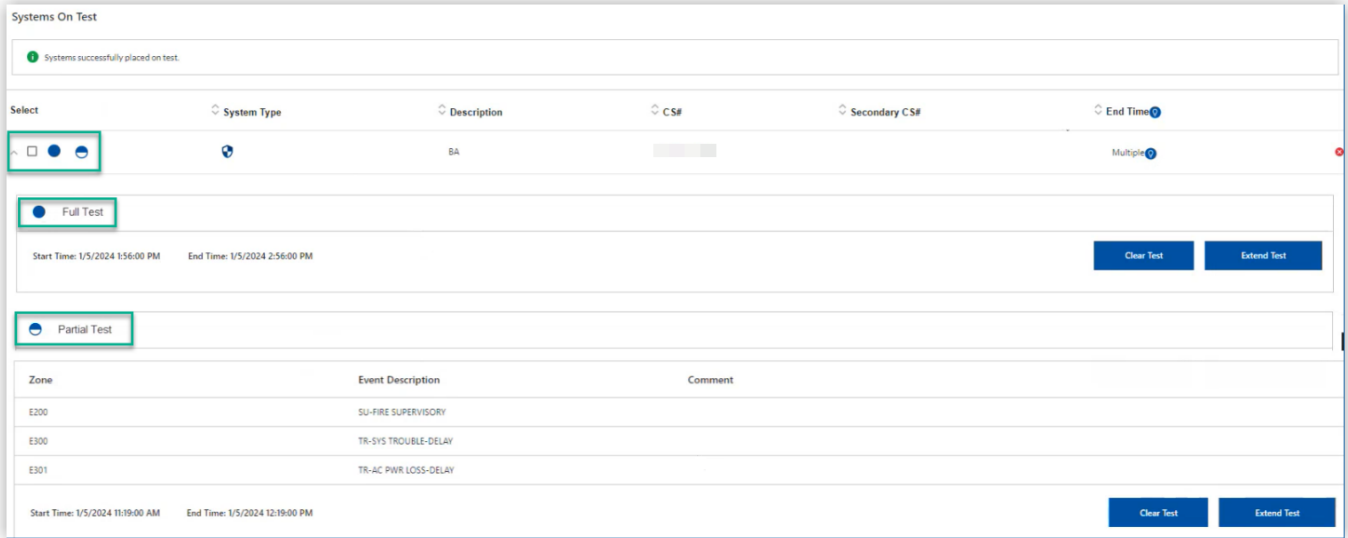


PLACING SYSTEMS ON-TEST

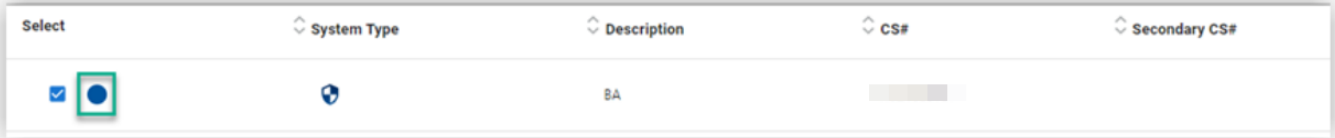
Applies to: Monitored systems

Placing a system on-test allows the authorized administrators and/or users to validate that the security system is working properly. When a system is on-test, each zone (within each system) can be checked to verify it's working properly, and all signals are being received by the Customer Monitoring Center. If received, the signal history is viewable in the DataSource application. While systems are placed on-test, alarm signals are temporarily suspended from being handled by an alarm dispatcher at the Customer Monitoring Center. Until the system is cleared from the test, no calls will be made to the Call list or authorities.



Full Test

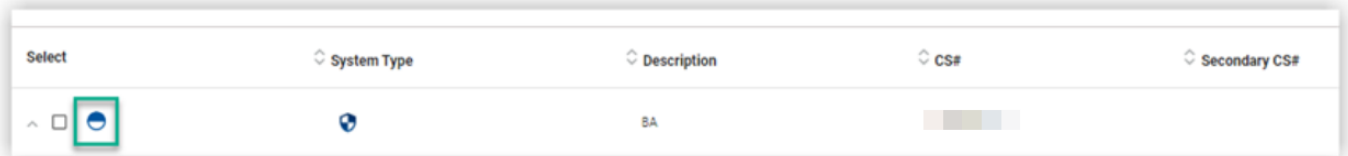
The entire system can be placed on-test when using the DataSource application. The DataSource application displays a full test as a filled-in circle.



When a burglar system is placed on-test, the test duration will default to 60 minutes. However, you may increase the duration up to a maximum of 30 days.

When a fire system is placed on-test, the test duration will default to 60 minutes. However, you may increase the duration up to a maximum of 4 hours.

Partial Test



A Partial Test allows you to place individual zones or service types on test. The DataSource application displays a system that is on partial test with a partial circle.

When a burglar system is placed on a partial test, the test duration will default to 60 minutes. However, you may decrease or increase the duration up to a maximum of 30 days.

