



Screen Pop for Manitou Web Client

For v2.1.46 and later

August 2025

Manitou®

Contents

Set Up2

 Licensing2

 Manitou User Extension Setup2

 User Setup3

 Workstation Setup3

User Interface with the Manitou Web Client4

 Screen Pop Window.....4

Options in the Screen Pop window6

 Customer Entity.....6

 Dealers/Authorities/Branches/Agencies.....9

Troubleshooting10

 Client.....10

Set Up

Licensing

Screen pop only works in the MWC (Manitou Web Client). To turn it on, edit or create the AppSettings.json file in the same directory as your API's web.config file. The AppSettings.json file should look like this:

```
{
  "screenPopLicensed": true
}
Set "screenPopLicensed" to true or false.
```

You must restart IIS after you change or create this file for the API to read the changes.

Manitou User Extension Setup

User extension setup is necessary if you are using a telephony integration that does not already generate screen pop events in MWC. Currently the only telephony integration that generates screen pops in MWC is Jive/GoTo.

There are two different places where you can set the extension for the operator. One is in User Maintenance (SWS > Maintenance > Users) and the other is in Workstation Maintenance (SWS > Maintenance > Workstations). If the phone is associated with the workstation, then enter the extension in the workstation data entry. If the phone is associated with the user, then enter the extension in user data entry.

The extension can be an extension or the user's actual phone number depending on how your phone system sends in the operatorNumber data in the screen pop API event. Enter the number that your phone system sends in the operatorNumber data in the screen pop API event in the extension field in either the user or the workstation data entry.

The user will have to log out and back into Manitou after their extension data entry is saved.

User Setup

User

User ID:

BOLD

Name:

Bold tech

Contact Point:

Extension:

7195551212

Password Information

Change Interval:

Never

Password:

*

Confirm Password:

*

☐ Change at next login

☐ Locked Until00:00

Security Restrictions

User Group:

Admin

Permission Profile:

Administrator1

Dealer:

Branch:

Access:

Alarm Handling:

Accounting Access:

<User Group's Access>

Options

High Priority:

1

Low Priority:

99

☐ Alarm Queue Read Only

☒ Allow IM

Locales

Locale:

English (American)

Country:

United States of America

Alternates:

☐ Adamese

☐ b.l.u.e.

☒ Bold-0

☐ English (Canadian)

☐ French (Canadian)

☐ French (France)

☐ German (Germany)

☐ Dutch (Netherlands)

Workstation Setup

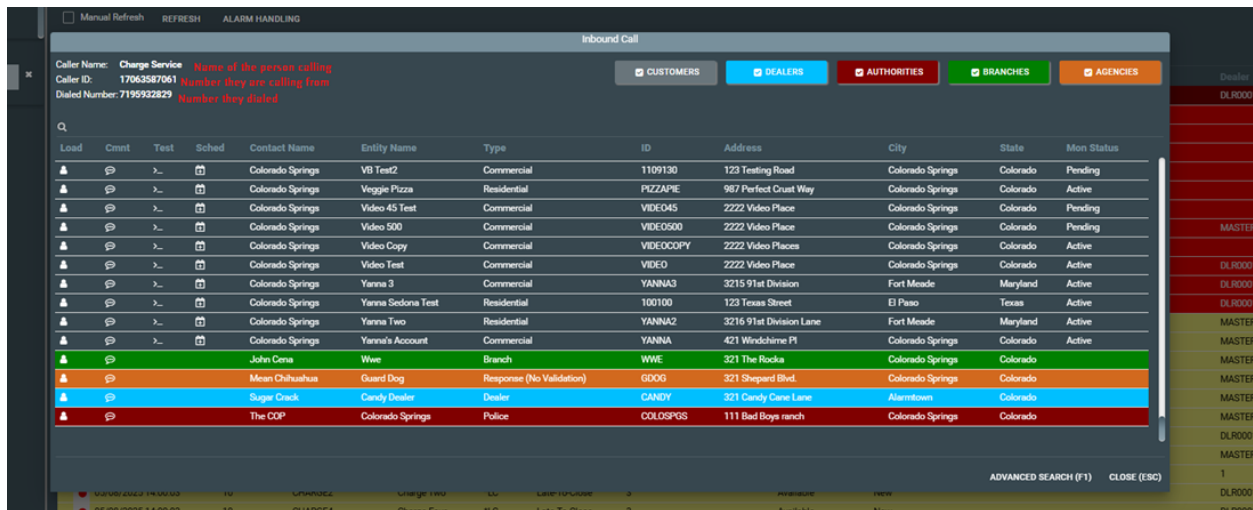
View <div>NewEditDeleteSave</div>										
Workstations <div><div>Manual Refresh</div></div>										
Workstations										
Name	Description	Client Type	Security Level	Extension	Last Active	WS Grp	Mon. Grp	Attributes	Locale	Time Zone
BG-9QMYPV3	Pending Workstation	Manitou CS Client	Protected Area	1234	05/07/2025 07:23:49	0	0		USENG	GMT-07:0
BG-9QMYPV3	Pending Workstation	Supervisor Workstation	Protected Area		05/07/2025 13:03:37		0		USENG	GMT-07:0
BG-9QMYPV3	Pending Workstation	Supervisor Workstation	Protected Area		04/02/2024 14:09:50		0		USENG	GMT-07:0

Manitou Release Notes | Proprietary and Confidential | © 2025 Bold Group

Page 3 of 10

User Interface with the Manitou Web Client

Screen Pop Window



In the upper left-hand corner, it will show all the caller's information if it is included in what was sent, depending on the telephony service. It will show the caller's name; the phone number they are calling from; and the number that they dialed.

