



# **New Customer Entry Manitou Web Client**

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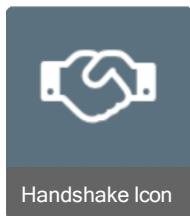
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## Data Entry (New Customer Entry)

Data Entry, as a subject for learning Manitou, is divided into two unique sections. Data Entry for new customers is the process of creating new customer accounts from scratch, or by copying a previously existing account.

Data Maintenance (which thoroughly explains where information can be located in the Manitou Web Client) will be covered in a different document. They are subject that overlap, of course, but it is worth splitting them up. This document assumes you have a basic working knowledge of the Manitou Web Client (MWC), that you are able to log in to the MWC, and that you know where to locate the Menu Icon, the Shortcut Icons, the Settings Icon, the Customer Search Icons, and the Current section. If you are unfamiliar with any of these terms, please review the Intro to the Manitou Web Client document. Also, this document assumes you have access to some form of source information, which you will input into Manitou.

A feature that is used in several places in Manitou is the ability to paste information into some places. This may be done in any location which shows the handshake icon.



Any time you see the handshake icon in the MWC, clicking on the icon will show a dialog that allows information to be copied from another source to be pasted into Manitou. Each dialog is different because each handshake icon covers a different section. The recommended way to copy and paste is to use a spreadsheet like Microsoft Excel, since columns are easily made. Excel is not required, however. A text document in notepad will work for copying and pasting as long as there is a TAB between each column.

One more item to mention, since this may be your first time reading this. Most leading zeroes in Manitou will not be stored. There is not a functional difference between zone 01 and zone 1. Since there is no functional difference, Manitou removes the leading zero. This applies to many more fields than just the zones, but if you are typing something and it will only allow you to type a single zero (0), leave the zero off, and simply type whatever is after the zero. So, if there was a zone with a number of 048 from your old software, when you type that into Manitou, simply leave off the leading zero (in our example, you would type just 48).

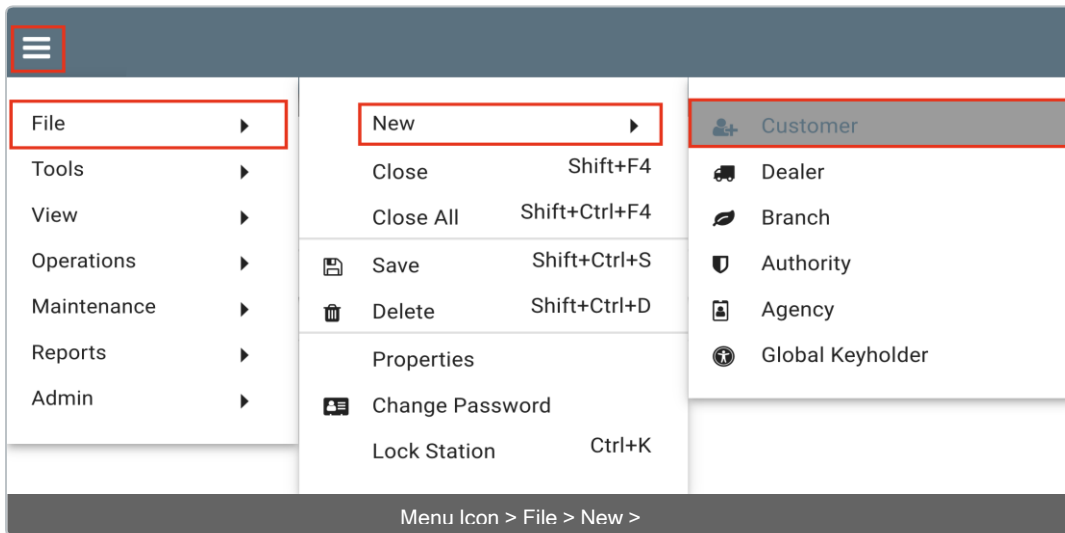
This document will guide you through creating a new Customer from scratch, then we will cover copying a Customer.

## Creating a New Customer from Scratch

The first step is to click either the Add New Customer shortcut icon, or click the Menu Icon > File > New > Customer



Add New Customer Icon



## Initial Setup Screen

The first screen you will see is the Initial Setup Screen. Below the image, there will be an explanation of each field and what information should be entered.

The screenshot shows the 'Initial Setup' screen with the following fields and options:

- Initial Setup** (Header)
- Create new Customer     Copy from Existing Customer
- Customer ID: [Empty text input field]
- Country: United States of America (Dropdown menu)
- Time Zone: GMT-07:00 - Mountain Time (US & Canada) (Dropdown menu)
- Language: English (United States) (Dropdown menu)
- Dealer: [Empty text input field with search icon]
- Accounting Company: None (Dropdown menu)
- Accounting Number: [Empty text input field with search icon]
- Monitoring Status: Active (Dropdown menu)
- CANCEL    NEXT (Buttons)

## **Create new Customer vs. Copy from Existing Customer**

For this section, we will be creating a new customer. It is possible to copy one, but that will be further down in this document.

### **Customer ID**

Customer ID is the unique number that identifies this customer. If you are moving from another software to Manitou, you probably have a Customer numbering scheme that you will continue using. If you are starting a new Monitoring Center, and have no numbering scheme of your own, you will want to decide what to use.

Many Monitoring Centers use a combination of the Receiver Line (RLP) and Transmitter ID (TXID) to create the Customer ID (e.g., RLP is 01 and TXID is 1234, so the Customer ID becomes 011234)

It is not required that the Customer ID has anything to do with RLP or TXID. Your Monitoring Center leadership should be able to advise you on how to create a Customer ID

### **Country**

For many of you, this will always be United States. However, as you may know, we have customers on five other continents that use Manitou. Because they need to be able to format phone numbers and addresses correctly, there may be choices other than USA. Pick the country that is appropriate for the customer (not the Monitoring Center)

### **Time Zone**

Similar to Country, many of you will have this defaulted to your local time zone. If every customer that you monitor is in the same time zone as the Monitoring Center, there is no need to choose anything different. However, if your Monitoring Center has customers outside your time zone, it is crucial to select the appropriate time zone. When the correct time zone is selected for the customer, their logs and reports will include logs in their local time zone.

### **Language**

Many Monitoring Centers use only one language. Since we are headquartered in the USA, the default language is English (United States).

It is necessary to select the language that the customer speaks. If it is English, and everyone is the same, it will already be selected. But if you have staff that speaks two languages (in Quebec, for example), the Monitoring center can select English or French as appropriate for the customer. Separately, during system setup, the languages spoken by operators may be chosen, so that a French only alarm will not go to an English only operator.

### **Dealer**

This field is optional. If your Monitoring Center has third party Dealers whom you monitor for, you will be selecting the Dealer that this customer belongs to.

Even if you monitor all your own customers and don't use Dealers in the traditional sense, you can use the



Dealer field to group customers together. An example would be if you monitor all of the McDonald's stores in your particular town, you can group them together under a Dealer called McDonalds and have all of the benefits of using a Dealer.

## Accounting Company

- If you know that your Monitoring Center is linked to Manitou, choose the appropriate Accounting Company here. If you are not sure if you Manitou is linked, check with your leadership. A bit more information is below.
- It is possible to link the Customer in Manitou to the Customer or Site in the Accounting Software. The entire process of integrating Manitou with our Accounting packages is documented elsewhere.

## Accounting Number

- This field is unavailable if no Accounting Company is selected.
- If an Accounting Company is selected, you may use the Magnifying Glass icon to search in the Accounting software for this customer.

## Monitoring Status (there are four possibilities, check with your leadership)

### 1. Pending

- By default, Pending customers are still unmonitored. Typically, Pending is used if the Data Entry process is such that one person enters all the data, and another person checks it over. In such a scenario, the first person would leave it as Pending, and the second person will change it to Active.
- There is a setting in Manitou that, if selected, would automatically make a pending customer Active when the first signal comes in. This setting is disabled by default, so check with your leadership about whether to use Pending.

### 2. Active

- Active customers are the vast majority of what are present in most Manitou databases. An Active customer, as the name suggests, is one where, when an alarm is sent in, the operator reacts to it as they would with any other alarm.

### 3. Inactive

- When it is necessary to “turn off” monitoring for a customer for an indeterminate amount of time, they may be changed to Inactive. This can be because of non-payment, or if they will be doing a thorough remodel, etc.
- Most Monitoring Centers will not choose this during new customer setup, but if the process at yours requires it, there is certainly no reason NOT to select Inactive.

### 4. Deactive (or Deactivated)

- If a customer stops service permanently, whether it is because they are moving, or if they are changing Monitoring

- Centers, their account may be Deactivated.
- Deactivated accounts are the ones that are “might as well be deleted.” Deleting a customer account will not free up space in the database. You can leave the customer accounts with the Deactive state in Manitou, and you will still be able to view the account, view the contacts, view history, and more. If you delete the account, you will only have access to the Activity. For this reason, some Monitoring Centers will not delete, and only mark the customers as Deactivated.

Initial Setup

Create new Customer   
  Copy from Existing Customer

Customer ID  
77001234

---

Country  
United States of America ▼

---

Time Zone  
GMT-07:00 - Mountain Time (US & Canada) ▼

---

Language  
English (United States) ▼

---

Dealer  
DLR11    🔍 ABC Alarm Company    20    ✕

---

Accounting Company  
None ▼

---

Accounting Number    🔍  
.....

---

Monitoring Status  
Active ▼

---

CANCEL    NEXT

Initial Setup Window, filled in

# Beginning the Customer Wizard

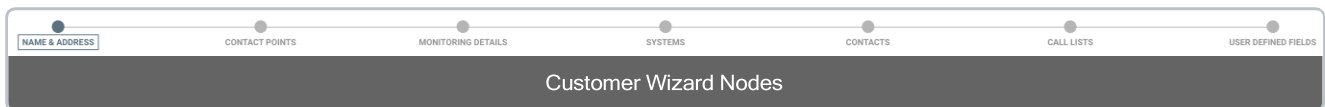
Once all the necessary entries are filled out, you will begin the full Customer Wizard.

The screenshot shows the 'Customer Wizard' interface. At the top, a progress bar contains seven nodes: NAME & ADDRESS (active), CONTACT POINTS, MONITORING DETAILS, SYSTEMS, CONTACTS, CALL LISTS, and USER DEFINED FIELDS. Below the progress bar, the form includes:

- Customer Type:** A dropdown menu.
- Customer ID - Auto Generate:** A text field containing '77001234'.
- Name:** A text field with a red error message 'This field is required.' and a 'Search By' label.
- Account Type:** A dropdown menu with 'Normal Account' selected.
- Related Type:** A dropdown menu with 'Normal' selected.
- Zip Code:** A text field with a red error message 'This field is required.' and a checkmark icon.
- City:** A text field with a red error message 'This field is required.' and a checkmark icon.
- State (United States of America):** A dropdown menu.
- County/Par.:** A dropdown menu.
- Street 1:** A text field with a red error message 'This field is required.'
- Street 2:** A text field.
- Latitude:** A text field.
- Longitude:** A text field.

At the bottom right, there are three buttons: CANCEL, NEXT, and FINISH. A dark grey footer bar at the bottom of the form contains the text 'Customer Wizard'.

Before we click or type anything, it is important to understand a few things. First, look at the top of the main part of the screen. There are a series of dots linked together by a horizontal line. These dots, or nodes, represent each of the pages for new customer entry.



A “wizard” in any kind of software is a series of pages or steps where choices may be made on some of the pages, where the users must click Next to move to the next page, and where they click finish at the end. When you install new software, for example, on your windows computer, most times, a software installation wizard will require you to click Next several times, and Finish at the end.

The Customer Wizard in Manitou is very similar. On each page, you may fill out some of the information (although required fields will be marked in red) and click Next in the bottom right corner to proceed. On the very last screen, when there is no longer a Next, it will be replaced with a Finish.

Each of the nodes will have its own section in this document, and each field will be explained and/or described. We will be moving through the Wizard in the document starting at the top of each page, and moving left to right, top to bottom.

## Name & Address

Customer Wizard -

NAME & ADDRESS CONTACT POINTS MONITORING DETAILS SYSTEMS CONTACTS CALL LISTS USER DEFINED FIELDS

Customer ID - Auto Generate  
77001234

Customer Type Name Search By  
This field is required. This field is required.

Account Type Related Type  
Normal Account Normal

Zip Code City  
This field is required. This field is required.

State (United States of America) County/Par.

Street 1  
This field is required.

Street 2

Latitude Longitude

CANCEL NEXT FINISH

The Name & Address Node

The first thing you will notice on the Name & Address Node is the six fields with red marks. These fields are required for you to proceed past this page.

Before you get to any of the red-marked fields, the very first thing that you will want to select is the Customer Type, in the very first field in the top left. All the other required fields have a red mark, but this required field does not.

Below, you will find a detailed explanation of each field, and often, an example of some data. This entire example is going to be for a Commercial customer called XYZ, Inc. It will be filled out with dummy information, but you will be able to put similar information for actual customers into your system. This is a good example for new Customer entry, and you can use the same steps for a residential Customer as well.

### Customer Type

At most Monitoring Centers, the Customer Type selection will be between Commercial and Residential. If you have more than those two, please ask your leadership for guidance on when to select something other than Residential or Commercial

### Customer ID

This was one of the fields from the previous page. It is not possible to change it once you have arrived at this page. If the Customer ID is incorrect, the two options are to cancel and start over, or to finish this customer and change the Customer ID once the customer is saved.

## **Name**

- This is the Name of the Customer. Since this example will be for a customer called XYZ, Inc., we are going to type that in the Name field.
- If this was for a customer named Jane Doe, you would type Jane Doe (First Name then Last Name) in the Name field.

## **Search By**

- You will see that, once we type XYZ, Inc. into the Name field, the same information was automatically entered into the search by field, just as it was typed. Commercial customers will always have this happen.
- If this were a Residential customer, the Search By field would put the last name first, and the first name last (e.g., Doe, Jane)
- The Search By field is used when Advanced Search is selected. Searching for a Customer Name of Doe would return the residential customer from the previous example, but if the customer Name was Jane, this customer would not be returned as a result, because the Advanced Search uses the Search By field.

