

BoldNet NEO

Handleiding voor installateurs



Inhoudsopgave

Startscherf	2
Aansluiting opzoeken	3
Klantscherf	4
Aansluiting volledig in test	5
Aansluiting in de toekomst in test	6
Aansluiting gedeeltelijk in test	9
Aansluiting uit test	11
Logboek	12
Rapport downloaden	13



Startscherm

Ga naar <https://boldnet.alarmmeldnet.nl> en log in met uw inloggegevens. Na het inloggen zult u het startscherm zien.

Navigatie

Overzicht/ statistieken

Uitloggen

Recent
geopend
klanten

Klant
opzoeken

The screenshot displays the Boldnet alarm management dashboard. The interface includes a top navigation bar with the Boldnet logo, a hamburger menu, and a 'HOME' button. A left sidebar contains a 'My Dashboard' section with a dropdown menu showing 'D0002 - Alarmmeldnet aansluitingen' and 'Current'. The main content area is divided into two columns. The left column, titled 'Recent Customers', is currently empty. The right column, titled 'Statistics', contains several sections: 'Customer Counts' (Active: 13, Inactive: 1, Pending: 1, Deactive: 3), 'Customer Status Summary' (Customers Currently In Alarm: 0, Customers Currently On Test: 1), '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', 'Customer TX Summary' (TX In Alarm: 3, TX In Fault: 4, TX In Line Fault: 0, TX With Low Battery: 1, TX With Late-To-Test: 5, TX Missing Event Programming: 3), and 'TX Not On File In The Last 24 hours' (0). A search bar and a settings icon are located in the top right corner of the dashboard.

Aansluiting opzoeken

Stap 1: Klik op het vergrootglas rechts bovenin het scherm.



Stap 2: Vul onder 'Customer Search' bij 'Search Criteria' het aansluitnummer, de klantnaam of het adres in. Als u hier een sterretje (*) invult, worden al uw aansluitingen in de zoekresultaten getoond.

Customer Search

☒ Customer ☐ Dealer ☐ Branch ☐ Agency ☐ Authority ☐ Global Keyholder

Search Criteria

Stap 3: Klik rechts op de knop 'Search' of druk op de Enter knop op uw toetsenbord. Hierna zullen de zoekresultaten getoond worden onder 'Search Results'.

Customer Search

☒ Customer ☐ Dealer ☐ Branch ☐ Agency ☐ Authority ☐ Global Keyholder

Search Criteria

SEARCH

ADVANCED

Search Results

Q

ID

Name

Address

City

State

Contacts / TX

No Results

Stap 4: Klik op de desbetreffende aansluiting om het klantscherm te openen.

Klantscherf

Als u een aansluiting aanklikt zal het klantscherf geopend worden.

Diagram illustrating the Klantscherf (Customer Interface) layout with labeled sections:

- Navigatie m.b.t. de aansluiting** (Navigation regarding the connection): Points to the left sidebar menu.
- Klant details** (Customer details): Points to the top section of the main content area.
- Testfase instellen** (Set test phase): Points to the right sidebar section.
- Status van de aansluiting en van systeem/systemen** (Status of the connection and of system/systems): Points to the bottom right section.
- Logboek** (Logbook): Points to the bottom section of the main content area.

The screenshot displays the Klantscherf interface for a customer named 'TEST SUPPORT'. The interface is divided into several sections:

