



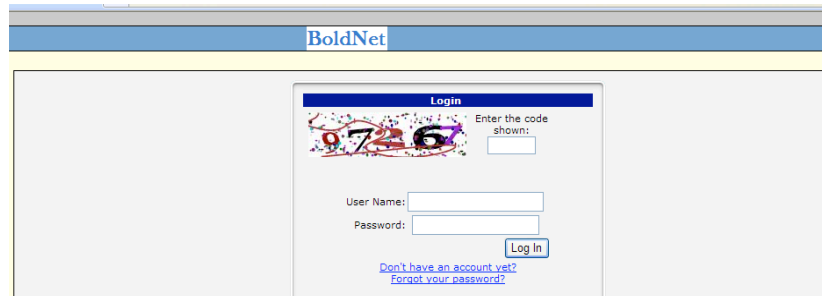
Presents BoldNet Training

A. How to Login to BoldNet

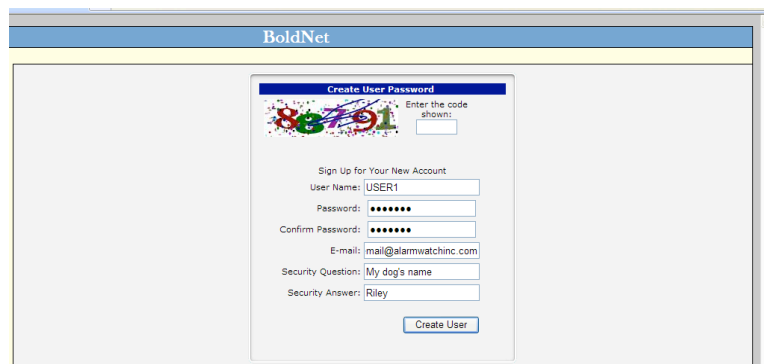
- 1.) Visit our website at www.alarmwatchinc.com



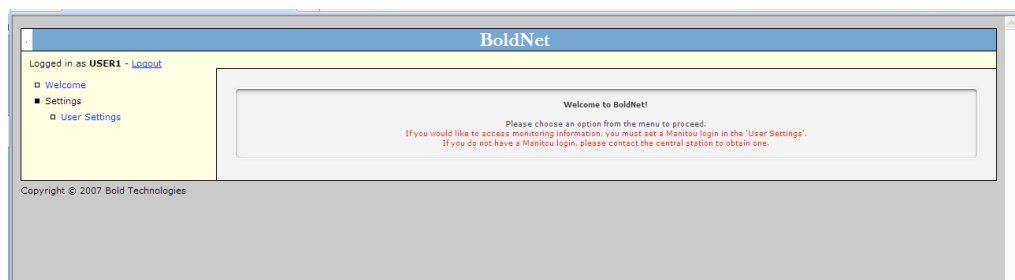
- 2.) Enter the dealer area
- 3.) Select the Manitou Log In Button
- 4.) First time users must register by selecting "Don't have an account yet?"



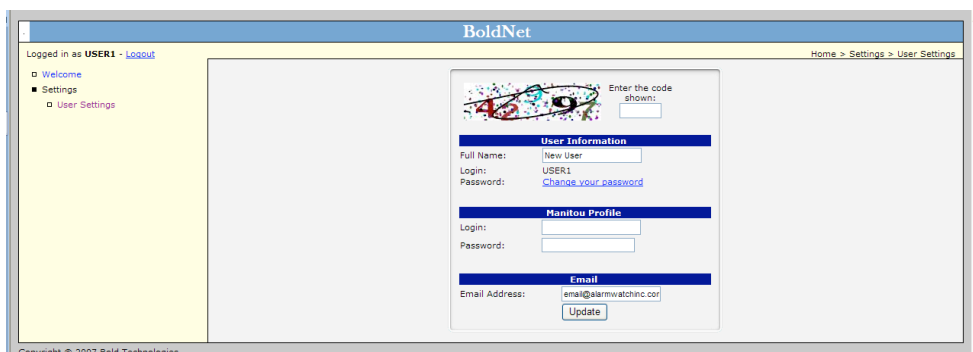
- 5.) Create a user id, password with one symbol, email address, security question and answer. (Your email address will be used in case you forget your login information)
- 6.) Select create user



