



# REFERENCE GUIDE

## VERSION 1.0

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## **INTRODUCTION**

### **FOREWORD**

WINSAMM 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.
- 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.
- Caller ID ready.
- Events report transmitted with internet
- Multi-language
- Alarm codes automatically sent on selected pager/e-mail.
- Reports viewing on screen.
- 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 WINSAMM**

There are (3) three ways to choose an option in WINSAMM's menus:

1. Press the key corresponding to the chosen option (F1...F8)
2. Right click and move the video inverted bar over the option and press <ENTER>.
3. Select the corresponding icon.

### **OPERATOR ID**

The actual operator name is displayed on top of the screen. This insures that the right person is operating the system and receiving the messages.

### **INSTALLING WINSAMM**

**To install WinSAMM, follow the instruction.**

**INTRODUCTION**

**UPGRADING SAMM TO WINSAMM**

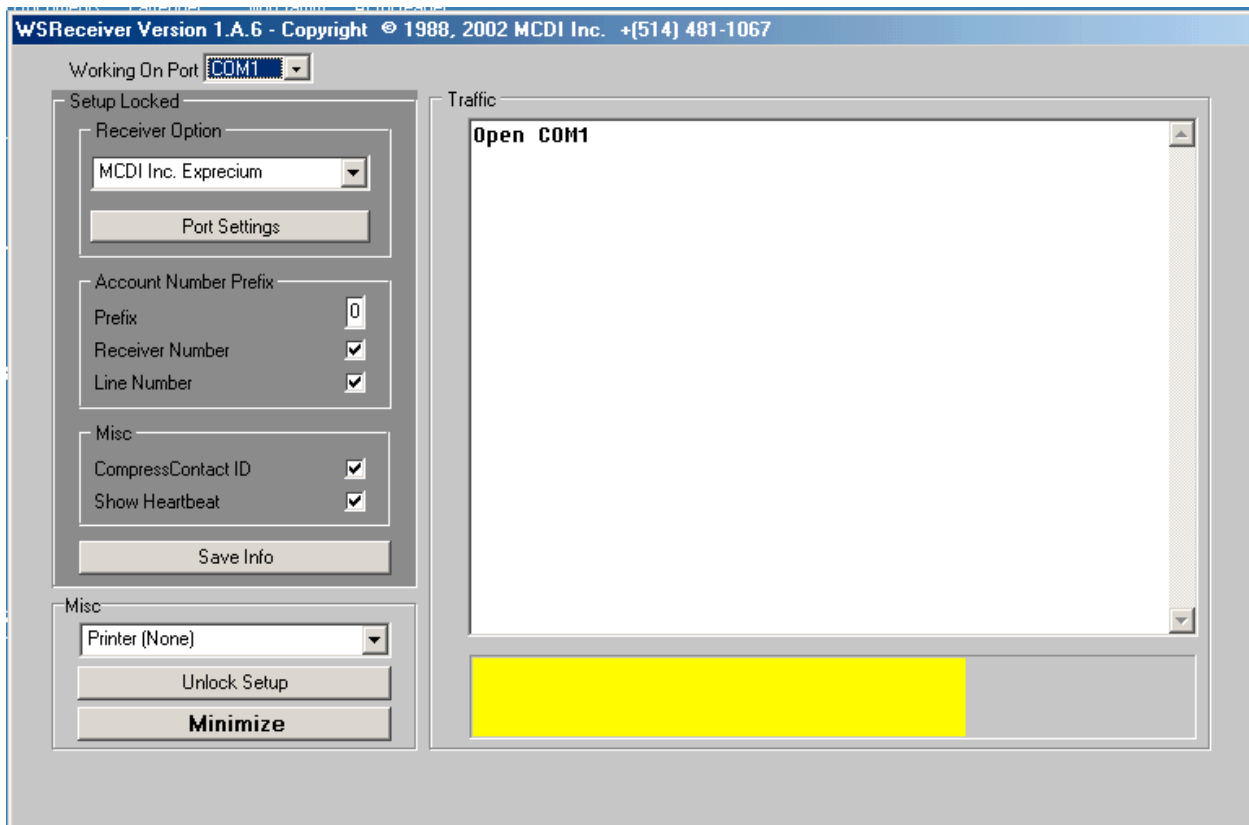
Use the above instruction (INSTALL WINSAMM) to install WINSAMM. When it is time to select the required version, choose the update from SAMM 8 or SAMM 10. This operation will copy all your existing data and adapt your database to the new version. All existing information of your previous version (8 or 10) will remain intact. Both software (SAMM and WINSAMM) can operate on the same system.

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

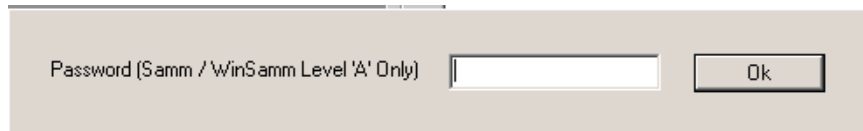
To upgrade version prior to 8.1, please contact your local dealer or our technical support group.

**WS RECEIVER**

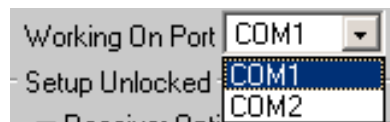
To use WINSAMM, the set up of WS Receiver is required. Depending on which receiver is used, the port and the phone line, it has to be programmed but it is very easy to work with.



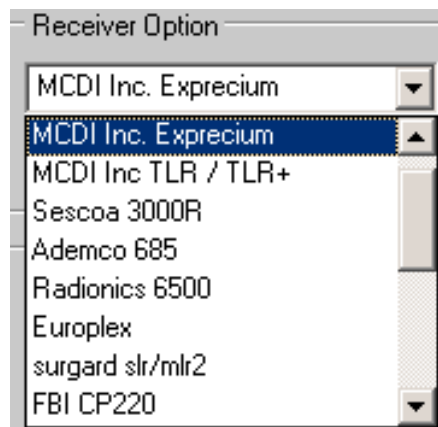
To have access to WS Receiver, select WS Receiver in the main menu of WinSAMM.



First, select "Unlock Setup", enter the password (Winsamm Level A Only) and click on OK.

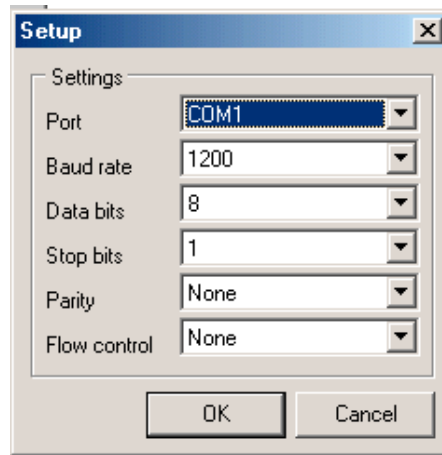


Now, it is ready to be set up. Select the required port (Com1, Com 2 etc)

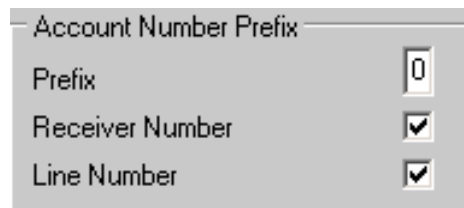


Then, select the receiver within this list:

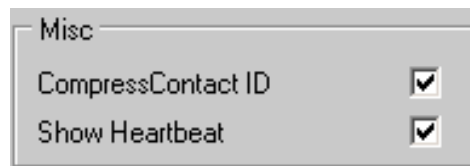
- MCDI Inc.Exprecium
- MCDI Inc.TLR/TLR+
- Sescoa 3000R
- Ademco 685
- Radionics 6500
- Europlex
- Surgard SLR/MLR2
- FBI CP220
- Osborne-Hoffman Quick Alert
- Secutron Digitel
- Silent Knight SK9000
- Silent Knight SK9500
- Adcor
- RDC
- FSK
- Cyber
- Universal



Then, if the selected port needs to be setup, choose Port Setting, this window will appear. Click on OK when the setting is complete.



To continue, an account number prefix can be added or not (as receiver or line number).

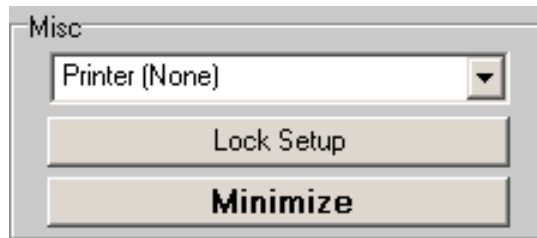


Now, to be able to receive Compressed Contact ID, make a check to select it. Do the same to select Show Heartbeat.

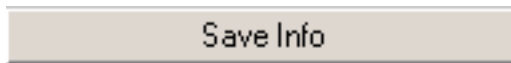


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**INTRODUCTION**



Now it is time to select the printer on which the receiver will print all events. It is a way to keep record of all events.



When all this has been done, it is time to save info, so click on Save Info. To exit from WS Receiver, select Minimize, then right click on the task bar and select "Close".

**PARTITIONS**

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

Sometimes 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. WINSAMM has the possibility to manage those partitions. On reception of a signal, WINSAMM 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, WINSAMM will default to the partition 0 of the account for the information.

## F1 - ALARM MONITORING



<u>M</u> onitoring	F1
<u>A</u> ccounts management	F2
<u>B</u> illing	F3
<u>S</u> ecurity	F4
<u>H</u> istoric management	F5
<u>P</u> assword	F7
<u>G</u> eneral information	F8
<u>E</u> xit	F6
<u>A</u> bout	
<u>W</u> SReceiver	

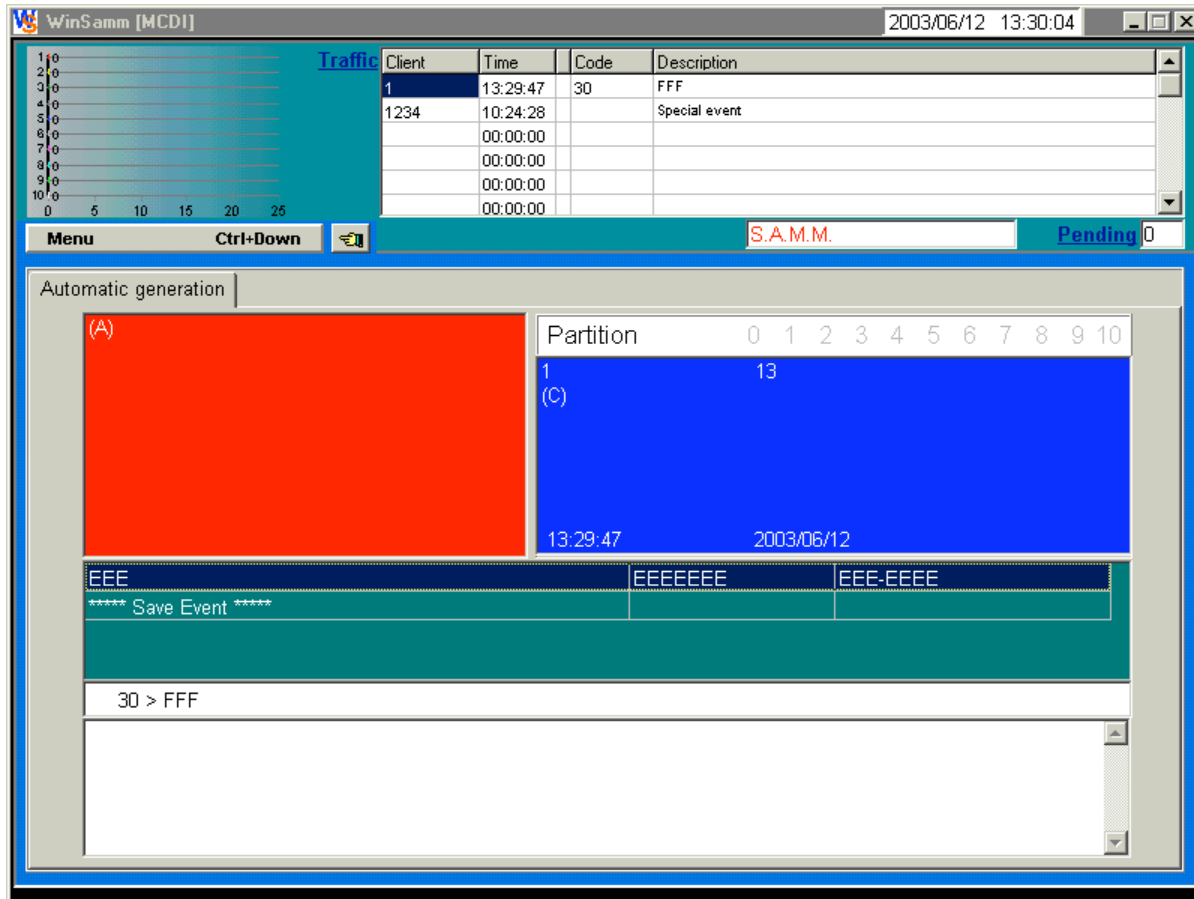
**ALARM MONITORING**

**F1 - ALARM MONITORING**

The ALARM MONITORING module is the basic element of WINSAMM. 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 WINSAMM 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.

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**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 partition number indicates an OPENED (disarmed) partition. A red box over one or more partition number indicates a CLOSED (armed) partition. To be able to use this function, the account must have an active opening / closing schedule defined in F2 ACCOUNT MANAGEMENT.

**(C)** ACCOUNT INFORMATION

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

**(D)** INSTALLER INFORMATION

Displays installer information such as installation date, phone numbers, specific information on the installation etc. on request by clicking in the account information window. To get back the account information, just click again in that window.

**(E)** PRIORITY ACTION DISPLAY

When an event occurs, a step-by-step procedure to follow 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

Priority: Indicates number of events received on each line based on their priorities 1 (highest priority) to 9 (lowest priority) and X for events without priorities.  
A total of 175 events can be stored in the WAITING FILE and are ready for processing. Events are picked up automatically from the WAITING FILE while WINSAMM is in the AUTOMATIC mode (F1)

**(I)** PENDING

Indicates the number of events that are in the PENDING box. Events can be put and retrieved from the PENDING BOX. A maximum of 50 events can be stored in the PENDING BOX. Clicking on <Pending> will make the window <manual alarm/pending> open to be able to retrieve an alarm from the pending.

