

Auto-notify Open/Close Events

Steps

Within the Customer record:

- Select Services
- Select the System within which you will be sending these notifications
- Click Edit
- Click Add
- Drop down the Monitoring Type drop down and select one of the Verify O/C User options.
 - Verify O/C User (All) = Any open/close event will be generated as an alarm.
 - Verify O/C User (Open Only) = Only Open events are generated as an alarm.
 - Verify O/C User (Close Only) = Only Close events are generated as an alarm.
- Select the Area upon which to monitor for this service.
- Click OK
- Save the record

Within the Monitoring Company record:

- Create the Action Pattern to be used when these events trip.
- Save the changes

Within the Supervisor Workstation:

- Add the global action pattern to the Event Codes for Open/Close



Additional Notes:

If the Action Pattern contains the contact and script that applies to the location, such as:

Contact Customer Contact at Email using Script XXX, there is no need to do any custom work on the individual customer records.

Accounts with Open/Close schedules set to “Log Only” may not take advantage of this feature. The work around is to add in the Open/Close service to Monitor then turn off the items that should not alarm, or have no open/close schedule tied to the area.

If custom customer or dealer changes are necessary, they need only be done on the action patterns by copying the global and making the applicable changes.

Users with “May Open/Close Anytime” will NOT generate an alarm regardless of settings.

There is no need to add programming lines to make the open/close event an alarm as the service does that automatically.