- 7.) When you have created a successful login than proceed to User Settings



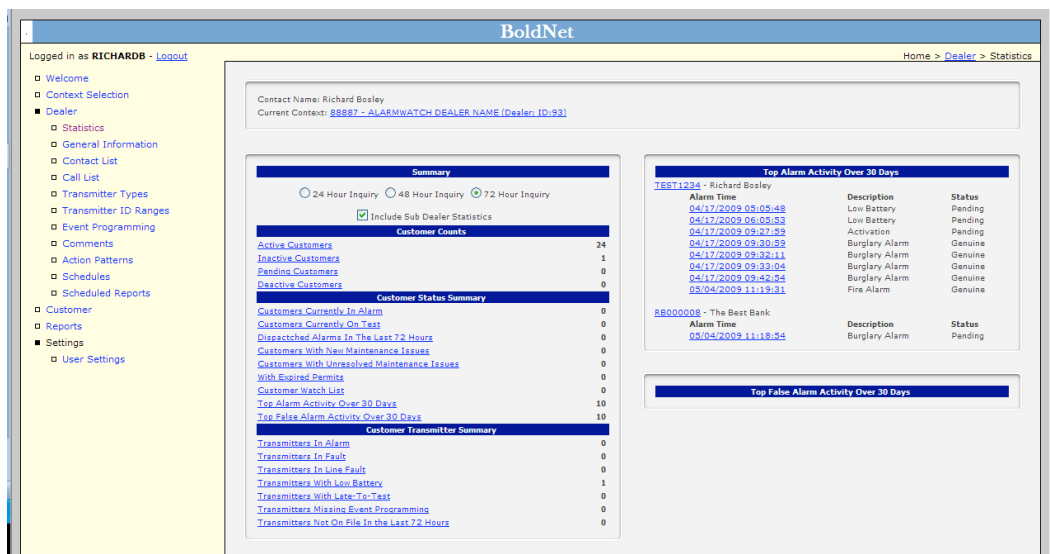
- 8.) Here you will enter under Manitou Profile the ID and Password AlarmWATCH provided you



B. Dealer Information:

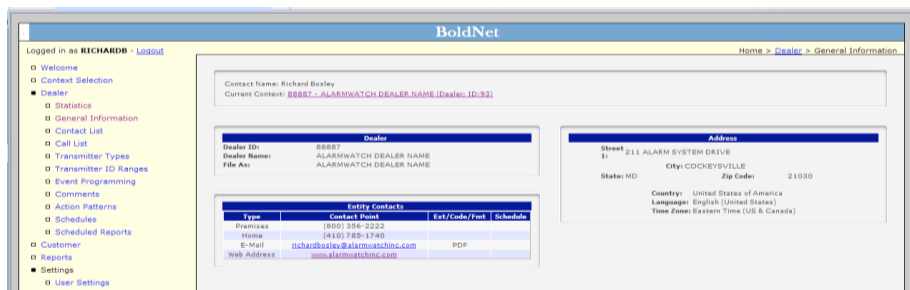
1.) Statistics

This page will give you a snap shot of your account base and their activity. You can see a current list of active accounts, customers currently in alarm, customers currently on test, dispatched alarms in the past 24-72 hours, top alarm activity for 30days, transmitters with low battery, and transmitters with late to test.



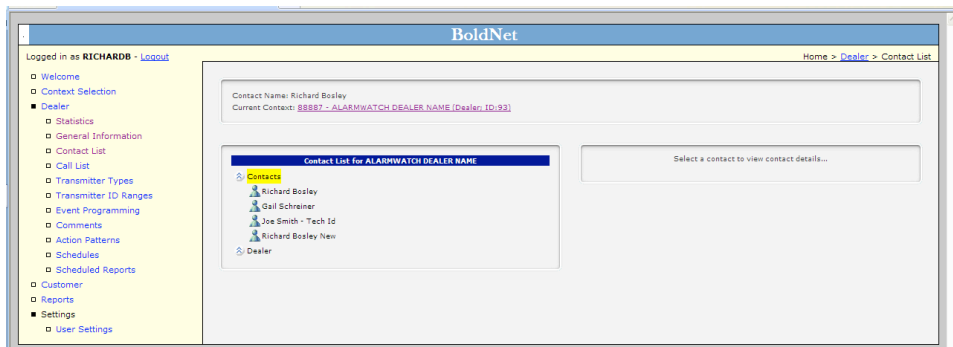
2.) General Information

You may verify your dealer address and contact information in this field.



3.) Contact List

This field contains a list of employees you provided AlarmWATCH that contain a phone number, web id, or tech id. You may select any individual to view their details than select contacts to see the actual phone numbers.



