

S Y S T E M

A C C U R A T E

M O N I T O R I N G

M A N A G E M E N T

Reference guide

Version 10.0.0

What is new in version 10.0 vs 8.1

All languages are included in the same version. Possibility to change languages as needed (F8/7) while SAMM is in operation (page 83).

Supports up to 11 partitions (partition 0 to 10) for panels offering this option. Each partition can have its own information : alarm codes, opening/closing schedules, step action, users, etc. (page 7). Copy code F4 also works between partitions (page 39).

Up to 8 communication ports (COM1 to COM8) can be used. IRQ 2,3,4,5,9,10,11,12 and 15 are now supported (page 8,9)

Account 0 now includes common error messages. CONTACT ID and SIA alarm codes are already provided as a default page (appendix K1,K2,K3 page 114-118). Only available for the full installation not the upgrade.

On the monitoring window, separate boxes (color coded) are provided to indicate the number of events sorted by priorities (page 11-13).

CALLER ID information is displayed for receiver providing this information (page 11-13).

Installer information can be displayed from the monitoring window by pressing the <TAB> key (page 11,12).

From the monitoring window, pressing F9 allows you to see all events file from the account being processed. Using the arrow keys enable you to select a specific event and see the complete details by pressing <ENTER> (page 17).

Cities information can be added/modified directly from the Account Management page F2/2 as well as with F8/5 (page 30). Account address now allow entering 3 lines of 30 characters instead of 1 line (page 30).

Users and responsables to contact are now defined in the same window. Additional parameters have been added when defining a user such as : holidays period, hot user, keypad code, authorized days etc. (page 36,37).

Possibility to share alarm code (or range of codes) description between two different accounts using the function *#account number* (page 39).

Type and priority of an alarm code are now defined separately. A new type of alarm code has been added : GUARD ROUND (page 38). A special note (6 lines x 40 characters) can be attached to each alarm code. The note will be displayed when SAMM receives that specific alarm code (page 39). Two step action lists are now available (1 permanent and 1 temporary) for each alarm code (page 42,43)

Options that were restricted to operators with a security level A only have been extended to security level B and C (page 61).

More flexibility is now offered in all report generation by allowing to include up to 5 groups and/or exclude 1 group as needed (page 64,65).

Easy and safe upgrade process from 8.1 to 10.0 that leaves your original database intact and operational (page 7).

CONTENTS

CONTENTS

INTRODUCTION.....6

 FOREWORD.....6

 HOW TO CHOOSE AN OPTION IN SAMM.....6

 ALT HOT KEY.....6

 COMPUTER DATE ERROR.....7

 OUT OF DISK SPACE WARNING.....7

 OPERATOR ID WARNING.....7

 BASIC CONFIGURATION.....7

 INSTALL SAMM.....7

 UPGRADING SAMM 8.1 TO 10.0.....7

 GETTING STARTED.....8

 HINT.....8

 DEFINE MODEM FOR OUTGOING CALL.....9

 COMMUNICATION PORTS AND IRQ SETTINGS.....9

 PARTITIONS.....9

F1 - ALARM MONITORING..... 10

 ALARM MONITORING DISPLAY..... 11

 ALARM MONITORING HELP MENU..... 13

 ALARM MONITORING HELP FUNCTIONS..... 14

 F1 SAVE EVENT..... 14

 F2 PENDING FILE..... 14

 F3 SITE PLAN / MISC..... 14

 F4 ACCOUNT FILES..... 14

 F5 COMMENT / PASSCARD..... 14

 F6 LATE TO CLOSE / FOLLOW UP..... 15

 F7 PRIORITY ACTION DISPLAY..... 15

 F8 UTILITIES..... 15

 F9 LAST 10 EVENTS..... 16

 F10 MANUAL / AUTOMATIC TOGGLE..... 17

 Special event..... 18

 Work order..... 18

 Late closing..... 18

 Alarm code..... 18

 Deactivate an account..... 18

 Deactivate an alarm code..... 18

 Print Work Order..... 18

 Display Inactive Accounts..... 19

 UTILITIES..... 19

 MEMO..... 20

 OPENING/CLOSING DELAY..... 21

 FIND ACCOUNT..... 22

 ACCOUNT EVENTS DISPLAY..... 22

 SET TIME..... 24

 FUTURE USE..... 24

 IDLE MODE..... 24

F2 - ACCOUNTS MANAGEMENT..... 25

 Page 1 : ACCOUNT INFORMATION..... 29

 Page 2 : MISC. INFORMATION..... 30

CONTENTS

Page 3 : WORK SCHEDULE.....	31
Page 4 : ALARM SYSTEM USER INFORMATION.....	34
Page 5 : ALARM CODES AND DESCRIPTION.....	37
Page 6 : ALARM INSTALLATION INFORMATION.....	43
Page 7 : BILLING.....	44
Page 8 : DISPLAY ACCOUNT GROUPS.....	46
DETAILED LIST OF ACCOUNTS (F2/6/1).....	50
SUMMARY LIST OF ACCOUNTS (F2/6/2).....	51
CALL-UP LIST (F2/6/3).....	51
ADDRESS LABELS (F2/6/4).....	51
USER LABELS (F2/6/5).....	51
F3 - BILLING.....	52
ADDRESS LABELS (F3/1).....	53
AUTOMATIC BILLING (F3/2).....	54
BILLING SUMMARY (F3/3).....	55
PAYMENTS SUMMARY (F3/4).....	56
F4 - SECURITY.....	57
OPERATOR'S MANAGEMENT (F4/1).....	58
OPERATOR'S MESSAGE (F4/2).....	59
SECURITY SETUP (F4/3).....	60
F5 - HISTORIC MANAGEMENT.....	61
DELETE (F5/1).....	62
PRINT HISTORIC REPORT (F5/2).....	63
VIEW (F5/3).....	65
DATA TRANSFER (F5/4).....	66
F6 - EXIT TO DOS.....	68
F7 - PASSWORD.....	70
F8 - GENERAL INFORMATION.....	72
ALARM MONITORING INFORMATION (F8/1).....	73
BILLING INFORMATION (F8/2).....	75
BILLING DESCRIPTION (F8/3).....	76
GROUP MANAGEMENT (F8/4).....	77
ADD OR MODIFY A CITY (F8/5).....	80
ALARM COMPANIES MAINTENANCE (F8/6).....	81
APPENDIXES.....	83
APPENDIX A --- RECEIVERS.....	83
Sescoa 3000R.....	83
Ademco 685.....	83
SurGard D-VAC & DIGITAL.....	84
Heartbeat of the receiver.....	85
Heartbeat of SAMM.....	85
APPENDIX B --- TEXT EDITOR.....	86
APPENDIX C --- MESSAGES FROM SAMM.....	88
APPENDIX D --- SUMMARY OF COMMANDS.....	90
APPENDIX E --- DATABASE.....	91
APPENDIX F --- WAITING FILE.....	93
APPENDIX G --- REPORT SAMPLES.....	94

CONTENTS

APPENDIX G1 --- WORK ORDER.....	94
APPENDIX G2 --- DETAILED LIST	95
APPENDIX G3 --- ACCOUNT LIST (SUMMARY).....	97
APPENDIX G4 --- ADDRESS LABELS.....	98
APPENDIX G5 --- INVOICE.....	99
APPENDIX G6 --- BILLING SUMMARY.....	100
APPENDIX G7 --- DETAILED LIST OF EVENTS.....	101
APPENDIX G8 --- SUMMARY EVENTS.....	102
APPENDIX G9 --- SITE MAP.....	103
APPENDIX H --- RUNTIME ERRORS.....	104
APPENDIX I --- SAMM UTILITY TOOLS	105
APPENDIX J --- SPECIAL ALARM CODES FOR RECEIVERS	110
Sescoa 3000R.....	110
Ademco.....	110
SurGard.....	113
APPENDIX K1 --- ALARM CODES FOR ACCOUNT #0.....	114
APPENDIX K2 --- DEFAULT CONTACT ID CODES	115
APPENDIX K3 --- DEFAULT SIA CODES.....	116

INTRODUCTION

INTRODUCTION

FOREWORD

SAMM is a powerful yet very easy to use software application. Following is a list of its major features :

- event processing directly from the receiver.
- linked to 1 (one) or more receiver types simultaneously.
- Supports Com1 to Com8.
- multiple report formats.
- protection illegal opening.
- unlimited number of customers.
- text editor.
- flexible database.
- multi-user.
- Up to 11 partitions (partition 0 to 10) can be defined for each account.
- extensive control of opening/closing per user.
- 5 working schedules.
- opening/closing control with a variable delay.
- events priority.
- customer groups (index).
- automatic billing.
- Memo.
- Event transfer to a remote Central.
- Caller ID ready.
- etc.

This manual should be read to grasp the general concept of the system before attempting to put it into operation.

HOW TO CHOOSE AN OPTION IN SAMM

There are (2) two ways to choose an option in SAMM's menus:

1. press the key corresponding to the chosen option (F1,... F9, 1, 2, ... 5)

OR

2. with one of the arrow key, move the video inverted bar over the option and press <ENTER>.

Special options, if available, are displayed in the lower part of each displayed windows.

Example: <ESC> To Exit <F1> For Delay

ALT HOT KEY

Whatever is being done in the system, PRESSING AND HOLDING the ALT key will display the last 14 events received by the computer. While holding down the ALT key, the display is updated automatically with incoming signals. Releasing the key will return the system to what it was doing before the interruption.

Account	Time	Code	>	Description
1234	12:38	31	>	Front door
1234	12:42	0001	>	Opening by Alex (UNSCHEDULED) [ri5]
.....	

INTRODUCTION

COMPUTER DATE ERROR

SAMM checks date differences from last observed date in Computer and displays a warning with option for operator to change System date.

```
***** WARNING ***** WARNING *****  
SYSTEM DATE MISMATCH, VERIFY PLEASE YY/MM/DD
```

As a safety measure, previous versions cause a lockup upon detecting a date difference. This new feature requires utmost attention from operator when this message is displayed. System date error may cause liabilities if security events are logged with wrong date.

OUT OF DISK SPACE WARNING

SAMM systematically checks the disk space available to receive and store data. When the level of availability is lower than one (1) megabyte, a warning is issued, every fifteen minute, to the operator. This tells him the emergency to clean up and create available working space.

OPERATOR ID WARNING

Every fifteen minute, a large display gives the actual operator number. This insures that the right person is operating the system and receiving the messages.

BASIC CONFIGURATION

The minimum configuration for SAMM is a 386 micro-processor with 4MB of RAM, a 40 Mb hard disk, one parallel port, 2 (two) serial ports and MS-DOS version 3.x or higher.

INSTALLING SAMM

To install SAMM, insert the diskette in slot A or B, close the door and enter the commands:

```
A: <ENTER> (or B)  
INSTALL <ENTER>
```

Should you install SAMM by copying all the files without using the installer, all files must be copied in a directory named SAMM and that directory must reside in the root directory of your hard drive.

UPGRADING SAMM 8.1 TO 10.0

Use the above instruction (INSTALL SAMM) to install SAMM 10. Once it is done, from within your SAMM directory, type SAMM <ENTER> to verify that the installation was done properly. If SAMM runs properly, exit SAMM by pressing <F6>. To upgrade your existing files automatically, type MAJ8XA10 <ENTER>

This operation will copy all your existing data and adapt your database to the new version. All existing informations of your previous version (8.1) will remain intact. Both version (8.1 and 10) can operate on the same system.

Note : Modifications made while running one version will not affect the database of the other version.

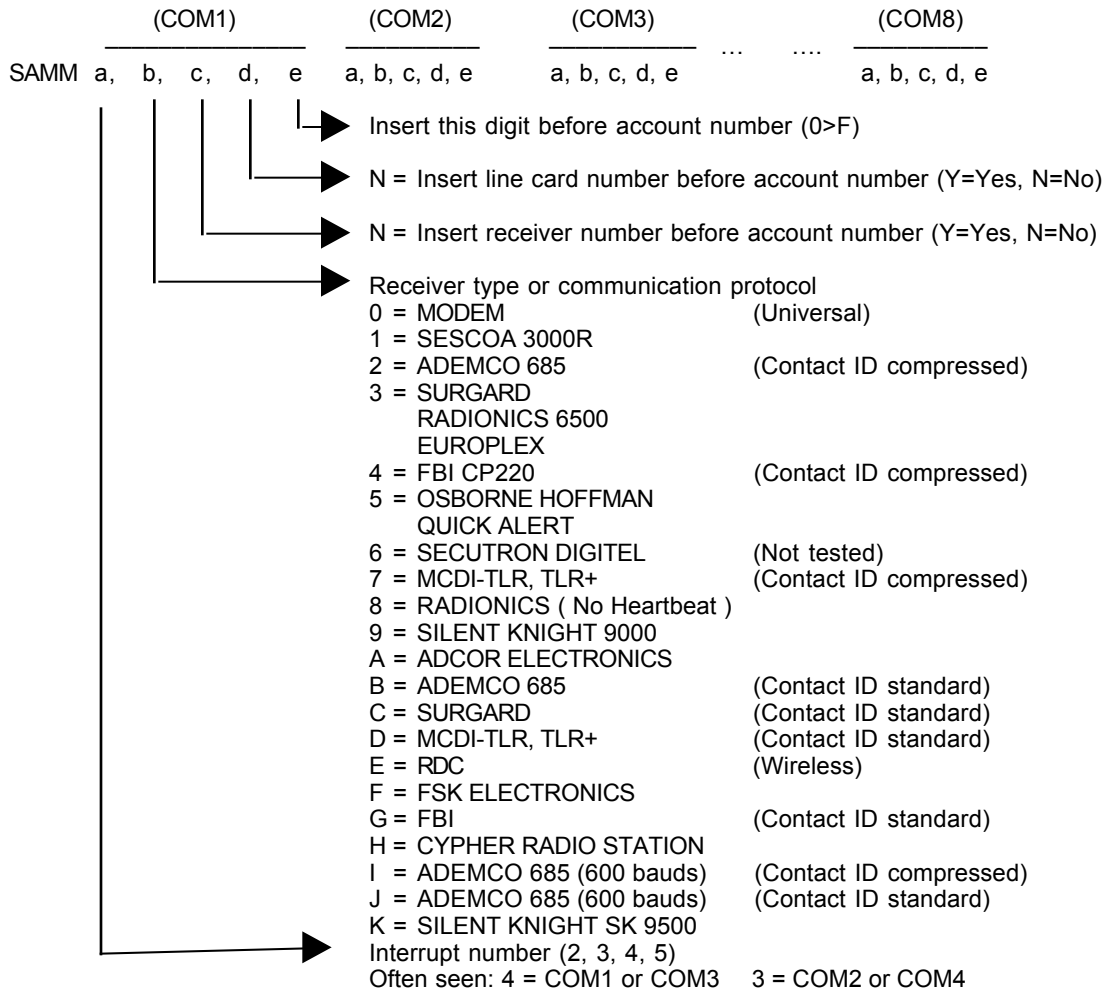
To upgrade version prior to 8.1, please contact your local dealer or our technical support group.

INTRODUCTION

GETTING STARTED

Starting SAMM: Without receiver, key in: SAMM and press <ENTER>.

With receiver, key in: SAMM followed by spacers for unused COM then key in:



Example: Receiving account 1234, on COM3, IRQ4, ADEMCO 685 on line (5). Spacer for unused COM (X X)

Enter :	SAMM X X 4,2,N,Y,8	Result: account number	851234	(COM1, COM2 bypass by X X)
	SAMM X X 4,2,Y,N,0		11234	(COM1, COM2 bypass by X X)
	SAMM X X 4,2,N,N,0		1234	(COM1, COM2 bypass by X X)
	SAMM X X 4,2,Y,Y,0		151234	(COM1, COM2 bypass by X X)

HINT

Putting the starting command in a "BATCH" file will be very helpful.

Example: To create a "BATCH" file, enter these commands:

```
COPY CON GO.BAT <ENTER>
SAMM X X a,b,c,d,e <ENTER> (personalized configuration. receiver on COM3)
<CTRL Z> <ENTER>
```

Next enter GO <ENTER>; to start, enter SAMM with the required parameters.

DEFINE MODEM FOR OUTGOING CALLS

In the same string used to start SAMM, use an Mx (x=1 to 9) parameter at the COM location. The "x" following the M specifies delay in seconds for SAMM to hold the modem until the operator picks up the phone.

Example: A TLR receiver is installed on COM3, IRQ5, a Modem is on COM2 and a delay is 5 seconds.
(space X space) means step over COM1 where no receiver is installed.
M5,means a Modem is installed in position 2

SAMM X M5 5,7,N,N,0

A TLR receiver is installed on COM1, IRQ5, a Modem is on COM 3 and a delay is 9 seconds.
(space X space) means step over COM2 where no receiver is installed.
M9,means a Modem is installed in position 3

SAMM 5,7,N,N,0 X M9

COMMUNICATION PORTS AND IRQ SETTINGS

SAMM 10 can use communication ports COM1 to COM8 with any of the following IRQ : 3, 4, 5, 9, 10, 11, 12 and 15. See the next section on how to specify a COM port and and IRQ to properly configure SAMM.

PARTITIONS

Now SAMM supports up to 11 partitions (partition 0 to 10). Most new panels on the market now support the partition features.

Sometime it is useful to divide the covered area in many partitions. That way, a company can have a partition defined for the office, one for the warehouse, one for the shop, etc. Each partition can have its own information such as schedules (different opening/closing time), step action to follow, specific alarm codes, different users, be armed/disarmed at different time, etc. Now SAMM has the possibility to manage those partitions. On reception of a signal, SAMM will look at the information received and if a partition number is available it will look for the specific partition information. If there is no partition defined, SAMM will default to the partition 0 of the account for the information.

F1 - ALARM MONITORING

S.A.M.M.

F1 - ALARM MONITORING

F2 - ACCOUNTS MANAGEMENT

F3 - BILLING

F4 - SECURITY

F5 - HISTORIC MANAGEMENT

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

SMUU1-V10.0.0-D1111

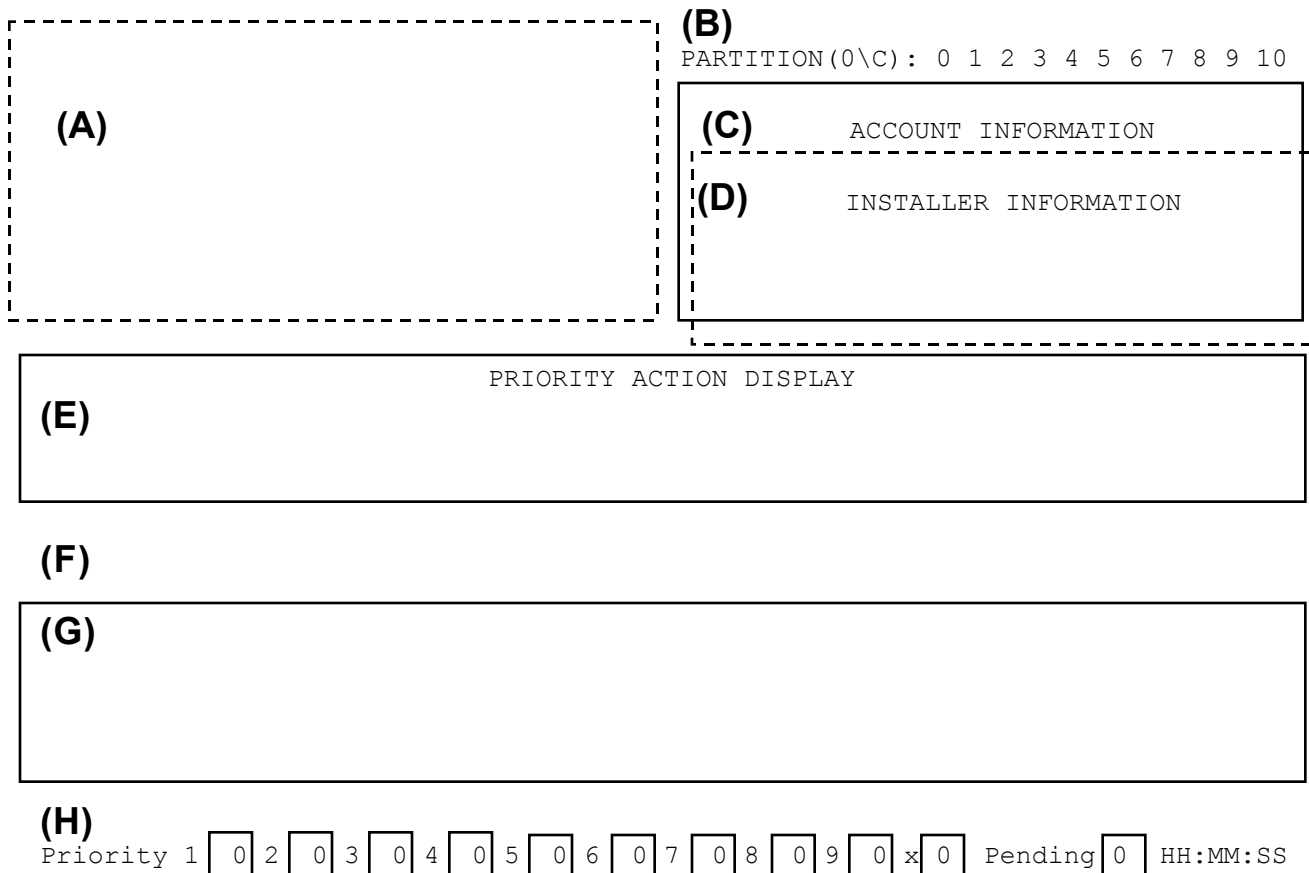
ALARM MONITORING

F1 - ALARM MONITORING

The ALARM MONITORING module is the basic element of SAMM. It allows the management of all events entering a Central Station. Utilities and many type of menus ease the task of alarm monitoring.

