Manitou - Account and Signal Review eWorksheets

Account and Signal Review eWorksheets

Here is a copy that you can load onto your computer and fill out as you are working Account and Signal Review eWorksheets -Manitou Data Conversion Review.pdf - the below is for reference.

Summary: This document details all items that must be checked during your data review. The sign-off portion of this document validates that you did your due diligence, checking your data.

Please complete and return this to your Project Manager.

Data Review

Data Conversion is not an exact science. There is a chance that data fields or information will not convert in an exact manner. The purpose of this document is to review, account for, and adjust appropriately whatever information is necessary to provide as accurate a transfer of information as possible.

Customer Record Forms

____ Main Customer Form:

- ____ Name.
- ____ Address.
- ____ Premises Type.
- ____ Account Type.
- ____ Time Zone.

____ Details Form:

- ____ Telephone Numbers for the Site.
- ____ Dealer.
- ____ Correct Authorities.

____ System Form.

____ Event Monitoring System.

____ Transmitter(s) properly listed and configured:

- ____ Customer-specific Programming is in place and correct.
- ____ Transmitter Linking is configured and displays the correct Partitioned Accounts (if applicable).
- ____ Default Transmitter Types have been assigned properly.
- ____ Receiver/Line Prefixes and Transmitter ID's have been assigned properly.
- ____ Zones are listed correctly.

____ Devices, such as cameras, are in place (if applicable).

____ Users are listed from the Contact List with their User Numbers and Access Areas.

____ Any other Systems also meet the above criteria.

____ Services Form displays all the appropriate services for that record, most are auto-populated by the conversion as they are required.

____ Open/Close Schedules Form contains all applicable Schedules.

____ Open/Close Monitor.

____ Open/Close Log.

____ Contact List contains all persons and entities with access to the property.

____ Passwords are in place for those persons who have alarm-cancelling access.

____ Contact telephone numbers are correct and in place on the Contact Details tab.

____ User Numbers will be listed on the Grid Tab for that Contact (if applicable).

____ Access Levels assigned properly.

____ Call List Form lists all persons to call for each list correctly.

____ Permits are listed (where applicable).

____ All Comments, Temporary Comments, and Special Instructions are listed with the correct details.

____ The Activity Log displays appropriate Alarm and Signal Events.

____ User-Defined Fields.

Notes:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Please use the below table to verify the items listed below. Mark the columns that have the correct information. Use this table to report discrepancies to Bold Group.

Acct	Customer Info	System Info	O/C Schedules	Contact/Call Lists	Comments
Ex. 12345678	√	√	√	√	X

Use this Table to report discrepancies to Bold Group.

Account #	Expected Data	Manitou Data
Ex. 12345678	Comment about large dog	Not there under Comments, Check Temp, Standing, and Temp Instructions
Ex. 13579264	Customer Passwords	Account Number Password <x> and <123> did not transfer to Customer Passwords
Ex. 24681357	Where information is in the source	Provided screenshots from the source system and Manitou system with details

Signal Verification

To ensure your conversion process goes as quickly and smoothly as possible, it is vital to verify that the Signals are arriving in Manitou correctly. This section details what Signals look like in their Raw State and how Manitou interprets them.

What is Raw Data?

A signal that arrives into the Manitou system, through the Front End Processor (FEP) is presented to the Signal Handler. Some of the common signal types that are shipped into central stations are: Contact ID, SIA, ITI, 4X2, and Ademco High Speed. Although there are others, this document deals with the most common formats.

SIA

The Security Industry Association created a two-character standard event code listing to help standardize the industry. This created logical settings for the most standard events, such as, BA for Burglary Alarms.

Contact ID

Ademco created an alpha-numeric standard that would help define a more specific listing of events. These lists have two main types: Events and Restores. Within these groupings there are approximately 600 codes. While the standard events, Burglary, Fire, Panic are very helpful, they did leave a good number that could be utilized and interpreted differently at each organization. Therefore, an E130 is reasonably accepted as a Burglary alarm, an E151 is a general alarm and interpreted differently at each location.

