



Alarm Manager Help Sheet

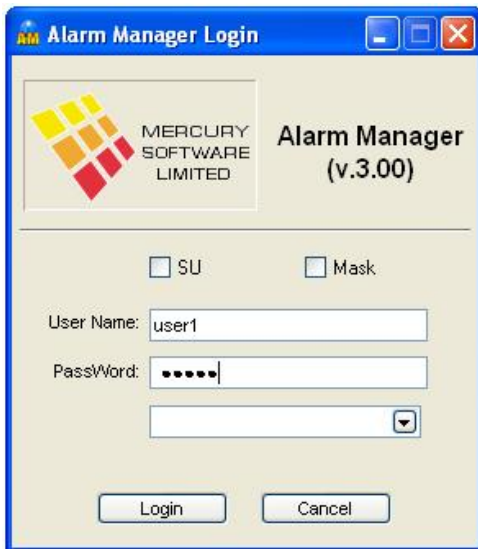
Basic Operations

1. Login

To open the Alarm Manager system, double-click on the Alarm Manager icon on your Windows desktop



The Alarm Manager Login screen will be displayed, and you will be asked to enter your Username and Password.



When Alarm Manager is first installed, the default usernames and passwords are as follows:

	<u>Username</u>	<u>Password</u>
Standard user:	user1	user1
Admin user:	admin	administrator

A standard user (e.g. user1) may change their password. Please see below for further details.

The Admin user can setup additional users, remove users or change any users password. Please see below for further details.

The Admin user can also delete data whereas a standard user (e.g. user1) cannot delete data. The Admin user can also change various system settings.

It is recommended that you change your passwords following installation.

Username are not case sensitive, so can be entered in upper or lower case. However, passwords are case sensitive.

Passwords can be alphabetic, numeric or a combination of both and must be a minimum of 5 characters in length.

2. Re-Index Files

This procedure will re-create the systems Index files. These are files which are used to store key data items from the main database files (Customers, Service Calls etc.) in a structured sequence and are used to provide fast access to data in reports, drop down lists, etc.



It is sometimes possible that the Index files can become corrupt and this often leads to problems such as lists being out of sequence or data missing from a screen or report. If you notice a problem like these, you should immediately run the Re-Index Files procedure and then check the item again.

To prevent such problems occurring and to keep the system operating at maximum speed and efficiency it is advised that the Re-Index Files procedure be run every day.

When running the Re-Index Files procedure, all other users must be logged out of Alarm Manager.

To run the Re-Index procedure, click on the Re-Index button on the toolbar.

If the Re-Index procedure has not been run for two days, you will be reminded to run it the next time you open Alarm Manager.

3. Data Maintenance

The Data Maintenance menu contains options that allow the set-up and maintenance of basic data items, which are required to use Alarm Manager.

This includes:

Areas which can then be assigned to Customers

Engineers so that you can assign Calls to them

System Types which allow you to customise the types of systems in use

Equipment Items which you can then include in a Specification

Default entries are provided for each item, but you should check each section and customise the lists to suit your business before you start using the system.

In each Data Maintenance screen, you can "Add" new items, "Edit" an existing item or "Delete" an existing item. You must be logged in as the Admin user before deleting any

item. It is not possible to delete an item which is already referenced in another file, e.g. you cannot delete an Area if there are Customers assigned to that Area.

Before you add Customers, you will need to check the following:

Areas – for the Irish system, every county in Ireland is represented as an Area – this may not suit your business therefore you should consider the Areas you operate in and setup the Area file to suit you. You can delete Areas that are not required and add any new Areas that you require. For the UK system, there are three sample areas, which you can delete if not relevant to your business.

Certification Bodies – there are sample Certification bodies included – you should delete the ones which you are not affiliated to or setup up a different one if required.

Monitoring Stations – there are several sample Monitoring Stations provided – you should delete the ones which you do not use and add any new ones which you require.

System Types – check that the System Types provided suits your business, you can add new ones and delete unwanted ones as required.

