



What Makes a Quality Schedule

Getting to Know Open/Close Schedules

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Introduction

Finding the right schedule to match customer needs is key to customer satisfaction. When determining how to write a customer's Open/Close schedule is dependent on the customer's needs. For example, if a customer wants their staff to adhere to a specific schedule where no one is allowed in before or after a specific time, the Must statements are key. If a customer is only concerned when someone arms or disarms during their closed hours, they may choose to use the No Activity option. Before proceeding into creating the Open/Close schedule, it is important to understand the purpose and function of each element.

Open/Close Features

The following is a breakdown of the Open/Close Schedule features and what they mean:

May Open:

- An end user may DISARM the system within this period of time.

Must Open:

- The system must be DISARMED at this time. If it is not disarmed, Manitou generates a Late to Open event to an operator.

May Close:

- An end user may ARM the system within this period of time.

Must Close:

- The system must be ARMED at this time. If it is not armed, Manitou generates a Late to Close event to an operator.

May Open/Close:

- An end user may ARM and DISARM the system within this period of time. They may do so as many times as they would like.

May Open/Close Once:

- An end user may ARM and DISARM the system within this period of time. They may do so only once during this period. For example, they can disarm the system, arm the system to go to the bank, then disarm it once more. If they arm or disarm again it generates an exception of an Unscheduled Open or Close.

No Activity:

- The system expects no arming or disarming of the system within this period. This is most often used when a site doesn't care about generating a Late to event but does want to know if anyone is touching the system outside of expected hours.

May Temp Open:

- A person, such as a cleaner, may DISARM the system for a temporary period of time. If they do not ARM in the prescribed period of time, a Late to Close generates to an operator. They may disarm and arm the system as many times as they would like during this period.

May Temp Open Once:

- A person, such as a cleaner, may DISARM the system for a temporary period of time. If they do not ARM in the prescribed period of time, a Late to Close generates to an operator. They may only disarm, and arm again, one time. If they attempt to disarm a second time Manitou generates an Unscheduled Open event.

It is also important to understand the differences between the Open/Close events:

- **Open** = Disarm of the system
- **Close** = Arm of the system
- **Unscheduled Open/Close** = An event that violates the schedule
- **Unexpected Open/Close** = An event that occurs when the system is already in that state. For example, a customer arms the panel and then arms it again. The second event is an Unexpected Close because the system is already armed.
- **Late to Close** = Manitou did not receive an Arming by the defined time.
- **Late to Open** = Manitou did not receive a Disarming by the defined time.

Customer Needs

In order to build a quality schedule, it is vital to understand the customer needs. Here are a few things to consider when determining the customer needs for an account.

- Does the customer require notification whenever an unexpected or unscheduled event occurs?
- Does the customer need to receive a call at each open and/or close?
- Does the customer want to know if the business closed early or late?

Standard Permanent Schedule

When a customer wants their schedule monitored and expects notification when there is a violation of the schedule the following items should be entered:

- When entering the schedule within the Schedules section of the customer record, ensure that there is a Must Open and a Must Close with specific times. Below are two examples of a good and bad schedule for a customer that is open 8 AM to 5 PM Monday through Friday and they are closed completely Saturday and Sunday. See the following examples of a Good and Bad Schedule.

Good Schedule

View

New

Edit

Delete

Save

O/C Schedules

Add

Remove

Use Wizard

Window Code: 30 before 15 after

Schedule: OC1

Description: Standard 8-5 O/C Schedule

Main Open/Close Schedule

Day	Time	Action
Mon	07:30	May Open
Mon	08:15	Must Open
Mon	16:30	May Close
Mon	17:15	Must Close
Tue	07:30	May Open
Tue	08:15	Must Open
Tue	16:30	May Close
Tue	17:15	Must Close
Wed	07:30	May Open
Wed	08:15	Must Open
Wed	16:30	May Close
Wed	17:15	Must Close
Thu	07:30	May Open
Thu	08:15	Must Open
Thu	16:30	May Close
Thu	17:15	Must Close
Fri	07:30	May Open
Fri	08:15	Must Open
Fri	16:30	May Close
Fri	17:15	Must Close

