

Manitou Default Alarm Handling Form

Upon receipt of an Alarm, alarm operators are taken to the **Alarm Handling** form. The Default alarm format is designed to provide operators with all key information for processing alarms.

The screenshot displays the Manitou Alarm Handling Form interface. The top header bar is blue and contains the title '(SSL002W) Summit Secure Learning Satellite Campus Storage - BA (Burglary Alarm)' along with various utility icons. The main content area is divided into several sections:

- Customer Details:** Summit Secure Learning Satellite Campus Storage, - 1 S Cascade Ave, Colorado Springs, Colorado 80920.
- Alarm Details:** Burglary Alarm, Priority 4, Alarm Time 02/07/2025 13:20:30, System 1 - Received from SSL002, Area 1, Zone 3-.
- Action Pattern - G4 (1/4):** A list of actions including CONTACT CUSTOMER, ENHANCED SCRIPT USER CONTACT DATA COLLECTION, CONTACT POLICE, and CONTACT CUSTOMER KEYHOLDER.
- Customer Activity Log:** A table with columns for Date, Time, Log Description, User ID, and Workstation. It shows a series of events from 02/07/2025 13:20:30 to 12:27:21, including signals, allocations, views, and resolutions.
- Right Panel:** Alarm Status (In Alarm(1)), Monitoring (Active - 01/22/2025 10:50 - Commercial - Sub Account), Time Zone (Mountain Time (US & Canada)), Service (Full), and System 1 - Received from SSL002.

Header

The Web client Header changes color to the **alarm event code** corresponding color for clarity.

This image shows a close-up of the web client header bar. The bar is blue, indicating the alarm event code. It contains the title '(SSL002W) Summit Secure Learning Satellite Campus Storage - BA (Burglary Alarm)' and various utility icons.

Customer and Alarm Details

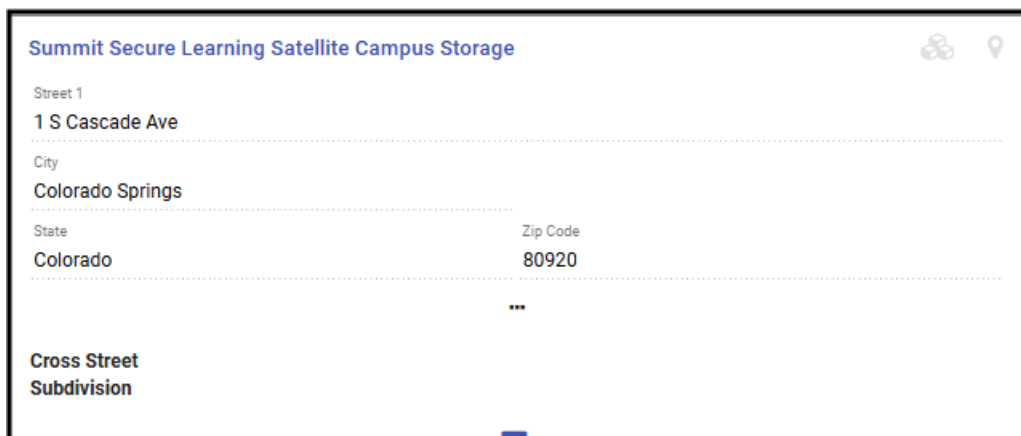
The upper-left-hand portion of the alarm form contains the Customer account information including their address and the Alarm Details.

This image shows a close-up of the upper-left-hand portion of the alarm form. It contains the following information:

- Customer Details:** Summit Secure Learning Satellite Campus Storage, - 1 S Cascade Ave, Colorado Springs, Colorado 80920.
- Alarm Details:** Burglary Alarm, Priority 4, Alarm Time 02/07/2025 13:20:30, System 1 - Received from SSL002, Area 1, Zone 3-.

