



Manitou

**Address & Location
Services**

Manitou Address & Location Services

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Welcome

Bold's revolutionary central station automation system now offers even more benefit and flexibility with Address Services and Location Services add-on modules. These services, when licensed to Manitou, allow for:

- Address verification using a National database
- Bulk address look up and update services
- Location and PSAP identification for GPS-related alarms
- PSAP address and location verification

 *Location Services work through MediaGateway and requires MediaGateway to operate.*

Introduction

This manual is intended to provide instruction and reference for core features and functions within the add-on modules - Address Services and Location Services.

About Bold Technologies

Bold Technologies, an industry leader since 1981, has stood the test of time in central station and alarm automation software. Formerly known as Bradley On-Line Data Systems, Bold Technologies created the Bold Central Station Automation System and through the years, shaped the development of contemporary alarm monitoring by introducing faster and more sophisticated software innovations. We promote excellence and technological innovation through strategic partnerships and support of organizations dedicated to advancing industry standards. As a proven leader in the security industry, our strength is founded on a company-wide commitment to helping our customer group through superb products and services. This commitment guides our decisions for future development.

About Manitou

Bold Technologies, recognizing that the future was about innovations within the Windows® world, began building the Manitou system from the ground up in 1999. The first sites went live on this new-age monitoring system in 2002. The Manitou system was completely redesigned and revolutionary, opening the alarm industry up to new concepts and ideas. This endeavor completely changed the industry paradigm encouraging broad advancements industry-wide.

How to Use this Guide




This guide has been created with the intent for one topic to flow in to the next and is meant to be viewed as a .pdf or in electronic form. Incorporated herein are overviews, key terms and definitions as well as numerical, step-by-step instructions on how to perform different tasks within the Manitou CS application.

- Occasionally, a bullet arrow will be used to designate when only one step is needed to perform an action. In addition, certain icons and standard formatting have been applied to help get the most out of the document's content.

Formatting Key

Formatting	Used for
<Bolded>	Bolded letters in brackets refer to actual keys on the keyboard.
<i>Italicized</i>	Italicized words indicate certain titles such as <i>Alarm Handling</i> window or <i>Jump To</i> menu, as well as to provide emphasis on certain words.
Bolded	Bolded words are used to signify important data, action paths and software buttons such as OK or Operations ➤ On Test Status .

Icon Key

Icon	Used for	Description/Formatting example
	Recommendation/ Idea	<i>Suggestions to enhance usage of software functions and features.</i>
	Valuable Information	<i>Any type of information deemed to be valuable such as subject notes and additional information pertaining to the subject matter.</i>
	Warning/Caution	Reminders of things NOT to do or to be careful and/or aware of.
	<i>Example</i>	Provides examples to further explain topics or steps.

Address Services

Address verification verifies the physical address for a record - whether Customer, Dealer, or Branch.

1. To verify an address, begin by accessing the *Customer Record*.
2. From within the Customer Record, click **Edit** at the top of the screen and validate the **Operator Password** to edit the record.
3. Access the address information within the *Address* section by clicking the **House** button. This will launch the *Edit Address* window.
4. Double-check the fields populated in the Edit Address window and click the **Verify** button.

