

Customer Zone Status

What is the purpose of the Customer Zone Status within the Areas and Zones?

The Zone Status shows the items that have yet to restore.

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If an event code contains a **Restore Required** or **alarm value**, the Zone status shows that value within the customer record **under the Areas and Zones**, within the Zone Status section.

What might you see in the Zone Status:

- **Unrestored events** - This shows any events that have yet to receive their restoring event and have a Restore required.
 - Restore Required may be a Customer, Transmitter, or Event Programming value or a Signal Processing Attribute on the Event code.
 - The matching restoring event can automatically remove the alarming/trouble event.
 - **Late to Test** -
 - When a system or transmitter fails to send its required test within the test interval period, the Manitou Signal handler sends a Late to Test (*LT) event and sets the zone status for that system and transmitter.
 - When the test signal arrives. Manitou automatically clears the Late to Test zone status.
 - **Alarm Status** - These are events still in alarm in the system.
 - **Missing Event Programming** - These are notices that an alarm tripped within the account that did not have an Action Pattern to present. This will not automatically restore from the Zone status; therefore, it will need to be manually removed. To ensure this doesn't occur on your system, ensure every event code, even non-alarming events, have an action pattern.
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