**ALARM MONITORING**

**(J) TRAFFIC**

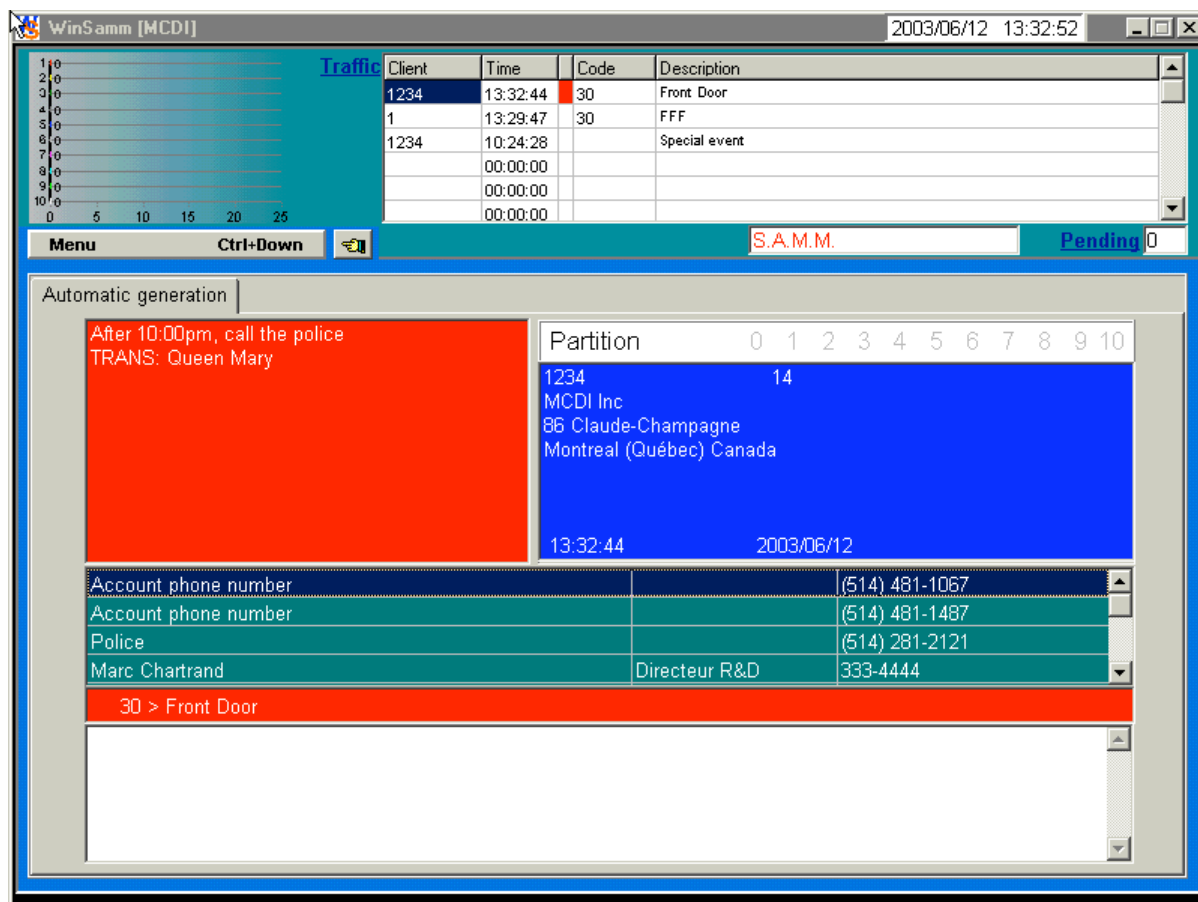
Displays the last 6 events. Click in that window and see the last 100 events. To make that window disappear, double click on it. Click on <Traffic> and the window <Pick up> will open, so the operator can select the alarm to process.

**(K) SCHEME/MISC.(F3)**

If the account information is changing color, it means that there is a scheme for that account. To see it, press "F3". To go back to the alarm generation, press <esc>.

See below 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. A different beep can be heard, depending on the priority of the alarm code.



Note: At any time, right click to get help regarding ALARM MONITORING.

**ALARM MONITORING HELP MENU**

<u>S</u> ave	F1
<u>P</u> ending	F2
<u>S</u> cheme/misc	F3
<u>A</u> ccount events display	F4
<u>C</u> omments\Password	F5
<u>D</u> elay/Follow up	F6
<u>P</u> riority action disp	F7
<u>S</u> chedules	F8
<u>E</u> vents	F9
<u>M</u> emo	F10
<u>W</u> ork order	Ctrl+S
<u>E</u> xit	Esc

**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 bring the cursor on SAVE EVENT. Then press <ENTER> twice.

**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 the top 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.

To choose an event from the PENDING file, select the <Manual Generation> then select <PENDING>. This will bring a list of events that are available. Use the arrow keys to select an event to be retrieved and press <ENTER>.

**F3 SCHEME / MISC.**

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

**F4 ACCOUNT EVENTS DISPLAY**

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, account groups, events and scheme/misc.) is displayed so as to give the operator all the leeway possible to define the problem, decide and act accordingly.

Right click or press <ALT + Partition #> to change partition (0 to 10).

**ALARM MONITORING**

**F5 COMMENTS / PASSWORD**

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

**F6 DELAY / 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 by account number can be postponed. 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 WIINWINSAMM GENERAL INFORMATION/MONITORING INFORMATION (Automatic Dial Modem Port).

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 PASSWORD code from customer. If PASSWORD code is valid, customer name will appear in comment section. PASSWORD codes are defined in "F2 - Account management: "ALARM SYSTEM USER INFORMATION".



A teal-colored window with two rows. The first row has the label "Password" on the left, a white rectangular input field in the middle, and a grey button labeled "Ok" on the right. The second row has the label "Comments" on the left, a wider white rectangular input field in the middle, and a grey button labeled "Ok" on the right.

If this option is not needed, just click in the window <comment>, or press the <TAB> key leaving the field blank. If that window is required again or if the customer calls the operator first, press F5.



A grey-colored window with the label "Password" on the left, a white rectangular input field in the middle, and a grey button labeled "Ok" on the right.

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

**ALARM MONITORING**

**F8 SCHEDULE**

This function displays the schedule at the bottom of the screen.

**F9 LAST 10 EVENTS**

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

Summary				Comment	Action
Date	Time	Code > Description	#		
2003/06/06	14:53:40	30 > Front Door	11		
2003/06/06	14:53:28	Special event	10		
2003/06/06	12:31:21	30 > Front Door	8		

To display details of an event, use the <up and down> arrow keys to select an event from the list then choose comment or action. Press <ESC> to return to the alarm generation.

Summary			Comment	Action
Time	Description	By		
14:53:40	30 > Front Door			
14:55:34	Account phone number \ (514) 481-1067	1		
	test			
14:55:40	Account phone number \ (514) 481-1487	1		
	test			
14:55:46	Police \ (514) 281-2121	1		
	op.2			
14:55:52	***** Save Event *****	1		

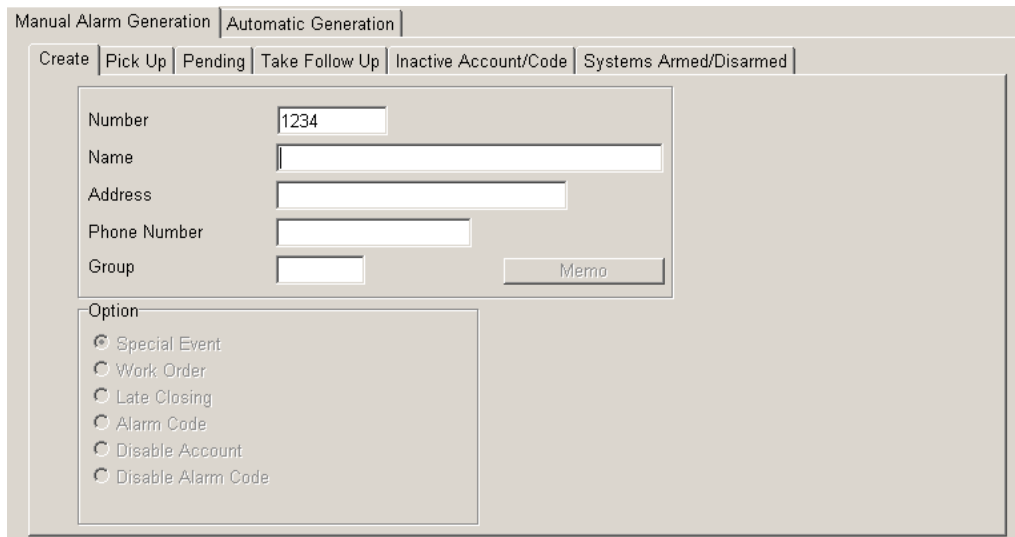
**F10 MEMO**

Highlighted if there is a memo, select it to make the memo visible on screen.



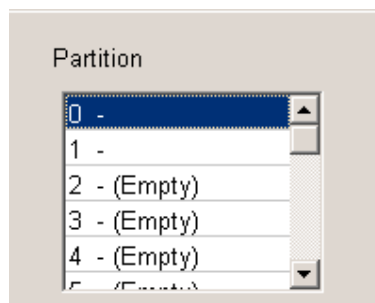
**MANUAL ALARM GENERATION/CREATE**

To generate a manual event insert the account number and press <ENTER>.



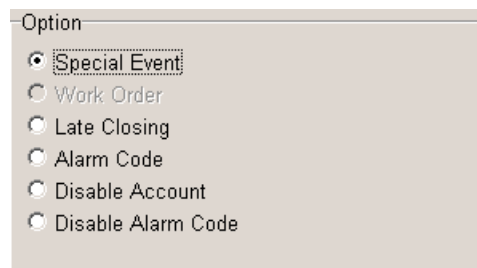
The image shows a software window titled "Manual Alarm Generation" with two tabs: "Manual Alarm Generation" (selected) and "Automatic Generation". Below the tabs are several sub-tabs: "Create", "Pick Up", "Pending", "Take Follow Up", "Inactive Account/Code", and "Systems Armed/Disarmed". The "Create" sub-tab is active. It contains a form with the following fields: "Number" (text box with "1234"), "Name" (text box), "Address" (text box), "Phone Number" (text box), and "Group" (text box). To the right of the "Group" field is a "Memo" button. Below these fields is an "Option" section with a list of radio buttons: "Special Event" (selected), "Work Order", "Late Closing", "Alarm Code", "Disable Account", and "Disable Alarm Code".

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



The image shows a small dialog box titled "Partition". It contains a list box with the following items: "0 -", "1 -", "2 - (Empty)", "3 - (Empty)", "4 - (Empty)", and "5 - (Empty)". The "0 -" item is selected and highlighted in blue.

Then the following window is displayed:



The image shows a dialog box titled "Option" with a list of radio buttons: "Special Event" (selected), "Work Order", "Late Closing", "Alarm Code", "Disable Account", and "Disable Alarm Code".

---

**ALARM MONITORING**

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

- SPECIAL EVENT : To insert a special event in the customer file.
- 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 customer has warned the Central of a late closing. Use this option to specify a new closing time.
- ALARM CODE: To enter an alarm code manually.
- DISABLE ACCOUNT : Disable an account without erasing its file. Insert the date and time and press <ENTER> to disable an account for a specific period of time. The account will be re-activated automatically at the end of the specified period. If an event occurs for this account WINSAMM 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 disabled permanently until you re-activate it manually (by going in the menu INACTIVE ACCOUNT/CODE) 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 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 <TAB> key to move from one field to another. At anytime, code(s) can be re-activated by going back to the manual generation, then selecting inactive account/code menu.

**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.

**F1/CREATE**

A window is available for memo and account events display. To make it appear, right click.

<u>C</u> reate	F1
<u>A</u> ccount Events Display	F4
<u>M</u> emo	F10
<u>S</u> earch/Next	Ctrl+PgDn
<u>P</u> revious	Ctrl+PgUp
<u>D</u> elete	Ctrl+Del
<u>E</u> xit	Esc

**ALARM MONITORING**

**ACCOUNTS EVENTS DISPLAY**

To view an event of a specific account, enter the account number and press <enter>. Choose a partition and press <enter> again. Right click and choose "Account Events Display" or press F4. The account information will appear, then select a month. If events are present in the file, a list is being displayed starting with the more recent event.

The screenshot shows a software window titled "Accounts Events Display". At the top, there are menu tabs: Accounts, Misc, Schedules, Users, Alarm Codes, Installation, Groups, Events, and Scheme/Misc. Below the tabs, there is a field for "Account Number" containing "1234 Partition 0" and a dropdown menu for the month, currently set to "February 2003". Below this, there are three sub-tabs: Summary, Comment, and Action. The "Summary" tab is active, displaying a table of events.

Date	Time	Code > Description	#
2003/02/24	10:55:14	Special Event	44
2003/02/24	10:42:45	Special Event	43
2003/02/24	10:42:32	30 > Front Door	42
2003/02/24	10:42:23	Special Event	41
2003/02/24	10:42:05	0001 > Opening By Marc Chartrand	40
2003/02/24	10:41:55	Special Event	39
2003/02/24	10:41:49	30 > Front Door	38
2003/02/24	10:41:08	Special Event	37
2003/02/24	10:37:14	Special Event	33
2003/02/24	10:35:26	Special Event	32

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

The screenshot shows the "Comment" tab of the "Accounts Events Display" window. It displays a detailed view of the event selected in the previous screenshot (at 10:42:32). The table has three columns: Time, Description, and By.

Time	Description	By
10:42:32	30 > Front Door	
10:42:33	Account Phone Number \ (514) 481-1067	1
	Marc Chartrand	
10:42:40	***** Save Event *****	1

---

**ALARM MONITORING**

**MEMO**

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

Number	<input type="text" value="1234"/>
Name	<input type="text" value="MCDI Inc"/>
Address	<input type="text" value="86 Claude-Champagne"/>
Phone Number	<input type="text"/>
Group	<input type="text"/>
	<input type="button" value="Memo"/>

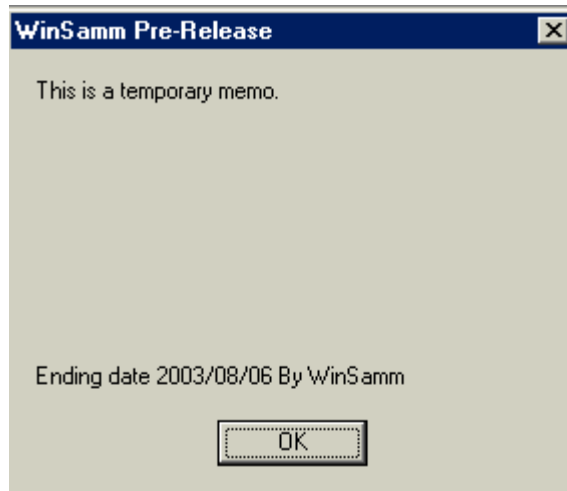
To write a note, select <create> then type the account number and select memo. To change line press <ENTER>. Then enter a retention date and press <esc> to exit. The default retention (pressing <ESC> without specifying a date) period is one (1) month.

Ending date 2003/08/06 By WinSamm

This is a temporary memo.

Ending date

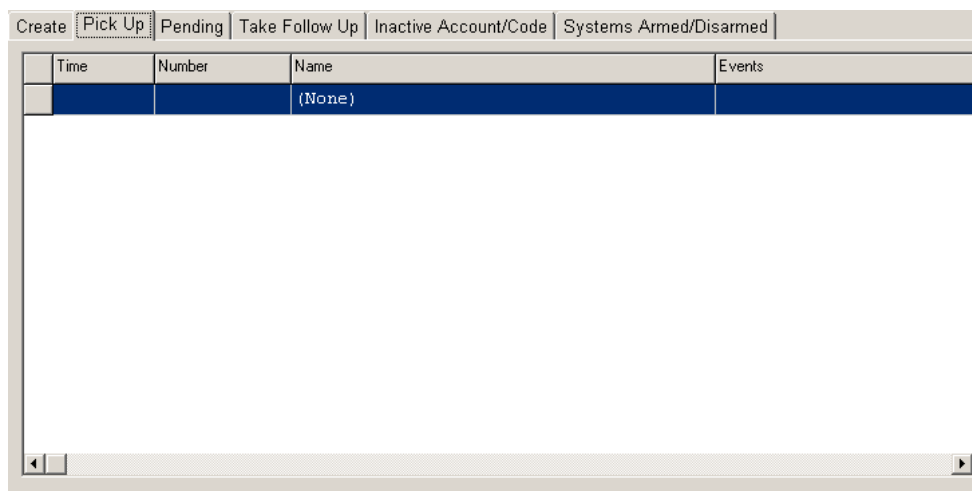
Example:



On each Memo opening, the operator name (bottom right) and the expiry date (bottom left) are displayed. When done with the memo, click on OK and to see it again, press F10 or do a right click and select MEMO. To delete a memo, open the memo the same way and select <DELETE>.

