

A large, light grey, stylized graphic of the letter 'C' or a similar curved shape, composed of two overlapping arcs, positioned behind the title text.

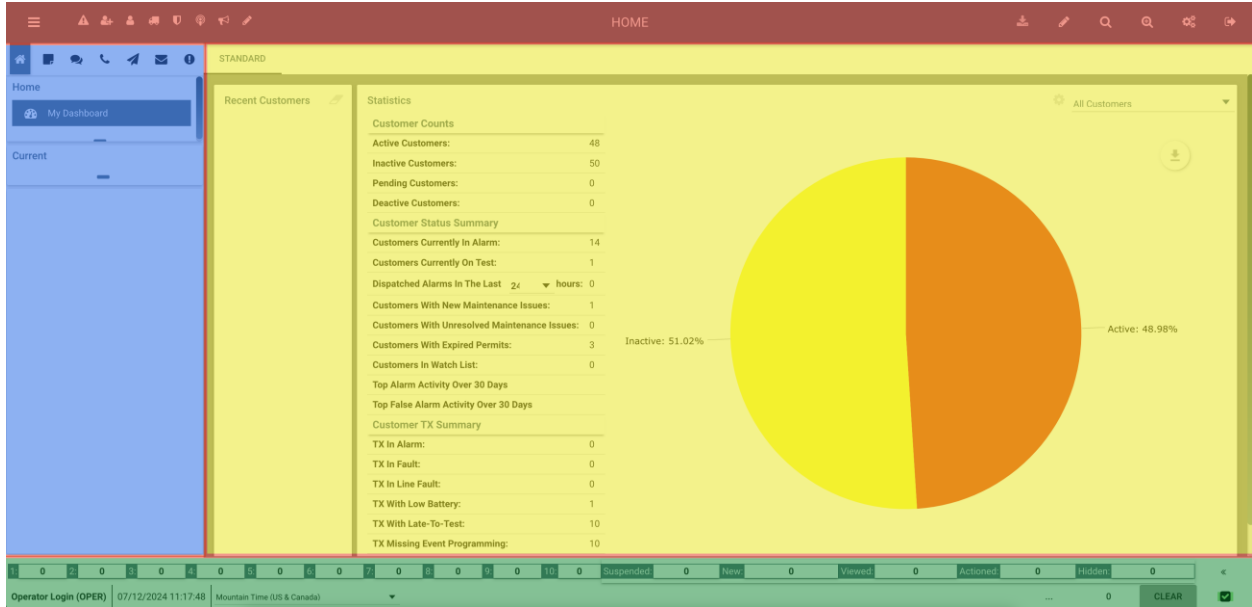
Manitou Web Client Overview

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Overview of the Manitou Web Client

This document is intended to familiarize you with the basic layout of the Manitou Web Client (MWC). This will allow you to understand when other documents mention, for example, the Current Section or the Menu Icon.



The MWC interface can easily be divided into four main sections:

- The Title Bar (Red in above image)
- The Left Side Navigation Section (Blue in above image)
- The Counts/Operator Info/Clock Section (Green in above image)
- The Application Section or Main Part of the Screen (Yellow in above image)

In each section, we will discuss how that section is unique, and how they may be used.

Title Bar



The Title Bar will always be present at the top of the MWC. When you first log in, it says the word HOME in the middle. It won't always say HOME, but we will see other examples in this document.

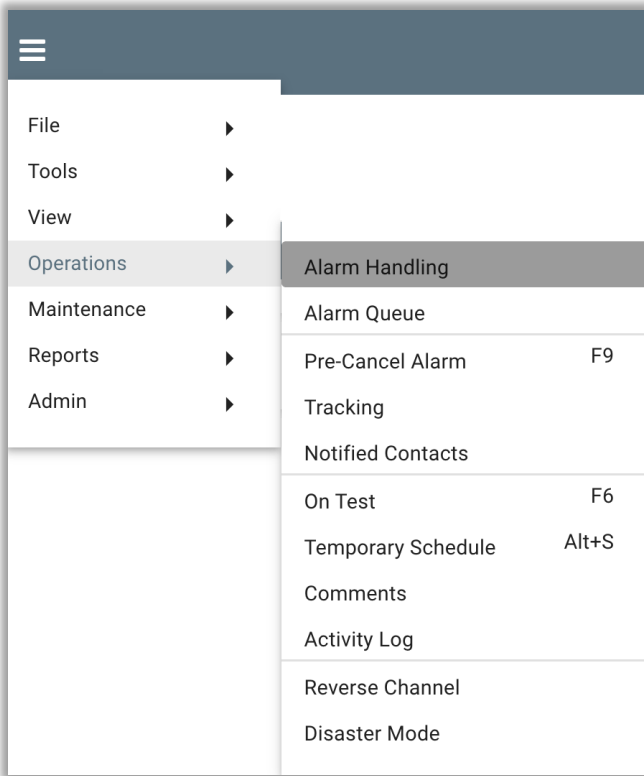
Icons

Menu icon

On the very far left side of the Title Bar is the Menu Icon



Clicking the Menu Icon will display a list of all the menus available in Manitou.



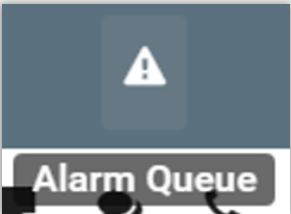
At various time, documents or instructions may refer to the menu icon (and generally a path through the menus to find what you are looking for; e.g. Menu Icon > Operations > Alarm Queue).

Next to the Menu icon, there are a series of shortcut icons

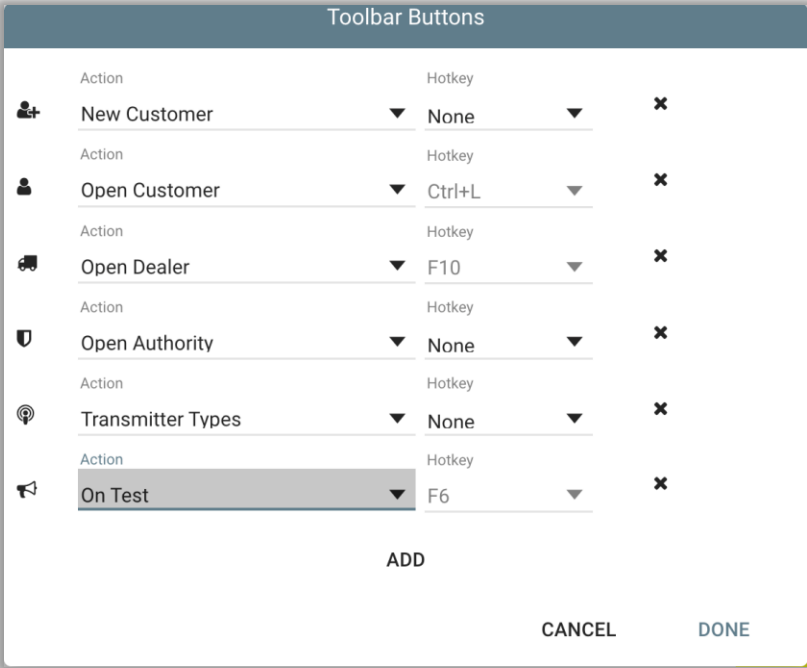


Everyone's shortcuts start out looking just like the picture above, but each user may customize their own shortcuts to their own needs.

