



**ManitouNEO GENERAL SCHEDULES**

**Purpose and Use**

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# Introduction

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General Schedules is a feature that empowers users to leverage Manitou, to enable and disable items, based on the days of the week and times of the day and even days of the year. There are several types of General Schedules in Manitou including:

- Keyholder Availability
- Programming
- Check-In
- Reminder
- Call List Availability
- Action Pattern
- On Test

This guide covers, in detail, Keyholder Availability, Programming, Call List Availability, Action Pattern, and Reminder General Schedules.

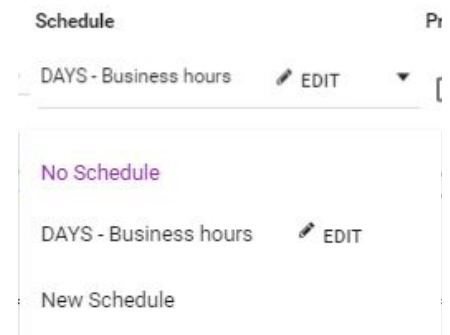
**Check-In** is used when deploying GPS Location services to generate expected check-in times for lone workers and executive protection.

**On Test** sets the days of the week and times of the day that technicians and dealers may place accounts out of service (on test) through remote needs without interaction with the Monitoring Center. Outside of those days/times technicians must contact the Monitoring Center to place accounts on and off of Test.

# Keyholder Availability

Keyholder Availability General Schedules relate to when a contact point, specifically a telephone number, is available. New to ManitouNEO these General Schedules may be created in-line with the telephone numbers themselves. For example, a business that is open 9-5 Monday through Friday will not have someone on site at 11 PM most of the time so calling the site number doesn't make a lot of sense. It is possible to use a Keyholder availability general schedule to set the days and times that the site is definitely available such as 8 am to 6 pm Monday through Friday. To add a General Schedule in-line with a telephone number:

1. Enter into Edit within the Contact section of the customer or contact person then add or edit the appropriate telephone number.
2. Drop down the schedule column and select New Schedule.
3. Enter a new Schedule ID. (4 letters or numbers)
4. Enter a clear description.
5. Select the days of the week and enter the times of the day. Remember, this is an opt IN setting. Please be aware that each individual line must not cross a 24 time period. Times must fall between 00:00 and 23:59.
6. Repeat as necessary to fill in the complete 7 day week.



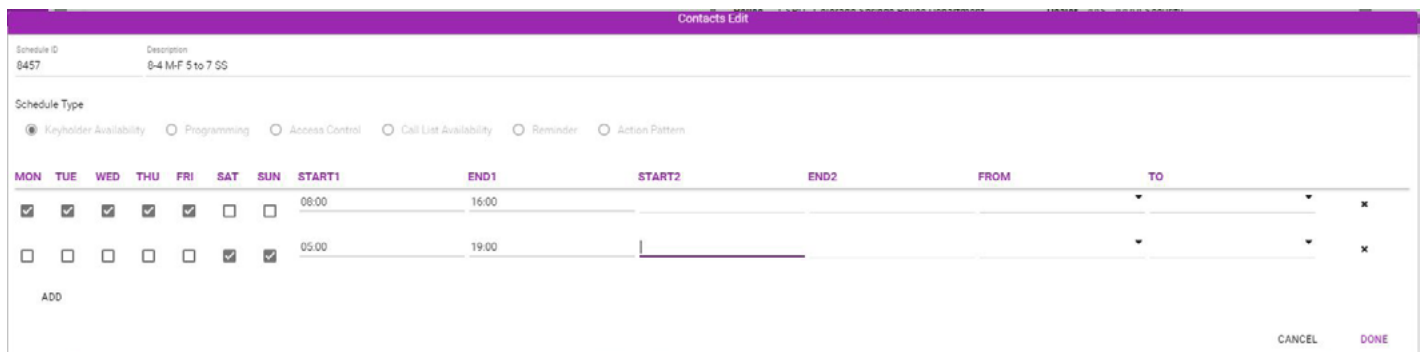
Schedule

DAYS - Business hours EDIT

No Schedule

DAYS - Business hours EDIT

New Schedule



Contacts Edit

Schedule ID: 8457 Description: 8-4 MF 5 to 7 SS

Schedule Type: ☒ Keyholder Availability ☐ Programming ☐ Access Control ☐ Call List Availability ☐ Reminder ☐ Action Pattern