4.) Call List

The call list would be the order the central station would call for after hour emergencies.

5.) Transmitter Id Ranges

This is the list of account numbers assigned to your alarm company. This will also provide you with the next account number available in your assigned range.

Transmitter ID Ranges					
Rec. Line Prefix	TX ID Type	TX ID From	TX ID To	Next TX ID	Range
Test2	Decimal	1030	1039	1031	

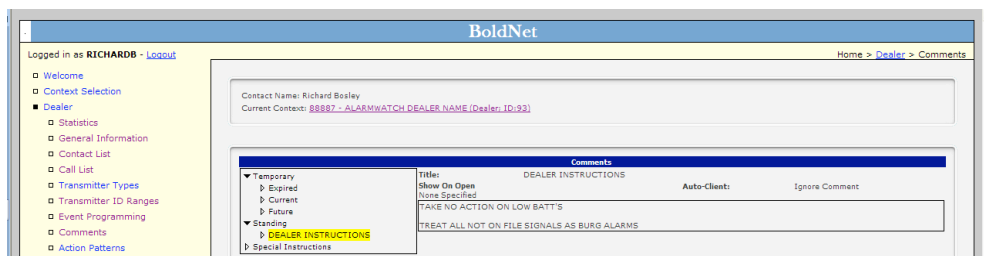
6.) Event Programming

Is a list of event codes that are assigned action patterns based on your instructions. You will only see information listed in this area if your procedures are different than AlarmWATCH's standard operating procedures.

Dealer Event Programming			
Event	Alarm	Actions	Instructions
*L	Yes	TEST	NO ACTION PER DEALER INST
BA	Yes	2CALL	2 CALL VERIFICATION
FA	Yes	CFIRE	

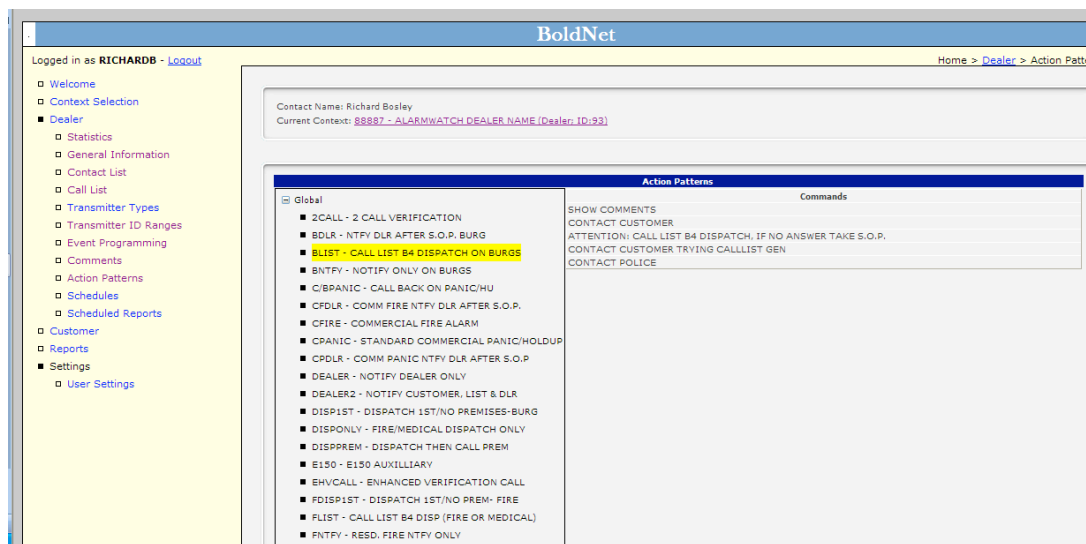
7.) Comments

Comments will be entered for any procedure that pertains to your entire account base and cannot be automated. We will refer to these comments as your Dealer Instructions.



8.) Action Patterns

Action patterns are a tool to automate instructions instead placing comments on the account. You will find AlarmWATCH's global action patterns as well as any created specifically for your alarm company. You may select an action pattern code and view the commands to see what action the central station operator will take.

