter free-form comments. You may enter up to 50 alphanumeric characters per line.

Because lengthy comments may be entered here, note that the E# (EDIT) command allows "word processing" style editing. Refer to "Getting Started" for more information about using the E# command.

The last five events for the subscriber's account will be displayed in the lower portion of the screen.

When you've finished entering the comment, move the cursor to the command line and press **S** to log the comment to the subscriber's history.

Figure 5-23

```
                        Operator Comment Entry                    CS-008
    CS #      10-8392            DUKE'S SURF SUPPLIES
                                 123 BEACH AVE

                                   Comments:
          2 AND:THIS COMMENT LINE MAY BE 50 CHARACTERS LONG.
          3
          4
          5
          6
          7
          8
          9
         10
         11
    ..Date.. ..Time.. Zn/Op Code Descr.............. Passcard.. Sub Accnt.
     4/12/94 18:07:51 COMMENT: THIS COMMENT LINE MAY BE 50 CHARACTERS LONG
     4/12/94 17:51:25 NJE    4210 PLACE ON TEST        CAT:12
     4/12/94 10:51:25 COMMENT: TEST:ALL PRI 41294 1251
     4/12/94 10:07:25 NJE    4341 SERVICEMAN ASSIGNED 773\1
     4/12/94 10:07:25 NJE    4340 SERVICE REQUEST      773

             #, E#, S'ave, N'ext, 'MT'req, D'isp, G'en
```

Note   A.   The operator's initials will be displayed on Line 2 if ADD OPER INITIALS ON SCN 8 is set to **Y** on Screen 101 PROCESSING OPTIONS.

        B.   The following message may be displayed when an operator has accessed an account which in alarm status and the operator attempts to release the account entering **N** (N'EXT) at the command line

                Alarm priority still within your queue. Release Account?

                Enter **Y** to release the account so it may be processed by another operator or **N** to retain the account so you may handle its alarm.

Reviewing Additional Information

Most of the commands available from the Alarm Dispatch Screen have already been discussed in this section. The remaining commands listed below allow you to display additional information about a subscriber's account from the Alarm Dispatch Screen.

?   Displays all the commands available from the Alarm Dispatch Screen. A brief description of each command may be found in the "Summary of Commands" at the end of this section.

BR   For systems which use MAS Billing/Receivables, the **BR** command displays a customer's payment status.

G'ENERAL   Displays basic subscriber information entered on Screen 42 Account Update.

H'ISTORY   Allows you to review a subscriber's event history.

Z'ONES   Lets you look at the zones and event codes set up for a subscriber's account on Screen 43 Zone - Event Code Update.

ZS   List schedules which are currently "disarmed" and zones which are on test, on runaway, require restoral, or which have been tripped.

The remaining commands available on Screen 2 are used to review information for special features. These commands, listed below, are briefly described at the end of this section and described fully in "Special Monitoring Features."

     PR'MIT   SC'HED   E'XP
     X'REF   T'OGGLE

Reviewing a Subscriber's Payment Status (BR)

The BR Information Window displays the subscriber's payment status. This command is available only for systems which use MAS Billing/Receivables.

> **Note:** A user's ability to access the BR Information Window is controlled by his user access level (from Screen 3e60) and the MAX ACCESS LEVEL FOR BR WINDOW defined on Screen 101.
>
> In MAX ACCESS LEVEL FOR BR WINDOW enter the maximum access level a user may have to be able to display the B/R Window (available from Screen 2, Alarm Dispatch). Recall that an access level is assigned to each user on Screen 360, Program/User Security Entry/Maintenance.
>
> For example, if you enter a maximum access level of 3, users having an access level of 0, 1, 2, or 3 may access the B/R Window on Screen 2.

You may view the subscriber's payment status using the **BR** command on Screen 2.

Figure 5-24

```
MAS   Local 05/20/94 15:32      Alarm Dispatch   CS  05/20/94 14:32
CS-002
CS# 001-0004  (S)                              Installer    100
ALTON, GARY & GINA                             ACME ALARM COMPANY
10284 SYCAMORE DRIVE          BR#      4-0000
                             CA  Type R      999-555-5555
SACRAMENTO      CA 94853      Specl SPECL*
UDF1 UDF1                     BR Information                  ap# 47-G8
   0  5/19                                                    A81<
GL: A81 (                                                     ------
PAGE 81    Cust #         4-0000   Extraction Date  05/19/94
JOE: 213   Branch #        10-00   Acct Status      A  ACTIVE
           Cust Type    1  RESI
           Contract Date 05/20/94  Contract Months    24
   --Dat   Contract Status  NEW    Warranty Months    12       - Page
  1  5/19  Balance        25.00    0-30            25.00         A81
  2  5/19  Unap Cach       0.00    31-60            0.00
  3  5/19  Unap Crdt       0.00    61-90            0.00           1
  4  5/19                          91-Over          0.00
  5  5/19  ASIF          300.00                                  A81
           Collection Status Comnt
                                 Q'uit
                                                              TI

CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?  BR
```

CUST # shows the subscriber's Billing/Receivables account number.

Just as similar subscriber accounts may be grouped into a CS location, similar customer accounts may be grouped into a branch within the MAS Billing/Receivables system. Branches separate customer accounts into logical groupings. For example, branches may represent different companies you operate or different geographical locations of accounts. Each customer in Billing/Receivables must be assigned to a branch--even if you choose to use only one branch location.

Within the Billing/Receivables system, each account may be assigned a customer type, such as residential, commercial, government, and industrial types of customers. Customer types are defined by your Billing/Receivables Department.

CONTRACT DATE indicates the date the customer's monitoring, service, or lease contract started.

CONTRACT STATUS indicates the original source of the contract (i.e. new account, acquired, renewal, added services, etc.) Contract statuses are defined by your Billing/Receivables Department.

BALANCE shows the amount the customer currently owes.

UNAPPLIED CACH shows any credit owed to the customer from cash overpayment.

UNAPPLIED CRDT shows credit owed to customer from adjustments or advance deposits

ASIF (annual service in force) represents the total annual revenue expected from the account.

Each invoice may be marked with a COLLECTION STATUS within the Billing/Receivables system. Invoices marked with a status usually represent those that are a problem, or require some kind of follow-up or research. Collections statuses are defined by your Billing/Receivables Department.

The EXTRACTION DATE shows the date on which the information shown in the BR Information Window was passed from the Billing/Receivables system to the CS system. If you are using the BR Information Window to determine a customer's eligibility for service, be sure this is a recent date.

A customer's ACCOUNT STATUS may be used to determine his eligibility for billing and services.

A - Active	Customer is eligible for all types of billing.
C - Cancel	Recurring billing (monitoring) is blocked, but manual billing is still allowed.
I - Inactive	Prevents all types of billing.

Your Billing/Receivables Department may create Account Status codes. Any other Account Status code you create will result in the customer being treated like an "A" (Active) for billing purposes.

CONTRACT MONTHS gives the number of months for which the customer's monitoring or service contract applies. The CONTRACT DATE plus the contract's term in months gives the contract expiration date.

WARRANETY MONTHS gives the number of months that the customer's system is covered by warranty.

The remaining four fields give an aging for the customer's account:

0-30 shows the balance that has been owed by the customer for 30 days or less.

31-60 shows the balance that has been owed by the customer for more than 30 days, but fewer than 61 days.

61-90 shows the balance that has been owed by the customer for more than 60 days, but fewer than 91 days.

91-OVER shows the balance that has been owed by the customer for more than 90 days.

Reviewing or Editing Subscriber Information

To access basic subscriber information, such as his name, address, and phone number, enter **G** at the command line of Screen 2. Screen 42, Account Update, will immediately be displayed, showing the selected subscriber's account information.

For a description of the fields on Screen 42, refer to "Setting up Basic Subscriber Information" in "Setting up Subscriber Accounts."

Reviewing a Subscriber's CS History

Screen 7 displays all of the recorded activity for the selected account, including alarm events, open/close events, operator actions, and comments.

You may view the subscriber's CS history by using the **H'IST** command on Screen 2 or by accessing Screen 7 CS Event History. Either way, the history shown will be the same.

Figure 5-25

```
                              EVENT HISTORY DISPLAY                    CS-007

          CS # 12-0124    STERLING, JAMES MR.          DISPATCH CODE:
                          3549 ASH LANE                AS OF:  01/03/92  13:28
                             ZN/
..DATE.. ..TIME.. TRANS ACCT OP   CODE DESCR.............. PASS/COM......... ST
01/03/92 12:41:55           DER  4210 PLACE ON TEST       CAT: 1
01/03/92 12:41:55 COMMENT               TEST:ALL PRI 10392 1641
12/19/91 13:43:02           DER  4612 **** FULL CLEAR ****
12/19/91 13:42:26           2     320 PERIMETER-DOOR




                      M'ORE, P'REV#, N'EXT, D'ISP, G'EN
```

CS# shows the account for which history is displayed. The subscriber's name and address is displayed to the right of the CS account number.

In DISPATCH CODE, you may enter a dispatch code to display a history only of event codes having that dispatch code. (Event codes may be assigned a dispatch code on Screen 51 Event Code Update.)

In AS OF, enter the date an time for the period through which history is to be retrieved. For example if you wanted to view history up through April 13, 1991, enter **041391**. Next, enter **2359** to view history through 11:59 p.m. on April 13, 1991. Events will be displayed in reverse chronological order. If there was no recorded activity for the selected time period, the history display area will remain blank.

For events entered manually (from Screens 910 and 911), **M** will be displayed in the STATUS column.

If the M of **M'ORE** is flashing, you may enter **M** to look at additional (earlier) history. If you use the **M'ORE** command and wish to look at the history for a previous page, use the **P'REV#** command. Enter **P** followed by the number of pages back to be displayed. For example, **P2** will scroll backward 2 pages.

Reviewing a List of Zones

CS operators can access a list of zones at the subscriber's site by entering **Z** at the command line on Screen 2 or accessing Screen 3 Zone - Event Code View. This information is similar to that on Screen 43 Zone - Event Code Update where zone information is entered; however, on Screen 3, zone information is for display only and may not be edited.

For a description of each field, refer to "Defining Zones" in "Setting up Your Subscriber Accounts."

You may also use Screen 3 to place zones on test, to clear zones from test, to extend a test, to change the list of zones which have been placed on test, and to reset a zone's trip counter (displayed on Screen 43).

Placing a Zone or Account on Test

To place an account or zones on test, select the appropriate subscriber account on Screen 3. At the command line, enter **OT**. The following window is displayed:

Figure 5-26

```
        6    4      400 PERIMETER-SHOCK SNSR  10
        7    5      140 FIRE/WATER FLOW       20
        8    O77     56 #2 SCHED/PASS OPEN    30
        9    C77     57
       10                        PLACE ON TEST
       11          Category:  1       - INITIAL INSTALLATION
       12               UNTIL:  11/21/92  13:41  ZONE ALL   S?
       13
       14
       15
       16

           P'REV, N'EXT, M'ORE, D'ISP, G'EN, OT'EST, CT'EST OT
```

In CATEGORY, enter the appropriate on-test code to indicate the reason the zones are being placed on test. (One test categories are set up and maintained on Screen 110 On Test Category File Maintenance.)

In UNTIL enter the date and time the zones are to be taken off test. The time must be entered in the format HH:MM using the 24-hour clock.

In ZONE, enter **ALL** if all zones are to be placed on test or **LIST** if only selected zones are to be placed on test. If you choose to place a list of zones on test, the prompt enter zones appears. Enter each zone to be placed on test and press [NEW LINE].

S? is used for accounts having both primary and secondary transmitters. If so, enter **Y** if secondary zones are to be placed on test. Enter **N** if only primary zones are to be placed on test.

Extending a Test

The E'xtend command allows you to extend the amount of time an account is on test. You may only extend a test if the account has already been placed on test.

To extend a test *for an account that is already on test*, enter **OT** at the command line of Screen 3. The Place On Test Window will be displayed:

Figure 5-27

```
                    PLACE ON TEST

    S? N UNTIL:                ZONE
    Account ALREADY in Test Status.
    C'lear, Q'uit, or E'xtend
```

The message *Account ALREADY in Test Status* is displayed. Enter **E** to extend the test's expiration date or time. The category used to place the account on test, the zones placed on test, and a new default test expiration date and time will be displayed. The cursor will be positioned at the UNTIL Field where you may enter a new expiration date and time.

After the time is entered, the new expiration date and time will be logged and the test will be extended.

Changing the List of Zones on Test

The A'ppend command allows you to change (append) the list of zones that are on test. You may only append a list of zones if the account has already been placed on test and if the **list** option was selected. You may not append a list of zones if **all** zones were placed on test.

To append a test *for an account that is already on test*, enter **OT** at the command line of Screen 3. The Place On Test Window will be displayed:

Figure 5-28

```
                    PLACE ON TEST

    S? N UNTIL:                ZONE
    Account ALREADY in Test Status.
    C'lear, Q'uit, E'xtend or A'ppend
```

The message *Account ALREADY in Test Status* is displayed. Enter **A** to append the list of zones one test. The category used to place the account on test will be displayed. The cursor will be positioned at the ENTER ZONES Field. Enter the additional zones to be placed on test.

After you've entered the additional zones to be placed on test, the new list of zones will be logged and the additional zones will be placed on test.

Clearing a Zone or Account From Test

To clear an account or zones from test, select the appropriate subscriber account on Screen 3. At the command line, enter **CT**. The following window is displayed:

Figure 5-29

```
 6    4      400 PERIMETER-SHOCK SNSR  10
 7    5      140 FIRE/WATER FLOW        20
 8    O77     56 #2 SCHED/PASS OPEN     30
 9    C77     57
10                              CLEAR TEST
11
12                                                    S?
13
14
15
16

          P'REV, N'EXT, M'ORE, D'ISP, G'EN, OT'EST, CT'EST OT
```

S? is used for accounts having both primary and secondary transmitters. If so, enter **Y** if secondary zones are to cleared from test. Enter **N** if only primary zones are to be cleared from test.

Resetting the Trip Counter

When a zone has been tripped, the trip counter on Screen 43, Zone - Event Code Update shows the number of times the zone has been tripped in the TRPS column. You may use the RT'est command on Screen 3 to reset the trip counter but leave the selected zones on test. At the command line, enter **RT**. The following window is displayed:

Figure 5-30

```
 9    C77     57
10                              RESET TEST
11
12                                                    S?
13
14
15
16
            P'REV, N'EXT, M'ORE, D'ISP, G'EN, OT'EST, CT'EST, RT'EST
```

S? is used for accounts having both primary and secondary transmitters. If so, enter **Y** if you wish to reset the trip counter for secondary zones. Enter **N** if you wish to reset the trip counter for primary zones only.

Resetting the trip counter for zones on test will result in the logging of event code **4212 RESET ON TEST** being logged to the account's history file. This event code may also be logged by operators from Screen 2, Alarm Dispatch, to reset the trip counter.

Reviewing the Status of Zones and Schedules

A CS dispatch may review the status of a zones and schedules by entering **ZS** at the command line of Screen 2. The Zone Summary Window displays zones with an "abnormal" status and schedules which are currently "disarmed".

Figure 5-31

```
MAS   Local 04/20/94 11:02      Alarm Dispatch   CS  04/20/94 10:02     CS-002
CS# 001-0004  (S)                               Installer     100
ALTON, GARY & GINA                              BIG! ALARM COMPANY      CI
10284 SYCAMORE                  BR#    10-0000  HANDLE ALARMS THOROUGHLY
                                CA  Type R      800-225-9056
SACRAMENTO       CA 80004      Specl
UDF1      UDF2        SType      RS? N  En/Xt 11 22  MTyp       Map#
Page 127 (1) ----------------------   General  (1) @C --------------------
P                          Zone Summary Status View
P  St Zone Code Event Description.. Zpg Sc R? RN S RR Trps Comment..........
   CS# 001-0004  1,2
     1      54 FIRE ALARM                Y *Y          KITCHEN SMOKE DETE
   *T 2     151 INTERIOR BURGLAR    A81                BEDROOM
   *R 3     153 PERIMETER BURGLAR                      FRONT DOOR
     4     160 PERIMETER                       *1 SECURITY GATE


                          M'ore, P'rev, Q'uit

CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?  ZS
```

The schedules which are currently disarmed are listed immediately to the right of the account number. For accounts with multiple schedules, only the first 16 disarmed schedules are listed. In this example, schedules **1** and **2** are disarmed. To review additional information about the schedules, you may use the **AS** (Account Schedule), **SC** (Schedule View), or **E** (Expected Events) commands.

A zone is considered to have an abnormal status when one or more of the conditions exist:

- The zone requires a restoral.
- The zone is on test.
- The zone is on runaway.
- The zone has been tripped.

Main Menu Screens

The Main Menu listed below may be used to look up information about subscriber accounts:

Screen 10 CS Cross Reference

Lets you look up a subscriber's account number if you know one of the following: address, name, B/R account number, or phone number.

Screen 13 Pending Follow up Inquiry

Allows you to list all follow-up events which have not been cleared.

Screen 16 CS Test List

Displays a list of accounts which have been placed on-test. 1

Screen 17 CS Activity Inquiry

Shows the screen, account, and terminal currently being used by each CS operator.

One additional screen, Screen 233 Runaway List View/Print, displays a list of accounts which have been placed on runaway. This screen is not listed on the Main Menu; however, it is included here because it may be useful to CS operators.

Looking up a Subscriber's Account Number

Screen 10, Cross Reference Guide

Screen 10 Cross Reference Guide lets you look up a subscriber's account number if you know one of the following: address, name, B/R account number, or phone number.

When Screen 10 is first displayed, the cursor is positioned at the XREF Field. If you wish to look up customer information by address, enter **A**; by name, enter **N**; by Billing/Receivables account number, enter **B**; by CS account number, enter **C**; or by telephone number, enter **P**. After you select one of these options, the cursor moves to the START KEY Field.

The start key allows you to begin the cross reference at a particular point.
Accounts which match the START KEY value you enter will be displayed in bold text.

For example if you need to look up the account number and all you know is that the first two digits of the customer's account number are **11**, you would cross the reference account by **C**'S# and enter a start key of **11**-.

After you enter a start key, the cursor moves to the 1 OR 2 LN Field. Enter **1** if you wish to display one line of subscriber information including: name, CS account number, address, city, and installer. Enter **2** if you wish to display two lines of subscriber information which includes: name, CS account number, address, city, installer, B/R account number, telephone number, and CS location. In addition the S column displays a s for secondary accounts.

CITY allows you to display information for accounts which are located in a particular city (as assigned on Screen 42, Account Update).

INCLUDE DELETED ACCOUNTS allows you to displayed accounts which have been renamed on Screen 114, Account Deletion Request. You may only access this field by entering a backslash (\) in the CITY Field.

Enter **N** if you wish to display only active accounts. Enter **Y** if you wish to list both active accounts and accounts which have been renamed on Screen 114. Enter **O** if you wish to list only accounts which have been renamed.

Figure 5-32

```
                    Cross Reference Guide                 CS-010

A'ddr, N'ame, B'R#, C'S#, P'hon#, AL'tID C  Start key 11-        1 or 2 Ln  1
Include Deleted Accts (Y/N/O)              City
Acct 11-0322  MR. AND MRS. PERRY
   S CS#....... Name.................. Address............. City........
Inst..
 1  11-0101    BAXTER, THEO           567 GOLDEN STREET    GARDEN GROVE    4192
 2  11-0322    MR. AND MRS PERRY      3221 LAUREL LANE     WALNUT          1000
 3  11-1234    AVERY PLASTICS         493 BIRCH AVE        NEWPORT BEAC       2
 4  11-8888    HAACK, RAYMOND         1234 ADARONDACK DR   LONG BEACH         1
 5  11-9999    KARTOK, MYKONOS        234 DRESSLER LN      LOS ANGELES        2
 6  12-0283    HOWTING, JAKE          1936 PORT SEABOURNE  NEWPORT BEAC       0
 7  12-2021    MARSDEN, JAMES         3151 TIGERTAIL       LOS ALAMITOS       2
 8  12-3892    HICKSON, BAZELLA       1347 PACIFIC AVENUE  LONG BEACH         0
 9  12-7856    TEA FOR TWO - STORE # 1 123 MAIN ST         SEAL BEACH         1
10  13-3023    ORTEGA, DE             12345 S. PALACE AVE. LOS ANGELES        2
11  13-4927    PU YONG CHUL           3317 OCEAN BLVD      LONG BEACH         0
12  13-8938    ACME GENERAL STORE     SUITE 434            SANTA ANA          2


        SD#, I'nquiry#, P'revious, #, D'isp#, M'ore, N'ext
```

Check on Outstanding Follow-up Messages

Screen 13, Pending Follow up Inquiry

Follow up messages may be created whenever an action or response to an account is necessary at some later time. For example, when a CS operator receives a LOW BATTERY signal at 2:00 a.m., he may decide that it is not necessary to dispatch a service technician immediately to replace the battery. Instead, he may create a follow-up message for the next morning to alert CS operators of the low battery. After the situation has been handled, the CS dispatcher clears the follow-up message.

Follow-up messages are created and cleared by logging event codes on Screen 2. Refer to "Using Event Codes and Function Keys" for further information about creating and clearing follow up messages.

Screen 13, Pending Follow up Inquiry, allows you to list all follow-up events which have not been cleared.

Figure 5-33

```
                        Pending Follow Up Inquiry                 CS-013

   Operator:                    Date:          Time:    0

 # Opr  Date Time. CS#....... Name............... Comment.....................
 -----------------------------------------------------------------------------
 1 33   1/04  8:00 22-1113    BARRET, EMILY       CUSTOMER PROBLEM W/ SYSTEM
 2 33   1/04  8:00 11-0322    PERRY, MR. & MRS.   BATTERY LOW
 3
 4
 5
 6
 7
 8
 9
10
11
12
13
14
15
                        D'isp #, M'ore, N'ext
```

When Screen 13 is first displayed, the cursor is positioned at the OPERATOR Field. If you wish to check the outstanding follow-up events initiated by a particular CS operator, enter his CRT#. If you wish to check outstanding follow-up events for all operators, press [NEW LINE].

Next, the cursor moves to DATE. If you wish to list the outstanding follow-up events as of a specific date, enter that date.   If you wish to list all outstanding follow-up events, press [NEW LINE].

Next, the cursor moves to TIME. If you wish to list the outstanding follow-up events as of a specific time, enter that time using the 24-hour clock.   If you wish to list all outstanding follow-up events, press [NEW LINE].

OPR shows the CRT number used to initiate the follow-up event. DATE and TIME show the date and time at which the user is to follow-up on the subscriber's account.

CS# and NAME show the account number and name of the subscriber having a follow-up event.

COMMENT displays the follow up comment entered when the user initiated the follow-up event.

After looking up outstanding follow up events, use the D'ISP command to move to Screen 2 Alarm Dispatch. Enter **D** followed by the line number of the account number you wish to select. Screen 2 will immediately be displayed with the account number you selected.

Reviewing Accounts Which Have Been Placed On-test

Screen 16, CS Test List

When a service technician is dispatched to the subscriber's site, the CS operator may place one or more zones "***on test***." When a zone is on test, the signals generated by that zone will *not* appear on the Alarm Status Monitor (Screen 14); however, its signals will be logged to the subscriber's history (Screen 7, Event History View). By placing the zones on test, a service technician will not generate alarms, causing a CS operator to dispatch the police. When the service technician leaves the subscriber's site, the CS operator can take the zone off test. When the test status is cleared, new signals generated by that zone will appear on the Alarm Status Monitor (Screen 14).

Accounts are placed on and cleared test by logging event codes on Screen 2 or using commands on Screen 3.

Screen 16, CS Test List, displays all subscriber accounts which have been placed on test.

Figure 5-34

```
                        CS Test List                          CS-016
                                                       ----Clear----
      CS #....... Name...................... Oper Inst.. Cat S? Zone Date.... Time.

  1 12-0124     STERLING, JAMES MR.          MAJ   1000   1      ALL 01/03/92 16:41
  2 L1352       STONEBROOK OFFICE SUPPLIES   AND     50   1      ALL 01/03/92 16:41
  3
  4
  5
  6
  7
  8
  9
 10
 11
 12
                 D'isp #, M'ore, N'ext, 'GO' to Print
```

The CS# and NAME columns show the account numbers and names of subscribers whose accounts are on test.

OPER displays the initials of the operator that placed the account on test. If the account was placed on test using a VRT, the message *VRT* is displayed in the OPER column.

INST displays the installer code of the company that installed the subscriber's alarm system.

If the S? column displays a "s", the subscriber's alarm system includes both a primary and secondary transmitter; otherwise, the subscriber's system has only a primary transmitter. ZONE shows the zone(s) that are on test.

CLEAR DATE and TIME show the date and time that the subscriber's account will be taken off test automatically.

When you enter **GO** to print a listing of accounts on test, the prompt *SORT REPORT BY LOCATION?* appears. Enter **Y** to print listing of accounts on test for each location or **N** if you wish to print a list of accounts on test for all locations in order of their account numbers.

> **Note:** You may also print a listing of accounts that have been placed on test from Screen 282 OUT OF SERVICE/ON TEST ACCOUNT LISTING.

Listing Accounts Placed on Runaway

Screen 233, CS Runaway List

Occasionally, a situation will occur where a zone is repeatedly tripped and generates dozens of signals within a few minutes. When this happens, the zone is a ***runaway***. For example, this might occur on a windy day if a tree branch continuously strikes a window (zone). After the CS operator determines that the zone has not been tripped by an intruder, he may place the zone into runaway status for a specified period of time. When a zone is in runaway status, the signals generated by that zone will *not* appear on the Alarm Status Monitor (Screen 14). In addition, its signals will *not* be logged to the subscriber's history (Screen 7, Event History View).

Accounts are placed on runaway and cleared from runaway by logging event codes on the Alarm Dispatch Screen.

Screen 233 displays all subscriber accounts with zones which have been placed on runaway.
Figure 5-35

```
                      CS Runaway List                           CS-0233
                                                  -----Clear----
      CS #        Name                        S? Zone Date     Time   Alt ID#
     ---------- ----------------------------- -- ---- -------- ----- ------------
   1 11-9280    MAIL! MAIL! MAIL!                ALL  09/17/57 23:59
   2 12-9281    MAIL! MAIL! MAIL! WAREHOUSE   s ALL  09/17/57 23:59
   3 12-1839    GLAMOUR AWNING COMPANY          ALL  09/17/57 23:59
   4 13-8392    CORPORATE RECRUITMENT INC.      ALL  09/17/57 23:59
   5
   6
   7
   8
   9
  10
  11
  12
  13
  14
  15



               D'isp #, M'ore, R'edo, 'GO' To Print
```

The CS# and NAME columns show the account numbers and names of subscribers with zones which have been placed on runaway.

If the S? column displays a **Y**, the subscriber's alarm system includes both a primary and secondary transmitter; otherwise, the subscriber's system has only a primary transmitter.

ZONE shows the zone(s) that are on runaway.

CLEAR DATE and TIME show the date and time that the zones will be taken off runaway.

The ALT ID# column shows the alternate ID (from Field 43 on Screen 42, Account Update) for each account.

Type **GO** at the command line to begin printing the report. When you enter **GO**, the prompt *SORT REPORT BY LOCATION* appears. Enter **Y** to print a listing of accounts on runaway, in order of their CS account number, subtotaled for each location. Enter **N** if you wish to print a listing of accounts on runaway, in order of CS account number, for all locations. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Checking on Screens and Accounts in Use

Screen 17, CS Activity Inquiry

Screen 17 CS ACTIVITY INQUIRY is used to show the screens, accounts, and terminals currently being used by each CS operator.

Figure 5-36

```
                        CS Activity Inquiry                    CS-017

        User       Prog        Acct         Con#        Queue#
        ____       ____        ____         ____        ____
        AANJE      CS042       11-8829      tty20       0 ALL PRIORITIES
        AATME      CS000                    pts/3       0 ALL PRIORITIES
        AAWEI      CS002       10-2839      pts/7       0 ALL PRIORITIES
        AAMAC      CS002       12-6782      tty42       0 ALL PRIORITIES
        AAOLE      CS000                    tty32       0 ALL PRIORITIES
        AAAND      CS017                    tty52       1 INITIAL RESPONSE
        AARJO      CS002       30-3782      tty31       0 ALL PRIORITIES
        AACAM      CS000                    tty65       0 ALL PRIORITIES
        AAESU      CS043       TRAIN        tty26       5 TRAINING QUEUE




                             M'ore, R'edo
```

The USER column shows each user's initials or username. PROG shows the number of CS screen currently being accessed by the user. ACCT displays the subscriber account number currently being accessed by the user. CON shows the CRT number of the terminal currently being accessed by the user. The QUEUE Field shows the dispatch queue to which each user has been assigned.

Looking up Passcards for a Subscriber's Account

Screen 18 Account Passcard View

Screen 18 shows you all of the passcards that have been set up on Screen 46 Account Passcard Maintenance for a selected subscriber's account.

When Screen 18 is first displayed, the following message is shown which allows you to look up passcards by Sequence #, Name, or Passcard.

Figure 5-37

```
                      Account Passcard View                  CS-018

CS# 11-1234              AVERY PLASTICS             Inst    2
                        493 BIRCH AVE             |NATION ALARM COMPANY
 # Zd# T Passcard.. Name............. Phone1...... Phone2...... L. Expire User
 1 1               Enter Starting Seq#, 'A' - Name Search, 'P' - Passcard
 2
 3
```

To search by sequence number, enter a starting sequence number. Passcards which match the sequence number you entered will be displayed.

To search by passcard holder name, enter **A**. The prompt, *Enter Starting Name* is shown. enter the name you wish to search for. Passcards matching the name you entered will be displayed.

To search by passcard, enter **P**. The prompt, *Enter Starting Passcard* is shown. Enter the name you wish to search for. Passcards matching the passcard you entered will be displayed.

If no match for the sequence, passcard holder name, or passcard is found, the cursor will move to the command line.

After you've selected the order in which passcards are to be displayed, passcards for the account which match the starting parameters you selected are displayed:

Figure 5-38

```
                         Account Passcard View                    CS-018
      CS# 11-1234               AVERY PLASTICS INC           Inst    50
                               19162 RIVERSIDE DRIVE         CATCH-A-CROOK ALARMS
       # ZD# T Passcard.. Name............. Phone1...... Phone2...... L. Expire User
       1  10 S NUMEROUNO  JOHN AVERY        213-328-2393               1         2
       2  20 S RED        DORIS SEANSON     714-329-5785               2 080190 5
       3  30 S JANITOR    JANITOR PASSWORD  213-293-2029 213-393-2902  3 101091 1
       4  40 S BLUE       JACK JOHNSON JR.  213-120-2341               5        22
       5  50 S M1234      JOHN JACOBS       213-456-2209               1
       6  60 S MASTER     HARRY SMITH                                 20
       7
       8
       9
      10
      11
      12
      13
      14
      15
                         M'ore, N'ext, D'isp, G'en, P'hone##
```

In CS#, enter the subscriber's account number. After the account number is entered, the subscriber's name, address, and installer information is immediately displayed.

The ZD# column shows the sequence number assigned to each passcard holder.

The T shows whether a passcard is a master passcard or a site passcard. A master passcard may have privileges for more than one subscriber's account. A site passcard has privileges only for one account.

The PASSCARD Field shows the passcard holder's identification code.

NAME displays the passcard holder's name. The PHONE1 and PHONE2 Fields show the phone numbers to be called if there is a problem.

The L column displays the passcard holder's level of privileges.

EXPIRE shows the date that the passcard expires (if any).

The USER column shows the identification code that is sent by the transmitter with opening and closing signals.

Looking up the Account for a Passcode

Screen 19 Passcard Accounts

If you know a passcard holder's identification code and the passcard is identified as a master passcard (not a site passcard) on Screen 46, you may look up all of the accounts to which that passcard is assigned.

> **Note:** If your CS system uses the Multi-MAS feature, when you enter a master passcard number and there are no accounts assigned to that passcard within your database partition, no information regarding that passcard number will be displayed.

Figure 5-39

```
                          Passcard Accounts                         CS-019
   1 Passcard#               INVALID
   2 Pass Name
   3 Telephone
   4 Alt Phone
     CS#....... CS Name................. City.......... CS Tel#..... S L. Expire
   5
   6
   7
   8
   9
  10
  11
  12
  13
  14
  15
                 P'asscard#, D'isp#, SC'hed#, M'ore, N'ext
```

In PASSCARD #, enter the passcard holder's identification name or number. If the passcard identification code has not been assigned (on Screen 46) or is not a master passcard, the message *INVALID* is displayed. If the identification code belongs to a master passcard that has been assigned, the passcard holder's name and phone numbers are immediately displayed. In addition, all of the accounts to which that passcard is assigned are displayed in the lower portion of the screen.

The CS# column shows the CS accounts to which the master passcard is assigned. NAME displays the subscriber's name. CITY shows the city in which the subscriber site is located. The CS TEL# shows the subscriber's telephone number.

The S column shows the current status of the subscriber's premises. The status displayed is based on the most recent event code received for the subscriber's account. The following statuses may be displayed:

A	Alarm
C	Closed
N	Normal
O	Open
R	Restore
T	Trouble
X	Outage

The L column displays the passcard holder's level of privileges.

EXPIRE shows the date that the passcard expires (if any).

Looking up All Accounts for Passcard

Screen 22 Passcard View

Passcard View allows you to look up all the account to which a particular passcard ID has been assigned.

Figure 5-40

```
                         Passcard View                   CS-022
     Passcard#  RED

    Name............. T L. Expire Phone....... CS#....... CS Name............
  1 DORIS SEANSON     S  2 080190 714-329-5785 11-1234    AVERY PLASTICS INC.
  2 DORIS SEANSON     S  2 080190 714 329-5785 44-1111    AVERY PLASTICS INC.
  3 DORIS SEANSON     S  2 080190 714 329-5785 44-1112    AVERY PLASTICS INC.
  4
  5
  6
  7
  8
  9
 10
 11
 12
 13
              P'asscard#, D'isp#, SC'hed#, M'ore, N'ext
```

In PASSCARD #, enter the passcard holder's identification name or number. If the passcard identification code has not been assigned (on Screen 46), the message *INVALID* is displayed. If the identification code belongs to a passcard that has been assigned, all of the accounts to which that passcard is assigned are displayed in the lower portion of the screen.

NAME shows the name of the passcard holder that has been assigned the passcard ID you entered.

T shows the passcard type: **M** for a master passcard or **S** for a site passcard.

The L column displays the passcard holder's level of privileges.

EXPIRE shows the date that the passcard expires (if any).

The PHONE shows the passcard holder's telephone number.

The CS# column shows the CS accounts to which the passcard is assigned. NAME displays the subscriber's name.

You may use the P'asscard# command to move to Screen 18, Account Passcard View, to review all of the passcards for a selected account. Enter **P** immediately followed by the line number of the account for which you want to review passcards.

Use the D'isp command to move to Screen 2, Alarm Dispatch. Enter **D** immediately followed by the line number of the account on which you want to dispatch.

Use the SC'HED# command to access Screen 4 SCHEDULE View. Enter **SC** immediately followed by the line number of the account for which you want to review schedule information.

Summary

In this section you learned to monitor incoming signals, to retrieve a signal to the Alarm Dispatch Screen, and that you must respond to the alarm or event using event/resolution codes.

You also learned about the different information displayed when you retrieve an alarm to the ALARM/RESPONSE DISPATCH Screen and additional information available by using various commands on the command line of this screen.

In the next section, you'll learn how to setup and use some of the special features provided by the CS system.

Note: If you wish to learn more about recording information to a subscriber's history or changing a subscriber's alarm status with event/resolution codes, turn to "Using Event Codes & Function Keys."

Summary of Commands Used in This Section

#

Entering the number of the line or field in which you wish to enter or edit information.

?

Enter **?** at the command line of Screen 2 to display a list of all available commands.

A'bort

You may type **A** and press [NEW LINE] to exit from the Common Overflow window without dialing the highlighted telephone number.

C   Log Comments to History

On Screen 2, enter **C** to access Screen 8 OPERATOR COMMENT ENTRY.

CA   Account Common Overflow

If the message *CA* is displayed next to the subscriber's name on Screen 2, enter **CA** to display a page of Common Overflow information.

CF   Fire Common Overflow

If the message *CF* is displayed for the Fire Department listed on the subscriber's call list, enter **CF** to display a page of Common Overflow information for the fire department.

CI   Installer Common Overflow

If the message *CI* is displayed next to the installer's name on Screen 2, enter **CI** to display a page of Common Overflow information for the installer.

CL#   View Zone Dispatch Call List

On Screen 2, use the CL command to display the call list shown on a specific line of the Zone-specific Dispatch Instructions. For example, enter **CL4** to display the call list shown on Line 4 of the Zone Dispatch Instructions.

CM   Medical Common Overflow

If the message *CM* is displayed for the medical agency listed on the subscriber's call list, enter **CM** to display a page of Common Overflow information for the medical agency.

CP   Police Common Overflow

If the message *CP* is displayed for the Police Department listed on the subscriber's call list, enter **CP** to display a page of Common Overflow information for the police department.

CT   Patrol Common Overflow

If the message *CF* is displayed for the patrol agency listed on the subscriber's call list, enter **CT** to display a page of Common Overflow information for the patrol agency.

D#   View ZD for Events 0-5

This command controls the information displayed in the Dispatch Information Section of the screen. Normally, the page of zone information related to the alarm signal in the reverse video box on the

left side of screen is displayed. Information for alarm signals below the box may also be retrieved. For instance, to retrieve zone information for the first alarm below the reverse video line enter **D1**; to retrieve zone information for the second line below the reverse video box enter **D2**, and so on up to **D5**. The reverse video line is represented by **D0**. Note that the flashing pointer (<) indicates the alarm signal on which dispatch information is currently displayed.

As mentioned in the field description of the Dispatch Information Section, up to four pages of zone information are available, and the most critical page is normally displayed. Enter **D** to swap through other available pages for the current alarm signal. The pages will appear in order from most critical to least critical.

DC#   View Default Call List

On Screen 2, use the **DC#** command to list passcard holders and phone numbers for the call list you specify. For example, enter **DC1** to display call list 1.

D'etails#

At the call list, enter **D** followed by the line number on which the individual or agency for which you want to review more information appears. For the premise, the subscriber name, common overflow, and telephone numbers will be displayed. For agencies, the agency name, common overflow, telephone numbers, and permit information will be displayed. For passcard holders, the passcard holder's name and passcard information will be displayed.

D'ISP

Enter **D** to go to Screen 2 Alarm Dispatch.

E   View Expected Events

On Screen 2, enter **E** to access Screen 5 TIMED EVENT ENTRY.

EC   Event Code Lookup

On Screen 2, enter **EC** at the command line to display the Event Code Lookup Window.

FD

On Screen 2, enter **FD** at the command line to display a list of all fire departments that have been set up on Screen 52.

G   Update Account

Enter **G** to access Screen 42 Account Update.

GC   View General Continuation

If *@C* displayed after the page number for a page of General Dispatch Instructions, the dispatch

instructions are continued on another page. Enter **GC** at the command line to view the next continuation page.

GG#   Autodial General Call List

The **GG** command is used to call through the first call list of the General Dispatch Instructions that are currently displayed. If you enter **GG** followed by a line number, the call list shown on the line number you specified of the General Dispatch Instructions will be dialed.

GL#   View General Call List

On Screen 2, use the **GL#** command to display the call list shown on the line of the General Dispatch Instructions you specify. For example, enter **GL1** to display the call list shown on Line 1 of the General Dispatch Instructions.

GM   Cycle General Dispatch Pages

The GM command is used only if your screen displays ***general dispatch instructions*** on the ***right*** side of Screen 2. If so, you may enter **GM** at the command line to switch between temporary and permanent pages of general dispatch instructions displayed on the right side of your screen.

GO#   Autodial Zone Dispatch Call List

The **GO** command is used to call through the first call list of the Zone Dispatch Instructions that are currently displayed. If you enter **GO** followed by a line number, the call list shown on the line number you specified of the Zone Dispatch Instructions will be dialed.

H   View Event History

On Screen 2, enter **H** to access Screen 7 CS EVENT HISTORY.

L   Log Event and/or Comment

Enter **L** to log the dispatcher's comments and actions. Any action taken by a dispatcher on this screen must be logged to store the information in the account history file.

MD

On Screen 2, enter **MD** at the command line to display a list of all medical agencies that have been set up on Screen 52.

M'ode Full or Partial Instructions

When dispatch instructions are first displayed on Screen 2, only the first four lines of instructions are shown. To show the entire page (12 lines) of instructions, enter **M** (for M'ODE) at the command line.

If you wish to return to the short (4 line) display of instructions, enter **M** again at the command line.

M'ore

If the "M" of **M'ORE** is flashing, entering **M** at the command line will display an additional page of information. For example, on Screen 7 enter **M** to display additional subscriber event history.

N'ext

Enter **N** to clear the data from the screen. The cursor will go to the CS# (P) field. You may then enter new data.

O'flo   View Overflow Information

At the command line, type **O** to move to Screen 48 OVERFLOW MAINTENANCE.

O'ther

If a call list is displayed, use the O'ther command to dial the alternate telephone number.

Phone#.#

At the Call List Window's command line, you may use the **P'HONE#.#** command to dial one of the phone numbers displayed in the call list, specified by line number and position. For example to dial the phone number shown on Line 6 of the PHONE2 column, enter **P6.2**.

PA   Display Passcards

Enter **PA** to access the Screen 18 ACCOUNT PASSCARD VIEW.

PD

On Screen 2, enter **PD** at the command line to display a list of all police departments that have been set up on Screen 52.

PG#   Autodial From General Page

Use the PG# command to dial a telephone number shown on the General Dispatch Instructions.

PI#   Autodial From Installer Text

Use the PI# command to dial a telephone number shown in the Installer Information area.

P'REV

On Screen 7, enter **P** to access previous pages of history.

PR   View Permit Status

When an alarm is processed, you may view one of the following by entering **PR** at the command line:

- If the currently displayed zone dispatch page has been assigned a permit, you will see information for that permit.

- If the currently displayed zone dispatch page has not been assigned a permit, you will see a list of general permits which have been assigned to agencies which provide service to the account.

PT

On Screen 2, enter **PD** at the command line to display a list of all patrol companies that have been set up on Screen 52.

PZ#   Autodial From Zone Disp Page

Use the PZ# command to dial a telephone number shown on the Zone Dispatch Instructions.

;R   Recalling an Account Number

The RECALL feature allows you to recall up to the last 10 CS accounts used on a particular screen by entering **;R** in the CS# Field. This feature can be used on the following screens:

Screen 2	Alarm Dispatch
Screen 4	Schedule View
Screen 5	Timed Event View
Screen 7	Event History View

R'EDO

On Screen 17, enter **R** to clear the screen of the information currently displayed and display updated information.

S'AVE

Entering **S** saves the information currently displayed in the fields but does not clear the information from the screen; the message *SAVED* is briefly displayed.

SC   View Schedules

Enter **SC** to access Screen 4 SCHEDULE UPDATE.

T   Toggle to/from Site or Sub

This command is used with sub-sites only. Enter to **T** to switch from the currently displayed information to information for the master site. Enter **T** again to switch back to the sub-site. The command is ignored if the currently displayed subscriber is a single-site account or a master site.

X   View Site/Sub Status

Enter **X** to access the Screen 2G SUB-SITE ACCOUNT ALARM STATUS.

Z   View Zone Information

Enter **Z** to access the Zone - Event Code View screen (CS-ØØ3).

ZC   View Zone Dispatch Continuation

If *@C* displayed after the page number for a page of Zone-Specific Dispatch Instructions, the dispatch instructions are continued on another page. Enter **ZC** at the command line to view the next continuation page.

ZD#   View Specific Dispatch Page

Enter **ZD** followed by a page number of dispatch information to display the information in fields 5 through 12.

ZM   Cycle Zone Dispatch Pages

If your screen displays *general dispatch instructions* on the *right* side of Screen 2, you may use **ZM** to cycle through the following instructions shown on the *left* side of your screen:

>   Temporary Zone-specific Dispatch Instructions
>   Permanent Zone-specific *or* Temporary Global Dispatch Instructions
>   Permanent Global Dispatch Instructions

If your screen displays *overflow* information on the *right* side of Screen 2, the ZM cycles through the following instructions on the *left* side of your screen:

>   Temporary Zone-specific Dispatch Instructions
>   Permanent Zone-specific *or* Temporary Global Dispatch Instructions
>   Permanent Global Dispatch Instructions
>   Temporary General Dispatch Instructions
>   Permanent General Dispatch Instructions

Processing Passcard Events

Automatic Processing by CS System

Whenever a signal is received which requires passcard verification, the signal will include the user's identification number. The CS system will check the following areas, in the order listed, for a match with the user's identification code:

- First, the CS systems checks the user identification number received with the user identification codes entered for the subscriber's account in the USER column on Screen 46.

- If no match is found, the CS system checks the passcards entered on Screen 46 for the assigned installer.

- If no match was found in the installer passcard file, the CS system will check the passcards entered on Screen 46 for the EMPLIST account.

Based on whether or not a match is found, the signal will continue to be processed as determined by the response code assigned to the passcard event.

Manual Entry by CS Dispatcher

For accounts which hve been assigned passcards, an operator may be prompted to enter a passcard whenever he logs an event code on Screen 2 or when he edits subscriber information on any of the Master File Maintenance Screens (Menu 40).

- Passcard Verification on Screen 2

   When the CS dispatcher logs an event code, the Operator Action Window will be displayed.

```
                                            3│ JIM KELLY - PRES  714-102-2928
                                            4│ FRANK BIOLA - VP   714-102-2423
                                               PTION---  ZONE COMMENT-------
          Event Code                           OCK SENS  DRIVE-THRU WINDOW
            Passcard   NUMEROUNO               OCK SESN  DRIVE-THRU WINDOW
                       AVERY, JOHN
                       OPEN AT ANY Time

        Comment 1
        Comment 2
        Comment 3
                   Confirm? (Y/N)              FLO, T'OGGLE, A#
                                               , N'ext, L'OG, D#
```

   The event code entered determines whether the cursor will move to the PASSCARD field, to the COMMENT field, or to the *CONFIRM?* prompt.

   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then a valid passcode must be entered PASSCARD Field on Screen 2.

   If you enter a valid subscriber identification code, the subscriber's long name will appear

immediately below the passcode. If you enter a valid service employee identification code (from EMPLIST), the service employee's name will be displayed.

The description of the passcard holder's privileges will be displayed immediately below his name. If the passcard has expired, the message *EXPIRED!* followed by the expiration date will be displayed to the right of the passcard holder's name.

•   Passcard Verification on Master File Maintenance Screens (Menu 40)

For accounts which have been assigned passcards, an operator may be prompted to enter a passcard when he accesses the account on any of the Master File Maintenance Screens (Menu 40).

```
23 FD    10  IRVINE FIRE DEPT              45 MD
Passcard:  NUMEROUNO                       JOHN                    OPEN AT ANY Time
                                                                     PRESS RETURN

    PA'sscard, SC'hed, Z'one, O'flo, O2'flo, ZD'isp, M'ail, OUT' of Svc
PR'mit #, C'omment, E'xpected, H'ist, #, S'ave, B'RCopy, N'ext, IN' Svc
```

If you enter a valid subscriber identification code, the subscriber's short name will appear to the right of the passcode. If you enter a valid service employee identification code (from EMPLIST), the service employee's name will be displayed. If you enter a valid installer's passcode, the installer's name will be displayed.

The description of the passcard holder's privileges will be displayed to the right of his name. If the passcard has expired, the message *EXPIRED!* followed by the expiration date will be displayed immediately below the PASSCARD prompt.

After you've verified the passcard information, press [NEW LINE] to continue entering or editing data.

> **Note:** The *Passcard* prompt which appears whenever you access one of the screens shown on the Master File Maintenance Menu (Screen 40) may be disabled--that is, you will not be prompted to enter a passcard code when you access the screen.
>
> To disable the prompt, contact MAS support.

Section 6 - Special Monitoring Features

Overview

In Section 4 you learned to set up a subscriber account that allows you to provide basic monitoring service. In this section, you'll learn to set up and use features to provide special services to your subscribers. These features, listed below, are *optional*. Also note these features individually or in combination with others.

Out of service accounts. When a subscriber's account is placed out of service, monitoring service is temporarily suspended for that account--that is, all incoming signals for the account are ignored. When you wish to resume monitoring for the subscriber's account, the account may be placed back into service.

Secondary transmitters. A secondary transmitter may be used to accommodate extra zones or as a backup to ensure that signals may be sent to the central station in the event that the primary transmitter is disabled. This section details how to set up zones for the secondary transmitter.

Permit control. For commercial and residential subscribers a permit number may be required before the central station can dispatch the police or fire department. For these subscribers, you may assign one or more permits to the subscriber's account. In addition, you may track the number of actual and false alarms which apply to each permit.

Schedules and late event processing. Your commercial subscribers may want you to monitor the times that their sites are opened and closed. This is referred to as a **supervised account**. this section describes how to set up schedules for supervised accounts.

Another type of supervised account is one in which the subscriber's alarm system periodically sends a test signal to your central station. This is called a **timer test**. By sending a test signal, the alarm system indicates it is functioning properly. This section describes how to set up schedules for timer tests.

Alternate Identification Codes. Alternate ID codes provide a way for you to assign the same identification code to more than one account.

Subsites. Subsites are used when an individual subscriber has several different areas within the site to be monitored, such as a department store. This section describes how to set up a master account and then to designate its subaccounts (subsites).

Specialized alarm monitoring screens. Two special alarm monitoring screens are available for CS systems using multiple locations. One of the screens allows you to review alarms and events for selected locations. Another screen is available which lists alarms in order of priority for each location.

Placing an Account "In" or "Out" of Service

When an account is placed out of service, monitoring service is temporarily suspended for that account. When monitoring service is to be resumed, the account may be placed back into service. This feature is not related to the MAS Service System.

This feature affects the following screens:

Screen 2	Alarm Dispatch
Screen 42	Dispatch Data Entry
Screen 101	Processing Options
Screen 107	OOS Category File Maintenance
Screen 282	Out of Service/On Test Accounts Listing

Preparing the CS System for This Feature

Before you may place accounts in and out of service, you must follow the procedures outlined below:

1.   Set up a table of reasons (categories) that an account may be placed "out of service." For example, you might use categories such as, "payment overdue," "construction at site," or "phone lines not instl."

2.   On Screen 101, Processing Options, enter the appropriate value in NEW ACCOUNT OUT OF SERVICE. Enter **Y** to place new accounts out of service when they are created (on Screen 42); enter **N** to leave new accounts in service when they are created; or, enter **M** to prompt the operator with the following message whenever a new account is created:

> *Place this account out of service? (Y/N)*

If the operator enters **Y**, the account will be placed out of service using the category specified in Field 25 on Screen 107. If the operator enters **N**, the account will not be placed out of service.

Setting up Out of Service Categories

Screen 107, O.O.S. Category File Maintenance

On Screen 107, O.O.S. Category File Maintenance you can set up a table of reasons (categories) that an account may be placed "out of service." For example, you might use categories such as, "payment overdue," "construction at site," or "phone lines not instl."

Figure 6-1

```
                      O.O.S. Category File Maintenance              CS-0107

Cat Description......... Hst Rpcd OTIS  Cat Description......... Hst Rpcd OTIS
  1 INITIAL INSTALLATION   Y   M    N    13
  2 OUTSTANDING INVOICE    Y   S    N    14
  3 HARDWARE FAILURE       N        N    15
  4 BY SPECIAL REQUEST     Y   Q    Y    16
  5                                      17
  6                                      18
  7                                      19
  8                                      20
  9                                      21
 10                                      22
 11                                      23
 12                                      24

 25 Default Category for New Accts - Scr 42     1

                        #, S'ave, Or N'ext
```

In DESCRIPTION, enter up to 20 characters to describe a reason that an account may be placed out of service.

The HIST and RPCD (history and reporting code) Fields work together. If you enter a reporting code in RPCD, signals which are received while an account is out of service will be logged to the subscriber's history. The RPCD determines the reporting group in which the out-of-service category will be placed on summary reports (printed from Screens 204, 210, and 211).

Recall that reporting codes are set up and maintained on Screen 102 Reporting Code Description.

If you enter a reporting code in RPCD, a **Y** will be displayed in the HIST column to indicate that signals received for subscriber accounts which are out of service will be logged to the subscriber history. If no reporting code is entered in RPCD, the HIST column will display a **N**.

The "On Test, In Service" feature, OTIS, allows you to place an account out of service, and later when the account is placed on test and then cleared from test the account will automatically be placed into service.

For each category that uses the "On Test, In Service" feature, enter a **Y** in the OTIS Field. For categories that should not use the "On Test, In Service" feature, enter **N** in the OTIS Field.

When a new account is created, the dispatcher may be prompted to place the account out of service. You may specify the default category to be used to place new accounts out of service in the DEFAULT CATEGORY FOR NEW ACCTS - SCR 42 Field of Screen 107.

Placing an Account Out of Service

You may place a single account in or out of service from Screen 42, Account Update. You may place a group of accounts in or out of service using Screen 245, Mass In/Out of Service or On/Off Runaway.

To place a single account out of service, follow the steps outlined below:

1.   Select Screen 42. In CS#, enter the number of the account you wish to place "out of service."
        When an account is placed out of service, all incoming signals for the account are ignored.

> **Note:** Individual, master, and subaccounts may be placed in or out of
>   service.

2.   At the command line, type **OUT** to place the account out of service.   Users having an access
        level of 4 or greater are not allowed to place accounts in or out of service.

3.   The window shown below is displayed:

```
                              Place Out of Service
        Category:  2 – OUTSTANDING INVOICE
```

        In CATEGORY, enter the appropriate OOS category from the list you created on Screen 107.
        Its description will be displayed immediately.

Whenever an account marked as out of service is displayed on Screen 2 or 42, the message *OUT OF SERVICE SINCE <date>. REASON: <OOS category description>* is displayed on Screens 2 and 42.

Npte: An account may be placed out of service more than once.

For example, if an account is to be placed out of service for more than one reason (as defined by the out of service categories on Screen 107, O.O.S. Category File Maintenance), the **OUT** command may be used more than once to allow the selection of each O.O.S. category.

To place the account back into service, the **IN** command need only be used once.

Placing an Account Back Into Service

1.   Select Screen 42. In CS#, enter the number of the account you wish to place back into service.

2.   At the command line, type **IN** to place the account back into service. ***When an account is placed back into service, all incoming signals will be processed normally.*** When the account is placed back into service, the "out of service" message will no longer be displayed for the account on Screens 2 and 42.

Placing a Group of Accounts In or Out of Service

Screen 245, Mass In/Out of Service or On/Off Runaway

Screen 245 allows you to place ranges of accounts (by installer and CS account number) in or out of service, and on or off of runaway.

Figure 6-2

```
                  Mass In/Out of Service or On/Off Runaway        CS-0245


       1. Starting Installer
       2.   Ending Installer  999999

       3.   Starting CS#
       4.    Ending CS# ZZZZZZZZZZ

       5. Select:  1=In Service  2=Out of Service
                   3=On Runaway  4=Clear Runaway


                       #, or 'GO' to Begin
```

You may choose to place ranges of accounts in or out of service according to the installer assigned to the account. In STARTING INSTALLER enter the code for the first installer whose accounts are to be placed in or out of service. In ENDING INSTALLER enter the code for the last installer whose accounts are to be placed in or out of service.

You may choose to place ranges of accounts in or out of service according to the CS number assigned to the account. In STARTING CS# enter the number of the first account to be placed in or out of service. In ENDING CS# enter the number of the last account to be placed in or out of service.

In SELECT you choose to place the selected accounts in service or out of service.

- Enter 1 to place the selected accounts in service.
- Enter 2 to place the selected accounts out of service.

If you choose to place the selected accounts out of service, you will be prompted to enter an out of service category. Enter the appropriate out of service category. Recall that out of service categories are created on Screen 107, OOS Category Code Maintenance.

When you've made the appropriate selections, enter GO at the command line to begin processing the changes. The following message is displayed;

> This program will place all CS accounts within the specified range either in/out of service or on/off runaway, depending on the selection made in Field #5.

To begin, enter 'CONFIRM':

To begin processing the changes, enter CONFIRM. IF you do not wish to continue, press any other key.

Printing a List of Out of Service Accounts

A listing of accounts which have been placed out of service may be printed from Screen 282 Out of Service/ On Test Accounts Listing. Refer to "Reporting" and "Sample Reports" for further information.

Secondary Transmitters

A secondary transmitter may be used to accommodate extra zones or as a backup transmitter in a **redundant alarm system** to ensure that signals may be sent to the central station in the event that the primary transmitter is disabled.

Setting up Accounts with Secondary Transmitters

For accounts using a secondary transmitter to accommodate extra zones, no special set up procedures are required for the account. Simply set up the account and zone information as indicated in "Setting up Subscriber Accounts."

For accounts with a backup transmitter, set up the account as follows:

1. On Screen 43 Zone - Event Code Update, set up pairs of zones--one for signals sent by the primary transmitter and one for signals sent by the secondary transmitter.

    A. For **redundant alarm systems**, you may indicate that whenever a signal is received from one transmitter it must be immediately followed by a signal from the other transmitter by entering **Y** in RR for both the primary and secondary zone.

Figure 6-3

```
  Zone Code Event Description... Page R? RN S? RR Trips Comment.............
1     151 BURGLAR ALARM          1              Y
2     151 BURGLAR ALARM          1              Y
```

    For such accounts, you must also set the R/S? Field to **Y** for the account on Screen 42 Dispatch Data Entry.

    B. For zones linked to both transmitters, you may indicate that a redundant signal is not required by entering a **Y** in S? for the zone linked to the secondary transmitter.

Figure 6-4

```
  Zone Code Event Description... Page R? RN S? RR Trips Comment.............
1     151 BURGLAR ALARM          1
2     151 BURGLAR ALARM          1        Y
```

Processing Signals for Systems with Secondary Transmitters

For accounts using a secondary transmitter to accommodate extra zones for which no redundant signal is required, no special processing procedures are required for monitoring the account.

For **redundant alarm systems**, whenever a signal is sent from one transmitter it must be immediately followed by a signal from the other transmitter; however, the signal received from the second zone does not have to match that of the first zone.

If an alarm is received and is not followed by a redundant signal, the message *POSSIBLE SIGNAL REDUNDANCY PROBLEM* is displayed when the alarm is fully cleared. This message alerts the CS

operator that there may be a problem with one of the transmitters.

Reviewing Problems for Redundant Alarm Systems

Screen 234, Signal Redundancy Problem List

If an alarm signal is received and is not immediately followed by a redundant signal, the account appears with an **ACTIVE** problem status on the Signal Redundancy Problem List shown on Screen 234.

Figure 6-5

```
                    Signal Redundancy Problem List              CS-0234

     CS #      Name                 Address                   Problem Status
   ---------- -------------------- --------------------------- --------------
 1 55-1234   BRETT'S LAPIDARY & G 7791 16TH STREET             ACTIVE
 2
 3
 4
 5
 6
 7
 8
 9
10
11
12
13
14
15
16


                    D'isp #, M'ore, R'edo, 'GO' to Print
```

Resolving Signal Redundancy Errors for Redundant Alarm Systems

Refer to "Using Event Codes and Function Keys" for instructions on clearing signal redundancy errors.

Permits for Dispatching

Some agencies require that a central station supply them with a permit number before police, fire department, or other personnel will respond to a dispatch. The CS system provides a way for you to assign permits to a subscriber's account.

Many agencies also limit the number of false alarms a residence or business may have. By assigning permits to your subscribers, you'll be able to track the number of false alarms incurred by a subscriber.

A separate permit may be assigned for each type of protection provided to a subscriber (e.g. burglary, fire, holdup, etc.). Conversely, a single permit may be assigned to more than one account.

This feature affects the following screens:

Screen 2	Alarm Dispatch
Screen 21	CS Account Database Printout
Screen 42	Dispatch Data Entry
Screen 47	Primary Dispatch Information
Screen 49	Permit Update
Screen 51	Event Code Update
Screen 52	Agency Update
Screen 108	Permit Type File Maintenance
Screen 115	Account Activity Deletion
Screen 140	Updated CS Account Database Printout
Screen 280	CS Account Database to Tape
Screen 283	False Dispatch Tracking Report

Preparing Your CS Software for Permits

1. Determine the types of permits required by the agencies that service your subscribers' accounts. The permit type indicates the number of false alarms allowed during a specific period of time. Set up these permit types on Screen 108 Permit Type File Maintenance.

Figure 6-6

```
                  Permit Type File Maintenance              CS-0108

                      Alert  False  Period
Code  Description.........  Limit  Limit  (Mnth)     Tracking Type.......
   1  2/12 CALENDAR YEAR     2      3      12       C CALENDAR FALSE CNT

   2  2/12 MONTH PERIOD      2      4      12       S SLIDING FALSE CNT

   3  2/12 ON LINE DATE      2      8      12       F CNT FROM STRT DATE

   4

   5

   6

   7

   8

   9

  10

  11
  12
  13
  14
  15
  16
  17
  18
  19
  20
              #, M'ore, S'ave, N'ext, Or C'lear #
```

In DESCRIPTION, enter up to 20 alphanumeric characters to describe the permit type.

The ALERT LIMIT indicates the number of false alarms allowed before the account will be placed into Alert Status. The Alert Status indicates that the account is nearing its FALSE LIMIT.

In FALSE LIMIT, specify the number of false alarms allowed for the permit per period.

In PERIOD, enter the period of time, in months, for which the permit is valid.

You may specify one of the following in the TRACKING TYPE column for each permit:

      C   indicates that the permit is valid for the current calendar year (January -

December).

F   indicates that the permit is valid for a 12 month period other than the current calendar year (e.g. June - May), beginning with the permit's effective date.

S   indicates that the permit is valid as long as the false alarm limit is not exceeded during a specified period of time. For example, the permit may specify that no more than two false alarms are allowed during any three month period.

2.   *If you have not already done so*, set up resolution codes for false alarms on Screen 51 Event Code Update. These event codes will be used to log false alarms to permit history; therefore, you should use them to describe the types of false alarms that occur.

For these event codes, be sure to set FALSE DISPATCH to **Y** so you may monitor the number and type of false alarms recorded for a particular permit.

3.   If you wish, assign the false alarm event codes to function keys on Screen 104. This will allow your CS operators to log false alarms to permit history quickly and easily.

4.   Update the information on Screens 52 for each agency indicating if the agency requires a permit prior to dispatching and the type of permit required:

Figure 6-7

```
17 Permit Required
18 Permit Type
19 Permit Group
20 Permit Comment
21 Common#


                    #, S'ave, or N'ext
```

In PERMIT REQUIRED, enter **E** if a permit number must be entered when the account is set up on Screen 42 Dispatch Data Entry, **D** if a permit number is required by the selected agency for response to a dispatch, **B** if a permit is required both as the account is set up and when the agency is dispatched, or **N** if a permit is not required.

In PERMIT TYPE, indicate the type of permit that the agency requires. Then, whenever this agency code is newly assigned to an account on Screen 42, Dispatch Data Entry, the message *PERMIT IS REQUIRED FOR THIS ACCOUNT* and type of permit required will be displayed when the account information is saved.

The PERMIT GROUP is used to group agencies for reporting. If you do not want to group the false alarms of several police or fire departments *for reporting*, enter **0** for the permit group. If you wish to group several agencies together, choose one of the agencies as the "master" and enter its agency code in PERMIT GROUP. The False Dispatch Tracking Report (Screen 283) will then group the false alarms of those agencies as one agency.

In PERMIT COMMENT you may enter a comment of up to 40 alphanumeric characters. This comment will be displayed on Screens 2, 42, and 49, and printed on the report generated by Screen 21.

Setting up Permits

You can set up a subscriber's permit information on one of the following screens: Screen 42 Dispatch Data Entry, Screen 47 Primary Dispatch Instructions, or Screen 49 Permit Update.

1.   Setting up a permit on Screen 42 Dispatch Data Entry.

Up to two permits may be assigned to each agency which services the subscriber's account. If you assign to an account an agency which requires a permit, the following message is displayed above the command line of Screen 42.

> *<Agency> permits required for this account.*

After subscriber information has been saved on Screen 42, use the **PR'MIT** command to set up permit information. When you enter **PR** at the command line, the General Permit Entry Screen is immediately displayed:

Figure 6-8

```
                          General Permit Entry                    MS
                                  Permit Comments..............
     PD  10 IRVINE POLICE DEPT
   1 Permit 1
   2 Permit 2

    FD  10 IRVINE FIRE DEPT
   3 Permit 1
   4 Permit 2

    PT
   5 Permit 1
   6 Permit 2

    MD
   7 Permit 1
   8 Permit 2

                          Del#, #, Q'uit
```

The agencies for which a permit is required are displayed as appropriate. Enter the line number for the type of permit you wish to enter. For example, enter **1** to enter the first permit for the police department.

In the PERMIT 1 or PERMIT 2 Fields, you may enter the permit number for the agency. When a permit number is entered, the Permit Entry Window is displayed:

Figure 6-9

```
    MAS                       Account Update        12/19/91  13:21     CS-042
    CS# (P) 12-0124   2  (S)

                          General Permit Entry                 MS
                                  Permit Comments..............
     PD  10 IRVINE POLICE DEPT
   1 Permit 1 1234
   2 Permit 2

    FD  10 IRVINE FIRE DEPT
   3 Permit 1
   4 Permit 2                                 Permit Entry

    PT                       1 Agncy Cd: P  10 IRVINE POLICE DEPT
   5 Permit 1                2 Pmt Type: 1  2/12 CALENDAR YEAR
   6 Permit 2                3 Eff Date: 01/01/92
                             4 Exp Date: 12/31/92
    MD                       5 Comments:
```

```
7 Permit 1          6 Dsp Stat:  NORMAL
8 Permit 2
                                 #, S'ave or Q'uit
```

Based on the line number you selected, AGNCY CD shows the type and name of the agency for which you are entering a permit.

The type of permit required by that police or fire department (from Screens 52 and 53) is displayed in PMT TYPE.

<table>
<tr><td>Note:</td><td>The agency codes may not be changed after the permit is entered and saved. If you wish to change the agency codes, delete the permit and re-enter the agency code.</td></tr>
</table>

In EFF DATE, enter the first day on which the permit can be used. In EXP DATE, enter the last day on which the permit can be used. For permits with a tracking type of **C** or **F**, the permit's status will be change to *EXPIRED* after this date.

In COMMENTS, you may enter up to 30 alphanumeric characters. These comments will be displayed on Screen 2 Alarm Dispatch and may be printed on the report generated by Screen 21.

At the DISP STATUS Field, press [NEW LINE]. The message *NORMAL* appears. A permit may have one of the following statuses:

N   Normal. The number of false alarms is less than the alert limit and false alarm limit for this permit type.

A   Alert. The number of false alarms is greater than the alert limit for this permit type.

O   Overlimit. The number of false alarms is greater than the false alarm limit for this permit type.

