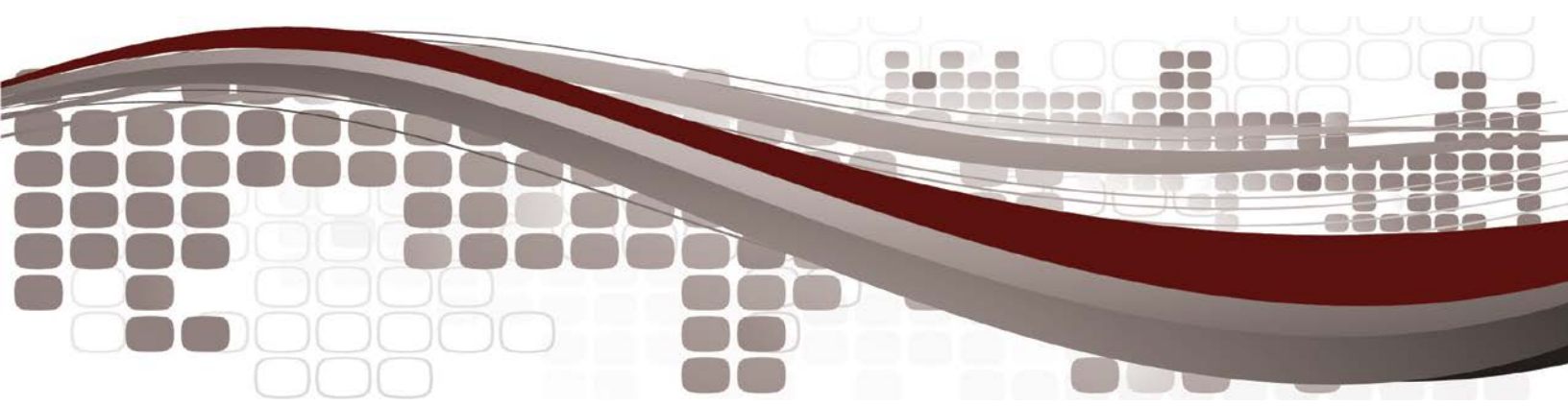




ASAP to PSAP  
Central Station  
Management Guide



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☀️ You will need to do this for all of the authorities.

## Validating an Address

Next, establish and validate all addresses. According to regulation, if an address has not been validated, an alarm cannot be sent to the PSAP. Manitou automatically reaches out to the PSAP, validates the address format and verifies the PSAP's jurisdiction.

When Manitou validates an address, it is checking to ensure that the address exists and is in the correct format as well as confirming the address is actually within the assigned authorities' jurisdiction.

☀️ **A simulator is provided that can be used to validate an address; however, it should ONLY BE USED WITH TEST ACCOUNTS. Once the simulator has validated an address, Manitou will not attempt to re-validate it later.**

1. Add the Authority with the Retransmission Contact Point to a customer.
  - Within the Operator Workstation, open a customer record
  - Select **Details** in *Jump To* menu
  - Add the Authority with the retransmission contact point created in the previous section

📁 *If the Authority already exists on the customer's account, the address will not be automatically validated. To enable validation, simply remove and re-add the Authority to the customer record and save.*

2. Verify that the PSAP has been validated.
  - Close and re-open the customer account
  - Go to the Details form
  - A check mark next to the PSAP indicates that alarms can be sent to the PSAP

📁 *If the address did not validate, you will need to check several components based on the error or log information received. Most likely, you need to format the address.*


## Validating in Bulk

Multiple addresses can be validated at once. This is accomplished through the ASAP Validate report.

1. In the Operator Workstation, select **Reports → System Reports**.
2. Choose **Maintenance** from the report node on the left-hand side of the screen.
3. Select **ASAP Validate** from the list of available reports.
4. Click **Next** then **Finish** to run a preview of the report.


Notes:

- If you have updated your system and do not see this report, you must refresh the templates to get it to appear (SWS>Reports>report templates>edit>click “Restore Defaults” on bottom of menu>save).
- The report will generate reasons for failures. Under the response section, if there is not a response that means that the validation was a success.
- Dealers have a reverse protocol section that must allow the APCO retransmission reverse protocol. (OWS>Dealer Maintenance>reverse protocols). If there is anything in the dealer’s reverse protocol, the APCO Alarm (this could be labeled slightly differently depending on the installation – it’s the reverse command for ASAP to PSAP) reverse protocol must be added. If there is nothing in this form, then the default is that all reverse commands are allowed.