- Left Sidebar (Navigation):** Contains links for Home, My Dashboard, and various system-related options like 'TEST SUPPORT - Test Account Support Alarm Meldnet', 'test support', 'Customer Search', and '00002 - Alarmmeldnet aansluitingen'.
- Top Section (Customer Details):** Displays customer information such as Customer ID (TEST SUPPORT), Name (Test Account Support Alarm Meldnet), Type (Zakelijk), Account Type (Normal Account), Related Type (Normal), Country (Nederland), Language (Nederlands (Nederland)), and Time Zone (Roermond).
- Right Sidebar (Test Phase Settings):** Includes a 'Customer Status' section with a 'Start Date' of 19/10/2017 and a 'Status' of 'Alarm OK Service Full'. It also lists various systems and their statuses, such as 'System 1 - Alarm Systeem', 'Area 1 - Close - 20/04/2018 22:39 - No G/C Service', 'Area 2 - Close - 30/06/2020 19:24 - No G/C Service', 'Area 3 - No G/C Service - No G/C Service', 'Area 4 - No G/C Service - No G/C Service', and 'System 2 - Intrais'.
- Bottom Section (Logboek):** A table listing customer activity logs with columns for Date, Time, and Log Description. The log entries include details about signal status, test phases, and system alerts.

Aansluiting volledig in test

Stap 1: Klik rechts in het klantscherm op 'Add On Test'.



Stap 2: Klik op de schuifbalken om de uren en/of minuten aan te passen of klik op 'Hours' en/of 'Minutes' om de uren/minuten in te voeren.

Add On Test

Hours

Minutes

Stap 3: Zodra u de uren en/of minuten wilt aanpassen zal een pop-up met de titel 'Validate' getoond worden; klik rechtsonder op 'DONE'.

Validate
(Test Object 1)

☒ Operator ☐ Other

☒ Password ☐ Question/Answer

Password

User ID:
Name:

Access

☐ Permissions Suspended

☐ Can Open/Close Within Schedule

☐ Can Open/Close Within Temp Open Window

☐ Can Open/Close Anytime

☒ Can Cancel Alarm

☒ Can Authorize a Schedule Change

☒ Can Put Entire Customer On Test

☐ Can Put Designated System/Areas On Test

☒ Can Edit Customer

☒ Can Give Out Customer Information

Show All

...

...

...

...

...

...

...

...

...

CANCEL

DONE

Stap 4: Nu kunt u verder gaan met het aanpassen van de uren/minuten.

The screenshot shows a form titled "Add On Test". It contains two sliders: "Hours" set to 2 and "Minutes" set to 30. Below these is a text field labeled "Reason" containing the word "Onderhoud". At the bottom are two buttons: "START" and "ADVANCED". Red lines with dots at the end point to the "Add On Test" title, the "Hours" slider, the "Reason" text field, and the "START" button.

Add On Test

Hours
2

Minutes
30

Reason
Onderhoud

START ADVANCED

Stap 5: Vul bij 'Reason' een reden in voor de test; bijv. 'Onderhoud'.

Stap 6: Klik op 'START'.

Aansluiting in de toekomst in test

Stap 1: Klik rechts in het klantscherf op 'Add On Test'.



Stap 2: Klik in het testscherf op 'ADVANCED'.

Add On Test

Hours

Minutes

Reason

This field is required.

START

ADVANCED

Stap 3: Een pop-up met de titel 'Validate' wordt getoond; klik rechtsonder op 'DONE'.

Validate
(Test Object 1)

☒ Operator ☐ Other

☒ Password ☐ Question/Answer

Password

User ID:
Name:

Access

☐ Permissions Suspended

☐ Can Open/Close Within Schedule

☐ Can Open/Close Within Temp Open Window

☐ Can Open/Close Anytime

☒ Can Cancel Alarm

☒ Can Authorize a Schedule Change

☒ Can Put Entire Customer On Test

☐ Can Put Designated System/Areas On Test

☒ Can Edit Customer

☒ Can Give Out Customer Information

Show All

CANCEL

DONE

Stap 4: Een pop-up met de titel 'On Test Advanced - New' wordt getoond. Vul bij 'Reason' een reden in voor de test; bijv. 'Onderhoud'.