The HOT key is <F1>. Wherever the operator is in SAMM hitting this key will bring back the ALARM MONITORING menu.

ALARM MONITORING DISPLAY



DISPLAY DESCRIPTION

(A) – WARNING BOX

When a signal comes in for processing, a red box will pop up containing special information related to the account (4 lines by 40 characters) and an other 6 lines by 40 characters can be used to display special information about the alarm code itself. In both cases, a different message can be entered for each of the 11 partitions.

ALARM MONITORING

(B) OPEN and CLOSE STATUS

Displays the OPEN (disarmed) and CLOSE (armed) status for the account being processed. A green box over one or more partitions number indicates an OPEN (disarmed) partition. A red box over one or more partitions number indicates a CLOSE (armed) partition. To be able to use this function, the account must have an active opening / closing schedule defined in F2/2 ACCOUNT MANAGEMENT page 3

(C) - ACCOUNT INFORMATION

Displays account information such as : account number, name, address, city, province/state, postal/zip code.

(D) - INSTALLER INFORMATION

Displays installer information such as installation date, phone numbers, specific information on the installation etc. on request by pressing the <TAB> key. To remove that pop up box, press the <TAB> key again.

(E) - PRIORITY ACTION DISPLAY, ENTERING EXPIRATION DATE AND TIME

When an event occurs, a step by step procedure to follow is displayed. If the event concerns an Opening or a Closing, the work schedule is displayed.

(F) - EVENTS

The alarm code received and its meaning, the partition number and Caller ID information if available.

(G) - COMMENTS EDITION

10 lines of 72 characters are available to the operator to write comments related to the event being processed.

(H) – WAITING FILE - Events priorities and PENDING FILE status

Priority : Indicates number of events received in each box based on their priorities 1 (highest priority) to 9 (lowest priority) and X for events without priorities. The first 3 boxes are color coded (1=RED 2=YELLOW 3=GREEN). See ALARM CODES AND DESCRIPTION section on how to assign a priority to an alarm code. A total of 175 events (total of events included in each of the 10 boxes) can be stored in the WAITING FILE and are ready for processing. Events are picked up automatically from the WAITING FILE while SAMM is in the AUTOMATIC mode (F1/F10).

Pending : Indicates number of events that are in the PENDING box. Events can be put and retrieve from the PENDING BOX using <F2> for later processing. A maximum of 50 events can be stored in the PENDING BOX.

See next page for an example of an event being displayed for alarm monitoring. All pertinent details required for the step by step procedure are available for immediate action.

A beep sound signals to the operator that an event has been received. The beep increases its rate as seconds go by without intervention until it becomes a continuous sound. Hitting any keys will stop the sound.

ALARM MONITORING

After 22hrs, Police direct
Queen Mary and Decarie

PARTITION (0\C) : 0 1 2 3 4 5 6 7 8 9 10

ACCOUNT INFORMATION #32
1234
MCDI Inc.
86, Claude-Champagne Avenue
Montreal (Quebec) Canada
H2V 2X1

PRIORITY ACTION DISPLAY
Account Phone number (514) 481-1067
Account Phone number (514) 481-1067
***** SAVE EVENT *****

0001 > OPENING (UNSCHEDULED) [ri5] {5144811067}

00/06/13	WORK SCHEDULE					19:13:56
	Tue	Wed	Thu	Fri	Sat	Sun
	-----	-----	-----	-----	-----	-----
Opening :	07:00	07:00	07:00	07:00		
Closing :	18:00	18:00	18:00	18:00		

Priority 1 2 3 4 5 6 7 8 9 x Pending 19:14:15

Note : At any time, you can press CTRL-A to get help regarding ALARM MONITORING.

ALARM MONITORING HELP MENU

ALARM MONITORING COMMAND

F1 --> Save event
 F2 --> Event in PEND.
 F3 --> Site Map/Misc
 F4 --> Account files
 F5 --> Comments/PassCard
 F6 --> Late to close/Follow up
 F7 --> Priority action display
 F8 --> Utilities
 F9 --> Last 10 events
 F10 --> Manual/automatic toggle

CTRL-S --> Work order
 CTRL-V --> Inactive account

ALARM MONITORING HELP FUNCTIONS

F1 SAVE EVENT

To save an event, without having to go through all the PRIORITY ACTION STEPS. Just pressing <F1> will save the event automatically. To be active, the option FAST SAVE EVENT (F8/1 Alarm Monitoring Information) must be set to YES (default is NO). In a normal operation mode, this is not recommended to have that option set to YES since an operator may make the mistake of pressing <F1> and file an important event. Otherwise, the only way to SAVE an event is by using the <F7> key and moving the cursor down to ***** SAVE EVENT ***** and press <ENTER>.

F2 PENDING FILE

Pressing <F2> while in the monitoring window (with an event being processed) will put that event into the PENDING file for ulterior processing. The number in the PENDING box (located at bottom right hand side of monitoring window) indicates the number of events (maximum of 50) waiting to be processed. When the PENDING file is empty, digit 0 (zero) is displayed. A repetitive beep indicates that one or more events are in the PENDING file. An attempt to put more than 50 events in the PENDING file will not be allowed and event must be processed immediately.

Command (<F2>) is also used to retrieve an event from PENDING file for processing. To choose an event from the PENDING file, press <F2> while in the monitoring window (without any event being processed). This will bring a list (does not happen if the PENDING file is empty) of events that are available. Use the arrow keys to select an event to be retrieved and press <ENTER>.

F3 SITE MAP / MISC.

This function displays the drawings and specifications of a room or a house subject to security supervision. See APPENDIX G9 for a sample.

If more than one page is available, use <Page Up> or <Page Down> keys to move from one to the other.

Use a text editor to draw plans and write specifications. Rules to follow in preparing data:

- A customer is limited to ten (10) displays.
- Save the file in ASCII format.
- The display must remain within the 24 line limit.
- The file number is the customer number with extension P0 or P1 or P2 ... P9. Example 1234.P6
- The file must reside in the SAMM directory.

F4 ACCOUNT FILES

Displays complete file of the account whose event is being processed.

All account information (customer information, misc. information, working schedules, alarm user information, alarm codes and description, account installation information, billing information and display account groups) is displayed so as to give the operator all the leeway possible to define the problem, decide and act accordingly.

Pressing <page up> <page down> to browse within the customer information.

Pressing <F9> will display the event file for that specific customer.

Pressing <TAB> to change partition (0 to 10).

F5 COMMENT / PASSCARD

During processing of an event, pressing <F5> brings the cursor back to the comment edition section. Pressing <F5> again displays a window requesting a PASSCARD number. A valid PASSCARD number, will enter the user name associated to that PASSCARD in comment section. If you do not have a valid PASSCARD number, press <ESC> to close the PASSCARD window and go back to comment section.

F6 LATE TO CLOSE / FOLLOW UP

If an unscheduled Opening does not match with a schedule or with a late Closing, a temporary Closing time and date can be recorded.

For other type of events, processing can be postponed. For this, write the time and date when the event needs to be called back for processing. Current date is displayed by the system. Only one event can be postpone by account number. An attempt to postpone more than one event will bring the following message : This account already has a follow up

To erase a temporary Closing time press <ENTER>. Leave the Time field blank.

The use of this procedure is recorded in the customer historic file.

F7 PRIORITY ACTION DISPLAY

Displays the step by step procedure to follow and can also dial phone numbers (police, contacts, etc.) automatically. To automatically dial one of the phone numbers, use arrow keys to move the inverted video bar on the phone number to be dialed and press <ENTER>. This function requires a modem and must be specified in the SAMM starting string. For more information on how to configure a modem, please refer to the section DEFINE MODEM FOR OUTGOING CALLS in the INTRODUCTION section of this manual.

NOTE: The telephone handset must be picked up before the end of the first ring.

Following the previous <ENTER>, a request for comment about this call will be displayed. It is COMPULSORY to reply. Press <ENTER> to log the comment. Next the cursor goes back to the next line in the PRIORITY ACTION DISPLAY section for further steps.

As soon as the operator presses <ENTER> to call customer's premises, a window is displayed asking for PASSCARD code from customer. If PASSCARD code is valid, customer name will appear in comment section. PASSCARD codes are defined in "F2 - Account management : ALARM SYSTEM USER INFORMATION".

PASSCARD : _ _ _ _ _ _ _ _

If this option is not needed, press <ENTER> or <ESC> leaving the field blank. This tool can be called back later by pressing <F5>.

By pressing <Enter> on the last line ***** SAVE EVENT ***** events will be saved in customer's historic file.

F8 UTILITIES

This function gives access to the UTILITIES menu (In this chapter).

ALARM MONITORING

F9 LAST 10 EVENTS

Pressing <F9> will display event file for that specific customer. Reverse video bar indicates event being processed.

```
***** ALARM MONITORING *****
                                DISPLAY EVENTS
MCDI Inc.                                #32
DATE      TIME      CODE > DESCRIPTION
00/06/13  19:12      Active code(s) ( )
00/06/13  19:12      13 > Smoke detector [ri5]
-> 00/06/13  19:13      0001 > Opening (UNSCHEDULED) [ri5]      <-
00/06/13  19:15      0001 > Opening (UNSCHEDULED)
00/06/13  19:15      13 > Smoke detector
00/06/13  19:17      0001 > Opening (UNSCHEDULED) [ri5]
00/06/13  19:18      Special event [ri8]
00/06/13  19:20      Special event [ri3]
00/06/13  19:20      Inactive account
00/06/13  19:21      Active account
                                <ESC> To exit
```

To display details of an event, use the <up arrow> and <down arrow> to select an event from the list and press <ENTER>. Use the <page up> and <page down> key to browse within the event file.

```
***** ALARM MONITORING *****
                                ACCOUNT EVENTS DISPLAY
1234          MCDI Inc.          00/06/13
COMMENT :   Event number 32
TIME      CODE, DESCRIPTION, ACTION
19:13:56   0001 > Opening (UNSCHEDULED) [ri5]
19:14:45           Account Phone number \ (514) 984-8566
                No response (OPERATOR1)
19:14:49           Account Phone number \ (514) 481-1067
                False alarm (OPERATOR1)
19:14:56           ***** SAVE EVENT *****
                as per John (OPERATOR1)
                                <ESC> Exit      <PGDN> Next      <PGUP> Previous
```

ALARM MONITORING

F10 MANUAL / AUTOMATIC TOGGLE

<F10> allows you to go back and forth between the manual and automatic modes. With manual mode, events which for whatever reason occurred and have not reached the computer, can be entered from the keyboard. The automatic mode picks up the event directly from the WAITING FILE. Number of events stored in the waiting file are displayed in the last line of the monitoring window according to their priorities.

NOTE: When activating ALARM MONITORING (F1) the manual mode is selected by default.

To generate a manual event (while in the monitoring window and pressing F10), insert the account number and press <ENTER>.

```
MANUAL ALARM GENERATION

Account number entry : 1234

<ESC> Exit    <F10> Auto.
```

A new window is then displayed requesting to select a partition number. Only valid partitions (partitions that contain informations) will appear. This window will not appear if only partition 0 is used.

```
PARTITION 0
PARTITION 3
PARTITION 10
```

Then the following window is displayed :

```
SPECIAL EVENT

WORK ORDER

LATE CLOSING

ALARM CODE

DISABLE ACCOUNT

DISABLE ALARM CODE

<ESC> To exit
```

ALARM MONITORING

A video inverted bar can be scrolled through the options by using the arrow keys.

Six (6) options are available for a specific customer. It can be accessed from the manual mode (F10).

SPECIAL EVENT : To insert a special event in the customer file. If an account has an event being held for later processing, then "Special event" is replaced by "TAKE FOLLOW UP"

WORK ORDER: Same as the <CTRL S> option mentioned below with the benefit of printing a work order upon receiving a call from the customer. It is imperative to document the problem in the comment section before activating key (F1).
ATTENTION: Do not activate option <CTRL S>.

LATE CLOSING: A late Closing has been detected but the customer has warned the Central. Use this option to specify a new closing time.

ALARM CODE: To enter an alarm code manually.

DISABLE ACCOUNT : Deactivate an account without erasing its file. Insert the date and time (underlined characters) and press <ENTER> to de-activate an account for a specific period of time. The account will be re-activated automatically at the end of the specified period. Use the arrow keys to move from one field to another. If an event occurs for this account SAMM will log it in the account file with the mention "TEST". If no date and time limit is set, the deactivation of this account will be de-activated permanently until you re-activate it manually (by going back to the same menu and selecting ENABLE ACCOUNT) and no events are going to be recorded at the account file.

DISABLE ALARM CODE : Option to disable (for a period of time) one or more alarm codes. This is used in the instance of a faulty equipment at the account site where the same alarm code is sent over and over again in a short lapse of time. The disabling will maintain the logging of events in the account file with the mention inactive. These alarm warnings will not be displayed at the operator window until the deactivation is restored as specified. Up to three different alarm codes (ex: 12,15,31) or a range of codes (ex: 12..15) can be specified. Date and time must be entered and the disabled code(s) will be re-activated automatically at the end of the specified period. Use arrow keys to move from one field to another. At anytime, code(s) can be re-activated by going back to the same menu and selecting ENABLE ALARM CODE.

WORK ORDER <CTRL S>

To print a work order, enter the description of the problem in the comment section (F5) and activate function <CTRL S>. See appendix G1 for a sample printout.

ALARM MONITORING

INACTIVE ACCOUNT <CTRL V>

This function displays a list of accounts that are inactive, on test or that have deactivated alarm code(s). Accounts that have been de-activated permanently (de-activated without specifying a time period) will not be shown with <CTRL V >. Move the cursor using the arrow keys or <Page Up> / <Page Down> keys.

```
***** ALARM MONITORING *****  
  
                INACTIVE ACCOUNTS LIST  
  
NUMBER      NAME  
1234        MCDI Inc.                TEST P0  
4578        MCDI Service department  CODE P5 (12..15)  
  
                <ESC> To exit
```

F1/F8 UTILITIES

```
***** ALARM MONITORING *****  
  
                * UTILITIES *  
  
1 - MEMO  
2 - OPENING/CLOSING DELAY  
3 - FIND ACCOUNT  
4 - ACCOUNT EVENTS DISPLAY  
5 - SET TIME  
6 - FUTUR USE  
7 - IDLE MODE  
  
                <ESC> To exit
```

This menu offers seven options to help manage data in SAMM

ALARM MONITORING

F1/F8/1 - MEMO

A note can be left for the active operator with the ALARM MONITORING function. When an event related to the specific customer occurs the note will be displayed.

```
MEMO

1 - Edit memo

2 - Delete memo

3 - Print memo

<ESC> To exit
```

To write a note, choose Edit memo and press <ENTER>. Type the account number and press <ENTER>. Ten (10) lines of 70 characters each are available to write notes on the scratch pad. To change line use the arrow keys or press <ENTER>. Press <ESC> to exit. The system will ask if the SCRATCH PAD needs to be saved. Answer "Y" for Yes or "N" for No. If you answer YES, the system will ask a retention period for the message. . Enter the date and press <ENTER>. The default retention (pressing <ENTER> without specifying a date) period is one (1) month

Example:

```
[ ***** WARNING ***** WARNING ***** ]

0001 > Opening By Yves Methot (UNSCHEDULED) [ri5]

This is a temporary memo.

Ending date 2000-06-13                               S.A.M.M.

[ <ESC> To exit ]
```

On each Memo opening, the alarm code and description are displayed (top left), the operator name (bottom right) and the expiry date (bottom left).

ALARM MONITORING

F1/F8/2 - OPENING/CLOSING DELAY

Displays Opening / Closing delays. It will stay valid for a single occurrence. To modify Delays read: F2-ACCOUNT MANAGEMENT, Page 3 / WORK SCHEDULE

```

          [ FIND OPENING/CLOSING DELAY TO MODIFY ]

Account number : 1234
Name           :
Address        :
Phone number   :
Group          :

          [ <ESC> To exit ]
    
```

The are five (5) ways to search the account: Account name, Account number, Address, Telephone number and Group. Use the arrow keys to select the type of search required. Write the necessary information and press<ENTER>.

See APPENDIX E to understand the Database concept.

```

          ***** ALARM MONITORING *****
          [ DISPLAY OPENING/CLOSING DELAY ]

WORK SCHEDULE :1234          Name : MCDI Inc.

          DELAY
          SUN    MON    THU    FRI    SAT    ACTIVE
          07:00 07:00 00:30 07:00 07:00 Yes *
P1 Opening :          18:00 18:00 00:30 18:00 18:00
  Closing :
          00:30
          No
P2 Opening :          00:30
  Closing :
          00:30
          No
M1 Opening :          00:30
  Closing :
          00:30
          No
A1 Opening :          00:30
  Closing :
          00:30
          No
A2 Opening :          00:30
  Closing :

          [ <ESC> To exit ]
    
```

Use the arrow keys to place the cursor at the right position and enter the desired time.

F1/F8/3 - FIND ACCOUNT

```
[ FIND AND DISPLAY ACCOUNT FILE ]

Account number : 1234

Name           :

Address        :

Phone number   :

Group          :

[ <ESC> To exit ]
```

The customer file can be searched and displayed. Five (5) search keys are available: Account name, Account number, Address, Telephone number and Group.

Use the arrow keys to select the required search type. Write the information; account name, account number, address or telephone number and press <ENTER>

To browse over the account file use the <Page Up> / <Page Down> keys. To step over to the next or previous customer use the <Ctrl Page Up> / <Ctrl Page Down>.

See APPENDIX E to understand the Database concept.

NOTE: A search for a customer by Name, Address or telephone number does not always bring out the information in numerical order.

F1/F8/4 - ACCOUNT EVENTS DISPLAY

Customer related events can be displayed.

```
***** ALARM MONITORING *****

[ * UTILITIES * ]

1 - MEMO

2 - OPENING/CLOSING DELAY

3 - FIND ACCOUNT

4 - ACCOUNT EVENTS DISPLAY
```

```
ACCOUNT NUMBER : 1234
```

ALARM MONITORING

To view an event of a specific account, enter the account number and press <enter>. If events are present in the file, a list is being displayed starting with the more recent event. Two colored backgrounds are used alternatively to separate each month. Use <PAGE UP> and <PAGE DOWN> keys to browse through each pages. If the current file is empty, SAMM will go back in time until something is found. If no event is available for this account a Beep will sound and this message NO EVENT FOR THIS ACCOUNT is displayed.

```
***** ALARM MONITORING *****

          [ DISPLAY EVENTS ]

MC Development Inc.                                     #78

DATE          TIME          CODE > DESCRIPTION

00/06/13  12:03      C001 > Closing (UNSCHEDULED)
00/06/13  12:04      O001 > Opening (UNSCHEDULED)
00/06/13  12:05      O001 > Opening By Yves Methot (UNSCHEDULED)
-> 00/06/13  12:05      O001 > Opening By Yves Methot (UNSCHEDULED) [ri5] <-
00/06/13  12:06      O001 > Opening By Yves Methot (UNSCHEDULED)
00/06/13  12:06      O001 > Opening By Yves Methot (UNSCHEDULED)
00/06/13  12:07      C001 > Closing (UNSCHEDULED)
00/06/13  12:07      C001 > Closing (UNSCHEDULED)
00/06/13  12:08      C001 > Closing (UNSCHEDULED)
00/06/13  12:08      C001 > Closing (UNSCHEDULED)

          [ <ESC> To exit ]
```

Use the UP and DOWN arrows to browse the list. On the right hand side corner, the event number that has been assigned to the event will be displayed. The partition number (if different than zero) in displayed in brackets at the end of each event ([ri5] = partition 5).

To see details of a specific event, select the event and press <ENTER>.

ALARM MONITORING

```
***** ALARM MONITORING *****  
  
[ ACCOUNT EVENTS DISPLAY ]  
  
1234          MCDI Inc.          00/06/13  
  
COMMENT :   Event number 78  
  
  
TIME          CODE, DESCRIPTION, ACTION  
  
12:05:44      0001 > Opening By Yves Methot (UNSCHEDULED) [ri5]  
12:06:02      ***** SAVE EVENT *****  
                (OPERATOR1)  
  
  
                [ <ESC> Exit      <PGDN> Next      <PGUP> Previous ]
```

A full description of the event will be displayed. It includes all information pertaining to that specific event including in the COMMENT section the event #, date and time, alarm code and its description, partition number, specific comments, operator name etc.

F1/F8/5 - SET TIME

To adjust the system time, be careful to follow the right syntax. To confirm the operation answer Yes or No to the question "Are you sure" and press <ENTER>. To cancel the operation press <ESC>.

Example: Time : HH:MM > 20:56

F1/F8/6 - FUTURE USE

F1/F8/7 - IDLE MODE

When the backup unit and the receiver(s) are installed on different computers and SAMM is on a network of computers, this option needs to be activated. This prevents file conflicts between SAMM and the backup program.

F2 – ACCOUNTS MANAGEMENT

S.A.M.M.

F1 - ALARM MONITORING

F2 - ACCOUNTS MANAGEMENT

F3 - BILLING

F4 - SECURITY

F5 - HISTORIC MANAGEMENT

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

SMUU1-V10.0.0-D1111

ACCOUNTS MANAGEMENT

F2 - ACCOUNTS MANAGEMENT

```
[ ACCOUNTS MANAGEMENT ]

1 - ADD

2 - MODIFY

3 - DELETE

4 - CHANGE ACCOUNT NUMBER

5 - CHANGE PARTITION NUMBER

6 - PRINT ACCOUNT LIST

[ <ESC> To exit ]
```

```
NUMBER OF ACCOUNTS : 3
```

This function gives you tools to manage customer related data. Customer information is distributed over eight (8) pages that can be leafed through with the <Page down> / <Page Up> keys.