 *Validating also requires the system to be correctly connected to the ASAP or for the auto dispatch simulator to be working correctly and running.*

## Formatting the Address

The PSAP databases use a standard format for addresses. Not having the accurate format will prevent correct delivery of the alarm.

 *Each PSAP facility governs the requirements for their standard format. As a good general standard, refer to the USPS standard formatting regulations.*

Manitou uses underscores to change the position of the different attributes of an address. The address attributes include the street number, street name, street type (Drive, Circle, Boulevard, Road, etc.), and apartment number.

 *At time of this document creation, ASAP to PSAP is only valid in the USA.*

1. Open a customer record that you would like to validate the address on.
  - If an address is not present, add one by clicking **Edit** button then on the **House** button.
2. Click the **ellipsis** button next to the address. The format will appear in a pop-up window. The example shown has the correct format.

 **You must be in Edit mode or the ellipses button will not appear.**



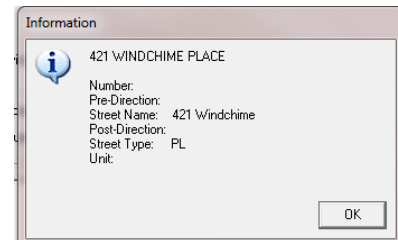
3. Use underscores to move the location of each address attribute.
4. To add an underscore, click the **Edit** button then click the **House** icon and add an underscore to the actual street address).
5. To see the change, close the customer record and reopen it.

The following examples show how the underscore can modify the placement of the attributes:

Underscore placed at beginning of Street 1 field



Change shows Street number now listed with Street Name



Underscore placed between street name and type



Result showing the Street Type combined with the Street Name

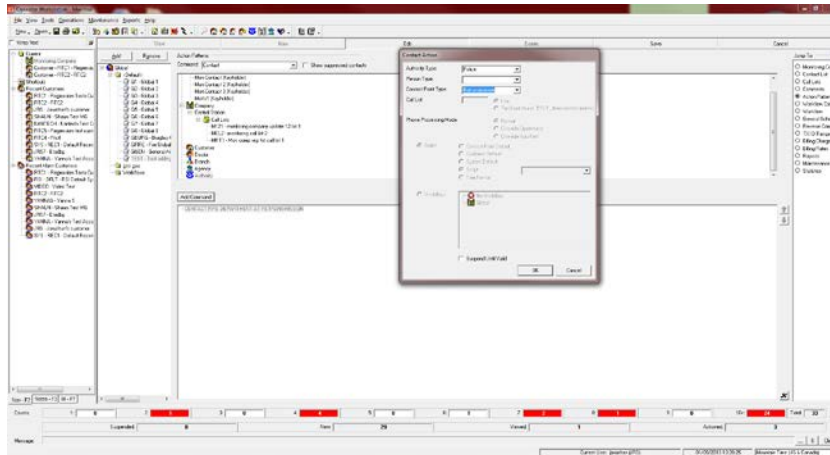


## Updating an Action Pattern for ASAP to PSAP

The next step is to add a retransmission contact point to an action pattern. Manitou sends the alarm info right out of the action pattern; these can also be added to workflows.

1. Open the action pattern that you want to use and add the retransmission contact type under authority. (OWS>Customer or dealer or monitoring companies>action patterns>edit>pick the authority type>then under authority in the action patterns tree you will see retransmission contact point>add command. For more info on action pattern setup, see the Manitou manual.