The color-coded boxes across the top indicate the type of entity the number is associated with and by unchecking the box, it will remove that entity from the results list. For the person calling to be associated with any entity other than customer, the phone number will need to be listed as a number belonging to a contact on that entity's contact list.

The default sort when the window opens is Contact Name followed by Entity Name. All the column headers are clickable and allow for sorting. First click sorts A to Z, or smallest to largest. A second click reverses the sort order of the first click. A third click removes the sort order and goes back to the default.

To close the Screen Pop window, click the Close button at the bottom of the screen or press the ESC key on the keyboard.

Clicking the Advance Search button or pressing the F1 key on the keyboard closes the Screen Pop window and immediately opens the Advance Search screen.

Pressing the keyboard combination ctrl+shift+p re-opens the Screen Pop window with the current call information.

The Screen Pop window opens over any window, but it can easily be closed by either clicking close or pressing ESC on the keyboard.

If a user is in the middle of edits, and the Screen Pop window opens, close the Screen Pop window and save the edits that are in progress. Clicking any of the options in the Screen Pop window navigates to that option, and any unsaved edits will be lost. After saving edits, press the keyboard combination ctrl+shift+p to re-open the Screen Pop window.

The same applies to if a user is in the middle of handling an alarm. If there are unsaved changes in the alarm, close or press ESC on the Screen Pop window, save alarm changes, and re-open the Screen Pop window.

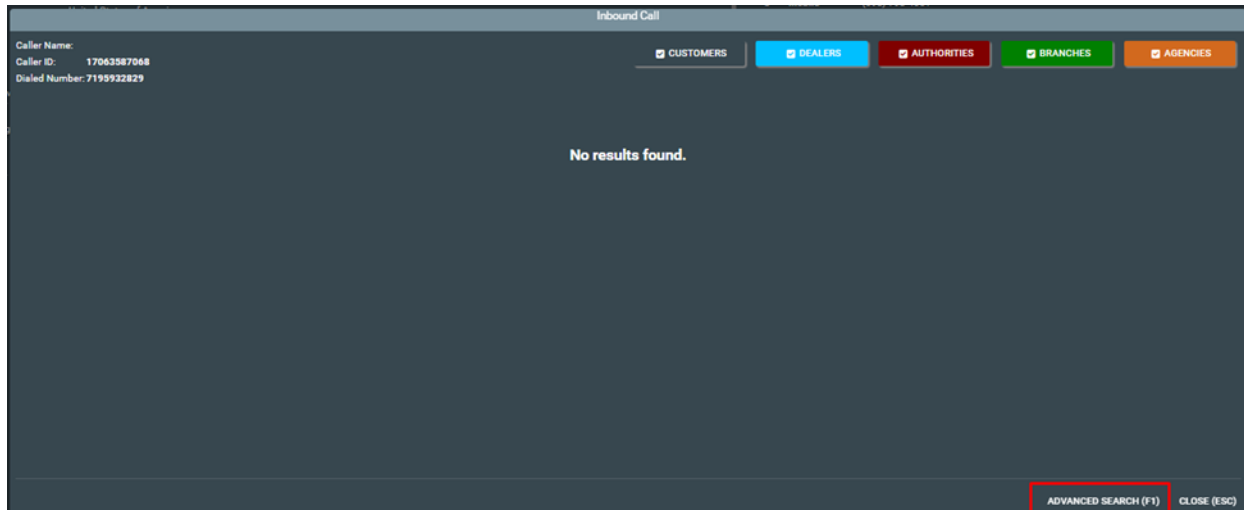
If the phone number does not match any phone number of any contact in the database, Screen Pop will search by name if a name was included in the data sent. The name search searches by the “File As” field in Manitou.

The screenshot shows the 'Inbound Call' screen pop window. At the top, it displays call information: 'Caller Name: Charge Service', 'Caller ID: 17063567068', and 'Dialed Number: 7195932829'. Below this is a navigation bar with buttons for 'CUSTOMERS', 'DEALERS', 'AUTHORITIES', 'BRANCHES', and 'AGENCIES'. A yellow banner across the middle of the window reads: 'NO RESULTS FOUND BY CALLER ID. RESULTS WERE FOUND BY CALLER NAME.' Below the banner is a search bar with a magnifying glass icon. Underneath the search bar is a table with the following columns: Load, Cmnt, Test, Sched, Contact Name, Entity Name, Type, ID, Address, City, State, and Mon Status. The table contains one row of data: 'Charge Service', 'Charge Service', 'Residential', 'CHARGE', '321 Charge road', 'Colorado Springs', 'Colorado', and 'Active'. At the bottom right of the window, there are links for 'ADVANCED SEARCH (F1)' and 'CLOSE (ESC)'.

