Supervisor Workstation User Guide

Manitou CS

2.0.0

Manitou CS Supervisor Workstation User Guide

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Welcome

This manual is intended to provide instruction and reference for core features and functions within the Manitou Central Station (CS) Supervisor Workstation, Version 1.6.4, hereinafter referred to as SWS. SWS allows Supervisors to efficiently perform the following functions:

- View the alarm queue to display current alarm traffic and Operator response information
- Define access permissions for user groups and users that can be applied to limit certain aspects Manitou functionality
- Change and customize Event Codes and Categories
- Manage system hardware
- Monitor all system functions and resources
- Receive warnings and error messages

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 Bold's 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 has changed the industry paradigm and encouraged broad advancements industry-wide.

Mantiou CS 2.0.0 System Requirements

Please have the following components in place prior to upgrading to Manitou CS 1.6.4:

ü Database Drive Space Allocation
You will need to have enough disk space to double the current size of your existing Manitou Database. For example, if your current Manitou Database is 20 GB you will want to have at least 20 GB of free space on that drive.

ü Installation of a Verified SSL Certificate for BoldNet
If you plan to use BoldNet, you will need to have an SSL Certificate installed. This certificate must be verified by a trusted root authority.

ü Latest Microsoft Windows Updates

ü Microsoft .NET 4

ü Microsoft Windows Server 2003 or higher
You need to be running Windows Server 2003 or higher on all machines hosting Manitou applications, components and/or services. We recommend, however, that you run Microsoft Windows Server 2008.

ü Microsoft Windows XP Professional or higher
If you are running any Manitou services on a Workstation (e.g., publishing that requires a faxing service), you will need to run Windows 7 Professional or higher. If you are not running any Manitou services on your Workstation, we still recommend running Microsoft Windows 7 Professional or higher.

ü A monitor and graphics card that supports resolution of 1680 x 1050
If you will be using Workflow, you will need a graphics card and monitor that supports 1680 x 1050 resolution.

ü Microsoft Windows SQL Server 2005 or higher

ü You will need to stop data entry during the upgrade

Getting Started

Logging into SWS

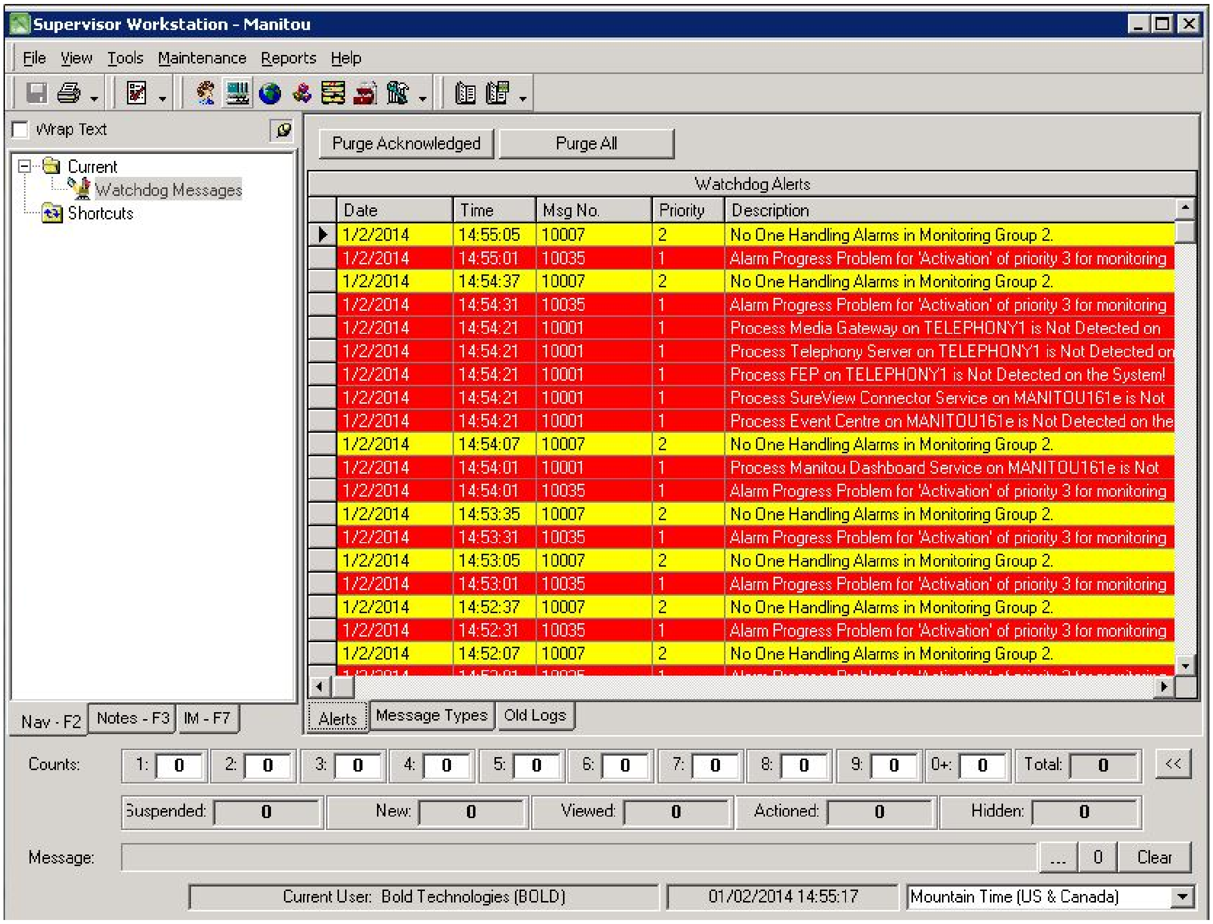
Perform the following steps to log into SWS:

Double-click the SWS icon on your desktop. The icon displays as follows:

Result: the SWS login screen displays as shown in the following screenshot:

Enter your username and password, and click "OK".

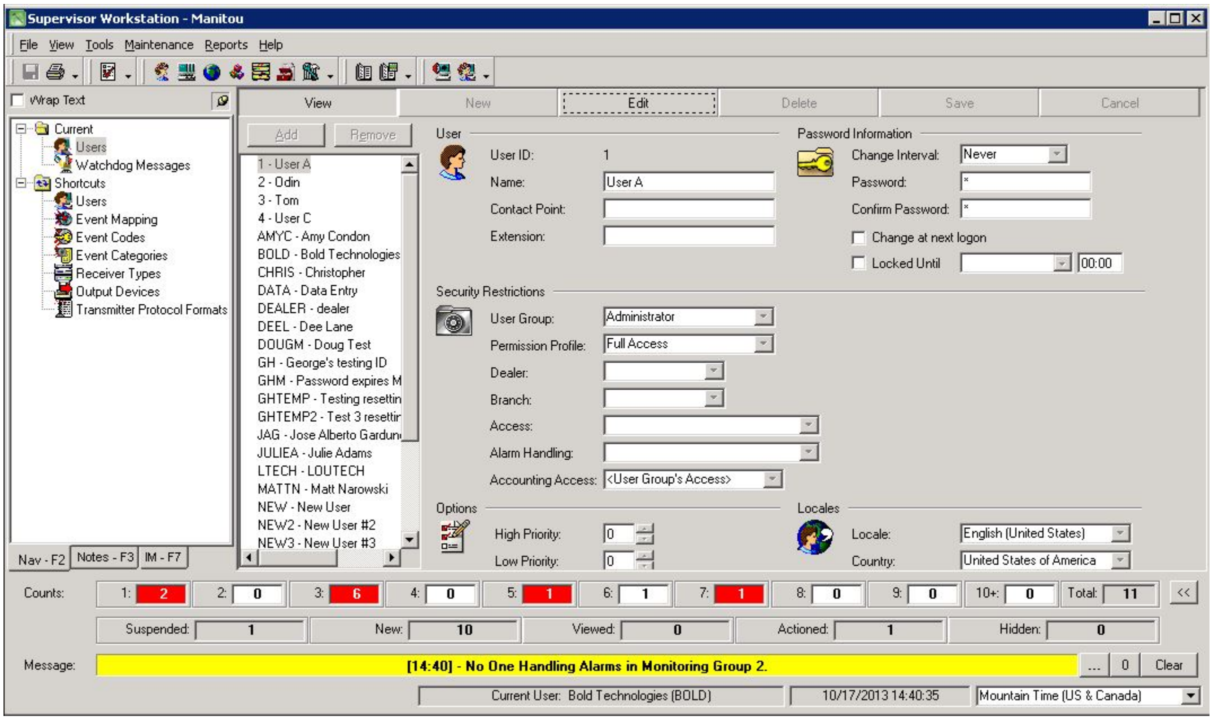
Result: The Supervisor Workstation window displays as shown in the following screenshot:



Supervisor Workstation Navigation

The SWS Window

Manitou was designed for use with the Windows platform. The window displayed below is the SWS window with the Users form selected in the Application Pane. The SWS window can be divided into the following four areas:



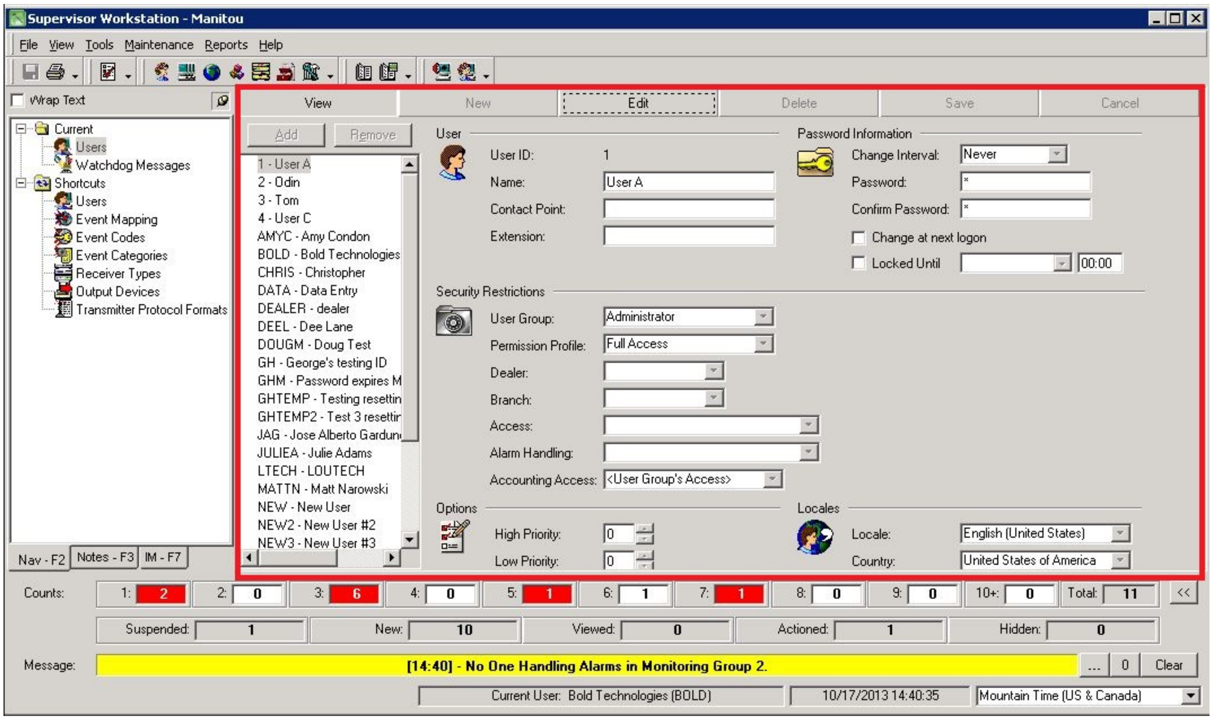
- Toolbar

Provides access to the Toolbar Menus, and icons.

- The Navigator Pane

Provides navigation quick links between forms and shortcuts.

- The Application Pane



The Application Pane is the area on the SWS window that displays the active Manitou form. In the example screenshot displayed above, the Applications Pane is outlined with a red rectangle and displays the Users form. All data on Customers, Output Devices, Receivers, and Action Patterns displays here.

- The Status Bar

The Status Bar provides a quick-view into Manitou's Alarm Queue by displaying a list of alarm priorities and informational messages.

Note: the clock at the bottom of the Status Bar displays the time as kept by the Manitou server. Whenever possible, individual machines should be synced to the server. If you need to report the exact time an alarm was received , please refer to this server time display.

Pushpins

Pushpin icons are located in the upper-right corners of the Navigator Pane and Jump To menu. Pushpins allow users to select which panes display onscreen.

 Pinned pushpin	A "pinned" pushpin denotes that the pane displays on the SWS window. To "turn", or hide the pane, click the pin icon. Once the mouse is drawn away from the pin, the frame disappears. It is now in auto-hiding mode and will now display only when the mouse is directed over it.
 Turned pushpin	A "turned" pushpin denotes a pane that is hidden from the SWS window. To view the pane, scroll over it with your mouse pointer. To re-pin to the application desktop, once the pane expands, click the push pin, switching it from "turned" to "pinned".

Navigator Pane

The Navigator Pane

This pane contains links to all Customers, recent alarms, and shortcuts. It includes three separate tabs as displayed in the screenshot below:

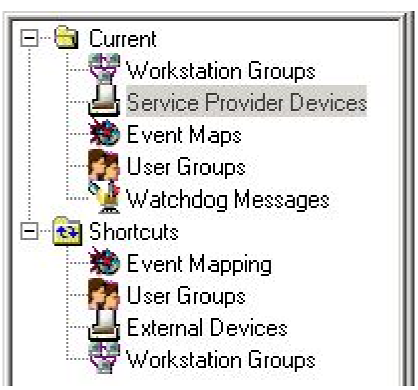
Click the tabs to toggle between screens, or press the corresponding function key on your keyboard.

The Navigation Tree

The Navigation Tree offers quick navigation between forms in Manitou. It includes the following two main features:

The Current Folder Icon

The "Current" folder icon on the Navigation Tree displays all forms currently open in the Application Pane. In the example displayed in the screenshot below, there are five forms currently open in the Application Pane. These forms display as subcategory icons under the"Current" folder icon. Click the subcategory icons below the "Current" folder icon to switch between active forms.

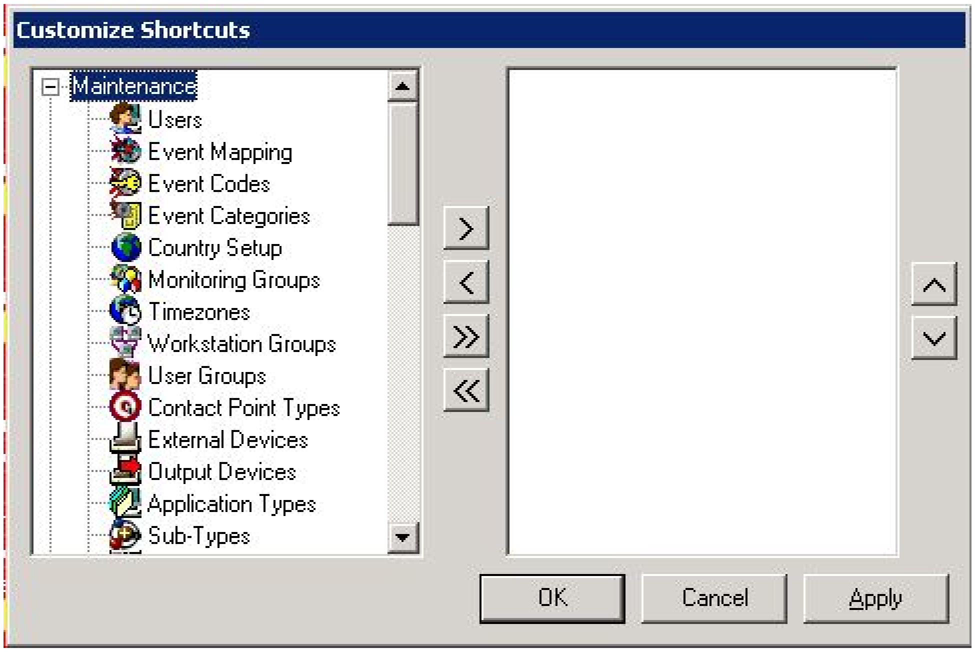


The Shortcut Folder Icon

The "Shortcut" folder icon on the Navigation Tree displays user-defined forms the Supervisor has designated to display as shortcuts.

Perform the following steps to add a new form to your Navigation Tree "Shortcuts" folder:

1. Right-click the "Shortcuts" folder icon, and select the "Customize Shortcuts" folder icon.
Result: the "Customize Shortcuts" screen displays as shown in the screenshot below:



2. Select the shortcut you want to add from the left column, and then click the right-facing single arrow.
Result: the shortcut you selected displays in the right column.

3. Continue adding shortcuts to the right column until you have added all the shortcuts you want, then click "OK".
Result: the "Customize Shortcuts" screen disappears and the shortcuts you added now display under the "Shortcuts" folder icon in the Navigation Tree.

4. Switch between the shortcuts to switch between active forms in the Application Pane.

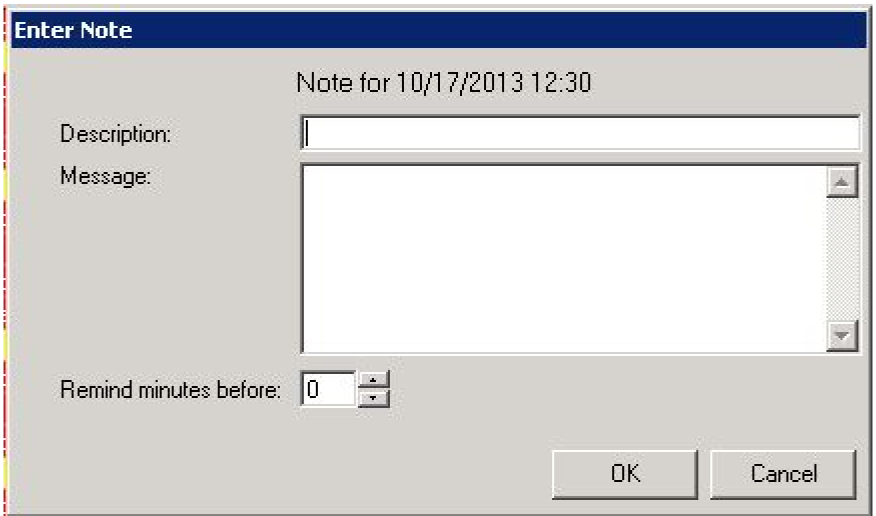
Notes - F3

The "Notes-F3" tab allows a Supervisor to message himself a personal reminder. Notes posted to the "Notes-F3" tab are designed to be personal and are not published to the database. Once a note displays at the time the Supervisor designates, Manitou removes it from the system.

Perform the following steps to post a reminder note to the "Notes-F3" tab.

1. To post a note using the "Notes-F3" tab, click it.
Result: a date dropdown menu and a list of times displays a 24-hour period in which to

enter notes.
2. Double-click the half hour time period in which you want the reminder to display.
Result: the "Enter Note" screen displays as shown in the following screen shot:



3. Enter a note and select a time for the system to give you an advance reminder, and click "OK".

Result: the "Enter Note" screen disappears, and the description now displays in the time field you selected. When the time you selected for the advance reminder arrives, an advance reminder message displays.

4. Click "OK".
5. When the time you selected for delivery of the note arrives, a screen displays your note.
6. Click "OK".

Result: Manitou permanently deletes the note setting from the system.

IM - F7

The "IM-F7" tab is an instant messenger service available to logged on users. Messages can be sent to individuals, groups, or all users currently logged in to the system. Additionally, messages can be set to display across the Status Bar Watchdog messages.

Perform the following steps to send an instant message to another Manitou user:

1. Click the "IM-F7" tab

Result: a list of Manitou users displays along with the following window:

2. Select a user from the list designated as "Online" and enter your message in the lowest area of the Navigation Pane.
3. Click the "Send" icon displayed in the following screenshot:

Result: Manitou sends your message to the recipient you designated.

Note: To send a message to multiple users rather than an individual, select a user group as the recipient. To send a message to every Manitou user, select "Everybody" as a recipient. To send a message that displays as a Status Bar Watchdog message, select the "Show on banner" option to the left of the "Send" icon. Instant Messages are not private. They are logged in to the database.

Status Bar

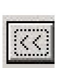
The Status Bar

The Status Bar provides a quick-view into Manitou's alarm queue by displaying a list of alarm priorities and informational messages.

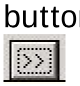
Alarm Counts

Manitou rates alarm severity by assigning numbers 1 through 10 (with 1 being of highest priority and 10 being the lowest), these fields show how many alarms are currently listed in the system. Each priority number has a field (to the right) associated with it showing how many alarms are currently in queue. Along with queue counts, the Status Bar also shows whether alarms are Suspended, New, Viewed or Actioned.

The Status Bar cannot be hidden, but a Supervisor can collapse it so that only the Watchdog messages are visible. The Supervisor performs this function by using the Minimize and Maximize buttons located at the far right of the Status Bar.


Minimizes the Status Bar to show only Watchdog messages

Minimize button


Expands the Status Bar to show Counts and Watchdog messages

Maximize

button

Manitou displays each alarm in the alarm count in one of two different colors to indicate how much has passed since it was received. The SWS uses the following colors to help a Supervisor distinguish between alarms:

- White background with black text - active alarms that are less than 60 seconds old
- Red background with white text - alarms that are older than 90 seconds

Note: only one alarm per priority level needs to age for the field color to change.

Manitou also separates alarms into fields on the Status Bar pursuant to the following status designations:

- Suspended Alarms - alarms that have been suspended by users.
- New Alarms - alarms that have not yet been viewed or actioned by users.
- Viewed Alarms - alarms that have been viewed.
- Actioned Alarms - alarms for which a user has performed at least one action pattern.

Note: Alarm count information relates only to the Monitoring Group to which the current user belongs. They do not reflect alarm volume for the system as a whole.

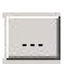
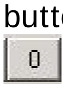
Watchdog Messages

Watchdog messages display on the Status Bar just below the alarm status fields. These messages notify the Supervisor of signal processing and alarm progress activities within the system. Watchdog messages are also color coded according to the following system:

- Green - denotes non-critical information
- Yellow - denotes priority information
- Red - denotes critical inforation

Message Buttons

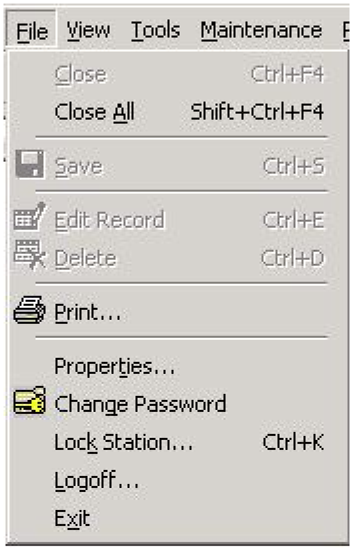
Three buttons have been added at the end of the Watchdog message field to help. These message buttons function as follows:

 Ellipsis button	The "..." displays a list of all Watchdog messages.
 Number button	The "0" button displays the number of Watchdog messages in the queue behind the current message.
 Clear button	The "Clear" button clears the Watchdog message field until the next message is received.

Toolbar Menus

The SWS includes the following Toolbar Menus:

File Menu



The Toolbar File Menu includes the following options:

Close - closes the current open window
Close All - closes all open windows listed under the "Current" file icon of the Navigator Pane
Save - saves any changes to a record
Edit Record - enables the user to edit the current record
Delete - deletes the current record
Print - prints selected material to the designated printer output
Properties - allows a user to enable certain functions such Debugging Mode and the use of an internal RTF viewer for reports
Change Password - allows a user to change his password
Lock Station - locks the user station and requires the user to enter his password to unlock it
Logoff - logs the current user off the system without exiting the software
Exit - exits the software

View Menu

The Toolbar View Menu includes the following options:

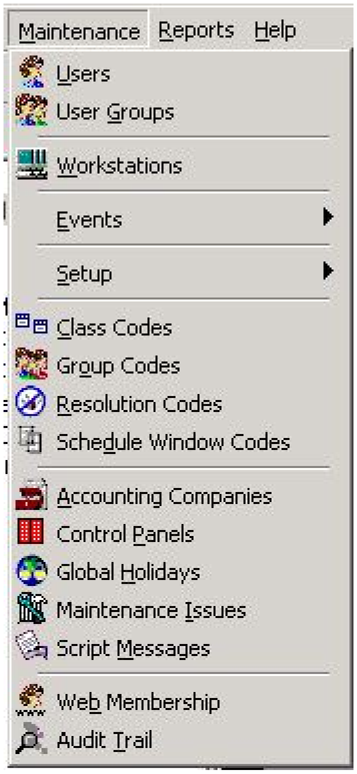
Navigator - hides the Navigator Paneand maximizes the Application Pane
Status - hides and unhides the Status Bar
User Status - displays the activities of every workgroup user currently logged into Manitou
Processes - displays all the Manitou applications currently active in Manitou
Alarm Queue - displays all the active alarms in Manitou and allows a user to display the Alarm Queues for different Monitoring Groups

Tools Menu

The Tools Menu includes the following options:

System Log - provides details of user activity on Manitou including log in/off information, Publisher, Report Server, and Watchdog messages
Raw Data Log - provides detail on alarms and other receiver signals in the format they are presented to the FEP. The Raw Data Log is primarily a diagnostic tool.
System Application Log - provides diagnostic information regarding each application in Manitou and any functionality issues that may exist
Voice Recordings - SecurVoice allows a user to record telephone conversations via Manitou
Calls - provides a log of calls into and out of Manitou
Options - allows a user to customize the color coding in Manitou
Reprocess Tickets - allows a user to manually print tickets in the event of an emergency

Maintenance Menu

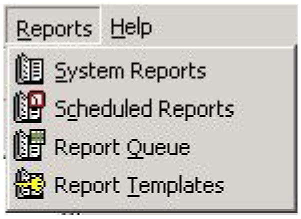


The Maintenance Menu includes the following options:

Users - displays the Manitou User form
User Groups - displays the Manitou User Groups form
Workstations - displays the activity for every Workstation within the user's User Group
Events - allows a user to display the Event Codes, Event Categories, or Event Maps forms
Setup - allows a user to quickly access 21 different Manitou setup options
Class Codes - allows a user to keep different types of customer accounts separate. For example, a grocery store chain may be assigned to a single Group Code to categorize stores at a group level. At the next level, Class Codes are assigned to all grocery stores, regardless of a specific grocery store chain.
Group Codes - allows a user to categorize and report on categories of businesses that might have multiple branches or locations
Resolution Codes - allows a user to use predefined alarm codes for particular alarm situations. For example, an alarm may be received that has been set off as a result of a thunderstorm. The user may wish to resolve the alarm by entering "WE" for "Weather," where "WE" has been previously defined in the Resolution Codes section of SWS as a
false alarm.
Schedule Window Codes - allow the SWS user to create and apply simple deviations to OWS Schedule Windows
Accounting Companies - allows a user to integrate Manitou with accounting software such as Sedona and Quickbooks
Control Panels - allows a user to create and maintain a global list of Control Panels in common use across the Manitou system
Global Holidays - allows Manitou users to program the system with the dates of public holidays for the current year
Maintenance Issues - allows a Manitou Operator to make a record of any malfunctions occurring at the Customer site
Script Messages - allows users to create messages that can be saved and sent to Customers via email or fax
Web Membership - allows users to access features in BoldNet
Audit Trail - allows a user to keep a detailed log of changes

made during data entry

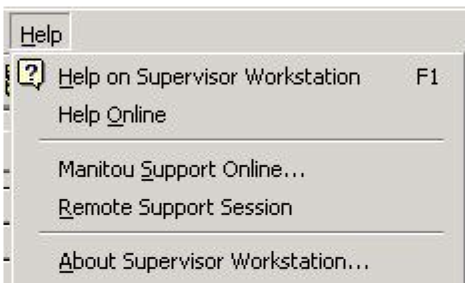
Reports Menu



The Reports Menu includes the following options:

System Reports - allows a user to access frequently used reports
Scheduled Reports - allows you to search for and view specific Scheduled Reports in Manitou
Report Queue - lists the status of all reports queued
Report Templates - allows you to change the default settings for subsequent Manitou Reports

Help Menu



The Help Menu includes the following options:

Help on Supervisor Workstation - accesses the help file attached to the SWS
Help Online - accesses the online help features
Manitou Support Online - connects to an online Bold support technician
Remote Support Session - allows a Bold technician to access a system remotely
About Operator Workstation - provides information about the software version installed and Bold contact information

Forms in the View Menu

User Status

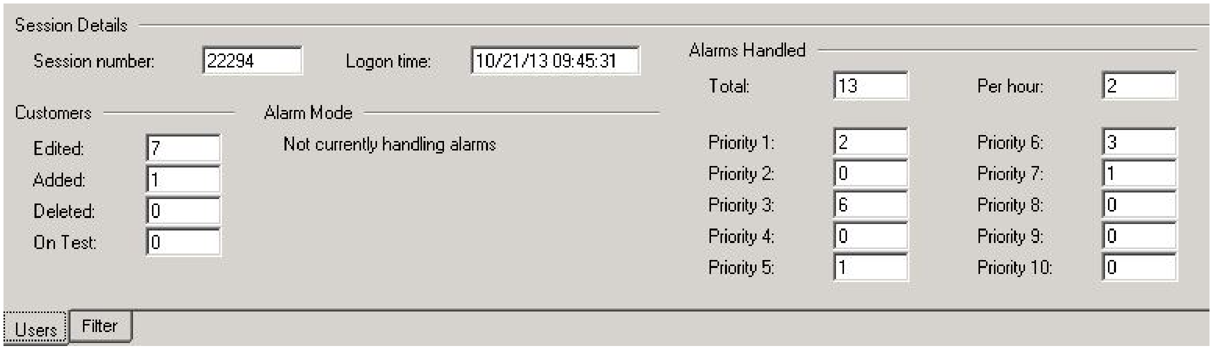
The User Status screen provides information about the current status of each Manitou system user, as well as details about recent sessions.

The list in the User Status window includes all system users and indicates whether or not they are currently logged into the Manitou system. In addition to control room personnel, the list includes anyone who has remote access to Maintou.

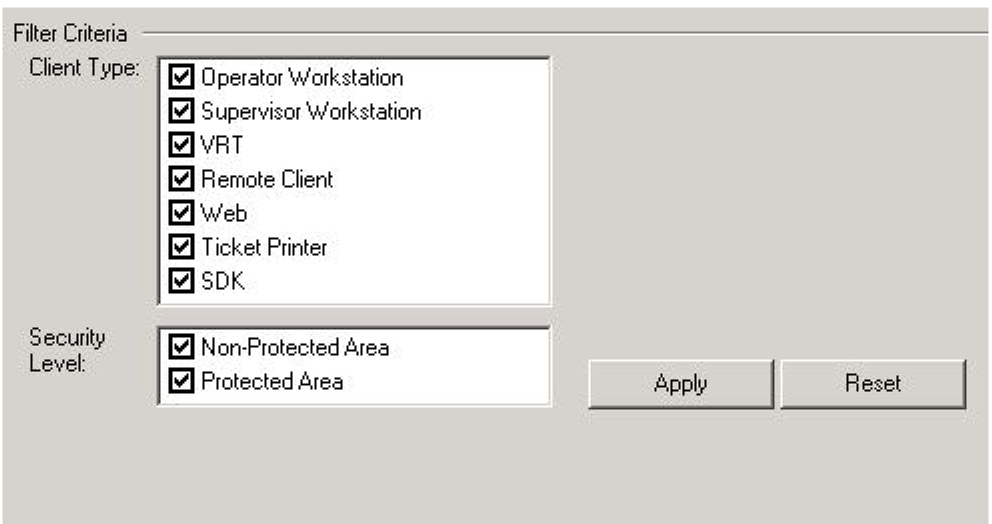
Using the Session Details Filter Tab

The Session Details Filter Tab allows a user to filter the user list using the parameters you set.

1. To use the filter tab, simply click the tab at the bottom of the User Status screen as shown in the following screenshot:



Result: the "Filter Criteria" window displays as shown in the following screenshot:



2. Deselect any user categories you want to exclude from the user list, and click "Apply". Result: the user list displays with users of the types you de-selected removed from the list.

Processes

Various Processes run silently in the background of Manitou and undertake routine and repetitive tasks such as logging and printing.

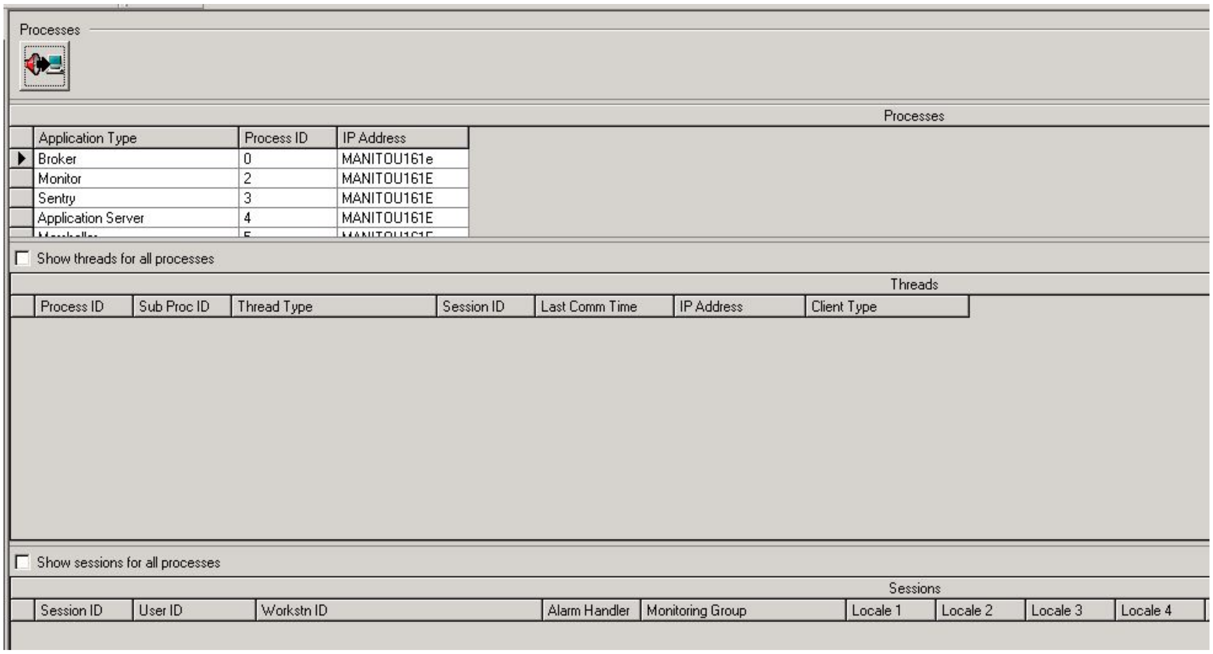
Accessing the Processes Screen

The Processes screen displays the status of Manitou system processes and can assist system engineers in the diagnoses of problems.

To access the Processes screen:

Click "View", and then click "Processes".

Result: the "Processes" screen displays as shown in the following screenshot:



A user can select a specific Process for viewing simply by clicking the row on which it displays.

Click the Refresh icon in the top left corner of the Processes screen to refresh the Processes list.

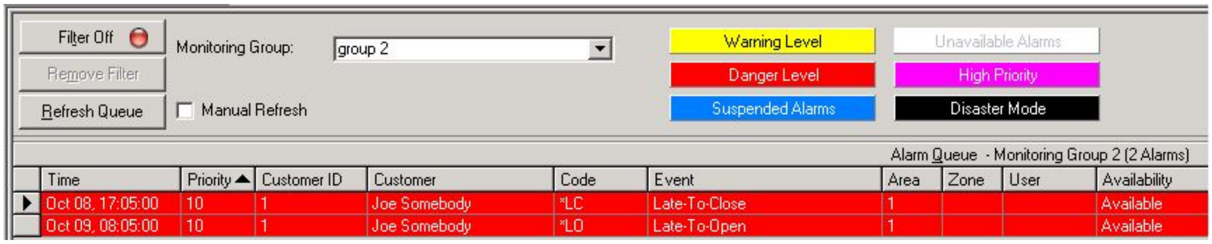
Process Threads
A thread is a subpart of a procedure that can be scheduled to run independently from its main Process. Select a Process and select "Show threads for all processes" to display all threads associated with the Process.

Process Sessions
A session is every instance that a Process is running on the Manitou system. Select "Show sessions for all processes" to display a list of every active session for all the listed Processes in Manitou.

Alarm Queue

The Alarm Queue displays live alarms that are received by Manitou. The Alarm Queue is read-only in SWS. Users cannot process the alarms displayed.

Accessing the Alarm Queue Screen
To access the Alarm Queue Screen:
Navigate to the View menu, and then select "Alarm Queue".
Result: the Alarm Screen displays as shown in the following screenshot:



Note: not all SWS Alarm Queue columns display in the screenshot above.
Note: an alarm's color represent its priority and status. The color code is displayed in the screenshot above. An SWS Administrator can change the color code by selecting the Tools menu, and then clicking "Options".
Each time an alarm is received, it displays in the Alarm Queue. The Alarm Queue displays the following information:

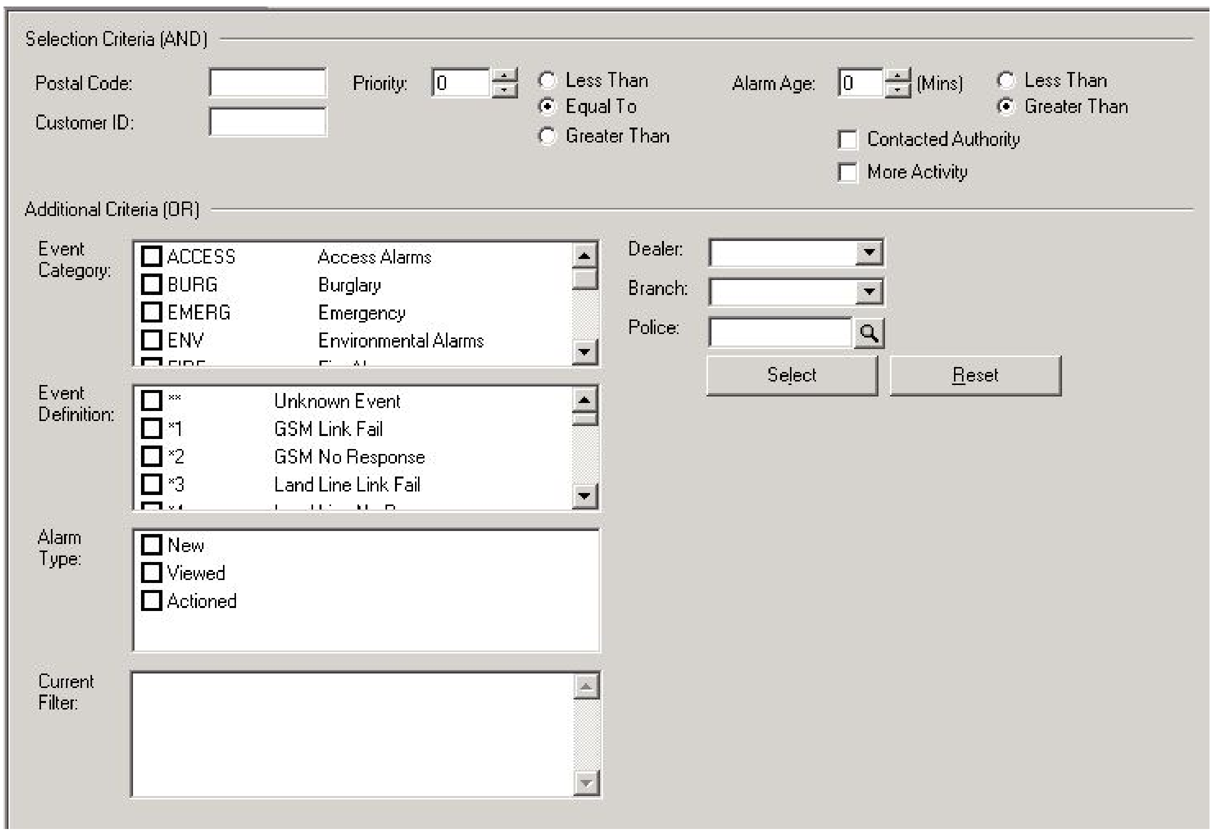
- Alarm Priority Level - Manitou rates alarm severity by assigning numbers 1 through 10+ (with 1 being of highest priority and 10+ being the lowest).
- Code - the Code field displays a two-letter Event Code that is translated into an Event when Manitou receives an alarm signal.
- Event - the Event is the activity that caused an alarm signal. Manitou translates the Event Code it receives and displays the Event in the Alarm Queue.
- Area - an area is a larger location, system, or object than a Zone. For example, the third floor of an office building might be Area 3. Area 3 might contain multiple zones, each having its own detection devices. The user defines the Area numbers in the Manitou OWS when he sets up a new customer. Typically, a residence only has one Area.
- Zone - a zone is a geographic area, system, or object that has some sort of detection device in it. Each Area is divided into separate Zones. The user determines the Zone numbers in the Manitou OWS when he sets up a new customer. For a residence, a Zone might correlate to a specific room in a house, such as the master bedroom.
- User - this field displays initials of the user handling the alarm.
- Availability - an alarm being handled by a user will appear as "Unavailable". Alarms not yet being handled display as "Available".
- Status - the Status refers to the level of handling that has taken place on an alarm. For example, if a user has completed some of the Action Pattern items for an alarm, but left it open, the Status displays as "Actioned".
- Suspend Time - a user might choose to suspend an alarm after completing Action Pattern items and dispatching an Authority. This field shows how much time has passed since the suspension began.
- RLP (Receiver Line Prefix) - this field displays the prefix for the device that received the alarm signal.
- TXID (Transmitter ID) - this field displays the ID code for the Transmitter that sent the alarm signal.
- P/F/M (Police/Fire/Medical) - if the user has dispatched an Authority for the alarm, the P/F/M field displays as "Yes."

- Point ID - the Point ID identifies the specific place from which the alarm originated. For example, if the alarm on the back door of a house is triggered, the Point ID field displays "back door".

Using the Alarm Queue Filter

The Alarm Queue Filter allows a user to filter the Alarm Queue using the parameters you set.

To reach the Alarm Queue Filter:
Select the filter tab at the bottom left corner of the Alarm Queue screen.
Result: the Alarm Queue Filter screen displays as shown in the following screenshot:



Users can narrow the types of alarms that display in the Alarm Queue by using the following filters:

- Postal Code: this field allows a user to enter a specific Postal Code where the alarm they want occurred.
- Customer ID: this field allows a user to enter a specific Customer ID associated with the alarm they want.
- Priority: this field allows a user to select only alarms of a specific Priority. A user can also set one of the "Less Than", "Equal To", or "Greater Than" options to further narrow the filter parameters.

- Alarm Age: this field allows a user to select only alarms of a specific duration. A user can also set one of the "Less Than" or "Greater Than" options to further narrow the filter parameters.
- Contacted Authority: this checkbox allows a user to select only alarms in which the user contacted an Authority.
- More Activity: this checkbox allows a user to select only alarms for which the user completed action plan items in addition to contacting an Authority.
- Event Category: this area allows a user to select single or multiple Event Categories tied to an alarm signal.
- Event Definition: this area allows a user to select single or multiple Event Codes tied to an alarm signal.
- Alarm Type: this area allows a user to select between one of three Alarm Status Types.
- Dealer: this field allows a user to select only the alarms associated with a specific Dealer.
- Branch: this field allows a user to select only the alarms associated with a specific Branch.
- Police: this field allows a user to search only for alarms in which a specific Police Authority was contacted.
- Current Filter: this area displays all the Alarm Queue filters that are already active.

Once you have entered all your search criteria, click "Select".
Result: the system returns you to the Alarm Queue screen and the "Filter On" button now displays green as shown in the following screenshot:

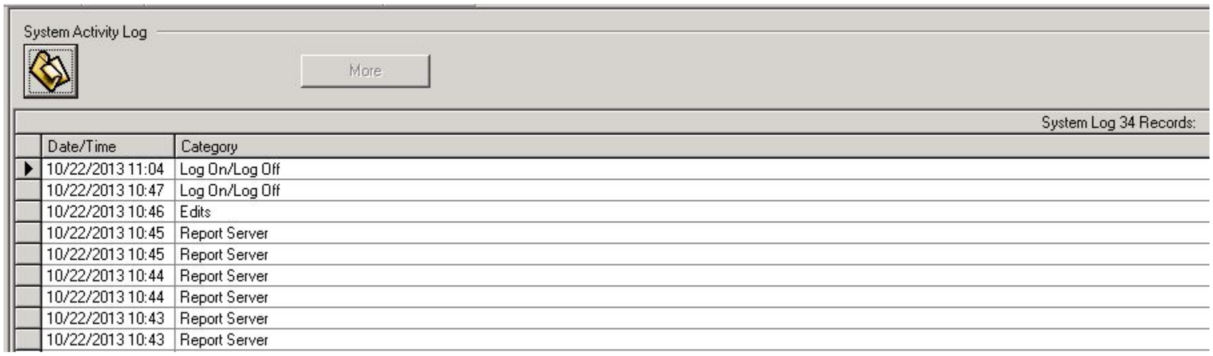
To remove any active filters, click either the "Remove Filter" button on the Alarm Queue screen, or the "Reset" button on the Alarm Queue Filter screen.

Forms in the Tools Menu

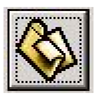
System Log

The System Log provides a Supervisor with details of a specific user's activity on Manitou. Supervisors can also view user activities with the Report Server, Publisher, and Watchdog Messages.

Viewing the System Log
Navigate to the Tools menu, and select "System Log".
Result: the "System Activity Log" screen displays as shown in the following screenshot:

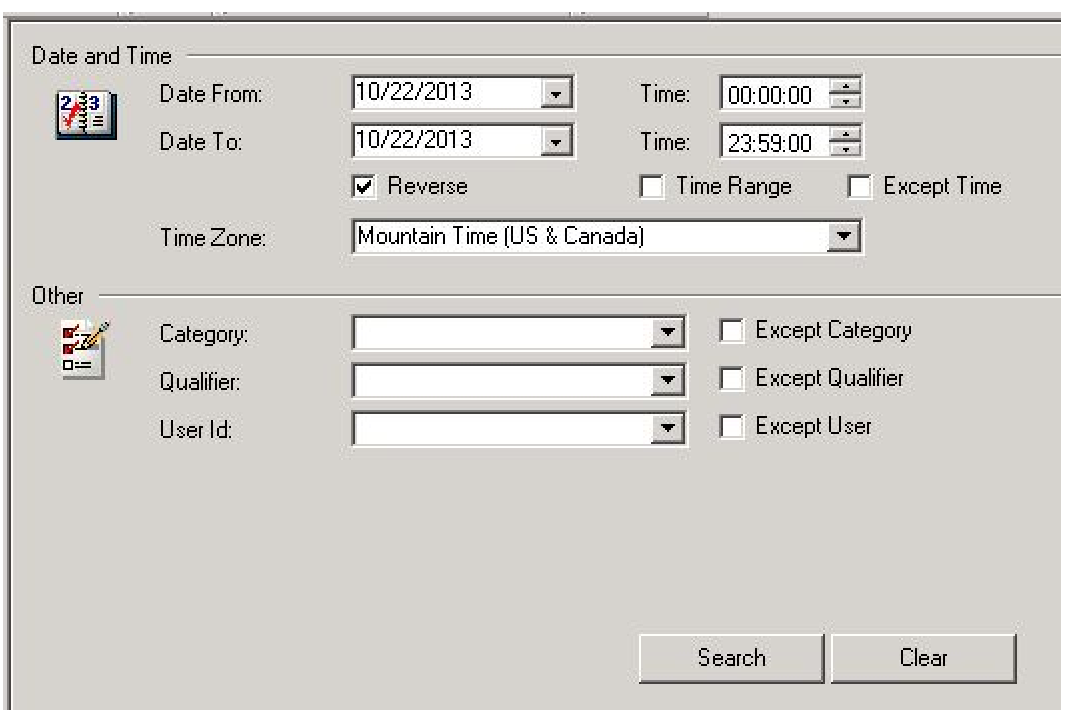


Note: the System Activity Log screen displays up to 300 listings. If more than 300 listings are available, click "More" to display the additional listings.
Note: Once the System Activity Log displays, the system does not automatically update it until you click the "Refresh" button displayed in the following screenshot:



The System Log Filter
A user can narrow the System Activity Log list by using a filter.

To access filter options, click the Filter tab located at the bottom left of the "System Activity Log" screen.
Result: the System Log Filter screen displays as shown in the following screenshot:



Select the filters you want to apply to your System Activity Log list, and click "Search".
Result: your filtered search results display.

Date and Time Filter Options

A user can set the date and time search parameters using the date and time fields.

The "Reverse" checkbox is selected by default. This selection displays a the system's most recent activity at the top of the list. To display the oldest activity first, deselect the "Reverse" checkbox.

To display all activity for a date range except that which occurred during a certain time window, select the "Except Time" checkbox.

Other Filter Options

To display only a certain type of user activity, select that activity from the "Category:" dropdown menu.

A user can further limit search results to the activity of a specific user by selecting that user from the "User Id:" dropdown menu.

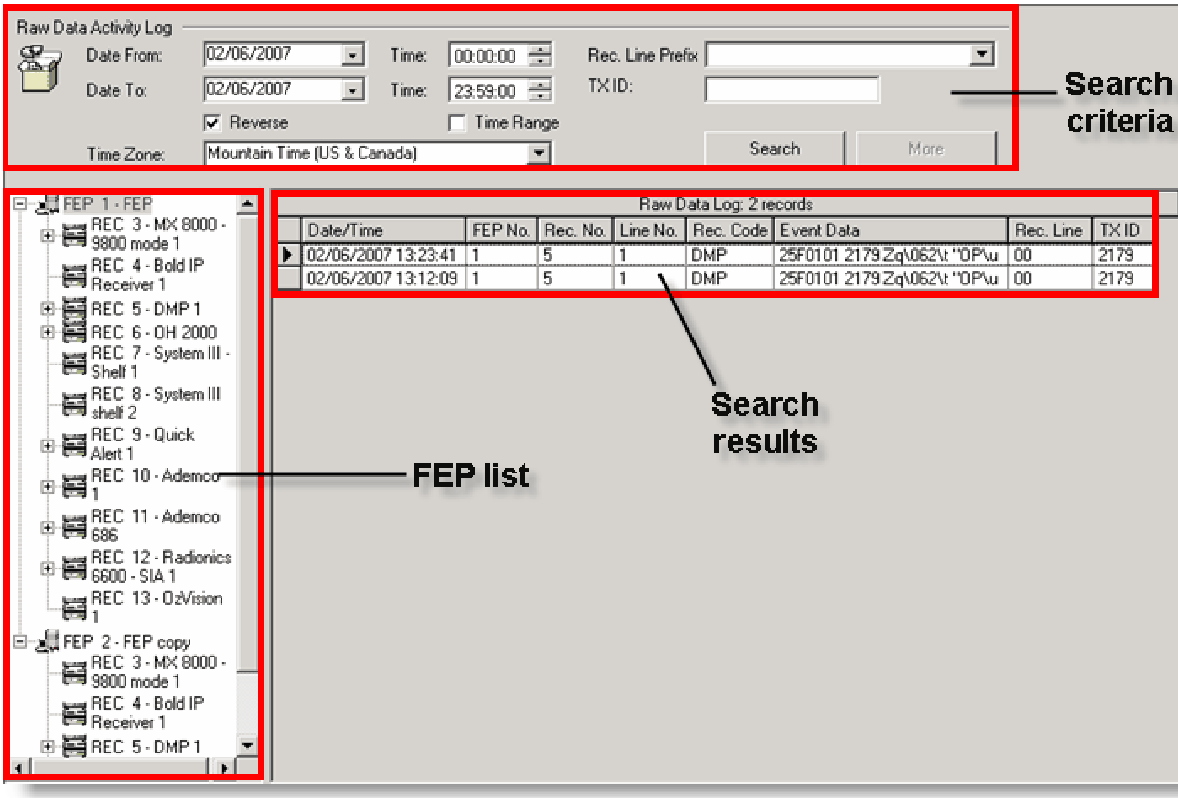
To display all activity except that of a certain type or by a certain user, select the "Except Category" or "Except User" checkboxes.

Raw Data Log

The Raw Data Log displays details regarding alarms and other signals received by Manitou. The data is displayed in the original format received by the Front End Processors (FEPs). The Raw Data Log is primarily used for diagnostic purposes, but can be useful in tracing a signal from a specific customer.

Viewing the Raw Data Log

Navigate to the Tools menu, and select "Raw Data Log".
Result: the "Raw Data Activity Log" screen displays as shown in the following screenshot:



Note: the Raw Data Activity Log screen displays up to 300 listings. If more than 300 listings are available, click "More" to display the additional listings.
Note: when first accessed, the Raw Data Log displays only the raw data received by FEP 1 for the current date.

Date and Time Filter Options

A user can set date and time search parameters using the date and time dropdown menus and fields.

To apply a date and time filter to the Raw Data Log list, select the filters to apply in the Search criteria area at the top of the screen, and click "Search".
Result: your filtered search results display.
Note: The "Reverse" checkbox is selected by default. This selection displays the system's most recent activity at the top of the list. To display the oldest activity first, deselect the "Reverse" checkbox.

Searching by FEP, Receiver Line Prefix, and Transmitter ID

An FEP list similar to the Navigator window displays to the left of the log list. This list displays all FEPs and their associated receivers. It allows a user to determine the source of any raw data displayed.

A user can access Raw Data for a target as broad as an individual FEP, or as narrow as an individual Receiver Line.

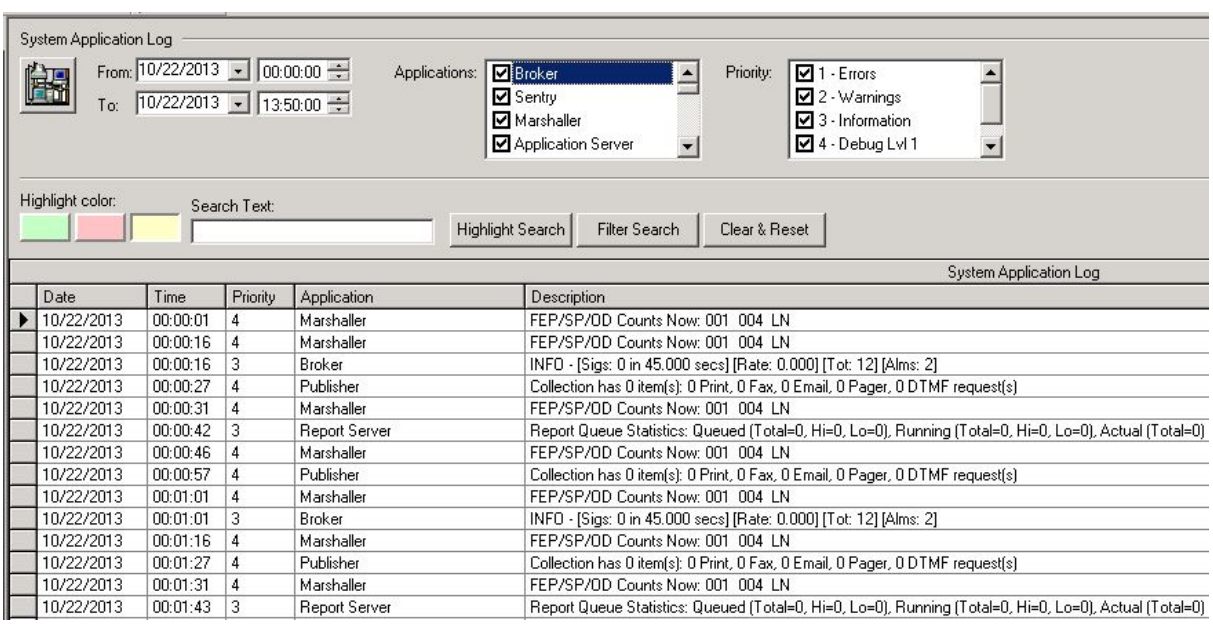
To search for Raw Data associated with a specific FEP, Receiver, or Receiver Line, select the appropriate piece of hardware from the FEP list, and click "Search".
Result: your filtered search results display.

To search for Raw Data associated with a specific Receiver Line Prefix or a Transmitter ID, select the Receiver Line Prefix from the dropdown menu, or enter the Transmitter ID into its field, and click "Search".
Result: your filtered search results display.
Note: Users may only search using one FEP, Receiver, or Receiver Line at a time.

System Application Log

The System Application Log allows users to view Manitou application log files. All of the applications in Manitou (for e.g., the Broker, Sentry, Marshaller, etc.) report their activities and errors to the log. This information can prove helpful with system diagnostics and maintenance.

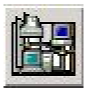
To view the System Application Log:
Navigate to the Tools menu, and select "System Application Log".
Result: the System Application Log screen displays as shown in the following screenshot:



Date and Time Filter Options
A user can set date and time search parameters using the date and time dropdown

menus and fields.

To apply a date and time filter to the System Application Log list, select the filters to apply from the "From:" and "To:" fields, and click the "Refresh" button as shown in the following screenshot:



Result: your filtered search results display.

Application Filter Options

A user can set a parameter to search by Manitou Application.

To perform a search by Manitou Application, deselect the Applications you want to exclude from the "Applications:" list, and click the "Refresh" button.
Result: your filtered search results display.

Priority Filter Options

A user can set a parameter to search by the Priority code associated with the Application process.

To perform a search by Priority code, deselect the items you want to exclude in the "Priority:" list, and click the "Refresh" button.
Result: your filtered search results display.

Search Text Options

A user can set a parameter to search by specific text he enters.

To perform a text search, enter the text for which you want to search into the "Search Text:" field, and click the "Filter Search" button.
Result: your filtered search results display.

Voice Recordings

The Voice Recordings function in the Manitou SWS records telephone conversations between a Monitoring Company and its contacts. The user can then play them back at a later time.

In order to access the Voice Recordings function, users must have the SecurVoice application installed and correctly configured on their system.

Adding the SecurVoice Device

Perform the following steps to install and configure SecurVoice in SWS:

Navigate to the Maintenance menu and click "Setup", and then "Service Provider Devices".

1. Click "Edit", and then click "Add".

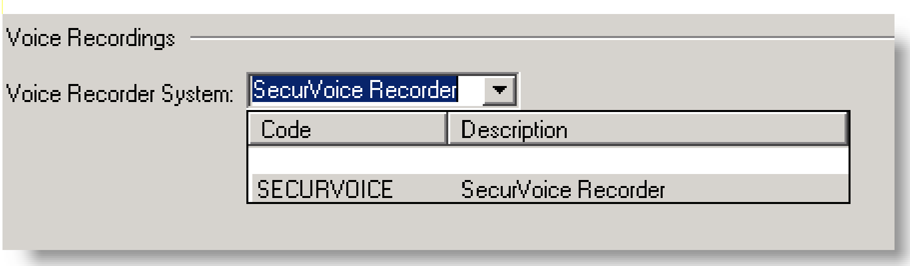
Result: the "Add Service Provider Device" window displays as shown in the following screenshot:

2. Enter "SecurVoice" into the "External Device:" field.
3. Select "Voice Recorder" from the "Protocol:" dropdown menu, and click "OK".
4. Click "Save".

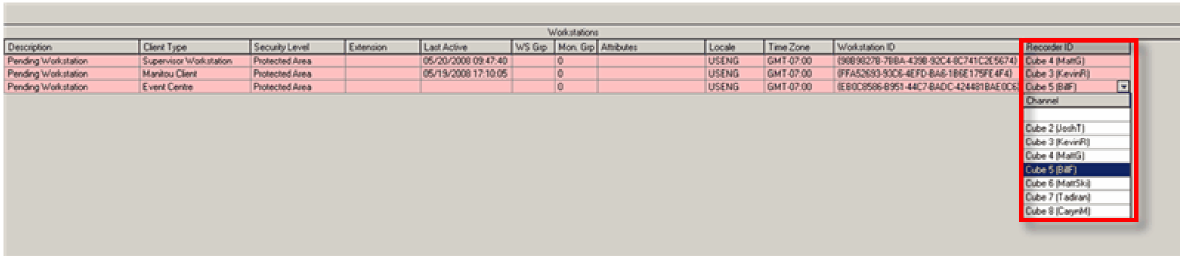
Next, the user must set up SecurVoice as the current Voice Recorder.

1. Select System Options.

2. Under Voice Recordings, select SecurVoice as the Voice Recorder System.



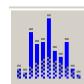
Select Workstations in the Supervisor Workstation. In the Recorder ID/Channel column, select the appropriate channel name. These channels must first be set up using the SecurVoice software:



A lack of a license will prevent the user from selecting the appropriate channel name.

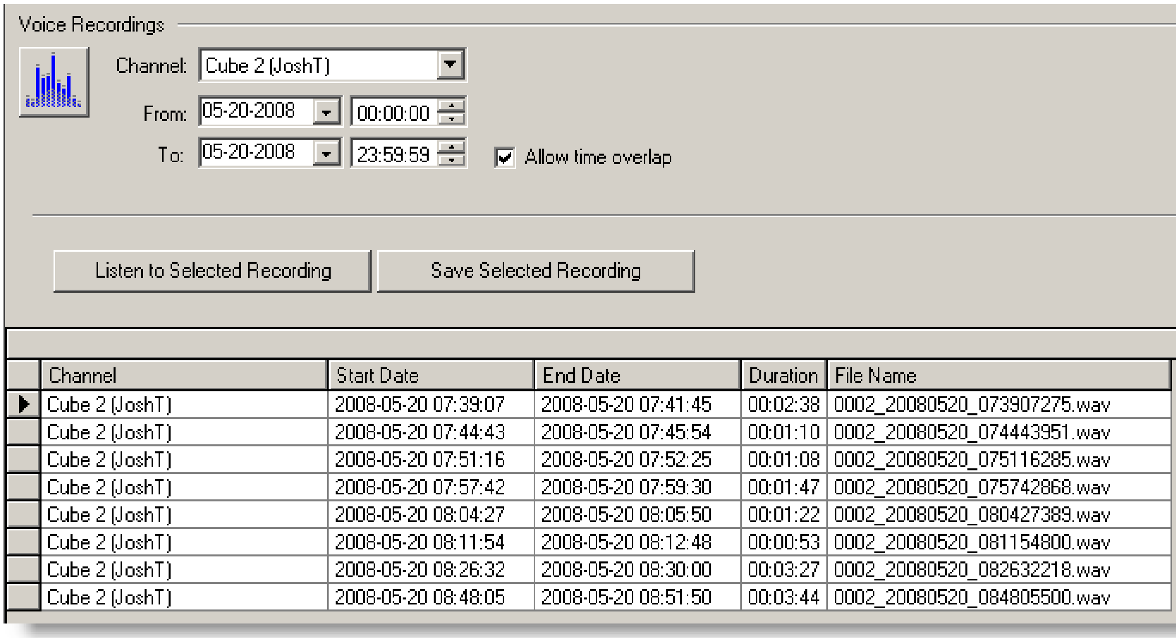
Note: Currently, live monitoring is not available.

In the Supervisor Workstation, select the Tools menu. From here, select Voice Recordings.

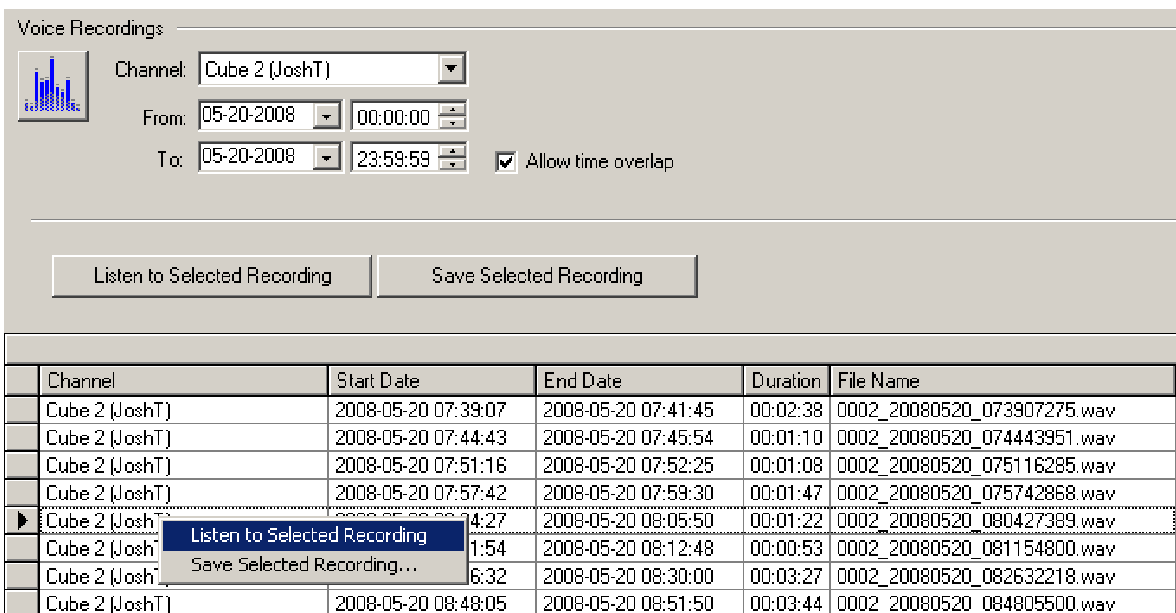
Enter any search parameters and click the Refresh  button.

- Channel - Which channel to search for clips. Leaving the Channel field blank will result in all channels.
- From and To - The date and time range for the clips.
- Allow time overlap - If a clip's beginning or ending time falls inside the date and time range, it will be included. Otherwise, the clip's beginning and ending time must fall completely within the date and time range.

The search criteria will display below:



Users may listen or save a clip. To listen to a clip, select a clip from the grid, and either click "Listen to Selected Recording," or right-click the row in the grid and select "Listen to Selected Recording":



To save a copy of the clip, select the desired clip and click "Save Selected Recording," or right-click and select "Save Selected Recording".

Please note that lack of proper permissions will prevent the user from performing these actions.

Options

Account Creation/Maintenance

- Auto-generate contract number - When "Yes" is selected, this option automatically generates a contract number (Customer ID) for each new Customer Record entered. This number matches the serial number of the record in the database. The automatic number may be overridden when first entering the new Customer Record by manually typing a contract number into the Customer ID field.

- Contact (Person/Individual) user-defined fields - The Manitou System Administrator uses this option to create either text fields or checkbox fields. This option exists to add additional Central Station specific information into Customer Records. A Central Station may employ up to 200 user-defined fields.

- Customer user-defined fields - This option allows System Administrators to create additional fields or checkboxes that display on Report forms with an "Advanced" button. This option exists to add additional Central Station specific information into Customer Records. A Central Station may employ up to 200 user-defined fields.

- Display customer logs in their local time - When "Yes" is selected, this option defaults to the Customer's local time zone regardless of Workstation time zone settings. Selecting "Yes" also affects which time zone information shows for Reports relating to Customer log information. The Customer's time zone displays on Reports rather than the Monitoring Company's time zone.

- Drop down to combination search/data entry field threshold - This option changes how the Authority, Dealer, and Branch options are selected on the Details page of the Customer Record. When the number of records of a specific type is less than the threshold number (default = 25), then the required record may be chosen from a pick list. When the number of records of type exceeds the threshold number, then Manitou provides a search function.

- Maximum number of days of log information to transfer from system account to new customer account - Sets the maximum number of days of Customer log information that transfers to a new Customer’s account when Transmitter information is not on file or when a new Transmitter is added to a Customer.

- New Customer Monitoring Status - The option determines the default monitoring status when a new Customer is added. The options are: "Always Active", "Always Pending", "Default Active", and "Default Pending".

- Require Customer edit comments -When "Yes" is selected, this option requires the Operator to enter comments into the Notes dialog whenever he edits and saves changes to a Customer Record.

- Require Operator to type password before validation - When "Yes" is selected, this option displays a password verification dialog box whenever the Operator attempts to edit a Customer Record. When "No" is selected, the dialog box still displays, but is prepopulated.

- Require password before viewing a Customer - When "Yes" is selected, the Operator must enter a password before viewing a Customer Record.

Accounting

- Accounting company ID required - When "Yes" is selected, this option requires an Accounting Company ID for each Customer.

- Display accounting status - When "Yes" is selected, this option displays of accounting status data on the Alarm form and the Customer Record.

Alarm Handling

- Alarm handling mode - This option allows you to select whether Alarm Handling status is activated only in Alarm Handling, or in both Alarm Handling and the Alarm Queue.

- Alarm Notifications - This option allows you to select how Operators get notified when an Alarm arrives and what kind of Operator acknowledgement is required. The options are "Pop-up Dialog", "Ribbon (Acknowledgement is Optional)", "Ribbon (Acknowledgement is Optional)", "Ribbon (Acknowledge Notification Before Next Action)", and "Ribbon (Acknowledge Notification Before Closing Alarm)".

- Alarm queue display style - The options for display style are "Detailed" and "Summary by Master Customer". The detailed option displays all active alarms for a particular Monitoring Group. The summary option shows one Alarm per Master Customer.

- Alarm queue event color scheme - The options for the color scheme are "Default", "Age-Based", and "Event-Based". Age-based coloring utilizes the color style defined in the Manitou CS Alarm Queue color options. Event-based coloring utilizes the Alarm color style defined in Event Codes for each event and also an LED indicator to show aging based on the Manitou CS Alarm Queue color options.

- All action pattern commands are optional - Selecting "Yes" allows Operators to close Alarms without completing Action Pattern items.

- Allow Autoclient to close alarms that have "system ignored" actions - Selecting "No" means Alarms with "system ignored" actions are deferred back to the Operator at the time the Autoclient receives a close Action Pattern command.

- Allow Operator validated pre-cancels - Selecting "Yes" allows Operator password validation for pre-cancels.

- Allow operator validated temporary schedule changes - Selecting "Yes" allows Operator password validation for temporary schedule changes.

- Ask for Fire Reference - Selecting "Yes" results in the system prompting an Alarm Handling Operator for additional contact information when a Fire Authority has been contacted.

- Ask for Medical Reference - Selecting "Yes" results in the system prompting an Alarm Handling Operator for additional contact information when a Medical Authority has been contacted.

- Ask for Police Reference - Selecting "Yes" results in the system prompting an Alarm Handling Operator for additional contact information when a Police Authority has been contacted.

- Auto Dial Auto-Dialer - Selecting "Yes" results in the system automatically initiating a call in the Auto-Dialer without Operator intervention.

- Auto-client continues processing alarm even if maintenance issues exist for account - Selecting "Yes" means that maintenance issues will not cause the Autoclient to defer an Alarm back to the Operator.

- Automatically transfer two-way audio call - Selecting "Yes" transfers two-way audio associated with an Alarm to the Operator's extension when the Alarm is handled.

- Call attempt count - This option defines the minimum number of failed call attempts before the Operator is prompted to determine if the action is complete.

- Call List Must Contact - Selecting "Yes" results in the system requiring that call list contacts denoted as "Must Contact" need to be actioned during Action Pattern processing, even if the Alarm is canceled.

- Check for audio alarms in alarm handling - If this option is turned On, the system will check for audio alarms for the same account in alarm handling and prompt the operator to switch to the audio alarm if one is found.

- Default PSAP Service - The option defines the default number lookup system to be employed by PSAP.

- Disable Auto-Purge of Pre-Cancel - Selecting "Yes" prevents the system from purging pre-cancel Alarms when a canceled Alarm is closed and no other Alarms for the Customer are outstanding.

- Disable prompting the user to send contact extension when auto-dialing - Selecting "Yes" means that if a contact's phone number contains an extension, the system will not display the usual message box prompting the Operator to send the extension as part of the Action Pattern.

- Duress Code Policy - The Duress Code Policy is a text-entry field. Enter the text you want to display to an Operator after he verifies a Duress Password while processing an Alarm.

- Force password validation if last Operator is logging off in Monitoring group - Selecting "Yes" means the system will prompt the Operator for his password if he is the last member of a Monitoring Group to log off.

- Maximum number of call list levels - This option defines how many nested levels of call lists can exist when an Operator processes call list actions for an Alarm.

- Maximum open alarms - This option defines how many active Alarm forms an Operator can have open at any one time.

- Monitoring group overflow allowed- Selecting "Yes" enables the system to send Alarms from Monitoring Groups other than 0 to Monitoring Group 0 if no Alarm Handlers are active at the time the Alarm is received. This allows for part-time monitoring of certain signals by other staff.

- Off test warning - This option defines the number of minutes after an expired On Test event before the system warns the Operator that the Customer was recently put On Test.

- Require comments when closing an alarm - Selecting "Yes" means the system forces Operators to enter comments prior to closing any Alarm.

- Require resolution code when closing an alarm - Selecting "Yes" means the system forces Operators to enter a Resolution Code prior to closing any Alarm.

- Schedule Change Requirements by Type - In the "Required" column, select the types of Events for which the system will require a Temporary Schedule change. In the "Warning"column, enter the maximum number of hours the Temporary Schedule change will last. If exceeded, the system generates a warning to the Operator. The maximum duration is 23 hours. If set to 0 hours, the system will not generate an Operator warning.

Event Type	Required	Warning
Late To Open	☐	0
Late To Close	☐	0
Unscheduled Open	☐	0
Unscheduled Close	☐	0

Note: checkboxes in the "Required" column must be selected in order for the "Extend Schedule" functionality to be enabled for that Event Type in the Operator Workstation.

- Schedule Change to be Applied to All Schedules - Selecting "Yes" means that the system applies an Alarm Handling quick schedule change to all other pending events of the same type.

- UL warning text - This option defines the UL warning text that displays to an Operator when he handles an Alarm for a UL Customer.

Alarm Tracking

- Alarm Tracking Cancellation - This option defines how the cancellation of Customer Alarm tracking occurs. Your options are "Ask", "Don't ask - cancel", and "Don't ask - don't cancel". The "Ask" option means that the system asks the Operator if he wants to continue tracking the Customer after he completes the last Alarm for the Customer Record. "Don't ask - cancel" means the system cancels Customer tracking without asking the Operator if he wants to continue it. "Don't ask - don't cancel" means the system continues to track the Customer after the Operator handles the last Alarm and does not ask him whether he wants to continue tracking.

- Alarm tracking mode - This option defines whether every Alarm opened by an Operator is then tracked to that Operator. If "Automatic" is selected, every Alarm an Operator opens tracks back to that Operator. If "Manual" is selected, the Operator must manually select the Tracking form on the Operator Workstation while in Alarm Handling mode, and then select the Customer Record.

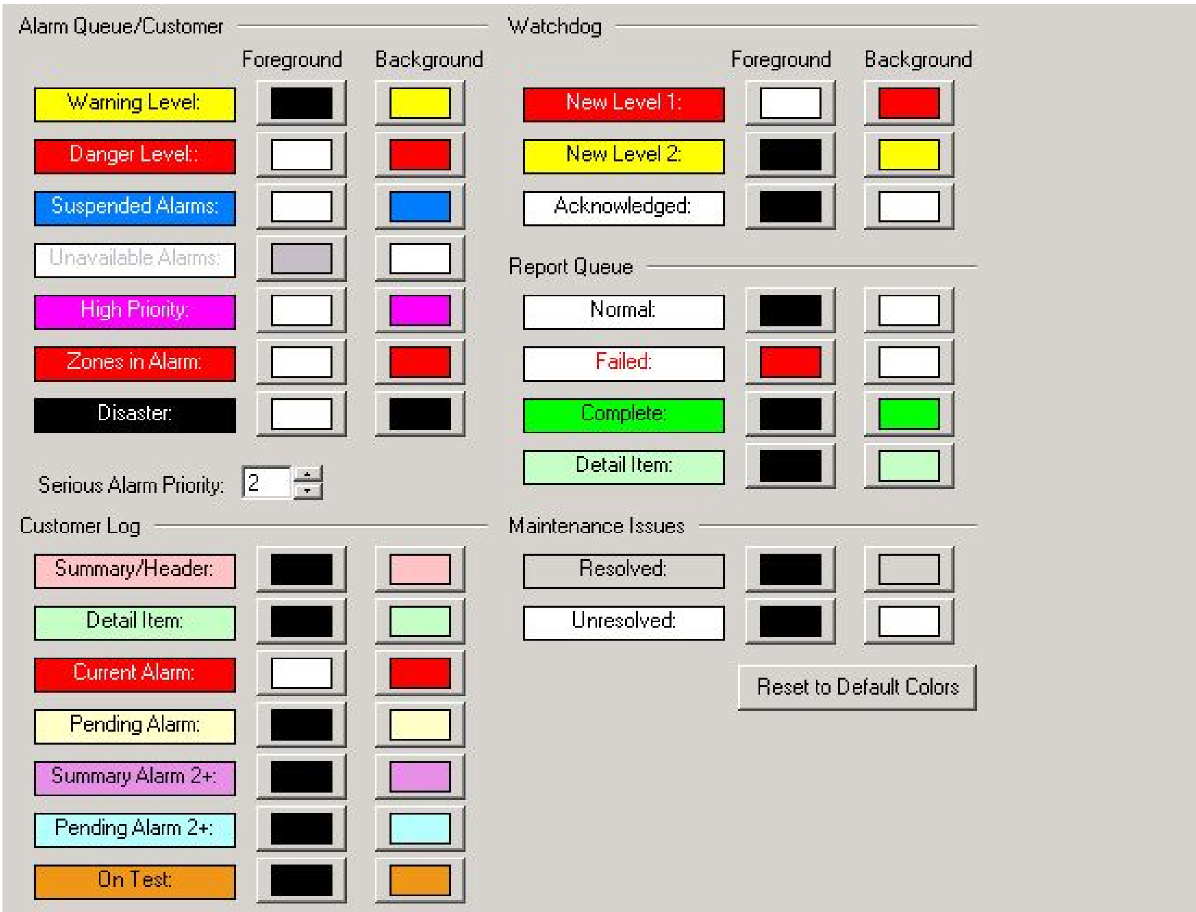
- Alarm Tracking Timeout - This option defines the number of minutes that Alarm tracking remains active with no outstanding Alarms for the Customer.

- Limbo tracking option - This option defines the minimum Alarm priority that causes Limbo Tracking to be released. For example, if it is set to 3, and an Alarm is received with priority 3, any Limbo Tracking entries that would otherwise have tracked the Alarm are released and the Alarm becomes immediately available for handling. When this option is set to 0, new Alarms never cause Limbo Tracking entries to be released.

- Limbo tracking timeout - This option defines how many seconds tracking holds on an Operator Workstation between log out and login before dropping tracking.

Color Options

If you click the "Tools" menu and select "Options", the following window automatically displays:



Use this form to customize the color coding that displays in SWS. Select a foreground and background color. When you finish modifying the color palette, click "Save".

Contact Point Device Defaults

AutoText Default Output Device Type - This option defines the default Output Device Type for AutoText. Your choices are: "APCO-ALARM" and "MEDIAGATEWAY".

AutoText Default Script Message - This option defines the default script text for AutoText.

AutoText Default Service Provider Device - This option defines the default Service Provider Device for AutoText. Your choices are: "APCO-ALARM", "AUTOSIM", "AUTOTEXT", and "OPENVOICE".

OpenVoice Default Output Device Type - This option defines the default Output Device Type for OpenVoice. Your choices are: "APCO-ALARM" and "MEDIAGATEWAY".

OpenVoice Default Script Message - This option defines the default script text for OpenVoice.

OpenVoice Default Service Provider Device - This option defines the default Service Provider Device for OpenVoice. Your choices are: "APCO-ALARM", "AUTOSIM", "AUTOTEXT", and "OPENVOICE".

Country/Locale

This information is populated from the Country settings defined in the Monitoring Company record in the Operator Workstation. It is read-only.

General

- Customer with "Pending" status to be made "Active" upon receipt of a signal - This option defines when to set a Customer's status to "Active" based on receiving a signal. Your choices are: "Never", "Any Signal", and "Not On Test Signal".

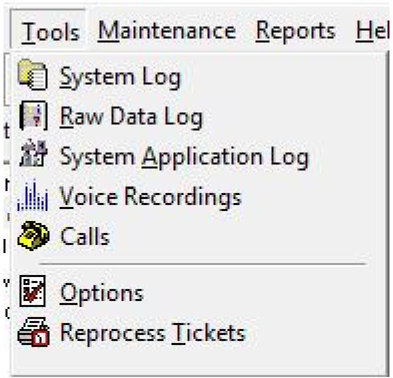
- Default On-Test Time - This option defines the default duration in hours for placing a Customer On Test.

- Monitoring Company person may access dealer accounts - Select "Yes" to allow representatives from a Monitoring Company to access Customers assigned to Dealer via VRT or the Web.

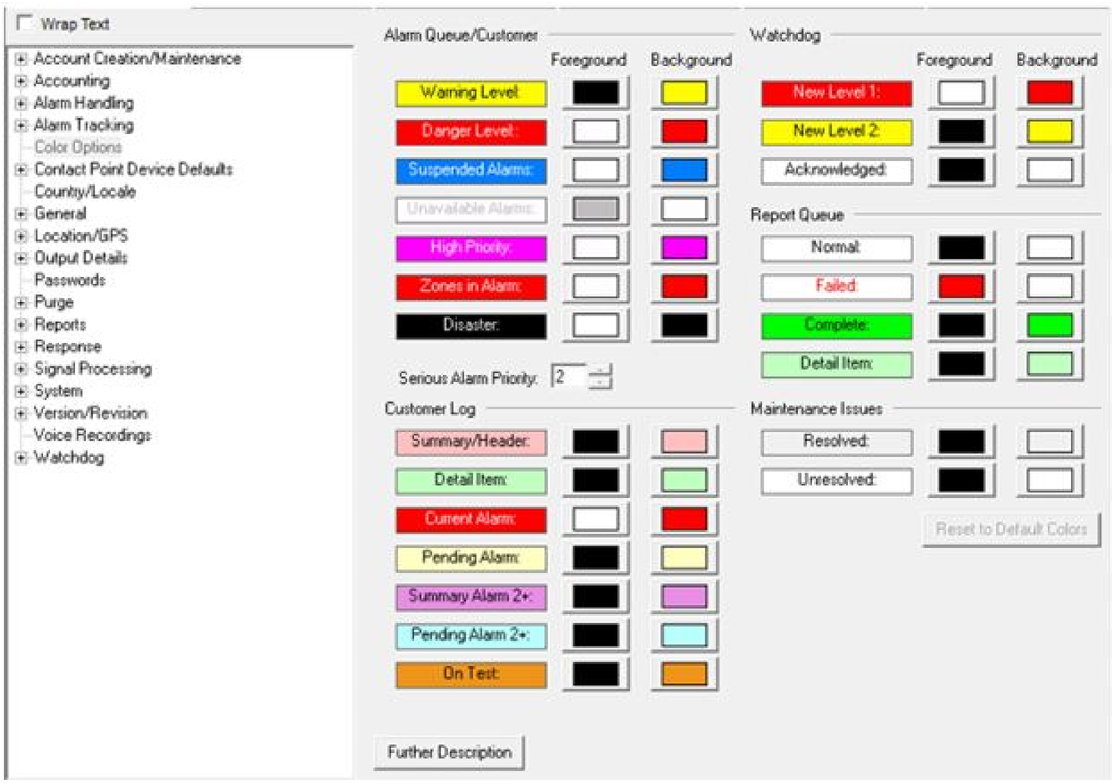
- On-Test Protection - The On-Test Protection feature presents a dialog message to technicians who attempt to put an account On-Test from BoldNet or BoldNetMobile if no open service tickets exist for the account in SedonaOffice. In order for the dialog message associated with On-Test Protection to display, you must first enable the option in the Manitou Supervisor Workstation.

Perform the following steps to enable the “On-Test Protection” feature:

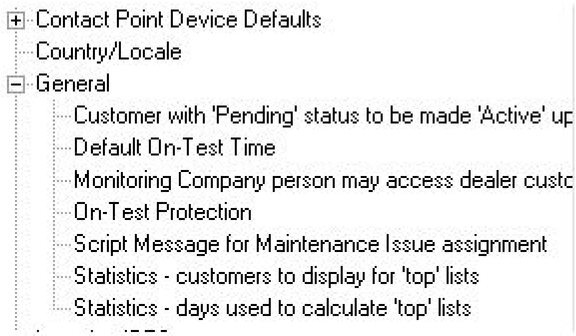
1. Open the Supervisor Workstation.
2. Navigate to the “Tools” menu, and select “Options” as shown in the following screenshot:



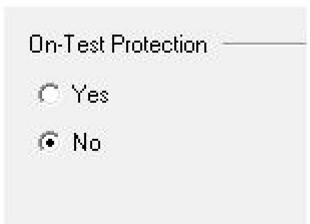
Result: the following form displays:



3. Expand the “General” node in the Navigation Tree as shown in the following screenshot:



4. Select the “On-Test Protection” option.
   Result: the “On-Test Protection” option displays as shown in the following screenshot:



5. Click “Edit”.
6. Select “Yes”.
7. Click “Save”.

Note: the following conditions must be met for the dialog message to display, as described:
- The user attempting to place the account On-Test must be designated as a “Technician” in the “Type” field on the Monitoring Company “Contact List” form.
- The technician must be attempting to place the account On-Test from either BoldNet or BoldNetMobile.
- The account the technician is placing On-Test must be linked to a SedonaOffice account.

- Script Message for Maintenance Issue assignment - This option allows you to create a script message and to send it to a technician when a new or updated Maintenance Issue is assigned to him. Open the Maintenance Issues section of this document to access more information about the following topic:"Sending a Script Message for a New Maintenance Issue".

- Statistics - Customers to display for 'top' lists - This option defines the maximum number of Customers to display for 'top' lists of Customers with Alarms or with False Alarms.

- Statistics - Days used to calculate 'top' lists - This option defines the number of days used to calculate 'top' lists of Customers with Alarms or with False Alarms.

Location/GPS

- Location Services Key - Enter the license key for Location Services here.

- Mapping Types - This option defines the type of mapping software Manitou uses for Location Services. Your choices are: "MAPPOINT", "BOLDTRAK", "BING", and "GOOGLE". This setting does not apply to Disaster Mode setup in the Operator Workstation.

Output Details

- Email - From Address - Use this option to enter the return email address you want to display on outgoing email messages. If you change this value, your changes will not take effect until you restart the Publisher.

- Email - From Name - Use this option to enter the company name for the Central Station you want to display on all outgoing emails. If you change this value, your changes will not take effect until you restart the Publisher.

- Email - Subject Includes Customer's Street Address and City - Select "Yes" to include the Customer's Street Address and City information with the standard email subject.

- Fax - Company Name - Use this option to enter the company name for the Central Station you want to display on all outgoing faxes.

- Fax - Delivery Report Address - Use this option to define the address to which you want fax delivery confirmations sent.

- Fax - Delivery Report Type - Use this option to define the manner in which you want fax delivery confirmations reported. Your choices are: "Email" and "MAPI".

- Fax - Department Name - Use this option to enter the department name within the Central Station you want to display on all outgoing faxes.

- Fax - From Name - Use this option to enter the name of the individual sender you want to display on all outgoing faxes.

- Pager - Company Name - Use this option to enter the Central Station name you want to display on all pager text messages.

- Pager - Default Message - Use this option to define the pager message you want to go out to alpha text pagers when no other pager message applies.

- Publisher File Directory - Use this option to define the location on the server hard drive where you want the Report Publisher to store its temporary files for faxing, emailing, and publishing.

- Third Party fax driver details - Use this option to define a third-party faxing software solution if you determine that the default faxing options do not meet your needs. The third-party driver software documentation will provide specific details about what information you must enter here.

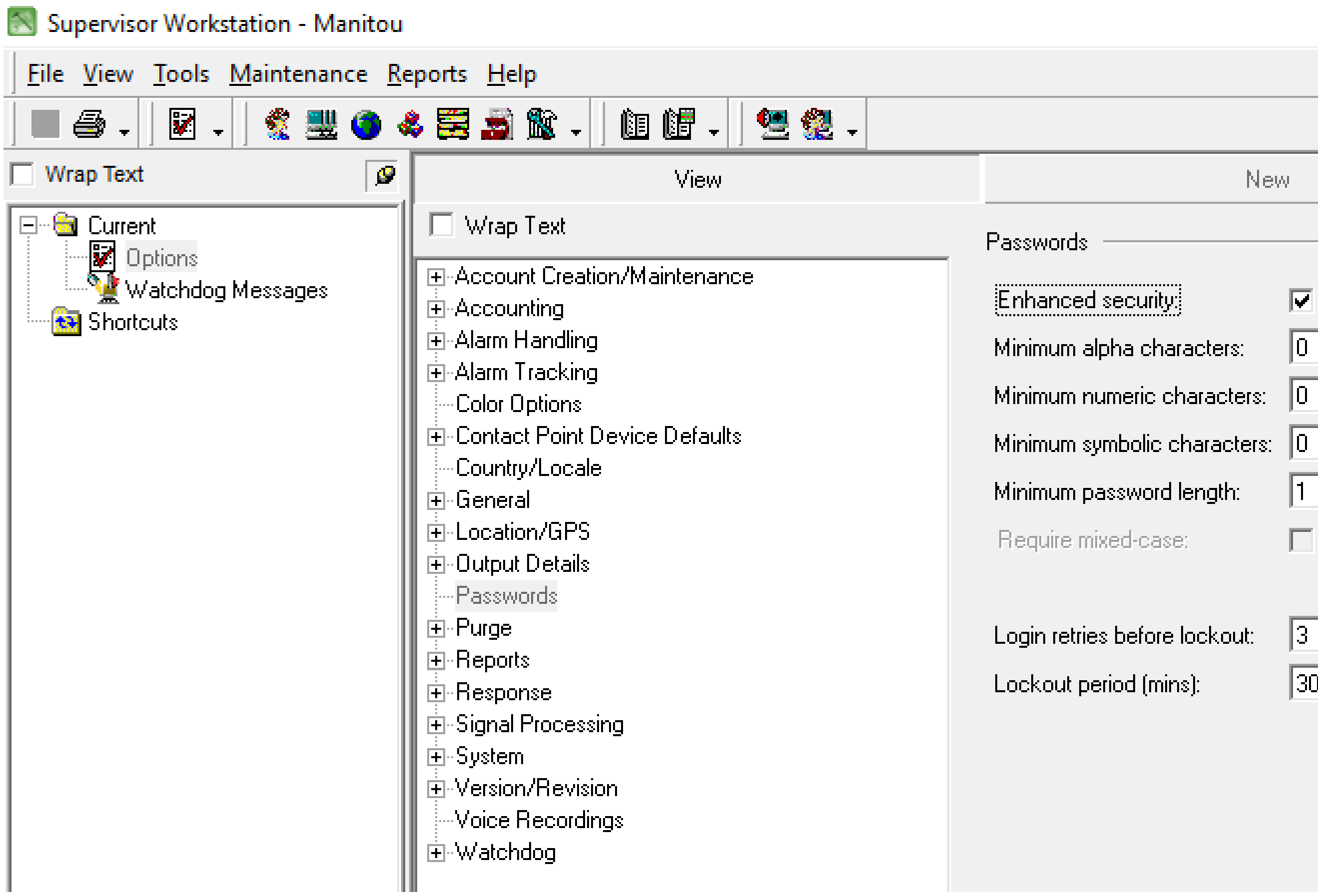
Passwords

Use the options available on this form to define the minimum complexity requirements for passwords and account lockout rules.

When you select the Enhanced Security checkbox the following applies:

- You cannot use letter or number sequences (for example, 567 or ghi).
- You cannot use any previous passwords.
- You cannot use the user name as part of the password (for example, User1 cannot have a password of User159).
- The password can't contain the User ID itself.
- The User ID must be at least six characters.
- The password can't be "password."

Note: The Enhanced Security option is per a UL 1981 requirement.



Purge

- Alarm activity detail to keep (days) - Use this option to define the number of days you want the system to keep Alarm Activity details for analysis purposes.

- Database backup instructions - This informational field contains the programming language string required to complete a proper database backup. This option is for informational purposes only. The database backup does not actually run from this information. This is utilized only if replication is not implemented for the Monitoring Company.

- Database backup time of the day - This informational field contains the time the database backup is set to run. The database backup does not actually run from this information. This is utilized only if replication is not implemented for the Monitoring Company.

- Number of days before purging temporary open/close schedules - This option defines the number of days you want expired temporary Open/Close schedule entries to remain in the system before they are purged.

- Number of hours before purging expired reminders - This option defines the number of hours you want expired reminders to remain in the system before they are purged.

- Number of days before purging expired temporary comments - This option defines the number of hours you want expired temporary comments to remain in the system before they are purged.

- Number of hours to keep completed scheduled reports - This option defines the number of hours you want completed Scheduled Reports to remain in the system before they are purged.

- Number of hours to keep failed reports - This option defines the number of hours you want failed Reports to remain in the system before the system before they are purged. We do not recommend setting this option to zero because the system will likely purge the Reports before you have a chance to review them and determine the cause of the failure.

- Number of hours to keep on-demand reports - This option defines the number of hours you want On-Demand Reports to remain in the system before the system before they are purged.
-
- Number of hours to keep previewed reports - This option defines the number of hours you want Previewed Reports to remain in the system before the system before they are purged.

- Number of months of customer logs to keep - This option defines the number of calendar months you want Customer Logs to remain in the system before they are purged. If set to zero, the Customer Logs will never purge.

- Number of months of raw data to keep - Raw Data Logs display Receiver signals in their raw form. This option defines the number of calendar months you want Raw Data Logs to remain in the system before they are purged.

- Number of months of system logs to keep - System Logs contain login and log out information as well as results from the Report server. This option defines the number of calendar months you want System Logs to remain in the system before they are purged.

- Paged Contacts Expiration - This option defines the number of minutes after which the system should purge non-responding paged contacts. The minimum value for this option is ten minutes.

Reports

- Include primary receiver line prefix/transmitter ID with customer name - This option defines whether and how to display the primary Transmitter's Receiver Line Prefix/Transmitter ID with the Customer name on selected Reports. Your choices are "0=No", "1=Beginning", and "2=End". If you select "0", the Receiver Line Prefix and Transmitter details will not display in your Report. If you select "1" or "2", the Receiver Line Prefix and Transmitter details display at either the beginning or the end of the Customer name, respectively.

- Maximum report size - This option defines the maximum number of megabytes a Report may be before it is automatically aborted.

- Report segment size - This option defines the maximum number of megabytes a Report may be before it is automatically separated into segments.

- Script for e-mail body text - This option defines the script the system uses for Report e-mail body content.

- Size, in kilobytes, at which reports will zip for email publication - Zipping a Report reduces its size. This option defines the maximum number of kilobytes an RTF-type Report may be before it is automatically zipped for email distribution. When set to "0", the system will always zip Reports for emailing. When set to "-1", the system will never zip Reports for emailing.

- Sort order of reports - This option defines the order in which Customers display on the Alarm Detail, Alarm Activity, and Customer Masterfile Reports when sorted by Contract ID. Your choices are "Numeric" and "Alpha". If you select "Numeric", the following order will display: "1", "2", "10", "Bob", "Acme", and "11Test". If you select "Alpha" the following order will display: "1", "10", 11Test", "2", "Acme", and "Bob".

Response

- Fast Fire - This option defines the maximum number of seconds an Operator has to respond to a fire emergency that requires an immediate Authority response.

- Fast Other - This option defines the maximum number of seconds an Operator has to respond to a non-fire, non-panic/social emergency that requires an immediate Authority response.

- Fast Panic/Social - This option defines the maximum number of seconds an Operator has to respond to a panic/social emergency that requires an immediate Authority response.

- Medium Fire - This option defines the maximum number of seconds an Operator has to respond to a fire emergency that does not require an immediate Authority response.

- Medium Other - This option defines the maximum number of seconds an Operator has to respond to a non-fire, non-panic/social emergency that does not require an immediate Authority response.

- Medium Panic/Social - This option defines the maximum number of seconds an Operator has to respond to a panic/social emergency that does not require an immediate Authority response.

Signal Processing

- Address lookup for GPS signals and alarms - If this option is set to Yes, address lookup is performed for signals and alarms. If set to No, address lookup is performed for alarms only.

- Auto-generate On Test and Off Test signals when a Customer goes On and Off Test - Auto-generate On Test (*OTS – On Test Started), Off Test (*OTE – On Test Expired), and (*OTR – On Test Removed) signals for when the customer goes On and Off Test. The default value is No.

- Cancel and abort time limit - This option defines the maximum number of minutes during which Alarms may be automatically canceled or aborted due to signal processing attributes or the transmitter programming Restore command. If you want to disable the time limit, enter "0".

- Cancellation of a CanCancel alarm can occur across different transmitters - If this option is turned on, the cancellation of a CanCancel alarm can occur regardless of which customer transmitter the CanCancel and following Cancel signal(s) are received on. Along with CanCancel/Cancel, Reset Timeout is also affected in the same way by this option. Programming that is restricted to a specific transmitter still requires that specific transmitter to take effect. The default value is No, requiring a Cancel signal to be received on the same transmitter as the CanCancel alarm came in on.

- Check transmitter default event programming before dealer event programming - If you select "Yes", the system checks default transmitter event programming before Dealer event programming if it finds no other Customer event programming.

- Do not bypass duplicate event check for video or audio alarms - If you select "Yes", the system will perform duplicate checks for Audio/Video associated Alarms.

- Dual reporting signal timeout - This option defines the maximum number of seconds the Signal Handler will wait for the second signal before Reporting it as missing.

- Early Close window - This option determines the maximum number of minutes prior to a "May Close" or "May Open/Close" window that a close type signal generates an Early Close Event instead of an Unscheduled Close Event. This applies to Customers with the Open/Close Monitoring Service not set to "Record".

- Early Open window - This option determines the maximum number of minutes prior to a "May Open", "May Open/Close" or "May Open/Close Once" window that an open type signal generates an Early Open Event instead of an Unscheduled Open Event.

- Fill caller ID 1 - If you select "Yes", the Signal Handler automatically fills the Caller ID 1 field on a Transmitter if both Caller ID1 and Caller ID 2 are empty.

- Generate alarm event upon expiration of temporary comment follow-up date - If you selected "Yes", the system generates an Alarm Event when a temporary comment follow-up date expires.

- Generate duplicate alarms - This option defines whether duplicate Alarms generate a new Alarm or be logged while an identical Alarm is currently outstanding. If you select "No", the system prevents the same Alarm from being presented to an Operator while an identical Alarm is still outstanding.

- Generate duplicate events - This option defines whether duplicate Events generate a new Event or be logged while an identical Event is currently outstanding. If you select "No", the system prevents the same Event from being presented to an Operator while an identical Event is still outstanding.

- Generate Maintenance List Items - This option defines which Maintenance List items the Signal Handler creates for signals received without a corresponding Monitoring Service. Your choices are "Neither Open/Close nor Test Signals", "Open/ Close Signals", "Test Signals", and "Open/Close and Test Signals".

- Ignore caller ID mismatches - If you select "Yes", the system will not force Alarms for signals received with Call ID information that matches another Customer or does not match the Caller ID information of the signal's Transmitter.

- Late Close window - This option defines how many minutes after a "Must Close" window a close type signal generates a Late Close Event instead of an Unscheduled

Close Event.

- Late Open window - This option defines how many minutes after a "Must Open" window an open type signal generates a Late Open Event instead of an Unscheduled Close Event.

- Log signals that are not on file - If you select "Yes", the system logs signals that arrive for a Transmitter or Receiver Line Prefix not found within the system.

- Number of minutes to search for binary clips when trying to append them - You use this option to enter the number of minutes you want to look for binary clips when trying to append to them. This should not be greater than a month's time.

- Pre-cancel time-out - This option defines the number of minutes before a pre-cancel automatically expires.

- Prevent duplicate video alarms from being forced to Operator - If you select "Yes", the system prevents duplicate video Alarms from being forced to an Operator.

- Prevent the system from forcing Video and Audio associated alarms to an Operator screen - If you select "Yes", the system prevents Video and Audio being forced to the Operator. This allows the AutoClient to take initial action on Alarms where possible.

- Redirect event codes for non-intelligent panels - If you select "Yes", the system displays the Event Category column on the Zones list in Customer Maintenance and the Redirect Code on the Event Codes form of the Supervisor Workstation. This allows Events from non-intelligent panels to be programmed with minimal Transmitter programming lines.

- Runaway inter-signal time - This option defines the minimum number of seconds the system requires before determining the Customer is in runaway condition. If a signal arrives during this timeout period of the previous signal for the same Transmitter, the system increments the runaway count. If the signal arrives outside of this timeout period, the runaway count is reset to 1.

- Runaway signal count - This option defines the minimum number of signals after which the system recognizes that the Customer is in runaway mode. If you set the runaway signal count to 0 or 1, no runaway count can be generated. The runaway count is tallied by Transmitter, and not for the Customer as a whole.

- Track additional panel statuses - If you select "Yes", the system tracks Bypass and Trouble statuses in addition to Unrestored Alarms. If tracked, these statuses display on the Zone Status form of the Customer Record, in the Summary form on the Customer status window that shows on the main Alarm form, and on the main

Customer Address form.

- Two-trip signal timeout - This option defines the number of seconds after which the Signal Handler considers a second or following signal to be a valid Alarm. following the receipt of a first round two-trip signal. The first round signal is always logged. If the second signal does not arrive within this time period, no Alarm will generate. The signals must be for the same Two-Trip ID, have the same Event Category, and come from the same Transmitter.

System

- Dealer billing by monitoring service - If you select "Yes", Dealer Billing will be done by Monitori
- Dealer billing prorating - If you select "Yes", Dealer Billing charges will be prorated based on when the services start or end. If there is no start date entered and the service is denoted as chargeable, service begins at the time of entry. If a start date is specified, the service begins on the specified start date.
- Dealer billing standard annual cycle - This option defines in which month the Standard Annual Dealer Billing Cycle should begin.
- Dealer billing standard quarter cycle - This option defines in which month the Standard Quarterly Dealer Billing Cycle should begin.
- Dealer billing standard semi-annual cycle - This option defines in which month the Standard Semi-Annual Dealer Billing Cycle should begin.
- Dealer billing summary billing - If you select "Yes", the system generates Dealer Billing invoices in summary format for recurring charges.
- Do not warn if alarm arrives for deactivated customer - If you select "Yes", the system will not notify the Operators that an Alarm arrived for a Deactivated Customer.
- DragonFly Customer Type - Specifies the type of Customer (Residential, Commercial, and so on).
- DragonFly Key - This string can be any value and you use it for calculating the signature to verify validity.
- DragonFly Receiver Line Prefix - This selection will determine the Receiver Line Prefix of the Transmitter of the Customer that is to be created/updated.
- DragonFly System Monitoring Type - The Monitoring Type used for the Monitoring Service tied to the System and is created automatically when generating a new

DragonFly Customer.

- DragonFly Token - This string can be any value and is used for calculating the signature to verify validity.

- DragonFly Transmitter Type - This selection will determine the Transmitter Type of the Transmitter of the Customer that is to be created/updated.

- DragonFly Video Monitoring Type - The Monitoring Type used for the Monitoring Service tied to a Transmitter (if the DragonFly Transmitter Type supports video).

- Last overdue signal check - This option defines the last expected Event time that the system checked for overdue signals. Use this tool when the Overdue Checker has been closed for any length of time. Setting this option to the current date and time prevents the Overdue Checker from going back to the very last time it looked for overdue signals and sending in a large quantity of Overdue Alarms.

- Next dealer billing cycle to generate - This read-only option displays the year and month of the next billing cycle to generate.

- PBX assistant - This option defines for which Operator types the PBX Assistant is active to display the call control panel. Your choices are: "Central Station Operator", "Dealer Restricted Operator", and "Branch Restricted Operator".

- PBX Assistant Auto-Ready - This option defines when an agent's availability is automatically set to ready. Your choices are: "Never", "At Logon", and "Register Alarm Handler".

- Resolution code group setup - This option defines the number and length of the desired levels of Resolution Code capability. Each group's start and stop points define the length of the group in characters. Utilizing different Resolution Code groups allows you to better classify the nature and conclusion of an Alarm.

- Use External Browser for URLs - If you select Yes, URLs are opened by the default browser on the workstation. If you select NO, URLs are opened in the integrated Manitou CS Operator Workstation browser.

- Validate the resolution code is complete - If you select "Yes", the system requires an Operator to enter a valid Resolution Code when closing an Alarm or when updating existing data.

- Web membership database details - This read-only option displays the last known information for the Active Web Membership Database.

- Web timeout - This option defines the number of minutes that pass before an active

Web session times out. The maximum number of minutes is 480. If timed out, the Web user must log in again before continuing with the session.

- Workflow functionality - If you select "Yes", you can create Workflows and Workflow Components to use in conjunction with Action Patterns.

Version/Revision

- Client Revision (Dealer) - This is a read-only field that displays the minimum Manitou Dealer client revision number allowed to run on the system. This is updated by Manitou Support personnel upon each upgrade to help ensure old clients are not attempting to run against new Application servers.

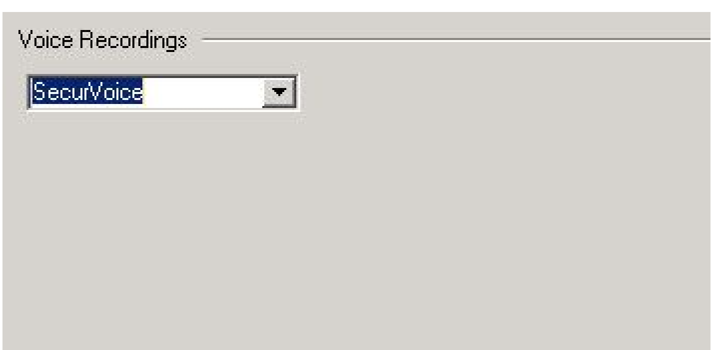
- Client Revision (Operator) - This is a read-only field that displays the minimum Manitou client revision number allowed to run on the system. This is updated by Manitou Support personnel upon each upgrade to help ensure old clients are not attempting to run against new Application servers.

- Client Revision (Supervisor) - This is a read-only field that displays the minimum Manitou Supervisor Workstation client revision number allowed to run on the system. This is updated by Manitou Support personnel upon each upgrade to help ensure old clients are not attempting to run against new Application servers.

- Version of the database - This is a read-only field and displays the current version of the Manitou system. This cannot be edited from the user interface. Each new release contains an update to the version on the database.

Voice Recordings

These options are used to configure the interface to a voice recording system.



Watchdog

- Number of months of Watchdog logs to keep - This option defines the number of months before the system purges Watchdog logs. If the Supervisor Workstation is open, Watchdog messages do not go to the Client workstation. They will only display in the Supervisor Workstation.

Reprocess Tickets

The Ticket Printer module is utilized in the event of an emergency that disables Manitou from receiving or properly displaying alarms. If such an emergency occurs, Operators may still be able to respond to alarms and manually enter ticket details into Manitou.

Reprocess Tickets is a function only used after the Ticket Printer module for Manitou has been deployed. Only Manitou users who purchase the separate Ticket Printer module have access to the Reprocess Tickets function.

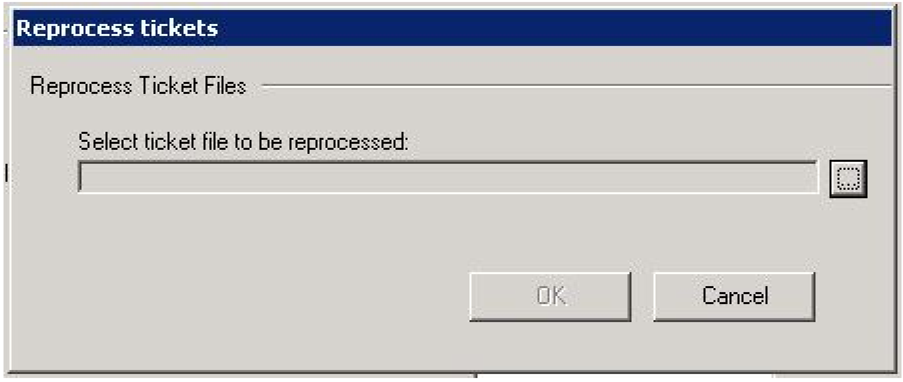
Ticket Printer prints out alarms that contain the following information:

- the customer's name, address, site number, contact list, and general and duress passwords
- the customer's alarm, monitoring, and service status
- Dealer information including standing comments
- the alarm priority number, time and date of alarm, area and zone, receiver and transmitter ID, Point ID and Actions
- the alarm Action Pattern
- Control Panel details
- the name of the Operator handling the alarm

Once the emergency ends and the Central Station no longer needs to use Ticket Printer, users may reprocess Ticket Printer tickets back into Manitou.

Perform the following steps to reprocess Ticket Printer tickets in the SWS:

1. Navigate to the Tools menu, and click "Reprocess Tickets".
Result: the "Reprocess tickets" window displays as shown in the following screenshot:



2. Click the "..." button to browse for the Ticket Printer file.
Note: the Ticket Printer file has a .tps file type and can likely be found in the Windows System32 folder of the server where the Ticket Printer module is installed.

3. Once you have located the Ticket Printer file, select it, and click "OK".
Result: Manitou reads the Ticket Printer file and sends the received alarm signals to the appropriate accounts. Operators should now return to handling any remaining alarm operations as they normally would.

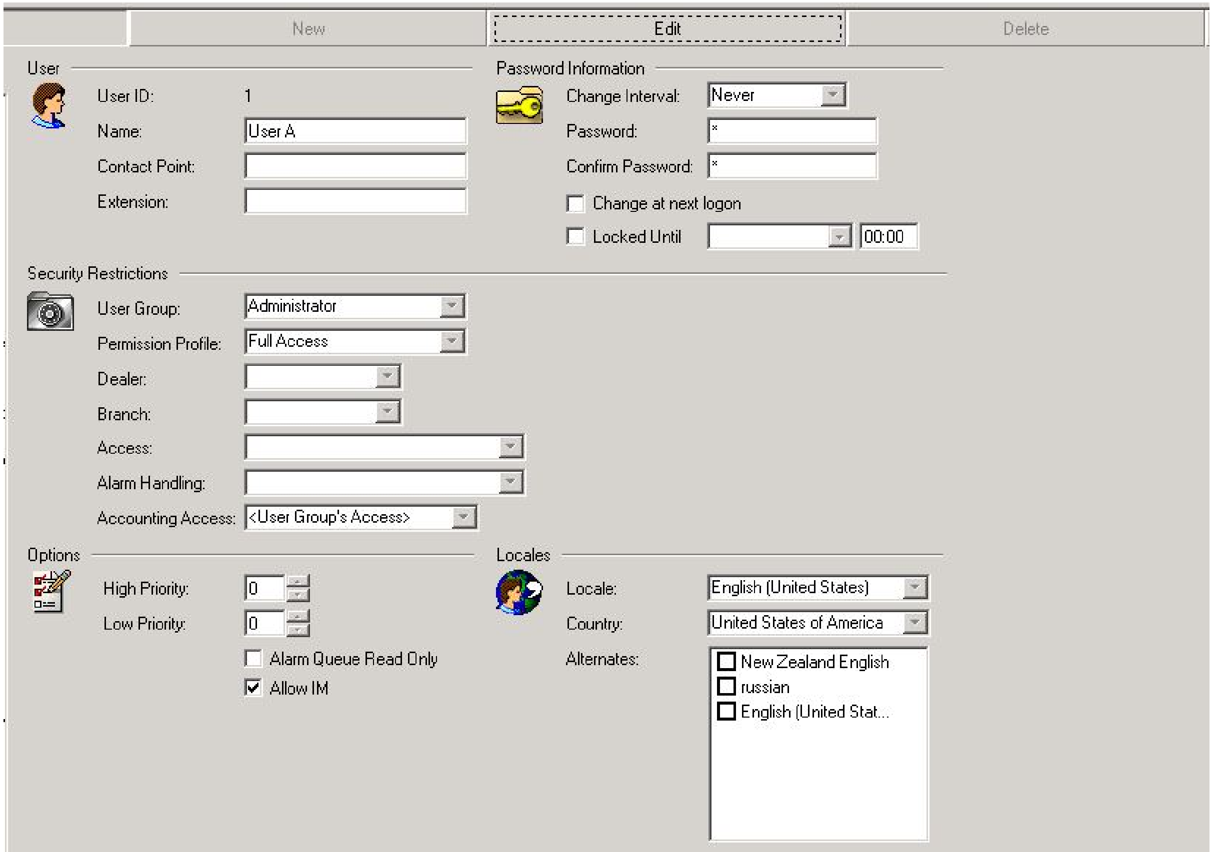
Forms in the Maintenance Menu

Users

Accessing the User form allows an SWS user to add, edit, or delete users from the Manitou system. All Operators, Supervisors, System Administrators, and other staff who require access to Manitou must be individually added to the Manitou User form. The User form can also be used to restrict access to certain Manitou functions. User restrictions defined in the SWS apply to the SWS, OWS, and DWS.

Perform the following steps to access the User form:

Navigate to the Maintenance screen, and click "Users".
Result: the User form displays as shown in the following screenshot:



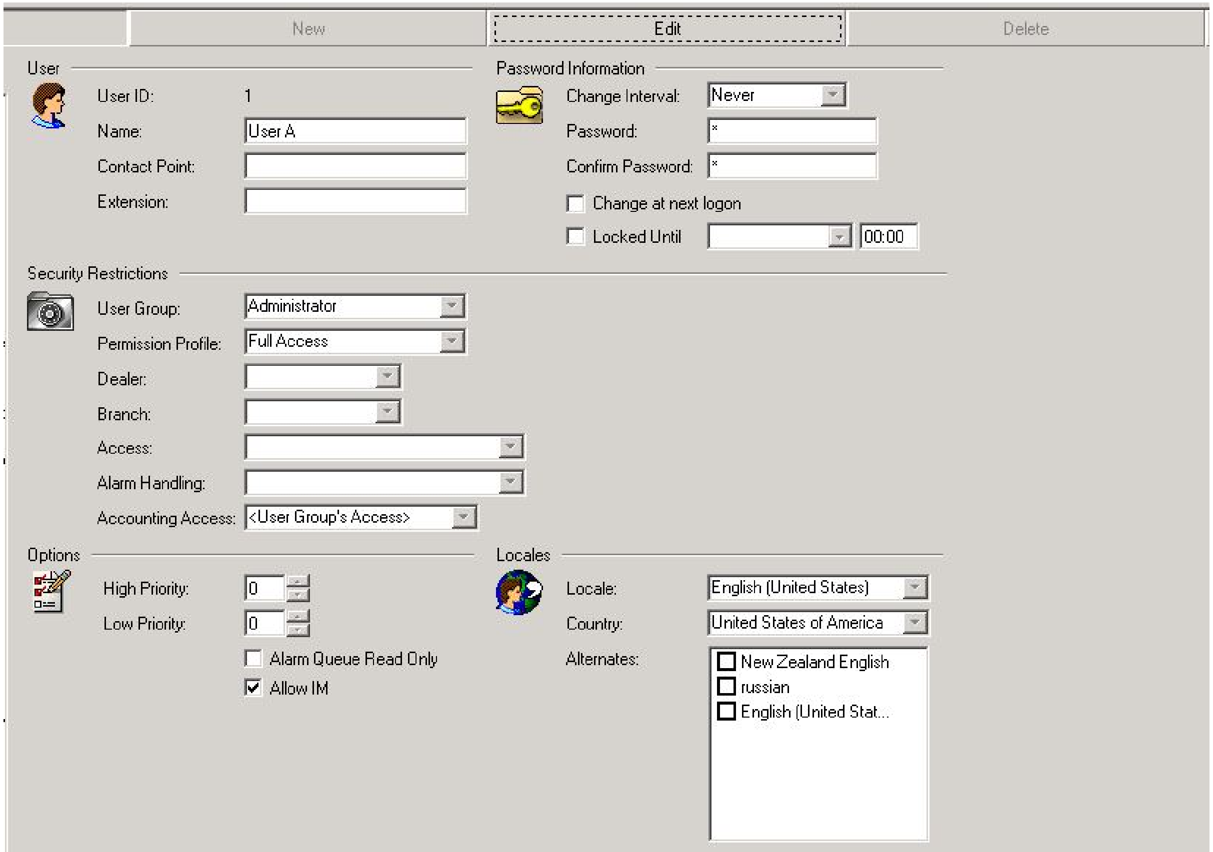
Adding a New User

Perform the following steps to add a new user to Manitou:

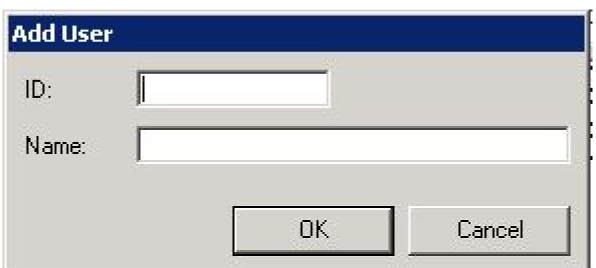
Note: to add a new user, you must have Supervisor or Administrator access to the Manitou system.

1. Navigate to the Maintenance screen, and click "Users".

Result: the User form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add User" window displays as shown in the following screenshot:



3. In the "ID:" field, enter a username.
Note: the username can be up to 12 characters in length. The username is the name the new user will enter when logging into Manitou.
4. In the "Name:" field, enter the first and last name of the new user.
Note: the name can be up to 35 characters in length.
5. Click "OK".
Result: the "Add User" window closes and the system returns the user to the "User" form.
6. If you want, enter an email address or telephone number for the new user in the "Contact Point:" field.

7. If you want, enter a telephone extension number into the "Extension:" field.
8. Enter the user's password information into the "Password:" field.

Note: an SWS user's password can be up to 28 characters and can contain letters of either case, numbers, and special characters.

9. Reenter the same password into the "Confirm Password:" field.

Note: the "Password:" and "Confirm Password:" fields must be identical at the time you save changes to the form, or an error message displays.

10. If you want, select a password change interval from the corresponding dropdown menu.

Note: selecting this option forces a user to select a new password at the interval you set.

11. If you want, select the "Change at next logon:" checkbox.

Note: selecting this option encourages password secrecy because it forces the user to quickly change the temporary password assigned by IT staff.

12. If you want, select the "Locked Until" checkbox and select a date and time for the user's account to reopen.

Note: selecting this option allows the person adding a newly hired user to block the new hire's Manitou access until his official start date.

13.If the new user is associated with a Dealer, select the Dealer from the "Dealer" dropdown menu in the "Security Restrictions" portion of the form.

Result: the default user Security Restrictions for the Dealer prepopulate the "Access:" and "Alarm Handling:" fields.

Note: you can override these Dealer default settings by manually selecting another Access or Alarm Handling option.

13. If the user is associated with a Branch, select the Branch from the "Branch" dropdown menu.

Result: the default user Security Restrictions for the Branch prepopulate the "Access:" and "Alarm Handling:" fields.

Note: you can override these Branch default settings by manually selecting another Access or Alarm Handling option.

14. Enter an Access Level in the "Accounting Access:" field.

Note: the three options for this field are: "User Group's Access", "Own ID/Password", and "Not Allowed".

15. Select a Priority Level for alarms your new user can handle.
16. If you want your new user to have instant messaging capabilities, select the "Allow IM" checkbox.

Note: IM is an instant messenger service available to logged on users. Messages can be sent to individuals, groups, or all users currently logged in to the system. Additionally, messages can be set to display across the Status Bar Watchdog messages.

17. Select a Locale for your new user from the "Locale:" dropdown menu.

Note: a Locale is a collection of parameters that affect how information is presented within a particular group of users. Generally, users from different Locales can be distinguished from each other on the basis of location and language. Locale settings can also determine things such as number formats, date and time formats, and calendar systems.

18. Select a Country for your new user from the "Country:" menu.

Note: the Country designation can affect formats for addresses, telephone numbers, and calendar systems.

User Groups

Manitou allows a user to configure a group of users at one time using the User Groups function. The User Groups form includes details about security levels and the amount of access members of a designated User Group will have in Manitou. User restrictions defined in the SWS apply to the SWS, OWS, and DWS.

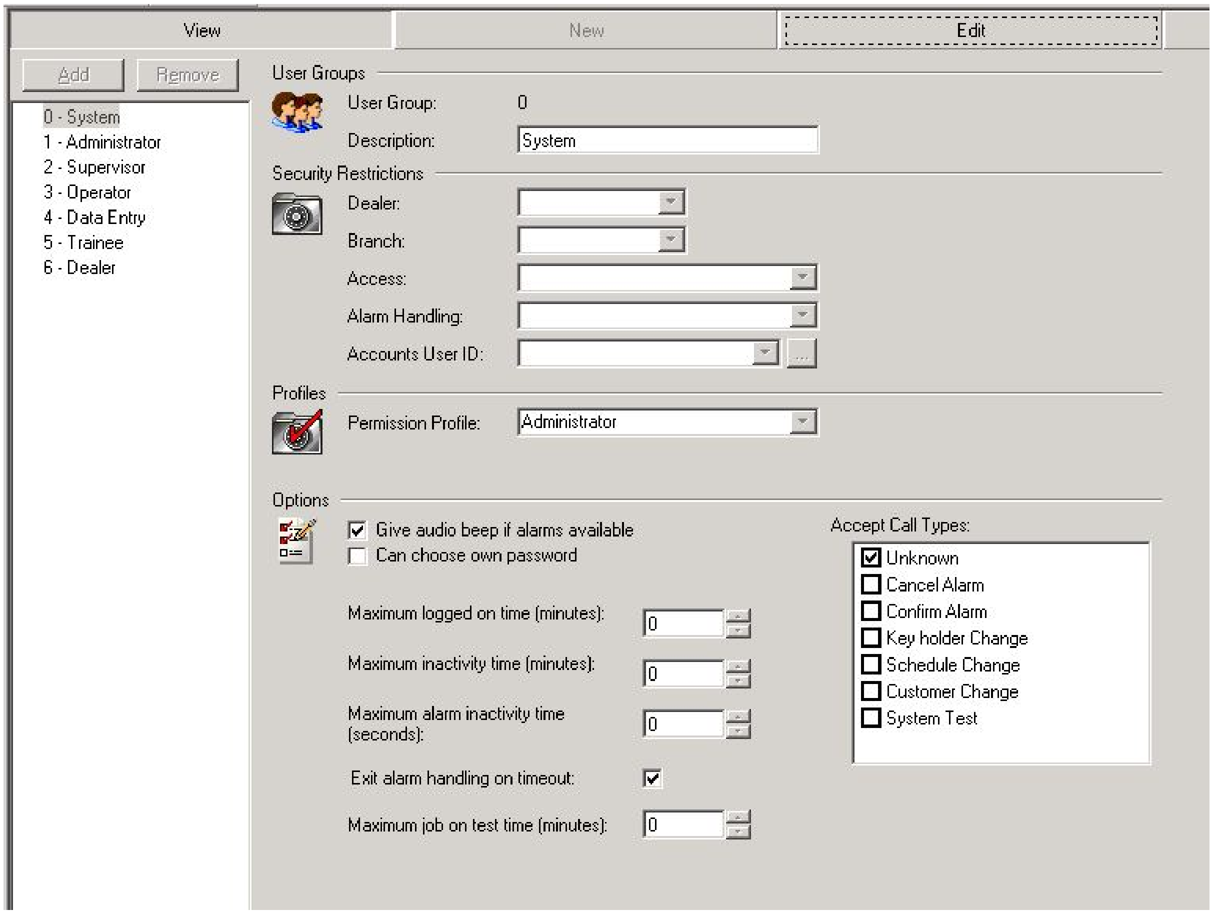
Once a User Group has been configured, individual users must be assigned to the group. Every Manitou User must belong to a User Group.

Adding a New User Group

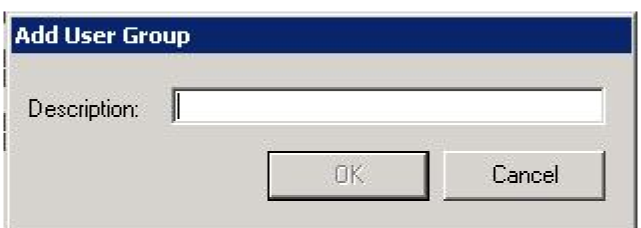
Because each User Group has already had its specific Manitou access parameters defined, and because many User Groups have already been added to Manitou, it is not likely that a user would need to create a new User Group. Please review the access parameters for each existing User Group before creating a new one.

Perform the following steps to add a new User Group:

1. Navigate to the Maintenance menu, and select "User Groups".
Result: the User Group form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add User Group" window displays as shown in the following screenshot:



3. Enter a description into the "Description:" field, and click "OK".
Result: the "Add User Group" window closes, and your new User Group displays as the currently selected item on the User Groups form.
4. If the new User Group should be associated with a Dealer, select the Dealer from the "Dealer" dropdown menu in the "Security Restrictions" portion of the form.
Result: the default user Security Restrictions for the Dealer prepopulate the "Access:" and "Alarm Handling:" fields.
Note: you can override these Dealer default settings by manually selecting another Access or Alarm Handling option.
5. If the new User Group should be associated with a Branch, select the Branch from the

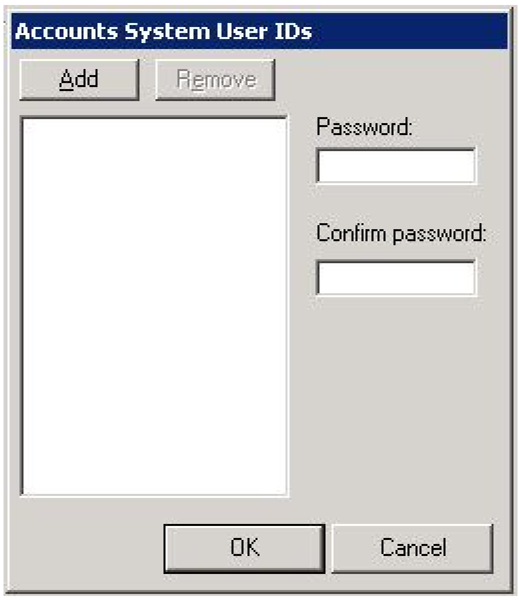
"Branch" dropdown menu.

Result: the default user Security Restrictions for the Branch prepopulate the "Access:" and "Alarm Handling:" fields.

Note: you can override these Branch default settings by manually selecting another Access or Alarm Handling option.

6. If you want your new User Group to have access to Accounts, select the "..." button to the right of the "Accounts User ID:" field.

Result: the "Account System User IDs" window displays as shown in the following screenshot:



7. Select an Accounting Group and enter the password into the "Password:" and "Confirm password:" fields, and click "OK".

Result: the "Accounts System User Ids" window closes and the system returns the user to the "User Groups" form.

8. Select a Permission Profile from the "Permission Profile:" field.
9. If you want, select the "Give audio beep if alarms available" option in the "Options" portion of the form.

Note: selecting this option enables an audible sound for alarm handling for the User Group.

10. If you want, select the "Can choose own password" option.

Note: selecting this option enables users from this User Group to change their password at will.

11. Enter the Maximum logged on time into the appropriate field.

Note: this option allows a user to set the maximum duration of a login session for the User Group. After this time elapses, the user will be automatically logged off unless he manually extends the session by three minutes at a time. If the user enters 0 into this field, members of the User Group will never be automatically logged off.

12. Enter the Maximum inactivity time into the appropriate field.

Note: this option allows a user to set the maximum duration that a member of this User Group can spend in the alarm processing mode without actively processing the alarm. When the programmed time elapses, the system automatically defers the alarm. If the user enters 0 into this field, members of the User Group will never be automatically logged off.

13. Enter the Maximum alarm inactivity time into the appropriate field.

Note: this option causes the system to lock the Workstation if the user exceeds the defined period of inactivity. If locking occurs, the system requires the user to enter his password to unlock the Workstation. If the user enters 0 into this field, members of the User Group will never be automatically logged off.

14. Enter the Maximum job on test time into the appropriate field.

Note: This option sets the maximum duration that a member of this User Group may place a Customer On Test.

15. If you want, select the"Exit alarm handling on timeout:" checkbox.

Note: selecting this option causes the system to force an exit from alarm handling for users of this User Group when a timeout occurs.

16. Select the appropriate call types for your User Group to accept in the "Accept Call Types:" checkbox field.

Note: selecting these checkboxes allows the user to designate the actions in which users from this User Group can engage when handling Customer phone calls. For example, if members of this User Group are allowed to cancel alarms based on Customer calls, check the "Cancel Alarm" checkbox.

17. Click "Save".

Workstations

The Workstations function is used to define which computers, users, and Monitoring Groups can connect to the Manitou system.

Access Levels are used to define the level of access each Workstation has to the Manitou system. The following table provides an overview of Workstation Access Levels:

Access Level	Description
Pending	This level is automatically set when a new Workstation is detected requesting access to the Manitou system.
Unapproved	The Workstation has been added to the system, but has not yet been approved for use and cannot therefore connect to the database.
Non-Protected Area	The Workstation can connect to Manitou but may only access non-secure data.
Protected Area	The Workstation has, potentially,

	complete access to the Manitou database.
Disabled	Access to Manitou is temporarily blocked, but not yet removed

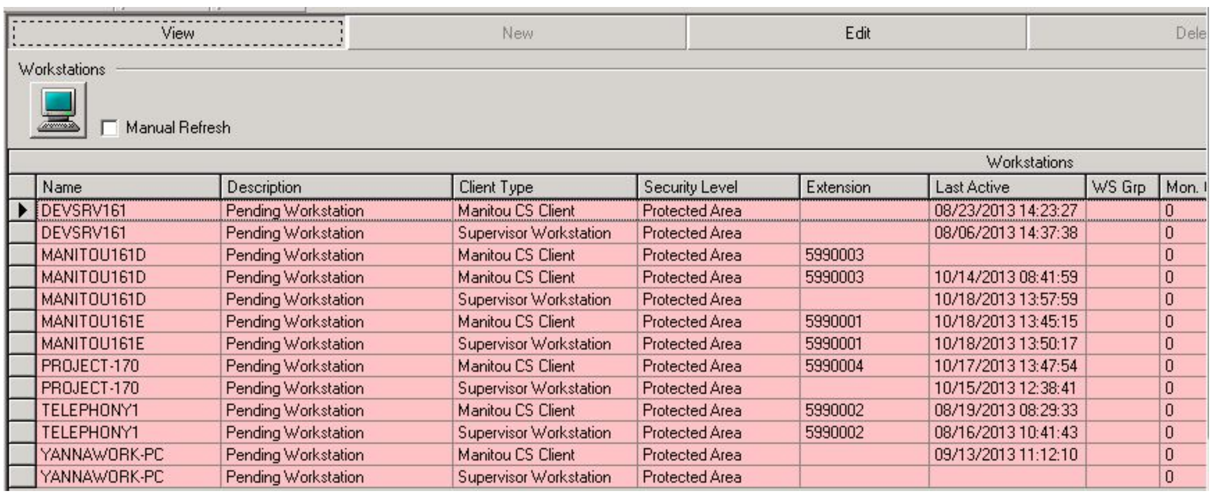
Before utilizing the Workstation function, the Workstation must first be physically connected to the Manitou network. A user must also have the Manitou client installed on his Workstation. Once these items are complete, users can add a Workstation.

Adding a New Workstation

Perform the following steps to add a new Workstation to Manitou:

1. Navigate to the Maintenance menu, and then click "Workstations".

Result: the Workstations form displays as shown in the following screenshot:

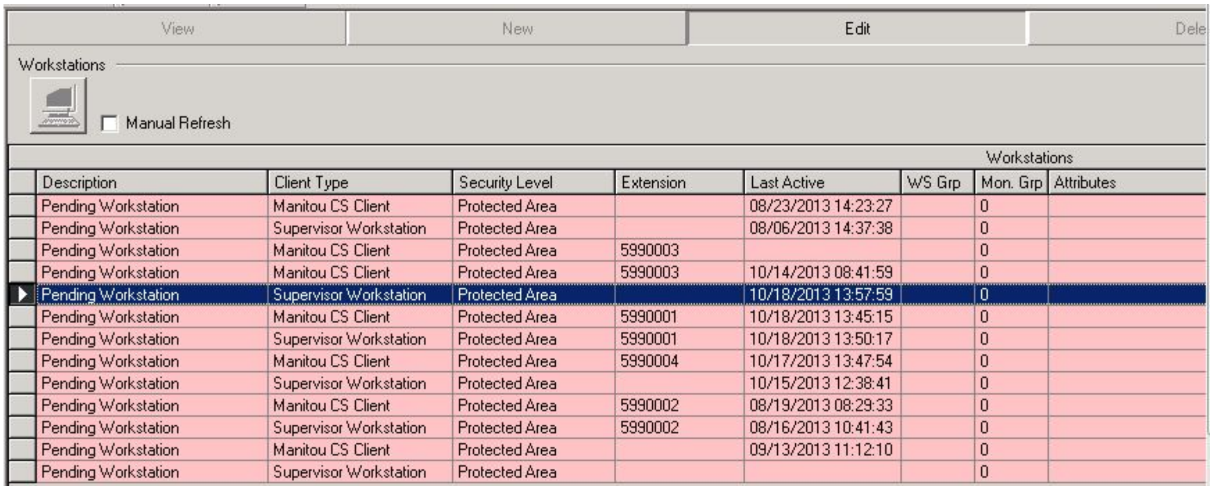


Name	Description	Client Type	Security Level	Extension	Last Active	WS Grp	Mon. I
DEVSRV161	Pending Workstation	Manitou CS Client	Protected Area		08/23/2013 14:23:27		0
DEVSRV161	Pending Workstation	Supervisor Workstation	Protected Area		08/06/2013 14:37:38		0
MANITOU161D	Pending Workstation	Manitou CS Client	Protected Area	5990003			0
MANITOU161D	Pending Workstation	Manitou CS Client	Protected Area	5990003	10/14/2013 08:41:59		0
MANITOU161D	Pending Workstation	Supervisor Workstation	Protected Area		10/18/2013 13:57:59		0
MANITOU161E	Pending Workstation	Manitou CS Client	Protected Area	5990001	10/18/2013 13:45:15		0
MANITOU161E	Pending Workstation	Supervisor Workstation	Protected Area	5990001	10/18/2013 13:50:17		0
PROJECT-170	Pending Workstation	Manitou CS Client	Protected Area	5990004	10/17/2013 13:47:54		0
PROJECT-170	Pending Workstation	Supervisor Workstation	Protected Area		10/15/2013 12:38:41		0
TELEPHONY1	Pending Workstation	Manitou CS Client	Protected Area	5990002	08/19/2013 08:29:33		0
TELEPHONY1	Pending Workstation	Supervisor Workstation	Protected Area	5990002	08/16/2013 10:41:43		0
YANNAWORK-PC	Pending Workstation	Manitou CS Client	Protected Area		09/13/2013 11:12:10		0
YANNAWORK-PC	Pending Workstation	Supervisor Workstation	Protected Area				0

2. Click "Edit".
3. Select the Workstation you want to add by clicking its row to the left of the "Name" column.

Note: Workstations that have not yet been added display green.

Result: the row containing the Workstation you selected displays highlighted as shown in the following screenshot:



	Description	Client Type	Security Level	Extension	Last Active	WS Grp	Mon. Grp	Attributes
	Pending Workstation	Manitou CS Client	Protected Area		08/23/2013 14:23:27		0	
	Pending Workstation	Supervisor Workstation	Protected Area		08/06/2013 14:37:38		0	
	Pending Workstation	Manitou CS Client	Protected Area	5990003			0	
	Pending Workstation	Manitou CS Client	Protected Area	5990003	10/14/2013 08:41:59		0	
▶	Pending Workstation	Supervisor Workstation	Protected Area		10/18/2013 13:57:59		0	
	Pending Workstation	Manitou CS Client	Protected Area	5990001	10/18/2013 13:45:15		0	
	Pending Workstation	Supervisor Workstation	Protected Area	5990001	10/18/2013 13:50:17		0	
	Pending Workstation	Manitou CS Client	Protected Area	5990004	10/17/2013 13:47:54		0	
	Pending Workstation	Supervisor Workstation	Protected Area		10/15/2013 12:38:41		0	
	Pending Workstation	Manitou CS Client	Protected Area	5990002	08/19/2013 08:29:33		0	
	Pending Workstation	Supervisor Workstation	Protected Area	5990002	08/16/2013 10:41:43		0	
	Pending Workstation	Manitou CS Client	Protected Area		09/13/2013 11:12:10		0	
	Pending Workstation	Supervisor Workstation	Protected Area				0	

4. Click in the row of the Workstation you want to add at the far right of the "Security Level" column.

Result: a dropdown menu displays as shown in the following screenshot:

App	Description
0	Pending
1	Unapproved
2	Non-Protected Area
3	Protected Area
4	Disabled

5. Select the "Protected Area" row and click "Save".
6. If you want to assign the Workstation to a physical Workstation Group, select the appropriate group using the pick list in the "WS Grp" field.
7. If you want to assign the Workstation to a Monitoring Group, select the appropriate group using the pick list in the "Mon. Grp" field.
8. Click "Save" .

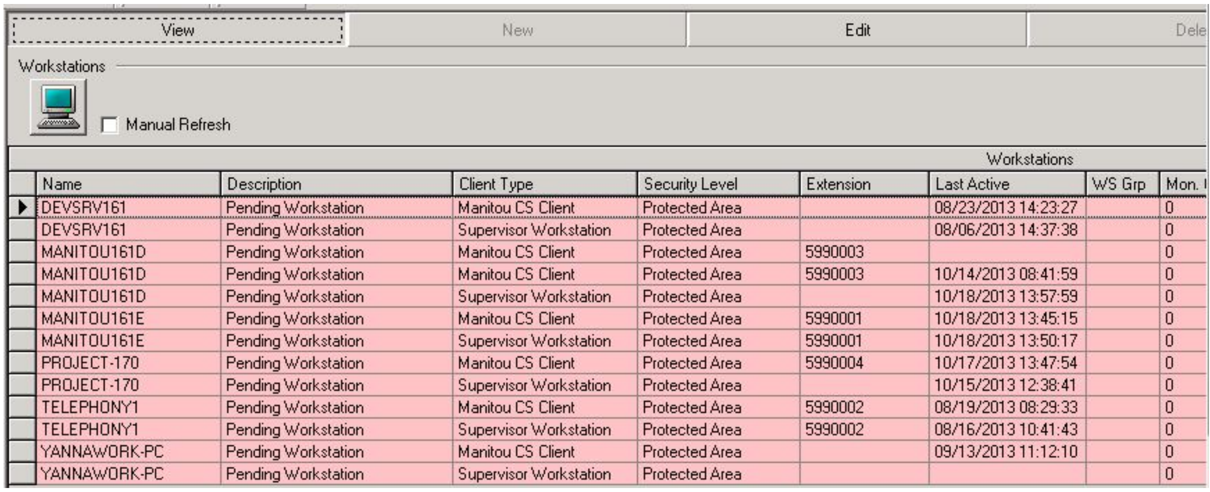
Result: The newly added Workstation is now capable of connecting to the Manitou database.

Disabling a Workstation

Perform the following steps to disable a Workstation that has already been added to Manitou:

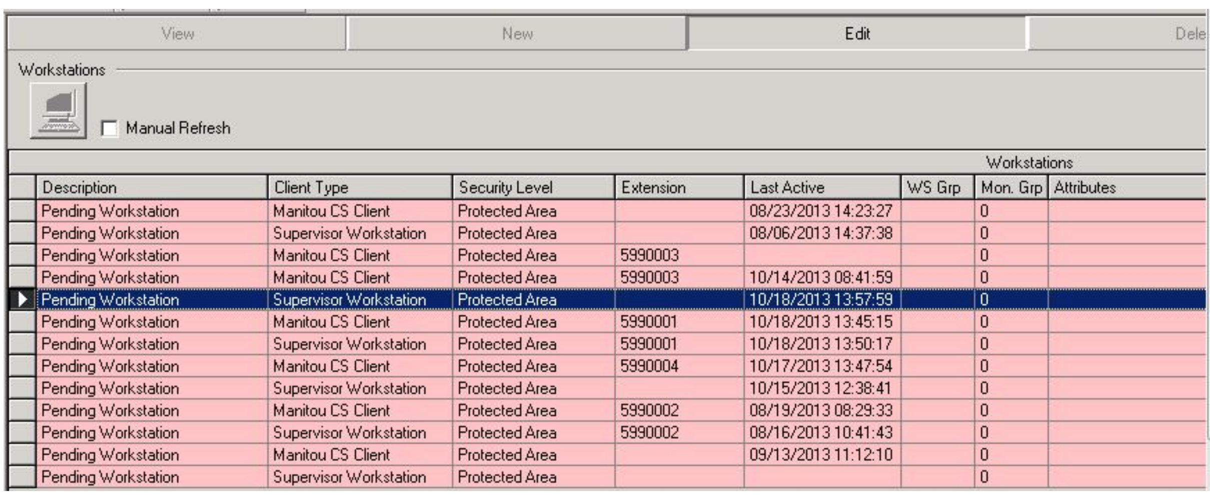
1. Navigate to the Maintenance menu, and then click "Workstations".

Result: the Workstations form displays as shown in the following screenshot:



2. Click "Edit".
3. Select the Workstation you want to disable by clicking its row to the left of the "Name" column.

Result: the row containing the Workstation you selected displays highlighted as shown in the following screenshot:



4. Click in the row of the Workstation you want to add at the far right of the "Security Level" column.

Result: a dropdown menu displays as shown in the following screenshot:

5. Select "Disabled".
6. Click "Save".
Result: the Workstation you selected to disable now displays as such in the "Security Level:" column.

Event Codes

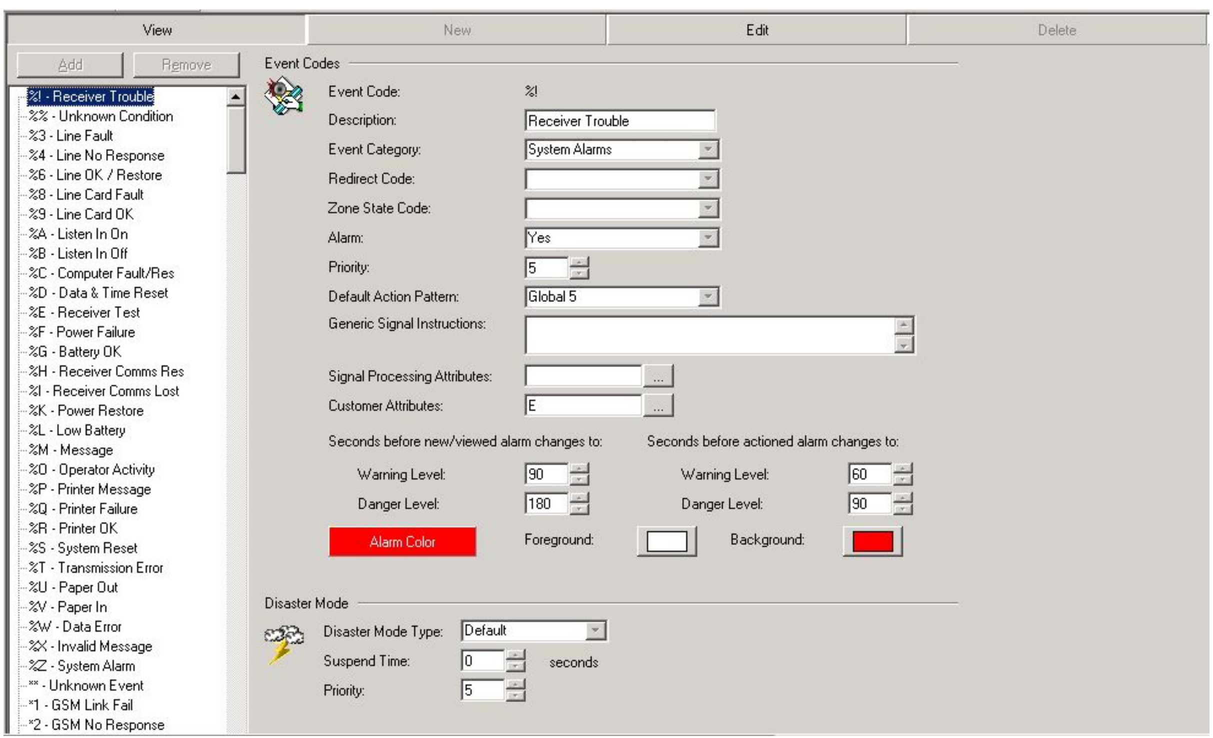
Event Codes are included with the signals Manitou receives from transmitters located at remote sites. After Manitou receives an Event Code, it uses Signal Processing Attributes to translate the signal information and gather information about the causal event.

Manitou allows users to modify its programmed pattern for dealing with the events and alarms connected to these codes.

Adding an Event Code

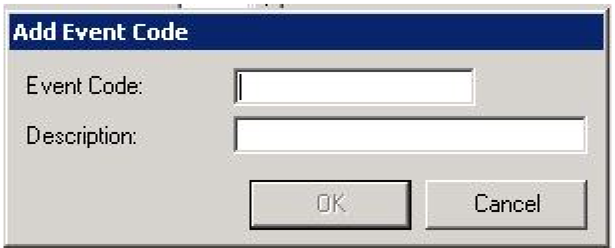
Perform the following steps to add an Event Code:

1. Navigate to the Maintenance menu and click "Events", and then click "Event Codes".
Result: the "Event Codes" form displays as shown in the following screenshot:

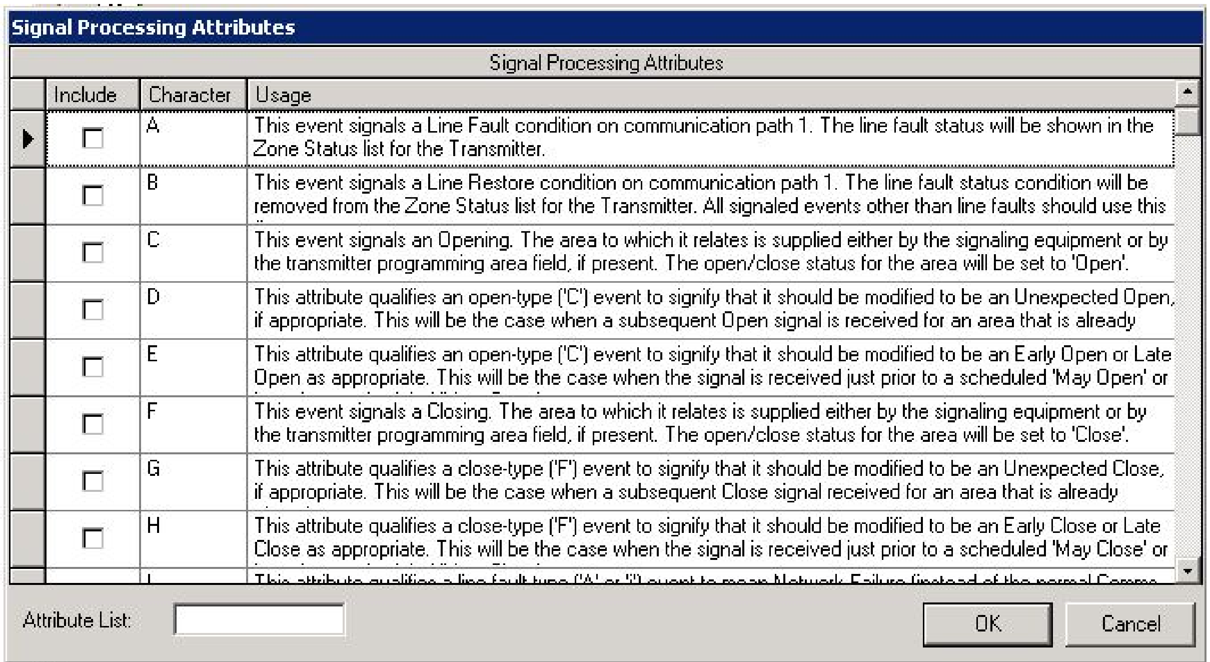


Note: all the Event Codes already defined in Manitou display in the scroll down menu on the left side of the form. Because so many Event Codes are already defined in Manitou, you should confirm that the event for which you want to add a code does not already exist before you add a new one.

2. Click "Edit", and then click "Add".
Result: the "Add Event Code" box displays as shown in the following screenshot:



3. Enter the name of your new Event Code into the "Event Code:" field.
Note: Event Codes must be two or three characters in length and must not duplicate existing codes.
4. Enter a description of the specific event the Event Code represents in the "Description:" field, and click "OK".
Result: the new Event Code displays in the list of those already defined in Manitou, and displays on the form as the currently selected item.
5. Select a category to assign to your new Event Code from the "Event Category:" dropdown menu.
Note: Event Categories are broad groups of Event Codes (for e.g., Fire or Burglary).
6. Select a Redirect Code from the "Redirect Code:" dropdown menu.
7. Select a Zone State Code from the "Zone State Code" dropdown menu.
8. Enter the priority level you want to assign to your new alarm in the "Priority:" field.
Note: Manitou rates alarm severity by assigning numbers 1 through 10 (with 1 being of highest priority, and 10 being the lowest).
9. If you want to assign your new Event Code a Global Action Pattern, select one from the "Default Action Pattern:" dropdown menu.
10. If your new "Event Code" is an alarm, select "Yes" in the "Alarm:" field.
Note: you can also indicate whether the alarm is Residential or Commercial.
11. If you want, enter general instructions for your new Event Code into the "Generic Signal Instructions:" field.
Note: any text entered into the "Generic Signal Instructions:" field automatically displays to users as part of the alarm handling action pattern.
12. If you want, click the "..." button to the right of the "Signal Processing Attributes:" field.
Result: the "Signal Processing Attributes" window displays as shown in the following screenshot:
Note: Signal Processing Attributes are also know as Soft Commands.

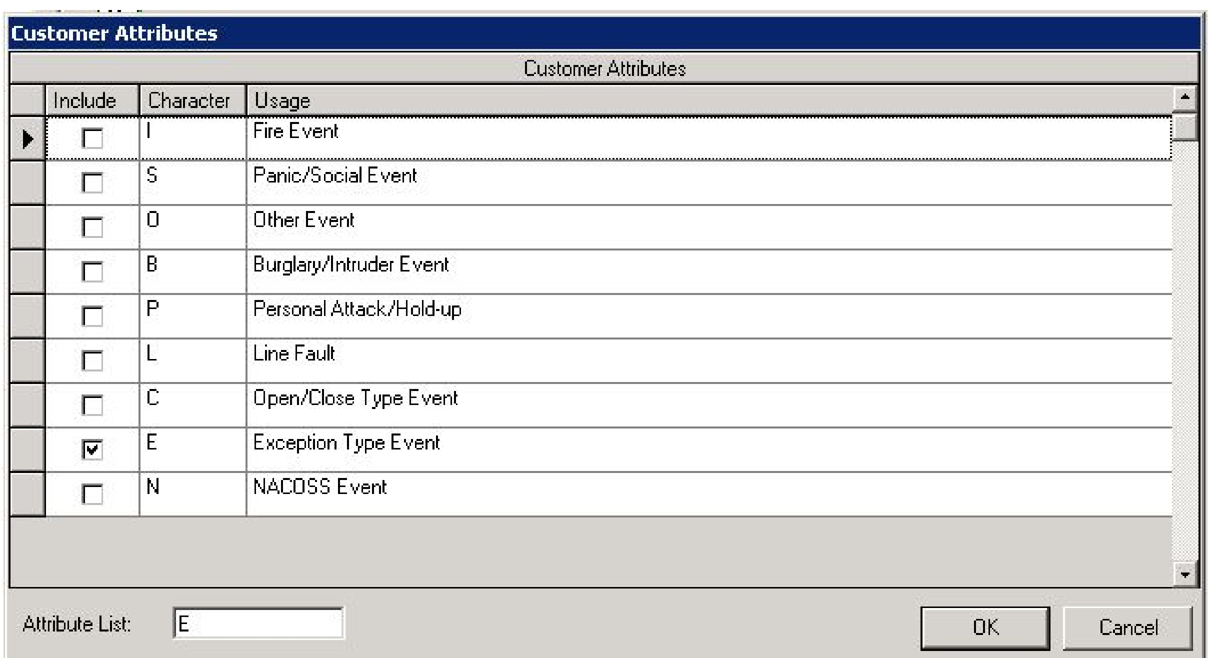


11. Select all the Signal Processing Attributes that apply to your new Event Code, and click "OK".

Note: Every attribute you choose to associate with your new Event Code helps Manitou better translate and understand the received signal.

12. If you want, click the "..." button to the right of the "Customer Attributes:" field.

Result: the "Customer Attributes" window displays as shown in the following screenshot:



13. Select all the Customer Attributes that apply to your new Event Code, and click "OK".

Note: Customer Attributes denote certain customer characteristics. Mainly, they are used by management to classify events for report filtering.

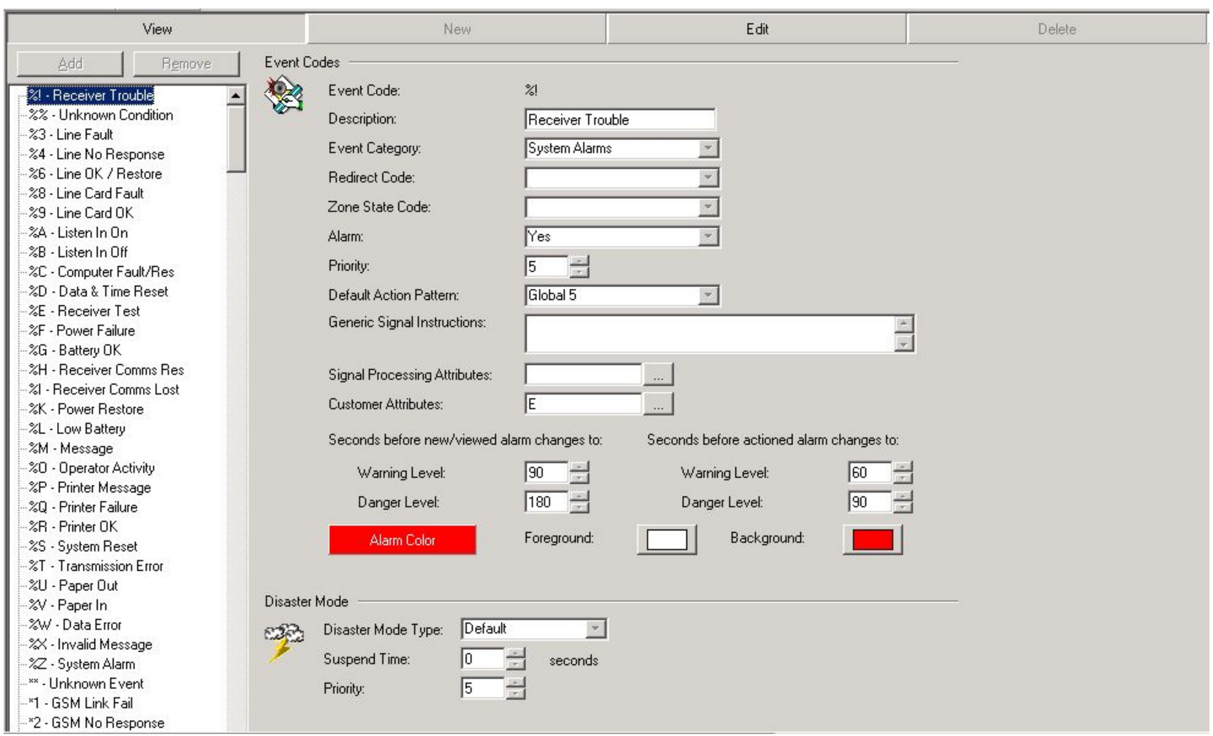
14. Select the number of seconds an alarm can age before it changes to Warning Level status.
15. Select the number of seconds an alarm can age before it changes to a Danger Level status.
16. Select the number of seconds an actioned alarm can age before it changes to Warning Level status.
17. Select the number of seconds an actioned alarm can age before it changes to a Danger Level status.
18. Confirm that your selections on the Event Codes form are correct, and then click " Save".

Removing an Event Code

Perform the following steps to remove an already defined Event Code from Manitou:

1. Navigate to the Maintenance menu and click "Events", and then "Event Codes".

Result: the "Event Codes" form displays as shown in the following screenshot:



Note: all the Event Codes already defined in Manitou display in the scroll down menu on the left side of the form.

2. Click "Edit".
3. Select the Event Code you want to remove from the scroll down menu, and click "

Remove".
Result: a window displays and asks you to confirm the removal as shown in the following screenshot:

4. Click "Yes", and then click "Save".

Event Categories

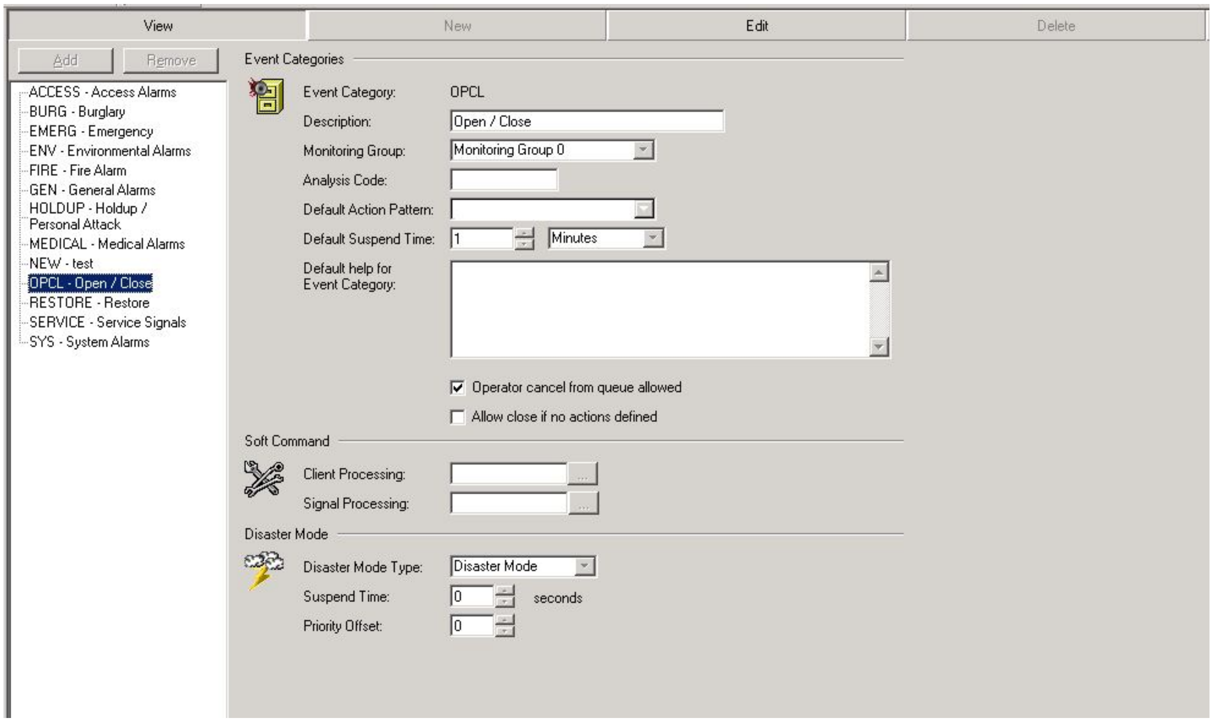
Event Categories are broad groups of Event Codes.

The Event Categories form displays all the Event Categories defined within Manitou, and allows a user to add, edit, or delete them.

Adding an Event Category

1. Navigate to the Maintenance menu and click "Events", and then click "Event Categories".

Result: the "Event Categories" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add Event Category" window displays:

3. In the "Event Category:" field, enter the name of your new Event Category.
4. In the "Description:" field, enter a brief description of your new Event Category, and click "OK".

Result: your new Event Category now displays in the Event Categories list, and displays on the form as the currently selected item.

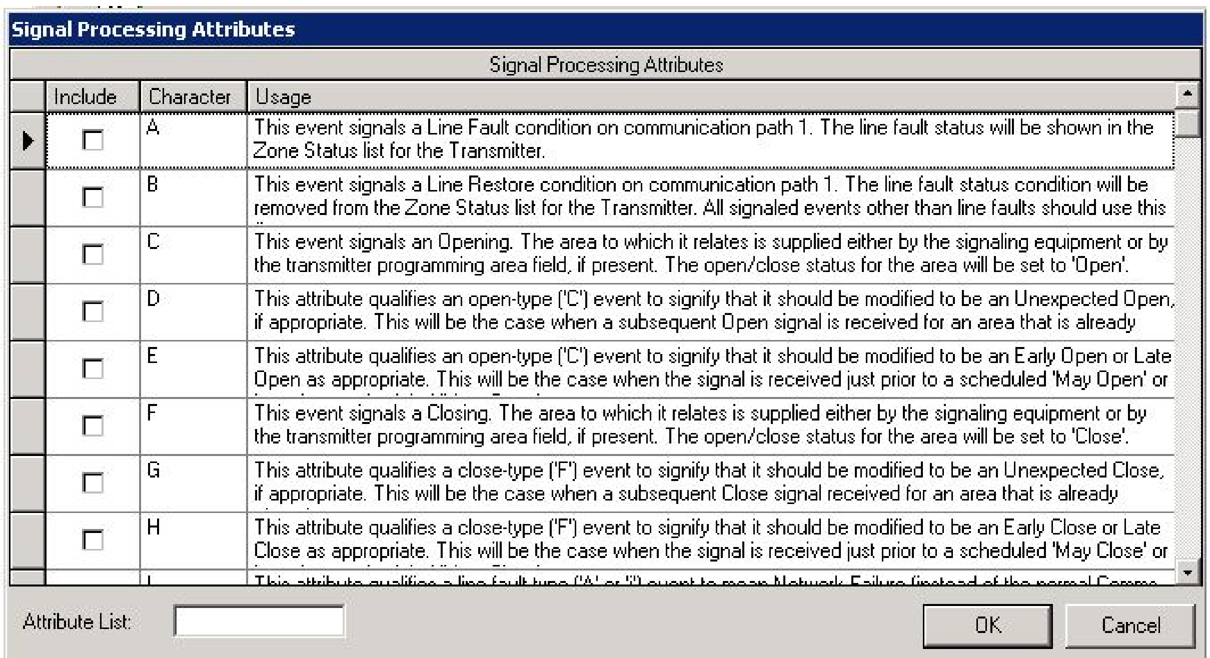
5. Select the Monitoring Group that will handle alarms for your new Event Category from the "Monitoring Group:" dropdown menu.
6. If you want, enter an Analysis Code in the "Analysis Code:" field.

Note: The Analysis Code is an identifying feature used for accounting and billing purposes.

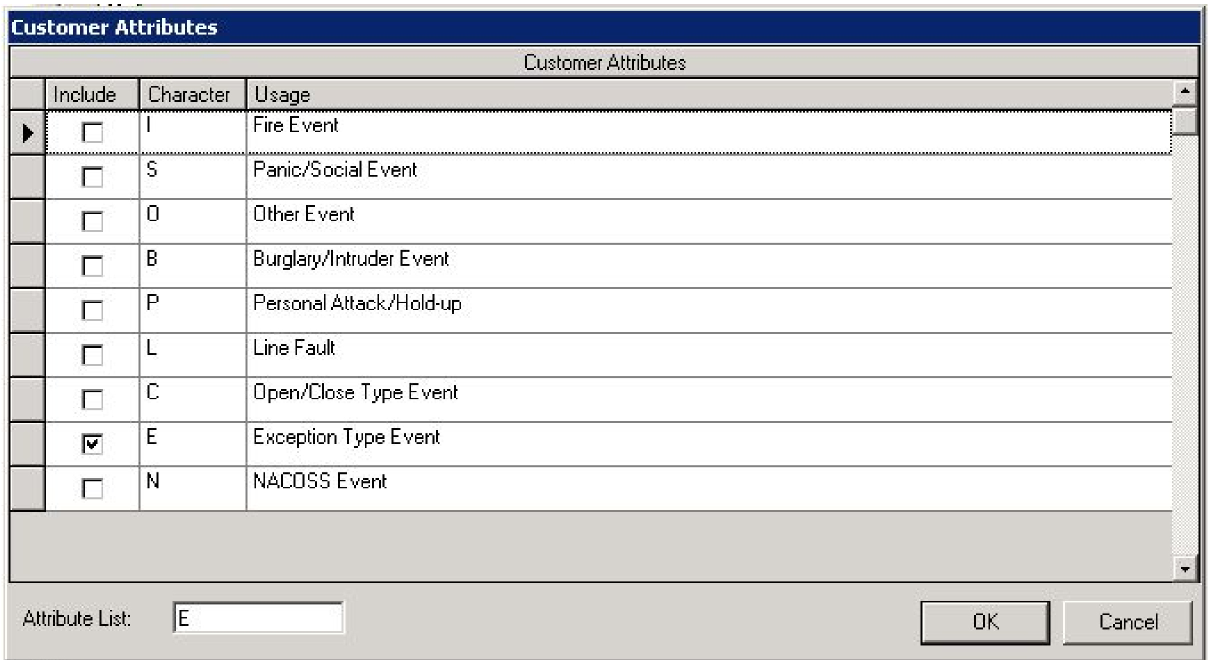
7. If you want, select a Default Action Pattern from the "Default Action Pattern:" dropdown menu.

Note: the Default Action Pattern is the Global Action Pattern that an Operator uses for

alarm handling, unless a Dealer or Customer Action Pattern has been defined.
8. If you want, select the "Operators cancel from queue allowed" checkbox.
Note: This option gives an Operator the ability to cancel an alarm in your new Event Category while it is still in the Alarm Queue.
9. If you want, select the "Allow close if no actions defined" checkbox.
Note: This option gives an Operator the ability to close an alarm of your new Event Category.
10. If you want, enter general instructions for your new Event Category into the "Default Help for Event Category:" field.
Note: any text entered into the "Default Help for Event Category:" field automatically displays to users as part of the alarm handling action pattern.
11. If you want, click the "..." button to the right of the "Signal Processing:" field.
Result: the "Signal Processing Attributes" window displays as shown in the following screenshot:
Note: Signal Processing Attributes are also know as Soft Commands.



12. Select all the Signal Processing Attributes that you want to apply to your new Event Category, and click "OK".
Note: Every attribute you choose to associate with your new Event Code helps Manitou better translate and understand the received signal.
13. If you want, click the "..." button to the right of the "Client Processing:" field.
Result: the "Customer Attributes" window displays as shown in the following screenshot:



14. Select all the Customer Attributes that apply to your new Event Category, and click " OK".

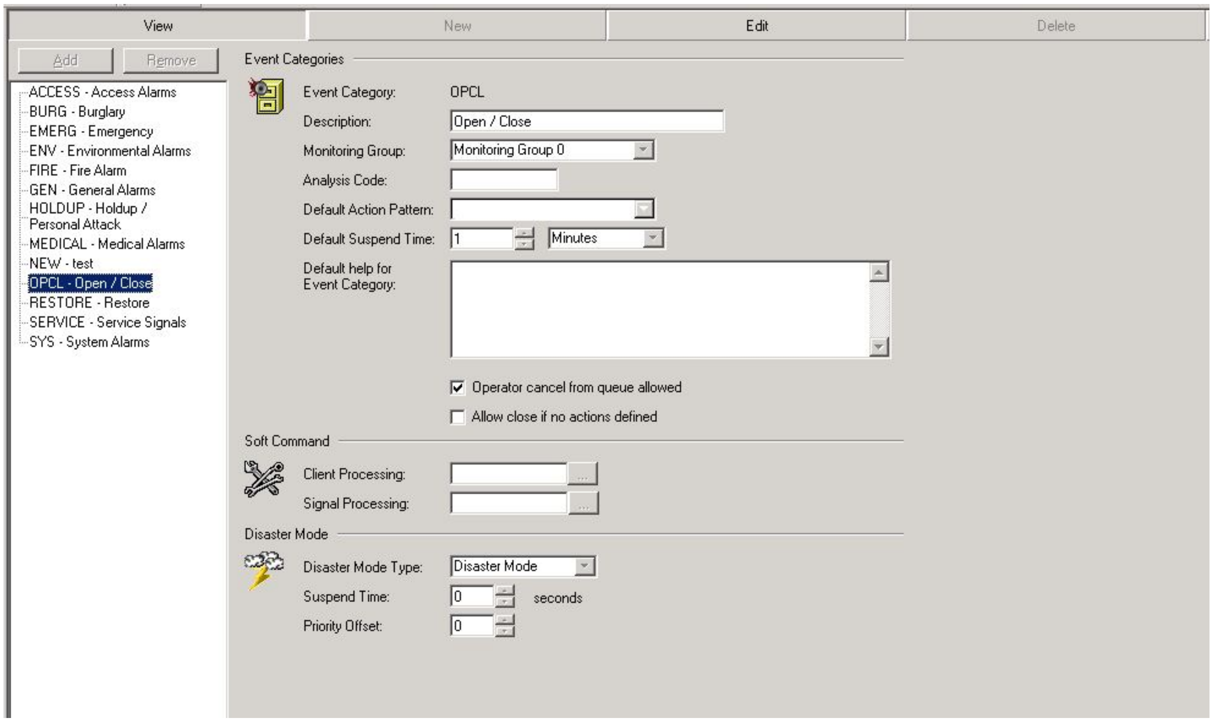
Note: Customer Attributes denote certain Customer characteristics. Mainly, they are used by management to classify events for report filtering.

Removing an Event Category

Perform the following steps to remove an already defined Event Category from Manitou:

1. Navigate to the Maintenance menu and click "Events", and then click "Event Categories".

Result: the "Event Categories" form displays as shown in the following screenshot:



Note: all the Event Categories already defined in Manitou display in the scroll down menu on the left side of the form.

2. Click "Edit".
3. Select the Event Category you want to remove from the scroll down menu, and click " Remove".

Result: the Event Category you selected no longer displays in the list.

Event Maps

The Event Maps function provides a full list of Event Codes for each external alarm and identifies the Manitou internal code. The signal is then translated prior to processing. When signals are transmitted to Receivers, they exist in a standard intelligent or non-intelligent format, and are translated within Manitou so that they may be handled by Manitou users.

The system interprets these signals by searching for mapping in the following hierarchical order:

- Customer Programming Level (the most specific)
- Transmitter Level
- Dealer Level
- Event Categories Level
- Event Codes Level

Note: The Event Categories and Event Code levels of Event Mapping are the most general, and the system will only check them if no other mapping exists.

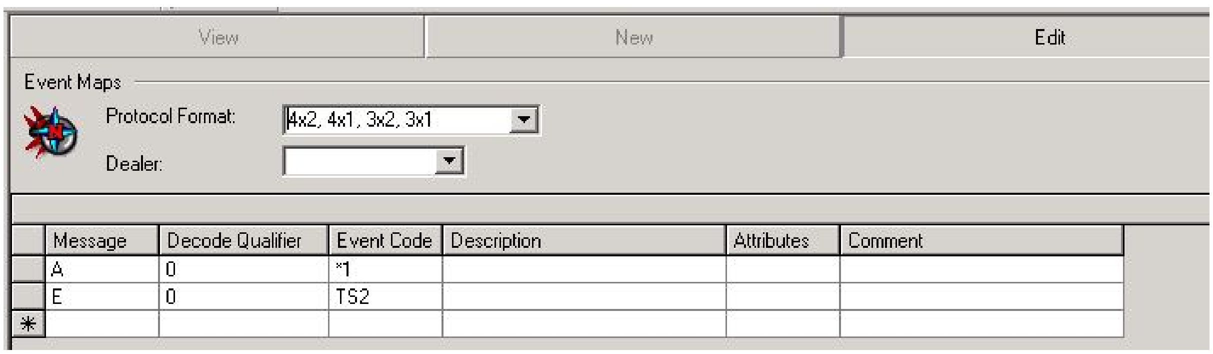
The default Event Maps are grouped based on common formats, such as SIA, RAD, or OZVISION. Depending on the drivers installed, other formats may be included in the initial system configuration. Users can add additional Event Maps to the system, or modify the translation of existing Event Maps.

Adding a New Event Map

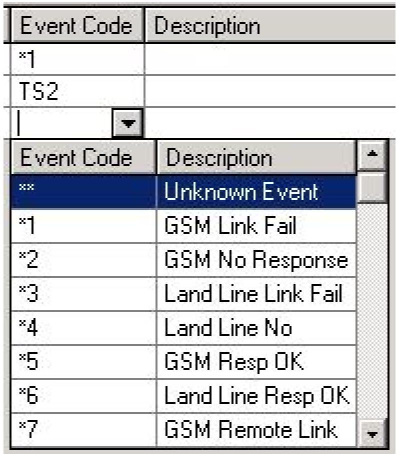
Periodically, Transmitter Protocols receive new updates, and it becomes necessary to add a new Event Map for such codes.

Perform the following steps to add a new Event Map:

1. Navigate to the Maintenance menu and click Events, and then click "Event Maps".
Result: the Event Map form displays as shown in the following screenshot:



2. Select the appropriate Protocol Format from the "Protocol Format:" dropdown menu.
Note: The default Event Maps are grouped based on common formats, such as SIA, RAD, or OZVISION.
3. If the Event Map you are adding is for a specific Dealer, select the Dealer from the "Dealer:" dropdown menu.
4. Click "Edit".
Result: A blank row displays at the end of the list.
5. Enter a Message into the "Message" column.
Note: your Message can be up to ten characters in length. Do not include spaces before the Message text. Otherwise, the Signal Handler will not read the Event Map.
6. Enter the Decode Qualifier into the appropriate column.
Note: Unless otherwise specified by Manitou support, enter "0" for the Decode Qualifier.
7. Click in the right portion of the "Event Code" column.
Result: a dropdown menu icon displays as shown in the following screenshot:



8. Click the arrow, and select the Event for which you are adding the Event Map.
9. If you want, enter a description for your new Event Map in the "Description:" field.
10. Confirm that your information is correct, and click "Save".

Result: your new Event Map now displays in the list.

Event Map Filter Options

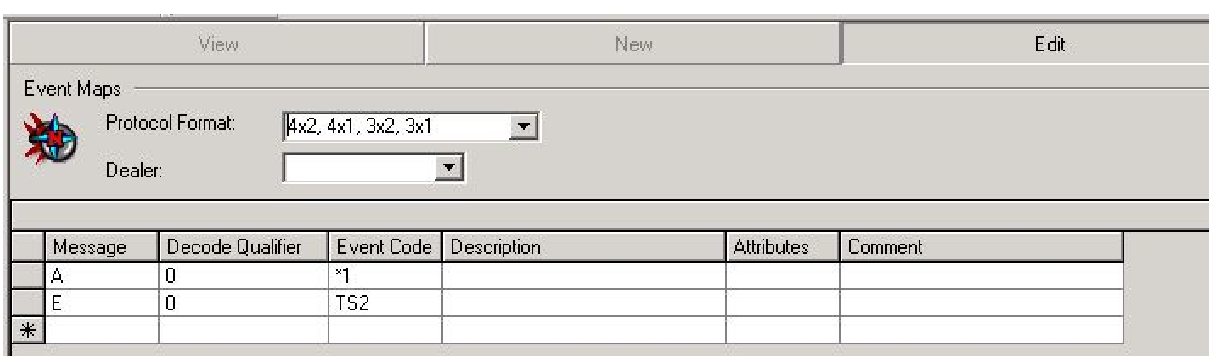
The Event Maps screen contains the following two filtering functions with which a user can filter the Event Maps list:

- Protocol Format: allows the user to filter the list by incoming Protocol Format. The items in this list are all Event Codes already in the Manitou system.
- Dealer: allows the user to filter the list by a specific Dealer.

Removing an Event Map

1. Navigate to the Maintenance menu and click Events, and then click "Event Maps".

Result: the Event Map form displays as shown in the following screenshot:



2. To access the Event Map you want to delete, select the desired Protocol Format from the dropdown menu, or filter the list by Dealer.

3. Select the Event Map you want to remove from the Event Maps list.
4. Click to the left of the Message column, and highlight the Event Map you want to delete.
5. Click "Delete" on your keyboard.

Result: the system removes the Event Map you selected from the list.

6. Click "Save".

Country

The Country function allows a user to define country-specific address attributes in Manitou. Such country-specific attributes include:

- fields for street, city, and Zip Codes
- formats for telephone numbers, dates, and times
- formats for postal addresses on printed pages
- formats for counties and states, and their associated abbreviations

Although the Country Setup may be configured during the Manitou installation process, users may still find it necessary to add or edit listings.

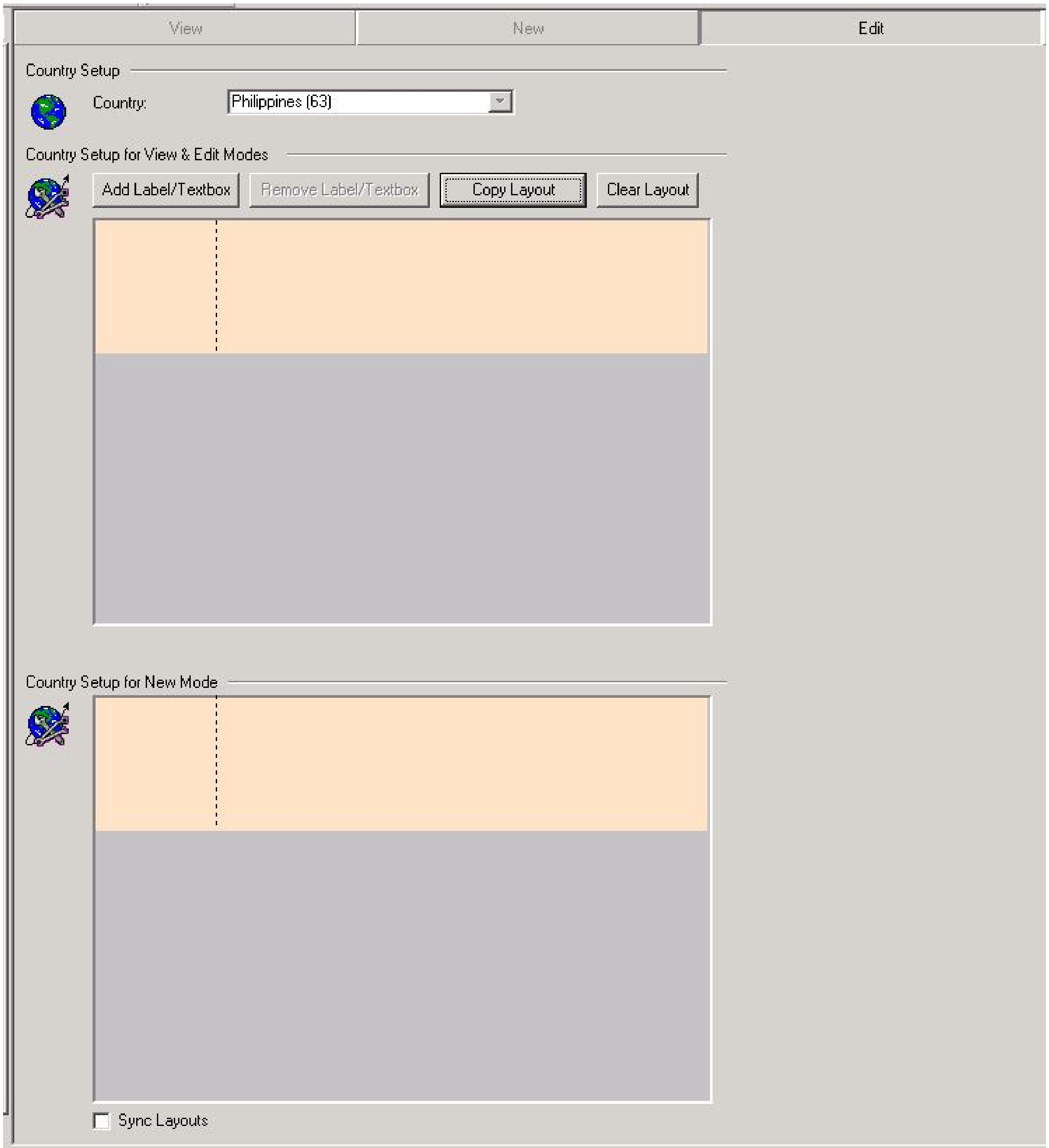
Modifying Format Details for an Existing Country

From the Country Setup screen, users can define how addresses display in the Customer Record. For example, one country's address layout might include only a two-character regional abbreviation (for e.g., like a two-digit state abbreviation in the U.S.). Another country's address layout might not allow for abbreviations. Also, while the United States uses a numeric Zip Code, other countries use a Postal Code that can include letters and numbers.

Perform the following steps to edit the country attributes for a country already defined in Manitou:

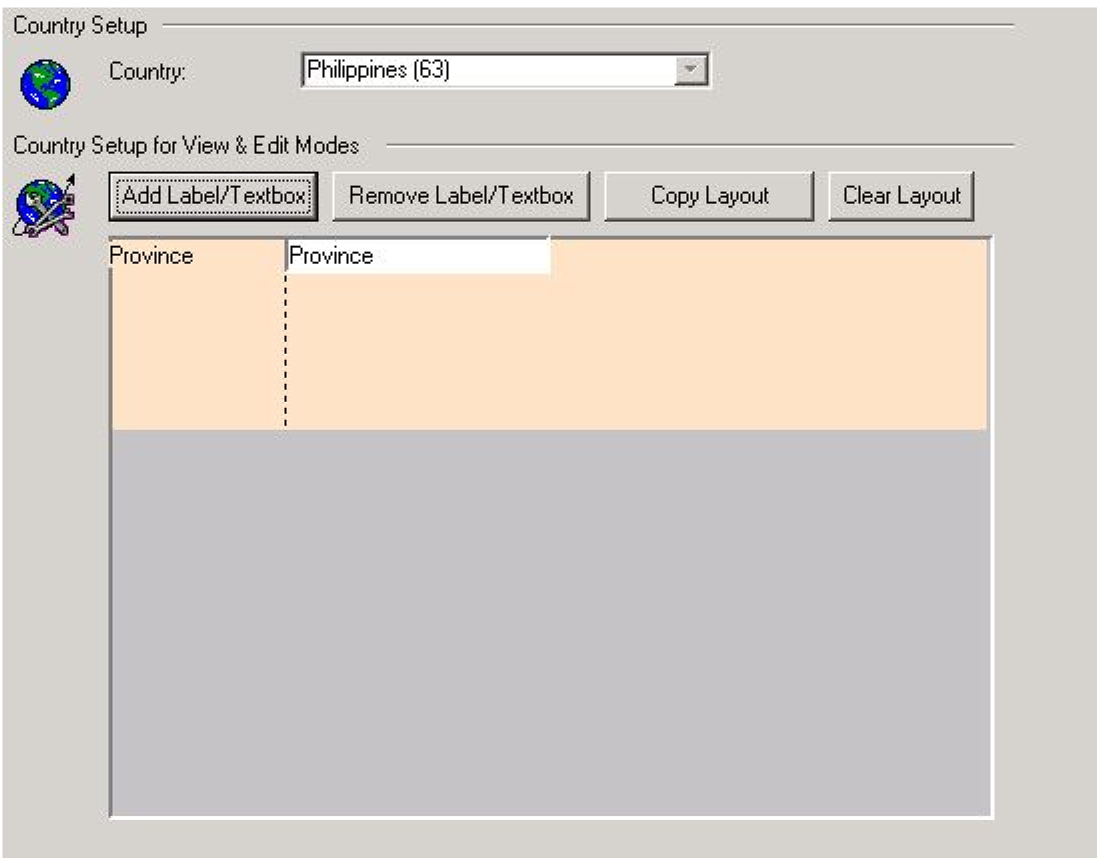
1. Navigate to the Maintenance menu, and click "Setup", and then click "Country".

Result: the "Country Setup" form displays as shown in the following screen shot:



2. Select the existing country you want to edit from the "Country:" dropdown menu.
Result: the current format for your country's attributes displays in the "Country Setup for View and Edit Modes" window.
3. Click "Edit".
4. If you want the two setup windows to have identical layouts, select the "Sync Layouts " checkbox located below the lower setup window.
5. Click "Add Label/Textbox".
Result: the following window displays:

6. Select the type of new label and textbox you want to add.
Result: the new label and textbox you selected displays in the setup window as shown in the following screenshot:



Note: you can now drag and drop the labels and textboxes you created anywhere within the setup window.

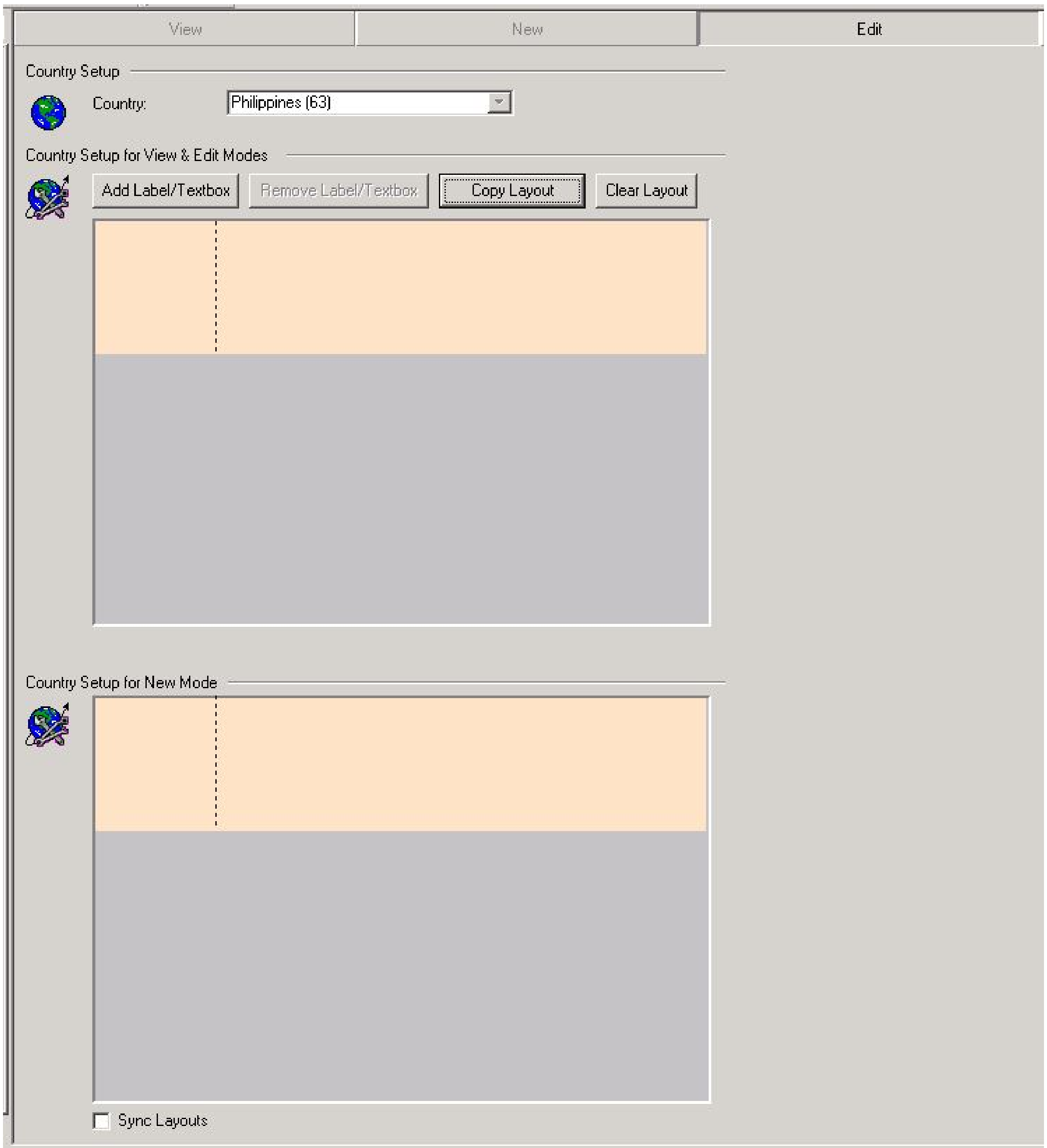
7. If you want to copy the layout of the top window into the bottom window, click "Copy Layout".
8. If you want to remove all the labels and textboxes from both windows, click "Clear Layout".
9. Repeat steps 5 and 6 to add as many labels and textboxes as you need, and then drag and drop them within the setup window.

10. Once you have made all the changes you want, click "Save".

Adding a New Country

Perform the following steps to add a country that does not yet exist in Manitou, and to define its formatting:

1. Navigate to the Maintenance menu and click "Setup", and then click "Country".
Result: the "Country Setup" form displays as shown in the following screenshot:



2. Click "New".
Result: the "Add Country" window displays as shown in the following screenshot:

3. Enter the numeric telephone country code for your new country in the "Country Code:" field.

Note: The telephone country code must be either two or three numbers. If you do not know the telephone code for your country, look it up on the internet.

4. Enter the country name in the "Country:" field.
5. Select the country with the format most like your new country from the "Based On:" dropdown menu, and click "OK".

Result: the new country you are adding now displays as the currently selected country in the "Country" dropdown menu.
Note: if you do not know which country's format is most similar to the new country you are adding, click "Cancel" on the "Add Country" dropdown menu and then click "View". Next, open the "Country:" dropdown menu and review existing layouts for the countries already defined in Manitou.

