

General Operation

Intended Operational Overview

The expected operation is for an end user to be notified about an event through a push notification to their Mobile App while the alarm is still in a pending state and not yet visible in the alarm queue. This gets the end user involved much earlier in the process and allows them to take action before requiring a central station to handle it. Additionally low priority alarms could be directed to the end user to be addressed in a very efficient manner.

Downloading the Mobile App

The NotifyMe App is available in both the Apple App Store and Google Play Stores.

<https://play.google.com/store/apps/details?id=com.boldtechnologies.boldnotifypaid>

<https://itunes.apple.com/us/app/bold-notifyme/id1121108630?mt=8>

The app is free to all end users from Bold. However, we do charge the central station for NotifyMe.

Registering Your Accounts

The first screen when you open the app for the first time is the Registration page. This is where you add your account(s) from Manitou that you wish to be Notified on activity.

Registration

Bold NotifyMe

Phone Number5555554321

Password

REGISTER

NotifyMe1

☐ Suppress

PROFILE

USER ID

NAME & ADDRESS

WEB MEMBERSHIP

USER DEFINED FIELDS

Type

Contact Points

Mobile(555) 555-4321

Push Notification(555) 555-4321

☐ 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

PasswordABCD

OpenVoice ID

Web Access ID

Max Test Time0

Web Profile

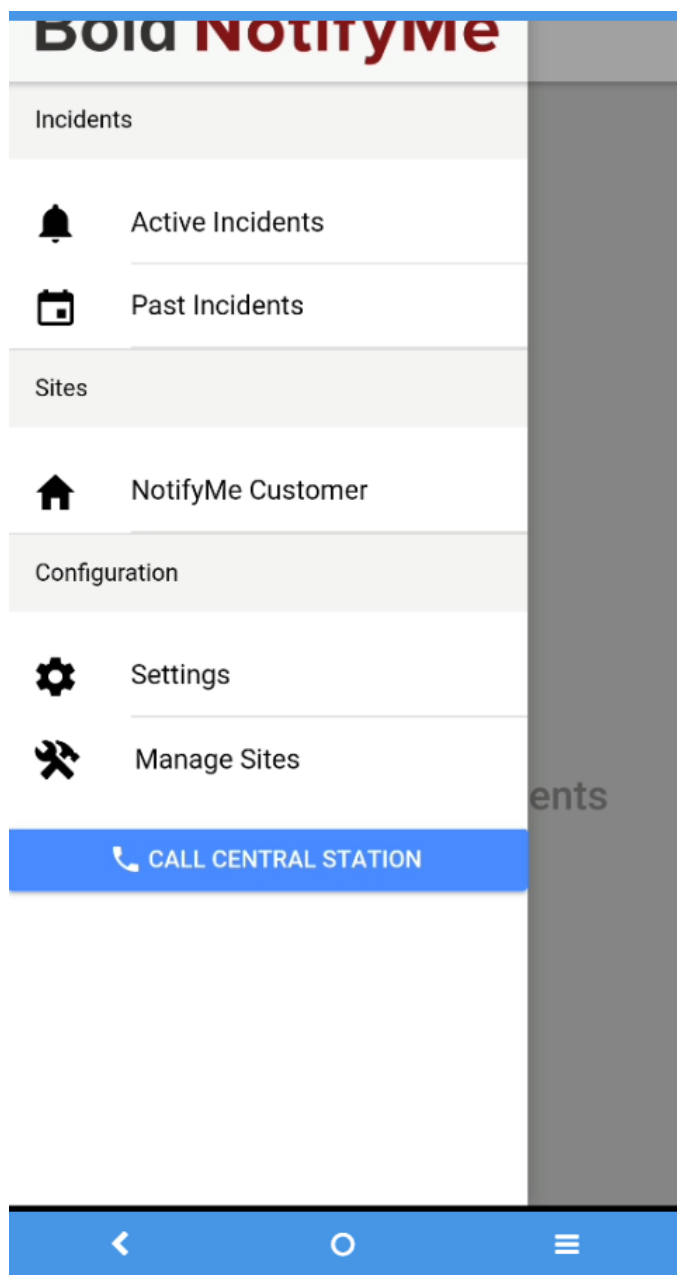
You would add the phone number associated with your contact in Manitou and the Password set for that contact.

When you hit the Register button, NotifyMe will go out to the Central Station to verify that phone number and password on one or more accounts. It will return all matches and add them as sites in the NotifyMe app.

It will then take you to the main alarm screen.