## **Account Type (4 choices listed below)**

1. Normal Account
  - In Most Monitoring Centers, most customers have an Account Type of Normal Account. This simply means that this is not a system account, and that it is neither a Main nor Sub Account. If you don't know what to choose, choose this.
2. Main Account
  - A Main Account can send some signals to Sub Accounts. A good example of when Main/Sub Accounts should be created is an apartment building. In our example, the apartment building itself has an alarm panel. Since each apartment is a different address that you may need to dispatch authorities to, the apartment building can be the Main Account and each apartment can be a sub account.
3. Sub Account
  - The complimentary type of account for a Main Account is a Sub Account. The Main Account defines which signals will be sent to which sub accounts.

## **System Account (2 types of System Account, listed below)**

1. A Default Receiver account is one type of System Account. These are typically labeled as SYS-REC1, SYS-REC2, and so on. The Default Receiver Account is where signals get sent when there is not a matching customer. Receiver messages will also be sent to Receiver accounts.
2. A Dealer Default account will do the same function as a Default Receiver account, but it works slightly differently. With the receiver default accounts, absolutely any unknown signals will be sent to the receiver default account. A Dealer Default account will have unknown signals sent to it, but only if the Dealer has a range of TXIDs set up in their Dealer account.

## **Related Type (3 choices, listed below)**

### 1. Normal

- Normal Related accounts have no relation to any other account in the system unless a relationship exists because of the Account Type.

### 2. Master

- A Master Related account is meant to identify a single account to which you may relate other customers. Similar to Account Type, there is an example that involves an apartment building. Instead of one panel to serve six customers in six apartments, our new example is six apartments, each with their own panel, all of which are installed in the common telephone room. A technician who arrives to work on one panel will see five other panels, and it makes it much faster to put the other five accounts on test all at the same time if they are related.

### 3. Related to Master

- In the above scenario, one of the apartments will have been arbitrarily chosen to be the Master. Each of the other apartments will have their account listed as Related to Master. When an operator goes to put any of the related accounts on test, they will see the opportunity to put more accounts on test very easily.

## **Zip Code (or Postal Code)**

We placed the Zip Code field first in this section to make it easier to look up City and State. When you type a Zip Code, and click the Magic Wand icon, Manitou will search through existing addresses in your database, and find matches. If Manitou finds a single match, the City and State fields will be automatically filled with whatever previous match existed. If Manitou finds more than one City that corresponds with the zip code, a list of choices will be presented when you click on the Magic Wand icon. If no matches are found, you may simply proceed.

## **City**

The City where the address of the customer being monitored is.

## **State (or Region)**

This is the State, Province, or Region where the address of the customer being monitored is.

## **County/Parish (Optional)**

This field may or may not be available in your Manitou system. It is optional in most cases, but it is required for systems using ASAP to PSAP. Most US States use County as the major division within the state. However, Louisiana uses Parish in place of County, while Alaska uses Borough in place of County. There are other examples, but these are the primary examples in the USA.

## **Street 1**

The Number and Name of the Street Address for this customer (e.g., 123 Main St)

## **Street 2 (Optional)**

If there is a Unit number, Suite number, Apartment number, Building number, Room number, or any other identifying information for this address, it can be placed in Street 2

## **Latitude\Longitude (two fields, combined here for clarity)**

May be used to identify the geographic coordinates of this customer. At the time of writing this document, Manitou has no functionality associated with these fields, and they are therefore informational only.

## **Cross Street**

If you know the Cross Street for the address above, it may be listed here. This field, along with the Subdivision field (more info below), will be visible to the operator on the alarm screen by simply clicking one time. For this reason, if there is other useful information that your Monitoring Center would like to be easily available (e.g., gate codes, etc.) that information may be placed in the Cross Street field.

## **Time Zone**

This was selected on the previous screen. This is the time zone where the location being monitored is.

## **Subdivision**

If there is a housing development, neighborhood, shopping center, apartment building, office building, etc., that may be entered here. Much like the Cross Street field (more info above), if there is other useful information that your Monitoring Center would like to be easily available (e.g., gate codes, etc.) that information may be placed in the Subdivision field.

## **Language**

This was selected on the previous screen. The language spoken by the customer should be listed here if your Monitoring Center differentiates between speakers of different languages. Many Monitoring Centers are English only, and therefore only have English as a selection.

## **Country**

This was selected on the previous screen. This is the country where the location being monitored is.

## Accounting Company/Accounting Number

If these were to be selected, they should have been selected on the previous screen. If your monitoring center has integration with one of our accounting packages, and if you filled these fields in on the previous screen, they will carry those values forward here.

We have now completed the Name & Address page. The screen will look something like this image.

Customer Wizard - Doe, Inc.

NAME & ADDRESS CONTACT POINTS MONITORING DETAILS SYSTEMS CONTACTS CALL LISTS USER DEFINED FIELDS

Customer Type: Commercial Customer ID - Auto Generate: 77001234 Name: Doe, Inc. Search By: DOE, INC.

Account Type: Normal Account Related Type: Normal

Zip Code: 80919 City: Colorado Springs

State (United States of America): Colorado County/Par.:

Street 1: 123 Main St

Street 2:

Latitude: Longitude:

CANCEL NEXT FINISH

Name & Address Node, filled



## **Contact Points**

When you click Next in the bottom right, you will be taken to the Contact Points page. While it clearly says Contact Points at the top of the page, I want to make clear that the items on this page are PREMISES Contact Points. This page is not related to any individual person who may have different contact points from the location.

All the above being said, there are many Monitoring Centers that do put non-premises contact points here, but it is less common.

The fields on this page fall into three different sections, listed below. Each section has an ADD button, but only the first section has a field pre-loaded. Details below in each section.

### **Phone numbers**

#### ***Type***

These are different contact point types. The default for the first blank on this field is Site, which cannot be changed. If you wish to choose a Type other than Site, please click the X on the right side, then click ADD, then select which Type you would like.

#### ***Phone Number***

The Phone Number associated with this contact point.

If the Type is a normal voice telephone number (Site, Phone, Phone 2, Phone 3, etc. are all normal voice Types, whereas Pager and Business Fax are not), only the Type and Phone Number are required. Fax and Pager will require further information to be selected or entered.

#### ***Extension***

If there is an extension to reach the person at the phone number, it may be typed here.

#### ***Script***

Script is rarely used in this situation. It is used when faxing notifications, but since faxing has been supplanted by email in recent years, fewer and fewer Monitoring Centers are filling this field in.

#### ***Schedule***

If this phone number is only available during specific times of day or days of week, a schedule may be added. The operator, if they attempted to contact a contact point that had a schedule, and if they attempted outside of the schedule times, the contact point will show as unavailable.

A new Schedule may be selected from the drop down. We will cover, in detail, how the General Schedule screen is used in the General Schedule part of the Customer Maintenance document.

## ***Private***

The Private checkbox, if marked, will not display the phone number to the operator. This works well if the Monitoring Center uses auto-dialers that don't display the phone number to the operator. If the phone handset has a display that shows the number being dialed, or if there is no auto-dialer functionality being used at your Monitoring Center, this checkbox will not be useful.

## **Email Address (fields only available if ADD is clicked)**

A quick note before going through the fields here. In most cases, premises locations will not have an email address associated with them. The people at the location are much more likely, but we don't enter those on this page. It is most common when it is a general email address like info@company.com or store123@fastfoodchain.com.

Fields are listed below:

### ***Type***

Much like phone numbers, you may have multiple labels to choose from. By default, E-Mail, E-mail 2, and E-Mail 3 are the only choices here. These selections may be edited in the Supervisor Workstation

### ***Email Address***

This is where you will type the email address, if any, for this location

### ***Output Device Type***

Should always be EMAIL

### ***Service Provider***

Should always be left alone

### ***Script***

You may select a script here if you wish to use Contact Point Default later in Action Patterns

### ***Format***

This field chooses the default format if reports are emailed to this customer with this email address. The default is PDF since PDF documents are uneditable by the public.

The other choice here is RTF (Rich Text Format), which is the format used by Wordpad.

### ***Private***

As above with Phone Numbers, this is intended to mark that this address should not be shown to the operator.

## Web (only available if ADD is clicked)

This section is intended to allow Web Address URLs to be listed. In many cases, it may or may not be helpful to know that the website for this customer is company.com, but if it is data you would like to store, it can be put in that location.

Another thing to point out is that this field is NOT required to be formatted as a web address. This means if you want to simply put another piece of information here, it will be later visible on the Customer Details page, which is generally the first page you see when viewing a customer.

Fields are listed below:

### **Type**

This allows you to choose the default label of Web Address, or any other Web Address-type contact labels you may have entered in the Supervisor Workstation.

### **Web Address**

This is where you may type either the URL for the web address or the extra info mentioned above.

We now have a completed contact points page.

Customer Wizard - Doe, Inc.

NAME & ADDRESS CONTACT POINTS MONITORING DETAILS SYSTEMS CONTACTS CALL LISTS USER DEFINED FIELDS

Phone Numbers

Type	Phone Number	Extension	Script	Schedule	Private	
Site	(719) 593-2829	15	Script	No Schedule	<input type="checkbox"/>	x

ADD

Email Address

Type	Email Address	Output Device Type	Service Provider	Script	Format	Private	
E-Mail	info@boldgroup.com	EMAIL - EMAIL	Service Provider	Script	PDF	<input type="checkbox"/>	x

ADD

Web

ADD

CANCEL PREVIOUS NEXT FINISH

Contact Points Node, filled in

# Monitoring Details

When you click Next at the bottom, you will be taken to the Monitoring Details page.

Customer Wizard - Doe, Inc.

NAME & ADDRESS    CONTACT POINTS    **MONITORING DETAILS**    SYSTEMS    CONTACTS    CALL LISTS    USER DEFINED FIELDS

**Passwords**

Duress	Password	Description	
<input type="checkbox"/>	<input type="password" value=""/>		<input type="checkbox"/>

This field is required.

**ADD**

---

**Codes**

Codes	Fill
	Area Fill Ignore/Generate Unexpected Areas
	Zone Fill Ignore
Monitoring Group 0 - Monitoring Group 0	Time Format Default

---

**Options**

Ignore Aborts

Auto Cancel Alarms on Restore

Show All  
...

...

CANCEL    PREVIOUS    NEXT    FINISH

Monitoring Details Node

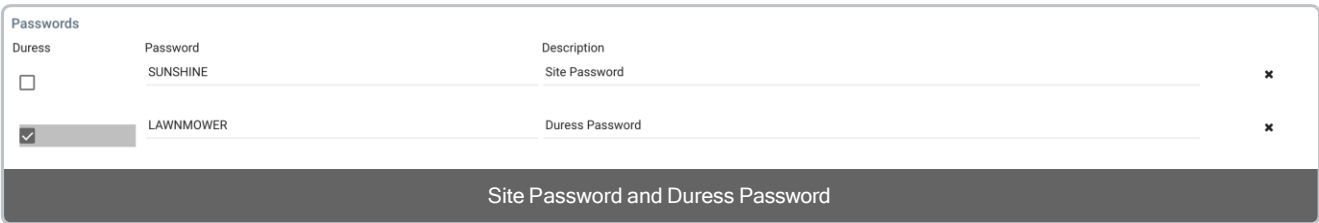
The Monitoring Details Page is divided into three sections (Passwords, Codes/Fill, Options). We will discuss each in its own section.

### Passwords

In Manitou, there are two types of Customer Passwords. There are Site-Level passwords (which is what we see on this page), and there are Person-Level passwords (which we will discuss later when we get to the Contacts page). You may enter a Password and Description in this section. The description should be clear enough to explain what it is, but not overly vague. Examples are shown in the screenshot below.

You may also enter a Duress Password (make sure the checkbox is marked to indicate this is a Duress Password). A Duress Password is a previously agreed-upon word that lets the Monitoring Center know that they may be held under duress. An example is a robbery where the criminal tells the victim to call the alarm company and provide the password. If the customer provides the Duress password, the Monitoring Center will know that the customer is in trouble.

If a Duress Password is validated for this customer, the operator that validates a Duress password will see a message similar to “You have validated the Duress Password. Thank the Customer, hang up, and dispatch immediately.



### Codes/Fill

Most of the navigation in this document has been left to right, top to bottom.

#### Codes Group Code

Group Codes are a way of tagging a customer for easier reporting, or for use with Advanced Action Patterns. The Group Code list is managed in the Supervisor Workstation. There is no default recommendation for how group codes are used, but there are some guidelines. You want to make sure that whatever it is that describes the group code can only be one or another item from the list. Because you may only make one Group Code selection, each item in the list must be unique.

Below, we see two different lists.

1. Retail Store House Apartment Office Building Warehouse House
2. Multi-level House Ranch-Style House Apartment Rooming House

The first list would be a valid list of group codes, since there are no overlaps of any kind. Something may not be both a house AND apartment. The second list would not be valid since a customer could possibly be in both a House and a Ranch-Style House.

Please remember that a list of premises is not the only type of list you may create. It can be any kind of list you would like to use, if each item in the list doesn't overlap with any other.

## ***Class Code***

Class Codes work very similar to Group Codes. This list, also managed in the Supervisor Workstation, is also a way of tagging customers for whatever you would like to use.

Many Monitoring Centers, when they move from other software to Manitou, will be converting the Class Code list from their old software. If this is the case, and you will be using Class Codes that were converted, they should already be available in that section of the screen.

If there are no Class Codes because they were not used in your previous software, you may create your own list in the Supervisor Workstation. The same guidelines apply.

## ***Monitoring Group***

Most Manitou systems have just one Monitoring Group that all their customers belong to. There are some cases where separate Alarm Queues are required for various reasons. We can assign customers to different Alarm Queues by choosing from the list on this page. If there is only Monitoring Group 0, and no other choices, your Monitoring Center only has one.

Your leadership should be able to offer advice on when to use Monitoring Group choices that differ from the default.

## ***Fill***

The Fill section specifies how Manitou deals with Areas or Zones that are not entered during data entry. When an Area or Zone comes in, but does not exist on the list already, what should Manitou do?

## ***Area Fill***

The Area Fill field should be changed for most customers. Below is the list of choices under Area Fill, and a brief explanation of each.

### ***Ignore/Generate Unexpected Areas***

This is the default value. As stated above, if left with the default setting, if a previously undefined area comes in, Manitou will send through an Alarm to the operator labeled as Unexpected Area. Most Monitoring Centers don't need the extra notification, since it just creates more work for the operator.

