

## Customer Master File Report **[EXAMPLE]**

See end of report for explanation of details.

Customer: LAUREN

Include: Address, Contact Information, Options, Call Lists, Attention, Temporary Comments, Standing Instructions, Special Instructions, Action Patterns, General Schedules, Reverse Commands, Entity Details, Services, Transmitters, Programming, O/C Schedules, Zones and Areas, Permits, Control Panel, User Defined, Access Control, Devices, Unknown, Unknown Contact List Types: Person, Dealer, Branch, Agency, Authority, Customer

**LAUREN - Lauren Lucas**

211 COCKEYSVILLE ROAD  
HUNT VALLEY MD 21030

Status: Active - 09/28/2006 17:07  
Account Type: Normal Account  
Related Type: Normal  
Customer Type: Residential  
Cross Street: BEAVER DAM ROAD

United States of America  
English (United States)  
Eastern Time (US & Canada)

Password:		Ignore Aborts:	No
Duress Code:		Auto Cancel:	No
Group Code:		Gen Unexp Rest:	No
Class Code:	NS	Verify User No:	No
Monitoring Group:	0		
Area Fill:	Add/Update Area Always	Zone Fill:	Ignore

**\*\*\* Services \*\*\***

<u>Monitoring Service</u>	<u>Qualifier</u>	<u>Area</u>	<u>Start</u>	<u>End</u>	<u>Charge</u>	<u>Code</u>
Standard			09/27/2006		No	
Transmitter Test					No	

**\*\*\* Transmitters \*\*\***

**TX 1 - DIGITAL**

Receiver Line Prefix:	LA - RLD LA	Caller ID 1:	
Transmitter ID:	1	Caller ID 2:	
TX Type:	DFLT - Default Transmitter	Remote Address:	
TX Protocol Type:	4PLUS2 - 4x2, 4x1, 3x2, 3x1		

Connect Date: 09/20/2006  
Test Interval: 30 Days

**Options**

Raw Event Programming

**\*\*\* Transmitter Programming \*\*\***

<u>TX</u>	<u>DES</u>	<u>Area</u>	<u>Zone</u>	<u>Snsr</u>	<u>Event</u>	<u>Description</u>	<u>Area</u>	<u>Zone</u>	<u>Snsr</u>	<u>Point ID</u>	<u>Commands</u>
*	*A		3		FA	Fire Alarm		3		3X1 FORMAT	
*	*A		31		BA	Burglary Alarm		31		4X2 FORMAT	InSched(GS2, BL, No)
*	*A		45	*	LOG	LOG	*	45	*		
*	*A	*	*	*	BA	Burglary Alarm	*	*	*		InSched(GS2, BGS, Yes)
*	*A	*	81	*	*O	Open	*	1	*		

LAUREN - Lauren Lucas

**\*\*\* Event Programming \*\*\***

<u>TX</u>	<u>Event</u>	<u>Description</u>	<u>Area</u>	<u>Zone</u>	<u>Alarm</u>	<u>Actions</u>	<u>Instructions</u>
*	*H	Duress	*	*	Default	RPANIC	
*	BA	Burglary Alarm	*	*	Default	AP1	
*	FA	Fire Alarm	*	*	Default	RFIRE	
*	HA	Holdup Alarm	*	*	Default	RPANIC	
*	PA	Panic Alarm	*	*	Default	RPANIC	

**\*\*\* Zones And Areas \*\*\***

<u>Zone</u>	<u>Signal Rcvd</u>	<u>Description</u>
1	Yes	FRONT E/E DOOR (CID/SIA EXAMPLE)
15	No	garage door
31	No	FRONT DOOR (4X2 IN PROGRAMMING)
95	No	FIRE KEYPAD (CID EXAMPLE)

  

<u>Area</u>	<u>Schedule</u>	<u>Description</u>
1		HOUSE
2		GARAGE

**\*\*\* Contact List \*\*\***

Person: LAUREN [Contact]

**Access Permissions**

Can Open/Close within schedule

User No: 1

<u>Type</u>	<u>Contact Point</u>	<u>Ext/Code</u>	<u>Schedule</u>
Home	(410) 284-1749		GS1
Mobile	(410) 982-4093		

Person: DANNY [Keyholder]

**Access Permissions**

Can Open/Close within schedule

Can cancel Alarm

Can authorize a schedule change

Can edit Customer

Can give out Customer information

Area: 2

<u>Type</u>	<u>Contact Point</u>	<u>Ext/Code</u>	<u>Schedule</u>
Mobile	(410) 982-4093		GS1

Comments: TEMPERMENTAL

Person: PREMISES # AREA 2 [Keyholder]

**Access Permissions**

Can Open/Close within schedule

Can cancel Alarm

Can authorize a schedule change

Can put system Out of Service

Can edit Customer

Can give out Customer information

<u>Type</u>	<u>Contact Point</u>	<u>Ext/Code</u>	<u>Schedule</u>
Premises	(410) 785-3300		

**LAUREN - Lauren Lucas**

**Person: Vacant [Keyholder]**

**Access Permissions**

Can Open/Close within schedule	Can put system Out of Service
Can cancel Alarm	Can edit Customer
Can authorize a schedule change	Can give out Customer information

**Person: Valid Id [Keyholder]**

**Access Permissions**

Can Open/Close within schedule	Can put system Out of Service
Can cancel Alarm	Can edit Customer
Can authorize a schedule change	Can give out Customer information