- P. 1 -- ACCOUNT INFORMATION : To enter account name, address, city, zip/postal code account phone number #1 and account phone number 2.
- P. 2 -- MISC. INFORMATION : To enter security phone number and special note to be displayed in the warning box of your monitoring window.
- P. 3 -- WORK SCHEDULE : To establish work schedules. A total of five different schedules can be enabled : (2) permanent, (1) temporary and 2 automatic. Opening and Closing delay can be set for the entire schedule using F4 or a different delay can be set for every day (and for all types of schedules) using F3.
- P. 4 -- ALARM SYSTEM USER INFO : This page allows to define users and at the same time it defines the contact list. Each alarm code can refer to a specific contact list of person to call in case on an event. The first page of the ALARM SYSTEM USER INFO (10 names) will be used for the contact list as well. Other names (11 and +) will not appear on the contact list.
- P. 5 -- ALARM CODES AND DESCRIPTION : This page allows to define alarm codes. For each alarm code, you can set the code (or range of codes), description, type, priority, delay, note, action 1 and action 2.

ACCOUNTS MANAGEMENT

- P. 6 -- ACCOUNT INSTALLATION INFO : Used to enter information of the installer company : Alarm company name, phone number, installation date, receiver and transmitter phone number.
- P. 7 -- BILLING INFORMATION : To enter billing information : Company name, address, terms,G/L#, billing rate, etc.
- P. 8 -- DISPLAY ACCOUNT GROUPS : Allows you to display and select account groups.

NOTE : THOSE EIGHT PAGES OF INFORMATION ARE AVAILABLE FOR EACH PARTITION. THE DEFAULT PARTITION IS ZERO. USE THE <TAB> KEY TO CHANGE PARTITIONS. IF AN EVENT IS RECEIVED FOR A PARTITION THAT HAS NO INFORMATION, SAMM WILL USE THE INFORMATION ENTERED IN THE DEFAULT PARTITION (Partition 0).

When in a customer related menu, press <F10> and a window offers various options to print data regarding this customer

Under the Account Management menu, a box displays number of customers currently in the database. Only operators with security level A, B or C may see this box. See section F4/1 OPERATOR'S MANAGEMENT on how to assign security levels.

F2/1 ACCOUNT MANAGEMENT / ADD

Choosing ADD brings you the following dialog box :

NEW ACCOUNT NUMBER : (Press <ENTER> to auto search)
--

Pressing <ENTER> without an account number will start the AUTOSEARCH function. A dialog box will ask for account number to begin search. Pressing <ENTER> without an account number will assign the next account number available. If an account number is specified, SAMM will find the next available account number starting from that number.

Insert new customer number (underlined characters) and press <ENTER>.

NEW ACCOUNT NUMBER : <u>5678</u> (Press <ENTER> to auto search)
--

ACCOUNTS MANAGEMENT

```

[ PARTITION 0 ]
Insert

ACCOUNT INFORMATION : 5678

Name           :
Address        :
               :
               :
City (State,Province) :
Zip Code / Postal code :

Partition Name :
Phone number 1 :
Phone number 2 :

MODIFY THE

[ <ESC> Exit - <F9> Events - <F10> Print - <TAB> Next Partition ]
```

From there on, you are ready to enter complete information in regard to your new account. Press <page UP> or <page DOWN> to access the 7 other pages (MISC. INFORMATION, WORK SCHEDULE, ALARM SYSTEM USER INFORMATION, ALARM CODES AND DESCRIPTION, ACCOUNT INSTALLATION INFORMATION, BILLING INFORMATION AND ACCOUNT GROUPS SELECTION. Use the <TAB> key to change partition. See the next section ACCOUNT MANAGEMENT / MODIFY F2/2 for a complete description of each of those pages.

F2/2 ACCOUNT MANAGEMENT / MODIFY

Choosing MODIFY brings you the following dialog box :

```

FIND AND DISPLAY ACCOUNT FILE

Account number : 1234
Name           :
Address        :
Phone number   :
Group          :

<ESC> To exit
```

ACCOUNTS MANAGEMENT

Insert the account number to modify (underlined characters) or customer information to search for and press <ENTER>. Select with arrow keys the type of search required and press <ENTER>. Except for account number field, you can enter part of the field. Example : MCD for MCDI Inc.

When the information is found, first Page (1 of 8) is displayed :

Page 1 : ACCOUNT INFORMATION

```

***** ALARM MONITORING *****

                          PARTITION 0

ACCOUNT INFORMATION : 1234

Name                      : MCDI Inc.

Address                   : 86 Claude-Champagne
                          :
                          :
City (State,Province)    : Montreal (Quebec) Canada
Zip Code / Postal code   : H2V 2X1

Partition Name           :
Phone number 1           : (514) 481-1067
Phone number 2           : (514) 481-1487

MODIFY THE 00/06/13 BY OPERATOR NUMBER 1

<ESC> Exit - <F9> Events - <F10> Print - <TAB> Next Partition

```

Last modification date and operator number are indicated in the bottom of the window.

<u>FIELD</u>	<u>NUMBER OF CHARACTERS</u>	<u>DESCRIPTION</u>
Name	40 characters	To enter account's name
Address	3 lines of 30 characters	To enter account's address
City (State,province)	40 characters	Press F8 to search for an existing city or Press F7 to add or modify a city. Police, fire and Emergency phone number are entered in that window. You can also add/modify a city from the main menu / General Information / Add or Modify a City (F8 / 8 / 5).
Zip Code / Postal code	10 characters	To enter account's zip or postal code
Partition name	15 characters	To assign a name to each partition
Phone number 1	20 characters	To enter first account's phone number
Phone number 2	20 characters	To enter second account's phone number

ACCOUNTS MANAGEMENT

Page 2 : MISC. INFORMATION

PARTITION 0	Insert
<p>MISC : 1234</p> <p>Security :</p> <p>Memo : After 22hrs, Police direct : Queen Mary and Decarie : :</p> <p>Police : (514) 281-2121</p> <p>Fire Dept. : (514) 281-2121</p> <p>Emergency : (514) 281-2121</p> <p><ESC> Exit - <F9> Events - <F10> Print - <TAB> Next Partition</p>	

<u>FIELD</u>	<u>NUMBER OF CHARACTERS</u>	<u>DESCRIPTION</u>
Security	15 characters	To enter security's phone number
Memo	4 lines of 30 characters	To enter a memo to be displayed in the Warning box of the monitoring window. This memo will appear every time you receive an event for this account number.
Police	15 characters	This phone number belongs to the city that has been entered in the previous Page (ACCOUNT INFORMATION). It can also be modified from the main menu General Information / Add or Modify a City (F8 / 8 / 5).
Fire dept.	15 characters	Same as above but for the fire dept. phone #.
Emergency	15 characters	Same as above but for the emergency phone #.

ACCOUNTS MANAGEMENT

Page 3 : WORK SCHEDULE

This page is used to enter a specific work schedule for each account. Each partition can have a different work schedule. Use <TAB> key to change partition.

PARTITION 0								
WORK SCHEDULE : 1234			Opening/Closing control [Y/N] : Yes					
	SUN	MON	TUE	WED	THU	FRI	SAT	ACTIVE
P1 Opening :		09:00	09:00	09:00	09:00	09:00	09:00	Yes *
Closing :		16:00	16:00	16:00	21:00	21:00	16:00	
P2 Opening :								No
Closing :								
M1 Opening :								No
Closing :								
A1 Opening :								No
Closing :								
A2 Opening :								No
Closing :								
<ESC> To exit		<F2> Delete		<F3> Active		<F4> Delay		

The customer who has control service for Opening/Closing can use two (2) permanent schedules P1 and P2, one (1) temporary schedule M1 and two (2) automatic schedules A1 and A2.

ATTENTION: If a customer has control service for Opening/Closing, and his accesses are not regular, go to the next section (WORK SCHEDULE WITH DIFFERENT OPENING AND CLOSING DELAY).

To insert working hours, press letter "Y" to the question "Control for Open/Close [Y/N]".

To erase schedules press letter "N" to the question "Control for Open/Close [Y/N]". Next answer "Y" or "N" to the question "Are you sure?"

Position the cursor with the arrow keys or press <ENTER>.

To insert the time use this method: 200 <ENTER> (= 02:00 hour). The Editor will refuse any invalid value for the time.

When creating a new schedule or pressing key <F4>, a message is displayed requesting to answer questions regarding the delays and the display of events occurring during the "new" periods. One has to decide what is the desired Opening delay applicable before Opening time and the Closing delay applicable after Closing time.

ACCOUNTS MANAGEMENT

OPEN/CLOSE ADJUSTMENT

```
Opening Delay           : 00:30
Late opening Delay      : 00:30
Closing Delay           : 00:45
Display normal opening  : No
Display normal closing  : No
Normal O/C in schedule : No

<ESC> To exit
```

Answer all questions and press <ENTER> to change line. To go back up use the <UP ARROW> key. The best way to describe these options is by an example.

Opening delay : If a customer has a thirty (30) minute Opening delay and the Opening occurs at eight AM (8:00), he will enjoy a period ranging from seven-twenty-seven AM (7:27) to eight AM to get in without causing an intervention. The three (3) minute delay is the standard delay used between the Central Station and the customer.

Late opening Delay : If a Late Opening delay of 30 minutes is also requested and the Opening occurs at eight AM (8:00), he will enjoy a period ranging from seven-twenty-seven AM (7:27) to eight thirty AM (08:30) to get in without causing an intervention. The accumulated delays are, in this example: 3 minute standard delay plus 30 minute delay before opening time plus 30 minute lapse delay after opening time. Press <ESC> to get a warning if Opening delay and Lapse Opening delay are zero (0) minute. the use of this option deactivate Late Entry Detection.

Closing Delay : If a customer has a forty-five (45) minute Closing delay and the Closing occurs at five PM (17:00), he will enjoy a period ranging from five PM (17:00) to five-forty-five PM (17:45) to get out without causing an intervention.

Now, after answering the questions regarding the delays, it is necessary to decide whether an event occurring during those "new" normal periods will be displayed and require an intervention by the operator.

Display normal opening : Answering "Yes" to " Display normal Opening " will cause all events occurring during the normal Opening window to be displayed for intervention. A "No" answer will tell the system to simply log the event without warning the operator.

Display normal closing : The same pattern applies to the question " Display Normal Closing ". A "Yes" answer will cause all events occurring during the normal Closing window to be displayed for intervention. A "No" answer will tell the system to simply log the event without warning the operator.

Normal O/C in schedule : Answer "Yes" if events occurring during the scheduled period (7:27 to 17:45) are to be considered normal and simply logged. Answer "No" if they are to be displayed for intervention.

ACCOUNTS MANAGEMENT

ULC SCHEDULES : If the protected customer is ULC approved, the Opening delay is set at 0 minute and the Late opening delay at 45 minutes. This customer will have 3 minutes before scheduled time to open and up to 45 minutes after.

For Closing, according to ULC schedules, the customer has a 30 minute delay. Accordingly, the delay parameter for Closing has to be set to 15 minutes approximately so as to leave enough time to contact the customer before the delay expires.

A schedule can be activated or deactivated. To validate a schedule press key <F3>, choose the required schedule with <UP> and <DOWN> arrow keys or <ENTER>. Enter letter "Y" for (Yes) to activate or letter "N" for (No) to deactivate.

When P1 or P2 (P = permanent) are activated, an asterisk is displayed on the right hand side of the window to show that the schedule is active and in operation.

Upon activating schedule M1 (M = Manual) an expiry date will be requested Press <ENTER> with or without an expiry date. If you do not specify an expiry date, the manual schedule will become permanent. An asterisk is then displayed on the right hand side of the window to show that the schedule is active and in operation.

ENTER ENDING DATE : 00-01-20

If an expiry date is entered (underlined characters), the asterisk of the first two (2) schedules will disappear for these schedules. P1 and P2 will not be in operation any more. At expiration time schedule M1 will automatically deactivate itself and the first two schedules (P1 and P2) will return into operation. This approach is quite useful for customers changing schedule temporarily.

Upon activating schedules A1 and/or A2 (A = automatic) they will become active but not in operation. To put these schedules in operation, a date interval associated with a group must be defined (See GROUP MANAGEMENT) and the account has to be entered in the group. When the date to change schedule is met the schedules in operation (P1, P2, M1) will remain active but not in operation and the automatic schedules will now be in operation. At the end of this period, the automatic schedules will cease to be in operation to be replaced by the (P1, P2, M1) schedules.

WORK SCHEDULE WITH DIFFERENT OPENING AND CLOSING DELAY

For a given schedule to have a different Open/Close delay, press F3 and then move the Ruler using <LEFT> and <RIGHT> arrow keys to select the day that need a different delay. Use the <UP> and <DOWN> arrow keys or <ENTER> to select the desired schedule (P1, P2, M1, A1 or A2) and enter the new delay. This delay becomes permanent.

ACCOUNTS MANAGEMENT

PARTITION 0								
WORK SCHEDULE : 1234				Opening/Closing control [Y/N] : Yes				
SUN	MON	TUE	WED	DELAY	FRI	SAT	ACTIVE	
P1 Opening :	09:00	09:00	09:00	00:10	09:00	09:00	Yes *	
P1 Closing :	16:00	16:00	16:00	00:10	21:00	16:00		
P2 Opening :				00:10			No	
P2 Closing :				00:10				
M1 Opening :				00:10			No	
M1 Closing :				00:10				
A1 Opening :				00:10			No	
A1 Closing :				00:10				
A2 Opening :				00:10			No	
A2 Closing :				00:10				

<ESC> To exit <F2> Delete <F3> Active <F4> Delay

Another Ruler function

To get a different Opening or Closing delay for a given schedule, move the Ruler to the selected position using the arrow keys. Next enter the delay. The new delay is permanent.

To the question "O/C normal on schedule [Y/N]", reply "Yes" if events occurring during the scheduled period (7:27 to 17:45) are to be considered normal and simply logged. Reply "No" if they are to be displayed for intervention.

ULC SCHEDULES : If the protected customer is ULC approved, the Opening delay is set at 0 minute and the Late opening delay at 45 minutes. This customer will have 3 minutes before scheduled time to open and up to 45 minutes after.

For Closing, according to ULC schedules, the customer has a 30 minute delay. Accordingly, the delay parameter for Closing has to be set to 15 minutes approximately so as to leave enough time to contact the customer before the delay expires.

Page 4 : ALARM SYSTEM USER INFORMATION

This page enable you to see, add or delete a user. It displays the passcard associated to each user and a check mark (under the T column) indicates if the user has at least one phone number entered. See the section ALARM CODES AND DESCRIPTION for more information. The first 10 names (first page only) will be used for the contact list (if there is no phone number entered for the user, the name will not show on the contact list).

To DELETE a user, use the <UP> and <DOWN> arrow key to position the cursor bar on the name to be removed and press F2.

ACCOUNTS MANAGEMENT

```

                                PARTITION 0

ALARM SYSTEM USER INFO.1234

      Name                      PassCard          T
      -----                    -
-> John Doe                      5555          √    <-

      <ESC> Exit      <+> <-> Paginate      <F2> Delete      <F3> Insert

```

To add a user, use the <UP> and <DOWN> arrow key to position the cursor bar on the last line or press F3 to insert a new name at the cursor bar position and press <ENTER>.

```

                                PARTITION 0

ALARM SYSTEM USER INFO.1234

                                Insert

Name          : John Doe
PassCard      : 5555
In/Out Codes  : 0001,C001
Holidays Begin : 2000/07/15
              End   : 2000/07/30
Hot user      : No
Keypad code   :
Authorized days : <Enter> Modify    >
Telephone 1   : (514) 481-1067
Title         :
Telephone 2   :
Title         :
Telephone 3   :
Title         :

                                Sun : Yes
                                Mon : Yes
                                Tue : Yes
                                Wed : No
                                Thu : Yes
                                Fri : Yes
                                Sat : Yes

                                <ESC> To exit
      <ESC> Exit      <+> <-> Paginate      <F2> Delete      <F3> Insert

```

ACCOUNTS MANAGEMENT

<u>FIELD</u>	<u>NUMBER OF CHARACTERS</u>	<u>DESCRIPTION</u>
Name	40 characters	Enter the name corresponding to the Open/Close code. This name is displayed when Open/Close events are received and also on printed reports related to Open/Close.
Passcard	15 characters	Enter user Identification Code or press <ENTER> leaving field empty for the system to supply a default code.
In/Out Codes	13 characters	Enter the user code associated to the user. Use capital letters only.
	Example :	Open or Close codes in 4x2, Contact ID compressed, contact ID standard (user # only) and SIA.
	41,51	Gail Dunns (4x2)
	O002,C002	Amy Villers (Contact ID Compressed)
	003	Stef Turnbull (contact ID)
	OP04,CL04	John Allan (SIA)
Holidays Begin and End :	Date format	Enter 20000719 or 000719 will be converted to 2000/07/19.
Hot user	YES or NO	If set to "YES" a note saying " HOT USER " will appear next to the user name when an opening signal is received. This feature could be useful to closely follow a user who is not allowed to enter outside of the regular schedule.
Keypad code	6 characters	Used to keep the access code of the user in case they forget it. Only operator with an security access level of A, B or C will be able to see, add or modify the keypad code. For other levels this field is blank.
Authorized days	<ENTER> to modify	To restrict days that the user is allowed to enter the premises. If an opening signal is received, a message saying " ENTRY NOT AUTHORIZED " will be displayed next to the user name.
Phone number	3 lines of 20 characters	Up to 3 phone number for each user can be specified.
Title	15 characters	To enter user's title or any other specific information.

ACCOUNTS MANAGEMENT

Page 5 : ALARM CODES AND DESCRIPTION

To add or delete alarm codes. To DELETE an alarm code, use the <UP> and <DOWN> arrow key to position the cursor bar on the code to be removed and press F2.

PARTITION 0	
ALARM CODES AND DESCRIPTION : 1234	
Code	Description
-----	-----
10	Front door
11..13	Smoke detector upstairs/downstair
30	Garage door
A001..A010	Warehouse(Contact ID)
A011	PIR
A602	Test 24hrs
R000..R011	Reset
T302	Low battery
-> 0001..0999	Opening <-
C001..C999	Closing

<+> <-> Paging <F2> Delete <F3> Insert <F4> Copy codes

To add or edit an alarm code, use the <UP> and <DOWN> arrow key to position the cursor bar on the last line or press F3 to insert a new code at the cursor bar position and press <ENTER>.

PARTITION 0	
ALARM CODES AND DESCRIPTION : 1234	
Code	: 0001..0999
Description	: Opening
Type	: 4
Priority	:
Delay	: 0
Work order	:
Note	: No
Action 1	: 0139
Action 2	:
Time Begin	:
Time End	:

<ESC> To exit

ACCOUNTS MANAGEMENT

CODE (16 characters)

ALPHANUMERIC Alarm codes (0 to 9 and A to Z). Three ways can be used to insert the alarm codes: a specific code, an interval of codes or finally two (2) or three (3) non consecutive codes.

Specific code	:	10
Interval of codes	:	10..19 (from 10 to 19 inclusively)
Non consecutive codes	:	10,14,16 (3 maximum)

To help mount the file of a new customer, the Copy code <F4> function will copy the pages of another customer into a blank page.

DESCRIPTION (40 characters)

Description of the corresponding alarm code.

Note : It is possible to share a specific alarm code or a range of codes between two accounts. In that case, two options are available :

Option 1 : Possibility of sharing complete account information between two accounts using an * followed by an account number instead of a description :

```
ALARM CODES AND DESCRIPTION : 5678
```

```
Code      : 60..6F
```

```
Description : *1234
```

```
Type      :
```

```
.
```

When an alarm code (60 to 6F) is received for the account # 5678, SAMM will use all the same information as if the alarm code would have been received under account # 1234. The event will be recorded in the historic file of account 1234.

Option 2 : Possibility of sharing only the information of a code or range of codes between two accounts using a # sign followed by an account number instead of a description :

```
ALARM CODES AND DESCRIPTION : 5678
```

```
Code      : 60..6F
```

```
Description : #1234
```

```
Type      :
```

```
.
```

In this example, only the information about the alarm code or range of codes are shared between account number 5678 and 1234. The event will be recorded in the historic file of account 5678.

When using either option 1 or option 2, do not fill the other fields of the ALARM CODES AND DESCRIPTION page.

TYPE (choice of 1 to 5)

Alarm type corresponding to the alarm code. Leave it blank for undefined code.

1 – AUTOLOG

The incoming signals are logged automatically without being displayed at the monitoring window.

2 – AUTO TEST

The system requires the following information :

```
Number of hours between each AUTO TEST : 24
Delay in minutes                        : 360
PERMANENT = Yes --- SYNCHRONIZED = No  : Yes

<ESC> To exit
```

Insert values. To change field use down arrow key or <ENTER>.

- . Number of hours between each AUTO TEST is 1 to 999. Default value is 24 hours.
- . Delay between each AUTO TEST is 0 to 999, expressed in minutes.
- . PERMANENT = Yes (default value) : Synchronization starts with last AUTO TEST received, whether the panel is armed or disarmed.
- . SYNCHRONIZED = NO : Synchronize on all events received from the panel. Does not react to AUTO TEST not received if the panel is disarmed.

If the AUTO TEST signal is not received within the expected delay, a message is sent to the operator : "AUTO TEST NOT RECEIVED" for processing.

3 – Guard round

To use this type of event, you must specify the time that you want the event to be checked, the delay (up to 99 minutes) that you allow and days of the week that apply. Between the specified time and the expiration of the delay, SAMM expect to receive this code. Failure to receive it, will generate an event to the operator for processing. If you have more that one check point, a separate code must be defined for each check point. Since SAMM does its internal verification every 15 minutes (hh:01, hh:16, hh:31 and hh:46), a delay of less than 15 minutes may take up to 15 minutes to be reported.

