Auto-notify Open Close Events - 2

This article steps through using Manitou to automatically notify customers when someone arms (closes) or disarms (opens) the site. Prior to the release of Post Processing Action Patterns, Manitou required the Open/Close service for Monitoring to be enabled. With Post Processing this is no longer required.

Step 1 - Create, or locate, the Script message to use:

1. Load the Supervisor Workstation
2. Navigate to the Script Messages menu (Maintenance menu - Script Messages)
3. Save the Script Message.

Step 2 - Create an Action Pattern (If you already have one, skip Step 2)

1. Load the Operator Workstation
2. Navigate to the Customer, Dealer, or Monitoring company record and select Action Pattern.
3. Click Edit.
4. Click Add.
5. Select Customer then click Add Command.
   - Select Email as the Contact Point
   - Select the Script Message to use.
   - Click Add
6. (Optional) Drop down the Command section and select Close, Select the Resolution Code and click Add Command

Step 3 - Add Event Code and Action Pattern to Customer Post-Processing

1. Load the Customer record and click Edit.
2. Navigate to the Systems and Programming section.
3. Within the Post Processing Section enter:
   - Event Code such as OP, CL, *O, OP1, etc.
   - Zone, if it must be specific.
   - Select the Action Pattern
4. Save the Record.
5. Test

Step 3(A) - Add Event Code and Action Pattern to Dealer Post Processing

1. Load the Dealer record and click Edit.
2. Navigate to the Programming section.
3. Select the Event Category of the events to send the notification.

4. Save the Record

5. Test

Additional Notes:

Post Processing Action Patterns are triggered after the closing of an alarm or in the absence of an alarm. Meaning, that if the event included is not an alarm, by default, the post-processing action pattern will be sent even though there is no alarm. The same is true within the Event Categories on the Dealer Record. Any events in that category send that action pattern after the closing of an alarm event or when the non-alarm event arrives.