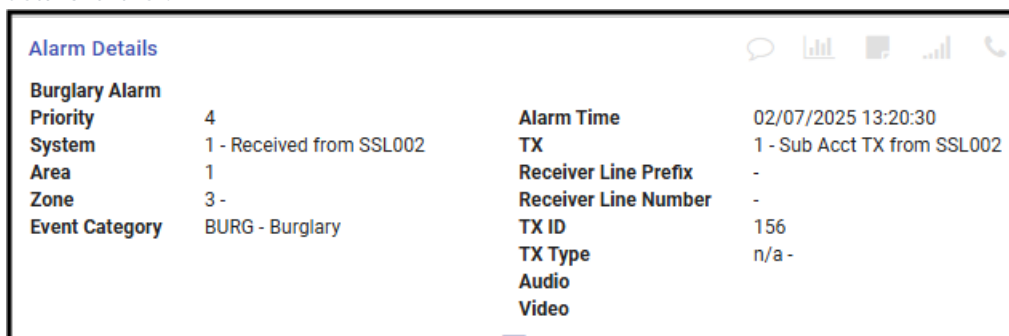
Customer Details

The Customer details include the Account Number and Site address details. Clicking the ellipses (°°°) expands the details further.



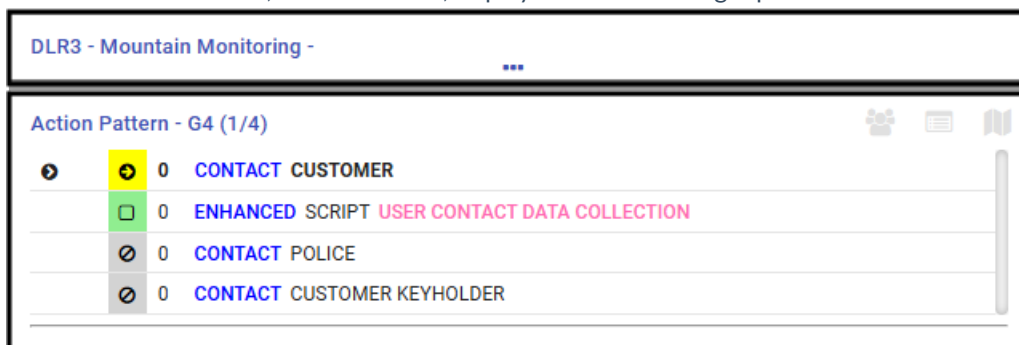
Alarm Details

The Alarm Details show what system, transmitter, zone, and event triggered. Clicking the ellipses (°°°) expands the details further.



Dealer Information and Action Pattern

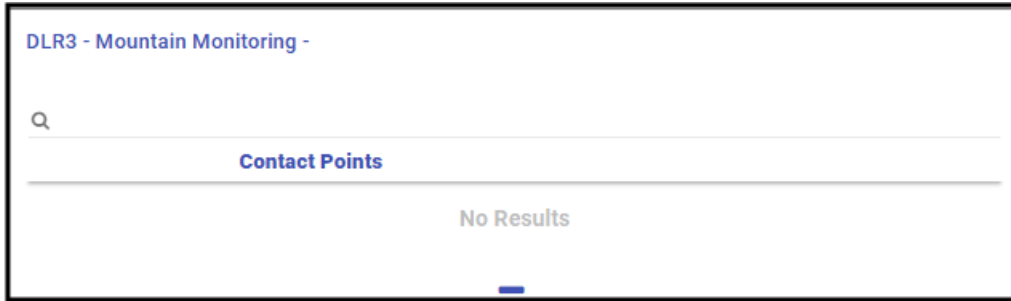
The Dealer information, when available, displays in the center-right portion of the alarm.



Dealer Information

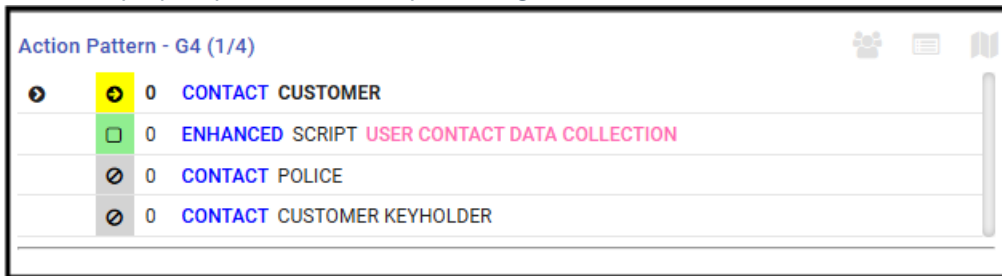
When available the dealer name displays in the default view of the alarm. If needed users may click the ellipses (°°°) to

expand the dealer information further to display their available contact points.



