

## Shortcut Keys

### Standard Shortcuts

- CTRL + E – Edits the current form.
- CTRL + S – Saves the current form currently in Edit Mode.
- CTRL + D – Begins the deletion process of the current record.
- CTRL + Q – Toggles between the active forms within Manitou. This works like Alt + Tab in Windows, just isolated to Manitou.
- CTRL + P – Prints the screen loaded.
- CTRL + F4 (on the keyboard) – Closes the active form.
- CTRL + SHIFT + F4 – Closes all active forms.

### Function Keys

- F1 – Help. Opens the User Manual based on the context of the form loaded.
- F2 – Navigation Pane. This loads and brings focus upon the Navigation form within the application.
- F3 – Notes. This loads and brings focus on the Notes tab within the Navigation pane.
- F4 – Manual Signal.
- F5 – Send Manual Signal or Reload Form.
- F6 – On Test. This will load the On Test form, if coming from a customer record it loads that as well.
- F7 – Instant Messenger.
- F9 – Pre-cancel.
- F10 – Dealer record. If coming from a customer record, this loads that customer's dealer record.
- F11 – Mode Keys. This brings focus on the Edit, Save, Cancel, etc. buttons within the active form.
- F12 – Jump To Menu. This brings focus upon the Jump To Menu within the entity record. To load a specific form, select the first letter of that form until the desired form is highlighted, then press enter.



### Additional Notes:

- Look for the underlined letter within any form, then simply press the ALT key plus that letter to bring that item into focus. Such as ALT+A on any form with an Add button launches its functionality.
- Alarm Handling items are single keystroke driven and do not require the addition of any CTRL or ALT key to activate them.

## Shortcut Keys (cont.)

### Alarm Processing Keystrokes

Operators are taught, from day one, to find their “D” key on their keyboard. When action patterns are defined properly, operators can simply “do” all the actions in the order presented.

- D - Do. Does the current pending action pattern item.
- AA - Actions/Action. Re-initiates the selected completed action. i.e. redials an already contacted action.
- C - Contact Customer. This is a “hidden” keystroke that takes the user to the Customer Details button and attempts to call the site number, when available.
- I (i) - Contact Dealer. This is another “hidden” key that attempts to contact the Dealer contact points.
- AI - Actions/Ignore. Ignores the selected action pattern item.
- AC - Action/Call-in. Assumes selected action pattern item person is calling in with reference to this alarm.
- AL - Actions/View all Contacts. This is like clicking the View All Contacts radio button on the interface.
- AW - Action/View all Call Lists. This is just like clicking the View All Call Lists radio button on the interface.
- AP - Actions/Validate Password. Validates passwords related to the alarm account.
- AO or P - Action/Action Pattern or Action Pattern. Loads and brings focus to the Action Pattern.
- AM – Actions/Add Comment. Adds a comment to the loaded alarm activity
- AT – Actions/Add Temporary Comment. Loads the Comments form for the customer on the alarm.
- AS – Actions/Add Temporary Schedule. Loads the Schedule form for the customer on the alarm.
- AR – Actions/Reverse. This executes applicable Reverse commands.
- AF – Actions/Confirm Alarm. Verifies event is a true alarm.
- AN – Actions/Audio Commands. Takes the user to Audio specific items.
- AV – Actions/View Customer. Loads the customer listed on the alarm.
- AE – Actions/Edit Customer. Loads the customer listed on the alarm and places it into edit mode through password validation.
- OO – Operations/On Test.
- OP – Operations/Paged Contacts. Loads the list of accounts recently contacted through pager or messages left.
- OC – Operations/Pre-Cancel. Loads the Pre-Cancel form.
- OR – Operations/Review Pre-Cancel. Loads the Pre-Cancel record pertaining to the loaded alarm.
- OT – Operations/Tracking.
- OA – Operations/Alarm Handling Options. Loads the Alarm Handling options form for enabling/disabling Auto-get.
- OH – Operations/Pause Alarm Handling. HD – Hold/Defer. Throws the alarm back into the alarm queue.
- HS – Hold/Suspend. Places the alarm event on hold for a prescribed period of time.
- HA – Hold/Defer to Auto-Client. Gives the alarm to the Auto-Client for completion of non-human interaction required action pattern items. (Emails, Pages, Faxes, etc...)
- FS – Finish/Close. Closes the alarm if all action pattern commands are satisfied.
- FO – Finish/Operator Cancel. Requires data entry of Operator’s password to close the alarm.
- FC – Finish/Customer Cancel. Requires a customer password to close the alarm.