Mousing over an icon will tell you what that icon does.



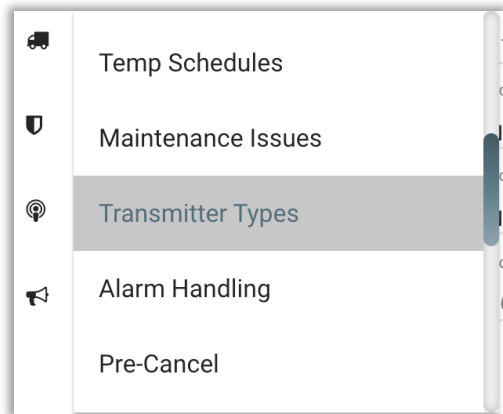
You may edit your shortcuts using the pencil icon (the right-most of the icons in this section).



When you edit your shortcuts, you may select from the dropdown menus, or you may add or delete items. Selecting something from an existing dropdown menu will change the icon to whatever new item you select. More icons may be added, up to a total of eight icons, by clicking ADD at the bottom of the screen. Items may be removed by clicking the X icon at the right. You may also drag the icon to move it up or down in the list (up means more to the left when you click DONE).

A good example of a change would be to add the Alarm Handling shortcut. For this example, we will choose to replace Transmitter Types (since an operator will likely need to use Alarm Handling a lot, while their need to access the Transmitter Types screen quickly is not as certain).

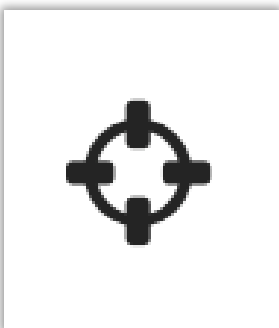
To accomplish adding the Alarm Handling shortcut, click the arrow next to Transmitter Types so it drops down. You will see Alarm Handling listed. Click it.



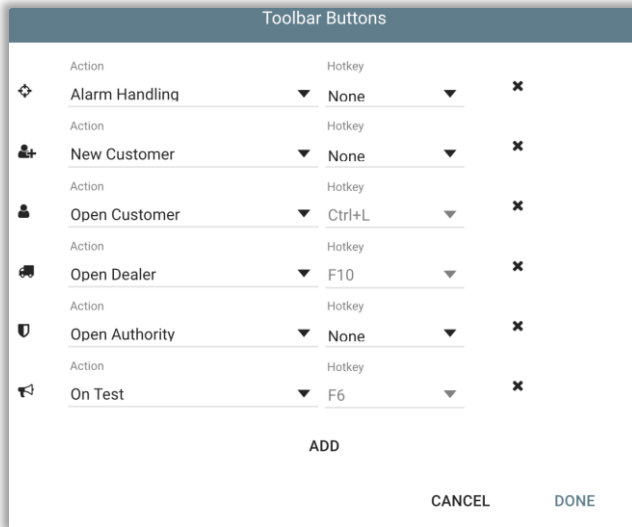
When you select Alarm Handling, you will see the icon has changed. The icon for Transmitter Types is



Whereas the icon for Alarm Handling is a crosshairs



You may also drag the icon (not any of the text on the line, just click on the icon) to the top of the screen.



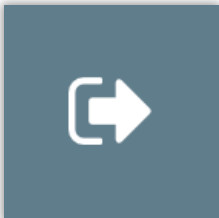
And now the crosshairs icon (Alarm Handling) is just next to the triangle icon (Alarm Queue)



Customize these for yourself with whichever icons you may need.

Log Off icon

The next thing to talk about, on the far-right side of the title bar, is the Log Off icon:



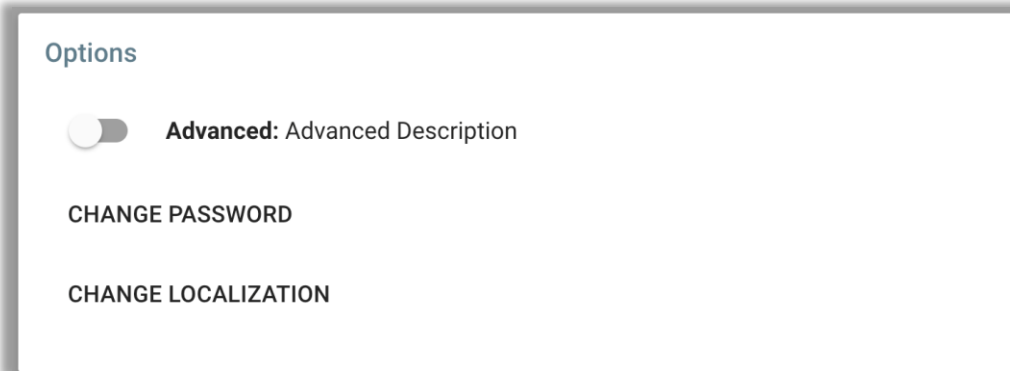
Because Manitou is a Web Client, you may not simply click the X to close the application, since that will close the actual web browser. To log off gracefully, click the icon shown above, and click Log Off.

Settings icon

Just next to the Log Off icon is an icon with three gears (I mention three gears, since Alarm Operations has an icon with a single gear). The three gears icon is the Settings Icon. Clicking this icon will take you to the Settings Page.

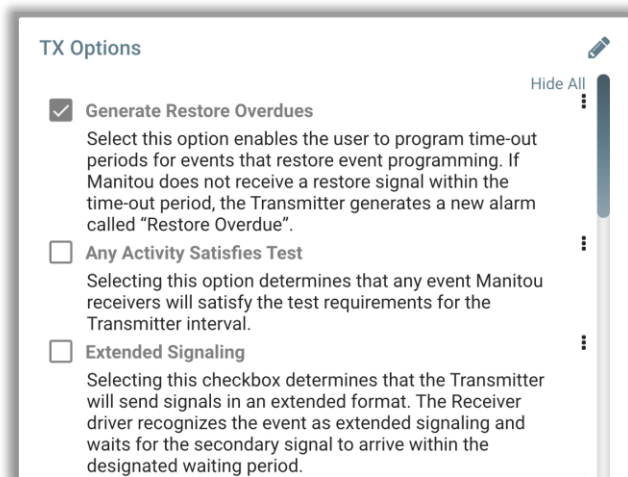


The part of the Settings page that you are most likely to interact with is the CHANGE PASSWORD section. (top of left side)



The options in here are:

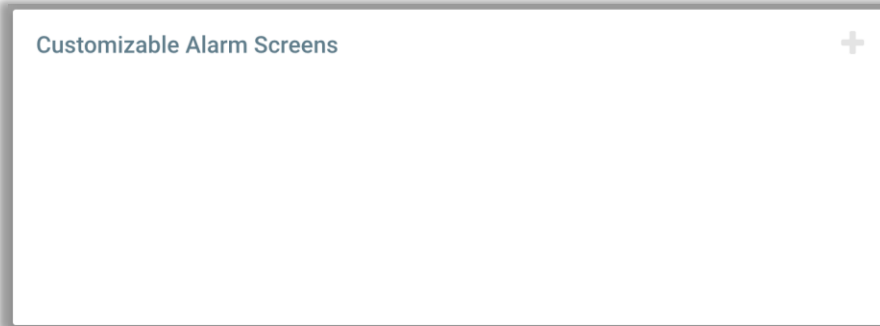
- Advanced Description/Beginner Description
 - o If switched from Advanced to Beginner, Manitou will automatically expand all sections of the MWC that have detailed descriptions, whereas leaving the setting on Advanced means you would have to expand these sections. An example of expanded detail is shown in the image below



- Change Password
 - o This section will allow you to change your Manitou Password. The same may be achieved by navigating to Menu Icon > File > Change Password
- Change Localization

- Your Monitoring Center has a default Locale (in Manitou, Locale refers to the Language setting). For many of you, your default locale is USENG (for United States English), but depending on where you are, your locale may be UKENG or something else entirely. If your organization uses different locales, you may select from the list here.

The Center box on the left side is to add Customizable Alarm Screens

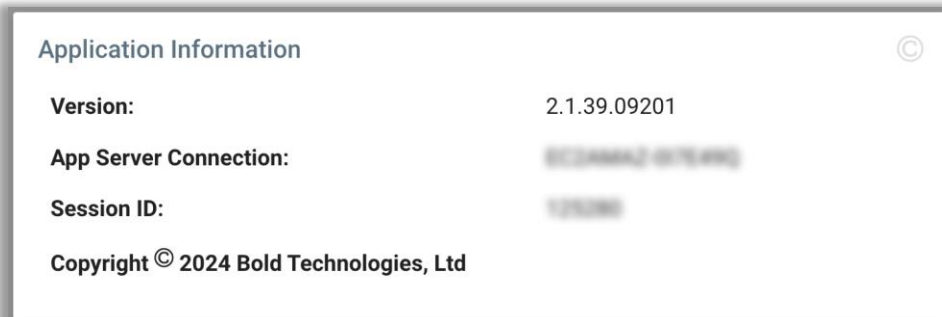


Customizable Alarm Screens will not be covered in this document. Please be aware that you should not add Customizable Alarm Screens unless and until you understand more. If you add a Customizable Alarm Screen to an existing Manitou system, you may cause confusion if the screens look different to your operators.

Proceed with caution if you are going to use this section.

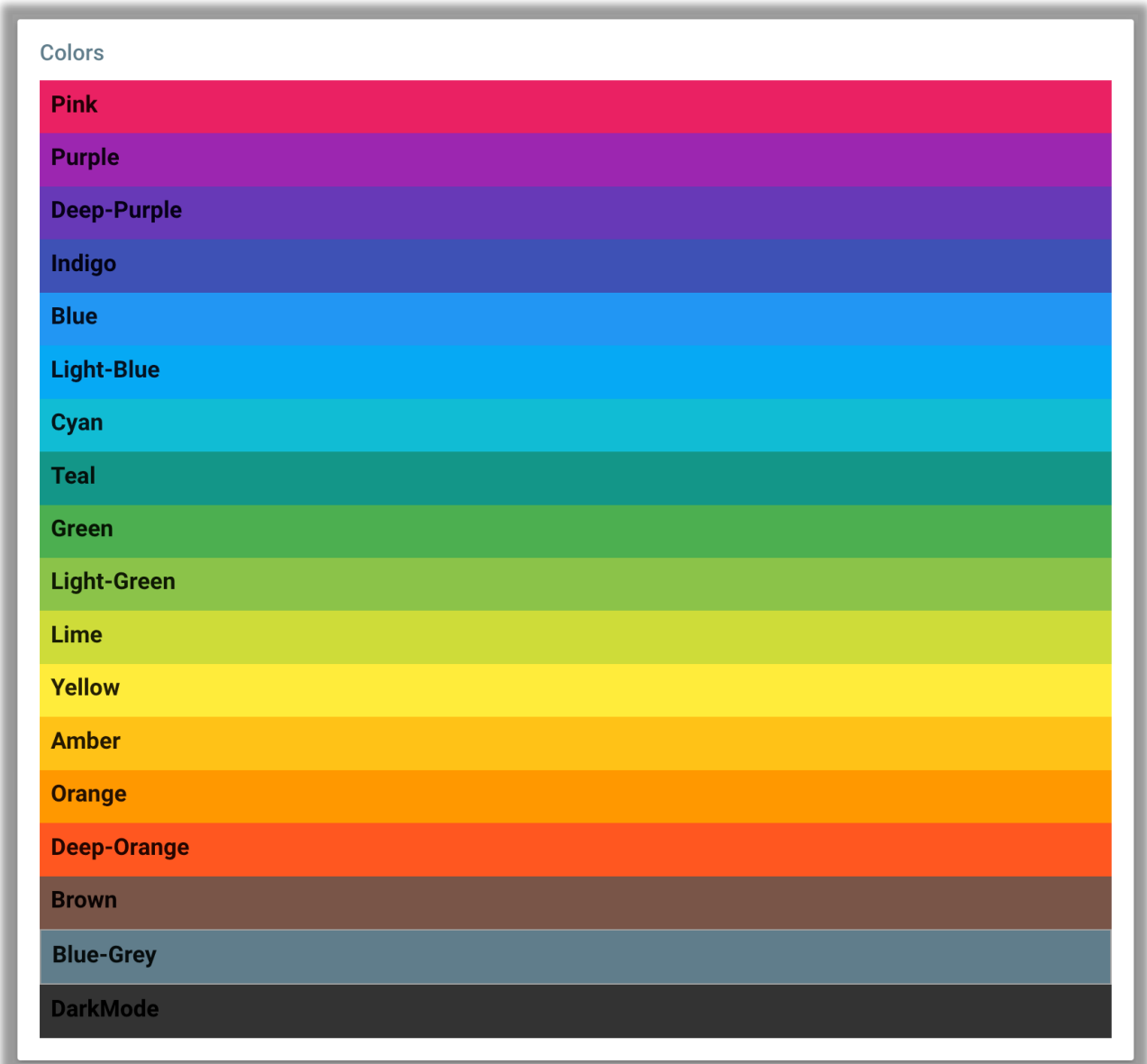
Application Information section

The Application Information section is on the left side on the bottom. This is most useful to know which version of Manitou your Monitoring Center is running. At any point, if you are talking to anyone at Bold about Manitou, if they ask what version you are running, you may simply click on the Settings icon, and read off the version number, as shown here.