### PICK-UP

This function allows the operator to choose from the waiting file the next alarm to proceed. Double click on it and the alarm is displayed and ready to be processed.



**ALARM MONITORING**

**PENDING**

An alarm can be placed in the pending box for many reasons: no answer, many alarms at the same time, wait for a call back etc. So this function allows the operator to get the alarm back from the pending. Double click on the selected alarm and the alarm is displayed again, ready to be processed.

Time	Number	Name	Events
11:16:06	1234	MCDI Inc	Special Event

**TAKE FOLLOW UP**

This function allows the operator to get an alarm back from the follow-up (F6). Select the alarm and it will be displayed.

Time	Number	Name	Events
11:16:06	1234	MCDI Inc	Special Event

**ALARM MONITORING**

**INACTIVE ACCOUNT/CODE**

This function displays a list of accounts that are inactive, on test or that have disabled alarm code(s). It also allows the operator to activate an account or a code that has been disabled previously. Move the cursor using the arrow keys or click on the selected one.

The screenshot shows a window titled 'Inactive Account/Code' with a menu bar containing 'Create', 'Pick Up', 'Pending', 'Take Follow Up', 'Inactive Account/Code', and 'Systems Armed/Disarmed'. Below the menu bar is a table with three columns: 'Number', 'Name', and 'Test PO'. The first row is highlighted in blue and contains the values '1234', 'MCDI Inc', and 'Test PO'.

Number	Name	Test PO
1234	MCDI Inc	Test PO

**SYSTEMS ARMED/DISARMED**

This function allows the operator to see all the armed and disarmed system at one time (with the date and time that it was done)

The screenshot shows a window titled 'Systems Armed/Disarmed' with a menu bar containing 'Create', 'Pick Up', 'Pending', 'Take Follow Up', 'Inactive Account/Code', and 'Systems Armed/Disarmed'. Below the menu bar are 'Open' and 'Close' buttons. Below the buttons is a table with five columns: 'Number', 'Name', 'Partition', 'Date', and 'Time'. The first row is highlighted in blue and contains the values '1234', 'MCDI Inc', '0', '2003/02/24', and '10:42:16'.

Number	Name	Partition	Date	Time
1234	MCDI Inc	0	2003/02/24	10:42:16

## F2 – ACCOUNTS MANAGEMENT



<u>M</u> onitoring	F1
<u>A</u> ccounts management	F2
<u>B</u> illing	F3
<u>S</u> ecurity	F4
<u>H</u> istoric management	F5
<u>P</u> assword	F7
<u>G</u> eneral information	F8
<u>E</u> xit	F6
<u>A</u> bout	
<u>W</u> SReceiver	



**ACCOUNTS MANAGEMENT**

**F2 - ACCOUNTS MANAGEMENT**

This function gives you tool to manage customer-related data. Customer information is distributed over ten (10) pages that can be leafed through with the <ctrl-Tab> or left and right arrow keys

- P. 1 -- ACCOUNT INFORMATION : To enter account name, address, city, zip/postal code, e-mail, partition name, 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 the left and right arrow keys (or clicking on set up). Or a different delay can be set for every day (and for all types of schedules) using the left and right arrow keys again (or clicking on delay).
- P.4 -- ALARM SYSTEM USER INFO : This page allows defining users and at the same time it defines the contact list. Each alarm code can refer to 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 defining 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 and a pager or e-mail.

**ACCOUNTS MANAGEMENT**

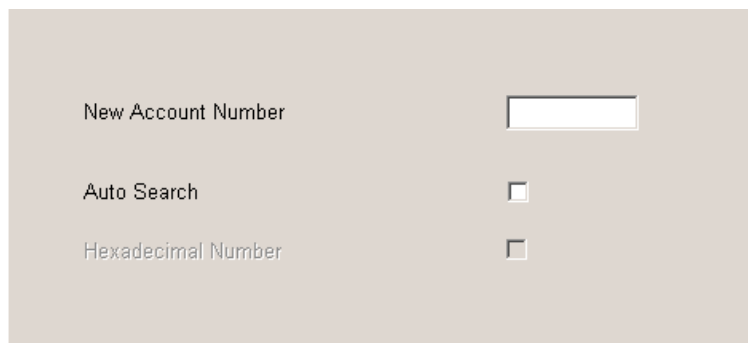
- P. 6 -- ACCOUNT INSTALLATION INFO : Used to enter information of the installer company: Alarm company name, phone number, installation date, receiver and transmitter phone number.
- P. 7-- BILLING INFORMATION : To enter billing information: Company name, address, terms, G/L#, billing rate, etc.
- P. 8 -- DISPLAY ACCOUNT GROUPS : Allows displaying and selecting the account groups.
- P. 9 -- DISPLAY ACCOUNT EVENTS : Allows displaying the account events.
- P.10-- DISPLAY ACCOUNT SCHEME/MISC. : Allows entering information and images.

NOTE: THOSE TEN PAGES OF INFORMATION ARE AVAILABLE FOR EACH PARTITION. THE DEFAULT PARTITION IS ZERO. USE THE <ALT + PARTITION #>KEY OR RIGHT CLICK TO CHANGE PARTITION. IF AN EVENT IS RECEIVED FOR A PARTITION THAT HAS NO INFORMATION, WINSAMM WILL USE THE INFORMATION ENTERED IN THE DEFAULT PARTITION (Partition 0).

When in a customer related menu, press <F10> and it will bring the list window to be able to print data regarding this customer. Click on OK, the data will be displayed and then right click and select "Print".

**F2 ACCOUNT MANAGEMENT / ADD**

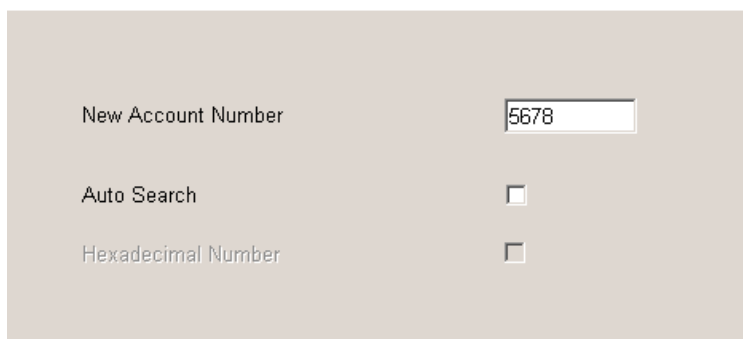
Choosing ADD brings you the following dialog box:



Pressing <ENTER> without an account number will start the AUTOSEARCH function. Pressing <ENTER> without an account number will assign the next account number available. If an account number is specified, WINSAMM will find the next available account number starting from that number.

Insert new customer number and press <ENTER>.

Hexadecimal: used to describe a number system based on the number 16, in which the letters A to F are used as digits in addition to the digits 0 to 9.



**ACCOUNTS MANAGEMENT**

From there on, you are ready to enter complete information in regard to your new account. Press the right or left arrow key to access the 9 other pages (MISC. INFORMATION, WORK SCHEDULE, ALARM SYSTEM USER INFORMATION, ALARM CODES AND DESCRIPTION, ACCOUNT INSTALLATION INFORMATION, BILLING INFORMATION, ACCOUNT GROUPS SELECTION, EVENTS DISPLAY AND SCHEME/MISC). Use the <ALT+PARTITION #> key or right click to change partition. See next section ACCOUNT MANAGEMENT / MODIFY F2 for a complete description of each of those pages.

**F2 ACCOUNT MANAGEMENT / MODIFY**

Choosing MODIFY brings the following dialog box:

The dialog box is titled 'Modify' and contains the following elements:

- Buttons: Add, Modify, Delete, Change Account Number, Change Partition Number, Lists
- Text box: 4 Accounts
- Ok button
- Input fields:
  - Number: 1234
  - Name: [Empty]
  - Address: [Empty]
  - Phone Number: [Empty]
  - Group: [Empty]

Insert the account number to modify or customer information to search for and press <ENTER>. Select with TAB key the type of search required and press <ENTER>. Except for account number field, the operator can enter part of the field. Example: MCD for MCDI Inc.

**ACCOUNTS MANAGEMENT**

When the information is found, first Page (1 of 10) is displayed:

Page 1: ACCOUNT INFORMATION

Accounts	Misc	Schedules	Users	Alarm Codes	Installation	Billing	Groups	Events	Scheme/Misc
Account Number	1234 Partition 0								
Name	MCDI Inc								
Address	86 Claude-Champagne								
City (State,Province)	Montreal (Québec) Canada								
Zip Code/Postal Code	H2V 2X1								
E-Mail									
Partition Name									
Phone Number 1	(514) 481-1067								
Phone Number 2	(514) 481-1487								

<u>FIELD</u>	<u>NUMBER OF CHARACTERS</u>	<u>DESCRIPTION</u>
Account Number	Displayed	Displays the account number and the partition number
Name	40 characters	To enter account's name
Address	3 lines of 30 characters	To enter account's address
City (State, province)	40 characters	Click the arrow at the end of that window, and see the existing city. Click on the one required or with the up and down arrow select the one needed and press <enter>. The cities are in alphabetical order.
Zip Code / Postal code	10 characters	To enter account's zip or postal code
E-Mail	30 characters	To enter account's e-mail
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

Page 2: MISC. INFORMATION

Accounts	Misc	Schedules	Users	Alarm Codes	Installation	Billing	Groups	Events	Scheme/Misc
Account Number	1234 Partition 0								
Security	<input type="text"/>								
Memo	After 10:00pm, police directly								
	TRANS: Queen Mary								
	<input type="text"/>								
Police	<input type="text" value="(514) 281-2121"/>			<input type="text"/>			<input type="text"/>		
Fire Dept.	<input type="text" value="(514) 281-2121"/>			<input type="text"/>			<input type="text"/>		
Emergency	<input type="text" value="(514) 281-2121"/>			<input type="text"/>			<input type="text"/>		

<u>FIELD</u>	<u>NUMBER OF CHARACTERS</u>	<u>DESCRIPTION</u>
Security	20 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 an event is received for this account number.
Police (3 different phone numbers)	3 lines of 20 characters	These phone numbers belong to the city that has been entered in the previous page ( ACCOUNT INFORMATION ).
Fire dept. (3 different phone numbers)	3 lines of 20 characters	Same as above but for the fire dept. phone #.
Emergency (3 different phone numbers)	3 lines of 20 characters	Same as above but for the emergency phone #.

**ACCOUNTS MANAGEMENT**

Accounts Misc Schedules Users Alarm Codes Installation Billing Groups Events Scheme/Misc

Account Number 1234 Partition 0 Opening/Closing Control

Schedule Setup Delay

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	ACTIVE
P1	Opening	07:00	07:00	07:00	07:00	07:00		<input checked="" type="checkbox"/> *
	Closing	18:00	18:00	18:00	18:00	18:00		
P2	Opening							<input type="checkbox"/>
	Closing							
M1	Opening							<input type="checkbox"/> <input type="text" value=""/>
	Closing							
A1	Opening							<input type="checkbox"/>
	Closing							
A2	Opening							<input type="checkbox"/>
	Closing							

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 the <ALT+PARTITION #> keys or right click to change partition.

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 next section (WORK SCHEDULE WITH DIFFERENT OPENING AND CLOSING DELAY).

To insert working hours, click in the box beside OPENING/CLOSING CONTROL.

To erase schedules click in the box beside OPENING/CLOSING CONTROL. A window asking: DELETE THE WORK SCHEDULE (YES) OR (NO) will appear.

Position the cursor with the arrow or tab key

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

A schedule can be activated or deactivated. To validate a schedule, click in the box beside the required schedule. 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.

**ACCOUNTS MANAGEMENT**

Upon activating schedule M1 (M = Manual) the operator can enter an expiry date or not. Press <ENTER> with or without an expiry date. If not specified, 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.

		Sun	Mon	Tue	Wed	Thu	Fri	Sat	ACTIVE
P1	Opening		07:00	07:00	07:00	07:00	07:00		<input checked="" type="checkbox"/>
	Closing		18:00	18:00	18:00	18:00	18:00		
P2	Opening								<input type="checkbox"/>
	Closing								
M1	Opening		07:00						<input checked="" type="checkbox"/> *
	Closing		17:00						2003/02/24
A1	Opening								<input type="checkbox"/>
	Closing								
A2	Opening								<input type="checkbox"/>
	Closing								

If an expiry date is entered, 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 temporary.

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.

**ACCOUNTS MANAGEMENT**

SET UP

When choosing SET UP 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.

OPEN / CLOSE SETUP

Schedule	Setup	Delay
	Opening Delay	00:30
	Late Opening Delay	00:00
	Closing Delay	00:30
	Display Normal Opening	<input checked="" type="checkbox"/>
	Display Normal Closing	<input checked="" type="checkbox"/>
	Normal O/C In Schedule	<input checked="" type="checkbox"/>

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

Opening delay: If a customer has a thirty (30) minutes 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 Laps Opening delay are zero (0) minute. the use of this option deactivates 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: Marking with a check "Display normal Opening " will cause all events occurring during the normal Opening window to be displayed for intervention. No check 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 ". Marking with a check will cause all events occurring during the normal Closing window to be





**ACCOUNTS MANAGEMENT**

Page 4: ALARM SYSTEM USER INFORMATION

This page enables the operator to see, add or delete a user. It displays the passcard associated to each user. 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 click on DELETE LINE

The screenshot displays the 'Users' management screen. At the top, there are navigation tabs: Accounts, Misc, Schedules, Users, Alarm Codes, Installation, Billing, Groups, Events, and Scheme/Misc. The 'Account Number' field contains '1234 Partition 0'. To the right are buttons for 'Insert Line', 'Delete Line', and 'Copy Codes Users'. Below this is a list of users with a scroll bar. The 'Information' tab is selected, showing a form with the following fields: 'In/Out Codes' (0001,C001), 'Passcard' (1234), 'Telephone' (333-4444), and 'Title' (Director). There are also three empty rows for additional telephone numbers and titles.

To add a user, use the <UP> and <DOWN> arrow key to position the cursor bar on the last line. Two hundred and ninety (290) users can be programmed on this page.

FIRST PAGE (INFORMATION)

<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> or <TAB> leaving field empty.

**ACCOUNTS MANAGEMENT**

In/Out Codes	20 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)
Phone number	3 lines of 20 characters	Up to 3 phone numbers for each user can be specified.
Title	15 characters	To enter user's title or any other specific information.

SECOND PAGE (CONTROL)

Holidays Begin and End:	Date format	Click on the arrows to change date.
Keypad code	6 characters	Used to keep the user's access code. Only operator with a 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.
Hot user	Click in the box to activate this function.	If marked with a check, a note saying "HOT USER" will appear next to the user name when signal will be received. This feature could be useful to closely follow a user who is not allowed to enter outside of the regular schedule
Authorized days	Click in the boxes corresponding to the authorized days	To restrict days that the user is allowed to enter the premises. If an opening signal is received, a message saying "UNAUTHORIZED" will be displayed next to the user name.

