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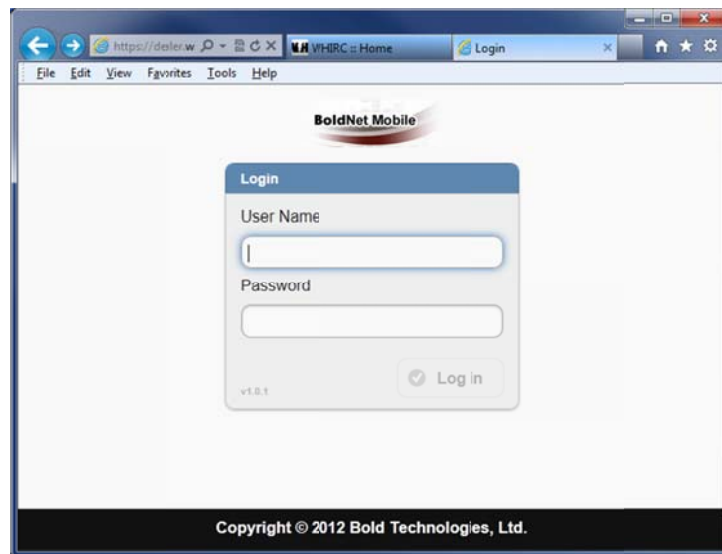
BOLDNET MOBILE TRAINING

BoldNet Mobile is specifically designed for technicians to be simple and easy to use when onsite with a customer. BoldNet Mobile is mainly used to view customer information, place systems on test, and review activity. Users of the application will not be able to edit any information.

Access BoldNet Mobile

- Download application from your app store on your phone
 - Server Configuration may be obtained by contacting the WHIRC Dealer Representative.

The following screen will be displayed.

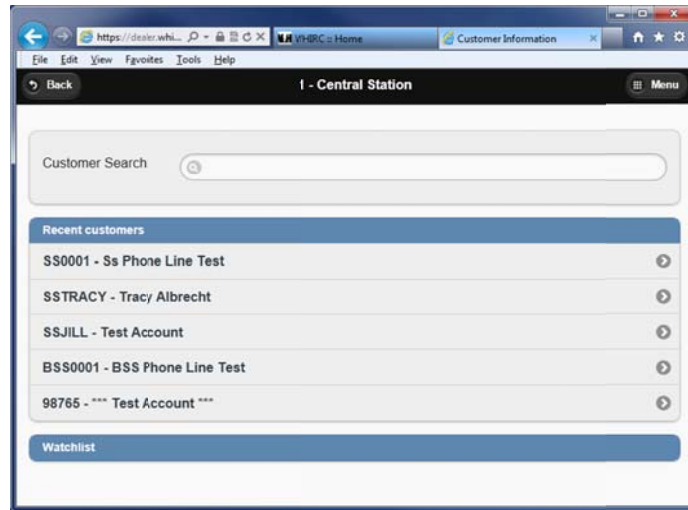


Log In & Password

- Enter your log in information. This is the same as your regular BoldNet log in information.
- Log In/Password may be obtained by contacting the WHIRC Dealer Representative.

Customer Search

- The screen shown below provides the ability to complete a Quick Search for customers by entering a name or Customer ID.



- The last five customers that were accessed will also display for quick retrieval of information.
- On the right hand side of the screen will have arrows. These arrows allow you to navigate around.
- Click on the line you want to access and the account will load

Menu

- The menu will show seven categories available to view. Each category will be explained in more detail below.

