

Hot Backup Redundancy

Utilizing dual servers operating under Novell NetWare™ SFT III, all data is maintained simultaneously on both systems. In case of hardware failure of either system, the alternate is prepared to assume complete operational functions without delay.

UL Listed



Underwriters Laboratories listing under UL 879, using IBM computers, emphasize our commitment to providing the best software in the world.

Free Demonstration Disks

Our free fully functional demo package includes everything needed to introduce you to CSM. Install the software, enter up to 20 accounts, connect your receiver(s) and take it for a test drive.

Installation and Training

Our Technical Support Group is available for installation and training classes at your office. After reviewing the demonstration package, you may find site visitation is not required—only general assistance is needed. Either way the Technical Support Group is standing by to assist you.

Technical Support

Either economical normal business hours or 24 hour technical support is available—the first 90 days support is free. Both include normal enhancements and North America toll free phone support.

Assurance of Satisfaction

SIMS, Inc. provides a 90 day money back guarantee on our software products. If, for any reason, you are unhappy with your purchase you may return the software for a full refund, no questions asked.



Central Station Manager

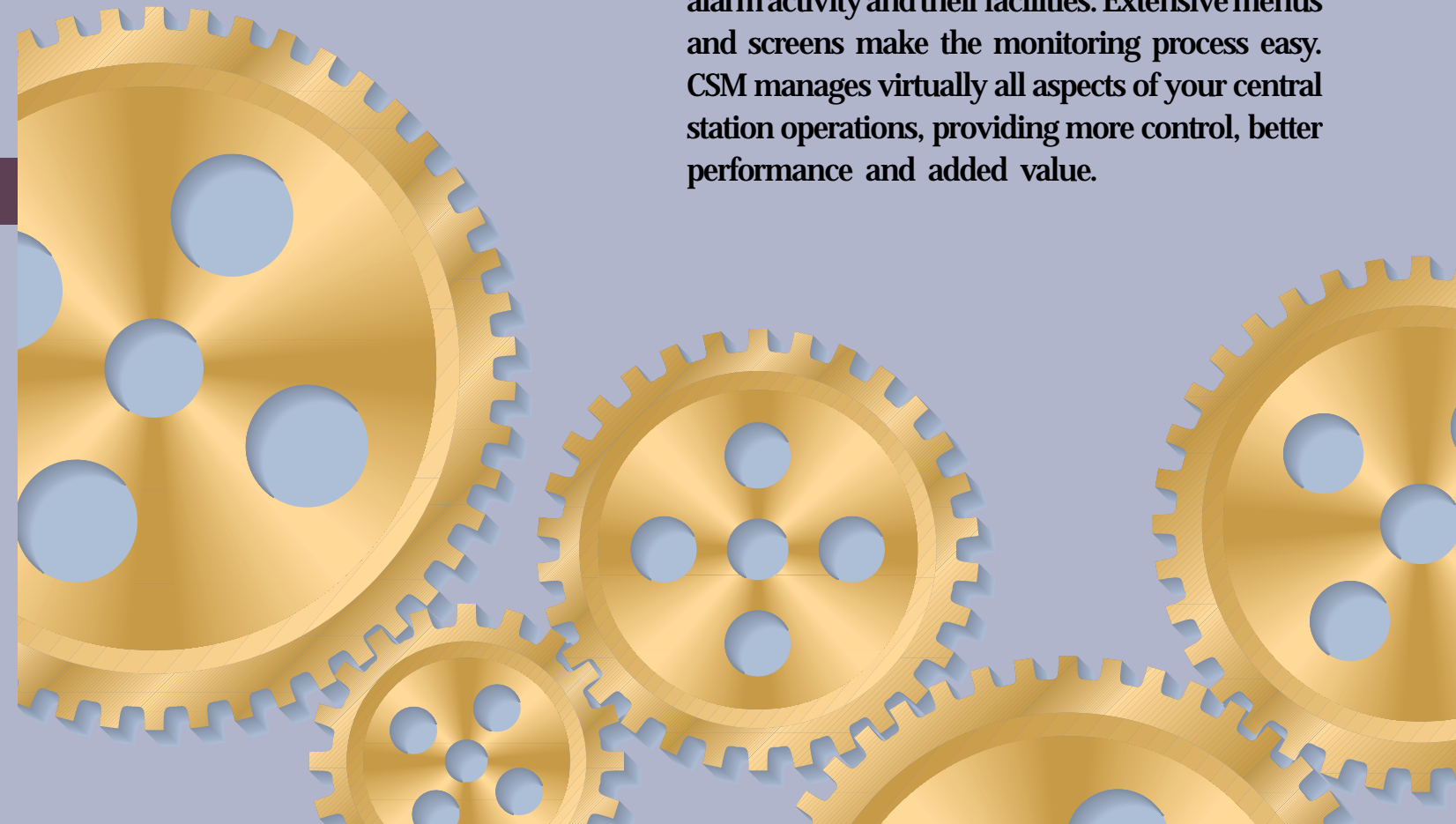
The Central Station Manager (CSM) from SIMS, Inc. is the key to improving your central station through automation. CSM increases the speed and accuracy of response by providing instant access to crucial account information and instructions for dealing with unusual circumstances. Phone numbers, directions, and special information needed for quickly handling alarm situations are instantly available. At the same time, CSM maintains detailed records of your customer's alarm activity and their facilities. Extensive menus and screens make the monitoring process easy. CSM manages virtually all aspects of your central station operations, providing more control, better performance and added value.