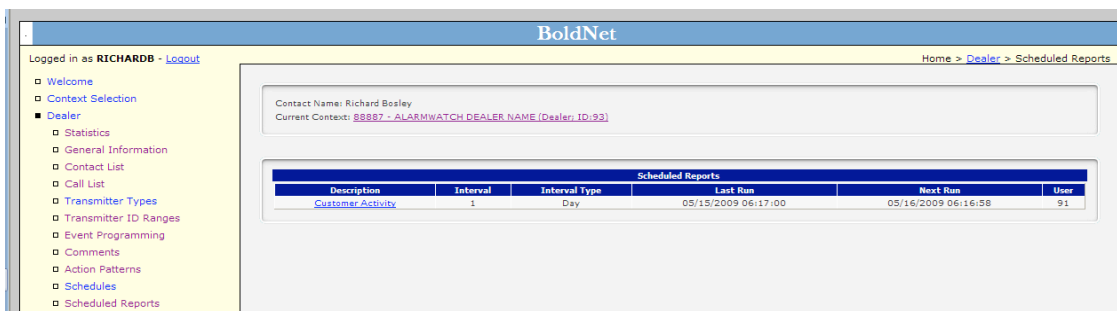


The screenshot shows the BoldNet interface for Action Patterns. The user is logged in as RICHARDB. The page displays a list of global action patterns on the left and a detailed view of the selected pattern 'BLIST - CALL LIST B4 DISPATCH ON BURGS' on the right. The commands for this pattern include: SHOW COMMENTS, CONTACT CUSTOMER, ATTENTION: CALL LIST B4 DISPATCH, IF NO ANSWER TAKE S.O.P., CONTACT CUSTOMER TRYING CALLLIST GEN, and CONTACT POLICE.

Action Patterns	Commands
Global	
2CALL - 2 CALL VERIFICATION	
BDLR - NTFY DLR AFTER S.O.P. BURG	
BLIST - CALL LIST B4 DISPATCH ON BURGS	SHOW COMMENTS
BNTFY - NOTIFY ONLY ON BURGS	CONTACT CUSTOMER
C/BPANIC - CALL BACK ON PANIC/HU	ATTENTION: CALL LIST B4 DISPATCH, IF NO ANSWER TAKE S.O.P.
CPDLR - COMM FIRE NTFY DLR AFTER S.O.P.	CONTACT CUSTOMER TRYING CALLLIST GEN
CFIRE - COMMERCIAL FIRE ALARM	CONTACT POLICE
CPANIC - STANDARD COMMERCIAL PANIC/HOLDUP	
CPDLR - COMM PANIC NTFY DLR AFTER S.O.P	
DEALER - NOTIFY DEALER ONLY	
DEALER2 - NOTIFY CUSTOMER, LIST & DLR	
DISP1ST - DISPATCH 1ST/NO PREMISES-BURG	
DISPONLY - FIRE/MEDICAL DISPATCH ONLY	
DISPREM - DISPATCH THEN CALL PREM	
E150 - E150 AUXILIARY	
EHVCALL - ENHANCED VERIFICATION CALL	
FDISP1ST - DISPATCH 1ST/NO PREM- FIRE	
FLIST - CALL LIST B4 DISP (FIRE OR MEDICAL)	
FNTFY - RESD, FIRE NTFY ONLY	

9.) Scheduled Reports

You will see a list of reports that are sent to you automatically on a frequent basis. AlarmWATCH recommends you receive a daily activity, late to test, and masterfile report on a daily basis via email.



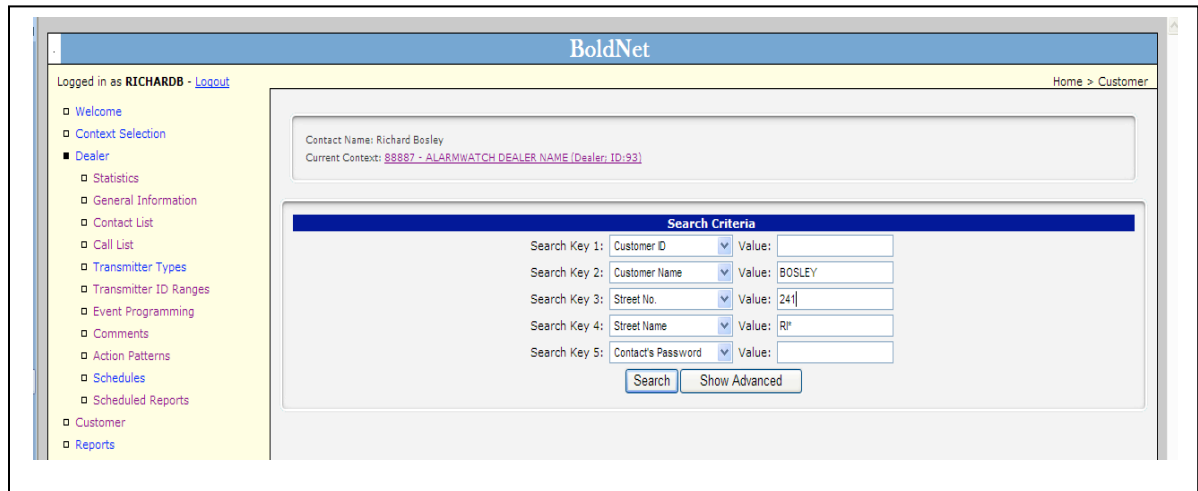
The screenshot shows the BoldNet interface for Scheduled Reports. The user is logged in as RICHARDB. The page displays a table of scheduled reports. The table has columns for Description, Interval, Interval Type, Last Run, Next Run, and User.