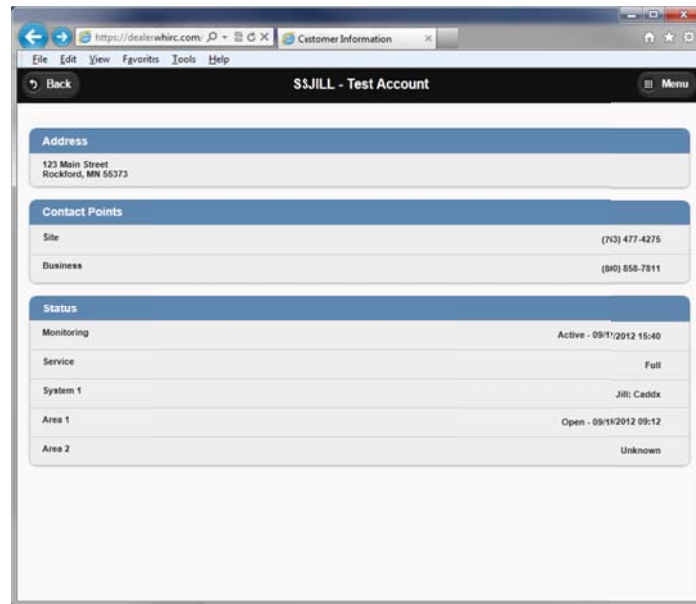


Switch Account

- This brings you back customer search.

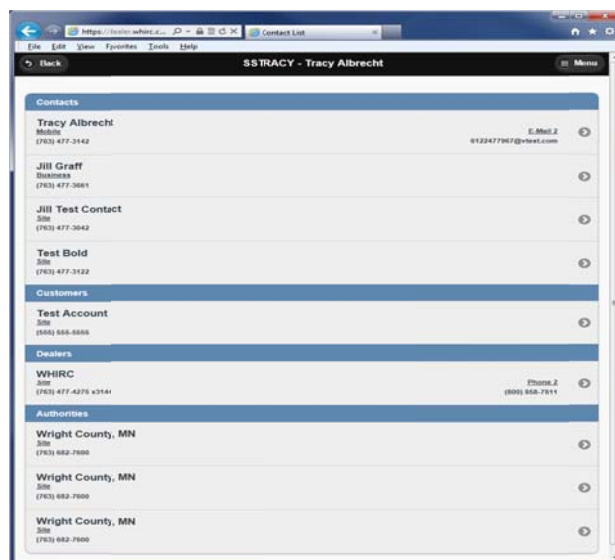
Customer Information

- This category includes:
 - Customer Address;
 - Contact Points (Phone Numbers); and
 - Monitoring Status.



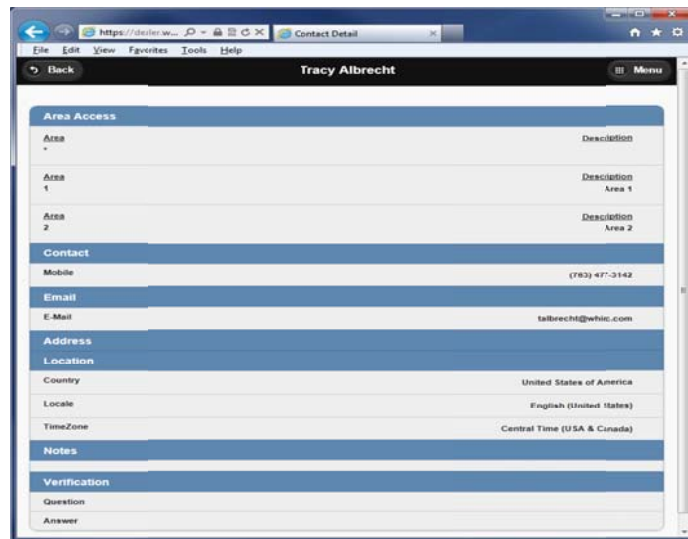
Contact List

- This section includes all people with access to the property.
 - Contacts
 - Customer Site and Business Phone Number
 - Dealer Information
 - Authorities (Police, Medical, Fire)