## Global, Dealer or Customer:

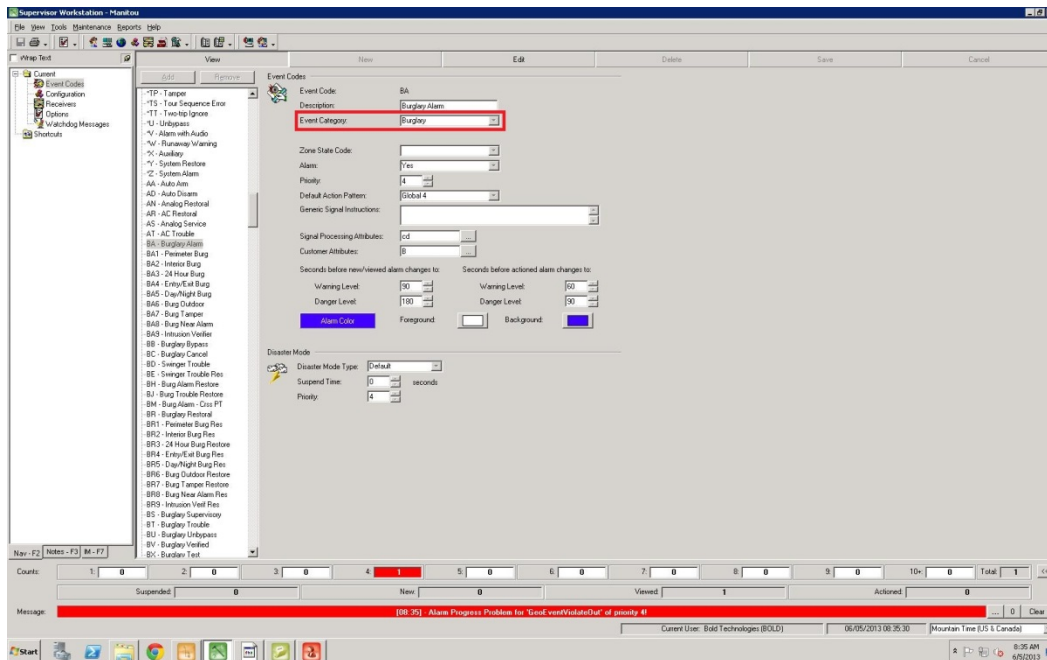


# Programming

Commsys, in association with CSAA, requires particular descriptions to warrant viable alarms. Each Central Station will be required to modify their event category descriptions to match the Commsys requirements.

See Appendix A for a partial list of accepted Event Category descriptions.

Event Categories are modified within the Supervisor Workstation. It is recommended that new event categories are made. To modify or create new Event Categories, go to: **Maintenance>Events>Event Categories>Description.**



Next, the correct Event Category needs to be assigned to the correct Event Codes. To assign event codes, (SWS>Maintenance>events>Event category to what it needs to be to satisfy the PSAP).

## Using ASAP to PSAP

Once addresses have been validated and the Event Category and Codes have been updated, you are ready to automatically dispatch alarm information to the PSAP of the customer.

1. Within the Alarm Screen ensure that the action pattern containing the retransmission contact point is populated.
2. Action the retransmission contact point. A *Reverse Command Parameters* pop up appears prompting input. Enter the appropriate information to pass along to the PSAP for that particular alarm such actions already taken, special instructions about location, etc.; otherwise these fields may be left blank. Click **OK**.