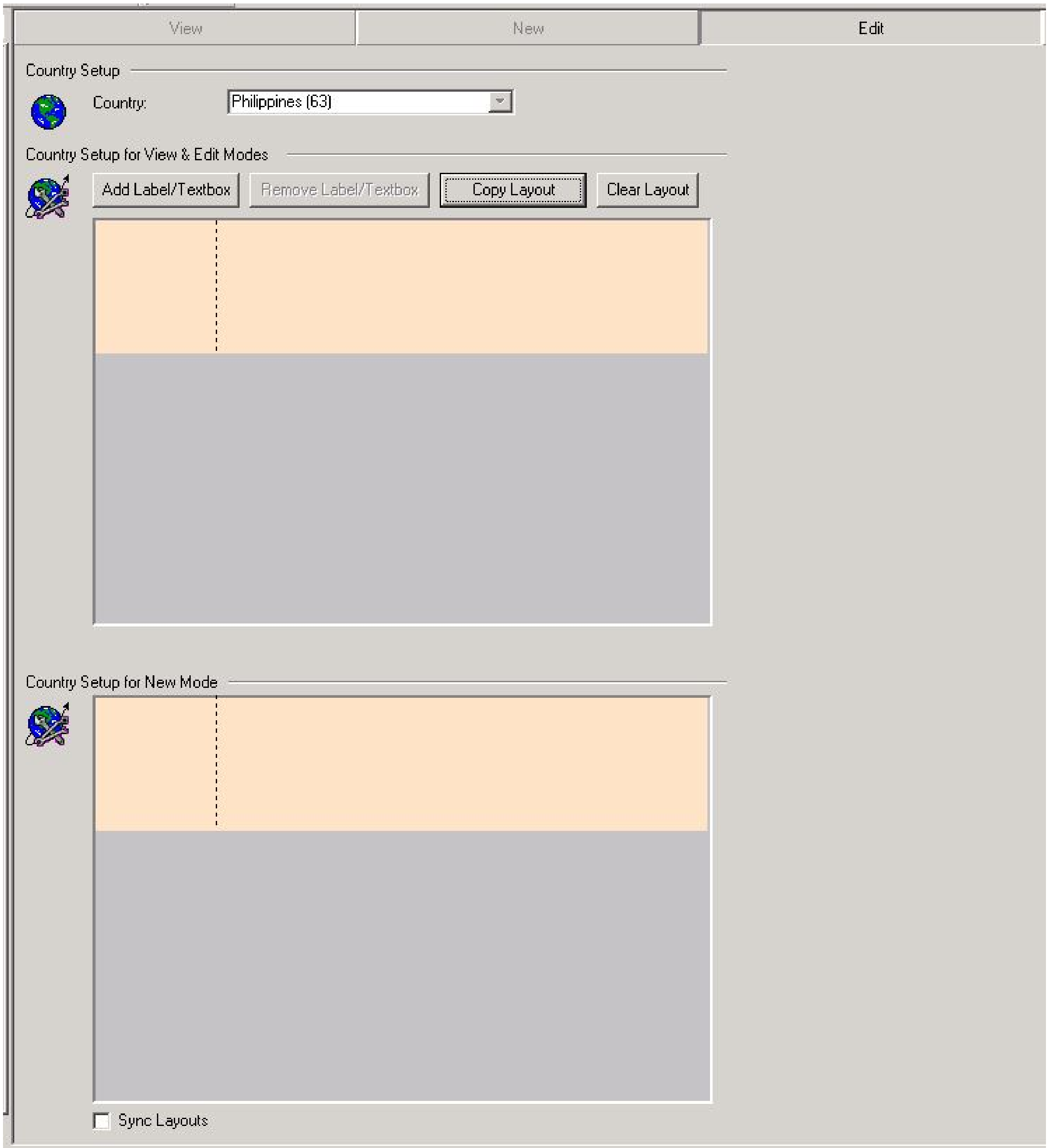
6. If you want to add a new label and textbox to your new country's formatting, follow steps 3-8 of the instructions for "Modifying the Details for an Existing Country" displayed above.
7. Once you have made all the changes you want, click "Save".
8. Result: the country you added now displays as a newly created country in the "Country:" dropdown menu.

Editing an Existing Country's Mail Address Layout

Perform the following steps to modify an existing country's Mail Address Layout:

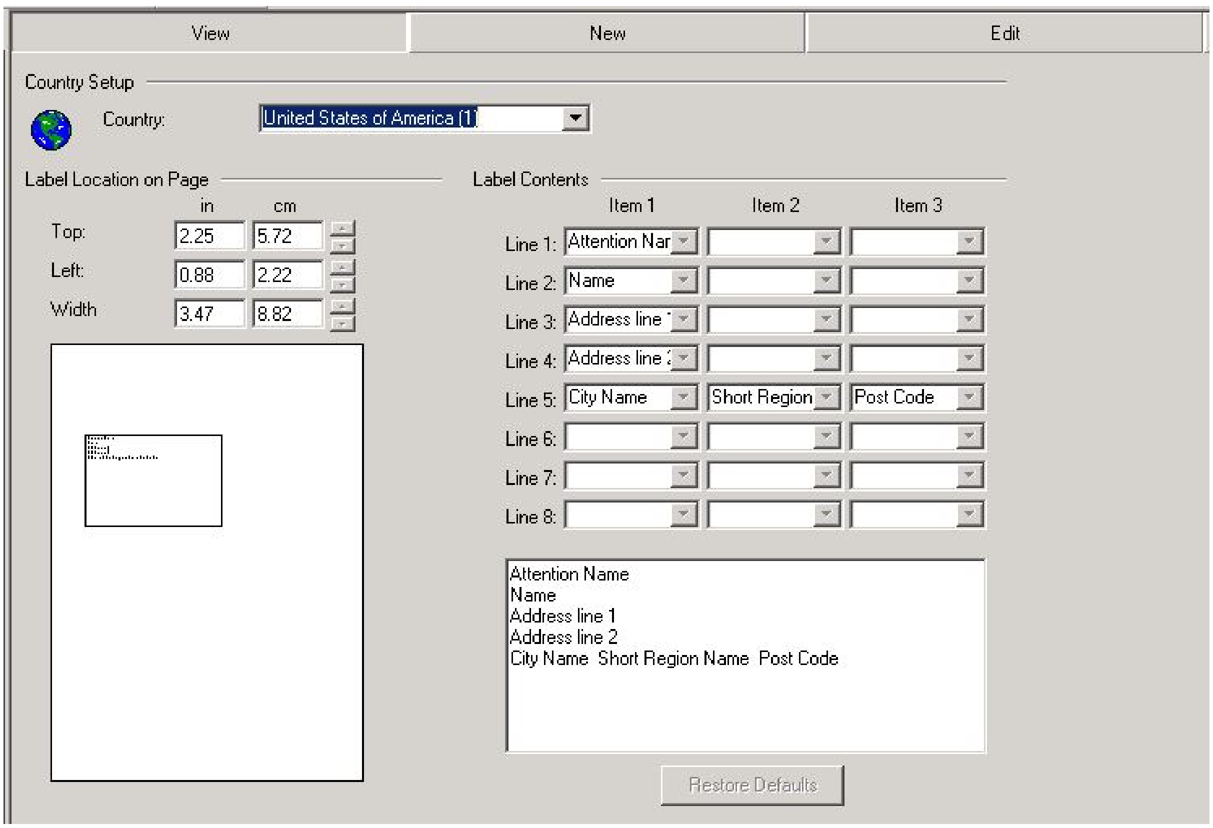
1. Navigate to the Maintenance menu, and click "Setup", and then click "Country".

Result: the "Country Setup" form displays as shown in the following screenshot:



2. Select the "Mail Addr Layout" option from the Country Jump To: menu as shown in the following screen shot:

Result: the Mail Address Layout screen displays as shown in the following screenshot:



3. Select the existing Manitou country whose Mail Address Layout you want to edit from the "Country:" dropdown menu.

Result: the country you want to edit now displays in the "Country:" dropdown menu.

4. If you want to edit the details of how your label displays on the page, modify the values entered in the "Top:", "Left:", or "Width" fields in the "Label Location on Page" section.

Result: the label location changes on the preview display.

5. If you want to edit which label fields display and the text that displays in those label fields, modify entries in the "Label Contents" section.

Result: your modifications show in the preview display.

6. If you want to return to the label location or contents that displayed before you made changes, click "Restore Defaults".

Result: the preview displays show the label location and contents as they existed prior to your modifications.

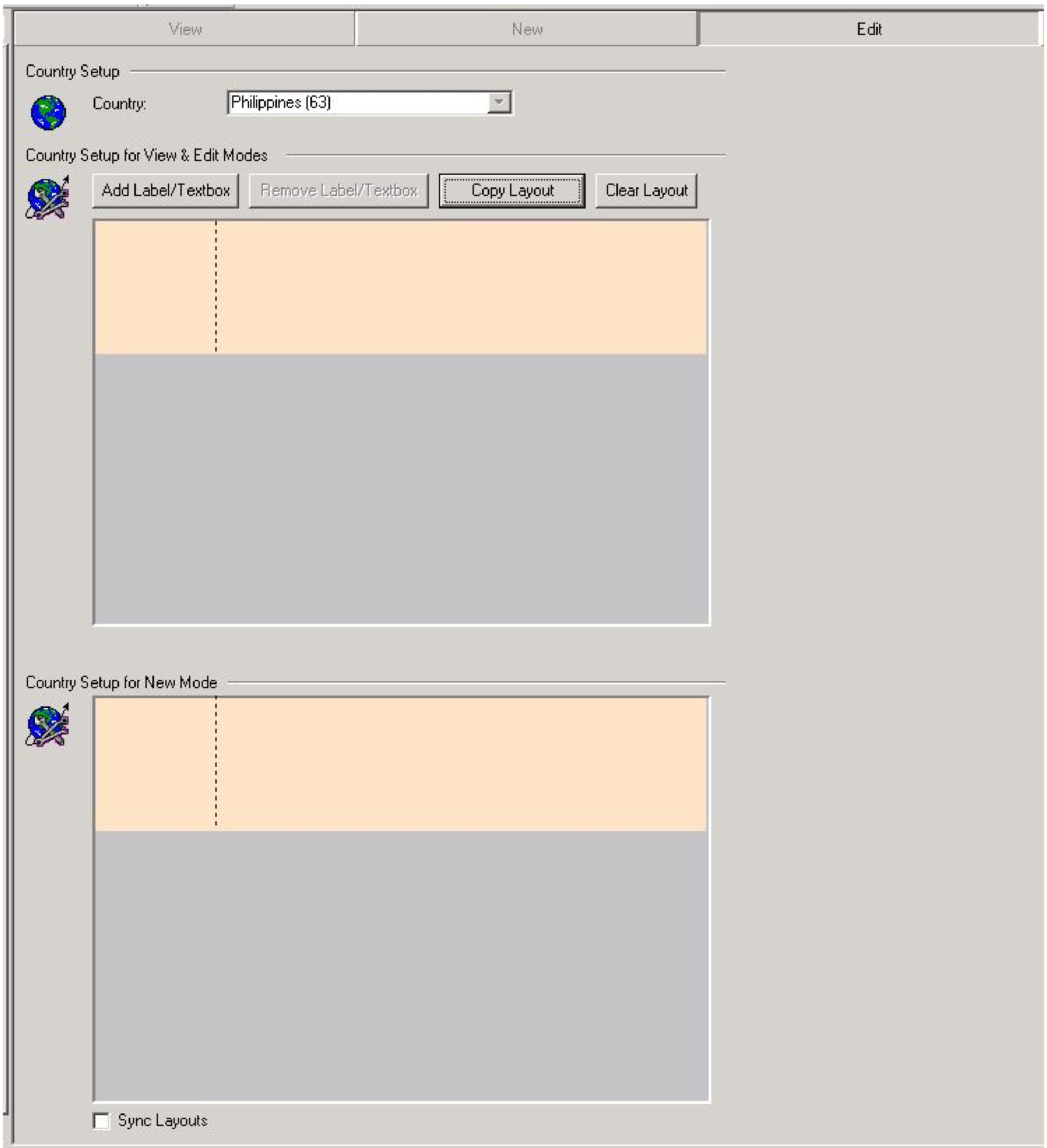
7. When you have made all the changes you want, click "Save".

Adding or Modifying a State or Region

Perform the following steps to add or modify a state or region:

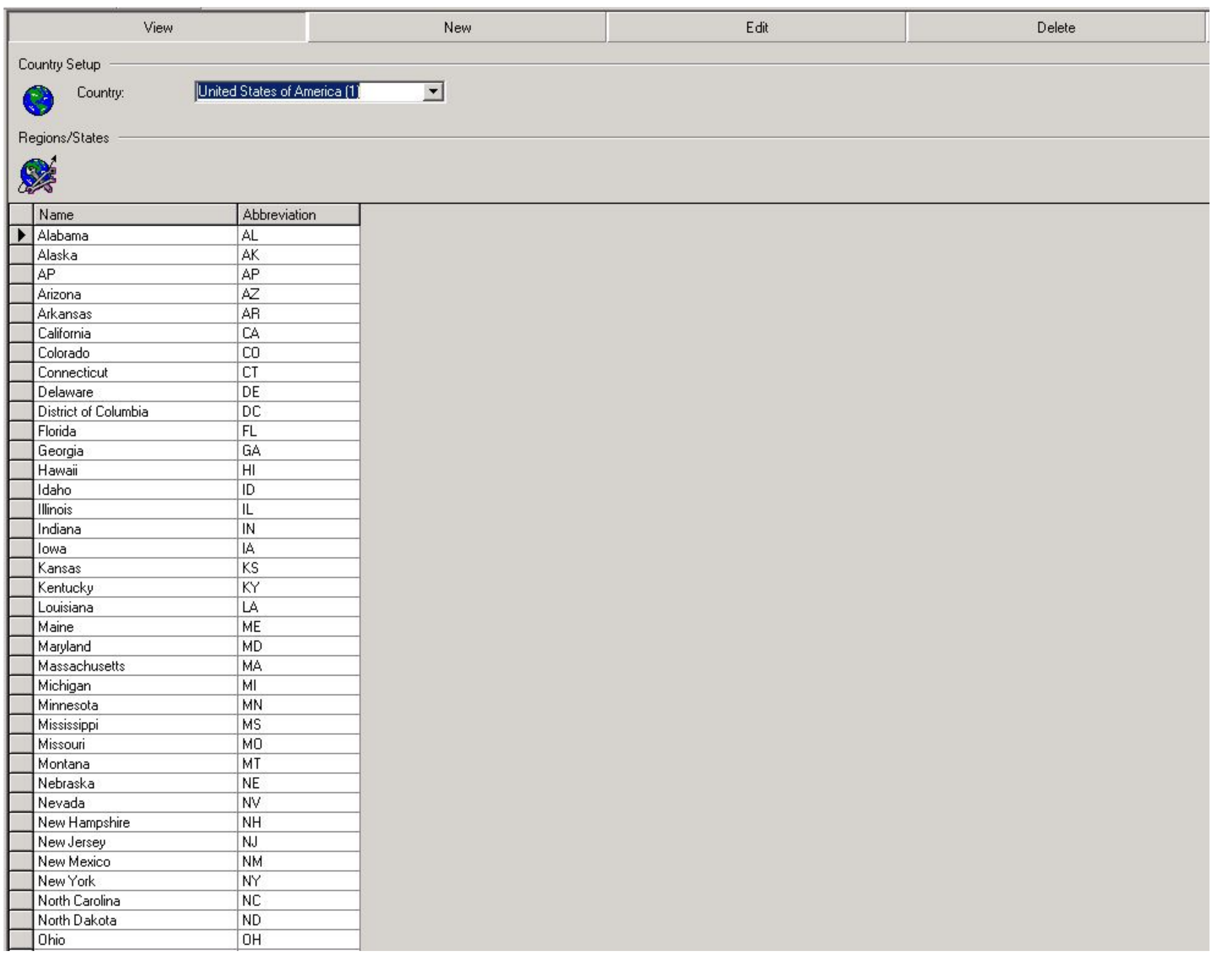
1. Navigate to the Maintenance menu, and click "Setup", and then click "Country".

Result: the "Country Setup" form displays as shown in the following screenshot:



2. Select the "Regions/States" option from the Country Jump To: menu as shown in the following screenshot:

Result: the Regions/States screen displays as shown in the following screenshot:



3. Click "Edit".
Result: a new row displays at the bottom of the list.
4. If you want to add a new region or state abbreviation, navigate to the newly created row, and enter the region or state name and the abbreviation you want into their appropriate columns.

5. If you want to modify an existing entry, navigate to it, and make the necessary changes.
6. Click "Save".

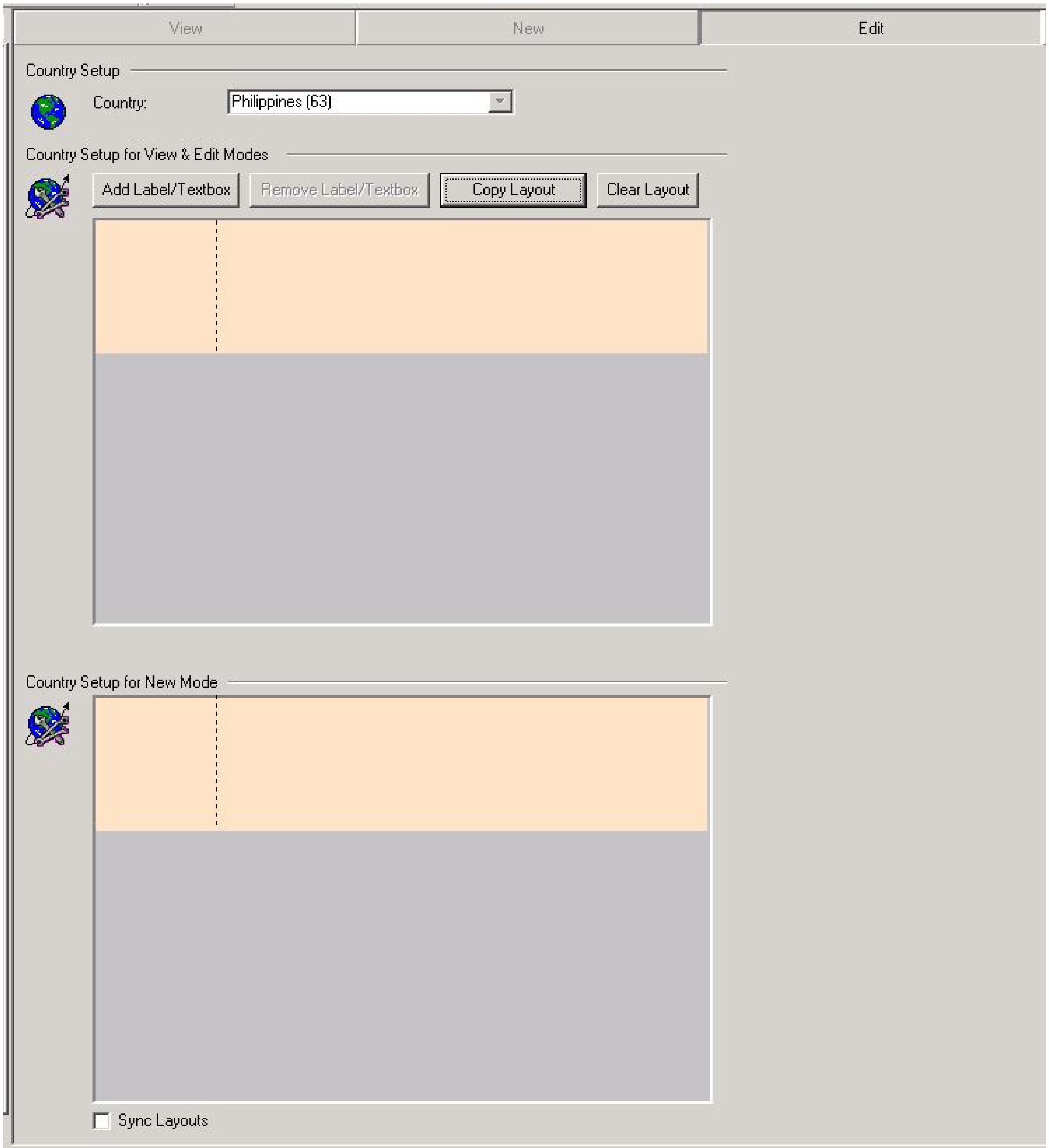
Result: either your new entry or your modified entry now displays in the list.

Adding or Modifying a City

Perform the following steps to add or modify a city:

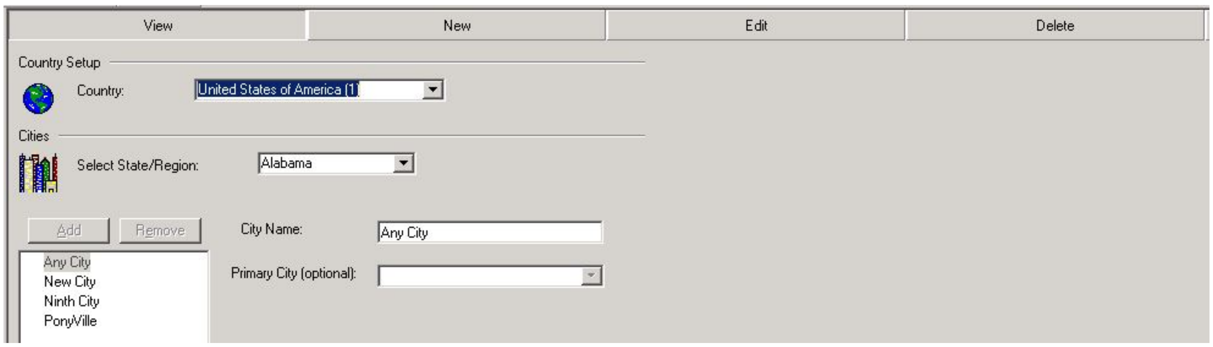
1. Navigate to the Maintenance menu, and click "Setup", and then click "Country".

Result: the "Country Setup" form displays as shown in the following screenshot:



2. Select the "Cities" option from the Country Jump To: menu as shown in the following screen shot:

Result: the following window displays:



3. Select the country in which you want to add a city from the "Country:" dropdown menu.

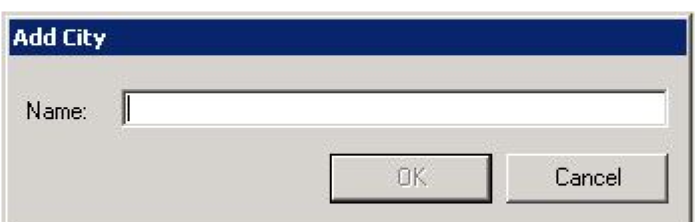
Note: if the country you want does not display in the menu, follow the instructions for " Adding a New Country".

4. Select the state or region in which you want to add a new city from the "State/ Region:" dropdown menu.

Note: if the state or region you want does not display in the menu, follow the instructions for "Adding or Modifying a State or Region".

5. Click "Edit", and then click "Add".

Result: the "Add City" window displays as shown in the following screenshot:



6. Enter a city into the "Name:" field, and click "OK".

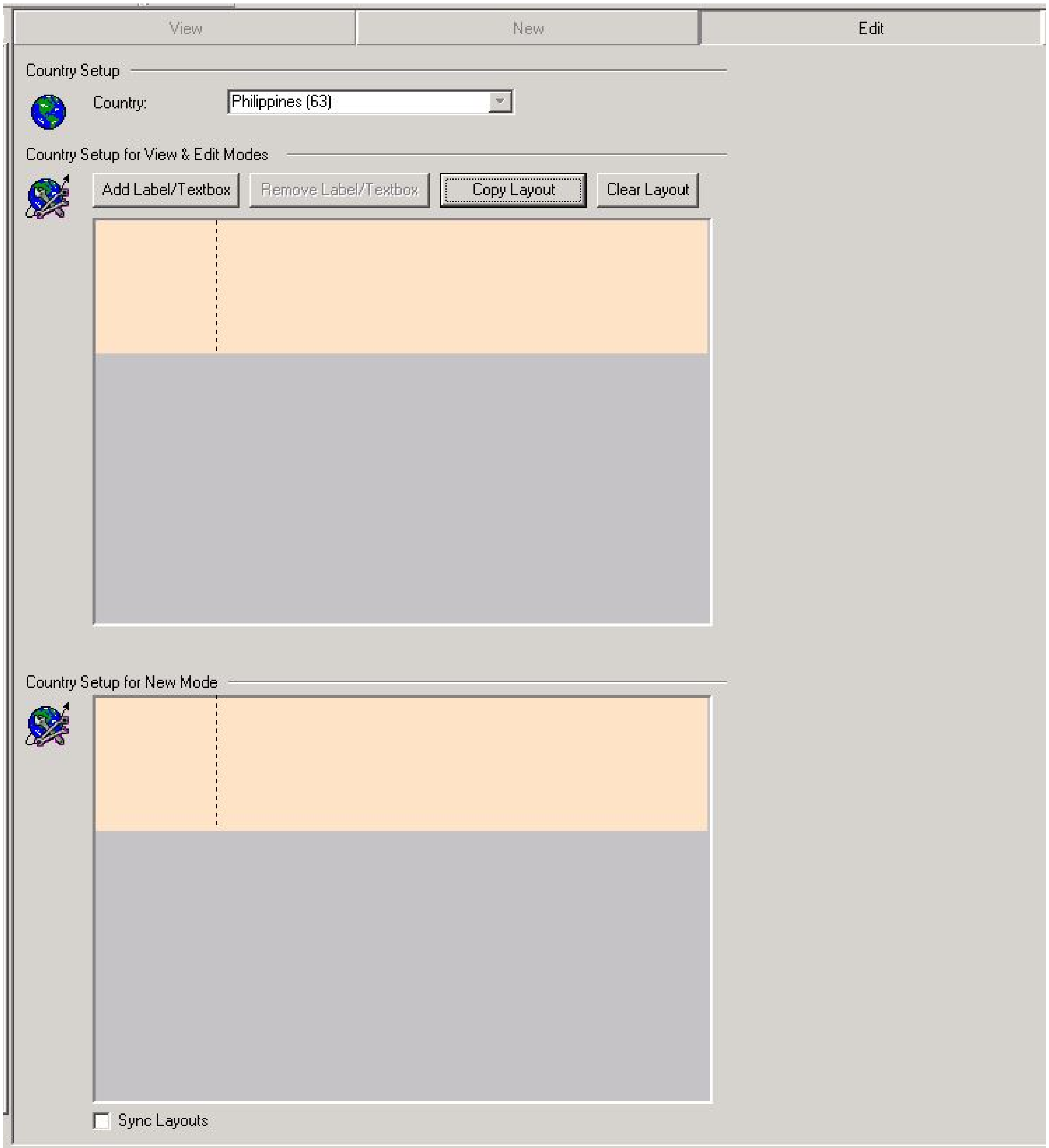
Result: the city you added now displays in the list for state or region in which you created it.

7. Click "Save".

Adding a Post Code

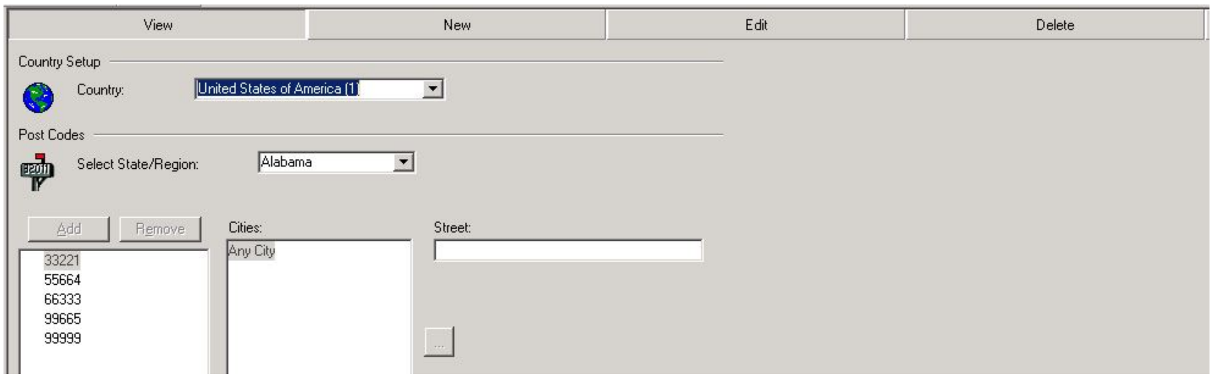
Perform the following steps to add a post code:

1. Navigate to the Maintenance menu and click "Setup", and then click "Country".
Result: the "Country Setup" form displays as shown in the following screenshot:



2. Select the "Post Codes" option from the Country Jump To: menu as shown in the following screen shot:

Result: the following screen displays:



3. Select the country in which you want to add a Post Code from the "Country:" dropdown menu.

Note: if the country you want does not display in the menu, follow the instructions for "Adding a New Country".

4. Select the state or region in which you want to add a Post Code from the "State/ Region:" dropdown menu.

Note: if the state or region you want does not display in the menu, follow the instructions for "Adding or Modifying a State or Region".

5. Select a city from the "Cities:" list

Note: if the city you want does not display in the menu, follow the instructions for "Adding or Modifying a City".

6. Click "Edit", and then click "Add".

Result: the "Add Post Code" window displays as shown in the following screenshot:

7. Enter the Post Code you want to add, and click "OK".

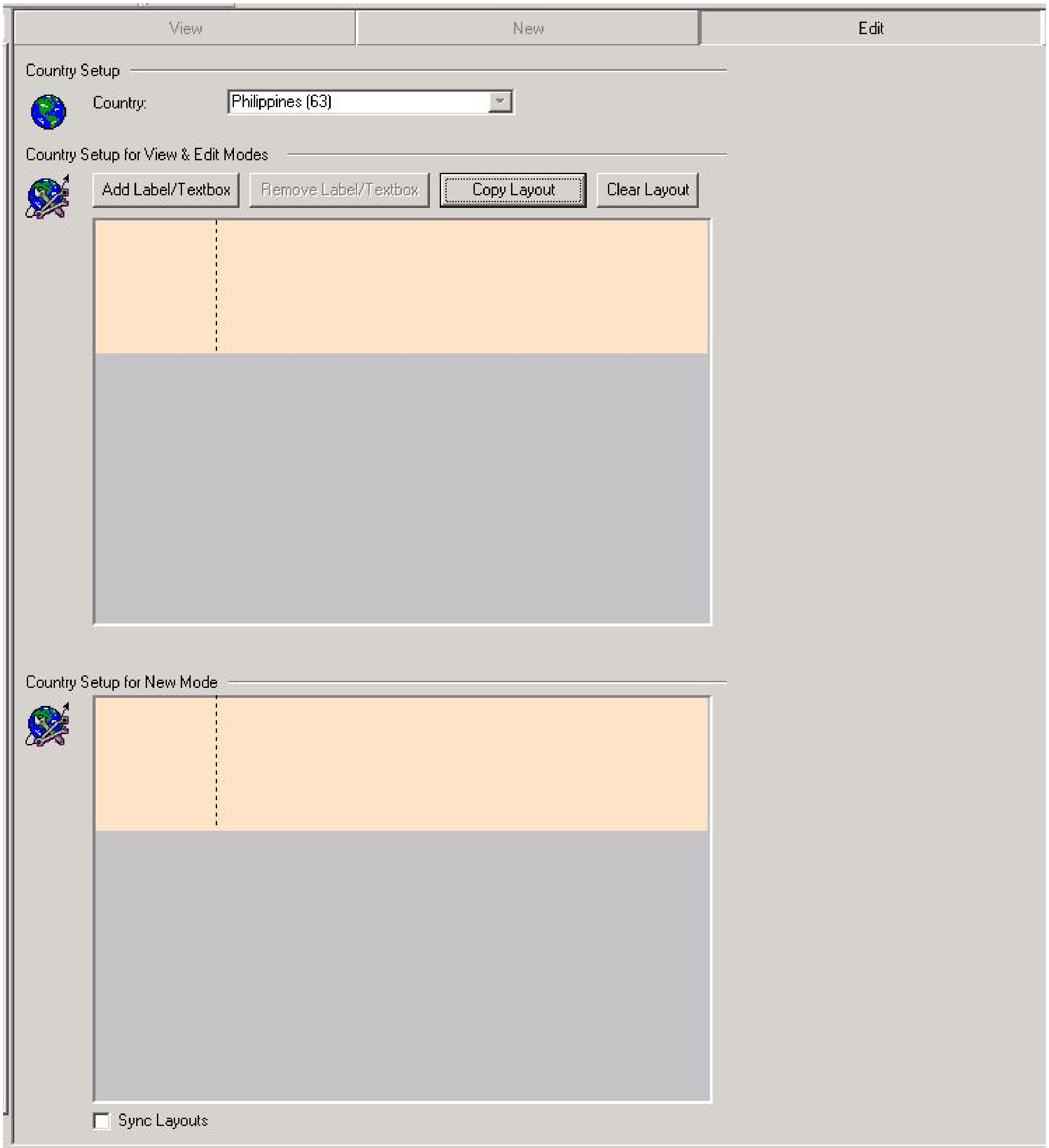
Result: the "Edit City Selections" window displays as shown in the following screenshot:

8. Select the cities you want to associate with your new Post Code, and click "OK".
Result: the new Post Code you just added now displays in the list.
9. If you want to associate a specific street with an existing Post Code, select the Post Code from the list, and enter a street into the "Street:" field.
10. Click "Save".

Configure Country Options

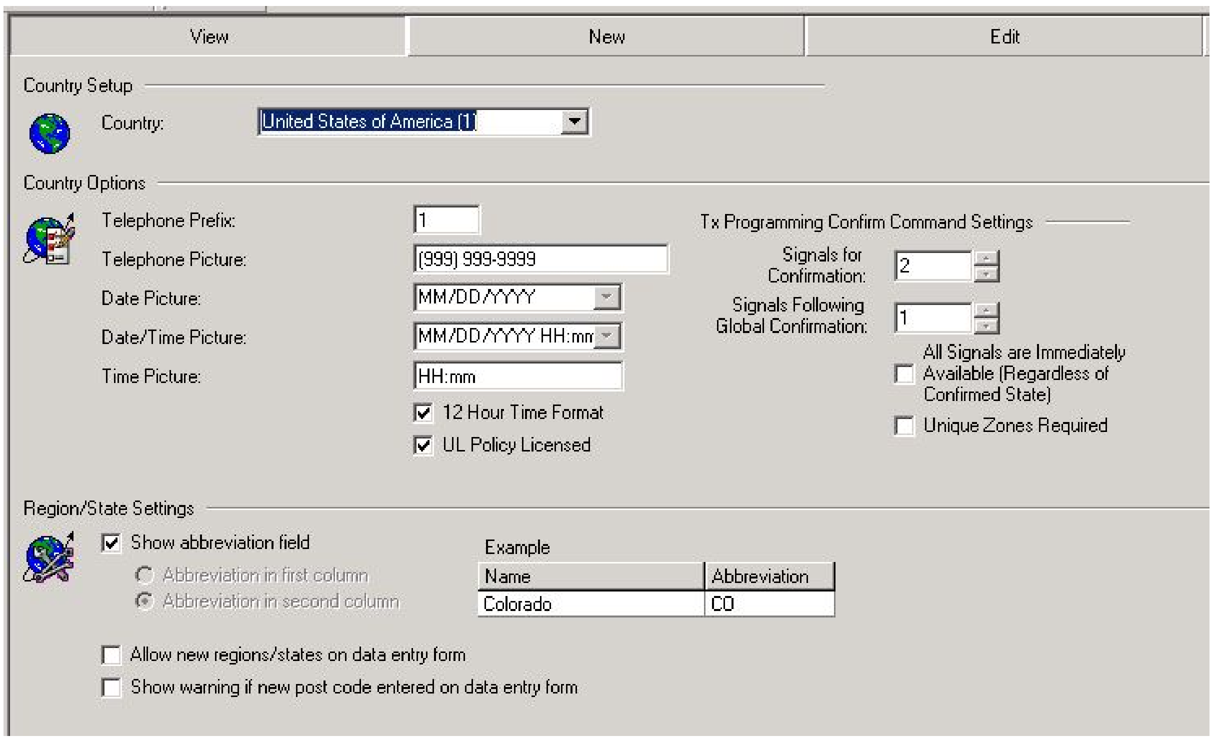
The Country Options Tab contains fields that allow for configuration of phone numbers, date, and time formats and whether or not there is a UL Policy in this country. At the bottom of this tab, it may be indicated whether or not an abbreviation of the regions or states may be used and whether or not new regions or states may be added during data entry.

1. Navigate to the Maintenance menu and click "Setup", and then click "Country".
Result: the "Country Setup" form displays as shown in the following screenshot:



2. Select "Country Options" from the Country Jump To: menu as shown in the following screen shot:

Result: the following window displays:



3. Select the country you want to modify from the "Country:" dropdown menu, and click "Edit".
4. Edit the following fields to reflect the formats in the country you are modifying:

- Telephone Prefix: if you are calling outside national borders, you must enter a one, two, or three digit code that represents the country you are calling. Enter your country's telephone country code into this field.
- Telephone Picture: this field defines the standard phone number format for your country. Enter your country's standard phone number format into this field.
- Date Picture: this field defines the standard format in which dates are displayed in your country. Enter your country's standard Date format into this field.
- Date/Time Picture: this field defines your country's standard format for Date/Time display. Enter your country's standard Date/Time format into this field.
- Time Picture: this field defines the standard format for your country's Time display. Enter your country's standard Time format into this field.

- 12 Hour Time Format: this option allows you to select whether your country displays time in the 12 hour, a.m./p.m. format or a 24 hour format. Check this option if your country uses the 12 hour a.m./p.m. format.
- UL Policy Licensed: this option allows you to select whether your country is subject to UL requirements. Check this option if your country is a UL member country.
- Show abbreviation field: this option allows you to define whether Manitou displays a Region or State abbreviation code, and whether the abbreviation code displays in the first or second column.
- Allow new regions/states on data entry form: this option allows you to define whether or not Manitou blocks new Regions and States when a user tries to add one.
- Show warning if new post code entered on data entry form: this option allows you to enable a pop up window display in the event someone enters an unknown post code on the data entry form.

5. When you finish making the changes you want, click "Save".

Locales

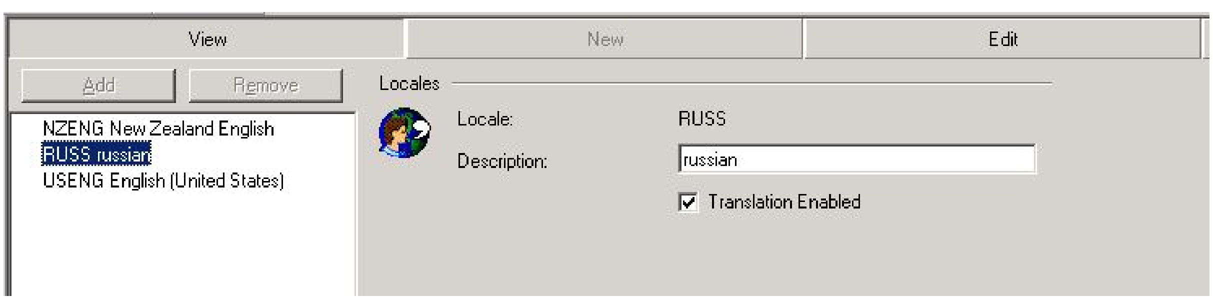
A Locale is a collection of parameters that affect how information is presented within a particular group of users. Generally, users from different Locales can be distinguished from each other on the basis of location and language. Locale settings can also determine things such as number formats, date and time formats, and calendar systems.

Locales for each system will have been added and configured prior to Manitou installation, but a user might sometimes need to modify Locale settings.

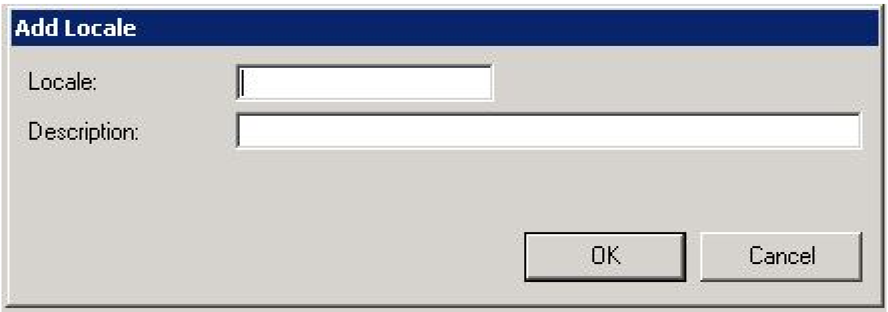
Adding a New Locale

Perform the following steps to add a new Locale to the Locales form:

1. Navigate to the Maintenance menu and click "Setup", and then click "Locales".
Result: the "Locales" form displays as shown in the following screenshot:



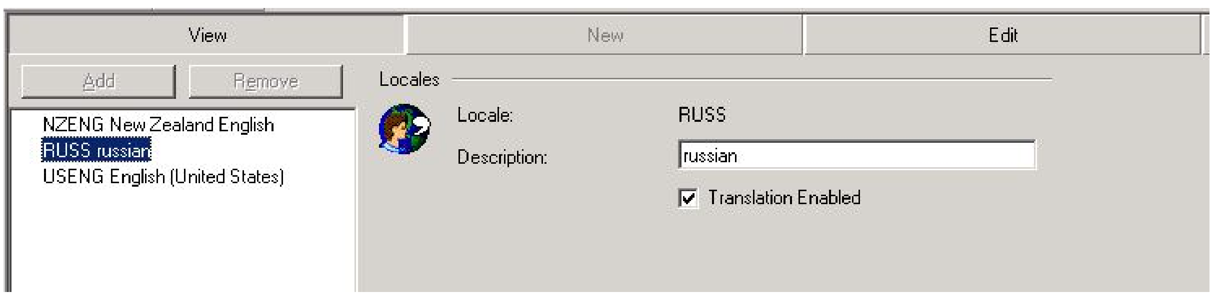
2. Click "Edit", and then click "Add"
Result: the "Add Locale" window displays as shown in the following screenshot:



3. Enter a code for the Locale you are adding in the "Locale:" field.
Note: the Locale code cannot exceed five characters in length.
4. Enter a description of your new Locale code in the "Description:" field, and click "OK".
Result: the Locale code you added now displays in the list.

Removing an Existing Locale
Perform the following steps to remove an existing Locale:

1. Navigate to the Maintenance menu and click "Setup", and then click "Locales".
Result: the "Locales" form displays as shown in the following screenshot:



2. Select the Locale you want to remove from the list.
3. Click "Edit", and then click "Remove"
Result: the system removes the Locale you selected form the list.

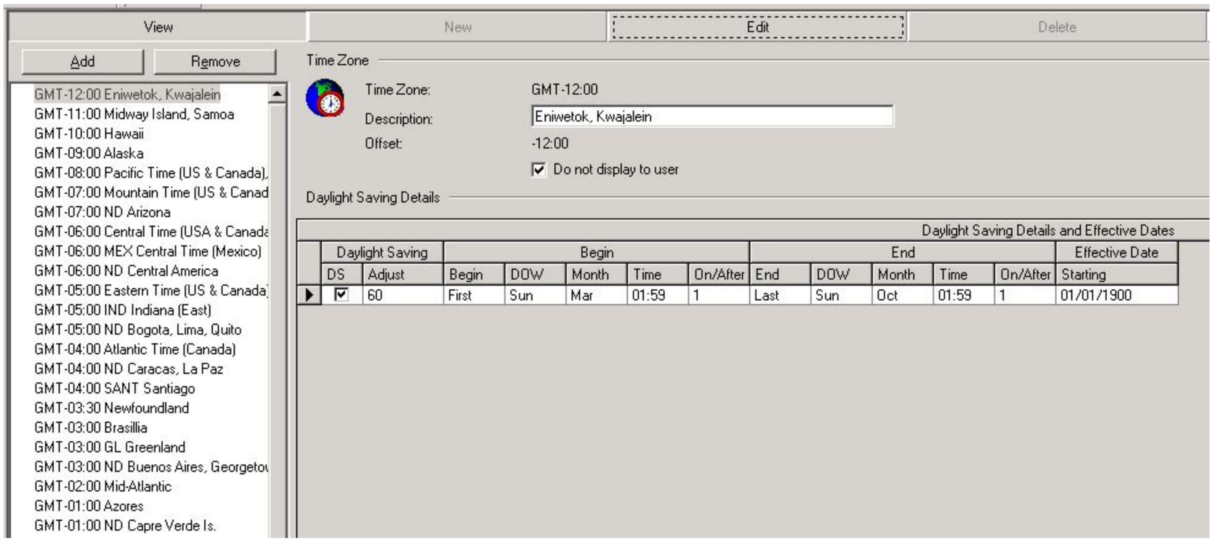
Time Zones

Time Zones include date and time related parameters that determine how Manitou measures time. Information regarding Daylight Savings is particularly important to Manitou because whether or not people practice Daylight Savings varies from region to region.

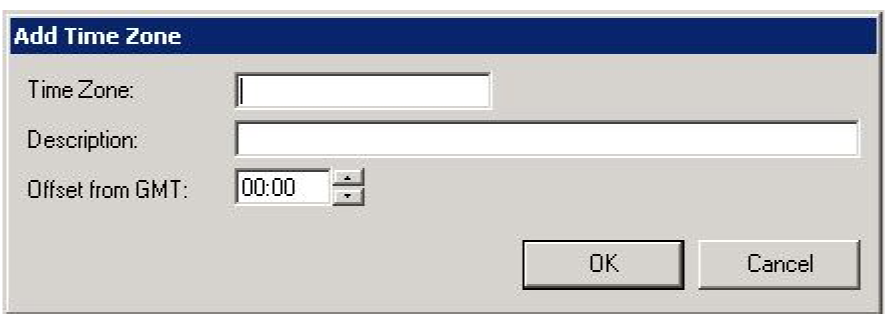
Adding and Configuring a New Time Zone
All of the Time Zones that display in the list have already been programmed into Manitou. Please confirm that the Time Zone you want to add does not already exist before you proceed with these instructions.

Perform the following steps to add a new Time Zone:

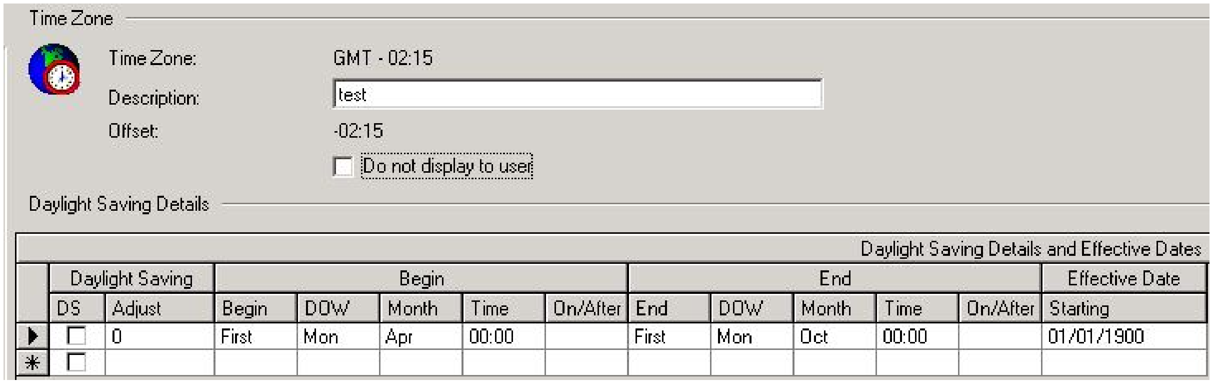
1. Navigate to the Maintenance menu and click "Setup", and then click "Time Zones".
Result: the "Time Zone" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add Time Zone" window displays as shown in the following screenshot:



3. Enter the name for your new Time Zone in the "Time Zone:" field
Note: the format for this field is: "GMT (+/-)00:00". GMT is an acronym for Greenwich Mean Time, and this field represents the deviation from it.
4. Enter a description for your new Time Zone into the "Description:" field.
Note: the format for this field is: ND (if Time Zone does not have Daylight Savings) major city or region within Time Zone. For example, if a user wanted to add a new Time Zone for Israel, he would enter the description: "ND Jerusalem".
5. Enter a GMT deviation in the "Offset from GMT" field.
6. Note: the user can enter a negative deviation. This number should match the number you entered in the "Time Zone:" field.
7. Click "OK".
8. Result: your newly created Time Zone now displays on the list and as currently selected item on the Time Zone form as shown in the following screenshot:

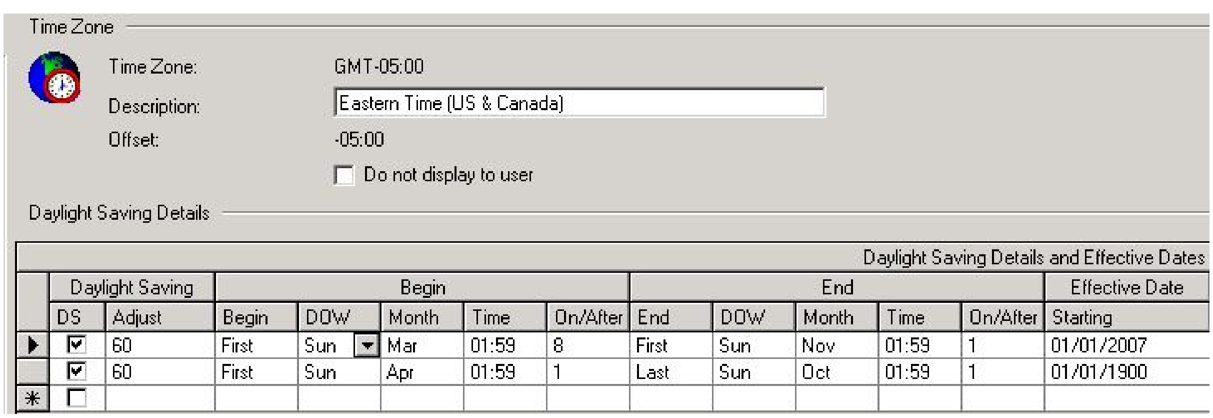


9. If you do not want your new Time Zone to practice Daylight Saving, click "Save", and do not continue with steps 7-14.
10. If you want your new Time Zone to practice Daylight Saving, select the "DS" checkbox, and enter "60" in the "Adjust" column.
11. In the "Begin" column, enter either "First" or "Last" depending on the day you want Daylight Saving to begin.

Note: these entries correspond to either the first time the selected day of the week occurs during the month, or the last time.

12. Click at the right edge of the "DOW" column until a dropdown menu displays. Select the day of the week on which you want Daylight Saving to begin.
13. Click at the right edge of the "Month" column until a dropdown menu displays. Select the month in which you want Daylight Saving to begin.
14. In the "Time" column enter the time you want Daylight Saving to begin.
15. In the "On/After" column, enter the first day of the month on which Daylight Saving can begin.
16. Complete the "End" columns in the same manner as you did the "Begin" columns.
17. In the "Effective Date" column, enter "01/01/1900", and click "Save".

Note: Time Zone Daylight Saving Effective Dates are always "01/01/1900" with exception of a few Time Zones that recently changed their Daylight Saving practices. Review the following screenshot:



People in the Eastern Time Zone for the U.S. and Canada changed their Daylight Saving practices in 2007. Until that year, people began Daylight Savings in April and ended in October. After 2007, people in the Eastern Time Zone begin in March and end in November.

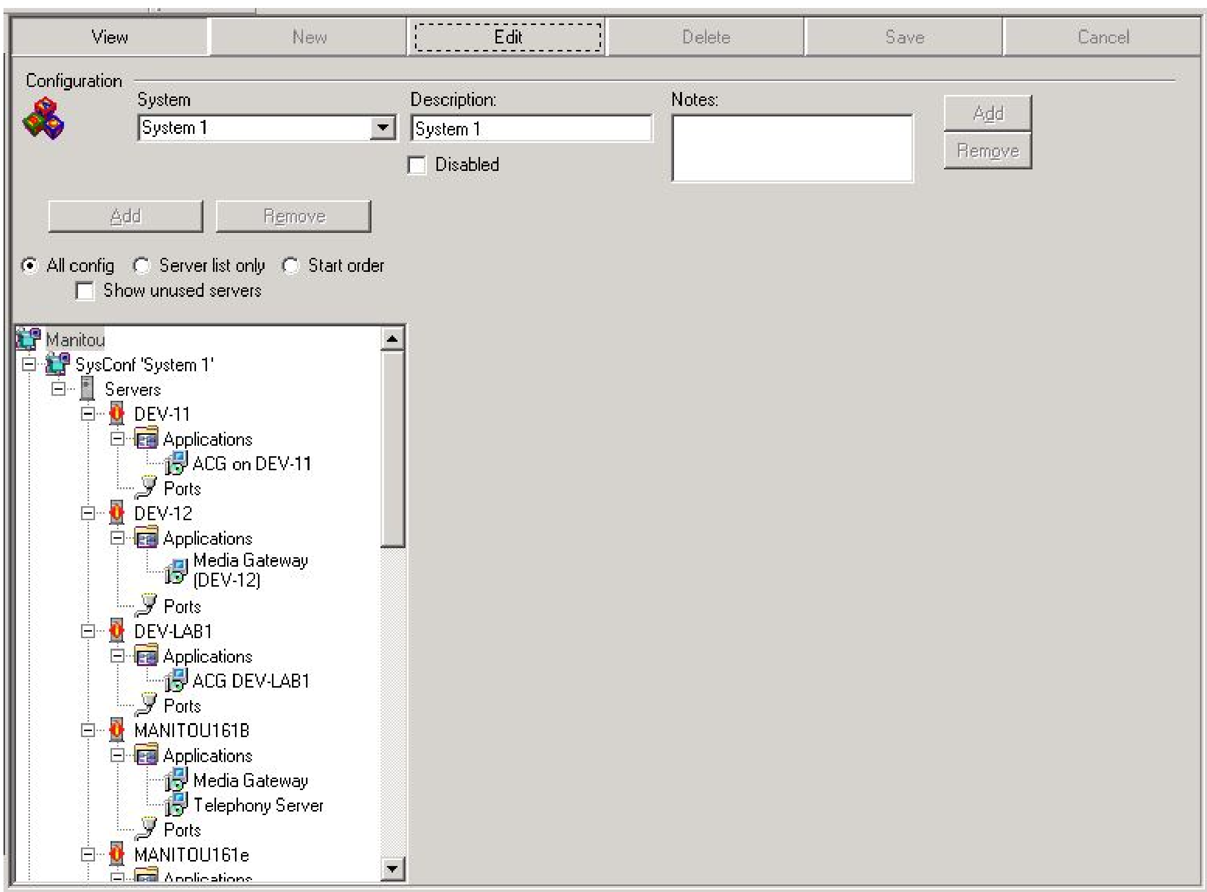
Configuration

The Configuration screen displays the configuration for various Manitou-related servers and applications.

Manitou Configuration will be defined on your system prior to installation, but users may find it necessary to modify it themselves at a later time.

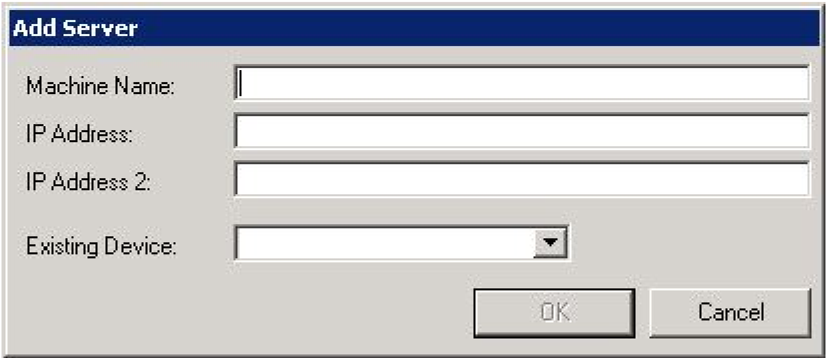
Adding a Server to Manitou
Perform the following steps to add a server to Manitou:

1. Navigate to the Maintenance menu, and click "Setup", then click "Configuration".
Result: the "Configuration" form displays as shown in the following screenshot:



2. Click "Edit".

3. Select the server icon in the Navigation Window, and click "Add".
Result: the "Add Server" window displays as shown in the following screenshot:



4. Enter the server name into the "Machine Name:" field.
5. Enter the IP addresses into the appropriate fields.
Note: if you do not already have it, obtain this information from the Central Station's IT personnel.
6. If your new server needs to be linked to an existing device, select it from the "Existing Device:" dropdown menu, and click "OK".
Result: your new server now displays in the list.

Receivers

Before you can add a Receiver to the Manitou system, you must connect and configure at least one FEP (Front End Processor). FEPs receive signal data from Receivers and forward it to Manitou. When an FEP or Receiver is physically connected to Manitou, you must configure at least one Receiver Line Prefix. All Manitou systems require at least one Receiver Line Prefix.

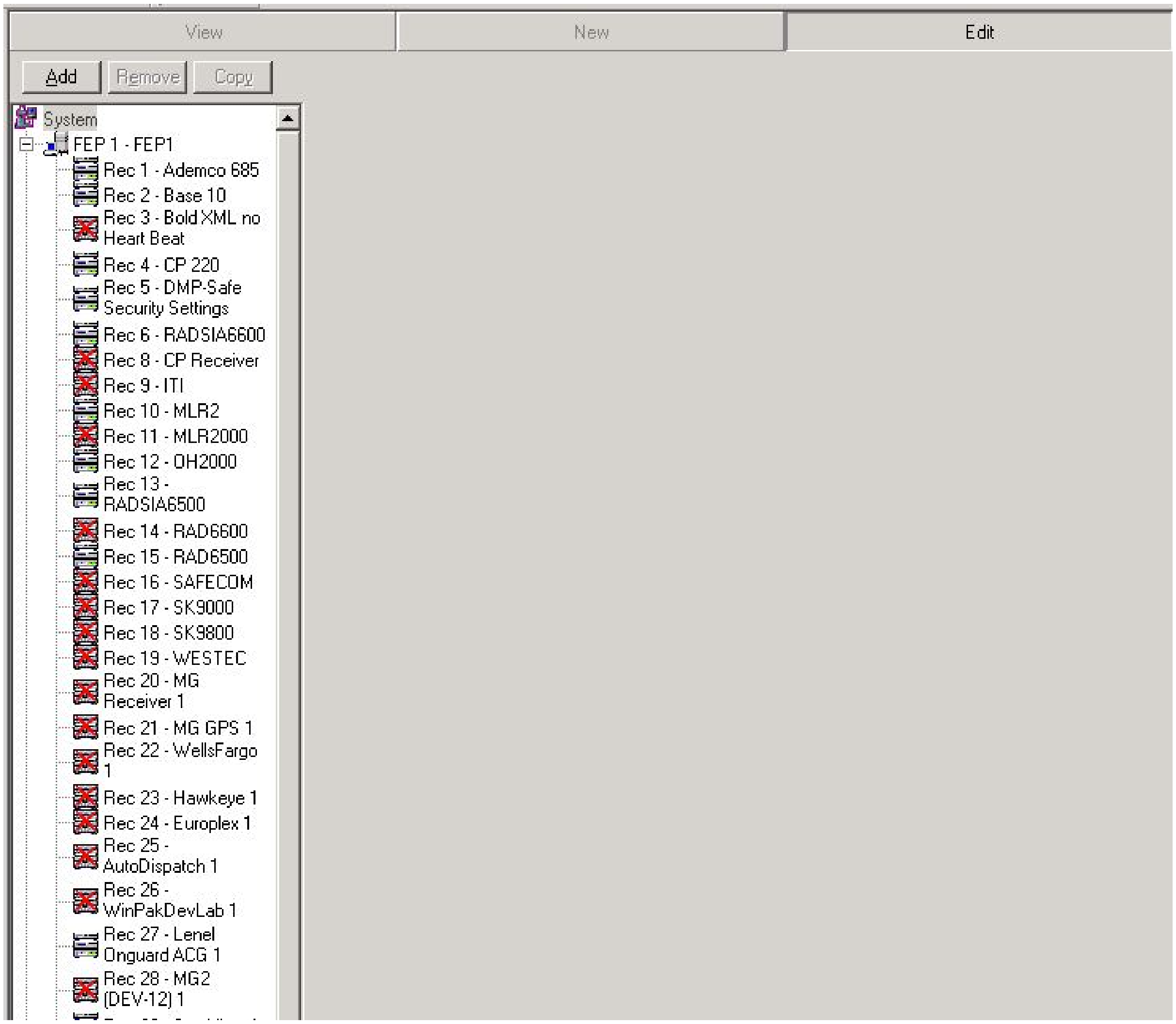
Receiver Line Prefixes allow Manitou to accomplish the following:

- collect signal data from multiple Customer Transmitters and group it in a logical manner
- collect data from primary and secondary Receivers and FEPs
- provide a means of supporting duplicate Transmitter numbers within a system

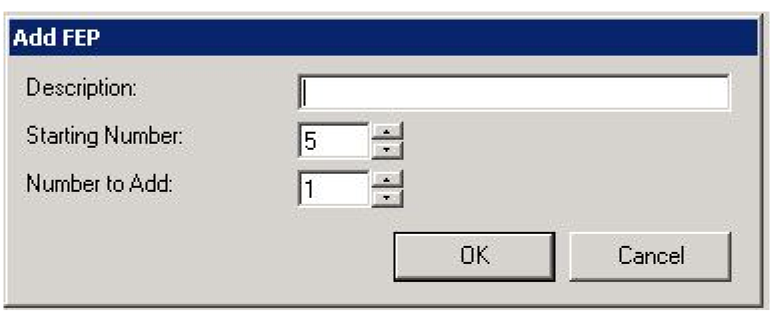
Adding an FEP

Perform the following steps to add an FEP to Manitou:

1. Navigate to the Maintenance menu, and click "Setup", and then click "Receivers".
Result: the "Receivers" form displays as shown in the following screenshot:



2. Click "Edit".
3. Click the "System" icon in the list, and then click "Add".
Result: the "Add FEP" window displays as shown in the following screenshot:



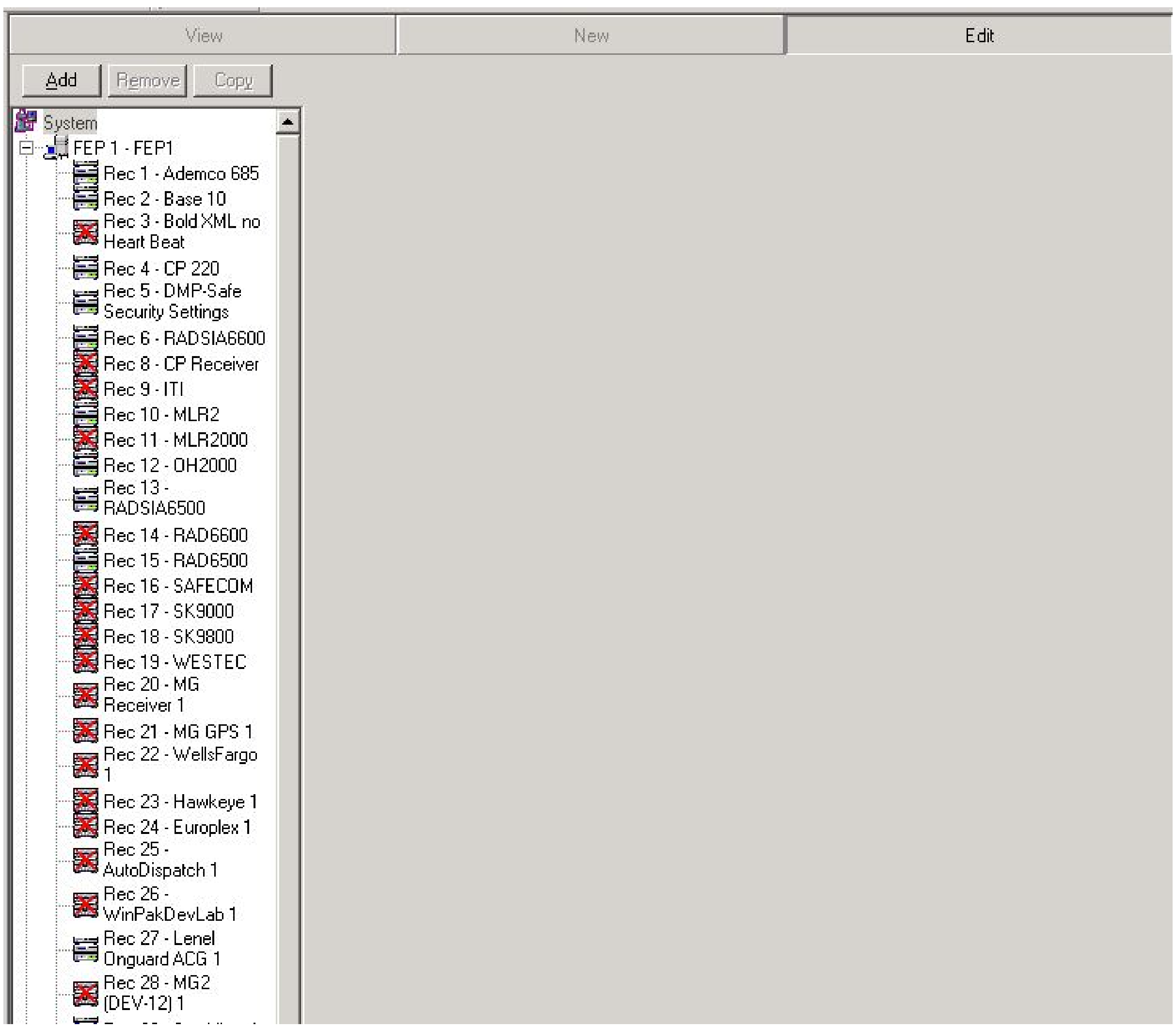
4. Enter a description into the appropriate field.
5. Select a starting number from the "Starting Number:" dropdown menu.
Note: the Starting Number is preselected based on the number of FEPs already

configured.
6. Select the number of FEPs you want to add from the dropdown menu, and click "OK". Result: your new FEP now displays in the System list.

Adding a Receiver

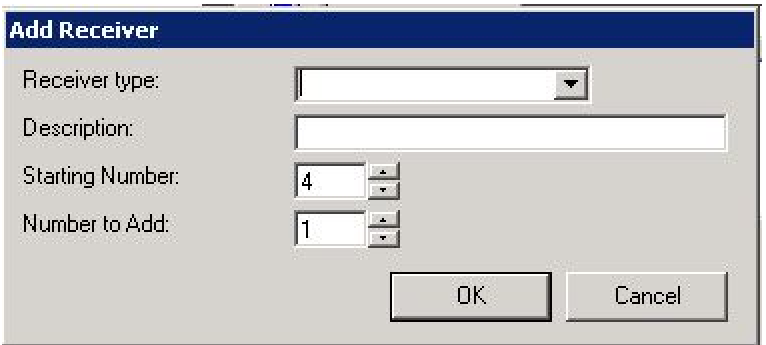
A Central Station may have any number of Receivers based on the size of their business and the number of accounts being managed. Receivers are connected physically to the network based on manufacturer specifications. The Receiver is then connected either to the FEP directly or to a Digibox which acts as a hub for multiple Receivers and relays the signals to the FEP.

1. Navigate to the Maintenance menu, and click "Setup", and then click "Receivers". Result: the "Receivers" form displays as shown in the following screenshot:



2. Click "Edit".
3. Click on an FEP icon from the FEP list, and then click "Add".

Result: the "Add Receiver" window displays as shown in the following screenshot:



4. Select a Receiver Type from the dropdown menu.
5. Enter a description for your new Receiver into the "Description:" field.
6. Select a starting number from the "Starting Number:" dropdown menu.

Note: the Starting Number is preselected based on the number of Receivers already configured.

7. Select the number of Receivers you want to add from the dropdown menu, and click " OK".

Result: your new Receiver now displays in the System list.

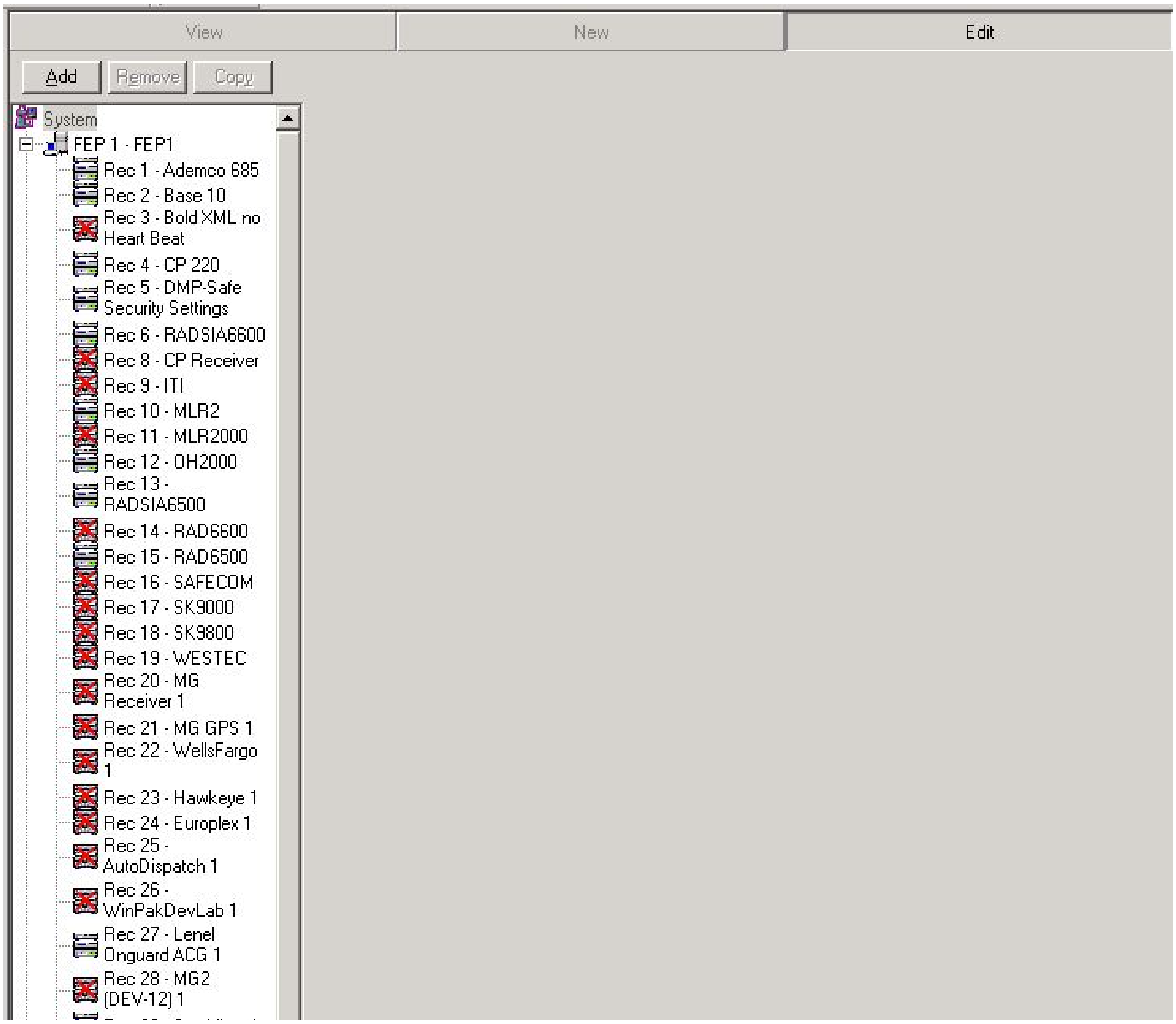
Adding and Grouping Receiver Lines

Each Receiver needs 2-8 Receiver Lines to receive signals (depending on type). Receiver Line configuration refers to the physical connections on a Receiver. Receiver Line Prefixes are assigned numbers used to identify a particular set of Customer accounts, or a specific Dealer's Customers.

Perform the following steps to add and group Receiver Lines:

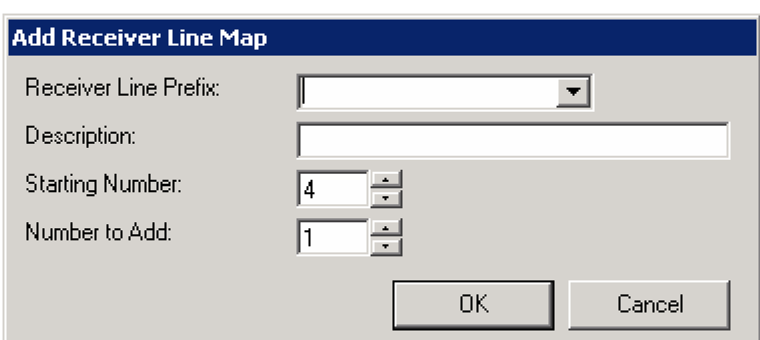
1. Navigate to the Maintenance menu, and click "Setup", and then click "Receivers".

Result: the "Receivers" form displays as shown in the following screenshot:



2. Click "Edit".
3. Select the Receiver to which you want to add a Line from the FEP list, and then click " Add".

Result: the "Add Receiver Line Map" window displays as shown in the following screenshot:

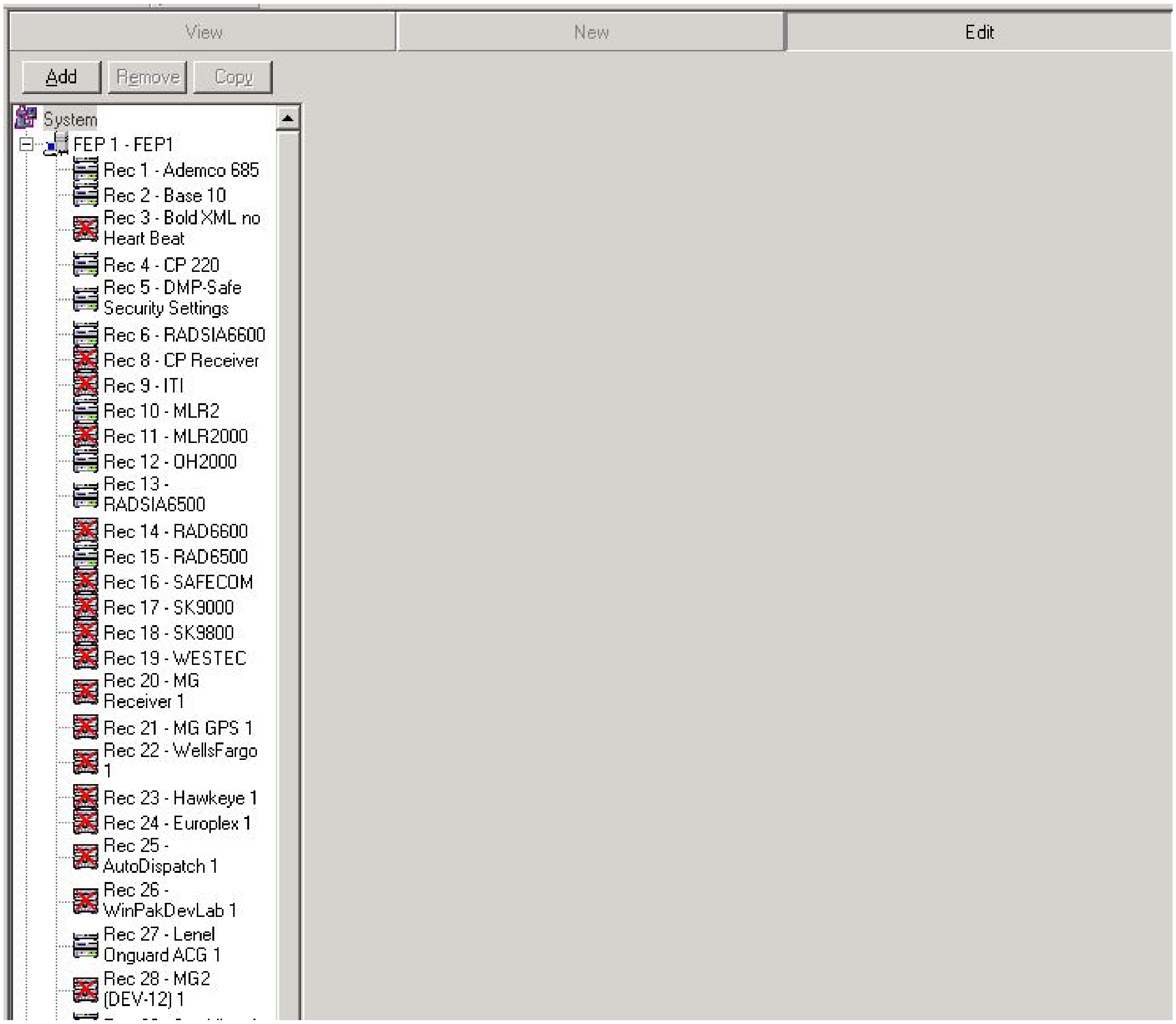


4. Select a Receiver Line Prefix from the dropdown menu.
Note: ask your Central Station IT staff to assign you this number.
5. Enter a description for the Receiver Line into the "Description:" field.
6. Enter a starting number into the "Starting Number:" field.
Note: the Starting Number is preselected based on the number of Receiver Line Prefixes already assigned to other Receivers.
7. Enter the number of lines you want to add in the "Number to Add:" field.
Note: this is determined by the number of Lines your new Receiver includes.
8. Click "OK".
Result: the Receiver and the Lines associated with it now display in the FEP list, and the system displays the "Receiver Line Maps" form.
9. If you want to designate a monitoring group, select it from the "Monitoring Group:" dropdown menu.
10. If you want to designate an extended reporting delay, enter the number of seconds you want the delay to last in the "Extended Reporting Delay:" field.
Note: the extended reporting delay is the time in seconds the Driver waits for a second round of alarm information. When received, the system combines alarm information received in the second round with information received in the first round to form one signal. An extended reporting delay is only relevant regarding older signaling protocols (typically, protocols with a 3-4 digit account field and a 1 digit code field).
Note: the Manitou Supervisor Workstation allows you to modify the Line number of a signal as reported by the Receiver. This allows you to group signals from different Receivers together into a Line Group.
11. If you want to group signals together into a Line Group, select the "Map Line" checkbox. In the "Map Line Number:" field, enter the number for the line to which you want the current Line to map. For example, the screenshot above displays the Line map settings for Line 2 on Receiver 11. If you want Line 2 to map to Line 1 (i.e., create a Line Group on Line 1), enter "1" in the "Map Line Number:" field.
12. If you want the line to use DNIS for the Line, select the "Use DNIS" checkbox.
13. Click "Save".

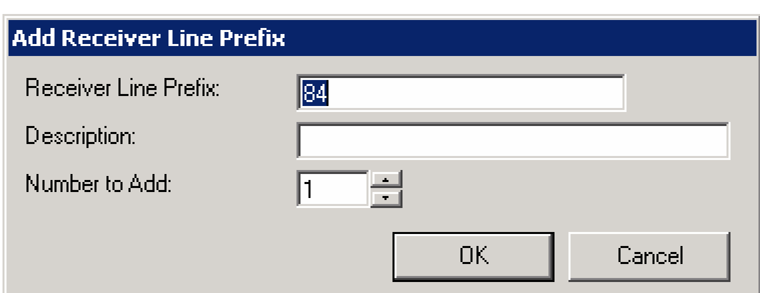
Adding a Receiver Line Prefix

Receiver Line Prefixes provide Manitou with information about the origin of received signals and the Customer accounts associated with them. Also, adding Receiver Line Prefixes increases the number of incoming signals that can be handled by a single Receiver.

1. Navigate to the Maintenance menu, and click "Setup", and then click "Receivers".
Result: the "Receivers" form displays as shown in the following screenshot:



2. Click "Edit".
3. Select the Receiver Line Prefixes icon from the FEP list, and click "Add".
Result: the "Add Receiver Line Prefix" window displays as shown in the following screenshot:

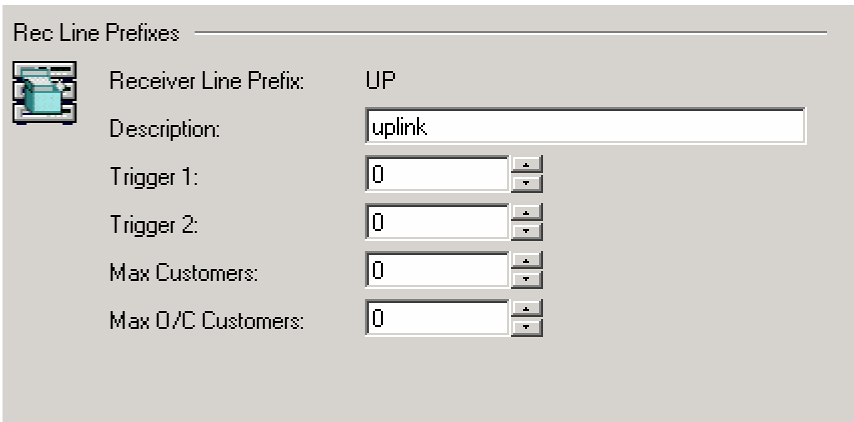


4. Enter a description of your new Receiver Line Prefix into the "Description:" field.
Note: the "Receiver Line Prefix:" field displays prepopulated, and is determined by the

number of Receiver Line Prefixes already entered into Manitou.

5. Enter the number of Receiver Line Prefixes you want to add in the "Number to Add:" field, and click "OK".

Result: the "Add Receiver Line Prefix" window closes and the system returns the user to the "Receiver Line Prefixes" form.



6. Trigger 1 and Trigger 2 fields may be left blank as they are not currently implemented.
7. Enter the maximum number of Customers to be associated with the receiver line into the "Max Customers:" field.
8. Enter the maximum number of Open/Close Customers to be associated with the Receiver line into the "Max O/C Customers:" field, and click "Save".

Transmitter ID Options (RLP and DNIS)

You have the ability to limit the number of characters read for when you receive an account. And, you have the ability to pad or even limit the TXID.

- maxtxid={Number} – If you are not using the option under the Receiver , RLP or DNIS options, then nothing is done with the TXID. If you choose this as the only RLP or DNIS option, then Manitou will cut off the TXID and take the numbers to the right. For example: MAXTXID = 4 and the TXID is 123456, the TXID will be parsed as 3456. If the MAXTXID = 4 and the TXID that comes through is 123 then the TXID will parse as 123 since it is less than 4 digits.

- txtrimpos={left/right} – This affects which side Manitou trims from if the TXID is longer than the maxtxid. It defaults to right if this is not set. If it is set to left, Manitou takes from the left side.

- txpadchar={character} – If this is set, Manitou assumes that if a string is shorter than the maxtxid, you want it padded. Manitou will take this character and pad it on the left-hand side before the numbers. Whatever character you use, Manitou will put it into uppercase.

Note: If this is set to 0, Manitou treats it as if it is not set at all because the system strips leading zeros everywhere else in the client.

- txpadpos={left/right} – If this is set /and/ a txpadchar is set, Manitou will put the padding at the side of whatever is defined. If the customer has it set to right, Manitou will put padding characters to the right-hand side of the TXID. Otherwise, they will go to the left-hand side of the characters.

So, if you have only maxtxid=6 and txpadchar=A, when a signal comes in as:

1234 -> AA1234

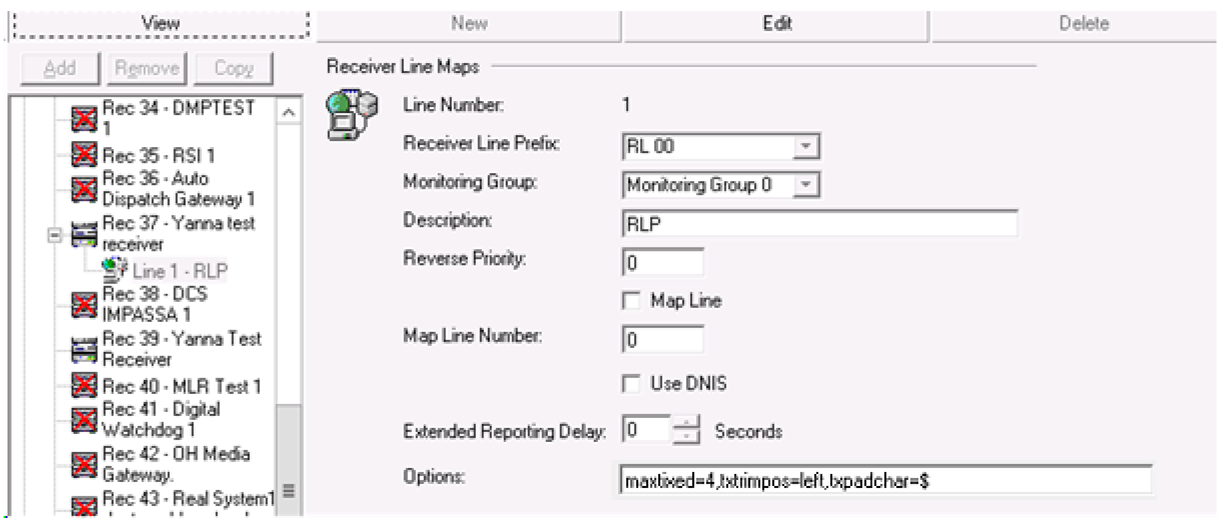
1234567 -> 234567

If you have maxtxid=6, and txpadchar=A, and txtrimpos=left, and txpadpos=right, when a signal comes in as:

1234 -> 1234AA

1234567 -> 123456

See the following screenshot as an example:



You set up the new Options on individual Receiver Line Map or DNIS Map.

To set up Options on a Receiver Line Map or DNIS MAP, do the following:

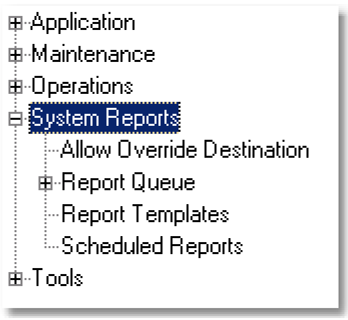
1. Open the Manitou Supervisor Workstation and click Maintenance | Setup | Receivers.
2. Expand Receivers Line Maps or DNIS Maps and click the individual Receiver Line

Map or DNIS Map to which you want to add the options.

Note: The option is comma delimited, for example, maxtixed=4,txtrimpos=left, txpadchar=$.

Permissions

1. You want to change "System Reports" within the Supervisor Permissions Profile. You go into Edit mode, select the Supervisor Profile and highlight System Reports:



2. By default the following permissions are set as follows:

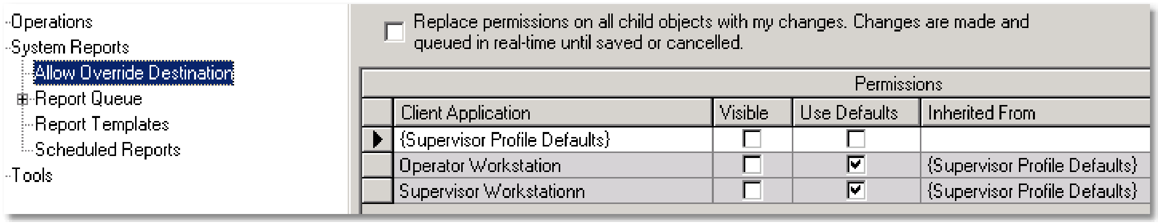
Permissions			
Client Application	Visible	Use Defaults	Inherited From
{Supervisor Profile Defaults}	☑	☐	
Operator Workstation	☑	☑	{Supervisor Profile Defaults}
Supervisor Workstationn	☑	☑	{Supervisor Profile Defaults}
BoldNet PDA	☑	☑	{Supervisor Profile Defaults}
BoldNet Silverlight	☑	☑	{Supervisor Profile Defaults}

3. You want "Supervisor Profile Defaults" and every item under it (Allow Override Destination, Report Queue, etc.) to lose the ability to view the items. So you check the "Replace permissions on all child objects..." option and then select the top "Visible" checkbox which then removes the check boxes on all of its child objects:

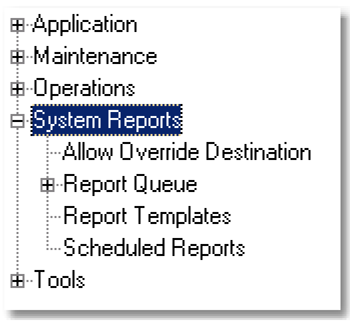
☐ Replace permissions on all child objects with my changes. Changes are made and queued in real-time until saved or cancelled.

Permissions			
Client Application	Visible	Use Defaults	Inherited From
{Supervisor Profile Defaults}	☑	☐	
Operator Workstation	☑	☑	{Supervisor Profile Defaults}
Supervisor Workstationn	☑	☑	{Supervisor Profile Defaults}
BoldNet PDA	☑	☑	{Supervisor Profile Defaults}
BoldNet Silverlight	☑	☑	{Supervisor Profile Defaults}

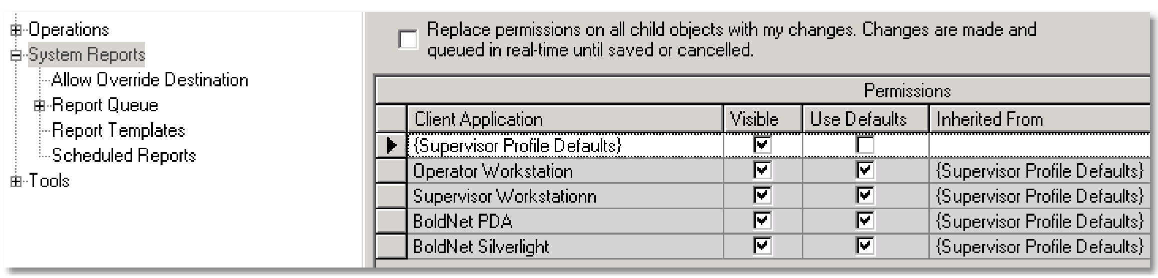
4. When you drill down into System Reports you will see now that all of its child items have lost the visibility setting as well:



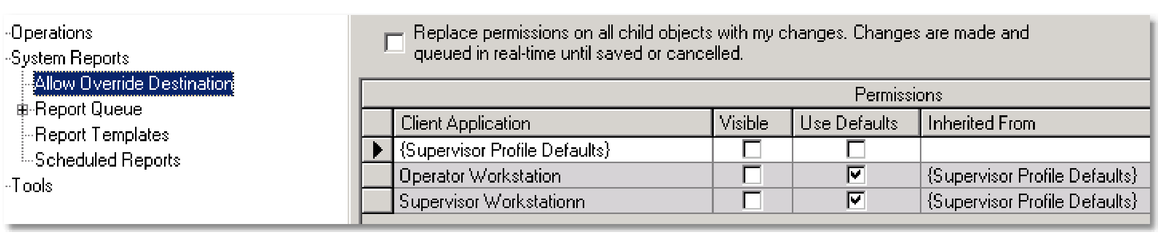
5. Next, you only want to change Visible capability for the Supervisor and Operator Workstations at the top "System Report" level only, leaving all child objects without this permission. Select "System Reports" again:



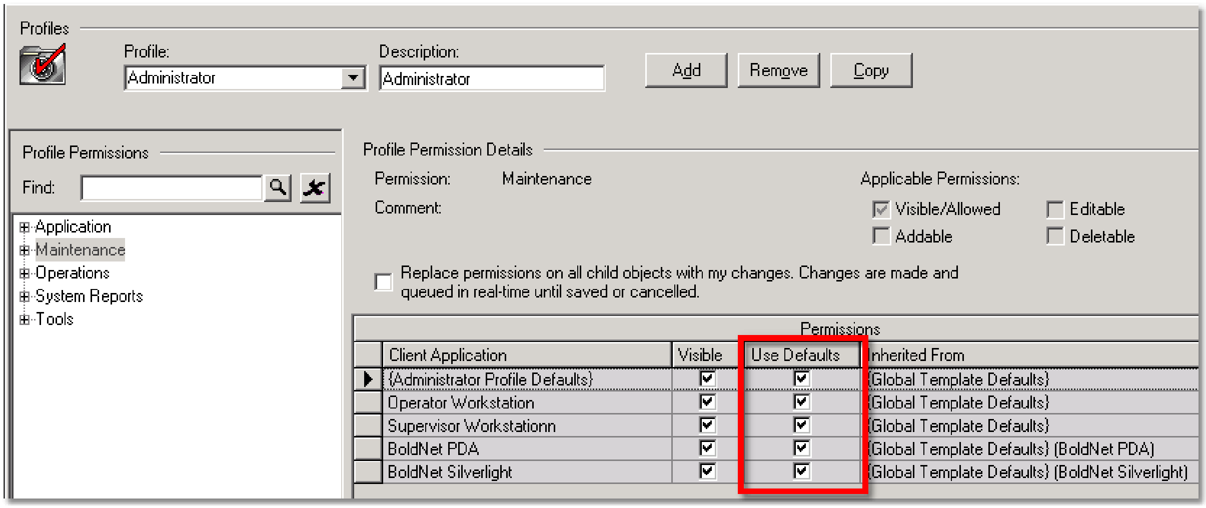
6. Then, in the Permissions table <u>unselect</u> the "Replace permissions on all child objects..." option then select the top "Visible" checkbox. Now only this top level has the Visible option enabled:



7. Upon drilling down, you will find that all of its child objects have retained their setting:



SWS 1.6.1 and later gives you the option to revert settings to a higher level setting. It is the "Use Defaults" setting, as follows:



"Use Defaults" uses hierarchy and inheritance in two (2) was as follows:

1. When "Use Defaults" is selected in the first line of the Permissions table (for example in the picture above this would be "Template Profile Defaults") it will revert to the Profile level above itself - in this case it will revert to the Global Template Defaults.

2. Any items below the first line are considered child items, so clicking the "Use Defaults" checkbox on any of these child items will make them inherit permission from that top item. In the example above, Operator Workstation and all items below it are child items of the {Template Profile Defaults} item.

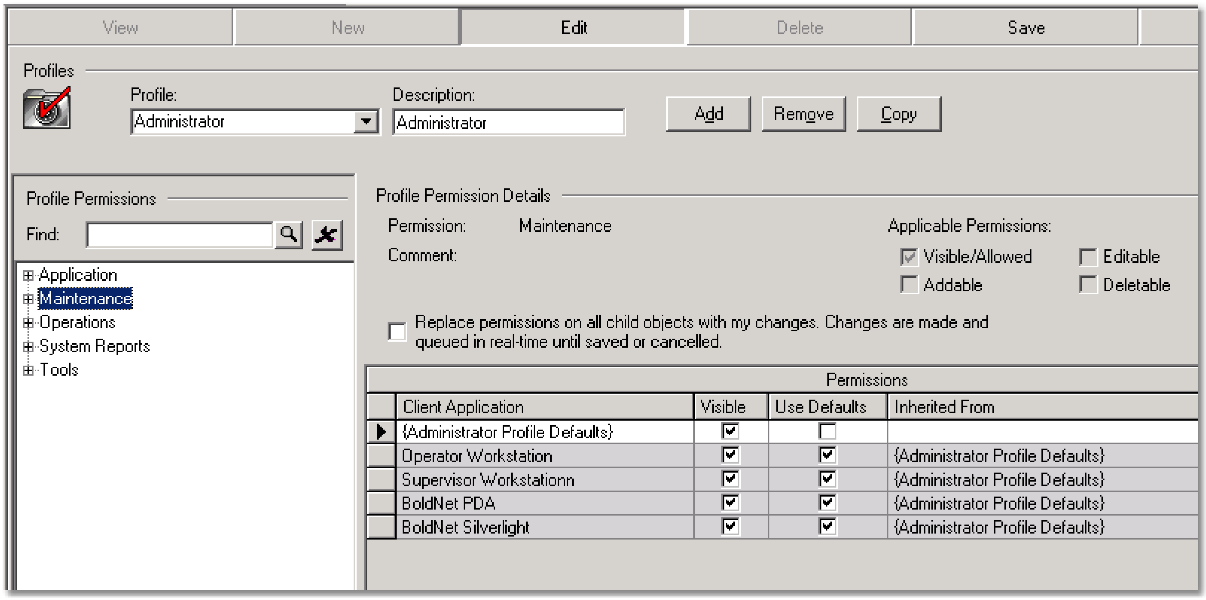
Note: The Global Template is the highest level template so if you are editing the Global Template, there is nothing higher to inherit so the "Use Defaults" checkbox is irrelevant.

Note: The "Replace permissions on all child objects..." checkbox will function as described in the previous section.

Example

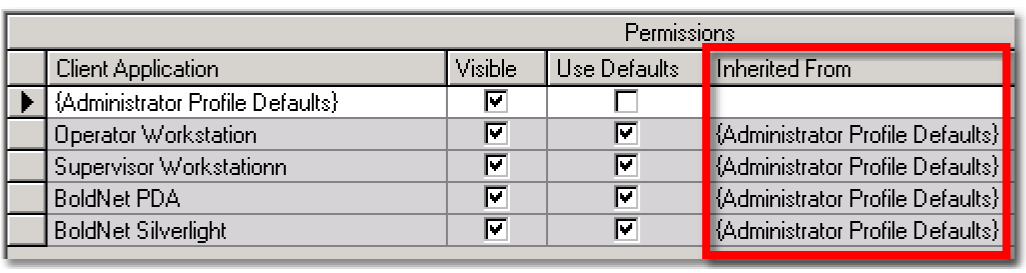
Open Permissions Profiles and perform the following:

1. Highlight "Maintenance" on the left and change the drop-down Profile menu to "Administrator"



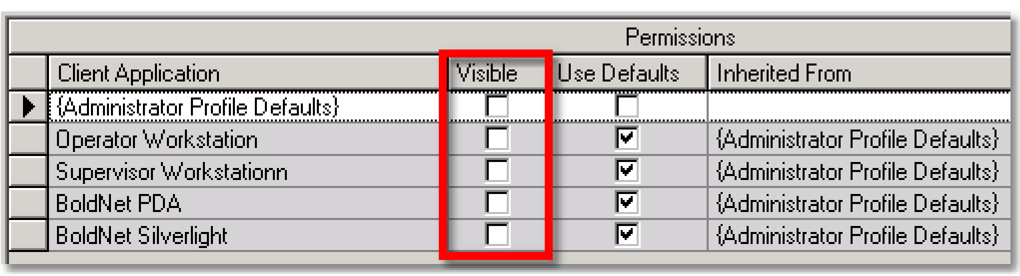
2. Then click Edit at the top.

3. Note that the "Inherited From" column gets its settings from the Administrator Profile (since this is the profile you have selected from the Profile drop-down menu):



Permissions			
Client Application	Visible	Use Defaults	Inherited From
{Administrator Profile Defaults}	☑	☐	
Operator Workstation	☑	☑	{Administrator Profile Defaults}
Supervisor Workstationn	☑	☑	{Administrator Profile Defaults}
BoldNet PDA	☑	☑	{Administrator Profile Defaults}
BoldNet Silverlight	☑	☑	{Administrator Profile Defaults}

If you were to unselect the visible column on the top {Administrator Profile Defaults} line, all items that have the "Use Defaults" selected will lose the visible checkbox as well:



Permissions			
Client Application	Visible	Use Defaults	Inherited From
{Administrator Profile Defaults}	☐	☐	
Operator Workstation	☐	☑	{Administrator Profile Defaults}
Supervisor Workstationn	☐	☑	{Administrator Profile Defaults}
BoldNet PDA	☐	☑	{Administrator Profile Defaults}
BoldNet Silverlight	☐	☑	{Administrator Profile Defaults}

Additionally, if you were to then select the "Use Defaults" checkbox from just the top "Administrator Profile..." line, every line below it would receive the same [Global Template] settings as follows:

Permissions			
Client Application	Visible	Use Defaults	Inherited From
{Administrator Profile Defaults}	☑	☑	{Global Template Defaults}
Operator Workstation	☑	☑	{Global Template Defaults}
Supervisor Workstationn	☑	☑	{Global Template Defaults}
BoldNet PDA	☑	☑	{Global Template Defaults} (BoldNet PDA)
BoldNet Silverlight	☑	☑	{Global Template Defaults} (BoldNet Silverlight)

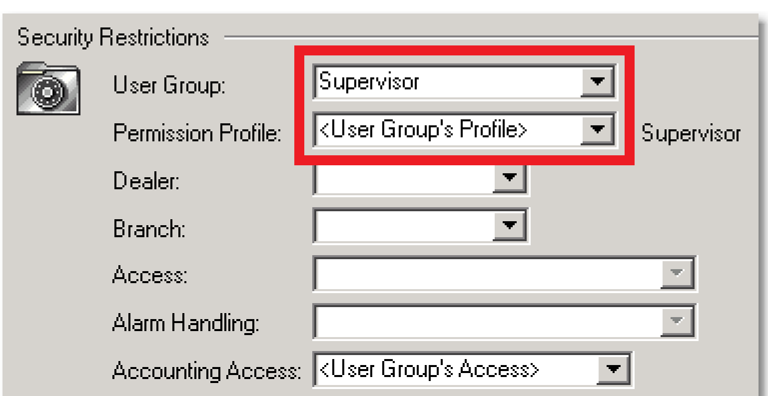
On the other hand if you were to uncheck the "Use Defaults" column for any of the objects, they would lose the inheritance from the parent object and retain their own setting regardless of how their respective parent objects are configured going forward.

SWS 1.6.1 and later deals with user account and group permissions in a new way as well. To view some of these differences click on the Maintenance Menu -> Users Groups.

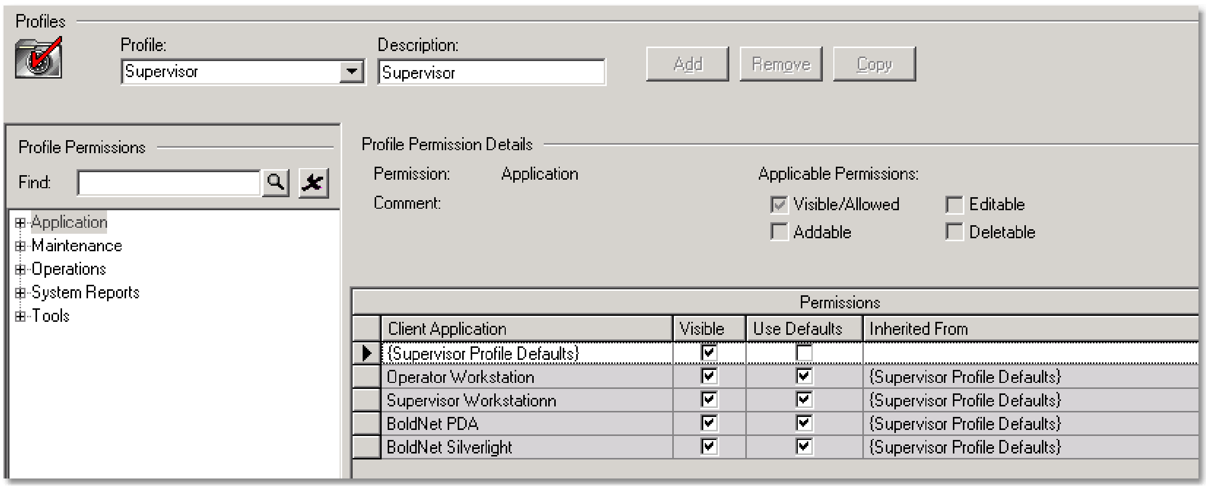
You will find that the "Permissions Profile" properties has been simplified, containing only one setting for an Operator Profile:

Previous Manitou versions had an Operator *and* Supervisor Profile integrated into this section.

Like User Groups, the Users form (Maintenance Menu -> Users) previously had Operator and Supervisor Profile selection combo boxes. This has been reduced to a single Permission Profile option and moved to "Security Restrictions" within the Users form:



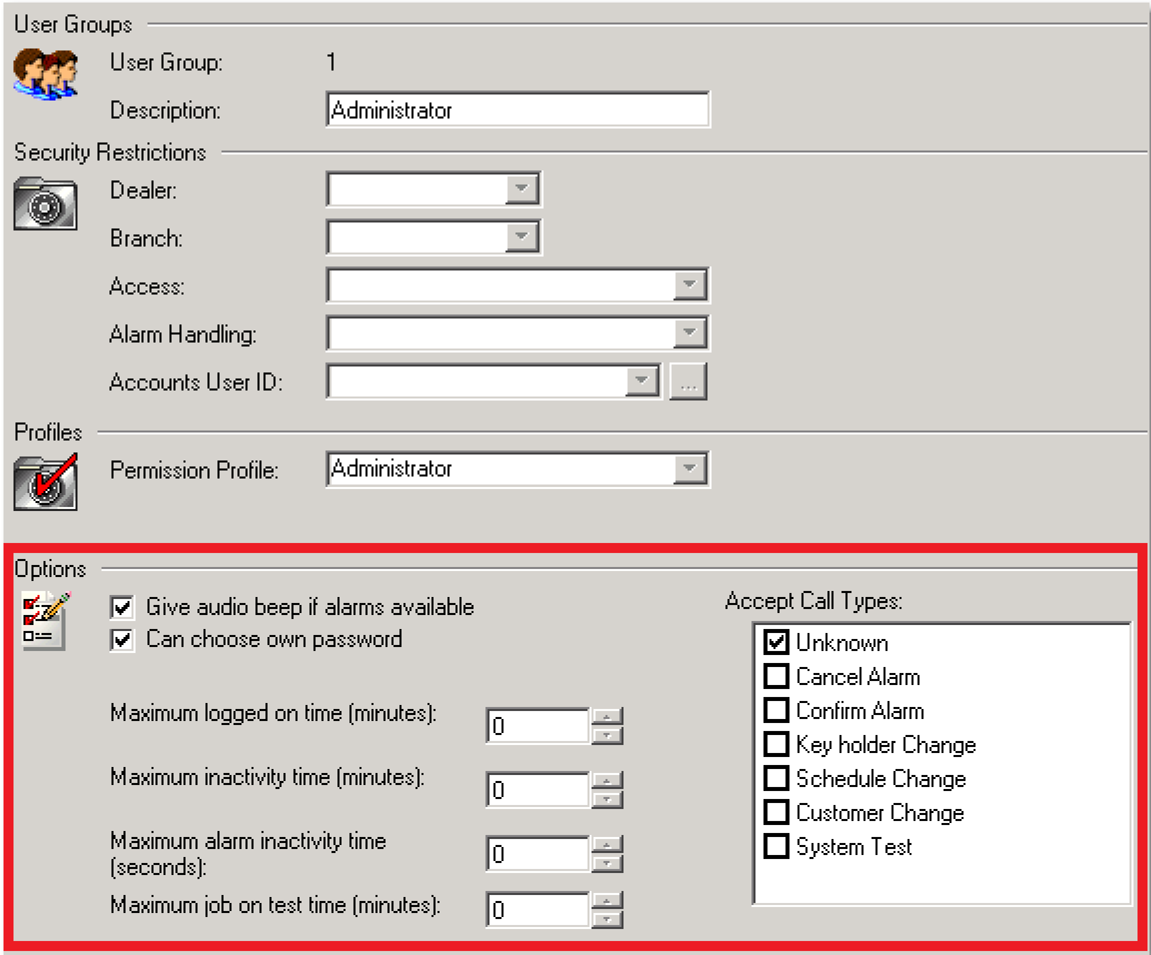
By default, when creating a user, the group association will default to the "User Group's Profile" setting. This means that the user will inherit all of the permissions settings as seen in the prior *Editing Permissions* section. For instance, a user assigned to the "Supervisor" User group will receive the "User Group's Profile" setting by default. Following is an example of the Supervisor Permissions profile:



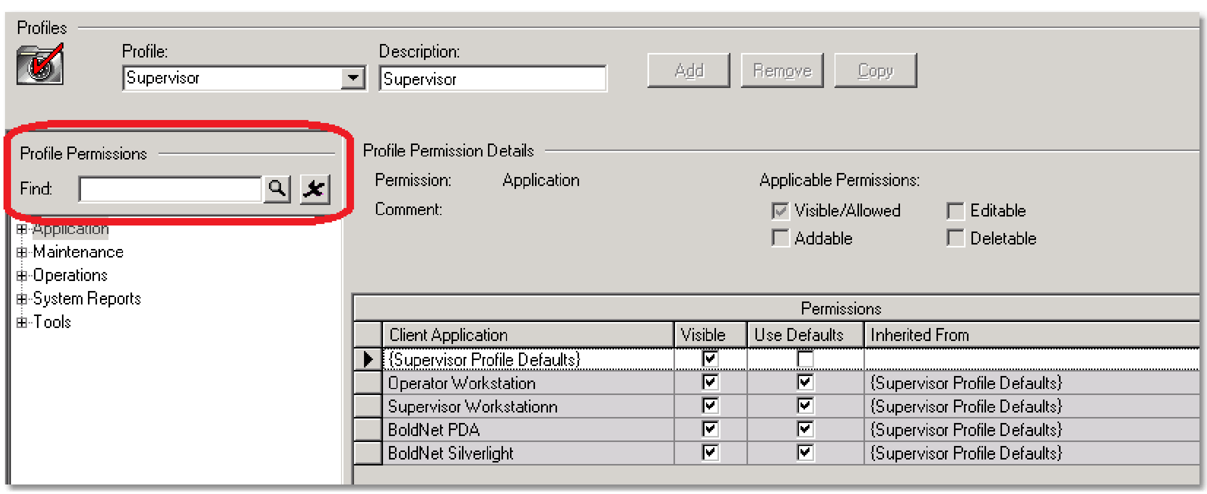
There are a couple of reasons one may want to create a user account that has a different User Group and Permission Profile assignment.

1. This provides an extra layer of customization, giving Manitou users even more flexibility with user rights assignments and permissions.

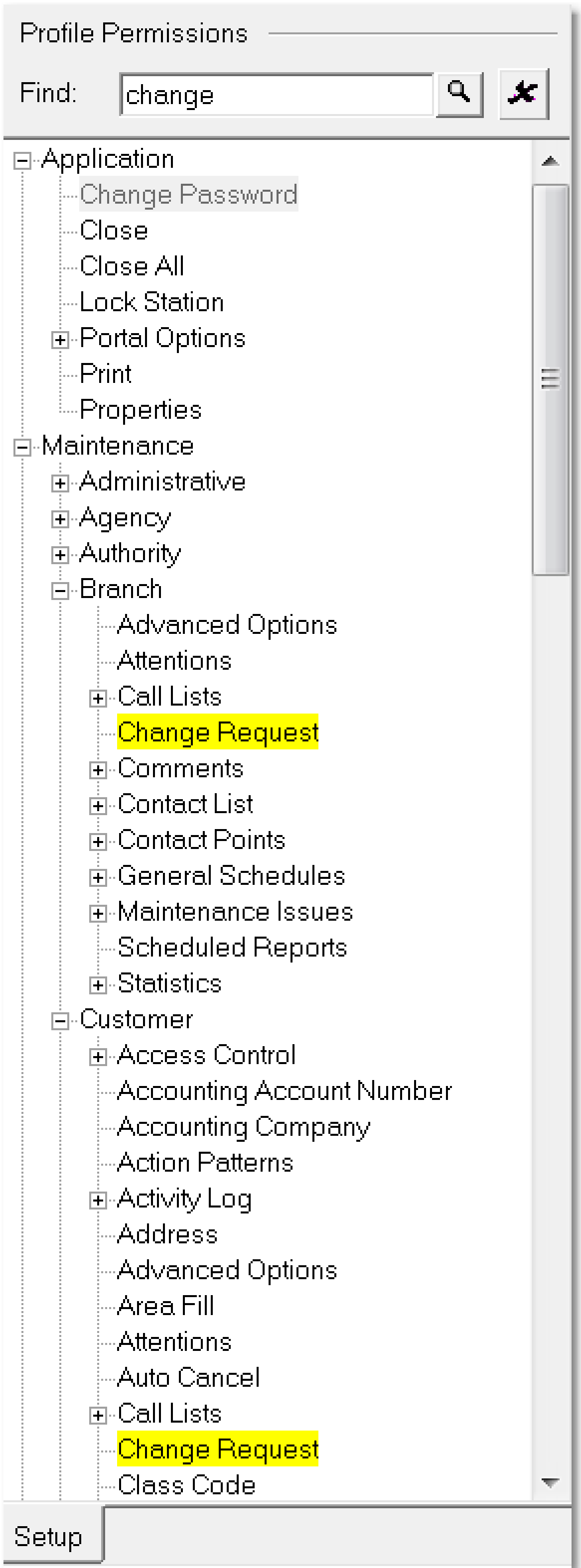
2. There is an additional set of options that can be assigned to user groups (Maximum logged on time, inactivity time, the Call Types they are allowed to receive, etc.) that are not available in the Permissions Profiles settings. Following is an example of the additional options available to the "Administrator" User Group:



When trying to find a permission, it may be helpful to use the search field, as follows:



To perform a search, type a word such as "change" then either press Enter on your keyboard or click the magnifying glass ( ) icon next to the search field. Then Manitou will find all instances related to the word "change" and highlights them in yellow, as follows:


Profile Permissions
Find: change
Application
Change Password
Close
Close All
Lock Station
Portal Options
Print
Properties
Maintenance
Administrative
Agency
Authority
Branch
Advanced Options
Attentions
Call Lists
Change Request
Comments
Contact List
Contact Points
General Schedules
Maintenance Issues
Scheduled Reports
Statistics
Customer
Access Control
Accounting Account Number
Accounting Company
Action Patterns
Activity Log
Address
Advanced Options
Area Fill
Attentions
Auto Cancel
Call Lists
Change Request
Class Code
Setup

Be sure to scroll down as there may be additional results, deeper in the list. The search function will also find partial matches. For instance if you searched for the word "work" it will also find words like "Network".

To clear the search field and start again, simply click the X icon () located next to the magnifying glass icon. It may be helpful to know that you do not need to be in edit mode to find search terms.

Operators

A Central Station may choose for Operators to only handle alarms, and therefore do not need access to the Maintenance menu in the Client Workstation for data entry. Thus, the Administrator in Supervisor Workstation will set the Permissions for an Operator to disable all menu functions, including customer data entry, Reports, File menu options and Tools to disabled or hidden. Under the Operations functions, all alarm handling permissions would be enabled.

Data Entry

Likewise, a Central Station may wish to enable specific users to only handle data entry, such as entering new customer information or maintaining customer records. Once the User Group is set up, the Administrator may choose to give access to only the Maintenance menu and withhold access to any other menus in the Client Workstation, such as alarm handling.

Trainee

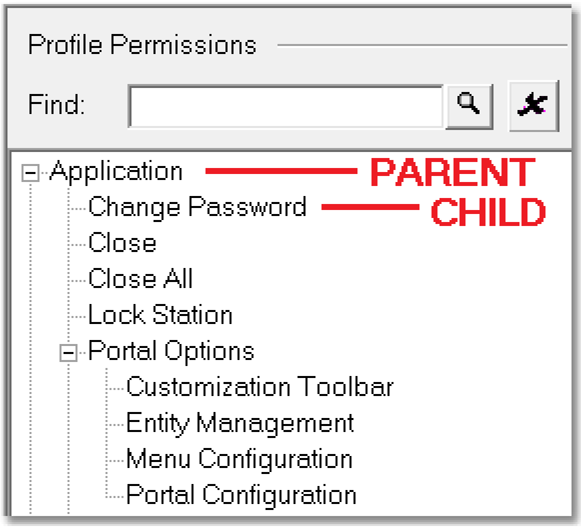
Sometimes, a Central Station may choose to set up a "Trainee" User Group for new Operators learning to use Manitou. The permissions for a Trainee may be limited to customer maintenance, scheduling reports, and small tasks such as putting an account out of service before learning to handle alarms. Therefore, restrictions may be put on alarm handling, including canceling alarms from the alarm queue, pre-cancels, or alarm tracking, but enabling options such as scheduling reports or editing customer records. Additionally, Administrators may wish to first set the Trainee User Group to "View Only," and create a View Only profile in Permissions. Administrators may then set all functions to viewing only, where access may be visible, but not enabled for the Trainee. This would allow the new Trainee to become familiar with Manitou without having the ability to utilize any Manitou functions.

Permissions have been enhanced significantly in Manitou 1.6 affecting the entire suite: Manitou Server, Manitou Clients and BoldNet. Following is a brief overview.

Note: The differences in 1.6 are enhanced and different enough from previous versions of Manitou, that they warrant special attention. If not understood properly one could encounter unexpected results and in a worst case scenario give way to safety or security risks. So please take extra care when reading this section.

Terminology Note: The following hierarchal structure will be used to edit Permission

Profiles:



The top-level nodes will be referred to as "Parents" where as the items below these top nodes will be referred to as "Children". In the picture above, "Change Password" is a Child of the Parent "Application".

Child objects can also be parents. For instance, in the picture above, the "Portal Options" object has a few child objects including "Customization Toolbar".

Note: These terms and concepts regarding hierarchy must be understood in order to grasp the further intricacies of Manitou 1.6 permission settings.

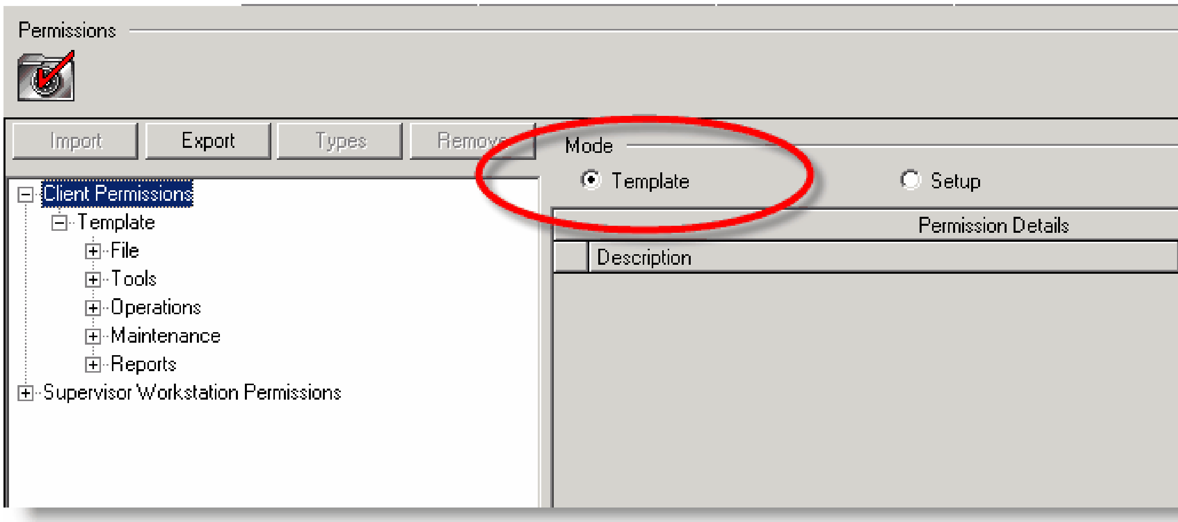
Should a new User Group need to be created, the first step is to create a new Profile type in Permissions.

1. Open the Permissions form by first clicking on the Maintenance menu.

2. Select Setup.

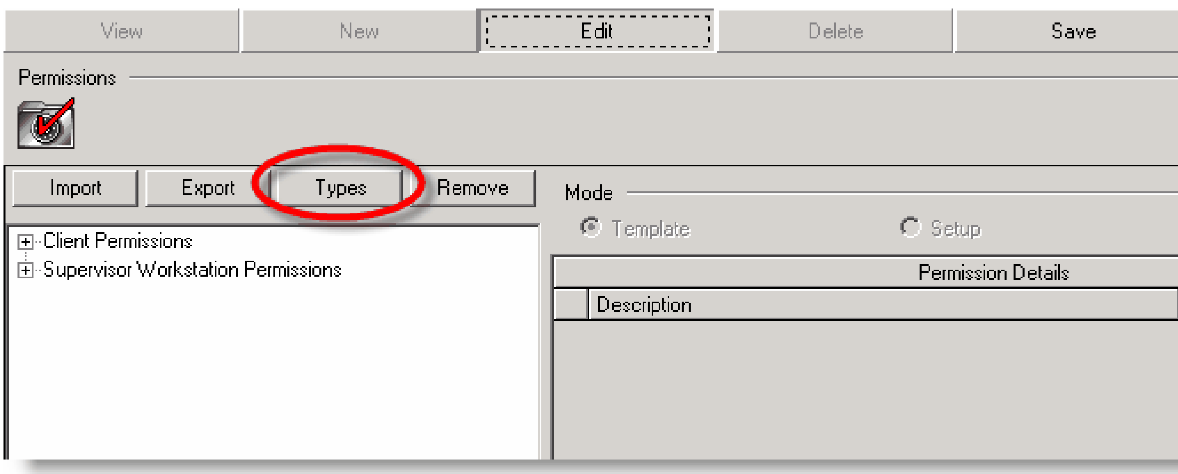
3. Select Permissions.

4. Click on the Template mode.

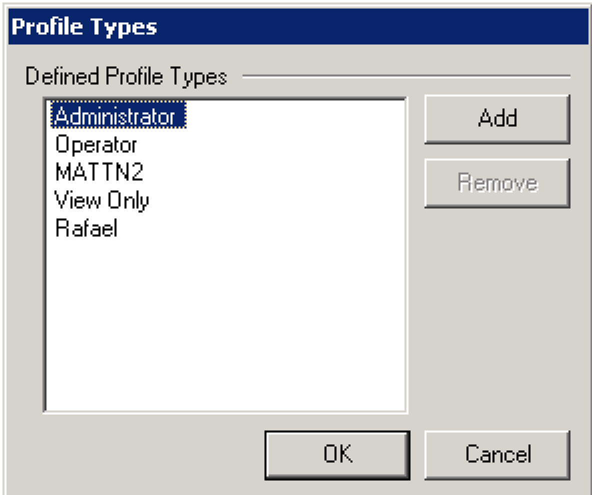


5. Click on the Edit button to put the screen into Edit mode.

6. Click on the Types button located above the Permissions templates list.



7. A Profile Types box will appear. Click Add to add a new Profile Type:



8. Enter the new Profile name.

9. Click OK. The new profile type has been created. However, the new User Group requires additional creation in the

10. First, log out of the Supervisor Workstation and log back in for the new changes to take place. This will enable the new Profile type to be listed in the User Groups section.

11. Click on the Maintenance menu.

12. Select User Groups.

13. Click on the Edit button to put the screen into edit mode.

14. Click Add.

15. Enter the description of the new User Group.

16. Click OK.

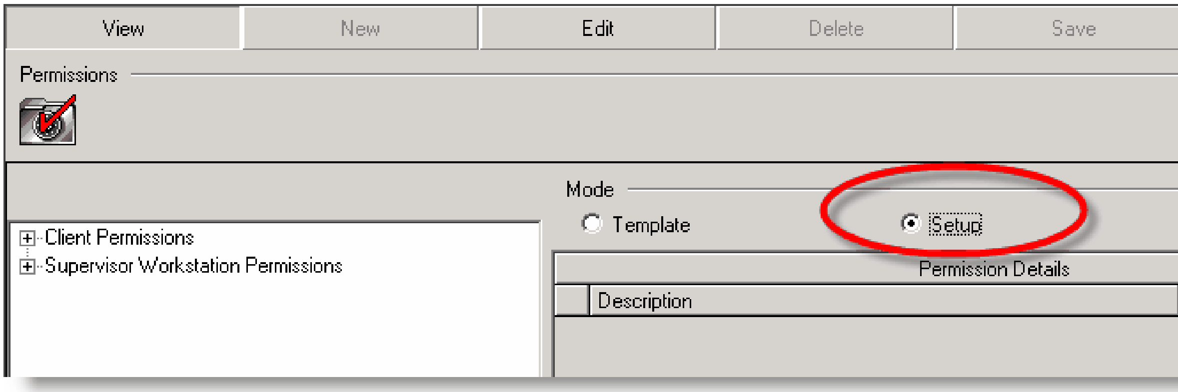
17. Under the Profile Name drop-down menu, select the newly created profile.

18. Enter the appropriate settings for the User Group.

19. Click Save.

After the User Groups and Profiles have been set up, the permissions for each User Group must now be applied.

1. Set the Permissions screen to Setup mode.

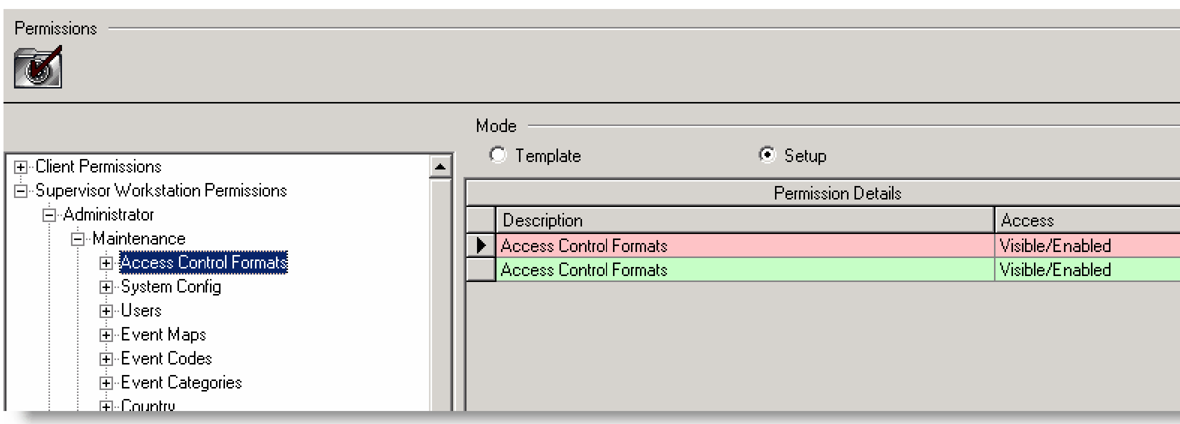


2. Click the Edit button to put the screen into Edit mode.

3. Expand the Supervisor Workstation permissions tree by clicking on "Supervisor Workstation Permissions" in the Templates list.

4. Select the Profile type that should be adjusted, and expand the Profile type. For example, under Supervisor Workstation Permissions, expand Administrator or Operator.

5. Under the Permission Details section of the screen, Permissions options will appear. If the option appears in green, it may be edited. If the option appears in red, it may not be edited.

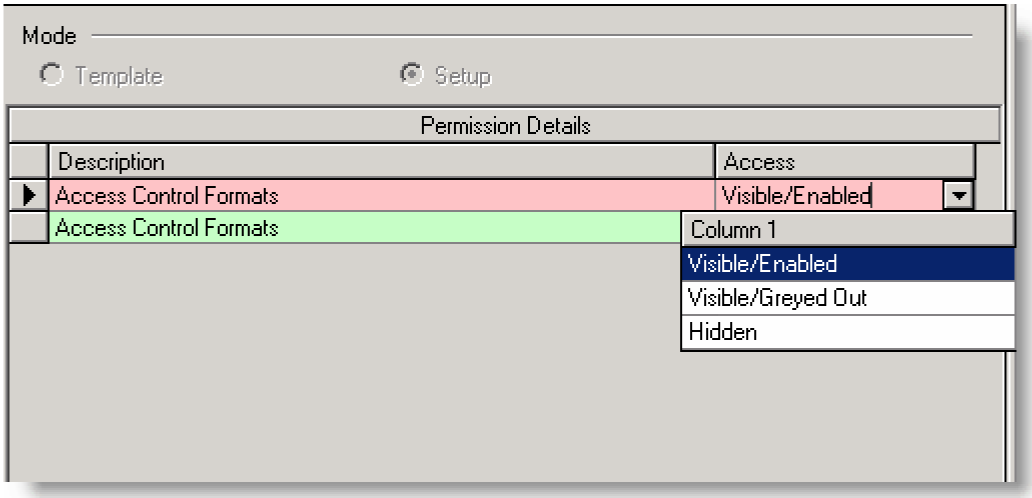


6. Continue expanding the Permissions tree until the menu to be edited is found.

7. Once the desired menu is found, locate the Access column in the Permissions Details portion of the screen.

8. Click in the Access column of the appropriate menu function to bring up a downward-pointing arrow.

9. Click on the arrow to display the Access options:



10. Select from the following Access options:

    - Visible/Enabled - This menu function will be visible to this User Group and may be used by the User Group.
    - Visible/Greyed Out - This menu function will be visible but not enabled (greyed out) and cannot be used by the User Group.
    - Hidden - This menu function is hidden and will not be displayed or enabled to the User Group.

11. Once the Access options have been set, click Save.

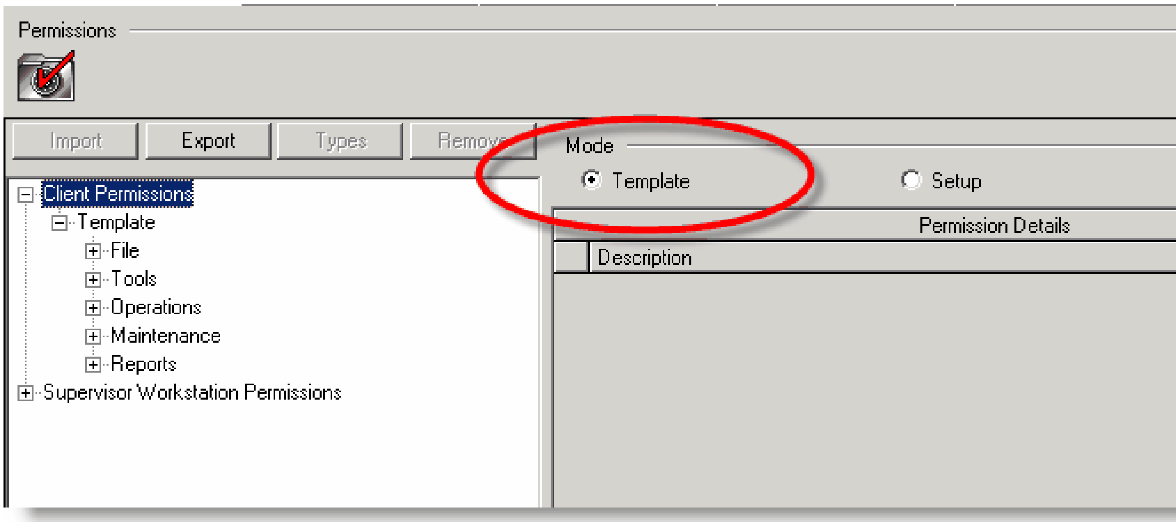
Additionally, Manitou provides templates for setting up basic client and Supervisor permissions. These templates can be exported and imported. The permissions templates are normally imported upon the initial setup. The removal of old templates deletes all settings. When a new template is imported, all permissions will require resetting the permission restrictions for all the User Groups.

1. Bring up the Permissions screen by first clicking on the Maintenance menu.

2. Select Setup.

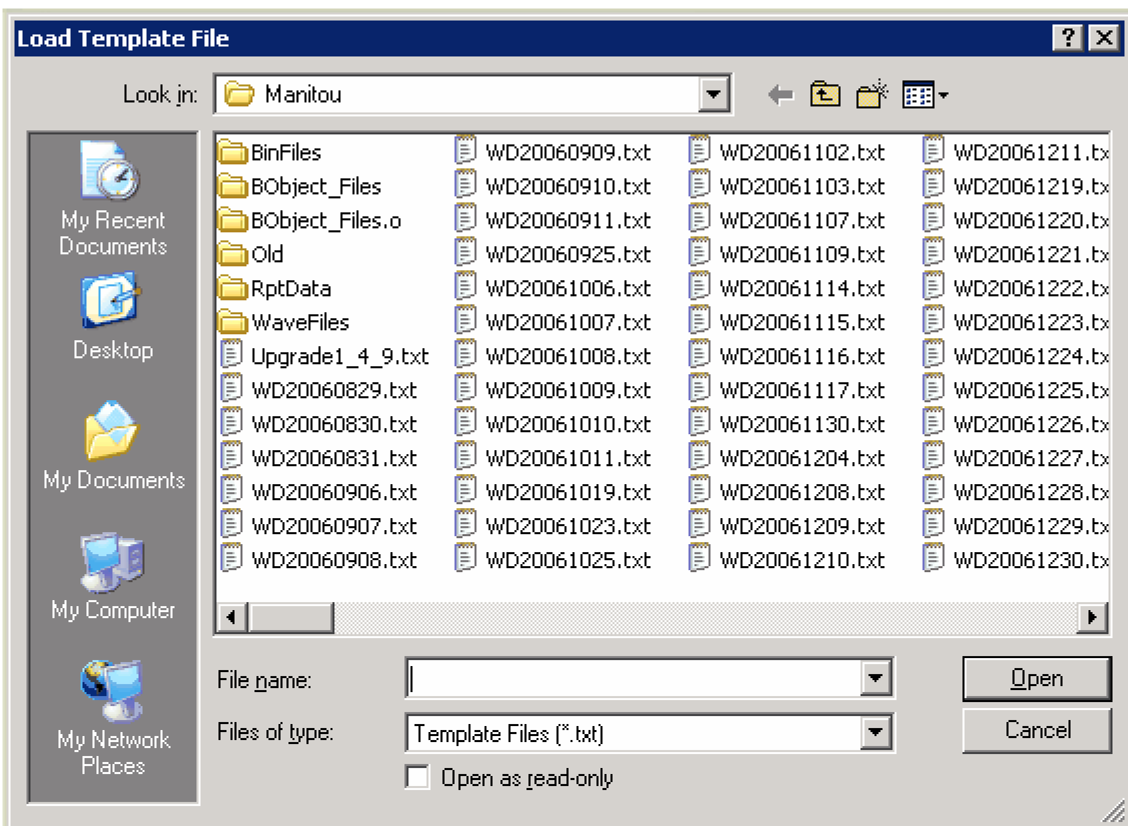
3. Select Permissions. The screen will default load in Setup mode.

4. Select Templates from the Mode settings.



5. Click the Edit button to put the screen into Edit mode.

6. Click on the Import button located above the Templates list. A Load Template File list will appear:



7. Select either Profile_0_0.txt or Profile_0_1.txt.

8. Click Open. The Template is now imported.

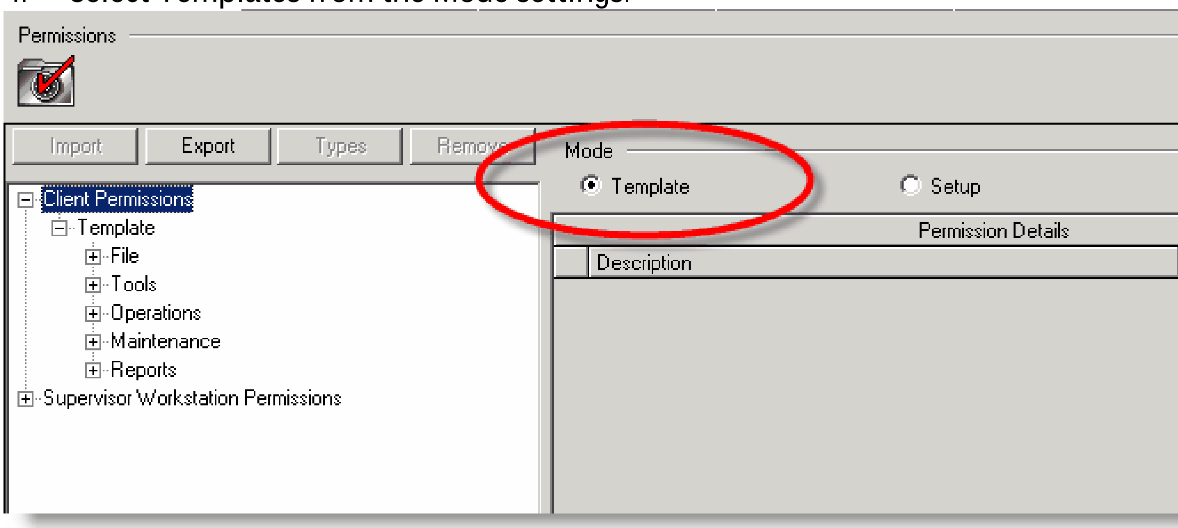
9. Click Save.

1. Bring up the Permissions screen by first clicking on the Maintenance menu.

2. Select Setup.

3. Select Permissions. The screen will default load in Setup mode.

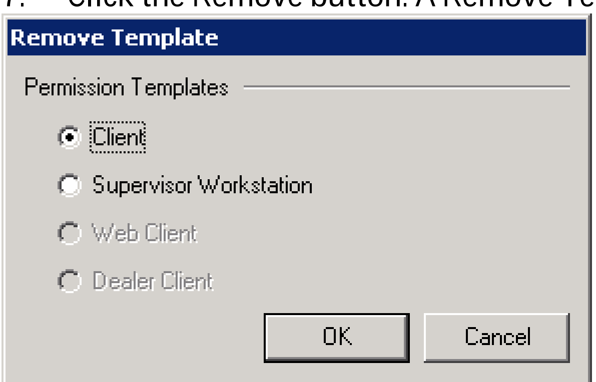
4. Select Templates from the Mode settings.



5. Click the Edit button to put the screen into Edit mode.

6. Select the template to be removed from the templates list.

7. Click the Remove button. A Remove Template box will appear:



8. Users may opt to remove the template from either the Client (Operator) Workstation or the Supervisor Workstation. Select either the Client Workstation or the Supervisor Workstation. If the template must be removed from both Workstations, repeat the removal process to remove the template from the second Workstation.

9. Click OK.

10. Click Save.

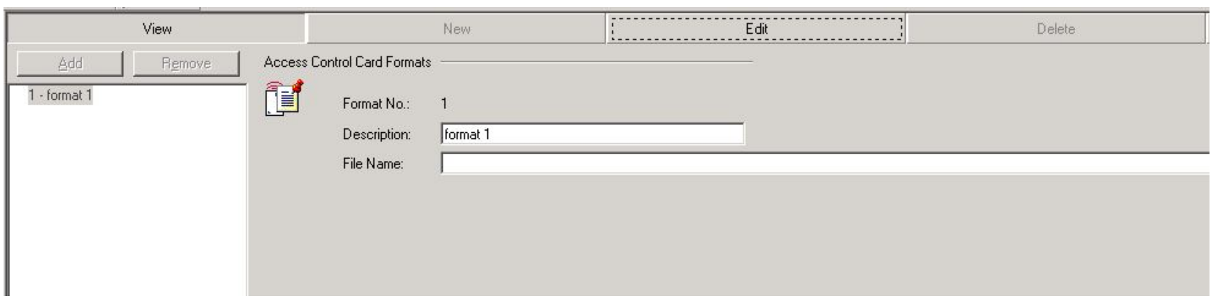
Access Control Card Formats

Different Access Control Card formats use a different kind of data structure. Manitou automatically assigns a Format Number based on the number of Format types already assigned.

Accessing the Access Control Card Formats Form

To reach the Access Control Formats form, navigate to the Maintenance menu, and click "Setup, and then click "Access Control Card Formats".

Result: the "Access Control Card Formats" form displays as shown in the following screenshot:



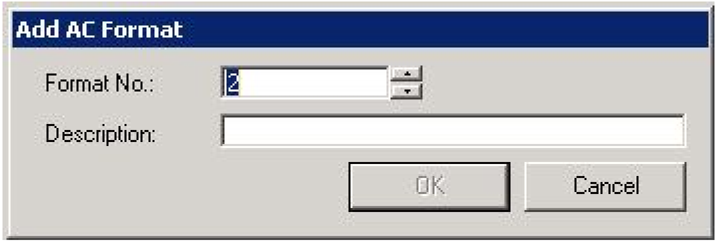
Description of Fields

- Format No: an identifying number assigned to the Format type. Manitou automatically assigns this number based on the number of Format types already assigned.
- Description: a description for the Card Format. Along with the Format number, this description displays in the list.
- File Name: the file name is case sensitive and must not include the file path.

Adding a New Access Card Format

1. Navigate to the Maintenance menu, and then click "Setup", and then click "Access Control Card Formats".
2. Click "Edit", and then click "Add".

Result: the "Add AC Format" window displays as shown in the following screenshot:



Note: the Format No: field displays automatically populated based on previously assigned Access Control Card Formats. Is there any reason a user should change this?

3. Enter a brief description into the "Description:" field, and click "OK".

Result: the "Add AC Format" window closes and your new AC Format displays in the list.

4. Enter the File Name into the "File Name:" field, and click "Save".

Application Types

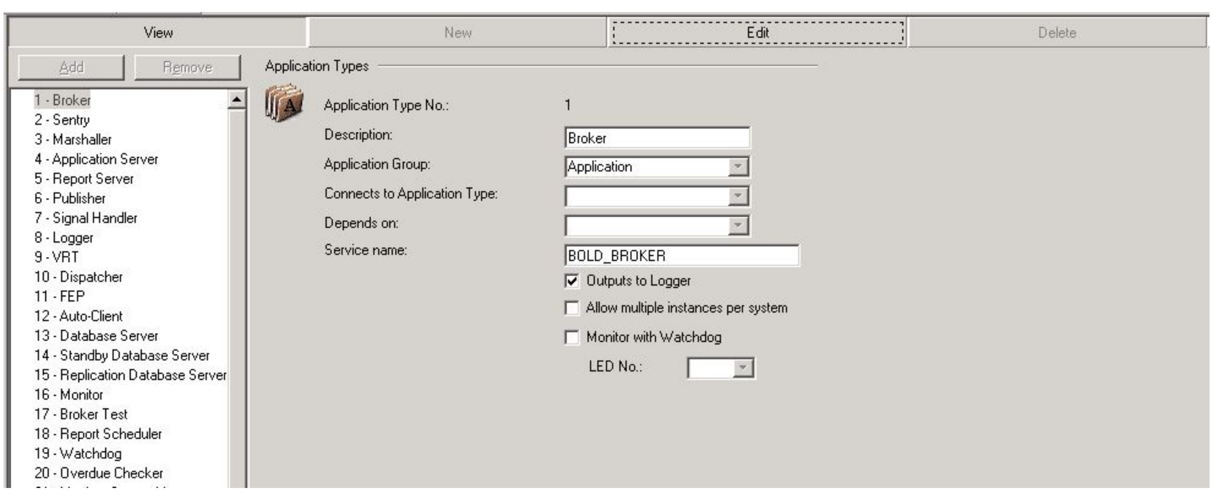
The Application Types form displays the Manitou system configuration as regards active applications.

These applications will typically be defined and configured during the implementation process. However, it may become necessary for a user to modify the configuration.

Adding a New Application to Manitou

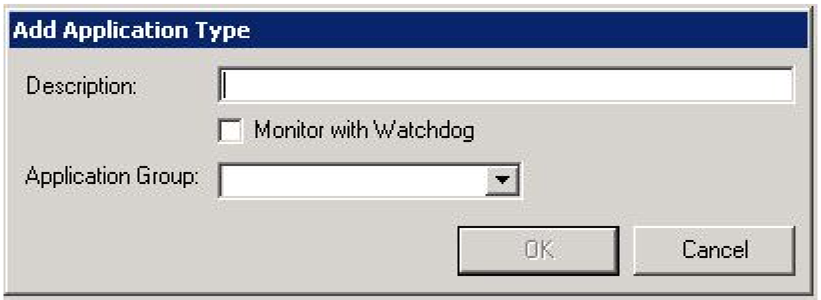
1. Navigate to the Maintenance menu, and then click "Setup", and then click "Application Types".

Result: the "Application Types" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".

Result: the "Add Application Type" window displays as shown in the following screenshot:



3. Enter a description of the Application Type into the "Description:" field.
4. If you want Manitou to monitor your new application with Watchdog, select the "Monitor with Watchdog" option.

Note: Watchdog provides both audio and visual alerts that correspond to equipment failures or Operator issues.

5. Select the Group that the Application Type falls under from the dropdown menu, and click "OK".

Result: the "Add Application Type" window closes, and the system returns the user to the Application Types form.

6. Select the Application Type to which the new Type should connect from the "Connects to Application Type:".
7. If your new Application Type depends on another Type, select it from the "Depends on:" dropdown menu.
8. If a Service name is required, enter it into the "Service name:" field.
9. If the Application type outputs to Logger, select the "Outputs to Logger" checkbox.
10. Check the "Allow multiple instances per system" if the Application Type does so.
11. Select an option from the "LED No." dropdown menu.

Note: The "LED No." dropdown menu includes the following three options: 1= Serious System Warning, 2=System Warning, 3=Minor Warning. This selection determines the minimum priority level Event to display as a Watchdog message.

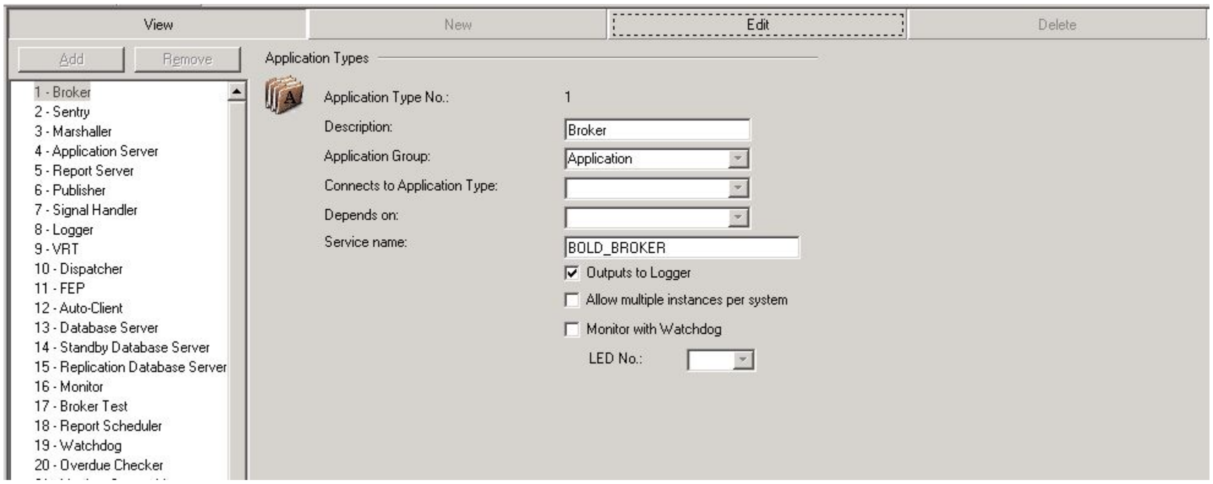
12. Click "Save".

Applying Watchdog to Monitor an Existing Application

Watchdog messages display on the Status Bar just below the alarm status fields. They notify the Supervisor of signal processing and alarm progress activities within the system.

1. Navigate to the Maintenance menu, and then click "Setup", and then click " Application Types".

Result: the "Application Types" form displays as shown in the following screenshot:



2. Select the application you want Watchdog to monitor.
3. Click "Edit".
4. Select the “Monitor with Watchdog” checkbox.
5. Select an option from the "LED No." dropdown menu.

Note: The "LED No." dropdown menu includes the following three options: 1= Serious System Warning, 2=System Warning, 3=Minor Warning. This selection determines the minimum priority level Event to display as a Watchdog message.

6. Click "Save".

Result: Watchdog will now monitor the application you selected and display information regarding it under the alarm status fields.

Contact Point Types

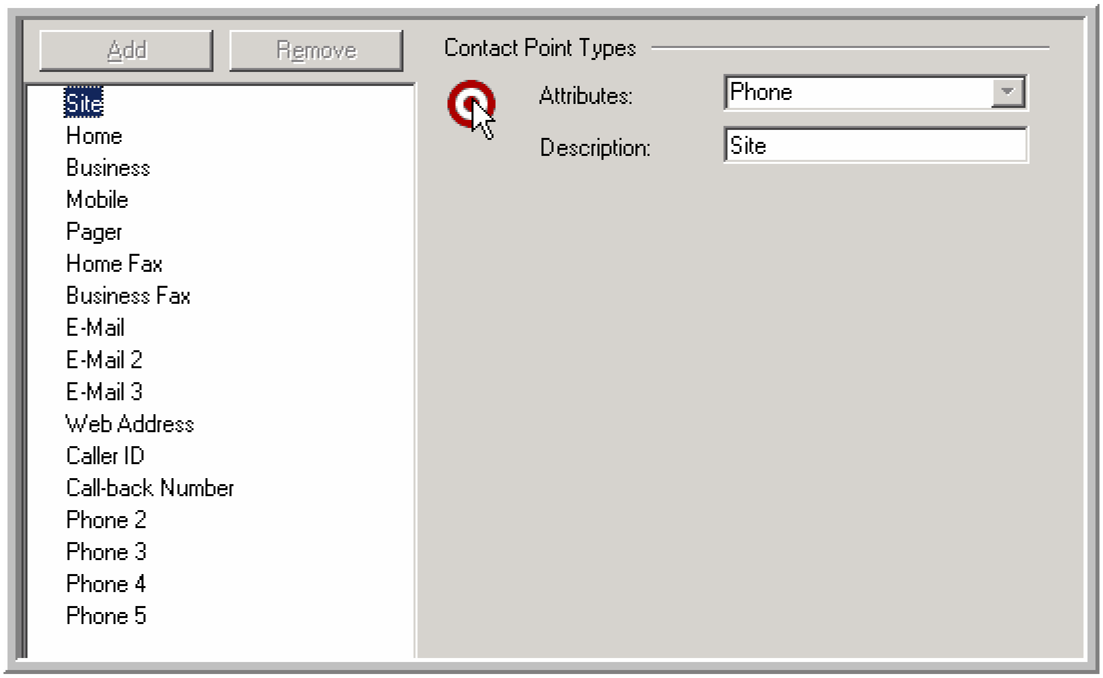
The Contact Point Types form provides a list of currently configured phone, fax, email, and pager descriptions that can display on forms containing Contact Point information. Entries can be added, changed, or deleted as necessary.

Note: Some Contact Point Types are defined as System Types and cannot be deleted. However, the user can modify names, if necessary.

Adding a New Contact Point Type

1. Navigate to the Maintenance menu, and select "Contact Point Types".

Result: the "Contact Point Types" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".

Result: the system automaitically prepopulates the "Description:" field with the next sequential Contact Point Type.

3. Select the Contact Point Type you want to add from the "Attributes:" dropdown menu.

Note: your options are: Phone, Fax, Pager, Email Address, Web Address, and Retransmission.

4. If you want to enter a description other than the one automatically included, enter it into the "Description:" field, and click "Save".

Integration Configuration

The Integration Configuration tool is a way for you to add, edit, and delete configuration files stored as BObject records which you use for audio, toolbars, user profiles, programs, and so on.

Note: This is an overview of the Integration Configuration tool. For steps on using this tool specifically for Bold NotifyMe, see the *Bold NotifyMe Functional Overview* located at the Bold Support Portal.

To use the Integration Configuration tool, do the following:

1. In the Manitou Supervisor Workstation, add the tool, Integration Configuration.

   Note: Bold NotifyMe and permissions for the menu item are installed when you run database migration.

To add the tool, do the following:

a. Right-click the toolbar and select Customize from the shortcut menu.
b. Click the Tools tab, then select Maintenance from Categories.
c. Select Integration Configuration from Tools.
d. Using the drag-and-drop method, move the selected tool to Maintenance | Setup.

2. Click Maintenance | Setup | Integration Migration.

3. In the Integration Configuration click Edit.

   You're now able to use the tool.

Configuration Type Dialog Box Fields

You use the Configuration Type dialog box to add configurations.

- Configuration Type – The data in the Type column in the BObject table, for example, 11 would represent Integration Gateway Configuration.

- SubType – The SubType is a system configuration number in the BObject table, for example, a "Sound Number." The SubType depends on the configuration as to whether or not it is needed. If it is not configured, then it is forced to zero and is not editable.

  - For Integration Gateway Configuration it will be a driver.

  - For Modules it will be a vendor code.

  - For Video it will be a video subtype.

  - For Audio it will be an audio code.

  - For Mapping it will be a map subtype.

- Driver Name – Defines which component Integration Gateway represents.

- Description – An explanation for the configuration.

Monitoring Groups

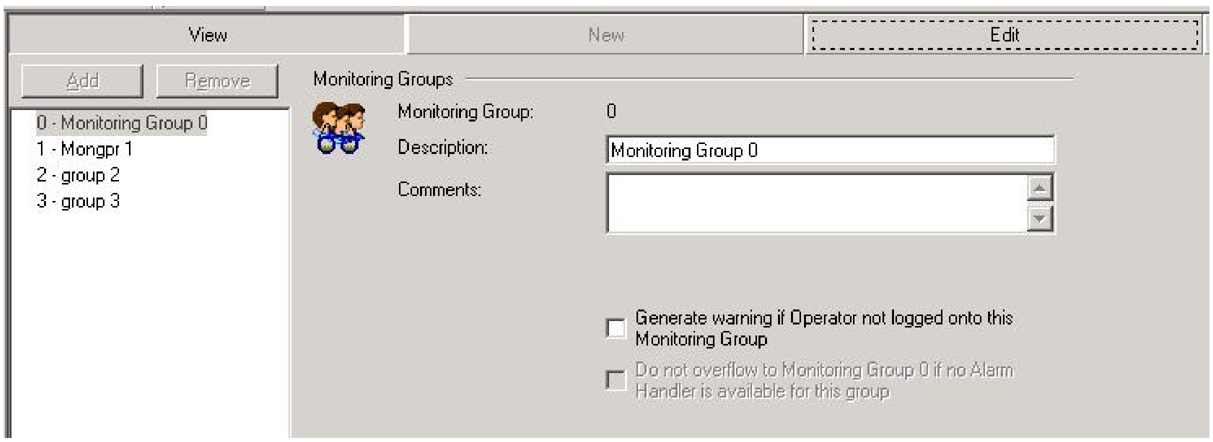
Manitou uses Monitoring Group designations to categorize and distribute signals to specific Operator groups. At the time Manitou is installed, it has a default Monitoring Group setting of 0. If no other Monitoring Groups are defined, no specific distribution of signals can occur. If the user adds additional Monitoring Groups, he can then route specific Customer signal traffic to specific Operator Workstations. Therefore, the user must connect Monitoring Groups to specific Workstations and not to specific Operators.

Adding a Monitoring Group

Perform the following steps to add a Monitoring Group to Manitou:

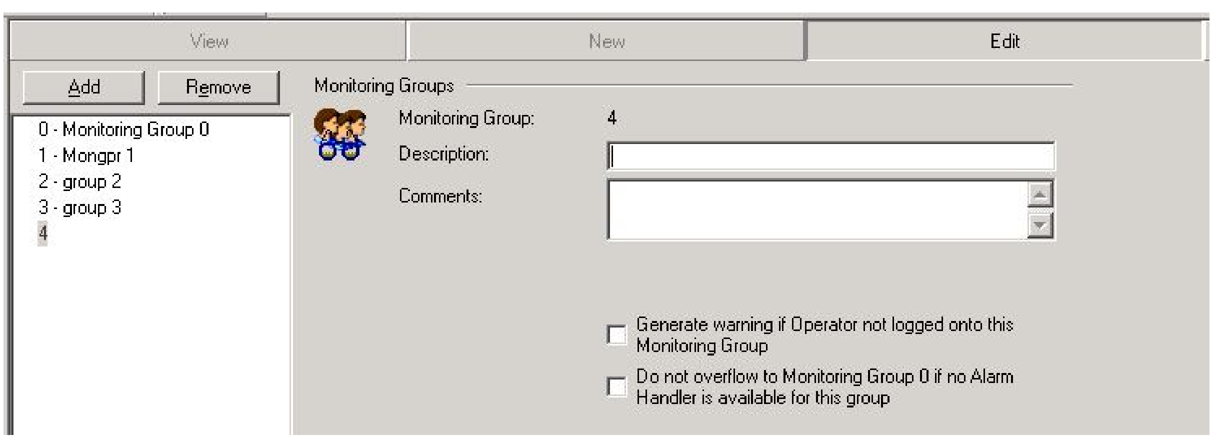
1. Navigate to the Maintenance menu, and click "Setup", then click "Monitoring Groups ".

Result: the "Monitoring Groups" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".

Result: your new Monitoring Group displays in the list and displays as the currently selected item on the "Monitoring Group" form as shown in the following screenshot:
Note: When a new Monitoring Group is added, Manitou automatically assigns the next sequential number for the new Monitoring Group.



3. Enter a name for your new Monitoring Group into the "Description:" field
4. Enter any comments you want to include into the "Comments:" field.
5. If you want, select the "Generate warning if Operator not logged onto this Monitoring

Group" checkbox.

Note: Selecting this checkbox enables Manitou to display a Watchdog Message if an Operator from this Monitoring Group is not logged into the system at the time a signal is received.

6. If you want, select the "Do not overflow to Monitoring Group 0 if no Alarm Handler is available for this group" checkbox.

Note: Selecting this checkbox restricts Manitou from sending signals to another Monitoring Group in the event it receives a signal, and no Operator from your new Monitoring Group is logged in to handle it.

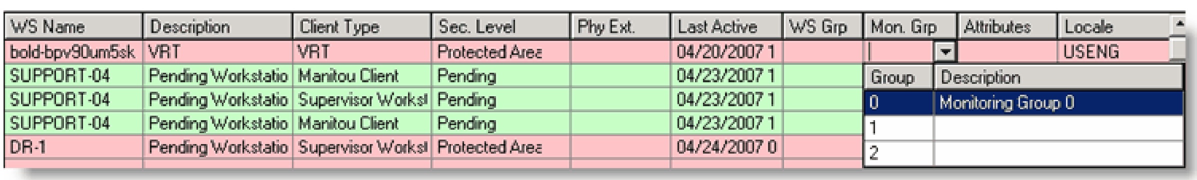
7. Click "Save".

Adding a Workstation to an Existing Monitoring Group

Perform the following steps to add a new Workstation to an existing Monitoring Group:

1. Navigate to the Maintenance menu, and select "Workstations".
2. Click "Edit".
3. Select the Workstation you want to add to a Monitoring Group.
4. Click at the right edge of the "Mon. Group" field on the line the contains your selected Workstation.

Result: a dropdown menu displays as shown in the following screenshot:



5. Select the Monitoring Group to which you want to add the Workstation, and click " Save".

Note: you must also add the Workstation to the Customer Record in the OWS.

Monitoring Types

Users can access the Monitoring Types form to add or edit monitoring services (for e.g., Transmitter tests, Video Monitoring, and Daily Signals). The Monitoring Types form allows Central Stations to modulate every monitor service for billing and reporting purposes from a single access point.

Monitoring Types are grouped by the following five Monitoring Levels: Customer, System, Sub-System, Transmitter and Area. Depending on the Monitoring Level and the Attribute selected for the Monitoring Type, the fields available for Data Entry vary. However, the following fields display on each Monitoring Type, regardless of the Attributes selected:

- Description - the text the user enters into this field displays in the Monitoring Types

Navigation Tree

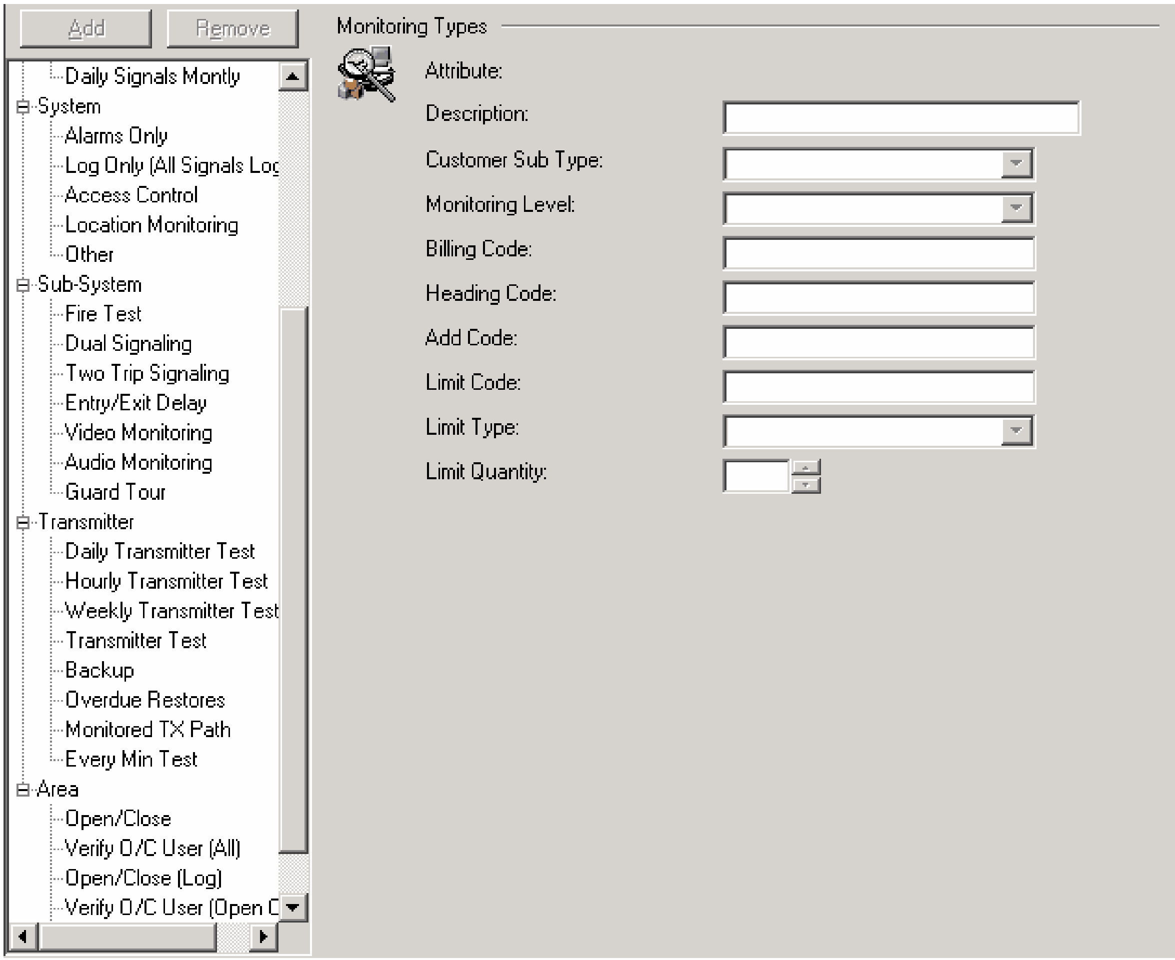
- Customer Sub Type - the available options for this field are: Commercial, Dealer GH, Dealer GH 009, Medical, Prueba G4S, Residential, and Video
- Monitoring Level - the available options for this field are: Customer, System, Sub-System, Transmitter, and Area. These display as Parent items in the Monitoring Types Navigation Tree
- Billing Code - for this field, the user must first select the Accounting System (either Sedona or Quickbooks), and then select the associated Billing Code from the list
- Heading Code - this field contains a billing code that corresponds with Dealer charges. A Heading Code is also known as a Charge Code
- Add Code - this field contains a code representing a one-time charge for initializing a service (for e.g., a setup fee)
- Limit Code - this field contains a code representing a charged amount added for exceeding the allowed service limit
- Limit Type - this field contains the units of measurement associated with the service limit. This field offers only three options: Signals, Seconds, and Minutes
- Limit Quantity - this field contains the limit value (for e.g., the maximum number of signals allowed or the maximum number of two-way minutes)

Adding a Monitoring Type

Perform the following steps to add a Monitoring Type:

1. Navigate to the Maintenance menu, and select "Setup", and then select "Monitoring Types".

Result: the "Monitoring Types" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add Monitoring Type" window displays as shown in the following screenshot:

3. Select a Monitoring Level from the dropdown menu.
Note: Monitoring Types are grouped by the following five Monitoring Levels: Customer, System, Sub-System, Transmitter and Area. Monitoring Levels display as Parent items in the Monitoring Types Navigation Tree. If you are not sure which Monitoring Level best applies to your new Monitoring Type, view the Navigation Tree's Child items to

determine which existing Monitoring Types are most similar.
4. Select an Attribute from the dropdown menu.
Note: the Attributes available from the dropdown menu vary depending on the Monitoring Level selected.
5. Enter a description into the appropriate field, and click "OK".
Result: the "Add Monitoring Type" window closes and the system returns the user to the Monitoring Types form.
Note: Certain fields on this form become enabled or disabled based on the Monitoring Type you added. For example, if you added a Video Enabled Attribute, you need to define the number of cameras that will be used. In the same manner, if you added a Transmitter Test, you will need to define the test unit and test interval.
6. Enter the appropriate data into the fields available for your new Monitoring Type.
Note: refer to the beginning of this document for a description of fields that display for every Monitoring Type.
7. Confirm that the information you entered is correct, and click "Save".

Output Device Types

The Output Device Type form defines the various types of Output Devices and their associated protocols. The following Device Types are used by Manitou:

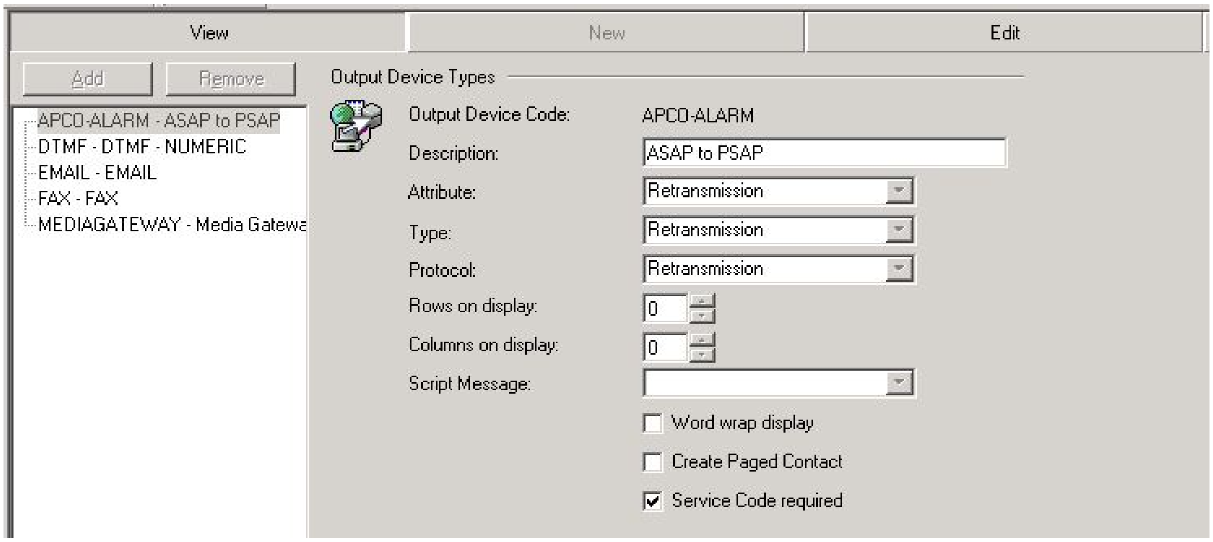
- Numeric Pager
- Alpha Pager
- SMS Phone
- Email
- Fax
- Printer (Raw output)
- Retransmission

Adding a New Output Device Type to Manitou

Perform the following steps to add a new Output Device Type:

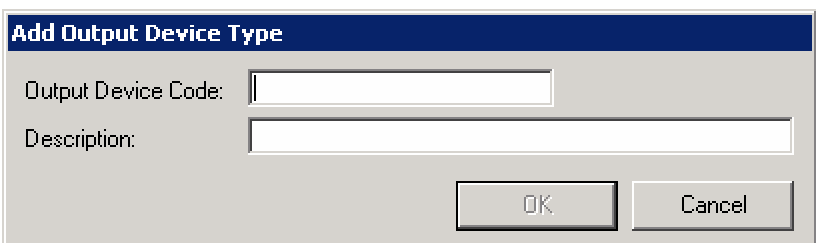
1. Navigate to the Maintenance menu, and click "Setup", and then click "Output Device Types".

Result: the "Output Device Type" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".

Result: the "Add Output Device Type" window displays as shown in the following screenshot:



3. Enter an Output Device Code into the appropriate field.

Note: the text you enter into this field displays as the Output Device Code name in the list

4. Enter a description into the Description field, and click "OK".

Result: the "Add Output Device Type" window closes, and the system returns the user to the "Output Device Types" form.

5. Select an Attribute from the "Attribute:" dropdown menu.

Note: the six available Attribute options are: Phone, Fax, Pager, Email Address, Web Address, and Retransmission.

6. Select a Type from the "Type:" dropdown menu.

Note: the seven available Type options are as follows: Numeric Pager, Alpha Pager, SMS Phone, Fax, Email, Printer (Raw output), and Retransmission.

7. Select a Protocol from the "Protocol:" dropdown menu.

Note: the six available Protocol options are: TAP, DTMF, SMS, Fax, Email, Text, and Retransmission.

8. Enter the number of signal rows to display in Manitou in the "Rows on display" field.

9. Enter the number of signal columns to display in Manitou in the "Columns on display"

field.

10. Select the specific Script Message to display from the "Script Message:" dropdown menu.

Note: options in the "Script Message:" dropdown menu correlate to those created in the "Script Messages" form of the Maintenance menu.

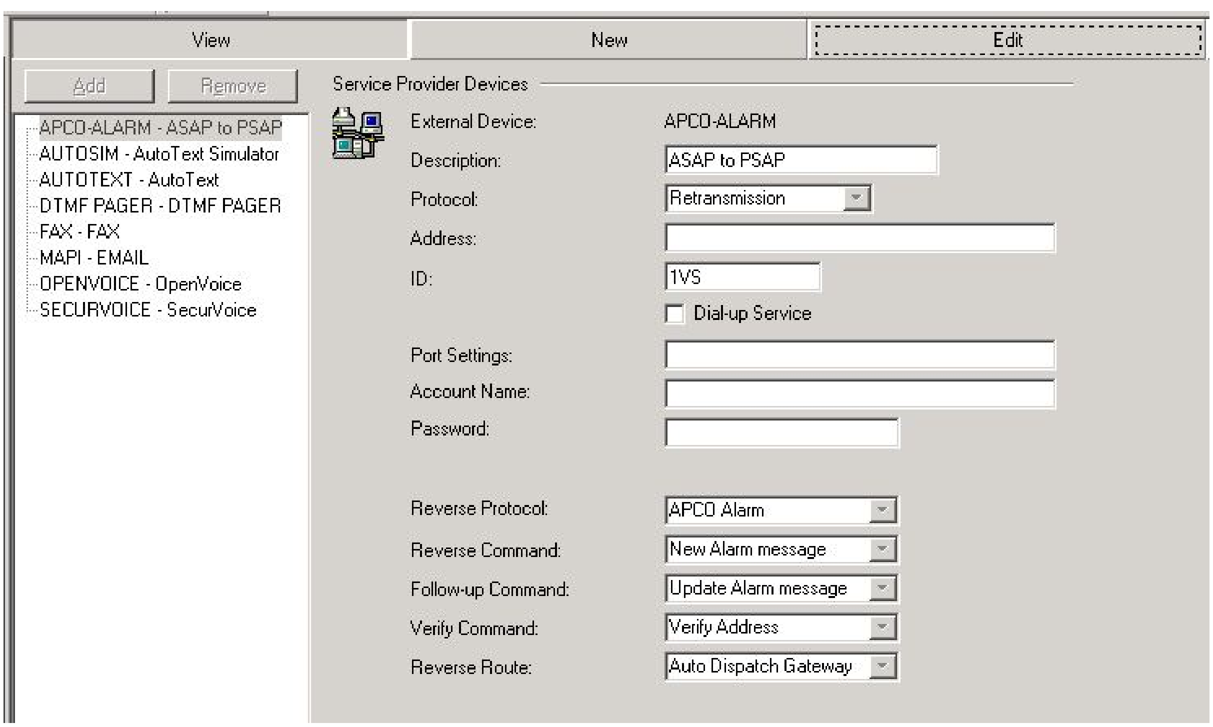
11. If you want your new Output Device Type to display messages as wrapped text, select the "Word wrap display" checkbox.
12. If you want your new Output Device Type to create a paged contact, select the "Create Paged Contact" checkbox.
13. If you want to require a Service Code for your new Output Device Type, select the "Service Code required" checkbox.
14. Click "Save".

Service Provider Devices

The Service Provider Types function provides a definition of the hardware and the settings related details for Output Device Types in Manitou.

1. Navigate to the Maintenance menu, and click "Setup", and then select "Service Provider Devices".

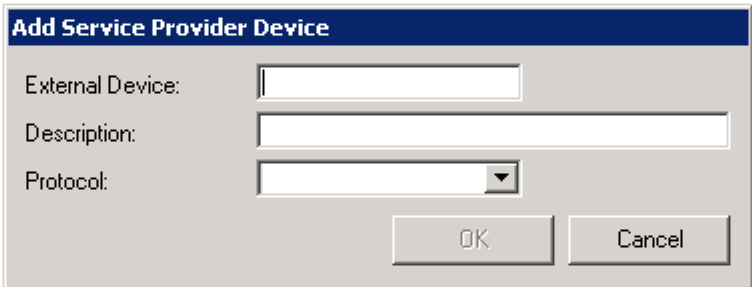
Result: the "Service Provider Devices" form displays as shown in the following screenshot:



2. Click "Edit", and the click "Add".

Result: the "Add Service Provider Device" window displays as shown in the following

screenshot:



3. Enter the name of the External Device into the appropriate field.
4. Enter a description for your External Device into the "Description:" field.
5. Select the Protocol from the "Protocol:" dropdown menu, and click "OK".

Result: the "Add Service Provider Device" closes and the system returns the user to the Service Provider Devices form.

6. Enter an address for your new device into the "Address:" field.

Note: this address can be an IP address or a phone number, depending on the type of Device you are adding.

7. Enter an ID into the appropriate field.
8. If your new Device requires a dial-up connection, select the "Dial-up Service" checkbox.
9. Enter the Port Settings into the appropriate field.
10. Enter an Account Name and Password into the appropriate fields.
11. Click "Save".

Permit Types

A Permit Type defines the set of Unique Reference Numbers (URNs) for Police, Fire and Medical Services. In Manitou, these Entities are known as Authorities. Once defined, the URN types become part of the Manitou Customer record.

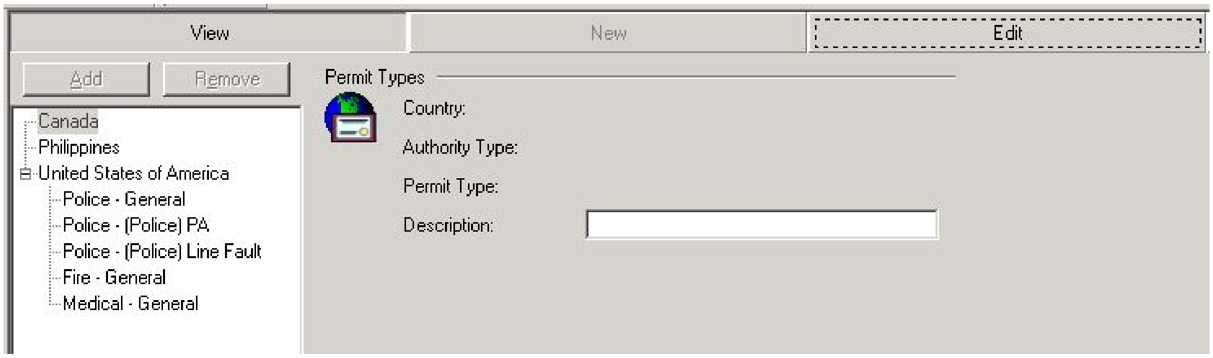
Currently, three Authority Types can be added and configured in the Permit Types section:

- Police
- Fire
- Medical

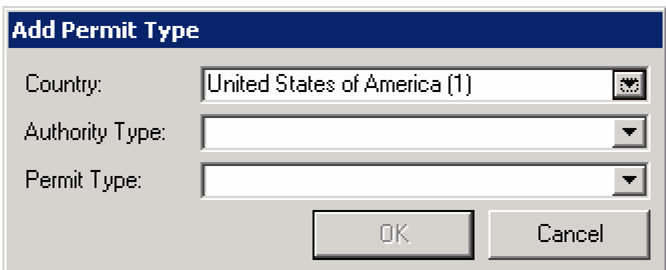
Adding a Permit Type

1. Navigate to the Maintenance menu, and select "Permit Types"

Result: the "Permit Types" window displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add Permit Type" window displays as shown in the following screenshot:



3. Select the appropriate Country for your new Permit Type from the dropdown menu.
4. Select the Authority Type from the dropdown menu.
5. Select the Permit Type from the dropdown menu.

Note: if your new Authority Type is Fire or Medical, your Permit Type is automatically set to "General". If your Authority Type is Police, your Permit Type options are: "Burglary", "PA", and "Line Fault".

6. Click "OK".

Result: the "Add Permit Types" window closes and the system returns you to the Permit Types form.

7. Click "Save".

Receiver Types

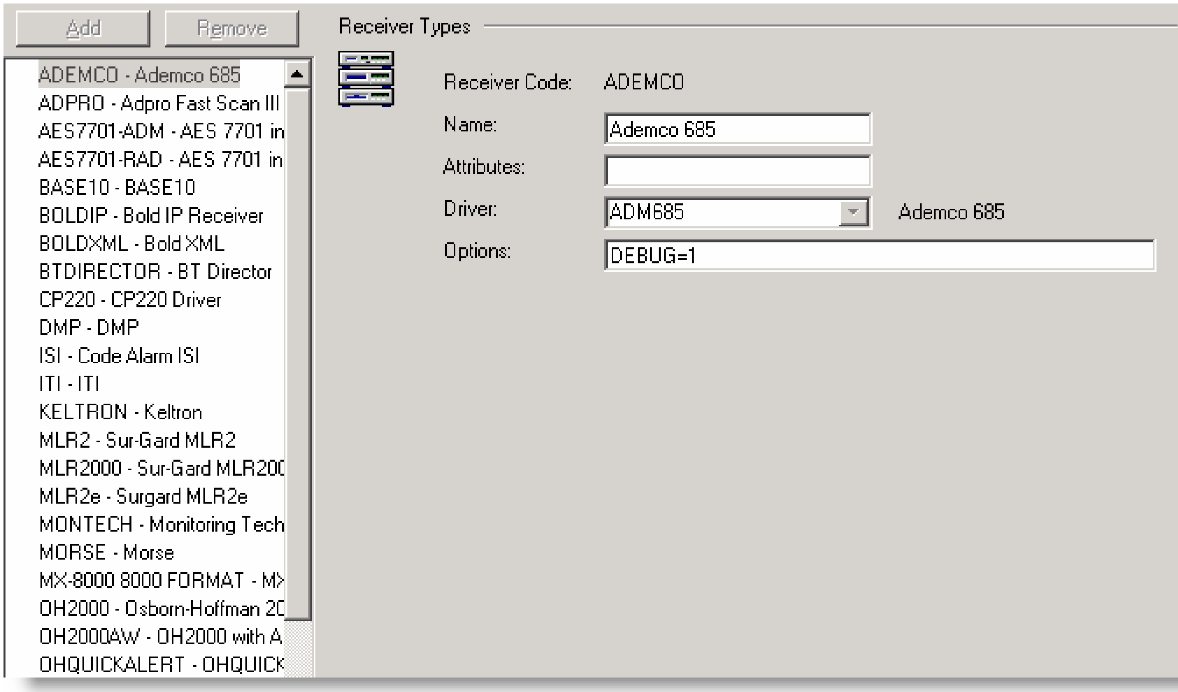
The Receiver Types form defines the various types of Receivers that are used in Manitou. Each time you add a new Receiver, you must update the information contained in this form.

Adding a New Receiver Type

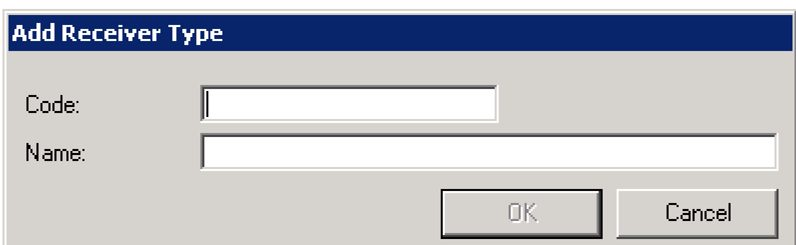
Perform the following steps to add a new Receiver Type in Manitou:

1. Navigate to the Maintenance menu, and click "Setup", and then click "Receiver Types ".

Result: the Receiver Types form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add Receiver Type" window displays as shown in the following screenshot:



3. Enter a code into the "Code:" field.
Note: the code you enter displays as the first part of the Receiver name in the list.
4. Enter a name for your new Receiver Type into the "Name:" field, and click "OK".
Result: the "Add Receiver Type" window closes and the system returns you to the "Receiver Types" form.
5. Enter any additional Attributes into the "Attributes:" field.
6. Select the Receiver Driver from the "Driver:" dropdown menu
7. Enter the appropriate code into the "Options:" field, and click "Save".

Reverse Channel Routes

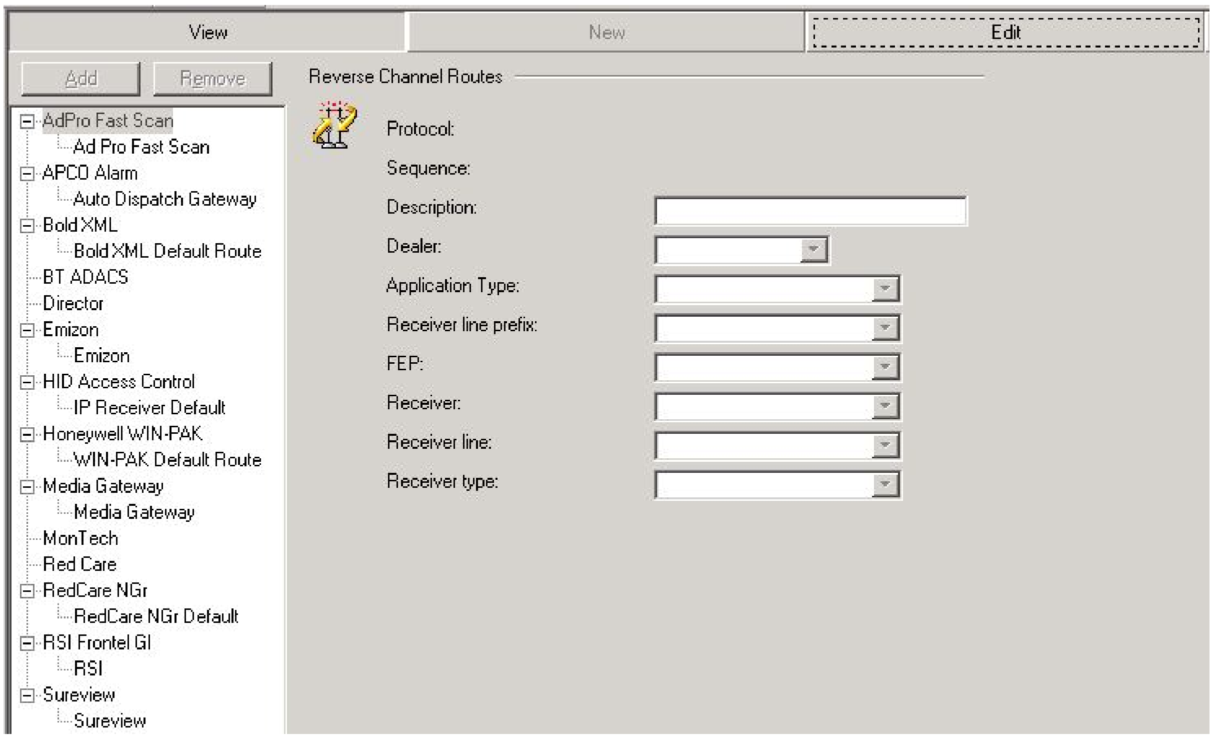
Reverse Channel Routes allow Manitou to send signals to Transmitters for testing and response purposes. This is most useful for accounts with video or Access Control functions.

Adding a Reverse Channel Route

Perform the following steps to add a Reverse Channel Route to Manitou:

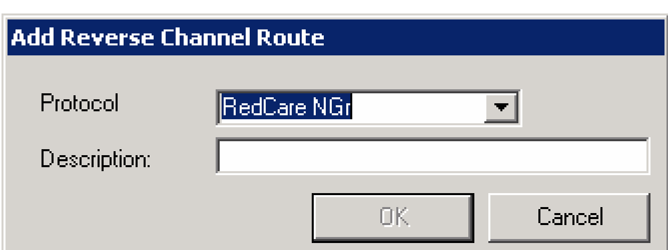
1. Navigate to the Maintenance menu, and click "Setup", and then click "Reverse Channel Routes".

Result: the "Reverse Channel Routes" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".

Result: the "Add Reverse Channel Route" window displays as shown in the following screenshot:



3. Select a Protocol from the "Protocol:" dropdown menu.
4. Enter a description into the "Description" field, and click "OK".

Result: the "Add Reverse Channel Route" window closes and the system returns the user to the "Reverse Channel Routes" form.

5. If there is a Dealer associated with this Reverse Channel Route, select the Dealer from the dropdown menu.
6. Select the Receiver Line Prefix from the dropdown menu.
7. Select the FEP from the dropdown menu, and click "Save".

Note: the Receiver and Receiver Line fields are set to the defaults and cannot be modified.

Subtypes

The Subtypes form allows a user to add new subcategories (called "Subtypes") to the hierarchically-superior Manitou categories. Currently, the user can add a Subtype to any of the following Manitou categories:

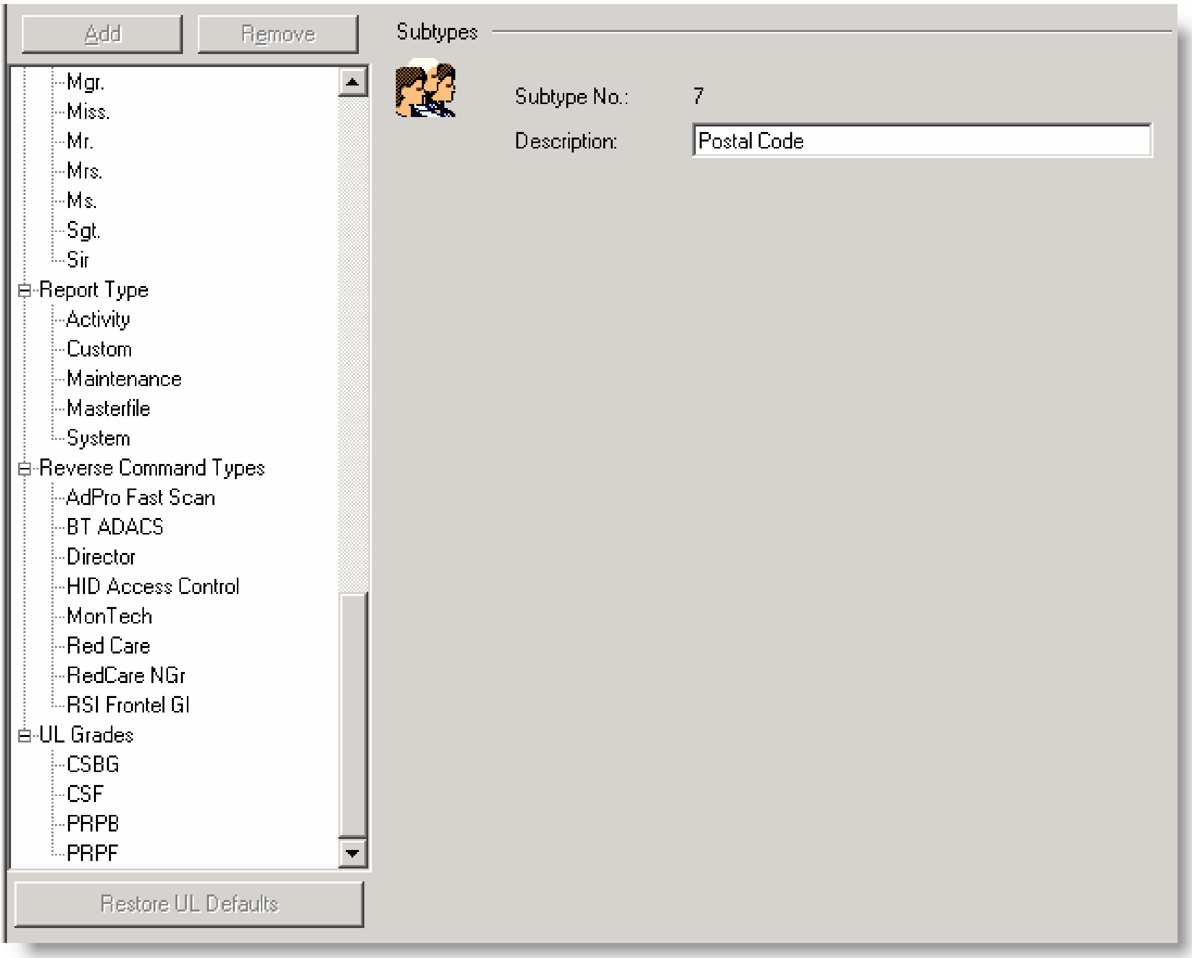
- Action Patterns
- Address Labels
- Address Types
- Agency Types
- Attention Table Types (for e.g., Invoice, Mailing, Reporting, etc.)
- Authority
- Client Application Types
- Customer Premises Types
- Dealer Types
- Keyholder Types
- Name Suffixes
- Person Titles
- Report Types
- Reverse Command Types
- UL Grades
- Workflow Component Categories

Adding a Subtype to Manitou

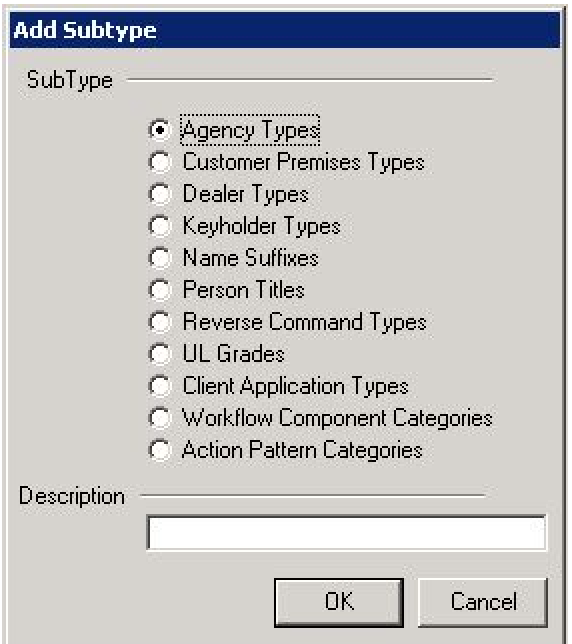
Perform the following steps to add a Subtype:

1. Navigate to the Maintenance menu, and click "Setup ", and then click "Subtypes".

Result: the "Subtypes" form displays as shown in the following screenshot:



2. Click "Edit", and the click "Add".
Result: the "Add Subtype" window displays as shown in the following screenshot:



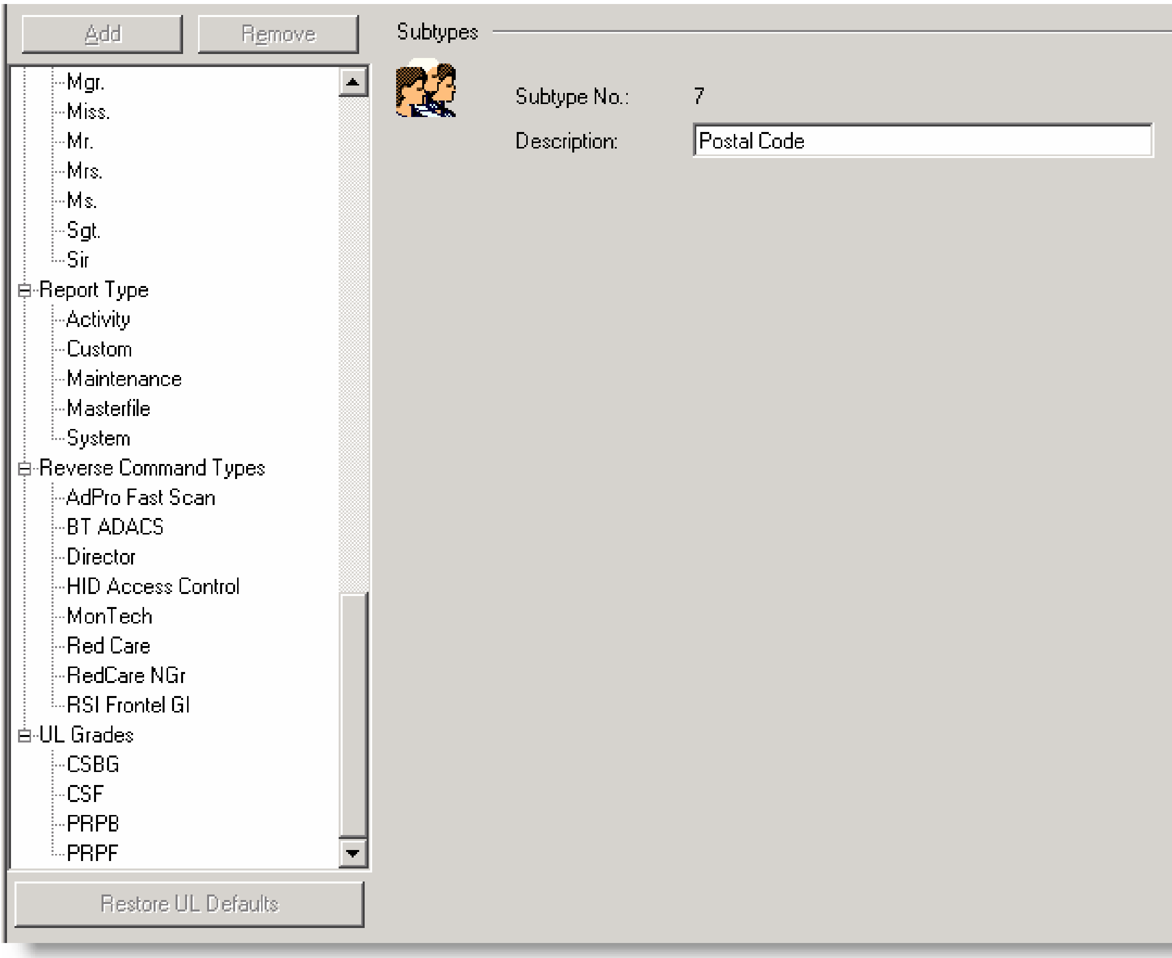
3. Select a category under which you want to add a new Subtype.
4. Enter a description of your new Subtype into the "Description:" field, and click "OK".
Result: your new Subcategory displays in the list under the category you selected.