ITI The ITI signals send receiver-specific formatted alarms.

4X2 a.k.a. Non-Intelligent Signals

Older technologies sent events to receivers in a less-than-intelligent format. These events are often called: 4/2, 4X2, or 4 by 2.

These events are presented to automation as an event that occurred on account 1234 on a zone. This is not enough information for an operator to properly interpret. Therefore, it was necessary to program defaults or within the customer record to know if zone 31 is a Burglary Alarm or a Trouble.

During your data conversion, we do our best to ensure that we collect and transfer the work done on your current system into Manitou. However, sometimes we miss the mark. Therefore, it is very important to look for these events to ensure they are arriving as expected.

Radionics 4X2

Radionics began adding intelligence to the 4X2 events by adding an extra character. Radionics 4X2 can interpret Open, Close, Cancel, and Trouble events. However, an alarm event doesn't discern if that alarm is a Burglary or Fire Alarm.

Ademco High Speed

Ademco High-Speed events are only slightly more intelligent than 4X2. The signal looks like a series of unrelated numbers: 1234 5551 5555 9. This is an eight-point system where 5 = Normal and 1 means Alarm. Like Radionics 4X2 the signal can define: Open, Close, Cancel, and Trouble events. However, alarm events come in just the same – that something tripped on an alarm zone. These events are preset inside Manitou and do require

detailed checking.

Notes:

Look for Activations

Looking for Activations will identify any programming lines that might have been misinterpreted during the data conversion, or might be missing from the source data. Within the Alarm Queue, you will find Activations (*A). These Activations are most often located at the bottom of the Alarm Queue.

Activity Log

The first, best place to begin looking for the details of why an alarm arrived as an Activation is within the Customer Activity Log. This Log Line contains the Alarm Details including how Manitou interpreted the event.

Breakdown of the Log Line:

The information following ALARM is a description of the Alarm Event including the event Manitou used to identify it.

ALARM (Manual) - Activation (*A) S: 1 A: 1 Z: 31 RL: 00 TX-ID: 112234 Key: *A OZ: 31

- • S: = System number within the Customer Record.

- • A: = The Output area (after transmitter programming has been processed).
- • Z: = The Output zone (after transmitter programming has been processed).
- • RL: = The assigned prefix of the Receiver/Line on which the signal was received.
- • TX-ID: = The Panel Account Number.
- • Key: = The initial way Manitou identified the alarm. It could read *A, BA, E130 depending on the signaling format.
- • OA: = The (received) area originally associated with the signal.
- • OZ: = The (received) zone originally associated with the signal.

When you find an Activation Alarm, it is important to check the default Transmitter Type and Customer Programming to look for the correct translation.

The Customer Record can display both the default Transmitter Type and the Customer's programming.

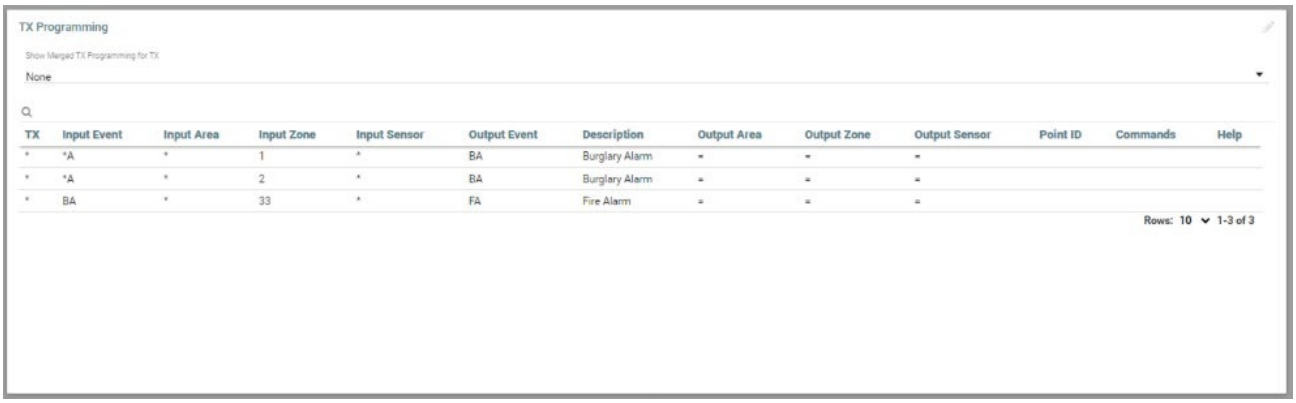
There are two sections to the Programming form on both the Customer and the default Transmitter Type programming: Input and Output.