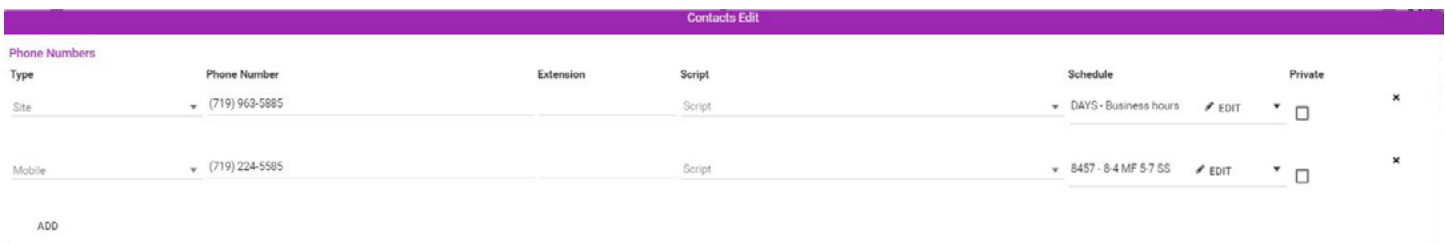
MON	TUE	WED	THU	FRI	SAT	SUN	START1	END1	START2	END2	FROM	TO
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	08:00	16:00				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	05:00	19:00				

ADD

CANCEL DONE

7. Click Done.

This automatically ties the schedule to the phone number and is now available for any other telephone number.



Contacts Edit

Phone Numbers

Type	Phone Number	Extension	Script	Schedule	Private
Site	(719) 963-5885		Script	DAYS - Business hours EDIT	<input type="checkbox"/>
Mobile	(719) 224-5585		Script	8457 - 8-4 MF 5-7 SS EDIT	<input type="checkbox"/>

ADD

# Keyholder Availability for Temporary Contacts

When attempting to use General Schedules for temporary contact points there are two different ways to do so.

## Scenario 1 - Enable a number for one day, or small group of days

In this scenario the phone number would be disabled all other times EXCEPT during the dates listed. This example shows that the number is available for 24 hours a day during the specified days of the week. Then the number is no longer available outside of those hours.

The screenshot shows the 'Contact Edit - Karl Cross' interface. The 'CONTACT POINTS' tab is selected. The 'Schedule ID' is 'TEMP' and the 'Description' is 'Temporary Available'. The 'Schedule Type' is 'Keyholder Availability'. The schedule is defined for the days of the week (MON, TUE, WED, THU, FRI, SAT, SUN) with checkboxes for each day. The 'START1' time is 00:00 and the 'END1' time is 23:59. The 'FROM' date is 06/14/2017 and the 'TO' date is 06/17/2017. The 'ADD' button is visible at the bottom left, and 'CANCEL' and 'DONE' buttons are at the bottom right.

## Scenario 2 - Disable a telephone number for a specific day, or group of days

In this scenario the phone number would be disabled only during the dates listed. Therefore the phone number is enabled all day every day EXCEPT on the dates listed.



The screenshot shows the 'Contact Edit - Angelo Daniels' interface. The 'CONTACT POINTS' tab is selected. The 'Schedule ID' is 'DTMP' and the 'Description' is 'Disable Temp'. The 'Schedule Type' is 'Keyholder Availability'. The schedule is defined for the days of the week (MON, TUE, WED, THU, FRI, SAT, SUN) with checkboxes for each day. The 'START1' time is 00:00 and the 'END1' time is 23:59. The 'FROM' date is 06/14/2017 and the 'TO' date is 06/17/2017. The 'ADD' button is visible at the bottom left, and 'CANCEL' and 'DONE' buttons are at the bottom right. A warning message is displayed at the bottom left: 'WARNING: Wed appears on more than one line. WARNING: Thu appears on more than one line. WARNING: Fri appears on more than one line. WARNING: Sat appears on more than one line.'

Notice there are NO hours entered on the second line but there are dates listed on the From To Dates.

# Creating or Editing a Keyholder Availability General Schedule outside of a Contact Point

It is also possible to create, and edit, Keyholder Availability General Schedules apart from the contact points. This is done within the appropriate entity record, for this example we will demonstrate this within the Customer record.

1. Navigate to the General Schedules form within the record.
2. Select the schedule to change and click the pencil to edit or click the plus sign to add a new General Schedule.
3. When creating a new General Schedule, enter a four character (alpha or numeric) ID and a Description.
4. Be sure the Schedule type is Keyholder Availability.
5. Select the days of the week and the times of the day.
6. Set the start and end times, and, when appropriate, from and to dates, after entering all data correctly, click Done.
7. Repeat as necessary then click the Save icon to commit the save to the database.

 customer 

From and To times may not cross a 24 hour line but can stop and start within a 24 hour period. For example if the phone number is available overnight such as from 10 PM to 6 AM the from and to times can look like:

Start 1 = 00:00  
End 1 = 06:00  
Start 2 = 22:00  
End 2 = 23:59

!!! The schedule is not in affect until linked to a telephone number!!!