Street 1~: 25301 ROCKAWAY BLVD

Street 2~: STE 2

City~: ROSEDALE

State~: NY

Zip Code~: 11422-3137

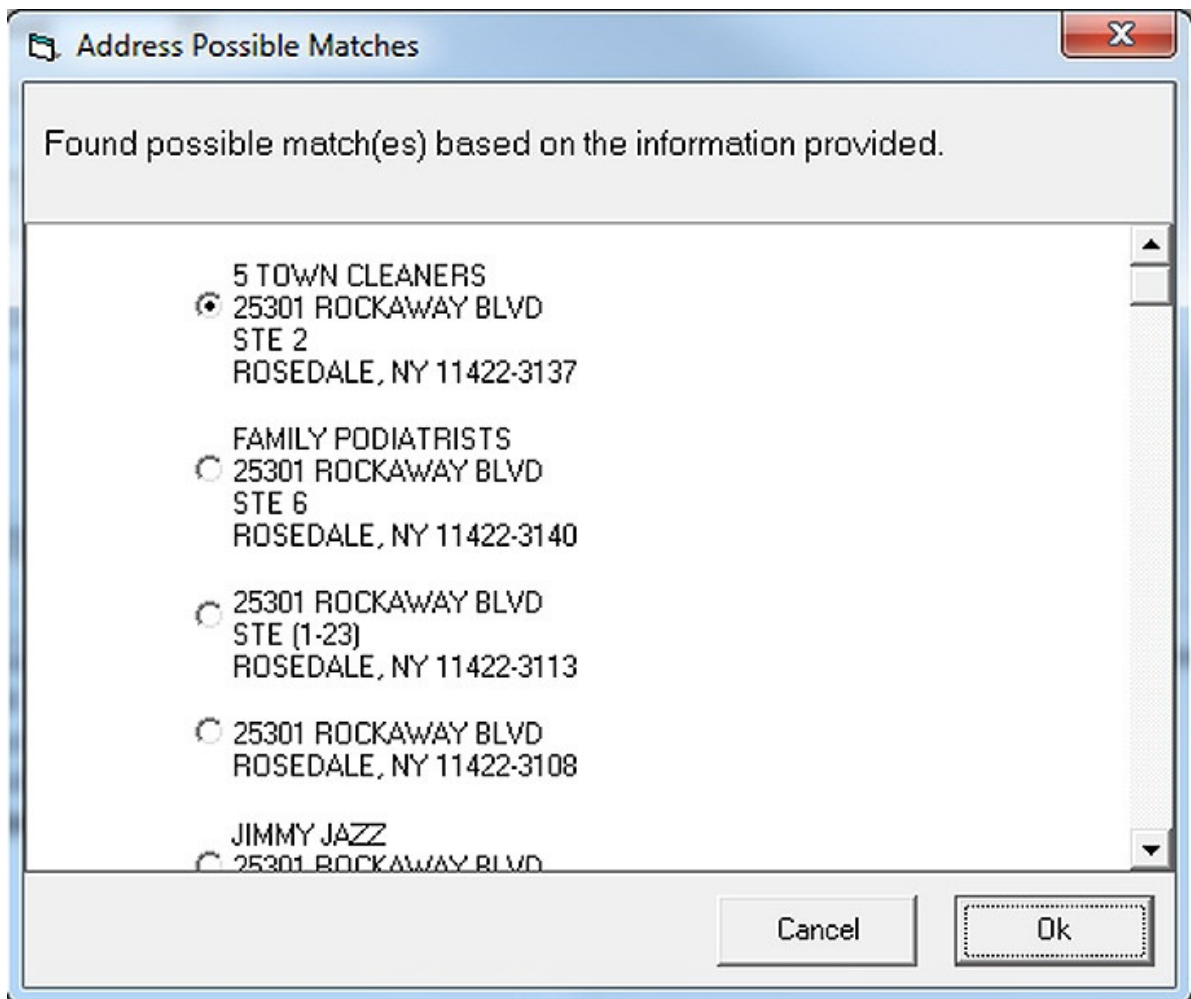
* Confirm Information

Verify Select Cancel

Customer Record Edit Address

5. A list of possible matches will appear, if found.

If not found, an Address Not Found message will appear. If the Address Not Found message appears, click OK to return to the Customer Record Edit Address window to make changes or keep the address as is.



Address Verification Possible Matches

6. Select the correct address from the *Possible Matches* list provided by clicking the appropriate radio button then click **OK**. If the correct address is not listed, click **Cancel** to keep the original address as is.

Bulk Address Validation

In addition to updating individual records, Address Services allows for bulk address updates as well. This function enables a large group of addresses to be compared against the USPS national database for validity.

Validating Addresses

1. To begin, select **Update Address**.
2. Choose which type of account addresses to update - **Update Customers**, **Update Dealers**, or **Update Branches**. The heading will reflect the selection made.

Bulk Address Validation

Update Customer Addresses

Update Customers | Update Dealers | Update Branches

Customers: ☒ Select All Customers ☐ Select Range By Customer ID: From: To: From: To: Options: ☐ Include Contact Addresses ☐ Show Verified Addresses ONLY Process: 100 Addresses at a time. Get Addresses

Match Found 17 Possible Match 3 Not Recognized 16 Update Addresses Update PSAP (1-36) of 36