4 – Opening

To define the alarm code received as an opening code. SAMM will look at the code received and match the user name to it (if the user has been defined in ALARM USER INFO page)

5 – Closing

To define the alarm code received as a closing code. SAMM will look at the code received and match the user name to it (if the user has been defined in ALARM USER INFO page)

ACCOUNTS MANAGEMENT

PRIORITY (choice of 1 to 9)

Priority to be assigned to each alarm code. Based on this value, event received at the monitoring window (and stored in the WAITING FILE) will be put in its corresponding box [1 (highest priority) to 9 (lowest priority)]. If you leave this field blank, events received will be put in the X box (no priority). Events are presented to the operator based on their priorities. By example, a fire signal (priority 1) will be presented to the operator before a low battery signal (priority 9) even if the low battery signal came in before.

DELAY (1 to 99 minutes)

A DELAY can be added to an alarm type to postpone the moment it is displayed for processing. The event will be sent to the operator after the specified delay. Default delay is 0.

WORK ORDER

A choice of three type of WORKORDER are available :

- | | |
|---------------|---|
| 1 – SERVICE | On reception of a code with that selection, a WORK ORDER (Service type) will be print automatically. This can be used for a trouble to be reported such as a low battery. See APPENDIX G1 for a sample of the printout. |
| 2 – MEDICAL | On reception of a code with that selection, a WORK ORDER (Medical type) will be print automatically. This can be used for panic code coming from a person needing medical assistance |
| 3 – FOLLOW UP | On reception of a code with that selection, a WORK ORDER (Medical type) will be printed automatically. This can be used an event that need a special or manual follow up . |

Note : MEDICAL and FOLLOW UP work order are not implemented yet. If you choose that option, a standard SERVICE work order will be printed.

NOTE (Yes or No)

Selecting YES to this option, will enable you to create a NOTE that will be displayed in the warning box of the monitoring window everytime this alarm code is received. You can enter a message of 6 lines by 40 characters. The message can be permanent or for a certain period of time. After you have entered the NOTE, press <ESC> to exit. A message will ask if you want to save the note. If you answer NO, there will be no NOTE created. Answering Yes will prompt you for a starting and ending date if the NOTE is to be temporary. The message will be for the period that you enter. If you do not enter any dates, the NOTE will be permanent

ACCOUNTS MANAGEMENT

ACTION 1 (0 TO 9 OR A TO Z)

When the cursor is in this field, the following menu is displayed. Insert the order of steps for alarm processing by using the mnemonics. Write the letter in line with the contact to phone. If no contact appears in line with the letter, it means that no telephone number is available.

0	-	Account phone number 1 customer information
1	-	Account phone number 2	
2	-	Police Emergency telephone
3	-	Fire Dept.	
4	-	Emergency	
5	-	Security	
6	-	Contact 1	
7	-	Contact 1 Information on contacts
8	-	Contact 1	
9	-	Contact 2	
A	-	Contact 2	
B	-	Contact 2	
...	-	...	
X	-	Contact10	
Y	-	Contact 10	
Z	-	Contact 10	

Position 0 and 1 are defined in the ALARM INFORMATION page of ACCOUNT MANAGEMENT (F2/2 page 1 of 8)

Position 2,3 and 4 are defined when you create a CITY in ACCOUNT MANAGEMENT (F2/2 page 1 of 8) or in GENERAL INFORMATION /ADD OR MOFIFY A CITY (F2/8/5)

Position 5 is defined in the MISC. page of ACCOUNT MANAGEMENT (F2/2 page 2 of 8)

Position 6 to 9 and A to Z are defined in the ALARM USER INFO page of ACCOUNT MANAGEMENT (F2/2 page 4 of 8). The first 10 names of the ALARM USER INFO pages are going to be used for the contact list.

On the ACTION 1 line, enter the number or letter (in the order of your choice) that you want associate with the alarm code.

Example :

Action 1	:	715XB
Action 2	:	
Time Begin	:	
Time End	:	

ACCOUNTS MANAGEMENT

Based on this information (715XB), the contact list that will appear (to the operator on reception of this alarm code) in the PRIORITY ACTION DISPLAY box of the MONITORING WINDOW will be the following list :

Contact #1	« second phone number of contact #1 »
Account phone number #2	« second phone number of the account »
Security	« phone number for security »
Contact 10	« first phone number of contact 10 »
Contact 2	« third phone number of contact 2 »

Each alarm code can have the same contact list or a different depending on their priorities.

ACTION 2 (0 TO 9 OR A TO Z)

This is an alternate action list. Enter the the information as for Action 1 and specify the beginning and ending time for the alternate list.

Example :

Action 1	: 715XB
Action 2	: 02
Time Begin	: 11 :45
Time End	: 13 :00

In this case, when this alarm code is received, the PRIORITY ACTION DISPLAY box of the MONITORING WINDOW will be the following list :

Contact #1	« second phone number of contact #1 »
Account phone number #2	« account's second phone number »
Security	« security 's phone number »
Contact 10	« first phone number of contact 10 »
Contact 2	« third phone number of contact 2 »

But between 11:45 and 13:00 of every day (Monday to Friday), the alternate list (Action 2) contact list will be displayed as follow :

Account phone number #1	« account's first phone number »
Police	« police's phone number »

For Saturday 00:00 to Sunday 23:59, ACTION1 list will apply.

NOTE : If no period are specified and a list of contact are entered in Action2, SAMM will make this temporary list active every weekends (from Saturday 00:00 to Sunday 23:59).

ACCOUNTS MANAGEMENT

Page 6 : ALARM INSTALLATION INFORMATION

ACCOUNT INSTALLATION INFORMATION : 1234

Alarm company : <F8> List
Phone no :

Installation date :

Info. on the installation : MC Alarme
: Feu,ba
: 4140-xmpt
: 99-06-07
:

Receiver phone num. :
Transmitter phone num :

<ESC> Exit - <F9> Events - <F10> Print - <TAB> Next Partition

This page is used to enter additional information about the installation such as the Alarm company number (press F8 to get a list). Alarm company and phone number can be entered (or modified) in the GENERAL INFORMATION / ALARM COMPANY MAINTENANCE menu (F8 / 6) only. The choice of an installer implies that the customer is automatically in his group.

ACCOUNTS MANAGEMENT

Page 7 : BILLING INFORMATION

PARTITION 0		Insert	
BILLING INFORMATION	: 1234		
Ledger account number	: 9848566		
Name	: MCDI Inc.		
Attn:	: President		
Address	: 86, Claude-Champagne		
City (State/Province)	: Montreal (Quebec) Canada		
Zip Code / Postal code	: H2V 2X1		
Export account info	: No		
Payments	: 59		
SERVICE DESCRIPTION	G/L #	PRICE	RAISE T
-----	-----	-----	-----
Monitoring service		180.00	2.00 %
Opening/Closing controls		65.00	5.00 \$
Opening/Closing reports		60.00	0.00 %
		0.00	0.00 %
		0.00	0.00 %
<ESC> Exit - <F9> Events - <F10> Print - <TAB> Next Partition			

This page holds all the information required by the customer for his billing.

Right on top is the system or user number.

Then the ledger account number is by default the telephone number of the customer. If the telephone number changes, so does the account number, automatically. The customer or system number can also be used as account number. Here also, if the customer number changes, so does the account number, automatically.

Then we have : Name, Att., Address, City, Province/State, Postal code/Zip code in the address portion of the invoice. If the billing address is the same as the customer address, press <Enter> leaving all fields blank. The customer address will replace the blanks.

This page is displayed only to Operators given security access level A, B and C only.

Export account info : (Yes or No)

By answering "Yes" to this question, the customer information, new or modified, will be posted in the ASCII file

\SAMM.DATA\CUSTOMER.TFT (ASCII)

Format	Characters
[ACCOUNT NO] •	8
[NAME] •	40
[Att.] •	40
[ADDRESS] •	30
[CITY, PROVINCE/STATE] •	40
[POSTALCODE / ZIP CODE] •	7
[TEL NO]	15

ACCOUNTS MANAGEMENT

Note 1 Each field is separated from the other by the ASCII character #254 (small square) (•)

Note 2 The field [ACCOUNT No] can have this format: [Old>New] where the ">" sign means a change of number from Old to New

IMPORTANT: After completing the update, erase this file.

Example: 10125 5556666 ABC Industries M Kyr 10 Rixon St-John On L0H 1A4

This file is used to export data from SAMM to any accounting package able to import data. Each accounting package should supply the interface module for this task. These accounting packages have a configuration setup that is not included in SAMM.

Five (5) different services can be billed. Each service line is divided in six (6) columns (Service description, # G/L, Price, Raise, Type, PAY.).

Service description and G/L It is imperative to define the services offered and the G/L #

When the cursor stops beside the Service description field, a window is then displayed. This window contains a choice of ten (10) services that have been defined at creation time in the GENERAL INFORMATION section.

0	MONITORING FEE
1	CONTROL OPENING / CLOSING
2	SERVICE CONTRACT
3
4
5
6
7
8
9

Enter the digit for the service selected. The Service description and the # G/L are pasted and the cursor goes to the next field PRICE for an entry. Enter the price and proceed in the same manner for Raise, and PAY.

Press <F2> to Erase a Service description line. Press <F3> to Insert a Service description line.

The Raise, Type and Pay. fields require additional information. Index means an annual cost of living increase. Type is the calculation mode in dollar (\$) or in percentage (%). PAY. defines the period in months for long term contracts. A zero means no long term and any period other than zero is treated in a decreasing manner (-1) each time an invoice is produced.

By pressing <ENTER> leaving the Service description field empty, then the Price, Raise, Type and G/L# fields will be set to zero.

NOTE : Indexing to the cost of living becomes active when invoices are prepared.
NOTE : # G/L= General Ledger number

ACCOUNTS MANAGEMENT

Page 8 : DISPLAY ACCOUNT GROUPS

```
DISPLAY ACCOUNT GROUPS : 1234
```

NAME	DEFINITION	AUTO. WORK SCHEDULE	
		From	Till
° 06	JULY'S BILLING		
° MCA	MC ALARM INC.		
° TEST	Use for testing only	00/06/15	00/06/20

<ESC> Exit <RETURN> Select/Unselect

Each customer can be registered in sixteen (16) different groups only. The groups are the basis of multiple report generation (See PRINTING MANAGEMENT, or GROUP MANAGEMENT for AUTOMATIC SCHEDULE).

To register a customer in a group, place the cursor on the line of the group with the arrow keys or with the <-> / <+> keys and press <ENTER>. A small check mark will appear to show that this customer has been registered in the selected group.

To remove a customer from a group, place the cursor on the line of the group to deactivate, press <ENTER>.. The small check mark will disappear and the customer will not be part of the selected group anymore.

To move the cursor faster, use the lettered keys.

Example: By pressing key "P" the cursor will go to the first group whose name begins with a "P".

ACCOUNTS MANAGEMENT

F2/3 ACCOUNT MANAGEMENT / DELETE

Choosing DELETE brings the following dialog box :

```

                                ACCOUNTS MANAGEMENT

                                1 - ADD
                                2 - MODIFY
                                3 - DELETE

                                ACCOUNT NUMBER TO DELETE : 1234

                                <ESC> To exit

                                NUMBER OF ACCOUNTS : 5

```

Insert the customer number to erase (underlined characters) and press <ENTER>.

```

DELETE ACCOUNT NUMBER : 1234

NAME : MCDI Inc.

Are you sure [Y/N] : Y

```

Pressing "N" or <ESC> will exit without changes. Pressing "Y" will delete the specified account.

ACCOUNTS MANAGEMENT

F2/4 ACCOUNT MANAGEMENT / CHANGE ACCOUNT NUMBER

Choosing CHANGE ACCOUNT NUMBER brings the following dialog box :

```
                ACCOUNTS MANAGEMENT

                1 - ADD
                2 - MODIFY
                3 - DELETE
                4 - CHANGE ACCOUNT NUMBER

                OLD ACCOUNT NUMBER : 2222

                <ESC> To exit

                NUMBER OF ACCOUNTS : 5
```

Enter the old customer number (underlined characters) and press <ENTER>.

```
                NEW ACCOUNT NUMBER : 3333

                <ESC> To exit
```

Enter the new customer number (underlined characters) and press <ENTER>.

```
                CHANGE ACCOUNT NUMBER 2222 TO NUMBER 3333
                Are you sure [Y/N] : Y
```

Pressing "N" or <ESC> will exit without changes. Pressing "Y" will change all information of account number 2222 to account number 3333.

ACCOUNTS MANAGEMENT

F2/5 ACCOUNT MANAGEMENT / CHANGE PARTITION NUMBER

Choosing CHANGE PARTITION NUMBER brings the following dialog box :

```
ACCOUNTS MANAGEMENT

1 - ADD
2 - MODIFY
3 - DELETE
4 - CHANGE ACCOUNT NUMBER
5 - CHANGE PARTITION NUMBER

ACCOUNT NUMBER : 1234
```

Enter the customer number (underlined characters) and press <ENTER>.

```
MC Development Inc.
PARTITION From : 1 To : 3
```

Enter the old and the new partition number and press <ENTER>.

F2/6 ACCOUNT MANAGEMENT / PRINT ACCOUNT LIST

Choosing PRINT brings the following dialog box :

```
1 - ADD
2 - MODIFY
3 - DELETE
4 - CHANGE ACCOUNT NUMBER
5 - CHANGE PARTITION NUMBER
6 - PRINT ACCOUNT LIST

[ <ESC> To exit ]
```

ACCOUNTS MANAGEMENT

Item 6 - PRINT displays a new window:

```
[ ACCOUNT LISTS ]

1 - DETAILED
2 - SUMMARY
3 - CALL-UP LIST
4 - ADDRESS LABELS
5 - USER LABELS

[ <ESC> To exit ]
```

1 - DETAILED LIST OF ACCOUNTS

A detailed list will print 9 1/2 x 11 sheets. All account related information will appear on three (3) pages (Complete address, telephone, work schedule, groups, contacts and alarm codes).

```
1 - DETAILED

ACCOUNT From : 0
          To : 20113

GROUP 1 TO 5 : COMMERCE SERVICE 06
        Excluded : TEST

[ <ESC> To exit ]
```

ACCOUNT : A range of account numbers can be entered. Enter the first account number you want the report to be printed from and press <ENTER>. Pressing <ENTER> without entering any value will start the report from account number 0. Then enter the last account number and press <ENTER>. Pressing <ENTER> without entering any value will end the report with the last account number on file. To print a report for only one account, enter the same account number in both fields.

GROUP : By default, SAMM will print a report for all groups that fall within the account number range specified above. You can print a report for only one group or a few groups as well. Up to five groups can be specified and one group can be excluded from that range.

In the above example, a detailed report would be printed for all accounts between account number 0 and 20113 that belongs only to group COMMERCE, SERVICE AND 06 excluding accounts that belong to group name TEST.

In addition to the above parameters, you can select information you want to be printed and also specify a partition number. Information for all partitions will be included if no partition is specified.

ACCOUNTS MANAGEMENT

```
√ GENERAL INFORMATION
√ ALARM CODES
√ ALARM CODES MEMO
√ ID INFORMATION
√ RESPONSIBLES NOTIFICATION
√ WORK SCHEDULE

Press <SPACE> To select
```

```
Partition number      :

<ESC> To exit
```

Each selection represents a separate page in the report. To select the required pages, move the cursor with the arrow keys and press the space bar. A check mark confirms each choice. Start printing by pressing <ENTER>. See APPENDIX G2 for an example of a detailed list with all options selected.

2 - SUMMARY LIST OF ACCOUNTS

A summary list of customer related information will print on a 9 1/2 x 11 sheet. The data (account number, name, address, postal code/zip code, and telephone number) will print on three (3) lines. As for the DETAILED LIST OF ACCOUNTS, an account range can be specified, up to 5 group name can be included and one group can be excluded. See APPENDIX G3 for a sample of a SUMMARY LIST OF ACCOUNTS.

3 - CALL-UP LIST

Prints on 8 1/2 x 11 letter head paper the current date, name, address, city, province/state, postal/zip code, telephone number, list of persons to call. The space is set so as to allow message writing. As for the DETAILED LIST OF ACCOUNTS, an account range can be specified, up to 5 group name can be included and one group can be excluded.

4 - ADDRESS LABELS

Each address label is printed on a sticker 3 1/2 inch wide by 15/16 inch high, one column per row. Request for a list of labels is processed like a SUMMARY LIST OF ACCOUNTS. See APPENDIX G4 for a sample of an ADDRESS LABEL LIST. This function is for address labels for account information only. To print address labels for billing, refer to section F3/1.

5 - USER LABELS

Each user label (includes account #, user name and passcard) is printed on a sticker 3 1/2 inch wide by 15/16 inch high, one column per row. Request for a list of labels is processed like a SUMMARY LIST OF ACCOUNTS.

F3 - BILLING

S.A.M.M.

F1 - ALARM MONITORING

F2 - ACCOUNTS MANAGEMENT

F3 - BILLING

F4 - SECURITY

F5 - HISTORIC MANAGEMENT

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

SMUU1-V10.0.0-D1111

F3 - BILLING

This section explains how to do BILLING (F3) for services rendered to customers, print ADDRESS LABELS and print BILLING REPORTS.

```
1 - ADDRESS LABELS
2 - AUTOMATIC BILLING
3 - BILLING SUMMARY
4 - PAYMENTS SUMMARY
5 - LAST PAYMENTS SUMMARY

[ <ESC> To exit ]
```

F3/1 - ADDRESS LABELS

Each address is printed on a sticker 3 1/2 inch wide by 15/16 inch high, one column per row.. Each has the address of the company or the person due to receive the data. The information is entered in the account file in F2 - ACCOUNT MANAGEMENT Page 8 BILLING INFORMATION. Printing by number or group is available.

```
ACCOUNT  From      : 0
          To        : 20113

GROUP    1 TO 5    : COMMERCE SERVICE 06
          Excluded  : TEST

[ <ESC> To exit ]
```

ACCOUNT : A range of account number can be entered. Enter the first account number you want the report to be printed from and press <ENTER>. Pressing <ENTER> without entering any value will start the report from account number 0. Then enter the last account number and press <ENTER>. Pressing <ENTER> without entering any value will end the report with the last account number on file. To print a report for only one account, enter the same account number in both fields.

GROUP : By default, SMMM will print a report for all groups that fall within the account number range specified above. You can print a report for only one group or a few groups as well. Up to five groups can be specified and one group can be excluded from that range. Press <ENTER> between each GROUP name.

In the above example, a detailed report would be printed for all accounts between account number 0 and 20113 that belongs only to group COMMERCE, SERVICE and 06 excluding accounts that belong to group name TEST.

F3/2 – AUTOMATIC BILLING

To start the billing process, choose option **2 - AUTOMATIC BILLING** and complete the information in the window:

```
1 - ADDRESS LABELS
2 - AUTOMATIC BILLING
3 - BILLING SUMMARY
4 - PAYMENTS SUMMARY
5 - LAST PAYMENTS SUMMARY

[ <ESC> To exit ]
```

```
ACCOUNT From      : 0
        To        : 20113

GROUP   1 TO 5    : COMMERCE SERVICE 06
        Excluded  : TEST

[ <ESC> To exit ]
```

See ADDRESS LABELS section (F3/1) for a detailed explanation of the ACCOUNT and GROUP field.
See APPENDIX G5 for a sample of an invoice.

```
                                BILLING INFORMATION

DATE           : 2000/06/13
APPLY RAISE    : No
EXPORT DATA   : No
DESCRIPTION    :
MESSAGE        :
               :

                                <ESC> To exit
```

Additional information needs to be entered to print invoices. To change field, use the arrow keys. To complete the operation and start printing press <ENTER> on the last line of the display box.

DATE : Enter the invoice date or press <ENTER> and leave the field free to get the current date.

APPLY RAISE : Enter "Y" for Yes or "N" for No. For "yes" the amount of the invoice will be adjusted according to the parameters in the customer file. Next, the system will ask if the increase rate in the customer file is to be held. The answer is "Y" or "N".

BILLING

EXPORT DATA : Answering "yes" to this question sends the billing information to the ASCII file "SAMM.DTA\INVOICE.TFT" in the format:

[1] • [2] • [3] • [4] • [5] • [6] • [7] • [8] • [9] • [10] • [11] • [12] • [13] • [14] • [15] • [16]

1	-	DATE	9	-	G/L # OF SERVICE 3
2	-	INVOICE NUMBER	10	-	COST OF SERVICE 4
3	-	CUSTOMER NUMBER	11	-	G/L # OF SERVICE 4
4	-	COST OF SERVICE 1	12	-	COST OF SERVICE 5
5	-	G/L # OF SERVICE 1	13	-	G/L # OF SERVICE 5
6	-	COST OF SERVICE 2	14	-	TAX 1
7	-	G/L # OF SERVICE 2	15	-	TAX 2
8	-	COST OF SERVICE 3	16	-	TOTAL

Each field is divided by a small square (ASCII code 254)

This file is used to export the information to the accounting package. Accounting package usually has an importing options for ASCII files that converts this data into usable form.

NOTE: It is important to erase file "INVOICE.TFT" after each completed export.

F3/3 - BILLING SUMMARY

A detailed list will print 9 1/2 x 11 sheets. Printed information is: account number, name, service description, price, index in currency or in (%). See APPENDIX G6 for a sample.

```
1 - ADDRESS LABELS
2 - AUTOMATIC BILLING
3 - BILLING SUMMARY
4 - PAYMENTS SUMMARY
5 - LAST PAYMENTS SUMMARY

[ <ESC> To exit ]
```

```
ACCOUNT From : 0
          To : 20113

GROUP 1 TO 5 : COMMERCE SERVICE 06
        Excluded : TEST

[ <ESC> To exit ]
```

See 1 - ADDRESS LABELS section (F3/1) for a detailed explanation of the ACCOUNT and GROUP field.

In addition to the above information, a G/L number can be entered. Pressing <ENTER> will leave it blank.