The screenshot shows the 'On Test Advanced - New' form. A red line with dots at both ends connects the 'Reason' field (highlighted with a red box and the message 'This field is required.') to the 'Valid From' and 'Valid To' date and time fields (also highlighted with a red box). The 'Valid From' field is set to '06/07/2021 12:39' and the 'Valid To' field is set to '06/07/2021 15:39'. Below these fields, there is a section 'Applies to Customers' with a dropdown menu showing 'Customer | All | None' and 'Test Object 1 | [BOMS199999]'. To the right, there is a checkbox 'Keep signals for VRT Access' and a 'Technician' dropdown menu. At the bottom right, there are 'CANCEL' and 'DONE' buttons, with the 'DONE' button highlighted by a red box and a red line with a dot at the end.

Stap 5: Stel de data en tijden van de testfase naar wens in.

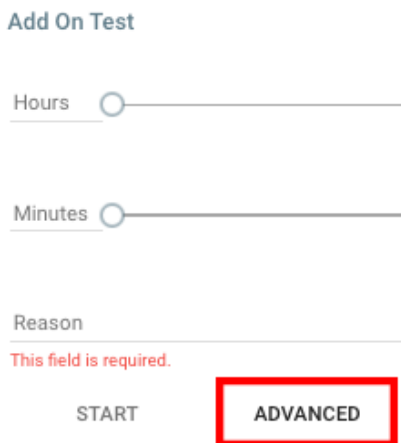
Stap 6: Klik op 'DONE'.

Aansluiting gedeeltelijk in test

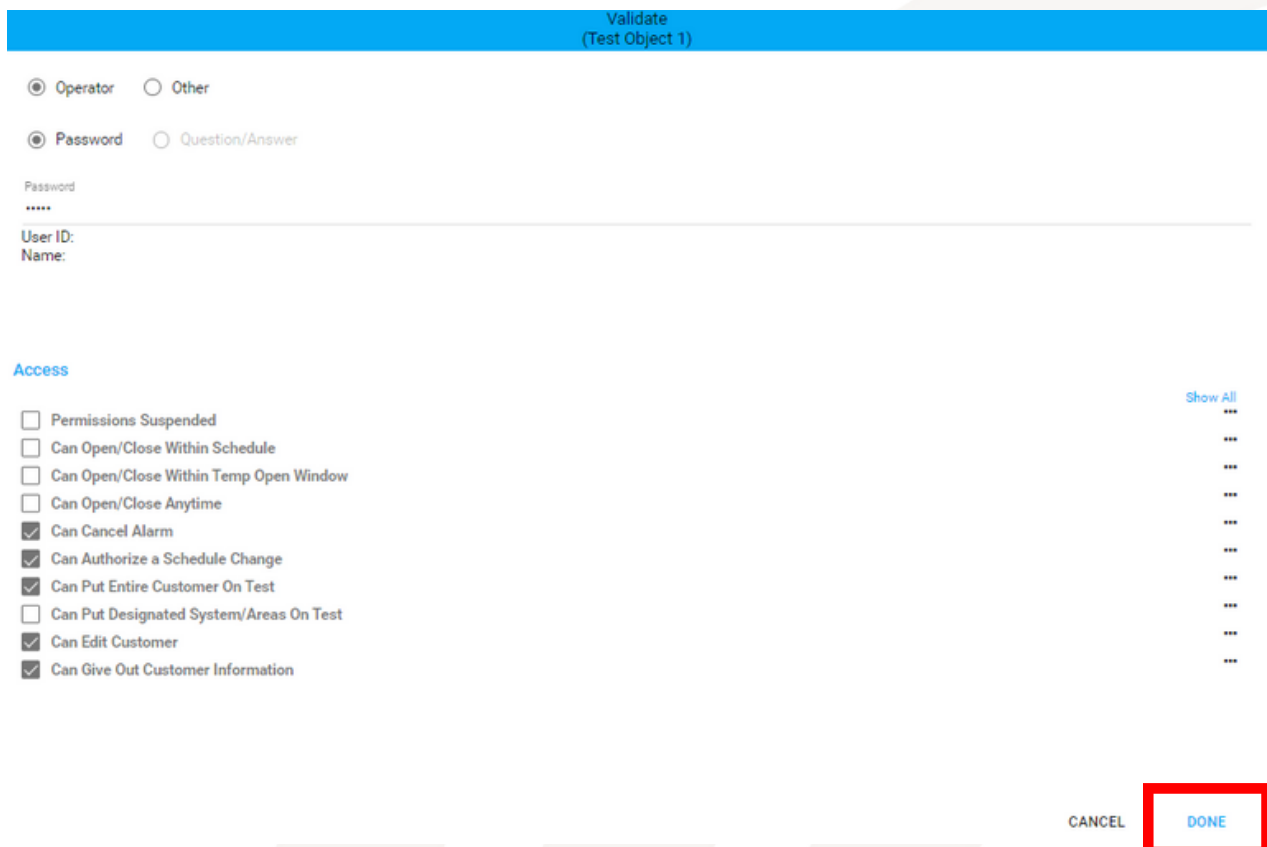
Stap 1: Klik rechts in het klantscherm op 'Add On Test'.