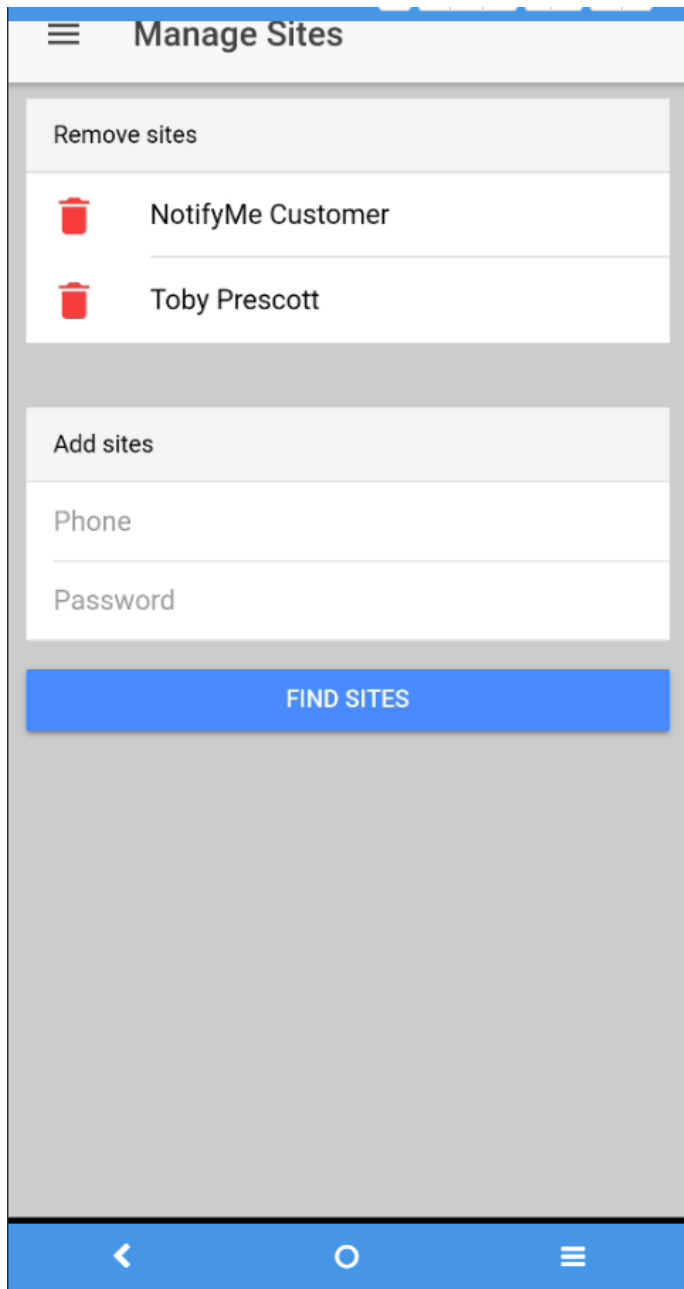
Understanding the App Screens

There are several screens that the user can access from the top left menu.



Manage Sites

It may be necessary to add additional sites if the password or phone number are not the same as the one used to register originally. This can be done from the Manage Sites page. You simply follow the same registration process but use the new information. Any matching accounts will be added. You can also remove sites that you don't want to be notified about by clicking the trash can.



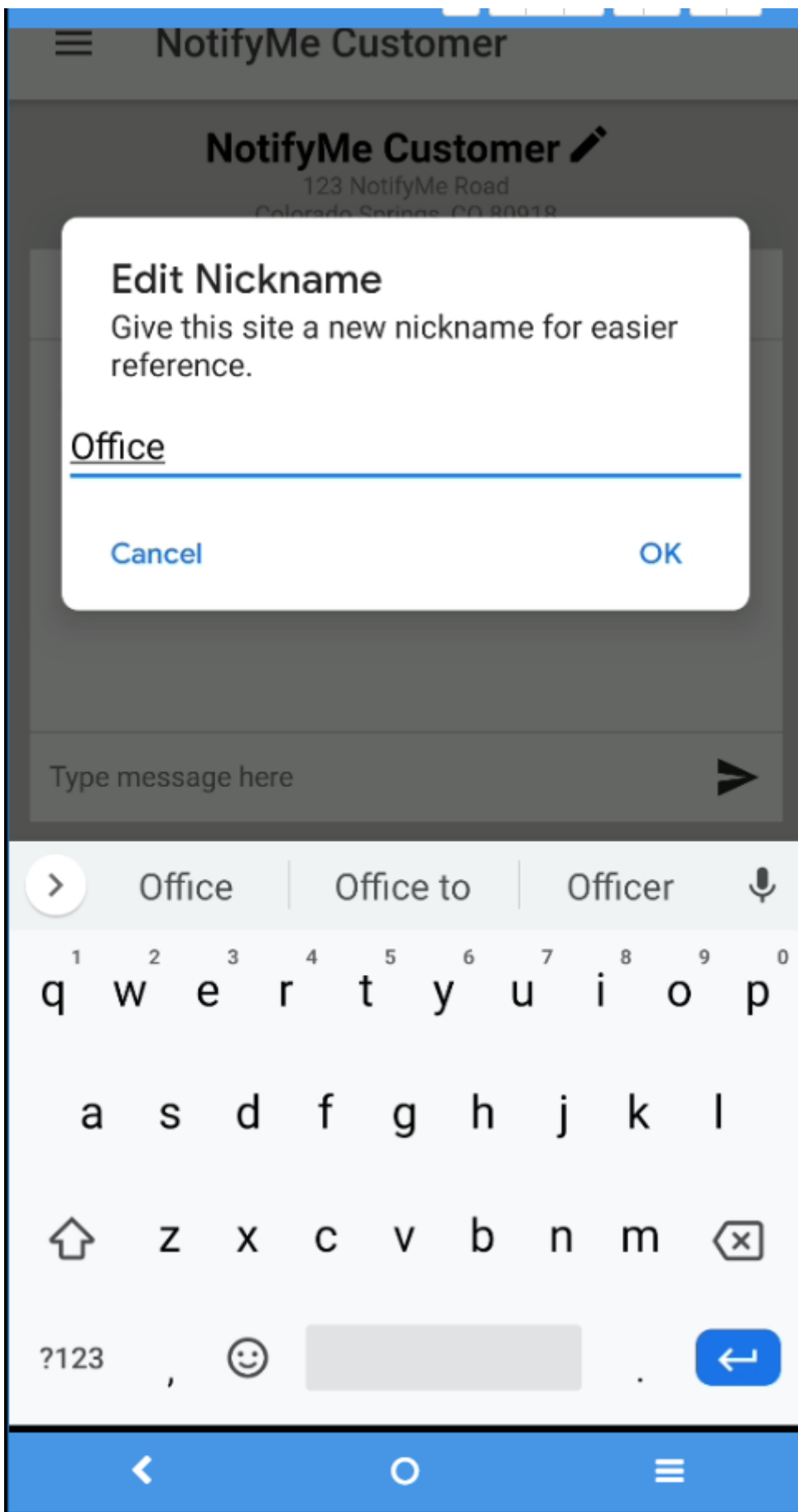
The screenshot shows a mobile application interface for managing sites. At the top, there is a header bar with a hamburger menu icon and the title "Manage Sites". Below the header, there is a section titled "Remove sites" with a light gray background. Under this section, there are two entries, each with a red trash can icon on the left and text on the right: "NotifyMe Customer" and "Toby Prescott". Below the "Remove sites" section, there is another section titled "Add sites" with a light gray background. Under this section, there are two input fields: "Phone" and "Password". Below the input fields, there is a blue button with the text "FIND SITES". At the bottom of the screen, there is a blue navigation bar with three icons: a back arrow, a circle, and a hamburger menu.