G/L #: [<ESC> To exit]

F3/4 - PAYMENTS SUMMARY

Print a list of all accounts having one payment left to go. (PAY. =1 in BILLING INFORMATION file)

For each type of report (PAYMENTS SUMMARY and LAST PAYMENTS SUMMARY), a range of ACCOUNT numbers and GROUP NAME can be specified. See ADDRESS LABELS section (F3/1) for a detailed explanation of the ACCOUNT and GROUP field.

F3/5 – LAST PAYMENTS SUMMARY

Print list of all customer having one payment left to go. (PAY. =1 in BILLING INFORMATION file)

4 - SECURITY

S.A.M.M.

F1 - ALARM MONITORING

F2 - ACCOUNTS MANAGEMENT

F3 - BILLING

F4 - SECURITY

F5 - HISTORIC MANAGEMENT

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

F4 - SECURITY

```
[ SECURITY ]  
  
1 - OPERATOR'S MANAGEMENT  
  
2 - OPERATOR'S MESSAGE  
  
3 - SECURITY SETUP  
  
[ <ESC> To exit ]
```

F4/1 – OPERATOR'S MANAGEMENT

SAMM is protected against mismanagement and fraud by access levels and passwords. For a person to work in SAMM, the Manager needs to enter the complete name, operator number and access level. For security concerns, operators' passwords are not displayed in this window.

NOTE: An operator can modify his password at anytime by entering "SET" instead of his own password. SAMM will ask for the OLD password to be entered and then ask for the new password (must be entered twice to confirm). For a newly created OPERATOR, SAMM will request a password to be entered the first time the OPERATOR logs in.

```
[ OPERATORS MANAGEMENT ]  
  
OPERATOR'S NAME          NUMBER          LEVEL  
-----  
S.A.M.M.                 1              A  
Backup OPERATOR         2              A  
  
[ <F2> Delete    <F10> Print    <ESC> Exit ]
```

The OPERATOR'S MANAGEMENT page holds one hundred (100) lines. Each line is divided in three (3) columns (Operator's name, Number and Level).

Enter information in the appropriate column and move the cursor from one column to another by pressing <ENTER>. To change line use the arrow keys or <Page Up> / <Page Down> on the first column.

NOTE: The operator number is unique. Each operator must have its own. See Level description in section F4/3 page 59.

F4/2 - OPERATOR'S MESSAGE

[*** OPERATOR MESSAGE ***]	
1 - Create/Edit	2 - Delete
[<ESC> To exit]	

The system allows messages to operators. When an operator logs on, his message is displayed. By pressing <ESC> he erases his message and it will not show again.

To create or edit an existing message to an operator, select option F4/3 – OPERATOR'S MESSAGE from the SECURITY menu and press option 1 - Create/Edit. Then enter the operator number and press <ENTER>. Write your message and press <ESC> to exit.

To Delete a message to an operator, select option F4/3 – OPERATOR'S MESSAGE from the SECURITY menu and press option 2 - Delete, enter the operator number for the message to be deleted and press <ENTER>.

Five lines by 40 characters are available for each message. Use arrow keys or press <ENTER> to change line. Press <ESC> to quit.

F4/3 – SECURITY SETUP

SECURITY SETUP														
APPLICATION TITLE		ACCESS LEVEL												
		A	B	C	D	E	F	G	H	I	J	K	L	M
1 - ALARM MONITORING.....	:	*	*	.	.	*	*
2 - ALARM MONITORING (ALARM CODE ENTRY).....	:	*
3 - ALARM MONITORING (DISABLE ACCOUNT).....	:	*	*	.	.	*
4 - ALARM MONITORING (DISABLE CODE).....	:	*
5 - ACCOUNTS MANAGEMENT (ADD).....	:	*	.	.	.	*
6 - ACCOUNTS MANAGEMENT (MODIFY).....	:	*
7 - ACCOUNTS MANAGEMENT (DELETE).....	:	*
8 - ACCOUNTS MANAGEMENT (CHANGE NUMBER).....	:	*	*
9 - ACCOUNTS MANAGEMENT (PRINT).....	:	*
10 - BILLING.....	:	*	*
11 - SECURITY.....	:	*
12 - SECURITY (OPERATOR'S MESSAGE).....	:	*
13 - HISTORIC MANAGEMENT (DELETE).....	:	*
14 - HISTORIC MANAGEMENT (PRINT).....	:	*
15 - HISTORIC (DISPLAY).....	:	*
16 - HISTORIC (DATA TRANSFER).....	:	*
17 - EXIT TO DOS.....	:	*
18 - UTILITIES (MEMO).....	:	*
19 - UTILITIES (SET TIME).....	:	*
20 - UTILITIES (IDLE MODE).....	:	*
		<ESC> To exit												

Thirteen (Level A to M) access levels are available of which twelve (Level B to M) are programmable. Level A is the master level and can not be modified. To Activate a level for an application, place the cursor on the corresponding line and column with the arrow keys and press <ENTER>. A small symbol (•) is displayed to show that the option is activated. To Disable, select the option and press <ENTER>. The small symbol (•) will disappear.

Note : Only operators with access level A, B or C can :

- have access to F8 (GENERAL INFORMATION) menu which includes billing and group information.
- see, add or modify the keypad code of a user (ALARM SYSTEM USER INFO F2/2/ page 4 of 8).
- see the total of accounts while in F2 (ACCOUNT MANAGEMENT) menu.
- See the BILLING INFORMATION PAGE (F2/2/Page 7) in the Account file.

F5 - HISTORIC MANAGEMENT

S.A.M.M.

F1 - ALARM MONITORING

F2 - ACCOUNTS MANAGEMENT

F3 - BILLING

F4 - SECURITY

F5 - HISTORIC MANAGEMENT

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

SMUU1-V10.0.0-D1111

HISTORIC MANAGEMENT

F5 - HISTORIC MANAGEMENT

```
[ HISTORIC MANAGEMENT ]  
  
1 - DELETE  
  
2 - PRINT HISTORIC REPORT  
  
3 - VIEW  
  
4 - DATA TRANSFER  
  
[ <ESC> To exit ]
```

F5/1 - DELETE

SAMM, each month, stores data in a new Directory on the hard disk. It is the sole responsibility of the operator to **Back up** the hard disk in a systematic way at least once every day.

The build up of old data can be kept on the hard disk. But, for practical and economical reasons, it becomes necessary, as long as one is sure that a back up exist and can be read, to purge this excess data from the hard disk.

When selecting 1 - DELETE, the fifteen oldest months of data accumulation is displayed for purging. Data of the current month and previous month are never put up for purging.

```
JUNE 1999  
  
JULY 1999  
  
AUGUST 1999  
  
SEPTEMBER 1999  
  
OCTOBER 1999  
  
NOVEMBER 1999  
  
DECEMBER 1999  
  
JANUARY 2000  
  
FEBRUARY 2000
```

HISTORIC MANAGEMENT

Move the inverted video bar over the months to select the one to be erased and press <ENTER>. A new window is displayed specifying the selected month up for purging.

```
DELETE SEPTEMBER 1999

Are you sure [Y/N] : No
```

Enter "Y" or "N" for Yes or No to the question "Are you sure". Repeat the same process for all the months to erase. To avoid errors, the current and previous periods are not displayed at all.

F5/2 – PRINT HISTORIC REPORT

Selecting option 2 - PRINT HISTORIC REPORT brings the window:

```
ACCOUNT  From      : 35654
          To        : 85496

GROUP    1 TO 5    : MONTREAL  COMMERCE
          Excluded  : TEST

FROM     Date      : 2000/01/11
          Time      : 14:00
TILL     Date      : 2000/02/05
          Time      : 16:00
WINDOW   [Y/N]    : Yes

EVENT    Type      : B
          Code      :
EMERGENCY [Y/N]   : Yes
PARTITION 0..10

REPORT   Title     : REPORT - FIRE EMERGENCY CALLS
          Choice    : 2- SUMMARY BY CUSTOMER

          <ESC> To exit
```

This menu is the only one to specify and print an event report. Enter the information as required. To change line, press <Enter>.

This menu is of the REPORT GENERATOR type. It implies a very precise control of the data to be printed.

ACCOUNT : A range of account numbers can be entered. Enter the first account number you want the report to be printed from and press <ENTER>. Pressing <ENTER> without entering any value will start the report from account number 0. Then enter the last account number and press <ENTER>. Pressing <ENTER> without entering any value will end the report with the last account number on file. To print a report for only one account, enter the same account number in both fields.

GROUP : By default, SAMM will print a report for all groups that fall within the account number range specified above. You can print a report for only one group or a few groups as well. Up to five groups can be specified and one group can be excluded from that range.

HISTORIC MANAGEMENT

FROM / TILL : Enter the starting date / time and the ending date / time for the report.

WINDOW : This option introduces a twist in report printing. If the answer is "No", then the report will produce all data of the type specified from 2000-01-11 at 14:00 to 2000-02-05 at 16:00. But if the answer is "Yes" it will select only the data for the daily interval between the given dates.

EVENT : To select the TYPE and the ALARM CODE of a specific event.

TYPE : Enter the type of event (A to N). More than one type can be specified on the same line. A pop box will appear as shown below when you bring the cursor on the TYPE field.

A - ALL PRIORITY
B - EVENT NO PRIORITY
C - AUTO TEST
D - AUTO TEST NOT RECEIVED
E - OPENING/CLOSING
F - O/C UNSCHEDULED
G - AUTO LOG
H - WORK ORDERS
I - LATE IN/OUT DETECTION
J - SPECIAL EVENT
K - ACTIVE/INACTIVE ACCOUNT
L - ALARM CODE UNKNOWN
M - GUARD ROUND
N - ROUND NOT RECEIVED/UNSCHEDULED

CODE : Various alarm codes can be selected to print. To choose multiple non consecutive codes, enter these codes, parted by a comma. To choose an interval of codes, enter the first and the last code, parted by two (2) dots (..). To print all codes, leave the field blank.

EMERGENCY : Answering YES to this option will only include events in the report for which a call has been placed to either the POLICE, FIRE and/or EMERGENCY phone number at the time the event was processed. Answering NO, will include all events.

PARTITION : To select one or more PARTITIONS. Example to print EVENTS REPORT for PARTITIONS 0,1 and 5 just enter 015 in the PARTITION field.

REPORT : To enter a TITLE for the report and select a choice of format.

TITLE : To specify a name for the report. This field can be left blank and no title will be printed.

CHOICE : Option to print a detailed or summary report sorted by customer or in chronological order.

HISTORIC MANAGEMENT

F5/3 – VIEW

To display a list of events for a specific account number, select VIEW, enter a valid account number followed by <ENTER>. If events are present in the file, a list will be displayed starting with the more recent event. Two colored backgrounds are used alternatively to separate each month. Use <PAGE UP> and <PAGE DOWN> keys to browse through the pages. If the current file is empty, SAMM will go back in time until something is found. If no events are available for this account a beep will sound and the message NO EVENT FOR THIS ACCOUNT will be displayed.

```
***** ALARM MONITORING *****

          [ DISPLAY EVENTS ]

MCDI Inc.                                     #78

DATE          TIME          CODE > DESCRIPTION

00/01/12  12:03          C001 > Closing (UNSCHEDULED)
00/01/12  12:04          O001 > Opening (UNSCHEDULED)
00/01/12  12:05          O001 > Opening By Yves Methot (UNSCHEDULED)
-> 00/01/12  12:05          O001 > Opening By Yves Methot (UNSCHEDULED) [ri5] <-
00/01/12  12:06          O001 > Opening By Yves Methot (UNSCHEDULED)
00/01/12  12:06          O001 > Opening By Yves Methot (UNSCHEDULED)
00/01/12  12:07          C001 > Closing (UNSCHEDULED)
00/01/12  12:07          C001 > Closing (UNSCHEDULED)
00/01/12  12:08          C001 > Closing (UNSCHEDULED)
00/01/12  12:08          C001 > Closing (UNSCHEDULED)

          [ <ESC> To exit ]
```

Use the UP and DOWN arrows to browse the list. On the right hand side corner, the event number that has been assigned to the event is indicated. To see details about a specific event, select the event and press <ENTER>.

A full description of the event will be displayed which includes all the information pertaining to that specific event including in the COMMENT section, event #, date and time, alarm code and its description, partition number, specific comments, operator name etc. See next page for an example of a detailed information request for event #78 as selected in the above window.

HISTORIC MANAGEMENT

```
***** ALARM MONITORING *****

[ ACCOUNT EVENTS DISPLAY ]

1234          MCDI Inc.          00/01/12

COMMENT :   Event number 78

TIME          CODE, DESCRIPTION, ACTION

12:05:44      0001 > Opening By Yves Methot (UNSCHEDULED) [ri5]
12:06:02      ***** SAVE EVENT *****
                (OPERATOR1)

                [ <ESC> Exit      <PGDN> Next      <PGUP> Previous ]
```

F5/4 - DATA TRANSFER

Data Transfer option sends data related to a group or groups of accounts to a remote Central site.

The following minimum hardware is required at each site for data transfer:

- computer 386 and up
- Modem 14.4Kbs
- SAMM software

Operations at the alarm processing Central from where transfer originates.

- . Define in GROUP MANAGEMENT -> F8/4 a group for all accounts with the same affinity.
- . Insert the group in ALARM COMPANIES MAINTENANCE -> F8/6
- . Identify the group in account file, F2/2 ACCOUNT MANAGEMENT/Page 6: ACCOUNT INSTALLATION INFORMATION

Operations at the receiving Central

In F8/1 AUTOMATIC SAVE FOR ALL EVENTS enter <Yes>. Enabling this function places SAMM in reception mode from midnight (0:00) to 05:00 each day at the Central where data reception is to occur. All data received from alarm processing Central go directly to file. No new alarm processing is required nor may be done on this data.

Note: if this option is set at the receiving Central, SAMM can't be used there for Alarm Monitoring, because all data received from the COM port will be automatically written to disk, without warnings to the operator.

Begin transfer by pressing F5/4.

The transfer process is as follows:

- 1 - initialize modem
- 2 - prepare transfer
- 3 - call Central at remote site
- 4 - transfer data files
- 5 - update files at remote Central
- 6 - repeat steps 2 to 5 for all groups

SAMM transfer all data from last fully completed transfer up to present time.

Progress is displayed during transfer.

If transfer problem occurs, SAMM will try a second time from the point of full completion. If second trial does not complete a work order is printed for the group with full details.

Problems to look for:

- . Line busy
- . No dial tone
- . No answer at remote Central
- . transfer stopped
- . communication error
- . modem not found

After transfer, modems will hang up and SAMM will proceed with the data update.

Detailed information on transfer process is available in event file for account zero (0).

F6 - EXIT TO DOS

S.A.M.M.

F1 - ALARM MONITORING

F2 - ACCOUNTS MANAGEMENT

F3 - BILLING

F4 - SECURITY

F5 - HISTORIC MANAGEMENT

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

SMUU1-V10.0.0-D1111

F6 - EXIT TO DOS

This option deactivate SAMM (closing all files) and exit to the DOS prompt (C:\>SAMM). To reactivate, use the normal startup procedure (typing SAMM with your receiver parameters or using a batch file that has been created at the time of the installation). For more information on the startup procedure, please refer to INTRODUCTION section of this manual.

F7 - PASSWORD

S.A.M.M.

F1 - ALARM MONITORING

F2 - ACCOUNTS MANAGEMENT

F3 - BILLING

F4 - SECURITY

F5 - HISTORIC MANAGEMENT

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

SMUU1-V10.0.0-D1111

F7 - PASSWORD

```
Operator number :           Press <ENTER> to logoff
```

Each time an operator logs on to SAMM (pressing <F7>), a valid operator number and password must be entered to access the system.

Example: Operator number : 1 Press <ENTER> to logoff

 Password : DANNY <ENTER>

NOTE: To log out of SAMM, press <ENTER> to the question "Operator number".

Each password can be changed by entering the word "SET" instead of the password.

Example: Operator name : 1

 Password : SET

 Enter your old password: DANNY

 Enter your new password: TITANIC

 Enter again: TITANIC

When entering password the letters are masked by (••••••••) for security purposes. Passwords are encrypted and can not be seen by anyone.

F8- GENERAL INFORMATION

S.A.M.M.

F1 - ALARM MONITORING

F2 - ACCOUNTS MANAGEMENT

F3 - BILLING

F4 - SECURITY

F5 - HISTORIC MANAGEMENT

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

SMUU1-V10.0.0-D1111

GENERAL INFORMATION

F8 - GENERAL INFORMATION

System parameters can be adjusted to your needs. Only operators with security access level of A, B or C can see this menu.

```
GENERAL INFORMATION

1 - ALARM MONITORING INFORMATION
2 - BILLING INFORMATION
3 - BILLING DESCRIPTION
4 - GROUP MANAGEMENT
5 - ADD OR MODIFY A CITY
6 - ALARM COMPANY MAINTENANCE
7 - LANGUAGE

<ESC> To exit
```

F8/1 - ALARM MONITORING INFORMATION

```
ALARM MONITORING INFORMATION

AUTOMATIC OPENING/CLOSING SORT [Y/N] : Yes
INTERVAL TIME TO OPENING/CLOSING SORT : 00:15
INTERVAL TIME TO LINE UP BUZZER (3..30) : 10
DISPLAY LATE OPENING DETECTION [Y/N] : No
DEFAULT OPENING/CLOSING DELAY : 00:30
FAST SAVE EVENT [Y/N] : No
AUTOMATIC SAVE EVENT IF ACCOUNT HAS SAME PRIORITY : No
AUTOMATIC SAVE OF ALL EVENTS : No
AUTOMATIC SAVE EVENT FOR UNDEFINED ACCOUNT NUMBER : Yes

PRINTER : ACCOUNTS/EVENTS REPORT (1 - 2 - 3) : 1
          BILLING REPORT (1 - 2 - 3) : 1
          ALARM MONITORING (0 - 1 - 2 - 3) : 0
          WORK ORDER (0 - 1 - 2 - 3) : 1

<ESC> To exit
```

GENERAL INFORMATION

AUTOMATIC OPENING/CLOSING SORT (Y/N): N

This option tells the system to check for Opening/Closing activities automatically .

When this option becomes active, a check is made according to the specified interval. If SAMM detects a late Opening or Closing, the event will be stored in the waiting file (See APPENDIX). Three (3) specifications can be made for this event:

- LATE OPENING DETECTION
- ACCOUNT NOT OPEN YET
- LATE CLOSING DETECTION

INTERVAL TIME TO OPEN/CLOSE SORT: 00:30

This option specifies to the system the interval to automatically check for Open/Close. If a thirty (30) minute interval is selected, the verification will be made every half hour plus one minute.

Example: 6:01 hour, 6:31 hour, etc.

INTERVAL TIME TO LINE UP BUZZER (3..30)

When an event enters the waiting file a beeping sound is heard at regular interval. The delay between beeping sounds is adjustable from three (3) to thirty (30) seconds.

DISPLAY LATE OPENING DETECTION [Y/N]: N

On a positive answer to this question (Y) Yes, the verification of Opening will be displayed (message will be sent to the operator) with the message: - LATE OPENING DETECTION

A negative answer (N) No, will cause the verification to go undisplayed (written to file only) and the message will be: - ACCOUNT NOT OPEN YET

DEFAULT OPENING/CLOSING DELAY: 00:30

This defines the default delay for Opening/Closing for the customer.

FAST SAVE EVENT [Y/N]

If the answer to this question is "Yes", all events will be saved automatically by pressing key <F1>. A negative answer "No" will deactivate the <F1> key. To save the event will then require to use key <F7> to move the bar down to "SAVE EVENT" and press <Enter>.

A "Yes" also tells SAMM to get ready for night data reception via modem between (00:00 à 06:00)

AUTOMATIC SAVE EVENT IF ACCOUNT HAS SAME PRIORITY [Y/N]

When SAMM receives many alarms from the same account, it checks their priority level.

Option YES: SAMM displays the first event and saves the others..

Option NO: SAMM displays the first event and set the others at priority level 10.

This function speeds up alarm processing while preventing mistakes if many events happen at the same time for the same account.

GENERAL INFORMATION

AUTOMATIC SAVE OF ALL EVENTS [Y/N]

Option YES: SAMM will save all incoming events to disk. No Operator intervention needed.

Option NO: SAMM will send all incoming events to the Operator for processing unless other options tell SAMM to save the event.

AUTOMATIC SAVE EVENT FOR UNDEFINED ACCOUNT NUMBER [Y/N]

Option YES: SAMM will save all incoming events to disk that have not been defined in its database.

Option NO: SAMM will send all incoming events to the Operator for processing even the ones that are not defined in its database as a valid account. Events are going to be saved under the account number. Later on if you define that account in SAMM, all events received are going to be there.

ACCOUNT EVENT REPORT PRINTER : LPT# 1, 2 or 3 : 1
BILLING REPORT PRINTER : LPT# 1, 2 or 3 : 2
ALARM MONITORING PRINTER : LPT# 1, 2 or 3 : 0
WORK ORDER PRINTER : LPT# 1, 2 or 3 : 3

A computer can have up to three (3) printer ports (LPT1, LPT2, LPT3). If such a computer is available, various reports can be printed on selected printers. To deactivate a printer for SAMM, enter code zero (0).

F8/2 - BILLING INFORMATION

BILLING INFORMATION	
Company name	:
Address	:
City (State /Province)	:
Zip Code / Postal code	:
Print Company name	: Yes
Tax 2 on Tax 1	: Yes
Invoice number	: 1
TAX 1	% 0.00
TAX 2	% 0.00
Tax number 1	:
Tax number 2	:
<ESC> To exit	

This option gathers all billing information related to the company. Enter the required fields. To change field, use the arrow keys or press <ENTER>.

GENERAL INFORMATION

The field "print company" tells the system whether or not the company name should be printed on the invoices. If the paper used to print invoices already has preprinted company name, enter "N".

