

DEALER Guide - BoldNet - Introduction

BoldNet is the new way to access information about your account online. We are excited to share with you the many ways this system can help you do your work better every day, working with your Monitoring Company as they transition to Manitou.

BoldNet is the Web interface for the new Manitou software your Monitoring Company deployed (or is in the process of deploying) within their Monitoring Center. This software system is powerful and offers a more dynamic way to ensure quality service for your customers' signals. Some features that set this system apart are:

- **Enhanced Action Patterns** allow logic that guides operators intelligently through the steps of their alarms.
- **General Schedules** ensure proper alarm processing based on the day of the week and time of day.
- **Transmitter Programming Commands** that allow the system to intelligently delay or verify signals.
- **Reminders** that can generate alarms with automatic notifications for inspections or other regularly timed services.
- **Maintenance Issues** that allow you to follow up on customer-requested service and changes.

With BoldNet, you can:

- **Update** account information online or through the mobile app at any time.
- **Access** powerful **reports** that can be emailed or downloaded to your computer.
- **Access** account **history** and see exactly what the Central Station dispatchers see.
- **Review** and **update** your current contact list, account-specific instructions, and authorized employees.
- **Control** your information and when it's updated.
- **Save time** when you no longer have to contact your Central Station for account updates and changes

Logging into BoldNet

Your Monitoring Company will provide you with the web address for your BoldNet login.

You can use a desktop browser, a laptop, or a tablet.

Please be aware that this is currently optimized for [Google Chrome](#). It will run in other browsers like Internet Explorer, Edge, or Mozilla; however, the design is written under the Google Material design specification, so it is best viewed and used in Google's Chrome browser.

Manitou®

Sign In

User ID

NMBoss

Password

The Dashboard & Settings

Upon logging into BoldNet, you arrive at the **Dashboard** view. There you see your recent customers, your watch list, and your statistics.

The screenshot displays the Manitou BoldNet dashboard interface. On the left is a navigation sidebar with sections for 'Home' (containing 'My Dashboard', 'Customer Wizard', and '5 - National Monitoring') and 'Current' (containing '5 - National Monitoring' and 'Customer Wizard'). The main content area is titled 'HOME' and features a 'STANDARD' tab. It is divided into two columns: 'Recent Customers' (currently empty) and 'Statistics'. The 'Statistics' section includes a table of 'Customer Counts' (Active: 1, Inactive: 0, Pending: 0, Deactive: 0), a 'Customer Status Summary' (Customers Currently In Alarm: 0, Customers Currently On Test: 0, Dispatched Alarms in The Last 24 hours: 0, Customers With New Maintenance Issues: 0, Customers With Unresolved Maintenance Issues: 0, Customers With Expired Permits: 0, Customers In Watch List: 0), 'Top Alarm Activity Over 30 Days', 'Top False Alarm Activity Over 30 Days', a 'Customer TX Summary' (TX In Alarm: 0, TX In Fault: 0, TX In Line Fault: 0, TX With Low Battery: 0, TX With Late-To-Test: 0, TX Missing Event Programming: 0, TX Not On File In The Last 24 hours: 0), and an 'Include Subdealers' checkbox. The top of the dashboard has a search bar and a settings icon.

This dashboard displays useful information including the statistics list of your accounts in a clickable format, where you can see a listing of your customers based on their status or if they were currently in alarm, on test, dispatched within a recent time period, had a low battery or late to test, or if the customer had a Maintenance Issue attached to it. All of these allow you to navigate directly into customer records from this page.

On the **left-hand side**, you have your navigator. There you can quickly navigate to quick access features and open items.

Dealer Branding (If available)

Across the top, you see that it is possible to have your company logo. If granted access to Branding, you may add your logo to your page:

- Click your Dealer Name on the left-hand navigator.
- Click Branding.
- Click Upload.
- Locate your image file. (We suggest you use a PNG file with a transparent background. For optimal results, logos should be rectangular and have a 5:1 width-to-height ratio. For example 264px by 52px, 528px by 104px, 1056px by 208px)
- Choose the default background color for your login and for your customers. Bold Group Manitou - BoldNet
- The save (?) icon flashes in the upper right-hand corner to remind you to save.
- Click it to commit your changes.



