

# Monitoring Company General Schedules

The Monitoring Company may utilize four types of General Schedules:

1. Keyholder Availability
2. Call List Availability
3. Action Pattern
4. On Test

## Keyholder Availability

Keyholder Availability allows you to enable phone number contact points outside of hours they may answer. For example, if a business closes at 5 PM, it doesn't make sense to attempt to call the site number when no one is there.

## Call List Availability

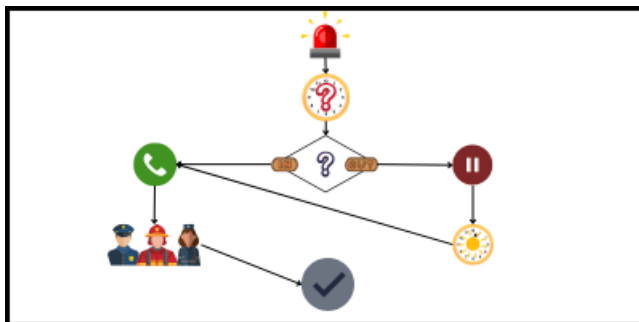
Call Lists can be managed on a **day-of-the-week** and **time-of-the-day** basis using the General Schedules. For example, the agency may have a specific group of people to call during business hours and a rotating group of people outside of hours. All you need to do is create the schedules and then link them appropriately to when they are available.



Please remember that the last available list must not be linked to another schedule, and we recommend the use of a "when all else fails" call list to catch any errors or incorrect times.

## Action Pattern

Action Pattern General Schedules are used within an Action Pattern to allow for logical decisions. Common Action Pattern General Schedules are for changing the actions taken on an alarm based on the schedule.



The schedule determines what actions to take when the alarm arrives inside and outside the schedule.

# On Test

The On-Test General Schedule determines the days of the week and times of the day that technicians may place accounts On and Off Test without having to contact the Monitoring center.

## Creating a General Schedule

1. Select the **General Schedules** on the Record, then click the **Plus sign (+)** to the right of the word General Schedules.
2. **Choose the General Schedule Type** - This is **very important to do first to reduce mistakes**.
3. **Create a General Schedule ID** - This is limited to 4 characters. Some examples may be KH01, CL01, K001, L001, and the like. Check with your organization for your specific ID conventions.
4. **Enter the Call List Description** - Be specific and clear to help others understand the purpose.
5. **Set the days of the week and the times of the day for each option.**
  - o **Please note that no single line may cross the midnight line**, therefore, if you have a schedule that crosses midnight you will need to manage for that.
  - o General Schedules are an OPT-IN period. That means the schedule periods are for when the element IS available.
6. When all data is entered as expected, click **Done**.
7. Remember to click the **Save icon (📁)** to commit the data to the database.

General Schedule Add

Schedule ID: OT00 Description: Out of Service Availability

Schedule Type:  Keyholder Availability  Call List Availability  Action Pattern  On Test

MON	TUE	WED	THU	FRI	SAT	SUN	START1	END1	START2	END2	FROM	TO	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	06:00	20:00					x

ADD

CANCEL DONE

General Schedule Add

Schedule ID: AP01 Description: Action Pattern General Schedule

Schedule Type:  Keyholder Availability  Call List Availability  Action Pattern  On Test

MON	TUE	WED	THU	FRI	SAT	SUN	START1	END1	START2	END2	FROM	TO	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	00:00	08:00	22:00	23:59			x
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	00:00	08:00					x

ADD

CANCEL DONE

### Overnight General Schedule

Description		Evening Call Group					Call List Availability				
Type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Start 1	End 1	Start 2	End 2
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	00:00	07:59	19:00	23:59
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00	08:00	20:00	23:59