

Manitou Integrations - AB to Manitou

12/29/2023 12:36 pm EST

Overview

This document gives an in-depth look at the AlarmBiller to Manitou Integration. This is one direction only right now.

For compatible versions and a quick look at functionality, please refer to the [Release Strategy Document](#).

AlarmBiller to Manitou

The integration from AlarmBiller to Manitou allows new customer site/systems in AlarmBiller to be either pushed or linked to Manitou. This reduces the amount of data entry that is required as well as allows AlarmBiller to view information from Manitou and put accounts On-Test.

There is currently not an integration to push Manitou customers into AlarmBiller. This is simply an integration to help initial data entry efficiency currently.

Setup

We have the option to use either Individual User authentication or Dealer Level authentication. This will be something each Central Station will need to understand and decide.

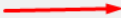
User Level = each AB user would need their own Manitou BNN webmembership user and would have to do the setup in AB.

Dealer Level = only one Manitou BNN webmembership user needs to be created and can be configured in one place.

Manitou BoldNet users can exist on multiple entities. For example, the same user can be on two different dealers. This configuration is NOT supported by the AB to Manitou integration at this time. The Manitou user must be in a unique context.

Host Portal

We suggest that the Host Setup > Third Party Services be set up to allow both.

ManitouUser	2.1	CentralStation	BoldNEO		User	 Edit	 Delete
Sedona Clou...	2.0	SedonaCloud	SedonaCloud		Dealer	 Edit	 Delete
* PlivoSMS		SMS	PlivoSMS		Host	 Edit	 Delete
ManitouDeal...	2.1	CentralStation	BoldNEO		Dealer	 Edit	 Delete



1 - 11 of 11 items

These should not have a default URL and they should not be enabled for all dealers.

Then in the Individual Dealer in the Host portal under the Services tab, you can enable whichever one the customer

wants to use.

Sales Automation: ☒

Service Add Ons:
Lock Box: ☐

NotesContactsUsersServicesTicketsLogs

Third Party Services

Service Name	Version	Default Url	Enab...	
Service Type: CentralStation				
ManitouUser	2.1			...
ManitouDealer	2.1			

1

1 - 2 of 2 items

Dealer Portal

After this, Dealer can then 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 desired option we enabled for them.

Customers Invoices Payments RMR Work Orders Proposals Calendar GL Reports Setup Accounting ▾

Central Stations

+ Add Central Station ☐ Show Inactive Central Stations

Name	Service	
Acadian		
Affiliated		
CMS		
COPS		
Dynamark		
ESC		
Manitou SDKsupport		
Rapid Response		
test	ManitouUser - 2.1	
Test CS 2	ManitouUser - 2.1	

