



INTRODUCTION TO
ManitouNEO

Confidentiality and Acknowledgements

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Table of Contents

Confidentiality Statement	i
Acknowledgments	i
Copyright	i
About Bold Technologies	1
Introduction to ManitouNEO	2
Overview	2
Learning Outcomes	2
Assessment of Learning	2
New Features of ManitouNEO	3-9
Web Browser Technology Client	3
64-Bit Architecture	3
Enhanced Action Patterns	4
Customer Wizard	5
Copy-Paste Directly into Client	5
Personalization	6
Alarm Handling Form	6
One Platform for Monitoring Center and Dealer	6
Built-In Dashboard	7
Video Control Center	8
Communication Center	9
BoldTrak	9
REST API	9
Technical Requirements for ManitouNEO	10
Minimum System Requirements	10
Recommended System Requirements	10
Contact Information for ManitouNEO Sales or Upgrades	10

About Bold Technologies

Bold Technologies is a leading provider of alarm monitoring and PSIM software.

Since 1981, Bold has shaped the development of contemporary alarm monitoring by introducing faster and more sophisticated software innovations. Bold's award-winning software defines all aspects of the alarm automation industry – from smaller businesses with localized client-bases to central stations with hundreds of thousands of accounts. Bold's software platforms, Manitou-NEO and ManitouPSIM, are fully expandable and can be installed on-premises or in a hosted, Cloud-based environment.

The Bold Technologies team understands what it takes to be a leader in the electronic security industry. It requires a high-level of innovation, a commitment to deliver excellent service, and a reputation for integrity and experience. These qualities are etched into the very core of our business and are the foundations for the exceptional support we provide our customers.

Our dedication to a high-level of innovation gives our customers a competitive advantage. We combine customer feedback with technology advancements to consistently improve our products and deliver the leading-edge solutions that identify Bold Technologies. Our commitment to provide excellent service is achieved through a dedicated team that understands the importance of partnership. Our reputation of integrity and experience is defined through our strategic relationships with organizations dedicated to advancing industry standards and by our customers' ability to take their business in the direction they choose.

We are proud to power nearly 600 alarm monitoring centers worldwide.

Bold Technologies is a privately held company with US offices in Colorado and Texas, and a European office in Valencia, Spain.

Introduction to ManitouNEO

Overview

ManitouNEO is a UL-approved alarm automation software platform newly re-developed using advanced technology. The system was built with an open architecture and is designed to expand and adapt as technology changes. ManitouNEO is based on HTML 5 / Java Script and operates with Windows Server 2012 R2 or higher. This document is designed to provide an introduction to ManitouNEO and highlights the primary differences between ManitouNEO and legacy Manitou.

Objectives

The objective is that upon review of this document, readers have a general understanding of the following new features of ManitouNEO:

- Web Browser Technology
- 64-Bit Architecture
- Enhanced Action Patterns
- Customer Wizard for Data Entry
- Personalizing the System
- Alarm Handling in ManitouNEO versus legacy Manitou
- Built-in Dashboard
- Video Control Center
- Communication Center
- BoldTrak

New Features of ManitouNEO

Web Browser Technology Client

Web browser technology is used for modern applications because it works with either local or cloud-based systems. ManitouNEO was built in HTML 5 and utilizes web-based technology to provide several important features:

Device Independence

- The new ManitouNEO interface is accessible from a variety of devices other than computer workstations; including laptops, tablets, smart phones, chrome books, iPads, etc*.
- Remote staff can access ManitouNEO through existing devices, eliminating the need to purchase new equipment.

*Alarm Handling must be completed on a workstation using a Google Chrome browser.

Dynamic Screens

- The ManitouNEO interface has been designed to be smart about the screen it uses, it will dynamically reorganize its content to use the space it has most efficiently.
- Users can have multiple screens open, zoom in to better see content, and use Accessibility mode within their device.



64-bit Architecture

ManitouNEO features 64-bit architecture for all applications. There are number of advantages of 64-bit processors over their 32-bit counterparts: they can use more memory, they have a greater capacity, and they have distinctly faster processing. The 64-bit architecture is part of Bold's future-proof philosophy for ManitouNEO.