#### Scrolling using the keyboard:

- + (plus sign) – Scrolls the customer details area down and down when the data exceeds the space.
- - (minus sign) – Scrolls the customer information area up if the data exceeds the space.

## Shortcut Keys (cont.)

### Alarm Handling Notifications (When using the Ribbon Bar)

These keystrokes are only available when the global notifications option is set to “Ribbon Bar.”

AH – Actions/Handling Notifications. View and acknowledge Ribbon warnings.

AHN – Actions/Handling Notifications/New Alarm/Signal for Customer.

AHH – Actions/Handling Notifications/Higher Priority Alarm.

AHP – Actions/Handling Notifications/Pre-Cancel. Notifies of a Pre-cancel item for this Alarm account.

AHD – Actions/Handling Notifications/Concurrent Alarm Handlers. Notifies the operator that others are working the same account.

AHU – Actions/Handling Notifications/UL Account.

AHL – Actions/Handling Notifications/Contact List Comments. Displays comments tied to that record.

AHG – Actions/Handling Notifications/Group/Class Codes. Displays the class code details, if Alert User is enabled.

AHA – Actions/Handling Notifications/Alarm Suspension Expired.

AHM – Actions/Handling Notifications/Maintenance Issues.

AHE – Actions/Handling Notifications/Media Clip Available. Could contain video or audio.

AHV – Actions/Handling Notifications/Map Location Available.

AHC – Actions/Handling Notifications/Call Session. Notification of call that links to the loaded alarm.

AHS – Actions/Handling Notifications/Call Session Adopted.

AHR – Actions/Handling Notifications/PSAP Authority.

### Customer Record Navigation Keystrokes

These shortcuts assume starting on the Main customer form with the exception of F12 + Home then Enter. The key to the shortcuts on the Customer record is F12 brings focus to the Jump To menu on the right of the customer form, and then the first letter of the form will bring focus to that form within the Jump To Menu. Pressing enter loads the form.

Within some navigation trees on the customer forms the first letter of the items listed within the tree will also bring focus upon them and load the data within there.

F12 + Home then Enter. Returns to the Main Customer form.

F12 + D then Enter. Loads the Customer Details form.

F12 + O then Enter. Loads the Customer Options form.

F12 + S then Enter. Loads the Systems form.

F12 + S S then Enter. Loads the Customer Services form.

F12 + O then Enter. Loads the Customer Open/Close Schedules form.

F12 + C then Enter. Loads the Customer Contact List.

F12 + C C then Enter. Loads the Customer Call List form.

F12 + C C C then Enter. Loads the Customer Comments form.

F12 + A then Enter. Loads the Customer Attentions form.

F12 + A A then Enter. Loads Customer Action Patterns form.

F12 + P then Enter. Loads the Customer Permits form.

F12 + G then Enter. Loads the Customer General Schedules form.

F12 + P P then Enter. Loads the Customer Plans form.

F12 + R then Enter. Loads the Customer Reverse Commands form.

F12 + R R then Enter. Loads the Customer Reports form.

F12 + R R R then Enter. Loads the Customer Reverse Send form.

F12 + U then Enter. Loads the Customer User Defined Fields form.

F12 + O O then Enter. Loads the Customer On Test Status form.

F12 + Z then Enter. Loads the Customer Zone Status form.

F12 + M then Enter. Loads the Customer Maintenance Issue form.

F12 + A A A then Enter or F12 + End then Up arrow and Enter. Loads the Customer Activity Log.

F12 + A A A then Enter. Loads the Access Control Panel