BoldU

SYSTEM ACCOUNT CREATION

Confidentiality and Acknowledgements

Bold Technologies

Bold Technologies is a leading provider of alarm monitoring and PSIM software. Since 1981, we have shaped the development of contemporary alarm monitoring by introducing faster and more sophisticated software innovations. Our flagship product, Manitou, is fully expandable and can be installed on-premises or in a hosted, Cloud-based environment. With several Manitou product lines to choose from, this award-winning solution automates, manages and maintains “One Point of Control” while increasing efficiencies, profitability and security. Bold Technologies is a privately held company with US offices in Colorado and Texas, and a European office in Valencia, Spain. For more information on Bold Technologies, visit
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Introduction

Wholesale, or third-party, monitoring centers often have a need to monitor the signals sent into the monitoring center by the individual installing companies, in the absence of a customer record within the monitoring software. Manitou's Dealer System accounts allow for this. This document details how to configure the dealer record as well as how to create a Dealer System account to receive signals in the event an account is canceled continues to signal, or and installer installs a new system and sends signals into the monitoring center before a new account is in place to receive them into a proper customer record.

Learning Outcomes

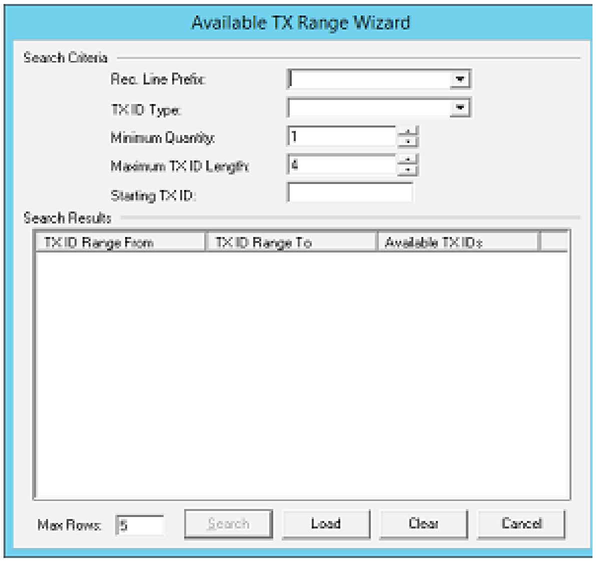
This guide steps through the following:

- Configuring the Dealer Record with Transmitter ID ranges.
- Creating a Dealer System Account
- Finding Signals in the Dealer System Account
- Moving Signals from the Dealer System Account to the newly created customer record

Step 1 - Configure the Dealer

In order for a Dealer System account to receive signals the dealer must have transmitter ID ranges. To do this:

1. Load the Dealer Record.
2. Click Edit.
3. Select the TX ID Ranges in the Jump To Menu.
4. Either start typing a new line or click the Use Wizard button.
    - When Using the Wizard
        - Select the correct Receiver Line Prefix.
        - Pick the Transmitter ID Type (often this is Decimal).
        - Set the quantity of transmitters to create such as 100 or 1000.
        - Set the maximum transmitter length.
        - Set the starting Transmitter ID.



[1]Range Full automatically selects when the Get Next Transmitter ID selects the top of the Range. Restart allows the Signal Handler to begin looking back through the range for each empty slot. This is manually selected after the Range is Full.

Step 1 - Configure the Dealer Continued

- Click Search. This provides a list of available ranges.
- Select a range and click load.

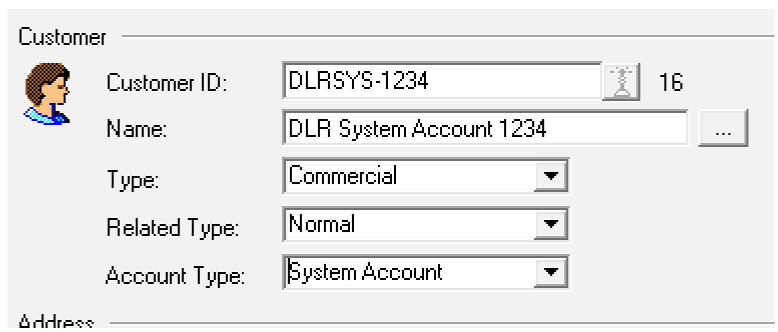
5. The range is not currently full so it is not checked. It is possible to repeat this process for all prefixes and ranges needed. When done. Click Save.

Step 2 - Create Dealer System Customer

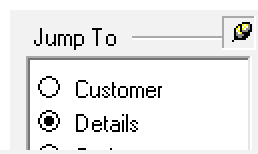
In order for signals to land someplace they have to have a customer record. Just like a receiver has a default system account for orphaned signals, dealers too can have a system account filtered to their dealer for orphaned signals. The creation of this account is very simple. The account needs and ID, a Name, the Type needs to be set to System, and it needs to be linked to the dealer. Please note, each dealer may ONLY have ONE system account.