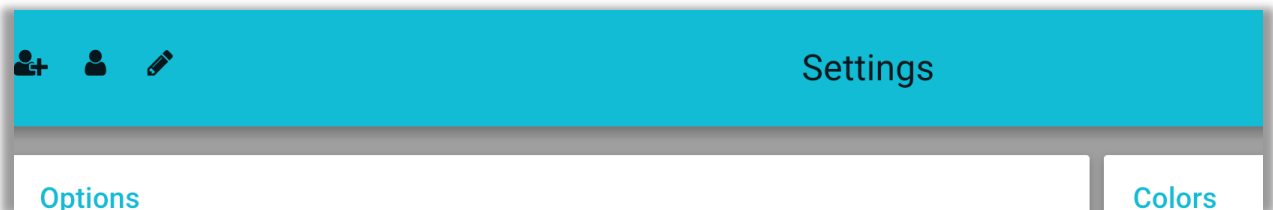


Colors

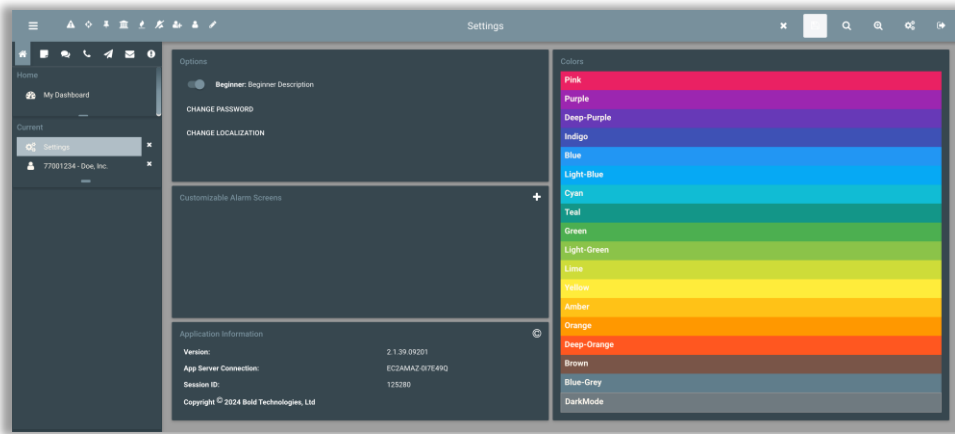
Probably the most visible part of the Settings page is the Colors (right side). These colors (defaulted to blue/grey for all new users) may be changed.



If you simply want a pop of color, you can pick something new like Cyan, which will change the color of the title bar, along with some of the fonts in Manitou:



But you may also use the colors to select another choice to make the screen more readable, like DarkMode (bottom choice)



Whatever you decide, if you have chosen a new color, to accept the change, you must save. At the top right, there is a Save Icon. If it is flashing, there are unsaved changes for this page.

There is an X icon next to the Save icon (no longer flashing since we clicked Save). Any X icon in this position will close the visible page. When this is clicked, we will be back on the Dashboard screen, like when we logged in.

Magnifying Glass icon

When we are back on the Dashboard Screen, next to the Settings icon, there are two icons with a Magnifying Glass. One is empty, while the other has a plus sign in it.



The Magnifying Glass with the plus sign is for Advanced Search.

At the top of the screen, the default selection is for Customer

But you may select another entity type if you would like to search for one of those. Selecting Dealer will allow you to search for, and open, Dealers. Same for Branch, and so on. Please Note that, if you close the Advanced Search screen while another item is selected, the next time you close and open this screen, it will revert to searching by Customer.

The thing that makes Advanced Search different from Customer Search (which we will see later), is that in Advanced Search, you must select what criteria you are searching by. If you want to search for a customer with a specific name, you should choose Customer Name. Likewise, with any of the other possible choices.

You may select as many different types of criteria as you would like (up to 32 different criteria) for various information that may be found within the customer account. The criteria are listed to the left, and the corresponding blanks/dropdown menus are on the right.

Typing anything (even an asterisk, which is a wildcard) into any of the fields, or selecting an item from a menu, and when you click SEARCH, a set of results will be returned. Clicking on an item from the list of results will bring up the Customer or other entity you were searching for. You may need to add wildcards both before and after your search term if you can't find what you are looking for.

To the left of the Advanced Search magnifying glass, there is the empty Magnifying Glass (Customer Search).

Clicking Customer Search will bring up a window that is divided into two sections. You must always begin your search in the Customer Search section (top) in the Search Criteria field.

Unlike the Advanced Search, you may type in any search term, and Manitou will bring results up. The Search Criteria field will search the following fields and return results if the word searched for is found in any of these fields:

- Customer Number/ID
- Customer Name
- Street Address (e.g. 123 Main St)
- Names of Keyholders/Contacts on Customer Contact List

- Phone Numbers of Keyholders/Contacts on the Customer Contact List
- Email Addresses of Keyholders/Contacts on the Customer Contact List
- Passwords of Keyholders/Contacts on the Customer Contact List

We can see in this example that typing “smith” into the Search Criteria field brought up a customer named Maria Rosales. The match for our search term was a member of Maria’s Contact List

The screenshot shows a 'Customer Search' interface. At the top, there are radio buttons for search criteria: Customer (selected), Dealer, Branch, Agency, Authority, and Global Keyholder. Below this is a search criteria field containing 'smith', with a clear button (x) and 'SEARCH' and 'ADVANCED' buttons. The search results are displayed in a table with columns: ID, Name, Address, City, State, and Contacts / TX. The results show one entry for Maria Rosales with ID 11008675, address 102 S Tejon St, city Colorado Springs, state CO, and contact Susan Smith. At the bottom right, it says 'Rows: 10' and '1-1 of 1'.

