



Mobile Contact Manager For Alarm SQL

Users Guide

Z-Micro Technologies, LLC.

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Chapter 1: Overview

AlarmDex provides your staff with easy and fast live access to your Alarm SQL contact information from virtually any smartphone with a web browser. Designed specifically for the smaller screens found on today's smartphones (i.e. 3.5" – 7" screens and less than 800px width), AlarmDex takes advantage of the mobile web environment to quickly view your customer contact data as well as viewing your Alarm SQL's rolodex, vendor list, central station list, and employee contact information. It also includes access to your appointment list and inventory list. No syncing required, AlarmDex provides a live connection to your office Alarm SQL database to view your important contact information.

AlarmDex uses your existing Alarm SQL security administration settings to protect access to your database. Each user must log into AlarmDex with their provided Alarm SQL security ID.

For a simple and cost-effective solution to viewing your contact information on a smartphone, AlarmDex is the perfect product. For users requiring a field service solution containing robust servicing information along with the ability to add and modify records, check out our TechWeb application for tablets and desktop PC/Mac systems.

This manual describes the proper setup and use of AlarmDex. A license agreement is included at the end of this manual.

Please read the software license before installing the software. Your use of AlarmDex is your agreement to the terms and conditions of this license.

Please contact Z-Micro Technologies, Inc. at support@z-microtech.com if you have any questions or comments.

For the sake of clarity, Alarm and Service Express program names are interchangeable throughout this manual. Wherever Alarm is specified, this also represents compatibility with Service Express.

Features And Benefits Highlights

AlarmDex provides the following views:

- *Customer Contact List*
 - View all customers with navigation keys for browsing through list.
 - Search Customers By Customer Name, Contact, Street Address, and Account Number in both 'Starts With' and 'Contains' search modes, as well as search by telephone.
 - Tap on displayed phone number to dial number
 - View selected Customer contact information including:
 - Full Contact Information
 - Email Address (tap to send email)
 - Map Button (tap to view address in GoogleMaps)
 - Emergency Contact List (tap on phone numbers to dial)
 - Zones List
 - Installed Equipment List
 - Contract Dates List
 - Support List
- *Rolodex List*
 - View all contacts in Rolodex section of Alarm SQL
 - Security settings allow all or only personal rolodex items to be displayed
 - Tap on displayed phone number to dial
- *Central Stations and Vendor Lists*
 - View contact information for all vendors and central stations stored in Alarm SQL
- *Appointment List*
 - View a list of appointments by:
 - Today
 - Tomorrow
 - Yesterday
 - All Appointments (search by specific date or browse all appointments)
- *Inventory List*
 - View list of all Inventory items
 - Search Inventory by Part ID, Part Description, Category or SubCategory
 - Security settings restrict access for non-authorized users
 - Displays all pricing levels, packages, stock locations and stock levels

AlarmDex Requirements

AlarmDex has the following requirements:

AlarmDex Minimum Requirements

Operating System	Windows XP/Vista/7/Windows 2003 Server/Windows 2008 Server
Memory:	2GB Recommended (amount needed for Alarm SQL Server)
Required Software:	Alarm 7 SQL or Services Express 7 SQL (or higher versions)
Seats:	Sufficient seat licenses. Typically one seat license is enough for dozens of simultaneous users Additional seat licenses may be required for heavy traffic situations
Other:	<ul style="list-style-type: none">- Static IP Address available on server or Dynamic IP service that does not change often. If you have Dynamic IP service that changes IP address often, check into signing up for DNS Services with a DNS service provider.- Sufficient Bandwidth Speed (512kbs min upload recommended)- Port Number 240 open on your Router- Recommended But Not Required: Domain Name Registered with forwarding to your IP Address:Port Example: www.youralarmdexURL.com forwarded to 70.42.54.45:240 (whatever your static IP address is and port number you have setup)
SmartPhone:	iOS or Android Smartphone Devices with Touch Screens Recommended Minimum Screen Width: 320 pixels Recommended Maximum Screen Width: 800 pixels Compatible Web Browser (i.e. Safari, Chrome, Firefox, IE, etc.) Wi-Fi and/or 3G/4G/LTE cellular access (requires data connection)

Installing AlarmDex

AlarmDex is delivered electronically as a downloadable product. The installation process is relatively simple and takes just a few minutes.

Please read the Software License Agreement near the end of this manual before installing. Use of this software is your agreement of this license.