Restoring UL Defaults

UL is an abbreviation for Underwriter's Laboratories. The UL is a testing and certification body for alarm software development, as well as for Central Station alarm handling procedures. The UL has developed a list of categories and Subtypes that must be included in alarm software if the software is to be UL certified. Manitou meets these basic UL standards, but also allows users to add Subtypes in addition to the minimum requirements for UL certification. Thus, a user may, at some point, want to restore Manitou to only those Subtypes deemed necessary by the UL.

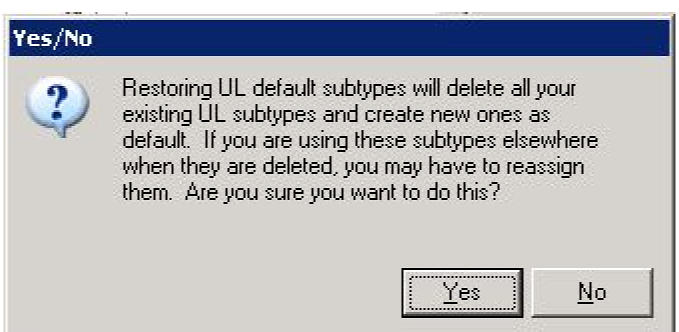
Perform the following steps to Restore UL Defaults:

1. Navigate to the Maintenance menu, and click "Setup ", and then click "Subtypes".
Result: the "Subtypes" form displays as shown in the following screenshot:



2. Click "Edit".
3. Click "Restore UL Defaults".

Result: the following window displays:



4. If you are sure you want to remove all the Subtypes that have been created since Manitou was originally installed, click "Yes".

Note: as the Restore UL Defaults confirmation window states, if you are currently using non-UL Default Subtypes, you will have to reassign the functions to which the existing Subtypes are connected back to the UL Defaults.

Transmitter Protocol Types

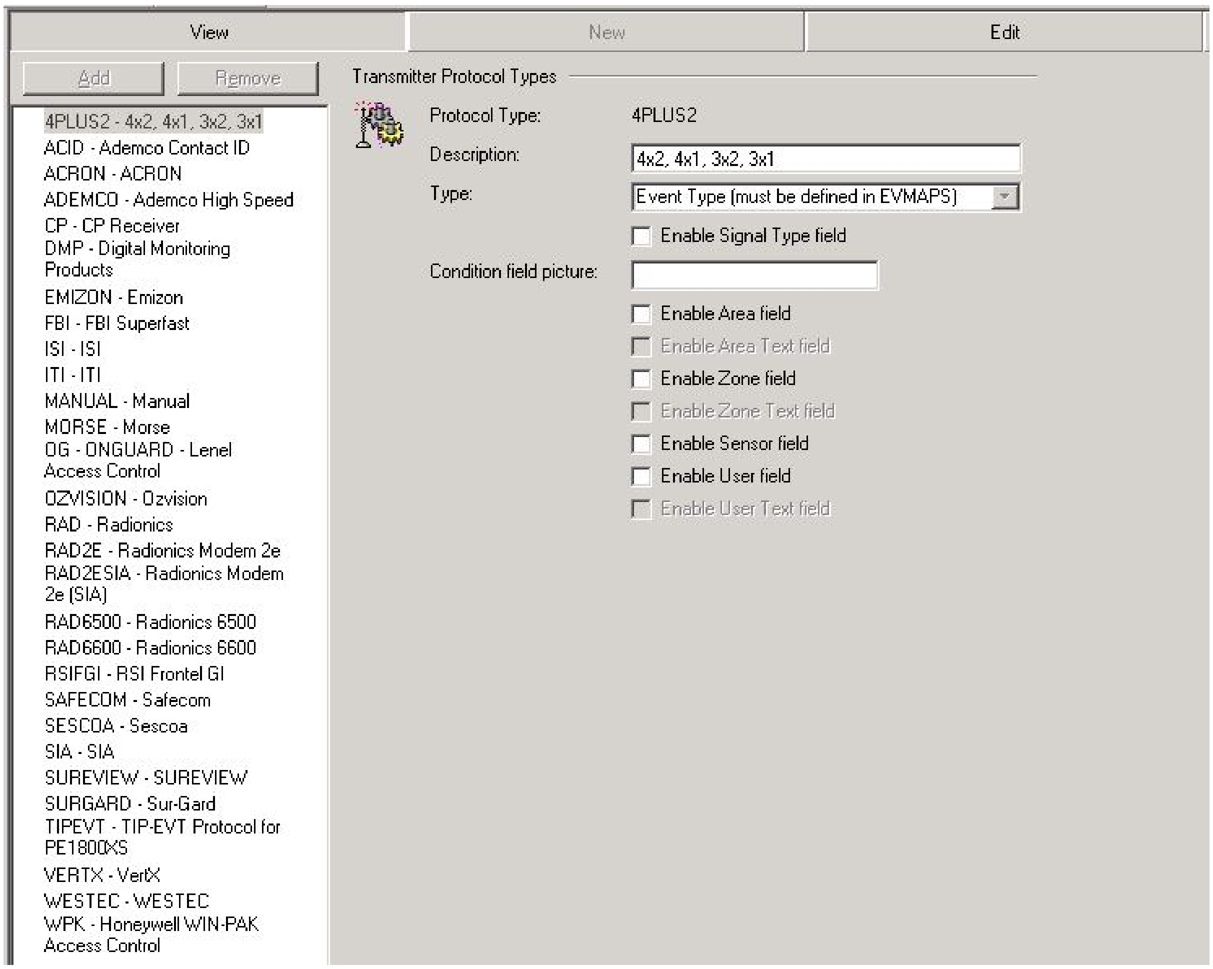
A Transmitter is a device located at a Customer Premises that communicates with the signal Receivers connected to Manitou. The specific Transmitter for each Customer is indicated in the Customer Record, along with the Transmitter Protocol Type.

Adding a Transmitter Protocol Type to Manitou

Perform the following steps to add a Transmitter Protocol Type:

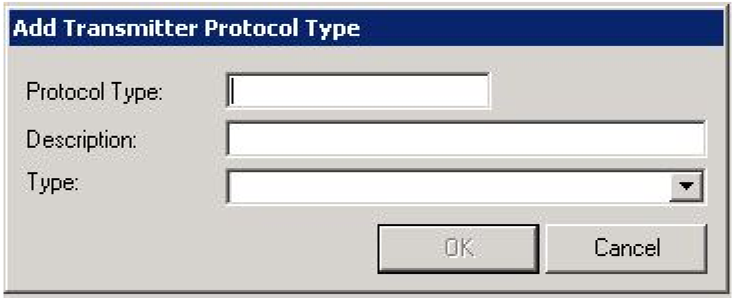
1. Navigate to the Maintenance menu, and click "Setup", and then click "Transmitter Protocol Types".

Result: the "Transmitter Protocol Types" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".

Result: the "Add Transmitter Protocol Type" window displays as shown in the following screenshot:



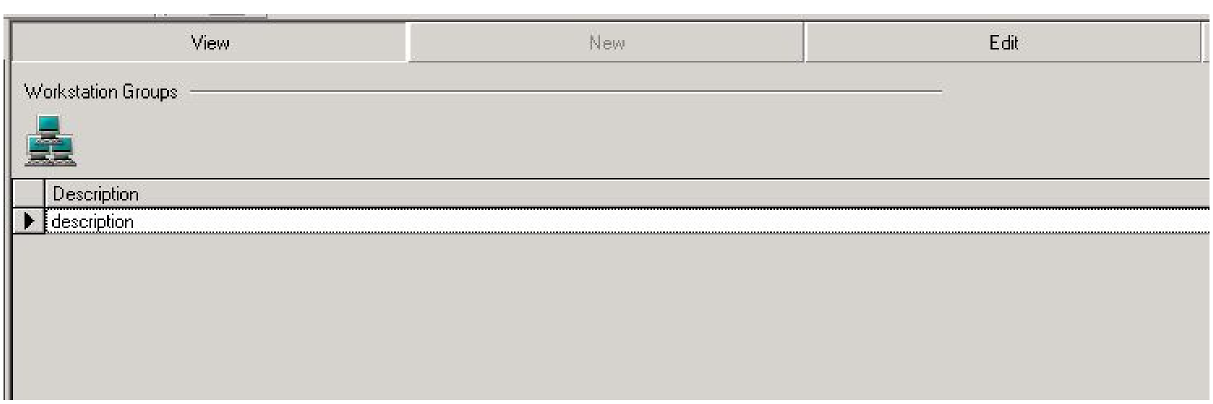
3. Enter a Protocol Type into the appropriate field.
Note: text you enter into this field displays as the first part of the list item.
4. Enter a description into the appropriate field.
Note: text you enter into this field displays as the second part of the list item.
5. Select a Protocol Type from the "Type:" dropdown menu, and click "OK".
Note: your options for the "Type:" dropdown menu are: Event Type, Channel Based, Modem2 Hex to SIA, and Modem2 Hex to Type.
Result: the "Add Transmitter Protocol Type" closes and the system returns the user to the "Transmitter Protocol Types" form.
6. If you want to enable a Signal Type field, select the "Enable Signal Type field" checkbox.
7. If you want, enter a Condition field picture into the appropriate field.
8. Select the other checkbox options as necessary, and click "Save".

Workstation Groups

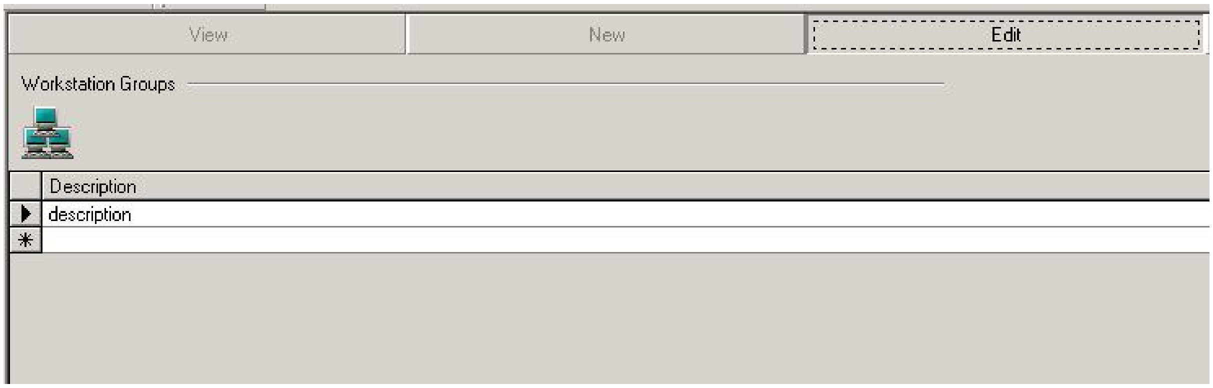
The Workstation Group form allows you to associate a Manitou Workstation with other individual Workstations.

Creating a New Workstation Group in Manitou
Perform the following steps to create a Workstation Group:

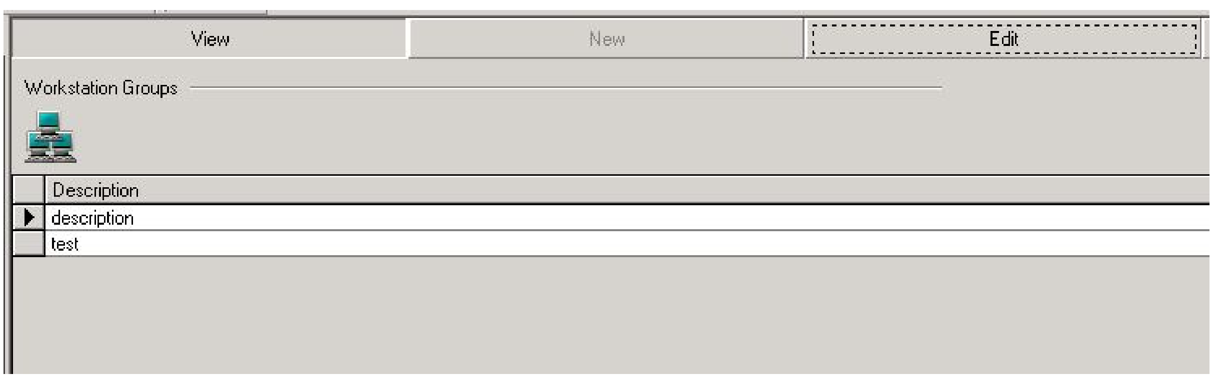
1. Navigate to the Maintenance menu, and click "Setup", and then click "Workstation Groups".
Result: the "Workstation Groups" form displays as shown in the following screenshot:



2. Click "Edit".
Result: a new line displays on the form and is denoted by as asterisk as shown in the following screenshot:



3. Enter a description for your new Workstation Group, and click "Save".
Result: your new Workstation Group displays in the list as shown in the following screenshot:

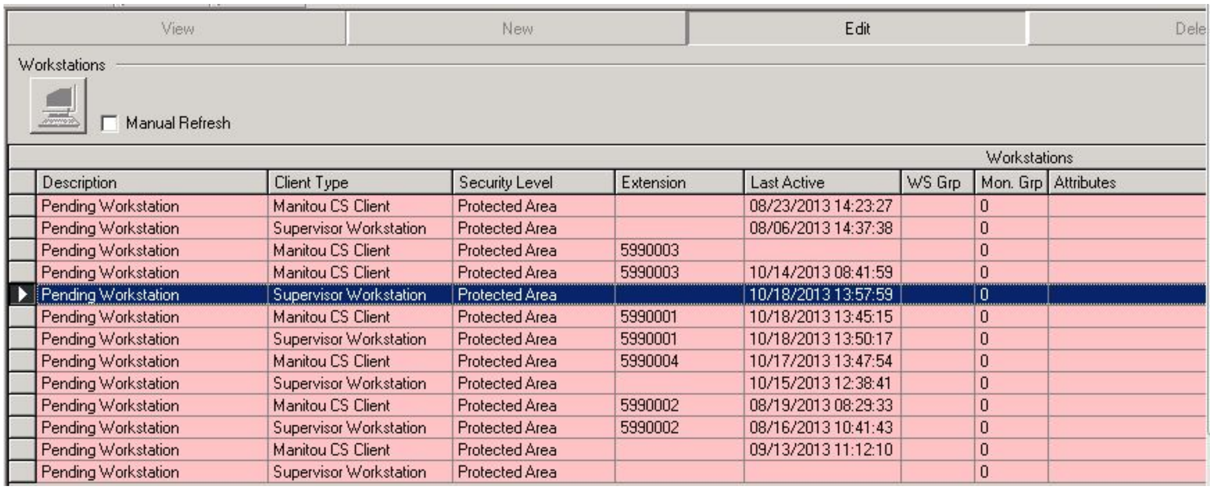


Adding an Individual Workstation to Your New Workstation Group

Now that you have created a new Workstation Group, you must add the individual Workstations you want as members of the Workstation Group.

Perform the following steps to add individual Workstations to your new Workstation Group:

1. Navigate to the Maintenance menu, and click "Setup", and then click "Workstations".
Result: the "Workstations" form displays as shown in the following screenshot:



Description	Client Type	Security Level	Extension	Last Active	WS Grp	Mon. Grp	Attributes
Pending Workstation	Manitou CS Client	Protected Area		08/23/2013 14:23:27		0	
Pending Workstation	Supervisor Workstation	Protected Area		08/06/2013 14:37:38		0	
Pending Workstation	Manitou CS Client	Protected Area	5990003			0	
Pending Workstation	Manitou CS Client	Protected Area	5990003	10/14/2013 08:41:59		0	
Pending Workstation	Supervisor Workstation	Protected Area		10/18/2013 13:57:59		0	
Pending Workstation	Manitou CS Client	Protected Area	5990001	10/18/2013 13:45:15		0	
Pending Workstation	Supervisor Workstation	Protected Area	5990001	10/18/2013 13:50:17		0	
Pending Workstation	Manitou CS Client	Protected Area	5990004	10/17/2013 13:47:54		0	
Pending Workstation	Supervisor Workstation	Protected Area		10/15/2013 12:38:41		0	
Pending Workstation	Manitou CS Client	Protected Area	5990002	08/19/2013 08:29:33		0	
Pending Workstation	Supervisor Workstation	Protected Area	5990002	08/16/2013 10:41:43		0	
Pending Workstation	Manitou CS Client	Protected Area		09/13/2013 11:12:10		0	
Pending Workstation	Supervisor Workstation	Protected Area				0	

2. Click "Edit".
3. Select the Workstation you want to add to the Workstation group by click the line on which it displays.
4. Click at the right edge of the "WS Grp" column of the line for the Workstation you selected.

Result: the icon for a dropdown menu displays as shown in the following screenshot:

5. Select the Workstation Group to which you want to add the individual Workstation.

Result: the Workstation Group you selected now displays in the "WS Grp" column.

6. Click "Save".

Class Codes

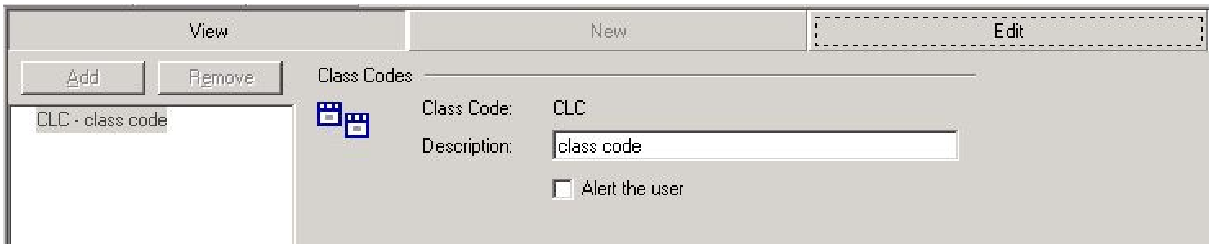
Class Codes and Group Codes are customizable, user-created options for grouping certain signals or Resolutions together. For instance, a Central Station may wish to assign all monitored banking companies to a large Class Code, but a particular Branch of banks to one Group Code.

Adding a New Class Code

Perform the following steps to add a new Class Code to Manitou:

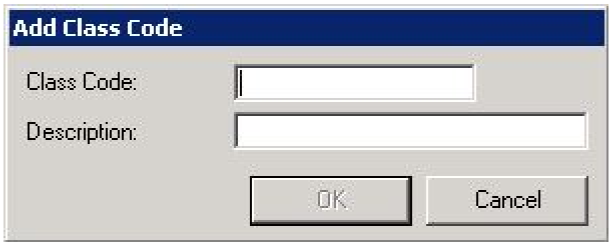
1. Navigate to the Maintenance menu, and click "Class Codes".

Result: the Class Codes form displays as shown in the following window:



2. Click "Edit, and then click "Add".

Result: the "Add Class Code" window displays as shown in the following screenshot:



3. Enter a Class Code into the "Class Code" field.

Note: this text displays as the first part of the Class Code name in the list.

4. Enter a description into the "Description" field.

Note: this text displays as the second part of the Class Code name in the list.

5. Click "OK".

Result: the "Add Class Code" window closes and the system returns the user to the Class Codes form.

6. If you want to alert the user regarding this new Class Code, select the "Alert the user" checkbox.
7. Click "Save".

Group Codes

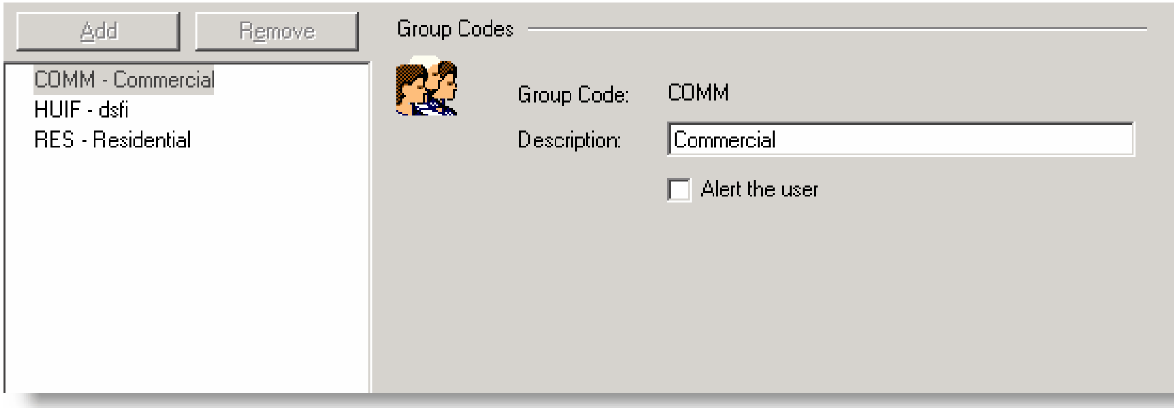
Manitou uses Group Codes to categorize and report on businesses that have multiple Branches. For instance, a Central Station may wish to assign all monitored banking companies to a large Class Code, but a particular Branch of banks to one Group Code.

Adding a New Group Code to Manitou

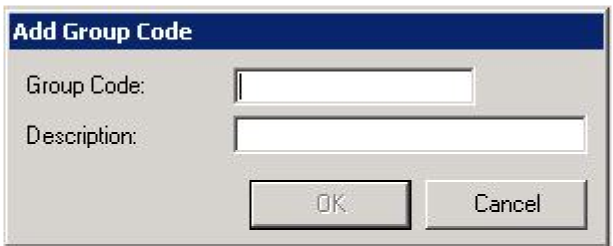
Perform the following steps to add a new Group Code to Manitou:

1. Navigate to the Maintenance menu, and then click "Group Codes".

Result: the "Group Codes" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add Group Code" window displays as shown in the following screenshot:



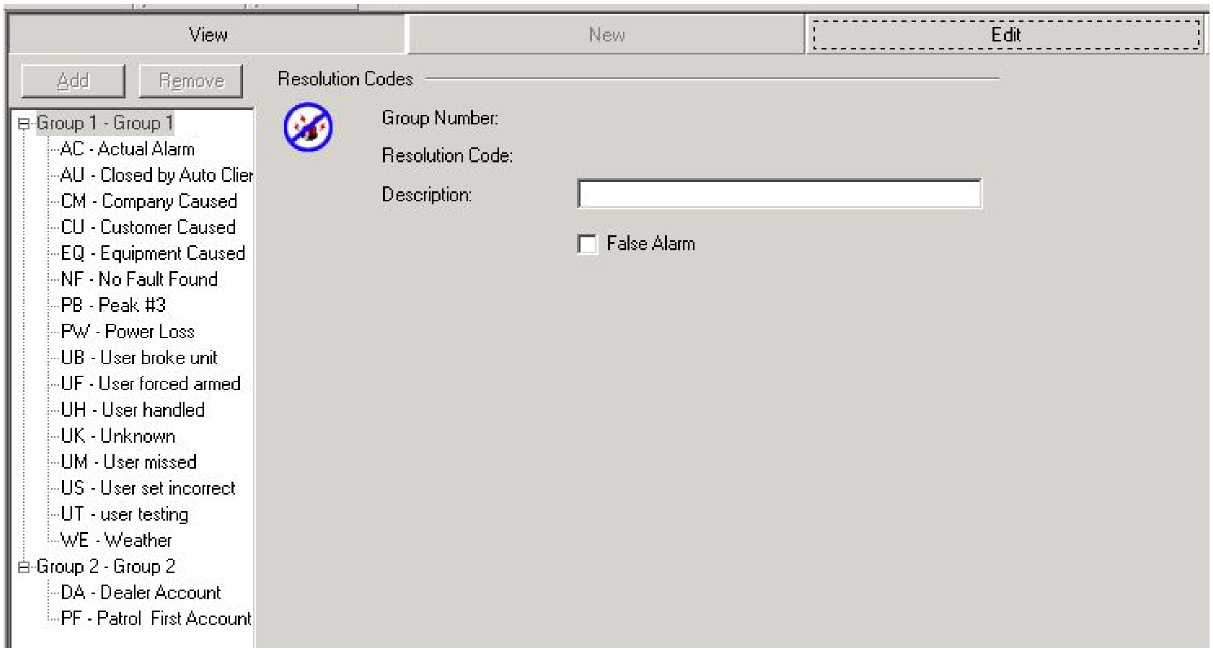
3. Enter a Group Code into the appropriate field.
Note: this text displays as the first part of the Group Code name in the list.
4. Enter a description into the "Description:" field, and click "OK".
Result: the "Add Group Code" window closes and your new Group Code displays in the list.
Note: this text displays as the second part of the Group Code name in the list.

Resolution Codes

Resolution Codes are user-created codes that are customized for particular alarm situations. For example, an alarm may be received that has been set off as a result of a thunderstorm. The Operator may wish to resolve the alarm by entering "WE" for "Weather," where "WE" has been previously defined in the Resolution Codes section of Supervisor Workstation as a false alarm.

Adding a New Resolution Code to Manitou
Perform the following steps to add a resolution code:

1. Click Maintenance, and then "Resolution Codes".
Result: the Resolution Codes screen displays as shown in the following screenshot:



2. Click "Edit", then "Add".

Result: the "Add Resolution Code" screen displays as shown in the following screenshot:

3. Enter the Group Number for which the Resolution Code should display in the "Group No." field.
4. Enter a unique two-letter Resolution Code into the Resolution Code field.

Note: text you enter into this field displays as the first part of the Resolution Code name in the list.

5. Enter a description of the Resolution Code into the Description field.

Note: text you enter into this field displays as the second part of the Resolution Code name in the list.

6. If the Resolution Code is a for a false alarm, check the "False Alarm" checkbox, and click "OK".

Result: the "Add Resolution Code" window closes and your new Resolution Code displays as the currently selected item.

7. Click "Save".

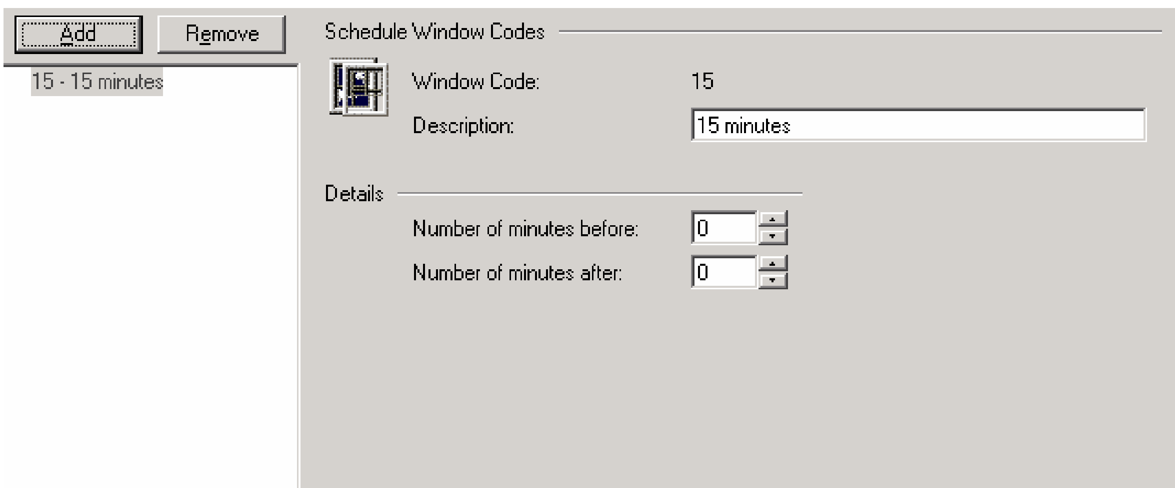
Schedule Window Codes

Schedule Window Codes allow you to create and apply simple deviations to OWS Schedule Windows. For example, let's say that a retail store opens at 9am and closes at 6pm. The posted business hours usually apply only to Customers who might visit the store to do business. The hours do not usually apply to an employee who has to prepare the bank deposit before the store opens at 9am, or to the janitorial staff who clean the store after the 6pm closing. In order to avoid premises entries like these triggering unintended alarms, a Supervisor can create Schedule Window Codes to approve such variances.

Adding a New Schedule Window Code

Perform the following steps to create a new Schedule Window Code in the SWS:

1. Navigate to the Maintenance menu, and click "Schedule Window Codes".
Result: the "Schedule Window Codes" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add Window Code" screen displays as shown in the following screenshot:

3. Enter a code into the "Window Code:" field.
4. Enter a description into the "Description:" field and click "OK".
Result: the "Add Window Code" screen closes and the system returns the user to the

"Schedule Window Codes" form.

Note: entries into the "Window Code:" and "Description:" fields display in the OWS "O/C Schedules" form.

5. Select the number of minutes during which a pre-opening entry may occur in the "Number of minutes before:" field.
6. Select the number of minutes during which a post-closing entry may occur in the "Number of minutes after:" field.
7. Click "Save".

Result: you can now apply your new Schedule Window Code in the OWS "O/C Schedules" form.

Accounting Companies

Manitou can integrate with Sedona and Quickbooks Accounting Software products. Manitou can be configured with these products so that updates in one program automatically result in the same updates in the other program.

Adding and Configuring Accounting Software Products in Manitou

Perform the following steps to add and configure Accounting Software products in Manitou:

1. Navigate to the Maintenance menu, and click "Accounting Companies".
2. Click "Edit", and then click "Add".

Result: the "Add Accounting Company" window displays as shown in the following screenshot:

3. Enter the Company ID into the appropriate field.
4. Open the "Interface Type:" dropdown menu.

Result: the list of Interface Types displays as shown in the following screenshot:

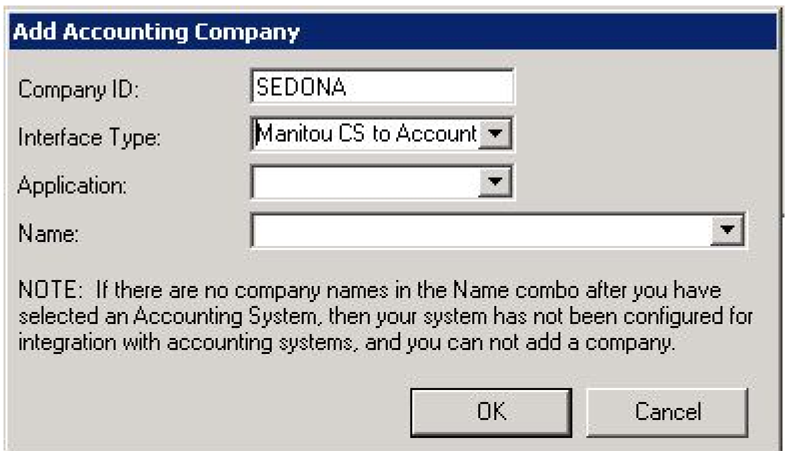
Note: the following are available options in the "Interface Type:" dropdown menu:

- Not interfaced - there is no integration between Manitou and the Accounting Company, and the two systems will not exchange any data.
- Manitou CS to Accounting- the Accounting Company is integrated with Manitou and the software is updated in the following direction: Manitou to Accounting (i.e., changes made in Manitou result in the same changes made to the Accounting Software)
- Accounting to Manitou CS: the Accounting Company is integrated with Manitou and

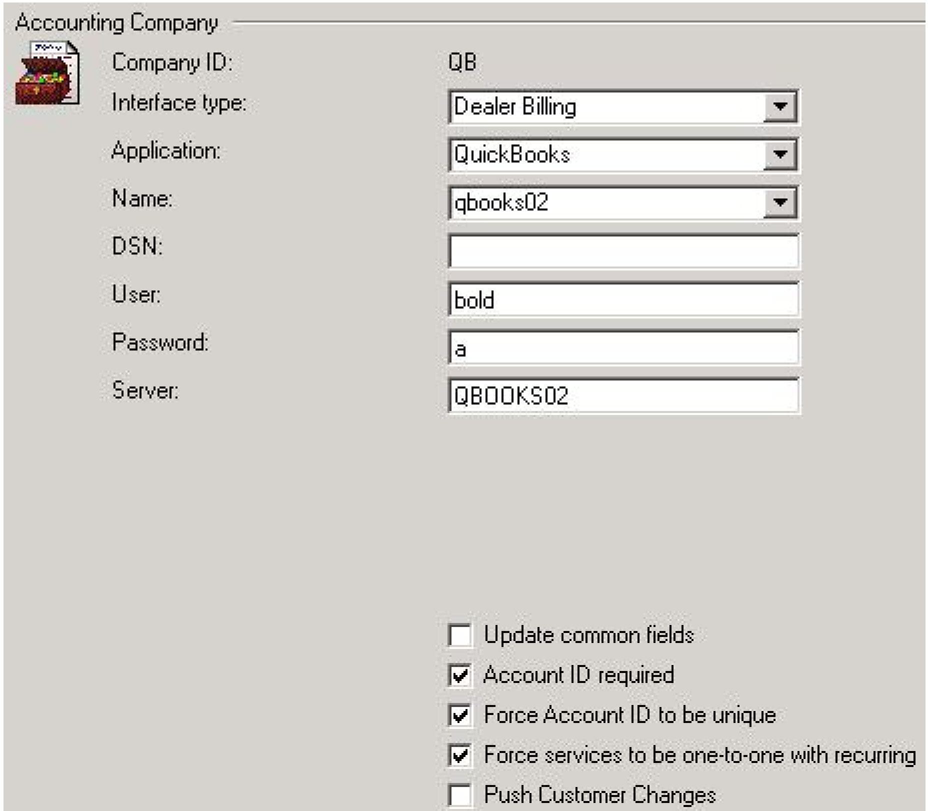
the Accounting Software is updated in the following direction: Manitou to Accounting (i.e., changes made in the Accounting Software result in the same changes made in Manitou)

- Read only: changes made in either Manitou or the Accounting Software do not affect the other program (although the Accounting Software can read information from the Manitou database)

5. Select an Interface Type from the "Interface Type:" dropdown menu.
Result: if you select either the "Manitou CS to Accounting" or the "Accounting to Manitou CS" options, the "Application:" field displays as shown in the following screenshot:



6. Select the Accounting Company from the "Name:" dropdown menu.
Result: if the Accounting Company you want to add does not display in the "Name:" field after you select an Application, Manitou has not been configured for integration with the product and the Accounting Company cannot be added.
7. Click "OK".
Result: the system returns you to the "Accounting Company" form and displays the Accounting Company you added as the currently selected item as shown in the following screenshot:



8. Enter the DSN number into the "DSN" field.

Note: DSN is an acronym for Data Source Number.

9. Enter the username the system will require to access Accounting Company information into the "User:" field.
10. Enter the password the system will require to access Accounting Company information into the "Password:" field.
11. Enter the Server on which the Accounting Company software resides into the "Server" field.
12. If you want, select the "Update common fields" option.
13. If you want, select the "Account ID required" option.

Note: selecting this option results in the user being prompted for credentials when attempting to log in.

14. If you want, select the "Force Account ID to be unique" option.

Note: selecting this option results in the system ensuring that entries in the "Name:" and "Password:" field are unlike those of any other user.

15. If you want, select the "Force services to be one-to-one with recurring" option.
16. If you want, select the "Push Customer Changes" option.
17. Click "Save".

Control Panels

The Control Panel form allows you to create and maintain a global list of Control Panels in common use across the Manitou system. Once created, Control Panels are available for use in the Customer and Dealer Records.

- Panel Type – the manufacturer's model number
- Description – the manufacturer and model number
- Default Transmitter Type – an optional field that specifies the type of transmitter normally associated with a particular panel

Properties fields

The Properties area is used to specify the maximum capacities for each particular panel in regards to certain variables. These parameters can be overridden in the customer record if required.

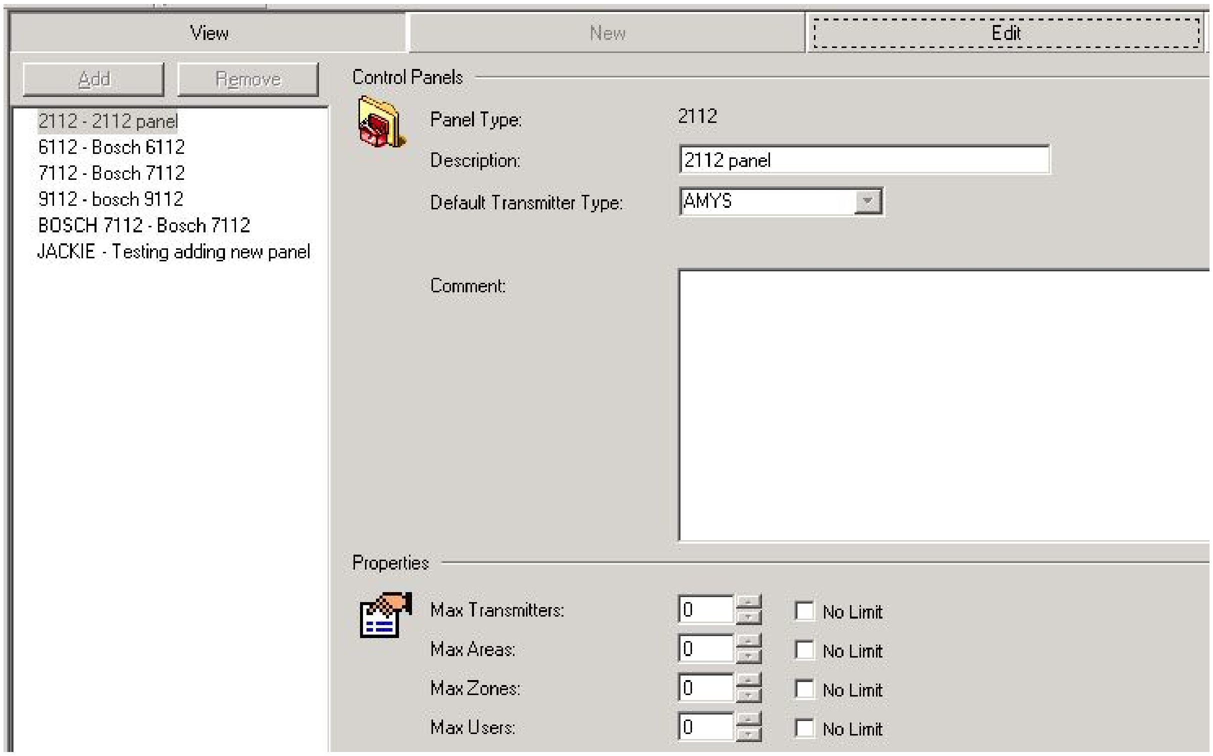
- Max Transmitters - specifies the maximum number of Transmitters associated with a Control Panel
- Max Zones - specifies the maximum number of zones associated with a specific Control Panel
- Max Areas - specifies the maximum number of areas associated with a specific Control Panel
- Max Users - specifies the maximum number of users associated with a specific Control Panel

Adding a New Control Panel

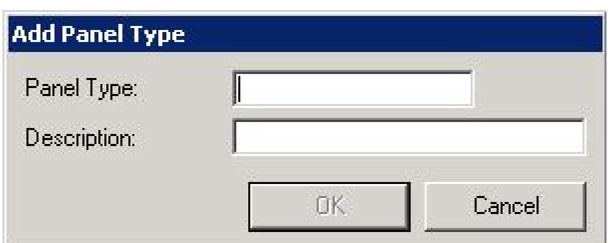
Perform the following steps to add a new a new Control Panel:

1. Navigate to the Maintenance menu and click "Setup", and then click "Control Panels ".

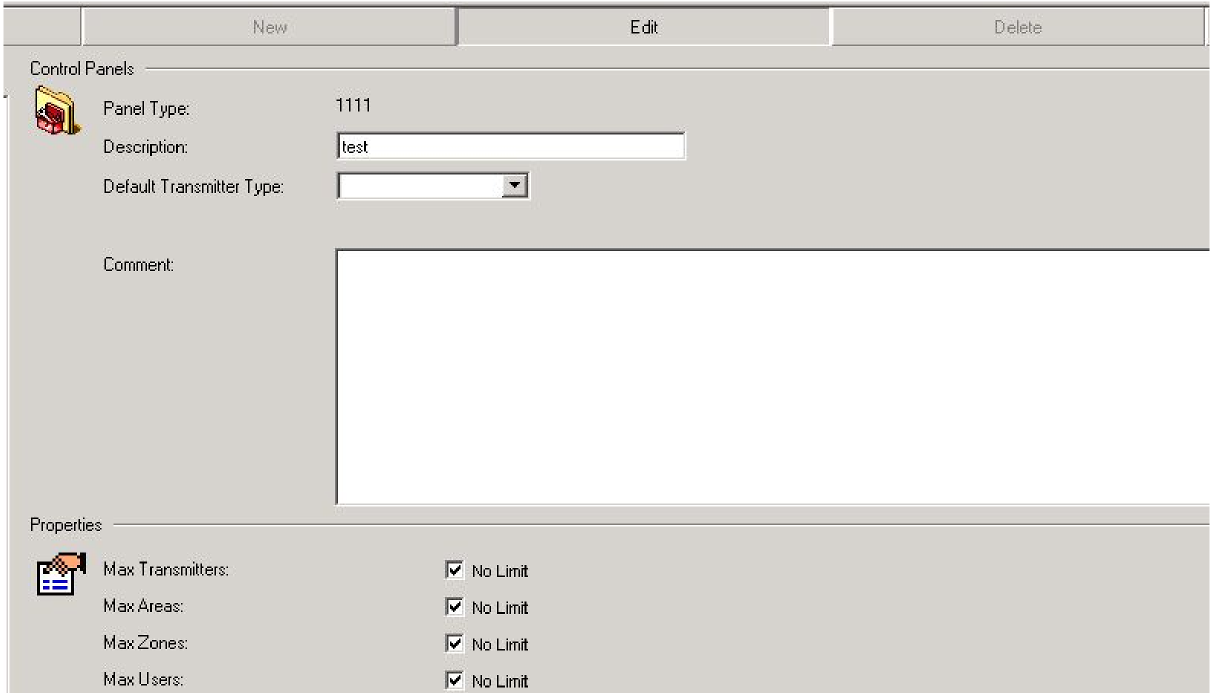
Result: the "Control Panels" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add Panel Type" widow displays as shown in the following screen shot:



3. Enter the panel type into the appropriate field.
4. Enter a description into the appropriate field, and click "OK".
Result: your new Control Panel displays in the list and as the currently selected item on the form as shown in the following screenshot:



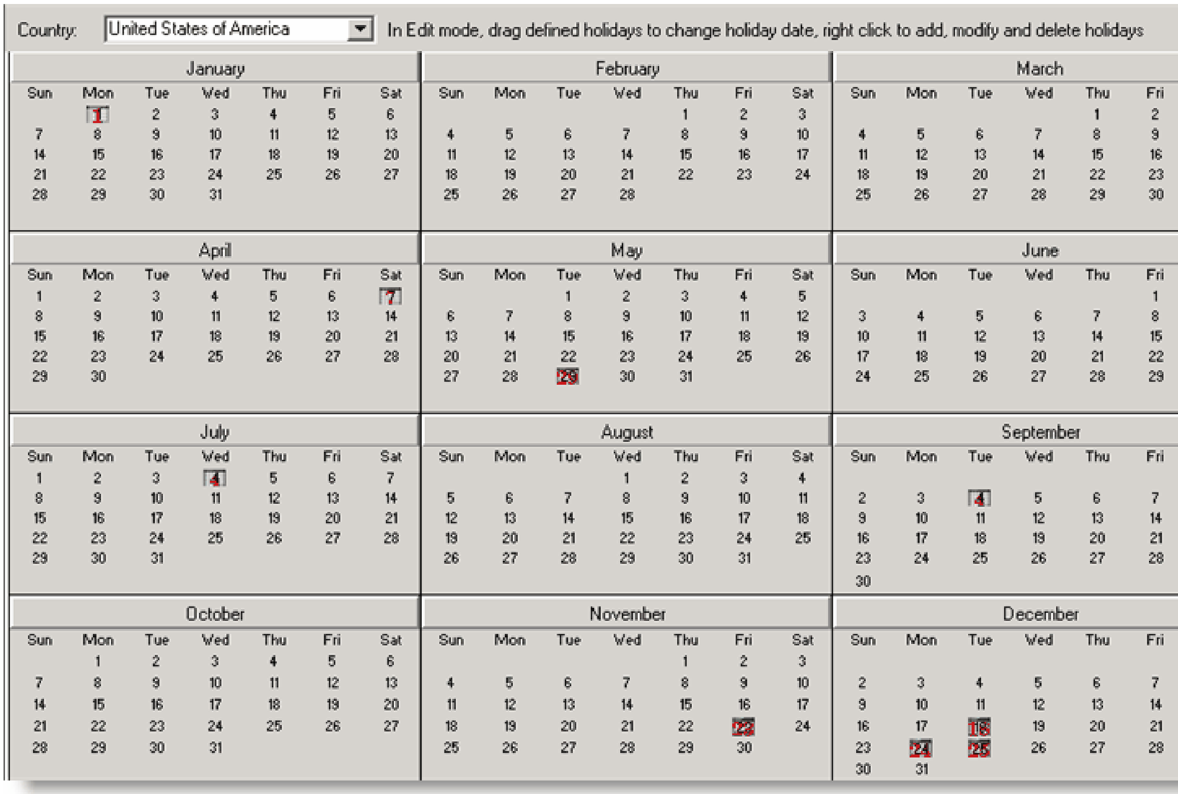
5. Select a Default Transmitter Type from the dropdown menu.
6. Click "Save".

Global Holidays

The Global Holidays function allows you to program the system with the dates of public holidays for the current year. Manitou then uses this information for Open/Close schedules, Keyholder lists, and other areas of the system where holiday information is required.

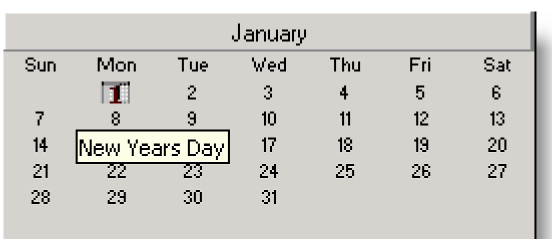
Adding a New Global Holiday
Perform the following steps to add a new Global Holiday to Manitou:

1. Navigate to the Maintenance menu, and select "Global Holidays".
Result: the Global Holidays form displays as shown in the following screenshot:



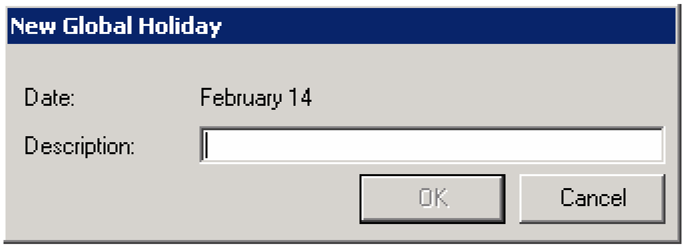
2. If you want to see holidays for a different country, select the country from the "Country:" dropdown menu.
3. If you want to see a description of a holiday shown on the calendar, hover your mouse over it.

Result: The description of the holiday displays as shown in the following screenshot:



4. Click "Edit".
5. Double-click the date for which you want to add a holiday.

Result: The "New Global Holiday" window displays as shown in the following screenshot:

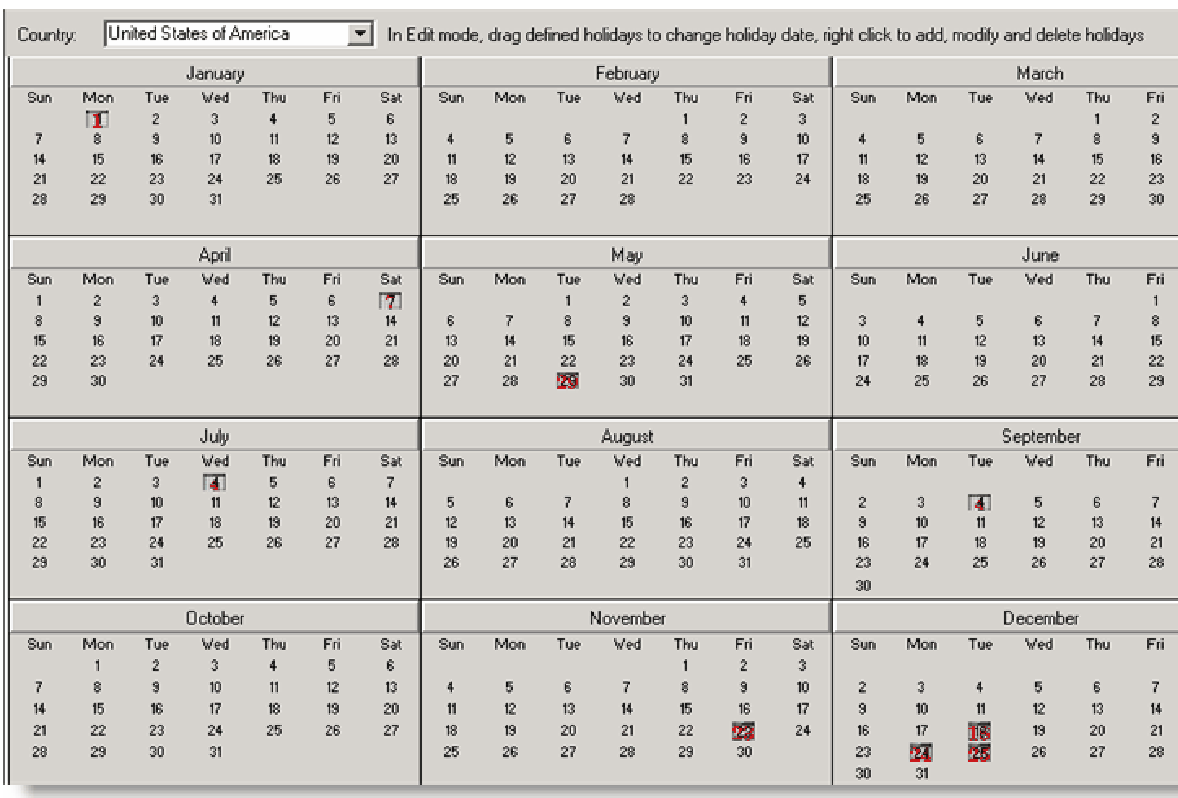


6. Enter a description for your new holiday into the "Description:" field, and click "OK".
Result: your new holiday now displays in the calendar of the Global Holidays form.

Editing an Existing Global Holiday

Perform the following steps to edit an existing Global Holiday:

1. Navigate to the Maintenance menu, and select "Global Holidays".
Result: the Global Holidays form displays as shown in the following screenshot:

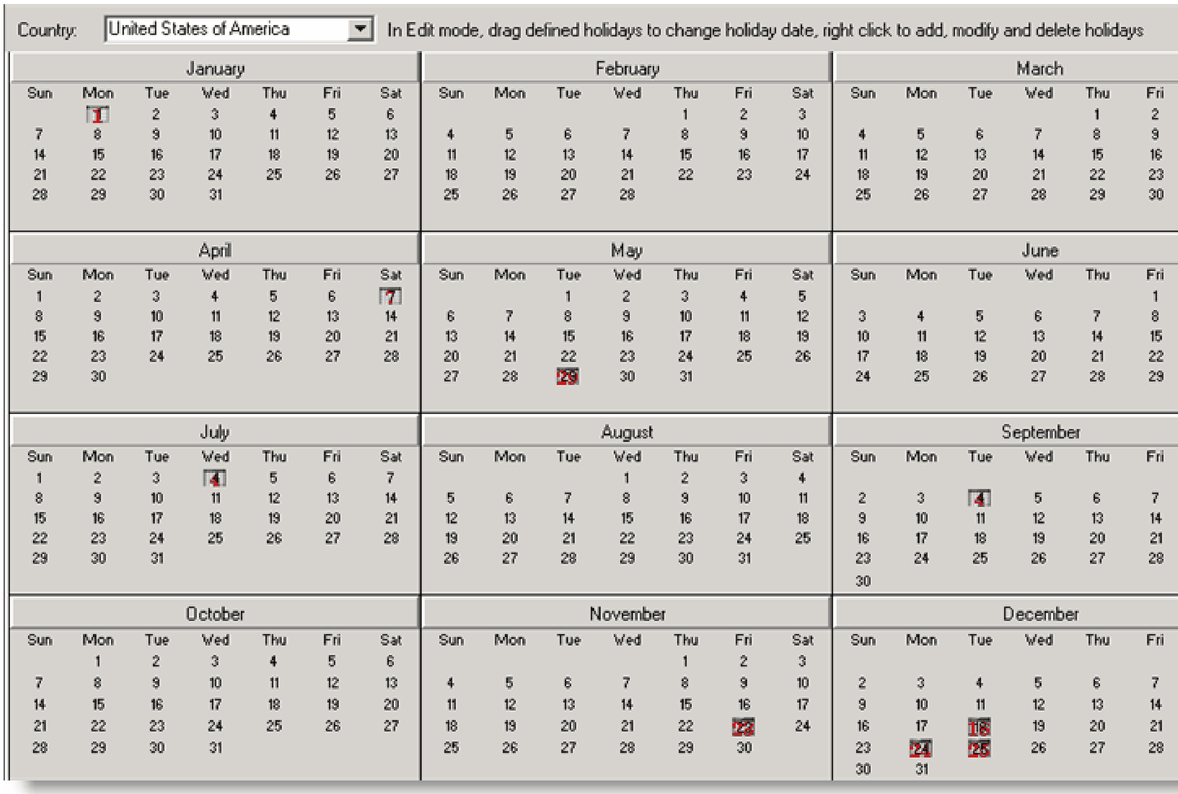


2. Click "Edit".
3. Click and hold down your mouse button on the holiday for which you want to change the date.
Result: a dotted-line rectangle displays around the date.
4. Drag your mouse to the new holiday date and release.
Result: The new date you selected now displays as the holiday.
5. Click "Save".

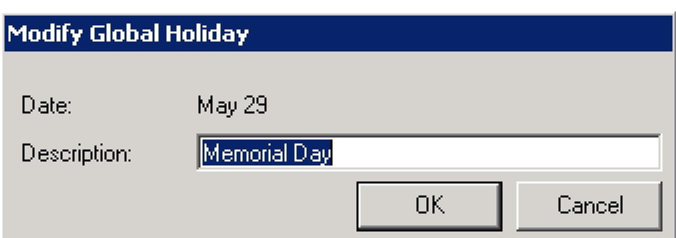
Modifying the Description for an Existing Holiday

Perform the following steps to change the description of an existing holiday:

1. Navigate to the Maintenance menu, and select "Global Holidays".
Result: the Global Holidays form displays as shown in the following screenshot:



2. Click "Edit".
3. Double-click the holiday for which you want to change the description.
Result: the "Modify Global Holiday" window displays as shown in the following screenshot:

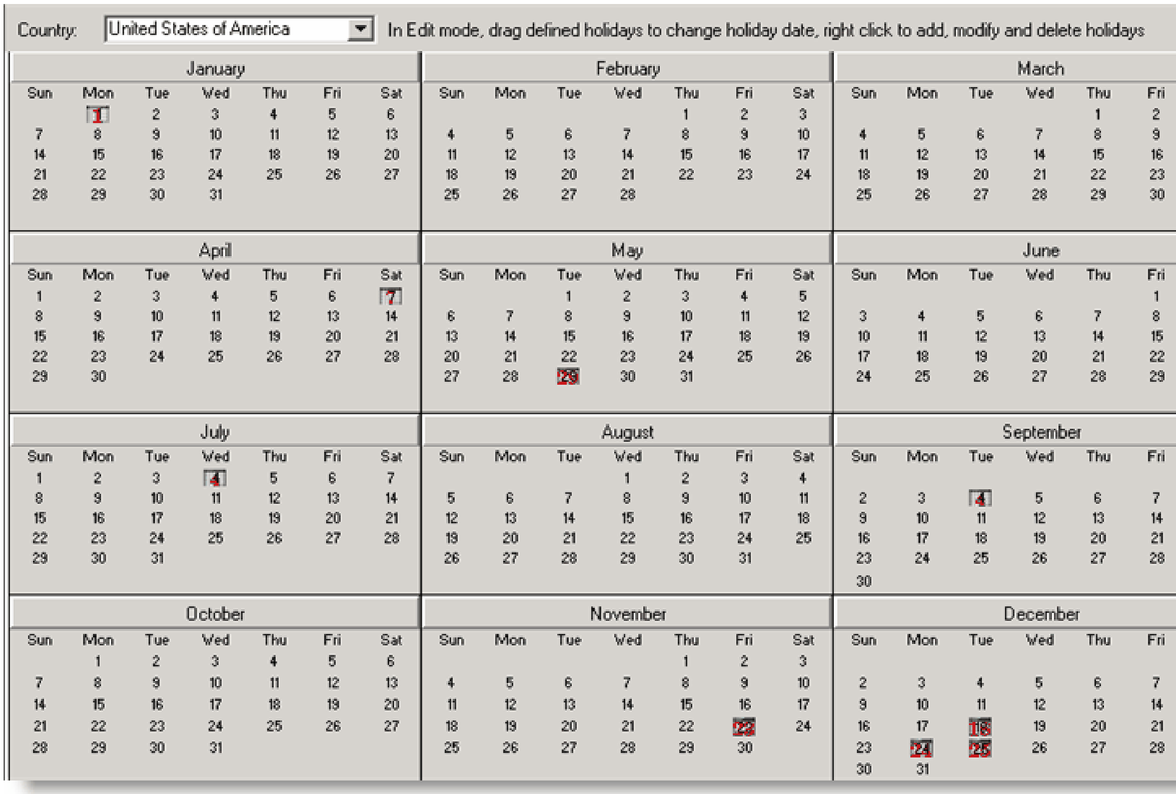


4. Enter the new description for your holiday in the "Description:" field, and click "OK".
5. Click "Save".

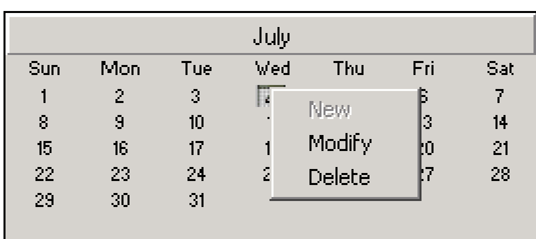
Deleting a Global Holiday

Perform the following steps to delete an existing holiday:

1. Navigate to the Maintenance menu, and select "Global Holidays".
Result: the Global Holidays form displays as shown in the following screenshot:



2. Click "Edit".
3. Right-click the date of the holiday you want to Delete.
Result: a small options window displays as shown in the following screenshot:



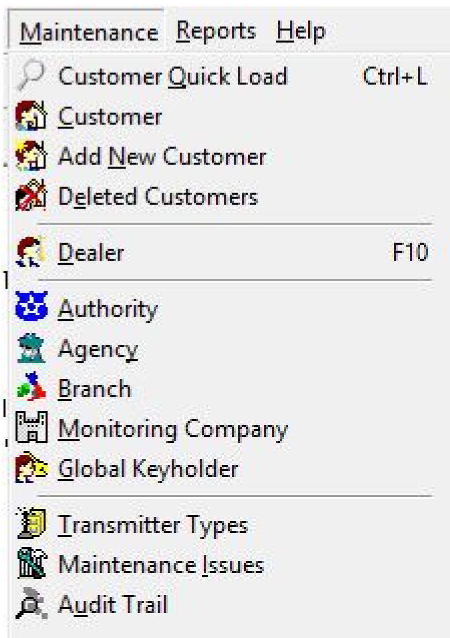
4. Click "Delete".
Result: a window displays and asks you to confirm.
5. Click "Yes", and then click "Save".

Maintenance Issues

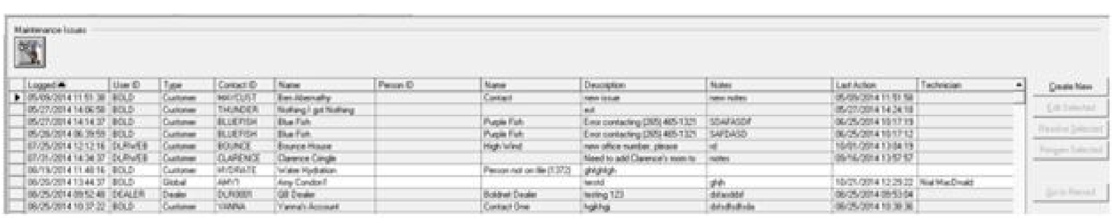
Viewing an Existing Maintenance Issue

Perform the following steps to view an existing Maintenance Issue in Manitou:

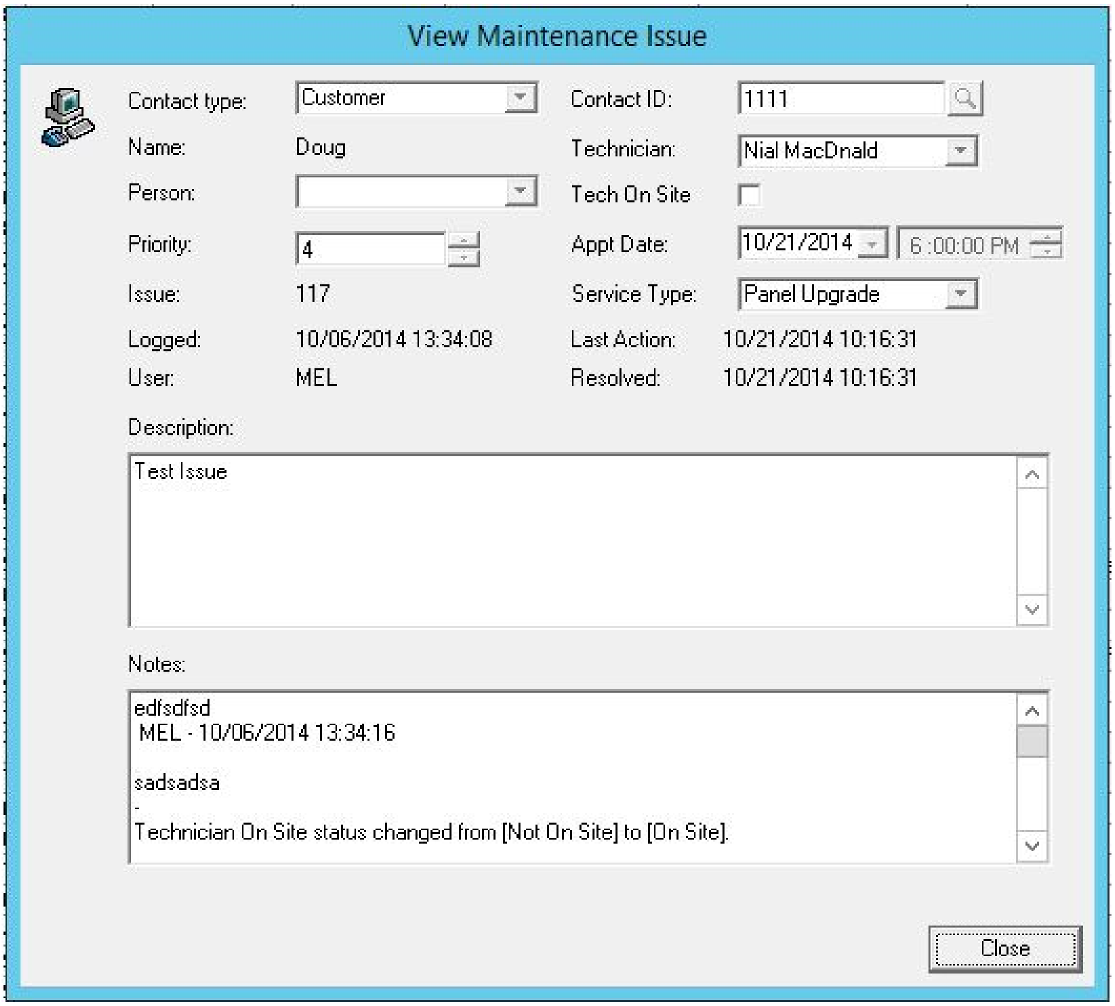
1. Open Manitou.
   Note: the steps in this section can be performed in either the Supervisor Workstation or the Operator Workstation.
2. Navigate to the “Maintenance” menu, and select the “Maintenance Issues” form as shown in the following screenshot:



   Result: the “Maintenance Issues” form displays as shown in the following screenshot:



3. Double-click the Maintenance Issue you want to view.
   Result: the “View Maintenance Issue” window displays as shown in the following screenshot:



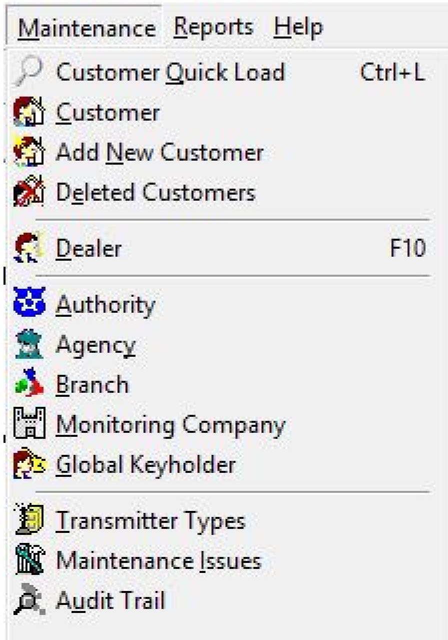
Note: information on the “View Maintenance Issue” form is not editable.

4. When you are finished viewing the Maintenance Issue, click “Close”.

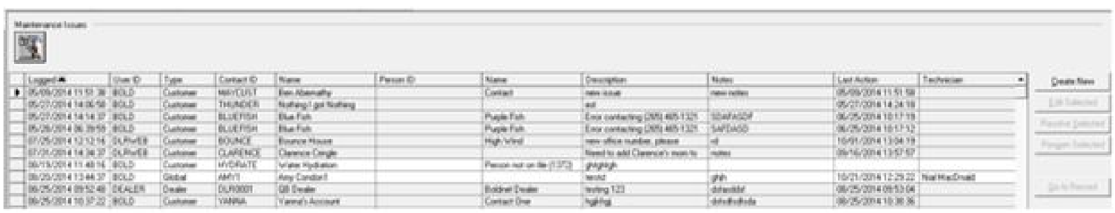
Creating a New Maintenance Issue

Perform the following steps to create a new Maintenance Issue in Manitou:

1. Open Manitou.
   Note: the steps in this section can be performed in either the Supervisor Workstation or the Operator Workstation.
2. Navigate to the Maintenance menu, and select the “Maintenance Issues” option as shown in the following screenshot:

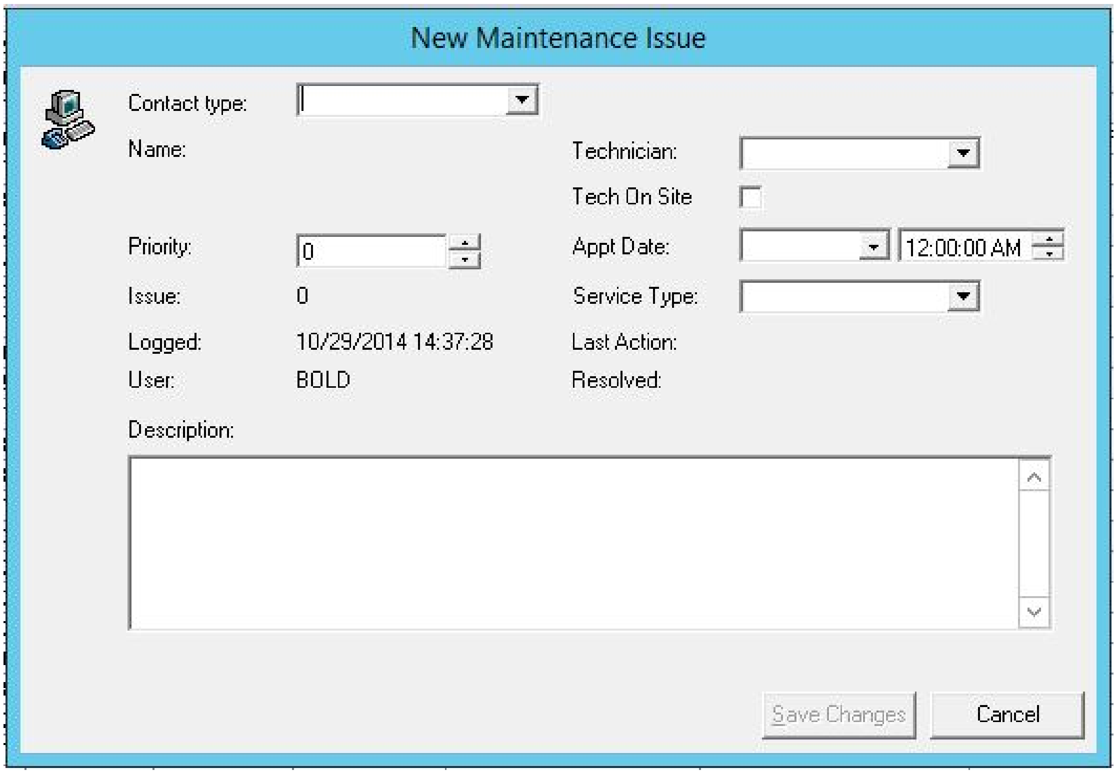


Result: the “Maintenance Issues” form displays as shown in the following screenshot:

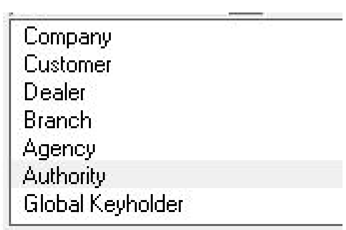


3. Click “Create New” as shown in the following screenshot:

Result: the “New Maintenance Issue” window displays as shown in the following screenshot:



4. Select an option from the “Contact type:” menu as shown in the following screenshot:



Result: if you selected any option other than “Company”, the “Contact ID:” menu displays as shown in the following screenshot:

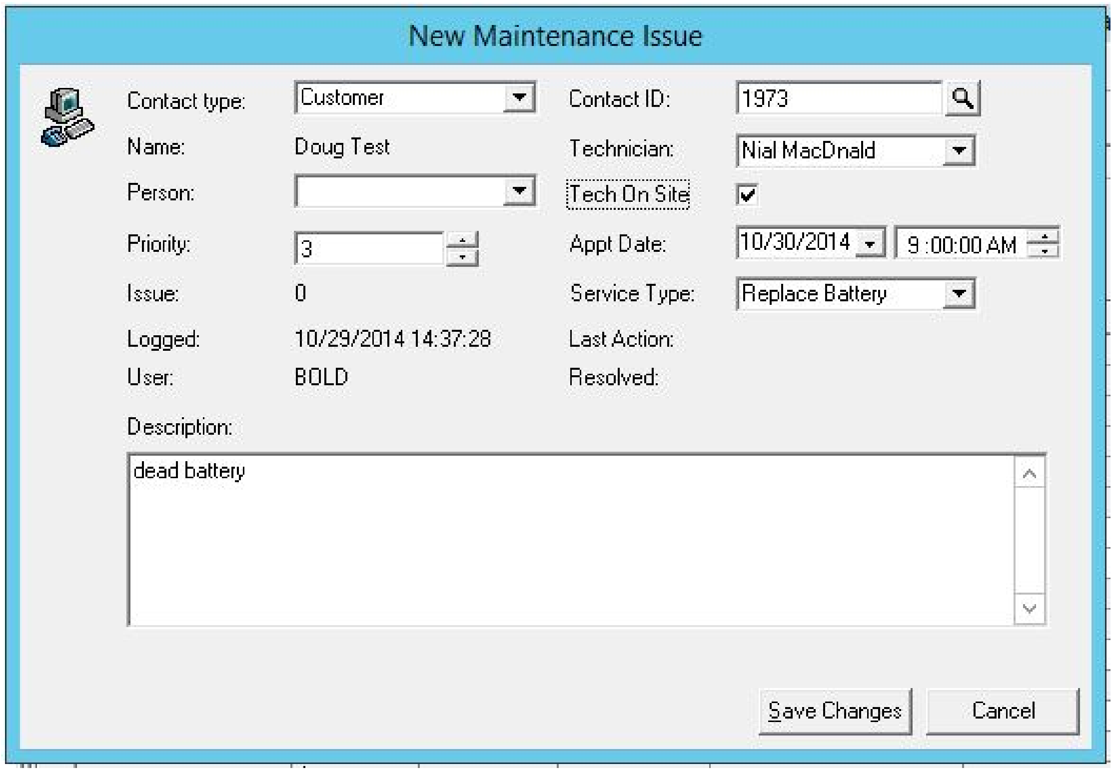
Note: if you selected the “Company” option, the “New Maintenance Issue” window now displays with the company name as shown in the following screenshot:

5. If you selected an option from the “Contact type:” field that is anything other than “Company”, enter a contact ID into the “Contact ID:” field, and then press “Enter”.
Result: the entity name now displays on the “New Maintenance Issue” window as shown in

the following screenshot:

6. Select a technician from the “Technician:” dropdown menu as shown in the following screenshot:

7. If you want, select the person who reported the Maintenance Issue from the “Person:” dropdown menu.
8. Select the “Tech on Site” checkbox if the technician designated to perform the maintenance is located where the maintenance is to be performed.
9. Define a priority level for the Maintenance Issue in the “Priority” field.
   Note: 1 is the highest priority level and 10 is the lowest priority level.
10. Select a date and time in the “Appointment Date:” field.
11. Select a service type from the “Service Type:” dropdown menu.
12. Enter a description of your Maintenance Issue into the “Description:” field.
    Result: the “Save Changes” button now displays enabled as shown in the following screenshot:



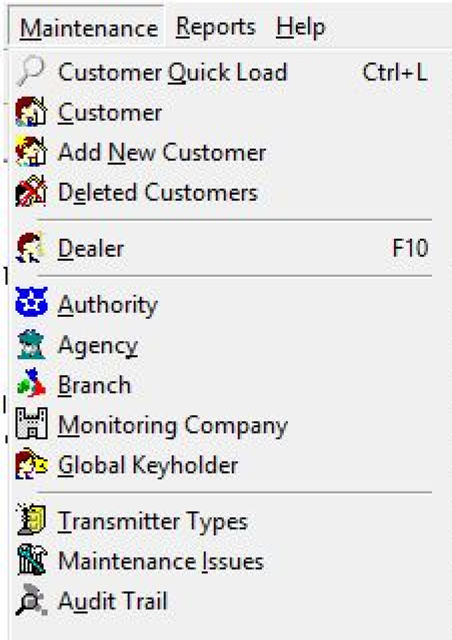
13. Click "Save Changes".
    Result: the Maintenance Issue you created displays in the list as shown in the following screenshot:

Editing an Existing Maintenance Issue and Marking it as Resolved

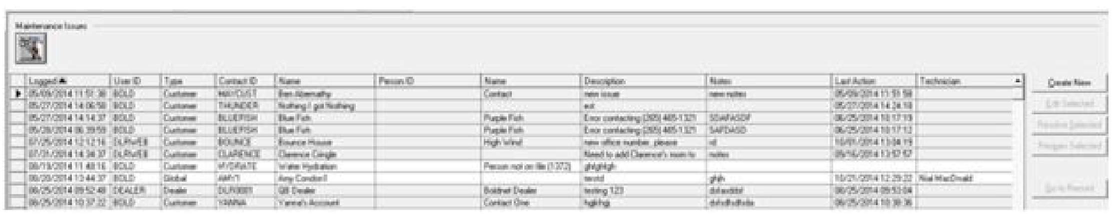
Note: you can only edit Maintenance Issues that you created.

Perform the following steps to edit an existing Maintenance Issue:

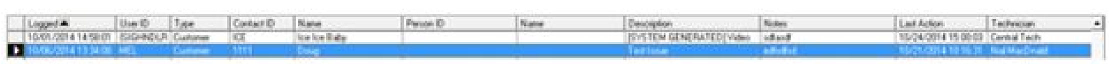
1. Open Manitou.
   Note: the steps in this section can be performed in either the Supervisor Workstation or the Operator Workstation.
2. Navigate to the Maintenance menu, and select the "Maintenance Issues" option as shown in the following screenshot:



Result: the “Maintenance Issues” form displays as shown in the following screenshot:

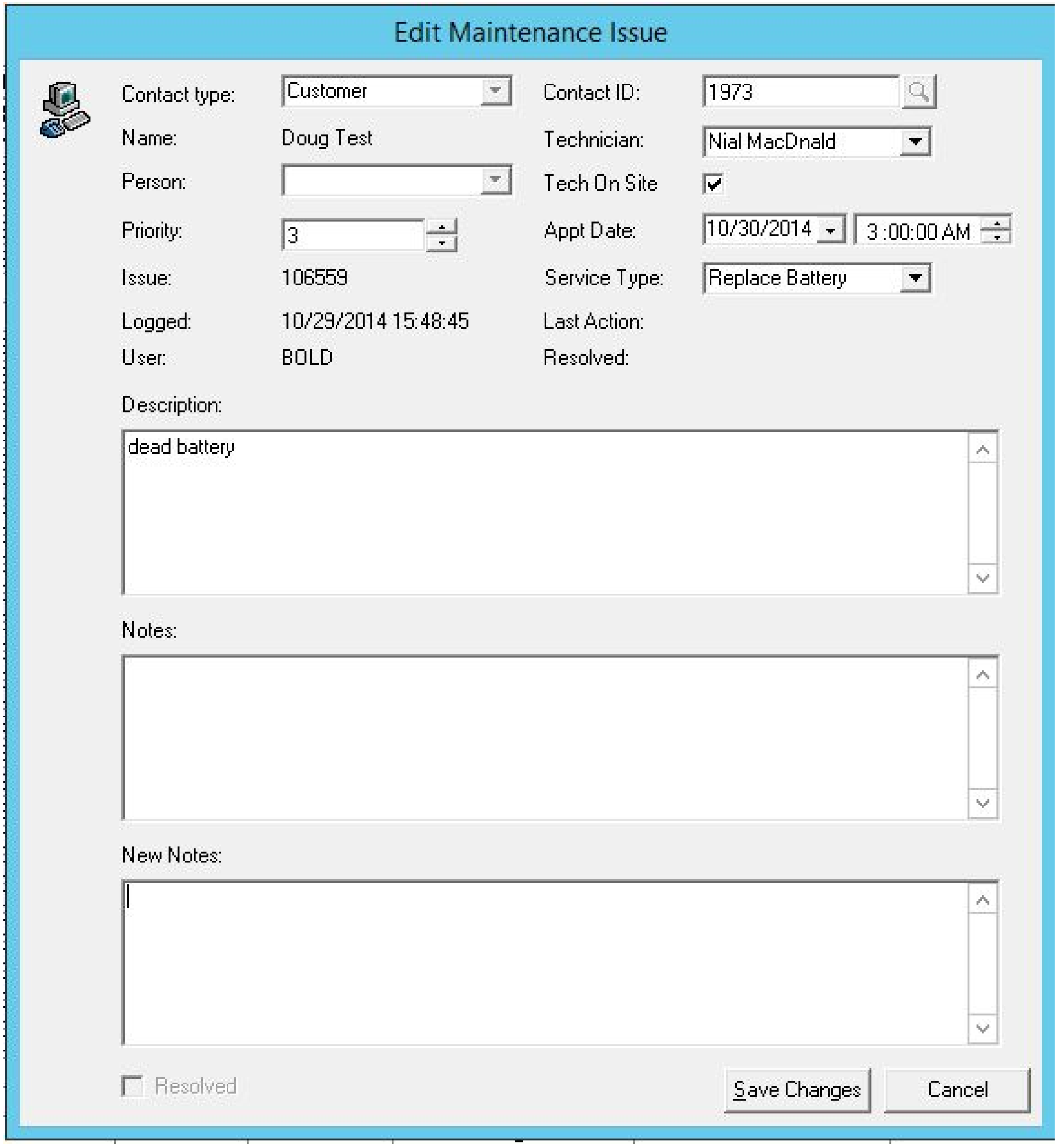


3. Select the Maintenance Issue you want to edit on the grid as shown in the following screenshot:



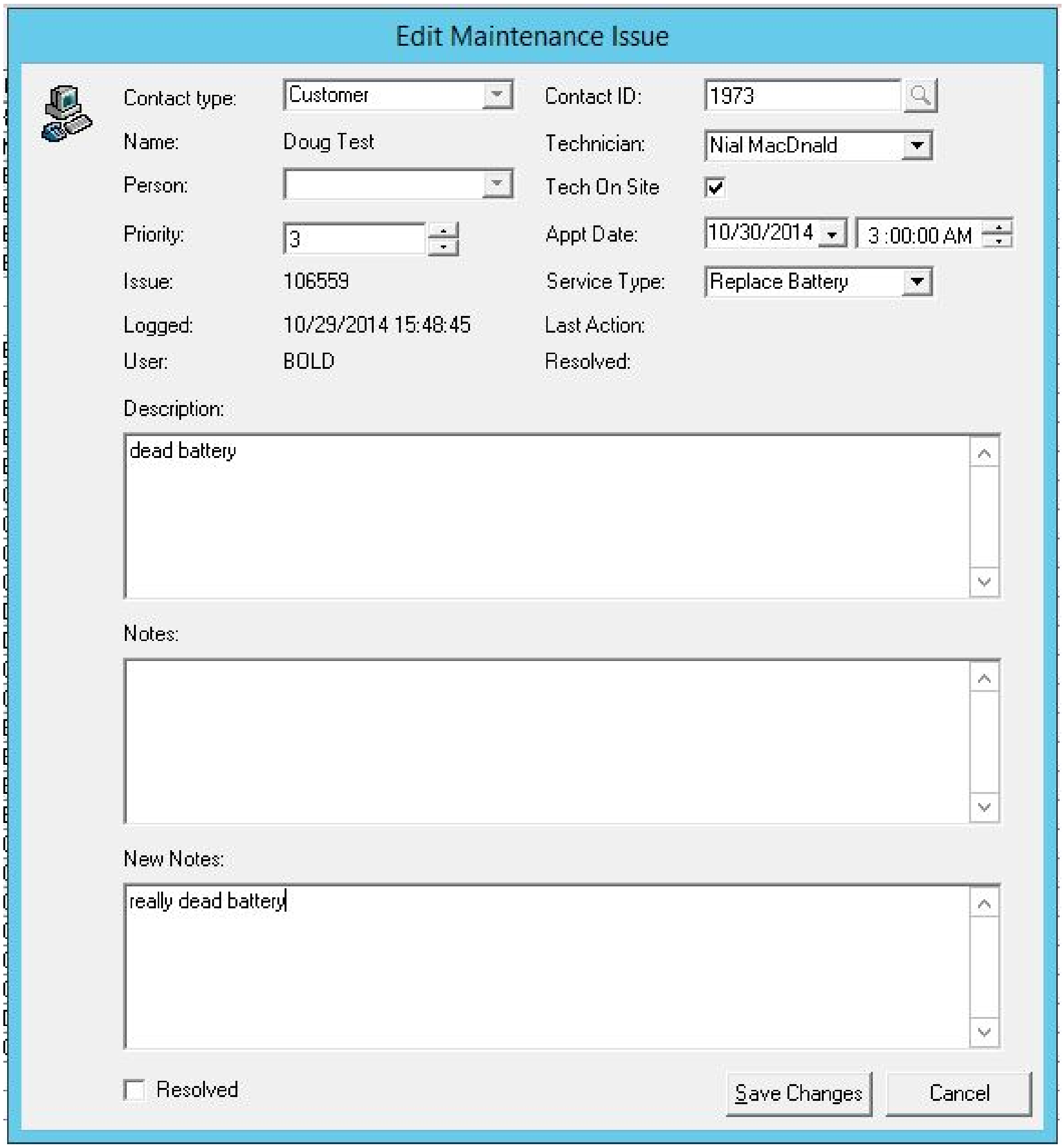
4. Click “Edit Selected” as shown in the following screenshot:

Result: the “Edit Maintenance Issue” window displays as shown in the following screenshot:



5. Modify existing text, or enter new text.
6. When you are finished editing the Maintenance Issue you selected, click “Save Changes”. Result: the updated Maintenance Issue displays in the grid as shown in the following screenshot:

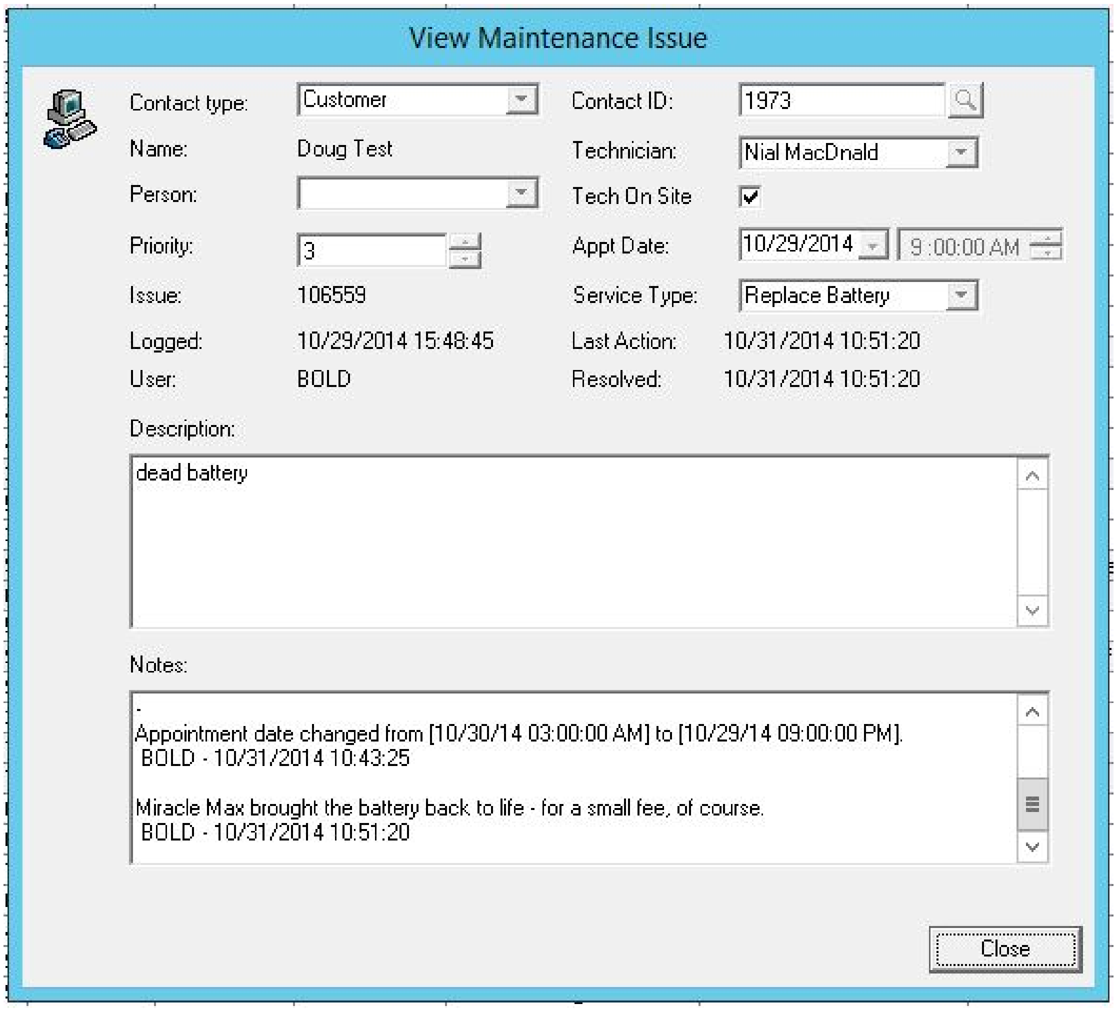
7. If you enter text into the “New Notes:” area of the “Edit Maintenance Issue” form, the “Resolved” checkbox displays enabled as shown in the following screenshot:



8. When you are ready to close the Maintenance Issue, select the “Resolved” checkbox and then click “Save Changes”.
   Result: the Maintenance Issue now displays gray in the grid as shown in the following screenshot:

Note: Maintenance Issues in the grid display gray once they have been marked as resolved and saved. You can modify these settings in the Supervisor Workstation -> Tools -> Options -> Color Options. You can also resolve an existing Maintenance Issue by selecting it from the grid, and then selecting
“Resolve Selected”. The “Resolve Selected” button automatically designates a Maintenance Issue as resolved, and causes it to display gray in the grid. A user who resolves a

Maintenance Issue through the “Resolve Selected” button does not get an opportunity to enter additional notes. Once a Maintenance Issue has been resolved and saved, you cannot edit it again unless you change its status. The “View Maintenance Issue” form displayed in the following screenshot shows a Maintenance Issue that was resolved, saved, and then reopened for viewing. Notice that it does not include a “Save Changes” button. It is not editable.



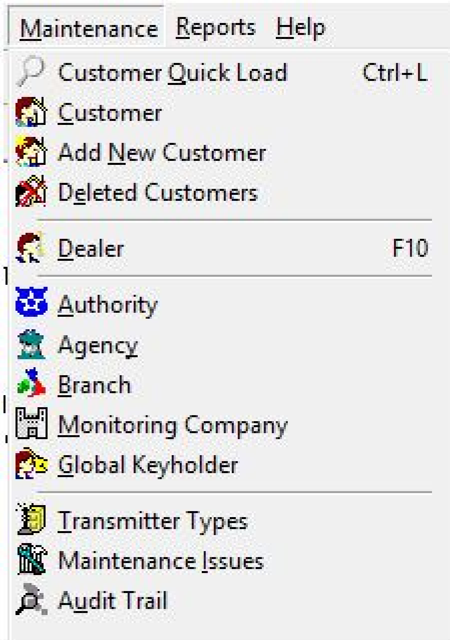
Reopening a Maintenance Issue

You can change the status of a Maintenance Issue (and enable it for editing) by using the “Reopen Selected” button.

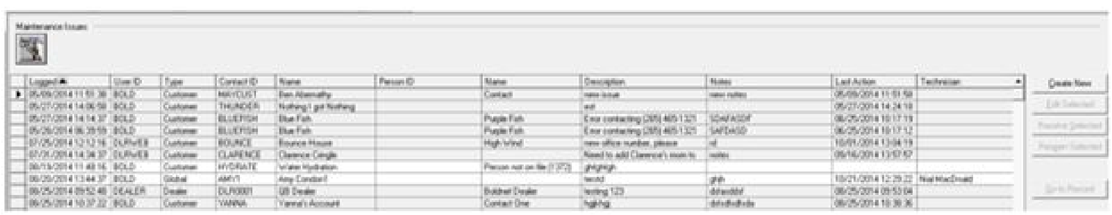
Perform the following steps to reopen a closed Maintenance Issue:

1. Open Manitou.
   Note: the steps in this section can be performed in either the Supervisor Workstation or the Operator Workstation.
2. Navigate to the Maintenance menu, and then select the “Maintenance Issues” option as

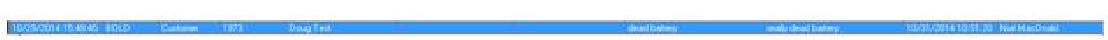
shown in the following screenshot:



Result: the “Maintenance Issues” form displays as shown in the following screenshot:



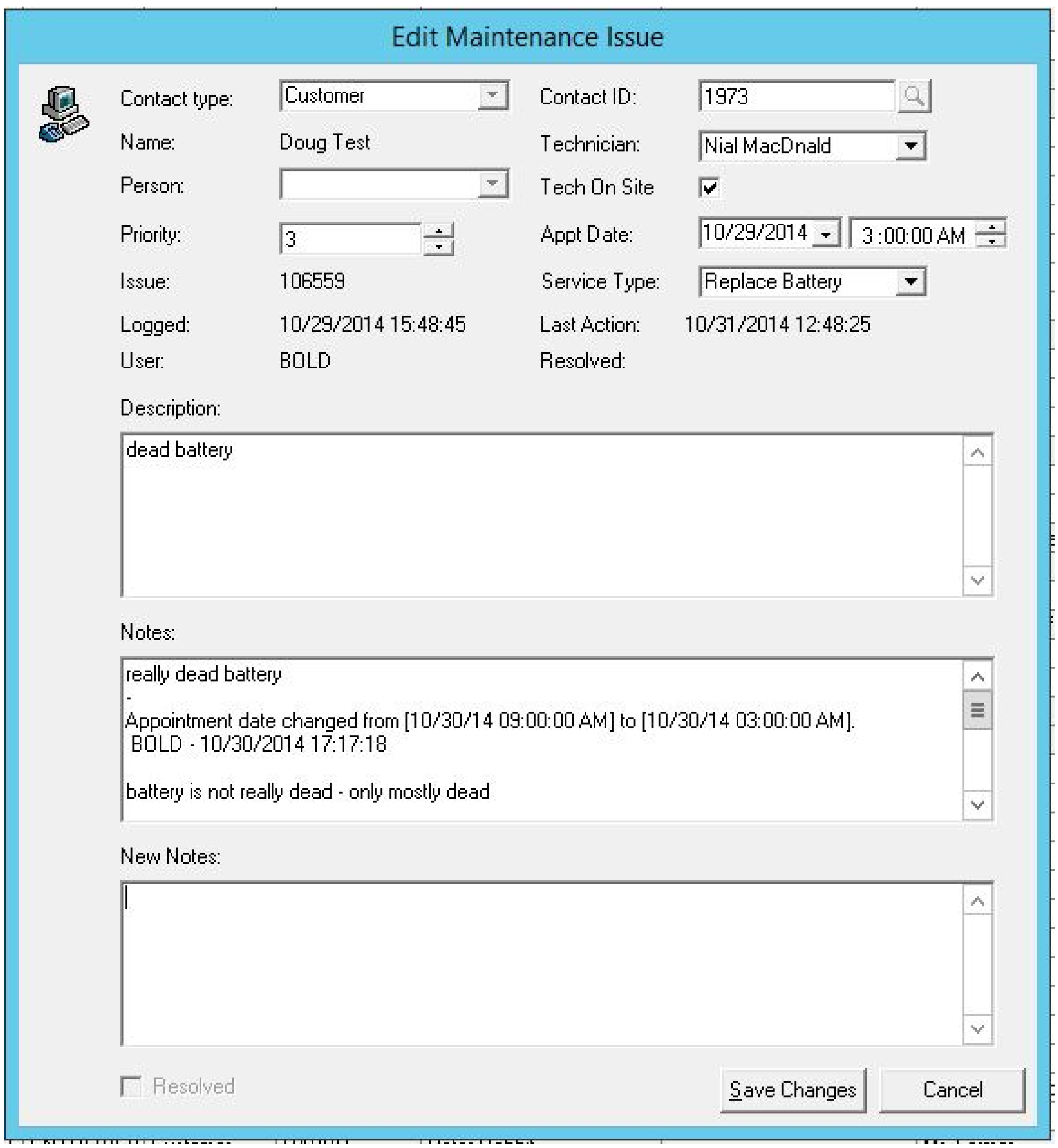
3. Select the Maintenance Issue that you previously saved and closed as shown in the following screenshot:



4. Click “Reopen Selected” as shown in the following screenshot:

Result: the “Yes/No” window displays as shown in the following screenshot:

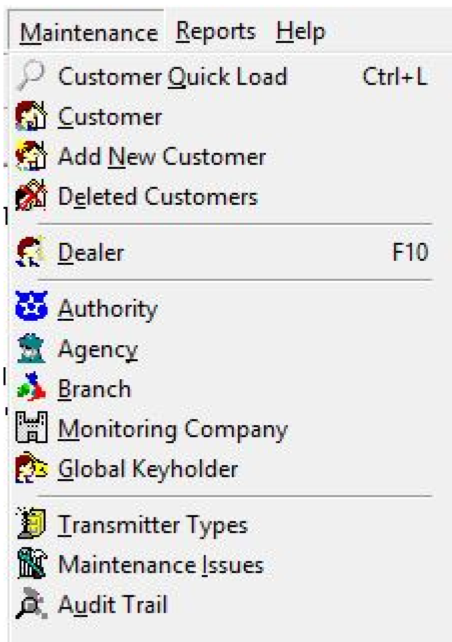
5. Click “Yes”.
   Result: the “Edit Maintenance Issues” window displays with the “Save Changes” button indicating that it is now editable.



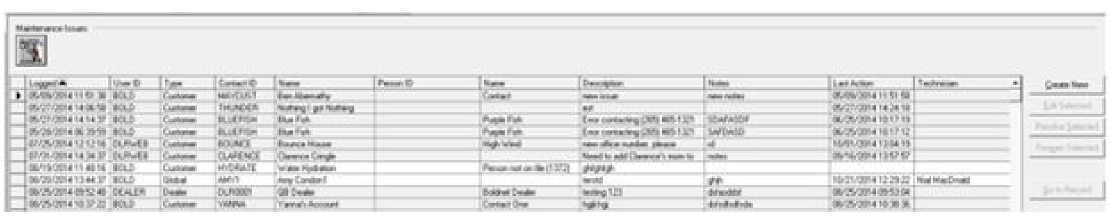
Searching for Existing Maintenance Issues using Filters

Perform the following steps to apply a filter to search for existing Maintenance Issues:

1. Open Manitou.
   Note: the steps in this section can be performed in either the Supervisor Workstation or the Operator Workstation.
2. Navigate to the Maintenance menu, and select “Maintenance Issues” as shown in the following screenshot:

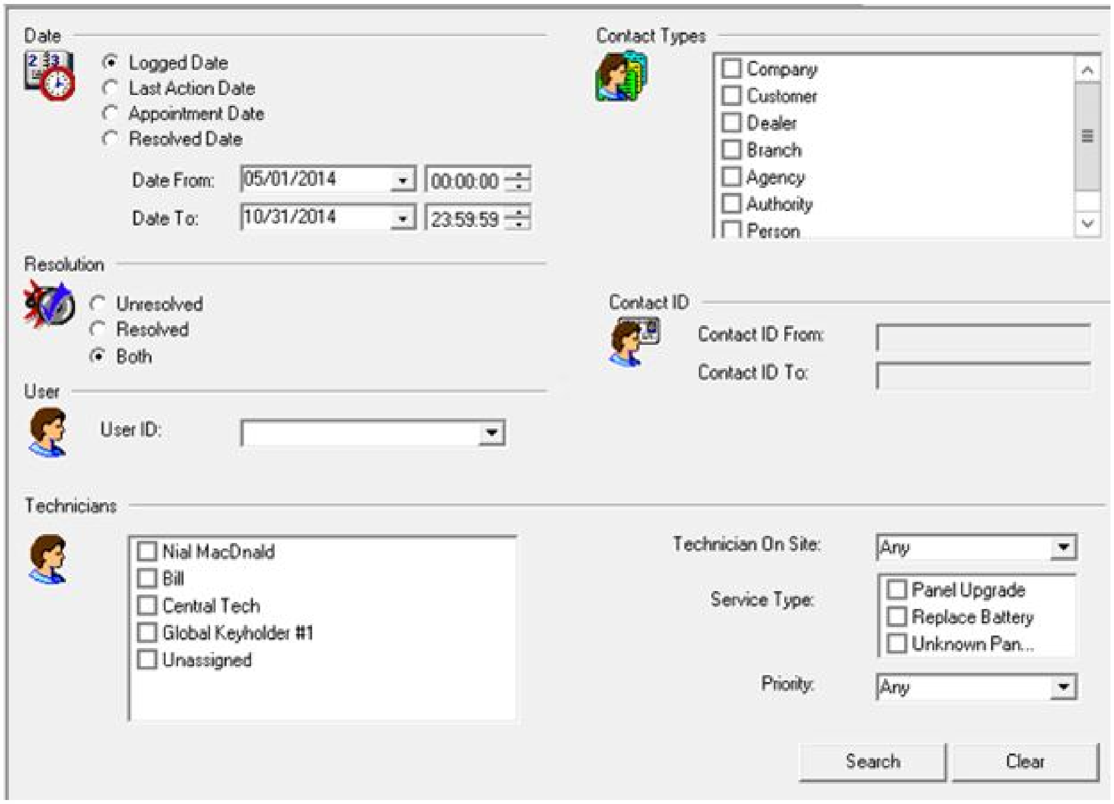


   Result: the “Maintenance Issues” form displays as shown in the following screenshot:

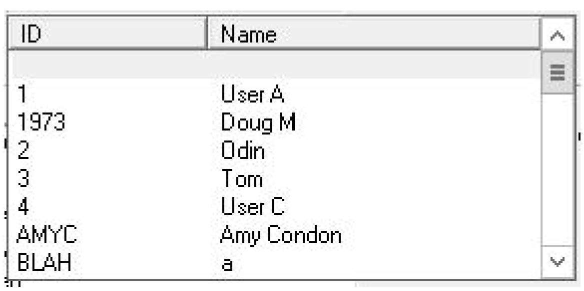


3. Scroll to the bottom of the form.
   Result: the “Filter” tab displays as shown in the following screenshot:

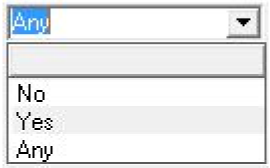
4. Click “Filter”.
   Result: the following Maintenance Issues Filter form displays as shown in the following screenshot:



5. Select a date option and range from the “Date” area of the form.
6. Select a contact type from the “Contact Types” area of the form.
7. In the “Resolution” area of the form, select whether the Maintenance Issue for which you are looking has been resolved, remains unresolved, or can be in either completion status.
8. Select the Manitou user who created the Maintenance Issue from the “User” dropdown list as shown in the following screenshot:

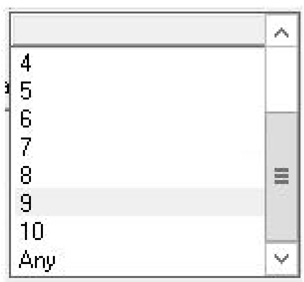


9. Select the technician associated with the Maintenance Issue you want to find in the “Technicians” area of the form.
10. Select whether or not the Maintenance Issue for which you are searching was designated as being on site. Your options for the menu are shown in the following screenshot:

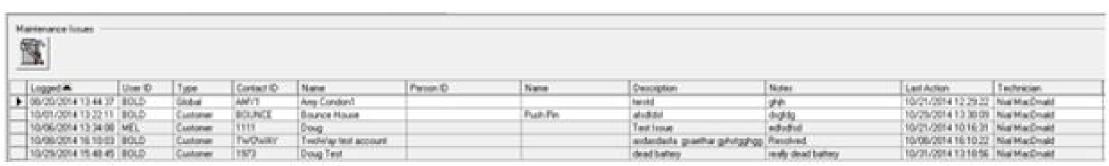


11. Select a service type from the "Service Type:" dropdown menu as shown in the following screenshot:

12. Select a priority level for the Maintenance Issue you want to find from the "Priority:" dropdown menu as shown in the following screenshot:



13. When you are finished entering parameters, click "Search".
    Result: your search results display as shown in the following screenshot:

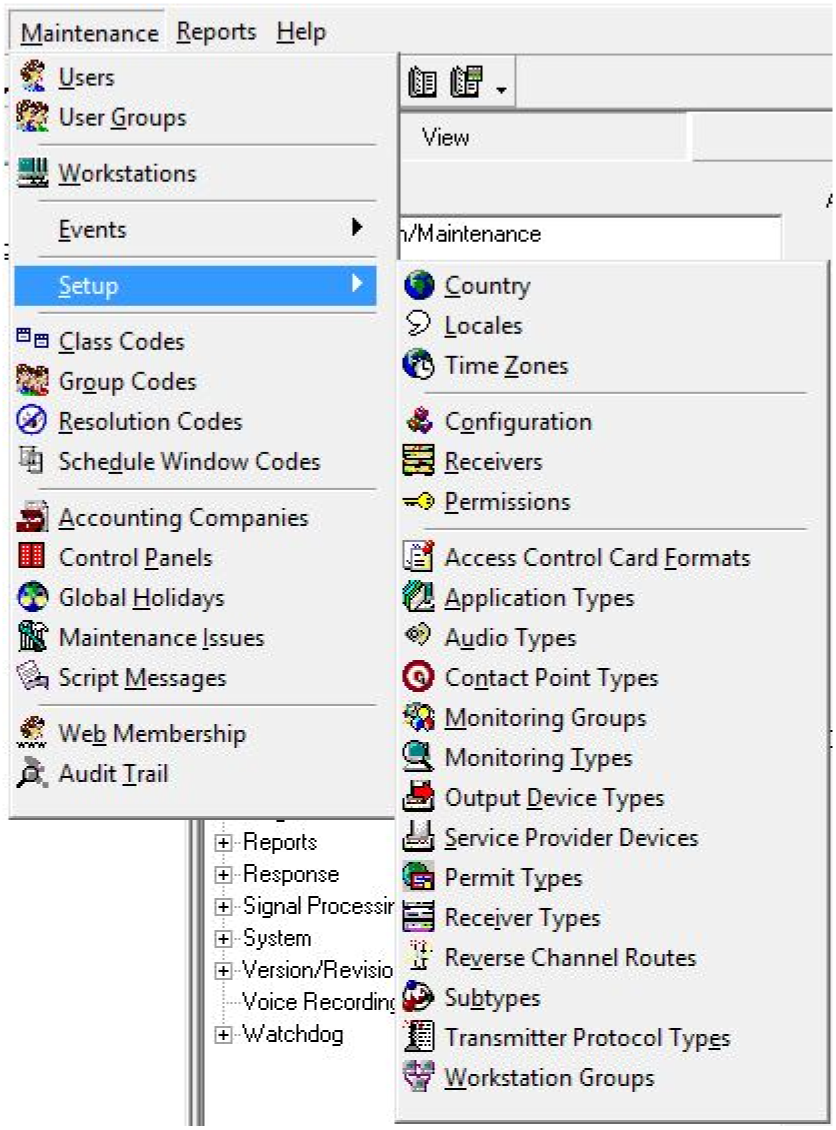


    Note: in the search results above, the user searched for all Maintenance Issues associated with technician "Nial MacDnald".

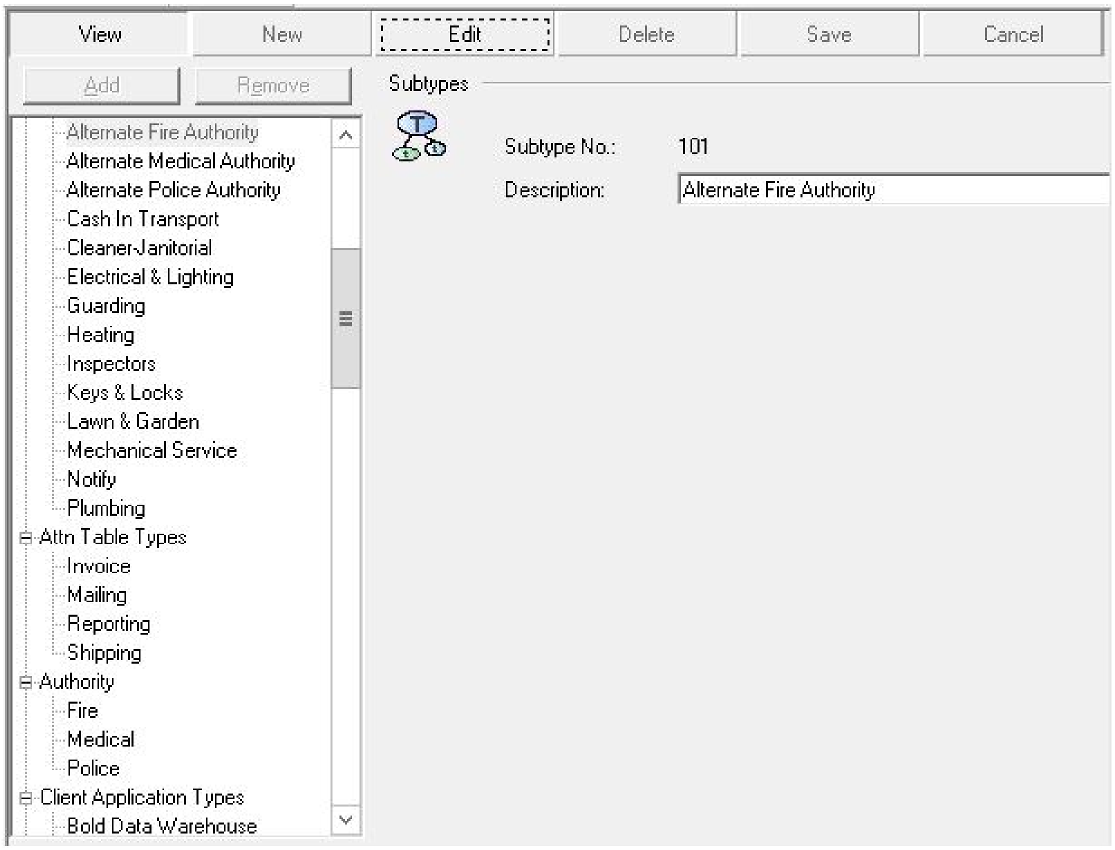
Adding a Service Type

Perform the following steps to add a Service Type in the Manitou Supervisor Workstation:

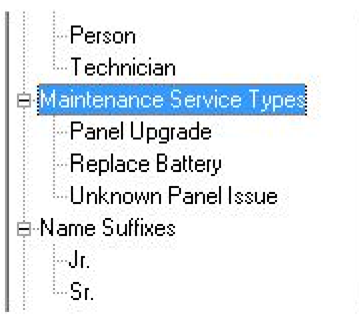
1. Open the Manitou Supervisor Workstation.
2. Navigate to the "Maintenance" menu, and then click "Setup" and "Subtypes" as shown in the following screenshot:



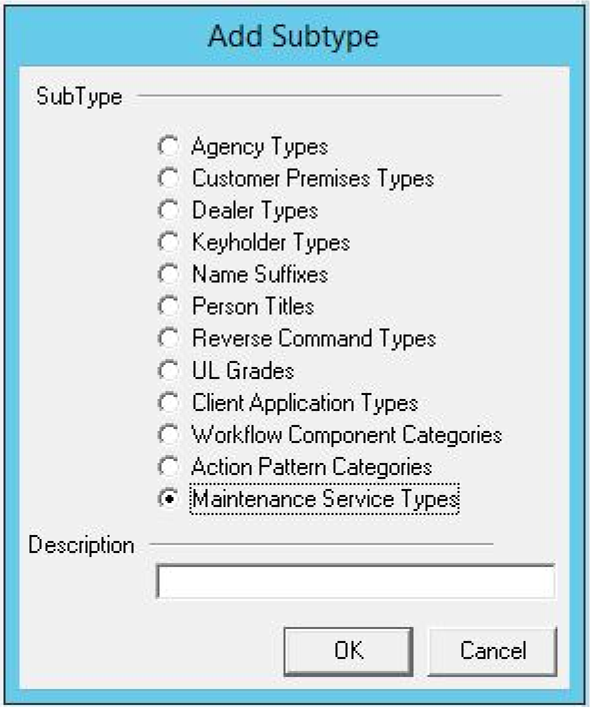
Result: the “Subtypes” window displays as shown in the following screenshot:



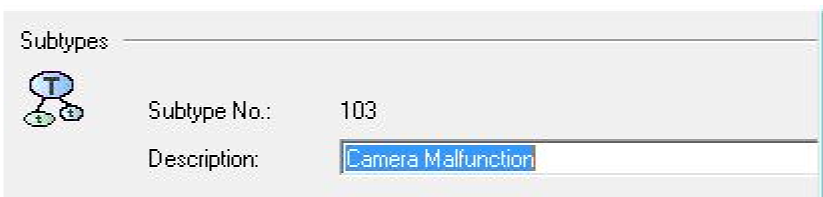
3. Scroll down and select the “Maintenance Service Types” option as shown in the following screenshot:



4. Click “Edit”, and then click “Add”.
   Result: the “Add Subtype” window displays as shown in the following screenshot:



5. Enter a description into the “Description” field, and then click “OK”.
6. The Maintenance Service Type you added now displays on the “Subtypes” form as shown in the following screenshot:



7. Click “Save”.

Sending a Script Message for a New Maintenance Issue

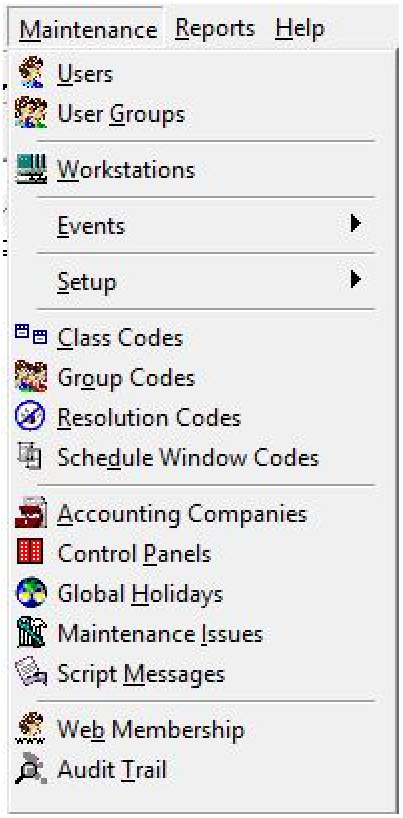
Manitou has an option to create and send Script Messages to technicians when new or updated Maintenance Issues are assigned to them.

After you complete the instructions in this document, the following conditions still must be met in order for the system to send the notification email, as described:

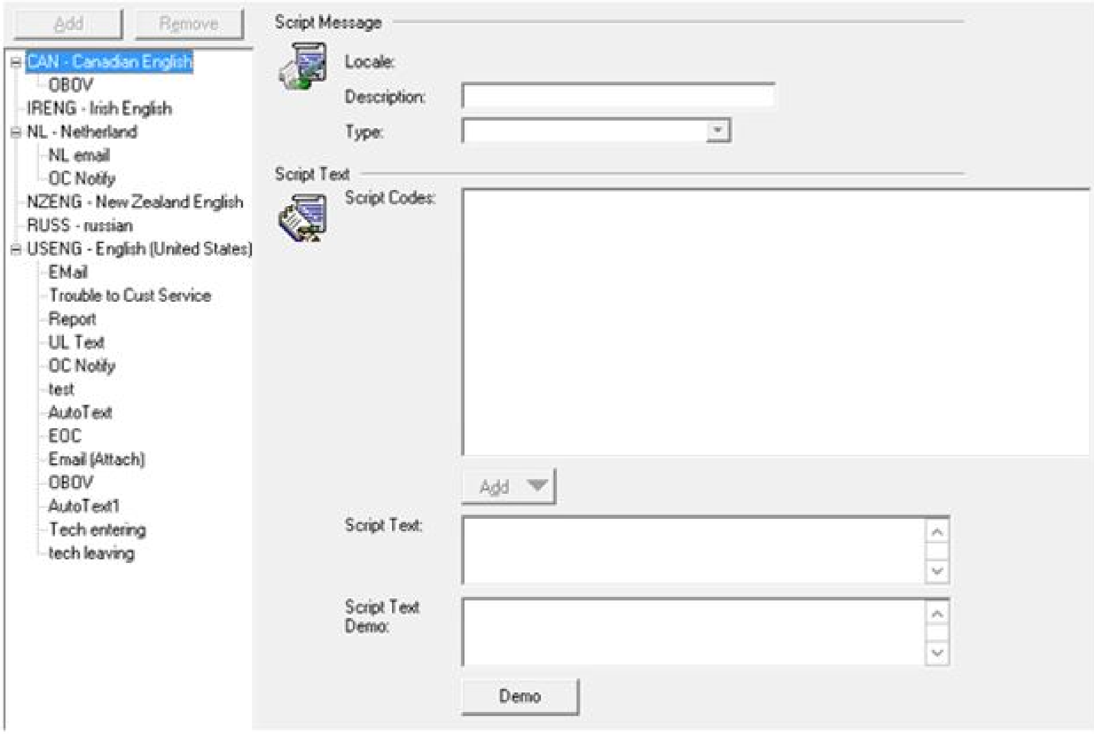
- The technician to whom you want to send the email must be the designated technician on the Maintenance Issue form.
- The technician to whom you want to send the email must have an email address listed in the Monitoring Company Contact List.
- The Report Publisher must be running, and properly configured to send emails.

Perform the following steps to send a script message to notify a technician about a new Maintenance Issue via Script Message:

1. Open the Manitou Supervisor Workstation.
2. Navigate to the "Maintenance" menu, and select "Script Messages" as shown in the following screenshot:



Result: the "Script Message" window displays as shown in the following screenshot:

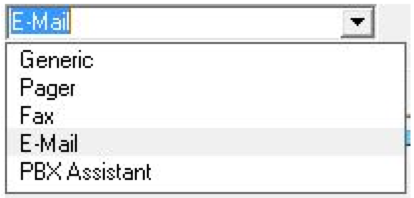


3. Click “Edit”, and then “Add”.
   Result: the “Add Script Message” window displays as shown in the following screenshot:

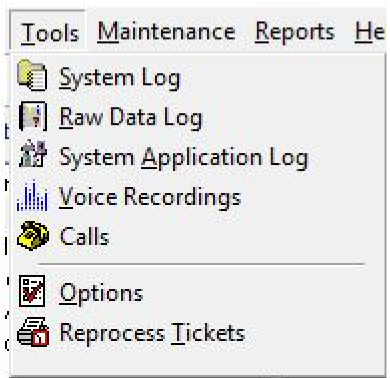
4. Enter a description into the “Description:” field.
5. Select a locale for your script message from the “Language:” dropdown menu as shown in the following screenshot:

Language	Description
CAN	Canadian English
IRENG	Irish English
NL	Netherland
NZENG	New Zealand English
RUSS	russian
USENG	English (United States)

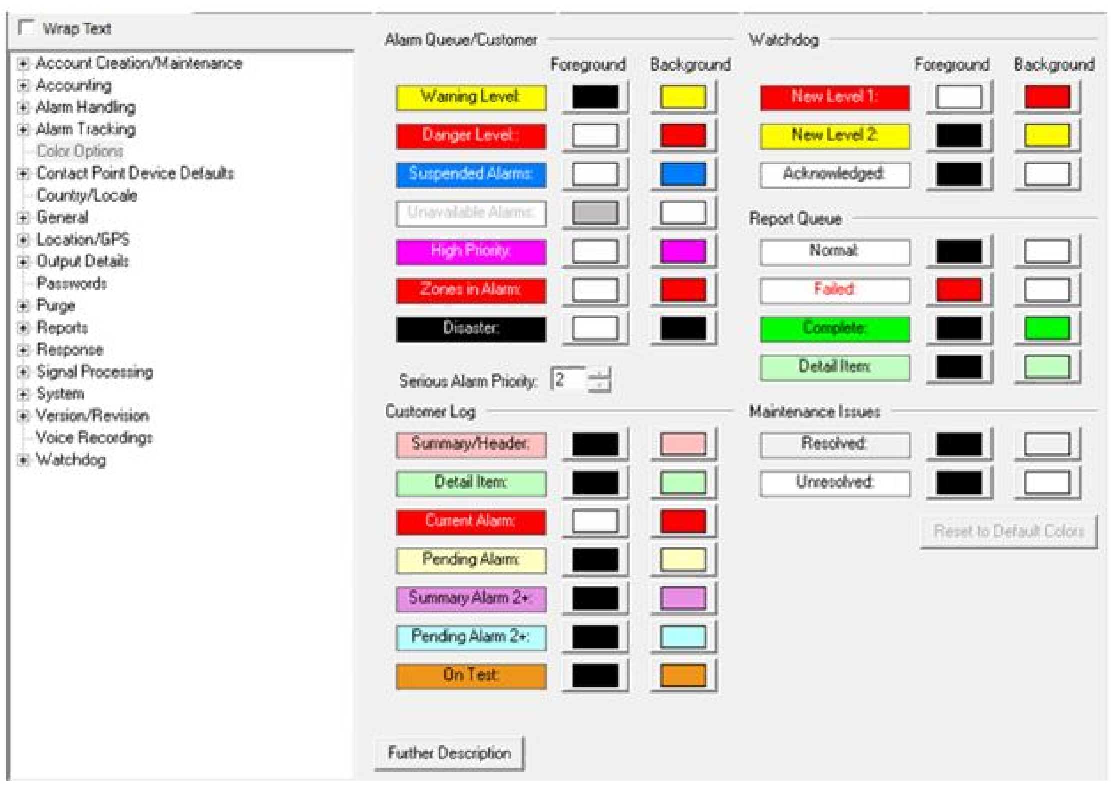
6. Select the “Email” option from the “Type:” dropdown menu as shown in the following screenshot:



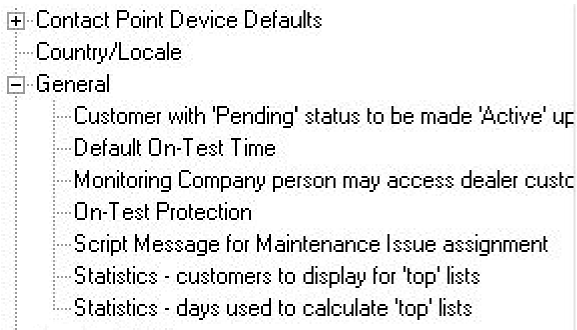
7. Enter the text you want to use for the script message into the “Script Text:” field.
8. Click “Save”.
9. Navigate to the “Tools” menu, and select “Options” as shown in the following screenshot:



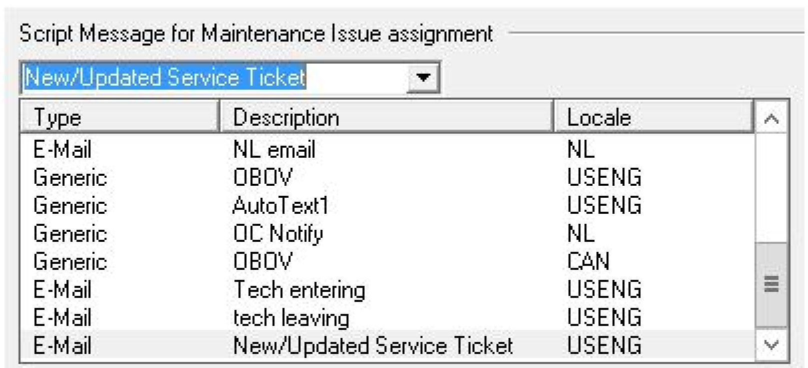
Result: the following form displays:



10. Expand the “General” node in the Navigation Tree as shown in the following screenshot:



11. Select the “Script Message for Maintenance Issue assignment” option.
12. Click “Edit”.
13. Select the script message you recently added from the dropdown menu as shown in the following screenshot:



14. Click “Save”.

Script Messages

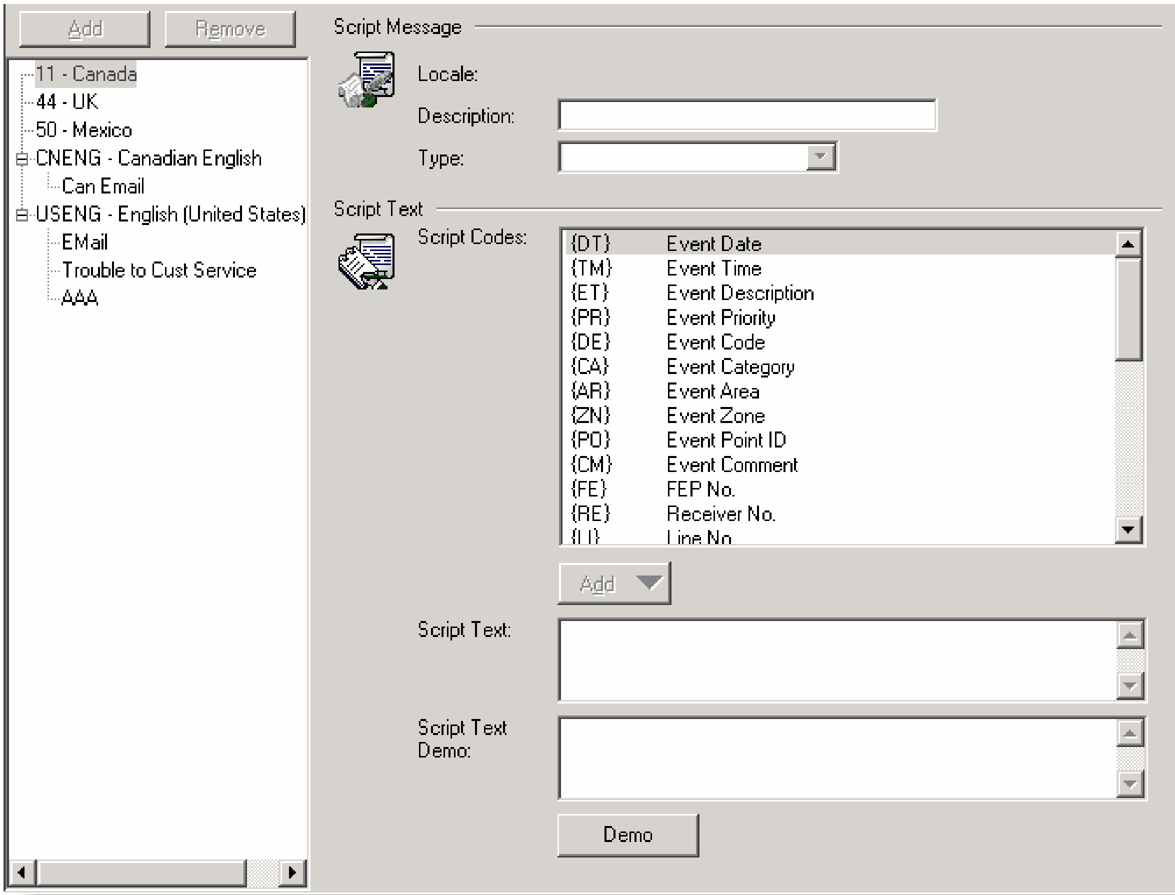
The Script Messages function allows users to create messages that can be saved and sent to Customers via email or fax. Once created, Script Messages are available for use with Action Pattern items.

Manitou can also add current alarm information to Script Messages. In this way, for example, a Manitou user can easily provide a Keyholder with the specific details of an alarm at the time of initial contact.

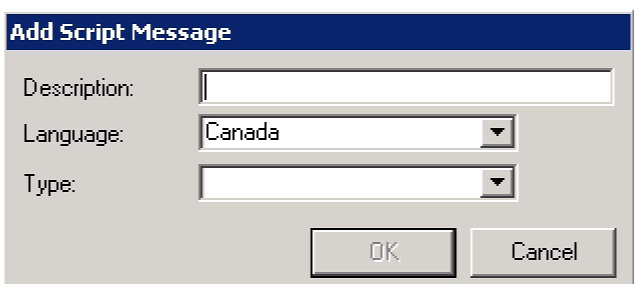
Adding a New Script Message

1. Navigate to the Maintenance menu, and select "Script Messages".

Result: the "Script Message" form displays as shown in the following screenshot:



2. Click "Edit", and then click "Add".
Result: the "Add Script Message" window displays as shown in the following screenshot:



3. Enter a description for your new Script Message into the "Description:" field.
4. Select the language for your new Script Message from the "Language:" dropdown menu.
5. Select a delivery method for your new Script Message from the "Type:" dropdown menu, and click "OK".

Result: your new Script Message now displays on the Navigation Tree, and as the currently selected message on the "Script Message" form.
Note: if you are unsure about how your new message will be sent to the customer, select

"Generic".

6. Enter text for your new Script Message into the "Script Text:" field.

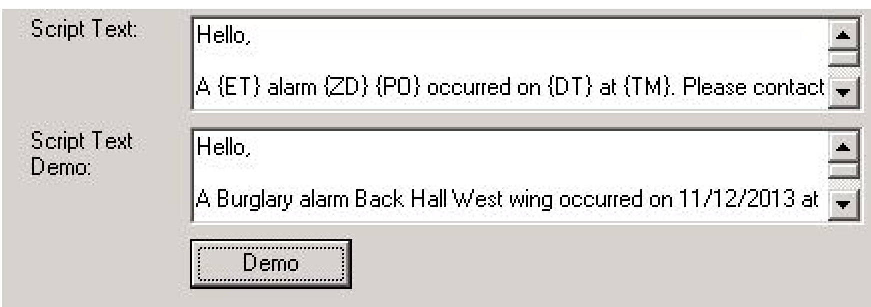
Note: Script Codes are insertable fields that symbolize a specific alarm detail. When you insert a Script Code into your message, you are telling Manitou to include the specific alarm detail symbolized by the code into the message. For example, the Script Code "{AC}" symbolizes Customer City/Town. If a specific Customer lives in Seattle, and a Manitou user inserts the "{AC}" Script Code into an email message regarding an alarm at the Customer's residence, Manitou sends the email with "Seattle" in place of the inserted "{AC}" Script Code.

7. If you want to insert a Script Code into your new Script Message, select the Script Code and click "Add".

Result: the system inserts the Script Code you selected into the "Script Text:" window.

8. When you finish entering text and adding Script Codes into the "Script Text:" window, click "Demo".

Result: the system displays your new Script Message with any inserted Script Codes translated according the specific recipient's account details as shown in the following screenshot:

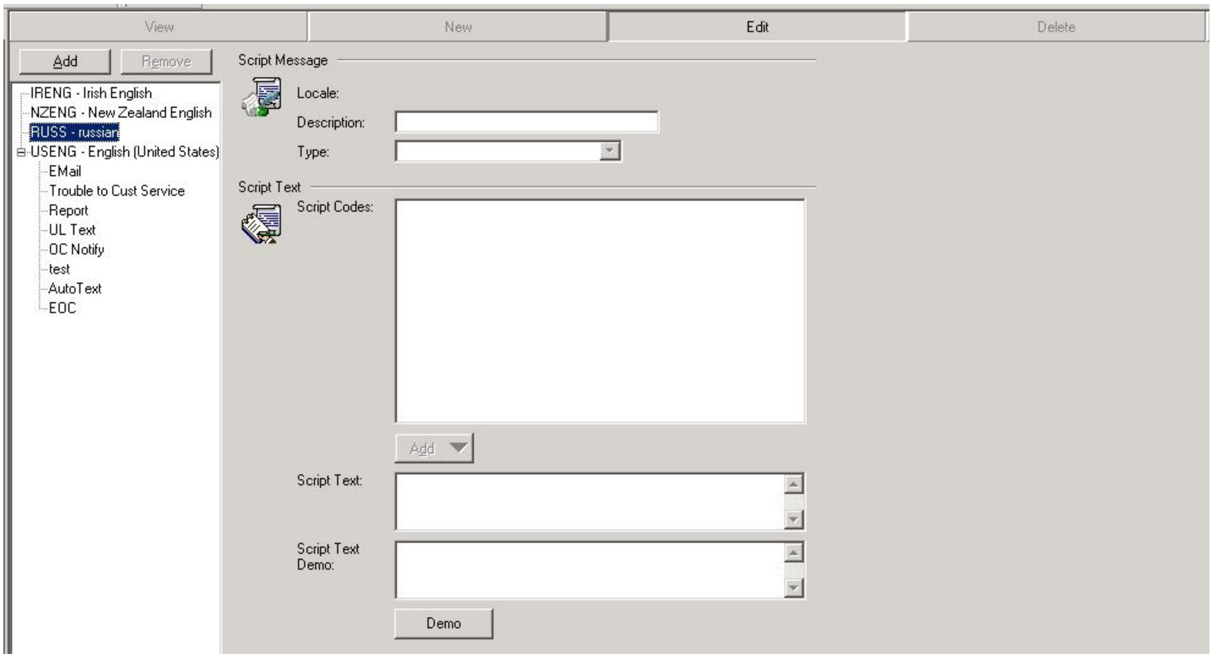


9. Click "Save".

Using an Existing Script Message

1. Navigate to the Maintenance menu, and select "Script Messages".

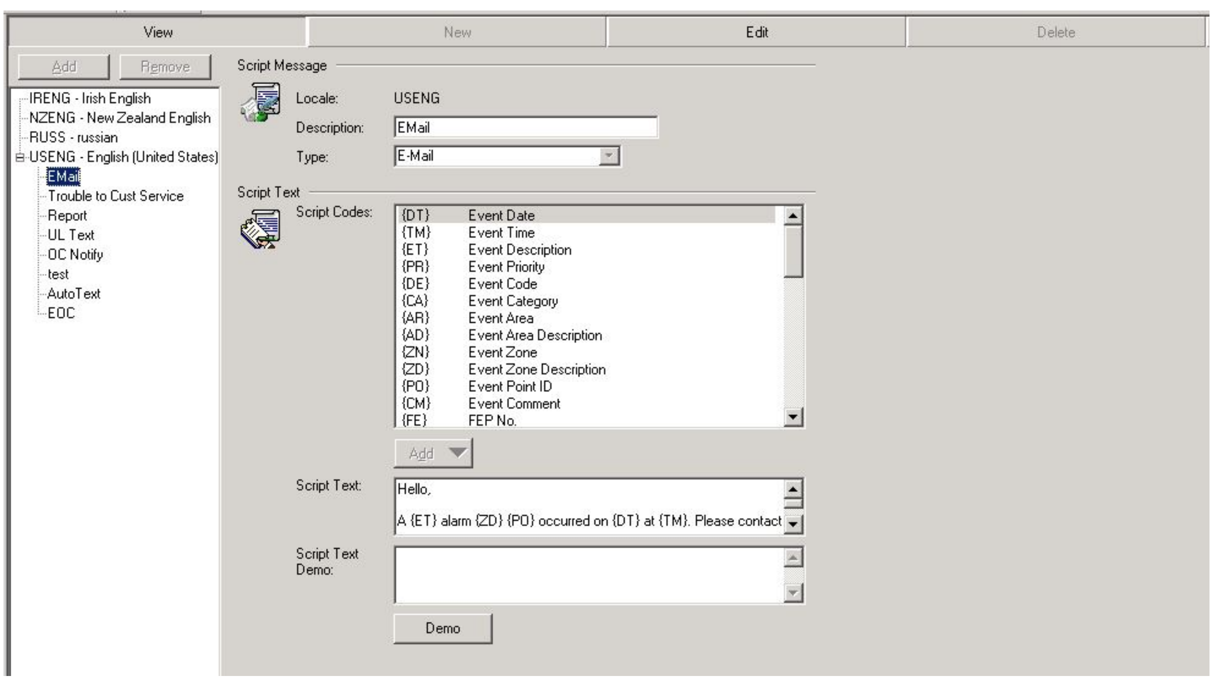
Result: the "Script Message" form displays as shown in the following screenshot:



Note: Script Messages are organized according to Locale.

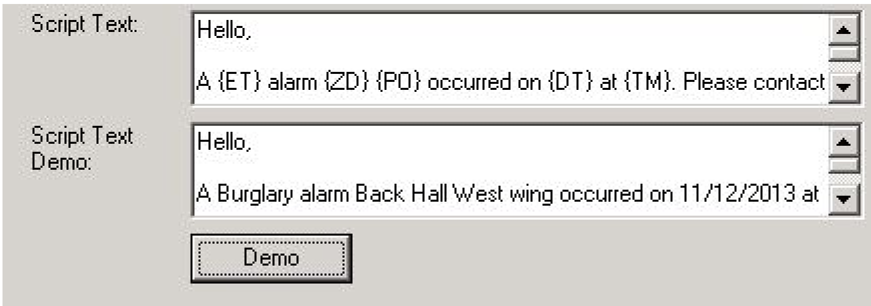
2. Select the existing Script Message you want from the Navigation Tree.

Result: the message text displays in the "Script Text" area of the window, and a list of codes displays in the "Script Codes:" area of the window as shown in the following screenshot:



3. Click "Demo".

Result: the "Script Text Demo:" field displays with the Script Codes fields completed for a hypothetical recipient. When you send a Script Message to a real recipient, Manitou uses its database to replace the Script Code fields with the recipient's relevant information.

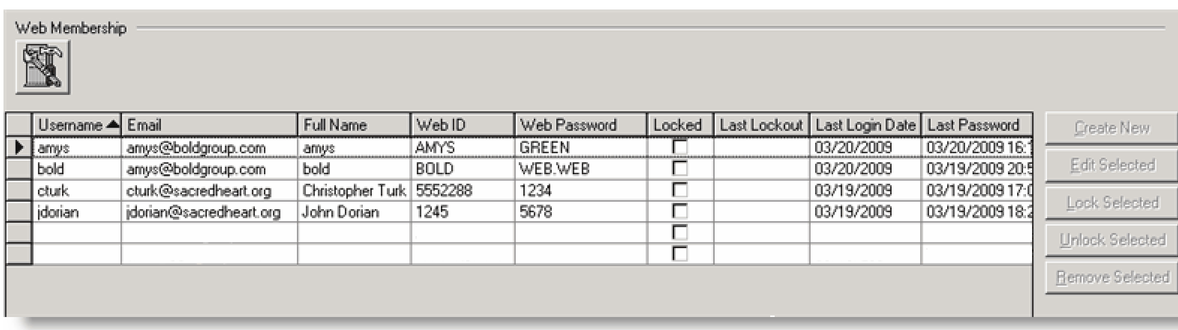


Web Membership

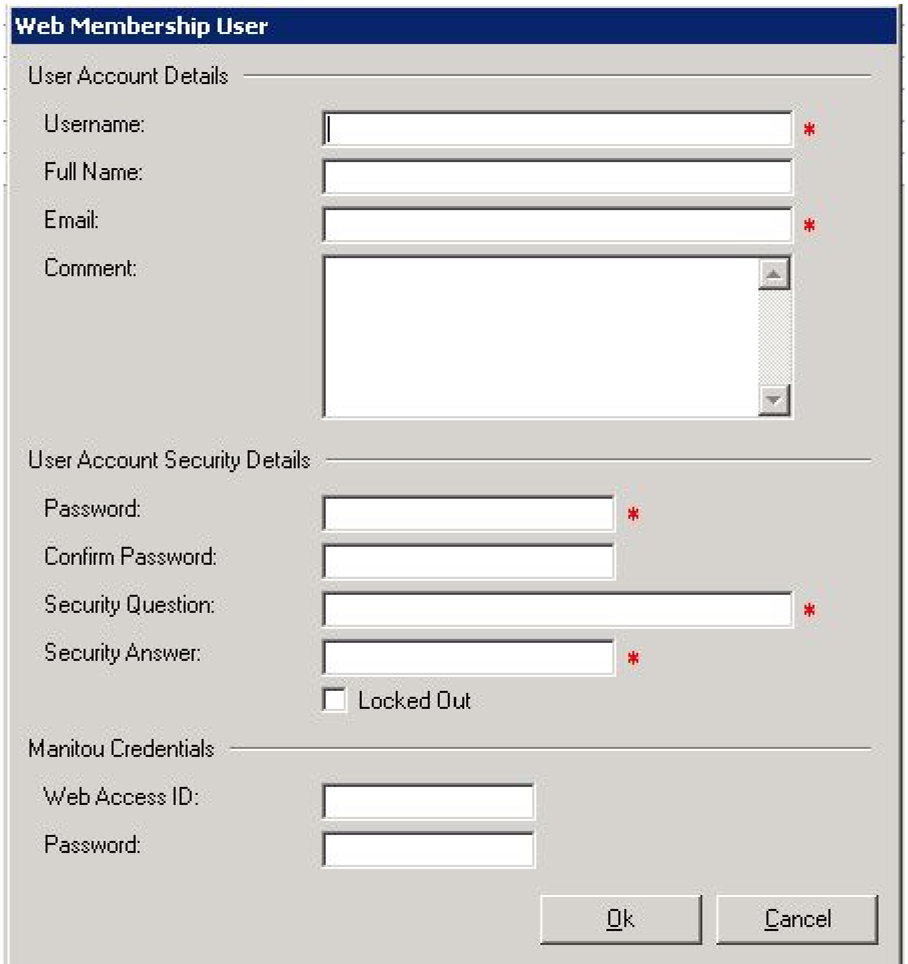
A Web Membership account allows you to access features in BoldNet.

Creating a New BoldNet User
Perform the following steps to add a new member to BoldNet:

1. Navigate to the Maintenance menu, and select "Web Membership".
Result: the "Web Membership" form displays as shown in the following screenshot:



2. Click "Edit", and "Create New".
Result: the "Web Membership User" window displays as shown in the following screenshot:

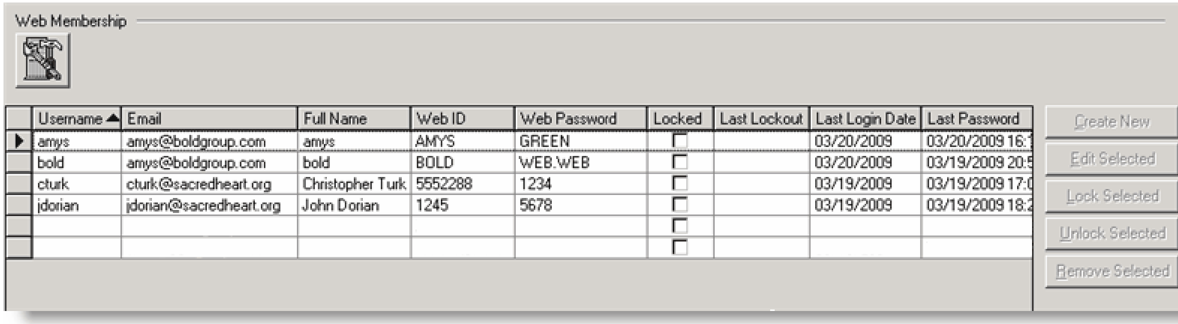


3. Enter the user's account information, and click "OK".
Result: the new user's information now displays on the Web Membership list.

Using the Restricted IP Addresses Tab

At times, a user may need to restrict the IP Address of another user to prevent him from accessing BoldNet.

1. Navigate to the Maintenance menu, and select "Web Membership".
Result: the "Web Membership" form displays as shown in the following screenshot:

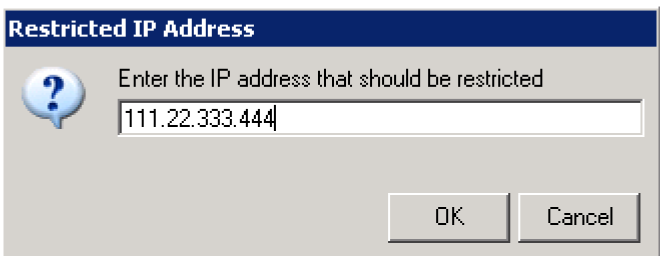


2. Click the "Restricted IP Address" Tab located just above the "Status" area at the bottom of your screen.

Result: the "Restricted IP Addresses" Tab displays.

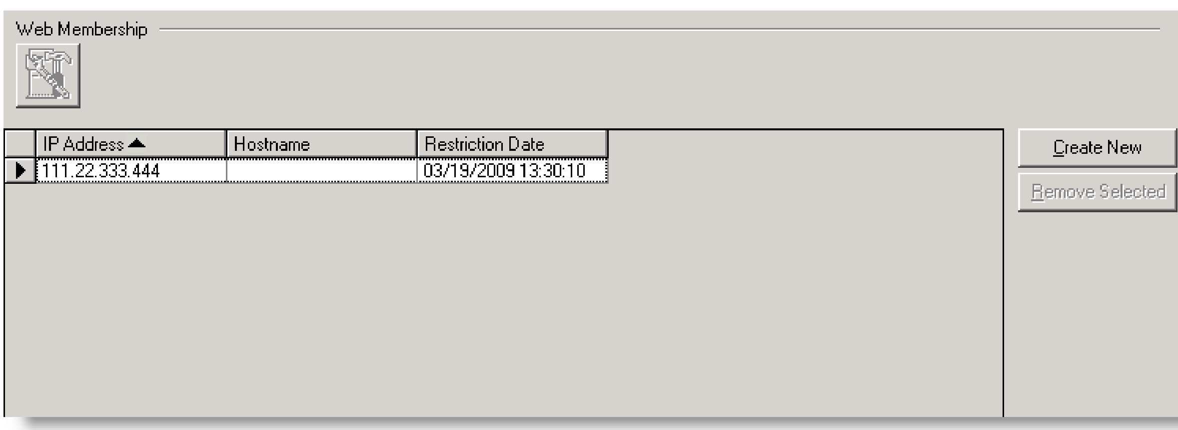
3. Click "Edit", and then click "Create New".

Result: the "Restricted IP Address" window displays:



4. Enter the IP Address you want to block, and click "OK".

Result: the restricted IP Address now displays on the "Restricted IP Address" tab as shown in following screenshot:

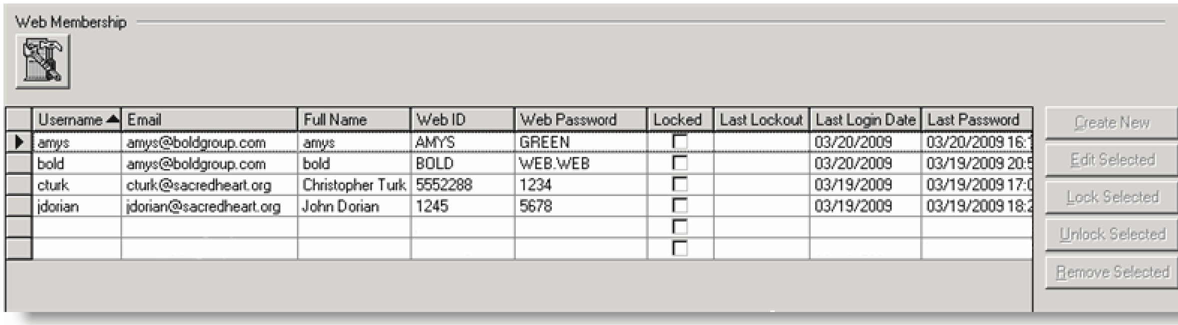


Note: you can unblock a Restricted IP Address by selecting the appropriate row, and clicking "Remove Selected."

Using the Web Membership Filter Tab

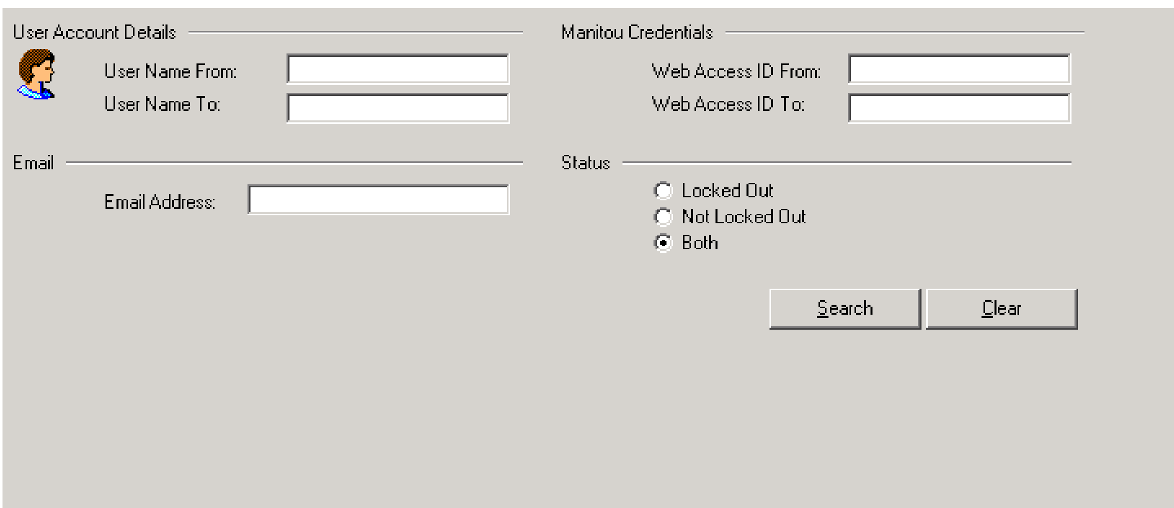
1. Navigate to the Maintenance menu, and select "Web Membership".

Result: the "Web Membership" form displays as shown in the following screenshot:



2. Click the "User Filter" Tab located just above the "Status" area at the bottom of your screen.

Result: the "User Filter" Tab displays.



Note: you can use the "User Filter" Tab to search based on User Name, Web Access IDs, or E-mail addresses. You can also search for Web Membership based on the status of being Locked Out, Not Locked Out, or Both.

3. Once the search parameters have been entered, click "Search".

Result: your filtered search results display on the "Web Membership" form.

Audit Trail

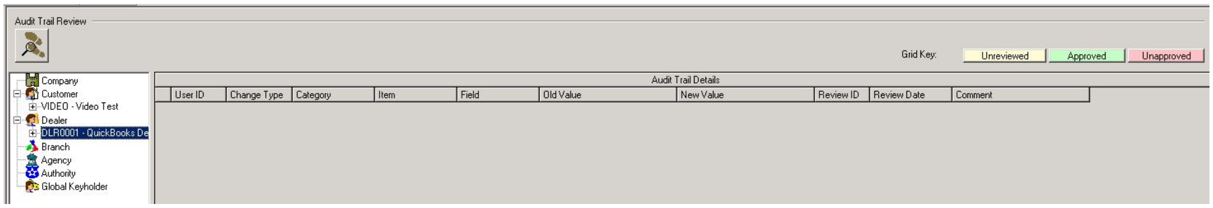
The Audit Trail keeps a detailed log of all data entry changes made in Manitou. A Supervisor can access and track user changes by accessing the Audit Trail form.

Accessing Audit Trail Records on the Audit Trail Form

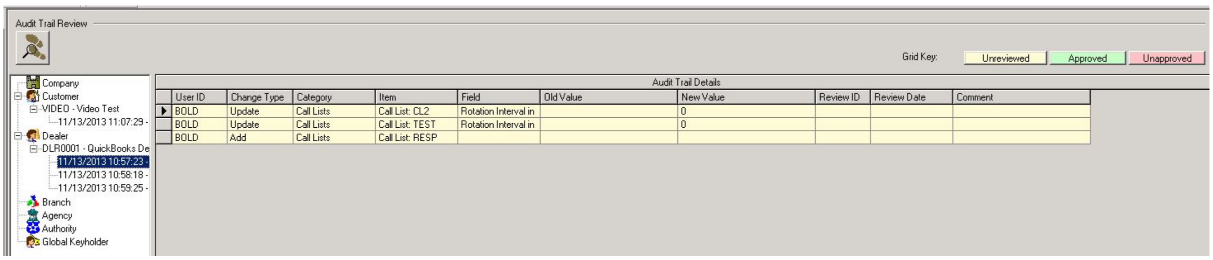
Perform the following steps to access the Audit Trail form:

1. Navigate to the Maintenance menu, and click "Audit Trail".

Result: the Audit Trail form displays as shown in the screenshot below:



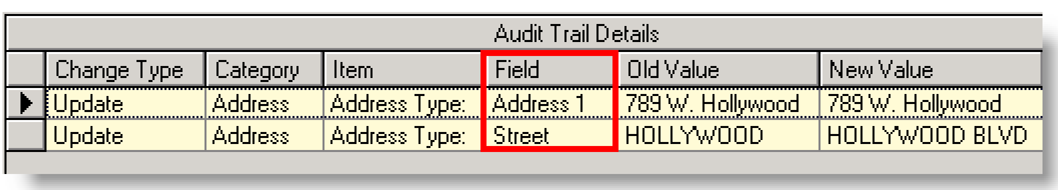
2. Expand entries in the Navigation Tree to access specific Audit Trail records as shown in the following screenshot:



Result: the Audit Trail record displays.

Field Descriptions for the Audit Trail Form:

- User ID – this column contains the Manitou User ID of the person who edited the account
- Change Type – this column describes the type of change made to the account
- Category – this column indicates the type of form that was added, changed, or deleted
- Item – this column shows the specific account or Entity added, changed , or deleted
- Field – this column shows the specific field added, changed, or deleted. The following screenshot shows that the Customer's address, and even more specifically, that his street listing was changed in Manitou:



- Old Value and New Value – these two columns display the data contained in the field prior to a change, and the data as it displays following an update
- Review ID and Review Date – these two columns show the date that changes were reviewed, and the ID of the person who authorized the change
- Comment – this column displays any extra information provided by the authorizing person regarding the changed account

Note: the status of system changes are indicated by the color in which the log line displays. Yellow indicates an unreviewed change, and green indicates an approved change. Red indicates a change that was reviewed, but not approved. Please note, however, that a rejection does not automatically undo a change. To undo a change, you must manually return to the account and reverse any changes made.

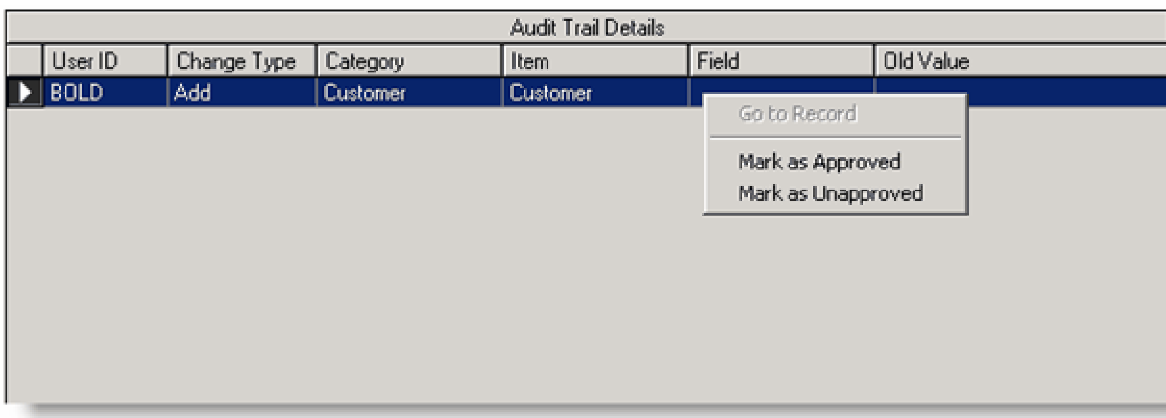
Reviewing Changes in Manitou

An SWS user with proper access can log into Manitou and review changes made by other Manitou users.

Perform the following steps to review changes made in Manitou:

1. Navigate to the Maintenance menu, and click "Audit Trail".
Result: the Audit Trail form displays.

2. From the "Audit Trail Review" Navigation Tree, select the Entity for whom you want to review changes.
Result: changes made for the Entity display on the "Audit Trail Details" window as shown in the following screenshot:

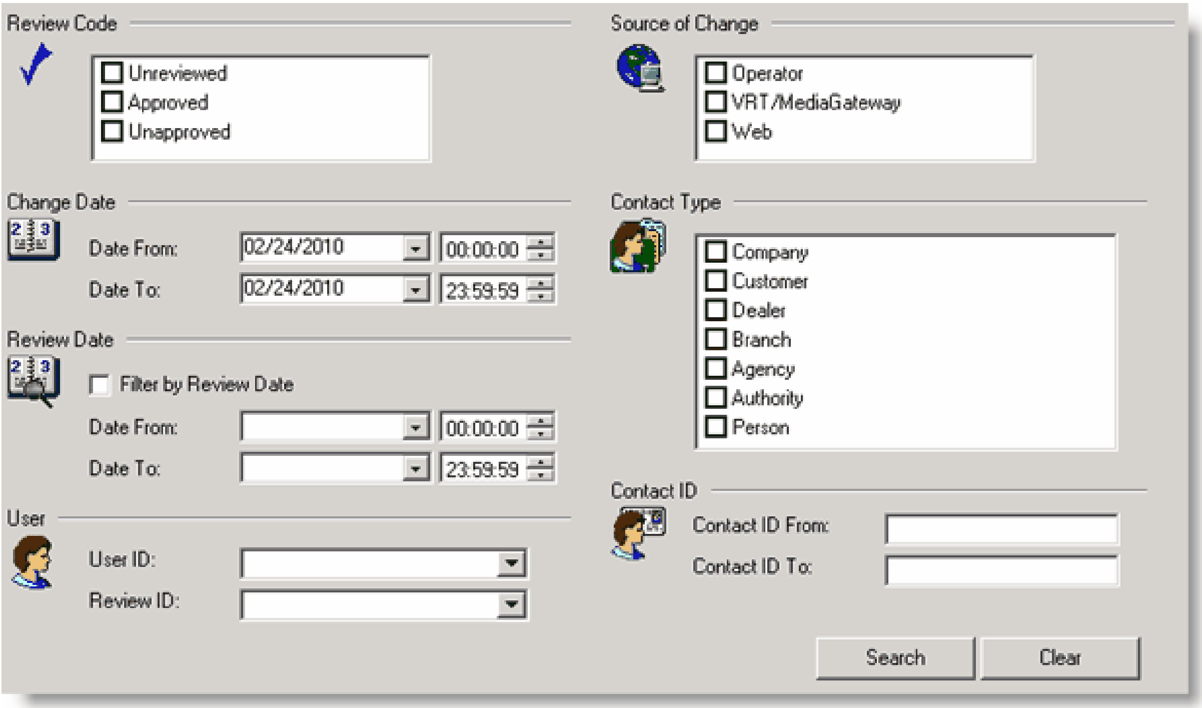


3. Select the log line for the change you want to review, and right-click it.
Result: a window displays as shown in the following screenshot:

4. Select either "Mark as Approved" or "Mark as Unapproved".
Result: your changes now display in the last three columns of the log line.
Note: you only have one opportunity to mark an item as approved or unapproved. Marking an item as unapproved does not change the data back to its original form. You must return and manually reverse any changes made.

Using the Audit Trail Search Filter

The Audit Trail search form is similar to other search forms in the SWS. Users can filter out searches by Review Code, the source of the change (such as an Operator or the Manitou User ID), the date of the change, the contact or contact type, or the date of the change or review.



Note: Users can only select dates in the Filter by the Review Date fields if the "Filter by Review Date" checkbox is selected.

Once you have set search parameters, click "Search". The search results display in the main Audit Trail review form.

Forms in the Reports Menu

System Reports

You must define parameters before running Manitou Reports. Because every Manitou Report is different, please refer to the documents below for instructions on the specific Report you want to run.

After you have set your Manitou Report parameters, you must define your Distribution list to indicate the format in which Manitou should send your Report, and the recipients to whom it should be sent. The instructions in this document apply to the following Report types:

- Activity Reports

- Custom Reports
- Maintenance Reports
- Master File Reports
- System Reports

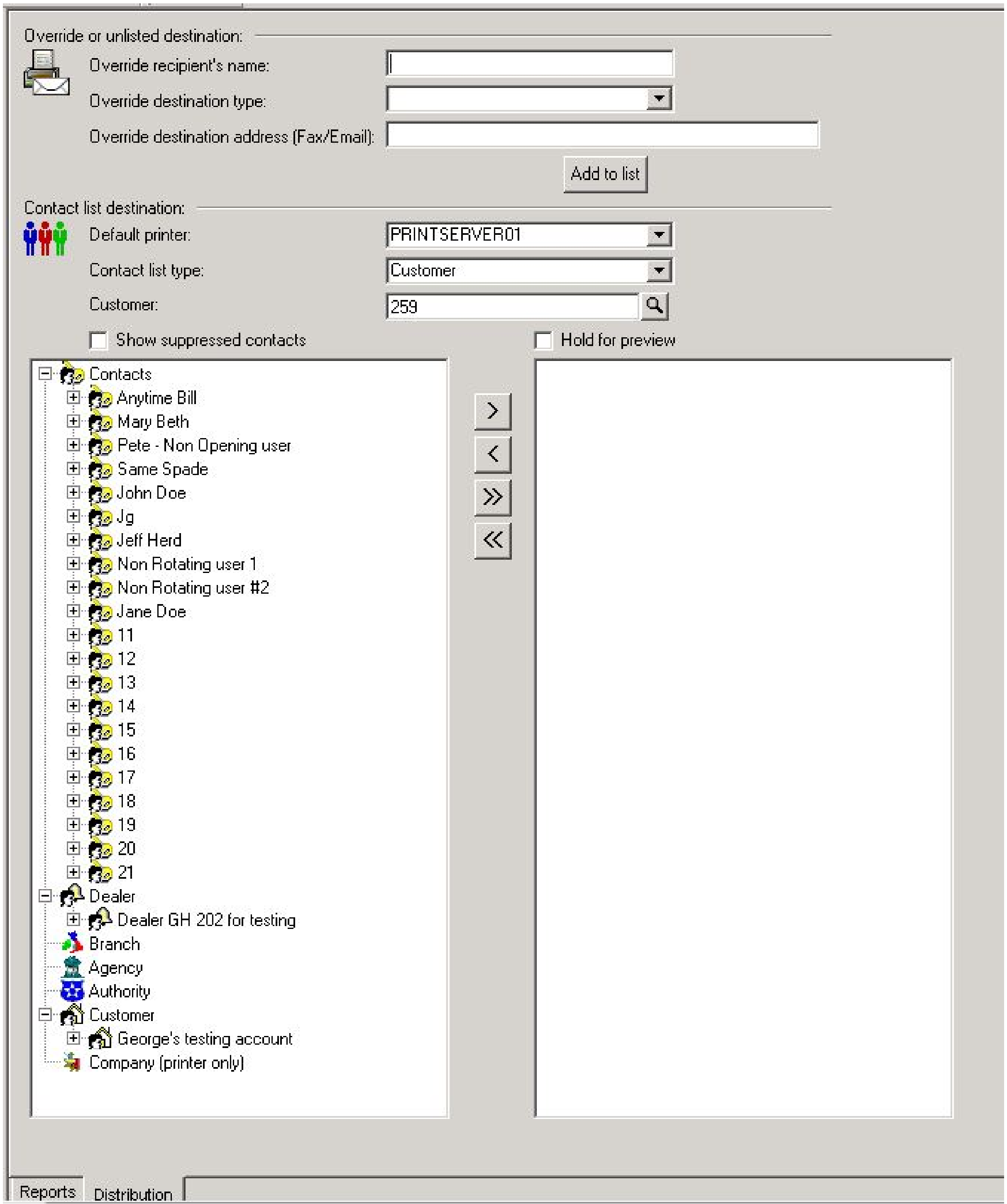
Because the instructions for Distributing your Report are the same for all these Report types, Report Distribution instructions are contained in this document only. Refer to the instructions for your specific Report, and then refer to this document for Distribution instructions.

Adding Recipients to your Report Distribution List

Perform the following steps to define your Report Distribution List:

1. After you have entered all your Report parameters on the Reports Tab, click "Next" in the bottom-right corner of the Report form.

Result: "Distribution" Tab displays as shown in the following screenshot:



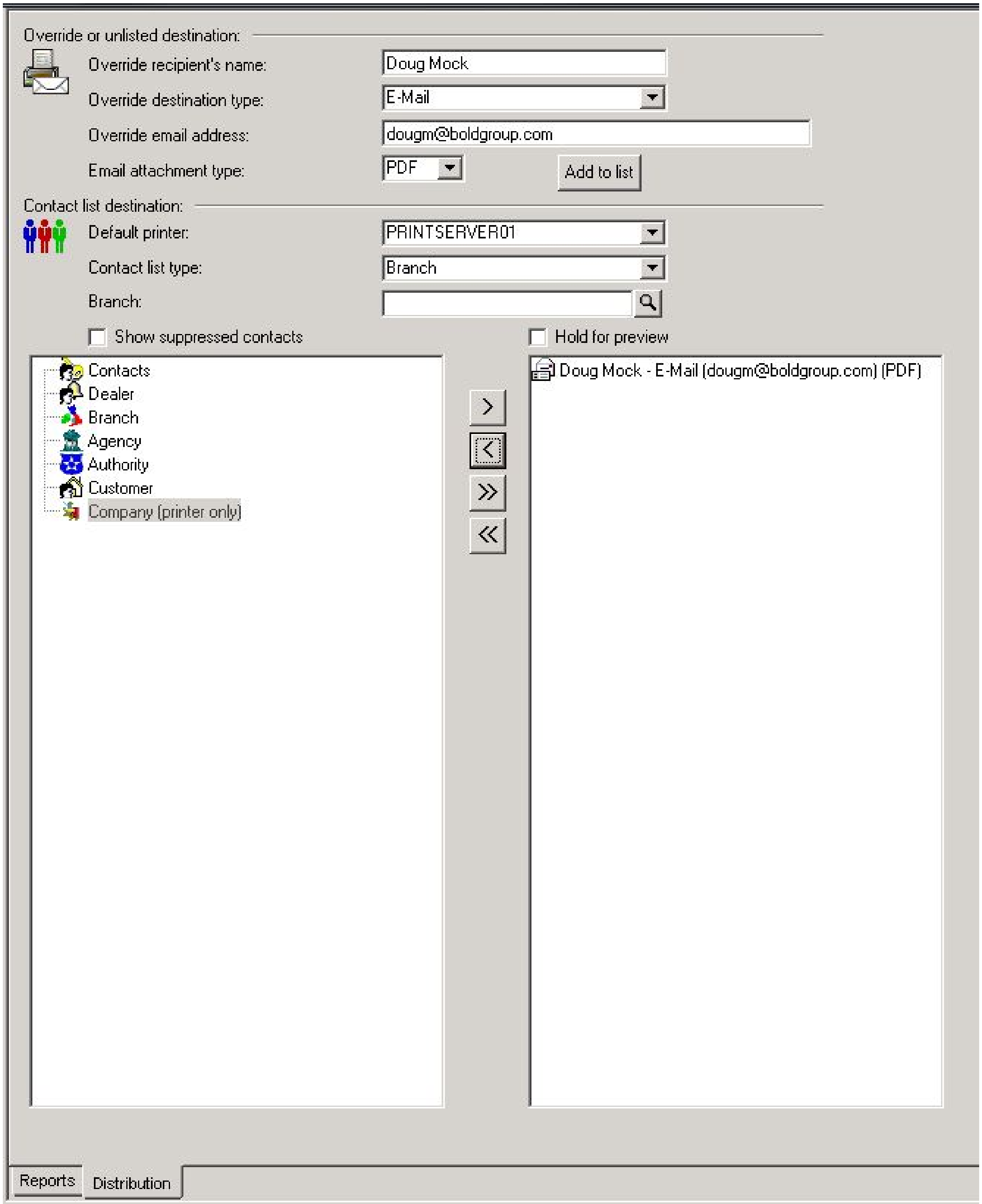
2. If you want Manitou to distribute your Report to a specific person, enter the recipient's name in the "Override recipient's name:" field.
3. Select a format in which to distribute your Report from the "Override destination type:" dropdown menu.

Note: your options from the "Override destination type:" menu are "Fax", "E-mail", and

"Printer".
Result: if you selected email, a dropdown menu called "Email" displays. Select "PDF", "RTF" or "Text" as the attachment type. If you selected the fax option, the field to enter the fax number now displays as formatted when you click in the field. Enter the recipient's fax number (including area code).

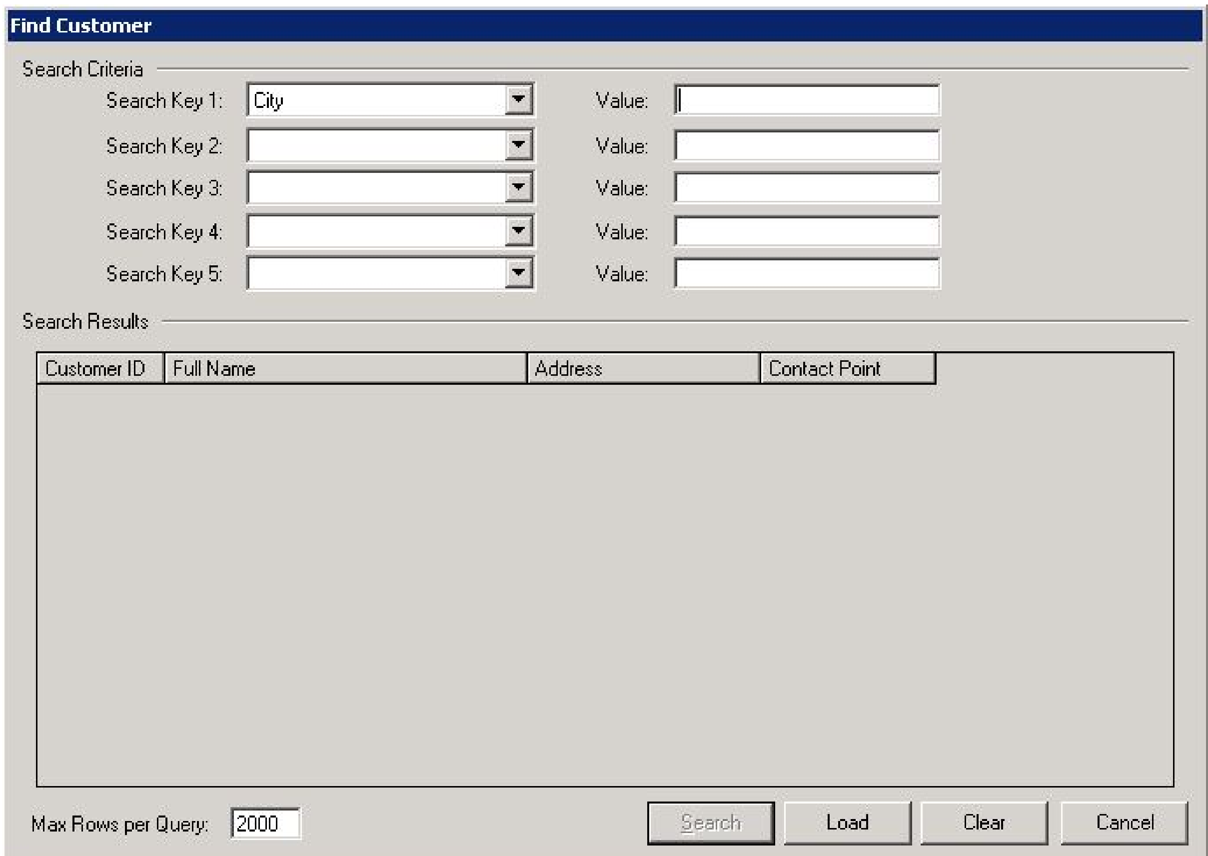
4. Enter either a fax number or an email address for your Report recipient in the "Override destination address (Fax/Email):" field.
5. Click "Add to list".

Result: the Report recipient you added now displays in the right window area as shown in the following screenshot:

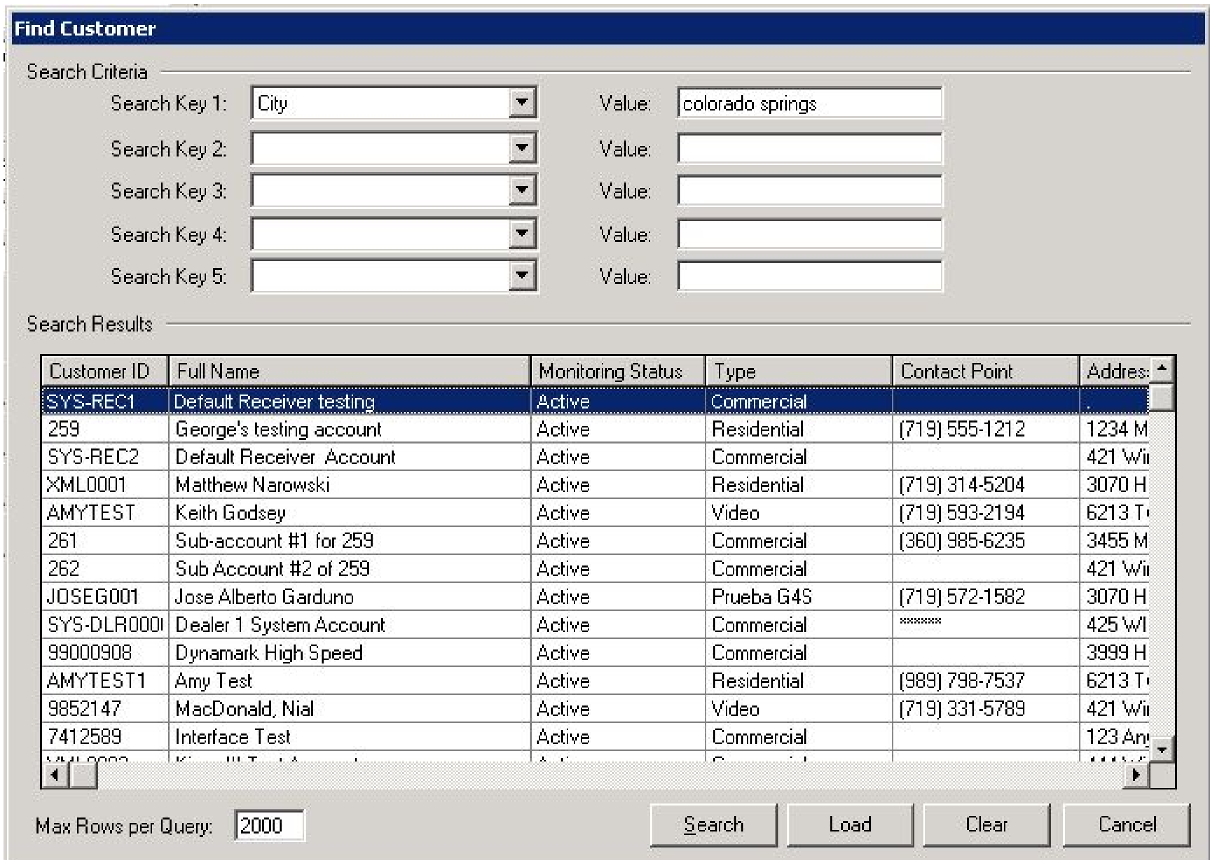


6. If you want to select an Entity as a recipient for your Report, you must define the parameters in the "Contact list destination:" area of the Distribution Tab.
7. If you want to define a destination printer, select it from the "Default printer:" dropdown menu.
8. Select an Entity from the "Contact list type:" dropdown menu.

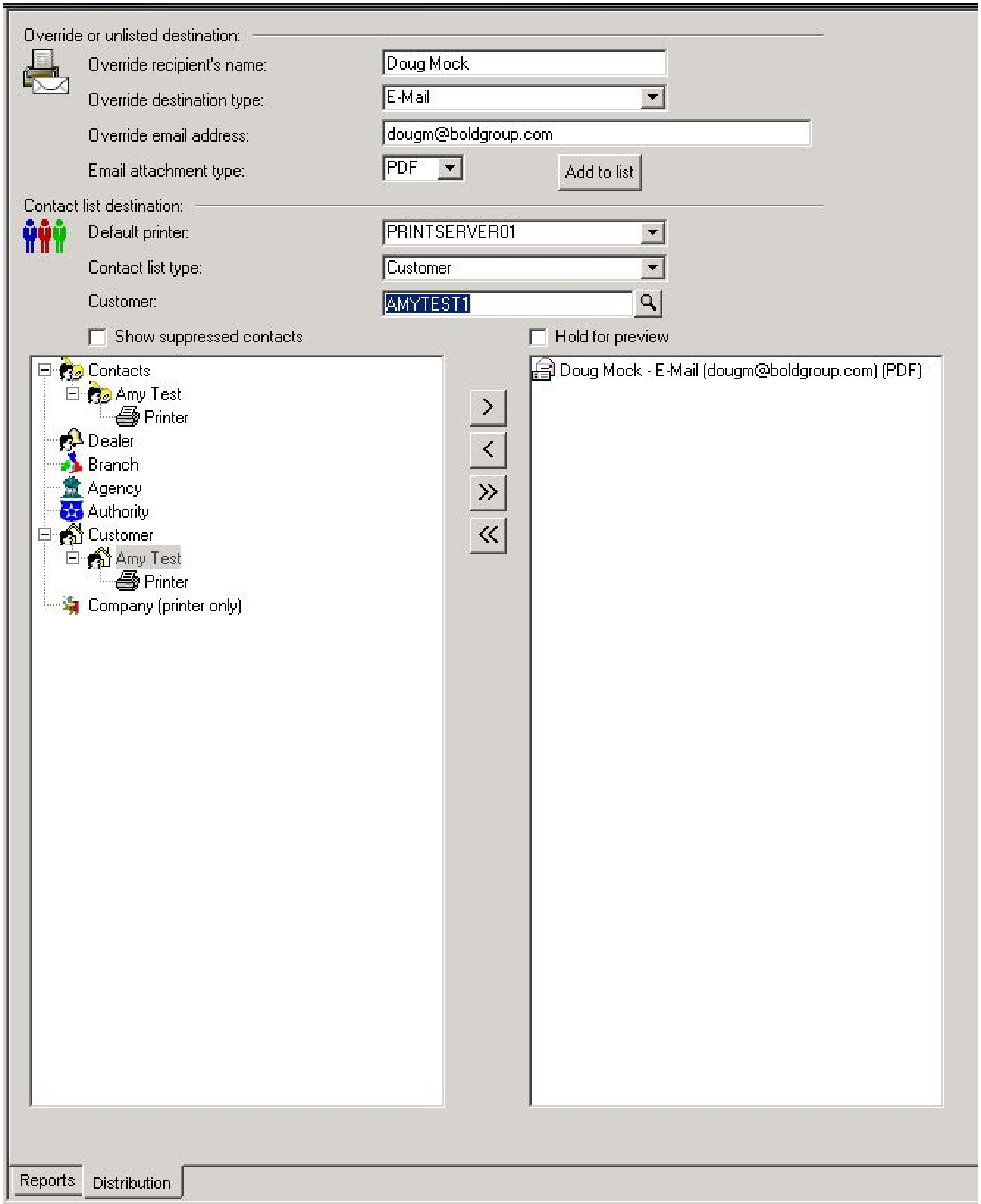
Note: your options from the "Contact list type:" dropdown menu are "Company", "Customer", "Dealer", "Branch", "Agency", and "Authority".
Result: the Contact List Type you selected now displays in the bottom-most field.
9. Click the lookup icon to the right of the bottom-most field.
Result: the "Find" window displays for the Entity you selected as shown in the following screenshot:



10. Enter search parameters to find the Entity you want to add as a recipient for your Report, and click "Search".
Result: your search results display as shown in the following screenshot:

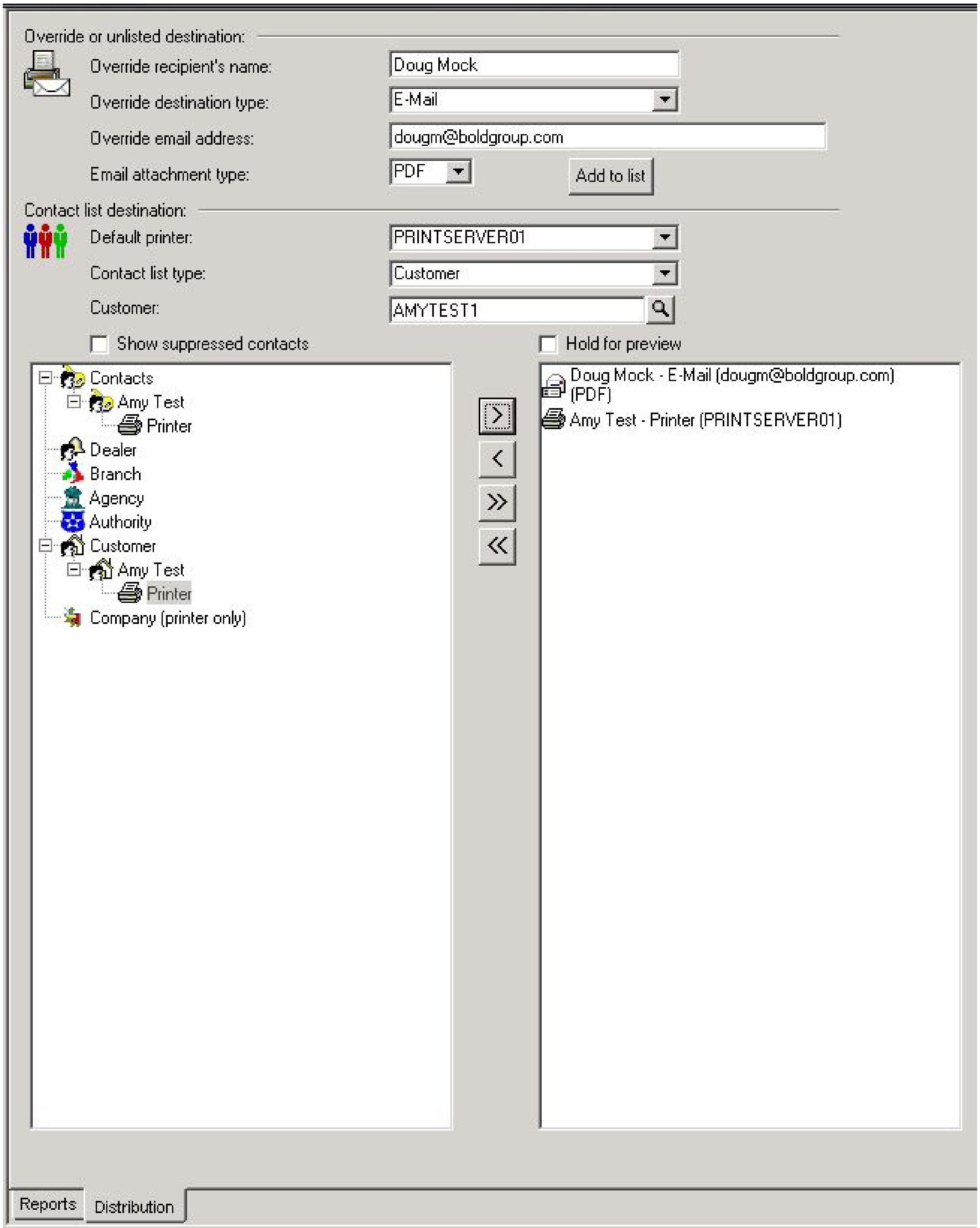


11. Select the Entity associated with your recipient, and click "Load".
Result: the "Find" Entity window closes, and the system returns you to the "Distribution" Tab. The Entity you selected now displays in the bottom-most field and in the left window as shown in the following screenshot:



12. To add the Entity to your recipient list, select it, and click the right-facing single arrow.

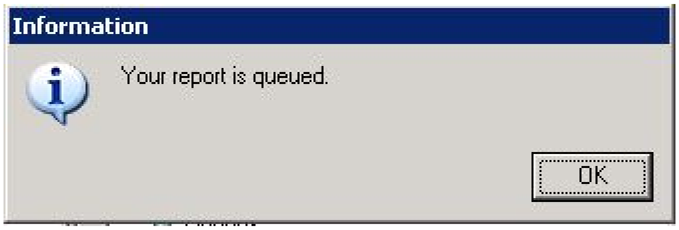
Result: the Entity you added now displays in the right window recipient list as shown in the following screenshot:



13. If you want, select the "Show suppressed contacts" checkbox.
14. If you want to preview your Report prior to distribution, select the "Hold for preview" checkbox.

15. When you have finished adding Report recipients, click "Finish" in the bottom-right corner of the form.

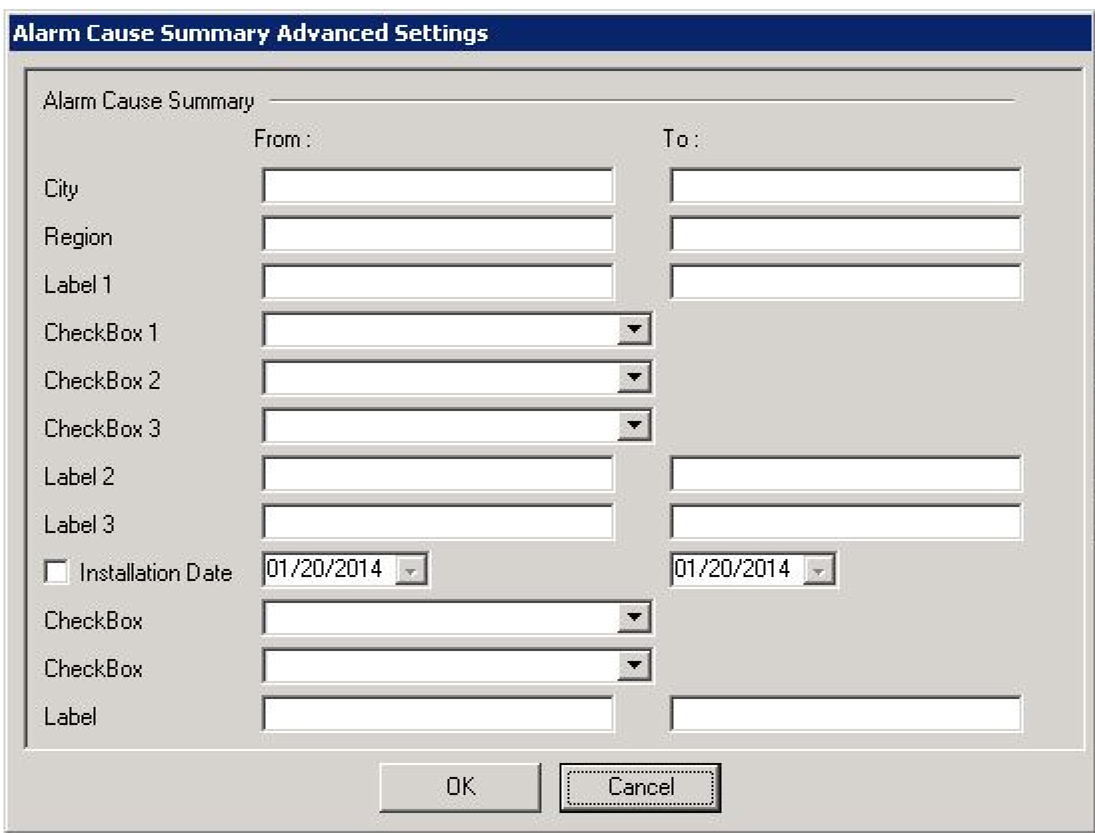
Result: the "Information" window displays as shown in the following screenshot:



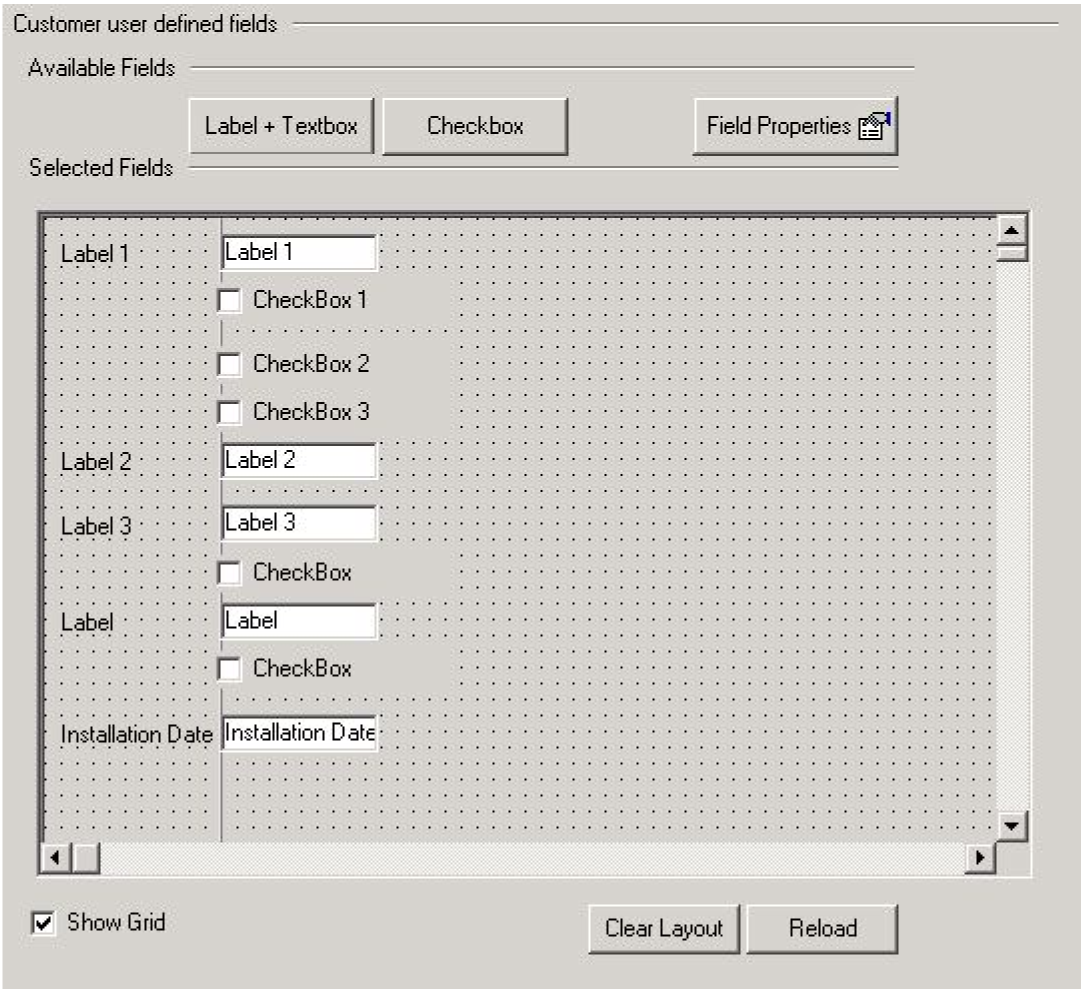
Accessing the Advanced Window

Some Report forms include an "Advanced" button as shown in the following screenshot:

Clicking the "Advanced" button results in the display of an Advanced Settings window similar to the Alarm Cause Summary Advanced Settings window displayed in the following screenshot:



These Advanced Settings windows correspond to the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance.



