

NOTE: Due to high volume reproduction of this manual, screen shots of the software included are not high quality. For clearer images, print manual internally (available on enclosed CD-ROM).

THE REPORTER

Software Package

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**SG SECURITY
COMMUNICATIONS**

A Division of Sur-Gard Security Systems Ltd.

User Manual

Version 1.00

TABLE OF CONTENTS

INTRODUCTION	1	How to Link the Actions	7
THE REPORTER FEATURES	1	Classes/Types	8
REQUIREMENTS	1	Account Type	8
MINIMUM	1	How to add an Account Class	8
RECOMMENDED COMPUTER CONFIGURATION	1		
NUMBER OF LINE CARDS SUPPORTED	1		
INSTALLATION AND SETUP	1		
GENERAL FUNCTIONALITY	2	ACCOUNTS	8
LOG IN / LOG OUT	2	ACCOUNT SET-UP (METHOD A)	8
Administration Log In	2	Address Tab	8
User Management	2	Client Contacts Tab	8
User Log In	2	Additional Information Tab	9
Changing Password	3	Installation Tab	9
TRAFFIC SCREEN	3	Comments Tab	9
CONFIGURATION	4	Schedules Tab	10
Communications	4	Opening	10
Access	4	Closing	10
Miscellaneous	4	Test	10
DATA BASE	5	Alarm Set-up	10
Database Navigation Icons	5	Exceptions	10
First Record	5	Test On/Off Box	10
Previous Record	5	ACCOUNT SET-UP (METHOD B)	10
Next Record	5		
Last Record	5	HISTORY	11
Insert Record	5	DETAILED REPORTS	11
Delete Record	5	CUSTOMER REPORTS	11
Edit Record	5		
Post Record	5	DEBUG	11
Cancel Edit	5		
Reports	5	ABOUT	12
Edit Database	5		
Alarms	5	HELP	12
Notification Contacts	6		
Countries	6	WHAT'S THIS HELP	12
States/Provinces	6		
Actions	7	EXIT	12
Responses	7		
How to Attach an Action to a Response	7	ALARM ACKNOWLEDGEMENT	12
		"INTERNAL" ALARMS CHART	14
		APPENDIX A - REPORTER COMMUNICATION FORMATS	15
		APPENDIX B - FORMAT LIBRARY	16

INTRODUCTION

This document is designed to help the user to understand the functionality of The Reporter, the approach to performing operations and the sequence to follow when using The Reporter. This user manual is based on the first revision of the software that is packaged with it. This manual may be used for the future software revisions but does not guarantee the coverage of all the features and functionality of the future software releases. ***It is very critical that this manual be read and followed.*** All the sections outlined in the manual contain screen shots of The Reporter to better express and outline the instructions to the user.

THE REPORTER FEATURES

- Alarm Priorities, by number and color
- Custom defined alarm priorities
- Custom defined alarm definitions
- Ability for user to edit, add or remove alarms from the data base
- Inter-linked contacts and responses
- Ability to add, remove and edit account information
- History generated
- Auto logging provided
- Visual and audio annunciation for new alarms
- 500 accounts per PC Receiver card installed
- SG-PCLC2 supervision
- Multiple format support (see Appendix A)
- Time and date stamped on all of the received and processed alarms
- Log file created for activity
- For use with SG-PCLC2 only
- Multiple alarm acknowledgement
- Alarms and alarm restoral linking

REQUIREMENTS

The following is the required equipment and specifications of the system:

- IBM compatible PC
- CD ROM
- Reporter Installation CD
- SG-PCLC2 Installed

MINIMUM COMPUTER CONFIGURATION

- Windows 9X/NT operating system
- Multimedia PC, Pentium 166MHz
- 32 MB RAM
- 800x600 pixels, 16 bit color video card
- SVGA monitor
- Mouse
- Windows compatible sound card
- Keyboard

WARNING: IT IS RECOMMENDED TO RUN THE REPORTER AS THE PRIMARY APPLICATION ON YOUR COMPUTER; AT LEAST 50% OF THE COMPUTER'S RESOURCES MUST BE AVAILABLE FOR THE REPORTER TO FUNCTION PROPERLY. IT IS ALSO RECOMMENDED TO HAVE NO SCREEN SAVERS RUNNING OR ANY OTHER POWER SAVER MODE ON.

RECOMMENDED COMPUTER CONFIGURATION

- Windows 9X/NT operating system
- Pentium II, 233MHz processor (or better)
- 64 MB RAM (or higher)
- 1024X768 pixels, 16 bit color video card (or better)
- SVGA monitor
- Mouse
- Windows compatible sound card
- Keyboard

NOTE: The Reporter is specifically designed for use with Windows 9X/NT operating systems. It will not run under windows emulators (Wine, VM ware, OS booter and others).

NUMBER OF LINE CARDS SUPPORTED

The Reporter will support the maximum PC-LC2 configuration per PC, which is 4 PC LC2's per PC (8 lines). Each line has a 250-account support, for 2000 accounts when in maximum configuration. The Reporter automatically calculates the number of accounts based on the number of PC-LC2 line cards installed in a PC.

INSTALLATION/SETUP

To set up The Reporter software in Windows 95/98/NT:

1. Insert the CD-ROM into your CD-ROM drive.
2. Go into your CD-ROM drive. Double-click on "The Reporter Demo Software" folder. Find the "SETUPEXE" icon and double-click on it to start The Reporter installation.
3. Follow the instructions shown on your screen. A message is displayed when SETUP is complete. When entering The Reporter software, it will ask you for a login and password. Enter as follows: **LOGIN: supervisor PASSWORD: cafelatte**
4. **NOTE: Once you are in the "User Management" screen, you MUST add yourself a new User and Password since the default password automatically expires upon first login.**

GENERAL FUNCTIONALITY

This section contains the General Functions of The Reporter.

Log In / Log Out

The Reporter supports two different operator levels, administrator and "user". An Administrator has full access to The Reporter functions where as the User's access is limited to "acknowledgement" functionality.

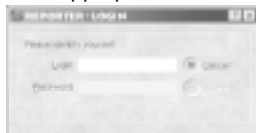
Note: The Reporter is designed so that only one instance of the application can be running on one machine at a time.



When The Reporter is started, the screen shown above is displayed with SG Security Communications information. Point your mouse pointer to the CD (animation will be displayed). Click on it to get into the log in prompt.

Administrator Log In

If you are an administrator and logging on for the first time after installation, type **supervisor** as your log in name and **cafelatte** as the password in the appropriate locations in the screen below.



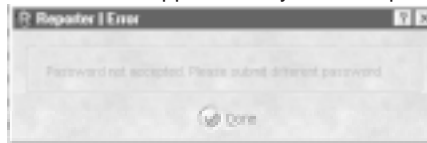
Once you have entered your provided log in name and your password, the "submit" button is activated. Click on the **submit** button. On the same screen you will be notified that there is a need for change of your password.



As noticed on the screen the text in Red notifies the expiration of your password.



In this screen enter your new password and re-enter the password to confirm it. The password must be at least 3 characters long. Once you have entered your password twice for confirmation, the "submit" icon will be activated. Press on the submit button for approval of your new password.



If your new password is a duplicate of the original password that was supplied to you by your administrator the screen shown above will be displayed. Please select another password in this case.

Note: To select a unique password, select a password having alphanumeric characters.



If the password you typed was unique then the screen will read "password successfully changed".

User Management

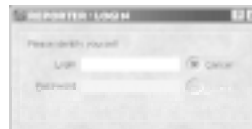


This feature is only available to the operator with administrative access. The user management is a feature that allows the administrator to add new operators, edit existing operators, or delete operators. The user management function can be accessed from the file menu.

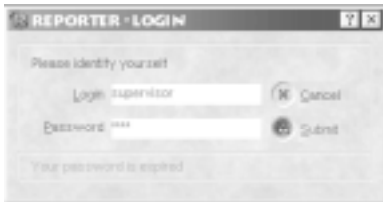
In this screen, the administrator can add new operators, edit the existing ones and delete operators that should no longer have access to The Reporter.

User Log In

If you are a user and logging in for the first time, type your provided login name and password in the appropriate locations, as shown in the screen below.



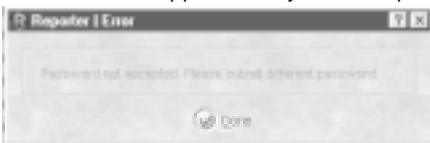
Once you have entered your provided log in name and your password, the “submit” button is activated. Click on the submit button. On the same screen you will be notified that there is a need for change of your password.



As noticed on this image the text in Red notifies the expiration of your password.