Settings

This is primarily used to set the Override URL if needed for troubleshooting. This should not be used by the customer but only with Support/Development. If the customer does put something in this field, it can be reset to the production path by simply clicking the UPDATE URL button with an empty field for Override URL. This will then show that the Current: <Production> path is used.

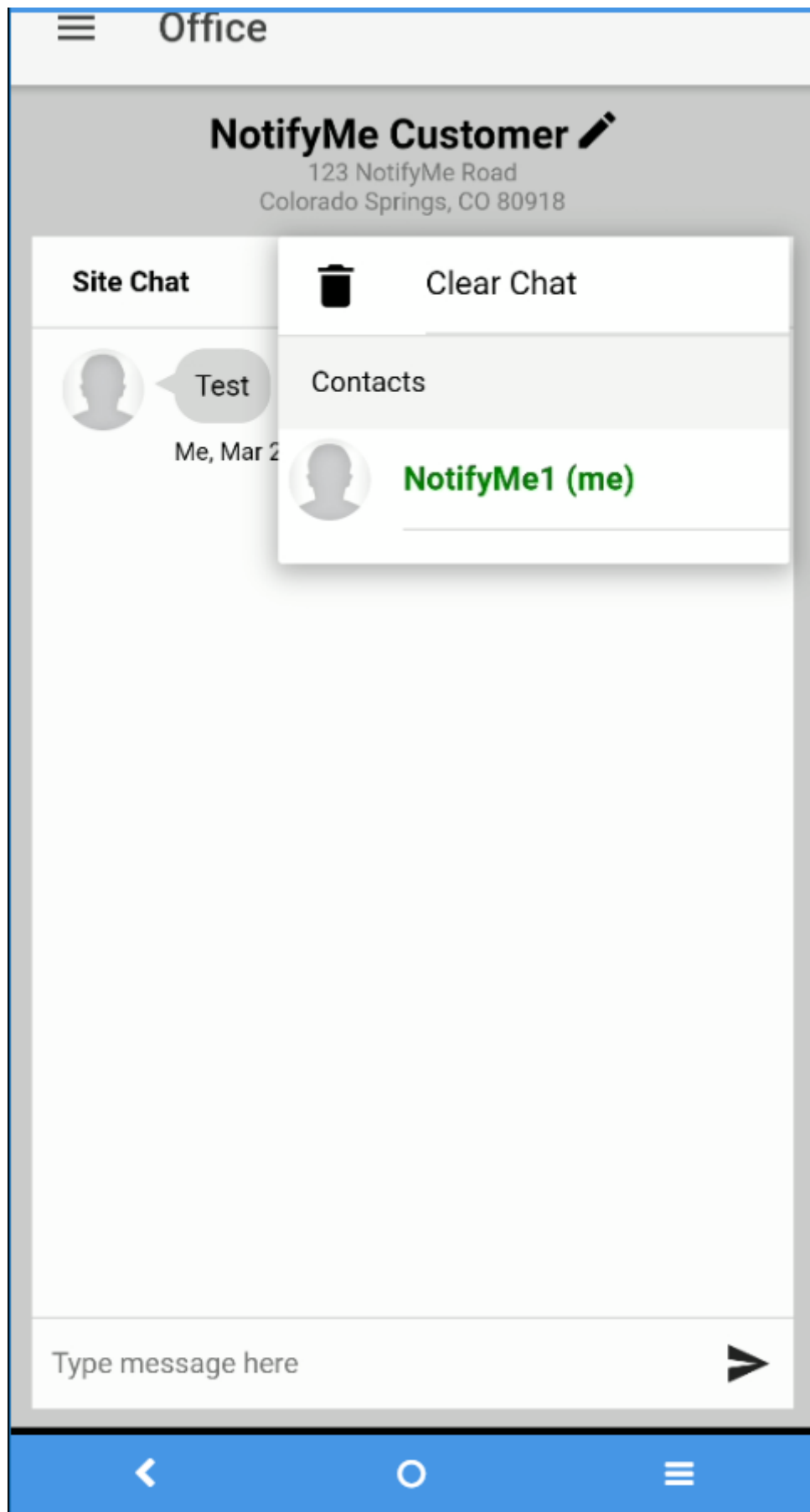
Sites

Each site can be selected from the Menu. This allows users to use the chat function as well as see the site address. They can set a local nickname for the site by clicking the edit pencil. This nickname will be used in the app but will not change anything on the server. Resetting the app or installing on a new device will cause the nickname to be lost. The nickname can be useful as Manitou may not have a perfectly descriptive name for the site and the customer can make it easier to recognize.