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 click on DELETE LINE.

To ADD or EDIT an alarm code, use the <UP> and <DOWN> arrow key to position the cursor bar on the last line or click on INSERT LINE to insert a new code at the cursor bar position.

Accounts | Misc | Schedules | Users | Alarm Codes | Installation | Billing | Groups | Events | Scheme/Misc

Account Number: 1234 Partition 0

10 | KEYPAD Problem

Alarm Codes | Type | Action | Note | Pager/E-Mail

Code	Description
10	KEYPAD Problem
11..13	Smoke Detector
30	Front Door
A001..A010	Basement Window (Contact ID)
A011	Infrared detector
A602	Test 24hrs
R000..R011	Reset
T302	Low battery
O001..O999	Opening
C001..C999	Closing

Copy Codes Code

- Action 1
- Account Phone Num. 1
- Account Phone Num. 2
- Fire Dept.
- Marc Chartrand Director
- Yves Méthot Directeur MKG

FIRST PAGE / ALARM CODES

**CODE (16 characters)**

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

- Specific code : 10
- Interval of codes : 10..19 (from 10 to 19 inclusively)
- Non consecutive codes : 10,14,16 (3 maximum)
- Interval and non-consecutive codes: 10..13:17,1F (from 10 to 13 incl. + 17 and 1F)

To help mount the file of a new customer, the Copy code function will copy the pages of another customer into a blank page. Four hundred (400) alarm codes can be programmed on that page.

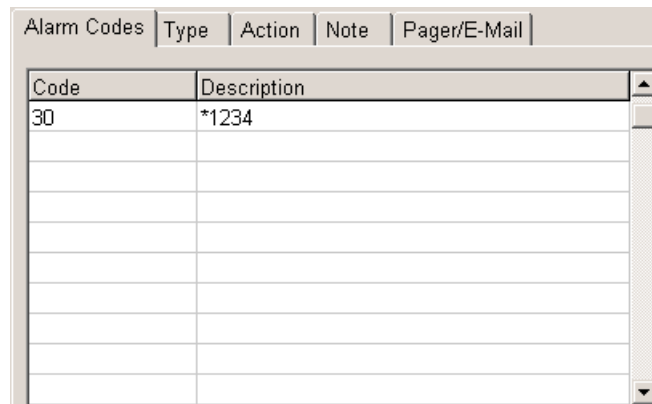
**ACCOUNTS MANAGEMENT**

**DESCRIPTION (40 characters)**

Description of corresponding alarm codes.

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:

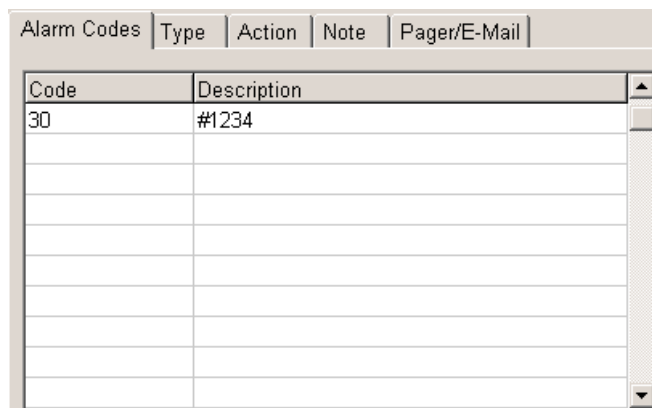
Option 1: Possibility of sharing complete account information between two accounts using an \* followed by an account number instead of a description:



Code	Description
30	*1234

When an alarm code (60 to 6F) is received for the account # 5678, WINSAMM 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:



Code	Description
30	#1234

In this example, only the information about the alarm code or range of codes is 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.

**ACCOUNTS MANAGEMENT**

**SECOND PAGE (TYPE)**

Alarm codes	Type	Action	Note	Pager/E-Mail
Priority	<input type="text" value="1"/>			
Delay	<input type="text" value="0"/>			
Pager/E-Mail	<input type="checkbox"/>			
Work order	<input checked="" type="radio"/> (None) <input type="radio"/> Service <input type="radio"/> Medical <input type="radio"/> Follow Up			
Type	<input checked="" type="radio"/> (None) <input type="radio"/> Auto log <input type="radio"/> Auto test <input type="radio"/> Guard round <input type="radio"/> Opening <input type="radio"/> Closing			

**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 on its corresponding line [1 (highest priority) to 9 (lowest priority)]. If you leave this field blank, events received will be put on the X line (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 3) 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.

**PAGER/E-MAIL**

To send a pager or e-mail for a specific code. See last page of Alarm codes and description.

**WORK ORDER**

A choice of three type of WORKORDER is 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 will be printed automatically. This can be used an event that need a special or manual follow up.

**ACCOUNTS MANAGEMENT**

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

**TYPE**

1 – NONE

For undefined code

2 – AUTOLOG

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

3 – AUTO TEST

The system requires the following information:

Number Of Hours Between Each Auto Test	24
Delay In Minutes	60
Permanent	<input checked="" type="radio"/>
Synchronized	<input type="radio"/>

Insert values. To change field use tab 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. Default value is 60 minutes (1 hour)
- . PERMANENT = (default value): Synchronization starts with last AUTO TEST received, whether the panel is armed or disarmed.
- . SYNCHRONIZED =: 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.

4 – GUARD ROUND

To define different period of guard round. Up to 100 guard rounds can be programmed everyday. The delay for receiving the signal is 5 minutes before and after the programmed time.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1							
2							
3							
4							
5							
6							
7							

---

**ACCOUNTS MANAGEMENT**

**5 - OPENING**

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

**6 -CLOSING**

To define the alarm code received as a closing code. WINSAMM 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**

**ACTION 1 (0 TO 9 OR A TO Z)**

Alarm Codes	Type	Action	Note	Pager/E-Mail
Action 1		01369		
Action 2				
Time Begin				
Time End				
Copy Actions				
All Codes				
Codes With Same Priority				

	Name	Title
0	Account Phone Num. 1	
1	Account Phone Num. 2	
2	Police	
3	Fire Dept.	
4	Emergency	
6	Marc Chartrand	Director
9	Yves Méthot	Marketing

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.

	Name	Title
0	Account Phone Num. 1	
1	Account Phone Num. 2	
2	Police	
3	Fire Dept.	
4	Emergency	
6	Contact 1	
9	Contact 2	
C	Contact 3	
D	Contact 3	
E	Contact 3	
Y	Contact 10	
Z	Contact 10	

Position 0 and 1 are defined in the ALARM INFORMATION page of ACCOUNT MANAGEMENT

Position 2,3 and 4 are defined when you create a CITY in GENERAL INFORMATION /ADD OR MOFIFY A CITY.

Position 5 is defined in the MISC. page of ACCOUNT MANAGEMENT.

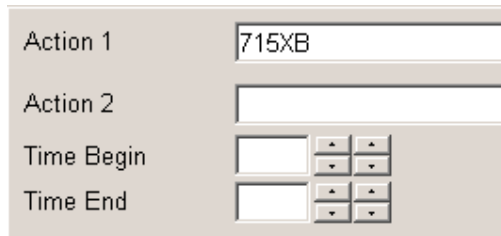
Position 6 to 9 and A to Z are defined in the ALARM USER INFO page of ACCOUNT MANAGEMENT. The first 10 names of the ALARM USER INFO pages are going to be used for the contact list.

**ACCOUNTS MANAGEMENT**

---

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:



A screenshot of a software interface showing a form with four rows. The first row is labeled 'Action 1' and has a text input field containing '715XB'. The second row is labeled 'Action 2' and has an empty text input field. The third row is labeled 'Time Begin' and has a numeric input field followed by a small grid of four arrow buttons (up, down, left, right). The fourth row is labeled 'Time End' and has a numeric input field followed by a small grid of four arrow buttons (up, down, left, right).

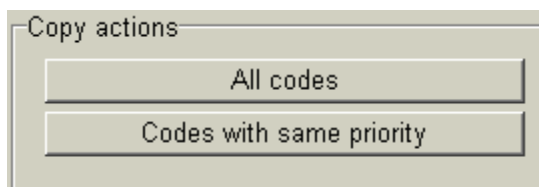
Based on this information (715XB), the contact list that will appear (to the operator on reception of this alarm code) in the PRIORITY ACTION DISPLAY box of the MONITORING WINDOW will be the following list:

- |                         |  |
|-------------------------|--|
| 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.

It's also possible to copy actions. You have 2 choices: For all codes or for codes with same priority.

Example:



A screenshot of a dialog box titled 'Copy actions'. It contains two buttons stacked vertically. The top button is labeled 'All codes' and the bottom button is labeled 'Codes with same priority'.

**ACTION 2 (0 TO 9 OR A TO Z)**

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

Example:

Action 1	<input type="text" value="715XB"/>
Action 2	<input type="text" value="02"/>
Time Begin	<input type="text" value="11:45"/> <input type="button" value="▲"/> <input type="button" value="▼"/>
Time End	<input type="text" value="13:30"/> <input type="button" value="▲"/> <input type="button" value="▼"/>

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 (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 is specified and a list of contacts is entered in Action 2, WINSAMM will make this temporary list active every weekend (from Saturday 00:00 to Sunday 23:59).

**ACCOUNTS MANAGEMENT**

**NOTE**

Selecting this option will enable the operator to create a NOTE that will be displayed in the warning box of the monitoring window every time this alarm code is received. You can enter a message of 6 lines by 30 characters. The message can be permanent or for a certain period of time. Write a starting and an ending date to create a temporary note. The message will be for the period entered. If there is no date, the NOTE will be permanent.

The screenshot shows a window titled 'NOTE' with a tabbed interface. The active tab is 'Note'. The window contains the following elements:

- A text area containing the message: "Selecting this option will enable the operator to create a note."
- Two date selection fields: "Date Begin" with the value "2003/02/24" and "Date End" with the value "2004/02/24". Each field has a small calendar icon to its right.
- A "Delete" button located at the bottom right of the window.

**PAGER/E-MAIL**

The alarm code can be send automatically to a pager or e-mail. To send a message by pager or e-mail for one or many alarm codes, enter the information in that window.

Type: None, Alpha (pager), Numeric (pager) or e-mail, select one of these types.

**ALPHA:**

Type: Select alpha

Telephone: Enter the phone number of the service provider.

Pager ID (Alpha): Enter the pager ID number.

The screenshot shows a window titled 'PAGER/E-MAIL' with a tabbed interface. The active tab is 'Pager/E-Mail'. The window contains the following elements:

- A "Type" dropdown menu with "Alpha" selected.
- A "Telephone" text input field.
- A "Pager ID (Alpha)" text input field.

**ACCOUNTS MANAGEMENT**

**NUMERIC:**

Type: Select Numeric

Telephone: Enter the pager phone number.

The screenshot shows a web form with a tabbed interface. The active tab is 'Pager/E-Mail'. Below the tabs, there is a 'Type' dropdown menu set to 'Numeric'. Below that is a 'Telephone' text input field.

**E-MAIL:**

Type: Select e-mail

E-mail 1 and e-mail 2: Now, two e-mail can be entered for the same alarm code.

With Message: If selected, a message will be sent with the alarm code. The message can be defined in GENERAL INFORMATION (F8) / INTERNET / EVENT MESSAGE.

The screenshot shows a web form with a tabbed interface. The active tab is 'Pager/E-Mail'. Below the tabs, there is a 'Type' dropdown menu set to 'E-Mail'. Below that are two sections: 'E-Mail 1' with a text input field and a 'With message' checkbox, and 'E-Mail 2' with a text input field and a 'With message' checkbox.

**ACCOUNTS MANAGEMENT**

**Page 6: ALARM INSTALLATION INFORMATION**

Accounts	Misc	Schedules	Users	Alarm Codes	Installation	Billing	Groups	Events	Scheme/Misc
----------	------	-----------	-------	-------------	--------------	---------	--------	--------	-------------

Account Number

<p>Company</p> <p><input type="text" value="MC Alarm Company"/></p>	<p>Installation Date</p> <p><input type="text" value="2000/05/01"/></p>
<p>Phone No</p> <p><input type="text" value="(514) 123-4567"/></p> <p><input type="text" value="(514) 234-5678"/></p>	<p>Info. On The Installation</p> <p>MC Alarm Company MCDI Certified 4140-xmpt 2000-06-07</p>
	<p>Receiver Phone Number</p> <p><input type="text" value="5147777777"/></p>
	<p>Transmitter Phone Number</p> <p><input type="text" value="5148888888"/></p>

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

**ACCOUNTS MANAGEMENT**

**Page 7: BILLING INFORMATION**

Accounts	Misc	Schedules	Users	Alarm Codes	Installation	Billing	Groups	Events	Scheme/Misc
----------	------	-----------	-------	-------------	--------------	---------	--------	--------	-------------

Account Number

Billing	Description
---------	-------------

Ledger Account Number

Name

Attn

Address

City (State/Province)

Zip Code/Postal Code

Export Account Info

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

Right on top is the system or user number, with the partition number.

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

Then we have: Name, Attn., 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, it's already printed in that window.

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

Export account info: By selecting this option, the customer information, new or modified, will be posted in the ASCII file.

WINSAMM.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 WINSAMM 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 WINSAMM.

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	%

**DESCRIPTION**

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

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

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.

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

To Erase a Service description line, select the one that needs to be erased and press <del> key.

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.

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**

Accounts | Misc | Schedules | Users | Alarm Codes | Installation | Billing | **Groups** | Events | Scheme/Misc

Account Number

		Auto. Work Schedule		
	Name	Definition	From	Till
+	06	JUNE BILLING		
+	ALARM	Alarm Company		
	MCA			

Each customer can be registered in sixteen (16) different groups. 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 video bar on the line of the group with the arrow keys or with the mouse and click on the name. A small + sign will appear to show that this customer has been registered in the selected group.

To remove a customer from a group, place the video bar on the line of the group to deactivate, and click in the box beside the name. The small + sign 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".

PAGE 9: DISPLAY ACCOUNT EVENTS

Date	Time	Code > Description	#

This window offers the operator to view all events for a customer. Select the month on top of the screen (Events). If events are present in the file, a list is being displayed starting with the more recent event at the bottom. Comment and action can also be viewed.

ACCOUNTS MANAGEMENT

PAGE 10: SCHEME/MISC.