#	Customer ID	Dealer ID	Branch ID	Address	Suggested Format	Update
1	248	DLR-126		7280 BODEGA PT APT 2211 Colorado Springs CO, 80920-6932	7280 BODEGA PT APT 2211 COLORADO SPRINGS, CO 80920-6932	<input checked="" type="checkbox"/>
2	249	DLR-X		421 WINDCHIME PL Colorado Springs CO, 80919-1984	421 WINDCHIME PL COLORADO SPRINGS, CO 80919-1984	<input checked="" type="checkbox"/>
3	278	DLR-126		7601 S LOST RANGER PEAK Littleton CO, 80127-3885	Address not recognized	<input type="checkbox"/>
4	287	DLR-X		7154 Roundtop St Colorado Springs CO, 80918	Address not recognized	<input type="checkbox"/>
5	311	DLR-X		7612 S LOST RANGER PEAK Littleton CO, 80127-3885	Address not recognized	<input type="checkbox"/>
6	325	DLR-X		7415 Margarita Pl Anchorage AK, 80918	Address not recognized	<input type="checkbox"/>
7	360	AUTOTEXT		7675 N ACADEMY BLVD Colorado Springs CO, 80920-3207	7675 N ACADEMY BLVD COLORADO SPRINGS, CO 80920-3207	<input checked="" type="checkbox"/>
8	430	DLR-126		1024 8th Street Greeley CO, 80631	3 matches found	<input type="checkbox"/>
9	431	DLR-126		1234 Main St Seluda VA, 23147	Address not recognized	<input type="checkbox"/>

Bulk Address Validation

3. Select the search criteria.

- Choose to search customer records by associated **Dealer** or **Branch**, or **All**
- **Select All Customers** or a **Range by Customer ID**
- **Select All Dealers** or a **Range by Dealer ID**

4. Select any **Options**, if preferred.

- **Update PSAP** - provides updated information for PSAP facilities associated with the accounts
- **Include Contact Addresses** - includes any contact address information found within the records as well

- Show Verified Addresses Only - results in only those addresses that have been [updated](#)

5. Determine how many records to **Process** at one time: **25, 50, 100** or **500**.

6. Click the **Get Addresses** button. The search results will appear within the window.

Search Results

The search results will list all addresses found matching the specified search criteria. The search results will also show how many matches to the national database were found, how many were possible matches, and how many matches failed.

Match Found	Possible Match	Not Recognized
17	3	16

Bulk Address Search Results

For each line item, a suggested format will also be displayed for any address found within the database. For any entry without a match, the message "Address Match Not Found" will be displayed in the *Suggested Format* column instead.

#	Customer ID	Dealer ID	Branch ID	Address	Suggested Format	Update
1	248	DLR-126		7280 BODEGA PT APT 2211 Colorado Springs CO, 80920-6932	7280 BODEGA PT APT 2211 COLORADO SPRINGS, CO 80920-6932	<input checked="" type="checkbox"/>
2	249	DLR-X		421 WINDCHIME PL Colorado Springs CO, 80919-1984	421 WINDCHIME PL COLORADO SPRINGS, CO 80919-1984	<input checked="" type="checkbox"/>
3	278	DLR-126		7601 S LOST RANGER PEAK Littleton CO, 80127-3885	Address not recognized	<input type="checkbox"/>
4	287	DLR-X		7154 Roundtop St Colorado Springs CO, 80918	Address not recognized	<input type="checkbox"/>
5	311	DLR-X		7612 S LOST RANGER PEAK Littleton CO, 80127-3885	Address not recognized	<input type="checkbox"/>
6	325	DLR-X		7415 Margarita Pl Anchorage AK, 99518	Address not recognized	<input type="checkbox"/>
7	360	AUTOTEXT		7675 N ACADEMY BLVD Colorado Springs CO, 80920-3207	7675 N ACADEMY BLVD COLORADO SPRINGS, CO 80920-3207	<input checked="" type="checkbox"/>
8	430	DLR-126		1024 8th Street Greeley CO, 80631	3 matches found	<input type="checkbox"/>
9	431	DLR-126		1234 Main St Seluda VA, 23147	Address not recognized	<input type="checkbox"/>

Bulk Search Results, Suggested Format

Updating an Address

To update an address with the suggested format, click the **Select** link to the right of the appropriate address suggestion. Clicking this link will automatically place a check in the coordinating Update column checkbox.

Once all addresses requiring update have been designated, click the **Update Addresses** button at the top of the screen. The system will replace all marked addresses with the suggestions made.

When the addresses have been updated, those line items will be highlighted in turquoise and will no longer have the option to update them.

To view only those addresses that have been updated, click the **Show Verified Addresses**

Only radio button under **Options** at the top of the screen.

Editing an Address

It may be necessary to edit an existing address, such as when an address match is not found or an error is noticed.

1. To edit an address, click the **Edit** link to the right of the existing address. This will launch the *Edit Address* window.
 2. Make any necessary edits and then select **OK** to accept changes or **Cancel** to exit without saving changes.
-

Location Services

Location Services primarily works behind the scenes to ensure that the proper Authority information is populated for any incoming GPS-related alarm. However, Location Services can also be used to verify PSAP data within the Authority Record as well as to update or add Authorities to an account.

