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:

- They 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.

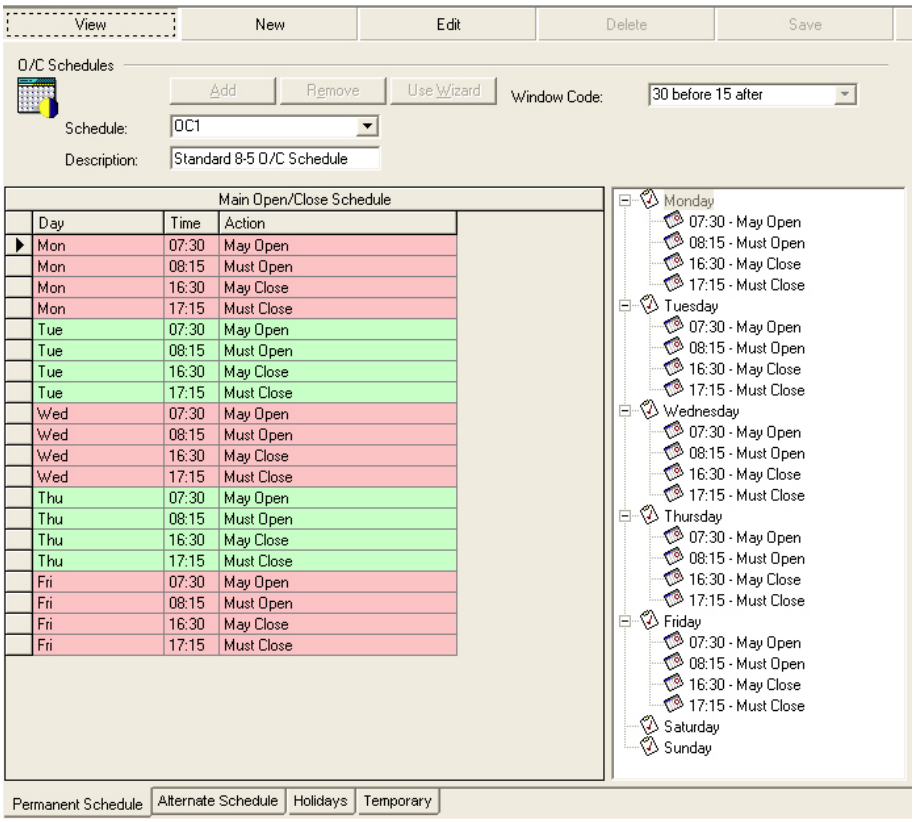
- Does the customer require notification whenever an unexpected or unscheduled event occurs?
- Does the customer need to receive a call at each open and/or close?
- Does the customer want to know if the business closed early or late?

Standard Permanent Schedule

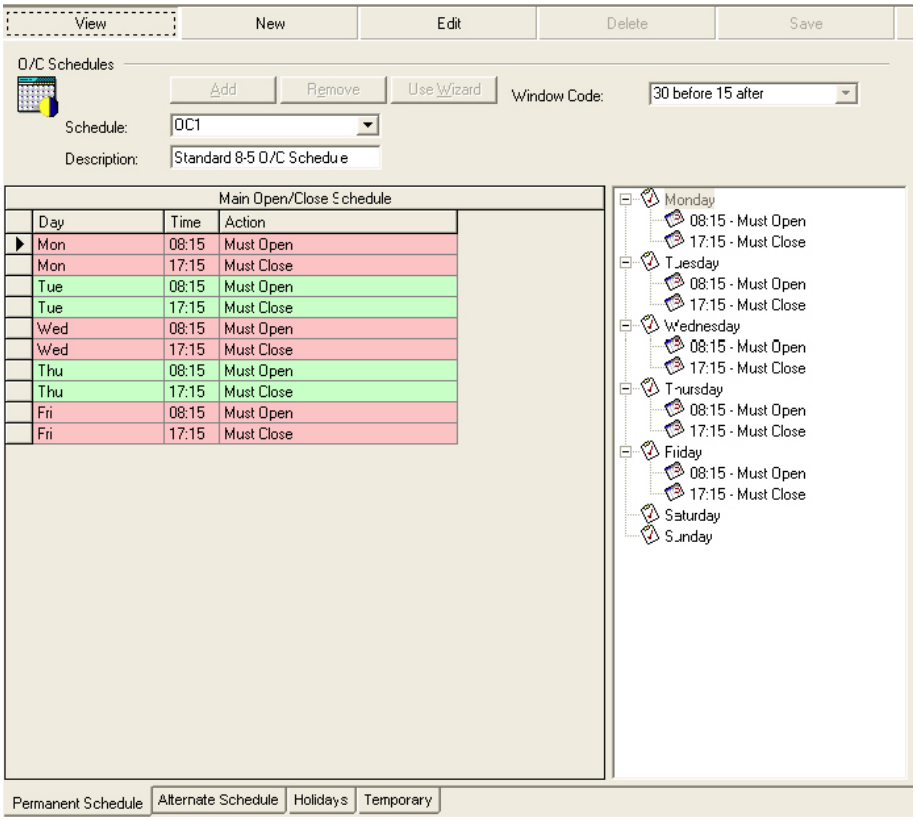
When a customer wants their schedule monitored and expects notification when there is a violation of the schedule the following items should be entered:

- 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 follwing examples of a Good and Bad Schedule.

Good Schedule



Bad Schedule



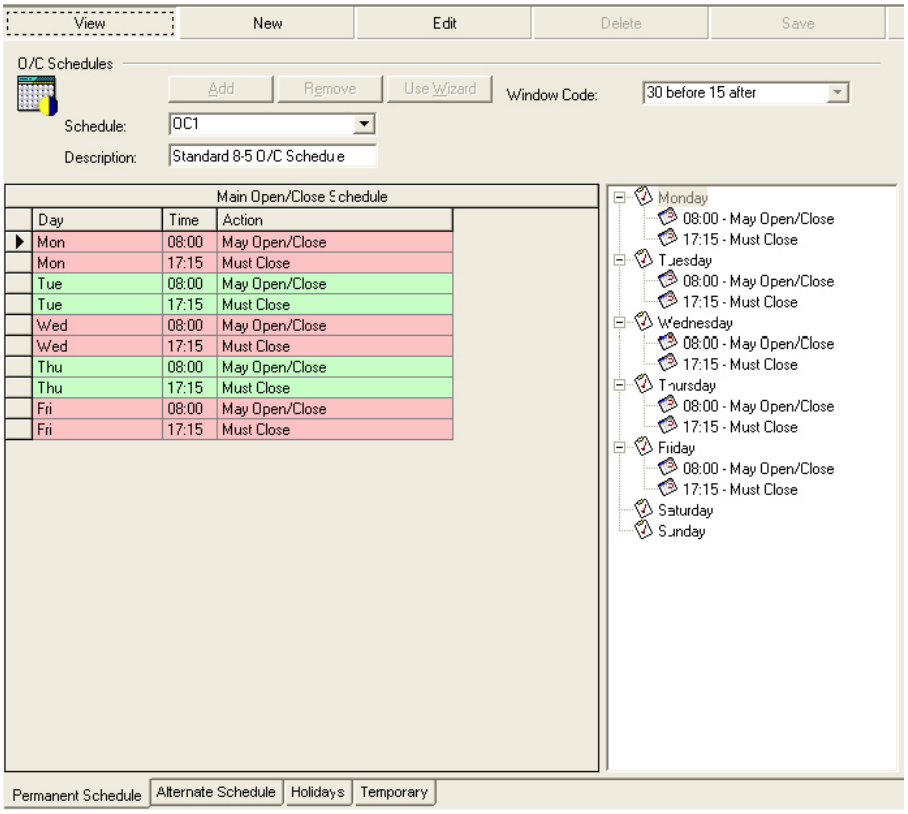
Why is this schedule bad?