SIMS, Inc. • 3112 Teakwood Lane • Plano, TX 75075-1711

N. America (800) 395-SIMS (7467) or (972) 964-7019 • Fax (972) 964-0902 • Australia (02) 9819-6722 • www.simsware.com



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OVERVIEW

Hardware/Software Requirements

The minimum suggested hardware platform includes:

- IBM 80386/80486 and 100% compatible computers with 640K RAM;
- Hard Disk (size is dependent upon desired subscriber storage capacity);
- Serial port for each receiver; and
- Modem for auto-dial capability.

CSM is available for most popular networks including Novell NetWare™ and a multitude of peer-to-peer NetBIOS based networks including LANtastic™ and CBIS' Network-OS™.

The standard package supports scores of popular receivers and formats ranging from the Ademco 685 to the Varitech V-300.

Capabilities

CSM is easy to use—allowing your operators to adjust with a minimum of training. CSM is flexible, and can be customized to suit your company's needs.

Reports can detail alarm activity of specific accounts, a dealer or operator within a date range. Open/Close reports can be prepared with the same flexibility. You can also retrieve lists of accounts, sorted in many different ways and displayed on screen for inquiry purposes, or printed as necessary.

CSM's Blueprint Maker allows additional information such as floor plans, maps and more to be used allowing you to tailor CSM to the most demanding level of detail.

TeleLogik Touch Tone Telephone Access

TeleLogik is an optional hardware/software system that operates interactively with CSM. It allows authorized users to command various sophisticated functions—and to retrieve information—using a touch tone telephone without central station operator intervention. Some of TeleLogik's functions include:

- Place account on test;
- Place account off test;
- Retrieve signal history;
- Determine account open/close status;
- List account zones and descriptions;
- Generate work order; and
- Complete work order.

In addition, TeleLogik allows subscribers to perform functions such as schedule modifications.

Service Manager

The optional Service Manager is an add on module that can greatly improve the efficiency and effectiveness of your service department and central station operations. Work Order/Service Tickets can be generated directly from the monitoring screen and includes both service and signal history for the account.

Inspections and preventive maintenance schedules are also maintained. At the scheduled time of an inspection, the system will automatically generate a service ticket and schedule the next inspection.

Service Manager is fully integrated with your existing CSM database making it easy to implement—no re-entry of data is required. This enables you to take advantage of it's capabilities immediately.

CSM Main Menu Display

The Main Menu provides a gate-way into all of CSM's functions and capabilities. From here a single keystroke launches you into your desired selection. In addition, note the top line of the display containing the date, time, current operator and other information such as the number of pending exception events (i.e., events requiring operator action).

Database Entry Display

Entry of an account's zones, call list, schedules and other vital data is performed through the 'Account File Maintenance' main menu selection. In addition, modeling allows entry of accounts that you may use to create accounts with pre-defined common characteristics (e.g., zone information).

Alarm Monitoring Display

In Alarm Monitoring mode, several capabilities are available to assist operations personnel in handling subscriber exception event activity. These include displaying the contact list, account database, passcard holders and a blueprint of the premises or specific zone.

Service Manager Display

With the optional Service Manager module you can perform service related tasks. Reports include Service Activity, Scheduled Service, Work Orders and Billing. Additionally, limited inventory can be maintained for the account.