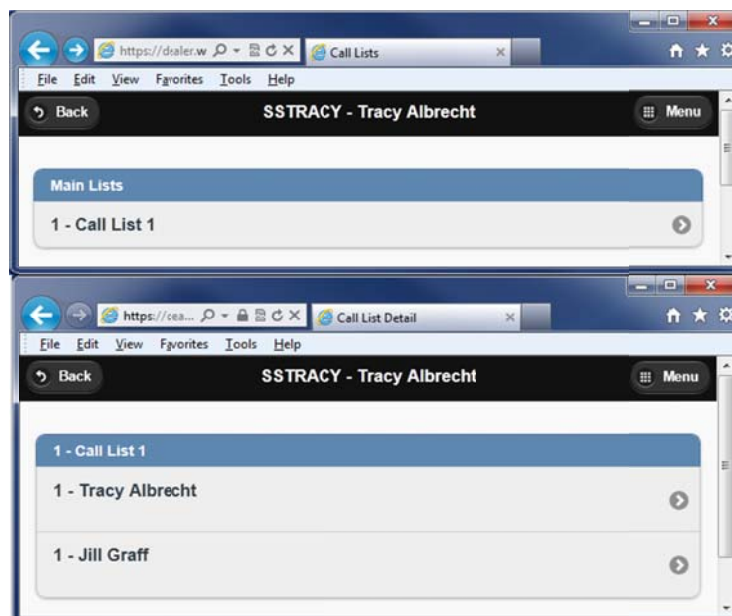
Contact List - continued

- Click on any line or arrow to view more detailed information.
 - Area Access Descriptions
 - Customer and Dealer Site Phone Numbers
 - Email Address
 - Address of Person
 - Location (Country, Locale, Time Zone)
 - Notes
 - Verification (Question and Answer)



Call List

- This category displays any call list, if available, on a particular account.
- If there is a different general schedule call list, it will pull up any call list for that specific time period.
- Lists key people available to call as well as the ability to drill down to view additional information for each person.



Zone List

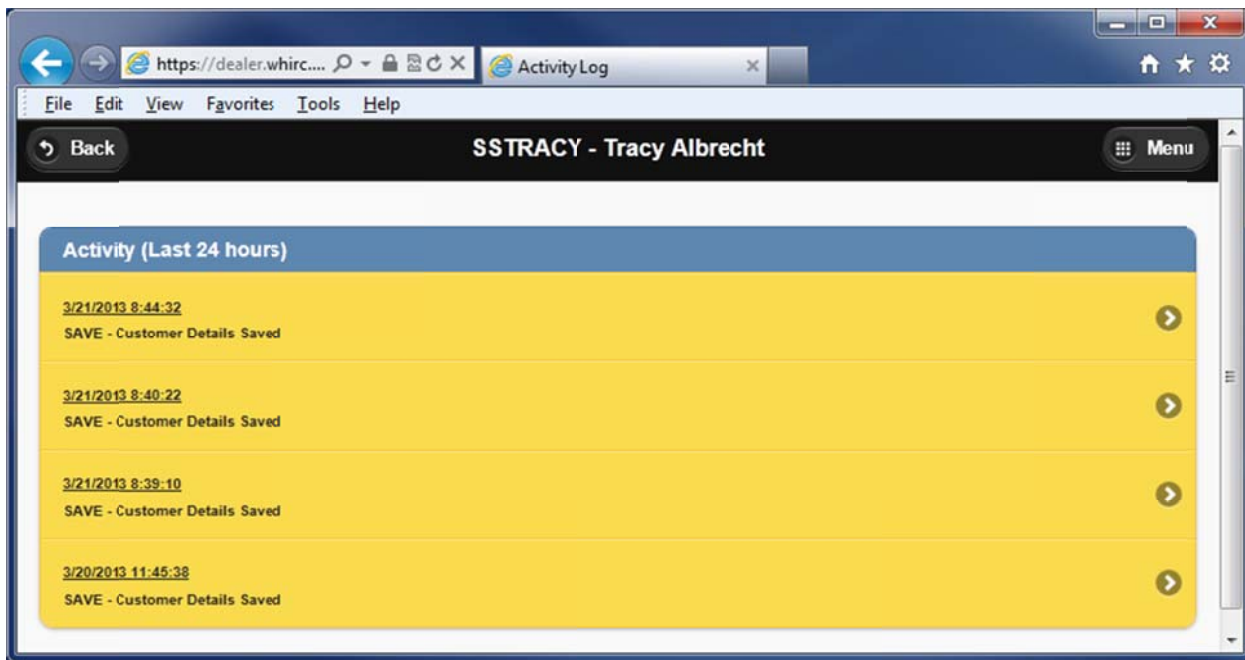
- Zones need to be added via regular BoldNet prior to testing on site.
- Technicians can send signals to those zones and verify they have been received.
- If signals were received, the information will be listed.