Input

The Input section within the programming forms shows the event as it arrives in Manitou.

Output

The Output section determines the way you want Manitou to display the event to an operator. If there is no line and there is one in your current system, please document that on the following discrepancy list. If the line is there and the event did not translate as expected, please also list the expected event and line you identify as the one not selected.



Notes:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Use this table to report discrepancies to Bold Group.

Acct #	Date/Time	Programming in Manitou?	Expected Event	Programming in Current?	Key Part of the Alarm	Comments
Ex. 12345678	08/08/08 13:54	Yes	BA	Yes	E150	We have this translated to a Burg in our current system

Look for Undefined Events

An Undefined event is one that came into Manitou but didn't have a code to interpret, or the event is not specifically defined yet. Ademco Contact ID had many of the standard events specifically named, but when they got further down the list the uses and interpretations changed. In this event it may be necessary to edit the Event Maps to your specifics within your organization.

Undefined Event Log Line

The first, best place to begin looking for the details of why an alarm arrived as an Activation is within the Customer Activity Log. This Log Line

contains the Alarm Details including how Manitou interpreted the event.

- S: = System number within the Customer Record.
- A: = Area that tripped on the alarm.
- Z: = Zone that tripped on the alarm.
- RL: = The Receiver Line prefix used to define the Line Groupings.
- TX-ID: = The Panel Account Number.
- Key: = The initial way Manitou identified the alarm. It could read *A, BA, E130 depending on the signaling format.
- OA: = Original Area.
- OZ: = Original Zone.

Contact ID Key Part of the Alarm

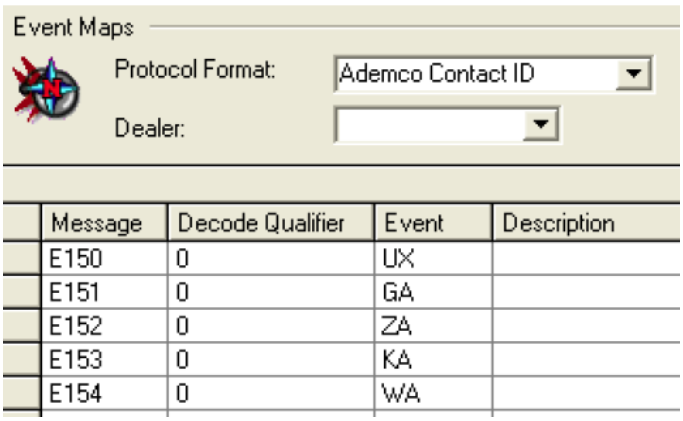
When the Key part of the alarm has Ennn or Rnnn, then the first place to check is the Event Maps for Ademco Contact ID (ACID) within the Manitou Supervisor Workstation.

Event Maps

The Manitou Event Maps are found within the Supervisor Workstation. Click the Maintenance Menu then select Events and Event Maps. Manitou uses the ACID Event Map for Contact ID events. If the Undefined event was an E150, and you have that event mapped in your current system to a Burglary Alarm, then you will need to edit the Event Maps form and replace the UX event for the BA or other Burglary type event.