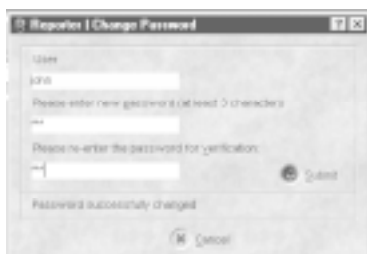


In this screen enter your new password and re-enter the password to confirm it. The password must be at least 3 characters long. Once you have entered your password twice for confirmation, the “submit” icon will be activated. Press on the submit button for approval of your new password.



If your new password is a duplicate of the original password that was supplied to you by your administrator the screen shown above will be displayed. Please select another password in this case.

Note: To select a unique password, select a password having alphanumeric characters.



If the password you typed was unique then the screen will read “password successfully changed”.

Changing Password



Changing passwords is one of the very important functions that an operator should perform. This is done for security purposes. To change your log in password, go to the “change password” in the file menu.

When “change password” from the File menu is selected, the screen shown is displayed. In this screen, the password can be changed.

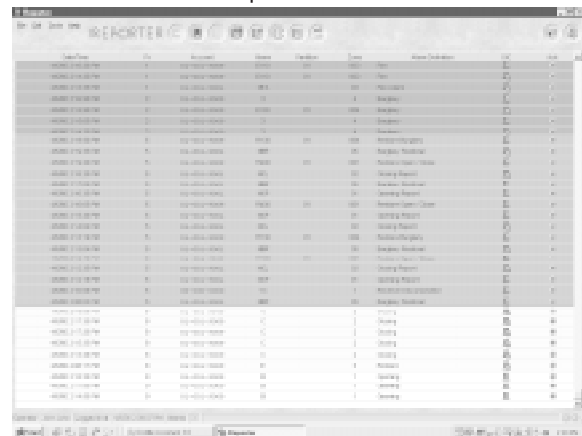
Note: At the bottom of the screen, “password not changed” will be shown until password is typed again for confirmation and the “submit” button is pressed. If a particular password that you have typed is not changed then type another one and submit it.

TRAFFIC SCREEN

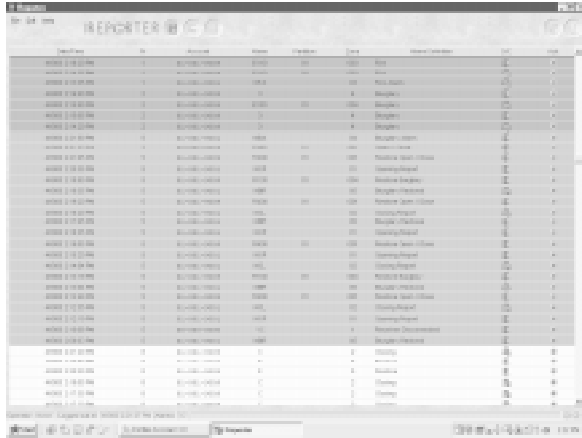
The traffic screen is the main screen of The Reporter, and is the first displayed upon log in. The main function of the traffic screen is to display all the alarms received in priority/chronological order.

Information seen on the traffic screen from left to right is:

- Time/Date
- Priority
- Account Number
- Alarm Event
- Partition
- Zone
- Alarm Definition
- Open/Close
- Ack'd



The above screen shows several alarms of different priorities. This screen also shows full access to functionality as operator is logged on as administrator.



The above screen shows several alarms of various priorities. This screen shows limited accessibility as operator is logged on as a user only.

Note that several icons are no longer accessible.

CONFIGURATION

The Reporter has configuration settings to set custom parameters per receiver connected. This version of The Reporter is compatible only with the PC-LC2 receiver.

From the traffic screen, the administrator can access this screen by pressing the Configuration icon, shown above.

This screen allows operator to customize three types of settings:

- Communication
- Access
- Miscellaneous

NOTE: AFTER MAKING ANY CHANGES TO THE CONFIGURATION SETTINGS OF THE REPORTER, THE REPORTER MUST THEN BE RESTARTED.

Communications



The communication tab consists of:

- Receiver Type - the receiver that is being used.
- Port - the port to which the receiver is connected.
- Baud Rate - the baud rate of the receiver's output.
- Databits - the number of databits of the receiver's output.
- Parity - the type of parity of the receiver's output.

Access



The access tab consists of:

- Password Expire Period - Allows administrator to pre-set the duration that a password is valid. 40 days is the default.
- Number of Pending Alarms Before Warning - The Reporter will notify the operator that there are a certain number of pending alarms (un-acked) on the traffic screen. This allows administrator to set the number of alarms pending before The Reporter will prompt the operator. By default, this is set to 50 un-acknowledged alarms.
- Auto-Logout Delay - The Reporter will automatically log out if sitting dormant for the period set here. This allows the administrator to set the period (in minutes). This is defaulted to 15 minutes, the maximum duration is 99 minutes.
- No Auto-Logout - This check box allows administrator to decide not to allow for The Reporter to auto-logout, this is the default setting.

Miscellaneous



The Miscellaneous tab consists of the "Bring to the Front Mode":

- Windows 95 Compatible - In this mode, The Reporter will become the active application (brought to the front) each time there is a new alarm received.
- Windows 98/NT Compatible - In this mode, The Reporter ICON on the tool bar will flash when a new alarm is received.

NOTE: In order for this to operate properly, the tool bar must not be on "auto hide."

DATA BASE

This section in The Reporter contains the database, which stores the generic alarm definitions library, contacts, actions, countries, states, responses, and class/types. Upon initial installation there will be data only in the fields listed below.

- Alarm
- Countries
- States
- Classes/Types.

All the fields in the database can be edited at the discretion of the administrator(s).

Database Navigation Icons

There are nine navigation icons globally used throughout The Reporter database screens.

First Record

This icon returns operator to the first record in the database. This icon becomes deactivated when viewing the very first record in the database.

Previous Record

This icon takes operator from current record to the previous record in the database. This icon becomes deactivated when the operator attempts to access the previous record from the first record in the database.

Next Record

This icon takes operator to the next record in the database. This icon becomes deactivated when operator attempts to access the next record from the last record in the file.

Last Record

This icon brings operator to the last record in the database. This icon becomes deactivated once the last record has been reached.

Insert Record

This icon is used to insert new records in the database. Use this icon to enter a new account, or enter any other record in the database. This icon becomes deactivated once pressed and becomes active when either cancel button is pressed or post record is pressed. When inserting a record, all other icons except "post" and "cancel" become deactivated.

Delete Record

This icon will delete the record that is currently being viewed. The record will be permanently removed from the database.

Edit Record

Use this icon when there is a need to change one of the fields in the database.

Post Record

This icon is used to save new record entries, and save changes made to existing entries.

Cancel Edit

This icon is used to cancel the edit or addition of a new record in the database. If any field has been changed accidentally, this icon can be pressed to cancel the changes made and return the record to its previous state.

Reports

This icon is used to print the database in current view on your windows default printer. This icon is available on almost all the screens of The Reporter database, so you can print out all the necessary information.

EDIT DATABASE

It is necessary to update/edit the database for customization of information used in The Reporter. There are seven different sections to the database, and each are described in detail.

- Alarms
- Contacts
- Countries
- States
- Actions
- Responses
- Classes/Types

Alarms



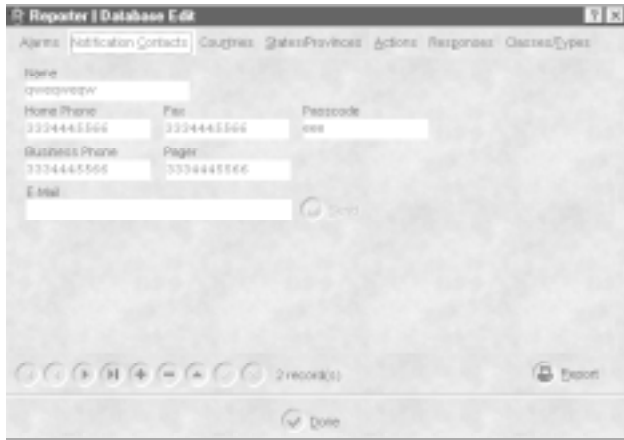
Protocol	Alarm Type	Alarm Definition	Priority
1	0	Periodic Test Report	0
1	1	Fire Alarm	1
1	2	Panic Alarm	1
1	3	Burglary	2
1	4	General Alarm	3
1	5	General Alarm	3
1	6	System Trouble	5
1	7	Medical	2
1	8	System Trouble	5
1	9	Medical	5
1	A	Periodic Test Report	0

This is the default database for all the alarms received. When The Reporter receives an alarm, the definitions and priorities are taken from this table. It is recommended not to change the default definitions of the alarms unless necessary. If an addition to an alarm library is required then follow the very simple process outlined below:

- Press the "+" icon, note that a blank row is created.
- Click the mouse pointer in the "protocol" column. You can either type in the protocol id of the alarm being added or select one by clicking down on the arrow and selecting from one already listed. E.g. for Contact ID the protocol id is 5.
- Once the protocol id has been selected, click in alarm type column and type the new alarm.
- Next, click in alarm "Alarm Definition" section and type in the alarm definition that is to appear on the traffic screen. It is recommended to type the standard (accepted) definition if an update is made to the alarm library.