Additionally, the chat can be cleared from here. A list of all contacts that are in the NotifyMe system can be seen. Ones shown in green have registered for NotifyMe and setup their app. The

rest can be called but will not be part of the push notification process.



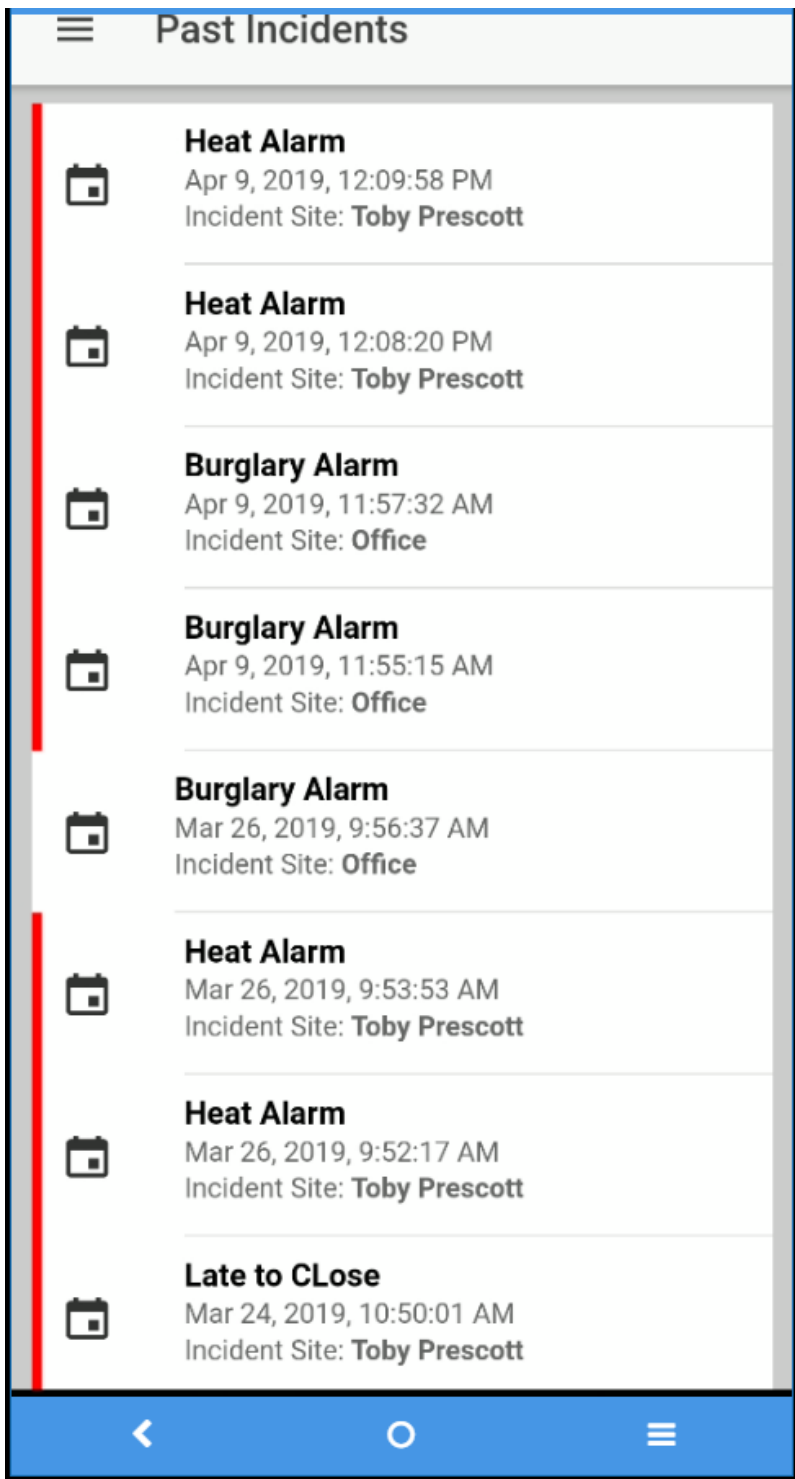
Chat is stored locally on the devices only. It is not saved on the server. If it is cleared, there is no way to recover this. Also if you setup a new device, there will be no chat history.