System Administrators can use the "Customer user defined fields" form to customize the display and functionality for the Advanced Settings window.

Activity Reports

Alarm Cause Summary

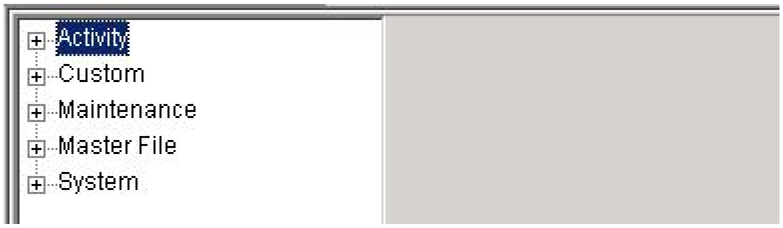
The Alarm Cause Summary Report details the causes of alarms generated during a designated time period. Specifically, the Alarm Cause Summary Report displays the Event Categories, Resolution Codes, and the number of genuine and false alarms generated.

Generating an Alarm Cause Summary Report

Perform the following steps to generate an Alarm Cause Summary Report:

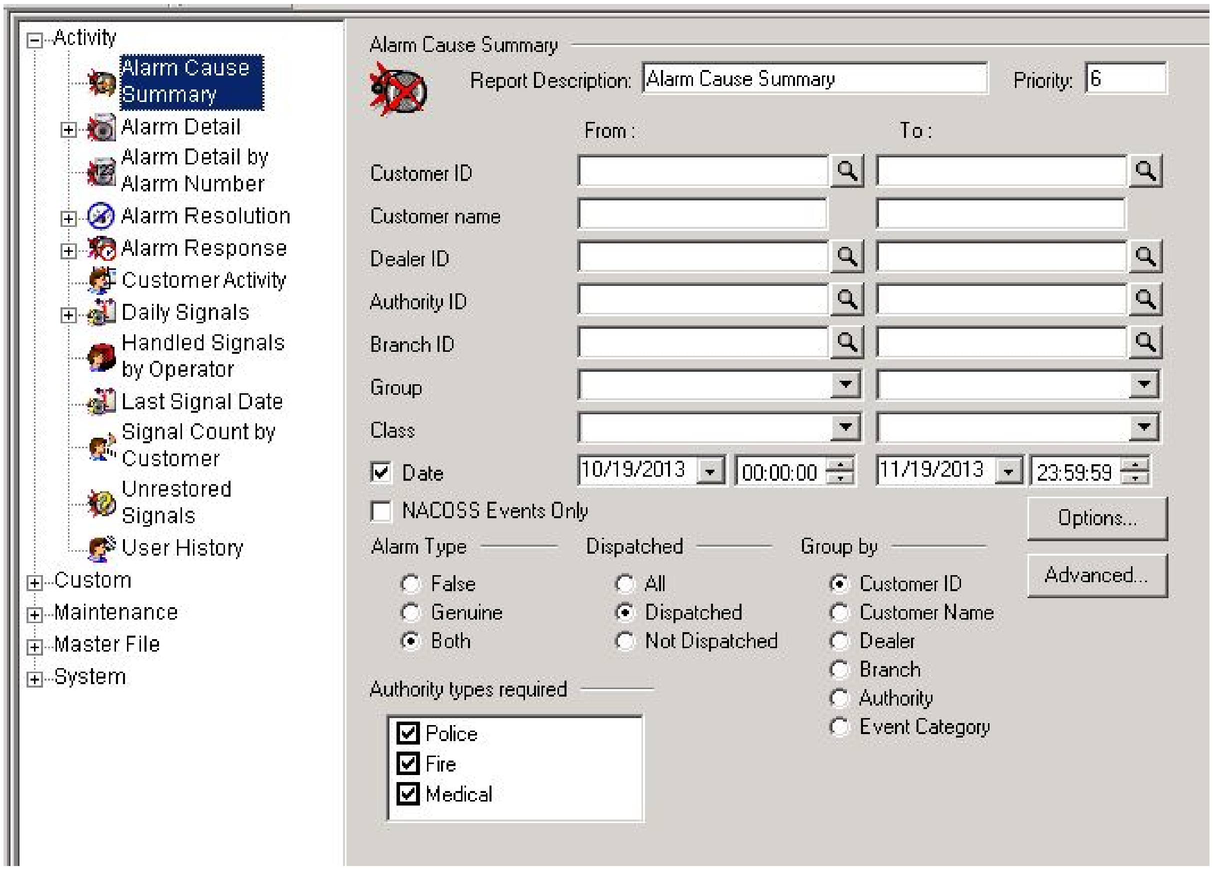
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Alarm Cause Summary" Navigation Tree Node.
Result: the "Alarm Cause Summary" Report form displays as shown in the following screenshot:



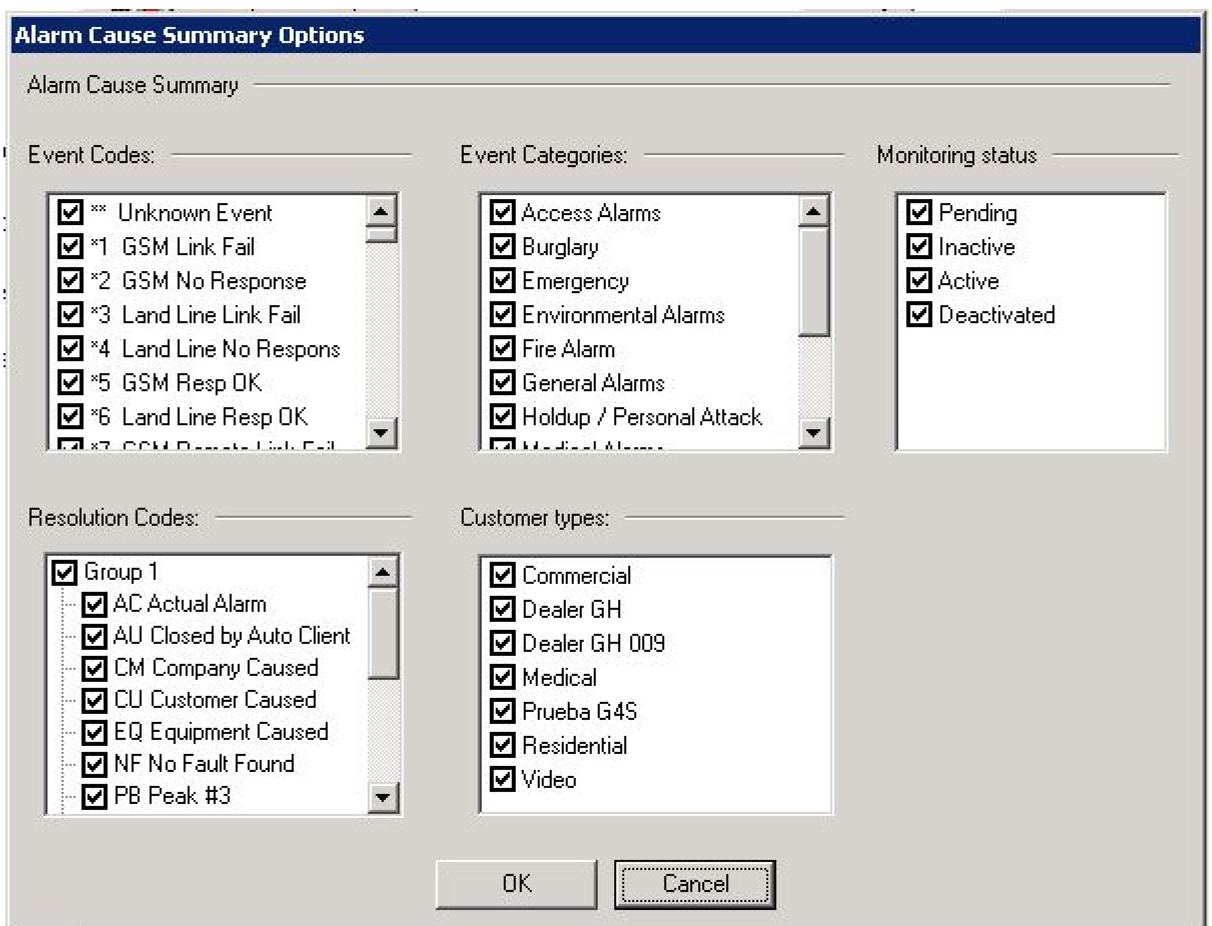
4. If you want, apply any of the following parameters to your Alarm Cause Summary Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Authority ID
   - Branch ID
   - Group
   - Class

5. To run an Alarm Cause Summary Report, select a beginning value from the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending value.
6. If you want, select options in the "Group by" area of the screen to group your Report results by the following categories:
   - Customer ID
   - Customer Name
   - Dealer
   - Branch
   - Authority
   - Event Category

Note: if you select "Event Category" for example, all of the Burglary Alarms will display together on the Alarm Cause Summary Report.

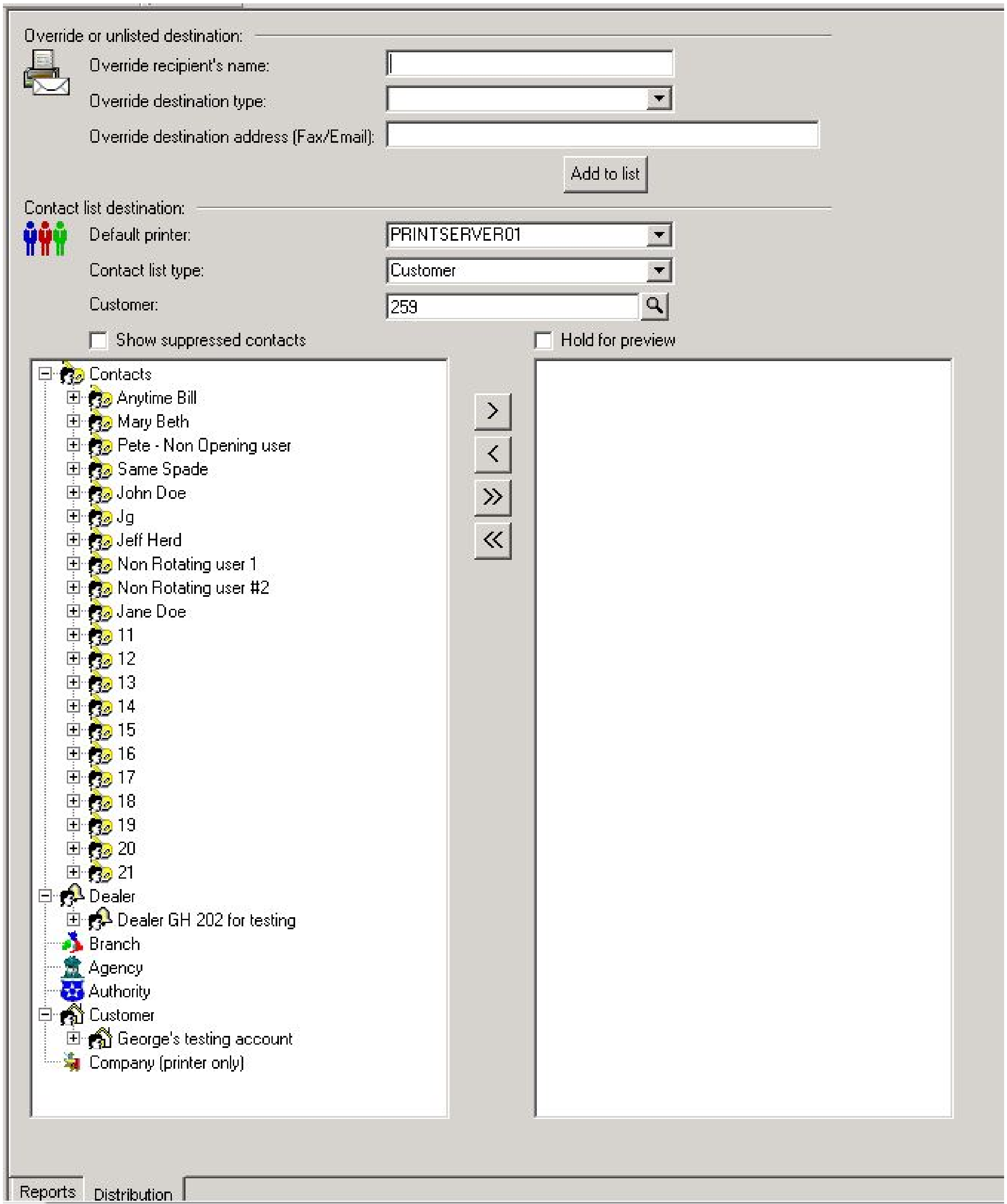
7. If you want to define the Alarm Types that will display on your Report, select "False", "Genuine", or "Both" from the "Alarm Type" area of the form.
8. If you want to define a Dispatch status for alarms that will display on your Report, select "Dispatched", "Not Dispatched", or "All" from the "Dispatched" area of the form.
9. If you want to define which Authority Types were required for the alarms on your Report, select "Police", "Fire", or "Medical" from the "Authority types required" area of the form.
10. If you want the Alarm Summary Report you generate to display only NACOSS Events, select the "NACOSS Events Only" checkbox.
11. Click "Options".

Result: the "Alarm Cause Summary Options" window displays as shown in the following screenshot:



12. All items on the "Alarm Cause Summary Options" window display as preselected. Deselect the Event Codes, Resolution Codes, Event Categories, Customer Types, and Monitoring Statuses that you want to exclude from your Alarm Cause Summary Report, and click "OK".

Result: the Alarm Cause Summary Options window closes, and the system returns you to the Alarm Cause Summary form.
13. Once you have entered all the parameters for your Report, click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



14. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

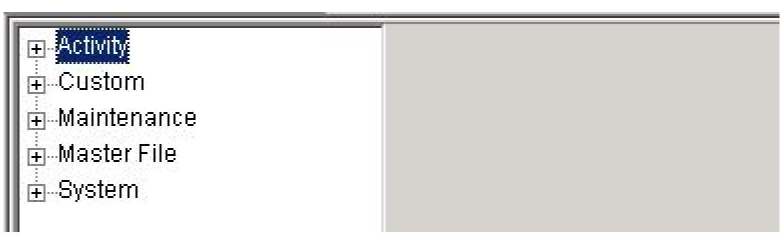
Alarm Detail

The Alarm Detail report contains the alarm activity details for a single or several Customer records. When this report is run with the defaults, the report groups by Customer and lists each alarm in sequential order.

Generating an Alarm Detail Report

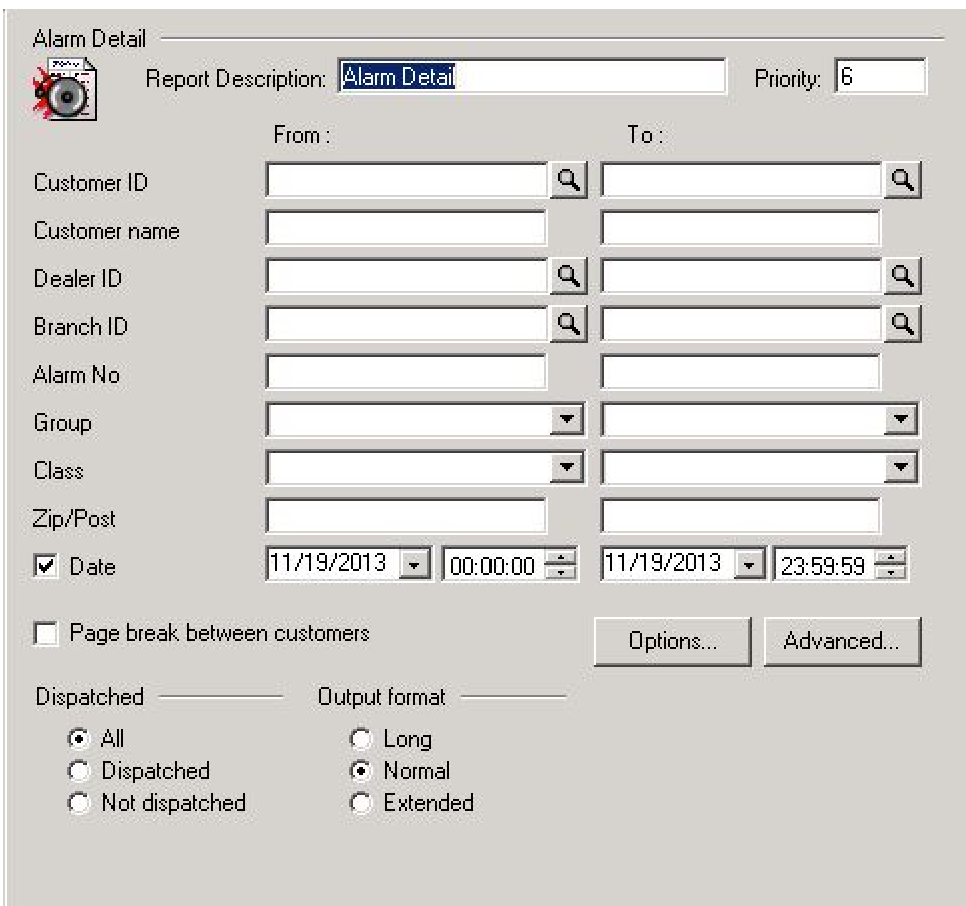
Perform the following steps to generate an Alarm Detail Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

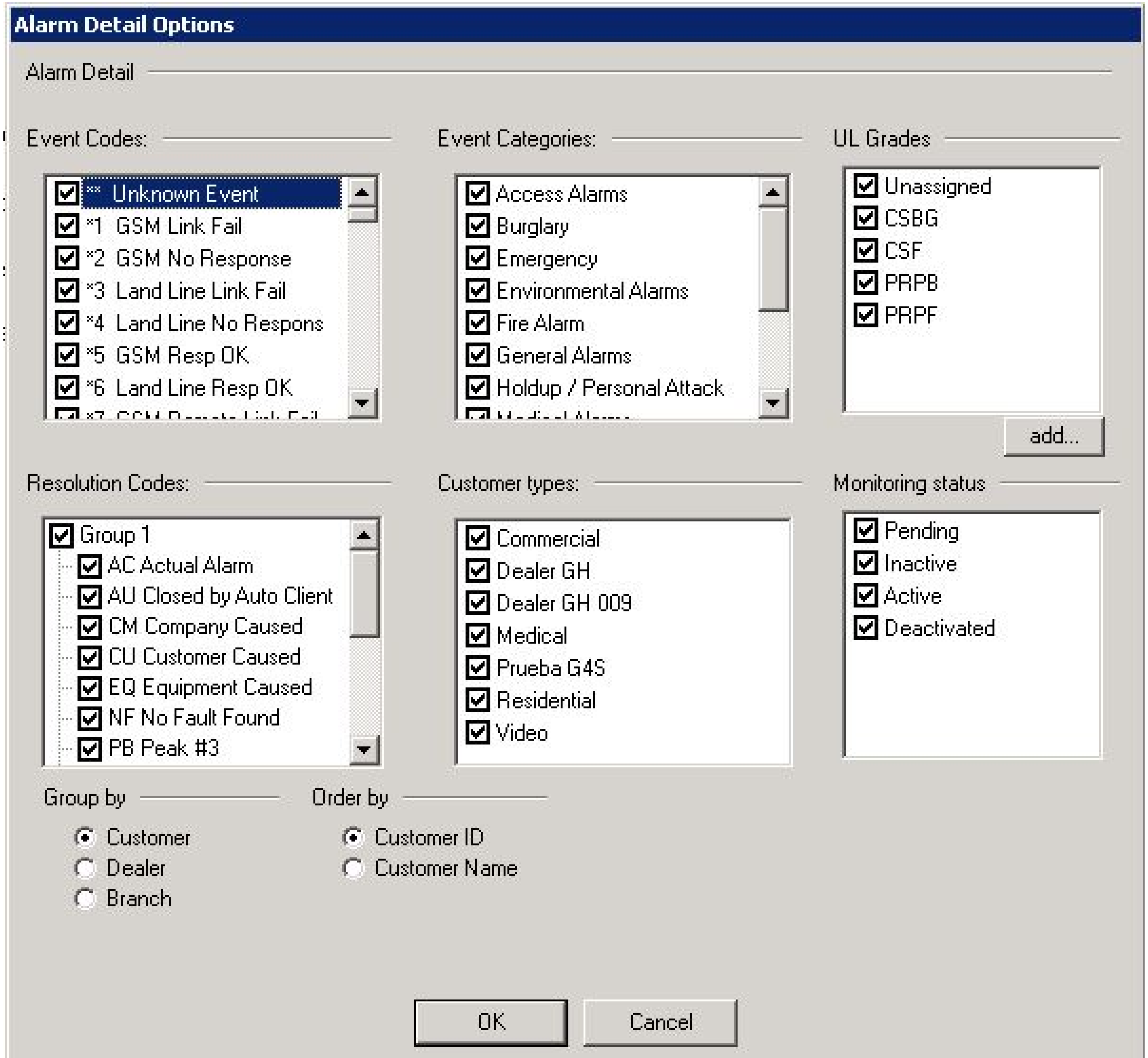
3. Double-click the "Alarm Detail" Navigation Tree Node.
Result: the Alarm Detail Report form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to an Alarm Detail Report:
    - Customer ID
    - Customer Name
    - Dealer ID
    - Branch ID
    - Alarm Number
    - Group
    - Class
    - Zip/Post
    - Date

5. To run an Alarm Detail Report, select a beginning value from the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending value.
6. If you want, select options in the "Dispatched" and "Output format" areas of the screen to further narrow your Report parameters.
7. Click "Options".

Result: the "Alarm Detail Options" window displays as shown in the following screenshot:

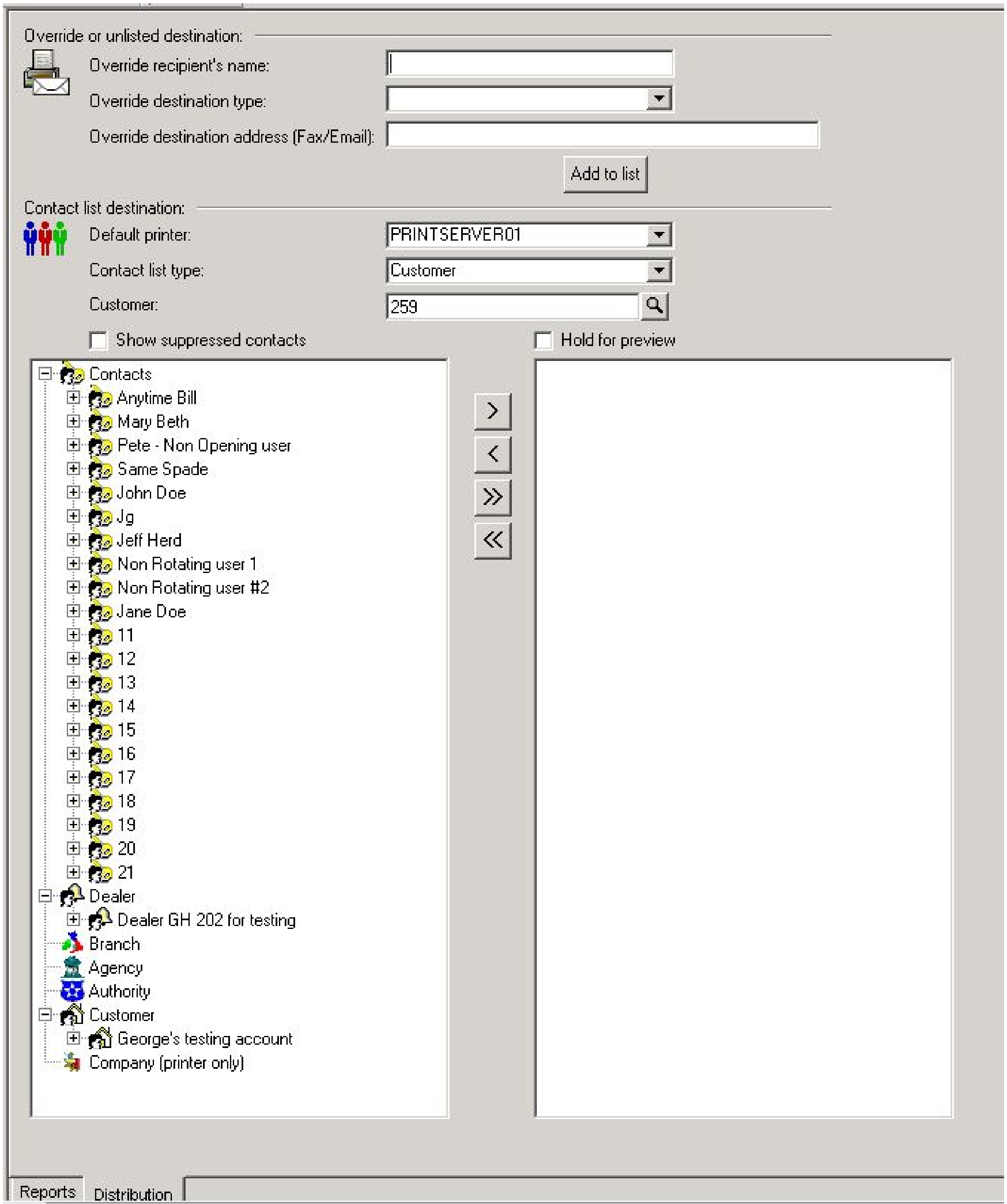


12. Deselect the Event Codes, Resolution Codes, Event Categories, Customer Types, UL Grades, and Monitoring Statuses that you want to exclude from your Alarm Detail Report.
13. The "Customer" option in the "Group by" area of the form displays as preselected. If you want to group your Report by Dealer or Branch, select that option instead.
14. The "Customer ID" option in the "Order by" area of the form displays as preselected. If you want to order your Report by Customer Name, select that option instead.
15. Click "OK".

Result: the Alarm Cause Summary Options window closes, and the system returns you to the Alarm Cause Summary form.

16. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



17. For instructions on distributing your Report, refer to the "System Reports" document.

Note: the Alarm Detail report satisfies all requirements of UL 1981 Paragraph 19.8, items a through p, which lists the requirements of an on-demand alarm report for non-certificated systems. See Section 7.02 - UL Alarm Ticket for more information. This report satisfies one of the documentation and reporting requirements of UL 1981. Please see Appendix section 7.02 - UL Required Reports for more information.

The Advanced Button
Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

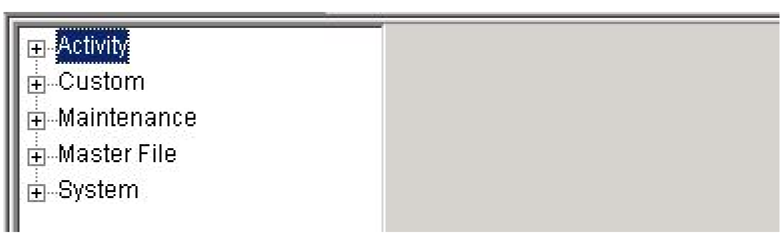
Alarm Detail by Alarm Number

The Alarm Detail by Alarm Number Report runs a Report by Alarm Number. The Alarm Number is a unique number that combines the Customer Record Serial Number and the Alarm Sequence Number assigned by Manitou when the alarm arrived.

When this Report is run with the default options, the Report displays grouped by Customer and lists each alarm in sequential order.

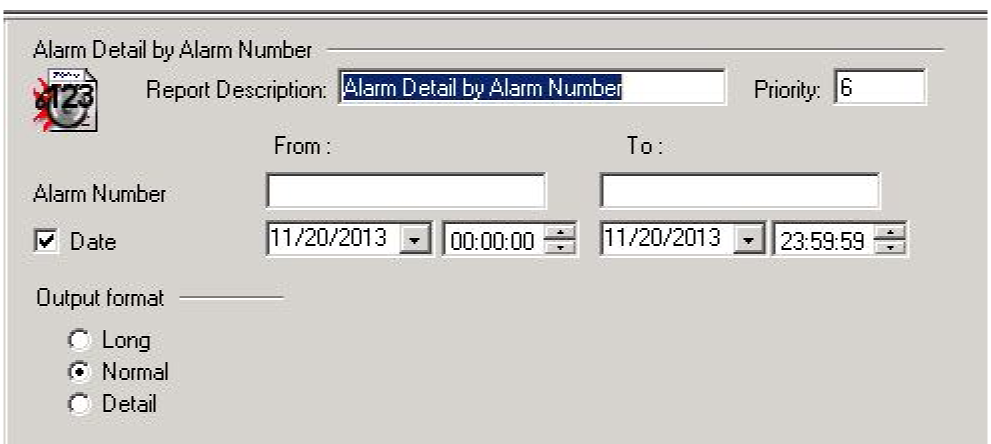
Generating an Alarm Detail by Alarm Number Report
Perform the following steps to generate an Alarm Detail by Alarm Number Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

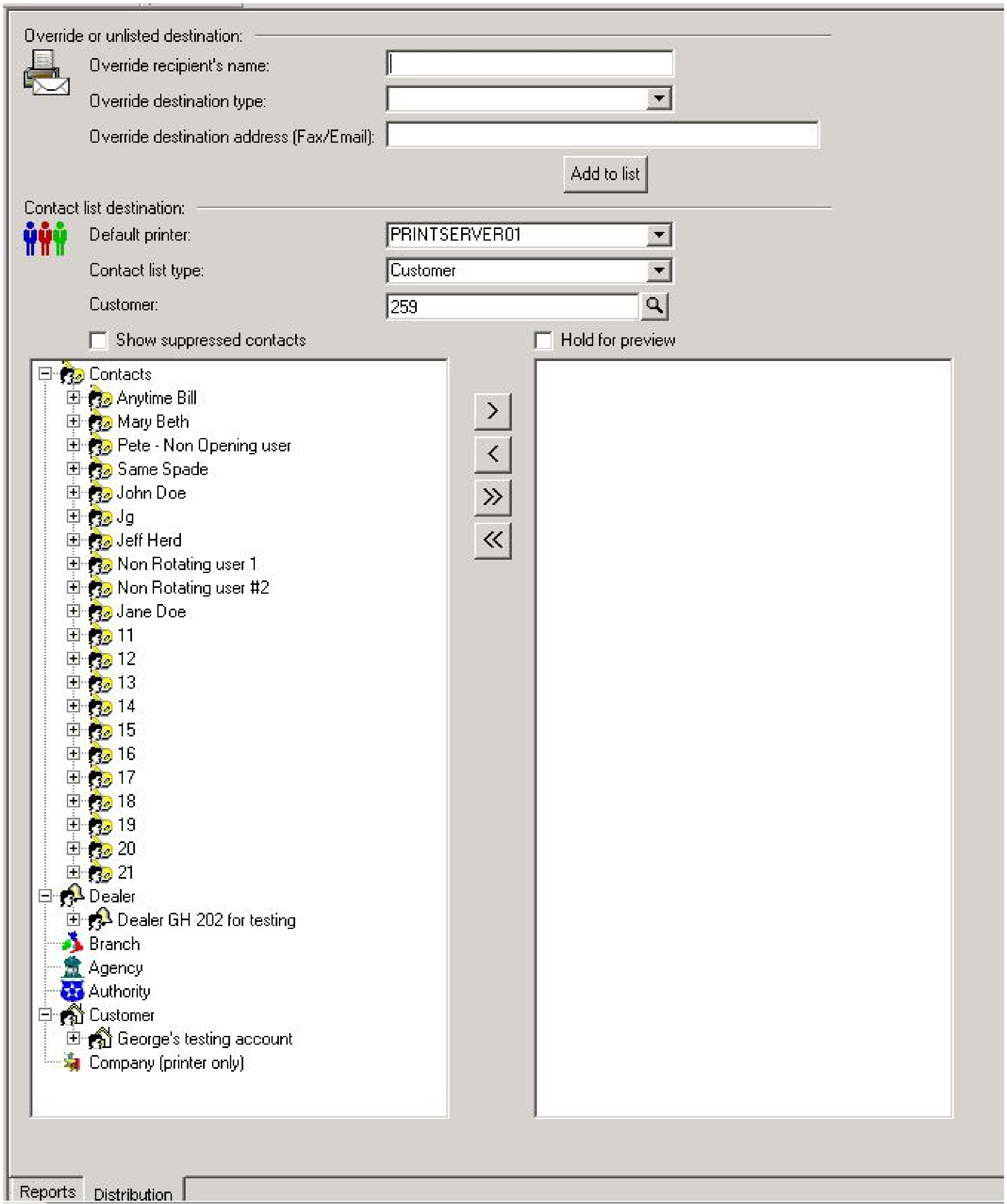


2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Alarm Detail by Alarm Number" Navigation Tree Node.
Result: the Alarm Detail by Alarm Number Report form displays as shown in the following screenshot:



4. To run an Alarm Detail by Alarm Number Report, enter a beginning value in the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the
beginning and ending value.
Note: The Alarm Number digits to the left of the hyphen are the Contract Serial Number. They must be identical in the "From:" and "To:" fields.
5. Once you have entered all the parameters for your Report, click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



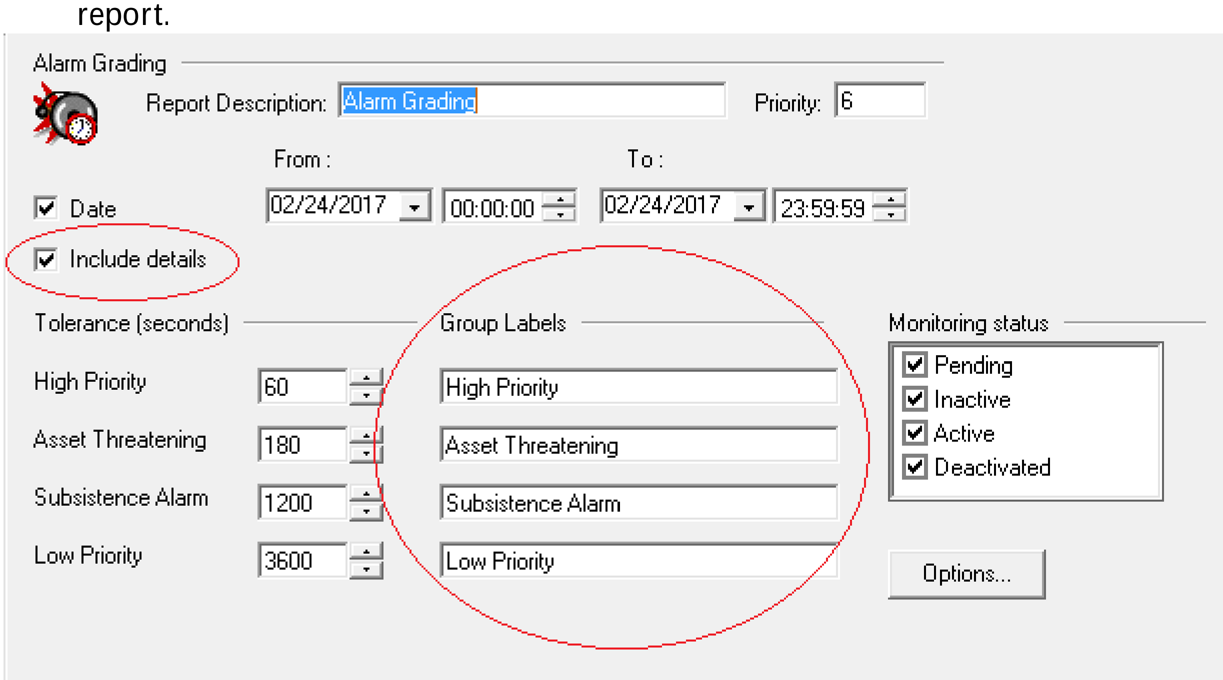
6. For instructions on distributing your Report, refer to the "System Reports" document.

Alarm Grading

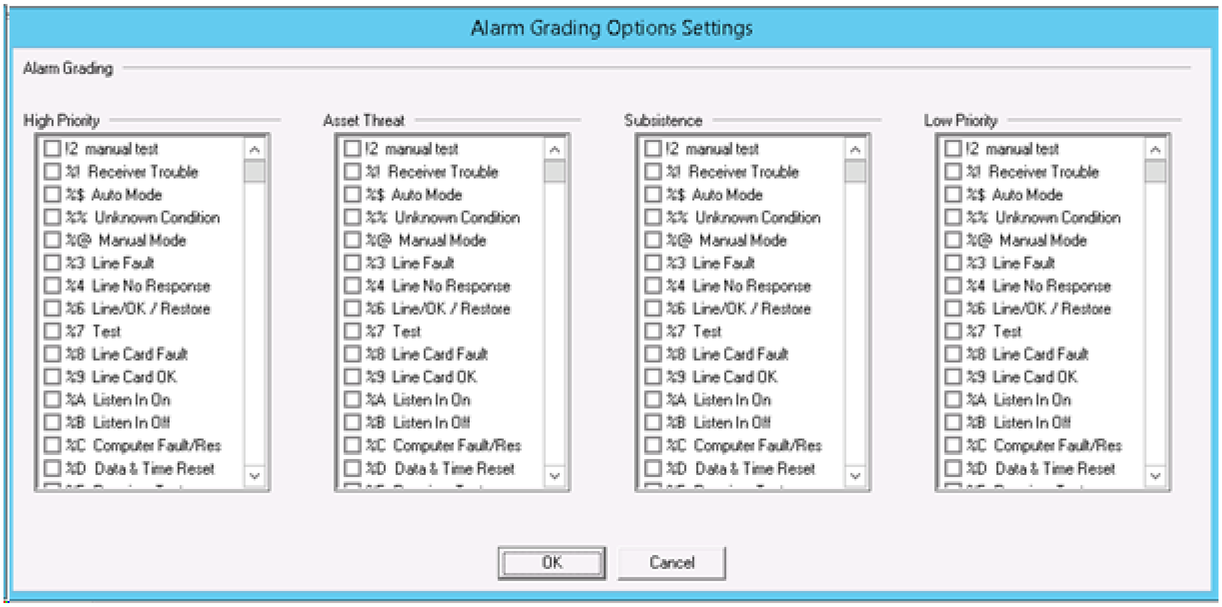
The *Alarm Grading* report rates various types of signals into categories and lists how many were in and out of compliance upon you viewing them within a specified time period for that type.

Fields and Options

- Report Description - A label for the report.
- Priority - The alarm priority level for which you want to run the report.
- Date - Select this check box to specify a date range.
- From/To - Use these fields to enter a date/time range for the report.
- Include Details - Select this check box to include details for all alarms over that section's tolerance in the report. Selecting this option only adds alarms that exceed the tolerance to the Details section.
- High Priority - For example, duress, hold-up, defaulted to 1 minute.
- Asset Threatening - For example, intruder, defaulted to 3 minutes.
- Subsistence Alarms - For example, battery low, defaulted to 20 minutes.
- Low Priority - For example, late-to-close, mains fail, defaulted to 60 minutes.
- Group Labels - You can use these text boxes to rename section labels in the report.
- Monitoring Status - You can select which accounts should be included in the report.



In the Options dialog for this report, there are lists for each of the categories, allowing you to choose which Event Codes go into each report.



This report is measuring time available to time first viewed.

When this report is run, it finds all the events within the time period specified, and for each category, lists the tolerance for that category, the total number of events for that category, how many and the percentage of events were viewed under the time tolerance, and how many and the percentage of events that were viewed over the time tolerance.

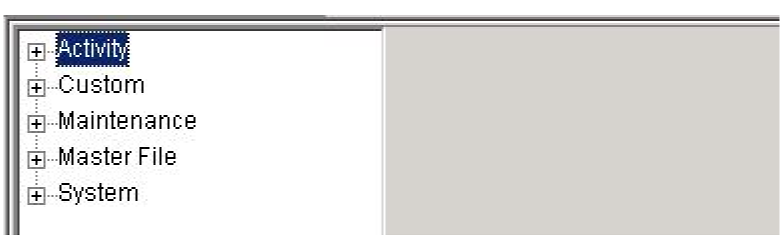
Alarm Resolution

The Alarm Resolution Report displays the alarms received by Manitou and the manner in which they were resolved. The Report also displays the number of genuine and false Alarms and the number of Authority dispatch responses for each.

Generating an Alarm Resolution Report

Perform the following steps to generate an Alarm Resolution Report:

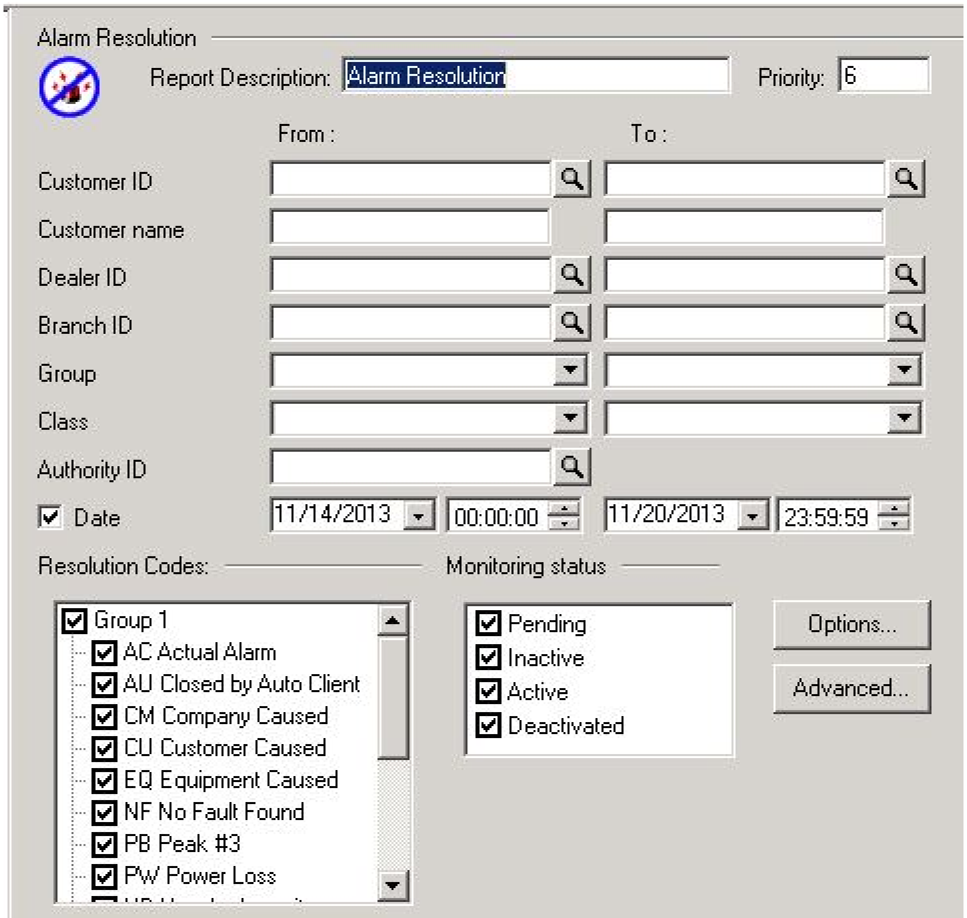
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following

screenshot:

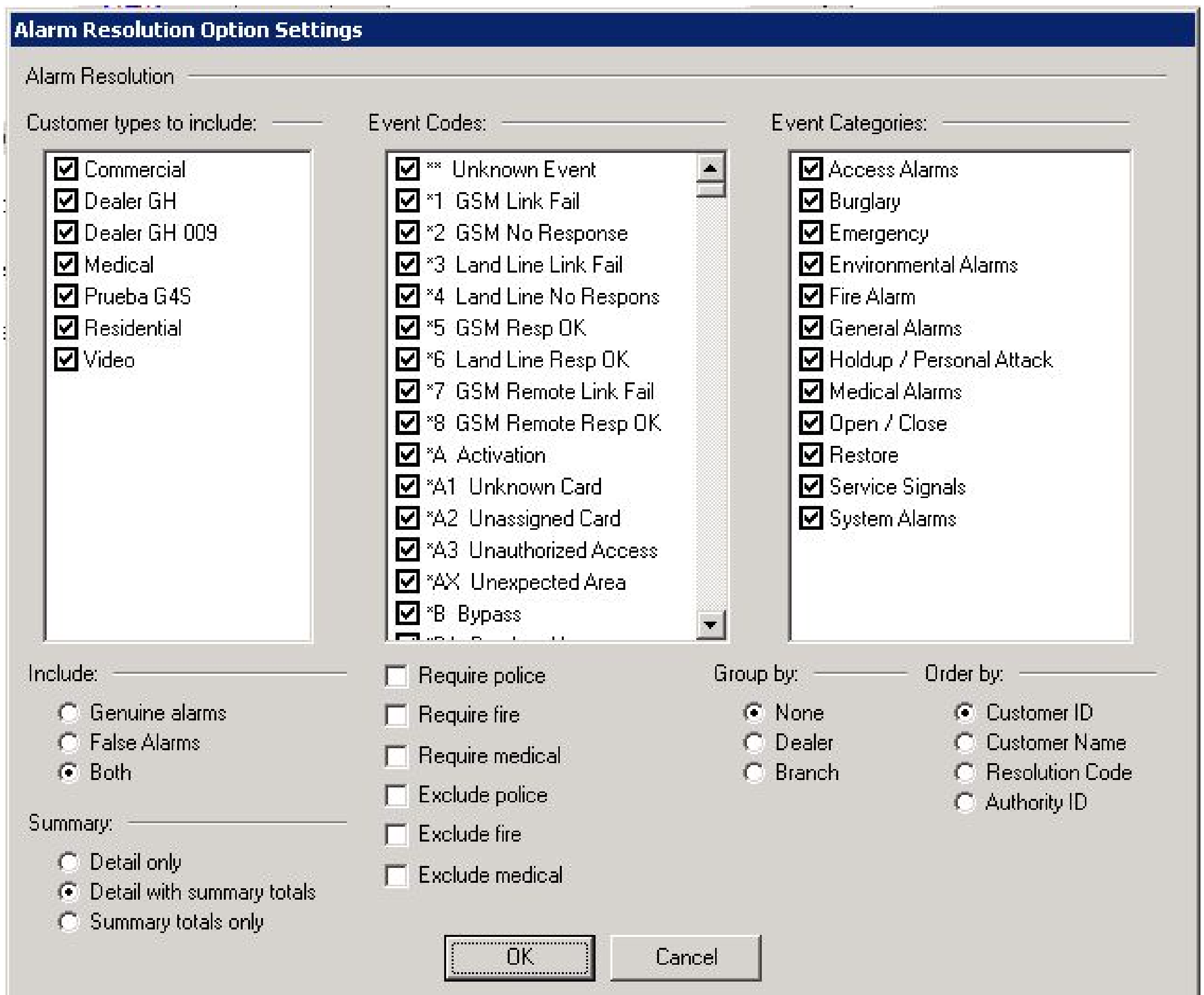
3. Double-click the "Alarm Resolution" Navigation Tree Node.
Result: the Alarm Resolution Report form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Alarm Resolution Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Authority ID
   - Date
   - Time

5. To run an Alarm Resolution Report, select a beginning value from the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending value.
6. The options in the "Resolution Codes:" and "Monitoring status" areas of the screen display as preselected. Deselect the options you want to exclude from your Alarm Resolution Report.
7. Click "Options".

Result: the "Alarm Resolution Option Settings" window displays as shown in the following screenshot:



8. Items in the "Customer types to include:", "Event Codes:", and "Event Categories:" areas of the screen display preselected. Deselect the options you want to exclude from your Alarm Resolution Report.
9. The "Both" option in the "Include:" area of the window displays as preselected. If you want your Report to only display genuine or false alarms, select that option instead.
10. The "Detail with summary totals" option in the "Summary:" area of the window displays as preselected. If you want your Report to display either "Detail only" or "Summary totals only", select that option instead.
11. If you want to limit your Report by Authority response type, select an option for an Authority response that either required police, fire, or medical. If you want to exclude alarms that required an Authority response by police, fire, or medical, select that option.
12. If you want to group items in your Report by Dealer or Branch, select that option from the "Group by:" area of the window.
13. The "Customer ID" option in the "Order by:" area of the window displays as preselected. If you want to order your Report by "Customer Name", "Resolution

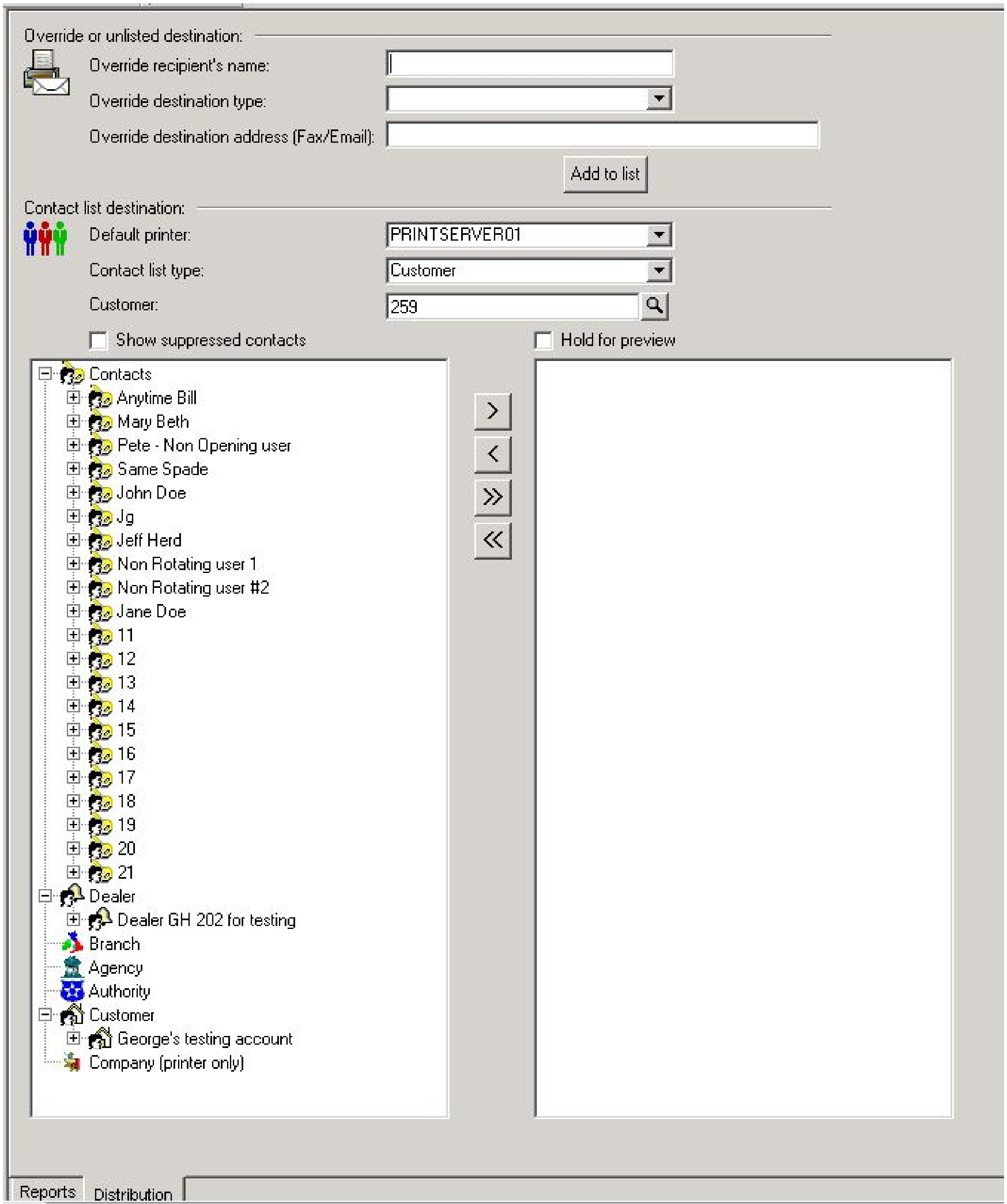
Code", or "Authority ID", select that option instead.

14. Click "OK".

Result: the Alarm Cause Summary Options window closes, and the system returns you to the Alarm Cause Summary form.

15. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



16. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

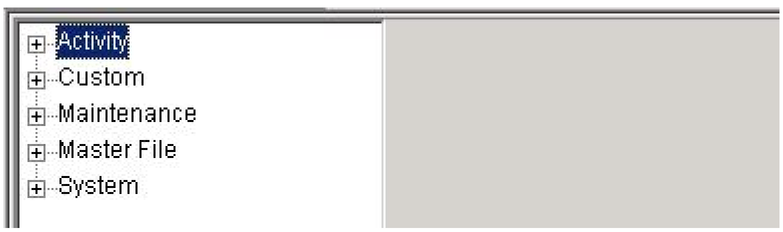
Alarm Response

The Alarm Response Report displays alarm response times for Manitou Operators.

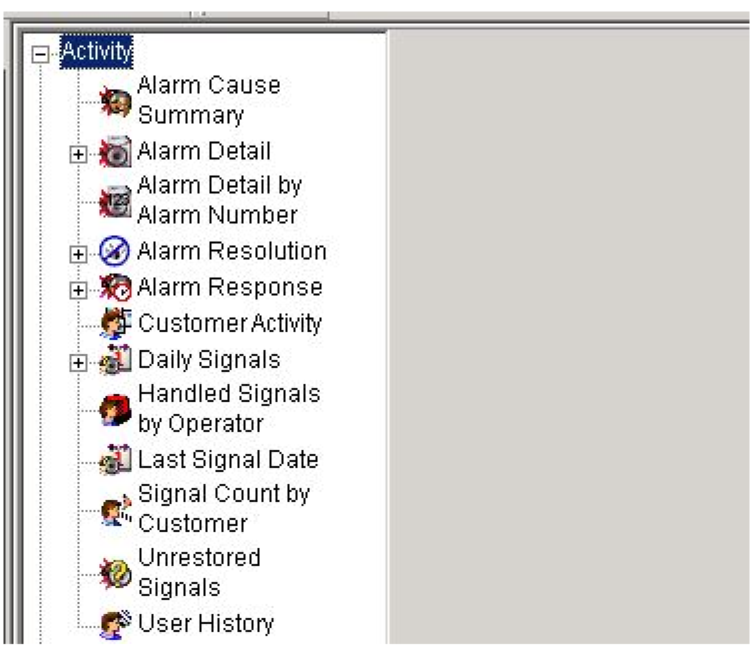
Generating an Alarm Response Report

Perform the following steps to generate an Alarm Response Report:

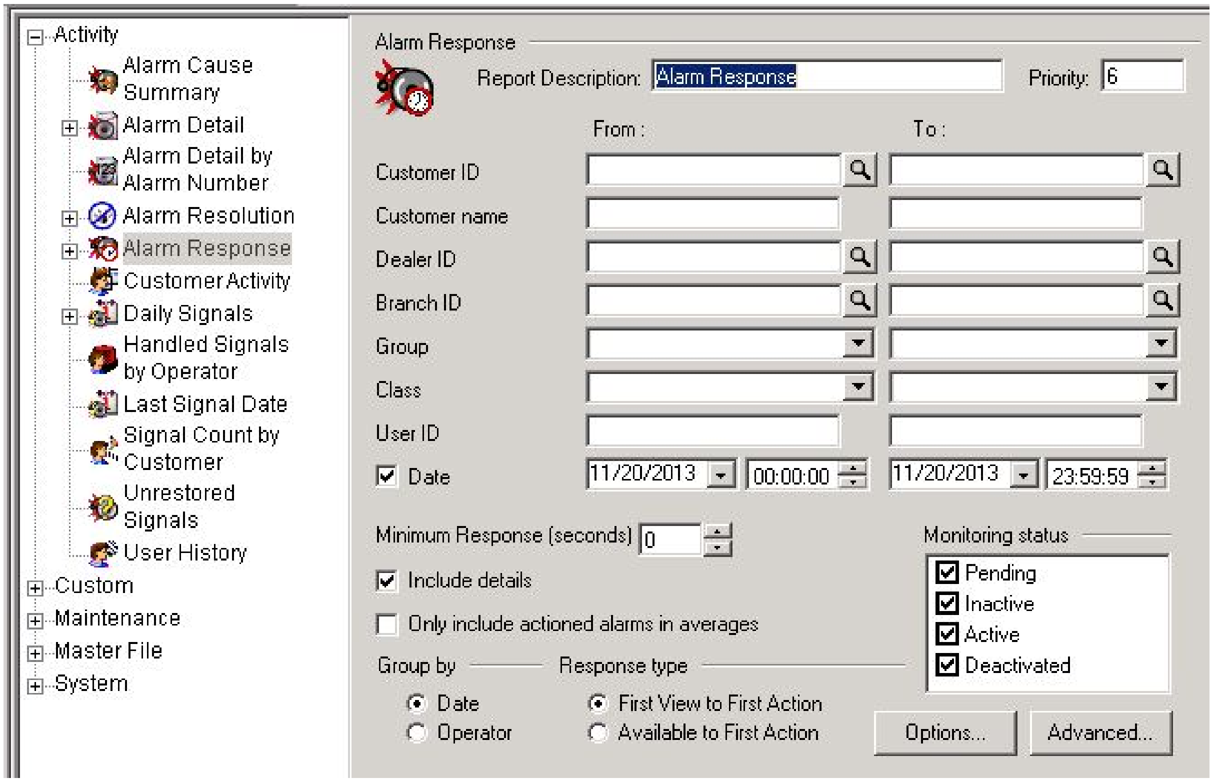
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click the "Alarm Response" Navigation Tree Node.
Result: the Alarm Response Report form displays as shown in the following screenshot:

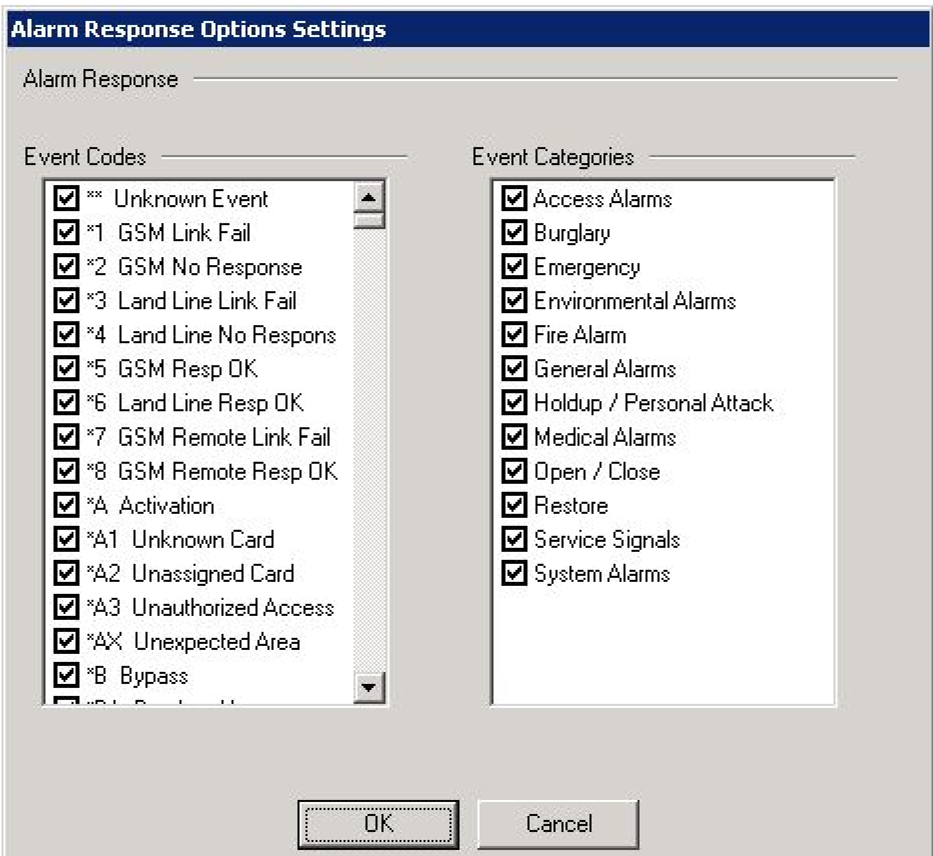


4. If you want, apply any of the following parameters to your Alarm Response Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class
   - User ID
   - Date
   - Time

5. To run an Alarm Response Report, select a beginning value from the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want, enter a number in the "Minimum Response (seconds)" field to define the minimum response time you want to include in your Report.
7. If you want, select the "Include details" checkbox to maximize the amount of information displayed in your Report.
8. If you want, select the "Only include actioned alarms in averages" checkbox to exclude alarms for which no action was taken.

9. Select either "Date" or "Operator" from the "Group by" area of the screen to determine how your Report information should be grouped.
10. Select either "First View to First Action" or "Available to First Action" to determine how the alarm response time should be measured.
11. Items in the "Monitoring status" area of the form display as preselected. Deselect the items you want to exclude from your Report.
12. Click "Options".

Result: the "Alarm Response Options Settings" window displays as shown in the following screenshot:

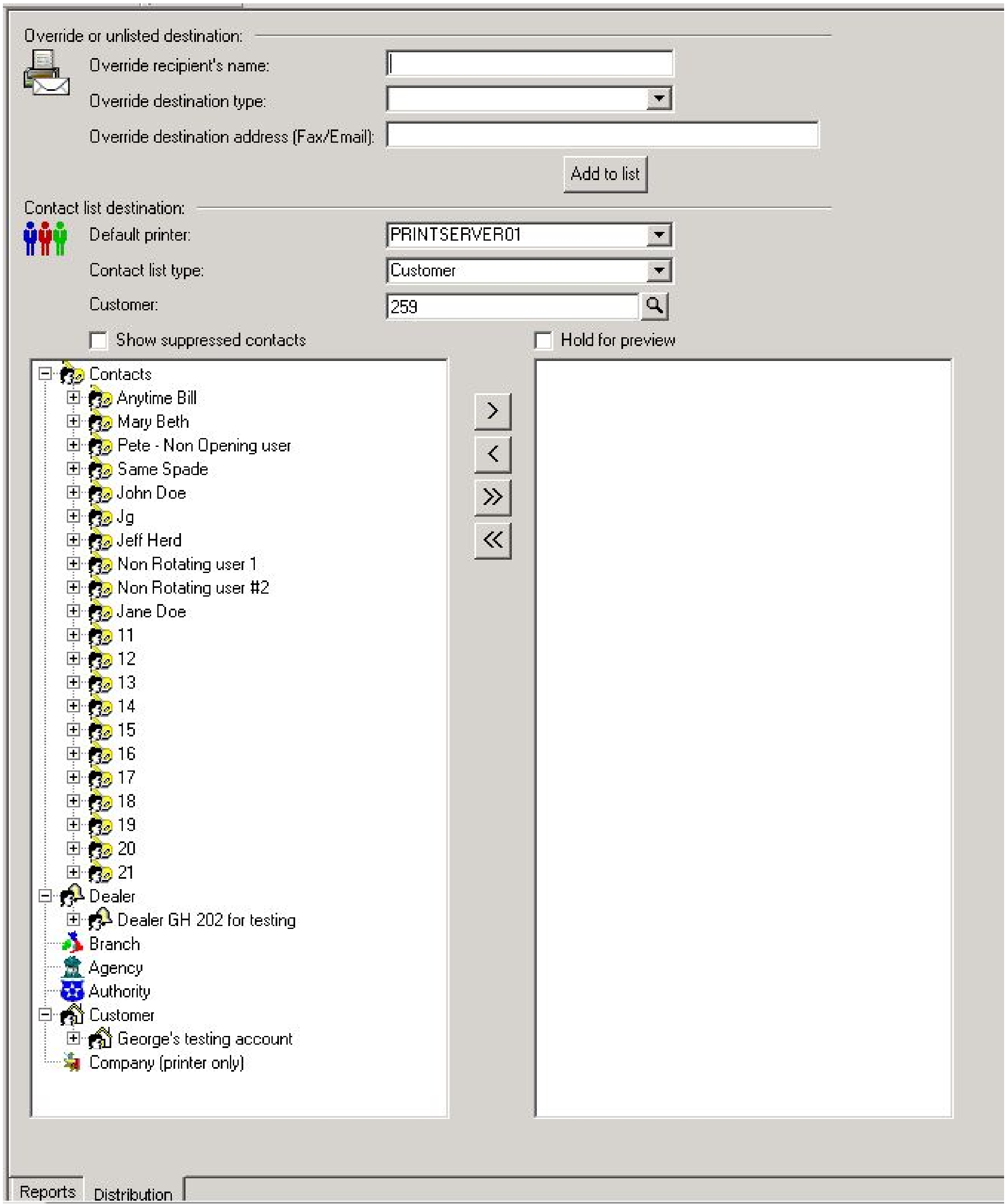


13. Items in the "Event Codes" and "Event Categories" areas of the widow display as preselected. Deselect the items you want to exclude from your Report, and click "OK".

Result: the "Alarm Response Options Settings" window closes and the system returns the user to the Alarm Response form.

14. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



15. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

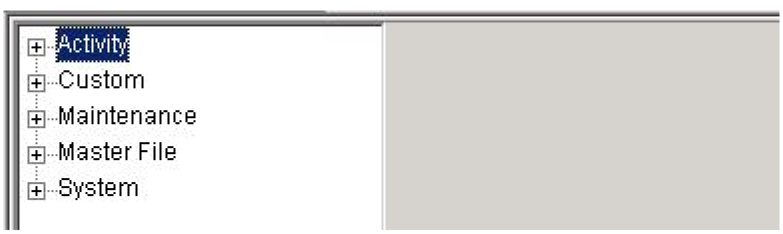
Customer Activity

The Customer Activity Report is the most detailed Report available for obtaining Customer account activity information. The Customer Activity Report includes information on most Customer activities including opening, closing, out of service, and comments. It excludes instances where someone accessed the Customer record only for viewing or editing. The Customer Activity Report displays results by Contract Number, and then by the Alarm Report Number.

Generating a Customer Activity Report

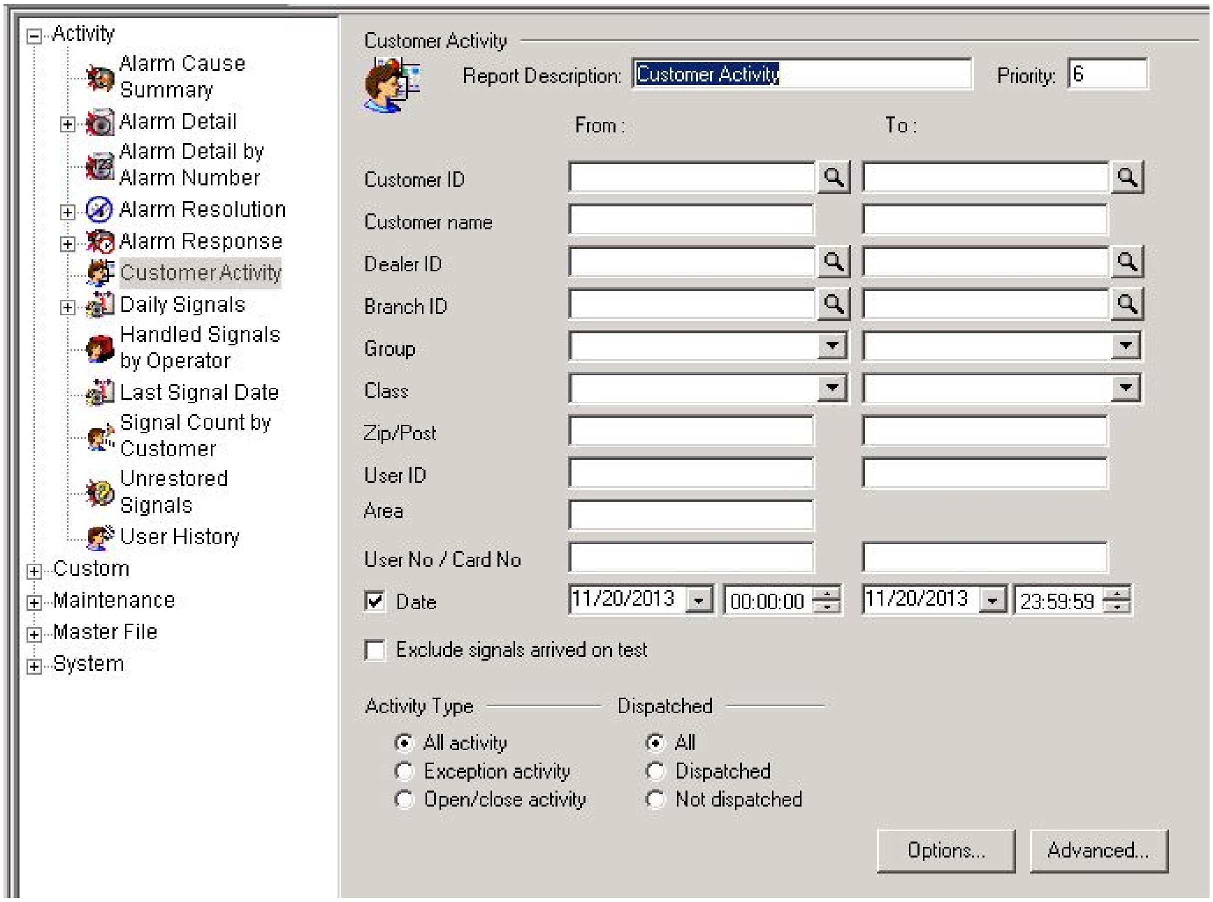
Perform the following steps to generate a Customer Activity Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Customer Activity" Navigation Tree Node.
Result: the Customer Activity Report form displays as shown in the following screenshot:



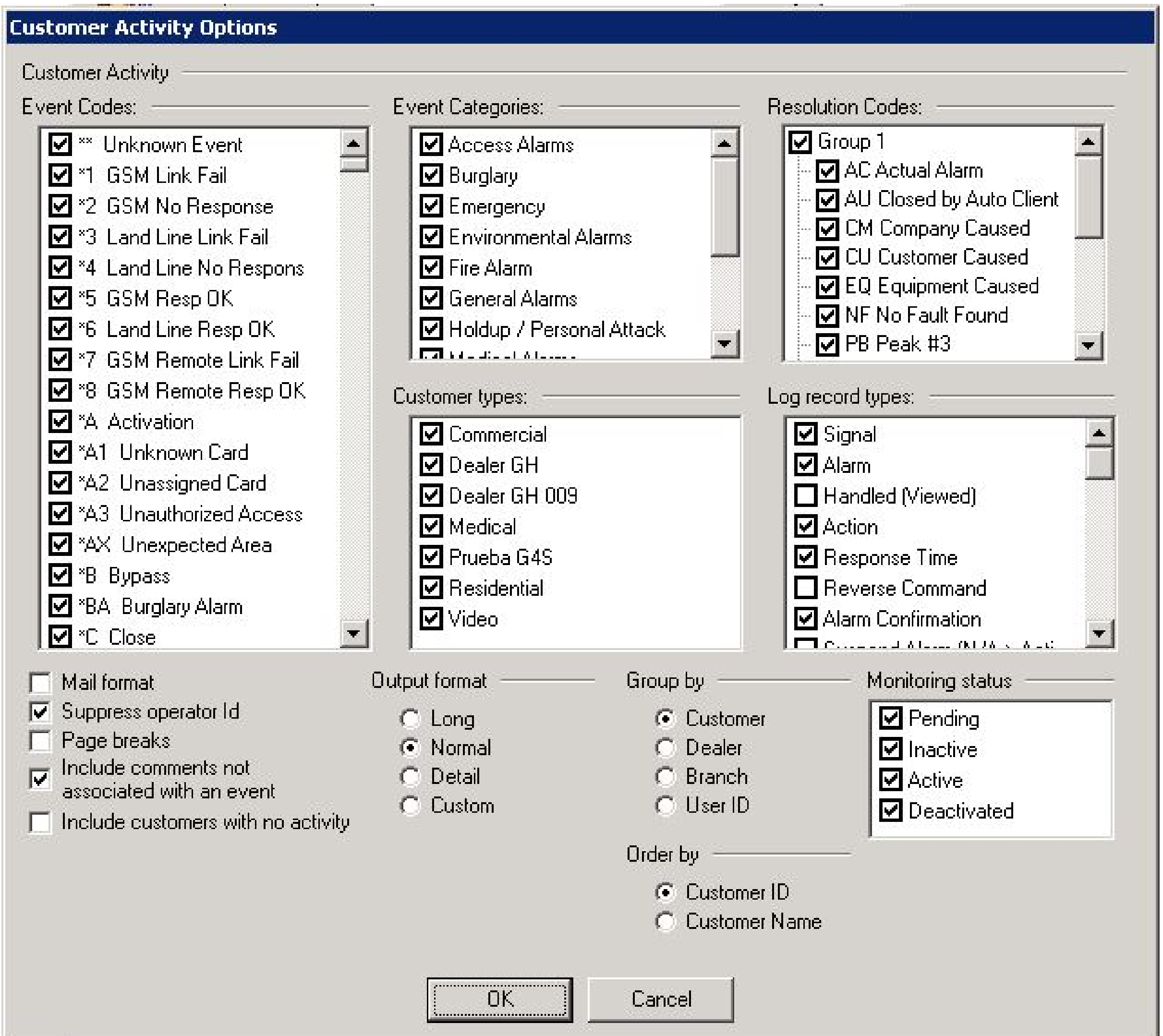
4. If you want, apply any of the following parameters to your Customer Activity Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class
   - Zip/Post
   - User ID
   - Area
   - User No/Card No
   - Date
   - Time

5. To run a Customer Activity Report, select a beginning value from the "From:" field and an ending value from the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. Select one of the options in the "Activity Type" area of your screen to determine the types of Customer activity that will be included in your Report.
7. Select one of the options in the "Dispatched" area of your screen to determine

whether the Alarms included in your Report should be limited to those for which an Authority was dispatched.

8. Click "Options".

Result: the "Customer Activity Options" window displays as shown in the following screenshot:



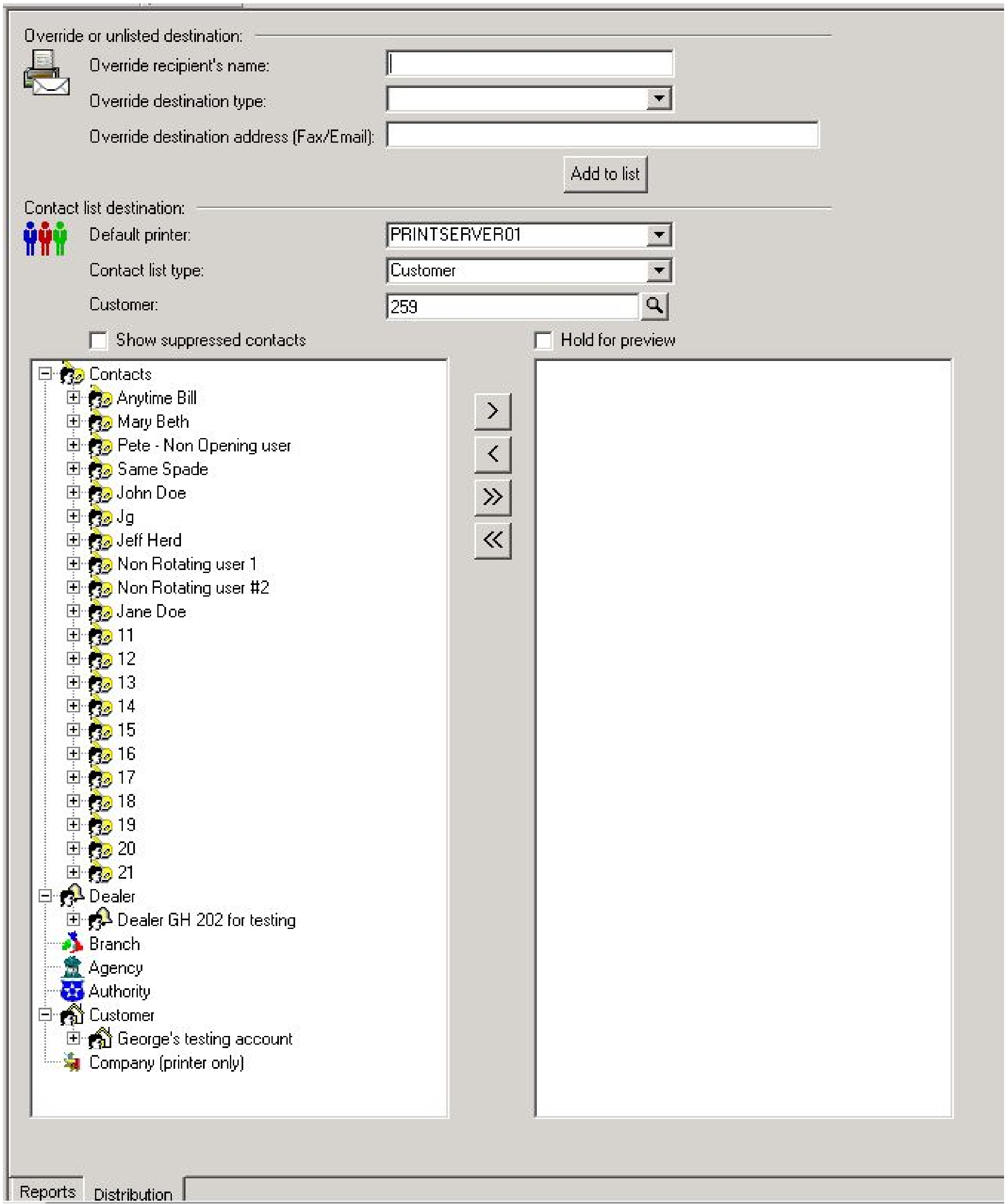
9. Deselect Event Codes, Event Categories, Customer types, Resolution Codes, Log record types, and Monitoring statuses that you want to exclude from your Customer Activity Report.
10. The "Suppress operator Id" and "Include comments not associated with an event" items display as preselected. If you want to include the "Mail format", "Page breaks", and "Include customers with no activity" options, select those items.
11. The "Normal" option in the "Output format" area of the window displays as preselected. If you want to select another "Output format" item, select that item instead.

12. The "Customer" option in the "Group by" area of the window displays as preselected. If you want to group your Report by "Dealer", "Branch", or "User ID", select that option instead.
13. The "Customer ID" option in the "Order by" area of the window displays as preselected. If you want to order your Report by "Customer Name", select that option instead.
14. Click "OK".

Result: the "Customer Activity Options" window closes, and the system returns the user to the Customer Activity form.

15. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



16. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

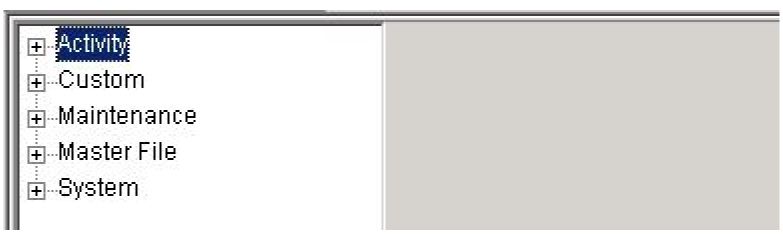
Daily Signals

The Daily Signals Report is similar to the Customer Activity Report with the exception of the manner in which the results display. While the Customer Activity Report displays results by the Contract number and then by the Alarm Report number, the Daily Signals Report displays results by date only.

Generating a Daily Signals Report

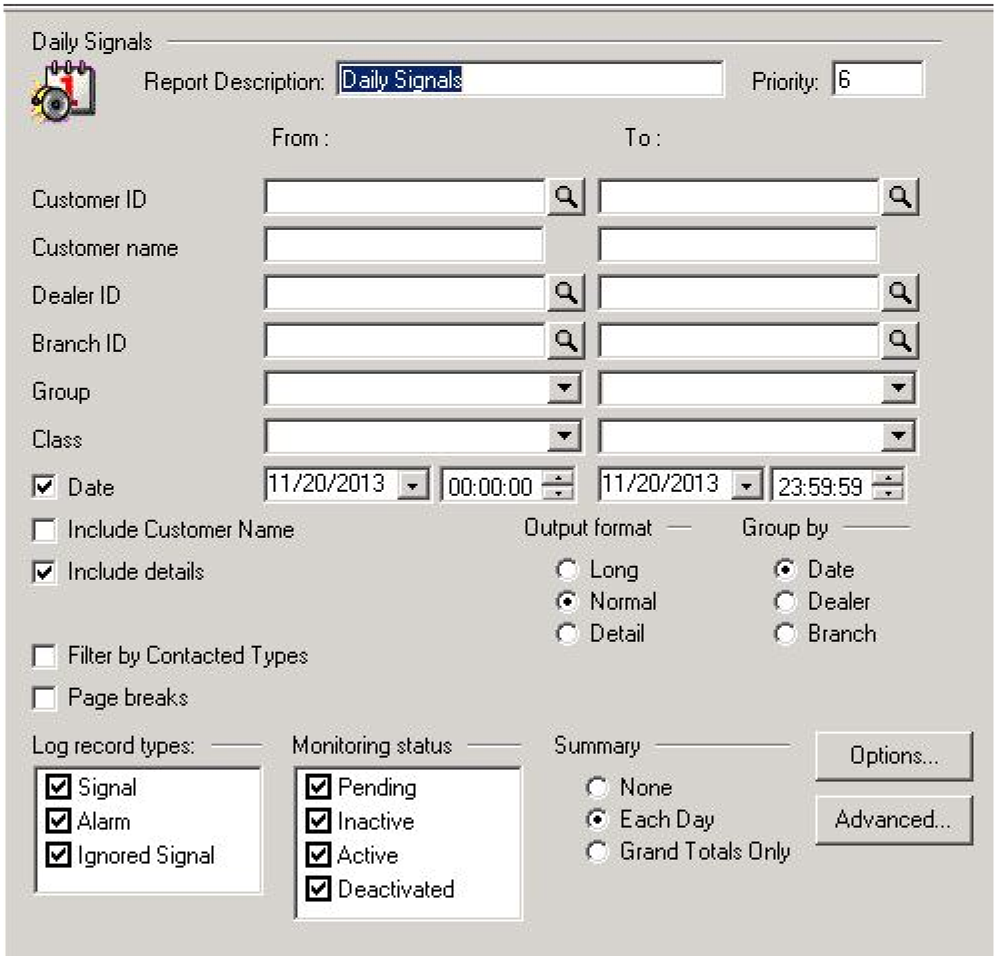
Perform the following steps to generate a Daily Signals Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Daily Signals" Navigation Tree Node.
Result: the "Daily Signals Report" form displays as shown in the following screenshot:



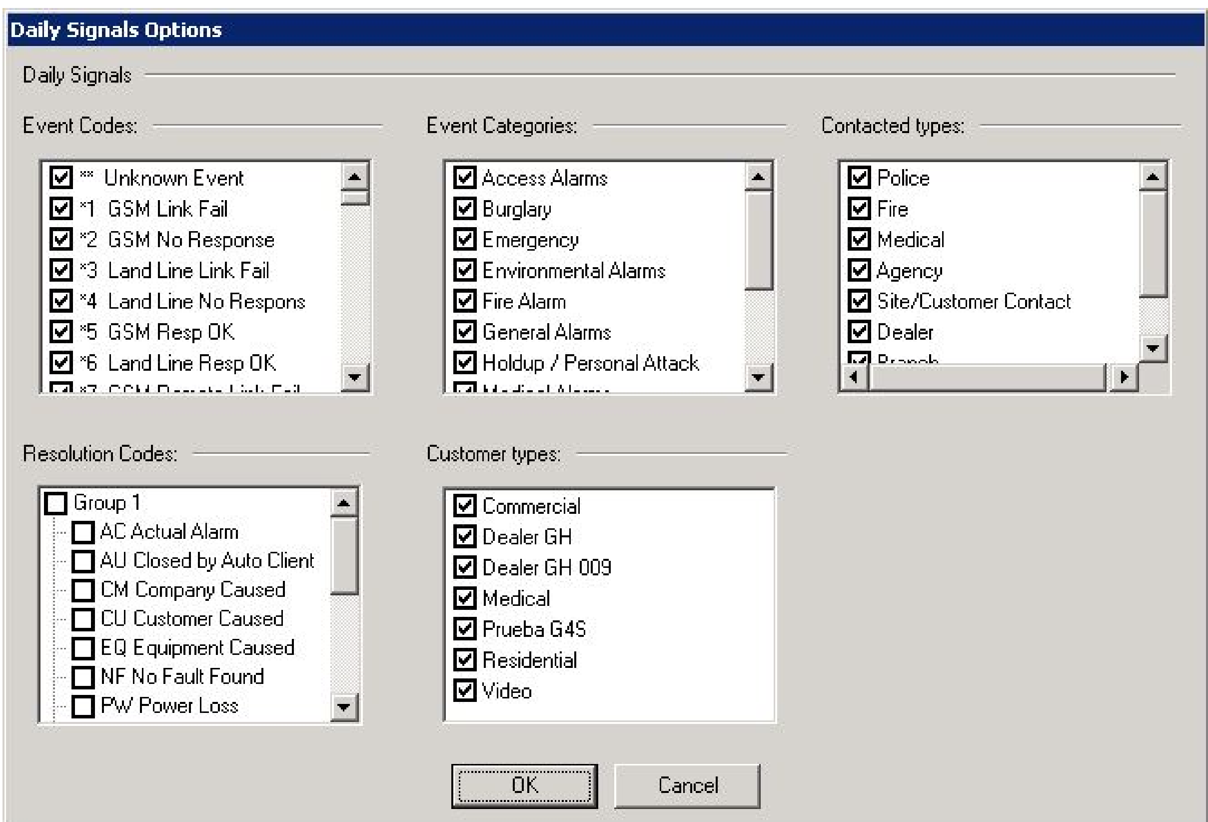
4. If you want, apply any of the following parameters to your Customer Activity Report:
    - Customer ID
    - Customer Name
    - Dealer ID
    - Branch ID
    - Group
    - Class

5. To run a Daily Signals Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want, select the "Include Customer Name" checkbox to display a Customer Name with every signal in your Report.
7. The "Include details" checkbox displays as preselected, deselect the checkbox if you want to limit the amount of information that displays in your Report.
8. If you want to filter by contacted types, select the "Filter by Contacted Types" checkbox option.
9. If you want to include page breaks in between Customers, select the "Page breaks"

checkbox option.

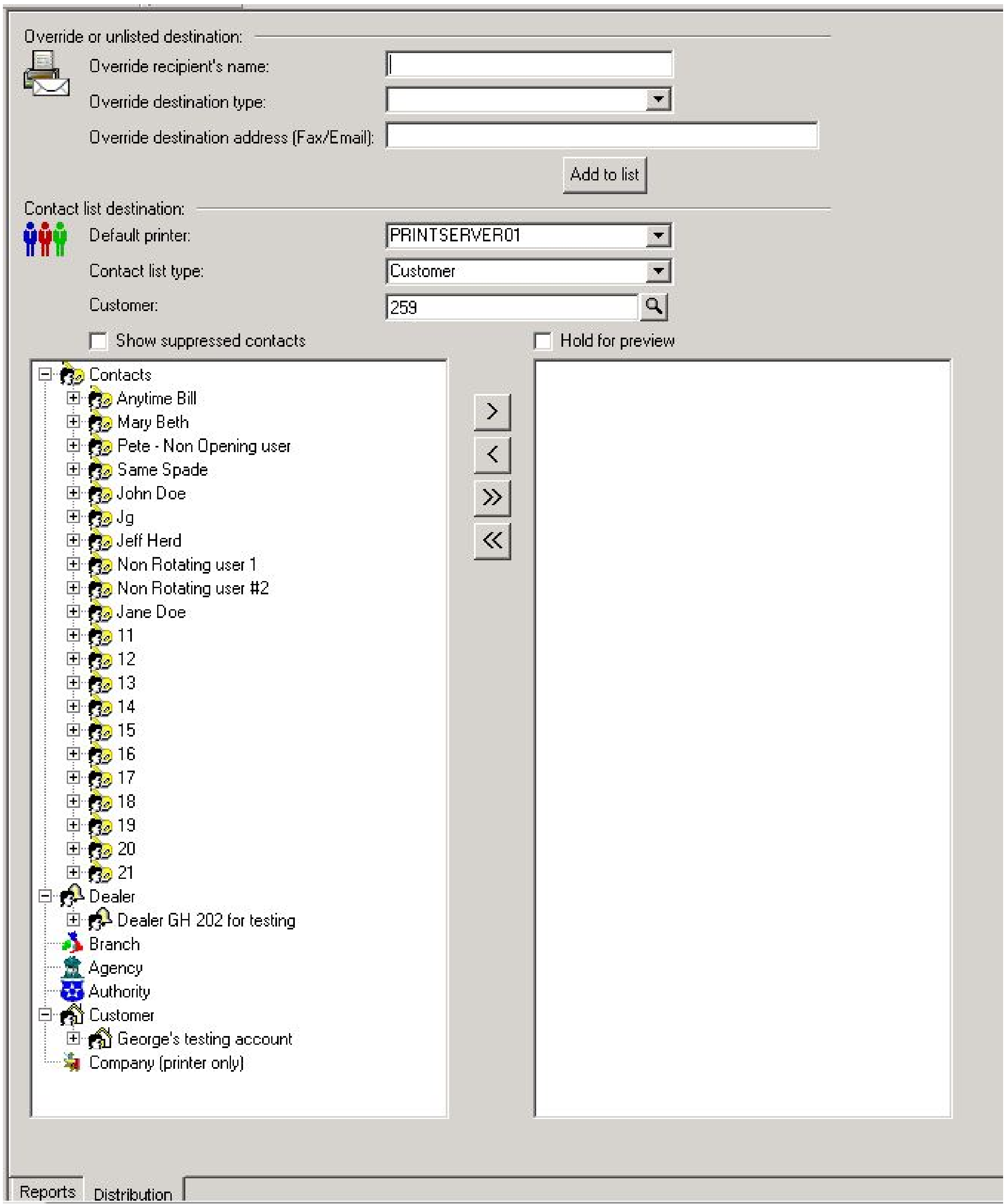
10. Items in the "Log record types:" area of the window display as preselected. If you want to exclude any of the listed log record types from your Report, deselect that item.
11. Items in the "Monitoring status" area of the form display as preselected. If you want to exclude any of the listed monitoring statuses from your Report, deselect that item.
12. The "Normal" format displays as preselected in the "Output format" area of the window. If you want your Report to display in a "Long" or "Detail" format, select that option instead.
13. The "Date" option displays as preselected in the "Group by" area of the window. If you want to your Report to group by "Dealer" or "Branch", select that option instead.
14. The "Each Day" option displays as preselected in the "Summary" area of the window. If you want no summary to display, or want your summary to display as a "Grand Total Only", select that option instead.
15. Click "Options".

Result: the "Daily Signals Options" window displays as shown in the following screenshot:



16. All items in the "Event Codes:", "Event Categories:", "Contacted types:", and "Customer types:" areas of the window display as preselected. Deselect the items that you want to exclude from your Daily Signals Report.
17. Select any items in the "Resolution Codes:" area of the window that you specifically

want to include in you Daily Signals Report, and click "OK".
Result: the "Daily Signals Options" window closes and the system returns the user to the Daily Signals form.
18. Once you have entered all the parameters for your Report, click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



19. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

Handled Signals by Operator

The Handled Signals by Operator Report is a useful management tool to view the number of alarms Operators are handling.

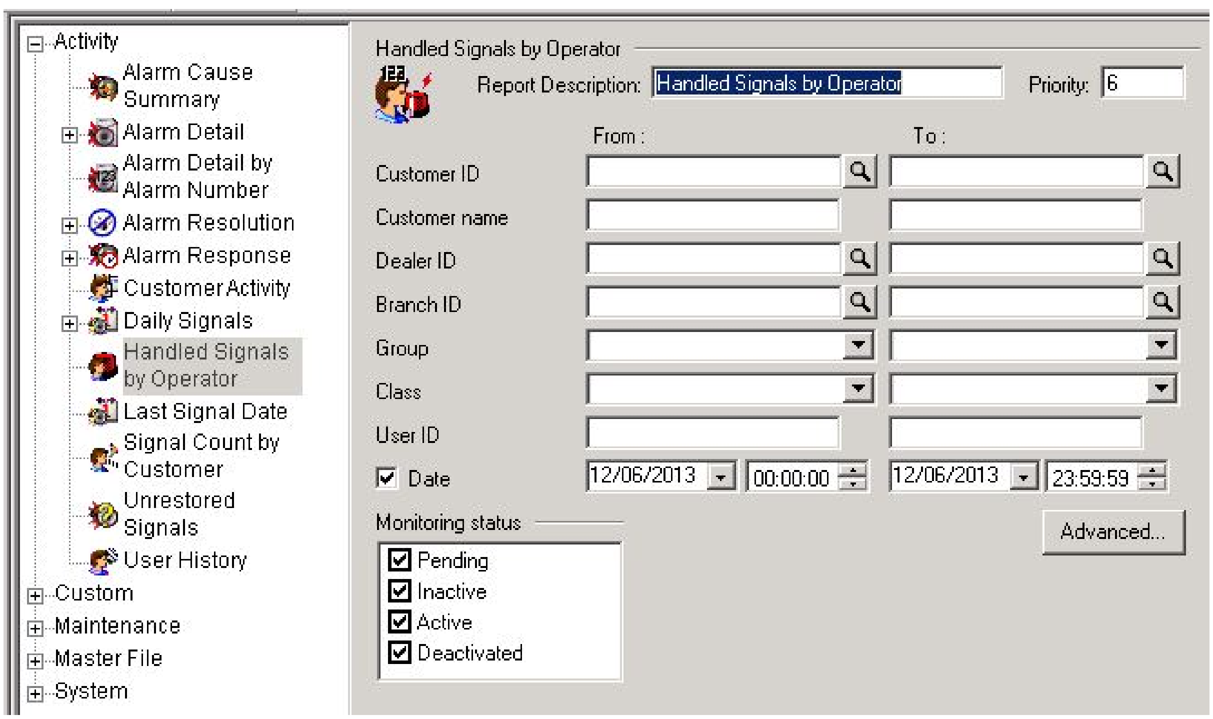
Generating a Handled Signals by Operator Report

Perform the following steps to generate a Handled Signals by Operator Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Handled Signals by Operator" Navigation Tree Node.
Result: the "Handled Signals by Operator" form displays as shown in the following screenshot:

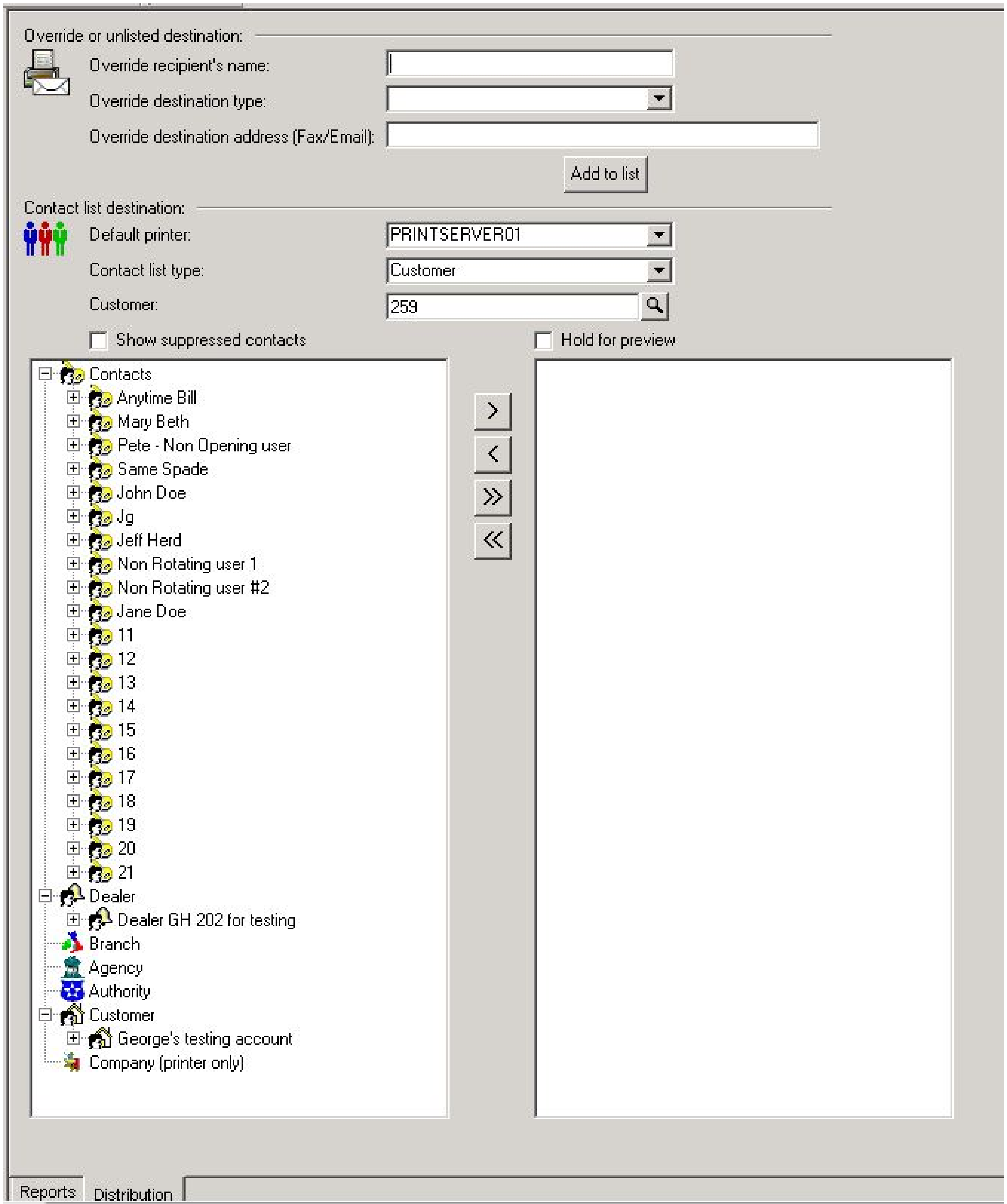


4. If you want, apply any of the following parameters to your Handled Signals by Operator Report:
   - Customer ID

- Customer Name
- Dealer ID
- Branch ID
- Group
- Class
- User ID

5. To run a Handled Signals by Operator Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. The Date fields display as preselected. If you do not want to include a date and time range in your Report, deselect the "Date" checkbox. Otherwise, enter a date and time range into the "From:" and "To:" fields.
7. Items in the "Monitoring status" area of the form display as preselected. If you want to exclude signals with any of the listed statuses from your Report, deselect the checkbox for the status type you want to exclude.
8. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields"

form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

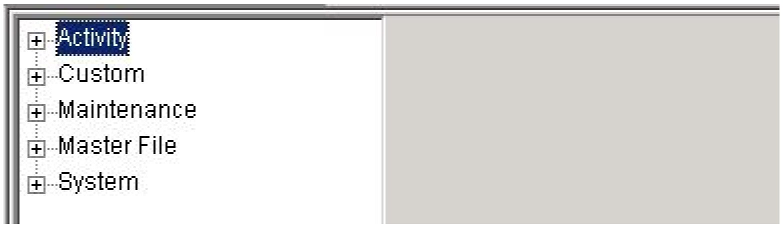
Last Signal Date

The Last Signal Date Report allows a user to run a Report that displays the last date Manitou received a signal from a Customer.

Generating a Last Signal Date Report

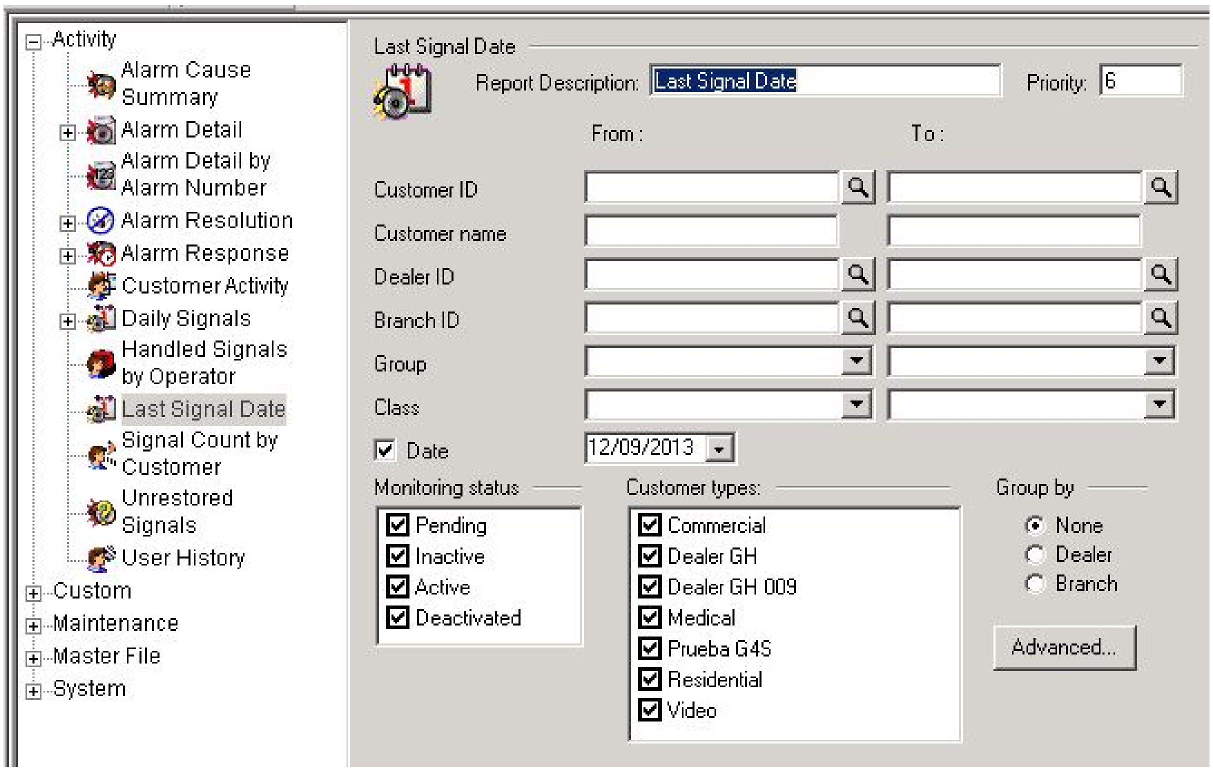
Perform the following steps to generate a Last Signal Date Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Last Signal Date" Navigation Tree Node.
Result: the "Last Signal Date" form displays as shown in the following screenshot:



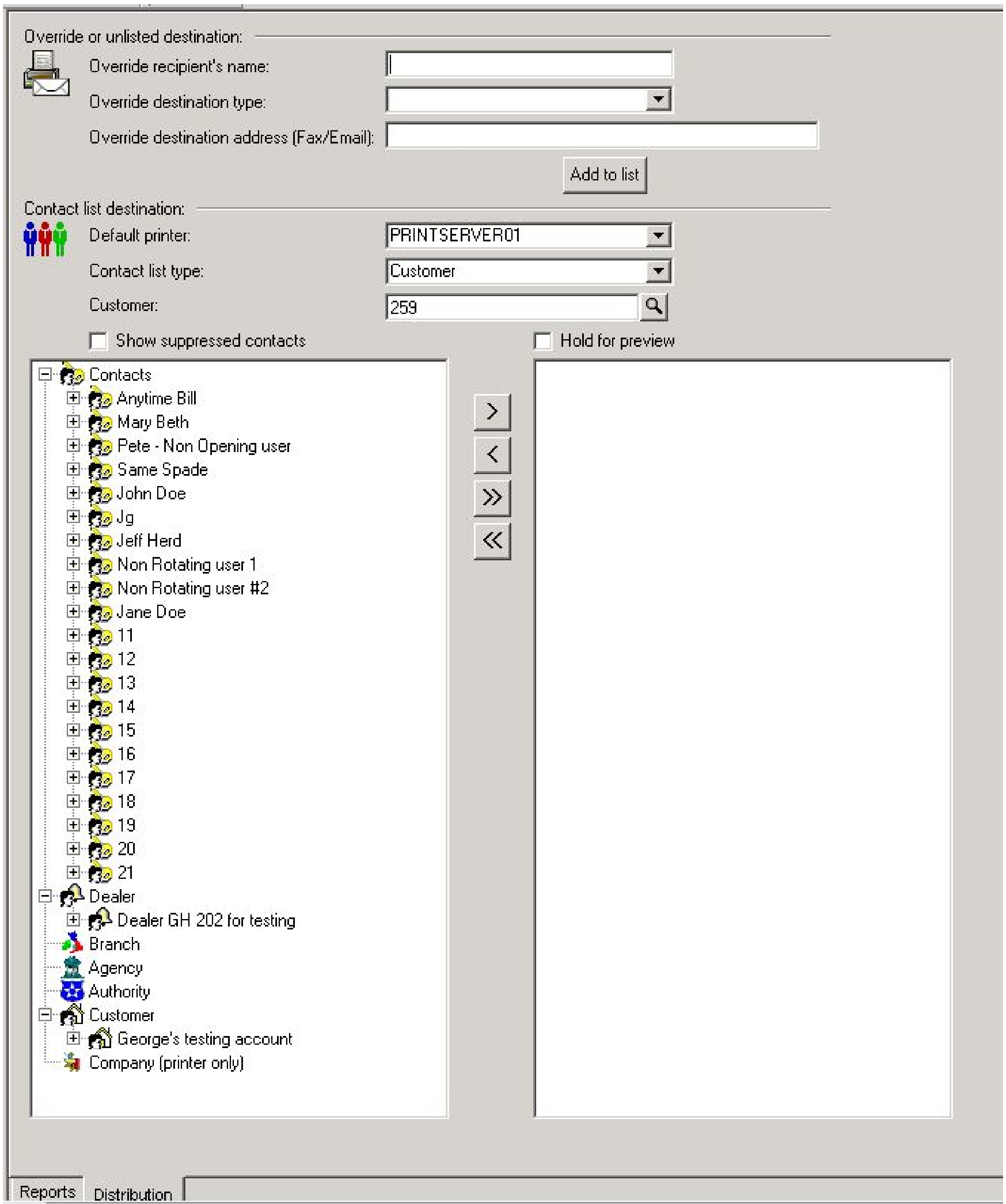
4. If you want, apply any of the following parameters to your Last Signal Date Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class

5. To run a Last Signal Date Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. The Date field displays as preselected. If you do not want to designate a specific date for your Report, deselect the "Date" checkbox. Otherwise, enter the date for which you want to run the Report.
7. Items in the "Monitoring status" area of the form display as preselected. If you want to exclude signals with any of the listed statuses from your Report, deselect the checkboxes for the status types you want to exclude.
8. Items in the "Customer types:" area of the form display as preselected. If you want to exclude any of the listed Customer types from your Report, deselect the checkboxes

for the Customer types you want to exclude.

9. If you want to group the signals in your Report by "Dealer" or "Branch", select the grouping you want from the "Group by" area of the form.
10. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



11. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

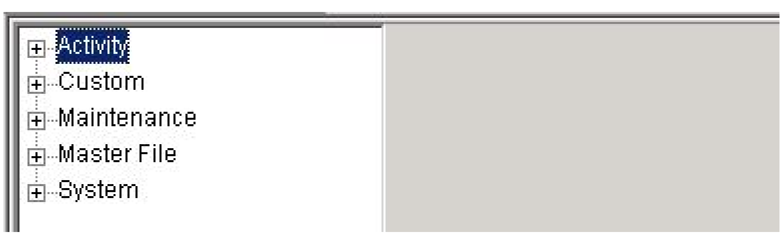
Signal Count by Customer

The Signal Count by Customer Report details the number of signals, ignored signals, and alarms received for each Customer. An ignored signal is one that was ignored by Manitou (for e.g., when utilizing a programming feature such as Entry/Exit delay).

Generating a Signal Count by Customer Report

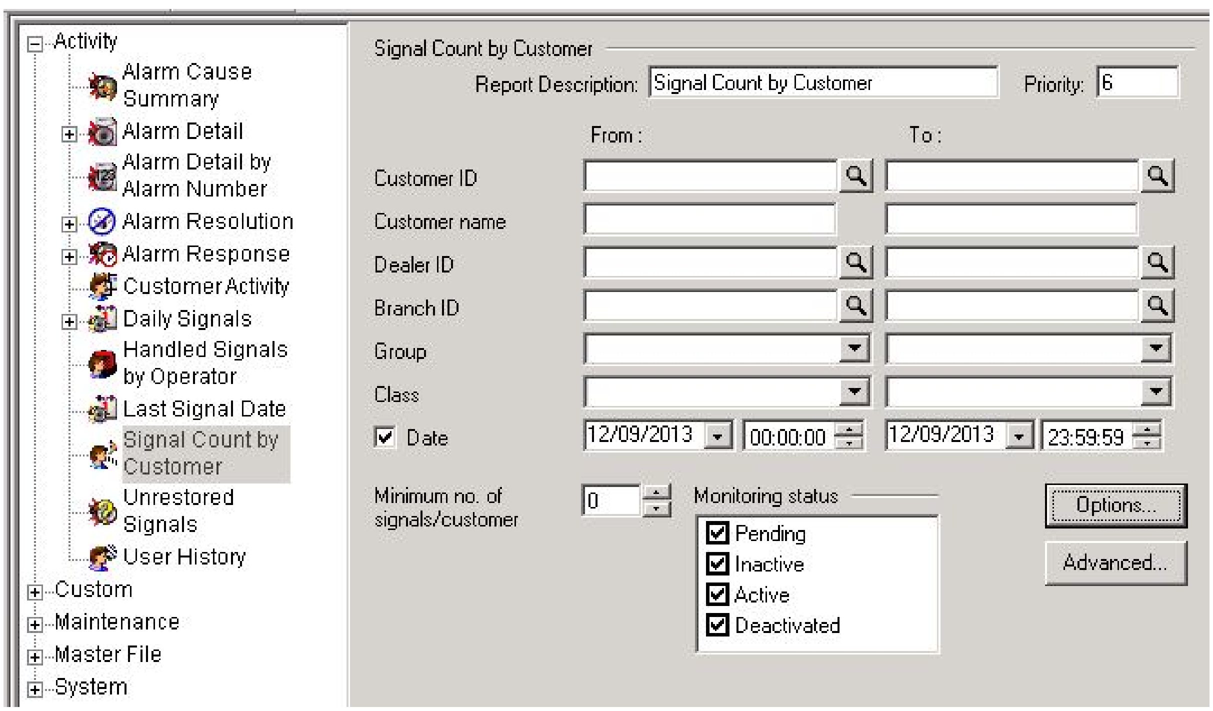
Perform the following steps to generate a Signal Count by Customer Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Signal Count by Customer" Navigation Tree Node.
Result: the "Signal Count by Customer" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Signal Count by Customer Report:
   - Customer ID

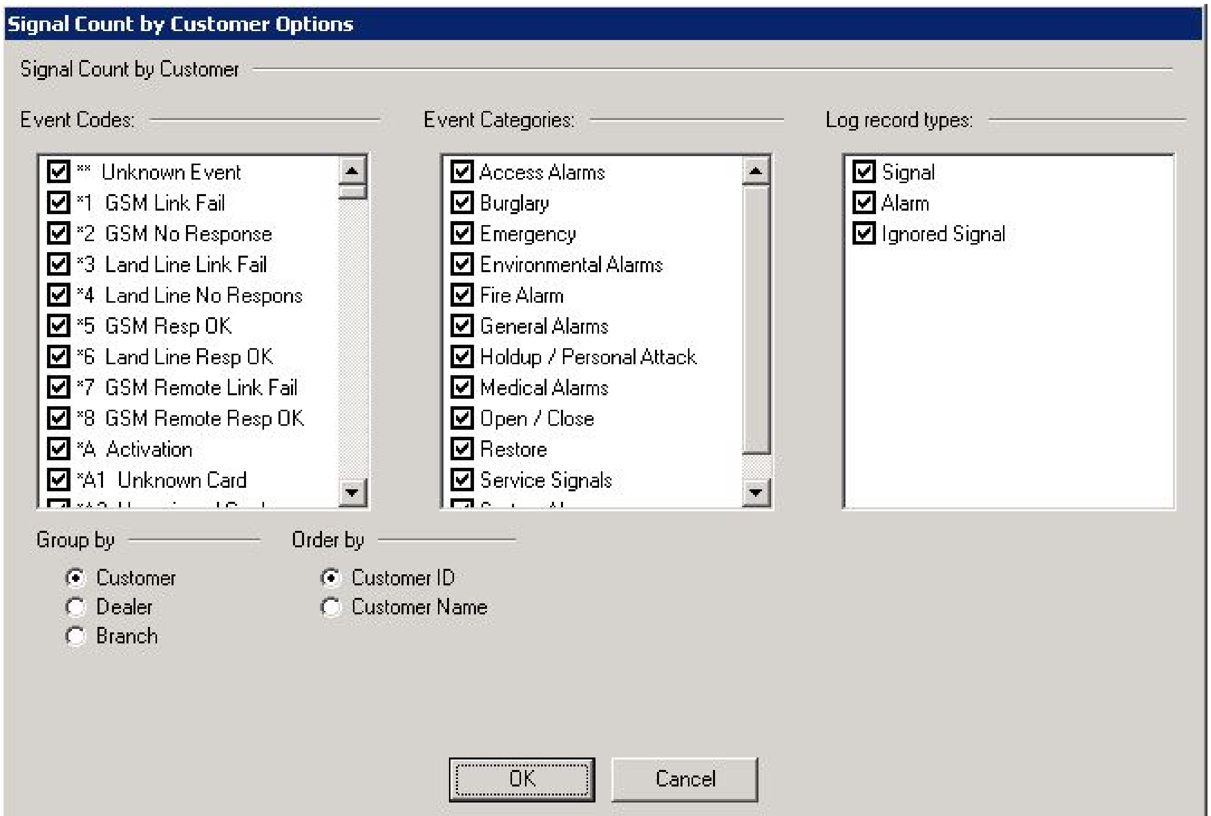
- Customer Name
- Dealer ID
- Branch ID
- Group
- Class

5. To run a Signal Count by Customer Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. The Date fields display as preselected. If you do not want to designate a specific date and time range for your Report, deselect the "Date" checkbox. Otherwise, enter the date and time range for which you want to run the Report.
7. Items in the "Monitoring status" area of the form display as preselected. If you want to exclude signals with any of the listed statuses from your Report, deselect the checkboxes for the status types you want to exclude.
8. If you want to define the minimum number of signals for a Customer to include in your Report, select that minimum number in the "Minimum no. of signals/customer" field.

Note: if you select a number bigger than the number of signals your Customer received during the date and time range you designated, Manitou will exclude these Customer signals from your Report.

9. Click "Options".

Result: the "Signal Count by Customer Options" window displays as shown in the following screenshot:

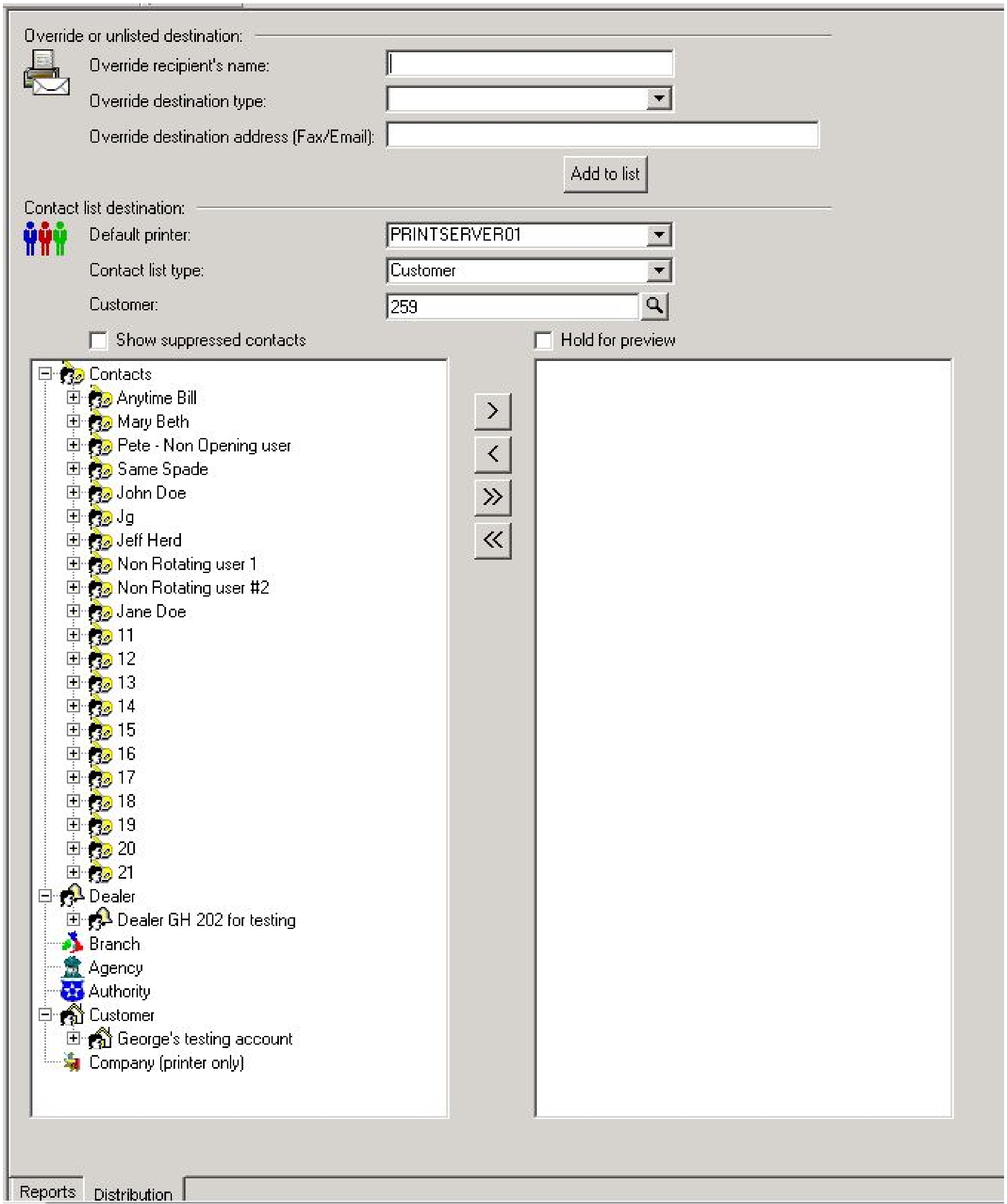


10. Deselect the Event Codes, Event Categories, and Log Record Types that you want to exclude from your Signal Count by Customer Report.
11. If you want to group your Report results by Customer, Dealer, or Branch, select the option you want from the "Group by" area of the window.
12. If you want to order your Report results by Customer ID or Customer Name, select that option from the "Order by" area of the window, and click "OK".

Result: the Signal Count by Customer Options window closes, and the system returns you to the Signal Count by Customer form.

13. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



14. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

UL Response

The UL Response Report typically is for Alarm Investigators, these will be persons of an Agency. The person subtype that represents “runner” (for which the report will be looking for) is set as one of the two options. The other option is the minimum alarm priority level that requires a UL Runner.

“D-N-A” on a report stands for “Did Not Arrive.” This means that the alarm should have had a runner (investigator), but sent none to Manitou. Therefore, “***” for the Average will be shown when there is one or more D-N-A’s since that average cannot be calculated.

Notes:

- You can set the Priority from 1 – 9 with 1 being the highest priority.
- You need to add an Agency to the customer that has at least one person of type “runner”.

To set up this report option, do the following:

1. Open the Manitou Supervisor Workstation and click, Tools | Options | Reports.

   There are two associated options. The first one that needs to be set is Person Subtype that Represents an Agency Investigator (Runner). This subtype number will need to correspond to a Keyholder Type.

2. Click Maintenance | Setup | Subtypes | Keyholder Types in the Manitou Supervisor Workstation.

   This is the Subtype that you need to associate with a contact on the Agency. When you contact this person or entity to Dispatch, On Location, Clear, it will correspond to the times in the report.

3. To set the Priority as noted in the first bullet (“Notes” above), you need to set that in the Manitou Supervisor Workstation as well. Click Tools | Options | Reports | Minimum Alarm Priority for UL Response Report.

By putting 9 (the lowest priority) then all alarms priority level 1 – 9 will be included in the report.

Generating a UL Response Report

To configure and run the UL Response Report, do the following:

1. Click Reports | System Reports | Activity | UL Response.

2. Enter/select parameters as needed.

   Note: The Date checkbox is preselected. If you do not want to designate a specific date and time range for your Report, clear the Date checkbox. Otherwise, enter the date and time range for which you want to run the Report.

3. If you want, select the Include Details checkbox to maximize the amount of information displayed in your Report.

4. Click Options. The UL Response Options Settings window appears.

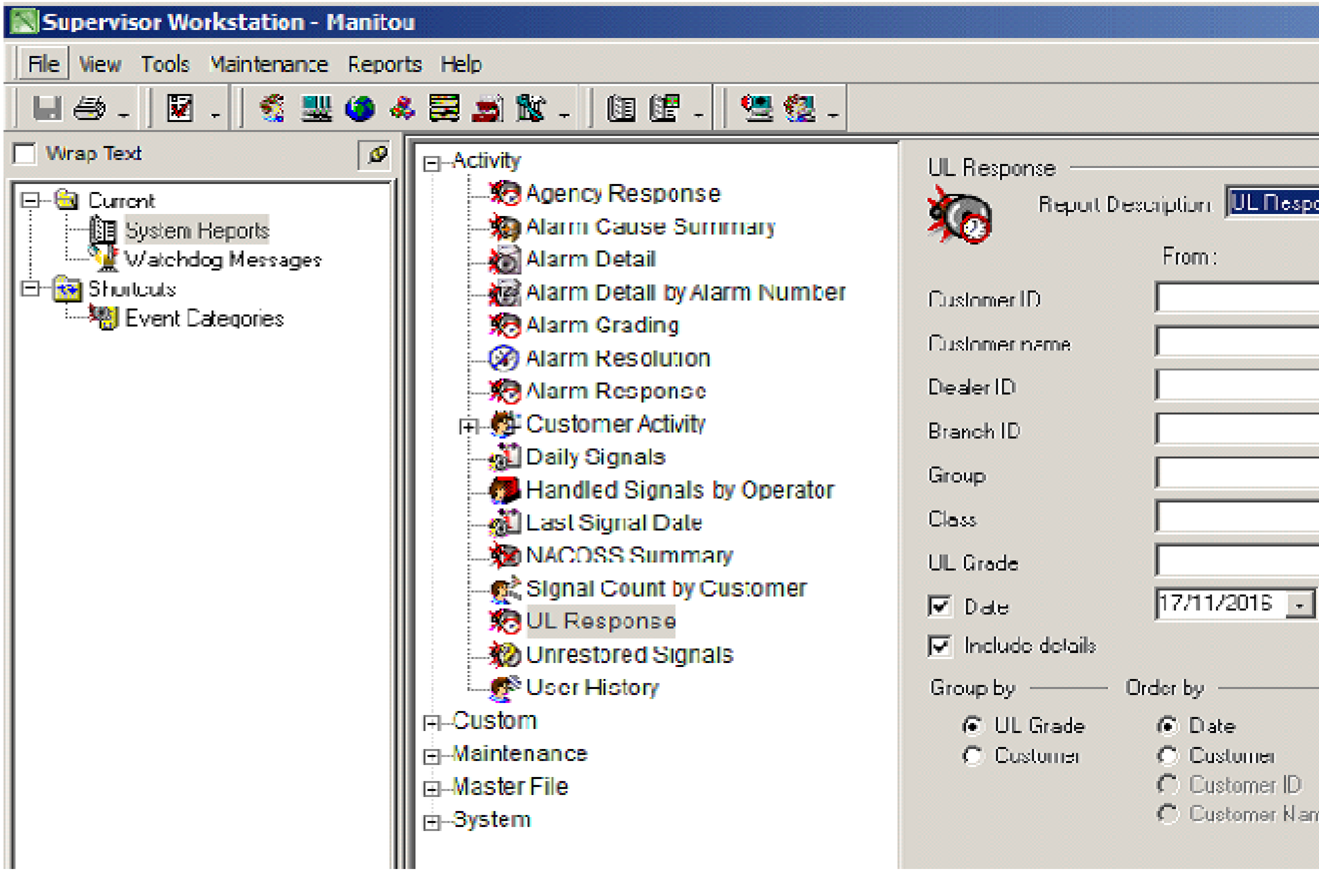
5. Select/clear options as needed and then click OK. You return to the UL Response form.

6. Click Next. The Distribution tab appears. For instructions on distributing your Report, refer to System Reports.

The Advanced Button

Some report forms include an Advanced settings button. Clicking this button results in the display of an Advanced Settings window. Use the Customer User Defined Fields form (click Tools | Options | Account/Creation Maintenance) to customize report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to System Reports.



Unrestored Signals

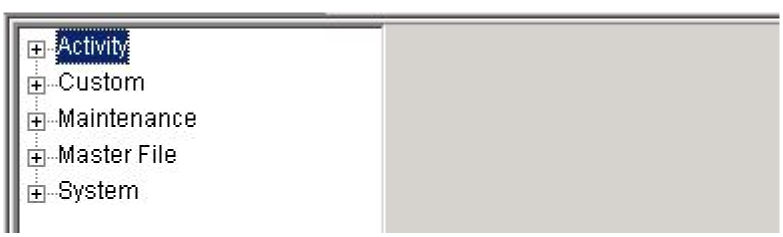
The Unrestored Signals Report is typically run to verify if alarms received a restore signal, or if the account requires maintenance in order to clear out closed, but unrestored, alarms. The Report lists all alarms that are in Restore Required status, but have not yet been restored.

Generating an Unrestored Signals Report

Perform the following steps to generate an Unrestored Signals Report:

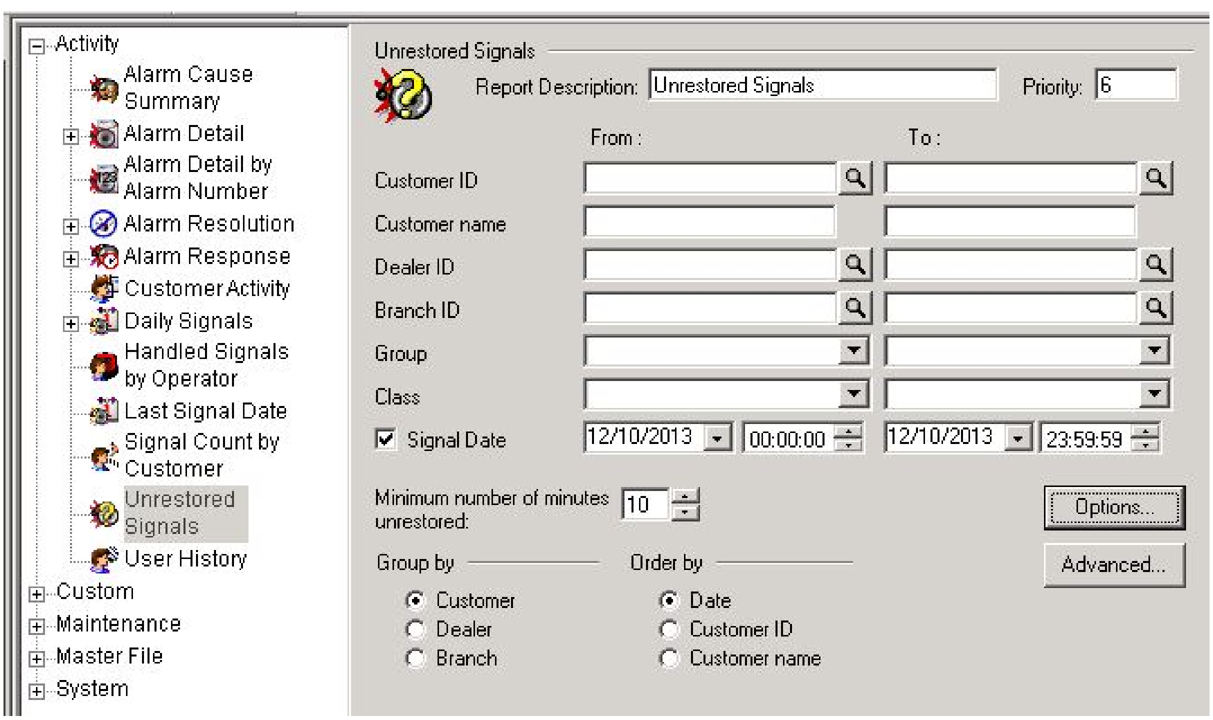
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click the "Unrestored Signals" Navigation Tree Node.
Result: the "Unrestored Signals" form displays as shown in the following screenshot:



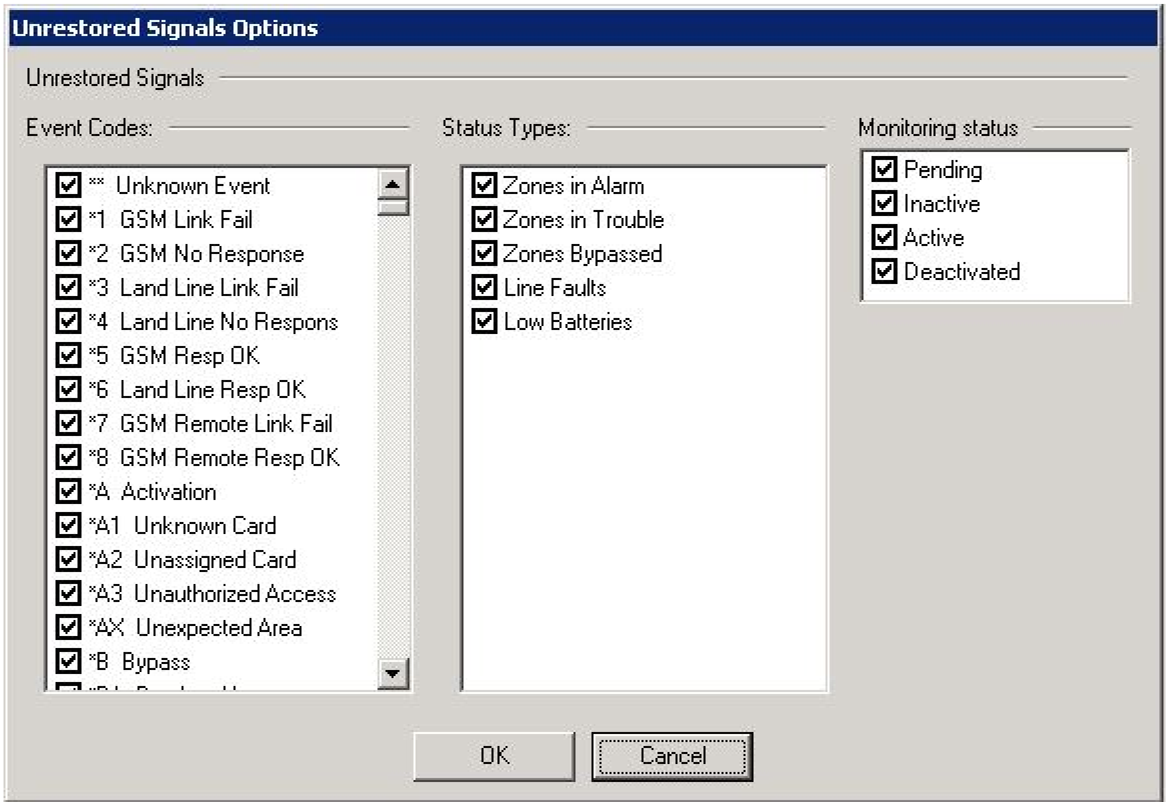
4. If you want, apply any of the following parameters to your Unrestored Signals Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class

5. To run an Unrestored Signals Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. The Date fields display as preselected. If you do not want to designate a specific date and time range for your Report, deselect the "Date" checkbox. Otherwise, enter the date and time range for which you want to run the Report.
7. If you want to group the signals in your Report by Customer, Dealer, or Branch, select the grouping you want from the "Group by" area of the form.
8. If you want to order your Report items by Date, Customer ID, or Customer Name, select the order you want from the "Order by" area of the form.
9. If you want to define the minimum number of minutes the signal has remained unrestored, select that minimum number in the "Minimum number of minutes unrestored:" field.

Note: ten minutes is the default minimum number of minutes the signal has remained unrestored. If you select a number bigger than the number of minutes a signal has remained unrestored, that signal will not display in your Report.

10. Click "Options".

Result: the "Unrestored Signals Options" window displays as shown in the following screenshot:

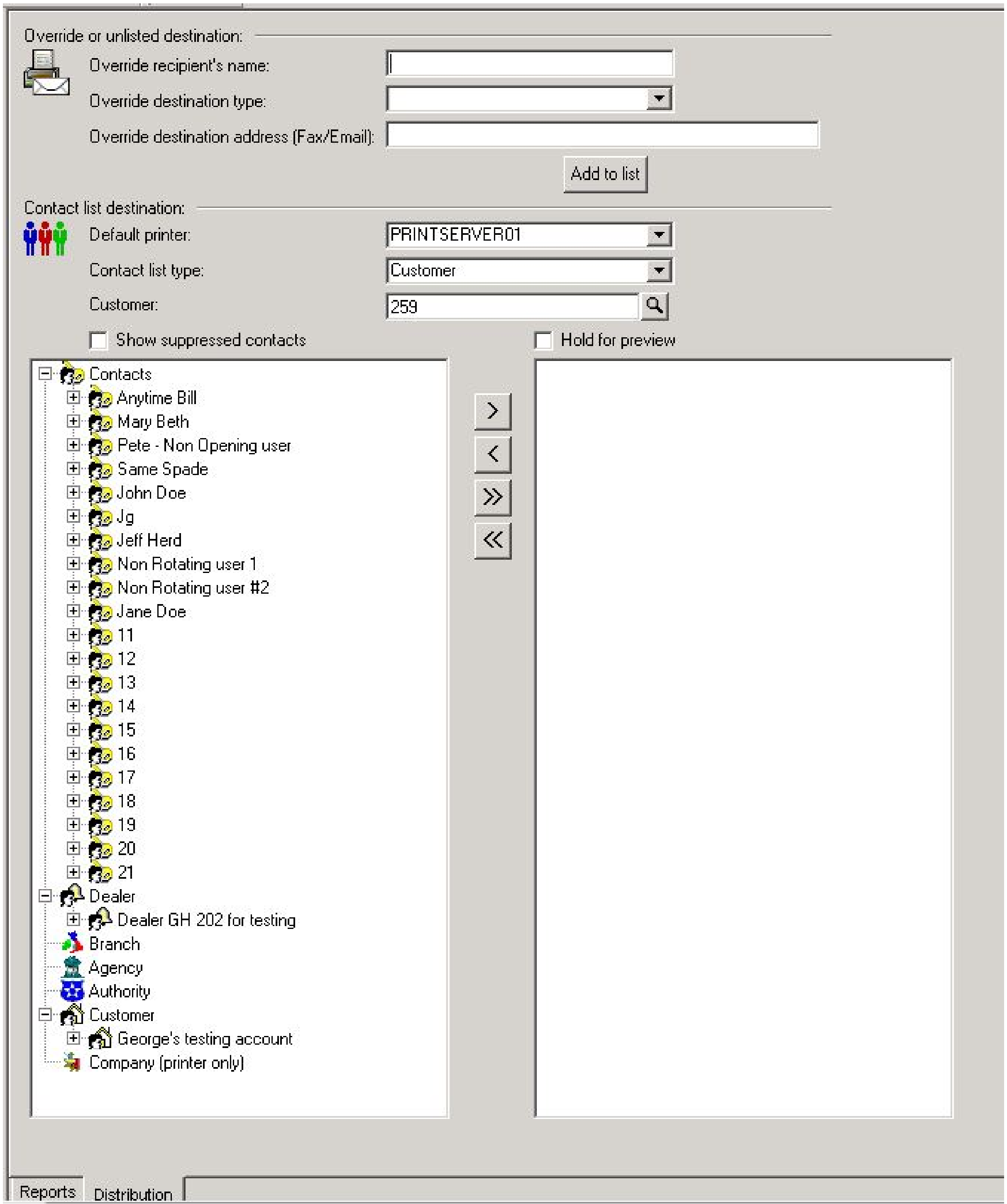


11. Deselect the Event Codes, Event Categories, and Monitoring Statuses that you want to exclude from your Unrestored Signals Report, and click "OK".

Result: the Unrestored Signals Options window closes, and the system returns you to the Unrestored Signals form.

12. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



13. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

User History

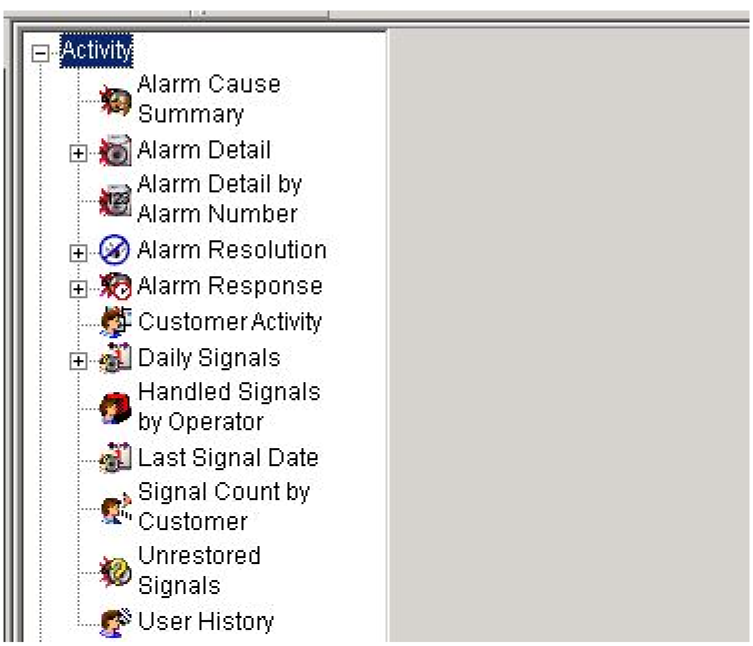
The User History Report displays Operator login and logoff information.

Generating a User History Report

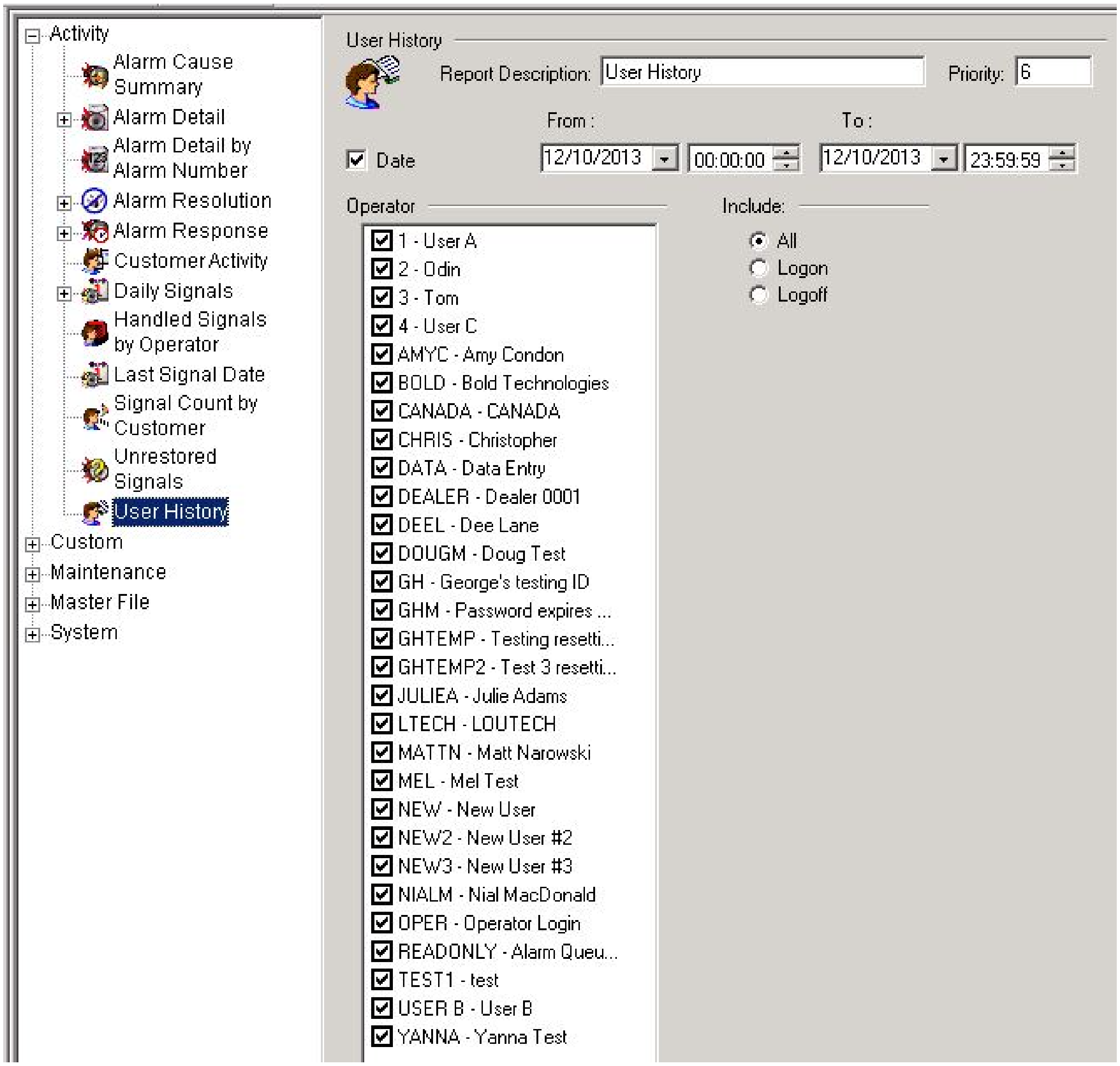
Perform the following steps to generate a User History Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Activity" Navigation Tree Node.
Result: the Activity section of the Navigation Tree expands as displayed in the following screenshot:

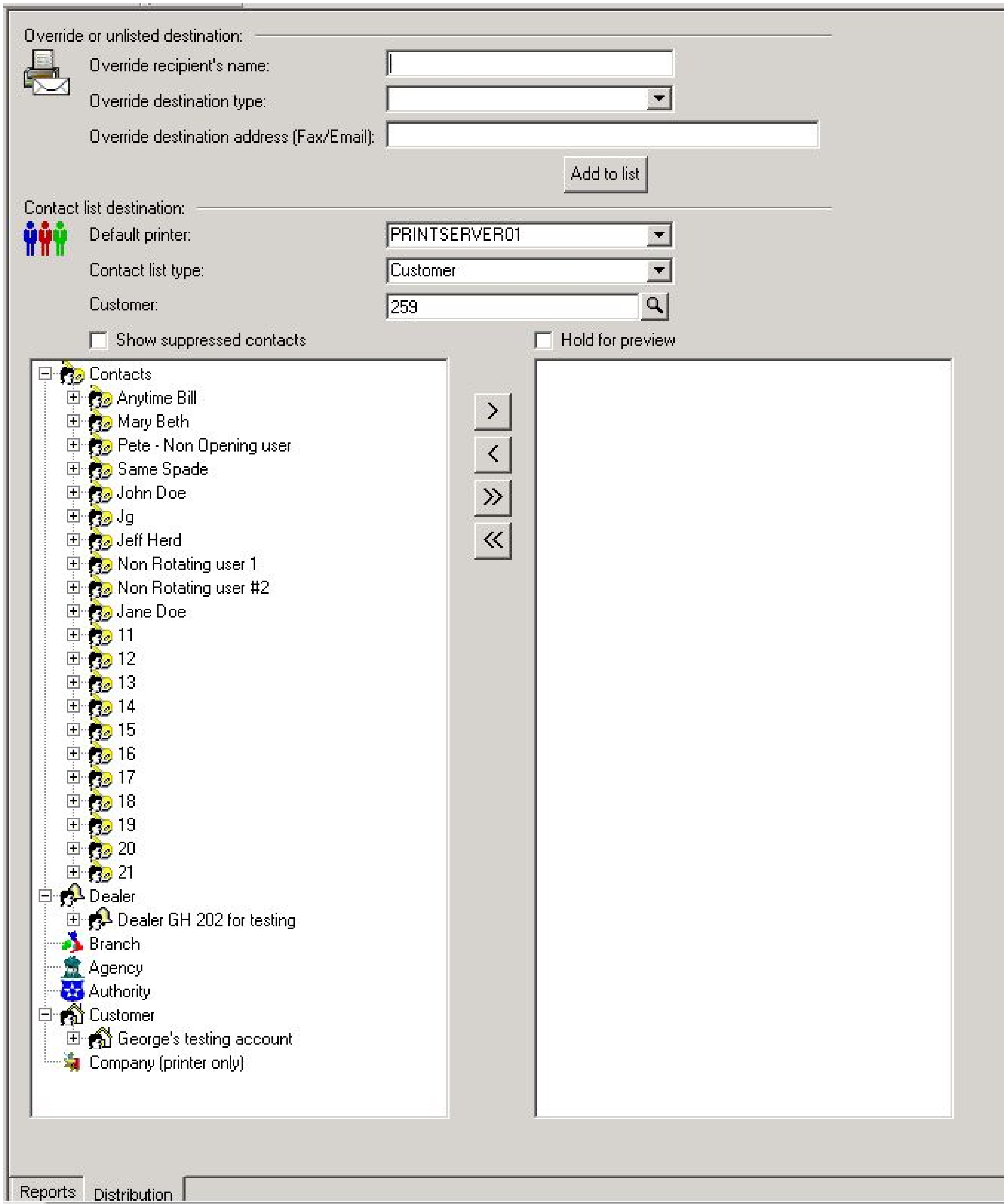


3. Double-click the "User History" Navigation Tree Node.
Result: the "User History" form displays as shown in the following screenshot:



5. The Date fields display as preselected. If you do not want to designate a specific date and time range for your Report, deselect the "Date" checkbox. Otherwise, enter the date and time range for which you want to run the Report.
6. The Operator checkboxes display as preselected. Deselect the checkboxes for Operators you want to exclude from your Report.
7. If you want your Report to include all the history for an Operator for the date and time range you designated, select "All" from the "Include:" area of the form. If you want to include logon or logoff information only, select the "Logon" or "Logoff" checkboxes, instead.

8. Once you have entered all the parameters for your Report, click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

Custom Reports

Dealer Billing Deferred Revenue

The Dealer Billing Deferred Revenue can be tracked once enhanced billing is licensed. The Dealer Billing Deferred Revenue Report displays deferred revenue adjustments. The deferred revenue adjustments then must be manually entered into the accounting software.

Generating a Dealer Billing Deferred Revenue Report

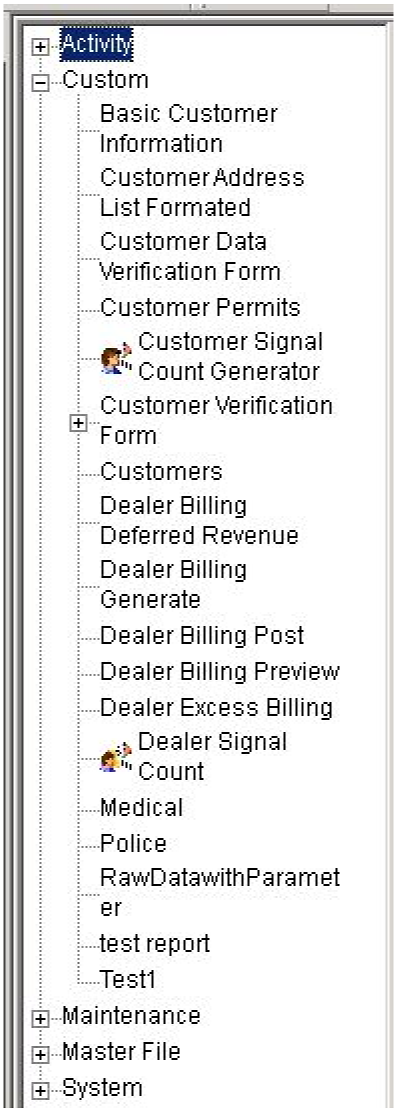
Perform the following steps to generate a Dealer Billing Deferred Revenue Report:

1. Navigate to the Reports menu, and select "System Reports".

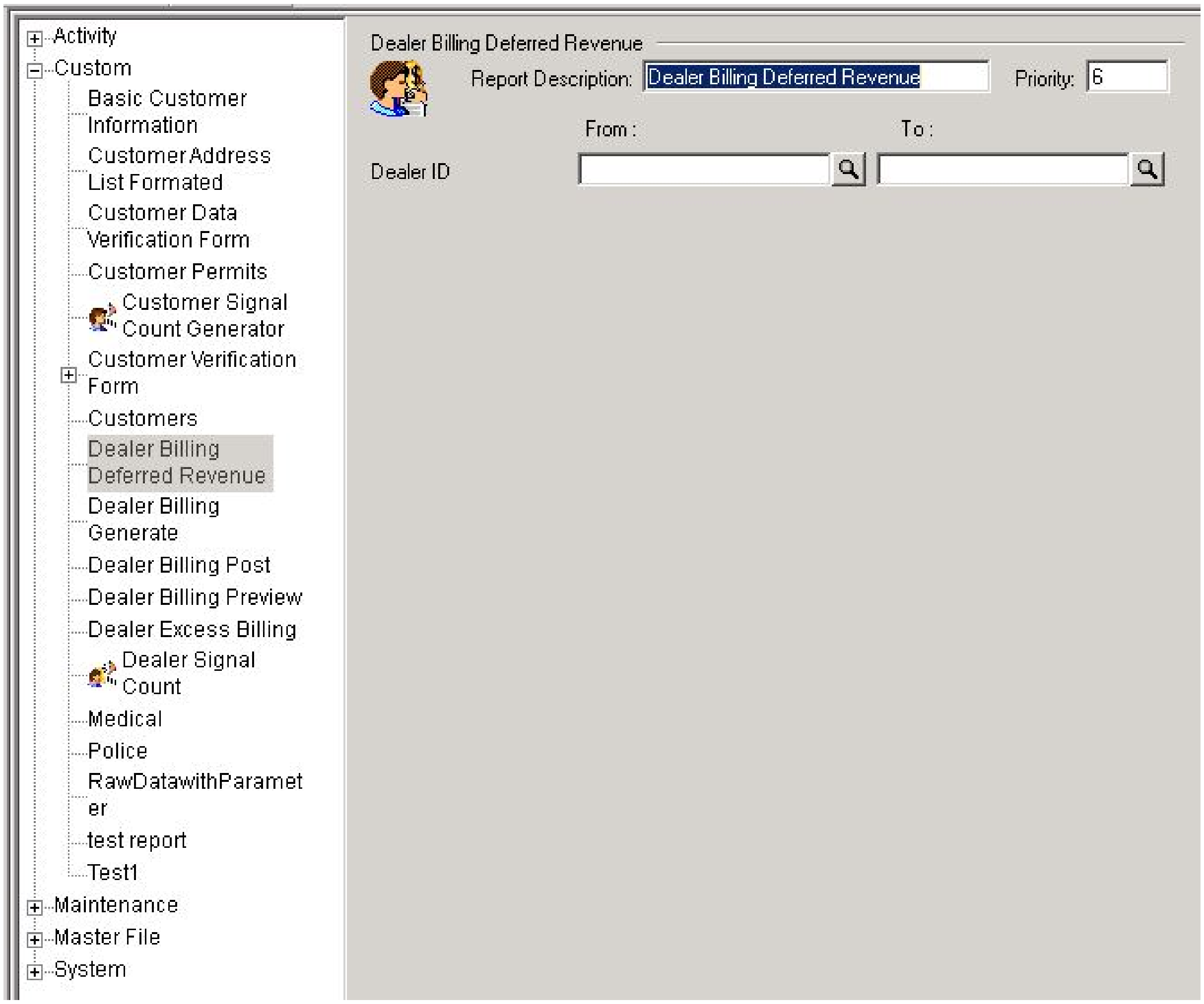
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Custom" Navigation Tree Node.

Result: the Custom section of the Navigation Tree expands as displayed in the following screenshot:

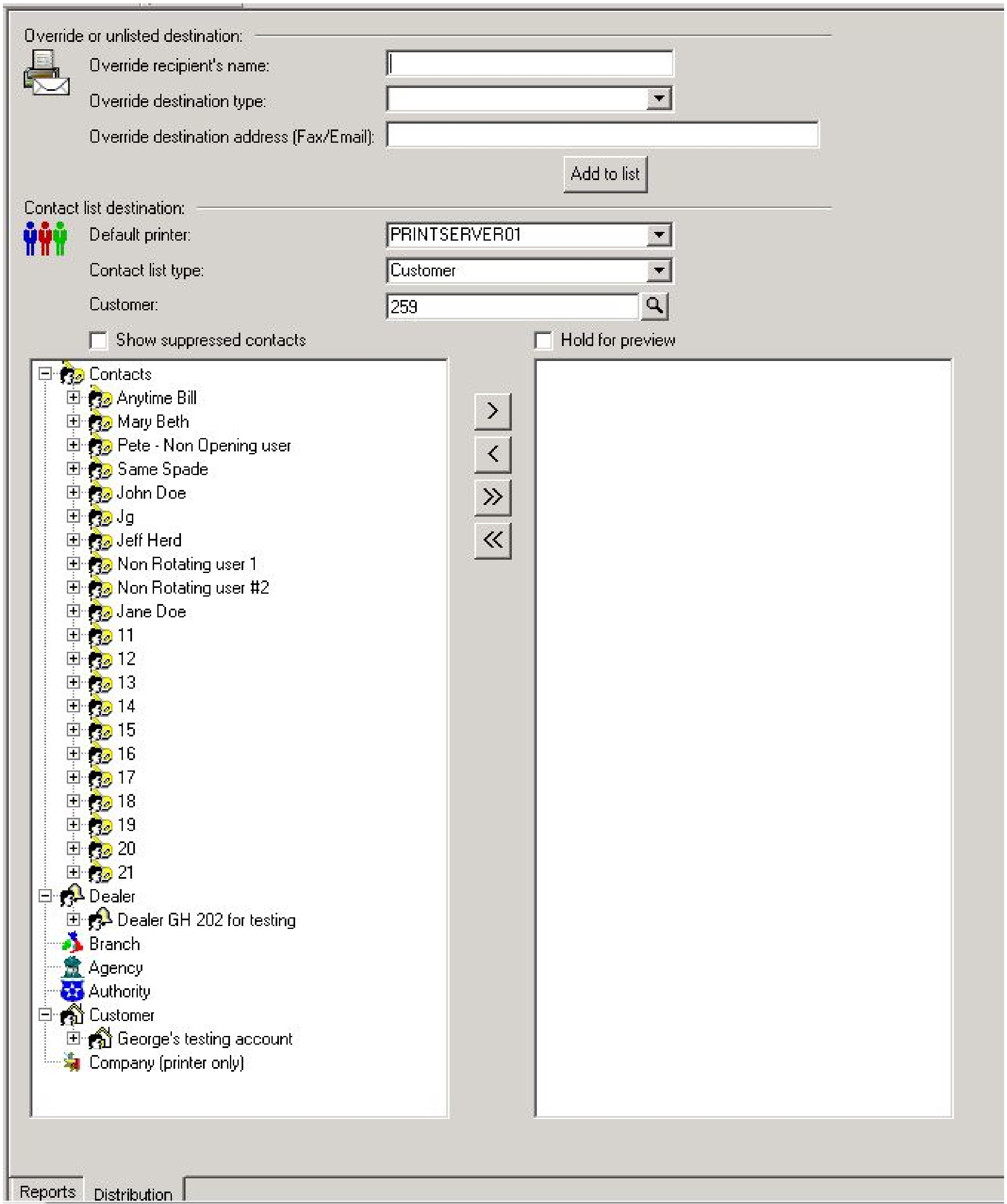


3. Double-click the "Dealer Billing Deferred Revenue" Navigation Tree Node. Result: the Dealer Billing Deferred Revenue Report form displays as shown in the following screenshot:



4. To run a Dealer Billing Deferred Revenue Report, select a beginning Dealer ID value from the "From:" field and an ending value from the "To:" field. The system will report on all items that fit between the beginning and ending value.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

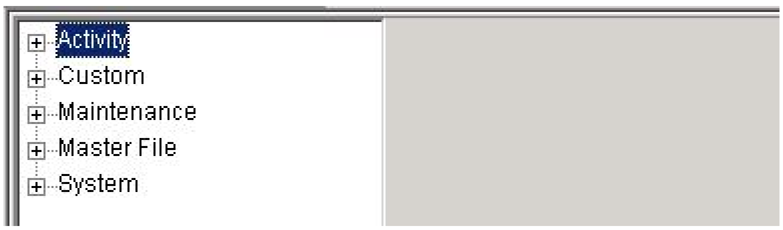
Dealer Billing Generate

Generating a Dealer Billing Generate Report

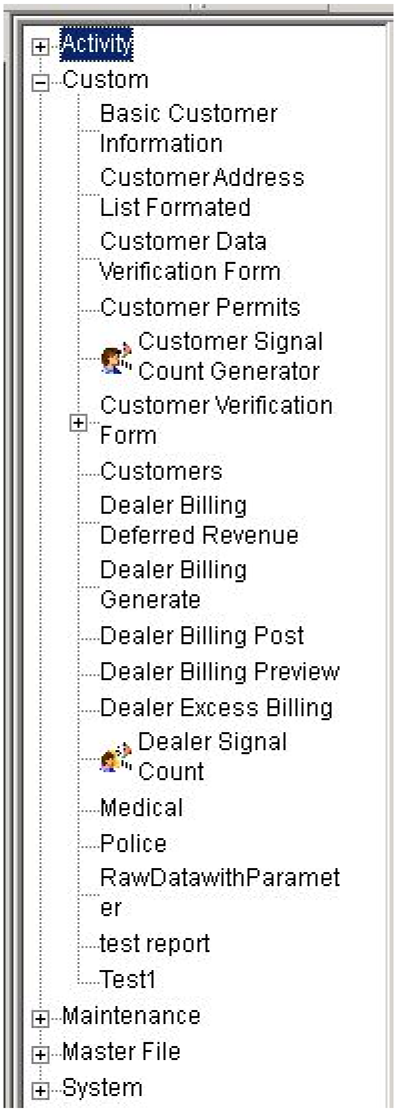
Note: the Customer Signal Count Generator Report must be run before the Dealer Billing Generate Report in order to generate activity-based charges.

Perform the following steps to generate a Dealer Billing Generate Report:

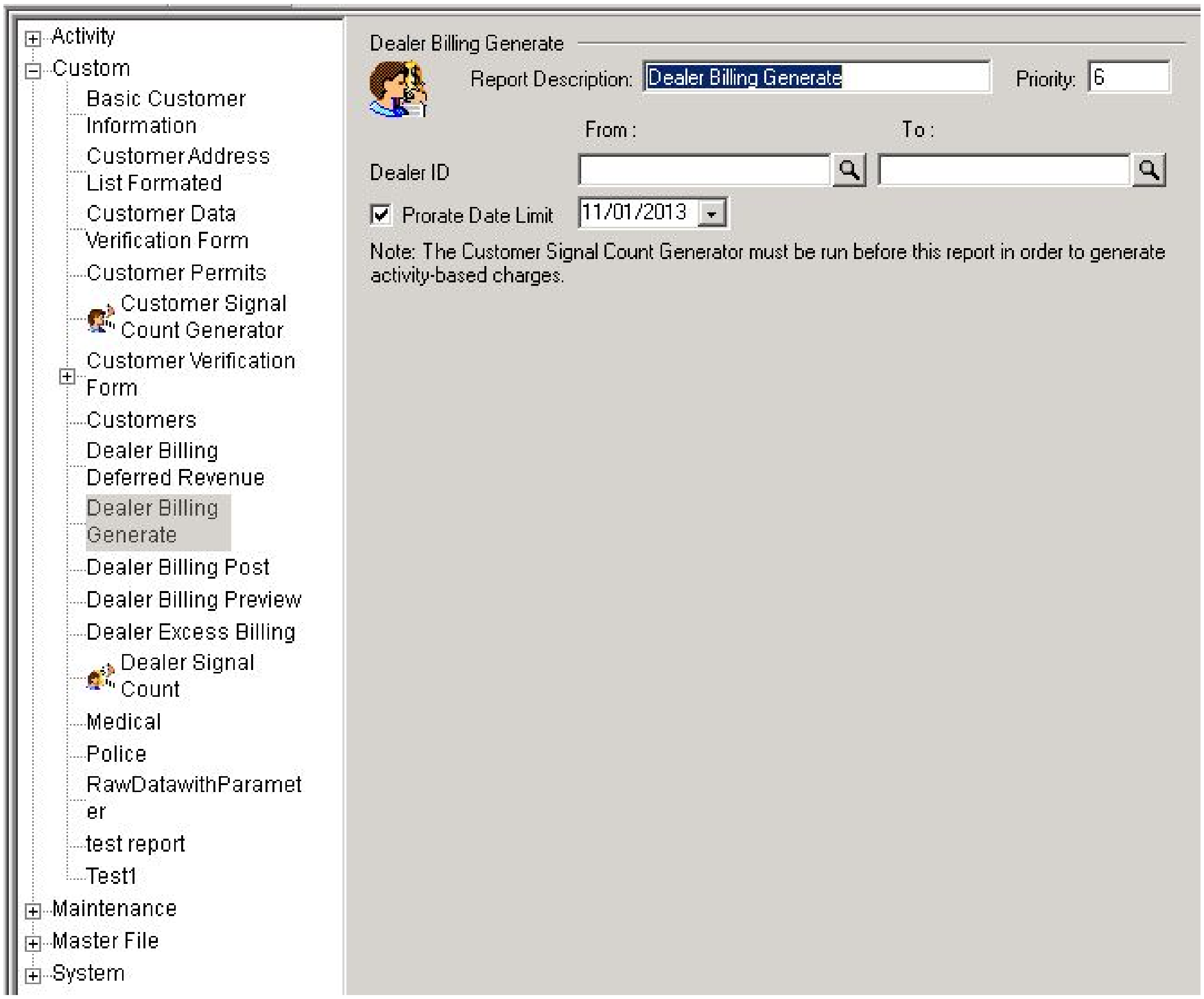
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Custom" Navigation Tree Node.
Result: the Custom section of the Navigation Tree expands as displayed in the following screenshot:

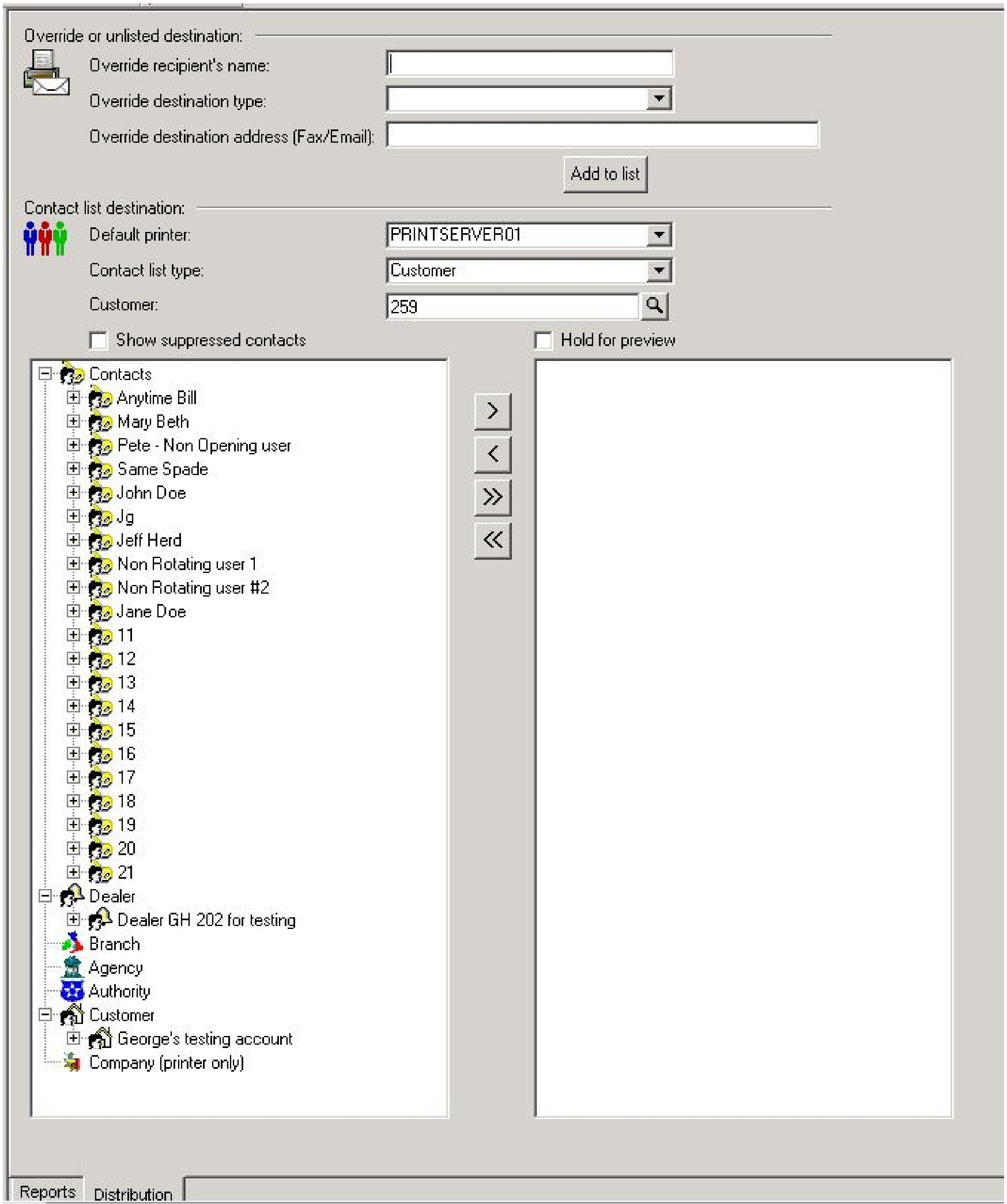


3. Double-click the "Dealer Billing Generate" Navigation Tree Node.
Result: the Dealer Billing Generate Report form displays as shown in the following screenshot:



4. To run a Dealer Billing Generate Report, select a beginning Dealer ID value from the "From:" field and an ending value from the "To:" field. The system will report on all items that fit between the beginning and ending value.
5. If you want, select the "Prorate Date Limit" checkbox and select a proration end date from the dropdown menu.
6. Note: selecting the Prorate Date Limit option ensures that any recurring monthly charges provided for less than a full month will not be prorated after the date you indicate.
7. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



8. For instructions on distributing your Report, refer to the "System Reports" document.

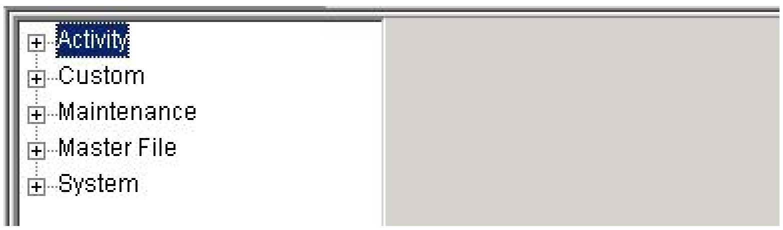
Dealer Billing Post

Once you have run the Dealer Billing Preview Report, running the Dealer Billing Post Report is the last step required to post the Dealer billing to the accounting system.

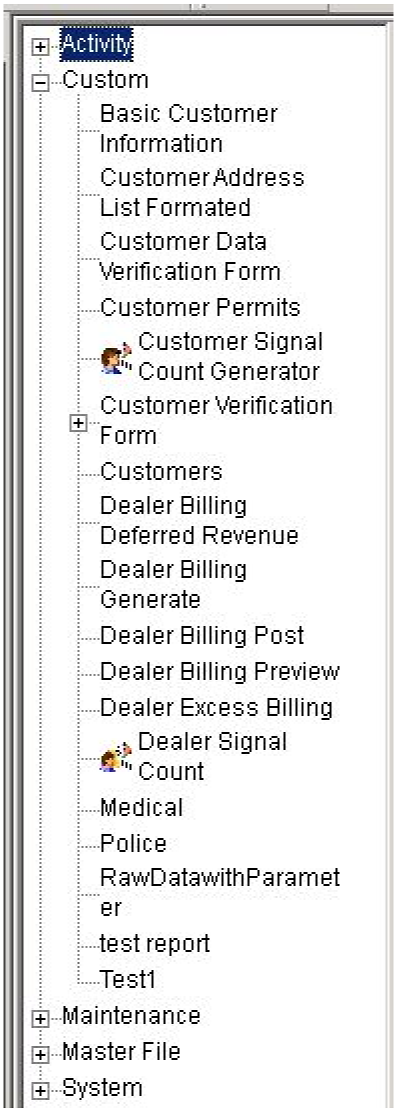
Generating a Dealer Billing Post Report

Perform the following steps to generate a Dealer Billing Post Report:

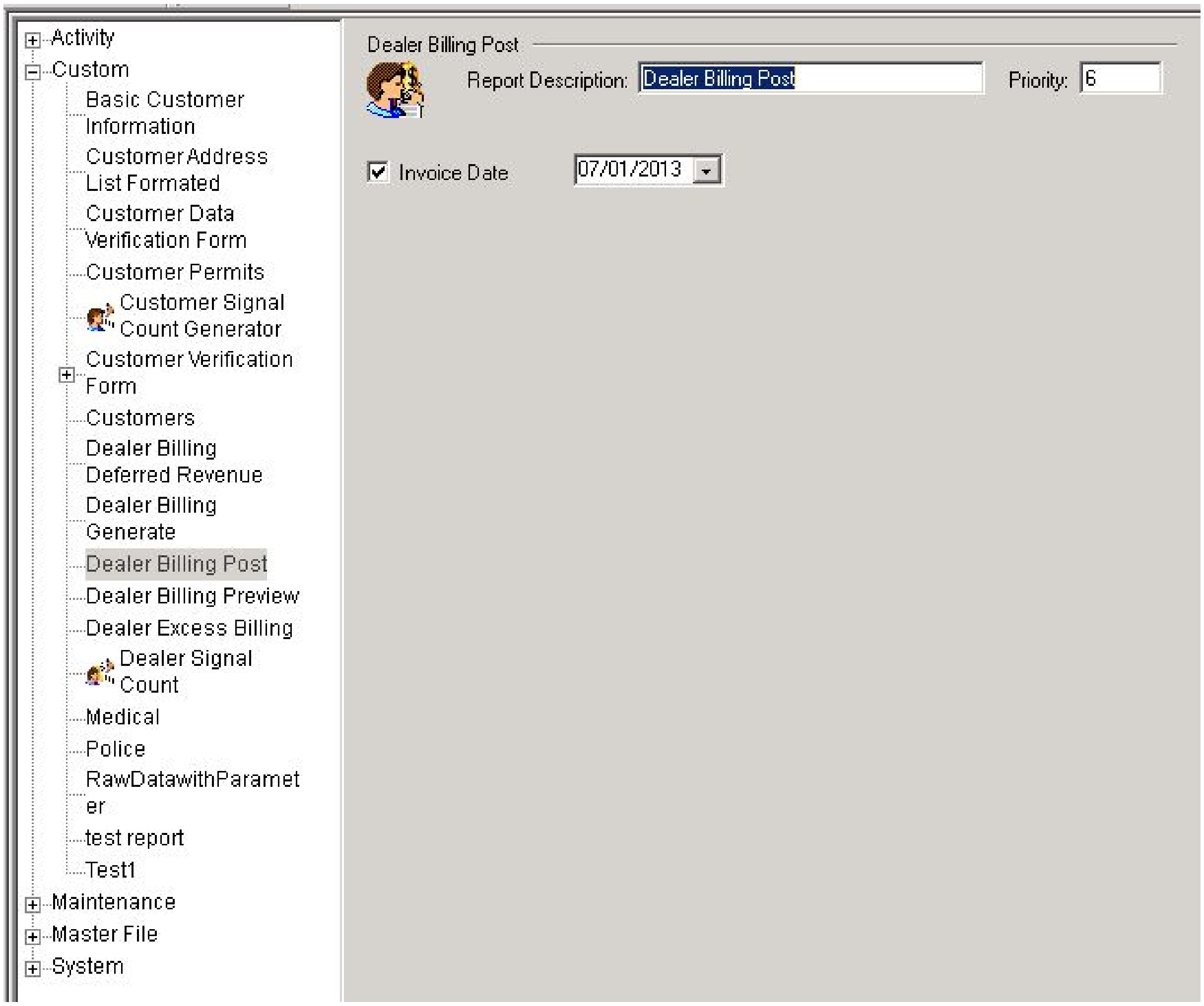
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Custom" Navigation Tree Node.
Result: the Custom section of the Navigation Tree expands as displayed in the following screenshot:



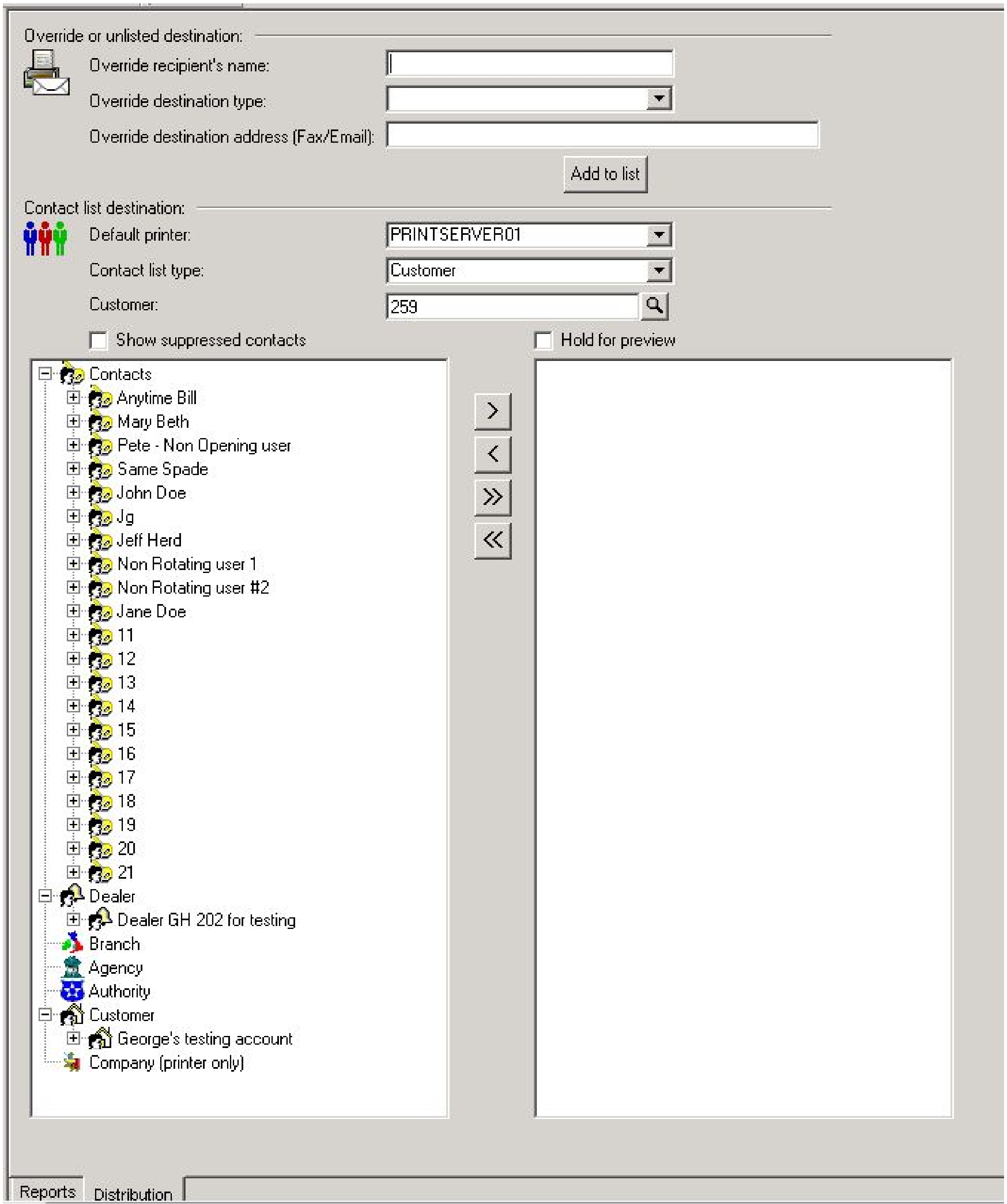
3. Double-click the "Dealer Billing Post" Navigation Tree Node.
Result: the Dealer Billing Post Report form displays as shown in the following screenshot:



4. The "Invoice Date" checkbox displays as preselected. Select the invoice date from the dropdown menu, and click "Next".

Note: selecting an invoice date will post the Dealer billing to that exact date in the accounting software.

Result: the Distribution Tab displays as shown in the following screenshot:



5. For instructions on distributing your Report, refer to the "System Reports" document.

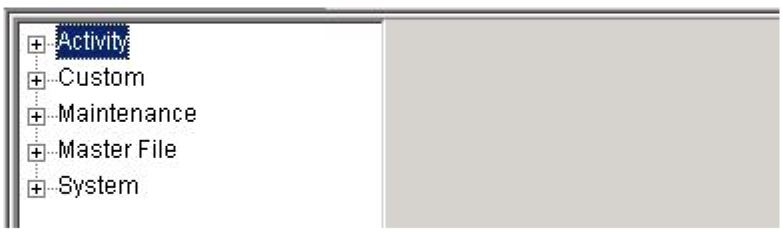
Dealer Billing Preview

The Dealer Billing Preview Report lists all transactions that are ready to be posted to the accounting system for Dealer billing. The Dealer Billing Preview Report can be run as many times as needed. It should be the last report run before running the Dealer Billing Post Report.

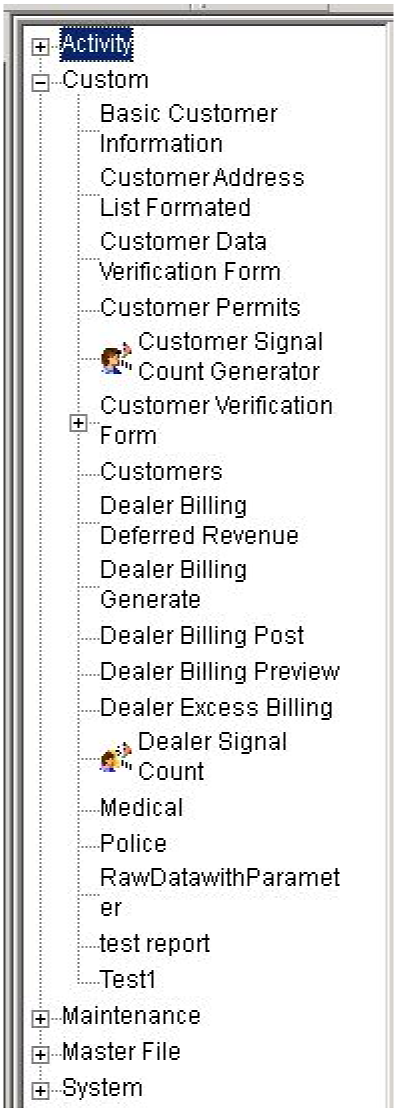
Generating a Dealer Billing Preview Report

Perform the following steps to generate a Dealer Billing Preview Report:

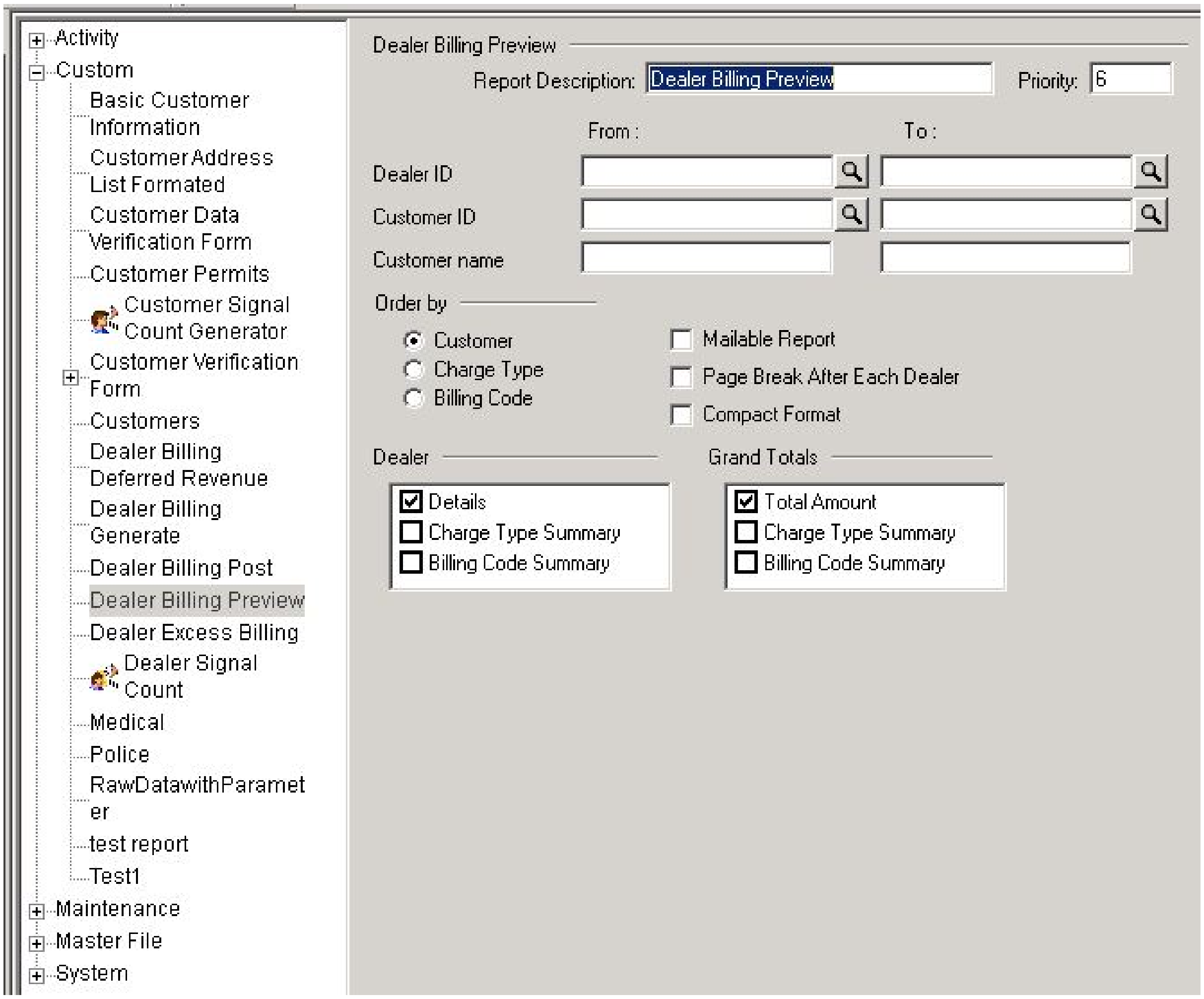
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Custom" Navigation Tree Node.
Result: the Custom section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click the "Dealer Billing Preview" Navigation Tree Node.
Result: the Dealer Billing Preview Report form displays as shown in the following screenshot:



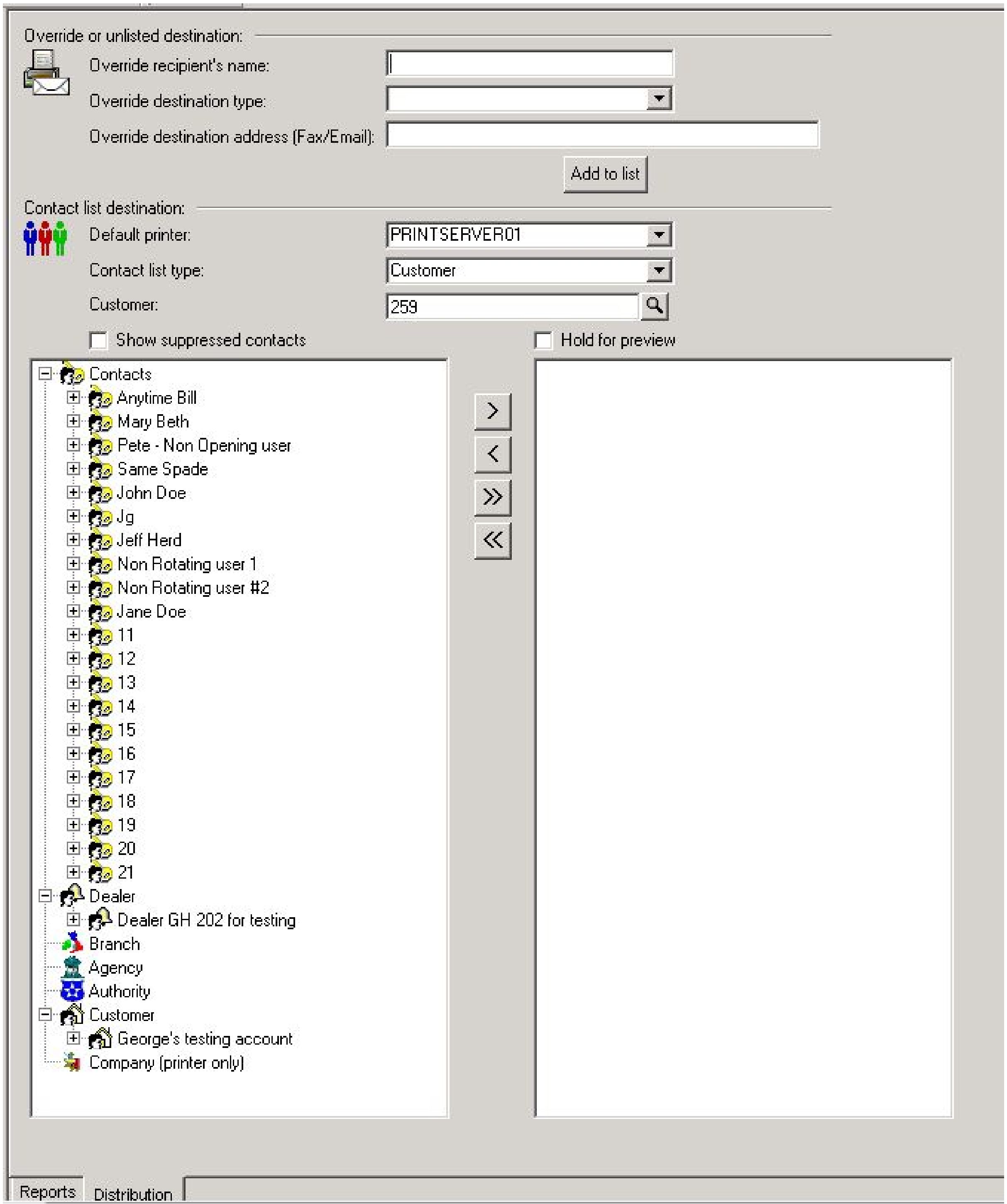
4. If you want, apply any of the following parameters to your Dealer Billing Preview Report:
   - Dealer ID
   - Customer ID
   - Customer Name

5. To run a Dealer Billing Preview Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want to order your Report by Customer, Charge Type, or Billing Code, select that option from the "Order by" area of the form.
7. If you want to designate that your Report be generated in a compact or mailable format, or that there be a page break inserted between Dealers, select that option from the "Order by" area of the form.
8. The "Details" checkbox in the "Dealer" area of the form displays as preselected. If you want, select the "Charge Type Summary" and "Billing Code Summary" checkboxes.
9. The "Total Amount" checkbox in the "Grand Totals" area of the form displays as

preselected. If you want, select the "Charge Type Summary" and "Billing Code Summary" checkboxes.

10. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



11. For instructions on distributing your Report, refer to the "System Reports"

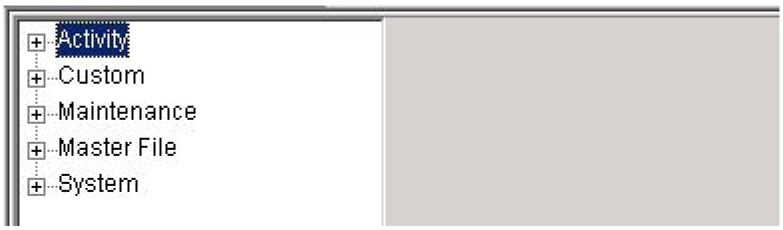
document.