During installation, if for some reason this procedure is interrupted, you may just start the process over again.

To start the installation procedure, please follow these steps:

1. Make sure Alarm SQL server is already installed on your office server and running.
2. Click on the product link within the email you received for your AlarmDex purchase
3. Download AlarmDex to your server. Once downloaded, click on the downloaded file to begin installation.
4. Follow the prompts during installation (it is recommended to use the default paths as is).

For safekeeping, you may take the downloaded AlarmDex installation file and save it to a CD-Rom or USB drive. If you ever need to reload your software, you will need this installation file.

Running AlarmDex Web Server

Once AlarmDex has been installed successfully and you have opened Port# 240 on your router, you are ready to start accessing AlarmDex from your mobile device's web browser. Run the Alarmdex.exe program on your server to start the AlarmDex web server application.

AlarmDex uses the existing security administration settings in Alarm SQL for access. Therefore, a user already setup in Alarm who is authorized to access Alarm may use the same User ID and Password to access AlarmDex. If they have restrictions on inventory and rolodex access (as well as the optional Multicom restrictions) then these same restrictions will be enforce within AlarmDex

Launching AlarmDex Application

Starting AlarmDex on your mobile device is very simple:

1. Bring up your mobile device's web browser in the normal fashion
2. In the URL address bar, type http:// and then your IP address of your server where the AlarmDex web server is installed and running, then add a colon then your port number. For example, if your IP address of your server is 72.14.45.15 and your port number is 240, then you would enter <http://72.14.45.15:240> in your URL address bar. Tap Done/Go
3. You will now see the Log In screen for AlarmDex.

Please note you must have an internet connection in order to bring up AlarmDex on your mobile device. Any connection will work including wi-fi, 3G, 4G, LTE and all future connection services. Even the slower EDGE service will work, but of course the speed of your connection will affect the performance of any web application including AlarmDex.

To make it easy to launch AlarmDex, create a Home Page shortcut on your mobile device (usually this is as simple as being in the Log In screen for AlarmDex and then find your browsers 'Add To Home Screen' or similar instructions and your phone will create an icon on your home screen so that you only need to tap on that icon to launch AlarmDex – already filled in with your URL address.

Chapter 2: The AlarmDex Web Application

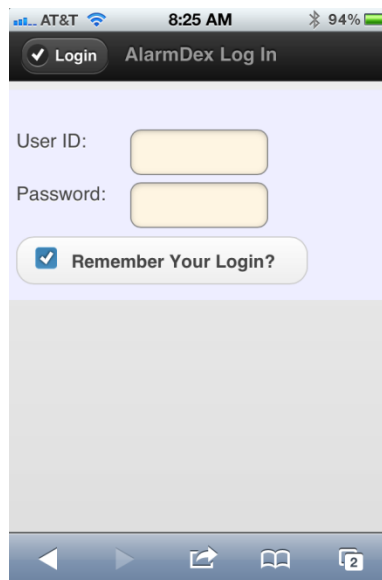
AlarmDex is an advanced internet server and web-based application in one application. We have designed AlarmDex to be easy to install and use. No hosting services are required, and you do not need to know anything about IIS, Apache, or any other internet server systems.

AlarmDex is built around the latest web technologies and tools including JavaScript and Ajax, and utilizes CSS style sheets to control screen styles, colors, fonts, etc. You do not need to be familiar with any of these technologies however as we have created a turnkey system for you with a simple installation on your server.

This chapter will take you through the various sections of AlarmDex.

User Log In

Access to AlarmDex is integrated with your Alarm SQL Security Administration settings. Each AlarmDex user should Log In with their own User ID and Password, as setup in Alarm for their regular Alarm SQL access. Pertinent restrictions set on their Alarm security administration profile will be in effect for AlarmDex as well (i.e. inventory access, personal rolodex access, Multicom restrictions).