Stap 2: Klik in het testscherm op 'ADVANCED'.

A screenshot of the 'Add On Test' configuration screen. It features two sliders for 'Hours' and 'Minutes'. Below them is a 'Reason' field with a red error message 'This field is required.' At the bottom are two buttons: 'START' and 'ADVANCED'. The 'ADVANCED' button is highlighted with a red rectangular border.

Stap 3: Een pop-up met de titel 'Validate' wordt getoond; klik rechtsonder op 'DONE'.

A screenshot of a 'Validate (Test Object 1)' pop-up window. It has a blue header. Below the header are radio buttons for 'Operator' (selected) and 'Other', and 'Password' (selected) and 'Question/Answer'. There are input fields for 'Password' (masked with dots), 'User ID', and 'Name'. Under the 'Access' section, there is a list of permissions with checkboxes: 'Permissions Suspended', 'Can Open/Close Within Schedule', 'Can Open/Close Within Temp Open Window', 'Can Open/Close Anytime', 'Can Cancel Alarm' (checked), 'Can Authorize a Schedule Change' (checked), 'Can Put Entire Customer On Test' (checked), 'Can Put Designated System/Areas On Test', 'Can Edit Customer' (checked), and 'Can Give Out Customer Information' (checked). On the right side, there is a 'Show All' link and a list of three dots. At the bottom right, there are 'CANCEL' and 'DONE' buttons. The 'DONE' button is highlighted with a red rectangular border.

Stap 4: Een pop-up met de titel 'On Test Advanced - New' wordt getoond. Vul bij 'Reason' een reden in voor de test; bijv. 'Onderhoud'.

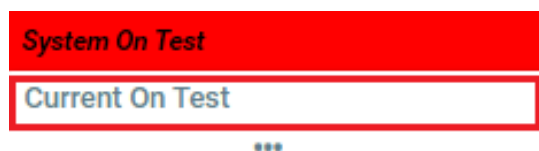
The screenshot shows a web form titled "On Test Advanced - New". A red dot at the top left has a line pointing to the "Reason" input field, which is highlighted with a red border and contains the text "This field is required." Below this are tabs for "TEMPORARY", "PERMANENT", and "RECURRING", with "TEMPORARY" selected. Under "TEMPORARY", there are input fields for "Days" (0), "Hours" (3), and "Minutes" (0). Below these are "Valid From" and "Valid To" date and time pickers, both set to "04/08/2021". To the right, there is a checkbox "Keep signals for VRT Access" and a "Technician" dropdown menu. Below the date pickers, there is a section "Applies to Customers" with a dropdown menu showing "Customer | All | None" and a button "Test Account Support Alarm Meldnet [TEST SUPPORT]". On the left side, a red box highlights a list of fields: "System", "TX", "Area", "Zone", "Event Category", and "Event Codes", each with a small icon to its right. At the bottom right, there are two buttons: "CANCEL" and "DONE", with the "DONE" button highlighted by a red box and a red line pointing to it from the text "Stap 6: Klik op 'Done'." below.