When a fire system is placed on partial test, the test duration will default to 60 minutes. However, you may decrease or increase the duration up to a maximum of 4 hours.

Multiple Tests

If needed, multiple tests can be performed on the same system by the agent.

Here are two examples of how these tests can be shown in the portal:

- one partial and full test

The screenshot shows the 'Systems On Test' interface. At the top, a green status bar indicates 'Systems successfully placed on test.' Below this is a filter bar with columns for 'Select', 'System Type', 'Description', 'CS#', 'Secondary CS#', and 'End Time'. The 'Description' column contains the value 'BA'. Below the filter bar, there are two test entries:

- Full Test:** Start Time: 1/5/2024 1:56:00 PM, End Time: 1/5/2024 2:56:00 PM. Buttons: Clear Test, Extend Test.
- Partial Test:** A table with columns 'Zone', 'Event Description', and 'Comment'.

Zone	Event Description	Comment
E200	SU-FIRE SUPERVISORY	
E300	TR-SYS TROUBLE-DELAY	
E301	TR-AC PWR LOSS-DELAY	

 Start Time: 1/5/2024 11:19:00 AM, End Time: 1/5/2024 12:19:00 PM. Buttons: Clear Test, Extend Test.

- two full tests

The screenshot shows the 'Systems On Test' interface. At the top, a green status bar indicates 'Systems successfully placed on test.' Below this is a filter bar with columns for 'Select', 'System Type', 'Description', 'CS#', 'Secondary CS#', and 'End Time'. The 'Description' column contains the value 'BA'. Below the filter bar, there are two test entries:

- Full Test:** Start Time: 1/5/2024 1:56:00 PM, End Time: 1/5/2024 2:56:00 PM. Buttons: Clear Test, Extend Test.
- Full Test:** Start Time: 1/5/2024 1:56:00 PM, End Time: 1/5/2024 2:56:00 PM. Buttons: Clear Test, Extend Test.

Service Types

When you perform a partial system test, you can test by service type.

SERVICE TYPES	DESCRIPTION
Burglar Alarm	When a burglary sensor is tripped, indicating a possible intrusion. These sensors also indicate where the violation occurred.
Comm Failure	Indicates a loss of communication.
Fire	When a detection device, such as a smoke or heat detector, has detected a potential fire. It may also be sent manually by a fire pull station or the keypad.
Hold Up	When someone at the protected premises has pressed a remote button indicating that they require police response.
Life Value/CCM	Alarm occurs when a detection device senses that vital conditions have changed in the monitored environment.
Low Battery	Indicates the battery in the main panel required for operation during a power failure is low. This signal can also refer to the battery in a supervised wireless sensor.

Medical	A control panel keypad or remote button(s) that is activated by the customer, indicating a medical emergency.
SPV Building Automation System	BAS service devices
Supervisory	Indicates an abnormality in the condition of a fire alarm related device that may be critical to the customer's property or operation.
System Trouble	Indicates an abnormality in the condition of the control panel or specific alarm related device that requires attention from the customer.

How it works

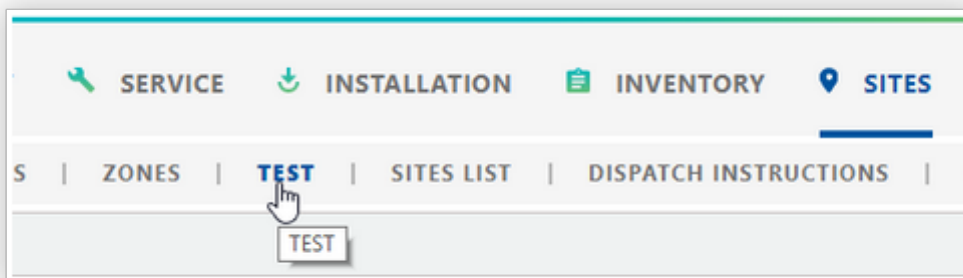
To place a system on-test requires the following steps:

1. Navigate to the SITES->TEST page from the main menu.
2. Select the site from the level structure.
3. Determine and select the site's system you want to place on-test in the DataSource application.
4. Determine if you want to perform a full system test or a partial test. For a partial test, you can test individual zones or service types.
5. From the site location, physically trigger the desired alarm signal for each zone. Once the zone(s) have been tested, disarm or clear the alarm panel.
6. Clear the system test using the DataSource application. By default, the system will automatically clear the test after 60 minutes. It is recommended to clear the test once testing is completed since the system is not actively being monitored.

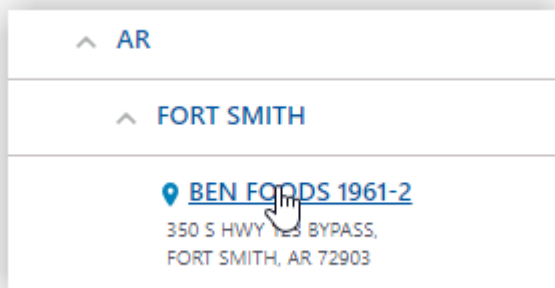
Note: It is recommended to place a system on-test outside of normal business hours since the alarm signals will be activated throughout the site location.

