



Powered by
 **Bell**
SENSING TECHNOLOGIES™

TRAINING MANUAL

HOW THE SYSTEM WORKS

Highly customized Bluetooth® sensors allow data to be quickly gathered onsite from each iQ™ device and then uploaded to the cloud directly from a smartphone. This is a complete rodent data gathering and management system with the ease of use and affordability that will allow it to be used at any account.

INTEGRATED SENSORS



- Record activity
- Generates time stamps
- Know when & where rodents are traveling

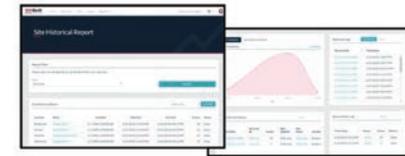
OPTIMIZED MOBILE APP

- Collects data from sensors
- Interprets results by filtering out noise
- Fast recordkeeping



CUSTOMIZED PORTAL

- Define rules
- Review data
- Monitor results
- Communicate with customer



After rodent control activity has been uploaded, it is simple to review the account history to determine both short-term and long-term trends. Customize the date range and instantly analyze the data to begin problem solving at accounts. Use this information to retain business, go after new business and be a Smarter PMP at your accounts.

iQ PRODUCT LINE UP



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REGULATORY INFORMATION

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BELL SENSING APP

BEFORE YOU START:

Smartphone requirements for Bell Sensing App:



ANDROID:

Android 6 and above
All devices must support Bluetooth®
Minimum 200MB space free

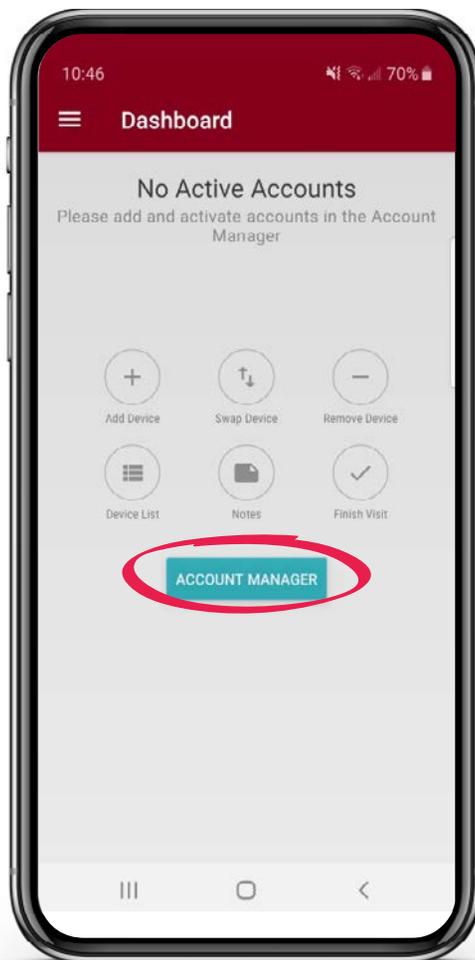


IOS:

iOS 10 and above, recommend iOS 11 and above
iPhone 6 and above, recommend iPhone 7 and above
All devices must support Bluetooth®
Minimum 200MB space free

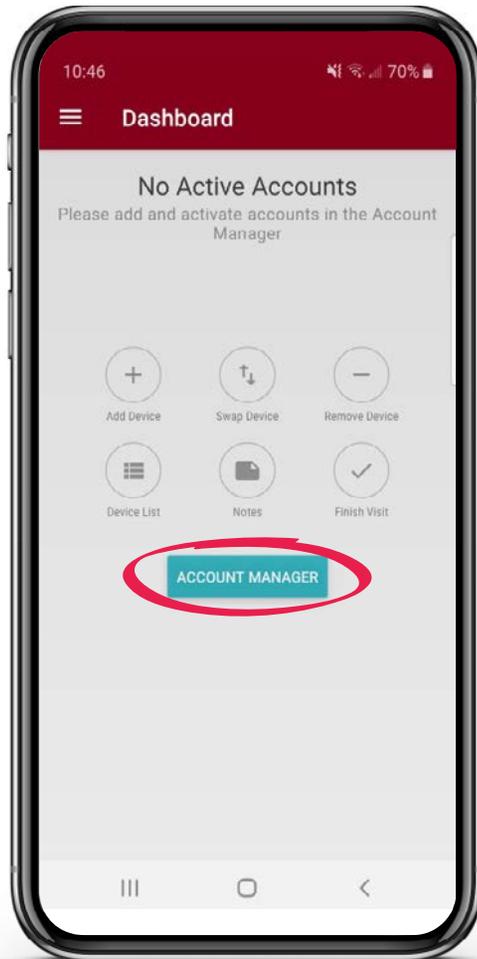
BELL SENSING APP

HOME DASHBOARD

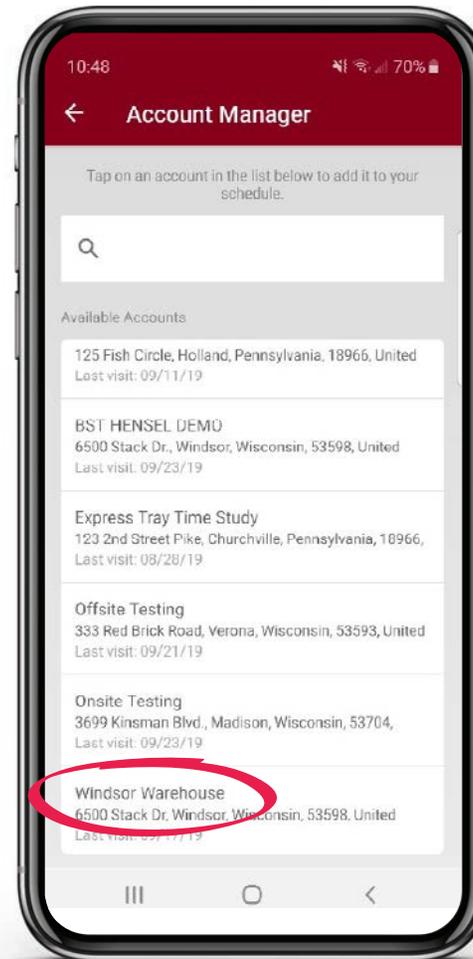


Once you have logged into your Bell Sensing App you will be at your Home Dashboard. This is where you find the account you would like to view or service. Tap Account Manager.

AVAILABLE ACCOUNTS



To view Available Accounts, tap Account Manager on the Home Dashboard. This will bring up a listing of accounts you have been granted access to service.

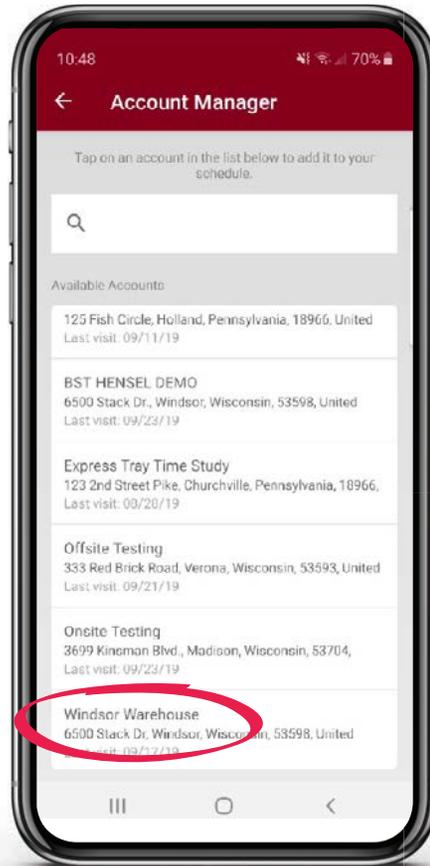


To choose an account, tap on Account Name.

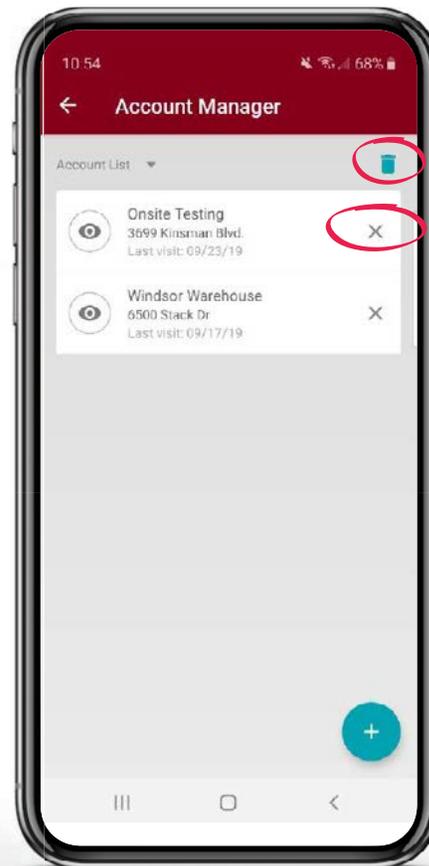
ACCOUNT LIST



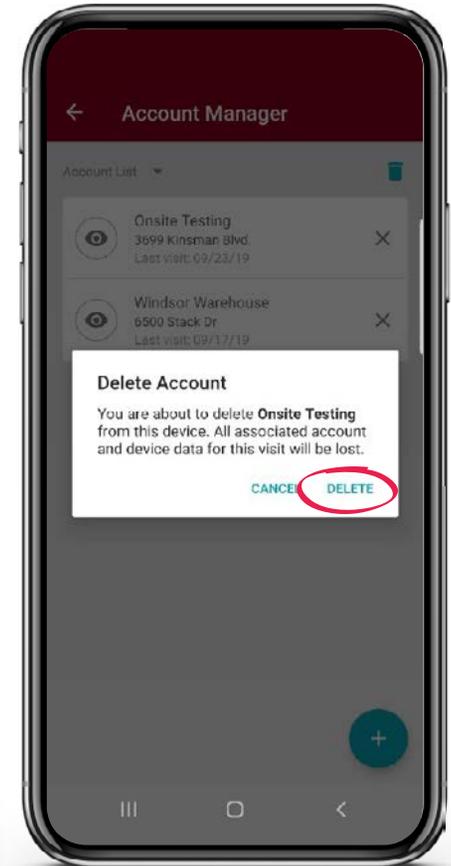
To download the account information into the App, you need to add the account to the Account List. This will enable servicing, regardless of connectivity. To add an account, tap the blue + sign in the bottom right hand corner. This will bring up a listing of all available accounts.



Tap the account name you would like to add to your Account List. The App will take you back to the account list, showing the account you added.

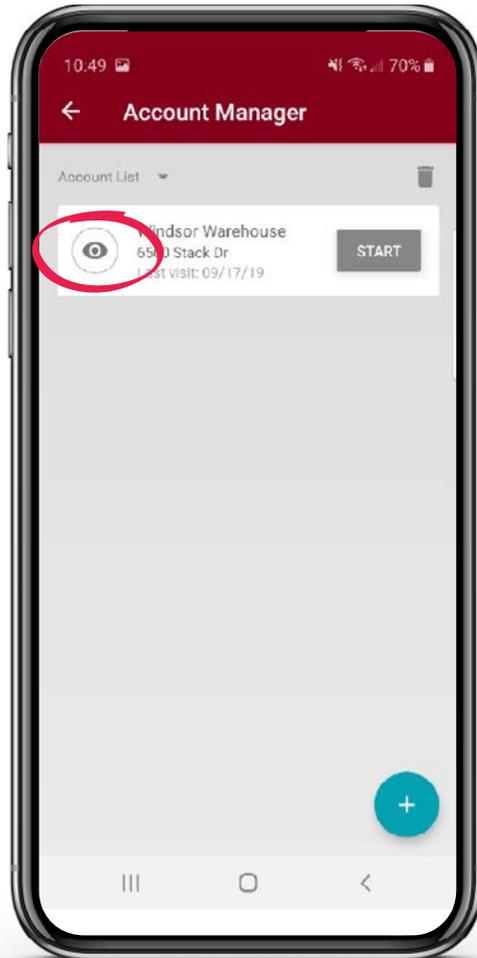


To delete accounts from this list, tap the garbage can icon in the upper right hand corner. An X will appear next to all of the account names. Tap the X for the account you wish to delete.

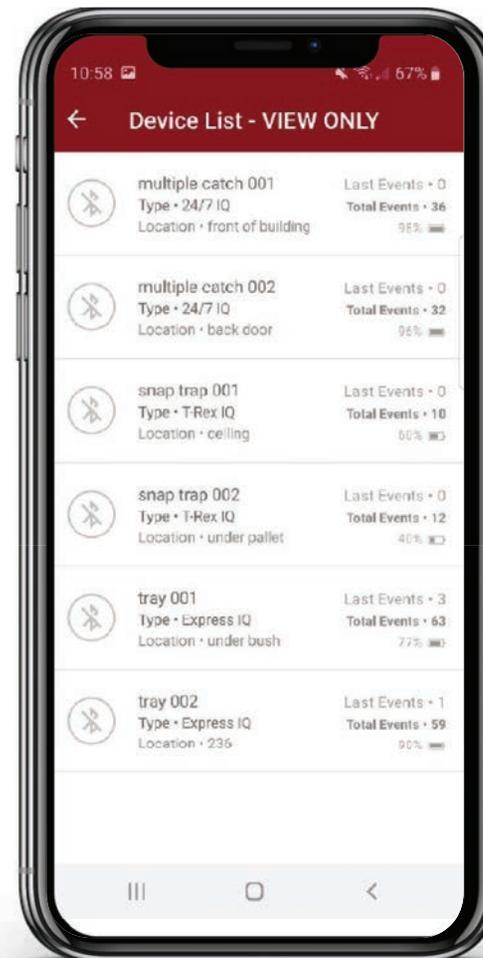


A pop-up will appear that reads: "You are about to delete [ACCOUNT NAME] from this device. All associated account and device data for this visit will be lost." Tap on the word DELETE. This will remove the account from the Account List. This account will still be included in the Available Accounts list.

DEVICE LIST PREVIEW

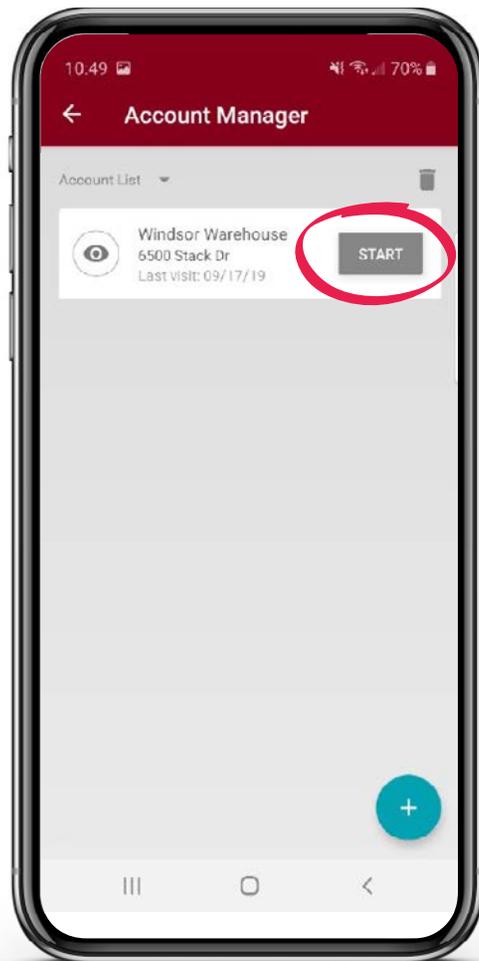


After selecting an account from the available accounts in the Account List, you can see Device List preview by tapping on the eye icon to the left of the account name.



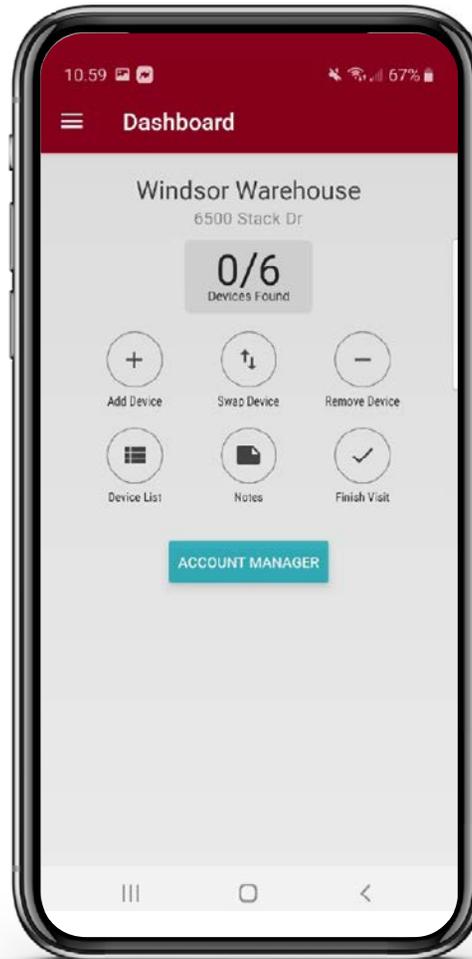
When you tap the eye icon it will give you a snapshot of the devices currently deployed at the account. You can see name and type of device, location, events from last service and total lifetime events, as well as battery life. You will not be able to see current events until you are onsite and have started a service visit.

STARTING A SERVICE



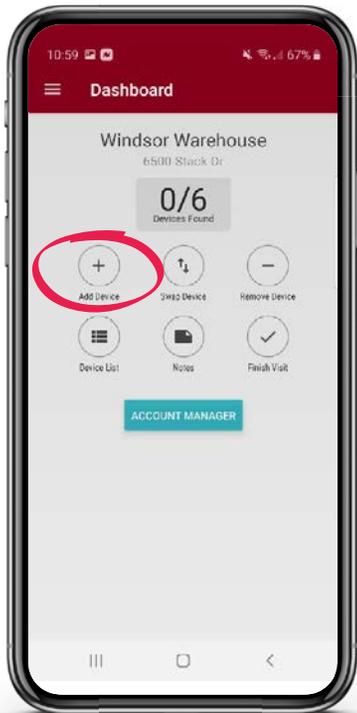
After selecting an account from the available Accounts in the Account List, tap on the **START** button to the right of the account name to begin a service visit.

ACCOUNT DASHBOARD

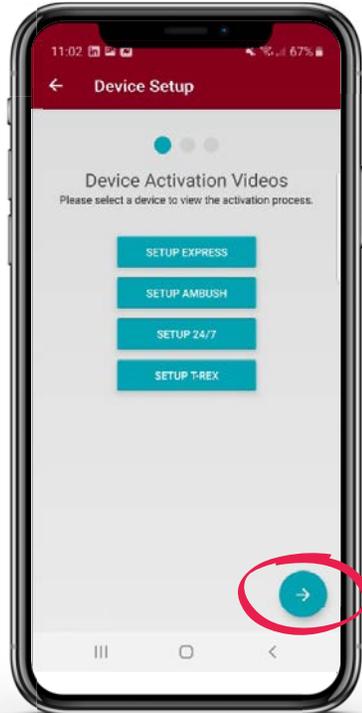


When starting a service visit the first screen you see is the Account Dashboard. This is the home screen for your service visit. It will show you account name and address, how many devices are deployed at account, options to add, swap or remove devices, view device list, or record any notes about the account, as well as finish service visit.

ADDING DEVICES TO ACCOUNT



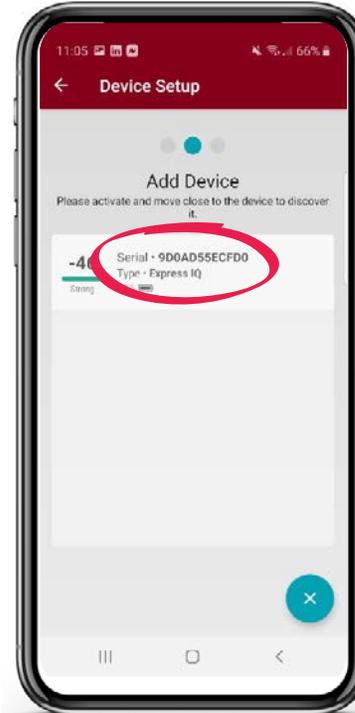
To add devices to the account tap "Add Device" on the Account Dashboard.



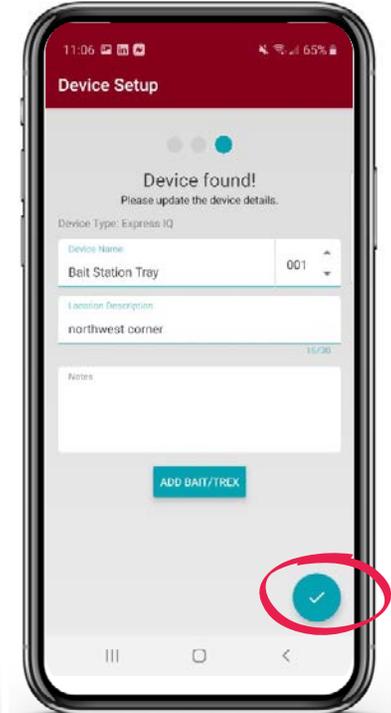
In order to pair the device with the account you first need to wake up the sensor. Tap product from list that you will be adding to the account. This will bring up a video demonstrating how to activate the device. Follow video instructions every time you are adding a new device. After you have tapped your device, tap on the blue arrow on bottom right hand corner of screen.



At this screen you can either manually type in the serial number from the device or you can tap the camera icon. If you tap the camera icon you will then scan the QR code that is on the device. It will automatically take you back to the "Add the device" screen and will fill in the serial number for you.

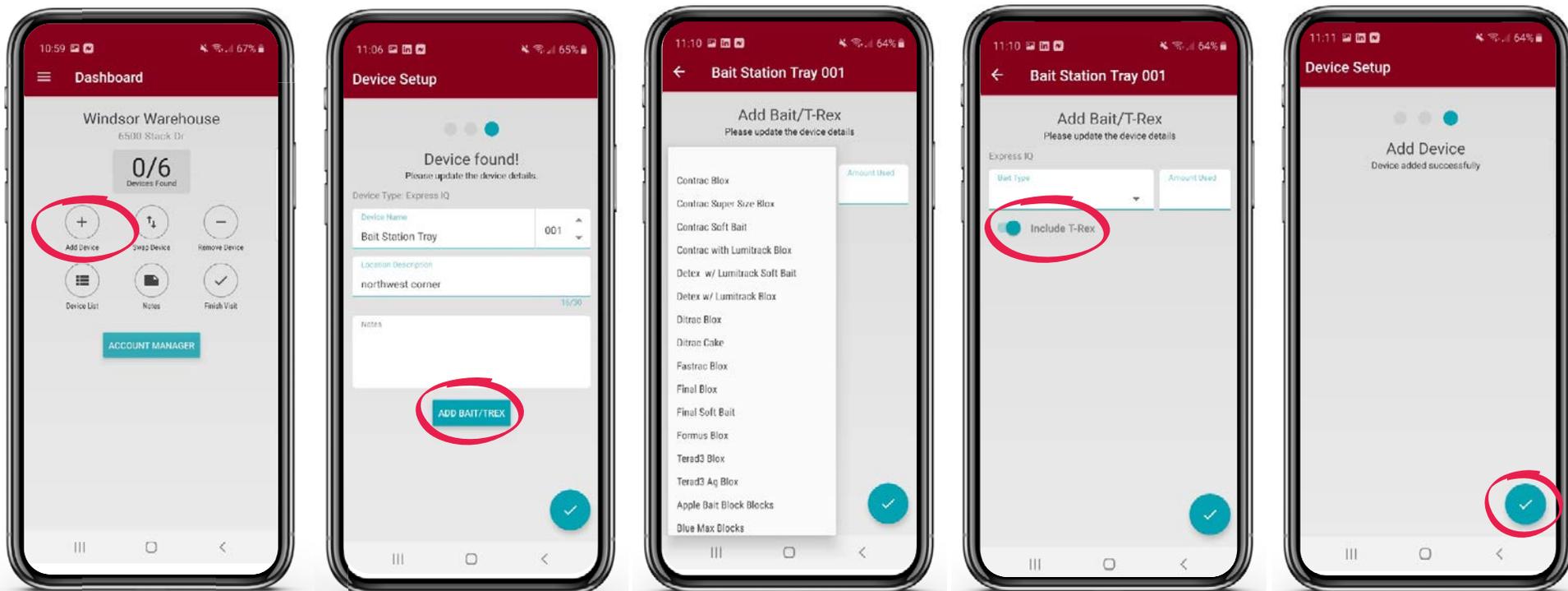


Another way to add device is to tap on the device sensor icon, which will pull up any device that is immediately nearby. Choose the device that matches the serial number on your tray. Once the serial number is filled in, tap the blue arrow in the bottom right-hand corner. This will pair the device with the app and will only take a few seconds. If it takes longer than 1 minute, hit back button and try to pair again.



