## **Manitou Training Agenda (Local Servers)**



Manitou Web Client training is three days broken out into a variety of subjects. We recommend all Manitou users attend the appropriate topic that pertains to their daily work. One of the benefits of using our cloud environment is that you don't need to worry about starting or stopping services, replication, failovers, or backups!

## Administrative & Supervisory Training (Day 1 - approx. 8 hours)

MSM	Starting/Stopping	
	Brief Description of failover process	
	Detailed Description of services running on Manitou Server	
Other Icons on Server Desktop	Manitou Workstation (red icon)	
'	<ul> <li>No Longer Used – Web Client is used in its place</li> </ul>	
	Supervisor Workstation	
	More Detail in the Next Section	
	FEP Commander	
	<ul> <li>Viewing Status of Receiver Connections</li> </ul>	
	<ul> <li>Starting/Stopping Connections to Individual Receivers</li> </ul>	
	<ul> <li>Starting/Stopping Connections to ALL receivers using same driver</li> </ul>	
	DB Manager	
	<ul> <li>Using DBManager to Check Replication Status</li> </ul>	
	<ul> <li>Other Uses of DBManager</li> </ul>	
	<ul> <li>Database Upgrades</li> </ul>	
	■ Health Checks	
	Bold License Client	
	<ul> <li>Used to renew licenses (typically every six months)</li> </ul>	
	<ul> <li>Viewing Existing Licenses</li> </ul>	
	<ul> <li>Requesting Updated Licenses when necessary</li> </ul>	
	Distributer Commander	
	<ul> <li>Used to Send Updates to Servers/Clients</li> </ul>	
	<ul> <li>All Machines Should Have the Same Patch Number</li> </ul>	
	<ul> <li>Some Machines May Have Different Package Numbers</li> </ul>	
Supervisor Workstation	Layout of screen	
'	o Menu Bar	
	o Tool Bar	
	<ul> <li>Navigation Section</li> </ul>	
	<ul><li>Current Section</li></ul>	
	<ul><li>Tabs at Bottom of Navigation Section</li></ul>	
	• Nav	
	<ul> <li>Notes</li> </ul>	
	• IM	
	Create Users	
	<ul> <li>Three Required Sections</li> </ul>	
	■ ID/Name	
	<ul><li>User Group (Profile Automatically Selected)</li></ul>	
	<ul><li>Password (Typed Twice)</li></ul>	
	<ul> <li>Permission Profiles</li> </ul>	
	<ul> <li>Remainder of Security Restrictions Section</li> </ul>	
	<ul> <li>High Priority/Low Priority Fields</li> </ul>	
	<ul> <li>Alarm Queue Read Only Checkbox</li> </ul>	
	Allow IM Checkbox	
	<ul> <li>Password Change Interval</li> </ul>	
	<ul> <li>Change at Next Logon Checkbox</li> </ul>	

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Description of Fixing Administrator Add Customer User Defined o Explanation That This Section Is Best Revisited After Training  ■ View Tools > Options ○ Password Section ■ Complexity/Length ■ Restrict Password Reuse ■ Restricted Character Sets ■ Automatic Lockout ○ Alarm Handling Section ■ Set Option for Ribbon Notifications to be required ■ Set Option for Maximum of One Alarm ■ Set Option for Auto-Dial Auto Dialer to No ■ Discuss Alarm Queue Display Style ■ Discuss Alarm Queue Display Style ■ Discuss Alarm Queue Event Color Scheme ○ We will likely return to options  Manitou Web Client ■ Brief Example of Alarm Operations ■ Use of Question Mark key for Keyboard Shortcuts  Manitou Event Codes ■ Discussion of Event Maps □ Brief Discussion of Signal Processing Attributes □ Discussion of Event Maps □ Brief Discussion of Signal Processing Attributes □ Discussion of Event Categories □ Changing Default Action Patterns ■ Set behaviors for G1-G6 □ Enhanced Action Patterns ■ Different for G1 Residential/Commercial? ■ Different for G6 Residential/Commercial? ■ Different for G1 Residential/Commercial? ■ Different for G6 Residential/Commercial? ■ Different for G1 Residential/Commercial? ■ Different for G2 Residential/Commercial? ■ Different for G4 Residential/Commercial? ■ Different for G5 Residential/Commercial? ■ Different for G6 Residential/Commercial? ■ Different for G6 Residential/Commercial? ■ Different for G6 Residential/Commercial? ■ Different for G7 Residential/Commercial? ■ Different for G8 Residential/Commercial? ■ Different for G8 Residential/Commercial? ■ Different for G7 Residential/Commercial? ■ Different for G8 Residential/Comme		
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	DBManager 2	Explanation/Setup of Transactional SQL Replication
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<ul> <li>Backups</li> </ul>		Backups