Alarm Screens

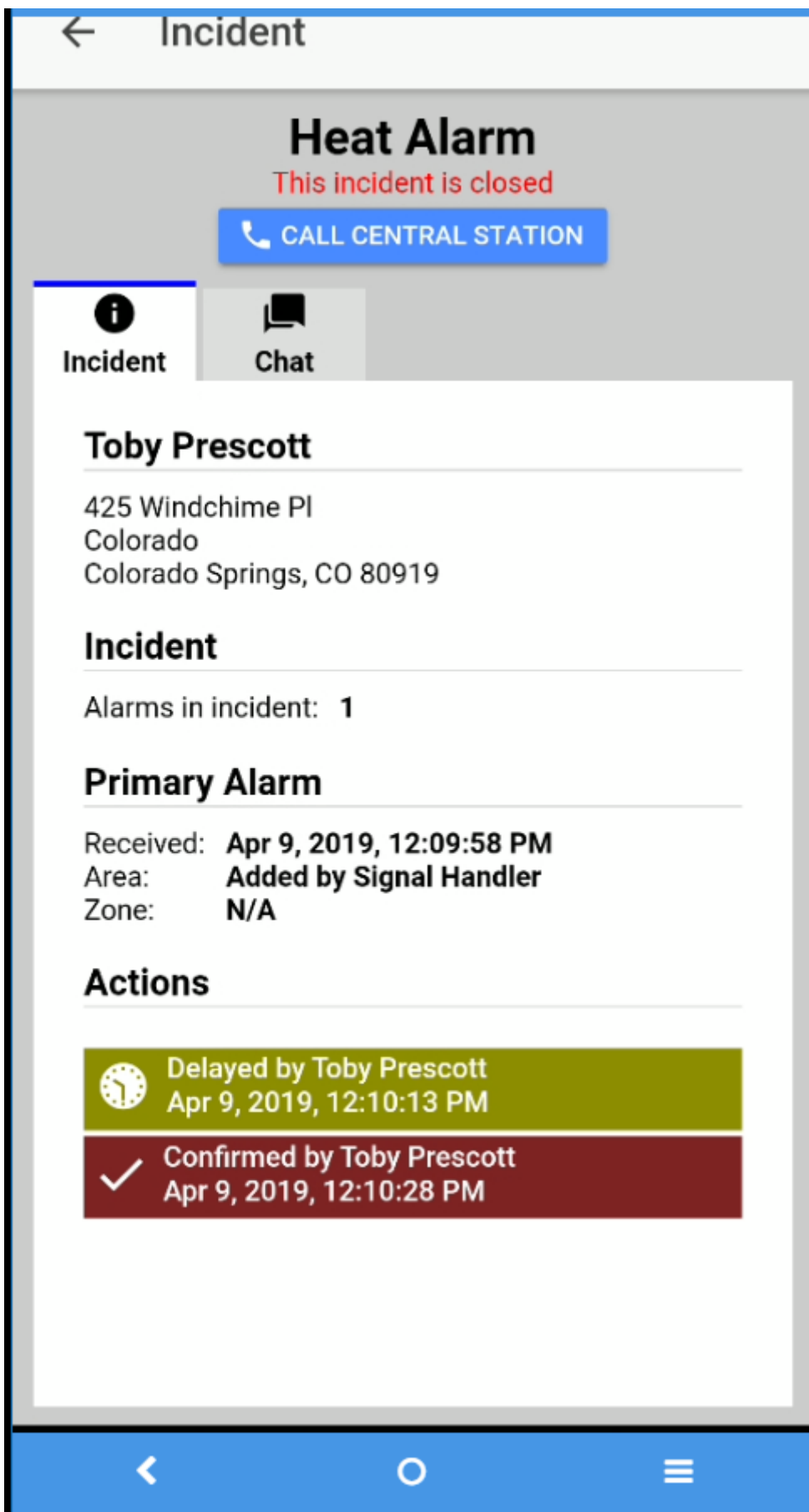
There are two separate alarm screens: Active and Past. These are separated for clarity. When the app first opens after registration has been complete, the user will be taken to the Active Incident screen.

Past Incidents

The Past Incident screen gives a list of the past 30 days worth of alarms