Scheduled Reports					
Description	Interval	Interval Type	Last Run	Next Run	User
Customer Activity	1	Day	05/15/2009 06:17:00	05/16/2009 06:16:58	91

C. Customer Information

1.) Search Fields

You can use up to five different search keys at the same time to look up your customers. The most popular search fields are Customer Id, Customer Name, Street No, and Street Name, and Contacts Password. If you are not sure of the spelling you may use the * as a wild card and spell part of the name followed by the *. Once your choices are loaded please select the customer you want.



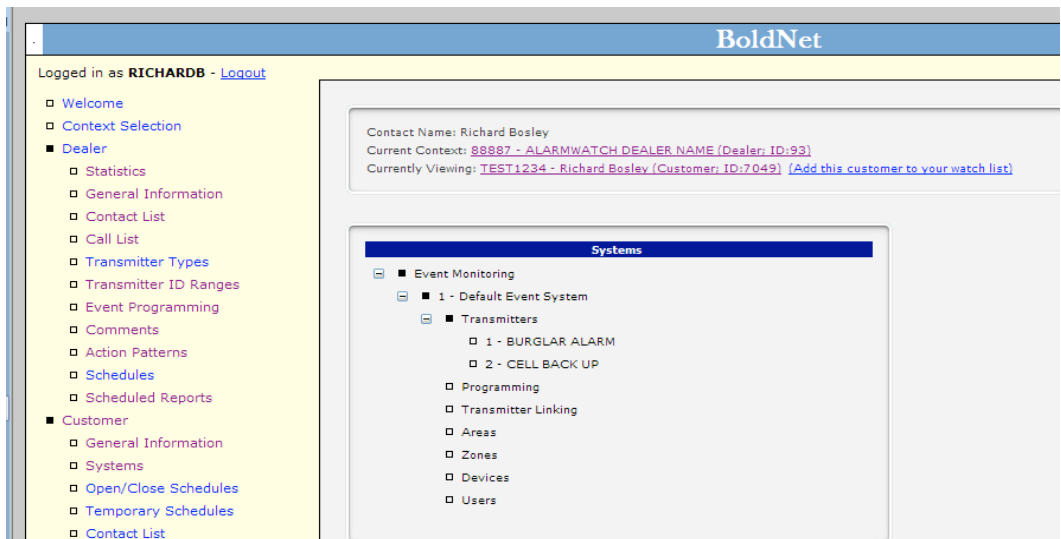
The screenshot shows the BoldNet web interface. At the top, it says "Logged in as RICHARDB - Logout" and "Home > Customer". The main content area displays "Contact Name: Richard Bosley" and "Current Context: 88887 - ALARMWATCH DEALER NAME (Dealer ID:93)". Below this is a "Search Criteria" section with five search keys and their corresponding values:

Search Key	Value
Search Key 1: Customer ID	
Search Key 2: Customer Name	BOSLEY
Search Key 3: Street No.	241
Search Key 4: Street Name	RI*
Search Key 5: Contact's Password	

Buttons for "Search" and "Show Advanced" are located below the search criteria.

