



## GENERAL SCHEDULES

### Purpose and Use

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# Introduction

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General Schedules is a feature that empowers users to leverage Manitou, to enable and disable items, based on the days of the week and times of the day and even days of the year. There are several types of General Schedules in Manitou including:

- Keyholder Availability
- Programming
- Check-In
- Reminder
- Call List Availability
- On Test

This guide covers, in detail, Keyholder Availability, Programming, Call List Availability, and Reminder General Schedules.

Check-In is used when deploying GPS Location services to generate expected check-in times for lone workers and executive protection.

On Test sets the days of the week and times of the day that technicians and dealers may place accounts out of service (on test) through remote needs without interaction with the Monitoring Center. Outside of those days/times technicians must contact the Monitoring Center to place accounts on and off of Test.

# Keyholder Availability

Keyholder Availability General Schedules relate to when a contact point, specifically a telephone number is available. For example, a business that is open 9-5 Monday through Friday will not have someone on site at 11 PM most of the time so calling the site number doesn't make a lot of sense. So it is possible to use a Keyholder availability schedule to set the days and times that the site is definitely available such as 8 am to 6 pm Monday through Friday. The following directions detail how to create a Keyholder availability general schedule and tie it to a telephone number on a customer record:

## Create the General Schedule

1. Within the Manitou Operator Workstation, open a Customer, Dealer, Authority, Agency, Monitoring Company, Global Keyholder, or Branch record.
2. Load the entity. (For this example we loaded a customer record.)
3. Click Edit.
4. Navigate to the General Schedules form.
5. Click the Add Button.
6. Give the General Schedule a code, then press the Tab key. The code can be a maximum of four (4) characters in length. It is a good idea to come up with a good business standard naming scheme.
7. Name the General Schedule and press the tab key.
8. Press the Alt+Down Arrow to drop down the type list to reveal and select Keyholder Availability. Once selected, tab to the OK button and press enter, or Click, OK.
9. Select the days of the week and enter the times of the day that the contact point (phone, fax, pager, AutoText, etc...) may be called. Remember, this is an opt IN setting. Please be aware that each individual line must not cross a 24 time period. Times must

The screenshot displays the 'General Schedules' form in the Manitou Operator Workstation. The form has a menu bar with 'View', 'New', 'Edit', 'Delete', 'Save', and 'Cancel'. Below the menu bar, there are fields for 'Schedule:', 'Description:', and 'Type:'. A table titled 'General Schedules' is visible, with columns for 'Week' (Mon, Tue, Wed, Thu, Fri, Sat, Sun) and 'Time' (Start 1, End 1, Start 2, End 2). A 'Jump To' dropdown menu is on the right, listing various options like 'Customer', 'Details', 'Options', 'Systems', 'Services', 'O/C Schedules', 'Contact List', 'Call Lists', 'Attentions', 'Permits', 'Comments', 'Action Patterns', 'General Schedules' (selected), 'Plans', 'Reverse Command', 'User Defined', 'Reports', 'On Test Status', 'Zone Status', 'Reverse Send', 'Maintenance Issue', 'Activity Log', and 'Access Control'. Overlaid on the form are three 'Add Schedule' dialog boxes. The top dialog box has 'Schedule:' set to 'DAYS', 'Description:' set to 'Keyholder Daytime Availability', and 'Type:' set to 'Keyholder Availability'. The bottom dialog box has 'Schedule:' set to 'DAYS', 'Description:' set to 'Keyholder Daytime Availability', and 'Type:' set to 'Keyholder Availability'. The 'OK' and 'Cancel' buttons are visible at the bottom of the dialog boxes.

# Create the General Schedule...continued

fall between 00:00 and 23:59.