Engineers – there is one test Engineer record provided with code “E” and name “Engineer”. You should delete this record and add a record for each of your Engineers. It is recommended that you use the Engineers initials as the *Code* and name as the *Description*.

Deleting Data Maintenance records

You can delete entries from a Data Maintenance file, only in the following circumstances:

- You must be logged in as Admin user.
- The Data Maintenance item that you wish to delete must not be referenced in any other file.

For example, if you want to delete a particular Area, you will not be allowed to do so if any Customer is assigned to that Area. In this situation you must first change the Area code for any affected customers before you will be able to delete the Area record.

4. Change Password

A standard user (e.g. user1) may change their own password.

On the menu select “User Config” and then select “Change Password”.

Enter the old password and then enter and confirm the new password.



The image shows a dialog box titled "User Password Change". It contains three input fields: "Enter OLD Pass Word :", "Enter NEW Pass Word :", and "Enter NEW Pwd. again :". Below these fields is a "Notes" section with the following text: "Enter CURRENT PassWord and the NEW Password two times. Letters and numbers in Password only. NO SPACES or ' Enter a minimum of five (5) characters; Maximum 20 char's." At the bottom of the dialog are two buttons: "Submit Change" and "Close Page".

5. Setting up & Removing Users

To setup or remove a user, you must first login as the Admin user. On the menu, select "System Admin" and then "Users/Passwords". You will be required to confirm your login as Admin user again.



To setup a new user, select "New User". Enter the user name, code (one or two characters), then enter and confirm the users password. When complete, click on "Submit New".

PassWord and Access Control Management System

ADD NEW USER

Notes

Enter the New User's Name and the agreed Password two times.
Letters and Numbers in Name / Password only. NO SPACES or '
Characters Minimum: Name: 3, Code: 2, Password: 5.

New User Name : **Code:**

Enter Pass Word :

Enter Pwd. again :

Next, select "User Access".
 Select the new user from the list of users.
 Check the boxes to select the system menus that the user is allowed to access.
 Click "Save" when complete.

PassWord and Access Control Management System

USER ACCESS

Access

Set/Clear All

Select User:

<input checked="" type="checkbox"/> Customers	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Service	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Reports	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Maintenance	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Utilities	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> User	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Conversion	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Expiration Date **System Administration**

To remove a user, use the "Remove User" option.

To change any users password, use the "Change Pwd" option, select the required user and change the password.

By checking the System Administration box and entering an expiration date you can give a Standard User administration privileges for a temporary period. Examples: for Administrator on holiday etc. To Login as Administrator a Standard User, with this privilege, must check the SU [] box on the Login screen at Login time.

The System will automatically remove the privileges the first time the user tries to log as an Administrator on any date after the Expiration Date.

6. Reports

When you select a Report, there will usually be some selection criteria required e.g. a range of dates.



Once you enter or select the required details click on the Save button.

Further options will then be made available as follows:



Display

Displays the report on the screen. You may scroll up and down to view the report. Some reports are wider than the screen in which case you can also scroll left and right.

Print

Prints the report to your default printer.

A Printer selection screen will open with the following options:



Change Printer - if you wish to print to a printer other than your default printer.

Preview – view the print layout of the report.

Run – to print the report.

Quit – to close the printer selection box after you have printed the report or to cancel if you decide not to print the report.

Save

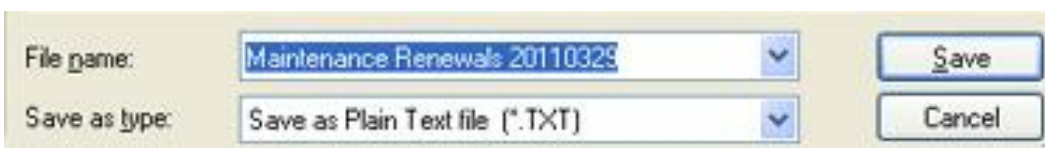
Allows you to Save the report to a file which you can then open in another application, e.g. Word or Excel.