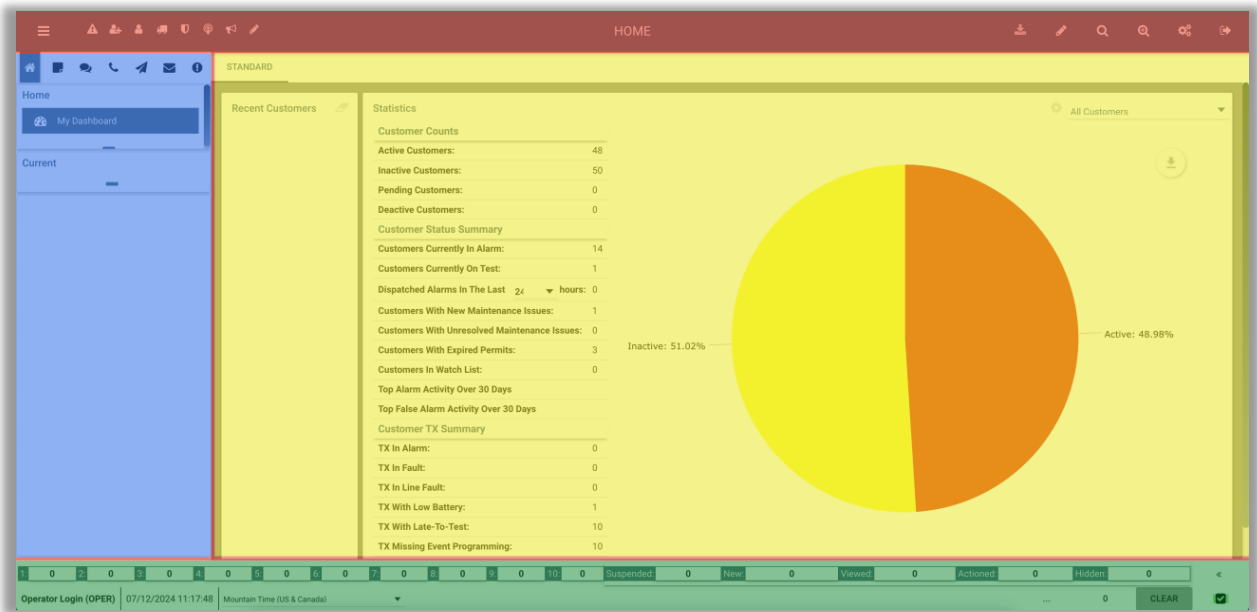
ID	Name	Address	City	State	Contacts / TX
11008675	Maria Rosales	102 S Tejon St	Colorado Springs	CO	Susan Smith

Like the Advanced Search, selecting an item from the Search Results will open that Customer or other entity.

Download and Pencil icon

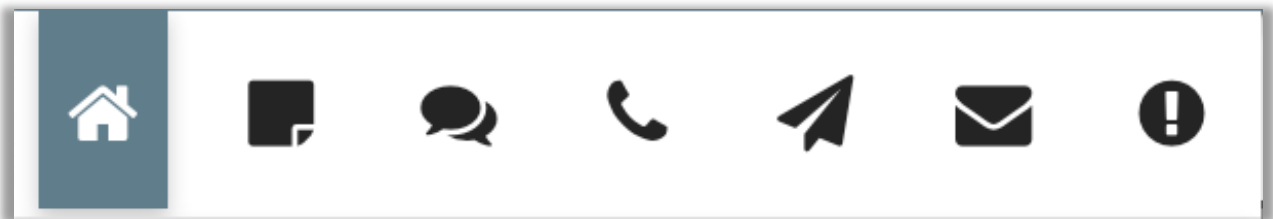
Just to the left of the two Magnifying Glass icons, there is a Download Icon and a Pencil icon. These two icons are used for editing the Dashboard Section. The Dashboard Section will be covered in its own document.

This concludes the Title Bar portion of this document.



Left Side Navigation

Next, we want to look at the Left Side Navigation Section. At the top, you will see a series of icons.



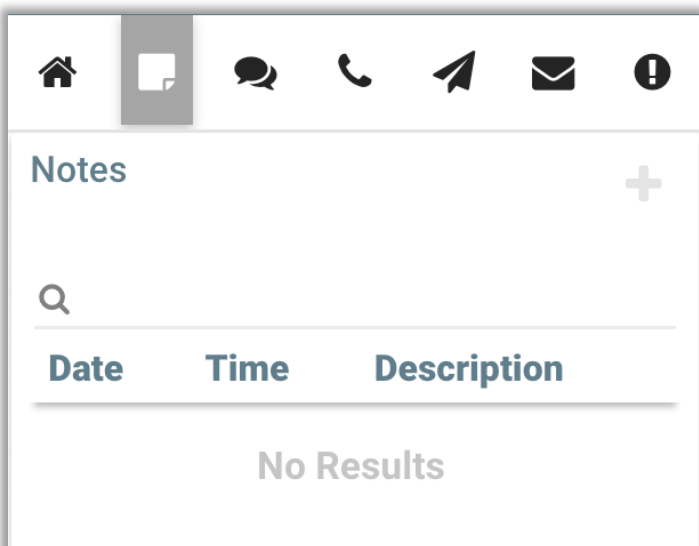
Home icon

The first icon (Home) is the highlighted icon and will be the default selection when you first log in to Manitou. In most cases, the best practice is to leave the Home icon selected most of the time, since it will allow you to see what you currently have open. If you select a different icon, then log out, when you log back in, the Home icon will be selected.

Selecting different icons will change the Left Side Navigation Section depending on which icon is selected. Each will be listed below with more details.

Notes icon

The Notes icon will bring up the Notes screen.



The Notes screen may be used to pop up PERSONAL and/or PRIVATE reminders. Personal and Private are emphasized because you should NOT use this area for reminders related to customers. There is a section within the Customer account for reminders.

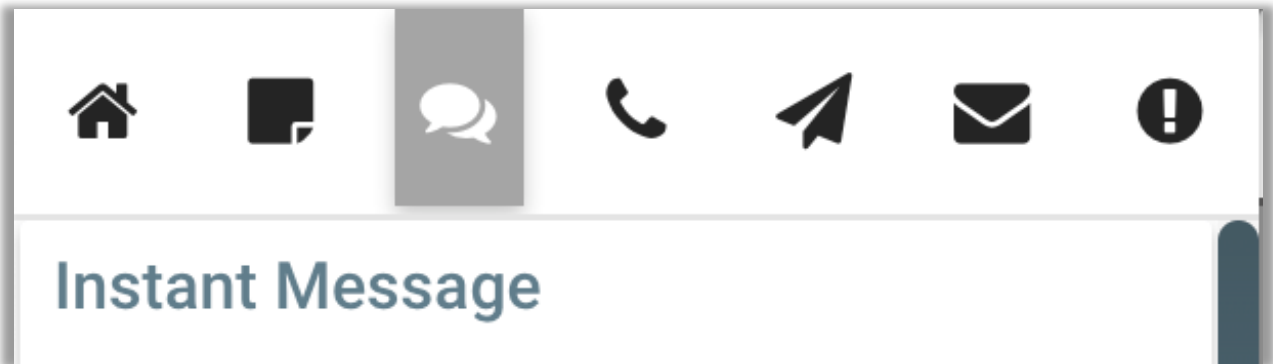
A few things to note about reminders on this page:

- Reminders will only be visible by the person who created them. There is not a way to create a reminder and send it to another user.
- Viewing the reminder will only happen if the user is logged in to Manitou during the appointed time. If the user is not logged in, they will see the reminder on the first login after the appointed time.
- These reminders are not visible outside of Manitou. They are not even visible within Boldnet
- These reminders do not log to any customer account

Many Monitoring Centers have opted not to use Notes since they already have a calendar/reminder solution as a part of their email package.