E   Expired. For permits with a tracking type of **F** or **C**, the current date is greater than the permit's expiration date.

These permit statuses may be changed manually on Screen 49 Permit Update or automatically using Screen 283 False Dispatch Tracking Report.

A permit may also have the status of **W** which indicates that the permit may be nearing its

false alarm limit or expiration date. A permit must be changed to this status manually on Screen 49 or by logging event code **4590**. A permit is not automatically updated to this status by Screen 283.

After entering the permit information, be sure to enter **S** to save the permit information.

2.   Setting up a permit for specific types of protection.

If a separate permit is required for each type of protection provided to a subscriber (e.g. burglary, fire, holdup, etc.), a permit may be assigned to specific zones from Screen 47 Primary Dispatch Instructions. A permit may be assigned to any *permanent* page of instructions except Page 0. (Instead of assigning a permit to Page 0, use Screen 42 or 49 to set up a general permit.)

Figure 6-10

```
                        Primary Dispatch Information             CS-047
    1 CS Number 12-0124    STERLING, JAMES MR.
                           3549 ASH LANE

    2 Page        2                        Permit Entry
    3 Permanent
                     5     1 Agncy Cd:  P    20 SANTA ANA PD
          Thru       6     2 Pmt Type:  1  2/12 CALENDAR YEAR
    4                7     3 Eff Date:  01/01/92
                     8     4 Exp Date:  12/31/92
                     9     5 Comments:
                    10     6 Dsp Stat:  Normal
                    11
                    12            #, S'ave or Q'uit
                    13
                    14
                    15
                    16

                    17   Permit# 1234

    E#, PR'mit, Z'one, N'ext, M'ore, D'isp, G'en, S'ave, C'opy
```

After zone dispatch instructions are set up on Screen 47, move the cursor to the command line; then, enter **13** to move to the PERMIT# Field. Enter the subscriber's permit number that applies to that zone. A permit number may include up to 20 alphanumeric characters. When a permit number is entered in PERMIT#, the PERMIT Entry window immediately appears as shown above.

Refer to Step 1 for a discussion of the field descriptions.

3.   Setting up a permit on the Permit Update Screen.

You can use the Permit Update Screen to set up permits for each of the agencies which provide service to the subscriber or to assign a permit for each type of protection provided to a subscriber.

If you are assigning permits for specific types of protection, you may only assign a permit to existing zone dispatch pages (set up on Screen 47).

Figure 6-11

```
                              Permit Update                        CS-049
        1 CS Acct# 55-1234 BRETT'S LAPIDARY     5 Permit Type  2 2/12 CALENDAR YEAR
        2 Disp Pg# 1                            6 Effect Date 01/01/92
        3 Agncy Cd P    20 SANTA ANA PD         7 Expire Date 12/31/92
        4 Permit # 1234                         8 Disp Status Normal
        9 Comments

        ------------------------- False Dispatch History -------------------------




                    #, N'ext, D'isp, G'en, ZD'isp, S'ave
                    DEL'ete, C'lr Hist
```

In CS ACCT#, enter the subscriber's account number. In DISP PG#, enter the page of zone dispatch instruction to which the permit applies or, if you're setting up a general permit, press [NEW LINE] and the message *<GENERAL PERMIT>* appears.

Enter the subscriber's permit number in PERMIT#. A permit number may include up to 20 alphanumeric characters.

Refer to Step 1 for a discussion of the remaining field descriptions.

For existing permits, false alarms will be displayed in the lower portion of Screen 49 from the most recent to the oldest. If you wish to clear those alarms from the permit history and reset the number of false alarms for this period to **0**, enter **C** at the command line.

Dispatching for Agencies Requiring Permits Using Call Lists

If you dispatch agencies to your subscriber's site from a call list, the following permit information is displayed as the number is dialed:

Figure 6-12

```
   5  7/06/94 08:02 C       33 #1 SCHEDULE CLOSE
Name IRVINE POLICE DEPT.    City/St                         PERMIT REQUIRED
Phn1 714-555-9000     Prmt# 1234
Phn2 714-555-3902     Prmt#
      Agency Permit Comment
Dialing 9,5559000                      Disposition
```

If you attempt to call an agency that requires a permit but has not been assigned a permit number, the message *ACCOUNT MISSING REQUIRED PERMIT* is displayed:

Figure 6-13

```
   3  7/08/94 11:14 10      151 INTERIOR BURGLAR
   4  7/08/94 11:14 10      151 INTERIOR BURGLAR
   5  7/08/94 11:13 AND   4612 **** FULL CLEAR ****
Name SAN JUAN CAPISTRANO    City/St                         PERMIT REQUIRED
Phn1 714-555-1300     Prmt#
Phn2 714-555-3829     Prmt#
      Agency Permit Comment
ACCOUNT MISSING REQUIRED PERMIT        Dial Anyway? (Y/N)  Y
```

You'll be prompted DIAL ANYWAY? If you enter **Y**, the agency's selected telephone number will be dialed. If you enter **N**, the agency will not be dialed and you will have the options to continue to the next number on the call list or to discontinue dialing from the call list.

Permits and False Alarms

When you log an event code which indicates that the alarm was a false alarm, the Permit Lookup Window is displayed. You may log the event code to indicate an alarm is false by logging a false alarm event code in the Operator Action Window or choosing a disposition that is linked to a false alarm event code. A false alarm event code is one where the FALSE DISPATCH Field on Screen 51, Event Code Update is set to **Y**.

Figure 6-14

```
MAS   Local 07/08/94 11:57     Alarm Dispatch   CS  07/08/94 11:57      CS-002
CS# 11-1234    (S)            L#               Installer    50
                       Permit Lookup Window
     Ty Code. Description..... Permit.............. Comment..........
   1  P    10 IRVINE POLICE DE 1234
   2
   3
   4
   5
   6

                     #, M'ore, N'ext, or Q'uit

    --Date-- Time- Zon   Event Code  4612 **** FULL CLEAR ****
   1  7/08/94 11:56 10   Disposition  FA   FALSE ALARM
   2  7/08/94 11:04 1       Passcard
   3  7/08/94 11:04 AND
   4  7/08/94 11:02 1
   5  7/08/94 11:01 AND     Comments
Next: PERM SCHED          AND:


CL'ist#, GO#, H'ist, M'ode, O'flo, SC'hed, Z'one, L'og, or ?  L
```

On the Permit Lookup Window, you may indicate the permit to which the false alarm applies, if any. At the command line of the Permit Lookup Window, enter the line number for the permit to which the false alarm applies or press [Enter] if the false alarm is not to be applied to a permit.

See "Basic Monitoring" for more information about Call Lists and Autodialing.

Displaying False Alarm History

As an alarm is processed on Screen 2, Alarm Dispatch, a CS dispatcher may view one of the following by entering **PR** at the command line:

•   If the currently displayed zone dispatch page has been assigned a permit, you will see information for that permit.

•   If the currently displayed zone dispatch page has not been assigned a permit, you will see a list of general permits which have been assigned to agencies which provide service to the account.

Figure 6-15

```
      Ty   Code.      Description.....   Permit..............  Comment..........

  1   P    10         IRVINE PD         1234
  2   F    10         IRVINE FD         5000
  3
  4
  5
  6
  7
  8
  9
 10
 11
 12
 13
 14

                         M'ore, #, N'ext, Q'uit
```

To review the permit status for one of the agencies, enter the line number on which the agency appears. The PERMIT STATUS window immediately appears.

Figure 6-16

```
                          Permit Status
Permit#    : 5000
PD #       : 20 SANTA ANA PD            Permit Type: 1 2/12 CALEndAR YEAR
Effective  : 1/1/92 - 12/31/92          Disp Status: Normal
Comment    :
Agency Comm:
----------------------False Dispatches This Period----------------------
                       |                       |
                       |                       |

                          Disp This Period: 0    Total: 0
                       M'ore, Q'uit
```

If the permit's status is anything other than normal, the permit number will be highlighted and **O**, **A**, **W**, or **E** will be shown immediately following the number.

EFFECTIVE shows the first day on which the permit can be used. COMMENT shows any comments set up for the permit on Screen 47 or 49. AGENCY COMM shows comments set up for the police or fire department on Screen 52 or 53.

PERMIT TYPE shows the type of permit (from Screen 47 or 49) that is required by the police or fire department that services the subscriber's account.

DISP STATUS shows one of the following statuses:

N   Normal. The number of false alarms is less than the alert limit and false alarm limit for this permit type.

O   Overlimit. The number of false alarms is greater than the false alarm limit for this permit type.

A   Alert. The number of false alarms is greater than the alert limit for this permit type.

E   Expired. For permits with a tracking type of **F** or **C**, the current date is greater than the permit's expiration date.

W   Watch. The permit may be nearing its false alarm limit or expiration date. The CS operator may place the permit on "watch" by logging resolution code **4590**.

For existing permits, false alarms will be displayed in the lower portion of Screen 49 from the most recent to the oldest. If you wish to clear those alarms from the permit history and reset the number of false alarms for this period to **0**, log resolution code **4591**.

Cross Referencing Permits

Screen 9 Permit/Account Cross Reference Screen will allow you to look up the account number(s) to which a permit is assigned.

Figure 6-17

```
                      Permit/Account Cross Reference              CS-009

 Permit# 1234                    Police: SANTA ANA PD        Phn: 911
 Current 55-1234                 Type: 2/12 CALENDAR YEAR  LImit: 2/12
 CS#....... CS Name............. Premise #1.. Premise #2.. False Cnt Disp Stat
1 11-1234    AVERY PLASTICS INC   714-234-0909 714-234-1010        0
2 55-1234    BRETT'S LAPIDARY & G 714-494-3513 714-558-0717        0
3
4
5
6
7
8
9
                  #, PR'mit#, D'isp #, G'en#, M'ore, N'ext
```

In PERMIT#, enter the number of the permit for which you wish to review assigned accounts. If the permit is assigned to only one agency, permit information will immediately be displayed including the agency to which the permit is assigned, the agency's primary telephone number, the type of permit, and the number of false alarms allowed by the permit.

If the same permit number belongs to more than one agency, a window will display a list of the agencies assigned to that permit number. Select the appropriate agency.

The lower portion of the screen shows the CS accounts assigned to the selected permit.

The CS# and NAME columns show the account numbers and names of subscribers assigned to the selected permit, respectively. The PREMISE #1 and PREMISE #2 show two telephone numbers at which the subscriber may be contacted (as entered on Screen 42 Dispatch Data Entry).

The FALSE CNT column displays the number of false alarms for each subscriber's account. The DISP STAT displays the current dispatch status for the subscriber's account. The dispatch status may be one of the following:

N   Normal. The number of false alarms is less than the alert limit and false alarm limit for this permit type.

A   Alert. The number of false alarms is greater than the alert limit for this permit type.

O   Overlimit. The number of false alarms is greater than the false alarm limit for this permit type.

E   Expired. For permits with a tracking type of **F** or **C**, the current date is greater than the permit's expiration date.

W   Watch. The permit may be nearing its false alarm limit or expiration date.

Updating Permit Statuses and Tracking False Dispatches

Screen 283, False Dispatch Tracking Report, is used to update the status of each permit and to list the number of false dispatches logged for each permit.

Figure 6-18

```
           False Dispatch Tracking Report              CS-0283

 1 Agency Type(PFMTA):  A ALL AGENCIES
 2 Starting Agency # :     1
 3 Ending Agency #   : 9999

 4 Starting Permit # :
 5 Ending Permit #   : ZZZZZZZZZZZZZZZZZZZZ

 6 From Installer    :      1
 7 Thru Installer    : 999999

 8 From CS Number    : FIRST
 9 Thru CS Number    : LAST

10 From Permit Type  :   1 SLIDING 4/5
11 Thru Permit Type  : 40

12 Status Selection  : NEOWA
13 Report Start Date :
14 Report End Date   : 06/28/91
15 Update Disp Status: N
16 Flg Expires Before: 06/28/91

    #, or 'GO' to Begin Printing
```

In AGENCY TYPE enter **P** to print a list of false dispatches of police only. Enter **F** for a list of false dispatches of fire departments only. Enter **M** to list false dispatches for medical agencies only. Enter **T** to list false dispatches for patrol agencies only. Enter **A** to list false dispatches for all

agencies. Then, in START and END AGENCY select the range of agencies, by code, to be included in the report. (Police and fire departments are assigned an agency code on Screens 52 and 53, respectively.)

In STARTING and ENDING PERMIT # select the range of permit numbers to be included in the report. In FROM INSTALLER and THRU INSTALLER select the range of installers, by installer code, to be included in the report.

In FROM CS NUMBER and THRU CS NUMBER select the subscribers, by CS account number, to be included in the report.

In FROM PERMIT TYPE and THRU PERMIT TYPE select the type(s) of permit to be included in the report. (Permit types are set up on Screen 108 and assigned to permits on Screens 42, 47, and 49.)
In STATUS SELECTION, you may choose to print a report for permits having a specific status or various statuses. Enter **N** to include permit having a normal status. Enter **E** to include expired permits. Enter **O** to include overlimit permits. Enter **A** to include alert permits. Enter **W** for permits which have been placed on watch.

In REPORT START DATE and REPORT END DATE you may choose to print false alarms which occurred within a specific range of dates.

If you want a list of subscribers whose permits have expired (or will soon expire), enter the expiration date in FLG EXPIRES BEFORE. The permit status of permits having a expiration date earlier than the date you select will be updated to **E** (expired).

If no date range is selected, you may enter **Y** in UPDATE DISP STATUS to update permit statuses as follows:

- A permit's dispatch status will be changed to **O** (overlimit) if the total number of false alarms for the permit exceed its false limit.

- A permit's dispatch status will be changed to **A** (alert) if the total number of false alarms for the permit exceed its alert limit.

- A permit's dispatch status will be changed to or to **E** if the permit has expired.

If you do not wish to update permit statuses, enter **N**.

Type **GO** at the command line to begin printing the report. The Main Menu (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Schedules and Late Event Processing

For some subscribers, you may monitor not only alarm signals, but also the times that the sites are opened and closed. This is called a ***supervised account***. For supervised accounts, you set up a ***schedule*** of the times when the site should open and close. Scheduled openings and closings are referred to as ***expected events***. Opening and closing events which occur outside of the schedule are called ***irregular events.***

For supervised accounts, you may choose from the following options:

• To record only the times the site is opened and closed.

• To record the times the site is opened or closed and, if the site is opened or closed at other than the scheduled times, an alarm may be generated.

• To record the times the site is opened or closed and, if the site is opened or closed at other than the scheduled times, an alarm may be generated. If the site is not opened or closed as scheduled, the CS operator may be notified that the expected event is late to occur. This last option is referred to as ***late event processing.***

Another type of supervised account is one where the subscriber's alarm system periodically sends a signal to indicate that it is functioning properly. This is called a ***timer test***. If the timer test is not received as scheduled, the CS system automatically notifies your operators that the test did not occur by generating a late event.

The following screens are involved in setting up and monitoring supervised accounts:

Screen 2	Alarm Dispatch
Screen 5	Timed Event Entry
Screen 6	Expected Event Inquiry
Screen 44	Schedule Update
Screen 45	CS Mail to Address
Screen 51	Event Code Update
Screen 101	Processing Options
Screen 262	No Expected Event Report
Screen 263	Setup for No Expected Event Accounts

These additional screens will be used if you wish to monitor late events:

Screen 12	Late Event View
Screen 15	Multiple Status Monitor
Screen 26	Late Event Report
Screen 212	Late Events by Location

Preparing Your CS System for Schedules and Late Event Processing

1. If you wish to be able to log events which are late to open or late to close, you must set up late event processing as a receiver called **Lates** on Screens 954 and 958. Then you must generate late event processing on Screen 956. Refer to "Receiver Interfaces" for further information about Screens 954, 956, and 958.

2. If you have not already done so, set up opening and closing event codes on Screen 51 Event Code Update. The way in which opening and closing events will be processed depend on the response code assigned to the event code.

    •   Opening and closing events with a response code of **1** (attempt to log) will always verify that the opening or closing signal was received within the schedule. If so, the event will be logged to the subscriber's history and the next expected event will be scheduled. No CS operator action is required. If the opening or closing signal was received outside of the schedule, the CS system may generate an alarm.

    •   Opening and closing events with a response code of **2** require no schedule and are used only to log opening or closing events to a subscriber's history. These are used when your CS operators do not need to monitor the site's opening and closing time, but the subscriber wants a printed report of when his site was opened and closed.

    •   If you wish to generate an alarm for events which are late to occur, you must assign a LATE RESCODE to such events on Screen 51.

    In addition to the response codes described above, there are four additional response codes that may be used for opening and closing events:

    3   Verify Passcard/Verify Schedule
    4   Passcard Lookup/Log Only
    5   Passcard Lookup/Verify Schedule
    6   Verify Passcard/No Schedule

    These types of opening and closing events are used together with the Passcard feature. Refer to "Passcards" for more information.

3. For irregular events, you have the option of logging a secondary description to the subscriber's event history with the irregular events. The secondary descriptions which may be logged are as follows:

    3950   EARLY OPEN ALARM
    3951   IRREG OPEN ALARM
    3952   EARLY CLOSE
    3953   LATE CLOSE

    If you always want to log a secondary description for irregular events, set DON'T LOG IRR EVTS IN 33X on Screen 101, Processing Options, to **N**. If you want to log secondary descriptions only if an account is being placed into alarm as a result of an irregular event, set the field to **M**. If you never want to log secondary descriptions for irregular events, set the field to **Y**.

> **Note:** You may also process off-test and follow-up events as late events. Refer to "Using Event Codes & Function Keys" for further information.

Setting up a Subscriber's Schedule

1. Enter an opening and closing event for each supervised account on Screen 43 Zone - Event Code Update using the event codes set up on Screen 51 Event Code Update.

2. Set up a schedule of opening and closing times for each supervised account on Screen 44 Schedule Update.

Figure 6-19

```
                         Permanent Schedule Maintenance                CS-044
1. CS # 11-1234                   2. Open Code  32 #1 SCHEDULE OPEN    3. L? R
AVERY PLASTICS INC                4.Close Code  33 #1 SCHEDULE CLOSE   5. L? V
19162 RIVERSIDE DRIVE                Open Window Vrfy?      Close Window Vrfy?
SUITE 150                         6. Early    15   Y   10. Early    30   N
ORANGE          CA 91029          8. Late     30   N   12. Late   1:00   N
14. Comment: OFFICE SCHEDULE
                   15. Day Code(S)                Day:
         O       C  |  O       C  |  O       C  |  O       C  |  O       C  |  O       C

==============================================================================
                                  Schedule Display
  Day | O       C  | O       C  | O       C  | O       C  | O       C  | O       C
  -----|-----------|-----------|-----------|-----------|-----------|-----------
  MON |08:00 17:00|23:30 00:30|           |           |           |
  TUE |08:00 17:00|23:30 00:30|           |           |           |
  WED |08:00 17:00|23:30 00:30|           |           |           |
  THU |08:00 17:00|23:30 00:30|           |           |           |
  FRI |08:00 17:00|23:30 00:30|           |           |           |
  SAT |           |           |           |           |           |
  SUN |           |           |           |           |           |

D'isp, G'en, N'ext, C'opy, P'erm, T'emp, H'Dys, V'acn, M'ore, S'ave
```

In CS#, enter a subscriber' CS account number. After you enter the account number, the subscriber's name, address, and secondary account number (if any) is displayed.

A.   Set up the Opening and Closing Events

In OPEN CODE, enter the opening event code you set up for the account on Screen 43 Zone - Event Code Update.

In CLOSE CODE, enter the closing event code you set up for the account on Screen 43 Zone - Event Code Update.

B. **Define Where Late Events Will be Displayed**

Fields 3 and 5, L?, are used only if you wish to display late events in a subscriber's history and/or on Screen 12 Late Event View. If so, you may choose from the following options:

V   Indicates that late opening or closing events for this account are to be displayed on Screen 12 Late Event View and updated to the subscriber's account history.

R   Indicates that late opening or closing events for this account are to be posted to the subscriber's account history. They will not be displayed on Screen 12.

I   Indicates that late opening or closing events for this account should be ignored. They will not be posted to the subscriber's account history and will not appear on Screen 12.

C. **Define How Irregular Events are Processed**

Fields 6 through 13 determine how irregular events are processed.

Fields 6 and 8 are used to define acceptable windows for opening events and to determine what will happen when an opening signal is received outside of the schedule. A **window** is the range of time in which an opening or closing event is expected to occur. In EARLY, enter the number of minutes or hours a site may be opened before the scheduled time without generating an alarm. In LATE, enter the number of minutes or hours the site may be opened after the schedule time without generating an alarm.

For example, a subscriber advises you that his site normally opens at 8:00 a.m; however, his site may be opened as early at 7:30 a.m. or as late as 9:00 a.m. Therefore, you would set up an early opening window of **00:30** (30 minutes) and a late opening window of **1:00** (one hour).

The VRFY Fields are used to indicate whether an alarm is to be generated when an opening or closing event occurs outside of the schedule. Entering **Y** in these fields will cause an alarm to be generated if the event occurs outside of the scheduled time. Entering a **N** indicates that an event outside the window will not create an alarm.

Fields 10 and 12 are used to define acceptable windows for closing events and to determine what will happen when a closing signal is received outside of the schedule. Refer to the description above for information about completing the EARLY, LATE, and VRFY Fields.

The information you enter in COMMENT will appear whenever the account is displayed on Screen 2 Alarm Dispatch. For example, you might use this field to indicate whether this schedule is a permanent, temporary, or vacation schedule.

In the DAY CODE(S) Field, select from the codes listed below to indicate the day or days for

which you are defining a schedule:

0	Monday through Friday
1	Monday only
2	Tuesday only
3	Wednesday only
4	Thursday only
5	Friday only
6	Saturday only
7	Sunday only
8	Saturday and Sunday
9	Monday through Sunday

After you select a day code, its description is displayed in the DAY Field. Now you may set up the time the site opens and closes. You may set up to six sets of opening and closing times per day. Remember--enter all times using the 24-hour clock.

After you've entered the opening and closing times, the days you selected and times entered will be displayed and highlighted in the lower portion of the screen.

3.   Move the cursor to the command line and enter **S** to save the schedule.

Copying a Schedule

To copy a schedule from one account to another, follow the steps listed below:

1.   On Screen 44, access the account to which a schedule is to be copied. You may not copy a schedule to an account which already has a schedule.

2.   Move the cursor to the command line and type **C** (for copy). The prompt *FROM ACCT* appears in the lower left corner of the screen.

3.   Enter the account number from which the schedule is to be copied. If the account has any temporary schedules, the message *TEMPS?* appears. Enter **Y** to copy both permanent and temporary schedules to the new account or **N** to copy only the permanent schedule to the new account.

4.   Move the cursor to the command line and enter **S** to save the schedule for the new account.

Setting up a Temporary Schedule

To create a temporary schedule for an account, follow the steps listed below. You may only create a temporary schedule for an account which already has a permanent schedule.

1.   On Screen 44, access the account for which you're creating a temporary schedule.

2.   Move the cursor to the command line and type **T** (for temporary). The following prompts appear in the lower portion of the screen:

```
 16 Effective Date   62292 (Monday)       17 Expiration Date 62892  (Sunday)

D'isp, G'en, N'ext, C'opy, P'erm, T'emp, H'Dys, V'acn, M'ore, S'ave
```

3.   The dates for the current week are shown as defaults in the EFFECTIVE DATE and EXPIRATION DATE Fields. In EFFECTIVE DATE enter the date on which the temporary schedule begins. In EXPIRATION DATE enter the date on which the temporary schedule ends.

4.   Move the cursor to the command line and enter **S** to save the temporary schedule.

Note: At this point you have the following options:

- You may read the next section which describes how to set up default opening and closing windows--a shortcut for data entry. This step is optional.

- You may skip to the section which describes how to set up holiday schedules. This step is optional.

- You may skip to the section on the special monitoring procedures you'll need to understand for supervised accounts.

1. Set up event codes on Screen 51 Event Code Update for late event processing.

2. Set the late event processing Field on Screen 101 Processing Options to determine the types of events that will appear on the late event buffer Screen 12 Late Event Monitor.

3. Set up an opening and closing event code for each supervised subscriber account on Screen 43 Zone - Event Code Update.

```
                              Zone - Event Code Update    PAGE: 1      CS-043
       CS# 11-1234                           Passcard
           AVERY PLASTICS INC

          ZONE Code Event Description... PAGE R? RN S? RR TRIPS COMMENT.............
        1 1      300 BURGLARY            10                      FRONT DOOR
        2 2      310 PERIMETER           10                      BACK DOOR
        3 O       32 #1 SCHEDULE OPEN    30
        4 C       33 #1 SCHEDULE CLOSE   30
        5 3      130 FIRE/MANUAL PULL    20
        6 4      400 PERIMETER-SHOCK SNSR 10
        7 5      140 FIRE/WATER FLOW     20
        8 O77     56 #2 SCHED/PASS OPEN  30
        9 C77     57 #2 SCHED/PASS CLOSE 30
       10
       11
       12
       13
       14
       15
       16

         #, S'ave, N'ext, M'ore, D'isp, ZD'isp, G'en, 'DELETE' or C'LEAR#
```

4. Set up a schedule of opening and closing times for supervised subscriber accounts on Screen 44 Schedule Update.

```
                        Permanent Schedule Maintenance              CS-044
       1. CS # 11-1234              2. OPEN Code  32 #1 SCHEDULE OPEN    3. L? R
       AVERY PLASTICS INC           4.CLOSE Code  33 #1 SCHEDULE CLOSE   5. L? V
       19162 RIVERSIDE DRIVE            OPEN WINDOW VRFY?     CLOSE WINDOW VRFY?
       SUITE 150                    6. Early    15   Y  10. Early    30   N
       ORANGE          CA 91029     8. Late     30   N  12. Late   1:00   N
       14. COMMENT: OFFICE SCHEDULE
                    15. DAY Code(S)                DAY:
                 O     C  | O     C  | O     C  | O     C  | O     C  | O     C

       ========================================================================
                                    SCHEDULE DISPLAY
        DAY | O     C  | O     C  | O     C  | O     C  | O     C  | O     C
       -----|----------|----------|----------|----------|----------|----------
        MON |08:00 17:00|23:30 00:30|          |          |          |
        TUE |08:00 17:00|23:30 00:30|          |          |          |
        WED |08:00 17:00|23:30 00:30|          |          |          |
        THU |08:00 17:00|23:30 00:30|          |          |          |
        FRI |08:00 17:00|23:30 00:30|          |          |          |
        SAT |          |          |          |          |          |
        SUN |          |          |          |          |          |

       Passcard
       D'isp, G'en, N'ext, C'OPY, P'ERM, T'EMP, H'DYS, V'ACN, M'ore, S'ave
```

Default Opening/Closing Windows (Optional)

Now that you understand how schedules, opening and closing windows, and late processing work, you may wish to set up default opening and closing windows on Screen 106 UL Code Update to make data entry easy and consistent. ***This step is optional and is not required for schedules or late event processing to function correctly.***

Setting up default opening and closing windows is especially useful if your central station primarily monitors UL-graded accounts where UL requirements dictate that, for each UL rating, specific opening and closing windows be maintained.

Figure 6-20

```
                            UL Code Update                       CS-0106

                        .........Open.......  .........Close......
                  Res[  ....Window..... Late  ....Window..... Late
    # Code   Pri  Min   Early V  Late V Proc  Early V  Late V Proc
    - ----   ---  ---   ----- - ----- - ----  ----- - ----- - ----
    1  AA     1    5    00:03 Y 00:15 Y   R   00:15 N 00:15 N   V
    2  AB     5    10   00:03 Y 00:15 Y   R   00:15 N 00:15 N   V
    3                         N       N            N       N
    4                         N       N            N       N
    5                         N       N            N       N
    6                         N       N            N       N
    7                         N       N            N       N
    8                         N       N            N       N




                            # or S'ave
```

In CODE, enter a code for a set of opening and closing windows or the UL designation for the grade of the account (e.g. AA, AB, AC, BB, etc.).

The PRI and RESP MIN Fields are not used.

The next major column, OPEN, defines the acceptable windows for opening events and how opening events will be handled when they occur at other than scheduled times. In EARLY, enter the earliest time at which the site may be opened. In LATE, enter the latest time at which the site may be opened.

The V Fields are used to indicate whether you want the account to be placed in alarm status if the opening event occurs outside of the window. Entering **Y** in these fields will cause an alarm to be generated if the event occurs outside of the scheduled time. Entering a **N** indicates that an event outside the window will not create an alarm.

The LATE PROC Field is used only if CS operators are to be alerted when opening or closing events are late to occur. If so, you may choose from the following options:

V   Indicates that late opening or closing events are to be displayed on Screen 12 Late Event View and updated to the subscriber's account history.

R   Indicates that late opening or closing events are to be posted to the subscriber's account history. They will not be displayed on Screen 12.

I   Indicates that late opening or closing events should be ignored. They will not be posted to the subscriber's account history and will not appear on Screen 12.

The last major column, CLOSE, defines the acceptable windows for closing events and how closing events will be handled when they occur at other than scheduled times. Refer to the discussion of the OPEN column above, for a description of the fields.

Assigning Default Windows to an Account

After you've set up the codes, you may assign the default windows to a subscriber's account as described below:

1.   Move to Screen 42 Dispatch Data Entry, select the subscriber's account, and enter the appropriate code in ULCODE.

2.   Move to Screen 44 Permanent Schedule Maintenance, select the subscriber's account, enter the appropriate opening and closing resolution codes, and [NEW LINE] for Fields 6 through 12. The values from Screen 106 for the code you used on screen 42 will be displayed automatically.

3.   Enter any additional schedule information as described in the previous section. Be sure to save the schedule after making any changes.

Setting up Holiday Schedules

You may wish to set up a schedule for the holidays observed by your subscribers--that is, the days when the subscriber's site will not be opened as it usually is. ***Setting up a holiday schedule is optional and is not required for schedules and late event processing to function properly.***

Preparing Your CS System for Holiday Schedules

Prepare a list of the federal, state, and religious holidays that are observed by your subscribers. Referring to a current calendar, note the starting and ending date for each holiday.

Create a master list of holidays on Screen 56 Holiday File Update. A printout of the holidays set up on Screen 56 can be printed from Screen 76 Holiday File Printout.

Figure 6-21

```
                        Holiday File Update                CS-056

        ..# Holiday Description........... ..Start. ...End..
     1    1 NEW YEARS DAY                   01/01/92 01/01/92
     2    2 THANKSGIVING                    11/28/92 11/28/92
     3    3 CHRISTMAS                       12/25/92 12/25/92
     4    4
     5    5
     6    6
     7    7
     8    8
     9    9
    10   10
    11   11
    12   12
    13   13
    14   14
    15   15
    16   16


                        #, S'ave, M'ore, N'ext
```

Each holiday will be assigned a two-digit code. MAS recommends that you group your holidays by month. For example, use codes 0-5 as holidays for January, then use codes 10-15 as holidays for February, etc.

Each holiday should include only the actual days your subscribers observe as holidays. There may be some cases where you will need to enter the same holiday with a different number of days. Thus, for Christmas, you would create a holiday for each of these situations and then assigned the appropriate holiday to each subscriber's account.

This screen must be updated each year. There is no means for automatic advancement as the dates for some holidays change each year. MAS recommends that you update a holiday with the dates for next year immediately after it occurs in the current year.

After you've set up a master list of holidays, move the cursor to the command line and enter **S** to save the list of holidays.

Assigning a Holiday Schedule to an Account

After you've set up a master list of holidays and have created a permanent schedule for a subscriber (on Screen 44), you can set up a list of the holidays observed by the subscriber using the **H'DYS** command. By designating a day as a holiday, any signals (openings, closing, alarms, etc.) received from the subscriber's site on these days will be handled as alarms.

On Screen 44, enter the subscriber' account number in the CS# Field. The subscriber's permanent schedule will be displayed and the cursor will move to the command line. Enter **H** (for **H'DYS**). Screen 44A Holiday List Update is immediately displayed and the subscriber's account number, name, and address is shown in the upper portion of the screen.

Referring to your Holiday File Printout (printed from Screen 76), enter the holiday codes for the holidays observed by the subscriber.

Figure 6-22

```
                          Holiday List Update                   CS-044A


  1 CS # 11-1234                  AVERY PLASTICS INC
                                  19162 RIVERSIDE DRIVE

##Holiday............ ...Start .....End ##Holiday............ ...Start .....End
  2  1 NEW YEARS DAY   01/01/92 01/01/92 12
  3                                       13
  4                                       14
  5                                       15
  6                                       16
  7                                       17
  8                                       18
  9                                       19
 10                                       20
 11                                       21




                  #, S'ave, G'en, D'isp, SC'hedule, N'ext
```

A holiday may not be more than seven days. If a subscriber's site will be closed for more than seven days, set up a temporary schedule for his account instead of a holiday.

After you've entered all of the holidays observed by the subscriber, move the cursor to the command line and enter **S** to save the holiday schedule.

Summary: Setting up a Holiday Schedule

1. Set up a list of all holidays observed by your subscribers on Screen 56 Holiday File Update.

```
                        Holiday File Update                CS-056


        ..# Holiday Description........... ..Start. ...End..
    1    1 NEW YEARS DAY                    01/01/92 01/01/92
    2    2 THANKSGIVING                     11/28/92 11/28/92
    3    3 CHRISTMAS                        12/25/92 12/25/92
    4    4
    5    5
    6    6
    7    7
    8    8
    9    9
   10   10
   11   11
   12   12
   13   13
   14   14
   15   15
   16   16


                        #, S'ave, M'ore, N'ext
```

2. For each subscriber, list the holidays observed by him on Screen 44A Holiday List Update. Screen 44A is accessed by using the H'DYS command on Screen 44 Permanent Schedule Maintenance.

```
                        HOLIDAY LIST Update                CS-044A


    1 CS # 11-1234               AVERY PLASTICS INC
                                 19162 RIVERSIDE DRIVE

   ##HOLIDAY............ ...Start .....End ##HOLIDAY............ ...Start .....End
    2  1 NEW YEARS DAY   01/01/92 01/01/92 12
    3                                      13
    4                                      14
    5                                      15
    6                                      16
    7                                      17
    8                                      18
    9                                      19
   10                                      20
   11                                      21



                   #, S'ave, G'en, D'isp, SC'hedule, N'ext
```

Monitoring Supervised Accounts

Information about schedules, **Late events**, and **expected events** can be reviewed on the buffer screens listed below:

- Screen 4 Schedule View is used to review the schedules which have been set up for a selected account on Screen 44 Schedule Maintenance.

- Screen 5 Timed Event Entry is used to review all **late events** (timers tests, opens, closes, follow up events) plus all **expected events** for an individual subscriber's account.

- Screen 6 Expected Event Inquiry shows all **late events** (timers tests, opens, closes, follow up events) plus all **expected events** which will occur in the future.

- Screen 12 Late Event View shows **late events** only (e.g timer tests, opens, closes, follow up events).

- Screen 15 Multiple Status Monitor allows you to switch between the Alarm Status Monitor (Screen 14) and the Late Event View screen (Screen 12) automatically.

- Screen 212 Late Events by Location shows **late events** for specific locations (e.g timer tests, opens, closes, follow up events).

There are no buffer screens to monitor **irregular events** because irregular events will either be logged automatically to the subscriber's account or will generate an alarm.

Screen 4 Schedule View

Screen 4 is used to review the schedule which have been set up for the selected subscriber's account on Screen 44. For a description of the fields on Screen 44, refer to "Setting up Subscriber Schedules" in this section.

Screen 5 Timed Event Entry

This screen allows you to review the late and expected events for a subscriber's account.

Figure 6-23

```
                               Timed Event Entry                    CS-005
        CS # 22-1113                 BARRET, EMILY
                                     3245 HOLLY AVE.

          Expect   Exp   Erly  Late  Late       Late   Res   Resolution
          Date     Time  Win   Win   Date       Time   Code  Description
          -------- ----- ----- ----- --------   -----  ----  ------------
        1 01/04/92 08:00 00:00 00:00 01/04/92   08:00  4622  CLEAR FOLLOW UP    Late
        2
        3
        4
        5
        6
        7
        8
        9
       10
       11
       12
                                       #, S'ave, N'ext, D'isp, G'en
```

In CS#, enter the number of the account for which you wish to review late and expected events.

The first two columns, EXPECT DATE and EXP TIME, show the date and time that an event was scheduled to occur. (Event schedules are maintained on Screen 44 Schedule Update and may be edited on Screen 5 Timed Event Entry.)

The next two columns, EARLY WIN and LATE WIN, are the periods of time prior to and after a scheduled time in which it is acceptable for the event to occur.

For expected events, LATE DATE and LATE TIME, show the date and time when the event is to occur. For late events these columns show when the event was considered late and, to alert the operator that the event is late, the date and time will flash. The LATE TIME is calculated by adding the amount of time shown in LATE WIN to the EXP TIME.

The last two columns, RES CODE and RESOLUTION DESCRIPTION, display the resolution code and description of the event.

If the event is late to occur, the message *LATE* flashes immediately after the resolution code's description.

Screen 6 Expected Event Inquiry

Screen 6 Expected Event Inquiry shows all **late events** (timers tests, opens, closes, follow up events) plus all **expected events** which will occur in the future.

Figure 6-24

```
Start:                          Expected Event Inquiry                 CS-006
 Date 01/01/68
 Time                           As of: 01/07/92  11:51

   Expect   Exp  Early Late                 Late     Late  Res  Resolution
   Date     Time Win   Win   CS#            Date     Time  Code Description
 -------- ----- ----- ----- ---------- -------- ----- ---- -------------
 1 01/04/92 08:00 00:00 00:00 22-1113       01/04/92 08:00 4622 CLEAR FOLLOW UP
 2 01/04/92 08:00 00:00 00:00 11-0322       01/04/92 08:00 4622 CLEAR FOLLOW UP
 3
 4
 5
 6
 7
 8
 9
10
11
12
13
14
15
                        E'xp#, S'ch#, D'isp#, M'ore, N'ext
```

In DATE, enter the date for which you want to review expected and late events or press [NEW LINE] to accept the default date. In TIME, enter the time for which you want to review expected and late events or press [NEW LINE] to accept the default time. Up to 15 events will be displayed.

The first two columns, EXPECT DATE and EXP TIME, show the date and time that an event was scheduled to occur. (Event schedules are maintained on Screen 44 Schedule Update and may be edited on Screen 5 Timed Event Entry.)

The next two columns, EARLY WIN and LATE WIN, are the periods of time prior to and after a scheduled time in which it is acceptable for the event to occur.

The CS# column shows the number of the account that has an expected or late event.

For expected events, LATE DATE and LATE TIME, show the date and time when the event is to occur. For late events these columns show when the event was considered late and, to alert the operator that the event is late, the date and time will flash. The LATE TIME is calculated by adding the amount of time shown in LATE WIN to the EXP TIME.

The last two columns, RES CODE and RESOLUTION DESCRIPTION, display the resolution code and description of the event.

Screen 12 Late Event View

Screen 12 Late Event View shows *late events* only (e.g timer tests, opens, closes, follow up events). Up to 15 late events will be displayed when you access the screen.

Figure 6-25

```
                          Late Event View                    CS-012
                        As of: 05/16/91  13:28

    Expect   Exp   Early Late                Late    Late  Res  Resolution
    Date     Time  Win   Win   CS#           Date    Time  Code Description
    -------- ----- ----- ----- ----------    ------- ----- ---- -------------
  1 05/14/91 12:34 00:03 00:15 12-0124       05/14/91 12:49  20 TimeR TEST
  2 05/15/91 20:00 01:00 01:00 11-1234       05/15/91 21:00   9 CLOSE
  3 05/15/91 19:00 00:03 00:15 55-1234       05/15/91 19:15  20 TimeR TEST
  4
  5
  6
  7
  8
  9
 10
              S'ch #, D'isp #, G'en #, M'ore, N'ext
```

In DATE, enter the date for which you want to late events or press [NEW LINE] to accept the default date. In TIME, enter the time for which you want to review late events or press [NEW LINE] to accept the default time. Up to 15 events will be displayed.

The first two columns, EXPECT DATE and EXP TIME, show the date and time that an event was scheduled to occur. (Event schedules are maintained on Screen 44 Schedule Update and may be edited on Screen 5 Timed Event Entry.)

The next two columns, EARLY WIN and LATE WIN, are the periods of time prior to and after a scheduled time in which it is acceptable for the event to occur.

The CS# column shows the number of the account that has an expected or late event.

For expected events, LATE DATE and LATE TIME, show the date and time when the event is to occur. The LATE TIME is calculated by adding the amount of time shown in LATE WIN to the EXP TIME.

The last two columns, RES CODE and RESOLUTION DESCRIPTION, display the resolution code and description of the event.

Multiple Status Monitor (Screen 15)

The Multiple Status Monitor allows you to switch between the Alarm Status Monitor (Screen 14) and the Late Event View screen (Screen 12) automatically.

When you access Screen 15, the Late Event View screen is immediately displayed. Press **N** (for N'ext) at the command line to display the Alarm Status Monitor screen. Then, the screen alternates between the Late Event View screen and the Alarm Status Monitor every few moments.

Note: If you wish, you may choose to alternate between the ALARM STATUS MONITOR and a screen other than the LATE EVENT VIEW screen.

To do so, access Screen 55 CRT DEFAULT SETUP. In LATE PROGRAM NUMBER FOR SCREEN 15, enter the number of the alternate screen you wish to be displayed.

Screen 212 Late Events by Location

Screen 212 will show late events for only the location to which your CRT is assigned on Screen 55 CRT Default Setup whereas Screen 12 Late Event View shows late events for all locations.

Figure 6-26

```
                        Late Event View by Location                  CS-0212

                          As of: 11/27/91  10:18

    Expect  Exp   Early Late                  Late   Late  Res  Resolution
    Date    Time  Win   Win   CS#             Date   Time  Code Description
    ------- ----- ----- ----- ---------       ------ ----- ---- -------------
  1 03/11/91 06:00 00:00 00:00 D6-123         03/10/91 15:00    8 OPEN..............
  2 03/11/91 06:00 00:30 00:30 L1-100         03/11/91 06:30    8 OPEN..............
  3 09/11/91 10:34 00:20 00:20 MACTEST        09/11/91 09:54 4229 RESTORAL PEndING
  4 10/25/91 12:43 01:00 01:00 001-0001       10/25/91 13:43   20 TimeR TEST
  5 10/31/91 15:01 01:00 01:00 001-0004       10/31/91 16:01   20 TimeR TEST
  6 11/01/91 03:18 01:00 01:00 L1234          11/01/91 04:18   20 TimeR TEST
  7 11/13/91 15:00 01:00 01:00 4192           11/13/91 17:00   20 TimeR TEST
  8 11/19/91 08:43 00:20 00:20 BWTEST         11/19/91 09:03 4229 RESTORAL PEndING
  9 11/20/91 11:00 22:00 23:15 MT             11/21/91 11:15 4000 OPERATOR ACTION MI
 10 11/21/91 15:11 02:00 02:00 BRIAN          11/21/91 18:11 4229 RESTORAL PEndING
                        S'ch #, D'isp #, G'en, M'ore, N'ext
```

In DATE, enter the date for which you want to late events or press [NEW LINE] to accept the default date. In TIME, enter the time for which you want to review late events or press [NEW LINE] to accept the default time. Up to 15 events will be displayed.

The first two columns, EXPECT DATE and EXP TIME, show the date and time that an event was scheduled to occur. (Event schedules are maintained on Screen 44 Schedule Update and may be edited on Screen 5 Timed Event Entry.)

The next two columns, EARLY WIN and LATE WIN, are the periods of time prior to and after a scheduled time in which it is acceptable for the event to occur.

The CS# column shows the number of the account that has an expected or late event.

For expected events, LATE DATE and LATE TIME, show the date and time when the event is to occur. The LATE TIME is calculated by adding the amount of time shown in LATE WIN to the EXP TIME.

The last two columns, RES CODE and RESOLUTION DESCRIPTION, display the resolution code and description of the event.

Processing Irregular and Late Events

Irregular events which are not automatically logged to a subscriber's account can generate an alarm which can be processed on Screen 2, Alarm Dispatch. See "Using Event Codes and Function Keys" for further information.

Late events are processed based on the late rescode assigned to the event which is late.

Example: You set up event code 3200 on Screen 51 as follows:

- • Its description is **LATE SCHEDULED OPENING**
- • Its response code is **0 OPERATOR ALWAYS**.

Next, you set up event code 8 on Screen 51 as follows:

- • Its description is **SCHEDULED OPEN**
- • Its response code is **1 ATTEMPT TO LOG**.
- • Its assigned late rescode is **3200**.

You assign opening event code 8 to various subscribers on Screen 44 Permanent Schedule Maintenance. Whenever one of those subscribers' sites is late to open, an event will be generated using the   opening event's late rescode--in this case, 3200. Because the late rescode, 3200, has a response code of 0, OPERATOR ALWAYS, the event generated will be an alarm and must be cleared on Screen 2 Alarm Dispatch using the appropriate resolutions code or function key.

As you process late events on Screen 2, you may need to display additional schedule information. You may display schedule information using the following commands:

SCHED   Displays Screen 4 Schedule View allowing you to look at a subscriber's permanent schedule of opening and closing times as set up on Screen 44. Additionally you may look at temporary and vacation schedules, and a list of holidays observed by the subscriber. Refer to "Setting up a Schedule" for a description of the information shown on Screen 4.

E'XP   Displays Screen 5 Timed Event Entry allowing you to review late events for the selected subscriber's account.

Reporting for Late Events and Supervised Accounts

The following reports may be useful in tracking late and expected events and in providing information to subscriber's having supervised accounts:

Screen 26   Late Event Report
Screen 24   Supervised Mail Out Reports
Screen 231   Expected Event Report
Screen 262   Report Accts w/o Expected Events

Refer to "Reporting" for further information.

Repairing Expected Events

Screen 263 Setup Accts w/o Expected Events may be used to set up events for accounts which, according to their schedule or ATI time, should have an expected event but do not. Refer to "Maintaining the CS System" for further information.

Scheduling Timer Tests

Another type of supervised account is one where the subscriber's alarm system periodically sends a signal to indicate that it is functioning properly. This is called a ***timer test***. If the timer test is not received as scheduled, the CS system will automatically generate a late event.

To schedule a timer test, follow the steps outlined below:

1.   Access the subscriber's account on Screen 42 Dispatch Data Entry.

2.   Enter the interval at which timer tests are to occur in the ATI Field. Refer to "Setting up Subscriber Accounts" for further information.

> **Note:**   The ATI WINDOW TIME ALLOWED Field on Screen 101 is used to defined the range of time in which the timer test is expected to occur. If the timer test is not received within the window time indicated, a late event will be generated.

3.   Set up a timer test event on Screen 43 Zone - Event Code Update.

4.   Set up the date and time the initial timer test is to occur on Screen 5 Timed Event Entry.

If the timer test is late to occur or occurs at other than scheduled times, the event may be processed on Screen 2 using the appropriate event codes/function keys. Refer to "Using Event Codes and Function Keys" for further information.

Designating a Mailing Address for Reports

For supervised accounts, you may periodically mail a report to the subscriber showing the types of activity which have occurred for his account, such as the Supervised Mail Out Report printed from Screen 24. If the report is to be mailed to a different address than that entered on Screen 42 Dispatch Data Entry, set up the mailing address on Screen 45 Mail to Address Update.

Figure 6-27

```
                    Mail to Address Update                 CS-045


        1 CS #            11-1234
                         AVERY PLASTICS INC
                         19162 RIVERSIDE DRIVE
                         ORANGE            , CA 91029


        ----------------- Mail to -----------------
        2 Seq #           1
        3 Name           CATCH-A-CROOK ALARMS
        4 Addr1          1928 MAC ARTHUR
        5 Addr2
        6 C S Z          IRVINE            CA  92714
        9 No of Copies     1




            #, S'ave, N'ext, M'ore, G'en, D'isp or 'DELETE'
```

In CS#, enter the number of the account for which you're designating a mailing address. After the account number is entered, the subscriber's name and address, as entered on Screen 42, is displayed.

The SEQ# Field is used if you need to mail reports to more than one address. If so, enter a sequence number for the first mailing address, enter, and save that address. Then, enter a different sequence number for the second mailing address, enter and save that address.

In NAME, enter the name of the company or person to which the report is to be mailed. In ADDR1 enter the company or person's street address. In ADDR2 enter the suite, building, or apartment number, if any.

The C S Z Field allows for three separate entries. Enter the city and press [NEW LINE]. Enter the state abbreviation and press [NEW LINE]. Enter the zip code and press [NEW LINE].

In NO OF COPIES, enter the number of copies to be mailed to this address.

When you've entered one mailing address, be sure to move the cursor to the command line to save the information. If you wish to delete a mailing address, type **DELETE** at the command line.

Setting up a Master List of Mail Out Names & Addresses

Screen 45 MAIL TO ADDRESS UPDATE also allows ws you to set up a "master" list of mail-out names and address for an account. Then you may direct other accounts to print Supervised Mail-Out reports (Screen 24) for the individuals listed on the master account. A master list can be created on either a dummy account or one of the accounts in the group.

For example, Avery Plastics Inc. has a corporate office and two branch offices. They have requested that you provide a Supervised Mail-Out Report to Mr. Johnson and Ms. Thompson each month.

You've set up accounts for each office:

Corporate office	CS# 11-1234
Branch 1	CS# 11-1244
Branch 2	CS# 11-1254

Next, you would set up the corporate mail-out information on Screen 45.

Figure 6-28

```
                        MAIL TO ADDRESS UPDATE                CS-045

1 CS #           11-1234
                 AVERY PLASTICS INC
                 19162 RIVERSIDE DRIVE
                 ORANGE          , CA 91029

----------------- MAIL TO -----------------
2 SEQ #             1
3 NAME           Mr. Johnson
```

Figure 6-29

```
                        MAIL TO ADDRESS UPDATE                CS-045

1 CS #           11-1234
                 AVERY PLASTICS INC
                 19162 RIVERSIDE DRIVE
                 ORANGE          , CA 91029

----------------- MAIL TO -----------------
2 SEQ #             2
3 NAME           Ms. Thompson
```

Then, for each branch office, you could designate that the branch's mail out addresses are identical to those of the corporate office's by entering @ followed by the corporate office's CS account number in the NAME field of Screen 45 for each branch office.

Figure 6-30

```
                        MAIL TO ADDRESS UPDATE                CS-045

1 CS #           11-1244
                 AVERY PLASTICS INC
                 53629 FLINTRIDGE ROAD
                 IRWINDALE       , CA 97535

----------------- MAIL TO -----------------
2 SEQ #             1
3 NAME           @11-1234
```

This way, the mail-out report for the two branch offices, as well as the corporate office, will be mailed to Mr. Johnson and Ms. Thompson.

Alternate IDs

Typically, subscriber accounts are identified by the CS# assigned to the account on Screen 42, Dispatch Data Entry. In addition to identifying the customer account, the CS account number generally is used to identify the receiver and line used by the subscriber account; therefore, you may not assign the same CS account number to more than one account.

The ALT ID Field on Screen 42 allows you to assign another identification code to each subscriber account. The alternate ID may contain up to 12 alphanumeric characters. You may assign the same alternate ID to more than one account. In addition, a number that is assigned as a CS# may be assigned as an alternate ID.

The alternate identification code affects the following screens:

Screen 2	Alarm Dispatch
Screen 10	Cross Reference Guide
Screen 24	Supervised Mail-out Reports
Screen 42	Dispatch Data Entry
Screen 146	Passcard Print

If you wish to use alternate ID's, contact MAS. The alternate ID feature may not be used if your system uses VRTs; however, it can be used if your system uses VRT II.

Setting up an Alternate ID

You may assign an alternate ID to a new or existing account. To assign an alternate ID to an account:

1. Access the account on Screen 42, Dispatch Data Entry.

2. For new accounts, set up account information as you normally do. For existing accounts, skip to Step 3.

3. Move the cursor to the ALT ID Field. Enter up to 12 alphanumeric characters to identify the customer account. If you assign the same alternate ID to two or more accounts, the message *DUP KEY!* will be displayed.

4. Move the cursor to the command line and enter **S** to save the new alternate ID.

The alternate ID will be displayed in the ID# Field whenever the account is accessed on Screen 2, Alarm Dispatch. In addition, you will be able to look up an account by its alternate id number on Screen 10, Cross Reference Guide.

Dispatching on Accounts with Alternate IDs

On Screen 2, you may access an account by entering its CS account number or alternate ID in the CS# Field.

If you enter a number that has been assigned as an alternate ID to more than one account, the Alternate ID Selection window is displayed in the lower portion of the screen so you may choose the appropriate account.

Figure 6-31

```
CS#      111234                      Alarm Response/Dispatch    08/31/92  13:17
                                    ID#                 Permit
                                    Inst

                            PT
1                   2
3 PD                4 FD                         Key#        Ulcd        Rs?
                                                 Typ     En/Xt

                                    ALTERNATE ID
        CS#          Alt ID#       Name                      City
      1 11-0322      111234        MR. AND MRS PERRY         WALNUT
      2 11-1234      111234        AVERY PLASTICS INC.       ORANGE
      3
      4
      5
      6
      7
      8
      9
     10

                                M'ore, #, Q'uit
    P
```

If you enter a number that has been used as an alternate ID and as a CS number, the Alternate ID Selection window will include all possible accounts so you may make the appropriate selection.

Figure 6-32

```
                                    ALTERNATE ID
        CS#          Alt ID#       Name                      City
      1 11-0322      111234        MR. AND MRS PERRY         WALNUT
      2 11-1234      111234        AVERY PLASTICS INC.       ORANGE
      3 111234                     CUTHBERT, JAMES           NEWPORT BCH
      4
      5
      6
      7
      8
      9
     10

                                M'ore, #, Q'uit
```

To display information for one of the accounts shown in the Alternate ID Selection Window, enter the line number on which the account appears. Information for the account will immediately be displayed on Screen 2. The CS# Field will contain the CS account number. The ID# Field will contain the alternate ID.

Reporting and Cross-Referencing

Screen 10   Cross Reference Guide

You may look up an account by its alternate ID number on Screen 10, Cross Reference Guide.

When you first access Screen 10, the cursor is positioned in the sort field. If you wish to look up an account by its alternate ID number, enter **AL**.

In the START KEY Field, enter the alternate ID number for which you want to find account information.

In 1 OR 2 LN enter **1** to display one line of information about each account. Enter **2** to display two lines of information about each account.

After you enter **1** or **2**, the accounts which are linked to the alternate ID will be displayed.

Figure 6-33

```
                         Cross Reference Guide                    CS-010

A'ddr, N'ame, B'R#, C'S#, P'hon#, AL'tID AL Start key 111234       1 or 2 Ln  1
Acct 11-1234    AVERY PLASTICS INC.
  S CS#....... Name.................. Address............. Alt ID...... Inst..
 1   11-0322    MR. AND MRS PERRY      3221 LAUREL LANE    111234          1000
 2   11-1234    AVERY PLASTICS INC.    19162 RIVERSIDE DRIV 111234         2000
 3
 4
 5
 6
 7
 8
 9
10
11
12
13
14
15
                         # , D'ISP #, M'ORE, N'EXT
```

Screen 24   Supervised Mail-Out Reports

The alternate ID for each account may be included on the Supervised Mail-Out Reports printed from Screen 24.

To print alternate IDs on the report, enter **Y** in the INCLUDE ALT ID # Field. If you do not wish to print alternate IDs on the report, enter **N**.

If you choose to modify the report format (using the M'ODIFY command), you may specify the position of the alternate ID using code [21] Alt ID#.

Screen 146   Passcard Print Control

The alternate ID will be included on passcards printed from Screen 146, Passcard Print Control.

If you choose to modify the passcard format (using the F'ORMAT command), you may specify the position of the alternate ID using code [6] Alt ID#.

Subsites

Subsites are used for buildings having several areas with different schedules or monitoring requirements, such as a department store. For example, you might set up the following departments as subsites for a typical store:

Fine jewelry	Furs
Men's clothing	Women's clothing
Men's furnishings	Accessories

This feature affects the following screens:

Screen 2	Alarm Dispatch
Screen 14	Alarm Status Monitor
Screen 20	Site/Sub Cross Reference
Screen 41	Site-Sub Account Maintenance
Screen 42	Dispatch Data Entry
Screen 43	Zone - Event Code Update
Screen 109	Site/Sub History Merge

Setting up Subsites

1.   Set up a master account on Screen 42 Dispatch Data Entry.

2.   Set up an account for each subsite on Screen 42 Dispatch Data Entry.

3.   On Screen 41, Site-Sub Account Maintenance, you'll designate the master site and its subsite accounts.

Figure 6-34

```
                        Site-Sub Account Maintenance                CS-041



        Enter Account #:     BIGSITE     THE DEPARTMENT STORE
                                         1057 THE MALL

                                         IRVINE          CA 92734
                            Installer:   50

        2 Site Account? (Y/N): Y
        3 Site Account #:





                        #, N'ext, S'ave
```

A. Designating a Master Site Account

When Screen 41 is first displayed, the cursor is positioned at ACCOUNT #. Enter the master site account number. When the account number is entered, the site's name, address, and assigned installer code immediately appear.

At the SITE ACCOUNT ? Field, enter **Y**. Then, move the cursor to the command line and enter **S** to mark the account as a master site account.

B. Designating Subsite Accounts

At the ACCOUNT # Field on Screen 41, enter the subsite account number. When the account number is entered, the subsite's name, address, and assigned installer code immediately appear.

At the SITE ACCOUNT ? Field, enter **N**. At the SITE ACCOUNT # Field, enter the master site account number to which this subsite is to be linked. Then, move the cursor to the command line and enter **S** to link the subsite to the master site.

You may link as many subsites to a master site as you wish.

Note: An account may not be designated as a sbuaccount if zone dispatch instructions have already been assigned to the account on Screen 47, Zone Dispatch Update.

---

4. On Screen 43 Zone - Event Code Update, set up zones for each ***subsite***. Do not set up zones for the master site account.

5. Set up schedules and, if required, passcards for each subsite account.

Monitoring Master Accounts and Subsites

When one of the subsite's zones is tripped, Screen 14 Alarm Status Monitor, shows the name and CS account number for the master site and alarm information for the subsite. Then, when the alarm retrieved on Screen 2 Alarm Response Dispatch, account information and alarm information for the subsite is displayed. The CS operator that retrieved the alarm controls all alarms for the master site until all subsite alarms are cleared.

As you handle the alarm, you may find you need additional information about the master site or subsites. You can use the following two commands on Screen 2 to review additional information:

> **T'OGGLE** allows you to display alternately account information for the master site or account information for the selected subsite on Screen 2. Although the account information changes, the information for the zones in alarm remains the same--as that of the subsite.

> **X'REF** displays Screen 2G Site/Sub Account Alarm Status, which lists all subsites in alarm for the selected master site.

Figure 6-35

```
                        Site/Sub Account Alarm Status              CS-002G

        Site Account: BIGSITE    THE DEPARTMENT STORE
                      1057 THE MALL

        IRVINE          CA 92734
          Sub Acct#. Name................. Pri Date. Time. Zn/Op Descr..............
         1 SUBSITE1    FINE JEWELRY          20 01/08 08:12  1     BURGLARY
         2 SUBSITE2    FINE FURS             20 01/08 08:12  1     BURGLARY
         3
         4
         5
         6
         7
         8
         9
        10
        11
        12
        13
        14
        15
                  M'ore, R'edo, D'isp#, G'en#, Z'one#, H'ist#
```

All information is immediately displayed when you access Screen 2G.

The SITE ACCOUNT Field displays the CS account number, name, and address of the master site.

The lower portion of the screen displays information for subsites linked to the master site that are in alarm status. The SUB ACCT# column shows the subsites' CS account numbers. The NAME column shows the subsites' account names.

PRI shows the alarm signals's priority. The DATE and TIME columns show the date and time the alarm was received, respectively.

The ZN/OP and DESCR columns show the number and a description zone that was tripped.

Cross-referencing Master Sites and Subsites

Screen 20 Site/Sub Cross Reference will allow you to look up the sub sites that have been assigned to a particular master account. This screen can also be used to place subsites on and off test.

Figure 6-36

```
                            Site/Sub Cross Reference                      CS-020

    On Test Minutes:    60                         On-Test Category:   1-SUBSCRIBER TEST
    Site Account: BIGSITE THE DEPARTMENT STORE Out of Service Category: 1 INITIAL INSTALL
                      1057 THE MALL

                        IRVINE              CA 92734
      OT Sub Acct#. Name......................... Addr2.....................
    1     SUBSITE1   FINE JEWELRY
    2     SUBSITE2   FINE FURS
    3
    4
    5
    6
    7
    8
    9
   10
   11
   12
   13
   14
   15
       CAT'egory, OSCAT'egroy, M'ore, N'ext, D'sip#, G'en#, Z'one#, T'ime, O'n Test#
     A'll On Test, C'lear#, CA-Clear All, Out#, OUTA'll, INA'll, IN#
```

In SITE ACCOUNT, enter the account number for which you wish to look up subsites. You may enter either a master account or subsite account number; if you enter a subsite account number, it will be replaced by the appropriate master site account number.

After you enter an account number, the master site account number, name, and address are immediately displayed.

The lower portion of the screen displays information for all subsites linked to the master site. The OT column indicates whether or not the subsite has been placed on test. If the column displays ***T**, the subsite is on test; if the column is blank, the subsite is not on test.

The SUB ACCT# column shows the CS account numbers of subsites linked to the selected master site. The NAME column shows the subsites' account names. The ADDR2 column shows the second address line for each subsite.

Placing Subsites On or Off Test

In addition to showing all subsites linked to a selected master site, Screen 20 can be used to place subsites on or off test.

The field in the upper right corner of the screen, ON TEST MINUTES, displays the number of minutes a subsite may be placed on test. If you wish to change the number of minutes a subsite will be placed on test, use the **T'IME** on Screen 20.

You may place a particular subsite on test using the **O'N TEST #** command. Enter **O** followed by the line number on which the subsite to be placed on test appears. The subsite will be placed on test for the number of minutes displayed in ON TEST MINUTES. The OT column for that subsite will immediately show ***T**.

You may place all subsites for the selected master site on test using the **A'LL ON TEST** command. Enter **A**. The subsites will be placed on test for the number of minutes displayed in ON TEST MINUTES. The OT column for all subsites will immediately show ***T**.

You may clear the test for a particular subsite using the **C'LEAR #** command. Enter **C** followed by the line number on which the subsite for which the test is to be cleared appears. The ***T** will immediately be removed from the OT column for that subsite.

You may clear the test for all of a master site's subsites using the **CA - CLEAR ALL** command. Enter **CA**. The ***T** will immediately be removed from the OT column for all subsites.

Placing Subsites In- or Out-of-Service

The field in the upper right corner of the screen, OUT OF SERVICE CATEGORY, displays the category that will be used when a subsite is placed out-of-service. If you wish to change the out-of service-category, use the **OSCAT'EGORY** on Screen 20.

You may place a particular subsite out-of-service using the **OUT#** command. Enter **OUT** followed by the line number on which the subsite to be placed out-of-service appears. The subsite will be placed out-of-service using the default OUT OF SERVICE CATEGORY shown in the upper right corner of the screen. The ST column for that subsite will immediately show **OS**.

You may place all subsites for the selected master site out-of-service using the **OUTA'LL** command. Enter **OUTA**. The subsites will be placed out-of-service using the default OUT OF SERVICE CATEGORY shown in the upper right corner of the screen. The ST column for the subsites will immediately show **OS**.

You may place a particular subsite back into service using the **IN#** command. Enter **IN** followed by the line number on which the subsite to be placed back into service appears. The **OS** will immediately be removed from the ST column for that subsite.

You may place all subsites back into service using the **INA'll** command. Enter **INA**. The **OS** will immediately be removed from the ST column for all subsites.

Merging Subaccount and Master Account History

You may merge the history for a subsite with the history for its master site account. If you do so, all future event history for the subsite will be recorded to the master site history--you will not be able to review a separate history for the subsite.

Figure 6-37

```
                    Merge Sub-Account History to Site-Account           CS-0109



        Enter Sub Account:  SUBSITE1     FINE JEWELRY
                                         1057 THE MALL

                                         IRVINE          CA 92734
            Site Account:  BIGSITE       THE DEPARTMENT STORE
                                         1057 THE MALL

                                         IRVINE          CA 92734
        You are about to merge all the history in transmitter account SUBSITE1
        with site account BIGSITE. Once this is done all future access to the
        transmitter account history will be done through the site account.

                        N'ext, GO, or ';' to Exit
```

In ENTER SUB ACCOUNT, enter the CS account number for the subsite whose history is to be merged to its master account. In SITE ACCOUNT, enter the CS account number of the master account to which subsite history is to be merged.

At the command line, enter **GO** to begin merging the subsite history with the master site history.

Specialized Alarm Monitoring Screens

Two special alarm monitoring screens are available for CS systems using multiple locations:

> Screen 214 Selective Alarm Monitoring
> Screen 230 Multi-Location Alarm Monitoring

Recall that when a signal is received, your CS system assigns it an event code based on the information you set up for the subscriber's account on Screen 43 Zone - Event Code Update. The event code determines if the event is an alarm, describes the event, and determines the alarm's urgency (priority). Events which require operator action, are displayed on the alarm monitoring buffers.

Screen 214   Selective Alarm Monitoring

This screen allows you to review alarms and events for a selected location and/or a selected priority.

Figure 6-38

```
                          Selective Alarm Status Monitor          CS-214
Monitoring Automation Systems - Accounts in Alarm Status:   4 Auto-que:
## Pri Date Time  Event-Description.. Zone  TP Start Opr CS#....... Account Name
 1  20 0115 14:01 BURGLAR ALARM         1   1 14:01     21-3425   RELIABLE Pri
 2  30 0115 10:21 PERIMETER             2   1 10:21     22-1112   JOHNSON, FRE
 3  30 0115 13:31 PERIMETER - SHOCK     8   1 13:31     90-1010   SOUTHLAND BA
 4  69 0115 15:25 #1 SCHEDULE OPEN      O   1 15:25 MAO 33-1112   BIG TEX AUTO
 5
 6
 7
 8
 9
10
11
12
13
14
15

Location    1 Start Pri     0 Auto Refresh?  N  D'isp#, M'ore, N'ext
```

When Screen 214 is first displayed, the cursor is positioned at the LOCATION Field. Enter the location for which you wish to review alarms. Next the cursor moves to the START PRI Field. Enter the highest alarm priority you wish to review. Only alarms having the selected priority or less will be displayed.

You may choose to update (automatically refresh) the infomation displayed, by entering **Y** in the AUTO REFRESH Field. The information will be update every x seconds, where x is the number of seconds specified in the REFRESH TIME ON CS-014 Field on Screen 101, Processing Options. If you enter **N** in the AUTO REFRESH Field, you must update the screen by entering **N** at the command line.

The information listed below is displayed on Screen 214 for each alarm.

- PRI shows the alarm's urgency.

- The next two columns show the date and time when the first signal was received for that account.