Load	Cmnt	Test	Sched	Contact Name	Entity Name	Type	ID	Address	City	State	Mon Status
				Charge Service	Charge Service	Residential	CHARGE	321 Charge road	Colorado Springs	Colorado	Active

A yellow banner shows that an account was found by caller name.

If no results were found, it displays that there were no results. Click on the Advance Search button at the bottom or press the F1 key on the keyboard to open Advance Search.



From there, enter in additional information to find the account.

Options in the Screen Pop window

Customer Entity



Load – Clicking the Load icon closes the Screen Pop window and opens the customer record. If options are set to password verify first, the verification box comes up with the same options as having done an entity load directly from the web client.



Cmnt – Clicking the Comments icon opens a Comments window to add a comment. It asks for password verification before bringing up the Comments window. The verification box defaults to Other/Password, which is looking for a customer, dealer, or central station password. Change the radio

button to select the Operator password if needed. Once there is password verification, the Comments window gives the option to add a temporary, standing, or special comment.

After clicking Done, the window closes. The user returns to the screen previously on.



Test – Clicking the test icon preloads the customer into the On Test form. It will ask for password verification and defaults to the Operator’s password the same as it does if opening the form from the Operations menu or pressing F6 from the keyboard. If needed, select the Other radio button and password verify a contact from the account. After adding the On Test entry, the On Test form remains on the screen. Close the form in the navigation window on the left.



Sched – Clicking the schedule icon opens another window for selecting a schedule to amend.

Add Temporary Schedule - CHARGE1003 - Charge 13

Q

Add	Schedule	Schedule Description	System No	System Description	Area	Area Description
+	OC1		1	test	1	area 1
+	OC2	Open/Close 2	1	test	2	area 2
+	OC3	oc3	1	test	3	area 3

CLOSE (ESC)

Click the + icon in a row to make changes. A password verification box opens and defaults to the Other/Password, which is looking for a customer, dealer, or central station password. If needed, change the radio button to select the Operator password. After password verification, a new window for O/C Schedule Edit opens. This defaults to the Temporary schedule and to the current day.

O/C Schedule Edit - CHARGE1003 - Charge 13

Linked Schedule

Schedule ID
OC2

Description
Open/Close 2

Window Code
None

PERMANENT

ALTERNATE

HOLIDAYS

TEMPORARY

Temporary Date
05/21/2025

WEDNESDAY

Date	Day	Time	Action
05/21/2025	Wed		Action

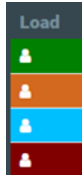
ADD ROW

CANCEL

DONE

After inputting the data, click Done. The window closes and returns to the previous form or screen.

Dealers/Authorities/Branches/Agencies



Load – Clicking the Load icon for any entity row closes the Screen Pop window and goes directly to that entity record.



Cmnt – Clicking the Comment icon for any entity row closes the Screen Pop window and opens the password verification window. It asks for the Operator password; you can choose the Other radio button and password verify a contact from the entity selected. After password verification it opens the Comments box and allows for entry of Temporary, Standing, Special, and In-House if on a dealer record.

After entering data and clicking Done, the Comments window closes and returns to the previous screen.

Troubleshooting

Client

After making the screen pop API call; setting up the extension; and logging back into Manitou, if you do not see the screen pop UI in the MWC, turn on logging for the web client. That writes to the browser's console. Set these values in the web client's web.config.

```
<add key="LogLevel" value="5"/>
<add key="LogCategoriesFilter" value="ApiSignalR"/>
<add key="LogListeners" value="ConsoleLogListener"/>
```

This logs the AppServer events into the browser's console. Log into Manitou, press the F12 to get the developer tools window and switch to the console tab. After a screen pop API call has been made, you should see something like this in the console:

```
[ApiSignalR] [debug2] API connection: manitouNotification -
1016|17192553333|Adam Eurich|7195552222|7195551212|
```

If you do not see an entry like this in the console, then the API call is failing; the user's extension does not match up with the operatorNumber in the API call; or you have not setup the user's extension properly.

NOTE: If you setup the extension on the user and you are logged in multiple times with that user, Manitou will only do the screen pop on the first session it finds. If you setup the extension on the workstation and you are logged in multiple times on the workstation, Manitou will only do the screen pop on the first session it finds. This includes if you are logged into a VB Operator Workstation that does not allow for Screen Pop. If you do not see the Screen Pop window in the MWC, verify there are no open Operator Workstation sessions under the user or under the workstation depending on where the extension is set up. This can also be verified in the Supervisor Workstation in View > User Status.

NOTE: If you change the web.config for debugging, consider changing the values back when you are done debugging.