Manitou Training Agenda (Local servers)

Manitou Web Client training is a three-part series broken out into a variety of subjects. Each part is approximately two hours and will be recorded for future use. We recommend all Manitou users attend the appropriate topic that pertains to their daily work.

Administrative & Supervisory Training (approx. 2 hours)

MSM	• Starting/Stopping • Brief Description of Failover Process

Supervisor Workstation	• Layout of screen
	• Create Users
	   o Discuss Permission Profiles
	   o Discuss Languages
	   o Discuss Password Requirements
	• View Permission Profiles
	   o Example of removing Delete Customer from Operator permissions
	• View Tools > Options
	   o Passwords as example
	   o Set Option for Ribbon Notifications to be required
	   o Set Option for Maximum of One Alarm

Manitou Web Client	• Monitoring Company Record
	• Action Patterns
	   o Set behaviors for G1-G6
	   o Enhanced Action Patterns
	      ▪ Different for G1 Residential/Commercial?
	      ▪ Different for G6 Residential/Commercial?
	      ▪ Different Action Pattern for Low Battery?
	• Brief Example of Alarm Operations
	• Use of Question Mark Key for Keyboard Shortcuts

Manitou Event Codes	• Discussion of Event Maps
	   o Brief Discussion of Signal Processing Attributes
	   o Brief Discussion of Disaster Mode
	• Discussion of Event Categories
	• Changing Default Action Patterns

Supervisor Workstation	• Option to require comment at end of alarm
	• Option to require resolution code at end of alarm
	• Resolution Codes
	• Global Holidays
	• Reports
	   o Customer Activity Report
	   o Daily Signals Report
	   o Customer Masterfile Report
	   o User Statistics Report
	   o Report Templates
	• View Only Alarm Queue in SWS
	• Receivers Form
	• Raw Data Log
	• User Status

	o Change Alarm Handling Mode o Change Auto-get mode • Customer User Defined fields
DBManager2	• Explanation/Setup of Transactional SQL Replication • Fail-over practice • Backups

Operations (approx. 2 hours)

Manitou Web
Client
	• Layout of screen
	• Look at Alarm Queue
	   o Note colors of alarms in Queue
	   o Note Priority/Age of Alarms in Queue
	   o Close Alarm Queue
	• Alarm Operations
	   o Alarm Handling
	      ▪ Customer Info
	      ▪ Dealer Info
	      ▪ Alarm Info
	         • Date Time
	         • Zone
	         • PointID
	      ▪ Customer Status
	         • Number of Alarms for this customer
	         • On Test Status
	         • Time Zone
	      ▪ If Other Alarms, Look at History
	         • Explanation of how to read history
	      ▪ Action Pattern
	      ▪ Handle this Alarm to completion
	   o Explanation of UL Alarm Handling Summary
	   o Handle Another Alarm
	      ▪ Repeat, Cust info, Dealer Info, Alarm Info, Customer Status
	      ▪ Show Tabs on Bottom
	         • Alarm Section
	         • Plans Section
	         • Schedule
	         • Comments Section
	         • Zone Status Screen
	         • User Defined Section

On Test	• Technician Calls • From Alarm Screen

Temporary
Schedule
	• Temporary Schedule
	• Customer Calls in before closing Time
	   o Use of Operations > Temporary Schedule
	   o Use of Maintenance > Customer > O/C Schedule > Temporary
	• With Late to Close
	   o Use of Actions > Add Temporary Schedule

Pre-Cancel	Pre-Cancel
Temporary Comments	• Use of Operations > Temporary Comment • Use of Alarm > Actions > Add Temporary Comment • Use of Maintenance > Customer > Comments

Customer Maintenance	- How to Open an Account
	  - Type Customer ID
	  - Search Using Customer Search
	  - Search Using Receiver Line/TXID
	  - Search Using Quick Load
	- Quick Overview of a Customer Account

Data Entry (approx. 2 hours)

Manitou Web Client	- Layout of screen
	- Customer Maintenance
	  - How to Open an Account
	    - Simple Search Using Magnifying Glass
	    - Advanced Search

Data Entry	- Screens in Customer Account
	  - Details
	  - Systems (Including Subsections of Systems)
	  - Action Patterns
	  - GPS Tracking (If Applicable
	  - Monitoring Services
	  - Contact List
	  - General Schedules
	  - OC Schedules
	  - Activity Log
	  - Permits
	  - Comments
	  - User Defined Fields
	  - Plans
	  - Maintenance Issues
	  - Reports
	  - Reverse Send
	- New Customer Wizard
	  - Initial Setup
	  - Name & Address Node
	  - Contact Points Node
	  - Monitoring Details Node
	  - Systems Node
	    - Add System Wizard
	    - Add Transmitters
	    - Areas and Zones
	    - Programming
	  - Contacts Node
	  - Call Lists Node
	  - User Defined Fields Node