### ***If On Test, Add/Update Area***

If this item is chosen, Manitou will only add Areas to the Areas list if the customer account is on test. If it is not on test, the signal or alarm will be passed to the Operator to the Activity Log as appropriate, but it will not alert the operator of Unexpected Area, and it will not add it to the list.

### ***Always Add/Update Area***

This is most recommended as the choice for this field. If this item is chosen, if a signal from an unknown area comes in, Manitou will simply add the new area to the list with a description of Added by Signal Handler

### ***Select First Area***

This is the least commonly selected item. If the customer account only has Area 1 listed, but a signal comes in on Area 3, not only will the area not be added to the list, but it will also present to the operator as coming in on Area 1.

### ***Zone Fill***

Zone Fill is a little different. Most Monitoring Centers will leave the default choice here. The choices are listed below, with a little more information on each. Also, there is a section below that give a bit more information about DMP signals.

### ***Ignore***

The default choice is to simply ignore that an unidentified zone has come in. I want to be clear about the first sentence. Manitou will NOT be ignoring zone descriptions if this field is left on the default value. Rather, Manitou ignores the fact that it did not previously have a zone listed, and simply passes the Zone Number to the Alarm Screen or to the Activity Log as appropriate.

### ***If On Test, Add/Update***

If this item is chosen, and if a previously unlisted zone comes in with a signal, AND if the customer is On Test, then Manitou will add the new zone. Most Monitoring Centers will opt NOT to choose this item because Zones with a description of Added by Signal Handler are not helpful.

### ***Always Add/Update Zone***

This is the least commonly selected item. If the list does not contain a zone number as sent in, Manitou will add the new zone with a description of Added by Signal Handler

### ***Zone Fill and DMP Signals***

Some DMP signals include Zone Descriptions as a part of the signal. Because of this, if the Zone Fill is set to If On Test..., Manitou can populate the list by placing into the list what was received with the signal. This means it is incumbent upon the technician to properly label the zones in the panel before sending in any signals.

### ***Time Format***

This field features three choices, but the field is informational only. Making a different selection from this list will not change anything about Manitou, or how things are displayed for this customer. You may select 12-Hour format from the list, but logs and reports for this customer will still be shown in 24-Hour format.

## Options

The Options section is rarely used, but some useful items are here. Below is a list of each option, along with a bit more of a description. Most of these options require you to do other things related either to programming or to Signal Processing Attributes. If you mark one of these boxes, and nothing changes, more setup may be required.

### **Ignore Aborts**

This means that any abort signal cannot/will not cancel an alarm signal. This is most often used for businesses that must respond to every alarm event. This affects the entire account and overrides programming and signal processing attributes.

### **Auto Cancel Alarms on Restore**

This enables some signal processing and programming features to allow the auto-cancelling of alarm events if parameters are met.

### **Generate Unexpected Restores**

This option generates most restore events as alarms.

### **Verify Panel User Number**

This verifies the incoming user's numbers on open/close/user events to ensure that there is a match on the Contact list with that user number. If there is not a match an Unauthorized event is presented to an operator.

Many times, the only thing that is selected on the Monitoring Details page is the Area Fill field.

Many Monitoring Centers don't use Site Level Passwords, Group Codes or Class Codes.

Some Monitoring Centers require both Site Level Passwords, Duress Passwords, as well as Group Codes and Class Codes.

A completed screen will look somewhat like the screenshot

Duress	Password	Description	
<input type="checkbox"/>	SUNSHINE	Site Password	x
<input checked="" type="checkbox"/>	LAWNMOWER	Duress Password	x

Codes	Fill	
3 - 3	Area Fill Always Add/Update Area	x
BAS - Basic Monitoring	Zone Fill Ignore	x

Monitoring Group	Time Format	
0 - Monitoring Group 0	Default	x

Options

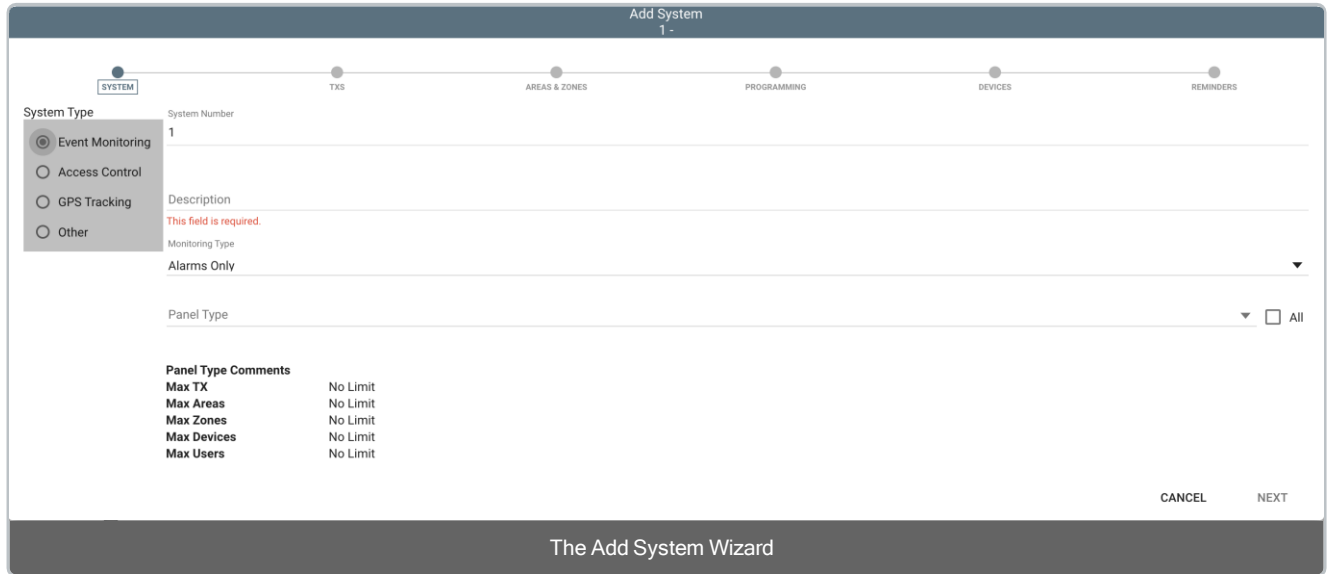
CANCEL PREVIOUS NEXT FINISH

Both Passwords, Group Code, Class Code, and

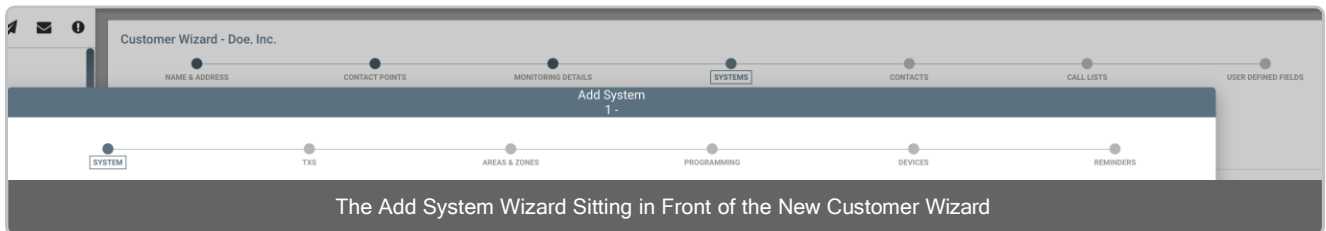


# Systems

When you click Next at the bottom of the Monitoring Details page, you will arrive on the Systems Page. There is a button labeled ADD to the left side. When clicking ADD, the following screen will appear:



You can see that the top of this window has another set of Nodes going across the top. The original one is still there, but adding a system has so many items of its own, it has its own Wizard.



There are six Nodes on this window. Click NEXT (inside the window) to proceed through each page. Below is a section for each page, and each field has a bit more of an explanation/

## System Page

- System Type (left edge)

Most situations call for the use of Event Monitoring. If a system being added to a customer is NOT Access Control or GPS, it must be an Event Monitoring system. This is the default selection, and it is only necessary to change if the situation calls for it.

**IMPORTANT: The rest of the Add System section will show steps and screens for an Event Monitoring system. The screens are slightly different in the other system types, but not different.**

- System Number

Since this is the first system you are adding, it shows a 1 in this field. Manitou allows you to add more than one system (e.g., a separate Burg system and Fire system may exist on the same customer, just as different systems)

- Description

This is the only required field on this page. The description may be anything that makes sense. If it is a Burg System, you may label it as such. If it is a Fire System, you may label it as such. Most often, during conversions, we will add the Customer Number to this field.

- Monitoring Type

The Monitoring Type field defaults to a choice that is labeled as Alarms Only. The other choice that is available by default is Log Only. If you choose the item labeled as Log Only, Alarms will NOT come to the screen for an operator to act on since you chose the option to Log all incoming signals. The highest percentage of the time, Alarms Only is left selected.

- Panel Type

This field, which is a drop-down menu, will only list Panel Types if they have been added to the Control Panels screen in the Supervisor Workstation. If there is a list available, you may select the Panel Type used by the customer here.

Most Monitoring Centers will fill in a Description on this field, and click Next at the bottom

Add System  
1 - Burg System

SYSTEM TXS AREAS & ZONES PROGRAMMING DEVICES REMINDERS

System Type

Event Monitoring  
 Access Control  
 GPS Tracking  
 Other

System Number  
1

Description  
Burg System

Monitoring Type  
Alarms Only

Panel Type  
All

**Panel Type Comments**  
Max TX No Limit  
Max Areas No Limit  
Max Zones No Limit  
Max Devices No Limit  
Max Users No Limit

CANCEL NEXT

Add System Wizard, Description Field Filled with 'Burg System'

## TXS Page (Transmitters Page)

You will see, as you continue to use Manitou, that the word Transmitter is abbreviated with TX.

Since multiple Transmitters may be added to a customer account, there is an ADD Button on this page. Clicking the ADD Button will display the TX entry screen.

The screenshot shows the 'Add System' screen for '1 - Burg System'. The progress bar at the top indicates the current step is 'TXS'. The form contains the following fields:

- TX**
- TX No: 1
- Caller Id 1: [icon]
- Description: [input field]
- Caller Id 2: [input field]
- Transmitter Type: [input field] with a checkbox for 'All' and a note 'Remote Address'.
- Receiver Line Prefix: [dropdown menu]
- TX ID: [input field]
- TX Protocol Type: [dropdown menu] with 'None' selected.
- TX Dates**
- Path Enabled: [checkbox]
- Connect Date: [input field]

Buttons for 'CANCEL' and 'DONE' are located at the bottom right. A dark bar at the bottom of the screenshot contains the text: 'The Add TX (Transmitter) Screen'.

There are several fields on this page. Below is a listing of each field, and an explanation of each.

This screenshot shows the top portion of the 'Add TX' screen. The fields are:

- TX**
- TX No: 1
- Caller Id 1: [icon]
- Description: [input field]
- Caller Id 2: [input field]
- Transmitter Type: [input field] with a checkbox for 'All' and a note 'Remote Address'.
- Receiver Line Prefix: [dropdown menu]
- TX ID: [input field]
- TX Protocol Type: [dropdown menu] with 'None' selected and a note 'Please fill out this field'.
- TX Dates**
- Path Enabled: [checkbox]
- Connect Date: [input field]
- Termination Date: [input field]

A dark bar at the bottom of the screenshot contains the text: 'Top Portion of Add TX Screen'.

## ***TX No***

This is the Transmitter Number within this customer. Since you are adding the first one, the TX No field is populated with a 1

## ***Caller-ID 1/2***

- Grouped together since they are related. These fields allow you to enter the Caller-ID (CID) numbers (up to 2 numbers) for the panel. If appropriate settings are enabled in the Supervisor Workstation, Manitou can check the CID of the incoming signal and compare it to what is present here. For any functions involving CID, there are several requirements.
- CID must be enabled by your phone company on the phone lines going into the receiver. The receiver itself must support the ability to receive CID information.
- The receiver must be set to pass the CID information to automation. Manitou must be set to look for CID on that receiver type.

Other items to keep in mind

- CID signals will not come in on Radio or IP signals. CID requires the use of a phone line provided by a phone company.
- Manitou only has a place to put 2 phone numbers. If a call may be coming in through an uplink service, the CID function in Manitou will not be able to work.

## ***Description***

This is the description of the Transmitter. You can put into this field any information that helps you understand which Transmitter this is. Many Monitoring Centers will put a Description similar to Dialer, IP, Radio, etc. Many Monitoring Centers also leave the field blank since it is not required.

## ***Remote Address***

This field is informational only. Adding an IP Address or URL to this field will add no functionality to Manitou. You may populate this field with anything that may make sense as a Remote Address including:

- IP Address
- MAC Address
- IMEI Number (from cellular devices)

There are two exceptions where the Remote Address field may be functional

1. When using Manitou with an HID VertX system
2. When using Manitou with a Video Type that uses our "Container" functionality (e.g., Digital Watchdog)

## ***Transmitter Type***

Transmitter Types are a way of applying default programming to every Transmitter that shares the same Transmitter Type. (Transmitter Type Programming may be edited by going to Menu Icon > Maintenance > TX Types, selecting the Transmitter Type you want, and clicking the Programming tab at the top.)

### ***Receiver Line Prefix***

- In a small Monitoring Center, you may have one or two Receiver Line Prefixes (RLPs). Each RLP represents a phone line or hunt group. Each RLP has an upper limit for their accounts based on the length of the Transmitter ID.
- Larger Monitoring Centers may have dozens or even a couple hundred RLPs. Sometimes each Dealer will have their own. Sometimes RLPs help differentiate the type of service. Examples include:
  - RLP of VID for video Transmitters
  - RLP of ADC for Alarm.Com
  - RLP of VIP for VIP customers

Your leadership will advise you on how and when to choose a specific RLP

### ***TX ID***

- TXID (Transmitter ID) is the unique ID that is sent from the Alarm panel to uniquely identify that panel. In many cases, this is a four-digit number (e.g., 1234)
- The combination of RLP and TXID must be unique. If you choose something that is used by another Customer, a bit of red text will appear indicating that you must choose another TXID.
- There is a right-facing arrow next to TXID. This will automatically populate the next available TXID if Dealer Transmitter ID Ranges have been established.

### ***TX Protocol Type***

- This is a drop-down list that allows you to choose the Transmitter Protocol Type, if known.
- This field is informational only. This means that, if you choose SIA as the Protocol Type, and a signal comes in in DMP format (which is different than SIA), we will process the signal that is received. Nothing changes, no matter which TX Protocol Type is chosen.