10. Once all lines are properly in place, click Save to commit the addition to the database.

The screenshot shows a software window titled "General Schedules". At the top are buttons: View, New, Edit, Delete, Save, and Cancel. Below these are "Add" and "Remove" buttons. The form has three input fields: "Schedule:" with a dropdown menu showing "DAYS", "Description:" with a text box containing "Keyholder Daytime Availability", and "Type:" with a dropdown menu showing "Keyholder Availability". Below these fields is a table with the following structure:

Week							Time				Date		
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Start 1	End 1	Start 2	End 2	From	To
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	08:00	17:00				
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	06:00	22:00				
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

On the right side of the window is a "Jump To" section with a list of options: Customer, Details, Options, Systems, Services, O/C Schedules, Contact List, Call Lists, Attentions, Permits, Comments, Action Patterns, and General Schedules (which is selected with a radio button).

## Link to Individual Contact Points

In order to hide, or display, the contact points, it is necessary to link the general schedules to the contact points within the record. The contact points, currently configurable in Manitou, consist of contact points that are visible as telephone numbers, such as phone, pager, fax, mobile, and the like. Email contact points do not have this option available at this time. The following directions detail how to link a General schedule to a customer's telephone number:

1. Open the record.
2. Click Edit.
3. Navigate to the Details or Contact list form where the number resides.
4. When there are General Schedules available to select there is a new field to the right of the telephone number field. Drop this down and select the appropriate schedule to apply to this number.
5. Repeat this process for all appropriate contact points.
6. Save the record.

The screenshot shows a software window titled "Contact". At the top are buttons: View, New, Edit, Delete, Save, and Cancel. Below these are "Add" and "Remove" buttons. The form has a "Contact" section with a list of contacts: Shane Day, Jamison Escobar, Janine English, and Derrick Carpenter. To the right of this list is a "Home" section with a dropdown menu and a text box containing "(999) 444-5416". Below this is a "Phone" section with a dropdown menu and a text box. Below that is a "Business" section with a dropdown menu and a text box. Below that is a "Mobile" section with a dropdown menu and a text box. To the right of these sections is a "Schedule" section with a dropdown menu showing "DAYS" and a "Description" section with a text box containing "Keyholder Daytime Availability". On the far right is a "Jump To" section with a list of options: Customer, Details, Options, Systems, Services, O/C Schedules, Contact List, Call Lists, Attentions, Permits, Comments, Action Patterns, and General Schedules (which is selected with a radio button).

# Keyholder Availability for Temporary Contacts

When attempting to use General Schedules for temporary contact points there are two different ways to do so.

## Scenario 1 - Enable a number for one day, or small group of days

In this scenario the phone number would be disabled all other times EXCEPT during the dates listed. The best way to do this is to only enable the number for one minute every day midnight to one minute after midnight every day and then during the specific times of the day for the dates listed.

View


New

Edit

Delete

Save

General Schedules



Add

Remove

Schedule: 

1DAY

Description: 

One Day Availability

Type: 

Keyholder Availability

General Schedules

Week							Time				Date	
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Start 1	End 1	Start 2	End 2	From	To
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00	00:01				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	08:30	10:30	12:30	15:00	12/31/2010	12/31/2010

This Contact is only available for one day  
12/31/2010 between 8:30 AM and 10:30 AM  
and 12:30 PM and 3 PM then is available for  
only one minute on all other days.

## Scenario 2 - Disable a telephone number for a specific day, or group of days

In this scenario the phone number would be disabled only during the dates listed. Therefore the phone number is enabled all day every day EXCEPT on the dates listed.

View


New

Edit

Delete

Save

General Schedules



Add

Remove

Schedule: 

OPP

Description: 

Opposite of One Day

Type: 

Keyholder Availability

General Schedules

	Week							Time				Date	
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Start 1	End 1	Start 2	End 2	From	To
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					12/31/2010	12/31/2010

This disables the telephone number for the one day while leaving the number available all other days.

