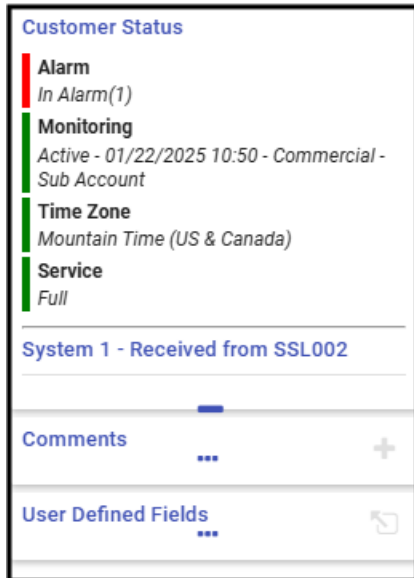


# Temporary Comments

In the course of processing alarms, it may be necessary to add temporary comments to the customer record.

## Adding a Temporary Comment from an Alarm

1. Click the **Plus** sign (⊕) to the right of the comments on the right-hand side of the client.



2. **Validate** the password. It is highly recommended that operators validate persons at the monitored location.
3. **Enter** the values for the Comment.

Add Comment

Comment Type

☒ Temporary
☐ Standing
☐ Special

Description

Notice of Informaiton

Show On Open

Select All | Select None

☒ Alarm
☐ On Test
☐ Pre-Cancel
☐ Entity Maintenance

☐ Paged Contacts
☐ Temporary Comments
☐ Temporary Schedules

☐ Auto Client: Operator Must See Alarm

Valid From

02/12/2025 12:02

Valid To

02/13/2025 12:02

☐ Auto Purge

Follow Up

02/12/2025 12:02

Comment

Comment details

Information

Information

Information

CANCEL

DONE

1. **Enter Comment Description** - This is a short description noting the purpose of the comment.
2. Set the **Display** values.
3. If this comment stops any Automatic processing leave the **Operator Must See Alarm** enabled, otherwise, deselect this box.
4. **Time Frame** - This defaults to 24 hours from now.
5. Set any **follow up dates and times**, if required.
6. Select **Auto Purge** to allow Manitou to clear out expired Temporary Comments when they expire following company standards.
7. **Enter details of the comment.** *Be clear, be specific, be brief.*

4. When done, Click **DONE**.
5. **Return to the Alarm form.**

Customer 12:04 Created: 08:24 User: 08:16 Customer Status

Summit Secure Learning Satellite Campus Storage - 1 S Cascade Ave, Colorado Springs, Colorado 80920

DLR3 - Mountain Monitoring -

Alarm Details

Burglary Trouble

Priority

4

System

1 - Received from SSL002

Area

2

Zone

3 -

Event Category

BURG - Burglary

Alarm Time

02/12/2025 11:56:30

TX

1 - Sub Acct TX from SSL002

Receiver Line Prefix

-

Receiver Line Number

-

TX ID

156

TX Type

n/a -

Audio

Video

Action Pattern - 04 (1/4)

0 CONTACT CUSTOMER

0 ENHANCED SCRIPT USER CONTACT DATA COLLECTION

0 CONTACT POLICE

0 CONTACT CUSTOMER KEYHOLDER

Notice of Informaiton

Comment details

Information

Information

Information

System 1 - Received from SSL002

Alarm

In Alarm(1)

Monitoring

Active - 01/22/2025 10:50 - Commercial -

Sub Account

Time Zone

Mountain Time (US & Canada)

Service

Full

Comments

SSL002W - Summit Secure Learning Satellite Campus Storage

Temporary

Notice of Informaiton

User Defined Fields

Customer Activity Log

Standard LISTEN Week Month

Date	Time	Log Description	User ID	Workstation
02/12/2025	12:04:53	TEMPORARY COMMENT (Valid From: 02/12/2025 12:02 To: 02/13/2025 12:02) - Notice of Informaiton	CARYN	EDUCAT01
		Comment details Information Information Information	CARYN	EDUCAT01
02/12/2025	12:04:53	SAVE - Customer Details Saved	CARYN	EDUCAT01
02/12/2025	11:57:45	SAVE - Customer Details Saved	CARYN	EDUCAT01