To create a Dealer System account:

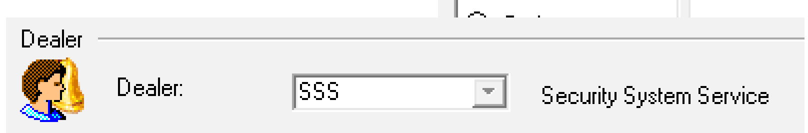
1. Go to the Add New Customer form through whichever path you are most familiar.
2. Give the Dealer System account an identifiable ID such as DLRSYS-1234.
3. Enter the Dealer System Account Name.
4. Click NEXT.
5. Select the Account Type dropdown and select System Account.



6. Select the Details form on the Jump To menu.
7. Select the Dealer and load it into the dealer field.



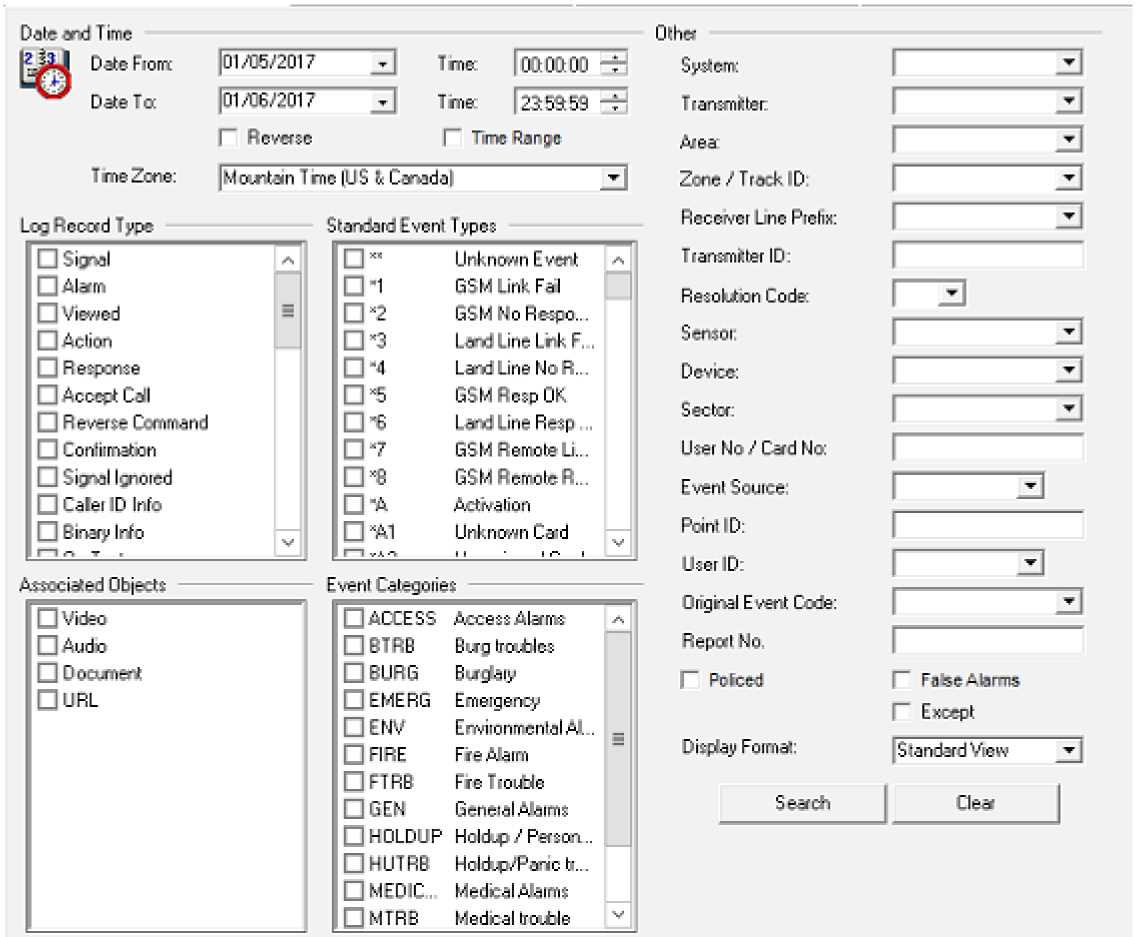
8. Click Finish.
9. View the Customer.



This loads the new Dealer System account and it is now ready to receive orphaned signals.

Step 3 - Finding Signals in the Dealer System Account

Just like looking for signals in a customer record, or within the Receiver System accounts searching for signals within the Dealer System account is done in the Activity Log. Like the Receiver System Accounts the Activity automatically filters to a single day, however it is possible to use the filter tab to search for a specific date or transmitter ID.



Step 4 - Moving Activity to New Accounts

Manitou’s feature of automatically moving activity within a defined, acceptable date range still applies from the Dealer System account. When the new customer is in place and the transmitter ID added to the account the signals automatically sweep from the default account into the new account. If any signals do not transfer they can be manually moved by clicking the Move button available above the Activity Log. There it is possible to enter the receiver line prefix and transmitter ID to move. If it matches to an account it is possible to set the date range to move and manually move the signals. Remember, the larger the range, the bigger the potential impact it may have on the entire system.