Dealer Excess Billing

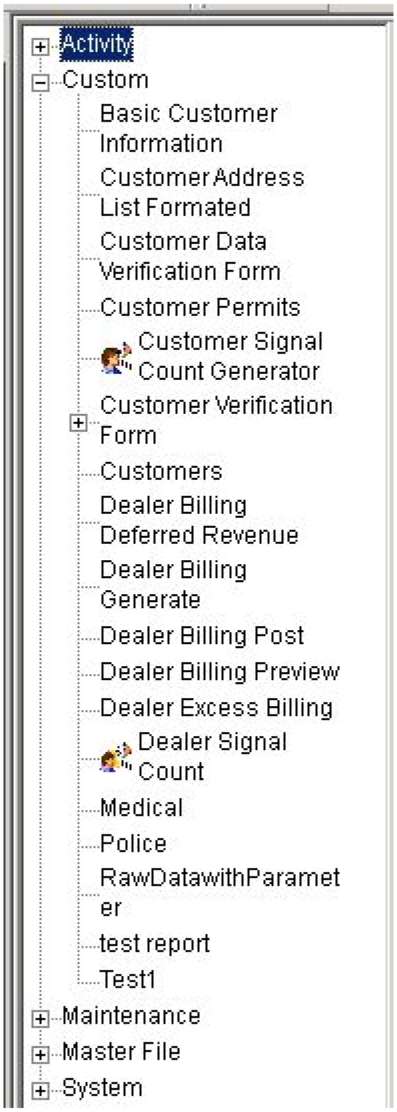
Generating a Dealer Excess Billing Report

Perform the following steps to generate a Dealer Excess Billing Report:

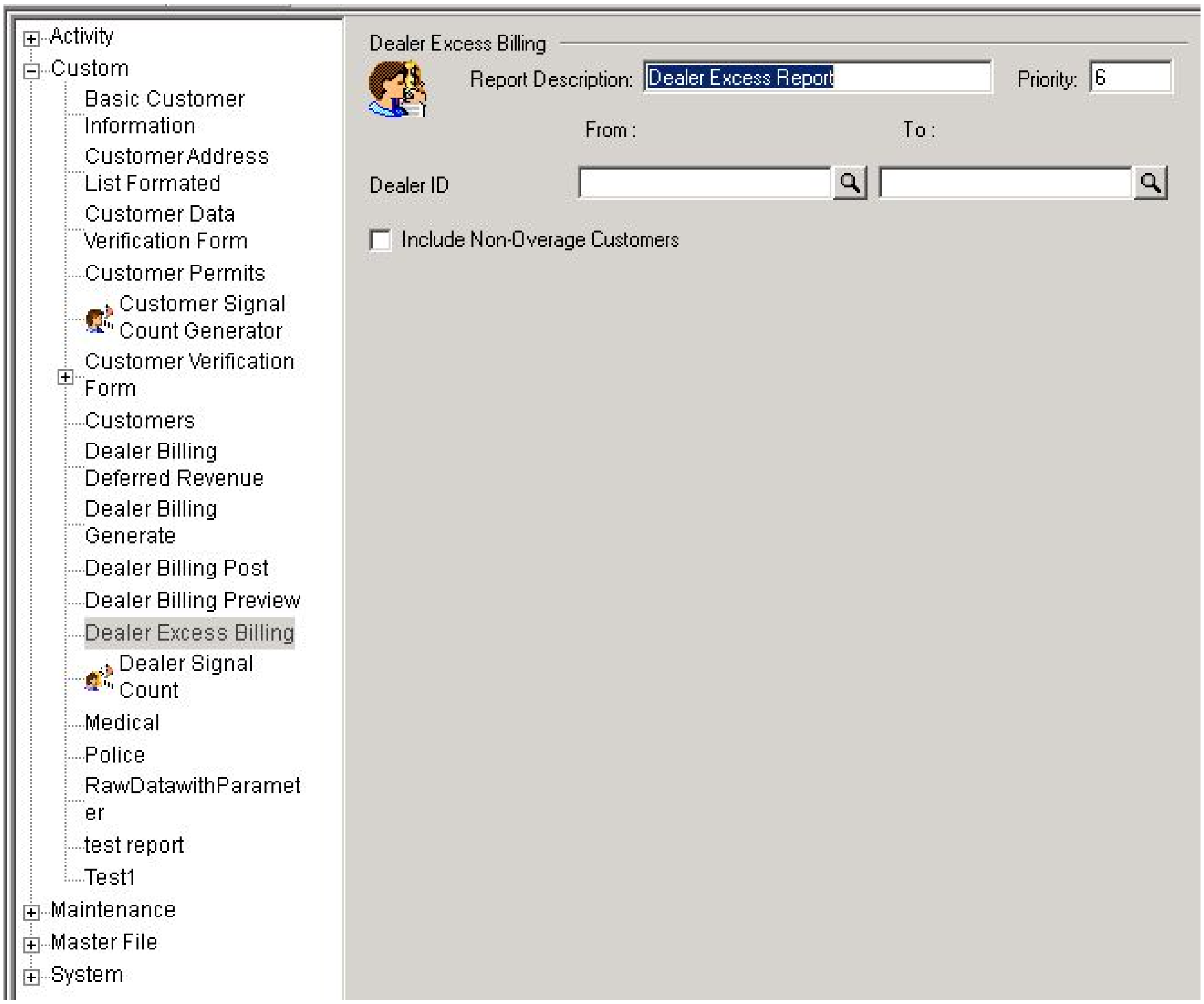
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Custom" Navigation Tree Node.
Result: the Custom section of the Navigation Tree expands as displayed in the following screenshot:

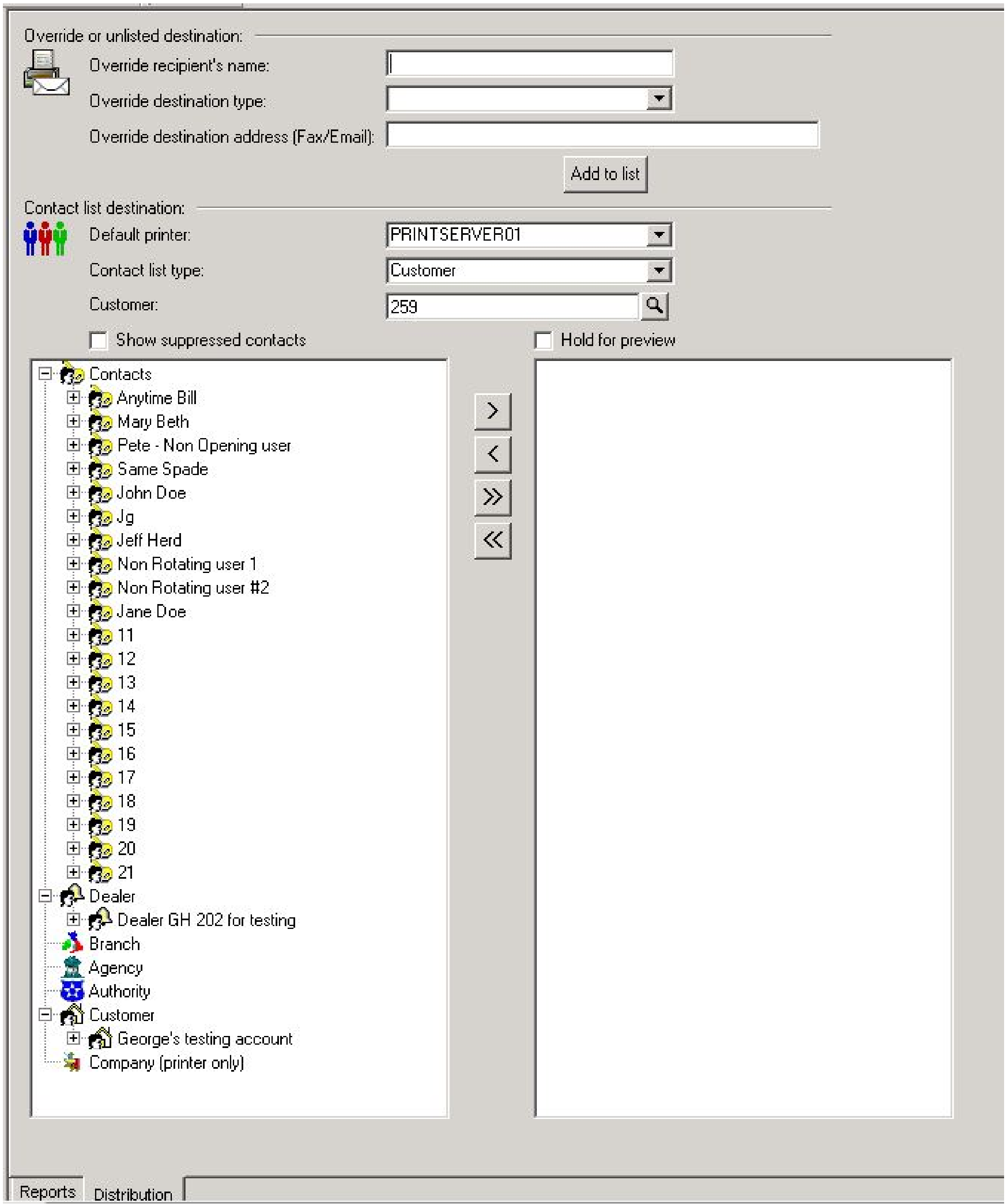


3. Double-click the "Dealer Excess Billing" Navigation Tree Node.
Result: the Dealer Billing Post Report form displays as shown in the following screenshot:



4. To run a Dealer Excess Billing Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items for the Dealer ID that fit between the beginning and ending values.
5. If you want, select the "Include Non-Overage Customers" checkbox, and click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



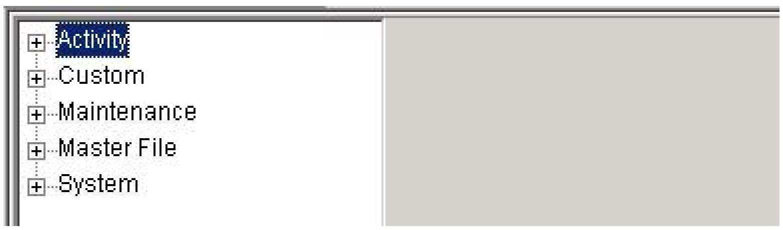
6. For instructions on distributing your Report, refer to the "System Reports" document.

Dealer Signal Count

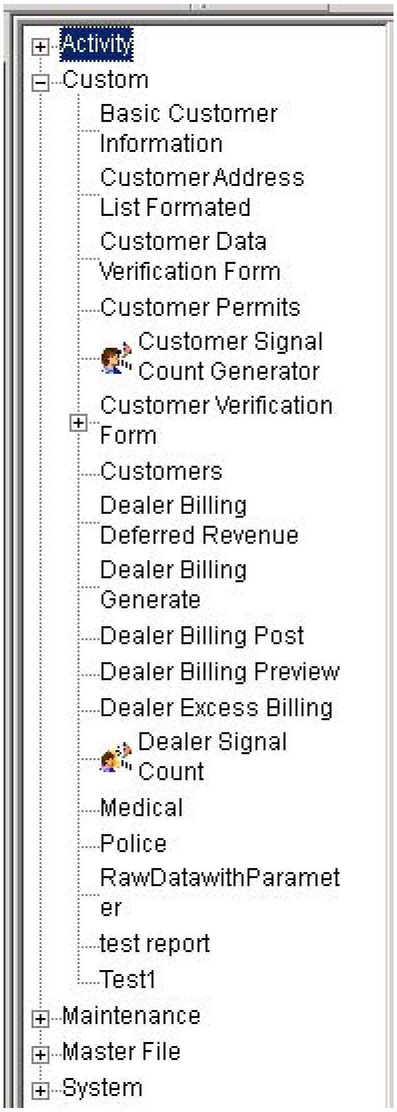
Generating a Dealer Signal Count Report

Perform the following steps to generate a Dealer Signal Count Report:

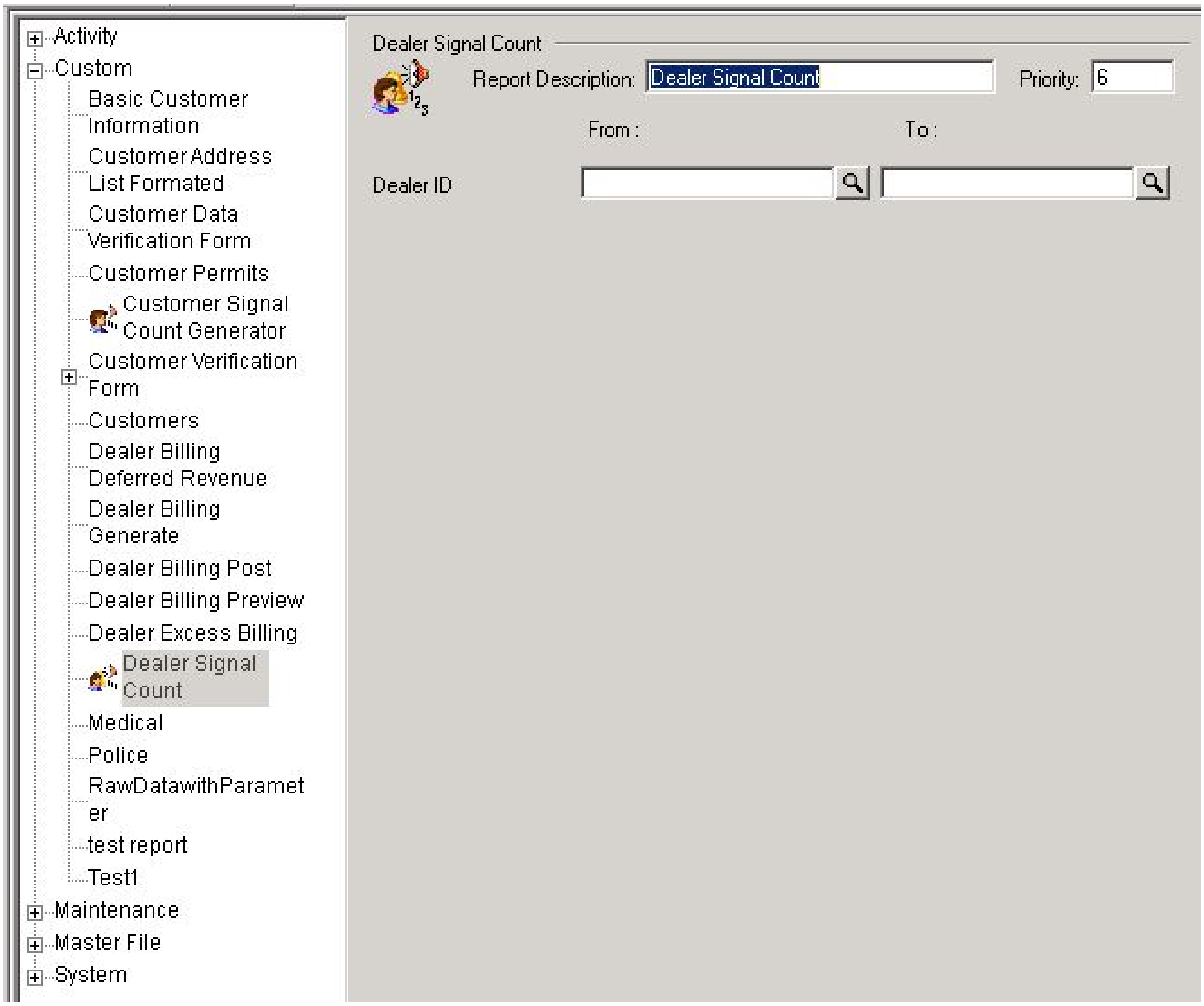
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Custom" Navigation Tree Node.
Result: the Custom section of the Navigation Tree expands as displayed in the following screenshot:

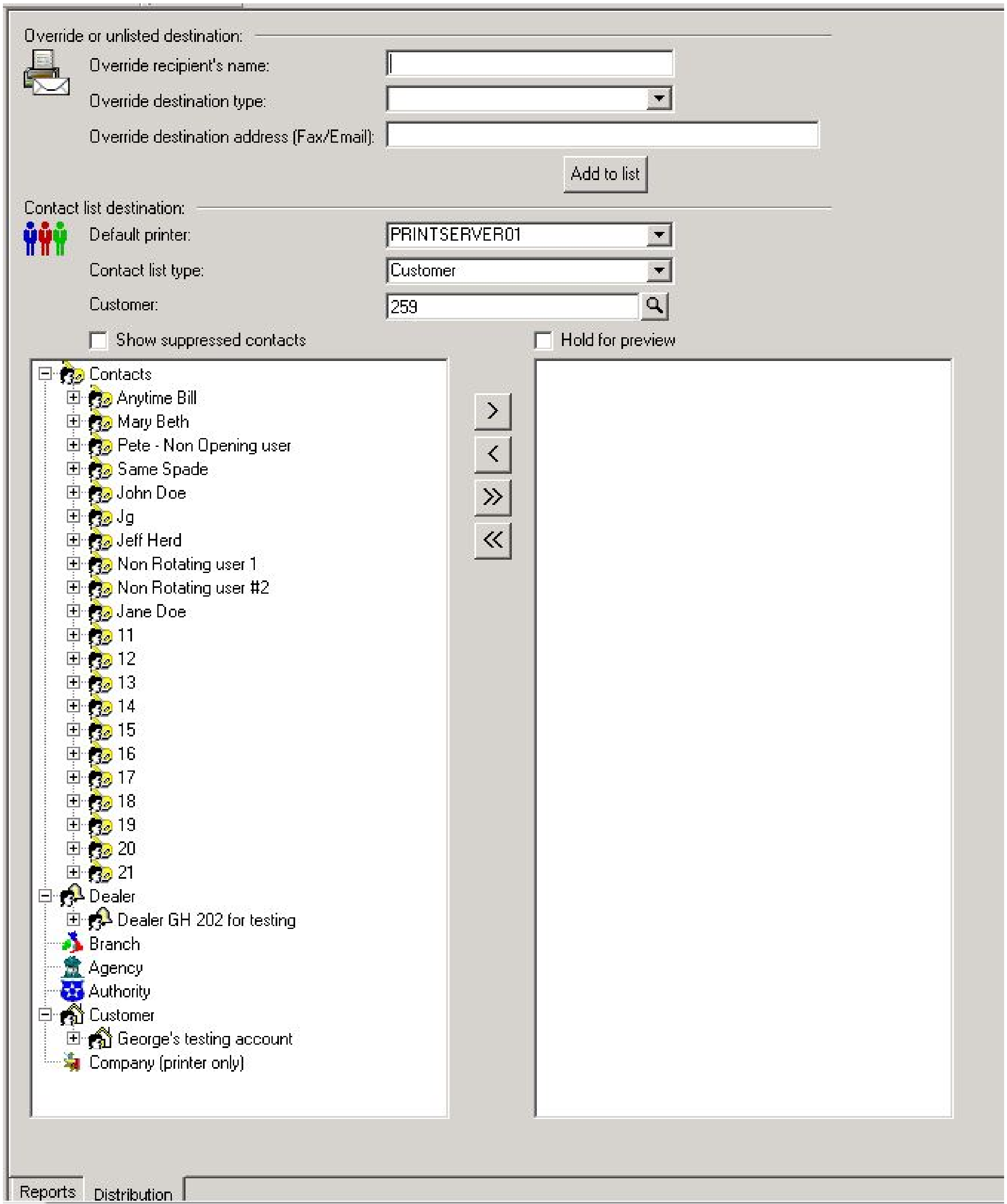


3. Double-click the "Dealer Signal Count" Navigation Tree Node.
Result: the Dealer Signal Count Report form displays as shown in the following screenshot:



4. To run a Dealer Signal Count Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items for the Dealer ID that fit between the beginning and ending values.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

Customer Signal Count Generator

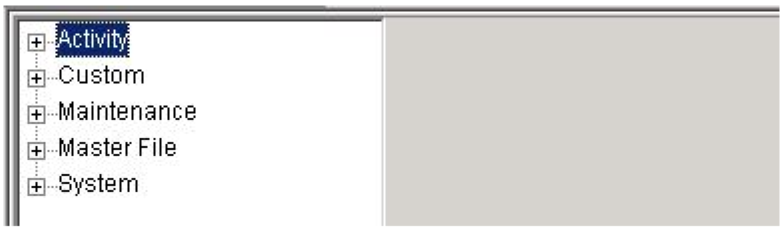
Run the Customer Signal Count Generator Report before the Dealer Billing Generate Report in order to generate activity-based charges.

Generating a Customer Signal Count Generator Report

Perform the following steps to generate a Customer Signal Count Generator Report:

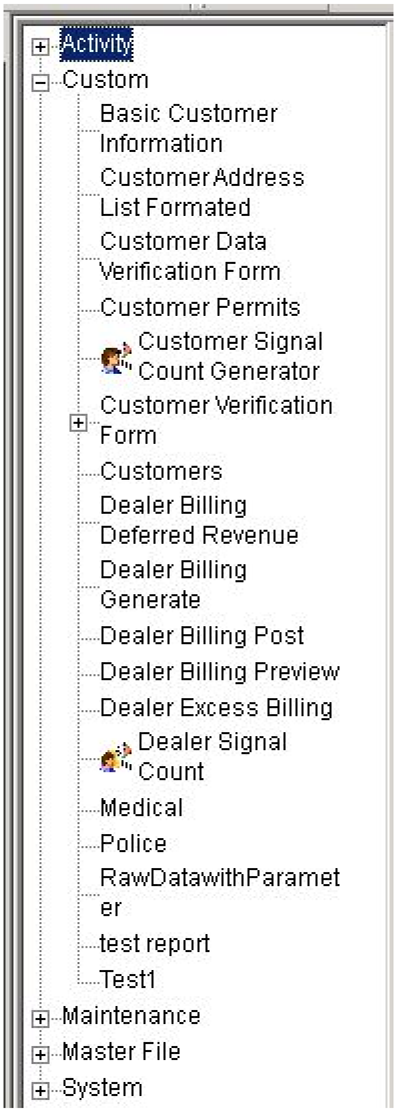
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

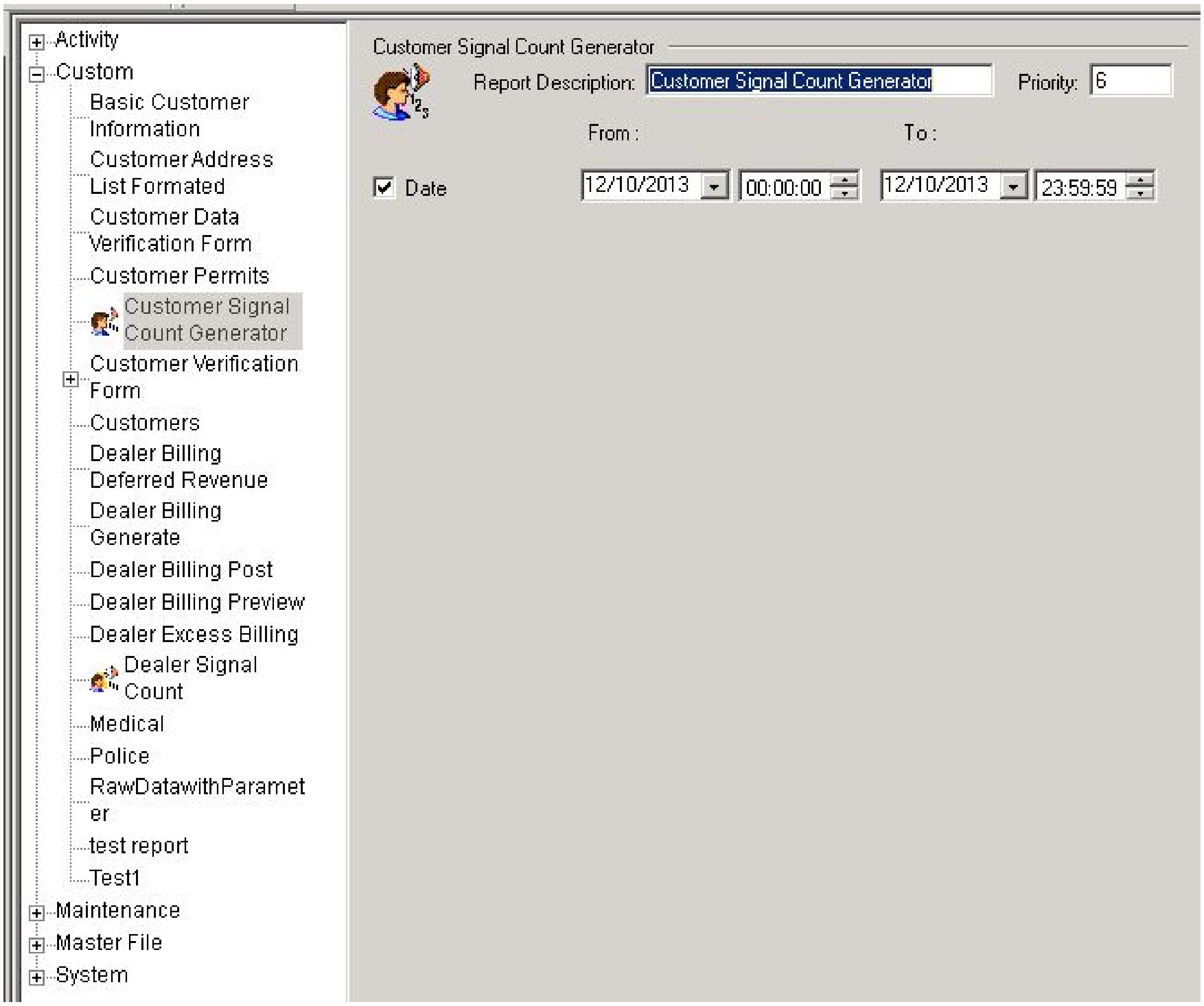


2. Click the "Custom" Navigation Tree Node.

Result: the Custom section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click the "Customer Signal Count Generator" Navigation Tree Node.
Result: the Customer Signal Count Generator Report form displays as shown in the following screenshot:

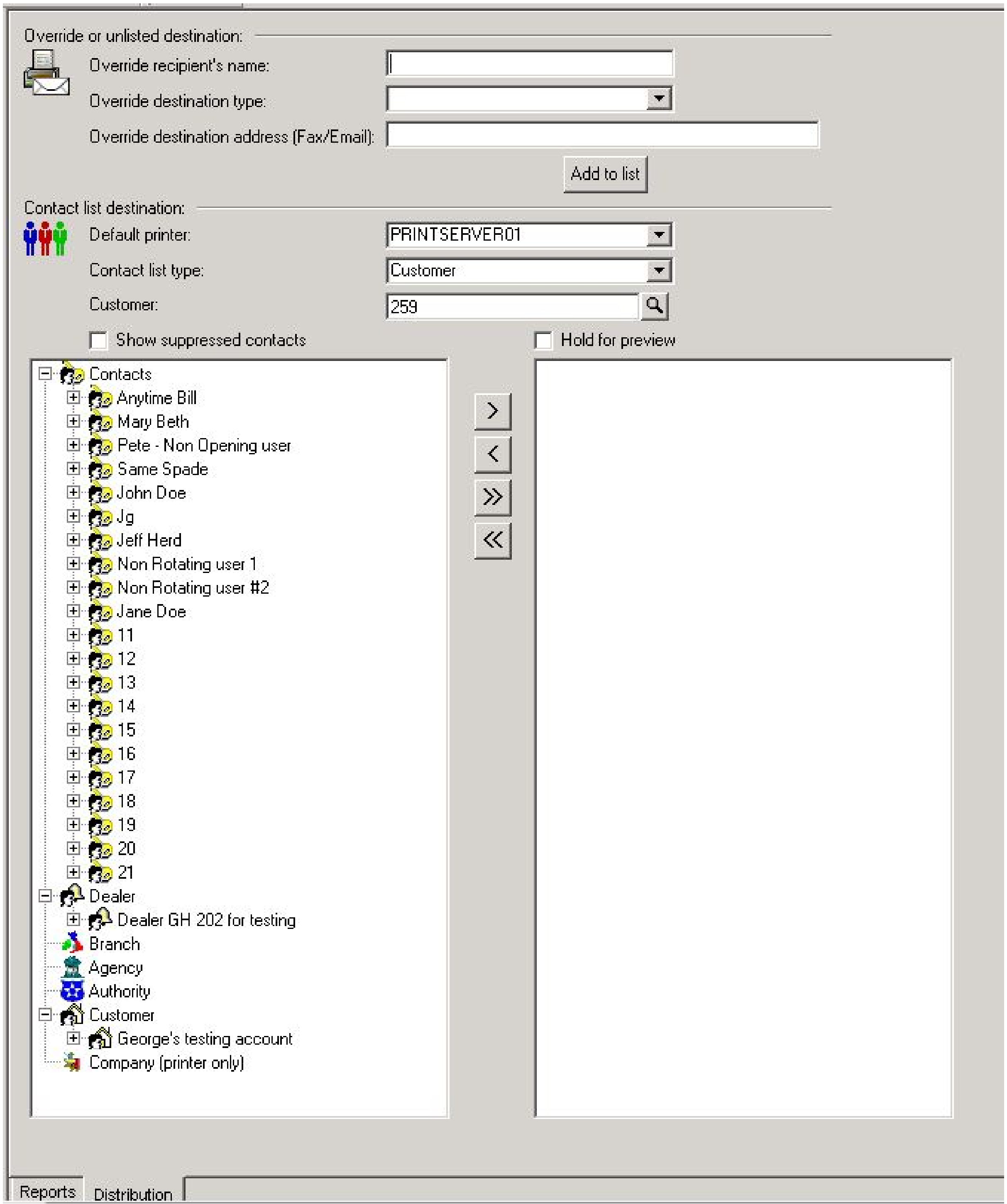


4. To run a Customer Signal Count Generator Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items for the date and time range that fit between the beginning and ending values.

Note: the "Date" checkbox displays as preselected.

5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

Maintenance Reports

Access Control Card Lookup

The Access Control Card Lookup report provides a list of specific Access Control Cards detailed in one Report. This list may be useful as a scheduled Report for Customers who utilize Access Control to view when employees have accessed the building.

Generating an Access Control Card Lookup Report

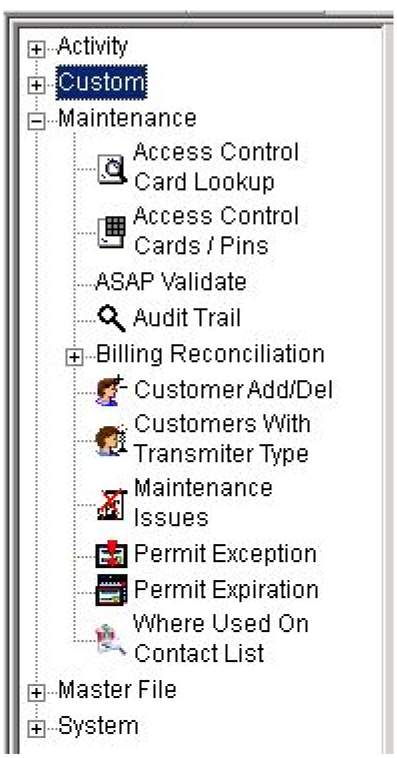
Perform the following steps to generate an Access Control Card Lookup Report:

1. Navigate to the Reports menu, and select "System Reports".

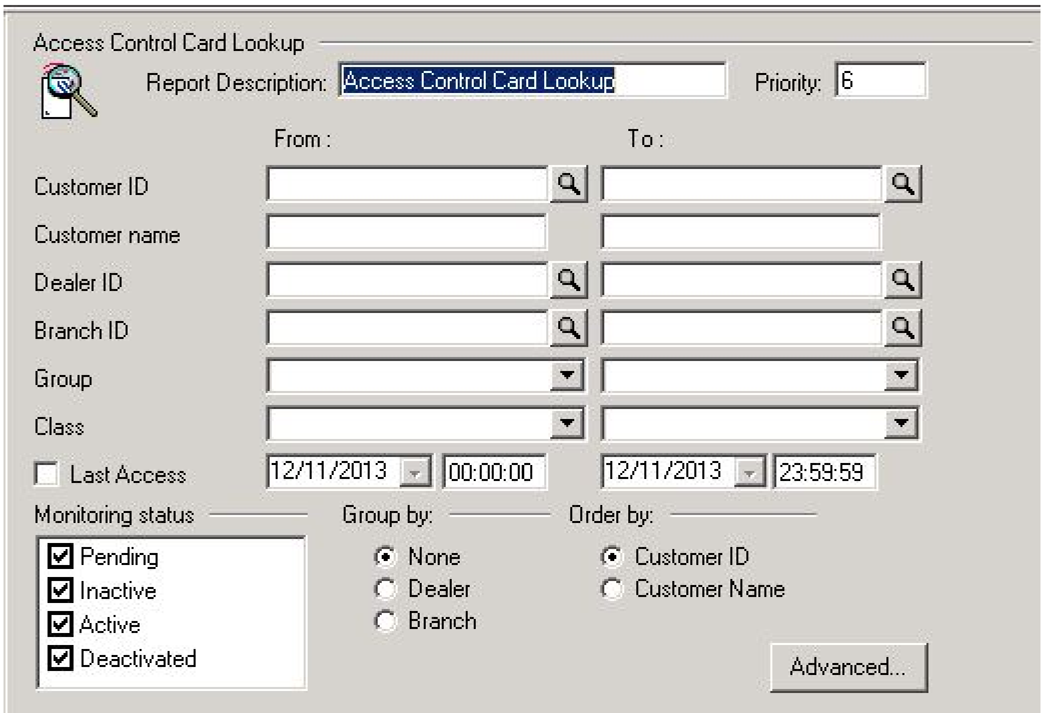
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Maintenance" Navigation Tree Node.

Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



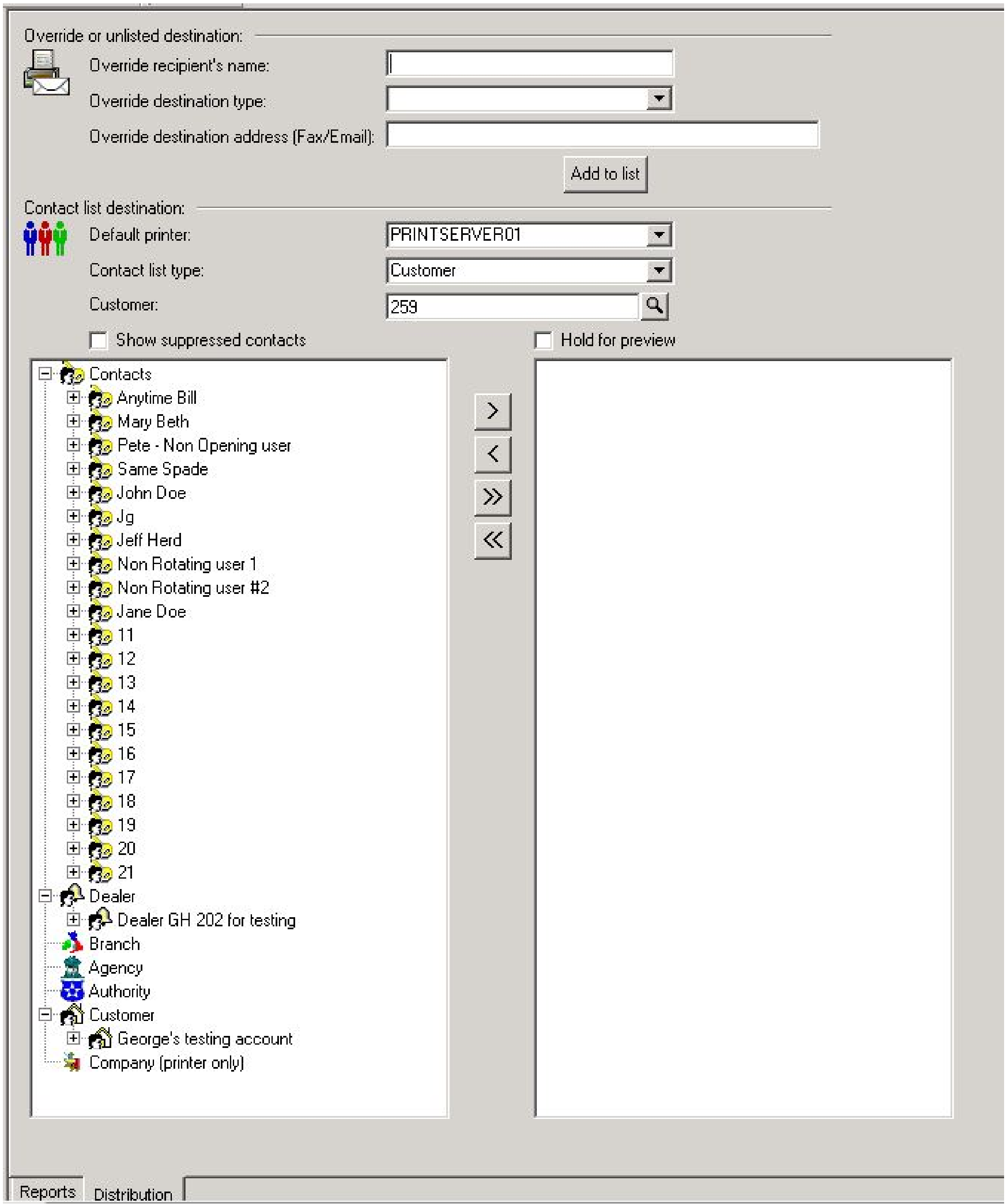
3. Double-click "Access Control Card Lookup".
Result: the Access Control Card Lookup form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Access Control Card Lookup Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class

5. To run an Access Control Card Lookup Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want to designate a Last Access date and time range for your Report, select the "Last Access" checkbox, and enter the date and time range.
7. Items in the "Monitoring status" area of the form display as preselected. If you want to exclude any of the listed statuses from your Report, deselect the checkboxes for the status types you want to exclude.
8. If you want to group the signals in your Report by "Dealer" or "Branch", select the grouping you want from the "Group by" area of the form.
9. "Customer ID" displays as preselected in the "Order by:" area of the form. If you want to order your Report by Customer Name, select the "Customer Name" option instead.

10. Once you have entered all the parameters for your Report, click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



11. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

Access Control Cards/Pins

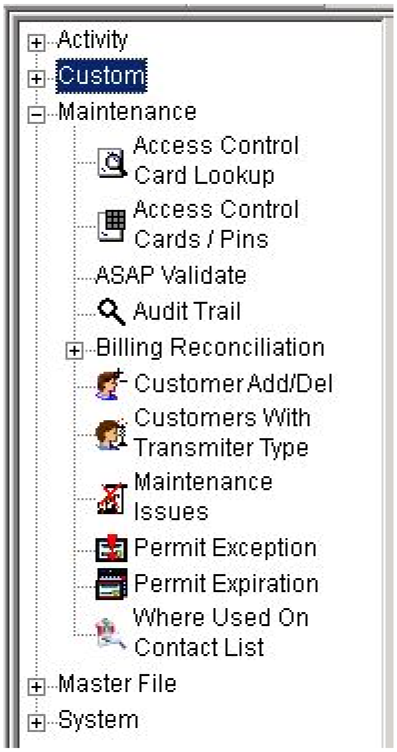
Run an Access Control Cards/Pins Report if you want to view a detailed list of employees at a site with Access Control Cards or Pin Numbers. The Access Control Cards/Pins Report includes the Transmitter ID, the Card ID, the name of the person entrusted with the Card, the Card ID, and the Card Type.

Generating an Access Control Cards/Pins Report

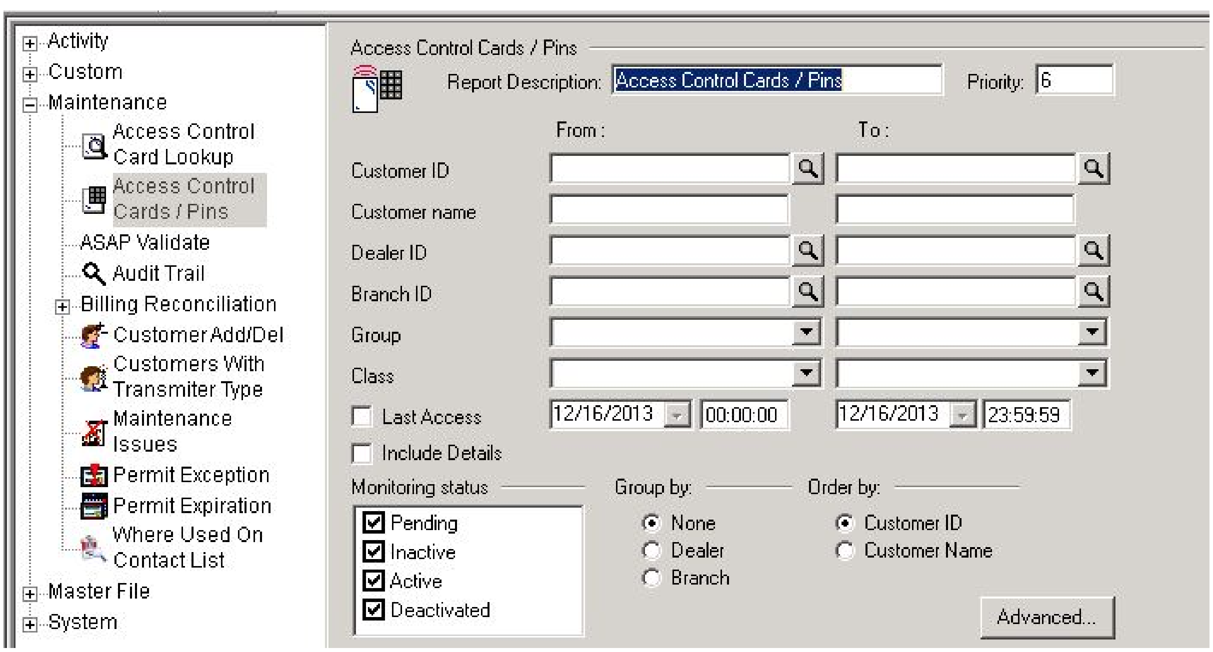
Perform the following steps to generate an Access Control Cards/Pins Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Maintenance" Navigation Tree Node.
Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click the "Access Control Cards/Pins" icon.
Result: the Access Control Cards/Pins form displays as shown in the following screenshot:

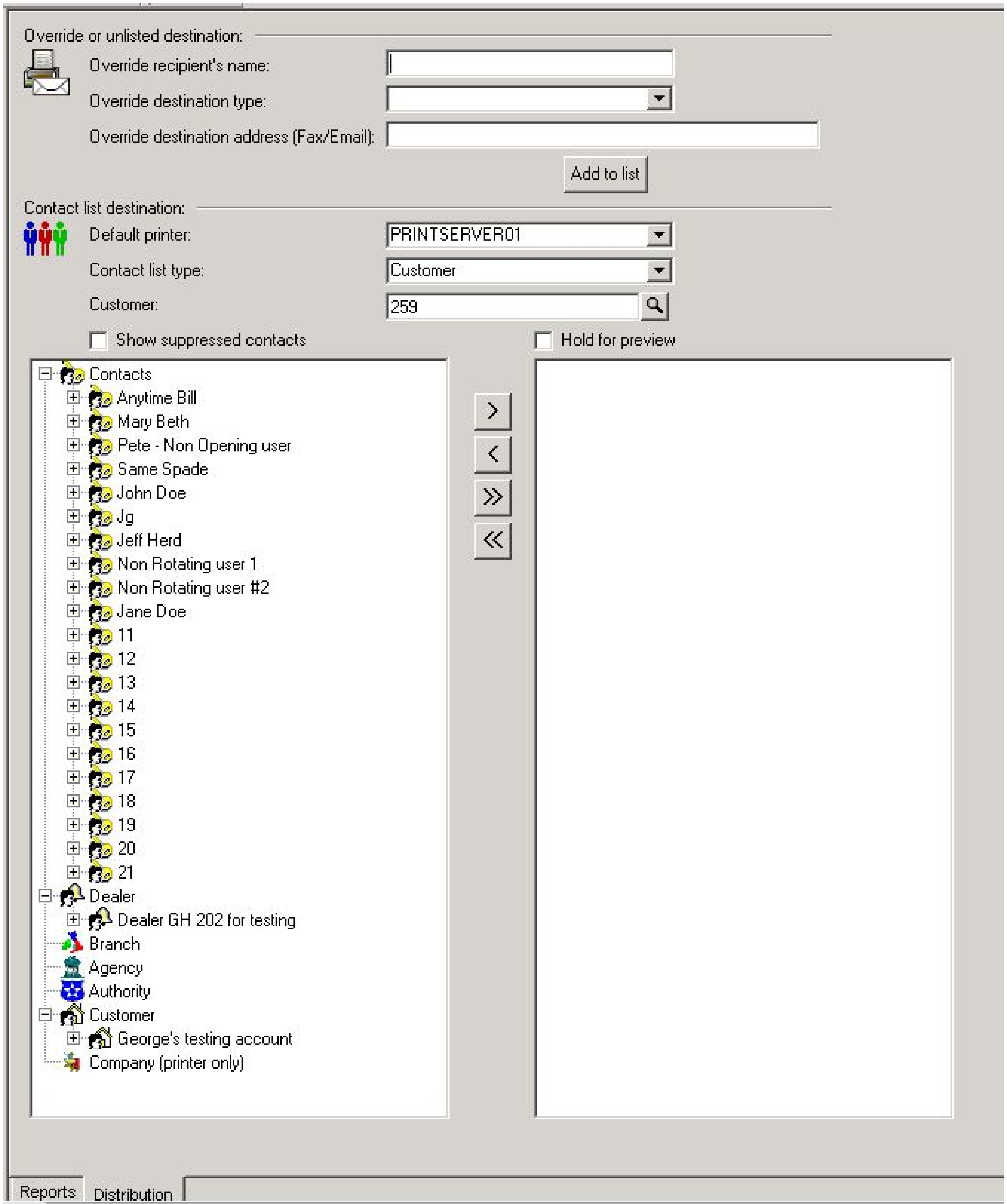


4. If you want, apply any of the following parameters to your Access Control Cards/Pins Report:

- Customer ID
- Customer Name
- Dealer ID
- Branch ID
- Group
- Class

5. To run an Access Control Cards/Pins Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want to designate a Last Access date and time range for your Report, select the "Last Access" checkbox, and enter the date and time range.
7. If you want to maximize the amount of information that displays in your Report, select the "Include Details" checkbox.
8. Items in the "Monitoring status" area of the form display as preselected. If you want to exclude any of the listed statuses from your Report, deselect the checkboxes for the status types you want to exclude.
9. If you want to group the signals in your Report by "Dealer" or "Branch", select that grouping option from the "Group by" area of the form.
10. "Customer ID" displays as preselected in the "Order by:" area of the form. If you want to order your Report by "Customer Name" instead of "Customer ID", select the "Customer Name" option.
11. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



12. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields"

form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

ASAP Validate

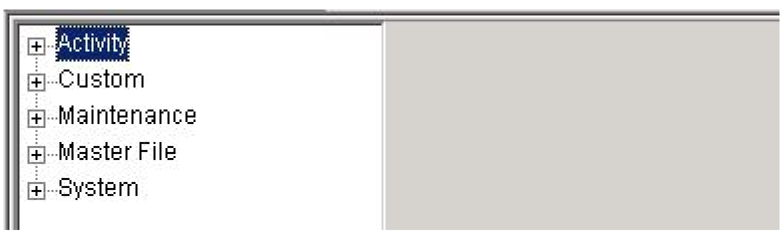
Customers can subscribe to the Automated Secure Alarm Protocol (ASAP) service. ASAP validations occur when Manitou confirms that it has the same Customer address information as the Public Safety Access Point (PSAP). The ASAP Validate Report displays errors and validation attempts for all ASAP communications.

Generating an ASAP Validate Report

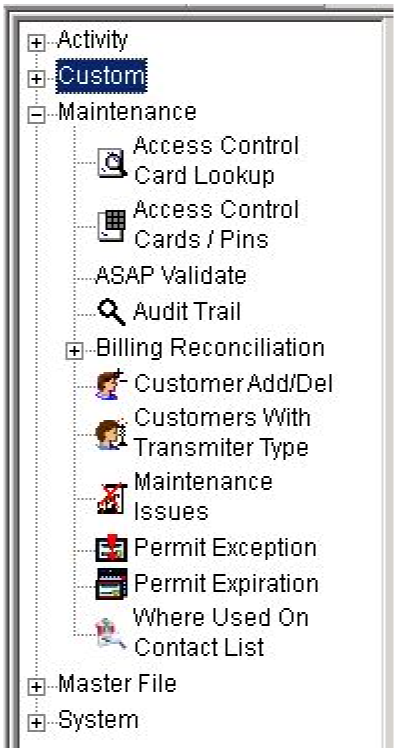
Note: we strongly recommend contacting your PSAP before running this Report.

Perform the following steps to generate an ASAP Validate Report:

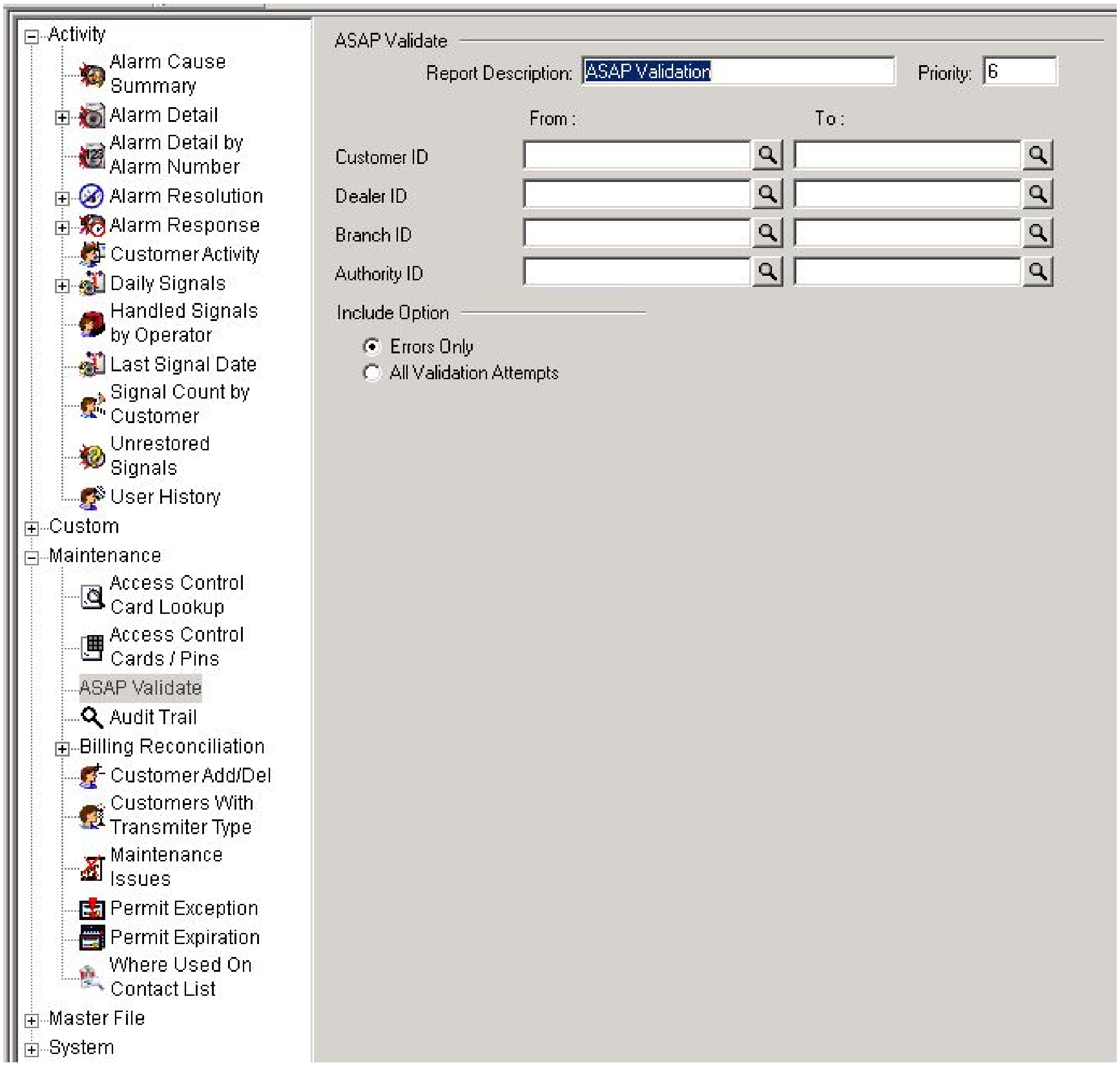
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Maintenance" Navigation Tree Node.
Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



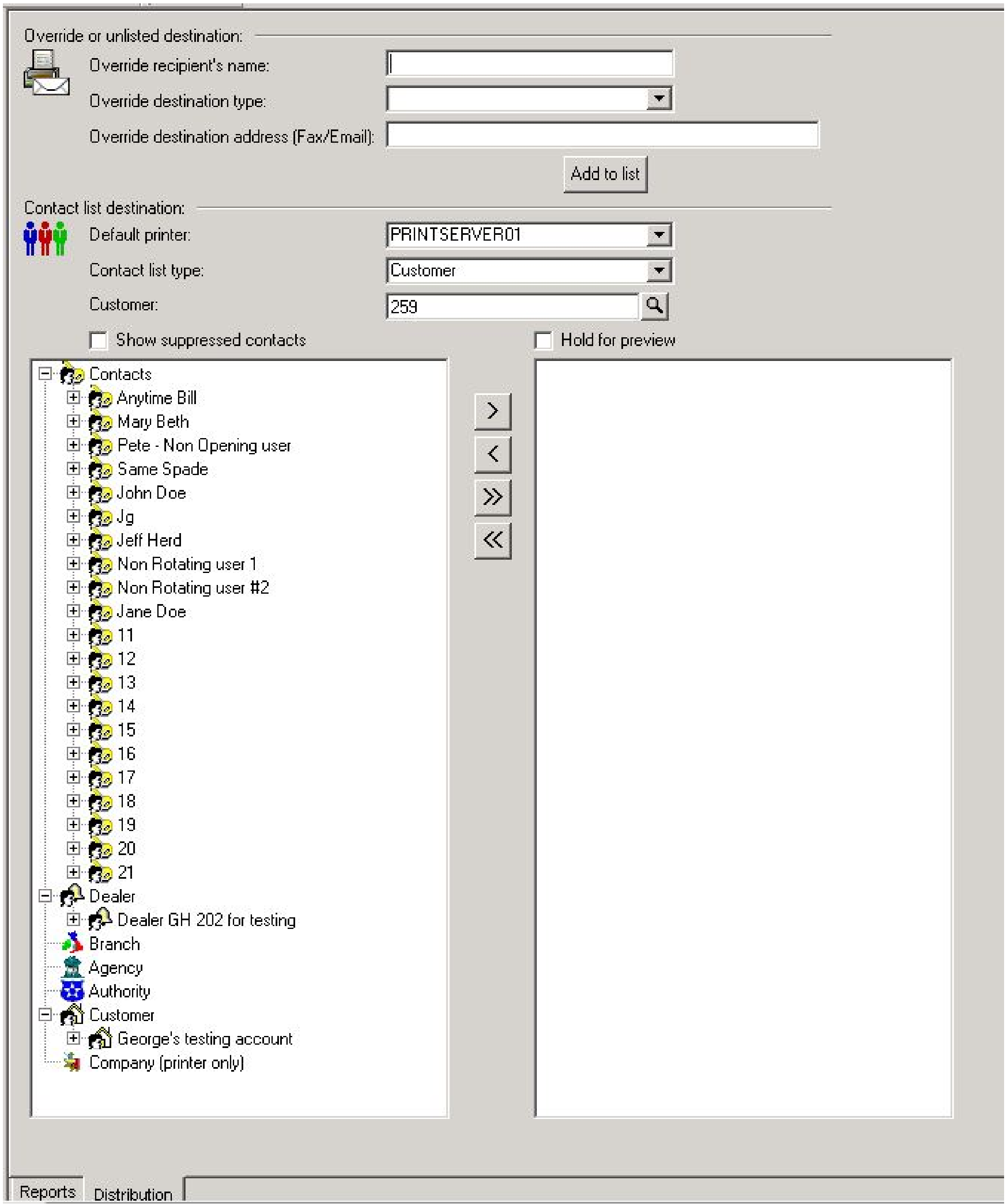
3. Double-click "ASAP Validate".
Result: the "ASAP Validate" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your ASAP Validate Report:
   - Customer ID
   - Dealer ID
   - Branch ID
   - Authority ID

5. To run an ASAP Validate Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. The "Errors Only" option in the "Include Option" area of the form displays as preselected. If you want your Report to display all ASAP validation attempts rather than just errors, select the "All Validation Attempts" option.
7. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



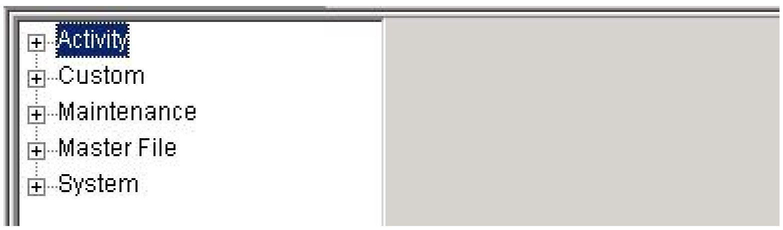
8. For instructions on distributing your Report, refer to the "System Reports" document.

Audit Trail

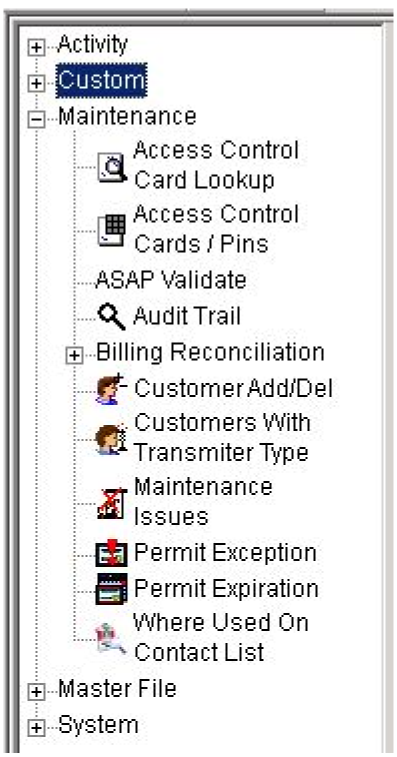
Generating an Audit Trail Report

Perform the following steps to generate an Audit Trail Report:

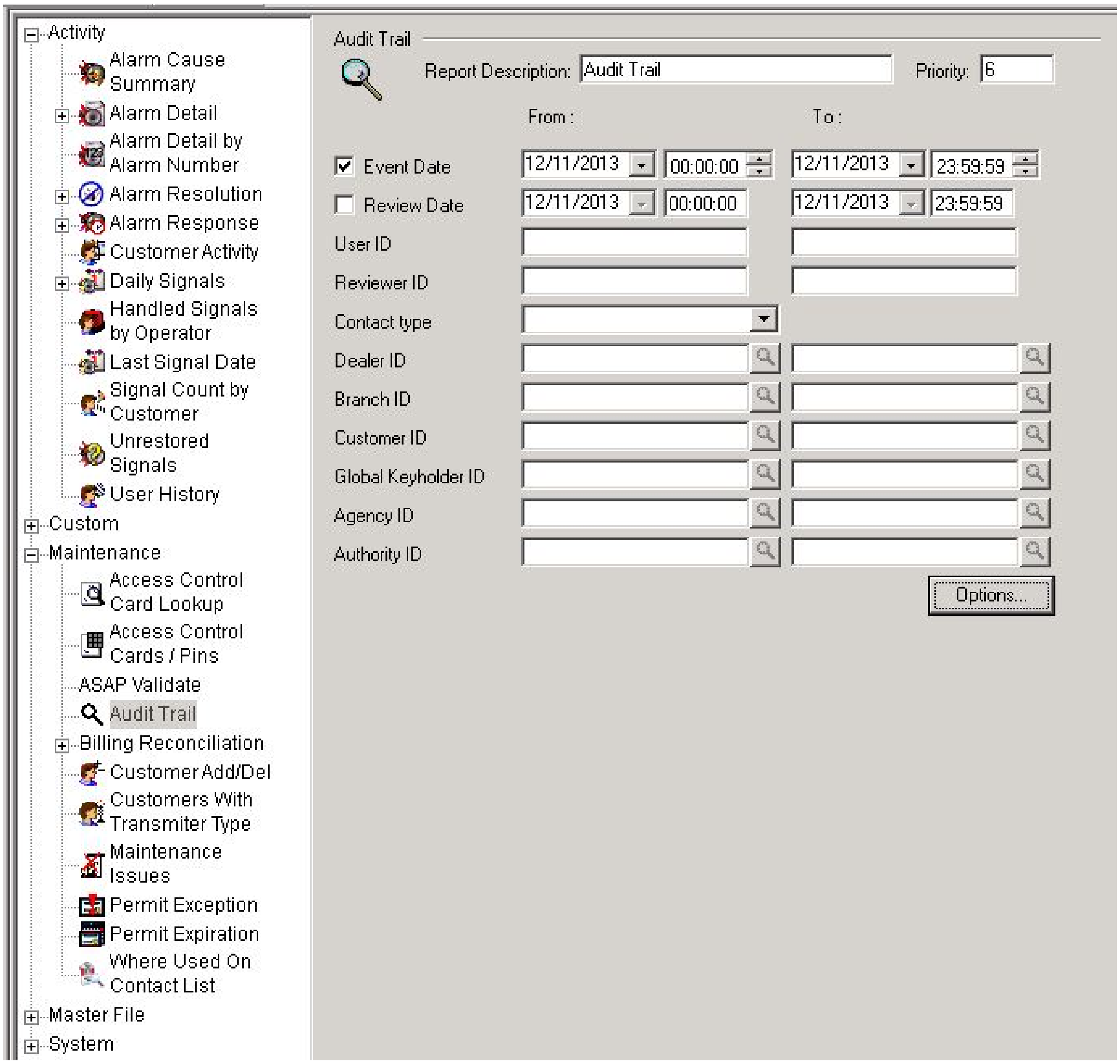
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Maintenance" Navigation Tree Node.
Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Audit Trail".
Result: the "Audit Trail" form displays as shown in the following screenshot:

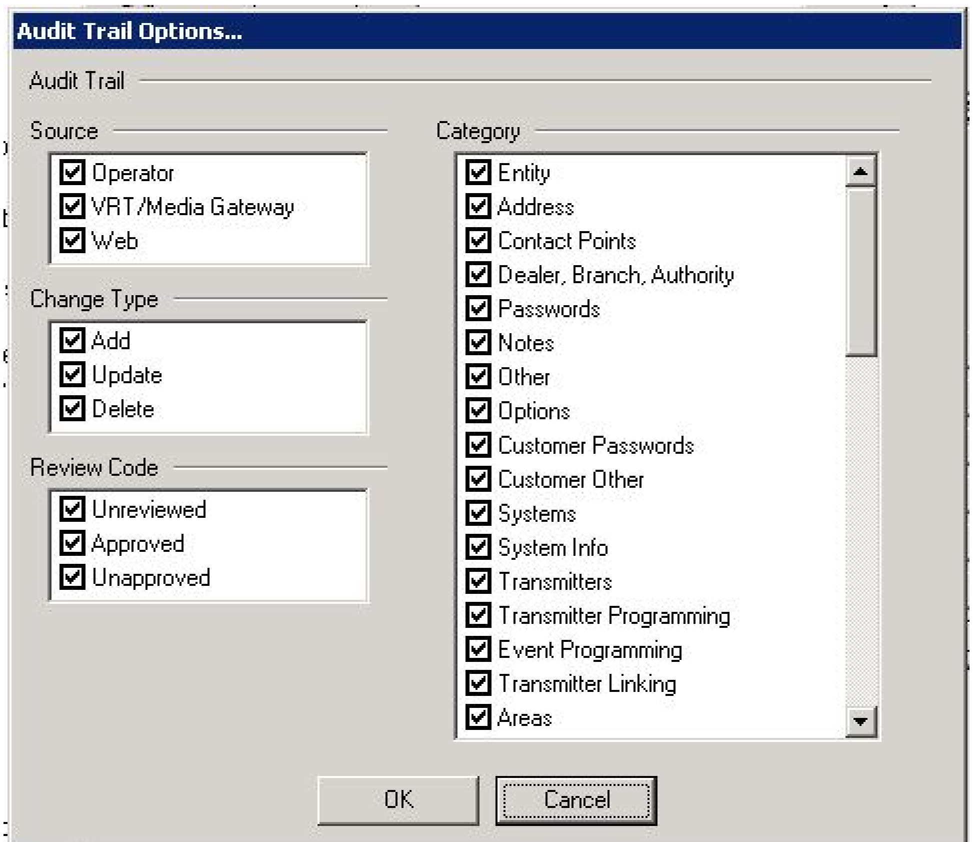


4. If you want, apply any of the following parameters to your Audit Trail Report:
   - User ID
   - Reviewer ID
   - Contact Type
   - Dealer ID
   - Branch ID
   - Customer ID
   - Global Keyholder ID
   - Agency ID
   - Authority ID

5. To run an Audit Trail Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected

category that fit between the beginning and ending values.
6. The "Event Date" option displays as preselected. Enter an Event date and time range for the Event in the "To:" and "From:" fields.
7. If you want, select the "Review Date" checkbox and enter a Review Date and time range in the "To:" and "From:" fields.
8. Click "Options".

Result: the "Audit Trail Options..." window displays as shown in the following screenshot:

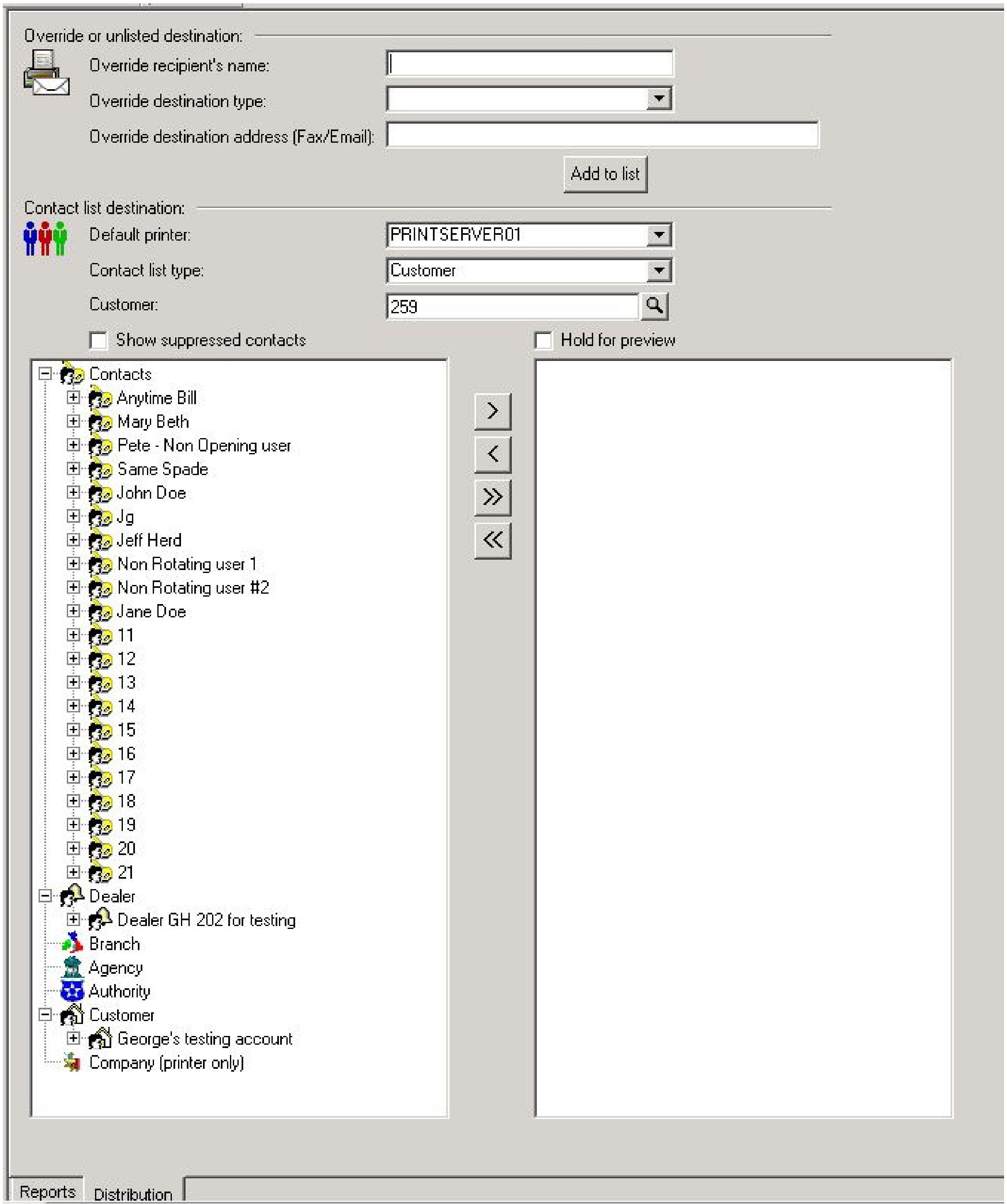


9. Deselect items in the "Source", "Change Type", "Review Code", and "Category" areas of the window that you want to exclude from your Audit Trail Options Report, and click "OK".

Result: the Audit Trail Options window closes, and the system returns you to the Audit Trail form.

10. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



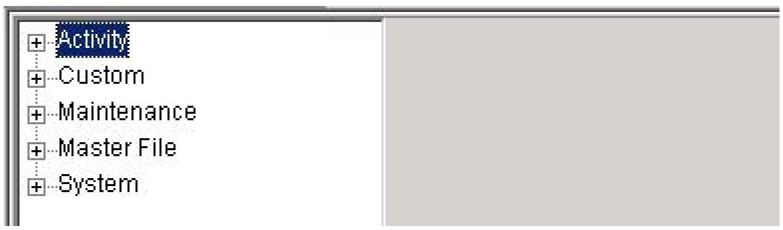
11. For instructions on distributing your Report, refer to the "System Reports" document.

Billing Reconciliation

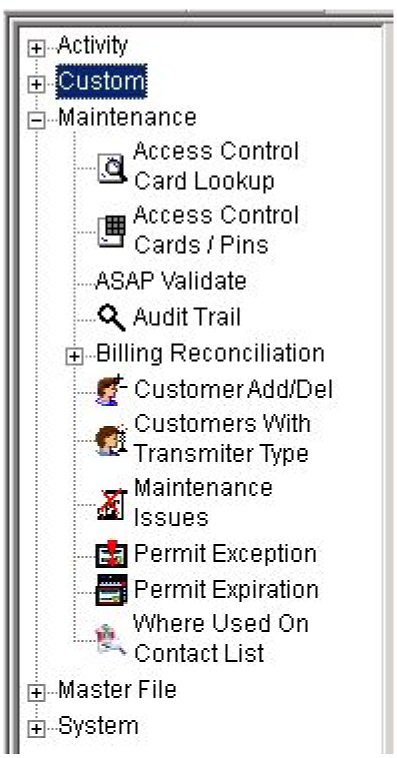
Generating a Billing Reconciliation Report

Perform the following steps to generate a Billing Reconciliation Report:

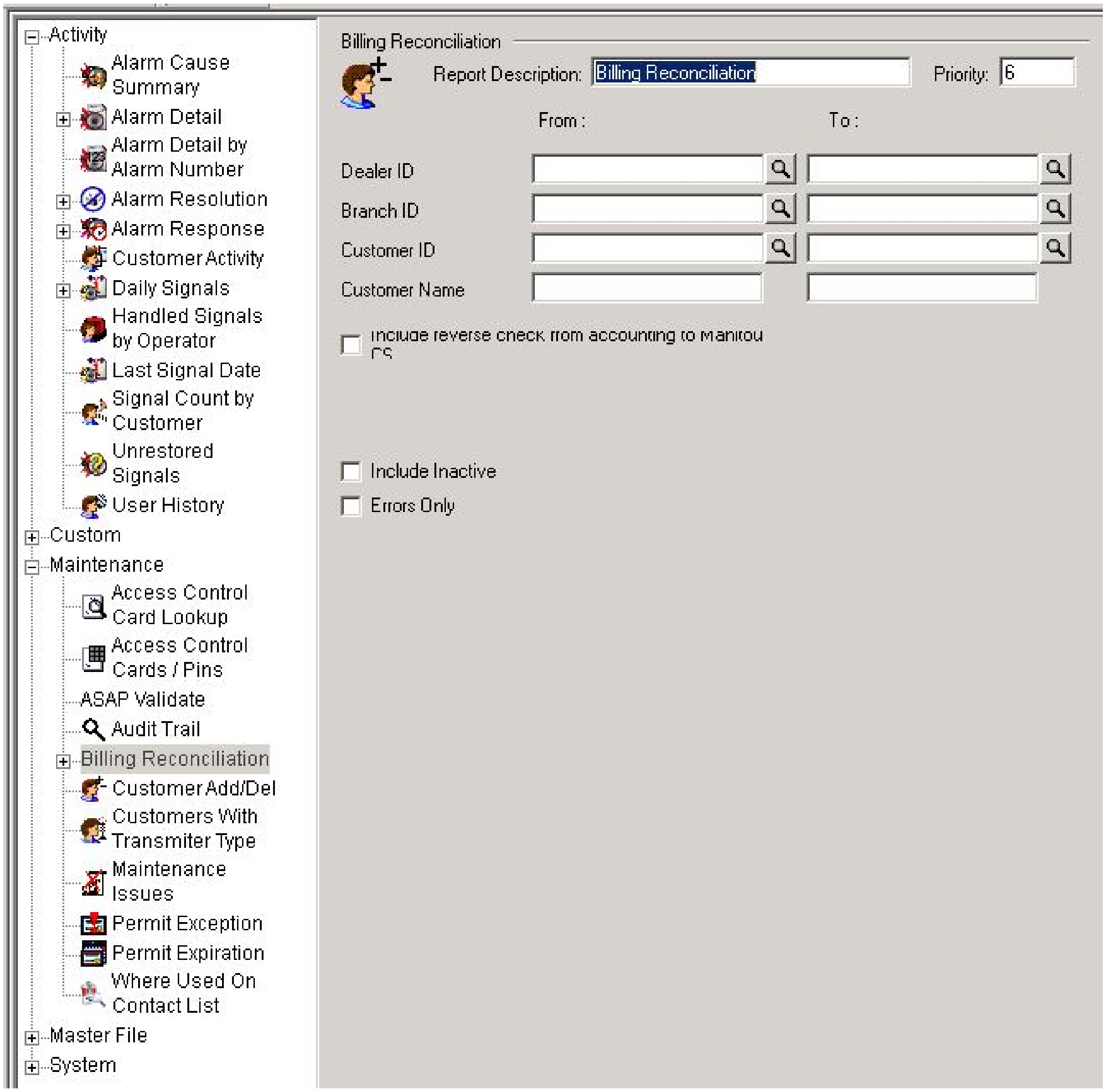
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Maintenance" Navigation Tree Node.
Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Billing Reconciliation".
Result: the "Billing Reconciliation" form displays as shown in the following screenshot:



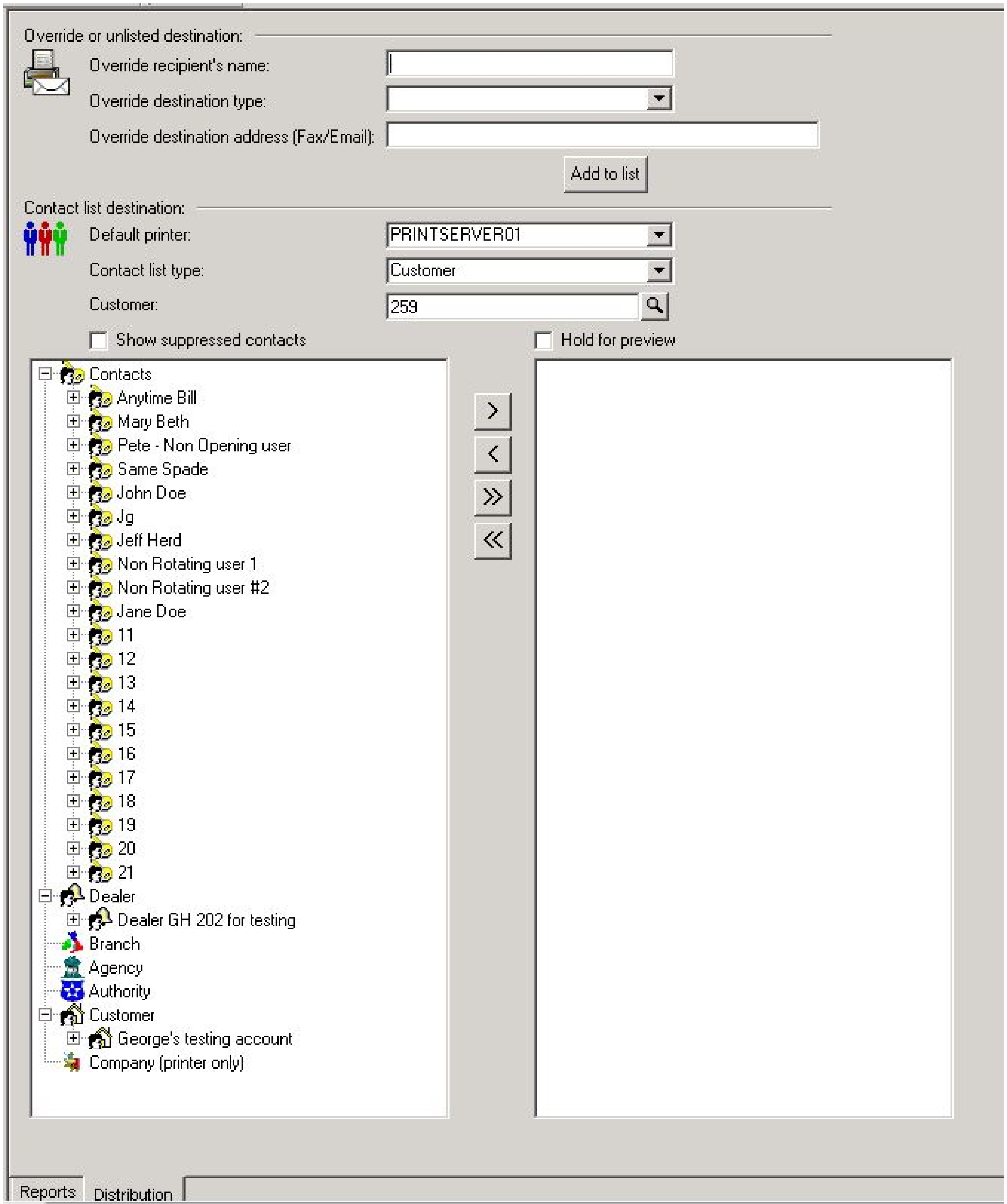
4. If you want, apply any of the following parameters to your Billing Reconciliation Report:
   - Dealer ID
   - Branch ID
   - Customer ID
   - Customer Name

5. To run a Billing Reconciliation Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want your Report to include a reverse check of billing discrepancies from your accounting software to Manitou, select the "Include reverse check from accounting to

Manitou CS" checkbox option.

7. If you want your Report to include accounts with inactive billing, select the "Include Inactive" checkbox option.
8. If you want your Report to include errors only, select the "Errors Only" checkbox option.
9. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



10. For instructions on distributing your Report, refer to the "System Reports" document.

Customer Add/Delete

Generating a Customer Add/Delete Report

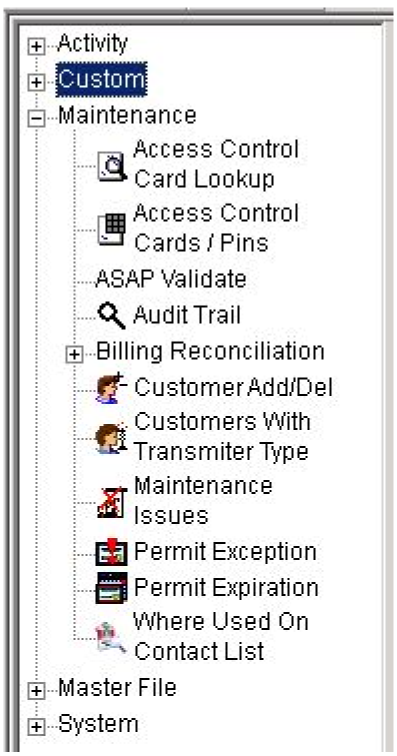
Perform the following steps to generate a Customer Add/Delete Report:

1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

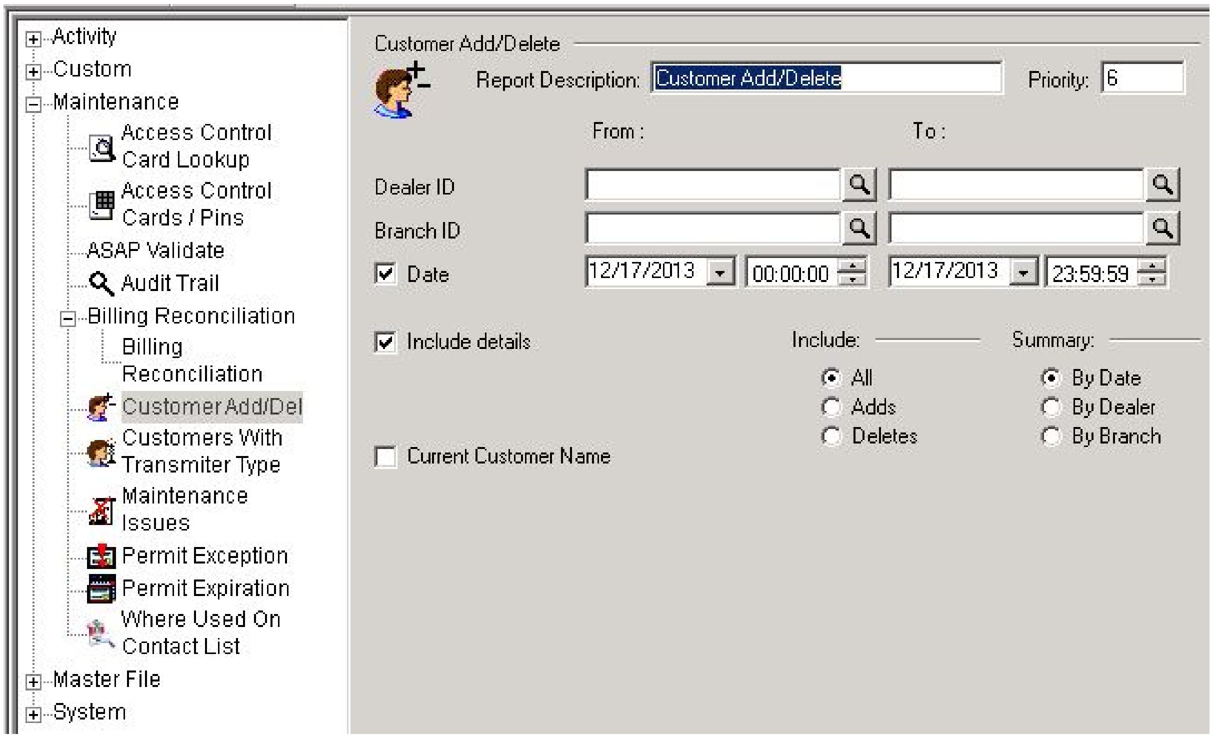
2. Click the "Maintenance" Navigation Tree Node.

Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Customer Add/Delete".

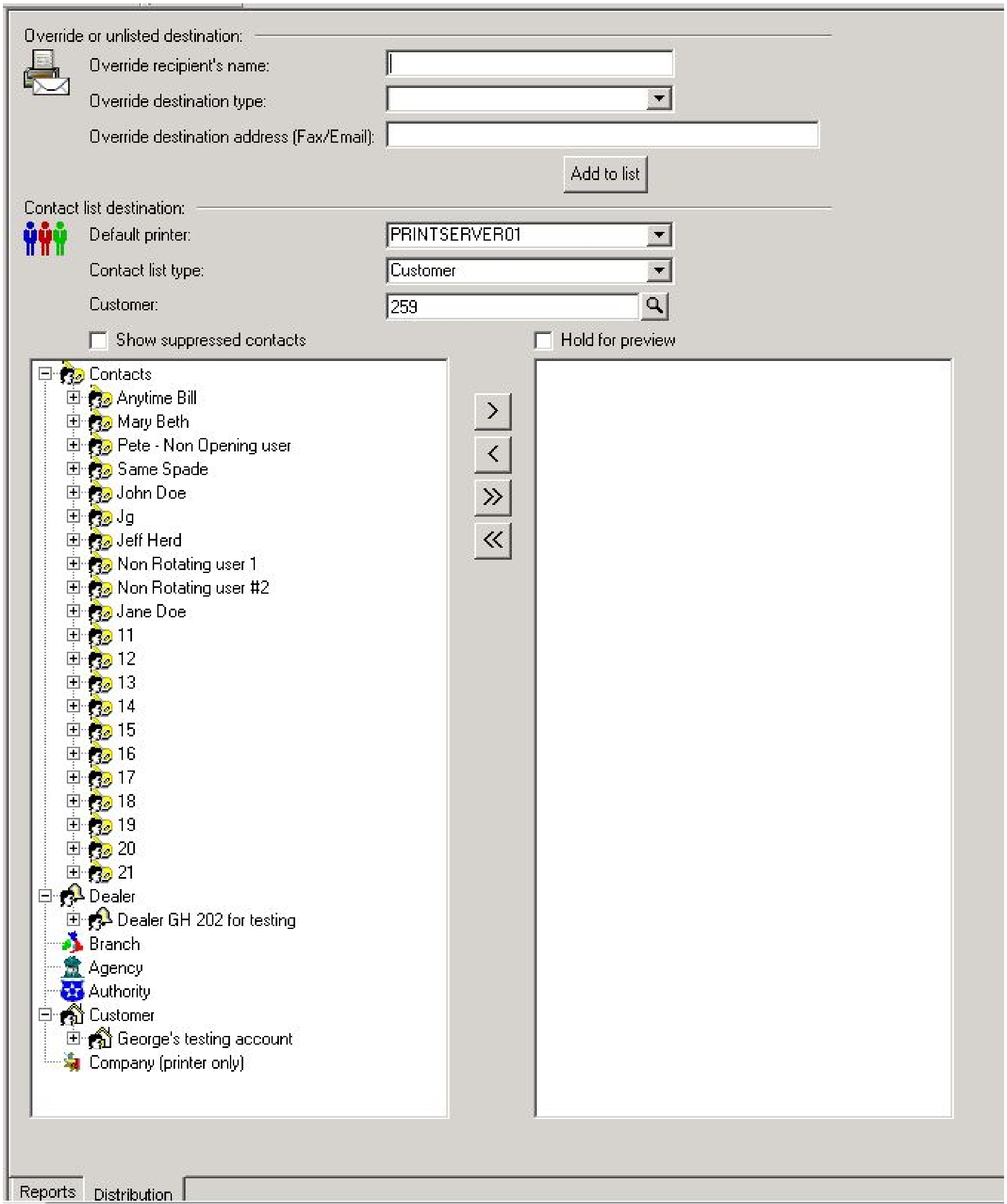
Result: the "Customer Add/Delete" form displays as shown in the following screenshot:



4. If you want, apply either of the following parameters to your Customer Add/Delete Report:
   - Dealer ID
   - Branch ID

5. To run a Customer Add/Delete Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. The "Include details" checkbox displays as preselected. If you want to limit the amount of information that displays in your Report, deselect the "Include details" checkbox option.
7. If you want, select the "Current Customer Name" checkbox option.
8. The "All" checkbox in the "Include:" area of the window displays as preselected. If you want you want to limit your Report to only "Adds" or "Deletes", select that option instead.
9. The "By Date" checkbox in the "Summary:" area of the window displays as preselected. If you want your Report results to be summarized "By Dealer" or "By Branch", select that option instead.
10. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



11. For instructions on distributing your Report, refer to the "System Reports" document.

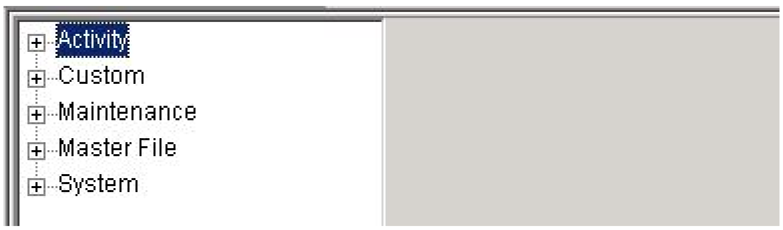
Customers with Transmitter Type

Generating a Customer with Transmitter Type Report

Perform the following steps to generate a Customer with Transmitter Type Report:

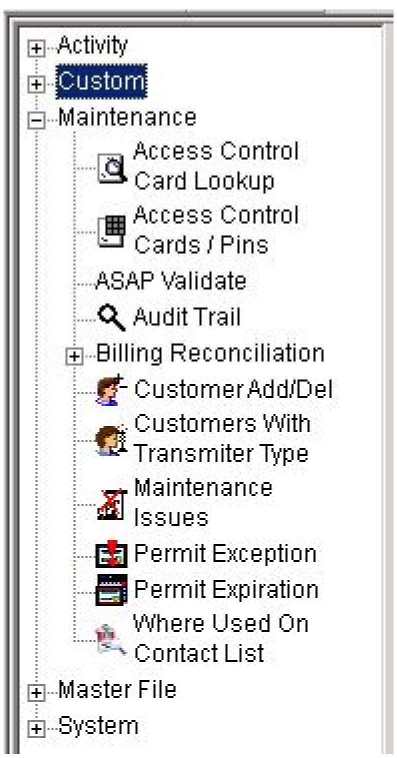
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Maintenance" Navigation Tree Node.

Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Customers with Transmitter Type".

Result: the "Customers with Tx Type" form displays as shown in the following screenshot:

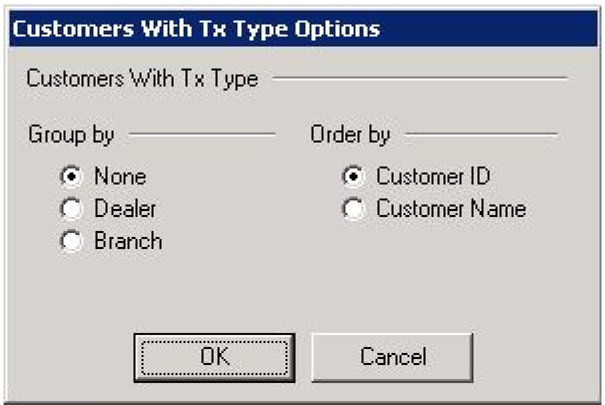
4. If you want, apply any of the following parameters to your Customers with Transmitter Type Report:
   - Transmitter Type
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class

5. To run a Customers with Transmitter Type Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all

items in the selected category that fit between the beginning and ending values.

6. All the items in the "Rec Line Prefix" and "Monitoring status" areas of the window display as preselected. If you want to limit which of these items to include in your Report, deselect the items you want to exclude.
7. Click "Options".

Result: the "Customers With Tx Type Options" window displays as shown in the following screenshot:

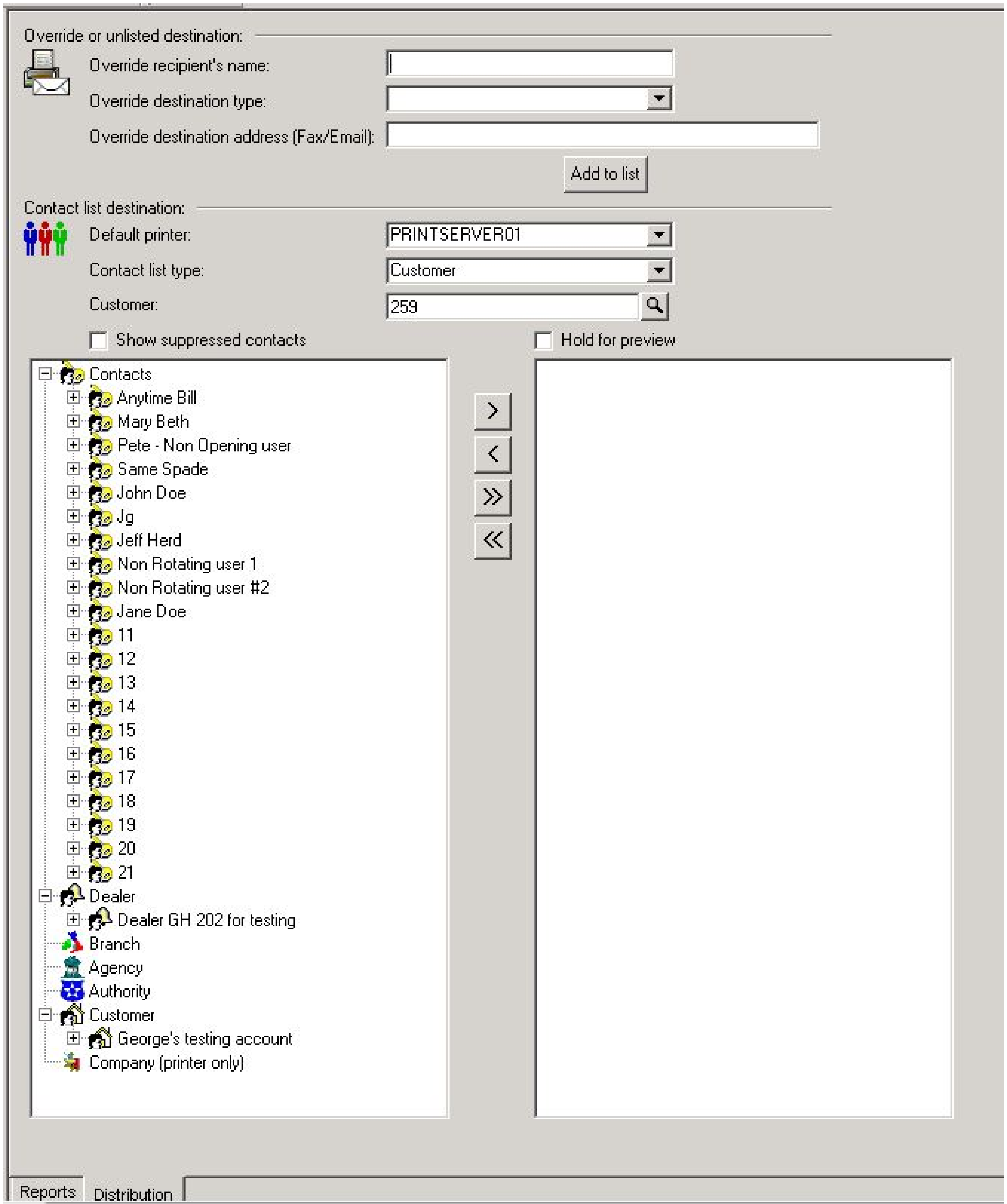


8. If you want to group items in your Report by "Dealer" or "Branch", select that item from the "Group by" area of the window.
9. The "Customer ID" option displays as preselected in the "Order by" area of the window. If you want to order your Report by "Customer Name", select that option instead.
10. Click "OK".

Result: the "Options" window closes and the system returns you to the "Customers with Tx Type" form.

11. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



12. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

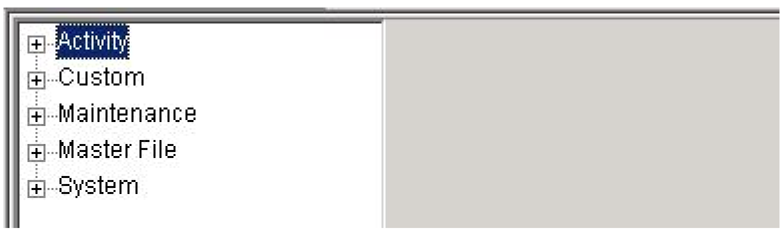
Maintenance Issues

Generating a Maintenance Issues Report

Perform the following steps to generate a Maintenance Issues Report:

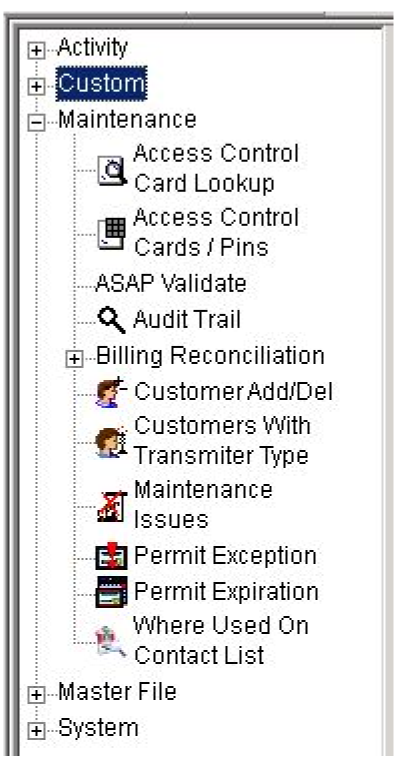
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

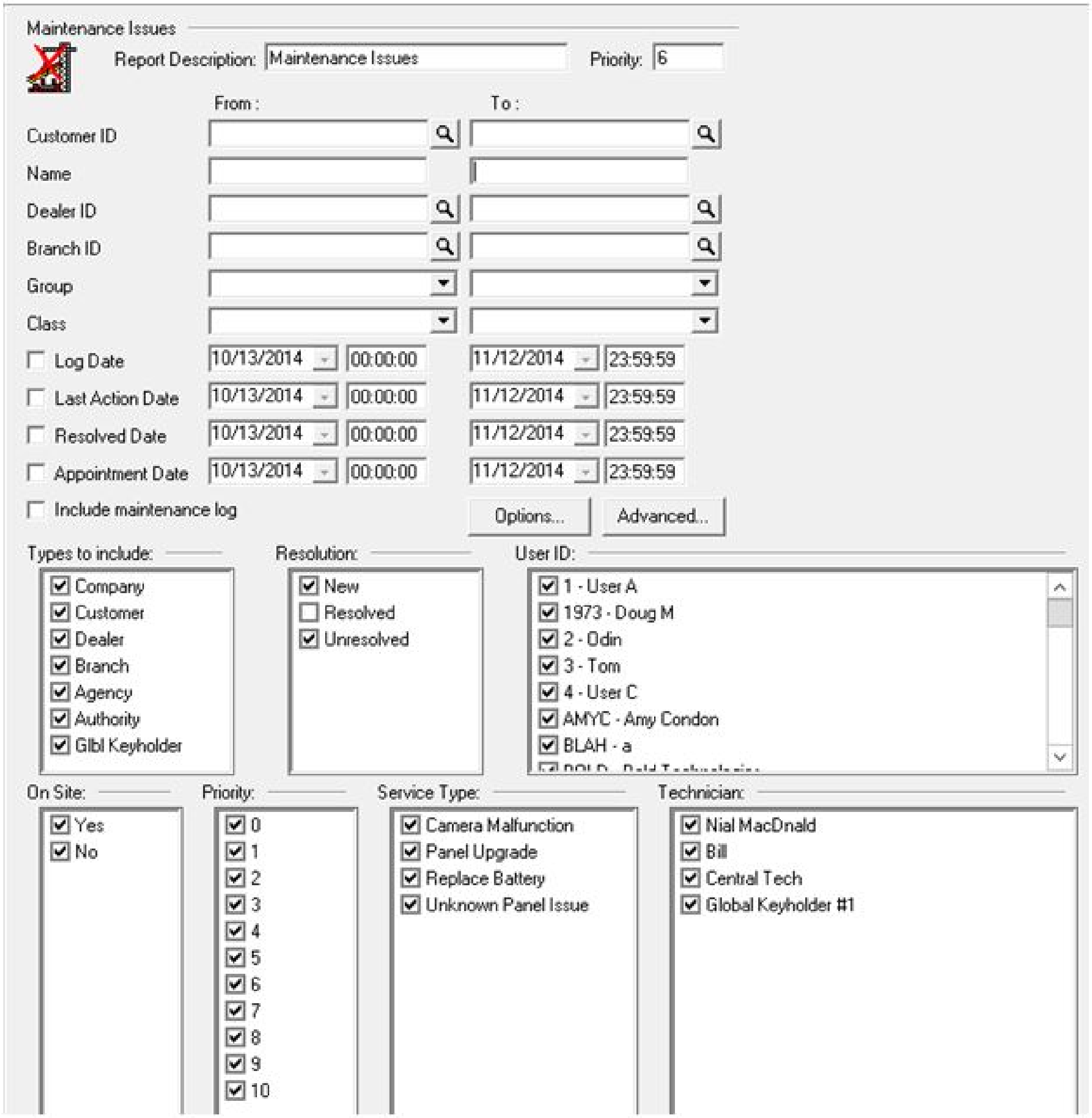


2. Click the "Maintenance" Navigation Tree Node.

Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Maintenance Issues".
Result: the "Maintenance Issues" form displays as shown in the following screenshot:



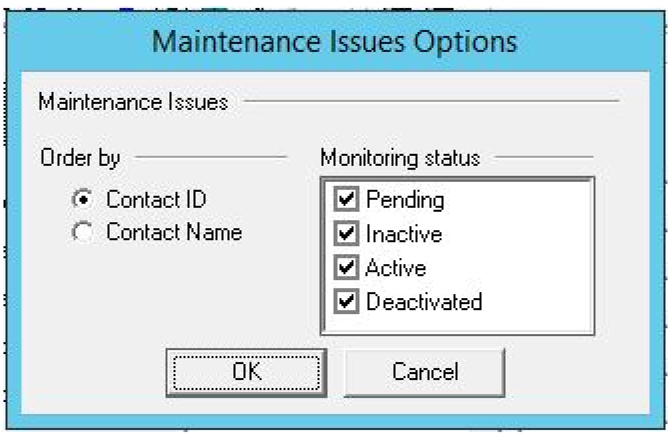
4. If you want, apply any of the following parameters to your Maintenance Issues Report:

- Customer ID
- Name
- Dealer ID
- Branch ID
- Group

- Class

5. To run a Maintenance Issues Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want to run your Report by log date, select the "Log Date" checkbox and enter a date and time range.
7. If you want to run your Report by last action date, select the "Last Action Date" checkbox and enter a date and time range.
8. If you want to run your Report by the date on which the issue was resolved, select the "Resolved Date" checkbox and enter a date and time range.
9. If you want to run your Report by the technician appointment date, select the "Appointment Date" checkbox and enter a date and time range.
10. If you want to maximize the amount of information that displays in your Report, select the "Include maintenance log" checkbox.
11. Items in the "Types to include:", "Resolution:", "User ID:", "On Site:", "Priority:", "Service Type:", and "Technician:" areas of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
12. Only the "New" and "Unresolved" checkboxes display as preselected in the "Resolution:" area of the form. If you want, select the "Resolved" checkbox to include resolved issues, as well.
13. Click "Options".

Result: the "Maintenance Issues Options" window displays as shown in the following screenshot:



13. All the options in the "Monitoring status" area of the window display as preselected. Deselect any items you want to exclude from your Report.
14. The "Contact ID" option in the "Order by" area of the window displays preselected. If you want to order your Report by "Contact Name", select that

option instead.

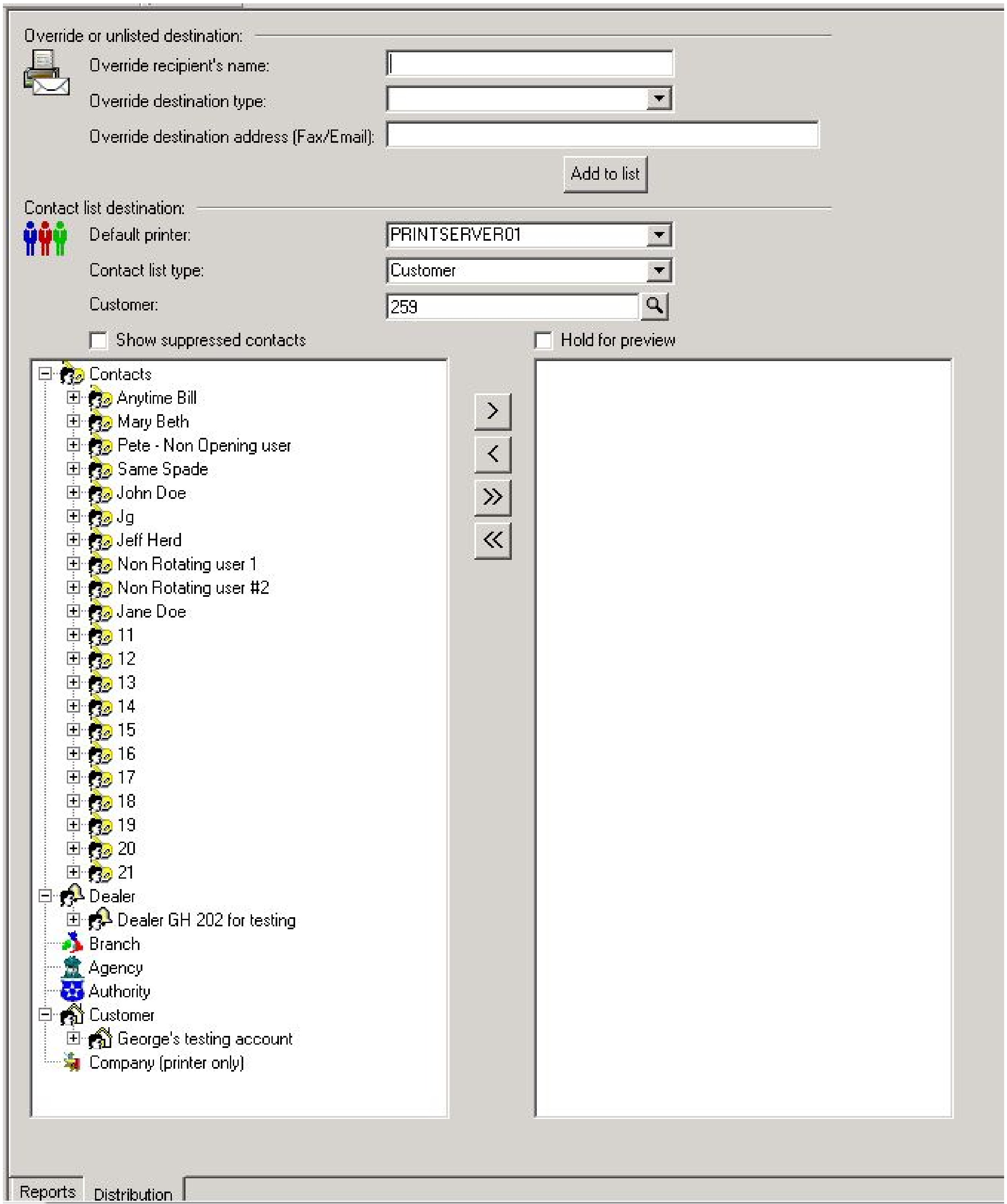
15. Click "OK".

Result: the "Options" window closes and the system returns you to the "Maintenance Issues" form.

16. Once you have entered all the parameters for your Report, click the "Next" button

located in the bottom-right corner of the form.

Result: the Distribution Tab displays as shown in the following screenshot:



17. For instructions on distributing your Report, refer to the "System Reports" document.

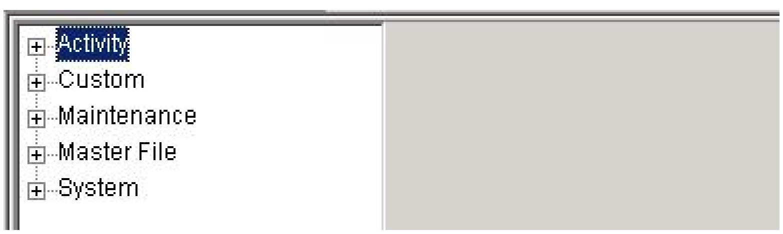
The Advanced Button
Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.
For instructions on how to access and use the form, refer to the "System Reports" document.

Permit Exception

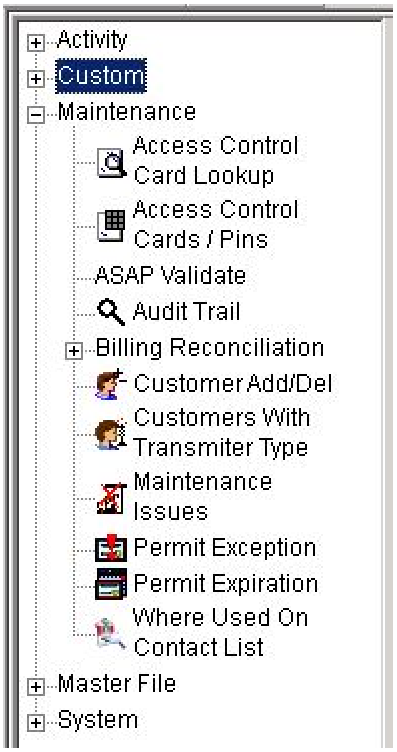
A Permit Exception occurs when an Authority requires a permit and the Customer cannot produce it.

Generating a Permit Exception Report
Perform the following steps to generate a Permit Exception Report:

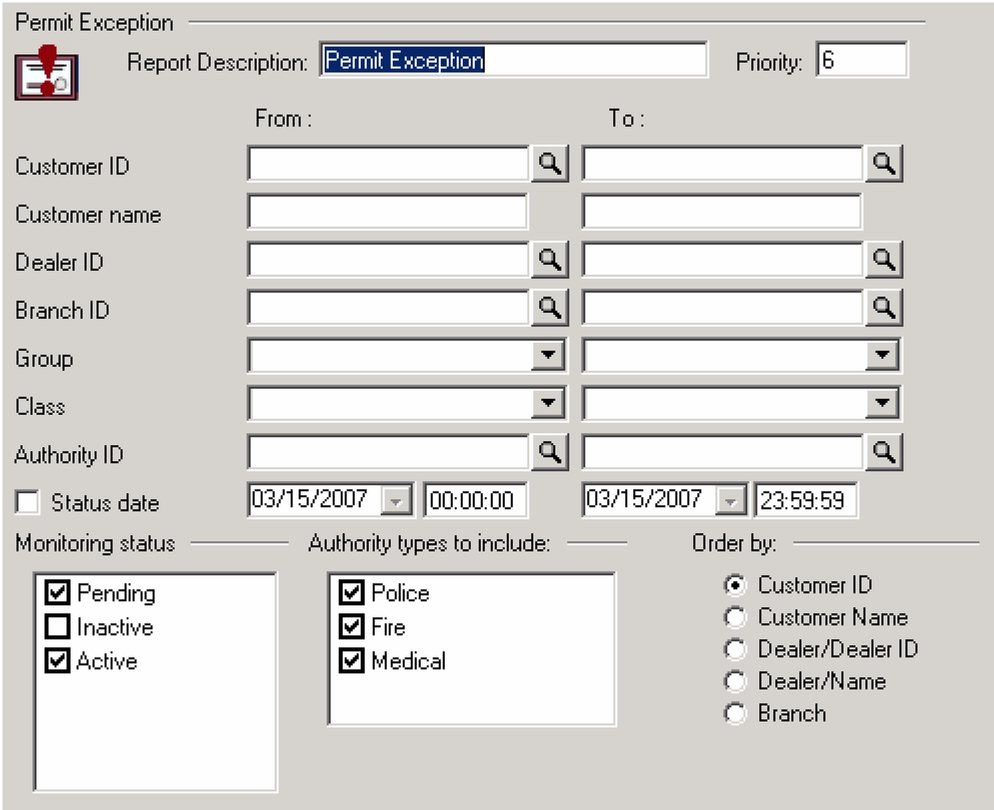
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Maintenance" Navigation Tree Node.
Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Permit Exception".
Result: the "Permit Exception" form displays as shown in the following screenshot:



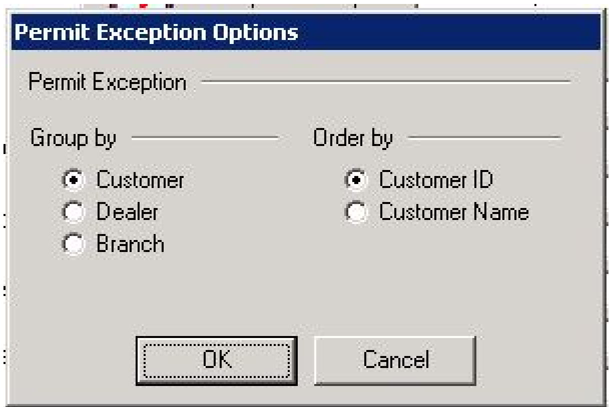
4. If you want, apply any of the following parameters to your Permit Exception Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class
   - Authority ID

5. To run a Permit Exception Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want to run your Report by status date, select the "Status Date" checkbox and enter a date and time range.
7. Items in the "Authority types to include:" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
8. The "Customer ID" option displays as preselected in the "Order by" area of the form. If you want to order your Report by "Customer Name", "Dealer ID", "Dealer Name", or "Branch", select that option instead.
9. Only the "Pending" and "Active" checkboxes display as preselected in the "Monitoring status" area of the form. If you want, select the "Inactive" checkbox to include that

status, as well.

10. Click "Options".

Result: the "Permit Exceptions Options" window displays as shown in the following screenshot:

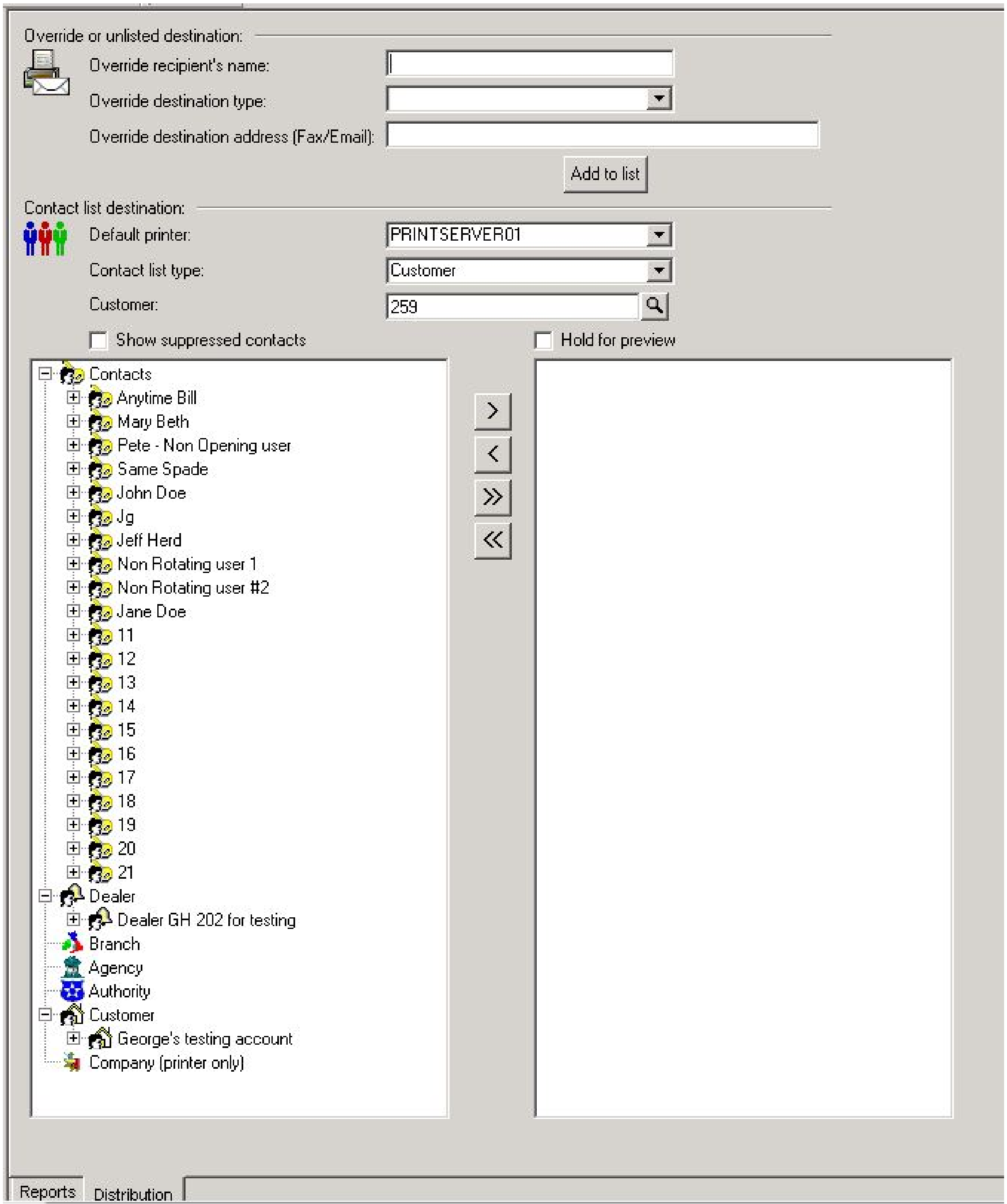


11. The "Customer" option displays as preselected in the "Group by" area of the window. If you want to order your Report by "Dealer" or "Branch", select that option instead.
12. The "Customer ID" option displays as preselected in the "Order by" area of the window. If you would rather order your Report by "Customer Name", select that option instead.
13. Click "OK".

Result: the "Permit Exception Options" window closes and the system returns you to the "Permit Exceptions" form.

14. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



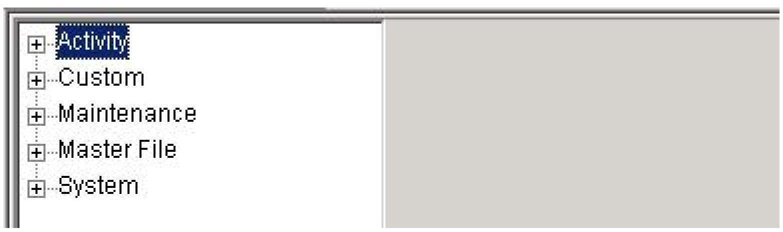
15. For instructions on distributing your Report, refer to the "System Reports" document.

Permit Expiration

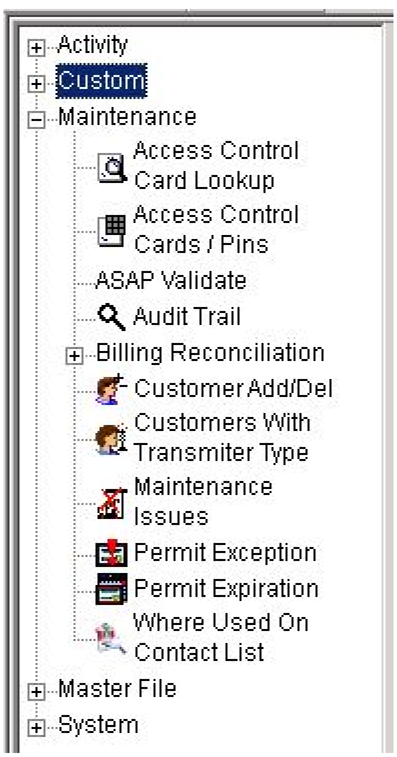
The Permit Expiration Report lists all expired Police, Fire, and Medical permits. Once a permit expires, Authorities may not respond if the permit is not properly renewed. Because each Central Station has different policies regarding permit usage, your Central Station must decide if this Report is necessary for you.

Generating a Permit Expiration Report
Perform the following steps to generate a Permit Expiration Report:

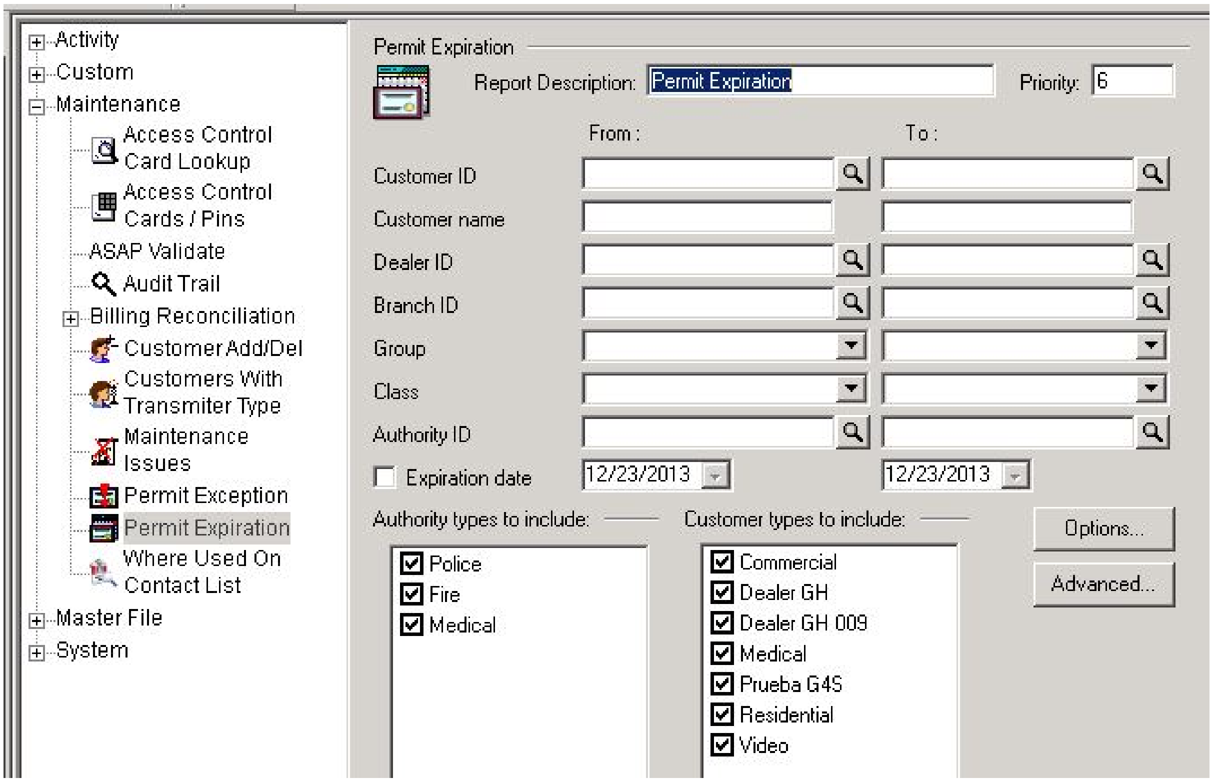
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Maintenance" Navigation Tree Node.
Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:



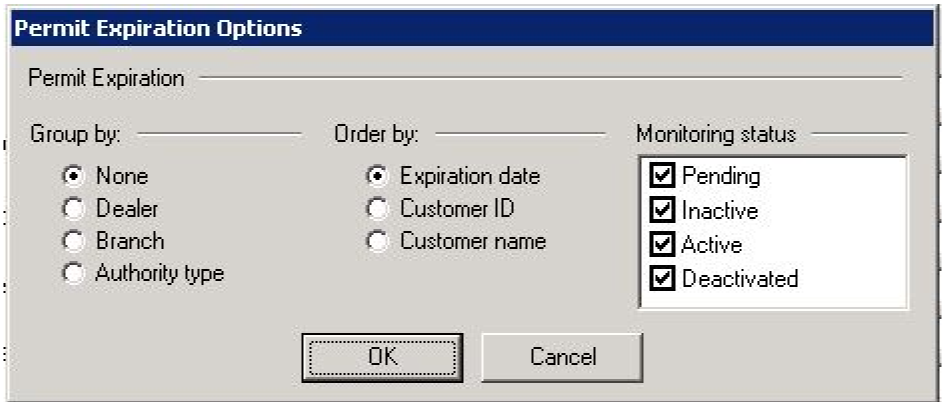
3. Double-click "Permit Expiration".
Result: the "Permit Expiration" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Permit Expiration Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class
   - Authority ID

5. To run a Permit Expiration Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items in the selected category that fit between the beginning and ending values.
6. If you want to run your Report by expiration date, select the "Expiration date" checkbox and enter a date and time range.
7. Items in the "Authority types to include:" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
8. Items in the "Customer types to include:" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
9. Click "Options".
Result: the "Permit Expiration Options" window displays as shown in the following

screenshot:

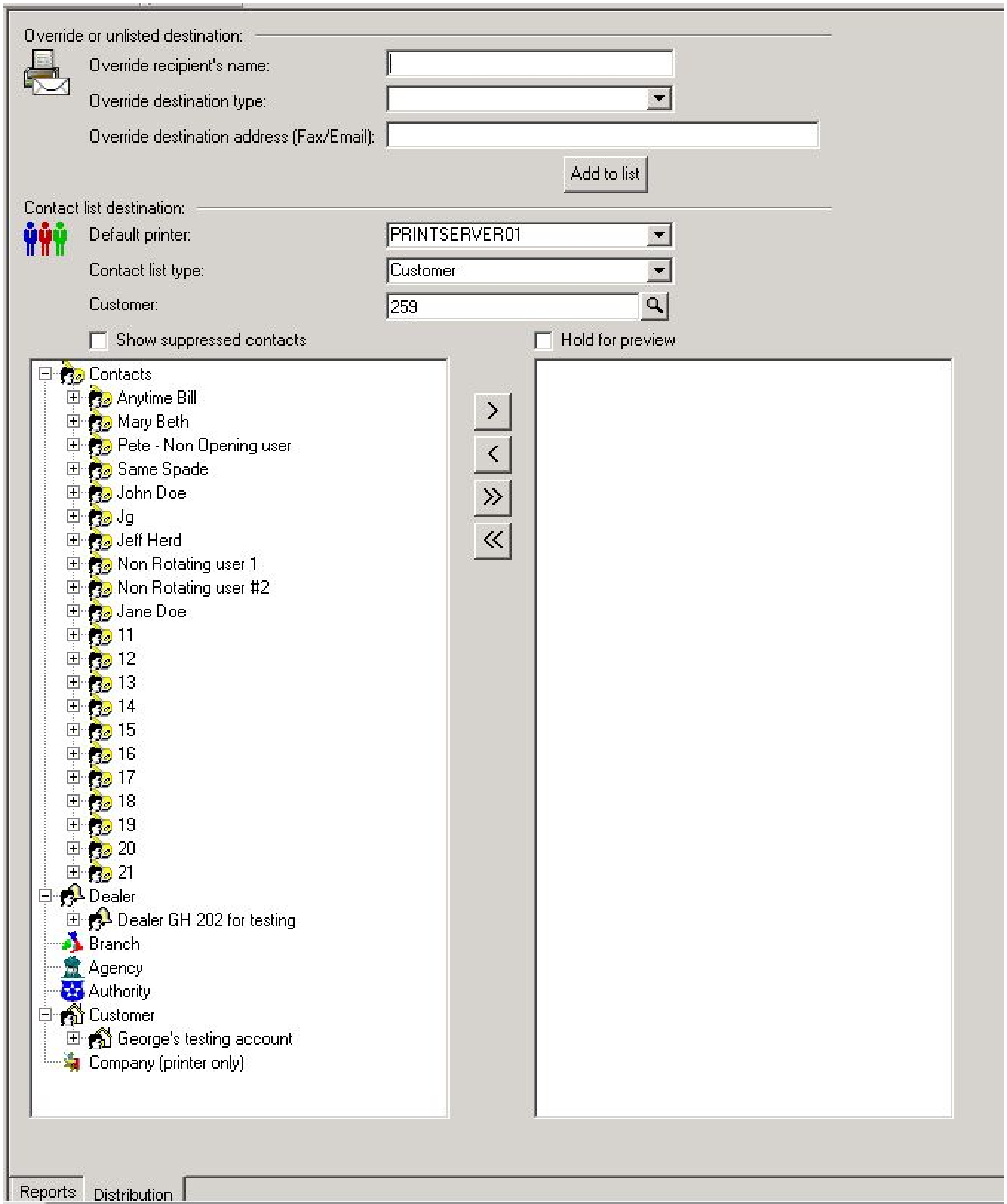


10. If you want to group your Report by "Dealer", "Branch", or "Authority type", select that option in the "Group by" area of the form.
11. The "Expiration date" option in the "Order by:" area of the form displays as preselected. If you want to order your Report by "Customer ID" or "Customer name", select that option instead.
12. All the options in the "Monitoring status" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
13. Click "OK".

Result: the "Permit Expiration Options" window closes and the system returns you to the "Permit Expiration" form.

14. Once you have entered all the parameters for your Report, click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



15. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

Where Used On Contact List

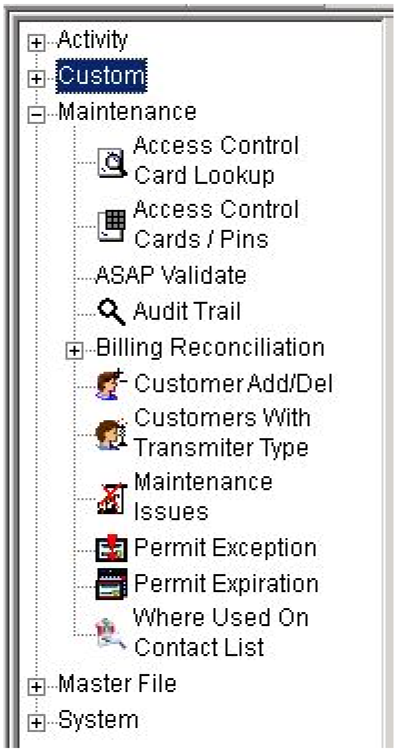
The Where Used on Contact List Report produces a list of the Customer, Dealer, Branch, Authority, and Agency, records where the selected Entity displays on the Contact List.

Generating a Where Used on Contact List Report

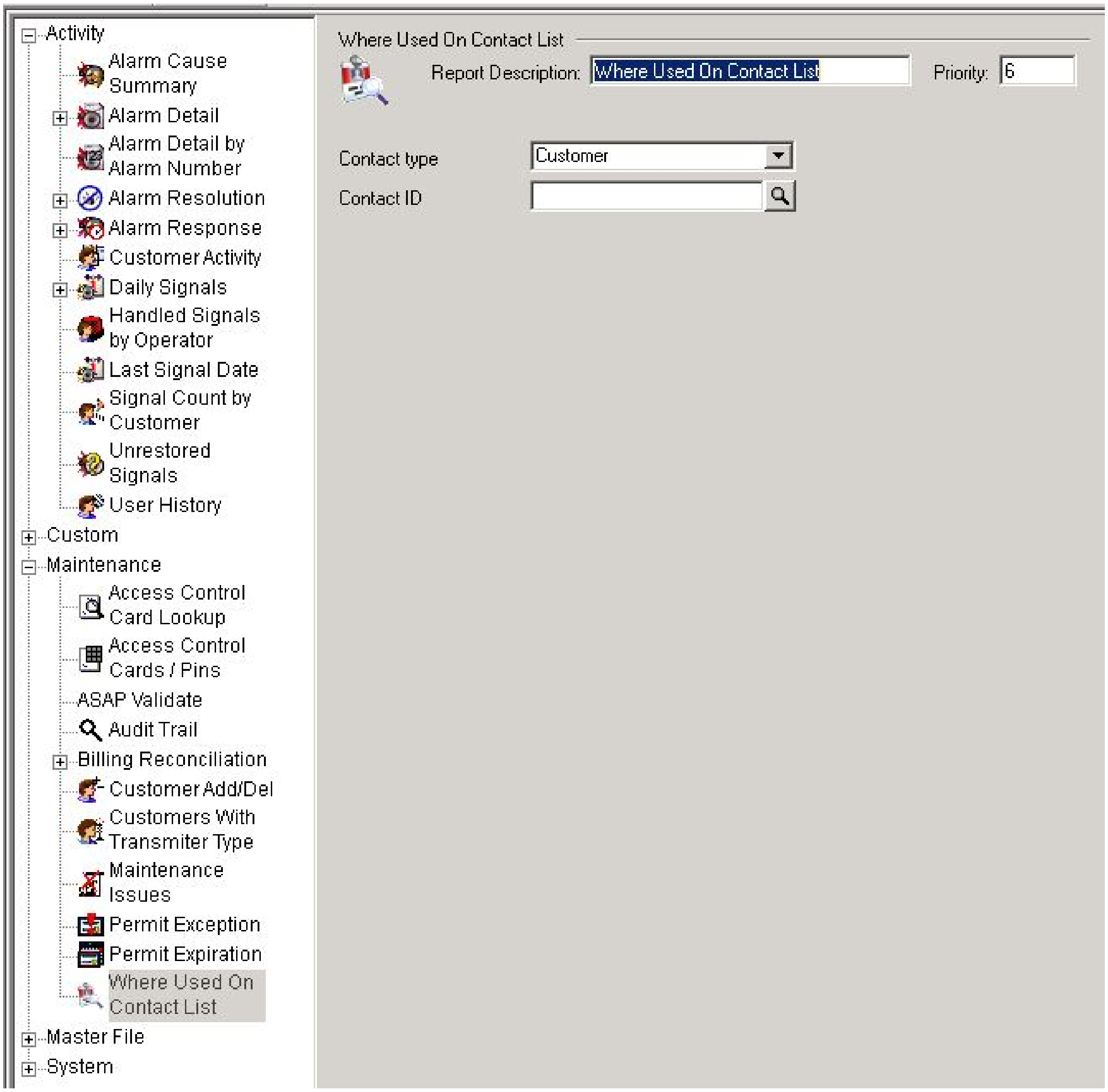
Perform the following steps to generate a Where Used on Contact List Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Maintenance" Navigation Tree Node.
Result: the Maintenance section of the Navigation Tree expands as displayed in the following screenshot:

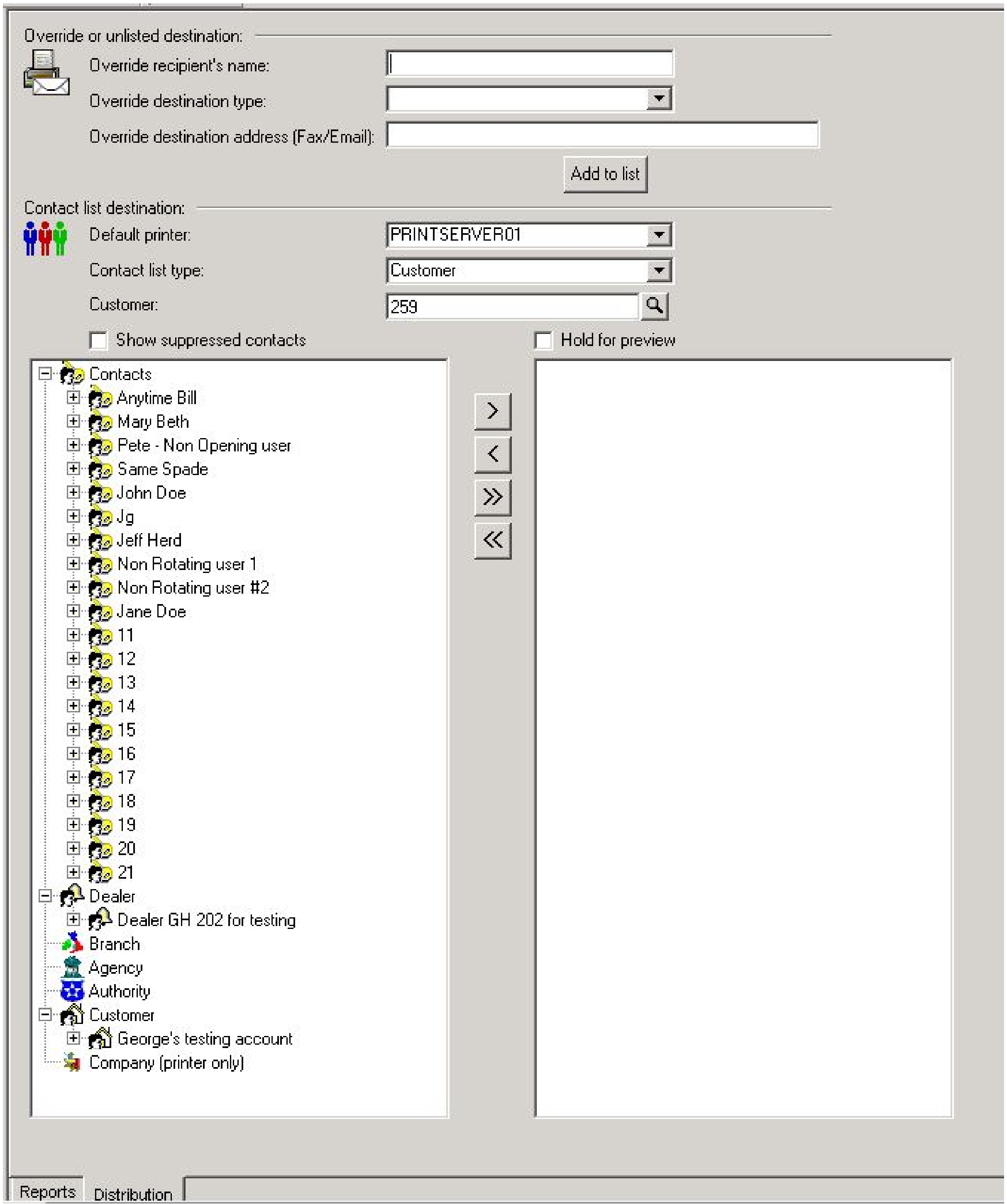


3. Double-click "Where Used on Contact List".
Result: the "Where Used on Contact List" form displays as shown in the following screenshot:



4. Select a contact type from the "Contact type" dropdown menu.
5. Enter a contact ID in the "Contact ID" field, and click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

Master File Reports

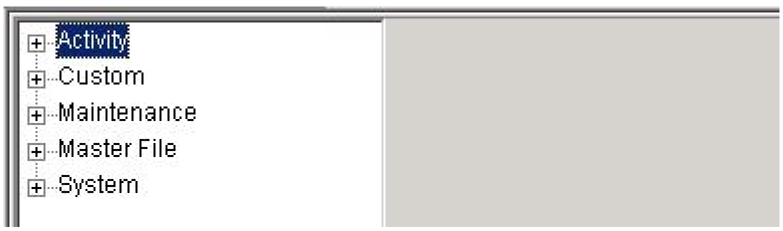
Access Control Card Formats

Generating an Access Control Card Formats Report

Perform the following steps to generate an Access Control Card Formats Report:

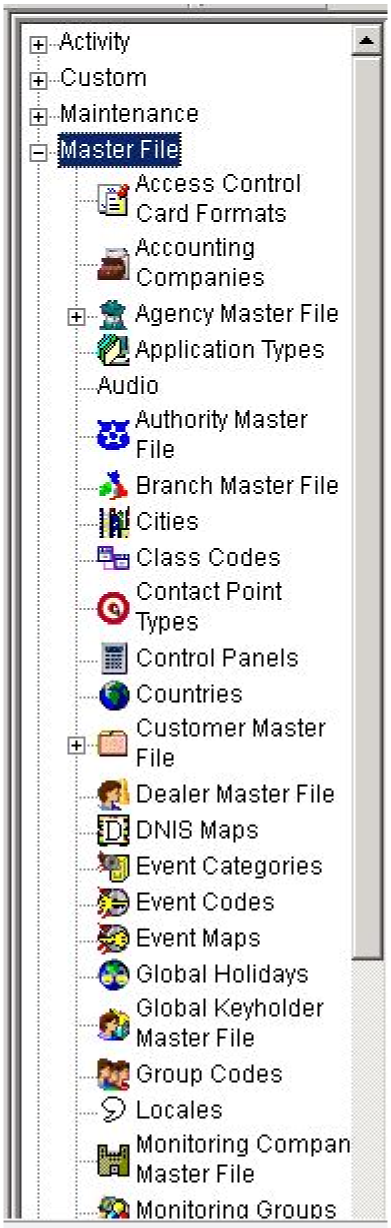
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

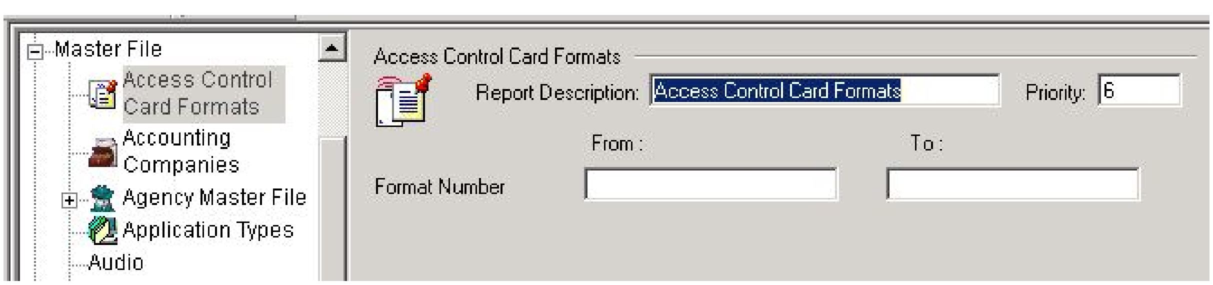


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Access Control Card Formats".
Result: the "Access Control Card Formats" form displays as shown in the following screenshot:

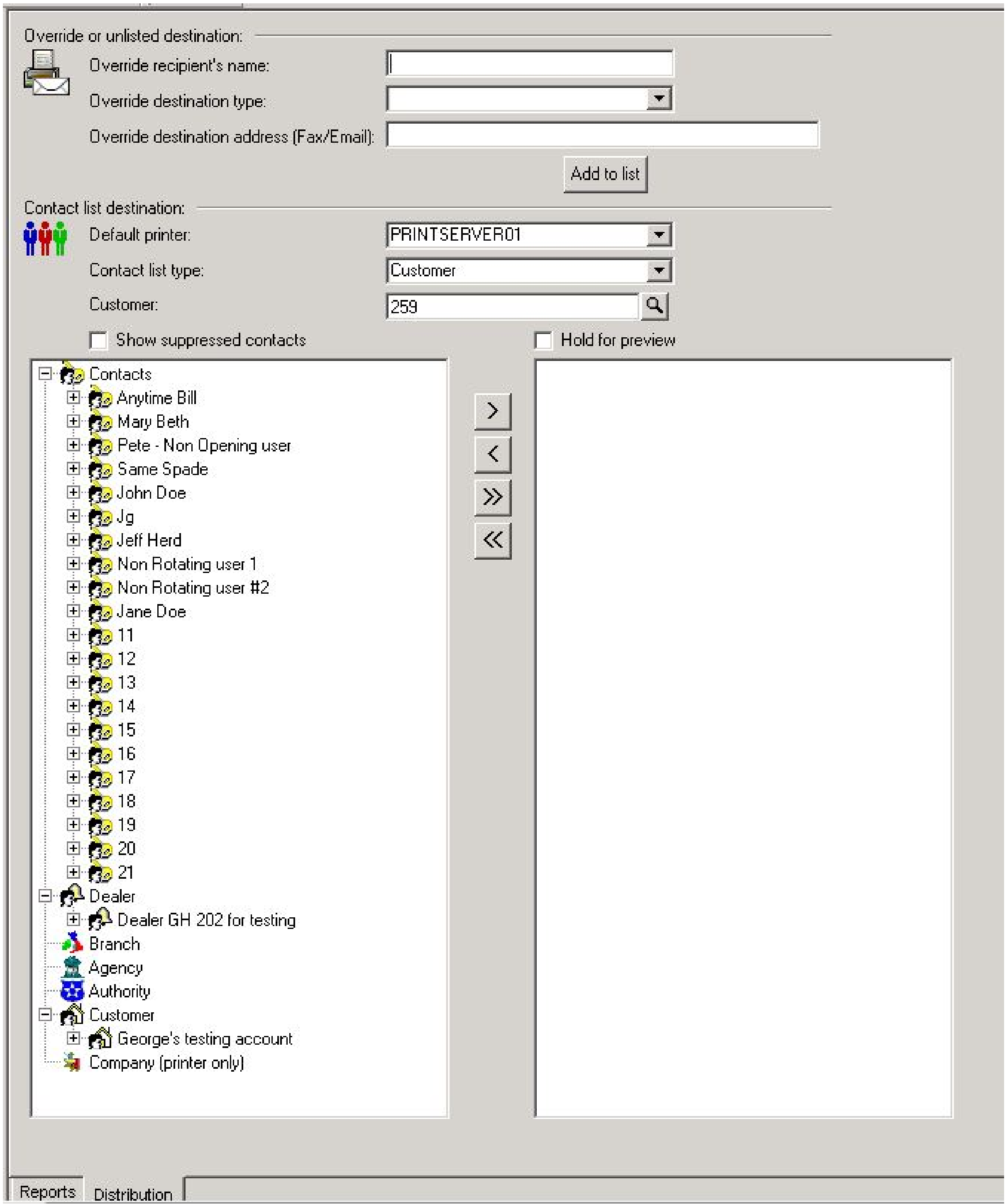


4. Enter format numbers in the "Format Number" fields. To run an Access Control Card Formats Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.

Note: if no format number is entered, the Report lists all Access Control Card formats.

5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

Accounting Companies

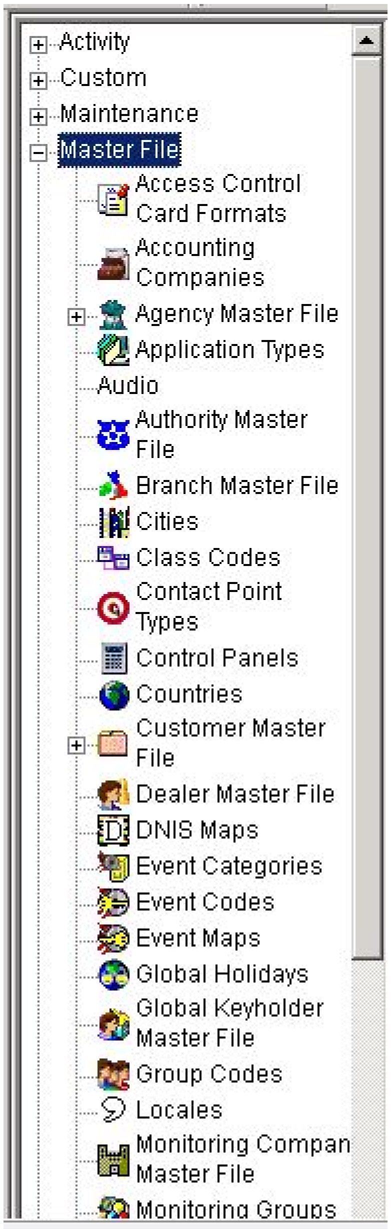
The Accounting Companies Report lists all Accounting Companies linked to Manitou, the direction it is linked (for instance, Accounting to Manitou), as well as the DSN, username password and server associated with the particular accounting company.

Generating an Accounting Companies Report

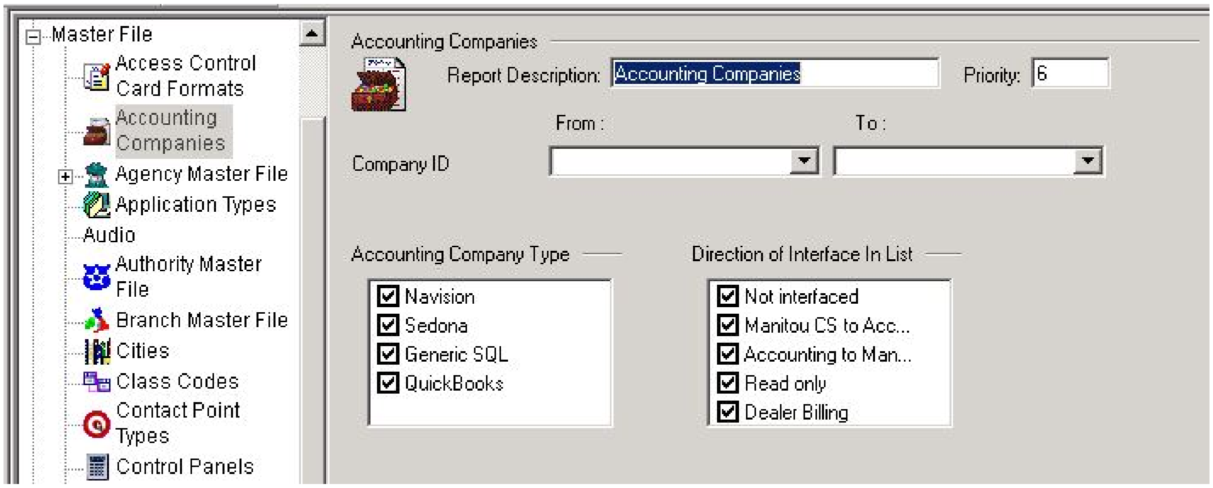
Perform the following steps to generate an Accounting Companies Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

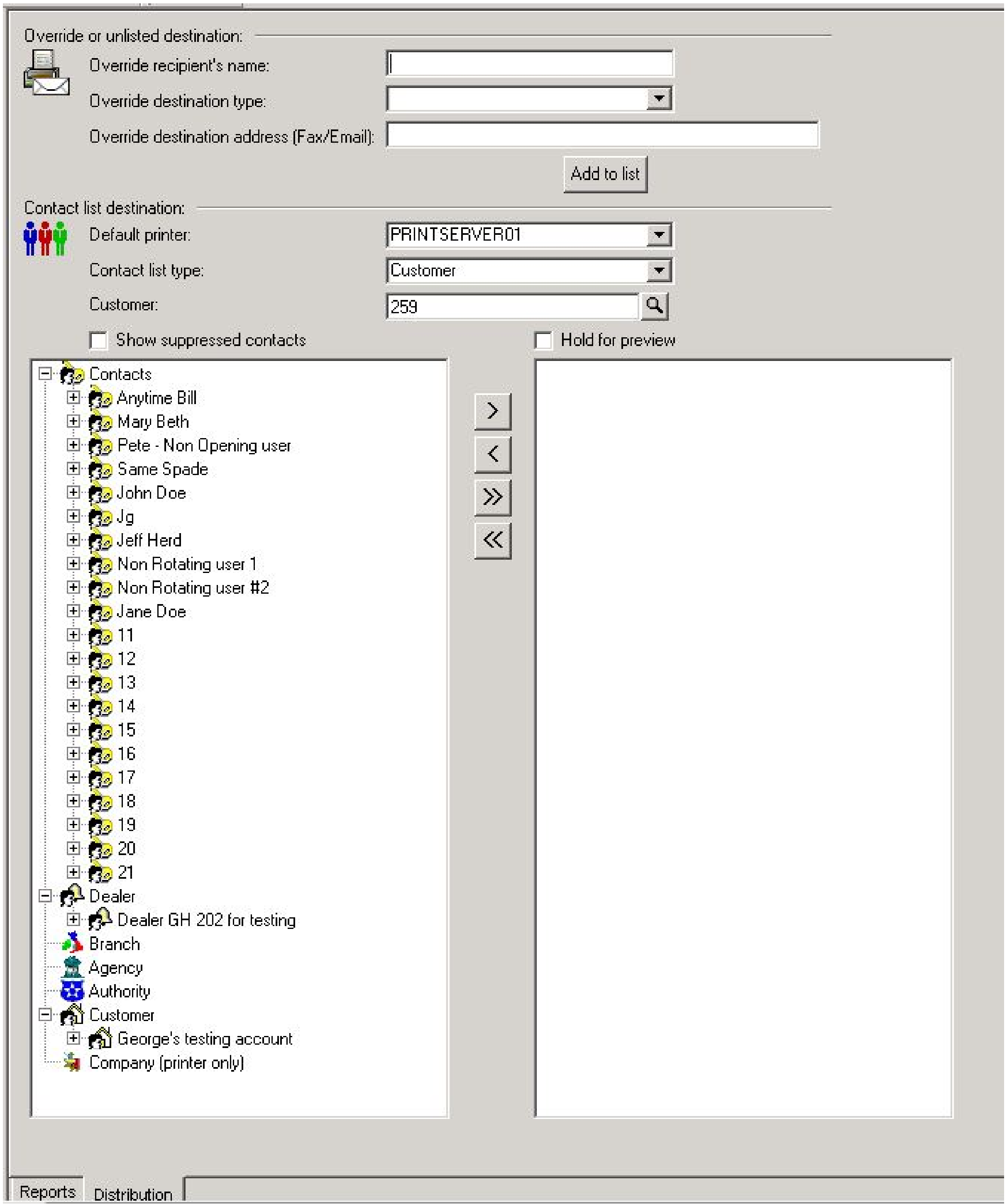


3. Double-click "Accounting Companies".
Result: the "Accounting Companies" form displays as shown in the following screenshot:



4. Enter a Company ID in the "Company ID" field. To run an Accounting Company Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. Items in the "Accounting Company Type" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
6. Items in the "Direction of Interface In List" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
7. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



8. For instructions on distributing your Report, refer to the "System Reports" document.

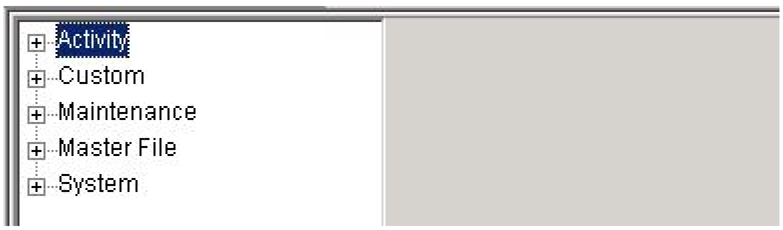
Agency Master File

The Agency Master File Report displays details for Manitou Agencies. Users can select specific Agencies and customize the level of detail that displays in the Report.

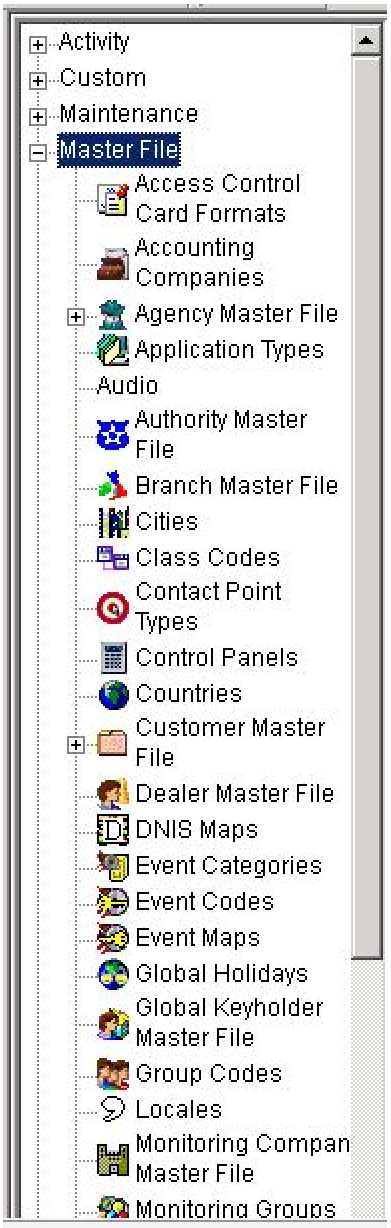
Generating an Agency Master File Report

Perform the following steps to generate an Agency Master File Report:

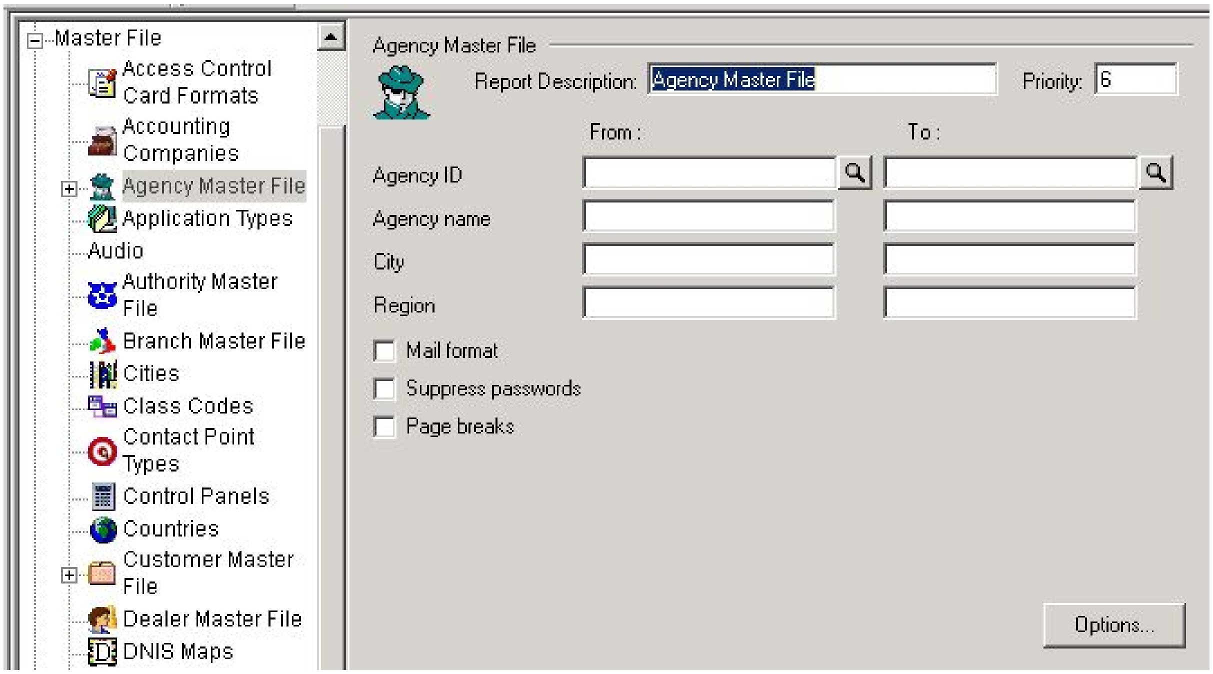
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



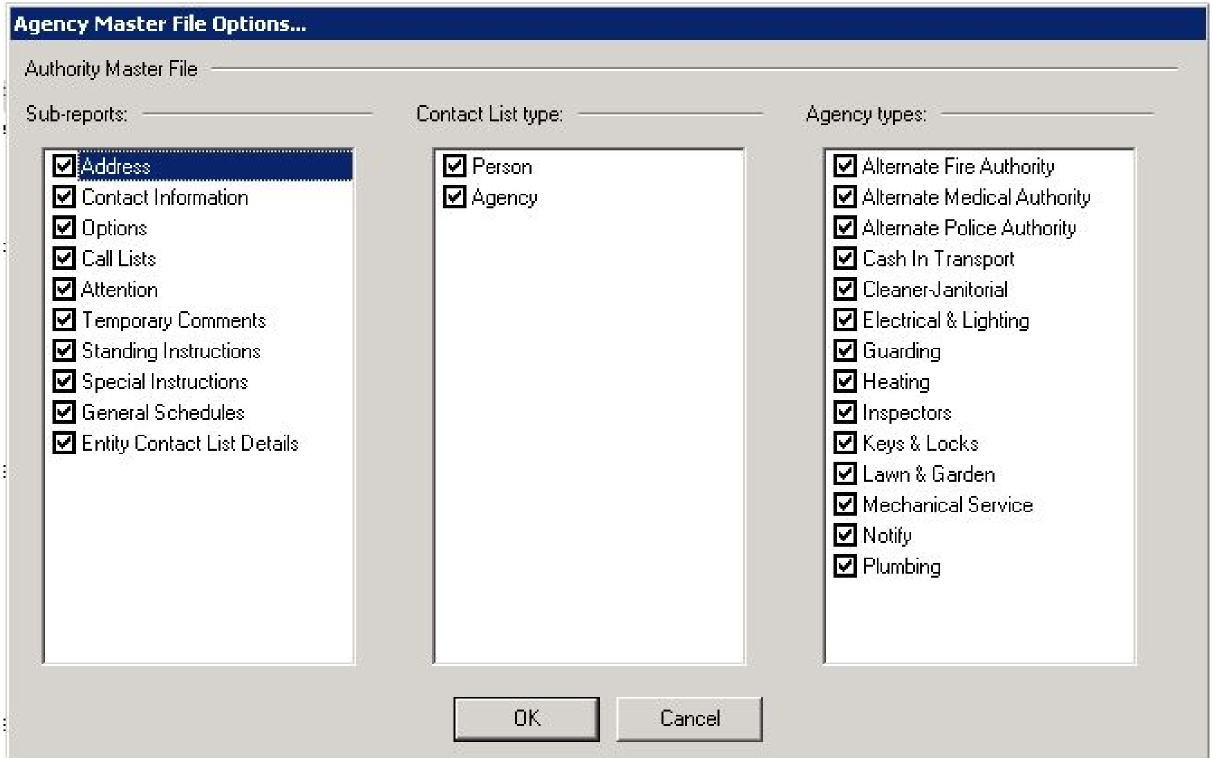
3. Double-click "Agency Master File".
Result: the "Agency Master File" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Agency Master File Report:
   - Agency ID
   - Agency Name
   - City
   - Region

5. To run an Agency Master File Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want, select the "Mail format" checkbox.
7. If you want to prevent passwords from displaying in your Report, select the "Suppress passwords" checkbox.
8. If you want your Report to display page breaks between Agency listings, select the "Page breaks" checkbox.
9. Click "Options".

Result: the "Agency Master File Options" window displays as shown in the following screenshot:

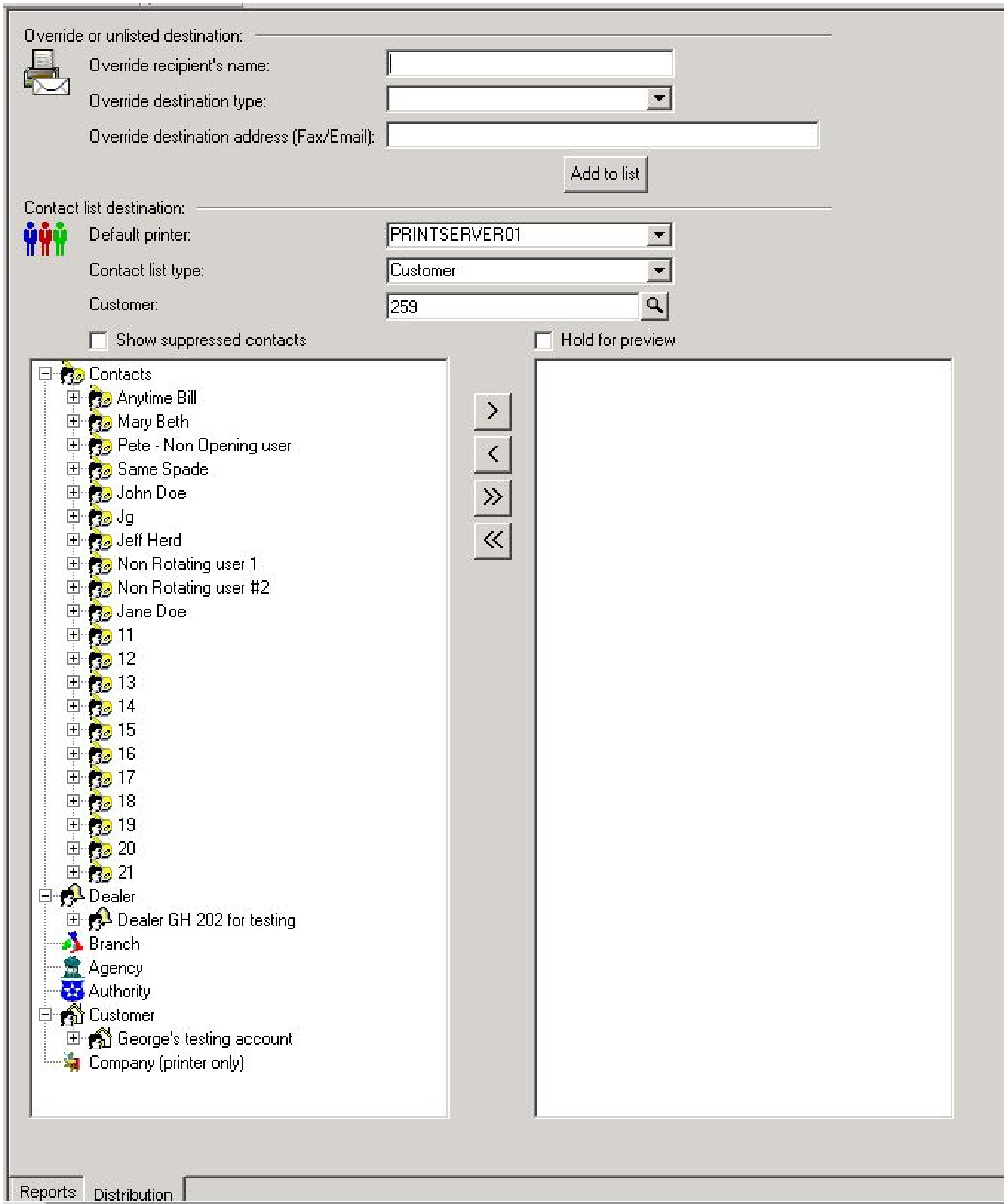


10. Items in the "Sub-reports:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
11. Items in the "Contact List type:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
12. Items in the "Agency types:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
13. Click "OK".

Result: the "Agency Master File Options" window closes and the system returns the user to the "Agency Master File" form.

14. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



15. For instructions on distributing your Report, refer to the "System Reports" document.

Application Types

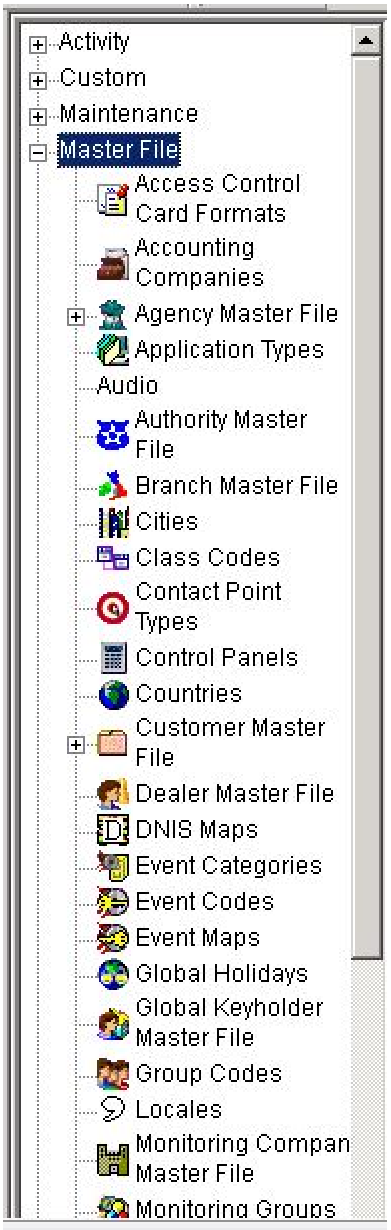
The Application Types Report details the same information that displays on the Application Types form in the Supervisor Workstation. The Application Types Report does not require any user-entered criteria.

Generating an Application Types Report

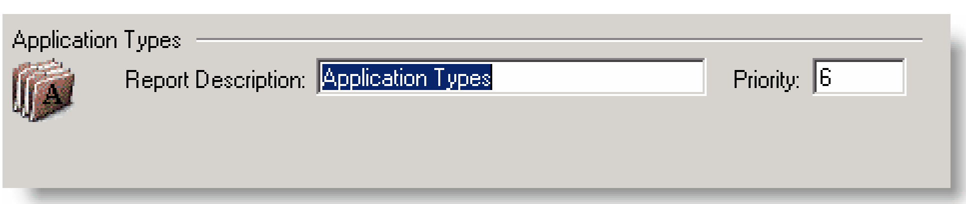
Perform the following steps to generate an Application Types Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

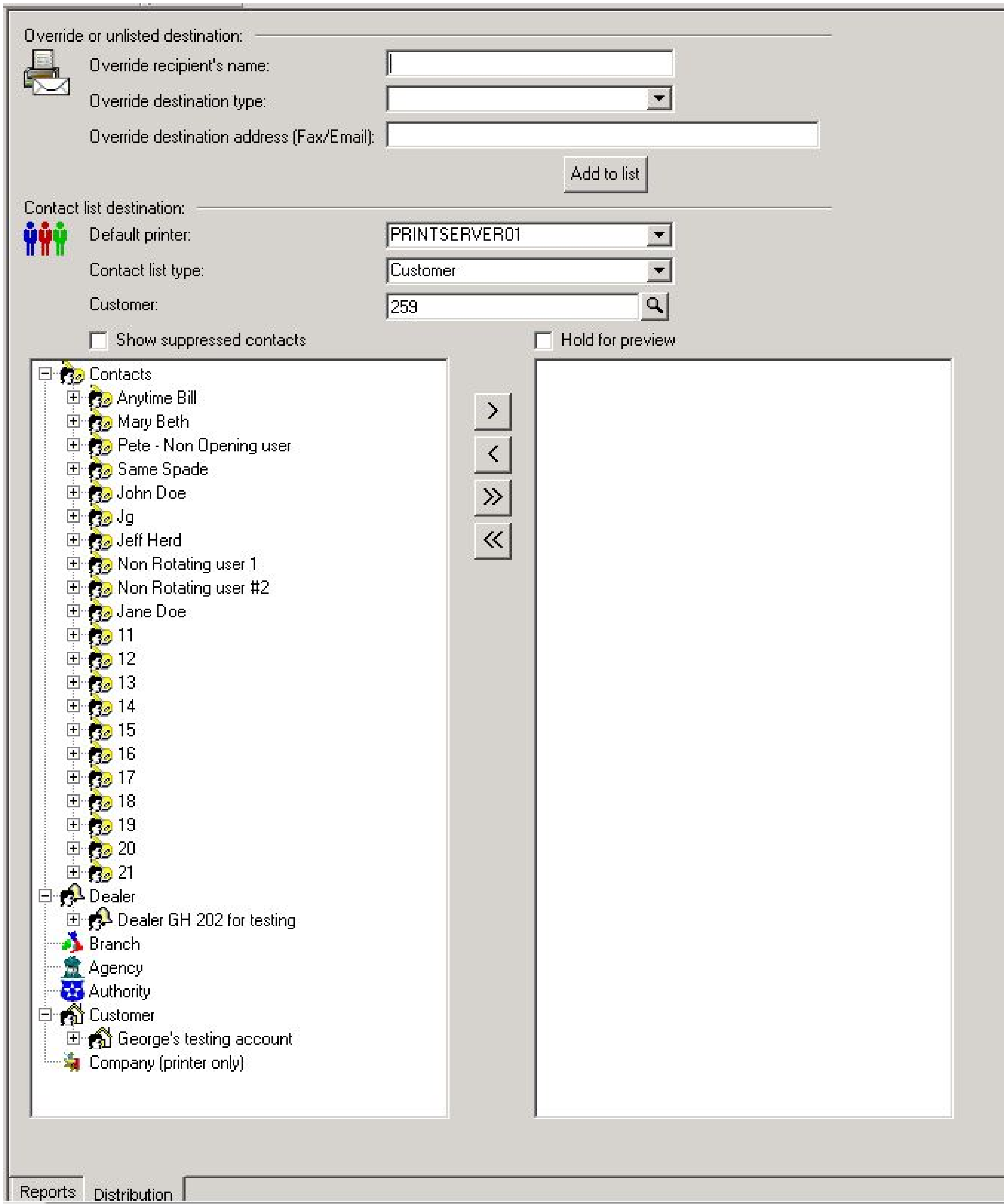
2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Application Types".
Result: the "Application Types" form displays as shown in the following screenshot:



4. Click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



5. For instructions on distributing your Report, refer to the "System Reports" document.

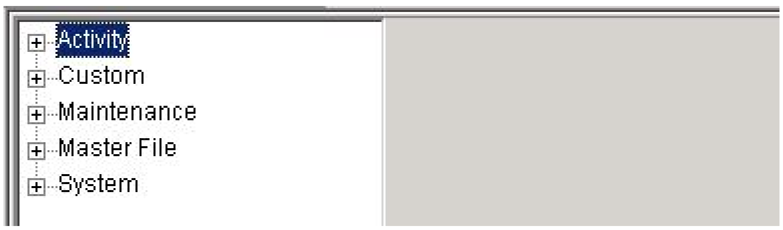
Audio

Generating an Audio Report

Perform the following steps to generate an Audio Report:

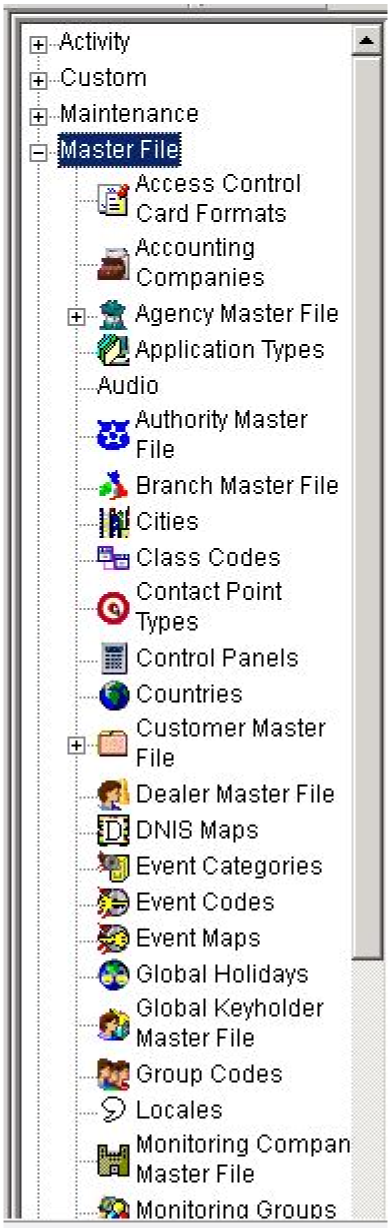
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

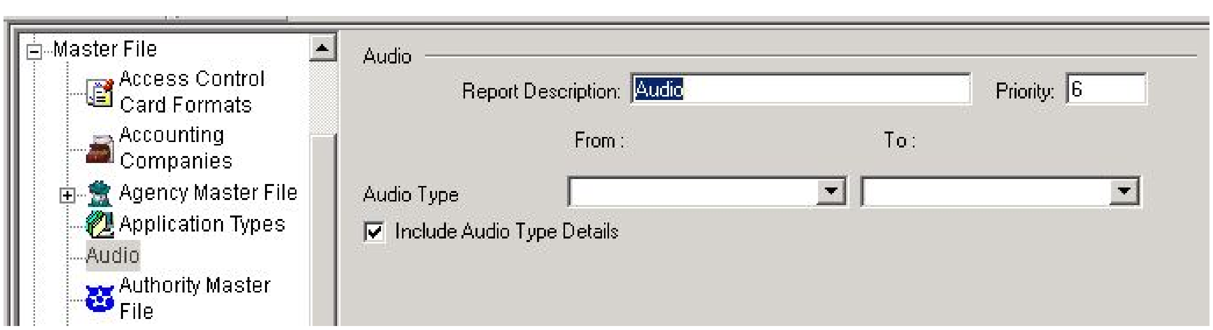


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

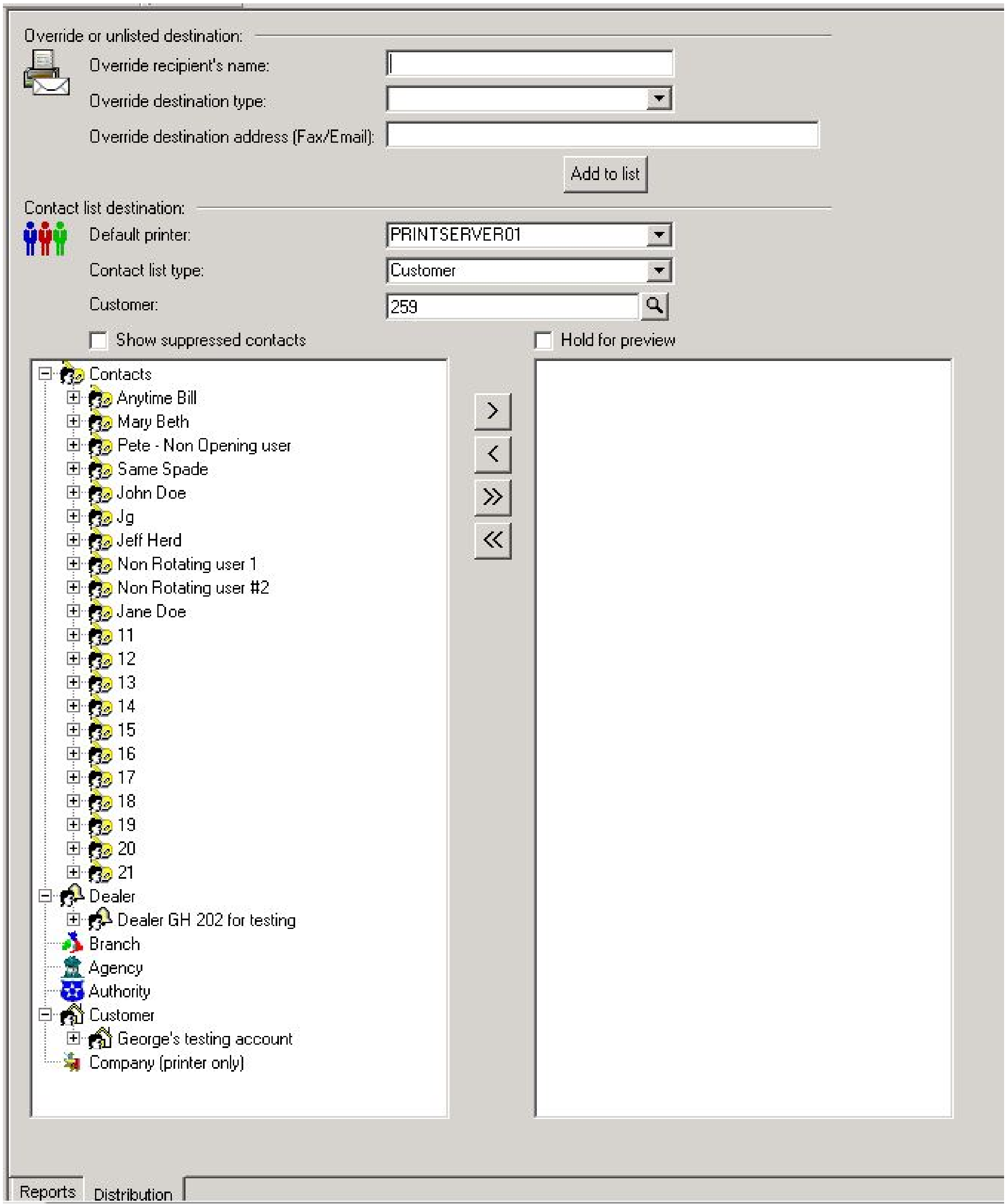


3. Double-click "Audio".
Result: the "Audio" form displays as shown in the following screenshot:



4. To run an Audio Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. The "Include Audio Type Details" checkbox displays as preselected. If you want to restrict the amount of information that displays in your Report, deselect the checkbox.
6. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



7. For instructions on distributing your Report, refer to the "System Reports" document.

Authority Master File

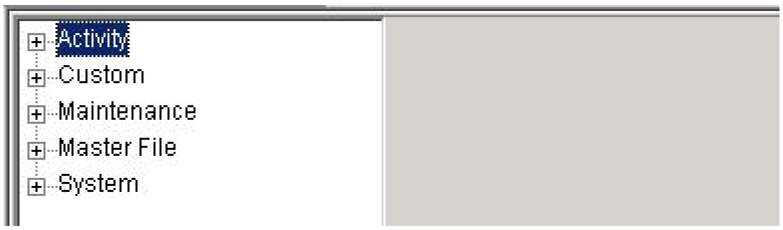
The Authority Master File Report displays details for Manitou Authorities. Users can select specific Authorities and customize the level of detail that displays in the Report.

Generating an Authority Master File Report

Perform the following steps to generate an Authority Master File Report:

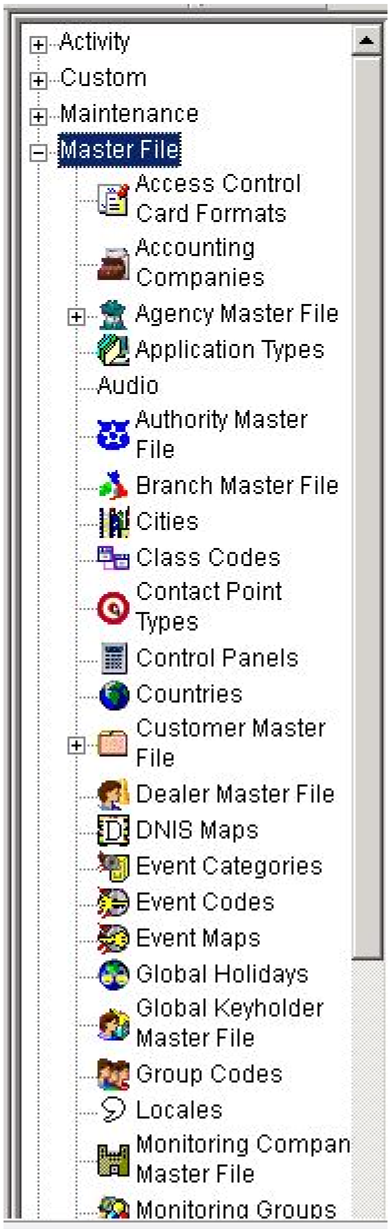
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

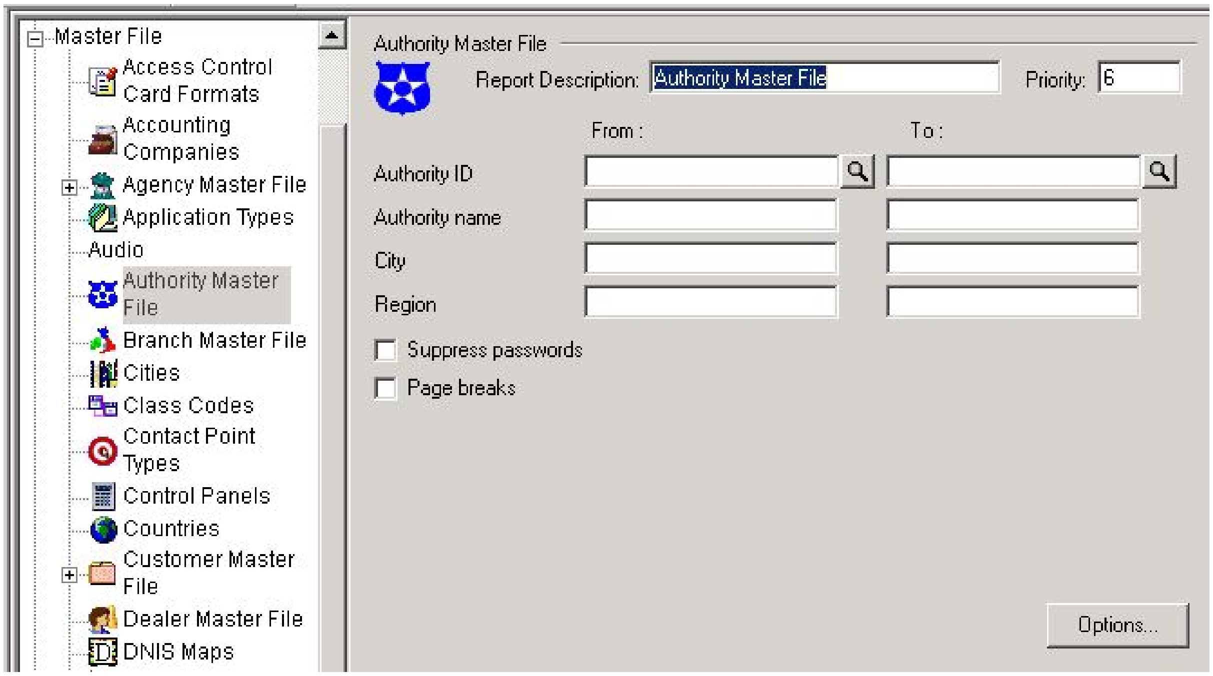


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



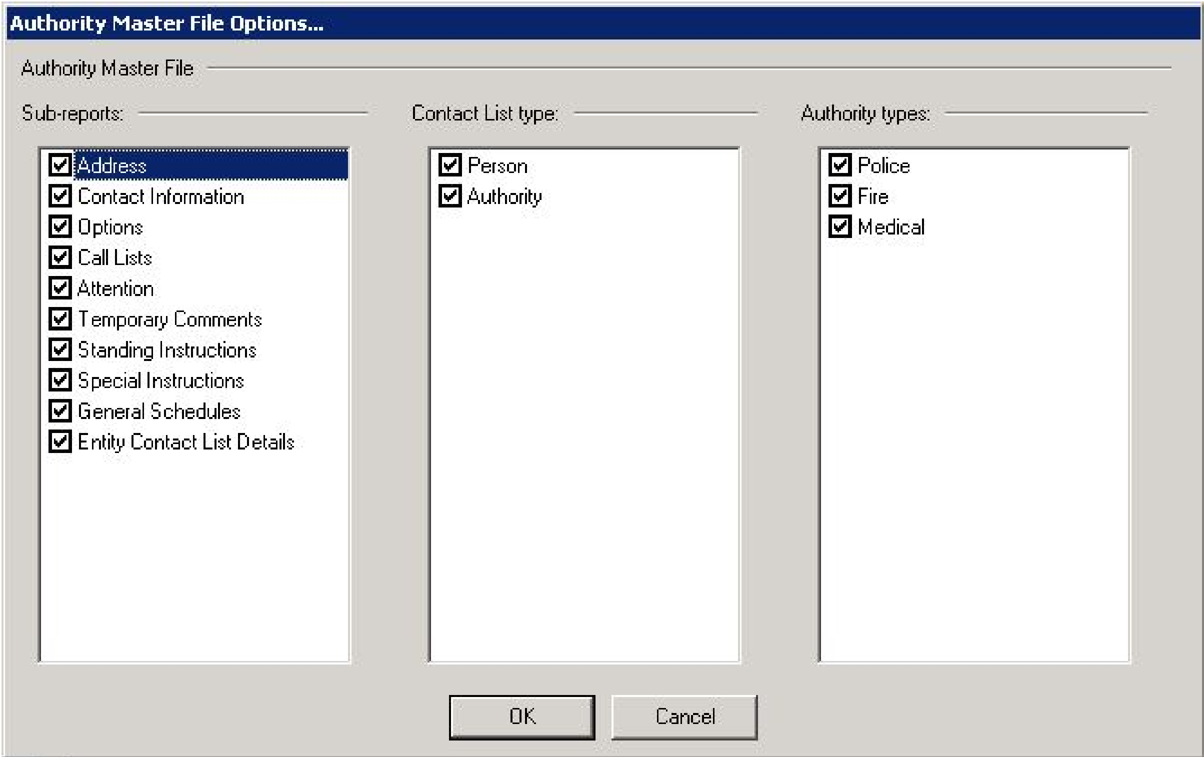
3. Double-click "Authority Master File".
Result: the "Authority Master File" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Authority Master File Report:
   - Authority ID
   - Authority Name
   - City
   - Region

5. To run an Authority Master File Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want to prevent passwords from displaying in your Report, select the "Suppress passwords" checkbox.
7. If you want your Report to display page breaks between Authority listings, select the "Page breaks" checkbox.
8. Click "Options".

Result: the "Authority Master File Options" window displays as shown in the following screenshot:

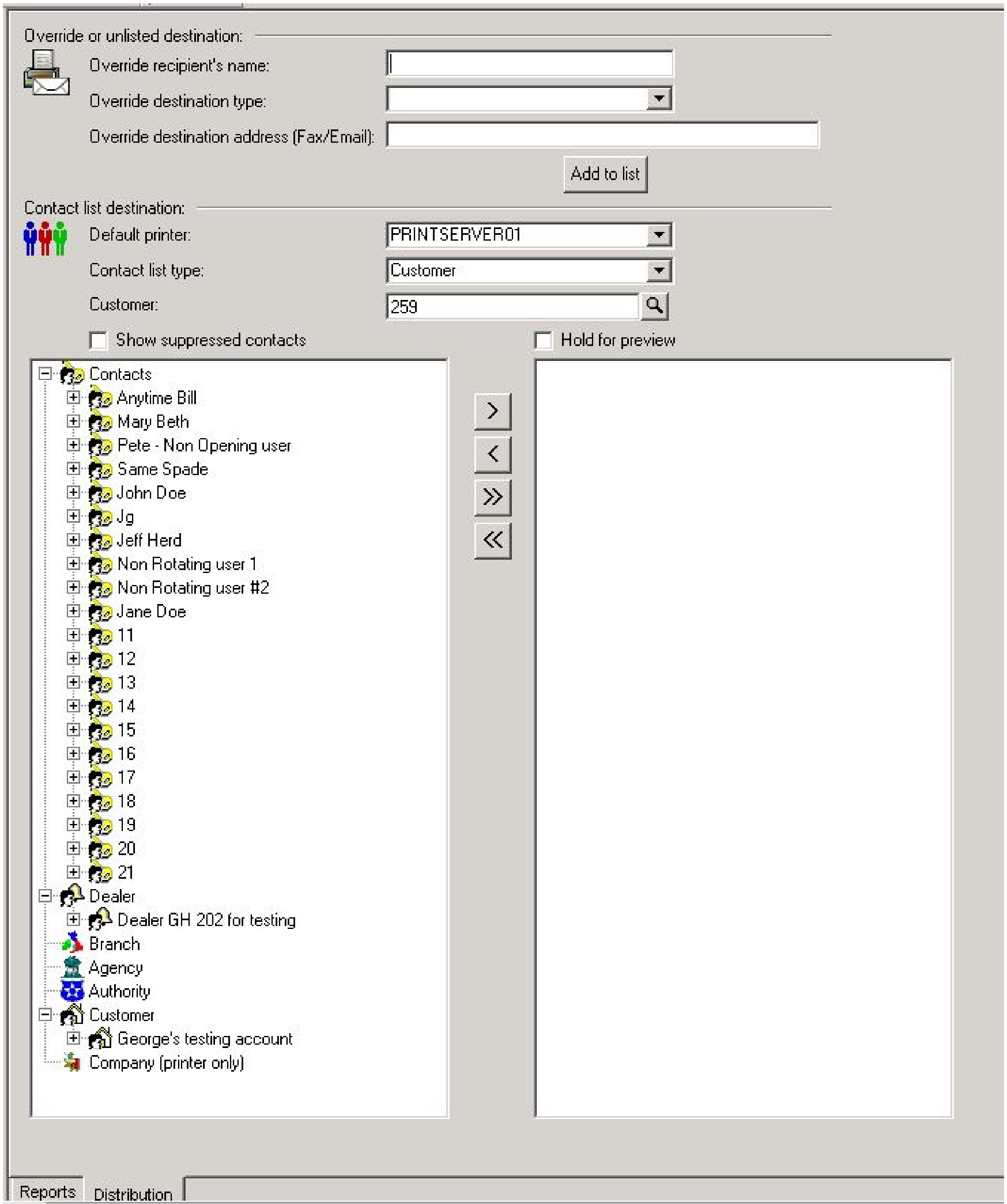


9. Items in the "Sub-reports:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
10. Items in the "Contact List type:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
11. Items in the "Authority types:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
12. Click "OK".

Result: the "Authority Master File Options" window closes and the system returns the user to the "Authority Master File" form.

13. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



14. For instructions on distributing your Report, refer to the "System Reports" document.

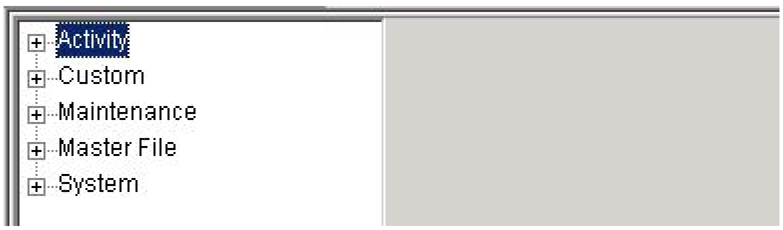
Branch Master File

The Branch Master File Report displays details for Manitou Branches. Users can select specific Branches and customize the level of detail that displays in the Report.

