



**Alarm Manager    Version 3.20**  
**Release Date:    14<sup>th</sup> January 2013**

The following is a list of changes, which are included in Alarm Manager Version 3.20.

## **1. Customers**

### **1.1    Systems Screen**

The layout of the Systems screen has been changed in order to show three separate sections – ***Maintenance Contract, Routine Maintenance Schedule*** and ***Monitoring***.

Some other minor improvements have also been made to this screen.

### **1.1    Systems/Equipment Screen**

When adding a new Equipment Item, if you select a Location Code and then change the Location Description from the default, the new Location Description was not always saved, this has now been resolved.

When the Equipment Item selected is not a Detection Device then the Zone and Zone Type fields will be skipped, i.e. these fields are only relevant for Detection devices.

Currently you can only select an Equipment Item by entering the Item Code or by selecting from the drop down list which is sorted by Code. There is now a button which will re-sort the drop down list by Equipment Description allowing you to scroll or page up/down to find the required Equipment Item.

## **2. Service**

### **2.1    Completing a Call**

The Completed Date will now default to be the same as Attend Date but will allow entry of a different date if required.

### **2.2    Completing a Call**

When completing a “Routine Maintenance” call the system updates the Last and Next Service Dates for the relevant Customer/System. These dates will now only be updated when the call has been specifically set as “Completed”. So if data is entered in the Complete Call screen but the call is not set as Completed and further data is entered later only when the Call is Completed will the Last and Next service dates be updated.

### **2.3    Call History**

The report that is available to print from the Call History list now includes the System Type for each Call listed.

## **2.4 Call History Report**

For the report that prints from the Call History screen, the following selection criteria has been added:

- Include “All Calls” or “Calls for a Range of Dates”, the default being “All Calls”. If you select Range of Dates then you can enter a Range of Dates with the dates defaulting to the current Year to date i.e. 01/01/2013 to today.
- Include All Call Types or Select One Call Type

## **3. Reports**

### **3.1 New Report on Customer Lists Reports menu – Customers Systems with Equipment Item**

This report allows you to select one individual Equipment Item and it then lists all Customers who have that item present in their Equipment List and the Quantity for each Customer.

### **3.2 New Report on Service Reports menu – Call History by Group**

This report allows you to select the following:

- Range of dates
- One individual Customer Group
- One Service Call Type or “All Call Types”

The report then lists all Completed Calls for the selected Group matching the chosen criteria.

This report is similar to the existing report which is called Service Calls by Group with the following differences:

- The new report lists only Completed Calls, the existing report lists all Calls whether Completed or Outstanding
- The new report allows you to filter by Call Type, whereas the existing report lists all Calls.

### **3.3 Changes to Service Calls by Group report**

This report now includes the Account No. for each Customer listed and it is sorted by Call No. which is the order in which the Calls were entered.

## **4. Utilities**

### **4.1 Auto Log Maintenance Calls**

For Automatically Logged maintenance calls (new feature introduced in version 3.19), the Appointment Date will now be set as the Next Service Date, for each Call logged.

## **5. Main Screen**

### **5.1 Display User Name**

The name of the current Logged in User will now be displayed above the Toolbar beside the Company Name.