### ***Path Enabled/Connect Date/Termination Date***

- The TX Dates section contains the above listed fields. You are free to choose whatever dates you would like for each field.
- Choosing values for this field will NOT change anything about Manitou. This means that, if you choose a Termination Date, but if you leave the customer as Active, signals and Alarms will continue to come in.
- These fields are informational only. You (meaning Monitoring Center leadership) are free to choose what each date represents. However, since the dates don't do anything, it is up to you to ensure that the dates are used how you would like them to be. Manitou cannot enforce when or if these fields are used.

## Test Unit

### Interval

Test Unit

**1 Day Transmitter Test- 1Days**

**24 Hour Transmitter Test- 24Hours**

**Weekly Transmitter Test- 7Days**

**Monthly Transmitter Test- 30Days**

Transmitter Test Interval Dropdown

- The Transmitter Test interval may be selected from the list.
- The list of available choices may be found in the Supervisor Workstation > Maintenance > Setup > Monitoring Types > Transmitter Test.

### Checkboxes (each listed with a brief description)

**TX Options**

- Generate Restore Overdues
- Any Activity Satisfies Test
- Extended Signaling
- Regular Activity Expected
- Backup TX
- Do Not Use Dealer Programming
- Raw Event Programming

**TX Type Details**

Show All

- Audio Capable
- Create Call Session (No Listen-In)
- Drop Listen-In if no alarm
- Video Capable
- Monitored Transmission Path
- Generate Late to Test only when Closed
- Encrypted
- Add-On Module

Show All

Notes

Transmitter Checkboxes and Notes Section

### ***Generate Restore Overdues***

Selecting this option enables the user to program time-out periods for events that restore event programming. If Manitou does not receive a restore signal within the time-out period, the Transmitter generates a new alarm called “Restore Overdue.”

### ***Any Activity Satisfies Test***

Selecting this option determines that any event Manitou receivers will satisfy the test requirements for the Transmitter interval.

### ***Extended Signaling***

Selecting this checkbox determines that the Transmitter will send signals in an extended format. The Receiver driver recognizes the event as extended signaling and waits for the secondary signal to arrive within the designated waiting period.

### ***Regular Activity Expected***

Selecting this checkbox indicates to Manitou that it can expect activity from this Transmitter on a regular basis.

### ***Backup TX***

Select this checkbox if the Transmitter is a backup Transmitter.

### ***Do Not Use Dealer Programming***

Selecting this option prevents the Manitou client from checking the Customer’s Dealer record for specific alarm instructions. Dealer programming is configured in the Dealer programming form.

### ***Raw Event Programming***

Select this checkbox to enable raw event programming for your Transmitter. This provides the ability to program raw signals instead of post-translation signals. This option is often selected when a site converts to Manitou from an older system.

### ***Audio Capable***

Select this checkbox to see if the Transmitter is capable of Transmitting audio signals for alarm confirmation.



### **Create Call Session (No Listen-in)**

Manitou normally receives audio signals in two parts. The first part of an audio signal is the alarm. The second part of the signal informs Manitou that an audio communication will soon arrive and that it needs to listen in for its arrival. Certain signals, however, arrive in two parts like audio signals, but are not solely comprised of audio. The Linear 4200 Panel, for instance, sends an IP signal and then sends a cellular voice call. MediaGateway 2 was not previously capable of creating the listen in component for an alarm signal. Selecting this checkbox creates a session to receive cellular voice calls for signals when no listen in session is created.

### **Drop Listen-In if no alarm**

Select this option to end the listen in session if no audio component arrives within the timeout time.

### **Video Capable**

Select this checkbox if the Transmitter is capable of transmitting video signals for alarm confirmation.

### **Monitored Transmission Path**

Select this checkbox if the communications path between the Transmitter and the Central Station should be monitored. If the communications path is severed, it generates an alarm.

Generate Late to Test only when Closed

Select this checkbox if you want Manitou to generate a L-T-T alarm only when the premises are closed.

### **Encrypted**

Selecting this option indicates that the Transmitter is encryption-enabled, and will transmit encrypted signals into Manitou

### **Add-on Module**

Add-on Module is used to further translate signals down additional transmitters within a customer record.

### **Notes**

The Notes section allows you to put text-based notes about the alarm panel. This is completely optional, of course, but would allow you to enter details like “panel is in main phone closet, transformer is plugged in adjacent room, etc.”

Now that you have filled out the appropriate fields on the Add Transmitter page, click Done at the bottom. You will find that you are back to the Add System Wizard, on the TXS node, and there is a new line that represents the transmitter we just added.

At this point, most monitoring centers will move on, but if it is necessary to add another Transmitter, you may do that before proceeding.

## Areas & Zones

Clicking Next will take us to the Areas and Zones node. A reminder that this is one of the screens that allows information to be pasted. Note the Handshake Icon in each section.

The screenshot shows a software interface for adding a system. At the top, it says "Add System 1 - Burg System". Below this is a progress bar with six steps: SYSTEM, TXS, AREAS & ZONES (which is highlighted), PROGRAMMING, DEVICES, and REMINDERS. Under the progress bar, there are two main sections: "Areas" and "Zones". The "Areas" section has a small icon and an "ADD" button. The "Zones" section has a similar icon and a table with the following columns: "Area", "Zone", "Description", "Signal", "Test Signals", and "Expected Signals". Below the table is another "ADD" button. At the bottom right of the interface, there are three buttons: "CANCEL", "PREVIOUS", and "NEXT". The footer of the interface reads "Areas & Zones Node".

### Areas

You may click ADD in the Areas section if you wish to Add an Area. The fields are listed below.

#### **Area**

This is the Area number that you are adding.

#### **Description**

If the Area has a useful description, it may be entered here (e.g., Main Building or Warehouse or Retail Store) If there is just a single Area, you may simply type Area 1, if there is no better description for it.

#### **Schedule**

Since this is a new customer, there are three choices from this selection. Existing customers who may have existing Open/Close (O/C) schedules listed in a similar dropdown. A further explanation of each choice is below.

#### **All Access**

- This is typically not the default setting for the schedule
- All Schedules allow a system to send opening and closing signals for the sole purpose of logging the signals. While older versions of Manitou allowed users to add an Open/Close service even if no area had a schedule attached, modern versions (since 2010) do not allow this.
- By attaching an All Access schedule to an area, it will now force a Monitoring Service which will trigger additional billing for the Opening/Closing activity. This eliminates the central station from having to enter a dummy "All Access" schedule on each customer record whenever they needed to allow an Open/Close service without an attached area, such as residential systems that send opening and closing signals so that the central station will know if the system is armed or not.
- To select an All Access schedule, simply click in the **Schedule** field of the *Areas* form and select **All Access**.

### **No Schedule Selected**

This is the default choice for this. No Schedule Selected means that there is not an Open/Close (O/C) schedule for this area.

### **New Schedule**

Selecting this item will allow you to use the new schedule wizard to create a new schedule to apply to this area. There will be a separate document that covers O/C schedules and how they may be created.

### **Monitoring Type**

The Monitoring Type field is only available when All Access or a New Schedule is selected. This allows you to choose which Monitoring Service should be used. Choices are listed below:

- Open/Close
  - This is the default setting. If this item is chosen, normal operation of O/C schedules (if applied) will be in effect. If an open or close signal should ordinarily be modified into a Late to Open, Late to Close, Late Open, Early Open, Unschedule Open, or Unexpected Open, the appropriate items will be logged to the history or brought to the operator's attention.
- Open/Close (Log)
  - This setting, when chosen, will tell Manitou that the events listed above, which would ordinarily come to an operator's screen, will be logged to history, and not presented to an operator.
  - This is typically used if the customer expects a report regularly which contains all the O/C activity

### **Zones**

You may click ADD in the Zones section to add a new zone. Each field is listed below.

#### **Area**

- This is the Area number that comes in with the signal
- Many alarm panels will not overlap zone numbers between areas, so most Monitoring Centers will leave an asterisk (\*) in the area field. An asterisk indicates that if a signal comes in on any area with the Zone number from the next field, the description from this line will be shown to the operator
- The choices for this field are either an asterisk, or one of the areas from the Areas section of this screen

#### **Zone**

- The unique zone number for this point
- Remember from the beginning of this document that leading zeroes are not saved in Manitou. Do not try to add zone 001 or 002 to Manitou. Manitou will not allow you to type more than one zero in this field. If you would have entered the zone as 001 in your old software, in Manitou, simply type a 1.

### ***Description***

- The description of the point or zone
- This field, while optional, is really the primary reason this section exists. Of course, if there is nothing listed,
- Manitou will pass the zone number to the operator in most cases, and simply not display a description of the zone. If the Description is unknown, it is less work to just NOT create an entry in the zones list.

### ***Signal***

- This field is meant to show whether a signal has ever been sent for this zone. Because it usually involves receiving signals after the account has been created.
- This field will not typically be filled in on new customer entry, however, it is allowed to be edited. Choices are

### ***Received***

- This is meant to indicate that, at some point, a signal has been received for this zone.
- If you choose the Received option, you will be artificially setting the value (rather than waiting on signals to change the field)

### ***Not Received***

This is the default value for this field. Leaving this field with Not Received means that, when the Customer account is saved, all the zones will be in the Not Received state until a signal arrives for this zone on this customer.

These fields are used by the installer or technician primarily.

### ***Test Signals***

The TEST SIGNALS are the number of signals received in that area/zone.

The only signals that will count as TEST SIGNALS are system-type signals. Event Codes in the SWS that are in the Event Category of 'System Alarms'

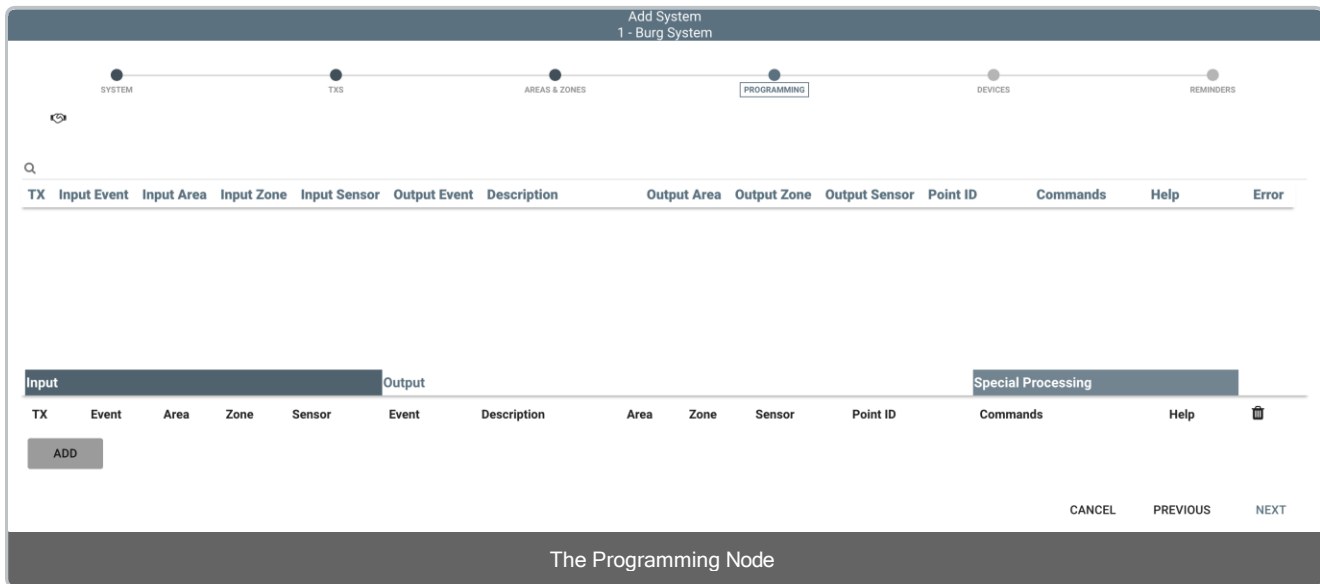
These signals are only counted in the TEST SIGNALS.

### ***Expected Signals***

The EXPECTED SIGNALS is the expected number of TEST SIGNALS the dealer plans to send through.

Once you have added all the Areas and Zones, you may click NEXT to proceed.

# Programming



The Programming page serves three main functions:

1. To allow entry of 3x1, 3x2, 4x1, or 4x2 signals
2. To change a signal that is coming in one way to another kind of signal
3. Special Processing

The layout is the same for each example, but each section below will show an example of each.

The Programming screen is divided into three main parts:

1. Input Section (where the signals coming in will be detailed)
2. Output section (where the output events will be detailed)
3. Special Processing section (where custom Programming Commands will be detailed).

Also, this is another page that has the handshake icon that will allow copying data from another source and paste it into Manitou.

## 4x2 Programming

In Manitou, collectively, signals in 3x1 format, 3x2 format, 4x1 format, or 4x2 format are all “non-intelligent” signals but are commonly referred to as “4x2” or “4 by 2”. This means that the signal carries only the Transmitter ID (the 3 or 4 on left side of the X) and the Zone (1 or 2 on the right side of the X). A 4x2 signal could be, for example, 1234 12, where the 1234 is the Transmitter ID, and 12 is the Zone.

This signaling format is old, though. Modern signaling formats like SIA, ContactID, and DMP all carry event specific information, so those panels can communicate the difference between a Burg Alarm and a Test Signal.

Since a 4x2 signal contains no Alarm Event information, it is necessary to assign the events to each Zone that may be sent in. The technician must therefore provide a list to the Monitoring Center to indicate what each zone number represents.

An oversimplification of an example of the list may look like this:

Zone Number	Description
01	Front Door Burg Alarm
02	Back Door Burg Alarm
03	Side Door Burg Alarm
11	Front Door Burg Restore
12	Back Door Burg Restore
13	Side Door Burg Restore

An example of how these may be entered on the programming screen is shown here. Below, you will find explanations of each data field.

