

# Manitou 2.x Web client

## Creating a Pre-cancel Event

From time to time, a customer may call because they tripped their alarm or because they plan on tripping their alarm. This constitutes a Pre-cancel in Manitou 2.x Web client.

Add a Pre-cancel:

1. Press F9 on your Keyboard, use a customized shortcut on your Manitou 2.x Web client shortcuts, or navigate to Operations then Pre-cancel.
2. Load the appropriate customer by entering the customer ID or by searching for the customer.
3. Validate the customer's password and click Done.
4. Click the Plus sign **+**, within the Pre-cancel section to add a pre-cancel record.
5. Enter a callback number.

Pre-Cancel						
User	Valid	Log Time	Callback No.	User ID	Comments	Instructions
No Results						

6. Enter a Resolution Code.
7. Enter a Comment.
8. Enter detailed Instructions.
9. Click Done.

Clear an Alarm with a Pre-cancel:

1. Load the alarm.
2. Review the Pre-cancel.
3. Select Cancel Alarm.

All the Pre-cancel details pre-load into the dialog and allow the operator to cancel the alarm based on that authorization.



Additional Information:

- Some sites may allow Operator validated Pre-cancel events.

Cancel - Mountain Shadow Services

Contact Name  
Maurice Cooper

Callback No.  
(888) 555-2222

Resolution Code  
Group  
AC

Comment  
Testing the system

Instructions  
Please do not dispatch on any alarms for 5 minutes

CANCEL DONE

Cancel

Contact Name  
Patricia Hill

Callback No.  
(515) 566-5225

Resolution Code  
Group  
CU

Entry Time  
06/21/2017 07:35

Comment  
Accidental trip

Instructions  
Clear burg alarms

DONE CANCEL ALARM