

SIMSII

FormWriter

Report Setup

And

Examples

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Introduction

This document contains examples of reports produced by SIMSII FormWriter. These examples demonstrate the different type of reports available within the FormWriter program. Each report can be sifted and sorted by the fields within the report allowing you to get just the information required.

The report examples contained within this document are the standard reports supplied with the SIMSII FormWriter program.

Due to FormWriter being in constant development with more reports being added and the program being enhanced, this document is supplied as is and as a work in progress. TSI will endeavor to keep this document as up to date and accurate as possible.

FormWriter also has the ability to allow reports to be designed and customised to suite the needs of the control room. This allows the control room to better meet the needs of customers. The designing of the reports is quite complicated and is not covered in this document, however there are a couple of report examples of customised reports to give an idea of what can be done.

Due to the complexity of the report design processes TSI offer a design service which is a free service for customers on a *FormWriter Maintenance Plan*. If you require a customised report, please contact Nigel Seager and we will be happy to assist you with your needs.

Email: support@simsware.com.au

Phone: 61 2 9819 6722

Scheduled Reports

Adding A New Scheduled History Report

This shows the basic steps required to add a scheduled history report to a customer / dealer by either Fax or Email.

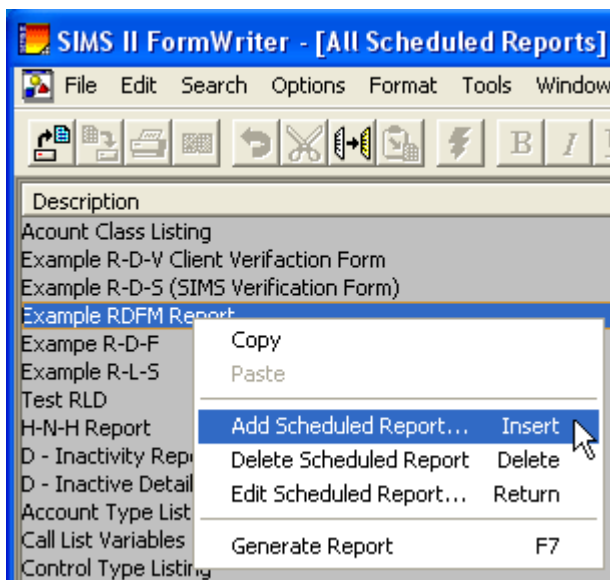
Note: For FormWriter to send emails, the *Reply To Address* in the *Options - Setup* screen, must contain a valid email address for your site.

The following information is used to setup a history report and is shown as a guideline. This is a generic setup and the parameters entered are as examples only.

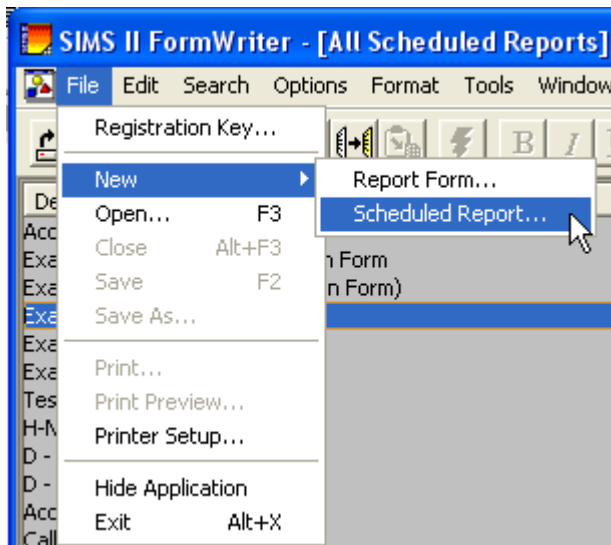
Step 1 – Add New Scheduled Report.

There are 2 ways to add a new scheduled report.

1. With the scheduled report screen open (F6), by clicking anywhere on this screen with the right mouse button the menu below is shown, or you can press the insert key while on this screen.



- The second option is to select File → New → Scheduled Report.



Step 2 – Select Report Type.

Select the report that you want to use.

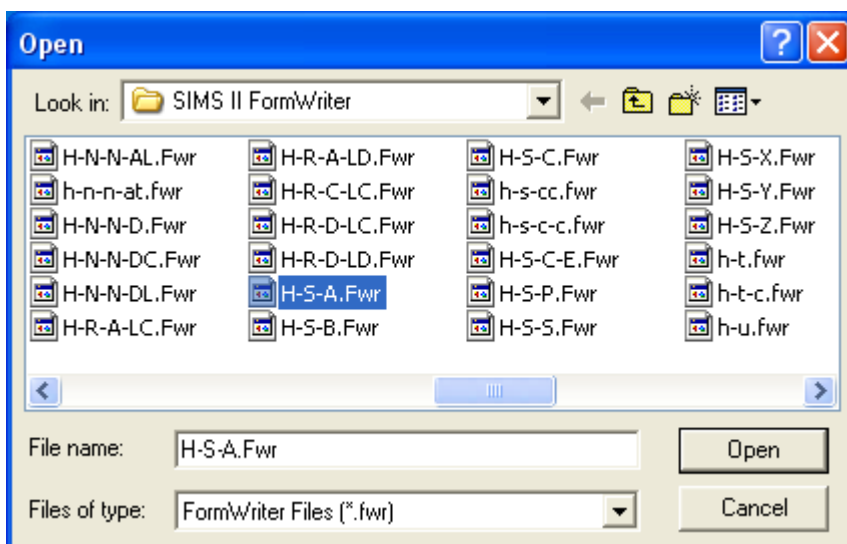
Remember the file names relate back to the SIMSII menu entries e.g. **H-S-A** is the same as

H - Historical Report Menu

S – Subscriber Report Menu

A – All Events Detail

In this example we are selecting H-S-A.fwr as shown below.



The following screen is then displayed.

Step 3 – Report Parameters.

This screen is where all the parameters for the report are entered. This includes - Date / Time that the report is to be scheduled and how often it should run, what accounts to include in the report and the date period that the report covers. When using FormWriter and setting the parameters, remember the parameters that are entered to run the report from SIMSII. These parameters are also required for FormWriter.

Enter the parameters that are required to tell the report when to run.

The Calendar allows you to see a visual representation of the Start Generation field value.

NOTE: As the date of the Calendar changes, the value of the Start Generation field, located in Report Information, will also change.

The “Generate at End of Month” field allows you to specify that the report should be generated at the end of the month.

Date Interpretation

Date Interpretation:
 Absolute Day of month

Use the Date Interpretation parameters to specify whether the Start Generation date should be interpreted as an absolute or day of the month value.

The Absolute field allows you to specify that the value of the Start Generation field is an absolute date. Selecting this radio button makes the Calendar display the days of the month, according to their absolute position.

Jan	Feb	Mar	Apr	May	Jun
Jul	Aug	Sep	Oct	Nov	Dec

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10	<input type="radio"/> 11	<input type="radio"/> 12	<input type="radio"/> 13
<input type="radio"/> 14	<input type="radio"/> 15	<input type="radio"/> 16	<input type="radio"/> 17	<input type="radio"/> 18	<input type="radio"/> 19	<input type="radio"/> 20
<input type="radio"/> 21	<input type="radio"/> 22	<input type="radio"/> 23	<input type="radio"/> 24	<input type="radio"/> 25	<input type="radio"/> 26	<input type="radio"/> 27
<input type="radio"/> 28	<input checked="" type="radio"/> 29	<input type="radio"/> 30				

Generate at End of Month

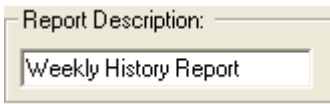
The Day of Month field allows you to specify that the value of the Start Generation field is a day of the month date. Selecting this radio button makes the Calendar display the days of the month according to the number of occurrences.

Jan	Feb	Mar	Apr	May	Jun
Jul	Aug	Sep	Oct	Nov	Dec

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1st	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2nd	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3rd	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4th	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5th		<input checked="" type="radio"/>	<input type="radio"/>				

- To generate the report on the first of every month, set the Date Interpretation to Absolute.
- To generate the report on the first Monday of every month, set the Date Interpretation to Day of Month.

Report Description



A screenshot of a form field labeled 'Report Description:'. The field contains the text 'Weekly History Report'.

The Report Description field allows you to specify a brief description of a scheduled report. This can be anything that you like, that can identify the report to you.

Generate At



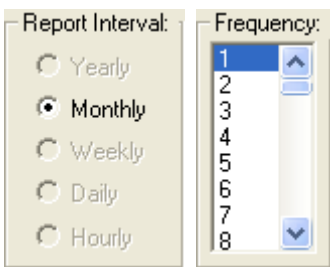
A screenshot of a form field labeled 'Generate At:'. The field contains the time '11:00:00' and a small '...' button to its right.

The Generate At field allows you to specify, in military time, the generation time. This field does not format itself, so you must enter the time with the format hh:mm:ss (Ex. 08:00:00).

NOTE: Multiple reports can have the same Generate At value.

Warning! A report should not be running during a SIMSII file regeneration (C-S-Z) or a sort (C-D-Z).

Report Interval / Frequency



A screenshot of two form fields. The 'Report Interval:' field has radio buttons for 'Yearly', 'Monthly' (selected), 'Weekly', 'Daily', and 'Hourly'. The 'Frequency:' field is a list box with numbers 1 through 8, with '1' selected.

This sets the interval of how often the report should run e.g. monthly, weekly or daily. The Frequency field allows you to specify the frequency of the Report Interval.

NOTE: The Frequency must be between 1 and 99.

In this example we have selected a report run time of 11:00:00 weekly and a frequency of 1. This report will run every week on the same day as the start day in this case every Monday.

Step 4 – Report Parameters.



Select the Parameters Button.

The following screen is then displayed. The Parameters dialog box allows you to specify the different options such as output, sift parameters, and sort parameters.

The Parameters dialog box is titled "Parameters" and contains several sections:

- Options:**
 - Include form feed at end of each report
 - Include linked accounts on reports
 - Insert names on reports
 - Military time on reports
 - Include empty reports
 - Clear account backup flag
- Output To:**
 - E-mail
 - Fax
 - Printer
 - Print file
 - Screen
 - Special
- Exclude Days:**
 - Monday
 - Tuesday
 - Wednesday
 - Thursday
 - Friday
 - Saturday
 - Sunday
- Language:**
 - Dutch
 - English
 - French
 - Spanish
- Report Priority:**
 - Lowest
 - Low
 - Normal
 - High
 - Highest
- Misc Options:**
 - Force date inclusion
 - Disable report
 - Include empty repeat block
 - Disable cr/lf after repeat block
 - Disable history listing strip line
 - Disable repeat block space
 - Enable maps in report
 - Select history record type(s)
 - Enter report message

Buttons on the right side: OK, Cancel, Sift By..., Sort By..., Help.

Options

The recommended settings are shown.

The Options section of the Parameters dialog box shows the following settings:

- Include form feed at end of each report
- Include linked accounts on reports
- Insert names on reports
- Military time on reports
- Include empty reports
- Clear account backup flag

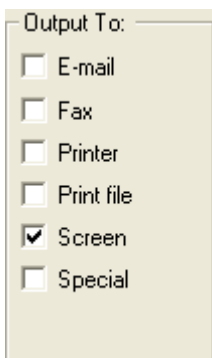
Use the Options parameters to specify various options for the report.

- **Include Form Feed at End of Each Report** field allows you to specify whether a form feed will be included at the end of each report. This is normally only selected if the report is going to a dot matrix printer.
- **Include Linked Accounts on Reports** field allows you to specify whether to include accounts that are linked (e.g., backup, Notify, or Zone) to the host account in the host account's database printout. It is recommended to set this option on. This then allows zone descriptions to be picked up from the zone account.
- **Insert Names on Reports** field allows you to specify whether user names will appear on open/close reports. It is recommended to set this option to on. This then shows the user name on reports.

Important! A contact name must be entered on page three in Account Maintenance with a corresponding user number in the "Usr" column for the name to appear on a report.

- **Military Time on Reports** field allows you to specify whether event times will appear in 24 hour military notation (e.g. 2:00 p.m. would be 14:00) instead of the normal a.m. or p.m. method.
- **Include Empty Reports** field allows you to specify whether accounts that have no activity should be included on historical reports. It is recommended to leave this option off, or all accounts will be printed even if there is no history.
- **Clear Account Backup Bit Flag** Field allows you to specify whether this flag will be cleared once the report is finished with the account. This option is disabled for history reports.

Output To



Use the Output To parameters to specify where the completed report(s) should be routed.

In this example we have selected screen.

It is recommended that reports when first setup, should be run to screen to confirm that all parameters are correct and that what you want the client to receive, is also correct.

For details on selecting the output to use the E-mail, Fax, Printer, Print File and special, please refer to Output Options on page 20

Exclude Certain Days for Report Generation

Exclude Days:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Use the Exclude Certain Days for Report Generation parameter, to specify what days are to be excluded from report generation.

This shows that Saturday and Sunday will be excluded from the report generation. This will not effect this report as it is only set to run every Monday.

Language

Language:

- Dutch
- English
- French
- Spanish

This allows you to select what language the report will be produced in. English is the default.

Report Priority

Report Priority:

- Lowest
- Low
- Normal
- High
- Highest

Use the Report Priority parameters to specify the report priority. It is recommended to leave this set at **Normal**

Note: Reports with a higher report priority will get more processor time and will therefore complete quicker. Additionally, do not schedule multiple reports to generate at the same time with a priority higher than Normal.

Misc Options

Misc Options:

- Force date inclusion
- Disable repeat block space
- Disable report
- Enable maps in report
- Include empty repeat block
- ... Select history record type(s)
- Disable cr/lf after repeat block
- ... Enter report message
- Disable history listing strip line

Note: Some of these options are only available on the latest FormWriter program. Please contact TSI Regarding updating your program.

These fields are used to correctly format some of the reports. These options are only available if the report type supports this type of formatting. More information on these options is available with instructions on setting up the associated report.

- **Force date inclusion** – Some reports will only show the date once for each new date. This option forces the report to always display the date for every entry
- **Disable Report** – This option disables the report and stops it from being generated.
- **Include empty repeat block** – This option will force the repeat block on the report to show spaces if the field is empty. This allows reports to maintain their formatting, even if some of the fields (comment field) contain no data.
- **Disable cr/lf after repeat block** – This option disables the CR/LF (Carrage Return / Line Feed) after each repeat block. This can be used to format a report so that all 3 lines of the comment field are on 1 continuous line.
- **Disable history listing strip line** – This option removes the header line at the top of some reports.
- **Disable repeat block space** – This option stops the repeat block automatically placing a space before the next string of text and can be used to maintain formatting on some reports.
- **Enable maps in report** – This allows certain reports that include the graphic map to be printed.
- **Select History record type(s)** – This option is used by the H-T type reports (Time Frame Reports) and allows you to select what type of history records you want to include on the report.
- **Enter Report Message** – This option allows you to enter 4 lines of text to appear on the report. Note: Report forms supplied, will need to be modified to include these new fields.