# Programming General Schedules

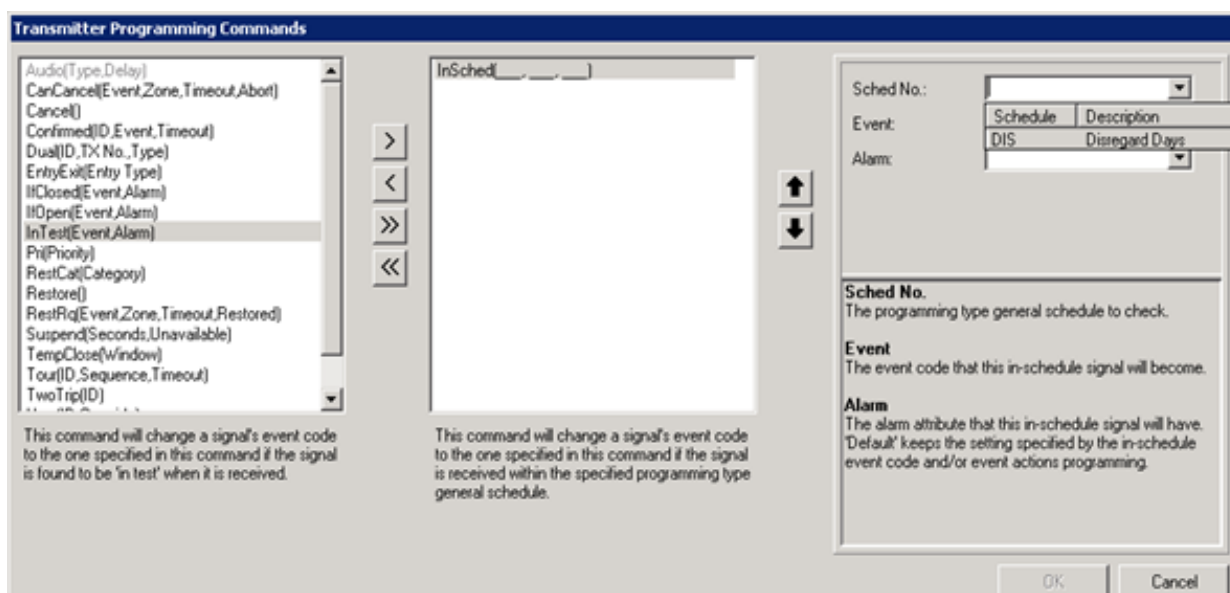
As opposed to Keyholder General Schedules, the Programming General Schedules are used to change the nature of an alarm based on the time of day and day of the week. The creation of the General Schedule is done exactly the same as described above in the [Keyholder Availability General Schedule section](#), the only exception being the selection of Programming instead of Keyholder Availability.

## Adding a Programming General Schedule

After creating a Programming General Schedule, following the instructions above, and saving the record, these two features diverge. The following directions step through how to add a Programming General Schedule to a Programming line within a customer record.

1. Within the customer record, navigate to Systems and Programming.
2. Click Edit.
3. Enter a new line of programming, or select the line of programming to which you wish to add the schedule.
4. Click the ellipses [...] button to launch the Commands dialog.
5. Select the InSched command on the left and either double click it, or click the right arrow, to move it from the left to the right (middle) section.
6. Drop down the Sched No. field and select the General Schedule name created previously.
7. Next, drop down the Event field and select the new event code to change this event to when the schedule applies. Yes, it is possible to set the event to the same event as the

This can also be done on the Transmitter Type Programming, but the General Schedule must be named consistently on all customer records for the programming command to work from the Transmitter form.

