

Systems

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If you click Systems, a summary of Customer Systems and Monitoring Details appear. You use systems to set the configuration of how a signal will find this account when it arrives from a receiver.

Notes:

- You can select from and act upon these Account Statuses by clicking the related item.
- You have the ability to add systems and edit Monitoring Details. For more information, see Monitoring Details, and Systems, and their related subsections.

As you click and navigate through systems, they are structured as follows:

Types of Systems

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

Note: You consider a transmitter 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 you 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.

Names of Systems

This is the next level of detail indicating the names of systems.

Features of Systems

- <System Name> – You use this to manage system information, and view Users and Transmitter Summary information associated with the system.
- <Transmitter Name> – The transmitter communicates with the alarm communication receivers connected to the system. You use this option to view transmitter details and manage specific transmitter options. The specific transmitter is identified, along with associated details such as the Protocol Type that it is using. Additionally, you

can add Notes in regard to a transmitter. For details on adding a transmitter, see Adding a Transmitter, And, if needed, see Open/Close Schedules, and Open/Close Schedules Wizard.

- Areas and Zones – Once transmitters have been set up for the Event Monitoring, you can add Areas and Zones. Areas and Zones are places inside the property where monitoring can be established and used to direct Authorities to specific areas where alarms are sending a signal. The Zones are physical locations within an Area or location, such as a front door. For details on adding Areas and Zones, see Adding Areas and Zones. And, if needed, see Open/Close Schedules, and Open/Close Schedules Wizard.

System and Query Tests

You can perform system and Query tests once an Area and Zone have been set up. The system test will test the Zones/Areas to see if the system receives a signal. Once the system receives a signal, the Signal Status will change to Received Signal. If the system does not receive a signal, the status will change to Never Received.

- Programming – The following cards are defined for Programming:
 - TX Programming – You need Programming for every system to ensure proper account processing. The Programming items define and decode the information coming in from the transmitters through the receivers. You can add and edit TX Programming. For details on adding Programming, see Programming. And, if needed, see Open/Close Schedules, and Open/Close Schedules Wizard.

Example:

Some transmitters send a generic message that an alarm sounded in a specific Area or Zone. The receiver then passes this message to the application.

However, the system doesn't know what that activation on that Area or Zone means without the Programming. The Programming is there to translate the activation on that Zone to a Burglary or Fire or other alarm on that Zone. Also, Programming will allow for the definition of specific actions to complete on the alarm, such as to call the police and then the Keyholder on the account.

- Event Programming – You can add and edit Event Programming to specify how Manitou handles particular types of alarms, whether detailed in a report, sent to an email, and so on.
- Post Processing – After an event has occurred and been addressed, Post Processing is where you define how the event was handled by selecting the Event, the Zone where it occurred, and the Action Pattern that was used.
- Devices – You use Devices for additional monitoring, which you can configure for cameras, microphones, control/sensor, door, or URL. These items can be put on a Plan and actioned if a connect or control device is added.

A transmitter is a Device located on the Customer premises that communicates with the alarm communications receivers connected to the system. You identify the specific transmitters within this card, along with related details.

Note: The ability to add or edit Devices is based on your Permissions in the Manitou Supervisor Workstation.

- User View – A listing of persons on the Contact List with User Numbers.
- Reminders – Reminders provide a way to perform one-time or periodic actions and checks as a service to the Customer.

Note: The ability to add or edit Reminders is based on your Permission in the Manitou Supervisor Workstation.

Connecting to the Video Control Center (VCC) Through Devices

When you receive an alarm signal from a site that is video enabled, you can show an alarm video that spans from some pre-alarm time to some post-alarm time, enabling you to prioritize and verify alarms effectively and efficiently. Video verification also allows you to replay a video file held in the database with the alarm signal.

Streaming video monitoring allows for immediate identification of the true nature of an event.

Manitou VCC connects to cameras for remote viewing and cameras with pan, tilt, and zoom (PTZ) that you can control remotely as well.

Note: For details on VCC, refer to the Manitou Video Control Center Functional Overview which is available at the Bold Support Portal.