2.) Systems

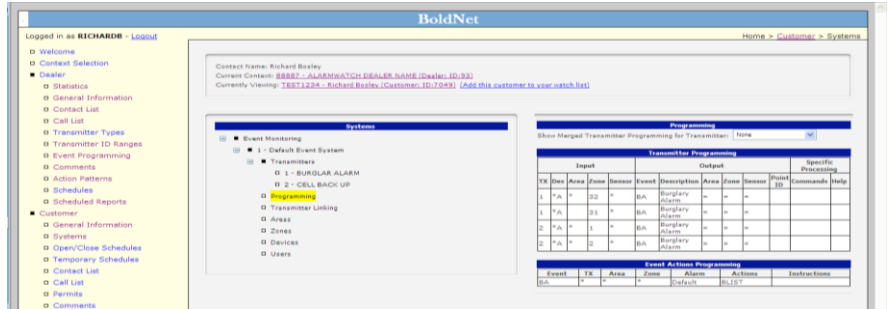
Under systems you will find the transmitter id your technician programmed in the alarm panel, any programming, zone description or user ids provided by you.



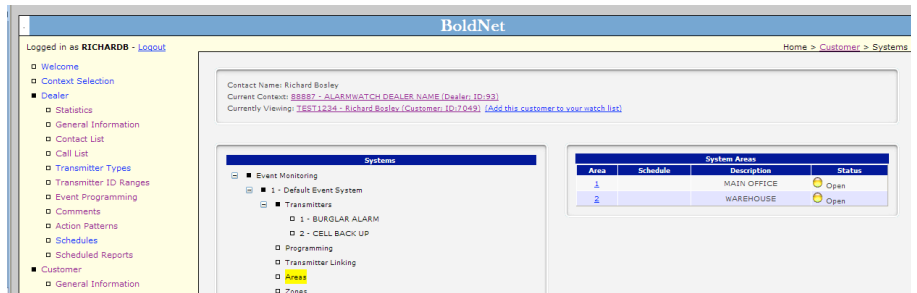
The screenshot shows the BoldNet web interface. At the top, it says "Logged in as RICHARDB - Logout" and "Home > Customer". The main content area displays "Contact Name: Richard Bosley" and "Current Context: 88887 - ALARMWATCH DEALER NAME (Dealer ID:93)". Below this is a "Systems" section with a tree view:

- Event Monitoring
 - 1 - Default Event System
 - Transmitters
 - 1 - BURGLAR ALARM
 - 2 - CELL BACK UP
 - Programming
 - Transmitter Linking
 - Areas
 - Zones
 - Devices
 - Users

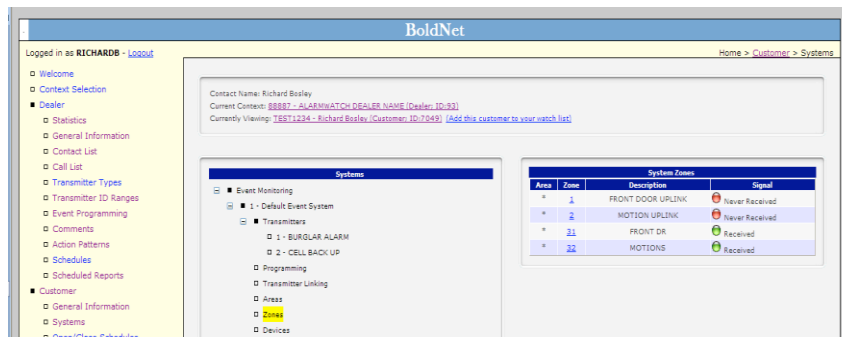
- a. Transmitter programming will be listed for any non intelligent formats.
- b. Event action programming will have any event listed that is assigned to an action pattern. You may see the action pattern instructions in the action pattern field.



- c. Areas may be labeled for partition accounts i.e. main office, warehouse



- d. Zones are the description you provided our data entry department i.e. front door, motion, keypad, etc.



- e. Users would be listed for any subscriber that sends opening/closings signals with user names and numbers provided by you.

3.) General Information

You can review the address and premise contact information as well as the status of this account under this field.

4.) Contact List

This field contains the phone numbers, web id, or alarm cancellation codes you have provided AlarmWATCH on behalf of your customer to create a notification list. You may select any individual to view their details than select contacts to see the actual phone numbers.

5.) Call List

This is the order we will contact the notification list after attempting the premise and authorities if needed.

6.) Permits

In this field you will find any permit or registration number you have provided AlarmWATCH for your customers in jurisdictions that require them.

7.) Action Patterns

Action patterns are a tool to automate instructions instead placing comments on the account. You will find a list of AlarmWATCH’s global action patterns as well as any created specifically for this customer. You may select an action pattern code and view the commands to see what action the central station operator will take.