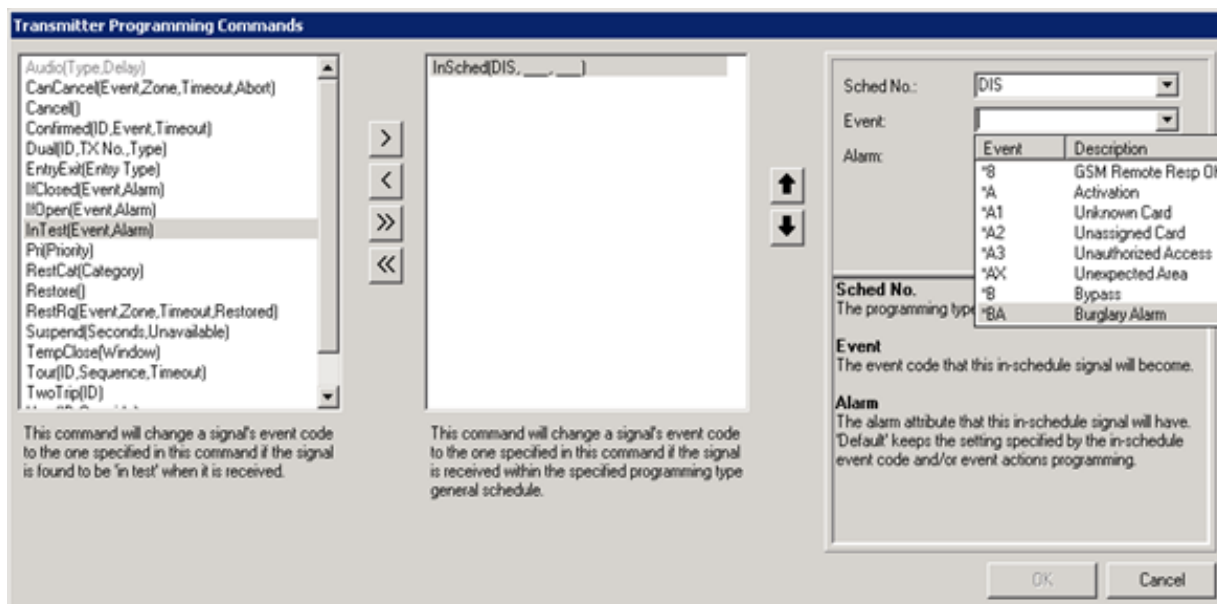




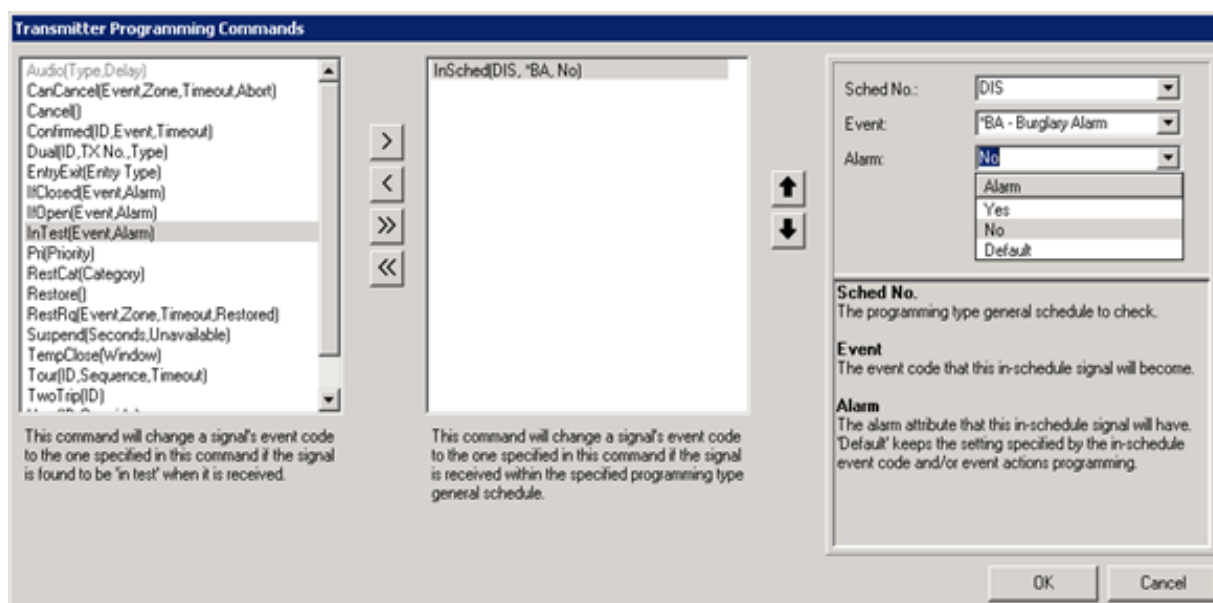
# Adding a Programming General Schedule...

programmed event if the only rule is to make it alarm or NOT alarm and everything else remains the same. If applying a different action pattern, it is important to create a different event code to allow for the application of a different action pattern.

