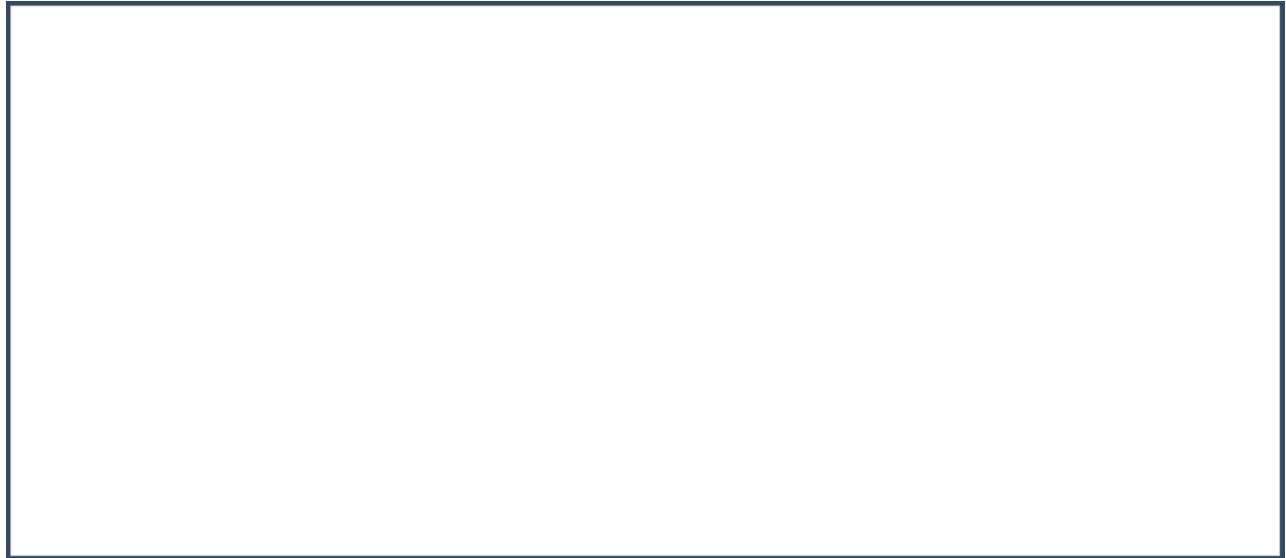


# Customer Wizard - Systems (Step 5)

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You use this card to set the configuration of how a signal will find this account when it arrives from a receiver. The **Systems** card covers four different types of systems: Event Monitoring, Access Control, GPS, and Other (user-defined).

**Important:** Once you apply and save a System Number, you cannot change the number.



The Add System Wizard has six sections, described below.

## 1. Systems Page

### System Type

- **Event Monitoring** – This system is for checking the type of alarm that presents.
- **Access Control** – This system is for recording the in/out access by people for a given property.
- **GPS Tracker** – This system provides location information about assets for tracking, locating, and other directional-based services.

**Note:** A transmitter is considered to belong to a GPS system if it is not a VertX Transmitter and its remote address looks like a phone number.

- **Other** – This system is a catchall to give Monitoring Companies a way to include other types of systems that don't fall into Event Monitoring, Access Control, or GPS categories. By creating an "Other" system, you can tie it to a Monitoring Service which the central station can automate billing for through accounting integration.
- **System Number** - Since this is the first system you are adding, it shows a 1 in this field. Manitou allows you to add more than one system (e.g., a separate Burg system and Fire system may exist on the same customer, just as different systems)

- **Description (Required Field)** - The description may be anything that makes sense. If it is a Burg System, you may label it as such. If it is a Fire System, you may label it as such. Most often, during conversions, we will add the Customer Number to this field.
- **Monitoring Type** – The kind of monitoring you want to set for the Customer. In most cases, this will be **Alarms Only**. This means you are monitoring the alarm events and bringing them to your attention. On a new system, **Alarms Only** and **Log Only** are the two options available. You can add additional Monitoring Type options for accounting purposes. For more information on Monitoring Types, speak with an on-site supervisor or manager for the facility.
- **Panel Type** – The manufacturer and model number for a Control Panel.
- **Panel Type Comments** – Used often by Customers to describe the panel, pieces housed within it, how to disarm, and other related instructions.