- EVENT-DESCRIPTION is a description of the alarm as determined by the event code assigned to the alarm. ZONE shows the device that was tripped; the TP column shows the number of alarms tripped at this account.

- START and OPR tell you when an operator first took action to resolve the alarm and the initials of the operator who is processing the alarm.

- CS# and ACCOUNT NAME show the account number and name of the site sending the alarm signal.

ACCOUNTS IN ALARM STATUS (at the top of the screen) shows the total number of accounts having alarms *for the selected location*. AUTO-QUE shows the number of unprocessed alarm signals.

Screen 214 is regularly updated for you automatically or you may enter **N** at the command line to update the screen with new alarm signals.

Screen 230   Multi-Location Alarm Monitoring

This screen lists alarms in order of priority for each location.

Figure 6-39

```
MAS 10:59:00      Accounts in Alarm Status in Location Order:  5  Auto-que: 2
LC Pri Date Time  Event-Description.. Zone  TP Start Opr CS#....... Account Name
1   20  108  8:12 BURGLARY            1      2  8:12 BMG 10-3892   THE DEPARMEN
1   30  108 16:08 PERIMETER-SHOCK SNS 8      1 16:08     90-1010   SOUTHLAND BA
1   30  108 16:08 INTERIOR-PASSIVE    10     1 16:08     33-1112   BIG TEX AUTO
2   20  108 10:57 BURGLARY            1      1 10:57     80-3428   CALENTINO'S
2   30  108 10:58 PERIMETER           2      1 10:58     80-2064   SHOTOKAN KAR




        MAX PRI. FOR ALARM COUNT  199     N'ext                0 ALL PRIORITIES
```

With the exception of the LC column and the accounts in alarm status Field, the columns on Screen 230 are the same as those for Screen 214. Refer to the field descriptions above for further information.

On Screen 230, the LC column shows an account's assigned CS location. The ACCOUNTS IN ALARM

STATUS Field (at the top of the screen) shows the total number of accounts having alarms ***for your central station***.

The message in the lower right corner of the screen shows the alarm priority or range of priorities that are assigned to the user. A range of priorities may be designated for a user on Screen 64, User Location Profile Update, by assigning a dispatch queue to the user. Dispatch queues are set up on Screen 78, Dispatch Queue Maintenance. (For more information on setting up and using dispatch queues, turn to "Setting up Your CS System."

Warning Messages

When a CS operator is reviewing the status of subscriber accounts on Screens 214 or 230, he may see one or more of the following warning messages displayed at the bottom of the screen:

>   *RCVR ERROR(S) - SEE SCN 31.* This means that the autologger or a receiver is not processing alarm signals correctly. When this message is displayed, a CS operator should review Screen 31 to determine the cause of the error.

>   *RED ERROR(S) - SEE SCN 331.* For hot redundant systems, this indicates that there is a problem in passing information from one computer to the other. When this message is displayed, review Screen 331 to determine the cause of the error.

>   *MISC ERROR(S) - SEE SCN 332.* For systems with multiple-location processing or data partitioning, this indicates that alarms are not being handled for a particular location. When this message is displayed, review Screen 332 to determine the cause of the error.

For more information about Screens 31, 331, and 332, turn to Appendix C, File Repair Utilities.

Summary

In this section you learned about some of the special features available in the CS system. You may choose from these features to provide the best monitoring service for your subscribers.

In the next section, you'll learn to use event/resolution codes to record information to a subscriber's history, to resolve alarms and events, and to change the status of a subscriber's account.

Summary of Commands Used in This Section

#

Enter a field number to move the cursor to that field.

A'LL ON TEST

On Screen 20, you may place all subsites for the selected master site on test using the **A'LL ON TEST** command. Enter **A**. The subsites will be placed on test for the number of minutes displayed in ON TEST MINUTES. The OT column for all subsites will immediately show ***T**.

C#

On Screen 46, enter **C** followed by a line number to clear the information on that line. After information has been cleared, press **S** to save the change.

CA - **CLEAR ALL**

On Screen 20, you may clear the test for all of a master site's subsites using the **CA** - **CLEAR ALL** command. Enter **CA**. The ***T** will immediately be removed from the OT column for all subsites.

C'LEAR#

On Screen 20, you may clear the test for a particular subsite using the **C'LEAR #** command. Enter **C** followed by the line number on which the subsite for which the test is to be cleared appears. The ***T** will immediately be removed from the OT column for that subsite.

On Screen 108, you may delete a permit type by entering **C** followed by the line number on which the permit type to be deleted appears.

CLR' HIST

On Screen 49, you may clear the false alarm history for the current period using the **CLR' HIST** command.

C'OPY

Use the **C'OPY** command on Screen 44 to copy a schedule from one account to another.
DEL'ETE

On Screens 11 and 49, enter **DEL** to delete the selected information. On Screens 45 and 48, type **DELETE** to delete the selected information.

D'isp

Enter **D** to go to Screen 2 Alarm Dispatch.

E#

On Screens 11 and 48, enter **E** followed by a line number to edit the information on that line. For more information about editing information, refer to "Getting Started."

E'XP

Enter **E** to access Screen 5 Timed Event Entry.

F'ORMAT

On Screen 146, enter **F** to display Screen 146B Passcard FORMAT Entry.

G'en

Enter **G** to access Screen 42 Dispatch Data Entry.

GO

Type **GO** at the command line to print passcards or reports.

H'DYS

On Screen 44, enter **H** to access Screen 44A CLOSED HOLIDAY LIST.

H'IST#

Enter **H** to display event history for the selected subsite.

L'ETTER

On Screen 146B, enter **L** to print passcards using the letter format.

M'ore

If the **M** of **M'ore** is flashing, additional pages of information are available. Enter **M** to display the next page of information.

N'ext

Enter **N** to clear the data from the screen without saving it.

O'N TEST#

You may place a particular subsite on test using the **O'N TEST #** command. Enter **O** followed by the line number on which the subsite to be placed on test appears. The subsite will be placed on test for the number of minutes displayed in ON TEST MINUTES. The OT column for that subsite will immediately show ***T**.

PA'SSCARD

On Screen 19, enter **PA** to move to Screen 18 Account Passcard View.

P'ERM

On Screen 44, enter **P** to return from the temporary schedule to the permanent schedule.

P'HONE#

This command can be used with the MAS Autodialer only. It allows the dispatch to dial a telephone number displayed in PHONE1 or PHONE2 on Screen 18. Enter **P** followed by the line number containing the telephone number to be dialed followed by **1** to dial PHONE1 or **2** to dial PHONE2.

PR'MIT

On Screen 9, enter **PR** to move to Screen 49 PERMIT Update.

Q#

On Screen 46, enter **Q** followed by a line number to queue a passcard for printing. Passcards are printed from Screen 146 Passcard PRINT CONTROL.

Q'UIT

Enter **Q** to exit from a window.

;Recalling an Account Number

The RECALL command allows you to recall up to the last 10 accounts used on a particular screen by entering **;R** in the CS# Field. This feature can be used on any screen which includes the CS # Field as a data entry field.

R'EDO

On Screen 2G, enter **R** to clear the screen of the site alarm statuses currently displayed and to re-display updated statuses.

R'ETURN

On Screen 146B, enter **R** to return to Screen 146.

S'ave

Enter **S** to save the data as it currently appears on the screen.

SC'HED or **S'CH#**

Enter **SC** to access Screen 4 SCHEDULE View.

SC'HEDULE

On Screen 44A, enter **SC** to return to Screen 44 SCHEDULE Update.

T'EMP

On Screen 44, enter **T** to display the selected subscriber's temporary schedule(s).

T'IME

If you wish to change the number of minutes a subsite will be placed on test, use the **T'IME** on Screen 20.

V'ACN

On Screen 44, enter **V** to display the selected subscriber's vacation schedule(s).

ZD'isp

Enter **ZD** to access Screen 47, Primary Dispatch Instructions.

Z'ONE

Enter **Z** to access Screen 3 Zone - Event Code View.

Section 7 - Using Event Codes & Function Keys

Overview

This section lists the event codes and suggests procedures CS operators *may* use in handling alarms and events on Screen 2 Alarm Dispatch. The procedures are for suggestion only--your operations may differ.

The event codes used by CS operators to handle events and alarms fall into two categories:

- ***Passive event codes***. These codes simply log information into the account history file.

Table 1

```
                    Passive Event Codes

        Code    Description                 Type

        4010    Dispatch PD                 Passive
        4013    PD on Site                  Passive

        4020    Dispatch FD                 Passive
        4023    FD on Site                  Passive

        4170    Dispatch Guard              Passive
        4173    Guard on Site               Passive

        4090    Cancel Dispatch             Passive
        4112    No Dispatch                 Passive
        4410    Verified False              Passive

        4100    Call Premises               Passive
        4110    Call List                   Passive
        4180    Call Alarm Company          Passive
```

- ***Active event codes***. These codes log information to account history, modify a subscriber's opening or closing status, schedule, or alarm status. Active event codes are used for the following tasks:

    - Clearing an alarm signal after it is resolved.
    - Handling irregular or late openings and closings.
    - Re-prioritizing signals.
    - Putting an account on test or runaway.
    - Creating follow-up messages.

Table 2

```
                      Active Event Codes

       4610   Partial Clear                   Active
       4611   Partial Clear Auto Mins         Active
       4612   Full Clear                      Active
       4230   Clear-Restoral Needed           Active

       4210   On Test                         Active
       4211   Clear Test                      Active
       4212   Reset On-test                   Active

       4220   On Runaway                      Active
       4221   Clear Runaway                   Active

       4620   Create Follow up                Active
       4621   Reschedule Follow up            Active
       4622   Clear Follow up                 Active

       4810   OK Early Opening                Active
       4811   OK Irregular Opening            Active
       4832   Unauthorized Opening            Passive
       4812   OK No Open                      Active
       4813   No Open Today                   Active

       4814   OK No Close                     Active
       4830   Late Close Setup                Active
       4831   No Close Setup                  Active

       4815   Late Open Setup                 Active
       4850   Advance Irregular Setup         Active

       4820   Timer Test Not Received         Active
    4821-29   Clear Late Timer Test & Restore

       4340   Service Ticket                  Active
       4360   Guard Ticket                    Active
```

Entering Event Codes

To use the event codes described in this section to record information to a subscriber's account history or to modify his opening, closing, or alarm status, the CS dispatcher should follow the steps below:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Enter **L** at the command line. The Operator Action window will be displayed:

Figure 7-1

```
            Operator Action Window          PTION---  ZONE COMMENT--------
    Event Code                              OCK SENS  DRIVE-THRU WINDOW
      Passcard                              OCK SESN  DRIVE-THRU WINDOW


      Comment 1
      Comment 2
      Comment 3
              Confirm? (Y/N)                FLO, T'OGGLE, A#
                                            , N'EXT, L'OG, D#
```

3.   In EVENT CODE, enter the appropriate resolution code or press the appropriate function key to record (log) the information to a subscriber's account history or to modify his opening, closing, or alarm status. The description of the code will be displayed to the right of the number.

If you do not know which event code to enter, type a comma (**,**) in the EVENT CODE Field and press [NEW LINE]. The Event Code Lookup Window will be displayed. The Event Code Lookup Window may also be displayed by entering **EC** at the command line of Screen 2.

Figure 7-2

```
                        Event Code Lookup Window
        Sort (Event C/ode or D'isposition)           Start

        #   Code   Description........  Reporting Cd  Pri  Equiv  Disp. P  C
        1
        2
        3
        4
        5
        6
        7
        8
        9
       10

                #, N'ext, M'ore, P'revious, or Q'uit
```

In sort, enter **C** if you wish to list event codes in numerical order according to code number. Enter **D** if you wish to list only those event codes which have been assigned a particular disposition.

The value you enter in START depends on the type of sort you chose. If you chose to sort by event code, enter the event code number at which you wish to begin listing codes. If you chose to sort by disposition, enter a disposition code, such as **A** for alarm dispositions or **C** for call dispositions, to list all event codes which have been

assigned that disposition code.

To select a event code, enter the line number on which the code appears. That event code and its description will immediately be displayed in the Operator Action Window.

4.   The event code you enter determines whether the cursor will move to the PASSCARD field, to the COMMENT field, or to the *CONFIRM?* prompt.

The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then the PASSCARD Field on Screen 2 is used to check a passcard holder's privileges. Turn to "Using Passcards" for further information.

The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters. If you wish to record a more lengthy comment, use Screen 8 Operator Comment Entry.

A confirmation will be required if an event code is not entered or if a confirmation is required for the event code (based on Screen 51 Event Code Update).

Passive Event Codes

Passive event codes are used only to log information into a subscriber's account history. They do not modify a subscriber's opening or closing status, schedule, or alarm status.

The following types of information may be logged to a subscriber's account history using passive event codes:

- Police, fire department, or guards have been dispatched.
- Police, fire department, or guards are at the subscriber's site.
- The subscriber has been contacted.
- The installer has been contacted.
- One of the people on a call list has been contacted.

Dispatching the Police

After a CS operator dispatches the police, he may want to log the event codes listed below to indicate their progress in investigating the alarm:

- 4010 Dispatch PD
- 4013 PD on Site

After the CS operator has dispatched the police to the subscriber's site, he may want to log event code **4010**.

When the CS operator verifies that the police have arrived at the subscriber's site, he may log event code **4013**.

Dispatching the Fire Department

After a CS operator dispatches the fire department to a subscriber' site, he may want to log the event codes listed below to indicate their progress in investigating the alarm:

- 4020 Dispatch FD
- 4023 FD on Site

After the CS operator has dispatched the fire department to the subscriber's site, he may log event code **4020**.

When the CS operator verifies that the fire department has arrived at the subscriber's site, he may log event code **4023**.

Dispatching a Guard

After a CS operator dispatches a guard to a subscriber's site, he may want to log the event codes listed below to indicate his progress in investigating the alarm:

- 4170 Dispatch Guard
- 4173 Guard on Site

After the CS operator has dispatched a guard to investigate the alarm, he may log event code **4170**.

When the CS operator verifies that the guard has arrived at the subscriber's site, he may log event code **4173**.

> **Note:** The "Dispatch Guard" and "Guard on Site" are not related to the MAS Service/Guard system.

Canceling a Dispatch

If the CS operator decides not to dispatch the police, fire department, or guards, or, after dispatching the appropriate authority he decides to cancel the dispatch, he may want to log one of the following informational event codes:

- 4112 No Dispatch
- 4090 Cancel Dispatch

Calling the Premises or Alarm Company

When a CS operator is handling an alarm, he may want to call the subscriber's site, a person from a list of contacts, or the company that installed the subscriber's alarm system. The event codes used to record these actions are as follows:

- 4100   Call Premises
- 4110   Call List
- 4180   Call Alarm Company

After calling the subscriber's site, the CS operator may log event code **4100**. Note that event code **4100** is a passive event code and does not automatically call the subscriber's site.

If a company other than your Central Station installed the subscriber's alarm system, a CS operator may be required to alert the installing alarm company of all alarms. In this case, the CS operator

may log event code **4180** after informing the installer of the alarm.

Sometimes a subscriber or installing alarm company may provide a list of people to contact in case of an alarm event. If so, the CS operator may log event code **4110** to show he has informed one of those individuals of the alarm.

Verified False Alarms

If the CS operator determines that the alarm was false, he may log the following informational event code to the subscriber's history:

- 4410 Verified False

Active Event Codes

Active event codes are used not only to log information into a subscriber's account history, but also to modify a subscriber's opening or closing status, schedule, or alarm status.

Partially Clearing an Alarm

As a CS operator works to resolve an alarm, he may wish to reduce its priority so he can handle other signals. When an alarm is partially cleared, its priority rating may be reduced, lowering its position on the Alarm Status Monitor (Screen 14).

Alarms may be partially cleared using the following event codes:

- 4610 Partial Clear
- 4611 Partial Clear Auto Mins

> **Note:** If the CRT OWNS UNCLEARED ACCTS Field on Screen 101 Processing Options is set to **Y**, uncleared alarm signals may only be processed on the terminal of the operator who first logged a response to the signal.
>
> If the field is set to **N**, uncleared alarms may be processed on any terminal.

Partial Clear

The ***partial clear*** event code is used to change the priority of an alarm signal just to adjust its position on the Alarm Status Monitor (Screen 14). For example, if a city in which you monitor many subscribers has a power outage, your Alarm Status Monitor may be flooded with AC POWER FAILURE alarms. In this case, CS operators could reassign a lower priority to such alarms. This would move AC POWER FAILURE alarms to the bottom of the Alarm Status Monitor so other more urgent alarms could be handled first. Then the AC POWER FAILURE alarms could be cleared as time permitted.

To partially clear an alarm:

1.   Select the appropriate account on Screen 2 Alarm Dispatch.

2.   Press the partial clear function key. The Operator Action window will be displayed:

Figure 7-3

```
 Event Code  4610 PARTIAL CLEAR
Disposition
   Pass/Com


Comment 1
Comment 2
Comment 3
           Confirm? (Y/N)
```

3.   EVENT CODE displays the partial clear event code. The description of the code will be displayed to the right of the number. If an alarm disposition is required, the DISPOSITION Field is displayed.

4.   In DISPOSITION, enter a one- to three-character action code to identify the disposition of the alarm after the event code is logged. If you do not know the appropriate disposition code, enter a comma (,) to review a list of possible codes.

Figure 7-4

```
 Disposition Lookup Window

1 CA Confirm Crime/Arrest
2 CC Confirmed Crime
3 CF Confirmed Fire
4 FA Confirm False Alarm
5 EF Equipment Failure
6
7
8


 #, M'ore, P'rev, Q'uit
```

If you choose to display the Disposition Lookup Window, select a disposition code by entering the line number on which that code appears.

5.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, (depending on the PROMPTS specified on Screen 51 for the partial clear event code).

6.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

7.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

8.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* prompt on the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

9.   Another window will be displayed which allows you to enter the alarm's new priority:

Figure 7-5

```
Alarm Status Clear - Partial
New Priority              200
```

In NEW PRIORITY, enter a new priority for the alarm. The new priority may be greater or lesser than the event's original priority with a maximum priority of **250**. The alarm will return to its original priority if an identical signal is received.

> **Note:** Alarm dispositions will not be displayed in the Account History section of Screen 2 Alarm Dispatch.

10.   After you enter a priority, the message *Logged!* is displayed at the command line of the Operator Action Window. Next, the Operator Action Window is cleared from the screen and the cursor is positioned at the command line of Screen 2.

Partial Clear Information Logged to Subscriber History

When an account is partially cleared (event code **4610** is logged), the new priority assigned to the alarm will be logged as a comment to the subscriber's CS history (Screen 7, Event History View).

A sample is shown below:

Figure 7-6

```
 ..Date.. ..Time.. Trans Acct Op   Code Descr.............. Pass/Com.........
St
 04/19/94 18:38:43            AAM  4610 PART CLR
 04/19/94 18:38:43 COMMENT    PRI: 240
```

Partial Clear With Auto Minutes

The ***partial clear with auto mins*** event code is used to reduce the priority of an alarm signal and to ignore identical alarm signals from an account for a specified period of time.

For example, after the police have been dispatched to investigate a burglar alarm, the CS operator may partially clear that alarm. This way he can handle other alarms while waiting for a report from the police.

If multiple types of alarms are simultaneously received for an account and then the highest priority alarm for the account is partially cleared, all other alarms for the account of lower priority are also partially cleared. The account will return to alarm status only after one of the following conditions:

1. The period defined for the partial clear has passed and any new signal is received.
2. A different alarm is received--that is, one that was not received between the previous full clear and the current partial clear with auto minutes.

For example, two alarms are simultaneously received for an account: perimeter intrusion with a priority of 150 and side window intrusion with a priority of 100. Before the account is fully or partially cleared another alarm is received for the account: duress with a priority of 20. If the CS dispatcher partially clears (with auto mintues) the duress alarm, the CS system partially clears all three alarms. The account will only return to alarm status after the period defined for the partial clear has passed and a new signal is received or if an alarm other than a perimeter intrusion, side window intrusion, or duress is received for the account.

To partially clear an alarm:

1. Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2. Press the partial clear function key. The Operator Action window will be displayed (see **Figure 7-1**).

3. EVENT CODE Field of the Operator Action Window displays the partial clear event code. The description of the code will be displayed to the right of the number. If an alarm disposition is required, the DISPOSITION Field will be displayed.

4. In DISPOSITION, enter a one- to three-character action code to identify the disposition of the alarm after the event code is logged. If you do not know the appropriate disposition code, enter a comma (,) to review a list of possible codes (see **Figure 7-2**).

5. The cursor next moves to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the partial clear event code.

6. The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

7.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

8.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

9.   Another window will be displayed which allows you to enter the alarm's new priority:

Figure 7-7

```
Alarm Status Clear - Partial w/ Autolog
New Priority                  200
Autolog Repeating Trips       20 minutes
```

10.   In NEW PRIORITY, enter a new priority for the alarm. The new priority may be greater or lesser than the event's original priority with a maximum priority of **250**.

      In AUTOLOG REPEATING TRIPS, enter the number of minutes for which identical signals for the account will be ignored. The alarm will return to its original priority if an identical signal is received after this amount of time has passed.

      ┌───┐
      │ **Note:** The maximum amount of time you may enter is determined by │
      │   the MAX PARTIAL CLEAR TIME Field on Screen 101 Processing │
      │   Options.   │
      └───┘

11.   After you enter the number of minutes, the message *Logged!* is displayed at the command line of the Operator Action Window. Next, the Operator Action Window is cleared from the screen and the cursor is positioned at the command line of Screen 2.

Partial Clear Information is Logged to Subscriber History

When an account is partially cleared for a specific number of minutes (event code **4611** is logged), the new priority assigned to the alarm and the number of minutes for which the alarm is partially cleared will be logged as a comment to the subscriber's CS history (Screen 7, Event History View).

A sample is shown below:

Figure 7-8

```
  ..Date.. ..Time.. Trans Acct Op   Code Descr.............. Pass/Com........
St
 04/19/94 18:38:43             AAM  4611 PART CLR W AUTO MIN
 04/19/94 18:38:43 COMMENT     PRI: 240 \ MINS: 20
```

Fully Clearing an Alarm

When a CS operator has resolved an alarm, it must be fully cleared to remove it from the Alarm Status Monitor (Screen 14). Log the following event code to clear an alarm from the Alarm Status Monitor:

- 4612 Full Clear

> **Note:** If the CRT OWNS UNCLEARED ACCTS Field on Screen 101 Processing Options is set to **Y**, an alarm which has been retrieved by an operator but not cleared will only be automatically "fed" to that operator's CRT; however, the alarm may be accessed on other CRTs by entering the appropriate account number.
>
> If the CRT OWNS UNCLEARED ACCTS is set to **N**, uncleared alarm signals will be automatically "fed" to the next available CRT.

To fully clear an alarm:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Press the full clear function key. If the zone does not need to be restored after being cleared, the Operator Action window will be displayed (see **Figure 7-1**):

3.   EVENT CODE displays the full clear event code. The description of the code will be displayed to the right of the event code. If an alarm disposition is required, the DISPOSITION Field will be displayed.

4.   In DISPOSITION, enter a one- to three-character action code to identify the disposition of the alarm after the event code is logged. If you do not know the appropriate disposition code, enter a comma (,) to review a list of possible codes (see **Figure 7-2**).

5.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the partial clear event code.

6.   The type of information you may enter in the PASSCARD Field is determined by the Screen
      101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**,
      then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the
      PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid
      passcode to continue.

7.   The COMMENT Fields are used to record up three lines of comments. Each comment line may
      contain up to 25 alphanumeric characters.

8.   After you've entered an event code, passcard, and/or comment, the cursor moves to the
      Confirm? Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the
      subscriber's account.

> **Note:**   If you do not wish the *CONFIRM* prompt to appear when an
>   alarm is fully cleared, contact MAS to turn off the *CONFIRM*
>   prompt.

---

9.   If the zone does not need to be restored after is cleared and the Full Clear Confirmation has
      been disabled, the Full Clear Window (**Figure 7-9**) will not be displayed. If the zone needs to
      be restored after being cleared, another window will be displayed:

Figure 7-9

```
        Alarm Status Clear - Full
        Restore Missing
        Expected Time for Restore 20 Minutes
```

10.   In EXPECTED TIME FOR RESTORE, enter the number of minutes in which a restoral signal is to be
      received from that zone. This sets up an expected event, restoral pending, which can be
      viewed on Screen 6 Expected Event Inquiry. If no restoral signal is received, the zone can be
      cleared by logging the following event code:

      •   4230 Clear-Restoral Needed

      When event code **4230** is entered and confirmed in the Operator Action Window of Screen 2,
      the following window will be displayed:

Figure 7-10

```
            CLEAR  EXPECTED  RESTORAL

                          ZONE  ALL   S?
```

11. In ZONE, enter **ALL** if you wish to clear the expected restoral for all zones or **LIST** if you wish to clear the expected restoral for selected zones only. If you choose to clear the restoral for selected zones, the prompt ENTER ZONES appears. Enter each zone for which you wish to clear the expected restoral and press [NEW LINE].

S? is used for accounts having both a primary and secondary transmitter. If so, enter **Y** if you wish to clear the expected restoral for both primary and secondary zones. Enter **N**, if you wish to clear the expected restoral for primary zones only.

> **Note:** You may print a listing of alarms which were fully cleared without any other operator action from Screen 278.
>
> If you wish to be able to print this report, you must set up the FULL CLR NO ACTION REPORT Field on Screen 101 Processing Options. Refer to "Setting up Your CS Software" for further information.

Runaway

Occasionally, a situation will occur where a zone is repeatedly tripped and generates dozens of signals within a few minutes. When this happens, the zone is a ***runaway***. For example, this might occur on a windy day if a tree branch continuously strikes a window (zone). After the CS operator determines that the zone has not been tripped by an intruder, he may place the zone into runaway status for a specified period of time. When a zone is in runaway status, the signals generated by that zone will *not* appear on the Alarm Status Monitor (Screen 14). In addition, its signals will ***not*** be logged to the subscriber's history.

The codes a CS operator will use to designate a zone as a runaway and then, later, to clear its runaway status are as follows:

- 4220   On Runaway
- 4221   Clear Runaway

Placing a Zone on Runaway

To place zone on runaway:

1. Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

> **Note:** Any alarms that appeared on the ALARM STATUS MONITOR (Screen 14) before the account is placed on runaway must be ***full cleared*** (event code **4612**).

2. Press the Runaway function key. The Operator Action Window will be displayed. Event code **4220** is displayed in the EVENT CODE Field.

3. The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the runaway event code.

4. The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5. The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7.   After the event code is logged, another window will be displayed at the bottom of Screen 2:

Figure 7-11

```
              PLACE ON RUNAWAY
     UNTIL: 11/21/91 13:41 ZONE ALL  S?
```

8.   In UNTIL enter the date and time the zones are to be taken off runaway. The time must be entered in the format HH:MM using the 24-hour clock.

> **Note:**   The default amount of time shown is controlled by the DEFAULT TIME ON RUNAWAY Field on Screen 101 Processing Options.
>
> An option (which must be activated by MAS) allows you to define the maximum number of days an account may be placed on runaway. The maximum number of days an account may be placed on runaway may be as little as one day or as many as 999 days (two years and nine months).
>
> The default for the maximum number of days on runaway is 30 days. If you wish to increase or decrease this value, please contact MAS support.

In ZONE, enter **ALL** if all zones are to be placed on runaway or **LIST** if only one zone or selected zones are to be placed on runaway. If you choose to place a list of zones on runaway, the prompt ENTER ZONES appears. Enter each zone to be place on runaway and press [NEW LINE].

S? is used for accounts having both a primary and secondary transmitter. If so, enter **Y** if only secondary zones are to be placed on runaway. Enter **N**, if only primary zones are to be placed on runaway.

After the zones have been placed on runaway, a message similar to the one shown below will be displayed for the account on Screen 2:

     ON RUNAWAY: PRIMARY- ALL 11/21/91 13:41

> **Note:**   Accounts with zones in runaway can be viewed on Screen 233
>   RUNAWAY LIST VIEW/PRINT.

Clearing a Runaway Zone

Zones will be taken off runaway automatically after the date and time you specified. If you wish to clear the zone's runaway status before that date and time, you may log the following event code:

- 4221 Clear runaway

To clear the runaway status:

1. Press the Off Runaway function key. The Operator Action Window will be displayed. Event code **4221** will be displayed in the EVENT CODE Field.

2. After the event code is logged on the Operator Action Window, the following window is displayed:

Figure 7-12

```
                    CLEAR RUNAWAY
                                      S?
```

3. S? is used for accounts having both a primary and secondary transmitter. If so, enter **Y** if you wish to clear runaway status secondary zones only. Enter **N**, if you wish to clear the runaway status for primary zones only.

   After the event code is logged, the runaway message is cleared from Screen 2. New signals generated by that zone will appear on the Alarm Status Monitor (Screen 14). In addition, its signals can be logged to the subscriber's history.

> **Note:** If an account has been placed out of service, the account should not be placed on runaway; therefore, you may not clear an account from runaway (by logging event code 4221).

Placing or Removing a Group of Accounts From Runaway

Screen 245 may be used to place a group of accounts on runaway or to clear a group of accounts from runaway.

Figure 7-13

```
                  Mass In/Out of Service or On/Off Runaway        CS-0245


       1. Starting Installer     100
       2.  Ending Installer      100

       3.   Starting CS#
       4.    Ending CS# ZZZZZZZZZZ

       5. Select:  1=In Service  2=Out of Service
                   3=On Runaway  4=Clear Runaway


         THIS PROGRAM WILL PLACE ALL CS ACCOUNTS WITHIN
         THE SPECIFIED RANGE EITHER IN/OUT OF SERVICE OR
         ON/OFF RUNAWAY, DEPENDING UPON THE SELECTION MADE
         IN FIELD #5.

         TO BEGIN ENTER 'CONFIRM':

                        #, or 'GO' to Begin  GO
```

You may choose to place on runaway or clear from runaway the accounts assigned to a single installer or a range of installers. In STARTING INSTALLER enter the installer code of the first installer whose accounts are to be placed on runaway or cleared from runaway. In ENDING INSTALLER enter the installer code of the last installer whose accounts are to be placed on runaway or cleared from runaway.

You may choose to place on runaway or clear from runaway a range of CS accounts. In STARTING CS# enter the account number of the first CS account to be placed on runaway or cleared from runaway. In ENDING CS# enter the account number of the last CS accounts to be placed on runaway or cleared from runaway.

In Field 5, SELECT, enter **3** to place the selected accounts on runaway. Enter **4** to clear the selected accounts from runaway.

To process the change, move the cursor to the command line and enter **GO**. The following message is displayed:

> *THIS PROGRAM WILL PLACE ALL CS ACCOUNTS WITHIN*
> *THE SPECIFIED RANGE EITHER IN/OUT OF SERVICE OR*
> *ON/OFF RUNAWAY, DEPENDING UPON THE SELECTION MADE*
> *IN FIELD #5.*
>
> *TO BEGIN ENTER 'CONFIRM':*

To process the change type **CONFIRM** and press [Enter]. To cancel the change press any other key and then press [Enter].

Reviewing Accounts Which Have Been Placed on Runaway

Screen 233 displays all subscriber accounts with zones which have been placed on runaway. When a zone is placed on runaway, signals for the zone are not logged to the subscriber's history file **and** are not displayed on the alarm buffer (Screen 14).

Figure 7-14

```
                      CS Runaway List                           CS-0233
                                               -----Clear----
     CS #        Name                      S? Zone Date    Time   Alt ID#
   ----------  ---------------------------- -- ---- -------- ----- ------------
 1 11-9280     MAIL! MAIL! MAIL!               ALL  09/17/57 23:59
 2 12-9281     MAIL! MAIL! MAIL! WAREHOUSE   s ALL  09/17/57 23:59
 3 12-1839     GLAMOUR AWNING COMPANY          ALL  09/17/57 23:59
 4 13-8392     CORPORATE RECRUITMENT INC.      ALL  09/17/57 23:59
 5
 6
 7
 8
 9
10
11
12
13
14
15


               D'isp #, M'ore, R'edo, 'GO' To Print
```

The CS# and NAME columns show the account numbers and names of subscribers with zones which have been placed on runaway.

If the S? column displays a **Y**, the subscriber's alarm system includes both a primary and secondary transmitter; otherwise, the subscriber's system has only a primary transmitter.

ZONE shows the zone(s) that are on runaway.

CLEAR DATE and TIME show the date and time that the zones will be taken off runaway.

The ALT ID# column shows the alternate ID (from Field 43 on Screen 42, Account Update) for each account.

Type **GO** at the command line to begin printing the report. When you enter **GO**, the prompt *SORT REPORT BY LOCATION* appears. Enter **Y** to print a listing of accounts on runaway, in order of their CS account number, subtotaled for each location. Enter **N** if you wish to print a listing of accounts on runaway, in order of CS account number, for all locations. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Zones on Test

When a service technician is dispatched to the subscriber's site, the CS operator may place one or more zones "***on test***." When a zone is on test, the signals generated by that zone will *not* appear on the Alarm Status Monitor (Screen 14); however, its signals will be logged to the subscriber's history. By placing the zones on test, a service technician will not generate alarms, causing a CS operator to dispatch the police. When the service technician leaves the subscriber's site, the CS operator can take the zone off test. When the test status is cleared, new signals generated by that zone will appear on the Alarm Status Monitor (Screen 14).

The codes a CS operator will use to designate a zone as on test, to clear its test status, or to reset a zone's trip counter (displayed on Screen 43) are as follows:

- 4210   On Test
- 4211   Clear Test
- 4212   Reset On-Test

> **Note:**   In order to be able to place zones on test, you must set up on test categories on Screen 110 On Test Category File Maintenance. Refer to "Setting up the CS System" for further information.

Placing an Account on Test

To place an account on test:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

> **Note:** 1.   Any alarms that appeared on the ALARM STATUS
>   MONITOR (Screen 14) before the account is placed on test
>   must be ***full cleared*** (event code **4612**).
>
>   2.   An account may be placed both out-of-service and on test.
>   If an account is both on test and out-of-service, signals
>   will be processed as if the account was on test only.
>
>   3.   Passcard information will be logged to a subscriber's
>   history when the account is placed on test.

2. Press the On test function key. The Operator Action Window will be displayed. Event code **4210** is displayed in the EVENT CODE Field.

3. The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the runaway event code.

4. The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5. The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6. After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7. After the event code is logged, another window will be displayed at the bottom of Screen 2:

Figure 7-15

```
                    PLACE ON TEST
       Category: 1        - INITIAL INSTALLATION
            UNTIL: 11/21/91 13:41 ZONE ALL  S?
```

8. In CATEGORY, enter the appropriate code to indicate the reason the zones are being placed on test. (On test categories are set up and maintained on Screen 110 ON TEST CATEGORY FILE MAINTENANCE.)

    In UNTIL enter the date and time the zones are to be taken off test. The time must be entered in the format HH:MM using the 24-hour clock.

    In ZONE, enter **ALL** if all zones are to be placed on test or **LIST** if only one zone or selected zones are to be placed on test. If you choose to place a list of zones on test, the prompt ENTER ZONES appears. Enter each zone to be place on test and press [NEW LINE].

    S? is used for accounts having both a primary and secondary transmitter. If so, enter **Y** if secondary zones are to be placed on test. Enter **N**, if only primary zones are to be placed on test.

9.   After the zones have been placed on test, a message similar to the one shown below will be displayed for the account on Screen 2:

ON TEST: PRIMARY- ALL 11/21/91 13:41. Reason: INITIAL INSTALLATION

Note: 1.   Accounts with zones on test can be viewed on Screen 16 TEST LIST VIEW/PRINT. 2.   Hot redundant systems record to both the primary and backup computer that an account has been placed on test.

10.   If you are using late event processing, an expected event will automatically be scheduled for the account to be taken off test using one of the following event codes:

- 3923   On-test to Expire(P)
- 3924   On-test to Expire(S)

When a test expires with no restoral pending **and** the on-test category used to place the account on test has no late resolution code, the expected event will be cleared from Screen 12.

When a test expires with a restoral pending **and** the on-test category used to place the account on test has no late resolution code, the expected event will be cleared from Screen 12 and the following event will be generated:

- 4229   Restoral Required

When a test expires with a restoral pending **and** the on-test category used to place the account on test has a late resolution code with a response code of operator always, the expected event will be cleared from Screen 12 and an alarm will be generated. (The operator will be prompted for a restoral when he full clears the alarm.)

Placing a Zone Group on Test

Event codes may be assigned to a zone group on Screen 51, Event Code Update. The event codes which make up a zone group is defined by your Central Station. For example, you may choose to group all event codes related to fire alarms together as Zone Group F. Then, when a service technician sets up or tests the zones at a subscriber's account, he may easily place a related group of zones (such as all fire alarm related zones) on test.

You may place a zone group on test from Screen 2 or from Screen 3, by logging event code **4210** or using the **OT** command. When the Place on Test Window is displayed, enter **ZGRP** in the ZONE Field.

Figure 7-16

```
                    PLACE ON TEST
       Category: 1       - INITIAL INSTALLATION
             UNTIL: 11/21/91 13:41 ZONE ZGRP S?
```

The ENTER ZGRPS prompt appears. Enter the zone group(s) to be placed on test and press [NEW LINE].

Figure 7-17

```
  8
  9    LB    845                 PLACE ON TEST                LOW BATTERY
 10    TT     20 Category: 1       - INITIAL INSTALLATION
 11    11    300  Enter ZGrps: F                              SECONDARY ROOF HATCH
 12    99    100
 13
 14
 15
 16

   P'rev, N'ext, M'ore, D'isp, G'en, OT'est, CT'est, RT'est OT
```

Placing a Zone Group Exception List on Test

Event codes may be assigned to a zone group on Screen 51, Event Code Update. The event codes which make up a zone group is defined by your Central Station. For example, you may choose to group all event codes related to fire alarms together as Zone Group F. Then, when a service technician sets up or tests the zones at a subscriber's account, he may easily place a related group of zones (such as all fire alarm related zones) on test.

You may place all zones except a zone group on test from Screen 2 or from Screen 3, by logging event code **4210** or using the **OT** command. When the Place on Test Window is displayed, enter **XGRP** in the ZONE Field.

Figure 7-18

```
                    PLACE ON TEST
         Category: 1       - INITIAL INSTALLATION
             UNTIL: 11/21/91 13:41 ZONE XGRP S?
```

The ENTER ZGRPS prompt appears. Enter the zone group(s) which are **_not_** to be placed on test and press [NEW LINE]. All zones will be placed on test except the zone group you listed.

Figure 7-19

```
  8
  9    LB    845                    PLACE ON TEST              LOW BATTERY
 10    TT     20 Category: 1       - INITIAL INSTALLATION
 11    11    300  Enter ZGrps: F                              SECONDARY ROOF HATCH
 12    99    100
 13
 14
 15
 16

    P'rev, N'ext, M'ore, D'isp, G'en, OT'est, CT'est, RT'est OT
```

Placing an Exception List on Test

You may choose to place all zones on test for an account except a zone or list of zones you specify.

You may place an exception list on test from Screen 2 or from Screen 3 by logging event code **4210** or using the **OT** command. When the Place On Test Window is displayed enter **EXCP** in the ZONE Field:

Figure 7-20

```
                    PLACE ON TEST
         Category: 1 -      INITIAL INSTALLATION
             UNTIL: 11/21/91 13:41 ZONE EXCP S?
```

The ENTER ZONES prompt appears. Enter the zones which should **_not_** be placed on test and press [NEW LINE]. All zones will be placed on test except the zones you listed.

Extending a Test

You may use the E'xtend command, available from the Place On Test Window to extend the amount of time an account is on test. You may only extend a test if the account has already been placed on test.

To extend a test *for an account that is already on test*, log event code **4210** On Test on Screen 2. The Place On Test Window will be displayed:

Figure 7-21

```
                    PLACE ON TEST

     S? N UNTIL:                  ZONE
     Account ALREADY in Test Status.
     C'lear, Q'uit, or E'xtend
```

The message *Account ALREADY in Test Status* is displayed. Enter **E** to extend the test's expiration date or time. The category used to place the account on test, the zones placed on test, and a new default test expiration date and time will be displayed. The cursor will be positioned at the UNTIL Field where you may enter a new expiration date and time.

After the time is entered, the new expiration date and time will be logged and the test will be extended.

Changing the List of Zones on Test

The A'ppend command, available from the Place On Test Window allows you to change (append) the list of zones that are on test. You may only append a list of zones if the account has already been placed on test and if the **list** option was selected. You may not append a list of zones if **all** zones were placed on test.

To append a test *for an account that is already on test*, log event code **4210** On Test on Screen 2. The Place On Test Window will be displayed:

Figure 7-22

```
                    PLACE ON TEST

     S? N UNTIL:                  ZONE
     Account ALREADY in Test Status.
     C'lear, Q'uit, E'xtend or A'ppend
```

The message *Account ALREADY in Test Status* is displayed. Enter **A** to append the list of zones one test. The category used to place the account on test will be displayed. The cursor will be positioned at the ENTER ZONES Field. Enter the additional zones to be placed on test.

After you've entered the additional zones to be placed on test, the new list of zones will be logged and the additional zones will be placed on test.

Clearing a Zone on Test

Zones will be taken off test automatically after the date and time you specified. If you wish to clear the zone's test status before that date and time, you may log the following event code:

- • 4211 Clear test

To clear the test status:

1.   Press the Clear function key. The Operator Action Window will be displayed. Event code **4211** will be displayed in the EVENT CODE Field.

2.   After the event code is logged on the Operator Action Window, the following window is displayed:

Figure 7-24

```
            CLEAR TEST

                              S?
```

3.   S? is used for accounts having both a primary and secondary transmitter. If so, enter **Y** if you wish to clear the test status for secondary zones only. Enter **N**, if you wish to clear the test status for primary zones only.

        If the zones were placed on test by list, the message *Enter Zones:* is displayed. Enter **ALL** to clear all zones from test or enter the number of the zones you wish to clear from test.

        After the event code is logged, the on-test message is cleared from Screen 2. New signals generated by that zone will appear on the Alarm Status Monitor (Screen 14). In addition, its signals can be logged to the subscriber's history.

4.   If you attempt to clear a zone from test where a restoral is required, the message *RESTORAL(S) NEEDED! MIN TO EXPECT:* is displayed in the CLEAR TEST window. If you wish to set up a restoral as the next expected event, enter the number of minutes in which a restoral is expected. If you do not wish to set up a restoral as the next expected event, enter **0**.

        If you are using late processing and the restoral is not received within that time, a late event will be generated to notify CS operators that a restoral is still required for the zone.

> **Note:** Passcard information will be logged to a subscriber's history
> when the account is taken off test.

Resetting the Trip Counter

If you would like to reset the trip counter but leave the selected zones on test, you may log the
following event code:

- 4212   RESET ON-TEST

1. Enter **L** at the command line of Screen 2. The Operator Action Window will be displayed.
    Enter **4212** in the EVENT CODE Field.

2. After the event code is logged on the Operator Action Window, the following window is
    displayed:

Figure 7-25

```
        RESET TEST

                              S?
```

S? is used for accounts having both primary and secondary transmitters. If so, enter **Y** if you wish to
reset the trip counter for secondary zones. Enter **N** if you wish to reset the trip counter for primary
zones only.

Place Zones On and Off Test from Screen 3

You also place an account or zones on and off test from Screen 3 ZONE - EVENT CODE VIEW.

Placing a Zone or Account on Test

To place an account or zones on test, select the appropriate subscriber account on Screen 3. At the command line, enter **OT**. The following window is displayed:

Figure 7-26

```
        6    4     400 PERIMETER-SHOCK SNSR  10
        7    5     140 FIRE/WATER FLOW       20
        8    O77    56 #2 SCHED/PASS OPEN    30
        9    C77    57
       10                    PLACE ON TEST
       11          Category:  1      - INITIAL INSTALLATION
       12               UNTIL:  11/21/92  13:41  ZONE ALL   S?
       13
       14
       15
       16

                N'EXT, M'ORE, D'ISP, ZD'ISP, G'EN, OT'EST, CT'EST, RT'EST
```

In CATEGORY, enter the appropriate on-test code to indicate the reason the zones are being placed on test. (One test categories are set up and maintained on Screen 110 ON TEST CATEGORY FILE MAINTENANCE.)

In UNTIL enter the date and time the zones are to be taken off test. The time must be entered in the format HH:MM using the 24-hour clock.

In ZONE, enter **ALL** if all zones are to be placed on test or **LIST** if only selected zones are to be placed on test. If you choose to place a list of zones on test, the prompt enter zones appears. Enter each zone to be placed on test and press [NEW LINE].

S? is used for accounts having both primary and secondary transmitters. If so, enter **Y** if secondary zones are to be placed on test. Enter **N** if only primary zones are to be placed on test.

Clearing a Zone or Account From Test

To clear an account or zones from test, select the appropriate subscriber account on Screen 3. At the command line, enter **CT**. The following window is displayed:

Figure 7-27

```
        6    4     400 PERIMETER-SHOCK SNSR  10
        7    5     140 FIRE/WATER FLOW       20
        8    O77    56 #2 SCHED/PASS OPEN    30
        9    C77    57
       10                      CLEAR TEST
       11
       12                                              S?
       13
       14
       15
       16
                N'EXT, M'ORE, D'ISP, ZD'ISP, G'EN, OT'EST, CT'EST, RT'EST
```

S? is used for accounts having both primary and secondary transmitters. If so, enter **Y** if secondary

zones are to cleared from test. Enter **N** if only primary zones are to be cleared from test.

Resetting the Trip Counter

You may use the RT'est command to reset the trip counter but leave the selected zones on test. At the command line, enter **RT**. The following window is displayed:

Figure 7-28

```
 6    4      400 PERIMETER-SHOCK SNSR  10
 7    5      140 FIRE/WATER FLOW        20
 8    O77     56 #2 SCHED/PASS OPEN     30
 9    C77     57
10                            RESET TEST
11
12                                                   S?
13
14
15
16
              N'EXT, M'ORE, D'ISP, ZD'ISP, G'EN, OT'EST, CT'EST, RT'EST
```

S? is used for accounts having both primary and secondary transmitters. If so, enter **Y** if you wish to reset the trip counter for secondary zones. Enter **N** if you wish to reset the trip counter for primary zones only.

Reviewing Accounts Which Have Been Placed On-test

Screen 16, CS Test List, displays all subscriber accounts which have been placed on test. When an account is placed on test, signals for the account are logged to the subscriber's history file but are not displayed on the alarm buffer (Screen 14).

Accounts are placed on and cleared test by logging event codes on Screen 2 or using commands on Screen 3.

Figure 7-29

```
                        CS Test List                          CS-016
                                                        ----Clear----
       CS #....... Name..................... Oper Inst.. Cat S? Zone Date.... Time.
   1 12-0124    STERLING, JAMES MR.          MAJ   1000   1      ALL 01/03/92 16:41
   2 L1352      STONEBROOK OFFICE SUPPLIES   AND     50   1      ALL 01/03/92 16:41
   3
   4
   5
   6
   7
   8
   9
  10
  11
  12
                    D'isp #, M'ore, N'ext, 'GO' to Print
```

The CS# and NAME columns show the account numbers and names of subscribers whose accounts are on test.

OPER displays the initials of the operator that placed the account on test. If the account was placed on test using a VRT, the message *VRT* is displayed in the OPER column.

INST displays the installer code of the company that installed the subscriber's alarm system.

If the S? column displays a "s", the subscriber's alarm system includes both a primary and secondary transmitter; otherwise, the subscriber's system has only a primary transmitter. ZONE shows the zone(s) that are on test.

CLEAR DATE and TIME show the date and time that the subscriber's account will be taken off test automatically.

When you enter **GO** to print a listing of accounts on test, the prompt *SORT REPORT BY LOCATION?* appears. Enter **Y** to print listing of accounts on test for each location or **N** if you wish to print a list of accounts on test for all locations in order of their account numbers.

> **Note:** You may also print a listing of accounts that have been placed on test from Screen 282 OUT OF SERVICE/ON TEST ACCOUNT LISTING.

Follow-up Messages

The CS operator may create a follow-up message whenever an action or response to an account is necessary at some later time. For example, when a CS operator receives a LOW BATTERY signal at 2:00 a.m., he may decide that it is not necessary to dispatch a service technician immediately to replace the battery. Instead, he may create a follow-up message for the next morning to alert CS operators of the low battery.

The codes used in creating, rescheduling, or clearing a follow-up message are listed below:

- 4620   Create Follow-up
- 4621   Reschedule Follow-up
- 4622   Clear Follow-up

> **Note:** If you wish to log follow-up event to subscriber history, set the LOG FOLLOW UPS TO HISTORY Field to **Y** on Screen 101 Processing Options.
>
> If you wish to use late event processing for follow up events, set the LATE PROCESS FOLLOW-UP Field to **Y** on Screen 101.

Creating a Follow-up Message

To create a follow-up message:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Press the Create Follow-up function key. The Operator Action window will be displayed. Event code **4620** is displayed in the EVENT CODE Field.

3.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the runaway event code.

4.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**,

then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7.   After the event code is logged, another window will be displayed at the bottom of Screen 2:

Figure 7-30

```
                    CREATE FOLLOW-UP
                   TIME: 11/21/91 13:41
```

8.   In TIME enter the date and time at which a CS operator is to review the follow-up message. The time must be entered in the format HH:MM using the 24-hour clock.

9.   After you've entered the date and time, the cursor moves blow the TIME Field. Enter a message of up 20 alphanumeric characters. After you've entered the message, one of two messages will be displayed at the command line of the Operator Action Window:

        Logged! will be displayed if the LOG FOLLOW UP TO HISTORY Field on Screen 101 is set to **Y**.

        Not Logged! will be displayed if the LOG FOLLOW UP TO HISTORY Field on Screen 101 is set to **N**.

> **Note:** Accounts which require a CS operator to follow-up on a message may be view on Screen 13 PENDING FOLLOWING UP INQUIRY.

If you are using late event processing, an expected event will automatically be scheduled for the follow up event to be cleared using the following event code:

•   4622   Clear Follow-up

If the follow up is not cleared as expected, a late event will be generated based on the late res code assigned to event code 4622 on Screen 51 Event Code Update.

Rescheduling a Follow-up Message

When a CS operator follows up on a message, he may decide to reschedule the follow-up to a later time or to clear the follow-up message. To reschedule a follow up message, log event code **4621**.

To reschedule a follow-up message:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Press the Reschedule Follow-up function key. The Operator Action window will be displayed. Event code **462**1 is displayed in the EVENT CODE Field.

3.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the runaway event code.

4.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7.   After the event code is logged, another window will be displayed at the bottom of Screen 2:

Figure 7-31

```
RESCHEDULE FOLLOW-UP
TIME: 11/21/91 13:41
```

8.   In TIME enter the new date and time at which a CS operator is to review the follow-up message. The time must be entered in the format HH:MM using the 24-hour clock.

9.   After you've entered the date and time, one of two messages will be displayed at the command line of the Operator Action Window:

> *Logged!* will be displayed if the LOG FOLLOW UP TO HISTORY Field on Screen 101 is set to **Y**.

> *Not Logged!* will be displayed if the LOG FOLLOW UP TO HISTORY Field on Screen 101 is set to **N**.

10.   After the event code has been logged, a follow-up message appears at the bottom of Screen 2

---

as shown below:

FOLLOW UP: 11/22 13:31

The follow-up message will be shown normally until the time specified; then, the follow-up message is displayed in boldface.

Clearing a Follow-up Message

When a CS operator has taken the appropriate action in following up on the subscriber's account, he may clear the follow-up message.

To clear the follow-up message:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Press the Clear Follow up function key. The Operator Action Window will be displayed. Event code **4622** will be displayed in the EVENT CODE.

3.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the runaway event code.

4.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7.   After the event code is logged, the follow-up message shown at the bottom of Screen 2 will disappear.

Check on Outstanding Follow-up Events

Screen 13 PENDING FOLLOWING UP INQUIRY allows you to list all follow-up events which have not been cleared. Follow-up events are created and cleared by logging event codes on Screen 2. Refer to "Using Event Codes and Function Keys" for further information.

When Screen 13 is first displayed, the cursor is positioned at the OPERATOR Field. If you wish to check the outstanding follow-up events initiated by a particular CS operator, enter his CRT#. If you wish to check outstanding follow-up events for all operators, press [NEW LINE].

Next, the cursor moves to DATE. If you wish to list the outstanding follow-up events as of a specific date, enter that date.   If you wish to list all outstanding follow-up events, press [NEW LINE].

Next, the cursor moves to TIME. If you wish to list the outstanding follow-up events as of a specific time, enter that time using the 24-hour clock.   If you wish to list all outstanding follow-up events, press [NEW LINE].

Figure 7-32

```
                        Pending Follow Up Inquiry                CS-013

   Operator:                   Date:           Time:     0

 # Opr  Date Time. CS#....... Name............... Comment.....................
 ------------------------------------------------------------------------------
 1 33   1/04  8:00 22-1113    BARRET, EMILY       CUSTOMER PROBLEM W/ SYSTEM
 2 33   1/04  8:00 11-0322    PERRY, MR. & MRS.   BATTERY LOW
 3
 4
 5
 6
 7
 8
 9
10
11
12
13
14
15
                        D'isp #, M'ore, N'ext
```

OPR shows the CRT number used to initiate the follow-up event. DATE and TIME show the date and time at which the user is to follow-up on the subscriber's account.

CS# and NAME show the account number and name of the subscriber having a follow-up event.

COMMENT displays the follow up comment entered when the user initiated the follow-up event.

After looking up outstanding follow up events, use the D'ISP command to move to Screen 2 Alarm Dispatch. Enter **D** followed by the line number of the account number you wish to select. Screen 2 will immediately be displayed with the account number you selected.

Clearing Irregular and Late Events for Supervised Accounts

For a **supervised account**, you monitor the times that the site is opened and closed in addition to monitoring its alarm signals. Opening and closing events which are received outside of the schedule are called **irregular events**. An opening or closing that is late to occur is referred to as a **late event** and will appear on the Late Event Buffer (Screen 12).

The procedures described below show you how you may resolve irregular and late events.

Processing Irregular Openings

An irregular opening is one that is received outside of its scheduled time. (The scheduled opening times for a subscriber's site are set up and maintained on Screen 44 Schedule Maintenance) An alarm is generated for irregular events.

There are three event codes that can be used to handle irregular openings:

> 4810   OK EARLY OPENING
> 4811   OK IRREGULAR OPENING
> 4832   UNAUTHORIZED OPENING

OK Early Opening

This event code is used when an account opens before its scheduled time. When this event code is logged, the alarm is removed from the Alarm Status Monitor and the next expected closing event is automatically scheduled.

To clear an early opening:

1. Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2. Press the OK EARLY OPENING function key. The Operator Action Window is displayed. Event code **4810** is displayed in the EVENT CODE Field.

3. The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the OK EARLY OPENING event code.

4. The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5. The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6. After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

OK Irregular Opening

This event code is used when an account opens on a unscheduled day. When this event code is logged, the alarm is removed from the Alarm Status Monitor. The CS operator must set up the next expected closing date and time.

To clear an unscheduled opening:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2   Press the OK IRREGULAR OPENING function key. The Operator Action Window is displayed. Event code **4811** is displayed in the EVENT CODE Field..

3.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the OK IRREGULAR OPENING event code.

4.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7.   After the event code is logged, the following window will be displayed:

Figure 7-33

```
        NEXT CLOSE: 12/04/91 15:30  00:30  00:30
```

8.   At next close, enter the date and time that the site will be closing, followed by early and late closing windows. In the example above, the site is scheduled to close on December 4 at 3:30 p.m., but it may close 30 minutes earlier or 30 minutes later, between 3:00 and 4:00 p.m., without generating an alarm.

9.   Next, the Full Clear Window shown below will be displayed:

Figure 7-34

```
        Alarm Status Clear - Full
        Restore Missing
        Expected Time for Restore 20 Minutes
```

10.   In EXPECTED TIME FOR RESTORE, enter the number of minutes in which a restoral signal is to be received from that zone. This sets up an expected event, restoral pending, which can be viewed on Screen 6 Expected Event Inquiry. If no restoral signal is received, the zone can be cleared by logging the following event code:

   •   4230 Clear-Restoral Needed

   When event code **4230** is entered and confirmed in the Operator Action Window of Screen 2, the following window will be displayed:

Figure 7-35

```
                    CLEAR  EXPECTED  RESTORAL
                               ZONE  ALL   S?
```

11.   In ZONE, enter **ALL** if you wish to clear the expected restoral for all zones or **LIST** if you wish to clear the expected restoral for selected zones only. If you choose to clear the restoral for selected zones, the prompt ENTER ZONES appears. Enter each zone for which you wish to clear the expected restoral and press [NEW LINE].

   S? is used for accounts having both a primary and secondary transmitter. If so, enter **Y** if you wish to clear the expected restoral for both primary and secondary zones. Enter **N**, if you wish to clear the expected restoral for primary zones only.

Unauthorized Opening

This event code is used when an account has opened outside of the schedule and the CS operator cannot contact the subscriber. This event code is for information only and does not remove the alarm from the Alarm Status Monitor.

To record an unauthorized opening to the subscriber's history:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Press the Unauthorized Opening function key. The Operator Action Window will be displayed. Event code **4832** will be displayed in the EVENT CODE Field.

3.   Enter the appropriate passwords or prompts. Enter **Y** at the *Confirm?* prompt to log the event code and *UNAUTHORIZED OPENING* message to the subscriber's history.

Processing Late Openings

When an opening does not occur within its scheduled time, a late event may be generated. Late events may be displayed on Screen 12, LATE EVENT VIEW.

There are two event codes that can be used to handle late openings:

> 4812   OK NO OPEN
> 4813   NO OPEN TODAY

OK No Open

This event code is used when a late opening appears on the Late Event View screen, but the CS operator has determined that the subscriber actually opened normally. When this event code is logged, the late event will be removed from the Late Event View Screen and the next expected *closing* event is automatically scheduled.

1.   Select the appropriate subscriber account on Screen 2, Alarm Dispatch.

2.   Press the OK NO OPEN function key. The Operator Action Window is displayed. Event code **4812** is displayed in the EVENT CODE Field.

3.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the OK NO OPEN event code.

4.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account and to set up the next expected closing event.

No Open Today

This event code is used when a late opening appears on the Late Event View screen and the dispatcher has determined that the subscriber will not be opening the site today. When this event code is logged, the late event will be removed from the Late Event View screen and the next expected *opening* event is automatically scheduled.

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Press the NO OPEN TODAY function key. The Operator Action Window is displayed. Event code **4813** is displayed in the EVENT CODE Field.

3.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the NO OPEN TODAY event code.

4.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account and to set up the next expected opening event.

Processing Late Closes

When a site does not close within its scheduled time, a late event may be generated. Late events may be displayed on Screen 12, LATE EVENT VIEW.

There are three event codes that can be used to handle late closes:

    4814   OK CLOSE SETUP OPEN
    4830   LATE CLOSE SETUP
    4831   NO CLOSE SETUP

OK Close Setup Open

This event code is used when a late closing appears on the LATE EVENT VIEW screen, but the CS operator has determined that the subscriber actually closed the site normally. When this event code is logged, the late event will be removed from the LATE EVENT VIEW screen and automatically schedule the next expected opening event.

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Enter **L** to display the Operator Action Window. Enter **4814** in the EVENT CODE Field.

3.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51.

4.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account and to set up the next expected opening event.

Late Close Setup

This event code is used when a late closing appears on the Late Event View screen, but the CS operator has determined that the subscriber will be closing the site prior to the next scheduled opening. When this event code is logged, the late event will be removed from the Late Event View screen and the next expected closing event is automatically scheduled.

1. Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2. Press the LATE CLOSE SETUP function key. The Operator Action Window is displayed. Event code **4830** is displayed in the EVENT CODE Field..

3. The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the LATE CLOSE SETUP event code.

4. The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5. The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6. After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7. After the event code is logged, the following window will be displayed:

Figure 7-36

```
NEXT CLOSE: 12/04/91 15:30  00:30  00:30
```

3. At next close, enter the date and time that the site will be closing, followed by early and late closing windows. In the example above, the site is scheduled to close on December 4 at 3:30 p.m., but it may close 30 minutes earlier or 30 minutes later, between 3:00 and 4:00 p.m., without generating an alarm.

No Close Setup

This event code is used when a late closing appears on the Late Event View screen, but the CS operator has determined that the subscriber will not be closing the site prior to the next scheduled opening. When this event code is logged, the late event will be removed from the Late Event View screen and the next expected closing event is automatically scheduled.

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Press the NO CLOSE SETUP function key. The Operator Action Window is displayed. Event code **4831** is displayed in the EVENT CODE Field..

3.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the NO CLOSE SETUP event code.

4.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7.   After the event code is logged, the following window will be displayed:

Figure 7-37

```
NEXT CLOSE: 12/04/91  15:30   00:30   00:30
```

8.   At next close, enter the date and time that the site will be closing, followed by early and late closing windows. In the example above, the site is scheduled to close on December 4 at 3:30 p.m., but it may close 30 minutes earlier or 30 minutes later, between 3:00 and 4:00 p.m., without generating an alarm.

Making One-Time Only Changes to a Schedule

The event codes listed below are used to make a change to the subscriber's schedule for a single day.

> 4815   LATE OPEN SETUP
> 4850   ADVANCE IRREGULAR SETUP

Example: Petunia's Flower Shop is normally open from 7 a.m. to 6 p.m., Monday through Saturday. On Friday, the owner calls to tell your central station that she will only be open from 10 a.m. to 2 p.m. tomorrow. The CS operator would then use event code **4850** (advance irregular setup) to create an irregular schedule for the next day.

Advance Irregular Setup

1. Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2. Enter **L** to display the Operator Action Window.

3. Enter resolution code **4850** in the EVENT CODE Field. The following window is displayed:

Figure 7-38

```
IRR DATE:  04/20/93                        11
OPEN:    8   CLOSE:     9                   12
SCH COMMENT: NEW SCHEDULE
EOW   1:00 Y       LOW    0:45 N     ECW    0:30 N      LCW     0:30 N
  O     C │ O      C  │ O      C │ O      C │ O      C │ O      C
07:00 16:00│
```

4. At IRR DATE, enter the date of the irregular schedule. The current schedule for that day is displayed: the opening and closing event codes are shown in OPEN and CLOSE, respectively; the early and late windows for the opening event are shown in EOW and LOW; the early and late windows for the closing event are shown in ECW and LCW; and opening and closing times are shown in the O and C columns.

Modify the early and late windows or opening and closing times as necessary. Press [NEW LINE] until the cursor moves to the command line to save the irregular schedule.

5.   When you log an advanced irregular setup, comments will be logged which detail the new schedule. The comments may be vied on Screen 7, Event History Display:

Figure 7-39

```
                         Event History Display                    CS-007

       CS # 001-0004    ALTON, GARY & GINA..........!   Dispatch Code:
                        10284 SYCAMORE...............!   As Of:  04/19/93  16:53
                        Zn/
..Date.. ..Time.. Trans Acct Op   Code Descr.............. Pass/Com.........
St
04/19/93 16:52:02 COMMENT    ONE-DAY ONLY SCHEDULE
04/19/93 16:52:02 COMMENT    PER PATTY PETUNIA
04/19/93 16:52:00           AND   4850 ADVANCE IRR. SETUP
04/19/93 16:52:00 COMMENT    EXP:  4/20 07:00 RS: 8
04/19/93 16:52:00 COMMENT    DT: 04/19 SCHEDULE #: 1
04/19/93 16:52:00 COMMENT     01:00 00:30 00:30 00:30
04/19/93 16:52:00 COMMENT    TIME # 1: 07:00-16:00
```

Note: For advanced irregular schedule changes, a new expected event will be created only if the next expected event has changed. for example, a closing event will not be scheduled as the next event if the account is already closed.

Late Open Setup/Adv Open Setup

This event code is called **Late Open Setup** for PC-based systems and **Adv Open Setup** for UNIX- and AOS/VS-based systems.

1. Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2. Enter **L** to display the Operator Action Window. Enter resolution code **4815** in the EVENT CODE Field.

3. The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the NO CLOSE SETUP event code.

4. The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5. The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6. After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7. After the event code is logged, the following window will be displayed:

Figure 7-40

```
NEXT OPEN: 12/04/91 15:30  00:30  00:30
```

8. At NEXT OPEN, enter the date and time that the site will be opening, followed by early and late opening windows. In the example above, the site is scheduled to open on December 4 at 3:30 p.m., but it may open 30 minutes earlier or 30 minutes later, between 3:00 and 4:00 p.m., without generating an alarm.

Processing Late Timer Tests

Another type of supervised account is one in which the subscriber's alarm system periodically sends a test signal to your central station. This is called a ***timer test***. By sending a test signal, the alarm system indicates it is functioning properly. If a timer test is not received as scheduled, the subscriber's account will appear on the LATE EVENT BUFFER (Screen 12).

To remove the late event from the LATE EVENT VIEW screen and automatically schedule the next expected timer test, follow the steps outlined below:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Enter **L** at the command line. The Operator Action window will be displayed. Enter the appropriate event code in the EVENT CODE Field. You may use event codes 4820 through 4829 to clear a late timer test and reschedule the next expected timer test.

3.   The cursor will next move to the PASSCARD, COMMENT, or CONFIRM Field of the Operator Action Window, depending on the PROMPTS specified on Screen 51 for the NO CLOSE SETUP event code.

4.   The type of information you may enter in the PASSCARD Field is determined by the Screen 101, Processing Options.   If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **N**, then the PASSCARD Field on Screen 2 may be used to record a ten character comment. If the PASSCARD ONLY ON CS-002 #3 Field on Screen 101 is set to **Y**, then you must enter a valid passcode to continue.

5.   The COMMENT Fields are used to record up three lines of comments. Each comment line may contain up to 25 alphanumeric characters.

6.   After you've entered an event code, passcard, and/or comment, the cursor moves to the *Confirm?* Field of the Operator Action Window. Enter **Y** or **N** to log the entry to the subscriber's account.

7.   After the event code is logged, the following window will be displayed:

Figure 7-41

```
                                       S? N
            NEXT TEST:  12/04/91 15:30  00:30  00:30
```

8.   At the S? prompt, enter **Y** if the timer test was not received as scheduled from the secondary transmitter. Enter **N** if the timer test was not received as scheduled from the primary transmitter. After you enter **Y** or **N**, the prompt NEXT TEST is displayed.

9.   At NEXT TEST, enter the date and time that the next timer test is expected to occur, followed by early and late closing windows. In the example above, the timer test is scheduled for December 4 at 3:30 p.m., but it may be received 30 minutes earlier or 30 minutes later, between 3:00 and 4:00 p.m.

Clearing a Redundancy Error for Secondary Transmitters

Redundant alarm systems use both a primary and secondary transmitter to ensure that signals may be sent to the central station in the event that one of the transmitters fails. Whenever a signal is sent from one transmitter, it must be immediately followed by a signal from the other transmitter.