8. Finally, select if the event should or should not be an alarm. The choices are Yes, No, and Default. Default is the most common as it goes back to the default behavior defined on the event code. If the behavior is opposite of the event code it is important to be sure to set the option to Yes or No.



9. Save the record



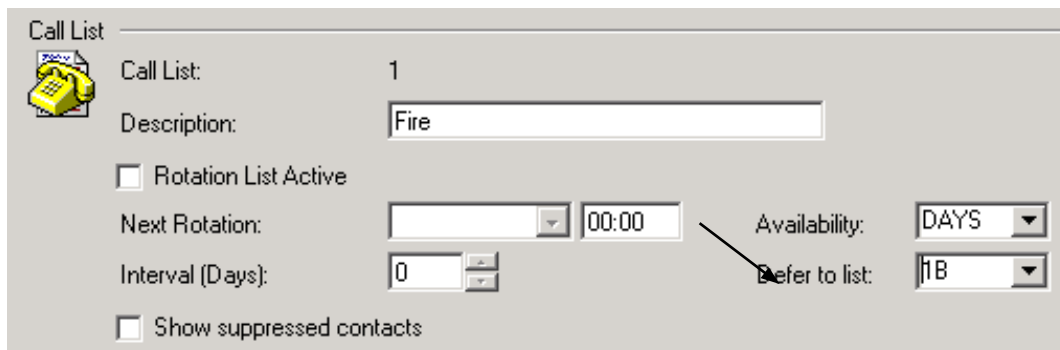
# Call List Availability General Schedules

Similar to Programming General Schedules the Call List General Schedules are used to change the who to call, when an alarm arrives, based on the time of day and day of the week. The creation of the General Schedule is done exactly the same as described above in the [Keyholder Availability General Schedule section](#), the only exception being the selection of Call List Availability instead of Keyholder Availability.

## Adding to a Call List

After creating a Call List Availability General Schedule, following the instructions above, and saving the record, the following directions step through how to add a Call List General Schedule to Call Lists within a customer record.

1. Within the customer record, navigate to the Call List form.
2. Click Edit.
3. Select the first Call List and drop down the Availability field and select the availability of that Call List.
4. Next, select the next list to defer to when that list is not valid.



The screenshot shows the 'Call List' form. It includes a telephone icon and the following fields: 'Call List' with value '1', 'Description' with value 'Fire', a checkbox for 'Rotation List Active' which is unchecked, 'Next Rotation' with a dropdown and '00:00', 'Interval (Days)' with a dropdown and '0', 'Availability' with a dropdown and 'DAYS', and 'Refer to list' with a dropdown and '1B'. There is also a checkbox for 'Show suppressed contacts' which is unchecked. An arrow points from the 'Refer to list' dropdown to the 'Availability' dropdown.

5. Repeat this process until the “when all else fails” call list. Please note that the final list may NOT be deferred to a list as it could create a [recursive loop](#). It is best to have a call list that has no schedule and no deferring that is used when there are no schedules valid at the time so that operators always have someone to call even if mistakes are made. We also encourage notifying customers of this process.
6. Save the record.

For more information on how to add significant power to Call List Availability General Schedules Please review the [Complex Call Lists](#) document found in the BoldGenius Resource Library.

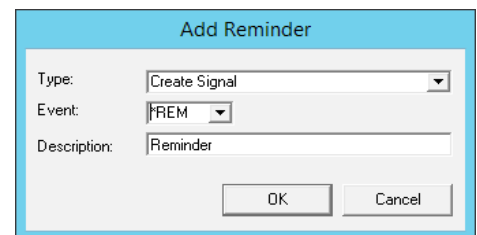
# Reminder General Schedules

Reminder General Schedules are used to set when to present reminder alarms, to operators, based on the time of day and day of the week. The creation of the General Schedule is done exactly the same as described above in the [Keyholder Availability General Schedule section](#), the only exception being the selection of Reminder instead of Keyholder Availability.

