

Manitou - SO - AB Integration Release Strategy

12/29/2023 12:35 pm EST

Min Software Version

- AB 4.8.0+
- SedonaOffice 6.1.0.51+
- SedonaCloud 1.24+
- Manitou 2.1.20+

Manitou to SedonaOffice

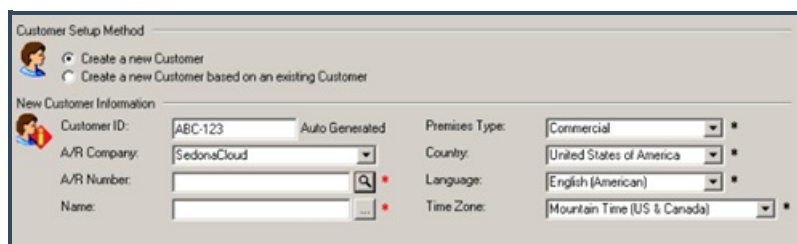
- High level Integration Description

Functionality

- Automatically create SedonaOffice customer, site, and system when Manitou Account is created.
- Link a Manitou Account to an existing SedonaOffice customer, site, and system.
- Create recurring items in SedonaOffice based on Monitoring Services added to Manitou Account
- Update common fields in SedonaOffice when they are changed in Manitou
- View Accounting status in Manitou Client
- View open service tickets and service history from SedonaOffice. Can auto-launch Accounting client as well
- Dealer billing can be calculated and pushed into SedonaOffice

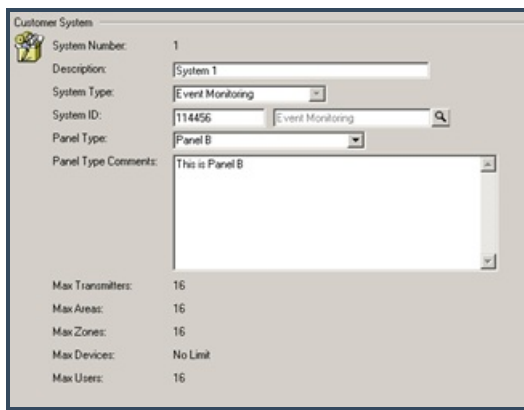
Benefits

- Reduce double data entry into two systems
 - Add Manitou and SedonaOffice Customers



The screenshot shows a 'Customer Setup Method' dialog box. It has two radio buttons: 'Create a new Customer' (selected) and 'Create a new Customer based on an existing Customer'. Below this is a 'New Customer Information' section with a user icon. It contains several fields: 'Customer ID' with the value 'ABC-123' and a note 'Auto Generated'; 'A/R Company' with a dropdown menu showing 'SedonaCloud'; 'A/R Number' with an empty field and a magnifying glass icon; 'Name' with an empty field and a magnifying glass icon; 'Premises Type' with a dropdown menu showing 'Commercial'; 'County' with a dropdown menu showing 'United States of America'; 'Language' with a dropdown menu showing 'English (American)'; and 'Time Zone' with a dropdown menu showing 'Mountain Time (US & Canada)'.

- - Link Manitou and SedonaOffice Systems



Customer System

System Number: 1

Description: System 1

System Type: Event Monitoring

System ID: 114456 Event Monitoring

Panel Type: Panel B

Panel Type Comments: This is Panel B

Max Transmitters: 16

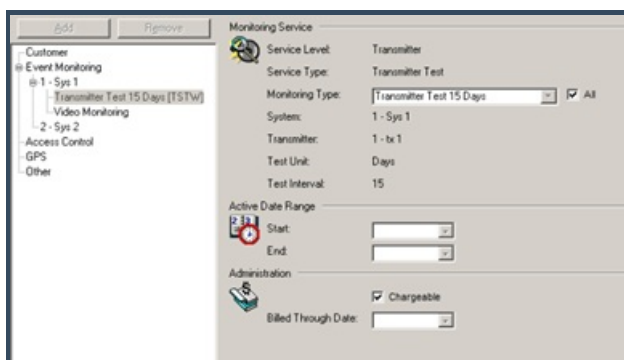
Max Areas: 16

Max Zones: 16

Max Devices: No Limit

Max Users: 16

- Manage Monitoring Services and Recurring Charges



Monitoring Service

Service Level: Transmitter

Service Type: Transmitter Test

Monitoring Type: Transmitter Test 15 Days ☒ All

System: 1 - Sys 1

Transmitter: 1 - tx 1

Test Unit: Days

Test Interval: 15

Active Date Range

Start:

End:

Administration

☒ Chargeable

Billed Through Date:

- Keep data synchronized across platforms
- Be aware of accounting status for an account while doing data entry or handling alarms.
- Be aware of service tickets tracked in the accounting system
- Be able to accurately calculate and bill for events tracked in the monitoring system (I.e. signal overages) while still handling the invoicing in the accounting system
- Necessary Prerequisites
 - Manitou 2.1.20
 - Package 91
 - Applicable Licensing configured
 - Credentials for SedonaCloud user for Manitou configuration
 - Accounting Company created in Manitou
- High Level System Requirements
 - 64-Bit version of Router (Package 91)
 - Server setup to support .Net Framework 4.6.2
 - Network connectivity to SedonaCloud server
- Basic Installation Steps
 - Remove Sedona.dll from Manitou server. (only required if old integration was previously used)
 - Install 64 bit Router (Package 91)

- Ensure SedonaCloud.dll, BoldTechnologies.Drivers.SedonaCloud.dll, IdentityModel.dll, Newtonsoft.Json.dll, and System.Text.Encodings.Web.dll are present on the Manitou Server.
- User RouterConfig to setup configuration to SedonaCloud instance
- Setup Accounting Company in Supervisor Workstation

SedonaOffice to Manitou

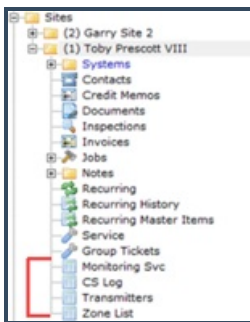
- High level Integration Description

Functionality

- Connecting a SedonaOffice Site to a Manitou Customer, providing access to Monitoring Service, CS Log, Transmitter, and Zone List information that is pulled right from Manitou
- Link an existing Manitou System to the corresponding SedonaOffice Customer System
- Create a new Manitou Customer and System corresponding respectively to the SedonaOffice Site and System
- Create a new Manitou System under an existing Manitou Customer for the corresponding SedonaOffice System
- This can now be done through BoldNetNEO REST API instead of the old OCX direct database connection

Benefits

- Providing SedonaOffice Users the ability to see the information entered in Manitou without having to login to Manitou



- Saving SedonaOffice users the need to enter an existing customer and/or system into Manitou by using the integration to add that information from SedonaOffice into Manitou

- Necessary Prerequisites
- SedonaOffice 6.1.0
- Manitou 2.1.10
- Credentials for SedonaCloud user for SedonaOffice configuration
- Credentials for BoldNetNEO user
- Basic Installation Steps
 - Disable original Manitou integration - Contact SedonaOffice support to get a new SedonaOffice license key
 - Turn off Central Station Tracking - Run SedonaSetup and uncheck “Use Central Station Tracking”
 - Update the database - Add and run SQL script (Script.PostDeployment.NeoSetup.sql) from within Microsoft SQL Management Studio on your database server
 - Create BoldNet NEO user setup for SedonaOffice to user
 - Entering Manitou credentials - Run SedonaSetup, select the Integration Setup (OP) page, select the “Manitou” line, click the CS Setup button. Enter your credentials and verify them by hitting ‘Test’.
 - Enter an accounting company

AlarmBiller to Manitou

- High Level Integration Description

Functionality

- Create a new Manitou Customer and System for an existing AlarmBiller Site and System
- Create a new Manitou System for an existing Manitou Customer from an existing AlarmBiller system
- Link an AlarmBiller Site and System to an existing Manitou Customer and System respectively

Benefits

- Providing AlarmBiller users the ability to see the information entered in Manitou without having to login to Manitou

Notes RMR Work Orders System Parts Call List Zones Docs Bold Custom Fields eForms

Data Provided by Bold

Details Contacts Zones History

Name: Chuck Fisk
 Address: 777 Lucky Lane
 Canton, Michigan 48187
 Time Zone: GMT-05:00
 Type: Customers
 Status: Pending

Activate Test Mode

- Saving AlarmBiller Users the need to enter an existing AlarmBiller customer and/or system into Manitou by using the integration to add that information from AlarmBiller into Manitou

Link/Add

System

Customer Number: BJOR0001
 Description: Ice Castle
 Passcode: reindeer
 Time Zone: Eastern Time (...)
 System Type: Event Monitor...
 Dealer: AAAA Security
 Monitoring Service: Alarms Only

First Name: Kristoff
 Last Name: Bjorgman
 Address: 123 Fake Street
 City: Chagrin Falls
 State: Ohio 44023
 Phone: (440) 555-1212 Ext

Contacts

Order	First	Last	Phone	Email	Passcode	Contact Type
10	Anna	Bjorgman				

1 - 1 of 1 items

Zones

Id	Description
2027	Hallway Smoke Detector

1 - 1 of 1 items

Ok Cancel

- Necessary Prerequisites
 - AlarmBiller 4.8.0
 - Credentials for Manitou User
- Basic Installation Steps
 - Contact AlarmBiller to turn on the integration from the host
 - Add Central Station - Navigate to setup, central stations, and add a central station for Manitou (if not already added), ensuring that the service selected for the Manitou Central Station is the 'BoldNet' option
 - Enter Manitou Credentials - Click on your username up top, add a new service record for Manitou, enter your Manitou credentials