

# New Monitoring Details

The Monitoring details Stop in the New Customer Wizard allows you to enter and select the appropriate details related to the account. The Most important items to complete here are Password/Duress Passwords, Area Fill Value, and setting the appropriate options.

Customer Wizard - new customer name

NAME & ADDRESS CONTACT POINTS **MONITORING DETAILS** SYSTEMS CONTACTS CALL LISTS USER DEFINED FIELDS

Passwords

Duress	Password	Description
<input type="checkbox"/>		

ADD

Codes

Fill

Area Fill  
Ignore/Generate Unexpected Areas

Zone Fill  
Ignore

Monitoring Group  
0 - Monitoring Group 0

Time Format  
Default

Options

- Ignore Aborts
- Auto Cancel Alarms on Restore
- Generate Unexpected Restores
- Verify Panel User Number

Show All

## Passwords

The Passwords section allows you to create site-specific passwords for alarm validation, On Test, and data changes. Duress passwords allow for specifically named duress code(s) that, when validated, prompt the operators with a note informing them that the person provided a duress code and that they should thank them and dispatch immediately.

Please note that any non-duress codes created here provide the person with that password with all access to the data on the record. If this is not the desired result of the passwords, add passwords to the individuals on the Contact List.

## Area Fill

To avoid Unexpected Area alarm events, change the Area Fill Option from Ignore to Add/Update Area Always. When set, the Manitou Signal Handler can insert any Area (Partition) not already reporting to the account.

**Fill**

Area Fill  
Always Add/Update Area

Zone Fill  
Ignore

Time Format  
Default

# Monitoring Options

The options found within the Monitoring Options section allow you to leverage Manitou automation. The most commonly used options are Ignore Aborts and Auto Cancel.

- **Ignore Aborts** - prevents the Manitou Signal Handler from automatically canceling or clearing events based on programming. This is often used for UL Burglary accounts where monitoring may not automatically cancel events.
- **Auto Cancel** - allows the Manitou Signal Handler to automatically cancel and even clear any events that are programmed with automation.

Customer Wizard - new customer name

NAME & ADDRESS    CONTACT POINTS    **MONITORING DETAILS**    SYSTEMS    CONTACTS    CALL LISTS    USER DEFINED FIELDS

Passwords

Duress	Password	Description
<input type="checkbox"/>		
	<span style="color: red;">This field is required.</span>	

ADD

Codes

Codes	Fill
	Area Fill Ignore/Generate Unexpected Areas
	Zone Fill Ignore
Monitoring Group 0 - Monitoring Group 0	Time Format Default

Options

<input type="checkbox"/> <b>Ignore Aborts</b> This means that any abort signal cannot/will not cancel an alarm signal. This is most often used for businesses that must respond to every alarm event. This affects the entire account and overrides programming and signal processing attributes.	Hide All
<input type="checkbox"/> <b>Auto Cancel Alarms on Restore</b> This enables some signal processing and programming features to allow the auto-cancelling of alarm events if parameters are met.	:
<input type="checkbox"/> <b>Generate Unexpected Restores</b> This option generates most restore events as alarms.	:
<input type="checkbox"/> <b>Verify Panel User Number</b> This verifies the incoming users numbers on open/close/User events to ensure that there is a match on the Contact list with that user number. If there is not a match an Unauthorized event is presented to an operator.	:

Click the **View All** link on the page to see further descriptions of the options.