Report Message

Report Message Line 1:

Report Message Line 2:

Report Message Line 3:

Report Message Line 4:

OK
Cancel
Help

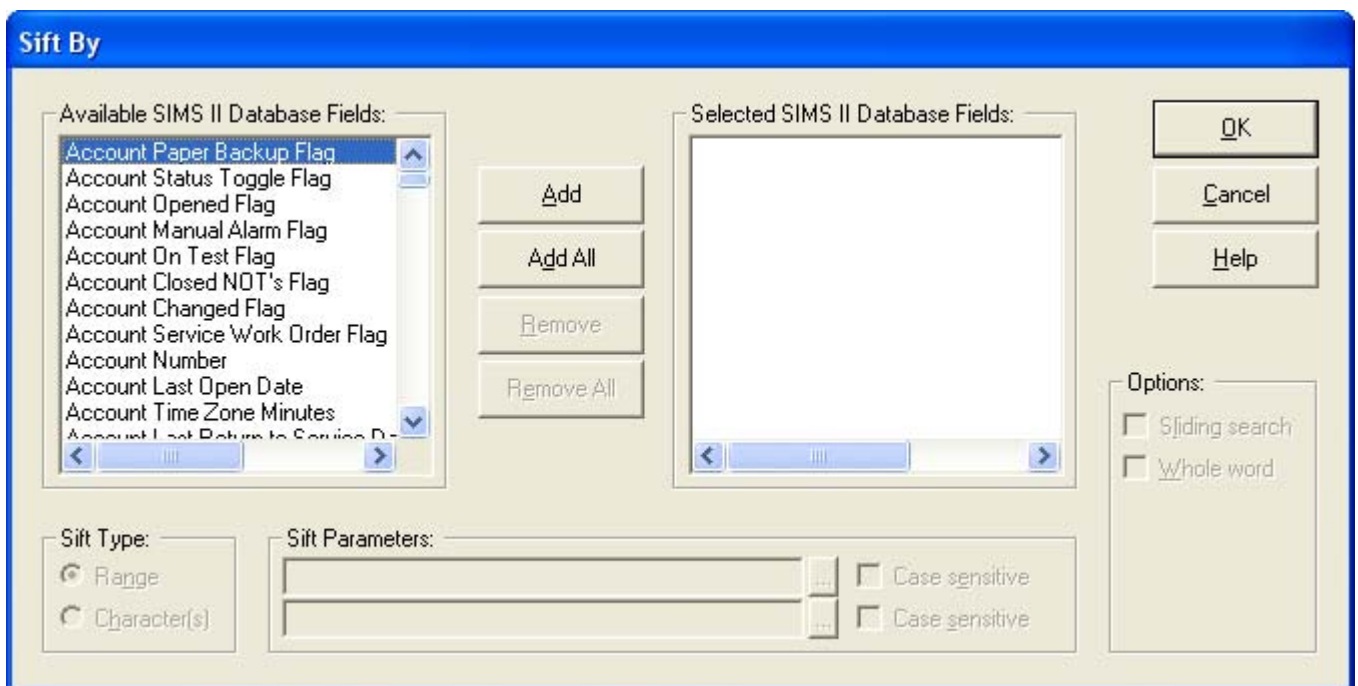
Step 5 – Sift By Parameters



Click the Sift By button.

The following screen will appear. This screen is where all the sift parameters are entered for the report. The sift parameters tell the report what accounts to include in the report and what dates the report covers.

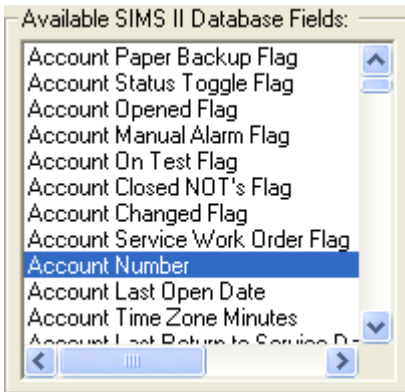
The number of sift parameters that can be used on each report depends on how you want to select the details. In some cases you may only have one or two selected and in others, up to a dozen different parameters. Just remember when you run a report in SIMSII, you must select the parameters that are required, to get the correct accounts and date period. This is the same with FormWriter and you will need to tell FormWriter what accounts and dates the report is for.



Available SIMSII Database Fields

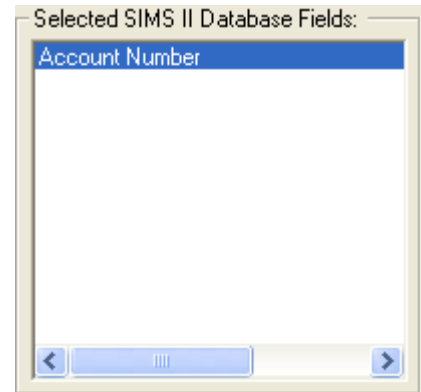
1. First we need to select the range of accounts that we want to include in the report.

To show how this works we will start by selecting *Account Number* from the list on the left.



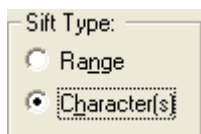
Double click the selected item to added it to the list or Click the Add Button.

This then moves the selected item to the Selected SIMSII Database Fields list on the right



Sift Parameters.

This also enables the sift parameter field and allows you to enter the account number or a range of account numbers.



If you want to limit the account number to one account, you must select Characters(s) in the sift type.



If you want to use a range of accounts, you must select Range in the sift type. Then enter the range of numbers in the sift parameter's fields.

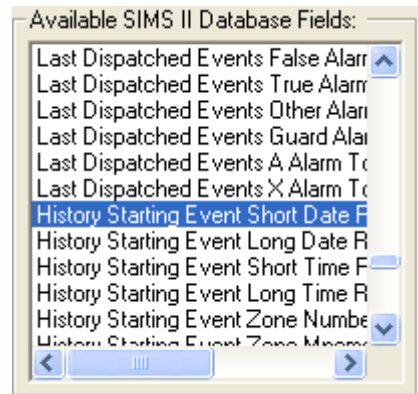
Note: If you want the report to include all Accounts, then do not select the Account Number field

2. Select the Start and End dates for the history report

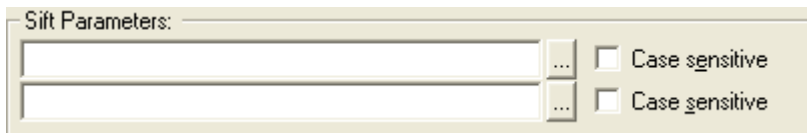
We now need to tell the report what dates the report is to cover.


This is done by selecting **History Starting Event Short Date Received**. (This is near the end of the list.)

Double Click the selected database field, or Click the Add Button to add the item to the SIMSII Selected Database fields list.

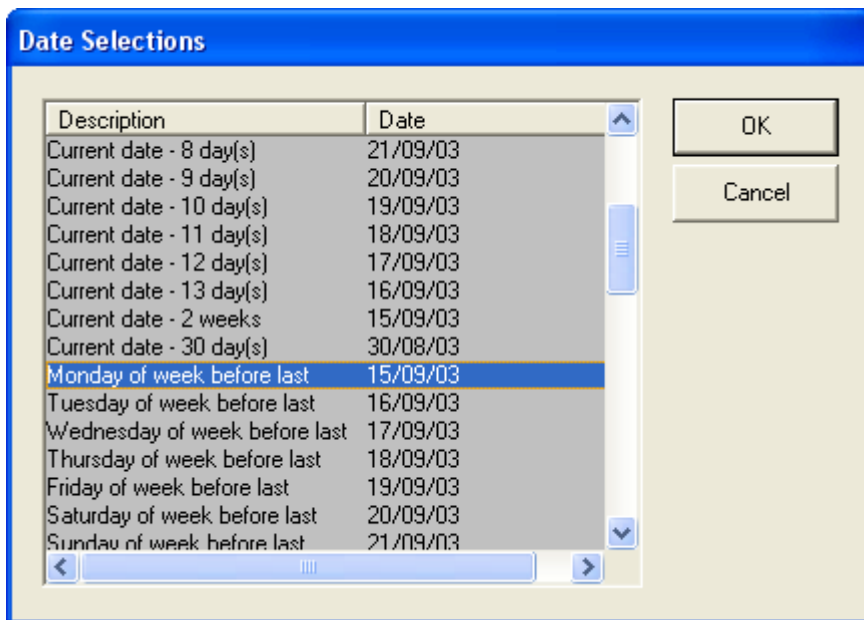


Enter the dates that the report is to cover in the sift parameters fields



To enter dates, you must use the ellipses  button next to each field (the button with 3 dots). The reason for this is that each week the dates are different and the program will automatically calculate the dates.

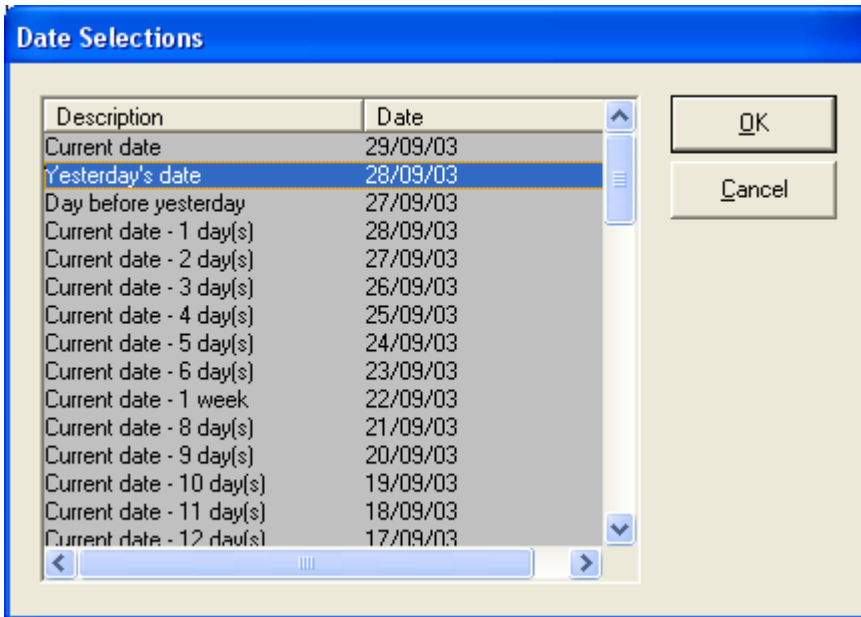
In the following example we are selecting Monday of Last Week.



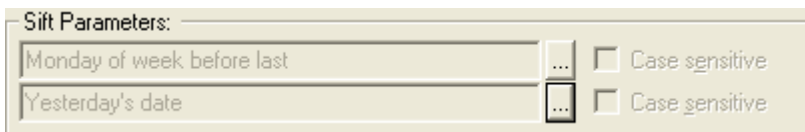
Click OK to select the item, the value is then displayed in the 1st sift parameters field.



Now Select the End Date. In most cases this will be set to yesterday’s date. That is the day before the day that the report runs.



With the parameters set, the report will include all history from Monday last week through to yesterday’s date.

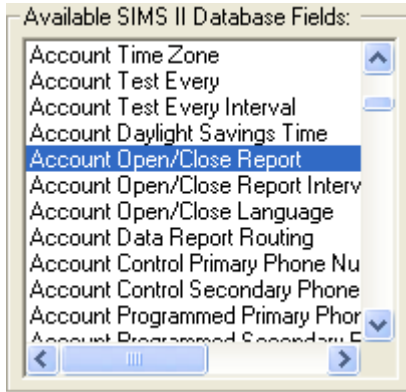


With the report set to generate every Monday, this will include history from Monday through to Sunday.

This is the basic amount of detail required to set up a history report.

Advanced Sifting of Accounts

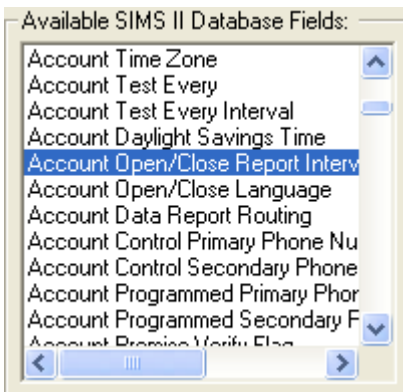
You may need to add more sift fields, to select the accounts that you may want to include in the report. In the following examples we are selecting the SIMSII Database fields Opn/Clo Report and the interval.



In this case we want the accounts that have Opn/Clo Rpt as a Y to be selected and will need to enter a Y in the sift field and select Character(s) as the sift type.



Now we select the report interval. In the following example, we want all accounts that are set to receive the report weekly.



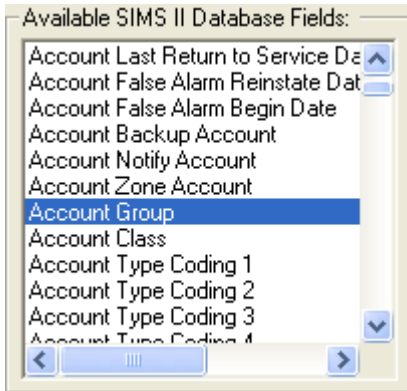
In this case we want the accounts that have Opn/Clo Rpt interval as a W. Therefore we enter a W in the sift field and select Character(s) as the sift type.




Once all the sift parameters are entered, save the changes by clicking OK on all screens. This will then return you to the list of scheduled reports. You can test the report by pressing F7 and the report will then generate. The time the report takes to generate depends on the type of the report and the sift parameters that have been selected.

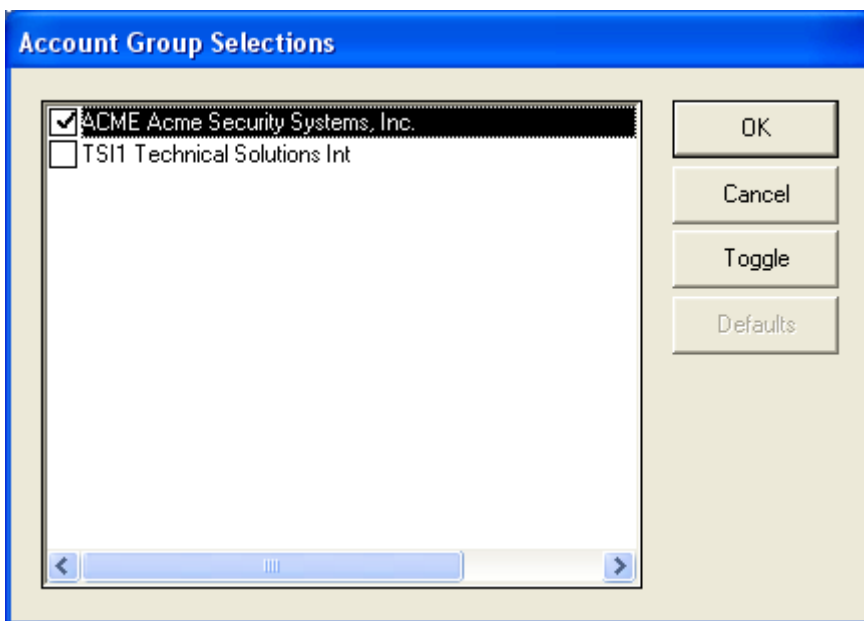
Sifting Records By Account Group

Another commonly used field to sift by is the **Account Group**, This allows the report to be limited to a particular dealer’s group.



Again Double Click the selected database field or Click the Add Button, to add the item to the selected fields list.

Click the ellipses button  next to each field (the button with 3 dots). The following screen will be displayed. Select the groups that you want to be included in the report.