TX	Input Event	Input Area	Input Zone	Input Sensor	Output Event	Description	Output Area	Output Zone	Output Sensor	Point ID	Commands	Help	Error
*	*A	*	1	*	BA	Burglary Alarm	=	=	=				
*	*A	*	2	*	BA	Burglary Alarm	=	=	=				
*	*A	*	3	*	BA	Burglary Alarm	=	=	=				
*	*A	*	11	*	BR	Burglary Restoral	=	1	=				
*	*A	*	12	*	BR	Burglary Restoral	=	2	=				
*	*A	*	13	*	BR	Burglary Restoral	=	3	=				

4x2 or Non-Intelligent Programming

## Input Section

In the input section, we define the conditions that need to be met for this programming line to apply.

### TX

This is the Transmitter to which this programming line applies. An asterisk in the TX Column indicates that this programming line would apply to all transmitters

### Event

When programming Non-Intelligent signals, the event will generally be \*A Activation. Some Non-Intelligent systems (e.g., Bosch) may send a BA as the general alarm, even though the panel has no way of communicating that it was a Burg Alarm

### Area

This is the Area that comes in with the signal. You can see in the example that all the area fields have an asterisk. This is because such short signals usually carry no Area information.

## **Zone**

- This is the Zone that comes in with the signal. You can see that leading zero has been left off the programming because zone 01 and zone 1 are the same in Manitou
- Some older alarm systems will use a Code+Zone system to communicate the information. The Code and Zone, each one digit, get communicated together. Code 0 Zone 1 is just Zone 1. Code 1 Zone 1 is zone 11

## **Sensor**

Most alarm systems, especially older ones that are likely to be using 4x2 programming, don't send any Sensor information, which is why this column is filled in with asterisks.

## **Output Section**

The Output Section includes the expected results (based on the input conditions from the Input Section)

## **Event**

This is the Event Code that this signal will become. Since this section is related to Non-Intelligent programming, unless the intent is to have the operator react to a general (undefined) alarm, this should be something different from the input Event

## **Description**

This is the description that will be shown to the operator and logged to the history. When you select an Event in the previous column, this field will be automatically filled out. However, you may change the description if you need to.

## **Area**

This field defaults to an equal sign (=). If an equal sign is present, the output signal will contain the same Area as the input signal.

You may specify an Area for the output signal if you would like

## **Zone**

This field defaults to an equal sign (=). If an equal sign is present, the output signal will contain the same Zone as the input signal.

You may specify a Zone for the output signal if you would like

## **Sensor**

This field defaults to an equal sign (=). If an equal sign is present, the output signal will contain the same Sensor as the input signal.

It is not likely to be used here, but you may specify a Sensor for the output signal if you would like

## ***Point ID***

- This field defaults to a blank. If left blank, the Zone Description from the signal, if any, will be displayed to the operator and saved in the Activity Log.
- The Point ID can, in some cases, override the Zone Description that might have ordinarily appeared. More information about how and when each (Zone Description and Point ID) are used may be found in the document labeled as Point ID Flow.

## **Special Processing Section**

The Special Processing section allows you to have even finer control over the signals. Using Programming Commands in this section can help you automatically cancel alarms if conditions are met, it can help you require restoral signals for alarms that need them, and so much more. This document will not dive deep into this subject, but there is a document labeled Transmitter Programming Commands that contains complete documentation.

## ***Commands***

Any programming commands may be applied here. There will be no examples in the “Non-Intelligent Signal” section, nor in the next section, where we change the signal coming in to something different. All our examples will be in the section specifically for Special Processing.

## ***Help***

The Help column allows you to type a message that will be later visible by the operator. Anything typed in the Help section will be presented as the first step of the Action Pattern, which is listed as Show Transmitter Help Programming

This completes the “Non-Intelligent” signaling section of this document.



## Changing the signal that was sent into something else

Our next example of when programming might be used is if a signal comes in as one event (e.g., Burg Alarm), but you want it to present to the operator as something else (e.g., Fire Alarm).

Our example this time will be much simpler. Rather than having to list out individual lines (as we did above for the non- intelligent signals), I will simply state the scenario. As above, I will show a screenshot that shows how the programming would be applied, and details will again be listed under the screenshot.

Our scenario is that there are alarms coming in on 3 zones (13, 14, and 15) that are coming in as Burglary Alarms, but they should present to the operator as fire alarms.

TX	Input Event	Input Area	Input Zone	Input Sensor	Output Event	Description	Output Area	Output Zone	Output Sensor	Point ID	Commands	Help	Error
*	BA	*	13	*	FA	Fire Alarm	=	=	=				
*	BA	*	14	*	FA	Fire Alarm	=	=	=				
*	BA	*	15	*	FA	Fire Alarm	=	=	=				

Changing Burg Alarms to Fire Alarms

### Input Section

In the input section, we define the conditions that need to be met for this programming line to apply.

#### TX

This is the Transmitter to which this programming line applies. An asterisk in the TX Column indicates that this programming line would apply to all transmitters

#### Event

Because our example is that the incoming event is a BA Burg Alarm, we have BA as our input event.

#### Area

This is the Area that comes in with the signal. You can see in the example that all of the area fields have an asterisk, but that's because in this example, the area is unimportant. If it were important in your situation, clearly you should choose an Area.

#### Zone

This is the Zone that comes in with the signal. You can see that leading zero has been left off the programming because zone 01 and zone 1 are the same in Manitou

You can see that, in the Input section, the primary difference between the three lines is this field is the unique zone in each line.

#### Sensor

Most alarm systems don't send any Sensor information, which is why this column is filled in with asterisks. If you have alarm equipment that sends the Sensor, you may fill this out, as necessary.

## **Output Section**

The Output Section includes the expected results (based on the input conditions from the Input Section) •

### ***Event***

This is the Event Code that this signal will become. Since this example is changing Burg alarms to Fire Alarms, we need to make all three of these lines an FA

### ***Description***

This is the description that will be shown to the operator and logged to the history. This was automatically filled in with Fire Alarm when we put FA in the output Event field, but you may edit this description if you need to.

### ***Area***

This field defaults to an equal sign (=). If an equal sign is present, the output signal will contain the same Area as the input signal.

You may specify an Area for the output signal if you would like

### ***Zone***

This field defaults to an equal sign (=). If an equal sign is present, the output signal will contain the same Zone as the input signal.

You may specify a Zone for the output signal if you would like

### ***Sensor***

This field defaults to an equal sign (=). If an equal sign is present, the output signal will contain the same Sensor as the input signal.

It is not likely to be used here, but you may specify a Sensor for the output signal if you would like

### ***Point ID***

This field defaults to a blank. If left blank, the Zone Description from the signal, if any, will be displayed to the operator and saved in the Activity Log.

The Point ID can, in some cases, override the Zone Description that might have ordinarily appeared. More information about how and when each (Zone Description and Point ID) are used may be found in the document labeled as Point ID Flow.

## **Special Processing Section**

The Special Processing section allows you to have even finer control over the signals. Using Programming Commands in this section can help you automatically cancel alarms if conditions are met, it can help you require restoral signals for alarms that need them, and so much more. This document will not dive deep into this subject, but there is a document labeled Transmitter Programming Commands that contains complete documentation.

### ***Commands***

Any programming commands may be applied here. There will be no examples in the “Changing something into something else” section. All our examples will be in the section specifically for Special Processing.

### ***Help***

The Help column allows you to type a message that will be later visible by the operator. Anything typed in the Help section will be presented as the first step of the Action Pattern, which is listed as Show Transmitter Help Programming

This completes the section for changing something into something else.

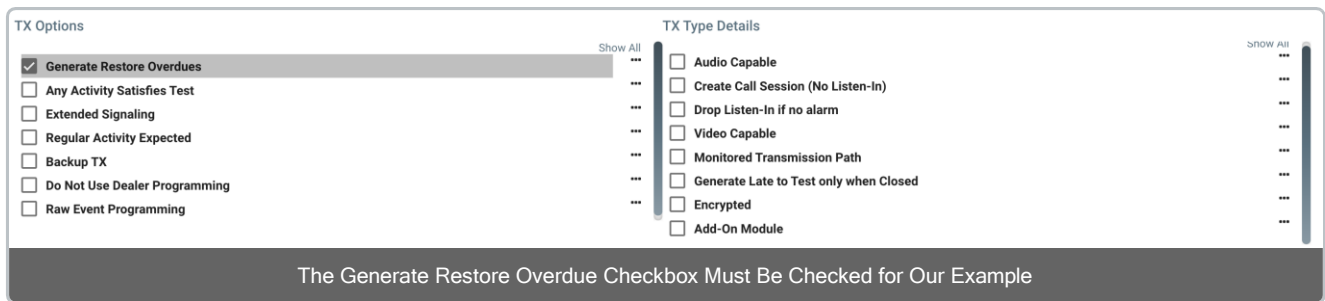
## Advanced Programming Commands

There are a number of Advanced Programming Commands available in Manitou. These may be used to apply unique behaviors to individual lines of programming.

Examples of the Advanced Programming Commands include the ability to require a restoral on a specific signal (and alerting the operator if not restored within a specific period of time). This also allows a command that can force signals to be logged to the history if the cancelling signal arrives in time. These are only two examples, but the document labeled as Transmitter Programming Commands will be a much deeper dive.

For this example, we want to say that, if there is a Fire Alarm on zone 6, that it must be restored within 30 minutes, and that, if it is not restored during that time, Manitou will generate a new alarm (Restore Overdue) to alert the operator of the unrestored signal. If the signal is still not restored after another 30 minutes, the Restore Overdue signal should keep generating each 30 minutes until restored.

For this example, it is necessary to make a change to one of the checkboxes on the Transmitter screen. For this example, please make sure Generate Restore Overdue is marked.



The screenshot of our example is below, along with a detailed explanation of each field

TX	Input Event	Input Area	Input Zone	Input Sensor	Output Event	Description	Output Area	Output Zone	Output Sensor	Point ID	Commands	Help	Error
*	FA	*	6	*	FA	Fire Alarm	=	=	=		RestRq(FR,=,30,0,Yes)		✎ ✕
*	FR	*	6	*	FR	Fire Restoral	=	=	=		Restore()		✎ ✕

Restore Required Programming for zone 6

## **Input Section**

In the input section, we define the conditions which need to be met for this programming line to apply.

### ***TX***

This is the Transmitter to which this programming line applies. An asterisk in the TX Column indicates that this programming line would apply to all transmitters

### ***Event***

Because our example is that a Fire Alarm (FA) must be restored after 30 minutes, we are putting FA here.

### ***Area***

This is the Area that comes in with the signal. You can see in the example that all of the area fields have an asterisk, but that's because in this example, the area is unimportant. If it were important in your situation, clearly you should choose an Area.

### ***Zone***

This is the Zone that comes in with the signal. You can see that leading zero has been left off the programming because zone 01 and zone 1 are the same in Manitou.

You can see that, in the Input section, zone 6 has been specified.

### ***Sensor***

Most alarm systems don't send any Sensor information, which is why this column is filled in with asterisks. If you have alarm equipment that sends the Sensor, you may fill this out, as necessary.

## **Output Section**

The Output Section includes the expected results (based on the input conditions from the Input Section)

### ***Event***

This is the Event Code that this signal will become. Since we are not changing this FA into another type of alarm, the FA must also be here on the Output Event

### ***Description***

This is the description that will be shown to the operator and logged to the history. This was automatically filled in with Fire Alarm when we put FA in the output Event field, but you may edit this description if you need to.

### ***Area***

This field defaults to an equal sign (=). If an equal sign is present, the output signal will contain the same Area as the

input signal. You may specify an Area for the output signal if you would like

### **Zone**

This field defaults to an equal sign (=). If an equal sign is present, the output signal will contain the same Zone as the input signal.

You may specify a Zone for the output signal if you would like

### **Sensor**

This field defaults to an equal sign (=). If an equal sign is present, the output signal will contain the same Sensor as the input signal.

It is not likely to be used here, but you may specify a Sensor for the output signal if you would like

### **Point ID**

- This field defaults to a blank. If left blank, the Zone Description from the signal, if any, will be displayed to the operator and saved in the Activity Log.
- The Point ID can, in some cases, override the Zone Description that might have ordinarily appeared. More information about how and when each (Zone Description and Point ID) are used may be found in the document labeled as Point ID Flow.

## **Special Processing Section**

The Special Processing section allows you to have even finer control over the signals. Using Programming Commands in this section can help you automatically cancel alarms if conditions are met, it can help you require restoral signals for alarms that need them, and so much more.