Accounts Misc Schedules Users Alarm codes Installation Billing Groups Events **Scheme/misc**

Account number

TXT JPG PDF

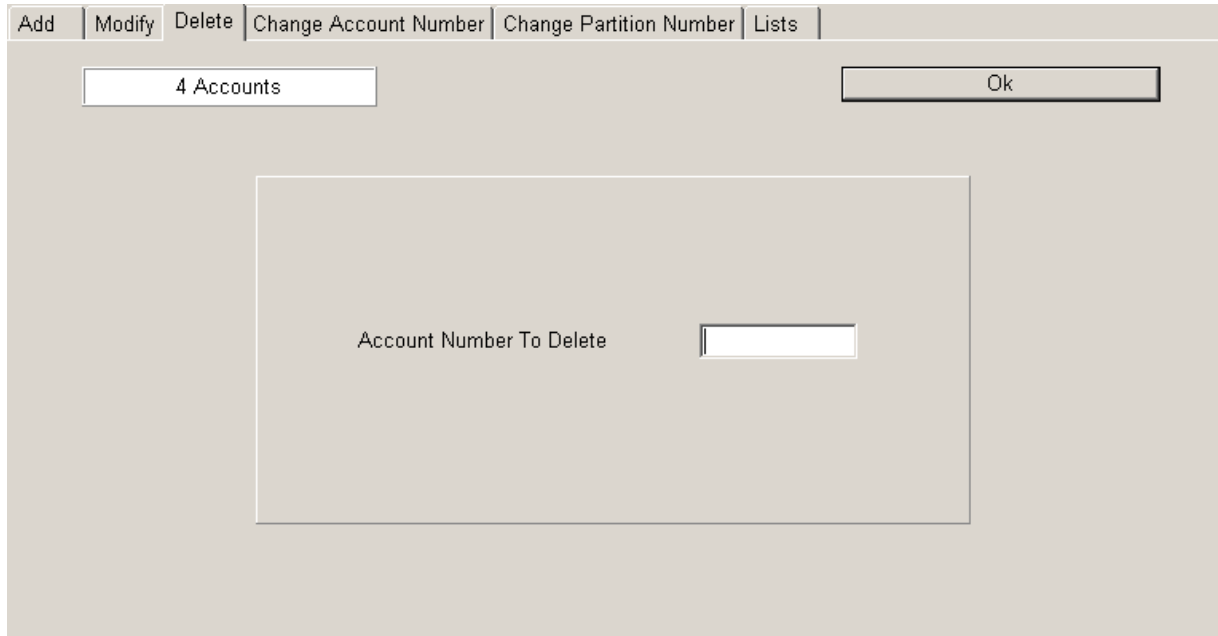
```
I----- /-----I
I IR1 D1 / I IR2 I IR1 Infrared Zone 1
I I I IR2 Infrared Zone 2
I I W I IR3 Infrared Zone 3
I OFFICE I A I IC1 Instant Zone 4
I I R I IC2 Instant Zone 5
I / IC1 / IC2 E I D1 Delayed Zone 6
I / I H I SM1 Smoke Det. Zone 7
I/ -----I O I
I IR3 I U I
I G I S I
I A I E I
I R I I
I A I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

This function allows entering the drawings and specification of a room or a house subject to security supervision. Use text , JPG or PDF on that window.

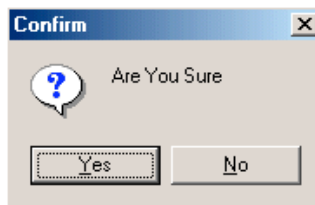
**ACCOUNTS MANAGEMENT**

**F2 ACCOUNT MANAGEMENT / DELETE**

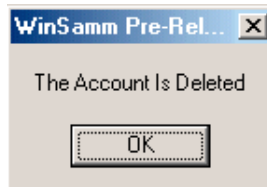
Choosing DELETE brings the following dialog box:



Insert the customer number to erase and press <ENTER>.



Choosing NO or pressing <ESC> will exit without changes. Choosing YES or pressing <enter> will delete the specified account and will display a message saying that the account has been deleted.



**ACCOUNTS MANAGEMENT**

**F2 ACCOUNT MANAGEMENT / CHANGE ACCOUNT NUMBER**

Choosing CHANGE ACCOUNT NUMBER brings the following dialog box:

The dialog box has a title bar with the following tabs: Add, Modify, Delete, Change Account Number, Change Partition Number, Lists. Below the title bar is a status bar showing '4 Accounts' and an 'Ok' button. The main area contains two input fields: 'Old Account Number' with the value '2222' and 'New Account Number' with the value '3333'.

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

The dialog box has a title bar with the text 'Confirm'. The message text is 'Change Account Number 2222 To Number 3333'. There is a question mark icon on the left. At the bottom are 'Yes' and 'No' buttons.

Choosing NO or pressing <ESC> will exit without changes. Choosing YES or pressing <enter> will change all information of account number 2222 to account number 3333.

**F2 ACCOUNT MANAGEMENT / CHANGE PARTITION NUMBER**

Choosing CHANGE PARTITION NUMBER brings the following dialog box:

4 Accounts

Ok

Account Number

Partition From

To

Enter the customer number and press <TAB>.

Account Number 1234

Partition From 0

To 4

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

**ACCOUNTS MANAGEMENT**

**F2 - ACCOUNT MANAGEMENT / PRINT ACCOUNT LIST**

Choosing LISTS brings the following dialog box:

The dialog box features a title bar with buttons: Add, Modify, Delete, Change account number, Change partition number, Lists, and Ok. The main area contains a text box with "3 Accounts". Below it are fields for Client (From and To), Group (1-5 with dropdowns and "(E-Mail)" label), Exclude (dropdown), and Partition (checkboxes 0-10). On the right, there are radio buttons for "Detailed", "Summary", "Recall", "Address labels", and "User labels", and checkboxes for "General information", "Alarm codes", "Alarm codes memo", "ID information", "Contact notification", and "Work schedule".

**CLIENT:** 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 account number in the first box.

**GROUP:** By default, WINSAMM will print a report for all groups that fall within the account number range specified above. 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.

**ACCOUNTS MANAGEMENT**

The screenshot shows a software window titled "Accounts Management" with a menu bar containing "Add", "Modify", "Delete", "Change Account Number", "Change Partition Number", and "Lists". Below the menu bar, there is a search bar containing "4 Accounts" and an "Ok" button. The main area is divided into two sections. The left section contains search criteria: "Account" with "From" set to "0" and "To" set to "20113"; "Group" with five rows, each having a dropdown menu (values: "COMMERCE", "SERVICE", "06", and two empty); "Exclude" with a dropdown menu set to "TEST"; and "Partition" with a row of checkboxes labeled "0" through "10". The right section contains report options: "Detailed" (selected with a radio button), "Summary", "Recall", "Address Labels", and "User Labels". Under "Detailed", there are six checkboxes: "General Information", "Alarm Codes", "Alarm Codes Memo", "ID Information", "Contact Notification", and "Work Schedule", all of which are currently unchecked.

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.

**1 - DETAILED LIST OF ACCOUNTS**

A detailed list will print 9 1/2 x 11 sheets. Select the information to be printed: General information for complete address and installation info., Alarm codes with description, Alarm codes Memo, ID information, List of contact and the work schedule.

This is a close-up of the report options section from the screenshot. It shows the "Detailed" radio button selected. Below it are six unchecked checkboxes: "General Information", "Alarm Codes", "Alarm Codes Memo", "ID Information", "Contact Notification", and "Work Schedule". Below these are four radio buttons: "Summary", "Recall", "Address Labels", and "User Labels", all of which are currently unselected.



---

**ACCOUNTS MANAGEMENT**

Each selection represents a separate page in the report. To select the required pages, click in the box beside the selection. A check mark confirms each choice. To start printing, click on OK. The report will be displayed on screen, then do a right click and select print. 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 groups name can be included, one group can be excluded and partition can be selected. See APPENDIX G3 for a sample of a SUMMARY LIST OF ACCOUNTS.

**3 - RECALL**

Prints on 8 1/2 x 11 letterhead paper the current date, name, address, city, province/state, postal/zip code, telephone number and the 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, one group can be excluded and partition can be selected.

**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.

**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



<u>M</u> onitoring	F1
<u>A</u> ccounts management	F2
<b><u>B</u>illing</b>	<b>F3</b>
<u>S</u> ecurity	F4
<u>H</u> istoric management	F5
<u>P</u> assword	F7
<u>G</u> eneral information	F8
<u>E</u> xit	F6
<u>A</u> bout	
<u>W</u> SReceiver	

**F3 - BILLING**

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

The screenshot shows a menu with five options: Address Labels, Automatic Billing, Billing Summary, List Of All Payments, and List Of Last Payments. A 'Print' button is located in the top right corner. Below the menu is a form with the following fields:

Account	From	<input type="text"/>	Group	1	<input type="text"/>
	To	<input type="text"/>		2	<input type="text"/>
				3	<input type="text"/>
				4	<input type="text"/>
				5	<input type="text"/>
			Exclude		<input type="text"/>

**F3 - 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/ BILLING INFORMATION. Printing by number or group is available.

The screenshot shows the ADDRESS LABELS form with the following data entered:

Account	From	<input type="text" value="0"/>	Group	1	<input type="text" value="COMMERCE"/>
	To	<input type="text" value="20113"/>		2	<input type="text" value="SERVICE"/>
				3	<input type="text" value="06"/>
				4	<input type="text"/>
				5	<input type="text"/>
			Exclude		<input type="text" value="TEST"/>

ACCOUNT: A range of account number can be entered. Enter the first account number and press <ENTER>. Pressing <ENTER> without entering any value will start the report from account number 0. Then

**BILLING**

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, write the account number in the first field.

**GROUP:** By default, WINSAMM 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, address labels 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 – AUTOMATIC BILLING**

To start the billing process, choose option **AUTOMATIC BILLING**

Address Labels | **Automatic Billing** | Billing Summary | List Of All Payments | List Of Last Payments

Print

Account	From	<input type="text"/>	Group	1	<input type="text"/>
	To	<input type="text"/>		2	<input type="text"/>
				3	<input type="text"/>
				4	<input type="text"/>
				5	<input type="text"/>
			Exclude		<input type="text"/>

Account	From	<input type="text" value="0"/>	Group	1	<input type="text" value="COMMERCE"/>
	To	<input type="text" value="20113"/>		2	<input type="text" value="SERVICE"/>
				3	<input type="text" value="06"/>
				4	<input type="text"/>
				5	<input type="text"/>
			Exclude		<input type="text" value="TEST"/>

See ADDRESS LABELS section for a detailed explanation of the ACCOUNT and GROUP field.

See APPENDIX G5 for a sample of an invoice.

The screenshot shows a billing software interface with the following elements:

- Date:** A text field containing "2003/02/24" and a small calendar icon to its right.
- Apply Increase:** A checkbox that is currently checked.
- Export Data:** A checkbox that is currently unchecked.
- Description:** A single-line text input field.
- Message:** A multi-line text input field.
- Buttons:** Two buttons labeled "Print" and "Cancel" are positioned to the right of the form fields.

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** : If selected, 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.

**EXPORT DATA** : Selecting this option 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 option for ASCII files that converts this data into usable form.

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

**F3 - 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.

Account	From	<input type="text" value="0"/>	Group	1	<input type="text" value="COMMERCE"/>
	To	<input type="text" value="20113"/>		2	<input type="text" value="SERVICE"/>
				3	<input type="text" value="06"/>
				4	<input type="text" value=""/>
				5	<input type="text" value=""/>
			Exclude		<input type="text" value="TEST"/>

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

**F3 - LIST OF ALL PAYMENTS**

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

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

**F3 – LIST OF LAST PAYMENTS**

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

**F4 - SECURITY**



<u>M</u> onitoring	F1
<u>A</u> ccounts management	F2
<u>B</u> illing	F3
<u>S</u> ecurity	F4
<u>H</u> istoric management	F5
<u>P</u> assword	F7
<u>G</u> eneral information	F8
<u>E</u> xit	F6
<u>A</u> bout	
<u>W</u> SReceiver	

**F4 - SECURITY**

The screenshot shows a window titled "Operator's Management" with three tabs: "Operator's Management", "Operator's Message", and "Setup". The "Operator's Management" tab is active. It contains a table with the following data:

#	Operator's Name	\$
1	S.A.M.M.	A
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

To the right of the table is a "Save" button.

**F4 – OPERATOR'S MANAGEMENT**

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

NOTE: An operator can modify his password at anytime by entering "SET" instead of his own password. WINSAMM 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, WINSAMM will request a password to be entered the first time the OPERATOR logs in.

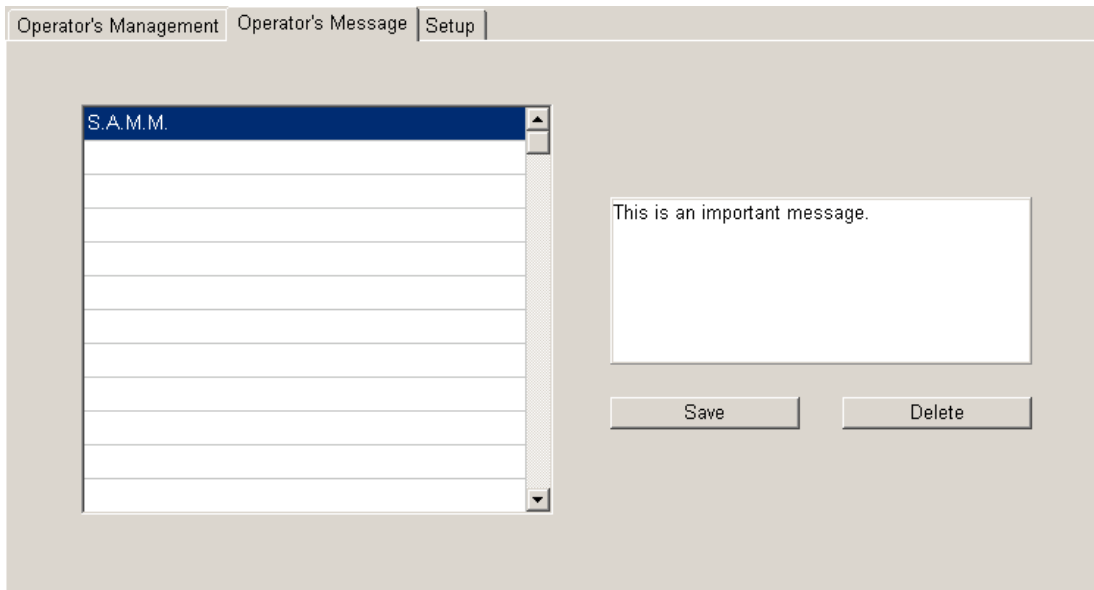
The OPERATOR'S MANAGEMENT page holds ninety-nine (99) lines. Each line is divided in three (3) columns (Operator's number, Name and Level).

Enter information in the appropriate column and move the cursor from one column to another by pressing left and right arrow keys To change line use the up and down arrow keys.

NOTE: The operator number is unique. Each operator must have it's own. See Level description in section F4.



**F4 - OPERATOR'S MESSAGE**



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

To create or edit an existing message to an operator, select option F4 – OPERATOR'S MESSAGE from the SECURITY menu. Click on the operator's name and write the message in the blank space. Then click on the "SAVE" button.

To delete a message, select option F4 – OPERATOR'S MESSAGE from the SECURITY. Click on the operator's name and then on Delete.

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

**F4 – SECURITY SETUP**

Operator's Management		Operator's Message		Setup		Access Level												Save
						A	B	C	D	E	F	G	H	I	J	K	L	
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 (List)		*															
10	- Billing		*															
