

Customer Monitoring Services

Customer Monitoring Services are automatically added to the customer account based on the data entered. There are a few items that may be added manually to the Customer Monitoring services.

System	TX	Monitoring Type
1		Alarms Only
1		Open/Close
1		Audio Monitoring
1		5-Day Reminder
2		Alarms Only
2		Video Monitoring
6		Alarms Only

Monitoring Service	
Service Level	System
Service Type	Event Monitoring
Monitoring Type	Alarms Only
System	1 - First System - Video ABC
Service Level	Monitor
Max TX	No Limit
Max Areas	No Limit
Max Zones	No Limit
Max Devices	No Limit
Max Users	No Limit

Active Date Range

Start

End

Administration

Charge For Service

Billed Through Date

Adding Monitoring Services to a Customer

1. Load the Monitoring Services form found on the left-hand form navigation within the customer record.
2. Select the Monitoring Service Group.

Monitoring Services

- Customer
- Event Monitoring
- Access Control
- GPS Tracking
- Other

- **Customer** - Includes Customer record specific items such as Lone Worker, Executive Protection, and Bold

NotifyMe.

- **Event Monitoring, Access Control, GPS Signaling, or Other** - Includes the 2-trip Signaling and Verify Open/Close Users.
 - **2-Trip Signaling** - This can automatically add based on Transmitter Programming commands but ,may also be manually added.
 - **Verify Open/Close** user sets the Open/Close events to alarm based on the selected stated. *This is often used for **UL** accounts and **Banks** where the person who disarms, or arms, the system must be manually verified at the site.*
 - **Verify O/C User** - Triggers all Open/Close events as alarms for contact verification.
 - **Verify O/C User (Open Only)** - Restricts the alarm events to ONLY Open (disarm).
 - **Verify O/C User (Close Only)** - Restricts the alarm events to ONLY Close (arm).

3. Click the **Plus sign** (+) to add a Service.

4. Select the **Service** to add.

Monitoring Service Add

Two Trip Signaling All

Verify O/C User (All)

Verify O/C User (Open Only)

Verify O/C User (Close Only)

Charge For Service

Billed Through Date

CANCEL DONE

5. Set the **parameters** as necessary.

Monitoring Service Add

Monitoring Type All

Verify O/C User (Open Only)

System Area

1 - First System - Video ABC 1 - Main Area

Active Date Range

Start End

Administration

Charge For Service

Billed Through Date

CANCEL DONE

6. If the service is chargeable, select **Charge for Service**.

7. If the service ends on a specific date, set the **Billed Through Date**.

8. When completed, click **Done**.

9. **Repeat** as required.

10. When done, click **Save** (S).

Edit or Remove a Monitoring Service

1. Load the **Monitoring Services** form found on the left-hand form navigation within the customer record.
2. Select the **Monitoring Service** to update or remove.

Monitoring Service  

Service Level	Area
Service Type	Open/Close Manual Verify
Monitoring Type	Verify O/C User (Open Only)
System	1 - First System - Video ABC
Area	1 - Main Area

Active Date Range

Start

End

Administration

Charge For Service

Billed Through Date

3. If the service may be removed in the Monitoring Services form, the **Trash** (🗑️) icon is available for selection.
4. To **Edit** a Monitoring service, click the pencil icon (✎).
5. **Make the desired changes.**
6. Click **Done**.
7. **Save** (💾) the Record.