

Creating a Pre-Cancel Event

From time to time, a customer may call because they tripped their alarm or because they plan on tripping their alarm. This constitutes a Pre-cancel in Manitou 2.x Web client.

Add a Pre-cancel:

1. Press **F9** on your keyboard, use a customized shortcut on your Manitou 2.x Web client shortcuts or navigate to **Operations** then **Pre-cancel**.
2. **Load** the appropriate **customer** by entering the customer ID or by searching for the customer.
3. **Validate** the customer's password and click Done.
4. Click the **Plus (+)** sign, within the Pre-cancel section to add a pre-cancel record.
5. **Enter** a **callback** number.
6. **Select** a **Resolution Code**.
7. Enter a **Comment**.
8. **Enter detailed Instructions**.
9. Click **Done**.

Cancel - Mountain Shadow Services

Contact Name
Maurice Cooper

Callback No.
(888) 555-2222

Resolution Code
Group
AC

Comment
Testing the system

Instructions
Please do not dispatch on any alarms for 5 minutes

CANCEL **DONE**

Clear an Alarm with a Pre-cancel:

1. **Load** the alarm.
2. **Review** the Pre-cancel.
3. Select **Cancel Alarm**.

Cancel

Contact Name
Patricia Hill

Callback No
(515) 566-5225

Resolution Code
Group
CU

Entry Time
06/21/2017 **07:35**

Comment
Accidental trip

Instructions
Clear burg alarms

DONE **CANCEL ALARM**

All the Pre-cancel details pre-load into the dialog and allow the operator to cancel the alarm based on that authorization.

Additional Information:

- Some sites may allow Operator validated Pre-cancel events.