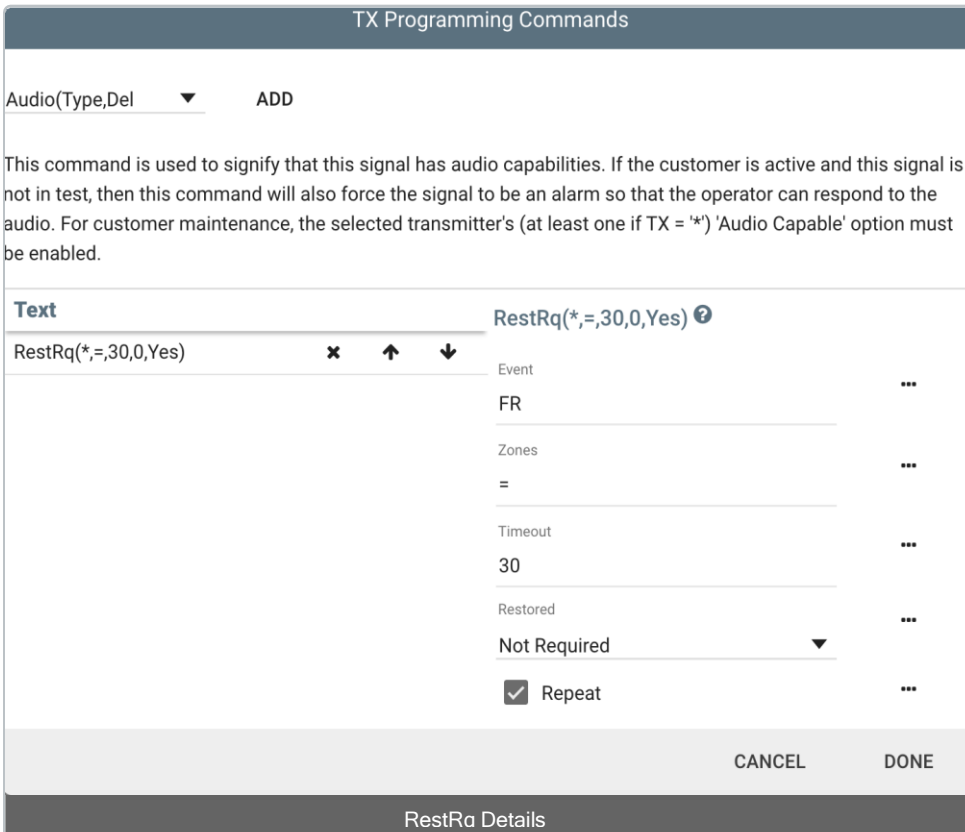
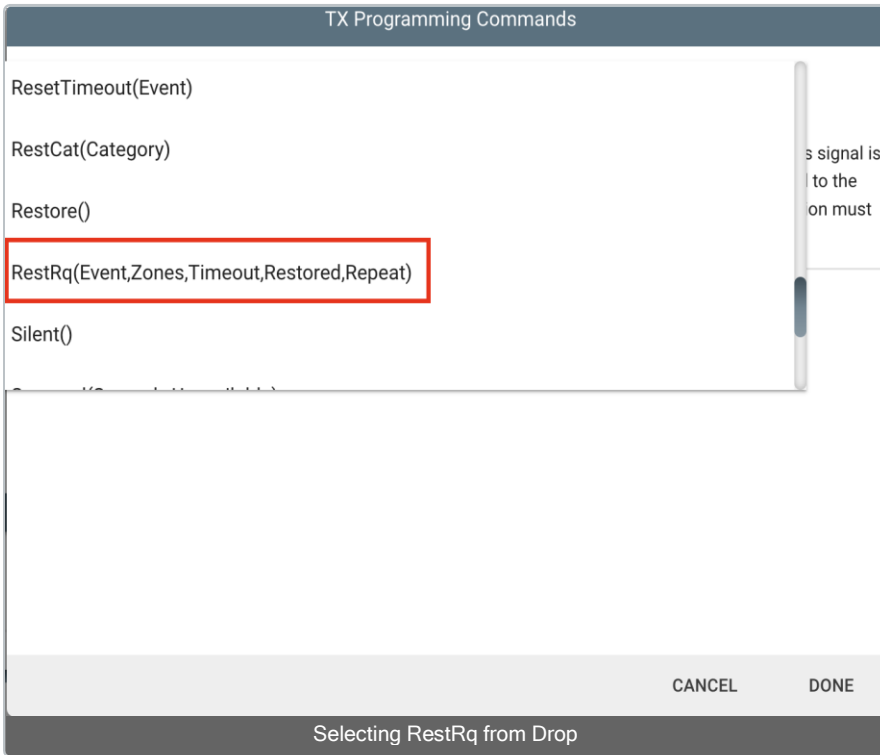
This document will not dive deep into this subject, but there is a document labeled Transmitter Programming Commands that contains complete documentation.

### **Commands**

Any programming commands may be applied here. Our example is that a restore is required. If not restored in 30 minutes, Manitou will generate an alarm labeled as Restore Overdue. This is to repeat each 30 minutes until this zone is restored.

To enter the Commands, click the three dots [...] in the Commands Section

From the dropdown menu in the top left, select RestRq, and click ADD



## **RestRq Details**

There are a series of fields that will need to be filled to achieve the goal. Each one is listed below with more detail.

### ***Event***

This is the restoring event. Since our input event was a FA Fire Alarm, the corresponding Restoral event is FR Fire Restoral

### ***Zone***

You may specify which zones are able to restore this signal. If you leave the default asterisk, an FR alarm on ANY zone would be able to restore this zone.

In most cases, you will want to replace the asterisk with an Equals Sign (=), since this will only allow the SAME zone to restore this signal

### ***Timeout***

This field is only available when the checkbox on the Transmitters page labeled Generate Restore Overdue has been marked.

Since our example is that it must be restored after 30 minutes, we need to enter a 30 in this field

### ***Restored***

This field can force the original alarm to remain open (unclosable from the alarm screen) until the restore arrives. There are three options with this field

### ***Not Required***

This is the recommended setting. If left on Not Required, it is not necessary to receive the restoral before closing the original alarm

### ***All Zones Required***

If selected, ALL Zones must be in a restored state before the original alarm may be closed (because the whole point of the RestRq is to alert you if something is unrestored, this is not often selected.)

### ***Alarm Zone Only Required***

If selected, only the zone that received the alarm signal must be restored before closing the original alarm. because the whole point of the RestRq is to alert you if something is unrestored, this is not often selected.)

### ***Repeat***

If marked, this indicates that each period from the timeout field, Manitou will check to see if the zone has been

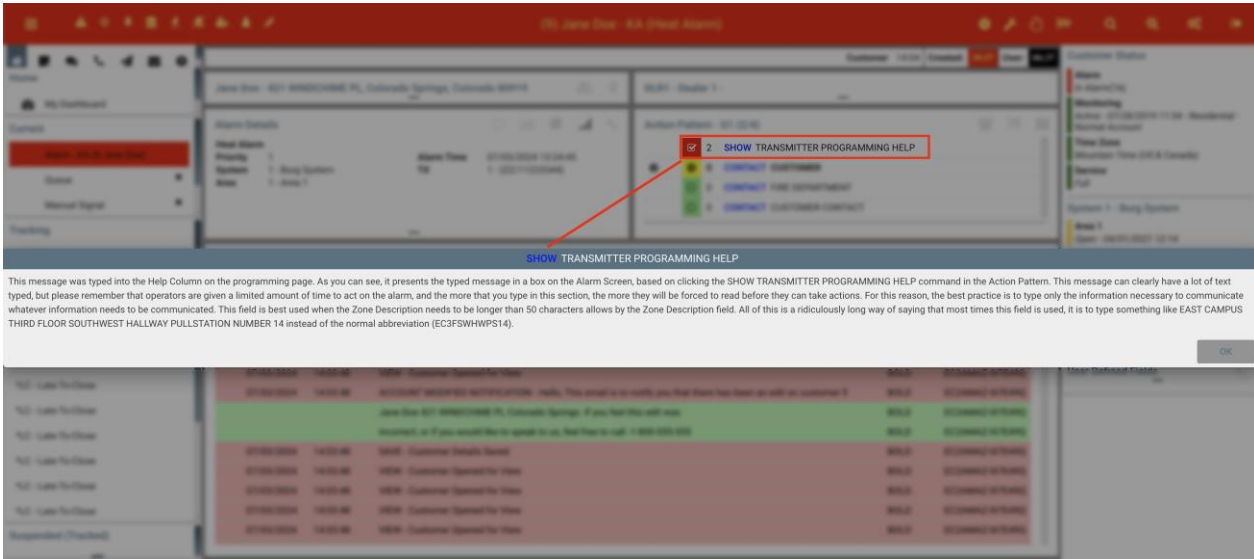


restored, and if it has, nothing happens. If it is not restored after each 30 minutes, Manitou will generate a new Restore Overdue alarm.

Mark this box only if you wish for these signals to be repeated.

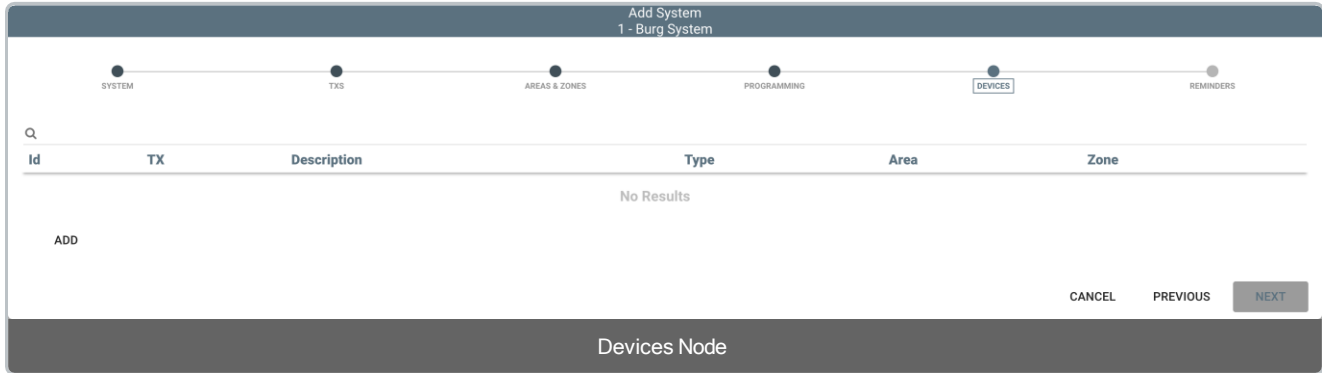
### Help

The Help column allows you to type a message that will be visible later by the operator. Anything typed in the Help section will be presented as the first step of the Action Pattern, which is listed as Show Transmitter Help Programming



This completes the programming section. Clicking NEXT will bring you to the Devices page **Devices**

## Devices

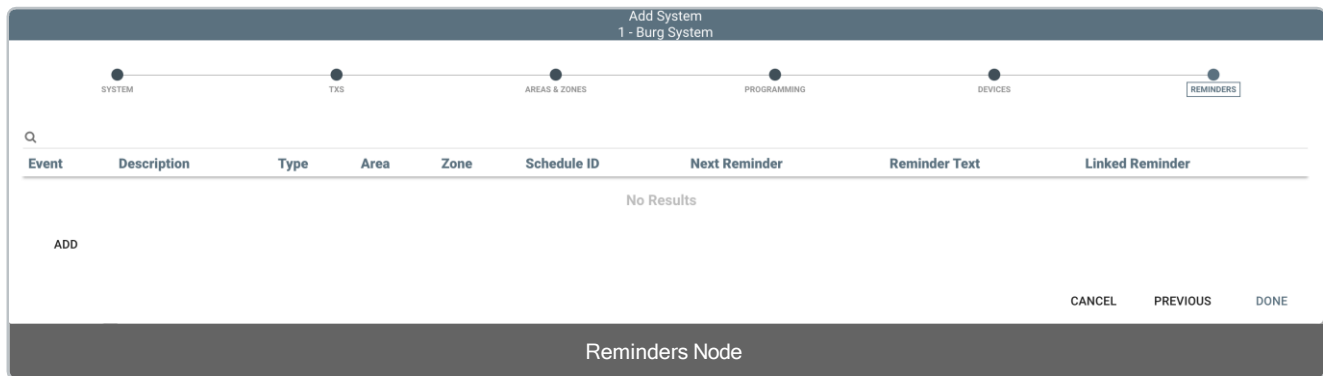


In Manitou, the Devices page is primarily used for adding Camera devices when Manitou is integrated with a supported DVR/NVR/Direct IP camera system.

Adding devices will not be covered in this document. There will be a later document that covers all the device types in detail.

If you know how to add devices, you may add them at this time. Clicking NEXT will bring you to the Reminders page

## Reminders



Reminders is a way of creating Alarm Events or Maintenance List items at appointed times, even if they need to repeat. There are two general examples of Reminders, but it may apply to any time of reminder event.

The first example is if a regular call is needed (e.g., to an elderly or infirm customer) to check-in. The second example is for regular calls to a lone worker (e.g., a Security guard) to check-in.

Reminders are not covered in this document. There will be a separate document that covers the entire process. There is no longer a NEXT. You may only go BACK or FINISH at this point.

Clicking Finish returns us to the Systems node, which will now list the system you just added including how many TXs, Areas, and Zones were added.

Click NEXT to get to the Contacts Node.

Customer Wizard - Doe, Inc.

NAME & ADDRESS   CONTACT POINTS   MONITORING DETAILS   **SYSTEMS**   CONTACTS   CALL LISTS   USER DEFINED FIELDS

Systems

Q

System	System Type	Description	TXs	Areas	Zones		
1	Event Monitoring	Burg System	1	1	3		

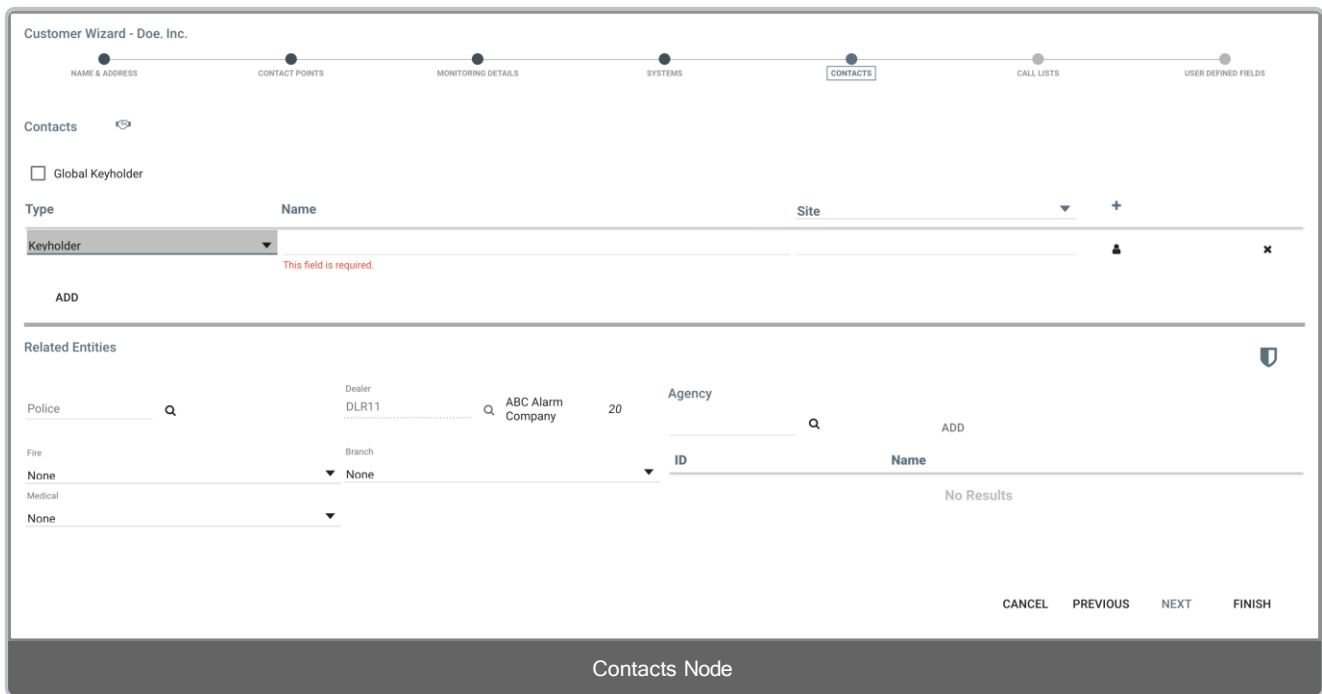
Rows: 10 ▾ 1-1 of 1

**ADD**

CANCEL   PREVIOUS   NEXT   FINISH

Systems Node, with summary

# Contacts



The Contacts Node is divided into three sections; The top half which is the Contact section, the bottom left which is for Related Entities, and the bottom right, which is for Agencies.