that are currently closed. The ones that have a red sidebar have not been opened in this app. Just like email they are basically unread.



Clicking on one will show you the details of the alarm and the history.



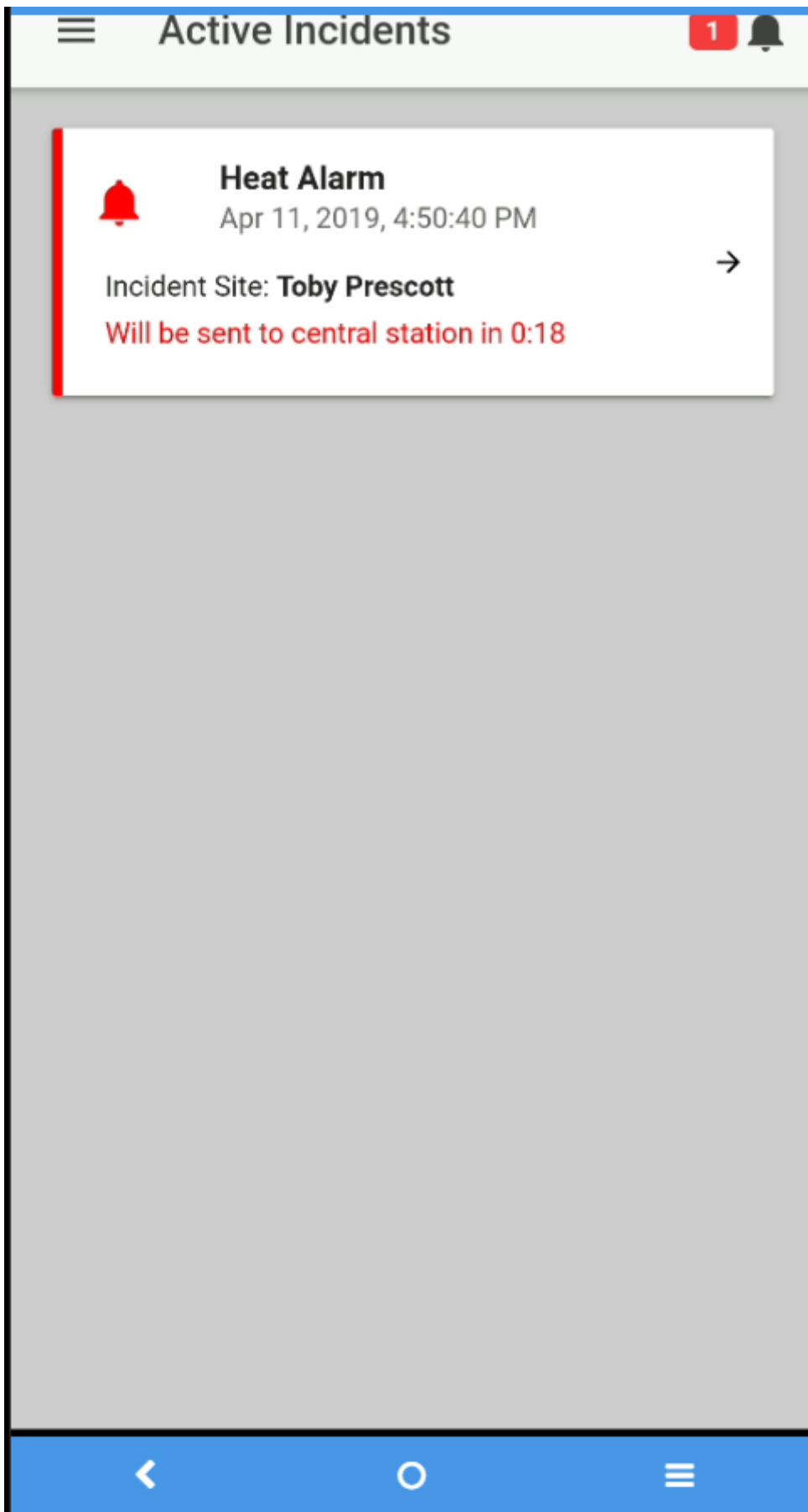
The chat in the alarm screen is the same as the chat at the site level. This is not just chat