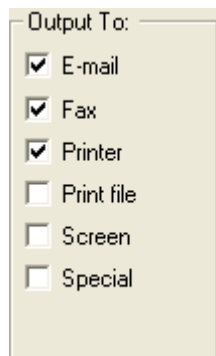
Output Options

FormWriter allows the selection of a number of different ways in which to output reports. These include:

- **E-Mail**
- **Fax**
- **Printer**
- **Print File**
- **Screen**
- **Special**

These options can be selected individually or in combinations with the exception of the *Special* option.

Example: You may have a requirement to *Fax* and *Email* a report to a customer while also wanting to keep a printed copy for your own records.



Output To:
<input checked="" type="checkbox"/> E-mail
<input checked="" type="checkbox"/> Fax
<input checked="" type="checkbox"/> Printer
<input type="checkbox"/> Print file
<input type="checkbox"/> Screen
<input type="checkbox"/> Special

This is easily done by ticking each required item and entering their appropriate parameters.

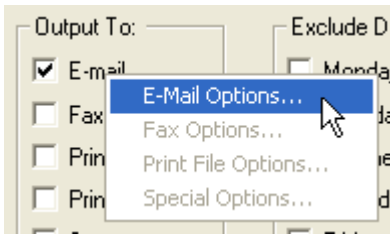
Setting Up Reports for Faxing / Emailing

There are 2 ways in which a report can be setup for Emailing or Faxing. The first is to use the *Email* or *Fax* options and the second is to use the *Special* Option.

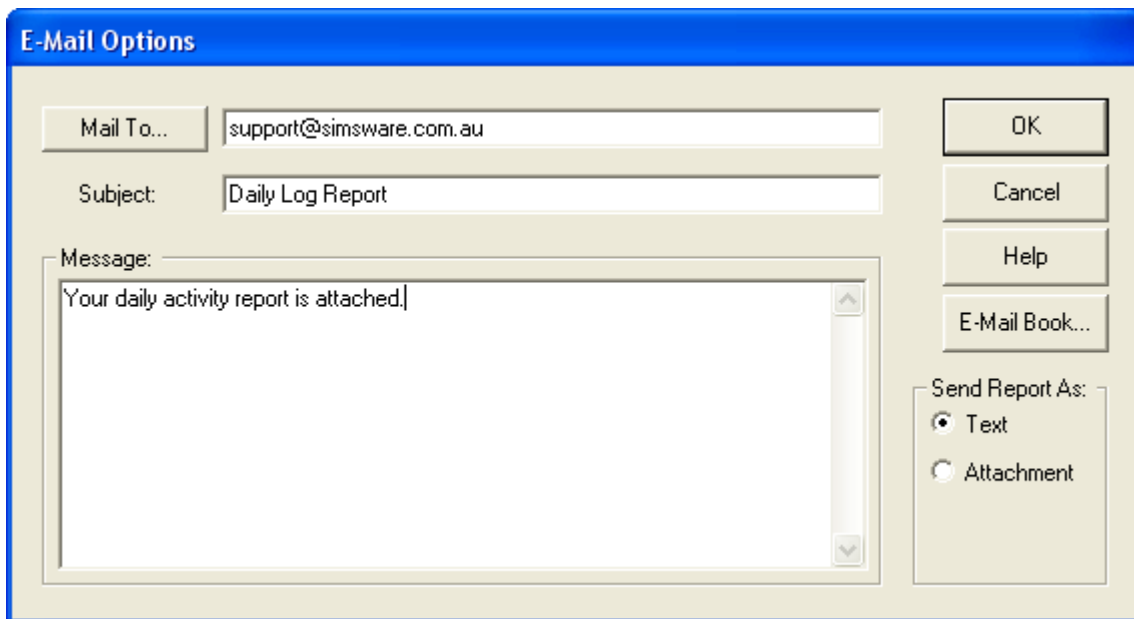
The difference between the *Email / Fax* option and the *Special* option is that the *Email / Fax* option requires the entry of the email address or fax number and each different recipient requires their own individual report. The *Special* option obtains its Email address / Fax number from the SIMSII database each time the report is generated. This also allows one report to be configured to multiple recipients. The recommended procedure is to use the *Special* option. For details on using the *Special* option, please see *Special Option* later in this document.

E-Mail

The email option allows you to configure a report to go by email to the entered recipients. To configure this option click E-mail to select it and then **Right Click**. The following menu will be displayed.



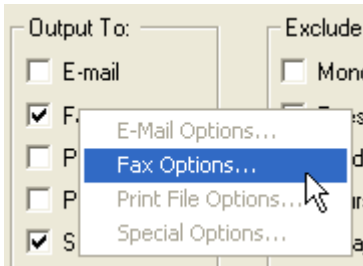
Select **E-Mail Options** and the following screen will be displayed



Mail To... Select the Mail To button to select from the address book, or type in the email address of the recipient. Multiple recipients can be entered by separating the email address with a **comma**. Enter a subject and a message if required.

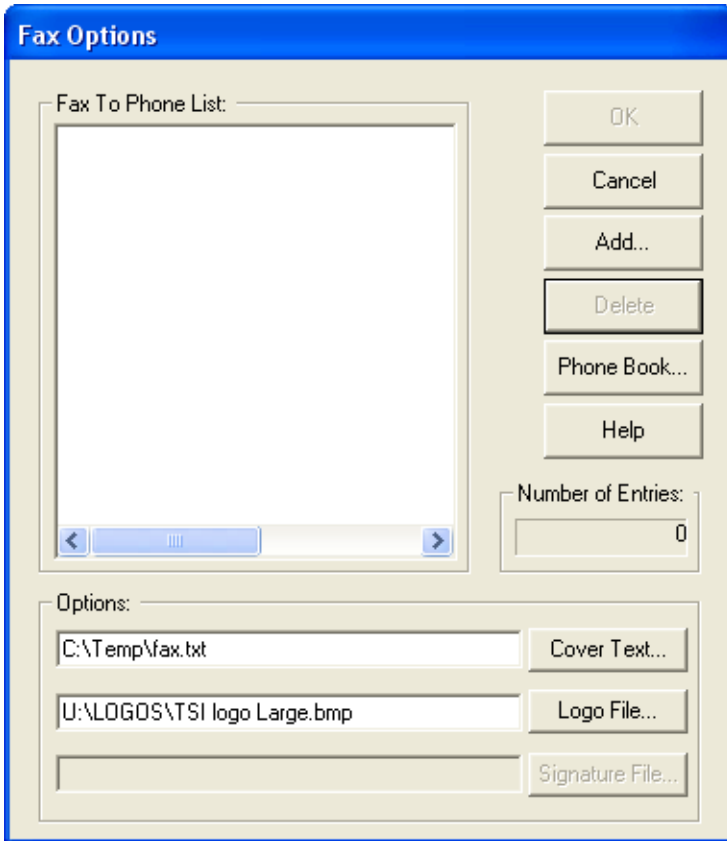
Send Report As: You can also choose if you would like the email to appear as text in the body of the email or as an attachment. (If the report is expected to be large, select attachment as some email programs will only display part of the text)

Fax



The Fax option allows you to configure a report to go by fax to the entered recipients. To configure, click Fax to select it and then **Right Click**. The following menu will be displayed.

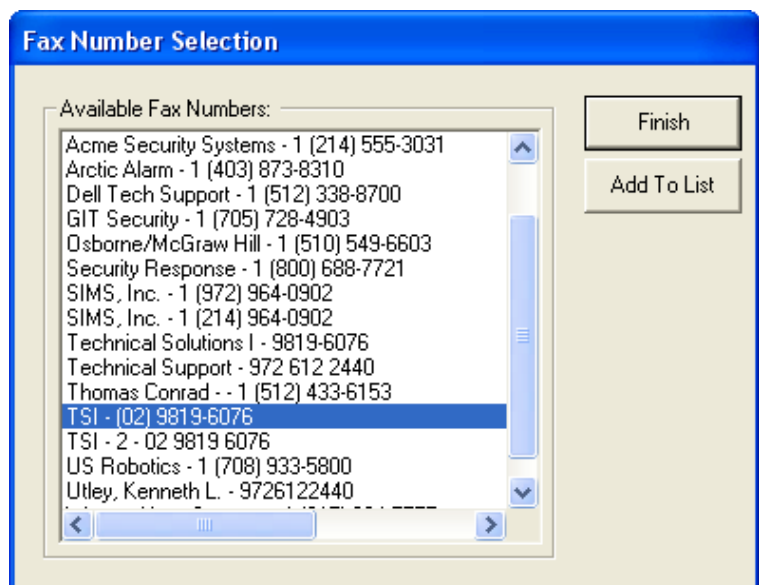
Select **Fax Options** and the following screen will be displayed.



The Fax Options allow you to enter the fax recipients.

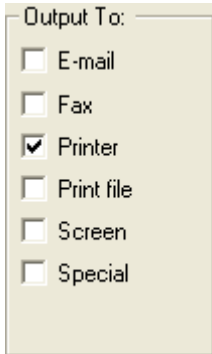
Click **Add** to display the list of available fax numbers.

If you need to add numbers to the list, simply select the **Phone Book** button.



Printing / Saving Reports

Printer

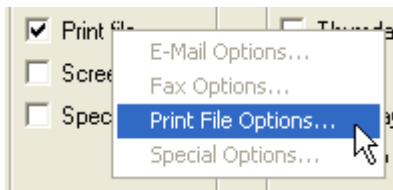


To have reports automatically printed select the printer option. There are no options that need to be configured for the printer, however a printer must be setup on the computer.

Note: It is recommended that a Laser printer be used for reports as the old style Dot Matrix printers are forced to print in Graphics mode by Windows. This makes the printing very slow and also ribbon usage is very high.

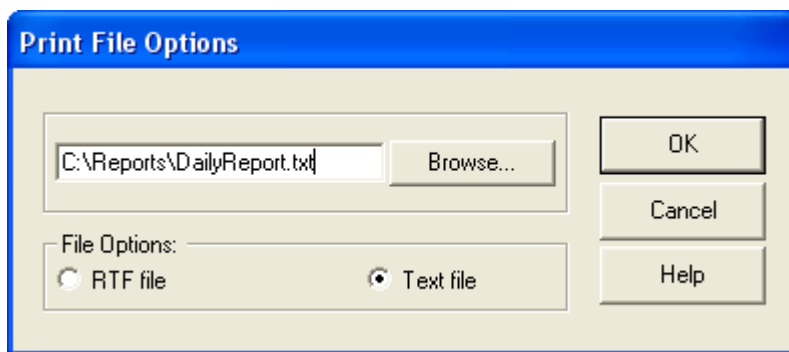
Print File

The Print File option allows the report to be saved to a file. A number of FormWriter reports are designed to go to file and then opened using Excel.



Select Print File and then **Right Click**, The following menu will be displayed.

Select **Print File Options** and the following screen will be displayed.



Enter the path and filename, or click Browse to select a path and file.

Select the File Option either RTF (Rich Text Format) or Text File.

Click OK to Save.

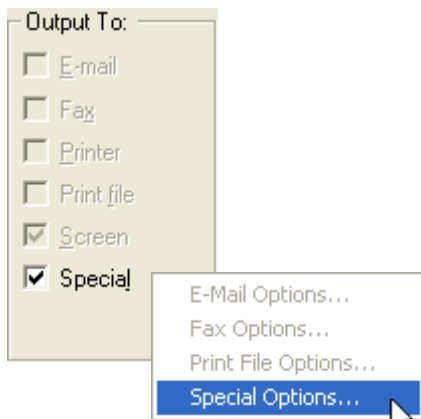
Using the Special Options

Special Option

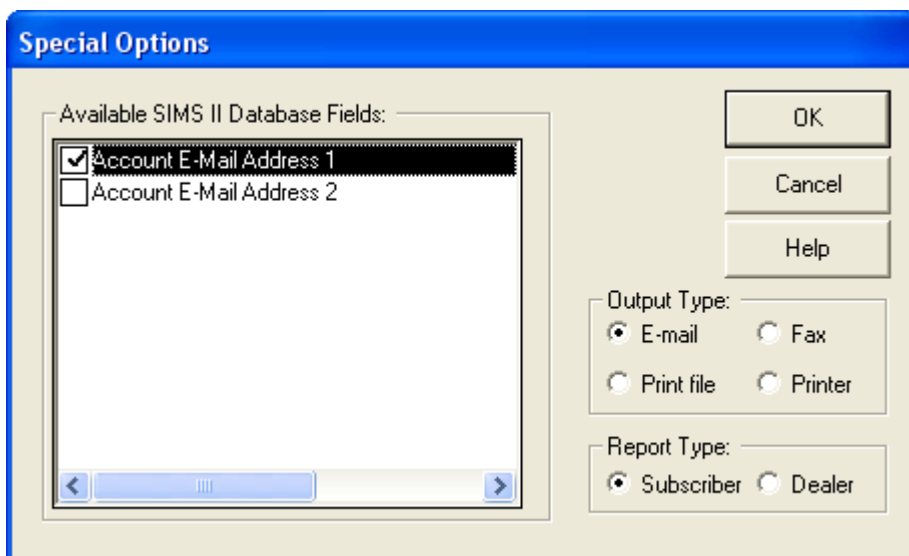
To setup a report for faxing or emailing, it is recommended that the output be set to special. The reason it is best to use the special option is that this gets the Fax or Email address from the SIMSII Database. This then means if an operator changes details within the SIMSII program, the FormWriter program still gets the correct details from the customers or dealers account. Using the special option allows 1 report to go to multiple dealers or accounts each time by getting the correct phone number or email address from the account.

The special option can also be used for Printing and saving reports to disk. Using the special options sorts the reports into their appropriate groups.

Note: Blank reports are not sent when using the special option



The options are then set by clicking the right mouse button and selecting Special Options as shown above. The following screen is then displayed.



Available SIMS II Database Fields

Available SIMS II Database Fields contains a list of SIMSII database fields that you can use to choose where FormWriter will get either the e-mail address, or fax number that all completed reports will be sent to. Normally this would be either Account Fax Number for Faxes, or Account Email Address for emails.

Output Type

Output Type:

E-mail Fax

Print file Printer

Output Type allows you to specify how the completed report should be routed. Fax, Email, Print File or Printer.

Report Type

Report Type:

Subscriber Dealer

Report Type allows you to specify how to separate the reports and who they are going to be sent to e.g. Subscriber or Dealer.

The **Subscriber** field allows you to specify that each subscriber report is sent via the option selected in the **Output Type** parameters.

The **Dealer** field allows you to specify that the subscriber reports be grouped by Dealer and sent via the option selected in Output Type parameters.

Depending on the option here, the options in the Available SIMSII Database Fields list will change from the Account to Dealer. This allows some reports to be sent to the dealer email or fax rather than the account.

Once the field has been selected, save the changes by clicking OK.

Note: Only one *output type* can be selected for each report. If you want to send both a fax and an email, separate reports must be entered into the system.

Important! A valid fax number or email address must be entered in the field selected in all accounts that will be included in the report.

For more information on setting up reports, see the help screens provided within FormWriter.