8.) General Schedules

A general schedule can be created on the customer level for two reasons, keyholder availability and signal handling. If a keyholder on the notification list has specific times to be called a general schedule will be created so the phone number only shows on alarms during those times, making it impossible for an operator to call when out of the time frame. A signal handling general schedule can be created for alarm events that require different actions during different times. For example if the customer did not want called on low battery signals that come in at night but did want calls during the day the central station would create a general schedule. The general schedule would make the low battery come in during the hours of 8am to 10pm, however after hours the low battery would bypass the alarm screen and simply log into history and sent to the dealer on their activity report.

- Call List
- Transmitter Types
- Transmitter ID Ranges
- Event Programming
- Comments
- Action Patterns
- Schedules
- Scheduled Reports
- Customer
- General Information
- Systems
- Open/Close Schedules
- Temporary Schedules
- Contact List
- Call List
- Permits
- Comments

General Schedules

Name: GS2
 Description: CALL WORK NUMBERS M-F 9-5
 Type: Keyholder Availability

Week							Time				Date	
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Start 1	End 1	Start 2	End 2	From	To
🟢	🟢	🟢	🟢	🟢			09:00	17:00				

Name: GS1
 Description: NAT ON LOW BATT 6P-9AM
 Type: Programming

Week							Time				Date	
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Start 1	End 1	Start 2	End 2	From	To
🟢	🟢	🟢	🟢	🟢	🟢	🟢		09:00	18:00	23:59		

9.) On Test

Under this field you may place a customer out of service for the entire system, certain areas, event categories, or specific zone without calling the central station.

- Contact List
- Call List
- Transmitter Types
- Transmitter ID Ranges
- Event Programming
- Comments
- Action Patterns
- Schedules
- Scheduled Reports
- Customer
 - General Information
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 - Open/Close Schedules
 - Temporary Schedules
 - Contact List
 - Call List
 - Permits
 - Comments
 - Action Patterns
 - General Schedules
 - Scheduled Reports

On Test				
Type	From	To	Details	
Temporary	05/04/2009 11:21:50	05/04/2009 14:21:59	Whole Customer [JOHN TECH REPAIR WINDOW CONTACT]	Take off test
Temporary	05/05/2009 05:23:07	05/05/2009 06:22:59	Whole Customer [RICHARD BOSLEY]	Take off test
Temporary	05/05/2009 06:14:10	05/05/2009 09:12:59	Whole Customer [RICHARD BOSLEY/FIXING DR CONTACT]	Take off test

Add On Test

Reason:

Date: Time:

From: To:

System:

Transmitter:

Event Category:

Event Code:

Area:

Zone:

Include Related Accounts?

10.) Zone Status

If you have a zone requiring a restore and the event is activated with no restore you will see the signal in this area.

11.) Activity Log

You may view live activity at any time by selecting date range and selecting search for all activity.

- Call List
- Transmitter Types
- Transmitter ID Ranges
- Event Programming
- Comments
- Action Patterns
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- Scheduled Reports
- Customer
 - General Information
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 - Open/Close Schedules
 - Temporary Schedules
 - Contact List
 - Call List
 - Permits
 - Comments
 - Action Patterns
 - General Schedules
 - Scheduled Reports
 - On Test
 - Zone Status
 - Activity Log
 - Reports
 - Settings
 - User Settings

Activity Log

Date From: Time:

Date To: Time:

Reverse Time Range

Time Zone:

Log Record Type	Standard Event Types
Signal	** - NOT ON FILE - UNKNOWN
Alarm	*1 - GSM Link Fail
Handled (Viewed)	*2 - GSM No Response
Action	*3 - Phone Line Fail
Response Time	*4 - Land Line No Respons
Reverse Command	*5 - GSM Resp OK
Alarm Confirmation	*6 - Land Line Resp OK
Ignored Signal	*7 - RF FAILURE
Caller ID	*8 - RF RESTORE
Binary Object (e.g. Video)	*A - Activation

Associated Objects	Event Categories
Video	AC LOSS - AC LOSS
Audio	ACCESS - Access Alarms
Finger Print	BURG - Burglary
Eye Scan	DURESS - DURESS ALARM
Picture/Photograph	EMERG - Emergency
	ENV - Environmental Alarms
	FIRE - Fire Alarm
	GEN - General Alarms
	HOLDUP - Holdup / Personal Attack
	LOG - LOGGED SIGNALS