General Schedule Edit												
Schedule ID	Description											
NGTS	Nighttime availability											
Schedule Type												
<input checked="" type="radio"/> Keyholder Availability <input type="radio"/> Programming <input type="radio"/> Access Control <input type="radio"/> Call List Availability <input type="radio"/> Reminder <input type="radio"/> Action Pattern												
MON	TUE	WED	THU	FRI	SAT	SUN	START1	END1	START2	END2	FROM	TO
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		06:00	22:00	23:59		
ADD												
											CANCEL	DONE

# Programming General Schedules



The Programming General Schedules are used to change the nature of an alarm based on the time of day and day of the week. To create the General Schedule within the Customer record:

1. Navigate to the General Schedules form within the customer record.
2. Select the schedule to change and click the pencil to edit or click the plus sign to add a new General Schedule.
3. When creating a new General Schedule, enter a four character (alpha or numeric) ID and a Description.
4. Be sure the Schedule type is Programming.
5. Select the days of the week and the times of the day.
6. Set the start and end times, and, when appropriate, from and to dates, after entering all data correctly, click Done.
7. Repeat as necessary then click the Save icon to commit the save to the database.

It is also possible to do this on the Transmitter Type Programming, but the General Schedule must be named consistently on all customer records for the programming command to work from there.

## Adding to an Event

After creating a Programming General Schedule, following the instructions above, and saving the record, it is necessary to tie the schedule to the event codes that need to change their behavior during the hours defined. To do so:

1. Within the customer record, navigate to Systems and Programming.
2. Click the pencil  to edit the TX Programming dialog.
3. Click the plus sign  to Add and enter the programming line, or select the line to add the programming command, then click the ellipses button to launch the commands dialog.
4. Select the InSched command on the left and either double click it, or click the right arrow, to move it from the left to the

# Adding a Programming General Schedule...

right (middle) section.

- 5. Drop down the Sched No. field and select the General Schedule name created previously.
- 6. Next, drop down the Event field and select the new event code to change this event to when the schedule applies. Yes, it is possible to set the event to the same event as the programmed event if the only rule is to make it alarm or NOT alarm and everything else remains the same. If applying a different action pattern, it is important to create a different event code to allow for the application of a different action pattern.
- 7. Finally, select if the event should or should not be an alarm. The choices are Yes, No, and Default. Default is the most common as it goes back to the default behavior defined on the event code. If the behavior is opposite of the event code it is important to be sure to set the option to Yes or No.
- 8. Save the record

TX Programming Commands

Audio(Type,Delay) ADD

Audio

Text

InSched(MILK, \*BA, No) ?

InSched(MILK, \*BA, No)

Sched No. ...

Event ...

\*BA

Alarm ...

No

CANCEL DONE

TX Programming Edit											
Input					Output					Special Processing	
TX	Event	Area	Zone	Sensor	Event	Description	Area	Zone	Sensor	Point ID	Commands
1 - Commercial B...	BA	1	5	*	BA	Burglary Alarm	*	*	*		InSched(MILK, *BA, No) ...
ADD											
CANCEL DONE											



# Call List Availability General Schedules

Similar to Programming General Schedules, the Call List General Schedules are used to change the who to call, when an alarm arrives, based on the time of day and day of the week. It is possible to create these general schedules on multiple entities, this example is done on the customer record. The creation of the General Schedule is like the others:

1. Navigate to the General Schedules form within the customer record.
2. Select the schedule to change and click the pencil to edit or click the plus sign to add a new General Schedule.
3. When creating a new General Schedule, enter a four character (alpha or numeric) ID and a Description.
4. Be sure the Schedule type is Call List Availability.
5. Select the days of the week and the times of the day.
6. Set the start and end times, and, when appropriate, from and to dates, after entering all data correctly, click Done.
7. Repeat as necessary then click the Save icon to commit the save to the database.

General Schedule Add

Schedule ID  
CL1

Description  
Daytime Office Hours

Schedule Type

☐ Keyholder Availability ☐ Programming ☐ Access Control ☒ Call List Availability ☐ Reminder ☐ Action Pattern


MON	TUE	WED	THU	FRI	SAT	SUN	START1	END1	START2	END2	FROM	TO	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	08:00	16:00					<input type="button" value="x"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	08:30	15:00					<input type="button" value="x"/>
<div>ADD</div>													

CANCEL

DONE

# Adding a Call List Availability General Schedule to a Call List

After creating a Call List Availability General Schedule, following the instructions above, and saving the record, tie the general schedule to the appropriate Call Lists and defer to the next. Please note, you must have at least two call lists to use Call List Availability General Schedules.