## Operations (Day 2 - approx. 8 hours)

Manitou Web	Layout of screen
	Look at Alarm Queue
Client	<ul> <li>Note colors of alarms in Queue</li> </ul>
	<ul> <li>Note Priority/Age of Alarms in Queue</li> </ul>
	Close Alarm Queue
	Alarm Operations  Alarm Handling
	<ul> <li>Alarm Handling</li> <li>Customer Info</li> </ul>
	Dealer Info
	Alarm Info
	Date Time
	• Zone
	PointID
	<ul> <li>Customer Status</li> </ul>
	<ul> <li>Number of Alarms for this customer</li> </ul>
	<ul> <li>On Test Status</li> </ul>
	• Time Zone
	■ If Other Alarms, Look At History
	<ul><li>Explanation of how to read history</li><li>Action Pattern</li></ul>
	<ul> <li>Action Pattern</li> <li>Handle this Alarm to completion</li> </ul>
	Explanation of UL Alarm Handling Summary
	Handle Another Alarm
	<ul> <li>Repeat, Cust info, Dealer Info, Alarm Info, Customer Status</li> </ul>
	<ul> <li>Show Tabs on Bottom</li> </ul>
	Alarm Section
	<ul> <li>Plans Section</li> </ul>
	<ul> <li>Schedule</li> </ul>
	Comments Section
	Zone Status Screen
	User Defined Section
On Test	Technician Calls
	o Basic On Test
	<ul> <li>Advanced On Test</li> </ul>
	<ul><li>Permanent</li></ul>
	<ul><li>Recurring</li></ul>
	Putting Individual Zones On Test     Putting Franch Code (Code parties On Test)
	Putting Event Codes/Categories On Test
	<ul> <li>From Alarm Screen</li> <li>Important Question: DO YOU WANT TO PREFILL?</li> </ul>
	Yes – Only Used to Put This Same Event On Test
	No – Will Put Entire Customer On Test  On Test
Temporary	Temporary Schedule
Schedule	Customer Calls in before closing Time
Schedule	<ul> <li>Use of Operations &gt; Temporary Schedule</li> </ul>
	<ul> <li>Use of Maintenance &gt; Customer &gt; O/C Schedule &gt; Temporary</li> </ul>
	With Late to Close     Has of Actions and Add Taranagers Calcadula
Pre-Cancel	<ul> <li>Use of Actions &gt; Add Temporary Schedule</li> <li>Pre-Cancel</li> </ul>
i ie-cancer	
	Explanation     Frame lea
	• Examples
	Usage

Temporary	<ul> <li>Use of Operations &gt; Temporary Comment (rare)</li> </ul>
Comments	<ul> <li>Use of Alarm &gt; Actions &gt; Add Temporary Comment (more common)</li> </ul>
Comments	<ul> <li>Use of Maintenance &gt; Customer &gt; Comments (most common)</li> </ul>
Customer	How to Open an Account
Maintenance	o Type Customer ID
Manifectionee	<ul> <li>Search Using Customer Search</li> </ul>
	<ul> <li>Search Using Receiver Line/TXID</li> </ul>
	<ul> <li>Search Using Quick Load</li> </ul>
	Quick Overview of a Customer Account
	<ul> <li>Include Customer Status Info on Right Side</li> </ul>
	<ul> <li>Include Details from Details Page</li> </ul>
	<ul> <li>Name/Address</li> </ul>
	■ Site Phone
	<ul><li>Dealer (If Any)</li></ul>
	<ul><li>Authorities</li></ul>
	<ul> <li>Include Systems &gt; Areas/Zones</li> </ul>
	■ Reset Zone Dots to Red
	<ul> <li>Include Contact List</li> </ul>
	Show Rearranging/Editing
	<ul> <li>Include Activity Log</li> </ul>

## Data Entry (Day 3 - approx. 8 hours)

Manitou Web Client	<ul> <li>Layout of screen</li> <li>Customer Maintenance         <ul> <li>How to Open an Account</li> <li>Simple Search Using Magnifying Glass</li> <li>Advanced Search</li> </ul> </li> </ul>
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
	<ul> <li>Add System Wizard</li> <li>Add Transmitters</li> <li>Areas and Zones</li> <li>Programming</li> <li>Contacts Node</li> <li>Call Lists Node</li> </ul>
Data Entry for Dealer Accounts	<ul> <li>User Defined Fields Node</li> <li>Data Entry for Dealer Accounts         <ul> <li>Details</li> <li>Contact Lists</li> <li>General Schedules</li> <li>Call Lists</li> <li>Transmitter Types</li> <li>Programming</li> <li>Comments</li> <li>User Defined Fields</li> <li>Billing</li> <li>Action Patterns</li> <li>Maintenance Issues</li> <li>Control Panels</li> <li>Reverse Protocols</li> <li>Reverse Commands</li> <li>Reports</li> <li>Statistics</li> <li>GPS Tracking</li> </ul> </li> <li>Data Entry for Authority Accounts</li> </ul>

0	Details
0	Contact List
0	Call Lists
0	Comments
0	General Schedules
0	Maintenance Issues
Data E	Intry for Agency Accounts
0	Details
0	Contact List
0	Call Lists
0	
0	General Schedules
0	Maintenance Issues
	Intry for Branch Accounts
0	How a Branch Differs from a Dealer
0	Details
0	Contact List
0	
0	Comments
0	General Schedules
0	Reports
0	Maintenance Issues
0_	Statistics
• Data E	intry for Global Keyholder (GKH) Accounts
0	Discussion of When GKH Accounts Should be used
0	Details
0	
0	
0	General Schedules
_	Maintenance Issues
	mitter Types (TX Types)
0	DFLT Type
0	Other Types
0	Programming Tab
	enance Issues
0	Searching For Maintenance Issues
0	Filtering the Maintenance Issues Screen
O	Resolving Maintenance Issues
• Audit	
0	Default Screen
0	Filtering the Audit Trail Screen
0	Explanation of Color Coding