Search Clear Hide Advanced

- Transmitter Types
- Transmitter ID Ranges
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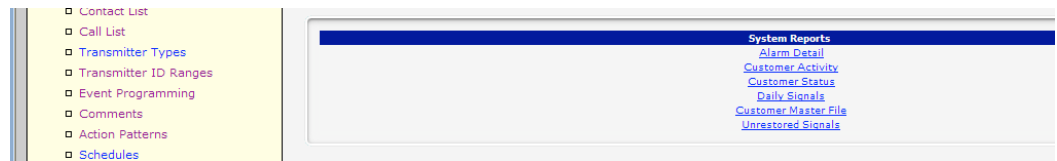
Activity Log

[Return to search](#)

Date	Time	Log Description
05/08/2009	10:43:44	SAVE - Customer Details Saved - Updated from the web by web ID: RICHARD B
05/05/2009	06:14:10	TMP ON TEST - 06:14 to 09:12, 5 May - Whole Customer Comments: RICHARD BOSLEY/FIXING DR CONTACT
05/05/2009	05:23:07	TMP ON TEST - 05:23 to 06:22, 5 May - Whole Customer Comments: RICHARD BOSLEY
05/04/2009	11:21:50	TMP ON TEST - 11:21 to 14:21, 4 May - Whole Customer Comments: JOHN TECH REPAIR WINDOW CONTACT
05/04/2009	11:19:31	ALARM (Manual) - Fire Alarm (FA): SMOKE DETECTOR 'S' 1 A 1 21 RL TEST Tr-ID: 9998 Key: FA 07 21 Con: PK - Closed 11:20 Res: FD
	11:19:43	VIEWED - Fire Alarm (FA) - Response [12 Secs]
	11:19:45	Comments
	11:19:48	CONTACT Authority - BALTIMORE COUNTY, MD FIRE at Premises [410] 887-2221 - Result: Contacted
	11:19:54	RESPONSE - 911 Fire (FA) - Viewed [12 Secs] View to Action [5 Secs] Actioned [17 Secs]
	11:19:59	FIR E- Name: 21 (Orphaned)
	11:20:05	CONTACT Customer - Richard Bosley at Home [410] 051-74011 - Result: No Answer
	11:20:11	CONTACT Customer - Richard Bosley at Premises [410] 785-33001 - Result: No Answer
	11:20:20	CONTACT Authority - JOHN TAYLOR at Business [410] 123-45681 - Result: Contacted
	11:20:51	CLOSE - Fire Alarm (FA) - Res: FD
	11:20:51	COMMENT - DISPATCH FIRE PER INSTRUCTIONS, NOTIFIED JOHN TAYLOR
	11:20:51	RESOLUTION - Fire Alarm (FA) - Res: FD - Genuine Alarm
05/04/2009	11:16:36	SAVE - Customer Details Saved
05/04/2009	11:16:30	EDIT - Customer Opened for Edit - Auth: Operator
05/04/2009	11:16:22	SAVE - Customer Details Saved
05/04/2009	11:15:21	EDIT - Customer Opened for Edit - Auth: Operator
05/04/2009	09:21:05	SAVE - Customer Details Saved

D. Reports

- 1.) You may run many different reports under the reports tab. The most popular are customer activity, daily signals, and customer masterfile.



- 2.) For an activity report simply enter in the Customer Id or Customer Id Range, the date range you need, and select display to receive an instant report in pdf that you may print or save.

A screenshot of the 'Customer Activity' report form. The form includes fields for Customer ID (From: TEST1234, To: TEST1234), Dealer ID (99997), Branch ID (99997), Group Code, Class Code, Zip/Post Code, User ID, and User No / Card No. The Date is set to May 4, 2009, from 00:00 to 23:59. Below these fields are sections for 'Event Codes', 'Event Categories', 'Resolution Codes', 'Options', 'Customer Types' (Residential, Commercial), 'Log Record Types' (Signal, Alarm, Handled, Action), and 'Monitoring Status' (Pending, Inactive, Active, Disabled). There are also checkboxes for 'Mail format', 'Suppress operator info', 'Page breaks', 'Include customer comments', and 'Include customer with no activity'.

Deliver the report in my browser:

To view instant reports, you must have Adobe Reader installed.

- 4.) You may also run this report directly to you or your subscriber's email

A screenshot of a form for emailing a report. It contains the following text and elements: 'Email the report to a custom email address:', 'Enter the email address to receive the report:', an input field containing 'tail@alarmwatchinc.com', 'Attachment document type (choose PDF if not sure):', radio buttons for 'PDF' (selected) and 'RTF', and a 'Send Email' button.