

BoldNet Mobile – Functional Overview

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Accessing BoldNet Mobile and Logging In

To log into BoldNet Mobile, there are two pieces of information required:

- BoldNet Mobile Server Address
- Login Name and Password

Download the BoldNet Mobile App

1. Begin by downloading the BoldNet Mobile app from the iOS app store or the Google play store (USA) or the localized app store, depending on your current location.
2. Once the app is downloaded, open it as you would any other app on your mobile device.

Setting up BoldNet Mobile

In the following setup instructions, the screenshots are from an Android device, but the setup process on Apple devices is similar.

BoldNet Mobile uses standard mobile device commands, taps, swipes, and so on. Anywhere you see an arrow, you can tap it for additional details.

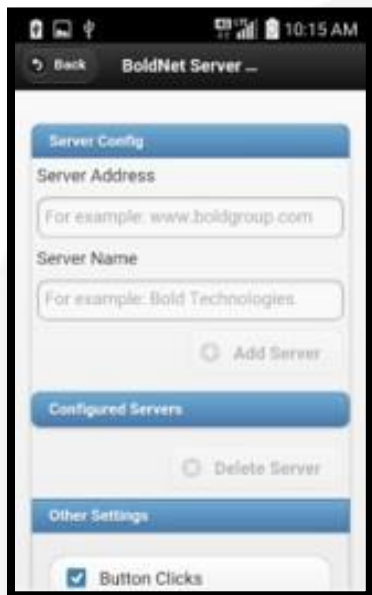
Do the following to complete the setup:

1. On the **Login** screen, tap **Config**.

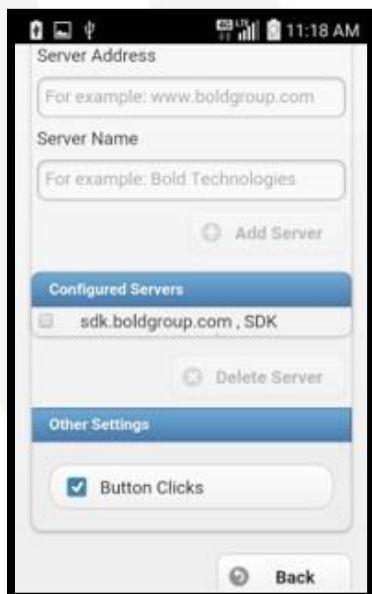


2. On the **Server** screen, type the BoldNet server address, then give it a name.

Note: If configured servers are available, you can select from the list. If the BoldNet server has a URL of *https://server.server.com/BoldNet*, then the server address for the application will simply be *server.server.com* (with no further URL path). If you have server issues, please contact Bold Support.



3. Tap **Add Server**, and the new server will be added to the list, as shown below. Once it appears in the list of **Configured Servers**, tap **Back**.

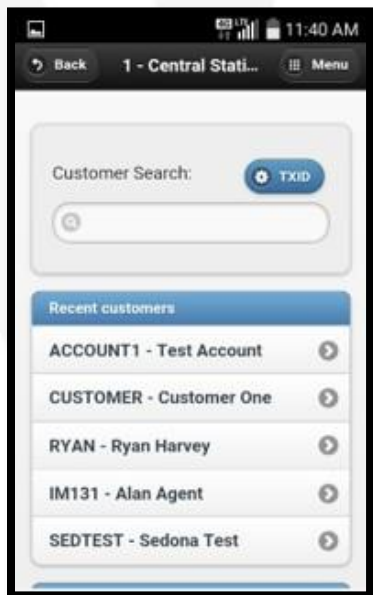


4. On the **Login** screen, select the newly added server, type a User Name and password, and tap **Log in**.



When logged in, depending on the level of BoldNet user you are logged in as, you will be presented with one of a few different screens.

- If you logged in with a Central Station level user, you'd be given a **Customer Search** screen, plus a number of recent customers. This search will search customer name and contact name. You can also tap **TXID** to search by RLP (receiver line prefix) and TXID (transmitter ID).



- A dealer level login will look similar to that of a Central Station level user, but any searches or recent customers will be limited to the dealer in question.
- If you log in as a customer, you will be logged directly into the **Customer Info** screen without needing to search, as shown below. On this screen, you will find the customer address, system, contact points, and status.