Perform a Full Test

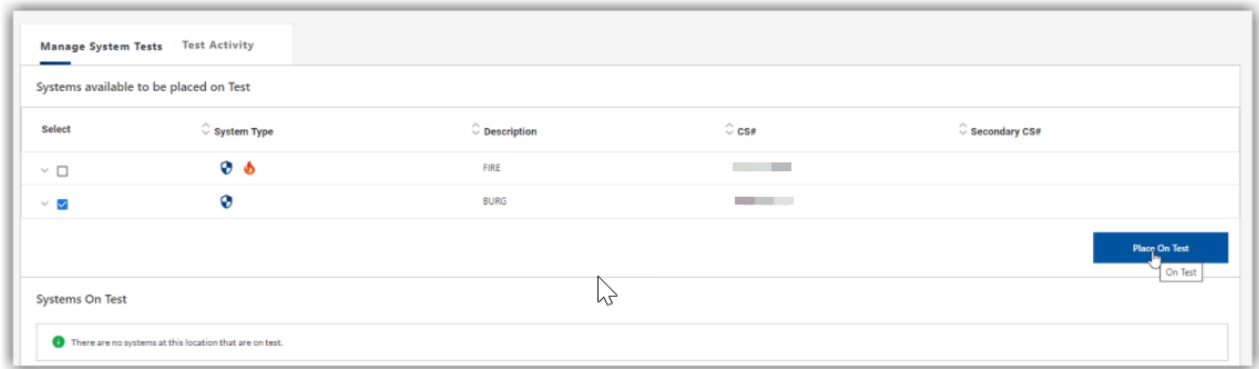
- ▶ To place a **system on a full test** on-test, click *Sites* from the Navigation bar and select the *Test* tab.



1. From the *Level Structure* panel, select the desired site level to place on-test. You can search site levels using the *Level Structure*, *Favorites*, or *Search* tab. The site's systems appear in the Site On-Test panel.



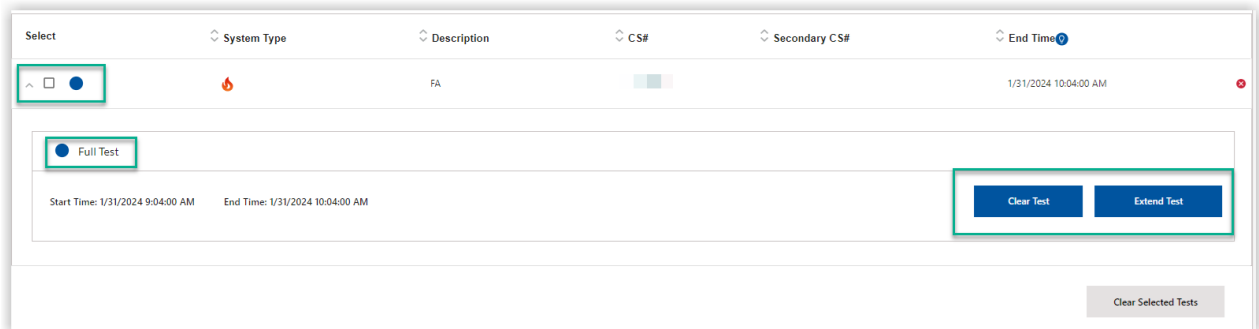
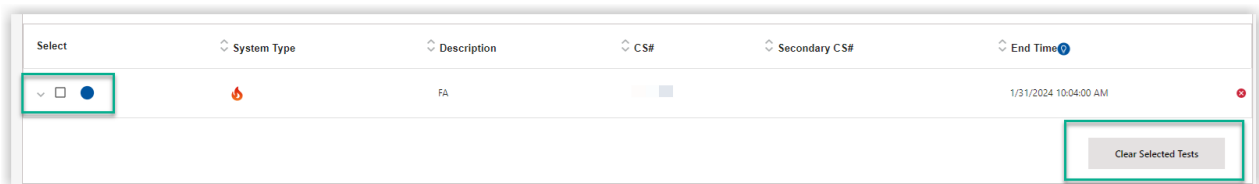
2. Select the desired system to place on-test from the *On-Test Management* panel.



3. Click the Place On Test button. The systems placed on test appears in the System on Test section.

Notice the filled-in circle in this section. The filled-in circle indicates the entire system is being placed on test.

The system is now on-test for the next 60 minutes. Any signals logged to the account will be logged in as a test signals only. This prevents any notifications to authorities or to call lists.



4. Click the arrow in the upper left of the screen to view additional details about the test.

Note: Click the arrow again to hide details about the test.