1 2 10 items per page 1 - 10 of 15 items

Edit

Name: Manitou SDKsupport

Service: ManitouUser - 2.1

Endpoint: https://sdksupport.boldgroup.solutions/

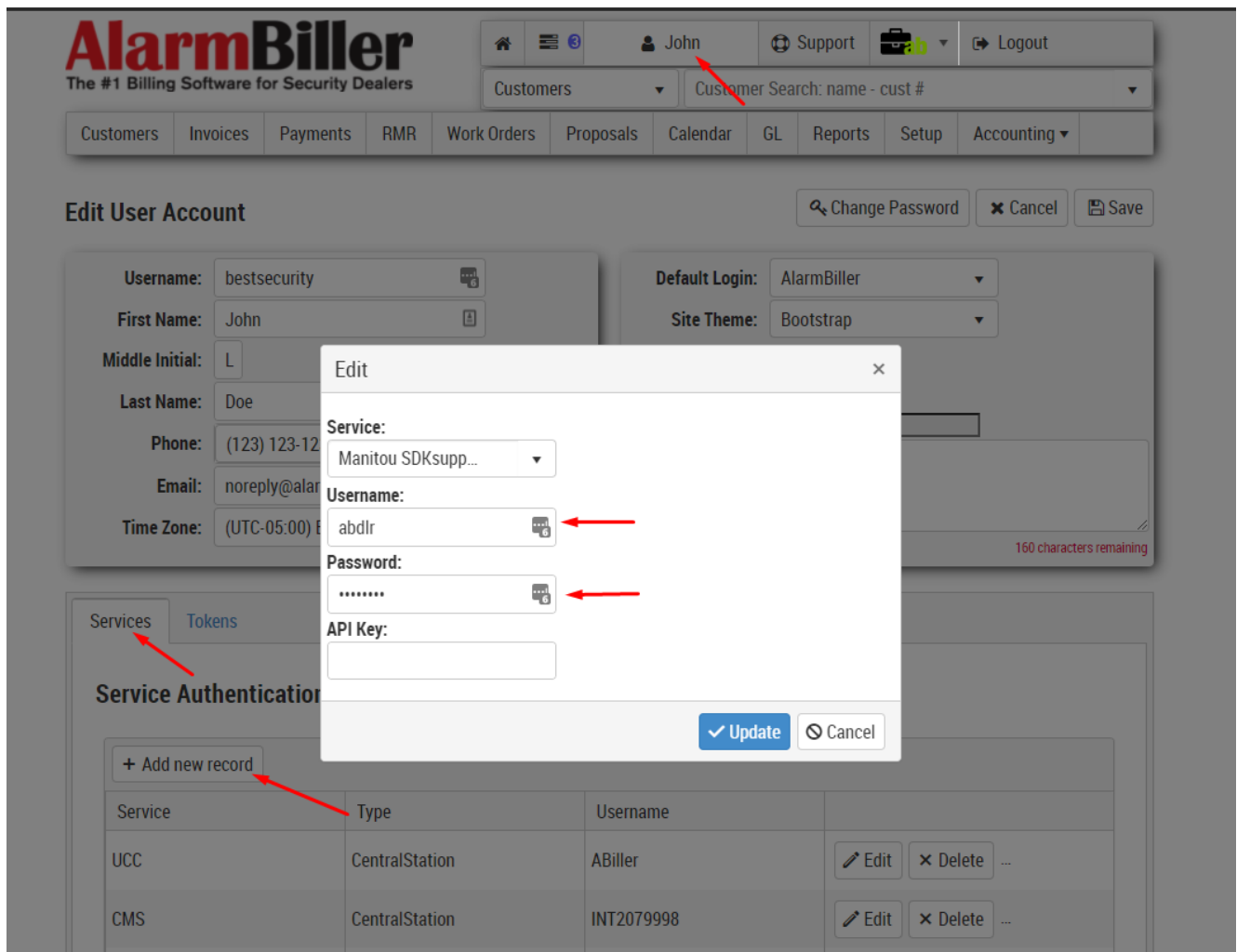
Update Cancel

If a customer is using Dealer level authentication, add the username and password here.

The URL should be set to their BoldNet base path. This is NOT the /manitou path that we use to access the BNN Client. But you can test to make sure that it is accessible.

Important! The URL in AlarmBiller MUST have the trailing / at the end of the URL. You will be able to get an OAUTH token (validate the connection) but it will not pull data correctly.

If they are using User Level authentication, then each user will then need to click on their username up top and, in the services area below their user information, add a new record for Manitou, entering the Username and Password utilized to login to Boldnet Webmembership user. This step will need to be completed by each user that would like to utilize the integration



Using the Integration

All major functionality exists at the AB System level. This will explain how you can use this integration to:

- Link to existing Manitou Customers
- Push a new Manitou Customer

Linking Existing Customers

First, you want to identify the Manitou Customer you'll want to link to the AlarmBiller site. In Manitou, identify the customer. You'll want to take note of the Customer ID field.

Details

Customer ID 123456

Name Fournier

Type Residential

Account Type Normal Account

Related Type Normal

Country United States of America

Language English (United States)

Time Zone Eastern Time (US & Canada)

Street 1
street 123

City
Hudson

State Ohio Zip Code 44236

Then, identify the System in Manitou. You'll want to also take note of System No.

Systems

System No	Description	Type	Panel Type
1	fdsa	Event Monitoring	

Rows: 10 1-1 of 1

In AlarmBillr, navigate to the System you want to link to Manitou. In order to make the link, the System must be associated with a Manitou-enabled Central Station by hitting edit on the system and selecting the Manitou option in the central station field.

System: Burglar Alarm - 4984965

Customer: Angerly Gesse - 1002

System Number: 4984965

System Type: Burglar Alarm

Panel Type: 0162-32-D

Panel Location:

Warranty Labor: One Year Warranty

Warranty Part: One Year Warranty

Warranty Start: 10/01/2019

Service Level: T&M

Central Station: Manitou

Account Number: ☐ Link/Add

Inactive Date:

In the next screen, select the "Link" option

Link/Add

Link

Add

In the resulting form, fill the Customer ID and the System No from Manitou respectively into the Customer Number and Account Number fields. Click Ok when you're done.

