

Moving Signals

There are times when an account does not yet exist within Manitou and the installer begins to send their signals into the Monitoring center. This creates "orphaned signals" into Manitou's default accounts. *The question is... how do you move these signals that landed on the Default System Account into the appropriate Manitou customer record.* There are two answers:

1. Adding the Transmitter **automatically** "sweeps" signals that were in the default account, for a prescribed number of days, into the customer account upon saving the record. *Each monitoring company sets this number of days within the Manitou Supervisor Workstation within the Options.*
2. **Manually moving** signals from the Default account into the new record.

Manually moving signals from default account into a customer record

The following details how to manually move the signals from the default "System" account into the account where the information should live.

1. **Locate the signals** to move within the default system account. *These are most often found within the Receiver System accounts such as SYS-REC1 or the like. If the Dealer has a Transmitter ID range and a Dealer System Account, the signals may arrive there instead of within the receiver defaults.*
2. Load the default account where the signals reside and click **MOVE** above the activity log either on the **Details page** or on the **Activity log page**.



3. Enter the **Receiver Line Prefix** and **Transmitter ID** and click **Search**. This should load the customer record name where the signals will land.
4. Set the **from** and **to dates** to move the activity. *Please note that the current date doesn't include signals that occurred within the 24 hour period of the current day. To move items from the current day as well, select tomorrow. Also, be aware that activity lines that exceed 1000 records could create a lag and delay for the user.*
5. Click **Move Logs**.

Move Customer Log Entries

Transmitter

Receiver Line Prefix

ZZ - Default Prefix

FIND CUSTOMER

Transmitter ID

8675309

Customer Name TESTING HIS

Date Range

From

01/01/2026

To

01/06/2026

CANCEL

MOVE LOGS

This sweeps the signals found in the activity log of the default account into the destination record.