If an alarm signal is received and is not immediately followed by a redundant signal, the message *POSSIBLE SIGNAL REDUNDANCY PROBLEM* is displayed when the alarm is fully cleared. In addition, the account appears with an **ACTIVE** problem status on the SIGNAL REDUNDANCY PROBLEM LIST shown on Screen 234.

Figure 7-42

```
                    Signal Redundancy Problem List                CS-0234
     CS #        Name                    Address                Problem Status
   ----------  --------------------  ----------------------------  --------------
   1 55-1234   BRETT'S LAPIDARY & G 7791 16TH STREET              ACTIVE
   2
   3
   4
   5
   6
   7
   8
   9
  10
  11
  12
  13
  14
  15
  16

                    D'isp #, M'ore, R'edo, 'GO' to Print
```

To remove the account from the SIGNAL REDUNDANCY PROBLEM LIST:

1.   Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2.   Enter resolution code **4231** for the RES CODE.

3.   Access Screen 234 SIGNAL REDUNDANCY PROBLEM LIST. The account appears with a **RESOLVED** problem status.

4.   Move the cursor to the command line of Screen 234 and type **GO** to print a listing of accounts with active and resolved signal redundancy problems. After the report has finished printing, you will be prompted to *PURGE RESOLVED ACCTS FROM THIS REPORT?*. Enter **Y** if you wish to remove all accounts with resolved redundancy problems from the display of Screen 234. Enter **N** if do not wish to remove the accounts with resolved signal redundancy problems from the display of Screen 234.

> **Note:** When a problem with signal redundancy is cleared, the problem's status will change to "Resolved" on both the current system and the redundant system.

Creating Service or Guard Tickets

If your central station uses MAS Service System software, a CS operator may also serve as a dispatcher for service technicians and/or guards. To allow the operator to perform both tasks easily, Screen 2 can be used both to monitor alarm signals and to create tickets requesting service or guards.

To create a ticket:

1. Select the appropriate subscriber account on Screen 2 Alarm Dispatch.

2. For service tickets, enter resolution code **4340** for the RES CODE. For guard tickets, enter resolution code **4360** for the RES CODE. A "window" as shown below will be displayed at the bottom of Screen 2:

Figure 7-43

```
SYS TYP   1 SYSTEM TYPE 1                      PENDING
1
2
3
4 COMMT'D D/T                    6 REQ'D BY
7 REQ CODE          8 CALL LEN  1:00 C    9 PRIORITY
```

3. SYS TYP, REQ CD, PRIORITY, and CALL LENGTH will contain default information, as entered on Screen 201. These fields are defined as follows:

    SYS TYP   Represents the type of alarm equipment that is installed at the subscriber's site.

    REQ CD   Represents the type of service requested.

    PRIORITY   Each request code is assigned a priority based on the urgency of the request.

    CALL LENGTH   Each request code is assigned a time based on the estimated length of time required to complete the call.

    If the information is correct, press [NEW LINE] until the cursor is positioned at the REQ'D BY field. If the information is incorrect, press [NEW LINE] to move the cursor to the field that needs to be corrected and enter the correct information.

4. In REQUESTED BY, enter the name of the person who called in to request service technicians or guards.

5. If you make a firm appointment with the customer, enter the date and time by which time a service technician or guard is to have arrived at the customer's site in the COM DT and COM TM Fields.

6. In fields 1, 2, and 3, enter a description of the problem (e.g. "key pad is broken" or "hears rustling noise outside.") To leave the fields blank, press [NEW LINE]. After you press

[NEW LINE] for field 3, the ticket is saved and logged to CS History. Screen 2 is again displayed, ready for you to enter the next ticket or to continue monitoring alarm signals.

Note: A.   Tickets may only be created from CS if the SYSTEM CURRENTLY MONITORING ALARMS Field on Screen 901 has the same value as the SERVICE TICKETS Field on Screen 101.

B.   Service/guard tickets may not be created for accounts with a service/guard location of 0 on Screen 42. If a CS operator tries to create a ticket for the account, the message *NO SERVICE* or *NO GUARD* is displayed on Screen 2.

C.   Tickets may not be created for accounts which have not had account information transferred to Screen 561. If a CS operator tries to create a ticket for the account, the message *SERVICE MASTER RECORD NOT SET UP* is displayed on Screen 2.

Assigning Event Codes to Function Keys

The keys designated [F1] through [F20] on your Data General keyboard or [F1] through [F16] on your PC keyboard are called *function keys*.

On Data General terminals, each function key can have up to four different purposes selected as follows:

- Press a function key.
- Hold the [SHIFT] key while pressing a function key.
- Hold the [CTRL] key while pressing a function key.
- Hold the [SHIFT] and [CTRL] keys while pressing a function key.

On WYSE or IBM terminals used with PC systems, only the first two options are available.

Commonly-used operator event code, such as the ones described in this section, can be assigned to function keys on Screen 104 FUNCTION KEY ASSIGNMENT. This allows CS operators to dispatch on alarms using event/resolution codes quickly and easily.

MAS has established a standard function key assignment. These assignments are printed on plastic templates which fit over the function key area of your keyboard.

Figure 7-44

```
                        Function Key Assignment Update              CS-104

               F 1         F 2         F 3         F 4         F 5
CTRL-SHIFT   1 4210      2 4211      3 4220      4 4221      5
      CTRL   6           7           8           9          10 4622
     SHIFT  11          12          13          14          15 4621
            16          17          18          19          20 4620


               F 6         F 7         F 8         F 9         F 10
CTRL-SHIFT  21 4180     22          23          24          25 4612
      CTRL  26 4110     27 4013     28 4173     29 4023     30 4611
     SHIFT  31 4100     32 4010     33 4170     34 4020     35 4610
            36    -1     37    -2     38    -3     39    -4     40    -5


               F 11        F 12        F 13        F 14        F 15        F 16
CTRL-SHIFT  41 4812     42 4813     43          44          45          61
      CTRL  46 4832     47 4814     48          49          50 4090     62
     SHIFT  51 4811     52 4831     53          54 4412     55 4410     63
            56 4810     57 4830     58          59 1999     60 4112     64

                        #, S'ave or C'ode Update
```

The function key assignments shown above are standard features for the Central Station system; however the assignments may be changed. Changes should only be performed by the System Manager who should ensure that users are informed of the changes.

Autodial-Related Function Keys

The following four functions described below are used with the MAS Autodialer: Dial, Hangup, answer, and No Answer. These functions are permanently assigned to specific function keys. They are not event codes.

Refer to "Autodialing and Call Lists" for more information about these function keys.

Overview

Your Central Station software provides about 50 reports to help you manage your software as well as your central station.

The first part of this section suggests the reports that might be helpful for each type of employee at your central station. The second part of this section lists these reports in order of their screen number. A sample of each report can be found in Appendix E.

> **Note:** There are two methods you may use to interrupt a report while it's processing but before it begins printing:
>
> 1. You may press the [ESC] key, or,
> 2. You may hold the [CTRL] key and press [C][A].
>
> The prompt *TYPE C'ONTINUE OR <CR> TO END* will be displayed.
>
> If you enter **C** the report will continue processing. If you press [NEW LINE] the report will stop processing and your CRT will display the MAIN MENU.
>
> To interupt a report while it's printing, see your System Administration Manual.

Data Entry Clerks

The reports listed below may be most useful to the people who initially set up and maintain the various codes for your CS software and who set up new accounts each day.

Screen 21   CS ACCOUNT DATABASE PRINTOUT
Screen 25   CS SHORT PRINTOUT
Screen 27   COMMON OVERFLOW PRINTOUT
Screen 71   EVENT CODE PRINTOUT
Screen 72   AGENCY CODE PRINTOUT
Screen 74   INSTALLER FILE PRINTOUT
Screen 76   HOLIDAY FILE PRINTOUT
Screen 270   ACCOUNT ASSIGNMENT STATUS REPORT
Screen 277   PASSCARD PRINTOUT
Screen 281   CFR REPORT

CS Operators

Screen 26	LATE EVENT PRINTOUT
Screen 231	EXPECTED EVENT PRINTOUT
Screen 235	RESTORAL REQUIRED REPORT

Supervisors

Screen 23	DAILY ALARM PRINTOUT
Screen 24	SUPERVISED MAILOUT REPORTS
Screen 75	CRT DEFAULT PRINTOUT
Screen 118	MONTHLY SUMMARY VIEW
Screen 140	UPDATED DATABASE PRINTOUT
Screen 201	SHORT PRINTOUT BY INSTALL DATE
Screen 202	SHORT PRINTOUT BY MSC SORT
Screen 204	EXCESSIVE ACTIVITY BY INSTALLER
Screen 205	COMBINED ACTIVITY REPORT
Screen 210	SUMMARY ACTIVITY REPORT
Screen 211	SHIFT ACTIVITY REPORT
Screen 212	DISPLAY LATE EVENTS BY LOCATION
Screen 222	DETAILED ACCOUNT ACTIVITY PRINTOUT
Screen 251	FILE UPDATE LOG PRINTOUT
Screen 261	CS NON ACTIVITY REPORT
Screen 262	NO EXPECTED EVENT REPORT
Screen 264	AREA CODES BY LOCATION REPORT
Screen 276	ACTIVITY PRINTOUT BY RESOLUTION CODE
Screen 278	FULL CLEAR WITHOUT OPERATOR ACTION REPORT
Screen 282	OUT OF SERVICE/ON TEST ACCOUNTS LISTING
Screen 283	FALSE DISPATCH TRACKING REPORT
Screen 286	ACTIVITY PRINTOUT BY RESOLUTION CODE
Screen 290	NON ACTIVE RESCODE PRINTOUT
Screen 292	OPERATOR ACTIVITY REPORT
Screen 295	DAILY EVENT COUNT PRINTOUT
Screen 297	DISPOSITION BY ACCOUNT REPORT
Screen 298	OPERATOR STATISTICS RPEORT
Screen 299	DISPATCH ACTION REPORT

System Managers

Screen 116	FILE STATUS REPORT
Screen 221	HISTORY TAPE PRINTOUT
Screen 279	RECEIVER ERROR ACKNOWLEDGEMENT
Screen 280	ACCOUNT DATABASE TO TAPE
Screen 340	ERROR LOG VIEW/PRINT
Screen 361	PROGRAM/USER SECURITY ACCESS PRINTOUT
Screen 370	REDUNDANCY ERROR LOG
Screen 959	RECEIVER MASTER PRINTOUT

Screen 21   CS ACCOUNT DATABASE PRINTOUT

Screen 21 gives you a detailed report of the information entered on Screens 42, 43, 44, and 46 for each subscriber's account. The report may be printed in order of CS account number or installer number, and may be printed for a specific range of start dates.

> **Note:** A less detailed report is available from Screen 25 (CS SHORT PRINTOUT).

Figure 8-1

```
                       CS Account Database Printout                CS-021

                  1 Sort 1 Field #    2 2 Start  FIRST
                                      3 End    LAST

                  4 Sort 2 Field #    1 5 Start  FIRST
                                      6 End    LAST

                  7 Beginning Start Date
                  8 Ending Start Date          04/10/92
                  9 One per Page (Y/N)         Y
                 10 # of Copies                      1
                 11 Account Page Footer (Y/N)  N
                 12 Include PD/FD Ph#s (Y/N)   N


   1 CS#      6 NM Key  11 U DEF 2
   2 Inst#    7 Map Loc 12 Adr Key
   3 City     8 PD Code 13 CS Loc
   4 State    9 FD Code 14 TELCO Ln#
   5 Zip     10 U DEF 1 15 Account Type
                    #, or 'GO' to Begin Printing
```

In SORT 1 FIELD # and SORT 2 FIELD #, select the major and minor sort criteria to be used, respectively. The sort criteria available are as follows:

> 1 CS account number
> 2 Installer code number
> 3 City
> 4 State
> 5 Zip code
> 6 Subscriber's name key
> 7 Map location
> 8 Police department code number
> 9 Fire department code number
> 10 User-defined field 1 (UDF1)
> 11 User-defined field 2 (UDF2)
> 12 Subscriber's address key
> 13 CS location

14 TELCO Ln #
15 Account Type

A reminder of the sort fields you may use is shown in the bottom-left of the screen.

In START and END, enter a range for the sort criteria you select.

> **Note:** If you chose to print the report for a range of installers, you may enter wildcard characters (*) to select a range of installers that match a specific pattern. For example, if you choose to print a report for installers *100** through *499**, you would include accounts having a number between 100 and 499 in positions 2,3, and 4 of the installer Field (on Screen 42).

You may choose to include accounts having a specific start date or those within a range of start dates. Generally, the start date is the day that the first signal was received for the account. In the START DATE enter the first start date to be included on the report. In THROUGH DATE, enter the number of the last start date to be included on the report.

In the field labeled ONE PER PAGE (Y/N), enter **Y** if you want to print the information for each account on a separate page; otherwise, enter **N**.

In # OF COPIES, enter the number of copies of the report that are to be printed. For example, if you want to print two copies of the report, enter **2** in this field. After selecting the desired number of reports to be printed, press **[NEW LINE]** to advance to the command line.

The ACCOUNT PAGE FOOTER Field allows you to include a footer at the bottom of each page of the report. The footer includes the CS account number, subscriber name, address, and primary telephone number. To include the footer on the report enter **Y** in ACCOUNT PAGE FOOTER. If you do not wish to include the footer, set the field to **N**.

If the INCLUDE PD/FD PH#S Field is set to **Y**, agency telephone numbers will be included on the report. If this field is set to **N**, agency telephone numbers will not be included on the report.

Type **GO** at the command line to begin printing the report. The Screen0 , the MAIN MENU, will be displayed when the computer has finished sorting the data for the printout.

Note: A **1** is shown in the s column for secondary zones.

Screen 23   DAILY ALARM PRINTOUT

Screen 23 gives an *daily* overview of signals received and the actions taken by CS operators to resolve alarms. The report provides the options to include operator actions, comments, alarm restore signals, and opening/closing signals.

> **Note:** The ability to print this report is controlled by the EVENT DATA INDEX SYSTEM Field on Screen 101 PROCESSING OPTIONS. For redundant systems, this report may only be printed from one "side" of the system. If you try to print this report on the wrong side of the system or the EVENT DATA INDEX SYSTEM Field is set to **N**, the following message will be displayed: *THIS FEATURES IS NOT ENABLED ON THIS SYSTEM. USE SCREEN 222 INSTEAD.*

Figure 8-2

```
                    Daily Alarm Printout                   CS-023

         1 Sort: C'S # or I'nst

         2 Start Inst
         3 Through Inst

         4 Start CS#
         5 Through CS#

         6 Report Date

         7 Include Op Actions (Y/N)
         8 Include Time on Op Act (Y/N)
         9 Include Comments (Y/N)

        10 Include Restores (Y/N)
        11 Include Open/Close (Y/N)
        12 Military Time (Y/N)


              #, 'GO' to Print
```

When this screen is first displayed, the cursor is positioned in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and THROUGH INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In THROUGH INST, enter the installer code for the last installer whose accounts are to be included on the report.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

In REPORT DATE, enter the date for which the report is to be printed. The report will contain activity for the prior day if no activity exists on the account for the report date.

If operator actions are not to be included on the report, enter **N** in INCLUDE OP ACTIONS; otherwise, enter **Y** to include operator actions. Operator actions are those event codes which have been assigned an event type of **O** (operator) rather than **M** (machine) on Screen 51 EVENT CODE UPDATE.

If operator actions are to be included on the report, but the times the operator actions were performed are not to be included, then enter **N** in INCLUDE TIME ON OP ACT; otherwise, enter **Y** to include the times on operator actions.

If operator comments are not to be included on the report, enter **N** in INCLUDE COMMENTS; otherwise, press **Y** to include comments. Operator comments may be entered in the COMMENT Field on Screen 2 ALARM RESPONSE/DISPATCH or on Screen 8 OPERATOR COMMENT ENTRY.

Enter **N** in INCLUDE RESTORES if alarm restoral signals are not to be included on the report; otherwise, enter **Y** to include alarm restoral signals.

If opening and closing signals are not to be included on the report, enter **N** in include OPEN/CLOSE; otherwise, enter **Y** to include opening and closing signals.

In MILITARY TIME, enter **Y** if you wish to have activity times shown on the report using the 24-hour clock. Enter **N** if you wish to have activity times shown on the report using the 12-hour clock followed by a.m. or p.m., whichever is appropriate.

After pressing **[NEW LINE]**, the cursor moves to the command line. Enter **GO** at the command line to begin the report processing.

> **Note:** A ***T** is shown for activity which occured while the account was on-test.

Screen 24   SUPERVISED ACCOUNT MAIL-OUT REPORTS

Screen 24 generates a report that shows the opening and closing activity for a selected range of accounts for various mailing frequencies or for accounts which have not been assigned a mailing frequency. The report provides the options to include operator actions, comments, account schedule, alarm, and restore signals.

> **Note**: If you use subsite accounts, this report may default to print either master site information or subsite information. Contact MAS if you wish to change the default setting.

Figure 8-3

```
                 Supervised Account Mail-Out Reports              CS-024

                  1 C'S or I'nst Sort            C
                  2 Mailing Frequencies  (*=All) BWQMN
         3 Start Inst              4 Through Inst   999999
         5 Start CS#    FIRST      6 Through CS# LAST
         7 Start Date    01/01/68  8 Through Date  04/22/93
         9 Reporting Codes         ABCDEFGHIJKLMNOPQRSTUVWXYZ0123456789

10 Include Op Actions (Y/N)     Y  18 Ascending Sort(Y/N)              N
11 Include Time On Op Act (Y/N) Y  19 Print Accounts With No Activity  N
12 Include Comments (Y/N)       N  20 Print P'rimary,S'econdary,B'oth  B
13 Include Schedule (Y/N)       N  21 Print On-Test Activity(Y/N)      N
14 Include Event Classes(OZA)   O  22 Scheduled Time On Events(Y/N)    Y
15 Include Restores (Y/N)       N  23 Include Alt ID # (Y/N)           Y
16 Military Time (Y/N)          Y  24 Include Nxt Close On Irr Open (Y/N) N
17 Include CS #  (Y/N)          N




            #, M'odify Header, Or 'GO' To Begin Printing
```

When this screen is first displayed, the cursor is positioned in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field. If you wish to print the report in order of the third party mail out names for a CS account, enter **M**. (Recall that third party mail out names and addresses may be set up for each CS account on Screen 45, Mail to Address Update.)

On Screen 42 Dispatch Data Entry, a CS account may be assigned a mailing frequency. Mailing frequencies include: **W** (weekly), **B** (bi-weekly), **M** (monthly), or **Q** (quarterly). In Field 2 of Screen 24, select the mailing frequency to be included on the report--more than one mailing frequency may be included. If you wish to include accounts which have not been assigned a mailing frequency, enter **N**.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and THROUGH INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In THROUGH INST, enter the installer code for the last installer whose accounts are to be included on the report.

In addition, you may enter wildcard characters (*) to select a range of installers that match a specific pattern. For example if you choose to print a report for installers *100** through *499**, you would include accounts with a number between 100 and 499 in positions 2,3, and 4 of the installer field.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

You may choose to include accounts having a specific start date or those within a range of start dates. Generally, the start date is the day that the first signal was received for the account. In the START DATE enter the first start date to be included on the report. In THROUGH DATE, enter the number of the last start date to be included on the report.

Recall that a reporting code may be assigned to each event code on Screen 51, Event Code Update. You may choose to include events having a specific reporting codes or a variety of reporting codes. In the REPORTING CODES Field enter the reporting code(s) you wish to include on the report.

If operator actions are not to be included on the report, enter **N** in INCLUDE OP ACTIONS; otherwise, enter **Y** to include operator actions. Operator actions are event codes within the range of 4000 through 4999.

If operator actions are to be included on the report, but the times the operator actions were performed are not to be included, then enter **N** in INCLUDE TIME ON OP ACT; otherwise, enter **Y** to include the times on operator actions.

If operator comments are not to be included on the report, enter **N** in INCLUDE COMMENTS; otherwise, press **Y** to include comments. Operator comments may be entered in the COMMENT Field on Screen 2 ALARM RESPONSE/DISPATCH or on Screen 8 OPERATOR COMMENT ENTRY.

If each subscriber's schedule is to be included on the report, enter **Y** in INCLUDE SCHEDULE; if subscriber schedules are not to be included on the report, enter **N**.

You may select the types of events that will be shown on the report in INCLUDE EVENT CLASSES (OZA). An event code can be assigned to any event class code (A - Z), so you may enter any event class (A-Z) in this field. You may also choose to include more than one event class on the report (e.g. **OA** will include only alarms, opens, and closes).

Enter **N** in INCLUDE RESTORES if alarm restoral signals are not to be included on the report; otherwise, enter **Y** to include alarm restoral signals.

In MILITARY TIME, enter **Y** if you wish to have activity times shown on the report using the 24-hour clock. Enter **N** if you wish to have activity times shown on the report using the 12-hour clock followed by a.m. or p.m., whichever is appropriate.

For mail-out reports which are more than one page, you may want to include the subscriber's CS account number on subsequent pages. If so, enter **Y** in INCLUDE CS#; otherwise, enter **N**.

If events are to be printed in order from the most recent date to the oldest date, enter **N** in ASCENDING SORT. If events are to be printed in order from the oldest date to the most recent date, enter **Y** in this field.

If you wish to include only accounts to which events have been recorded, enter **N** in PRINT ACCOUNTS WITH NO ACTIVITY. If you wish to include both accounts to which events have been recorded and accounts to which no events have been recorded, enter **Y** in this field. Some accounts may have both a primary and secondary transmitter.

In PRINT P'RIMARY,S'ECONDARY,B'OTH, enter **P** if you wish to include only events sent by primary transmitters, **S** to include only events sent by secondary transmitters, or **B** to include both events sent by primary transmitters and events sent by secondary transmitters.

If you wish to include activity which took place while an account was on test, enter **Y** in PRINT ON-TEST ACTIVITY; otherwise, enter **N**.

If you wish to include the time that each event was scheduled to occur, enter **Y** in SCHEDULED TIME ON EVENTS; otherwise, enter **N**.

If you wish to print the alternate ID for each account (as assigned on Screen 42, Dispatch Data Entry), enter **Y** in INCLUDE ALT ID #; if you do not wish to print the alternate ID, enter **N**.

If you wish to print the next closing event that occurred after an irregular opening event, enter **Y** in INCLUDE NXT CLOSE ON IRR OPEN. If you do not wish to include the next closing event that occured after and irregular opening, enter **N**.

After pressing **[NEW LINE]**, the cursor moves to the command line. Enter **GO** at the command line to begin the report processing. Screen 0, the MAIN MENU, will be displayed when the report has finished sorting.

Note: 1.   Secondary zones will be printed with an "s" next to the zone.

             2.   A ***T** will be printed for activity which occured while the account was on test.

Modifying the Header

You may modify the heading that is printed on the Supervised Mail-Out Report using Screen 24B, Update Supervised Mailing Header. To access Screen 24B, enter **M** at the command line of Screen 24.

You'll use codes to specify where the following information will appear on the heading of the Supervised Mail-Out Report:

From Screen 42, Dispatch Data Entry:

- CS Account Number
- Secondary CS Account Number
- Subscriber's Name
- Subscriber's Address (Line 1)
- Subscriber's Address (Line 2)
- Subscriber's City, State, and Zip Code
- Subscriber's Billing/Receivables Account Number
- The UL Code assigned to the account
- The alternate ID assigned to the account

From Screen 45, Mail To Address Update

- Subscriber's Mail To Name
- Subscriber's Mail To Address (Line 1)
- Subscriber's Mail To Address (Line 2)
- Subscriber's Mail To City, State, and Zip Code

From Screen 54, Installer Update

- Installer CFR Name
- Installer CFR Address (Line 1)
- Installer CFR Address (Line 2)
- Installer CFR City, State, and Zip Code
- Installer Message Lines 1, 2, 3, and/or 4

Figure 8-4

```
                    Update Supervised Mailing Header            CS-024B
 1 THIS IS YOUR ACCOUNT NUMBER [1]
 2
 3 LET US KNOW IF ANY CORRECTIONS SHOULD BE MADE TO YOUR NAME & ADDRESS:
 4 [3]
 5 [4]
 6 [5]
 7 [6]
 8 [99,12]
 9
10
11
12
13
14
15
16

                #, R'eturn, C'ode View, Or S'ave
```

The header only needs to be set up and saved once. Once you've set it up, it applies to all account that are printed on the Supervised Mail-Out Report.

The header is 70 characters across (from left to right margin) and 20 rows.

You specify where each block of information is to be printed in the header using codes. To review a list of codes you may use, enter **C** (for C'ode View) at the command line. The Code Definitions Window will be displayed.

Figure 8-5

```
                       Update Supervised Mailing Header            CS-024B
  1
  2
  3                            Code Definitions
  4
  5    [1]  CS# (10)                      [11]  Installer Msg#1 (25)
  6    [2]  Secondary CS# (10)            [12]  Installer Msg#2 (25)
  7    [3]  Mail To Name (30)             [13]  Installer Msg#3 (30)
  8    [4]  Mail To Address (30)          [14]  Installer Msg#4 (30)
  9    [5]  Mail To Address 2 (30)        [15]  CS Name (30)
 10    [6]  Mail To City,St,Zip (30)      [16]  Premise Address (30)
 11    [7]  Installer CFR Name (30)       [17]  Premise Address 2 (30)
 12    [8]  Installer Address (30)        [18]  Premise City,St,Zip (30)
 13    [9]  Installer CFR Address 2 (30)  [19]  BR# (13)
 14    [10] Installer City,St,Zip (30)    [20]  Ulcode (4)
 15                                       [21]  Alt ID# (12)
 16    [99,X] End Of Header,Start Printing At Line X
 17                            R'eturn
 18
 19
                     #, R'eturn, C'ode View, Or S'ave  C
```

The number shown in parentheses immediately after the code indicates the number of spaces (characters) that the block of information will occupy.

On each line of Screen 24B, type the text or codes that you wish to be printed as the heading for the Supervised Mail-Out Report. Only the information you specify by code will be included on the report.

If you do not wish to use all 20 lines of the heading and you wish to begin printing activity immediately after the heading, use the **[99,X]** code, where *X* is the line, between 1 and 20, on which you wish to begin printing account activity.

The report shown below was printed using the default selections (Fields 1-22) on Screen 24 and the codes shown in the sample above. The line numbers shown in parentheses will not be printed on the report. They have been added to show that the activity began printing on Line 12 as specified by the **[99,12]** code shown in the example screen above.

Figure 8-6

```
O (1) THIS IS YOUR CS ACCOUNT NUMBER:  12-0124
O
  (2)
O (3) LET US KNOW IF ANY CORRECTIONS SHOULD BE MADE TO YOUR NAME OR ADDRESS:
O
  (4) STERLING, JAMES MR.
O (5) 3549 ASH LANE
O
  (6) IRVINE, CA  92714
O (7)
O
  (8)
O (9)
O
  (10)
O (11)
O
  (12) DATE.  DAY  TIME    ..SCHEDULED..  ZN/OP  .....ACTIVITY..... AUTHORIZED PERSON.
O    02/16  FRI  12:26               MBA    LATE CLOSE SETUP   HENRY SMITH
O
     02/17  SAT  17:20               LDB    OK OPEN            DORIS SEANSON
O
O
```

Screen 25   CS SHORT PRINTOUT

This screen allows you to print a list of subscriber accounts, including each subscriber's CS account number, name, address, and telephone number(s). Printouts of more than one account may be sorted by central station account number or installer code number. You may also have the data arranged in alphabetical order by subscriber's name.

> **Note:**   A more detailed printout of subscriber data is available from Screen 21 CS ACCOUNT DATABASE PRINTOUT.

Figure 8-7

```
                        CS Short Printout                      CS-025
  1 Sort: I'nst, A'lpha, P'rim, S'cnd, B'oth I
  2 CS#       Start          3 CS#        End ZZZZZZZZZZ
  4 Inst      Start     0    5 Inst       End 999999
  6 Alpha     Start          7 Alpha      End ZZZZZZZZZZ
  8 Beg Start Date           9 End Start Date 05/16/94
 10 No Header and Total(Y/N) N 11 O'ut Svc, I'n Svc, B'oth B
 12 Totals Only(Y/N)        N

    Print Fields:
 13 Adr1   Y 23 Ext2   N 33 Start  N 43 Inst   N 53 PT     N
 14 Adr2   N 24 Telco# N 34 A.T.I  N 44 WONum  N 54 MD     N
 15 City   Y 25 UDF1   N 35 Tzone  N 45 ULCode N
 16 State  Y 26 UDF2   N 36 DSTGrp N 46 CSLoc  N
 17 Zip    Y 27 MTyp   N 37 R/S    N 47 SVLoc  N
 18 AKey   N 28 Map#   N 38 SType  N 48 GDLoc  N
 19 NKey   N 29 Type   N 39 En     N 49 #Grds  N
 20 Phn1   Y 30 BR     N 40 Xt     N 50 SvTyp  N
 21 Ext1   N 31 PD     N 41 Specl  N 51 MLFreq N
 22 Phn2   N 32 FD     N 42 KeyNo  N 52 AltID  N

                   #, Or 'GO' To Begin Printing
```

You may choose to print the report in order of the installer number assinged to the account, in alphabetical order according to the account name (NKEY from Screen 42), or in order of the primary or secondary CS account number.

You may choose to print the report for a single CS account or for a range of CS accounts. In CS# START enter the first CS account number you wish to include on the report. In CS# END enter the last CS account number you wish to include on the report.

You may choose to print the report for a single installer's accounts or for a range of installers' CS accounts. In INST START enter the code for the first installer whose accounts to be included on the report. In INST END enter the code for the last installer whose accounts are to be included on the report.

You may choose to print the report for accounts that have an account name (NKEY) which matches a specific name or range of names. In ALPHA START enter the first name you wish to include on the report. In ALPHA END enter the last name you wish to include on the report.

You may choose to print the report for accounts having a specific start date (from Screen 42) or range of start dates. In BEG START DATE enter the first date you wish to include on the report. In END START DATE enter the last date you wish to include on the report.

If you wish to have headings at the top of each page and at the top of each column, and wish to print the total number of accounts included on the report, enter **N** in NO HEADER AND TOTAL. If you do not wish to have headings at the top of each page and at the top of each column, and do not wish to print the total number of accounts included on the report, enter **Y** in NO HEADER AND TOTAL.

If you wish to include only accounts which have been placed out of service, enter **O** in Field 11. If you wish to include only accounts which are in service, enter **I** in Field 11. If you wish to include both accounts in service and accounts out of service, enter **B** in Field 11.

If you wish to include only the total number of accounts included on the report, enter **Y** in TOTALS ONLY. If you wish to print a list of accounts, plus the total number of account included on the report, enter **N** in TOTALS ONLY.

In the lower portion of the screen, Fields 12 through 54 list the fields you'll find on Screen 42, Account Update. You may choose by entering **Y** or **N** whether the information for each field will be included on the report. Enter **Y** to include the information on the report or **N** to exclude the information from the report.

After pressing **[NEW LINE]**, the cursor moves to the command line. Enter **GO** at the command line to begin the report processing. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 26   LATE EVENT REPORT

Screen 26 allows you to print a report of all expected events which are late to occur. Many new options have been added to this screen so you may print a list of late expected events for a specific installer's accounts, a specific range of CS accounts, or a specific location's accounts. For more information about expected and late events, refer to "Special Monitoring Features."

Figure 8-8

```
                         Late Event Report                      CS-026


        1 Sort by Location (Y/N):          N

        2 Starting Installer:              0
        3 Ending Installer:           999999

        4 Starting CS#:              FIRST
        5 Ending CS#:                LAST

        6 Starting Location:              0
        7 Ending Location:                0

        8 E'ffective or D'efault Location: E
        9 Page Break by Location (Y/N):   Y
       10 # Lines to Print (1 or 2):       1
       11 Dispatch Code (*=All):           *



                        # Or Type 'GO' To Print
```

You may choose to list the late events according to the CS account's assigned CS locations or you list late events in order of their late date. If you wish to print late event events by location enter **Y** in SORT BY LOCATION. If you wish to list late events by date, enter **N** in SORT BY LOCATION.

You may list late events for a particular installer's accounts. In STARTING INSTALLER, enter the code of the first installer for whom you wish to list late events. In ENDING INSTALLER, enter the code of the last installer for whom you wish to list late events.

You may list late events for a particular CS account or for a range of CS accounts. In STARTING CS ACCOUNT, enter the code of the first CS account for which you wish to list late events. In ENDING CS ACCOUNT, enter the code of the last CS account for which you wish to list late events.

You may list late events for accounts which have been assigned to a particular CS location.   In STARTING LOCATION, enter the code of the first location for which you wish to list late events. In ENDING LOCATION, enter the code of the last location for which you wish to list late events.

You may list late events for accounts according to the effective or default CS location. The default CS location for an account is the CS location that was assigned to the account on Screen 42, Dispatch Data Entry. The effective CS location for an account is the regular or alternate location of the account's default CS location--whichever is currently "active" on Screen 61, CS Location File Update.

If you chose to list late events by location, you may choose to print the late events for each location on a separate page. To do so, enter **Y** in PAGE BREAK BY LOCATION.

In # LINES TO PRINT, you may choose to print one or two line of information for each late event. A sample of a one line report is shown below:

Figure 8-9

```
   1/22/93  10:16                              MONITORING AUTOMATION SYSTEMS                    PAGE    1
                                               LATE EVENT REPORT   (26)

                            INST  0 TO 999999     FROM FIRST      TO LAST    EFFECTIVE LOCATION 1 TO 1


  EXPECT EXP  EARLY   LATE     CS      LATE   LATE  RES  RESOLUTION
  DATE   TIME WINDOW  WINDOW   NUMBER  DATE   TIME  CODE DESCRIPTION      CITY        ST ZIP   INST   ALTID
  ----- ---- ------ ------ -------- ------ ----- ---- ---------------- ------------- -- ----- ----  ------
 01/15  13:00    :00     :00 15-123  01/15  12:00 4622 CLEAR FOLLOW        ALBANY    NY 12356   1   15123

  01/20  10:56    :00     :00 11-123  01/20  10:56 1000 SIX MONTH INSP    RICHMOND   VA 99329   1   11234
```

A two line report includes the same information as a one line report plus, the subscriber's account number, name, the primary premise telephone number, and the secondary premise telephone number.

You may choose to list late events for events which have been assigned a particular dispatch code. (Recall that a dispatch code may be assigned to event codes on Screen 51, Event Code Update.) Enter the dispatch code for the events you wish to list in the DISPATCH CODE Field. If you wish to list

all late events, enter ***** in the DISPATCH CODE Field.

Screen 27   COMMON OVERFLOW PRINTOUT

This screen can be used to print a listing of all common overflow codes and the pages of information assigned to each code. Common overflow information is set up and maintained on Screen 11 Common Overflow Maintenance.

Figure 8-10

```
                    Common Overflow Printout                    CS-027




                1 Start    FIRST
                2 End      LAST









                    #, or 'GO' to Print
```

When this screen is first displayed, the cursor is first positioned in the START field. Enter the code number of the first page of common overflow information to be included on the report.

In END, enter the code number of the last page of common overflow information to be included on the report. To include all pages of common overflow information, select the range of **FIRST** and **LAST**.

After pressing **[NEW LINE]**, the cursor moves to the command line. Enter **GO** on the command line to begin the report processing. Screen 0, the MAIN MENU, will be display when the computer has finished sorting the data to be included on the report.

Screen 71   EVENT CODE PRINTOUT

This screen prints a listing of the events codes that have been set up on Screen 51 EVENT CODE UPDATE.

A complete list of the standard event codes that are supplied with the CS system is given in Appendix D, "Reserved Event Codes."

Figure 8-11

```
                            Event Code Printout                 CS-071




            1. A'lpha N'umeric  N

            2........... Start     1
            3............ End   9999






                        #, or 'GO'
```

When this screen is first displayed, the cursor is positioned at ALPHA NUMERIC. Enter **A** if you wish to print the list of event codes in alphabetical order according to their descriptions. (Descriptions entered in lowercase letters will be sorted as uppercase letters.) Enter **N** if you wish to print them in numeric order according to the event code number.

In START, enter the code number of the first event code to be included on the report. In END, enter the last code number to be included on the report.

After pressing **[NEW LINE]**, the cursor moves to the command line. Enter **GO** at the command line to begin the report processing. Screen 0, the MAIN MENU, will be displayed when the computer has finished sorting the data to be included on the report.

Screen 72 AGENCY CODE PRINTOUT

This screen prints a listing of the codes and information set up on Screen 52, Agency Update, for each agency (police, fire, medical, and patrol) which services your subscriber accounts.

Figure 8-12

```
                              Agency Code Printout              CS-072




              1.Sort (A'gency, P'hone, C'ity, N'ame)   N

              2..............................Start     1
              3..............................End 9999
              4.        S'hort or C'omplete Format     S




                             #, or 'GO'
```

When this screen is first displayed, the cursor is positioned at SORT. Enter **A** if you wish to print them in numeric order according to the agency code number. Enter **P** to print them in order according to their primary telephone numbers. Enter **C** to print the list in order according to the city in which the agencies are located. Enter **N** if you wish to print the list of agency information in alphabetical order according to their names (descriptions).

In START, enter the code number of the agency to be included on the report. In END, enter the last code number to be included on the report.

In SHORT OR COMPLETE FORMAT, enter **S** to print a short listing of agency information. The short listing includes only the agency codes, descriptions, and primary and alternate telephone numbers. Enter **C** to print a complete listing of all information entered on Screen 52 for each agency.

After pressing **[NEW LINE]**, the cursor moves to the command line. Enter **GO** at the command line to begin the report processing. Screen 0, the MAIN MENU, will be displayed when the computer has finished sorting the data to be included on the report.

Screen 74   INSTALLER FILE PRINTOUT

This screen prints a listing of the codes and information set up on Screen 54 InstALLER FILE UPDATE for each alarm company.

Figure 8-14

```
                        Installer File Printout               CS-074




            1. A'lpha N'umeric  N

            2........... Start
            3............. End   999999




                        #, or 'GO'
```

When this screen is first displayed, the cursor is positioned at ALPHA NUMERIC. Enter **A** if you wish to print the list of installers in alphabetical order according to their descriptions. Enter **N** if you wish to print them in numeric order according to the installer code number.

In START, enter the code number of the first installer to be included on the report. In END, enter the code number of the last installer to be included on the report.

After pressing **[NEW LINE]**, the cursor moves to the command line. Enter **GO** at the command line to begin the report processing. Screen 0, the MAIN MENU, will be displayed when the computer has finished sorting the data to be included on the report.

Screen 75   CRT DEFAULT PRINTOUT

This screen prints a listing of the information set up on Screen 55 CRT DEFAULT SETUP, for each
user terminal (CRT).

Figure 8-15

```
                         CRT Default Setup Print                   CS-075




                    1 Beg Loc #      1
                    2 End Loc #      1






                       #, or 'GO'
```

When this screen is first displayed, the cursor is positioned at BEG LOC #. If you do not use the
multiple location feature, move the cursor to the command line and type **GO** to print the report.

For central stations which use the multiple-location feature, you may print CRT information for a
specific location or range of locations. In BEG LOC #, enter the number of the first location for which
CRT information is to be displayed. In END LOC #, enter the number of the last location for which
CRT information is to be displayed.

Screen 76   HOLIDAY FILE PRINTOUT

This screen prints a listing of all holidays set up on Screen 56 HOLIDAY FILE UPDATE.

Figure 8-16

```
                        Holiday File Printout                CS-076













                          'GO' to Begin Printing
```

When this screen is first displayed, the cursor is positioned at the command line. Type **GO** to print the listing of holidays. Screen 0, the MAIN MENU, is displayed when the report has finished printing.

Screen 118   MONTHLY SUMMARY VIEW

This screen provides you with a monthly summary of activity, by reporting code, for a selected subscriber's account.

> **Note:** This screen displays only activity that has been posted to the subscriber's account. Activity is posted using Screen 113 EVENT HISTORY POSTING.

Figure 8-17

```
                          Event History View                    CS-0118

Account     11-0322                     Name  PERRY, MR. & MRS.

       Code/      JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN JUL     Code
 Description      1   1   1   1   1   1   1   1   1   1   1   1   1      Total
0
1  ALARMS                                                        2        2
2  RESTORES                                                      2        2
3  SVC REQST                                                     6        6
4  ON/OFF TST                                               3    2        5
5
6
7
8
9

                 --- --- --- --- --- --- --- --- --- --- --- --- --- --- -----
 Period Total                                              3   12       15



                        N'ext, M'ore, P'rev
```

When this screen is first displayed, the cursor is positioned at ACCOUNT. Enter the CS account number for the subscriber whose history you wish to view. After the account number is entered, the account name is immediately displayed.

The CODE DESCRIPTION column lists the types of activity, by reporting code, that have been logged and posted to the subscriber's account history. Recall that reporting codes are set up on Screen 102 Reporting Code DESCRIPTION FILE and that a reporting code is assigned to each event code on Screen 51 EVENT CODE UPDATE.

The remaining column show the month and first day of each reporting period. Each column Each column shows the total number of each type of activity that occurred during that period. The CODE TOTAL column shows the total number of each type of activity that occurred during all reporting periods.

The PERIOD TOTAL row shows the total number of activities that were recorded to the subscriber's history for each reporting period.

Screen 140   UPDATED CS ACCOUNT DATABASE PRINTOUT

Screen 140 prints a listing of accounts that have been changed or added (on the screens listed below) since a report was last printed from Screen 140.

Screen 42   DISPATCH DATA ENTRY   Screen 43   ZONE/EVENT CODE UPDATE
Screen 44   SCHEDULE UPDATE   Screen 45   MAIL TO ADDRESS
Screen 46   PASSCARD UPDATE   Screen 47   ZONE DISPATCH UPDATE
Screen 48   OVERFLOW UPDATE Screen 49   PERMIT UPDATE

> **Note:**   You will not be able to print a report from Screen 140 if the CFR PROMPT Field on Screen 101 PROCESSING OPTIONS is set to **N**.

For accounts which have been edited, all current information will be printed--not just that which has been added or changed.

Figure 8-18

```
                   Updated CS Account Database Printout          CS-0140


           THIS REPORT WILL PRINT ALL THOSE ACCOUNTS THAT HAVE BEEN
           CHANGED OR ALTERED SINCE THE CHANGE LOG WAS PURGED.


              1. Sort By:
              2. Account Page Footer (Y/N)        N
              3. Purge Change Log After Print (Y/N)   N
              4. One Account Per Page (Y/N)        Y

1 CS#      6 NM Key   11 U Def 2
2 Inst#    7 Map Loc  12 Adr Key
3 City     8 PD Code  13 CS Loc
4 State    9 FD Code
5 Zip     10 U Def 1
                    #, Or 'GO' To Print
```

In SORT BY, select the major sort criteria to be used. The sort criteria available are as follows:

1 CS account number
2 Installer code number
3 City
4 State
5 Zip code
6 Subscriber's name key
7 Map location

8 Police department code number
9 Fire department code number
10 User-defined field 1 (UDF1)
11 User-defined field 2 (UDF2)
12 Subscriber's address key
13 CS location

A reminder of the sort fields you may use is shown in the bottom-left of the screen.

The ACCOUNT PAGE FOOTER Field allows you to include a footer at the bottom of each page of the report. The footer includes the CS account number, subscriber name, address, and primary telephone number.

To include the footer on the report enter **Y** in ACCOUNT PAGE FOOTER. If you do not wish to include the footer, set the field to **N**.

The PURGE CHANGE LOG AFTER PRINT allows you to indicate whether or not you want to purge the file which stores changes to the CS account. Purging the log file does not delete the changes, it just deletes a file that records changes for the Update CS Account Database report.

Enter **Y** if you'd like to delete the contents of this file after the report has been printed. Enter **N** if you do not wish to delete the contents of this file after the report is printed.

If you would like the information for each account to be printed on a separate page, enter **Y** in ONE ACCOUNT PER PAGE. If the information for more than one account may be printed on each page, enter **Y**.

> **Note:**   Secondary zones will now be shown with a "1" in the S column.

Screen 141   CS EVENT CODE SEARCH

This report will list accounts, by CS account number, that have been assigned a particular event code. Event codes are assigned to each zone at a subscriber's site using Screen 43 ZONE - EVENT CODE UPDATE.

Figure 8-19

```
                    CS Event Code Search              CS-0141


       1  Sort: C'S or I'nst      C

       2  Start CS # FIRST            4 Start Inst
       3  End CS #  LAST              5 End Inst   999999


          Beginning              Ending
          Code Description          Code Description

       3                     4
       5                     6
       7                     8
       9                    10
      11                    12
      13                    14
      15                    16
      17                    18
      19                    20
      21                    22
      23                    24
      25                    26

              #, or 'GO' to Begin Printing
```

When this screen is first displayed, the cursor is positioned at the SORT: C'S OR I'NSTALLER Field. Enter **C** to print a list of accounts which have been assigned a particular event code in order of account number. Enter **I** to print the list only for the subscriber accounts belonging to a particular installer or range of installers.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

You may choose to include information for a specific installer or range of installers in the START CS # and THROUGH CS # Fields. In START INST, enter the account number of the first installers whose accounts are to be included on the report. In THROUGH INST, enter the account number of the last installer whose accounts are to be included on the report.

In the lower portion of the screen enter the event codes to be checked. The report will include all subscribers, within the CS account number range, with the event code(s) you select.

After you've entered the event code(s) to be included, move the cursor to the command line and type **GO** to begin processing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 181   Account Usage Report

This report shows the amount of time (in tenths of minutes) that an account was used (accessed by a user). This report may help you locate "problem" accounts which require excessive attention by your data entry or dispatching staff.

This report must be activated for you by MAS.

Figure 8-20

```
                          Account Usage Printout                    CS-0181


            1 Operator Type        (D'isp/E'ntry/S'up/M'gr/O'ther)
            2 Account Type  ALL

            3 Exceed Usage Time :
            4 Number of Months  :




                              #, OR 'GO'
```

You may choose to display the amount of time accounts were used by one or more types of users, based on the OPERATOR TYPE assigned to a user on Screen 64, User Location Profile. If you wish to display the amount of time accounts were used by dispatchers, enter **D** in OPERATOR TYPE; for data entry clerks, enter **E**, for supervisors, enter **S**, for managers, enter **M**, or for other types of operators, enter **O**.

You may select the accounts for which you wish to display the amount of time the accounts were used, based on the TYPE assigned to the account on Screen 42, Account Update.   Recall that the account type is one alphanumeric character. In ACCOUNT TYPE enter the type(s) of accounts you wish to include on the report.

In EXCEED USAGE TIME specify the maximum number of minutes an account may be accessed during a month. In NUMBER OF MONTHS enter the number of months to be analyzed. The analysis begins with the current month and proceeds into past months.

Accounts which have been accessed by the selected type of user for a greater number of minutes than specified in EXCEED USAGE TIME during the past NUMBER OF MONTHS will be included on the

report.

After you've entered the appropriate selections, move the cursor to the command line and type **GO** to begin processing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 201   SHORT PRINT BY INSTALL DATE

From this screen you print a list of subscriber accounts in order of their start dates. In general, the start date is the day on which the first signal was received for the account. The start date for each account may be entered manually on Screen 42 DISPATCH DATA ENTRY when the account is initially set up or, if the field is initially left blank, it is automatically filled in by the CS system when the first signal for the account is received.

Figure 8-21

```
                       Short Print by Install Date                CS-0201


              1 Start Date
              2 End Date












                              #, or 'GO'
```

When this screen is first displayed, the cursor is positioned at START DATE. You may choose to include accounts having a specific start date or those within a range of start dates. In START DATE, enter the first date to be included on the report. In END DATE, enter the last date to be included on the report.

After pressing [NEW LINE], the cursor moves to the command line. Enter **GO** at the command line to begin the report processing. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 202   SHORT PRINTOUT BY MISC SORTING

This screen may be used to print a variety of reports to help you analyze your subscriber database--that is, the information entered for each subscriber on Screen 42 DISPATCH DATA ENTRY.

For example, you could use this screen to print a list of subscribers within a specific area (zip code) for each installer.

Figure 8-22

```
                         Short Printout By Misc Sort                 CS-0202

                         1 Sort 1 Field #    2 2 Start   FIRST
                           (Major Break)       3 End     LAST

                         4 Sort 2 Field #    1 5 Start   FIRST
                           (Minor Break)       6 End     LAST

                         7  U Def 1 Template +       8  U Def 2 Template +
                         Wildcards: '*' - Any Character In That Position
                                        '+' - Any # Of Characters Before Next
           Character
                         9  Beginning Start Date
                         10 Ending Start Date      05/12/94
                         11 Print Start Date (Y/N) N
                         12 Label Fmt (Y/N)         N

                Sort Fields:
           1 CS#     6 Nm Key  11 U Def 2
           2 Inst#   7 Map Loc 12 Adr Key
           3 City    8 PD Code 13 CS Loc
           4 State   9 FD Code 14 TELCO Ln#
           5 Zip    10 U Def 1 15 Account Type

                            #, or 'GO'
```

In SORT 1 FIELD #, select the major sort criteria to be used. The sort criteria available are as follows:

   1 Central station account number

---

2 Installer code number
3 City
4 State
5 Zip code
6 Subscriber's name key
7 Map location
8 Police department code number
9 Fire department code number
10 User-defined field 1 (UDF1)
11 User-defined field 2 (UDF2)
12 Subscriber's address key
13 CS location
14 TELCO Ln#
15 Account Type

A reminder of the sort fields you may use is shown in the bottom-left of the screen.

Using the example above, you would choose a major sort criteria of **5** (zip code).

In START and END, you may enter a range for the major sort criteria you selected. In the figure shown above, only subscriber's with the zip code **92714** will be selected to be included on the report.

In SORT 2 FIELD #, select the minor sort criteria to be used. The sort criteria available are the same as those for the major sort criteria.

Using the example above, you would choose a minor sort criteria of **2** (installer code number).

In START and END, you may enter a range for the minor sort criteria you selected. In the example above, subscriber's with the zip code of **92714** will be grouped by installer code number.

> **Note:** If you chose to print the report for a range of installers, you may
> enter wildcard characters (*) to select a range of installers that
> match a specific pattern. For example, if you choose to print a
> report for installers *100** through *499**, you would include
> accounts having a number between 100 and 499 in positions 2,3,
> and 4 of the installer Field (on Screen 42).

The U DEF 1 TEMPLATE is used only if you chose to use U DEF 1 as a major or minor sort criteria. If so, in the U DEF 1 TEMPLATE enter the characters that are to be compared to the UDF1 Field on Screen 42 DISPATCH DATA ENTRY for each subscriber's account. If the values match, the subscriber will be included on the report.

For example, if you enter **FIRE** in the UDF1 Field on Screen 42 for each subscriber account for which you provide fire alarm monitoring only, you could enter **FIRE** in the U DEF 1 TEMPLATE on Screen 202 to print a report for subscribers with fire monitoring only.

The wildcard characters allow you some flexibility in creating a template. An asterisk (*) in the template indicates any character in that position qualifies for the report. For example, entering **A******* in the U DEF 1 TEMPLATE will produce a report of all accounts having values from A00000 through AZZZZZ in UDF1 of Screen 42. A plus sign (+) in the template indicates that characters may precede the value. For example, entering **+FIRE** in the U DEF 1 TEMPLATE would include all subscriber accounts which match the basic pattern of FIRE, such as 00FIRE through ZZFIRE, in the UDF1 Field of Screen 42.

The U DEF 2 TEMPLATE is used only if you chose to use U DEF 2 as a major or minor sort criteria. The same rules apply to this template as those for the U DEF 1 TEMPLATE.

Each subscriber account may be assigned a START DATE on Screen 42, Dispatch Data Entry. In BEGINNING and ENDING START DATE, you may choose the accounts to be included on the report by account start date. In BEGINNING START, enter the first start date to be included on the report. In ENDING START DATE, enter the last start date to be included on the reprot.

In PRINT START DATE, enter **Y** if you would like to print the start date for each account. Etner **N** if you do not wish to print the start date for each account. If you choose to include the start date, only the primary telephone number for the account will be printed. The start date will be printed instead of the secondary telephone number.

The LABEL FMT option allows you to print labels from this screen. Enter **Y** if you wish to print labels. Enter **N** if you wish to print the report on paper. This option takes the place of Screen 275, CS Label Printout.

After you have entered a range for the minor sort criteria, move the cursor to the command line and enter **GO** to being report processing. The Main Menu (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 204 EXCESSIVE ACTIVITY REPORT

Recall that each event code represents a specific type of activity, such as "hold-up: footrail," "hold-up: panic button," or "burglary-window." Each event code is assigned a reporting code on Screen 51 EVENT CODE UPDATE. The reporting code represents a general type of activity, such as "burglar alarms," "fire alarms," or "restorals." Reporting codes are set up and maintained on Screen 102 Reporting Code DESCRIPTION FILE.

Screen 204 provides you with a report of all accounts on which an abnormal amount of activity has occurred.

Figure 8-23

```
                        Excessive Activity Report                   CS-0204
               Inst Range:            1 Start        O   2 End      999999
                 CS Range:            3 Start    FIRST   4 End        LAST
  Min/Max Applies for Periods:        5 Start       11   6 End          11
                                      7 S'ummary or D'etail            S
                                      8 Account Mask
                                      9 Exceptions by P'eriod or T'otal P
                           Min/Max by Reporting Code:
        CD    <    >            CD    <    >              CD    <    >
         0    O    2             C    O    5               O    0    0
         1    O    2             D    O    5               P    0    0
         2    O    2             E    O    5               Q    0    0
         3    O    2             F    O    5               R    0    0
         4    O    2             G    O    5               S    0    0
         5    O    2             H    O    5               T    0    0
         6    O    5             I    O    5               U    1    1
         7    O    5             J    O    5               V    1    1
         8    O    5             K    O    5               W    1    1
         9    O    5             L    O    5               X    1    1
         A    O    5             M    O    5               Y    1    1
         B    O    5             N    O    5               Z    1    1

                           #, or 'GO'
```

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and END INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In END INST, enter the installer code for the last installer whose accounts are to be included on the report.

In addition, you may enter wildcard characters (*) to select a range of installers that match a specific pattern. For example if you choose to print a report for installers *100** through *499**, you would include accounts with a number between 100 and 499 in positions 2,3, and 4 of the installer field.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and END CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In END CS #, enter the account number of the last subscriber whose account information is to be included on the report. Only subscribers within both the selected subscriber and installer ranges will be included.

In MIN/MAX APPLIES FOR PERIODS, select the reporting period for which the report is to be printed. (Reporting periods are designated on Screen 103 REPORTING PERIODS.)

In S'UMMARY OR D'ETAIL, enter **S** to print a summary report or **D** to print a detailed report.

ACCOUNT MASK allows you to search for account numbers which match a specific pattern. For

example if you enter 30-****, accounts numbered between 30-0000 and 30-ZZZZ will be included in the report.

If you enter **P** in the EXCEPTIONS BY PERIOD OR TOTAL Field, your report will function as it formerly did. It will include activity, which is less than the minimum or greater than the maximum you specify *for a single reporting period.* If you enter **T**, your report will include activity if its total for *all reporting periods* is less than the minimum or greater than the maximum you specify.

In the lower portion of the screen you may designate a range for the normal number of events that occur for each reporting code. The CD columns show the reporting codes from Screen 102 Reporting Code DESCRIPTION FILE. In the < column, enter the minimum number of events expected per subscriber for each reporting code. In the > column, enter the maximum number of events allowed per subscriber for each reporting code.

The report printed will list the subscribers, for each installer, with activity that falls outside of either the minimum or maximum ranges designated.

After you've entered the minimum and maximum number of events allowed for each reporting code, move the cursor to the command line and type **GO** to begin processing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 205   COMBINED ACTIVITY REPORT

Screen 205 is a combination of Screen 202, SHORT PRINTOUT BY MISC SORTING, Screen 204, EXCESSIVE ACTIVITY REPORT, and Screen 210 SUMMARY ACTIVITY REPORT. It allows you to analyze the subscriber accounts having an abnormal amount of account activity.

Figure 8-24

```
                        Combined Activity Report          CS-0205

        Major Break:  1 Sort by Field#  2  2 Start  FIRST    3 End   LAST
        Minor Break:  4 Sort by Field#  1  5 Start  FIRST    6 End   LAST
                       Report Type:    7 S'ummary or D'etail      D
                    Reporting Codes:   8 Start  0      9 End   Z
        Min/Max Applies for Periods:   10 Start  1     11 End   13
                 12 U DEF 1 Template ****** 13 U DEF 2 Template  ******
                 14 Exceptions by P'eriod or T'otal?  P
        Sort Fields:    Wildcards: '*' and '+' can be used on U DEF templates.
        1 CS#
        2 Inst#           Min/Max by Reporting Code:
        3 City    CD  <   >  CD  <   >  CD  <   >  CD  <   >
        4 State    0   0  255  9   0  255  I   0  255  R   0  255
        5 Zip      1   0  255  A   0  255  J   0  255  S   0  255
        6 NM Key   2   0  255  B   0  255  K   0  255  T   0  255
        7 Map Loc  3   0  255  C   0  255  L   0  255  U   0  255
        8 PD Code  4   0  255  D   0  255  M   0  255  V   0  255
        9 FD Code  5   0  255  E   0  255  N   0  255  W   0  255
        10 U DEF 1 6   0  255  F   0  255  O   0  255  X   0  255
        11 U DEF 2 7   0  255  G   0  255  P   0  255  Y   0  255
        12 Adr Key 8   0  255  H   0  255  Q   0  255  Z   0  255
        13 CS Loc

                    #, or 'GO'
```

In SORT 1 FIELD #, select the major sort criteria to be used. The sort criteria available are as follows:

    1 Central station account number
    2 Installer code number
    3 City
    4 State
    5 Zip code
    6 Subscriber's name key
    7 Map location
    8 Police department code number
    9 Fire department code number
    10 User-defined field 1 (UDF1)
    11 User-defined field 2 (UDF2)
    12 Subscriber's address key
    13 CS location

A reminder of the sort fields you may use is shown in the bottom-left of the screen.

In START and END, you may enter a range for the major sort criteria you selected.

In SORT 2 FIELD #, select the minor sort criteria to be used. The sort criteria available are the same as those for the major sort criteria. In START and END, you may enter a range for the minor sort criteria you selected.

For example, if you wanted a breakdown, by city, of CS accounts having abnormal activity, you would select sort option **3** (city) as the major sort option and sort option **1** CS account number as the minor sort option.

> **Note:** If you chose to print the report for a range of installers, you may enter wildcard characters (*) to select a range of installers that match a specific pattern. For example, if you choose to print a report for installers *100** through *499**, you would include accounts having a number between 100 and 499 in positions 2,3, and 4 of the installer Field (on Screen 42).

In REPORT TYPE, enter **D** to print a detailed report or **S** to print a summary report.

Recall that each event code is assigned a reporting code and that the reporting code represents a general type of activity, such as "burglar alarms," "fire alarms," or "restorals." Reporting codes are set up and maintained on Screen 102 Reporting Code DESCRIPTION FILE. You may choose the reporting codes, or range of reporting codes to be included on the report in the REPORTING CODES Field. In START, enter the first reporting code to be included on the report. In END, enter the last reporting code to be included on the report.

In MIN/MAX APPLIES FOR PERIODS, select the reporting period for which the report is to be printed. (Reporting periods are designated on Screen 103 REPORTING PERIODS.)

The U DEF 1 TEMPLATE is used only if you chose to use U DEF 1 as a major or minor sort criteria. If so, in the U DEF 1 TEMPLATE enter the characters that are to be compared to the UDF1 Field on Screen 42 DISPATCH DATA ENTRY for each subscriber's account. If the values match, the subscriber will be included on the report.

For example, if you enter **FIRE** in the UDF1 Field on Screen 42 for each subscriber account for which you provide fire alarm monitoring only, you could enter **FIRE** in the U DEF 1 TEMPLATE on Screen 205 to print a report for subscribers with fire monitoring only.

The wildcard characters allow you some flexibility in creating a template. An asterisk (*) in the template indicates any character in that position qualifies for the report. For example, entering **A******* in the U DEF 1 TEMPLATE will produce a report of all accounts having values from A00000 through AZZZZZ in UDF1 of Screen 42. An plus sign (+) in the template indicates that characters may precede the value. For example, entering **+FIRE** in the U DEF 1 TEMPLATE would include all subscriber accounts which match the basic pattern of FIRE, such as 00FIRE through ZZFIRE, in the UDF1 Field of Screen 42.

If you enter **P** in the EXCEPTIONS BY PERIOD OR TOTAL Field, your report will function as it formerly did. It will include activity, which is less than the minimum or greater than the maximum you specify *for a single reporting period.* If you enter **T**, your report will include activity if its total for *all reporting periods* is less than the minimum or greater than the maximum you specify.

In the lower portion of the screen you may designate a range for the normal number of events that occur for each reporting code. The CD columns show the reporting codes from Screen 102 Reporting Code DESCRIPTION FILE. In the < column, enter the minimum number of events expected per subscriber for each reporting code. In the > column, enter the maximum number of events allowed per subscriber for each reporting code.

The report printed will list the subscribers with activity that falls outside of either the minimum or maximum ranges designated within the major and minor sort criteria you specified.

Screen 210   SUMMARY ACTIVITY REPORT

The report printed from Screen 210 summarizes account activity which has been posted. Recall that during posting, the CS system searches each subscriber's event history for all event/resolution codes logged to the account during the current reporting period. Then, the CS system tallies up the total number of events that occurred for each reporting code. Account activity is selected for inclusion in the report based on two criteria that you select.

Note: Event history posting should be completed before printing this report.

Figure 8-25

```
         Summary Activity Report              CS-0210

      1 Sort 1 Field #   2 2 Start  FIRST
        (Major Break)      3 End    LAST
                                                 4 Sort 2 Field #   1 5 Start  FIRST

        (Minor Break)      3 End    LAST

        7    S'ummary or D'etail    D
        8 Starting Reporting Code   O
        9  Ending Reporting Code    Z

        10 U DEF 1 Template *****   11 U DEF 2 Template ******
        Wildcards: '*' - Any character in that position
                   '+' - Any # of characters before next character
      Sort Fields:
     1 CS#    6 NM Map  11 U DEF 2
     2 Inst#  7 Map Loc 12 Adr Key
     3 City   8 PD Code 13 CS Loc
     4 State  9 FD Code
     5 Zip   10 U DEF 1

             #, or 'GO'
```

In SORT 1 FIELD #, select the major sort criteria to be used. The sort criteria available are as follows:

    1 Central station account number
    2 Installer code number

3 City
4 State
5 Zip code
6 Subscriber's name key
7 Map location
8 Police department code number
9 Fire department code number
10 User-defined field 1 (UDF1)
11 User-defined field 2 (UDF2)
12 Subscriber's address key
13 CS location

A reminder of the sort fields you may use is shown in the bottom-left of the screen.

In START and END, you may enter a range for the major sort criteria you selected.

In SORT 2 FIELD #, select the minor sort criteria to be used. The sort criteria available are the same as those for the major sort criteria. In START and END, you may enter a range for the minor sort criteria you selected.

> **Note:** If you chose to print the report for a range of installers, you may enter wildcard characters (*) to select a range of installers that match a specific pattern. For example, if you choose to print a report for installers *100** through *499**, you would include accounts having a number between 100 and 499 in positions 2,3, and 4 of the installer Field (on Screen 42).

In S'UMMARY OR D'ETAIL, enter **D** to print a detailed report or **S** to print a summary report.

Recall that each event code is assigned a reporting code and that the reporting code represents a general type of activity, such as "burglar alarms," "fire alarms," or "restorals." Reporting codes are set up and maintained on Screen 102 Reporting Code DESCRIPTION FILE. You may choose the reporting codes, or range of reporting codes to be included on the report in the REPORTING CODES Field. In START, enter the first reporting code to be included on the report. In END, enter the last reporting code to be included on the report.

The U DEF 1 TEMPLATE is used only if you chose to use U DEF 1 as a major or minor sort criteria. If

so, in the U DEF 1 TEMPLATE enter the characters that are to be compared to the UDF1 Field on Screen 42 DISPATCH DATA ENTRY for each subscriber's account. If the values match, the subscriber will be included on the report.

For example, if you enter **FIRE** in the UDF1 Field on Screen 42 for each subscriber account for which you provide fire alarm monitoring only, you could enter **FIRE** in the U DEF 1 TEMPLATE on Screen 210 to print a report for subscribers with fire monitoring only.

The wildcard characters allow you some flexibility in creating a template. An asterisk (*) in the template indicates any character in that position qualifies for the report. For example, entering **A******* in the U DEF 1 TEMPLATE will produce a report of all accounts having values from A00000 through AZZZZZ in UDF1 of Screen 42. An plus sign (+) in the template indicates that characters may precede the value. For example, entering **+FIRE** in the U DEF 1 TEMPLATE would include all subscriber accounts which match the basic pattern of FIRE, such as 00FIRE through ZZFIRE, in the UDF1 Field of Screen 42.

After you've selected a range of reporting codes, move the cursor to the command line and type **GO** to begin processing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Activity is listed for all reporting periods. The report will summarize or total activities by period.

Screen 211 SHIFT ACTIVITY REPORT

This screen is used to provide you with a report of event activity that occurred during a specific shift. The report lists events by event type, days of the week, and shifts, and will also give event totals.

Figure 8-26

```
            SHIFT ACTIVITY REPORT              CS-0211

      1. Report Type(1-3):  1  SHIFT SUMMARY BY PERIOD
                                              Variable  Code Desc          Selection

     --------- ---- ------------  ------------------------------------
   2.  Page:  1 SHIFTS      1-4
   4.   Row:  2 REPORT CODES 0-Z
   6. Column: 3 PERIODS      1-13
   8. Include: 4 DAYS        1-7


              S H I F T   S E T - U P
               # Start   Length
               - -----   ------
     10.  1 00:00  08:00
     12.  2 08:00  08:00
     14.  3 16:00  08:00
     16.  4 00:00  00:00
     18.  5 00:00  00:00


        #  'GO' to Print
```

This screen offers three basic reports which may be selected from Field 1 REPORT TYPE.

Selecting Report Type 1, Shift Summary by Period, will print, for selected shift or range of shifts, the type of activity which occurred for a selected reporting period or range of reporting periods. You may print the report for up to five shifts. Shift times must be entered using the 24-hour clock and may not cross the midnight boundary.

If you accept the defaults for Report Type 1:

•   Designate the number of shifts to be included in the report in Field 2. Later, you'll set up shift times in Fields 10 through 18 in the lower portion of the screen.

•   Select the events to be included on the report by report code. (Recall that reporting codes are set up on Screen 102 and that each event code is assigned a reporting code on Screen 51 EVENT CODE UPDATE.)

•   Select the reporting period or range of reporting periods to be included in the report in Field 6. (Recall that reporting periods are set up on Screen 103.)

•   Accept the default value for the days to be included in the report in Field 8.

