

Manitou 2.x Web client

Post Processing Actions

Manitou 2.x Web client has the ability to send notifications after the completion of alarms, or in the absence of alarms. This is called Post Processing. This guide steps through how to add action patterns on the customer and dealer records to send these notifications via email, or fax, at the closing of an alarm; or in the absence of an alarm, for things like open or close notifications.

Step 1 - Build the Action Pattern

Any action pattern with an email or fax destination can be used for Post Processing. When building an action pattern to send an alarm report to a customer, the action pattern must be created on the customer or dealer record, in order to include the Alarm Contact report.

Step 2 - Tie the Action Pattern to the Event Code or Event Category.

NOTICE - Alarm Contact Report

1. **SEND ALARM DETAIL** REPORT TO CUSTOMER AT E-MAIL **SALES@BOLDGROUP.COM**

After adding the details to the Action Pattern, navigate to the Event Actions Programming within the Customer record, or the Programming page within the Dealer record, then:

Within the Customer record:

- Click the Edit pencil.
- Pick the Event Code.
- Enter the Zone, if applicable
- Pick, or enter, the Action Pattern.
- Repeat as needed for all appropriate Events.
- Click Done.
- Save the record.

Event	Zone	Action ID
BT - Burglary Tro...		NOTICE - Alarm Contact Re...

ADD CANCEL DONE

Within the Dealer record:

- Click the Edit pencil.
- Pick the Event Category.
- Select, or enter, the Action Pattern.
- Click Done.
- Save the record.

Event Category	Action ID
SYS - System Alarms	NOTIFY - Dealer Notification

ADD CANCEL DONE

Step 3 - Test - Always test your solution.



Additional Information:

- Action Patterns do not need to have Close commands to function.
- Action Patterns with other contact actions will still work here. The contact actions are simply ignored when the action pattern is within the Post processing section.
- Please be aware that Action Patterns placed within the Dealer record on an Event Category this applies to ALL EVENTS within that EVENT CATEGORY including all NON-ALARM events. If this is not your desired behavior, you may want to consider using additional event categories to segregate events.