11	- Security		*															
12	- Security (Operator's Message)		*															
13	- Historic Management (Delete)		*															
14	- Historic Management (List)		*															
15			*															
16			*															
17			*															
18			*															
19			*															
20			*															
17	- Exit		*															

Twelve (Level A to L) access levels are available of which eleven (Level B to L) are programmable. Level A is the master level and cannot be modified. To activate a level for an application, place the cursor on the corresponding line and column with the arrow keys and double click in the box or press <space> bar. A small symbol (•) is displayed to show that the option is activated. To disable, select the option and double click in the box or press <space> bar. 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)
- See the total of accounts while in F2 (ACCOUNT MANAGEMENT) menu.
- See the BILLING INFORMATION PAGE in the Account file.

## F5- HISTORIC MANAGEMENT



<u>M</u> onitoring	F1
<u>A</u> ccounts management	F2
<u>B</u> illing	F3
<u>S</u> ecurity	F4
<u>H</u> istoric management	F5
<u>P</u> assword	F7
<u>G</u> eneral information	F8
<u>E</u> xit	F6
<u>A</u> bout	
<u>W</u> SReceiver	

**F5 - HISTORIC MANAGEMENT**

The screenshot shows a software window titled "F5 - HISTORIC MANAGEMENT". At the top left, there are buttons for "Lists" and "Delete". At the top right, there is a "Print" button. Below these is a tabbed interface with "General information" and "Filter" tabs. The "Filter" tab is active. The window is divided into two main sections. The left section contains fields for "Client" (From and To), "Group" (1-5 with dropdown menus and "(E-Mail)" label), and "Exclude" (dropdown menu). The right section contains fields for "From" (Date: 2003/06/10, Time: 00:00) and "Till" (Date: 2003/06/10, Time: 23:59), a "Window" checkbox, and a "Choice" section with radio buttons for: "Detailed by account", "Summary by account", "Detailed by account/partition", "Summary By account/partition", "Chronological detail", and "Chronological summary".

**F5 – LIST / GENERAL INFORMATION**

Selecting this option brings the window:

This screenshot is identical to the one above, showing the "F5 - HISTORIC MANAGEMENT" window with the "Filter" tab selected. It displays the same fields for Client, Group, Exclude, From, Till, Window, and Choice options.

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.

**HISTORIC MANAGEMENT**

- CLIENT:** 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, WINSAMM 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.
- 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 not marked with a check, 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 marked with a check it will select only the data for the daily interval between the given dates. It means from 14:00 to 16:00, between 2000-01-11 and 2000-02-05.
- CHOICE:** Option to print a detailed or summary report sorted by customer, partition or in chronological order.

**F5 – LIST / FILTER**

The screenshot shows a software interface for filtering events. It features a 'Filter' tab with the following options:

- Events:** A list of 15 event types, each with an unchecked checkbox:
  - All Priority
  - Event without Priority
  - Auto Test
  - Auto Test Not Received
  - Opening/Closing
  - O/C Unscheduled
  - Auto Log
  - Work Orders
  - Late In/Out Detection
  - Special Event
  - Active/Inactive Account
  - Alarm Code Unknown
  - Guard Round
  - Round Not Received/Unscheduled
- Priority:** A row of 9 checkboxes labeled 1 through 9, all unchecked.
- Partition:** A row of 11 checkboxes labeled 0 through 10, all unchecked.
- Emergency:** A single unchecked checkbox.
- Code:** A text input field.
- Title:** A text input field.

**EVENTS:** This function allows the operator to select the type of event for the printing. To select one or more type of event use the <space> bar or simply click in the corresponding box. Take note that if "All Priority" is selected, the field "Priority" will mark with a check all priorities boxes.

**PRIORITY:** To select one or more priority

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**HISTORIC MANAGEMENT**

PARTITION: To select one or more PARTITION.

EMERGENCY: Selecting 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. Not selecting it will include all events.

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.

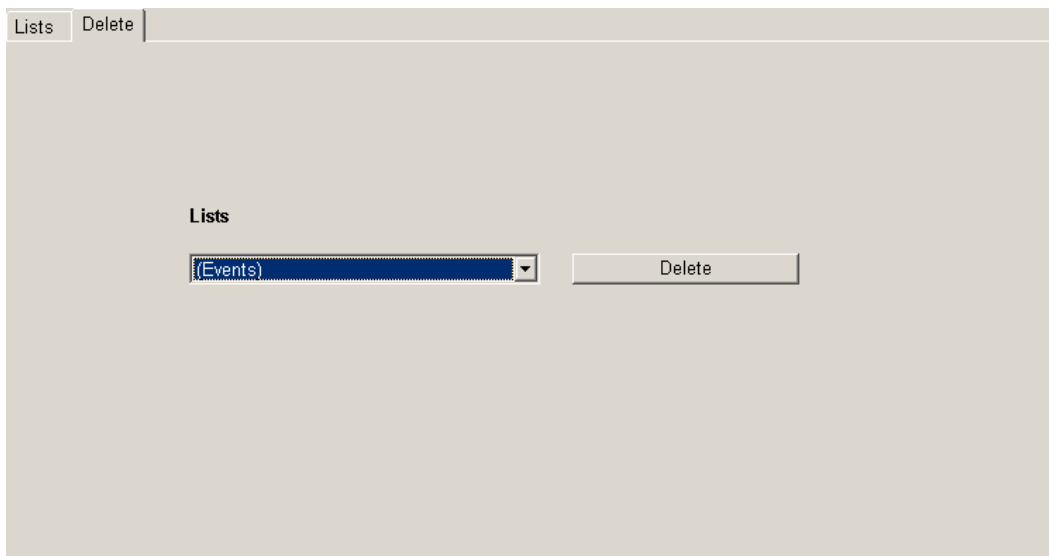
TITLE: To specify a name for the report. This field can be left blank and no title will be printed.

**F5 - DELETE**

Each month, WINSAMM 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 exists and can be read, to purge this excess data from the hard disk.

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



Select the month to be erased and click on "Delete". Then there is a question asking: "Are you sure", (Yes) or (No). Reply "yes" to delete and "no" to abort delete process.

**F6 - EXIT**



<u>M</u> onitoring	F1
<u>A</u> ccounts management	F2
<u>B</u> illing	F3
<u>S</u> ecurity	F4
<u>H</u> istoric management	F5
<u>P</u> assword	F7
<u>G</u> eneral information	F8
<u>E</u> xit	F6
<u>A</u> bout	
<u>W</u> SReceiver	

**F6 - EXIT**

This option disables WINSAMM (closing all files) and exit in Windows. For more information on the startup procedure, please refer to INTRODUCTION section of this manual.

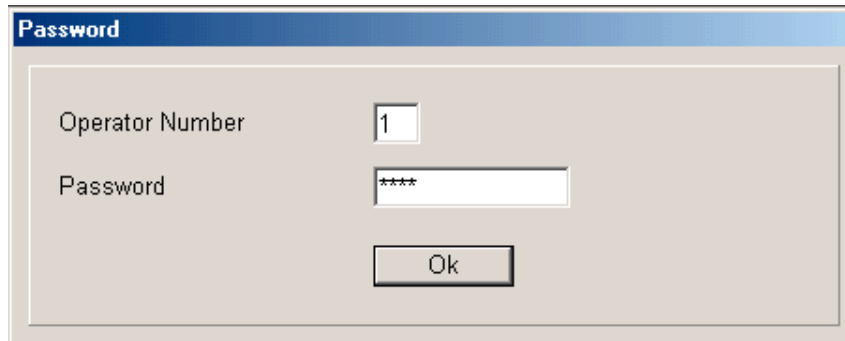


## F7 - PASSWORD



<u>M</u> onitoring	F1
<u>A</u> ccounts management	F2
<u>B</u> illing	F3
<u>S</u> ecurity	F4
<u>H</u> istoric management	F5
<u>P</u> assword	F7
<u>G</u> eneral information	F8
<u>E</u> xit	F6
<u>A</u> bout	
<u>W</u> SReceiver	

**F7 - PASSWORD**



The screenshot shows a dialog box titled "Password". It contains two input fields: "Operator Number" with the value "1" and "Password" with masked characters "\*\*\*\*". An "Ok" button is located below the password field.

Each time an operator logs on to WINSAMM , 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 WINSAMM, click <OK> 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 cannot be seen by anyone.

## F8- GENERAL INFORMATION



<u>M</u> onitoring	F1
<u>A</u> ccounts management	F2
<u>B</u> illing	F3
<u>S</u> ecurity	F4
<u>H</u> istoric management	F5
<u>P</u> assword	F7
<u>G</u> eneral information	F8
<u>E</u> xit	F6
<u>A</u> bout	
<u>W</u> SReceiver	

**GENERAL INFORMATION**

**F8 - GENERAL INFORMATION**



System parameters can be adjusted on request. Only operators with security access level of A, B or C can see this menu. You have seven (7) options in this menu: Monitoring Information, billing information, billing description, Group management, Add or modify a city, Company maintenance and Internet.

Group Management	Add Or Modify A City	Company Maintenance	Internet
Monitoring Information	Billing Information	Billing Description	

Interval Time To Opening/Closing Sort	00:15			<input type="button" value="Save"/>
Interval Time To Line Up Buzzer (3..30)	10			
Default Opening/Closing Delay	00:30			
Automatic Opening/Closing Sort:		<input checked="" type="checkbox"/>		<input type="button" value="Globe icon"/>
Display Late Opening Detection		<input type="checkbox"/>		
Automatic Save Event If Account Has Same Priority		<input type="checkbox"/>		
Automatic Save Of All Events		<input type="checkbox"/>		<input type="button" value="Key icon"/>
Automatic Save Event Of Invalid Account		<input type="checkbox"/>		
Alarm Monitoring Printer		<input type="text"/>		
Work Order Printer		<input type="text"/>		
Automatic Dial Modem Port		COM1		

**F8 - ALARM MONITORING INFORMATION**

Monitoring Information	Billing Information	Billing Description
Interval Time To Opening/Closing Sort	00:15	Save
Interval Time To Line Up Buzzer (3..30)	10	
Default Opening/Closing Delay	00:30	
Automatic Opening/Closing Sort:	<input checked="" type="checkbox"/>	
Display Late Opening Detection	<input type="checkbox"/>	
Automatic Save Event If Account Has Same Priority	<input type="checkbox"/>	
Automatic Save Of All Events	<input type="checkbox"/>	
Automatic Save Event Of Invalid Account	<input type="checkbox"/>	
Alarm Monitoring Printer	<input type="text"/>	
Work Order Printer	<input type="text"/>	
Automatic Dial Modem Port	COM2	

**INTERVAL TIME TO OPEN/CLOSE SORT: 00:15**

Interval to automatically check for Open/Close. If a fifteen (15) minutes interval is selected, the verification will be made every fifteen minutes plus one minute.

Example: 6:01 hour, 6:16 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.

**DEFAULT OPENING/CLOSING DELAY: 00:30**

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

**AUTOMATIC OPENING/CLOSING SORT**

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 WINSAMM 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
- CLOSED FOR THE DAY
- LATE CLOSING DETECTION

---

**GENERAL INFORMATION**

**DISPLAY LATE OPENING DETECTION**

If this function is selected, the verification of Opening will be displayed (message will be sent to the operator) with the message: - LATE OPENING DETECTION

If no warning is required for a late opening, set the opening delay to zero (in the customer file: Schedule/Set up)

If it is not selected, this will cause the verification to go not displayed (written to file only) and the message will be: - CLOSED FOR THE DAY

**AUTOMATIC SAVE EVENT IF ACCOUNT HAS SAME PRIORITY**

When WINSAMM receives many alarms for the same account, it checks their priority level.

Option Selected: WINSAMM displays the first event and saves the others.

Option Not Selected: WINSAMM 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.

**AUTOMATIC SAVE OF ALL EVENTS**

Option Selected: WINSAMM will save all incoming events to disk. No Operator intervention needed.

Option Not Selected: WINSAMM will send all incoming events to the Operator for processing unless other options tell WINSAMM to save the event.

**AUTOMATIC SAVE EVENT OF INVALID ACCOUNT**

Option Selected: WINSAMM will save to disk all incoming events undefined in database.

Option Not Selected: WINSAMM 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 this account is defined in WINSAMM, all events received are going to be there.

ALARM MONITORING PRINTER: Select with the pull down menu

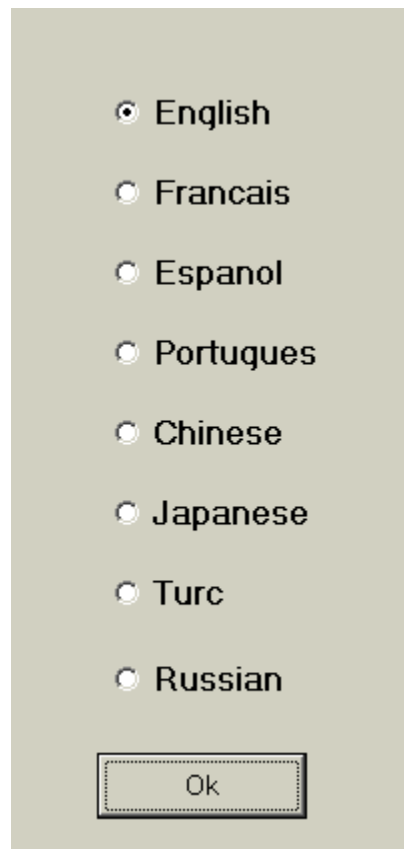
WORK ORDER PRINTER: Select with the pull down menu

AUTOMATIC DIAL MODEM PORT: Select with the pull down menu

**LANGUAGE**



This option opens the language selection window.



This menu allows the language selection in WINSAMM. To change language, position the cursor on the language or use the arrow keys and press <ENTER> or click on OK. More language will be available 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 another language will not be accepted. Contact MCDI for more information.

UNLOCKING



Choosing this menu will open the window to unlock WINSAMM.

**Unlock WinSAMM**

**STEPS**

1. Enter ID
- ➔ 2. Send codes to MCDI
3. Enter Access code returned by MCDI

Now, transmit identification and validation numbers to MCDI or dealers. You have one month to enter Access code. WinSAMM will lock in one month if correct access code is not entered

Ref: manual annex\_\_

**ID**

Serial number: 1234      Number of stations: 1

Company name: YOUR COMPANY STATION NAME      Enter

**CODES**

Identification code: **141L19I3**      send by email

Validation code: **01B84Y11**      copy to wordpad

print fax form

Access Code:      enter access code

**First, enter the serial number and your company name. Then, send the codes to MCDI (e-mail, wordpad or fax) and enter the access code returned by MCDI. Remember that this access code is valid for one month. After that period of time, if the access code has not been entered, WinSAMM will lock again.**



**GENERAL INFORMATION**

**F8 - BILLING INFORMATION**

Group Management	Add Or Modify A City	Company Maintenance	Internet
Monitoring Information	Billing Information	Billing Description	
Company Name	<input type="text"/>	<input type="button" value="Save"/>	
Address	<input type="text"/>		
City (State /Province)	<input type="text"/>		
Zip Code / Postal Code	<input type="text"/>		
Phone Number 1	<input type="text"/>		
Phone Number 2	<input type="text"/>		
Print Company Name	<input checked="" type="checkbox"/>		