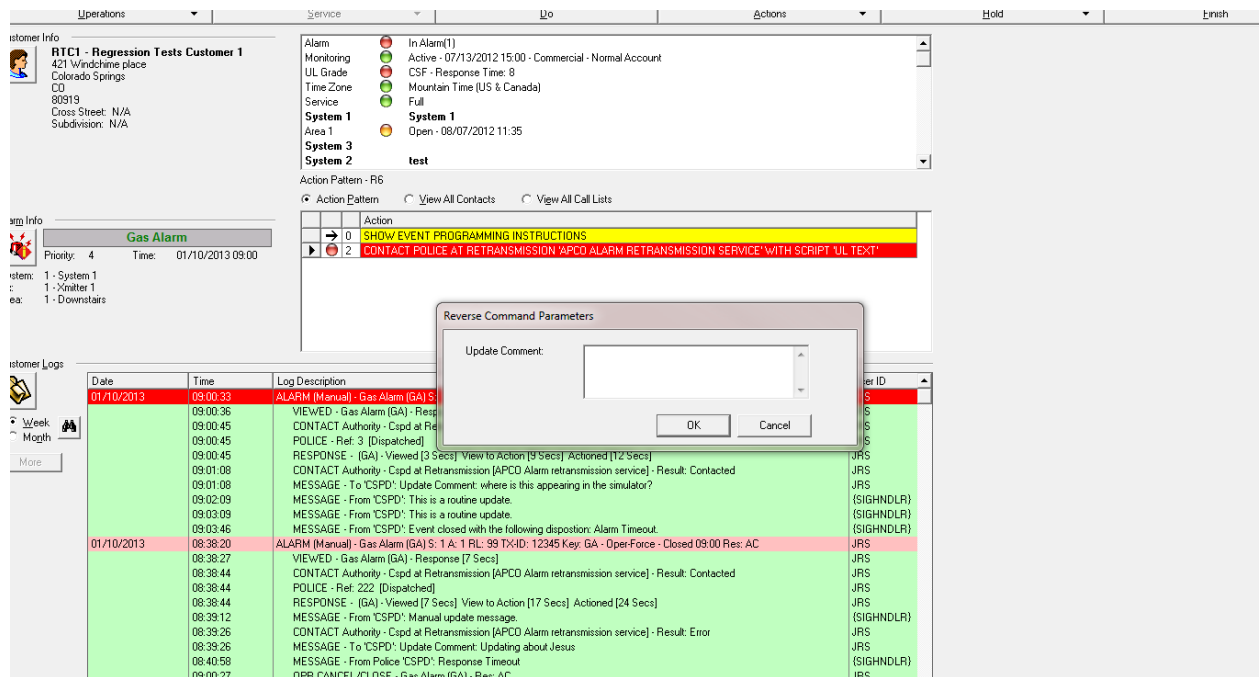
3. Confirmation should then be received that the alarm has been updated and/or received.

When using the Simulator, no information is received. For instructions on using the Simulator, see the section below.

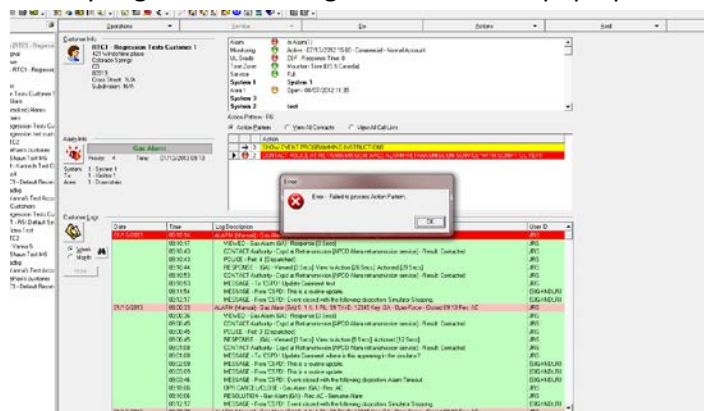
4. You can send updates to the site after actioning the alarm in order to update the authority to any changes. Simply double click the action pattern again and enter the text you wish to send,



then click **OK**.



- Once the additional information has been sent, the PSAP sends a reply signal that adjusts the Activity Log. Manitou will generate a failure pop-up the action pattern fails to update.



- Once the police have been dispatched, the alarm may be completed as any other alarm.

*If the following error is received, then you must validate the address. See the section (or CS Manager's manual) about validating addresses.*

Action

SHOW EVENT PROGRAMMING INSTRUCTIONS

CONTACT POLICE AT RETRANSMISSION 'APCO ALARM RETRANSMISSION SERVICE' WITH SCRIPT UL TE

Error

✖

Error - Requested reverse command requires validation which has not yet been done for this customer! Protocol [13], CmdSeq [1], Seq [0].

OK

Description

URL (Man

DATE Au

DATE Authority - Ccpd at Retransmission [APCO Alarm retransmission service] - Result: Unknown

DATE Authority - Ccpd at Retransmission [APCO Alarm retransmission service] - Result: Unknown

DATE Authority - Ccpd at Retransmission [APCO Alarm retransmission service] - Result: Unknown

DATE Authority - Ccpd at Retransmission [APCO Alarm retransmission service] - Result: Unknown

# Using the Simulator

The Simulator allows address validation to be tested within a safe environment.

☛ **The Simulator should ONLY be used on test accounts.**

## Validating an address with the Simulator

1. Change the configuration in the Simulator so that it accepts 100% of the inputs.
  - Select **Auto Dispatch Simulator**, then **Tools, Edit** and **Configuration**.
  - In the pop-up window that appears, change the percent of **Accepted Initiations** to 100.