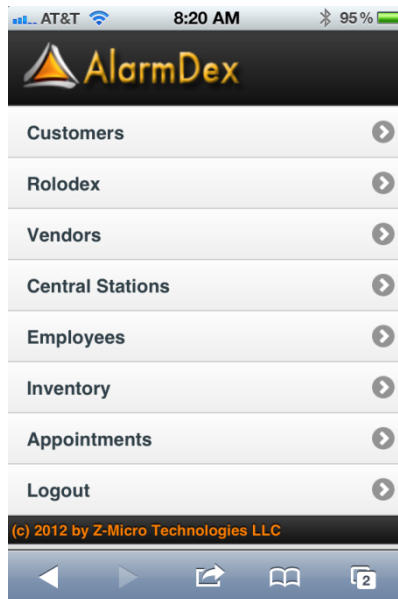
Once the User ID and Password are entered, tap on the DONE button of your phone's pop-up keyboard and then tap on the Login button on the top of the screen. This will log the user into AlarmDex and bring up the Main Menu.

If you want AlarmDex to remember your Log In credentials, tap on 'Remember Your Login' to place a checkmark in that field. This will allow you to log back into AlarmDex in a future session without having to re-enter your User ID and Password if you wish. However, keep in mind that if you clear your browser cache, restart the AlarmDex Web Server, or have not logged in for awhile the cookie that contains your credentials will be cleared for security purposes and you will still need to re-enter your User ID and Password to log in.

Note: User ID and Passwords are case-sensitive

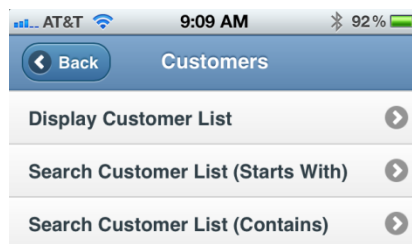
Menu Navigation

Once logged in, access to all AlarmDex sections are controlled from the Main Menu. Just tap on the appropriate menu to advance to the next screen for that section. Some menu items will advance to a submenu (Customers, Appointments, Inventory) for additional selection options while others will advance directly to that specific list of records.

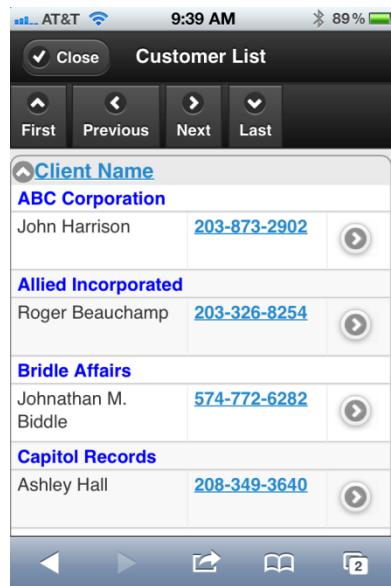


Customers

Tapping on the Customer menu advances to a sub menu providing choices for displaying all customers or performing a search either by 'Starts With' or 'Contains'.



For a list of all customers (including navigation bars to browse forwards and backwards through your customer list) tap on the 'Display Customer List' menu. Since touch screen devices allow you to use your finger to scroll up and down, swipe the screen up or down to reveal additional customers on the list. For speed and efficiency purposes over a wireless connection, only 10 customers at a time will be displayed on the list. To view the next 10 customers, just tap on the Next button (or Previous button to reveal the previous 10 customers).



If your browser and phone support dialing of phone numbers from a browser, just tap on the displayed phone number if you wish to call that phone number. The primary phone number on record is the one displayed on this list. Additional customer phone numbers are displayed and available to dial from the customer main form.

To view a specific customer record in detail, double tap on the > arrow to the right of appropriate record.

You may also search for a specific customer or customers by using a 'Starts With' or 'Contains' search option available from the AlarmDex Customer Sub Menu:

Search By A Field Starting With A Value

Customer

Account#

Phone

Contact

Street

Start Search

Search By A Field With Value Contained Within

Name

Account#

Contact

Street

Start Search

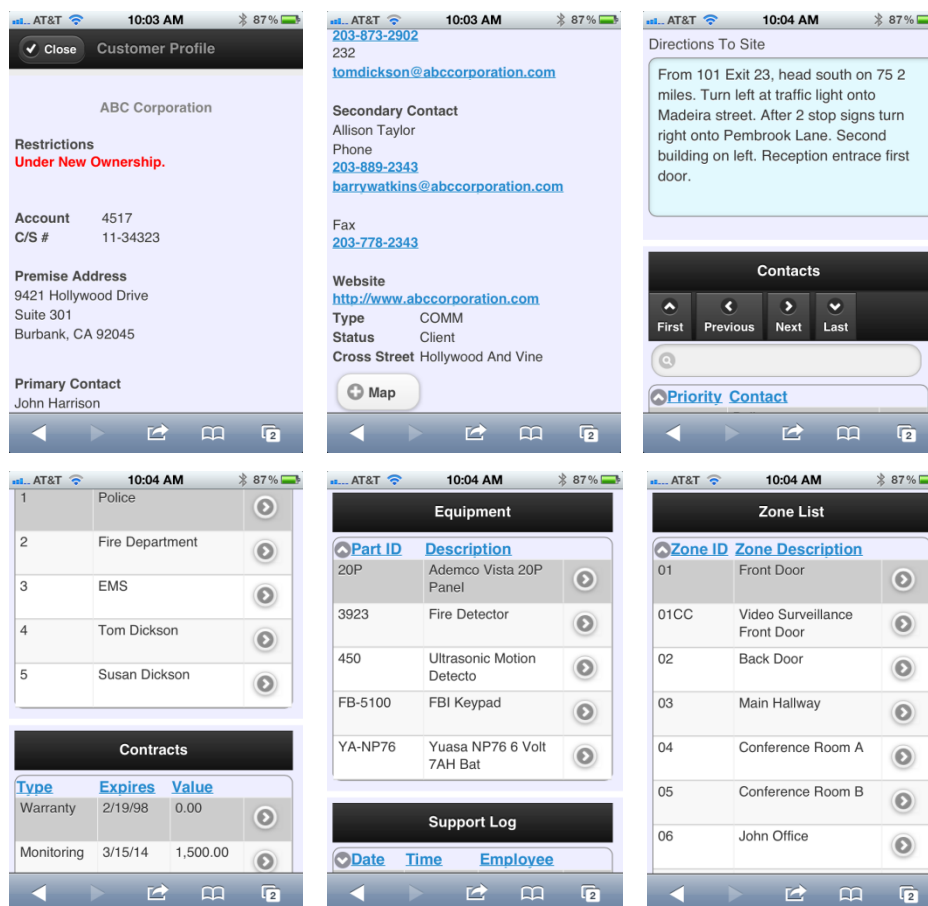
To perform a search, first decide if the search is based upon a 'Starts With' condition or a 'Contains' condition. A 'Starts With' condition will find all customers that 'Start With' the search value entered. A 'Contains' condition will find all customers where the search value entered is found anywhere CONTAINED within the specific field.

For example, to find all customers that start with the letter 'A', enter A in the Customer field and tap on Start Search. All customers whose customer name start with the letter A will be displayed in the customer list (and you may navigate through that list result with the navigation buttons as described above).

However, if you want to find all customers that live on 'Oak' street, regardless of the street number or the type of road it is, then select the 'Contains' search and enter 'Oak' in the Street field. The search will find all customer records regardless of where the word Oak is contained in the Street field, and display a result list based upon that type of search.

When searching by phone number, use the 'Starts With' field and you may enter as much or as little of the phone number (starting with the area code) as you need. For example, if you enter 212, then the resulting customer list will be all customers where the phone number starts with area code 212.

Once you have identified the customer you are searching for on the customer list, double tap on the > arrow to bring up the customer detail screen. Swipe your screen up/down to scroll through the customer detail screen, which contains all of the following information on one screen:



The customer detail screen consists of the following information:

- Main Customer Data (account#, Name, Addresses, Primary Phone Numbers, Email, Directions To Site, etc)
- Contacts List (Emergency Contacts, Authorities, Access Users)
- Contracts List
- Equipment Installed List
- Support Log List
- Zones List

Tap on a displayed phone number to dial that number.

Tap on an displayed email address to bring up your phone's email program – filled in with that email address as the recipient.

Tap on a website URL to launch that website within your browser.

Tap on the 'Map' button to view a map of the customer address within GoogleMaps (then using Googlemaps on your phone you can click on 'Directions' and select 'Current Location' to receive directions from your current location to the customer location).