Action Pattern

The Alarm Action Pattern loads based on the alarm and the programmed action pattern assigned to that alarm. These are the step-by-step instructions for processing the alarm.



Activity Log

The Customer Activity log displays the applicable account history to allow for appropriate alarm handling.

Customer Activity Log				
LISTEN <input checked="" type="radio"/> Week <input type="radio"/> Month				
Date	Time	Log Description	User ID	Workstation
02/07/2025	13:20:30	SIGNAL (Manual) - Unexpected Area (*AX) 'Unexpected Area 1' S: 1 RL: s1 TX-ID: 156 Key: *AX	CARYN	
02/07/2025	13:20:30	ALARM (Manual) - Burglary Alarm (BA) S: 1 A: 1 Z: 3 RL: s1 TX-ID: 156 Key: BA OA: 1 OZ: 3	CARYN	
	13:20:31	ALLOCATED - Burglary Alarm (BA) - Auto-Get	CARYN	EDUCAT-01
	13:20:31	VIEWED - Burglary Alarm (BA) - Response [1 Secs]	CARYN	EDUCAT-01
02/07/2025	13:20:26	VIEW - Customer Opened for View	CARYN	EDUCAT-01
02/07/2025	12:31:19	SIGNAL (Manual) - Unexpected Area (*AX) 'Unexpected Area 1' S: 1 RL: s1 TX-ID: 156 Key: *AX	CARYN	
02/07/2025	12:31:19	ALARM (Manual) - Burglary Alarm (BA) S: 1 A: 1 Z: 3 RL: s1 TX-ID: 156 Key: BA OA: 1 OZ: 3 Con: C - Closed 12:32 Res: AC	CARYN	EDUCAT-01
	12:31:28	ALLOCATED - Burglary Alarm (BA) - Manual	CARYN	EDUCAT-01
	12:31:28	VIEWED - Burglary Alarm (BA) - Response [9 Secs]	CARYN	EDUCAT-01
	12:32:06	CONTACT Customer - Summit Secure Learning Satellite Campus Storage at Site [(555) 646-4646] - Result: Contacted	CARYN	EDUCAT-01
	12:32:06	RESPONSE - (BA) - Viewed [9 Secs] View to Action [38 Secs] Actioned [47 Secs]	CARYN	EDUCAT-01
	12:32:12	PASSWORD - Contact Password Verified (Joe Contact)	CARYN	EDUCAT-01
	12:32:22	User Con USER SCRIPT - Will the contact attend the alarm? No. When will the person arrive?	CARYN	EDUCAT-01
		0001-01-01T00:00. What is the Vehicle type and color?.	CARYN	EDUCAT-01
	12:32:31	CLOSE - Burglary Alarm (BA) - Res: AC	CARYN	EDUCAT-01
	12:32:31	RESOLUTION - Burglary Alarm (BA) - Res: AC - Genuine Alarm	CARYN	EDUCAT-01
02/07/2025	12:31:12	VIEW - Customer Opened for View	CARYN	EDUCAT-01
02/07/2025	12:27:21	VIEW - Customer Opened for View	CARYN	EDUCAT-01

The Activity Log loads automatically to the last 7 days, but may be expanded to one month.

Customer Status

The Customer Status section, on the far right portion of the alarm, contains details regarding the account including its current monitoring status, area status, when applicable, if any portion of the system is on test and more.

Customer Status

Alarm
In Alarm(1)

Monitoring
Active - 01/22/2025 10:50 - Commercial - Sub Account

Time Zone
Mountain Time (US & Canada)

Service
Full

System 1 - Received from SSL002

Comments ... +

User Defined Fields ... ↺