Our web site also has a Frequently Asked Question page that allows you to view questions that other FormWriter users have asked. You can also submit questions to our support team while on our web site. Please visit our site at www.simsware.com.au

Report Examples

Report Examples

Report Descriptions

Report File Name	Report Description	Output Type	Report Type D/H/F/W	Example	Notes
A-C-D	Control Type Listing Report	Print	F	✓	
A-S-L	Account Status Listing Report	Print	D	✓	
A-T-A-D	Account Class Listing Report	Print	F	✓	
A-T-B-D	Account Type Listing Report	Print	F	✓	
A-T-C-D	Call List Variables Listing Report	Print	F	✓	
A-T-E-D	Email Call Listing Report	Print	F	✓	
A-T-F-D	Fax Modem Listing Report	Print	F	✓	
A-T-G-D	Global Phone Number Listing Report	Print	F	✓	
A-T-O-D	Open/Close Variables Listing Report	Print	F	✓	
A-T-Z-D	Zone Variables Listing Report	Print	F		
C-A-D	Emergency Post Code Listing Report	Print	F	✓	
C-G-D	Global Schedule Listing Report	Print	F	✓	
C-R-L	System Reminder Listing Report	Print	F	✓	
C-S-A-D	Event Message Type Listing Report	Print	F	✓	
C-S-O-D	Operator Listing Report	Print	F	✓	
H-A-A	All Events Group Detail History Report	Print	H		
H-A-B	All Events Group Intermediate History Report	Print	H		
H-A-C	All Events Group Summary History Report	Print	H		
H-A-O	Open/Close Group Detail History Report	Print	H		
H-A-P	Open/Close Group Intermediate History Report	Print	H		
H-A-S	Open/Close Group Summary History Report	Print	H		
H-A-W	Exception Group Intermediate History Report	Print	H		
H-A-Z	Exception Group Event Type History Report	Print	H		
H-D	Disposition of Events History Report	Print	H		
H-E-A	Priority Level Detail History Report	Print	H		
H-E-B	Priority Level Summary History Report	Print	H		
H-E-D	Event Type Detail History Report	Print	H		
H-E-E	Event Type Summary History Report	Print	H		
HisResp	Historical Response Time Listing Report in Seconds	Print	H	✓	Report Supplied BY TSI
HisRespM	Historical Response Time Listing Report in HH:MM:SS	Print	H	✓	Report Supplied BY TSI
His-ATS	Historical Account Traffic Summary	Print	H	✓	Report Supplied BY TSI
His-ASTS	Historical Account Schedule Traffic Summary	Print	H	✓	Report Supplied BY TSI
His-AERS	Historical Account Event Response Summary	Print	H	✓	Report Supplied BY TSI
His-AEAS	Historical Account Event Average Summary	Print	H	✓	Report Supplied BY TSI
H-I-S	Inactive Account List Summary	Print	D	✓	Report Supplied BY TSI
H-I-D	Inactive Account List Detailed	Print	D	✓	Report Supplied BY TSI
H-N-H	False Alarm Statistics Detail History Report	Print	H		
H-N-N	False Alarm Statistics Detail History Report	Print	H		
H-N-N-A	Account Statistical Report	Print	H	✓	Gives each account on separate page
H-N-N-AC	Account Statistical Comma Delimited Report	CSV	H	✓	
H-N-N-AT	Account Statistical Traffic Report	Print	H	✓	List all accounts and number of events. Can be sifted by number of events
H-N-N-AL	Account Listing Traffic Report (Detailed)	CSV	H	✓	Shows Lots of Information on Account eg Number of OPNs,TST, Execptions
H-N-N-D	Dealer Statistical Report	Print	H	✓	Like H-N-N But by group.
H-N-N-DC	Dealer Statistical Comma Delimited Report	CSV	H	✓	Shows Dealers Number and Event Totals
H-N-N-DL	Dealer Listing Statistical Report	Print	H	✓	
H-R-A-LC	Account Operator Response Comma Delimited Report Form	CSV	H	✓	Shows Account Numbers and Responce stats
H-R-A-LD	Account Operator Response Statistical Report Form	Print	H	✓	Shows Account number event type and Response times in 2 rows Max and Min

H-R-C-LC	Station Wide Operator Response Comma Delimited Report Form	CSV	H	✓	
H-R-D-LC	Dealer Operator Response Comma Delimited Report Form	CSV	H	✓	Shows Dealer Number and Event Stats
H-R-D-LD	Dealer Operator Response Statistical Report Form	Print	H	✓	Shows Dealer Account number event type and Response times in 2 rows Max and Min
H-S-A	Subscriber All Events Detail History Report	Print	H		
H-S-A-C	Subscriber All Events Detail History Report CSV Format	CSV	H	✓	See Example For Required Parameters
H-S-B	Subscriber All Events Intermediate History Report	Print	H		
H-S-C	Subscriber All Events Summary History Report	Print	H		
H-S-C-E	Subscriber All Events Summary History Report - Email	Email	H		
H-S-O	Subscriber Open/Close Detail History Report	Print	H		
H-S-P	Subscriber Open/Close Intermediate History Report	Print	H		
H-S-S	Subscriber Open/Close Summary History Report	Print	H		
H-S-X	Subscriber Exception by Disposition History Report	Print	H		
H-S-Y	Subscriber Exception by Priority History Report	Print	H		
H-S-Z	Subscriber Exception by Event Type History Report	Print	H		
H-T	Time Frame Report	Print	H	✓	
H-T-C	Time Frame Report CSV Format	CSV	H		
H-U	Unrestored Listing Report	Print	H	✓	
O-D	Out of Service Detail Report	Print	F		
O-S	Out of Service Summary Report	Print	F		
PagerLst	Pager Listing Report	Print	F		
P-L	Phonepad Listing Report	Print	F		
R-B-B	Billing List of Accounts Report	Print	D		
R-D-A	Account Audit Trail Report	Print	D		
R-D-D	Full Dealer Database Report	Print	D		
R-D-F	Full Account Database Report	Print	D		
R-D-F-2	Full Account Database Report With Accounting and Equipment.	Print	D		
R-D-F-E	Full Account Database Report - Email (30 Chars. Per Column)	Email	D		
R-D-S	SIMS Verification Report	Print	D		
R-D-V	Client Verification Report	Print	D		
R-L-D	Detail List of Accounts Report	Print	D		
R-L-L	Account Address Labels Report	Print	D		
R-L-M	Account Mailing Address Labels Report	Print	D		
R-L-S	Accounts Listing Summary Report (includes Items Searched/Found)	Print	D		
R-L-W	Dealer Address Labels Report	Print	D		
R-L-Y	Detail List of Dealers Report	Print	D		

File Reports

A-C-D Control Type Listing Report

This reports is used to produce a list of Control Panels and instructions entered

13/05/02

Control Type Listing

14:25:47

Type	Description
------	-------------

Ademco 5241

PANIC ACTIVATION/CANNOT SHUT ALARM OFF

'#' & '*' are 24 Hour Panic Buttons. To reset system push the button on the side of control to silence and reset. Sometimes, in frustration, the subscriber enters their code to quiet the alarm. Since the panic is reset by the switch on the control, and not by their code, the alarm system is now on AND the panic is sounding. Later generation controls allow entering the code twice (on/off).

FIRE RESET

Normally fire provides a steady shrill tone. Determine which detector had tripped by observing a solid red light on detector.

CHANGING YOUR CODE

1. Open control and slide black switch in upper left hand corner to far right (normally it's in the center position);
2. Enter personal code (2-6 digits, no zeroes) once on keypad;
3. Return to control and return switch to center position; and
4. Turn alarm on then off to check arming and disarming.

RED MEMORY/ARMED LIGHT FLASHING

Indicates the alarm had previously activated and displays the zone. To clear this enter subscriber code twice (arm and disarm).

FBI XL1218R

<p>***** Red Arm Light *****</p> <p>Light Off = System DISARMED</p> <p>Light On = System is ARMED</p> <p>Slow Blink = TX not received</p> <p>Fast Blink = Alarm Condition</p>	<p>***** Amber Status Light *****</p> <p>AC Light Off = AC Power Off</p> <p>FIRE Light Off = Fire Trouble</p> <p>BAT Light Off = Low Battery</p>
---	--

ARM/DISARM SYSTEM

Determine if the red 'ARM' light is on or off. On=Armed Off=Disarmed. Then follow these instructions if necessary:

ARM - Check that all green lights are on. If any are off then correct the open loop in the unsecured area. Then they should enter their 5 digit secret code. The red 'ARM' light should now be

on and they have a pre-determined time to exit the premises.

DISARM - enter their 5 digit secret code. The red 'ARM' light should then go off.

PANIC ACTIVATION/DEACTIVATION (INSTALLER PRE-SET OPTION)

'#' & '*' are Panic buttons. To reset an audible panic push '#' for approximately 1/2 second to silence and reset.

AMBUSH ACTIVATION/DEACTIVATION (INSTALLER PRE-SET OPTION)

Ambush will ARM the system if it is disarmed, or disarm it if it is armed. Either way by entering a '0' followed by a special four digit number, the system will transmit a silent emergency signal to the Central Station.

CHANGING/ERASING A USER CODE

The following require that the system be DISARMED. User 1 can erase or change any user's code except his own, as follows:

1. Press '*' (Code Key)
2. Enter 4 digit User 1 Code
3. Press User Number of Code to be erased or changed (e.g. '2').
4. If ERASING a user code press '#'. If CHANGING the user code enter the new 4 digit code desired (do not use #9).

A-S-L Account Status Listing Reports

This reports shows the status of each account when the next LTC / LTO Exception is due how long until the next test is due and when the next scheduled service is due.

13/05/02

Schedule Listing

14:26:41

Account Nbr	Nxt Date	Nxt Time	Tst	Nxt Srvc	Site ID
98-01-0001					
01-01-0001	13/03/02	05:30:00p	015	28/04/02	1
01-01-0002	14/03/02	12:33:00p	030		
01-01-0003	13/03/02	01:00:00p	007		
01-01-0004	14/03/02	12:33:00p	012	01/05/02	
01-01-0007				29/04/02	
01-01-0005	16/04/02	09:20:00a		01/05/02	
98-01-0003					
98-01-0002					
02-00-10002	13/03/02	07:30:00p			
98-01-0004					
98-01-0005					
02-00-10003	13/03/02	07:30:00p			
98-01-0006					
01-01-9998					
02-00-1000	13/03/02	03:11:00p	020	04/06/02	
01-01-999999					
02-00-2000					
03-00-1000					
98-01-0011					
04-00-1000					

A-T-A-D Account Class Listing Report

This reports shows the list of account class entered

13/05/02

Account Class Listing

14:27:59

Cls Description

ATM Automatic Teller Machine
 C*N Comm Burg+Fire+Environment No Opn/Clo
 C*S Comm Burg+Fire+Env w/Supervised O/C
 C*U Comm Burg+Fire+Env Unsupervised O/C
 C+N Comm Burglary+Fire No Open/Close
 C+S Comm Burg+Fire w/Supervised Opn/Close
 C+U Commercial Burg+Fire Unsupervised O/C
 CBN Commercial Burglary No Open/Close
 CBS Commercial Burglary Supervised O/C
 CBU Comm Burglary Unsupervised Open/Close
 CFN Comm Fire No Open/Close
 CFS Comm Fire w/Supervised Open/Close
 CFU Comm Fire Unsupervised Open/Close
 R*N Res Burg+Fire+Environment No Opn/Clo
 R*S Res Burg+Fire+Env w/Supervised O/C
 R*U Res Burg+Fire+Env Unsupervised O/C
 R+N Residential Burg+Fire No Open/Close
 R+S Res Burg+Fire w/Supervised Open/Close
 R+U Res Burg+Fire Unsupervised Open/Close
 RBN Residential Burglary No Open/Close
 RBS Res Burg w/Supervised Open/Close
 RBU Residential Burg Unsupervised Opn/Clo
 RFN Res Fire Non Open/Close
 RFS Res Fire w/Supervised Open/Close
 RFU Res Fire Unsupervised Open/Close
 ULC U.L. Listed Commercial
 ULR U.L. Listed Residential

A-T-B-D Account Type Listing Report

This reports shows the list of account types entered

13/05/02

Account Type Listing

14:29:01

Account Type

Apartment Cpx
 Commercial
 Guarded
 Hospital
 Hotel/Motel
 Office Bldg
 Public Bldg
 Residential
 School Bldg
 Zone Account

A-T-B-D Account Contacts Variable Listing Report

This reports shows the list of Account Contacts Variables entered.

13/05/02 Contact Variable Listing 14:30:08

Description	M/T/W/T/F/S/S P	Begin	Until
All Days / All Times	Y Y Y Y Y Y Y N		
Friday / All Times	N N N N Y N N N		
Mon-Fri / 9am-5pm	Y Y Y Y Y N N N	09:00	17:00
Mon-Fri / All Times	Y Y Y Y Y N N N		
Monday / All Times	Y N N N N N N N		
Sat-Sun / All Times	N N N N N Y Y N		
Saturday / All Times	N N N N N Y N N		
Sunday / All Times	N N N N N N Y N		
Thursday / All Times	N N N Y N N N N		
Tuesday / All Times	N Y N N N N N N		
Wednesday/ AllTimes	N N Y N N N N N		

A-T-E-D Email Call Listing Report

This reports shows the list of Email Address entered in the Email Address table.

13/05/02 Email Listing 14:31:02

Name	Company	Address
Support	TSI	support@simsware.com.au

A-T-F-D Fax Call Listing Report

This reports shows the list of Fax numbers entered in the Fax Number table.

13/05/02 Fax Modem Listing 14:32:00

To	From	Phone Number
TSI	Control Room	02 9819 6076
Wayne Alarm Systems	SIMS, Inc.	1 (617) 234-5555

C-S-A-D Event Message Type Listing Report

This reports shows the list of Entries in the Priority Level Table.

13/05/02

Event Message Listing

15:15:56

Typ	P	D	Description	D	Brief Desc
?+?	A		Double Knock Marker -		DBL KNOCK
?-?	A		Delayed Event Marker -		DELAY/EVNT
?~?	3	P	Runaway Signal Detection -		RUNAWAY
A&C	3	P	Delay Alarm w/o Cancel	P	DLYD ALARM
A&R	3	P	Alarm & Restore -		ALARM/RST
ABT	A		Abort -		ABORT
ACC	A		Access -		ACCESS
ACD	8	P	Access Denied -	Y	NO ACCESS
ACL	A		Area Closing -	Y	AREA CLOSE
AID	A		Area Identification	Y	AREA ID
ALO	8	P	Access Lock Out -	Y	NO ACCESS
ALR	2	P	Alarm -	B	ALARM
AOP	A		Area Opening -	Y	AREA OPEN
ARM	A		Force Armed - OK	Y	FORCE ARM
AUX	2	P	Auxiliary -	P	AUXILIARY
BAK	2	P	Backup Account Timeout (Service/Attack)		BACK ACNT
BCP	7	P	CPU Battery Low (ITI/SIMSI Compatibility)		LOW BATT
BKY	7	P	Keypad Battery Low (ITI/SIMSI Compatibility)		LOW BATT
BOE	4	P	Break on Entry/Exit	Y	E/E BREAK
BUR	2	P	Burglary -	P	BURGLARY
BYP	A		Zone Bypass -		BYPASS
C\$D	A		Caller I.D. Information Valid/Inserted		CALLER OK
CAN	3		Cancel/Abort -		CANCEL
CID	3	P	Caller I.D. Information - Mismatch!		CALLER CHK
CLO	A		Subscriber Closing -	Y	CLOSE
COM	5	P	Communication Trouble -		COMM TRBL
DAC	A		Door Access -	Y	DOOR ACCES
DEF	7	P	Deferred Open/Close -	Y	DEFER O/C
DHE	9	P	Defered Hold -		DEFERED
DIA	A		Diagnostic Report -		DIAGNOSTIC
DID	A		Door I.D. -	Y	DOOR ID
DIS	8	P	Disable -		DISABLE
DST	A		Door Station -	Y	DOOR STAT
DUR	1	P	Duress -	P	DURESS
EAF	3	P	Environment Air Flow Off -		AIR OFF
EAO	3	P	Environment Air Flow On -		AIR ON
ECL	A	P	Early Closing Exception -	Y	EARLY CLO
EFL	3	P	Environment Fluid Level -		FLUID
EHL	3	P	Environment Humidity Level -		HUMIDITY
EMG	1	P	Emergency -	P	EMERGENCY
EOP	3	R	Early Opening -	Y	EARLY OPEN
ERR	8	P	Error in Transmission -		TX ERROR
ETH	3	P	Environment Temperature High -		TEMP HI
ETL	3	P	Environment Temperature Low -		TEMP LOW
ETP	3	P	Environment Temperature -		TEMP ALARM
EXP	2	P	Expansion -		EXPANSION
FAR	A		Forced Armed - OK	Y	FORCE ARM
FIR	1	P	Fire -	F	FIRE ALARM
FS1	A		SIMS Fax Sent OK		FAX OK
FS2	2		SIMS Fax Error		FAX ERROR

C-S-O-D Operator Listing Report

This reports shows the list of Operators entered Operator ID and Access Level Table.

