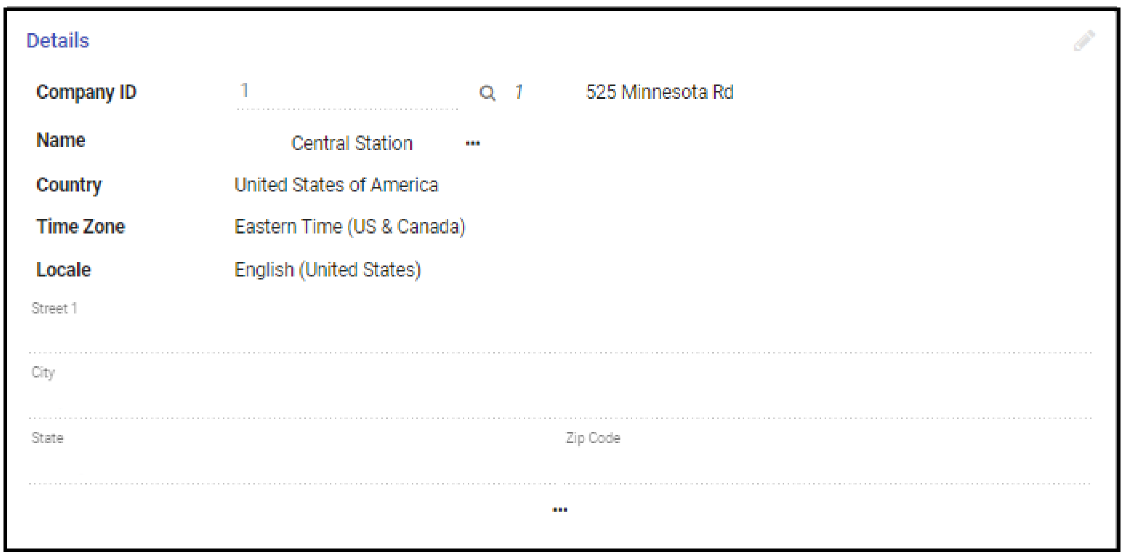
Monitoring Company Details

The Monitoring Company record Details page contains the company-specific base information.

Company Details

Includes:

- **Company ID -** This is always 1.
- **Company Name** - This is often left to Central Station or Monitoring Station or updated to be specific to the operations.
- **Country**, **Locale**, and **Time Zone**
- **Company Address** - This is the mailing address for the monitoring operations. This is not required, and could also be the mailing address.



Editing Company Details

1. Click the Pencil (✏) icon.
2. Make the changes required.
3. Click Done
4. Click Save (▯)

Contacts (Contact Points)

Contacts (specifically Contact Points) Are the phone numbers, email addresses, and Web Address(es) for contacting this monitoring company. These are optional.

Add Contact Points to the Monitoring Company

- Click the Pencil (✏) icon to launch the Contacts (Contact Point) Card.

Phone Numbers

1. Click **Add** underneath **Phone Numbers**.
2. Choose the **Phone number type**.
3. Enter the **Phone number**
   - If there is an extension, add the extension.
   - You may apply a script to the phone number if utilizing Text To Voice features.
4. There are no General Schedules for "Keyholder Availability" at this time, if necessary you may return to the number later to add it.
5. If the number should not display to an operator when dialing, select **Private**. Please note, in order to make a number private, you must have an integrated auto-dialing system.
6. Repeat as required.

Email Address(es)

1. Click **Add** underneath Email Address
2. **Select the Type** - This is the Record indicator, Email, Email 2, Email 3, etc. You may add additional Email Types within the Supervisor Workstation Subtypes.
3. **Enter the Email address.**
4. Leave the **Output Device Type to EMAIL**
5. **Service Provider** is tied to the **Output Device Type** and will automatically populate when available.
6. Select the **Default Script** to use if no other Script is defined for an email. Scripts are created within the Supervisor Workstation Script Messages.
7. **Format** is the default format for any attached information. We encourage the consistent use of **PDF** because it is an image of the document instead of an easily editable format.
8. If the email must not display to an operator, select **Private**.
9. Repeat as required.

Web

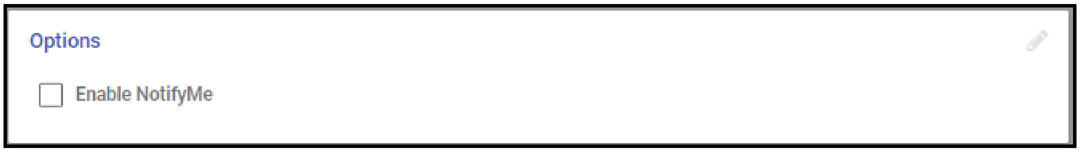
1. Click **Add** underneath Web.
2. **Select the Type -** like email, this is the index link to the individual line such as Web Address, Web Address 2, etc.
3. Enter the website **URL address** - Be sure to add http or https.

When all items are entered correctly, click **Done**.

Remember to Save () to commit the changes to the database!

Options

The Monitoring Company options have one option. If purchased, Enable NotifyMe flags the company features that will allow for the NotifyMe features to function in Manitou.



Steps to Enable the NotifyMe Option

Ensure you purchased the NotifyMe Service.

1. Click the pencil (✏) icon.
2. Select Enable NotifyMe.
3. Click Done.
4. Click Save ().