Comments in Manitou

Comments on Entity records consist of three main types:**Temporary**, **Standing**, and **Special Instructions**.

- **Temporary Comments** are comments about the monitored location or entity that is true only for a specified period of time. Examples of Temporary Comments may be Construction, Seasonal information, Notices, and the like.
- **Standing Comments** are comments that are true about the monitored location or entity irrespective of time. Examples of Standing Comments are Dogs or Animals, Property Location Details, Lock-box location, and so on.
- **Special Instructions** are comments created on the Monitoring Company record that provide additional details that speak to something true at the monitored location or the entity. Examples of Special Instructions are Panel details and instructions, Regional or other Descriptions, and the like.
- Dealer records may contain one additional type of comment called '**In House**." In house comments are used by the Monitoring company for additional details regarding the Dealer.

Creating Comments

1. Within the Comments section **Click the plus sign (✚) to Add a Comment.**
2. Select the **Comment Type**
3. Enter the **Comment Description** Be specific and clear to ensure clarity as to the purpose and use of the comment's content.

4. Choose the appropriate **Show on Open Options**.

- It is important to **be judicious**. Operators may experience *Cognitive Overload* when the same information is displayed multiple times. This can cause mistakes and misinterpretation.
- If selecting **Show On Open for Alarm**,
  - **Ensure that Auto Client: Operator Must See Alarm is disabled**.
- If a **Temporary Comment**:
  1. Set the **Valid From and To Dates**.
  2. If required, select the **Auto Purge Checkbox**.
  3. If desired, set the **Follow-Up Date and Time**.
  4. Enter the **Comment details**.
- If a **Standing Comment**:
  1. Enter the **Comment details**.
- If **Special Instructions**:
  1. If on the **Monitoring Company record**, enter the **Comment** details.
  2. If on **any other entity** (customer, dealer, etc.), **drop down and select** the comment to link.
- If In House:
  1. Enter the **Comment Details**.

5. As noted above, <u>be succinct and judicious with the comment</u>. Notate only the pertinent and key information in an easy-to-digest format.
6. Once the Comment is entered or selected as desired, Click **Done**.
7. **Repeat** for any other comments required for the location or entity.

> ⚠️ Comments must be **Read and Understood**. <u>Long and detailed comments will be misinterpreted</u>. Do not provide alarm processing instructions within Comments.
>
> Use Action Patterns to ensure proper alarm processing.
>
> Always work to <u>only use comments when no other options remain</u>.