Once the device is found you will want to give the device a name, number and location description. Tap the blue check mark in bottom right-hand corner.

ADDING AN EXPRESS IQ™ TRAY



To add an Express IQ tray, go to Account Dashboard screen and hit Add Device.

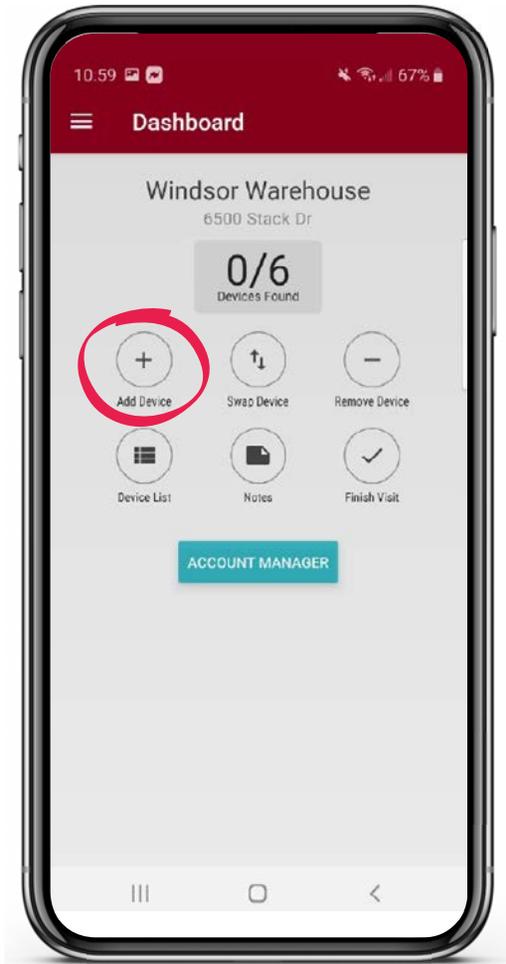
Scan Express IQ tray's QR code to add device, then name, number tray and add location. Within the location description it's important to input a concise description to help locate and know you are at the correct device in the future. On this screen you have the ability to add any custom notes you may have if needed. However, this is not mandatory.

For an Express IQ tray there are a few more steps. If you will be baiting or trapping in an Express IQ tray tap "Add Bait/T-Rex". For baiting, tap on the "Bait Type" and choose the bait you are using. Next, tap the "Amount Used" section and manually type in the number used.

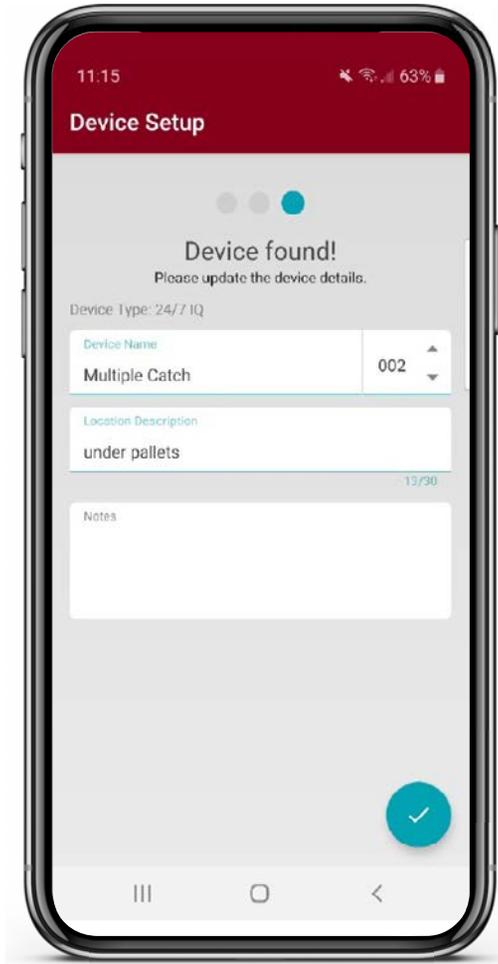
For trapping, slide the slider on the left-hand side of "Include T-Rex" from left to right.

Once you have completed the previous steps you would now tap on the blue check in the bottom right-hand corner. On the "Add the device" screen that pops up, tap on the blue check in the bottom right-hand corner again. This concludes the adding of the device to the account.

ADDING A 24/7 iQ™ MULTI-CATCH TRAP



To add a 24/7 iQ trap, go to Account Dashboard screen and hit "ADD Device".



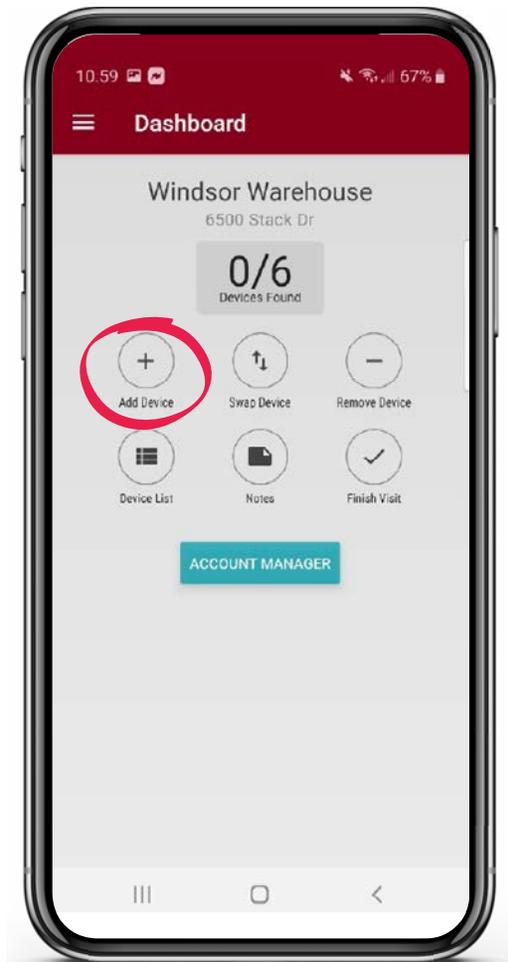
Scan the 24/7 iQ trap's QR code to add device, then name, number tray and add location. Within the location description it's important to input a concise description to help locate and know you are at the correct device in the future. On this screen you have the ability to add any custom notes you may have if needed. However, this is not mandatory.



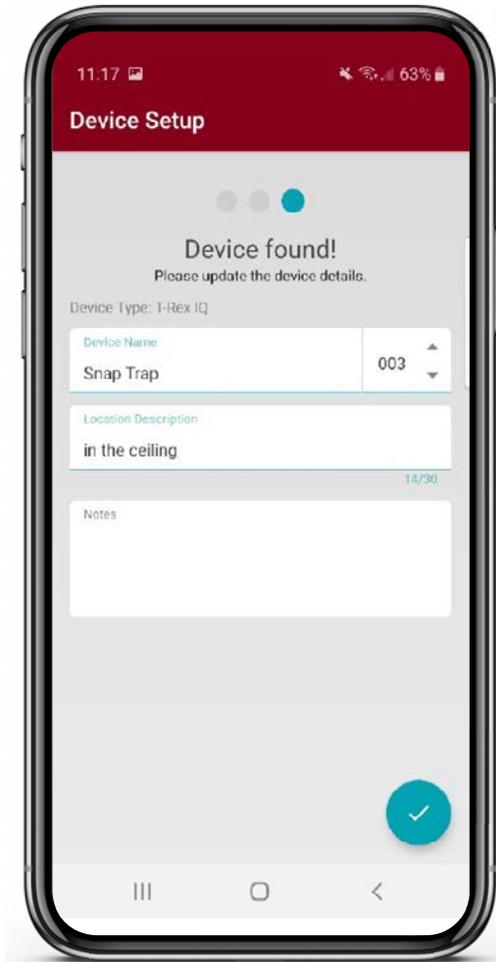
Once you have completed the previous steps you would now tap on the blue check in the bottom right-hand corner. On the "Add the device" screen that pops up tap on the blue check in the bottom right-hand corner again. This concludes the adding of the device to the account.

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ADDING A T-REX iQ™ TRAP



To add a T-Rex iQ trap, go to Account Dashboard screen and hit "ADD Device".

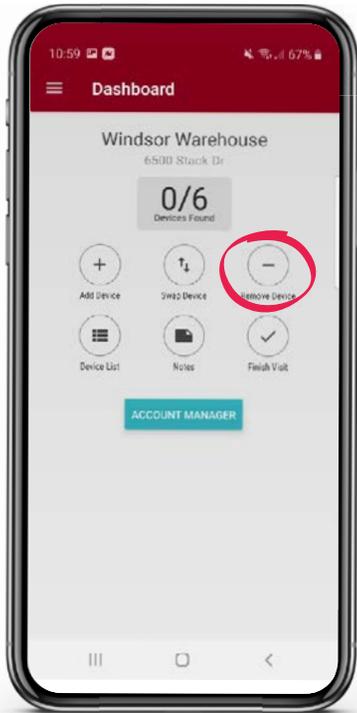


Scan the T-Rex iQ trap's QR code to add device, then name, number tray and add location. Within the location description it's important to input a concise description to help locate and know you are at the correct device in the future. On this screen you have the ability to add any custom notes you may have if needed. However, this is not mandatory.



Once you have completed the previous steps you would now tap on the blue check in the bottom right-hand corner. On the "Add the device" screen that pops up tap on the blue check in the bottom right-hand corner again. This concludes the adding of the device to the account.

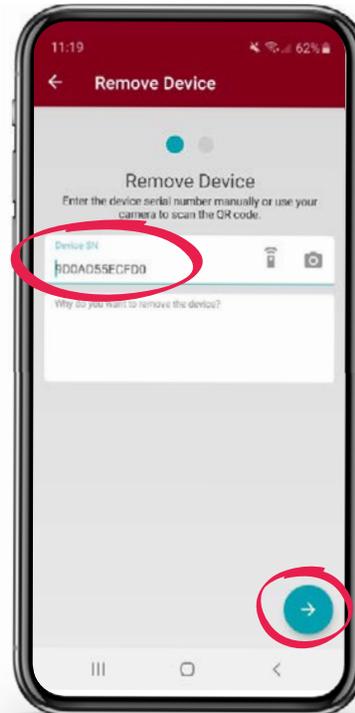
REMOVING DEVICES



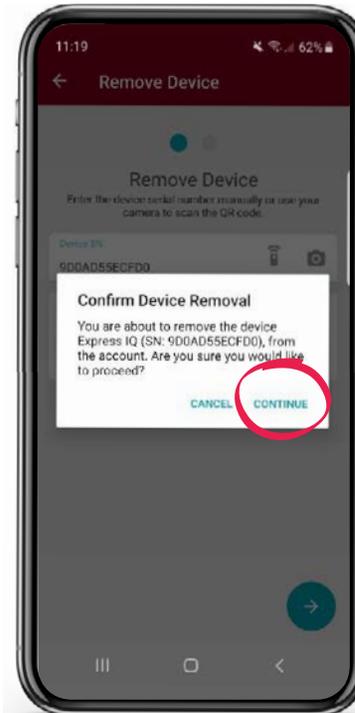
In order to remove a device from an account, go to Account Dashboard and tap on "Remove Device".



To select the device to remove tap on the device sensor icon, which will pull up the device that is immediately nearby.



Once you have completed the previous steps you would now tap on the blue arrow in the bottom right-hand corner.

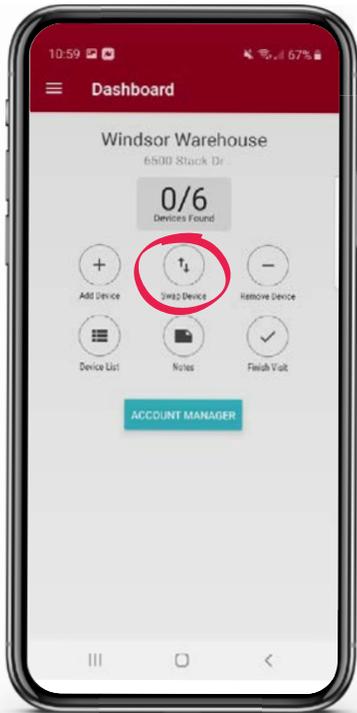


On the "Confirm Device Removal" screen that pops up, tap on the word CONTINUE.



Then tap the blue check in the bottom right-hand corner again. This concludes removing the device from the account.

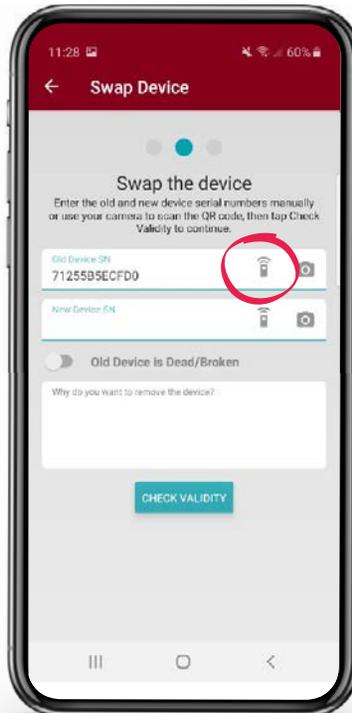
SWAPPING DEVICES



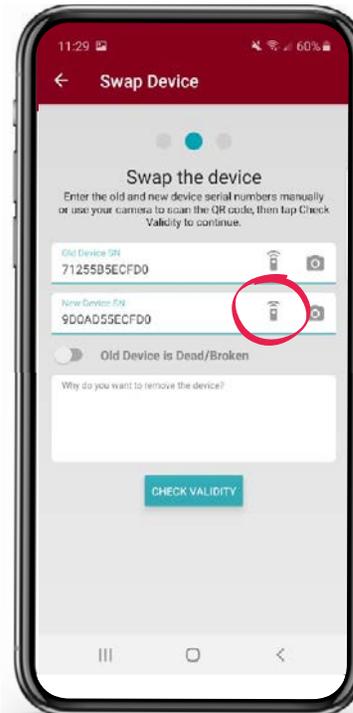
In order to swap a device from an account, go to Account Dashboard and tap on "Swap Device".



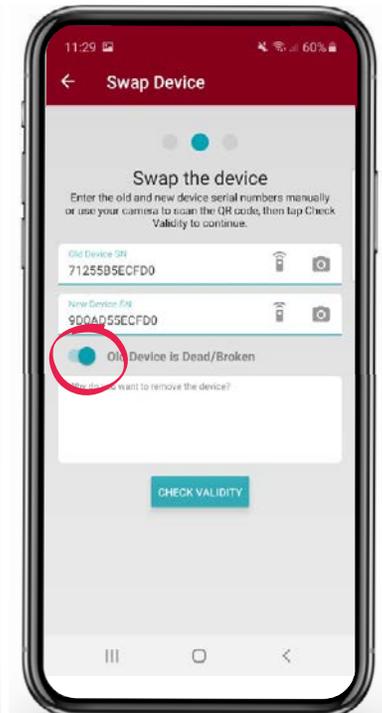
Since you will need to activate the sensor for the new device prior to adding to the account, the video instructions on the activation process appear. Follow the instructions and tap on blue arrow in bottom right-hand corner.



Press the Device Sensor Icon to search for your old device, tapping on the device name to select it.

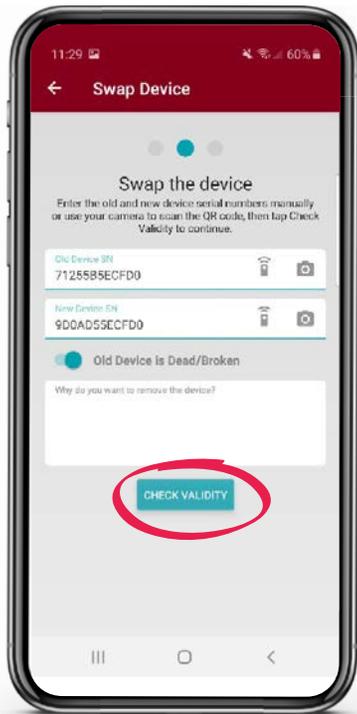


Tap on the Device Sensor Icon for your new device and tap on the device name to select it.



If your old device is broken or has a dead battery, slide the slider button from left to right and tap confirm.

SWAPPING DEVICES



Once complete, tap on the blue "CHECK VALIDITY" button at the lower part of your screen.



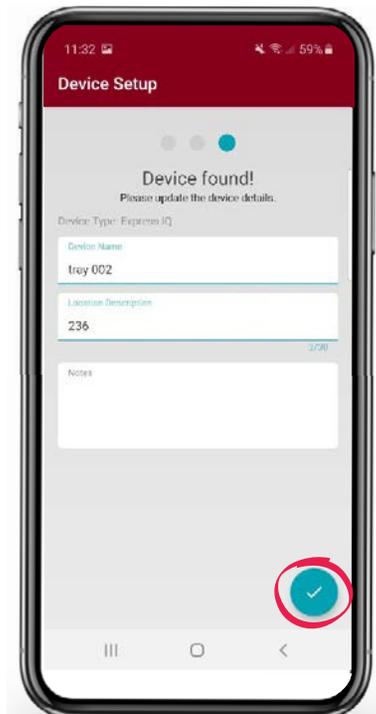
Tap the blue arrow in the bottom right-hand corner twice. The App will pair the new device and remove the old device.



Next the "Old Device Swap" screen will appear. Tap on the blue arrow in the bottom right-hand corner.

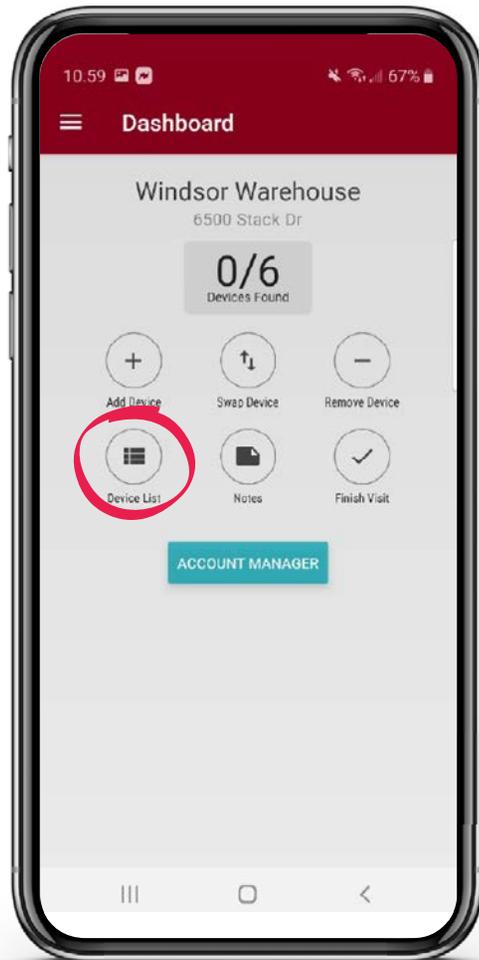


Once the "New Device Swap" screen appears, tap on the blue arrow in the bottom right-hand corner.

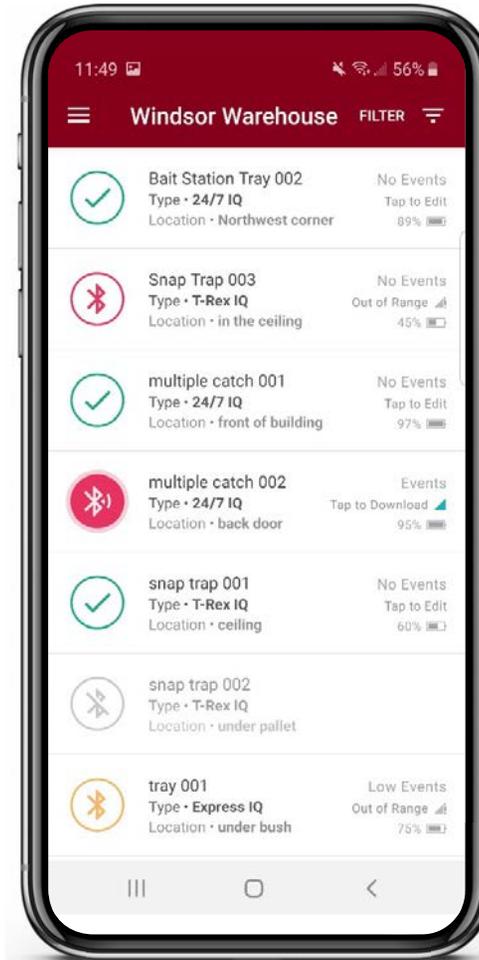


When the new device is found, the previous device information will auto populate. You can choose to use this information or update it. Once device has been updated, tap the blue check mark in the bottom right-hand corner twice. The devices are now swapped.

VIEWING DEVICES



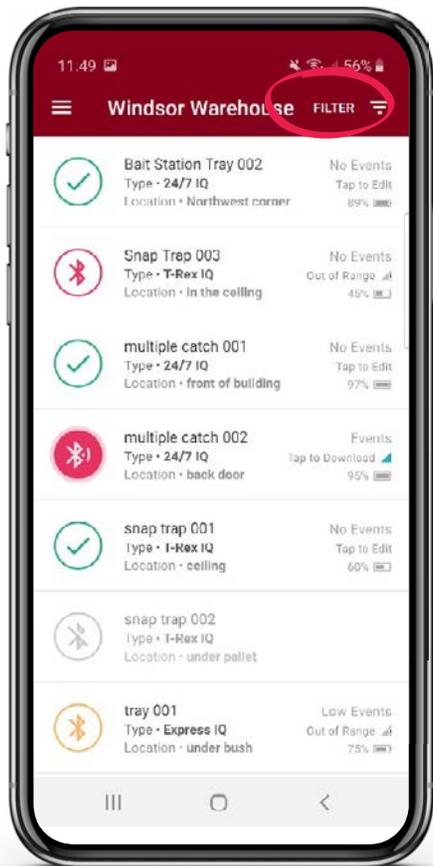
On the account dashboard tap the "Device List" icon to view all devices currently deployed at the account.



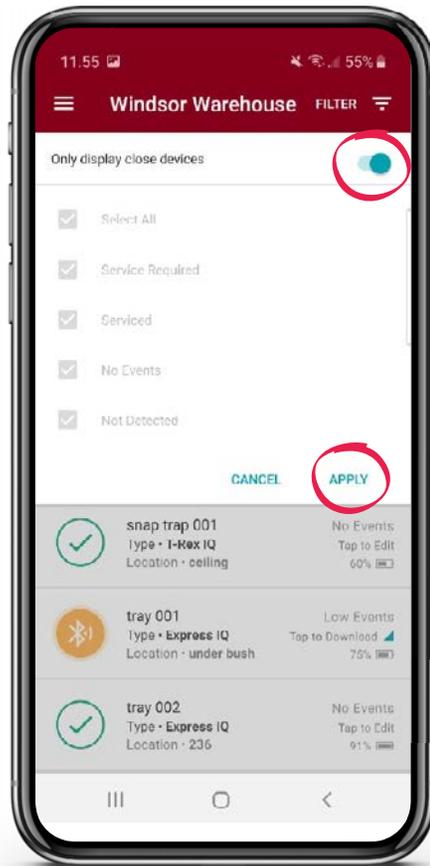
You will now see the list of all devices at this account.