Stap 5: Vul hier in welke gedeelte(n) u in test wilt zetten.

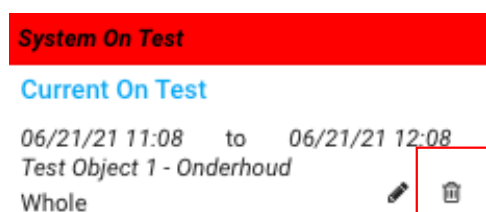
Stap 6: Klik op 'Done'.

Aansluiting uit test

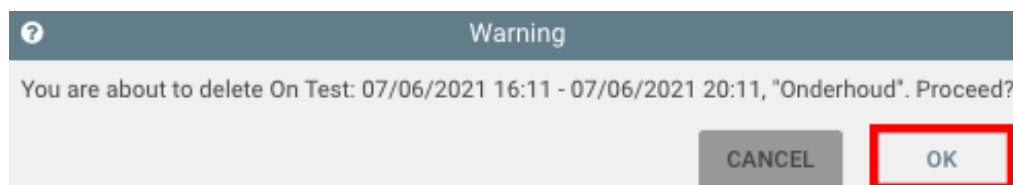
Stap 1: Klik rechts in het klantscherm onder 'System On Test' op 'Current On Test'.



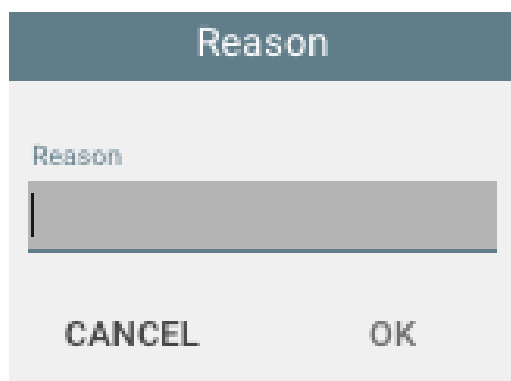
Stap 2: Klik op het prullenbak icoon.



Stap 3: Een pop-up wordt getoond met de vraag of u zeker weet dat u de testfase wilt beëindigen; klik op 'OK'.



Stap 6: Een pop-up met de titel 'Reason' wordt getoond. Vul de reden van het beëindigen van de test in (bijv. 'einde test') en klik op 'OK'.



Logboek

Het logboek wordt standaard getoond in het klantscherm. U kunt het logboek ook openen via de navigatie links in het klantscherm door op 'Activity Log' te klikken.

The screenshot displays the BOLDNET alarm management interface. The left sidebar contains a navigation menu with the following items: Home, My Dashboard, D0002 - Alarmmeldnet aansluitingen, Current, TEST SUPPORT Test Acc..., D0002 - Alarmmeldnet aansluitingen, support, Customer Search, Open: TEST SUPPORT Test Account Support AL..., Details (highlighted with a red box and a red line pointing to the 'Customer Activity Log' table), Systems, Enhanced Subscriptions, GPS Tracking, Monitoring Services, Contact List, OC Schedules, Activity Log (highlighted with a red box), Comments, User Defined Fields, Plans, Maintenance Issues, and Reverse Commands.