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

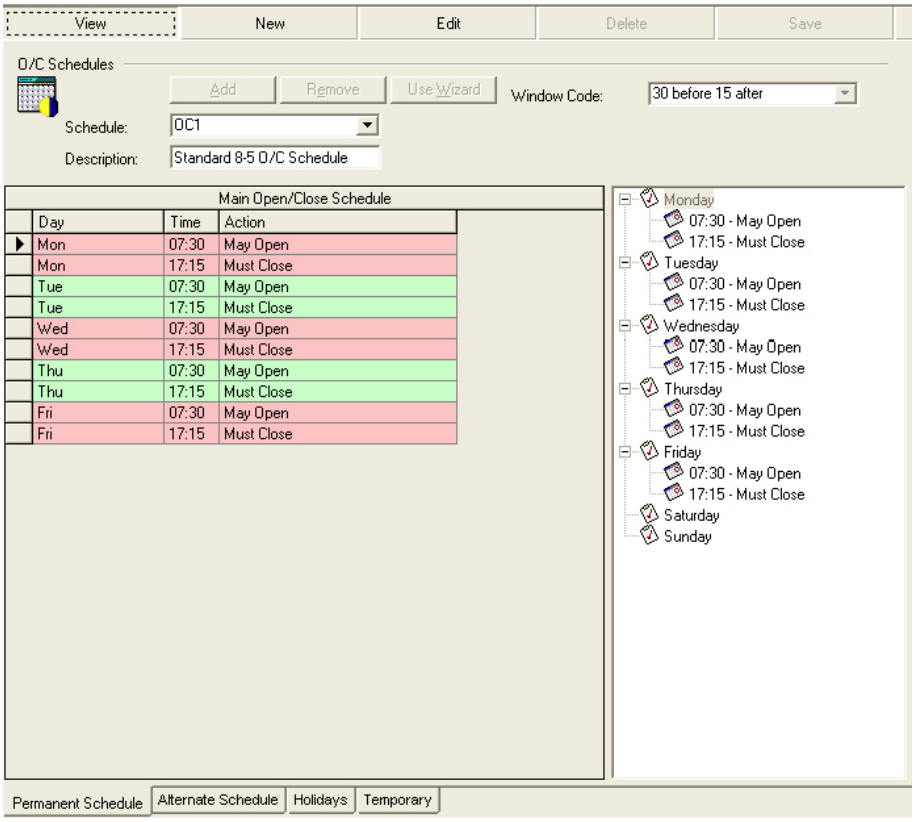
Many commercial customers do not want late-to-open notifications but they do want to know that the property is secured by a certain time at night and that no one enters the property prior to a certain time of the day. In these cases we use the May Open/Close feature to allow for the ability to Open and 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



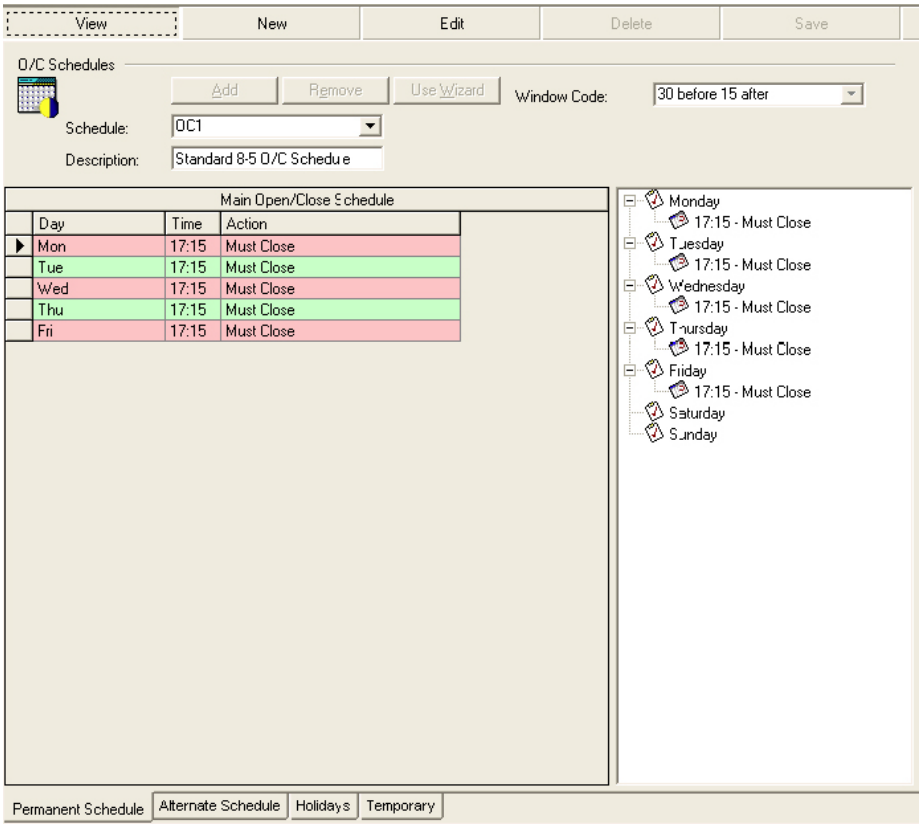
This schedule demonstrates that the person with access to the property is allowed to open and close as many times as they need, but must be closed by 5:15 PM Monday through Friday.