Link/Add

Customer Number: FIS0001

Account Number: 1

Ok

Cancel

After the System saves the integration, you'll notice two things: First, the Ext. Customer # and Account Number show under the Central Station field; second, there is a new tab that corresponds to your Manitou-enabled central station (here, it's called "Bold"). Clicking the new tab will show you the linked information.

System: Burglar Alarm - 57

Customer

Back to Site

Edit

Customer: Fournier - 1000

System Number: 57

System Type: Burglar Alarm

Panel Type: 0162-32-D

Panel Location:

Warranty Labor: One Year Warranty

Warranty Part: One Year Warranty

Warranty Start: 05/15/2019

Service Level: T&M

Central Station: Manitou

Ext. Customer #: 123456

Account Number: 1

Inactive Date:

Comments:

Notes

RMR

Work Orders

System Parts

Call List

Zones

Docs

Manitou

Custom Fields

eForms

Data Provided by Manitou

The Details tab shows you the basic information about the account: the name, address, etc. of the Manitou Customer. Likewise, from here you can activate or deactivate Test Mode (Out of Service). On this and the rest of the integration tabs, the 'circled-I' icon in the bottom right will show additional information that isn't shown directly in AlarmBillr.

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

The Contacts tab will show you the Contact List in Manitou.

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

Data Provided by Bold

Details Contacts Zones History

Order	Full Name	Phone Number	Email Address	Passcode	
0	Fisk, Chuck	(313) 555-4565	chuck@friskfish.com	rainbow trout	
0	Fisk, Chuck				
0	Security, Safe	(719) 558-2648; (719) 9...	sales@safeandsoudsec...		

1 - 3 of 3 items

The Zones tab will show you the zones for that System.

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

Data Provided by Bold

Details Contacts Zones History

System	Area	Zone	Description	
1	*	z1	zone 1	

1 - 1 of 1 items

The History tab will show you the history for that Customer.

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

Data Provided by Bold

Details Contacts Zones History

Alarm Events Only

Event Date	Description	
04/01/2019 18:10:01	SIGNAL - On Test Removed (*OTR) 'On Test Removed [ID: 0...	
04/01/2019 18:09:59	ON TEST [Temporary] - STOPPED ID: 0 - 18:04 to 19:04, 1 A...	
04/01/2019 18:09:59	ON TEST [Temporary] - DELETED ID: 0 - 18:04 to 19:04, 1 A...	
04/01/2019 18:04:59	SIGNAL - On Test Started (*OTS) 'On Test Started [ID: 0, Wh...	
04/01/2019 18:04:57	ON TEST [Temporary] - STARTED ID: 0 - 18:04 to 19:04, 1 A...	
04/01/2019 18:04:57	ON TEST [Temporary] - CHANGED ID: 0 - 18:04 to 19:04, 1 ...	

1 - 6 of 6 items

Since this process requires linking the AlarmBiller Site and System, you'll notice a new tab on the Customer System view. Under the Utilities tab, we've added an 'External' tab (visible only to Administrator Users). This tab shows the linkage to the Manitou Customer, and can, at a future date, show other integrations with this record. Deleting this record will render your integrations with this Site (and its Systems) inoperative, so only delete it if you're sure you no longer wish to have this Site and its Systems integrated with Manitou.

Site: Kristoff Bjorgman - 1 Customer Edit

Customer: Kristoff Bjorgman - 1104
Site: Kristoff Bjorgman
 123 Fake Street
 Chagrin Falls, OH 44023
 (440) 555-1212
 jacob.silvia@boldgroup.com

Site Number: 1
Sales Tax: Geauga County Sales Tax
Tax Rate: 6.750%
Tax Exempt:
Site Since: 04/04/2019
Inactive Date:

Warranty Start: 04/04/2019
Warranty Labor:
Warranty Part:
Service Level:

Comments:

Notes Systems RMR Work Orders Site Parts **Contracts** Zones Authorities Utilities

Docs Custom Fields eForms Part Ledger External

Drag a column header and drop it here to group by that column

Service	External Key	Description
Bold	108	FIS0001

1 - 1 of 1 items

If you try to link additional systems attached to this site, the Link/Add window will prepopulate the Customer Number field, you will just need the account number to add

Link/Add

Customer Number: FIS0001

Account Number:

Ok Cancel

Adding New Customers

If you'd like to add a new customer and system, click "Add" on the Link/Add window instead.

Link/Add

Link

Add

Like our other Central Station integrations, you'll be able to fill out a form to send the Customer and System to Manitou. Customer Number is directly associated with the Customer ID in Manitou. You will then want to make sure you select the proper system type, dealer, and monitor type for the system that will be created in Manitou. Once you're done, click "Ok."