AT&T 7:38 AM 79%

Back ACCOUNT1 - ... Menu

Address

421 Windchime Pl
Colorado Springs, CO 80918

Contact Points

Site	(719) 555-1212
Home	(719) 555-2222
Business	(719) 555-3333
E-Mail	test@test.com
Web Address	http://www.test.com

Status

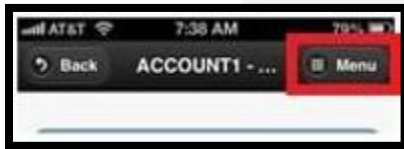
Monitoring	Active - 02/03/2011 13:21
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BoldNet Mobile Functions

Menu Button

There is a **Menu** button in the upper right-hand corner from where you can access various options for the account.

Note: Functionality is dependent on your BoldNet user level.



Switch Account

The Switch Account icon takes you to the Customer Search screen, as described on the previous page.

Customer Info

The Customer Info icon takes you to the Customer Info screen, as described on the previous page.

Contact List

Contact Lists and Call Lists contain similar information but have different functions. Contact Lists are people associated with an account, you can contact for any reason. On this screen, details can include contacts, customers, and dealers. Additional details can include area access, email addresses, web addresses, physical addresses, locations, notes, and verifications.



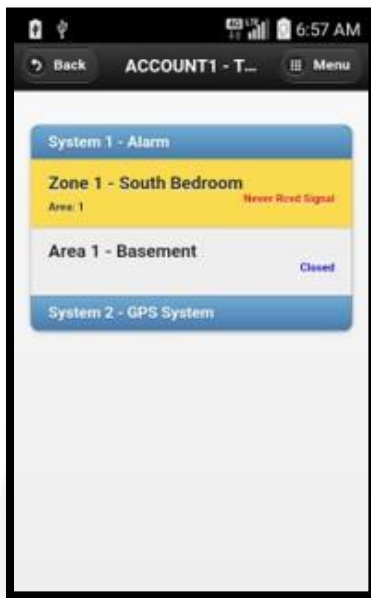
Call List

Call Lists and Contact Lists contain similar information but have different functions. Call Lists are specific people you should contact as a result of an event, for example, a burglary. On this screen, details include event types, area access, contacts, email addresses, web addresses, physical addresses, locations, notes, and verifications.



Zone List

This list defines the zones and areas and their status within a customer record. Notice the color detail between the zones and areas for ease of use.



On/Off Test

You can place accounts on and off test, and while on test, designate account specifics.



Activity Log

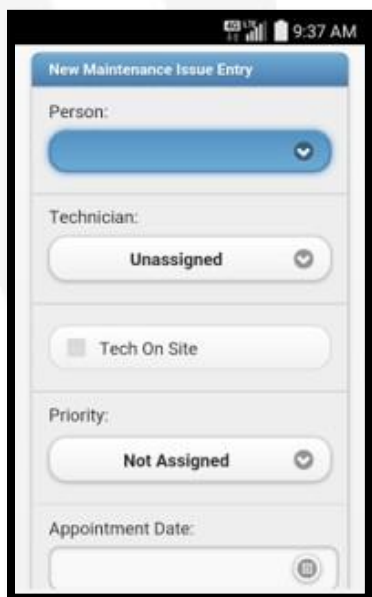
You can search for activities by date and view related activity log details.



Maintenance

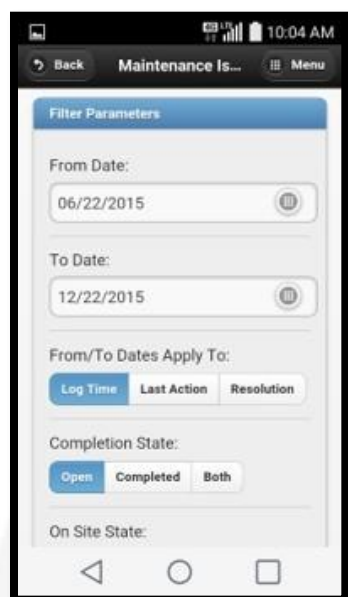
You can enter, edit, and submit maintenance issues. Additionally, you can:

- Designate that a technician is on site for test purposes, to include the length of time.
- Assign maintenance issues to technicians at the dealer level. This list is filtered by dealer level technicians to those belonging to the same dealer or its sub-dealers.



Tech Maintenance

You can filter and search all existing maintenance issues.



Log Out

Tap the icon to log out of BoldNet Mobile.