related to this alarm. You may have to scroll back to the same time period.

The Actions listed are those taken by NotifyMe users in the system. They are NOT central station actions.

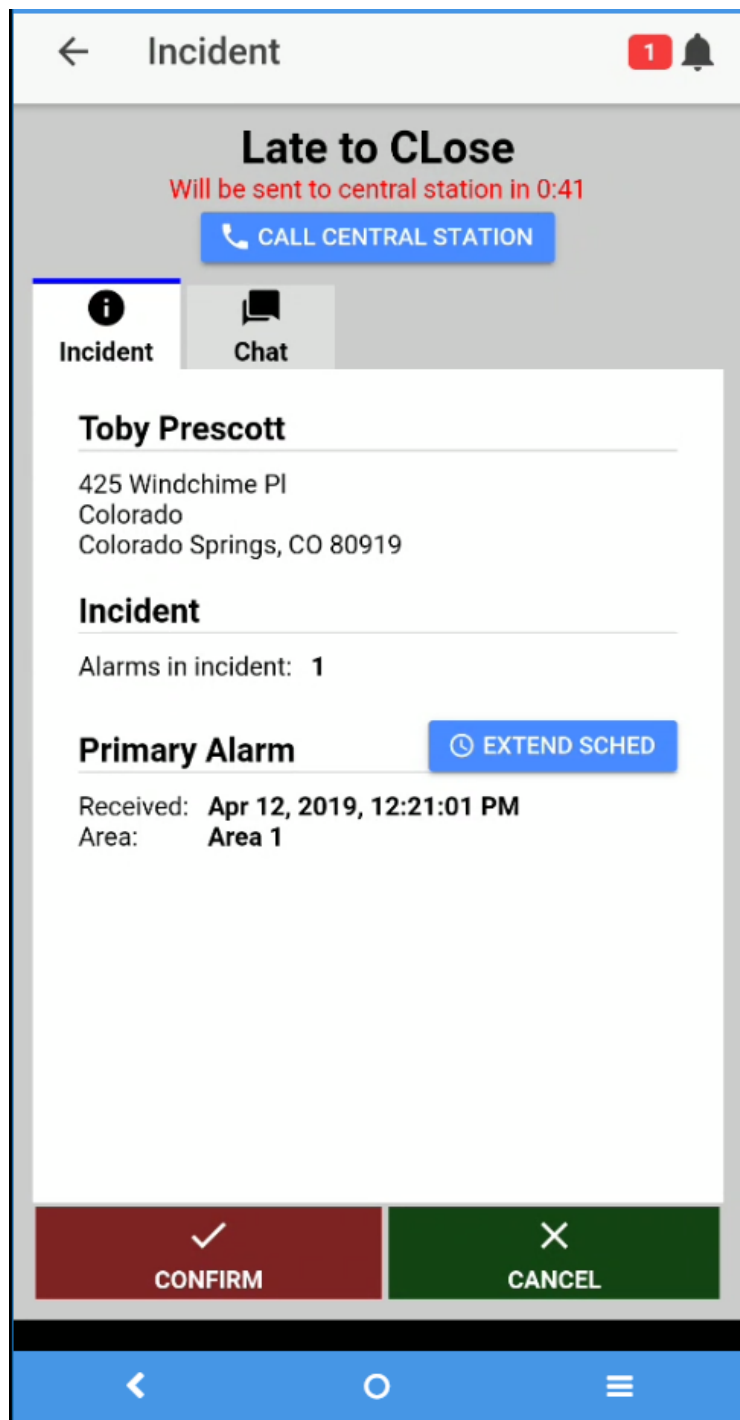
Active Incidents

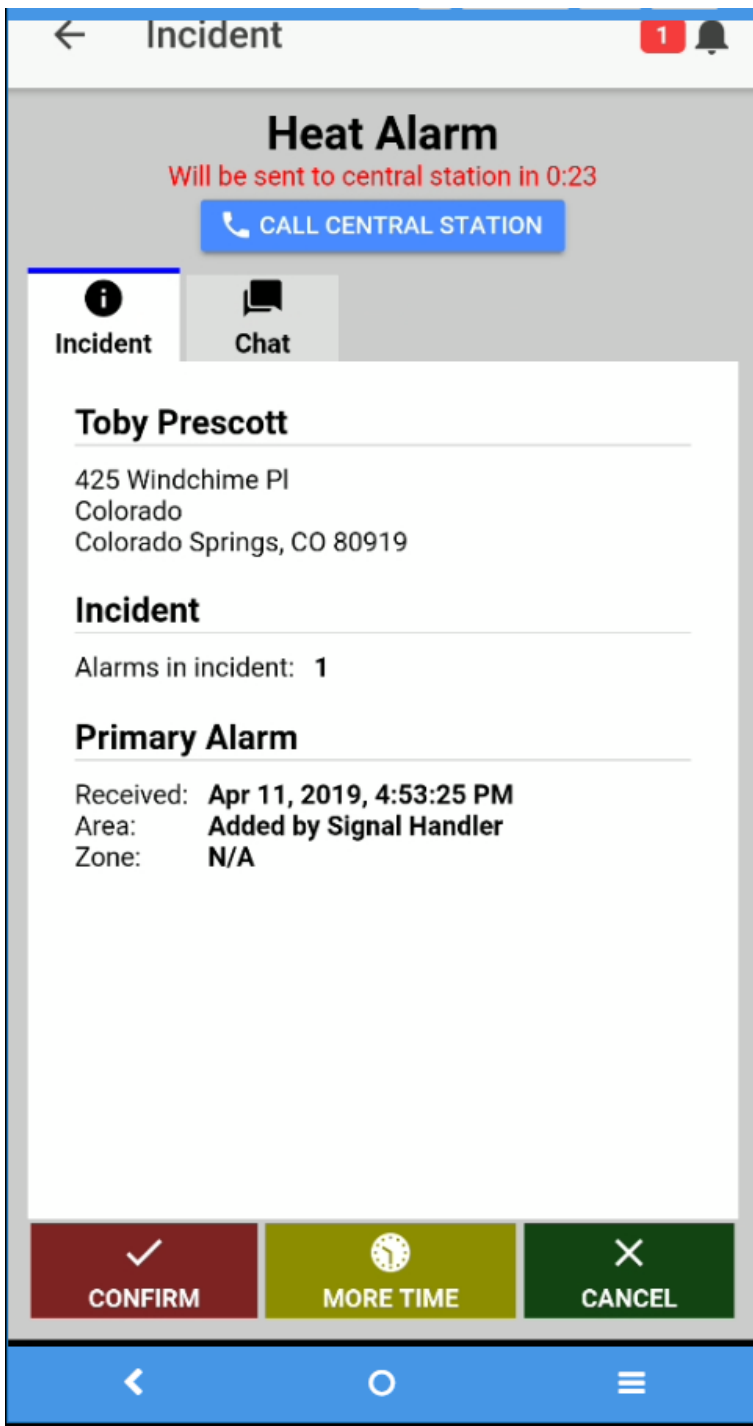
When an Alarm is sent to NotifyMe, it will show up under the Active Incident page. Additionally a flashing bell icon will be displayed if there is a new, unread alarm. If there is a new alarm but it has been viewed, the icon will not be flashing. Also the red sidebar is the same indication that the alarm has not been viewed.



Once in the alarm itself, there are several options. You can confirm the alarm with a long press (3 sec), or ask for more time to investigate. If the alarm is a Late-to type alarm, there will be an optional button to extend the schedule. For alarms with video there will be a button to display the