Monday

07:30 - May Open

08:15 - Must Open

16:30 - May Close

17:15 - Must Close

Tuesday

07:30 - May Open

08:15 - Must Open

16:30 - May Close

17:15 - Must Close

Wednesday

07:30 - May Open

08:15 - Must Open

16:30 - May Close

17:15 - Must Close

Thursday

07:30 - May Open

08:15 - Must Open

16:30 - May Close

17:15 - Must Close

Friday

07:30 - May Open

08:15 - Must Open

16:30 - May Close

17:15 - Must Close

Saturday

Sunday

Permanent Schedule

Alternate Schedule

Holidays

Temporary

Bad Schedule

View

New

Edit

Delete

Save

O/C Schedules

Add

Remove

Use Wizard

Window Code: 30 before 15 after

Schedule: OC1

Description: Standard 8-5 O/C Schedule

Main Open/Close Schedule

Day	Time	Action
Mon	08:15	Must Open
Mon	17:15	Must Close
Tue	08:15	Must Open
Tue	17:15	Must Close
Wed	08:15	Must Open
Wed	17:15	Must Close
Thu	08:15	Must Open
Thu	17:15	Must Close
Fri	08:15	Must Open
Fri	17:15	Must Close

Monday

08:15 - Must Open

17:15 - Must Close

Tuesday

08:15 - Must Open

17:15 - Must Close

Wednesday

08:15 - Must Open

17:15 - Must Close

Thursday

08:15 - Must Open

17:15 - Must Close

Friday

08:15 - Must Open

17:15 - Must Close

Saturday

Sunday

Permanent Schedule

Alternate Schedule

Holidays

Temporary

Why is this schedule bad?

This schedule is bad because, there is no ‘may’ statement to allow for the opening or closing signal. Therefore, unless the person opens at exactly 8:15 AM or closes at exactly 5:15PM, every open or close signal will be an exception.

Schedule for Unscheduled Events

Many commercial customers do not want late-to-open notifications but they do want to know that the property is secured by a certain time at night and that no one enters the property prior to a certain time of the day. In these cases we use the May Open/Close feature to allow for the ability to Open and Close the property as required and the automation system just checks to ensure that the property did arm by the Must close time. The converse is true if they don't want the late-to-close but they do want to know if the personnel did not open on time. The following examples will demonstrate the good and bad schedules in these cases.

Good Schedule no Late to Open but Late to Close

Day	Time	Action
Mon	08:00	May Open/Close
Mon	17:15	Must Close
Tue	08:00	May Open/Close
Tue	17:15	Must Close
Wed	08:00	May Open/Close
Wed	17:15	Must Close
Thu	08:00	May Open/Close
Thu	17:15	Must Close
Fri	08:00	May Open/Close
Fri	17:15	Must Close

Monday
08:00 - May Open/Close
17:15 - Must Close

Tuesday
08:00 - May Open/Close
17:15 - Must Close

Wednesday
08:00 - May Open/Close
17:15 - Must Close

Thursday
08:00 - May Open/Close
17:15 - Must Close

Friday
08:00 - May Open/Close
17:15 - Must Close

Saturday

Sunday

Permanent Schedule | Alternate Schedule | Holidays | Temporary

This schedule demonstrates that the person with access to the property is allowed to open and close as many times as they need, but must be closed by 5:15 PM Monday through Friday.

Bad Schedules No Late to Open but Late to Close

View New Edit Delete Save

O/C Schedules

Add Remove Use Wizard Window Code: 30 before 15 after

Schedule: OC1

Description: Standard 8-5 O/C Schedule

Day	Time	Action
Mon	07:30	May Open
Mon	17:15	Must Close
Tue	07:30	May Open
Tue	17:15	Must Close
Wed	07:30	May Open
Wed	17:15	Must Close
Thu	07:30	May Open
Thu	17:15	Must Close
Fri	07:30	May Open
Fri	17:15	Must Close

Monday
07:30 - May Open
17:15 - Must Close

Tuesday
07:30 - May Open
17:15 - Must Close

Wednesday
07:30 - May Open
17:15 - Must Close

Thursday
07:30 - May Open
17:15 - Must Close

Friday
07:30 - May Open
17:15 - Must Close

Saturday

Sunday

Permanent Schedule Alternate Schedule Holidays Temporary

Why is this schedule bad?

This is bad because the person may open at 7:30 AM but there is no entry to allow for the close. Therefore, unless they close at exactly 5:15 PM the automation system will generate an unscheduled or early closing.

View New Edit Delete Save

O/C Schedules

Add Remove Use Wizard Window Code: 30 before 15 after

Schedule: OC1

Description: Standard 8-5 O/C Schedule

Day	Time	Action
Mon	17:15	Must Close
Tue	17:15	Must Close
Wed	17:15	Must Close
Thu	17:15	Must Close
Fri	17:15	Must Close

Monday
17:15 - Must Close

Tuesday
17:15 - Must Close

Wednesday
17:15 - Must Close

Thursday
17:15 - Must Close

Friday
17:15 - Must Close

Saturday

Sunday

Permanent Schedule Alternate Schedule Holidays Temporary

Why is this schedule bad?