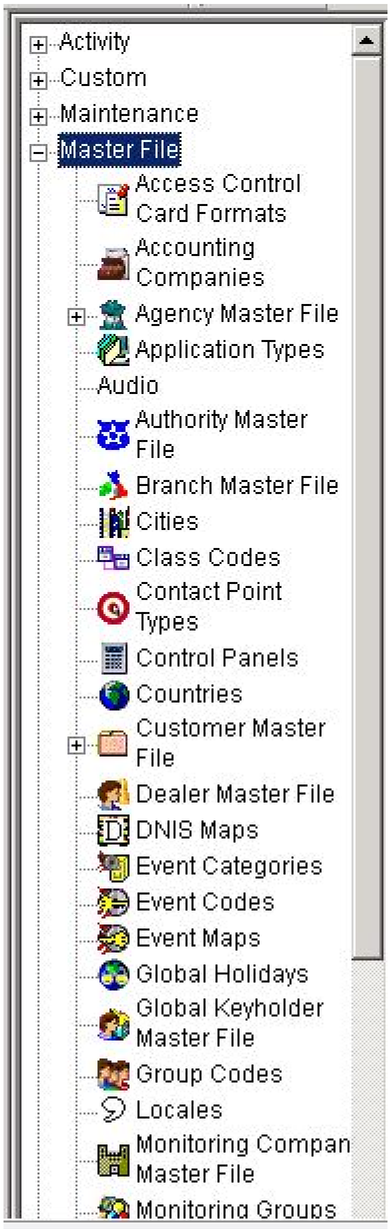
Generating a Branch Master File Report

Perform the following steps to generate a Branch Master File Report:

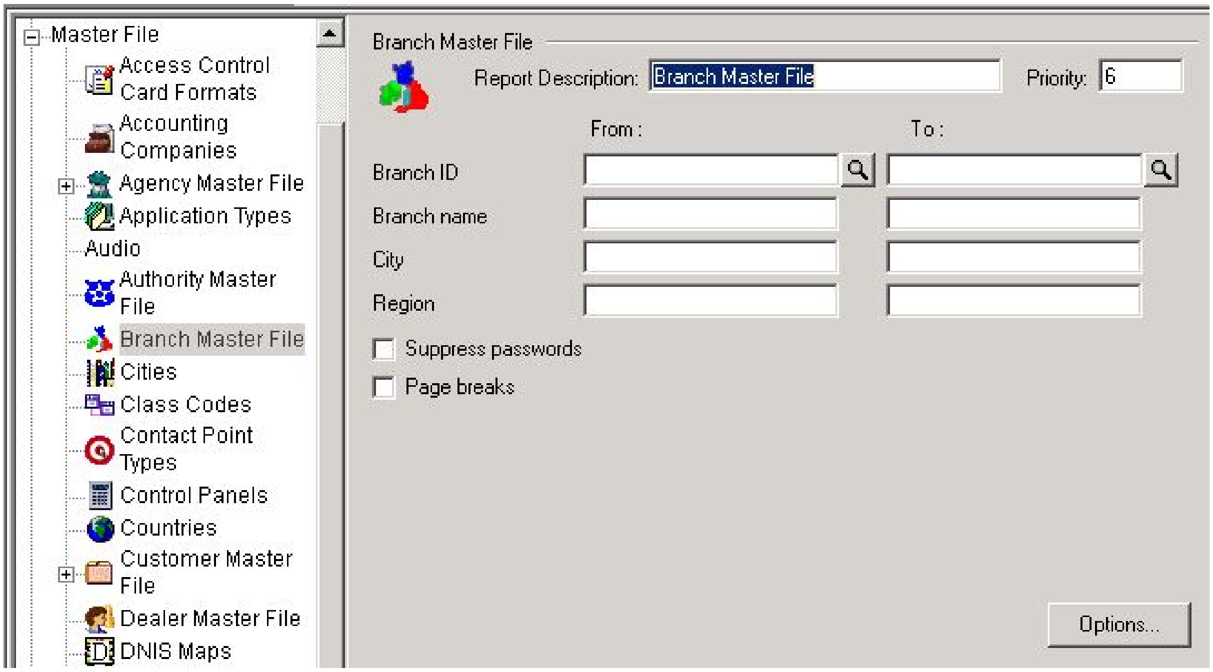
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



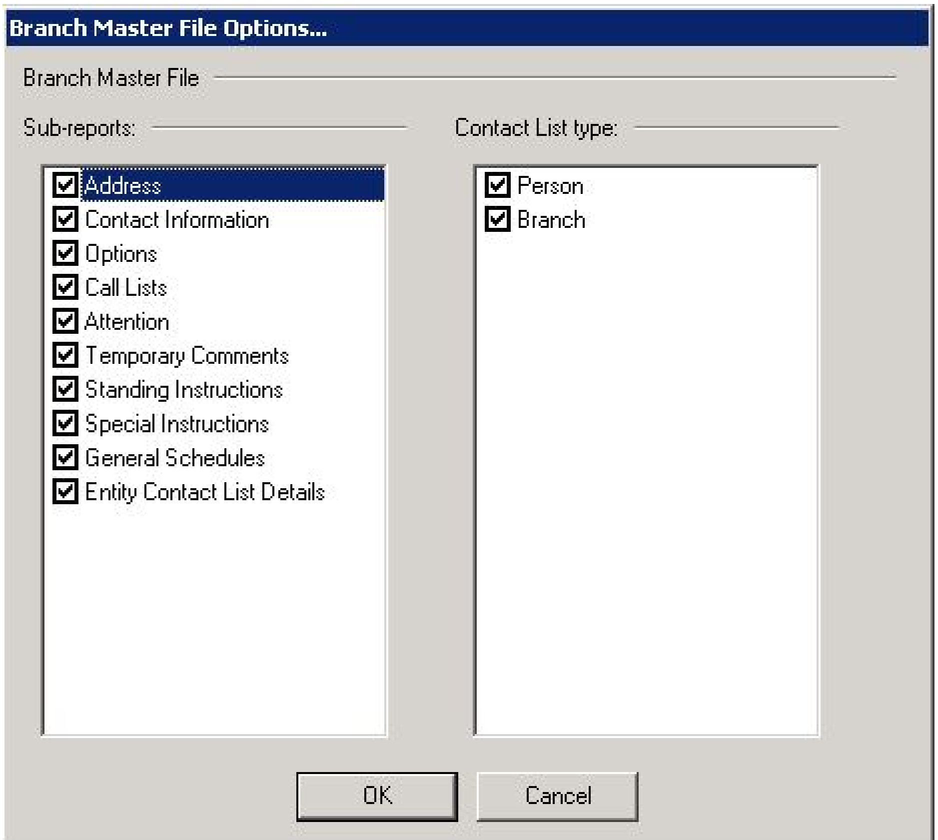
3. Double-click "Branch Master File".
Result: the "Branch Master File" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Branch Master File Report:
   - Branch ID
   - Branch Name
   - City
   - Region

5. To run an Branch Master File Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want to prevent passwords from displaying in your Report, select the "Suppress passwords" checkbox.
7. If you want your Report to display page breaks between Branch listings, select the "Page breaks" checkbox.
8. Click "Options".

Result: the "Branch Master File Options" window displays as shown in the following screenshot:

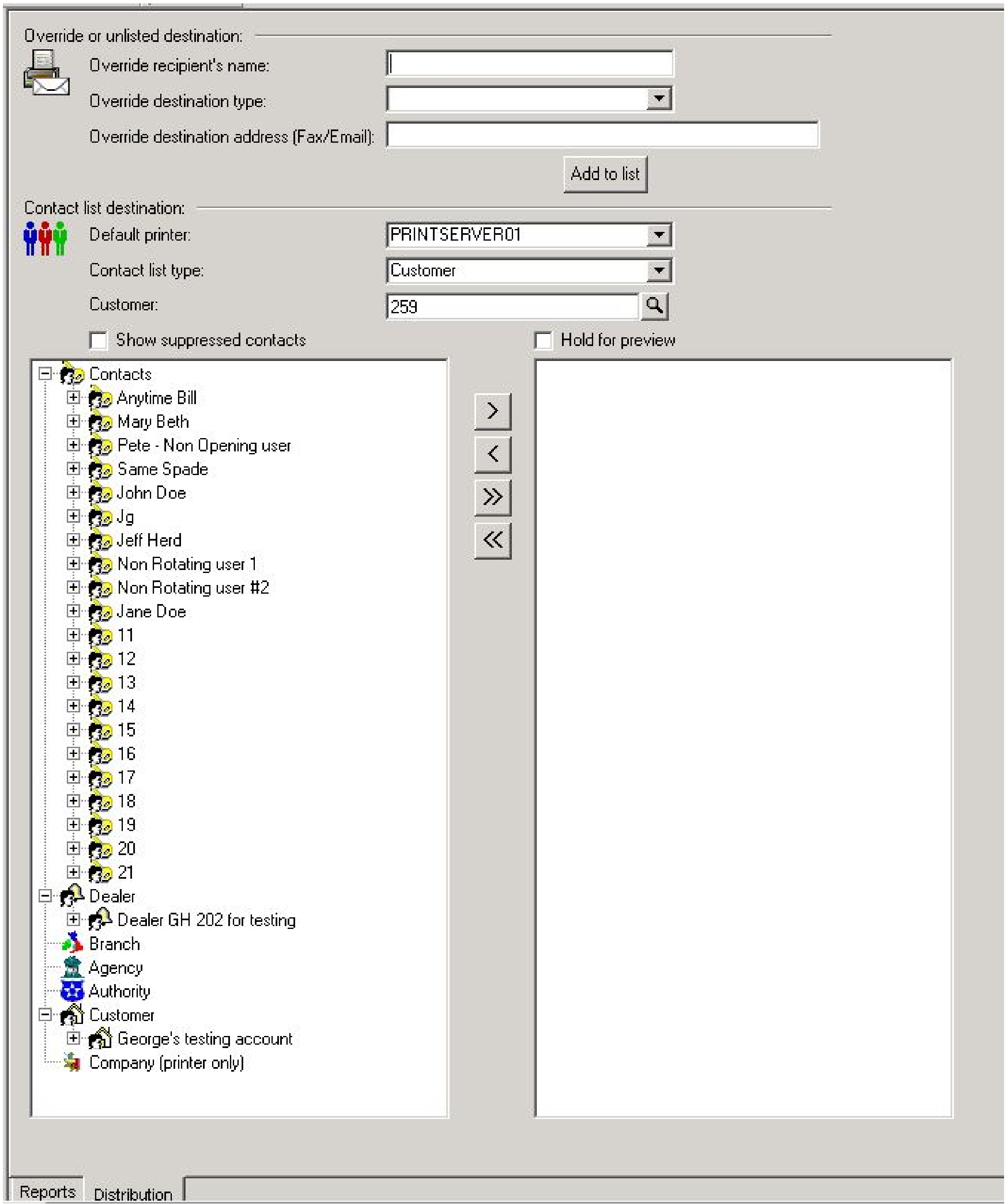


9. Items in the "Sub-reports:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
10. Items in the "Contact List type:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
11. Click "OK".

Result: the "Authority Master File Options" window closes and the system returns the user to the "Authority Master File" form.

12. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



13. For instructions on distributing your Report, refer to the "System Reports" document.

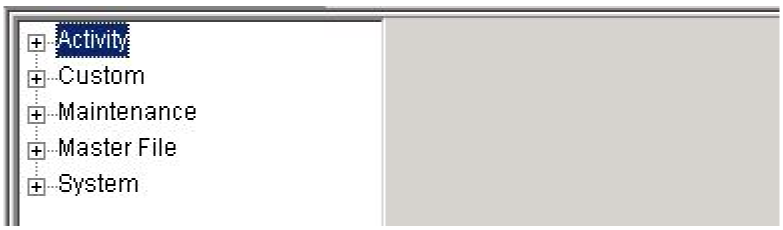
Cities

Generating a Cities Report

Perform the following steps to generate a Cities Report:

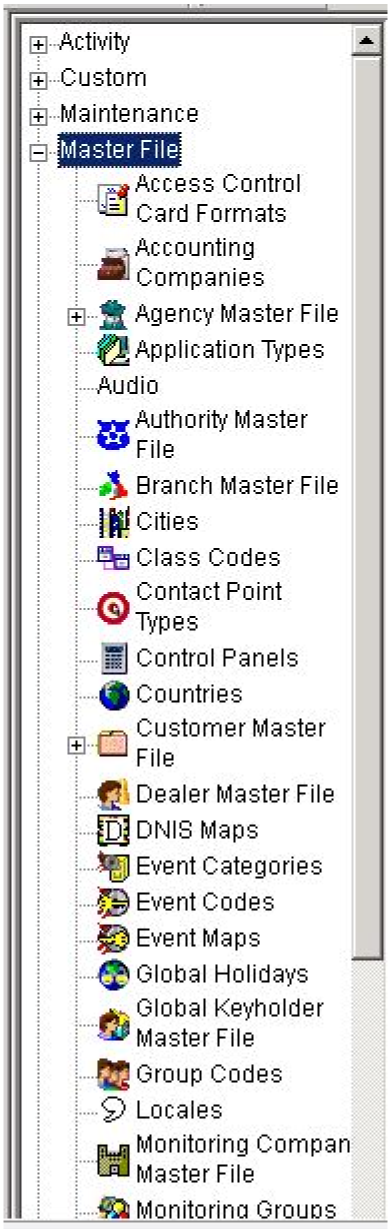
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

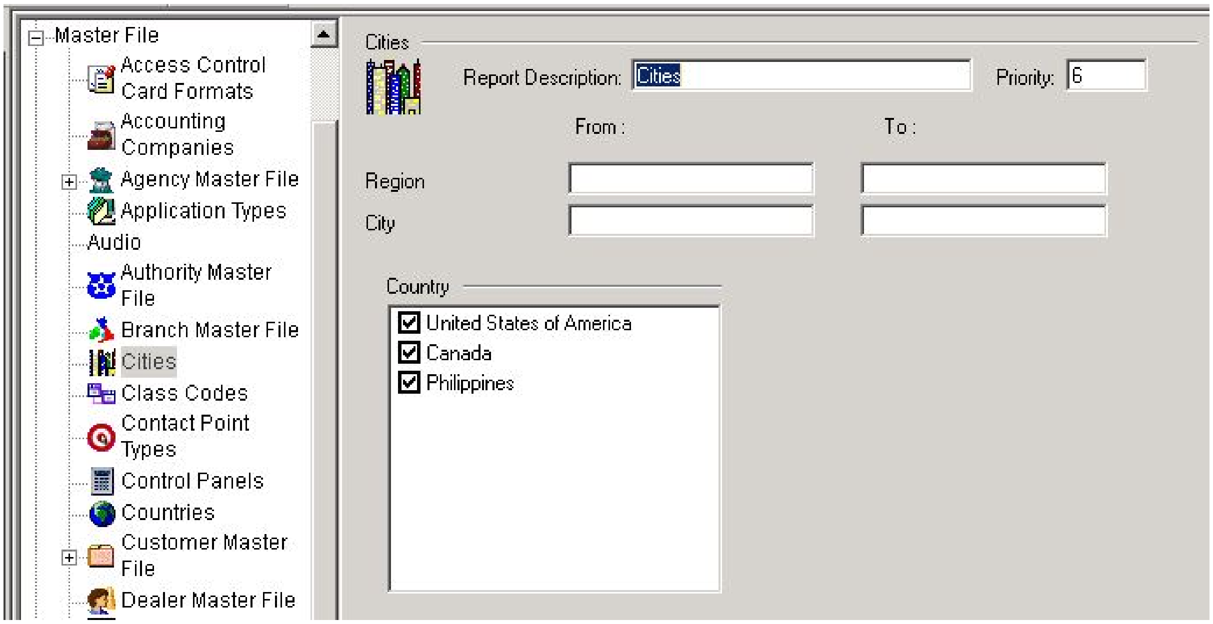


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Cities".
Result: the "Cities" form displays as shown in the following screenshot:

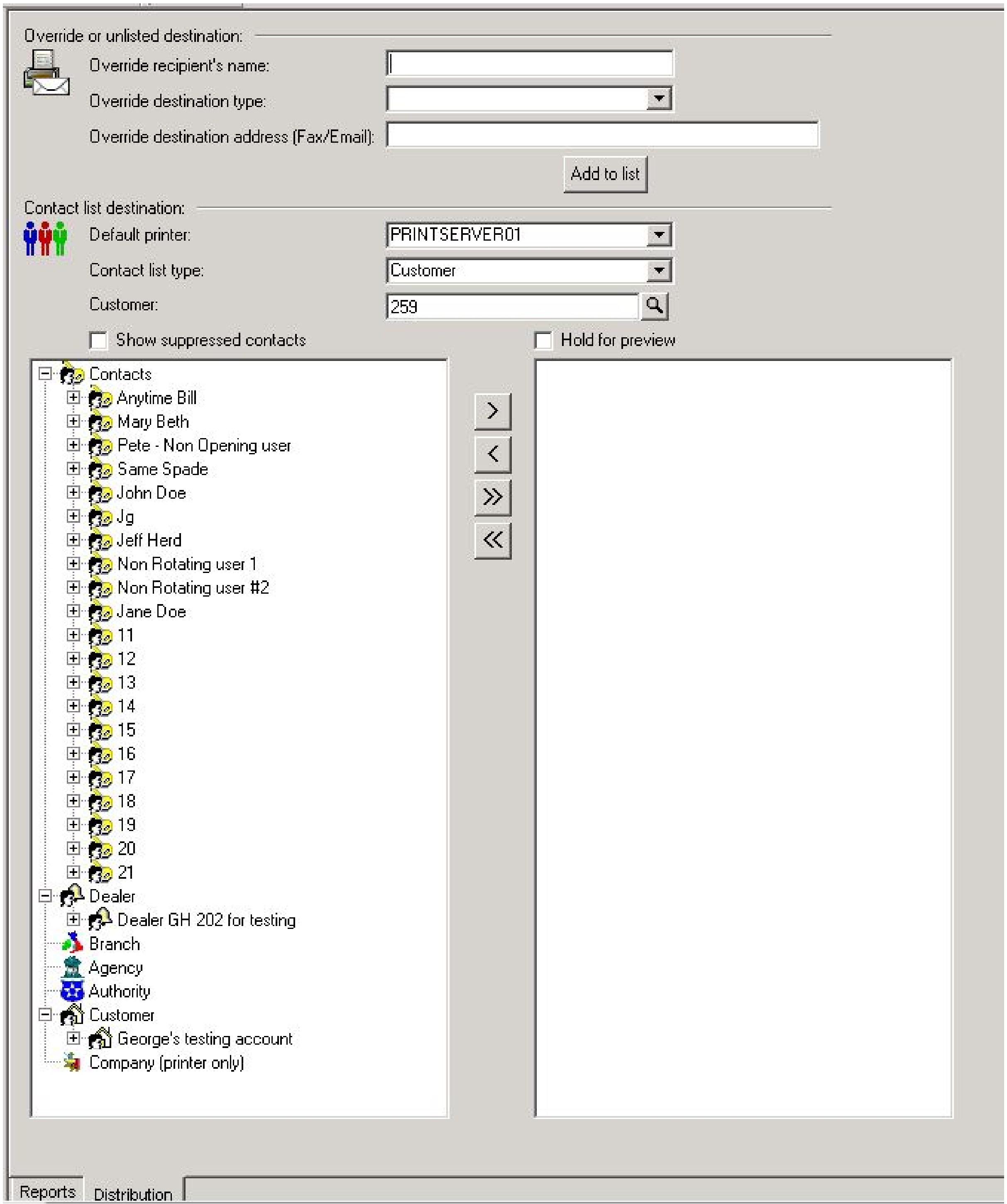


4. If you want, apply either of the following parameters to your Cities Report:
- Region
- City

Note: we suggest that you narrow the amount of information in your Report by entering a Region into your Report parameters. For databases with cities for every region, running the Report with the default options could impact the Report Server's ability to run other Reports.

5. To run a City Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. Items in the "Country" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
7. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



8. For instructions on distributing your Report, refer to the "System Reports" document.

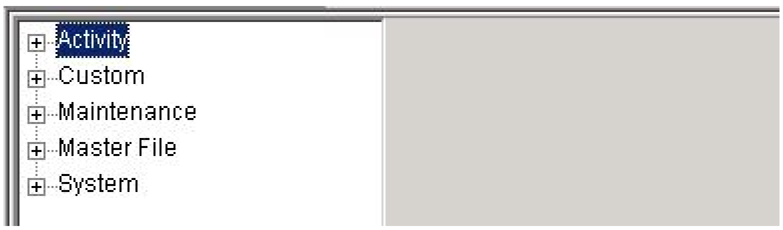
Class Codes

The Class Codes Report lists the Class Codes currently available within the Manitou Database. Class Codes are used to categorize Manitou accounts. Class Codes are similar to Group Codes, with the exception that Dealer billing is specific to Class Codes.

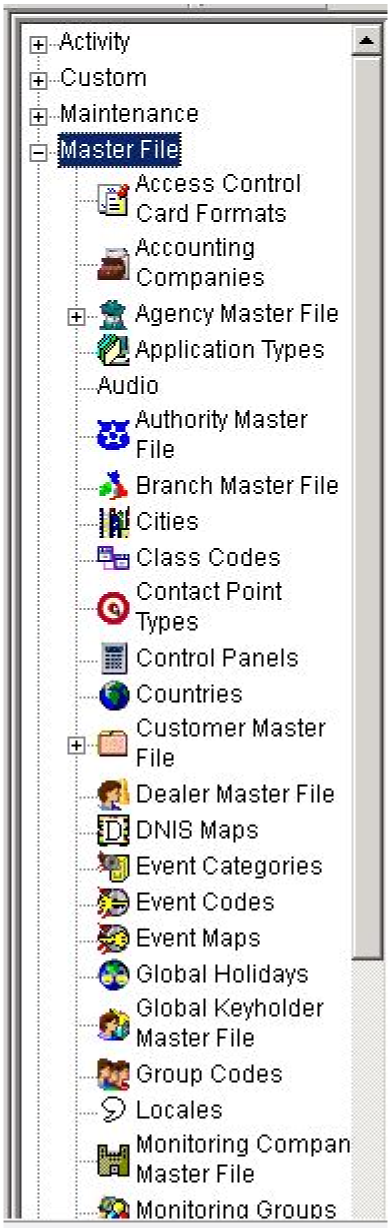
Generating a Class Codes Report

Perform the following steps to generate an Class Codes Report:

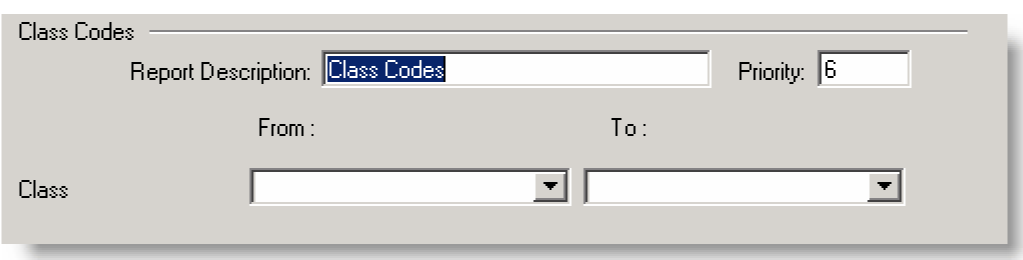
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

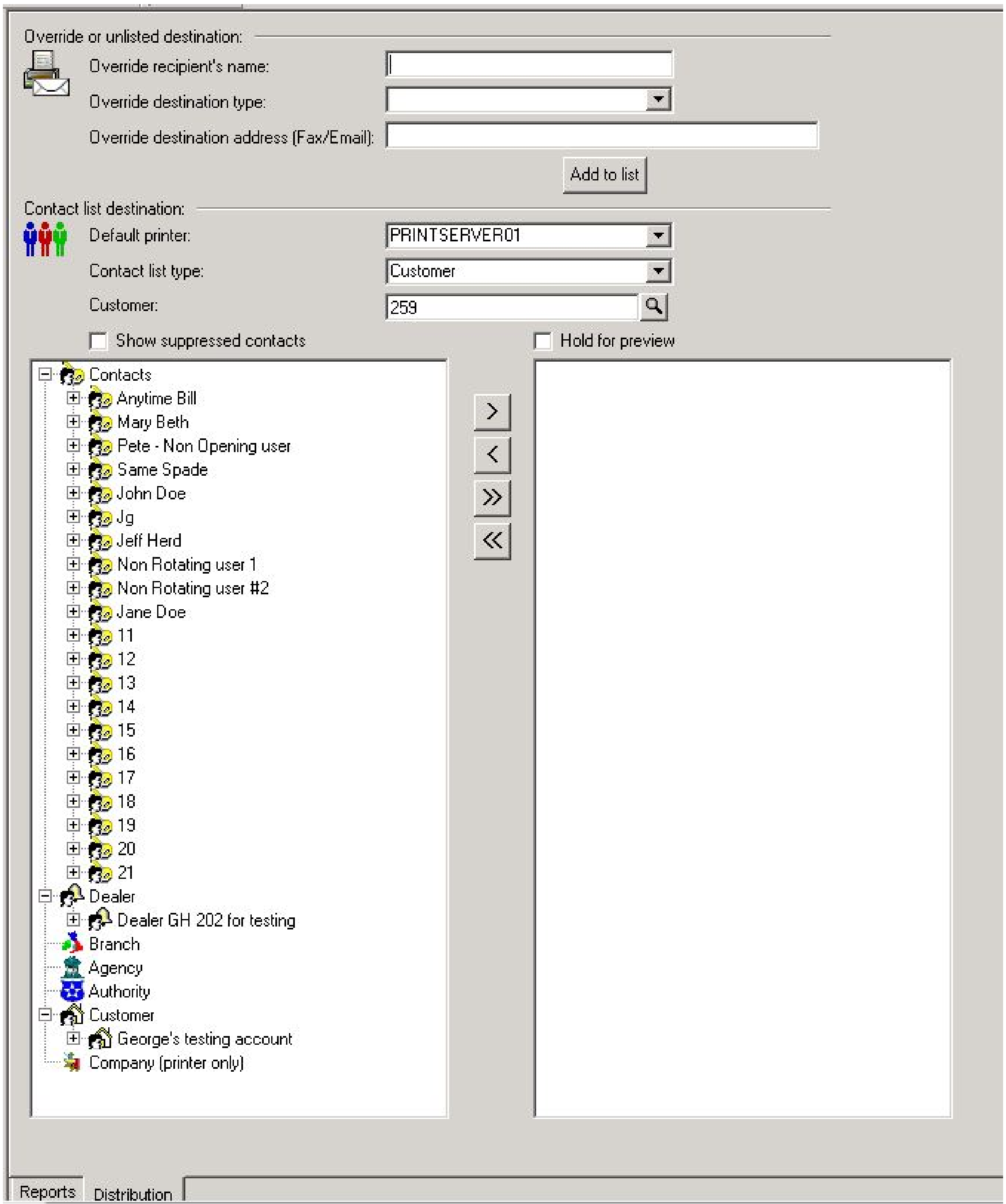


3. Double-click "Class Codes".
Result: the "Class Codes" form displays as shown in the following screenshot:



4. To run an Class Codes Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

Contact Point Types

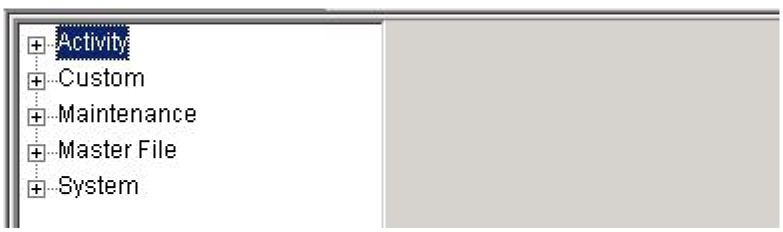
The Contact Point Types Report lists the different Contact Point Types available within the Manitou system. Contact Points include telephone numbers, emails addresses, SMS numbers, pager and fax numbers, and web addresses. The Contact Point Types Report does not require any user-entered criteria.

Generating a Contact Point Types Report

Perform the following steps to generate a Contact Point Types Report:

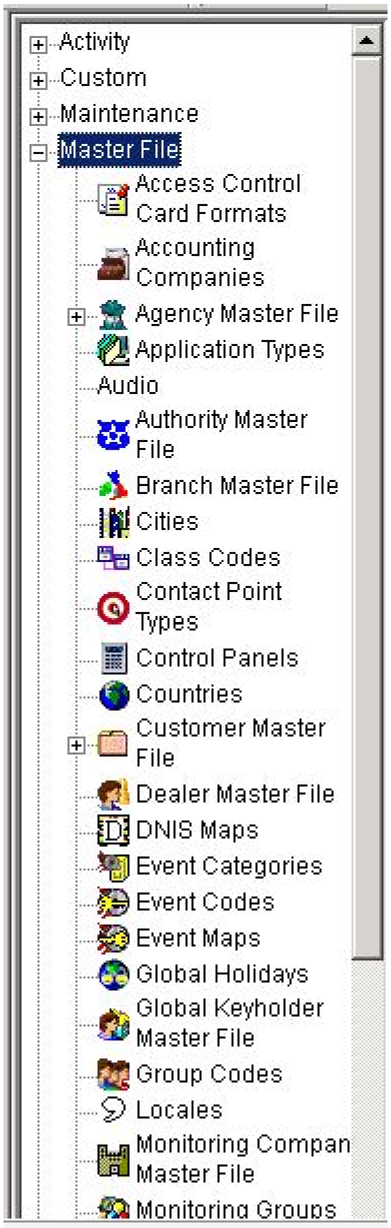
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

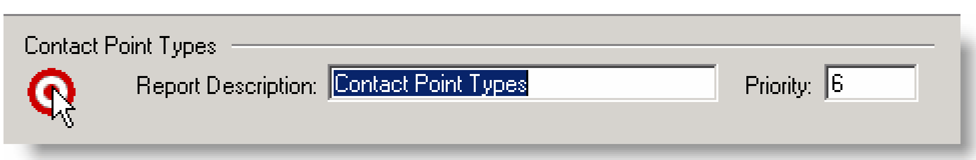


2. Click the "Master File" Navigation Tree Node.

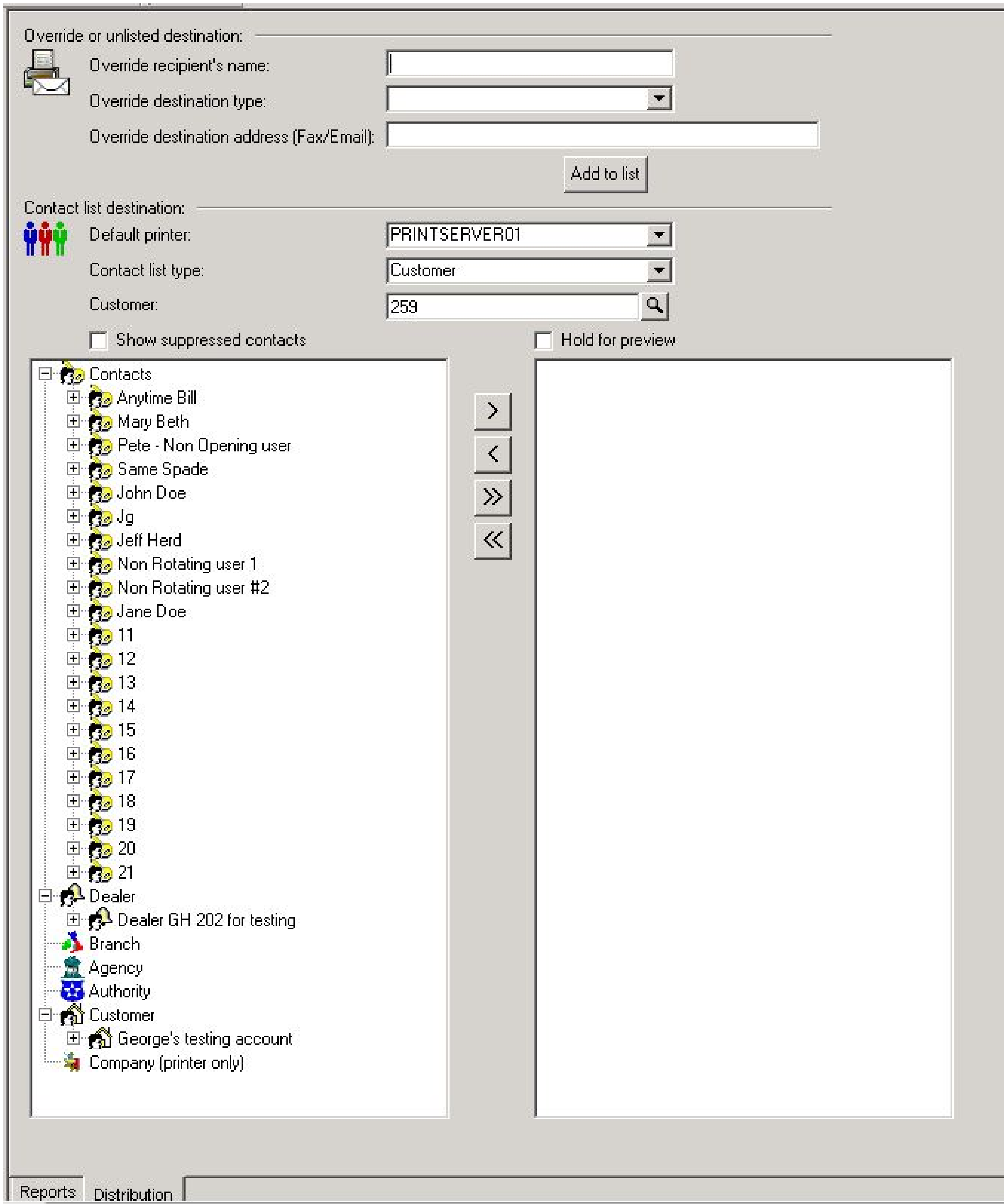
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Contact Point Types".
Result: the "Contact Point Types" form displays as shown in the following screenshot:



4. Click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



5. For instructions on distributing your Report, refer to the "System Reports" document.

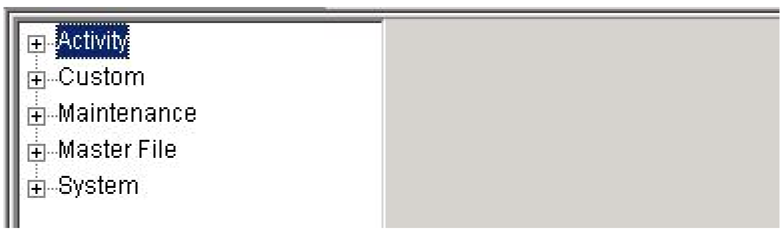
Control Panels

The Control Panels Report displays details for Manitou Control Panels.

Generating a Control Panels Report

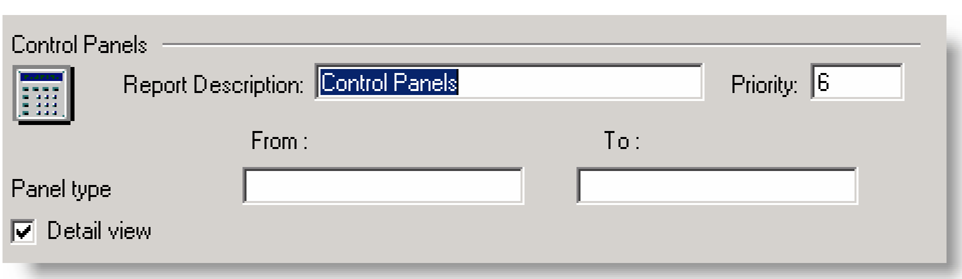
Perform the following steps to generate a Control Panels Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



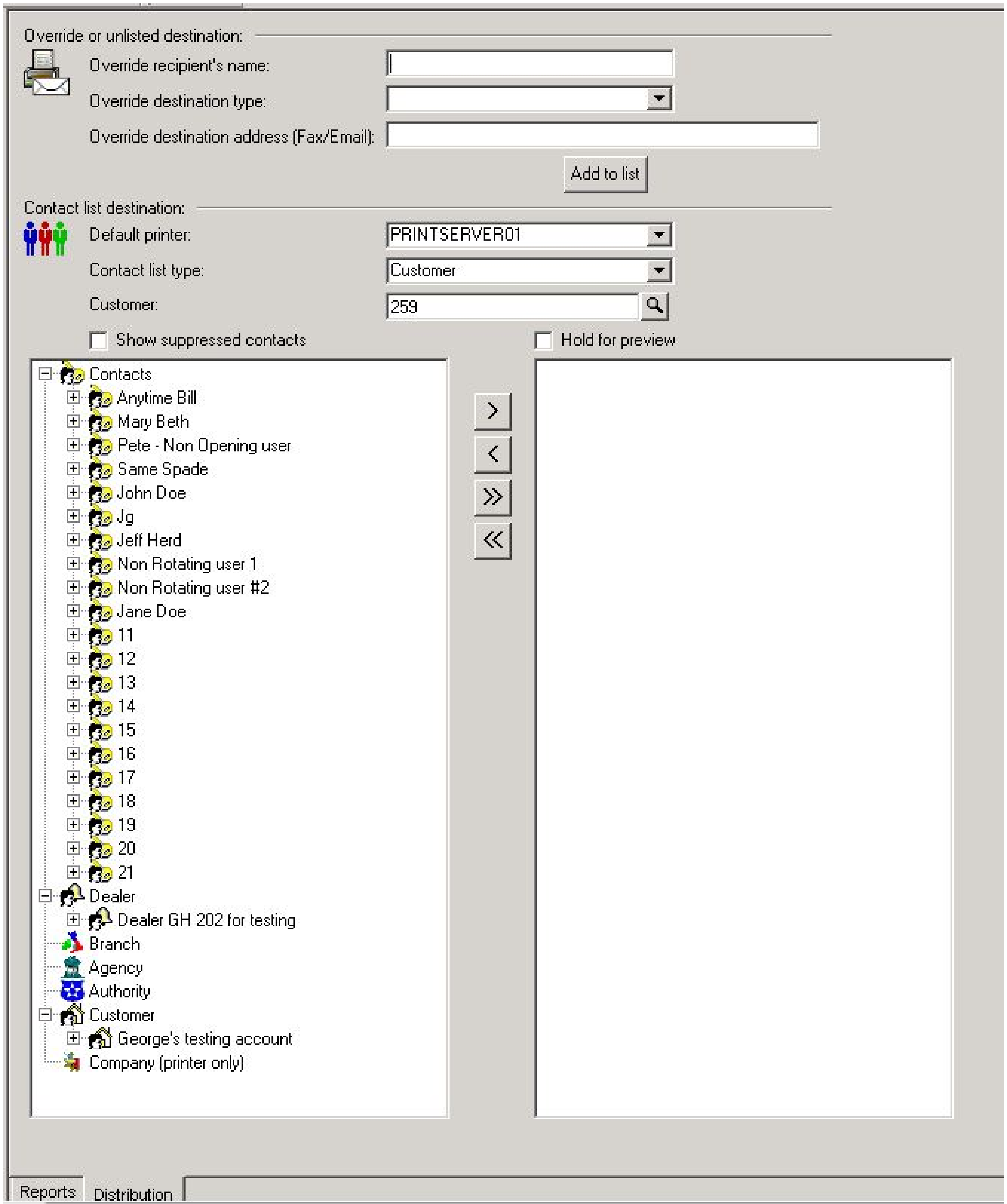
2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click "Control Panels".
Result: the "Control Panels" form displays as shown in the following screenshot:



4. To run a Control Panel Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. The "Detail view" checkbox displays as preselected. If you want to limit the amount of information that displays in your Report, deselect the checkbox.
6. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



7. For instructions on distributing your Report, refer to the "System Reports" document.

Countries

The Countries Report displays details for Countries available in the Supervisor Workstation. The Countries Report displays Country-specific telephone, time, and mailing address formatting information.

Generating a Countries Report

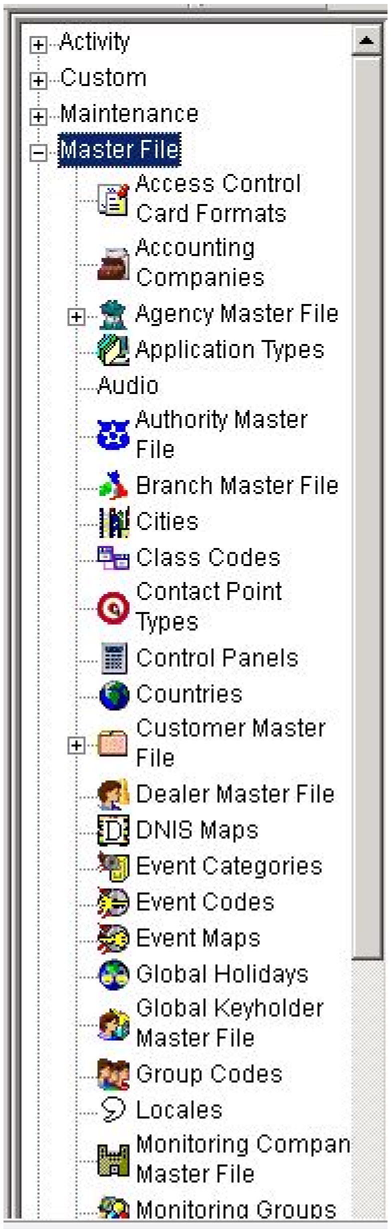
Perform the following steps to generate a Countries Report:

1. Navigate to the Reports menu, and select "System Reports".

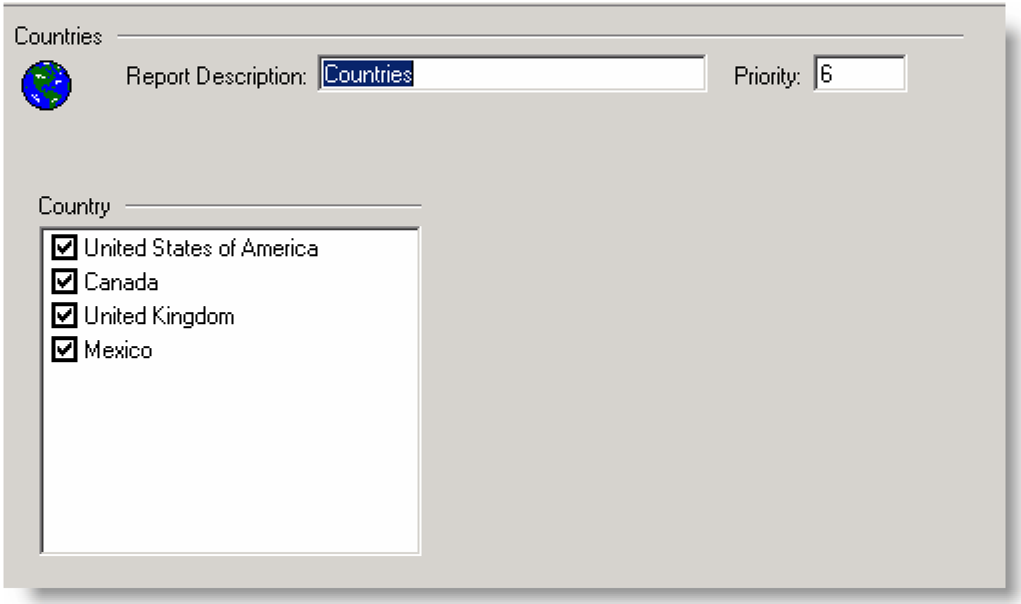
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

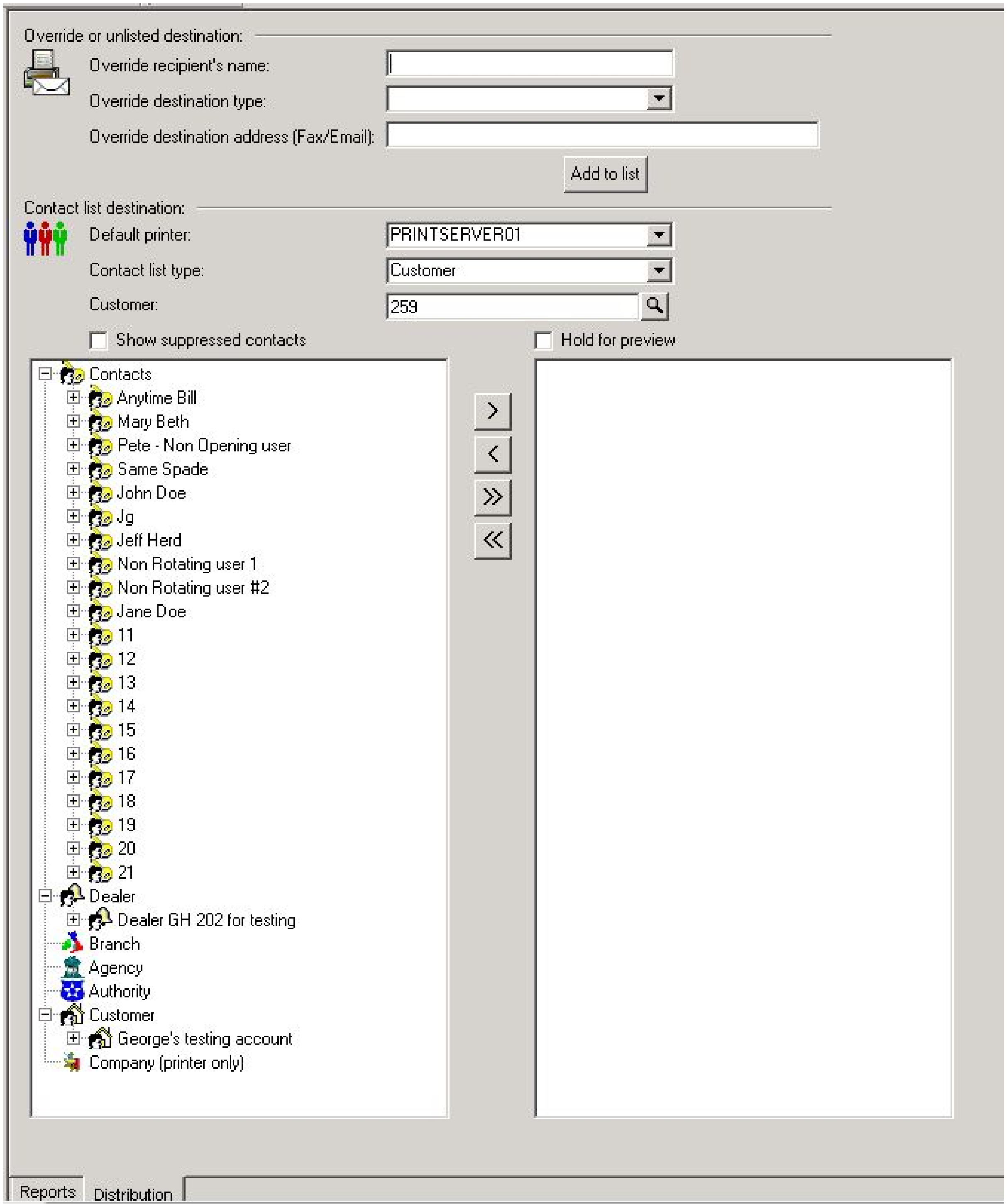


3. Double-click "Countries".
Result: the "Countries" form displays as shown in the following screenshot:



4. Items in the "Country" area of the form display as preselected. If you want to exclude information from your Report for any of the listed Countries , deselect the item.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

Customer Master File

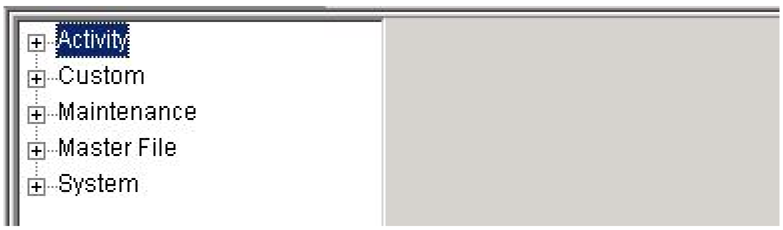
The Customer Master File Report displays details of Customer data contained in the Customer form.

Generating a Customer Master File Report

Perform the following steps to generate a Customer Master File Report:

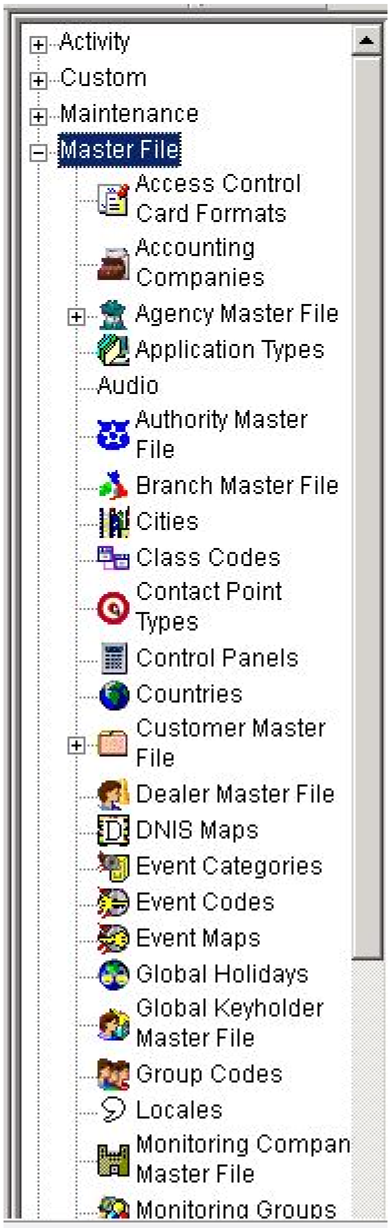
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

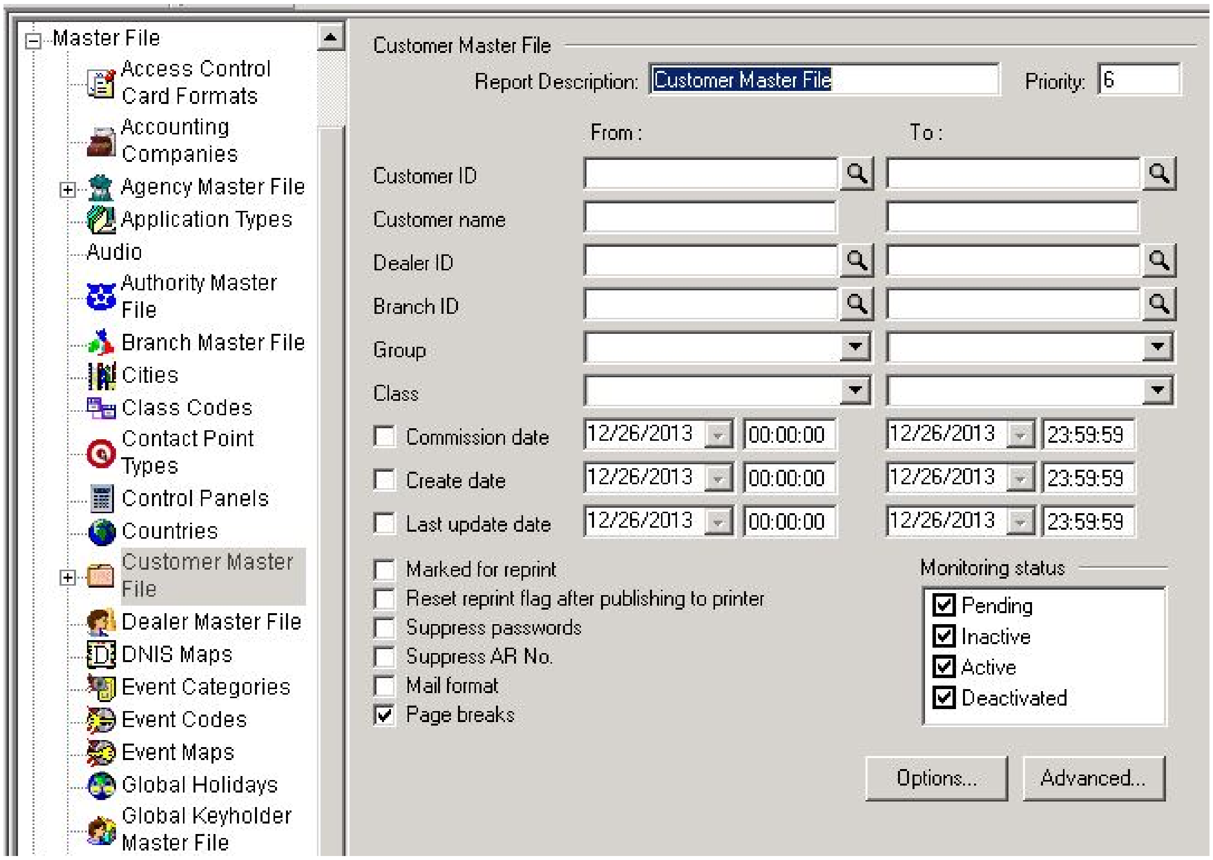


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Customer Master File".
Result: the "Customer Master File" form displays as shown in the following screenshot:

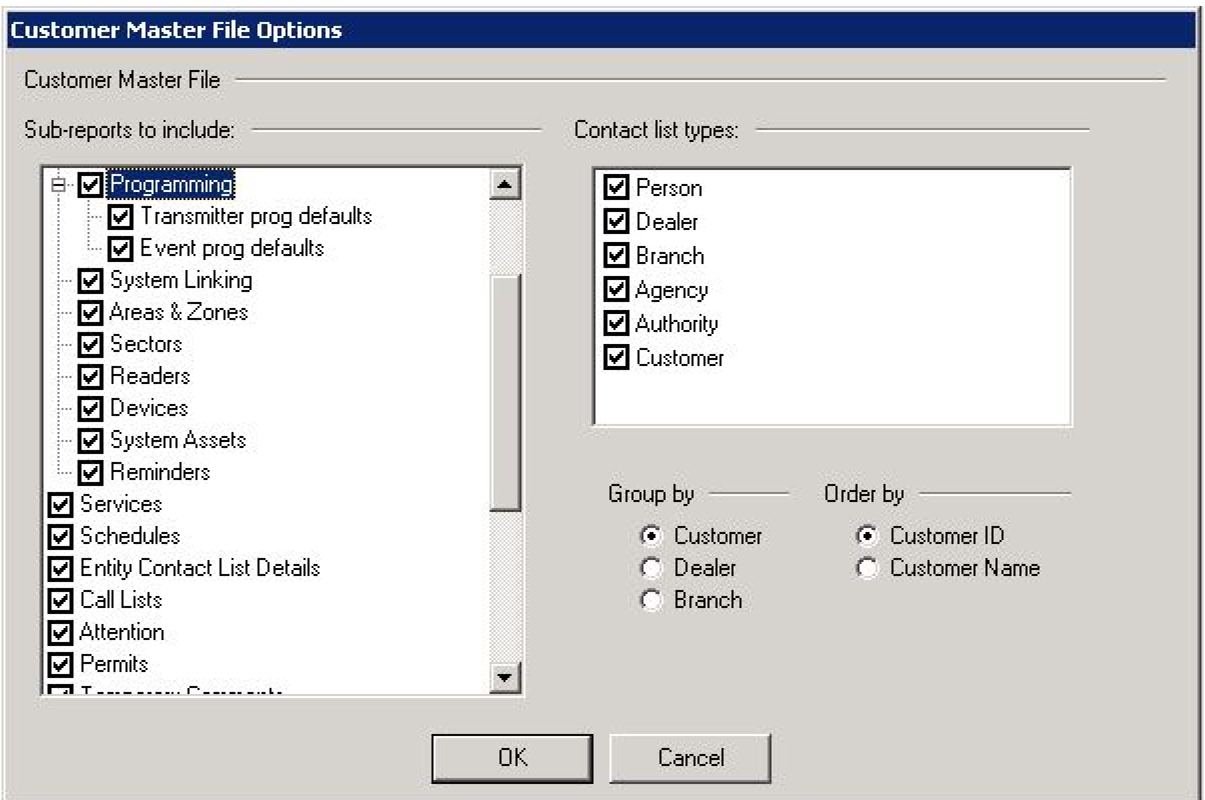


4. If you want, apply any of the following parameters to your Customer Master File Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class

5. To run a Customer Master File Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want to run your Report by the "Commission date", select the item and enter a date and time range.
7. If you want to run your Report by the "Create date", select the item and enter a date and time range.
8. If you want to run your Report by the "Last update date", select the item and enter a date and time range.
9. If you want, select the "Marked for reprint" checkbox.
10. If you want, select the "Reset reprint flag after publishing to printer" checkbox.

11. If you want, select the "Suppress passwords" checkbox.
12. If you want, select the "Suppress AR No." checkbox.
13. If you want, select the "Mail format" checkbox.
14. The "Page breaks" checkbox displays as preselected. If you do not want the system to insert page breaks between Customers in your Report, deselect the item.
15. Items in the "Monitoring status" area of the form display as preselected. If you want to exclude any of the statuses from your Report.
16. Click "Options".

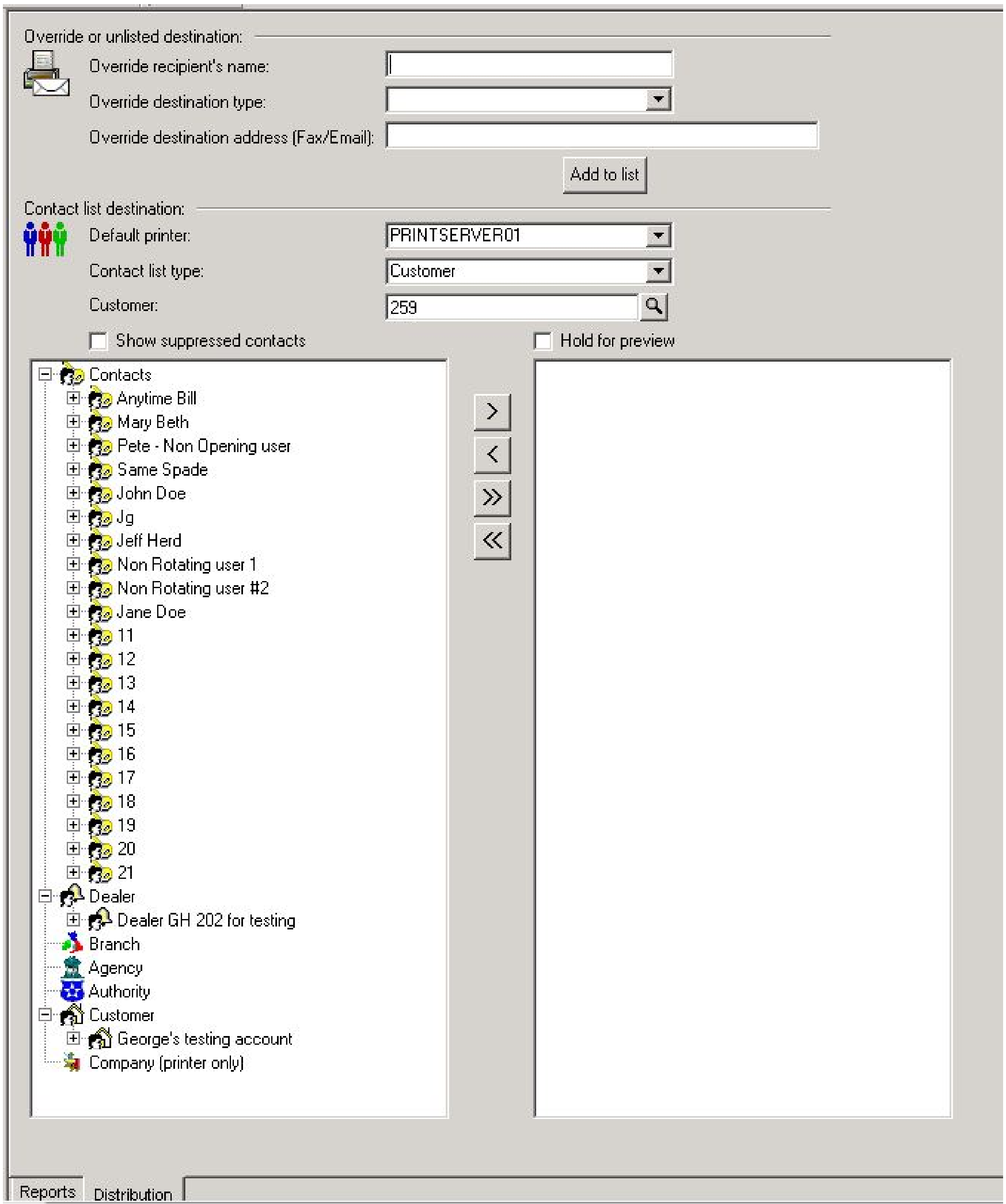
Result: the "Customer Master File Options" window displays as shown in the following screenshot:



17. Items in the "Sub-reports to include:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
18. Items in the "Contact list types:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
19. The "Customer" option in the "Group by" area of the window displays as preselected. If you want to group items in your Report by "Dealer" or "Branch", select that option instead.
20. The "Customer ID" option in the "Order by" area of the window displays as preselected. If you want to order items in you Report by "Customer Name", select that option instead.
21. Click "OK".

Result: the "Customer Master File Options" window closes and the system returns the

user to the "Customer Master File" form.
22. Click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



23. For instructions on distributing your Report, refer to the "System Reports"

document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

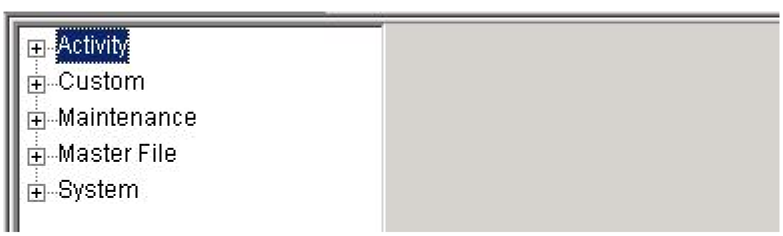
Dealer Master File

The Dealer Master File Report displays Dealer data contained in the Dealer form.

Generating a Dealer Master File Report

Perform the following steps to generate a Dealer Master File Report:

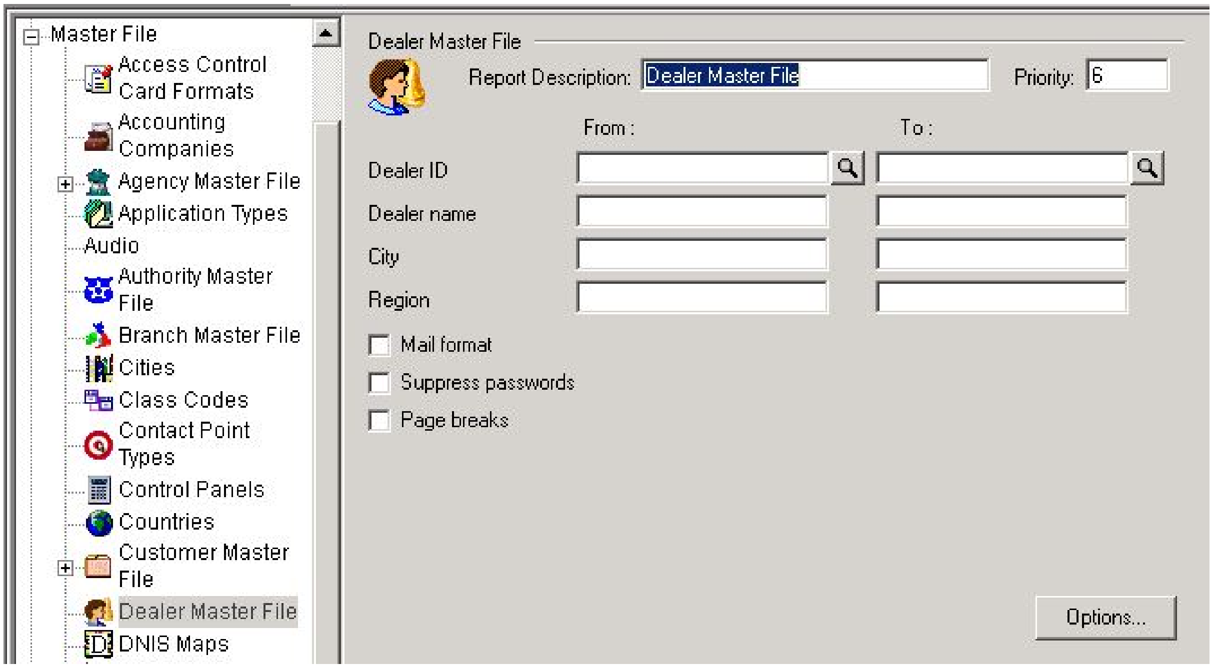
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click "Dealer Master File".

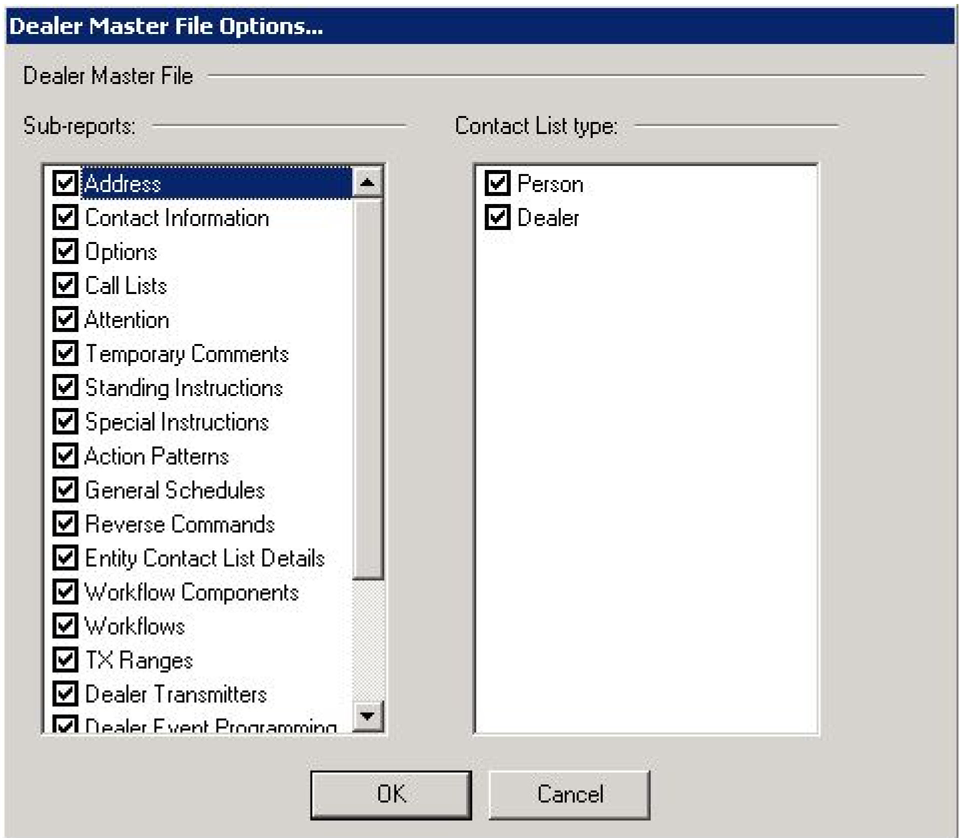
Result: the "Dealer Master File" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Dealer Master File Report:
   - Dealer ID
   - Dealer Name
   - City
   - Region

5. To run a Dealer Master File Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want, select the "Mail format" checkbox.
7. If you want, select the "Suppress passwords" checkbox.
8. If you want, select the "Page breaks" checkbox.
9. Click "Options".

Result: the "Dealer Master File Options" window displays as shown in the following screenshot:

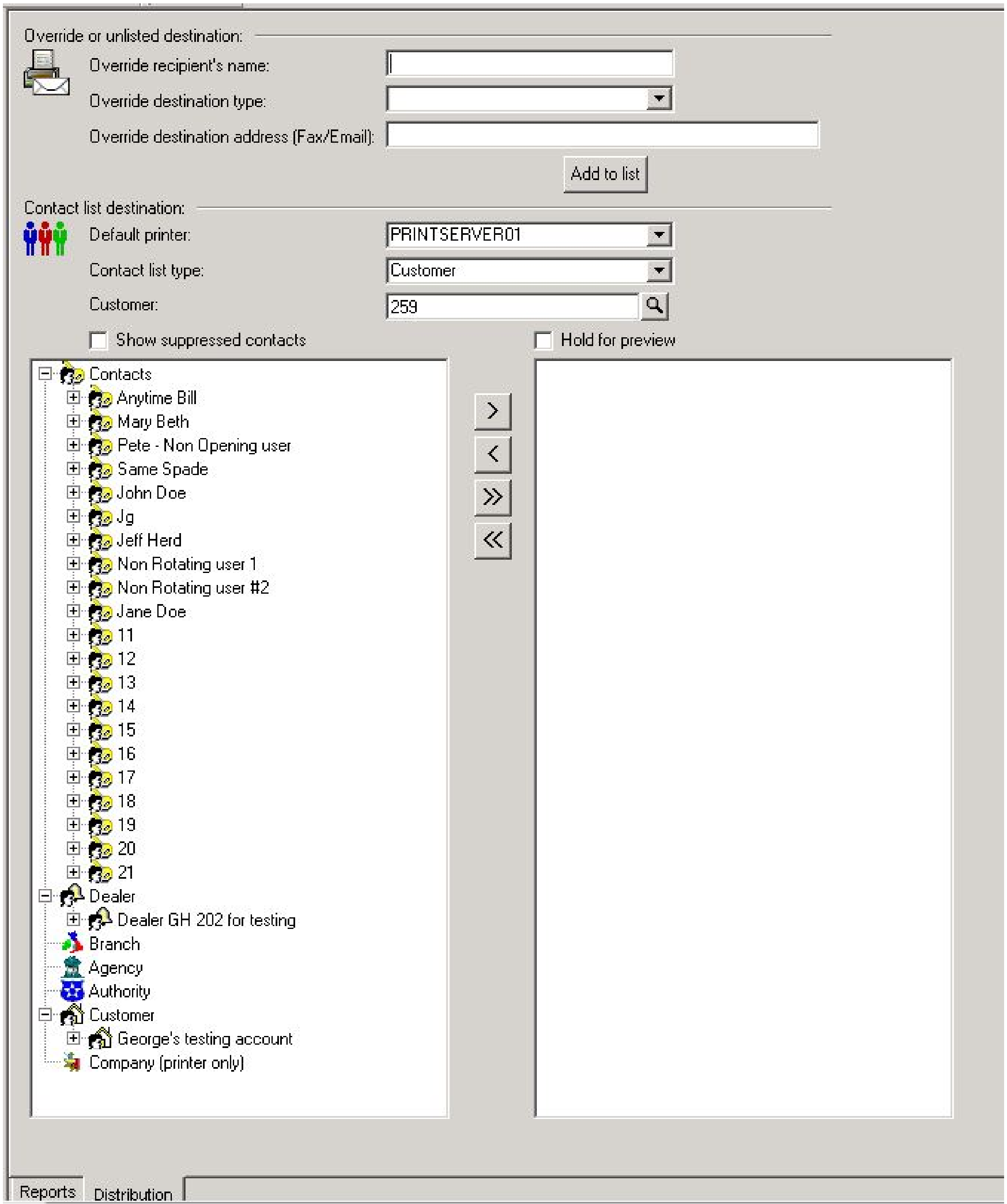


10. Items in the "Sub-reports:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
11. Items in the "Contact List type:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
12. Click "OK".

Result: the "Dealer Master File Options" window closes and the system returns the user to the "Dealer Master File" form.

13. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



14. For instructions on distributing your Report, refer to the "System Reports" document.

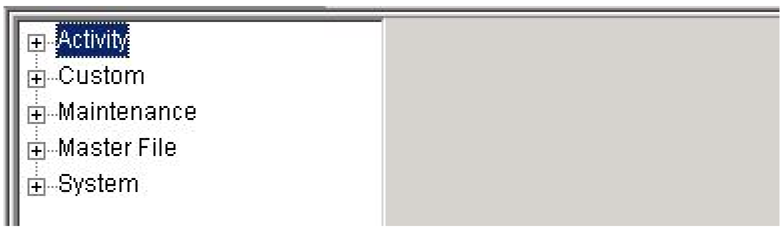
DNIS Maps

DNIS stands for Dialed Number Identification Service. The DNIS Report displays current Manitou DNIS Maps.

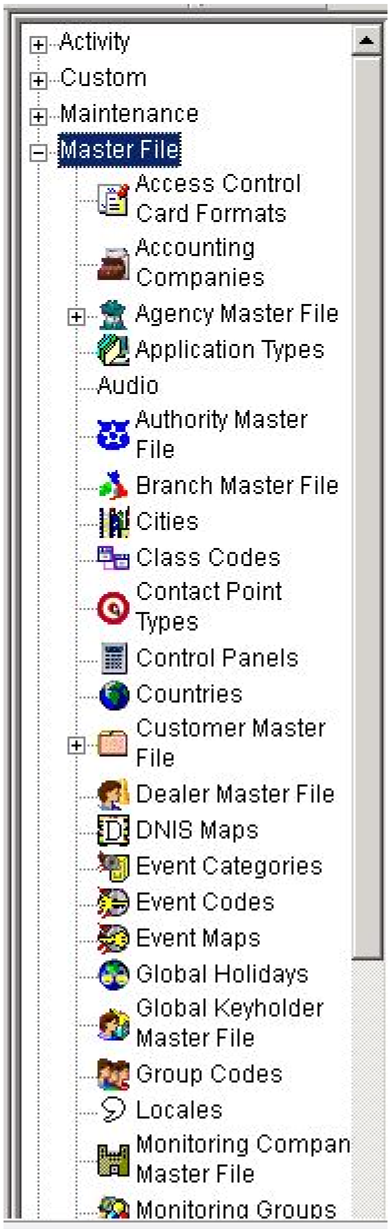
Generating a DNIS Maps Report

Perform the following steps to generate a DNIS Maps Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

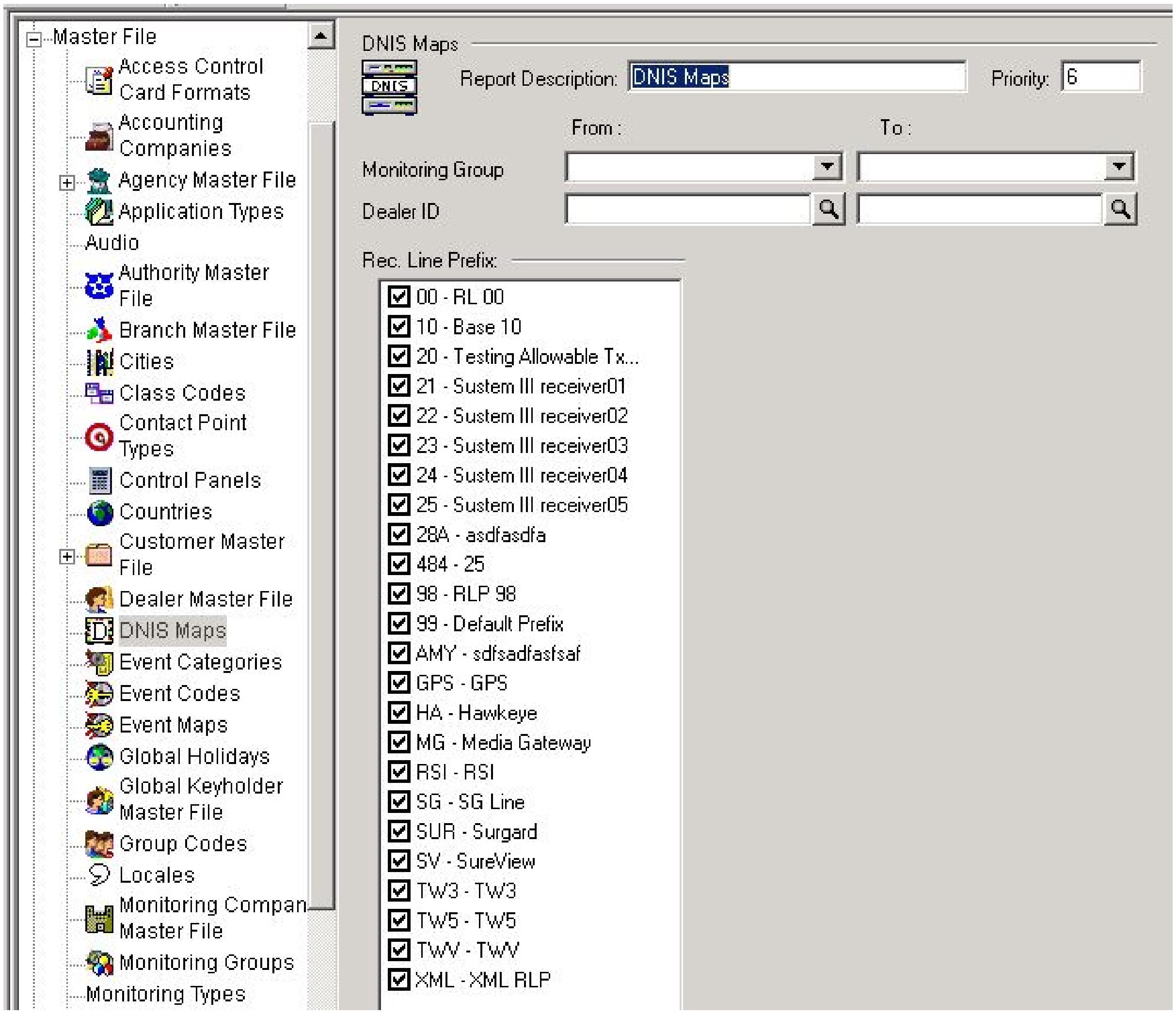


2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "DNIS Maps".

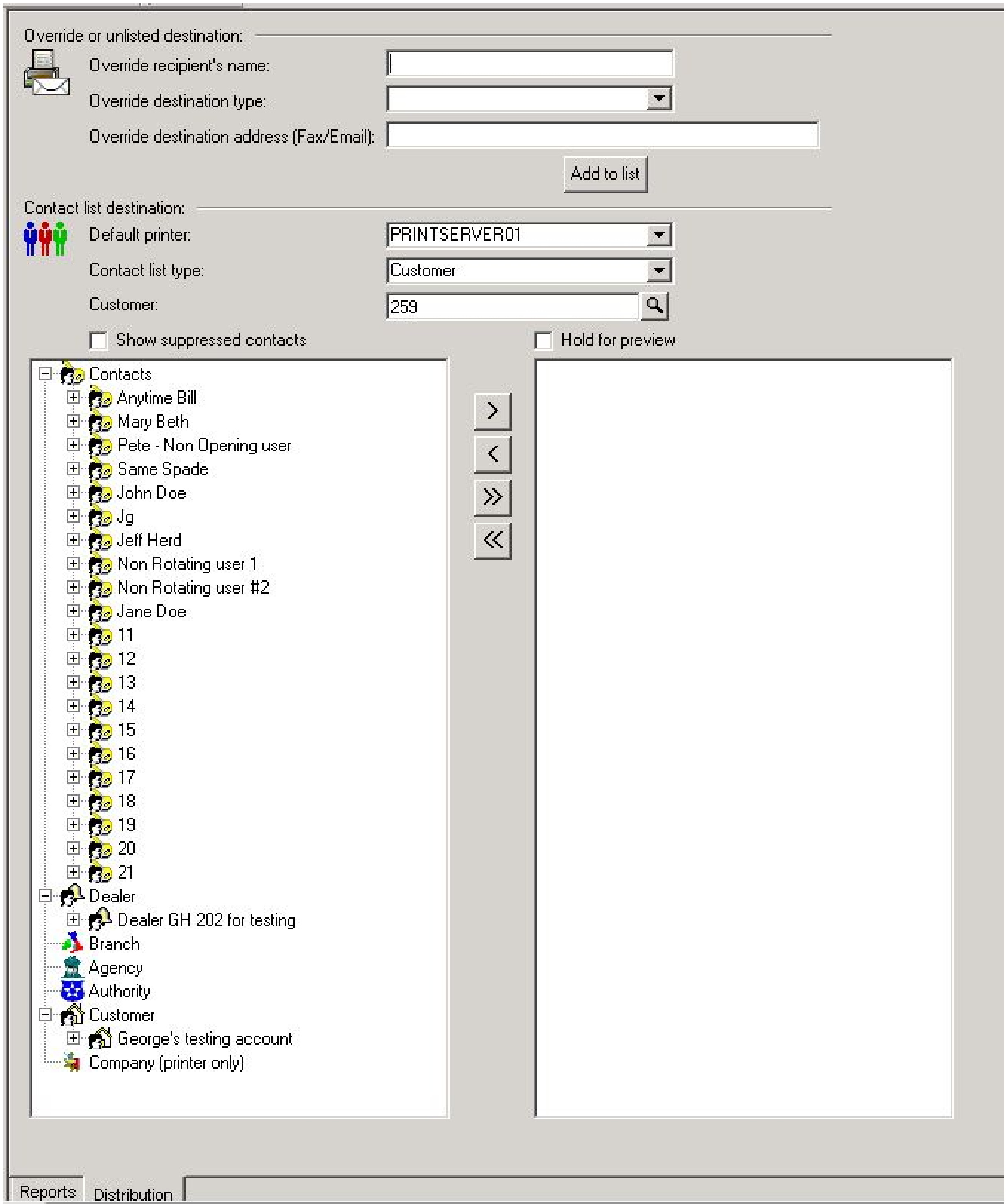
Result: the "DNIS Maps" form displays as shown in the following screenshot:



4. If you want, apply either of the following parameters to your DNIS Maps Report:
- Monitoring Group
- Dealer ID

5. To run a DNIS Maps Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. Items in the "Rec. Line Prefix:" area of the form display as preselected. Deselect any items you want to exclude from your Report.
7. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



8. For instructions on distributing your Report, refer to the "System Reports" document.

Event Categories

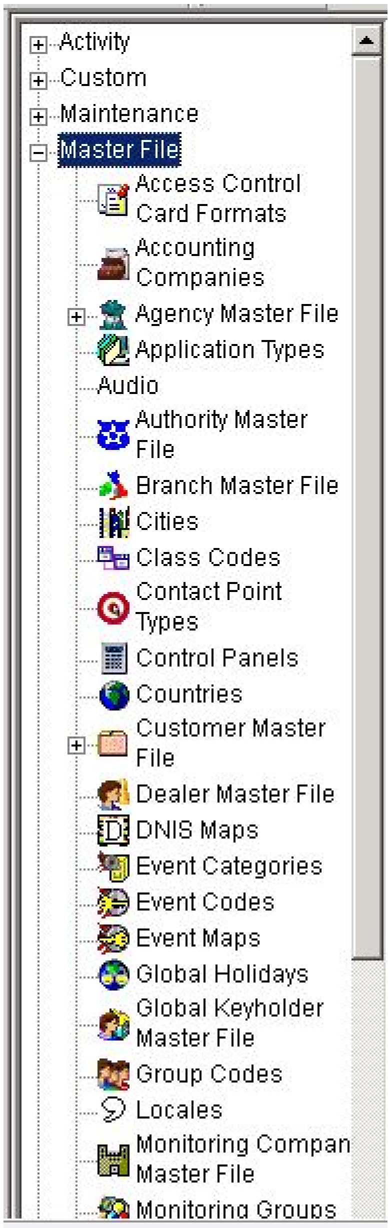
The Events Categories Report displays details about the Event Categories currently in use in Manitou. You can exclude Monitoring Groups to narrow the results that display in your Report.

Generating an Event Categories Report

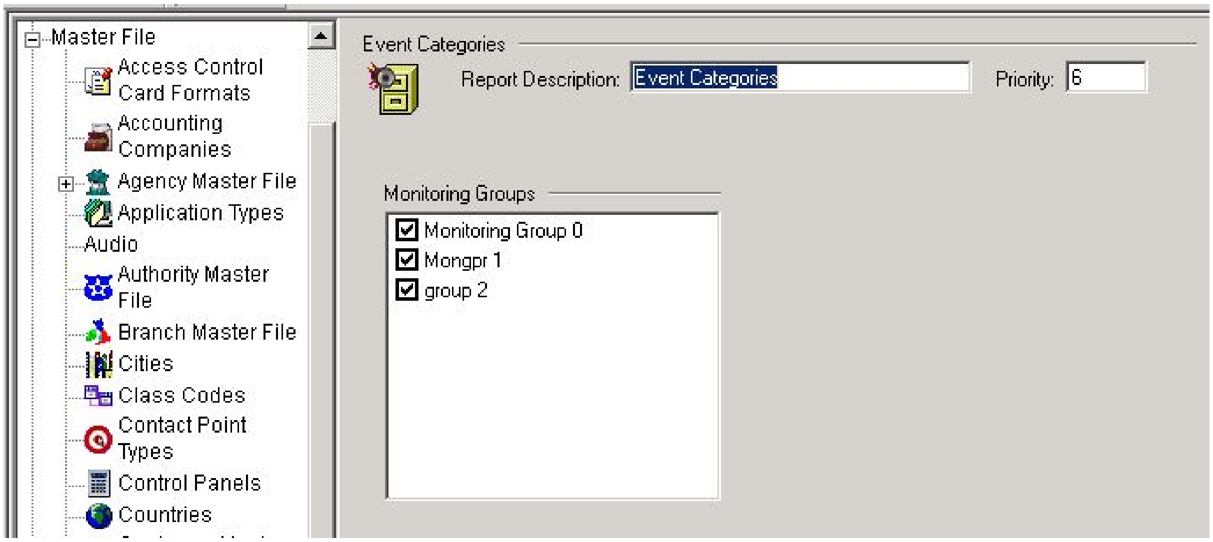
Perform the following steps to generate an Event Categories Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

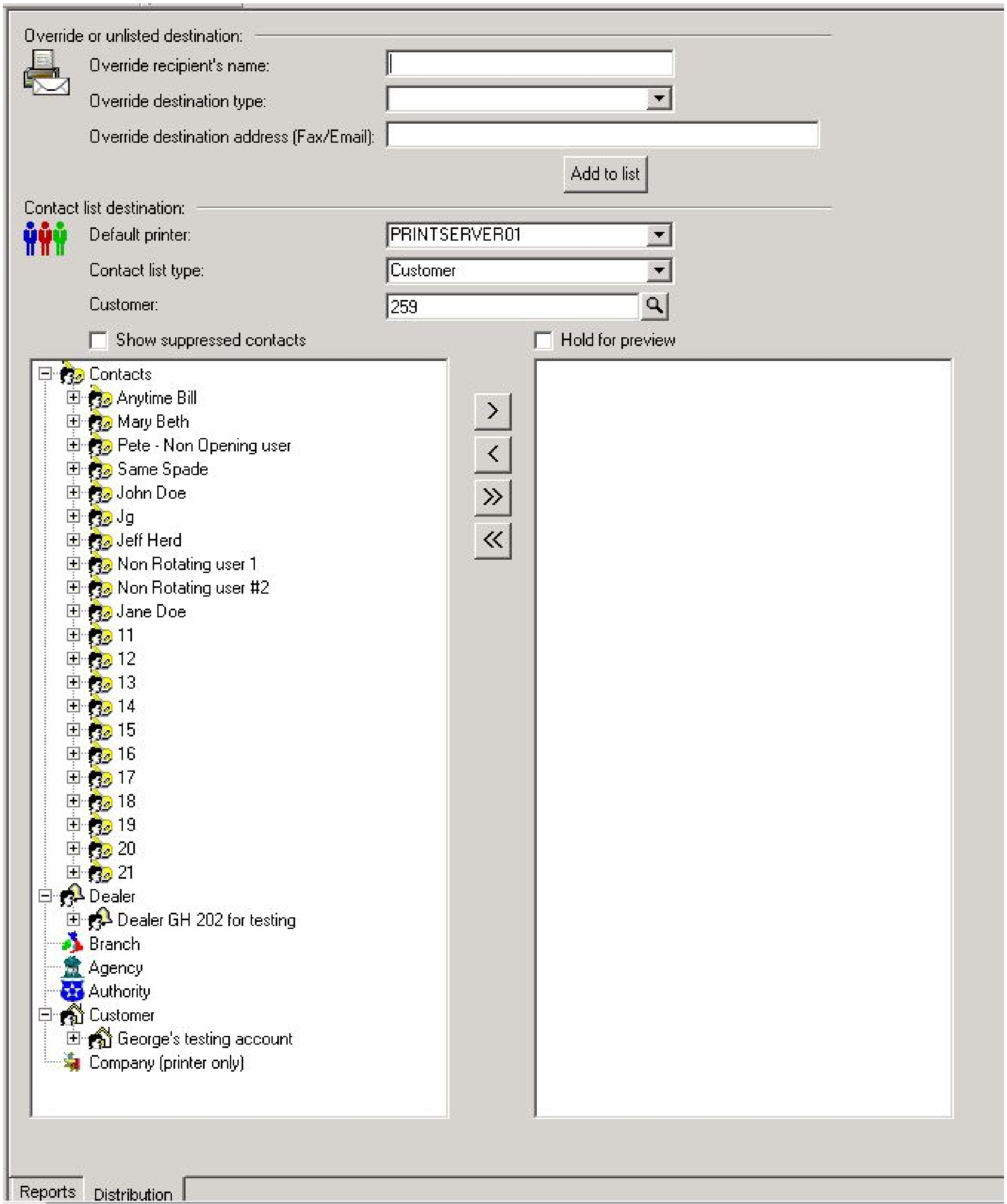


3. Double-click "Event Categories".
Result: the "Event Categories" form displays as shown in the following screenshot:



4. Items in the "Monitoring Groups" area of the form display as preselected. Deselect any Monitoring Groups you want to exclude from your Report.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

Event Codes

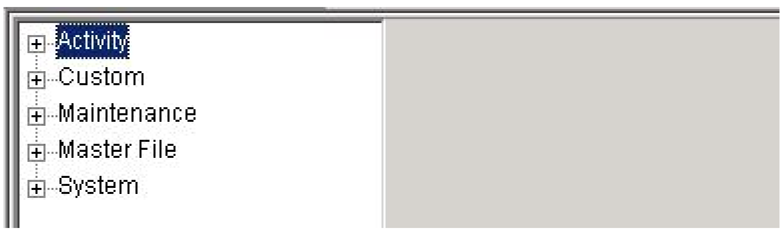
The Event Codes Report displays Event Code details.

Generating an Event Codes Report

Perform the following steps to generate an Event Codes Report:

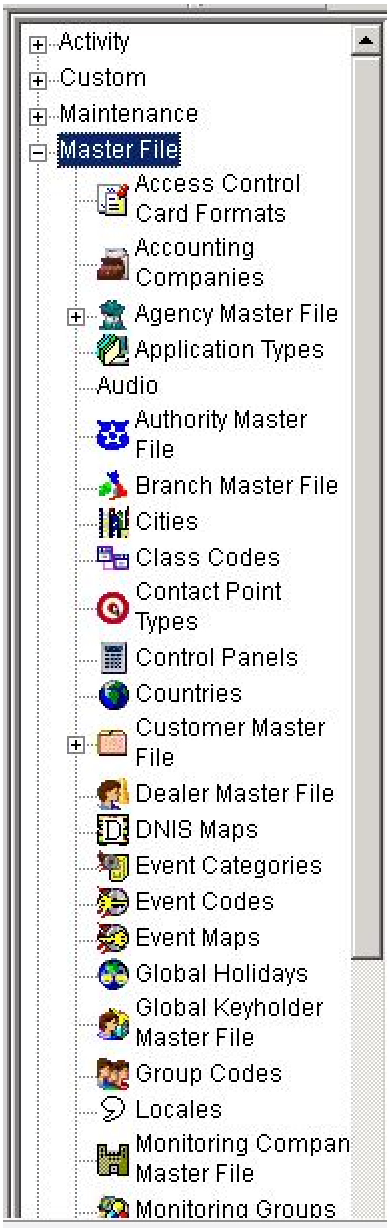
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

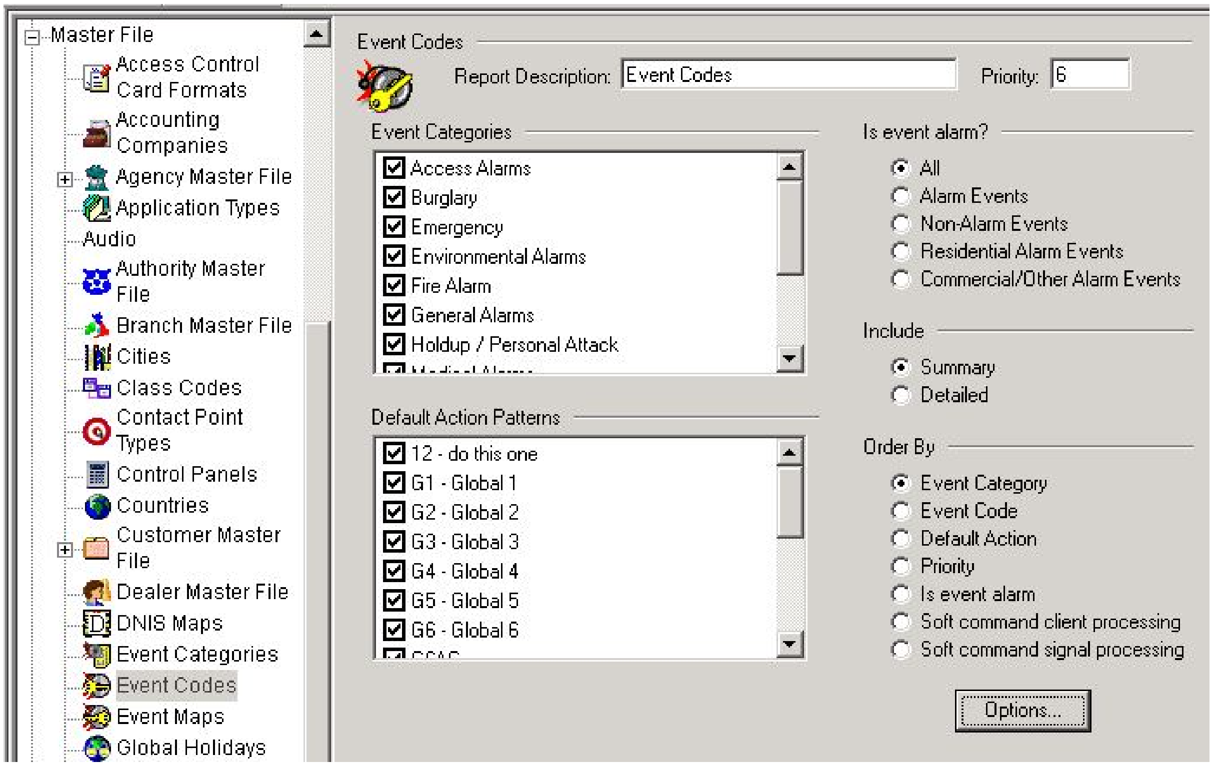


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

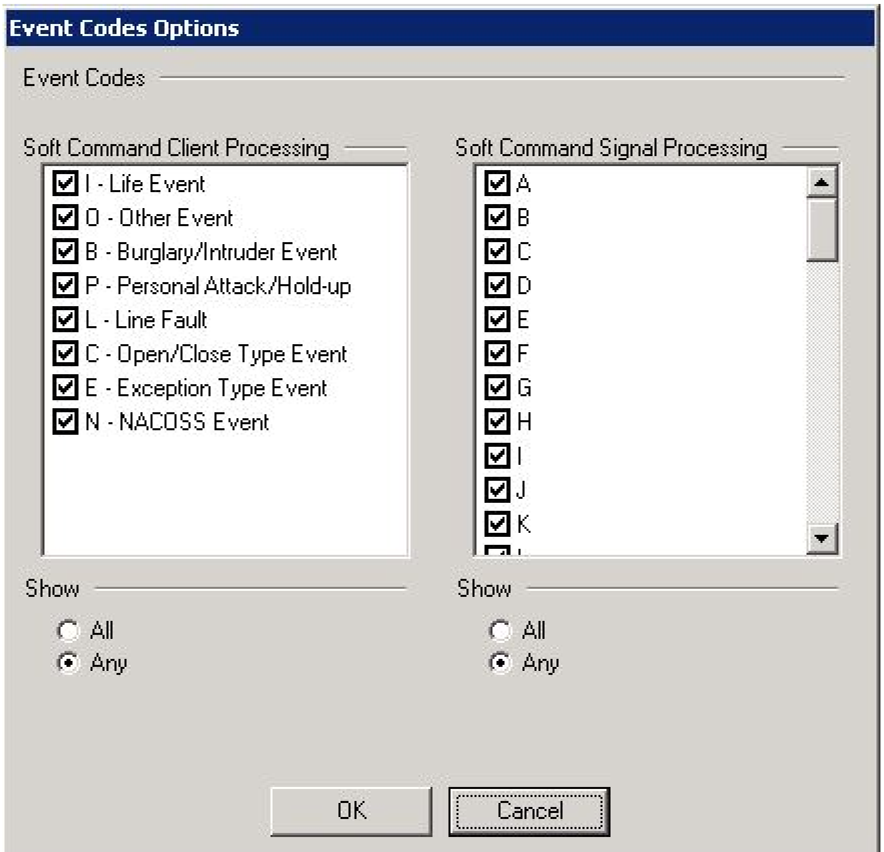


3. Double-click "Event Codes".
Result: the "Event Codes" form displays as shown in the following screenshot:



4. Items in the "Event Categories" area of the form display as preselected. Deselect any items you want to exclude from your Report.
5. Items in the "Default Action Patterns" area of the form display as preselected. Deselect any items you want to exclude from your Report.
6. The "All" option in the "Is event alarm?" area of the form displays as preselected. If you want to limit the types of Events that display in your Report, select another item instead.
7. The "Summary" option in the "Include" area of the form displays as preselected. If you want more details to display in your Report, select the "Detailed" option instead.
8. The "Event Category" option in the "Order By" area of the form displays as preselected. If you want to order your Report by "Event Code", "Default Action", "Priority", "Is event alarm", "Soft command client processing", or "Soft command signal processing", select that item instead.
9. Click "Options".

Result: the "Event Codes Options" window displays as shown in the following screenshot:

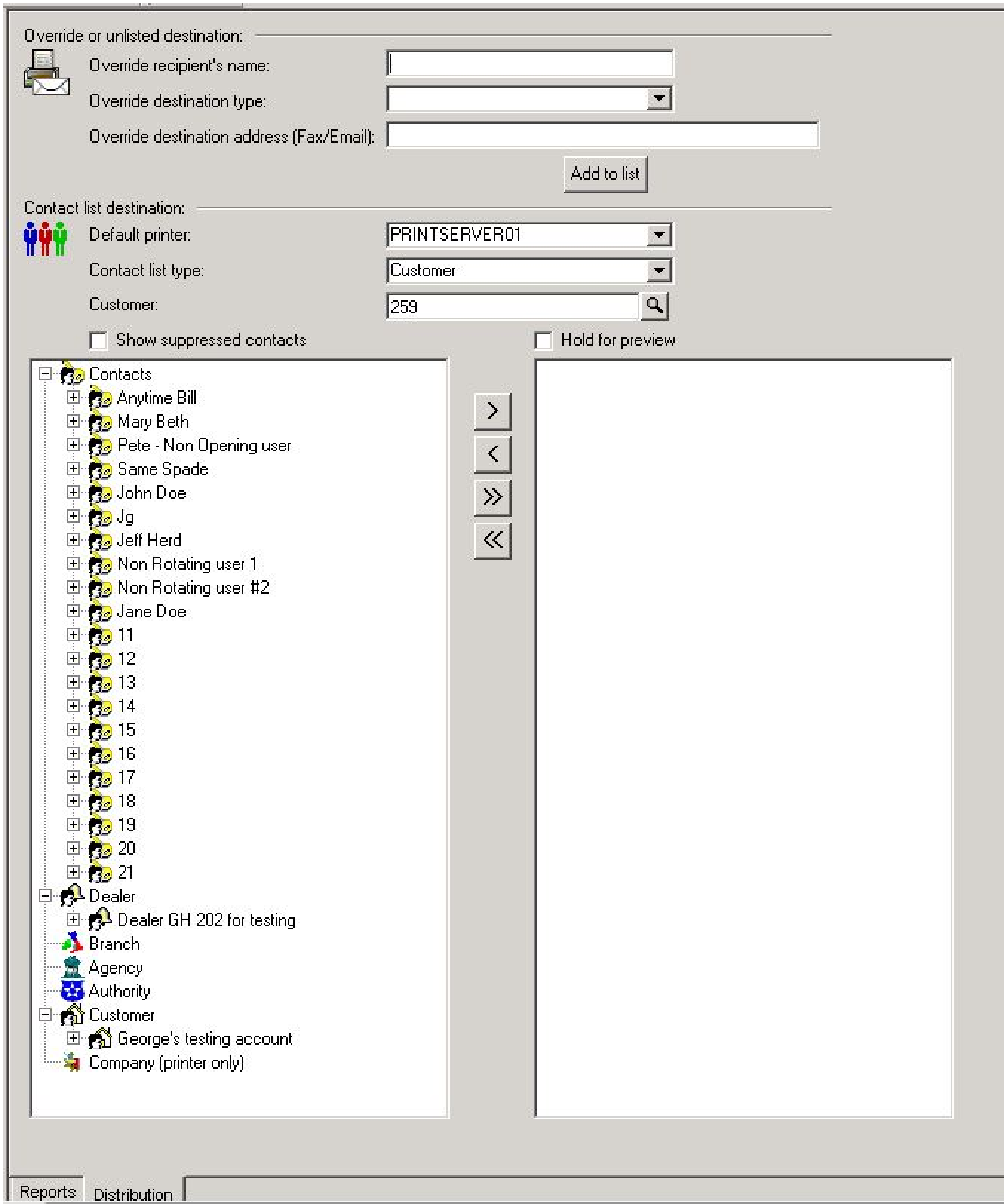


10. Items in the "Soft Command Client Processing" area of the form display as preselected. Deselect any items you want to exclude from your Report.
11. Items in the "Soft Command Signal Processing" area of the form display as preselected. Deselect any items you want to exclude from your Report.
12. The "Any" option displays as preselected in the "Show" area below the "Soft Command Client Processing" list. If you want your Report to display all instances of the selected Event Codes, select "All" instead.
13. The "Any" option displays as preselected in the "Show" area below the "Soft Command Signal Processing" list. If you want your Report to display all instances of the selected Event Codes, select "All" instead.
14. Click "OK".

Result: the "Event Codes Options" window closes and the system returns you to the "Event Codes" form.

15. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



16. For instructions on distributing your Report, refer to the "System Reports" document.

Event Maps

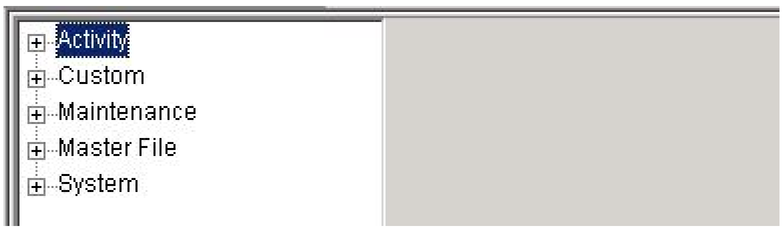
The Event Maps Report details how signals arrive into Manitou and how the system translates them.

Generating an Event Maps Report

Perform the following steps to generate an Event Maps Report:

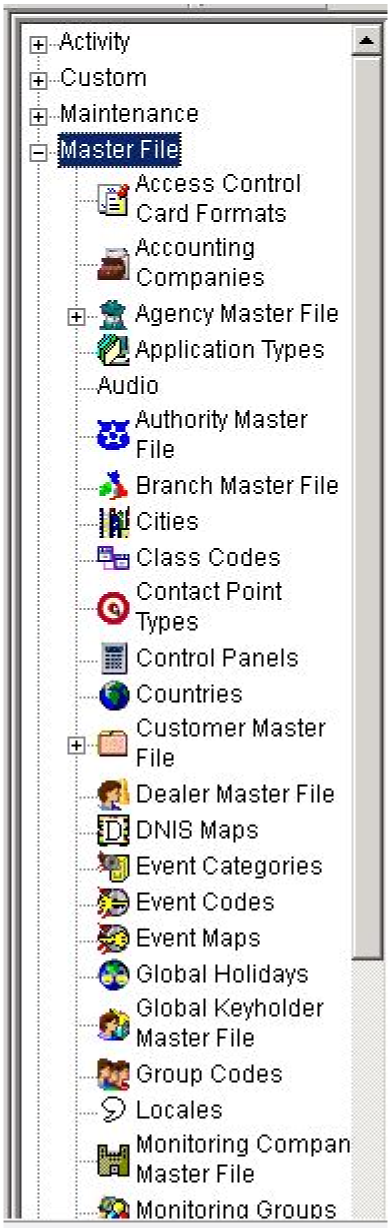
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

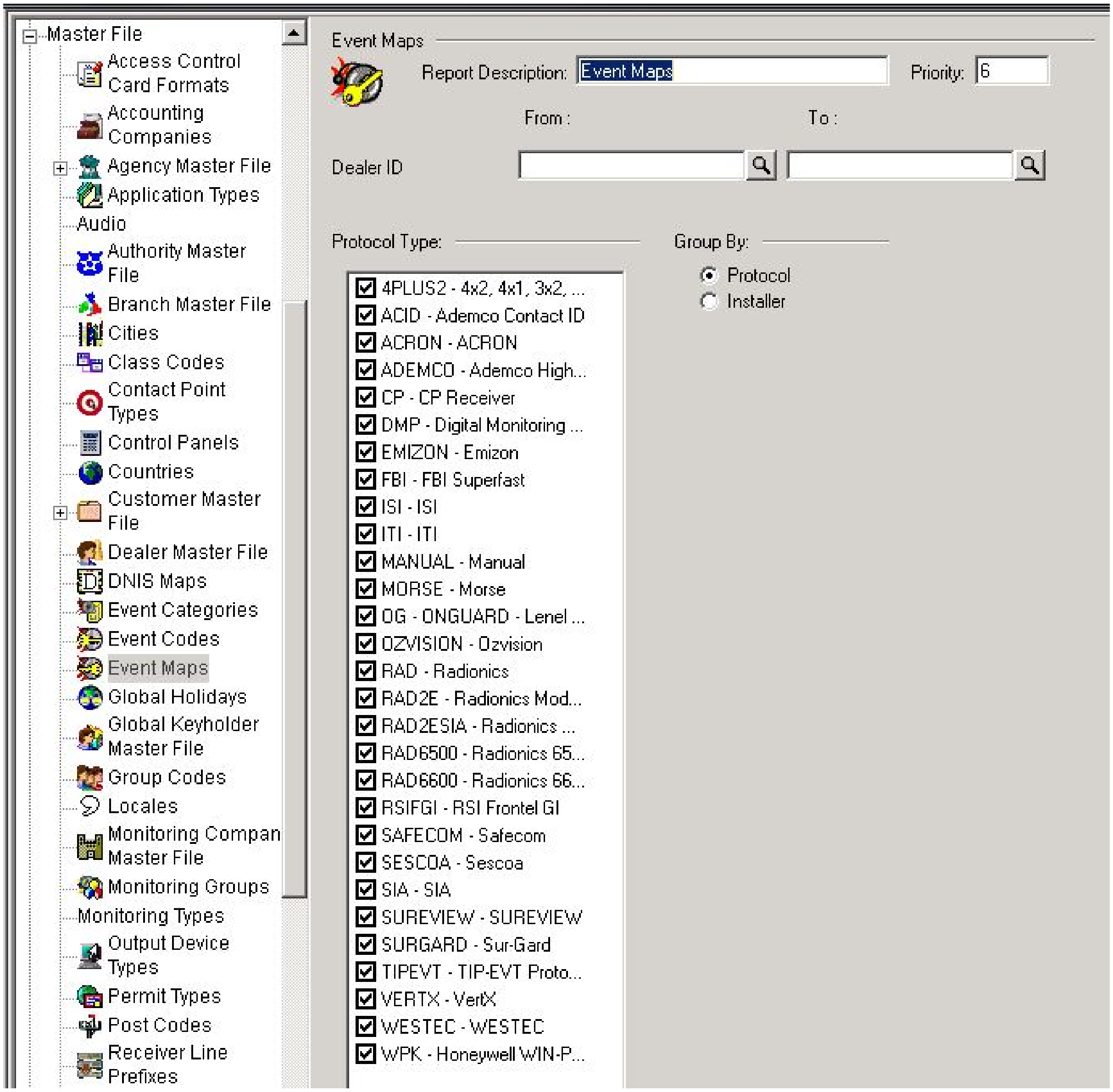


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

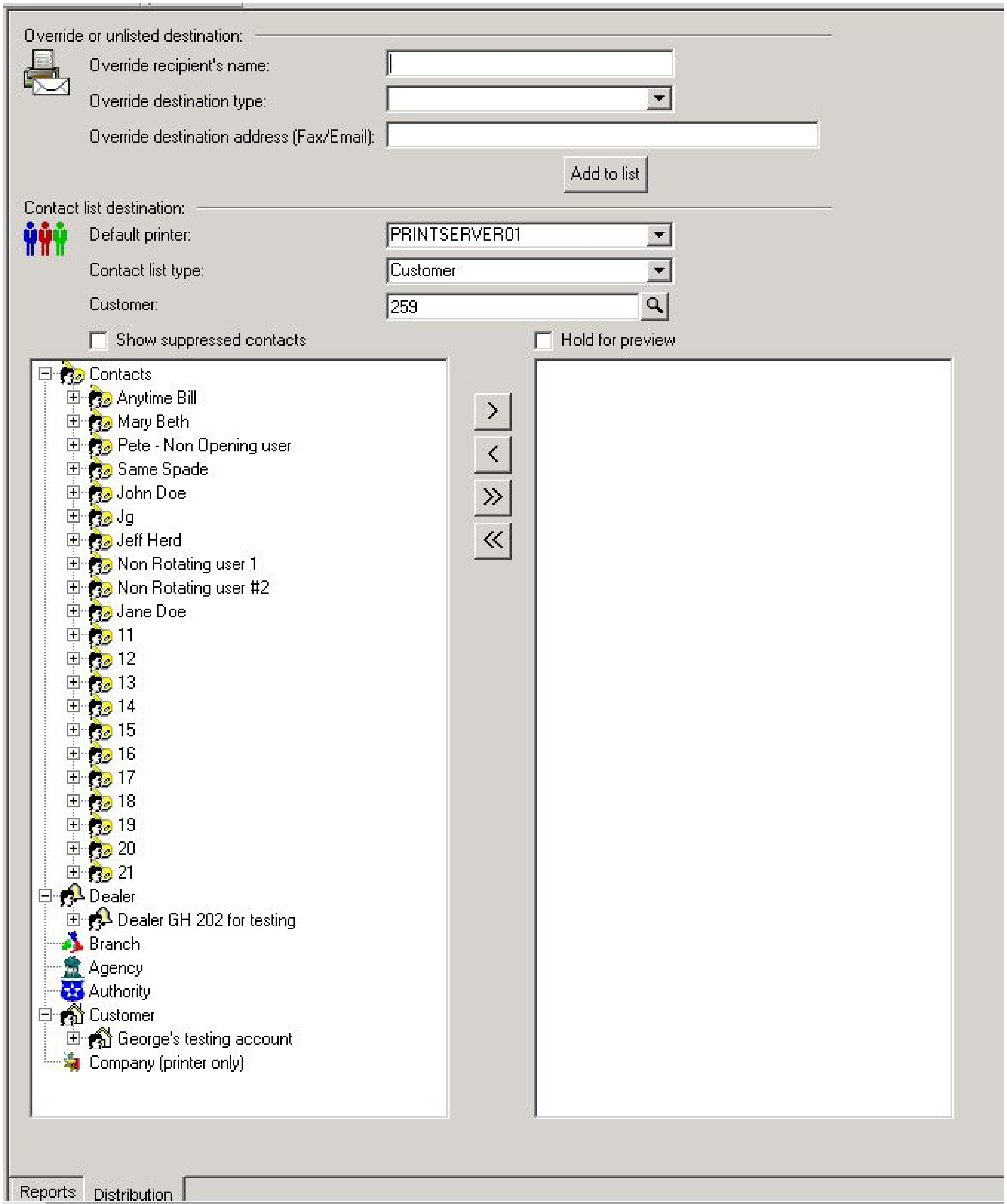


3. Double-click "Event Maps".
Result: the "Event Maps" form displays as shown in the following screenshot:



4. To run an Event Maps Report, enter a beginning value in the"Dealer ID" "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. Items in the "Protocol Type:" area of the form display as preselected. Deselect any items you want to exclude from your Report.
6. The "Protocol" option displays as preselected in the "Group By:" area of the form. If you want to group your Report by "Installer", select that option instead.
7. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



8. For instructions on distributing your Report, refer to the "System Reports" document.

Global Holidays

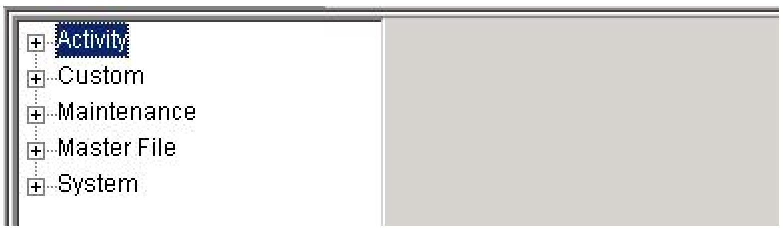
The Global Holidays Report displays the Global Holidays currently in Manitou and orders them by Country.

Generating a Global Holidays Report

Perform the following steps to generate a Global Holidays Report:

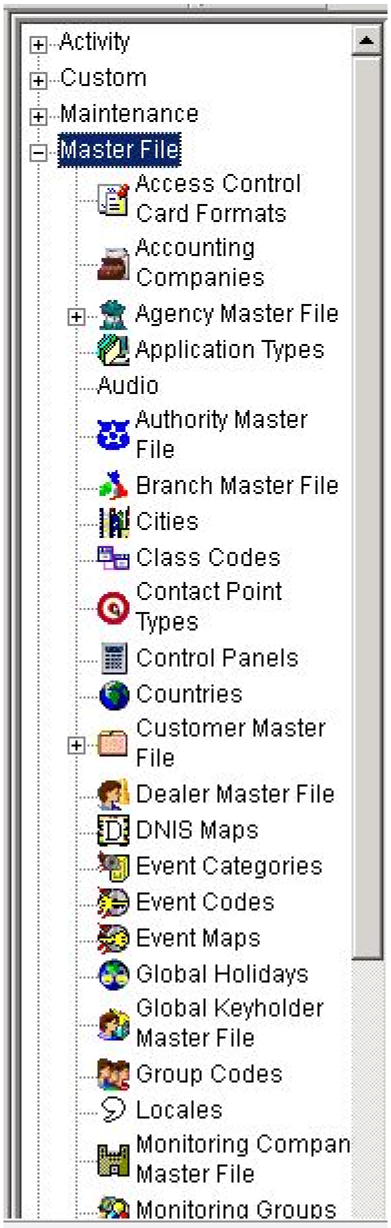
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

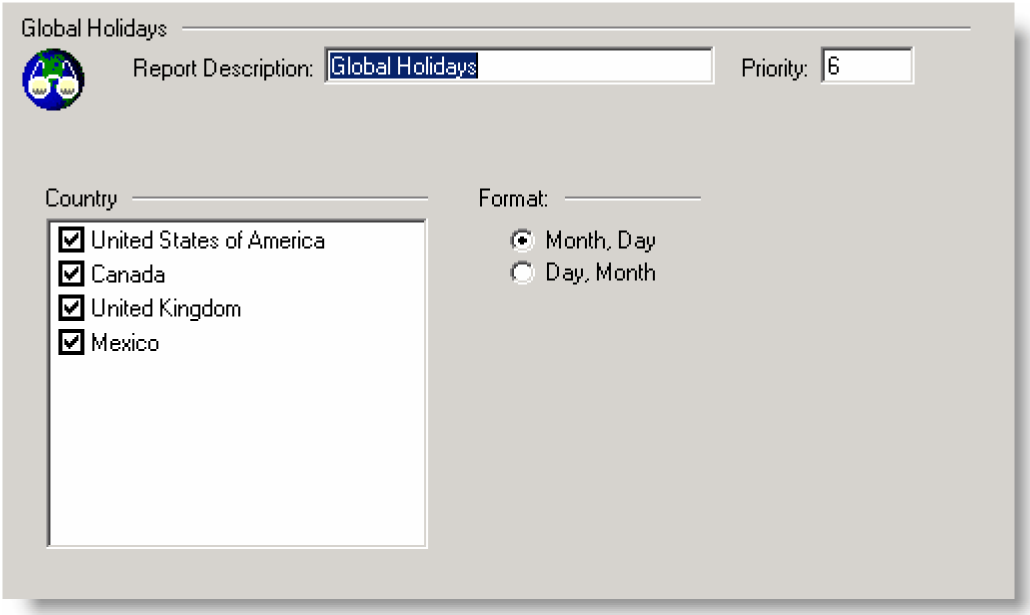


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

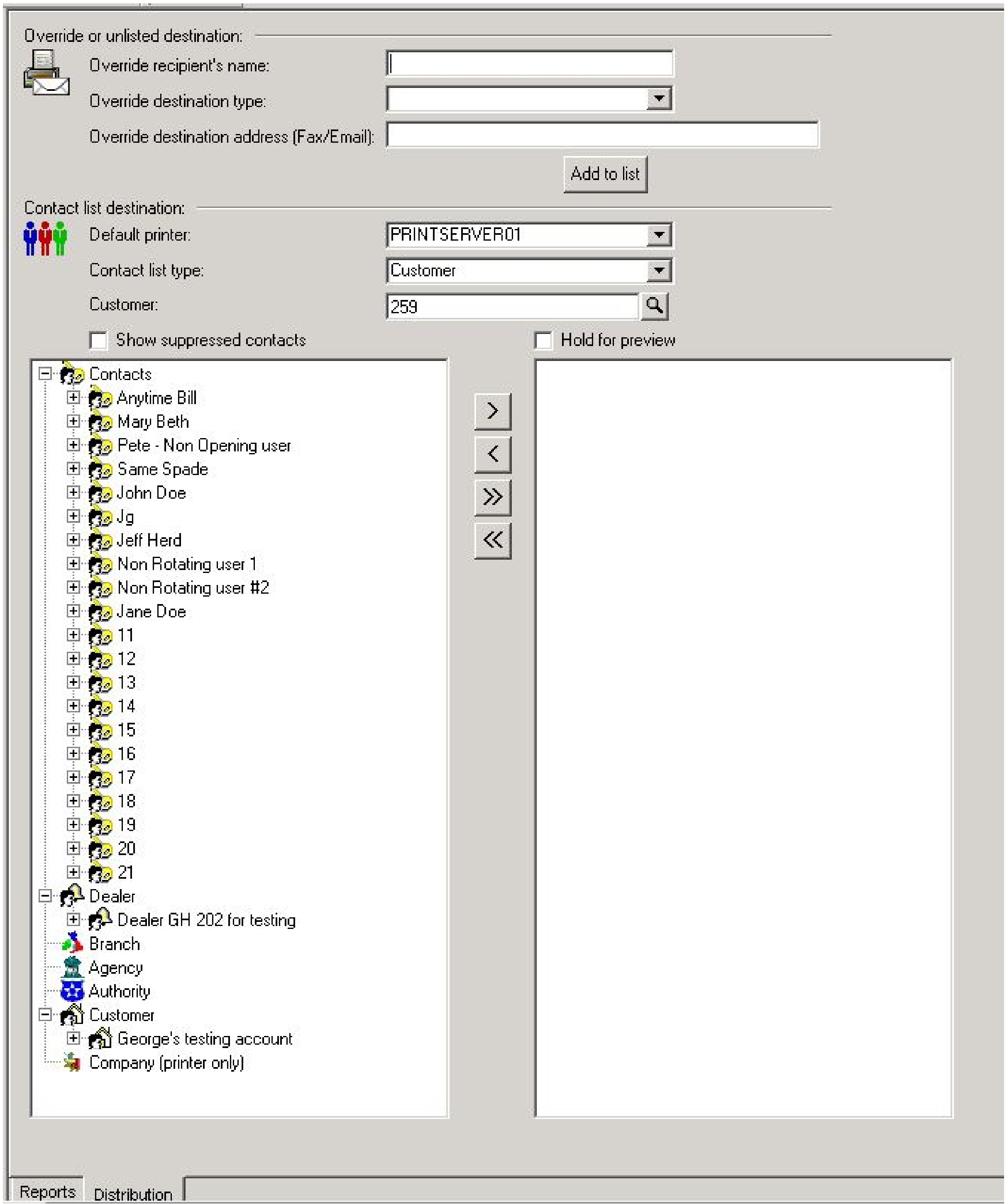


3. Double-click "Global Holidays".
Result: the "Global Holidays" form displays as shown in the following screenshot:



4. Items in the "Country" area of the form display as preselected. Deselect the items you want to exclude from your Report.
5. The "Month, Day" option in the "Format:" area of the form displays as preselected. If you want holidays to display in "Day, Month" format, select that option instead.
6. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



7. For instructions on distributing your Report, refer to the "System Reports" document.

Global Keyholder Master File

The Global Keyholder Master File Report lists Keyholders with Contact IDs tied to their information.

Generating a Global Keyholder Master File Report

Perform the following steps to generate a Global Keyholder Master File Report:

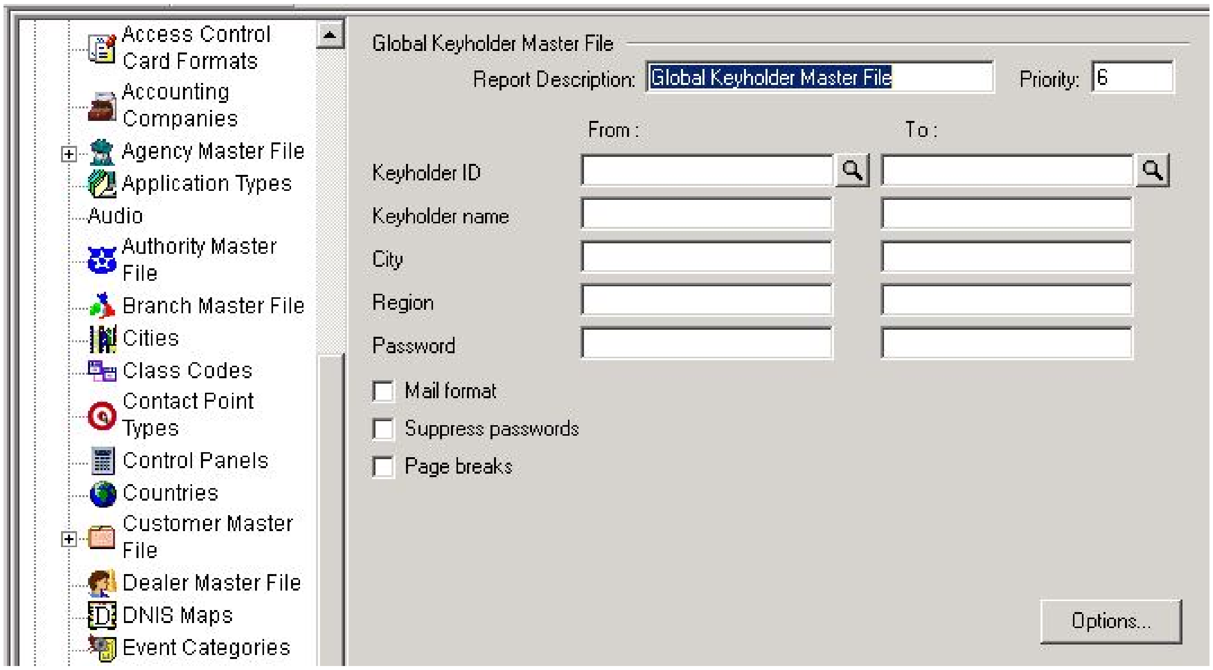
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

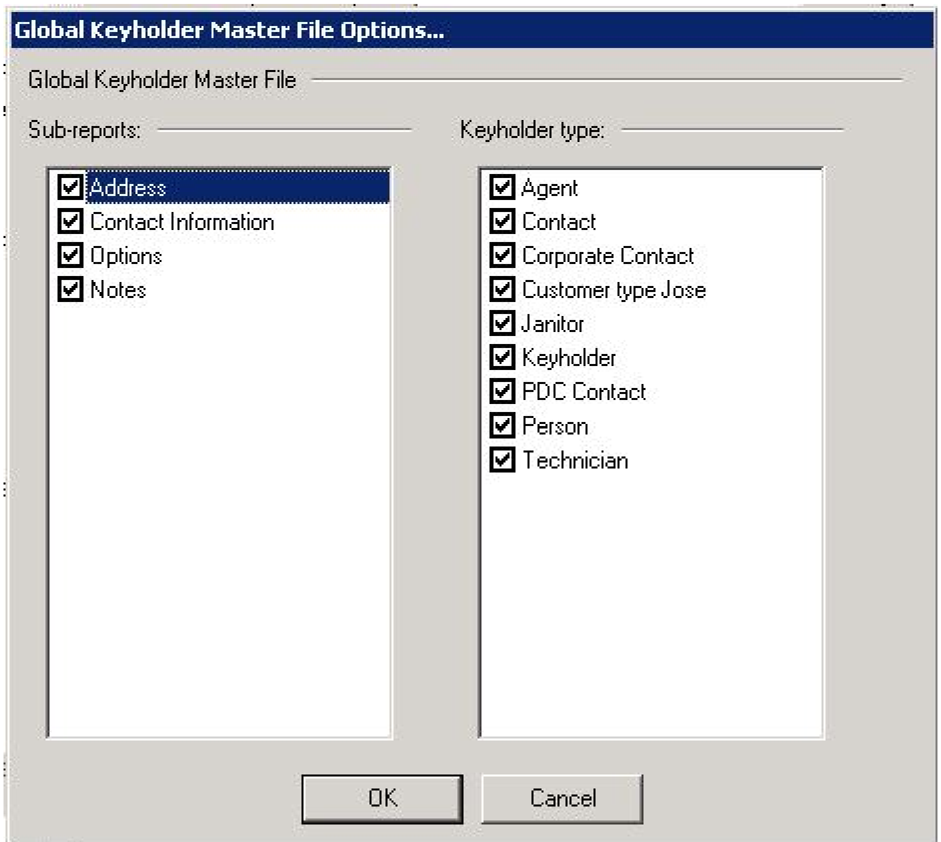
3. Double-click "Global Keyholder Master File".
Result: the "Global Keyholder Master File" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Global Keyholder Master File Report:
   - Keyholder ID
   - Keyholder Name
   - City
   - Region
   - Password

5. To run a Global Keyholder Master File Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want, select the "Mail format" checkbox.
7. If you want to prevent passwords from displaying in your Report, select the "Suppress passwords" checkbox.
8. If you want your Report to display page breaks between Global Keyholder listings, select the "Page breaks" checkbox.
9. Click "Options".

Result: the "Global Keyholder Master File Options" window displays as shown in the following screenshot:

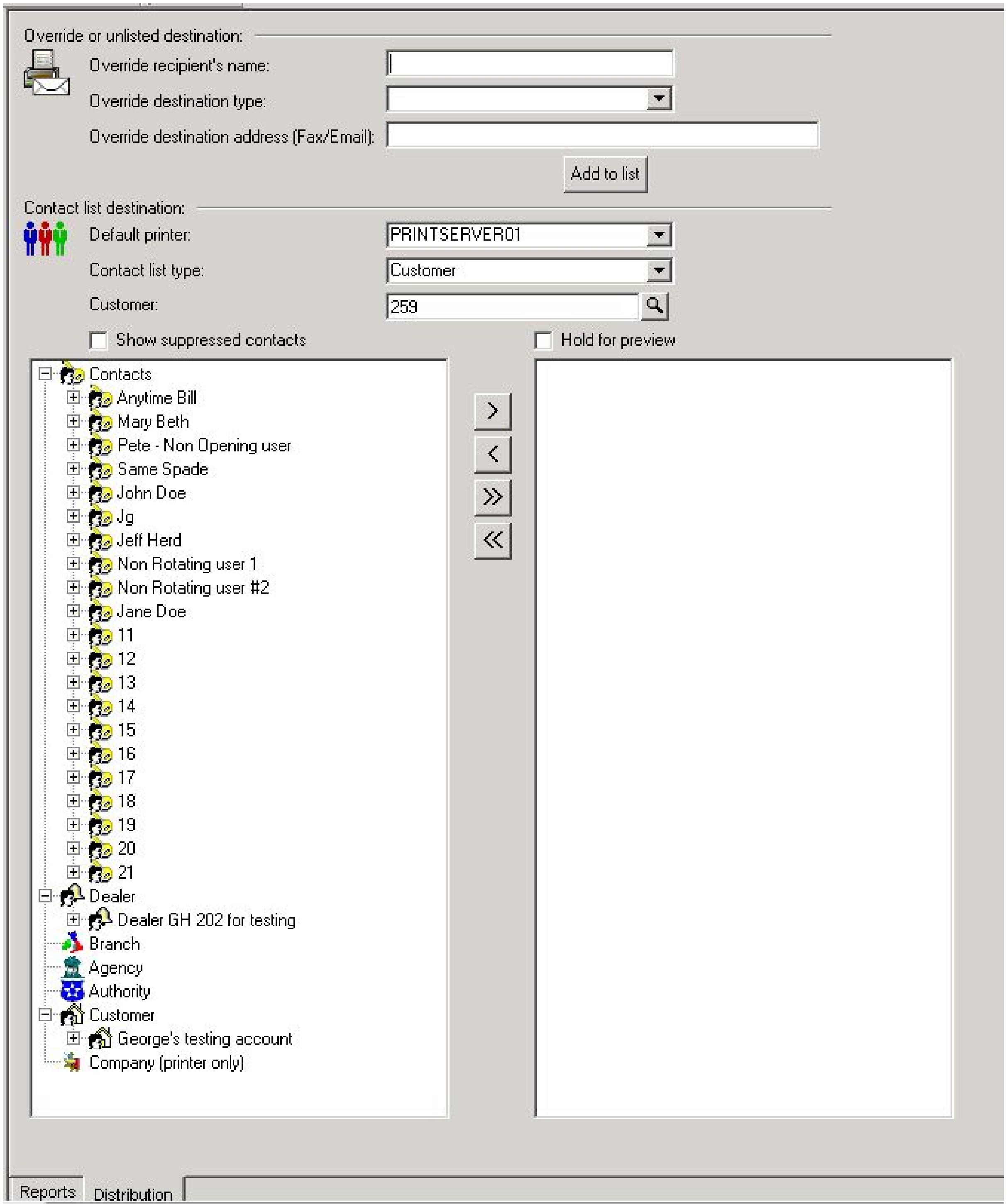


10. Items in the "Sub-reports:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
11. Items in the "Keyholder type:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
12. Click "OK".

Result: the "Global Keyholder Master File Options" window closes and the system returns the user to the "Global Keyholder Master File" form.

13. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



14. For instructions on distributing your Report, refer to the "System Reports" document.

Group Codes

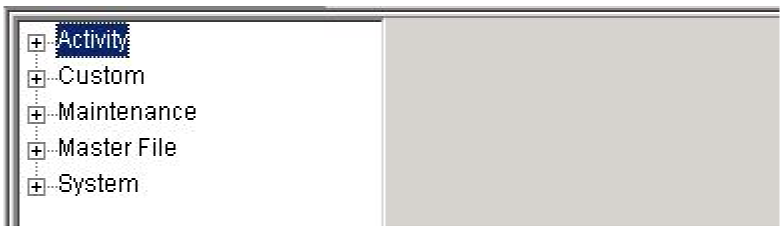
The Group Codes Report details Group Codes in Manitou. Group Codes are used to categorize Customer accounts. Group Codes are similar to Class Codes, with the exception that Dealer billing is specific to Class Codes.

Generating a Group Codes Report

Perform the following steps to generate an Group Codes Report:

1. Navigate to the Reports menu, and select "System Reports".

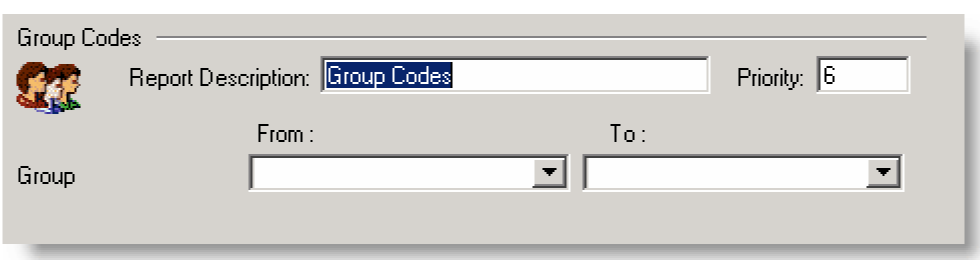
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.

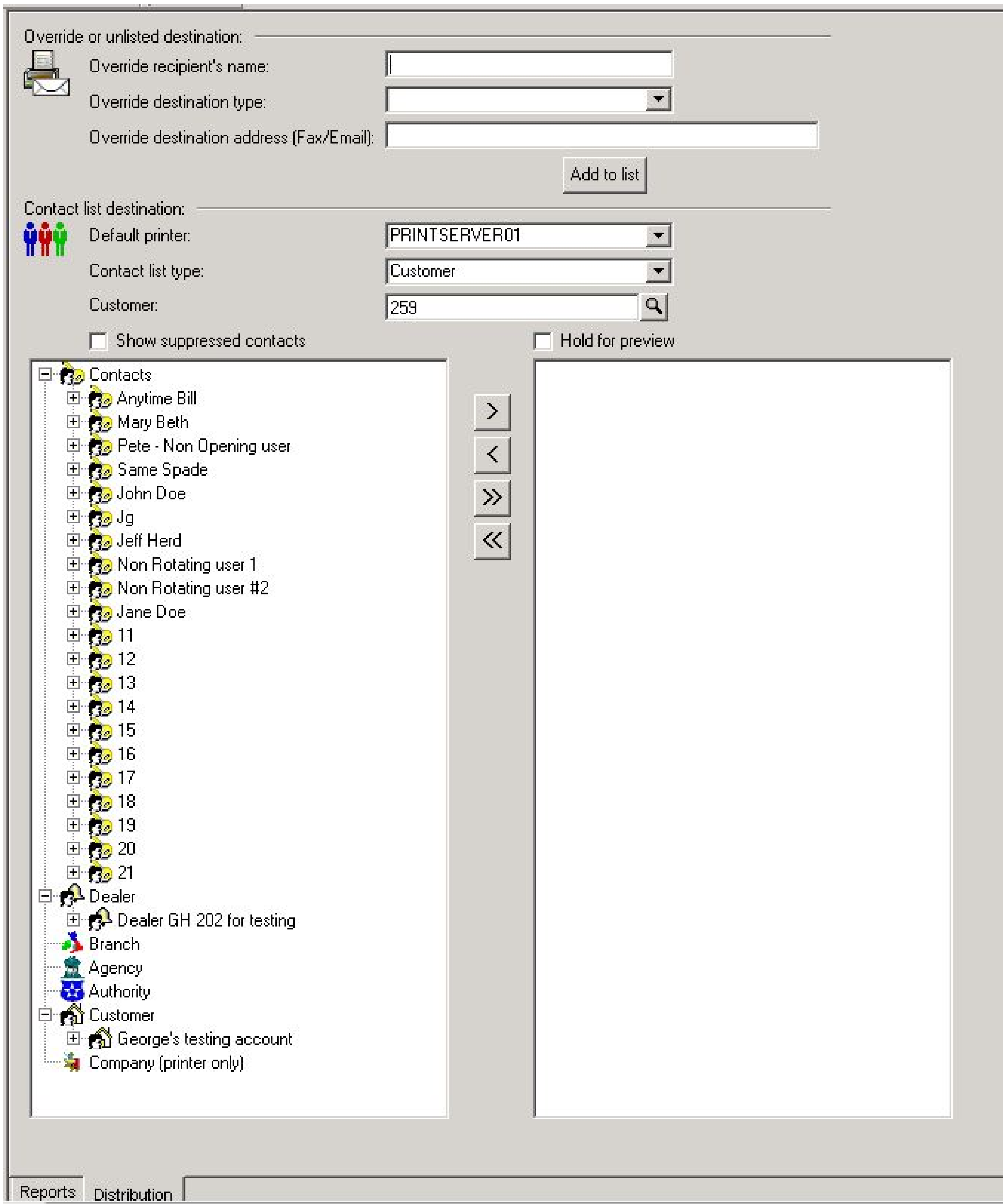
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click "Group Codes".
Result: the "Group Codes" form displays as shown in the following screenshot:



4. To run a Group Codes Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

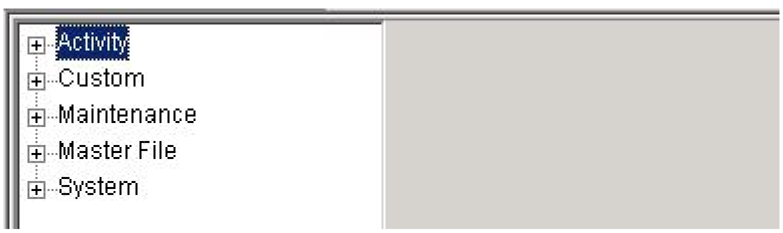
Locales

The Locales Report lists the languages currently in use in Manitou. This Report does not require you to enter any Report parameters.

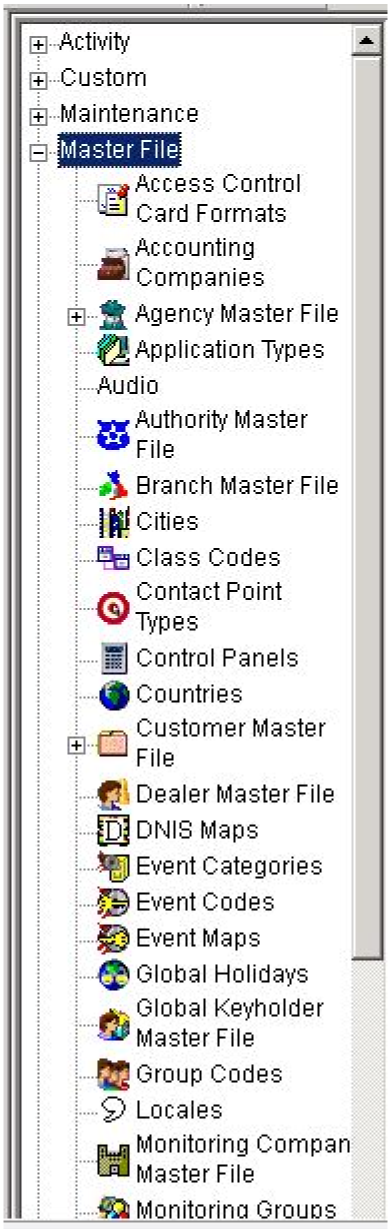
Generating a Locales Report

Perform the following steps to generate a Locales Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

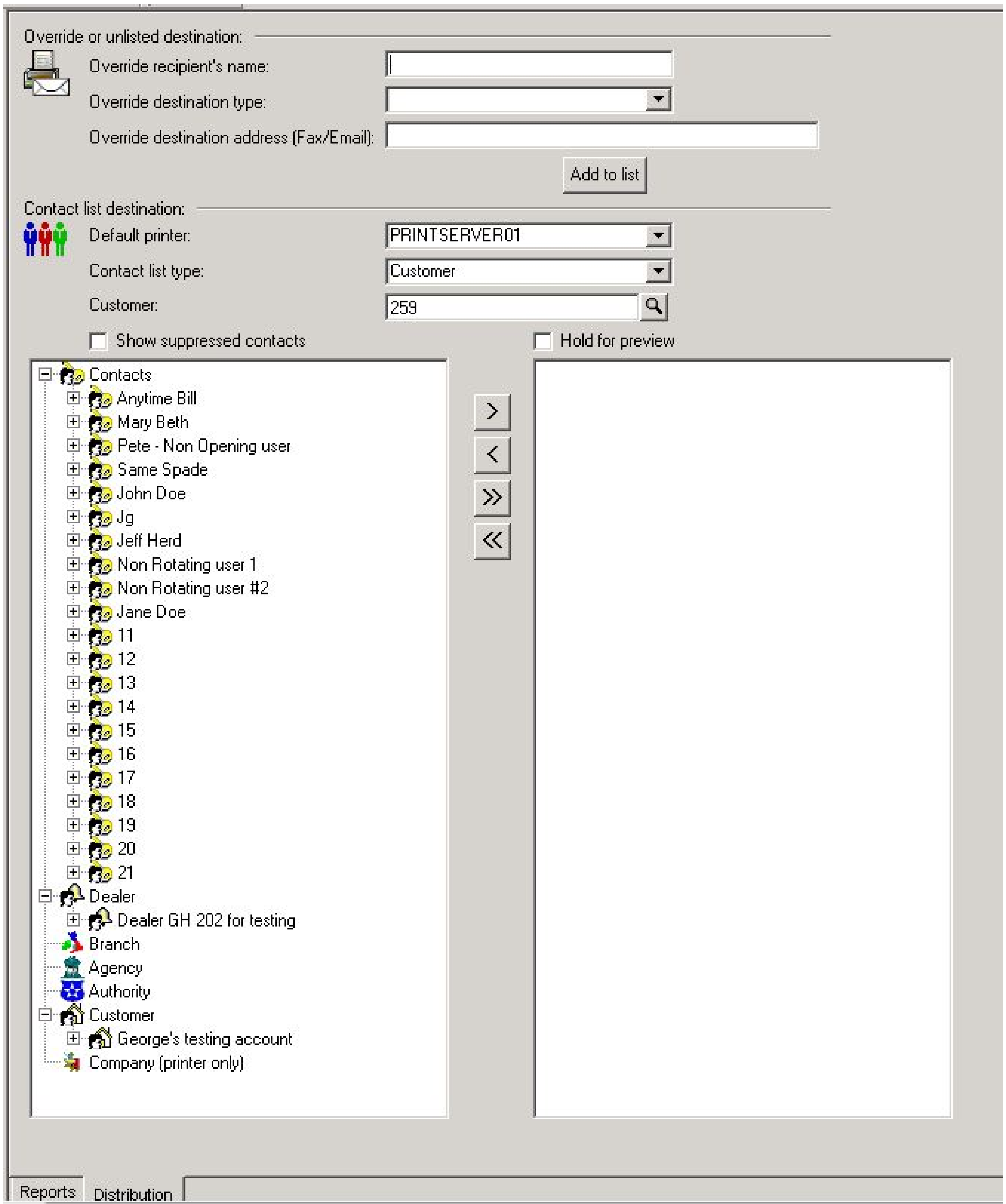


2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Locales".
Result: the "Locales" form displays as shown in the following screenshot:

4. Click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



5. For instructions on distributing your Report, refer to the "System Reports"

document.

Monitoring Company Master File

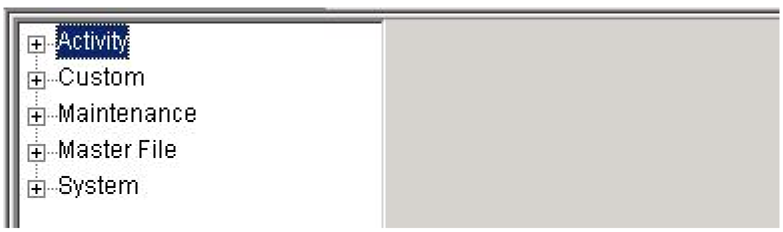
The Monitoring Company Master File Report displays details of the Monitoring Company record.

Generating a Monitoring Company Master File Report

Perform the following steps to generate a Monitoring Company Master File Report:

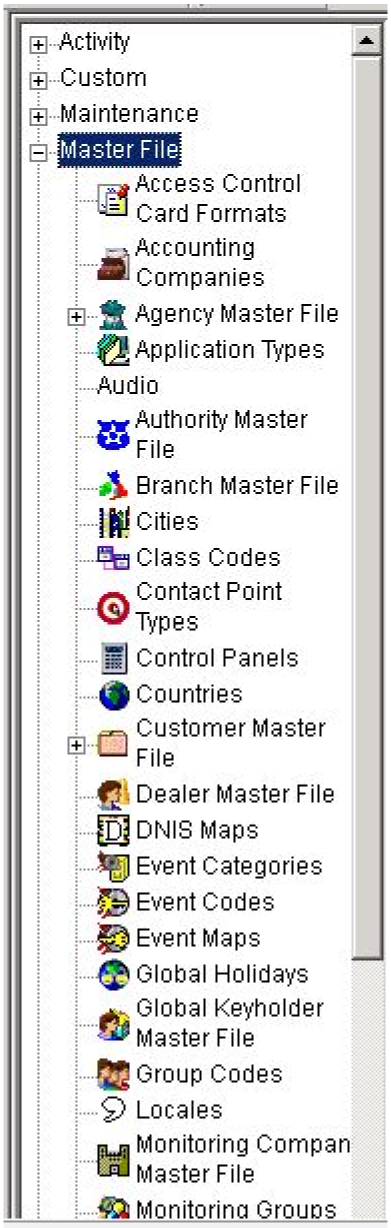
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

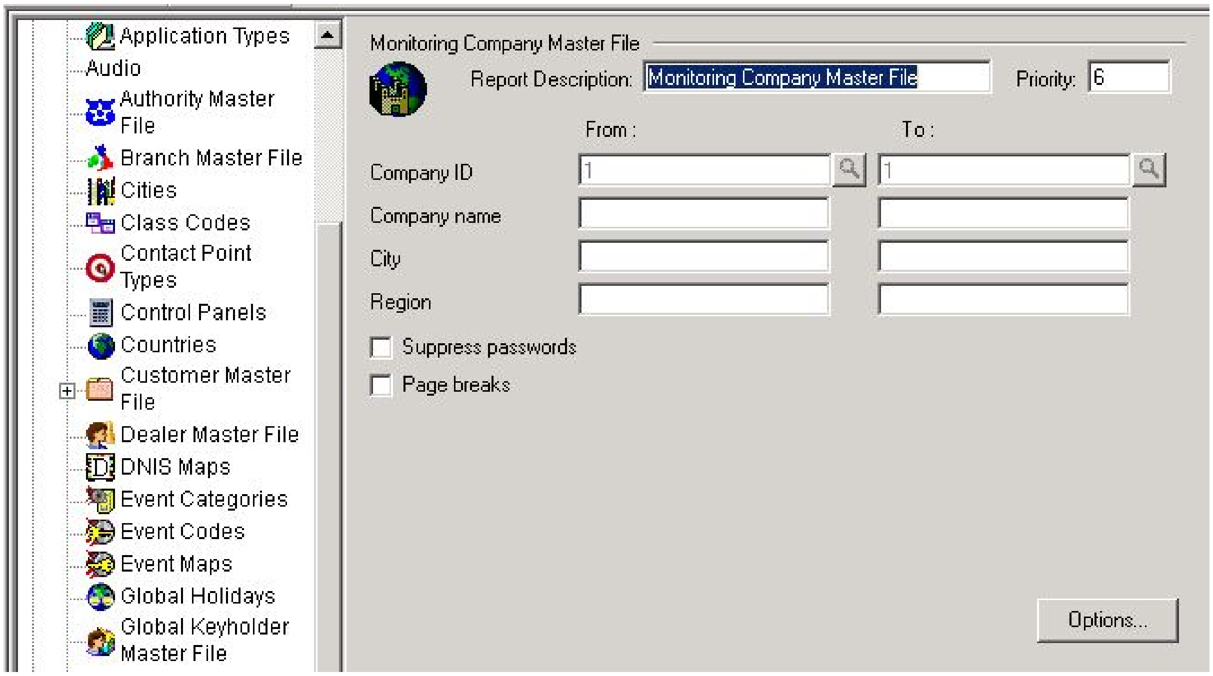


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



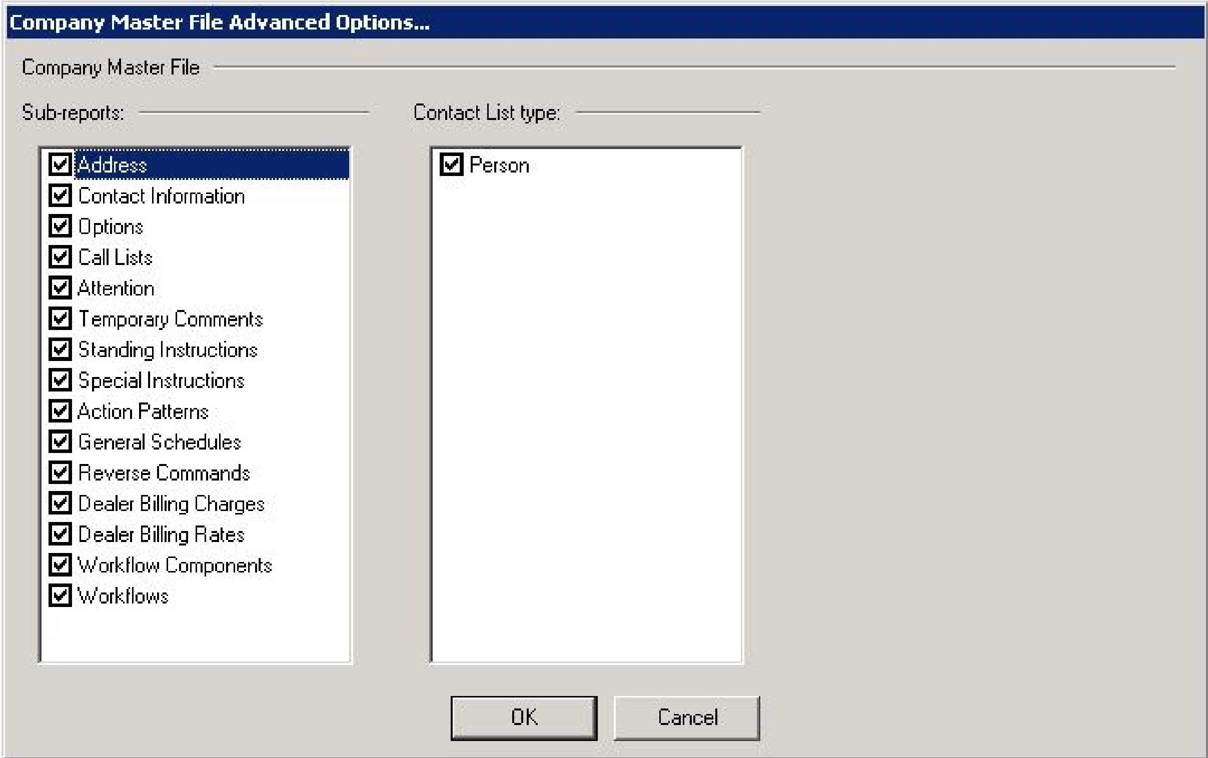
3. Double-click "Monitoring Company Master File".
Result: the "Monitoring Company Master File" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Monitoring Company Master File Report:
   - Company ID
   - Company Name
   - City
   - Region

5. To run a Monitoring Company Master File Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want to prevent passwords from displaying in your Report, select the "Suppress passwords" checkbox.
7. If you want your Report to display page breaks between Monitoring Company listings, select the "Page breaks" checkbox.
8. Click "Options".

Result: the "Company Master File Advanced Options" window displays as shown in the following screenshot:

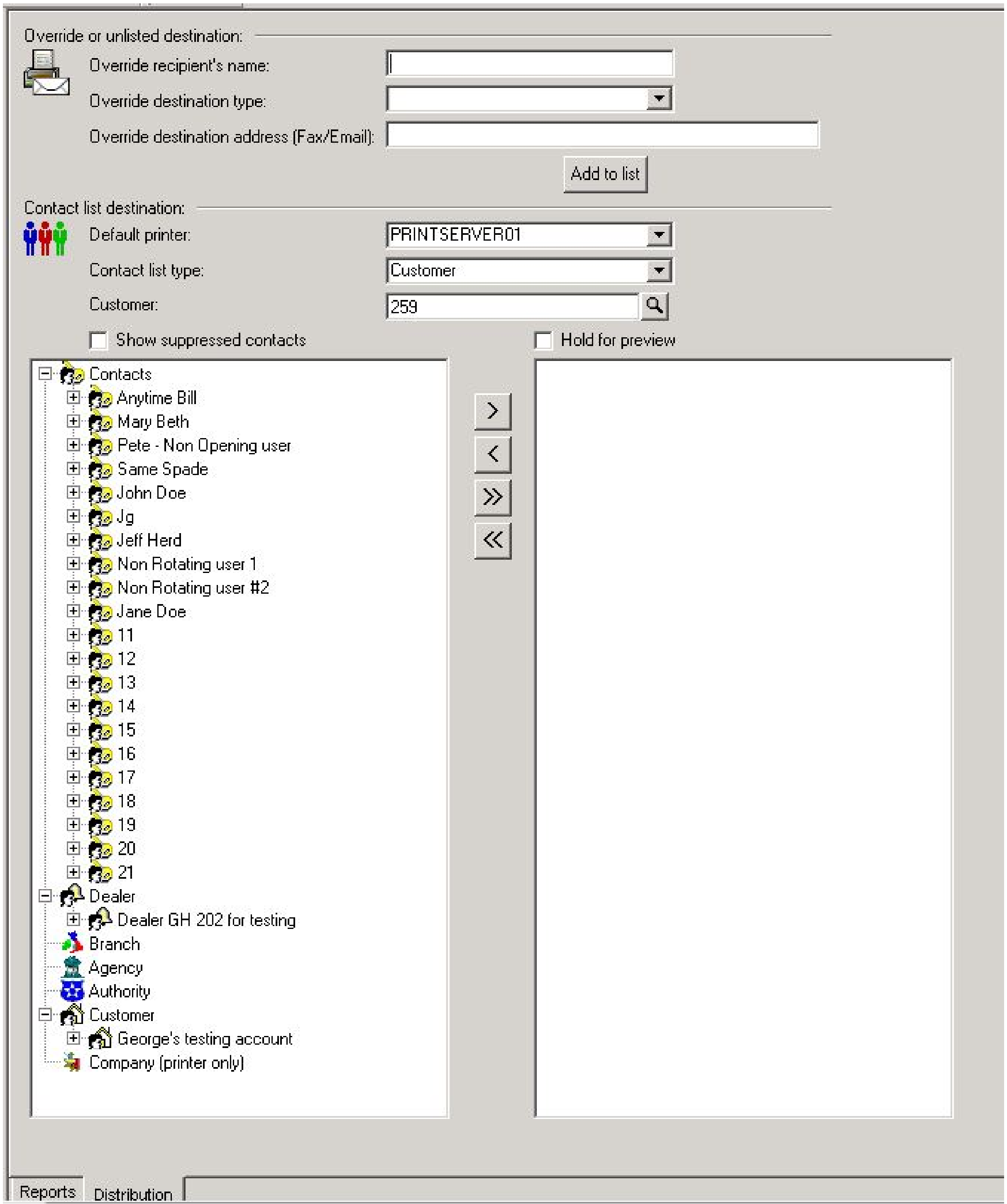


9. Items in the "Sub-reports:" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
10. The "Person" checkbox in the "Contact List type:" area of the window displays as preselected. If you want, deselect the item to exclude it from your Report.
11. Click "OK".

Result: the "Company Master File Advanced Options" window closes and the system returns the user to the "Monitoring Company Master File" form.

12. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



13. For instructions on distributing your Report, refer to the "System Reports" document.

Monitoring Groups

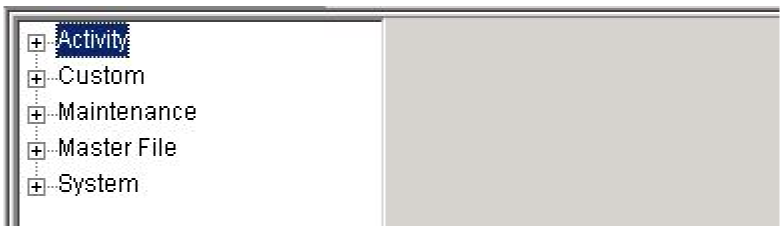
The Monitoring Groups Report displays a list of all current Monitoring Groups. This Report does not require you to enter any Report parameters.

Generating a Monitoring Groups Report

Perform the following steps to generate a Monitoring Groups Report:

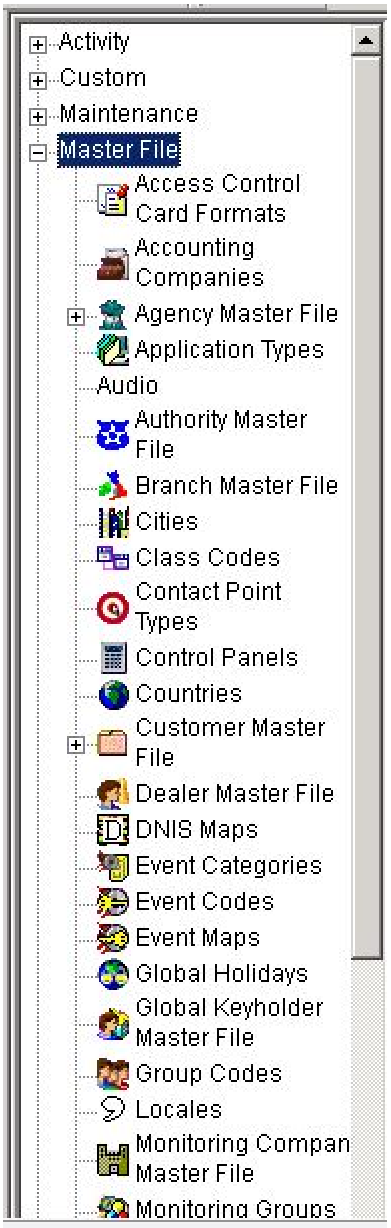
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

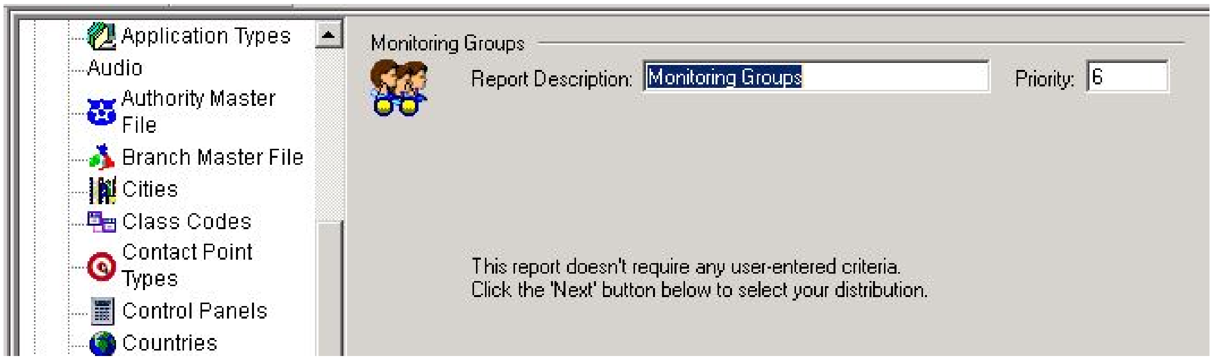


2. Click the "Master File" Navigation Tree Node.

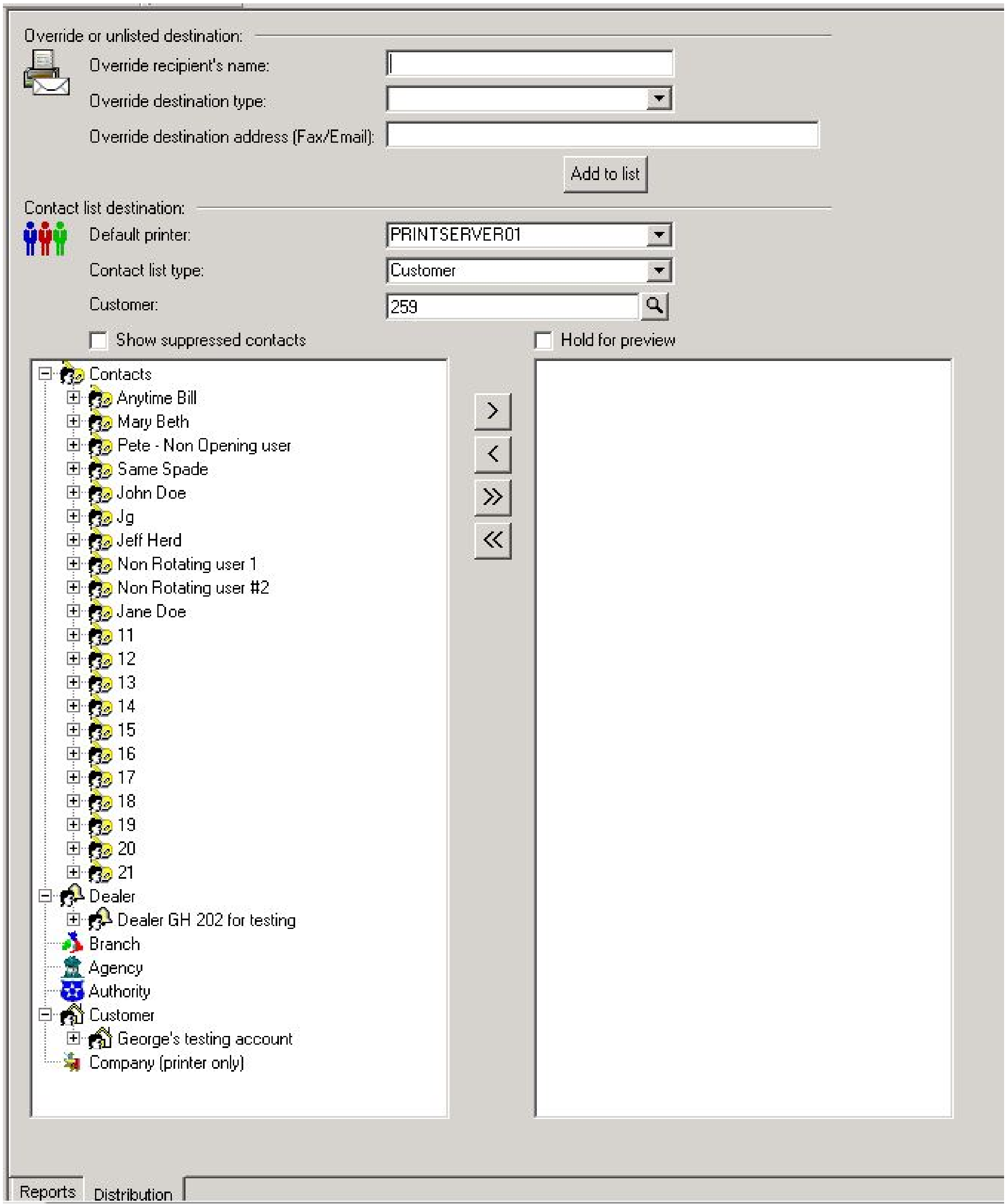
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Monitoring Groups".
Result: the "Monitoring Groups" form displays as shown in the following screenshot:



4. Click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



5. For instructions on distributing your Report, refer to the "System Reports" document.

Monitoring Types

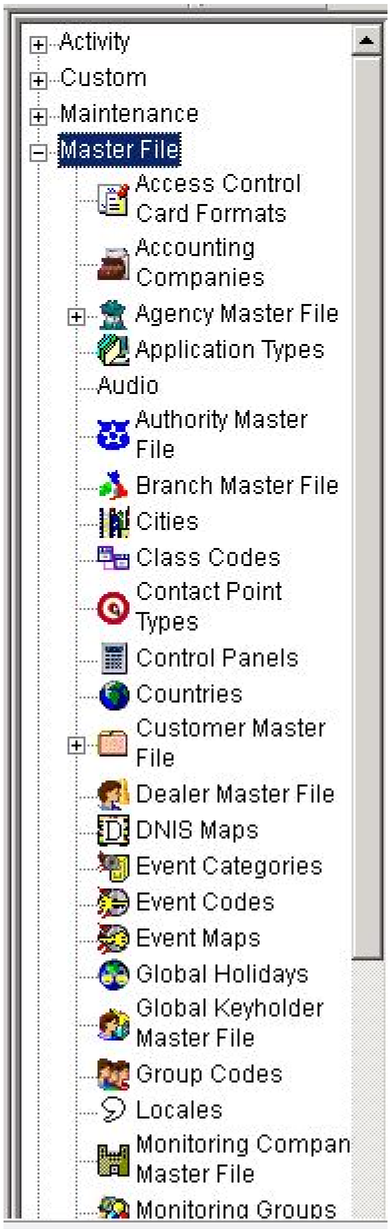
The Monitoring Types Report displays a list of current Monitoring Types in Manitou.

Generating a Monitoring Types Report

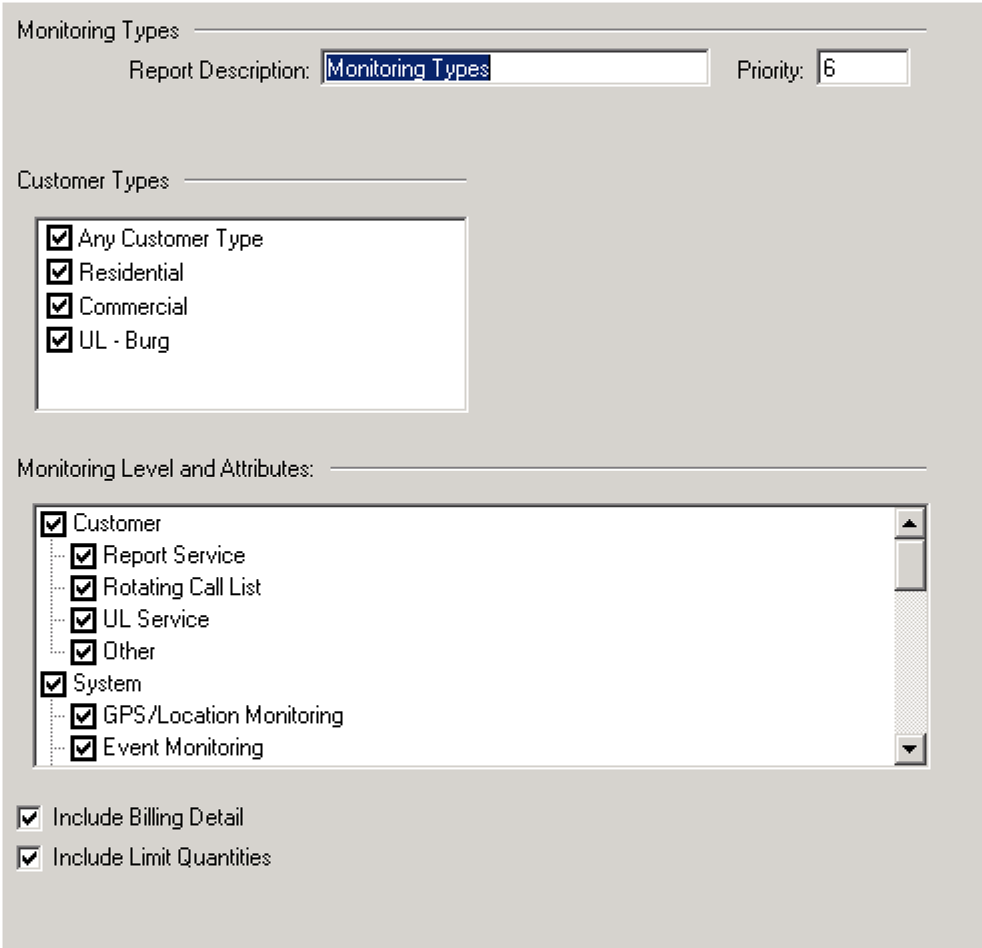
Perform the following steps to generate a Monitoring Types Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

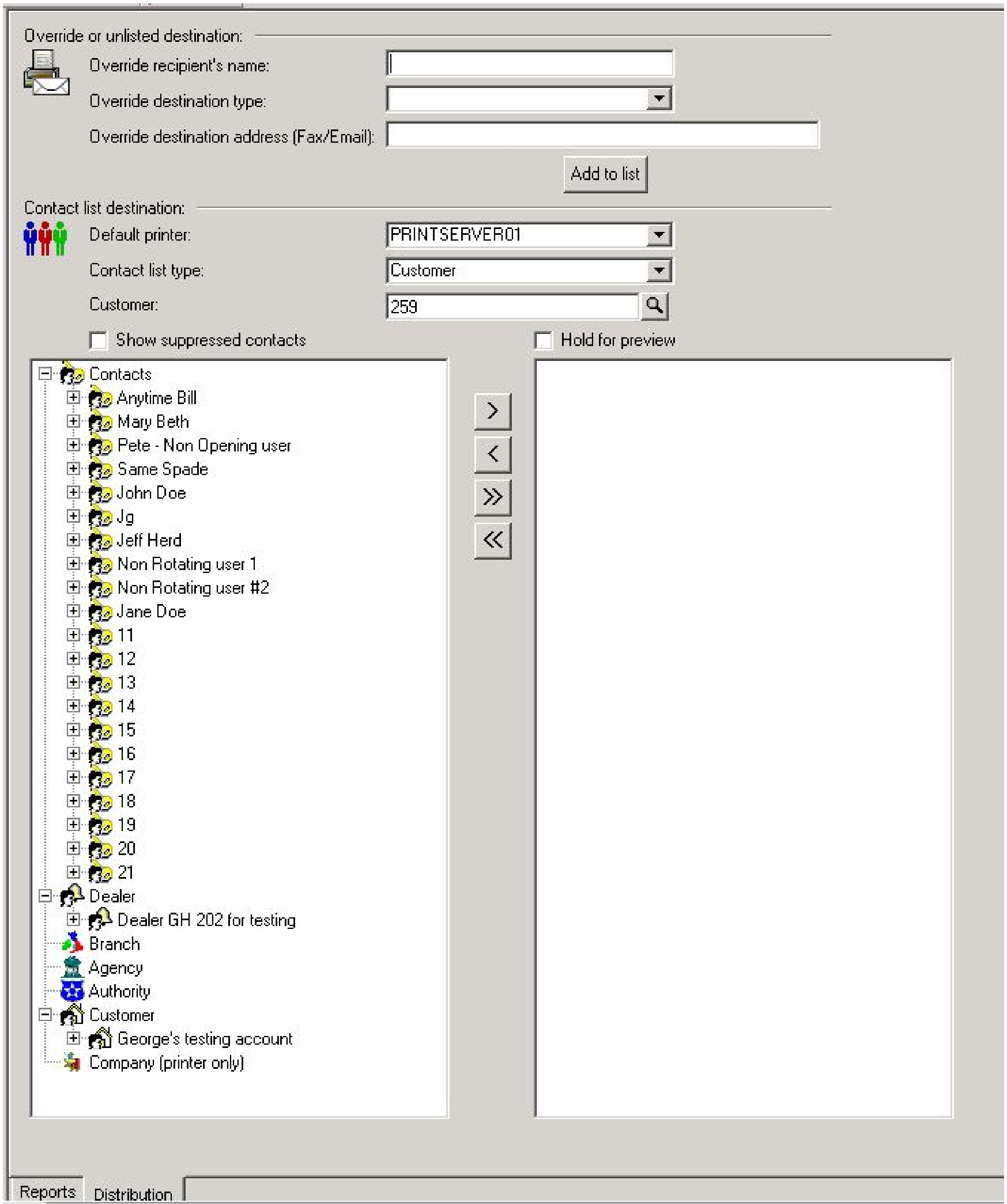


3. Double-click "Monitoring Types".
Result: the "Monitoring Types" form displays as shown in the following screenshot:



4. Items in the "Customer Types" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
5. Items in the "Monitoring Level and Attributes" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
6. If you want to include billing detail in your Report, select the "Include Billing Detail" checkbox.
7. If you want to include limit quantities in your Report, select the "Include Limit Quantities" checkbox.
8. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

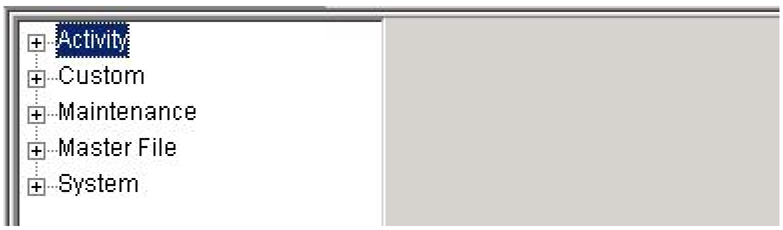
Output Device Types

The Output Device Types Report displays a list of all Output Devices Types currently configured in Manitou.

Generating an Output Device Types Report

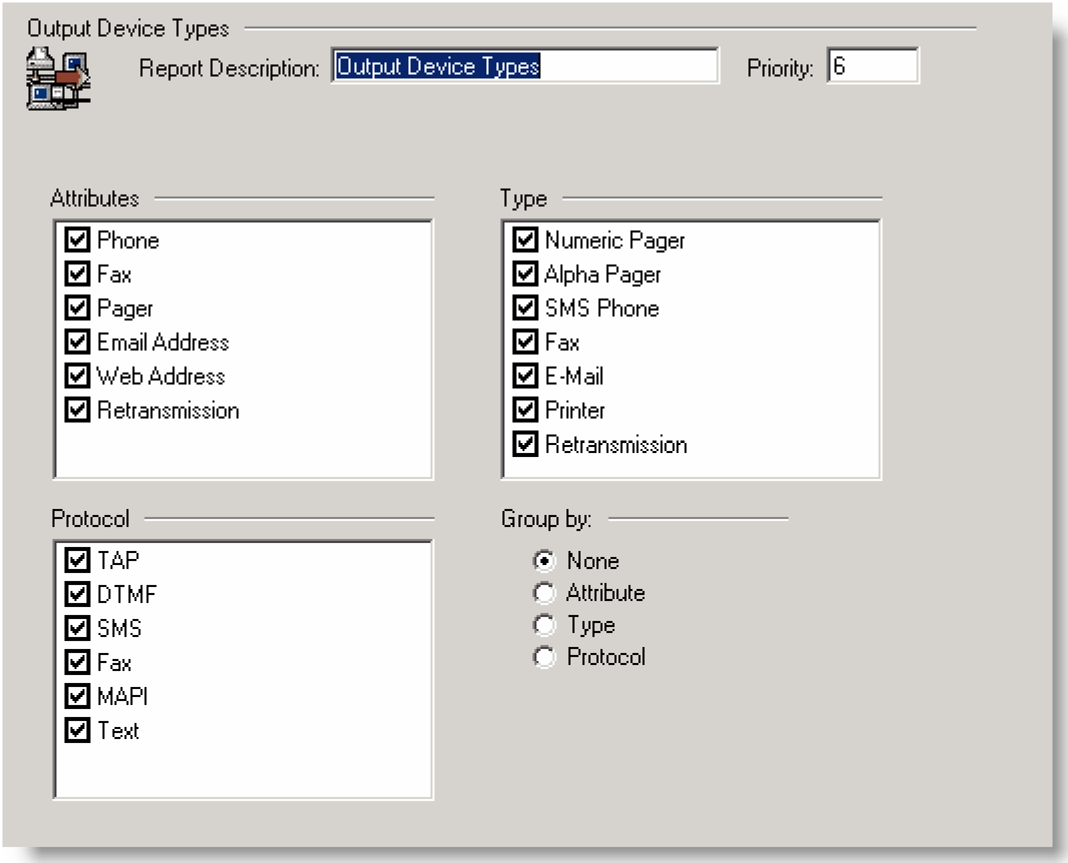
Perform the following steps to generate an Output Device Types Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



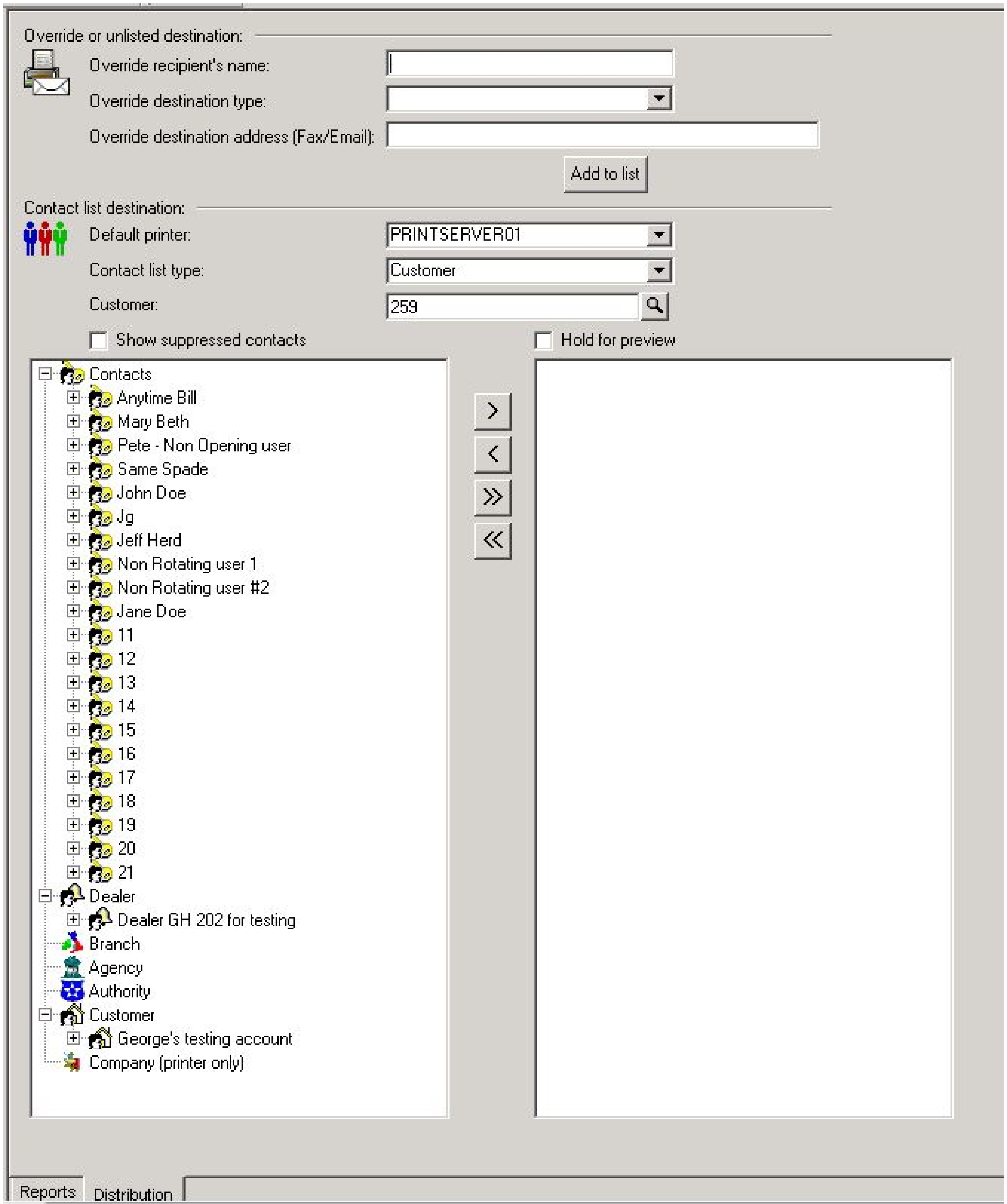
2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click "Output Device Types".
Result: the "Output Device Types" form displays as shown in the following screenshot:



4. Items in the "Attributes" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
5. Items in the "Protocol" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
6. Items in the "Type" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
7. If you want to group your Report by "Attribute", "Type", or "Protocol", select the item in the "Group by:" area of the form.
8. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

Permit Types

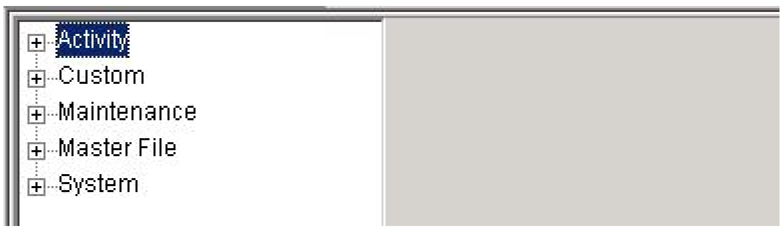
The Permit Types Report provides a list all Authority permits.

Generating a Permit Types Report

Perform the following steps to generate a Permit Types Report:

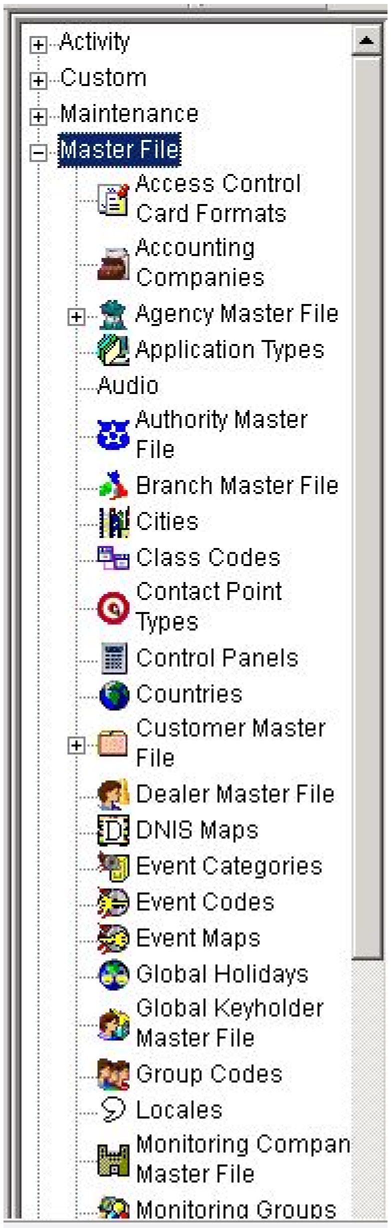
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

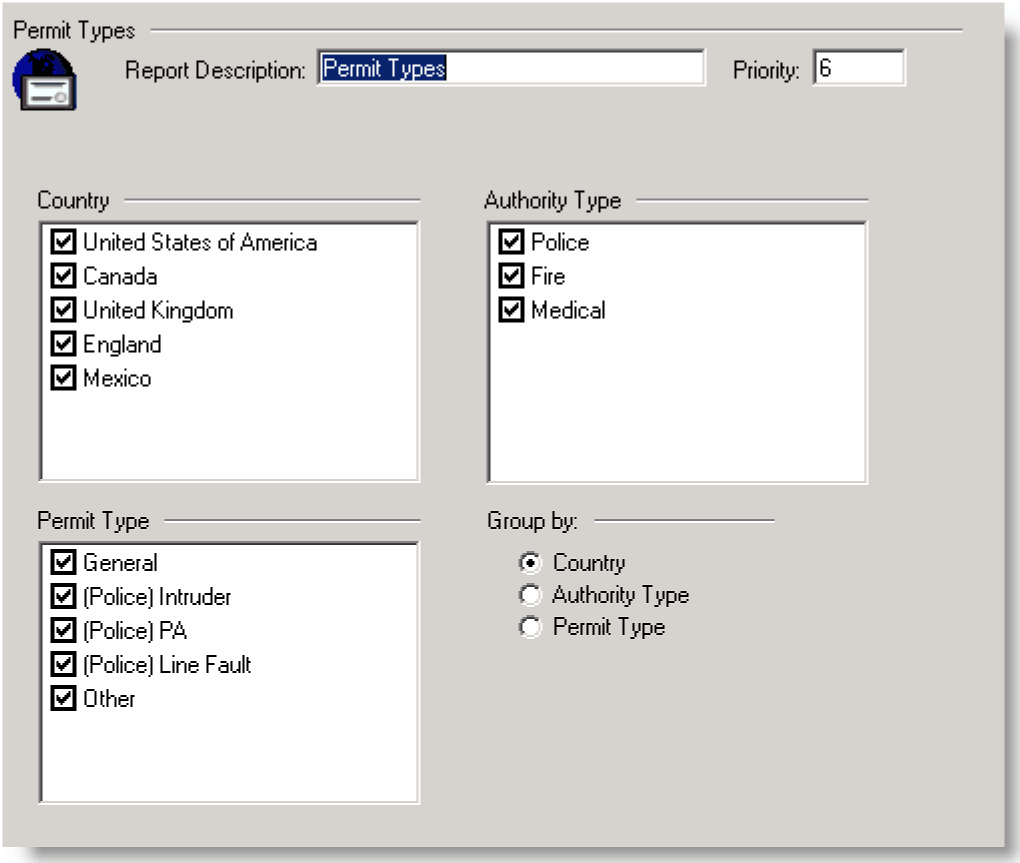


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

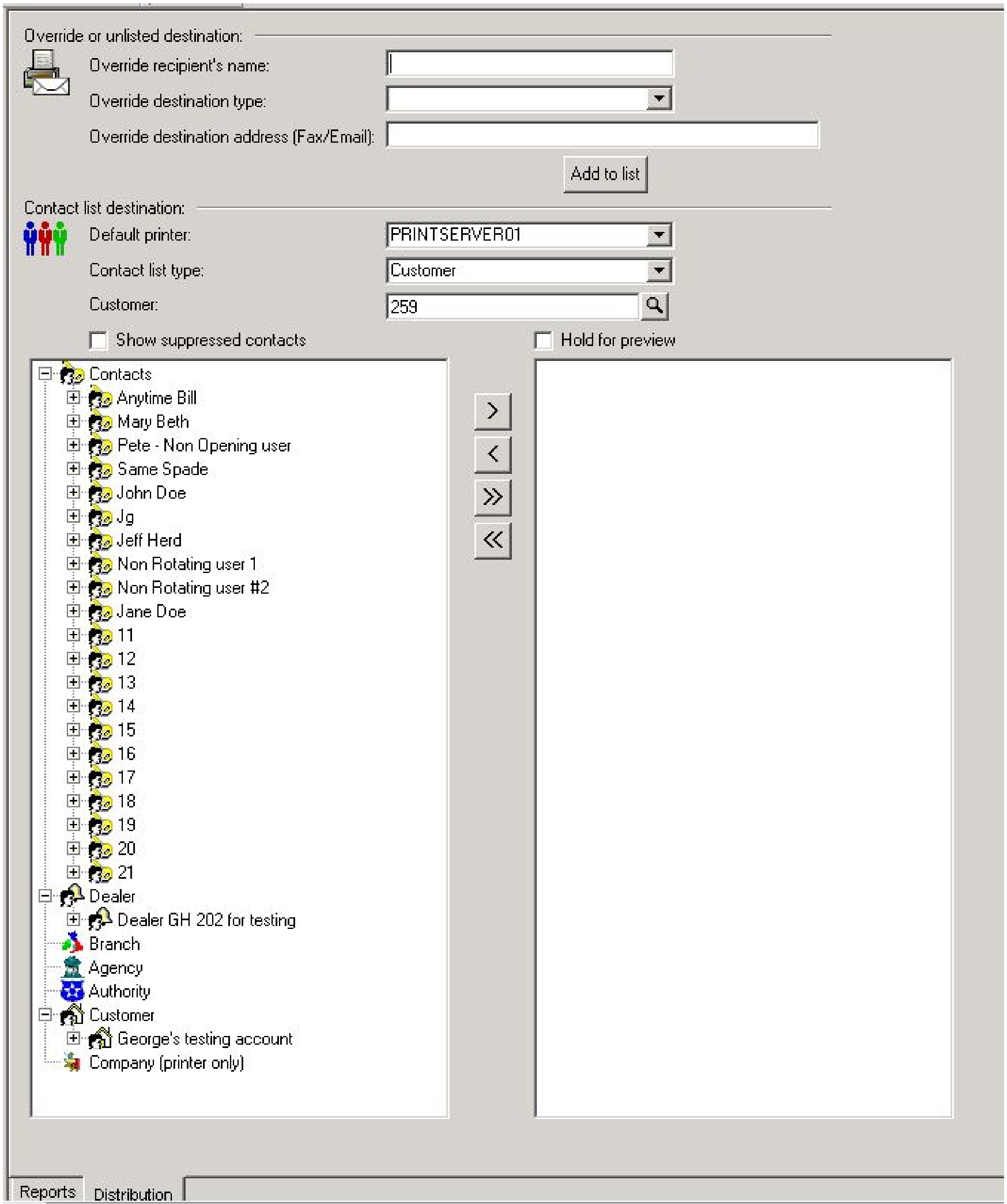


3. Double-click "Permit Types".
Result: the "Permit Types" form displays as shown in the following screenshot:



4. Items in the "Country" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
5. Items in the "Permit Type" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
6. Items in the "Authority Type" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
7. The "Country" option in the "Group by:" area of the form displays as preselected. If you want to group your Report by "Authority Type" or "Permit Type", select that option instead.
8. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

Post Codes

The Post Codes Report lists all Post Codes in Manitou for a Country, Region, or City.