## Contacts

The Contacts section is where you will add all the individuals related to this customer. This includes those people that should be called in the event of an alarm.

Other people related to location may also be included here, even if they don't have a phone number. This can include users with a user number, users with a password, and anyone else related to the location.

Type	Name	Mobile	
Keyholder	Jane Doe	(719) 555-2235	
Keyholder	John Doe	(719) 555-7877	

Keyholders Listed in Contacts Section

We will add two contacts, each with a phone number. Fields are listed below:

### Type

This is the label for this person. Your Monitoring Center should have some guideline for what to choose in this space. If left with the default, KEYHOLDER will be chosen.

### Name

Enter the first and last name of the contact here.

### Site

Site is the default column heading here, but you may choose if this column of phone numbers is for Site, or Mobile, or Home.

## Keyholder/Person Details

There is a person icon to the right of each line. Clicking the person icon will launch the Contact Add window.

The Contact Add Window, much like the System Add window, has a series of nodes across the top, and you may navigate between these by clicking the dot at the top of the screen, or by clicking Next.

Each node will be listed below with additional information Profile Node.

The Profile node is divided into four sections (don't forget to scroll); Access (the checkboxes), Credentials (top right), Notes (which includes Question and Answer), and Availability (scroll down to see).

Access

- Permissions Suspended
- Can Open/Close Within Schedule
- Can Open/Close Within Temp Open Window
- Can Open/Close Anytime
- Can Cancel Alarm
- Can Authorize a Schedule Change
- Can Put Entire Customer On Test
- Can Put Designated System/Areas On Test
- Can Edit Customer
- Can Give Out Customer Information

Notes

Credentials

Show All

Password  OpenVoice ID

Web Access ID  Max Test Time 0

Web Profile

None

CANCEL NEXT DONE

Contact Add, Profile Node

## Access

The Access section lists ten checkboxes, each of which will determine this person's access rights. A list of each checkbox is below, along with a detailed description of each.

### 1. Permissions Suspended

Overrides all other permissions and disables the user ability to do any of the selected items without the need for de-selection of any items.

### 2. Can Open/Close Within Schedule

Allows a user to arm/disarm the system within an Open/Close schedule, if defined.

### 3. Can Open/Close Within Temp Open Window

This allows the user to disarm a system for a specified period of time within the Temp Open window on the Open/Close schedule.

### 4. Can Open/Close Anytime

When selected this overrides the Open/Close within a Schedule (uncheck) meaning that they are allowed to arm/disarm as much as they want outside any schedule programmed on the account.

### 5. Can Cancel Alarm

When selected, the password applied to the user will allow the ability to cancel an alarm on the account.

### 6. Can Authorize a Schedule Change

When selected, and the user has a password, their password can be validated to make any and all changes on the customer open/close schedule.

### 7. Can Put Entire Customer On Test

When selected, and the user has a password, their password authorizes them to place the entire customer record On Test.

### 8. Can Put Designated System/Area On Test

When selected, and the user has a password, their password authorizes them to place only the selected Area enabled on their user On Test.

### 9. Can Edit Customer

When selected, their password allows them to make changes to the customer records.

### 10. Can Give Out Customer Information

This provides operators with permission to provide these users with details about the account and its activity.

## Credentials

The Credentials section contains the following fields, information with each field

### Password

This is the password this person may use to identify themselves to the operator, if asked for it.

### Web Access ID

This is an internal username which allows a Boldnet user to be added.  
This field is unavailable if a password was not entered in the first page

### Web Profile

This allows you to select a permission profile for the Boldnet user

### OpenVoice ID

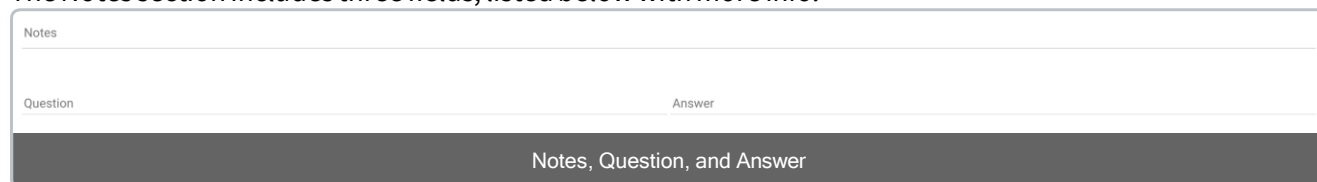
This is a unique numerical identifier for use with OpenVoice system

### Max Test Time

If left with the default value of Zero, there will be no restriction on how long this user may put something on test  
Entering a value here (must be an integer) will limit the number of minutes this user may put something on test.

## Notes

The Notes section includes three fields, listed below with more info.



The screenshot shows a form with three input fields. The first field is labeled 'Notes' and is empty. The second field is labeled 'Question' and is empty. The third field is labeled 'Answer' and is empty. Below these fields is a dark grey bar with the text 'Notes, Question, and Answer' centered in white.

#### 1. Notes

This allows you to enter free-form notes about this individual. Any notes entered in this field will be displayed to the operator on the Alarm screen when attempting to contact this person

#### 2. Question

This field, along with the Answer field, allows you to choose a question the operator must ask (this may be in place of asking for a password).

### 3. Answer

This field, along with the Question field, allows you to choose a question the operator must ask (this may be in place of asking for a password).

## Availability

The screenshot shows a form titled 'Availability' with four input fields. The first two fields are 'Valid From' and 'Valid To', and the next two are 'Inactive From' and 'Inactive To'. Each field has a dropdown arrow on its right side. Below the input fields is a dark grey bar with the text 'Availability Section' centered in white.

The Availability section has four blanks (two matching pairs). Because they are matching pairs, they should only be used with the complementary item. If using Valid From, you must use Valid To and vice versa. The fields are listed below.

#### 1. Valid From

Temporary contacts may be listed using Valid From/To. If the current date is between the two dates, this contact is available, and may be called during an alarm. If the current date is either before or after the dates, this contact is unavailable.

#### 2. Valid To

Temporary contacts may be listed using Valid From/To. If the current date is between the two dates, this contact is available, and may be called during an alarm. If the current date is either before or after the dates, this contact is unavailable.

#### 3. Inactive From

Users who are away for some length of time (sabbatical, vacation, etc.) may have dates selected in Inactive From/To. If the current date is between the two dates, this contact is unavailable, and will not appear as it normally would on the alarm screen. If the current date is either before or after the two dates, this contact is available as normal.

#### 4. Inactive To

Users who are away for some length of time (sabbatical, vacation, etc.) may have dates selected in Inactive From/To. If the current date is between the two dates, this contact is unavailable, and will not appear as it normally would on the alarm screen. If the current date is either before or after the two dates, this contact is available as normal.



## Contact Points Node

The Contact Points Node is divided into three sections:

1. Phone Numbers (top)
2. Email Address (middle)
3. Web (bottom)

CONTACT ADD - Jane Doe

PROFILE CONTACT POINTS USER ID NAME & ADDRESS WEB MEMBERSHIP USER DEFINED FIELDS

Phone Numbers

Type	Phone Number	Extension	Script	Schedule	Private	
Mobile	(719) 555-2235		Script	No Schedule	<input type="checkbox"/>	x
ADD						

Email Address

Type	Email Address	Output Device Type	Service Provider	Script	Format	Private	
E-Mail	jane@doe.com	EMAIL - EMAIL	Service Provider	Script	PDF	<input type="checkbox"/>	x
ADD							

Web

ADD

CANCEL PREVIOUS NEXT DONE

Contact Points Node

### Phone Numbers Section

The Phone Numbers section contains six fields (five plus a checkbox). Details are below.

#### Type

This field allows you to choose different labels to correctly show things like Home, Mobile, Site, etc. Choose the appropriate type here.

#### Phone Number

This is where you enter the phone number.

In the USA and Canada, where the phone number is 10 digits, the formatting will automatically insert parentheses, spaces, and hyphens for the number, so it is only necessary to type 10 digits. Other countries will list the phone number formatting appropriate for that country.

#### Extension

If used, this allows you to type the extension to reach this person.

## **Script**

You may choose an existing script (edited in Supervisor Workstation)

If a script is chosen, when contacting this phone number, the script will be displayed on the alarm screen.

## **Schedule**

If a schedule is chosen, it will limit the availability of this phone number to the bounds of that schedule.

## **Private**

If marked, this phone number will not appear when calling during an alarm. Because of this, the only time this box should be marked is if Manitou can auto-dial the phones without showing the number to the operator.

## ***Email Address Section***

The Email Address section has seven fields (six and a checkbox), and the details are below

### **Type**

By default, this list shows Email, Email 2, and Email 3. Your monitoring center may have added other types and should therefore be able to advise when to pick which label.

### **Email Address**

This is where you enter the email address for this person. Manitou will not consider this a valid email unless it is in email address format (xxx@xxx.xxx).

### **Output Device Type**

This is typically defaulted to Email. If there are other choices, check with your leadership for guidance

### **Service Provider**

This field is not selectable.

### **Script**

If chosen (from the dropdown list), the selected script will become the Contact Point Default script for this user. This field is not required, as the scripts are usually chosen on the Action Pattern screen.

### **Format**

You may choose PDF or RTF as the email format. This applies to reports sent to this contact point. The default behavior is for PDF to be the type.

### **Private**

If chosen, this means that the email address will not be displayed to the operator if it is necessary to email the user

during an alarm.

### **Web Section**

The Web section allows you to enter web addresses related to this person. This section is not as specific as the email address section. You can enter a URL (e.g., boldgroup.com), but you may also enter any other text you would like. This is useful because, once you save this customer, this information is visible on the very front page (Details) of a Customer Account. Fields are listed below.

### **Type**

The default for this field simply says Web Address. Your Monitoring Center may have other items listed in the type column. If so, seek guidance from your leadership to understand which to choose.

### **Web Address**

This is where you may enter the web address for this person.

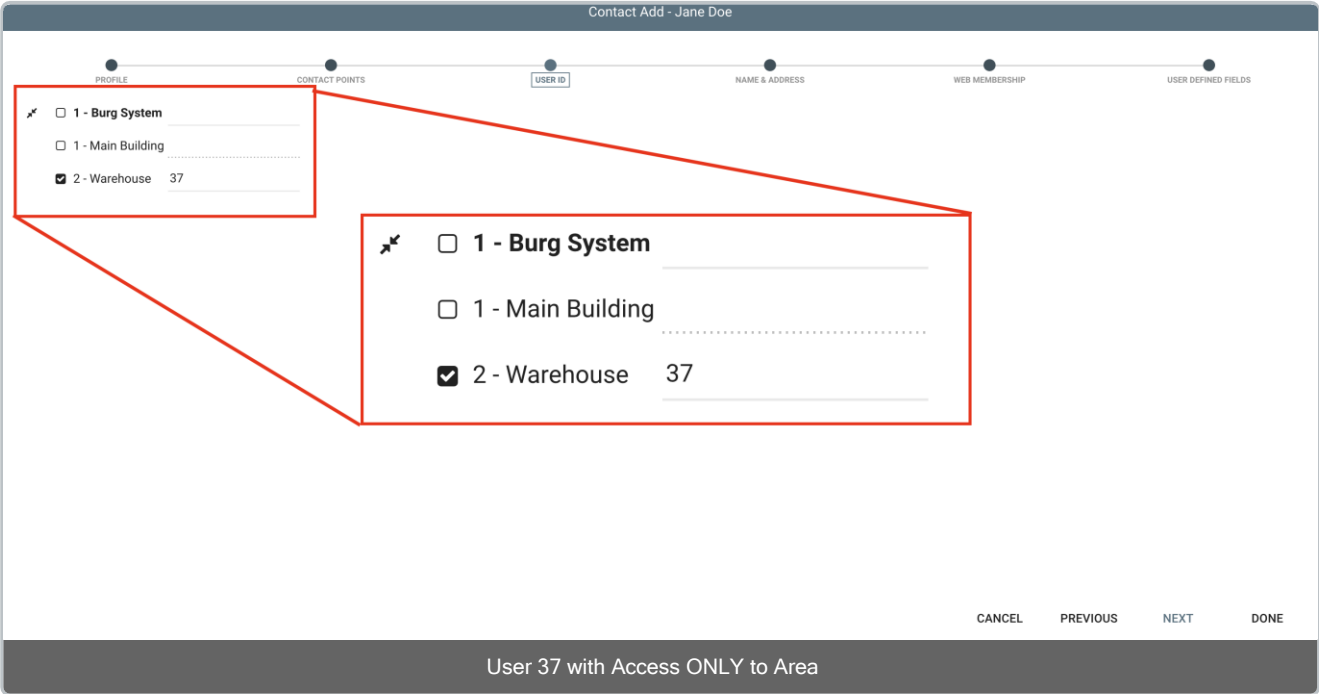
### **User ID Node**



The first time you see the User ID Node, it will seem a bit jarring, since there are no labels. Once you understand, though, it is simple to enter a User ID for this person.

The screenshot above is the view when you arrive on this screen. A User ID is the digits that are sent to represent which user number they are. This is typically a “user slot” on the alarm panel. This is NOT typically the number that this person types into the panel.

Clicking the arrows on the left side may expand this screen (if there are no Areas from the Areas and Zones screen, clicking the arrows icon will simply change the icon to another arrows icon)



In the screenshot above, this person is only allowed to open Area 2, which is why the user number of 37 is next to area 2. If the person has access to all areas, you may simply fill in the top blank, which should automatically fill everything below it.