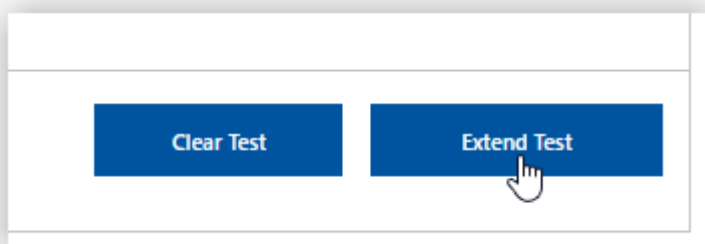
5. Begin triggering the zones for the system or device that has been placed on-test. For example, the systems placed on test would physically trigger the alarm system in the main kitchen and refrigeration areas for the above site location.

6. Once the system test has expired (or manually cleared), normal monitoring services will resume. For additional help, contact the Customer Monitoring Center (1-877-238-4463).

7. Click *Clear Test* when finished. Use the check box to select a specific test if more than one test appears on the screen. The system's on-test history is accessible from the *Activity* report.

Note: You can also clear a test by selecting the red "X" to the right of the test.

8. To change the end date/time for the system on-test, click *Extend Test*.

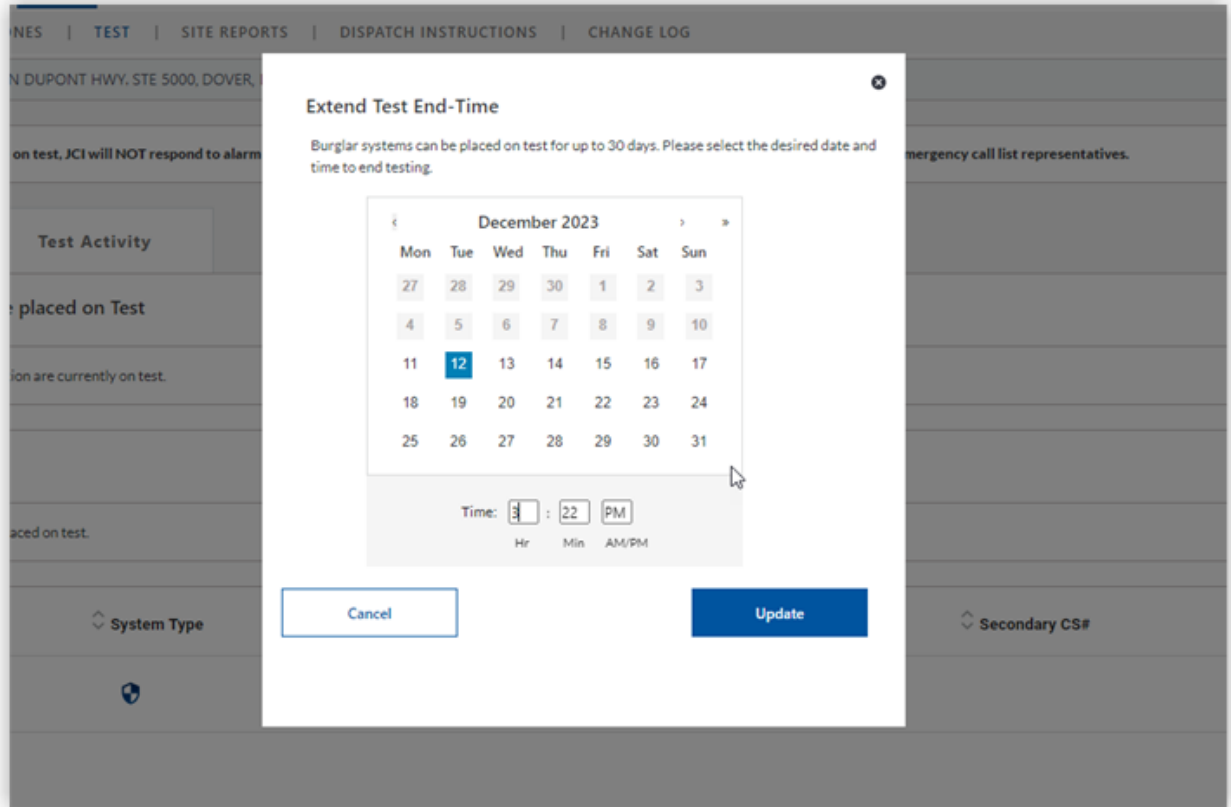


Note: You cannot shorten the test using this functionality. You can only extend the test. The only way to shorten the test is to clear the test and place the system on test again.

9. Select the settings and click *Update*.

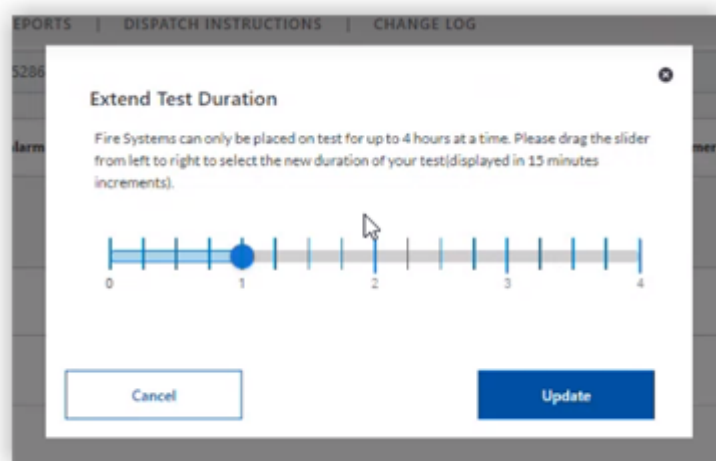
For burglar systems, select the time and date.

