

SWS - Tools Menu - Options - General Options

The **General Options** contain the general system-related options for accounts, on test, and access.

Customer with "Pending" status to be made "Active" upon receipt of a signal

This option defines when to set a Customer's status to "Active" based on receiving a signal. Your choices are: "Never", "Any Signal", and "Not On Test Signal".

- **Never** - Will never use a signal to Activate the account. Users must manually activate the account.
- **Any Signal** - Activates the pending customer record to active upon received its first event through the transmitter on the account.
- **Not On Test Signal** - After the expiration or cancellation of the first On Test for the record the account remains pending until the first event through the transmitter on the account arrives, then the system activates it.

Default On-Test Time

This option defines the default duration in hours for placing a Customer On Test. This is the "when all else fails" value for placing accounts on test. If placing from an alarm the alarm Event Category, determines the default value from the setting on the Event Category.

Display more detailed error messages

This option, when set to Yes, displays more detailed information within any error messages. This helps the Bold Support team better troubleshoot issues.

Monitoring Company person may access dealer accounts

This option, when set to Yes, allows representatives from a Monitoring Company contact list to access Customers assigned to Dealer via Voice Response Terminal (VRT) or the using BoldNet

On-Test Protection

The On-Test Protection feature presents a dialog message to technicians who attempt to put an account On-Test from BoldNet or BoldNetMobile if no open service tickets exist for the account in SedonaOffice. For the dialog message

associated with On-Test Protection to display, you must first enable the option in the Manitou Supervisor Workstation.

Script Message for Maintenance Issue Assignment

This option allows you to create a script message and to send it to a technician when a new or updated Maintenance Issue is assigned to him.

See the [sScript Messages](#) guide for creating this message. Also, see [Maintenance Issues](#) guides for more information about using Maintenance Issues.

Search for customers as you type

This option, when set to **Yes**, when searching within the Manitou Web client, the application searched for matching data as the user types.

Statistics - Customers to display for 'top' lists

This option defines the maximum number of Customers to display for 'top' lists of Customers with Alarms or with False Alarms.

Statistics - Days used to calculate 'top' lists

This option defines the number of days used to calculate 'top' lists of Customers with Alarms or with False Alarms.
