

AlarmBiller to Manitou Integration

05/24/2024 8:12 am EDT

Overview

This document gives an in depth look at the AlarmBiller to Manitou Integration.

The integration from AlarmBiller to Manitou allows new customer sites/systems in AlarmBiller to be either pushed into Manitou, or linked to an existing Manitou account. 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.

The integration is currently one direction. Information pushes from AlarmBiller to Manitou only. Manitou customers therefore cannot be pushed into AlarmBiller. The integration simply helps with initial data entry efficiency.

Integration 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
- View Manitou information from within AlarmBiller
- Put accounts On-Test through AlarmBiller

Setup

Prerequisites

- AB 4.8.0+
- Manitou 2.1.20+
- Credentials for Manitou User

Installation Steps

1. The central station will need to decide whether they will use Individual User authentication or Dealer Level authentication for the integration.
 - 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.
2. Contact AlarmBiller to turn on the integration in company host setup.

- a. Navigate to Host Setup > Third Party Services and allow Manitou Central Station integration for both the User and Dealer level. This way customers can decide which one they wish to use. These should not a default URL and they should not be enabled for all dealers.

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

- b. 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: ☐

Notes Contacts Users **Services** Tickets Logs

Third Party Services

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

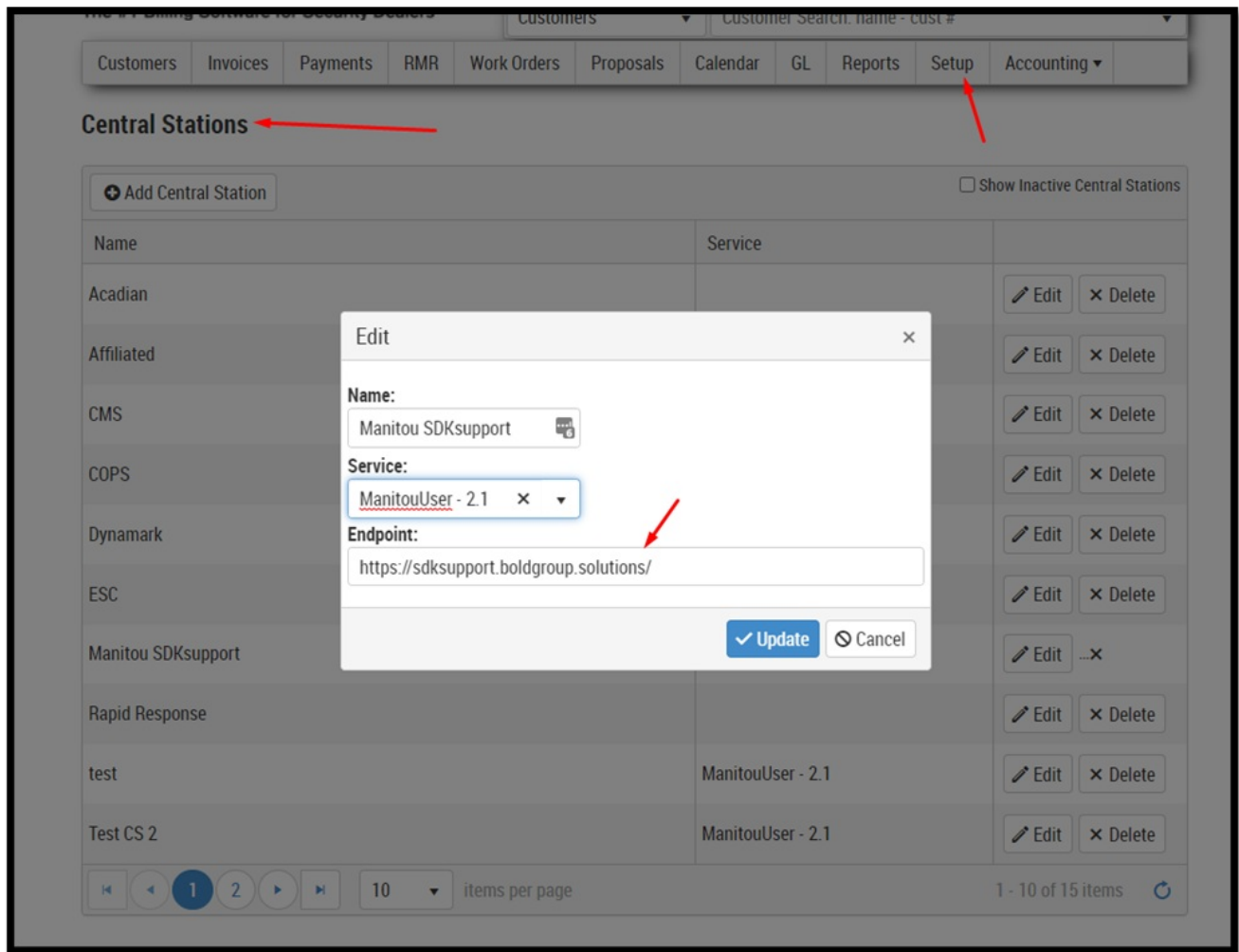
1 - 2 of 2 items

3. Add Central Station – the 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 ‘BoldNet’ option

If they are using Dealer level authentication, they would also add the username and password here.