Note: For the burglar system test, you can extend the test for up to 30 days from the day the system was first placed on test.



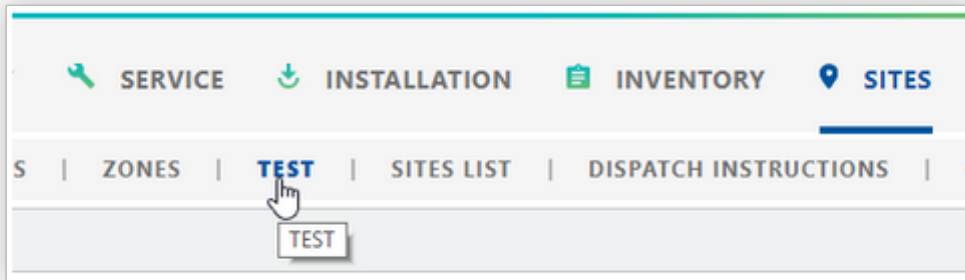
For fire systems, select the time duration of the test.

Note: For the fire system test, you can extend the test for up to 4 hours from the time the system was first placed on test.

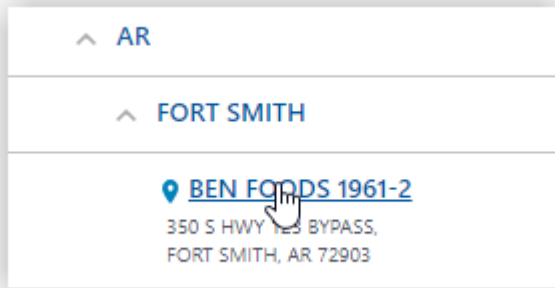


Perform a Partial Test

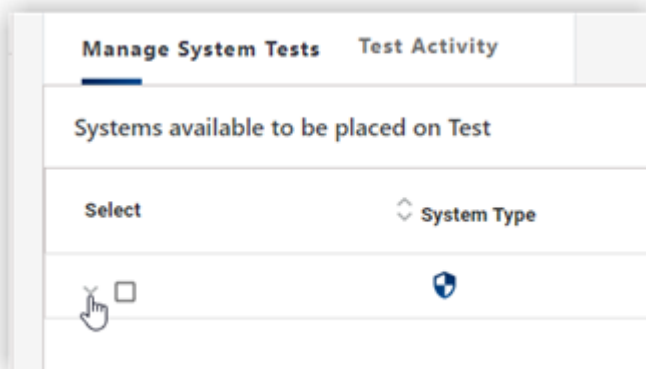
- To place a system on a partial test on-test, click *Sites* from the Navigation bar and select the *Test* tab.



1. From the [Level Structure](#) panel, select the desired site level to place on-test. You can search site levels using the [Level Structure](#), [Favorites](#), or [Search](#) tab. The site's systems appear in the Site On-Test panel.