- The priority of the alarm is to be entered next. Click in the “priority column” and either type in the default priority of the alarm (0 to 9) or select by clicking the down arrow that is shown in the priority column.
- When completed, click on the “check mark” (post) to save the latest changes and/or additions to the alarm database.

Notification Contacts



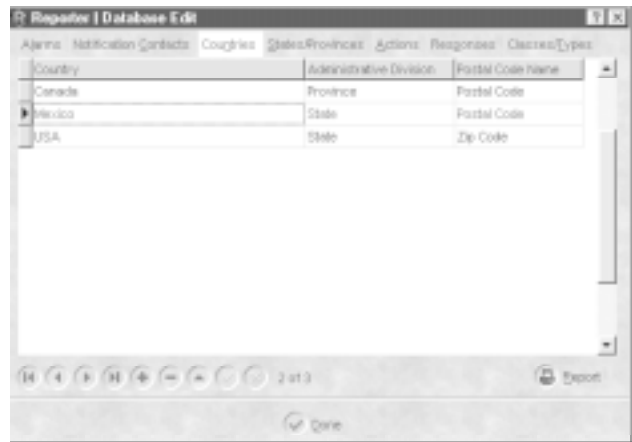
This is the field where all of the necessary contact information is entered. These entities require notification when acknowledging alarms.

NOTE: “Generic” type contacts are entered here, such as fire and police departments.

To add a contact, follow the steps listed below:

- Press “+” sign at the bottom of the screen (a blank form is provided)
- Enter the name of a person or organization to be contacted in case of an alarm
- Enter their phone number in the “home phone” field
- Enter the fax number of the person or the organization in the “fax” field
- Enter the business phone number of the person or organization in the “business phone field” (optional)
- Enter the pager phone number of the person or organization in the “pager” field (optional)
- Enter the email address of the contact in the “email” field
- Enter the Passcode in the “passcode field.” The passcode is used to identify that the correct person has been reached.
- When completed, click on the “check mark” (post) to save the latest changes and/or additions to the contact database.

Countries



In this section, any country of the world can be added to the list if not already present in the database.

Follow these steps to add a country to the database.

- Press “+” sign at the bottom of the screen (a blank line is provided)
- In the column “country,” type the name of the country and press enter
- Click with your mouse in the “administrative division” and double click on the right side of the column, note that a down arrow appears. Click on the down arrow and select one of the provided selections e.g. Province, region, state or territory
- Click on the “postal code name” column and type in the name of the postal code e.g. Postal code, or zip code
- When completed, click on the “check mark” (post) to save the latest changes and/or additions to the contact database.

States/Provinces



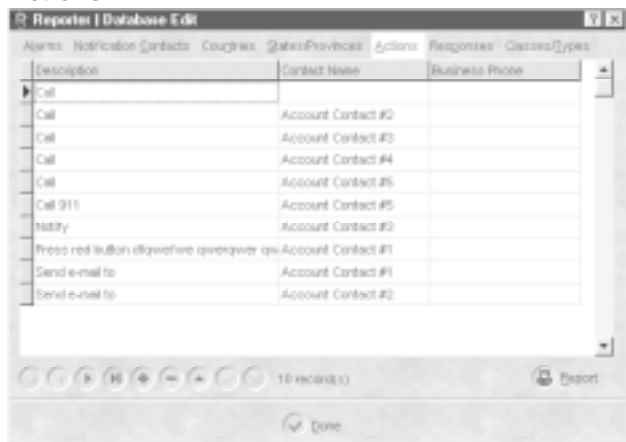
This section is used to enter the names of States/Provinces in conjunction with the country in which it is located. This is used to enter a State/Province that is not already present in the database.

Follow the steps below to add a new State/Province:

- Press “+” sign at the bottom of the screen (a blank line is provided)
- Type in the name of the state/province/territory or region and press “enter.”
- Enter the two-character abbreviation in the “abbr” field if used (optional)

- Click in the “country” column to select from a country in the list (these countries are the same as entered in the “countries” screen).
- When completed, click on the “check mark” (post) to save the latest changes and/or additions to the contact database.

Actions



Actions are a very important part of the acknowledgement process. This screen enables the operator to customize the actions per account.

To add an action, follow the steps below:

- Press “+” icon at the bottom of the data base screen (a blank line will be provided)
- Click in the “description” column, and either choose an action from the list, or enter a new one.
- Next, click in the “contact name” field. Select from a contact in the list (these contacts are the same as those entered in the contact field). Notice that when you select a contact, the number automatically appears in the business telephone column.
- A business number can also be chosen by clicking in the “business phone” column. Notice that entering a number in this field will automatically select the contact associated with the number.
- When completed, click on the “check mark” (post) to save the latest changes and/or additions to the contact database.

Responses



The responses are interrelated to the actions and they are used when acknowledging the alarms. In order for the responses to be useable, they have to be entered properly and assigned to the alarm accounts at the time of account set up. They can also be assigned to the account’s alarms later by editing the account. Different responses can be assigned to different alarms within an account.

To add a new response, follow the steps below:

- Press “+” icon at the bottom of the data base screen (a blank line will be provided)
- Enter a label for the response
- When completed, click on the “check mark” (post) to save the latest changes and/or additions to the contact database.

How to attach an Action to a Response

Follow steps listed below to attach actions to a response:

- Highlight a response to which an action is to be attached.
- Press “+” icon within the action section of the response tab (a blank line will be provided). Note that you may not be able to type in this row because it pulls up the actions list added in the action tab.
- Double click in the blank row for the drop down menu and select one of the available actions that were previously entered in the actions tab. If the action is to be a “required” action, click the “required” field, and a checkmark will appear. Repeat for all actions to be added to the response.
- When completed, click on the “check mark” (post) to save the latest changes and/or additions to the contact database.

How to link the Actions

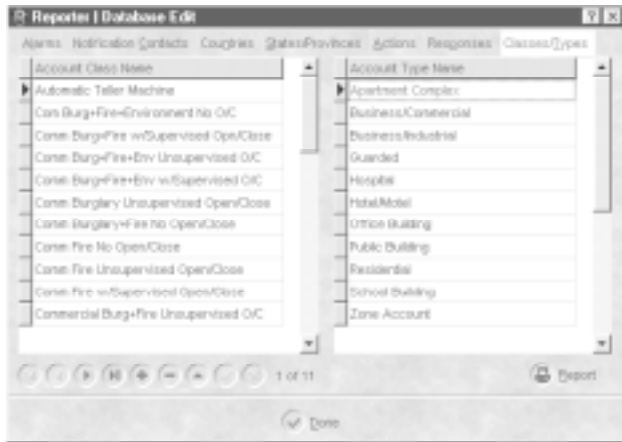
Follow steps below to link the actions:

- Actions can be put into order by dragging the pointer to the actions up and down. Point the record pointer to the action and drag with your mouse pointer to the position desired. (Actions must be “next” to each other in order to be linked).
- You can link multiple actions together as well, except that all actions being linked must be marked “required”.
- Simply click and hold the mouse pointer in the link column and drag it to the action that you wish to link it with.

Note: when acknowledging the signal that this response is assigned to, only the first of the linked actions would be active. The subsequent linked actions will remain inactive unless the previous one has failed. Therefore, if you have multiple contacts (in actions) that require contact in the event of an alarm, then do not link these actions together.

- Once the above information is verified and entered properly, click the “done” button.

Classes/Types



Account Type

The account type (Account Type Name field) contains information on the type of building in which the account is found.

To add an account type, follow the steps listed below:

- Click in the “Account Type Name” column with your mouse pointer
- Press the “+” icon to add a new Account Type Name (a blank row is provided)
- Type the name of the Account Type in the blank space that is created.
- When completed, click on the “check mark” (post) to save the latest changes and/or additions to the contact database.

How to add an Account Class

The account class (Account Class Name field) contains information on the type of account monitored.

To add an account class, follow the steps listed below:

- Click in the “Account Class” with your mouse pointer
- Press the “+” icon at the bottom of the screen to add Account class (a blank row is provided)
- Type in the name of the Account Class in the blank space that is created
- When completed, click on the “check mark” (post) to save the latest changes and/or additions to the contact database.

ACCOUNTS

This is the account database where the monitored accounts are setup. Note that the top portion is the account database, and the lower portion is the traffic or activity. There is a maximum of 500 accounts per PC-LC2 for up to 2000 accounts with 4 PC-LC2's installed.