📁 *This function is for testing in bulk and will return 20% of initiations as failed if it is not changed.*

PSAP Simulator (Happened / Autodispatch)

File Tools Window

Alarm Information

Location: [ ] Building: [ ]

App/Device/Station: [ ]

Location Name: [ ] Location Desc: [ ]

Activity Category: [ ] Event Category: [ ]

Location Category: [ ] Event Details: [ ]

PSAP ID: [ ] PSAP Name: [ ]

Sub Name: [ ] Sub Phone: [ ]

Initiation Configuration (Active)

Engine Active and Purge Closed Alarms

Engine Active Alarms (Minutes): [ 30 ]

Purge Closed Alarms (Minutes): [ 15 ]

Auto Run

Percent of Accepted Initiations: [ 100 ]

Clear Active Alarms (Seconds): [ 5 ]

Send Update Interval (Seconds): [ 60 ]

Logging

Log Level: [ Debug ]

Start Stop Auto Run

Central Station

Name: [ ] Station ID: [ ]

Address: [ ]

Phone: [ ] Operator ID: [ ]

Source ID: [ ]

RLTTS Header Information

Source ORCID: [ ] Subject ORCID: [ ]

Msg Key Code: [ ] Desc Control Path: [ ]

Received Date: [ ] Received Time: [ ]

Piled Date: [ ] Piled Time: [ ]

Received Qty Count: [ ] Piled Qty Count: [ ]

Start Update Stop

Time PSAP Event No CS Event No Location Event Type Status

2. Go to *Autodispatch Simulator* then click the **Start** button in the upper middle of the screen.

PSAP Simulator (Happened / Autodispatch)

File Tools Window

Alarm Information

Location: [ ] Building: [ ]

App/Device/Station: [ ]

Location Name: [ ] Location Desc: [ ]

Activity Category: [ ] Event Category: [ ]

Location Category: [ ] Event Details: [ ]

PSAP ID: [ ] PSAP Name: [ ]

Sub Name: [ ] Sub Phone: [ ]

Initiation Configuration (Active)

Engine Active and Purge Closed Alarms

Engine Active Alarms (Minutes): [ 30 ]

Purge Closed Alarms (Minutes): [ 15 ]

Auto Run

Percent of Accepted Initiations: [ 100 ]

Clear Active Alarms (Seconds): [ 5 ]

Send Update Interval (Seconds): [ 60 ]

Logging

Log Level: [ Debug ]

Start Stop Auto Run

Central Station

Name: [ ] Station ID: [ ]

Address: [ ]

Phone: [ ] Operator ID: [ ]

Source ID: [ ]

RLTTS Header Information

Source ORCID: [ ] Subject ORCID: [ ]

Msg Key Code: [ ] Desc Control Path: [ ]

Received Date: [ ] Received Time: [ ]

Piled Date: [ ] Piled Time: [ ]

Received Qty Count: [ ] Piled Qty Count: [ ]

Start Update Stop

Time PSAP Event No CS Event No Location Event Type Status

3. To populate the Simulator's *Alarm Information* section, click on the green **Accept/Reject** button. If problems are encountered, restart the Auto-dispatch Gateway.

The screenshot shows the PSAP Simulator interface. The top section contains various input fields for alarm information, including location, activity category, and PSAP ID. The middle section contains fields for central station information and NLETS header information. The bottom section is a table displaying event data.

Time	PSAP Event No	CS Event No	Location	Event Type	Status
03:52	03		PSAP		ACCEPT

## Testing Alarms with the Simulator

The Auto-Dispatch Simulator may also be used to test alarm handling.