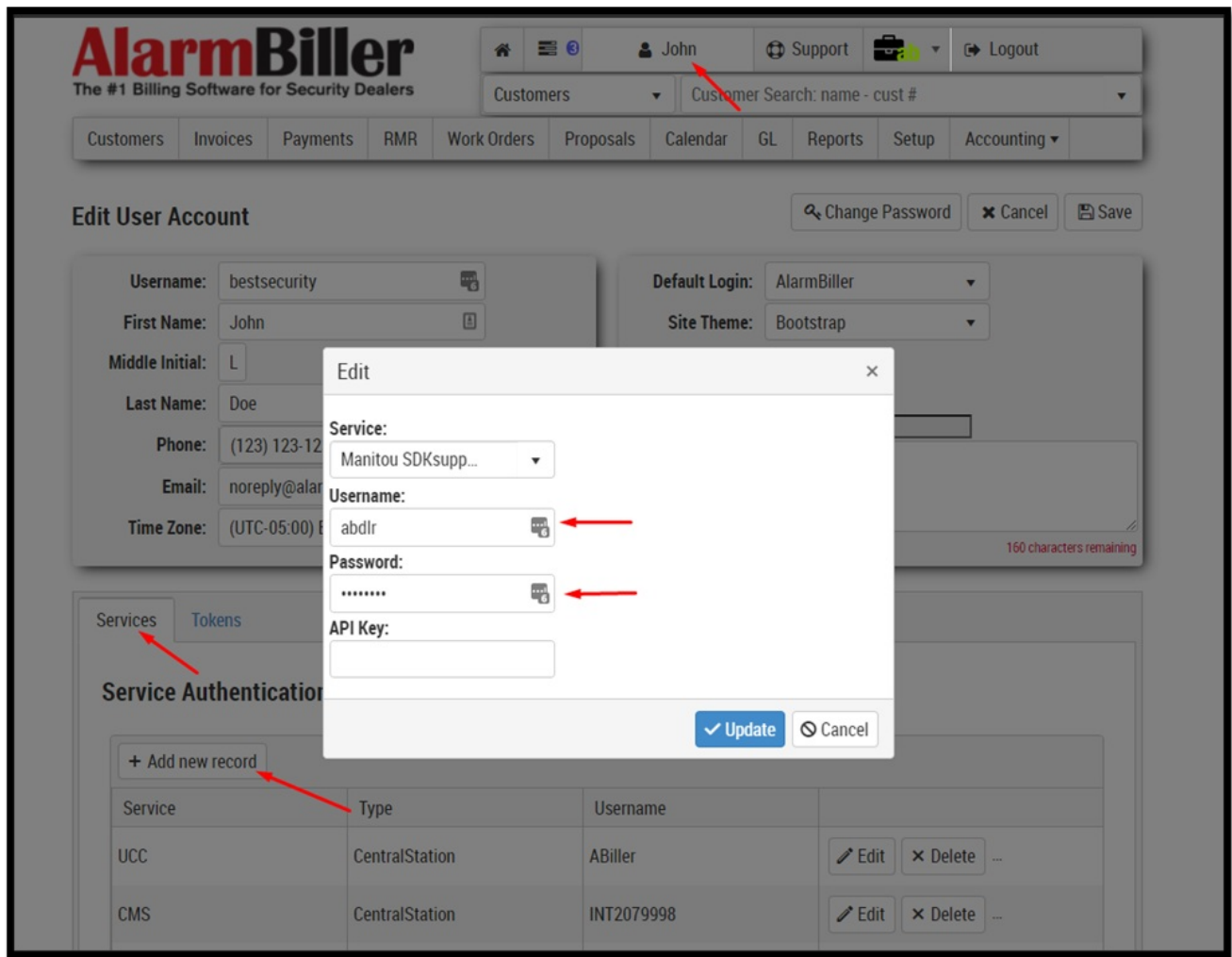
The URL should be set to their BoldNet base path. This is NOT the /manitou path that we use to access the BNN Client. But you can test to make sure that it is accessible.

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.



4. Enter Manitou Credentials - 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

Note - 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 a unique context.



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 Q ≡ 358 P

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 the System No.

Systems +

Q

System No	Description	Type	Panel Type
1	fdsa	Event Monitoring	

Rows: 10 ▾ 1-1 of 1

In AlarmBillr, you'll next want to 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 Back to Site Edit

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, you'll want to select the "Link" option



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.

A screenshot of the "Link/Add" dialog box. The window title is "Link/Add" with a close button (X) in the top right. The main area contains two input fields. The first is labeled "Customer Number:" and contains the text "FIS0001". To the right of this field is a small question mark icon. The second is labeled "Account Number:" and contains the text "1". To the right of these fields are two buttons: "Ok" with a checkmark icon and "Cancel" with an X icon.

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:

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

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 AlarmBiller

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

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
--	---

i C

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@fiskfish.com	rainbow trout	
0	Fisk, Chuck				
0	Security, Safe	(719) 558-2648; (719) 9...	sales@safeandsoudsec...		