13/05/02 Operator Listing 15:16:41

Name	Inits and ID	Grp	Access Level/IP Mask	Updated
Apprentice Example	SIM 999		*	
Kenneth L. Utley	KLU 300		*	
Kim L. Utley	KIM 999		*	
Management Example	SIM 002		*	
Operator Example	SIM 000		*	
Sims Web	SIM WEB		&*	
Supervisor Example	SIM 001		*	

Listing Reports

H-I-S Inactive Account Summary List.

This report gives a list of all accounts that have their Last Event Date not within the range selected. See the section [Special Reports](#) on page 63 for details on how to setup this report.

Report Run Date: 23/06/03
 Report Run Time: 15:25:32

***** Report Message *****

***** Report Legend *****
 Acct : Account Number
 Grp : Account Group
 Name : Account Name
 Phone : Account Phone

----- Fold Here -----

Inactive Accounts Summary

ACCT NUMBER	GRP	CLS	ACCOUNT NAME	Last Event Date
01-01-0001	ACME	C-N	Tequila Willies	30/05/03
01-01-0002	ACME	C-N	Fibertec, Inc.	23/05/03
01-01-0004	ACME	-*S	Best Way Movers & Storage Company	30/03/01
02-00-10002	TEST	CBN	Technical Solutions Area 2	28/05/03
02-00-10003	TEST	CBN	Technical Solutions Area 3	11/02/00

 Total Items Found: 5

Suggested Sift Parameters Used

The typical parameters required to run this report are listed below.

Account Number
Account Group

Enter the range of accounts
 Select the Account groups to include

H-I-D Inactive Account Detail List.

This report gives a list of all accounts that have their Last Event Date within the range selected.

Report Run Date: 23/06/03
 Report Run Time: 15:25:41

***** Report Message *****

***** Report Legend *****
 Acct : Account Number
 Grp : Account Group
 Name : Account Name
 Phone : Account Phone

----- Fold Here -----

Inactive Account Detail List

ACCT NUMBER	GRP	ACCOUNT NAME/ADDRESS	LAST EVENT/CITY/ST
01-01-0001	ACME	Tequila Willies 13452 Osborne Street	30/05/03 Arleta CA
01-01-0002	ACME	Fibertec, Inc. 6207 Santa Monica Blvd.	23/05/03 Hollywood CA
01-01-0004	ACME	Best Way Movers & Storage Company 1112 Pueblo Drive	30/03/01 Des Plaines IL
02-00-10002	TEST	Technical Solutions Area 2 132 Victoria Rd	28/05/03 Drummoyne NSW
02-00-10003	TEST	Technical Solutions Area 3 132 Victoria Rd	11/02/00 Drummoyne NSW

 Total Items Found: 5

Suggested Sift Parameters Used	
The typical parameters required to run this report are listed below.	
Account Number	<LT>90-00-0000 (Includes all account less than 90-00-0000)
Account Latest Event Date	No start date just enter the End Date
See the Special Reports section in this manual on setting up this report	

History Reports

H-U Unrestored Accounts Report.

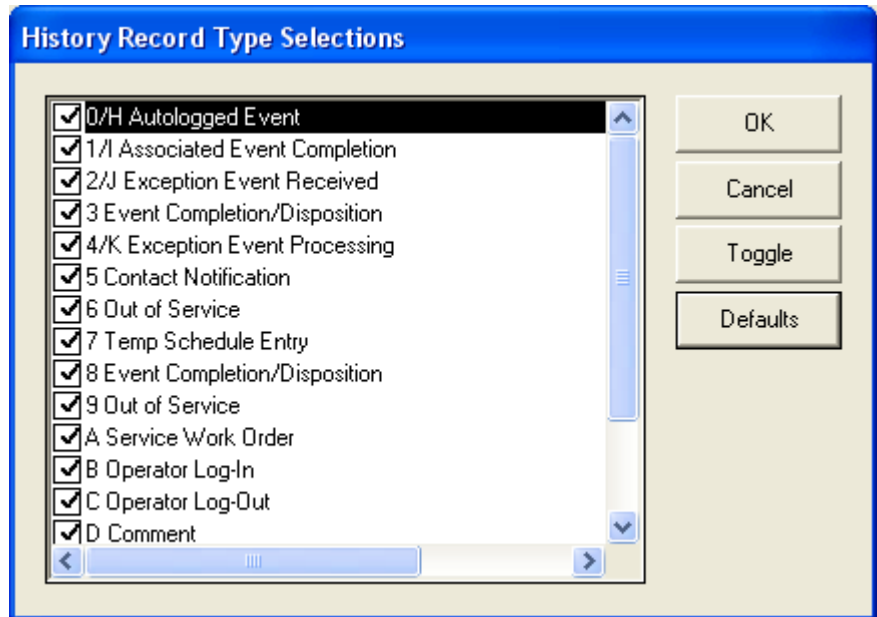
Acme Security Systems, Inc.
 PO Box 224
 Plano TX 75075

Unrestored Accounts Report

ACCT NUMBER	ACCOUNT NAME / DESCRIPTION ZONE DESCRIPTION	ZONE	DATE TIME RCVD DATE TIME OUT
01-01-0001	Tequila Willies	1	08/07/03 14:18:26
	Smoke Detector in Kitchen		08/07/03 14:19:46
01-01-0004	Best Way Movers & Storage Company	FA01	08/07/03 13:38:20
	Smoke Detector in Office Area		08/07/03 14:51:58

H-T Time Frame Report.

Time Frame reports are a type of history report but they are slightly different when compared to normal history reports. A normal history report firsts get the information from the account, then looks at history for that account. Time Frame reports do not look for the account first, but read the history for the dates entered. This gives the ability to run a report on a Deleted Account and also means that you can run reports on non-account history, e.g. Operator Logging, Data Entry, Out Of Service and Systems Events. The Time Frame reports allow you to select what history event types you want to include within the report (These are all selected by default). This is done by selecting **Select History Record Types** under **Misc Option** within the **Parameters**. Because this type of report does not require the account number first, the selectable *Sift Parameter Fields* are quite different.



Report Run Date: 18/11/03
 Report Run Time: 14:40:14

***** Report Message *****

***** Report Legend *****
 Acct : Account Number
 Name : Account Name
 Date : Date
 Time : Time Received
 Code : Event Code
 Desc : Description
 Signal: Type of Signal
 Begin : 17/11/03 at hh:mm
 Until : 18/11/03 at hh:mm

----- Fold Here -----

Time Frame Report

DATE	TIME	ACCT NAME/RESPONSE	ACCT NO.	CODE/MSG	SIGNAL
18/11/03	10:25:00	Log-In Opr: TSI			
18/11/03	10:30:34	Log-Out Opr: TSI			
18/11/03	11:33:28	Log-In Opr: TSI			
18/11/03	11:33:30	Log-Out Opr: TSI			
18/11/03	12:35:20	Fax / Email Log	98-01-0011	-	EMAIL OK
		SIMS Email Sent OK (Completed successfully)			
18/11/03	12:35:20	Event Operator:	at: 12:35:20p	Opn/Clo: N/A	
18/11/03	12:35:42	Contact Called: support@simsware.com.		SENT UNSENT	0 Inva
		Phone Number: SENT UNSENT	0 I	12:35:42p	
18/11/03	12:35:42	File Name: EMBLCPBD.MSG			
18/11/03	12:35:42	Email Address: support@simsware.com.au			
18/11/03	12:35:42				
18/11/03	12:35:28	Fax / Email Log	98-01-0011	-	EMAIL OK
		SIMS Email Sent OK (Completed successfully)			
18/11/03	12:35:28	Event Operator:	at: 12:35:28p	Opn/Clo: N/A	
18/11/03	12:35:46	Contact Called: support@simsware.com.		SENT UNSENT	0 Inva
		Phone Number: SENT UNSENT	0 I	12:35:46p	
18/11/03	12:35:46	File Name: EMBNBKBG.MSG			
18/11/03	12:35:46	Email Address: support@simsware.com.au			
18/11/03	12:35:46				
18/11/03	12:50:00	Log-In Opr: TSI			
18/11/03	12:50:10	Log-Out Opr: TSI			
18/11/03	13:12:58	Log-In Opr: TSI			
18/11/03	13:18:42	Log-Out Opr: TSI			
18/11/03	13:23:18	Log-In Opr: TSI			
18/11/03	13:34:18	Log-Out Opr: TSI			

Statistical Reports

Due to the complex nature of the statistical reports there are some limitations on how these reports are setup and what the report can be sifted by. In each of the examples please pay attention to the Notes, as this will explain any special requirements that may be required.

H-N-N-A Account Statistical Report.

This report give the statistics for each account selected.

Bean MR/S

Report Run Date: 10/12/02

29 Adder Place
GLEN ALPINE

NSW 2560

Report Fun Time: 13:09:33

***** Report Message *****

***** Report Legend *****

Numerical Statistics for Account
07/12/02 - 07/12/02
hh:mm - hh:mm

DISPOSITIONS	EVENTS	PCT	SIGNAL BREAKDOWN	EVENTS	PCT
(a)	0	0%	Number of Clients.....:	2	
(b] BLACK OUT IN AREA.	0	0%	Autologged Events.....:	0	0%
(c] L.T.C.NAP K/H NOTIFIED	0	0%	Exception Events.....:	0	0%
(d) L.T.C. STAFF ON SITE	0	0%	Total Events.....:	0	
(e) ALARM ON ENTRY.	0	0%			
(f) E.O.P.NAP K/H NOTIFIED	0	0%	Opn/Clo Events.....:	0	0%
(g] E.O.P. STAFF ON SITE	0	0%	Test Events.....:	0	0%
(h) E.O.P HAS SINCE CLOSED	0	0%	Abort Events.....:	0	0%
(i) NIL ACTION AS PER INST	0	0%			
(j) E.O.P WITHIN SCHEDULE	0	0%	Opening Type Events...:	0	0%
(k) SEE PREVIOUS COMMENTS	0	0%	Early Open Events.....:	0	0%
(L]	0	0%	Late Open Events.....:	0	0%
(m) RESET - NIL ACTION	0	0%	Late to Open Events...:	0	0%
(n] SEE COMMENTS	0	0%			
(o) Opn/Clo Schedule Mod	0	0%	Closing Type Events...:	0	0%
(p) PATROL ATTENDING.	0	0%	Early Close Events...:	0	0%
(q) POLICE NOTIFIED	0	0%	Late Close Events.....:	0	0%
(r) ALARM ACTIONED WITH KH	0	0%	Late to Close Events..:	0	0%
(S) SERVICE/CLIENT TESTING	0	0%			
(t) K/H ON SITE NOTIFIED	0	0%	CANASA REPORT		
(u) SOF ACTIONED	0	0%	Possible FD Dispatch..:	0	
(v) FIRE/MEDICAL NOTIFIED	0	0%	Actual FD Dispatches..:	0	0%
(w) S/VISOR TO FOLLOW UP.	0	0%	Possible PD Dispatch..:	0	
PRIORITY EVENT	0	0%	Actual PD Dispatches..:	0	0%
Placed Event On Follow Up	0	0%	Probable PD Attacks...:	0	0%
			Possible Guard Disp...:	0	
SERVICE DISPOSITIONS					
(A)	0	0%	CSAA REPORT		
(b) Environment Related	0	0%	Opn/Clo/Rst/Can.....:	0	0%

(c) Scheduled Maintenance	0	0%	Supervisory Signals...	0	0%
(d) Installer Error	0	0%	Redundant Signals....:	0	0%
(e) Customer Error	0	0%	Associated Events....:	0	0%
(f) TELSTRA LINE FAULT	0	0%	On Test / Sub Tests...:	0	0%
(g) clean & adjust	0	0%	Possible Dispatches...:	0	
(h) Equipment Removal	0	0%	Actual Dispatches....:	0	0%
(i) Equipment Damaged	0	0%	Annualized Rate.....:	0.00	
(j) Work Order Resolved	0	0%			
(K) WORK ORDER UNRESOLVED	0	0%	HISTORICAL EVENTS		
(L) EQUIPMENT REPLACED	0	0%	Autologged.....(0/H):	0	0%
(M) UPDATE REQUIRED	0	0%	Associated.....(1/I):	0	0%
(n) service declined	0	0%	Exception.....(2/J):	0	0%
(o) sales to follow up	0	0%	Priority Action.(3)...:	0	0%
(p) accounts to follow up	0	0%	Fetchd Events..(4/K):	0	0%
(q) securitel finished	0	0%	Contacts Called.(5)...:	0	0%
(r) changed sector	0	0%	Out of Service..(6)...:	0	0%
(s) bureau advised	0	0%	Temp Schedule...(7)...:	0	0%
(t)	0	0%	Routine Action..(8)...:	0	0%
(u)	0	0%	Out of Service..(9)...:	0	0%
(v)	0	0%	Serv Work Order.(A)...:	0	0%
	0	0%	Operator Log In.(B)...:	0	0%
	0	0%	Operator Log Out(C)...:	0	0%
	0	0%	Operator Comment(D)...:	0	0%
			Continue Comment(E)...:	0	0%
			Data Audit Trail(F)...:	0	0%
			Receiver Event..(G)...:	0	0%

End of Report..., 4 Items searched... 0 Items found...