BELL SENSING APP

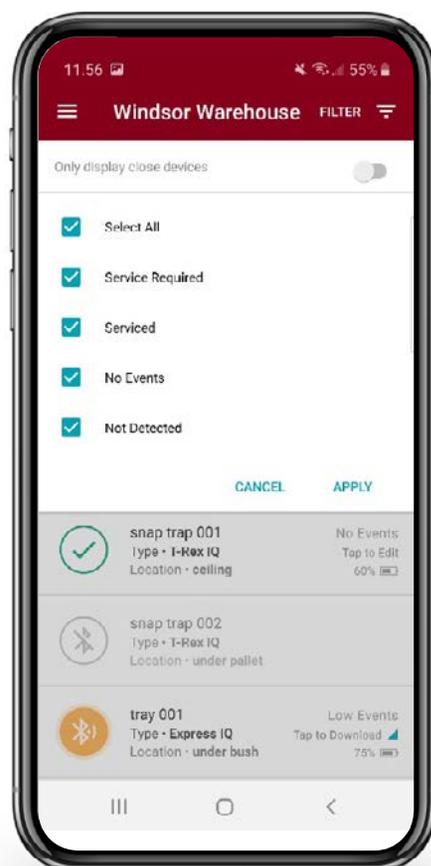
VIEWABLE DEVICE FILTER



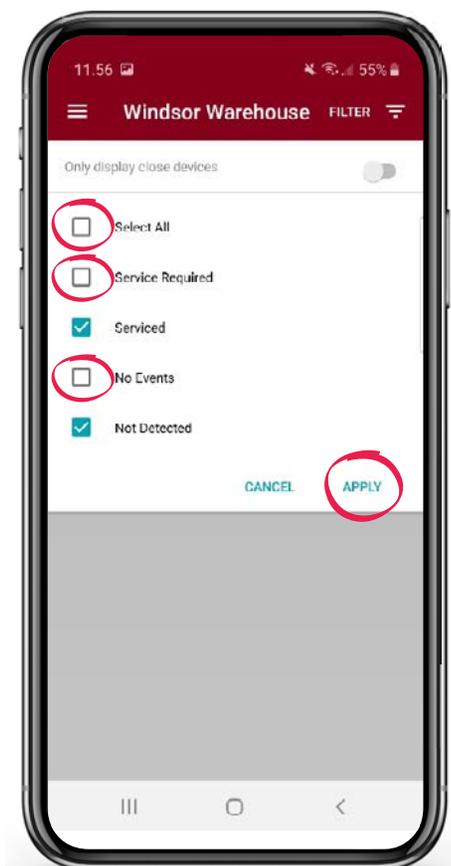
Once you have tapped the “Device List” icon and are viewing the listing of devices there is an option to filter what you are viewing. Tap the “FILTER” icon in the upper right-hand corner.



The first option you have is to filter to only display close devices. This will filter out any devices that are not within viewable range. To do that slide the slider from left to right and hit “APPLY”.



The other option you have is to filter all the devices by the following categories: Service Required, Serviced, No Events, and Not Detected. The default setting is for all of them to be checked.



Tap on the category you would like to “uncheck”.

Set the filter to your preferences and tap on “APPLY”. Your Device List will now be filtered to your custom settings.

BELL SENSING APP

APP ICONS

When in the “Device List” view there are a few different icons you will see and they will be color coordinated:

- If a device is showing a gray icon, the device is not discovered by the app.
- Devices with high event totals will be in red and low event totals in yellow.
- Devices that have zero events will either show in green if service is not required or in blue if there is mandatory service needed.
- The icons will either be solid colored circles or hollow colored circles depending on the distance you are from that device.
- If you are close enough to view activity but not download, the circle will be hollow.
- Once you are close enough to that device to download events, the circle will fill in with a solid color.
- Once data is downloaded and the device serviced, the icon will change to a full green circle with check mark, showing complete.
- If data from a device is downloaded but not yet serviced, the wrench icon will appear. You will need to service that device in order to get a green check mark, showing service complete.



Undiscovered

DISCOVERED, OUT OF RANGE



High Events



Low Events



No Events
(Mandatory Service)

IN DOWNLOAD RANGE



High Events



Low Events



No Events
(Mandatory Service)

DOWNLOADED, REQUIRES SERVICE



High Events



Low Events



No Events
(Mandatory Service)

NO ACTIVITY/ SERVICED

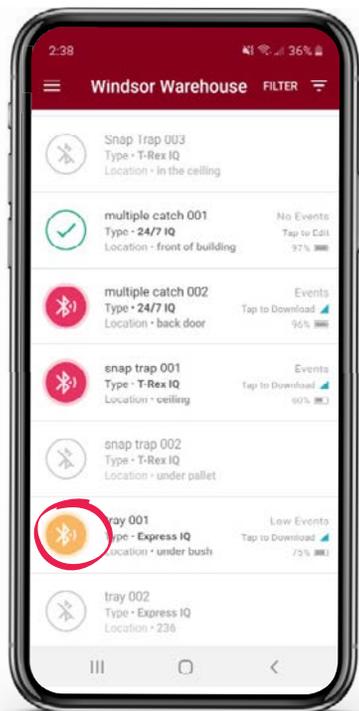


No Events
(Mandatory Service)



Serviced

SERVICING AN EXPRESS iQ™ TRAY

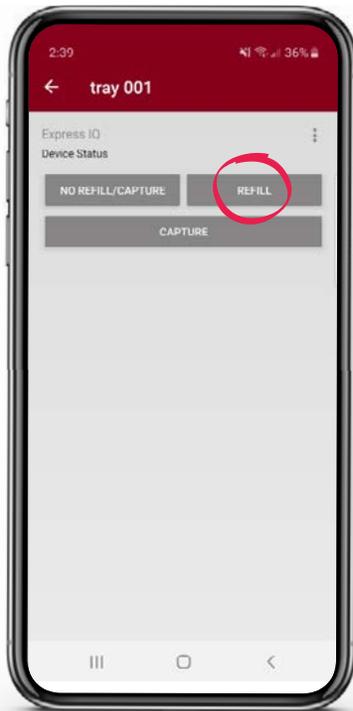


In order to service an Express iQ bait station tray and receive the information from the sensor, you will need to be inside the range to download the data. That range is typically within 5-10 feet of the device. While in the device list screen, you will see circles for each device. When the hollow circle fills in to become a fully colored circle, you have reached the “downloadable” range. After you are inside that range, you may tap on the full circle to begin the download. This will only take a few seconds.

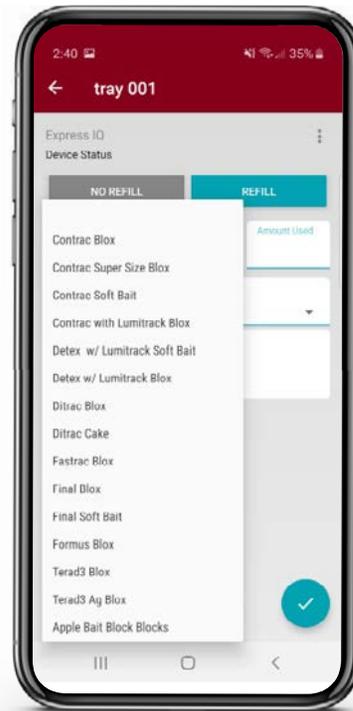


Once the information is downloaded, the screen will pop up giving you the service options.

If you are baiting in the station, there will be the option to either refill or not refill the bait. If you are trapping in the station, there will be an option for documenting a capture. If you are doing both, both options will be displayed.



For Baiting:
 • When you are not refilling the bait - tap “Not Refill”.
 When you are refilling the bait - tap “Refill”.

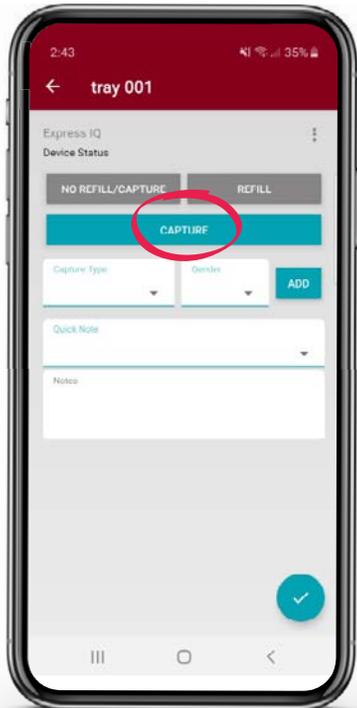


To document the bait type, tap the “Bait Type” and choose the bait you are using from the provided list.

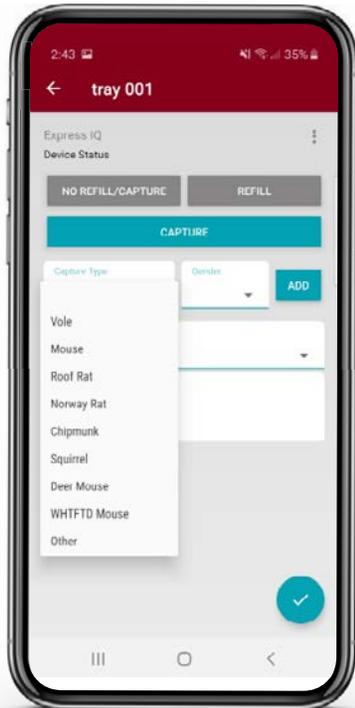


Next, tap the “Amount Used” section and manually type in the number used.

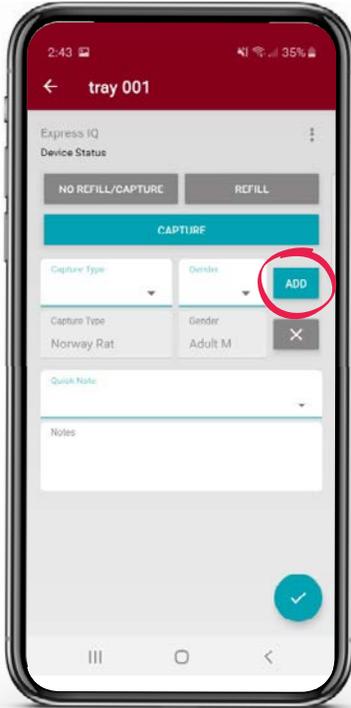
SERVICING AN EXPRESS IQ™ TRAY



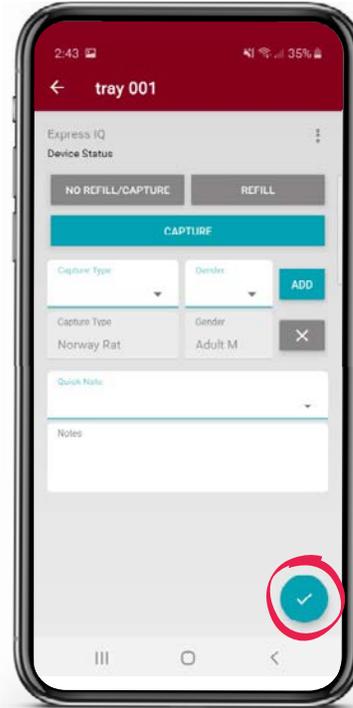
For Trapping:
 • When you are trapping in a station, there will be an option to document any captures. If something is captured, tap "CAPTURE".



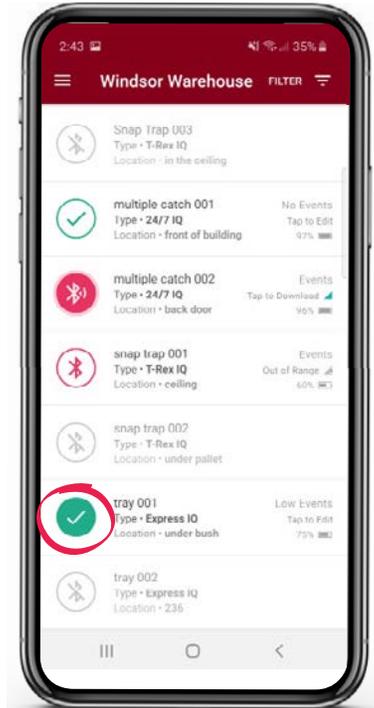
Next, tap "Capture Type" and choose what was captured from the drop-down list.



Finally, choose the gender and tap ADD. On this screen you may choose one of the "Quick Notes" to document the conditions of the station. Additionally, you have the ability to document any custom notes you may have if needed. However, this is not mandatory.

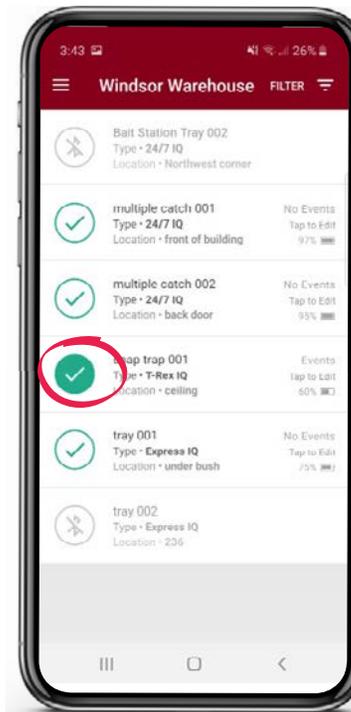
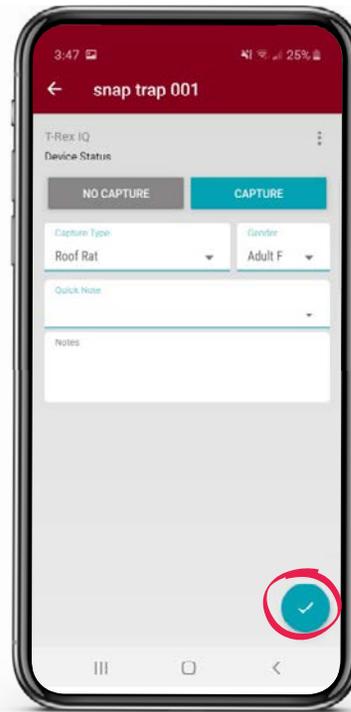
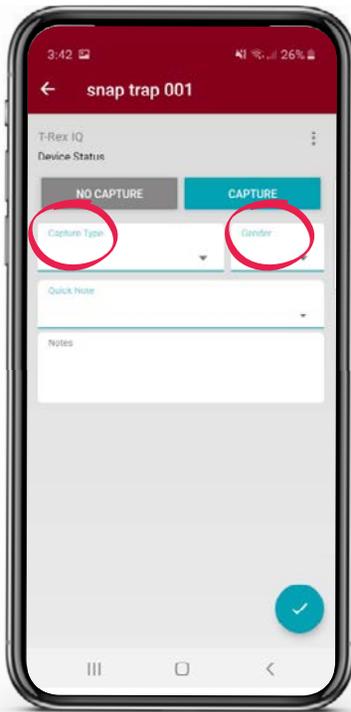
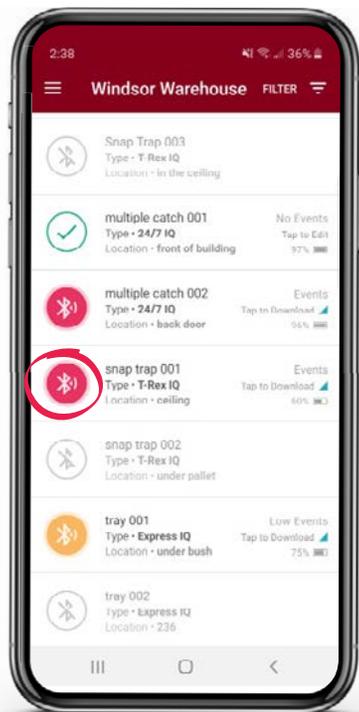


Once you have completed the above steps you would now tap the blue check in the bottom right-hand corner. This concludes the service of the device.



On the device list you will now see a full green circle with a check to indicate the device has been fully serviced.

SERVICING A T-REX iQ™ TRAP



In order to service a T-Rex iQ rat trap and receive the information from the sensor, you will need to be inside the range to download the data. That range is typically within 5-10 feet of the device. While in the device list screen, you will see circles for each device. When the hollow circle fills in to become a fully colored circle, you have reached the “downloadable” range. After you are inside that range, you may tap the full circle to begin the download. This will only take a few seconds.

Once the information is downloaded, the screen will pop up giving you the service options.

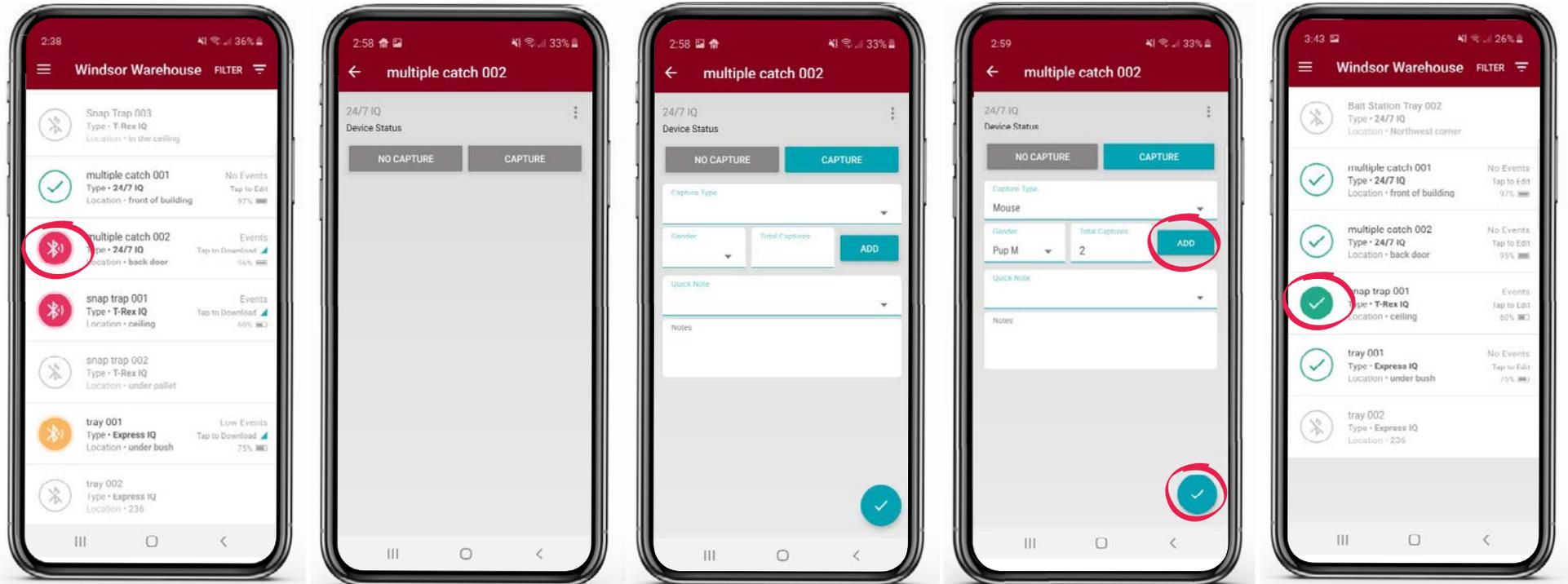
If nothing is captured in the device, you would tap “NO CAPTURE”. If something is captured in the device, you would tap “CAPTURE”.

Once you tap “CAPTURE”, next, tap “Capture Type” and choose what was captured from the drop-down list and choose the gender. On this screen you may choose one of the “Quick Notes” to document the conditions of the trap. Additionally, you have the ability to document any custom notes you may have if needed. However, this is not mandatory.

Once you have completed the above steps you would now tap the blue check in the bottom right-hand corner.

This concludes the service of the device. On the device list you will now see a full green circle with a check to indicate the device has been fully serviced.

SERVICING A 24/7 iQ™ TRAP



In order to service a 24/7 iQ multi-catch mouse trap and receive the information from the sensor, you will need to be inside the range to download the data. That range is typically within 5-10 feet of the device. While in the device list screen, you will see circles for each device. When the hollow circle fills in to become a fully colored circle, you have reached the "downloadable" range. After you are inside that range, you may tap the full circle to begin the download. This will only take a few seconds.

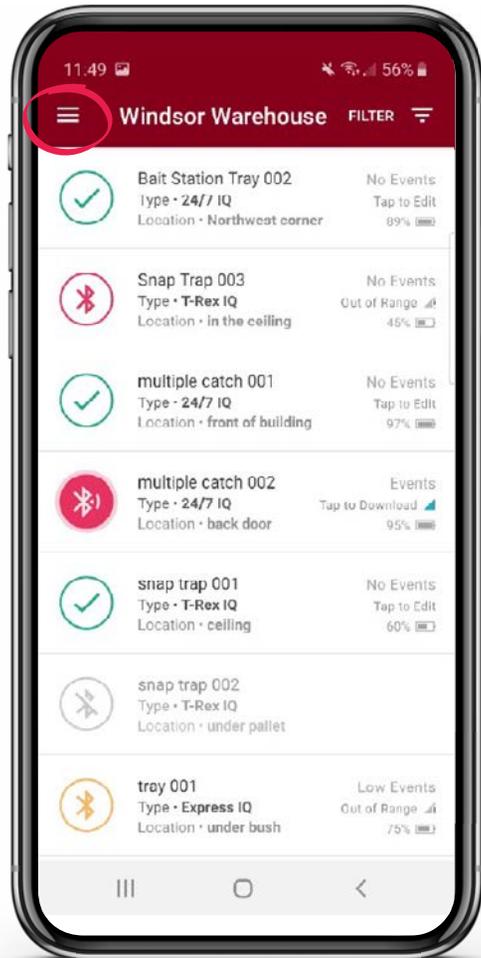
Once the information is downloaded, the screen will pop up giving you the service options.

If nothing is captured in the device, you would tap "NO CAPTURE". If something is captured in the device, you would tap "CAPTURE".

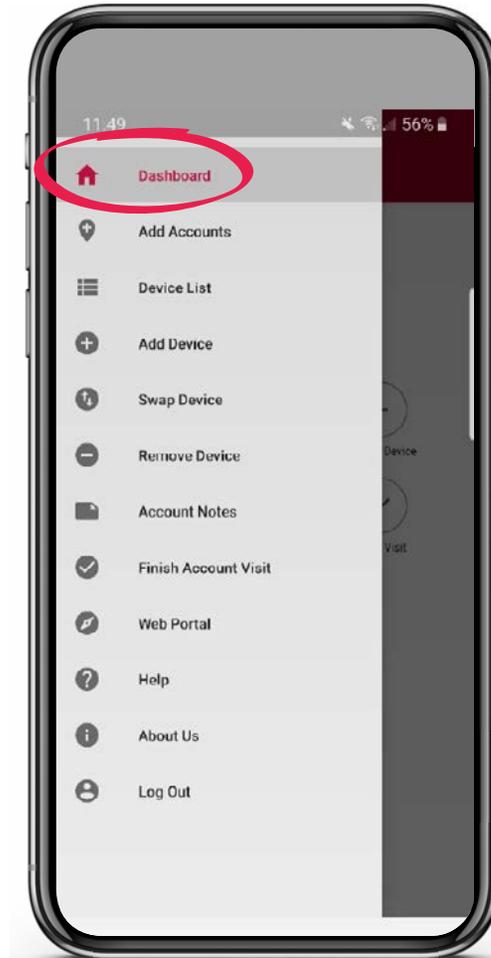
Next, tap "Capture Type" and choose what was captured from the drop-down list, choose the gender, manually type in the number for "Total Captures" and tap "ADD". You can repeat these steps if there are multiple species of animals captured. On this screen you may choose one of the "Quick Notes" to document the conditions of the trap. Additionally, you have the ability to document any custom notes you may have if needed. However, this is not mandatory. Once you have completed the above steps you would now tap the blue check in the bottom right-hand corner. This concludes the service of the device.

On the device list you will now see a full green circle with a check to indicate the device has been fully serviced.