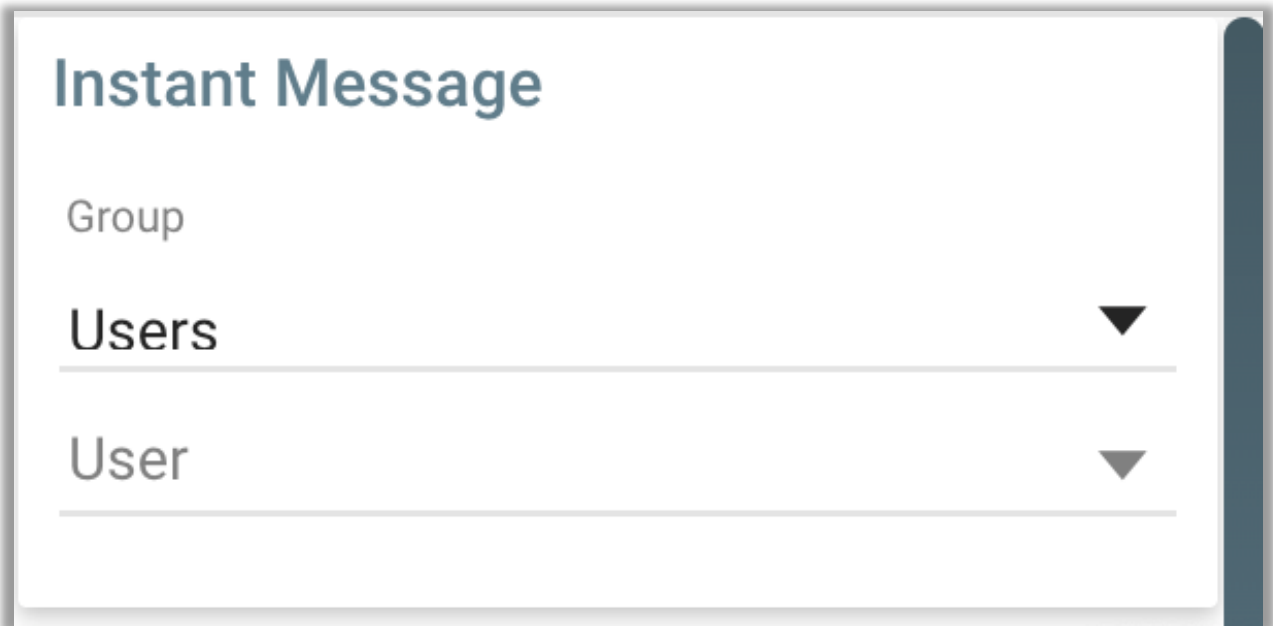
Instant Message icon

The icon with the Speech Bubbles is the IM (Instant Message) icon



The IM screen is divided into three different sections (Instant Message, Conversation, and Message). Each is labeled, and more details on each is available below.

The Instant Message section features two drop-down menus.



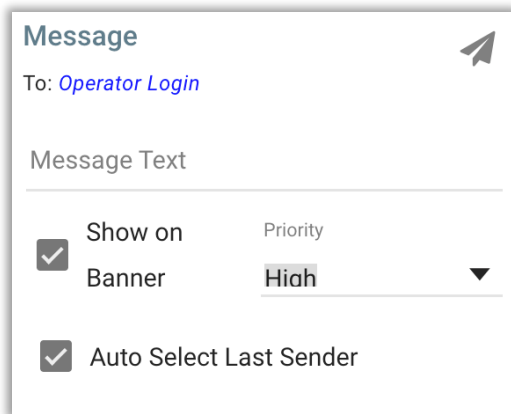
The first menu is the selection for which Group you are selecting. The default selection here is Users. That means that the second menu (labeled User by default) will allow you to choose the name of any Manitou user who is logged in. The choices in the Group field are:

- Users
 - o As mentioned above, this is the default. Choosing this will allow you to send a message to anyone who is currently logged in to Manitou (either the Manitou Web Client or Supervisor Workstation). You will only see the names of

individuals who are currently logged in when you click on the second drop-down.

- Dealers
 - o This selection will not actually allow you to send messages to the Dealers. It appears non-functional at the moment.
- User Groups
 - o Choosing this item will allow you to select a User Group to message collectively. The second drop-down becomes the User Group drop-down which will allow you to choose a User Group. For example, if you wanted to send a message to Supervisors who may be logged in, you can select Supervisors from the second list. Please Note that items may be only selected from this list if members of that User Group are logged in. This means that, if no Supervisors are logged in, you will not be able to select Supervisors from this list.
- Everyone
 - o Choosing this item will remove the second drop-down. Any messages sent to Everyone will be sent to all users (not limited to a User Group as above) who are logged in to Manitou at the time of sending the message.

Once you have selected the person or entity you wish to send a message to, type your message in the Message Text blank in the Message section.

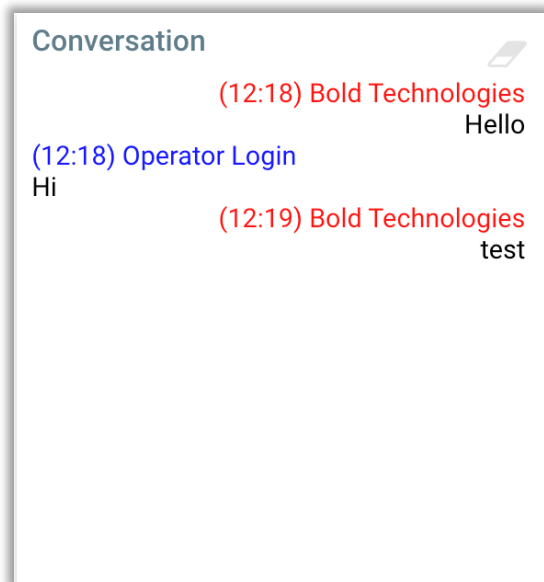


The screenshot shows a 'Message' form. At the top, it says 'Message' with a paper plane icon. Below that, 'To: Operator Login'. A large text area is labeled 'Message Text'. Below the text area, there are two rows of options. The first row has a checked checkbox for 'Show on Banner' and a 'Priority' dropdown menu set to 'High'. The second row has a checked checkbox for 'Auto Select Last Sender'.

There is a checkbox labeled Show on Banner (defaults to not being marked). Selecting this option will also scroll the message on the Watchdog Message bar at the bottom of the screen. If selected, the Priority selection also becomes available.