AUSTRALIAN BUCKETS

Report Run Date: 10/12/02

Report Fun Time: 13:09:33

55 BAKER ST
SEFTON

NSW 2162

***** Report Message *****

***** Report Legend *****

Numerical Statistics for Account
07/12/02 - 07/12/02
hh:mm - hh:mm

DISPOSITIONS	EVENTS	PCT	SIGNAL BREAKDOWN	EVENTS	PCT
(a)	0	0%	Number of Clients....:	2	
(b] BLACK OUT IN AREA.	0	0%	Autologged Events....:	0	0%
(c] L.T.C.NAP K/H NOTIFIED	0	0%	Exception Events....:	0	0%
(d) L.T.C. STAFF ON SITE	0	0%	Total Events.....:	0	
(e) ALARM ON ENTRY.	0	0%			
(f) E.O.P.NAP K/H NOTIFIED	0	0%	Opn/Clo Events.....:	0	0%
(g] E.O.P. STAFF ON SITE	0	0%	Test Events.....:	0	0%
(h) E.O.P HAS SINCE CLOSED	0	0%	Abort Events.....:	0	0%
(i) NIL ACTION AS PER INST	0	0%			
(j) E.O.P WITHIN SCHEDULE	0	0%	Opening Type Events...:	0	0%
(k) SEE PREVIOUS COMMENTS	0	0%	Early Open Events....:	0	0%
(L}	0	0%	Late Open Events....:	0	0%
(m) RESET - NIL ACTION	0	0%	Late to Open Events...:	0	0%
(n} SEE COMMENTS	0	0%			
(o) Opn/Clo Schedule Mod	0	0%	Closing Type Events...:	0	0%

(p) PATROL ATTENDING.	0	0%	Early Close Events...:	0	0%
(q) POLICE NOTIFIED	0	0%	Late Close Events....:	0	0%
(r) ALARM ACTIONED WITH KH	0	0%	Late to Close Events..:	0	0%
(S) SERVICE/CLIENT TESTING	0	0%			
(t) K/H ON SITE NOTIFIED	0	0%	CANASA REPORT		
(u) SOF ACTIONED	0	0%	Possible FD Dispatch..:	0	
(v) FIRE/MEDICAL NOTIFIED	0	0%	Actual FD Dispatches..:	0	0%
(w) S/VISOR TO FOLLOW UP.	0	0%	Possible PD Dispatch..:	0	
PRIORITY EVENT	0	0%	Actual PD Dispatches..:	0	0%
Placed Event On Follow Up	0	0%	Probable PD Attacks...:	0	0%
			Possible Guard Disp...:	0	
SERVICE DISPOSITIONS					
(A)	0	0%	CSAA REPORT		
(b) Environment Related	0	0%	Opn/Clo/Rst/Can.....:	0	0%
(c) Scheduled Maintenance	0	0%	Supervisory Signals..:	0	0%
(d) Installer Error	0	0%	Redundant Signals....:	0	0%
(e) Customer Error	0	0%	Associated Events....:	0	0%
(f) TELSTRA LINE FAULT	0	0%	On Test / Sub Tests...:	0	0%
(g) clean & adjust	0	0%	Possible Dispatches...:	0	
(h) Equipment Removal	0	0%	Actual Dispatches....:	0	0%
(i) Equipment Damaged	0	0%	Annualized Rate.....:	0.00	
(j) Work Order Resolved	0	0%			
(K) WORK ORDER UNRESOLVED	0	0%	HISTORICAL EVENTS		
(L) EQUIPMENT REPLACED	0	0%	Autologged.....(0/H):	0	0%
(M) UPDATE REQUIRED	0	0%	Associated.....(1/I):	0	0%
(n) service declined	0	0%	Exception.....(2/J):	0	0%
(o) sales to follow up	0	0%	Priority Action.(3)..:	0	0%
(p) accounts to follow up	0	0%	Fetchd Events..(4/K):	0	0%
(q) securitel finished	0	0%	Contacts Called.(5)...:	0	0%
(r) changed sector	0	0%	Out of Service..(6)...:	0	0%
(s) bureau advised	0	0%	Temp Schedule...(7)...:	0	0%
(t)	0	0%	Routine Action..(8)...:	0	0%
(u)	0	0%	Out of Service..(9)...:	0	0%
(v)	0	0%	Serv Work Order.(A)...:	0	0%
	0	0%	Operator Log In.(B)...:	0	0%
	0	0%	Operator Log Out(C)...:	0	0%
	0	0%	Operator Comment(D)...:	0	0%
			Continue Comment(E)...:	0	0%
			Data Audit Trail(F)...:	0	0%
			Receiver Event..(G)...:	0	0%

End of Report..., 4 Items searched... 0 Items found...

Warning:
This report prints every account on a new page. If your number range is for 1000 accounts then you will have 1000 pages printed.

H-N-N-AC Account Statistical CSV.

This report can be used to show the account and the number of signals on the account. It can also be used to list accounts that have had a certain number of events e.g. more than 5 LTC in a Week. See the section Setting Up Statistical Reports

Account Nbr	Grp	Cls	Account Phone	O/C Sigs	Tst Sigs	LTC's	Temp Sch	Contacts	SWO Evts	Exc Evts	ALog Evt	Totl Evt
02-02-3741	, ACME	, CBU	, 9966-4721	, 3	, 0	, 0	, 0	, 0	, 0	, 0	, 3	, 3
01-01-8369	, ACME	, RBO	, 9371-7331	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0
01-01-4339	, ACME	, RBO	, 9560-4444	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0
02-01-2790	, ACME	, CBU	, 9521-7333	, 1	, 0	, 0	, 0	, 0	, 0	, 0	, 1	, 1
02-07-5024	, ACME	, CBS	, 9601-7156	, 1	, 0	, 0	, 0	, 0	, 0	, 0	, 1	, 1
02-02-6242	, ACME	, RBO	, 9838-9965	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 1	, 1
01-01-9028	, ACME	, CBS	, 9839-7046	, 2	, 1	, 0	, 1	, 0	, 0	, 2	, 1	, 3
02-02-6384	, ACME	, RBN	, 9740-6705	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0
02-02-3033	, ACME	, CBO	, 4655-8178	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0
02-07-5079	, ACME	, CBS	, 9698-2366	, 2	, 0	, 0	, 0	, 0	, 0	, 0	, 2	, 2
01-01-9088	, ACME	, CBS	, 7749-8344	, 14	, 6	, 0	, 0	, 0	, 0	, 0	, 26	, 26
01-01-4010	, ACME	, RBO	, 9632-3797	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0
01-01-4348	, ACME	, CBO	, 9206-5044	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0
01-01-0064	, ACME	, RBN	, 9634-2681	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0
01-01-8437	, ACME	, RBN	, 9744-6171	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0
01-01-0044	, ACME	, CBS	, 9238-9344	, 1	, 1	, 0	, 0	, 0	, 0	, 0	, 2	, 2
01-01-7282	, ACME	, AIR	, 9534-7344	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0	, 0

H-N-N-AT Account Statistical Traffic Report.

Report Run Date: 17/02/03
 Report Run Time: 10:43:55
 Begin : 01/02/03 at hh:mm
 Until : 01/02/03 at hh:mm

----- Report Legend -----
 Acct : Account Number
 Tests : TST/PTS Signals
 TSched's: Temp Schedules Entered
 Pct : Exceptions to Total Pct
 Totals : Total Signals
 O/C Evts: O/C Signals
 LTC's : Late to Close's
 Exc Evts: Exception Evts
 AutoLog : Autologged Evts

Account Traffic Summary Report

Acct	O/C Evts	EOP's	LTC's	TSched's	Exc Evts	Pct	AutoLog	Totals
02-01-2790	2	0	0	0	0	0%	2	2
02-07-5024	2	0	0	0	0	0%	2	2
02-02-6242	0	0	0	0	0	0%	1	1
02-02-3033	0	0	0	0	0	0%	0	0
02-07-5079	8	2	2	3	4	0%	4	8
01-01-4010	0	0	0	0	0	0%	0	0
01-01-4348	0	0	0	0	0	0%	0	0
01-01-0064	0	0	0	0	0	0%	1	1
01-01-8437	0	0	0	0	0	0%	0	0
01-01-0044	3	0	0	0	1	0%	5	6
02-02-3248	1	0	0	0	0	0%	3	3
02-02-3303	0	0	0	0	0	0%	0	0
02-02-6227	4	0	0	0	0	0%	5	5
02-07-5808	2	0	0	0	0	0%	2	2
02-01-2957	4	1	0	0	1	0%	3	4
02-02-8075	10	0	0	0	0	0%	11	11
02-02-6611	2	0	0	0	0	0%	3	3
02-02-6462	4	0	0	0	1	0%	6	7
02-02-8138	2	0	0	0	0	0%	3	3
01-01-4545	4	0	0	0	0	0%	5	5
02-02-3209	2	0	0	0	0	0%	4	4
02-02-6443	2	0	0	0	0	0%	2	2
02-07-5124	4	1	0	0	1	0%	3	4

This Type of Report can also be used to list accounts that have had a certain number of events e.g. more than 5 LTC in a Week. See the section Setting Up Statistical Reports

H-N-N-AL Account Listing Traffic Report (Detailed).

This report is designed to be imported in to Excel and due to the size of this report we are unable to display a preview in this document. The report contains a lot of information on the account as well as statistical information like the H-N-N-AC Report.

H-N-N-D Dealer Statistical Report.

Report Run Date: 17/02/03
 Report Fun Time: 11:20:16

***** Report Message *****
 ***** Report Legend *****

Numerical Statistics for Dealer
 03/02/03 - 03/02/03
 hh:mm - hh:mm

DISPOSITIONS	EVENTS	PCT	SIGNAL BREAKDOWN	EVENTS	PCT
(a)	60	11%	Number of Clients.....:	29	
(b] BREAK & ENTER ADVISED	9	2%	Autologged Events.....:	9055	94%
(c] L.T.C.NAP K/H NOTIFIED	2	0%	Exception Events.....:	589	6%
(d) L.T.C. STAFF ON SITE	7	1%	Total Events.....:	9644	
(e) ALARM ON ENTRY.	105	19%			
(f) E.O.P.NAP K/H NOTIFIED	1	0%	Opn/Clo Events.....:	3428	36%
(g] E.O.P. STAFF ON SITE	19	4%	Test Events.....:	1266	13%
(h) E.O.P HAS SINCE CLOSED	12	2%	Abort Events.....:	0	0%
(i) NIL ACTION AS PER INST	3	1%			
(j) E.O.P WITHIN SCHEDULE	30	6%	Opening Type Events...:	2932	30%
(k) SEE PREVIOUS COMMENTS	45	8%	Early Open Events.....:	74	3%
(L) LOW POWER IN AREA	0	0%	Late Open Events.....:	1	0%
(m) RESET - NIL ACTION	18	3%	Late to Open Events...:	35	1%
(n) SEE COMMENTS	2	0%			
(o) Opn/Clo Schedule Mod	0	0%	Closing Type Events...:	496	5%
(p) PATROL ATTENDING.	12	2%	Early Close Events...:	48	10%
(q) POLICE NOTIFIED	2	0%	Late Close Events.....:	42	8%
(r) ALARM ACTIONED WITH KH	21	4%	Late to Close Events..:	15	3%
(S) SERVICE/CLIENT TESTING	52	10%			
(t) K/H ON SITE NOTIFIED	21	4%	CANASA REPORT		
(u) SOF ACTIONED	1	0%	Possible FD Dispatch..:	0	
(v) FIRE/MEDICAL NOTIFIED	0	0%	Actual FD Dispatches..:	0	0%
(w) S/VISOR TO FOLLOW UP.	24	4%	Possible PD Dispatch..:	303	
PRIORITY EVENT	45	8%	Actual PD Dispatches..:	14	5%
Placed Event On Follow Up	49	9%	Probable PD Attacks...:	0	0%
			Possible Guard Disp...:	0	
SERVICE DISPOSITIONS					
(A)	0	0%	CSAA REPORT		
(b) Environment Related	0	0%	Opn/Clo/Rst/Can.....:	3359	35%
(c) Scheduled Maintenance	0	0%	Supervisory Signals...:	9	0%
(d) Installer Error	0	0%	Redundant Signals.....:	147	2%
(e) Customer Error	0	0%	Associated Events.....:	116	1%
(f) TELSTRA LINE FAULT	0	0%	On Test / Sub Tests...:	2400	25%
(g) clean & adjust	0	0%	Possible Dispatches...:	303	
(h) Equipment Removal	0	0%	Actual Dispatches.....:	14	5%
(i) Equipment Damaged	0	0%	Annualized Rate.....:	100.00	
(j) Work Order Resolved	1	100%			
(K) WORK ORDER UNRESOLVED	0	0%	HISTORICAL EVENTS		
(L) EQUIPMENT REPLACED	0	0%	Autologged..... (0/H):	9055	75%
(M) UPDATE REQUIRED	0	0%	Associated..... (1/I):	116	1%
(n) service declined	0	0%	Exception..... (2/J):	589	5%

(o) sales to follow up	0	0%	Priority Action.(3)..:	401	3%
(p) accounts to follow up	0	0%	Fetchd Events..(4/K):	825	7%
(q) securitel finished	0	0%	Contacts Called.(5)..:	244	2%
(r) changed sector	0	0%	Out of Service..(6)..:	28	0%
(s) bureau advised	0	0%	Temp Schedule...(7)..:	24	0%
(t)	0	0%	Routine Action..(8)..:	140	1%
(u)	0	0%	Out of Service..(9)..:	0	0%
(v)	0	0%	Serv Work Order.(A)..:	1	0%
	0	0%	Operator Log In.(B)..:	5	0%
	0	0%	Operator Log Out(C)..:	1	0%
	0	0%	Operator Comment(D)..:	299	2%
			Continue Comment(E)..:	301	2%
			Data Audit Trail(F)..:	102	1%
			Receiver Event..(G)..:	19	0%

End of Report..., 9396 Items searched... 0 Items found...

Note: For this report to work correctly (Show the correct values) you must select **Dealer Grp** in the Sort-By parameters.

H-N-N-DC Dealer Statistical CSV.

The following report is split into 2 screens due to the width of the report. This report is designed to be opened in a spreadsheet like Excel and is too wide to be printed.

Dealer Numbr	, Grp,	Tot Acnt,	Sft Acnt,	His Acnt,	O/C Evts,	Ely Opns,	LTC's,	Temp Sch,	Contacts,	SWO
99-01-0140	,AIES,	10,	10,	4,	5,	0,	0,	0,	0,	0,
99-01-0076	,TAY ,	10,	10,	4,	5,	0,	0,	0,	0,	0,
99-01-0160	,GOOD,	18,	18,	2,	1,	0,	0,	0,	0,	0,
99-01-0020	,CITA,	24,	24,	5,	1,	0,	0,	0,	0,	0,
99-01-0151	,NOOS,	12,	12,	7,	1,	0,	0,	0,	0,	0,
99-01-0124	,GCS ,	32,	32,	8,	7,	0,	1,	1,	0,	0,
99-01-0117	,HAYM,	37,	37,	37,	36,	0,	0,	0,	0,	0,
99-01-0118	,PREM,	10,	10,	3,	4,	0,	0,	0,	0,	0,
99-01-0196	,SSC ,	54,	54,	42,	45,	2,	0,	0,	0,	2,
99-01-0023	,CLI ,	15,	15,	9,	5,	0,	0,	0,	0,	2,
99-01-0066	,STG ,	13,	13,	7,	8,	0,	0,	0,	0,	0,
99-01-0053	,MME ,	10,	10,	10,	11,	0,	0,	0,	0,	1,
99-01-0169	,TOWN,	41,	41,	17,	11,	0,	0,	0,	0,	0,
99-01-0005	,ADE ,	10,	10,	10,	13,	0,	0,	0,	0,	0,
99-01-0110	,ADSS,	30,	30,	26,	31,	0,	0,	1,	0,	3,
99-01-0165	,LINK,	10,	10,	8,	14,	0,	0,	0,	0,	0,
99-01-0022	,C/T ,	133,	133,	107,	167,	10,	1,	2,	0,	1,

SWO Evts,	Exc Evts,	PDispatch,	ADispatch,	OUS Evts,	Spv Evts,	ALog Evt,	Totl Evt,	AnnualRt,	ALog%
0,	1,	0,	0,	0,	0,	4,	5,	0.00,	80
0,	2,	1,	0,	0,	0,	7,	9,	0.00,	78
0,	0,	0,	0,	0,	0,	2,	2,	0.00,	100
0,	0,	0,	0,	0,	0,	7,	7,	0.00,	100
0,	0,	0,	0,	0,	0,	7,	7,	0.00,	100
0,	2,	0,	0,	0,	0,	10,	12,	0.00,	83
0,	1,	1,	0,	0,	0,	52,	53,	0.00,	98
0,	0,	0,	0,	0,	0,	4,	4,	0.00,	100
0,	4,	0,	0,	14,	0,	87,	91,	0.00,	96
0,	1,	1,	1,	0,	0,	11,	12,	24.33,	92
0,	0,	0,	0,	0,	0,	8,	8,	0.00,	100
0,	2,	2,	1,	0,	0,	19,	21,	36.50,	90
0,	1,	1,	0,	0,	0,	29,	30,	0.00,	97
0,	0,	0,	0,	0,	0,	14,	14,	0.00,	100
0,	27,	16,	0,	882,	0,	1091,	1118,	0.00,	98
0,	0,	0,	0,	0,	0,	14,	14,	0.00,	100
0,	14,	2,	0,	0,	0,	239,	253,	0.00,	94

NOTE: For this report to work correctly the Field “Dealer Grp” Must be selected in the Sort By Parameters.