GETTING BACK TO DASHBOARD

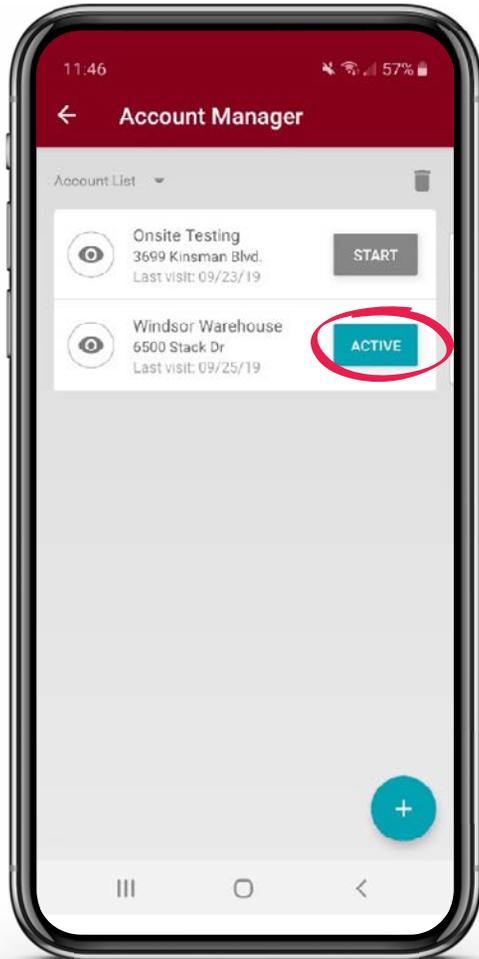


If at any point you are on a different screen and you need to get back to the account dashboard, tap the menu icon in the upper left-hand corner.

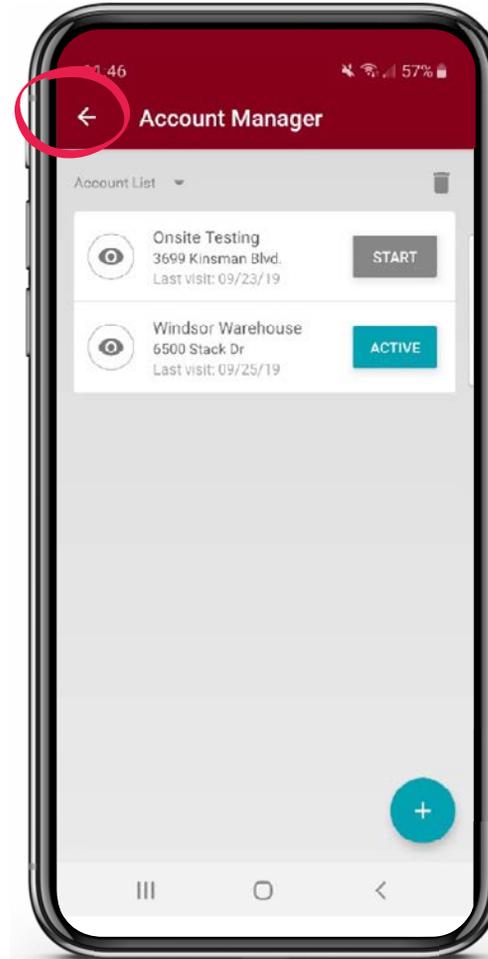


A list view will show and at the very top you can tap "Dashboard".

VIEWING ACTIVE ACCOUNT

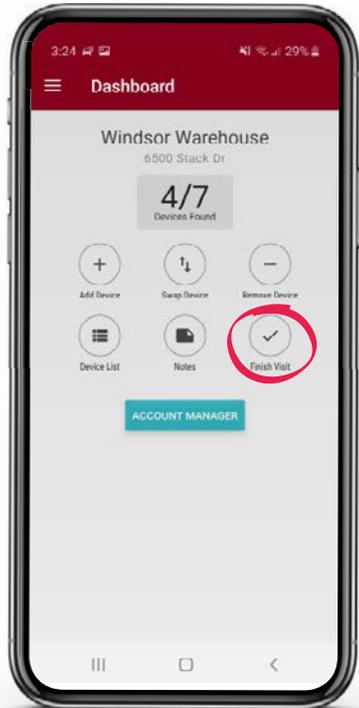


If you happen to hit "Account Manager" during your service visit, the app will show you what account is currently active. It will have a blue "ACTIVE" icon to the right of the account name.

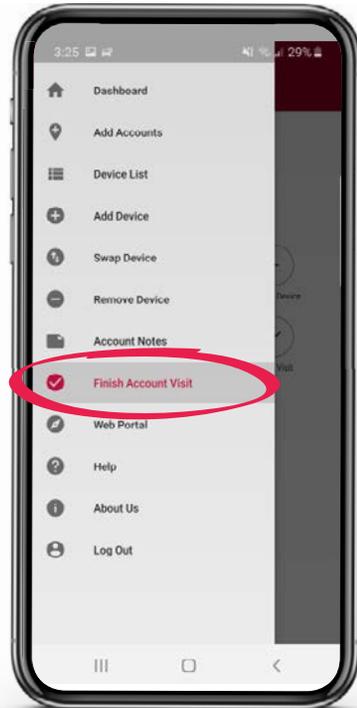


To get back to the active account's dashboard tap the white arrow in the upper left-hand corner.

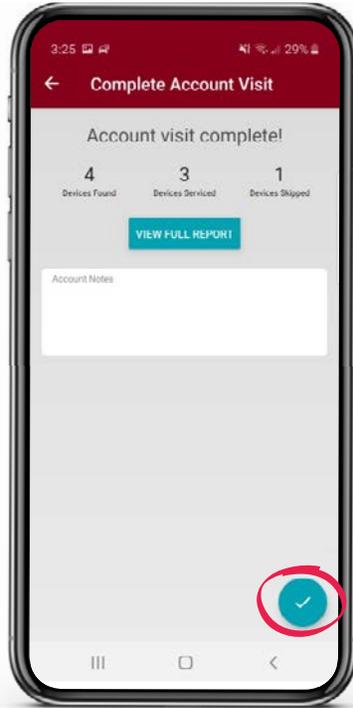
FINISHING SERVICE VISIT



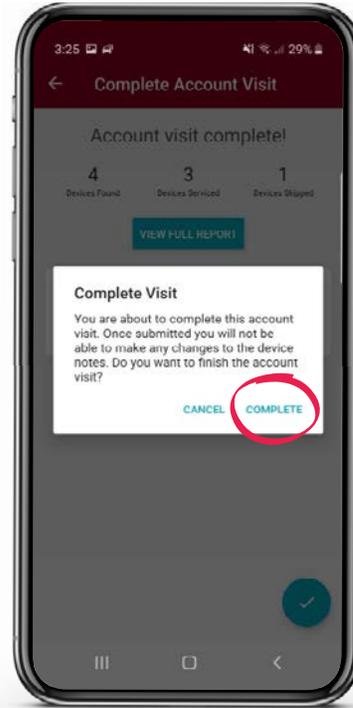
To finish your service visit tap "Finish Visit" in the bottom right-hand corner on the active account's dashboard.



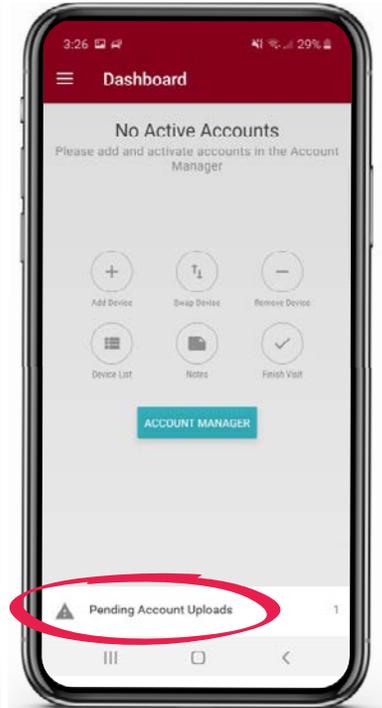
You can also tap the menu icon in the upper left-hand corner and tap "Finish Account Visit".



Once you have tapped "Finish Visit", it will take you to the "Account visit complete!" screen. On this screen you have the ability to type in any custom notes if needed. However, this is not mandatory. Now tap the blue check in the bottom right-hand corner.

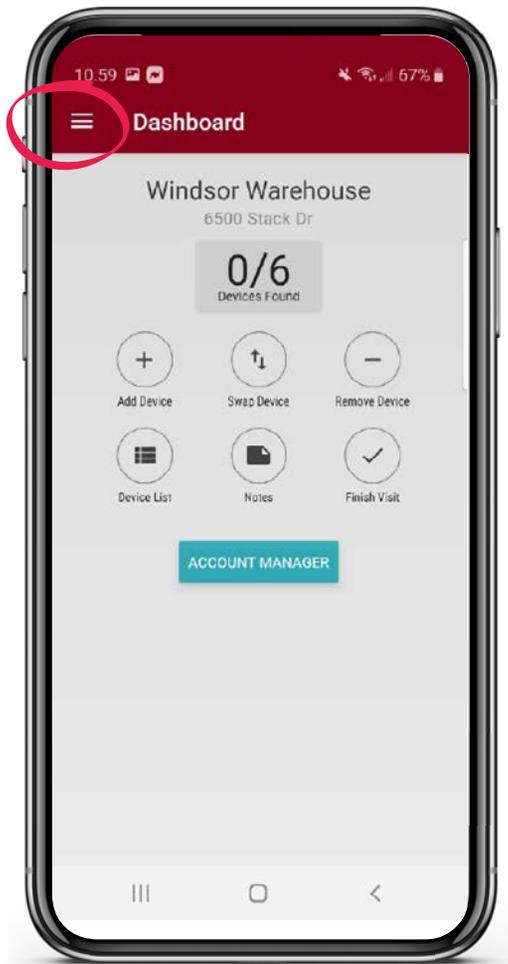


The "Complete Visit" screen will pop up. Tap "COMPLETE".

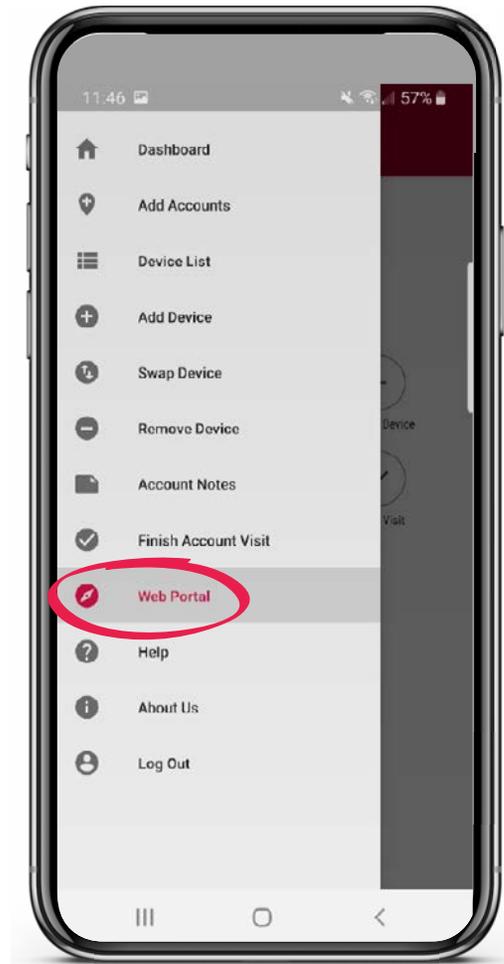


This will complete the service visit and will initiate the app to send all of the information gathered to the cloud.

NAVIGATING TO THE WEB PORTAL

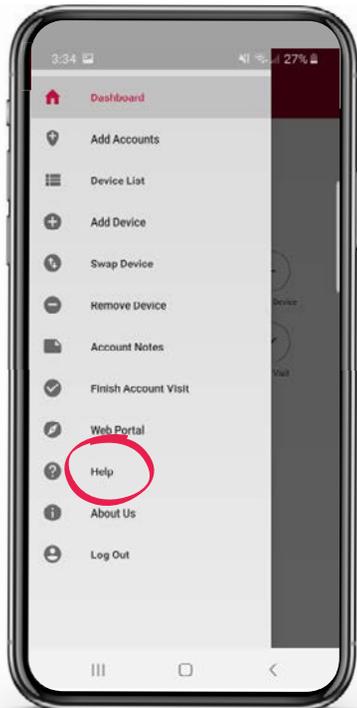


If you have access to it and would like to view your online portal while onsite, you can navigate to it directly from your app. Tap the menu icon in the upper left-hand corner.

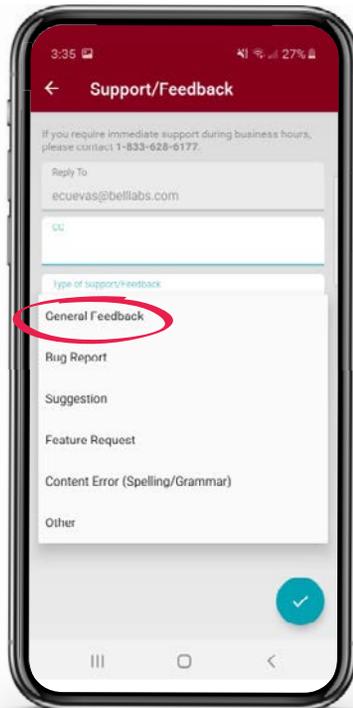


Then tap "Web Portal". This will bring you to the Web Portal.

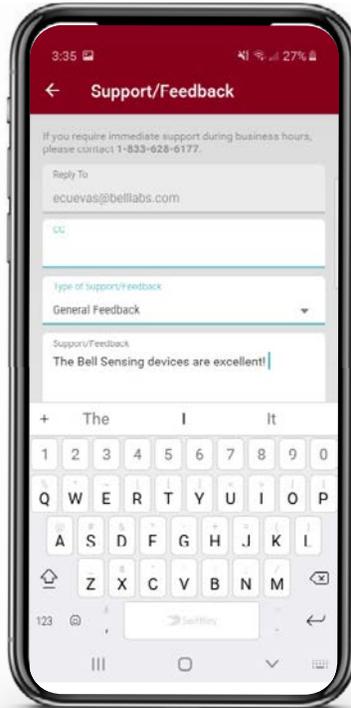
TECH SUPPORT / CUSTOMER SERVICE



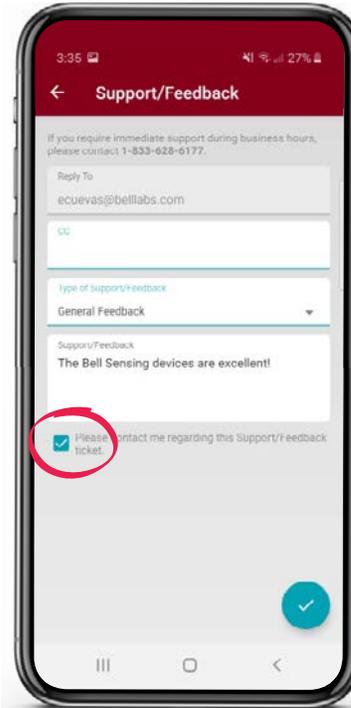
If you have an issue and need tech support, there is an option within the APP. Tap the menu icon in the upper left-hand corner and tap "Help".



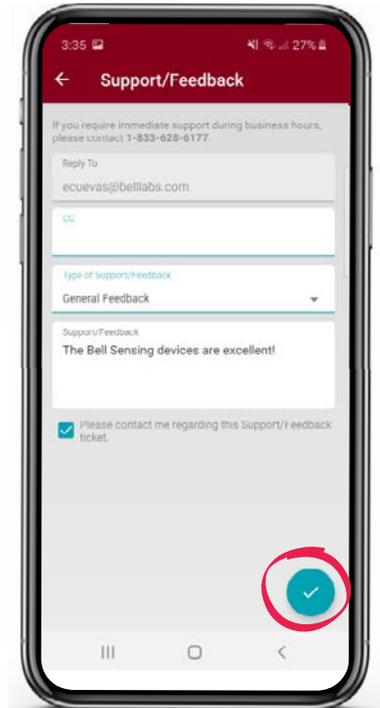
From the drop-down menu choose the best option indicating why you are reaching out.



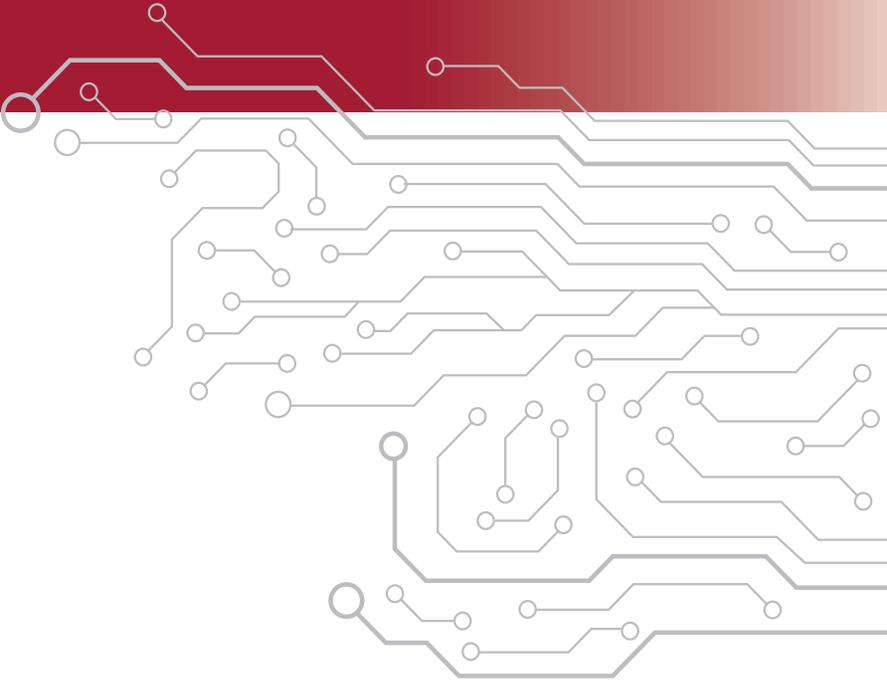
Within the "Support/Feedback" section please type in as much information as possible.



If you need a response check the box next to "Please contact me regarding this Support/Feedback ticket".



Tap the blue check in the bottom right-hand corner.



iQ PORTAL

BELL SENSING PORTAL

GETTING STARTED WITH iQ™



Once you have purchased your iQ™ products through your local distributor you will need to set up your online portal.

Navigate to www.bellsensing.com and in the top right corner click on CUSTOMER LOG IN.

In order to sign up, click on Sign Up.

The following question will appear: "Are you authorized by your company to establish a Bell Sensing Technology account?". Fill in Yes option.

Click "Next".



After reading through the terms and conditions check the box next to "I accept the terms and conditions".

Click "Next".

GETTING STARTED WITH iQ™, CONTINUED

The screenshot shows the 'User Profile' registration form. It includes fields for Company Name (Bell Sensing Training), First Name, Last Name, Role (Technical Director), Email (bellsensingtraining@gmail.com), Password, and Confirm Password. A 'NEXT' button is circled in red at the bottom right. Below the form, there are 'Password Requirements' listed: Must have a number (0-9), Must be at least 8 characters long, Must have at least one lowercase letter (a-z), and Must have at least one uppercase letter (A-Z).

Fill in all "User Profile" information. This includes: company name, first name, last name, role, email, password and confirm password.

Click "Next".

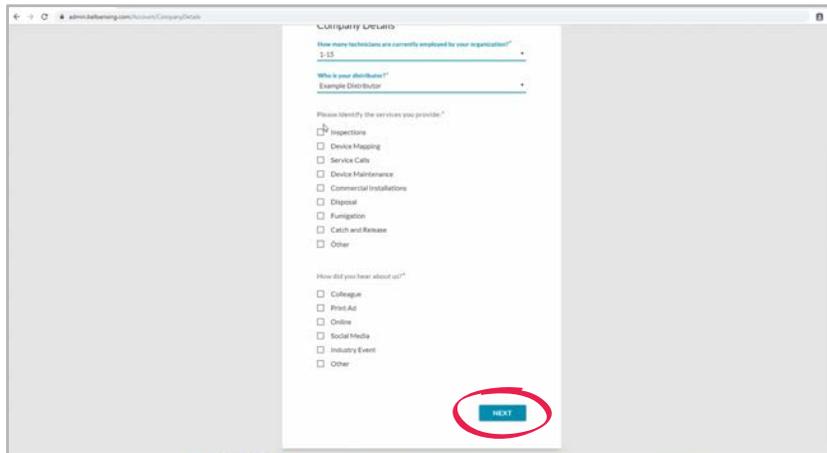
The screenshot shows the 'Company Profile' registration form. It includes fields for Address (123 Windsor St), Address 2, City (Madison), State / Province (Wisconsin), ZIP / Postal Code (53501), Country (United States), and Multi Contact Phone (808-555-555). Under 'Multiple Branches', there are three radio button options: N/A (Independent Operator) (selected), Corporate Administrators All Branches, and Other Branches Self Administrator. A 'NEXT' button is circled in red at the bottom right.

Fill in all "Company Profile" information. This includes: address and phone number.

Choose if your account will have multiple branches or not.

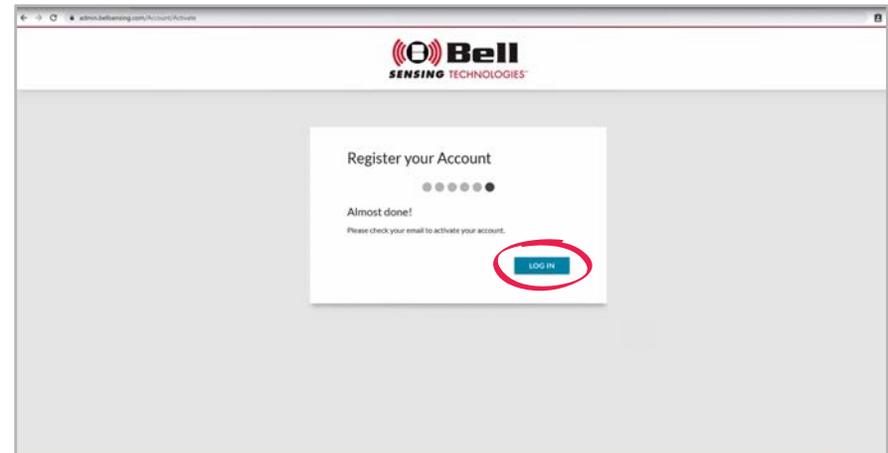
Click "Next".

GETTING STARTED WITH iQ™, CONTINUED



Fill in all "Company Details" information. This includes: how many technicians, distributor, services you provide and how did you hear about us.

Click "Next".



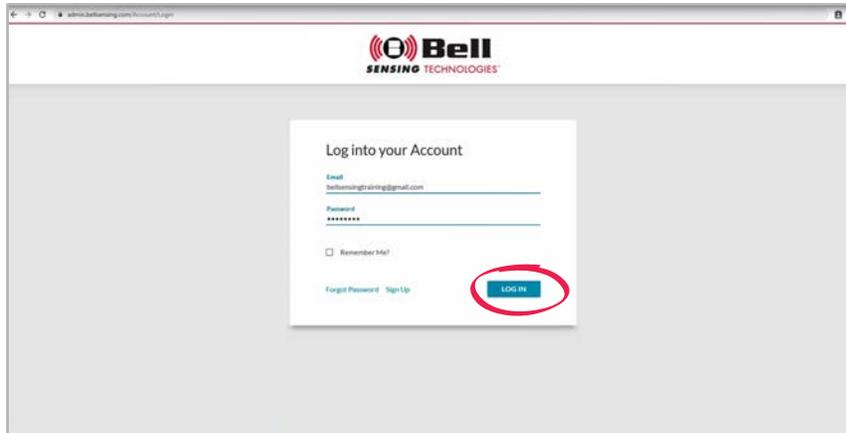
At this point you will receive an email that you will need to open and click on to activate your account.

Click "Log In".

This will take you to the screen where you can log in and set up your branches, accounts and users.

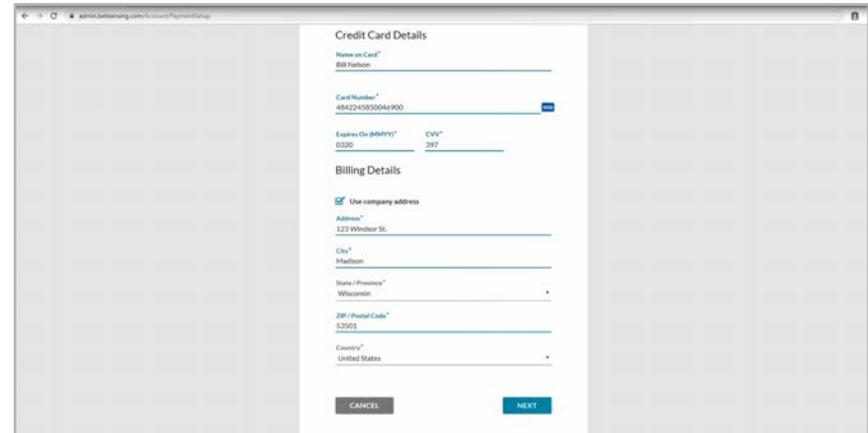
BELL SENSING PORTAL

LOGIN



Once on the login screen fill in your email and password.