The following fields are located with in the account set-up screen:

- Account information (all fields with an asterisk “*” are mandatory and must be filled in)
- Address
- Contacts
- Installation information
- Comments fields
- Schedules
- Additional information

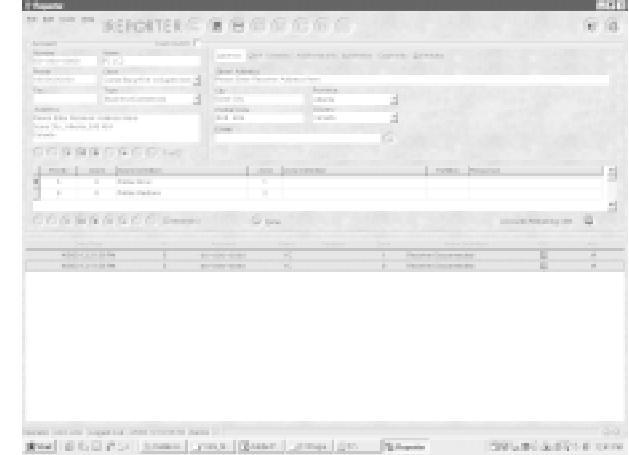
NOTE: Accounts can only be set-up by Administrator.

ACCOUNT SET-UP (METHOD A)

To add a new account, follow the process outlined in the following sections.

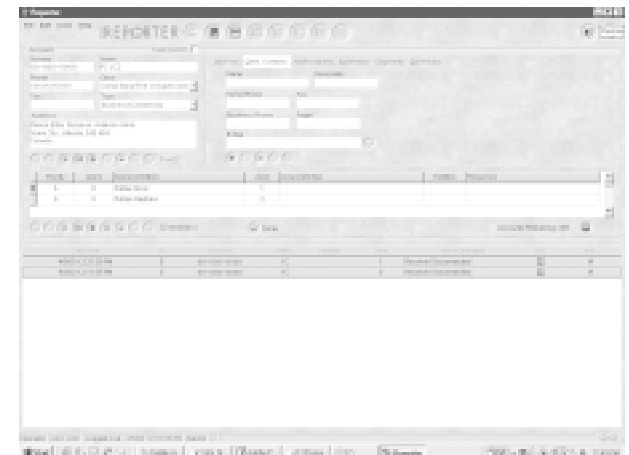
Before you add a new account make sure the country and the province/state is in the database (This country and province/state are the fields of which the new account number is about to be added).

Address Tab



- Press “+” icon at the bottom of the account section (a blank account form will be provided)
- Enter account number of the account in the “number” field. Note that this must be a unique number.
- Enter the name of the subscriber in the “name field.”
- Enter the telephone number (with area code) of the subscriber in the “phone” field.
- Enter the fax number (with area code) of the subscriber in the “fax” field.
- Enter the class type of the account in the “class” field by choosing from the list.
- Enter the account type in the “type” field by choosing from the list.
- Enter the complete address of the customer in the “address” field.

Client Contacts Tab



This screen is for the entry of the contacts for the account. They differ from the notification contacts in that they are specific to the account, not generic. Also, note that a "Notification Contact" can be one or more of the client contacts. A maximum of 5 contacts are allowed for each account.

NOTE: The left most section containing account number, telephone number and other information is for the entire account, and is not part of each tab. This information is entered only once.

- Press "+" icon at the bottom of the account section (a blank account form will be provided)
- Enter account number of the contact in the "number" field. Note that this must be a unique number.
- Enter the name of the contact in the "name field."
- Enter the telephone number (with area code) of the contact in the "phone" field.
- Enter the fax number (with area code) of the contact in the "fax" field.
- Enter the pager number (with area code) of the contact in the "pager" field.
- Enter the email address of the contact in the "email" field.

Additional Information Tab

This field contains more information on the location of the customer.

- Enter the nearest major or "known" intersection in the "major intersection" field.
- If there is any type of landmark near the subscriber's location, enter this in the "landmark" field.
- If there are any special conditions surrounding the account, enter this/these in the "special conditions" field. These can be things such as, wheelchair bound individual living there, hearing impaired residents, pets, etc.

Installation Tab

Information regarding the installation of the system is contained here.

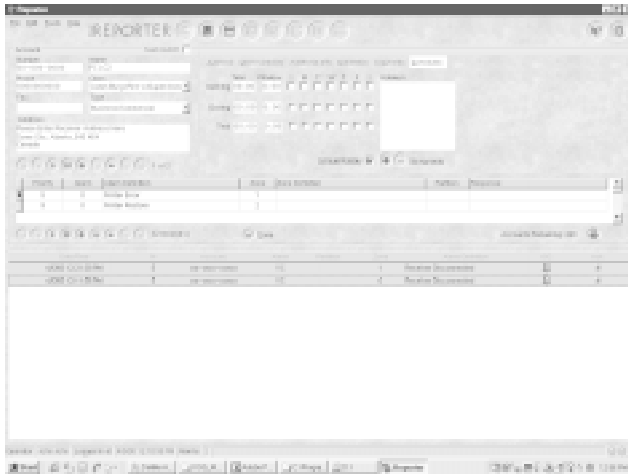
- Enter the type of control panel in the "control panel type" field.
- Enter the location of the control panel in the "control panel location" field.
- Enter the zone types (either wireless or hardwired) in the "wireless/hardwire" zones field.
- Enter the location of the control panel transformer in the "transformer location" field.
- Enter the telephone number of the control panel in the "panel phone number" field. Note that if this field is left blank, it will be updated with the received Caller ID from the PCLC2 (if caller ID enabled). If there is a number entered here, and caller ID is received from the PC LC2, then The Reporter will compare the two. If they are not the same, a "Caller ID mismatch" message will appear.
- Enter the name of the Installer in the "installer name" field.
- Enter the date of installation in the "date of installation" field.

Comments Tab

This field is complementary to the "special condition" providing additional information on the account. This field could also be considered optional but as mentioned above any additional information could prove to be very critical and beneficial at the end.

This section has no pre-defined structure, simply enter any other relevant notes on the account in this section.

Schedules Tab



The Reporter allows for three different schedule types: Opening, Closing, and test. These signals will be auto-logged and auto-acked, as they are priority 0 alarms. They will become active alarms that require some response only if there is an error in the schedule.

Opening

- Enter the normal opening time expected from the account in the “time” field.
- Enter the window in which receiving the opening is acceptable. If the opening signal is received too early, an alarm is generated on the traffic screen indicating the opening was received too early. If the opening signal is received too late, an alarm is generated on the traffic screen indicating the opening was received too late. As long as the opening is received within the window, no action is necessary from the operator.

Closing

- Enter the normal closing time expected from the account in the “time” field.
- Enter the window in which receiving the closing is acceptable. If the closing signal is received too early, an alarm is generated on the traffic screen indicating the closing was received too early. If the closing signal is received too late, an alarm is generated on the traffic screen indicating the closing was received too late. As long as the closing is received within the window, no action is necessary from the operator.

Test

- Enter the normal time the test signal is expected from the account in the “time” field.
- Enter the window in which receiving the test signal is acceptable.

If the test signal is not received within this window, a message will be generated on the traffic screen indicating the test signal has failed. As long as the test signal is received within the window, no action is necessary from the operator.

Alarm Setup

This allows you to customize the alarm definitions, zone definition and assign a particular response on that event for the operator to process this specific event for that particular customer.

Follow the outlined instructions below to setup custom alarms:

- Click “+” (the add record icon)
 - Note that a blank row is created with a default parity of “5” (medium).
 - You can type in the priority column, or double-click to pick one of the other priorities besides “0” if you wish.
 - Now type in the alarm code that you wish to customize (type it in *exactly* the way you will receive it on your traffic screen).
 - Define this alarm in the alarm definition column.
 - Type in the zone, if any, that will be received.
 - Define the zone that was just entered.
 - Now click in the partition column and enter a partition number, if any, that will be received with the alarm code.
 - If you wish to assign a response to this alarm, double click in the response column and select from one you have already entered.
 - If the response you wish to assign is not in the list, then you can create the response in the database edit section later, and then return to this section of The Reporter to assign the newly created response.
- NOTE: If no response is assigned, the standard acknowledgement will be used.**
- Once the alarm is set, this alarm definition will take precedence over the default definition and will be displayed on the traffic screen every time this alarm is received from this particular account.
 - Multiple alarms from the same account should be acknowledged once if they have the same response assigned.

Exceptions

The Reporter allows for “exceptions” to the schedule. Exceptions are used for such things as Holidays.

- Press “+” to enter a new schedule. (A calendar appears)
- Click the appropriate month and day from the calendar
- Use the “annual event” checkbox to indicate whether the exception is to recur each year. If the exception is for the current year only, then do not enable the checkmark in this box. Note that the year will appear next to the month and day in the Holidays list.