Enhanced Action Patterns*

Action Patterns deliver step-by-step instructions on how to handle an alarm and ensure consistency. Enhanced Action Patterns can be constructed using logic statements like “if,” “then,” and “else.” Other programming constructs like loops and variables are also available. Once initiated, enhanced Action Patterns look at history, run SQL statements, and execute external programs. The following scenarios are a few examples of how Enhanced Action Patterns will offer Monitoring Centers more power:

Example 1 - Low Battery:

In the event of a low battery alarm, ManitouNEO can review the history for the last three hours looking for another power failure. If there is a power failure in the last three hours then the alarm would log to history. If there is no power failure in the last three hours then the action could launch a service ticket system or generate a Maintenance Issue.

Example 2 - CanCancel but if X times in Y Minutes:

A customer wants a Network Failure to automatically Cancel if it restores within two minutes but if it restores more than 5 times in 15 minutes than they want to know about it. This allows the nuisance alarms to be logged but clear runaway events to not go unnoticed for long periods of time.

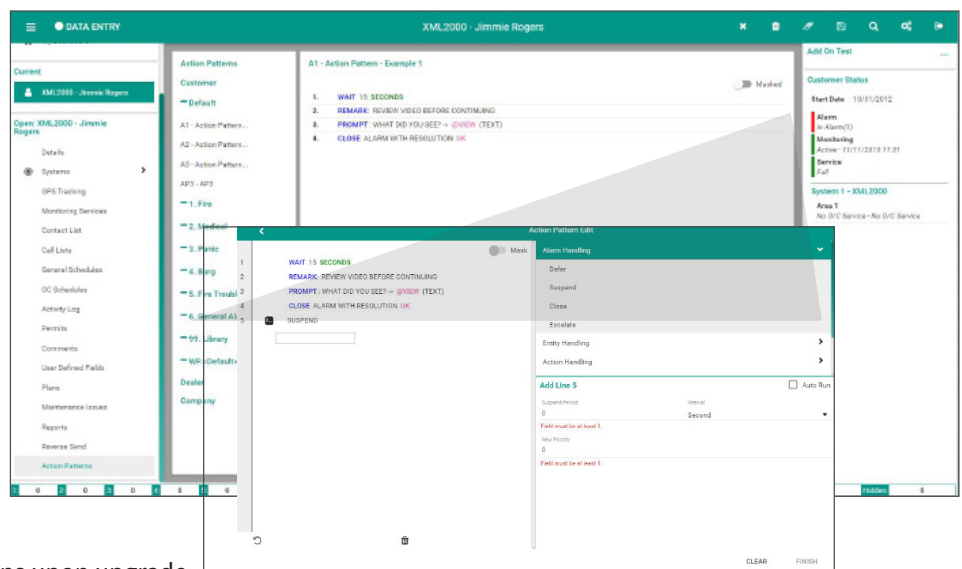
Example 3 - Prompt for information:

When operators are contacting responsible parties they are often required to collect information on car and expected estimated time of arrival to provide to the responding authority. The Enhanced Action Pattern can provide prompts that log into the activity with this information.

Example 4 - General Schedule for Notifications:

Customers often request that they only be notified via email during certain hours and days of the week and only called outside of those hours. The Enhanced Action Pattern can be set with if the General Schedule is valid then email and close the alarm, else Contact the Site and Keyholders. In addition to these new features, the Enhanced Action Patterns have a new Masking feature that allows the ability to add plain text descriptions to overlay the actions so that operators reading them do not have to understand the logic and syntax.

*Enhanced Action Patterns are available as a standard feature in the ManitouNEO I Premier Package and the ManitouNEO I Enterprise Package. All current Manitou users will have the full functionality of Enhanced Action Patterns upon upgrade to ManitouNEO.



New Customer Wizard

Entering new customers, quickly and accurately, is important to any central stations. ManitouNEO's New Customer Wizard leads the operator through the process, allowing easy navigation while showing the current level of completion.