Link/Add

System

Customer Number: BJOR0001
 Description: Ice Castle
 Passcode: reindeer
 Time Zone: Eastern Time (...)
 System Type: Event Monitori...
 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				

10 items per page 1 - 1 of 1 items

Zones

Id	Description
2027	Hallway Smoke Detector

10 items per page 1 - 1 of 1 items

Ok Cancel

The Contacts and Zones pulls from the AlarmBiller System level Call List and Zones. Populate those before creating the Manitou account through the integration if you want them to be pushed over.

Once it's saved, you'll see that the System now shows the Ext. Customer # and Account Number under the Central Station (like it does with the Link), and the Central Station tab (here called "Bold").

System: Burglar Alarm - 57 [Customer] [Back to Site] [Edit]

Customer: Fournier - 1000
 System Number: 57
 System Type: Burglar Alarm
 Panel Type: 0162-32-D
 Panel Location:

Warranty Labor: One Year Warranty
 Warranty Part: One Year Warranty
 Warranty Start: 05/15/2019
 Service Level: T&M
Central Station: Manitou
Ext. Customer #: 123456
 Account Number: 1
 Inactive Date:

Comments:

Notes 0 RMR 0 Work Orders 1 System Parts 14 Call List 1 Zones 1 Docs 0 **Manitou** Custom Fields eForms 0

Data Provided by Manitou

You'll see the same information provided from linking on the Integration Tabs after adding:

Notes 0 RMR 0 Work Orders 0 System Parts 0 Call List 1 Zones 1 Docs 0 Bold Custom Fields eForms 0

Data Provided by Bold

Details Contacts Zones History

Name: Kristoff Bjorgman
Address: 123 Fake Street
 Chagrin Falls, Ohio 44023
Phone: (440) 555-1212
Time Zone: GMT-05:00
Type: Customers
Status: Pending

Notes 0 RMR 0 Work Orders 0 System Parts 0 Call List 1 Zones 1 Docs 0 Bold Custom Fields eForms 0

Data Provided by Bold

Details Contacts Zones History

Order	Full Name	Phone Number	Email Address	Passcode
0	Bjorgman, Anna			
0	Bjorgman, Kristoff	(440) 555-1212		
0	Security, AAAA	(703) 849-7774; (709) 3...	securewithaaaa@aaaas...	

10 items per page 1 - 3 of 3 items

Notes 0 RMR 0 Work Orders 0 System Parts 0 Call List 1 Zones 1 Docs 0 Bold Custom Fields eForms 0

Data Provided by Bold

Details Contacts Zones History

System	Area	Zone	Description
1	*	2027	Hallway Smoke Detector

10 items per page 1 - 1 of 1 items

(No history is shown when adding because there's no history on a customer and system that was just added in Manitou yet)

If you want to push more Systems for this Site, just follow the same steps as before. The Customer Number will already be filled in for you.

Link/Add

System

Customer Number*: 123456

Description:

Passcode*:

Time Zone*: Please Select

System Type*: Please Select

Dealer*: Please Select

Monitoring Service*: Please Select

Business Name*: Fournier

Address*: street 123

City*: Hudson

State*: Ohio 44236

Phone: (000) 000-0000 Ext

You'll see in Manitou that your customer has been added (AlarmBiller Site)

Details

Customer ID

BJOR0001

Q

113

Name

Kristoff Bjorgman

...

Type

Residential

Account Type

Normal Account

Related Type

Normal

Country

United States of America

Language

English (United States)

Time Zone

Eastern Time (US & Canada)

Street 1

123 Fake Street

City

Chagrin Falls

State

Ohio

Zip Code

44023

...

Customer Activity Log

Standard

LISTEN

And it's Systems (AlarmBillr's Systems)