A sample report is shown below which accepted all defaults for Report Type 1:

Figure 8-27

```
○                                                      ○                              YOUR COMPANY
PAGE  1        ○                          SHIFT ACTIVITY REPORT                  ○                          PAGE:  SHIFTS 1-5   ROW:
CODES 0-Z
○                          COLUMN:  PERIODS 1-13  ACCUMULATE:  DAYS 1-7              ○          SHIFTS:  1.  0:00-4:59  2.  5:00-9:59  3.
10:00-14:59  4.  15:00-19:59  5.  20:00-23:59
            ○                                                      ○                          SHIFT:  SHIFT 1
                  ○ ROW DESC    3/1/90 4/1/90 5/1/90 6/1/90 7/1/90 8/1/90 9/1/90 10/1/90 11/1/90 12/1/90 1/1/91 2/1/91 3/1/91    TOTAL
      ○                                                      ○ 0-RESTORAL    13    23    21    38    14    23
 12    30    32    21    23    35    43    328  ○      1-ALARM      53    94    63    74    71    84    59    41    123    53    42    56    39
 852        ○
```

Selecting Report Type 2 Daily Summary by Shift, will print, for selected days or range of days, the type of activity which occurred for a selected shift or range of shifts.

If you accept the defaults for Report Type 2:

• Designate the range of days in Field 2.

• Select the events to be included on the report by reporting code.

• Designate the number of shifts to be included on the report. Later, you'll set up shift times in Fields 10 through 18 in the lower portion of the screen..

• Select the reporting period or periods to be included in the report in Field 8.

A sample report is shown below which accepted all defaults for Report Type 2:

Figure 8-28

```
○                                                      ○                              YOUR COMPANY
PAGE  1        ○                          SHIFT ACTIVITY REPORT                  ○                          PAGE:  PERIODS 1-13
ROW:  CODES 0-Z
○                          COLUMN:  DAYS 1-7     ACCUMULATE:  SHIFTS 1-13              ○          SHIFTS:  1.  0:00-4:59  2.  5:00-9:59  3.
10:00-14:59  4.  15:00-19:59  5.  20:00-23:59
○                                                      ○                          PERIOD START DATE:  MONDAY
            ○ ROW DESC    SHIFT 1 SHIFT 2 SHIFT 3 SHIFT 4 SHIFT 5 TOTAL                  ○
                  ○ 0-RESTORAL    13    23    21    38    14  109                              ○      1-ALARM      53
 94    74    71    84  276                              ○                                  ○
```

Selecting Report Type 3 Period Summary by Shift, will print a for selected period or range of periods the type of activity which occurred for a selected shift or range of shifts.

If you accept the defaults for Report Type 3:

- Designate the range of reporting periods to be included in the report.

- Select the events to be included in the report by reporting code.

- Designate the number of shifts to be included in the report. Later, you'll set up shift times in Fields 10 through 18 in the lower portion of the screen..

- Select the day or days to be included in the report in Field 8.

A sample report is shown below which accepted all defaults for Report Type 3:

Figure 8-29

```
O                                             O                    YOUR COMPANY
PAGE   1      O                 SHIFT ACTIVITY REPORT          O                         PAGE:  PERIODS 1-13
ROW:  CODES 0-Z
O                     COLUMN:  SHIFTS 1-5     ACCUMULATE:  DAYS 1-7          O          SHIFTS:  1.  0:00-4:59  2.  5:00-9:59  3.  10:00-
14:59  4.  15:00-19:59  5.  20:00-23:59
        O                                                      O                    PERIOD START DATE:  3/1/90
                          O  ROW DESC    SHIFT 1  SHIFT 2  SHIFT 3  SHIFT 4  SHIFT 5  TOTAL
        O                                                      O  0-RESTORAL    13    23    21    38    14   109
                          O     1-ALARM        53    94    74    71    84  276                         O
                              O
```

If you edit Fields 2 through 8 and want to re-select the default values for a report type, exit to the menu and re-access Screen 211.

These reports may take some time to sort and print.

Screen 212 Late Events by Location

Screen 212 will show late events for only the location to which your CRT is assigned on Screen 55 CRT Default Setup whereas Screen 12 Late Event View shows late events for all locations.

Figure 8-30

```
                      Late Event View by Location              CS-0212

                          As of: 11/27/91  10:18

    Expect   Exp   Early Late                Late    Late Res  Resolution
    Date     Time  Win   Win   CS#           Date    Time Code Description
    -------- ----- ----- ----- ----------    -------- ----- ---- -------------
  1 03/11/91 06:00 00:00 00:00 D6-123        03/10/91 15:00    8 OPEN..............
  2 03/11/91 06:00 00:30 00:30 L1-100        03/11/91 06:30    8 OPEN..............
  3 09/11/91 10:34 00:20 00:20 MACTEST       09/11/91 09:54 4229 RESTORAL PEndING
  4 10/25/91 12:43 01:00 01:00 001-0001      10/25/91 13:43   20 TimeR TEST
  5 10/31/91 15:01 01:00 01:00 001-0004      10/31/91 16:01   20 TimeR TEST
  6 11/01/91 03:18 01:00 01:00 L1234         11/01/91 04:18   20 TimeR TEST
  7 11/13/91 15:00 01:00 01:00 4192          11/13/91 17:00   20 TimeR TEST
  8 11/19/91 08:43 00:20 00:20 BWTEST        11/19/91 09:03 4229 RESTORAL PEndING
  9 11/20/91 11:00 22:00 23:15 MT            11/21/91 11:15 4000 OPERATOR ACTION MI
 10 11/21/91 15:11 02:00 02:00 BRIAN         11/21/91 18:11 4229 RESTORAL PEndING
                      S'ch #, D'isp #, G'en, M'ore, N'ext
```

In DATE, enter the date for which you want to late events or press [NEW LINE] to accept the default date. In TIME, enter the time for which you want to review late events or press [NEW LINE] to accept the default time. Up to 15 events will be displayed.

The first two columns, EXPECT DATE and EXP TIME, show the date and time that an event was scheduled to occur. (Event schedules are maintained on Screen 44 Schedule Update and may be edited on Screen 5 Timed Event Entry.)

The next two columns, EARLY WIN and LATE WIN, are the periods of time prior to and after a scheduled time in which it is acceptable for the event to occur.

The CS# column shows the number of the account that has an expected or late event.

For expected events, LATE DATE and LATE TIME, show the date and time when the event is to occur. The LATE TIME is calculated by adding the amount of time shown in LATE WIN to the EXP TIME.

The last two columns, RES CODE and RESOLUTION DESCRIPTION, display the resolution code and description of the event.

Screen 221   HISTORY TAPE PRINTOUT

This screen provides a report showing subscribers' central station history as stored on an archive magnetic tape (created using Screen 121), or from a previously loaded history tape file. The report printed from Screen 221 is particularly useful for finding a specific event record for which the subscriber number and date are known.

If you wish to read history from tape, the appropriate tape must be loaded into the tape drive before the report is processed.

Note: 1.   This screen is not available on SuperDOS systems.

2.   You may print the history for a tape which
contains more than one history file.

Figure 8-31

```
                   History Tape Printout                    CS-0221

           1 Start CS#
           2 Through CS#

           3 Start Date
           5 Through Date

           7 Include Op Actions (Y/N)
           8 Include Time on Op Act (Y/N)
           9 Include Comments (Y/N)
          10 Include Restores (Y/N)

          11 Tape Device




                   #, 'GO' to Begin Printing
```

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

In START DATE, enter the earliest activity date to be included on the report. In THROUGH DATE, enter the latest activity date to be included on the report.

Note: When you dump history to tape (using Screen 121), the information which will be dumped to tape is first copied to a holding file, HISTDUMP, on your system's disk. Then, the contents of the holding file is copied to tape.

Later, if you use Screen 221 to read a tape, and select starting and ending dates which match the starting and ending dates of the holding file, HISTDUMP, you will have the option of continuing, aborting, or reading the tape:

> *PRESS NEWLINE TO CONTINUE OR ; TO ABORT OR*
> *'R' TO READ TAPE*

If you choose to continue, information will be read from the HISTDUMP file instead of the tape to create the report.

If you choose to read the tape, the information on the tape will be copied to the HISTDUMP file; then, information from the HISTDUMP file will be printed on your report.

If you choose to abort, the MAIN MENU will be displayed.

If operator actions are not to be included on the report, enter **N** in INCLUDE OP ACTIONS; otherwise, enter **Y** to include operator actions. Operator actions are those event codes which have been assigned an event type of **O** (operator) rather than **M** (machine) on Screen 51 EVENT CODE UPDATE.

If operator actions are to be included on the report, but the times the operator actions were performed are not to be included, then enter **N** in INCLUDE TIME ON OP ACT; otherwise, enter **Y** to include the times on operator actions.

If operator comments are not to be included on the report, enter **N** in INCLUDE COMMENTS; otherwise, press **Y** to include comments. Operator comments may be entered in the COMMENT Field on Screen 2 ALARM RESPONSE/DISPATCH or on Screen 8 OPERATOR COMMENT ENTRY.

Enter **N** in INCLUDE RESTORES if alarm restoral signals are not to be included on the report; otherwise, enter **Y** to include alarm restoral signals.

In TAPE DEVICE, enter the "name" of the tape device on which the archive tape is loaded.

Note: The default value shown in the TAPE DEVICE Field comes from Screen 101 PROCESSING OPTIONS.

Move the cursor and type **GO** to begin reading the tape file. The MAIN MENU, Screen 0, will be displayed when the report begins printing.

> **Note:** As the program is searching the tape, you may see a message or series of messages appear on the master terminal similar to the following:
>
> *From System:*
> *Time out error Device00   unit0   retries0   status0*
>
> The message is normal and does not indicate a problem.

> **Note:** An asterisk (*) will be printed next to secondary zones.

Screen 222   DETAILED ACTIVITY PRINTOUT BY INSTALLER

Like Screen 23, DAILY ALARM PRINTOUT, Screen 222 gives a *daily* overview of signals received and the actions taken by CS operators to resolve alarms. The report provides the options to include operator actions, comments, alarm restore signals, and opening/closing signals.

Figure 8-32

```
                  Detailed Account Activity Printout           CS-0222

             1 Sort By C'S, I'nst, Or D'elete List(C/I/D) I

             2 Start Inst          0  3 Through Inst      999999
             4 Start CS#      FIRST     5 Through CS#    LAST
             6 Start Date            00:00
             8 Through Date   04/13/94 23:59

            10 Include Op Actions (Y/N)       Y
            11 Include Time On Op Act (Y/N)   Y
            12 Include Comments (Y/N)         Y
            13 Include Restores (Y/N)         Y
            14 Include Open/Close (Y/N)       Y
            15 Include Zone Comments (Y/N)    Y
            16 Military Time (Y/N)            Y
            17 Include Timer Tests (Y/N)      N
            18 Number Of Copies              1
            19 One Per Page (Y/N)            N
            20 P'rimary, S'econdary, B'oth   B
            21 Reporting Code Total (Y/N)    N
            22 System or Local Time (S/L)    L
            23 Ascending Sort (Y/N)          N
               #, or 'GO' to Begin Printing
```

When this screen is first displayed, the cursor is positioned in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field. If you wish to print a history of accounts that have been marked for deletion on Screen 114, ACCOUNT DELETION REQUEST, enter **D**.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and THROUGH INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In THROUGH INST, enter the installer code for the last installer whose accounts are to be included on the report.

In addition, you may enter wildcard characters (*) to select a range of installers that match a specific pattern. For example if you choose to print a report for installers *100** through *499**, you would

include accounts with a number between 100 and 499 in positions 2,3, and 4 of the installer field.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

In START DATE, enter the earliest activity date and time to be included on the report. In THROUGH DATE, enter the latest activity date and timeto be included on the report.

If operator actions are not to be included on the report, enter **N** in INCLUDE OP ACTIONS; otherwise, enter **Y** to include operator actions. Operator actions are event codes which are numbered 4000 through 4999.

If operator actions are to be included on the report, but the times the operator actions were performed are not to be included, then enter **N** in INCLUDE TIME ON OP ACT; otherwise, enter **Y** to include the times on operator actions.

If operator comments are not to be included on the report, enter **N** in INCLUDE COMMENTS; otherwise, press **Y** to include comments. Operator comments may be entered in the COMMENT Field on Screen 2 ALARM RESPONSE/DISPATCH or on Screen 8 OPERATOR COMMENT ENTRY.

Enter **N** in INCLUDE RESTORES if alarm restoral signals are not to be included on the report; otherwise, enter **Y** to include alarm restoral signals.

If opening and closing signals are not to be included on the report, enter **N** in include OPEN/CLOSE; otherwise, enter **Y** to include opening and closing signals.

The INCLUDE ZONE COMMENTS Field allows you to print zone comments on the report. Enter **Y** in INCLUDE ZONE COMMENTS to print zone comments on the report or **N** if you do not wish to print zone comments on the report.

In MILITARY TIME, enter **Y** if you wish to have activity times shown on the report using the 24-hour clock. Enter **N** if you wish to have activity times shown on the report using the 12-hour clock followed by a.m. or p.m., whichever is appropriate.

If you wish to include timer test signals, enter **Y** in INCLUDE TIMER TESTS. If you do not want to include timer test signals on the report, enter **N**.

In # OF COPIES, enter the number of copies of the report that are to be printed. For example, if you want to print two copies of the report, enter **2** in this field.

In the field labeled ONE PER PAGE (Y/N), enter **Y** if you want to print the information for each account on a separate page; otherwise, enter **N**.

Some accounts may have both a primary and secondary transmitter. In PRINT P'RIMARY,S'ECONDARY,B'OTH, enter **P** if you wish to include only events sent by primary transmitters, **S** to include only events sent by secondary transmitters, or **B** to include both events sent by primary transmitters and events sent by secondary transmitters.

If you wish to print a one page summary of account activity, by reporting code, for each account enter **Y** in REPORTING CODE TOTAL. If you do not wish to print a one page summary, enter **N**.

The SYSTEM OR LOCAL TIME Field allows event activity to be printed with either the account's local time (adjusted for the time zone assigned to the account on Screen 42), or with the system time (the computer's time - displayed at the top of the main menu, Screen 000). Enter **S** in SYSTEM OR LOCAL TIME to print the system time for each event or **L** to print the local time for each event.

The ASCENDING SORT Field allows event activity may now be printed in an ascending sort (oldest event to newest). Enter **Y** in ASCENDING SORT to print the report from oldest events to newest. Enter **N** to print events in order from newest to oldest.

Type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Note: 1. A ***T** will be printed for activity that occurred while the zone was on test.

2. For event code 1999, and event codes between 4000 and 4999, the sbuscriber's passcard name instead of his pascard ID will be shown on the report.

3. When this report is printed for site accounts, its subaccounts' CS numbers will be printed next to the event code description.

Screen 231   EXPECTED EVENT PRINTOUT

This report provides a list of the expected events (openings, closings, timer test, restores, follow-ups, etc.) for selected dates and times. Recall that you may display a list of current expected events on Screen 6, Expected Event Inquiry.

Figure 8-33

```
                        Expected Event Printout                CS-0231


              1 Start Date
              2 Through Date

              3 Start Time
              4 Through Time







                        #, or 'GO'
```

You must enter a date or range of dates and a time or a range of times in order to print this report.

You may choose to print a list of expected events for a specific date or range of dates. In START DATE, enter the date of the earliest expected event to be included on the report. In THROUGH DATE, enter the date of the latest expected event to be included on the report.

You may choose to print a list of expected events for a specific time or range of times. In START TIME, enter the time of the earliest expected event to be included on the report. In THROUGH TIME, enter the time of the latest expected event to be included on the report.

Type **GO** at the command line to begin printing the report. The Main Menu (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 235   ZONE RESTORAL REQUIRED REPORT

This screen will produce a hardcopy printout of all accounts for which a zone restoral is required but not yet received.

Figure 8-34

```
                   Zone Restoral Required Report              CS-0235


           1 Sort: C'S # or I'nst  C

           2 Start Inst
           3 Through Inst              999999

           4 Start CS #               FIRST
           5 Through CS #             LAST

           6 Only Zones With
           "Restoral Pending" (Y/N)  Y




           #, or 'GO' to Begin Processing
```

When this screen is first displayed, the cursor is positioned in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and THROUGH INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In THROUGH INST, enter the installer code for the last installer whose accounts are to be included on the report.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

If ONLY ZONES WITH RESTORAL PENDING is set to **N**, the report will include all zones which have been set up on Screen 43 ZONE - EVENT CODE UPDATE to require a restoral. If set to **Y**, the report will include only zones which actually have a restoral pending.

Type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 236 Port Usage Report

The Port Usage Report will print the amount of time that operators have been logged on to the system. Totals are printed for each month of the year, and sorted by operator type (assigned on Screen 64).

Figure 8-35

```
                              Port Usage Report                     CS-0236


        1 Sort (L'oc/O'per/U'ser)

        2 Oper (D'isp/E'ntry/S'prvsr/M'gr/O'ther)

        3 Loc Start
        4 Loc End

        5 User Start
        6 User End




                                    #, OR 'GO'
```

You may choose to review the port usage time by location, by operator, or by user.

You may choose to print port usage time for one or more types of users, based on the OPERATOR TYPE assigned to a user on Screen 64, User Location Profile. If you wish to display the port usage time for dispatchers, enter **D** in OPERATOR TYPE; for data entry clerks, enter **E**, for supervisors, enter **S**, for managers, enter **M**, or for other types of operators, enter **O**.

You may choose to review port usage time for a particular location or range of locations. In LOCATION START enter the first location for which you wish to review port usage times. In LOCATION END enter the last location for which you wish to review port usage times.

You may choose to review port usage time for a particular user or range of users. In USER START enter the username of the first

user for which you wish to review port usage times. In USER END enter the username of the last user for which you wish to review port usage times.

Screen 244 User Profile Maintenance

The User Profile Maintenance screen displays all of the users that have been set up on Screen 64, Screen 584 (Service users), or Screen 585 (Guard Users).

Figure 8-36

```
                      User Profile Maintenance                CS-0244

                                         New Acct       Op  Disp    Auto
    User. Name.........  Dispatch Loc.....  Default Loc......  Typ Queue   Feed
 1 AAESU ED              1 MAIN LOCATION   1 MAIN LOCATION D   5 INVALID  Y
 2 AAFLE FRAN            1 MAIN LOCATION   1 MAIN LOCATION D   0 ALL PRI  Y
 3 AAJEL MIKE J          1 MAIN LOCATION   1 MAIN LOCATION D   1 INITIAL  N
 4 AAJFU JEANNE          1 MAIN LOCATION   1 MAIN LOCATION D   0 ALL PRI  Y
 5 AAMAC MIKE C          1 MAIN LOCATION   1 MAIN LOCATION D   0 ALL PRI  N
 6 AAMBA MARC            1 MAIN LOCATION   1 MAIN LOCATION D   0 ALL PRI  N
 7 AAMMU MICHAEL         3 DANA POINT      3 DANA POINT    O   2 SECONDA  N
 8 AAMTA MARGE           2 TUSTIN          1 MAIN LOCATION O   0 ALL PRI  N
 9 AANJE NEJ             1 MAIN LOCATION   1 MAIN LOCATION D   0 ALL PRI  N
10 AAOLE MIKE            1 MAIN LOCATION   1 MAIN LOCATION S   0 ALL PRI  N
11 AARHO RANDY           1 MAIN LOCATION   1 MAIN LOCATION D   0 ALL PRI  N
12 AARJO ROB             1 MAIN LOCATION   1 MAIN LOCATION D   0 ALL PRI  N
13 AAROB KAREN           0                 0               D   0 ALL PRI  N
14 AAROO                 1 MAIN LOCATION   1 MAIN LOCATION D   0 ALL PRI  N
15 AATAM KAREN T.        1 MAIN LOCATION   1 MAIN LOCATION D   0 ALL PRI  Y

                    #, M'ore, S'ave, or N'ext
```

USER displays the log-in name with which the user signs onto the CS system.

NAME shows the user's name.

DISPATCH LOC gives the CS location for which the user will normally process alarms.

DEFAULT LOC displays the CS location to be assigned to new accounts set up by this user on Screen 42 Dispatch Data Entry.

OP TYPE shows E for data entry clerks, D for dispatchers, M for managers, O for other, or S for supervisors.

DISP QUEUE displays the dispatch queue assigned to the user.

IF alarms shown on the Alarm Status Monitor (Screen 14) may be automatically sent to the CRT, **Y** is shown in the AUTOFEED Field. IF the operator must manually access the next alarm signal to process (by pressing [Enter] in the CS# Field on Screen 2), the AUTOFEED Field shows **N**.

Screen 247   DISPATCH/OVERFLOW SEARCH PRINTOUT

This screen allows you to search through the subscribers' zone dispatch instructions (Screen 47) and overflow information (Screen 48) pages for a particular word or number and to print a list of subscribers having that selected word or number as part of their dispatch instructions or overflow information (not including common overflow information assigned to the account).

Figure 8-37

```
                    Zone Dispatch and Overflow Search Printout        CS-0247


            1............... Start Account
            2................ End Account   ZZZZZZZZZZ

            3............... Search String

            Wildcards: '*' - Any character in that position
                       '+' - Any # of characters before next character

            4.. Z'D Pages, O'verflow, B'oth  B


                            #, or 'GO'
```

You may choose to include information for a specific subscriber or range of subscribers in the START ACCOUNT and END ACCOUNT Fields. In START ACCOUNT, enter the account number of the first subscriber whose account information is to be included on the report. In END ACCOUNT, enter the account number of the last subscriber whose account information is to be included on the report.

In SEARCH STRING, enter the word or number to be searched for in the subscribers' zone dispatch instructions and overflow pages. For example, if Sycamore Road was a common cross-street in your city, you could enter **SYCAMORE** in SEARCH STRING to print a listing of accounts with "Sycamore" in their zone dispatch or overflow pages.

The wildcard characters allow you some flexibility in creating a search string. An asterisk (*) in the search indicates any character in that position qualifies for the report. For example, entering **A******* in the SEARCH STRING will produce a report of all accounts having values from A00000 through AZZZZZ in their zone dispatch or overflow pages. A plus sign (+) in the search string indicates that characters may precede the value. For example, entering **+FIRE** in the SEARCH STRING would include all subscriber accounts which match the basic pattern of FIRE, such as COMMERCIAL-FIRE through RESIDENTIAL-FIRE, in their zone dispatch or overflow pages.

In Z'D PAGES, O'VERFLOW, B'OTH, enter **Z** if you wish to search for the information in the zone dispatch pages only. Enter **O** if you wish to search for the information in the overflow pages only. Enter **B** if you wish to search for the information in both the zone dispatch instructions and the overflow pages.

Type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 251   FILE UPDATE LOG PRINTOUT

This printout provides a list of all additions, changes, or deletions made to subscriber data on any of the screens listed on the MASTER FILE MAINTENANCE Menu (Screen 40), Screen 11 COMMON OVERFLOW MAINTENANCE, Screen 62 FILE UPDATE SKIP, and Screen 63 ZONE UPDATE SKIP. This printout also lists accounts which have been deleted using Screen 115, ACCOUNT MASTER FILE AND ACTIVITY DELETION.

Figure 8-38

```
                     File Update Log Printout              CS-0251




             1 Start CS #   FIRST
             2 Through CS # LAST

             3 Start Date   01/01/68
             4 End Date     12/31/99




                         #, or 'GO'
```

You may choose to print a list of changes for a specific CS account or range of CS accounts. In START CS# enter the account number of the first CS account you wish to be included in the report. In THROUGH CS# enter the account number of the last CS account you wish to be included in the report.

You may choose to print a list of changes for a specific date or range of dates. In START DATE, enter the date of the earliest change to be included on the report. In THROUGH DATE, enter the date of the latest change to be included on the report.

The report shows the number of the subscriber's account that has been changed, the identification code of the operator who made the change, the console number from which the change was made, a description of the change, the date and time on which the change was made.

Type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 261   CS NON ACTIVITY REPORT

This report provides list of CS accounts which have had no activity as of a selected date.

Figure 8-39

```
                        CS Non Activity Report                  CS-261



                1 Sort: C'S # or I'nst

                2 Start Inst
                3 Through Inst

                4 Start CS #
                5 Through CS #

                6 Cutoff Date




                 #, or 'GO' to Begin Printing
```

When this screen is first displayed, the cursor is positioned in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and THROUGH INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In THROUGH INST, enter the installer code for the last installer whose accounts are to be included on the report.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

In CUTOFF DATE, enter the most recent activity date to be included on the report. Subscribers with no activity since that date will be included on the report.

Type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 262   NO EXPECTED EVENT REPORT

This screen provides you with a report of all accounts which should have expected events, according to its schedule on Screen 44 PERMANENT SCHEDULE MAINTENANCE or its ATI time on Screen 42 DISPATCH DATA ENTRY, but do not.

Figure 8-40

```
              Report Accounts Without Expected Events          CS-0262

       1.          Starting Inst :
       2.            Ending Inst :   999999

       3.          Starting CS # : FIRST
       4.            Ending CS # : LAST

       5.    A'TI, S'ched, B'oth : B








                         #, 'GO'
```

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and ENDING INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In ENDING INST, enter the installer code for the last installer whose accounts are to be included on the report.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and ENDING CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In ENDING CS #, enter the account number of the last subscriber whose account information is to be included on the report.

In ATI, SCHED, BOTH, enter **A** if you wish to print a listing of accounts which should have an expected timer test event according to the account's ATI time on Screen 42 DISPATCH DATA ENTRY. Enter **S** if you wish to print a listing of accounts which should have an expected event according to its schedule on Screen 44 PERMANENT SCHEDULE MAINTENANCE. Enter **B** if you wish to print a listing of accounts which should have an expected event due to its ATI time on Screen 42 or due to its schedule on Screen 44.

> **Note:** The CS system will check for both primary and secondary
> expected events if a secondary account exists.

Type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

> **Note:**   You may use Screen 263 SETUP ACCOUNTS WITHOUT
> EXPECTED EVENTS to set up the appropriate expected events
> for accounts shown on the report printed from Screen 262. Refer
> to "Maintaining the CS System" for further information.

Screen 264   LOCATION OR AREA CODE REPORT

This screen provides a list of the telephone area codes and actual dial codes entered into the AREA CODE AUTODIAL TABLE (Screen 105). The report is arranged by central station location and may include all of your locations or a range of locations as required. The telephone area codes for each location are given in numerical order.

Figure 8-41

```
                          Location Area Code Report               CS-0264




                   1 Starting Loc
                   2 Ending Loc




                 #, 'GO'
```

In STARTING LOC, enter the lowest central station location number to be included in the report. Enter **FIRST** to begin with the lowest location number available.

In ENDING LOC, enter the lowest central station location number to be included in the report. Enter **LAST** to end with the highest location number available.

Type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 270   ACCOUNT ASSIGNMENT STATUS REPORT

This screen allows you to print three different reports:

- A listing of current account numbers which have not been assigned to an installer.

- A listing of account numbers currently assigned to a particular installer and have been set up on Screen 42 DISPATCH DATA ENTRY.

- A listing of account numbers which have been assigned to an installer, but have not yet been set up on Screen 42 DISPATCH DATA ENTRY.

Recall that receiver line numbers are defined on Screen 171 CS LINE ASSIGNMENT FORMAT and Screen 172 CS NUMBER ASSIGNMENT. Refer to "Maintaining the CS System" for further information.

Figure 8-42

```
                         Account Assignment Status Report          CS-0270


         1 Line Number:
         2 Selection: A'ssigned, I'nactive, O'pen
         3 Beginning Account Number:
         4 Ending Account Number:




                                 #, or 'GO'
```

In LINE NUMBER, enter the receiver line number for which you wish to display account assignment information.

In SELECTION, enter **A** to print a listing of account numbers currently assigned to a particular installer and have been set up on Screen 42; enter **I** to print a listing of account numbers which have been assigned to an installer, but have not been set up on Screen 42; or enter **O** to print a listing of current account numbers which have not been assigned to an installer.

You may choose to include information for a specific subscriber or range of subscribers in the BEGINNING ACCOUNT NUMBER and ENDING ACCOUNT NUMBER Fields. In BEGINNING ACCOUNT NUMBER, enter the account number of the first subscriber whose account information is to be included on the report. In ENDING ACCOUNT NUMBER, enter the account number of the last subscriber whose account information is to be included on the report.

Type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 276   SPECIAL ALARM PRINTOUT BY RESOLUTION CODE RANGE(S)

This screen provides a listing of accounts which have had a particular type of alarm.

<table>
<tr><td>Note:</td><td>The ability to print this report is controlled by the EVENT DATA INDEX SYSTEM Field on Screen 101 PROCESSING OPTIONS. For redundant systems, this report may only be printed from one "side" of the system. If you try to print this report on the wrong side of the system or the EVENT DATA INDEX SYSTEM Field is set to N, the following message will be displayed: <i>THIS FEATURES IS NOT ENABLED ON THIS SYSTEM. USE SCREEN 286 INSTEAD.</i></td></tr>
</table>

Figure 8-43

```
              Special Alarm Printout by Resolution Code Range(s)        CS-0276


                     1 Sort: C'S # or I'nst

                     2 Start Inst
                     3 Through Inst

                     4 Start CS#
                     5 Through CS#
                     6 Starting Report Date
                     7 Ending Report Date

                     Select Resolution Code Range(s):

                     8 Start Res Cd #          9 End Res Cd #
                    10 Start Res Cd #         11 End Res Cd #
                    12 Start Res Cd #         13 End Res Cd #
                    14 Start Res Cd #         15 End Res Cd #


                        #, or 'GO' to Begin Printing
```

When this screen is first displayed, the cursor is positioned in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and THROUGH INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In THROUGH INST, enter the installer code for the last installer whose accounts are to be included on the report.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

You can print the report for activity on a specific date or range of dates. In STARTING REPORT DATE, enter the first date to be included on the report. In ENDING REPORT DATE, enter the last date to be included on the report.

In the lower portion of the screen, you can choose the specific resolution code (event code) or range of resolution codes to be included on the report.

After selection the resolution code range(s), type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 277   PASSCARD REPORT

This screen provides a list of subscribers' passcard holders entered on Screen 46, PASSCARD MAINTENANCE.

Figure 8-44

```
                              Passcard Report                      CS-0277




                    1 P'asscard or C'S

                    2 From Installer
                    3 Thru Installer

                    4 From CS Number
                    5 Thru CS Number

                    6 From Passcard #
                    7 Thru Passcard #




                     #, 'GO' to Begin Printing
```

When this screen is first displayed, the cursor is positioned in the P'ASSCARD OR C'S Field. If the information on the report is to be printed in order of passcard number, enter **P** in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the FROM INSTALLER and THRU INSTALLER Fields. In FROM INSTALLER, enter the installer code for the first installer whose accounts are to be included on the report. In THRU INSTALLER, enter the installer code for the last installer whose accounts are to be included on the report.

You may choose to include information for a specific subscriber or range of subscribers in the FROM CS NUMBER and THRU CS NUMBER Fields. In FROM CS NUMBER, enter the account number of the first subscriber whose account information is to be included on the report. In THRU CS NUMBER, enter the account number of the last subscriber whose account information is to be included on the report.

You may choose to print the report for a specific passcard or range of passcards in the FROM PASSCARD # and THRU PASSCARD # Fields. In FROM PASSCARD #, enter the number of the first passcard is to be included on the report. In THRU PASSCARD #, enter the number of the last passcard is to be included on the report.

After selecting the passcard range, type **GO** at the command line to begin printing the report. The Main Menu (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 278   FULL CLEAR WITHOUT OPERATOR ACTION REPORT

This screen provides a list of accounts where an operator "full cleared" an alarm without logging any other event/resolution code. The report is arranged in order of operator (dispatcher's) number. For each dispatcher the FULL CLEARs are arranged in order of date and time. The total number of FULL CLEARs for each dispatcher is included at the end of the dispatcher's list, and a grand total is shown at the end of the report.

> **Note:**   The ability to print this report is controlled by the FULL CLR NO ACTION REPORT Field on Screen 101 PROCESSING OPTIONS. For redundant systems, this report may only be printed from one "side" of the system. If you try to print this report on the wrong side of the system or the FULL CLR NO ACTION REPORT Field is set to **N**, the following message will be displayed: *FULL CLEAR WITHOUT OPERATOR ACTION REPORTING IS NOT ACTIVE.*

Figure 8-45

```
                    Full Clear Without Operator Action Report        CS-0278




           1) Beginning Operator

           2) Ending Operator




                        #, or 'GO' to Begin Printing
```

The information on the report includes the subscriber's number subscriber's name, and the CS account's local date and time of the FULL CLEAR resolution. The report can include all dispatchers or a range of dispatchers. Running the report also allows you to delete (purge) the information from

the program when the report is completed.

Screen 279   RECEIVER ERROR ACKNOWLEDGEMENT REPORT

This screen provides a listing of receiver errors that have been acknowledged since the last time the report was run. (Receiver errors are acknowledged on Screen 31 BACKGROUND TASK STATUS MONITOR.)

The report includes the dispatcher number, receiver number, and technical information that may help MAS to resolve receiver problems. Errors are listed in order from most recent to oldest.

Figure 8-46

```
                    Receiver Error Acknowledgement Report          CS-0279




                This is a report of all receiver errors acknowledged on screen 31
                since the last time this report was run and purged.









                'GO' to Begin Printing or ';' to Return
```

Type **GO** at the command line to begin printing the report. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 281   CUSTOMER FILE REPORT

This screen allows you to print a CUSTOMER FILE REPORT (CFR) for subscribers whose database information has been changed. The report is designed as a mailer to be sent to subscribers. One report will be printed for each mailing address noted in the subscriber's file.

The primary purpose of the report is to allow your subscribers to check and verify changes you have made. The first page of the report contains a descriptive letter. You may modify the letter as necessary and specify the range of data to be printed.

Each time a change is made to a subscriber's account, the Central Station system may "ask" the user whether the change should be recorded for CFR purposes. If the user answers **Y** for "yes," the program notes the subscriber's number and the date the change was made in a special file. Later, when this screen is run, it will produce reports for each subscriber in the file and within the range selected. Normally, you would print the reports periodically--say once a month--and send them to the subscribers concerned.

> **Note:**   This report cannot be printed if you are using the Multi-Family feature.

Figure 8-47

```
                     Customer File Report                        CS-281

              1 C'S, or I'nst     C

              2 From Installer#
              3 Thru Installer#    999999

              4 From CS Account    FIRST
              5 Thru CS Account    LAST

              6 Start Date
              7 Thru Date          12/31/99

              8 Passcard Y/N       N
              9 Include Zones ?    Y

              10 Zone Dispatch Y/N Y
              11 Num. of Copies?   1
              12 Use CFR Form #    1
              13 Include PD/FD PH#s Y

          #, M'odify Letter,  or 'GO' to Begin Printing
```

When this screen is first displayed, the cursor is positioned in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the FROM INST and THROUGH INST Fields. In FROM INST, enter the installer code for the first installer whose accounts are to be included on the report. In THROUGH INST, enter the installer code for the last installer whose accounts are to be included on the report.

You may choose to include information for a specific subscriber or range of subscribers in the FROM CS # and THROUGH CS # Fields. In FROM CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

In START DATE, enter the earliest activity date to be included on the report. In THROUGH DATE, enter the latest activity date to be included on the report.

If you wish to include each account's passcard information (from Screen 46), enter **Y** in the PASSCARD Field. If you do not wish to include passcard information, enter **N** in the field.

If you wish to include the list of zones at each subscriber's site (from Screen 43), enter **Y** in the INCLUDE ZONES Field. If you do not wish to include zone information, enter **N**.

If you want to print the dispatch instructions for each account (from Screen 47), enter **Y** in the ZONE DISPATCH Field. If you do not wish to include dispatch instructions, enter **N**.

In # OF COPIES, enter the number of copies of the report that are to be printed. For example, if you want to print two copies of the report, enter **2** in this field. After selecting the desired number of reports to be printed, press **[Enter]** to advance to the command line.

If the INCLUDE PD/FD PH#S is set to **Y**, agency telephone numbers will be included on the report. If this field is set to **N**, agency telephone numbers will not be included on the report.

Modifying a CFR Letter

This screen can be accessed only by entering **M** from the command line of Screen 281 CUSTOMER FILE REPORT. The screen allows you to create or modify up to five different CFR letters. You'll assign each letter a number between 1 and 5. Then, when you're ready to print a CFR Report, select the CFR letter you would like to use in Field 12 USE CFR FORM #.

Figure 8-48

```
                              UPDATE CFR LETTER                    CS-281A
              1
              2
              3
              4
              5
              6
              7
              8
              9
             1Ø
             11
             12
             13
             14
             15
             16
             17
             18
             19

                               #, P'AGE, S'AVE
```

The letter may contain up to 29 lines of information. The first 19 lines are accessed from Screen 281A, and the last 1Ø lines are accessed from Screen 281B. The P'AGE option on the command line is used to swap between the two screens.

On Lines 1 through 19 (Screen 281A) and 20 through 29 (Screen 281B), create or modify the letter. You may enter up to 7Ø alphanumeric characters per line.

Screen 282 OUT OF SERVICE/ON TEST ACCOUNT LISTING

A listing of accounts which have been placed out of service or those which have been placed on test may be printed from Screen 282.

Figure 8-49

```
                Out Of Service/On Test Accounts Listing        CS-0282

                    1 Report By       S    OUT OF SERVICE
                      Out Of Serv (S)
                      Or On Test  (T)

                    2 Sort Report By  CATEGORY
                      ( I'nstaller )
                      ( A'ccount # )
                      ( C'ategory# )
                      ( D'ate)
                    3 From Installer
                    4 Thru Installer  999999
                    5 From CS Number  FIRST
                    6 Thru CS Number  LAST
                    7 From Category#   1 INITIAL INSTALLATION
                    8 Thru Category#  24 CAUSE 24...........X
                    9 From Date
                   10 Thru Date       05/12/94




                #, or 'GO' to Begin Printing
```

When this screen is first displayed, the cursor is positioned in report by Field. Enter **S** if you wish to print a listing of accounts that are out of service. Enter **T** if you wish to print a listing of accounts that are on test.

If the information on the report is to be printed in order of CS account number, enter **C** in the SORT REPORT BY Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field. If the information is to be printed in CS account number order for each out-of-service or on-test category, enter **C** .

You may choose to include information for the accounts belonging to a specific installer or range of installers in the FROM INSTALLER and THRU INSTALLER Fields. In FROM INSTALLER, enter the installer code for the first installer whose accounts are to be included on the report. In THRU INSTALLER, enter the installer code for the last installer whose accounts are to be included on the report.

You may choose to include information for a specific subscriber or range of subscribers in the FROM CS NUMBER and THRU CS NUMBER Fields. In FROM CS NUMBER, enter the account number of the first subscriber whose account information is to be included on the report. In THRU CS NUMBER, enter the account number of the last subscriber whose account information is to be included on the report.

You may choose to print the report for a specific category or range of categories in the FROM CATEGORY # and THRU CATEGORY # Fields. In FROM CATEGORY #, enter the number of the first category is to be included on the report. In THRU CATEGORY #, enter the number of the last category to be included on the report. OOS categories are set up and maintained on Screen 107, OOS Category Code Maintenance.

If you chose to print a list of accounts which are on test, in FROM DATE and THROUGH DATE you may choose to print a list of accounts whcih have been placed on test and have a test due to expire on a certain date or range of dates.

If you chose to print a list of accounts which are out of serivce, in FROM DATE and THROUGH DATE you may choose to print a list of accounts whcih were placed out of service on a specific date or range of dates.

Type **GO** at the command line to begin printing the report.

Screen 283 FALSE DISPATCH TRACKING REPORT

A report of the number of false dispatches logged to each subscriber's account may be printed from Screen 283 FALSE DISPATCH TRACKING REPORT.

Figure 8-50

```
           False Dispatch Tracking Report              CS-0283

        1 Agency Type(PFMTA):  A ALL AGENCIES
        2 Starting Agency # :     1
        3 Ending Agency #   :  9999

        4 Starting Permit # :
        5 Ending Permit #   :  ZZZZZZZZZZZZZZZZZZZ

        6 From Installer    :       1
        7 Thru Installer    :  999999

        8 From CS Number    :  FIRST
        9 Thru CS Number    :  LAST

       10 From Permit Type  :    1 SLIDING 4/5
       11 Thru Permit Type  :  40

       12 Status Selection  :  NEOWA
       13 Report Start Date :
       14 Report End Date   :  06/28/91
       15 Update Disp Status:  N
       16 Flg Expires Before:  06/28/91

          #, or 'GO' to Begin Printing
```

In AGENCY TYPE enter **P** to print a list of false dispatches of police only. Enter **F** for a list of false dispatches of fire departments only. Enter **M** to list false dispatches for medical agencies only. Enter **T** to list false dispatches for patrol agencies only. Enter **A** to list false dispatches for all agencies. Then, in START and END AGENCY select the range of agencies, by code, to be included in the report. (Police and fire departments are assigned an agency code on Screens 52 and 53, respectively.)

In STARTING and ENDING PERMIT # select the range of permit numbers to be included in the report.

In FROM INSTALLER and THRU INSTALLER select the range of installers, by installer code, to be included in the report.

In FROM CS NUMBER and THRU CS NUMBER select the subscribers, by CS account number, to be included in the report.

In FROM PERMIT TYPE and THRU PERMIT TYPE select the type(s) of permit to be included in the report. (Permit types are set up on Screen 108 and assigned to permits on Screens 42, 47, and 49.)

In STATUS SELECTION, you may choose to print a report for permits having a specific status or various statuses. Enter **N** to include permit having a normal status. Enter **E** to include expired permits. Enter **O** to include overlimit permits. Enter **A** to include alert permits. Enter **W** for permits which have been placed on watch.

In REPORT START DATE and REPORT END DATE you may choose to print false alarms which occurred within a specific range of dates.

If you want a list of subscribers whose permits have expired (or will soon expire), enter the

expiration date in FLG EXPIRES BEFORE. The permit status of permits having a expiration date earlier than the date you select will be updated to **E** (expired).

If no date range is selected, you may enter **Y** in UPDATE DISP STATUS to update permit statuses as follows:

- A permit's dispatch status will be changed to **O** (overlimit) if the total number of false alarms for the permit exceed its false limit.

- A permit's dispatch status will be changed to **A** (alert) if the total number of false alarms for the permit exceed its alert limit.

- A permit's dispatch status will be changed to or to **E** if the permit has expired.

If you do not wish to update permit statuses, enter **N**.

Type **GO** at the command line to begin printing the report. The Main Menu (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 286 SPECIAL ALARM PRINTOUT BY RESOLUTION CODE RANGE(S)

Like Screen 276 SPECIAL ALARM PRINTOUT BY RESOLUTION CODE RANGE(S), this screen
provides a report listing accounts which have a specific type of account activity. For example, you
could find all accounts that had trouble signals, PD or FD dispatches, false alarms, as follows:
If you're looking for all accounts with   Use event code range

ABORTS	15
PD DISPATCHES	4010
FD DISPATCHES	4020
EQUIPMENT TROUBLES	1900 through 1999 and 2100 through 2199
OPEN/CLOSE PROBLEMS	4800 through 4899
SERVICE/GUARD REQUESTS	4340 through 4380

Figure 8-51

```
           Special Alarm Printout By Resolution Code Range(s)     CS-0286

     1 Sort: C'S # or I'nst           I

     2 Start Inst            0
     3 Through Inst        999999

     4 Start CS#      FIRST
     5 Through CS#    LAST
     6 Start Date            00:00
     8 End   Date    04/13/94 23:59
    10 U Def 1 Template  +           11 U Def 2 Template  +
    Wildcards: '*' - Any Character in that Position
               '+' - Any # of Characters Before Next Character

     Select Resolution Code Range(s):

    12 Start Res Cd #         13 End Res Cd #     9999
    14 Start Res Cd #         15 End Res Cd #
    16 Start Res Cd #         17 End Res Cd #
    18 Start Res Cd #         19 End Res Cd #

                  #, or 'GO' to Begin Printing
```

When this screen is first displayed, the cursor is positioned in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and THROUGH INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In THROUGH INST, enter the installer code for the last installer whose accounts are to be included on the report.

In addition, you may enter wildcard characters (*) to select a range of installers that match a specific pattern. For example if you choose to print a report for installers *100** through *499**, you would include accounts with a number between 100 and 499 in positions 2,3, and 4 of the installer field.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of the last subscriber whose account information is to be included on the report.

In START DATE, enter the earliest activity date to be included on the report. In THROUGH DATE, enter the latest activity date to be included on the report.

The U DEF 1 TEMPLATE is used only if you chose to use U DEF 1 as a major or minor sort criteria. If so, in the U DEF 1 TEMPLATE enter the characters that are to be compared to the UDF1 Field on Screen 42 DISPATCH DATA ENTRY for each subscriber's account. If the values match, the subscriber will be included on the report.

For example, if you enter **FIRE** in the UDF1 Field on Screen 42 for each subscriber account for which you provide fire alarm monitoring only, you could enter **FIRE** in the U DEF 1 TEMPLATE on Screen 202 to print a report for subscribers with fire monitoring only.

The wildcard characters allow you some flexibility in creating a template. An asterisk (*) in the template indicates any character in that position qualifies for the report. For example, entering **A******* in the U DEF 1 TEMPLATE will produce a report of all accounts having values from A00000 through AZZZZZ in UDF1 of Screen 42. A plus sign (+) in the template indicates that characters may precede the value. For example, entering **+FIRE** in the U DEF 1 TEMPLATE would include all subscriber accounts which match the basic pattern of FIRE, such as 00FIRE through ZZFIRE, in the UDF1 Field of Screen 42.

The U DEF 2 TEMPLATE is used only if you chose to use U DEF 2 as a major or minor sort criteria. The same rules apply to this template as those for the U DEF 1 TEMPLATE.

In the lower portion of the screen, you can choose a specific resolution code (event code) or range of resolution codes to be included on the report.

After selecting the range of resolution codes, type **GO** at the command line to begin printing the report. The Main Menu (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

Screen 290   NONACTIVE RES CODE PRINTOUT

This screen prints a listing of resolution codes which are not used on Screen 43, ZONE-EVENT CODE UPDATE for any subscriber.

Figure 8-52

```
          Non Active ResCode Printout        CS-0290



        1 Starting ResCode     1

        2 Ending ResCode     9999








             #, or 'GO'
```

In STARTING RESCODE, enter the first resolution code (event code) to be included on the report. In ENDING RESCODE, enter the last resolution code (event code) to be included on the report.

Screen 292   OPERATOR ACTIVITY PRINTOUT

This screen allows you to print a listing of event/resolution codes logged during a specified time period by a specific CS operator or range of CS operators.

Figure 8-53

```
                    Operator Activity Printout              CS-0292



              1 Starting Date/Time  01/12/92  00:00
              3 Ending Date/Time    01/12/92  23:59

              5 Starting Operator   AAA
              6 Ending Operator     ZZZ






                         # or 'GO' to Print
```

In STARTING DATE/TIME enter the earliest event date and time to be included on the report. In ENDING DATE/TIME enter the most recent event date and time to be included on the report.

In STARTING OPERATOR, enter the initials of the first operator to be included on the report. In ENDING OPERATOR, enter the initials of the last operator to be included on the report.

Type **GO** at the command line to begin printing the report. The Main Menu (Screen 0) will be displayed when the computer has finished sorting the data for the printout.

> **Note:** This report will include information for up to 23 different operators. If the date range you selected includes activity performed by more than 23 operators, only activity performed by the first 23 operators will be included.

Screen 295 Daily Event Count Printout

This report reviews the daily event file and lists the number of events which occurred for each event type. (An event type may be assigned to each event code on Screen 51, Event Code Update.)

Figure 8-54

```
                    Daily Event Count Printout by Event Type        CS-0295



           Printout Date  06/19/94











                          #, Or 'GO' To Begin Printing
```

You may print the report for only a single date. In PRINTOUT DATE enter the date for which you wish to analyze the daily event file.

Move the cursor to the command line and enter GO.

Screen 297 Disposition By Account Report

This report provides statistics on how many times an account has had events logged that are linked to a particular disposition type (usually C or A). This may be used to analyze how many calls are made to handle an alarm for an account or how many alarms have been received for an account.

Figure 8-55

```
                        Disposition By Account Report              CS-0297


            1 Start Date
            2 End Date              02/09/93

            3 Disposition Types

            4 Min # of Incidents
            5 Max # of Accounts




                                 #, OR 'GO'

```

You may print the report for a single date or for a range of dates. In START DATE enter the first date to be included on the report. In END DATE enter the last date to be included on the report. Events which are linked to a disposition type and which were logged on or after the START DATE, or before or on the END DATE will be counted for the report.

You may choose to print a report for call dispositions, for alarm dispositions, or both. Enter **C** to print the report for call dispositions. Enter **A** to print the report for alarm dispositions. Enter **AC** to print the report for both alarm and call dispositions.

In MIN # OF INCIDENTS you may specify the minimum number of dispositions that must have been logged to an account for the account to be included on the report. For example, if you enter **3** in MIN

OF INCIDENTS only accounts which have had 3 or more dispositions logged to the account will be included on the report.

MAX # OF ACCOUNTS is used to control the number of accounts to used as a sample for generating statistics. For example, if you have 200,000 accounts you may not wish to analyze all 200,000 accounts to determine the number of dispositons logged per account. Instead, you could enter **2,000** in MAX # OF ACCOUNTS. The first 2,000 accounts to which a disposition was logged will be used to estimate the number of dispositions logged to your accounts.

Screen 298 Operator Statistics Report

For individual and ranges of operators, this report shows the total number of alarms accessed by an operator on the Alarm Dispatch Screen for each hour in a day, as well as the longest and average amount of seconds or minutes it took the operator to handle the alarms.

MAS must activate this report for you.

Figure 8-56

```
                     Operator Statistics Report                CS-0298


               1   Report Date: 01/09/93

               2   Starting Operator: AAA
               3     Ending Operator: ZZZ




                        #, OR 'GO'
```

In REPORT DATE enter the date for which you wish to review operator statistics. The default date shown in today's date.

You may choose to print the report for a single operator or range of operator. In STARTING OPERATOR enter the username of the first operator you wish to include on the report. In ENDING OPERATOR enter the username of the last operator you wish to include on the report.

After you've made the appropriate selections, enter **GO** at the command line.

A sample report is shown on the following page.

The leftmost column shows the username of each operator immediately followed by the dispatch queue that operator is assigned to on Screen 64, User Location Profile Update.

The columns shown on the first line of the report numbered 00 through 23 indicate the hours of the day from midnight through 11 p.m.

For each operator, the first line shows the total number of alarms accessed by the operator on the Alarm Dispatch Screen for each hour. The second line shows the average amount of time it took the operator to partially or fully clear the alarms (shown on the first line). The number may indicate

seconds or minutes. If only a number is shown, the time is given in seconds. If the number is followed by "m" the time is given in minutes.

For each operator TOTAL ALARMS gives the total number of alarms accessed by the operator on the Alarm Dispatch Screen for the selected day. LONGEST TIME shows, in seconds, the longest amount of time required by the operator to fully or partially clear an alarm. AVERAGE TIME shows the average amount of time, in seconds, required by the operator to fully or partially clear an alarm.

At the bottom of the report, the TOTALS row shows the total number of alarms accessed by the operators for each hour during the day. The AVERAGES row gives the average amount of time required by the operators to fully or partially clear alarms for each hour during the day.

OP - QUE	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total Alarms	Longest Time	Average Time
AND - 1	4	4	8	2	8	9	3	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	40		
	6m	7m	42m	3m	34m	11m	2m	10m	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		491	173
COP - 7	4	2	10	2	6	3	7	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	40		
	12m	2m	25m	2m	37m	20m	15m	25m	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		209	207
EDA - 7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	17	5	6	2	7	13	6	71		
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	42m	16m	33m	12m	8m	7m	12m	9m		517	116
HLT - 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	15	6	11	3	10	5	5	68		
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	33m	26m	8m	35m	8m	18m	6m	47m		716	160
IYG - 0	0	0	0	0	0	0	0	0	6	8	3	5	3	8	2	3	0	0	0	0	0	0	0	0	38		
	0	0	0	0	0	0	0	0	11m	17m	24m	22m	3m	11m	5m	7m	0	0	0	0	0	0	0	0		518	158
JJO - 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	18	7	6	4	3	7	5	62		
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	26m	49m	14m	18m	10m	11m	49m	36m		922	216
JWO - 0	5	2	8	3	4	6	13	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	49		
	12m	3m	28m	5m	4m	29m	20m	13m	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		632	140
KTT - 7	0	0	0	0	0	0	0	0	4	2	5	7	10	9	4	9	0	0	0	0	0	0	0	0	50		
	0	0	0	0	0	0	0	0	4m	26m	30m	12m	48m	18m	9m	15m	0	0	0	0	0	0	0	0		693	194
MRM - 1	0	0	0	0	0	0	0	0	10	4	6	3	7	9	2	5	0	0	0	0	0	0	0	0	46		
	0	0	0	0	0	0	0	0	19m	19m	20m	11m	12m	16m	2m	15m	0	0	0	0	0	0	0	0		803	149
TOTALS	13	8	26	7	18	18	23	22	20	14	14	15	20	26	8	17	40	40	18	23	9	20	25	16	464		
AVERAGES	10m	4m	32m	3m	25m	20m	11m	16m	11m	21m	25m	15m	21m	15m	5m	12m	34m	30m	18m	22m	9m	12m	22m	31m			18m

Screen 299   Dispatch Action Report

This report displays statistics on the difference between the time an alarm was received and the time the alarm was accessed by a dispatcher on the Alarm Dispatch Screen. Dispatcher "response" times are analyzed for each 30 minute segment of a day.

Response times are reported for users which have been assigned the operator type of **Dispatcher** or **Supervisor** on Screen 64, User Location Profile Update.

This report also shows the number of times an alarm was accessed on the Alarm Dispatch Screen by a dispatcher and released by that dispatcher without his taking any action to resolve the alarm (without logging any event codes between 4000 and 4999). "No action" responses are reported only for dispatchers--not for supervisors.

MAS must activate this report for you.

Figure 8-57

```
                  Dispatch Action Report                 CS-0299

            1 Start Date
            2   End Date

            3 Start Time   00:00
            4 No of Hrs.     24

            5 Priorities   1-255

            6 Disp Loc #   ALL

            7 Start Inst        1
            8   End Inst   999999

            9 S'ummary or D'etail   S

            10 P'cent, B'ucket

          #, or 'GO' To Begin Printing
```

You may choose to print the report for a single day or range of days. In START DATE enter the first date for which you wish to analyze operator response times. In END DATE enter the last date for which you wish to analyze operator response times.

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The START TIME and NO OF HRS Fields work together to determine the period of time during the day that will be analyzed. In START TIME, enter the first hour for which you wish to analyze operator response times. The START TIME must be entered using the 24-hour clock. (3 p.m. would be entered as 15:00.)

In NO OF HRS, enter the number of hours you for which you wish to analyze operator response times, beginning with the START TIME. If you accept the defaults of **00:00** and **24** for the START TIME and NO OF HRS, respectively, the report will analyze operator response times for 30 minute segments from 12:00 a.m. through 11:59 p.m. for the days you select.

You may choose to analyze operator activity for alarms having a specific priority or range of priorities. MAS recommends that you analyze operator response time for a narrow range of priority to include alarms requiring similar responses.

You may choose to analyze operator response times for a single location or for a range of locations. In DISP LOC enter the range of locations you wish to include on the report. *If you wish to include a single location, you must enter the location as a range*. For example, if you wish to include only location 1, you would enter **1**-**1** in the DISP LOC Field.

You may choose to analyze the response times for a particular installer's accounts or for a range of installer accounts. In START INST enter the number of the first installer whose accounts are to be analyzed. In END INST enter the number of the last installer whose accounts are to be analyzed.

You may choose to print a summary or detail report. MAS recommends that you first print a summary report to locate unusually delayed response times or times when many alarms were accessed, but no action was taken. Then, print a detail report for the periods where unusual operator activity occurred to identify the operator.

The P'RCENT report shows the **amount of time** taken for operators to access alarms for 10, 20, 30, 40, 50, 60, 70, 80, 90, and 100 percent of your accounts.

The B'UCKET report shows the **number of alarms** handled within specific periods of seconds (buckets) you specify. You may define up to 10 buckets. For example, you may specify buckets of 10, 20, 30, 40 50, 60, 90, 120, 180, and greater than 180 secibds. The first bucket would display the number of alarms handled in 10 secibds or less. The second bucket would display the number of alarms handled in as few as 11 minutes or as many as 20 seconds.

After you've made the appropriate selections, enter **GO** at the command line.

The sample report is a summary report printed for the buckets of 10, 20, 30, 40, 50, 60, 90, 120, 180, and greater than 180 seconds.

The highlighted line of this sample report may be interpreted as follows:

TOTAL CALLS shows that **9** calls were handled between 12:00 p.m. and 12:30 p.m.

NO ACTION indicates that all calls were fully or partially by the operator--no calls were accessed with no action taken by the operator.

AVE shows that it took an average of **19** seconds for an operator to access an alarm (on the Alarm Dispatch Screen).

10 shows that four alarms were accessed on the Alarm Dispatch Screen in 10 minutes or less.

20 shows that it took between 11 and 20 seconds for three alarms to be accessed on the Alarm Dispatch Screen.

60 shows that it took between 51 and 60 seconds for one alarm to be accessed on the Alarm Dispatch Screen.

90 shows that it took between 61 and 90 seconds for one alarm to be accessed on the Alarm Dispatch Screen.

Figure 5-58

```
 2/22/94                       MONITORING AUTOMATION SYSTEMS                      PAGE    1
11:39:26                        ALARM RESPONSE REPORT (299)
                                   2/21/94 -  2/21/94
                  PRIORITIES:  1-5    LOCATION:  ALL     INSTALLER:  1 TO 999999

   30                                                                NO    TOTAL
  MIN    10   20   30   40   50   60   90  120  180 180+   AVE  ACTN  CALLS
  ----  ---- ---- ---- ---- ---- ---- ---- ---- ---- ----  ---- ---- -----
  02/21
 00:00   4    3    0    0    0    1    1    0    0    0    19    0      9
  :30
 01:00   0    0    0    1    0    0    2    0    0    0    58    1      4
  :30    1    0    0    1    0    0    0    0    0    0    15    0      2
 02:00   1    0    2    0    1    1    0    0    0    0    29    1      6
  :30    1    0    2    1    1    2    1    1    0    1    58    5     15
 03:00   0    1    1    1    3    1    0    1    0    0    44    3     11
  :30    0    1    0    0    0    0    0    1    1    0    81    1      3
 04:00   1    0    2    0    1    1    0    0    0    0    28    1      5
  :30    1    1    0    1    1    0    1    1    0    0    44    0      6
 05:00   1    0    7    1    1    2    0    0    0    0    28    0     12
  :30    2    1    1    2    0    0    2    0    1    0    44    0      9
 06:00   1    1    3    0    0    1    0    0    2    3    95    3     14
  :30    2    1    0    3    0    0    1    0    2    2    77    3     12
 07:00   1    1    2    2    2    0    0    0    0    1    45    1     10
  :30    3    2    0    0    0    1    0    0    0    0    15    1      7
 08:00   2    2    0    0    2    1    2    0    1    2    92    1     13
  :30    0    3    2    1    0    0    3    0    0    0    41    0      9
 09:00   0    2    1    0    0    0    1    0    1    0    57    0      5
  :30    0    0    2    0    0    1    0    0    0    0    36    1      4
 10:00   4    0    1    0    1    1    0    0    3    0    53    1     11
  :30    3    1    1    0    0    0    1    0    0    1    18    0      6
 11:00   0    2    0    0    3    1    1    1    0    0    52    1      9
  :30    5    3    0    0    0    1    0    1    1    1    99    0     12
 12:00   1    3    0    0    0    0    1    0    0    1    60    2      8
  :30    3    2    0    0    0    2    0    0    0    24    1     17
 13:00   2    3    3    1    2    0    2    0    1    0    38    3      9
  :30    2    2    1    2    0    0    0    0    0    1    50    1      5
 14:00   1    0    2    0    0    0    1    0    0    0    31    1     11
  :30    2    2    2    0    0    0    2    0    1    0    42    2      8
 15:00   2    1    0    2    1    0    1    0    1    0    44    0      0
  :30    0    1    1    1    1    0    0    1    0    0    42    1      6
 16:00   0    2    1    0    0    2    0    0    0    4   158    2     11
  :30    3    2    1    4    2    0    1    1    0    0    32    3     17
 17:00   0    2    0    1    0    0    3    1    1    7   395    8     23
  :30    0    3    2    2    1    3    0    1    0    2    86    6     20
 18:00   2    4    1    1    0    2    3    1    4    4   115    8     30
  :30    0    1    0    1    0    0    0    1    0    1    95    2      6
 19:00   1    0    2    1    0    0    4    1    1    0    61    2     12
  :30    1    2    1    0    1    0    1    1    0    0    39    0      7
 20:00   4    1    0    0    1    1    1    0    0    3    93    5     16
  :30    1    0    1    0    0    0    0    0    0    0    14    0      2
 21:00   0    3    0    0    0    0    1    0    0    1    66    2      7
  :30    0    2    1    0    0    1    0    1    0    0    41    2      7
 22:00   2    2    1    1    1    0    0    1    0    0    29    2     10
  :30    2    4    1    1    0    0    0    0    0    1    57    3     12
 23:00   2    1    1    2    0    1    2    0    1    0    47    3     13
  :30    1    2    2    1    0    3    1    1    1    2    92    2     16
        ----------------------------------------------------------------------
        65   70   51   35   26   28   41   18   21   37   73   83    475
        ================================================================
        65   70   51   35   26   28   41   18   21   37   73   83    475
```

Summary of Commands Used in This Section

#

Enter the number of the line to be edited.

D'ISP

Enter **D** to access Screen 2 ALARM RESPONSE/DISPATCH.

'GO'

Enter **GO** to begin processing with output going to the printer or **GOV** with output going to the CRT.

MODIFY HEADER

Enter **M** to access Screen 24B in order to update the supervised mailing header.

M'ODIFY LETTER

Enter **M** to modify the standard letter included with the report. Screen 281A UPDATE CFR LETTER will appear.

M'ORE

Enter **M** to display additional pages of information. The 'M' will flash if additional information is available.

N'EXT

Enter **N** to clear the screen for a new entry.

R'EDO

Enter **R** to accelerate screen update.

> **Attention System Manager:** To ensure the security of your Central
> Station System, MAS recommends that you remove this section from the
> manual and store it in a secure place.

What You'll be Learning

This section discusses the functions needed to maintain your Central Station System data and
control user access to menus and screens within the Central Station System. The types of
activities described in this section fall into four basic categories:

- Posting and archiving information
- Purging information
- Rebuilding and changing information
- Safeguarding information

Posting is a process that moves all CS data (alarm signals and dispatcher actions) to
chronologically organized files. The posting activities you'll learn about are as follows:

- Posting event history
- Copying (dumping) event history to tape
- Rolling the event history posting period
- Transferring basic subscriber information to tape

Purging involves permanently deleting CS data from the CS system. By purging information,
you free up space on the hard disk to store new information. The ***purging*** activities you will
learn about are listed below:

- Clearing expired temporary dispatch instructions and irregular schedules
- Marking & deleting subscriber accounts
- Purging event activity
- Purging cancellations
- Purging event data indexes
- Deleting police or fire department information

You'll also learn to make the following types of **changes** to your CS database:

- Substituting one event code for another
- Changing the installer number for a group of accounts
- Changing the area code for selected accounts
- Changing the CS account location for a group of accounts

In addition to learning how to post, purge, and change information, you'll learn about the following:

- Checking the size of the data files
- Rebuilding the index file
- Printing an event log recap
- Assigning a group of CS account numbers to an installer
- Defining ASCII values for CRTs
- Setting and reviewing user security

Monthly Procedures

The following is a suggested list of procedures to be performed at the beginning of each month. For specific details about each screen, refer to the appropriate descriptions within this section.

1. The first procedure you'll need to perform each month is to post event history using Screen 113.

    a. Before posting event history, check Screen 103 REPORTING PERIODS to ensure that you will be posting history to the appropriate period. Event history is posted to the period shown in the CURRENT Field on Screen 103.

    b. If the reporting period is incorrect, change the reporting period using Screen 117, Event History Rolling.

    If the current reporting period is correct, proceed to Screen 113 to post event history.

2. Next, you'll need to copy event history to tape using Screen 121 DUMP EVENT HISTORY TO TAPE. If you have a PC-based system, skip to the next step.

3. Now you can purge unwanted event history from the CS hard disk using Screen 133 PURGE ALL EVENT ACTIVITY.

4. When the purge is complete, change the current reporting period shown on Screen 103 using Screen 117 EVENT HISTORY ROLLING. This will prepare the system for next month's posting and purging.

Posting Event History

Screen 113, EVENT HISTORY POSTING, allows you to post all event history for the current reporting period (shown on Screen 103, REPORTING PERIODS).

> **Note:** 1. Event history should always be posted before any information is purged (deleted) from the CS system.
>
> 2. While event history is being posted, you may not purge event activity from Screen 133 Purge Event Activity.

Recall that each event code is assigned a reporting code on Screen 51 EVENT CODE UPDATE. During positing, the CS system searches each subscriber's event history for all event codes logged to the account during the current reporting period. Then, the CS system totals the number of events that occurred for each reporting code.

You may post event history more than once during each reporting period (e.g. daily, weekly) without duplication.

Figure 9-1

```
                    Event History Posting              CS-0113


            1.     Repost(Y/N) N

            2. Repost From Period
            3. Repost Thru Period










            #, Type 'GO' to Proceed
```

Posting

To post event history, be sure the REPOST Field is set to **N**. Move the cursor to the command line and enter **GO**.

> **Note:** When the post is run, a background log file is created which records the amount of time that the post processes, and the number of events posted. If you are having difficulty with the posting process, MAS Support Staff can assist you by analyzing this log file.

Reposting

You may wish to repost event history if you change a reporting code or an event's assigned reporting code. When event history is reposted, reporting code totals from the original posting will be cleared and replaced with totals resulting from the reposting.

To repost event history, set the REPOST Field to **Y**. In REPOST FROM PERIOD, enter the first reporting period, as designated on Screen 103 REPORTING PERIODS, for which event history is to be reposted. In REPOST THRU PERIOD, enter the last reporting period for which event history is to be reposted.

Move the cursor to the command line and enter **GO**.

The MAIN MENU, Screen 0, will be displayed when all event history for the current period has been posted.

> **Note:** This utility is not redundant. If you have a "hot" redundant computer system, you must post event history on the "A" computer; then, you may wish to post them on the "B" computer.

Copying Event History to Tape

Screen 121, DUMP EVENT HISTORY TO TAPE, is used to copy (dump) all subscriber event history, for selected dates, from the CS system's hard disk to tape. Event history should always be copied (dumped) to tape before the event history file is purged.