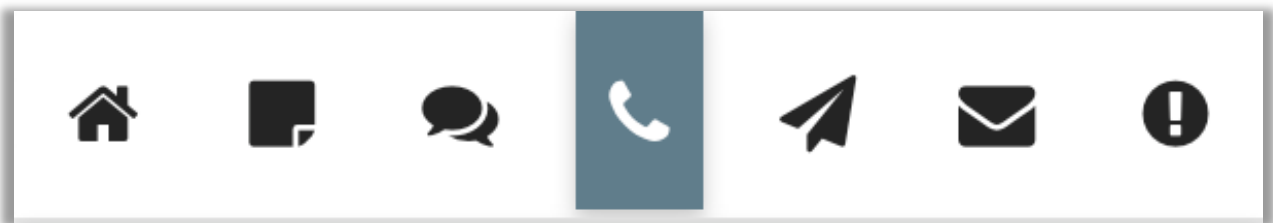
There is also a checkbox labeled as Auto Select Last Sender (defaults to being marked). This makes it easier to respond quickly to the most recent person who sent you a message.

The details of the conversation will be in the Conversation section. The red text will show messages sent by you, and the blue text will be messages sent by other users



Dialer icon

The next icon on the top of the left side is the Dialer icon

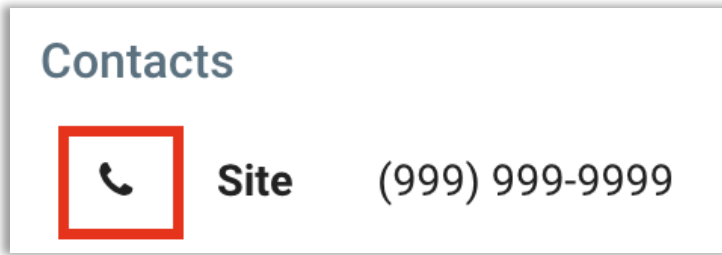


The Dialer screen is primarily used to place phone calls during Alarm Handling but may be used at other times. Depending on the configuration of your Manitou system, this may automatically dial your phone.

Aside from visiting this screen by clicking the icon, there are two other situations when this screen may be displayed.

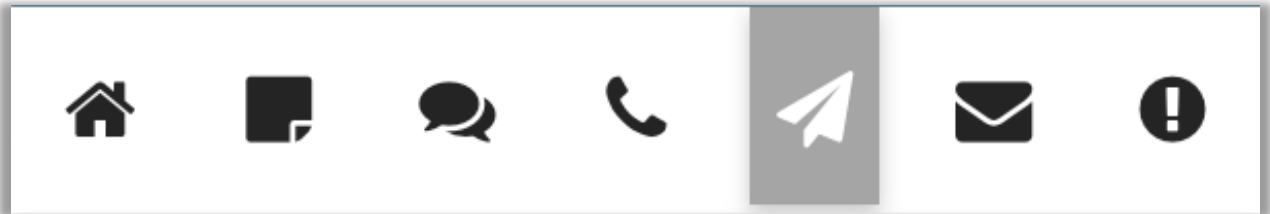
- As mentioned above, if an Action on the Alarm Handling screen requires the operator to place a call, this screen will be shown in that context. (Please see the document that covers Alarm Handling for more information.)

- When viewing a record in Manitou, if there is a phone number field, you may click the phone icon next to the number to initiate a call to that contact



Texting icon

Next is the Texting Icon

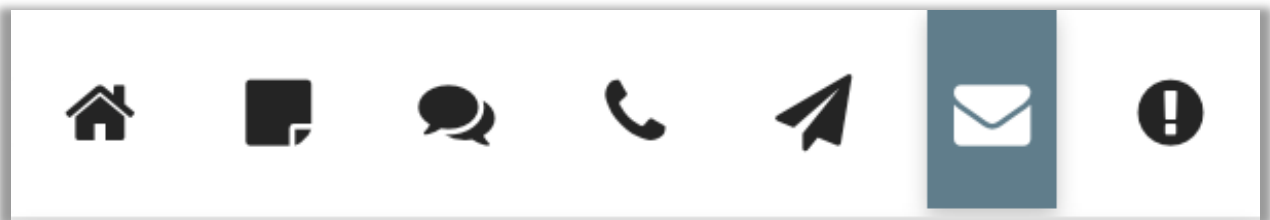


The texting icon will be brought up if there is an action in an Action Pattern during an alarm. When this happens, it may fill in the Message field based on a script from the Action Pattern.

The only way to send a text message using this screen is from an Action Pattern during an alarm. Unlike the Dialer icon, icons do not appear next to SMS numbers allowing you to click on a contact. If you click on the Texting icon, you will see that you are unable to type a number.

E-Mail icon

Next is the E-mail icon



The E-Mail icon can be used to send email messages.

Most times, this will be when there is an action in the middle of an Action Pattern for sending email.

Unlike the Texting icon, you may send messages from here, even when an alarm is not present.

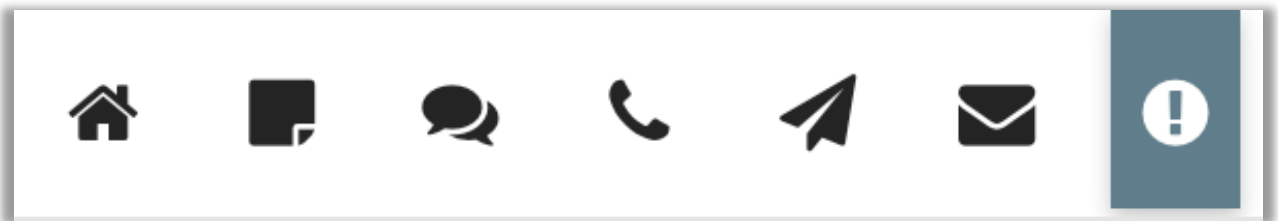
It is not necessary to select an Output Device Type or Service Provider, as those should be selected automatically.

The other three fields, Address, Subject, and Message are all typical email fields that everyone is familiar with.

The reply address and reply name may be found in the Supervisor Workstation > Tools > Options > Output Details Email – From Address (also under Email – From Name)