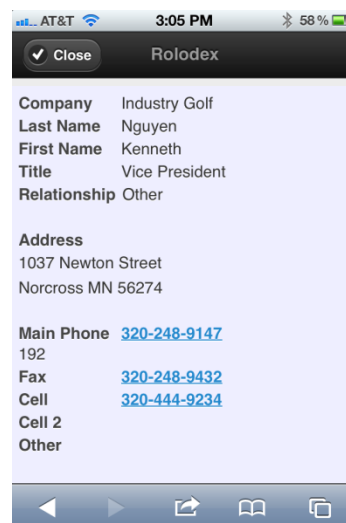
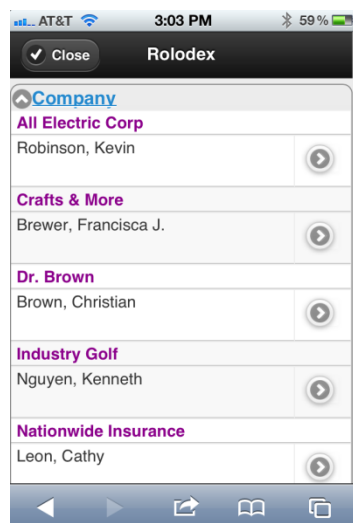
For each of the above lists, double tapping on the > arrow to the right of the desired record will display a detailed view of that particular record (i.e. all phones numbers for each contact, details of contract start/end dates and values, details of each item installed, details of each zone, etc.)

When finished viewing one of these records, tap on the Cancel button on the top of the screen to return back to the main customer detail screen.

To return to the customer list from the customer detail screen, tap on the Close button.

Rolodex

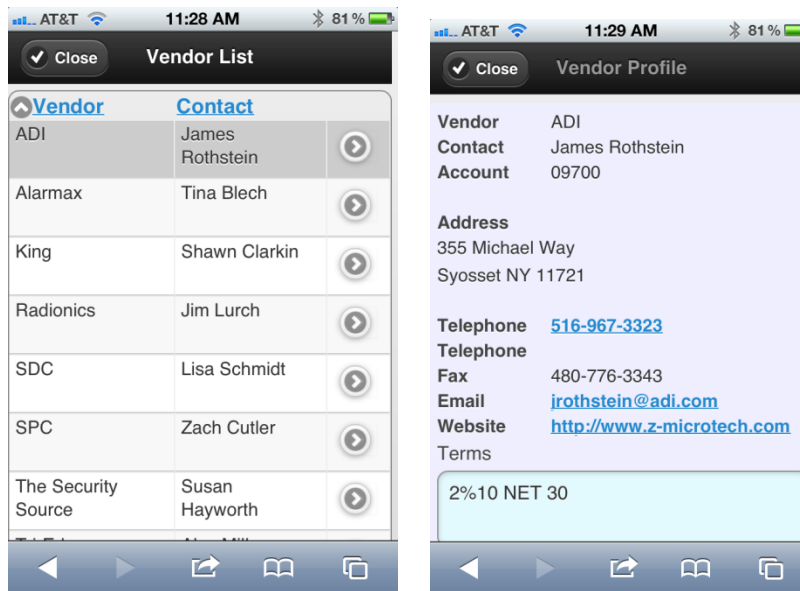
You may view a list of contacts in your Alarm SQL Rolodex by tapping on the Rolodex menu from the Main Menu. If the user is restricted to viewing personal rolodex items only based upon their Alarm SQL security administration settings, then only those rolodex items will be displayed. Double Tap on the > arrow to the right of the specific contact to view their contact details.



Vendors

To view a list of Vendors setup in Alarm SQL, tap on Vendors from the Main Menu. A list of vendors will be displayed, with the option to tap on the column heading to change the sort order of vendors listed by vendor company name or vendor contact name.

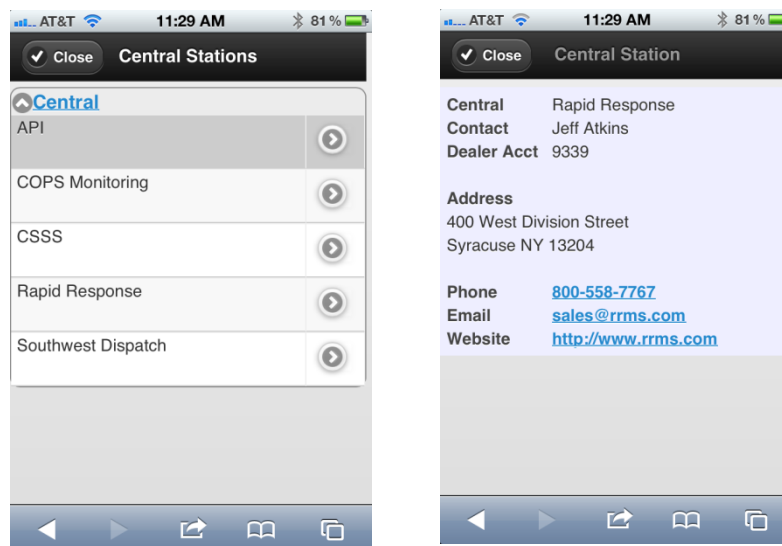
To view contact details for a specific vendor, double tap on the > arrow to the right of the selected Vendor. To dial, tap on the phone number. You may also compose an email by tapping on the email address or view the vendor website by tapping on the website URL.