Test On/Off Box

The Reporter enables the operator to place the account on test. The “test on/off” checkbox is used for this. When the account is in “test mode” all alarms received for the account code are auto-logged/auto-acked, and require no response from the operator.

ACCOUNT SET-UP (METHOD B)

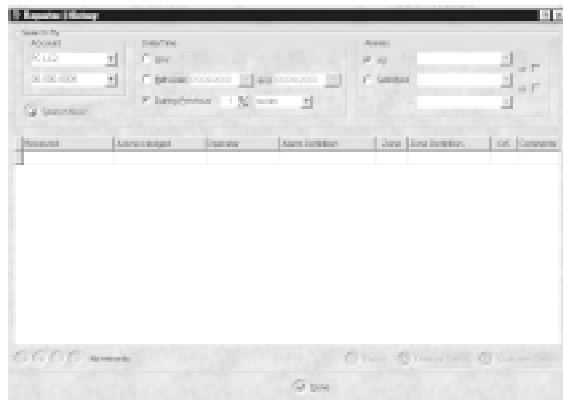
The second method of adding a new account is not as simple but by following this method, you can be sure that all the account digits are entered properly and the messages are acknowledged with the right account number. This process of adding a new account is carried out at the time of installation of the security panels.

- Once the security panel is installed you can have a test messages sent to you
- Once the test message is received it will be displayed on the traffic screen
- Double click on the alarm to acknowledge it
- When this is done, note that a blank form is brought up with only the line number, receiver number and the actual account in the account information field
- Filling out the rest of the form is the same as described in Method A

HISTORY

The history allows the operator to get a detailed report on any given account. The reports can be either printed on the default windows printer or exported to a Microsoft Excel file. (Microsoft Excel must be installed for this). An account can be searched to match any of the following criteria:

- Account
- Date(Search any date/time, a range of dates)
- Alarms (Drop down menu for a list of available alarms)



Once the search criteria has been selected, click the “Search now” button. The results will be displayed in the lower portion of the window. At this point, a report can be generated for printing, or the information can be exported to an Excel spreadsheet.

Two types of reports can be generated.

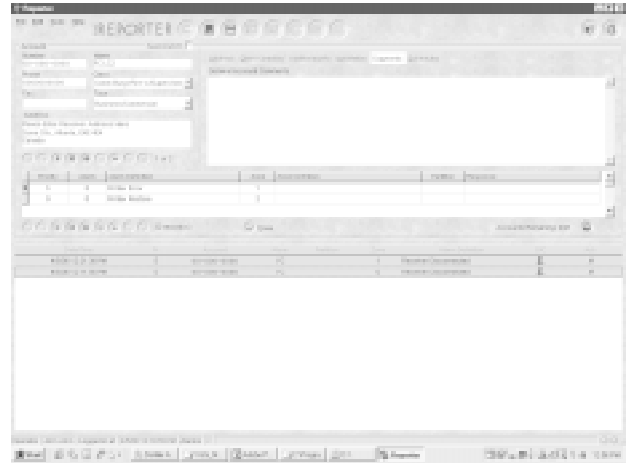
Detailed Reports:

Time of the received event, time the event was acknowledged, name of the operator, whether the alarm occurred while the system was armed or disarmed, alarm definition, zone number, zone definition, and the operator's comments if any were made at the time of the acknowledgement. The report also prints a brief account information.

Customer Reports:

This report is generated for the customer's review if required. It contains the time of the received event, alarm definition, zone number, and zone definition.

The operator's comments can also be viewed on the screen. If the comments column has a check mark, this means the operator made comments for that alarm. You can view the comments by clicking on the check mark as shown in the next screen.

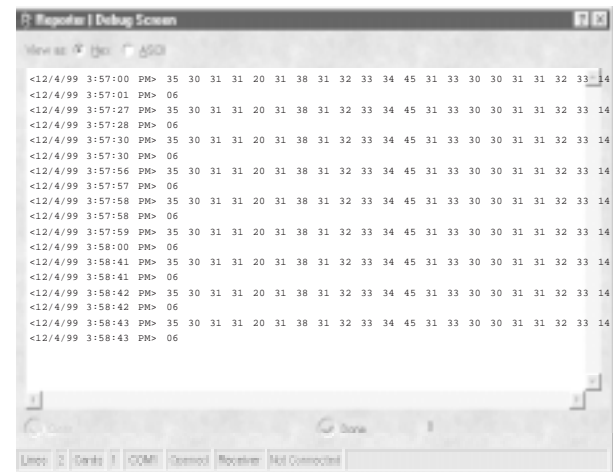


Or, simply point your mouse over the check mark and the operator's comments will be displayed.

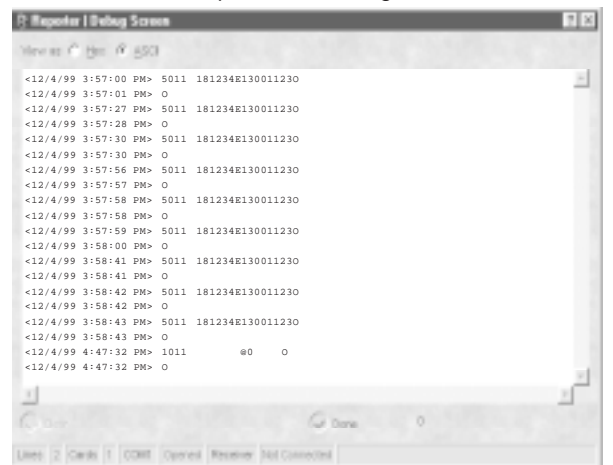
DEBUG

The Debug screen is a feature of The Reporter that allows the operator (administrator only) to see the raw data received from the SG-PC-LC2. The Debug screen can be shown in two modes:

- HEX
- ASCII



Shown above: example of the debug screen viewed in HEX.



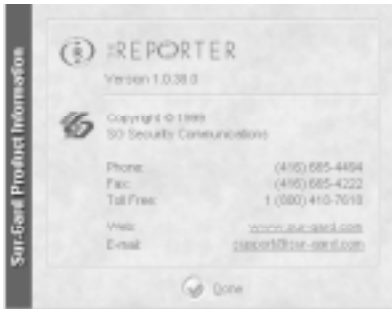
Shown previously is an example of the Debug screen viewed in ASCII.

Note that there is information present at the bottom of the screen (from left to right):

- Cards: X - This indicates the number of PC LC2 line cards currently being monitored.
- COM2: Opened - Communication between The Reporter and PC LC2 occurs on this port. "Opened" means the port is active.
- Receiver: Connected - This indicates that the receiver is currently connected to The Reporter.

ABOUT

The About Icon is used to access the company information.



This screen shows information about SG Security Communications:

- Version Number of The Reporter
- Company Logo
- Phone, Fax and "800" numbers
- Web Site address
- Technical Support email address

The web site address is a link, meaning when clicked on it will open the SG Security Communications web site in the default browser installed on the operator's system.

The email address is also a link, and clicking on it will open a blank email using the default email browser installed.

When completed with this screen, click the "Done" button to return focus to the traffic screen.

HELP

There are three ways to access help from the traffic screen.

The first one is to click on the HELP icon with your mouse pointer. The second way is to access help from the Help menu on the menu bar. In addition, you may access it from the keyboard by pressing the function key (F1).



WHAT'S THIS HELP

"What's this?" is part of the Help section accessed either from the traffic screen by clicking on the "what's this?" icon, or from the Help menu on the menu bar. "What's this?" is used for displaying the functionality of any part of the screen or icons that may not be obvious to the operator by its appearance.

To access additional information on any section of The Reporter, simply click the "what's this" icon and click on any part of the screen.

Notice that when the "what's this" icon is clicked, the mouse pointer is now accompanied by a "?". When a part of the screen has been clicked, a window will pop up containing information on that part of the screen. When the operator clicks on any other section of the screen or by pressing the Escape key, the window disappears, and the "what's this" mode becomes deactivated.



EXIT

The "exit" icon is used to exit from The Reporter.

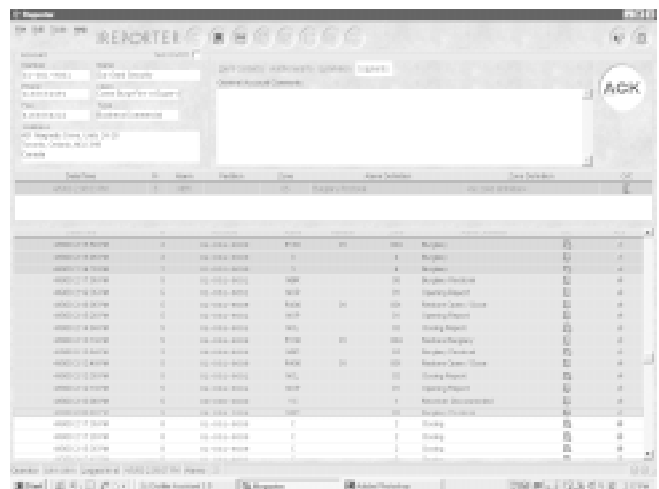
ALARM ACKNOWLEDGEMENT

This process could be considered the most critical process for the operator of The Reporter. Therefore, it must be followed closely.