The "Invoice number" field is set at one (1) by the system until the billing process starts or until it is set at a new figure to correspond with the accounting procedure. This Invoice number can be modified only when it is equal to one (1). For accounting security purposes it is impossible to modify when it is different from one (1).

Answering "Y" (Yes) to the field "Tax 2 on Tax 1" tells the system that the Tax 2 will be calculated on the total of the invoice, including the Tax 1. If the answer is "N" for No, means that the Tax 2 is only calculated on the total of the invoice, excluding the Tax 1.

Two fields are provided to enter TAX numbers.

F8/3.- BILLING DESCRIPTION

Description of Services and their General Ledger number.

Insert	
SERVICE DESCRIPTION	G/L #
-----	-----
Service 1	11111
Service 2	22222
Service 3	33333
Service 4	44444
Service 5	55555
Service 6	66666
Service 7	77777
Service 8	88888
Service 9	99999
Service 10	00000

<ESC> To exit

Ten lines are available to enter services with their # G/L. Scroll up and down from the Description field with the arrow keys and from the Description field to the # G/L field by pressing <ENTER>. Pressing <F2> to delete a line and pressing <F3> to insert a new line.

GENERAL INFORMATION

F8/4 - GROUP MANAGEMENT

```
GROUPS MANAGEMENT

1 - ADD GROUP

2 - MODIFY DESCRIPTION

3 - AUTO. WORK SCHEDULE

4 - DELETE

5 - DISPLAY

6 - PRINT GROUP LIST

<ESC> To exit
```

GROUP MANAGEMENT (creation, modification, auto work schedule, erase, display and print) is provided to bring together customers who have something in common. This feature can be most useful doing events report for different accounts. Each group is presented with a detailed description to help identify it. Up to one thousand different groups (1000) can exist in SAMM.

F8/4/1 – ADD GROUP

```
1 - ADD GROUP

GROUP NAME TO ADD : COMMERCE
```

Write the name of the new group (underlined characters) and press <ENTER>.

```
GROUP NAME : COMMERCE

DESCRIPTION : COMMERCE SUPERVISION
```

Write the description of the new group (underlined characters) and press <ENTER> to end the operation. The DESCRIPTION field may be left blank.

GENERAL INFORMATION

F8/4/2 – MODIFY DESCRIPTION

```
2 - MODIFY DESCRIPTION  
  
GROUP NAME TO MODIFY : COMMERCE
```

Write the name of the new group (underlined characters) and press <ENTER>.

```
GROUP NAME : COMMERCE  
  
DESCRIPTION : COMMERCE ASSOCIATION
```

Only the DESCRIPTION of the group can be modified, not the name. Enter the DESCRIPTION and press <ENTER> to end the operation.

F8/4/3 – AUTO WORK SCHEDULE

```
3 - AUTO. WORK SCHEDULE  
  
GROUP NAME TO AUTO. WORK SCHED. : COMMERCE
```

Write the group name for automatic (AUTO WORK) schedule (underlined characters) and press <ENTER>.

```
INTERVAL DATE FOR THE GROUP : COMMERCE  
  
DESCRIPTION : : COMMERCE ASSOCIATION  
  
Dates          FROM : 2000/02/18  
(yy/mm/dd)    TILL : 20000220  
  
<ESC> Exit      <F2> Delete    <ENTER> Ack
```

Write the date interval (underlined characters). Press <ENTER> or the arrow key to step down to next line. Press <ENTER> on the last line to validate the operation. To change the previous line move back with the arrow key and repeat the process. For the selected period, work schedules A1 and A2 will be activated. For more information about WORK SCHEDULES, refer to the ACCOUNT MANAGEMENT section of this manual.

GENERAL INFORMATION

F8/4/4 – DELETE GROUP

```
4 - DELETE GROUP

GROUP NAME TO DELETE : COMMERCE
```

Write the name of the group to be deleted (underlined characters) and press <ENTER>.

```
4 - DELETE GROUP

DELETE THE GROUP : COMMERCE

DESCRIPTION : COMMERCE ASSOCIATION

Are you sure [Y/N] : Y
```

Confirm the operation by typing Y (Yes) or N (No)

F8/4/5 – DISPLAY

```
DISPLAY GROUPS
```

NAME	DESCRIPTION	AUTO. WORK SCHEDULE	
		From	Till
06	BILLING IN JUNE		
ALARM	Alarm company		
MCDI	SUPPLIER		
MCA	MC ALARM INC.		
COMMERCE	COMMERCE ASSOCIATION	00/02/18	00/02/20
TEST	Use for testing only		

<ESC> Exit <RETURN> Select/Unselect

This menu displays the groups with the related definition. Ten groups at a time are displayed. To pursue the viewing use the arrow keys or the <+> / <-> keys to go forward or backward.

GENERAL INFORMATION

F8/4/6 – PRINT GROUP LIST

This function offers no choices. It prints all existing groups.

F8/5 - ADD OR MODIFY A CITY

Having selected option 5 of GENERAL INFORMATION, brings the following display:

```
CITY NUMBER TO MODIFY :  
  
      <ESC> Exit      <F8> Search      <ENTER> Add
```

The same menu applies to Add or Modify a city. To add a new city to the repertoire, leave a blank field and press Enter. To modify a city enter the reference number of the city to modify and press <ENTER>.

To SEARCH for an existing CITY, press <F8>

```
SEARCH NAME : NEW  
  
      <ESC> To exit
```

Enter the name or part of the name of the city, (underlined characters) and press <ENTER> to start the search. A display of five (5) names fitting the keyword will be presented. To edit a CITY, enter the city number (by example for New York enter 2) and press <ENTER>.

```
  2  - New York, N.Y. USA  
 13  - Newark  
 18  - New Place
```

```
CITY NUMBER TO MODIFY : 2  
  
      <ESC> Exit      <F8> Search      <ENTER> Add
```

GENERAL INFORMATION

The final display for creating data about a new city or modifying an existing one appears like this:

```
                                ADD OR MODIFY A CITY                                Insert

City (State,Province)   : New York, N.Y. USA
Police                   : (516) 555-1212
Fire dept.               : (516) 555-1212
Emergency                : (516) 555-1212

                                <ESC> Exit      <PGUP> <PGDN> Paging
```

The file about a city can only be created or modified. It cannot be erased. If by mistake, a city has been created twice, use one of the names and change the other.

All modifications (Police, Fire or Emergency phone numbers) must be done in this menu. All accounts related files will be automatically updated.

F8/6- ALARM COMPANY MAINTENANCE

This function displays a menu for installer file maintenance:

```
ALARM COMPANY MAINTENANCE

1 - ADD AN ALARM COMPANY
2 - MODIFY AN ALARM COMPANY
3 - DELETE AN ALARM COMPANY
4 - PRINT THE ALARM COMPANIES

                                <ESC> To exit
```

GENERAL INFORMATION

F8/6/1 - ADD AN ALARM COMPANY
F8/6/2 - MODIFY AN ALARM COMPANY

Displays a window to insert a new installer. SAMM will assign automatically an installer number.

```
ALARM COMPANY NUMBER : 2

Name           :
Phone no 1     :
Phone no 2     :
Modem          :
Group name     :

<ESC> To exit
```

To change line press <ENTER> or press arrow keys. The modem number is used to transfer events from accounts of this customer to his computer by way of a modem.

F8/6/3 – DELETE ALARM COMPANY

To DELETE an existing ALARM COMPANY. Select option 3 and press <ENTER>. Enter the number of the Installer file to be deleted and press <ENTER>. Use <F8> to get a list of current companies. A confirmation will be requested.

F8/6/4 - PRINT ALARM COMPANIES

To print a list of all installers (one line per installer).

F8/7 LANGUAGES

This menu allows you to change the language of SAMM. To change language, position the cursor bar over the desired language using the arrow keys and press <ENTER> or type in the number. As more languages will be available, they will be added in future releases.

Note : The Portuguese version is only available in the demo version or if unlocked to other level by MCDI/IECO in Brazil. Trying to change to the portuguese version with a version that has been unlocked in an other language will not be accepted. Contact MCDI for more information.

APPENDIXES

APPENDIX A --- RECEIVERS

Various types of receivers can be linked to a computer under the control of SAMM. Each receiver is identified by a precise number attached to it from the start.

IMPORTANT

It is of the utmost importance that the receiver configuration be held correctly so that the software accepts the events correctly.

1 - SESCOA 3000R

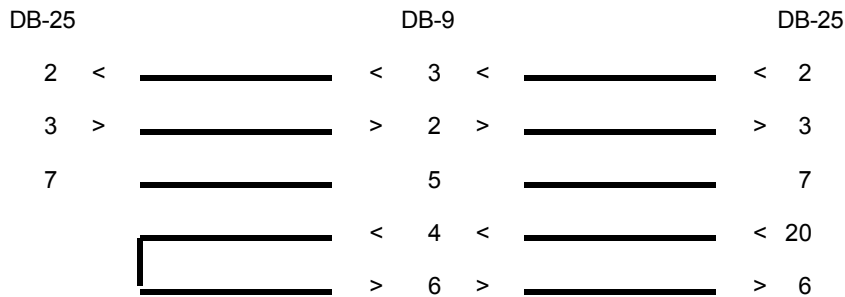
Control card switches configuration: (page 8 of the manual)

- | | |
|----------------------|-------------------------|
| Switch 1 = Not used | Switch 5 = Not used |
| Switch 2 = Open (On) | Switch 6 = Closed (Off) |
| Switch 3 = Open (On) | Switch 7 = Not used |
| Switch 4 = Not used | Switch 8 = Open (On) |

NOTE: Special Prom required, contact your local distributor.

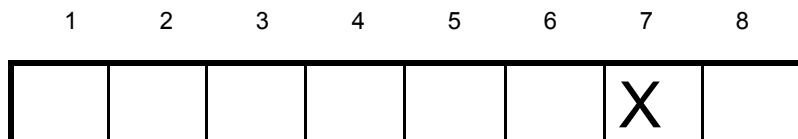
Cable configuration between SESCOA and the computer:

SESCOA 3000R



2 - Ademco 685

PROM 690 no 6 configuration (page 66 of the manual) Burn position X

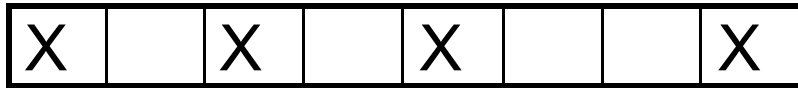


Burn position 7 for 1200 bauds
Positions 1 to 6 and 8 are Not used

PROM 690 no 7 configuration (page 66 of the manual)



APPENDIX A --- RECEIVERS

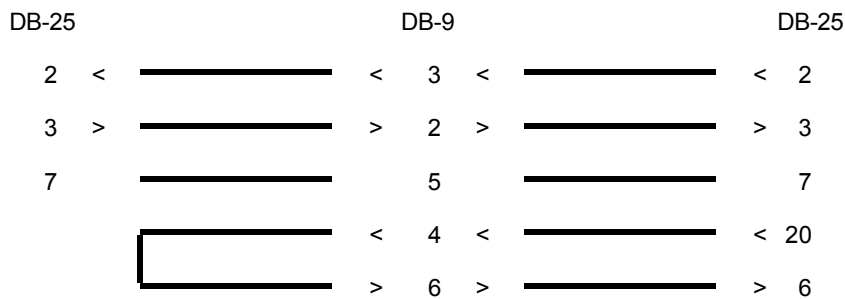


Burn positions 1,3,5,8

- Positions 1 ACK/NAK
- Positions 3 MANUAL MODE NO COMPUTER
- Positions 5 CLOSE ALARM
- Positions 8 FORMAT 4X2
- Positions 2,4,6,7 are not used

Cable configuration between Ademco receiver and the computer:

Ademco 685



3 - SurGard D-VAC & DIGITAL

Line card switches configuration:

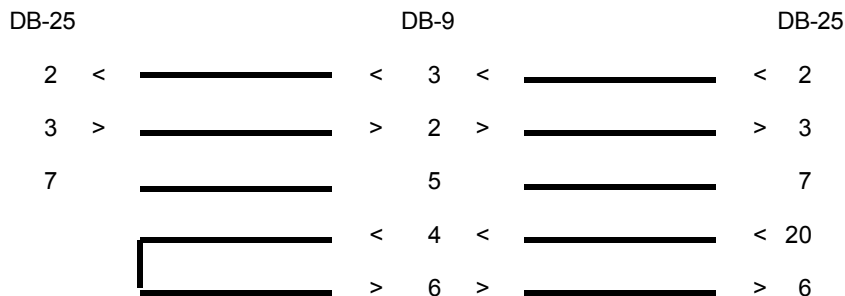
- Switch 1 = Not used
- Switch 2 = Not used
- Switch 3 = Not used
- Switch 4 = Not used
- Switch 5 = Open (On)
- Switch 6 = Open (On)

CPM card switches configuration:

- Switch 1 = Close (Off)
- Switch 2 = Close
- Switch 3 = Close
- Switch 4 = Not used
- Switch 5 = Open (On)
- Switch 6 = Open (On)

Cable configuration between Sur Gard receiver and the computer:

Sur Gard



APPENDIX A --- RECEIVERS

4 - Heartbeat of the receiver

Some receivers transmit to the computer, every minute, a signal to show they are still "alive". This is called a "heartbeat". If the receiver fails, the monitoring software is readily warned of this fact. When SAMM is linked to a receiver with that capability, and the heartbeat signal ceases, a message from account number zero "0" is displayed:

```
ACOM1      (RECEIVER COM1 ABSENT)
ACOM2      (RECEIVER COM2 ABSENT)
...
ACOM8      (RECEIVER COM8 ABSENT)
OR
RCOM1      (RECEIVER COM1 OPERATIONAL)
RCOM2      (RECEIVER COM2 OPERATIONAL)
...
RCOM8      (RECEIVER COM8 OPERATIONAL)
```

EXAMPLE : A SURGARD receiver is connected to serial port COM2 and it fails. The signal received is:

```
0000  ACOM2 >      SURGARD ABSENT
```

An account zero "0" has been defined within SAMM 10 to report those error messages. You can modify the description of each message if needed.

NOTE: If you own or buy a receiver which is not already defined in SAMM, contact your local distributor to get the necessary upgrade code.

5 - Heartbeat of SAMM

SAMM, every minute, sends a heartbeat signal to say it is "alive".

It also checks the events printer to make sure it is not offline, missing paper or at fault. If it occurs, SAMM considers this important and ceases to send its heartbeat to warn the operator by triggering the Watch dog.

This heartbeat signal is sent to COM1.

To detect the signal connect a Watch Dog to COM1.

See Watch Dog operating instructions for more details.

The conditions necessary to trigger the Watch Dog:

- . SAMM does not run.
- . The computer has a hardware failure.
- . The computer has a black out or is turned off.
- . The printer of events, linked to the computer port, is out of paper, is offline or at fault.
- . A lack of power on the Watch Dog will prevent a visual and audible signal but the link to the alarm panel will warn of the problem.

The MCD family of receiver (TLR / TLR+ / SA-TLR+) can send a heartbeat signal every 30 second. This signal carries information about its own printer. It can warn if the printer is out of paper, is offline or at fault. SAMM associates this information to its own heartbeat. It will stops its heartbeat if the receiver signal is not present.

APPENDIX B --- TEXT EDITOR

The cursor appears on the screen as a blinking dash giving his horizontal position.

The vertical position of the cursor is given by a reverse video bar. The length of the bar gives the maximum size of the field.

Arrow keys

The arrow keys are used to move the cursor character by character (arrow left, arrow right) or line by line (arrow up, arrow down) in the page.

End

Place the cursor at the end of the field.

Home

Place the cursor at the beginning of the field.

Escape

In most of the menus, the "<ESC> To Exit" command appears. This key brings back the previous menu.

By pressing this key, the file will be saved and the previous menu will appear. This is not the case for "DATE AND TIME".

Page Up/Down (Customer, Alarm processing)

The Page Up / Page Down keys place the cursor on the previous page (Page Up) or the next page (Page Down).

Screen Up/Down (Group)

The keys Page Up (-) and Page Down (+), place the cursor on the first line of the screen for the displays of Alarm codes, Customers and Groups. Then these keys have the text rolling one screen at a time.

Word Left/Right

The Word keys (Ctrl-Arrow-Left) and (Ctrl-Arrow-Right) move the cursor from its present position, over to the beginning of the preceding word (Ctrl-Arrow-Left) or to the beginning of the following word (Ctrl-Arrow-Right).

Customer Next/Previous, Date Next/Previous

These keys give access to the next customer or date (Ctrl-Page Down) and to the previous customer or date (Ctrl-Pg Up).

APPENDIX B --- TEXT EDITOR

Backspace

Pressing the "Backspace" key moves the cursor backward, to the left, character by character, erasing them. The characters to the right are pulled by the cursor over the erased blanks.

Delete

The "Delete" key erases the characters to the right, pulling the following string over the erased blanks.

Insert

By default, SAMM work in "Insert " mode. This means that the original text is pushed to the right as new text is entered.

In "Overwrite mode" the original text is written over as new text is entered.

In either mode, the message "Overwrite" or "Insert", is displayed at the top right part of most menus.

To change mode press the "Insert" key.

Erase

The <Ctrl-Y> key erases the field completely. The <Ctrl-End> key erases the line completely to the right of the cursor position.

Command summary

The command summary of all the keys described in the Editor is displayed by pressing the "CTRL-A" key, in the presence of the inverted video bar. This bar is present whenever the Edit mode is in control at the menu stage.

APPENDIX C --- MESSAGES FROM S.A.M.M.

APPENDIX C --- MESSAGES FROM SAMM

Complete list of messages available from SAMM. Most messages have a very clear meaning. However others need a very special attention.

- ACCOUNT NUMBER NOT VALID.
- ACCOUNT NUMBER ALREADY IN USE.
- ACCOUNT DOES NOT EXIST.

ACCOUNT HAS NO EVENT IN FILE.

THIS ACCOUNT ALREADY HAS A FOLLOW UP.

- INVALID GROUP NAME.

Only alphanumeric or underlined characters can be used.

- GROUP NAME DOES NOT EXIST.
- GROUP NAME ALREADY IN USE.
- USER FILE NOT FOUND.

Call technical support.

- YOUR REQUEST TO CHANGE THE PASSWORD HAS BEEN DENIED.
- YOUR REQUEST TOO ACCESS SAMM HAS BEEN DENIED.
- INVALID INTERVAL.
- INVALID DATE.
- ALARM CODE NOT FOUND.

- SAVE THE CURRENT EVENT BEFORE EXITING.
- SAVE THE CURRENT EVENT BEFORE TOGGLE MODE.

- THE PEND. IS FULL.
- THE PEND. IS EMPTY.
- RUNTIME ERROR

Call technical support.

- VERIFY THE PRINTER PLEASE.

Check if printer is operational Electrical power on, data cable is correctly connected, printer ready....

APPENDIX C --- MESSAGES FROM S.A.M.M.

- O N E M O M E N T P L E A S E

When an event is received, SAMP pre-processes it and while doing the work, displays the message. In this way, an operator using a less powerful computer or an overloaded, one might think it abnormal to feel small delays in processing, if not warned by the message.

- OPENING/CLOSING SORT: ACCOUNT NUMBER XXX.

Every 15 minutes (or as set in F8/1), SAMP verifies Opening/Closing schedules. Late Opening or Closing events are written in each account file. The same applies for AUTO TESTS or GUARD TOUR signals NOT RECEIVED. Report may be displayed or printed as needed.

- BUSY BY ANOTHER OPERATOR

An attempt to access a locked file because another operator is using it or because it has been left in a locked status by an emergency exit of some sort.

When the message is the result of more than one user trying to access data limited to a single user at a time, be sure to wait for the current user to quit before trying to access the system again.

If the message is the result of an emergency exit of some sort, use an utility program to unlock files. Quit SAMP and go to DOS. In the SAMP directory locate and run RAZSAMP. This step is needed to reset the operator file.

```
CD\SAMP<ENTER>  
RAZSAMP<ENTER>
```

Restart SAMP and resume operations.

- TO MANY USERS IN ALARM MONITORING

Same cause and solution as for the previous message

APPENDIX D --- SUMMARY OF COMMANDS

APPENDIX D --- SUMMARY OF COMMANDS

F1 - ALARM MONITORING (Hot key)

- F1 - Save event (On disk)
- F2 - Event in PEND.
- F3 - Site Map / Misc.
- F4 - Account files
- F5 - Comment / Passcard
- F6 - Late to close / Follow up
- F7 - Priority action display
- F8 - Utilities

- 1 - Memo
- 2 - Opening/Closing delay
- 3 - Find account
- 4 - Account events display
- 5 - Set time
- 6 - Futur use
- 7 - Idle Mode

- F9 - Last 10 events
- F10 - Manual / automatic toggle

- Ctrl A - Help
- Ctrl S - Work order
- Ctrl V - Inactive account

F10 - Print the list

F2 - ACCOUNT MANAGEMENT

- 1 - Add
- 2 - Modify
- 3 - Delete
- 4 - Change Account Number
- 5 - Change Partition Number
- 6 - Print Account List

F3 - BILLING

- 1 - Address labels
- 2 - Automatic billing
- 3 - Billing summary
- 4 - Payments Summary
- 5 - Last payments Summary

F4 - SECURITY

- 1 - Operator's management
- 2 - Operator's message
- 3 - Security setup

F5 - HISTORIC MANAGEMENT

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

- 1 - Alarm monitoring information
- 2 - Billing information
- 3 - Billing description
- 4 - Group management

- 1 - Add group
- 2 - Modify group
- 3 - Auto work schedule
- 4 - Delete group
- 5 - Display groups
- 6 - Print groups

- 5 - Add of modify a city
- 6 - Alarm companies maintenance
- 7 - Language

<ALT> DISPLAY THE LAST 14 EVENTS (Hot key)

APPENDIX E --- DATABASE

The Database is quite useful for a customer search.