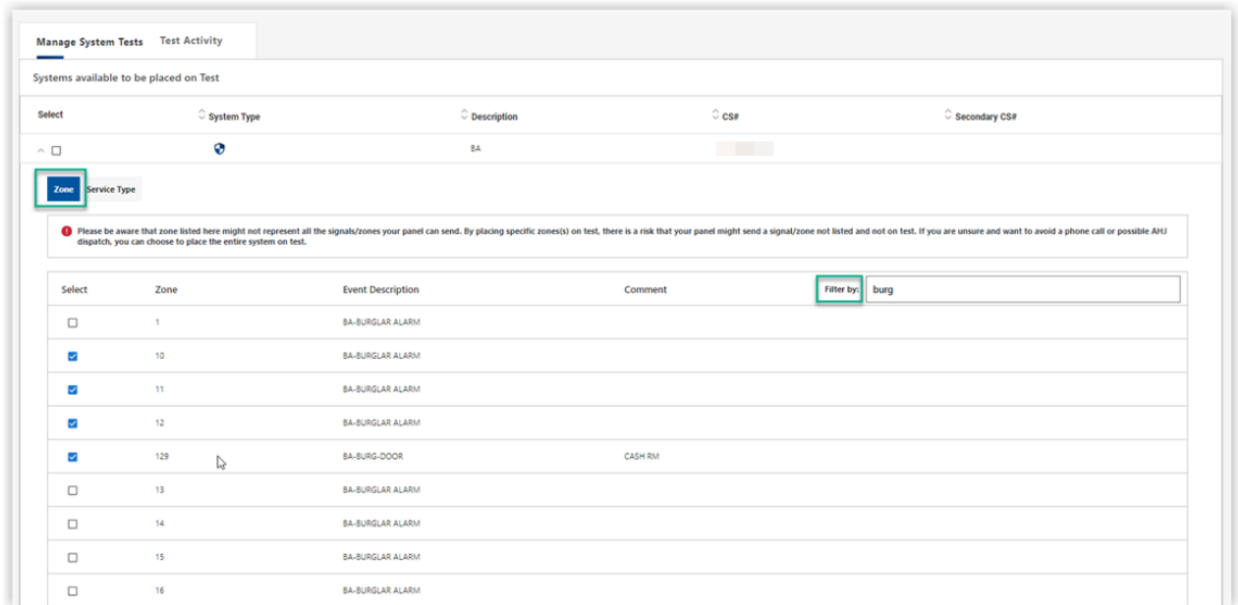


2. Select the down arrow next to the system you want.

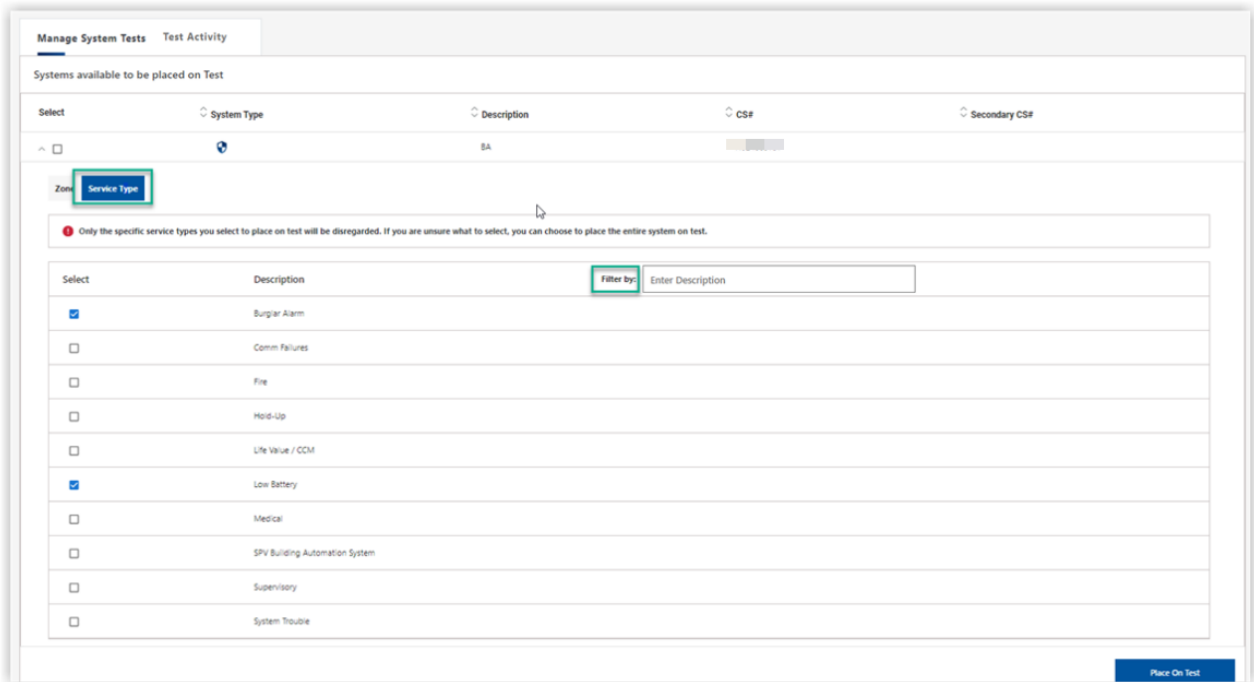


3. Two tabs appear: Zone and Service Type.

Select the Zone tab and select specific zones to place zones on test. If needed, enter details in the *Filter By* field to filter specific zones. You may filter by zone ID, event description, or zone comment.

