

Monitoring Company

The Monitoring Company record contains company-related details for your Manitou Monitoring system. This record is available to hold and manage:

- **Company Name and Address**
 - **Default Country**
 - **Default Language**
 - **Default Time Zone** - Manitou defaults its installation to Mountain Time US.
 - **Company Contact Numbers**
 - **Company Contacts** - These are the persons who would be contacted by the company and, when applicable, any technicians.
 - **Call Lists** - These are the grouping of who to contact and in what order regarding the company. (Used rarely)
 - **Comments** - Comments are particular to the company's temporary or standing comments and where you create your Special instructions that may be linked to other records.
 - **General Schedules** - The Monitoring Company allows the creation of multiple types of General Schedules for use on the company record and throughout the system.
 - General Schedule types on the Monitoring Company record:
 - **Keyholder availability** - When to enable/disable a phone number.
 - **Call List Availability** - When to activate a Call List.
 - **Action Pattern** - When to allow a specified action. This is often used for differing behavior based on the day of the week and/or time of the day.
 - **On Test** - Which hours may technicians place accounts on/off test without having to contact the monitoring center. Most often this is to ensure that the central station is aware of out-of-hours work happening and by whom.
 - **Reverse Commands** - These allow your company to send information to specific systems to trip connections, turn on cameras, and collect or connect to cameras and DVRs.
 - **TX ID Ranges** - Allows the ability to restrict, and automatically create, account IDs for your transmitters.
 - **Billing** - Allows the creation and management of Billing charges for services. Generally used when integrated with an Accounting system.
 - **Reports** - Where you may create the company daily, weekly, monthly, and quarterly scheduled reports.
 - **Maintenance Issues** - Create and track data issues related to the monitoring company.
 - **Action Patterns** - Here you may create and update the Global Action Patterns. These are most often used on the Event Codes and Event Categories.
 - **GPS Tracking** - When licensed for GPS tracking, here you may set Company-level Geofences and Groups for GPS signal Management. For example, a geofence may be the state, region, or country where when items enter or leave the fence; Manitou notifies the Signal Handler to create an alarm.
 - **Statistics** - Displays the vital statistics regarding the entire company record.
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