


Creating a Pre-Cancel Event

Last Modified on 10/31/2023 11:15 am EDT

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.

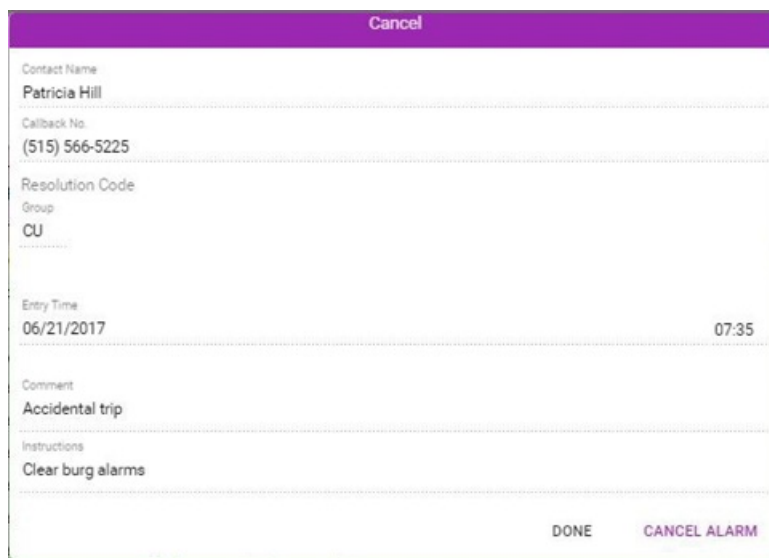
Add a Pre-cancel:

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. Enter a Resolution Code.
7. Enter a Comment.
8. Enter detailed Instructions.
9. Click Done.

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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	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.