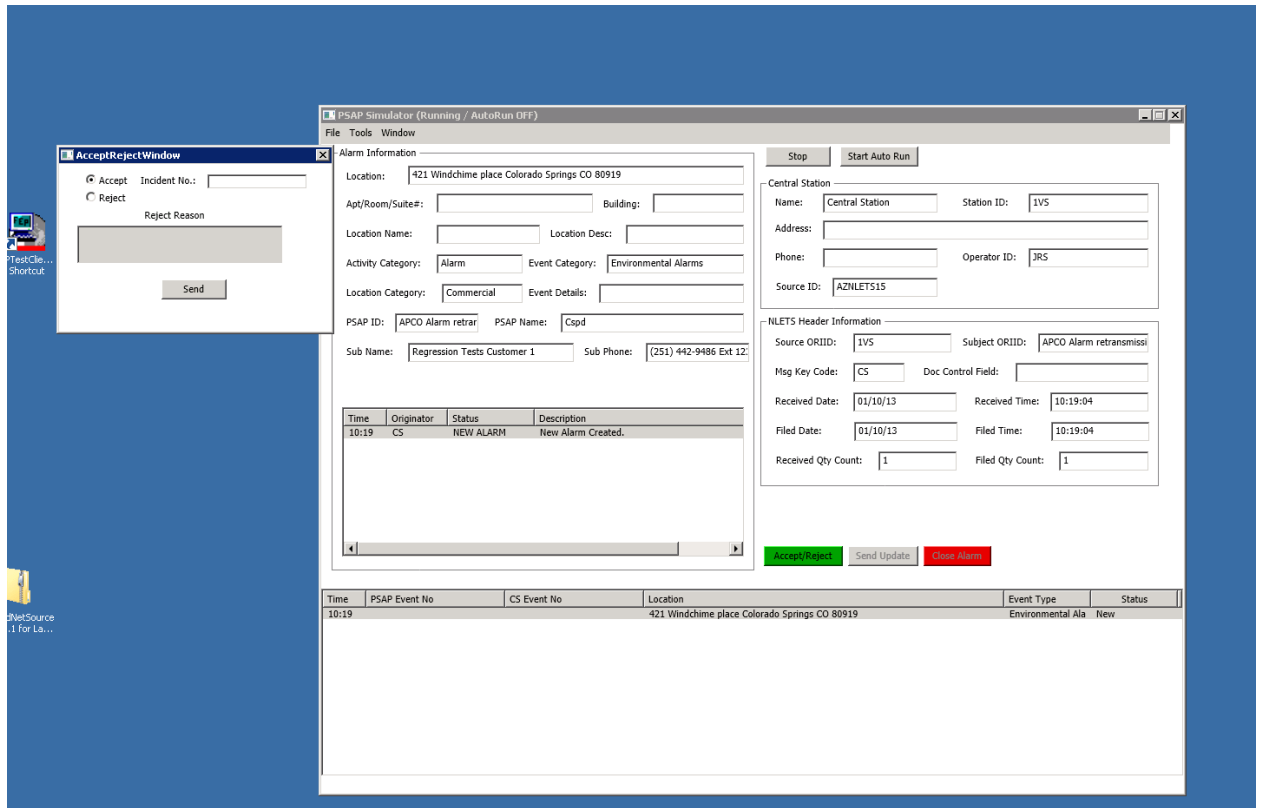
1. Open the Auto-Dispatch Simulator (usually found in the Manitou directory). Remember to adjust the configuration if you do not want the Simulator to generate failures as mentioned in the Using the Simulator section.
2. Click **Start** then **Auto Run**. Follow the instructions in the *Using ASAP to PSAP in an alarm* section.
3. The Simulator will automatically respond to the alarms being sent in.

Additionally, the Simulator can be used in a manual capacity to test different steps in the process.

1. Open the Simulator and select **Start**. Do not select Auto Run.

When you switch between Auto Run being on or off, you will have to restart the autodispatch gateway in the MSM and close the simulator then re-open it.

2. Send in an alarm. The alarm will appear in the Simulator.
3. Select the alarm in the bottom section of the *PSAP Simulator* window. Then, select the **New Alarm Notification**.
4. Click the **Accept/Reject** button once it enables. The pop-up appears allowing you to send in an Accept or Reject and reason.



- Once sent, you can send and receive updates to/from Manitou.

# Appendix A – Manitou Event Categories

\*\*The PSAP Receives the alarm type from Column “A” and then translates it to event type codes in the computer-aided dispatch system using a translation table. The example shown below is from the City of Richmond to illustrate how arm types are translated.