The New Customer Wizard in ManitouNEO offers the following features:

- A simplified user interface
- In-line editing of data - previously would have moved to a different form first
- Streamlined data entry, including copy/paste, for areas with large lists
- Important data is always visible

The screenshot displays the 'Customer Wizard' interface within the ManitouNEO system. The interface is divided into a sidebar and a main content area. The sidebar on the left contains navigation links: Home, My Dashboard, Current, Customer Wizard (highlighted), Queue, XNL2000 - Jimmie Rogers, and Settings. The main content area shows the 'Customer Wizard' form with a progress bar at the top indicating the current step: 'NAME & ADDRESS'. The form includes fields for Customer Type (Residential), Account Type (Normal), Customer ID (12345), Name (This field is required), Search By (This field is required), Zip-Code (This field is required), City (This field is required), State (This field is required), Street 1 (This field is required), Street 2, Time Zone (GMT-07:00 - Mountain Time (US & Canada)), and Language (English (United States)). A magnified view of the 'NAME & ADDRESS' section is shown in the foreground, highlighting the required fields and the progress bar.

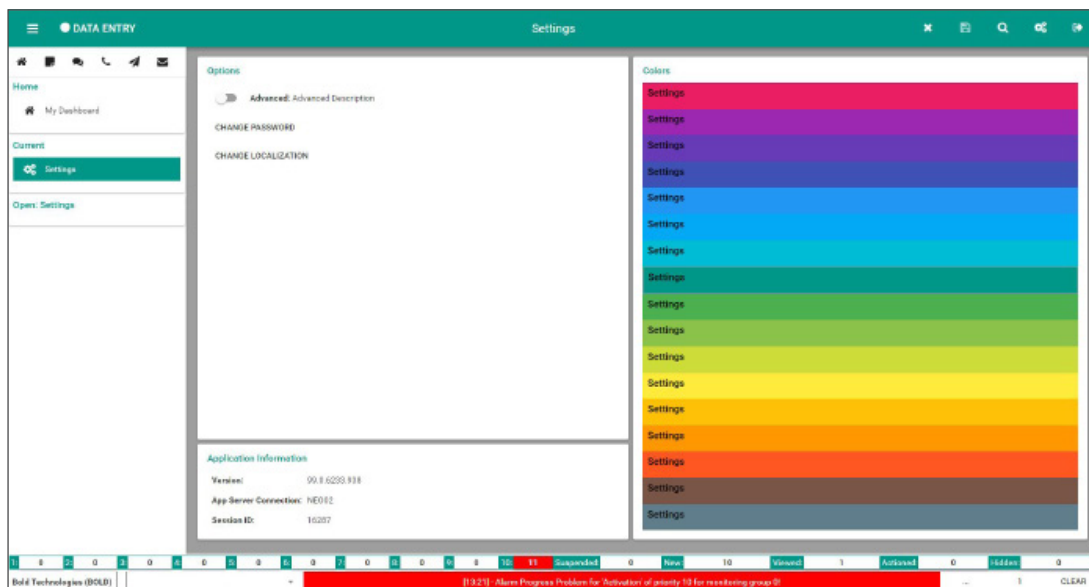
Copy and Paste Directly Into Client

To save time during data entry, ManitouNEO allows customers to paste data from spreadsheets and text rather than having to type in the data manually.

Copy and Paste is available for many data entry tables.