You can save a report to one of the following file types:

TXT Plain Text File

CSV Comma Delimited File – each column separated with a comma

DIF Tab Delimited File – each column separated with a tab



TXT files are designed for opening in Word Processing applications e.g. Word
CSV and DIF files are specifically for opening in Spreadsheet applications e.g. Excel

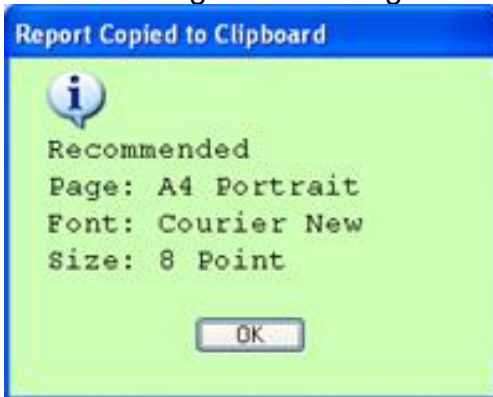
By default all report files are saved to the **C:\MSL\AMReports** folder, unless you choose a different folder.

The system will automatically assign a name to the file e.g. “Maintenance Renewals 20110329.CSV”. The first part of the name will relate to the name of the report, the second part identifies the date on which it was created where YYYY is the year, MM the month and DD the date. This means that you can immediately determine when a particular report file was created and it also means that a particular file will only be replaced if you re-save it on the same day.

Copy

Copies the entire report to the Windows Clipboard. You can then Paste it into any other application e.g. Word, Excel, Email application, etc. Tip: It is easier to transfer the report to Excel by Copying and Pasting it rather than Saving it to a file.

When you select the Copy option, you will be advised of the recommended Font and Point Size. Please take note of this and once you have pasted the report contents into the required application you must select the entire report text and set the Font and Point Size to those recommended in order for columns to be correctly lined up. The Font Used will always be Courier New which has the unique characteristic of being a proportional font on character height while being of fixed width ensuring that all columns are correctly aligned.



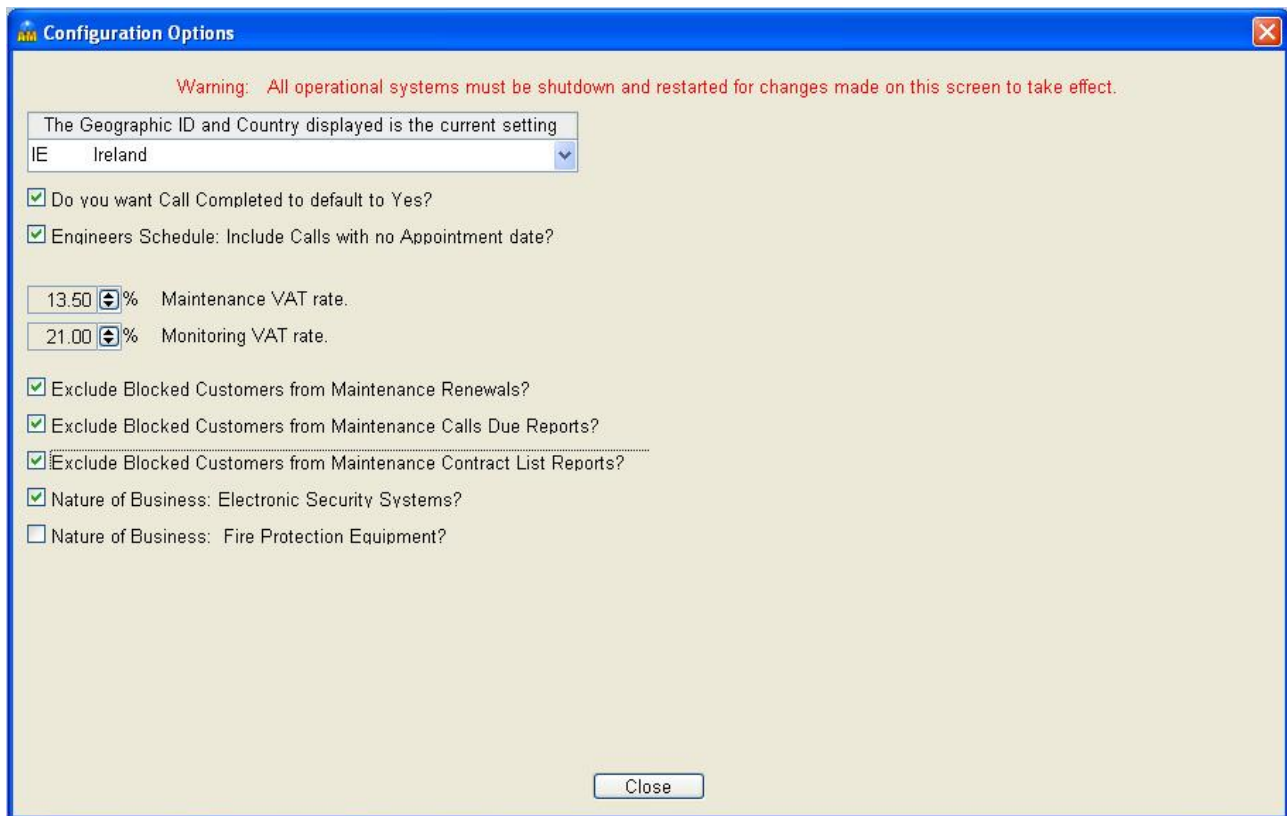
Tip – when pasting the report into another application (e.g. Outlook, Word, Excel, etc.) if you do not know where to find the Paste option – you can usually right-click and select Paste from the menu or on the keyboard press Ctrl-V which is the Windows shortcut key for Paste.