## Name & Address Node

The screenshot shows a mobile application interface for adding a contact. The title bar reads "Contact Add - Jane Doe". Below the title bar is a progress indicator with six steps: PROFILE, CONTACT POINTS, USER ID, NAME & ADDRESS (highlighted), WEB MEMBERSHIP, and USER DEFINED FIELDS. The form fields are as follows:

- Contact Type: Keyholder
- Name: Jane Doe
- Title: [Dropdown]
- Suffix: [Dropdown]
- Job Title: [Text]
- Birthday: [Text]
- Mailing Address: [Checkbox]
- Zip Code: [Text]
- City: [Text]
- State (United States of America): [Dropdown]
- County/Par.: [Text]
- Street 1: [Text]
- Street 2: [Text]
- Latitude: [Text]
- Longitude: [Text]

At the bottom right, there are four buttons: CANCEL, PREVIOUS, NEXT (highlighted), and DONE. A dark grey bar at the very bottom contains the text "Name & Address Node".

There are a number of fields on this page that are identical to the address fields for the customer. Those fields will be listed further down.

There are two links on the left side (UPLOAD and CLEAR). Clicking UPLOAD will allow you to browse to your hard drive to find a photograph of this person. Most monitoring centers choose not to have pictures of their users, but if yours does upload users, you may use this section to add a picture.

The fields that are NOT the same as the main customer address are:

### Contact Type

This is the same as the Type column from when you added this person to the Contacts node

### Name

This is the same as the Name field from when you added this person to the Contacts node

### Title

This field is used to select (optionally) a title for this person. Default values are Cpt., Dr., Mgr., Miss., Mr., Mrs., Ms., Sgt., and Sir.

You may add to this list in the Supervisor Workstation

## **Suffix**

This field allows you to choose Jr. or Sr. if appropriate

## **Job Title**

This field allows you to type this person's Job Title, which means a list of job titles does not need to be maintained for this.

## **Birthday**

This field allows you to specify the Birthday (Month and Day, but not Year) for this person. There is no additional functionality supporting the Birthday field, but if useful to you as information, you may fill it out.

## **Mailing Address**

There is a checkbox labeled as Mailing Address. If the box is marked, and an address is entered below, this Contact becomes eligible for a Mailing address. The address fields on this page are:

### **Zip Code (or Postal Code)**

We placed the Zip Code field first in this section to make it easier to look up City and State. When you type a Zip Code, and click the Magic Wand icon, Manitou will search through existing addresses in your database, and find matches. If Manitou finds a single match, the City and State fields will be automatically filled with whatever previous match existed. If Manitou finds more than one City that corresponds with the zip code, a list of choices will be presented when you click on the Magic Wand icon. If no matches are found, you may simply proceed.

### **City**

The City where the address of this person's address is.

### **State (or Region)**

This is the State, Province, or Region where the address of the person is.

### **County/Parish (Optional)**

This field may or may not be available in your Manitou system. It is optional in most cases, but it is required for systems using ASAP to PSAP. Most US States use County as the major division within the state. However, Louisiana uses Parish in place of County, while Alaska uses Borough in place of County. There are other examples, but these are the primary examples in the USA.

### **Street 1**

The Number and Name of the Street Address for this person (e.g., 123 Main St)

### **Street 2 (Optional)**

If there is a Unit number, Suite number, Apartment number, Building number, Room number, or any other

identifying information for this address, it can be placed in Street 2.

**Latitude\Longitude (two fields, combined here for clarity)**

May be used to identify the geographic coordinates of this person. At the time of writing this document, Manitou has no functionality associated with these fields, and they are therefore informational only.

**Country**

This was selected on the previous screen. This is the country where the address of this person is.

**Time Zone**

This is the time zone where this person is.

**Language**

The language spoken by this person should be listed here if your Monitoring Center differentiates between speakers of different languages. Many Monitoring Centers are English only, and therefore only have English as a selection.

## Web Membership Node

Contact Add - Jane Doe

PROFILE CONTACT POINTS USER ID NAME & ADDRESS **WEB MEMBERSHIP** USER DEFINED FIELDS

Username	E-mail	Full Name	Locked Out	Last Locked Out Date	Last Login Date	Last Password	Comment
ADD	Contact must have a Password, Web Access ID, and Web Profile to add Web Membership.						

CANCEL PREVIOUS **NEXT** DONE

Web Membership Node

If you are creating a Boldnet login for this person, it will be necessary to create an entry on the Web Membership page. There will be a different document about entering the fields on this page.



## User Defined Fields Node (Contact Level)

Contact Add - Jane Doe

PROFILE CONTACT POINTS USER ID NAME & ADDRESS WEB MEMBERSHIP USER DEFINED FIELDS

Hair Color 0/30

Vehicle Tag Number 0/30

CANCEL PREVIOUS DONE

Contact/Person User Defined Fields

The default is that this section contains no fields. If your Monitoring Center has created Contact/Person User Defined fields, they will be listed here. This is different from the Customer User Defined fields we will see later.

Clicking DONE will return you to the Contacts node.

You may enter as many people as you would like. The person icon is unique to each person, so if everyone must have a password, you will need to edit the details for each.

## Related Entities Section

**Related Entities**

Police	Q	Dealer	DLR11	Q	ABC Alarm Company	20
Fire		Branch	None			
Medical			None			

Related Entities Section

The Related Entities section allows you to select the Police, Fire, and Medical responders for this customer. You may also select a Branch, if appropriate, in this section. And you may see, but not edit, the Dealer that was selected on the very first page.

There are two ways Police/Fire/Medical responders will be listed. Either there will be a drop-down selection, or if there is no drop down, click on the magnifying glass to search.

If you already know the ID of the Police/Fire/Medical responders, you may type the ID and push Enter on your keyboard.

## Agency Section

**Agency**

\_\_\_\_\_ Q ADD

ID	Name
No Results	

Agency Section

Agencies are any commercial or public entities that may be applied to more than one customer. The most obvious use case for Agencies is Guard services. They are a commercial entity that may be applied to more than one customer.

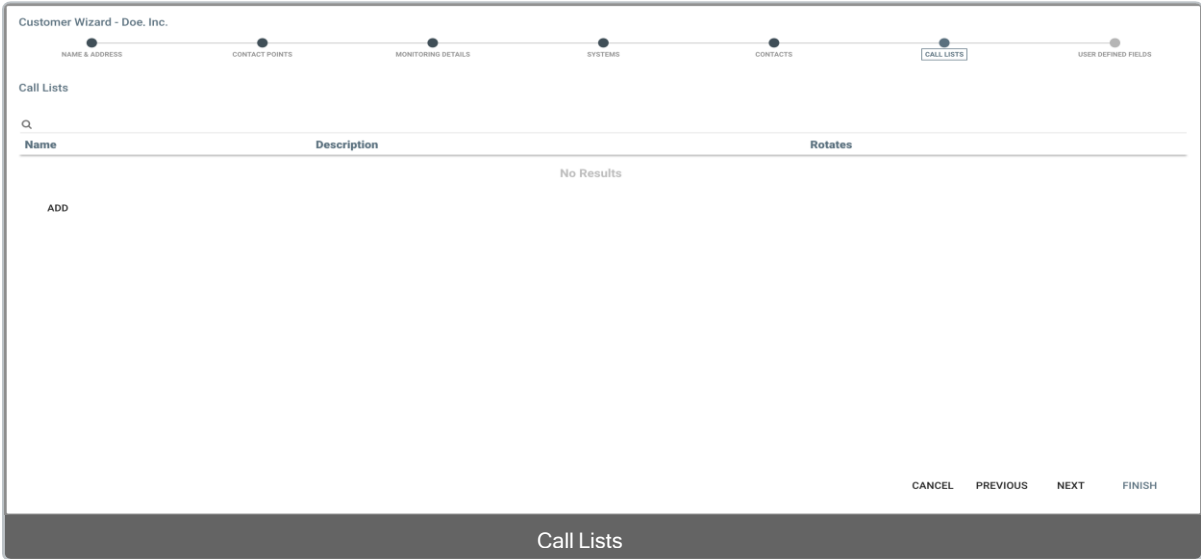
Other types of Agencies may be any of the following:

- Alternate Fire Authority
- Alternate Medical Authority
- Alternate Police Authority
- Cash In Transport
- Cleaner/Janitorial
- Electrical/Lighting
- HVAC
- Inspectors
- Keys/Locks
- Lawn/Garden
- Mechanical Service
- Plumbing

This list is not limited to these alone! If you have any commercial or public entities that may be listed on more than one customer, they may be added in the Supervisor Workstation.

Clicking NEXT will bring us to the Call Lists Node.

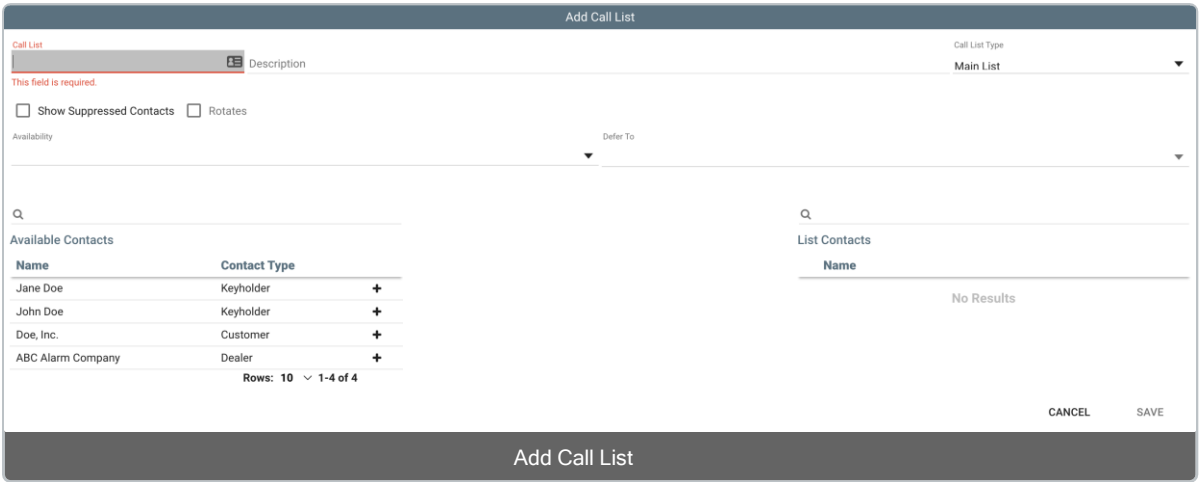
## Call Lists



The previous screen (Contacts) is where people and contact points are added. This page can create lists based on the contacts listed on the previous page.

Call Lists, by default, are not referenced in Manitou. The default action patterns refer to the entity labels (Customer, Police, Keyholder, etc.), and not to a Call List. If you plan to use call lists in any widespread manner, you will need to adjust the default action patterns.

For our example, we will create a list called LST1, and it will have both of our contacts on it. Click ADD to create a list.



Starting in the top left the fields on this page are:

### **Call List**

This is where you type the unique identifier for this list  
For our example, we will be typing LST1 here

### **Description**

Type the description of the call list here. For our example, we will be typing List 1 here

### **Call List Type**

The default selection (Main List) may be chosen, or a Sublist (see below)

### **Show Suppressed Contacts**

Selecting this box will force Manitou to show any contacts that may have been suppressed

### **Rotates**

Selecting this box will indicate that Call List Rotation will be activated. Call List Rotation will be detailed in another document, but the general idea is that you can have Manitou change the order of a call list based on a schedule.

### **Availability/Defer To**

Availability allows you to choose a General Schedule (if one exists) that will limit when this list is available.

The complementary field is: Defer To. Since the availability may be limited by the availability selection, this selection allows you to choose which list may be used if the current time and day are outside the Availability schedule.

Next, we come to the bottom section. In the bottom section there appears to be two sections (but a third section exists).

## Available Contacts Section

Available Contacts			List Contacts
Name	Contact Type		Name
Jane Doe	Keyholder	+	No Results
John Doe	Keyholder	+	
Doe, Inc.	Customer	+	
ABC Alarm Company	Dealer	+	
Rows: 10 ▾ 1-4 of 4			

Available Contacts and List Contacts

The Available Contacts section shows everyone who is on the Contact List, including the Customer itself, and any authorities.

The List Contacts section begins with No Results. Clicking a plus sign from the Available Contacts list will add the name to the List Contacts. You may continue adding contacts to the List Contacts on the right side.

The third (hidden) section on the bottom is displayed if you click on a name on the left side (click the name, not the plus sign). When you do this, all the contact points for the person will be displayed, each with a plus sign that allows you to add individual contact points.

Available Contacts			Jane Doe		List Contacts			
Name	Contact Type		Contact Points		Name			
Jane Doe	Keyholder	+	Mobile	(719) 555-2235	+	Jane Doe (Mobile)	x ↑ ↓	
John Doe	Keyholder	+	EMAIL	jane@doe.com	+	John Doe	x ↑ ↓	
Doe, Inc.	Customer	+	<p style="color: red; font-weight: bold;">Click the Name on the left, and this section appears. Don't click the plus sign (+) if you want this section to appear.</p>					Rows: 10 ▾ 1-2 of 2
ABC Alarm Company	Dealer	+						<input type="checkbox"/> Must Contact
Rows: 10 ▾ 1-4 of 4			Select a Name on Left, Center Section becomes available					

In the end, whatever is in the bottom right section (List Contacts) will be the members and order of the call list. Clicking SAVE in the bottom right will close this window.

You may add as many Call Lists as you would like.

When you are finished, clicking NEXT in the bottom right will take us to the final node of the Customer Wizard, User Defined Fields.

## User Defined Fields

Customer Wizard - Doe, Inc.

NAME & ADDRESS CONTACT POINTS MONITORING DETAILS SYSTEMS CONTACTS CALL LISTS USER DEFINED FIELDS

CS Holds Keys

CANCEL PREVIOUS FINISH

Customer User Defined Fields

The word “User” in User Defined Fields references the Monitoring Center. The Monitoring Center is the User in this context.

This page allows you to add fields for data that was otherwise not entered in Manitou.

An example of a User Defined Field would be a blank that says, “Name of Salesperson.” While there are many Monitoring Centers that would benefit from such a field, many others track sales information in other software.

Because no two Monitoring Centers are the same, this page allows additional fields to be added. Seek guidance from your leadership on how and when to fill any fields that may appear on this page.

There is only one default for this page, and your Monitoring Center may or may not show it. The default is ‘CS Holds Keys’. That checkbox may be beneficial if you are a UL/ULC Monitoring Center.

Additional User Defined Fields may be added in the Supervisor Workstation.

Clicking FINISH in the bottom right will save this customer, and bring a screen up that shows this customer in Customer Maintenance.

This concludes the New Customer Wizard document.