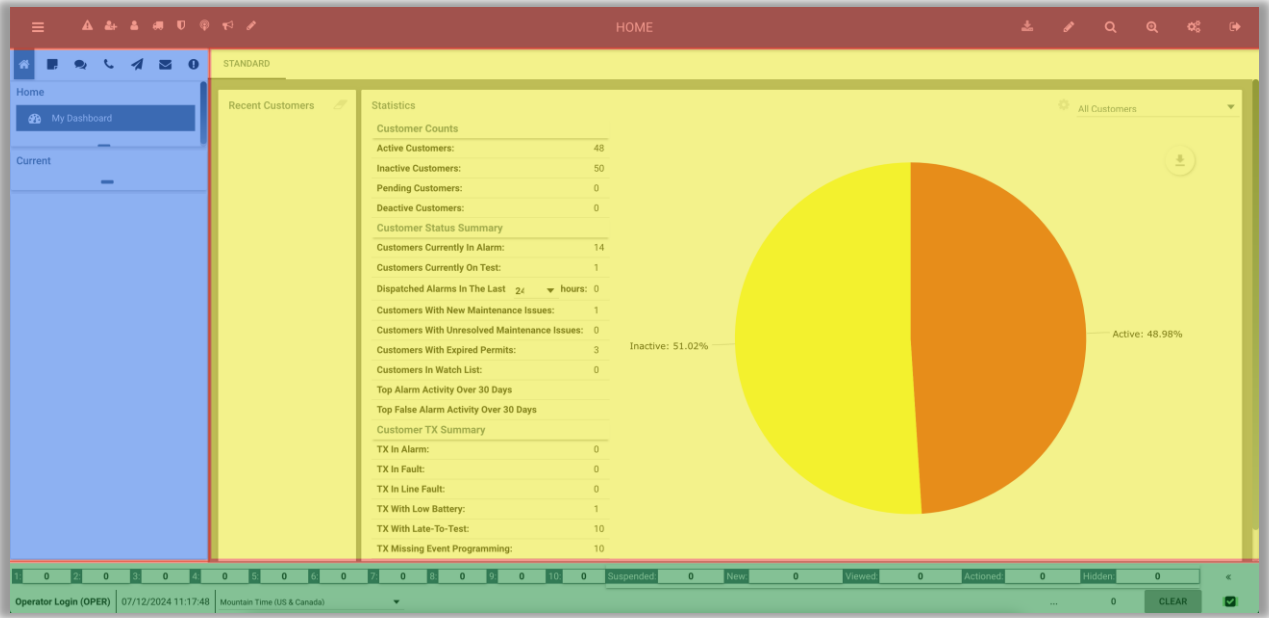
Notifications icon

The final icon at the top of the left side is the Notifications icon



This section of the screen is used to provide notifications to the operator.

All of that being said, the best thing to do on the left side of the screen is to keep it on the Home screen, since that will always show what is open in the Current section.



Counts/Operator Info/Clock

Next, we will be discussing the Counts/Operator Info/Clock section (green in the above image).

The Counts are first.



In the Counts section, there are 10 fields (conveniently numbered 1-10) which tell you how many alarms are in the Alarm Queue for each different priority.

We can see that there is only 1 alarm in the Alarm Queue, that it is priority 4, and that it is most likely new, since the 1 is black text on a white background.

As alarms begin to age, the background color in each numbered section will change to Yellow, then to Red, as each alarm reaches its Warning Level and Danger Level.

In the very lower left is the User Information.

Operator Login (OPER)

This section always shows who the current Manitou user is.

If you have just arrived at work, and sit down to find Manitou already open, you should look in the bottom left.

If that isn't your name, log out, and log back in as yourself.

Just next to the Current User information is the Clock

07/22/2024 16:24:46

The main reason for there to be a clock inside of Manitou is to display the current time on the Manitou server (which ALL log entries in Manitou are logged against).

Most times, this clock will be very similar to any connected clocks you may have (in Windows, or on your Mobile Device), since those clocks are updated using a similar method as Manitou. Analog clocks are therefore likely to be the most out of sync.

If you compare the clock in Manitou to any other clock, and if you find there to be a large difference, use the clock in Manitou to explain how long ago something was.

Just next to the clock is the Current Timezone selection

Mountain Time (US & Canada) ▼

This will display what your leadership team has selected for the timezone your workstation is in. If you feel the timezone in this section is incorrect, please contact your supervisor.

If there are multiple selections, likely if your Monitoring Center monitors customers in multiple timezones, you may select a different timezone from the menu. When selecting a different timezone, you will be able see what time it is in the newly selected timezone.

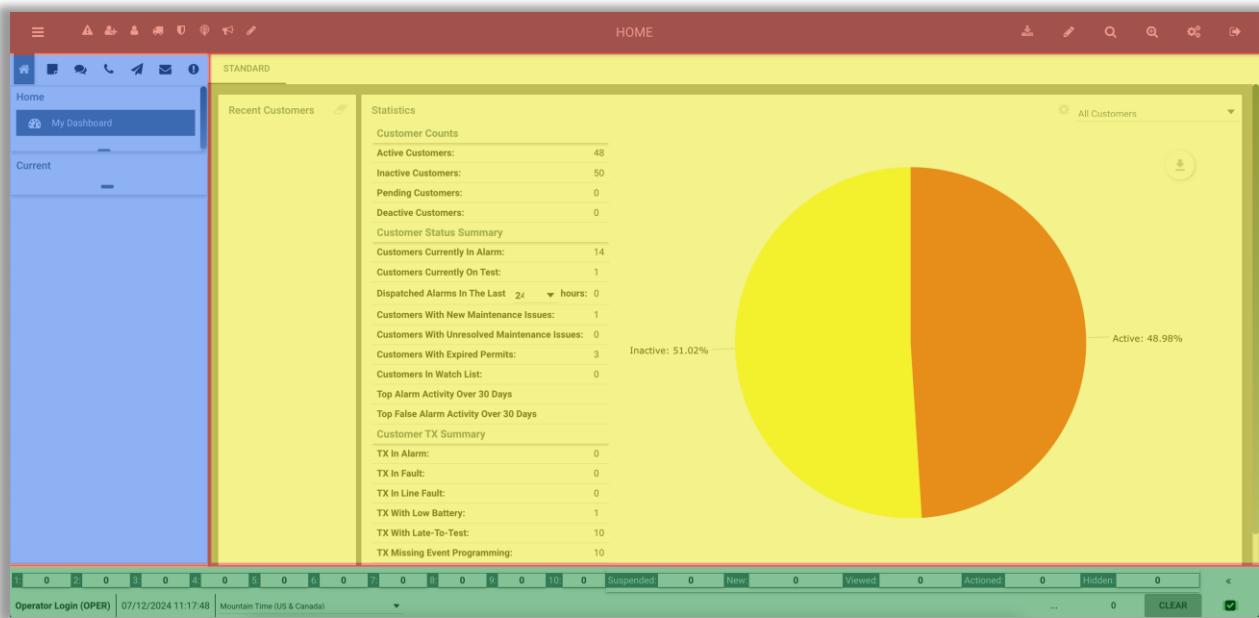
A couple of important things to note about the Timezone selection:

- No matter what you select here, all logs in Manitou will be entered into the database with the correct time. Selecting a different timezone in this field will not log information in the wrong time.
- If you select something different, then log out, the next time you log in to Manitou, the timezone will be set back to the default value chosen by your leadership.

To the right of the Timezone selection is the Watchdog Messages bar



The Watchdog Messages bar is usually blank. The image above is an example of what might be shown if an alarm sits for too long without anyone handling it. This section may display other useful messages, including providing an indication when a report has been completed.



Application/Main Section

The final section we will be discussing is the Application/Main section of the screen (yellow in the above image).

This is the section of the screen that will change the most. Each different task will cause the content of this section to change.

When the Alarm Queue shortcut icon is clicked, it is the Main part of the screen that changes to display the Alarm Queue. If you open a customer, it is the Main part of the screen that displays the Customer's information.