



# Bold NotifyMe

A mobile solution to reduce false alarms.

Bold NotifyMe benefits central stations by reducing false alarm calls and operator queues while maintaining the flow of alarm reception without interruptions.

## HOW IT WORKS

All users on an account are alerted via push notification when an alarm occurs. Concurrently, a timer begins a countdown to notify the central station of the alarm. Through Bold NotifyMe, users can communicate with each other in a messaging window and manage the response. The alarm can be verified immediately and sent to the central station, cancelled by a user and removed from the queue, or held with the timer reset so users have additional time to investigate the alarm.

## USER-INFORMED DECISIONS

This app benefits users by enabling them to be more involved when an alarm is triggered. Account users can now communicate easily with each other to determine if there is a known reason for the alarm, and then make a choice whether or not to have the monitoring company respond. This contributes to the reduction of false alarm calls without hindering the central station from receiving the alarm in a timely manner if the user(s) are not available.



## FREQUENTLY ASKED QUESTIONS

Q. Can Bold NotifyMe respond to different types of Event Codes?

A. Yes. Dealers can customize the app to notify users of the events of their choice, from high-priority fire and burglary, to low-priority low battery alarms.

Q. How long is the countdown for users to respond?

A. The countdown is customizable to the user's preference. Most selected times vary between 60 seconds to three minutes.

Q. Does the app work with video?

A. Bold NotifyMe is integrated with I-View Now, so users can view their cameras directly in the app to help determine the validity of the alarm.

Q. Are users' communications stored in Manitou?

A. Communications are not stored in order to protect users' privacy and any confidential information that may be exchanged during a conversation.

Q. How does registration work?

A. Participating dealers are issued a Dealer ID, which allows them to communicate with the Bold NotifyMe web portal and register users who download the app.

Q. Where can end users download the app?

A. Bold NotifyMe is available in Google Play and the Apple App Store.

## Powered by Bold.

Bold Group has provided award-winning, trusted business solutions for the security industry for over three decades. Our core products, stages™, Manitou®, SIMS™, SedonaOffice®, and AlarmBiller® are the leading software choices for top security companies and dealers globally. To learn how to increase profitability and efficiency for your business with our full range of alarm monitoring and integrated financial management solutions, call us or visit our website

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