H-N-N-DL Dealer Listing Statistical Report.

Dealer Numerical Listing Report

Acct Nbr	Grp	Total Events	Autolog Events
99-01-0189	AMS	0	0
99-01-0157	DARK	0	0
99-01-0047	SIMM	0	0
99-01-0114	INT	4	4
99-01-0122	VICT	1	1
99-01-0130	CMAC	0	0
99-01-0188	ERIN	0	0
99-01-0186	UCOM	1	1
99-01-0123	VAL	1	1
99-01-0141	SJO	4	4
99-01-0078	TES.	2	2
99-01-0177	AAE	6	6
99-01-0140	ALES	5	4
99-01-0065	R&A	4	4
99-01-0055	N/T	15	13
99-01-0049	GYRO	2	2
99-01-0195	FDPS	3	3
99-01-0072	UMS	0	0
99-01-0076	TAY	9	7
99-01-0042	GRO	1	1
99-01-0160	GOOD	2	2
99-01-0008	ACT	1	1
99-01-0020	CITA	7	7
99-01-0098	LAZ	9	6
99-01-0041	GKE	22	22
99-01-0052	MAX	55	52

End of report...

NOTE: For this report to work correctly the Field “Dealer Grp” Must be selected in the Sort By Parameters.

HisResp – Historical Response Time Listing Report

This report gives a list of all events and their Response times in seconds. This report is designed to be printed and does NOT include manually generated events.

[This report can be used to supply response times for AS2201 grading.](#)

Report Message

```

-----
                                AS2201.2 Alarm Processing Times
High Priority (Duress / Holdups) = 1           Asset Threatening (Intruder) = 3
Schedule Violations (LTC / EOP) = 20         Subsistence Alarms (LBT/LPT) = 60
-----
    
```

Historical Response Time Listing Report
 (All times are in Seconds)
 18/09/03 - 19/09/03

```

7 LPT  A.C. TRBL           Total Events Rcvd :           1
Max Response      : 4       Max Call Time :           0       Max Completion Time :           0
Min Response      : 4       Min Call Time :           0       Min Completion Time :           0
Average Response  : 4       Average Call  :           0       Average Completion  :           0
    
```

Note: For this report to format correctly the option *Disable Repeat Space Block* must be selected within the *Misc Options*.

Suggested Sift Parameters Used	
The typical parameters required to run this report are listed below.	
History Starting Event Short Date Received	Enter the date range required
History Starting Event Zone Mnemonic	Select the Event Type that you want to include

HisRespM – Historical Response Time Listing Report

This report gives a list of all events and their Response times in Hours Minutes and Seconds. This report is designed to be printed and does NOT include manually generated events.

[This report can be used to supply response times for AS2201 grading.](#)

```

-----
                          AS2201.2 Alarm Processing Times
High Priority (Duress / Holdups) = 1           Asset Threatening (Intruder) = 3
Schedule Violations (LTC / EOP) = 20        Subsistence Alarms (LBT/LPT) = 60
-----
    
```

Historical Response Time Listing Report
 (All times are in HH:MM:SS)
 12/09/03 - 19/09/03

```

2 ALR ALARM                Total Events Rcvd :           2
Max Response      : 00:01:02  Max Call Time : 00:00:26  Max Completion Time : 00:02:46
Min Response      : 00:00:02  Min Call Time : 00:00:06  Min Completion Time : 00:00:30
Average Response: 00:00:32  Average Call  : 00:00:16  Average Completion  : 00:01:38
    
```

```

5 LTC NOT CLOSED          Total Events Rcvd :           8
Max Response      : 02:53:38  Max Call Time : 00:00:00  Max Completion Time : 24:00:00
Min Response      : 00:15:54  Min Call Time : 00:00:00  Min Completion Time : 00:16:10
Average Response: 01:27:07  Average Call  : 00:00:00  Average Completion  : 04:11:42
    
```

```

7 LPT A.C. TRBL           Total Events Rcvd :           2
Max Response      : 00:00:18  Max Call Time : 00:00:00  Max Completion Time : 00:01:26
Min Response      : 00:00:04  Min Call Time : 00:00:00  Min Completion Time : 00:01:26
Average Response: 00:00:11  Average Call  : 00:00:00  Average Completion  : 00:00:43
    
```

```

7 LBT LOW BATT            Total Events Rcvd :           1
Max Response      : 02:08:46  Max Call Time : 00:00:00  Max Completion Time : 02:08:48
Min Response      : 02:08:46  Min Call Time : 00:00:00  Min Completion Time : 02:08:48
Average Response: 02:08:46  Average Call  : 00:00:00  Average Completion  : 02:08:48
    
```

Note: For this report to format correctly the option *Disable Repeat Space Block* must be selected within the *Misc Options*.

Suggested Sift Parameters Used	
The typical parameters required to run this report are listed below.	
History Starting Event Short Date Received	Enter the date range required
History Starting Event Zone Mnemonic	Select the Event Type that you want to include

His-AERS – Historical Account Event Response Summary

This report is designed to give a list of accounts and their respective event totals and the response times for each event type.

```

-----
                          AS2201.2 Alarm Processing Times
High Priority (Duress / Holdups) = 1           Asset Threatening (Intruder) = 3
Schedule Violations (LTC / EOP) = 20         Subsistence Alarms (LBT/LPT) = 60
-----
    
```

Historical Account Event Response Summary
 (All times are in HH:MM:SS)
 08/09/03 - 22/09/03

Acnt No	Name	MSG	Total	Min Resp	Max Resp	Avg Resp
01-01-0001	Tequila Willies	LTC	5	01:41:32	02:53:32	01:21:06
01-01-0003	Tony's On the Pier	LTC	4	00:00:00	02:53:38	01:12:52
02-00-1000	Technical Solutions AREA	ALR	2	00:00:02	00:01:02	00:00:32
02-00-1000	Technical Solutions AREA	INV	1	00:02:42	00:02:42	00:02:42
02-00-1000	Technical Solutions AREA	NOT	3	00:00:06	00:07:22	00:02:45
02-00-1000	Technical Solutions AREA	LPT	2	00:00:04	00:00:18	00:00:11
02-00-1000	Technical Solutions AREA	RST	2	00:00:12	00:00:14	00:00:13
02-00-9999	FE100 Receiver System Ac	RCV	1	00:00:06	00:00:06	00:00:06
02-00-9999	FE100 Receiver System Ac	LBT	1	02:08:46	02:08:46	02:08:46

Note: To filter this report by the response times the *Sift By* parameters must be entered in seconds. Example to only show accounts with a Maximum Response of greater than 1 hour the sift parameter would be entered as <GT>3600

Suggested Sift Parameters Used	
The typical parameters required to run this report are listed below.	
History Starting Event Short Date Received	Enter the date range required
History Starting Event Zone Mnemonic	Select the Event Type that you want to include
Optional Sift Parameters	
Some of the Optional Parameters are listed below.	
Stat Account Event Response Maximum Response Seconds	<GE>300 (Finds Events over 5 min)

His-AEAS – Historical Account Event Averages Summary

This report is designed to give a list of accounts and their respective event totals and their average response, call and completion times for each event type.

```

-----
                          AS2201.2 Alarm Processing Times
High Priority (Duress / Holdups) = 1           Asset Threatening (Intruder) = 3
Schedule Violations (LTC / EOP) = 20         Subsistence Alarms (LBT/LPT) = 60
-----
    
```

Historical Account Event Averages Summary
 (All times are in HH:MM:SS)
 08/09/03 - 22/09/03

Acnt No	Name	MSG	Total	Avg Resp	Avg Call	Avg Comp
01-01-0001	Tequila Willies	LTC	5	01:21:06	00:00:00	05:44:19
01-01-0003	Tony's On the Pier	LTC	4	01:12:52	00:00:00	01:13:01
02-00-1000	Technical Solutions AREA	ALR	2	00:00:32	00:00:16	00:01:38
02-00-1000	Technical Solutions AREA	INV	1	00:02:42	00:00:00	00:02:44
02-00-1000	Technical Solutions AREA	LPT	2	00:00:11	00:00:00	00:00:43
02-00-1000	Technical Solutions AREA	NOT	3	00:02:45	00:00:00	62:19:48
02-00-1000	Technical Solutions AREA	RST	2	00:00:13	00:00:00	00:00:15
02-00-9999	FE100 Receiver System Ac	LBT	1	02:08:46	00:00:00	02:08:48
02-00-9999	FE100 Receiver System Ac	RCV	1	00:00:06	00:00:00	00:00:30

Note: To filter this report by the average times the *Sift By* parameters must be entered in seconds.
 Example to only show accounts with a Average Response of greater than 1 hour the sift parameter would be entered as <GT>3600

Suggested Sift Parameters Used	
The typical parameters required to run this report are listed below.	
History Starting Event Short Date Received	Enter the date range required
History Starting Event Zone Mnemonic	Select the Event Type that you want to include
Optional Sift Parameters	
Some of the Optional Parameters are listed below.	
Stat Account Event Response Average Response Seconds	<GE>300 (Finds Events over 5 min)

His-ASTS – Historical Account Schedule Traffic Summary

This report gives a list of all accounts and their schedule event totals. This report is designed to be printed and can be sifted by the values contained within the report.

Example: The report could be used to find accounts that have more than 10 LTC or EOP events in a specified period of time.

Report Run Date: 19/09/03
 Report Run Time: 10:11:13
 Begin : 12/09/03 at hh:mm
 Until : 19/09/03 at hh:mm

----- Report Legend -----

O/C Evts: O/C Signals	LTC's : Late to Close's
TSched's: Temp Scheduldes Entered	Exc Evts: Exception Evts
Totals : Total Signals	

----- History Account Schedule Traffic Summary Report -----

Acct No	Acnt Name	O/C Evts	EOP's	LTC's	TSched's	Totals
01-01-0001	Tequila Willies	10	1	8	7	13
01-01-0002	Fibertec, Inc.	0	0	0	0	0
01-01-0003	Tony's On the Pier	10	1	7	2	10
01-01-0004	Best Way Movers & Storag	0	0	0	0	0
01-01-0007	Associated Medical Build	0	0	0	0	0
01-01-0005	Garret's Art Gallery	0	0	0	0	0
02-00-10002	Technical Solutions Area	0	0	0	0	0
02-00-10003	Technical Solutions Area	0	0	0	0	0
01-01-9998	SIMS Fax / Email Account	0	0	0	0	0
02-00-1000	Technical Solutions AREA	17	0	2	0	101
95-01-999999	SYSTEM REMINDER	0	0	0	0	0
02-00-9999	FE100 Receiver System Ac	0	0	0	0	105

Note: For this report to format correctly the option *Disable Repeat Space Block* must be selected within the *Misc Options*.

Suggested Sift Parameters Used	
The typical parameters required to run this report are listed below.	
History Starting Event Short Date Received	Enter the date range required
Optional Sift Parameters	
Some of the Optional Parameters are listed below.	
Stat Account LTC Events Number	<GE>5(Finds Account with 5 or more LTC events)
Stat Account EOP Events Number	<GE>5(Finds Account with 5 or more EOP events)
Stat Account Total Events Number	<GE>25(Finds Account with 25 or more events)
Stat Account Exception Events Number	<GE>10(Finds Account with 10 or more exceptions)

H-R-A-LC Account Operator Response CSV.

The following report is designed to give a list of accounts and their respective event totals and response times. In the following example the report has been split into 2 screens due to the width of the report. This report is designed to be opened in a spreadsheet and is too wide to be printed.

Account_Nbr	Grp	Pri	Typ	Tot_Evts	Tot_Resp	Min_Resp	Max_Resp	Avg_Resp	Tot_Call	Min_Call	Max_Call
01-01-9028	,H/N	,5	,LTO	2,	626,	190,	436,	313,	0,	0,	0,
02-02-6231	,AJS	,2	,BUR	1,	218,	218,	218,	218,	0,	0,	0,
02-02-8003	,NEW	,5	,NOT	1,	4,	4,	4,	4,	0,	0,	0,
01-01-9105	,H/N	,2	,TAM	4,	170,	10,	120,	42,	0,	0,	0,
01-01-8041	,NEW	,2	,BUR	1,	56,	56,	56,	56,	0,	0,	0,
01-01-7510	,TLE	,3	,EOP	1,	58,	58,	58,	58,	0,	0,	0,
02-02-3453	,NEW	,3	,EOP	2,	424,	192,	232,	212,	0,	0,	0,
02-07-5405	,NEW	,2	,BUR	1,	272,	272,	272,	272,	0,	0,	0,
01-01-0994	,ING	,2	,TMP	1,	82,	82,	82,	82,	0,	0,	0,
01-01-0994	,ING	,2	,BUR	2,	26,	4,	22,	13,	136,	14,	14,
02-01-2612	,NEW	,4	,DHE	1,	314,	314,	314,	314,	0,	0,	0,
02-01-2612	,NEW	,3	,LPT	1,	766,	766,	766,	766,	0,	0,	0,
02-01-2612	,NEW	,3	,EOP	1,	50,	50,	50,	50,	0,	0,	0,
02-07-5847	,S&D	,5	,LTO	2,	378,	20,	358,	189,	0,	0,	0,

Max_Resp	Avg_Resp	Tot_Call	Min_Call	Max_Call	Avg_Call	Tot_Cmplt	Min_Cmplt	Max_Cmplt	Avg_Cmplt
436,	313,	0,	0,	0,	0,	626,	190,	436,	313
,218,	,218,	,0,	,0,	,0,	,0,	,220,	,220,	,220,	,220
,4,	,4,	,0,	,0,	,0,	,0,	,22,	,22,	,22,	,22
,120,	,42,	,0,	,0,	,0,	,0,	,216,	,16,	,128,	,54
,56,	,56,	,0,	,0,	,0,	,0,	,58,	,58,	,58,	,58
,58,	,58,	,0,	,0,	,0,	,0,	,58,	,58,	,58,	,58
,232,	,212,	,0,	,0,	,0,	,0,	,424,	,192,	,232,	,212
,272,	,272,	,0,	,0,	,0,	,0,	,276,	,276,	,276,	,276
,82,	,82,	,0,	,0,	,0,	,0,	,86,	,86,	,86,	,86
,22,	,13,	,136,	,14,	,76,	,45,	,192,	,34,	,158,	,96
,314,	,314,	,0,	,0,	,0,	,0,	,318,	,318,	,318,	,318
,766,	,766,	,0,	,0,	,0,	,0,	,0,	,0,	,0,	,0
,50,	,50,	,0,	,0,	,0,	,0,	,50,	,50,	,50,	,50
,358,	,189,	,0,	,0,	,0,	,0,	,378,	,20,	,358,	,189

NOTE: This report cannot be sifted by operator or dispositions.