GPS-Related Alarm Authority Verification






Using a nationally recognized mobile emergency service, Location Services (utilized as part of the MediaGateway package) provides a seamless way to determine the location of devices that can deliver GPS location information. By integrating the Location Services module with the Manitou system, users can quickly determine the location of a caller and relay that information to the associated authorities.

In any instance where an alarm is generated from a device capable of providing GPS data, as the alarm is being processed, Manitou sends the GPS coordinates (latitude and longitude) for the incoming signal to a national database. The database then returns the confirmed address and contact information for the Authorities associated with the GPS alarm location, populating the call list with the associated contact information for Operators to use when handling the alarm.

Data Entry

Location Services can be used to verify and update the responding Authority (Police, Fire, Medical) as well as add an Authority if needed. Manitou will perform a search for the PSAP Authorities based on the customer's address.

- Users initiate the PSAP lookup from the *Customer Details* form, if the Location Server is licensed.
- Click the **Authorities** button in the *Authority* section of the *Customer Record* form. This will bring up the *PSAP Lookup* form.

View	New	Edit	Delete	Save	Cancel
<div><div>Authority</div><div>Authority ID: <input type="text" value="CSPD"/> <input type="button" value="Search"/></div><div>Type: <input type="text" value="Police"/></div><div>Name: <input type="text" value="Colorado Springs Police Department"/> <input data-bbox="630 304 657 325" type="button" value="..."/></div><div><div>Address</div><div><div></div><div>Street 1: <input type="text" value="911 County Road"/> <input data-bbox="706 346 734 367" type="button" value="..."/></div><div>Street 2: <input type="text"/></div><div>City: <input type="text" value="Colorado Springs"/></div><div>State: <input type="text" value="Colorado"/> Zip Code: <input type="text" value="80919"/></div><div>Country: <input type="text" value="United States of America"/></div><div>Language: <input type="text" value="English (United States)"/></div><div>Time Zone: <input type="text" value="Mountain Time (US & Canada)"/></div></div></div><div><div></div><div>Site: <input type="text" value="(719) 555-9111"/> <input data-bbox="592 525 620 546" type="button" value="..."/></div><div>Home: <input type="text"/> <input data-bbox="438 556 466 577" type="button" value="..."/></div><div>Business: <input type="text"/> <input data-bbox="438 588 466 609" type="button" value="..."/></div><div>Mobile: <input type="text"/> <input data-bbox="438 619 466 640" type="button" value="..."/></div></div><div><div></div><div>E-Mail: <input type="text"/> <input data-bbox="438 640 466 661" type="button" value="..."/> <input type="text" value="PDF"/></div></div><div><div></div><div>Web Address: <input type="text"/></div></div></div> <div><div>Jump To: <input data-bbox="1437 262 1464 283" type="button" value="..."/></div><div><input checked="" type="radio"/> Authority</div><div><input type="radio"/> Options</div><div><input type="radio"/> Contact List</div><div><input type="radio"/> Call Lists</div><div><input type="radio"/> Attentions</div><div><input type="radio"/> Comments</div><div><input type="radio"/> General Schedules</div><div><input type="radio"/> Maintenance Issue</div></div>					

Customer Details, Authority Button

PSAP Lookup

PSAP

Name	Operator Phone	Distance	Unit of Measure
Lakewood Communications Center	(303) 987-7111	0	Miles
Jefferson County Sheriffs Office	(303) 277-0211	0.21268	Miles

Coverage Area: City of Lakewood

Coverage Exceptions: None

Coverage Comments: None

PSAP Comments: This PSAP is a member of the Jefferson County Emergency Telephone Service Authority Board.

Police authorities matching PSAP by phone number



ID	Name
LCC-POL	Lakewood Communications Center

Police Fire Medical

OK Cancel


PSAP Lookup

- In the *PSAP Lookup* window, the associated Authorities will show up in the PSAP table at the top of the screen. This information is confirmed by phone number below in the *Police authorities matching PSAP by phone number* section at the bottom of the window. To switch Authority type, click the appropriate tab at the bottom of the screen (**Police**, **Fire**, **Medical**).