Click "Log In".



For the FIRST TIME ONLY logging in:

Input your credit card and billing details.

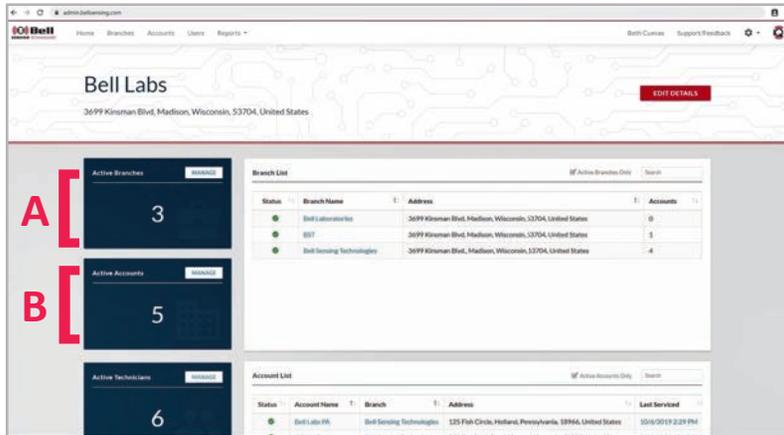
Click "Next".

Review payment details.

Click "Begin Sensing".

BELL SENSING PORTAL

HOME DASHBOARD



When logging into the portal you will be automatically taken to the home dashboard.

This will give you a quick snapshot of all the information you have access to within your online portal.

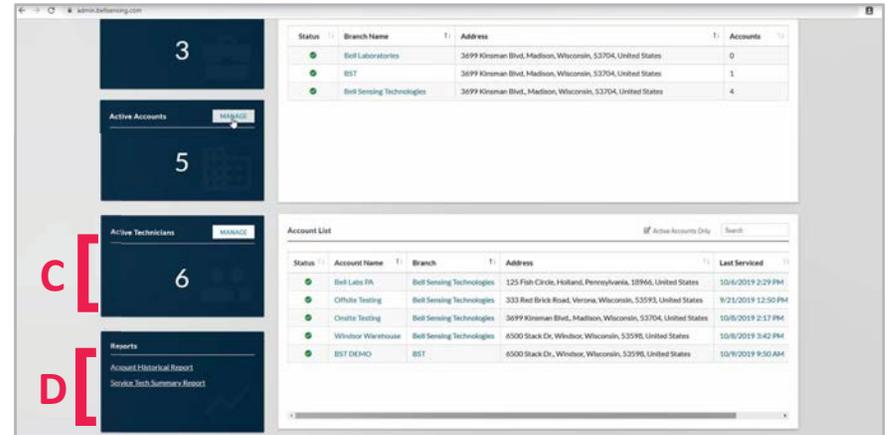
On the home dashboard you will see:

A) Active Branches

- You can click “MANAGE” to see a listing of all branches.

B) Active Accounts

- You can click “MANAGE” to see a listing of all accounts.



C) Active Technicians

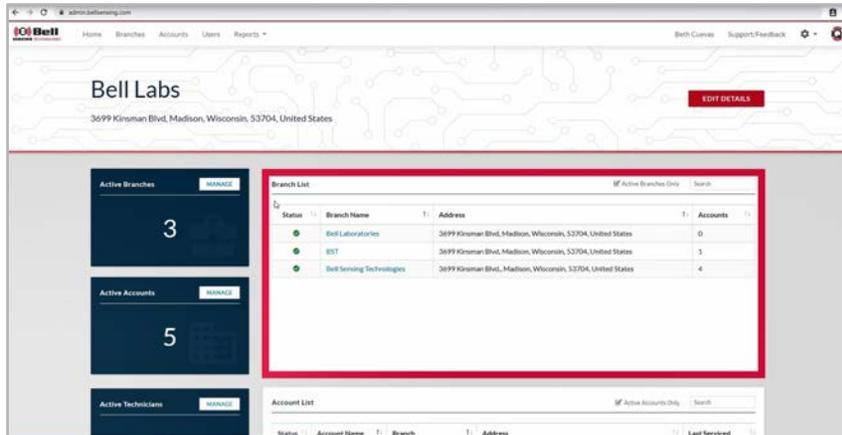
- You can click “MANAGE” to see a listing of all technicians.

D) Reports

- You can click “Account Historical Report” or “Service Tech Summary Report” to quickly jump to the report itself.

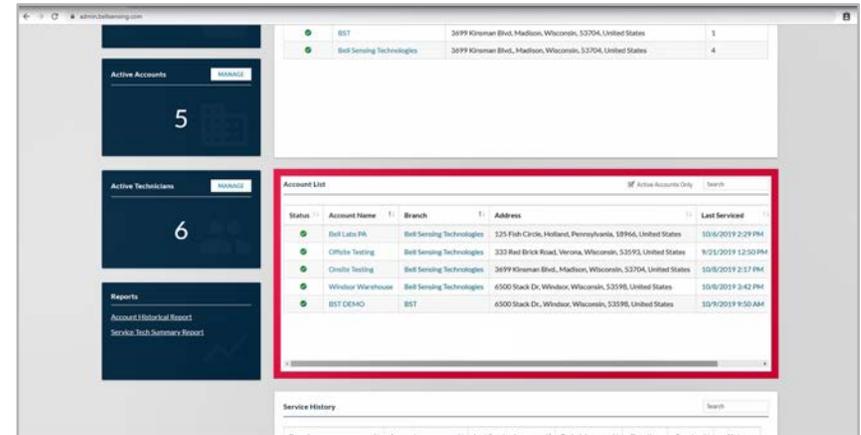
BELL SENSING PORTAL

HOME DASHBOARD, CONTINUED



Branch List

This will be a listing of all active branches. To view inactive branches, uncheck the "Active Branches Only". This will show you the branch name, address and how many accounts are linked to that branch.



Account List

This will be a listing of all active accounts. To view inactive accounts, uncheck the "Active Accounts Only". This will show you the account name, branch, address and the date it was last serviced.

BELL SENSING PORTAL

HOME DASHBOARD, CONTINUED

The screenshot shows the 'Account List' table with the following data:

Status	Account Name	Branch	Address	Last
●	Bell Labs PA	Bell Sensing Technologies	125 Fish Circle, Hilliard, Pennsylvania, 19166, United States	31
●	Express Tray Time Study	Bell Sensing Technologies	123 2nd Street Pike, Churchville, Pennsylvania, 19166, United States	0
●	Offsite Testing	Bell Sensing Technologies	353 Red Brick Road, Verona, Wisconsin, 53593, United States	36
●	Onsite Testing	Bell Sensing Technologies	3699 Kinsman Blvd, Madison, Wisconsin, 53704, United States	31
●	Warehouse	Bell Sensing Technologies	4000 Stack Dr, Wnebaur, Wisconsin, 53398, United States	10
●	BST DEMO	BST	4500 Stack Dr, Wnebaur, Wisconsin, 53398, United States	10
●	24/7 K2	Test QA	111 Boulevard, Madison, Alaska, 53704, United States	7
●	Express K2	Test QA	111 Boulevard, Madison, Alaska, 53704, United States	8

The 'Service History' table below it has the following data:

Branch	Account	Last Serviced	Technician	Duration	Events	Notes
BST	BST DEMO	10/8/2019 2:47 PM	Brian Hanson	0h	1	
Bell Sensing Technologies	Warehouse	10/8/2019 2:32 PM	Beth O'Donnell	0h	0	
Bell Sensing Technologies	Onsite Testing	10/8/2019 2:17 PM	Beth O'Donnell	0h	0	
Bell Sensing Technologies	Onsite Testing	10/8/2019 1:48 PM	Beth O'Donnell	0h	27	
BST	BST DEMO	10/8/2019 11:54 AM	Brian Hanson	0h	0	
BST	BST DEMO	10/8/2019 11:53 AM	Brian Hanson	0h	0	
BST	BST DEMO	10/8/2019 11:41 AM	Brian Hanson	0h	6	
BST	BST DEMO	10/8/2019 9:37 AM	Brian Hanson	0h	6	
Bell Sensing Technologies	Warehouse	10/8/2019 9:11 AM	Beth O'Donnell	0h	0	

Service History

This will be a full listing of all service visits at all accounts showing branch, account name, date it was last serviced, the technician, how long the service visit lasted, how many events were recorded during the service visit and any notes recorded during the visit.

The screenshot shows the 'Branch List' table with the following data:

Status	Branch Name	Address	Accounts
●	Bell Laboratories	3699 Kinsman Blvd, Madison, Wisconsin, 53704, United States	0
●	BST	3699 Kinsman Blvd, Madison, Wisconsin, 53704, United States	1
●	Bell Sensing Technologies	3699 Kinsman Blvd, Madison, Wisconsin, 53704, United States	4

The 'Account List' table below it has the following data:

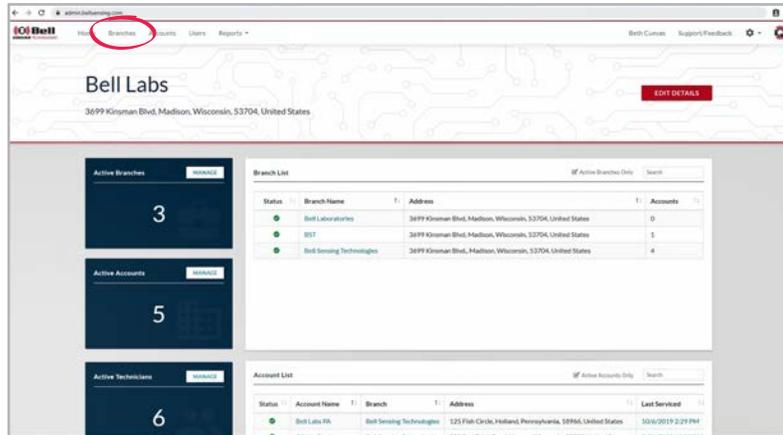
Status	Account Name	Branch	Address	Last Serviced
●	Bell Labs PA	Bell Sensing Technologies	125 Fish Circle, Hilliard, Pennsylvania, 19166, United States	10/8/2019 2:29 PM

Throughout the portal anything in blue is a hyperlink. You are able to click anything in blue and will be automatically directed to that particular item's screen.

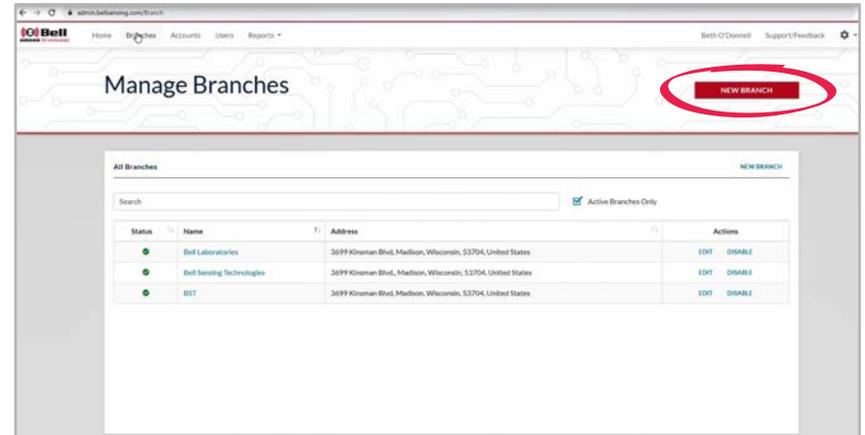
When navigating through the portal if at any point you wish to return to your home dashboard click the "Home" link in the upper left-hand corner on the top of the screen.

BELL SENSING PORTAL

CREATING BRANCH(ES)



On the homepage of your portal click "Branches" across the top of the screen.



On the right-hand side of the screen click the "NEW BRANCH" link.

CREATING BRANCH(ES), CONTINUED

Branch Name*
Bell Training

Main Contact Phone
696-555-5555

Branch Address

Address
2000 Bell Street

Address 2

City
Madison

State / Province
Wisconsin

ZIP / Postal Code
53704

Country
United States

Branch Logo

UPLOAD IMAGE

CREATE NEW BRANCH

Input branch information: name, phone, address and upload a logo if you would like.

Click "CREATE NEW BRANCH".

Manage Branches

NEW BRANCH

All Branches

Search

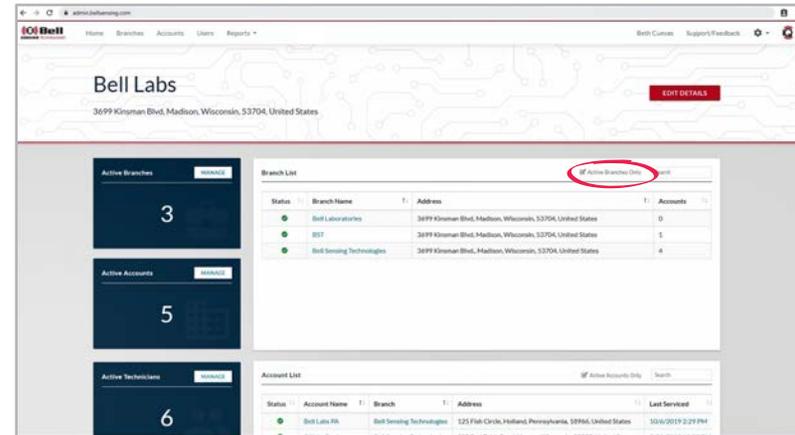
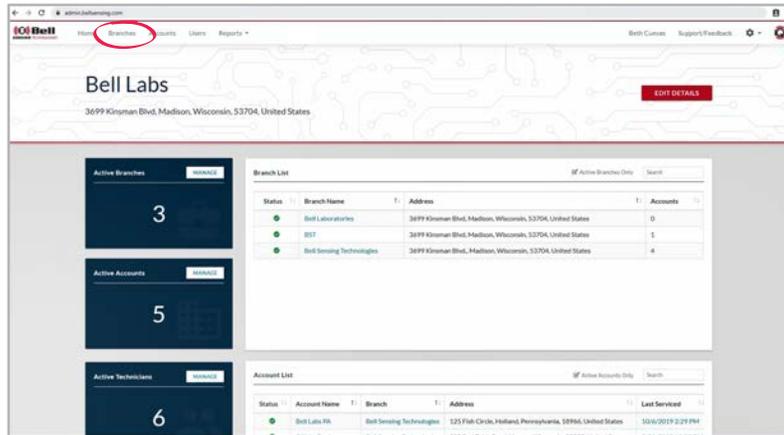
Active Branches Only

Status	Name	Address	Actions
●	Bell Laboratories	3699 Kinsman Blvd, Madison, Wisconsin, 53704, United States	EDIT DISABLE
●	Bell Sensing Technologies	3699 Kinsman Blvd, Madison, Wisconsin, 53704, United States	EDIT DISABLE
●	Bell Training	2000 Bell Street, Madison, Wisconsin, 53704, United States	EDIT DISABLE
●	BST	3699 Kinsman Blvd, Madison, Wisconsin, 53704, United States	EDIT DISABLE

Your new branch will now appear in your branch listings.

BELL SENSING PORTAL

VIEWING BRANCH(ES)



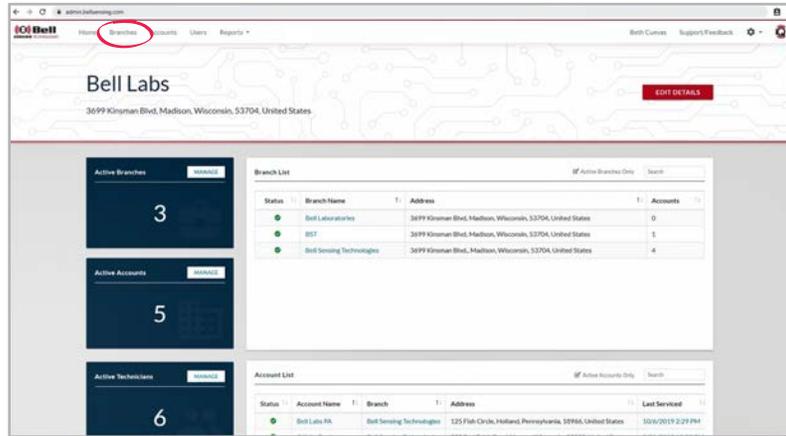
On the homepage of your portal click “Branches” across the top of the screen.

The “Manage Branch” list will show you a list of all active branches.

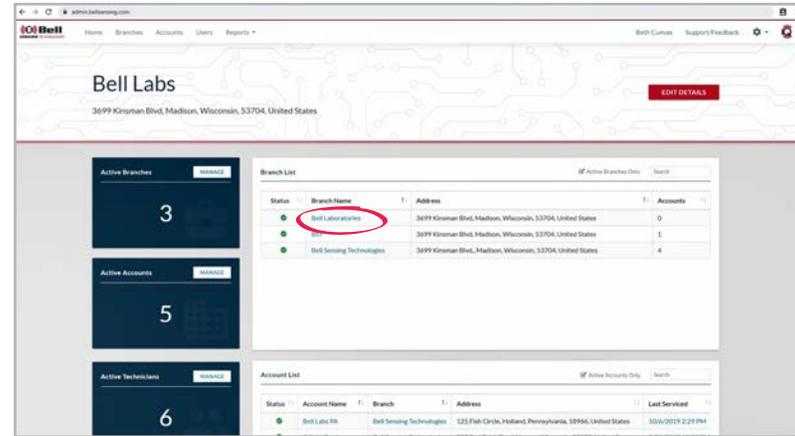
If you wish to see inactive branches, uncheck the “Active Branches Only” box.

BELL SENSING PORTAL

SELECTING BRANCH(ES)



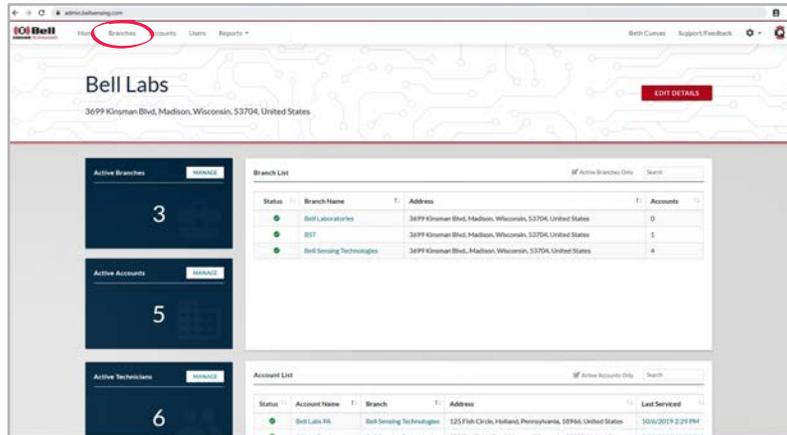
On the homepage of your portal click “Branches” across the top of the screen.



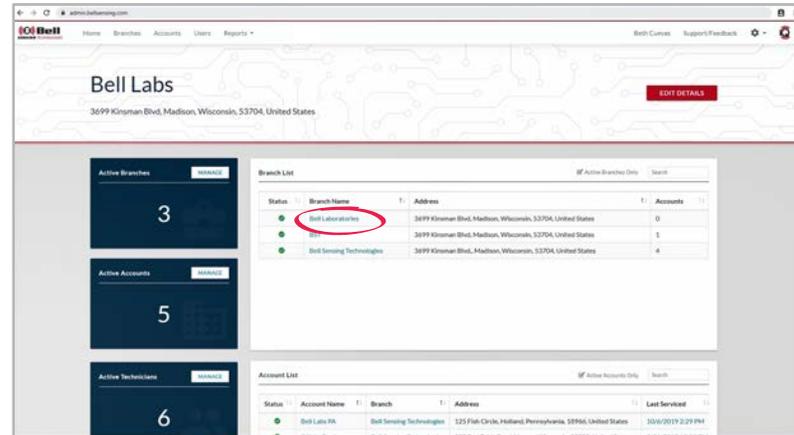
To choose a branch click the branch name.

BELL SENSING PORTAL

BRANCH DASHBOARD

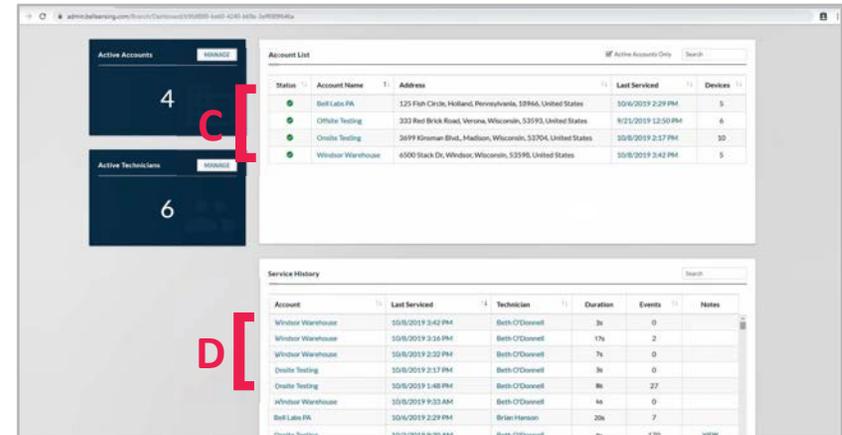
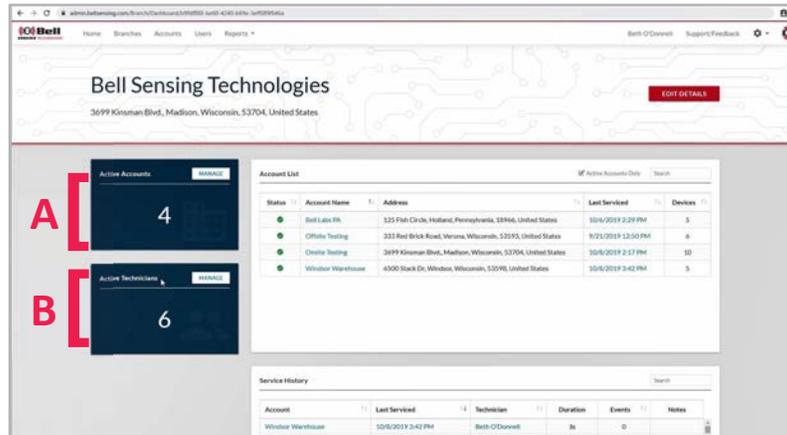


On the homepage of your portal click "Branches" across the top of the screen.



To choose a branch click the branch name.

BRANCH DASHBOARD, CONTINUED



Once on the selected branch dashboard you will see:

A) Active Accounts

- You can click "MANAGE" to see a listing of all accounts.

B) Active Technicians

- You can click "MANAGE" to see a listing of all technicians.

C) Account List

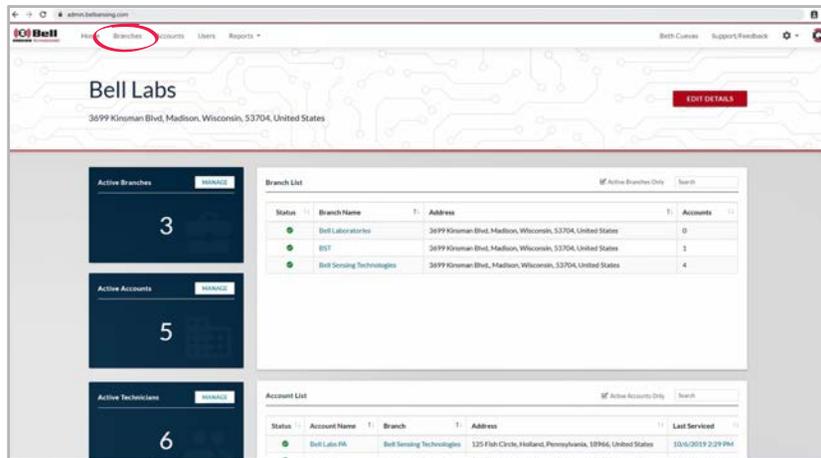
- This will be a listing of all active accounts at this branch.
To view inactive accounts, uncheck the "Active Accounts Only".