**Note:** Bold Group recommends placing these details within the **Special Instructions** field of the **Customer Record/Comments** card instead of **Panel Type Comments**, so that they are available for alarm handling, if wanted.

## 2. Adding a Transmitter (TXS section)

A Transmitter is how a signal finds a Customer account.

- **TX No**– This is the Transmitter Number withing this customer. This is useful when dealing with a large entity using numerous types of transmitters.
- **Caller-ID 1/1** – Allows you to enter Caller-ID (CID) numbers (up to 2 numbers) for the panel.
- **Description** - This is the description of the transmitter.
- **Remote Address** - Informational only information. Adding an IPS address or URL will not add any functionality to Manitou.
- **Transmitter Type** – What Manitou uses for default programming and event translation. If only a single type of signaling site is used, the DFLT (Default) Transmitter Type might be the only selection needed.
- **Receiver Line Prefix** – This is how you can separate account numbers by the line or telephone number dialed.
- **TX ID** - Unique ID sent from the Alarm panel to uniquely identify that panel.
- **TX Protocol Type** – The communications properties normally used by the Transmitter Device.
- **TX Dates** – Primarily used for tracking, this section allows you to specify the actual dates the Transmitter was set up and when that connection was terminated.
- **Test Level / Interval** – Used to ensure that the transmitter is functioning every day, week, or month. If the system does not receive its expected test or qualifying signal within the test period, the system will then generate a Late to Test alarm.

## 3. Adding Areas and Zones

Areas and Zones are places inside the residence or site where you can establish and use monitoring to direct Customers or Authorities to specific Areas where alarms are sending a signal. Zones are a smaller unit, and several Zones can fit inside one Area.

- **Area** – An alphanumeric code of your choosing associated with the Area.
- **Zone** – An alphanumeric code of your choosing associated with the Zone.
- **Description** – A brief explanation of an Area or Zone.
- **Schedule** – You can select **All Access**, **No Schedule**, or **New Schedule**. **All Access** allows a system to send opening and closing signals for the sole purpose of logging the signals. By attaching an All Access Schedule to an Area, it will now force a Monitoring Service which will trigger additional billing for the Opening/Closing activity. This eliminates the central station from having to enter a dummy "All Access" Schedule on each Customer record whenever they needed to allow an Open/Close service without an attached Area, such as residential systems that send opening and closing signals so that the central station will know if the system is armed or not. If you select **New Schedule**, please see the following section for more information.
- **Expected Signals** – You can set the numerical signal you expect to receive from the Zone.
- For more details on areas/zones, see the [New Customer Entry in the Manitou Web Client](#)

## 4. Programming

The Programming page serves three main functions:

1. To allow entry of 3x1, 3x2, 4x1, or 4x2 signals
2. To change a signal that is coming in one way to another kind of signal
3. Special Processing

The Programming screen is divided into three main parts:

1. Input Section (where the signals coming in will be detailed)
2. Output section (where the output events will be detailed)
3. Special Processing section (where custom Programming Commands will be detailed).

- For more details on areas/zones, see the [New Customer Entry in the Manitou Web Client](#)

## 5. Devices

In Manitou, the Devices page is primarily used for adding Camera devices when Manitou is integrated with a supported DVR/NVR/Direct IP camera system.

To add a device, see [Adding a Device](#)

## 6. Reminders

Reminders is a way of creating Alarm Events or Maintenance List items at appointed times, even if they need to repeat. There are two general examples of Reminders, but it may apply to any time of reminder event.

The first example is if a regular call is needed (e.g., to an elderly or infirm customer) to check-in.

The second example is for regular calls to a lone worker (e.g., a Security guard) to check-in.

For more information on reminders, see [Creating a Reminder](#)