Manitou Event Category	Comments/ Conditionals	Event Type Code in CAD	Event Sub- Type Code in CAD	Event Type Description	Event Sub-Type Description
Burglary		BURG-ALARM	I	BURGLAR ALARM	INVESTIGATE
Medical		MEDICAL-ALARM	I	MEDICAL ALARM	INVESTIGATE
Medical Alarm		MEDICAL-ALARM	I	MEDICAL ALARM	INVESTIGATE
Medical - Defibrillator		EMS-1STRESP	MEDICAL- ALRM-DEF	EMS-1st RESP CALL	MEDICAL ALARM DEFIBRILLATOR
Fire		FIRE-ALARM	GENERAL	FIRE ALARM	GENERAL
Fire – Keypad		FIRE-ALARM	KEYPAD	FIRE ALARM	KEYPAD
Fire – Pull Station		FIRE-ALARM	PULL- STATION	FIRE ALARM	PULL STATION
Fire – Heat		FIRE-ALARM	HEAT- DETECTOR	FIRE ALARM	HEAT DETECTOR
Fire – Waterflow/Sprinkler		FIRE-ALARM	WATERFLOW	FIRE ALARM	SPRINKLER/WATE RFLOW
Fire - Smoke		FIRE-ALARM	SMOKE- DETECTOR	FIRE ALARM	SMOKE DETECTOR
Gas – Carbon Dioxide		FIRE-ALARM	CARBON- DIOXIDE	FIRE ALARM	CARBON DIOXIDE
Gas – Carbon Monoxide		FIRE-ALARM	CARBON- MONOXIDE	FIRE ALARM	CARBON MONOXIDE
Gas - Natural		FIRE-ALARM	NATURAL- GAS	FIRE ALARM	NATURAL GAS
Gas - Propane		FIRE-ALARM	PROPANE- GAS	FIRE ALARM	PROPANE
Holdup/Panic/Duress/Em ergency	If location type <> "Commercial" and <> "Residential"	PANIC-DURSS- ALRM	I	PANIC/DURESS ALARM	INVESTIGATE
Panic	If location type <> "Commercial" and <> "Residential"	PANIC-DURSS- ALRM	I	PANIC/DURESS ALARM	INVESTIGATE
Duress	If location type <> "Commercial" and <> "Residential"	PANIC-DURSS- ALRM	I	PANIC/DURESS ALARM	INVESTIGATE
Panic/Duress	If location type <> "Commercial" and <> "Residential"	PANIC-DURSS- ALRM	I	PANIC/DURESS ALARM	INVESTIGATE
Duress/Panic	If location type <> "Commercial" and <> "Residential"	PANIC-DURSS- ALRM	I	PANIC/DURESS ALARM	INVESTIGATE

Holdup	If location type <> "Commercial" and <> "Residential"	HOLDUP-ALARM-COM	I	HOLDUP ALARM COMMERCIAL	INVESTIGATE
Tamper		BURG-ALARM	TAMPER	BURGLAR ALARM	TAMPER WITH EQUIPMENT
Receiver		BURG-ALARM	I	BURGLAR ALARM	INVESTIGATE
Restore		BURG-ALARM	I	BURGLAR ALARM	INVESTIGATE
Phone Line		BURG-ALARM	I	BURGLAR ALARM	INVESTIGATE
Open/Close		BURG-ALARM	TAMPER-DISARM	BURGLAR ALARM	TAMPER - DISARM W/O PROPER CODE
Reset/Cancel		BURG-ALARM	TAMPER-DISARM	BURGLAR ALARM	TAMPER - DISARM W/O PROPER CODE
Gas		FIRE-ALARM	GAS	FIRE ALARM	GAS ALARM (NOT SPECIFIED)
Supervisory	If Activity Category Text = AddressVerification	Z-ADDR-VALID			
Trouble		BURG-ALARM	TAMPER	BURGLAR ALARM	TAMPER/TROUBLE
Trouble - Fire		FIRE-ALARM	TAMPER	FIRE ALARM	TAMPER/TROUBLE/SUPERVISORY

\*The alarm company is responsible for transmitting a valid alarm type from the list of enumerations in column "A".

\*\*The PSAP converts the alarm type from the alarm company and translates the alarm event type contained in the CAD system using a translation table. The translation is a PSAP decision.