

SWS - Forms in the Tools Menu - Reprocess Tickets

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The Ticket Printer module is utilized in the event of an emergency that disables Manitou from receiving or properly displaying alarms. If such an emergency occurs, Operators may still be able to respond to alarms and manually enter ticket details into Manitou.

Reprocess Tickets is a function only used after the Ticket Printer module for Manitou has been deployed. Only Manitou users who purchase the separate Ticket Printer module have access to the Reprocess Tickets function.

Ticket Printer prints out alarms that contain the following information:

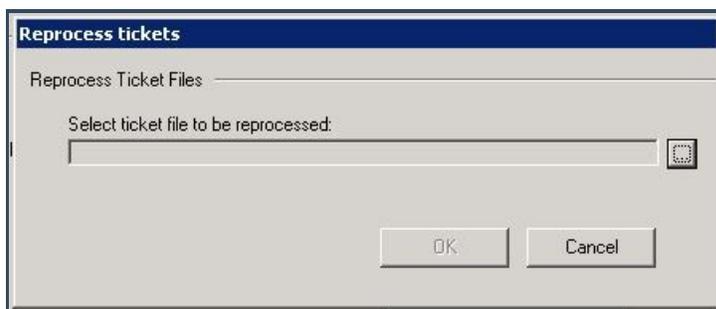
- The customer's name, address, site number, contact list, and general and duress passwords
- The customer's alarm, monitoring, and service status
- Dealer information including standing comments
- The alarm priority number, time and date of alarm, area and zone, receiver and transmitter ID, Point ID and Actions
- The Alarm Action Pattern
- Control Panel details
- The name of the Operator handling the alarm

Once the emergency ends and the Central Station no longer needs to use Ticket Printer, users may reprocess Ticket Printer tickets back into Manitou.

Perform the following steps to reprocess Ticket Printer tickets in the SWS:

1. Navigate to the Tools menu and click "**Reprocess Tickets**".

Result: The "Reprocess tickets" window displays as shown in the following screenshot:



2. Click the "..." button to browse for the Ticket Printer file.

Note: The Ticket Printer file has a .tps file type and can likely be found in the Windows System32 folder of the server where the Ticket Printer module is installed.

3. Once you have located the Ticket Printer file, select it, and click "OK".

Result: Manitou reads the Ticket Printer file and sends the received alarm signals to the appropriate accounts. Operators should now return to handling any remaining alarm operations as they normally would.