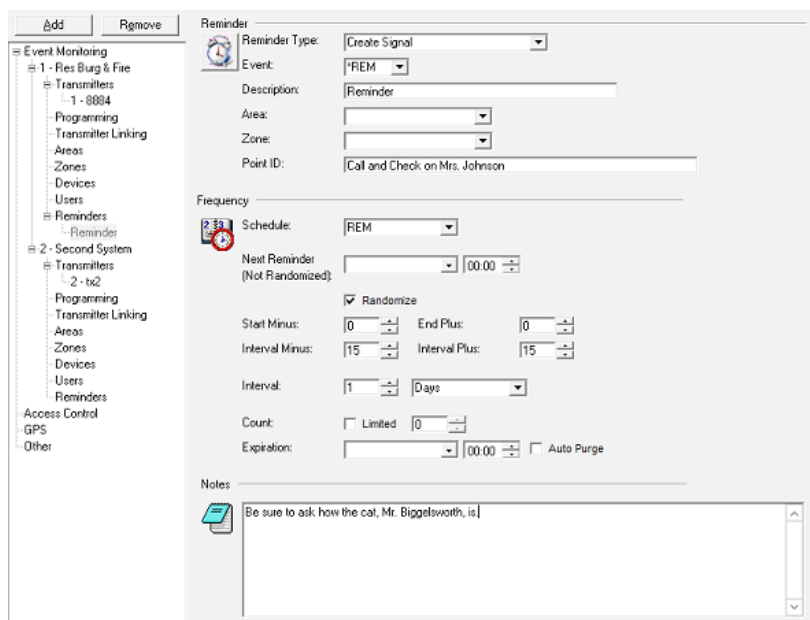
## Adding to a Reminder Event

After creating a Call List Availability General Schedule, following the instructions above, and saving the record, the following directions step through how to add a Reminder General Schedule to a System within a customer record.

1. Within the customer record, navigate to the Systems then Reminders form.
2. Click Edit.
3. Click Add.
4. Select Create Event. The other option is to create a Maintenance Issue. This is often used for things like annual tests or service and the like. This example is for a regular check on a family member and a Maintenance issue would not apply.
5. Select an Event Code. It is possible to create a specific event code or select one that already exists. In this example we created a \*REM (reminder) event to use for this.
6. It is possible to overwrite the description of the event if desired. Once all fields are complete and correct, click OK.
7. Drop down the General Schedule field and pick the General Schedule from the list to select it.



The 'Add Reminder' dialog box has a light blue title bar. It contains three input fields: 'Type:' with a dropdown menu showing 'Create Signal', 'Event:' with a dropdown menu showing '\*REM', and 'Description:' with a text box containing 'Reminder'. At the bottom right are 'OK' and 'Cancel' buttons.



The 'Reminder' configuration window shows a sidebar on the left with a tree view containing 'Event Monitoring', '1 - Res Burg & Fire', 'Transmitters', 'Programming', 'Transmitter Linking', 'Areas', 'Zones', 'Devices', 'Users', 'Reminders', '2 - Second System', 'Transmitters', '2 - t62', 'Programming', 'Transmitter Linking', 'Areas', 'Zones', 'Devices', 'Users', 'Reminders', 'Access Control', 'GPS', and 'Other'. The main area is titled 'Reminder' and contains several sections: 'Reminder Type:' with a dropdown 'Create Signal', 'Event:' with a dropdown '\*REM', 'Description:' with a text box 'Reminder', 'Area:', 'Zone:', and 'Point ID:' with a text box 'Call and Check on Mrs. Johnson'. The 'Frequency' section includes a 'Schedule:' dropdown 'REM', 'Next Reminder (Not Randomized):' with a date/time picker, a checked 'Randomize' checkbox, 'Start Minus:' and 'End Plus:' spinners, 'Interval Minus:' and 'Interval Plus:' spinners, an 'Interval:' spinner set to '1' and a unit dropdown 'Days', a 'Count' section with a 'Limited' checkbox and a spinner set to '0', and an 'Expiration:' section with a date/time picker and an 'Auto Purge' checkbox. At the bottom is a 'Notes' section with a text area containing the text 'Be sure to ask how the cat, Mr. Biggelsworth, is!'.

8. If desired, set intervals
9. Add any Notes.
10. Save the record.

For more information on reminders see the quick guide within the Resource Library.