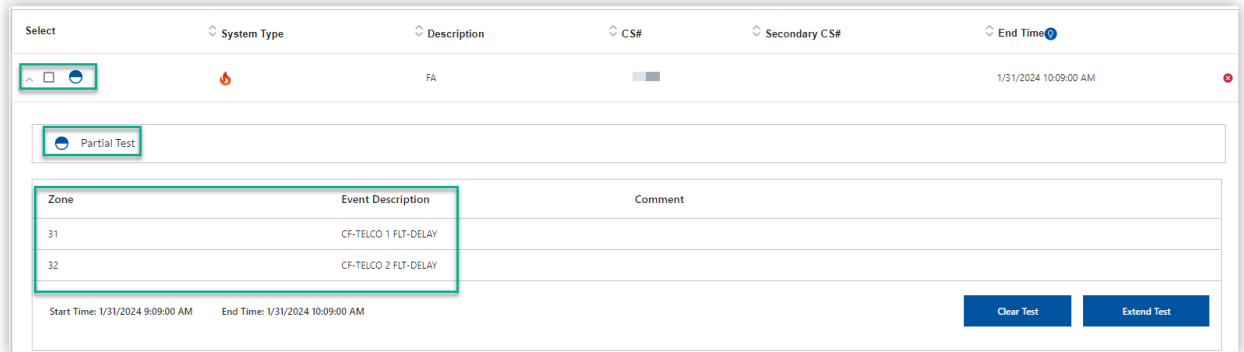
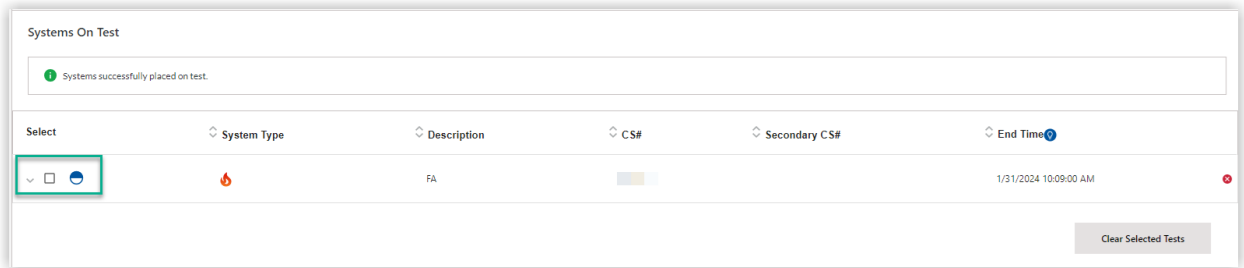


Select the Service Type tab and select the service types to place specific service types on test. You are able to select both service types and individuals zones, if needed.

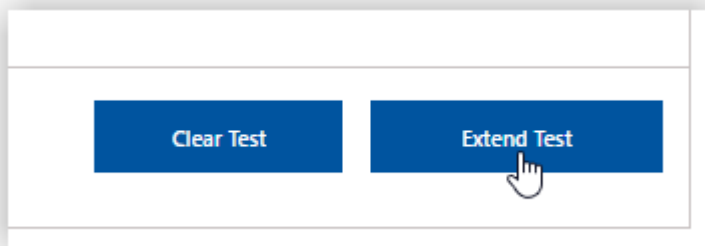


- Click *Place on Test*. The partial system test appears in the System on Test section. Notice the circle in this section. The partial circle indicates this is a partial system test.

Note: If needed, you can add additional zones or service types to the test by going to top section of the screen, clicking the down arrow, and placing the additional zones/service types on test.