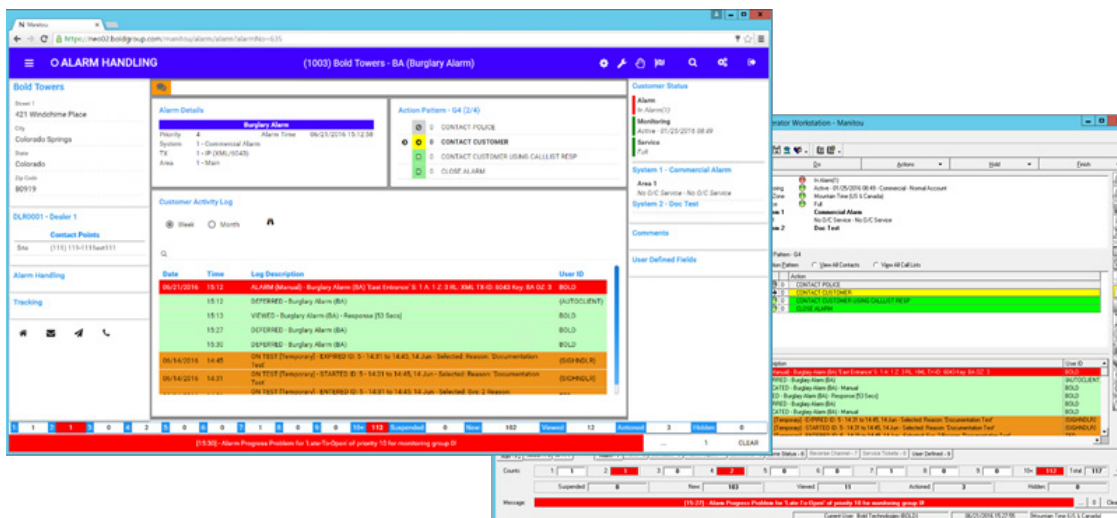
Personalization

Our developers designed ManitouNEO on Google's Material Design specifications and more recent technology, which allows users to now customize the look and feel of their user interface. Upon logging in the first time users can click the Settings (three cog) icon on the top right-hand corner of the ribbon bar, there they can change their password and choose their favorite color. This immediately changes their look and upon clicking save commits their color setting to the database.



Alarm Handling Form

ManitouNEO has the same general layout as the original Manitou system, but ManitouNEO has more modern screens with an improved flow where needed. ***All shortcut keys are available for use as they were in the legacy version.*** The original Windows UI and the ManitouNEO UI will be available simultaneously for the first two releases to facilitate a gradual transition for operators.



One Platform for Monitoring Center and Dealer

Previous versions of Manitou have had two user interfaces, one for within the monitoring center and one for the dealer. ManitouNEO has just one interface that adapts itself to the based on location and user. Access can be limited for external users based on licensing and permissions.

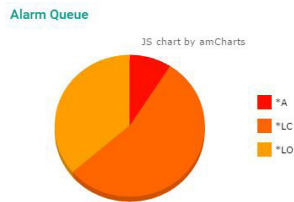
Built-in Dashboard

The Dashboard provides a visual display of various system conditions. It can be displayed on a large screen so monitoring center staff can see statistics at a glance, or it can be used by staff to check statistics on a mobile device when they are traveling.

The following features are available with the built-in Dashboard:

Chart Types

- Bar (Vertical and/or Horizontal)
- Line
- Radar
- Pie
- Donut
- Value
- Table



Widgets

- Alarm Queue (Basic)
- Clock (Analog and/or Digital)
- Customer Counts
- Customer Status Summary
- Customer Transmitter Summary
- Customer Watch List
- Recent Alarm Customers
- Recent Customers
- Weather
- Image URL

Alarm Counts

- Priorities 1 – 10 Values
- Priorities 1 – 10 Colors
- Suspended Alarms
- New Alarms
- Viewed Alarms
- Actioned Alarms



Statistics

Given the demand for real-time usable information from the Manitou database ManitouNEO now provides quick access to statistics, within the dashboard, for the following:

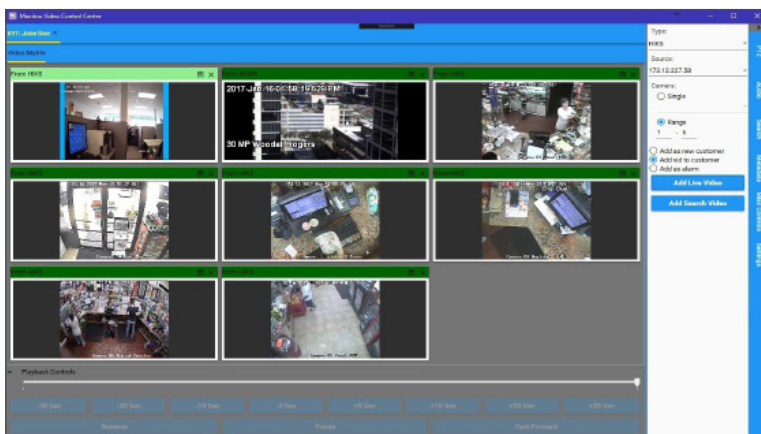
- New Alarms
- New Signals
- Manually Closed Alarms
- System Closed Alarms
- Dealer Users Logged In
- Maximum Dealers Users Allowed
- Customer Users Logged In
- Maximum Customer Users Logged In
- Maximum Customer Web Users Allowed
- Dealer Web Users Logged In
- Maximum Dealer Web Users Allowed
- Customers Being Edited
- Customers in Database
- Maximum Customers Licensed
- Workstations Licensed
- Workstations Provisioned
- Active Workstations (Protected Area)
- Active Workstations (Unprotected Area)
- Busy Index
- Active OOS Customers
- Alarm handlers New and Viewed
- Alarm Handlers New
- Alarm Handlers Viewed
- Replication Running
- Replication Active

UL Statistics

Video Control Center (VCC)*

The Video Control Center integrates alarm handling and video into one system for efficient monitoring. The ManitouNEO VCC was developed as it's own application and replaces the current Manitou Media Matrix. The ManitouNEO VCC will support all existing video and audio formats and has been updated to support a complete integration with I-View Now's cloud-based video verification system. The ManitouNEO VCC displays a tool-bar presents on the right-hand side of the screen. The tool-bar includes tabs to several options:

PTZ Tab	<p>-Contains the ability to remotely pan, tilt, and zoom a selected camera as well as providing PTZ Presets and Tours.</p> <p>-Presets allow users to establish preset video tracking for stationary cameras, provided the camera supports this function, and reports the list of presets to the VCC.</p> <p>-Tours allow users to program the camera to move in a preset motion. For example, a camera can be set to pan an entry/exit door and then a cashier, and then back again. Cameras must support this feature.</p>
Audio Tab	-Provides the ability to listen and communicate through a camera. Audio controls are available for cameras that support these controls.
Search Tab	-Allows the user to search the recorded video feed of a selected camera. Cameras must support the search controls.
Metadata Tab	<p>-With this option, users can select different overlays that the related DVR can apply to the video feed. Examples include: highlight motion, bracket faces, and display time on the video.</p> <p>-The list of options in the Metadata Tab is a dynamic list, based upon what is supported by the camera and what can be reported back to the VCC.</p>
Misc Controls Tab	-With some devices, users can send a signal to perform a command on a relay at a remote site. For example, a command could be sent to a DVR to switch a relay to turn the lights on at a location.
Settings Tab	-Control settings such as the number of videos displayed per Video Matrix.



Other features of the ManitouNEO VCC:

- Connect to video from the Device Form
- Connect to video from the Plans Form
- Take a snapshot from the video to capture a reference image/s for comparison with live video
- Open multiple customers in separate tabs within their own Media Matrix

*The VCC is available as a standard feature in the ManitouNEO I Business Package, the ManitouNEO I Premier Package, and the ManitouNEO I Enterprise Package.

Communication Center*

Technology is rapidly changing the security industry. In today's world, consumers expect to interact using email, text, and notifications. Modern central stations are more than just call centers - they are communication centers. ManitouNEO is the first automation software to build a generic communication center into the heart of the platform. Prior to ManitouNEO, communications were separated between internal and external and varied from technology to technology. Now, with the introduction of the Communication Center all interactions by telephone, email, text, or other means happen in the same location.