Central Station List

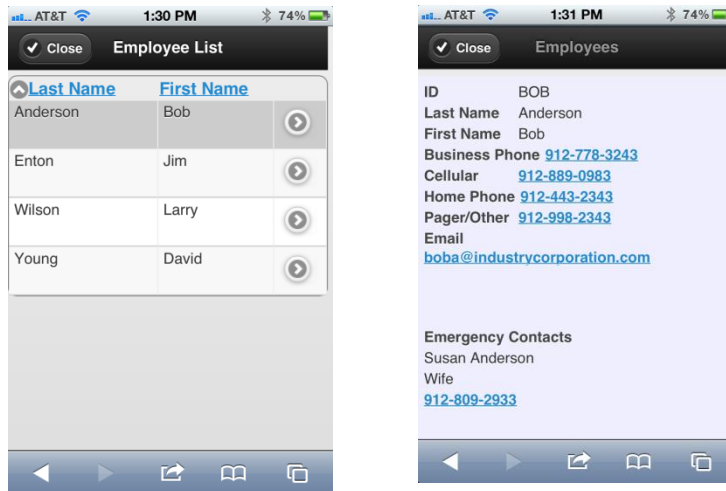
To view central stations listed in Alarm SQL, tap on the Central Station list from the Main Menu. A list of central stations will be displayed.

To view details for a central station, double tap on the > arrow to the right of the selected central station. To dial, tap on the displayed phone number, or you may compose an email by tapping on the email address.



Employee List

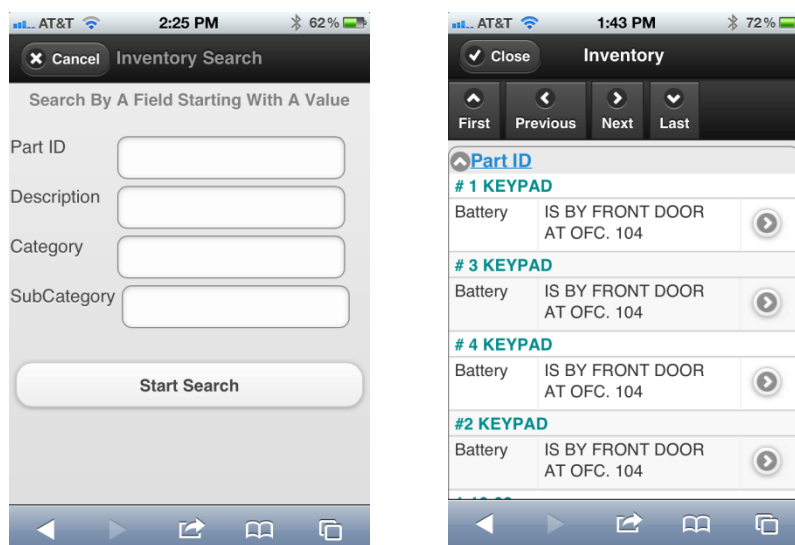
A list of employees entered into Alarm SQL may be viewed by tapping on the Employee menu selection of the Main Menu.