It is important to take care of your history tapes as they may be used to retrieve account history after it has been purged from the "hard disk." *To ensure the safety of your data, MAS recommends the following:*

1. *Label history tapes clearly.*
2. *Store them in a protective environment such as a safe or filing cabinet.*
3. *Always "write protect" the tape immediately after it is created.*
4. *Do not dump multiple history files to a single tape.*

> **Note:** This screen is not available for PC-based systems.

Before beginning the transfer, please note the following:

• Event history should be posted from Screen 113 before event history is dumped to tape.
• A tape must be loaded into the appropriate tape drive.

Figure 9-2

```
          Dump Event History to Tape          CS-0121




          1 Include Type 'O' on Tape (Y/N)     N
          2 Dump to Tape Device                RMT0
          3 Dump Events Dated From             01/01/94
          4 Dump Events Dated Thru             01/31/94




              #, or 'GO'
```

In INCLUDE TYPE 'O' ON TAPE (Y/N), enter **O** if you wish to transfer opening and closing events for each subscriber's account, in addition to alarm activity, to tape.

In DUMP TO TAPE DEVICE, enter the "name" of the tape device to which you are transferring subscriber event history. The default tape device shown comes from Screen 101 PROCESSING OPTIONS.

You may choose to transfer history to tape for a specific date or range of dates. In DUMP EVENTS DATED FROM, enter the earliest activity date to be transferred to tape. In DUMP EVENTS DATED THRU, enter the most recent activity date to be transferred to tape.

After selecting the range of dates to be transferred to tape, move the cursor to the command line and type **GO** to begin the transfer.

Note: Events may not be dumped to tape if another user is repairing, posting, or purging event history. If you attempt to do so, the message *EVENT REPAIR, POST, OR PURGE ALREADY IS RUNNING* is displayed.

Changing (Rolling) the Reporting Period

Screen 117, EVENT HISTORY ROLLING, is used to change the current reporting period to the next reporting period. The current and next reporting periods are shown on Screen 103, REPORTING PERIODS. Generally, it is best to perform this procedure on the first or last day of the month.

> **Note:** Be sure that event history has been posted and dumped to tape before rolling the current event history date to the next history date.

Figure 9-3

```
           Event History Rolling            CS-0117


    Rolling Current Period Ending: 01/31/94










            Type 'GO' to Proceed
```

When this screen is first displayed, the cursor is positioned at ROLLING CURRENT PERIOD ENDING. This field shows the last date of the current reporting period from Screen 103, REPORTING PERIOD. If this information is correct, move the cursor to the command line and type **GO**.

To change the current reporting period to the next reporting period, move the cursor to the command line and type **GO**. The MAIN MENU, Screen 0, will be displayed when the reporting period has been changed.

Warning

This option is not redundant. For redundant systems, you must update the current reporting period individually for each system.

Transferring Basic Subscriber Information to Tape

Screen 280, CS Account Database to Tape, is used to transfer the subscriber database to tape. The subscriber database consists of the information you set up on the screens shown on Menu 40 MASTER FILE MAINTENANCE. In addition, this screen prints a listing of the accounts being transferred to tape.

By dumping the subscriber information to tape, you may have it converted to microfiche so basic subscriber information can be displayed on a microfiche viewer. This tape is not used to retrieve subscriber information in the event that the information is damaged on the system's hard disk.

> **Note:** This screen is not available for PC-based systems.

Figure 9-4

```
                    CS Account Database to Tape                  CS-0280



            1 Sort: C'S # or I'nst    C

            2 Start Inst
            3 Through Inst           999999

            4 Start CS #
            5 Through CS #

            6 One Per Page (Y/N)      Y
            7 # of Copies                   1

            8 Tape Device            @MTD0


        WARNING: 'GO' DELETES TAPE FILE AND PREVENTS RECOPY OF PRIOR RUN


              #, or 'GO' to Begin Processing
```

When this screen is first displayed, the cursor is positioned in the SORT Field. If the information on the report is to be printed in order of CS account number, enter **C** in the SORT Field. If the information on the report is to be printed in CS account number order for each installer, enter **I** in this field.

You may choose to include information for the accounts belonging to a specific installer or range of installers in the START INST and THROUGH INST Fields. In START INST, enter the installer code for the first installer whose accounts are to be included on the report. In THROUGH INST, enter the installer code for the last installer whose accounts are to be included on the report.

You may choose to include information for a specific subscriber or range of subscribers in the START CS # and THROUGH CS # Fields. In START CS #, enter the account number of the first subscriber whose account information is to be included on the report. In THROUGH CS #, enter the account number of

the last subscriber whose account information is to be included on the report.

In the field labeled ONE PER PAGE (Y/N), enter **Y** if you want to print the information for each account on a separate page; otherwise, enter **N**.

In # OF COPIES, enter the number of copies of the report that are to be printed. For example, if you want to print two copies of the report, enter **2** in this field. After selecting the desired number of reports to be printed, press **[NEW LINE]** to advance to the command line.

In TAPE DEVICE, enter the "name" of the tape device to which the data is to be transferred. The default shown is the DEFAULT TAPE DEVICE from Screen 101 PROCESSING OPTIONS.

Type **GO** at the command line to begin the transfer. The MAIN MENU (Screen 0) will be displayed when the computer has finished sorting the data to be transferred.

Checking the Size of Your Data Files

Data files are used to store Central Station and Service System information. The FILE STATUS REPORT, Screen 116, is used to check the size of these data (type L) files. *MAS recommends you check this report once each day.*

Figure 9-5

CS System File Status Report   CS-0116

Type 'GO' to Print

To use this utility, select Screen 116. Enter **GOV** to display the File Status Report to your screen, or **GO** to print the File Status Report to a printer.

A sample File Status Report is shown in **Figure 9-6**. The most useful facts are listed under the headings: active record (ACT-RC), maximum record (MAX-RC), available (AVAIL), and percentage loading (%LOAD). When the active record and the maximum record are the same, the data file is full; the %LOAD column will be at 100.0% and the AVAIL column reads 0.

Figure 9-6

```
                 CS SYSTEM FILE STATUS REPORT - TYPE L FILES

FILENAME   LEN STAT-PNTR  LST-RC  ACT-RC  MAX-RC COMMENT            AVAIL %FULL
---------- --- --------- ------- ------- ------ ----------------- ------ -----
CSDMAST    512 -2     -1     260     260    500 ACCOUNTS             240 52.0%
CSDEVENT    42 -2     -1   11914   11914  26700 EVENT HISTORY      14786 44.6%
CSDEXPECT   30 -2     14      14      13    200 EXPECTED EVENTS      187  6.5%
CSDOFLO    512 -2     -1      46      46    500 ACCOUNT OVERFLOW     454  9.2%
CSDSCHED   256 -2     -1      95      95    200 SCHEDULES            105 47.5%
CSDIRRSCH   64 -2      3      11       6    600 IRREGULAR SCHEDUL    594  1.0%
CSDZONE    256 -2     -1     161     161    600 ZONE PAGES           439 26.8%
CSDZDISP   512 -2     -1      54      54   1000 DISPATCH PAGES       946  5.4%
CSDPASS    256 -2    382     395     391   2000 PASSCARDS           1609 19.5%
CSDMAIL    192 -2     57      58      52    100 MAIL-TO ADDRESSES     48 52.0%
CSDFOLL     64 -2      3       3       2    125 FOLLOW UPS           123  1.6%
CSDINST    512 -2     -1      84      84    100 INSTALLERS            16 84.0%
CSDCOMFLO  512 -2     -1      17      17    100 COMMON OVERFLOW       83 17.0%
CSDASN      24 -2     -1       0       0     50 LINE ASSIGNMENTS      50  0.0%
CSDDSACT   128 -2     -1     252     252    500 DISPATCH ACTIONS     248 50.4%
CSDPERMIT  128 -2     -1      40      40    500 PERMITS              460  8.0%
CSDPERACC  160 -2     -1      43      43    500 PERMIT LINKS         457  8.6%
CSDZCOM     64 -2     -1     119     119   2400 ZONE COMMENTS       2281  4.9%
CSDHIST    160 -2     25      48      47   1000 SUMMARY HISTORY      953  4.7%
CSDAGNCY   512 -2     -1      46      46    100 AGENCIES              54 46.0%
HIT RETURN TO CONTINUE
```

When the files approach an 80% load, you should delete unnecessary event history.

Use Screen 121, Dump Event History to Tape, to copy event history to tape for a certain range of dates.

Next use Screen 133, Purge Event Activity, to delete event history for the dates you selected.

If you allow the data files to become too full, users may be interrupted with the message *DATA FILE FULL.*

Rebuilding the Index Files

Index files are used to help your computer locate information stored in a data file. As you add and delete information, space is used up in the index file to keep track of these changes. The INDEX REBUILD UTILITY, Screen 111, will reorganize the index file and make more space available. If you also use the MAS Service System, this option will repack the index files for both the Central Station and Service System.

The Index Rebuild Utility should be executed on a daily basis to avoid having your data processing staff interrupted with the message *INDEX FILE FULL.*

Note: This utility is not redundant. If you have a "hot" redundant
computer system, you must rebuild the index files on the "A"
computer and then rebuild them on the "B" computer.

Figure 9-7

Index Rebuild Utility   CS-0111

Type 'GO' to Proceed

To rebuild the index files, type **GO** at the command line.   The system displays information about the files being rebuilt. The MAIN MENU, Screen 0, will be displayed after all of the index fields have been rebuilt.

Clearing Expired Dispatch Instructions and Irregular Schedules

Screen 112, CLEAR EXPIRED IRREGULARS, is used to remove all expired temporary dispatch instructions and irregular schedules from the CS system. Temporary dispatch instructions are set up on Screen 47 Primary Dispatch Instructions. Irregular schedules are set up on Screen 5 Timed Event Entry. ***This screen does not clear expired temporary schedules created on Screen 44, Permanent Schedule Maintenance.***

MAS recommends that you run this purge daily.

Note: Event history should be posted before you purge expired
temporary dispatch instructions and irregular schedules. Event
history is posted from Screen 113, EVENT HISTORY POSTING.

Figure 9-8

```
        Clear Expired Irregulars              CS-0112


        This program purges expired temporary dispatch records and
        clears expired irregular schedules through the date entered.

        This program must be run on both the 'A' and 'B' systems

        1. Clear Expired Temporaries Thru:




            #, Type 'GO' to Proceed
```

In CLEAR EXPIRED TEMPORARIES THRU, enter the date through which expired irregular schedules and irregular dispatch pages are to be purged. Expired irregular schedules and temporary dispatch instructions which expired prior to or as of the cut-off date will be removed from the CS system.

Enter **GO** at the command line to begin purging expired irregular schedules and expired dispatch instructions. The MAIN MENU, Screen 0, will be displayed when the schedules and dispatch instructions have been deleted.

Note: This utility is not redundant. If you have a "hot" redundant computer system, you must delete this information on the "A" computer; then, you may wish to delete the information on the "B" computer.

Deleting Accounts

Deleting an account is a two-step process.

1.   You request that an account be deleted using Screen 114, Account Deletion Request. When you make the request, the subscriber's CS account is changed to a "deleted account number" by your CS system. A deleted account number begins with a tilde (~) and is followed by nine digits, e.g. ~**000000011**. This process allows you to reuse the account's original CS account number while retaining the account's information on the CS system.

       An account which has been assigned a deleted account number can be kept on the system for as long as you like. Keeping deleted accounts on the system provides more accurate event history reporting of past periods. For example, a report run to find the number of low battery alarms two months ago is more accurate when the activity of "deleted accounts" is still on the system.

       You may look up the information for a deleted account on Screen 10, Cross Reference, using its deleted account number.

       Keeping "deleted accounts" on the system also allows you to reinstate the account without entering the account's data all over again.

2.   When you wish to remove the account information from the system permanently use Screen 115, Account Delete Processing, to purge the account from the system.
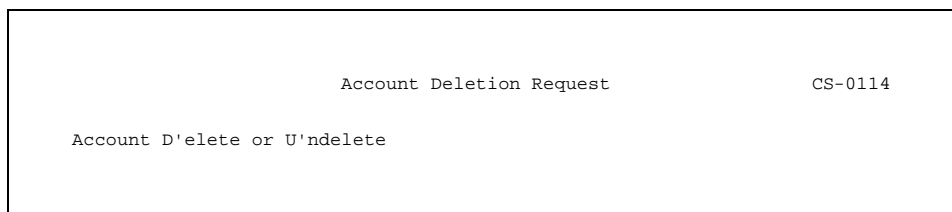
Making an Account Deletion Request

Screen 114, Account Deletion Request, is used to request that an account be deleted from the CS system. When you make the request, the subscriber's CS account is changed to a "deleted account number" by your CS system.

Screen 114 is also used to reactivate accounts which have been assigned a "deleted account number."

When Screen 114 is first displayed, you are prompted to enter **D** if you wish to delete accounts or **U** if you wish to reactivate accounts which have been assigned a "deleted account number."

Figure 9-9

```
                           Account Deletion Request                CS-0114


       Account D'elete or U'ndelete

```

When you enter **D**, you will be prompted to enter the CS account number of the account you wish to delete.

Figure 9-10

```
                        Account Deletion Request                CS-0114


 1 CS# 001-0003          ACTIVE
                                        INST     100 BIG! ALARM COMPANY
        EVANS, LARRY & LINDA
        129 MAPLE STREET
        APT G2
        SACRAMENTO        CA 10293

 2 Term Date 05/16/94


    Service Status ACTIVE




                            OPEN TICKETS:


                        N'ext or 'DELETE'
```

In CS# enter the CS account number of the account to be deleted. When an account is selected the screen will display the subscriber's name, address, and secondary account number (if any).

The account's status in the CS system is displayed in flashing text to the right of the CS account number. If the account has been passed to the Service System, the account's status in the Service System is displayed in SERVICE STATUS. If the account has any open tickets, it may not be marked for deletion.

TERM DATE is used only by systems using MAS Billing/Receivables for dealer billing. A dealer account is one for which you bill a dealer (installer, alarm installation company) for monitoring service rather than billing the subscriber directly. In TERM DATE enter the last date for which you will bill the dealer for providing service to this account.

Enter **DELETE** at the command line. The following message is displayed:

*WARNING: THIS DESIGNATES ALL ASSOCIATED ACTIVITY, INFORMATION, AND HISTORY
              OF THIS ACCOUNT WILL BE DELETED!!!*

*   ENTER 'CONFIRM' TO CONFIRM OR <NL> TO SKIP.*

When you enter **CONFIRM**, the message *FLAGGED FOR DELETION* appears at the command line, the account's "deleted account number" appears in the CS# Field, and the account's CS status and service status changes to *MARKED FOR DELETION*.

Figure 9-11

```
                       Account Deletion Request                CS-0114


   1 CS# ~000000117      Marked for Deletion
                                       INST     100   BIG! ALARM COMPANY
          EVANS, LARRY & LINDA
          129 MAPLE STREET
          APT G2
          SACRAMENTO        CA 10293

   2 Term Date 05/19/94


     Service Status Marked for Deletion






                       N'ext or 'DELETE' FLAGGED FOR DELETION
```

Permanently Purging a "Deleted Account" From the CS System

Screen 115 is used to delete CS accounts which have been renamed on Screen 114. A listing of the accounts is printed as the accounts are deleted.

The deletion process on Screen 115 is **not** *redundant*.

Figure 9-12

```
              ACCOUNT MASTER FILE AND ACTIVITY DELETION          CS-0115


              1 Beg. Account FIRST
              2 End. Account LAST

              3 Cutoff Date   03/31/93
              4 Print Only/Print & Delete (PO/PD)  PO
              5                Summary Print (Y/N)  Y
              6                 Detail Print (Y/N)  Y
              7        One Account Per Page (Y/N)   Y
```

You may purge all "deleted accounts" just a range of "deleted accounts." (Recall that you may request that an account be deleted using Screen 114.) In BEG. ACCOUNT enter the number of the "deleted account" you wish to purge from the CS system. In END ACCOUNT, enter the number of the last "deleted account" you wish to purge from the system. If you wish to purge all "deleted accounts" enter **FIRST** in Field 1 and **LAST** in Field 2.

Because reports may include information for up to 14 reporting period, the CUTOFF DATE field defaults to a date that is 14 months prior to the current date. This means that a "deleted account" **may** be retained on the system for up to 14 months after you have requested that it be deleted (on Screen 114, Account Deletion Request).

Keeping "deleted account" on your system for 14 months provides more accurate reporting for past reporting periods; however, storing "deleted accounts" also uses disk space. You may wish to retain

"deleted accounts" on your system for fewer than 14 months.

If you would like to retain "deleted accounts" on your system for less than 14 months, you enter a later (more recent) CUTOFF DATE. If you do not wish to retain *any* deleted accounts on the system, enter the current date in the CUTOFF DATE field each time you run Screen 115.

In selecting accounts for deletion, the CS ssytem compares the selected CUTOFF DATE with the TERM DATE assigned to an account on Screen 114, Account Deletion Request. If an account has a TERM DATE that is earlier than or the same as the selected CUTTOF DATE, the account will be deleted from the system.

In PRINT ONLY/PRINT & DELETE, indicate whether you want to only print a report of customers marked for deletion (**PO**) or to print the report and delete customers at the same time (**PD**).

In SUMMARY PRINT, enter **Y** if you wish to print a summary report of accounts selected for deletion. A summary report prints one line of information for each account including the CS number, account name, location, and area. Enter **N** if you wish to print a detailed report.

In detail print, enter **Y** if you wish to print a detailed report of accounts selected for deletion.

In ONE ACCOUNT PER PAGE, enter **Y** if you wish to print the information for each account on separate pages. Enter **N** if the information for more than one account may be printed on each page.

If you chose the **PO** options, enter **GO** at the command line to begin printing a report of accounts selected for deletion.

If you chose the **PD** option, the following message and command line appears:

> *WARNING: YOU ARE ABOUT TO DELETE A SERIES OF ACCOUNTS AND THEIR ASSOCIATED INFORMATION, HISTORY, ACTIVITIES ETC... RUN THIS WITH EXTREME CAUTION AND ONLY AFTER PRINTING ALL ACCOUNT DETAIL FOR ARCHIVAL STORAGE. THERE IS NO RECOVERY FROM THIS PROCEDURE.*

> *ENTER 'DELETE ALL' TO PROCEED*

Type **DELETE ALL** to print a listing of the accounts selected for deletion. Press any other key to abort the deletion process. When the report has printed, the following message and command line appear:

> *WARNING:*
> *THIS IS YOUR VERY LAST CHANCE TO EXIT FROM THIS NON-RECOVERABLE DELETION. YOU SHOULD HAVE ALL THE ACCOUNT DETAIL PRINTOUT FOR ARCHIVAL STORAGE. A DELETION LOG REPORT WILL BE PRODUCED BY THIS PROGRAM. FILE IT WITH YOUR AUTHORIZED DELETION REPORT.*

> *ENTER 'DELETE ALL' TO PROCEED*

Type **DELETE ALL** to delete the accounts selected for deletion. Press any other key to abort the deletion process.

> **Note:** 1.   Only one user at a time may access this screen.
>
>   2.   Subaccounts may be deleted regardless of the site account's alarm status.
>
>   3.   A subaccount's events which have not been merged to the site account history (using Screen 109), will be purged when the subaccount is deleted.

Reactivating a Deleted (Renamed) Account

Screen 114, Account Deletion Request, may be used to reactivate accounts which have been assigned a "deleted account number" (using the D'elete option on Screen 114). Accounts which have been purged from the system (using Screen 115, Account Delete Processing) may not be reactivated.

Following are the steps for reactivating a "deleted account:

1.   Access Screen 114, Account Deletion Request. Select the **U'ndelete** option

2.   Enter the *original* account number in the CS# Field--not the ~ account number. The original account information will be displayed, as long as it has not been reused since the time of original deletion. If this is the case, the message *ACCOUNT NOT MARKED FOR DELETION* will be displayed on the screen and the cursor will remain at the CS# field.

3.   If you are re-activating an account number that has in the past been deleted and re-used more than once, you will be presented with a Pending Deleted Accounts window that will display all of the previously deleted accounts that were originally active as the same account number. For example, if account 11-1234 is being re-activated, but was originally an active account called Avery Plastics, and also an account called ACDC Electronics, the Pending Deleted Accounts window would look similar to the following:

Figure 9-13

```
                            Pending Deleted Accts
    Name........................ Add1......................... ST Zip.......
  1 AVERY PLASTICS              7834 ALTON                     CA 92714
  2 ACDC ELECTRONICS            8934 CULVER                    CA 92714
  3
  4
  5
  6
                            #, M'ore, or Q'uit
```

4.   Finally, enter **UNDELETE** at the command line of Screen 114, followed by **CONFIRM** when
        prompted. The message *UNDELETED* will flash at the command line, indicating that the
        account is now re-activated. After an account is re-activated, its re-named account will no
        longer exist on the system.

Purging Event Activity

Screen 133, PURGE EVENT ACTIVITY, will purge all event activity (e.g. alarms, opens, closes) from the last cutoff date through the new cutoff date you enter.

Note: 1.   Event history should be posted before you purge event activity. Event history is posted from Screen 113, EVENT HISTORY POSTING.

         2.   Event history should be dumped to tape before you purge event activity. Event history is dumped to tape from Screen 121, DUMP EVENT HISTORY TO TAPE.

Note: To enable the purge to run efficiently, enter the number of months of event history you normally keep on the system in MAXIMUM HISTORY RETENTION (MONTHS) on Screen 101, Processing Options.

This value does not limit the amount of history that can be stored, it only helps the CS system to purge event activity as quickly as possible. While the first use of Screen 133 will not run faster than usual, subsequent usage of Screen 133 may be faster.

Figure 9-14

```
                    Purge Event Activity          CS-0133




            1 Event Class or 'ALL' [AOSTZ]  ALL
            2 Mailing Freq or 'ALL' [MWBNQ]  ALL

            3 Account Starting Range     FIRST
            4 Account Ending Range        LAST

            5 Cutoff Date              11/12/91




                        #, or 'GO'
```

You may purge activity for one or more event classes, A through Y. Recall that event codes may be assigned to event classes A-Z on Screen 51, Event Code Update.

If you wish to delete account activity for all event classes, enter **ALL**.

You may choose to delete activity for accounts having a particular mailing frequency. A mailing frequency may be assigned to each subscriber account on Screen 42, DISPATCH DATA ENTRY, and helps to determine how often a SUPERVISED MAIL-OUT REPORT (generated from Screen 24) is mailed to the subscriber.

If you wish to delete account activity for accounts which have been assigned a particular mailing frequency, enter that mailing frequency. (You may enter up to five different mailing frequencies.) If you wish to delete account activity for accounts which have not been assigned a mailing frequency, enter **N**. If you wish to delete account activity for all accounts, enter **ALL**.

You may choose to delete activity for a specific subscriber or range of subscribers. In ACCOUNT STARTING RANGE, enter the account number of the first subscriber whose account activity is to be deleted.In ACCOUNT ENDING RANGE, enter the account number of the last subscriber whose account activity is to be deleted.

In CUTOFF DATE, enter the last date through which activity is to be deleted. Activity prior to or as of the cutoff date will be deleted.

To begin deleting activity, move the cursor to the command line and enter **GO**. After entering **GO**, the following message will appear on your screen:

WARNING

THIS PROGRAM WILL DESTROY ALL RECORD OF SELECTED EVENTS THROUGH THE SHOWN CUTOFF DATE. BE CERTAIN THAT ALL DESIRED REPORTS HAVE BEEN RUN AND THAT THIS ACTIVITY HAS BEEN TRANSFERRED TO TAPE IF DESIRED.

Enter 'CONFIRM' TO PROCEED, ANYTHING ELSE TO ABORT

This is an added security precaution in case the **GO** command was sent in error. This safety measure will allow you to either proceed as indicated or allow you to abort the process.

If you enter **CONFIRM**, the deletion process will begin. The MAIN MENU, Screen 0, will be displayed when the deletion process is complete.

> **Note:** This purge is not redundant. If you have a "hot" redundant system, you must perform the purge on the "A" computer and then on the "B" computer.

Purging Canceled Accounts

Note: 1.   Screen 134, Cancellation Purge, is used only if your central station uses MAS Billing/Receivables for dealer billing.

        2.   The RECORD ACCOUNT CANCEL Field on Screen 101, Processing Options, must be set to **Y** in order for this screen to function properly.

When a subscriber's CS account is deleted, a cancel record is created which will generate the final bill for the canceled subscriber in Dealer Billing. This subscriber's account will be retained in this canceled record file for 60 days. Screen 134, Cancellation Purge, is used to purge all CS accounts in the canceled record file which have exceeded the 60 day period.

Figure 9-15

Cancellation Purge   CS-0134

1 Purge Thru Date

#, OR 'GO' TO PURGE

In PURGE THRU DATE enter the last date to be included in purge. Canceled records which are 60 days old or older as of the purge thru date will be selected for deletion.

To begin deleting canceled records, type **GO** at the command line. The following message appears:

WARNING !! You are about to destroy all cancellation history prior to the above date. Do you still wish to purge? (YES/NO)

If you enter **YES**, the following message will appear:

Total Number of Records Purged (Number of records)

During the process of purging, *Total Number of Records Purged* shows the number of records purged in increments of 10. The MAIN MENU is displayed when the purge is complete.

> **Note:** This purge is not redundant. For "hot" redundant systems, you only need to run this purge on the computer where the MAS Billing/Receivables system resides.

Purging Event Date Indexes

Screen 135 EVENT DATE INDEX PURGE, is only used if the EVENT DATE INDEX SYSTEM Field on
Screen 101, PROCESSING OPTIONS, is set to **A** or **B**. If that field is set to **A**, this purge only needs
to be run on the A computer. If the field is set to **B**, this purge only needs to be run on the B
computer.

If you use the reports listed below, be sure you have printed them for the period through which the
event date index is to be purged *before* you run the purge:

- • Screen 23   DAILY ALARM PRINTOUT
- • Screen 276   SPECIAL ALARM PRINTOUT BY RES CODE RANGES

Figure 9-16

```
                        Event Date Index Purge              CS-0135




                1 Purge Thru Date   10/13/91




                    #, OR 'GO' TO PURGE
```

In PURGE THRU DATE enter the last date to be included in purge.

To begin deleting event indexes, move the cursor to the command line and type **GO**. After typing
GO, the following message appears:

> *WARNING !!YOU ARE ABOUT TO DESTROY THE EVENT DATE INDEXES FOR EVENTS
> PRIOR TO THE ABOVE DATE. DO YOU STILL WISH TO PURGE? (YES/NO)*

If you enter **YES**, the following message will appear:

> *TOTAL NUMBER OF RECORDS PURGED (Number of records)*

During the process of purging, the *TOTAL NUMBER OF RECORDS PURGED* message will give you
a current reading in increments of 10.

The MAIN MENU, Screen 0, will be displayed when the purge is complete.

Deleting Dispatch Action Records

Screen 136 allows you to delete the records of dispatcher actions through a date you specify. If you are using the Dispatch Action Feature (printing the Operator Statistics Report from Screen 298 or the Dispatch Action Report from Screen 299), then you should be purging dispatch action records regularly.

Figure 9-17

```
                          Dispatch Actions Purge                    CS-0136


                          1 Cutoff Date 03/14/94




                                    Read        Deleted
                                    175            94


                                       #, GO
```

In CUTOFF DATE enter the date through which dispatch action records are to be deleted. Any dispatch action records created on or befor the cutoff date will be deleted. The default date shown is one month prior to the current system date.

After you've selected a cutoff date, enter GO at the command line.

As dispatch records are selected, the READ column will show the total number of dispatch action records stored on your system. The DELETED column will show the total number of dispatch action records deleted.

Purging Agency Dispatch Records

Screen 136 allows you to delete the records of dispatcher actions through a date you specify. If you are using the Agency Dispatch Feature (printing the Summary Incident File Report from Screen 296), then you should be purging agemcu dispatch records regularly.

Figure 9-18

```
                    Agency Dispatch Purge                    CS-0137


             1 Cutoff Date      04/13/94

             2 Agency Type      PFMT

             3 Starting Agency      1
             4 Ending Agency    99999




                      Read      Deleted



                          #, GO
```

In CUTOFF DATE enter the date through which agency dispatch records are to be deleted. Any agency dispatch records created on or befor the cutoff date will be deleted. The default date shown is one month prior to the current system date.

In AGENCY TYPE, enter the type(s) of agency for which you wish to delete dispatch records. Chose from one or more of the following:

    P   Police
    F   Fire

M   Medical
T   Patrol

Next, you may choose to delete agency dispatch records for a range of agencies. In STARTING AGENCY, enter the code of the first agency for which you wish to delete dispatch records. In ENDING AGENCY, enter the code of the last agency for which you wish to delete dispatch records.

To begin purging agency dispatch records, enter **GO** at the command line.

As agency dispatch records are selected, the READ column will show the total number of agency dispatch records stored on your system. The DELETED column will show the total number of agency dispatch records deleted.

Deleting Agency Information

Screen 291 allows you to delete the information for one or more police department, fire department, patrol, or medical agency.

Figure 9-19

```
                         Delete Agencies                    CS-0291


        1. P'D, F'D, M'edical, or Pa'T'rol

                        Police/Fire/Medical/Patrol Agencies to Delete

        2.
        3.
        4.
        5.
        6.
        7.
        8.
        9.
       10.
       11.



                        #, N'ext, OR 'DELETE' to start
```

In Field 1, enter **P** if you wish to delete the information for a police department. Enter **F** if you wish to delete the information for a fire department. Enter **M** if you wish to delete the information for a medical agency. Enter **T** if you wish to delete the information for a patrol agency.

On Lines 2 through 11 in the lower portion of the screen, enter the police or fire department codes you wish to delete. When a code is entered the name of the agency is immediately displayed.

After you've entered all the codes to be deleted, move the cursor to the command line and enter **DELETE** to remove the information from the CS system. As the CS system checks to be sure that the agency is not assigned to any subscriber's account, the message *Checking Account Master File <number> of <number>* is displayed above the command line. The message *DELETED* appears immediately after the name of the agency which has been removed.

If the agency is still assigned to a subscriber's account it cannot be deleted. The message *UNABLE TO DELETE* will appear immediately after the agency's name. The agency's information will not be deleted.

When all of the agency codes you selected have been checked or deleted, the message *ENTER <NL> TO CONTINUE* appears at the bottom of the screen. When you press [NEW LINE], the MAIN MENU is displayed.

Changing Resolution Codes

Screen 142, CS EVENT CODE CHANGE, allows you to change event codes assigned to one or more accounts. After an event code has been changed, you may choose to delete the event code or retain it on the CS system. Recall that event codes are assigned to zones for each subscriber on Screen 43, ZONE - EVENT CODE UPDATE.

When you first access the screen, the following message will be displayed:

* * * * * W A R N I N G * * * * *
This program will replace up to 12 resolution codes with another throughout the entire database. Zones, schedules, and event history are effected. Please use care in running this program! Enter 'CONFIRM' to proceed, anything else to abort

If you type **CONFIRM** the CS EVENT CODE CHANGE Screen is displayed:

Figure 9-20

```
                        CS Event Code Change                    CS-0142


        1  Start CS#  FIRST
        2  End CS#    LAST

           From                            To
           Code  Description               Code  Description

        3    13  OPEN (PCS)                 4     8  open
        5                                   6
        7                                   8
        9                                  10
       11                                  12
       13                                  14
       15                                  16
       17                                  18
       19                                  20
       21                                  22
       23                                  24
       25                                  26
       27 Delete Source Res Code (Y/N) Y

                     #, Or 'GO' To Begin Printing
```

You may choose to change the event codes for a specific subscriber or range of subscribers. In START CS#, enter the account number of the first subscriber whose event codes are to be changed. In END CS#, enter the account number of the last subscriber whose event codes are to be changed.

The lower portion of the screen is divided into two columns: the FROM and TO columns.
In the FROM column, enter the event code to be changed. In TO column, enter the new event code to be substituted for the FROM event code. You may list up to 12 sets of old and new event codes.

If you enter **Y** in the DELETE SOURCE RES CODE, the FROM event codes will be replaced with the TO event codes throughout the CS system. Then, the FROM event codes will be deleted from Screen 51.

If you enter **N** in the DELETE SOURCE RES CODE Field, the FROM event codes will be replaced with the TO event codes throughout the CS system. The FROM event codes will remain on Screen 51.

To begin the changes, move the cursor to the command line and type **GO**. ***The changes begin immediately.*** As the changes are made, a report is printed of the CS accounts affected by the changes. The MAIN MENU, Screen 0, is displayed when the changes are complete.

Note: These changes are not redundant. If you have a "hot" redundant computer, you must make the changes on the "A" computer and then make the changes on the "B" computer.

Changing the Installer Code for a Range of Accounts

Screen 147, MASS INSTALLER NUMBER CHANGE, is used to change the installer code for one or more subscriber accounts.

Figure 9-21

```
              Mass Installer Number Change          CS-0147


        1. From Installer
        2.  To Installer

        3.  Starting CS#
        4.   Ending CS#


            WARNING: THIS PROGRAM IS NOT REDUNDANT.
            IT MUST BE RUN ON BOTH SYSTEMS.





              #, or GO to Begin
```

In the FROM INSTALLER field, enter the installer code to be changed. In TO INSTALLER column, enter the new installer code to be substituted for the FROM INSTALLER code.

You may choose to change the installer code for a specific range of subscribers. In START CS#, enter the account number of the first subscriber whose installer code is to be changed. In END CS#, enter the account number of the last subscriber whose installer code is to be changed.

To begin the changes, move the cursor to the command line and type **GO**. After you type **GO**, the following message is displayed:

> *THIS PROGRAM WILL CHANGE THE INSTALLER # FOR ALL CS ACCOUNTS WITHIN THE SPECIFIED RANGE. THIS DOES NOT INCLUDE EVENT INSTALLER/ DATE INDEX OR LINE ASSIGNMENT RECORDS.*
>
> *TO BEGIN ENTER CONFIRM:*

Type **CONFIRM** to begin the changes. The MAIN MENU, Screen 0, is displayed when the changes are complete.

> **Note:** These changes are not redundant. If you have a "hot" redundant computer, you must make the changes on the "A" computer and then make the changes on the "B" computer.

Changing or Inserting an Area Code

Screen 160 allows you to make an area code change to telephone numbers throughout your subscriber database. You may also use this screen to add an area code where no area code had previously been entered. (This might be useful if a data entry clerk "forgot" to enter the area code for aparticular account or range of accounts having the same area code.)

The area code may be changed for the following telephone numbers:

Screen Number and Description	Field Name
Screen 42, Dispatch Data Entry	PHN1 PHN2
Screen 46, Passcard Update	PHONE 1 PHONE 1
Screen 47, Zone Dispatch Update	Lines 5 through 16
Screen 48, Overflow Information Update	Lines 1 through 12
Screen 52, Agency Update.	PHONE 1 PHONE 2

The area code will **not** be changed for telphone numbers entered on:

Screen Number and Description	Field Name
Screen 11, Common Overflow Maintenance	Lines 3 through 14
Screen 54, Installer Update	MESSAGE PHONE
Screen 52, Agency Update.	MODEM PHONE 1 MODEM PHONE 2

Note the following before using this screen:

• Improperly using this screen can do a great deal of damage to your database files; therefore, you should make certain that you fully understand how this screen works before using it.

• If telephone numbers are changed incorrectly, the only way to restore the previous data is to use a backup tape. ***Make a complete tape backup of your database before using the screen.***

• Only 10-digit telephone numbers using the U.S.- and Canadian-type format (e.g. 123-456-7890) may be changed using this screen.

• Telephone numbers that contain information other than numeric characters, spaces, hyphens, and characters designated as "legal" for AutoDial Module purposes cannot be changed. (Refer to the "AutoDial Appendix" of this manual for a list of legal and illegal characters.)

The following examples show numbers that can be changed using Screen 160:

(111) 222-3333
BILL SMITH 111 222 3333
BUILDING 9: 111 222 3333

The following examples show numbers that cannot be changed using Screen 160:

111 222 3333 BILL SMITH
111 222 3333 EXT. 27

- Processing area code changes take several hours depending on the size of your subscriber database, the speed of your computer, the current demands on the computer, and other factors. MAS suggests that you schedule the change for a weekend or other convenient period.

Choose to Insert or Change an Area Code

When Screen 160 is first displayed you may choose to insert ord change and area code. Enter **INSERT** to add an area code where no area code had previously been entered. Enter **CHANGE** to make an area code change to telephone numbers throughout your subscriber database.

Figure 9-22

```
        WARNING:  DEPENDING UPON YOUR SELECTION, THIS
                  PROGRAM WILL INSERT AN AREA CODE OR CHANGE
                  AREA CODES THROUGHOUT THE CS DATABASE.

                  THE ONLY WAY TO RECOVER THESE CHANGES
                  IS TO RESTORE FROM BACKUP.




                      ENTER 'INSERT' OR 'CHANGE'
```
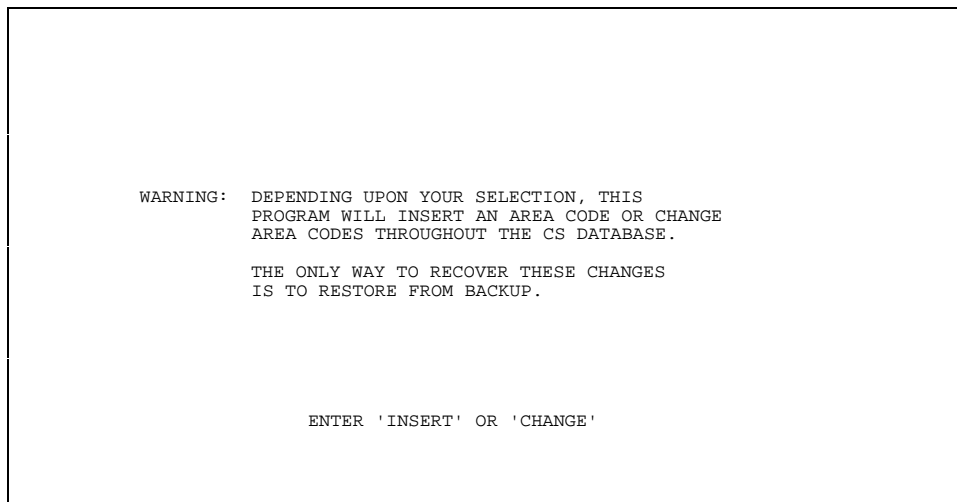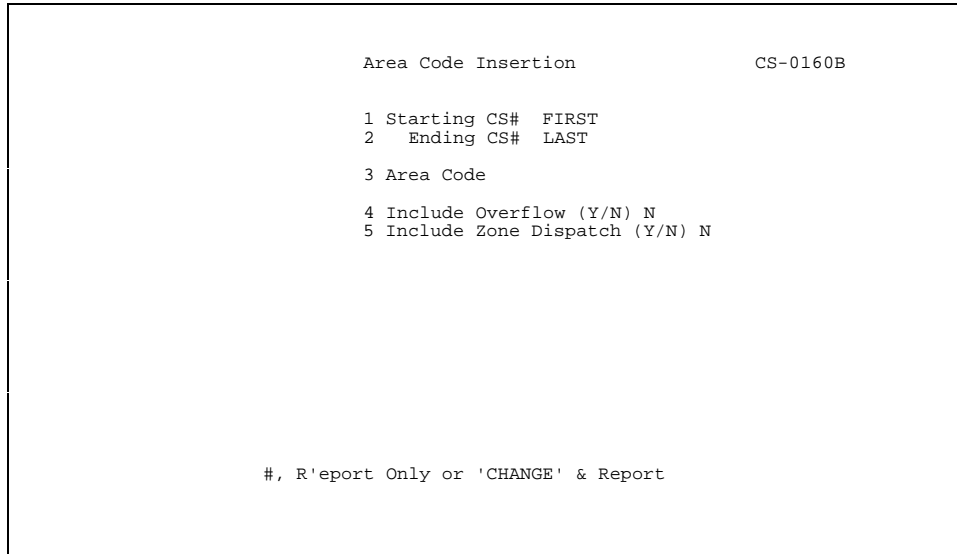
Inserting an Area Code

If you enter **INSERT** to add an area code, the following selection screen is displayed:

Figure 9-23

```
                         Area Code Insertion              CS-0160B

                         1 Starting CS#  FIRST
                         2   Ending CS#  LAST

                         3 Area Code

                         4 Include Overflow (Y/N) N
                         5 Include Zone Dispatch (Y/N) N




                    #, R'eport Only or 'CHANGE' & Report
```

Select the CS account or range of accounts for which you wish to add an area code. Then, in AREA CODE enter the area code to be added to the selected accounts. This ensures that the area code will be added for the phone numbers on Screen 42, Dispatch Data Entry.

In the remaining fields on Screen 160, indicate if the area code is to be added on the Overflow and Dispatch Pages.

To print a report of accounts, agencies, and installers whose telephone numbers will be changed without changing the area code, enter **R** at the command line. To print a report of accounts, agencies, and installers whose telephone numbers will be changed and to change those area codes, enter **CHANGE** at the command line.

> **Note:** MAS recommends that you first print a report (enter **R** at the command line) of the changes, review the report for correctness, and then use the **CHANGE** option.

When you choose to insert the area code (by typing **CHANGE**) the following messages may be displayed:

NOW PROCESSING CS ACCOUNTS....

<number> PROCESSED OUT OF <number>

NOW PROCESSING AGENCY RECORDS

When the changes are complete, the Area Code Change Report is printed.

Refer to **Figure 9-27** for an example of the Area Code Change Report.

Changing an Area Code

When you choose to change an area code, the following selection screen is displayed:

Figure 9-24

```
              Area Code Change              CS-0160

              1 Old Area Code
              2 New Area Code
              3 State Code

              Prefixes Affected
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
    4   to    24   to    44   to    64   to
    6   to    26   to    46   to    66   to
    8   to    28   to    48   to    68   to
   10   to    30   to    50   to    70   to
   12   to    32   to    52   to    72   to
   14   to    34   to    54   to    74   to
   16   to    36   to    56   to    76   to
   18   to    38   to    58   to    78   to
   20   to    40   to    60   to    80   to
   22   to    42   to    62   to    82   to


              #, R'eport only or 'CHANGE' & Report
```

In OLD AREA CODE, enter the three-digit area code to be changed. In NEW AREA CODE, enter the new three-digit code.

Enter the two-character state abbreviation as used in the addresses concerned in STATE CODE.

The lower portion of the screen is used to list the telephone number prefixes to be included in the area code change. The prefix is the set of three-digit numbers following the area code. For example, in the telephone number shown in **Figure 9-25**, the area code is 111 and the prefix is 222.

Figure 9-25

```
        Area codes and prefixes

           111 222 3333


     Area Code              Prefix
```

For *single* prefixes, enter the three-digit number in the left, numbered field, and the same number in the TO Field directly to the right. When the prefixes fall into *consecutive groups*, enter the first number of the group in the numbered field and the last number of the group in the TO Field.

For instance, in the example shown in **Figure 9-26**, telephone numbers with the area code of 123 will

be changed to area code 456 if the prefix is either 222 or any of the prefixes in the range 300 through 399.

Figure 9-26

```
                    Area Code Change              CS-0160


                    1 Old Area Code  123
                    2 New Area Code  456
                    3 State Code    NY

                    Prefixes Affected
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
    4 222 to 222    24   to        44  to         64  to
    6 300 to 399    26   to        46  to         66  to
    8    to      28  to         48  to         68  to
   10    to      30  to         50  to         70  to
   12    to      32  to         52  to         72  to
   14    to      34  to         54  to         74  to
   16    to      36  to         56  to         76  to
   18    to      38  to         58  to         78  to
   20    to      40  to         60  to         80  to
   22    to      42  to         62  to         82  to


              #, R'eport or 'CHANGE' & Report
```

The numbers in the numbered and TO Fields must either be the same, or constitute a valid range. If you attempt to leave the TO Field blank or enter a lower number than that in the previous field, the message *ENDING PREFIX MUST BE GREATER THAN OR EQUAL TO STARTING PREFIX* appears and you must correct the values in order to continue.

With the screen data completed, press **[NEW LINE]** to move the cursor to the command line. At the command line enter **R** for **R'EPORT**.

WARNING: *Do not* use the command line option CHANGE at this point. The CHANGE option will run the actual telephone number change process. At this stage, you should not go any further than producing a report of the numbers that will be changed using the current screen settings.

The Central Station program now checks your entire subscriber database to produce a report showing the changes that will take place with the current values shown on Screen 160. No changes are made at this time. This process may take several hours to complete. When the listing process is finished, the report will appear at the main printer and the MAIN MENU (CS-000) will be displayed.

An example of the report is shown in **Figure 9-27**.

Figure 9-27

```
  8/30/90  11:28            THE FALSE ALARM COMPANY                    PAGE 1
  USER:   CA123         AREA CODE CHANGE REPORT  (160)

        OLD AREA CODE: 123    NEW AREA CODE: 456    STATE CODE: NY

  PREFIXES:

  222 TO 222 /  300 TO 399 /   TO   /   TO   /   TO   /   TO   /   TO
     TO   /   TO   /   TO   /   TO   /   TO   /   TO   /   TO
     TO   /   TO   /   TO   /   TO   /   TO   /   TO   /   TO
     TO   /   TO   /   TO   /   TO   /   TO   /   TO   /   TO



  INSTALLER: 100    NEW YORK PROTECTION CO

  CS#.... CS NAME..................... CITY...... ST OLD PHONE... NEW PHONE... SOURCE.......

  1000    FAST-N-FRESH-FOODS (MASTER)   OLD TOWN  NY 123 222 3333  456 222 3333  CS PHONE 1
  1001    FAST-N-FRESH FOODS (HEAD OFF.) OLD TOWN  NY 123 222 3333  456 222 3333  CS PHONE 1
  1002    FAST-N-FRESH FOODS (SUBSITE 1) NEW TOWN   NY 123 300 1111  456 300 1111  CS PHONE 1
  1003    FAST-N-FRESH FOODS (SUBSITE 2) EAST TOWN  NY 123 301 1111  456 301 1111  CS PHONE 1
  **1004   FAST-N-FRESH FOODS (SUBSITE 3) WEST TOWN  RI 123 222 3333  456 222 3333  CS PHONE 1
  1005    JIM'S JUNK JEWELRY EMPORIUM   UPTOWN    NY 123 350 4444  456 350 4444  CS PHONE 1
  1006    NEW YORK REAL ESTATE, INC    DOWNTOWN  NY 123 333 3333  456 333 3333  CS PHONE 1
```

The report contains the following sections:

- The top area of the first page shows general report information including the date and time the report was run and the username responsible for the report.

- Directly below the general area is the information previously entered into the AREA CODE CHANGE screen fields.

- The next section provides a list of subscribers' telephone numbers that will be changed. Subscribers are listed in groups of installers. The SOURCE column in this section shows where the existing telephone number is located. Possible sources are listed below:

CS PHONE n	The subscriber's contact telephone numbers as entered in the TEL1 and TEL2 fields of DISPATCH DATA ENTRY (Screen 42).
PASS xxxxxxxxxx PH n	Telephone numbers entered into PASSCARD MAINTENANCE (Screen 46). The entry shows the passcard identification from the PASSCARD column and whether the number is from the TEL1 or TEL2 columns.
ZDISP PG n LN n	Telephone numbers entered into ZONE DISPATCH UPDATE (Screen 47). The entry shows both dispatch page number and line number.

| OFLO PG n LN n | Telephone numbers entered into OVERFLOW MAINTENANCE (Screen 48). The entry shows both overflow page number and line number. |

- Following the subscriber information is a listing of police department telephone numbers that will be changed. The existing numbers are derived from the POLICE DEPARTMENT FILE UPDATE (Screen 52). The SOURCE column in this section shows which number in the screen is used.

  Possible sources are listed below:

  | REG PHONE | The department's main contact telephone number as entered in the TELEPHONE Field. |
  | ALT PHONE | The department's alternative contact telephone number as entered in the ALT TELE Field. |

- The next section is a listing of fire department telephone numbers that will be changed. The existing numbers are derived from the FIRE DEPARTMENT FILE UPDATE screen (Screen 53). The SOURCE column in this section is the same as that described in the previous section.

- The last section of the report shows the report totals listed under two headings: TOTAL NUMBER OF CHANGES and CHECKSUM. The CHECKSUM number is a reference total that the computer produces. You'll use this number later for checking purposes.

Check the report carefully looking for telephone numbers that should not be included. Pay special attention to the CITY and ST ("state") columns of the report. Also, note any lines that begin with asterisks (**). The asterisks indicate that the subscriber's address does not contain the state code previously entered. In **Figure 9-27**, for instance, the subscriber numbered 1004 has a state code "RI," but the valid state code, as shown at the beginning of the report, is "NY."

It is extremely important to obtain a report that contains no errors before starting the actual change process. If you are certain that the current report contains a complete and error free list of the changes that you actually want to make, you're ready to start the actual change process as described in the following section.

If, however, the report is not entirely correct, make the appropriate modifications and then go back and start again from "Using the Area Code Change Report." The modifications that you may have to make at this stage are either:

- Entering different data in the AREA CODE CHANGE screen itself.

- Changing subscriber data, such as the STATE section of the subscriber's address.

- Changing appropriate data in the POLICE DEPARTMENT FILE UPDATE (Screen 52).

- Changing appropriate data in the FIRE DEPARTMENT FILE UPDATE (Screen 53).

> **WARNING**: Do *not* attempt to make the appropriate modifications and then run the actual area code change process without first obtaining a corrected report. The report provides important information that will allow you to check whether the actual change process has worked properly.

Changing the Area Codes

When you are certain that you have an error free copy of the Area Code Change Report, you can begin making the actual changes to the telephone numbers. Don't destroy the report yet; you'll use it later for a final check of the process.

Return to the AREA CODE CHANGE screen and complete each field with the exact data shown in the top section of the report. When you've completed the screen, press **[NEW LINE]** in a blank field to move the cursor to the command line.

Carefully check the field entries in the screen with the completed report.

When you are ready, type **CHANGE** at the command line. The computer now processes a final Area Code Change Report. When completed, the screen displays the following message:

DID THE REPORT PRINT OK? (Y/N)

Enter **Y** for "yes" if the report printed, or enter **N** for "no" if you need to print another copy. The screen now displays the following message:

THIS IS YOUR LAST CHANCE TO ABORT THE CHANGE PROCESS.
ENTER 'CONFIRM' TO PROCEED, ANYTHING ELSE TO ABORT.

Don't confirm the message yet. First, check the numbers in the TOTAL NUMBER OF CHANGES and CHECKSUM areas of the new report with those from the previous report.

If the totals are *not* identical press **[NEW LINE]**. This will prevent the actual changes from taking place. You must then correct the cause of the error and return to the appropriate section of this description.

If you are sure that the totals are identical, type **CONFIRM**. The actual changes will now be recorded.

It is important to keep the final copy of the report in your files to provide a record of the changes made. The earlier copy of the report should be discarded.

Changing Modem Numbers

As mentioned earlier, modem telephone numbers in the POLICE DEPARTMENT FILE UPDATE and FILE DEPARTMENT FILE UPDATE (Screens 52 and 53) are not altered during the change procedure. At this stage then, you should change the appropriate numbers manually. Use the Area Code Change Report as a guide to the police and file departments affected.

Updating Your Files

As a final step, you should update your subscriber records by obtaining a report for each subscriber whose information has been changed using the CS ACCOUNT DATABASE PRINTOUT (Screen 21). Be aware that the changes you have made are not recorded as "normal" changes, and will not automatically produce reports from the UPDATED CS ACCOUNT DATABASE PRINTOUT (Screen 140).

You may also update your police and fire department records as necessary using the POLICE DEPARTMENT REPORT and FIRE DEPARTMENT REPORT (Screens 72 and 73).

Changing the Locations for a Range of Accounts

Screen 179, CS ACCOUNT LOCATION CHANGE, is used to change the CS, Service, and/or Guard locations for a range of subscriber accounts. After the location has been changed for all of the appropriate accounts, the old location may be deleted from Screen 61.

Recall that locations are created on Screen 61, CS Location File Update and that each subscriber account may be assigned a CS, Service, and/or Guard location on Screen 42, Dispatch Data Entry.

Figure 9-28

```
                 CS Account Location Change                  CS-0179

            1 Start Inst
            2 Through Inst             999999

            3 Start CS #
            4 Through CS #             ZZZZZZZZZZ

            5 Change CS Loc            0
            6 To CS Loc               0

            7 Change SV Loc            0
            8 To SV Loc               0

            9 Change GD Loc            0
           10 To GD Loc               0

           11 Print Change Report (Y/N)      N

           12 Delete 'Change' Location (Y/N) N

   WARNING: THIS PROGRAM IS NOT REDUNDANT. - IT MUST BE RUN ON BOTH SYSTEMS

                   #, or 'GO' to Begin
```

You may choose to change the location(s) for a specific range of installers. In START INST, enter the account number of the first installer whose subscriber accounts are to be changed. In THROUGH INST, enter the account number of the last installer whose subscriber accounts are to be changed.

You may choose to change the location(s) for a specific range of subscribers. In START CS#, enter the account number of the first subscriber whose location(s) are to be changed. In THROUGH CS#, enter the account number of the last subscriber whose location(s) are to be changed.

In the CHANGE CS LOC Field, enter the CS location number to be changed. In the TO CS LOC Field, enter the new CS location to be substituted for the CHANGE CS LOC.

In the CHANGE SV LOC Field, enter the Service System location number to be changed. In the TO SV LOC Field, enter the new service location to be substituted for the CHANGE SV LOC. (You may change the service location to **0** for a selected account or range of accounts).

In the CHANGE GD LOC Field, enter the Guard location number to be changed. In the TO GD LOC Field, enter the new guard location to be substituted for the CHANGE GD LOC.

In PRINT CHANGE REPORT, enter **Y** if you wish to print a list of accounts affected by the changes. Enter **N** if you do not wish to print a report of the accounts affected by the changes.
If you wish to delete the location (from Screen 61, CS Location File Update) after its accounts and installers have been reassigned to a new location, enter **Y** in the DELETE 'CHANGE' LOCATION Field. If you do not wish to delete the location after the accounts and installers have been reassigned to a new location, enter **N**.

To begin the changes, move the cursor to the command line and type **GO**.

As accounts are selected to be changed, the following message is displayed above the command line:

<number> of accounts read. <number> of accounts changed.
After the changes have been made, the following message is displayed:

Complete.....New-line to continue

Press [Enter].

> **Note:** These changes are not redundant. If you have a "hot" redundant computer, you must make the changes on the "A" computer and then make the changes on the "B" computer.

Changing the Zones for a Range of Accounts

```
                        CS Zone Change                           CS0243


        1  Start CS#   FIRST
        2  End CS#     LAST

           From Zone            To Zone              EVENT CODE
           (? is wild card)     (- to delete)        (0=any)
        3  O               4  O2               5
        6                  7                   8
        9                 10                  11
       12                 13                  14
       15                 16                  17
       18                 19                  20
       21                 22                  23
       24                 25                  26
       27                 28                  29
       30                 31                  32
       33                 34                  35
       36                 37                  38


                   #, Or 'GO' To Begin Printing
```

Assigning a New Account Number to an Existing Account

You may use Screen 145, Account Rename, to assign a new CS account number to an existing CS account.

Screen 9-29

```
                          ACCOUNT RENAME                        CS-0145
         1.    Before Account :  11-1234
                                 AVERY PLASTICS INC.
                                 19162 RIVERSIDE DRIVE
                                 ORANGE             CA 92655-4532
         2.    After Account :   12-1234




                          #, 'GO'-to Rename
```

In BEFORE ACCOUNT, enter the CS account number of the account you wish to assign a new account number. After you enter a valid account number, the subscriber's name and mailing address will be displayed.

In AFTER ACCOUNT, enter the new CS account number you wish to assign to the account.

Move the cursor to the command line and type **GO** to assign the new CS account number to the account. The following message will be displayed:

> *Warning: You have requested to change account # <number> to: <number>.*
> *This rename option does not take care of 3rd party mail or passcards.*

At the command line, enter **CONFIRM** to assign the new CS account number to the account. After you enter **CONFIRM**, the message *Renamed* is briefly displayed at the command line.

Note: Recall that third party passcards may be created on Screen 46, Passcard Update, for the employees of companies which service your subscriber's accounts. For example, you may need to assign passcards to the employees of an armored guard company which service a chain of banks your central stations monitors.

Alternate mailing addresses may be set up for a subscriber's account on Screen 45, Mail-to Address Update.

Clearing a Block of Alarms or Events

Screen 143 BLANKET ALARM CLEAR is used to fully or partially clear alarms for a range of accounts. You might use this screen in the event that a power failure strikes a city where you monitor many accounts, filling the ALARM STATUS MONITOR (Screen 14) with "Power Failure" signals.

Figure 9-30

```
                        Blanket Alarm Clear                    CS-143

        1. Beginning Location Code    :   1
        2. Ending Location Code       :   1

        3. Beginning Response Priority :
        4. Ending Response Priority    :

        5. Last Time Went into Alarm   : 12:03

        7. Beginning Resolution Code   :
        7. Ending Resolution Code      :

        8. Starting Account Range      : FIRST
        9. Ending Account Range        : LAST

       10. Clr Accts That Need Restoral: Y
       11. Full,Partial, or Auto Clear : F
       12. Partial Clear Priority      :  200
       13. Auto Mins.(if Partial W/AM) :   20


                         #, or 'GO'
```

You may clear alarm signals for a single location or for a range of locations. In BEGINNING LOCATION CODE, enter the number of the first location for which alarms are to be cleared. In ENDING LOCATION CODE, enter the number of the last location for which alarms are to be cleared.

You may clear alarm signals of a specific priority or for a range of priorities. In BEGINNING RESPONSE PRIORITY, enter the highest alarm priority to be cleared. In ENDING RESPONSE PRIORITY, enter the lowest alarm priority to be cleared.

You may clear one or more specific types of alarms. In BEGINNING RESOLUTION CODE, enter the first type of event to be cleared. In ENDING RESOLUTION CODE, enter the last type of alarm to be cleared.

You may clear alarms for a specific account or range of accounts. In STARTING ACCOUNT RANGE, enter the account number of the first subscriber site for which alarms are to be cleared. In ENDING ACCOUNT RANGE, enter the account number of the last subscriber site for which alarms are to be cleared.

> **Note:** The selected event will be cleared for both individual and subaccounts.

CLR ACCTS THAT NEED RESTORAL allows you to chose whether the alarm status will be cleared for accounts where a restoral is required. If you do want to clear alarms where a restoral is required, enter **Y** in CLR ACCTS THAT NEED RESTORAL. If you do ***not*** want to clear alarms where a restoral is required, enter **N** in CLR ACCTS THAT NEED RESTORAL.

In FULL, PARTIAL, OR AUTO CLEAR, enter **F** if you wish to "full clear" the selected alarms. Enter **P** if you wish to partially clear the selected alarms. Enter **A** if you wish to partially clear the selected alarms for a specific length of time.

The PARTIAL CLEAR PRIORITY Field is used only if you chose to partially clear the selected alarms or partially clear the select alarms for a specific length of time in the field above. If so, you must enter a new priority for the selected alarm signals. The new priority may be greater or lesser than the event's original priority with a maximum priority of **250**. You may not enter a PARTIAL CLEAR PRIORITY that is within the response priority range (entered in Fields 3 and 4). If you do so, the cursor will remain positioned at the PARTIAL CLEAR PRIORITY Field.

The AUTO MINS. (IF PARTIAL W/AM) Field is used only if you chose to partially clear selected alarms for a specific length of time. If so, you must enter the number of minutes for which identical alarm signals for the selected accounts will be ignored. The alarms will return to their original priorities after this amount of time has passed.

> **Note:** You may wish to review "Using Event Codes and Function Keys" for a full discussion of "Full Clear," "Partial Clear," and "Partial Clear with Auto Minutes."

Setting up an Expected Event for Several CS Accounts

Screen 144, Mass Expected Event Setup, is used to set up late openings, late closings, no openings, and no closings for a range of related accounts. This can be used when a range of related accounts, which all have similar schedules, will be changing their schedules in exactly the same way. For example, if a chain of department stores all will be closing late on the same evening, Screen 144 may be used to set up a late closing event for them as a group.

Figure 9-31

```
                    Mass Expected Event Set-Up                 CS-014


           1 Start Location                      1
           2 End Location                       99

           3 Start Inst                          0
           4 Through Inst                   999999

           5 Start CS #                     FIRST
           6 Through CS #                   LAST

           7 Start Alternate ID            FIRST
           8 End Alternate ID              LAST

           9 Operator Action(NO,LO,NC,LC)
          10 Action Date
          11 Action Time



              #, Or 'GO' To Begin Processing
```

You may set up expected events for a specific location or range of locations. In START LOCATION, enter the number of the first location for which you wish to set up expected events.In END LOCATION, enter the number of the last location for which you wish to set up expected events.

You may set up expected events for a specific installer or range of installers. In START INST, enter the number of the first installer for whose subscribers you wish to set up expected events. In THROUGH INST, enter the number of the last installer for whose subscribers you wish to set up expected events.

You may set up expected events for a specific range of subscribers. In START CS#, enter the account number of the first subscriber for whom you wish to set up an expected event. In THROUGH CS#, enter the account number of the last subscriber for whom you wish to set up an expected event.

You may set up expected events for a subscribers who have been assigned a specific alternate ID or range of alternate IDs. In START ALTERNATE ID, enter the alternate ID of the first subscriber for whom you wish to set up an expected event. In END ALTERNATE ID, enter the alternate ID of the last subscriber for whom you wish to set up an expected event.

In OPERATOR ACTION enter the code for the expected event you wish to create. Choose from the following codes:

NO   No open
LO   Late open
NC   No close
LC   Late close

In ACTION DATE enter the date on which the expected event is to occur. In ACTION TIME enter the time at which the expected event is to occur.

At the command line, enter **GO** to begin setting up the expected events.

Printing a Log of All Events

Screen 151 prints all the event history that has occurred since the last time this report was printed.

If you have a dedicated logging printer which is running, do ***not*** use this screen. A dedicated logging printer prints a list of each event that has been processed by your CS system.

If you do not have a logging printer or, if your logging printer is not working, you may print a listing of events by moving the cursor to the command line and typing **GO**.

Figure 9-32

<div align="center">

Event Log Recap   CS-0151

DO NOT USE THIS PROGRAM IF YOU HAVE A DEDICATED LOGGING PRINTER

Type 'GO' to Print

</div>
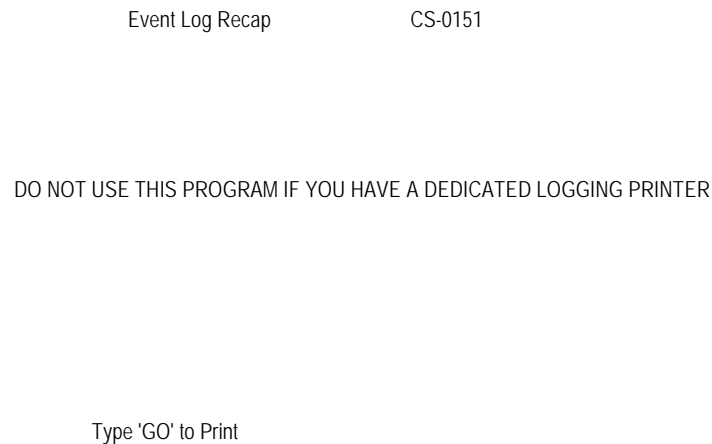
Assigning a Block of Account Numbers to an Installer

The screens listed below allow to you establish a format for CS account numbers and to assign a range account numbers to an installer. This allows you to provide an installer with a list of account numbers he may use when installing a new alarm system without having to contact your central station.

- Screen 171   CS LINE ASSIGNMENT FORMAT
- Screen 172   CS NUMBER ASSIGNMENT

Screen 171 CS LINE ASSIGNMENT FORMAT

This screen is used to set up a format for CS account numbers to be assigned to a particular installer.

Figure 9-33

```
                    CS Line Assignment Format              CS-171

          1 Format Number:

          2 Fixed Digit Start:
          3 Fixed Digit End:          Format Defined:

          4 Variable Digit Start:
          5 Variable Digit End:

          6 Variable Format Codes:

          13 Code Ranges Start:
          20 Code Ranges End:

          Available Digit Format Codes are:

           D - Decimal   A - Alphabetic   H - Hexadecimal

                     #, S'ave, D'elete, or N'ext
```

When you first access this screen the cursor is positioned in the FORMAT NUMBER field. Enter the line number description or definition in this field. For example, if the alarm line is defined as "L01" for line one, enter **L01** in this field. Include all extra characters such as hyphens or dashes.

The cursor then moves to the field labeled FIXED DIGIT START. Enter the starting position number of the unchanging alarm line number.

The cursor then moves to the field labeled FIXED DIGIT END. Enter the ending position number of the unchanging alarm line number. For example, if the alarm line is defined as "L01", the FIXED DIGIT START value would be **1**. The FIXED DIGIT END value would be **3**.

The cursor then moves to the field labeled VARIABLE DIGIT START. Enter the starting position number of the variable alarm communicator number.

The cursor then moves to the field labeled VARIABLE DIGIT END. Enter the ending position number of the variable alarm communicator number. For example, if the complete subscriber number is "L01 848," the fixed and variable digit position values would be as follows:

> FIXED DIGIT START: 1
> FIXED DIGIT END: 4 (allows for space)
>
> VARIABLE DIGIT START: 5
> VARIABLE DIGIT END: 7

```
                         L   0   1       8   4   8
                         ^   ^   ^   ^   ^   ^   ^
                         |   |   |   |   |   |   |
      POSITION VALUES:   1   2   3   4   5   6   7
```

The cursor then moves to the field labeled VARIABLE FORMAT CODES. Enter a variable format code for each digit in the variable alarm communicator number. For example, if the variable alarm communicator number consists of three (3) values, all of which are in a hexadecimal format, then the code **H**, for hexadecimal, should be entered in three of the fields.

If the variable alarm communicator number consists of four (4) values, the first two in decimal format, the third in alphabetic format, and the last being in hexadecimal format, then the code **D**, for decimal, should be entered in the first two fields, **A**, for alphabetic, should be entered in the third field, and **H**, for hexadecimal, should be entered in the fourth field.

The cursor then moves to the field labeled CODE RANGE START. Enter the starting range value for each variable format code. The cursor then moves to the field labeled CODE RANGE END. Enter the ending range value for each variable format code.

The FORMAT DEFINED Field will display the subscriber number format with starting and ending values that have been selected. This should resemble the subscriber number format as it is entered in Screen 2 ALARM RESPONSE/DISPATCH.

Note: 1. The hyphen is used to separate the fixed digits from the variable digits. It is not included in the format unless specifically defined in the fixed digit.

2. The format assignment is redundant--that is, an assignment on computer A is also made on computer B.

Screen 172 CS NUMBER ASSIGNMENT

This screen maintains, displays and allows authorized editing of CS number information.