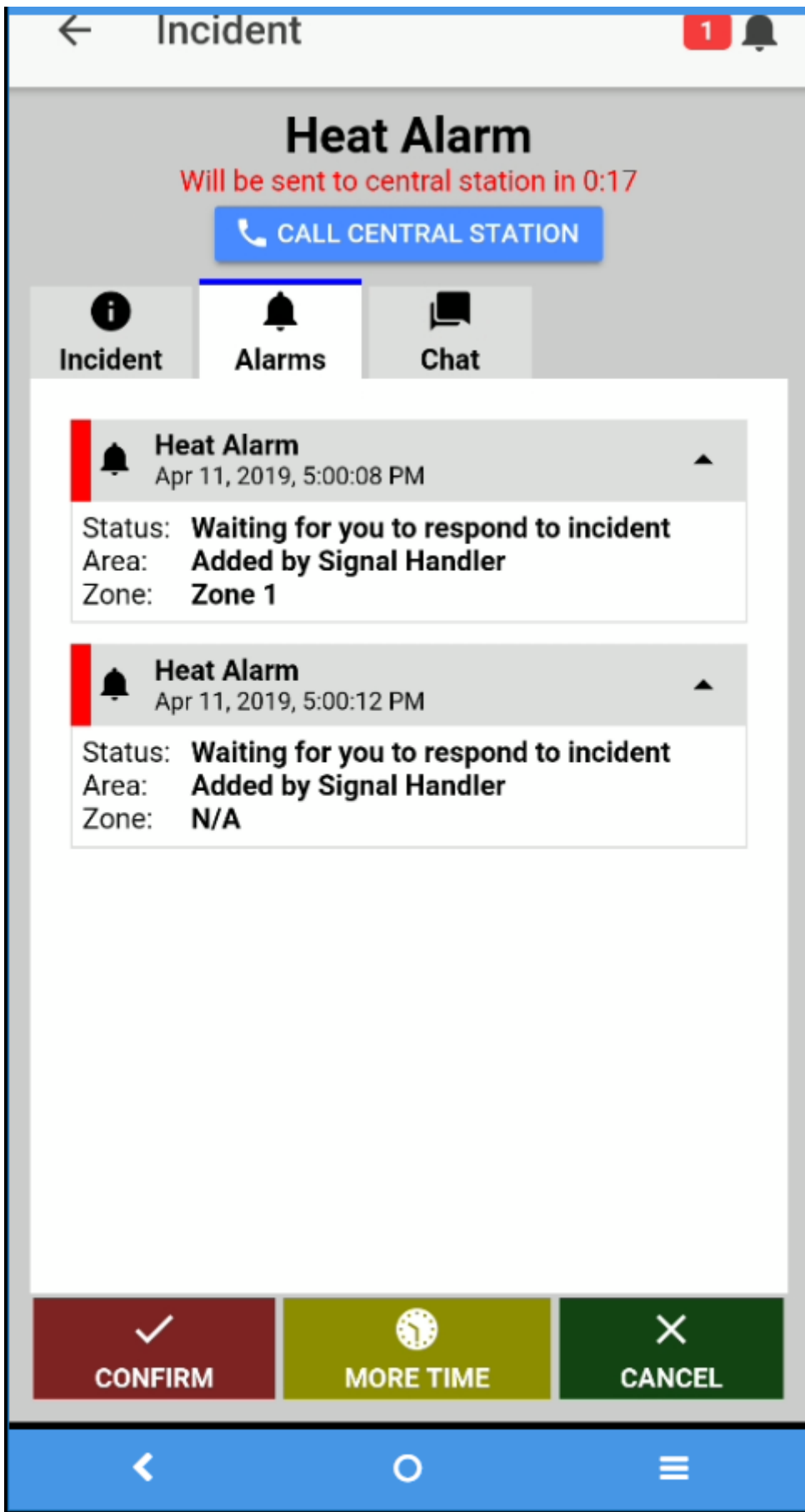
video file. Finally you can cancel the alarm altogether. There is a button to quickly call the central station if you wish.





The Chat tab can be used to communicate with others on the account to find out more information. New chat messages will show up with a chat box icon in the top right similar to the new alarm icon. Unread chats will cause the icon to flash to draw attention to it.

If more than one alarm comes in, they will be grouped and shown on a new tab in the alarm screen. The count on the main screen will change to show how many alarms are in the incident.



Once the incident has been closed in Manitou, the state will be updated to reflect that.



Incident

Heat Alarm

This incident is closed



CALL CENTRAL STATION



Incident



Alarms



Chat



Heat Alarm

Apr 11, 2019, 5:00:08 PM



Status: **This alarm is closed**
Area: **Added by Signal Handler**
Zone: **Zone 1**



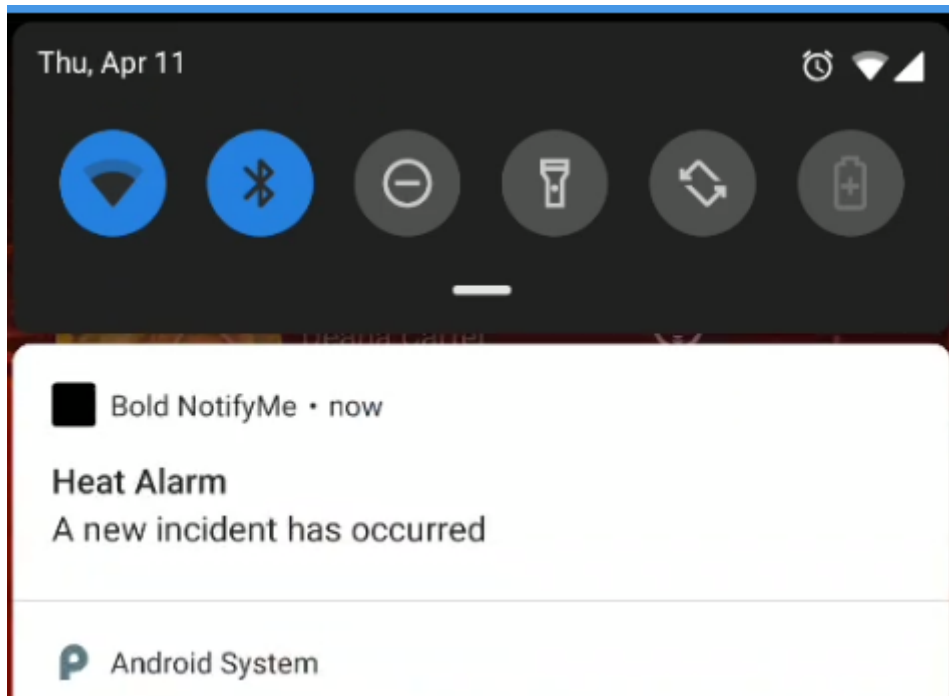
Heat Alarm

Apr 11, 2019, 5:00:12 PM



App Communication

Messaging to the app is done using push notifications. So it will show up in the device app tray.



The App then uses REST API calls back to the server to gather information and send commands.

If the user configures their phone to block the app from doing these things, it will not work as intended.

One big thing to be aware is to exclude the NotifyMe app from "Do not disturb" hours and make sure it is allowed to notify the user.

Revision #7

Created Mon, Sep 17, 2018 10:35 PM by Toby Prescott

Updated Fri, May 15, 2020 2:20 PM