Search can be conducted in various ways:

- ACCOUNT NUMBER

Enter the account number and press <ENTER>.

To step over to the next customer number, press <Ctrl-Pg Dn> or <Ctrl-Pg Up> to step back to the previous customer. By using these keys for the Opening/Closing delay, will give the next or previous customer who has Opening/Closing control.

- NAME, ADDRESS

If the account number is unknown, the search can be made using the company name or address.

Example: FINANCIAL GROUP MCD
31, LEO ST

This search does not take into account capital, small or blank letters.

Example: NAME : Financial group MCD
ADDRESS : 31, Leo St.

Part of the name or address is also sufficient for the search.

Example: NAME : MCD, Group, Financial, Etc.
ADDRESS : 31, Leo, St., Etc.

To step over to next or previous customer press the keys <Ctrl Pg Dn.> or <CtrlPgUp>. The search will stop on the first customer with the right character sequence (darker characters).

Example 1: Write "ANCIAL" and <ENTER>

- 1) **Financial** of the future inc. <Ctrl Pg Up>
- 2) **Financial** group MCDI

Example 2: Write "10" et <ENTER>

- 1) **10** Leo St<Ctrl Pg Dn>
- 2) **12105** St.-Lawrence

APPENDIX E --- DATABASE

- TELEPHONE

The search for telephone numbers jumps over separators like the dash "-", parentheses or spaces.

1 (514) 430-6421 = 15144306421

Part of the telephone number can be used as the key for the search.

6421, 642, 421, 3064, etc.

To step over to next or previous customer press the keys <Ctrl PgDn> or <CtrlPgUp>. The search will stop on the first customer with the right character sequence in the telephone number (darker characters).

Example: Write "430"

1) 1-514-**430**-6421 <Ctrl PgUp>

2) 1-819-538-**4309**

NOTE: When doing a search by name, address, or telephone number for the **Opening/Closing delays**, the stepping up or down in the file is done in exactly the same way. The search will stop on the first sequence corresponding to the specified key but only for those customers with **Opening/Closing control**.

Example: Write "ROUP" <ENTER>

1) FINANCIAL **GROUP** GII <Ctrl PgUp> (Control O/C)

2) NATIONALE BALLET **TROUPE** (No O/C control - does not stop)

3) BATTLE **TROUPE** INC (Control O/C - stops at)

APPENDIX F --- WAITING FILE

APPENDIX F --- WAITING FILE

When an event is received, the message: "ONE MOMENT PLEASE." is displayed. On fast computers, this message will more likely look as a flashing red box. On slower system, the red box will stay there during the time needed for SAMP to process the event.

SAMP is able to receive an event from the receiver at all time. SAMP will accept the event, assign a priority (according the one set in the ALARM CODE DESCRIPTION page of the account) and place the event in the corresponding priority box 1 to 9 or X (events with no priority defined) which are located on the last line of the monitoring window. The WAITING FILE is always displayed in any menu within SAMP. When pressing F1/F10 (to switch to the monitoring function), SAMP will take events from the WAITING FILE automatically starting with the first event that came in with the highest priority. As soon as the operator process and save the event, the next event that was received with the highest priority will pop up to the operator for processing. This process continues until the WAITING FILE gets empty.

NOTE : When SAMP is left unattended, it should always be left either on the main menu or outside of the MONITORING WINDOW (F1/F10)

APPENDIX G --- REPORT SAMPLES

APPENDIX G --- REPORT SAMPLES

APPENDIX G1 --- WORK ORDER

WORK ORDER

Account: 123

Date: 2000-05-13

Time: 23:30:39

Account: ABC INDUSTRIES INC.
23 8th AVENUE
LAKEWOOD, ONTARIO
LOG 3W0 TEL.: 613 289-1029

INSTALLATION DATE. : 2000-01-18

INFORMATION : FIRE/BREAK IN - OPEN/CLOSE CONTROL
: PC-1000
:
:
:

RECEIVER PHONE NO : 345-4000
PANEL PHONE NO : 236-000i5

CODE : Work order on customer's request

PROBLEM DESCRIPTION : Operator 23

The alarm system operates for no reason.

TECHNICIAN : _____ DATE : _____

TIME : _____

TIME WORKED : _____ Hrs

PARTS USED:

QUANTITY	PARTS NUMBER	DESCRIPTION
----------	--------------	-------------

_____	_____	_____
_____	_____	_____

WORK DONE :

SIGNATURE : _____

APPENDIX G --- REPORT SAMPLES

APPENDIX G2 --- DETAILED LIST

DETAILED LIST : GENERAL INFORMATION

10 SECURITY INC.

ACCOUNT INFORMATION :

ABC INDUSTRIES INC.
123 Glassbed
Five Rivers (BC)
P7H 2E1
A - 666-6666 / 666-6667

EMERGENCY PHONE NUMBERS :

C - Police : 911
D - Fire Dept. : 911
E - Emergency : 911
F - Security

PERMANENT MEMO :

After 22h00, call police

RESPONSIBLE NOTIFICATION INFORMATION:

G -	George Fast	Owner	888-8888
H -	Doc Mullins	Vice-President	999-9999
I -	Amy Gold	Director	111-1111

WORK SCHEDULE :

		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Active
Open	1 :		07:00	07:00	07:00	07:00	07:00		Yes *
Close	1 :		17:00	17:00	17:00	17:00	17:00		
Open	2 :		20:00	20:00	20:00	20:00			Yes *
Close	2 :		22:00	22:00	22:00	22:00			
Open	3 :								Yes *
Close	3 :								
Open	4 :								No
Close	4 :								
Open	5 :								No
Close	5 :								

INSTALLATION INFORMATION:

Installation date : 2000-01-18
Information : FIRE\THEFT\PANIC\TEMP
PC3000
Receiver phone no. : 666-7777
Panel phone no : 333-2222

GROUP LIST:

COMMERCE CTRLLES MOIS09

APPENDIX G --- REPORT SAMPLES

DETAILED LIST : (SECOND PART)

10 SECURITY INC.
ALARM CODES INFORMATION :

CODE	DESCRIPTION	T	PRIORITY ACTION
00	Low battery		
10	Fire	1	ABDIJH
20	Panic	1	C
30..33	Break in office	2	ABCIJH
34,35	Break in warehouse south door	2	ABCIJH
36,37	Break in warehouse west door	2	ABCIJH
40..44	Open	I	ABIJH
50..54	Close	O	ABIJH
60	High temperature in refrigerator	1	IJH

10 2000-05-13

10 SECURITY INC.
ID INFORMATION

CODE	NAME	PASSCARD
40,50	AB Gold	4564
41,51	G Monty	6786
42,52	Doc Mullins	4576
43,53	Stef Willbanks	3498
44,54	Ann Blurr	4590

10 2000-01-15

APPENDIX G --- REPORT SAMPLES

APPENDIX G3 --- ACCOUNT LIST (SUMMARY)

ACCOUNT LISTS (SUMMARY)
ABC ALARM INC.
21 FEBRUARY 2000

NUMBER	NAME AND ADDRESS	TELEPHONE
123	ABC INDUSTRIES INC. 140 BREAKDOWN ST. WILLFORD, NFL A0S 1T	444-4444 555-5555
334	HUBE PAULUS 145 BLANKS NORFOLK, VIRGINIA 75150	(403) 666-6666 777-7777

APPENDIX G4 --- ADDRESS LABELS

ADDRESS LABELS

ALBERT BALD
23 8th AVENUE
NY, NY
12345

GUS ZED.
23 8e AVENUE
NY, NY
12345

FILLY LARSEN
356 DE LA BASTILLE
BOISBRIAND, QUEBEC
J7H 1A7

ARTHUR BLOCK
87 MAIN
WILSON, ONTARIO
K0G 3S5

JECKYL INDUSTRIES INC.
31 POOLROOM
LA VIOLA, ONTARIO
MOG 3L8

APPENDIX G --- REPORT SAMPLES

APPENDIX G5 --- INVOICE

INVOICE 2000-05-13 1

TERM : PAYABLE ON RECEPTION
CUSTOMER : 1111111

Sylvia St.-Moore
23 Lartic
Proper (NB)
I3K S4F

DESCRIPTION	PRICE	TX
FOR PERIOD 1999 AND 2000		
MONITORING FEE FROM 23 AUGUST FOR 1 YEAR	183.60	FP

GST 0.00
PST 0.00

HAVE A GOOD VACATION
BE CAREFUL ON THE HIGHWAY

TOTAL : 183.60 \$

APPENDIX G --- REPORT SAMPLES

APPENDIX G6 --- BILLING SUMMARY

Page : 1

COMPANY --> CUSTOMER LIST ALARMS
BILLING SUMMARY
FROM 5 TO 10
6 AUGUST 2000

NUMBER	NAME	DESCRIPTION	PRICE	RAISE	T
5	Sylvia Macintosh	MONITORING FEE	183.602.00	%	
10	Grant Inc..	MONITORING FEE CONTROL O/C	183.602.00 122.402.00	% %	
TOTAL			489.60 \$		

SECURITY INC.
SUMMARY OF ALL PAYMENTS
SUMMARY OF ALL LAST PAYMENTS
From 21593 To 35934
2000-05-13

NUMBER	NAME	DESCRIPTION	PAID	PRICE	BALANCE
5	Sylvia Macintosh	MONITORING FEE	34	183.60	6242.40
10	Grant Inc.	MONITORING FEE	59	175.00	10325.00
TOTAL					16567.40

APPENDIX G --- REPORT SAMPLES

APPENDIX G7 --- DETAILED LIST OF EVENTS

SECURITY INC.
DETAILED LIST OF EVENTS

DATE	TIME	CODE AND DESCRIPTION
THU 2000-05-14	08:35	92 > Open Sergey Turkov (unscheduled)
	08:35	Tel. no \ 333-4455 \ for few hours (23)
	08:36	Exit delay until 18:00 (23)
FRI 2000-05-15	17:25	42 > Close by Sergey Turkov
	22:19	32 > Break in side door
	22:19	Tel no \ 333-4455 \ No answer (14)
	22:20	Police \ 280-2121 \ # 345342 (14)
	22:21	Chris Dow \ 222-4433 \ Not on site (14)
	22:21	*** END OF ACTION (14)
	22:43	91 > Open Brian Tobin (unscheduled)
	22:44	Tel No\ 333-4455 \ after alert (14)
	22:46	*** END OF ACTION (14)
		COMMENT: M. Tobin tells me false alert again. Asked for service call.
	22:43	72 > RESET
	22:50	41 > Close by D Regan

APPENDIX G --- REPORT SAMPLES

APPENDIX G8 --- SUMMARY EVENTS

Page : 1

SECURITY INC.
SUMMARY EVENTS

2000-05-13

Date	Time	Code and Definition
-----	----	-----
95-07-01	17:55	95 Opening by Albert Landing
	17:19	40 Closing by Albert Landing
95-07-02	07:46	91 Opening by Sylvia Landing
	17:52	41 Closing by Sylvia Landing (not scheduled)
95-07-03	07:59	92 Opening by Misha Federov
	17:01	42 Closing by Misha Federov
95-07-03	07:14	95 Opening by Albert Landing
	17:28	42 Closing by Misha Federov
95-07-05	08:35	92 Opening by Misha Federov (not scheduled)
	17:00	42 Closing by Misha Federov
	22:19	32 Break in
	22:38	72 Reset
	22:38	95 Opening by Albert Landing (not scheduled)
	22:42	40 Closing by Albert Landing (not scheduled)
95-07-07	10:19	0 Opening by Albert Landing (not scheduled)
	12:03	40 Closing by Albert Landing (not scheduled)
	13:27	91 Opening by Sylvia Landing (not scheduled)
	16:18	41 Closing by Sylvia Landing (not scheduled)

95-07-09

APPENDIX G --- REPORT SAMPLES

APPENDIX G9 --- SITE MAP

Example 1 : 1234.P0

5251 Westbury

```
.....  
--- d1.  
<|> .  
Door .  
<|> .  
--- .  
. .  
. ===  
. >  
. <  
. Window  
. >  
. <  
. ===  
. .  
. .  
. .  
. .  
d2 .
```

Example 2 : 1234.P1

```
I----- /-----I  
I IR1 D1 / I IR2 I IR1 Infrared Zone 1  
I I I IR2 Infrared Zone 2  
I I W I IR3 Infrared Zone 3  
I OFFICE I A I IC1 Instant Zone 4  
I I R I IC2 Instant Zone 5  
I / IC1 / IC2 E I D1 Delayed Zone 6  
I / I H I SM1 Smoke Det. Zone 7  
I / -----I O I  
I IR3 I U I  
I G I S I  
I A I E I  
I R I I  
I A I I  
I G I SM1 I  
I E I I  
I=====I-----I
```

Account # 1234

86 Claude Champagne

APPENDIX H --- RUNTIME ERRORS

APPENDIX H --- RUNTIME ERRORS

From Turbo Pascal V7.0 programmer's reference manual

Certain errors at run time cause the program to display an error message and terminate

Run-time error nnn at xxxx:yyyy

where nnn is the run-time error number, and xxxx:yyyy is the run-time error address (segment and offset).

The run-time errors are divided into four categories : DSS errors (1 to 99), I/O errors (100 to 149), Critical errors (150 to 199) and fatal errors (200 to 255).

DOS ERRORS (1 to 99)

1	Invalid function number	153	Unknown command
2	File not found	154	CRC error in data
3	Path not found	155	Bad drive request structure length
4	Too many open files	156	Disk seek error
5	File access denied	157	Unknown media type
6	Invalid file handle	158	Sector not found
12	Invalid file access code	159	Printer out of paper
15	Invalid drive number	160	Device write fault
16	Cannot remove current directory	161	Device read fault
17	Cannot rename across drives	162	Hardware failure

18 No more files

I/O ERRORS (100 to 149)

100	Disk read error
101	Disk write error
102	File not assigned
103	File not open
104	File not open for input
105	File not open for output
106	Invalid numeric format

CRITICAL ERRORS (150 to 199)

150	Disk is write protected
151	Unknown unit
152	Drive not ready

FATAL ERRORS (200 to 255)

200	Division by zero
201	Range check error
202	Stack overflow error
203	Heap overflow error
204	Invalid pointer operation
205	Floating point overflow
206	Floating point underflow
207	Invalid floating point operation
208	Overlay manager not installed
209	Overlay file read error
210	Object not initialized
211	Call to abstract method
212	Stream registration error
213	Collection index out of range
214	Collection overflow error
215	Arithmetic overflow error

IMPORTANT NOTE : As far as S.A.M.M. is concerned, the most common errors are 100 and 103. Other error messages are given as information only and may indicate a hardware and/or operating system problem (hard disk problem, memory problem, corrupted files, disk affected by a virus, etc.).

When you are reporting a RUN-TIME ERROR, please specify the complete message including the address and complete description of the operation that was performed when the error occurred

APPENDIX I --- SAMM UTILITY TOOLS

APPENDIX I --- SAMM UTILITY TOOLS

CLEAN_NO.EXE

Remove non significant zero(s) in front on account number.
After running CLEAN_NO.EXE, account number 0024 becomes account number 24.

Syntax : CLEAN_NO

CLRCED.EXE

Remove "ghost" schedule for non existing account number.

Syntax : CLRCED XXXX where XXXX is the account number

COM.EXE (from any directory or disk)

Enable you to see incoming signals on serial ports (COM1 to COM4).

The screen is divided in four windows showing the 4 communication ports. Pressing 1,2,3 or 4 will acknowledge incoming signals (one by one) on COM1, COM2, COM3 or COM4 respectively. Pressing A will acknowledge all signals. COM is not using the IRQ at all. An IRQ conflict may exist in your PC even if the COM utility shows incoming signals.

Syntax : COM

COM 23 will skip over COM2 and COM3 (the windows will be shown but there will be no data going through.

COM P Copy of received data will be sent to LPT:1

COM 1P Skip COM1 and send data to LPT:1

COMIRQ.EXE (from any directory or disk)

Same as COM.EXE except that it displays only one COM port at the time using a specific IRQ. Signals are displayed only if the specified COM and IRQ are free. If no signals are displayed, change COM port address and/or IRQ number and try again.

Syntax : COMIRQ X,Y where X = COM1 to COM4 and Y= IRQ #

Example : COMIRQ 3,5 will check COM3 and IRQ5

DELCODE.EXE

Use to delete alarm codes that do not belong to a specific account number.

Syntax : DELCODE 1234 will delete alarm codes that do not belong to account number 1234. Alarm codes for account 1234 must be re-enter.

FIXCODE.EXE
FIXUSER.EXE

Syntax : FIXCODE 1234 will fix codes that are entered in the account number 1234 but that do not appear in the code list.

Syntax : FIXUSER 1234 will fix users that are entered in the account number 1234 but that do not appear in the user list

APPENDIX I --- SAMM UTILITY TOOLS

FIXATST.EXE

Remove "ghost" AUTOTEST for non existing account number.

Syntax : FIXATST XXXX where XXXX is the account number

INDCLI.EXE

Use to re-index the customer database.

Syntax : INDCLI

INDCODE.EXE

Use to re-size the alarm code database file that became larger than normal.

Do not use it in any other case. Always have a recent backup made before using it.

Syntax : INDCODE

INDPER.EXE

Use to re-index the events database.

Syntax : INDPER YYYYMM where YYYY = year MM = month

INDPER 199902 will re-index the period of February 1999

INDUSER.EXE

Use to re-size the alarm user database file that became larger than normal.

Do not use it in any other case. Always have a recent backup made before using it.

Syntax : INDUSER

INIMLR.EXE (from any directory or disk)

For firmware 3.8.0 and below. Firmware 3.8.1 and above, use INITPLUS.EXE

Use to configure the TLR+ or SA-TLR+ in SurGuard emulation.

Consult your TLR+ and SA-TLR+ user manual more information.

Syntax : INIMLR

INIMLR 23A will skip over serial port 2, 3 and A

INITLR.EXE (from any directory or disk)

For firmware 3.8.0 and below. Firmware 3.8.1 and above, use INITPLUS.EXE

Use to configure the TLR+ or SA-TLR+ in Native or Ademco 685 emulation. Consult the your TLR+ and SA-TLR+ user manual more information.

Syntax : INITLR

INITLR 23A will skip over serial port 2, 3 and A

APPENDIX I --- SAMM UTILITY TOOLS

INITPLUS.EXE (from any directory or disk)

For firmware 3.8.1 and above. For firmware prior to version 3.1.8 use either INITLR.EXE or INIMLR.EXE
Use to configure the TLR+ or SA-TLR+ in Native, Ademco 685 or SurGuard emulation. Consult the your TLR+ and SA-TLR+ user manual more information.

Syntax : INITPLUS
 INITPLUS 23A will skip over serial port 2, 3 and A

KEYSAMM.EXE

For SAMM version 8.1.24 and above. SAMM version prior to 8.1.24 must use ULSAMM.EXE
Use to unlock a demo or an existing version of SAMM to a superior level. After payment and based on the data provided we will give you an Access Code.

Syntax : KEYSAMM

MAJAT81.EXE

Use to upgrade to AUTOTEST database when upgrading from version 7.6 to 8.1

Syntax : MAJAT81

MAJDEM.EXE

Use to upgrade to step action database when upgrading from version 7.6 to 8.1

Syntax : MAJDEM

MAJEVT81.EXE

Use to upgrade the event database when upgrading from version 7.6 to 8.1

Syntax : MAJEVT81 YYYYMM where YYYY = year MM = month

 MAJEVT81 199902 will update the event files for the period of February 1999

MAJINS81.EXE

Use in the process of upgrading from version 7.6 to 8.1

Syntax : MAJINS81

MAJ8XA10.EXE

Use to upgrade to SAMM VERSION 8.1 to SAMM 10.0

Syntax : MAJ8XA10

APPENDIX I --- SAMM UTILITY TOOLS

PC685.EXE (from any directory or disk)

For TLR only. For TLR+, use RACK24.EXE

Use to retransmit signals (from TLR receiver card) to an other computer via the COM1 port. It emulates an Ademco 685 for the data being transfered.

Defaults parameters are : NO parity, 8 bits, 1 stop bit

Commands : alt-Q to exit T for system test

Syntax : PC685 N where N is the baud rate for COM1

0 = 9600 1 = 4800 2 = 2400

3 = 1200 4 = 600

Example : PC685 3 will transfer output to COM1 at 1200 bauds

RACK24.EXE (For TLR+ receiver card only)

Must be installed in a directory called RACK (in your root directory)

Application to turn a PC into a full Multi Line Alarm Receiver with retransmit capability. Rack mode will not support COM port address for the TLR+ lower than COM5

Syntax : RACK 1 will retransmit data on COM1

RAZSAMM.EXE

To be executed when you get the following error message trying to start SAMM

BUSY BY AN OTHER OPERATOR

This could be caused by an abnormal exit of some sort or that you are attempting to access a locked file already being used by an other operator in a multi user version.

Syntax : RAZSAMM

RESETAT.EXE

Reset all AUTOTEST pointers to the current time of the PC. All AUTOTEST check will restart counting from that time.

Syntax : RESETAT

SETTLR.EXE

Use to configure the TLR in Native or Ademco 685 emulation.

Syntax : SETTLR will set TLR in Native mode, default options

SETTLR 685THYER Set TLR in Ademco mode, all options

Selectable options :

685 =	Ademco 685 mode	default is: Native mode
T =	TLR answers after 2 rings	default is: 1 ring
H =	Heartbeat in Native mode	default is: no heartbeat
E =	Compressed extended 3x1 or 4x1	default is: not compressed
R =	Zero removed in 3x1 and 4x1	default is: insert zero
Y =	Date including year	default is: TLR only sends month and day
P =	Printer on TLR port	default is: TLR does not verify printer on TLR printer port.

Consult your TLR user manual for detailed information on how to use these options.