D) Service History

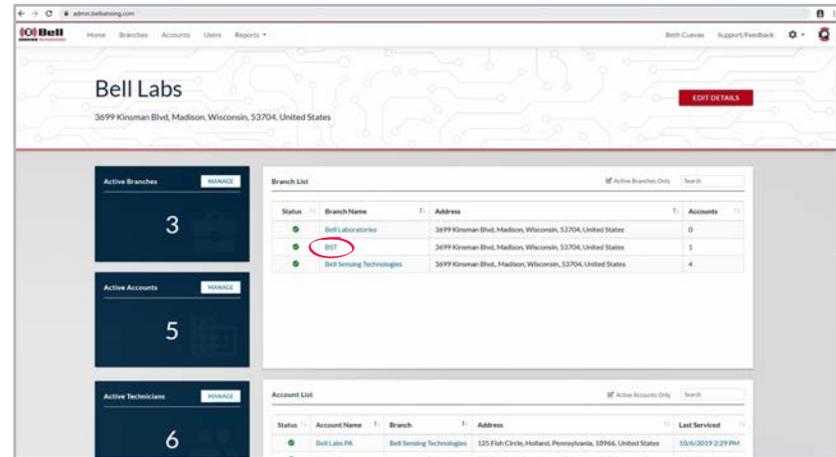
- This will be a full listing of all service visits at all accounts associated with the branch you have currently selected.

BELL SENSING PORTAL

EDITING BRANCH(ES)



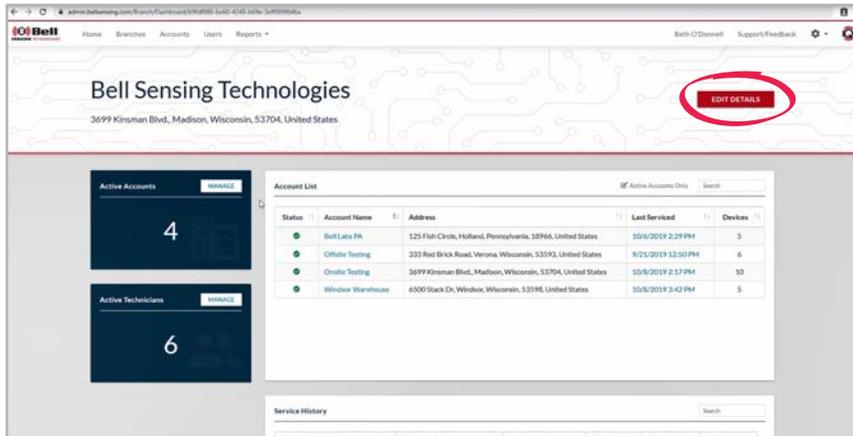
On the homepage of your portal click "Branches" across the top of the screen.



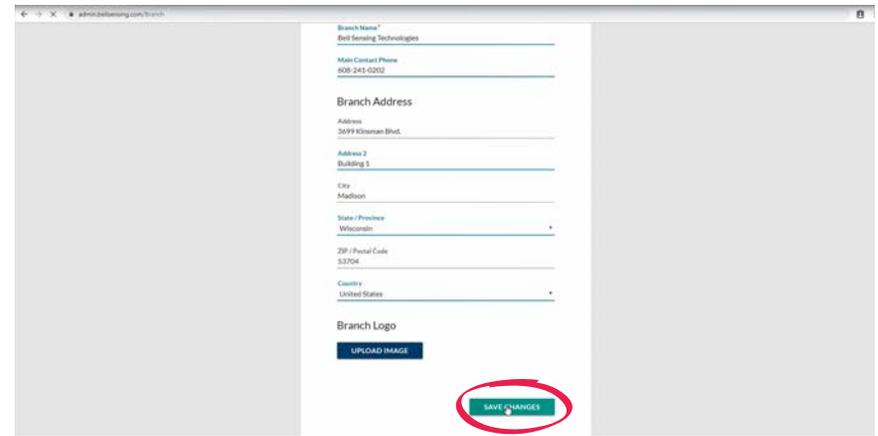
Click on the branch name you would like to select.

BELL SENSING PORTAL

EDITING BRANCH(ES), CONTINUED



On the branch dashboard you can make edits to your branch information by clicking the “EDIT DETAILS” link in the upper right-hand corner.

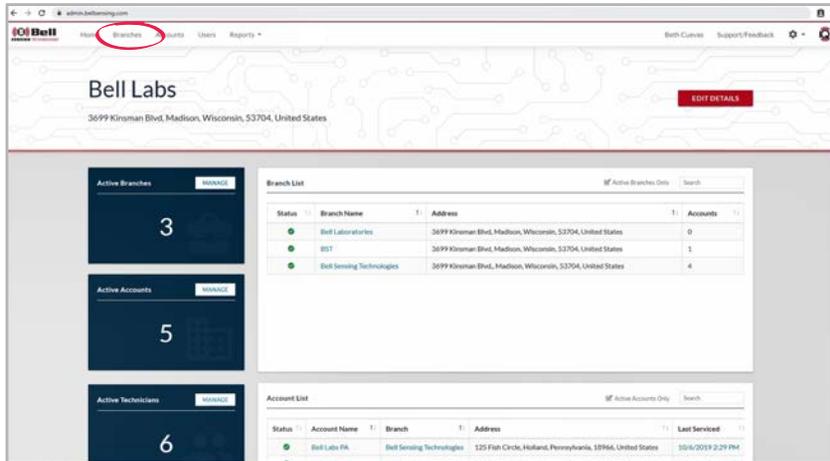


Make any changes that are needed.

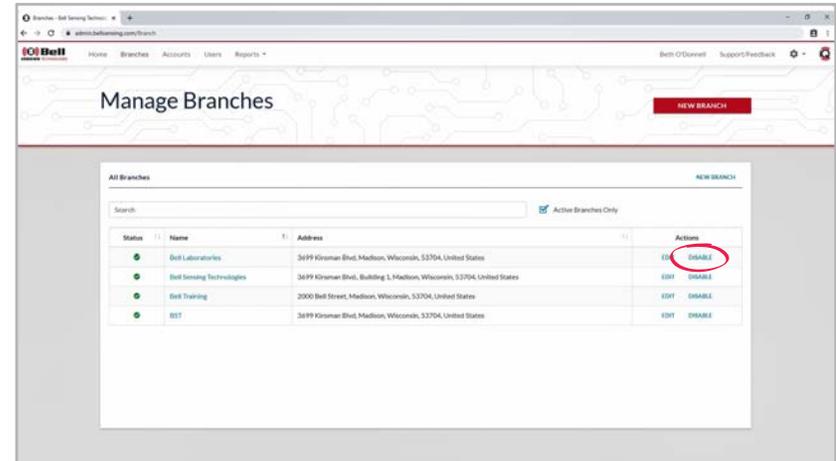
Click the “SAVE CHANGES” link on the bottom right-hand corner of the page.

BELL SENSING PORTAL

DISABLING BRANCH(ES)



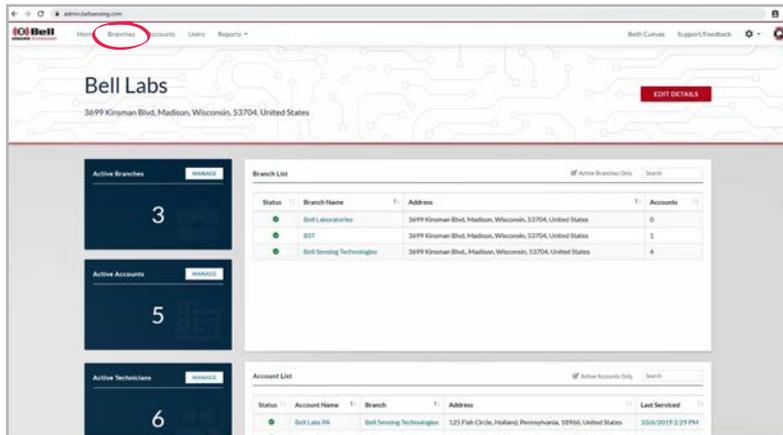
On the homepage of your portal click “Branches” across the top of the screen.
This will show you a list of all active branches.



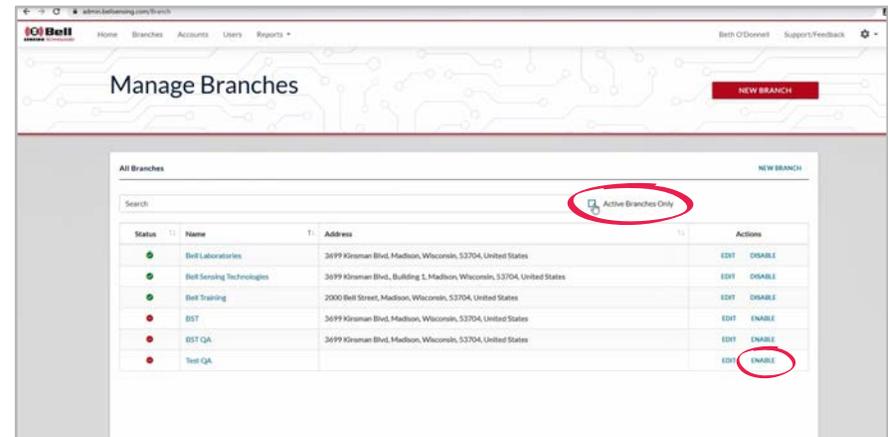
To disable a branch, click the “DISABLE” link under the actions column.

BELL SENSING PORTAL

ENABLING BRANCH(ES)



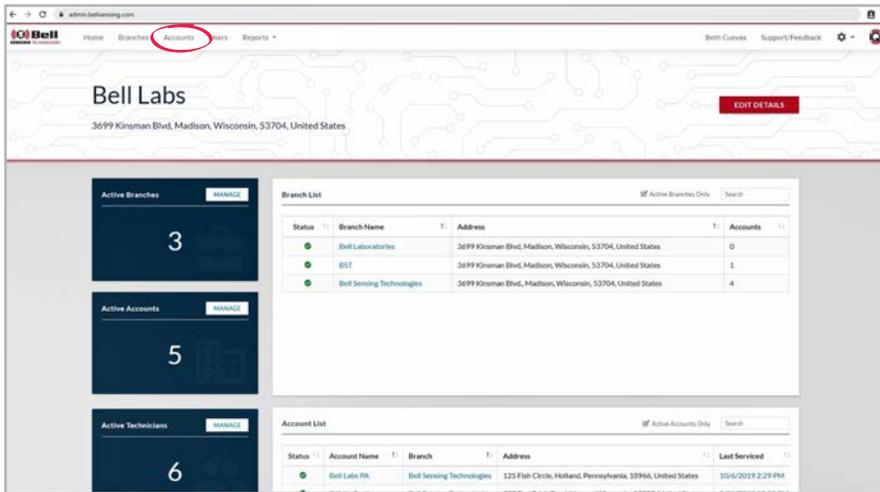
On the homepage of your portal click “Branches” across the top of the screen.
This will show you a list of all active branches.



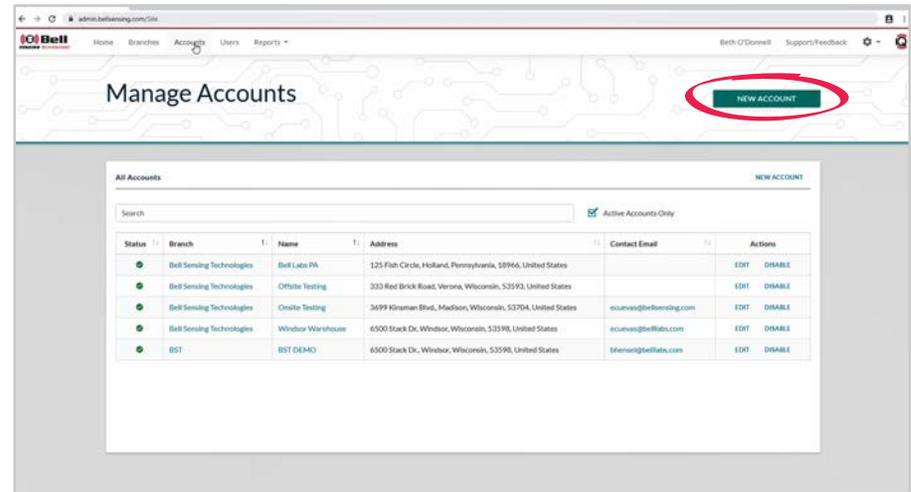
In order to see inactive branches, uncheck the “Active Branches Only”.
On the right-hand side click the “ENABLE” link.

BELL SENSING PORTAL

CREATING ACCOUNTS



On the homepage of your portal click “Accounts” across the top of the screen.



On the right-hand side of the screen click the “NEW ACCOUNT” link.

CREATING ACCOUNTS, CONTINUED

The screenshot shows the 'New Account' form in the Bell Sensing Portal. The form is organized into four main sections: 'Account Info', 'Account Specifications', 'Proof of Service', and 'Reporting Emails'. The 'Account Info' section contains fields for Branch (Bell Sensing Technologies), Account Name, Address, Address 2, City, ZIP / Postal Code, State / Province (Alabama), and Country (United States). The 'Account Specifications' section includes Site Number (2,500-4,999), Industry/Classification, and Service Frequency. The 'Proof of Service' section has two dropdown menus: 'Devices with Events' (set to 'Serviced') and 'Devices without Events' (set to 'Viewable'). The 'Reporting Emails' section has an 'Email' field and an 'ADD CONTACT' button.

Input account information: choose branch, account name, address, client contact info, account specifications, visit proof, reporting emails and upload a floor plan if you would like.

PROOF OF SERVICE:

Under the proof of service section, you will have the option of choosing “Serviced” or “Viewable” for devices with and without events.

- “Serviced” means that during the onsite service visit you have to physically tap on the circle within the app to download the information from the sensor in order to have the device shown as serviced.
- “Viewable” means that if the device comes within the ‘viewable’ range of the app (typically 30-100 feet) during your onsite visit, it will show the device as serviced.
- The default setting will be: devices with events “Serviced” and devices without events “Viewable”. You can change these settings at any time.

REPORTING EMAILS:

Under the reporting emails section, you have the option to add an email address of anyone you would like to automatically receive the service report email once the onsite service visit is completed. You can add and remove email addresses using this feature at any time.

CUSTOMIZE SERVICE REPORT:

Under the customize service report section, you have the option to choose what information you would like included on your service report. The default is for all categories to be checked. Uncheck the box to the left of the item you do not wanted included on your service report.

BELL SENSING PORTAL

CREATING ACCOUNTS, CONTINUED

SERVICE RULES:

To create custom service rules for the account, click the "Edit Service Rules" link on the bottom right-hand corner next to "Save Changes".

There will be service rule options for each of the four different products we currently offer within our IQ platform.

EXPRESS® iQ™ & AMBUSH® iQ™

Device Rules

Service

- With Any Activity
- Every Visit
- Every Other Visit
- Every __ Days
 - Choose number of days
- Baiting Rules
 - Replace Bait
 - Replace As Needed
 - Replace Every __ Days
 - Choose number of days
 - Trapping Rules

Visual Inspection

- With Any Activity
- Inspection Every Visit
- Inspection Every Other Visit
- Replace Attractant Every 30 Days

After finalizing your custom service rules click the "CLOSE" link in the bottom right-hand corner. Again, you can change these at any time.

24/7™ iQ™ & T-Rex® iQ™

Trapping Rules

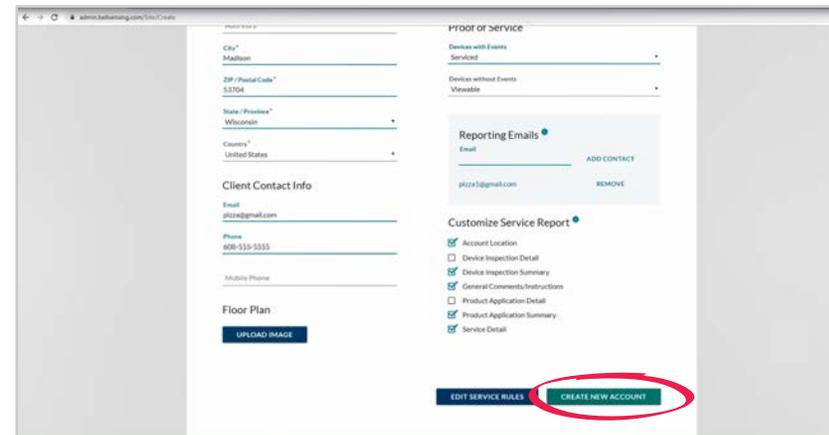
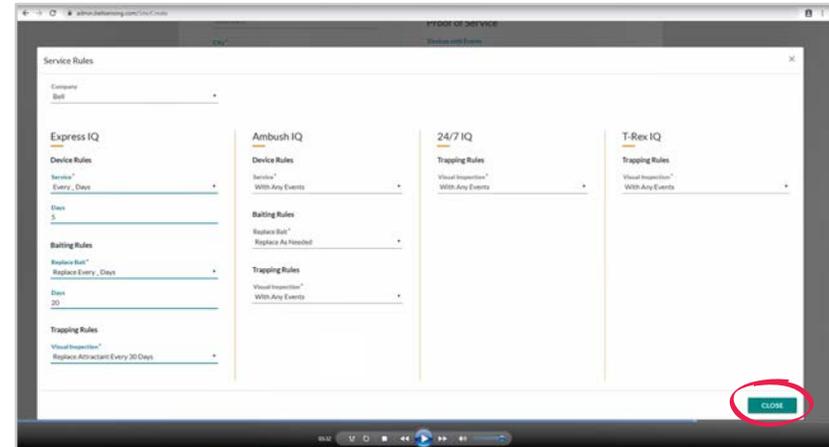
Visual Inspection

- With Any Activity
- Inspection Every Visit
- Inspection Every Other Visit
- Replace Attractant Every 30 Days

Click "CLOSE".

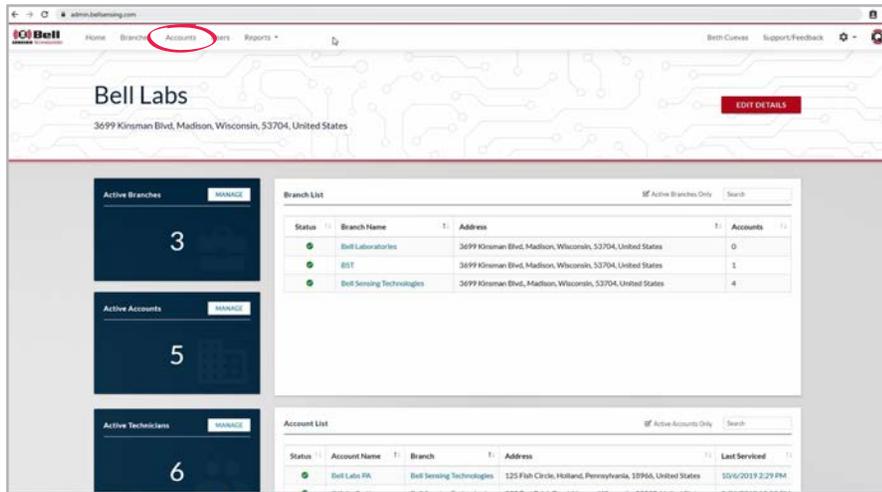
Click "CREATE NEW ACCOUNT".

Your new account will now show up on your "Manage Accounts" List.



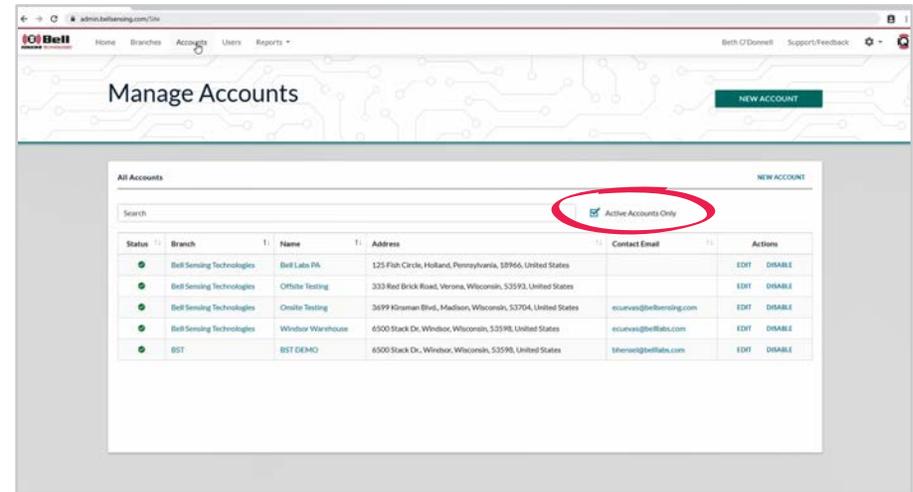
BELL SENSING PORTAL

VIEWING ACCOUNTS



On the homepage of your portal click "Accounts" across the top of the screen.

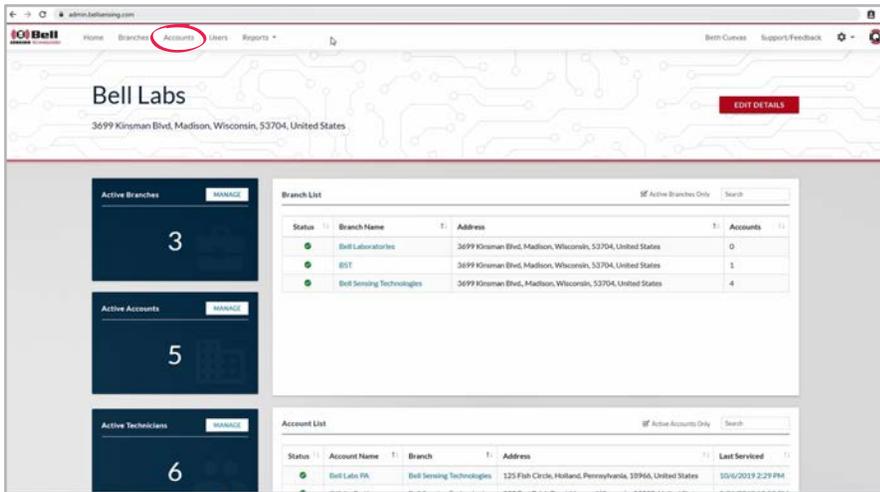
This is the screen where you can view all active accounts.



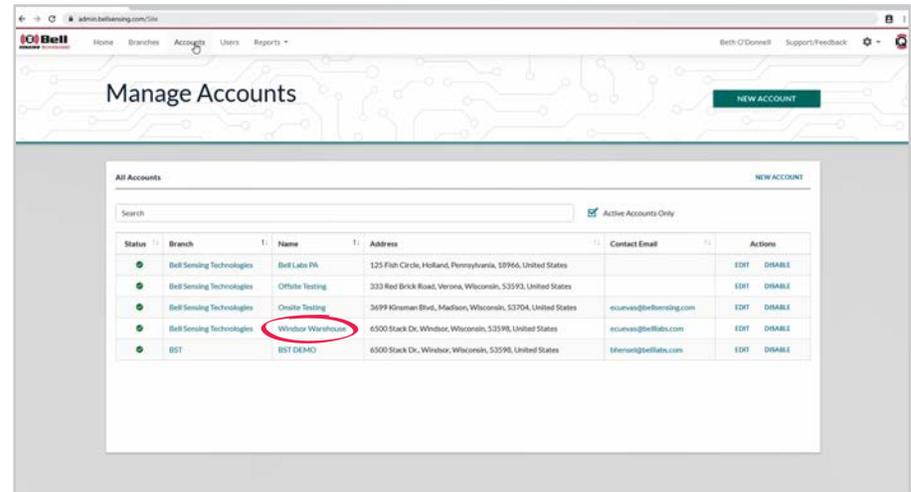
If you wish to view inactive accounts, uncheck the "Active Accounts Only".