Figure 9-34

```
                CS Number Assignment    Page: 1    CS-0172

    Line # L1        From 'FIRST' : 0000   To: 99FF   Cat:
                    .......... ASSIGNMENT........  ...........ACCOUNT..........
        CSN#    S  DATE   INST# INSTALLER NAME  START   INST# INSTALLER NAME
    1 L10000   A 01/01/92    1 BIG ALARM INSTA 01/01/92    1 BIG ALARM INSTA
    2 L10001   A 01/01/92    1 BIG ALARM INSTA 01/01/92    1 BIG ALARM INSTA
    3 L10002   I 01/01/92    1 BIG ALARM INSTA
    4 L10003   I 01/01/92    1 BIG ALARM INSTA
    5 L10004   I 01/01/92    1 BIG ALARM INSTA
    6 L10005   I 01/01/92    1 BIG ALARM INSTA
    7 L10006   I 01/01/92    1 BIG ALARM INSTA
    8 L10007   I 01/01/92    1 BIG ALARM INSTA
    9 L10008   O
   10 L10009   O
   11 L1000A   O
   12 L1000B   O
   13 L1000C   O
   14 L1000D   O
   15 L1000E   O
   16 L1000F   O
            A'ssign, B'lkasgn, D'eassign, U'nasgnblk, M'ore, N'ext A
```

When you first access this screen, the cursor is positioned at the LINE # Field. Enter the format number, from those set up on Screen 171, of the CS numbers that are to be assigned to an installer or deassigned from an installer.

The cursor then moves to the field labeled FROM. The starting account number range, defined in the CODE RANGE START Field on Screen 171, is displayed here. Enter the starting range value for the CS numbers to be edited, otherwise, press [NEW LINE] to accept default value and to advance to the next field.

The cursor then moves to the field labeled TO. The ending account number range, defined in the CODE RANGE END Field on Screen 171, is displayed here. Enter the ending range value for CS numbers to be edited, otherwise, press [NEW LINE] to accept default value.

You may view accounts for a specific category or all categories. Choose from the following categories:

A	An account has been created on Screen 42, Dispatch Data Entry.
E	An account has been created on Screen 42. The installer assigned to the account on Screen 42 is different from the installer assigned to the account on Screen 172.
I	The account has been defined as part of a block on Screen 171.

O   The account has been defined as part of a block on Screen 171 and assigned to an installer on Screen 172. The account has not yet been set up on Screen 42.

Up to sixteen (16) CS numbers with status, date and installer information will be displayed.

Assigning/Deassigning a Single Account Number

To assign a single account number to an installer, use the **A'SSIGN** command. Move the cursor to the command line and enter **A**. The prompts, shown below, are immediately displayed at the bottom of the screen:

> *INST #   # TO ASSIGN (INACTIVE)*

In INST #, enter the installer code to which the account number is to be assigned. In # TO ASSIGN, enter the line number on which the account number to be assigned appears. You may only assign an account number having an open status. When a valid line number is entered, the message *SAVED* immediately appears at the command line. The account's status changes from open to inactive and the installer information is immediately displayed int the INST # and INSTALLER NAME columns for that account.

To deassign a single account number, use the **D'EASSIGN** command. Move the cursor to the command line and enter **D**. The prompts are the same as those described above.

When an account has been deassigned, its status will change from inactive to open and the installer information will be removed from the INST # and INSTALLER NAME columns for the account.

Assigning a Range of Account Numbers

To assign a range of account numbers to an installer, use the **B'LKASSIGN** command. Move the cursor to the command line and enter **B**. The prompts, shown below, are immediately displayed at the bottom of the screen:

> *INST #   CSN #'S TO ASSIGN (OPEN)*

In INST #, enter the installer code to which the account numbers are to be assigned. In CSN #S TO ASSIGN, enter the first account number to be assigned and press [NEW LINE]. Then enter the last account number to be assigned and press return. You may only assign an account number having an open status. When a valid range of accounts is entered, the message *SAVED* immediately appears at the command line. The accounts' statuses changes from open to inactive and the installer information is immediately displayed int the INST # and INSTALLER NAME columns for each account.

To deassign a range of account numbers, use the **U'NASSIGNBLK** command. Move the cursor to the command line and enter **U**. The prompts are the same as those described above.

When the accounts have been deassigned, their statuses will change from inactive to open and the installer information will be removed from the INST # and INSTALLER NAME columns for each account.

<table>
<tr><td>**Note:**</td><td>For accounts which have been assigned to an installer, the installer's code will automatically be displayed when the account is set up on Screen 42 DISPATCH DATA ENTRY.</td></tr>
</table>

Assigning ASCII Values to a CRT

Screen 180 is used to define the ASCII values to be used by CRTs that are not normally supported by MAS software.

Figure 9-35

```
                        CRT File Maintenance                    CS-0180

        1.  CRT Type (A-Z)          B
        2.  CRT Description      DG COLOR
        3.  PRTON ASCII Values     30    32    8    9    0
        8.  PRTOFF ASCII Values    30    0     0    0    0




                    #, S'ave, N'ext
```

In CRT TYPE, enter one alphabetic character to designate the CRT type. The CRT type will be used when you set up the CRT on Screen 55 CRT DEFAULT SETUP.

In CRT DESCRIPTION, enter up to 25 characters describing the CRT type.

The PRTON AND PRTOFF ASCII VALUES should be supplied by the company that manufactures the CRT and are required to ensure the terminal will be able to use the Autodialer and print reports properly.

Access Security

Screen 360 is used to restrict user access to screens and menus within the CS System and Service System. This is a three step process:

1.   Determine the number of User Security Levels that you'll use. User Security Levels limit which screens a user may access.

2.   Assign an Access Level to each User Security Level. Access Levels limit what commands a user may use on the screens he can access.

3.   Create a unique username for each person using the CS System.

Usernames, User Security Levels, and Access Levels work in combination to determine the user's ability to access and use screens within the service system. Username creation is explained in your MAS *System Administration Manual*, however, a brief discussion of username is appropriate here.

Each user of the CS System will be assigned a unique, five character username.

•   The first character of the username designates which MAS package the user is allowed to access. If you want the user to have access to both CS System and Service System, this character must always be **C**.

•   The second character defines the User Security Level. There are 36 levels available. In order of priority from the highest security level to the lowest, these consist of numeric characters **0** through **9** followed by alphabetic characters **A** through **Z**.

> **WARNING:**   Do not use levels **A** and **P**. These levels are currently used by MAS for special purposes.

•   The 3rd, 4th, and 5th characters should be the user's initials or unique identifying number. These characters will appear on certain screens and reports produced by the software to show which user was responsible for a specific action. For example, a typical username therefore might be **C4JMG**. Here, the user has access to the CS System and Service System, a user security level of 4, and the user's initials are JMG.

Determine the Number of User Security Levels

Determine the number of User Security Levels that you'll use. For example, assume that you've chosen to use fourteen levels as follows: **0** through **9** and **B** through **E**. This means that the second character of each username that you create will consist of one of these numbers or letters.

Assign an Access Level to Each User Security Level

Next, allocate an Access Level to each of these User Security Levels for every screen in the program. There are eight preset Access Levels as follows:

Table 9-1

Allowed Functions Level		Functions Permitted in the Designated Screen
0	System Managers	All functions allowed.
1	Shift Supervisors	View, add, or change data, and alarm dispatching.
2	Dispatchers	View or change data, and alarm dispatching.
3	Data Entry Personnel	View, add, or change data.
4	Trainees	View data. Alarm dispatching, but FULL CLEAR not permitted.
5	Alarm System Installers	View or add program data for the installer's subscribers only.
6	Subscribers	View data concerning the subscriber only.
7	No Screen Access	None. User is unable to access the screen.

The next chart shows how you might allocate an Allowed Functions Level to the User Security Levels in a few of your program screens.

Table 9-2

						USER SECURITY LEVEL									
Screen	0	1	2	3	4	5	6	7	8	9	B	C	D	E	
CS-000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CS-001	0	0	0	0	0	0	0	0	0	0	0	0	0	7	ALLOWED
CS-002	0	0	0	0	2	2	7	7	4	4	7	7	7	7	
CS-003	0	0	0	0	2	2	7	7	4	4	7	7	7	7	FUNCTIONS
CS-004	0	0	0	0	2	2	7	7	4	4	7	7	7	7	
CS-005	0	0	0	0	2	2	7	7	4	4	7	7	7	7	LEVELS

> **Note:** For the MAIN MENU (Screen 0), all User Security Levels must have an Access Level of **0** (full access) in order to use the CS System.

Enter the data from the chart on Screen 360 (**Figure 9-36**). At the SCREEN # Field, enter **0** to set User and Access Levels for Screen CS-000. Whenever you enter a screen number here, the "CS" prefix and all preceding zeros should be omitted.

Figure 9-36

```
              Screen/User Access Security Entry/Maintenance        CS-0360

        Screen #  000

                    U S E R   S E C U R I T Y
        Level|    Level|    Level|    Level|    Level|    Level|
        ----------------------------------------------------------------------
        0. 0|     7. 7|    14. E|    21. L|    28. S|    35. Z|
        1. 1|     8. 8|    15. F|    22. M|    29. T|
        2. 2|     9. 9|    16. G|    23. N|    30. U|
        3. 3|    10. A|    17. H|    24. O|    31. V|
        4. 4|    11. B|    18. I|    25. P|    32. W|
        5. 5|    12. C|    19. J|    26. Q|    33. X|
        6. 6|    13. D|    20. K|    27. R|    34. Y|

        ************* Access Levels *************   36. Level 0 Password:
        0 - System Manager      4 - Trainee
        1 - Shift Supervisor    5 - Installer
        2 - CS Operator         6 - Subscriber
        3 - Data Entry          7 - None (Default)


                          #, C'opy, N'ext, S'ave
```

After you enter the screen number, default access levels are displayed and the cursor moves to the command line. (Default access levels are determined by MAS.)

Referring to the chart on Table 9-2, enter **0** to move the cursor to the 0 area of the USER SECURITY level fields. Enter **0** in each of the fields 0 through D. The screen should look like **Figure 9-30**.

Figure 9-37

```
              Screen/User Access Security Entry/Maintenance        CS-0360

        Screen #  0

                    U S E R   S E C U R I T Y
        Level|    Level|    Level|    Level|    Level|    Level|
        ----------------------------------------------------------------------
        0. 0| 0    7. 7| 0   14. E| 7   21. L| 7   28. S| 7   35. Z| 7
        1. 1| 0    8. 8| 0   15. F| 7   22. M| 7   29. T| 7
        2. 2| 0    9. 9| 0   16. G| 7   23. N| 7   30. U| 7
        3. 3| 0   10. A| 0   17. H| 7   24. O| 7   31. V| 7
        4. 4| 0   11. B| 0   18. I| 7   25. P| 0   32. W| 7
        5. 5| 0   12. C| 0   19. J| 7   26. Q| 7   33. X| 7
        6. 6| 0   13. D| 0   20. K| 7   27. R| 7   34. Y| 7
```

If everything looks correct, enter **S** at the command line to save the data.

Move the cursor to the command line and enter **N** to clear the screen. At the SCREEN # field, enter **2** to enter data for Screen 2. Referring to the chart in Table 11-2, complete the user security levels for Screen 2 just as you did in the previous example. Notice that you will enter **2** for USER SECURITY

levels 4 and 5, **7** for levels 6 and 7, and B through E, and **4** for levels 8 and 9. Thus, a user with the **E** security level will be able to access the Main Menu (Screen 0), but cannot access Screen 2.

Copying User/Access Levels

Enter and save the User/Access Levels for Screen 3. You'll notice in the chart (**Table 9-2**) that Screens 4, 5, and 6 have exactly the same characteristics as those of Screen 3. In this case, we can simply copy Screen 3's user security levels to the other screens.

Enter **3** into the SCREEN # field if it isn't already displayed. At the command line enter **C** for C'OPY. The message *DESTINATION SCREEN #* appears above the command line. Enter the number of the screen that the displayed information is to be copied to--in this case--enter **4**. Save the information at the command line, and then copy the same data to Screen 5 and 6. Notice that the number in the SCREEN # field changes each time you save the data.

Using Passwords for Screen Access

Field 36 allows you to add an additional level of security to screens accessible by a **0** User Security Level. The password can consist of up to eight characters. When a password is required for a specific screen, a user will be unable to access the screen until the correct password is entered. To delete a password from a screen, enter the screen number and go to field 36 and press the **[SPACE BAR]** on the keyboard through all of the existing characters before saving.

WARNING:	To prevent unauthorized users from changing security levels, you should add a password to Screens 360, 361, and 362. A default password of **COVERT** has already been assigned to Screens 361 and 362. You should change this password as soon as possible.

Printing a List of User Access Levels

Screen 361 (**Figure 9-38**) is used to view or print a listing of the current User Security Levels and corresponding Access Levels.

Figure 9-38

```
Page XXX                Program/User Security Display/Print              CS-361
04/14/93                                                                 09:57
                                U S E R   L E V E L
Program      0 - 4 | 5 - 9 | A - E | F - J | K - O | P - T | U - Y | Z
------------|-------|-------|-------|-------|-------|-------|-------|---
CS001         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS002         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS003         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS004         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS005         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS006         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS007         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS008         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS009         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS010         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS011         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS012         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS013         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS014         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS015         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7
CS016         01234 | 56777 | 07777 | 77777 | 70070 | 17777 | 77777 | 7


      E'xceptions, M'ore, PRE'vious, N'ext, P'rint
      Starting Program #
```

At the command line simply enter the lowest screen number to be included in the screen display. Do not include the "CS" prefix or leading zeros. For example, to begin the report with Screen 1, enter **1**. The **M** in *M'ORE* will flash if additional information is available, enter **M** to display additional information. If you use the M'ORE command, the **PRE** in *PRE'VIOUS* will flash to show that there are pages of information prior to the page you are viewing. Enter **PRE** to view previous pages of information. To view new data, enter **N** to clear the data from the screen.

To print a copy of your user levels enter **P** to access screen 361A (**Figure 9-39**). In fields 1 and 2 select the starting and ending screen numbers to be included in the report. Enter **GO** to start printing.

Figure 9-39

```
SCREEN/USER SECURITY DISPLAY/PRINT          CS-0361A


1 STARTING SCREEN  : 1
2 ENDING SCREEN    : 200




#,'GO' TO BEGIN PRINTING
```

Resetting User Access Levels

Screen 362 (**Figure 9-40**) allows you to quickly allocate a range of Access Levels to specific User Security Levels in a range of screens. For instance, assume that you want users with User Security Level **D** to have an Access level of **4** in all of the system management screens numbered 203 through 213.

In Field 1, enter **D** and in field 2 enter **4**. Then, in Field 3, enter **203** for the starting screen and in field 4 enter **213** for the ending screen. Finally, enter **GO** to start the process.

Figure 9-40

```
              Reset User's Access Level          CS-0362


          1 User's Security Level:  D

          2 User's Access Level(0-7): 4


          3 Start Screen #   203
          4 Through Screen #  213




          #, or 'GO' to Begin Processing
```

Summary of Commands Used in This Section

#

Enter the line number to be edited.

A'SSIGN

Enter **A** to assign one CS number. After pressing **[NEW LINE]**, enter the installing company number. After pressing **[NEW LINE]**, enter the line number of CSN # to be assigned.

B'LKASGN

Enter **B** to block assign multiple CS numbers. After pressing **[NEW LINE]**, enter the installing company number. After pressing **[NEW LINE]**, enter the starting and ending CSN #'s to be assigned.

C'OPY

On Screen 360, use the **COPY** command to copy access levels from one screen to another.

D'EASSIGN

Enter **D** to deassign one CS number. After pressing **[NEW LINE]**, enter the line number of the CSN # to be deassigned.

DELETE

On Screens 291 and 171, use the **DELETE** command to remove the currently selected information from the system.

'GO' TO PROCEED

Type **GO** to begin index rebuilding process.

M'ORE

Enter **M** to display additional pages of CS number assignment information.

N'EXT

Enter **N** to clear the screen for another entry.

PRINT

On Screen 361 use the **PRINT** command to print a listing of access levels.

S'AVE

Enter **S** to save the information as it currently appears on the screen.

U'NASGNBLK

Enter **U** to deassign multiple CS numbers. After pressing **[NEW LINE]**, enter the starting and ending CSN #'s to be deassigned.

'UNDELETE'

This option allows you to cancel a previous subscriber deletion, unless the ACCOUNT MASTER FILE AND ACTIVITY DELETION screen (CS-115) has already been run. With the appropriate subscriber number and date entered in the screen, **UNDELETE** to cancel the process.

Appendix A: Automatic Telephone Dialing

Overview

This appendix describes how to set up the MAS Autodial feature. The Autodial feature allows CS operators to dial telephone numbers displayed on the ALARM RESPONSE/DISPATCH Screen simply by pressing a function key.

The MAS Autodial package includes the following:

- One Autodial unit with an attached standard telephone cable.

- One electrical power transformer.

- One mediator unit and an electrical power cable (required with Data General D220 color terminals only).

- Data cable(s) for connecting the computer terminal, Autodial unit, and mediator (where applicable). You should have *one* data cable for Data General D215, D216, and D410 terminals. You should have *two* data cables for Wyse Model WY-50 and WY-350 terminals, and for IBM 3151 terminals. You should have *three* cables for the Data General D220 color terminal.

What You'll be Learning

In this appendix, you'll learn:

- What you will need to set up the Autodial hardware and software.

- How to set up the Autodial hardware.

- How to set up the Autodial software.

What You Will Need

To use the Autodial feature you will need the following:

• An MAS Autodial package, both hardware and software.

• An existing workstation equipped with one of the following:

    · Data General D215, D216, or D410 monochrome terminal
    · Data General D220 color terminal
    · Wyse Model WY-50 or WY-350 terminal
    · IBM 3151 terminal

• A telephone jack outlet for each Autodial unit. The outlet should be positioned near to the intended location of the Autodial unit.

• A standard electrical outlet for each Autodial unit. (Two outlets are required if the unit is to be used with a Data General D220 color terminal). The outlet should be positioned near to the intended location of the Autodial unit.

• A small screwdriver.

Setting up the Autodial Hardware

The hardware used for automatic telephone dialing is designed to be installed at dispatcher work stations. It is connected with your CS system and telephone system using standard telephone cables. If your company has a built-in electronic telephone system, you should contact the telephone company to determine if it is necessary to add an interface card to your telephone system.

Use the appropriate setup procedures as follows:

• For Data General D215, D216, or D410 terminals use the Type 1 Setup procedure.
• For Data General D220 color terminals use the Type 2 Setup procedure.
• For Wyse Model WY-50 or WY-350 terminals use the Type 3 Setup procedure.
• For IBM 3151 terminals use the Type 4 Setup procedure.

> **Note:** A standard telephone may be plugged into the AUX port of the Autodial unit. This allows you to use the telephone but makes the Autodial unit inoperable.

Type 1 Setup

These instructions will show you how to set up the Autodial unit with Data General D215, D216, or D410 terminals.

1.   Mount the Autodial unit beneath a convenient work surface. The red indicator light and power button should be positioned so they can be easily seen by the user.

2.   Connect the telephone cable from the back of the unit to a standard telephone jack wall outlet.

3.   Plug the data cable's single 25-pin *male* connector into the back of the Autodial unit.

4.   Remove the existing data cable from the back of the terminal. Plug its connector into the 25-pin *female* connector of the new data cable.

5.   Plug the remaining 25-pin male connector of the new data cable into the back of the terminal. (This port is usually labeled "host.")

6.   Plug the remaining 9-pin male connector of the new cable into the back of the terminal. (This port is usually labeled "printer.")

7.   Plug the headset (or handset) into the socket on the front of the Autodial unit.

8.   Plug the electrical power transformer into a standard electrical outlet.

9.   Plug the end of the electrical power transformer cable into the socket on the back of the Autodial unit.

10.   Turn the switch on the front of the Autodial unit to the "on" position. The red light on the front of the unit should be lit.

Figure A-1 shows how the connections to the computer terminal and Autodial will appear when completed.

Figure A-1
Autodial Module Connections (For Data General D215, D216, or D410 Terminals)

Computer terminal
(Back panel)

New data cable

HOST   PRINTER

Autodial unit
(Back panel)

Existing data cable
to computer

Telephone cable to standard
telephone jack wall outlet
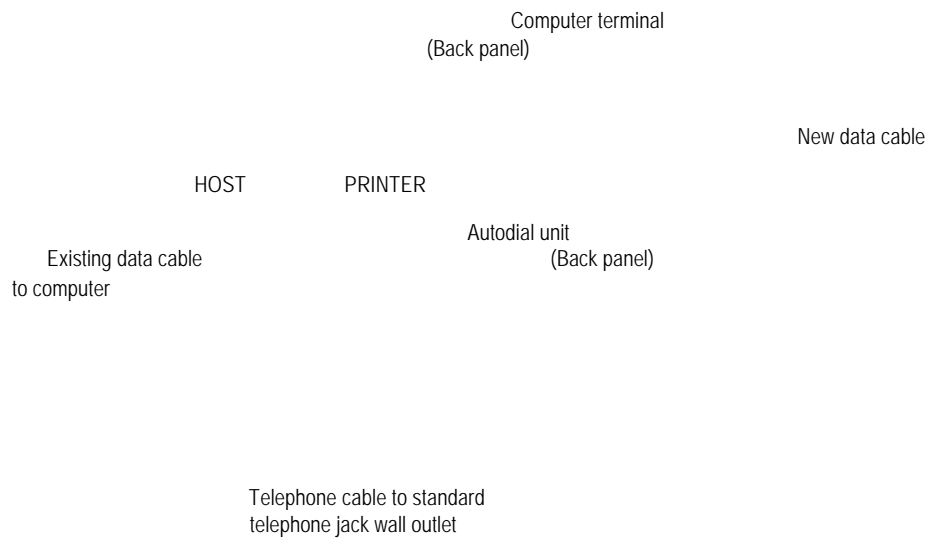
Type 2 Setup

These instruction will show you how to set up the Autodial unit with the Data General D220 color terminal.

1.   Mount the Autodial unit beneath a convenient work surface. The red indicator light and power button should be positioned so they can be easily seen by the user.

2.   Connect the telephone cable from the back of the unit to a standard telephone jack wall outlet.

3.   Position the mediator unit near the work area.

4.   Find data cable "A" supplied with the Autodial unit. Taking the end of the cable with two connectors, plug the male connector into the Autodial port marked "Modem" and the female connector into the Autodial port marked "Terminal."

5.   Remove the existing data cable from the back of the terminal. Reconnect this cable to the free end of data cable "A."

6.   Find data cable "B." Connect one end of the cable to the mediator port marked "Auxiliary" and the other end to the port on the back of terminal marked "Host."

7.   Find data cable "C." Connect one end of the cable to the mediator port marked "Computer" and the other end to the free port on the back of the Autodial unit.

8.   Plug the headset (or handset) into the socket on the front of the Autodial unit.

9.   Plug the electrical power transformer into a standard electrical outlet.

10.   Plug the end of the electrical power transformer cable into the socket on the back of the Autodial unit.

11.   Turn the switch on the front of the Autodial unit to the "on" position. The red light on the front of the unit should be lit.

Figure A-2 shows how the connections to the computer terminal, mediator unit, and Autodial unit appear when completed.

Figure A-2
Autodial Module Connections (For Data General D220 Terminals)

Computer terminal
(Back panel)

HOST

New data cable - 2

New data cable - 1

Existing data cable
to computer   Terminal

Computer

Auxiliary
Modem

New data cable - 2

Autodial unit
(Back panel)

Telephone cable to standard
telephone jack wall outlet

Type 3 Setup

These instruction show you how to set up the Autodial unit with Wyse Model WY-50 or WY-350 terminals.

1. Mount the Autodial unit beneath a convenient work surface. The red indicator light and power button should be positioned so they can be easily seen by the user.

2. Connect the telephone cable from the back of the unit to a standard telephone jack wall outlet.

3. Find the data cables supplied with the unit. Two cables are supplied as follows:

    •   A 25-foot cable with a 25-pin male connector at one end and a 25-pin female connector at the other end.

    •   A 10-foot cable with a 25-pin male connector at each end.

4. Plug one end of the short cable into the back of the Autodial unit.

5. Plug the other end into the port of the computer terminal marked "Aux."

6. Remove the existing data cable from the port marked "Modem" on the back of the terminal. Take the longer of the two new data cables and plug the 25-pin male connector into the "Modem" port. Connect the other end of this data cable to the existing data cable.

7. Plug the headset (or handset) into the socket on the front of the Autodial unit.

8. Plug the electrical power transformer into a standard electrical outlet.

9. Plug the end of the electrical power transformer cable into the socket on the back of the Autodial unit.

10. Turn the switch on the front of the Autodial unit to the "on" position. The red light on the front of the unit should be lit.

Figure A-3 shows how the connections to the computer terminal and Autodial unit will appear when completed.

Figure A-3
Autodial Module Connections (For Wyse Model WY-50 and WY-350 Terminals)

Computer terminal
(Back panel)

New data cable

MODEM   AUX   KEYBOARD

Existing data cable   New data cable
to computer

Autodial unit
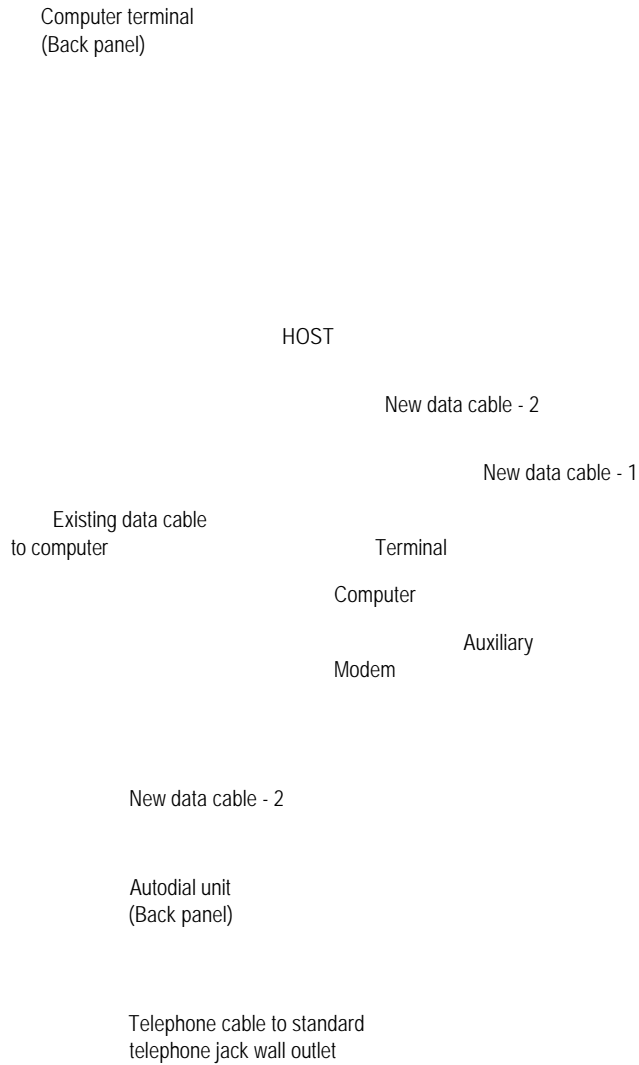(Back panel)

Telephone cable to standard
telephone jack wall outlet
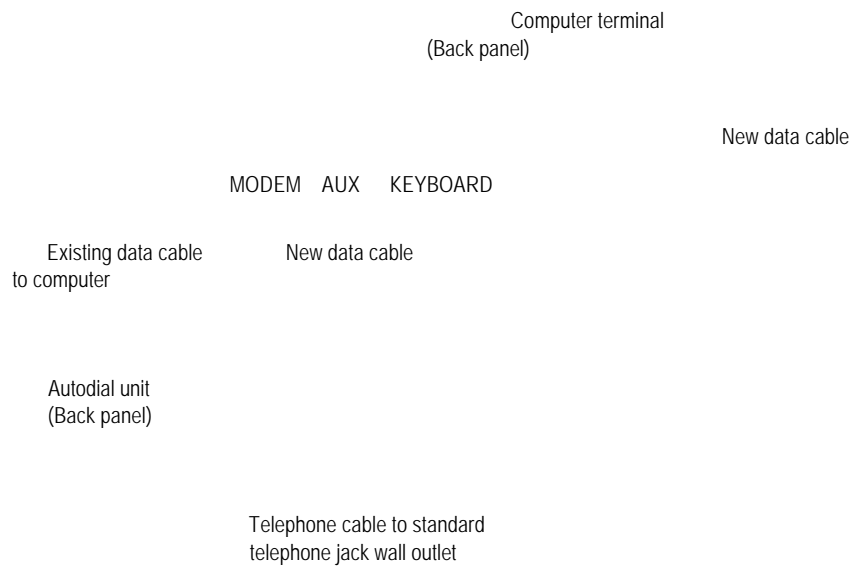
Type 4 Setup

These instructions show you how to set up the Autodial unit with IBM 3151 terminals.

1. Mount the Autodial unit beneath a convenient work surface. The red indicator light and power button should be positioned so they can be easily seen by the user.

2. Connect the telephone cable from the back of the unit to a standard telephone jack wall outlet.

3. Find the data cables supplied with the unit. Two cables are supplied as follows:

    •   A 25-foot cable with a 25-pin male connector at one end and a 25-pin female connector at the other end.

    •   A 10-foot cable with a 25-pin male connector at each end.

4. Plug one end of the short cable into the back of the Autodial unit.

5. Plug the other end into the middle port on the computer terminal.

6. Take the longer of the two new data cables and plug the 25-pin male connector into the right most port on the back of the computer. Connect the other end of this data cable to the host computer.

7. Plug the headset (or handset) into the socket on the front of the Autodial unit.

8. Plug the electrical power transformer into a standard electrical outlet.

9. Plug the end of the electrical power transformer cable into the socket on the back of the Autodial unit.

10. Turn the switch on the front of the Autodial unit to the "on" position. The red light on the front of the unit should be lit.

Figure A-4 shows how the connections to the computer terminal and Autodial unit will appear when completed.

Figure A-4
Autodial Module Connections (For IBM 3151 Terminals)

Computer terminal
(Back panel)

New data cable

_____

POWER EMUL. CART.

Date cable connected
to computer

Autodial unit
(Back panel)

Telephone cable to standard
telephone jack wall outlet
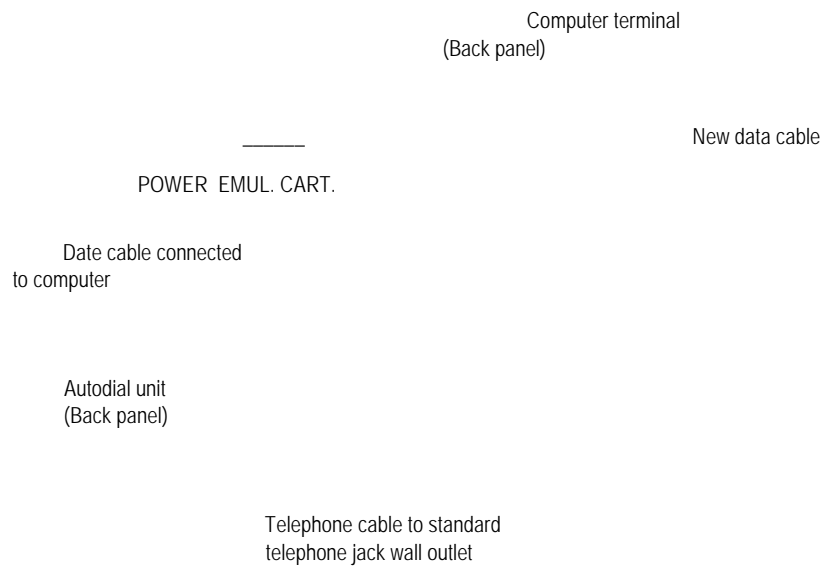
Preparing Your CS System for Automatic Telephone Dialing

The following list shows the screens in your CS system that must be set up in order to be able to dial telephone numbers automatically:

- Screen 101   PROCESSING CONTROL OPTIONS

  If you wish to record the phone number automatically dialed to a subscriber's history, set LOG ALL AUTODIAL CALLS to **Y**. Refer to "Setting up the CS System" for more information.

- Screen 61   LOCATION FILE UPDATE

  If you have not already done so, set up at least one processing location on Screen 61. Refer to "Setting up the CS System" for further information.

- Screen 105   AREA CODE AUTODIAL

  This screen allows you to replace any telephone area code with a series of up to 30 digits.

Figure A-5

```
                        AREA CODE (AUTODIAL) TABLE                CS-0105




           1 LOCATION#          1 MAS DEMO

           2 AREA CODE          714
           3 DIAL CODE          9;






                   #, M'ORE, S'AVE, N'EXT, OR 'DELETE'
```

Locations are set up and assigned a telephone area code on Screen 61 CS LOCATION FILE UPDATE. In LOCATION #, enter the number of the location for which you wish to add digits to its assigned area code.

In AREA CODE, enter the assigned area code for the selected location.

In DIAL CODE, enter the actual numbers that you would use if you were dialing manually. You may add a comma (,) to create a two-second pause, or a semicolon (;) to cause the autodialer to wait for a dial tone.

Example: For example, assume the local telephone area code at the central station is 714, and that when dialing a number you would normally do the following:

- Dial **9** to access a telephone line.
- Wait for a dial tone.
- Dial the number without the area code prefix.

For this example you would enter **9;** as the DIAL CODE.

Note: Before you continue, verify the setup of your Autodial system with MAS support staff.

Using Your Own Modem as an Autodialer

You may set up CRT's to use your own modem rather than a Hayes Autodialer. Simply connect the modem using the appropriate setup procedures previously described. Then, for each CRT which uses a modem rather than a Hayes Autodialer, set the HAYES AUTODIAL COMMANDS Field to **N** on Screen 55 CRT DEFAULT UPDATE.

Note: For information on using the Autodialer, turn to "Basic Monitoring" and "Using Event Codes and Function Keys."

Appendix B: Setting up & Controlling Receivers

Before You Begin

Before you begin to set up your receivers, you must determine the port number to which each receiver will be connected. Then, for each port, follow the appropriate instructions below to prepare the port to be connected to a receiver:

•   For ***AOS/VS-based systems***, you must disable the port.

•   For ***PC-based systems***, the port is set up identically to that of a normal CRT.

•   For ***UNIX-based systems***, you must disable the tty and correctly set its attributes.

Once the port or tty are set at the operating system level you will be able to set up the appropriate information in the CS system for each receiver.

Overview

This appendix describes, in general, the procedures you should follow to prepare your CS system for communication with receivers and to control the communication flow between your CS system and receivers. This appendix does not describe the specific setup and processing requirements for different types of receivers.

Receiver setup and communication is defined by options available from two menus:

       Screen 900   SIGNAL FORMAT/MANUAL ENTRY
       Screen 950   RECEIVER UTILITY MENU

Note: 1.   The options available from Screen 900 differ for AOS/VS, PC-based, and UNIX-based systems.

           2.   In addition to the screens available from the 900 and 950 Menus, communication between the CS system and receivers is controlled by the STARTTALK and STOPTALK commands. Refer to your "Code Red Reference Manual" for further information.

Preparing the CS Software for Receivers

Screen 901 is set up by MAS during the initial installation of your system. This screen is used to activate special features for specific types of receivers based on your Central Station's requirements. ***Do not change the settings on this screen unless directed to do so by MAS.***

Figure B-1

```
MAS                     Receiver/Redundancy Options               CS-901
 1 Delay Waiting? (Y/N)              Y  22 VRT Pre-Test Window (Mins: 0=No)
 2 McCulloh Processing? (Y/N)        N  23 Expected Event Auto Repair Time  930
 3 Direct Wire Auto Ringback? (Y/N)  N  24 DMP Service Vrfy (Y/N)            Y
 4 Expanded Format Delay (Secs)     33
 5 Silent Knight Listen-In? (Y/N)    N
 6 DMP Open/Close by Area? (Y/N)      N
 7 Clasp Loc. Bkgrnd Tasks (AOS/VS)   1
 8 Pri. of Input Tasks (AOS/VS)       2
 9 Pri. of Non-Input Tasks (AOS/VS)   3
10 Log Printer Retry Delay (Secs)    15
11 Autologger Retry Delay (Secs)      5
12 Autofeed Retry Delay (Secs)       10
13 Status Change Check Delay (Secs)   5
14 Autodial Enabled? (Y/N)            Y
15 Maximum Autodial Delay (Secs)      2
16 Redundant Systems? (Y/N)           N
17 System (A/B)                       A
18 Monitoring System (A/B)            A
19 Packet Close Time (Mins)           1
20 MASlink System (A/B/N)             A
21 Guard Tour System? (Y/N)           N

                        #, S'ave, or N'ext
```

So you can understand how these options affect your receivers, a brief explanation of each option is provided.

DELAY WAITING is used to indicate whether your receivers require entry and exit delay times. Digital receivers do ***not*** require entry and exit delay times. If all of your receivers are digital, this field will be set to **N**. Centrax, Direct Wire, McCulloh, and Morse ***do*** require delay times; therefore, if you use any of these receivers, DELAY WAITING will be set to **Y**. When this field is set to **Y** you should enter entry and exit delay times for subscriber accounts in the EN/XT Field on Screen 42 DISPATCH DATA ENTRY.

DELAY WAITING will also be set to **Y** if you use the MAS Voice Response Terminal (VRT) system.

MCCULLOH PROCESSING will be set to **Y** if you use McCulloh receivers; otherwise, this field is set to **N**.

DIRECT WIRE AUTO RINGBACK is used only if you have Direct Wire receivers. When this field is set to **Y**, subscriber accounts whose alarms signals are processed by a Direct Wire receiver will receive a confirmation tone (ringback) whenever a opening or closing signal is received by your Central Station software. If Direct Wire receivers are not used or if ringbacks are not required, this field is set to **N**.

EXPANDED FORMAT DELAY is used only for expanded-format receivers. Expanded-format receivers send a single alarm in two separate signals. In EXPANDED FORMAT DELAY, specify, in

seconds, the length of time between the two signals. For most expanded-format receivers this field is set to **2** seconds. If expanded-format receivers are not used, this field is set to **0**.

SILENT KNIGHT LISTEN IN is used only if you have Silent Knight 9000 receivers. When activated, the automatic listen-in feature allows you to hear what's going on at the subscriber's site through the receiver. MAS recommends that this field be set to **N**, and changed to **Y** only when you wish to activate the listen-in feature temporarily for a specific account.

DMP OPEN/CLOSE BY AREA is used only with DMP receivers and subscribers having multiple areas of protection, such as a department store. If this field is set to **Y**, a passcard holder may open several areas at the subscriber site, but will generate only one opening signal. (This prevents the subscriber's history from being flooded with opening signals.) If DMP receivers are not used, this field is set to **N**.

CLASP LOC. BKGRND TASKS (AOS/VS) is used only for AOS/VS-based systems having CLASP software. This field designates a specific area of the computer for background tasks that are used by the CS software. Usually, this field is set to **1**.

PRI OF INPUT TASKS (AOS/VS) is used only for AOS/VS-based systems having CLASP software. It designates the amount of CPU time that will be allotted for input tasks. Usually, this field is set to **2**.

PRI OF OUTPUT TASKS (AOS/VS) is used only for AOS/VS-based systems having CLASP software. It designates the amount of CPU time that will be allotted for output tasks. Usually, this field is set to **3**.

LOG PRINTER RETRY DELAY specifies how frequently the print buffer should be checked for waiting jobs. Usually, this field is set to **30** seconds.

AUTOLOGGER RETRY DELAY specifies how frequently the autologger should check for new signals. Usually, this field is set to **15** seconds.

AUTOFEED RETRY DELAY specifies how frequently the CS software will attempt to automatically feed the next alarm signal to Screen 2 ALARM RESPONSE/DISPATCH for the next available CS operator. Usually, this field is set to **15** seconds.

STATUS CHANGE CHECK DELAY specifies show frequently the CS system will check the account status of the subscriber account currently displayed on Screen 2. If an event comes in for an account while a user is accessing a window on the Alarm Dispatch Screen, a Status Change Window will display the last five events that have come in for the account. Next, the user will be asked if they was to *DISABLE STATUS CHANGE NOTIFICATION?* Entering **Y** will disable status checking until the user finished working the the current window.

MAS recommends setting the STATUS CHANGE CHECK DELAY between **5** and **15** seconds.

If you enter **Y** in the AUTODIAL ENABLED? Field, phone numbers will be dialed by the Autodialer or your phone system whenever you log the appropriate event code (on Screen 2) or use the P'hone or Autodial commands (on the Overflow and Dispatch Pages). If you enter **N**, telephone numbers will not be dialed.

The MAXIMUM AUTODIAL DELAY (SECS) is used only if your telephone systems performs Autodialing (rather than an Autodial unit).

When you request that a phone number be autodialed and the phone system is unable to dial the number, the information for the call is placed into a holding file. When the problems with the phone system is resolved, the requests for autodialing will be processed in order, from oldest to newest. The MAXIMUM AUTODIAL DELAY designates the maximum amount of time that may elapse between the initial unsuccessful attempt to autodial and the attempt to autodial the number after the phone system problem is resolved. Any requests exceeding the MAXIMUM AUTODIAL DELAY will be ignored and deleted from the holding file.

REDUNDANT SYSTEM is set to **Y** if you're using a hot redundant (dual) computer system. If you're using a cold redundant or single computer system, this field is set to **N**.

For hot redundant computer systems, the SYSTEM indicates whether the computer is the A computer or the B computer. Once set, this field should not be changed.

For hot redundant computer systems, MONITORING SYSTEM shows the computer, either A or B, currently being used for alarm processing. Usually, this field is set to **A**.

PACKET CLOSE TIME is used for hot redundant, AOS/VS-based computer systems only. This field indicates how frequently the primary computer should pass information to the backup computer.

MASLINK SYSTEM indicates whether your system includes MAS MASlink software and, if so, for "hot" redundant systems on which computer the MASlink software is located.

GUARD TOUR SYSTEM is not used.

A service technician may use the VRT to place a single zone on test for an account. This is referred to as a ***pre-test***. Next, the technician may trip the zone and verify that a test signal was sent for the appropriate zone to the correct account. If so, the service technician may place all zones for the account on test.

The VRT PRE-TEST WINDOW (MINS: 0=NO) Field designates the maximum number of minutes allowed between the time that the pre-test signal is received and the time that all zones for the account are placed on test.

Each day, the CS system repacks the file which contains expected events. Screen 312, Expected Event Date/time Index Repack, shows the date and time the file was last repaced, and the next date and time the file will repacked.

When Central Station 5.50 is initially installed on your system, MAS technical support will enter in the EXPECTED EVENT AUTO REPAIR TIME Field on Screen 901 the first time the expected event file will be repaired. The first repack will occur at the that time; the second repack time will occur 12 hours after this date and time.

The DMP SERVICE VRFY Field is currently unused.

Setting up Your Receivers

Before you set up your receivers, you must determine the port number to which the receiver will be connected. Then, for each port, follow the appropriate instructions as described in "Before You Begin" to prepare the port to be connected to a receiver. Once the port or tty is set at the operating system level you will be able to set up the appropriate information in the CS system for each receiver.

Next, you should develop a numbering system for your subscriber accounts. An account number may be up to 10 characters long. Because many panels transmit only numeric characters, MAS recommends that account numbers be entirely numeric, with no alphabetic or non-numeric characters (hyphens, slashes, or blank spaces); however, for an alarm system which has a panel that transmits alphabetic characters, alphanumeric characters may be used.

After you've decided on an account numbering system and know to which port each receiver will be connected, you'll enter information about each of your receivers on the following screens:

> Screen 958   RECEIVER MASTER FILE MAINTENANCE
> Screen 954   RECEIVER CREATION AND MODIFICATION
> Screen 956   CS GENERATION AND RESTORE

The screens must be set up in the order listed above.

RECEIVER MASTER FILE MAINTENANCE (Screen 958)

On Screen 958 RECEIVER MASTER FILE MAINTENANCE, you'll set up basic information to identify each of your receivers. The information you'll enter on this screen is different for each *type* of receiver. For example, the information you'd set up for an ADEMCO receiver would be different than for a Silent Knight receiver.
Figure B-2 shows an example of the information you would enter on Screen 958 for an Radionics receiver.

Figure B-2

```
                  CS MASTER RECEIVER TYPE DEFINITION              CS-0958

   1  RECEIVER TYPE / DESCR        RAD          RADIONICS 6000
   3  INPUT / PROCESSING PROGRAMS  CS0RADI      CS0RADO
   5  BAUD CHAR PARITY STOP          1200    8    N    2.0
   9  CONSOLE CHAR CMD LINE       CHAR/ON/ULC/8BT/OFF/EB0/WRP
  10  NO SIGNAL WARNING TIME         60 MINUTES
  11  TIMEOUT VALUE STATUS UPDATE   30 SECONDS
  12  EXPANDED FORMAT AVAILABLE?     Y
  13  RRING FILE RECORD LENGTH       32  14 TRING? (Y/N)  N
                                         15 TRING LENGTH      0
      DATA TYPE(#)            POSITION            Data Types:
  16  L1                17   1
  18  a1                19   2                    r'eceiver
  20  a2                21   3                    l'ine
  22  a3                23   4                    a'ccount
  24  a4                25   0                    g'roup
  26                    27   0
  28                    29   0
  30                    31   0
  32                    33   0
  34                    35   0

          #, S'AVE, N'EXT, or 'DELETE'
```

The RECEIVER TYPE Field contains up to six alphanumeric characters used as a code to identify each type of receiver. The DESCRIPTION Field contains up to 25 alphanumeric characters describing the receiver type. For example, if you used **685** for the receiver type, you might enter ADEMCO 685 as a receiver description; if you used **SKNT9** for the receiver type, you might enter Silent Knight 9000 as a receiver description.

The INPUT / PROCESSING PROGRAMS are different for each receiver type. Contact MAS for the appropriate information to be entered in these fields.

The CONSOLE CHARACTER COMMAND LINE Field is used only for AOS/VS-based systems.

If a signal is not received within the time entered in the NO SIGNAL WARNING TIME FIELD, Screen 14 will display the message, *RCVR ERROR(S) SEE SCN 31*, to alert the operators of a possible communication problem.

The TIMEOUT VALUE STATUS UPDATE Field determines how often a "timeout signal" is sent to the receiver by the CS system. Periodically sending a "timeout signal" ensures that the ring file for infrequently-used receivers stays active.

Set EXPANDED FORMAT AVAILABLE to **Y** if the receiver can process signals that are sent in two different transmissions.

The Input File of your CS system converts the audible signals sent to the receiver into a data stream. The lower portion of Screen 958 is used to define the format for the data stream. The format differs from receiver to receiver. Also note that the data stream format may be used as the subscriber CS account number format.

The DATA TYPE column defines the type and sequence of information sent to the receiver as a data stream. This information varies from receiver to receiver and may include the receiver number, the receiver line number, the account number, and/or the group number. The data types you may use are listed in the DATA TYPE column on the right side of the screen.

The POSITION column is the actual position in the receiver data stream that the DATA TYPE information can be found.

In the example above, the data stream consists of two data types and four characters: the first character (Field 16) is a **line** data type. It specifies the receiver line on which the signal is received. the second, third, fourth, and fifth characters (Fields 18, 20, 22, and 24)are **account** data types. They specify the subscriber's account number. Thus, if you used the data stream format as the CS account number format, subscriber CS account numbers would consists of four digits.

After you've set up a receiver type, be sure to move the cursor to the command line and press **S** to save the information. After you've set up each receiver type on Screen 958 you can set up specific receivers on screen 954 RECEIVER CREATION AND MODIFICATION.

> **Note:** You may print a listing of receivers which have been set up on Screen 958 from Screen 959 MASTER RECEIVER TYPE PRINTOUT.

Screen 954   RECEIVER CREATION AND MODIFICATION

Each receiver you'll use must be set up and assigned a unique receiver number on Screen 954.

Figure B-3: For AOS/VS-based Systems

```
                    RECEIVER DEFINITION UPDATE - PAGE 1          CS-0954

  1   RECEIVER NUMBER:        6
  2   RECEIVER TYPE / DESCR          RAD      RADIONICS 6000
  3   BAUD CHAR PARITY STOP          1200     8    N    2.0
  7   CONSOLE CHAR CMD LINE  CHAR/ON/ULC/8BT/OFF/EB0/EB1/WRP
  8   NO SIGNAL WARNING TIME         60   MINUTES
  9   CONSOLE PORT #                  6
 10   USE EXPANDED FORMAT?            Y
 11   EXPANDED FORMAT WAIT DELAY      5
 12   ENABLE RECEIVER DURING GEN?    Y




              #, S'AVE, N'EXT, D'ELETE, P'AGE
```

Figure B-4: For UNIX-based Systems

```
                Receiver Definition Update - Page 1          CS-0954

## R# Rtype  Tp  Ot  It  Prt   Baud Db Sbit Par Cts Rng# Nswt Xf  Xfd En File
 0  0 AUTO    N   0   1   0    1200  8 1.0   N   0   0    0   N   0  Y
 1  1 VRTII   N   0   2  29    9600  8 1.0   N   0   0    0   N   0  Y
 2  2 VRTII   N   0   3  40    9600  8 1.0   N   0   0    0   N   0  Y
 3  3 LOG     N   0   4   0    9600  8 1.0   N   0   0    0   N   0  Y
 4  4 LATES   N   0   5   0    1200  8 1.0   N   0   0    0   N   0  Y
 5  5 VRT3    N   0   6   0    9600  8 1.0   N   0   0 9999   N   0  N
 6  6 RAD     R   7   8   8    1200  8 2.0   N   0   8   60   N   0  N
 7  7 HIST    N   0   9   0    1200  8 1.0   N   0   0    0   N   0  Y
 8  8 PHONE   N   0  10   0    1200  8 1.0   N   0   0    0   N   0  Y
 9  9 DATA    N   0  11   0    1200  8 1.0   N   0   0    0   N   0  Y
10 10 RSIA    R  12  13   0    9600  8 1.0   N   0  10    0   N   0  Y
11 11 SKNT9   R  14  15  14    1200  8 1.0   N   0  11   60   N   0  Y
12
13
14
15
16


  S'ave, N'ext, D#'elete, P#'age, L#'ine, M'ore, L'ast, ##
```

The RECEIVER NUMBER (or R#) should always be the same as the port or tty number to which the receiver is connected.

In RECEIVER TYPE (or RTYPE) enter the appropriate receiver type from those set up on Screen 958 CS MASTER RECEIVER TYPE DEFINITION. When you enter a receiver type, the remaining fields, except CONSOLE PORT # and ENABLE RECEIVER DURING GEN, are automatically completed based on the defaults set up for that receiver type on Screen 958.

The CONSOLE PORT NUMBER (or PRT) should be the port or tty to which the receiver is connected. When a port number is changed, the message *GENERATION NEEDED* will be displayed.

You may wish to be notified when a ***receiver*** has not received a signal for a certain period of time. You may specify this length of time (in minutes) in the NO SIGNAL WARNING TIME (or NSWT) Field. In the examples above, Receiver 6 is a Radionics 6000 receiver with a no signal warning time of 60 minutes. This means that if the ***receiver*** has not received a signal for 60 consecutive minutes, the message *RCVR ERROR(S)-SEE SCN 31* will be displayed on Screen 14, Accounts in Alarm Status.

> **Note:** 1.　An option is available which allows you to create a CS account (on Screen 42) for each receiver. Then, if the receiver's status changes to one other than Normal Operations, an alarm will be generated for the receiver's CS account. This option must be activated by MAS. Turn to "Creating Receiver Alarms" for more information.
>
> 2.　If you have a receiver that has multiple lines where some lines are busy and others are less active, you may wish to set up individual no signal warning times for each ***line***. Turn to "Setting up No Signal Warning Times for Receiver Lines" for more information.

If an expanded signal format is used, the EXPANDED FORMAT WAIT DELAY (or XF) tells the system how long the maximum delay should be for expanded messages.

After Page One of Screen 954 is entered, you must go to Page Two before you can save the information. Page Two is used if you do not want to use the data stream format (designated in the lower portion of Screen 958) as the subscriber CS account number format.

Figure B-5

```
                RECEIVER DEFINITION UPDATE - PAGE 2          CS-0954

  1  RECEIVER NUMBER:      6      RAD      RADIONICS 6000
     FORMAT DATA:       L1 a1 a2 a3 a4
  2  CS ACCT# FORMAT:   L1 - a1a2a3a4     3 SHIFT POS/CHAR  0 /
                        1-2-3-4-5-6-7-8-9-0-
  5  CONDITIONAL MAX  1   REPLACEMENT MAX  2  UNIT ID:     TABLE SIZE:
  8  1       11    24                 40                56
  9  2       12    25                 41                57
 10  3       13    26                 42                58
 11  4       19    27                 43                59
 12               28                 44                60
 13               29                 45                61
 14               30                 46                62
 15               31                 47                63
 16               32                 48                64
 17               33                 49                65
 18               34                 50                66
 19               35                 51                67
 20               36                 52                68
 21               37                 53                69
 22               38                 54                70
 23               39                 55                71
             #, S'AVE, N'EXT, D'ELETE, P'AGE
```

When you first access Page Two of Screen 954, the RECEIVER NUMBER and FORMAT DATA Fields are carried over from Page One. The DATA FORMAT shown is the data stream format specified in the lower portion of Screen 958 for the selected receiver. At a minimum you must fill in the CS ACCT# FORMAT Field.

A CS account number may contain up to ten characters. The 1-2-3-4-5-6-7-8-9-0- below CS ACCT# FORMAT Field represent the ten digits of an account number. Each digit of the signal is represented by a number and a hyphen (-) because the information in the data stream is represented by two characters. For example, L1 represents the receiver line number on which a signal is received.

If you are going to modify the account number format in any way, you must allow for space in the CS ACCT# FORMAT Field. In the example above, the data stream format (FORMAT DATA) is L1 a1 a2 a3 a4. If the format was not modified you would have to set up account numbers using five digits and no special characters (e.g. 24192); however, in this example, we've chosen to modify the account number format to include an extra leading character and a hyphen as shown in the CS ACCT# FORMAT Field. Thus, instead of having only five digits, account numbers have been modified to include six digits and a hyphen (e.g. 12-4192).

SHIFT POS/CHAR is used if you wish to receiver signals for account numbers of different length on the same receiver *line*. That is, if you receive signals for accounts 12-123 and 12-1234 on the same line, in SHIFT POS/CHAR enter the first position in which the account number is located. This tells the system to accept account numbers of different length rather than to add a leading 0 to the shorter account numbers. In the example above, you would enter **4**.

If you want to modify the account number based on the receiver or line number, you'll use the CONDITIONAL MAX and REPLACEMENT MAX Fields, as well as the lower portion of the screen to specify the modifications.

The CONDITIONAL MAX Field indicates how many characters in the account number format are to be modified and assumes the account number is to be modified beginning with the first character of the account number format. In the example above, we're modifying the account number based on the receiver line number, so **1** is entered in CONDITIONAL MAX.

The REPLACEMENT MAX Field shows the number of characters that will replace the original characters in the account number format. In this example, we're going to replace the receiver line number with 2 characters (as shown on Lines 8 through 11 in the lower portion of the screen). Therefore, a **2** is entered in the REPLACEMENT MAX Field. Remember, that we allowed for an extra character in the CS ACCT# FORMAT Field.

The lower portion the screen is used to build a table specifying the conditions in which the account number will be modified and the value(s) which will be used as replacements. Figure B-5 shows that the system will strip the receiver line number and replace it with a two digit value, depending on the line number on which the signal is received. Signals received on receiver line 1 will have the account number format of **11**-XXXX. Signals receiver on line 2 will have the account number format of **12**-XXXX. Signals received on line 3 will have the format **13**-XXXX. Signals received on line 4 will have the format **19**-XXXX.

The UNIT ID column is not used.

After you have entered Page Two of Screen 954, move the cursor to the command line and enter **S** to save the information on both Pages One and Two. After you have set up Screen 954 for each of your receivers, you must generate the receiver information on Screen 956 RECEIVER GENERATION AND RESTORE.

Setting up No Signal Warning Times for Each Receiver Line

If you have a receiver that has multiple lines where some lines are busy and others are less active, you may wish to set up individual no signal warning times for each *line*. You'll set up the no signal warning times on Screen 954B and will create a CS account for each receiver line on Screen 42, Dispatch Data Entry.

> **Note:** 1.   This feature is available for Silent Knight 9000 receivers only.
>
> 2.   This feature must be activated for you by MAS.

Access Screen 954, Receiver Definition Update. At the command line, enter **L** immediately followed by the number of the receiver for which you wish to set up individual no signal warning times.

Screen 954 B, Receiver Line Cross Reference, will be displayed:

Figure B-6

```
                    Receiver Line Cross Reference              CS-0954B

Receiver #: 6 RADIONICS 6000                    Default Warning Time:   1

## l1-2 r1-2 Act?  WT  Last Signal Time ## l1-2 r1-2 Act?  WT  Last Signal Time
 1  01        Y    5                    17
 2  02        Y    5                    18
 3  03        Y    60                   19
 4  04        Y    60                   20
 5                                      21
 6                                      22
 7                                      23
 8                                      24
 9                                      25
10                                      26
11                                      27
12                                      28
13                                      29
14                                      30
15                                      31
16                                      32

       #, C'hange Warning Time, P'age, S'ave, or N'ext
```

When you access Screen 954B, RECEIVER # displays the number and name of the receiver you selected on Screen 954. DEFAULT WARNING TIME displays the NO SIGNAL WARNING TIME for the *receiver* from Screen 954.

In L1-L2 and R1-R2 enter the receiver line number. (Recall that the format for the receiver line number is designated on Screen 954, page 2).

In ACT? enter **Y** if the receiver line is used (active). Enter **N** if the receiver line is not used.

In WT enter the "No Signal Warning Time" for the receiver line. If the line does not receive a signal for the amount of time specified, the message *RCVR ERROR(S)-SEE SCN 31* will be displayed on Screen 14, Accounts in Alarm Status.

If a warning message has been generated, the LAST SIGNAL TIME Field will display the date and time a signal was last processed by the receiver line.

After you've set up the receiver lines on Screen 954B, you must set up a CS account for each receiver line on Screen 42, Dispatch Data Entry.

Creating the Line Account on Screen 42

To create a CS account for a receiver line, access Screen 42, Dispatch Data Entry.

In the CS# Field, enter the receiver line account number using the following format: **LN<receiver #>-<line#>**. For example, if you were setting up a receiver line account for line 2 on receiver 10, you would assign it account number **LN10-02**. In NAME, enter a name to identify the receiver and line. Move the cursor to the command line and save the information.

If the line does not receive a signal for the amount of time specified, the message *RCVR ERROR(S)-SEE SCN 31* will be displayed on Screen 14, Accounts in Alarm Status. In addition, the receiver line account will be placed into alarm and will be displayed on Screen 14.

You should partial clear the receiver line account until you have resolved the problem with the receiver. After the problem has been resolved, you should full clear the receiver line account.

Changing the Default Warning Time

You may use the C'hange Warning Time command to change the "No Signal Warning Time" for the receiver and all of the receiver lines. At the command line, enter **C**. The cursor will move to the DEFAULT WARNING TIME Field. Enter the receiver's new "No Signal Warning Time." The time will be changed for the receiver and all of the receiver lines. After you've changed the DEFAULT WARNING TIME, you may edit the individual WT for each line.

Screen 956   CS GENERATION AND RESTORE

Screen 956 is used to install additions or modifications to receiver information onto the CS system.

Figure B-7

```
                          Receiver Generation                   CS-0956

























               Enter 'GEN', 'GEN'##, or ';' To Abort

```
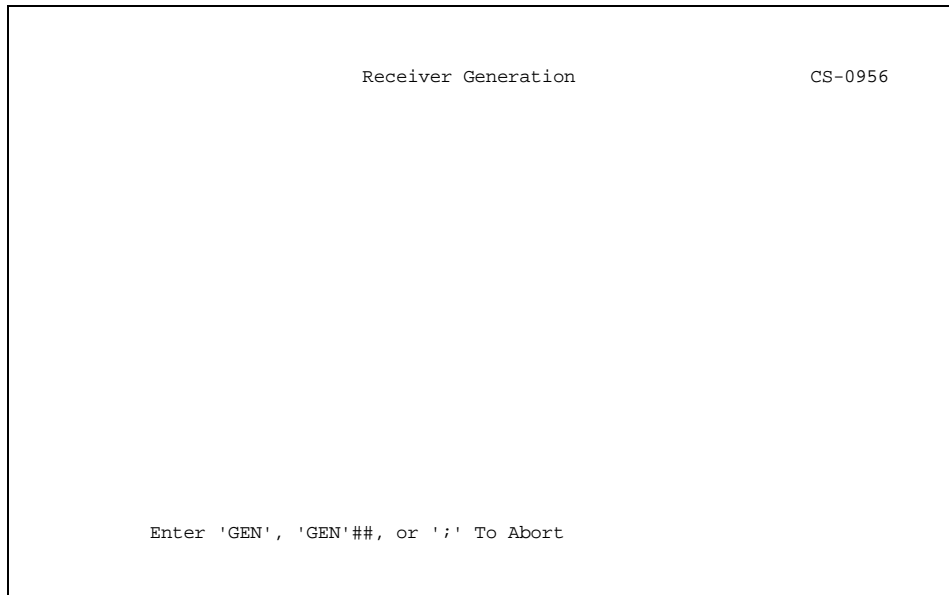
Generating a Receiver or All Receivers for UNIX- or SuperDOS-based Systems

When a new receiver is added to Screen 954, Receiver Creation and Modification, or when an existing receiver is modified, *existing* receiver tasks do not have to be stopped in order to generate receivers on Screen 956.

You may generate new or modified receivers using the GEN## command. Enter **GEN** immediately followed by the number of the receiver to be generated. The receiver number is displayed in the R# column on Screen 954.

You may generated all receivers by entering **GEN** at the command line.

Remember, whenever you generated receivers using **GEN##** or **GEN** only the receiver processes you generate must be stopped.

For UNIX-based systems, the ring files are automatically initialized whenever a receiver is generated. For SuperDOS-based systems, you must initialize the ring files (on Screen 351) whenever a receiver is generated.

Generating Receivers for AOS/VS-based Systems

For AOS/VS-based systems, Screen 956 will generate the receiver process file and create the STARTLOG macro. In order to add or modify a receiver, all receiver process must be stopped.

To generate new or modified receivers, enter **GENERATE** at the command line. You will be prompted to enter **STARTUP**. When you enter **STARTUP** *all processing of receiver signals is briefly halted*. You will then be prompted to go to the master console enter **STARTLOG**. *If you are unsure of the procedure call MAS for support.*

You may disable the receivers on Screen 952 ENABLE/DISABLE RECEIVERS until you are ready to begin actively processing alarms.

For AOS/VS-based systems, you must initialize the ring files (on Screen 351) whenever a receiver is generated.

Restoring Receiver Processes for AOS/VS-based Systems

The **RESTORE** command has two options:

- The first will restore the SYSTEM back to the previous generation.

- The second will nullify any changes entered into the receiver files since the last time a generation was done, making the receiver files current with running generation.

It is recommended that if you are running this again after having made an error that you first restore using the first option and re-enter your changes into screen 954.

Printing a List of Receivers

Screen 959 MASTER RECEIVER TYPE PRINTOUT may be used to print a list of receiver types that have been set up on Screen 958 CS MASTER RECEIVER TYPE DEFINITION.

Figure B-8

```
              MASTER RECEIVER TYPE PRINTOUT                CS-0959




                1 START RECEIVER        FIRST
                2 THROUGH RECEIVER      LAST




         #, OR 'GO' TO BEGIN PROCESSING
```

You may print a listing of all receiver types or for a specific range of receiver types. In START RECEIVER, enter the designation for the first receiver type to be included on the report. In THROUGH RECEIVER, enter the designation for the last receiver type to be included on the report.

After you've selected a range of receiver types, move the cursor to the command line and type **GO** to print the report.

Enabling & Disabling Receivers

Screen 952 ENABLE/DISABLE RECEIVERS is used to stop signal processing for a single receiver and to check errors which are preventing the receiver from processing alarms correctly.

Figure B-9

```
                          ENABLE/DISABLE RECEIVERS                    CS-0952
                                                          1/14/92 17:35:15


RECEIVER NUMBER    13  RAD    RADIONICS 6000              >ENABLED<

                                            LAST TEST SIGNAL   LAST ALARM SIGNAL
CURRENT STATUS:  PROCESS ERROR!               1/17/91 13:35:33   1/17/91 13:35:33













            R'UNTIME, E'NABLE, D'ISABLE
```

In RECEIVER NUMBER, enter the number of the receiver you wish to enable or disable, or for which you wish to check errors. When the receiver number is entered, the following information is immediately displayed:

- The receiver type
- Whether the receiver is currently enabled or disabled
- The receiver's current processing status
- The last test signal processed
- The last alarm signal processed

Disabling a Receiver

You may wish to disable a receiver in the following cases:

- If you have recently setup and generated a receiver but do not wish to begin actively processing alarms using that receiver.

- If the CURRENT STATUS Field contains the message *PROCESS ERROR*, you may wish to disable the receiver and transfer its lines to another receiver until the problem can be corrected.

To disable a receiver, select the appropriate receiver, move the cursor to the command line and enter **D**.

Checking Runtime Errors

If the CURRENT STATUS Field contains the message *PROCESS ERROR*, you use the R'UNTIME command to check for errors.

To check for errors, select the appropriate receiver, move the cursor to the command line and enter **R**. If the warning message shown below is displayed, contact MAS.

Figure B-10

```
RPI 'O' STATUS:  PROCESS ERROR!              1/17/91 13:44:47   1/17/91 13:44:47


RPI'I' # PID   RPI'O' # PID     RING LSTIN LSTOUT

Warning:  Attempt to access process not in hierarchy!
```

Screen 31 BACKGROUND TASK STATUS MONITOR

Screen 31 displays the status for all receivers which have been set up on Screen 954 RECEIVER DEFINITION UPDATE.

Figure B-11

```
                    Background Task Status Monitor              CS-031

        Recvr   Last            Last                    5/16/91    13:31
  Recvr Type    Test            Signal        Status           Ack? Oper Ring
    0   AUTOLOG 5/15 11:57:52   5/15 11:57:52 NORMAL OPERATIONS
    1   LOG     1/00         0  1/00        0 ERROR IN SHUTDOWN   Y  JMF    0
    2   CEN     5/14 16:24:24  5/14 16:24:24 NORMAL OPERATIONS    Y  JMF    1
    3
    4
    5
    6
    7
    8
    9
   10
            M'ore, R'edisplay, D#'etail, L#'ine Status, ; to Exit
```

On Screen 31 the fields which will give you the most information are the LAST SIGNAL Field and the STATUS Field. LAST SIGNAL shows the date and time that the autologger or receiver was last able to process a signal correctly. STATUS shows whether the autologger or receiver is processing alarms properly. If a message other than *NORMAL OPERATIONS* appears in the STATUS column, refer to your Code Red Reference Manual for instructions in correcting the error.

