

Verify Open/Close User




The verify open/close user feature forces an open or close signal, or both to present to the alarm queue, even when, by default the event is not an alarm. This allows Manitou to present an Action pattern to the Virtual Operator or to an actual operator to make phone calls. This documents how to enable the feature and add an Action Pattern to an event on the Customer, Dealer, or Transmitter Type.

Step 1 - Add the Verify Open/Close User Service

1. Open the customer record.
2. Navigate to the Services form.
3. Click Edit.
4. Click the System to add the service.
5. Click Add.
6. Select Verify O/C User (choose the appropriate option of Open Only, Close Only, or Both).
7. Select the Area Monitored.
8. Click OK
9. Repeat for all applicable Areas.
10. Save the Record.

Step 2 - Add an Action Pattern (if not already applied)

1. Open the appropriate entity.
2. Navigate to the Event Actions Programming.
3. Enter the Event code.
4. Select the Action Pattern to use
5. Save the record.

Event Actions Programming						
						Sort
	Event	TX	Area	Zone	Alarm	Action ID
	OP	*	*	*	Default	NOTICE 

Step 3 - Test



Business Cases

1. High Security - When an area is armed or disarmed and the monitoring center must verify that the person doing so is who they say they are and they are allowed within that area.
2. Lone Worker - Individual locations where a single worker may arm or disarm and the disarm or arming of the location requires a check-in with that person to ensure they are indeed secure.
3. Notification - This is no longer necessary in versions 1.61 or newer. This generates an alarm when the site arms or disarms, or both, which is tied to an action pattern that can generate an automatic action that can send email notifications to responsible parties.