1. Within the customer record, navigate to the Call List form.
2. Click the Edit pencil  and select the first Call List
3. Drop down the Availability field and select the availability of that Call List.
4. Next, select the next list to defer to when that list is not valid.
5. Repeat this process until the “when all else fails” call list. Please note, the final list may NOT be deferred to a list as it could create a [recursive loop](#). It is best to have a call list that is used “when all else fails” if mistakes are made. We also encourage notifying customers of this process.
6. Save the record.

For more information on how to add significant power to Call List Availability General Schedules Please review the Complex Call Lists document found in the BoldGenius Resource Library.

Edit Call List

Call List  
DAYS

Description  
Daytime Calls

Call List Type  
Main List

☐ Show Suppressed Contacts ☐ Rotates

Availability  
CL1 - Daytime Office Hours

Defer To  
OOH - Out of Hours Call List

Available Contacts

Name	Contact Type
Luke Kelly	Keyholder
Dorothy Little	Keyholder
Clyde Sutton	Keyholder
Karl Cross	Keyholder
Patrick Strickland	Keyholder
Elsie Burke	Keyholder
Angelo Daniels	Keyholder
Jackie Cortez	Keyholder
Devin Warren	Keyholder
Hattie McCarthy	Keyholder

Rows: 10 1-10 of 15

List Contacts

Name
Luke Kelly
Clyde Sutton
Patrick Strickland

Rows: 10 1-3 of 3

☐ Must Contact ☐ No Rotation

OOH - Out of Hours Call List

Rotates ☐

Contacts

Name	Must Contact	Does Not Rotate
Clyde Sutton	<input type="checkbox"/>	<input type="checkbox"/>
Elsie Burke	<input type="checkbox"/>	<input type="checkbox"/>
Hattie McCarthy	<input type="checkbox"/>	<input type="checkbox"/>
Mountain Muffins	<input type="checkbox"/>	<input type="checkbox"/>

# Action Pattern General Schedules

New to ManitouNEO are Action Pattern General Schedules. , the Action Pattern General Schedules are used for logic statements, within an Action Pattern, based on the time of day and day of the week. It is possible to create these general schedules on multiple entities, this example is done on the customer record. The creation of the General Schedule is like the others:

1. Navigate to the General Schedules form within the customer record.
2. Select the schedule to change and click the pencil to edit or click the plus sign to add a new General Schedule.
3. When creating a new General Schedule, enter a four character (alpha or numeric) ID and a Description.
4. Be sure the Schedule type is Action Pattern.
5. Select the days of the week and the times of the day.
6. Set the start and end times, and, when appropriate, from and to dates, after entering all data correctly, click Done.
7. Repeat as necessary then click the Save icon to commit the save to the database.

General Schedule Edit

Schedule ID  
DAY3

Description  
Daytime Actions

Schedule Type

☐ Keyholder Availability

☐ Programming

☐ Access Control

☐ Call List Availability



☐ Reminder

☒ Action Pattern

MON	TUE	WED	THU	FRI	SAT	SUN	START1	END1	START2	END2	FROM	TO	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	08:00	19:00					x
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	07:00	22:00					x
<div>ADD</div>													
<div>CANCEL</div> <div>DONE</div>													

# Adding a Action Pattern Availability General Schedule to an Action Pattern

After creating an Action Pattern General Schedule, following the instructions above, and saving the record, the following directions step through how to add an Action Pattern General Schedule to an Action Pattern within a customer record.

1. Within the customer record, navigate to the Action Patterns form.
2. Click the edit pencil  and click the plus sign  to Add a new Action Pattern.
3. Give the Schedule an ID and Description and place it in a Category. (*We encourage the use of categories in ManitouNEO for ease of use.*)
4. Click Next
5. Open the Logic Handling section and select IF General Schedule [At Alarm Time] and pick the appropriate Action Pattern.
6. Click Apply
7. Build the actions to use when the schedule IS valid, such as Contact the customer via Email and Close the Alarm.
8. Return to the Logic Handling section and select ELSE and then build the actions for when the schedule IS NOT valid such as making calls to the site and keyholders, then closing the alarm.
9. Complete the Logic statement by returning to Logic Handling one more time and selecting END IF.
10. Click Done
11. Save the record.