APPENDIX I --- SAMM UTILITY TOOLS

TFTSAMM.EXE

Use to transfer Group files to or from a diskette

Syntax : TFTSAMM

ULSAMM.EXE

Same as KEYSAMM.EXE but for version prior to 8.1.24
For version 8.1.24 and above, use KEYSAMM.EXE

Syntax : ULSAMM

VALID.EXE

Use to re-activate an account number that you know exist but cannot be accessed

Syntax : VALID XXXX where XXXX is the account number to re-activate

APPENDIX J--- SPECIAL ALARM CODES FOR RECEIVERS

APPENDIX J --- SPECIAL ALARM CODES FOR RECEIVERS

Sescoa 3000R 4 x 3 (Super Fast)

Each event is preceded by a character which identifies its type. It is most important to insert these characters at the beginning of all alarm codes.

- | | |
|--------------|--------------|
| A = Alarm. | O = Opening. |
| R = Reset. | C = Closing. |
| T = Trouble. | |

Characters predefined by the SESCOA 3000R can be received.

- | | |
|---|-----------------------------|
| D = Alarm and Reset. | M = Transmitter failure end |
| E = Report each 24 hour. | V = Telephone trouble |
| F = Transmitter low battery | X = Restore telephone |
| G = No battery detected by transmitter. | Y = Panic or hostages. |
| J = Transmitter sector failure | Z = Bell problem (BA). |
| k = Transmitter message test! | ! = Bell problem end |

Example:

Code	Description
A10	Panic fire
A30	BA, front door
A11..A1F	Fire by smoke detector
A31,A32	BA, basement
A33..A3F	BA
0001..0999	Opening
C001..C999	Closing
R00..RFF	Reset
T00..TFF	System trouble
K	Transmitter message test
V	Telephone trouble

Ademco 4 x 3 x 3 Contact ID

The SAMM software can receive Contact ID format in Standard or Compressed mode.

Compressed Contact ID

This mode looks like Radionics format save for the four (4) digit alarm code it displays
The first digit is the alarm type while the other three address the zone or account number.

First character description

- | | |
|-------------|-----------------------|
| A = Alarm | B = Zone cancellation |
| R = Reset | O = Opening |
| T = Trouble | C = Closing |

Some alarm codes or user codes are not to be used because they are predefined by the transmitter.

PREDEFINED ALARM CODES AND TROUBLE CODES.

121	142	202	300	301	302	303
304	305	306	307	308	309	321

APPENDIX J--- SPECIAL ALARM CODES FOR RECEIVERS

322	323	324	325	331	332	335
336	350	351	352	353	354	355
356						

PREDEFINED USER CODES:

400	403	404	405	406	407	408
409	411	412	413	414	415	

Standard Contact ID

This mode uses seven (7) characters. The first one qualifies the event; E= Event, R= Restore. The following three (3) characters are for the Event code. Each Panel supporting Contact ID has a list of such codes. The last three characters are for the zone number or account number.

Contact ID may be entered two ways in the CODE field of the alarm code description.

First approach is by entering the seven (7) digit code. This is efficient to identify each zone separately.

Second, enter the qualifier and the zone for an alarm code. Then all alarm with the same event code in different zones will have identical description.

This approach is useful for predefined code such as Low battery (E302), Opening (E401), Closing (R401).

To manage the three digit account number read F2 Account management (Page 6 : ID INFORMATION)

It is not required to enter the qualifier R (Restore). SAMM recognizes this type of code and enters the code by default (Reset). To qualify the source of a Reset enter its code and description.

By default, for Standard Contact ID, SAMM looks for undefined alarm codes in account zero (0).

APPENDIX J--- SPECIAL ALARM CODES FOR RECEIVERS

ERROR CODES (ADEMCO 685)

A	Alarm	A	Alarm
RCV	Receiver	LIN	Line
ARCV1	Computer failure	ALIN1	Line 1 failure
ARCV2	Serial printer failure	ALIN2	Line 2 failure
ARCV3	Extension printer failure	ALIN3	Line 3 failure
ARCV4	Parallel printer failure	ALIN4	Line 4 failure
ARCV5	AC power failure	ALIN5	Line 5 failure
ARCV6	Battery failure	ALIN6	Line 6 failure
		ALIN7	Line 7 failure
		ALIN8	Line 8 failure
R	Reset	R	Reset
RCV	Receiver	LIN	Line
RRCV1	Reset Computer	RLIN1	Reset Line 1
RRCV2	Reset Serial printer	RLIN2	Reset Line 2
RRCV3	Reset Extension printer	RLIN3	Reset Line 3
RRCV4	Reset Parallel printer	RLIN4	Reset Line 4
RRCV5	Reset AC power	RLIN5	Reset Line 5
RRCV6	Reset Battery	RLIN6	Reset Line 6
		RLIN7	Reset Line 7
		RLIN8	Reset Line 8

Example:

ALARM CODES AND DESCRIPTION : 152			
Code	Description	T	Priority action
-----	-----	---	-----
A010	Panic fire	1	ADJ
A011..A01F	Fire by smoke detector	1	ADJ
A020	Panic	1	AC
A030	Break in front door	2	ACJIH
A031,A032	Break in basement	2	ACJIH
A033..A039	Break in	2	ACJIH
0000..0FFF	Opening	I	AJIH
C000..CFFF	Closing	O	AJIH
T302	Low battery	S	
R000..RFFF	Reset	A	
T000..TFFF	Trouble alarm system		

.Insert...

<+> <-> Paging <F2> Delete <F3> Insert <F4> Copy code

APPENDIX J--- SPECIAL ALARM CODES FOR RECEIVERS

SurGard

Each event is preceded by a character which identifies its type. It is most important to insert these characters at the beginning of all alarm codes.

A = Alarm.	R = Reset.
T = Trouble.	O = Opening.
C = Closing.	

Example :

Code	Description
A10	Panic fire
A11..1F	Fire smoke detector
A20	Panic
A30	BA front door
A31,A32	BA basement
A33..A39	BA
000..0FF	Opening
C00..CFF	Closing
A80	Low battery
R00..RFF	Reset
T00..TFF	Trouble alarm system

Example: Open code = 4 or O or OP
 Close code = 5 or C or CL
 User = 2
 Associating the account and Open/Close codes gives:
 Code = 42 Open code for account 2 (4x2)
 Code = 52 Close code for account 2 (4x2)
 Code = O002 Close code for account 2 (Contact ID compressed)
 Code = C002 Close code for account 2 (Contact ID compressed)
 Code = 002 Close code for account 2 (Contact ID)

To change column press <ENTER>.

APPENDIX K1 — ALARM CODES FOR ACCOUNT #0

APPENDIX K1 — ALARM CODES FOR ACCOUNT #0

ALARM CODES
DEFAULT PAGE FOR : Account 0

TLR / TLR+	ERROR MESSAGES
A01	TLR >> Printer Error
R01	TLR >> Printer OK
01	TLR+ >> Printer Error
02	TLR+ >> Printer OK
03	TLR+ >> No Dial Tone on Line #1
04	TLR+ >> Telephone Line #1 Restored
05	TLR+ >> No Dial Tone on Line #2
06	TLR+ >> Telephone Line #2 Restored
07	TLR+ >> External Battery - LOW
08	TLR+ >> External Battery - Normal
09	TLR+ >> CMOS Battery - LOW
0A	TLR+ >> CMOS Battery - Normal
00	TLR/TLR+ >> Bad transmission
ACOM1	RECEIVER ABSENT on COM1
RCOM1	RECEIVER PRESENT on COM1
ACOM2	RECEIVER ABSENT on COM2
RCOM2	RECEIVER PRESENT on COM2
ACOM3	RECEIVER ABSENT on COM3
RCOM3	RECEIVER PRESENT on COM3
ACOM4	RECEIVER ABSENT on COM4
RCOM4	RECEIVER PRESENT on COM4
ACOM5	RECEIVER ABSENT on COM5
RCOM5	RECEIVER PRESENT on COM5
ACOM6	RECEIVER ABSENT on COM6
RCOM6	RECEIVER PRESENT on COM6
ACOM7	RECEIVER ABSENT on COM7
RCOM7	RECEIVER PRESENT on COM7
ACOM8	RECEIVER ABSENT on COM8
RCOM8	RECEIVER PRESENT on COM8

APPENDIX K2 — DEFAULT CONTACT ID CODES

APPENDIX K2 — DEFAULT CONTACT ID CODES

ALARM CODES

DEFAULT PAGE FOR : Account 0

CONTACT ID	STANDARD	
E100	Medical	E205 Pump Activated
E101	Pendant Transmitter	E206 Pump Failure
E102	Fail to Report in	E300 System Trouble
E110	Fire Alarm	E301 AC Loss
E111	Smoke	E302 Low System Battery
E112	Combustion	E303 RAM Checksum Bad
E113	Water Flow	E304 ROM Checksum Bad
E114	Heat	E305 System Reset
E115	Pull Station	E306 Panel Program Changed
E116	Duct	E307 Self-test Failure
E117	Flame	E308 System Shutdown
E118	Near Alarm	E309 Battery Test Failure
E120	Panic Alarm	E310 Ground Fault
E121	Duress	E320 Sounder Relay Trouble
E122	Silent	E321 Trouble Bell 1
E123	Audible	E322 Trouble Bell 2
E130	Burglary	E323 Trouble Alarm Relay
E131	Perimeter	E324 Trouble relay
E132	Interior	E325 Reversing relay
E133	24 Hour	E330 System Peripheral
E134	Entry / Exit	E331 Polling Loop Open
E135	Day / Night	E332 Polling Loop Short
E136	Outdoor	E333 Expansion Module Failure
E137	Tamper	E334 Repeater Failure
E138	Near Alarm	E335 Local Printer Paper out
E140	General Alarm	E336 Local printer Failure
E141	Polling Loop Open	E350 Communication Trouble
E142	Polling Loop Short	E351 Telco Fault 1
E143	Expansion Module Failure	E352 Telco Fault 2
E144	Sensor Tamper	E353 Long Range Radio TransmFault
E145	Expansion Module Tamper	E354 Fail to Communicate
E150	24 Hour Non-Burglary	E355 Loss of Radio Supervision
E151	Gas Detected	E356 Loss Central Polling
E152	Refrigeration	E370 Protection Loop
E153	Loss of Heat	E371 Protection Loop Open
E154	Water Leakage	E372 Protection Loop Short
E155	Foil Break	E373 Fire Trouble
E156	Day Trouble	E380 Sensor Trouble
E157	Low Bottled Gas Level	E380 Sensor Trouble
E158	High Temperature	E381 Loss of Super RF
E159	Low Temperature	E382 Loss of Super RPM
E161	Air Flow Loss	E383 Sensor Tamper
E200	Fire Supervisory	E384 RF Transmitter Low Battery
E201	Low Water Pressure	E400 OPENING / CLOSING
E202	Low CO2	E401 OPENING
E203	Gate Valve Sensor	R401 CLOSING
E204	Low Water Level	E402 OPENING - GROUP -
		R402 CLOSING - GROUP -
		E403 OPENING - Automatic
		R403 CLOSING - Automatic
		E404 OPENING - Late
		R404 CLOSING - Late
		E405 Deferred O/C
		E406 OPENING - Cancel
		E407 OPENING - Remote
		R407 CLOSING - Remote
		E408 Quick Arm
		E409 Keyswitch O/C
		E411 Callback Request made
		E412 Download Good
		E413 Download No Good
		E414 System Shutdown
		E415 Dialer Shutdown
		E421 Access Denied
		E422 Access report by User
		E520 Sounder/Relay Disable
		E521 Bell 1 Disable
		E522 Bell 2 Disable
		E523 Alarm Relay Disable
		E524 Trouble Relay Disable
		E525 Reversing Relay Disable
		E551 Dialer Disabled
		E552 Radio Xmtr Disabled
		E570 Zone Bypass
		E571 Fire Bypass
		E572 24 Hr Zone Bypass
		E573 Burglary Bypass
		E574 Group Bypass
		E601 Manual Trigger test
		E602 Periodic Test Report
		E603 Periodic RF Transmit
		E604 Fire Test
		E605 Status to Follow
		E606 Listen-in to Follow
		E607 Walk test Mode
		E621 Event Log Reset
		E622 Event log 50% Full
		E623 Event Log 90% Full
		E624 Event Log Overflow
		E625 Time/Date Reset
		E626 Time/Date Inaccurate
		E627 Program Mode Entry
		E628 Program Mode Exit
		E631 Exception Schedule Change

APPENDIX K3 — DEFAULT SIA CODES

APPENDIX K3 — DEFAULT SIA CODES

ALARM CODES

DEFAULT PAGE FOR : Account 0

SIA

AR0..AR9999	AC Restoral	GA0..GA9999	Gas Alarm
AT0..AT9999	AC Trouble	GB0..GB9999	Gas Bypass
BA0..BA9999	Burglary Alarm	GH0..GH9999	Gas Alarm Restore
BB0..BB9999	Burglary Bypass	GJ0..GJ9999	Gas Trouble Restore
BC0..BC9999	Burglary Cancel	GR0..GR9999	Gas Restoral
BH0..BH9999	Burglary Alarm Restore	GS0..GS9999	Gas Supervisory
BJ0..BJ9999	Burglary Trouble Restore	GT0..GT9999	Gas Trouble
BR0..BR9999	Burglary Restoral	GU0..GU9999	Gas Unbypass
BS0..BS9999	Burglary Supervisory	GX0..GX9999	Gas Test
BT0..BT9999	Burglary Trouble	HA0..HA9999	Holdup Alarm
BU0..BU9999	Burglary Unbypass	HB0..HB9999	Holdup Bypass
BX0..BX9999	Burglary Test	HH0..HH9999	Holdup Alarm Restore
CA0..CA9999	Automatic Closing	HJ0..HJ9999	Holdup Trouble Restore
CE0..CE9999	Closing Extend	HR0..HR9999	Holdup Restoral
CF0..CF9999	Forced Closing	HS0..HS9999	Holdup Supervisory
CG0..CG9999	Close Area	HT0..HT9999	Holdup Trouble
CI0..CI9999	Fail to Close	HU0..HU9999	Holdup Unbypass
CJ0..CJ9999	Late to Close	JA0..JA9999	User Code Tamper
CK0..CK9999	Early Close	JD0..JD9999	Date Changed
CL0..CL9999	Closing Report	JH0..JH9999	Holiday Changed
CP0..CP9999	Automatic Closing	JL0..JL9999	Log Treshold
CT0..CT9999	Late to Open	JO0..JO9999	Log Overflow
CW0..CW9999	Was Force Armed	JR0..JR9999	Schedule Executed
CZ0..CZ9999	Point Closing	JS0..JS9999	Schedule Changed
DC0..DC9999	Access Closed	JT0..JT9999	Time Changed
DD0..DD9999	Access Denied	JV0..JV9999	User Code Changed
DF0..DF9999	Door Forced	JX0..JX9999	User Code Deleted
DG0..DG9999	Access Granted	KA0..KA9999	Heat Alarm
DK0..DK9999	Access Lockout	KB0..KB9999	Heat Bypass
DO0..DO9999	Access Open	KH0..KH9999	Heat Alarm Restore
DR0..DR9999	Door Restoral	KJ0..KJ9999	Heat Trouble restore
DS0..DS9999	Door Station	KR0..KR9999	Heat Restoral
DT0..DT9999	Access Trouble	KS0..KS9999	Heat Supervisory
DU0..DU9999	Dealer ID	KT0..KT9999	Heat Trouble
ER0..ER9999	Expansion Restoral	KU0..KU9999	Heat Unbypass
ET0..ET9999	Expansion Trouble	LB0..LB9999	Local Program Begin
FA0..FA9999	Fire Alarm	LD0..LD9999	PROGRAM -Access Code Incorrect
FB0..FB9999	Fire Bypass	LE0..LE9999	Listen-in Ended
FH0..FH9999	Fire Alarm Restore	LF0..LF9999	Listen-in Begin
FI0..FI9999	Fire Test Begin	LR0..LR9999	Phone Line Restoral
FJ0..FJ9999	Fire Trouble Restore	LS0..LS9999	Local program Success
FK0..FK9999	Fire Test End	LT0..LT9999	Phone Line Trouble
FR0..FR9999	Fire Restoral	LU0..LU9999	Local Program Fail
FS0..FS9999	Fire Supervisory	LX0..LX9999	Local Programming Ended
FT0..FT9999	Fire Trouble	MA0..MA9999	Medical Alarm
FU0..FU9999	Fire Unbypass	MB0..MB9999	Medical Bypass
FX0..FX9999	Fire Test	MH0..MH9999	Medical Alarm Restore
FY0..FY9999	Missing Fire Trouble	MJ0..MJ9999	Medical Trouble Restore

APPENDIX K3 — DEFAULT SIA CODES

MR0..MR9999	Medical Restore	TR0..TR9999	Tamper Restoral
MS0..MS9999	Medical Supervisory	TS0..TS9999	Test Start
MT0..MT9999	Medical Trouble	TU0..TU9999	Tamper Unbypass
MU0..MU9999	Medical Unbypass	TX0..TX9999	Test Report
NF0..NF9999	Forced Perimeter Arm	UA0..UA9999	Untyped Zone Alarm
NL0..NL9999	Perimeter Armed	UB0..UB9999	Untyped Zone Bypass
OA0..OA9999	Automatic Opening	UH0..UH9999	Untyped Alarm Restore
OC0..OC9999	Cancel Report	UJ0..UJ9999	Untyped Trouble Restore
OG0..OG9999	Open Area	UR0..UR9999	Untyped Zone Restoral
OI0..OI9999	Fail to Open	US0..US9999	Untyped Zone Supervisory
OJ0..OJ9999	Late Open	UT0..UT9999	Untyped Zone Trouble
OK0..OK9999	Early Open	UU0..UU9999	Untyped Zone Bypass
OP0..OP9999	Opening Report	UX0..UX9999	Undefined
OR0..OR9999	Disarm from Alarm	UY0..UY9999	Untyped Missing trouble
OT0..OT9999	Late to Close	UZ0..UZ9999	Untyped Missing Alarm
OZ0..OZ9999	Point Opening	VI0..VI9999	Printer Paper In
PA0..PA9999	Panic Alarm	VO0..VO9999	Printer Paper Out
PB0..PB9999	Panic Bypass	VR0..VR9999	Printer Restore
PH0..PH9999	Panic Alarm Restore	VT0..VT9999	Printer Trouble
PJ0..PJ9999	Panic Trouble Restore	VX0..VX9999	Printer Test
PR0..PR9999	Panic Restoral	VY0..VY9999	Printer Online
PS0..PS9999	Panic Supervisory	VZ0..VZ9999	Printer Offline
PT0..PT9999	Panic Trouble	WA0..WA9999	Water Alarm
PU0..PU9999	Panic Unbypass	WB0..WB9999	Water Bypass
QA0..QA9999	Emergency Alarm	WH0..WH9999	Water Alarm Restore
QB0..QB9999	Emergency Bypass	WJ0..WJ9999	Water Trouble Restore
QH0..QH9999	Emergency Alarm Restore	WR0..WR9999	Water Restoral
QJ0..QJ9999	Emergency Trouble Restore	WS0..WS9999	Water Supervisory
QR0..QR9999	Emergency Restoral	WT0..WT9999	Water Trouble
QS0..QS9999	Emergency Supervisory	WU0..WU9999	Water Unbypass
QT0..QT9999	Emergency Trouble	XE0..XE9999	Extra Point
QU0..QU9999	Emergency Unbypass	XF0..XF9999	Extra RF Point
RA0..RA9999	Remote Programmer Call Failed	XI0..XI9999	Sensor Reset
RB0..RB9999	Remote Program Begin	XR0..XR9999	Transmitter Battery Restoral
RC0..RC9999	Relay Close	XT0..XT9999	Transmitter Battery Trouble
RD0..RD9999	Remote Program Denied	XW0..XW9999	Forced Point
RN0..RN9999	Remote Reset	YB0..YB9999	Busy Seconds
RO0..RO9999	Relay Open	YC0..YC9999	Communications Fail
RP0..RP9999	Automatic Test	YD0..YD9999	Receiver Line Card Trouble
RR0..RR9999	Power Up	YE0..YE9999	Receiver Line Card Restored
RS0..RS9999	Remote Program Success	YF0..YF9999	Parameter Checksum Fail
RT0..RT9999	Data Lost	YG0..YG9999	Parameter Changed
RU0..RU9999	Remote program Fail	YK0..YK9999	Communications Restoral
RX0..RX9999	Manual Test	YM0..YM9999	System Battery Missing
SA0..SA9999	Sprinkler Alarm	YN0..YN9999	Invalid Report
SB0..SB9999	Sprinkler Bypass	YOO..YO9999	Unknown Message
SH0..SH9999	Sprinkler Alarm Restore	YPO..YP9999	Power Supply Trouble
SJ0..SJ9999	Sprinkler Trouble Restore	YQO..YQ9999	Power Supply Restored
SR0..SR9999	Sprinkler Restoral	YR0..YR9999	System Battery Restoral
SS0..SS9999	Sprinkler Supervisory	YS0..YS9999	Communications Trouble
ST0..ST9999	Sprinkler Trouble	YT0..YT9999	System Battery Trouble
SU0..SU9999	Sprinkler Unbypass	YW0..YW9999	Watchdog Reset
TA0..TA9999	Tamper Alarm	YX0..YX9999	Service Required
TB0..TB9999	Tamper Bypass	YY0..YY9999	Status Report
TE0..TE9999	Test End	ZA0..ZA9999	Freeze Alarm

APPENDIX K3 — DEFAULT SIA CODES

ZB0..ZB9999 Freeze Bypass
ZH0..ZH9999 Freeze Alarm Restore
ZJ0..ZJ9999 Freeze Trouble Restore
ZR0..ZR9999 Freeze Restoral

ZS0..ZS9999 Freeze Supervisory
ZT0..ZT9999 Freeze Trouble
ZU0..ZU9999 Freeze Unbypass

END