Generating a Post Codes Report

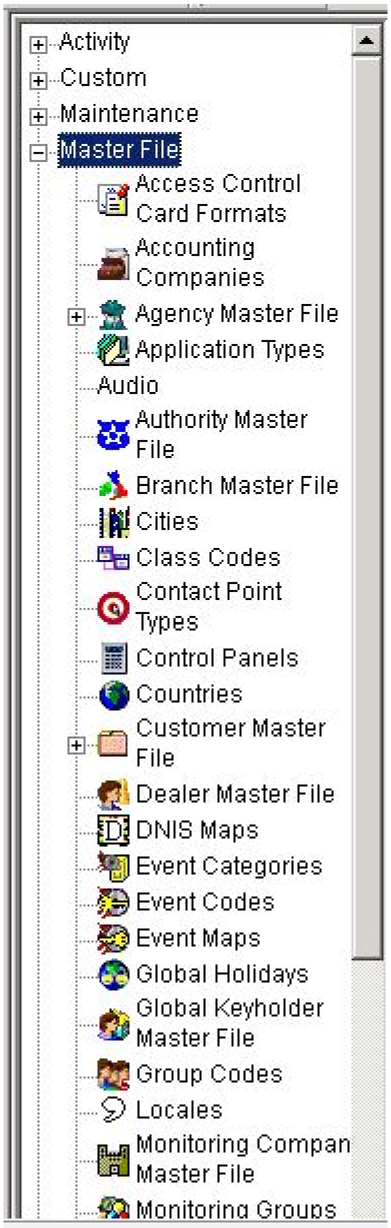
Perform the following steps to generate a Post Codes Report:

1. Navigate to the Reports menu, and select "System Reports".

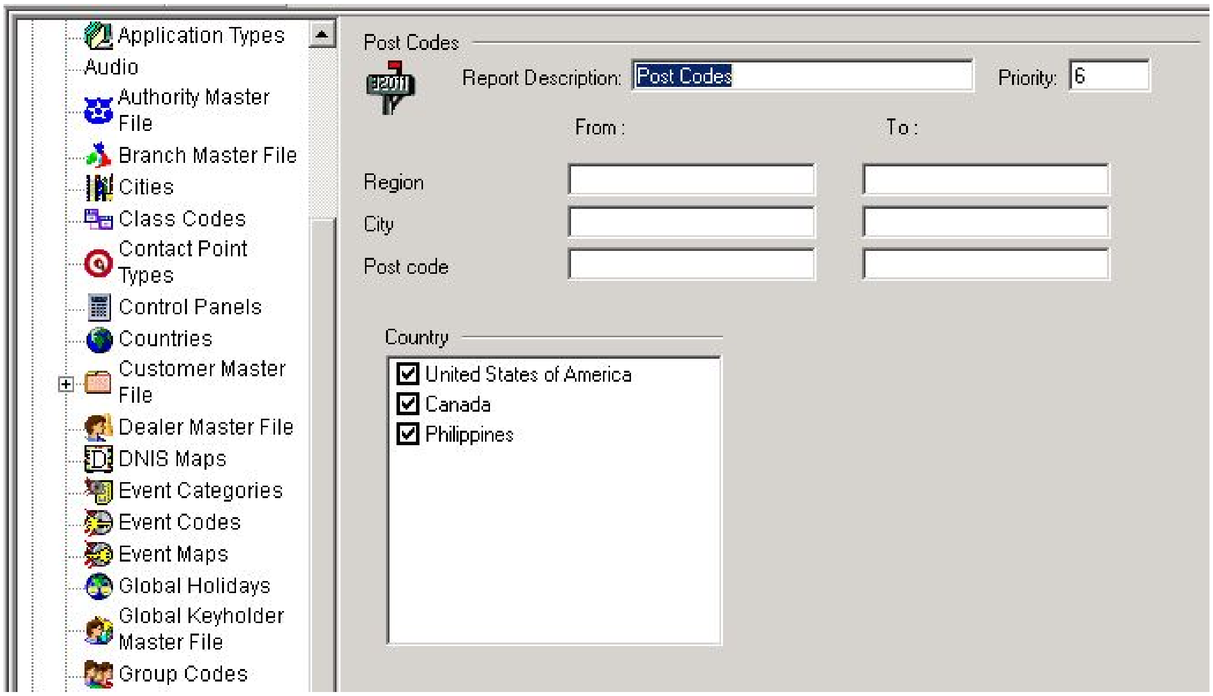
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



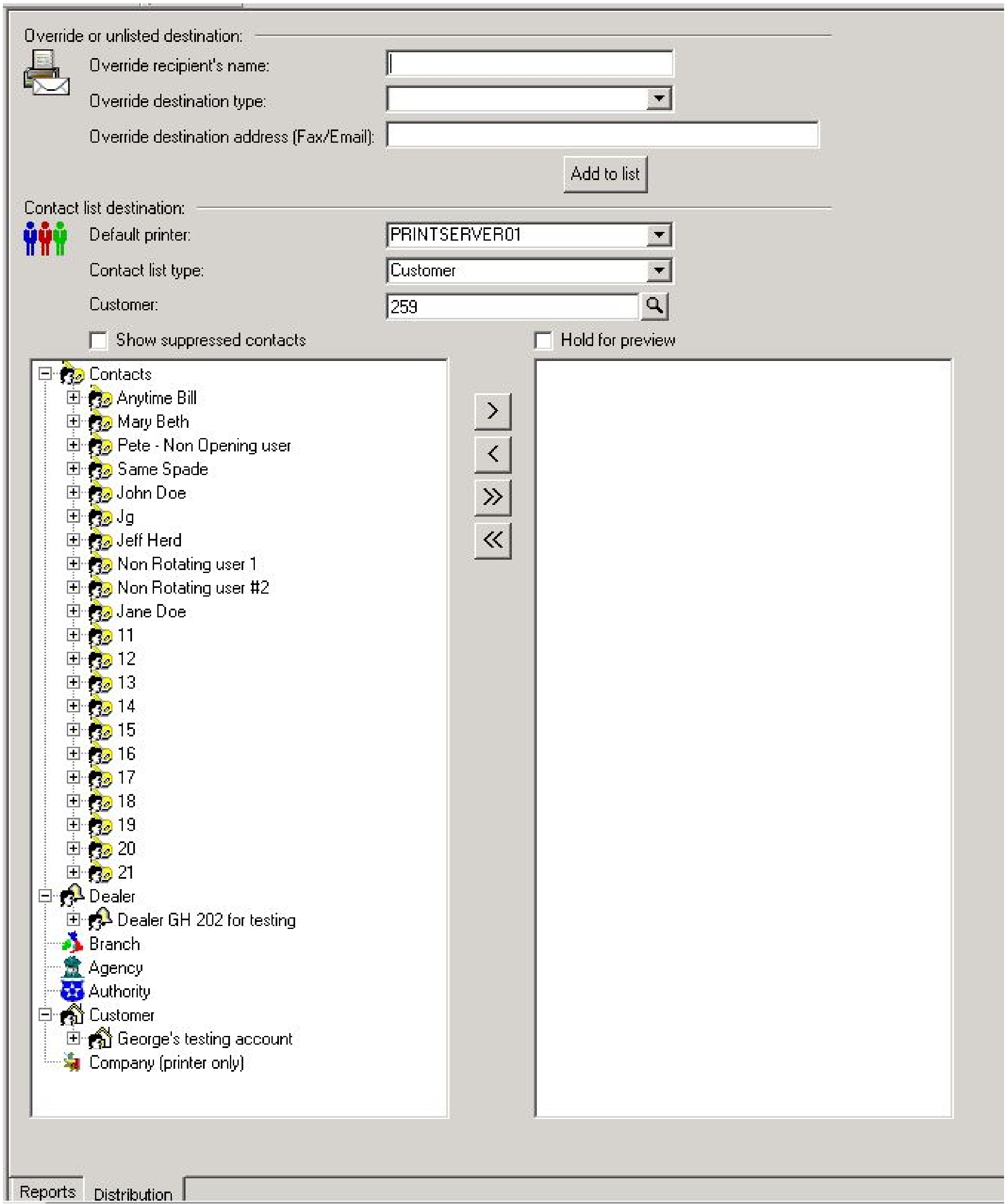
3. Double-click "Post Codes".
Result: the "Post Codes" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Post Codes Report:
- Region
- City
- Post Code

5. To run a Post Codes Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. Items in the "Country" area of the form display as preselected. If you want, deselect the Country you want to exclude from your Report.
7. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



8. For instructions on distributing your Report, refer to the "System Reports" document.

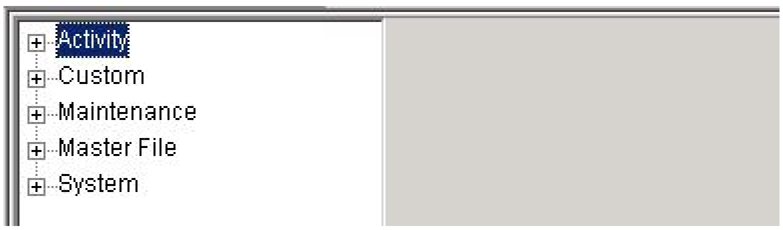
Receiver Line Prefixes

The Receiver Line Prefixes report lists all Receiver Line Prefixes currently configured in Manitou.

Generating a Receiver Line Prefixes Report

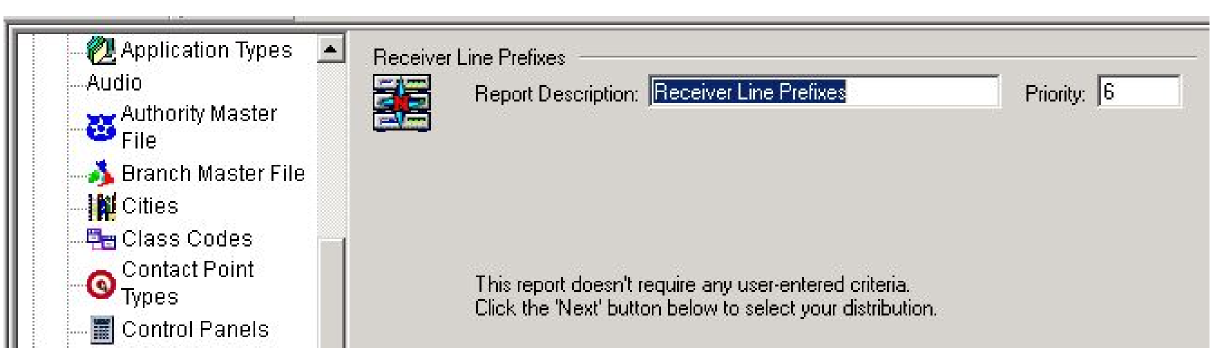
Perform the following steps to generate a Receiver Line Prefixes Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

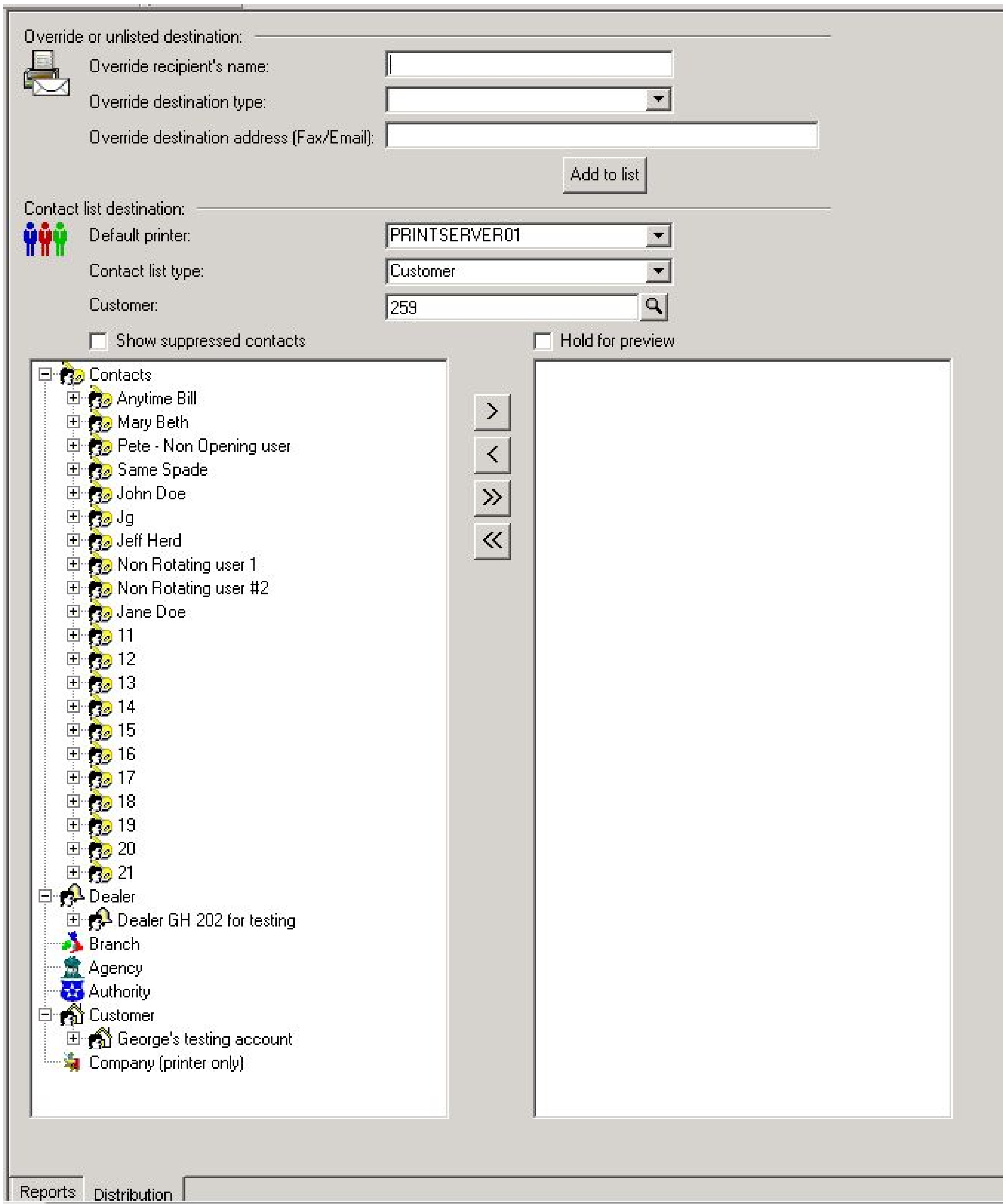


2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click "Receiver Line Prefixes".
Result: the "Receiver Line Prefixes" form displays as shown in the following screenshot:



4. Click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



5. For instructions on distributing your Report, refer to the "System Reports"

document.

Receiver Types

The Receiver Types report provides a list of all Receiver Types currently configured in Manitou.

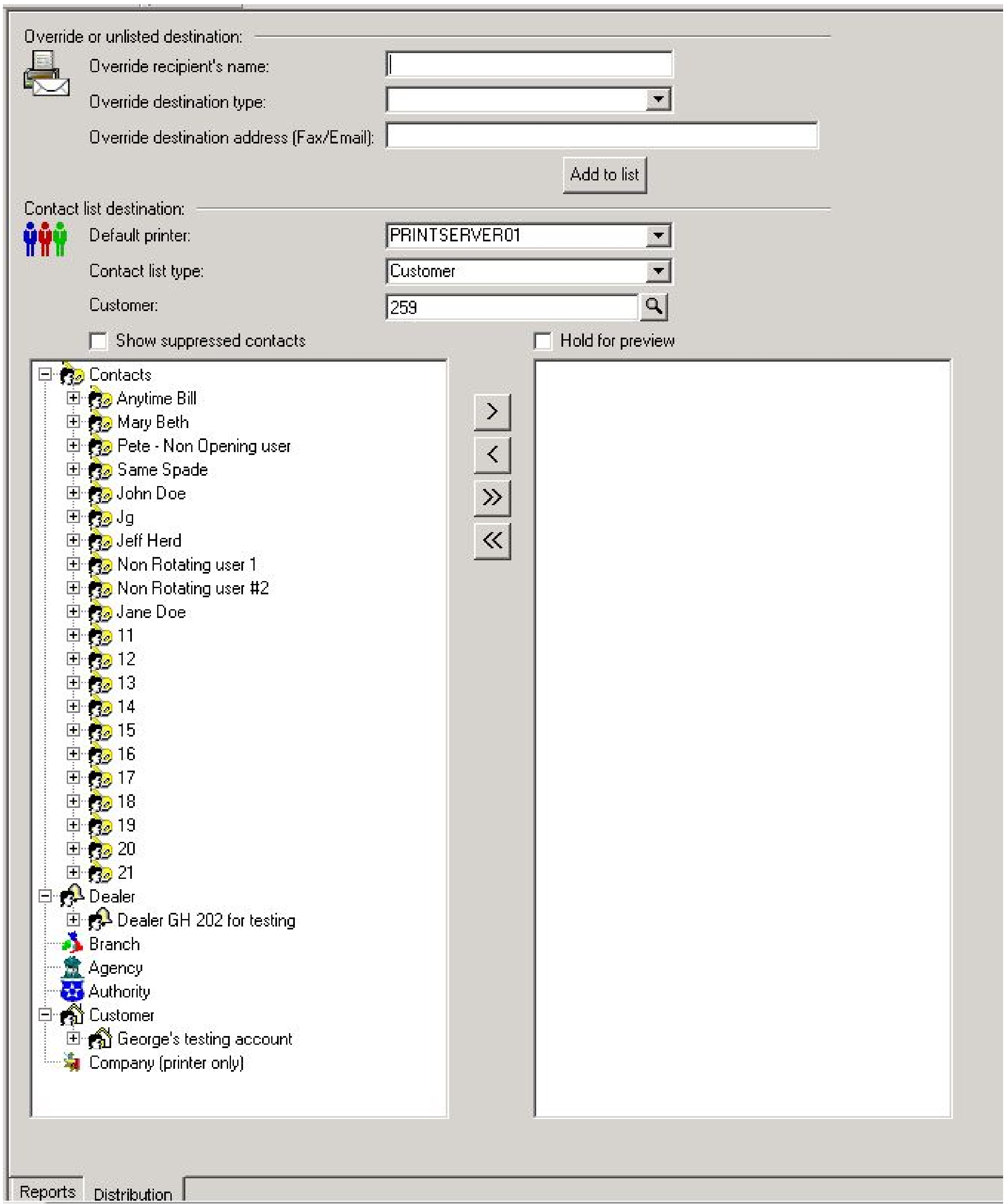
Generating a Receiver Types Report
Perform the following steps to generate a Receiver Types Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click "Receiver Types".
Result: the "Receiver Types" form displays as shown in the following screenshot:

4. Click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



5. For instructions on distributing your Report, refer to the "System Reports"

document.

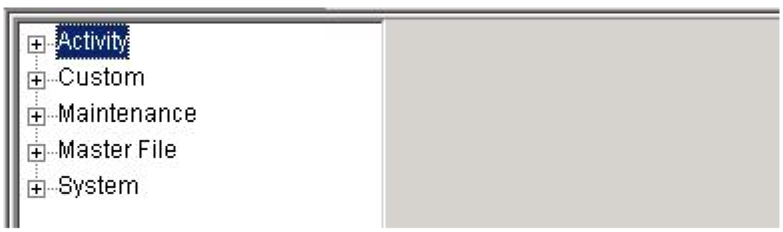
Receivers

The Receivers Report displays a list of configuration criteria for each Receiver Type and FEP. The Report includes the Receiver Number, Code, Receiver Description, Type, Port, Settings, Default Line Prefix, Default Monitoring Group, Line Prefix, and Transmitter ID.

Generating a Receivers Report

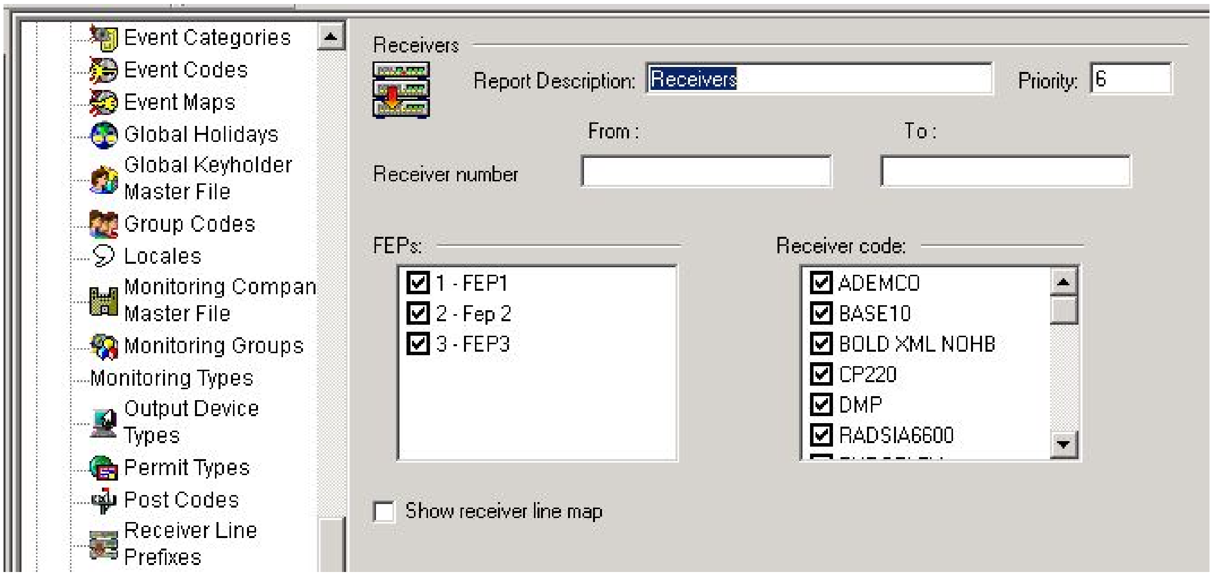
Perform the following steps to generate a Receivers Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



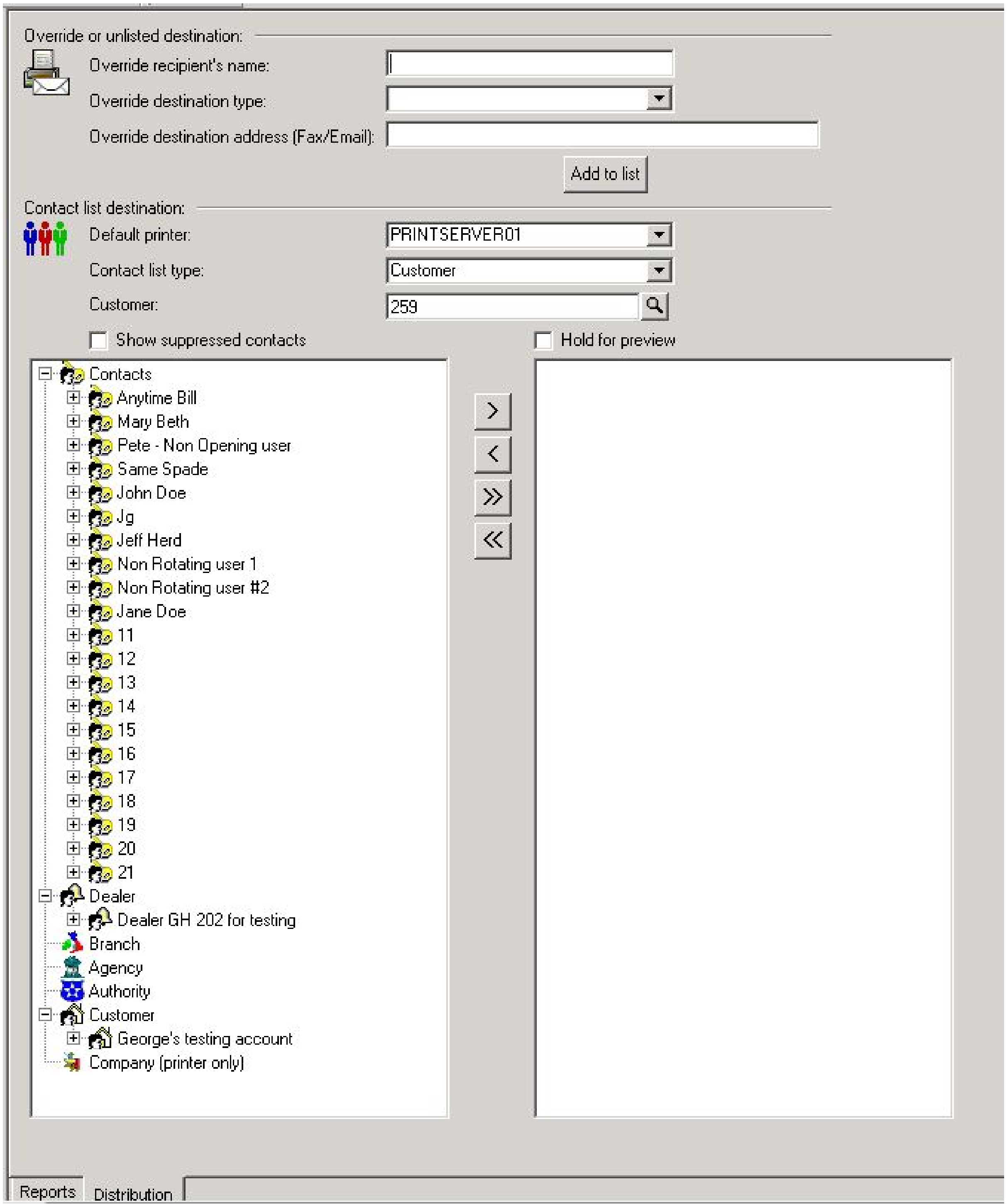
2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click "Receivers".
Result: the "Receivers" form displays as shown in the following screenshot:



4. To run a Receivers Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. Items in the "FEPs:" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
6. Items in the "Receiver code:" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
7. If you want your Report to display a Receiver Line Map, select the "Show receiver line map" checkbox.
8. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

Regions

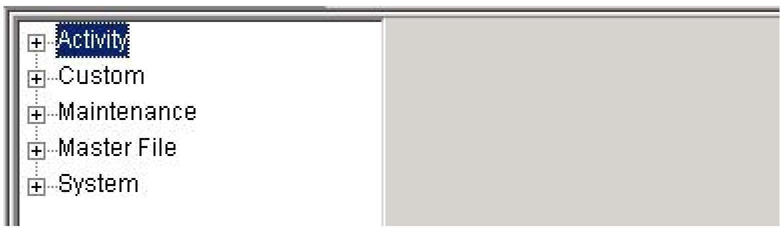
The Regions Report displays a list of all the Regions and abbreviations currently in Manitou.

Generating a Regions Report

Perform the following steps to generate a Regions Report:

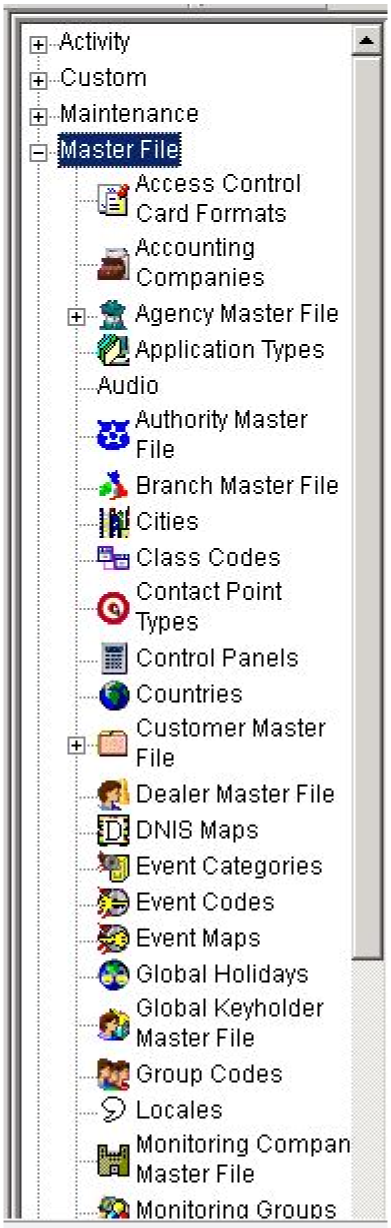
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

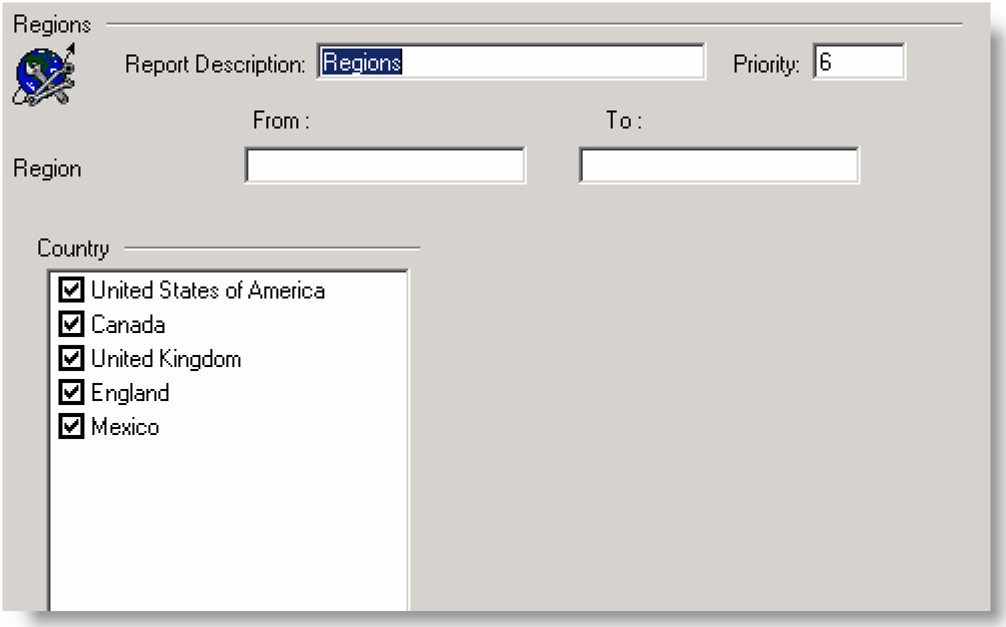


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

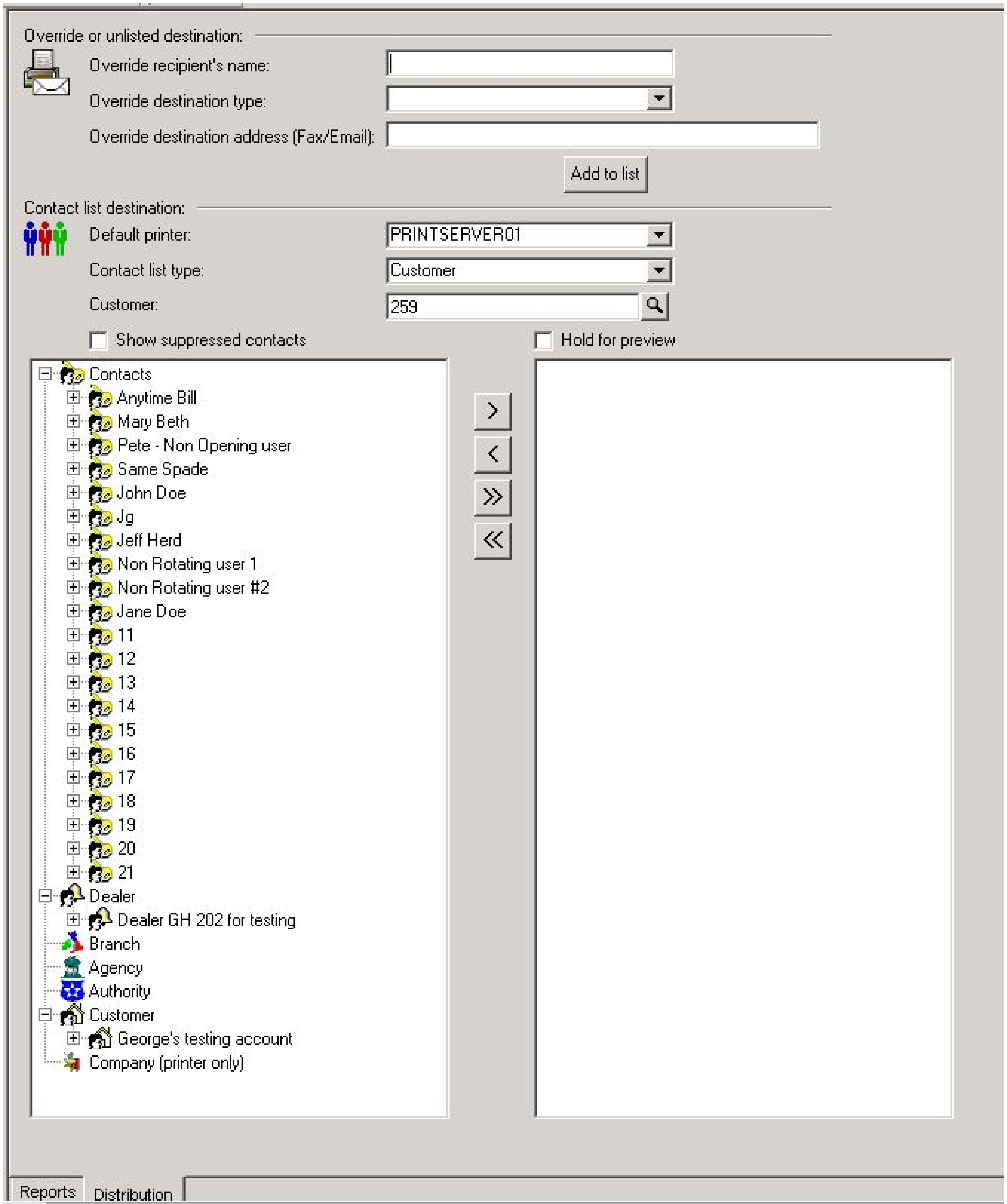


3. Double-click "Regions".
Result: the "Regions" form displays as shown in the following screenshot:



4. To run a Regions Report, enter a beginning value in the "Region" "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. Items in the "Country" area of the form display as preselected. If you want, deselect any Country you want to exclude from your Report.
6. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



7. For instructions on distributing your Report, refer to the "System Reports" document.

Resolution Codes

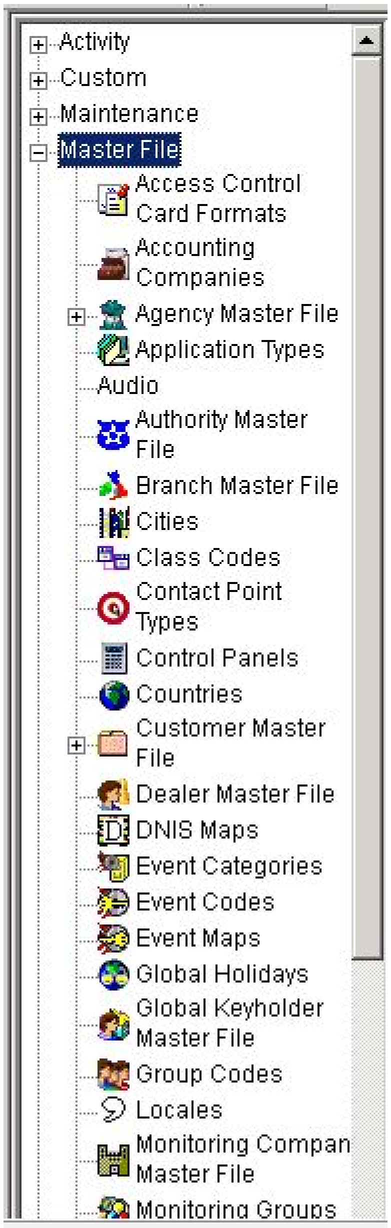
The Resolution Codes Report lists all Resolution Codes for a particular Country or Group. The Report details the two-letter Resolution Code, a description of the Code, and the Alarm condition.

Generating a Resolution Codes Report

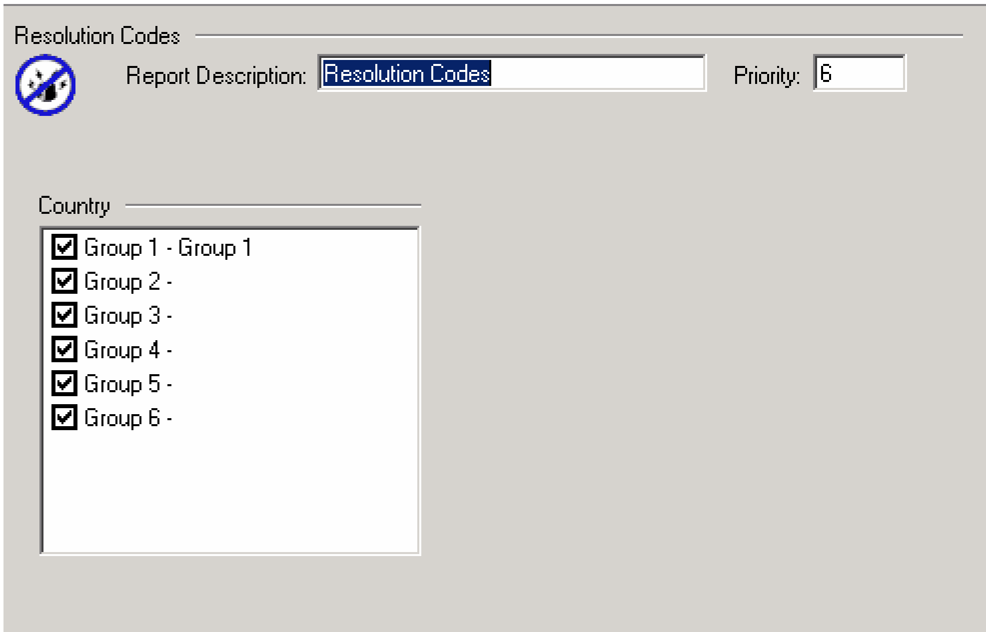
Perform the following steps to generate a Resolution Codes Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

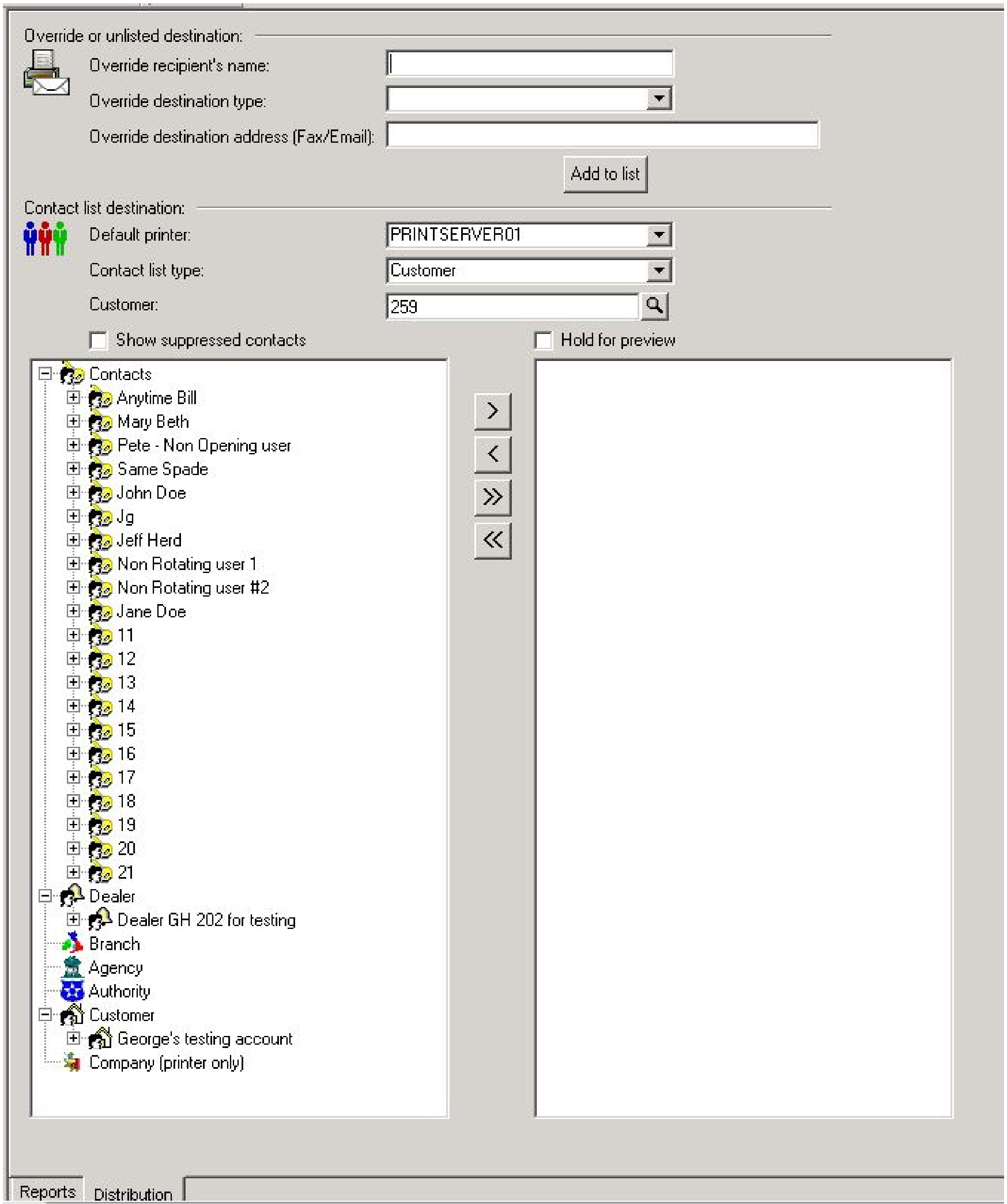


3. Double-click "Resolution Codes".
Result: the "Resolution Codes" form displays as shown in the following screenshot:



4. Items in the "Country" area of the form display as preselected. If you want, deselect any Country you want to exclude from your Report.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

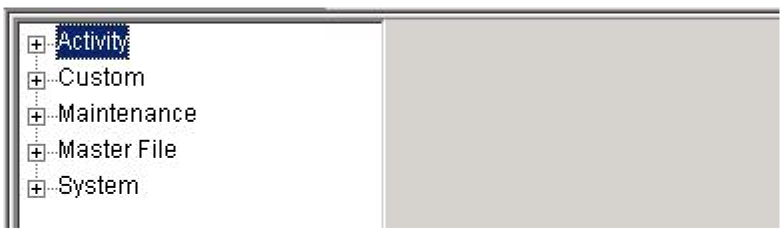
Reverse Channel Routes

The Reverse Channel Routes Report displays all Protocols currently configured in Manitou. The Report also includes a description of the Protocol, Application Type, Receiver Line Prefix, , the FEP Number, Receiver Number, Line Number, Receiver Code, and whether the Reverse Channel is associated with a Dealer.

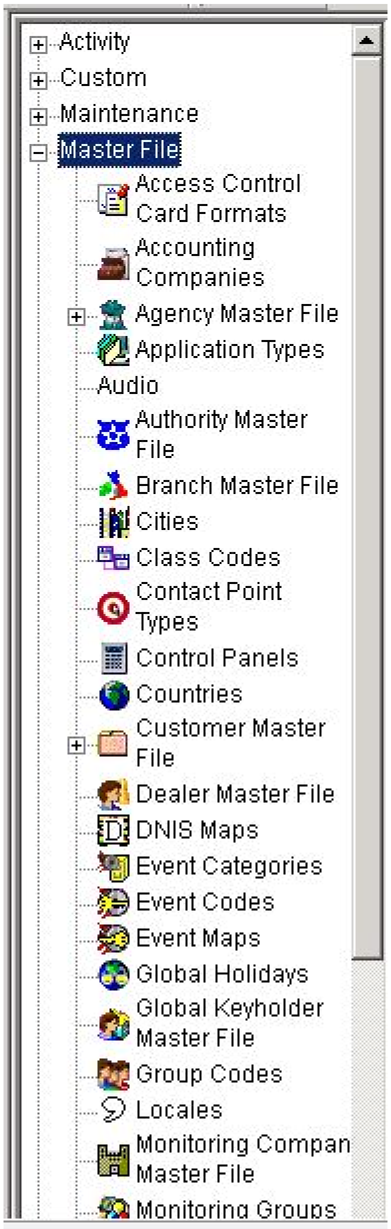
Generating a Reverse Channel Routes Report

Perform the following steps to generate a Reverse Channel Routes Report:

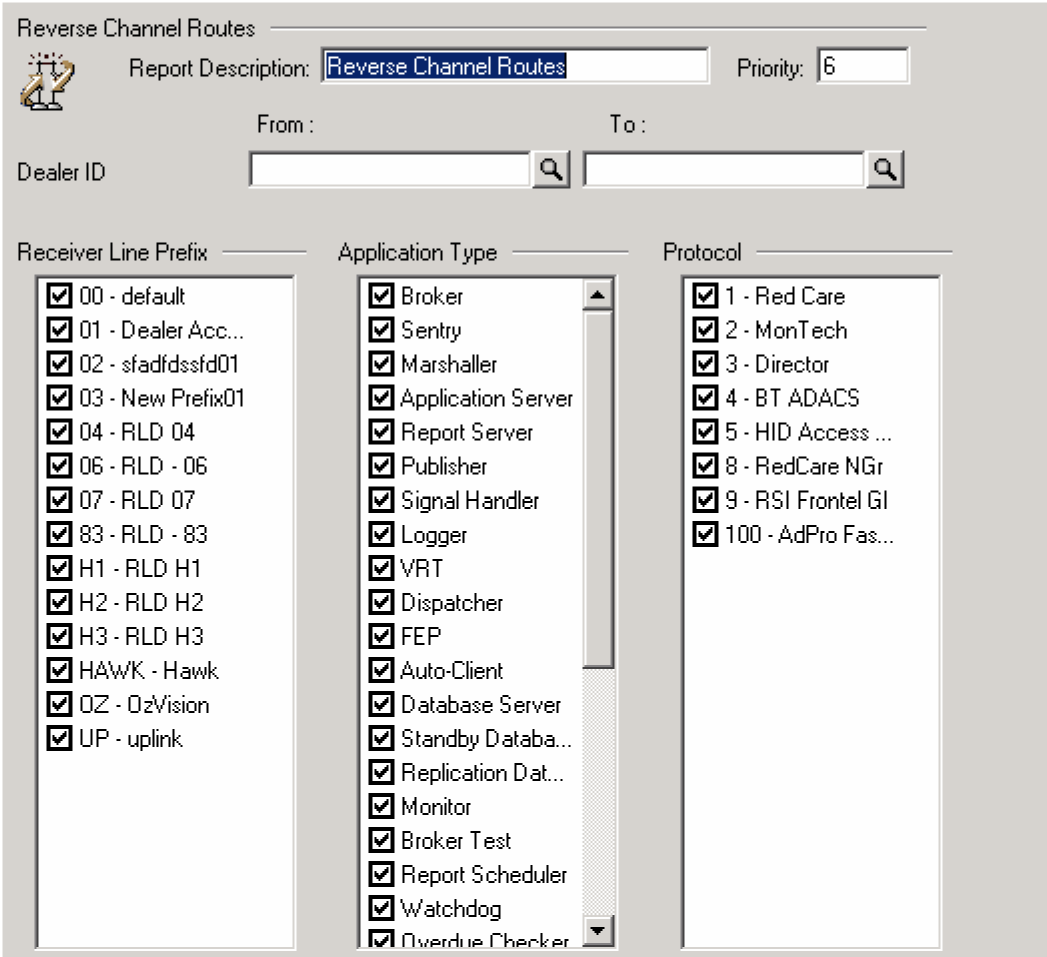
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

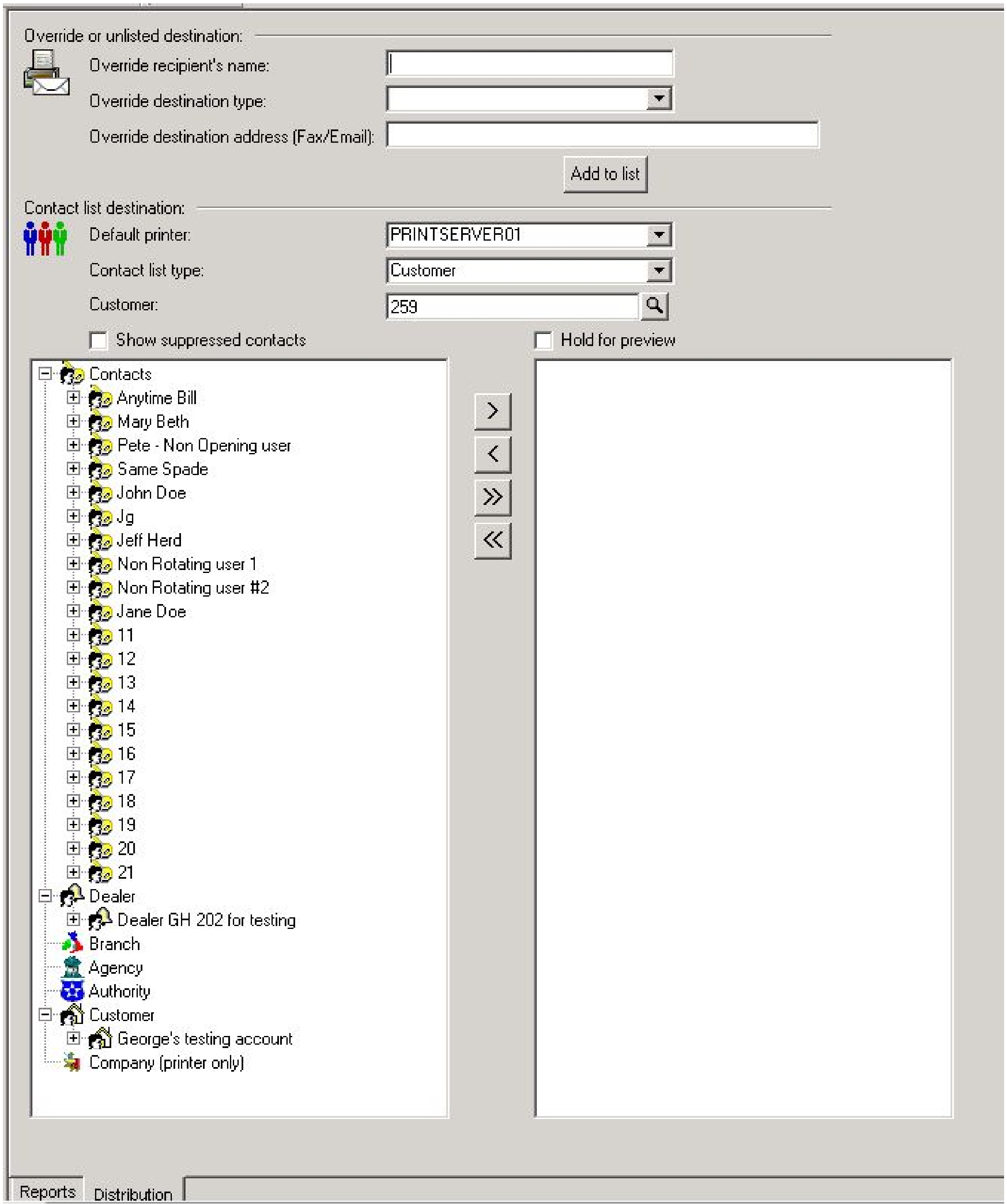


3. Double-click "Reverse Channel Routes".
Result: the "Reverse Channel Routes" form displays as shown in the following screenshot:



4. To run a Reverse Channel Routes Report, enter a beginning value in the"Dealer ID" "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. Items in the "Receiver Line Prefix" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
6. Items in the "Application Type" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
7. Items in the "Protocol" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
8. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

Script Messages

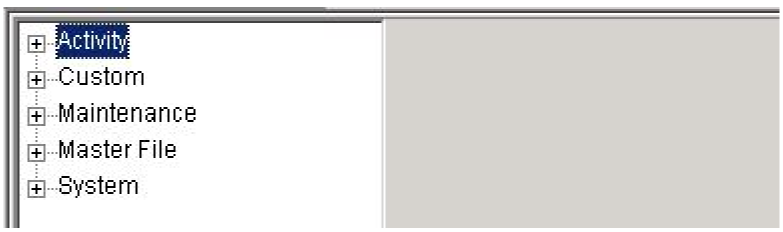
The Script Messages Report displays all Script Messages currently in Manitou.

Generating a Script Messages Report

Perform the following steps to generate a Script Messages Report:

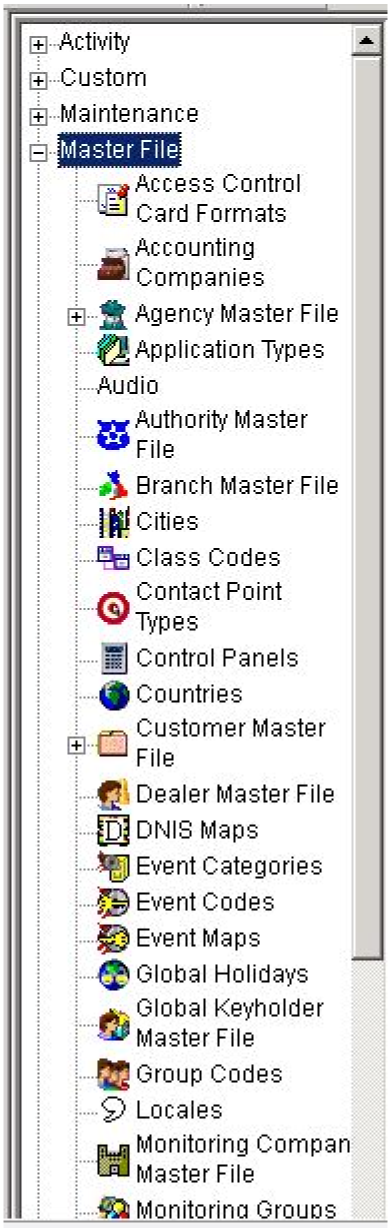
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

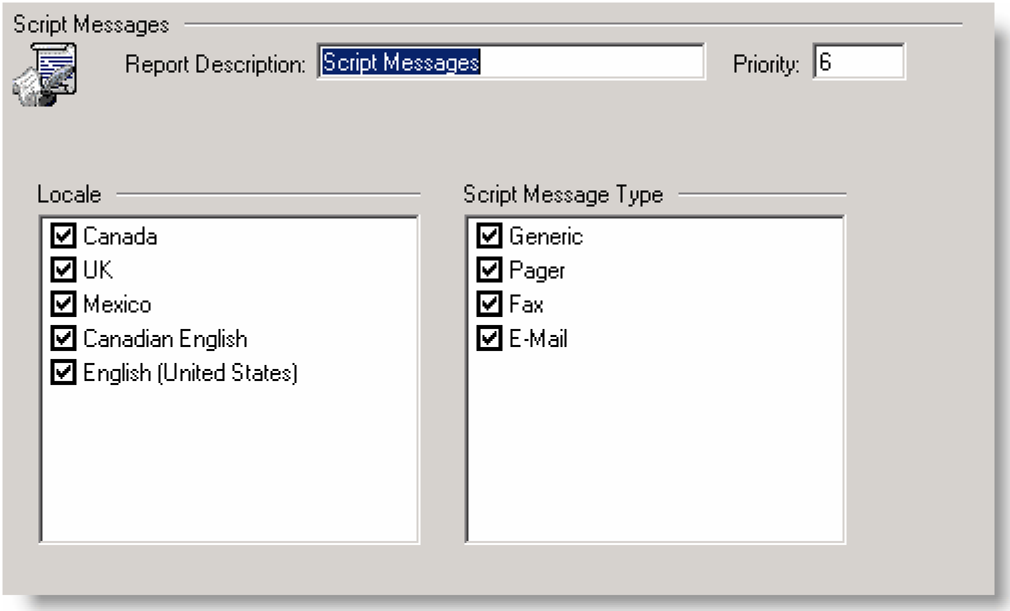


2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

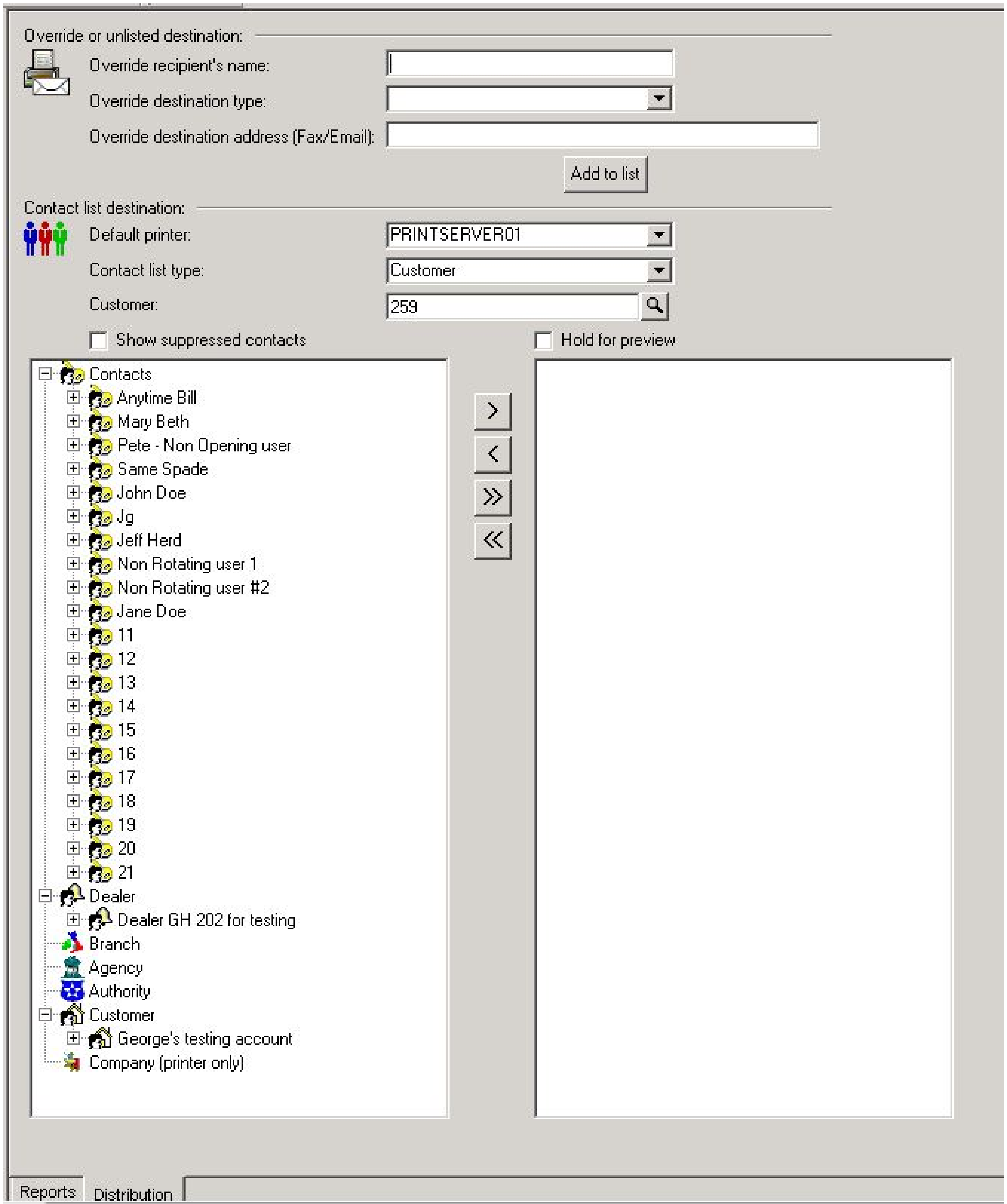


3. Double-click "Script Messages".
Result: the "Script Messages" form displays as shown in the following screenshot:



4. Items in the "Locale" area of the form display as preselected. Deselect the items you want to exclude from your Report.
5. Items in the "Script Message Type" area of the form display as preselected. Deselect the items you want to exclude from your Report.
6. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



7. For instructions on distributing your Report, refer to the "System Reports" document.

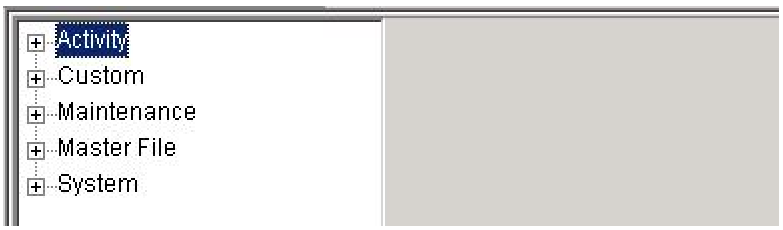
Service Provider Device Types

The Service Provider Device Types Report displays all the Service Provider Types in Manitou.

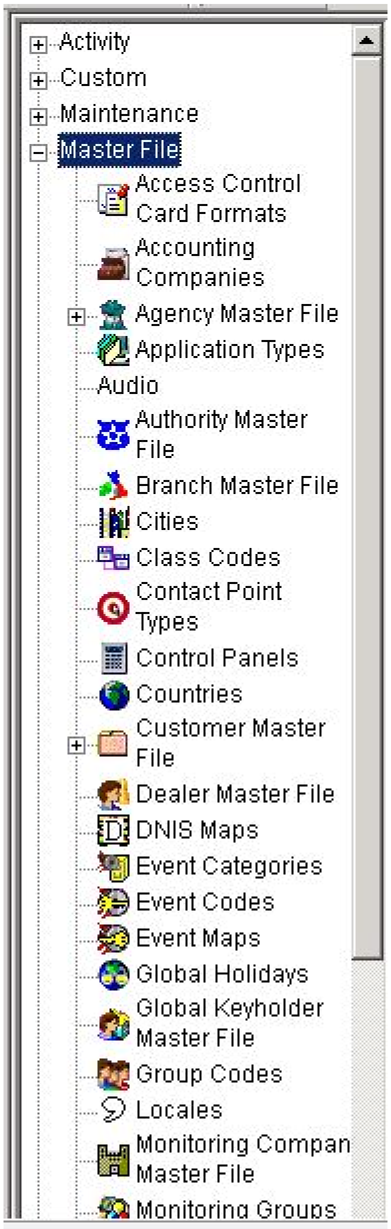
Generating a Service Provider Device Types Report

Perform the following steps to generate a Service Provider Device Types Report:

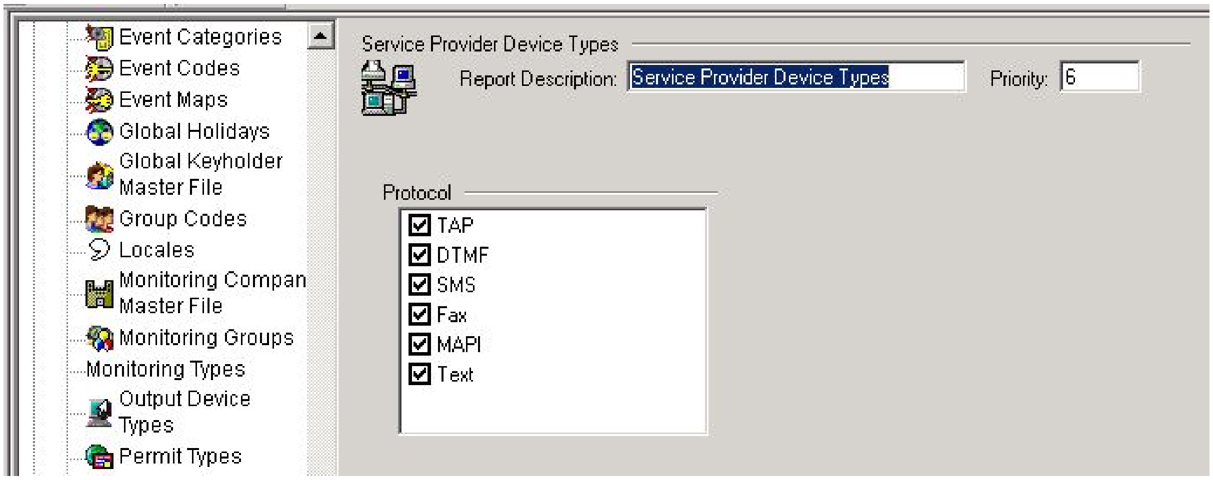
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

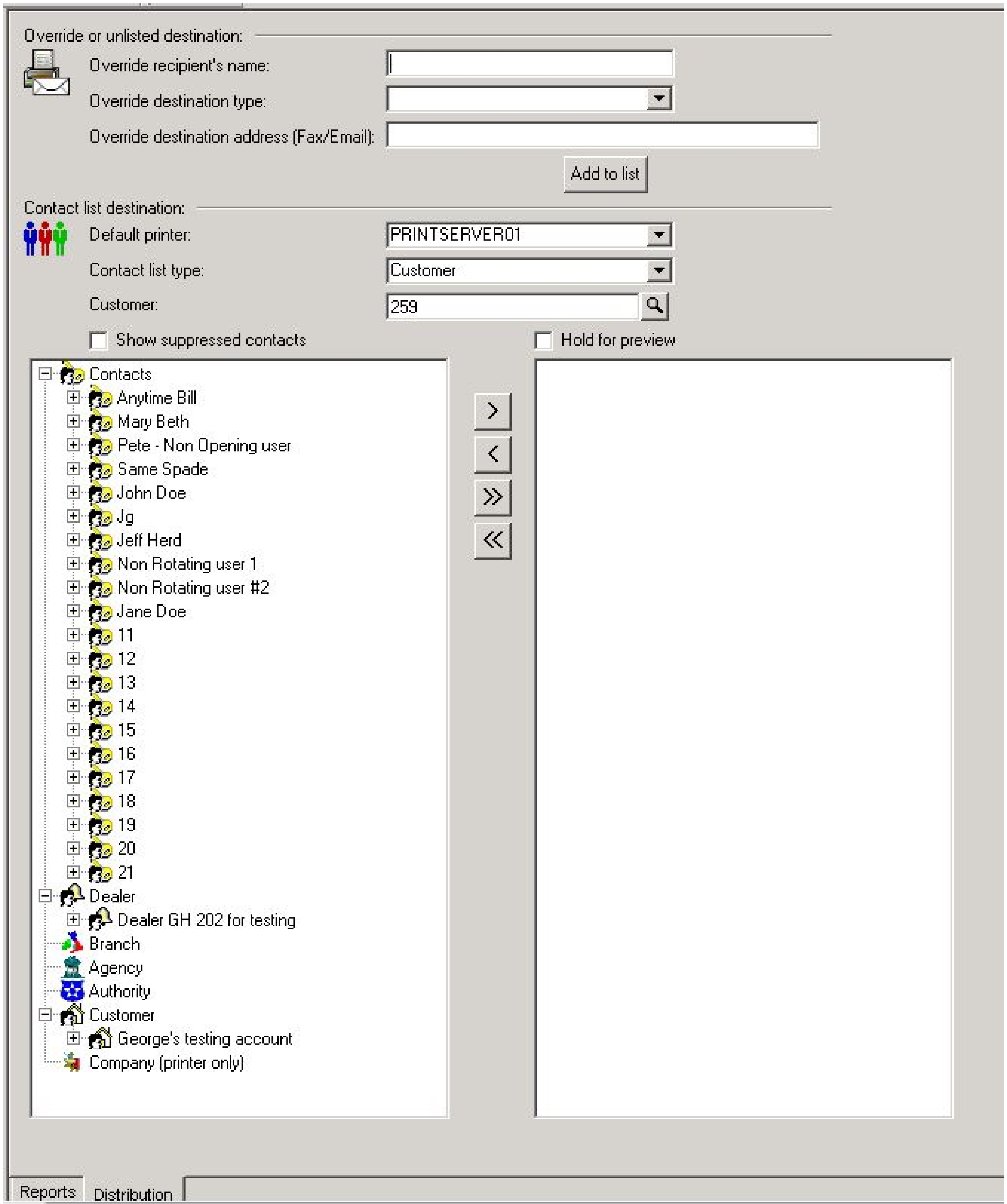


3. Double-click "Service Provider Device Types".
Result: the "Service Provider Device Types" form displays as shown in the following screenshot:



4. Items in the "Protocol" area of the form display as preselected. Deselect the items you want to exclude from your Report.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

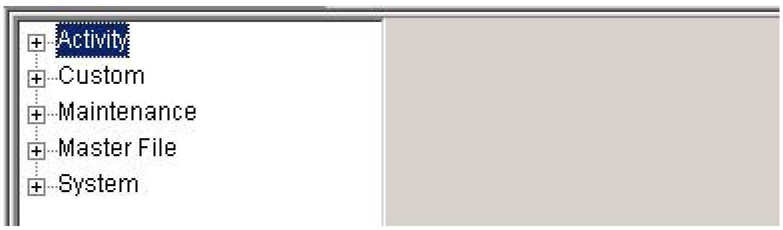
Subtypes

The Subtypes Report displays all the Subtypes currently configured in Manitou.

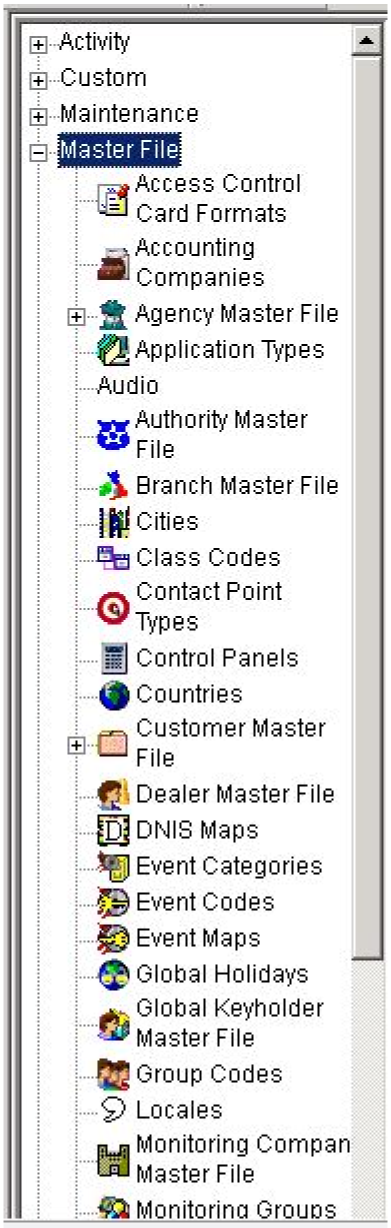
Generating a Subtypes Report

Perform the following steps to generate a Subtypes Report:

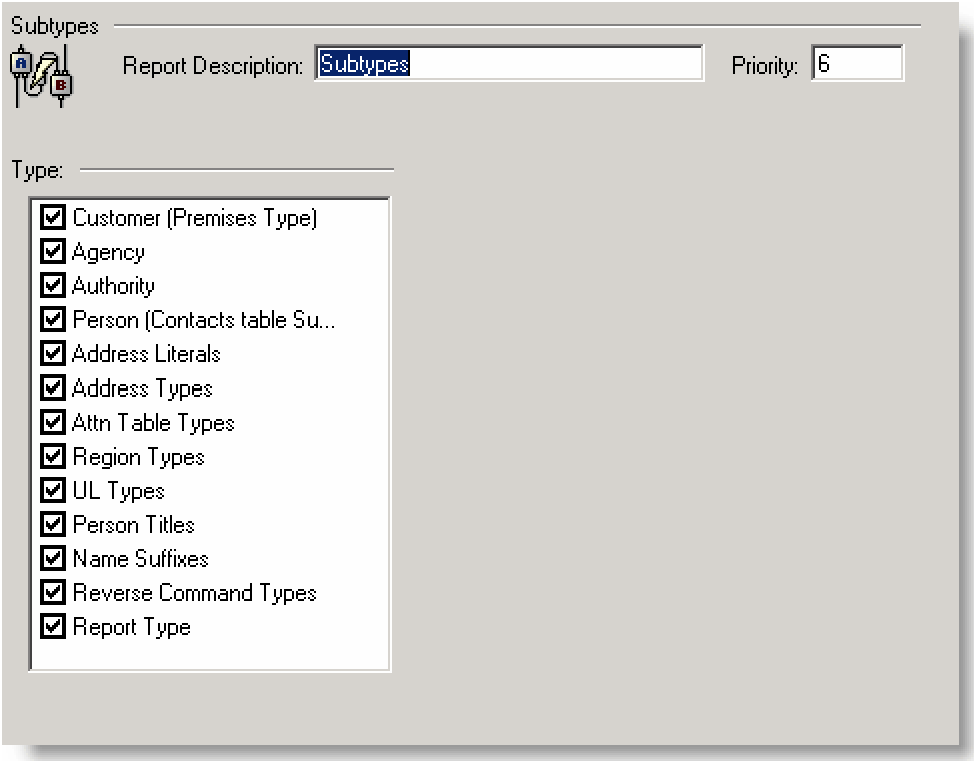
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

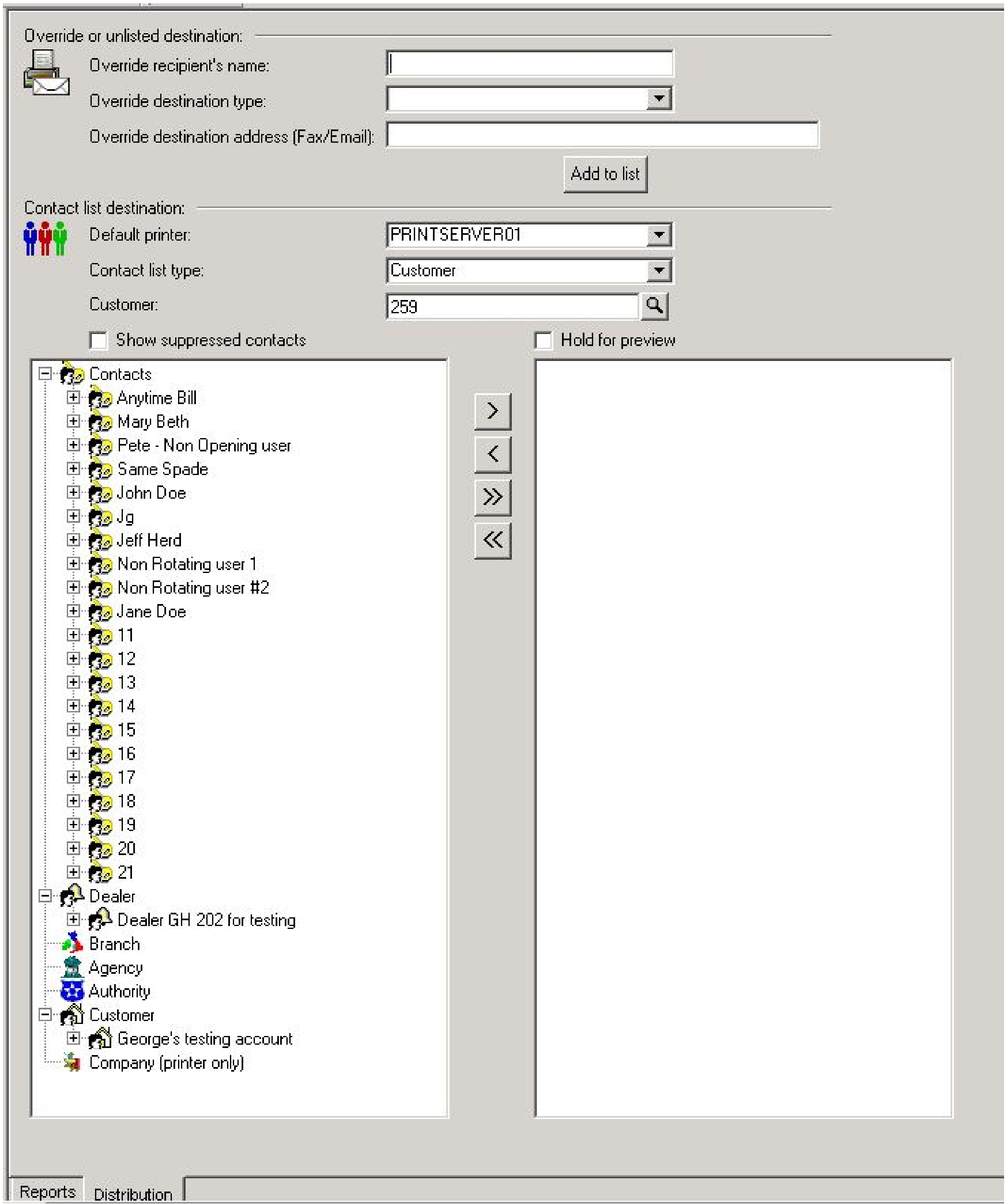


3. Double-click "Subtypes".
Result: the "Subtypes" form displays as shown in the following screenshot:



4. Items in the "Type:" area of the form display as preselected. Deselect the items you want to exclude from your Report.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

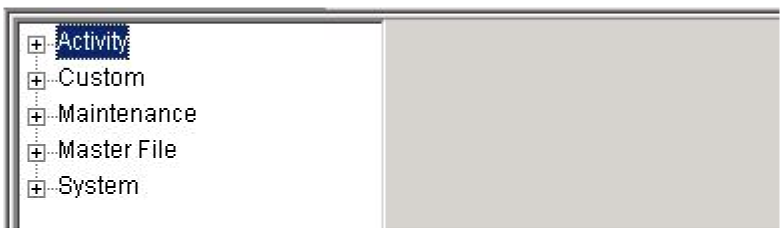
Temporary Comments

The Temporary Comments Report displays all the Temporary Comments associated with a Customer's record. Users can run the Report to view important comments, such as a Customer vacationing during a specific time period, or other special instructions regarding an account.

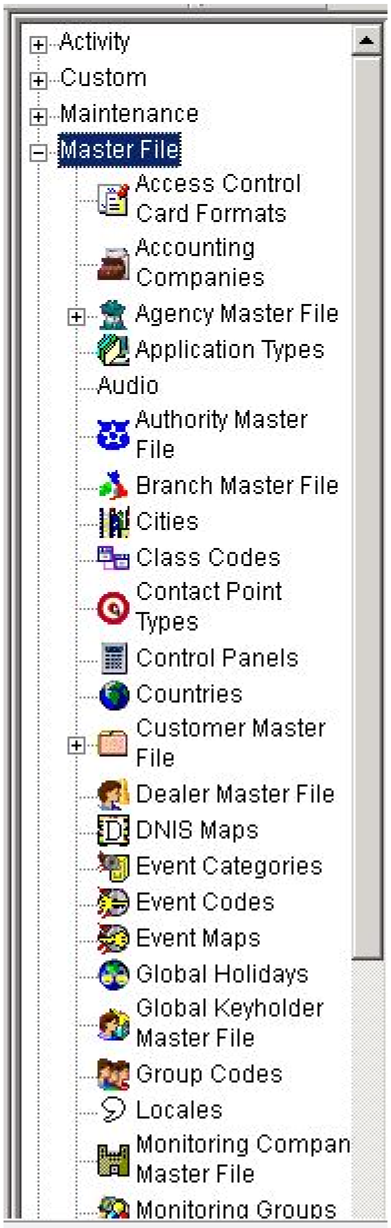
Generating a Temporary Comments Report

Perform the following steps to generate a Temporary Comments Report:

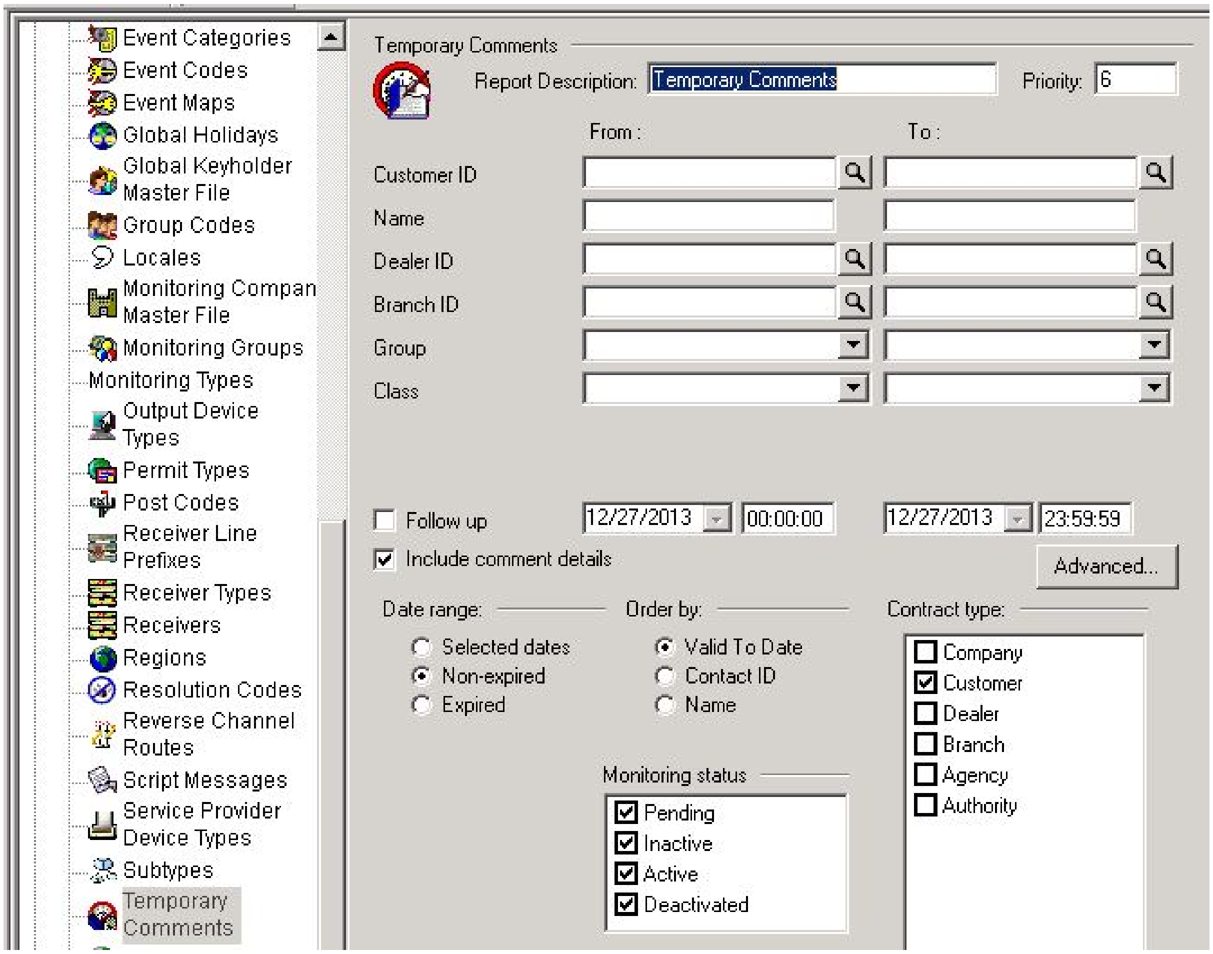
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Temporary Comments".
Result: the "Temporary Comments" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Temporary Comments Report:

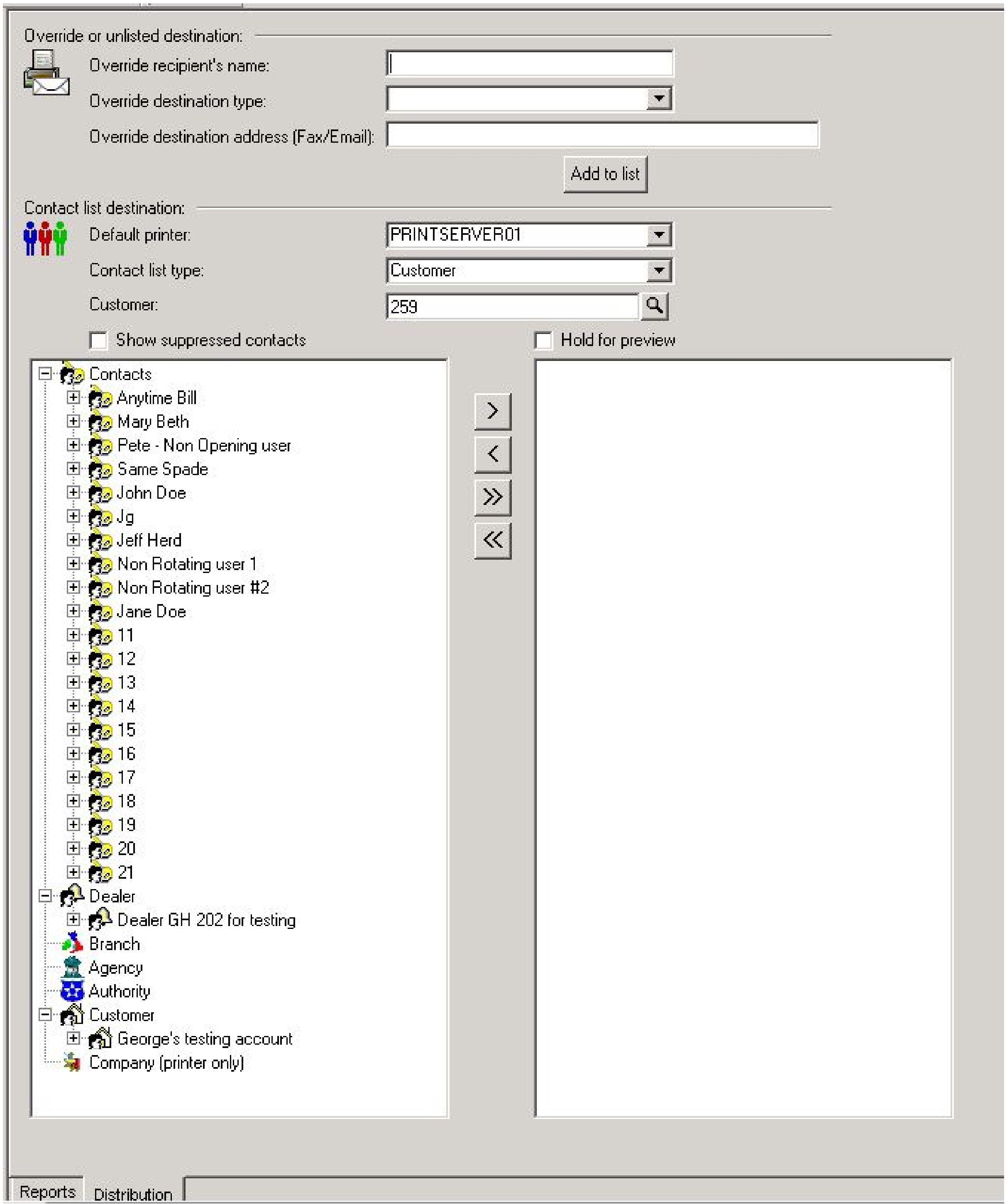
- Customer ID
- Name
- Dealer ID
- Branch ID
- Group
- Class

5. To run a Temporary Comments Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want, select the "Follow up" checkbox and enter a date and time range.
7. The "Include comment details" checkbox displays as preselected. Deselect the item, if you want to limit the amount of information that displays in your Report.
8. The "Non-expired" option in the "Date range:" area of the form displays as preselected. If you want, select either the "Selected dates" or "Expired" option instead.
9. The "Valid To Date" option in the "Order by:" area of the form displays as preselected.

If you want, select either the "Contact ID" or "Name" option instead.

10. The "Customer" option in the "Contract type:" area of the form displays as preselected. If you want, select the "Company", "Dealer", "Branch", "Agency", or "Authority" option instead.
11. Items in the "Monitoring status" area of the form display as preselected. Deselect any items you want to exclude from your Report.
12. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



13. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

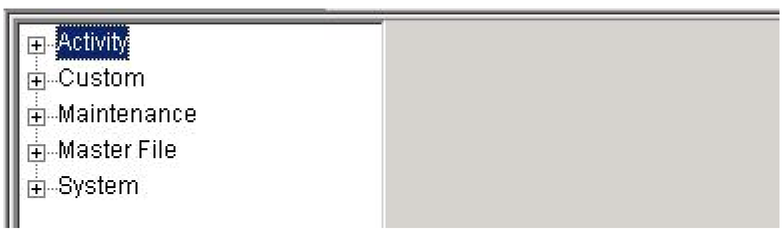
Time Zones

The Time Zones Report displays all the Time Zones currently in Manitou. This Report does not require you to enter any Report parameters.

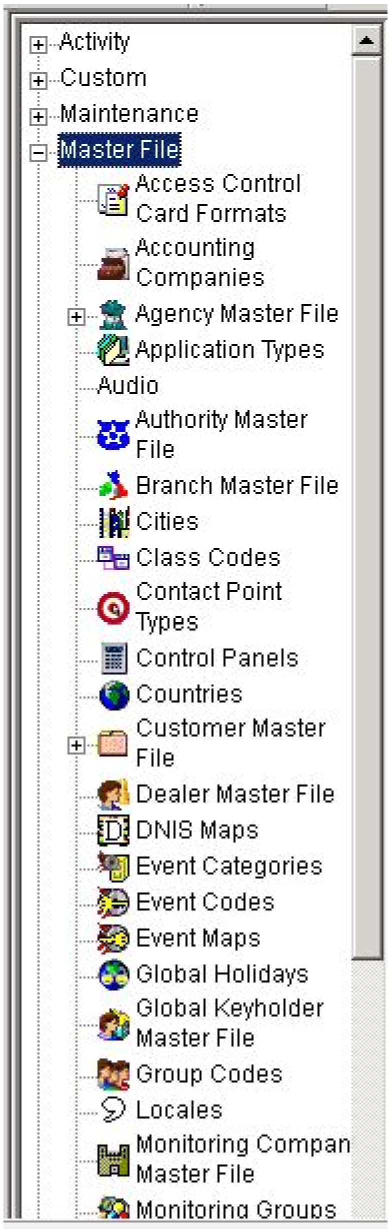
Generating a Time Zones Report

Perform the following steps to generate a Time Zones Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

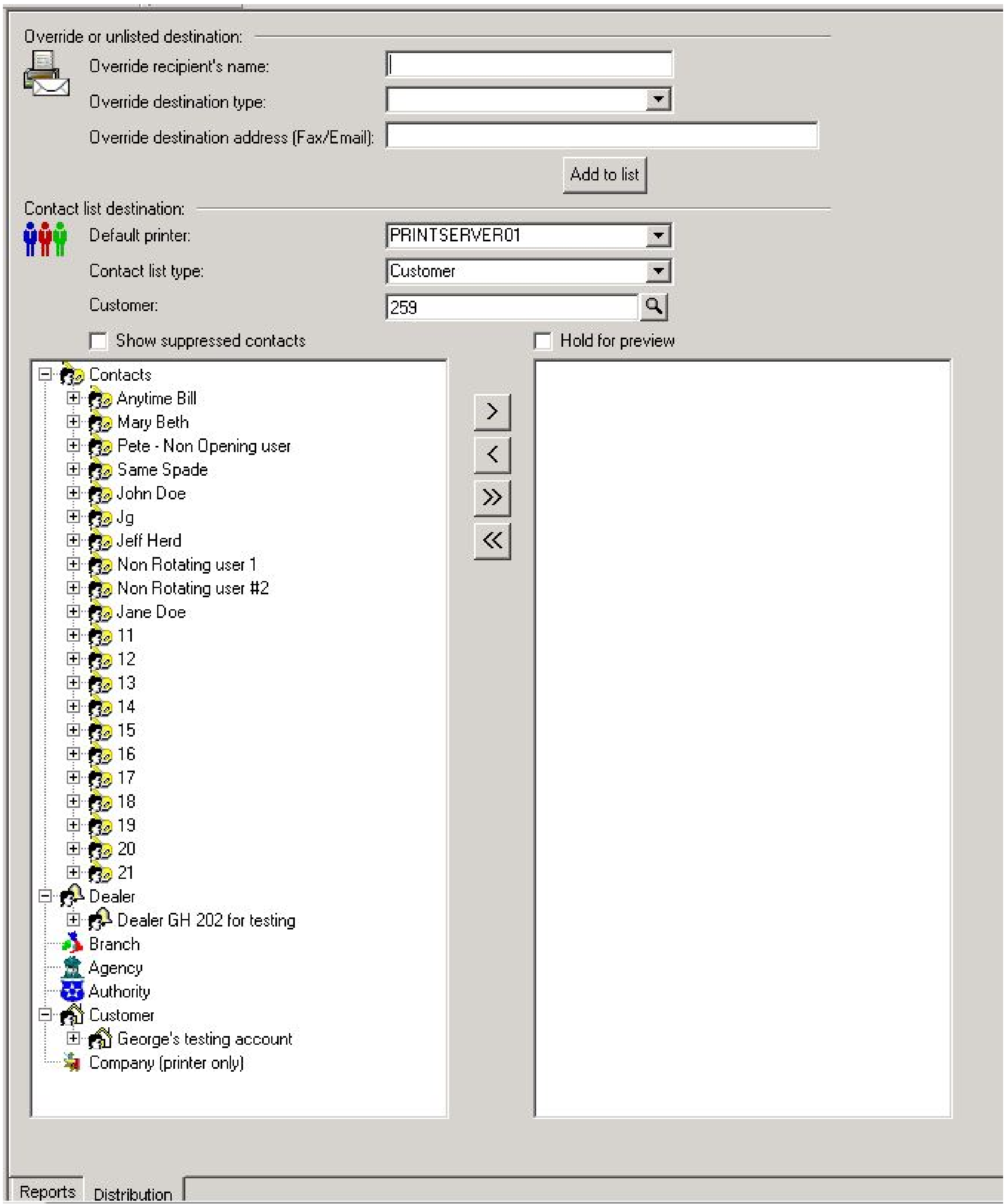


2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Time Zones".
Result: the "Time Zones" form displays as shown in the following screenshot:

4. Click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



5. For instructions on distributing your Report, refer to the "System Reports"

document.

Transmitter Protocol Formats

The Transmitter Protocol Format Report displays all the Transmitter Protocol Formats currently configured in Manitou. The Report includes the Transmitter and Signal Types, as well as other Area and Zone details.

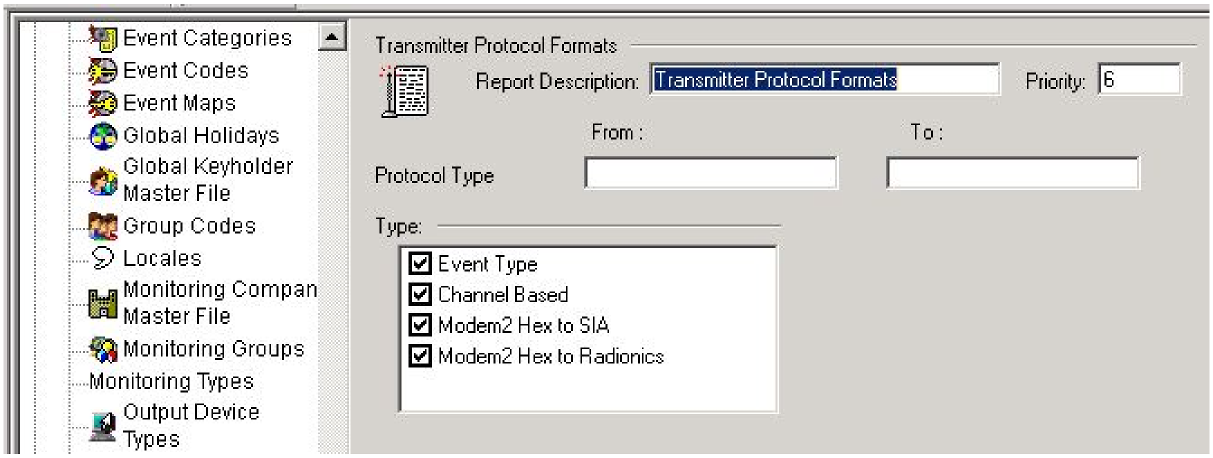
Generating a Transmitter Protocol Formats Report

Perform the following steps to generate a Transmitter Protocol Formats Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

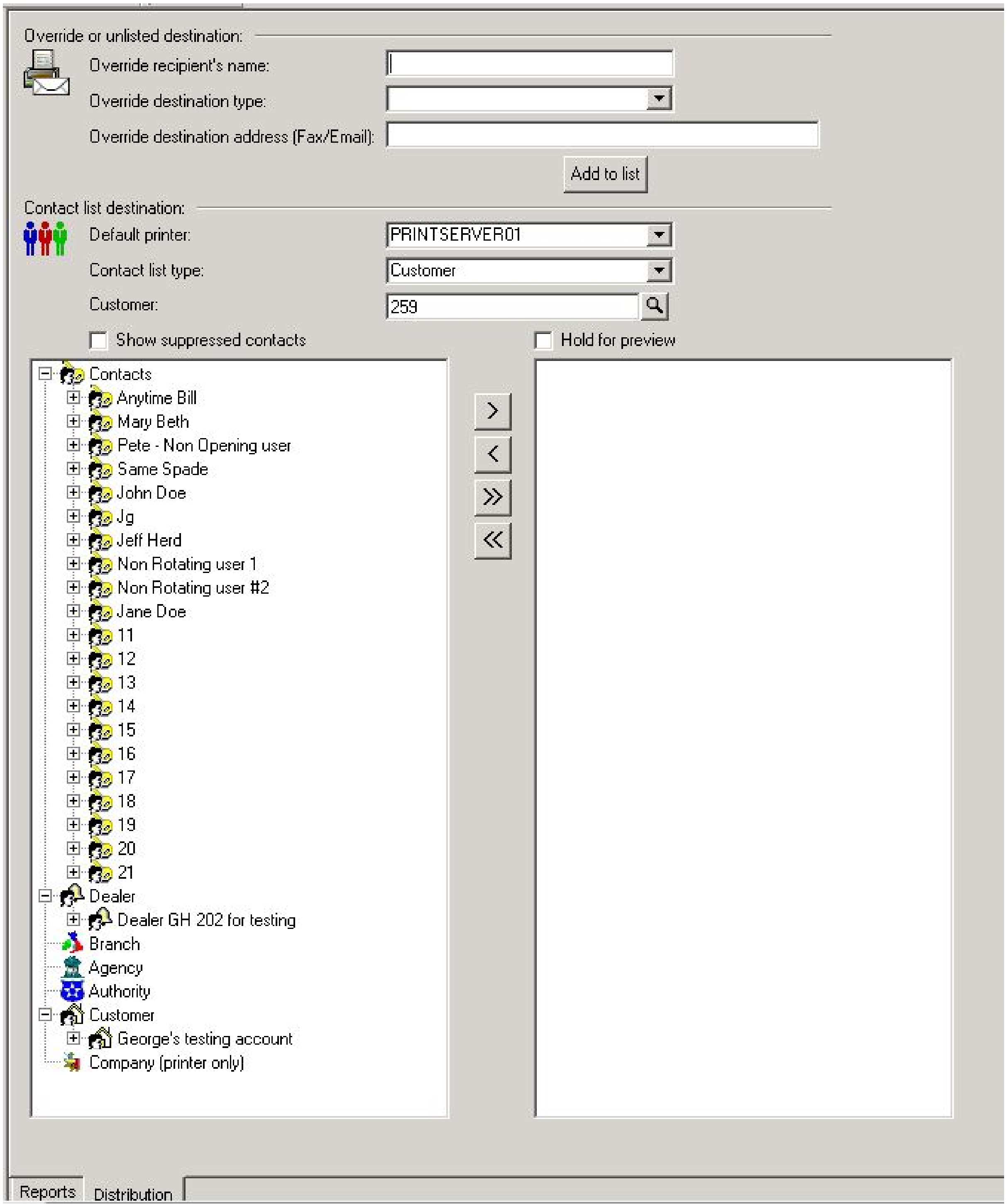
2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

3. Double-click "Transmitter Protocol Formats".
Result: the "Transmitter Protocol Formats" form displays as shown in the following screenshot:



4. To run a Transmitter Protocol Formats Report, enter a beginning value in the "Protocol Type" "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. Items in the "Type:" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
6. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



7. For instructions on distributing your Report, refer to the "System Reports" document.

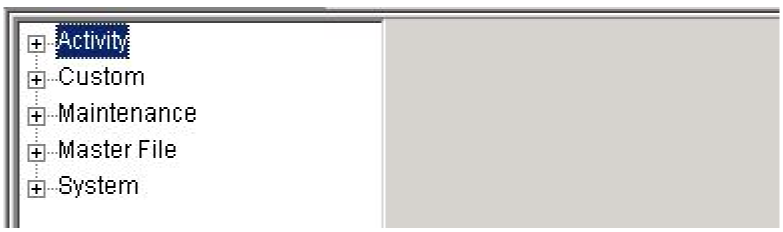
Transmitter Types

The Transmitter Types Report displays all Transmitter Types currently in Manitou.

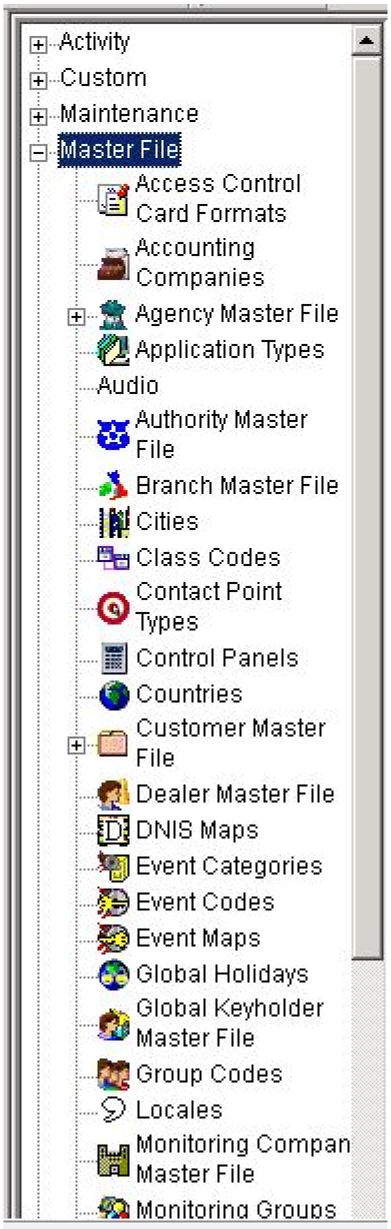
Generating a Transmitter Types Report

Perform the following steps to generate a Transmitter Types Report:

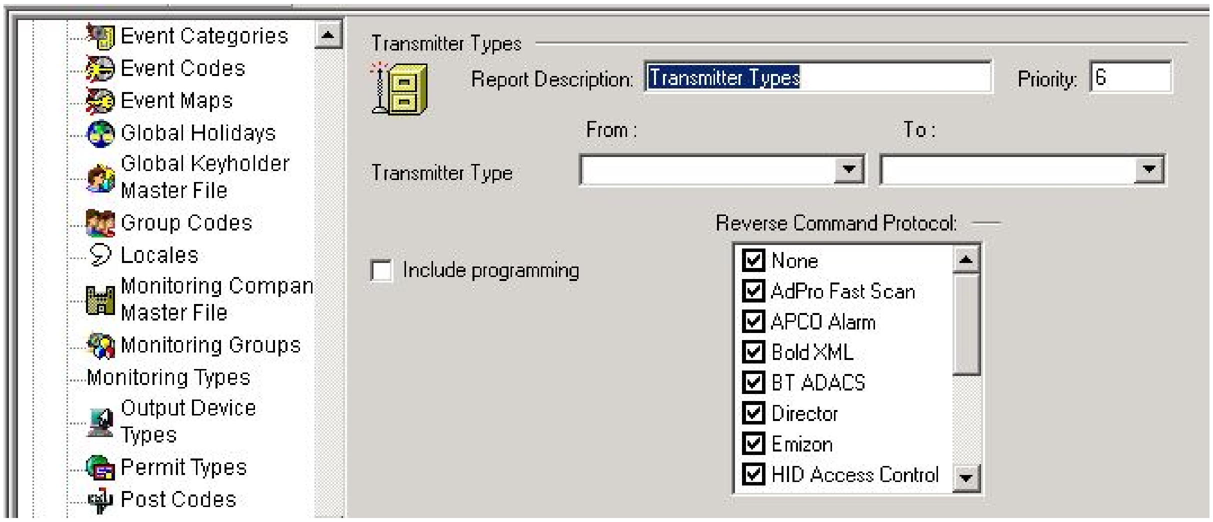
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

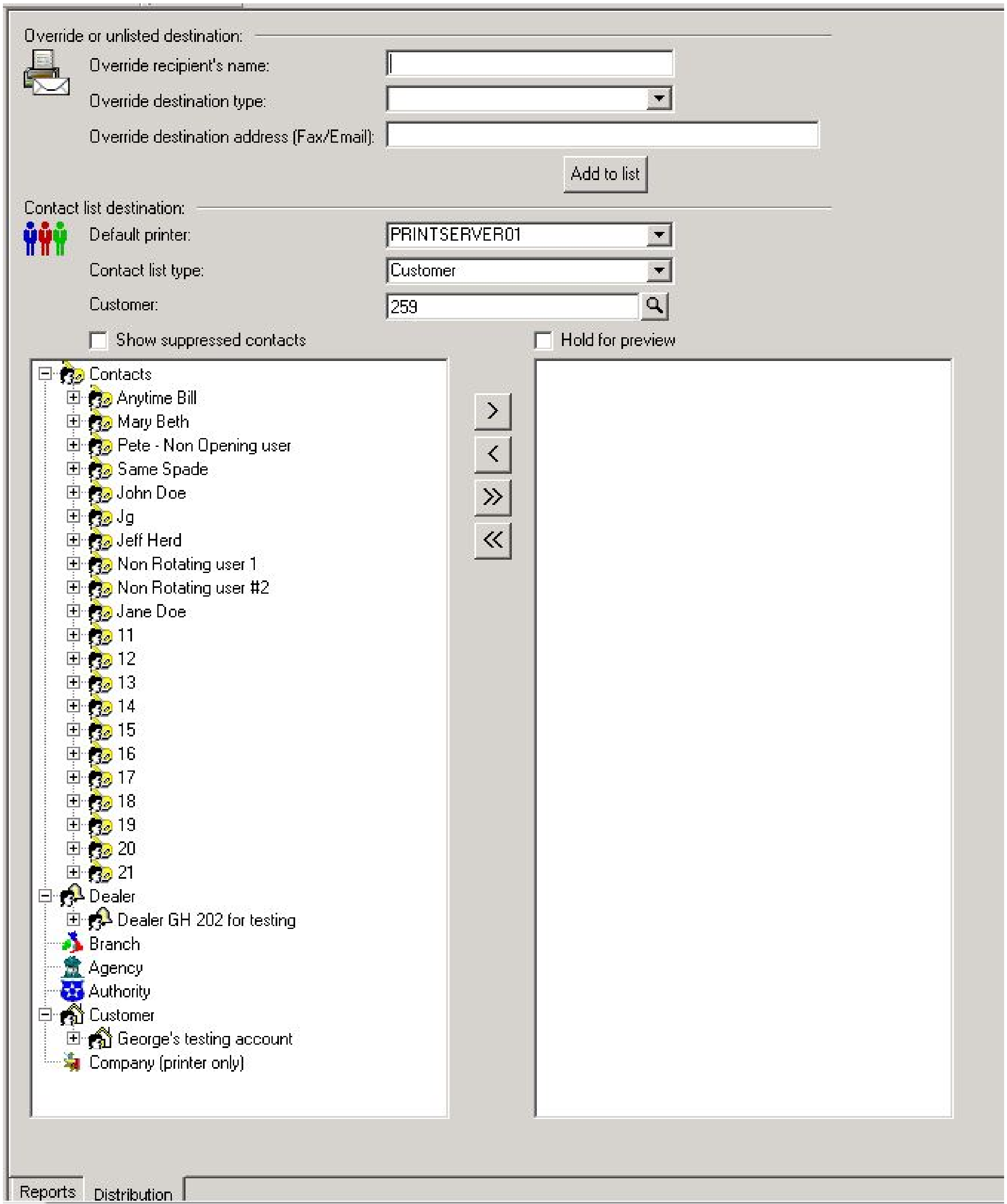


3. Double-click "Transmitter Types".
Result: the "Transmitter Types" form displays as shown in the following screenshot:



4. To run a Transmitter Type Report, enter a beginning value in the "Transmitter Types" "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. If you want your Report to include programming details, select the "Include programming" checkbox.
6. Items in the "Reverse Command Protocol" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
7. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



8. For instructions on distributing your Report, refer to the "System Reports" document.

User Groups

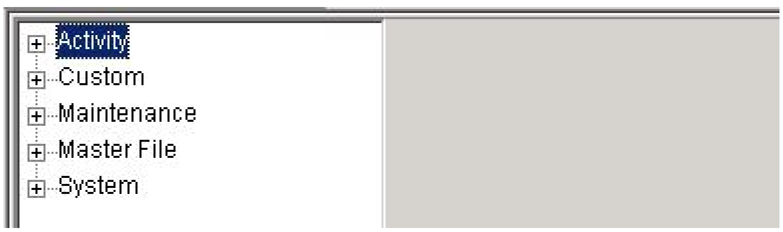
The User Groups Report displays details about all Manitou User Groups.

Generating a User Groups Report

Perform the following steps to generate a User Groups Report:

1. Navigate to the Reports menu, and select "System Reports".

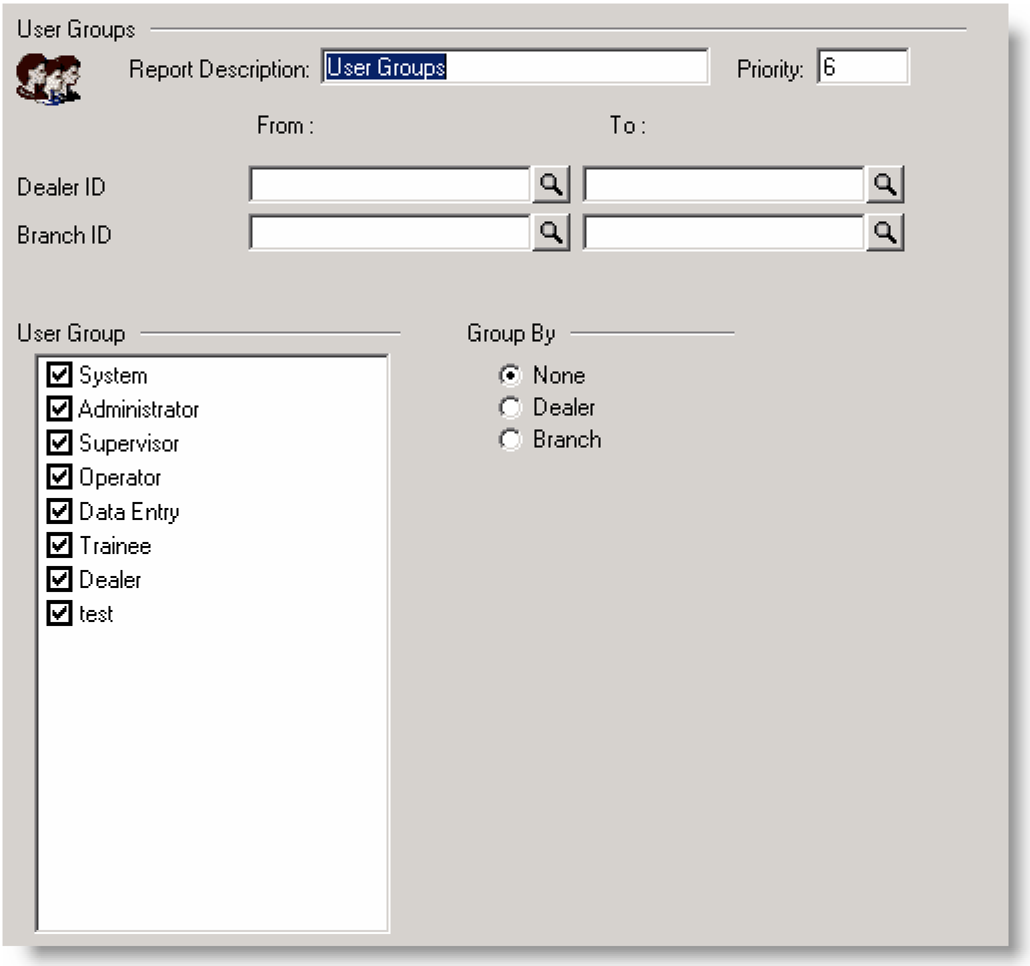
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.

Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

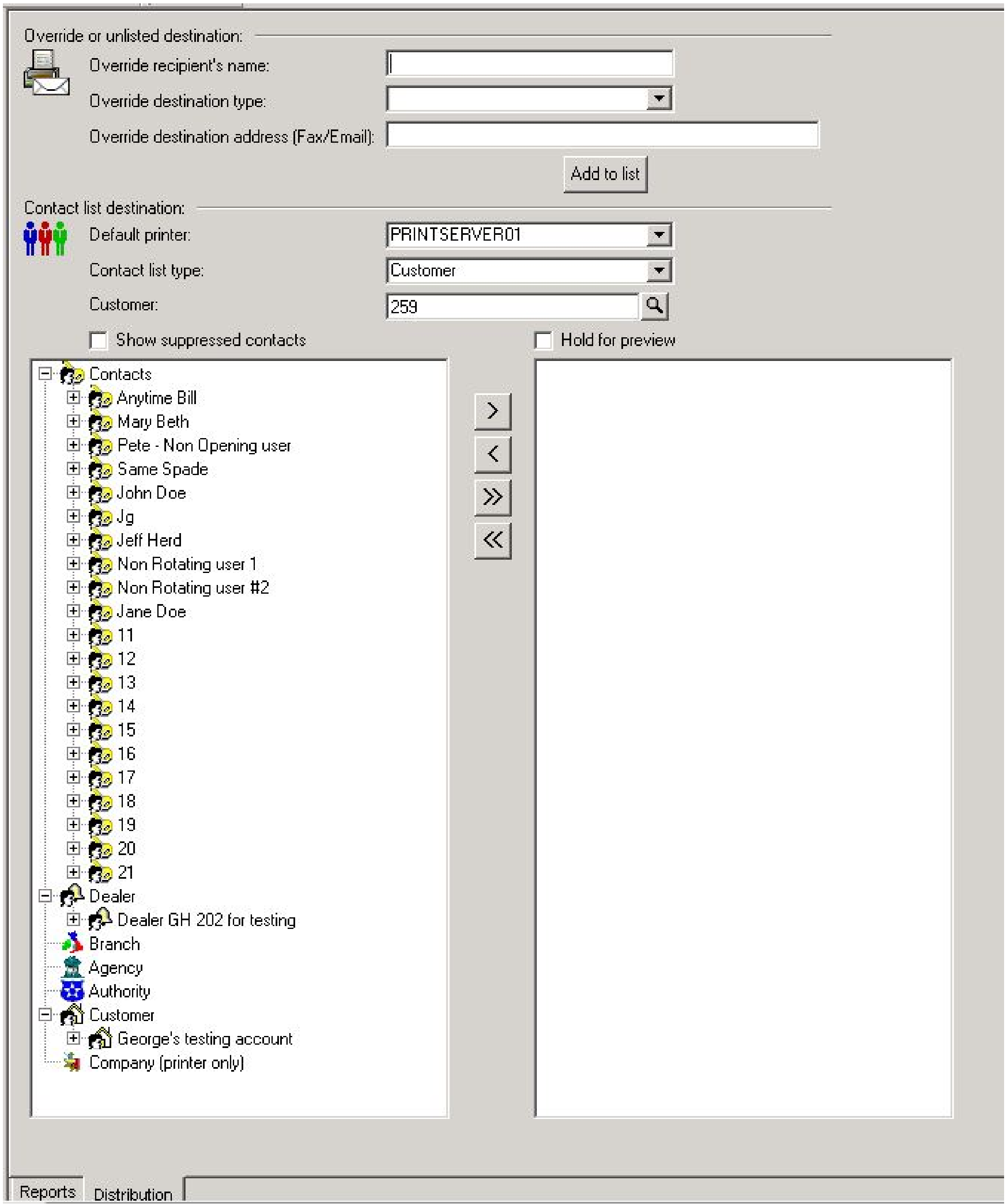
3. Double-click "User Groups".
Result: the "User Groups" form displays as shown in the following screenshot:



4. If you want, apply either of the following parameters to your User Groups Report:
   - Dealer ID
   - Branch ID

5. To run a User Groups Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. Items in the "User Group" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
7. If you want to group items in your Report by "Dealer" or "Branch", select the item in the "Group By" area of the form.
8. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

Users

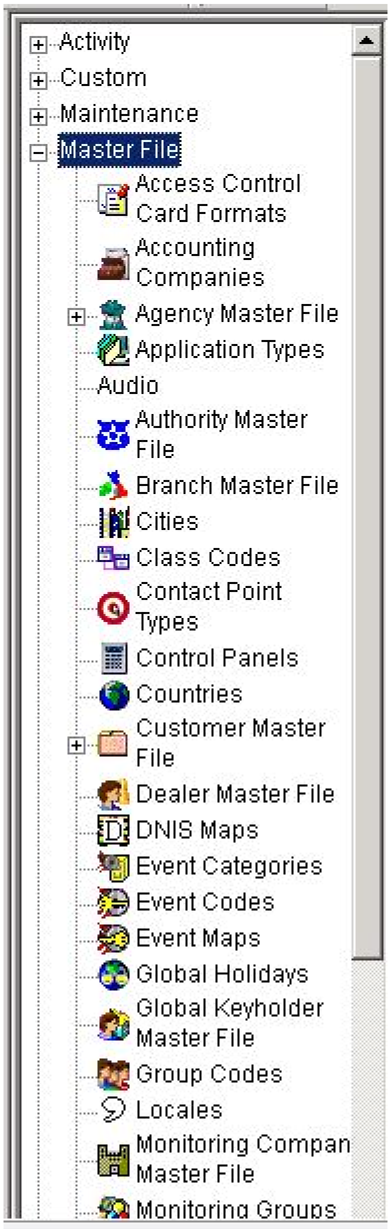
The User Report displays details about all Users currently in Manitou. The Report includes details on User ID, Name, Contact Point, Locale, Country, Profile, Password Changes, Alarm Queue accessibility, and Accounting access.

Generating a User Report

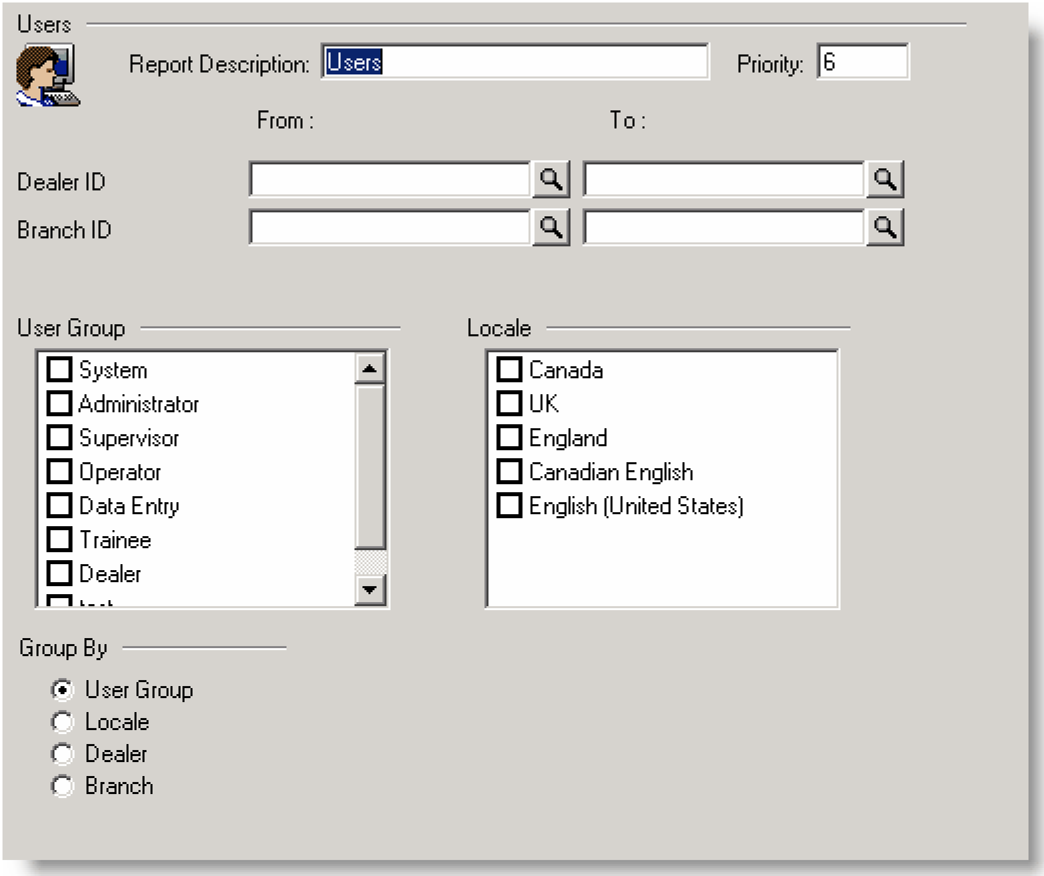
Perform the following steps to generate a User Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



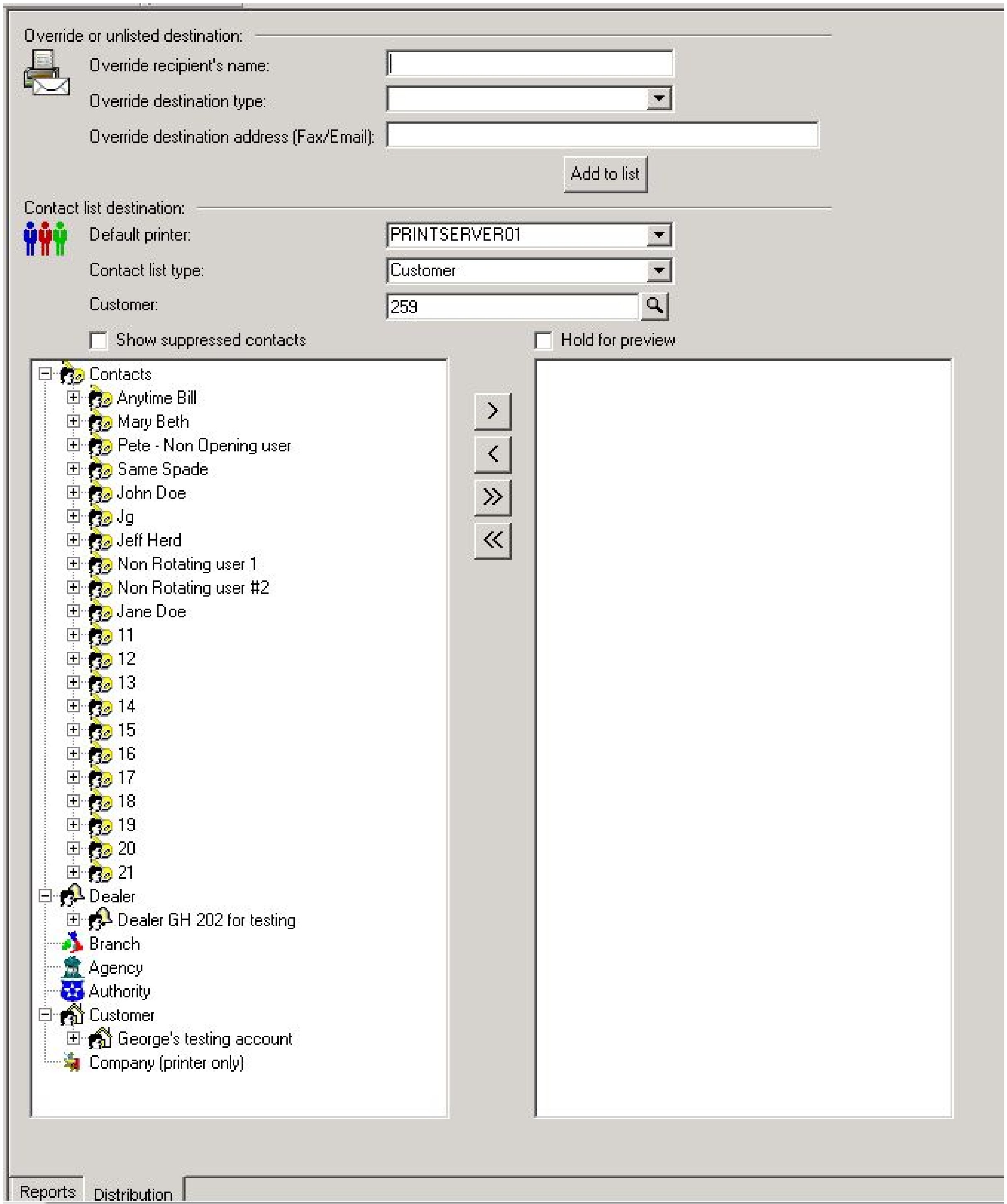
3. Double-click "Users".
Result: the "Users" form displays as shown in the following screenshot:



4. If you want, apply either of the following parameters to your User Groups Report:
   - Dealer ID
   - Branch ID

5. To run a Users Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. Items in the "User Group" area of the form display as deselected. If you want, select any items you want to include in your Report.
7. Items in the "Locale" area of the form display as deselected. If you want, select any items you want to include in your Report.
8. If you want to group items in your Report by "Locale", "Dealer" or "Branch", select the item in the "Group By" area of the form.
9. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



10. For instructions on distributing your Report, refer to the "System Reports" document.

Window Codes

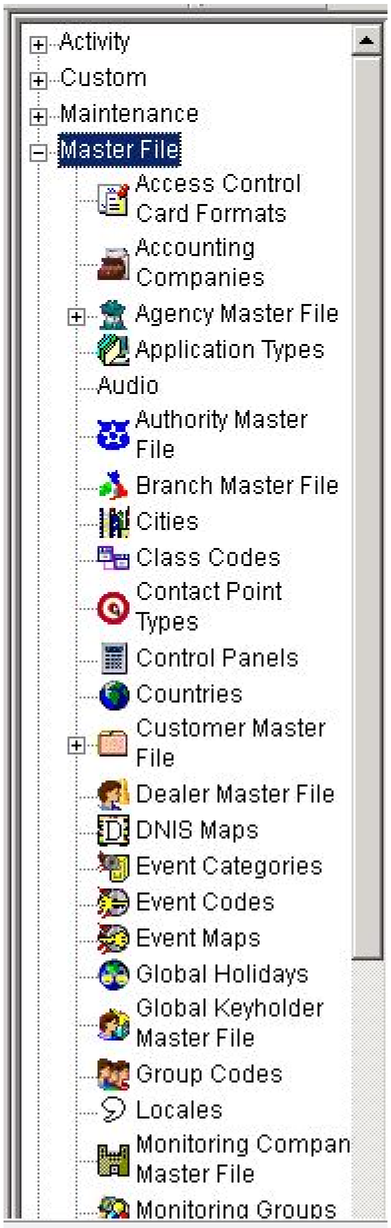
The Window Codes Report displays all Schedule Window Codes currently in Manitou.

Generating a Window Codes Report

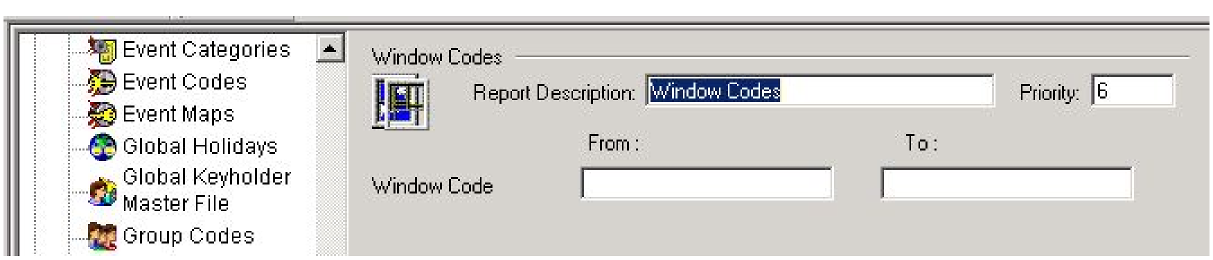
Perform the following steps to generate a Window Codes Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Window Codes".
Result: the "Window Codes" form displays as shown in the following screenshot:

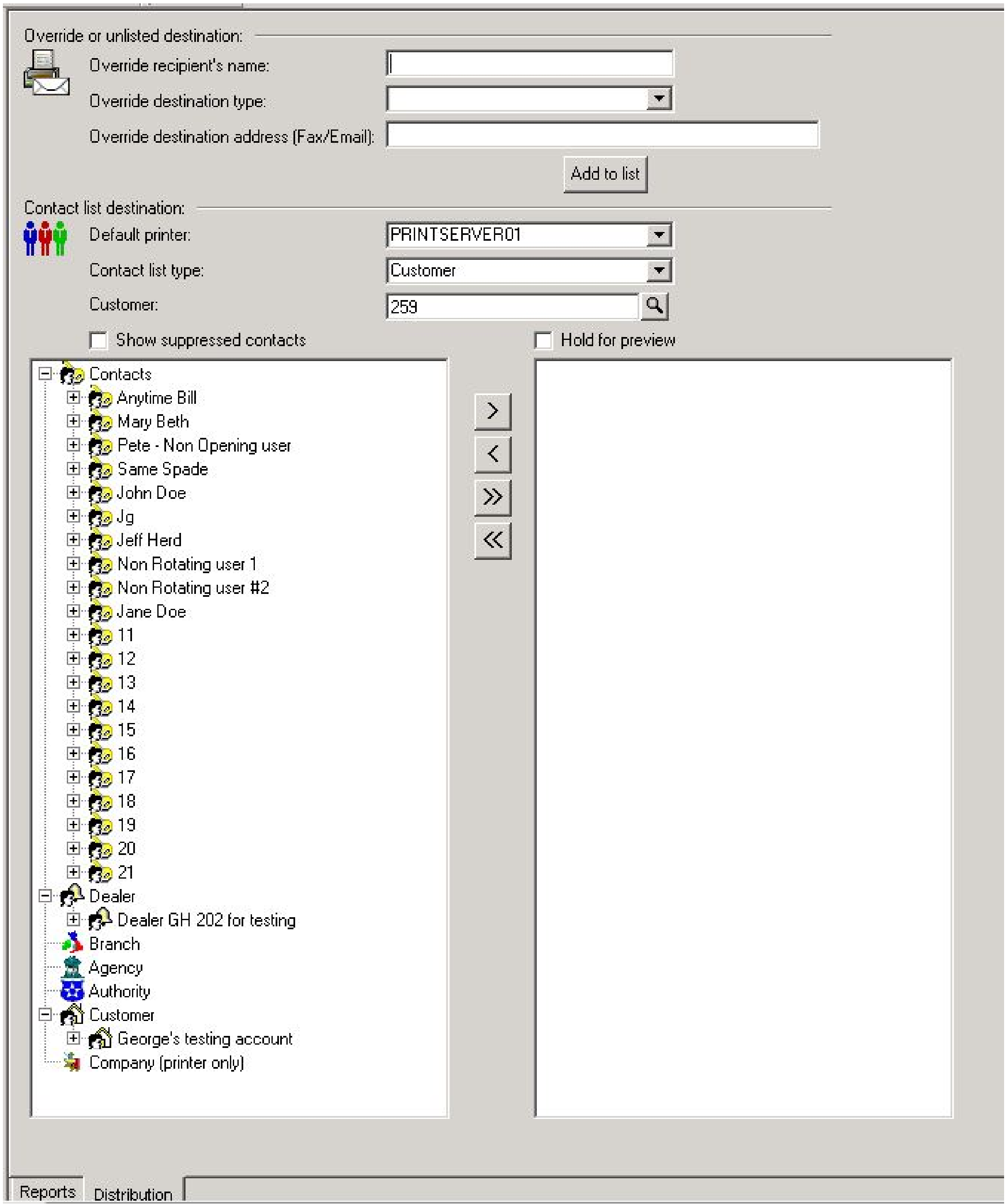


4. To run a Window Codes Report, enter a beginning value in the "Window Code"

"From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.

5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

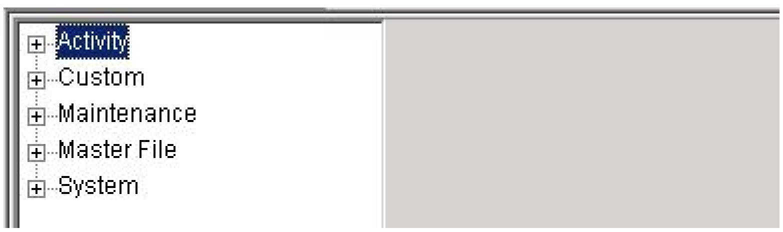
Workstation Groups

The Workstation Groups Report displays all Workstation Groups currently in Manitou. This Report does not require you to enter any Report parameters.

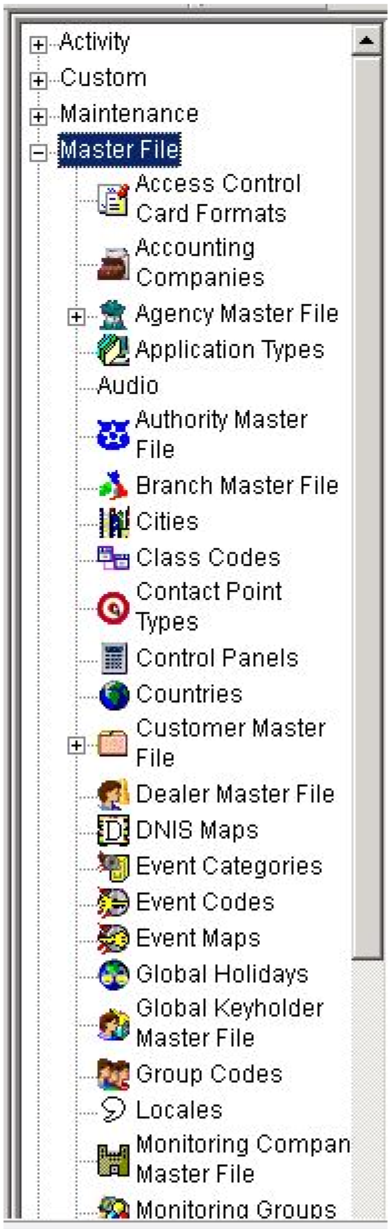
Generating a Workstation Groups Report

Perform the following steps to generate a Workstation Groups Report:

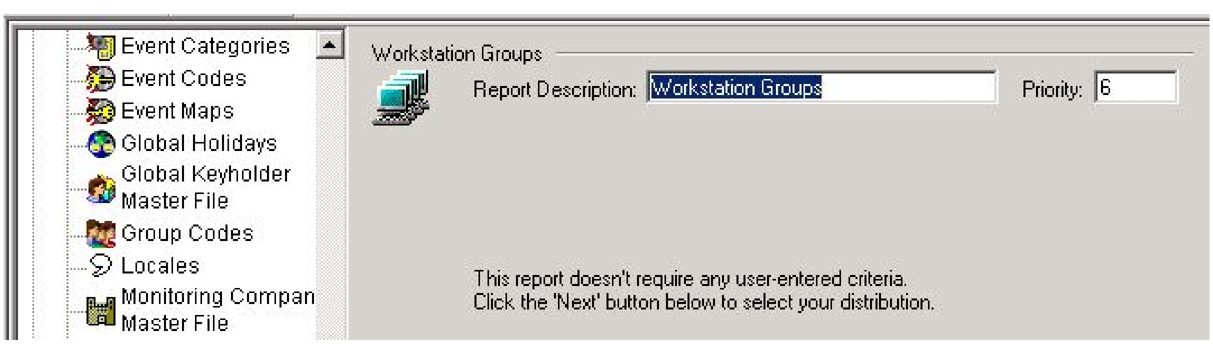
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



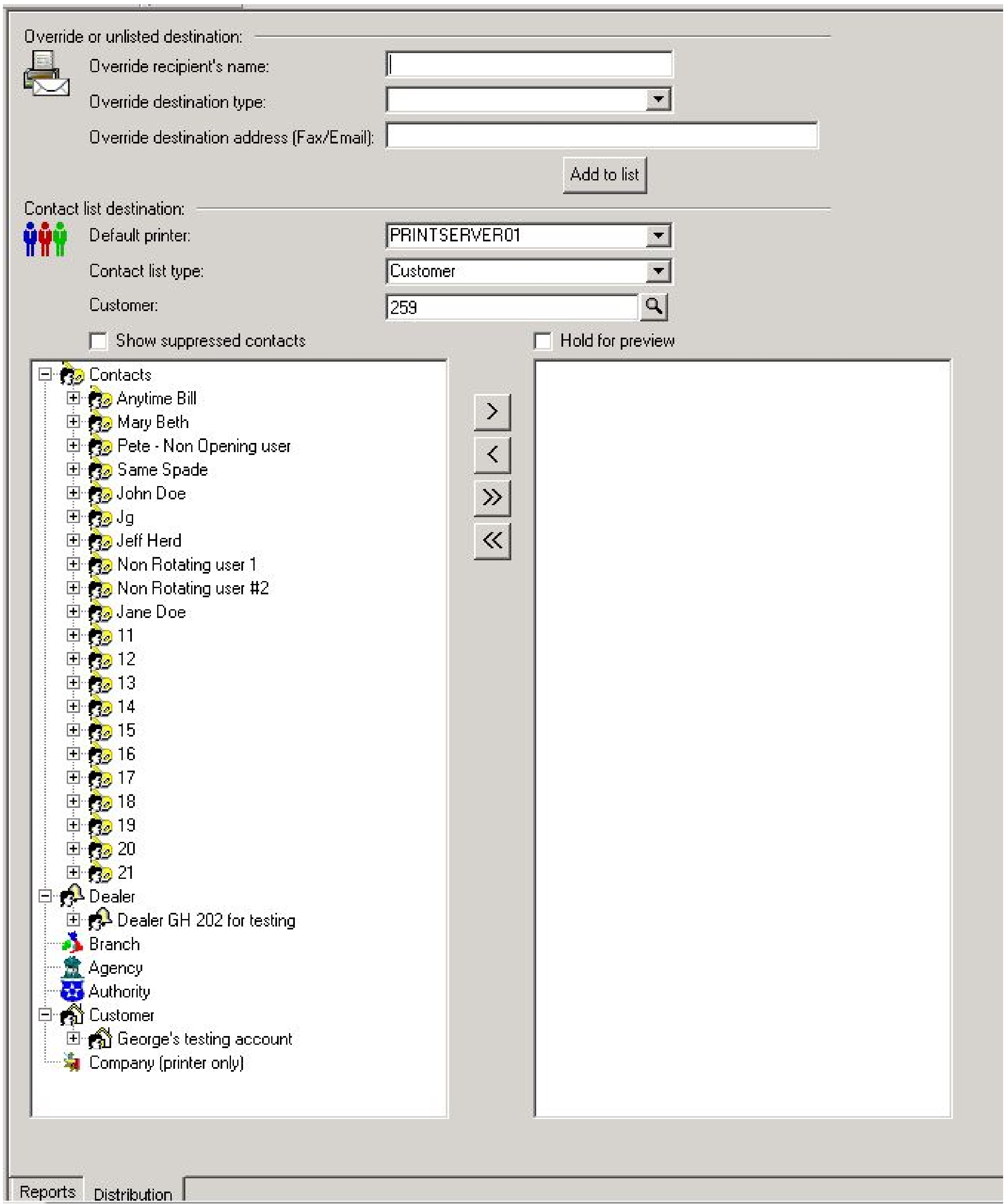
2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Workstation Groups".
Result: the "Workstation Groups" form displays as shown in the following screenshot:



4. Click "Next".
Result: the Distribution Tab displays as shown in the following screenshot:



5. For instructions on distributing your Report, refer to the "System Reports"

document.

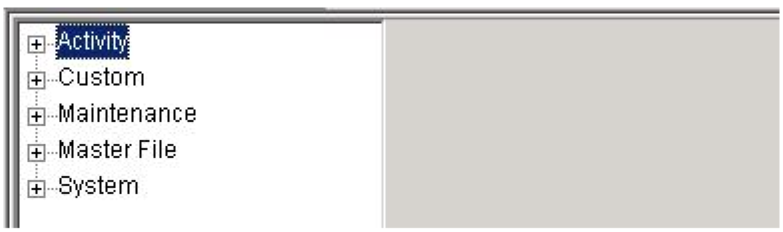
Workstations

The Workstations Report displays all Workstations currently in Manitou. The Report includes details on specific Workstations, such as which Workstations are associated with a Manitou client, the Security Level, when the Workstation was last active, the Monitoring Group, Attributes, Locale, and Time Zone.

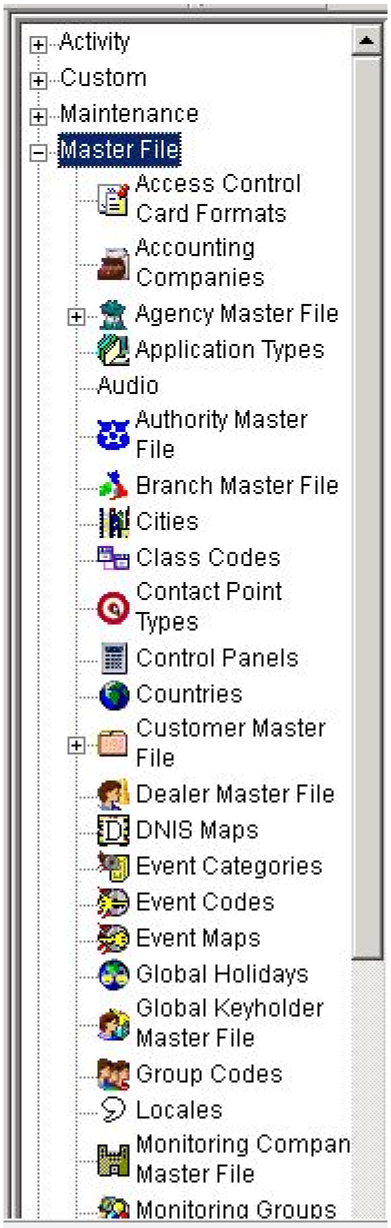
Generating a Workstations Report

Perform the following steps to generate a Workstations Report:

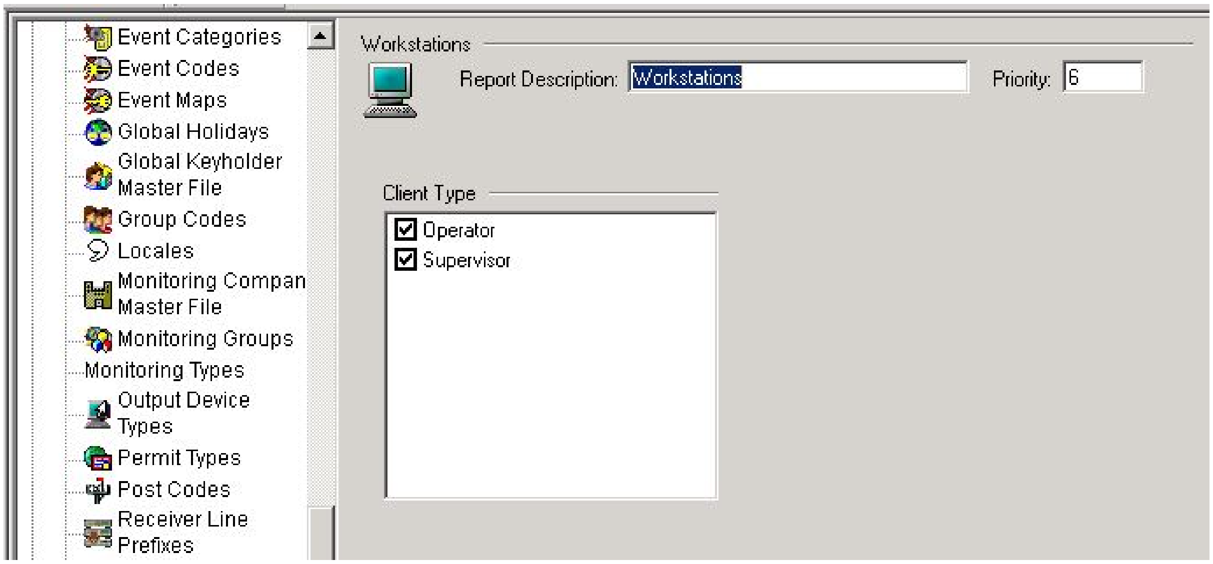
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "Master File" Navigation Tree Node.
Result: the Master File section of the Navigation Tree expands as displayed in the following screenshot:

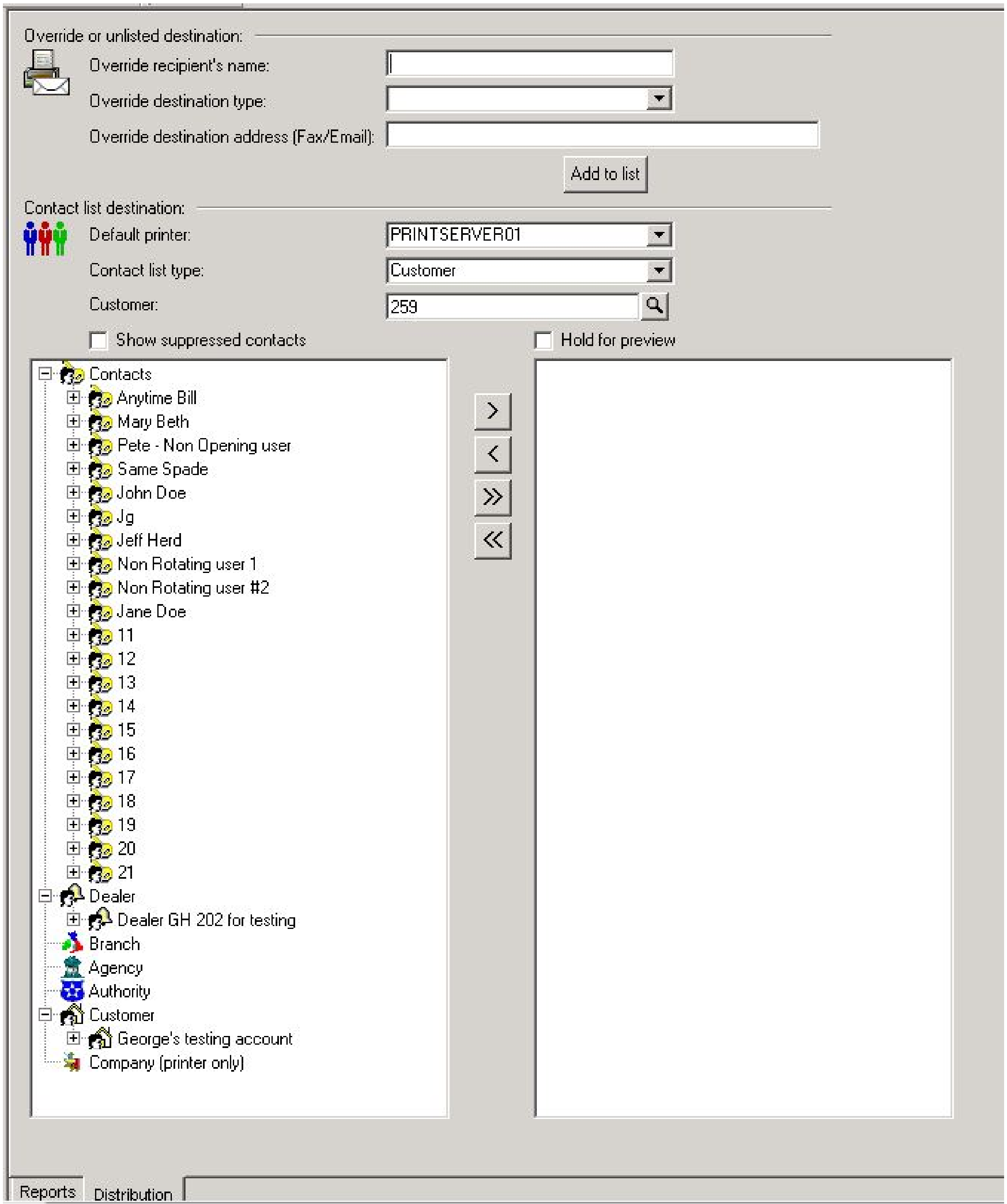


3. Double-click "Workstations".
Result: the "Workstations" form displays as shown in the following screenshot:



4. Items in the "Client Type" area of the form display as preselected. If you want, deselect any items you want to exclude from your Report.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



6. For instructions on distributing your Report, refer to the "System Reports" document.

System Reports

You must define parameters before running Manitou Reports. Because every Manitou Report is different, please refer to the specific Report document for instructions on running the Report you want.

After you have set your Manitou Report parameters, you must define your Distribution list to indicate the format in which Manitou should send your Report, and the recipients to whom it should be sent. The instructions in this document apply to the following Report types:

- Activity Reports
- Custom Reports
- Maintenance Reports
- Master File Reports
- System Reports

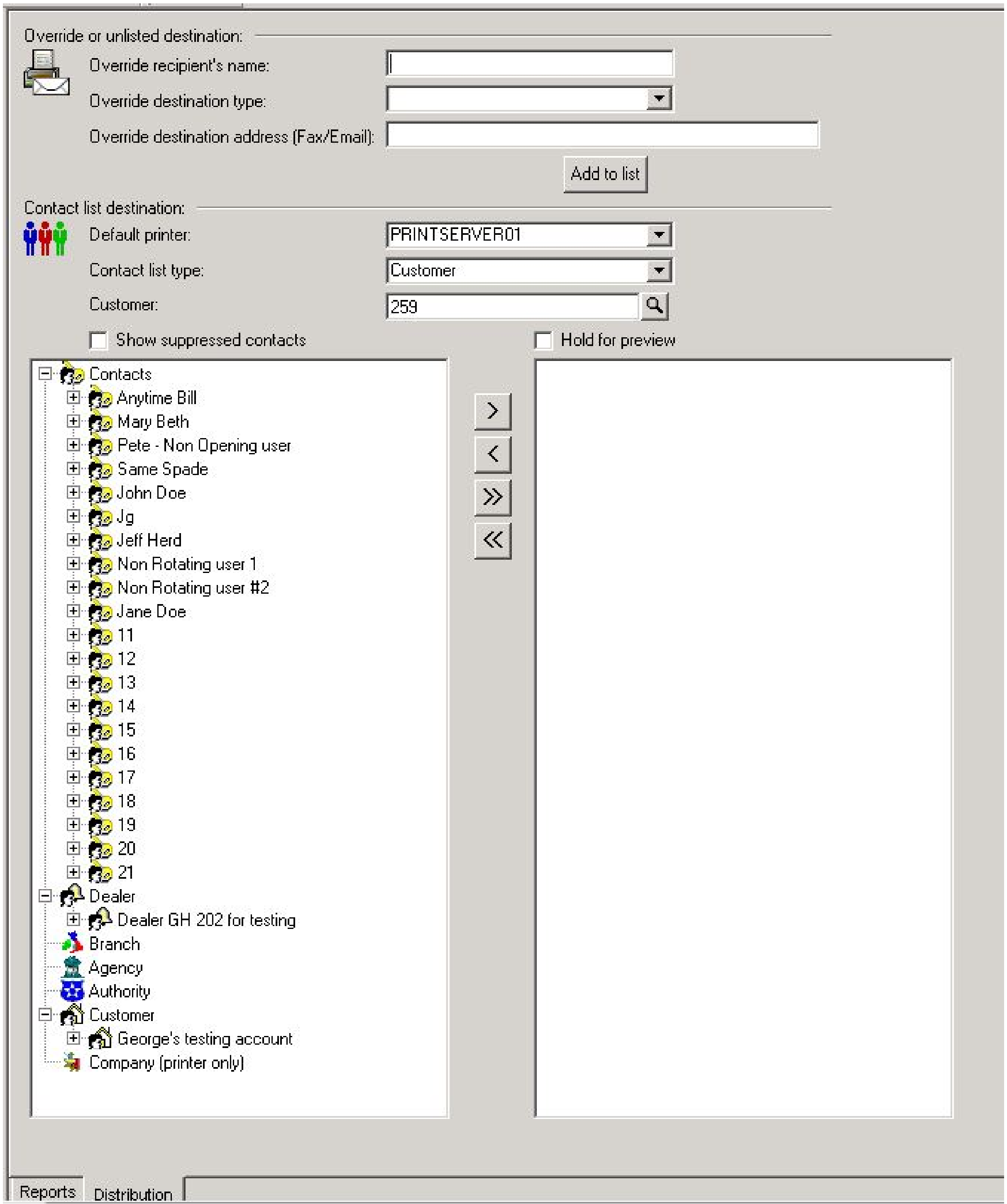
Because the instructions for Distributing your Report are the same for all these Report types, Report Distribution instructions are contained in this document only. Refer to the instructions for your specific Report, and then refer to this document for Distribution instructions.

Adding Recipients to your Report Distribution List

Perform the following steps to define your Report Distribution List:

1. After you have entered all your Report parameters on the Reports Tab, click "Next" in the bottom-right corner of the Report form.

Result: "Distribution" Tab displays as shown in the following screenshot:



2. If you want Manitou to distribute your Report to a specific person, enter the recipient's name in the "Override recipient's name:" field.
3. Select a format in which to distribute your Report from the "Override destination type:" dropdown menu.

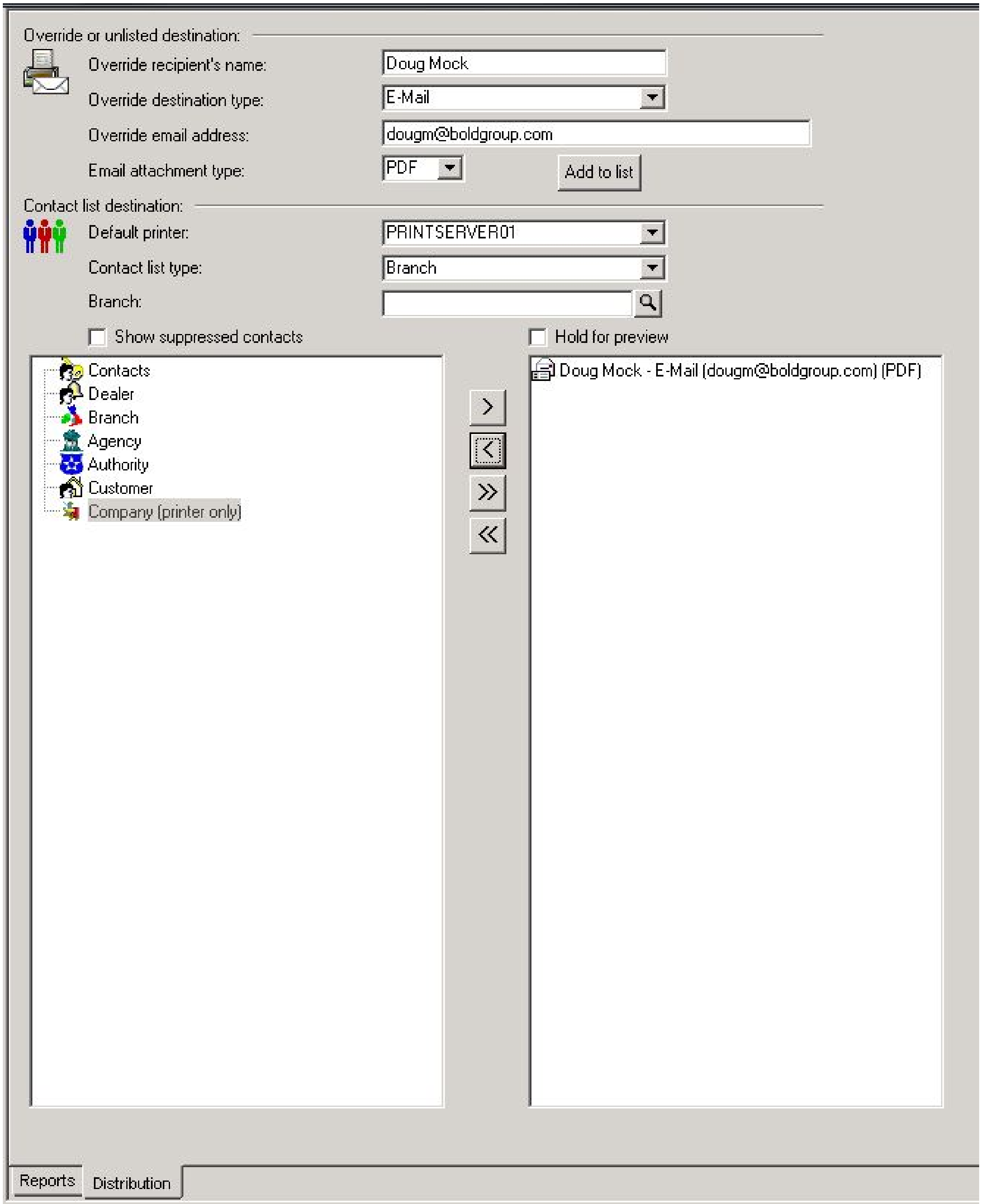
Note: your options from the "Override destination type:" menu are "Fax", "E-mail", and

"Printer".

Result: if you selected email, a dropdown menu called "Email attachment type:" displays. Select "PDF", "RTF" or "Text" as the attachment type. If you selected the fax option, the field to enter the fax number now displays as formatted when you click in the "Override fax number:" field. Enter the recipient's fax number (including the area code).

4. Enter either a fax number or an email address for your Report recipient in the "Override destination address (Fax/Email):" field.
5. Click "Add to list".

Result: the Report recipient you added now displays in the right window area as shown in the following screenshot:



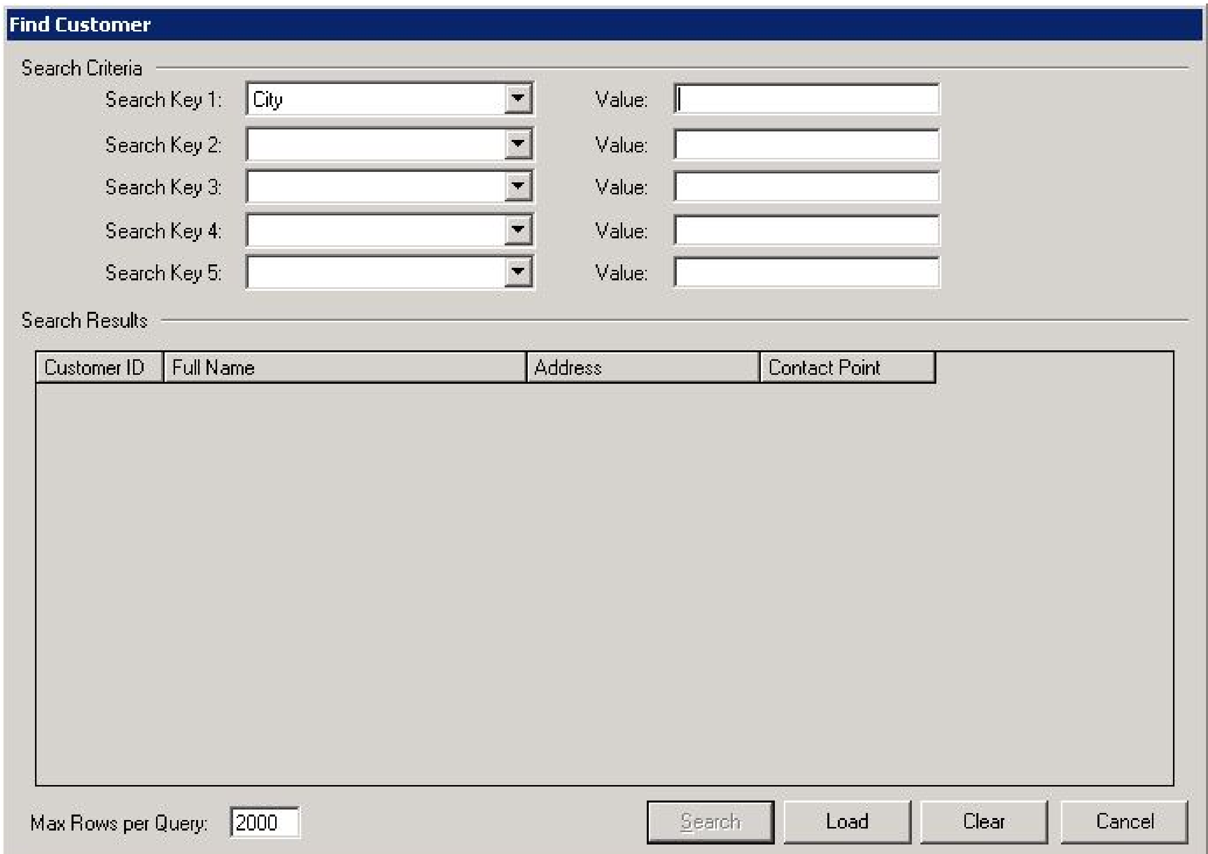
6. If you want to select an entity as a recipient for your Report, you must define the parameters in the "Contact list destination:" area of the Distribution Tab.
7. If you want to define a destination printer, select it from the "Default printer:" dropdown menu.
8. Select an entity from the "Contact list type:" dropdown menu.

Note: your options from the "Contact list type:" dropdown menu are "Company", "Customer", "Dealer", "Branch", "Agency", and "Authority".

Result: the Contact List Type you selected now displays in the bottom-most field.

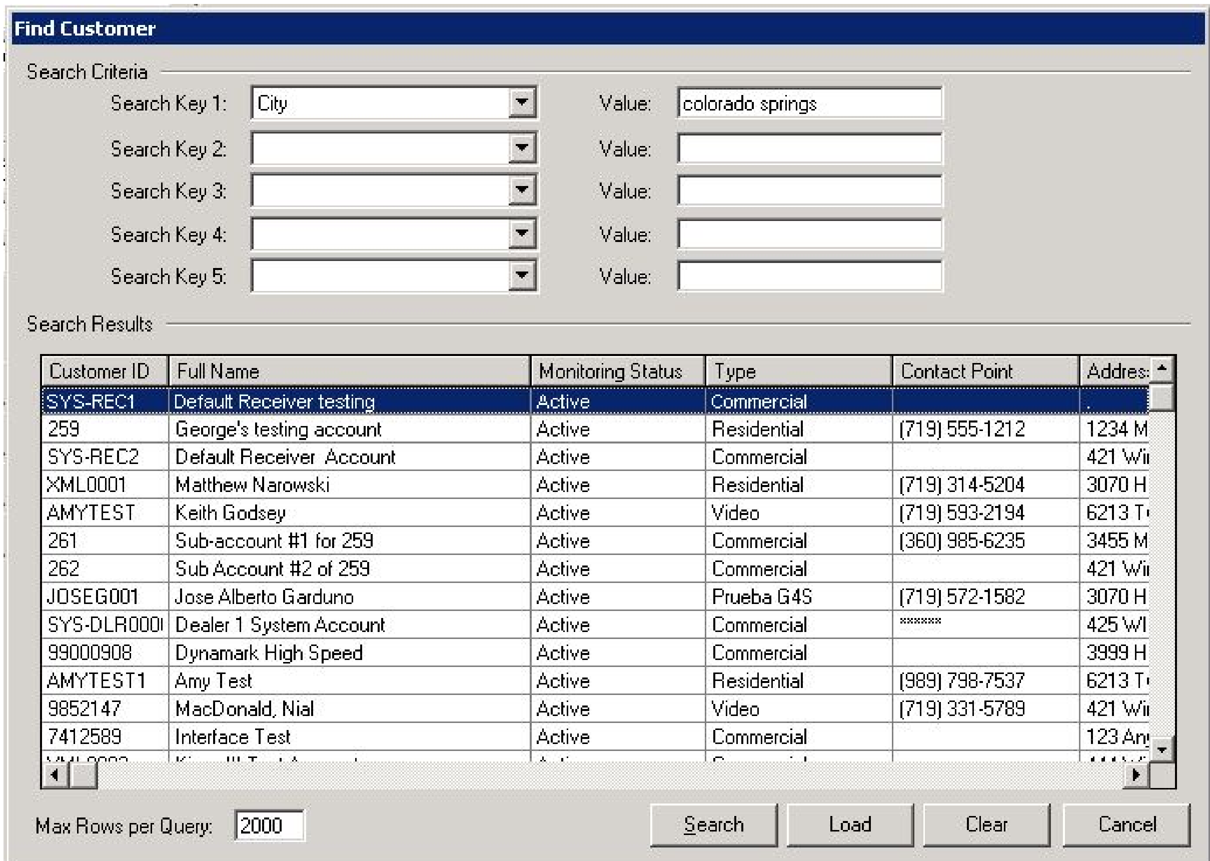
9. Click the lookup icon to the right of the bottom-most field.

Result: the "Find" window displays for the entity you selected as shown in the following screenshot:

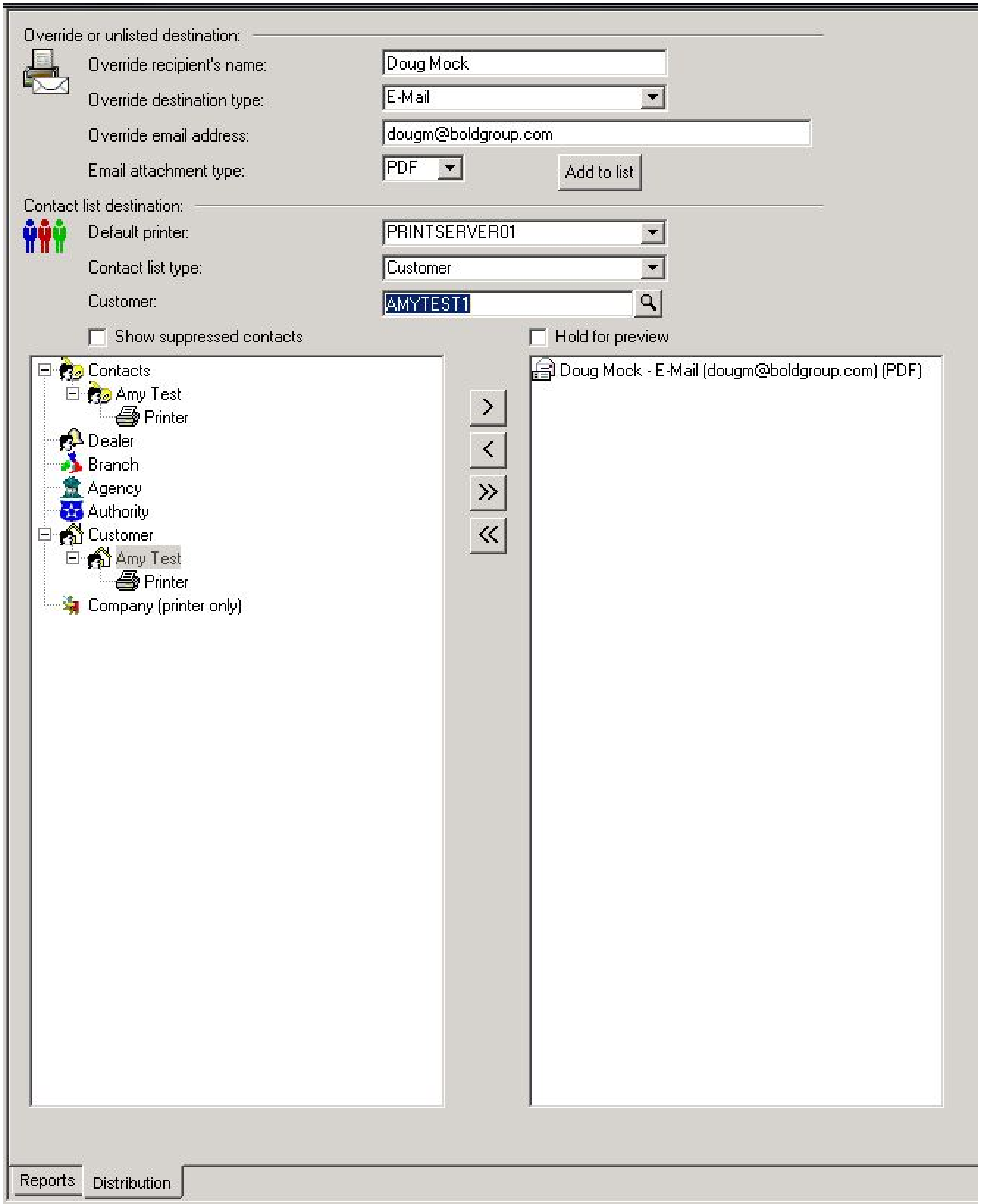


10. Enter search parameters to find the entity you want to add as a recipient for your Report, and click "Search".

Result: your search results display as shown in the following screenshot:

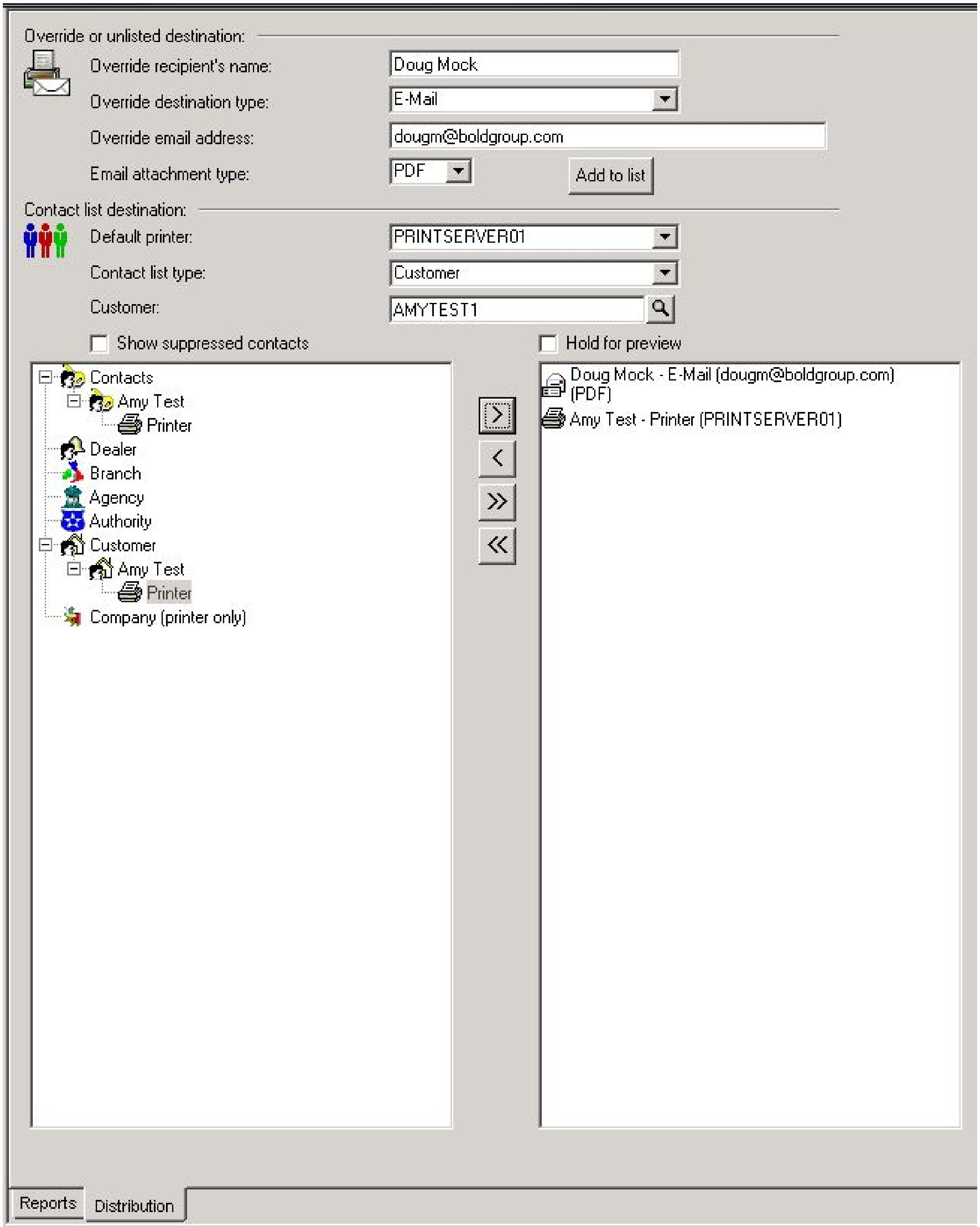


11. Select the entity associated with your recipient, and click "Load".
Result: the "Find" window closes, and the system returns you to the "Distribution" Tab. The entity you selected now displays in the bottom-most field and in the left window as shown in the following screenshot:



12. To add the entity to your recipient list, select it, and click the right-facing single arrow.

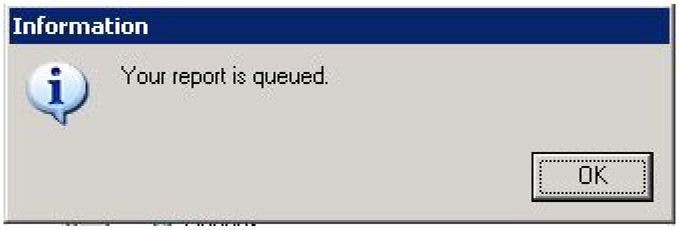
Result: the entity you added now displays in the right window recipient list as shown in the following screenshot:



13. If you want, select the "Show suppressed contacts" checkbox.
14. If you want to preview your Report prior to distribution, select the "Hold for preview" checkbox.
15. When you have finished adding Report recipients, click "Finish" in the bottom-right

corner of the form.

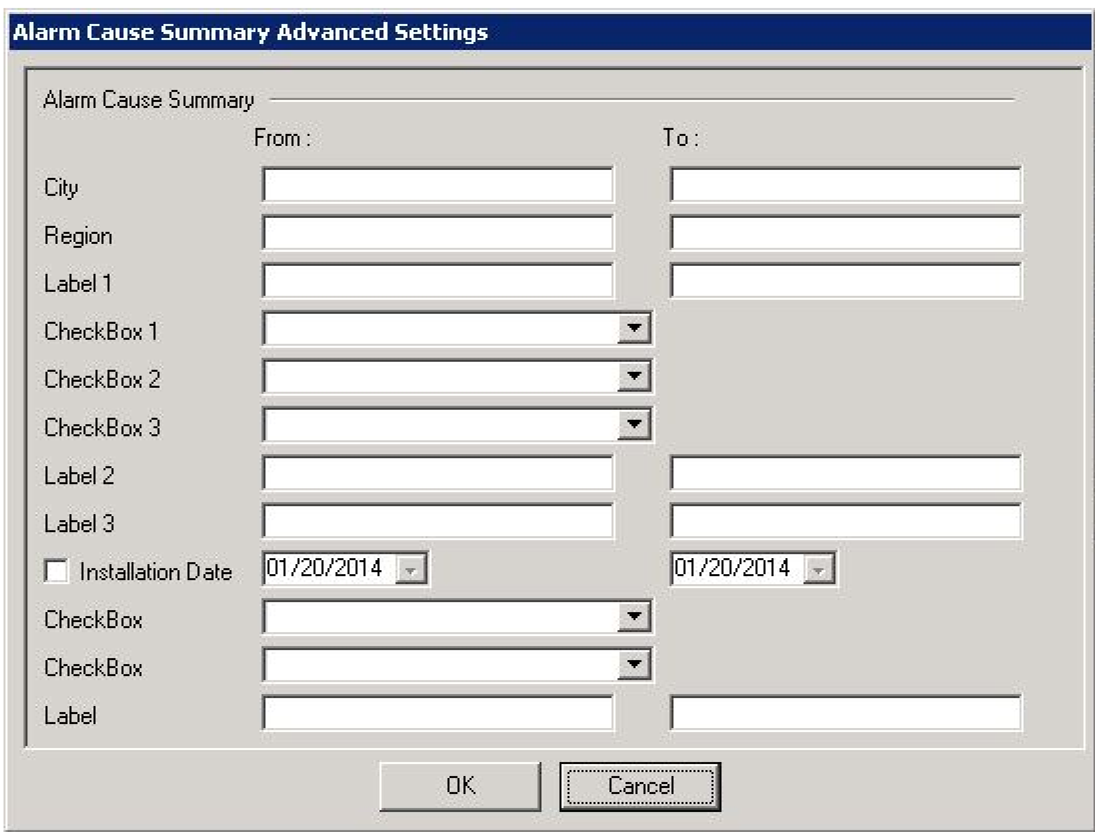
Result: the "Information" window displays as shown in the following screenshot:



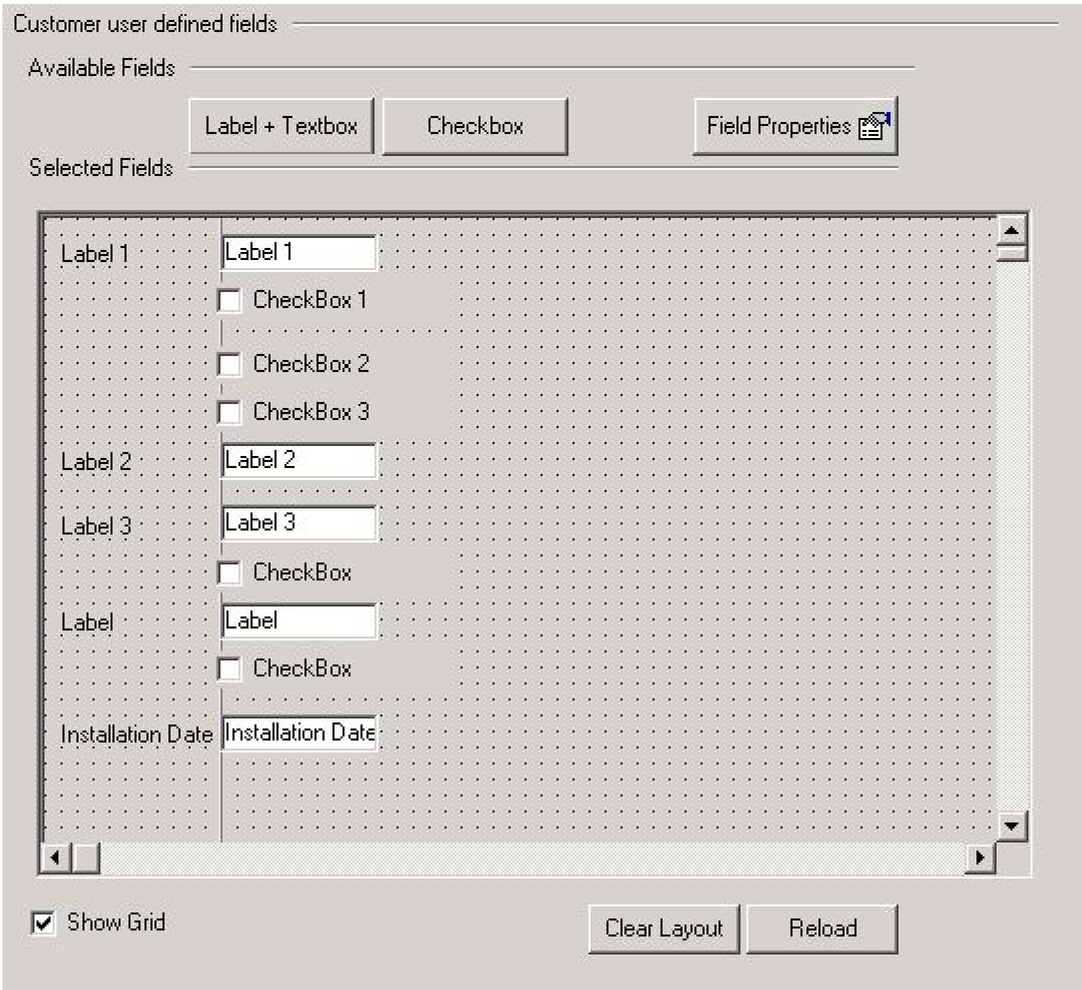
Accessing the Advanced Window

Some Report forms include an "Advanced" button as shown in the following screenshot:

Clicking the "Advanced" button results in the display of an Advanced Settings window similar to the Alarm Cause Summary Advanced Settings window displayed in the following screenshot:



These Advanced Settings windows correspond to the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance.



System Administrators can use the "Customer user defined fields" form to customize the display and functionality for the Advanced Settings window.

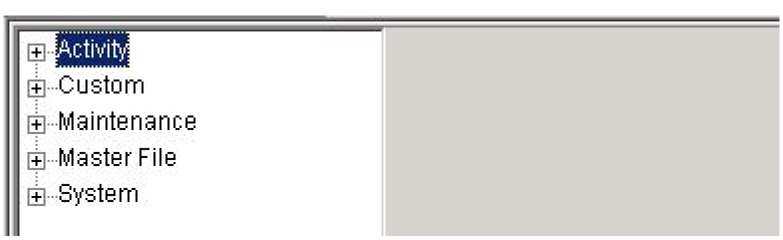
Customer Count

Generating a Customer Count Report

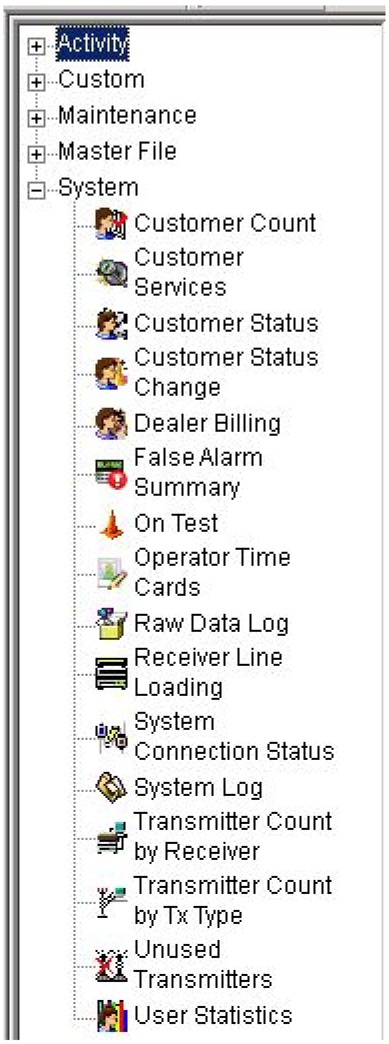
Perform the following steps to generate a Customer Count Report:

1. Navigate to the Reports menu, and select "System Reports".

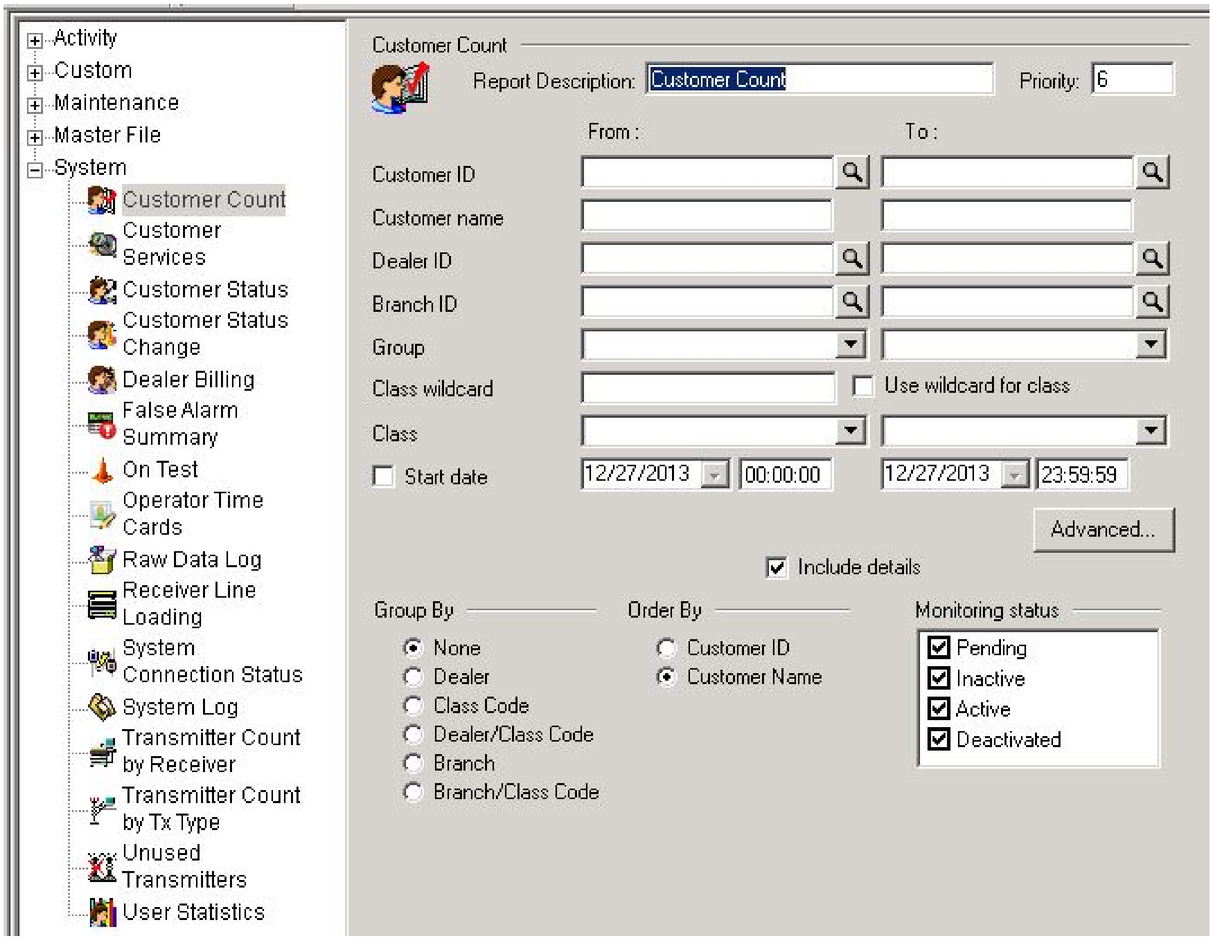
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "System File" Navigation Tree Node.
Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Customer Count".
Result: the "Customer Count" form displays as shown in the following screenshot:



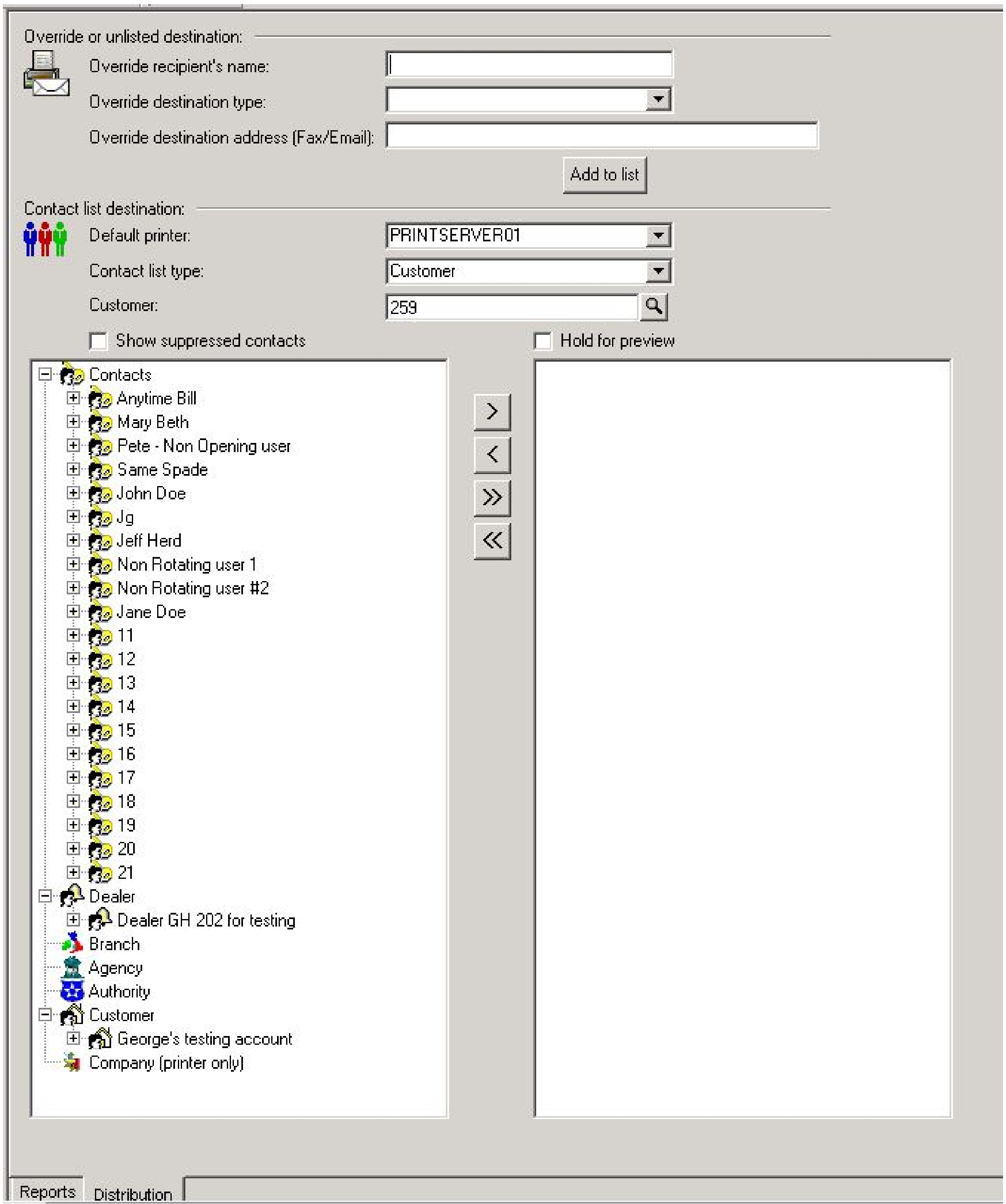
4. If you want, apply any of the following parameters to your Customer Count Report:
- Customer ID
- Customer Name
- Dealer ID
- Branch ID
- Group
- Class Wildcard
- Class

5. To run a Customer Count Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want, select the "Use wildcard for class" checkbox.
7. If you want, select the "Start Date" checkbox and enter a date and time range.
8. If you want to maximize the amount of information to display in your Report, select the "Include details" checkbox.
9. Items in the "Monitoring status" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
10. If you want to group items in your Report by a specific subject, select the item from

the "Group By" area of the form.