It is possible to use this as its own stand-alone action pattern or to include this action pattern within another, as needed.

## SCHED - General Schedule Override

1.	IF <b>INSCHED(DAYS)</b>
2.	<b>NOTIFY</b> CUSTOMER AT E-MAIL WITH SCRIPT <b>EMAIL</b>
3.	<b>CLOSE</b> ALARM WITH RESOLUTION <b>AU</b>
4.	ELSE
5.	<b>CONTACT</b> CUSTOMER AT SITE
6.	<b>CONTACT</b> CUSTOMER KEYHOLDER
7.	<b>CLOSE</b> ALARM WITH RESOLUTION <b>_</b>
8.	END IF

# Reminder General Schedules

Reminder General Schedules are used to set when to present reminder alarms, to operators, based on the time of day and day of the week. These General Schedules, as they are for reminders within specific customer records are created specifically on the individual customers. The creation of the General Schedule is like the others:

1. Navigate to the General Schedules form within the customer record.
2. Select the schedule to change and click the pencil to edit or click the plus sign to add a new General Schedule.
3. When creating a new General Schedule, enter a four character (alpha or numeric) ID and a Description.
4. Be sure the Schedule type is Reminder.
5. Select the days of the week and the times of the day.
6. Set the start and end times, and, when appropriate, from and to dates, after entering all data correctly, click Done.
7. Repeat as necessary then click the Save icon to commit the save to the database.

General Schedule Add

Schedule ID: REM Description: Reminder

Schedule Type:

☐ Keyholder Availability ☐ Programming ☐ Access Control ☐ Call List Availability ☒ Reminder ☐ Action Pattern

MON TUE WED THU FRI SAT SUN START1 END1 START2 END2 FROM TO



☒ ☒ ☒ ☒ ☒ ☐ ☐ 08:00 12:00

ADD

CANCEL DONE

# Adding a Reminder General Schedule to a Reminder Event

After creating a Reminder General Schedule, following the instructions above, and saving the record, the following directions step through how to add a Reminder General Schedule to a System within a customer record.

1. Within the customer record, navigate to the Systems then Reminders form.
2. Click the Edit pencil  then Click the plus sign  to Add a new reminder.
3. Select the reminder type of Create Signal.
4. Select, or enter, the Event to present to an operator. (In this example we used a \*REM an event we created within the Supervisor workstation to use for Reminders.)
5. Enter a Description to further detail the purpose for this event.
6. If required, enter the area, zone, and point ID for the event.
7. Pick the General Schedule from the list under schedule.
8. All other items on the page are optional, with the exception of the Monitoring Service. This must match a service created within the Supervisor Workstation.
9. Add any Notes, if needed.
10. Save the record.

For more information on reminders see the quick reference guide within the BoldGenius Resource Library.

Reminder Add

Reminder

Reminder Type  
Create Signal

Event  
\*REM

Description  
Daily Check in

Area  
Main Building

Zone

Point ID

Frequency

Schedule  
REM - Reminder

Expiration Date

☐ Auto Purge

Monitoring Service  
1 Day Reminder

Interval  
1

Unit  
Days

☒ Randomize

Start  
0

End  
0

Interval Minus  
0

Interval Plus  
60

☐ Limited

Notes  
Verify at the site all is well

CANCEL

DONE

# Review

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General Schedules add significant power to ManitouNEO as they can change how accounts behave based on the days of the week and times of the day.

**Keyholder Availability** General Schedules allow you to enable, and disable, telephone numbers as needed.

**Programming** General Schedules allow you to change the nature of an event and if the event will alarm to an operator.

**Call List** General Schedules determine who should be called when. This can eliminate the need for paper call lists and drastically reduce mistakes of who should be called and when.

**Action Pattern** General Schedules further reduce mistakes by presenting only the specific actions appropriate for the day of the week and the time of the day when using Enhanced Action Pattern logic.

**Reminder** General Schedules allow you to regulate when a reminder presents to operators to ensure that they receive the attention they should. Reminders can help manage many non-alarm business operations and customer requests.

**Check-in** General Schedules allows you to set times for a Lone worker or Executive protection person to send in a signal on a periodic basis, if they do not do so within the expected period of time they are considered late and operators are then notified to take action.

**On Test** General Schedules, used on the Monitoring Company and Dealer records determine the hours and days when technicians may place accounts on and off test without Monitoring center interaction. Outside of those hours, they must call in to speak to someone within the Monitoring center to place accounts On Test.

ManitouNEO, as in previous versions, offers many options to customize programming in order to meet customer, dealer, and business needs. General Schedules can manage many time related challenges.