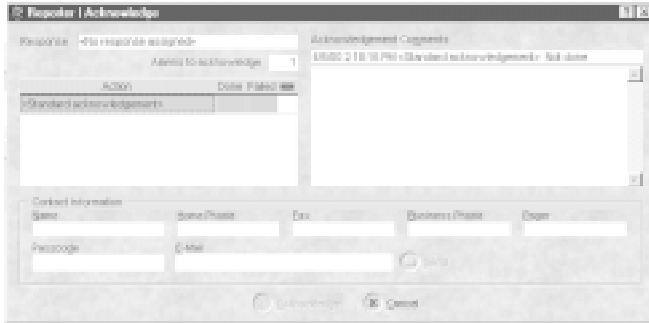
This process consists of a number of steps, some of which are optional. It is recommended to do the optional steps anyway. The acknowledgment process is logged per operator.

The acknowledgment process is outlined below:

- Double click on an alarm on the traffic screen.
- The account information is brought up with address and type of account etc. (The information that was entered at the time of account set up).
- Next, click on the envelope to send an e-mail to the address entered (if there was no e-mail address entered this icon will be disabled)
- Next, press the yellow "ACK" button, a new screen will appear.



Shown above is the screen that appears when an alarm on



the traffic screen is double-clicked.

Shown above is the alarm acknowledgement screen (appears when the yellow "ACK" button is pressed).

This screen shows the following information about the acknowledgement for the alarm:

- Response
- Action List
- Acknowledgement comments
- Contact Information

The response that is originally assigned to the alarm is brought up once you are in the "ACK" process. If no response is assigned, you will be presented with the standard acknowledgement action.

The action list contains all the optional and required actions to be performed. Any linked alarms are indicated as well.

- The acknowledgement comments is a field reserved for the operator. Any comments can be entered and will be kept in the history log along with the account and alarm information.
- The Contact information contains the names and numbers of people that were entered when setting up the response.
- Single click in the "done" column, beside the action, it will bring out the name and contact information of the action.
- Double click the "done" column when the action has been performed.

Note: A check mark is placed and the color changes when the action is completed.

- You will not be able to check the "fail" column unless the actions are linked together.

“INTERNAL” ALARMS

The PC LC2 can generate several alarms for trouble conditions it could be experiencing. All of these alarms will appear on the traffic screen from account “0000”. The chart below contains these internal alarms.

<u>Alarm</u>	<u>Alarm Definition</u>	<u>Zone</u>	<u>Zone Definition</u>	<u>Priority</u>
0	Printer Error	1		5
0	Printer Restore	2		9
0	12V Battery Low	3		5
0	12 Battery Restore	4		9
0	COM 1 Absent	5		5
0	COM 1 Restore	6		9
0	Tamper Alarm	7		5
0	Tamper Restore	8		9
1	Invalid Report	0		9
1	AC Failure	5		5
1	AC Restored	6		9
2	Telephone Line Fault	0		5
3	Telephone Line Restored	0		9
4	Communication Failed	0		5
D	System Reset	0		9
F	Line Card Absent	0	Line Card 0	5
F	Line Card Absent	1	Line Card 1	5
F	Line Card Absent	2	Line Card 2	5
F	Line Card Absent	3	Line Card 3	5
F	Line Card Absent	4	Line Card 4	5
F	Line Card Absent	5	Line Card 5	5
F	Line Card Absent	6	Line Card 6	5
F	Line Card Absent	7	Line Card 7	5
F	Line Card Absent	8	Line Card 8	5
F	Line Card Absent	9	Line Card 9	5
F	Line Card Absent	A	Line Card A	5
F	Line Card Absent	B	Line Card B	5
F	Line Card Absent	C	Line Card C	5
F	Line Card Absent	D	Line Card D	5
F	Line Card Absent	E	Line Card E	5
F	Line Card Absent	F	Line Card F	5
E	Line Card Restored	0	Line Card 0	5
E	Line Card Restored	1	Line Card 1	5
E	Line Card Restored	2	Line Card 2	5
E	Line Card Restored	3	Line Card 3	5
E	Line Card Restored	4	Line Card 4	5
E	Line Card Restored	5	Line Card 5	5
E	Line Card Restored	6	Line Card 6	5
E	Line Card Restored	7	Line Card 7	5
E	Line Card Restored	8	Line Card 8	5
E	Line Card Restored	9	Line Card 9	5
E	Line Card Restored	A	Line Card A	5
E	Line Card Restored	B	Line Card B	5
E	Line Card Restored	C	Line Card C	5
E	Line Card Restored	D	Line Card D	5
E	Line Card Restored	E	Line Card E	5
E	Line Card Restored	F	Line Card F	5
Y	Receiver Disconnected	• 0	• PC LC 2	5

APPENDIX A - REPORTER COMMUNICATION FORMATS

NAME	HANDSHAKE	DATA	BAUD	FORMAT	KISS OFF
Ademco Slow 1400 Hz	1400 Hz	1900 Hz	10	3/1, 3/1 extended, 3/2, 4/1 or 4/2	1400 Hz
Silent Knight Fast	1400 Hz	1900 Hz	14	3/1, 3/1 extended, 3/2, 4/1 or 4/2	1400 Hz
Franklin SESCOA	2300 Hz	1800 Hz	20	3/1, 3/1 extended, 3/2, 4/1 or 4/2	2300 Hz
Radionics	2300 Hz	1800 Hz	40	3/1, 3/1 extended, 4/2	2300 Hz
Radionics	2300 Hz	1800 Hz	40	3/1 w/checksum 3/1 extended w/checksum, 4/2	2300 Hz
SIA level 1&2	FSK MARK	FSK MARK/SPACE	110/300		Tonal data ack
Contact ID	Dual Tone 1400 Hz	DTMF	DTMF	4/21/3/2/3	1400 Hz
Sur-Gard	2300 Hz	DTMF	DTMF	4/3	2300 Hz
Sur-Gard	Dual Tone 1400 Hz	DTMF	DTMF	4/3	2300 Hz
Sur-Gard	2300 Hz	DTMF	DTMF	4/3 w/checksum	2300 Hz
Sur-Gard	Dual Tone 1400 Hz	DTMF	DTMF	4/3 w/checksum	1400 Hz
Super Fast Ademco	Dual Tone	DTMF	DTMF	4/8/1	1400 Hz
Acron Super Fast	1400 Hz	DTMF	DTMF	3/8, 4/8	1400 Hz
Ademco Express	Dual Tone	DTMF	DTMF	4/1, 4/2	1400 Hz

APPENDIX B - FORMAT LIBRARY

NOTE: For each alarm type, a sound is attached as per the priority (high, medium and low). Here are the default assignments...

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
1 (acct=0000)	01	Printer Error	M
	02	Printer Restore	L
	03	12V Battery Low	M
	04	12V Battery Restore	L
	05	Com #1 Absent	M
	06	Com #1 Restored	L
	07	Tamper Alarm	H
	08	Tamper Restore	L
	10	Invalid Report	L
	15	AC Failure	M
	16	AC Restored	L
	20	Telephone Line Fault	M
	30	Telephone Line Restored	L
	40	Communication Failed	M
	D0	System Reset	L
1 (acct=aaaa)	0=Axx	Periodic Test Report (20)	L
	1xx	Fire Alarm	H
	2xx	Panic Alarm	H
	3xx	Burglary	H
	4xx	General Alarm (13)	H
	5xx	General Alarm	H
	6xx	System Trouble (14)	M
	7xx	Medical	H
	8xx	System Trouble	M
	9xx	Restore	L
	A=0xx	Periodic Test Report	L
	Bxx	Opening	L
	Cxx	Closing	L
	Dxx	Cancel	M
	Exx	Restore	L
	Fxx	System Trouble	M
Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
4	xxxxxxxx	Individually defined per account	-

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
5	100	Medical	H
	101	Pendant Transmitter	H
	102	Fail to Report In	M
	110	Fire	H
	111	Smoke	H
	112	Combustion	H
	113	WaterFlow	H
	114	Heat	H
	115	Pull Station	H
	116	Duct	H
	117	Flame	H
	118	Near Fire Alarm	H
	120	Panic	H
	121	Duress	H
	122	Silent	H
	123	Audible	H
	124	Duress - Access Granted	H
	125	Duress - Egress Granted	H
	130	Burglary	H
	131	Perimeter	H
	132	Interior	H
	133	24 Hour (Safe)	H
	134	Entry / Exit	H
	135	Day / Night	H
	136	Outdoor	H
	137	Tamper	H
	138	Near Alarm	H
	139	Intrusion Verifier	H
	140	General Alarm	H
	141	Polling Loop Open	H
	142	Polling Loop Short	H