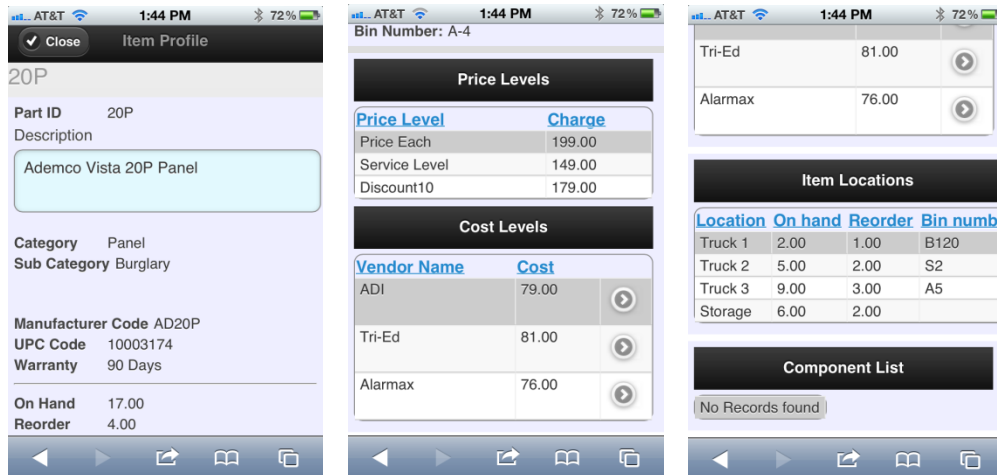
Inventory

If the user is authorized to view inventory, tapping on the Inventory menu selection from the Main Menu will advance the screen to an Inventory Selection form. From here, you have the option to view the entire Inventory List (with navigation buttons to move forward or backwards through the inventory list), or to search Inventory based upon one of several fields.

If you select Search Inventory, a search form will be displayed so you may search inventory based upon Part ID, Description, Category or SubCategory by entering a value that any one of those fields Starts With, then tap Start Search button.



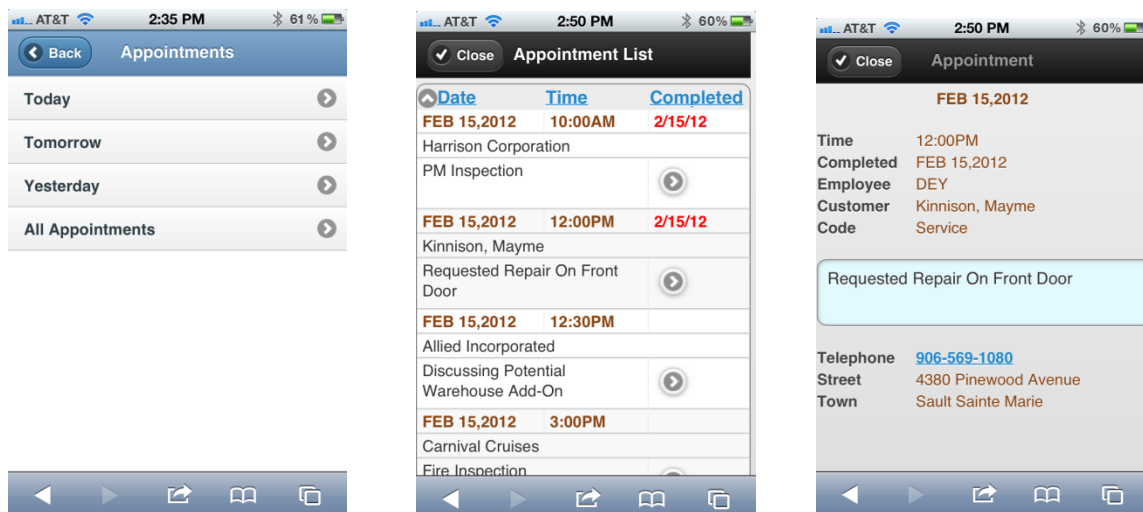
To view details of a specific item in inventory, double tap on the > arrow to the right of that item. The screen will be advanced to the Inventory Detail page. Since this screen can contain a variety of price levels, cost levels, item locations and components, you may scroll down through the screen by swiping the screen up or down. Tap the Close button to return to the Inventory List.



Appointments

AlarmDex provides a view of your appointments stored in Alarm SQL's appointment calendar. Presented as a list of appointments, you can easily find appointments only for today, tomorrow, or yesterday. In addition, you can display a list of all appointments and by entering a date in the date locator field displayed on top of the appointment list, you can find appointments for any specific date (date is entered as MM/DD/YY).

Once you have tapped on the appropriate search menu selection, the screen will advance to your appointment list for that day (or in the case of all appointments the list will start with today's date and you may scroll forwards and backwards with the navigation buttons present or enter the specific date in the locator field on the top of the list).



Logout

To ensure that you are logged out of AlarmDex, you may click on the Log Out menu selection. You will then need to enter your User ID and Password to re-enter AlarmDex.

Appendix C: Contact Information and Software License

Contacting Us

Z-Micro Technologies, Inc

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Web: www.z-microtech.com

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