Edit – Returns to the selection criteria so that you can edit the criteria for the report, e.g. the range of dates.

7. Options

There are certain options within the Alarm Manager software that can be set to suit your business and your requirements.

On the menu select “Utilities” and then select “Options”.



Geographic ID/Country

Can be set as either of the following:

IE Ireland

UK United Kingdom

This option makes some region specific changes to some of the screens, e.g. when “IE” is set the Customer/Technical screen refers to “Garda URN No.” and for “UK” it refers to “Police Ref. No.”.

Do you want Call Completed to default to Yes?

This allows the “Call Completed” field in the Complete Service Call screen to default to “Yes”. Without this option being set, the user will be required to select “Yes” for every call to be completed. It is recommended that this option should be enabled.

Engineers Schedule: Include Calls with no Appointment date?

This allows the Engineers Work Schedule reports to include calls which have no Appointment Date set. The reports will then include Calls with Appointment Dates within the selected range of dates plus Calls with no Appointment dates set. It is recommended that this option should be enabled.

Maintenance VAT Rate

Defines the VAT Rate for Maintenance Contracts. You must choose a VAT rate which has already been setup in Data Maintenance – VAT Rates.

Monitoring VAT Rate

Defines the VAT Rate for Monitoring services.

Exclude Blocked Customers from Maintenance Renewals?

This option causes Blocked Customers to be excluded from the Maintenance Renewals report and the Maintenance Renewals options in Utilities.

Exclude Blocked Customers from Maintenance Calls Due?

This option causes Blocked Customers to be excluded from all Maintenance Calls Due reports.

Exclude Blocked Customers from Maintenance Contract List Reports

This option causes Blocked Customers to be excluded from all Maintenance Contract List reports, i.e. Current Contracts, Expired Contracts.

Nature of Business: Electronic Security Systems?

If your business is a provider of Electronic Security Systems you must ensure that this option is enabled. Currently this has no bearing on the system but in future versions industry specific changes may be introduced which will only operate when this option is set.

Nature of Business: Fire Protection Equipment?

If your business is a provider of Fire Protection Equipment you must ensure that this option is enabled. Setting this option causes two changes to be included as follows:

Service Call Completion

When you complete a Routine Maintenance Call (Call Type defined as updating Last & Next Service Dates) the Customers Cert No. and Cert. Date will be updated as follows:

- Cert. No. will be updated with the Docket No. of the Call, allowing you to record the most recent Cert. issued.
- Cert. Date will be updated with the Call Completed Date

Engineers Work Schedule Report

The Last Cert No. and Date issued will be printed on the report for each customer.