BELL SENSING PORTAL

SELECTING ACCOUNTS



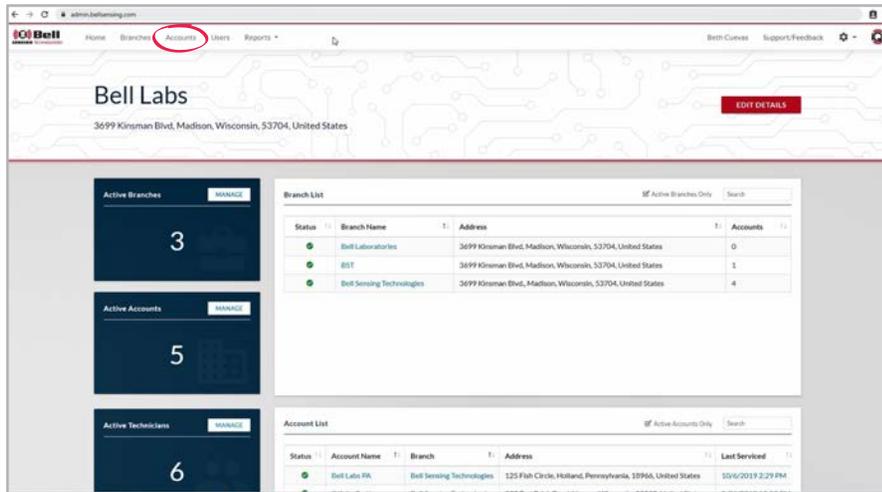
On the homepage of your portal click "Accounts" across the top of the screen.



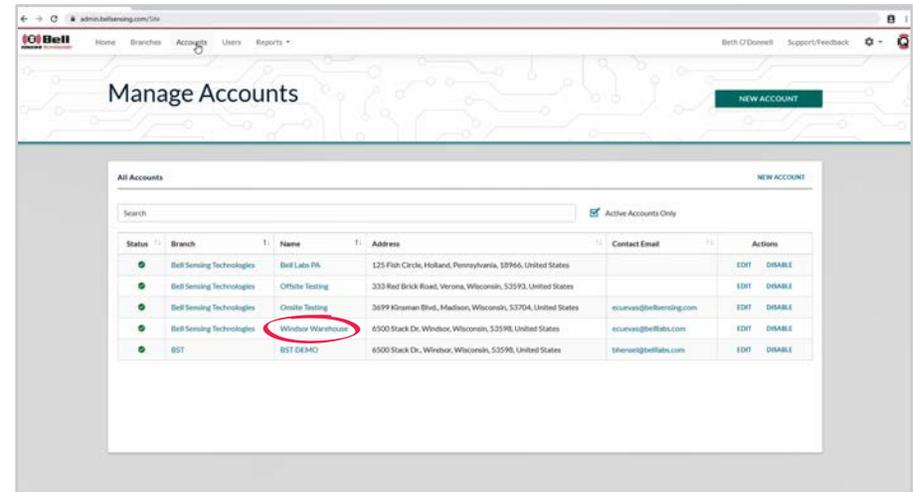
To choose an account click the account name.

BELL SENSING PORTAL

ACCOUNT DASHBOARD

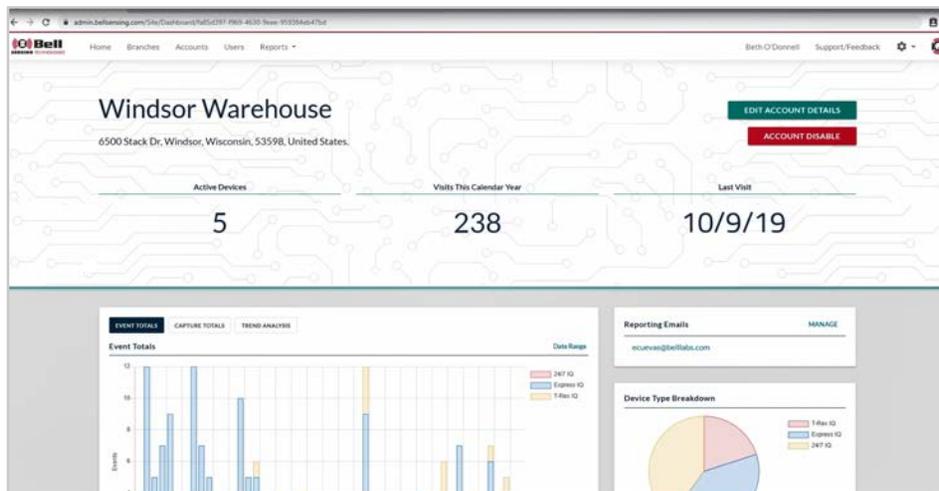


On the homepage of your portal click "Accounts" across the top of the screen.



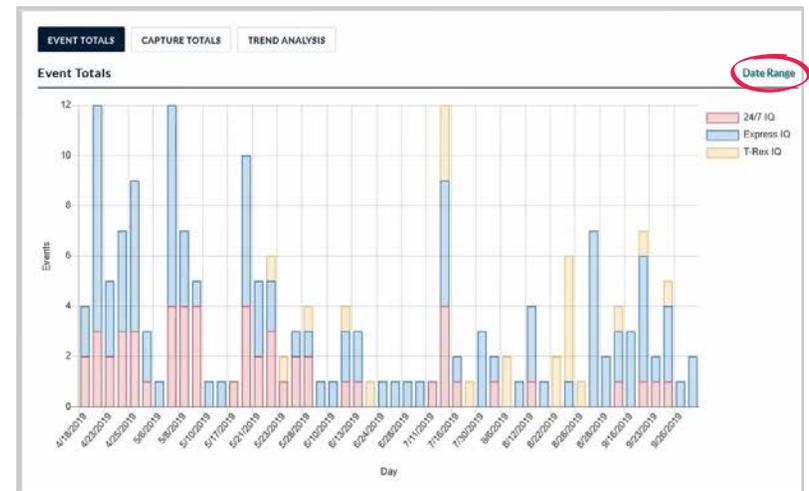
To choose an account click the account name.

ACCOUNT DASHBOARD, CONTINUED



Once on the selected account dashboard you will see the detailed account information:

- Name
- Address
- Active devices
- Total visits for the calendar year
- Date of last visit

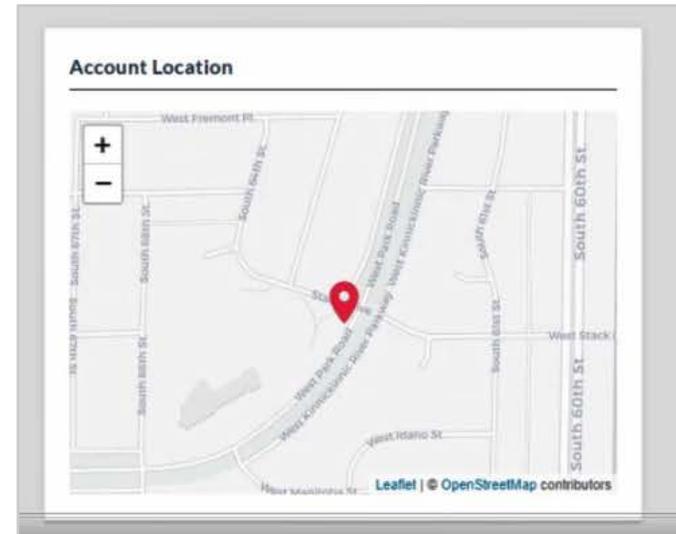
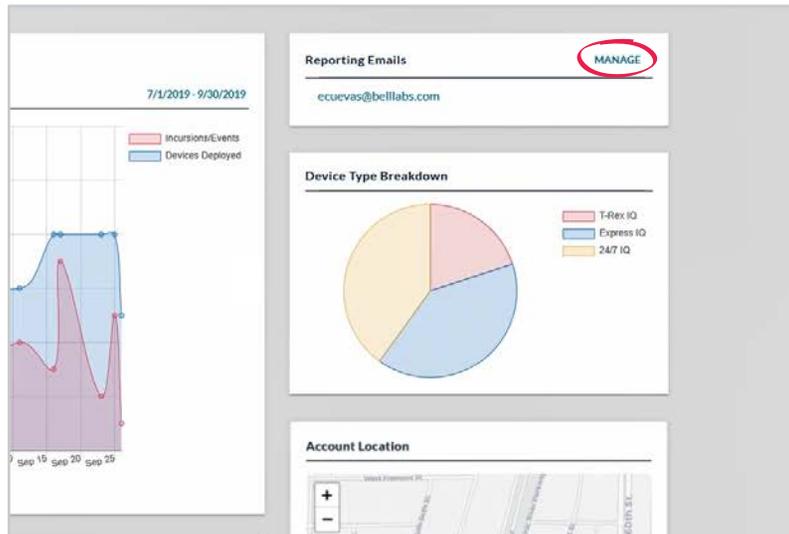


Under the detailed account information, you will see a number of graphs

The graphs include:

- Event Totals
- Capture Totals
- Trend Analysis
 - To create a custom date range for any of these graphs click "Date Range" at the top right of the graph section.
 - Choose a preselected date range or create a custom range.
 - Once the range is selected the graph will automatically adjust to go to that specific range.

ACCOUNT DASHBOARD, CONTINUED



Reporting Emails

- This section lists all emails addresses currently set to receive the service report email after a service visit is complete.
 - You can easily update these by clicking the “MANAGE” link at the top right of the reporting emails section.
 - You can also quickly email your contact by clicking the email address.

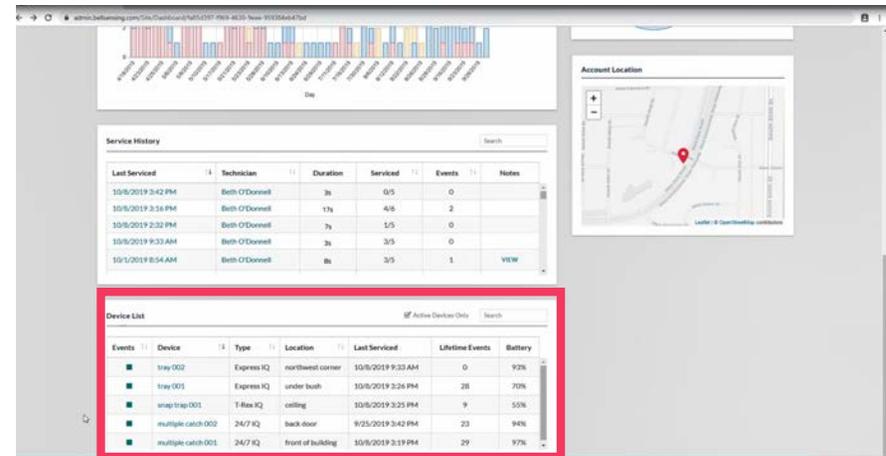
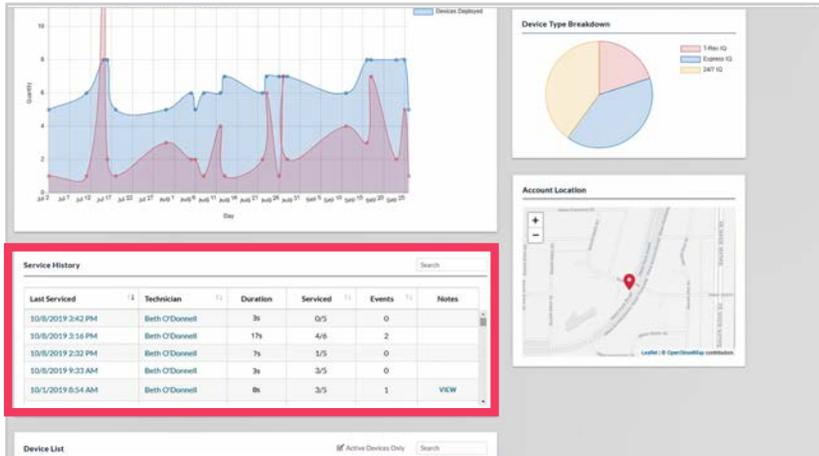
Device Type Breakdown Graph

- This section shows you what type of devices are currently deployed at the account.
 - You can click device types to take them off of the graph

Account Location

- This section is a map of where the account is located. The information for this will be pulled from Google® Maps using the address inputted as the account's address.

ACCOUNT DASHBOARD, CONTINUED



Service History

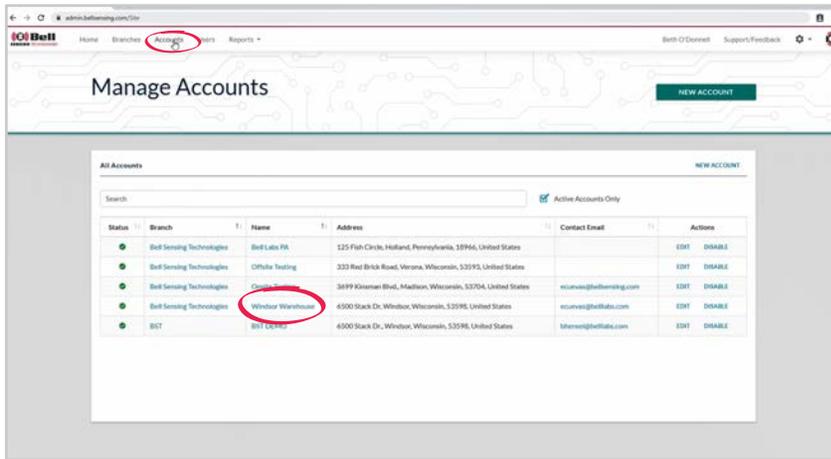
- This section provides the detailed information of the service history of the account.
- For each service visit it will show the day/time it was serviced, the technician, the duration of the service, how many devices were serviced, the event totals for all devices and any notes recorded during the service visit.
 - In this section you can click the dates to pull up a specific service date.
 - You can also click a technician name to pull up that user's dashboard.

Device List

- This section is a listing of all devices currently deployed at the account.
- Each device will show the device name, type, location, day/time of last service, lifetime events and its current battery level.
 - In this section you can click any of the device names to navigate to that specific device's dashboard.

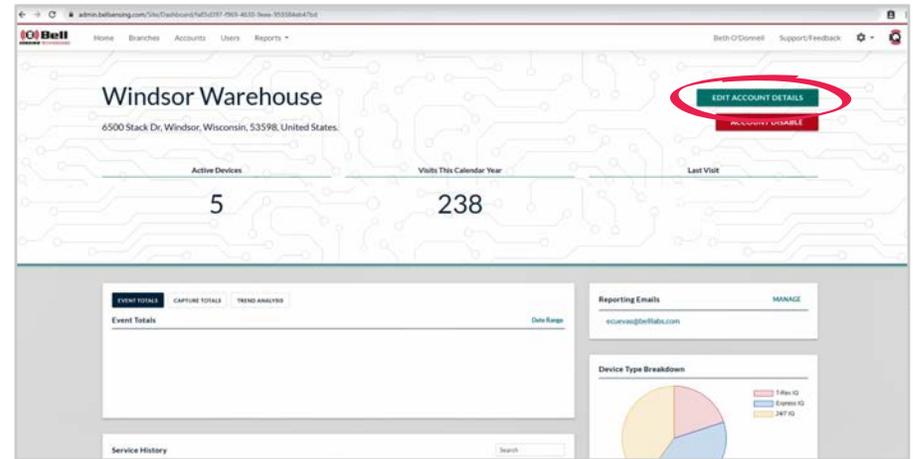
BELL SENSING PORTAL

EDITING ACCOUNTS



On the homepage of your portal click "Accounts" across the top of the screen.

To choose an account click the account name.



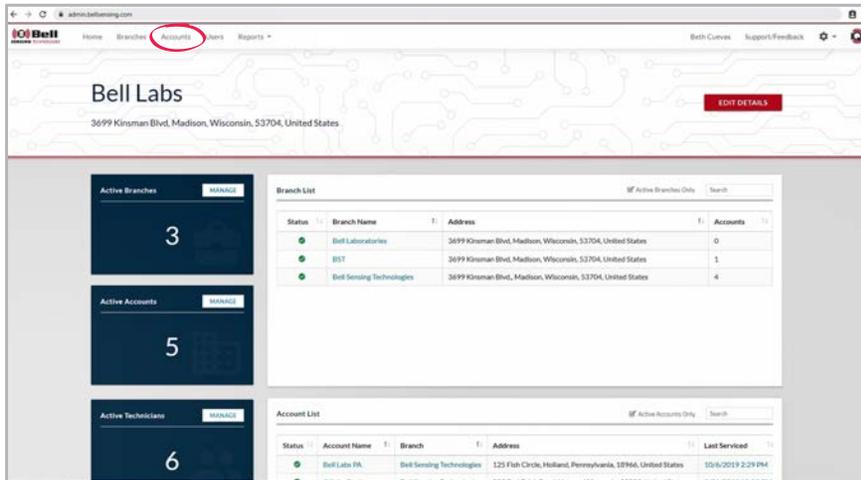
To edit the account details click the "Edit Account Details" link on the right-hand side.

Make any changes that are needed.

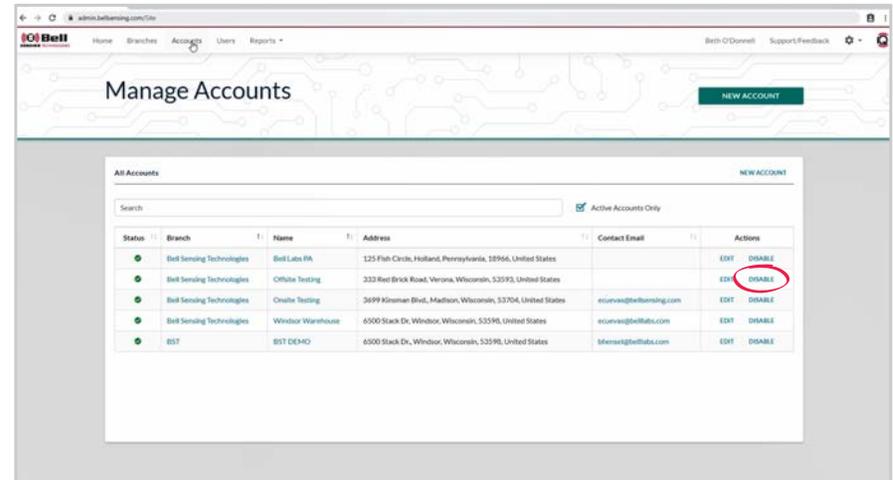
Click the "SAVE CHANGES" link on the bottom of the page.

BELL SENSING PORTAL

DISABLING ACCOUNTS

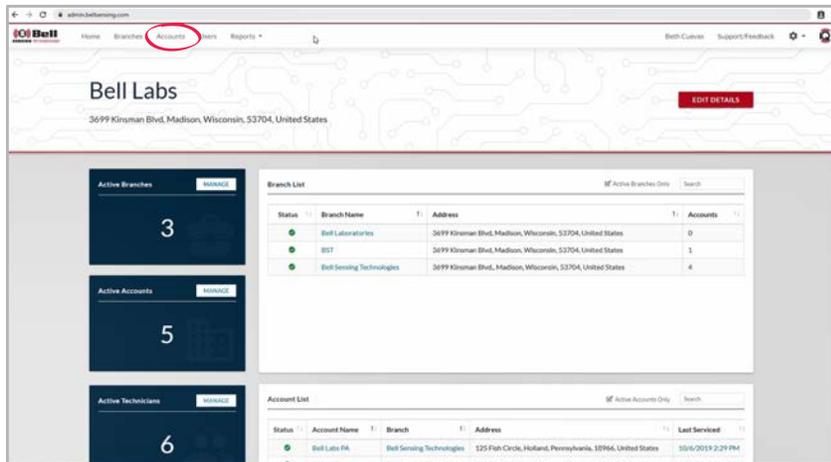


On the homepage of your portal click "Accounts" across the top of the screen.
This will show you a list of all active accounts.



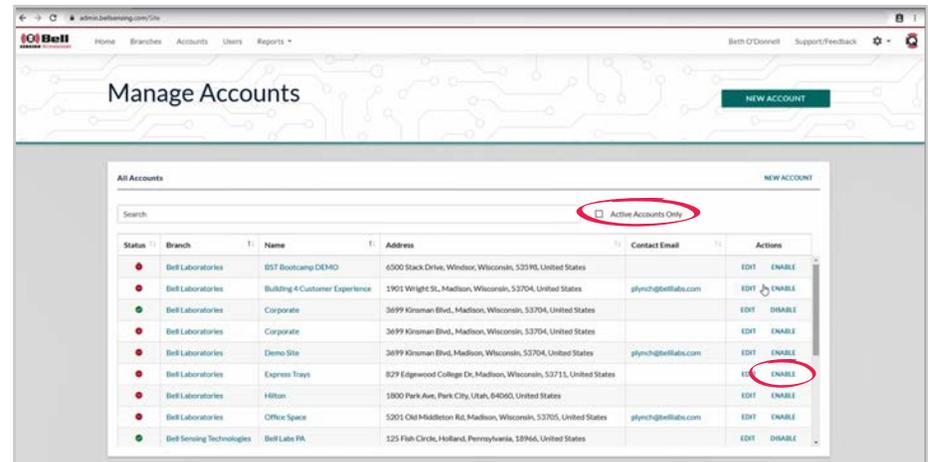
To disable an account, click the "DISABLE" link under the actions column for the account you would like to disable.

ENABLING ACCOUNTS



On the homepage of your portal click “Accounts” across the top of the screen.

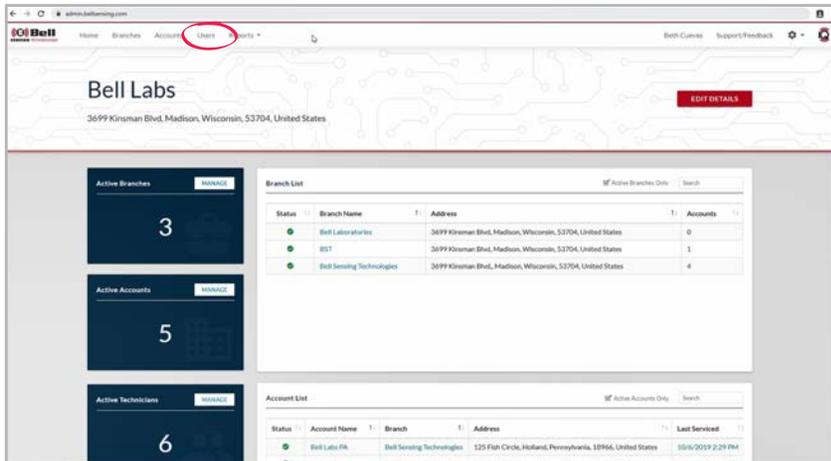
This will show you a list of all active accounts.



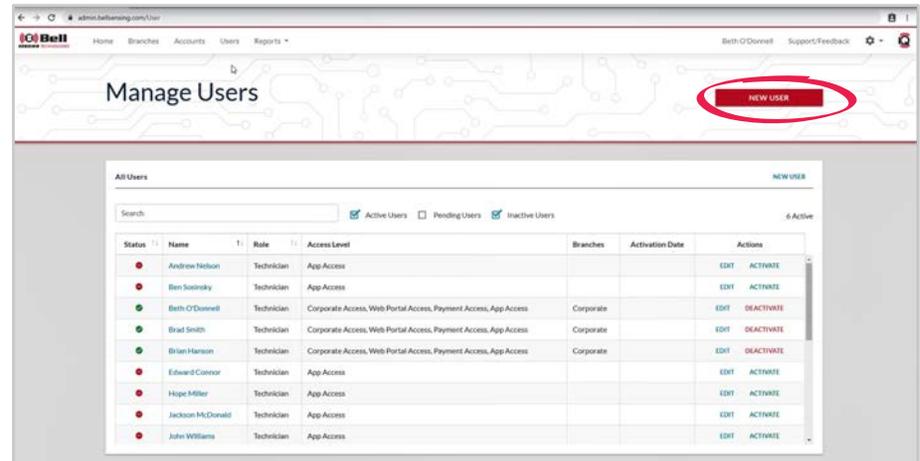
In order to see inactive accounts, uncheck the “Active Accounts Only”.