Bad Schedules No Late to Open but Late to Close



Why is this schedule bad?

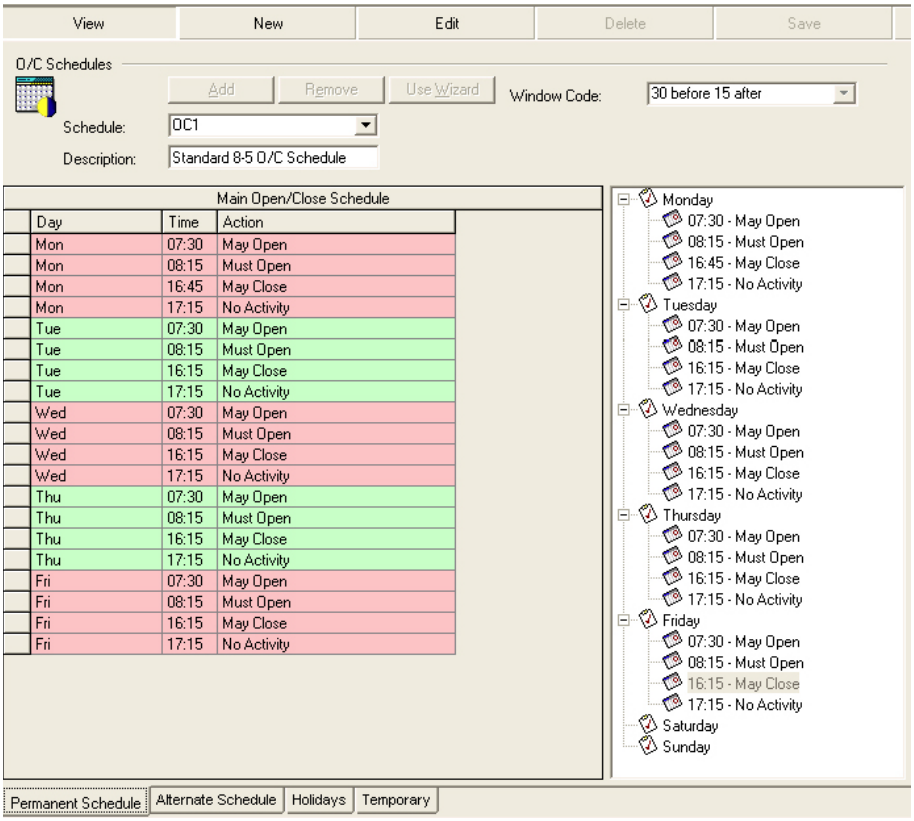
This is bad because the person may open at 7:30 AM but there is no entry to allow for the close. Therefore, unless they close at exactly 5:15 PM the automation system will generate an unscheduled or early closing.



Why is this schedule bad?

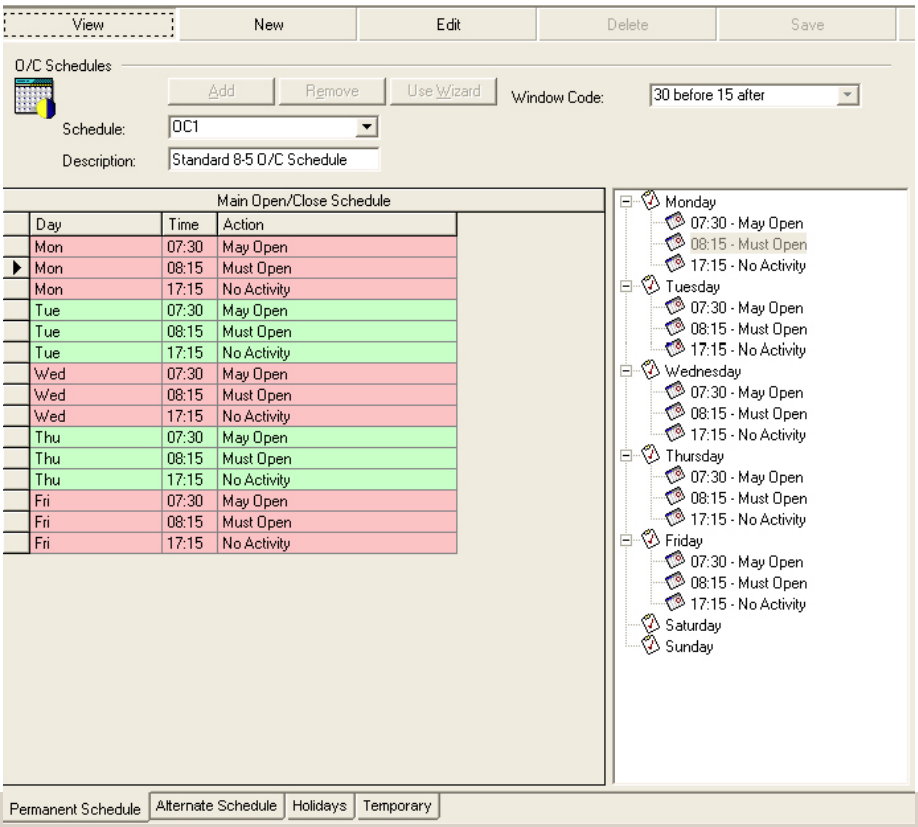
This schedule doesn't allow for any open or closing so all signals are exceptions with the exception of closing at exactly 5:15.