Systems

+

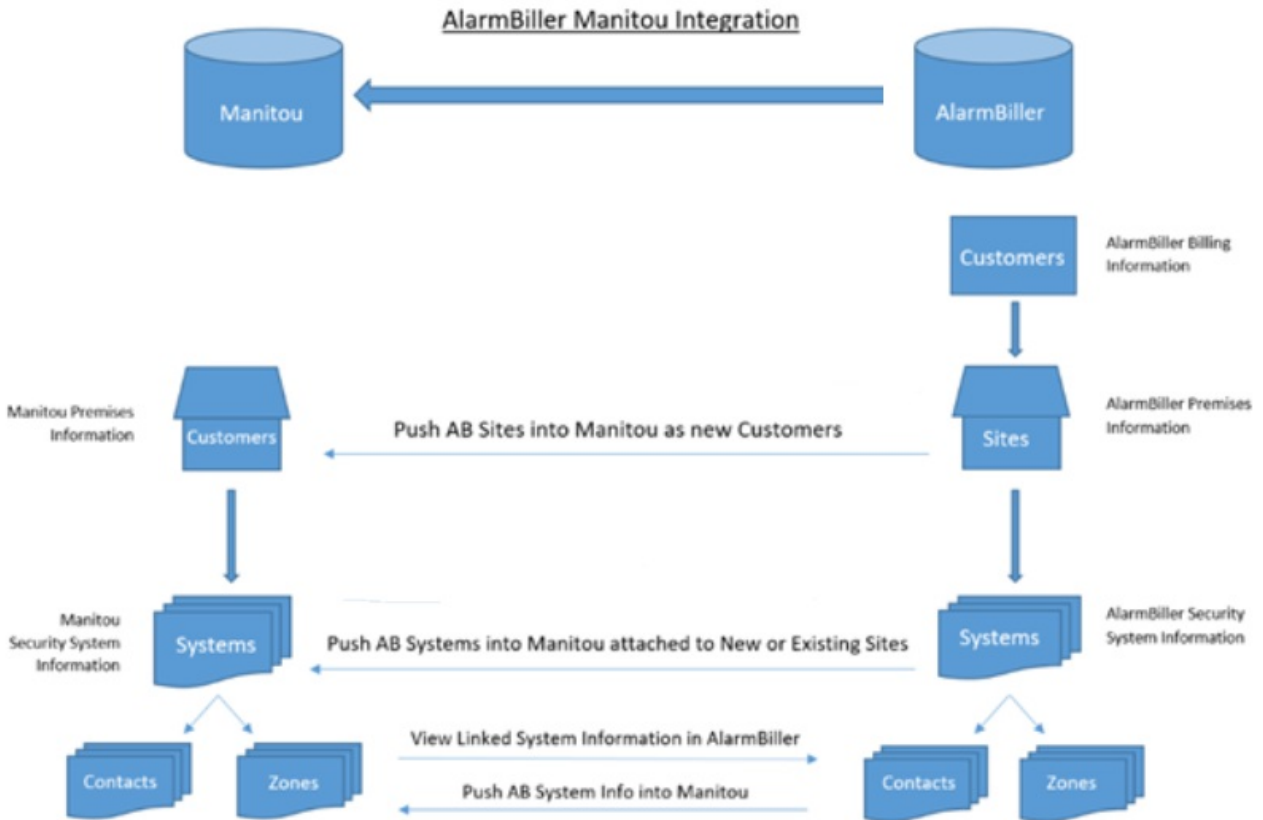
Q

System No	Description	Type	Panel Type
1	Ice Castle	Event Monitoring	
2		Event Monitoring	

Rows: 10 ▾ 1-2 of 2

DataFlow Diagram

AlarmBillr lets you link your Customer's Site/Systems to a corresponding Customer/System in Manitou. You may either link to an existing System, or you may push your Systems from AlarmBillr into Manitou.



Field to Field Mapping

This provides a quick look at what fields can be expected as part of this integration.

AB Site/ Manitou Customer Mapping

Manitou	AlarmBiller
Dealer	Available to determine upon push
Time Zone	Available to determine upon push
Customer ID	Available to determine upon push
Name	AB Customer Name (can be edited on push)
Customer Address	Site Address

System Mapping

Manitou	AlarmBiller
System No	System Number
Description	System Name
System Type	Available to determine upon push
Monitoring Service	Available to determine upon push
Passcode	Available to determine upon push

Contact Mapping

Manitou	AlarmBiller
Order	Sort Order
Name	First/Last Name
Password	Passcode
Type	Available to determine upon push
Phone	Phone
Email	Email

Zones Mapping

Manitou	AlarmBiller
ID	Zone Number
Description	Description
Area	Always pushed over as “*”

Questions

Q: Can I add one system and link another?

A: Yes. You may add additional Systems after a System has been linked; likewise, you may add additional Systems in Manitou and link them to AlarmBiller Systems after initially pushing the Customer/System through AlarmBiller.

Q: Can I associate a System with a different Manitou Customer than the other Systems for that Site.

A: No. Each AlarmBiller Site must correspond to a Manitou Customer, and its Systems correspond to a Manitou System.