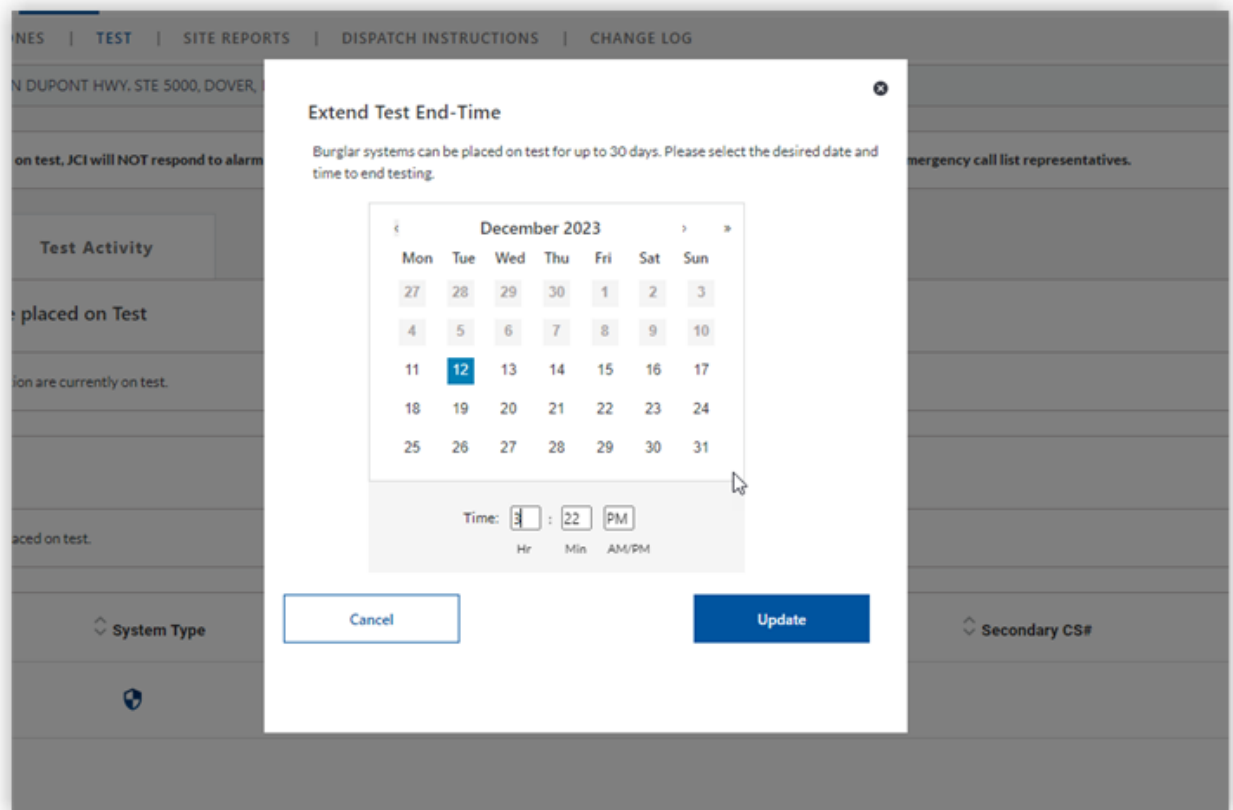


- Click the arrow in the upper left of the screen to view additional details about the partial test.
Note: Click the arrow again to hide details about the test.
- Begin triggering the zones or service types that have been placed on-test. For example, the systems placed on test would physically trigger the alarm system in the main kitchen and refrigeration areas for the above site location.
- Once the system test has expired (or manually cleared), normal monitoring services will resume. For additional help, contact the Customer Monitoring Center.
- Click *Clear Test* when finished. The system's on-test history is accessible from the *Test Activity* tab.
Note: You can also clear a test by selecting the red "X" to the right of the test.
- To change the end date/time, click *Extend Test*.



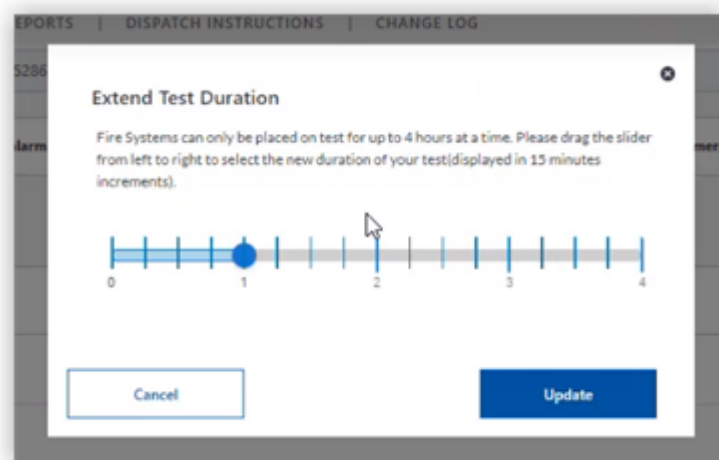
Note: You cannot shorten the test using this functionality. The only way to shorten the test is to clear the test and place the system on test again.

- For burglar-related systems, select the time and date.
Note: For burglar-related system tests, you can extend the tests for up to 30 days from the day the test was initiated.



For fire systems, select the time duration of the test.

Note: For fire system-related tests, you can extend the test for up to 4 hours from the time the test was initiated.



Example of Multiple Partial Tests for the Same System

If needed, you can set up multiple partial tests for the same system. If the End Time displays Multiple, this means there are multiple tests (with different end times) being performed..

Notice that you can cancel the test individually or you can cancel all the tests at one time by selecting Clear Selected Tests.

The screenshot shows a web interface for managing system tests. At the top, there are filter tabs: 'Select', 'System Type', 'Description', 'CS#', 'Secondary CS#', and 'End Time'. A 'Multiple' dropdown menu is highlighted with a red box. Below the filters is a table with columns 'Service Type' and 'Description'. The table contains several rows of test data. To the right of the table, there are two buttons: 'Clear Text' and 'Extend Test', both highlighted with red boxes. Below the table, there is another table with columns 'Zone', 'Event Description', and 'Comment'. This table also has 'Clear Text' and 'Extend Test' buttons highlighted with red boxes. At the bottom right of the interface, there is a 'Clear Selected Tests' button highlighted with a red box.

View Test Activity

The Test Activity screen allows you to view test activity for the past 30 days.

- ▶ To view test activity, click the Test Activity tab.

The screenshot shows the 'Test Activity' screen. At the top, there is a header with the address '2180 S GILBERT RD, CHANDLER, AZ 85286-1587' and phone number '999-999-9999'. Below the header, there is a notice: 'Notice: When systems are on test, ICI will NOT respond to alarm signals received, will NOT call authorities (such as police or fire), and will NOT call the location or emergency call list representatives.' Below the notice, there are two tabs: 'Manage System Tests' and 'Test Activity'. The 'Test Activity' tab is highlighted with a red box. Below the tabs, there is a section titled 'Test Activity For Past 30 Days'. This section contains a table with the following columns: 'Date', 'CS#', 'CS# Description', 'Alarm/Test', 'Event Description', 'Zone ID', 'Zone Comments', and 'User'. The table contains three rows of test activity data. At the bottom right of the table, there are 'Previous', '1', and 'Next' buttons.