◀
1
▶
10 items per page
 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
▶
10 items per page
 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
10 items per page
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 instead you'd like to add a new customer and system, click "Add" on the Link/Add window instead



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."

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				

1 - 1 of 1 items

Zones

Id	Description
2027	Hallway Smoke Detector

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: 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

☒ Activate Test Mode

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	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 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	*	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	Business Name*:	Fournier
Description:		Address*:	street 123
Passcode*:			
Time Zone*:	Please Select	City*:	Hudson
System Type*:	Please Select	State*:	Ohio 44236
Dealer*:	Please Select	Phone:	(000) 000-0000 Ext
Monitoring Service*:	Please Select		

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

Details

Customer ID BJOR0001 🔍 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

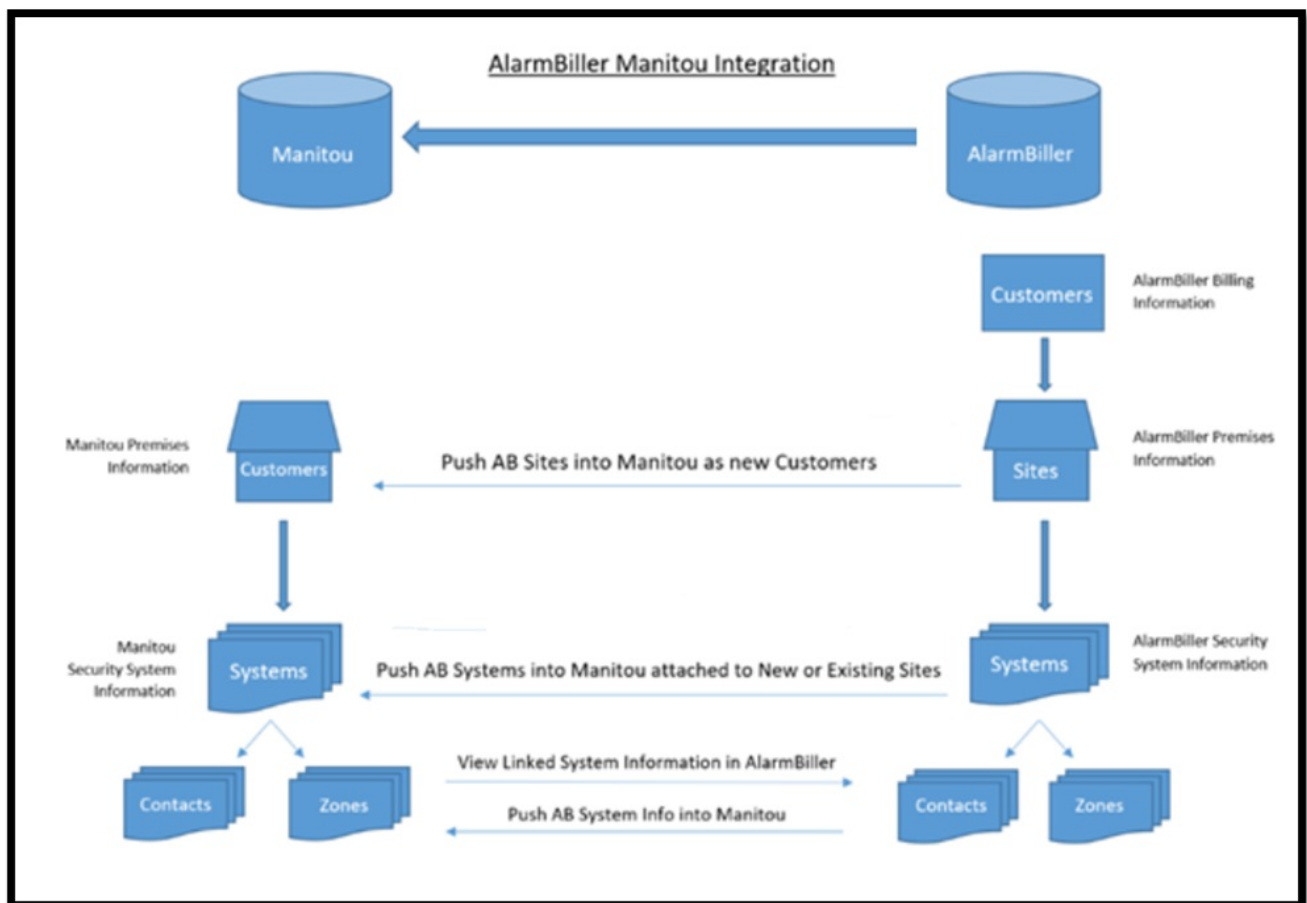
Customer Activity Log Standard ▾ LISTEN

And it's Systems (AlarmBiller's Systems)

Systems			
System No	Description	Type	Panel Type
1	Ice Castle	Event Monitoring	
2		Event Monitoring	
Rows: 10 ▾ 1-2 of 2			

DataFlow Diagram

AlarmBiller 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 AlarmBiller 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.