This schedule doesn't allow for any open or closing so all signals are exceptions with the exception of closing at exactly 5:15.

Good Schedule no Late to Open no Late to Close

View		New		Edit		Delete		Save	
O/C Schedules									
		<input type="button" value="Add"/>		<input type="button" value="Remove"/>		<input type="button" value="Use Wizard"/>		Window Code: 30 before 15 after	
Schedule:		OC1							
Description:		Standard 8-5 O/C Schedule							
Main Open/Close Schedule									
Day	Time	Action							
Mon	07:30	May Open							
Mon	08:15	Must Open							
Mon	16:45	May Close							
Mon	17:15	No Activity							
Tue	07:30	May Open							
Tue	08:15	Must Open							
Tue	16:15	May Close							
Tue	17:15	No Activity							
Wed	07:30	May Open							
Wed	08:15	Must Open							
Wed	16:15	May Close							
Wed	17:15	No Activity							
Thu	07:30	May Open							
Thu	08:15	Must Open							
Thu	16:15	May Close							
Thu	17:15	No Activity							
Fri	07:30	May Open							
Fri	08:15	Must Open							
Fri	16:15	May Close							
Fri	17:15	No Activity							
Monday									
07:30 - May Open									
08:15 - Must Open									
16:45 - May Close									
17:15 - No Activity									
Tuesday									
07:30 - May Open									
08:15 - Must Open									
16:15 - May Close									
17:15 - No Activity									
Wednesday									
07:30 - May Open									
08:15 - Must Open									
16:15 - May Close									
17:15 - No Activity									
Thursday									
07:30 - May Open									
08:15 - Must Open									
16:15 - May Close									
17:15 - No Activity									
Friday									
07:30 - May Open									
08:15 - Must Open									
16:15 - May Close									
17:15 - No Activity									
Saturday									
Sunday									
Permanent Schedule Alternate Schedule Holidays Temporary									

No Activity expects that no one will be opening or closing after the No Activity time. If someone enters or exits the property when No Activity is expected an alarm generates for an Unscheduled Open or Close signal.

Bad Schedule No Late to Open no Late to Close

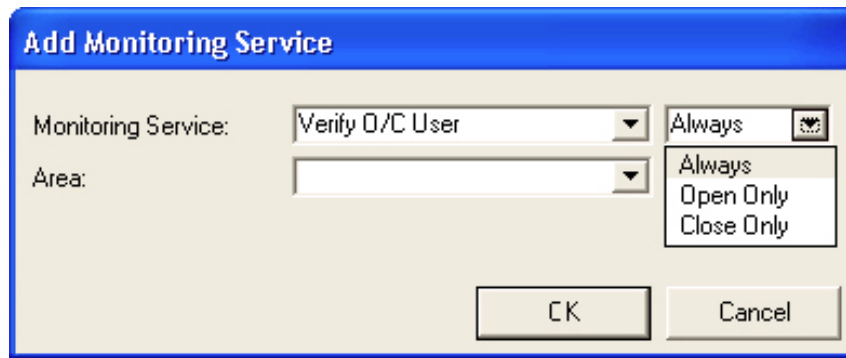
View		New		Edit		Delete		Save	
O/C Schedules									
		<input type="button" value="Add"/>		<input type="button" value="Remove"/>		<input type="button" value="Use Wizard"/>		Window Code: 30 before 15 after	
Schedule:		OC1							
Description:		Standard 8-5 O/C Schedule							
Main Open/Close Schedule									
Day	Time	Action							
Mon	07:30	May Open							
Mon	08:15	Must Open							
Mon	17:15	No Activity							
Tue	07:30	May Open							
Tue	08:15	Must Open							
Tue	17:15	No Activity							
Wed	07:30	May Open							
Wed	08:15	Must Open							
Wed	17:15	No Activity							
Thu	07:30	May Open							
Thu	08:15	Must Open							
Thu	17:15	No Activity							
Fri	07:30	May Open							
Fri	08:15	Must Open							
Fri	17:15	No Activity							
Monday									
07:30 - May Open									
08:15 - Must Open									
17:15 - No Activity									
Tuesday									
07:30 - May Open									
08:15 - Must Open									
17:15 - No Activity									
Wednesday									
07:30 - May Open									
08:15 - Must Open									
17:15 - No Activity									
Thursday									
07:30 - May Open									
08:15 - Must Open									
17:15 - No Activity									
Friday									
07:30 - May Open									
08:15 - Must Open									
17:15 - No Activity									
Saturday									
Sunday									
Permanent Schedule Alternate Schedule Holidays Temporary									

Why is this schedule bad?