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	143	Expansion Module Failure	M
	144	Sensor Tamper	H
	145	Expansion Module Tamper	H
	146	Silent Burglary	H
	147	Sensor Supervision Failure	M
	150	24 Hour Non-Burglary	M
	151	Gas Detected	H
	152	Refridgeration	H
	153	Loss of Heat	H
	154	Water Leakage	H
	155	Foil Break	H
	156	Day Trouble	M
	157	Low Bottled Gas Level	M
	158	High Temp	M
	159	Low Temp	M
	161	Loss of Air Flow	H
	162	Carbon Monoxide Detected	H
	163	Tank Level	M
	200	Fire Supervisory	M
	201	Low Water Pressure	M
	202	Low CO2	M
	203	Gate Valve Sensor	M
	204	Low Water Level	M
	205	Pump Activated	M
	206	Pump Failure	M
	300	System Trouble	M
	301	AC Loss	M
	302	Low System Battery	M
	303	RAM Checksum Bad	L
	304	ROM Checksum Bad	L
	305	System Reset	L

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	306	Panel Programming Changed (25)	L
	307	Self-Test Failure	M
	308	System Shutdown	L
	309	Battery Test Failure	M
	310	Ground Fault	M
	311	Battery Missing / Dead	M
	312	Power Supply Overcurrent	M
	313	Engineer Reset	L
	320	Sounder / Relay	M
	321	Bell 1	M
	322	Bell 2	M
	323	Alarm Relay	H
	324	Trouble Relay	M
	325	Reversing Relay	M
	326	Notification Appliance Ckt. #3	L
	327	Notification Appliance Ckt. #4 (30)	L
	330	System Peripheral Trouble	M
	331	Polling Loop Open	H
	332	Polling Loop Short	H
	333	Expansion Module Failure (24)	M
	334	Repeater Failure	M
	335	Local Printer Out of Paper (26)	M
	336	Local Printer Failure	M
	337	Exp. Module DC Loss	M
	338	Exp. Module Low Bat.	M
	339	Exp. Module Reset	M
	341	Exp. Module Tamper	M
	342	Exp. Module AC Loss	M
	343	Exp. Module Self-test Fail	M
	344	RF Receiver Jan Detect	M
	350	Communication Trouble	M

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	351	Telco 1 Fault	M
	352	Telco 2 Fault	M
	353	Long Range Radio Transmitter Fault (34)	M
	354	Failure to Communicate Event	M
	355	Loss of Radio Supervision	M
	356	Loss of Central Polling	M
	357	Long Range Radio VSWR Problem (29)	M
	370	Protection Loop	H
	371	Protection Loop Open	H
	372	Protection Loop Short	H
	373	Fire Trouble	H
	374	Exit Error Alarm(zone)	H
	375	Panic Zone Trouble	M
	376	Hold-up Zone Trouble	M
	377	Swinger Trouble	M
	378	Cross Zone Trouble	M
	380	Sensor Trouble	M
	381	Loss of Supervision - RF	M
	382	Loss of Supervision - RPM	M
	383	Sensor Tamper	M
	384	RF Low Battery	M
	385	Smoke Detector Hi Sensitivity	M
	386	Smoke Detector Low Sensitivity	M
	387	Intrusion Detector Hi Sensitivity	M
	388	Intrusion Detector Low Sensitivity	M
	389	Sensor Self-test Failure	M
	391	Sensor Watch Trouble	M
	392	Drift Compensation Error	L
	393	Maintenance Alert	L
	400	Open / Close	L
	401	Open / Close By User	L

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	402	Group Open / Close	L
	403	Automatic Open / Close	L
	404	Late to Open / Close	M
	405	Deferred Open / Close	L
	406	Cancel	M
	407	Remote Arm / Disarm	L
	408	Quick Arm	L
	409	Keyswitch Open / Close	L
	411	Callback Request Made	L
	412	Successful Download / Access	L
	413	Unsuccessful Access	M
	414	System Shutdown Command Received	L
	415	Dialer Shutdown Command Received	L
	416	Successful Upload	L
	421	Access Denied	M
	422	Access Report by User	L
	423	Forced Access	M
	424	Egress Denied	M
	425	Egress Granted	M
	426	Access Door Propped Open	M
	427	Access Point Door Status Monitor Trouble (40)	M
	428	Access Point Request to Exit Trouble	M
	429	Access Program Mode Entry	L
	430	Access Program Mode Exit	L
	431	Access Threat Level Change	L
	432	Access Relay / Trigger Fail	L
	433	Access RTE Shunt	L
	434	Access DSM Shunt	L
	441	Armed STAY	M
	442	Keyswitch Armed STAY	M
	450	Exception Open / Close	M

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	451	Early Open / Close	M
	452	Late Open / Close	M
	453	Failed to Open	M
	454	Failed to Close	M
	455	Auto-arm Failed	M
	456	Partial Arm	M
	457	Exit Error (User)	M
	458	User On Premises	M
	459	Recent Close	L
	461	Wrong Code Entry	L
	462	Legal Code Entry	L
	463	Re-arm After Alarm	L
	464	Auto-arm Time Extended	L
	465	Panic Alarm Reset	M
	466	Service On / Off Premises	L
	501	Access Reader Disable	L
	520	Sounder / Relay Disable	M
	521	Bell 1 Disable	M
	522	Bell 2 Disable	M
	523	Alarm Relay Disable	H
	524	Trouble Relay Disable	M
	525	Reversing Relay Disable	M
	526	Notification Appliance Ckt. #3 Disable	L
	527	Notification Appliance Ckt. #4 Disable	L
	531	Module Added	L
	532	Module Removed	M
	551	Dialer Disabled	M
	552	Radio Transmitter Disabled	M
	553	Remote Upload / Download Disabled	L
	570	Zone / Sensor Bypass	M
	571	Fire Bypass	H

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	572	24 Hour Zone Bypass	M
	573	Burglary Bypass	M
	574	Group Bypass	M
	575	Swinger Bypass	M
	576	Access Zone Shunt	M
	577	Access Point Bypass	M
	601	Manual Trigger Test Report	M
	602	Periodic Test Report	M
	603	Periodic RF Transmission	M
	604	Fire Test	M
	605	Status Report to Follow	L
	606	Listen-In to Follow	M
	607	Walk Test Mode	L
	608	Periodic Test – System Trouble	M
	609	Video Transmitter Active	M
	611	Point Tested OK	L
	612	Point Not Tested	M
	613	Intrusion Zone Walk Tested	L
	614	Fire Zone Walk Tested	L
	615	Panic Zone Walk Tested	L
	616	Service Request	M
	621	Event Log Reset	L
	622	Event Log 50% Full	L
	623	Event Log 90% Full	M
	624	Event Log Overflow	M
	625	Time / Date Reset	L
	626	Time / Date Inaccurate	M
	627	Program Mode Entry	L
	628	Program Mode Exit	L
	629	32 Hour Event Log Marker	M
	630	Schedule Change	M

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	631	Exception Schedule Change	M
	632	Access Schedule Change	M
	641	Senior Watch Trouble	M
	642	Latch-Key Supervision	M
	654	System Inactivity	M

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
S	AN	Analog Restoral	L
	AR	AC Restoral	L
	AS	Analog Service	M
	AT	Analog Service	M
	BA	Burglary Alarm	H
	BB	Burglary Bypass	H
	BC	Burglary Cancel	M
	BH	Burglary Alarm Restore	L
	BJ	Burglary Trouble Restore	L
	BM	Burglary Alarm-Cross Point	H
	BR	Burglary Restoral	L
	BS	Burglary Supervisory.	H
	BT	Burglary Trouble	H
	BU	Burglary Unbypass	L
	BV	Burglary Verified	H
	BX	Burglary Test	L
	BZ	Missing Supervision	M
	CA	Automatic Closing	L
	CD	Closing Delinquent	M
	CE	Closing Extend	L
	CF	Forced Closing	M
	CG	Close Area	L
	CI	Fail To Close	M
	CJ	Late Close	M
	CK	Early Close	M
	CL	Closing Report	L
	CM	Missing Alarm – Recent Closing (30)	M
	CP	Automatic Closing	L
	CR	Recent Closing	L
	CS	Closing Switch	L
	CT	Late to Open	M