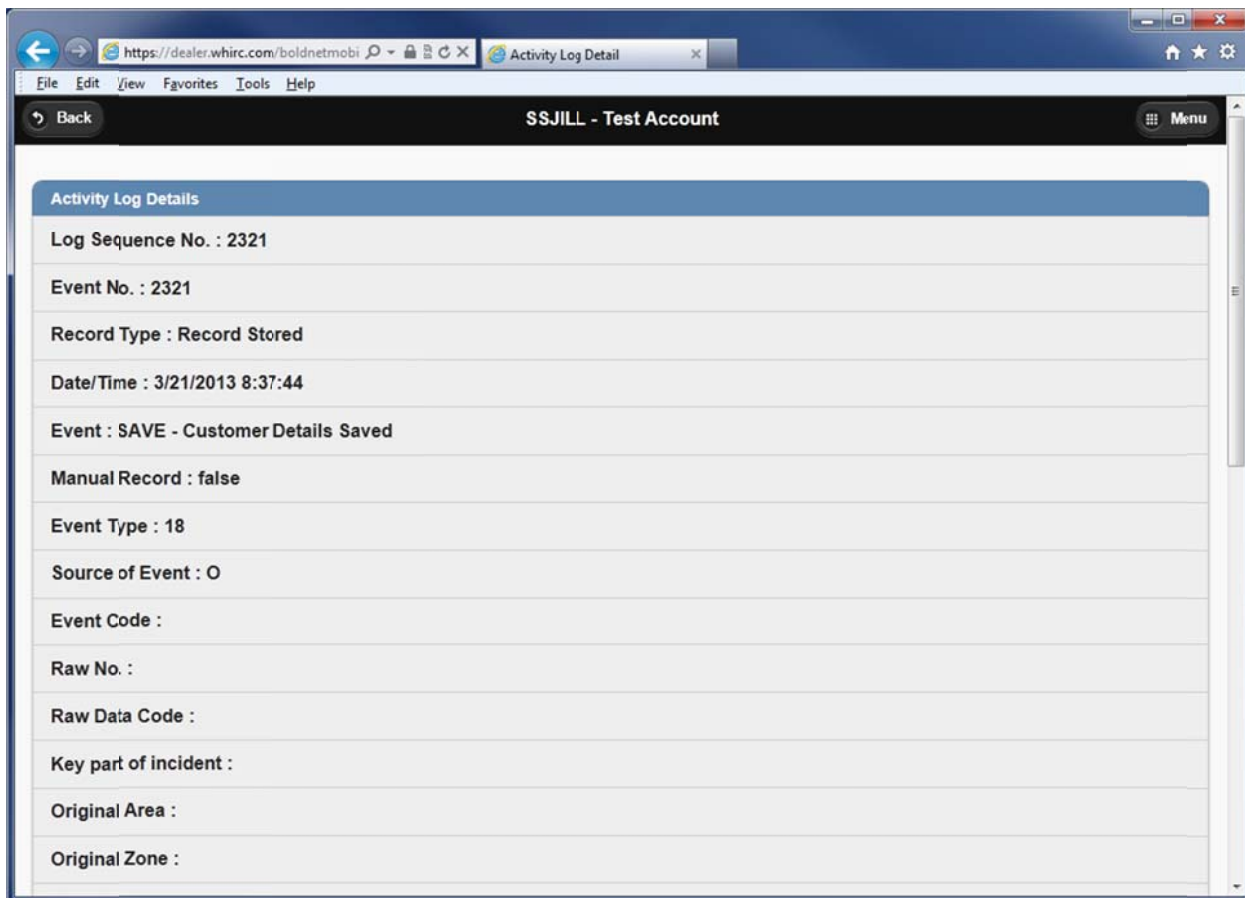
Activity Log

- Displays only the last 24 hours of information on an account.
- When technicians place systems on test, the information will be available for the zones they “tripped” while they “tripped” them.
- Information displayed includes:
 - On Test Status
 - ID
 - Customer
 - Reason
- A second line for exact same information is displayed where there are two things happening behind the scene. This is the start time, when it was entered, when it was deleted, and the stopped time.
 - Stop ID
 - Deleted ID
 - Started ID
 - Entered ID

Activity Log - continued



Activity Log Details

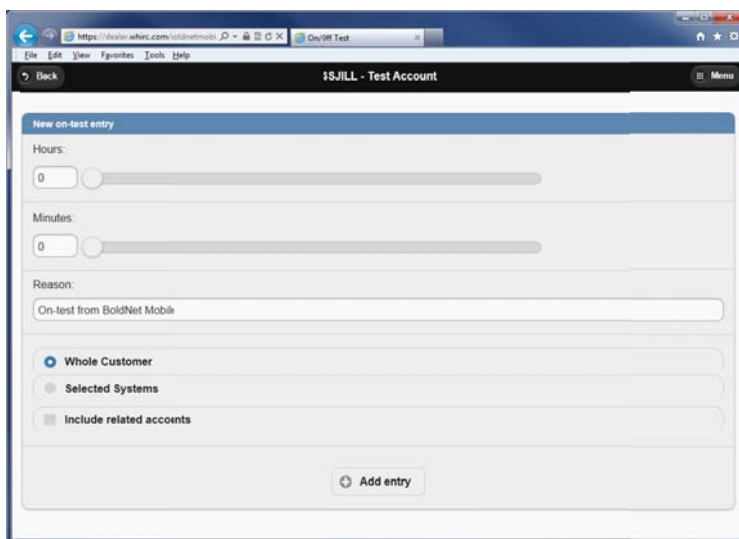


On/Off Test

- The On Test category will tell you exactly what is happening when a system is placed On Test.
 - Number of hours and minutes of test
 - Reason for system placed on test
 - Option of entering information might be: “Technician, John, on site to check lobby smokes.”
 - What part of the system was placed on test
 - You have two choices:
 - Place the whole system on test; or
 - Selected systems
 - You will not be able to put more than one system on test at a time.
 - If you have a burglary system and fire system, you will only be able to select individual systems to put on test.

To place a system On Test:

- Notice the sliders – if your browser doesn’t allow you to use the slider controls, you will need to change the hours. It will go to the default timeout and then go in and change timeout time as well.
- Click on the line “Add entry”
- Scroll down to see “Scheduled Outages”
- To delete an entry, click the line.
- This information will show in the Manitou system exactly as it shows in BoldNet Mobile.
- When finished, click again, and then you will be back where you started from.



The screenshot shows a mobile web browser interface for 'New on-test entry'. The form includes:

- Hours:** A slider control set to 0.
- Minutes:** A slider control set to 0.
- Reason:** A text input field containing 'On-test from BoldNet Mobile'.
- System Selection:** Three radio button options: 'Whole Customer' (selected), 'Selected Systems', and 'Include related accounts'.
- Add entry:** A button at the bottom of the form.