11. The "Customer Name" option displays as preselected in the "Order By" area of the form. If you want to order your Report by Customer ID, select that item instead.
12. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



13. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

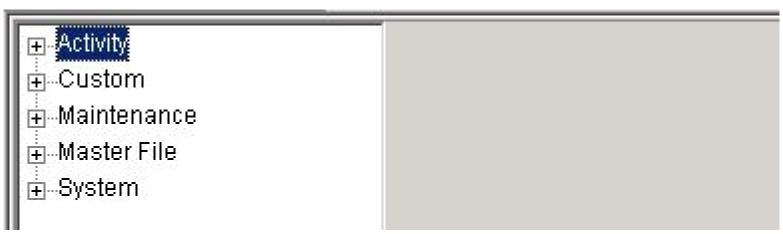
Customer Services

Generating a Customer Services Report

Perform the following steps to generate a Customer Services Report:

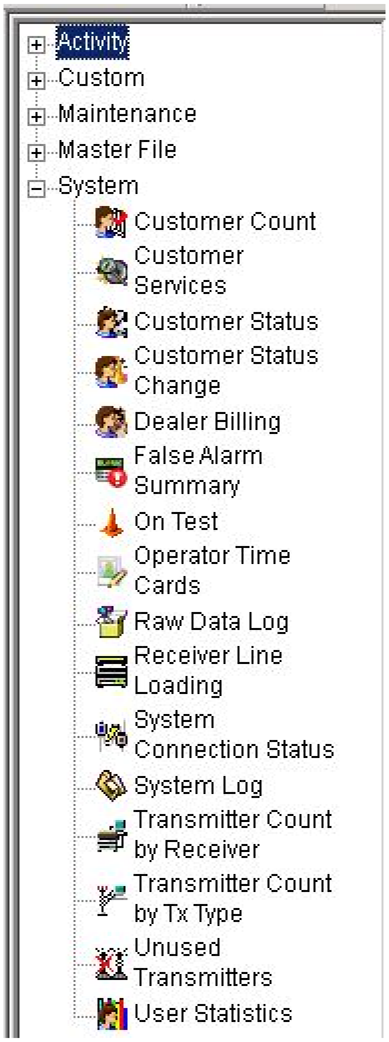
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



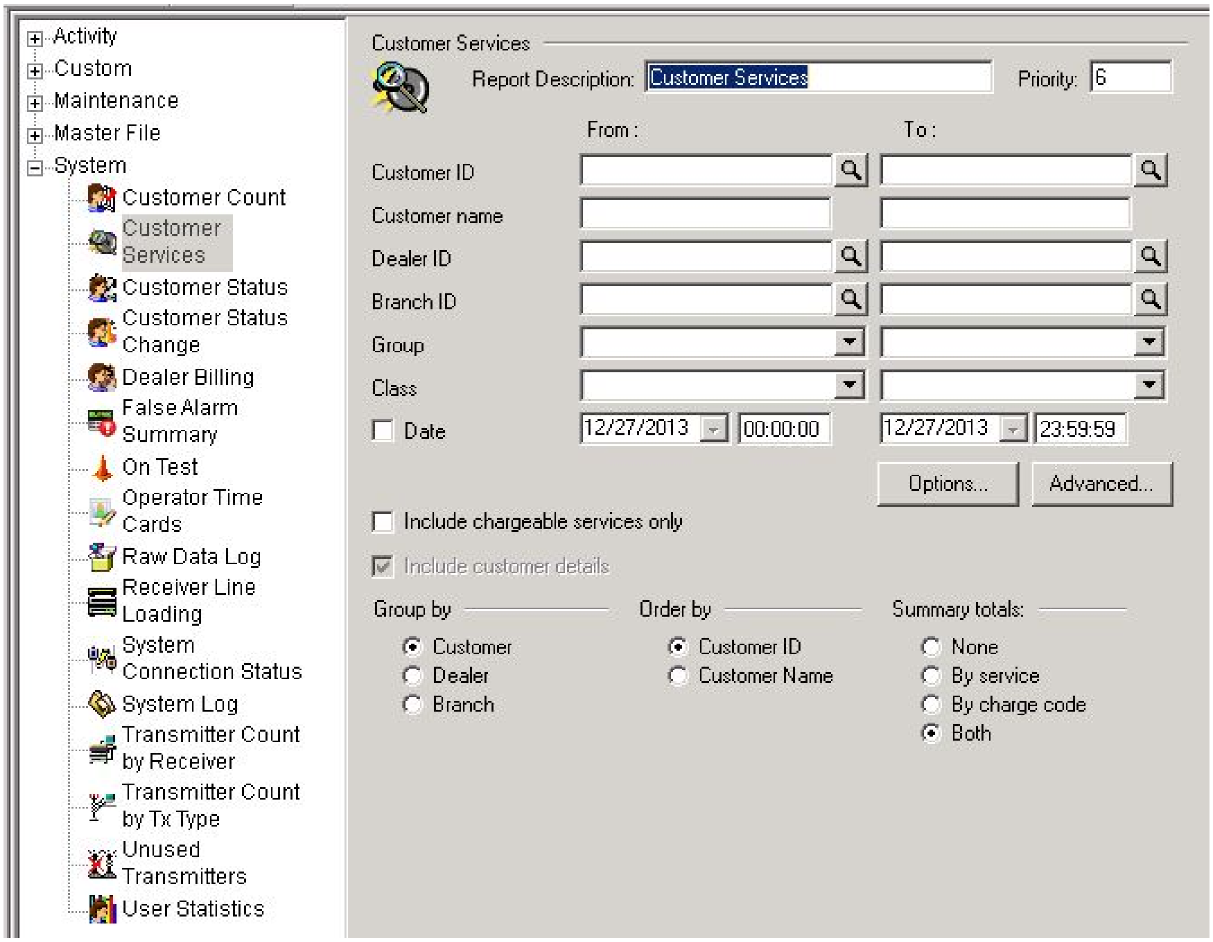
2. Click the "System File" Navigation Tree Node.

Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Customer Services".

Result: the "Customer Services" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Customer Services Report:

- Customer ID
- Customer Name
- Dealer ID
- Branch ID
- Group
- Class

5. To run a Customer Services Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want, select the "Date" checkbox and enter a date and time range.
7. If you want to limit your Report to chargeable services, select the "Include chargeable services only" checkbox.
8. The "Customer" option in the "Group by" area of the form displays as preselected. If you want, select the "Dealer" or "Branch" checkbox instead.
9. The "Customer ID" option in the "Order by" area of the form displays as preselected. If you want, select the "Customer Name" checkbox instead.
10. The "Both" option in the "Summary totals:" area of the form displays as preselected.

If you want the summary totals that display in your Report to total "By service" or "By charge code", select that option instead.

11. Click "Options".

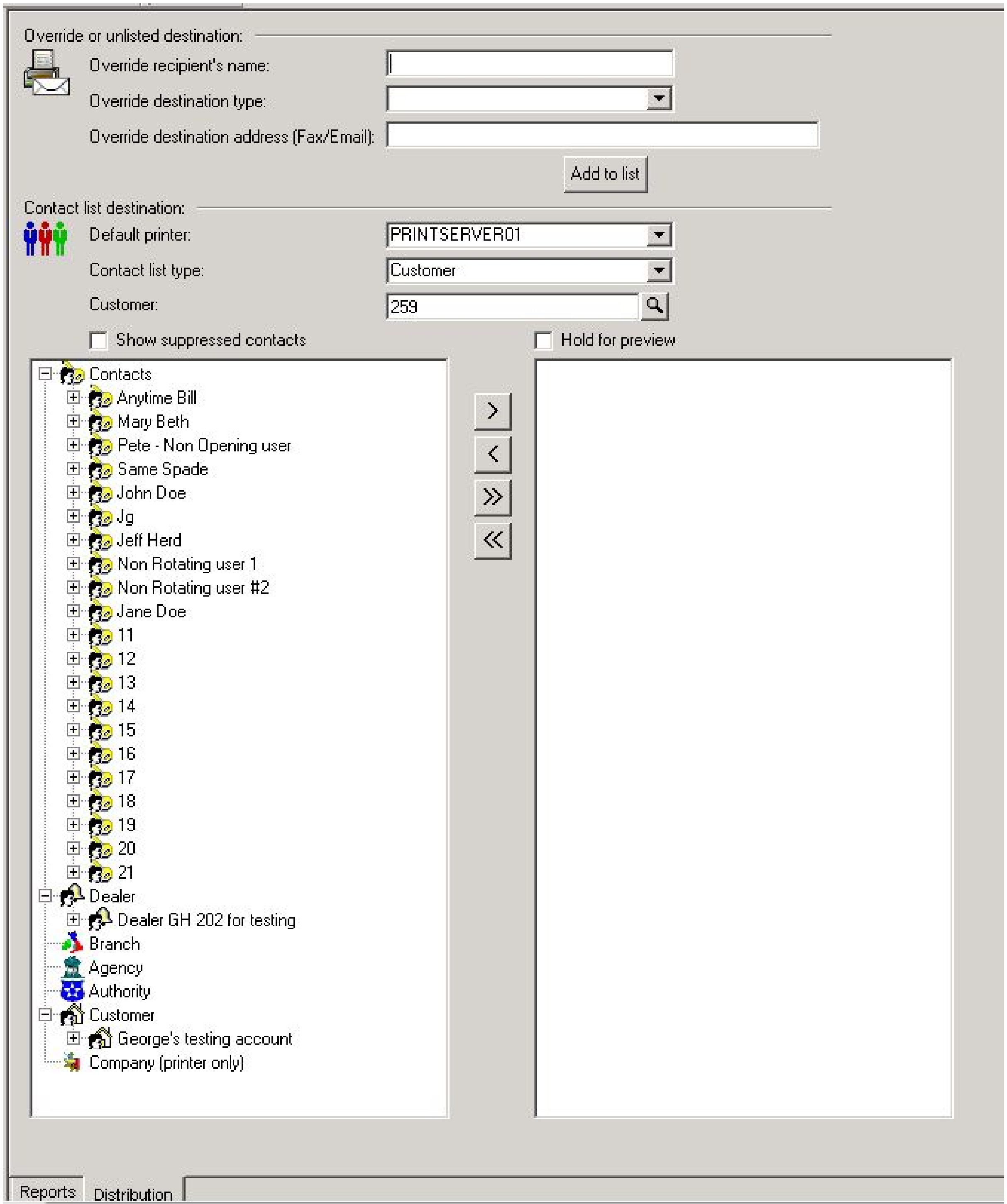
Result: the "Customer Services Options" window displays as shown in the following screenshot:

12. Items in the "Monitoring status" area of the window display as preselected. If you want, deselect the items you want to exclude from your Report.
13. Click "OK".

Result: the "Customer Services Options" window closes and the system returns the user to the "Customer Services" form.

14. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



15. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

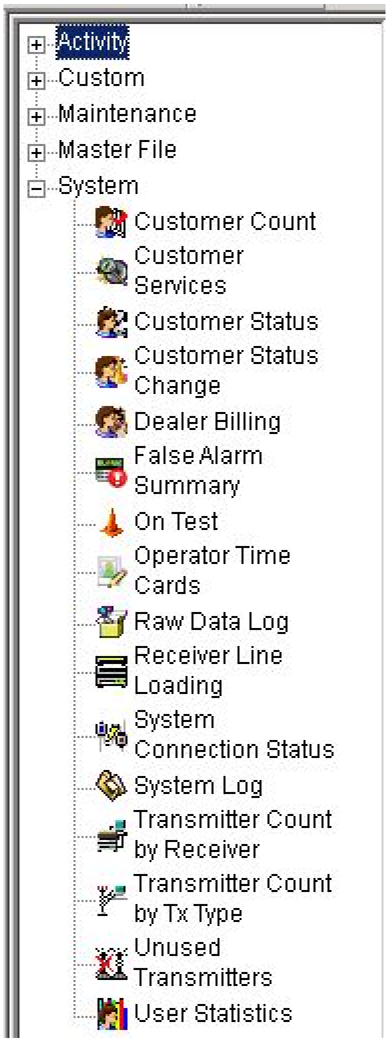
Customer Status

Generating a Customer Status Report

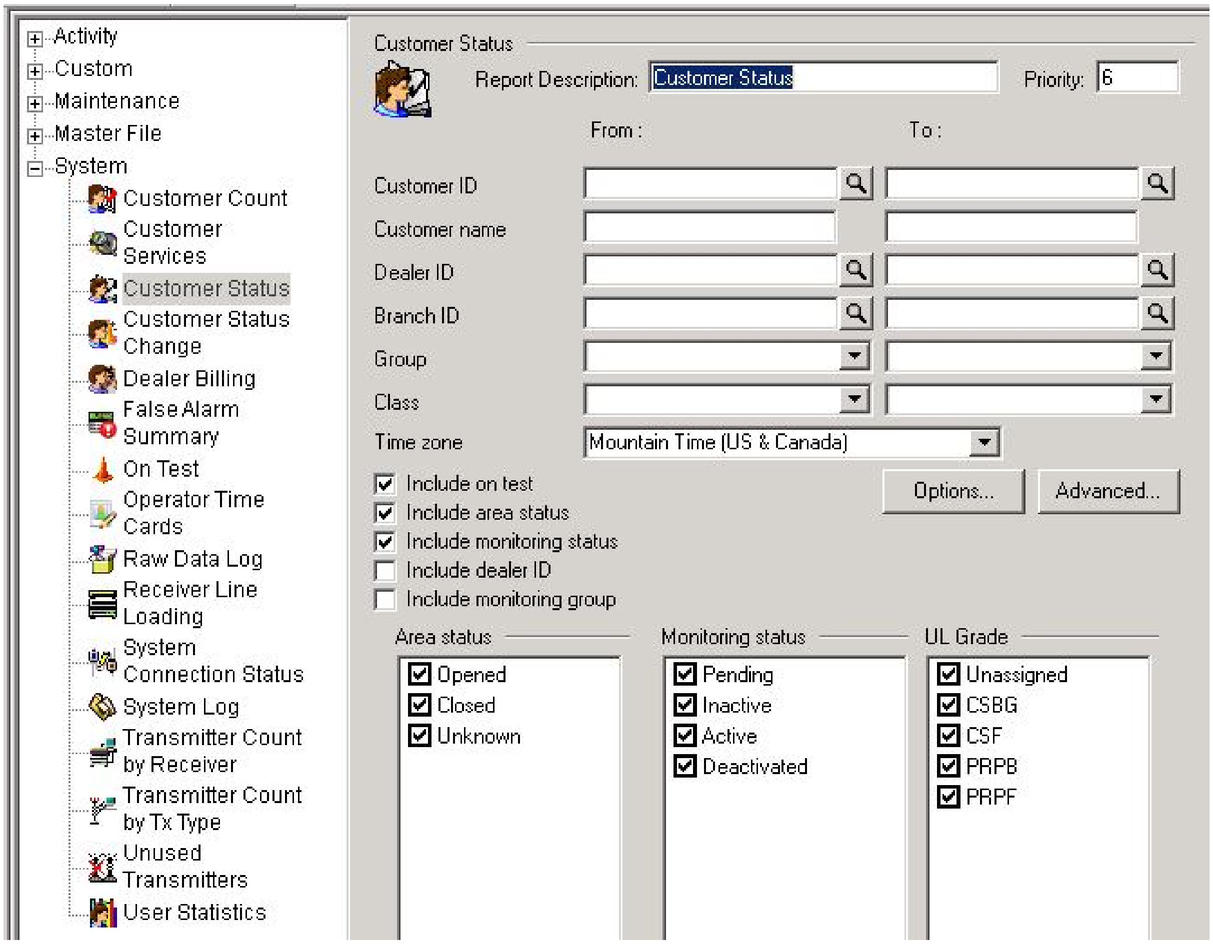
Perform the following steps to generate a Customer Status Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "System File" Navigation Tree Node.
Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Customer Status".
Result: the "Customer Status" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your Customer Status Report:
- Customer ID
- Customer Name
- Dealer ID
- Branch ID
- Group
- Class
- Time Zone

5. To run a Customer Status Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. The "Include on test" option displays as preselected. If you want to exclude Customer accounts that are On Test, deselect the checkbox.
7. The "Include area status" option displays as preselected. If you want to exclude the status of specific areas from your Report, deselect the checkbox.
8. The "Include monitoring status" option displays as preselected. If you want to exclude monitoring statuses from your Report, deselect the checkbox.
9. If you want your Report to display Dealer IDs, select the "Include dealer ID" checkbox.

10. If you want your Report to include Monitoring Groups, select the "Include monitoring group" checkbox.
11. Items in the "Area status" portion of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
12. Items in the "Monitoring status" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
13. Items in the "UL Grade" area of the form display as preselected. If you want, deselect the items you want to exclude from your Report.
14. Click "Options".

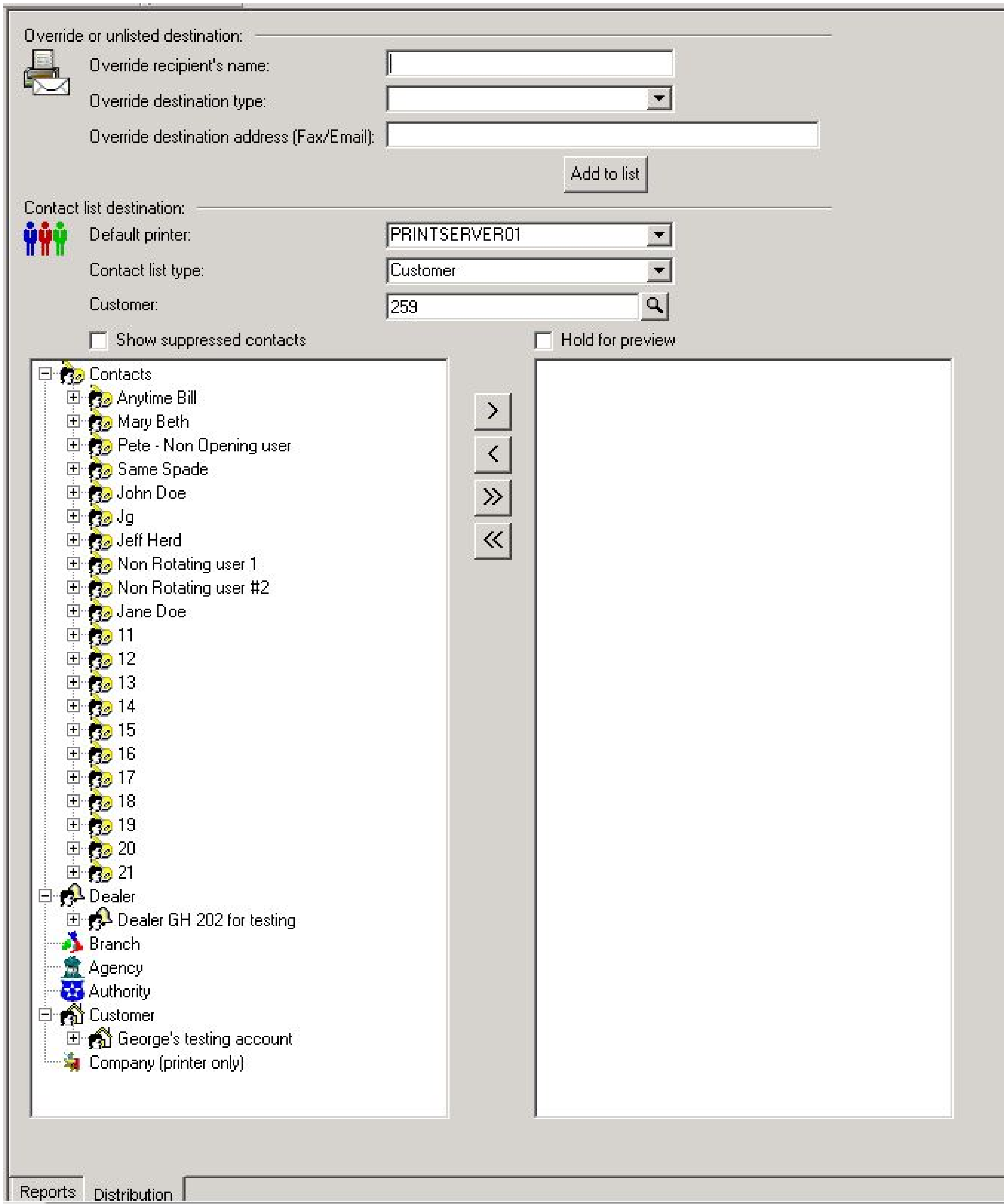
Result: the "Customer Status Options" window displays as shown in the following screenshot:

15. The "Customer" option in the"Group by" area of the window displays as preselected. If you want, select the "Dealer" or "Branch" option instead.
16. The "Customer ID" option in the "Order by" area of the window displays as preselected. If you want, select the "Customer Name" option instead.
17. Click "OK".

Result: the "Customer Status Options" window closes and the system returns the user to the "Customer Status" form.

18. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



19. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in

the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

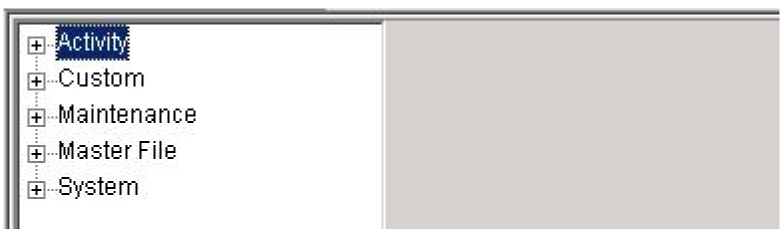
Customer Status Change

Generating a Customer Status Change Report

Perform the following steps to generate a Customer Status Change Report:

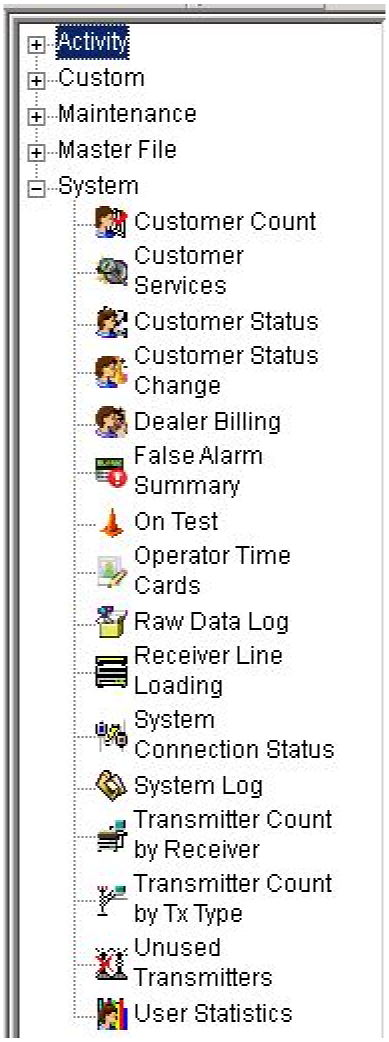
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "System File" Navigation Tree Node.

Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Customer Status Change".

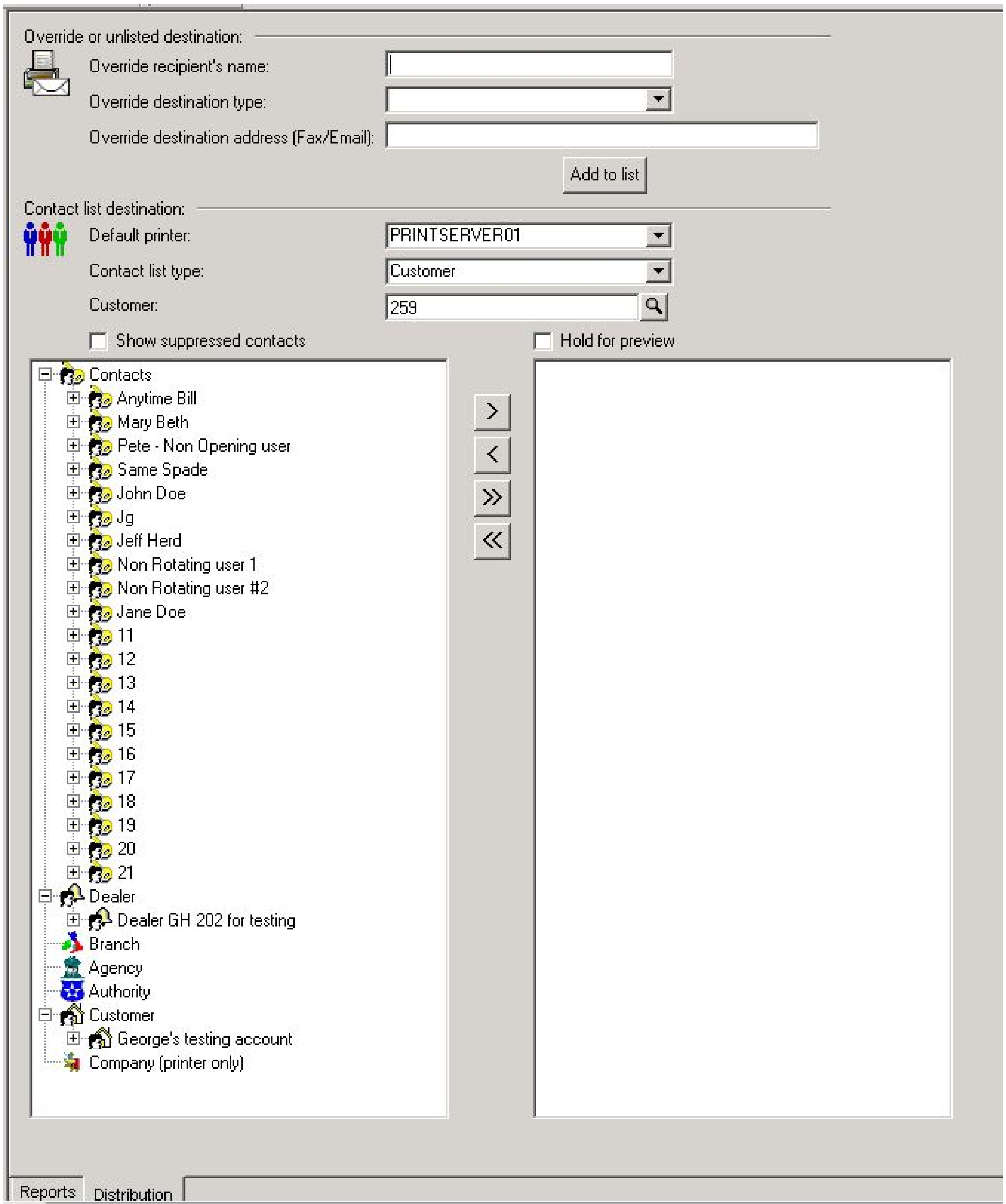
Result: the "Customer Status Change" form displays as shown in the following screenshot:

4. If you want, apply any of the following parameters to your Customer Status Change Report:
   - Dealer ID
   - Branch ID
   - Class

5. To run a Customer Status Change Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want to run your Report by date, select the "Date" checkbox and enter a date and time range.
7. Items in the "Operator" area of the form display as preselected. If you want, deselect the Operators you want to exclude from your Report.
8. Items in the "Include:" area of the form display as preselected. If you want to limit the types of Customer accounts that display in your Report to "Activated", "Inactivated",

or "Deactivated, select that option.
9. The "Status" option in the "Group by:" area of the form displays as preselected. If you want to group your Report by "Dealer" or "Branch" select that item instead.
10. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



11. For instructions on distributing your Report, refer to the "System Reports" document.

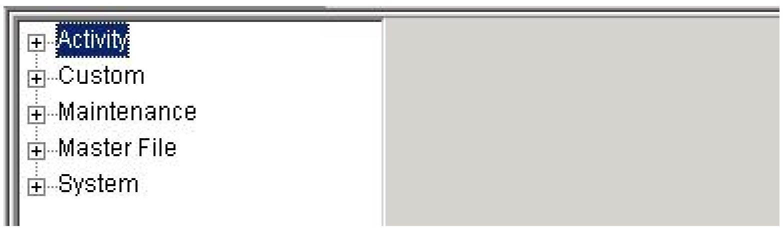
Dealer Billing

Generating a Dealer Billing Report

Perform the following steps to generate a Dealer Billing Report:

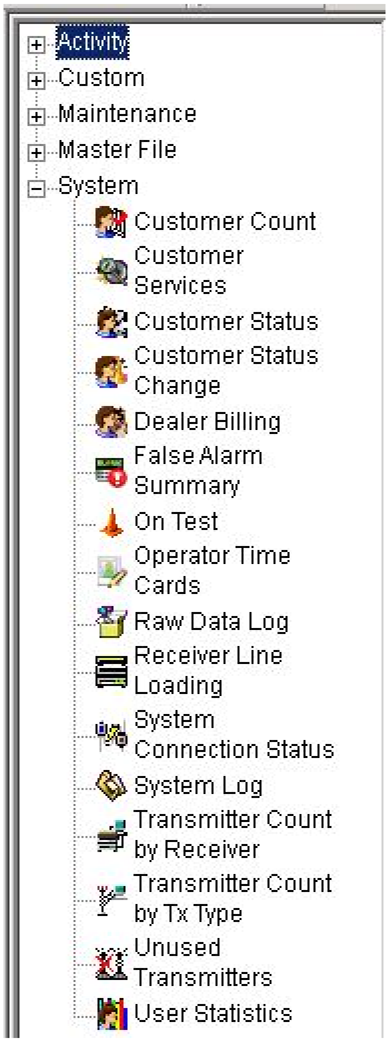
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

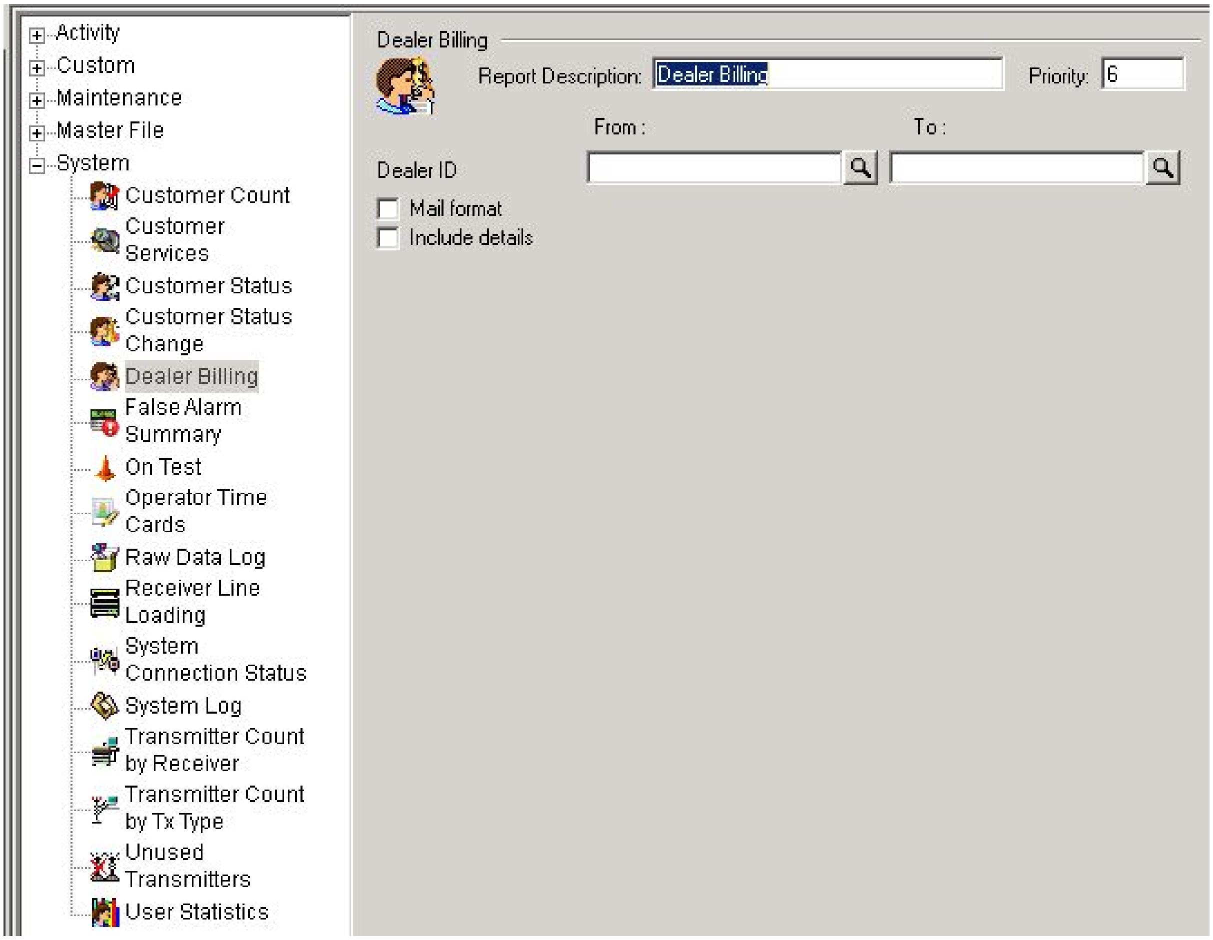


2. Click the "System File" Navigation Tree Node.

Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:

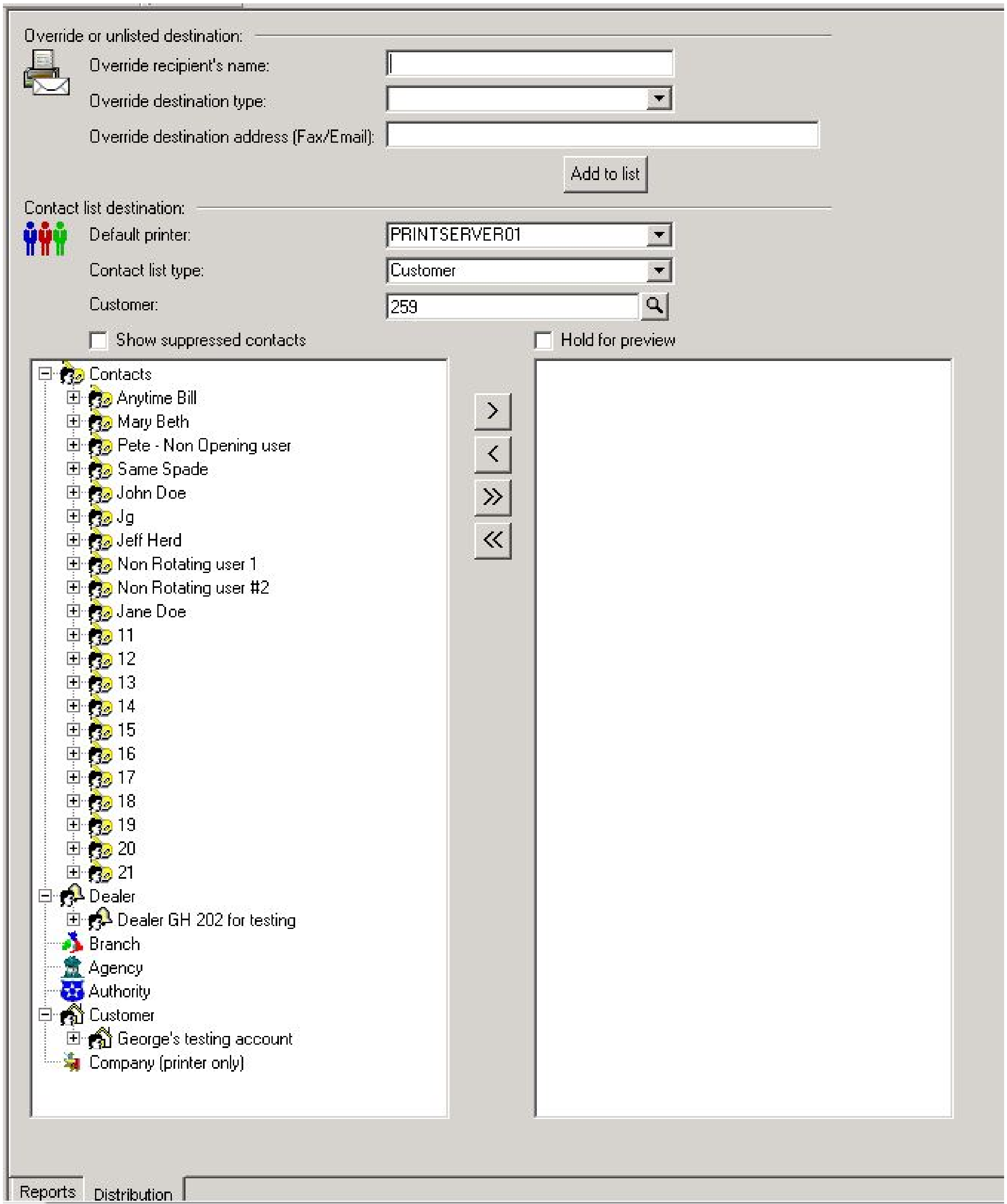


3. Double-click "Dealer Billing".
Result: the "Dealer Billing" form displays as shown in the following screenshot:



5. To run a Dealer Billing Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want, select the "Mail format" checkbox.
7. If you want to maximize the amount of information that displays in your Report, select the "Include details" checkbox.
8. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

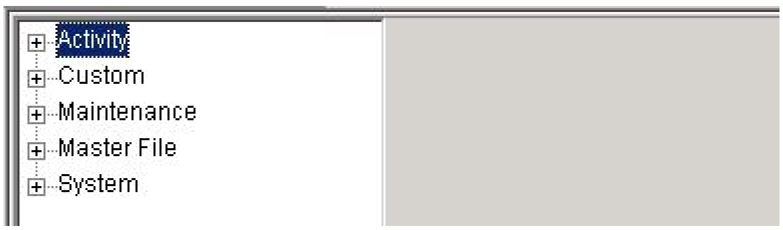
False Alarm Summary

Generating a False Alarm Summary Report

Perform the following steps to generate a False Alarm Summary Report:

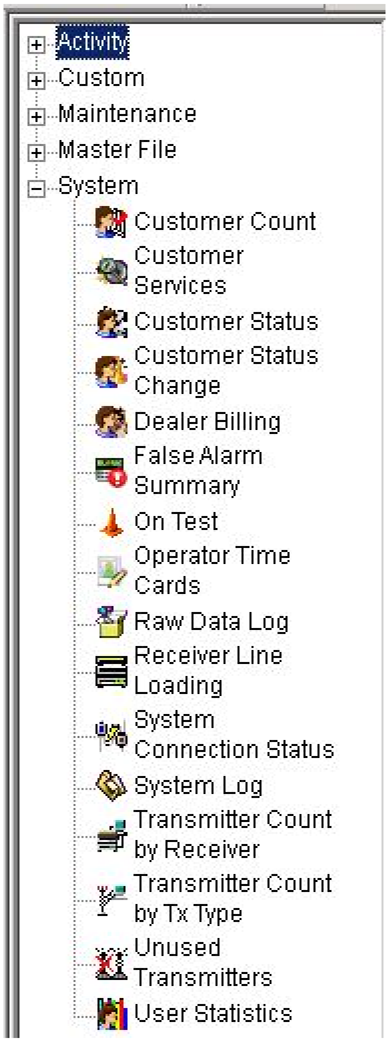
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



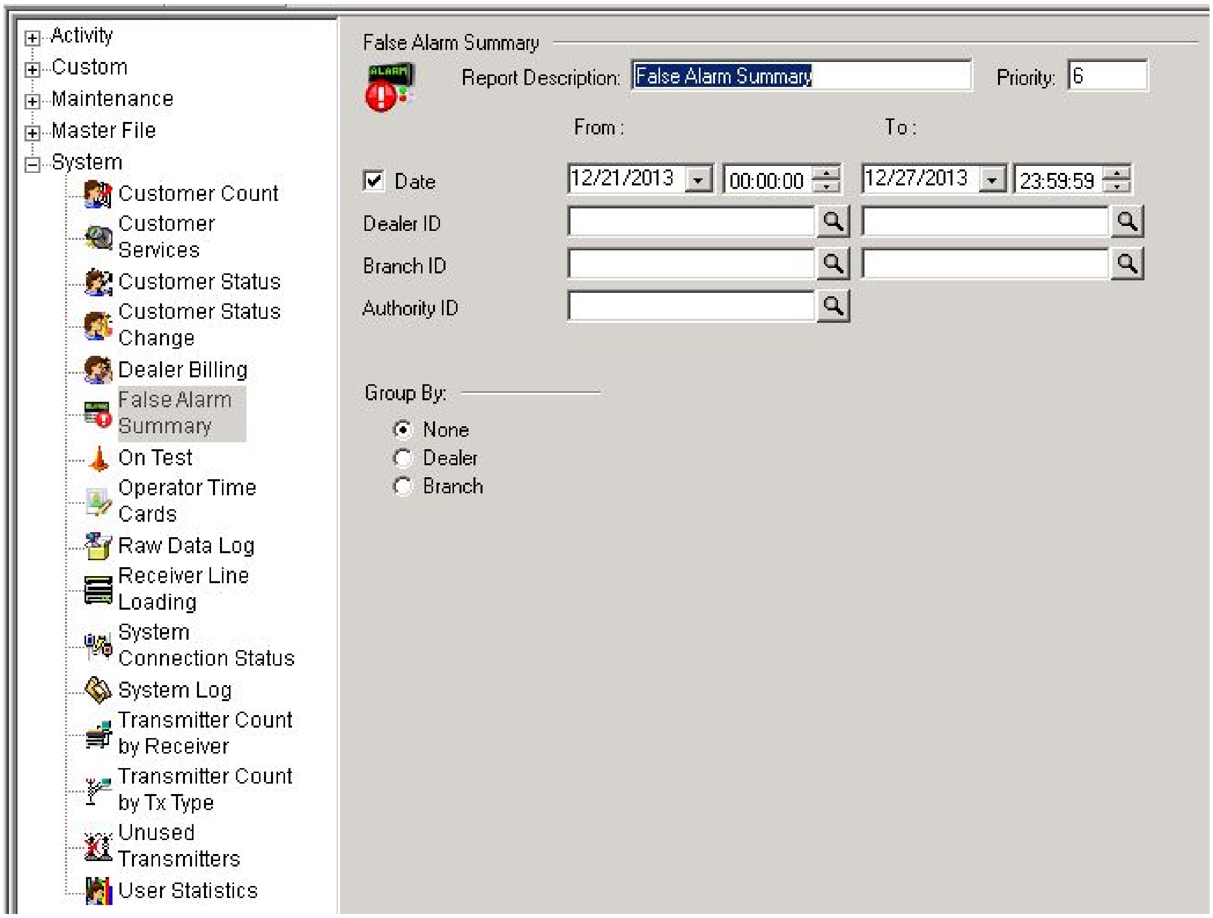
2. Click the "System File" Navigation Tree Node.

Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "False Alarm Summary".

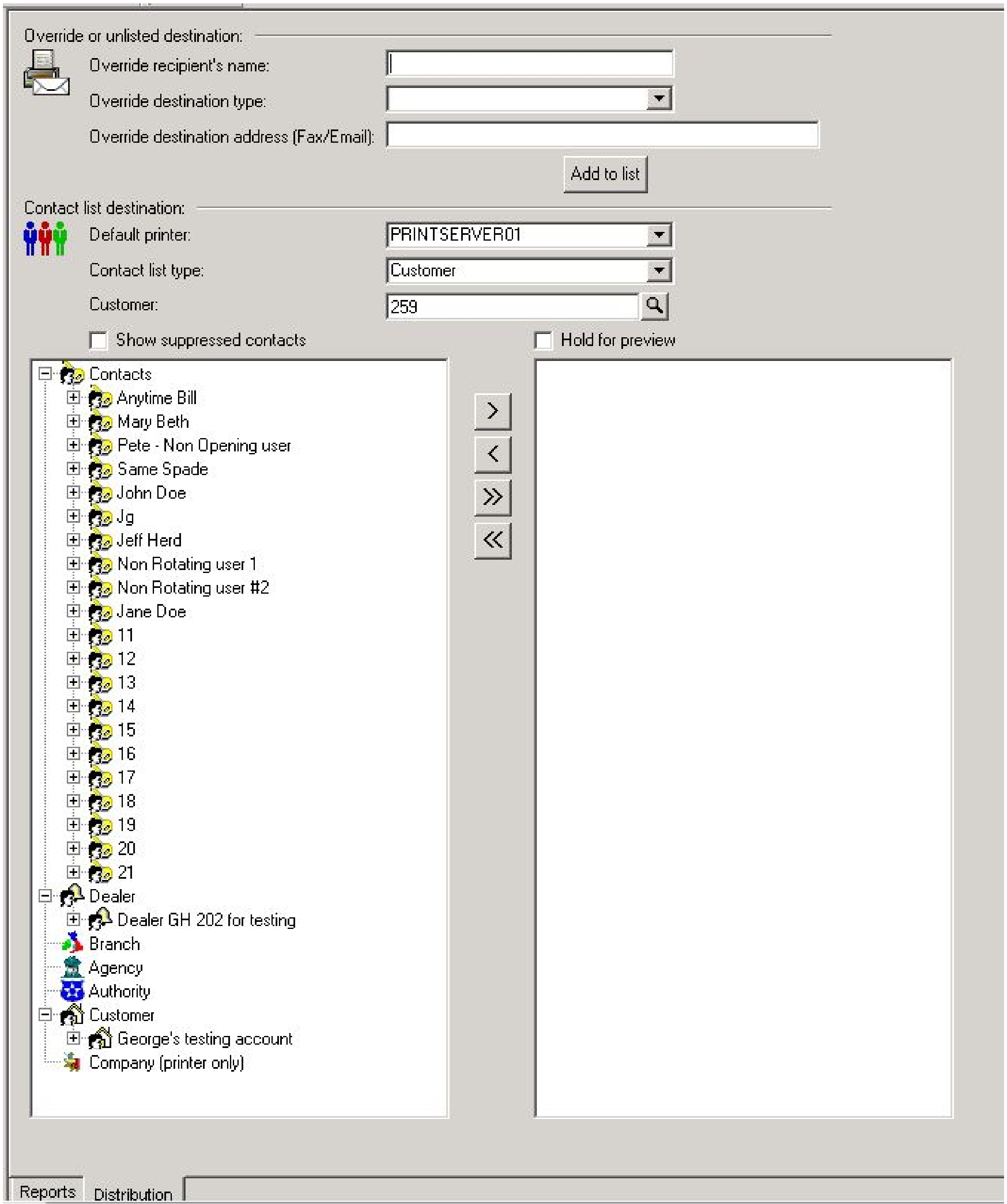
Result: the "False Alarm Summary" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your False Alarm Report:
   - Dealer ID
   - Branch ID
   - Authority ID

5. To run a False Alarm Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. The "Date" checkbox displays as preselected. If you want to run your Report by date, enter the date and time parameters.
7. If you want to group your Report by "Dealer" or "Branch", select that option in the "Group By:" area of the form.
8. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



9. For instructions on distributing your Report, refer to the "System Reports" document.

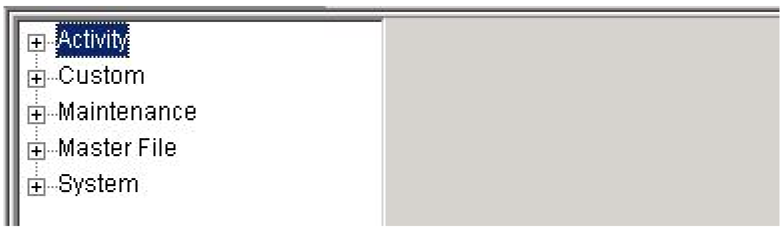
On Test

Generating an On Test Report

Perform the following steps to generate an On Test Report:

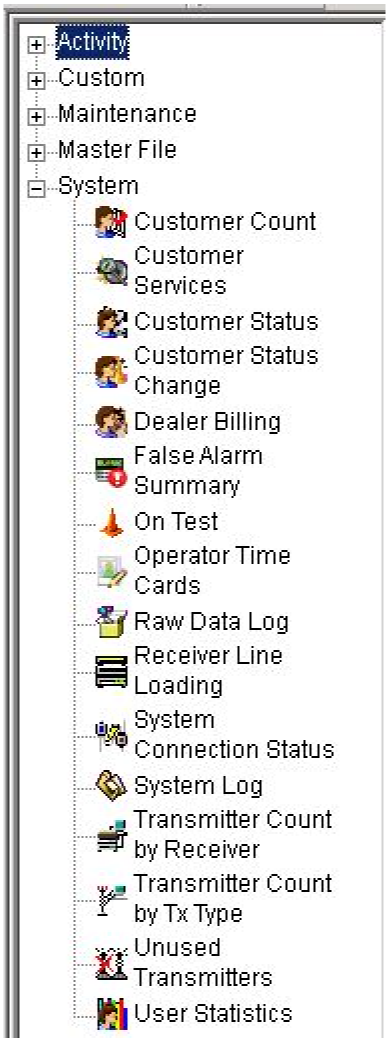
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

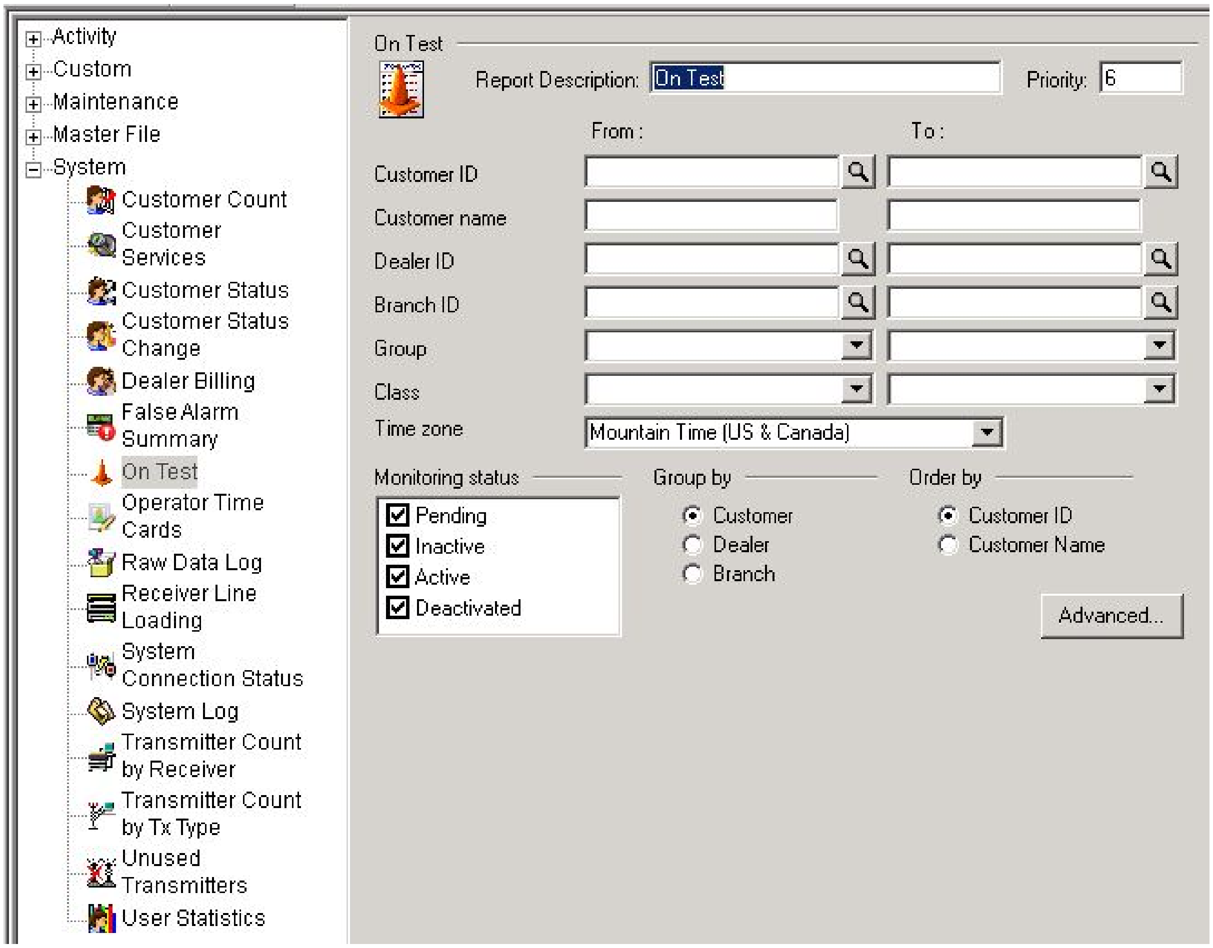


2. Click the "System File" Navigation Tree Node.

Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



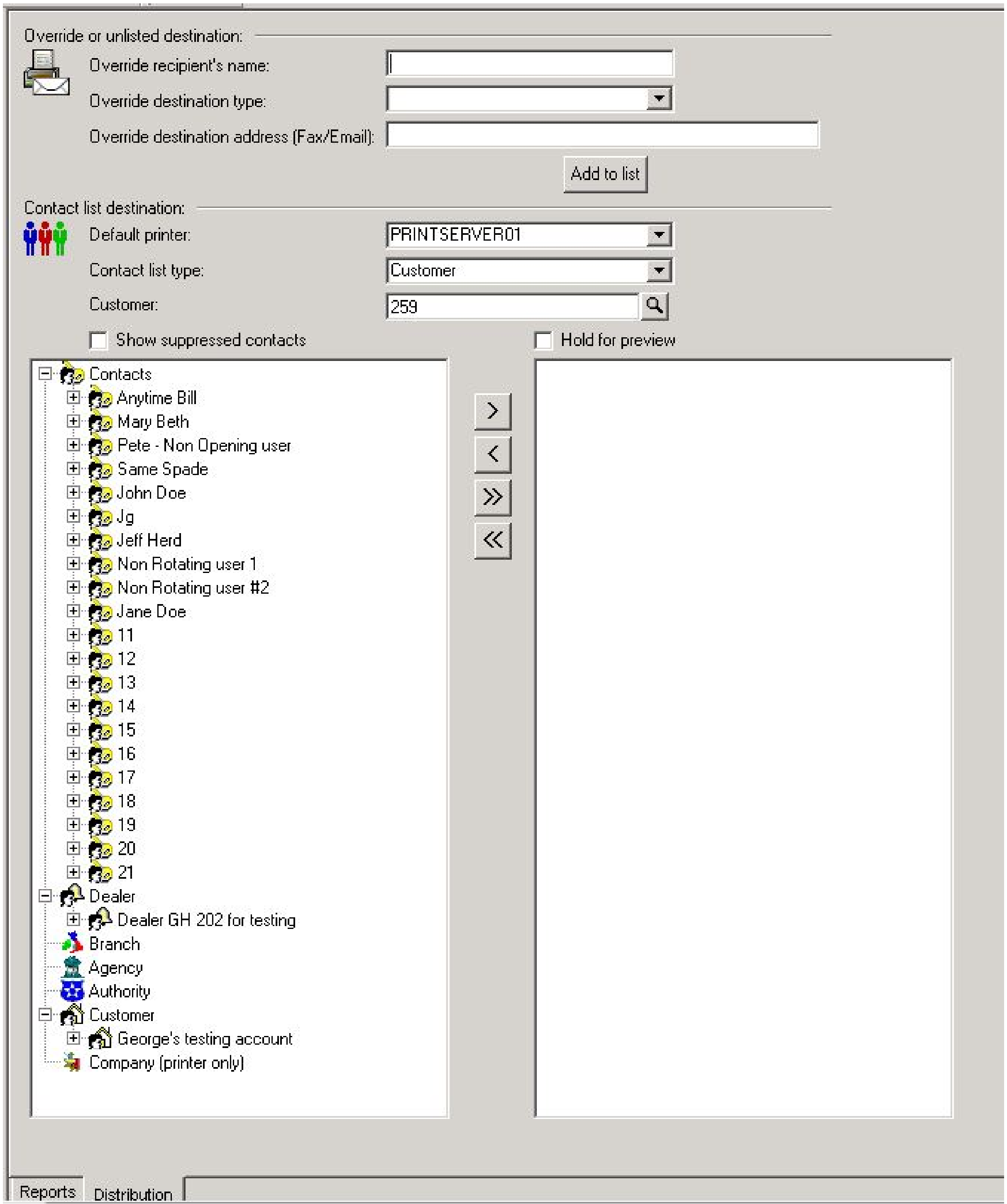
3. Double-click "On Test".
Result: the "On Test" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your On Test Report:
   - Customer ID
   - Customer Name
   - Dealer ID
   - Branch ID
   - Group
   - Class
   - Time Zone

5. To run an On Test Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. Items in the "Monitoring status" area of the form display as preselected. Deselect any items that you want to exclude from your Report.
7. The "Customer" option in the "Group by" area of the form displays as preselected. If you want to group your Report by "Dealer" or "Branch", select that option instead.
8. The "Customer ID" option in the "Order by" area of the form displays as preselected. If you want to order your Report by "Customer Name", select that option instead.
9. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



10. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields" form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

For instructions on how to access and use the form, refer to the "System Reports" document.

Operator Time Cards

Generating an Operator Time Cards Report

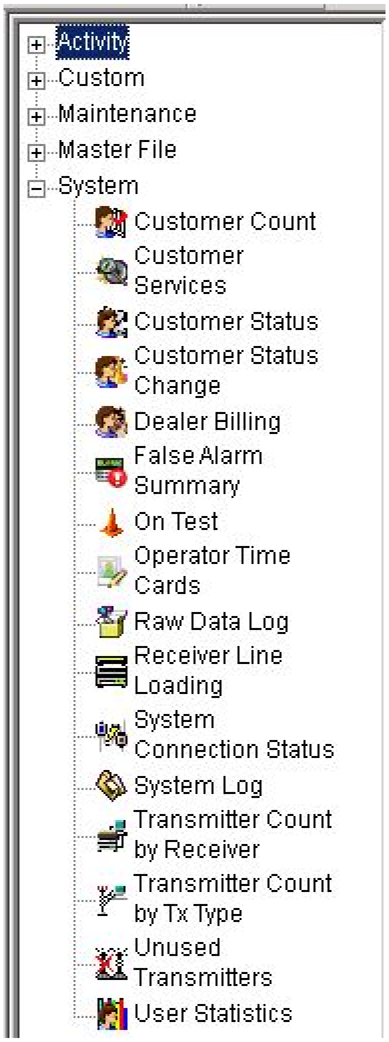
Perform the following steps to generate an Operator Time Cards Report:

1. Navigate to the Reports menu, and select "System Reports".

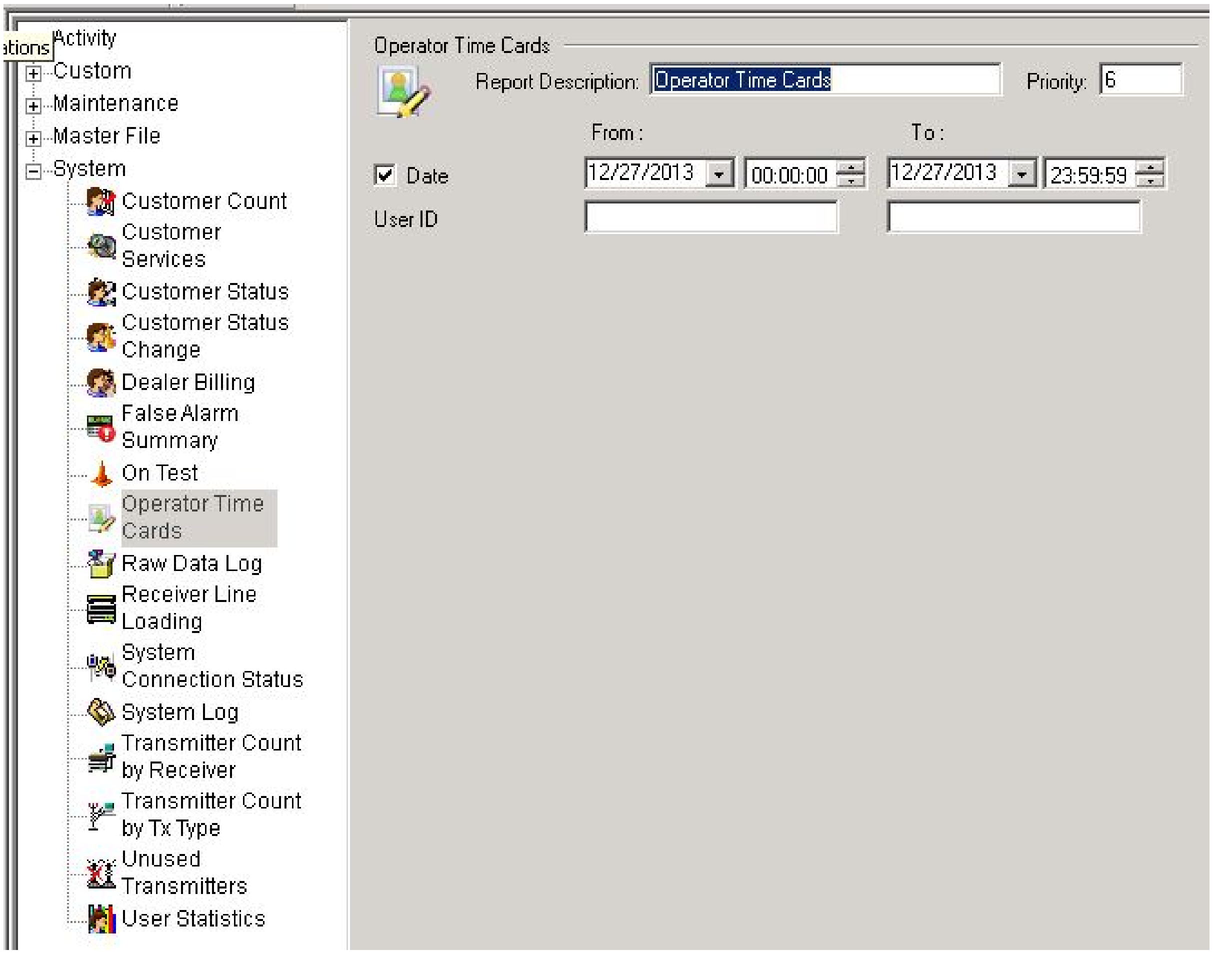
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

2. Click the "System File" Navigation Tree Node.

Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:

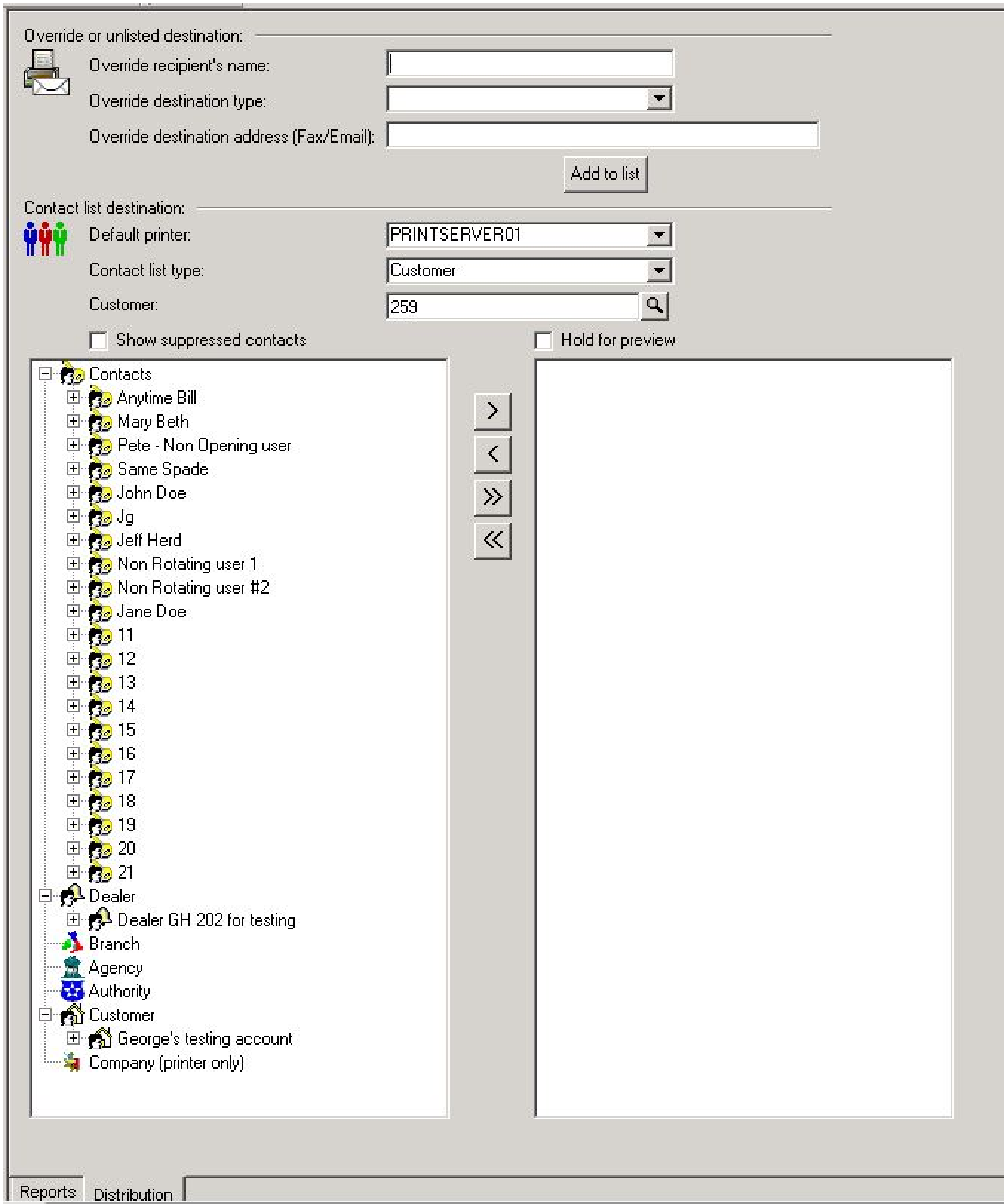


3. Double-click "Operator Time Cards".
Result: the "Operator Time Cards" form displays as shown in the following screenshot:



4. To run a Report by "User ID", enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. The "Date" checkbox displays as preselected. If you want to run your Report by date, enter the date and time parameters.
6. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



7. For instructions on distributing your Report, refer to the "System Reports" document.

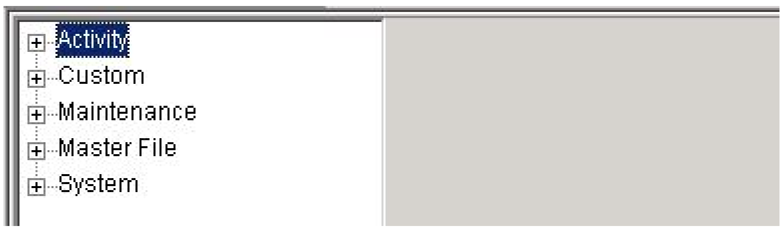
Raw Data Log

Generating a Raw Data Log Report

Perform the following steps to generate a Raw Data Log Report:

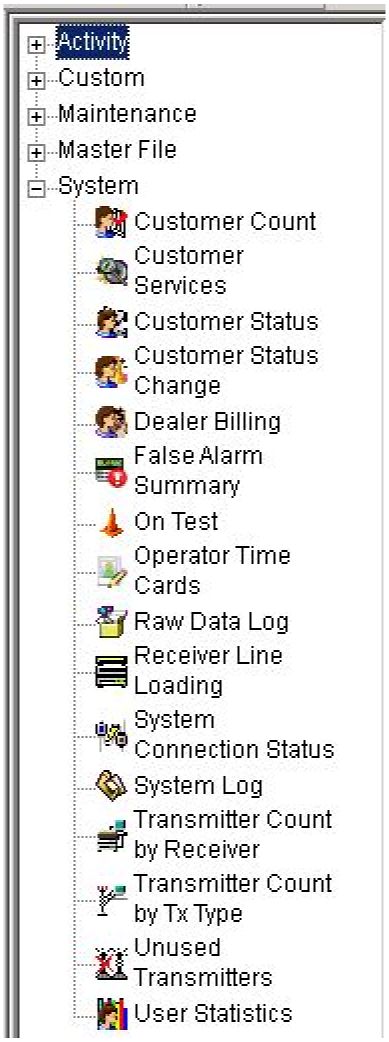
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

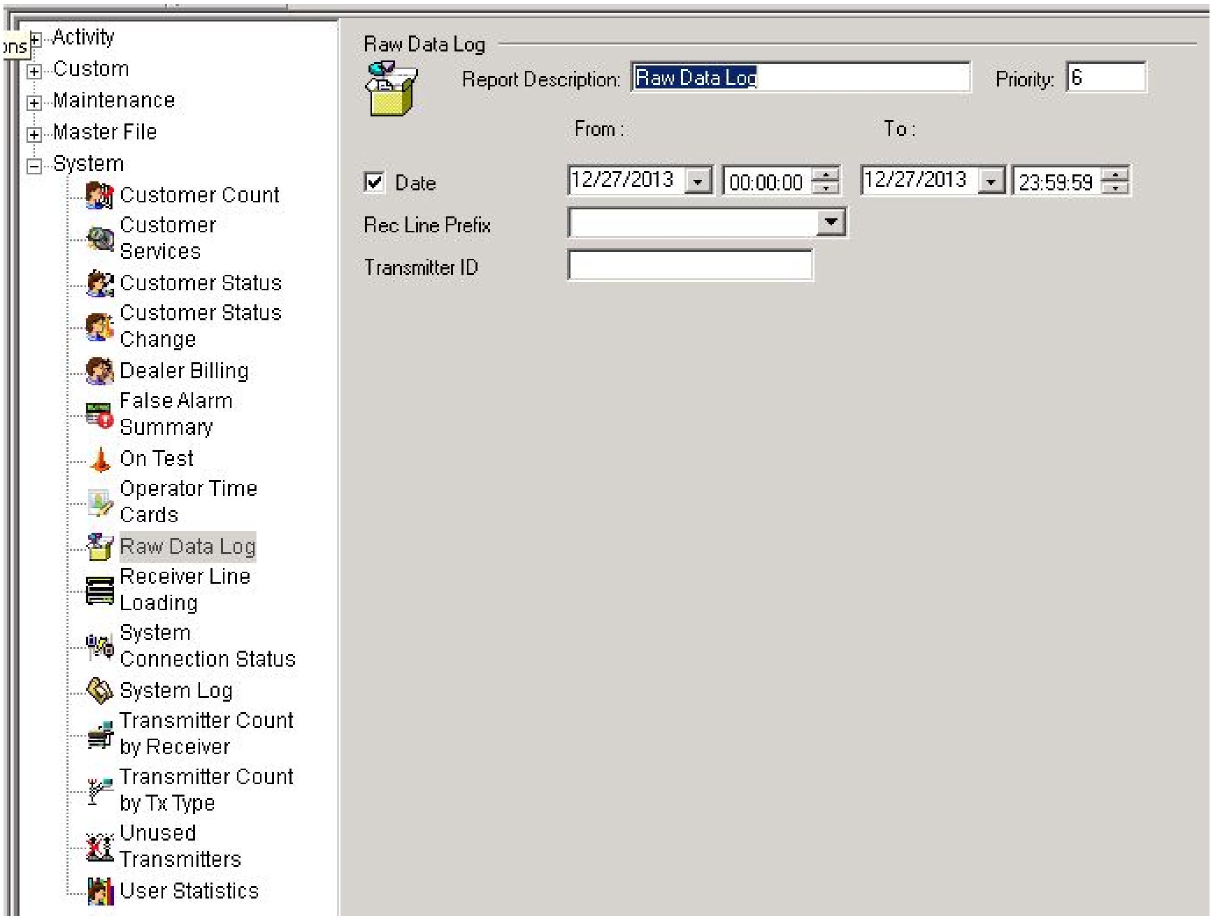


2. Click the "System File" Navigation Tree Node.

Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



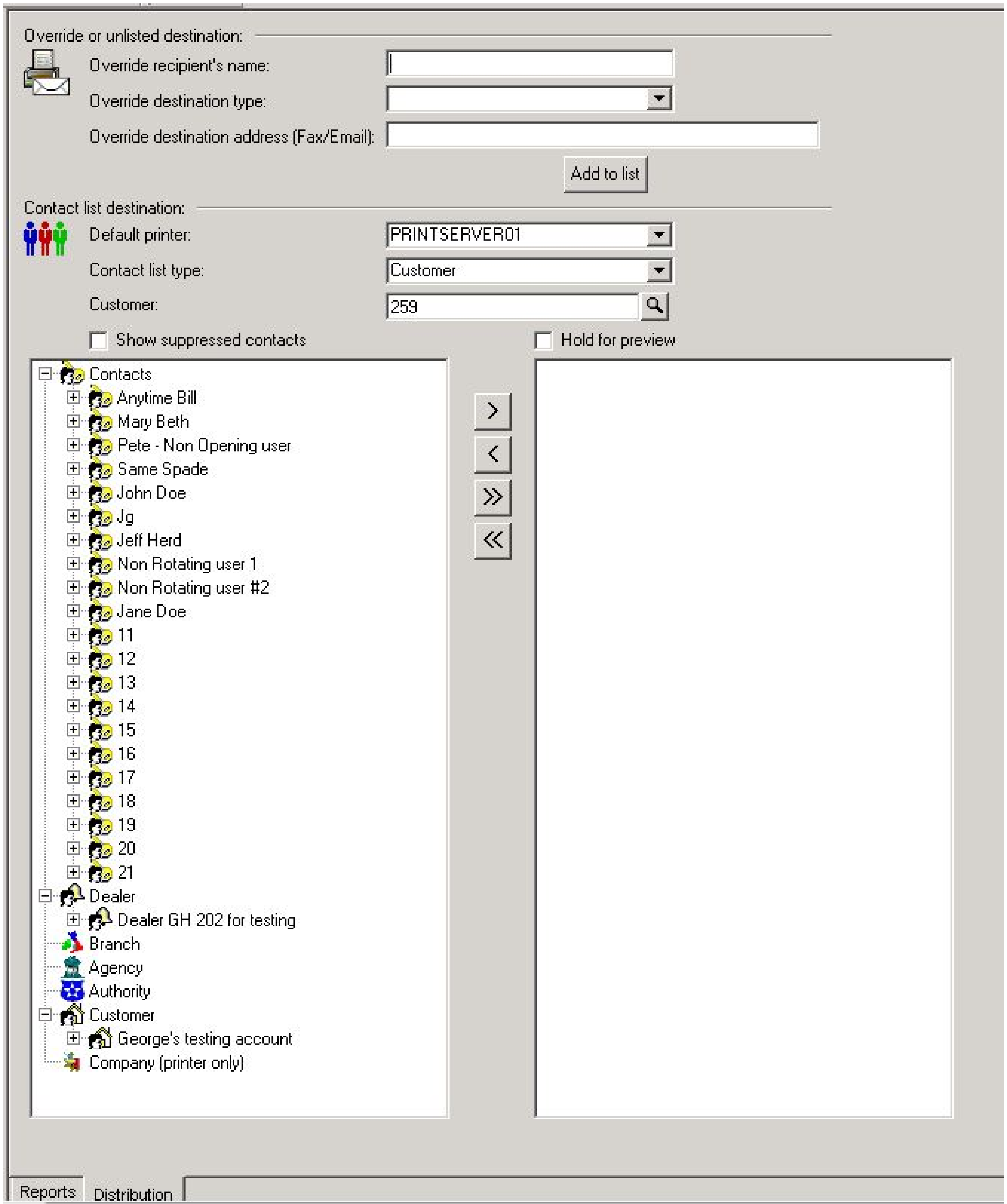
3. Double-click "Raw Data Log".
Result: the "Raw Data Log" form displays as shown in the following screenshot:



4. If you want, apply either of the following parameters to your Raw Data Log Report:
   - Receiver Line Prefix
   - Transmitter ID

5. The "Date" checkbox displays as preselected. If you want to run your Report by date, enter the date and time parameters.
6. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



7. For instructions on distributing your Report, refer to the "System Reports" document.

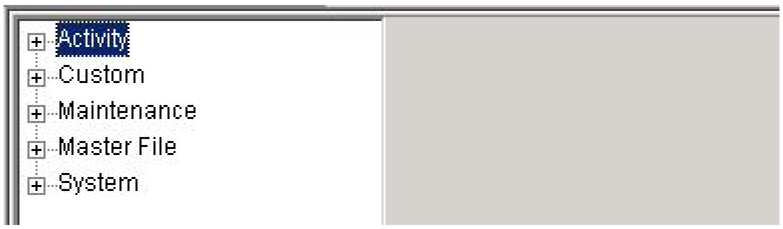
Receiver Line Loading

The Receiver Line Loading Report displays all Receiver Lines and the Customers assigned to each.

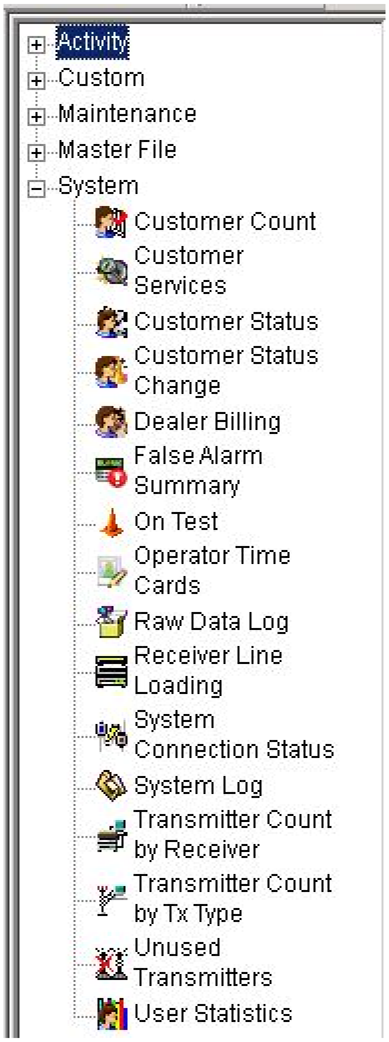
Generating a Receiver Line Loading Report

Perform the following steps to generate a Receiver Line Loading Report:

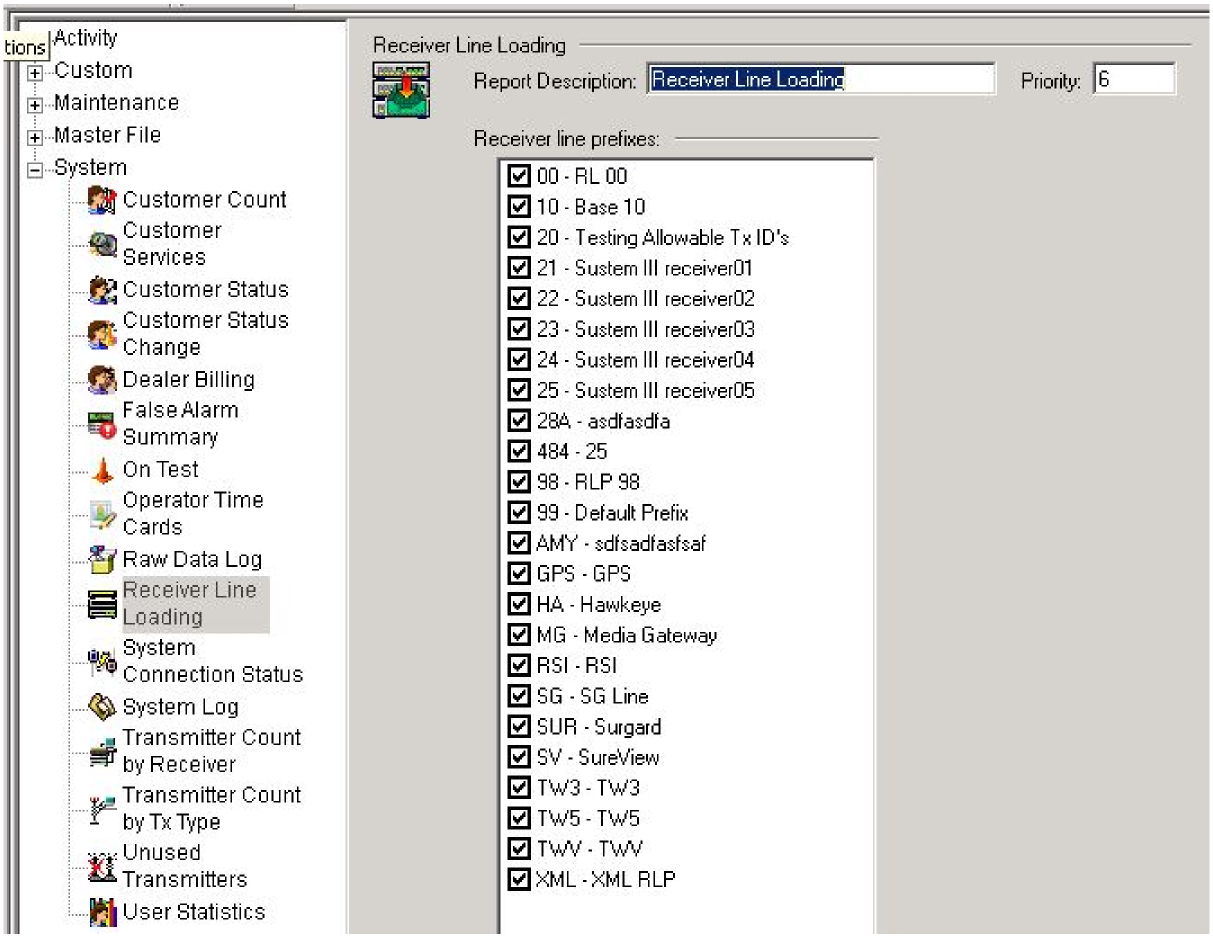
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "System File" Navigation Tree Node.
Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:

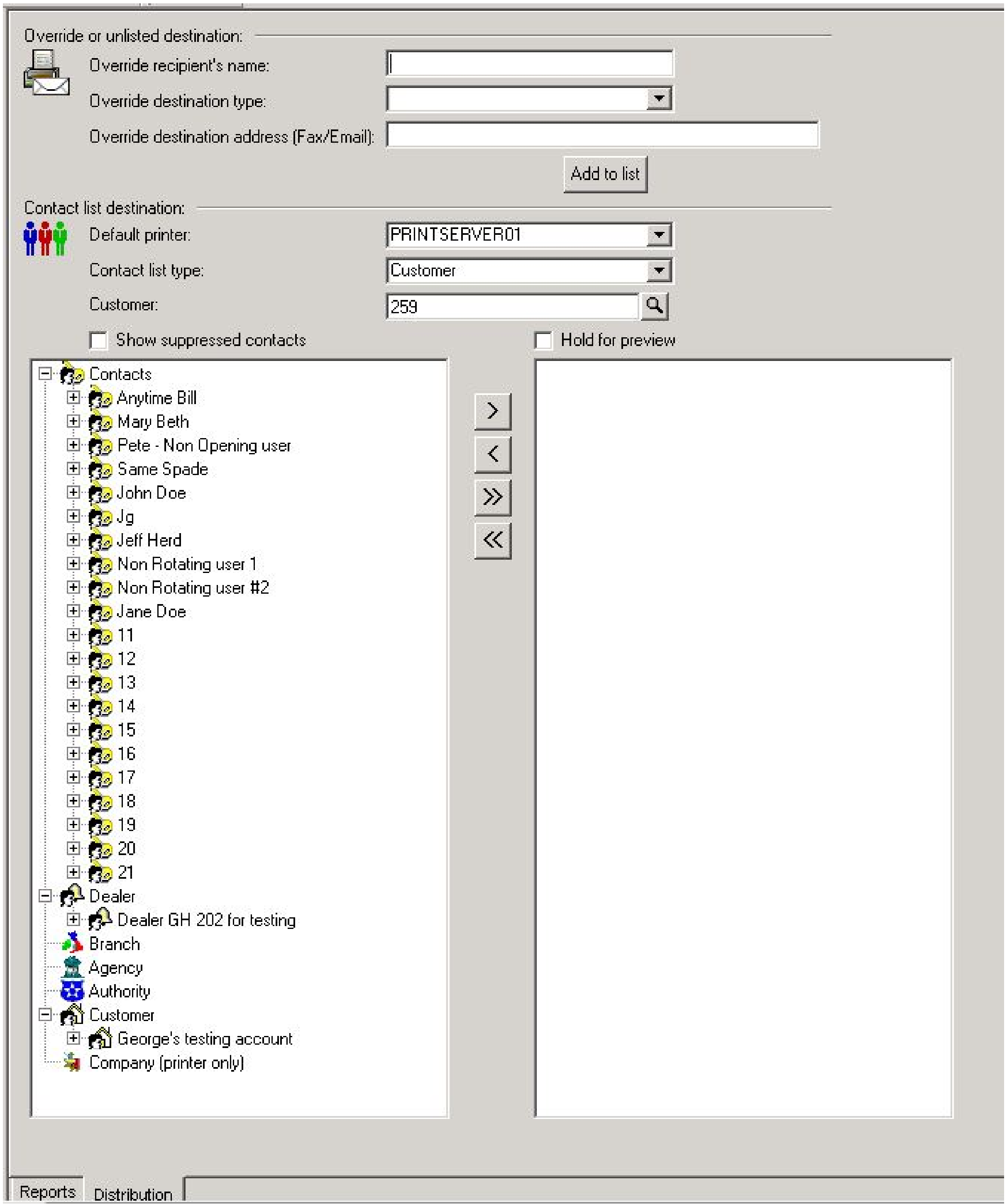


3. Double-click "Receiver Line Loading".
Result: the "Receiver Line Loading" form displays as shown in the following screenshot:



4. Items in the "Receiver line prefixes:" area of the form display as preselected. Deselect any items you want to exclude from your Report.
5. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



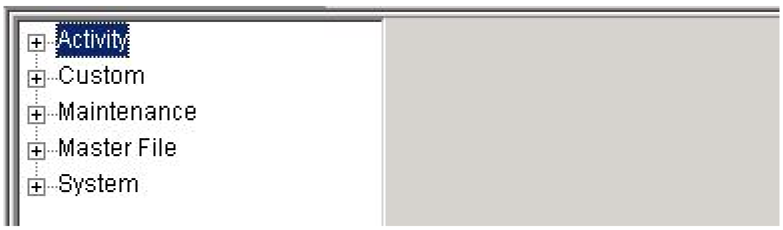
6. For instructions on distributing your Report, refer to the "System Reports" document.

System Connection Status

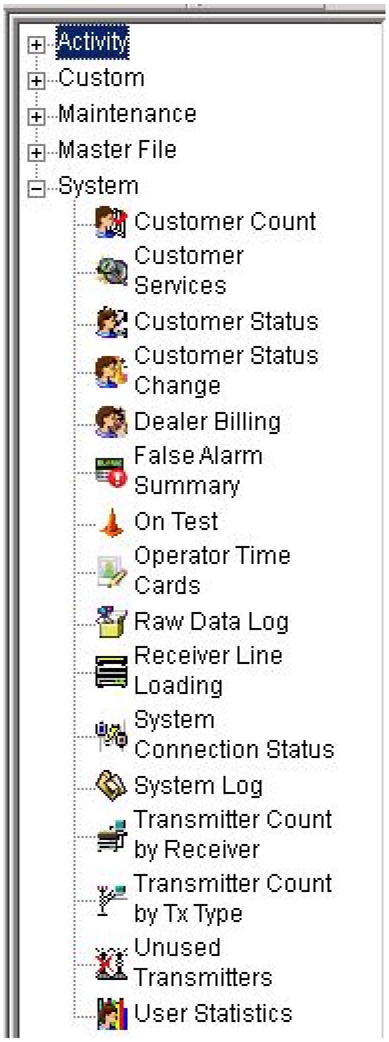
Generating a System Connection Status Report

Perform the following steps to generate a Connection Status Report:

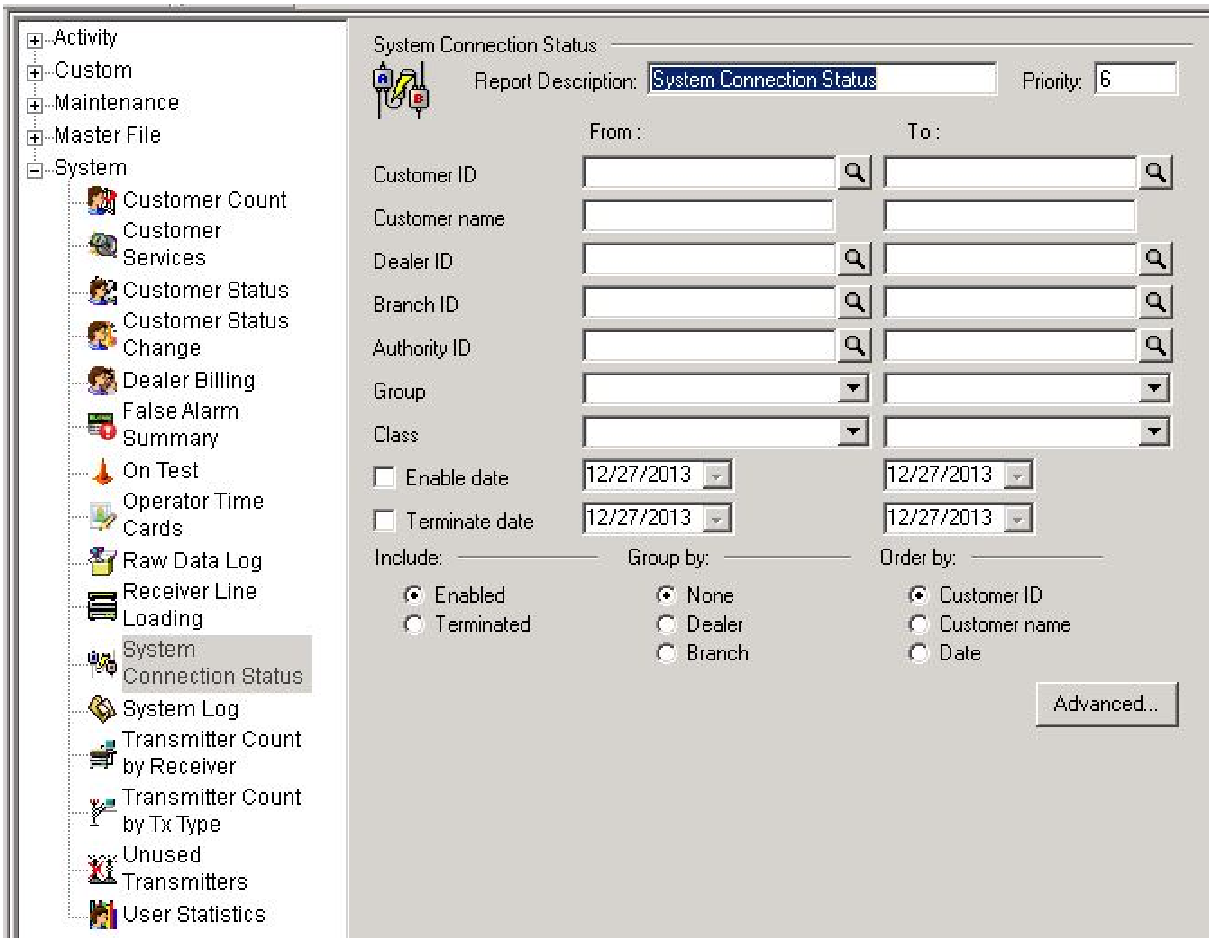
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "System File" Navigation Tree Node.
Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "System Connection Status".
Result: the "System Connection Status" form displays as shown in the following screenshot:

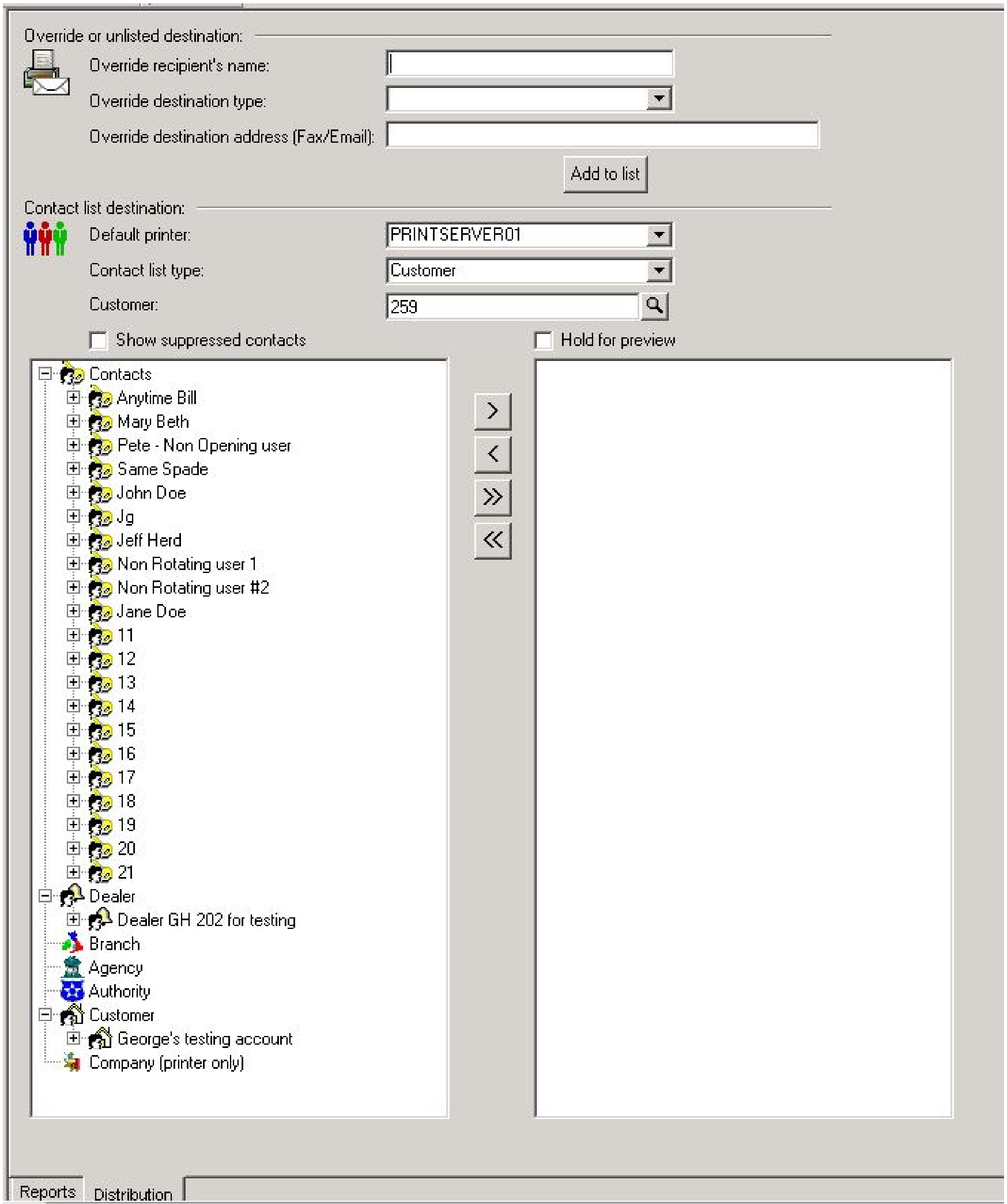


4. If you want, apply any of the following parameters to your System Connection Status Report:
- Customer ID
- Customer Name
- Dealer ID
- Branch ID
- Authority ID
- Group
- Class

5. To run a System Connection Status Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. If you want to run a Report by the "Enable date", select the checkbox and enter a date and time range.
7. If you want to run a Report by the "Terminate date", select the checkbox and enter a date and time range.
8. The "Enabled" option in the "Include:" field displays as preselected. If you want your Report to include only "Terminated" accounts, select that option instead.

9. The "Customer ID" option in the "Order by:" area of the form displays as preselected. If you want to order your Report by "Customer name" or "Date", select that option instead.
10. If you want to group your Report by "Dealer" or "Branch", select that item in the "Group by:" area of the form.
11. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



12. For instructions on distributing your Report, refer to the "System Reports" document.

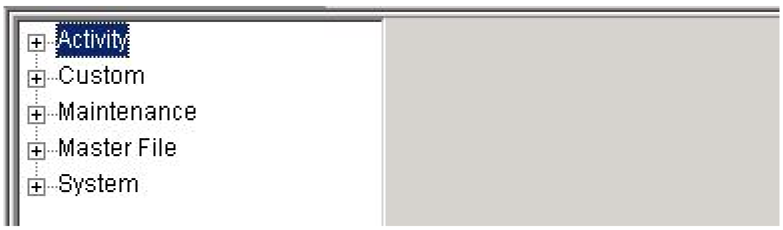
System Log

Generating a System Log Report

Perform the following steps to generate a System Log Report:

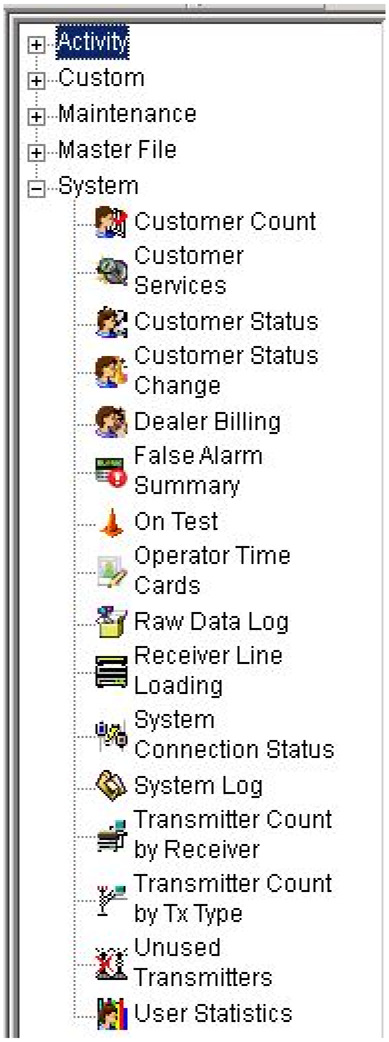
1. Navigate to the Reports menu, and select "System Reports".

Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

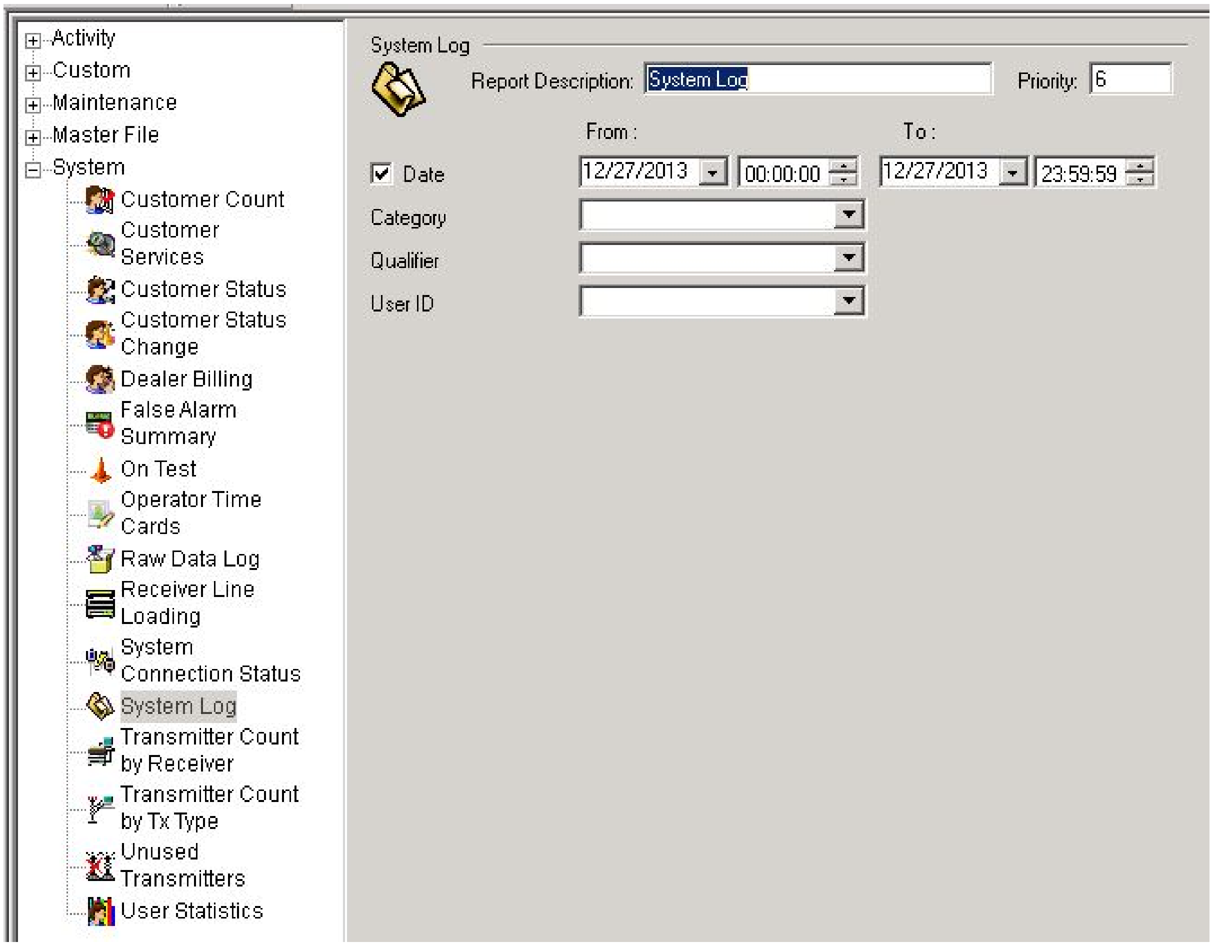


2. Click the "System File" Navigation Tree Node.

Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



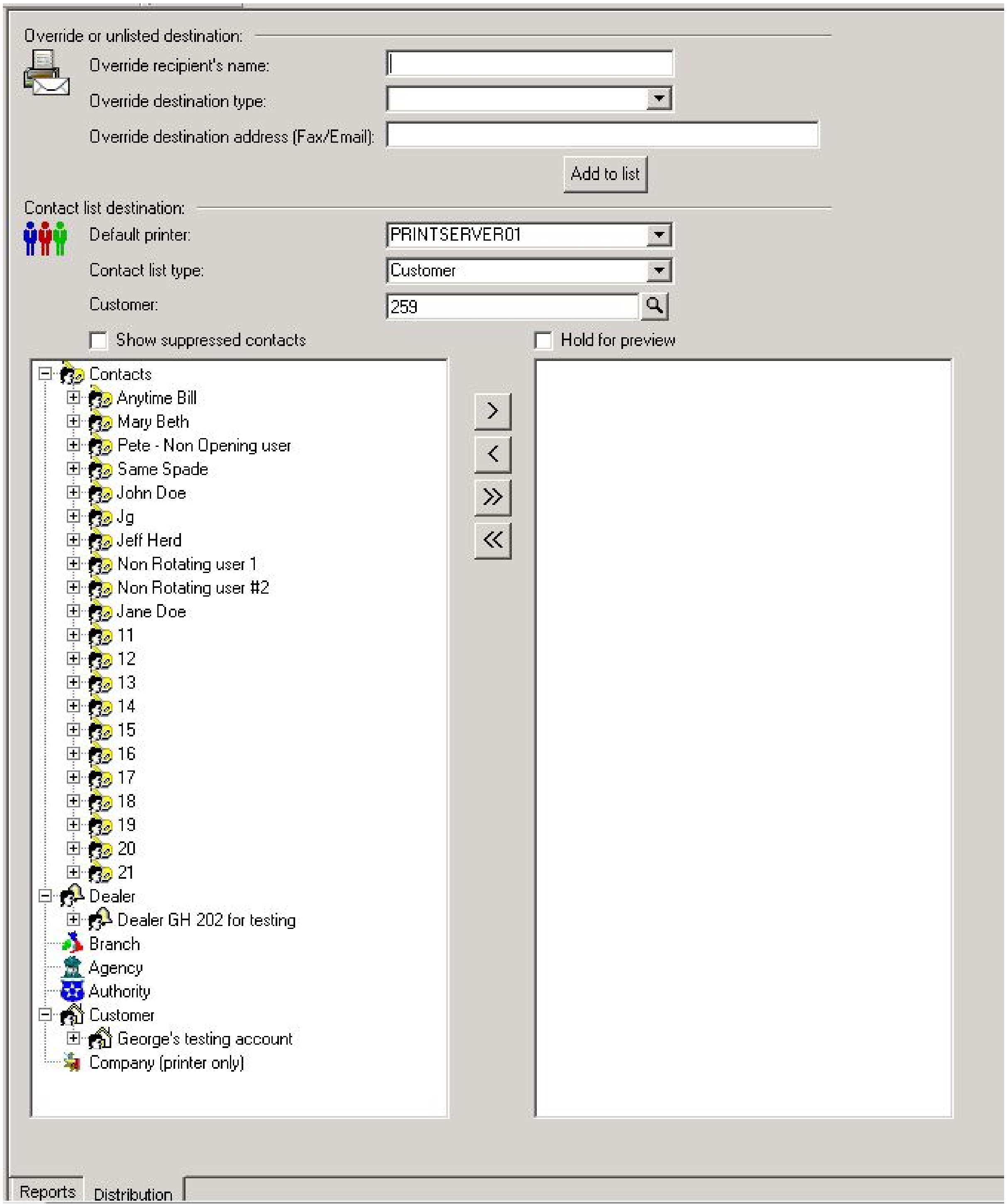
3. Double-click "System Log".
Result: the "System Log" form displays as shown in the following screenshot:



4. If you want, apply any of the following parameters to your System Log Report:
   - Category
   - Qualifier
   - User ID

5. The "Date" checkbox displays as preselected. If you want to run your Report by date, enter the date and time parameters.
6. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



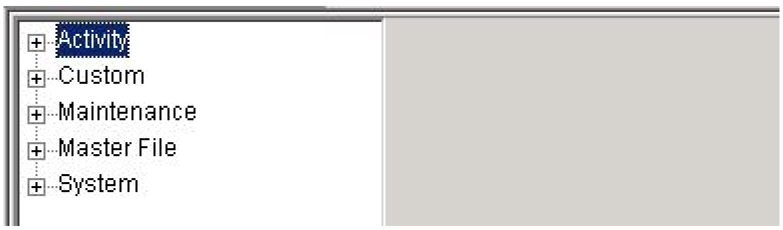
7. For instructions on distributing your Report, refer to the "System Reports" document.

Transmitter Count by Receiver

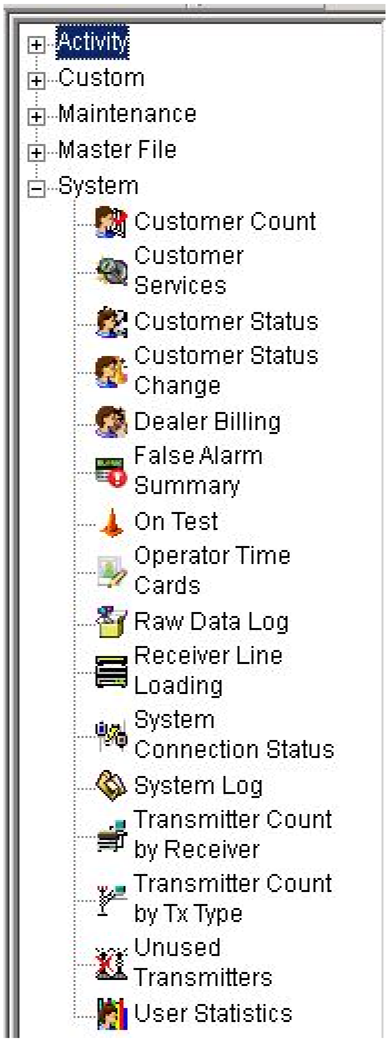
Generating a Transmitter Count by Receiver Report

Perform the following steps to generate a Transmitter Count by Receiver Report:

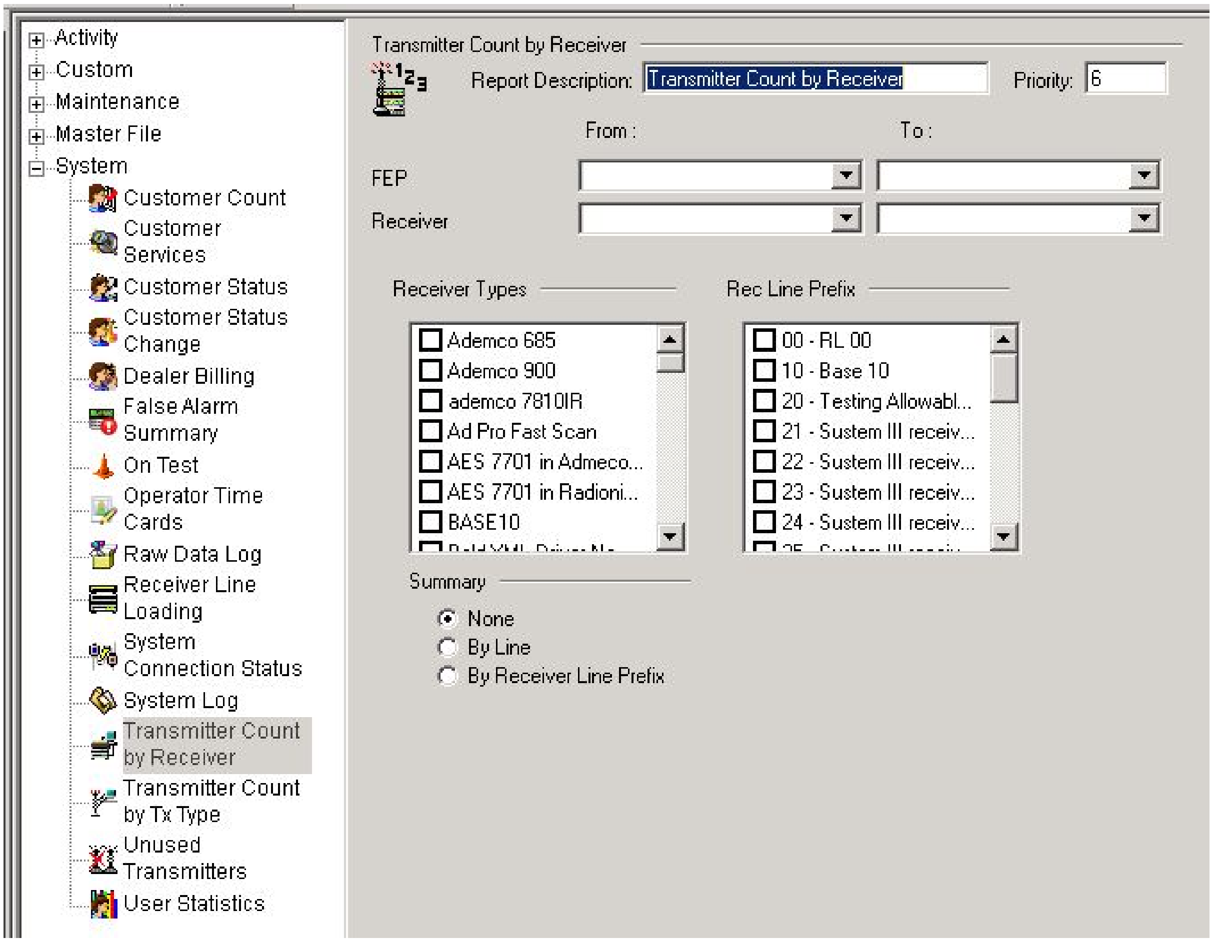
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "System File" Navigation Tree Node.
Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



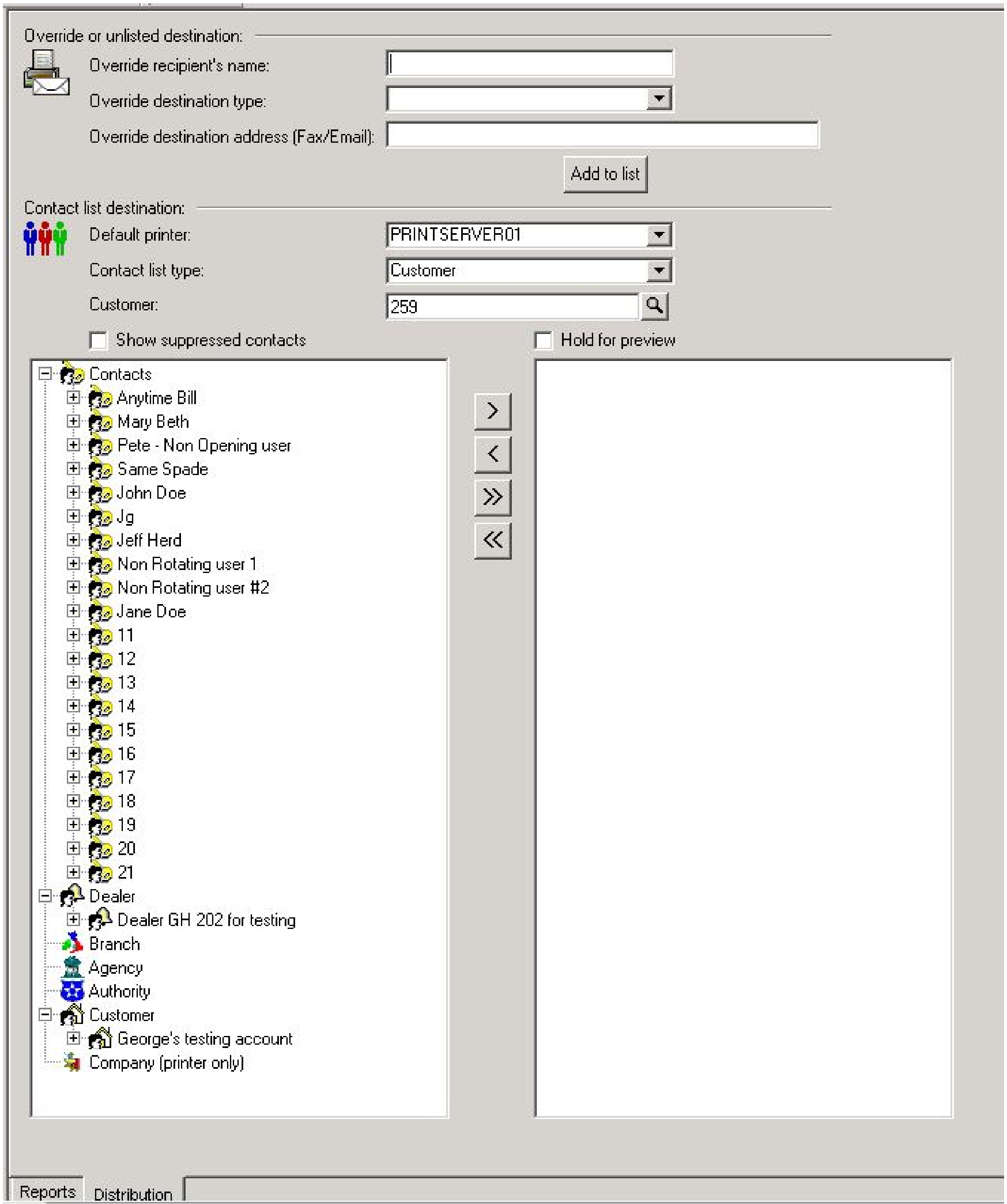
3. Double-click "Transmitter Count by Receiver".
Result: the "Transmitter Count by Receiver" form displays as shown in the following screenshot:



4. If you want, apply either of the following parameters to your Transmitter Count by Receiver Report:
- FEP
- Receiver

5. To run a Transmitter Count by Receiver Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
6. Select items in the "Receiver Types" area of the form you want to include in your Report.
7. Select items in the "Receiver Line Prefix" area of the form you want to include in your Report.
8. If you want your Report to include a "Summary", select either the "By Line" or "By Receiver Line Prefix" option.
9. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



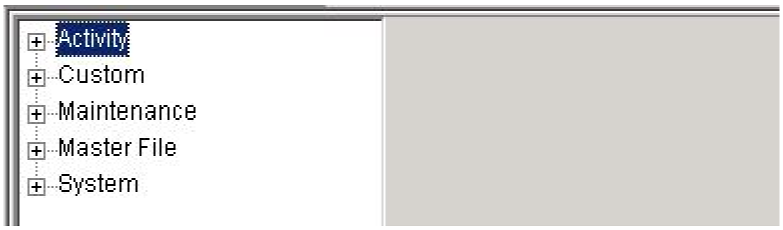
10. For instructions on distributing your Report, refer to the "System Reports" document.

Transmitter Count by TX Type

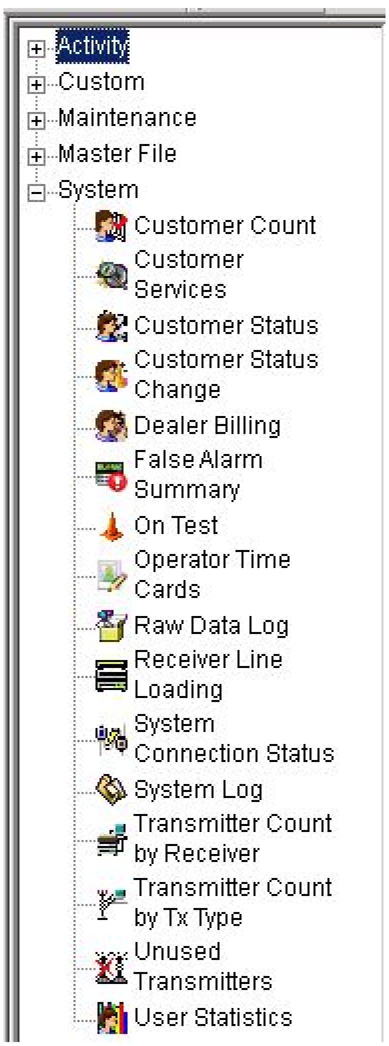
Generating a Transmitter Count by TX Type Report

Perform the following steps to generate a Transmitter Count by TX Type Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

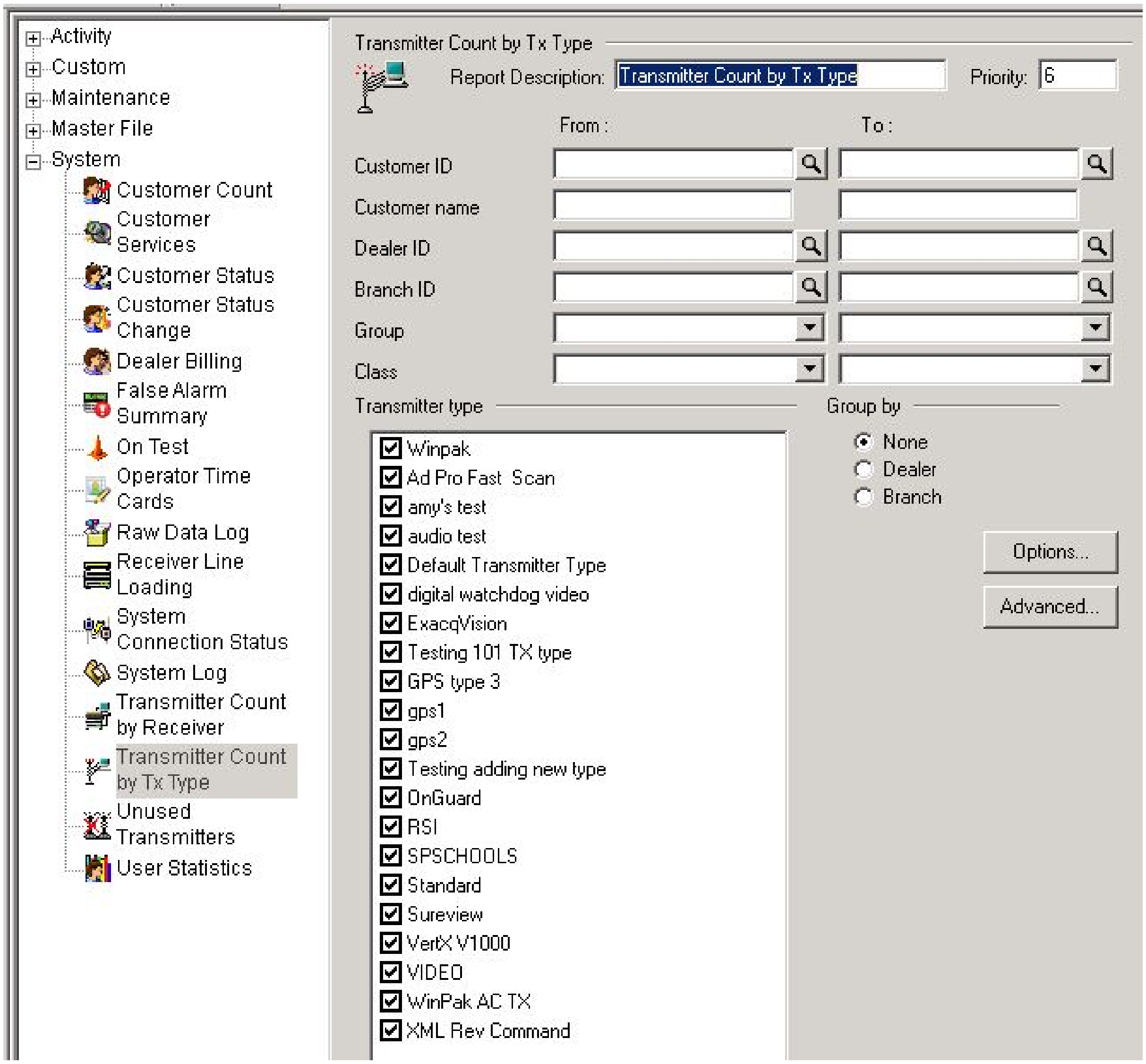


2. Click the "System File" Navigation Tree Node.
Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Transmitter Count by TX Type".

Result: the "Transmitter Count by TX Type" form displays as shown in the following screenshot:



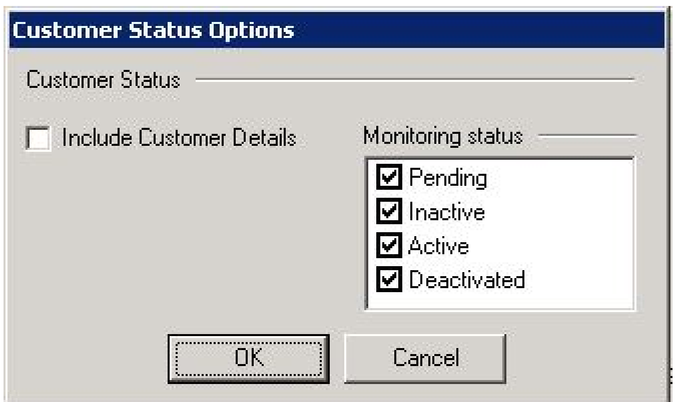
4. If you want, apply any of the following parameters to your Transmitter Count by TX Type Report:

- Customer ID
- Customer Name
- Dealer ID
- Branch ID
- Group
- Class

5. To run a Transmitter Count by TX Report, enter a beginning value in the "From:" field and an ending value in the "To:" field. The system will report on all items that fit

between the beginning and ending values.
6. Items in the "Transmitter type" area of the form display as preselected. Deselect the items you want to exclude from your Report.
7. If you want to group your Report by "Dealer" or "Branch", select that item from the "Group by" area of the form.
8. Click "Options".

Result: the "Customer Status Options" window displays as shown in the following screenshot:

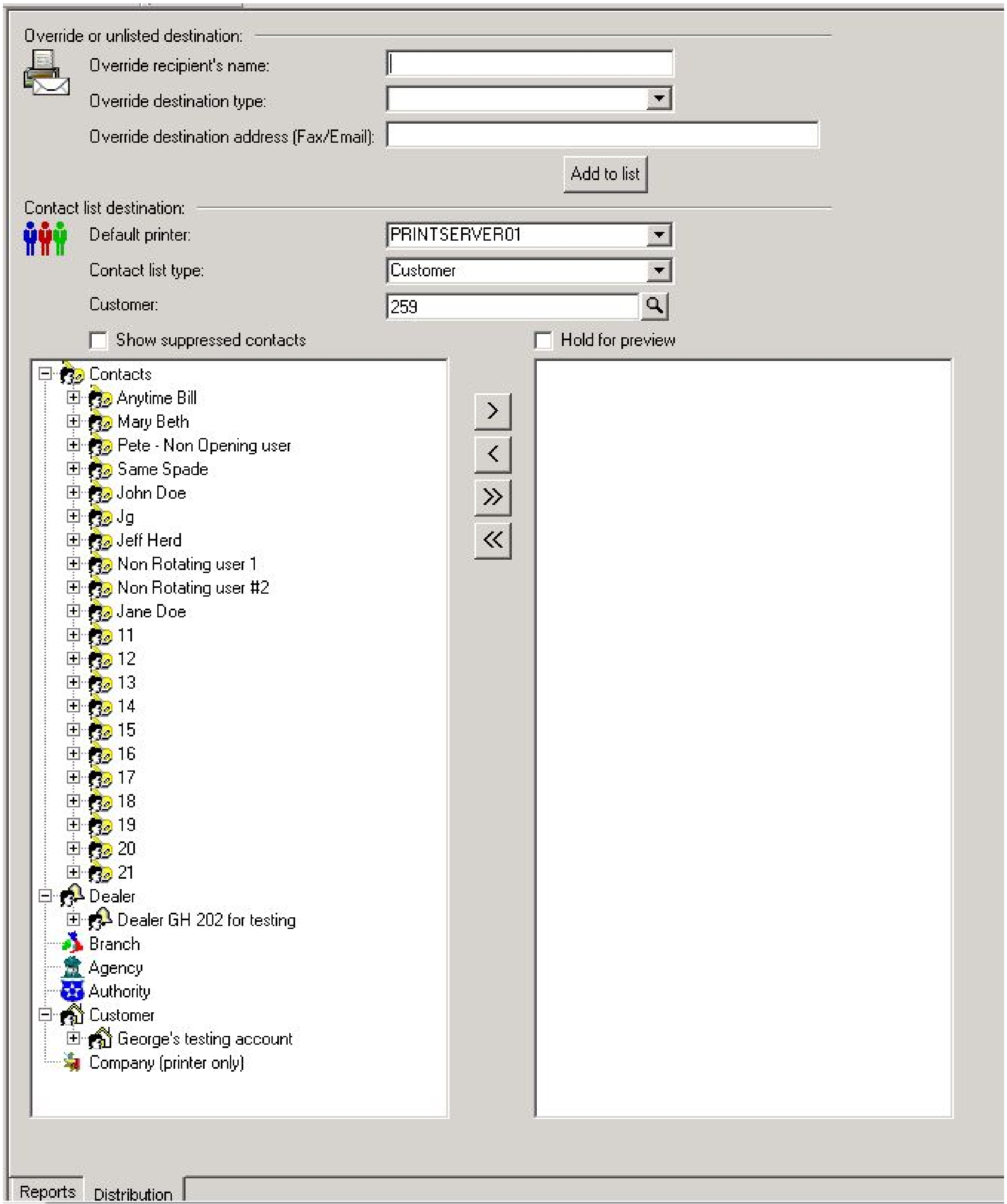


9. If you want to maximize the amount of information that displays in your Report, select the "Include Customer Details" checkbox.
10. Items in the "Monitoring status" area of the window display as preselected. Deselect any items you want to exclude from your Report.
11. Click "OK".

Result: the "Customer Status Options" window closes and the system returns the user to the "Transmitter Count by TX Type" form.

12. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



13. For instructions on distributing your Report, refer to the "System Reports" document.

The Advanced Button

Some Report forms include an Advanced Settings button. Clicking this button results in the display of an Advanced Settings window. Use the "Customer user defined fields"

form in the Tools menu, under Options, and Account Creation/Maintenance to customize Report fields on Advanced Settings windows.

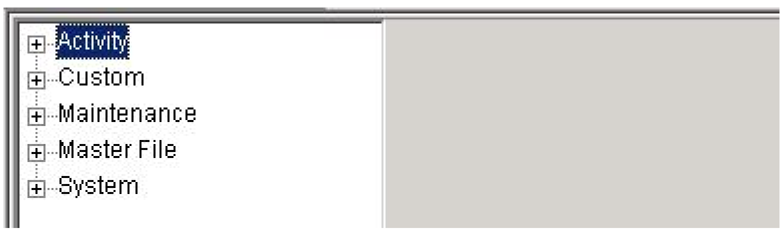
For instructions on how to access and use the form, refer to the "System Reports" document.

Unused Transmitters

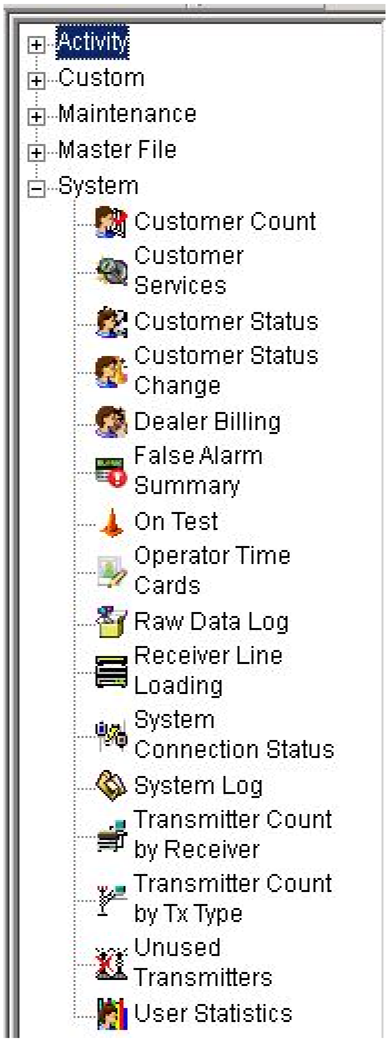
Generating an Unused Transmitters Report

Perform the following steps to generate an Unused Transmitters Report:

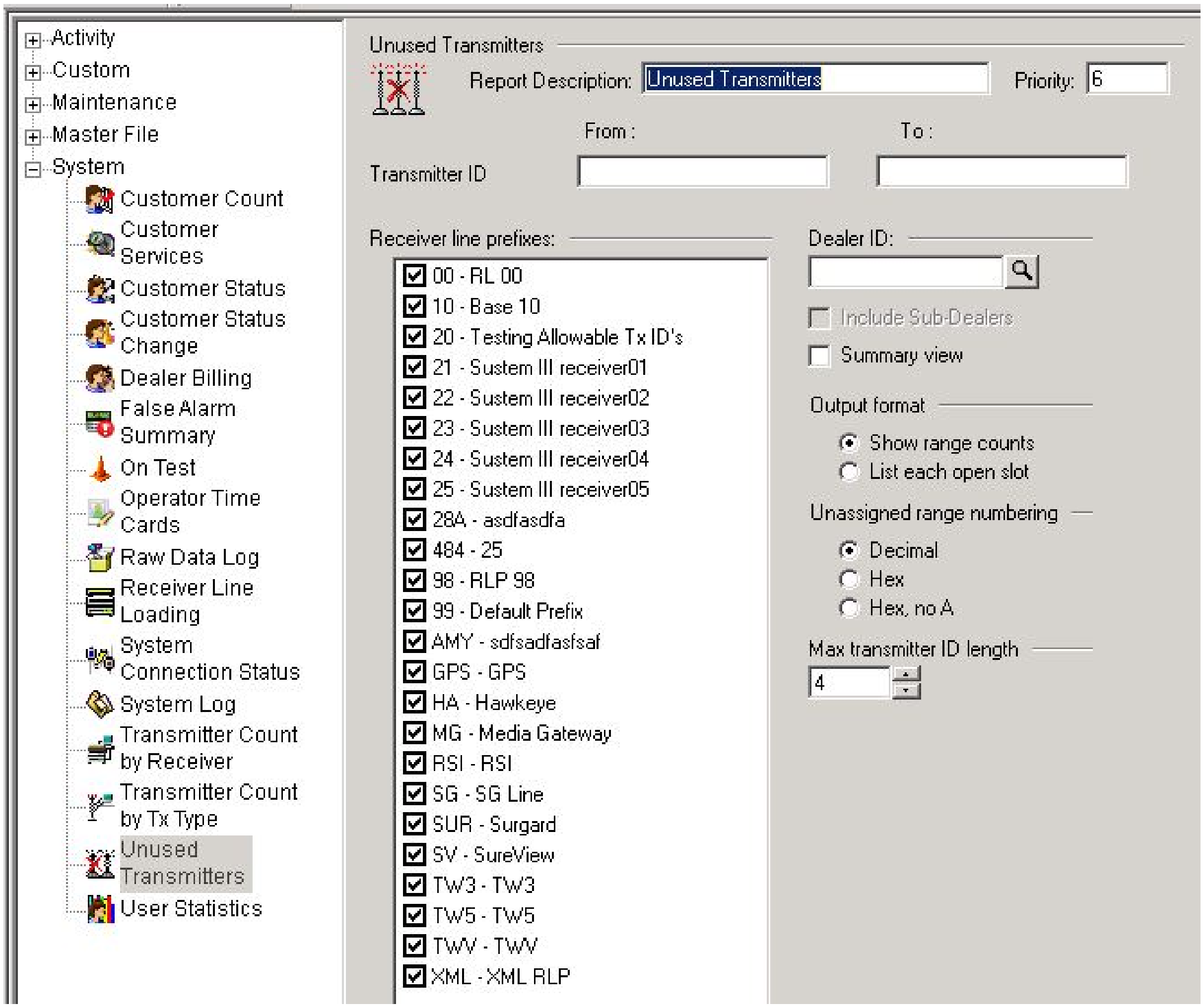
1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:



2. Click the "System File" Navigation Tree Node.
Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "Unused Transmitters".
Result: the "Unused Transmitters" form displays as shown in the following screenshot:



4. To run an Unused Transmitter Report, enter a beginning value in the "Transmitter ID" "From:" field and an ending value in the "To:" field. The system will report on all items that fit between the beginning and ending values.
5. Items in the "Receiver line prefixes:" area of the form display as preselected. Deselect the items you want to exclude from your Report.
6. If you want to run your Report by "Dealer ID", enter a Dealer ID into the appropriate field.
7. If you want to include a summary view in your Report, select the "Summary view" checkbox.

Note: you cannot select both the "Summary view" and the "List each open slot" options. These two items are mutually exclusive.

8. The "Show range counts" option displays as preselected in the "Output format" area of the form. If you want, select the "List each open slot" option instead.

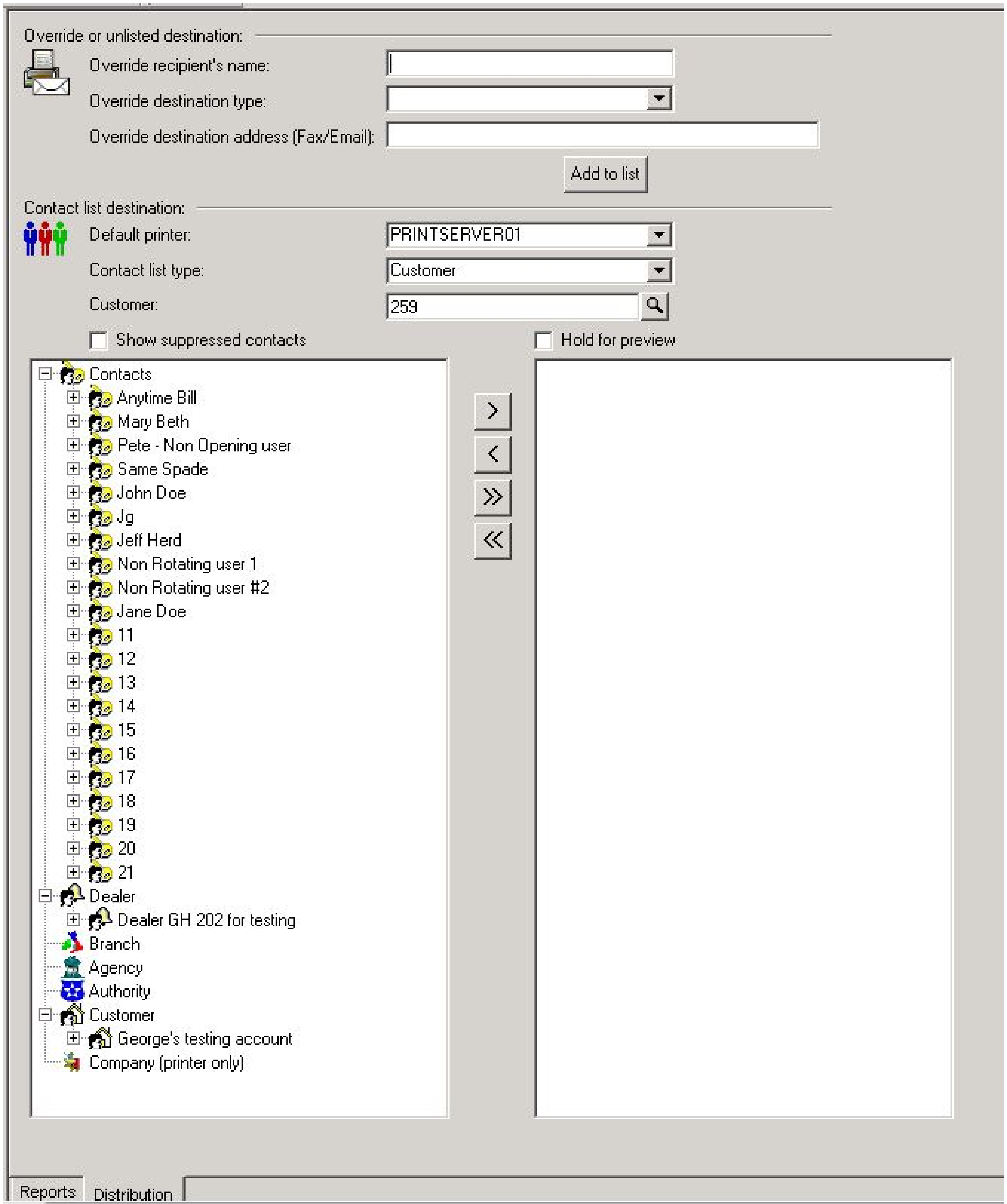
Note: you cannot select both the "Summary view" and the "List each open slot" options. These two items are mutually exclusive.

9. The "Decimal" option displays as preselected in the "Unassigned range numbering" area of the form. If you want the "Hex" or the "Hex, no A" option, select that item

instead.

10. If you want to group your Report by "Dealer" or "Branch", select that item from the "Group by" area of the form.
11. The default option of "4" displays as preselected in the "Max transmitter ID length" area of the form. If you want another maximum transmitter ID length for your Report, select that value.
12. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



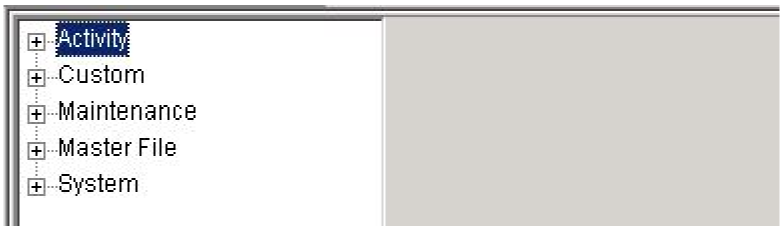
13. For instructions on distributing your Report, refer to the "System Reports" document.

User Statistics

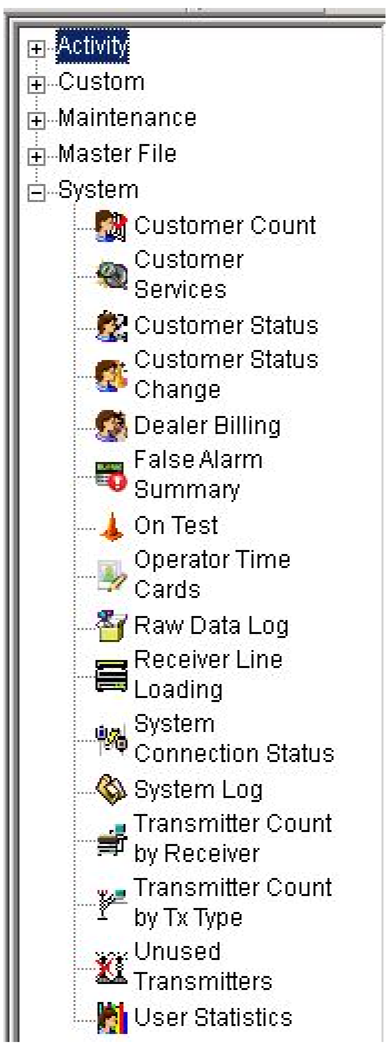
Generating a User Statistics Report

Perform the following steps to generate a User Statistics Report:

1. Navigate to the Reports menu, and select "System Reports".
Result: the "System Reports" Navigation Tree displays as shown in the following screenshot:

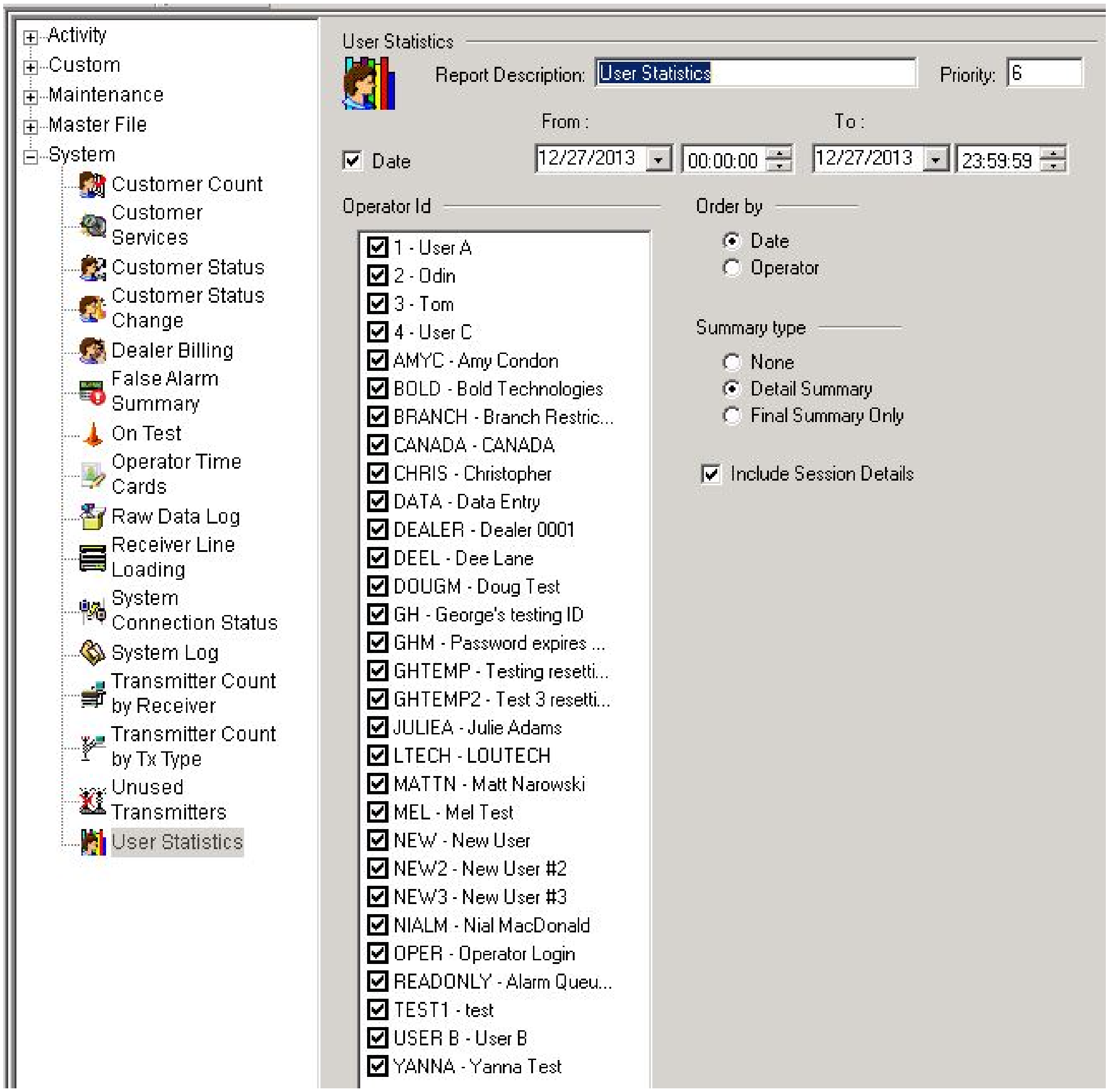


2. Click the "System File" Navigation Tree Node.
Result: the System File section of the Navigation Tree expands as displayed in the following screenshot:



3. Double-click "User Statistics".

Result: the "User Statistics" form displays as shown in the following screenshot:

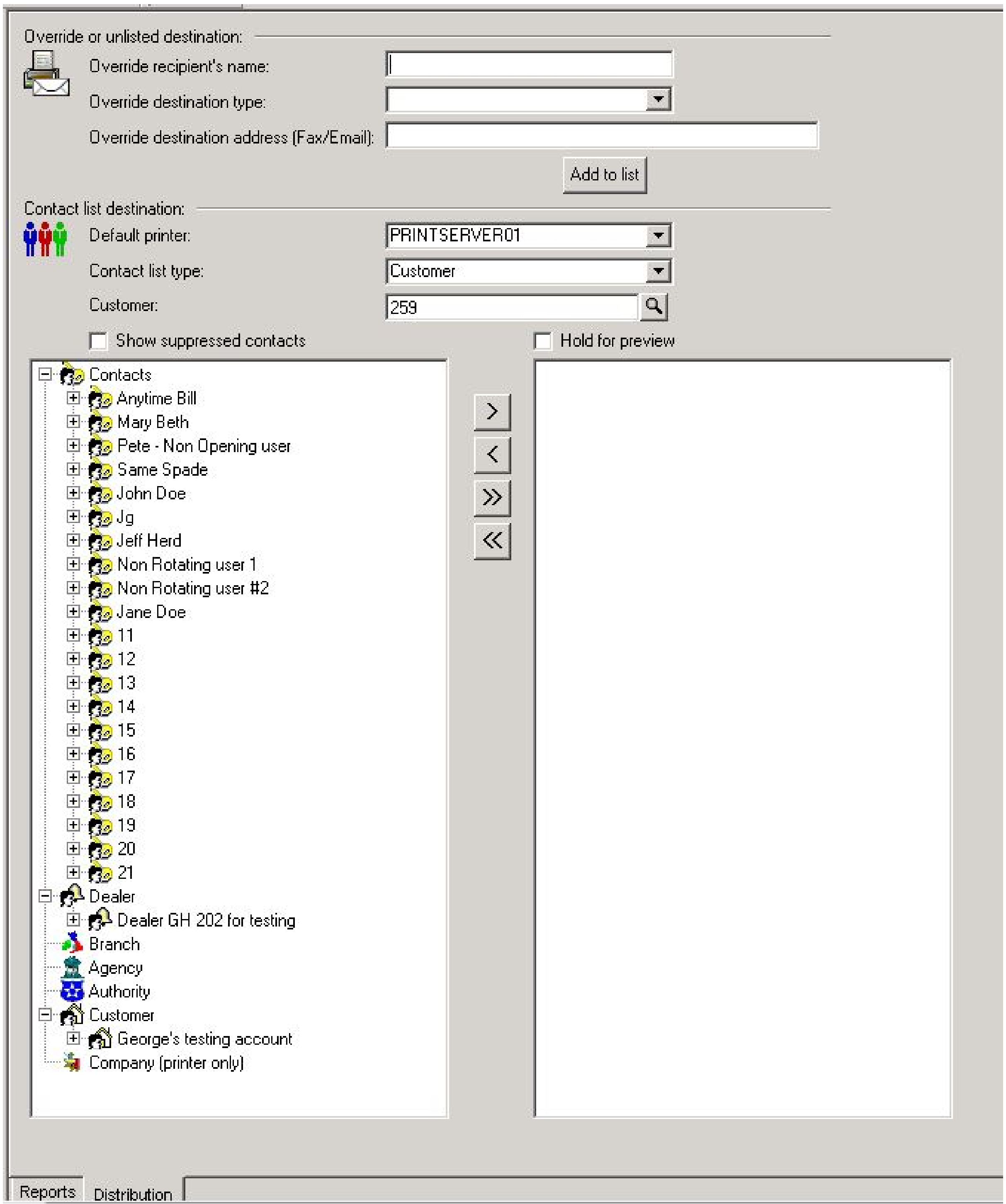


4. The "Date" checkbox displays as preselected. To run your Report by date, enter a date and time range.
5. Items in the "Operator Id" area of the form display as preselected. Deselect any items you want to exclude from your Report.
6. The "Date" option in the "Order by" area of the form displays as preselected. If you want to order your Report by Operator, select that option instead.
7. The "Detail Summary" option in the "Summary type" area of the form displays as preselected. If you do not want a summary in your Report, select "None". If you want a final summary instead of a detail summary, select the "Final Summary Only" option.
8. The "Include Session Details" checkbox displays as preselected. If you want to

minimize the amount of information that displays in your Report, deselect the item.

9. Click "Next".

Result: the Distribution Tab displays as shown in the following screenshot:



10. For instructions on distributing your Report, refer to the "System Reports"

document.

Scheduled Reports

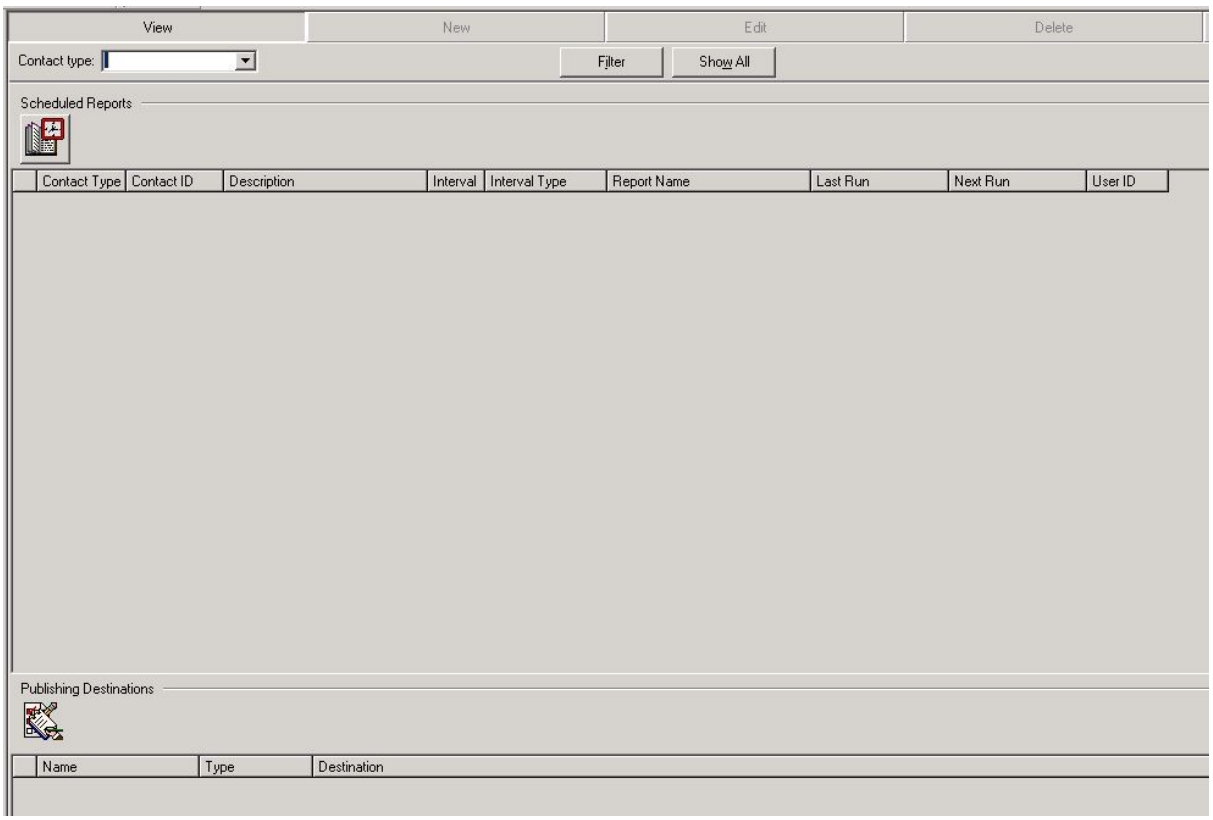
The Scheduled Reports form allows you to search for and view specific Scheduled Reports in Manitou. You can search by Company, Customer, Dealer, or Branch.

Viewing Scheduled Reports

Perform the following steps to view a specific Scheduled Report:

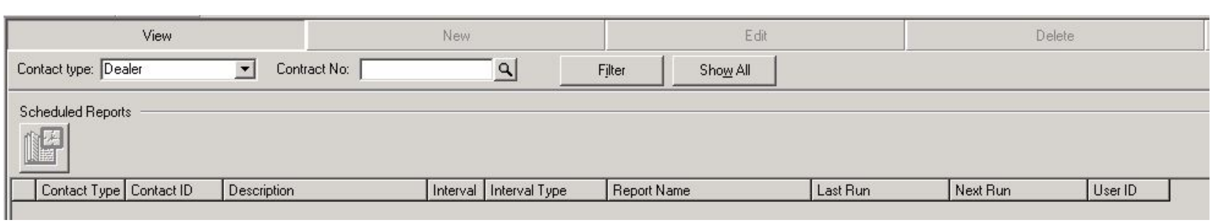
1. Navigate to the Reports menu, and select "Scheduled Reports".

Result: the "Scheduled Reports" form displays as shown in the following screenshot:



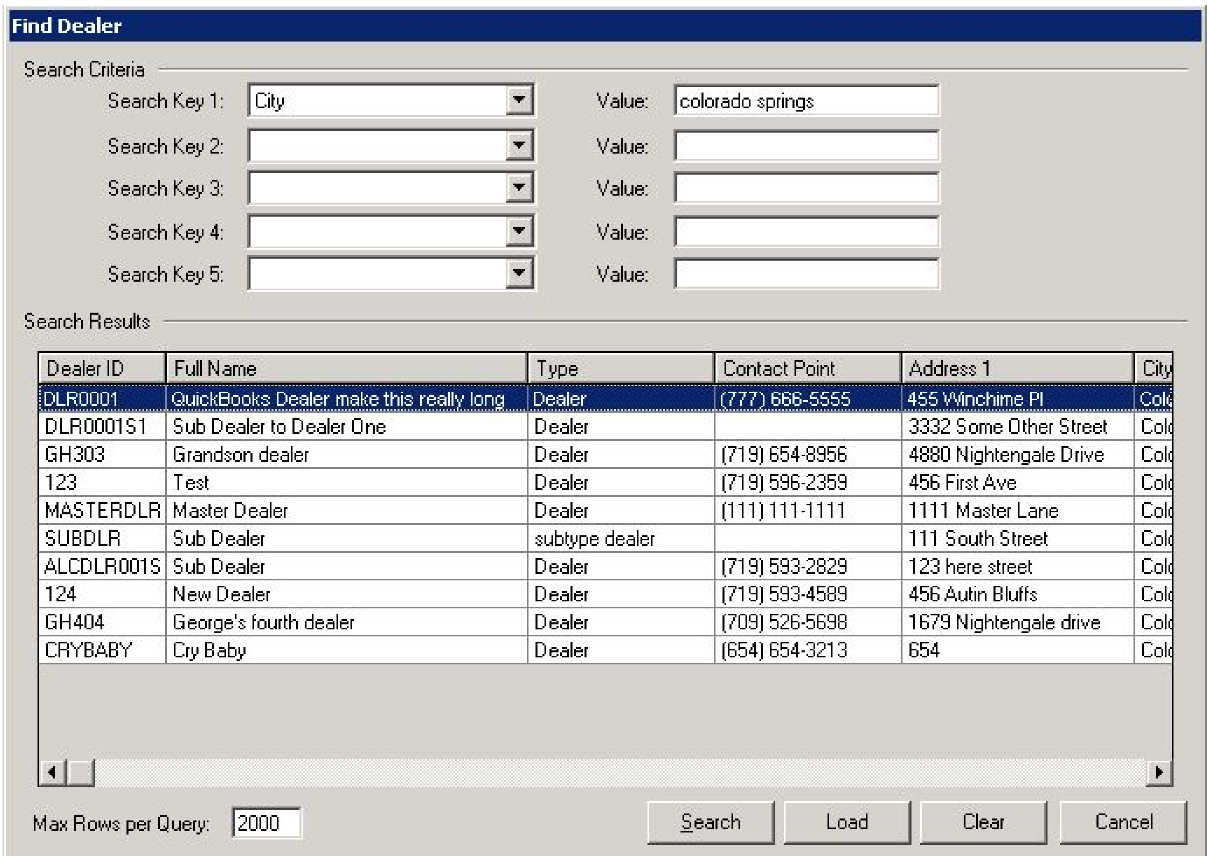
2. Open the "Contact type:" dropdown menu, and select "Company", "Customer", "Dealer", or "Branch".

Result: the "Contract No:" field displays as shown in the following screenshot:



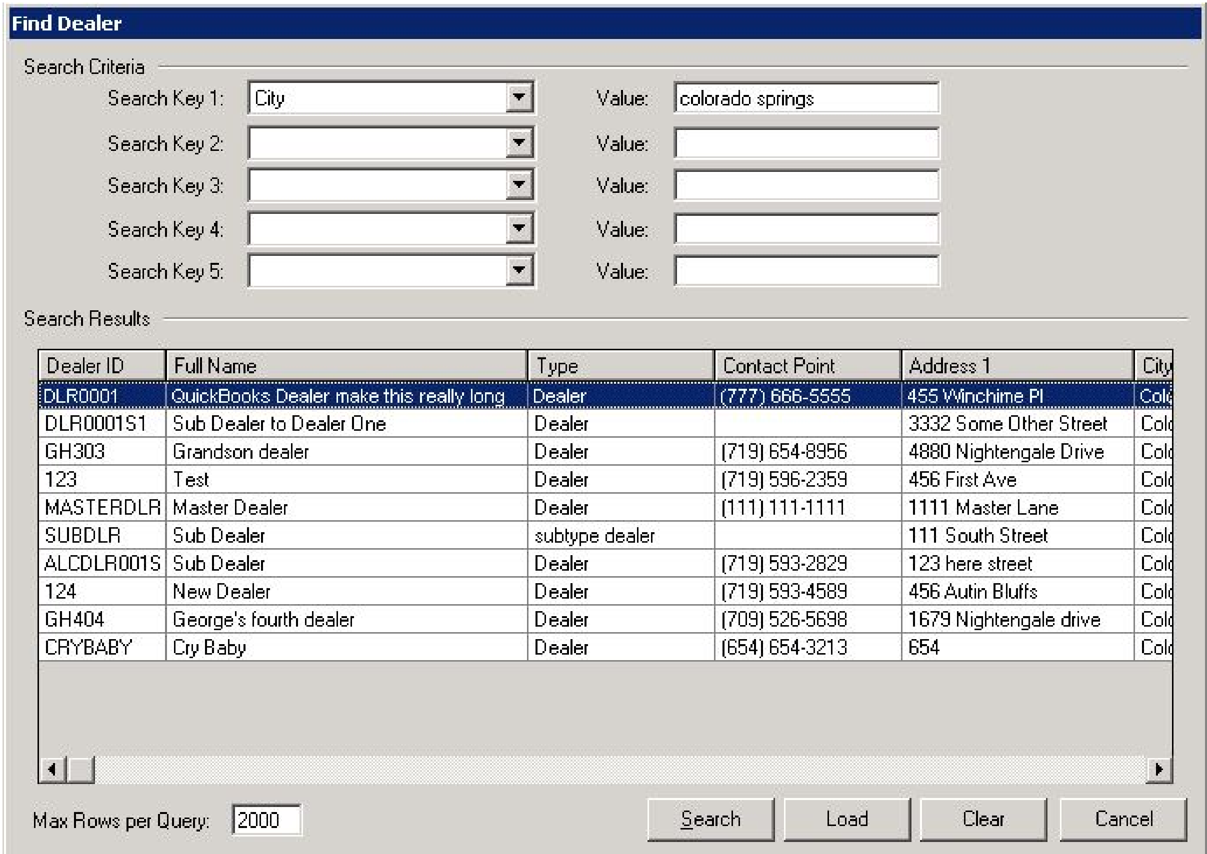
3. If you want to display every instance of the Contact Type, click "Show All".
4. If you select the "Show All" option, skip steps 4-8 and continue with step 9.
5. If you want to limit your search to a specific Company, Customer, Dealer, or Branch, select the icon to the right of the "Contract No:" field.

Result: the "Find" window displays as shown in the following screenshot:

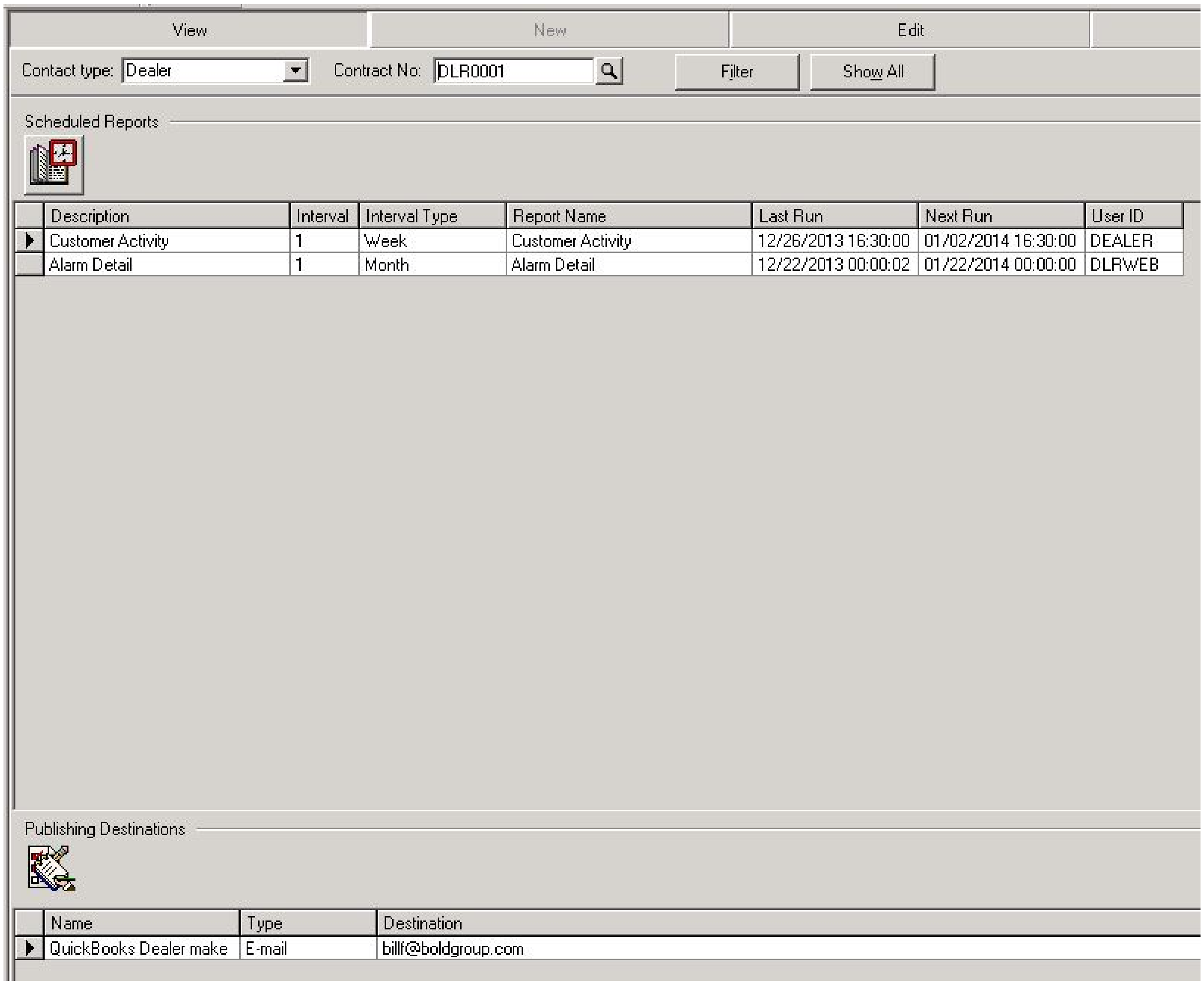


6. Select the search criteria you want from the "Search Key" dropdown menus, and enter a value in the corresponding "Value" fields.
7. When you have entered all the search criteria and values you want, click "Search".

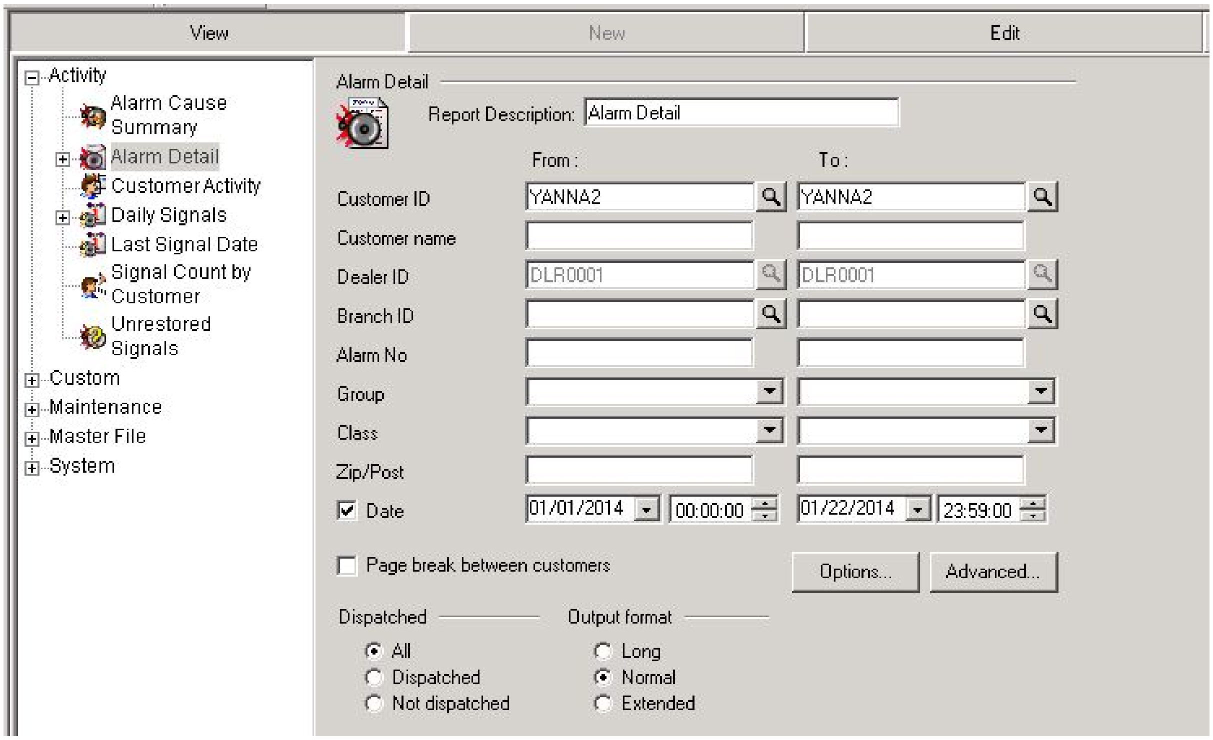
Result: your search results display in the "Search Results" area of the window as shown in the following screenshot:



8. Select the Entity you want from the list and, click "Load".
Result: any Scheduled Reports for the Entity you selected now display on the Scheduled Report form as shown in the following screenshot:



9. Select the specific Report you want to view, and click "View Selected".
Result: a window displays details for the Scheduled Report you selected as shown in the following screenshot:



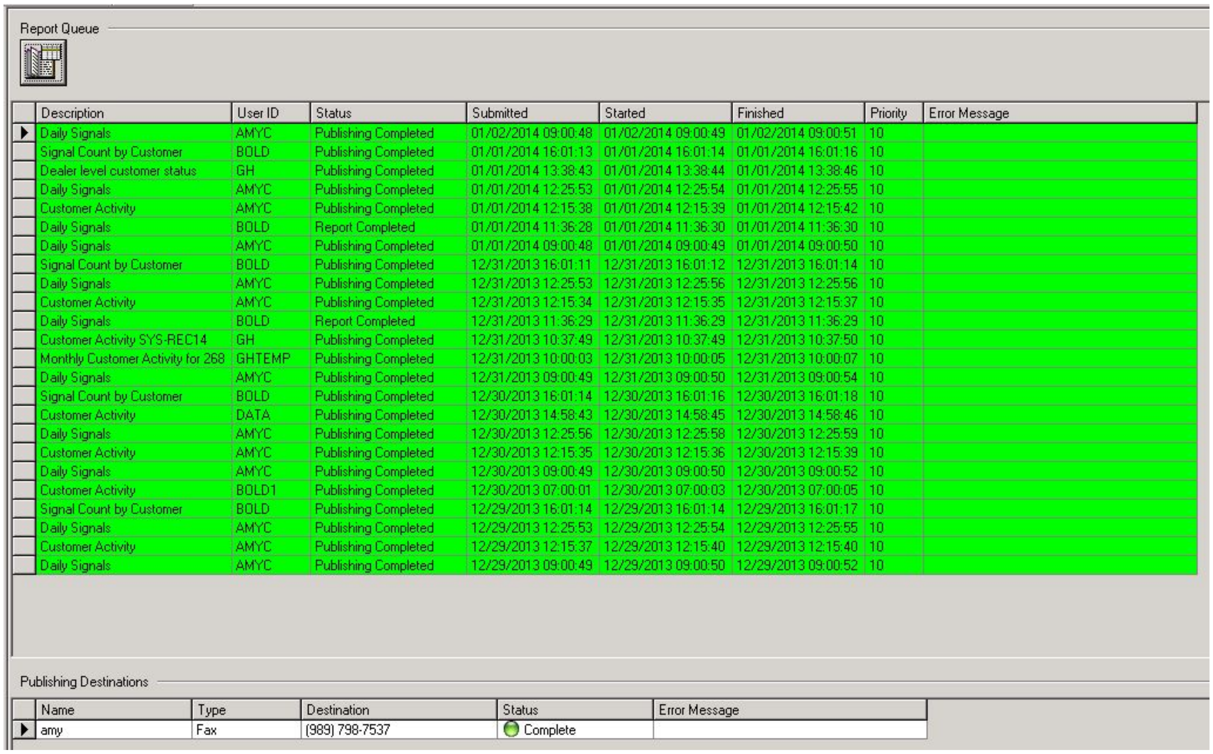
Report Queue

Accessing and Navigating the Report Queue

Perform the following steps to preview, publish, delete, abort, re-queue or republish Reports listed in the Report Queue: I can't get the Abort button to enable.

1. Navigate to the Reports menu, and select "Report Queue".

Result: the "Report Queue" form displays as shown in the following screenshot:



Report Queue

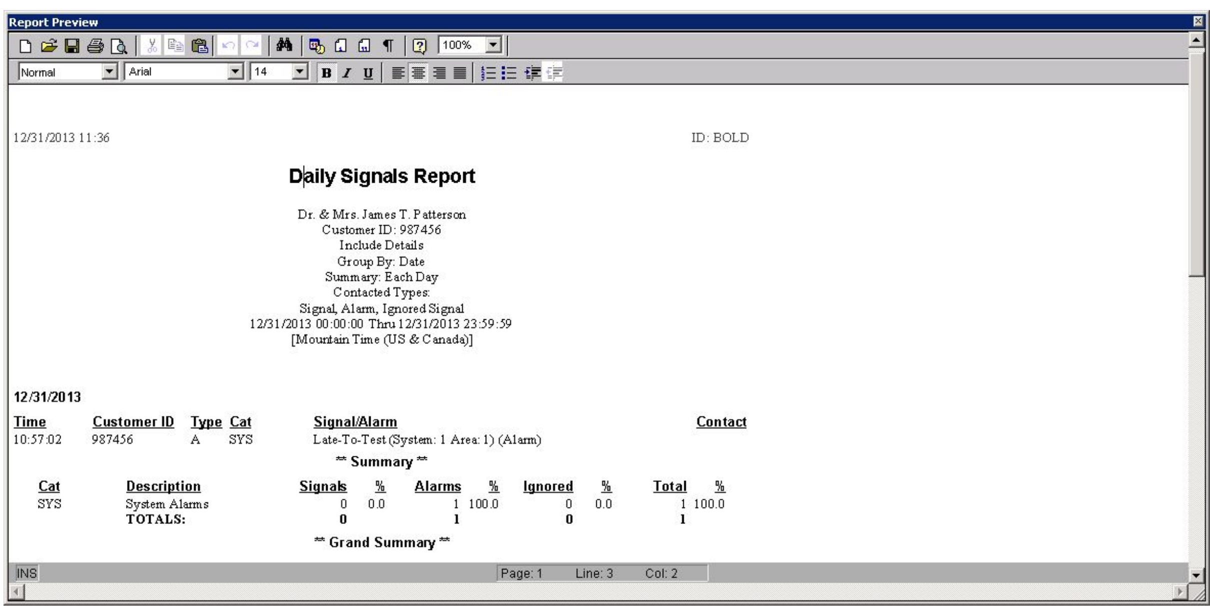
Description	User ID	Status	Submitted	Started	Finished	Priority	Error Message
Daily Signals	AMYC	Publishing Completed	01/02/2014 09:00:48	01/02/2014 09:00:49	01/02/2014 09:00:51	10	
Signal Count by Customer	BOLD	Publishing Completed	01/01/2014 16:01:13	01/01/2014 16:01:14	01/01/2014 16:01:16	10	
Dealer level customer status	GH	Publishing Completed	01/01/2014 13:38:43	01/01/2014 13:38:44	01/01/2014 13:38:46	10	
Daily Signals	AMYC	Publishing Completed	01/01/2014 12:25:53	01/01/2014 12:25:54	01/01/2014 12:25:55	10	
Customer Activity	AMYC	Publishing Completed	01/01/2014 12:15:38	01/01/2014 12:15:39	01/01/2014 12:15:42	10	
Daily Signals	BOLD	Report Completed	01/01/2014 11:36:28	01/01/2014 11:36:30	01/01/2014 11:36:30	10	
Daily Signals	AMYC	Publishing Completed	01/01/2014 09:00:48	01/01/2014 09:00:49	01/01/2014 09:00:50	10	
Signal Count by Customer	BOLD	Publishing Completed	12/31/2013 16:01:11	12/31/2013 16:01:12	12/31/2013 16:01:14	10	
Daily Signals	AMYC	Publishing Completed	12/31/2013 12:25:53	12/31/2013 12:25:56	12/31/2013 12:25:56	10	
Customer Activity	AMYC	Publishing Completed	12/31/2013 12:15:34	12/31/2013 12:15:35	12/31/2013 12:15:37	10	
Daily Signals	BOLD	Report Completed	12/31/2013 11:36:29	12/31/2013 11:36:29	12/31/2013 11:36:29	10	
Customer Activity SYS-REC14	GH	Publishing Completed	12/31/2013 10:37:49	12/31/2013 10:37:49	12/31/2013 10:37:50	10	
Monthly Customer Activity for 268	GHTEMP	Publishing Completed	12/31/2013 10:00:03	12/31/2013 10:00:05	12/31/2013 10:00:07	10	
Daily Signals	AMYC	Publishing Completed	12/31/2013 09:00:49	12/31/2013 09:00:50	12/31/2013 09:00:54	10	
Signal Count by Customer	BOLD	Publishing Completed	12/30/2013 16:01:14	12/30/2013 16:01:16	12/30/2013 16:01:18	10	
Customer Activity	DATA	Publishing Completed	12/30/2013 14:58:43	12/30/2013 14:58:45	12/30/2013 14:58:46	10	
Daily Signals	AMYC	Publishing Completed	12/30/2013 12:25:56	12/30/2013 12:25:58	12/30/2013 12:25:59	10	
Customer Activity	AMYC	Publishing Completed	12/30/2013 12:15:35	12/30/2013 12:15:36	12/30/2013 12:15:39	10	
Daily Signals	AMYC	Publishing Completed	12/30/2013 09:00:49	12/30/2013 09:00:50	12/30/2013 09:00:52	10	
Customer Activity	BOLD1	Publishing Completed	12/30/2013 07:00:01	12/30/2013 07:00:03	12/30/2013 07:00:05	10	
Signal Count by Customer	BOLD	Publishing Completed	12/29/2013 16:01:14	12/29/2013 16:01:14	12/29/2013 16:01:17	10	
Daily Signals	AMYC	Publishing Completed	12/29/2013 12:25:53	12/29/2013 12:25:54	12/29/2013 12:25:55	10	
Customer Activity	AMYC	Publishing Completed	12/29/2013 12:15:37	12/29/2013 12:15:40	12/29/2013 12:15:40	10	
Daily Signals	AMYC	Publishing Completed	12/29/2013 09:00:49	12/29/2013 09:00:50	12/29/2013 09:00:52	10	

Publishing Destinations

Name	Type	Destination	Status	Error Message
amy	Fax	(989) 798-7537	Complete	

2. If you want to preview a Report, select the Report from the Report Queue list, and click "Preview".

Results: the "Report Preview" window displays as shown in the following screenshot:



12/31/2013 11:36 ID: BOLD

Daily Signals Report

Dr. & Mrs. James T. Patterson
Customer ID: 987456
Include Details
Group By: Date
Summary: Each Day
Contacted Types:
Signal, Alarm, Ignored Signal
12/31/2013 00:00:00 Thru 12/31/2013 23:59:59
[Mountain Time (US & Canada)]

12/31/2013

Time	Customer ID	Type	Cat	Signal/Alarm	Contact
10:57:02	987456	A	SYS	Late-To-Test (System: 1 Area: 1) (Alarm)	

** Summary **

Cat	Description	Signals	%	Alarms	%	Ignored	%	Total	%
SYS	System Alarms	0	0.0	1	100.0	0	0.0	1	100.0
	TOTALS:	0		1		0		1	

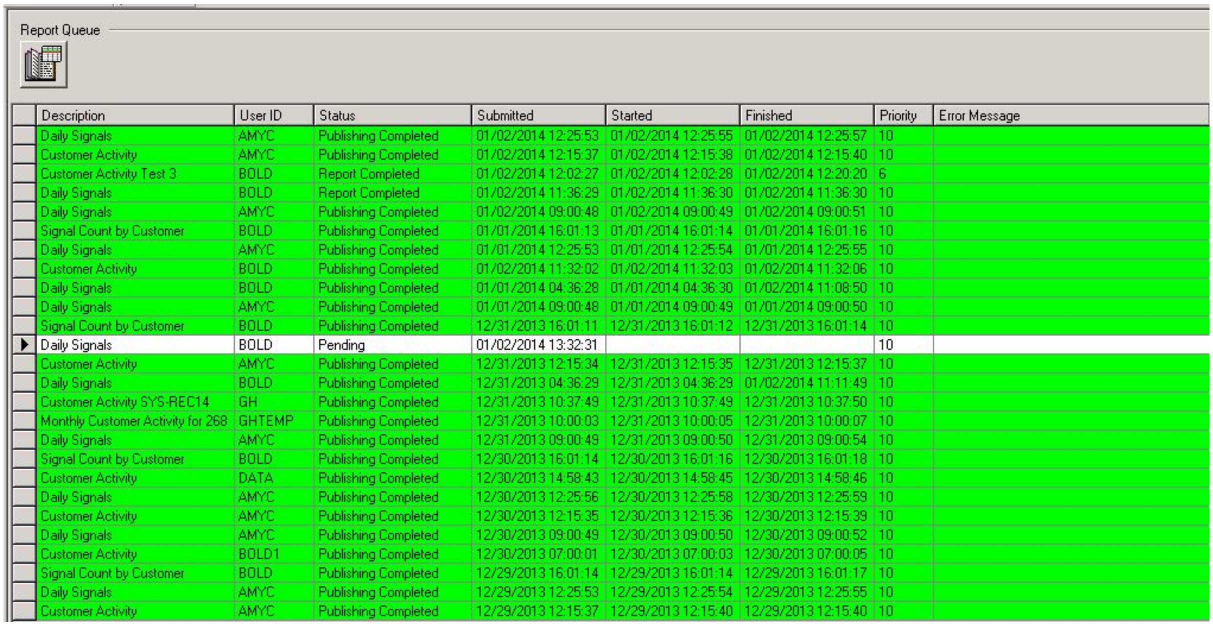
** Grand Summary **

3. If you want to publish a Report, select the Report from the Report Queue list, and click "Publish".
4. If you want to delete a Report, select the Report from the Report Queue list, and click "Delete".

Result: the Report you selected no longer displays in the Report Queue list.

5. If you want to re-queue a Report, select the Report from the Report Queue list, and click "Re-queue".

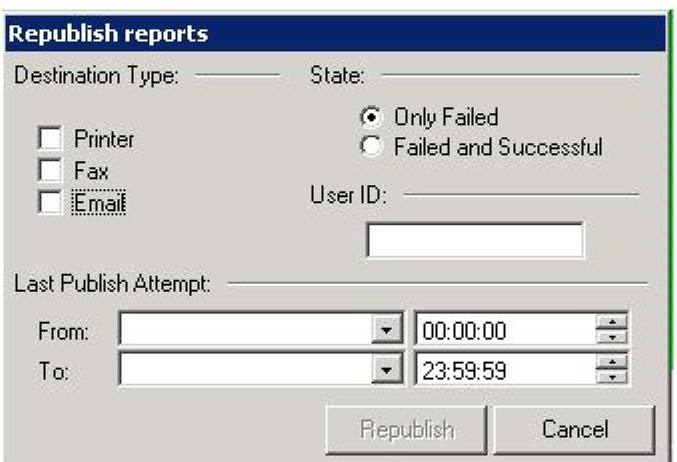
Result: the Report you selected now displays with a white highlight and the "Status" column displays as "Pending" as shown in the following screenshot:



Description	User ID	Status	Submitted	Started	Finished	Priority	Error Message
Daily Signals	AMYC	Publishing Completed	01/02/2014 12:25:53	01/02/2014 12:25:55	01/02/2014 12:25:57	10	
Customer Activity	AMYC	Publishing Completed	01/02/2014 12:15:37	01/02/2014 12:15:38	01/02/2014 12:15:40	10	
Customer Activity Test 3	BOLD	Report Completed	01/02/2014 12:02:27	01/02/2014 12:02:28	01/02/2014 12:20:20	6	
Daily Signals	BOLD	Report Completed	01/02/2014 11:36:29	01/02/2014 11:36:30	01/02/2014 11:36:30	10	
Daily Signals	AMYC	Publishing Completed	01/02/2014 09:00:48	01/02/2014 09:00:49	01/02/2014 09:00:51	10	
Signal Count by Customer	BOLD	Publishing Completed	01/01/2014 16:01:13	01/01/2014 16:01:14	01/01/2014 16:01:16	10	
Daily Signals	AMYC	Publishing Completed	01/01/2014 12:25:53	01/01/2014 12:25:54	01/01/2014 12:25:55	10	
Customer Activity	BOLD	Publishing Completed	01/02/2014 11:32:02	01/02/2014 11:32:03	01/02/2014 11:32:06	10	
Daily Signals	BOLD	Publishing Completed	01/01/2014 04:36:28	01/01/2014 04:36:30	01/02/2014 11:08:50	10	
Daily Signals	AMYC	Publishing Completed	01/01/2014 09:00:48	01/01/2014 09:00:49	01/01/2014 09:00:50	10	
Signal Count by Customer	BOLD	Publishing Completed	12/31/2013 16:01:11	12/31/2013 16:01:12	12/31/2013 16:01:14	10	
Daily Signals	BOLD	Pending	01/02/2014 13:32:31			10	
Customer Activity	AMYC	Publishing Completed	12/31/2013 12:15:34	12/31/2013 12:15:35	12/31/2013 12:15:37	10	
Daily Signals	BOLD	Publishing Completed	12/31/2013 04:36:29	12/31/2013 04:36:29	01/02/2014 11:11:49	10	
Customer Activity SYS-REC14	GH	Publishing Completed	12/31/2013 10:37:49	12/31/2013 10:37:49	12/31/2013 10:37:50	10	
Monthly Customer Activity for 268	GHTEMP	Publishing Completed	12/31/2013 10:00:03	12/31/2013 10:00:05	12/31/2013 10:00:07	10	
Daily Signals	AMYC	Publishing Completed	12/31/2013 09:00:49	12/31/2013 09:00:50	12/31/2013 09:00:54	10	
Signal Count by Customer	BOLD	Publishing Completed	12/30/2013 16:01:14	12/30/2013 16:01:16	12/30/2013 16:01:18	10	
Customer Activity	DATA	Publishing Completed	12/30/2013 14:58:43	12/30/2013 14:58:45	12/30/2013 14:58:46	10	
Daily Signals	AMYC	Publishing Completed	12/30/2013 12:25:56	12/30/2013 12:25:58	12/30/2013 12:25:59	10	
Customer Activity	AMYC	Publishing Completed	12/30/2013 12:15:35	12/30/2013 12:15:36	12/30/2013 12:15:39	10	
Daily Signals	AMYC	Publishing Completed	12/30/2013 09:00:49	12/30/2013 09:00:50	12/30/2013 09:00:52	10	
Customer Activity	BOLD1	Publishing Completed	12/30/2013 07:00:01	12/30/2013 07:00:03	12/30/2013 07:00:05	10	
Signal Count by Customer	BOLD	Publishing Completed	12/29/2013 16:01:14	12/29/2013 16:01:14	12/29/2013 16:01:17	10	
Daily Signals	AMYC	Publishing Completed	12/29/2013 12:25:53	12/29/2013 12:25:54	12/29/2013 12:25:55	10	
Customer Activity	AMYC	Publishing Completed	12/29/2013 12:15:37	12/29/2013 12:15:40	12/29/2013 12:15:40	10	

6. If you want to republish a Report, click "Republish".

Result: the "Republish reports" window displays as shown in the following screenshot:



7. Select "Printer", "Fax", or "Email", and click "Republish".

Report Templates

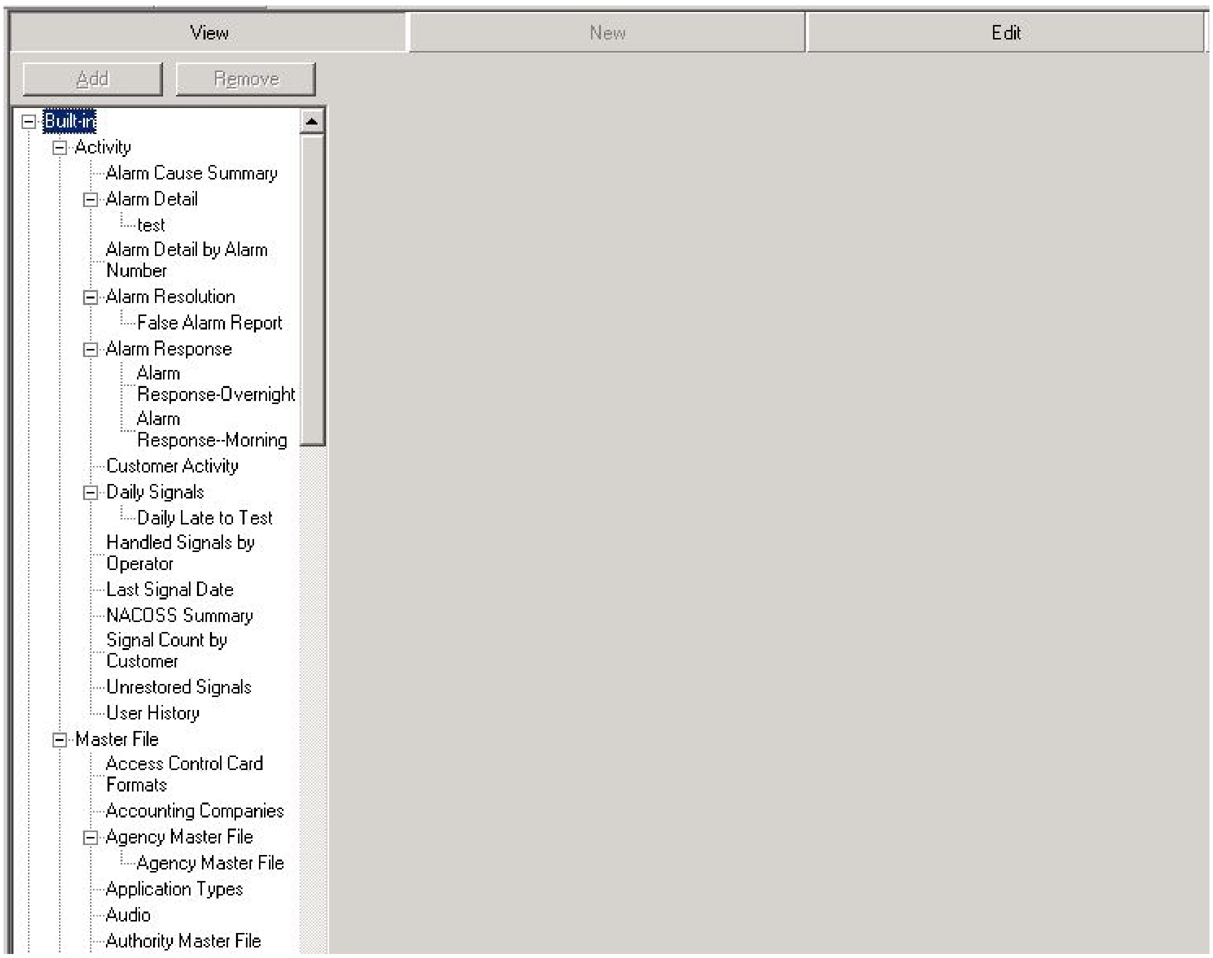
The Report Templates form allows you to change the default settings for subsequent Manitou Reports. Any changes you make to a Report Template will display the next time you access the Report to define the specific data you want included.

Accessing the Report Templates Form

Perform the following steps access Report Templates:

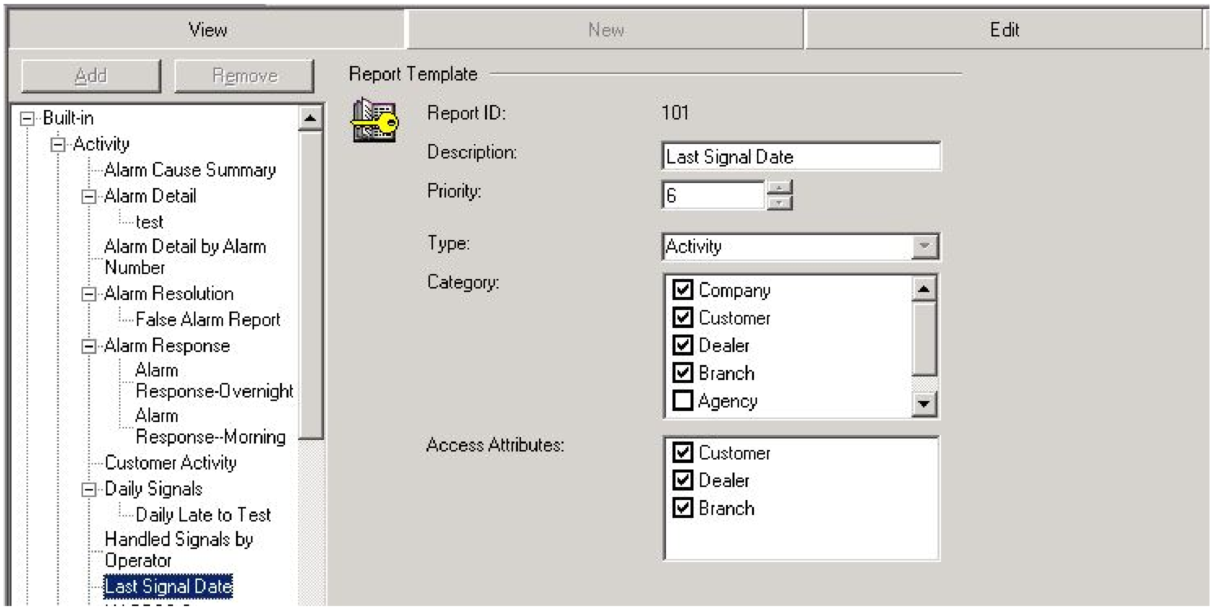
1. Navigate to the Reports menu, and select "Report Template".

Result: the Report Template form displays as shown in the following screenshot:



2. Select the Report for which you want to change the default settings.

Result: the Report Template for the specific Report you selected displays as shown in the following screenshot:



3. Make any changes you want to the Report default settings, and click "Save".
Result: the next time you open the Report, the default settings will conform to your changes.