

On Test


A monitoring center may place accounts **On Test** to ensure system functionality without dispatching emergency services.

This process is typically used for routine maintenance, system upgrades, or troubleshooting alarm signals. It's also done during scheduled system inspections or customer-initiated tests to maintain the reliability and performance of the alarm monitoring service.

Placing an account on test allows technicians to verify that signals are transmitted correctly without causing false alarms or unnecessary dispatches. Some operations may utilize Web-based applications to place accounts On Test without calling the alarm monitoring operation, however, when they do, or when the operations are doing account testing, the following steps walk through how to place an account On Test in Manitou.

Standard On Test

On Test Advanced - New

Code _____ Standard Comment _____ 

Reason _____
This field is required.

TEMPORARY PERMANENT RECURRING

Days: 0 Hours: 3 Minutes: 0


Valid From: 09/10/2024 12:03 Valid To: 09/10/2024 15:03


Applies to Customers

Customer | All | None

Test Customer [CMTEST]

Keep signals for VRT Access


Technician _____ 

System _____ 

TX _____

Area _____


Zone _____

Event Category _____ 

CANCEL DONE

1. Load the Customer record.
2. While there is focus on the Customer record Launch the On Test form.
 - Press **F6** on the keyboard.
 - Select the **On Test** shortcut, if configured.
 - Click the **Hamburger Icon** (≡) then navigate to **Operations**, then **On Test**.
3. **Validate** your **password**, or the appropriate contact's password.
4. The customer automatically loads into the On Test form. Click Add.
5. Enter the **Reason** for the On Test. **We highly recommend the reason contain who, what, and how to reach them.**

On Test Advanced - New

Code _____ Standard Comment _____ 

Reason
 Who, What, Contact 555-1212

6. Choose the **Test type**. Permissions determine what is available.
 - **Temporary** - Ends after the prescribed period of time.
 - **Permanent** - On Test until the On Test is removed manually.
 - **Recurring** - Allows a scheduling the On Test for multiple dates and times. This is often used when there is construction on site for a period of time and only during daytime hours.
7. Set the **length** for the On Test.
8. **Applies to Customers** relates to any accounts that have **Main/Sub** or **Master/Related to Master** relationships. If applicable, select the additional accounts to place on test when available.
9. If applicable, select the **Keep signals for VRT Access**, and apply the technician who will need that VRT (Voice Response Terminal) Access.
10. Set the System(s), Transmitter(s), Area(s), Zone(s), Event Category(ies), and/or Event Code(s).

System No	Description
<input type="checkbox"/> 1	First System - Video ABC
<input type="checkbox"/> 2	Video Monitoring
<input type="checkbox"/> 4	Access Control Example.
<input type="checkbox"/> 5	test GPS
<input type="checkbox"/> 3	Other System Example

Rows: 10 ▾ 1-5 of 5

Category	Description
<input type="checkbox"/> ACCESS	Access Alarms
<input type="checkbox"/> BURG	Burglary
<input type="checkbox"/> EMERG	Emergency
<input type="checkbox"/> ENV	Environmental Alarms
<input type="checkbox"/> FIRE	Fire Alarm
<input type="checkbox"/> GEN	General Alarms
<input type="checkbox"/> HOLDUP	Holdup / Personal Attack

11. When all data is entered as expected, click **Done**.

This commits the On Test to the record.

Editing an On Test

1. Load the **On Test** page.
 - From within the Customer Record Press **F6** on the keyboard.
 - Select the **On Test** shortcut, if configured.
 - Click the **Hamburger Icon** (≡) then navigate to **Operations**, then **On Test**.
2. Locate the On Test record and **click the pencil icon** (✎) to edit the On Test.
3. **Make the appropriate changes**.
4. Click **Done**.

Removing an On Test

1. Load the On Test page.
 - From within the Customer Record Press **F6** on the keyboard.
 - Select the **On Test** shortcut, if configured.
 - Click the **Hamburger Icon** (≡) then navigate to **Operations**, then **On Test**.
2. Locate the On Test record and **click the X** to the right of the record.
3. **Confirm** removing the On Test notification.
4. Enter the **reason** for ending the On Test.
5. Click **Done**.

Quick On Test

The Customer record contains an Add On Test which allows the speedy creation of the entire customer On Test process.

[QuickOnTest.mp4](#)

Reviewing On Test Activity

Manitou "bookends" the On Test details for ease of review and location within the activity log.

14:21:09	ON TEST [Temporary] - STOPPED ID: 1 - 14:12 to 15:03, 10 Sept - Whole Customer Reason: 'Done testing.'
14:21:09	ON TEST [Temporary] - DELETED ID: 1 - 14:12 to 15:03, 10 Sept - Whole Customer Reason: 'Done testing.'
14:20:05	VIEW - Customer Opened for View
14:12:40	SIGNAL - On Test Started (*OTS) 'On Test Started [ID: 1, Whole System (Who, What, Contact 555-1212)]' Key: *OTS
14:12:37	ON TEST [Temporary] - STARTED ID: 1 - 14:12 to 15:03, 10 Sept - Whole Customer Reason: 'Who, What, Contact 555-1212'
14:12:37	ON TEST [Temporary] - ENTERED ID: 1 - 14:12 to 15:03, 10 Sept - Whole Customer Reason: 'Who, What, Contact 555-1212'