

## Q: How do I view my customer's password on BoldNet NEO?

1. Click "Show More" (this is 3 horizontal dots in the upper right of the contacts window)

The screenshot shows the BoldNet NEO interface for customer DEMO 22 - Beckys House Of Pancakes. The interface is divided into several sections: a left sidebar with navigation options, a main content area with a 'Details' window and a 'Contacts' window, and a right sidebar with 'Add On Test' and 'Customer Status' information. A red arrow points to the 'Show More' icon (three horizontal dots) in the top right corner of the Contacts window.

2. This will open a new window in the lower left of your screen, titled "Customer Passwords"

The screenshot shows the BoldNet NEO interface with the 'Customer Passwords' window open in the lower left corner. The window displays a table with the following data:

Duress	Password	Description
<input type="checkbox"/>	MAPLE SYRUP	Codeword 1

The table also shows 'Rows: 10' and '1-1 of 1'.

## Q: How do I view the defined zoning on an account in BoldNet NEO?

1. Click "Systems" in the menu on the lower left of your window

The screenshot shows the BoldNet NEO interface for account DEMO 22 - Beckys House Of Pancakes. The left sidebar contains a menu with 'Systems' highlighted by a red circle. The main content area displays account details, including Customer ID (DEMO 22), Name (Beckys House Of Pancakes), Type (Commercial), and Address (1117 8th Ave, Hereford, Colorado). The 'Systems' menu item is circled in red.

2. Click "Event Monitoring" then click the account number, and click "Programming" – You will now be able to view all defined zoning we have for the account.

The screenshot shows the BoldNet NEO interface for account DEMO 22 - Beckys House Of Pancakes. The left sidebar contains a menu with 'Event Monitoring' and 'Programming' highlighted by red circles. The main content area displays TX Programming for account DEMO 22, showing a table of programming events. The 'Event Monitoring' and 'Programming' menu items are circled in red.

TX	Input Event	Input Area	Input Zone	Input Sensor	Output Event	Description	Output area	Output Zone	Output Sensor	Point ID	Commands	Help
1	*A	*	TOR	*	9CAN1	CANCEL-NOTIFY PREM	=	=	=			See Page: 1
1	*A	*	A0	*	9READ	READ ZD FOR INSTRUCT	=	=	=			
1	*A	*	@*	*	9READ	READ ZD FOR INSTRUCT	=	=	=			
1	*A	*	_*	*	9READ	READ ZD FOR INSTRUCT	=	=	=			
1	*M	*	I	*	9READ	READ ZD FOR INSTRUCT	=	=	=			
1	*M	*	I*	*	9READ	READ ZD FOR INSTRUCT	=	=	=			
1	*R	*	_*	*	AR	AC Restoral	=	=	=			
1	*AT	*	*	*	*F	AC Loss	=	=	=			See Page: 2
1	*T	*	*	*	*F	AC Loss	=	=	=			See Page: 2
1	*T	*	_*	*	*F	AC Loss	=	=	=			See Page: 2