This schedule is for No Late to Close with the No Activity outside of standard hours; however, there is no may close, or may open/close, so any signal would generate an exception alarm.

Verify Open/Close User

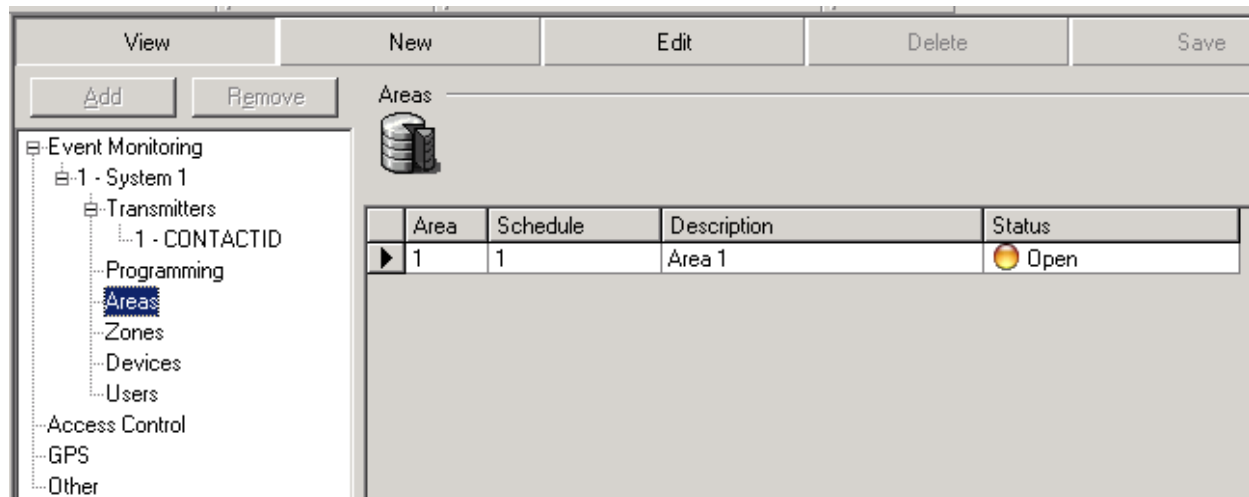
From time to time, a company may request that the monitoring company call on each opening or closing signal. This is called Verify Open/Close User. This is an option set within individual customer records. This is an additional Service to the Open/Close service. Once selected, the service has choices of which items to verify, Open signals, Closing signals, or all.



The 'Add Monitoring Service' dialog box features a blue title bar. It contains two main input fields: 'Monitoring Service' and 'Area'. The 'Monitoring Service' dropdown is set to 'Verify O/C User'. To its right is a radio button group with 'Always' selected. The 'Area' dropdown is currently empty. A dropdown menu is open next to the 'Always' radio button, showing three options: 'Always', 'Open Only', and 'Close Only'. At the bottom right are 'OK' and 'Cancel' buttons.

Linking Schedules to an Area

Once a schedule is created, in order for it to know what schedule to apply where, the schedule needs to be linked to the Area (or areas). This is done by selecting the schedule from the drop down list on the schedules column within the Systems form.



The screenshot shows a software interface with a menu on the left and a main table area. The menu includes 'Event Monitoring', 'System 1', 'Transmitters', 'CONTACTID', 'Programming', 'Areas' (highlighted), 'Zones', 'Devices', 'Users', 'Access Control', 'GPS', and 'Other'. The main area has a toolbar with 'View', 'New', 'Edit', 'Delete', and 'Save' buttons. Below the toolbar is a table with the following data:

Area	Schedule	Description	Status
1	1	Area 1	Open

Items of Note

Here are some of the things that trip up end users:

- If the same schedule is tied to two areas and an Opening or Closing signal comes in to only one of the areas the system generates Late-to-Open/Close alarms on the area that did not receive the signal.
- If the same schedule is tied to two areas and the Opening comes in on one area and the closing comes in on another the system produces Late-to-Open/Close alarms on the opposite areas. In order to correct this, either make sure the panel signals the same area for openings and closings or map one area that receives either the opening or the closing to the other area. Then remove the schedule from the area that will no longer receive the signals. Alternatively, it is possible to set the Open or Closing signal to affect the group which will send the same signal to all areas instead of just the one sent.

Always make sure that the schedule is tied to the area that receives the Opening and Closing signals. If not, the system will generate Late-to-Open and Late-to-Close events until a change is made.