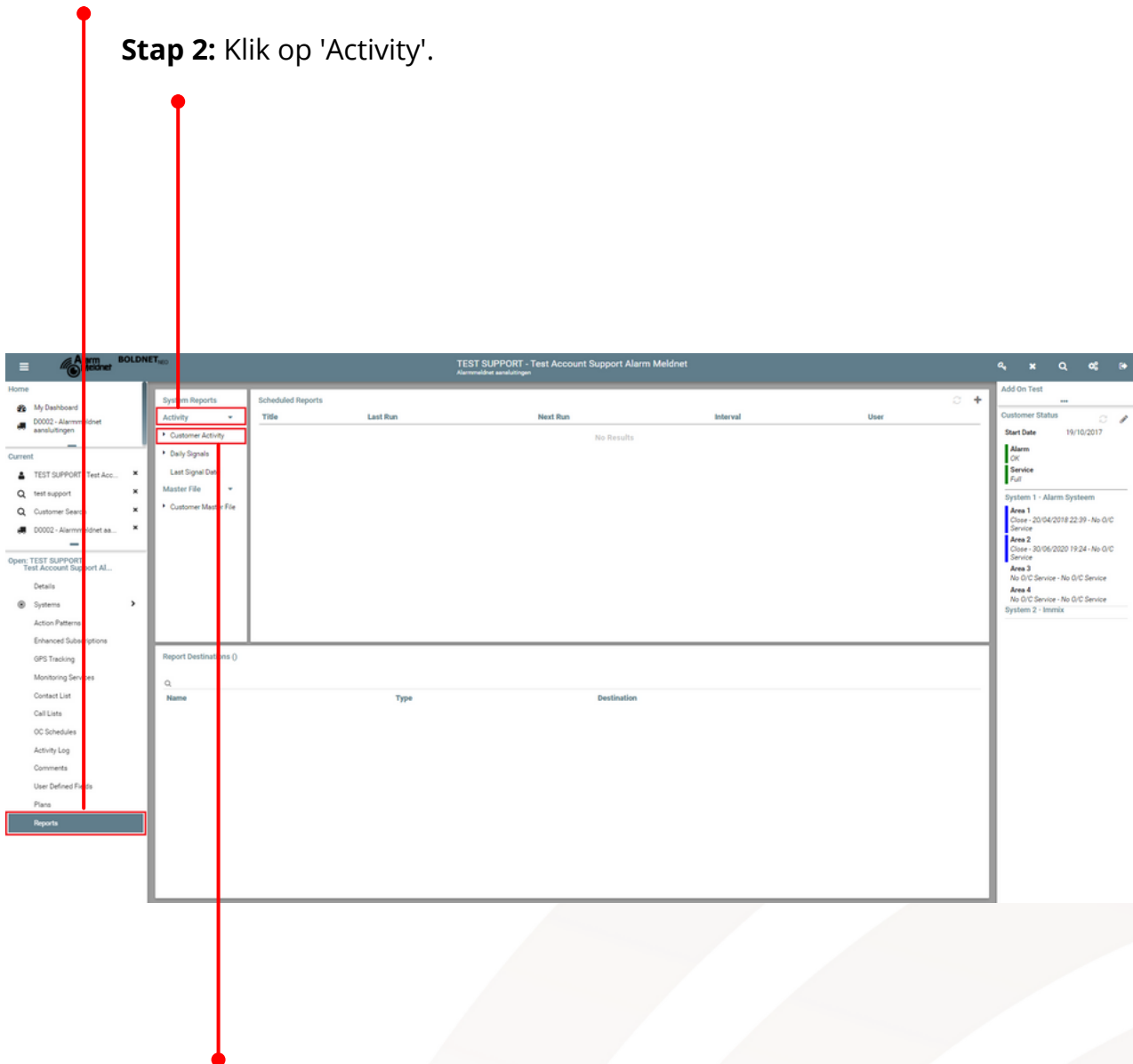
The main content area shows the 'TEST SUPPORT - Test Account Support Alarm Meldnet' details. The 'Customer Activity Log' table is displayed with the following data:

Date	Time	Log Description
04/06/2021	11:05:41	SIGNAL - On Test Removed (OTR) On Test Removed (ID: 296999, Whole System (Ende test) Key: OTR
04/06/2021	11:05:38	ON TEST (Temporary) - STOPPED ID: 296999 - 11:02 to 15:00, 4 Aug - Whole Customer Reason: Ende test
04/06/2021	11:05:38	ON TEST (Temporary) - DELETED ID: 296999 - 11:02 to 15:00, 4 Aug - Whole Customer Reason: Ende test
04/06/2021	11:05:22	SIGNAL (Manual) - Storing Brand Herst. (R) S: 1 A: 1 RL: 13 TX-ID: 123456789 Key: RJ
04/06/2021	11:05:18	SIGNAL (Manual) - Storing Brand Herst. (PT) S: 1 A: 1 RL: 13 TX-ID: 123456789 Key: PT
04/06/2021	11:05:08	SIGNAL (Manual) - Brand Herst. (FR) S: 1 A: 1 RL: 13 TX-ID: 123456789 Key: FR
04/06/2021	11:05:02	SIGNAL (Manual) - Brand Alarm (FA) S: 1 A: 1 RL: 13 TX-ID: 123456789 Key: FA
04/06/2021	11:04:49	SIGNAL (Manual) - Inbraak Herstel (BR) IR Suur S: 1 A: 1 Z: 3 RL: 13 TX-ID: 123456789 Key: BR 02: 3
04/06/2021	11:04:43	SIGNAL (Manual) - Inbraak Herstel (BA) IR Suur S: 1 A: 1 Z: 3 RL: 13 TX-ID: 123456789 Key: BA 02: 3
04/06/2021	11:04:29	SIGNAL (Manual) - Inbraak Herstel (BR) IR Gang S: 1 A: 1 Z: 2 RL: 13 TX-ID: 123456789 Key: BR 02: 2
04/06/2021	11:04:23	SIGNAL (Manual) - Inbraak Herstel (BA) IR Gang S: 1 A: 1 Z: 2 RL: 13 TX-ID: 123456789 Key: BA 02: 2
04/06/2021	11:04:07	SIGNAL (Manual) - Inbraak Herstel (BR) DC Voordeur S: 1 A: 1 Z: 1 RL: 13 TX-ID: 123456789 Key: BR 02: 1

Rapport downloaden

Stap 1: Om een activiteitenrapport van een aansluiting te downloaden klikt u links in het klantscherm op 'Reports'.

Stap 2: Klik op 'Activity'.



Stap 3: Klik op 'Customer Activity'.

(Zie volgende pagina voor vervolgstappen.)

Stap 4: Er zal een pop-up getoond worden met de titel 'Customer Activity'. Vul de data en tijden naar wens in.

The screenshot shows the 'Customer Activity' report interface. A red line points from the top of the page to the 'Date' field, which is highlighted with a red box. The 'Date' field contains '04/08/2021' and '00:00' to '23:59'. Another red line points from the 'Activity Type' section to the 'All activity' radio button, which is also highlighted with a red box. The 'Activity Type' section includes radio buttons for 'All activity', 'Exception activity', 'Open/Close activity', and 'Check-in/Out activity'. A third red line points from the 'Next' button in the bottom right corner to the 'Next' button in the bottom right corner, which is highlighted with a red box. The 'Next' button is part of a row of buttons including 'CANCEL', 'PREVIOUS', 'NEXT', 'DISPLAY NOW', 'DOWNLOAD (PDF)', 'DOWNLOAD (RTF)', and 'SEND EMAIL'.

Stap 5: Kies hier welke type meldingen u in het rapport wilt terugzien. U kunt kiezen uit: alle meldingen (All activity), alleen bijzonderheden (Exception activity) of alleen in- en uitschakelingen (Open/Close activity).

Stap 6: Klik op 'Next'.

Stap 7: Er zal een nieuwe pop-up getoond worden; klik rechtsonder op 'Download

The screenshot shows the bottom navigation bar of the report interface. The buttons are 'CANCEL', 'PREVIOUS', 'NEXT', 'DISPLAY NOW', 'DOWNLOAD (PDF)', 'DOWNLOAD (RTF)', and 'SEND EMAIL'. The 'DOWNLOAD (PDF)' button is highlighted with a red box.