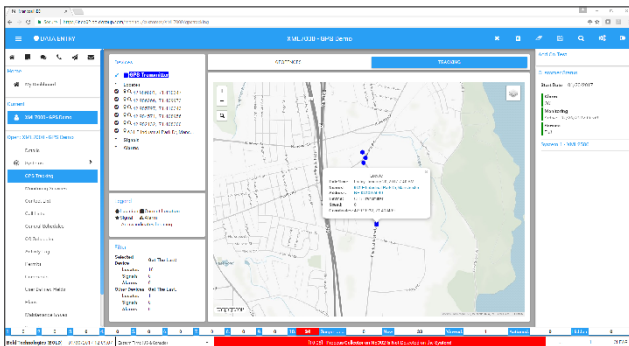
Using ManitouNEO an operator can be on the phone with a customer, while emailing, texting, or notifying customers during alarm handling. For example, if an end-user receives an alarm notification from Bold NotifyMe and sends a text in response, the operator can text back and forth with that customer directly from the Alarm Screen. All communications are tracked and documented.

*The ManitouNEO Communication Center will be available for release in version 2.1.

BoldTrak*

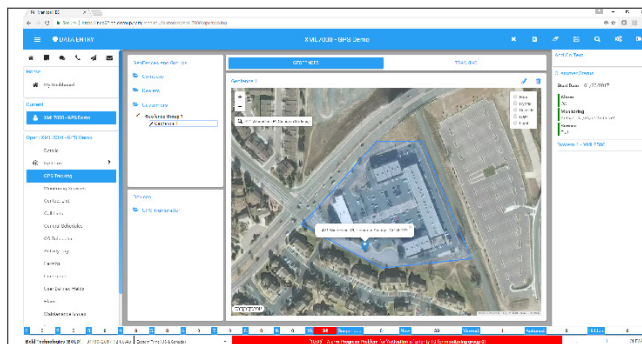
With the BoldTrak module, alarm monitoring centers can provide services such as personal tracking, asset protection, emergency response, lone-worker protection and fleet tracking. In ManitouNEO, BoldTrak is now built right into the application to provide a seamless solution for GPS monitoring.

With BoldTrak in ManitouNEO, users can easily create geofences, and quickly locate a device from a geolocation.



*BoldTrak is available as a standard feature in the ManitouNEO I Premier Package and the ManitouNEO I Enterprise Package.

Five leading mapping services are supported: Google, Bing, MapQuest, Mapbox, and OpenStreetMap. Customers that wish to pick their own geolocation service have that option. **BoldTrak requires a Mapping and Geolocation license.**



REST API

Bold Technologies has always lead the way with open API's (Application Programming Interface). Manitou was the first automation system to ever develop an open API (our original OCX), this API was closely followed by the .Net API for Manitou. Our current API is a SOAP (Simple Object Access Protocol) based system, however in recent years the REST (Representational State Transfer) protocol has become more popular. To ensure the maximum amount of flexibility for our large development community, ManitouNEO is being released with the REST API and support will continue for the SOAP API.

Technical Requirements for ManitouNEO

Minimum System Requirements

- Windows Server 2012 R2
- Windows 10 for Operator Workstations
- 8 GB Memory
- Dual Core Processor
- MS SQL Express / MS SQL Server 2012
- Microsoft Edge Browser
- Self-Signed SSL Certificate for IIS - This does generate warnings to every end user as not secure
- 50 GB of Free Space for Database

Recommended System Requirements

- Windows Server 2012 R2
- Windows 10 for Operator Workstations
- 16 GB Memory
- Quad Core Processor
- MS SQL Server 2016
- Google Chrome Version 34+ Browser
- SSL Certificate for IIS
- 100 GB of Free Space for Database

Contact Information

For more information about Bold Technologies or ManitouNEO, please contact us at (800) 255-BOLD or sales@boldgroup.com.

ManitouNEO is a free upgrade for all current Manitou users. Manitou users interested in upgrading to ManitouNEO, please email support@boldgroup.com or call (719) 358-4650.

Find Bold Technologies on the web at www.boldgroup.com. For more information about ManitouNEO and the available ManitouNEO Packages visit <https://www.boldgroup.com/alarm-monitoring-software/manitou-neo>.