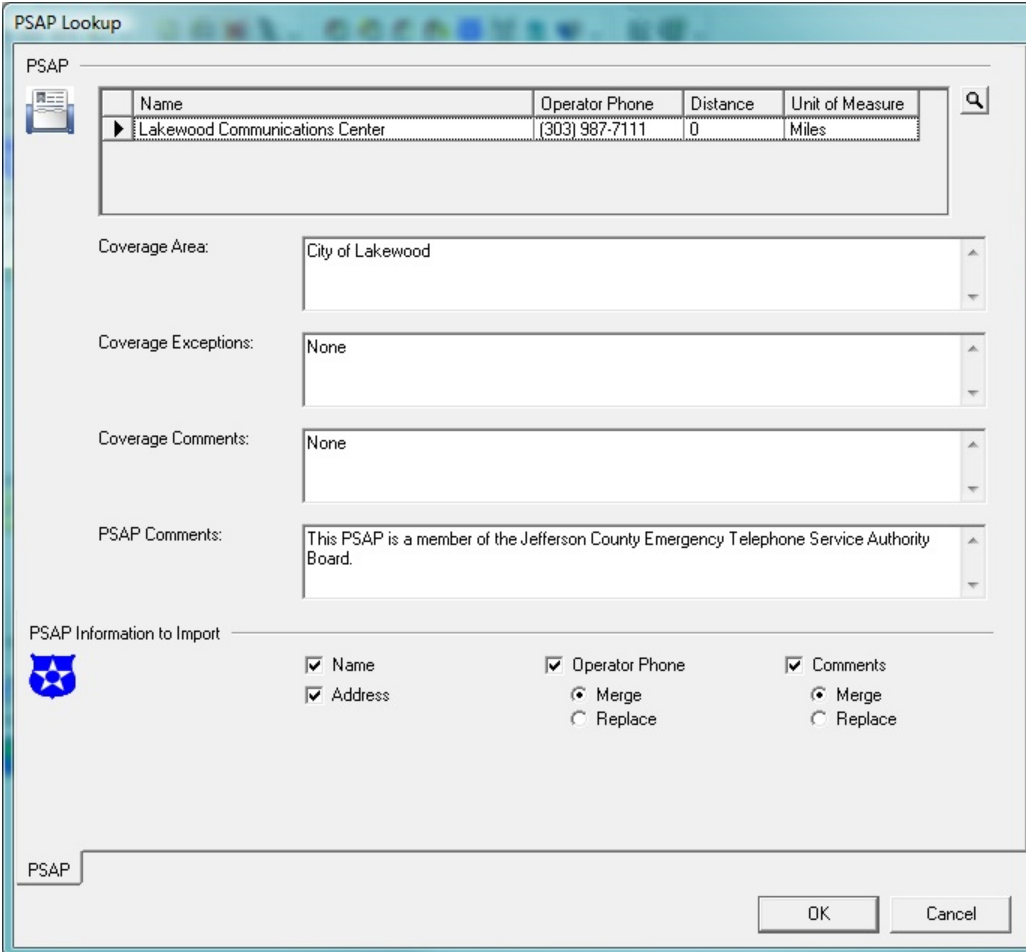
- To refresh the Authority list, click the **PSAP Lookup** button  to the right of the PSAP table. To cancel the lookup, click the **PSAP Lookup** button again.
- To add an Authority to the account, click the **Add Authority** button  to the right of the PSAP table. If the PSAP request is successful, Manitou will determine if it can match the PSAP's Operator Phone number to any existing authorities in the Manitou database. The dialog displays matches to the user for each authority type, allowing the user to select from each list to populate the customer record.

Importing an Authority into Manitou

Manitou will also search for PSAP authorities based on an Authority's address.

 *For the lookup to function, an address must be provisioned for the authority in the national PSAP database.*

Once successful, the user may import the Name, site Address, Operator Phone and Comments. For Phone and Comments, the user may Merge (add to) or Replace (delete current and insert new) values.



The PSAP Lookup dialog box contains the following elements:

- PSAP Table:** A table with columns: Name, Operator Phone, Distance, and Unit of Measure. It contains one entry: Lakewood Communications Center, (303) 987-7111, 0, Miles.
- Coverage Area:** A text box containing "City of Lakewood".
- Coverage Exceptions:** A text box containing "None".
- Coverage Comments:** A text box containing "None".
- PSAP Comments:** A text box containing "This PSAP is a member of the Jefferson County Emergency Telephone Service Authority Board."
- PSAP Information to Import:** A section with a police badge icon and four checkboxes:
 - ☒ Name
 - ☒ Address
 - ☒ Operator Phone
 - ☒ Merge
 - ☐ Replace
 - ☒ Comments
 - ☒ Merge
 - ☐ Replace
- Buttons:** OK and Cancel buttons at the bottom right.

- When finished, click the **OK** button to confirm any changes made; click **Cancel** to abort and return to the previous screen.

Address Verification

Location Services utilizes simple address verification through USPS for proper formatting

and validation. This is independent of Address Services. For more information on detailed address verification options, please refer to the [Address Services](#) section.