Testing

When reporting issues relating to Undefined events, the Key part of the alarm is vital. We also strongly encourage you to take the time to review all the ACID Event Maps within the Manitou Supervisor Workstation. If you have a current list of your Event Maps from your current system, print that out and use it for reference when correcting/updating your codes.



Message	Decode Qualifier	Event	Description
E150	0	UX	
E151	0	GA	
E152	0	ZA	
E153	0	KA	
E154	0	WA	

Notes:

Use this table to report discrepancies to Bold Group.

Acct #	Date/Time	Programming in Manitou?	Expected Event	Programming in Current?	Key Part of the Alarm	Comments
Ex. 12345678	08/08/08 13:54	Yes	BA	Yes	E150	We have this translated to a Burg in our current system

Look for Unknown Events

An Unknown event is one that came into Manitou with too little information for Manitou to interpret. Unknown events will use event code ** when presenting to an operator.

When you run into Unknown events it will be necessary to look at the Raw data. Many times these are bad events caused by an improper character in the Raw data. For example, an SIA signal has very specific translation, therefore, descriptions or other submission codes must not contain any special characters: #, |, \, /, - , %, and so on.

Undefined Event Log Line

The first, best place to begin looking for the details of why an alarm arrived as an Activation is within the Customer Activity Log. This Log Line contains the Alarm Details including how Manitou interpreted the event.

- S: = System number within the Customer Record.
- A: = Area that tripped on the alarm.
- Z: = Zone that tripped on the alarm.
- RL: = The Receiver Line prefix used to define the Line Groupings.
- TX-ID: = The Panel Account Number.
- Key: = The initial way Manitou identified the alarm. It could read *A, BA, E130 depending on the signaling format.
- OA: = Original Area.
- OZ: = Original Zone.

Examples of Raw SIA Data

A good raw SIA signal looks something like:

S017[#1419|Nri1/OP01]

A bad raw SIA signal looks something like:

S004[#1088|Nri05/BA02*Suite #300]

S004[#1088|Nri05/BA02|ASuite #300]

D47816 17650104

[#9090|NBA11|AFRONT HALL/Upstairs]

The BA will come in fine, but there will be an additional Unknown event because of the invalid characters. The # sign signifies a new Account Number. The forward slash is an event delimiter.

You can locate the Raw Data inside the Customer Record by double-clicking the Alarm line in the Activity log, or by going to the Tools menu and selecting the Raw Data log. The log can be filtered by Date, Time, Receiver/Line Prefix, and Transmitter ID.

Testing

When reporting issues relating to Unknown events, the Key part of the alarm is the first place to look. If there is a ** in the Key part of the alarm that can indicate a bad event coming into the system from the receiver.

Notes:

_____

_____

_____

_____

_____

_____

_____

Use this table to report discrepancies to Bold Group.

Account #	Date/Time	Raw Event	Comments
Ex. 12345678	08/08/08 13:54	S004{[#1234|Nri05/BA03|Suite #5]	Got a Burg and an Unknown Event

Look for Mismatched Events

From time to time, events present incorrectly for any number of reasons. It is important to test a random sampling from a percentage of your accounts to ensure that all events display as expected and report any discrepancies to Bold Group.

Acct #	Date/Time	Programming in Manitou?	Expected Event	Event that Arrived	Key Part of the Alarm	Comments
Ex. 12345678	08/08/08 13:54	Yes	BA	FA	FA	Didn't translate as expected

Complete Verification

Please review the following statement, then sign:

We agree that we have checked our data conversion against a reasonable sampling of our accounts. We reported all discrepancies found to Bold Group and are satisfied the issues were adequately addressed. We also understand that some items will require manual attention after the switchover.

Signature _____

Company _____

Title _____

Date _____