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	CW	Was Force Armed	L
	CZ	Point Closing	L
	DA	Card Assigned	L
	DB	Card Deleted	L
	DC	Access Closed	L
	DD	Access Denied	M
	DE	Request to Enter	L
	DF	Door Forced	H
	DG	Access Granted	L
	DH	Door left open - Restoral	L
	DJ	Door Forced Trouble	M
	DK	Access Lockout	L
	DL	Door Left Open Restoral	L
	DM	Door Left Open Trouble	M
	DN	Door Left Open (non-alarm, non-trouble)	L
	DO	Access Open	L
	DP	Access Denied-Unauthorized Time	M
	DQ	Access Denied-Unauthorized Arming State (39)	M
	DR	Door Restoral	L
	DS	Door Station	M
	DT	Access Trouble	M
	DU	Dealer ID	L
	DV	Access Denied-Unauthorized Entry Level	M
	DW	Access Denied – Interlock	M
	DX	Request To Exit	L
	DY	Door Locked	L
	DZ	Access Denied – Door Secured	M
	EA	Exit Alarm	M
	EE	Exit Error	M
	ER	Expansion Restore	L
	ET	Expansion Trouble	M

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	EX	External Device Condition	M
	EZ	Missing Alarm – Exit Error	M
	FA	Fire Alarm	H
	FB	Fire Bypass	H
	FC	Fire Cancel	H
	FH	Fire Alarm Restore	M
	FI	Fire Test Begin	M
	FJ	Fire Trouble Restore	M
	FK	Fire Test End	M
	FM	Fire Alarm-Cross Point	H
	FR	Fire Restoral	M
	FS	Fire Supervisory	H
	FT	Fire Trouble	H
	FU	Fire Unbypass	M
	FX	Fire Test	M
	FY	Missing Fire Trouble	M
	FZ	Missing Fire Supervision	M
	GA	Gas Alarm	H
	GB	Gas Bypass	H
	GH	Gas Alarm Restore	M
	GJ	Gas Trouble Restore	M
	GR	Gas Restoral	M
	GS	Gas Supervisory	H
	GT	Gas Trouble	H
	GU	Gas Unbypass	M
	GX	Gas Test	M
	HA	Hold-up Alarm	H
	HB	Hold-up Bypass	H
	HH	Hold-up Alarm Restore M	M
	HJ	Hold-up Trouble Restore	M
	HR	Hold-up Restoral	M

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	HS	Hold-up Supervisory.	H
	HT	Hold-up Trouble	H
	HU	Hold-up Unbypass	M
	IA	Equipment Failure Condition	M
	IR	Equipment Fail – Restoral	L
	JA	User Code Tamper	M
	JD	Date Changed	L
	JH	Holiday Changed	L
	JK	Latch Key Alert	M
	JL	Log Threshold	M
	JO	Log Overflow	M
	JP	User On Premises	M
	JR	Schedule Execute	L
	JS	Schedule Change	L
	JT	Time Changed	L
	JV	User Code Change	L
	JX	User Code Delete	L
	JY	User Code Added	L
	JZ	User Level Set	L
	KA	Heat Alarm	H
	KB	Heat Bypass	H
	KH	Heat Alarm Restore	M
	KJ	Heat Trouble Restore	M
	KR	Heat Restoral	M
	KS	Heat Supervisory	H
	KT	Heat Trouble	H
	KU	Heat Unbypass	M
	LB	Local Program (Begin)	L
	LD	Local Program Denied	M
	LE	Listen-in Ended	L
	LF	Listen-in Begin	L

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	LR	Phone Line Restore	L
	LS	Local Program (Successful)	L
	LT	Phone Line Trouble	M
	LU	Local Program Fail	M
	LX	Local Program Ended	L
	MA	Medical Alarm	H
	MB	Medical Bypass	H
	MH	Medical Alarm Restore	M
	MJ	Medical Trouble Restore	M
	MR	Medical Restoral	M
	MS	Medical Supervisory	H
	MT	Medical Trouble	H
	MU	Medical Unbypass	M
	NA	No Activity	M
	NC	Network Condition	M
	NF	Forced Perimeter Arm	M
	NL	Perimeter Armed	L
	NR	Network Restoral	L
	NS	Activity Resumed	L
	NT	Network Failure	M
	OA	Automatic Opening	L
	OC	Cancel Report	M
	OG	Open Area	M
	OH	Early to Open from Alarm	M
	OI	Fail To Open	M
	OJ	Late Open	M
	OK	Early Open	M
	OL	Late to Open from Alarm	M
	OP	Opening Report	L
	OR	Disarm From Alarm	M
	OS	Opening Keyswitch	L

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	OT	Late To Close	M
	OZ	Point Opening	M
	PA	Panic Alarm	H
	PB	Panic Bypass	H
	PH	Panic Alarm Restore	M
	PJ	Panic Trouble Restore	M
	PR	Panic Restoral	M
	PS	Panic Supervisory	H
	PT	Panic Trouble	H
	PU	Panic Unbypass	M
	QA	Emergency Alarm	H
	QB	Emergency Bypass	H
	QH	Emergency Alarm Restore	M
	QJ	Emergency Trouble Restore	M
	QR	Emergency Restoral	M
	QS	Emergency Supervisory	H
	QT	Emergency Trouble	H
	QU	Emergency Unbypass	M
	RA	Remote Programmer Call Failed (31)	M
	RB	Remote Program Begin	L
	RC	Relay Close	L
	RD	Remote Program Denied	M
	RN	Remote Reset	L
	RO	Relay Open	M
	RP	Automatic Test	L
	RR	Power-up	L
	RS	Remote Program Success L	L
	RT	Data Lost	M
	RU	Remote Program Fail	M
	RX	Manual Test	L
	RY	Test Off Normal	L

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	SA	Sprinkler Alarm	H
	SB	Sprinkler Bypass	H
	SH	Sprinkler Alarm Restore	M
	SJ	Sprinkler Trouble Restore	M
	SR	Sprinkler Restore	M
	SS	Sprinkler Supervisory.	H
	ST	Sprinkler Trouble	H
	SU	Sprinkler Unbypass	M
	TA	Tamper Alarm	H
	TB	Tamper Bypass	H
	TC	All Points Tested	L
	TE	Test End	L
	TP	Walk Test Point	L
	TR	Tamper Restoral	M
	TS	Test Start	L
	TT	Tamper Trouble	H
	TU	Tamper Unbypass	M
	TX	Test Report	L
	UA	Untyped Zone Alarm	M
	UB	Untyped Zone Bypass	M
	UH	Untyped Alarm Restoral	M
	UJ	Untyped Trouble Restoral	M
	UR	Untyped Zone Restoral	M
	US	Untyped Zone Supervisory	M
	UT	Untyped Zone Trouble	M
	UU	Untyped Zone Unbypass	M
	UX	Undefined	M
	UY	Untyped Missing Trouble	M
	UZ	Untyped Missing Alarm	M
	VI	Printer Paper In	L
	VO	Printer Paper Out	M

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	VR	Printer Restore	L
	VT	Printer Trouble	M
	VX	Printer Test	L
	VY	Printer On-line	L
	VZ	Printer Off-line	L
	WA	Water Alarm	M
	WB	Water Bypass	M
	WH	Water Alarm Restoral	L
	WJ	Water Trouble Restoral	L
	WR	Water Restoral	L
	WS	Water Supervisory	M
	WT	Water Trouble	M
	WU	Water Unbypass	L
	XA	Extra Account Report	L
	XE	Extra Point	M
	XF	Extra RF Point	M
	XH	RF Interference Restoral	L
	XI	Sensor Reset	L
	XJ	RF Receiver Tamper Restoral	L
	XL	Low Received Signal Point	M
	XM	Missing Alarm-Cross Point	H
	XQ	RF Interference	M
	XR	Transmitter Battery Restoral	L
	XS	RF Receiver Tamper	H
	XT	Transmitter Battery Trouble	M
	XW	Forced Point	H
	XX	Fail To Test	M
	YA	Bell Fault	M
	YB	Busy Seconds	M
	YC	Communication Fail	M
	YD	RX Linecard Trouble	M

Protocol ID	Alarm Type (3)	Alarm Definition (14)	Priority
	YE	RX Linecard Restoral	L
	YF	Parameter Checksum Fail	M
	YG	Parameter Changed	M
	YH	Bell Restored	L
	YK	Communication Restoral	L
	YM	System Battery Missing	M
	YN	Invalid Report	M
	YO	Unknown Message	M
	YP	Power Supply Trouble	M
	YQ	Power Supply Restored	L
	YR	System Battery Restoral	L
	YS	Communication Trouble	M
	YT	System Battery Trouble	M
	YW	Watchdog Reset	L
	YX	Service Required	M
	YY	Status Report	L
	YZ	Service Completed	L
	ZA	Freeze Alarm	M
	ZB	Freeze Bypass	M
	ZH	Freeze Alarm Restore	L
	ZJ	Freeze Trouble Restore	L
	ZR	Freeze Restoral	L
	ZS	Freeze Supervisory	M
	ZT	Freeze Trouble	M
	ZU	Freeze Unbypass	L

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