H-R-A-LD Account Operator Response Statistical Report Form.

Report Run Date: 14/02/03
 Report Run Time: 15:33:27

Acnt Nbr	Typ P	Brief Desc	Total Events	Min/Max Resp Time	Total/Avg Resp Time	Min/Max Call Time	Total/Avg Call Time	Min/Max Cmpl Time	Total/Avg Cmpl Time
01-01-9028	LTO 5	NOT OPENED	2	190 436	626 313	0 0	0 0	190 436	626 313
02-02-6231	BUR 2	BURGLARY	1	218 218	218 218	0 0	0 0	220 220	220 220
02-02-8003	NOT 5	NOT TESTED	1	4 4	4 4	0 0	0 0	22 22	22 22
01-01-9105	TAM 2	TAMPER	4	10 120	170 42	0 0	0 0	16 128	216 54
01-01-8041	BUR 2	BURGLARY	1	56 56	56 56	0 0	0 0	58 58	58 58
01-01-7510	EOP 3	EARLY OPEN	1	58 58	58 58	0 0	0 0	58 58	58 58
02-02-3453	EOP 3	EARLY OPEN	2	192 232	424 212	0 0	0 0	192 232	424 212
02-07-5405	BUR 2	BURGLARY	1	272 272	272 272	0 0	0 0	276 276	276 276
01-01-0994	TMP 2	TEMP ALARM	1	82 82	82 82	0 0	0 0	86 86	86 86
01-01-0994	BUR 2	BURGLARY	2	4 22	26 13	14 76	136 45	34 158	192 96
02-01-2612	DHE 4	DELAY HOLD	1	314 314	314 314	0 0	0 0	318 318	318 318
02-01-2612	LPT 3	A.C. TRBL	1	766 766	766 766	0 0	0 0	0 0	0 0

NOTE: For this report to work correctly the Field “Dealer Grp” Must be selected in the Sort By Parameters.

H-R-C-LC Station Wide Operator Response CSV.

This report is designed to be imported into Excel and is too wide to be printed. For a Version of this report that can be printed see the report *HisResp*

Pri,Typ,Event Desc	Tot Evts	Totl Resp	Max Resp	Avg Resp	Totl Call	Max Call	Avg Call	Tot Cmpl	Max Cmpl	Avg Cmpl
1,HUA,HOLD UP	10	330	68	33	76	46	25	892	350	89
2,XO1,ALARM	1	6	6	6	18	18	18	56	56	56
2,BUR,BURGLARY	198	11162	294	56	2258	144	36	39916	3354	201
2,SOF,STU OFF	11	610	138	55	32	32	32	1228	410	111
2,TAM,TAMPER	20	1440	238	72	0	0	0	3594	2062	179
2,TMP,TEMP ALARM	3	138	82	46	18	18	18	268	144	89
3,POF,A.C.FAIL	4	632	564	158	174	174	174	732	690	183
3,EOP,EARLY OPEN	70	19048	1922	272	220	42	31	19804	2022	282
3,FS2,FAX ERROR	2	254	160	127	0	0	0	254	160	127
3,LPT,A.C. TRBL	16	2928	766	183	310	56	31	22	22	1
3,REM,REMINDER	4	922	510	230	0	0	0	922	510	230
4,DHE,DELAY HOLD	23	4946	806	215	0	0	0	13560	3462	589
5,COM,COMM TRBL	22	3950	518	179	0	0	0	3858	806	175
5,LTC,NOT CLOSED	14	6734	2572	481	392	100	39	16842	4560	1203
5,LTO,NOT OPENED	23	5150	1550	223	0	0	0	5154	1550	224
5,NOT,NOT TESTED	3	480	262	160	0	0	0	512	266	170
5,SON,STU ON	4	1326	1206	331	0	0	0	1344	1210	336
5,SPV,SUPERVISRY	1	312	312	312	0	0	0	314	314	314
6,TRB,TROUBLE	5	558	254	111	8	6	4	1638	1096	327
7,LBT,LOW BATT	8	2700	1292	337	204	88	51	7992	4694	999
A,FS3,EMAIL OK	0	0	0	0	0	0	0	0	0	0
A,FS1,FAX OK	0	0	0	0	0	0	0	0	0	0

Note: To sift this report by group the field “Dealer Grp” must be used Not “Acnt Group”

H-R-D-LC Dealer Operator Response (CSV).

Due to the width of this report only a partial display can be shown in this document. This report is designed to be opened in a spreadsheet like Excel and is too wide to be printed.

Dealer_Numbr	Pri,Typ, Evt Descp	Tot_Evts	Tot_Resp	Max_Resp	Min_Resp	Avg_Resp
99-01-0080	1,HUA,HOLD UP	1	52	52	52	5
99-01-0080	2,TAM,TAMPER	18	1348	238	4	
99-01-0080	2,BUR,BURGLARY	49	3038	224	2	
99-01-0080	3,EOP,EARLY OPEN	8	2144	554	80	2
99-01-0080	4,DHE,DELAY HOLD	2	512	384	128	2
99-01-0080	5,LTO,NOT OPENED	5	1364	436	80	2
99-01-0080	5,COM,COMM TRBL	5	1266	518	44	2
99-01-0080	5,NOT,NOT TESTED	0	0	0	0	
99-01-0080	5,LTC,NOT CLOSED	6	3176	604	162	5
99-01-0080	7,LBT,LOW BATT	3	1352	1292	28	4
99-01-0001	1,HUA,HOLD UP	8	244	68	30	
99-01-0001	2,TAM,TAMPER	2	92	80	12	
99-01-0001	2,SOF,STU OFF	4	148	84	10	
99-01-0001	2,BUR,BURGLARY	101	5490	276	2	
99-01-0001	3,POF,A.C.FAIL	1	24	24	24	
99-01-0001	3,LPT,A.C. TRBL	14	1886	766	10	1
99-01-0001	3,EOP,EARLY OPEN	20	10780	1608	10	2

NOTE: For this report to work correctly the Field “Dealer Grp” Must be selected in the Sort By Parameters.

H-R-D-LD Dealer Operator Response Statistical Report.

Report Run Date: 21/02/03
 Report Run Time: 10:46:53

Acnt Nbr	Typ P Brief Desc	Total Events	Min/Max Resp Time	Total/Avg Resp Time	Min/Max Call Time	Total/Avg Call Time	Min/Max Cmpl Time	Total/Avg Cmpl Time
99-01-0055	LBT 7 LOW BATT	1	116	116	0	0	134	134
			116	116	0	0	134	134
99-01-0076	BUR 2 BURGLARY	1	158	158	0	0	160	160
			158	158	0	0	160	160
99-01-0076	LPT 3 A.C. TRBL	1	538	538	0	0	0	0
			538	538	0	0	0	0
99-01-0098	TRB 6 TROUBLE	1	254	254	0	0	260	260
			254	254	0	0	260	260
99-01-0181	BUR 2 BURGLARY	2	46	192	44	106	650	650
			146	96	62	53	650	325
99-01-0124	LTC 5 NOT CLOSED	1	174	174	0	0	212	212
			174	174	0	0	212	212
99-01-0124	LBT 7 LOW BATT	1	652	652	0	0	662	662
			652	652	0	0	662	662
99-01-0117	BUR 2 BURGLARY	1	4	4	0	0	12	12
			4	4	0	0	12	12
99-01-0179	BUR 2 BURGLARY	1	2	2	16	98	260	260
			2	2	46	32	260	260
99-01-0179	EOP 3 EARLY OPEN	1	138	138	0	0	138	138
			138	138	0	0	138	138
99-01-0196	LPT 3 A.C. TRBL	1	504	504	28	60	0	0
			2	2	46	32	260	260

NOTE: For this report to work correctly the Field “Dealer Grp” Must be selected in the Sort By Parameters. To get the report to format correctly select *Disable Repeat Block Space* From the Report Parameters *Misc Options*.

Special Reports

FormWriter has the ability to do some very powerful and complex reports. These include

- History reports in a CSV format. This allows the history to be imported into Excel and then sorted or grouped to meet the control rooms needs.
- Inactivity Report giving a list of SIMSII accounts that have had no activity for a certain period.

Due to the complex nature of these reports, the setting up of the report needs to be done correctly or the report may not run or format correctly. In this section we will give the required settings to enable these reports to run correctly.

Inactive Account Reports.

These reports are designed to be printed and give a list of accounts that have had an event in the date range specified. **Because of the way the parameters are set the report uses the *Accounts Last Event Date* to find the accounts. Any accounts that have had activity after the End Date are **NOT** included.**

These reports are provided By Technical Solutions International, if you require these reports please contact support@simsware.com.au

Inactive Accounts Summary				
ACCT NUMBER	GRP	CLS	ACCOUNT NAME	Last Event Date
01-01-0001	ACME	C-N	Tequila Willies	19/08/03
01-01-0002	ACME	C-N	Fibertec, Inc.	18/01/01
01-01-0003	ACME	C-S	Tony's On the Pier	02/06/98
01-01-0004	ACME	-*S	Best Way Movers & Storage Company	08/07/03
01-01-0005	ACME	C-S	Garret's Art Gallery	08/04/98
01-01-0007	ACME	C-U	Associated Medical Building	02/06/98
01-01-9998			SIMS Fax / Email Account	
02-00-10002	TEST	CBN	Technical Solutions Area 2	11/07/03
02-00-10003	TEST	CBN	Technical Solutions Area 3	11/02/00
02-00-9999			FE100 Receiver System Account	

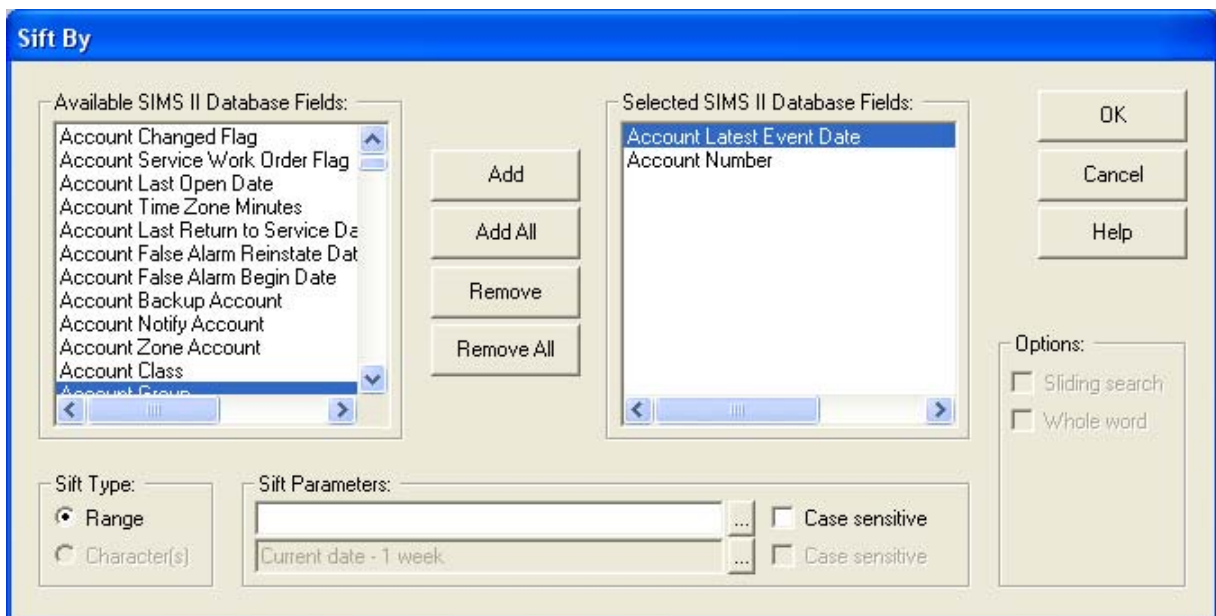
Inactive Account Detail List				
ACCT NUMBER	GRP	ACCOUNT NAME/ADDRESS	LAST EVENT/CITY/ST	
01-01-0001	ACME	Tequila Willies 13452 Osborne Street	30/05/03	Arleta CA
01-01-0002	ACME	Fibertec, Inc. 6207 Santa Monica Blvd.	23/05/03	Hollywood CA
01-01-0004	ACME	Best Way Movers & Storage Company 1112 Pueblo Drive	30/03/01	Des Plaines IL
02-00-10002	TEST	Technical Solutions Area 2 132 Victoria Rd	28/05/03	Drummoyne NSW
02-00-10003	TEST	Technical Solutions Area 3 132 Victoria Rd	11/02/00	Drummoyne NSW

Parameters Required

The way in which these reports work requires the report sift parameter to use the field ‘**Latest Event Date**’ on page 5 of the SIMS account. Because it is looking for a date range or no date, you must enter an end date but the **starting** date must be set to nothing (left Blank). The **until** date can be any date required. For example: **Begin Date** _____ to **End Date** **Current Date – 1 Week**. This report would then include all accounts that have the Latest Event Date that falls within the range selected or have No date at all. Any accounts that have had activity in the last week would NOT be included.

Because the report will include accounts that have not had activity after the range entered or have never had activity, the report would include Template Accounts, Zone Accounts, and System Accounts. (Receivers system reminders etc.) To stop these accounts being included on the report you can add the Account Number to the sift parameters and enter the value <LT>90-00-0000. This will force the report to only include account numbers Less Than 90-00-0000.

The Sift Parameters used are shown below.



Sift By

Available SIMS II Database Fields:

- Account Changed Flag
- Account Service Work Order Flag
- Account Last Open Date
- Account Time Zone Minutes
- Account Last Return to Service Date
- Account False Alarm Reinstate Date
- Account False Alarm Begin Date
- Account Backup Account
- Account Notify Account
- Account Zone Account
- Account Class
- Account Group

Selected SIMS II Database Fields:

- Account Latest Event Date
- Account Number

Sift Type:

Range

Character(s)

Sift Parameters:

<LT>90-00-0000

Case sensitive

Case sensitive

Options:

Sliding search

Whole word

Buttons: Add, Add All, Remove, Remove All, OK, Cancel, Help

H-S-A-C Subscriber All Events Detail CSV Report.

This report is designed to be outputted to disk and then opened in excel. To correctly format the report, special options must be selected in the FormWriters Parameters Misc. Options as shown below.

Misc Options:

<input checked="" type="checkbox"/> Force date inclusion	<input checked="" type="checkbox"/> Disable history listing strip line
<input type="checkbox"/> Disable report	
<input checked="" type="checkbox"/> Include empty repeat block	
<input checked="" type="checkbox"/> Disable cr/lf after repeat block	

```
01-01-0001,Tequila Willies,William Fenton / Owner,ACME,17/10,09:45,2,DURESS  
01-01-0001,Tequila Willies,William Fenton / Owner,ACME,17/10,09:46,7,BURGLARY,PIR
```

Note: The above example is only a partial display of what is outputted due to the number of fields. This report is not designed for printing.