**Person: Valid Id [Keyholder]**

**Access Permissions**

Can Open/Close within schedule	Can put system Out of Service
Can cancel Alarm	Can edit Customer
Can authorize a schedule change	Can give out Customer information

**Dealer: MANI2 - Manitou Training Id**

**Authority: P-01 - BALTIMORE COUNTY, MD PD [Police]**

<u>Type</u>	<u>Contact Point</u>	<u>Ext/Code</u>	<u>Schedule</u>
POLICE	(410) 887-2222		

**Authority: F-01 - BALTIMORE COUNTY, MD FIRE [Fire]**

<u>Type</u>	<u>Contact Point</u>	<u>Ext/Code</u>	<u>Schedule</u>
Premises	(410) 887-2222		

**\*\*\* Call Lists \*\*\***

**GEN - GENERAL (POST CLEANUP MANITOU) [Main List]**

<u>Contact</u>	<u>Point Type</u>	<u>Required</u>
LAUREN		No
DANNY		No

**GEN1 - BURG CALL LIST [Main List]**

<u>Contact</u>	<u>Point Type</u>	<u>Required</u>
DANNY		No

**\*\*\* Permits \*\*\***

<u>Permit No.</u>	<u>Authority/Permit Type</u>	<u>Status</u>	<u>Status Date</u>	<u>Expiration Date</u>
R1234	Police - General	Level 1		

**\*\*\* Standing Comments \*\*\***

<u>Description</u>	<u>Comment</u>
MEDICAL	SUB HAS DIABETES AND IS ALLERGIC TO MORPHINE.

**\*\*\* Action Patterns \*\*\***

AP1 - AREA2

**LAUREN - Lauren Lucas**

- 1 CONTACT CUSTOMER KEYHOLDER 'PREMISES # AREA 2'
- 2 CONTACT CUSTOMER USING CALLLIST GEN

**AP2**

- 1 SHOW CUSTOMER COMMENTS
- 2 CONTACT CUSTOMER
- 3 ATTENTION: CONTACT CELL NUMBERS BEFORE DISPATCH. IF NO ANSWER TAKE S.O.P.
- 4 CONTACT CUSTOMER CONTACT 'LAUREN' AT MOBILE '(410) 982-4093'
- 5 CONTACT POLICE
- 6 CONTACT CUSTOMER USING CALLLIST GEN1

**\*\*\* General Schedules \*\*\***

**GS1 - 9A-5P M-F [Keyholder Availability]**

<u>Mon</u>	<u>Tue</u>	<u>Wed</u>	<u>Thu</u>	<u>Fri</u>	<u>Sat</u>	<u>Sun</u>	<u>Start 1</u>	<u>End 1</u>	<u>Start 2</u>	<u>End 2</u>	<u>From</u>	<u>To</u>
X	X	X	X	X			09:00	17:00	00:00	00:00		

**GS2 - BURGS 7A-7P [Programming]**

<u>Mon</u>	<u>Tue</u>	<u>Wed</u>	<u>Thu</u>	<u>Fri</u>	<u>Sat</u>	<u>Sun</u>	<u>Start 1</u>	<u>End 1</u>	<u>Start 2</u>	<u>End 2</u>	<u>From</u>	<u>To</u>
X	X	X	X	X	X	X	07:00	19:00	00:00	00:00		

**\*\*\* User Defined \*\*\***

Panel Type: V20P  
 Jurisdiction: P-01R  
 Service Code: 08/25/05

**Services**

In Manitou, we must enable 'Services' on the customer in order to provide specific, typically billable, services to your customers. A 'service' could include periodic test and/or open/close services.

**Transmitters**

This refers to the actual identifier for the panel installed at the customer premise. In Manitou, a single customer record can hold multiple 'transmitters' (panels) instead of each panel requiring an account of it's own in a multi-panel site.

**Event Programming**

Inbound signals are translated by the software into common 'Events'. This provides the ability for us to provide common responses to multiple signals without the need to program for every single event we may receive from your panel. In Manitou, we have set aside a number of 'typical responses' for many of these events (signals) and it only becomes necessary to program your signals when those events do not match our 'typical responses'.

**Zones & Areas**

This is where we apply the descriptions for your zones and partitions.

**Contact List**

This is where the information pertaining to all contacts are kept. Included there are all of the 'contact points', such as cell phones, email addresses, pagers, and more. Also included are the permissions that each contact has assigned to them. Please note, the Contact List, is not a 'Call List' and does not represent the order of calls or contact points that contacts are called.

**Call Lists**

This is the area where people from the Contact List are assembled and shows the order and the contact points they will be called at.

***Permits***

This is where permit information is stored.

***Standing Comments***

This is where we store information about the subscriber that doesn't have another designated field elsewhere in the customer masterfile.

***Action Patterns***

An 'Action Pattern' is a set of instructions that details the manner in which a particular alarm is handled. Like Event Codes, these are only applied when the particular response needed does not match the typical actions expected for that signal.

***General Schedules***

A 'general Schedule' allows us to modify responses to signals based upon a schedule. An example of its use is when you would like a specific contact to only appear on a call list during specific times and/or days.

***User Defined***

These fields are chosen by AlarmWATCH to store information in fields not included in the Manitou database.

***Summary***

The Subscriber Masterfiles from Manitou are very detailed as Manitou presents many options, fields, and set-ups in most every area of the subscriber record. When receiving masterfiles, you may find that you do not need as much detail as is available. If this is the case, please let us know and we will help you find the level of detail appropriate to your needs.