Table B-1 gives a list of possible status messages and their meanings:

Table B-1

Inactive	Receiver has never been activated.
Normal Operations	Receiver is processing signals normally.
Normal Shutdown	This will be shown when the receiver is shutdown normally. This will also be shown when a receiver has been disabled and shutdown normally.
Abnormal Shutdown	This message may be displayed when a receiver has stopped processing signals due to an error. This will also be shown if option 3 is used during a STOPLOG.
Receiver not Responding	This is only valid for polled receivers. This error indicates the receiver has not responded to the polling character.
Warning Time Expired	This error indicates that an alarm signal has not been received within the time specified.
Process Error	This indicates that MAS generated test signals have not passed through the system within the allotted time.
Program Startup	This receiver is in the process of coming one-line and usually occurs after a STARTLOG.
Error in Shutdown	This message is displayed when a receiver is disabled.
Enabled not Active	This message is displayed when a disabled receiver has been re-enabled but is not yet processing.
File Repair Mode	This message applies only to the autologger. It is displayed any time the autologger automatically enters the repair mode.
Invalid Receiver	This error indicates that there is something wrong with the receiver gen for this receiver.

Displaying the Receiver's Name Instead of Last Test & Last Signal

An option is available which displays a receiver's name in the LAST TEST and LAST SIGNAL fields on Screen 31. The receiver's name is displayed *instead of* the LAST TEST and LAST SIGNAL dates and times.
The receiver's name may only be displayed if:

- An account has been set up for the receiver on Screen 42, Dispatch Data Entry. Recall that an account can be set up for each receiver using the account numbering format:

    RCVR<receiver number from Screen 954>

    The name entered in the NAME Field on Screen 42 will be displayed on Screen 31.

- This option must be activated by MAS.

Creating Receiver Alarms

An option is available which allows you to create a CS account (on Screen 42) for each receiver. Then, if the receiver's status changes to one other than Normal Operations, an alarm will be generated for the receiver's CS account. This option must be activated by MAS.

The receiver's CS account number must have the format RCVR#, where # is the receiver number from Screen 954.

The statuses that will create a receiver alarm and the corresponding event codes that will be processed are as follows:

Event Code	Status
7983	Abnormal Shutdown
7984	Receiver Not Responding
7985	Warning Time Expired
7986	Process Error
7989	Enabled Not Active
7990	File Repair Mode
7991	Invalid Receiver

Undefined Account Signals

When a signal is received and it cannot be matched to an event code on Screen 43, Zone - Event Code Update, it will be logged to the CS Account, **UNKNOWN#** where # is the receiver number.

Using the Detail Command

For UNIX-based and PC-based systems, you may use the D'ETAIL command to display the detail for a receiver or for the Autologger. To review the detail for the autologger, enter **D0** at the command line.

The D'etail option on Screen 31 is used to access screen 31A, Receiver Status Monitor - Detail. On UNIX and SuperDOS systems, but not AOS/VS systems, this option can be used for the AUTOLOGGER and LATES processes.

Figure B-12

```
                    Receiver Status Monitor - Detail           CS-031A
                                                    4/14/93 16:01:29


 Receiver Number    11  SKNT9   SILEN KNIGHT 9000          >ENABLED<

                                     Last Test Signal   Last Alarm Signal
 Current Status:   ERROR IN SHUTDOWN 11/24/92  5:43:00  11/24/92  5:43:00


 RPI 'O' Status:   NORMAL SHUTDOWN   11/29/92  7:25:07  11/24/92  5:43:02












              R'untime, A'cknowledge, M'onitor, N'ext, ; To Exit
```

Screen 31A, Receiver Status Monitor - Detail, which is accessed from screen 31 using the D'etail option, is a useful tool for diagnosing receiver problems. From this screen, you can:

•   Determine if the receiver program(s) is currently enabled or disabled.

•   Check the status of a receiver's I program and O program.

•   Check the date and time of the last timeout test signal and actual signal processed by the I and O programs.

•   The receiver's ring file number and the last ring file record number processed by the I and O programs (See the RING, LSTIN, and LSTOUT Fields). If the difference between the LSTIN and LSTOUT number is greater than 2, a problem is indicated. The O program might not be running, or could be very busy and have fallen behind the I program.

Using the Runtime Option

Verify that the I and O programs are running or down by using the R'untime command line option.

Acknowledging an Error

Acknowledge a receiver error by using the A'cknowledge command line option. This will remove the "RECEIVER ERROR - SEE SCREEN 31" message from displaying on the buffer screen, but does not fix the actual problem.

When you acknowledge the message *Warning Time Expired*, the date and time of the last alarm will be set to the system's current date and time.

> **Note:** You may print a list of receiver errors that have been acknowledged from Screen 279, Receiver Error Acknowledgement Report.
>
> On Screen 31, you will be prompted to run a Receiver Error Acknowledgement Report when the Receiver Error Acknowledgement file is nearly full.

Checking the Status of a Receiver Line

If a *No Signal Warning Time* message is displayed, you may use the L#'ine Status command to check the status of each of the receiver's line. Enter **L** immediately followed by the number of the receiver for which you want to check the line status. Screen 954B, Receiver Line Cross Reference, will be displayed. (See Figure B-6).

ACT? indicates whether the receiver line is active (**Y**) or inactive (**N**).

WT indicates the "No Signal Warning Time" for the receiver line. If the line does not receive a signal for the amount of time specified, the message *RCVR ERROR(S)-SEE SCN 31* will be displayed on Screen 14, Accounts in Alarm Status.

If a warning message has been generated, the LAST SIGNAL TIME Field will display the date and time a signal was last processed by the receiver line.

Return to Screen 31

Use the M'onitor command line option to return to screen 31.

Screen 999   Queue Load Monitor

The Queue Load Monitor shows a "snapshot" of ring file activity.

Figure B-13

```
 Queue Load Monitor    -     CS0999                               14:49:34
  CSDRRING8       1      0      0      0     CSDRRING25    1      0      0      0
  CSDRRING10      1      0      0      0     CSDRRING41    1      0      0      0
  CSDRRING11      1      0      0      0
  CSDRRING12      2      1      1      0
  CSDRRING13      1      0      0      0
  CSDRRING14      1      0      0      0
  CSDRRING15      3      0      0      0
  CSDRRING21      1      0      0      0
  CSDRRING96    699      0      0      0
  CSDRRING24      1      0      0      0
  Total active         34 Total +/-      34        Total Rcvd        0

  CSDAUTOQ              0        0     CSDOPER          24         24
  CSDWAIT               0        0     CSDEVENT       9471       9471


        REFRESH INTERVAL  10   SECONDS
        R### To set refresh time   ; to Exit
```

The first column lists all the ring files that have been created for your system. In the sample screen shown above, the first ring file is CSDRRING8.

The next column shows the position of information currently being process in each ring file.

The third column shows the total number of active events for each ring file.

The fourth column shows the increase or decrease in activity since the last time the screen was refreshed.

The last column shows the number of events received since the last time the screen was refreshed.

The lower portion of the screen shows the total number of active events and the total number of events received since the last time the screen was refreshed for the following processes:

•   *CSDAUTOQ (Autologger)* which corresponds to the UAS on Screen 14, Alarm Status Monitor.

•   *CSDWAIT* which indicates the number of "wait" processing events currently being handled by the system.

•   *CSDOPER* which corresponds to the number of accounts in alarm on Screen 14, Alarm Status Monitor.

•   *CSDEVENT* which indicates the number of events being processed by the system.

The **R###** command allows you to control the refresh rate for this screen. During busy periods, you may wish to have the screen refresh frequently to verify that signals are being processed normally through the ring files.

The TOTAL RCVD Field shows the total number of signals received.

Entering Signals Manually

The following two screens are available to allow CS operators to enter signals manually:

> Screen 910 MANUAL SIGNAL ENTRY - ALARM STATUS TRIGGERED
> Screen 911 MANUAL SIGNAL ENTRY - ALARM STATU NOT TRIGGERED

For events entered manually (from Screens 910 and 911), **M** will be displayed in the status column on the Event History Screen.

```
                        Event History Display                 CS-007

        CS # 001-0005   HANE, JED                  Dispatch Code:
                        123 MAIN ST                As Of:  02/21/94  13:29
                             Zn/
..Date.. ..Time.. Trans Acct Op   Code Descr.............. Pass/Com......... St
02/21/94 12:15:49          1      300 BURGLAR ALARM                          M
                ZONE COMMENT              LIVING ROOM
```

Screen 910 MANUAL SIGNAL ENTRY - ALARM STATUS TRIGGERED

This screen is used to log alarm signals on a real-time basis--that is, you may only log event codes having a response code of **0** - **OPERATOR ALWAYS** and the account to which it is logged will be placed into alarm.

Figure B-14

```
          Manual Signal Entry - Alarm Status Triggered      CS-0910

     1 CS #  11-0322          PERRY, MR. & MRS.
                              3221 LAUREL LANE
     2 Zone        2
     3 Event Code  120 FIRE/HEAT DETECTOR
     4 Date        01/14/92      Acct Date       01/14/92
     5 Time        11:49:33      Acct Time       11:49:33
     6 User ID
     7 Pass/Comm
     8 Comment 1
     9 Comment 2
    10 Comment 3


                    PRIMARY ZONE TRIGGER




                    #, S'AVE, OR N'EXT
```

In CS #, enter the account number to which you wish to log an event code. When an account number is entered, the subscriber's name and address immediately are displayed. In addition, the DATE and TIME Fields in the lower portion of the screen display the current date and time.

In ZONE, enter the zone that was tripped. (You may enter a "wildcard" zone, if they have been set up for the account on Screen 43. Refer to "Setting up Subscriber Accounts" for more information about "wildcard" zones.) The event/resolution code that was assigned to that zone on Screen 43 ZONE - EVENT CODE UPDATE will immediately be displayed in RES CODE.

In DATE and TIME, press [NEW LINE] to show the date and time at which you entered the alarm signal. If the subscriber's site is located in a different time zone, the DATE and TIME will be converted to the subscriber's date and time, and will be displayed in ACCT DATE and ACCT TIME.

If you wish, you may enter passcard information and comments in the remaining fields. If the passcard code is available, enter the code in the PASS/COMM Field. If the code is not available, enter the passcard holder's user code in the USER ID Field. In the COMMENT Fields, you may enter up to 20 characters per line.

Screen 911 - MANUAL SIGNAL ENTRY - ALARM STATUS NOT TRIGGERED

This screen is used to log non-realtime signals--that is, it may only be used to insert information into a subscriber's account history. It may ***not*** be used to log alarm signals and will not place an account into alarm status.

Figure B-15

```
                          MANUAL SIGNAL ENTRY                  CS-0911
                        ALARM STATUS NOT TRIGGERED
       1 CS #

        2 Zone
        3 Res Code
        4 Date                        Acct Date
        5 Time                        Acct Time

        6 User ID
        7 Passcard
        8 Comment 1
        9 Comment 2
       10 Comment 3




                    #, S'ave, or N'ext
```

Because the fields for this screen are identical to those of Screen 910, refer to Screen 910 for an description of each field.

Special Receiver Processing Screens

Several of the screens within the CS system are used only to enable special features for specific types of receivers. These screens are described in the sections that follow.

Morse MPX Polling Receivers

The screens listed below are used to cause a receiver to poll (check) periodically the status of a subscriber's panel. If the status has changed, the account will be placed into alarm.

- Screen 57   SPE MORSE MPX INTERFACE
- Screen 59   MORSE MPX INTERFACE
- Screen 415   MORSE ACCOUNTS IN OUTAGE STATUS

These screens are shown in the sections that follow. If you wish to use this feature, please contact MAS for further instructions.

Screen 57   SPE MORSE MPX INTERFACE

Figure B-16

```
                    SPE MORSE SPC-5000 INTERFACE              CS-057


                                          VALID ACCOUNT   UNIT#
            1 RECEIVER #                   PREFIXES
            2 ACCOUNT#

            3 COMMAND
            4 ZONE
             'T'=ALL

              l1  a1a2#









                COMMANDS (S=STATUS, R=REMOTE)

                   #,S'AVE OR N'EXT
```

Screen 59   MORSE MPX INTERFACE

Figure B-17

```
                    MORSE TRAP REMOTE COMMANDS                CS-059


                                           PREFIX     PREFIX
          1 RECEIVER#                        UNIT#      UNIT#
          2 ACCOUNT#

          3 COMMAND
          4 CODE/ZONE
          5 FLAG

            LINE#   ACCT#


          COMMAND  DESCR         FLAGS
          O        OPEN
          C        CLOSE
          S        STATUS
          R        REMOTE RELAY   CODE 0-99
          B        REMOTE BYPASS  A=ALARM T=TROUBLE
                                  ZONES 1-16


                          #,S'AVE OR N'EXT
```

Screen 415   MORSE ACCOUNTS IN OUTAGE STATUS

Polling receivers are generally used to monitor accounts which require high security (constant communication between the central station and the site).

A dedicated phone line is leased from the phone company to connect the polling receiver with subscriber sites. In your CS system, you'll assign a CS account number to the phone line. This is referred to as a ***line account***. You'll also assign a CS account number to each subscriber's account related to the line account. Up to 99 accounts can be assigned to a single line.

Setting up Line and Subscriber Accounts

The receiver and account number format are defined on Screen 954 (as previously described in Appendix B).

After you designated the account number format, set up the line account and subscriber accounts on Screen 42. For the accounts associated with the line account, be sure to enter the appropriate receiver code (usually **MPC**) in the STYPE Field (on Screen 42); refer to "Setting up Subscriber Accounts for more information.

Monitoring Line and Subscriber Accounts

Periodically, the receiver will communicate with (poll) each subscriber account on the line. If communications with a subscriber account is not successful, the line account is placed into alarm and the message "outage" is logged to history for the subscriber account.

The alarm for the line account will be display on Screen 14. The line account and all accounts associated with the line account that are in "outage" are displayed on Screen 415.

Figure B-18

```
          Monitoring Automation Systems - Morse Accounts in Outage Status
             1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
A 11..    31 32 36 40 42 68 70 77 81 88
B 13..    13 25
C 14..    47 68 78 82 89
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S

          C'ONFIRM(X), N'EXT, M'ORE, P'RINT
```

Screen 415 is used to display the line accounts and accounts in outage associated with a line account. It is also used to indicate if you've been able to confirm the outage with the site. If you've contacted the site, use the C'ONFIRM command. Enter C immediately followed by the letter and column number in which the account appears. Referring to Figure B-15, you would enter **CA7** to confirm account **1170**, shown on line A in column 7. When you confirm an account, it will be shown in bold text.

Screen 415 cannot be used to clear alarms.

The receiver will continue to attempt communication with each subscriber account. If subsequent communication is successful, the account will be removed from Screen 415. When the last site for a line account has been successfully polled, the line account will be removed from Screen 415. ***The line account will remain in alarm status until it is full cleared (on Screen 2).***

Direct Wire Receivers

Screen 60 SPE DIRECT WIRE INTERFACE is used to enable a Direct Wire receiver to send a confirmation signal (ring down) to the subscriber's panel whenever a signal has been received.

This screen is shown below. If you wish to use this feature, please contact MAS for further instructions.

Figure B-19

```
                         SPE DIRECT WIRE INTERFACE                   CS-060

                              ACCT FORMAT           CON    REP
     1 RECEIVER #:

     2 CS #:



     3 COMMAND:
     S=STATUS, R=RING BACK










                 #,S'AVE, N'EXT, D'ISP OR G'EN
```

Overview
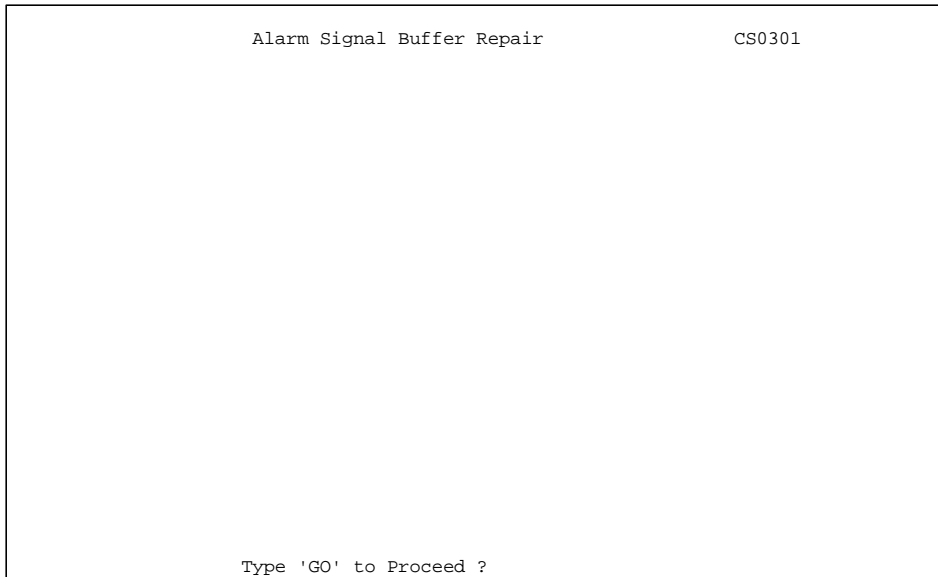
The screens described in this appendix are used to repair errors in data and index files. ***To ensure the safety and efficient operation of your CS system, you should contact MAS before using any of the Screens shown on Screen 300.***

Screen 301   Alarm Signal Buffer Repair

This screen repairs the files used by the CS system to place accounts into alarm status. It also fixes problems with the autologger indicated by the message: *WARNING! UNPROCESSED ALARMS* and an increasing UAS value on Screen 14 ALARM STATUS MONITOR.

> **Note:**   This repair is identical to fixit1.

Figure C-1

```
                    Alarm Signal Buffer Repair              CS0301

















                    Type 'GO' to Proceed ?
```
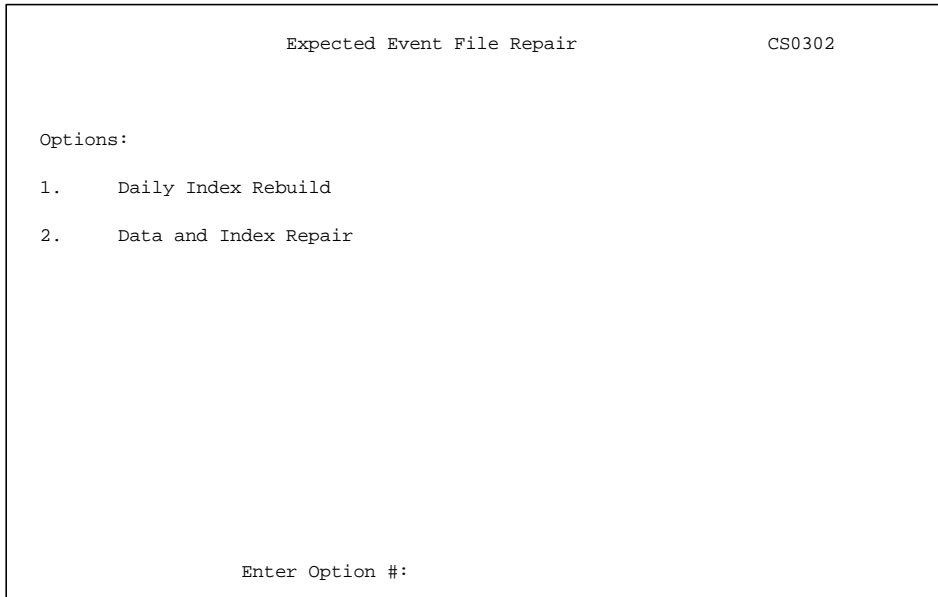
To begin the repair, type **GO** at the command line.

> **Note:**   This repair is not redundant. If you have a hot redundant system and wish to repair files for both computers, first run the repair on one of the computers; then, run the repair for the other.

Screen 302 Expected Event File Repair

This screen repairs the files associated with expected events (openings, closings, timer tests, etc.).

Figure C-2

```
                    Expected Event File Repair                CS0302


Options:

1.      Daily Index Rebuild

2.      Data and Index Repair















              Enter Option #:
```

Option 1 is no longer used. It has been replaced by Screen 312, Expected Event Date/Time Index Repair which automatically repairs expected events daily.

Option 2 should only be used at the request of MAS Support.

At the command line, enter the appropriate option (1 or 2). The following message is displayed:

Type Confirm to Repair

To begin the repair, type **CONFIRM**.

Screen 303 Clear Late Expected Events

This screen is used to clear all late events prior to a specific date and time.

Figure C-3

```
                        Clear Late Expected Events                CS-303


1. Clear Lates Older Than: 12/17/91 01:38

3. Print Cleared Lates: N












                            #, or 'GO'
```

In CLEAR LATES OLDER THAN, enter the date and time through which late events are to be cleared. Events which are late as of or prior to that date and time will be cleared.

In PRINT CLEARED LATES, enter **Y** if you wish to print a list of the late events that were cleared. Enter **N** if you wish to clear the late events without printing a list of them.

Screen 304 Account Database Repair

This screen will repair errors for files associated with screens listed on Screen 40 MASTER FILE MAINTENANCE MENU, except for passcard, permit, and property files. Screen 304 must be run before running Screen 305.

<table>
<tr><td>Warning:</td><td>This repair process may take as little as a few hours or as many as several day to run, depending on the size of your database.

Contact MAS before using this repair as you may be able to use one of the miscellaneous repairs on Screen 310 instead.</td></tr>
</table>

<table>
<tr><td>Note:</td><td>While you are repairing the account database, do not:

• Delete subscriber accounts
• Purge event history
• Do a cold backup</td></tr>
</table>

Figure C-4

```
                      Account Database Repair                 CS-0304












                  Type 'GO' to Proceed
```

Enter **GO** to begin repair processing.

Screen 305 Event File Repair

This screen will repair errors in the event file (history). Screen 305 should be run after the completion of Screen 304. Contact MAS before you use this repair.

Warning: This repair process may take as little as a few hours or as many as several day to run, depending on the size of your database.

Note: While you are repairing the account database, do ***not***:

- Enter events manually on Screens 910 and 911
- Purge event history
- Do a cold backup

Figure C-5

```
                 Event File Repair - Enhanced Version              CS-305













                        Type 'GO' to Proceed
```
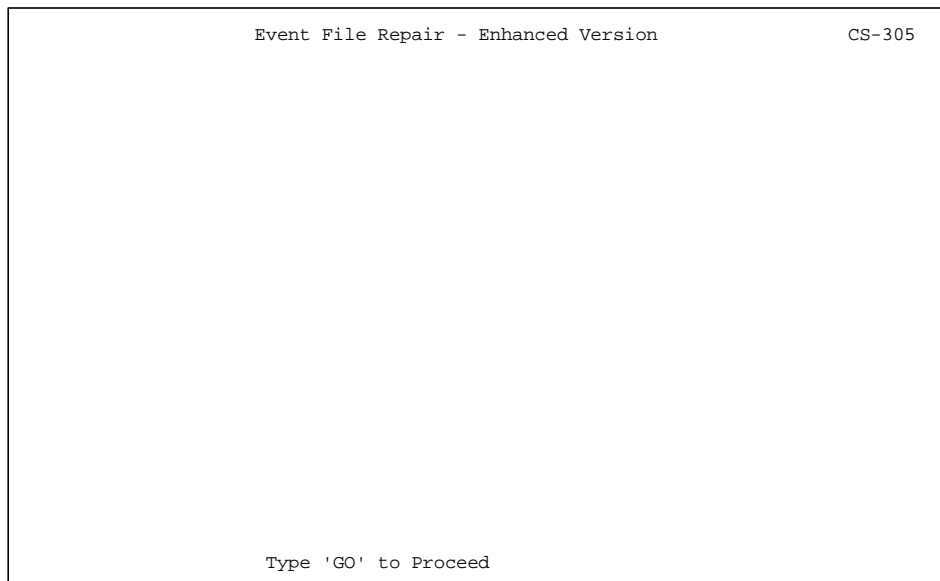
Enter **GO** to begin repair processing.

Note: This repair will continue to recover events correctly even if the message *Index File Full in CSD305X* is displayed.

Screen 306 Passcard File/Index Repair

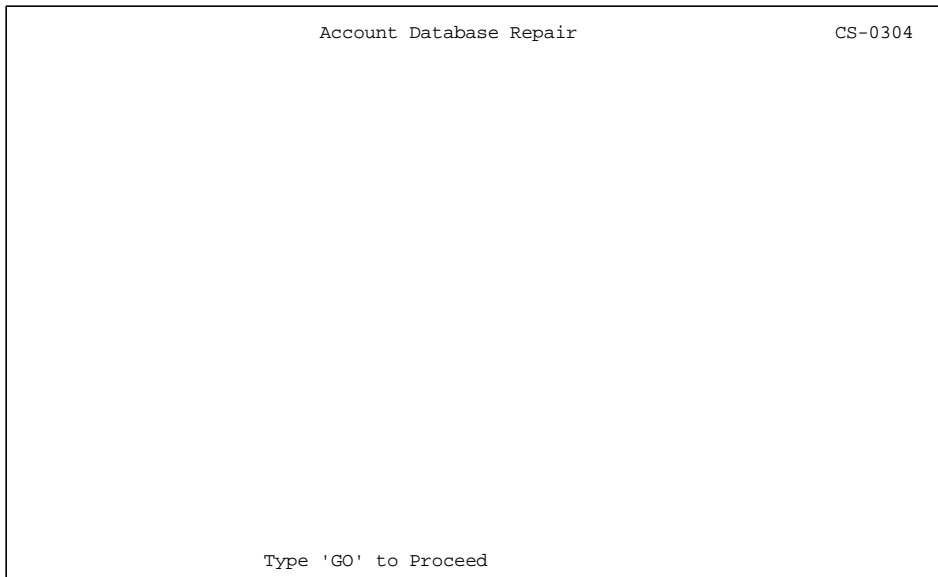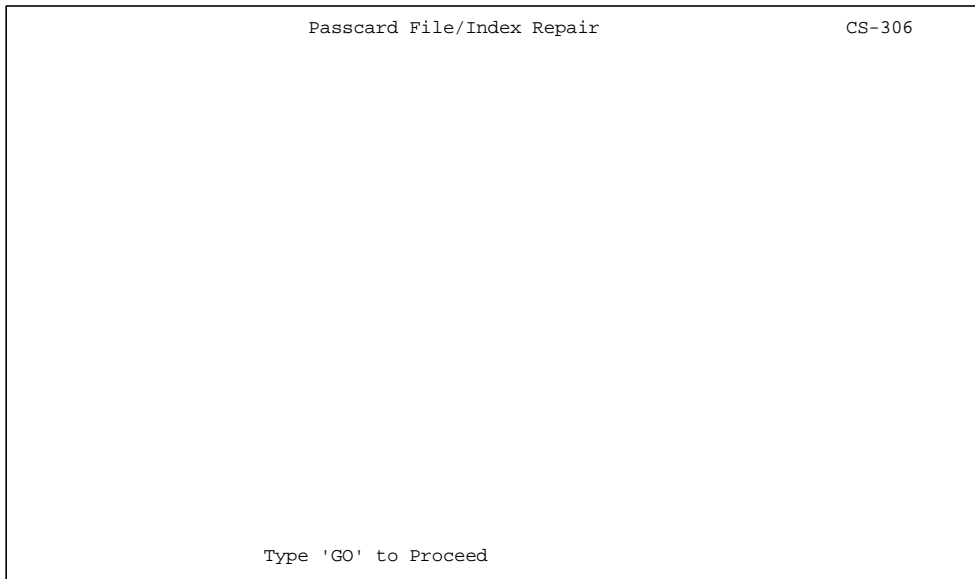This screen will repair errors in the account passcard file.

Warning:	This repair process may take as little as a few hours or as many as several day to run, depending on the size of your database.

Note:	While you are repairing the account database, do ***not***:

- Delete subscriber accounts
- Purge event history
- Do a cold backup

Figure C-6

```
                    Passcard File/Index Repair                      CS-306














                Type 'GO' to Proceed
```

Enter **GO** to begin repair processing.

Screen 307 Zone Comment Repair

This screen is used to repair zone comments. Zone comments are set up and maintained on Screen 43 ZONE C- EVENT CODE UPDATE.

```
+----------------------------------------------------------------+
|  Note:   While you are repairing zone comments, do not add,    |
|          delete, or modify zone comments on Screen 43.         |
+----------------------------------------------------------------+
```

Screen C-7

```
+----------------------------------------------------------------+
|                  ZONE COMMENT FILE REPAIR              CS-307   |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|                                                                |
|          #, 'GO' TO REPAIR                                      |
|                                                                |
+----------------------------------------------------------------+
```

Enter **GO** to begin repair processing.

Screen 308 Permit Files Repair

This screen is used to repair errors in the permit files.

> **Note:** While you are repairing the account database, do ***not***:
>
> - Delete subscriber accounts
> - Purge event history
> - Do a cold backup

Figure C-8

```
                        Permit Files Repair                    CS-308
```
```
                           #, or 'GO'
```

Enter **GO** to begin repair processing.

Screen 310 Misc. Index Repair

This screen may be used to repair various portions of the CS and Service account database. In some cases, these repairs may be used instead of Screen 304 ACCOUNT DATABASE REPAIR.

Figure C-9

```
                    Individual Index Repairs                 CS-0310

  1. CSDMASTX - CS Account Number Index    13. SSDSERX  - Service Master Index
  2. CSDINMSX - Account/Installer Index    14. SSDSERX1 - Service Route Index
  3. CSDMSLOC - Account/Partition Index    15. SSDREQ1X - Outstanding Ticket Index
  4. CSDSITEX - Account/Sub-site Index     16. SSDREQ2X - Ticket Index
  5. CSDADDX  - CS Account Address Index   17. SSDREQ3X - Account/Ticket Index
  6. CSDNAMEX - CS Account Name Index      18. SSDREQ4X - Active Ticket Index
  7. CSDPHONX - CS Phone Number Index      19. SSDREQ5X - Employee/Ticket Index
  8. CSDTESTX - On-Test Status Index       20. SSDREQ6X - Installer/Ticket Index
  9. CSDRUNX  - Oos/Runaway Status Index   21. SSDREQ7X - Ticket/Location Index
                                           22. SSDBRIX  - Invoice Number Index
 11. CSDDELX  - Account Deletion Index     23. SSDEMSCX - Employee Sched Index
 12. CSDNUMAX - Alt ID#/VRT# Index         24. SSDBRX   - Service/Billing Index
                                           25. SSDEMX2  - Employee Search Index







         Option :
```

At OPTION, select the number of the account database index to be repaired. Option 3 is available only if your system uses the Multi-MAS feature.

After you select an option, the prompt *ENTER GO TO BEGIN REPAIR* appears. Type **GO** to start the repair.

Screen 311 Individual Index Repairs

This screen may be used to repair various portions of the agency database.

Figure C-10

```
                    Individual Index Repairs                CS-0311

          1. Csdresactx - Event Disposition Index
          2. Csdagncyx  - Agency Type Index
          3. Csdagncypx - Agency Phone/Type Index
          4. Csdagncycx - Agency City/State/Type Index
          5. Csdagncynx - Agency Name/Type Index
          6. Csdagdsp1x - Agency Dispatch CS/Agency Type Index
          7. CSdagdsp2x - Agency Dispatch Date/time Index














          Option :
```

At OPTION, select the number of the agency database index to be repaired.

Note: Option 3, Agency Phone/Type Index is not available for SuperDOS-based systems.

After you select an option, the prompt *ENTER GO TO BEGIN REPAIR* appears. Type **GO** to start the repair.

Screen 312   Expected Event Date/Time Index Repack

Screen 312 allows you to review the last time the expected event file was repacked and the next time it is scheduled for repacking.

When Central Station 5.50 is installed on your system, a time will be entered in the EXPECTED EVENT AUTO REPAIR TIME on Screen 901.   The first repack will occur at the that time; the second repack time will occur 12 hours after this entry. The expected event date/time index will be repacked automatically every 12 hours.

```
                    Expected Event Date/Time Index Repack            CS-312


          Last Repack: 01/20/94 09:30
          Next Repack: 01/25/94 21:30


           Enter 'GO' to Repack
```

Screen 331 Current Redundancy Status

This screen is applicable only to "hot" redundant systems and shows how much information is being collected for transfer from one computer to the other.

Figure C-11

```
                    Current Redundancy Status                CS-0331


      'A' System Transactions to Send:       448     73    44% Full
      'B' System Transactions to Send:         0      8
                    'A' ERRLOG % Full:         0
                    'B' ERRLOG % Full:         5
          Sending Communication Status:
          Receive Communication Status:




CD001 :  jjames  33250   1  0  13:57:30  56/0  13:58  CD001
CD003 :  NOT RUNNING




                            #, N'ext
```

> **Note:** On Screen 331, you will be prompted to run a REDUNDANCY ERROR LOG from Screen 370 when the Redundancy Error Log file is nearly full.

For systems having MASlink software:

- If only MASlink processing is behind and all other CS processing is occurring correctly, the following messages will be displayed:

  'C'/MASLink last processed: <date> <time>

- When any periodic RPC has failed a last session, the following message will be displayed:

  Periodic RPC(s) are not current.

  This message will be followed by a list of RPC(s).

Screen 332 Misc. Problem Status

This screen warns you when the event file is becoming full. In addition, for CS systems using multiple locations or Multi-MAS, it shows you when alarms are not being handled.by a particular location.

Figure C-12

```
               Miscellaneous Problem Status                CS-0332
       Partition      Minutes Since Covered      Active Alarms?
           1              999+                         Y
           2              999+                         Y
           3              999+
           4              999+
           5              999+
           8              999+
           9              999+
          10              999+
          14              999+
          16              999+
          17              999+
          19              999+
          20              999+
          21              999+




    Event History is:   44% FULL



                   M'ore, N'ext
```

If your system is nearly full, the following message will be displayed:

> *99% FULL - CATASTROPHICALLY FULL!!!*
> *YOUR SYSTEM MAY STOP PROCESSING ALARMS AT ANY MOMENT!!! DO A PURGE!!!*
>
> *WARNING!!! - NEVER RUN A PURGE WHILE A 'FASTRELINK' IS RUNNING, AS THIS WILL STOP ALARM PROCESSING!!!*

If event history is becoming full, you should dump event history to tape and then purge that event history.

Use Screen 121, Dump Event History to Tape, to copy event history to tape for a certain range of dates.

Next use Screen 133, Purge Event Activity, to delete event history for the dates you selected.

Screen 340 Error Log/View Print

This screen print a list of errors that caused particular programs within the CS system to stop.

Figure C-13

```
                        Error Log View/Print                    CS-0340

         1 C'S, D'ual, R'eceiver, or S'ervice C

         2                   Starting Date Range
         3                     Ending Date Range 12/17/91
```

```




                                                              #, or 'GO' to Begin Printing
```

In CS, DUAL, RECEIVER, OR SERVICE, enter **C** if you wish to review errors that occurred for specific programs within the CS system. Enter **D** if you wish to check for redundancy errors. Enter **R** to check for problems with the receivers' input and output programs. Enter **S** if you wish to review errors that occurred for specific program with the Service System.

You may review the problems for a specific date or range of dates. In STARTING DATE, enter the first date for which you wish to review errors. In ENDING DATE, enter the last date for which you wish to review errors.

After the Error Log has printed, the message

> *ENTER 'DELETE' TO CLEAR CSERRLOG OR [RETURN] FOR MENU*

is displayed. Type **DELETE** to clear the error log file or press [NEW LINE] to return to the MAIN MENU without clearing the error log file.

Screen 350 Redundancy File Initialization

This screen is used for "hot" redundant systems only and should only be run at the request of MAS.

Figure C-14

```
                        Initialize Backup File                  CS-0350




                    CSDBACKUP INFORMATION

                    LSTIN INFO     -3    399    2000
                    LSTOUT INFO    -4    375
                    CD003 PKT   BACKB.XMIT BEING MOVED



                           'INIT' - Initialize CSDBACKUP
```

Screen 351 Ring File Initialization

Screen 351 Initialize/Repair Receiver Ring File, displays a snapshot of the state of a receiver's ring file. Recall that Screen 31, Background Task Status Monitor, displays the Ring File number for each receiver. When troubleshooting receiver signal problems with MAS support staff, it is often very helpful to see the contents of the ring file at a point in time.

This screen can also be used to repair or initialize receiver ring files. This should be done only at the request of MAS.

Figure C-15

```
                        Initialize/Repair Receiver Ring File          CS-0351


              Warning:  This Procedure Causes Loss Of All Data Currently
                        In Queue From Receiver Program Interfaces


                           -3      1   1500
                           -4      1   1500


                        Ring File#:  10


        V'IEW, 'DELETE', 'CHECK', 'REPAIR', 'INIT' Or N'ext   V

    START RECORD?  :1
    INCLUDE TIMEOUTS (Y/N) N
      1    4-    0     256
    RETURN TO CONTINUE, E'ND
```

Checking the Status of the Ring File

1.   Review Screen 31 or 952 to identify the receiver's ring file number.

2.   Move the cursor to the command line and enter **CHECK**. The status of the ring file will be displayed. The first line of information displayed (on Line -3) represents the input program (I). The second line of information (on Line -4) represents the output program (O).

     The center column displayed represents the number of ring file records (signals and timeout tests) that the I and O programs have processed. The number displayed on the far right, which is usually 1500, represents the size of the ring file.

Viewing the Contents of a Ring File

The VIEW option prints to the screen the ring file contents of a given receiver. It is not necessary for you to understand the information displayed on the screen when using the VIEW option, but rather that MAS Support Staff obtains a print-screen copy of the information when troubleshooting receiver problems.

Using the REPAIR Option

The REPAIR option will delete timeout entries from the ring file and keep all actual receiver signals. This option will sometimes correct a situation where the I program has moved far ahead of the O program (meaning there is a large discrepancy between the I and O record numbers). ***Contact MAS before using this option.***

Using the INIT Option

The INIT option on Screen 351 will remove all records from the ring file that the I program has processed but the O program has not. ***Do not use this option on a live receiver unless you are manually entering all of the receiver's signals and have MAS approval.***

Screen 369 Program Version Inquiry

This screen may be used to show a program's "mod" number. A program's "mod" number may be required by the MAS support staff to investigate errors.

Figure C-16

```
MAS                     Program Version Inquiry                     CS-369




Program: CS002.B32


          REM CS002 | ALARM DISPATCH SCREEN | MOD 53 | 04/15/93 MT
```

In PROGRAM enter the program number for which you wish to check the mod number. In the example above, **2** was entered. The CS system immediately displays the program's filename (in this example, **CS002.B32**. In addition, a line appears which identifies the mod number and date. In this example, the system is using Mod 53 of Screen 2. Mod 53 was created by MAS on April 15, 1993.

Screen 370 Redundancy Error Log

This screen is used for "hot" redundant systems only. It shows when data exists on one computer that does not exist on the other.

Figure C-17

```
                        Redundancy Error Log                    CS-0370


















                        'GO' to Begin Printing
```
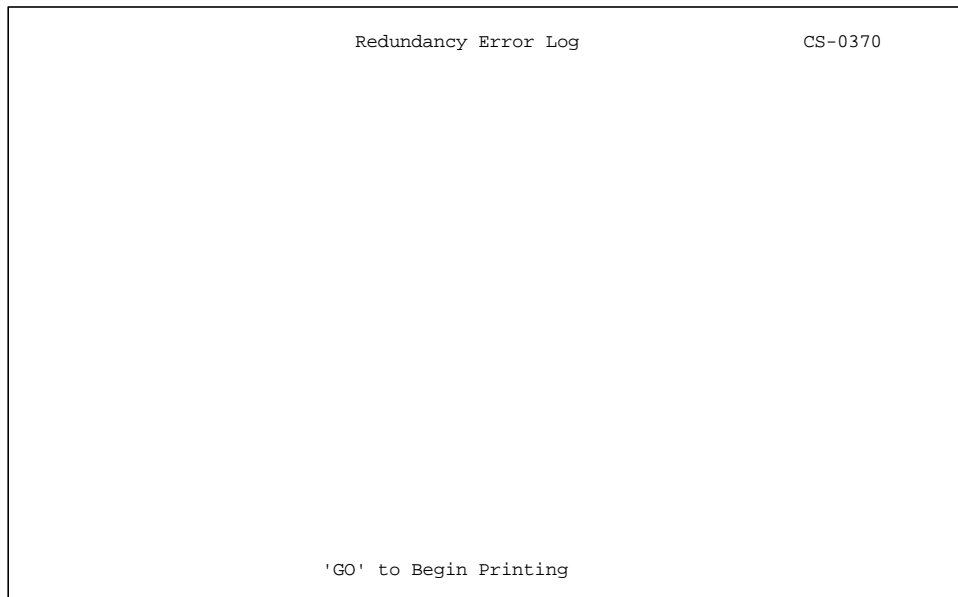
Type **GO** at the command line to begin printing the report.

Appendix D - Reserved Event Codes

This appendix provides information about event codes which are reserved for use by MAS.

When MAS installs or updates a CS systems, the new system will include a default event code file that provides your central station with all of the MAS reserved event codes.

The default event codes provided by MAS have varying flexibility as to what may be changed. There are certain range of event codes that must *not* be changed. Consider the following before modifying one of the default event codes:

- The DESCRIPTION may be changed for clarification; however, be sure that the new description still reflects the event code's default function.

- The REPORTING CODE may be changed on all default event codes.

- The RESPONSE CODE may safely be changed to "operator always" meaning that the signal should appear on Screen 14 ALARM STATUS MONITOR. If you change the response code to anything else, the event may not appear on the ALARM STATUS MONITOR.

Generally, event code ranges are as follows:

1 - 3999 are used for machine-generated events (receiver signals).
4000 - 4999 are used for operator actions.
5000 - 9999 are MAS reserved for machine-generated events.

Restrictions on Changing Machine-Generated Events

1 - 1000   Any open entries in this range may be used by the central station. If you wish to change an existing event code in this range, contact MAS. Do not modify the following event codes in this range:

15	ABORT
20	TIMER TEST
21	TIMER TEST - SECONDARY
22	VRT - CLEAR TEST
25	VRT - ALARM ABORT
26	VRT - ON TEST
27	VRT - ENTRY
28	VRT - EXIT

840	AC POWER FAIL
845	LOW BATTERY
850	TROUBLE
860	OUT OF SERVICE
870	TEST

1001 - 1099   These are used for breaking up a transmitter into multiple subaccounts. They may not be used for any other purpose. The system will look for a subaccount based on the resolution code regardless of what description is entered on Screen 51.

1100 - 1999   Any open entries in this range may be used by the central station. If you wish to change an existing event code in this range, contact MAS.   Do not modify the following event codes in this range:

1100	RESERVED
1110	RESERVED
1120	RESERVED
1130	RESERVED
1140	RESERVED
1200	RESERVED
1210	RESERVED
1220	RESERVED
1230	RESERVED
1240	RESERVED
1300	RESERVED
1310	RESERVED
1320	RESERVED
1330	RESERVED
1340	RESERVED
1600	RESERVED
1610	RESERVED
1800	RESERVED
1810	RESERVED
1820	RESERVED
1900	RESERVED
1910	RESERVED
1920	RESERVED
1930	RESERVED
1950	RESERVED

2000 - 2099   These event codes are used for restorals and may not be used for any other purpose.

2100 - 2999   Any open entries in this range may be used by the central station. If you wish to change an existing event code in this range, contact MAS. Do not modify the following event codes in this range:

    2100   RESERVED
    2110   RESERVED
    2120   RESERVED
    2130   RESERVED
    2140   RESERVED
    2200   RESERVED

3000 - 3999   Contact MAS before using event codes within this range. Do not change the following event codes within this range: 3925 and 3980.

5000 - 9999   Contact MAS before using event codes within this range. Do not change the following event codes within this range: 7983 - 7986 and 7989 - 7991.

Restrictions on Changing Operator Action Events

4000 - 4999   If you wish to *change* an existing event code in this range, contact MAS. Do not change the following event codes in this range:

    4081 - 4089

    4096

    4212

    4700 - 4799

    4970 - 4979

    4980 - 4989

    4999

The following pages list the default event codes which are provided whenever your CS system is installed or upgraded.

```
CODE DESCRIPTION          ST CHG  REPORT CODE TYPE RESP CODE PRI L  WAIT  EQ C L LRES B  VRT ACTS L
---- -------------------- ------  ----------- ---- --------- --- - ----- -- - - ---- -  --- ---- -

  15 ABORT                        5 AUTO ABOR MACH 0-OP ALL  10 A        A N    0       0    0 0

  20 TIMER TEST                   7 TIMER TES MACH 1-ATT LG  60 A        O N    0       0    0 0

  21 TIMER TEST SECONDAR          7 TIMER TES MACH 1-ATT LG  60 A        O N    0       0    0 0

  22 VRT CLEAR TEST               6 VRT SIGNL MACH 2-LG ALL   0 A        O N    0       0    0 0

  25 VRT ALARM ABORT              6 VRT SIGNL MACH 0-OP ALL  10 A        O N    0       0    0 0

  26 VRT - ON TEST                NONE        MACH 2-LG ALL  40 A        O N    0       0    0 0

  27 ENTRY - VRT          OPEN    6 VRT SIGNL MACH 1-ATT LG  60 O EQRES  8 O N  0       0    0 0

  28 EXIT - VRT           CLOSED  6 VRT SIGNL MACH 1-ATT LG  60 O CLEAR  9 O N  0       0    0 0

  30 #1 OP VERIFIED OPEN  OPEN    4 OP/CL     MACH 0-OP ALL  60 O        O N    0       0    0 0

  31 #1 OP VERIFIED CLOSE CLOSED  4 OP/CL     MACH 0-OP ALL  60 O        O N    0       0    0 0

  32 #1 SCHEDULE OPEN     OPEN    4 OP/CL     MACH 1-ATT LG  60 O        O N 3200       0    0 0

  33 #1 SCHEDULE CLOSE    OPEN    4 OP/CL     MACH 1-ATT LG  60 O        O N    0       0    0 0

  34 #1 LOG ONLY OPEN     OPEN    4 OP/CL     MACH 2-LG ALL  60 O        O N    0       0    0 0

  35 #1 LOG ONLY CLOSE    CLOSED  4 OP/CL     MACH 2-LG ALL  60 O        O N    0       0    0 0

  36 #1 SCHED/PASS OPEN   OPEN    4 OP/CL     MACH 3-PV/ATT  60 O        O N    0       0    0 0

  37 #1 SCHED/PASS CLOSE  CLOSED  4 OP/CL     MACH 3-PV/ATT  60 O        O N    0       0    0 0

  38 #1 LOG PASS OPEN     OPEN    4 OP/CL     MACH 4-PL/LG   60 O        O N    0       0    0 0

  39 #1 LOG PASS CLOSE    CLOSED  4 OP/CL     MACH 4-PL/LG   60 O        O N    0       0    0 0

  40 #1 PASS/V SCHED OPEN OPEN    4 OP/CL     MACH 5-PL/ATT  60 O        O N    0       0    0 0

  41 #1 PASS/V SCHED CLSE CLOSED  4 OP/CL     MACH 5-PL/ATT  60 O        O N    0       0    0 0

  42 #1 VRFY PASS OPEN    OPEN    4 OP/CL     MACH 6-PV/LG   60 O        O N    0       0    0 0

  43 #1 VRFY PASS CLOSE   CLOSED  4 OP/CL     MACH 6-PV/LG   60 O        O N    0       0    0 0

  50 #2 OP VERIFIED OPEN  OPEN    4 OP/CL     MACH 0-OP ALL  60 O        O N    0       0    0 0

  51 #2 OP VERIFIED CLOSE CLOSED  4 OP/CL     MACH 0-OP ALL  60 O        O N    0       0    0 0

  52 #2 SCHEDULE OPEN     OPEN    4 OP/CL     MACH 1-ATT LG  60 O        O N    0       0    0 0

  53 #2 SCHEDULE CLOSE    CLOSED  4 OP/CL     MACH 1-ATT LG  60 O        O N    0       0    0 0

  54 #2 LOG ONLY OPEN     OPEN    4 OP/CL     MACH 2-LG ALL  60 O        O N    0       0    0 0

  55 #2 LOG ONLY CLOSE    CLOSED  4 OP/CL     MACH 2-LG ALL  60 O        O N    0       0    0 0

  56 #2 SCHED/PASS OPEN   OPEN    4 OP/CL     MACH 3-PV/ATT  60 O        O N    0       0    0 0

  57 #2 SCHED/PASS CLOSE  CLOSED  4 OP/CL     MACH 3-PV/ATT  60 O        O N    0       0    0 0

  58 #2 LOG PASS OPEN     OPEN    4 OP/CL     MACH 4-PL/LG   60 O        O N    0       0    0 0

  59 #2 LOG PASS CLOSE    CLOSED  4 OP/CL     MACH 4-PL/LG   60 O        O N    0       0    0 0

  60 #2 PASS/V SCHED OPEN OPEN    4 OP/CL     MACH 5-PL/ATT  60 O        O N    0       0    0 0

  61 #2 PASS/V SCHED CLSE CLOSED  4 OP/CL     MACH 5-PL/ATT  60 O        O N    0       0    0 0

  62 #2 VRFY PASS OPEN    OPEN    4 OP/CL     MACH 6-PV/LG   60 O        O N    0       0    0 0

  63 #2 VRFY PASS CLOSE   CLOSED  4 OP/CL     MACH 6-PV/LG   60 O        O N    0       0    0 0
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CODE	DESCRIPTION	ST CHG	REPORT CODE	TYPE	RESP CODE	PRI	L	WAIT	EQ	C	L	LRES	B	VRT	ACTS	L
70	#3 OP VERIFIED OPEN	OPEN	4 OP/CL	MACH	0-OP ALL	60	O			O	N	0		0	0	0
71	#3 OP VERIFIED CLOSE	CLOSED	4 OP/CL	MACH	0-OP ALL	60	O			O	N	0		0	0	0
72	#3 SCHEDULE OPEN	OPEN	4 OP/CL	MACH	1-ATT LG	60	O			O	N	0		0	0	0
73	#3 SCHEDULE CLOSE	CLOSED	4 OP/CL	MACH	1-ATT LG	60	O			O	N	0		0	0	0
74	#3 LOG ONLY OPEN	OPEN	4 OP/CL	MACH	2-LG ALL	60	O			O	N	0		0	0	0
75	#3 LOG ONLY CLOSE	CLOSED	4 OP/CL	MACH	2-LG ALL	60	O			O	N	0		0	0	0
76	#3 SCHED/PASS OPEN	OPEN	4 OP/CL	MACH	3-PV/ATT	60	O			O	N	0		0	0	0
77	#3 SCHED/PASS CLOSE	CLOSED	4 OP/CL	MACH	3-PV/ATT	60	O			O	N	0		0	0	0
78	#3 LOG PASS OPEN	OPEN	4 OP/CL	MACH	4-PL/LG	60	O			O	N	0		0	0	0
79	#3 LOG PASS CLOSE	CLOSED	4 OP/CL	MACH	4-PL/LG	60	O			O	N	0		0	0	0
80	#3 PASS/V SCHED OPEN	OPEN	4 OP/CL	MACH	5-PL/ATT	60	O			O	N	0		0	0	0
81	#3 PASS/V SCHED CLSE	CLOSED	4 OP/CL	MACH	5-PL/ATT	60	O			O	N	0		0	0	0
82	#3 VRFY PASS OPEN	OPEN	4 OP/CL	MACH	6-PV/LG	60	O			O	N	0		0	0	0
83	#3 VRFY PASS CLOSE	CLOSED	4 OP/CL	MACH	6-PV/LG	60	O			O	N	0		0	0	0
100	FIRE/SMOKE DETECTOR		0 ALARMS	MACH	0-OP ALL	10	A			A	N	0		0	0	0
120	FIRE/HEAT DETECTOR		0 ALARMS	MACH	0-OP ALL	10	A			A	N	0		0	0	0
130	FIRE/MANUAL PULL		0 ALARMS	MACH	0-OP ALL	10	A			A	N	0		0	0	0
140	FIRE/WATER FLOW		0 ALARMS	MACH	0-OP ALL	10	A			A	N	0		0	0	0
150	FIRE/TAMPER		0 ALARMS	MACH	0-OP ALL	10	A			A	N	0		0	0	0
300	BURGLARY		0 ALARMS	MACH	0-OP ALL	20	A			A	N	0		0	0	0
310	PERIMETER		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
320	PERIMETER-DOOR		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
330	PERIMITER-EN/XT/DOOR		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
340	PERIMETER-SLDING DR		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
350	PERIMETER-LOADING DR		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
360	PERIMETER-GARAGE DR		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
370	PERIMETER-WINDOW		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
380	PERIMETER-FOIL		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
390	PERIMETER-SCREEN		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
400	PERIMETER-SHOCK SNSR		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
410	PERIMETER-GLASS BRK		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
420	PERIMETER-ROOF HTCH		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
430	PERIMETER-SKYLIGHT		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
440	PERIMETER-DETCHD BLD		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
600	INTERIOR		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
610	INTERIOR-MOTION		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
620	INTERIOR-MICROWAVE		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
630	INTERIOR-ULTRASONIC		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
640	INTERIOR-PASSIVE		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0
650	INTERIOR-ACTIVE		0 ALARMS	MACH	0-OP ALL	30	A			A	N	0		0	0	0

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CODE DESCRIPTION        ST CHG  REPORT CODE TYPE RESP CODE PRI L  WAIT EQ C L LRES B  VRT ACTS L
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 660 INTERIOR-MATS             0 ALARMS     MACH 0-OP ALL   30 A        A N    0     0    0 0
 670 INTERIOR-DOOR             0 ALARMS     MACH 0-OP ALL   30 A        A N    0     0    0 0
 840 AC POWER FAIL             0 ALARMS     MACH 0-OP ALL  100 A        A N    0     0    0 0
 845 LOW BATTERY               2 LOW BATTR MACH 0-OP ALL  100 A        A N    0     0    0 0
 850 TROUBLE                   3 TROUBLES   MACH 0-OP ALL  100 A        A N    0     0    0 0
 870 TEST                      8 TEST SIGN MACH 0-OP ALL  100 A        A N    0     0    0 0
 900 OUTDOOR-FENCE             0 ALARMS     MACH 0-OP ALL   30 A        A N    0     0    0 0
 910 OUTDOOR-INFRARED          0 ALARMS     MACH 0-OP ALL   30 A        A N    0     0    0 0
1001 SEE ACCOUNT-1               NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1002 SEE ACCOUNT-2               NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1003 SEE ACCOUNT-3               NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1004 SEE ACCOUNT-4               NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1005 SEE ACCOUNT-5               NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1006 SEE ACCOUNT-6               NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1007 SEE ACCOUNT-7               NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1008 SEE ACCOUNT-8               NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1009 SEE ACCOUNT-9               NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1010 SEE ACCOUNT-10              NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1011 SEE ACCOUNT-11              NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1012 SEE ACCOUNT-12              NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1013 SEE ACCOUNT-13              NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1014 SEE ACCOUNT-14              NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1015 SEE ACCOUNT-15              NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1016 SEE ACCOUNT-16              NONE       MACH 0-OP ALL  100 A        A N    0     0    0 0
1100 TAMPER                    0 ALARMS     MACH 0-OP ALL   30 A        A N    0     0    0 0
1110 TAMPER-TELCO              0 ALARMS     MACH 0-OP ALL   30 A        A N    0     0    0 0
1120 TAMPER-RJ31X              0 ALARMS     MACH 0-OP ALL   30 A        A N    0     0    0 0
1130 TAMPER-PANEL              0 ALARMS     MACH 0-OP ALL   30 A        A N    0     0    0 0
1140 TAMPER-BELL               0 ALARMS     MACH 0-OP ALL   30 A        A N    0     0    0 0
1200 HOLDUP                    0 ALARMS     MACH 0-OP ALL   10 A        A N    0     0    0 0
1210 HOLDUP-MONEY CLIP         0 ALARMS     MACH 0-OP ALL   10 A        A N    0     0    0 0
1220 HOLDUP-BUTTON             0 ALARMS     MACH 0-OP ALL   10 A        A N    0     0    0 0
1230 HOLDUP-FOOTRAIL           0 ALARMS     MACH 0-OP ALL   10 A        A N    0     0    0 0
1300 PANIC                     0 ALARMS     MACH 0-OP ALL   20 A        A N    0     0    0 0
1310 PANIC                     0 ALARMS     MACH 0-OP ALL   20 A        A N    0     0    0 0
1320 PANIC-KEY PAD             0 ALARMS     MACH 0-OP ALL   20 A        A N    0     0    0 0
1330 PANIC-WIRELESS            0 ALARMS     MACH 0-OP ALL   20 A        A N    0     0    0 0
1340 PANIC-BUTTON              0 ALARMS     MACH 0-OP ALL   20 A        A N    0     0    0 0
1600 MEDICAL-DISP              0 ALARMS     MACH 0-OP ALL   10 A        A N    0     0    0 0
1610 MEDICAL-CALL PREM         0 ALARMS     MACH 0-OP ALL   10 A        A N    0     0    0 0
```

CODE	DESCRIPTION	ST CHG	REPORT CODE	TYPE	RESP CODE	PRI	L	WAIT	EQ	C	L	LRES	B	VRT	ACTS	L
1800	ENVIRONMENTAL	0	ALARMS	MACH	0-OP ALL	40	A			A	N	0	0	0	0	
1810	ENVIRON-TEMP CNTRL	0	ALARMS	MACH	0-OP ALL	40	A			A	N	0	0	0	0	
1820	ENVIRON-FURNACE CTRL	0	ALARMS	MACH	0-OP ALL	40	A			A	N	0	0	0	0	
1900	LOW BATT-CALL SUB	2	LOW BATTR	MACH	0-OP ALL	50	A			A	N	0	0	0	0	
1910	LOW BATT-CALL SUB AM	2	LOW BATTR	MACH	0-OP ALL	50	A			A	N	0	0	0	0	
1920	LOW BAT-CALL ALARMCO	2	LOW BATTR	MACH	0-OP ALL	50	A			A	N	0	0	0	0	
1930	LO BAT-CALL ALMCO AM	2	LOW BATTR	MACH	0-OP ALL	50	A			A	N	0	0	0	0	
1950	LOW BATT-LOG ALWAYS	2	LOW BATTR	MACH	2-LG ALL	50	A			A	N	0	0	0	0	
2000	RESTORE	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2001	RESTORE #1	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2002	RESTORE #2	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2003	RESTORE #3	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2004	RESTORE #4	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2005	RESTORE #5	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2006	RESTORE #6	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2007	RESTORE #7	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2008	RESTORE #8	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2009	RESTORE #9	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2010	RESTORE #10	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2011	RESTORE #11	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2012	RESTORE #12	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2013	RESTORE #13	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2014	RESTORE #14	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2015	RESTORE #15	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2016	RESTORE #16	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
2100	AC-PWR FAIL SUB	3	TROUBLES	MACH	0-OP ALL	60	A			A	N	0	0	0	0	
2110	AC PWR FAIL SUB A.M.	3	TROUBLES	MACH	0-OP ALL	60	A			A	N	0	0	0	0	
2120	AC PWR FAIL ALARMCO	3	TROUBLES	MACH	0-OP ALL	60	A			A	N	0	0	0	0	
2130	AC PWR FAIL ALMCO AM	3	TROUBLES	MACH	0-OP ALL	60	A			A	N	0	0	0	0	
2140	AC PWR FAIL LOG ONLY	3	TROUBLES	MACH	2-LG ALL	60	A			A	N	0	0	0	0	
2200	PANEL RESTORE	1	RESTORES	MACH	2-LG ALL	70	A			A	N	0	0	0	0	
3200	LATE TO OPEN	4	OP/CL	OPER	0-OP ALL	0	A			A	N	0	0	0	0	4
3999	UNKNOWN ACCT/ZN	9	UNKNWN AC	MACH	0-OP ALL	100	A			A	Y	0	0	0	0	
4010	DISP PD	D	PD DISP	OPER	2-LG ALL	100	A			A	N	0	0	0	0	
4011	UPDATE PD		NONE	OPER	0-OP ALL	100	A			A	N	0	0	0	0	
4013	P.D. ON SITE		NONE	OPER	2-LG ALL	100	A			A	N	0	0	0	0	
4015	PD FOLLOW-UP AM		NONE	OPER	0-OP ALL	100	A			A	N	0	0	0	0	
4017	CANCEL PD SUB	F	FALSE SUB	OPER	0-OP ALL	100	A			A	N	0	0	0	0	
4018	CANCEL PD RP	F	FALSE SUB	OPER	0-OP ALL	100	A			A	N	0	0	0	0	
4019	CANCEL PD ALARMCO	F	FALSE SUB	OPER	0-OP ALL	100	A			A	N	0	0	0	0	

CODE	DESCRIPTION	ST CHG	REPORT CODE	TYPE	RESP CODE	PRI	L	WAIT	EQ	C	L	LRES	B	VRT	ACTS	L
4020	DISP FD		E FIRE DISP	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4021	UPDATE FD		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4023	F.D. ON SITE		NONE	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4027	CANCEL FD SUB		F FALSE SUB	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4028	CANCEL FD RP		F FALSE SUB	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4029	CANCEL FD ALARMCO		F FALSE SUB	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4100	CALL TO PREM/SUB		M CALL SUB	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4101	UPDATE PREM/SUB		M CALL SUB	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4102	CALL FROM PREM/SUB		M CALL SUB	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4110	CALL TO RP LIST		N CALL RP'S	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4111	UPDATE RP		N CALL RP'S	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4112	CALL FROM RP		N CALL RP'S	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4170	DISPATCH GUARD		C GUARD DIS	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4173	GUARD ON SITE		NONE	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4177	CANCEL GUARD SUB		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4178	CANCEL GUARD RP		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4179	CANCEL GUARD ALARMCO		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4180	CALL TO ALARMCO		O CALL ALMC	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4181	UPDATE ALARMCO		O CALL ALMC	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4182	CALL FROM ALARMCO		O CALL ALMC	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4210	PLACE ON TEST		K ON/OFF TS	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4211	CLEAR TEST		K ON/OFF TS	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4215	ON-TEST TRIP COUNTER		NONE	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4220	PLACE ON RUNAWAY		NONE	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4221	CLEAR RUNAWAY		NONE	OPER	0-OP ALL	0	A			A	N	0		0	0	0
4225	RUNAWAY TRIP COUNTER		NONE	OPER	0-OP ALL	0	A			A	N	0		0	0	0
4229	RESTORAL PENDING		NONE	OPER	2-LG ALL	0	A			A	N	0		0	0	0
4230	CLR RESTORAL NEEDED	NORMAL	NONE	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4231	CLR REDUNDANCY PROB		NONE	OPER	2-LG ALL	100	A			A	N	0		0	0	0
4250	DATA CHANGE SUB		L DATA CHNG	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4251	DATA CHANGE RP		L DATA CHNG	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4252	DATA CHANGE ALARMCO		L DATA CHNG	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4400	NO DISP PER SUB		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4401	NO DISP PER RP		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4402	NO DISP PER ALARMCO		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4405	NO DISP/PREV DISP		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4410	NO/BAD PASSCARD		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4411	EXPIRED PASSCARD		NONE	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4420	FALSE ALARM SUB		F FALSE SUB	OPER	0-OP ALL	100	A			A	N	0		0	0	0
4421	FALSE ALARM EQUIP		G FLSE EQUI	OPER	0-OP ALL	100	A			A	N	0		0	0	0

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CODE DESCRIPTION          ST CHG   REPORT CODE TYPE RESP CODE PRI L  WAIT EQ C L LRES B  VRT ACTS L
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4425 EQUIPMENT TROUBLE            3 TROUBLES OPER  0-OP ALL 100 A         A N   0      0      0 0

4510 SERVICE REQUEST              NONE      OPER  0-OP ALL 100 A         A N   0      0      0 0

4511 SERVICE RQST CANCEL          NONE      OPER  0-OP ALL 100 A         A N   0      0      0 0

4512 BILLABLE SERVICE             NONE      OPER  0-OP ALL 100 A         A N   0      0      0 0

4513 WARRANTY SERVICE             NONE      OPER  0-OP ALL 100 A         A N   0      0      0 0

4514 SERVICE CONTRACT             NONE      OPER  0-OP ALL 100 A         A N   0      0      0 0

4603 ON HOLD TO LONG              NONE      OPER  0-OP ALL 100 A         A N   0      0      0 0

4604 LFT MSSG ON TAPE             NONE      OPER  0-OP ALL 100 A         A N   0      0      0 0

4605 PHONE BUSY                   NONE      OPER  0-OP ALL 100 A         A N   0      0      0 0

4610 PARTIAL CLEAR                Y PARTIAL C OPER 2-LG ALL 100 A         A N   0      0      0 0

4611 PART CLR W AUTO MIN          Y PARTIAL C OPER 2-LG ALL 100 A         A N   0      0      0 0

4612 **** FULL CLEAR ****         Z FULL CLEA OPER 2-LG ALL 100 A         A N   0      0      0 0

4613 SUB-ACCT FULL CLEAR          5 AUTO ABOR OPER 2-LG ALL 100 A         A N   0      0      0 0

4620 CREATE FOLLOW UP             NONE      OPER  2-LG ALL 100 A         A N   0      0      0 0

4621 RESCHED FOLL UP              NONE      OPER  2-LG ALL 100 A         A N   0      0      0 0

4622 CLEAR FOLLOW UP              NONE      OPER  2-LG ALL 100 A         A N   0      0      0 0

4625 PLACE OUT OF SERVICE         P OUT OF SV OPER 2-LG ALL 100 Z         A Y   0      0      0 0

4626 ACCOUNT IN SERVICE           Q IN SVC   OPER 2-LG ALL 100 Z         A Y   0      0      0 0

4810 OK OPENING         OPEN      I IRREG O/C OPER 2-LG ALL 100 O         O N   0      0      0 0

4811 OK IRR OPEN        OPEN      I IRREG O/C OPER 2-LG ALL 100 O         O N   0      0      0 0

4812 OK NO OPEN         OPEN      I IRREG O/C OPER 2-LG ALL 100 O         O N   0      0      0 0

4813 NO OPENING TODAY   CLOSED    I IRREG O/C OPER 2-LG ALL 100 O         O N   0      0      0 0

4814 OK CLOSE/SETUP OPEN CLOSED   I IRREG O/C OPER 2-LG ALL 100 O         O N   0      0      0 0

4815 ADVANCE OPEN SETUP           I IRREG O/C OPER 2-LG ALL 100 O         O N   0      0      0 0

4820 TIMER TEST NOT REC'          7 TIMER TES OPER 2-LG ALL 100 A         A N   0      0      0 0

4830 LATE CLOSE SETUP   OPEN      I IRREG O/C OPER 2-LG ALL 100 O         O N   0      0      0 0

4831 NO CLOSE SETUP     OPEN      I IRREG O/C OPER 2-LG ALL 100 O         O N   0      0      0 0

4850 ADVANCE IRR. SETUP           I IRREG O/C OPER 2-LG ALL 100 O         O N   0      0      0 0
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Screen Index