Tax 2 On Tax 1	<input checked="" type="checkbox"/>		
Invoice Number	<input type="text" value="1"/>		
% Tax 1	<input type="text" value="0.00"/>		
% Tax 2	<input type="text" value="0.00"/>		
Tax Number 1	<input type="text"/>		
Tax Number 2	<input type="text"/>		

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

The field "print company name" 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 do not select it.

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).

Selecting the option "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. Not selecting it 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.

**GENERAL INFORMATION**

**F8 - BILLING DESCRIPTION**

Description of Services and their General Ledger number.

Monitoring Information	Billing Information	Billing Description
<input type="button" value="Save"/>		
Service Description		G/L #
Service 1		1111
Service 2		2222
Service 3		3333
Service 4		4444
Service 5		5555
Service 6		6666
Service 7		7777
Service 8		8888
Service 9		9999
Service 10		0000

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>.

**GENERAL INFORMATION**

**F8 - GROUP MANAGEMENT**

GROUP MANAGEMENT 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 WINSAMM.

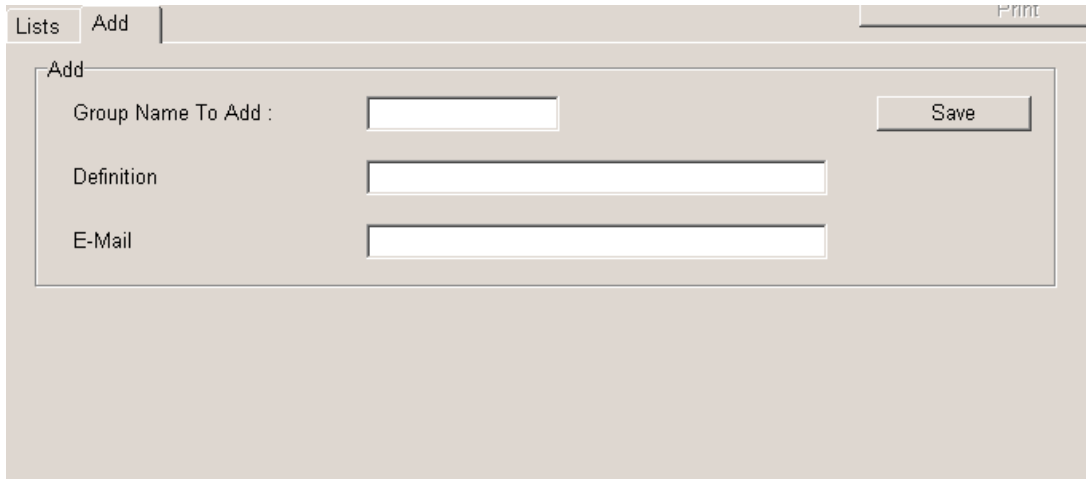
**F8 - LIST**

The screenshot shows a software interface with a menu bar at the top containing 'Group Management', 'Add Or Modify A City', 'Company Maintenance', and 'Internet'. Below the menu bar, there are two buttons: 'Delete' and 'Print'. A sub-menu is open, showing 'Lists' and 'Modify Description'. The 'Lists' sub-menu contains a table titled 'Auto. Work Schedule' with the following data:

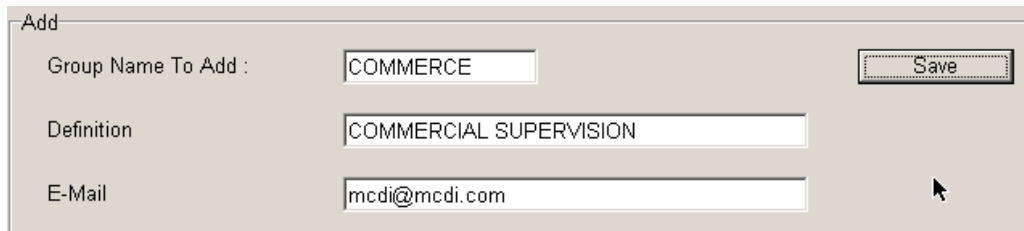
Name	Definition	From	Till
06	JUNE BILLING		
ALARM	Alarm Company		
COMMERCE	COMMERCIAL		
MCA			
SERVICE	SERVICE		
TEST	TEST		
	(Add)		

This menu displays the groups with the related definition. Nine groups at a time are displayed. To pursue the viewing use the arrow keys or scroll down.

**F8 – ADD GROUP**



Position on the last line (add) and select "Add". Then this window will open.



Write the name of the new group and press <TAB>. Then write the definition of the new group and press <TAB> again. An e-mail can also be added for a group. The DEFINITION and the E-MAIL field may be left blank. At the end, select "SAVE" and the new group will be saved.

**GENERAL INFORMATION**

**F8 – MODIFY DESCRIPTION**

The screenshot shows a window titled 'Modify Description' with a 'Print' button in the top right. Below the title bar is a tab labeled 'Auto. Work Schedule'. The main area contains a table with the following data:

Name	Definition	From	Till
06	JUNE BILLING		
ALARM	Alarm Company		
COMMERCE	COMMERCIAL SUPERVISION		
MCA			
SERVICE	SERVICE		
TEST	TEST		
	(Add)		

Position on the group name that needs to be modified and select “Modify Description”.

The screenshot shows a form titled 'Modify Description Definition'. It has two input fields and a 'Save' button:

- Definition: COMMERCIAL ASSOCIATION
- E-Mail: mcdi@mcdi.com

Only the DEFINITION AND THE E-MAIL of the group can be modified, not the name. Enter the DEFINITION and press <TAB> then select “SAVE” to end the operation.

**GENERAL INFORMATION**

**F8 – AUTO WORK SCHEDULE**

Name	Definition	From	Till
06	JUNE BILLING		
ALARM	Alarm Company		
COMMERCE	COMMERCIAL SUPERVISION		
MCA			
SERVICE	SERVICE		
TEST	TEST		
	(Add)		

Choose the group name for automatic (AUTO WORK) schedule and select « Modify Description ».

Modify Description Definition

Definition: COMMERCIAL SUPERVISION [Save]

E-Mail: [ ]

Auto. Work Schedule

Date: From 2002/02/24 [Save]

Till 2004/02/24 [Delete]

Select the date interval. Press <TAB> to move from one place to the other then press <TAB> to select <SAVE> or <DELETE>. 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 – DELETE GROUP**

The screenshot shows a software window with a menu bar containing 'Group Management', 'Add Or Modify A City', 'Company Maintenance', and 'Internet'. Below the menu bar are two buttons: 'Delete' and 'Print'. A 'Lists' tab is active, showing a 'Modify Description' window. This window contains a table titled 'Auto. Work Schedule' with the following data:

Name	Definition	From	Till
06	JUNE BILLING		
ALARM	Alarm Company		
COMMERCE	COMMERCIAL SUPERVISION		
MCA			
SERVICE	SERVICE		
TEST	TEST		
	(Add)		

Choose the name of the group to be deleted and select <DELETE>.

**F8 – PRINT GROUP LIST**

The screenshot shows the same software window as above, but with the 'Print' button selected. The 'Auto. Work Schedule' table is identical to the one in the previous screenshot:

Name	Definition	From	Till
06	JUNE BILLING		
ALARM	Alarm Company		
COMMERCE	COMMERCIAL SUPERVISION		
MCA			
SERVICE	SERVICE		
TEST	TEST		
	(Add)		

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

**GENERAL INFORMATION**

**F8 - ADD OR MODIFY A CITY**

Having selected this option, brings the following display:

Group Management	Add Or Modify A City	Company Maintenance	Internet
------------------	----------------------	---------------------	----------

New York, N.Y. USA
Toronto (Ontario) Canada
London (England)
Warsaw (Poland)
Montreal (Québec) Canada
Rosemere (Quebec)
(Add)

City (State,Province)	<input type="text" value="New York, N.Y. USA"/>	<input type="button" value="Save"/>
Police	<input type="text" value="(516) 555-1212"/>	<input type="text"/>
Fire Dept.	<input type="text" value="(516) 555-1212"/>	<input type="text"/>
Emergency	<input type="text" value="(516) 555-1212"/>	<input type="text"/>

The same menu applies to Add or Modify a city. To add a new city, select "ADD" then press <ENTER>. To modify a city select the city to modify, then press <TAB>.

To SEARCH for and existing CITY, scroll down.

New York, N.Y. USA
Toronto (Ontario) Canada
London (England)
Warsaw (Poland)
Montreal (Québec) Canada
Rosemere (Quebec)
(Add)

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



**F8- ALARM COMPANY MAINTENANCE**

This function displays a menu for installer file maintenance:

The screenshot shows the 'Company Maintenance' tab with the 'Add Or Modify A City' sub-tab selected. On the left, a list contains 'MC Alarm Company' with '(Add)' below it. The main form has the following fields:

- Name: MC Alarm Company
- Phone Number: (514) 123-4567 and (514) 234-5678
- Pager: (empty)
- Group: ALARM
- Save button

**F8 - ADD AN ALARM COMPANY**

The screenshot shows the 'Company Maintenance' tab with the 'Add Or Modify A City' sub-tab selected. The list on the left is empty. The main form has the following fields:

- Name: (empty)
- Phone Number: (empty)
- Pager: (empty)
- Group: (empty)
- Save button

To add a new installer, select "ADD". It displays a window to insert a new installer, then press <TAB>.

**GENERAL INFORMATION**

**F8 - MODIFY AN ALARM COMPANY**

To modify the company maintenance, select the name and press <TAB>. You can change the name, the phone or the pager number, and the group. To validate the entry, select <SAVE> and press <ENTER> To change line press <ENTER> or <TAB>.

Group Management	Add Or Modify A City	Company Maintenance	Internet
------------------	----------------------	---------------------	----------

MC Alarm Company	
(Add)	

Name	<input type="text" value="MC Alarm Company"/>	<input type="button" value="Save"/>
Phone Number	<input type="text" value="(514) 123-4567"/>	<input type="text" value="(514) 234-5678"/>
Pager	<input type="text"/>	
Group	<input type="text" value="ALARM"/>	

**GENERAL INFORMATION**

**F8 – INTERNET**

Group management	Add or modify a city	Company maintenance	Internet
Server			Save
Outgoing server (SMTP)	<input type="text" value="YOUR OUTGOING SERVER"/>		
E-Mail address	<input type="text" value="YOUR E-MAIL ADDRESS"/>		
Report message			
Subject	<input type="text"/>		
Header	<input type="text"/>		
Footer	<input type="text"/>		
Event message			
Subject	<input type="text"/>		
Header	<input type="text"/>		
Footer	<input type="text"/>		

This window allows writing all information regarding internet to be able to send report by e-mail. The report message and the event message are messages that can be added and be displayed when the e-mail is sent.

APPENDIXES

APPENDIX A -- RECEIVERS

Various types of receivers can be linked to a computer under the control of WINSAMM. 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

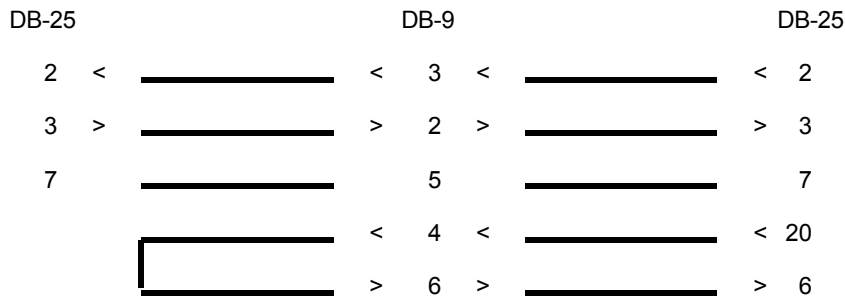
Control card switches configuration: (page 8 of the manual)

- |                      |                         |
|----------------------|-------------------------|
| 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:

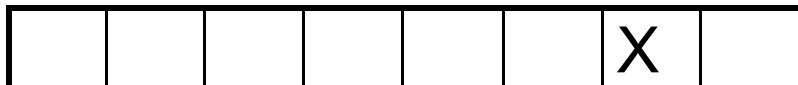
SESCOA 3000R



2 - Ademco 685

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

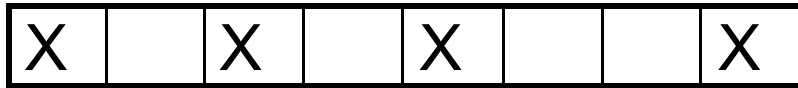
- |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|



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)

- |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|

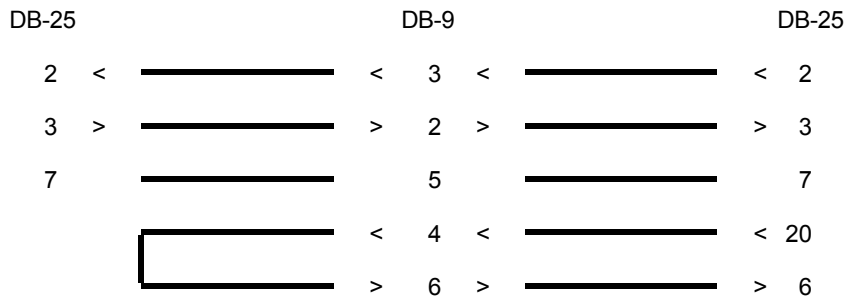


Burn positions 1,3,5,8

- 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:

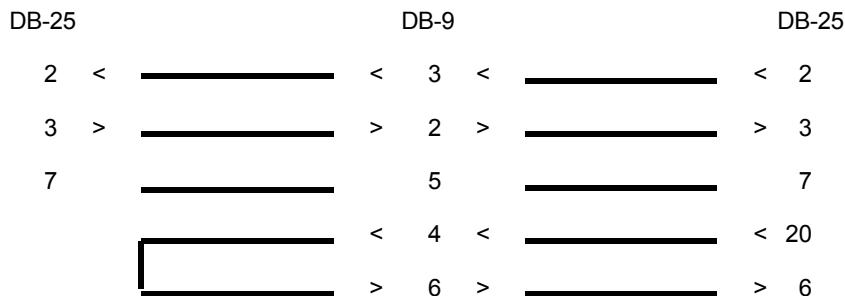
- |                     |                      |
|---------------------|----------------------|
| Switch 1 = Not used | Switch 4 = Not used  |
| Switch 2 = Not used | Switch 5 = Open (On) |
| Switch 3 = Not used | Switch 6 = Open (On) |

CPM card switches configuration:

- |                        |                      |
|------------------------|----------------------|
| Switch 1 = Close (Off) | Switch 4 = Not used  |
| Switch 2 = Close       | Switch 5 = Open (On) |
| Switch 3 = Close       | 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 WINSAMM 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 WINSAMM 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 WINSAMM, contact your local distributor to get the necessary upgrade code.

## APPENDIX B --- TEXT EDITOR

The cursor appears on 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.

### 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).

### 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.

---

APPENDIX C --- MESSAGES FROM WINWINSAMM

---

## APPENDIX C --- MESSAGES FROM WINSAMM

Complete list of messages available from WINSAMM. 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 TO ACCESS WINSAMM 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 WINWINSAMM**

---

- WARNING: FILE COLLISION, HIT ANY KEY TO FIX IT

WINSAMM Network version on Windows NT Server. When event's priority file does not unlock after 30 seconds of an access, above message appears. It warns operator and allows him to unlock file to resume processing.

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

When an event is received, WINSAMM 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), WINSAMM verifies Opening/Closing schedules. Late Opening or Closing events are written in each account file. The same applies for AUTO TESTS or GUARD ROUND 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 WINSAMM and go to DOS. In the SAMM directory locate and run RAZSAMM. This step is needed to reset the operator file.

CD\SAMM<ENTER>  
RAZSAMM<ENTER>

Restart WINSAMM and resume operations.

- TOO 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)

ALARM GENERATION

- F1 - Save (On disk)
- F2 - Pending
- F3 - Scheme / Misc.
- F4 - Account events display
- F5 - Comment / Password
- F6 - Delay / Follow up
- F7 - Priority action display
- F8 - Schedule
- F9 - Events
- F10- Memo

MANUAL ALARM GENERATION

- Create
- Pick up
- Pending
- Take Follow-up
- Inactive Account / Code
- Systems armed / disarmed

F2 - ACCOUNT MANAGEMENT

- Add
- Modify
- Delete
- Change Account Number
- Change Partition Number
- Lists

F3 - BILLING

- Address labels
- Automatic billing
- Billing summary
- List of all payments
- List of last payments

F4 - SECURITY

- Operator's management
- Operator's message
- Setup

F5 - HISTORIC MANAGEMENT

- Lists
- Delete

F6 - EXIT TO DOS

F7 - PASSWORD

F8 - GENERAL INFORMATION

- Monitoring information

- Language
- Unlocking

- Billing information
- Billing description
- Group management

- List
- Modify
- Add
- Delete
- Print

- Add of modify a city
- Companies maintenance
- Internet