Good Schedule no Late to Open no Late to Close



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

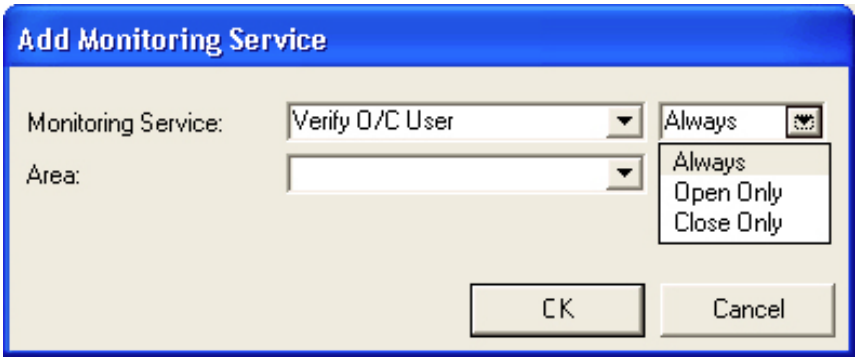


Why is this schedule bad?

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.

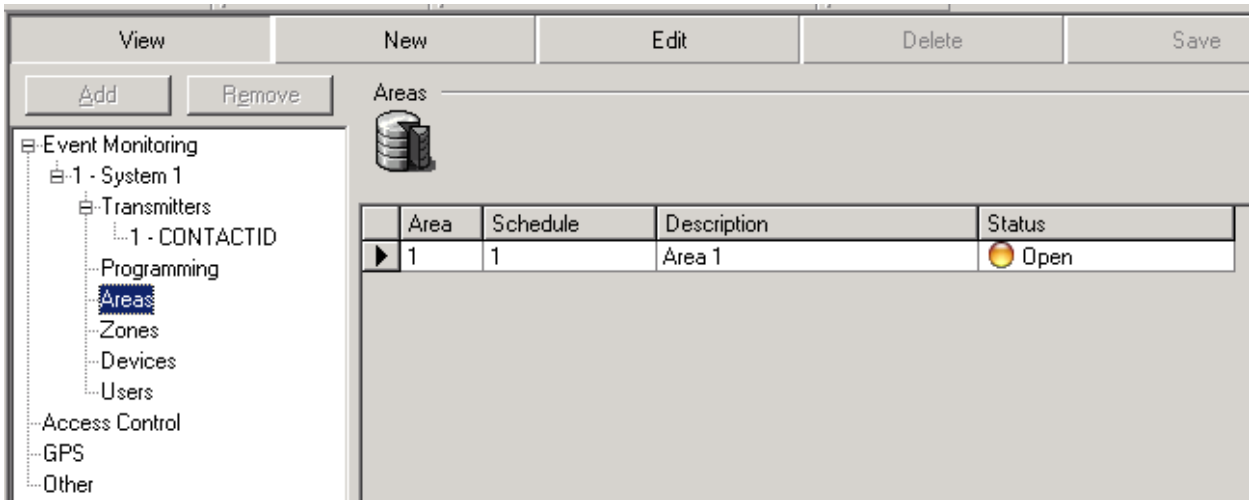
Verify Open/Close User

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.



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.



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 geneates 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.