## 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**

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 WINSAMM to process the event.

WINSAMM is able to receive an event from the receiver at all time. WINSAMM will accept the event, assign a priority (according the one set in the ALARM CODE DESCRIPTION page of the account) and place the event on the corresponding priority line 1 to 9 or X ( events with no priority defined ) which are located on top of the monitoring window. The WAITING FILE is always displayed in any menu within WINSAMM. When pressing F1 ( to switch to the monitoring function ), WINSAMM 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 WINSAMM is left unattended, it should always be left either on the main menu or outside of the MONITORING WINDOW (Manual Alarm Generation)

**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 : 236-00015

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

123 S.A.M.M.

Account Information :

ABC INDUSTRIES INC.  
23, 8th AVENUE

Toronto (Ontario) Canada  
LOG 3W0

Emergency Phone Number :

Police : (416) 555-1212  
Fire Dept. : (416) 555-1212  
Emergency : (416) 555-1212  
Security :

Partition	Phone Number		Schedules
0	613-289-1029	613-666-6667	Yes
1			No
2			No
3			No
4			No
5			No
6			No
7			No
8			No
9			No
10			No

Permanent Memo :

After 22h00, call police

Installation Information : MC Alarm Company

Installation Date : 02/01/07  
Information : PC-3000

Receiver Phone Num : 345-4000  
Transmitter Phone Num : 236-0015

Groups List :

ALARM

---

APPENDIX G --- REPORT SAMPLES

\page  
123

S.A.M.M.  
Alarm Codes  
ABC INDUSTRIES INC.

Partition 0 :

00	Low Battery	0369C
10	Fire	0369C
20	Panic	2
30..33	Break in office	0269C
34,35	Break in warehouse south door	0269C
36,37	Break in warehouse west door	0269C
40..44	Opening	069C
50..54	Closing	069C
60	High temperature in refrigerator	69C



---

APPENDIX G --- REPORT SAMPLES

\page  
123

S.A.M.M.  
ID Information  
ABC INDUSTRIES INC.

Partition 0 :

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

**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**

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 08:35 08:36	92 > Open Sergey Turkov (unscheduled) Tel. no \ 333-4455 \ for few hours (23) Exit delay until 18:00 (23)
FRI 2000-05-15	17:25 22:19 22:19 22:20 22:21 22:21	42 > Close by Sergey Turkov 32 > Break in side door Tel no \ 333-4455 \ No answer (14) Police \ 280-2121 \ # 345342 (14) Chris Dow \ 222-4433 \ Not on site (14) *** END OF ACTION (14)
	22:43 22:44 22:46	91 > Open Brian Tobin (unscheduled) Tel No\ 333-4455 \ after alert (14) *** END OF ACTION (14) COMMENT: M. Tobin tells me false alert again. Asked for service call.
	22:43 22:50	72 > RESET 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
-----	-----	-----
02-07-01	17:55	95 Opening by Albert Landing
	17:19	40 Closing by Albert Landing
02-07-02	07:46	91 Opening by Sylvia Landing
	17:52	41 Closing by Sylvia Landing (not scheduled)
02-07-03	07:59	92 Opening by Misha Federov
	17:01	42 Closing by Misha Federov
02-07-03	07:14	95 Opening by Albert Landing
	17:28	42 Closing by Misha Federov
02-07-05	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)
02-07-07	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)

02-07-09

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 A I
I G I SM1 I
I E 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
		158	Sector not found
6	Invalid file handle	159	Printer out of paper
12	Invalid file access code	160	Device write fault
15	Invalid drive number	161	Device read fault
16	Cannot remove current directory	162	Hardware failure
17	Cannot rename across drives		

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 WINSAMM 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 a complete description of the operation that was performed when the error occurred

---

APPENDIX I --- WINWINSAMM UTILITY TOOLS

---

## APPENDIX I --- WINSAMM UTILITY TOOLS

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.

---

FIXATST.EXE

Remove "ghost" AUTOTEST for non existing account number.

Syntax : FIXATST XXXX where XXXX is the account number

---

RAZSAMM.EXE

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

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

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RESETAT.EXE

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

Syntax : RESETAT

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TFTSAMM.EXE

Use to transfer Group files to or from a diskette

Syntax : TFTSAMM

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**APPENDIX I --- WINWINSAMM UTILITY TOOLS**

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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

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**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 WINSAMM 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

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**APPENDIX J--- SPECIAL ALARM CODES FOR RECEIVERS**

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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). WINSAMM 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, WINSAMM 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:

<b>Alarm Codes</b>		
<b>Partition 0 :</b>		
<b>A010</b>	<b>Panic Fire</b>	<b>03C</b>
<b>A011..A01F</b>	<b>Fire by smoke detector</b>	<b>03C</b>
<b>A020</b>	<b>Panic</b>	<b>02</b>
<b>A030</b>	<b>Break in front door</b>	<b>02C96</b>
<b>A031,A032</b>	<b>Break in basement</b>	<b>02C96</b>
<b>A033..A039</b>	<b>Break in</b>	<b>02C96</b>
<b>O000..OFFF</b>	<b>Opening</b>	<b>0C96</b>
<b>C000..CFFF</b>	<b>Closing</b>	<b>0C96</b>
<b>T302</b>	<b>Low Battery</b>	
<b>R000..RFFF</b>	<b>Reset</b>	
<b>T000..TFFF</b>	<b>Trouble Alarm System</b>	

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**APPENDIX J--- SPECIAL ALARM CODES FOR RECEIVERS**

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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	Open 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>.

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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

ARO..AR9999	AC Restoral	JHO..JH9999	Holiday Changed
AT0..AT9999	AC Trouble	JL0..JL9999	Log Threshold
BA0..BA9999	Burglary Alarm	JO0..JO9999	Log Overflow
BB0..BB9999	Burglary Bypass	JR0..JR9999	Schedule Executed
BC0..BC9999	Burglary Cancel	JS0..JS9999	Schedule Changed
BH0..BH9999	Burglary Alarm Restore	JT0..JT9999	Time Changed
BJ0..BJ9999	Burglary Trouble Restore	JV0..JV9999	User Code Changed
BR0..BR9999	Burglary Restoral	JX0..JX9999	User Code Deleted
BS0..BS9999	Burglary Supervisory	KA0..KA9999	Heat Alarm
BT0..BT9999	Burglary Trouble	KB0..KB9999	Heat Bypass
BU0..BU9999	Burglary Unbypass	KH0..KH9999	Heat Alarm Restore
BX0..BX9999	Burglary Test	KJ0..KJ9999	Heat Trouble restore
CA0..CA9999	Automatic Closing	KR0..KR9999	Heat Restoral
CE0..CE9999	Closing Extend	KS0..KS9999	Heat Supervisory
CF0..CF9999	Forced Closing	KT0..KT9999	Heat Trouble
CG0..CG9999	Close Area	KU0..KU9999	Heat Unbypass
CI0..CI9999	Fail to Close	LB0..LB9999	Local Program Begin
CJ0..CJ9999	Late to Close	LD0..LD9999	PROGRAM -Access Code Incorrect
CK0..CK9999	Early Close	LE0..LE9999	Listen-in Ended
CL0..CL9999	Closing Report	LF0..LF9999	Listen-in Begin
CP0..CP9999	Automatic Closing	LR0..LR9999	Phone Line Restoral
CT0..CT9999	Late to Open	LS0..LS9999	Local program Success
CW0..CW9999	Was Force Armed	LT0..LT9999	Phone Line Trouble
CZ0..CZ9999	Point Closing	LU0..LU9999	Local Program Fail
DC0..DC9999	Access Closed	LX0..LX9999	Local Programming Ended
DD0..DD9999	Access Denied	MA0..MA9999	Medical Alarm
DF0..DF9999	Door Forced	MB0..MB9999	Medical Bypass
DG0..DG9999	Access Granted	MH0..MH9999	Medical Alarm Restore
DK0..DK9999	Access Lockout	MJ0..MJ9999	Medical Trouble Restore
DO0..DO9999	Access Open	MR0..MR9999	Medical Restore
DR0..DR9999	Door Restoral	MS0..MS9999	Medical Supervisory
DS0..DS9999	Door Station	MT0..MT9999	Medical Trouble
DT0..DT9999	Access Trouble	MU0..MU9999	Medical Unbypass
DU0..DU9999	Dealer ID	NF0..NF9999	Forced Perimeter Arm
ER0..ER9999	Expansion Restoral	NL0..NL9999	Perimeter Armed
ET0..ET9999	Expansion Trouble	OA0..OA9999	Automatic Opening
FA0..FA9999	Fire Alarm	OC0..OC9999	Cancel Report
FB0..FB9999	Fire Bypass	OG0..OG9999	Open Area
FH0..FH9999	Fire Alarm Restore	OI0..OI9999	Fail to Open
FI0..FI9999	Fire Test Begin	OJ0..OJ9999	Late Open
FJ0..FJ9999	Fire Trouble Restore	OK0..OK9999	Early Open
FK0..FK9999	Fire Test End	OP0..OP9999	Opening Report
FR0..FR9999	Fire Restoral	OR0..OR9999	Disarm from Alarm
FS0..FS9999	Fire Supervisory	OT0..OT9999	Late to Close
FT0..FT9999	Fire Trouble	OZ0..OZ9999	Point Opening
FU0..FU9999	Fire Unbypass	PA0..PA9999	Panic Alarm
FX0..FX9999	Fire Test	PB0..PB9999	Panic Bypass
FY0..FY9999	Missing Fire Trouble	PH0..PH9999	Panic Alarm Restore
GA0..GA9999	Gas Alarm	PJ0..PJ9999	Panic Trouble Restore
GB0..GB9999	Gas Bypass	PR0..PR9999	Panic Restoral
GH0..GH9999	Gas Alarm Restore	PS0..PS9999	Panic Supervisory
GJ0..GJ9999	Gas Trouble Restore	PT0..PT9999	Panic Trouble
GR0..GR9999	Gas Restoral	PU0..PU9999	Panic Unbypass
GS0..GS9999	Gas Supervisory	QA0..QA9999	Emergency Alarm
GT0..GT9999	Gas Trouble	QB0..QB9999	Emergency Bypass
GU0..GU9999	Gas Unbypass	QH0..QH9999	Emergency Alarm Restore
GX0..GX9999	Gas Test	QJ0..QJ9999	Emergency Trouble Restore
HA0..HA9999	Holdup Alarm	QR0..QR9999	Emergency Restoral
HB0..HB9999	Holdup Bypass	QS0..QS9999	Emergency Supervisory
HH0..HH9999	Holdup Alarm Restore	QT0..QT9999	Emergency Trouble
HJ0..HJ9999	Holdup Trouble Restore	QU0..QU9999	Emergency Unbypass
HR0..HR9999	Holdup Restoral	RA0..RA9999	Remote Programmer Call Failed
HS0..HS9999	Holdup Supervisory	RB0..RB9999	Remote Program Begin
HT0..HT9999	Holdup Trouble	RC0..RC9999	Relay Close
HU0..HU9999	Holdup Unbypass	RD0..RD9999	Remote Program Denied
JA0..JA9999	User Code Tamper	RN0..RN9999	Remote Reset
JD0..JD9999	Date Changed	RO0..RO9999	Relay Open

APPENDIX K3 — DEFAULT SIA CODES

RP0..RP9999	Automatic Test	WB0..WB9999	Water Bypass
RR0..RR9999	Power Up	WH0..WH9999	Water Alarm Restore
RS0..RS9999	Remote Program Success	WJ0..WJ9999	Water Trouble Restore
RT0..RT9999	Data Lost	WR0..WR9999	Water Restoral
RU0..RU9999	Remote program Fail	WS0..WS9999	Water Supervisory
RX0..RX9999	Manual Test	WT0..WT9999	Water Trouble
SA0..SA9999	Sprinkler Alarm	WU0..WU9999	Water Unbypass
SB0..SB9999	Sprinkler Bypass	XE0..XE9999	Extra Point
SH0..SH9999	Sprinkler Alarm Restore	XF0..XF9999	Extra RF Point
SJ0..SJ9999	Sprinkler Trouble Restore	XI0..XI9999	Sensor Reset
SR0..SR9999	Sprinkler Restoral	XR0..XR9999	Transmitter Battery Restoral
SS0..SS9999	Sprinkler Supervisory	XT0..XT9999	Transmitter Battery Trouble
ST0..ST9999	Sprinkler Trouble	XW0..XW9999	Forced Point
SU0..SU9999	Sprinkler Unbypass	YB0..YB9999	Busy Seconds
TA0..TA9999	Tamper Alarm	YC0..YC9999	Communications Fail
TB0..TB9999	Tamper Bypass	YD0..YD9999	Receiver Line Card Trouble
TE0..TE9999	Test End	YE0..YE9999	Receiver Line Card Restored
TR0..TR9999	Tamper Restoral	YF0..YF9999	Parameter Checksum Fail
TS0..TS9999	Test Start	YG0..YG9999	Parameter Changed
TU0..TU9999	Tamper Unbypass	YK0..YK9999	Communications Restoral
TX0..TX9999	Test Report	YM0..YM9999	System Battery Missing
UA0..UA9999	Untyped Zone Alarm	YN0..YN9999	Invalid Report
UB0..UB9999	Untyped Zone Bypass	YO0..YO9999	Unknown Message
UH0..UH9999	Untyped Alarm Restore	YP0..YP9999	Power Supply Trouble
UJ0..UJ9999	Untyped Trouble Restore	YQ0..YQ9999	Power Supply Restored
UR0..UR9999	Untyped Zone Restoral	YR0..YR9999	System Battery Restoral
US0..US9999	Untyped Zone Supervisory	YS0..YS9999	Communications Trouble
UT0..UT9999	Untyped Zone Trouble	YT0..YT9999	System Battery Trouble
UU0..UU9999	Untyped Zone Bypass	YW0..YW9999	Watchdog Reset
UX0..UX9999	Undefined	YX0..YX9999	Service Required
UY0..UY9999	Untyped Missing trouble	YY0..YY9999	Status Report
UZ0..UZ9999	Untyped Missing Alarm	ZA0..ZA9999	Freeze Alarm
VI0..VI9999	Printer Paper In	ZB0..ZB9999	Freeze Bypass
VO0..VO9999	Printer Paper Out	ZH0..ZH9999	Freeze Alarm Restore
VR0..VR9999	Printer Restore	ZJ0..ZJ9999	Freeze Trouble Restore
VT0..VT9999	Printer Trouble	ZR0..ZR9999	Freeze Restoral
VX0..VX9999	Printer Test	ZS0..ZS9999	Freeze Supervisory
VY0..VY9999	Printer Online	ZT0..ZT9999	Freeze Trouble
VZ0..VZ9999	Printer Offline	ZU0..ZU9999	Freeze Unbypass
WA0..WA9999	Water Alarm		

END