On the right-hand side click the “Enable” link next to the account you would like to enable.

CREATING USERS

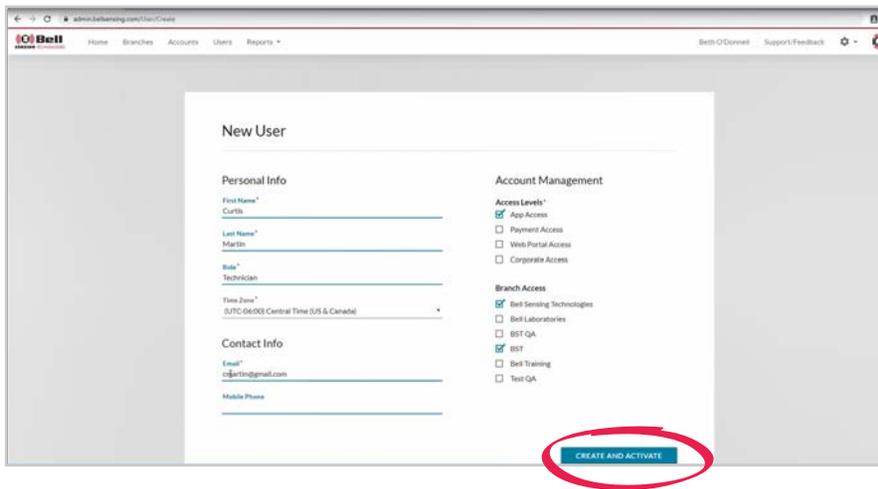


On the homepage of your portal click "Users" across the top of the screen.



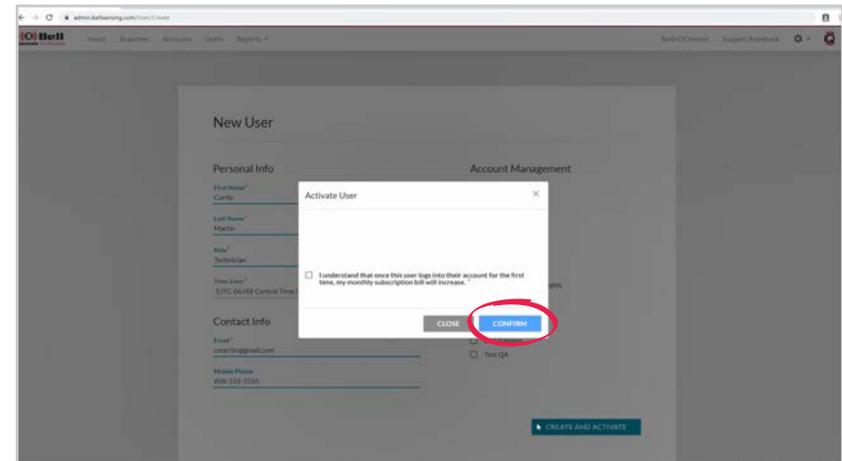
On the right-hand side of the screen click the "NEW USER" link.

CREATING USERS, CONTINUED



Input user information including: personal info, contact info, access level and branch access options.

Click the "CREATE AND ACTIVATE" link.

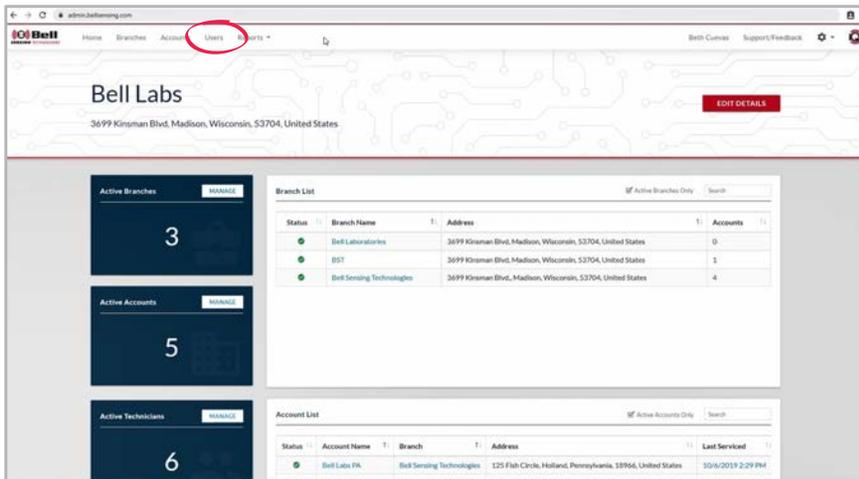


An activate user screen will appear click on "CONFIRM" link.

Your new user will now appear on your "Manage Users" list.

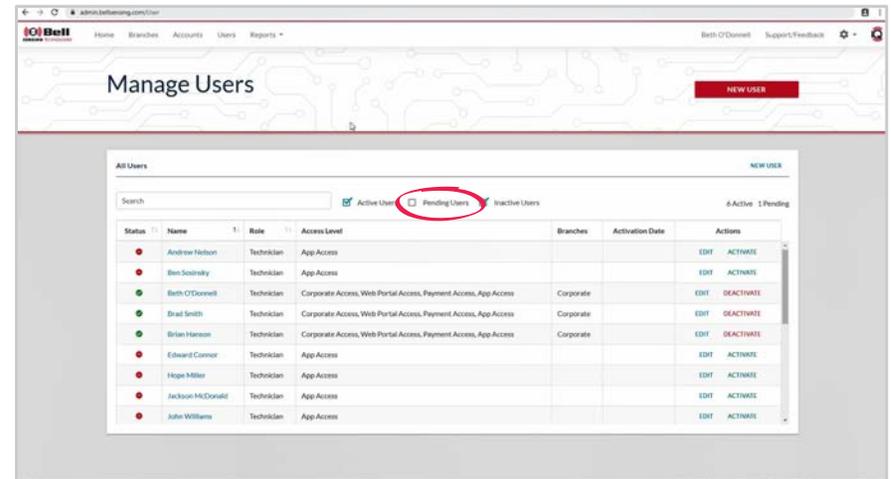
BELL SENSING PORTAL

VIEWING USERS



On the homepage of your portal click “Users” across the top of the screen.

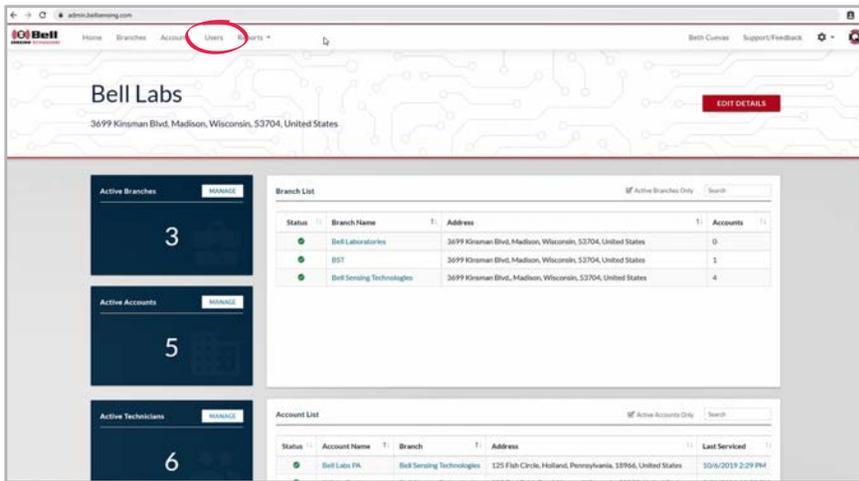
This view will show you a list of all active and inactive users.



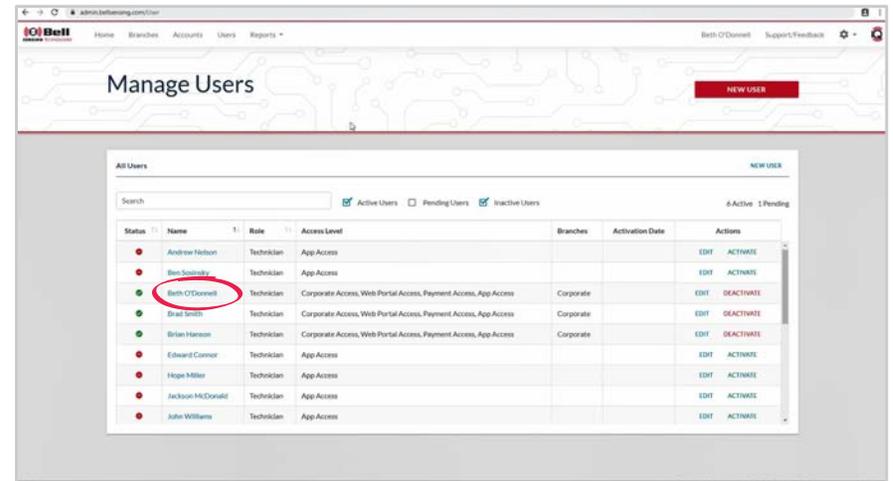
If you wish to see pending users, check the box next to “Pending Users”.

BELL SENSING PORTAL

SELECTING USERS



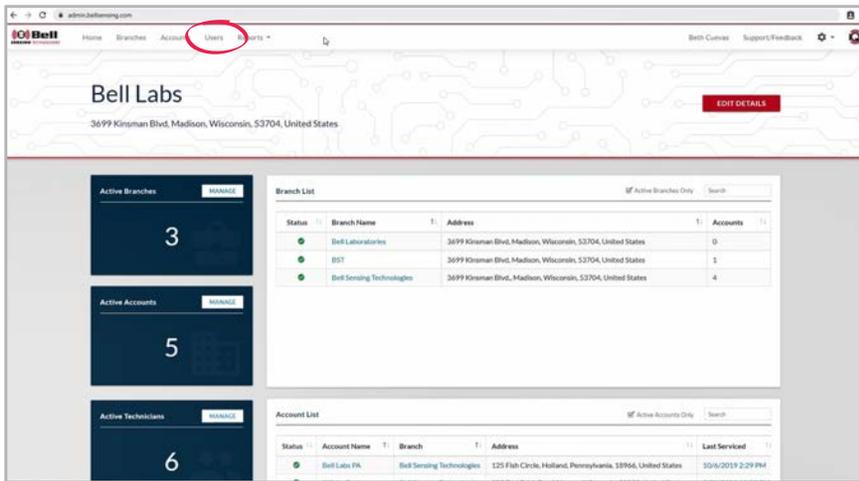
On the homepage of your portal click "Users" across the top of the screen.



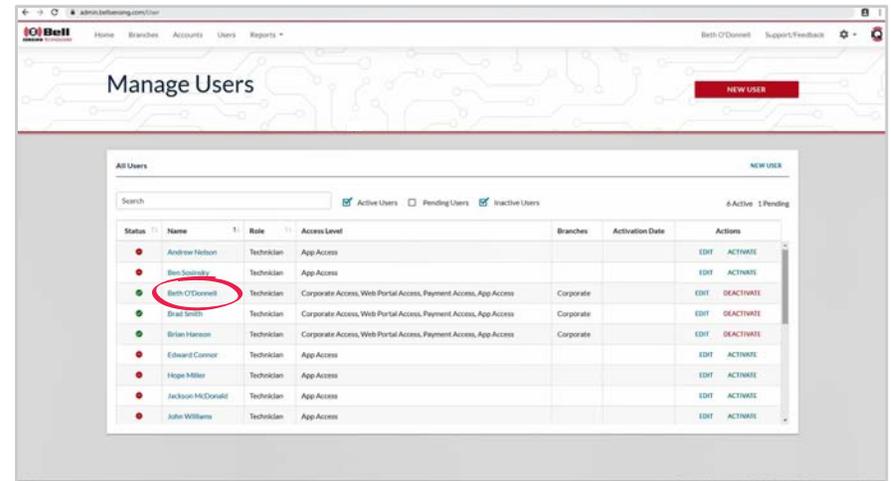
To choose a user click the user name.

BELL SENSING PORTAL

USER DASHBOARD

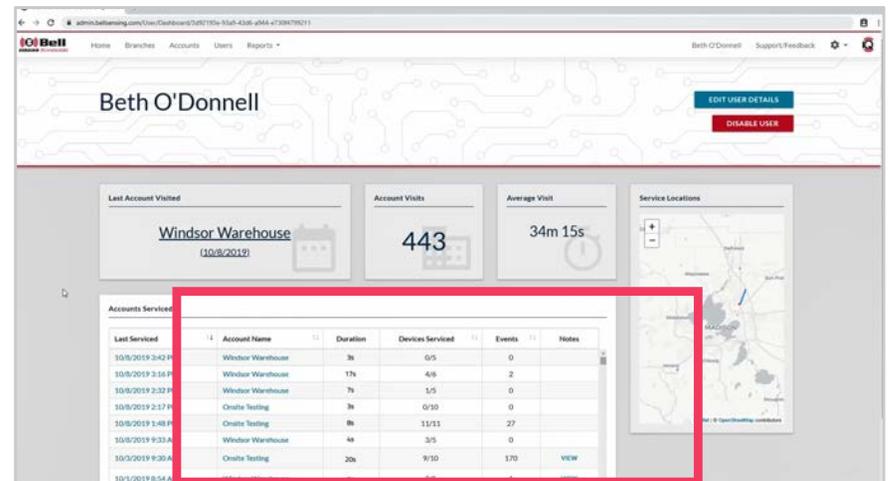
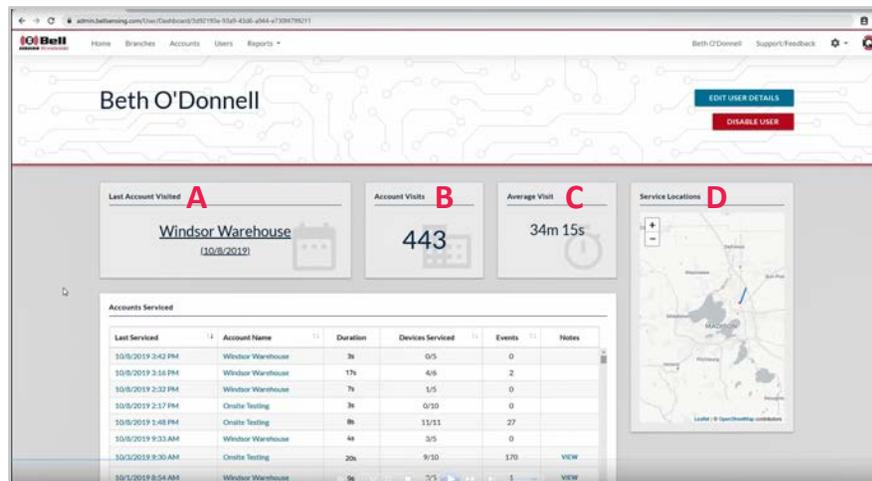


On the homepage of your portal click "Users" across the top of the screen.



To choose a user click the user name.

USER DASHBOARD, CONTINUED



Once on the selected user dashboard you will see:

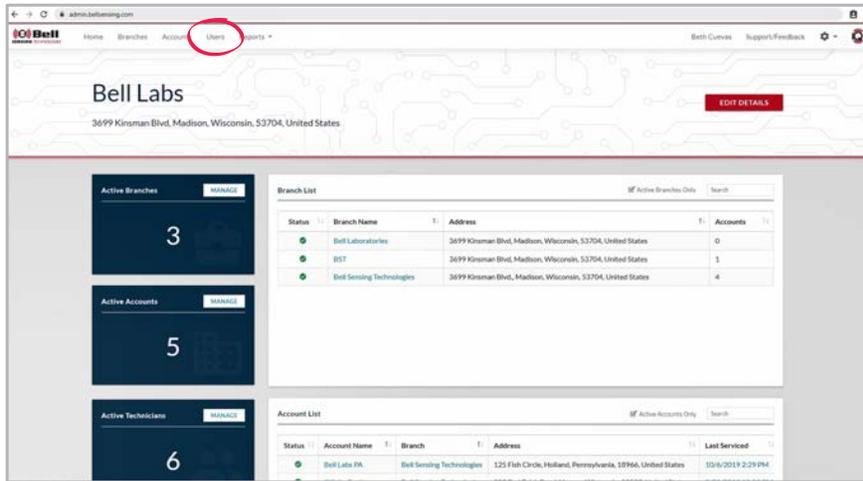
- A) Last Account Visited
 - This section includes the name of the account as well as the date.
- B) Account Visits
 - This section is the number of accounts the user has ever visited.
- C) Average Visit
 - This section is the average time it takes for the user to service an account.
- D) Service Locations
 - This section is a map of one of the locations the user has serviced.

Accounts Served

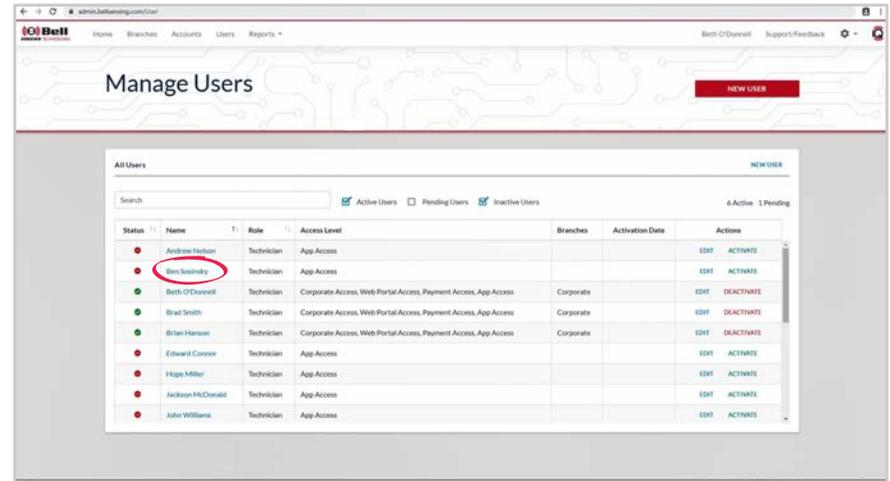
- This section is a full listing of all accounts the user has serviced.
- For each account visit it will show you the day/time it was serviced, the account name, the duration of the service, how many devices were serviced, how many events total for all devices at that service visit and any notes recorded during the service visit.
 - In this section you can click the dates to pull up a specific service date
 - Also you can click any of the account names to navigate to that specific account's dashboard.

BELL SENSING PORTAL

EDITING USERS

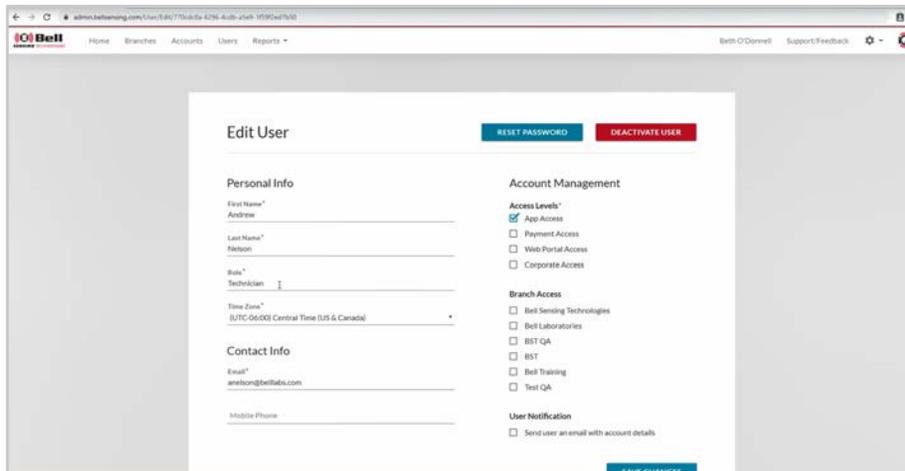


On the homepage of your portal click "Users" across the top of the screen.



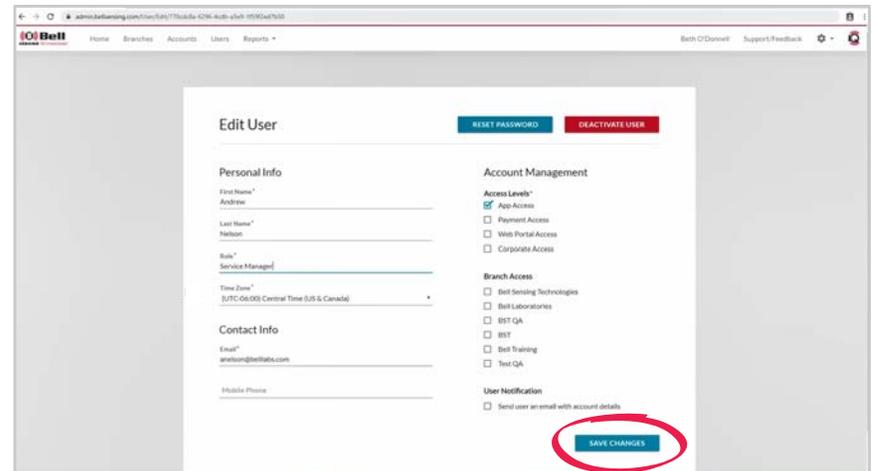
To choose a user click the user's name.

EDITING USERS, CONTINUED



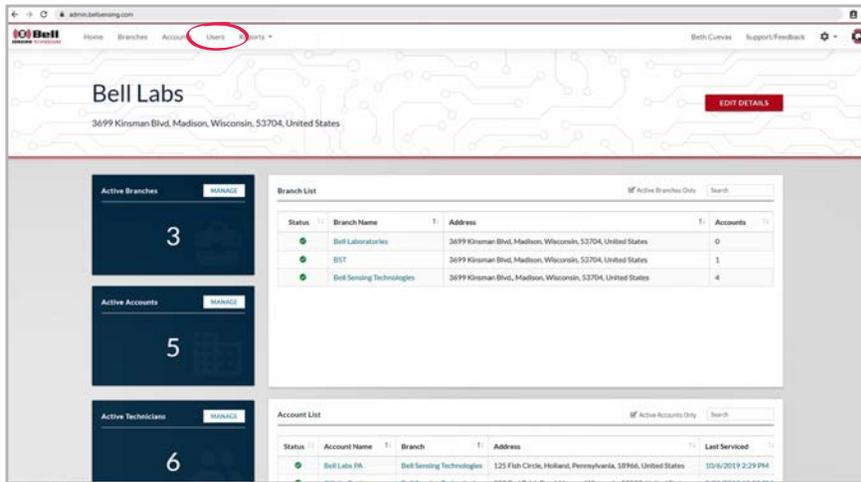
Once you're on the user dashboard in the upper right-hand corner click the "Edit User Details" link.

Make any changes that are needed.



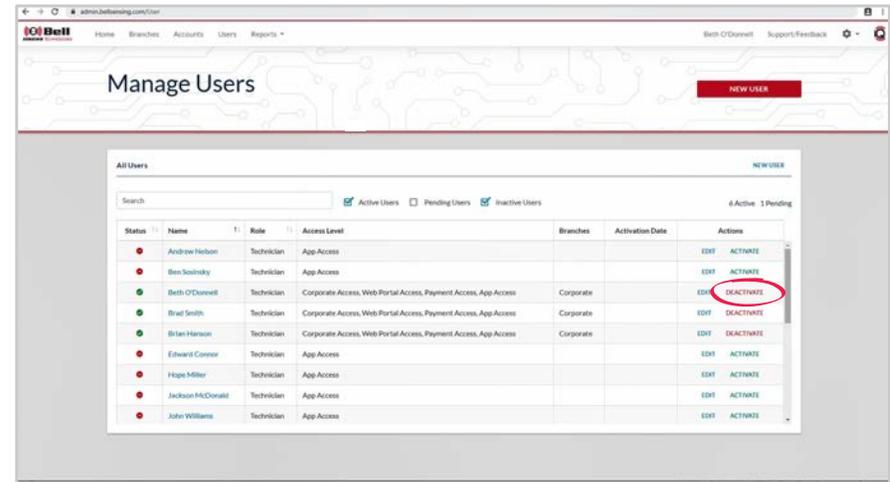
Click the "SAVE CHANGES" link on the bottom right-hand corner of the page.

DEACTIVATING USERS



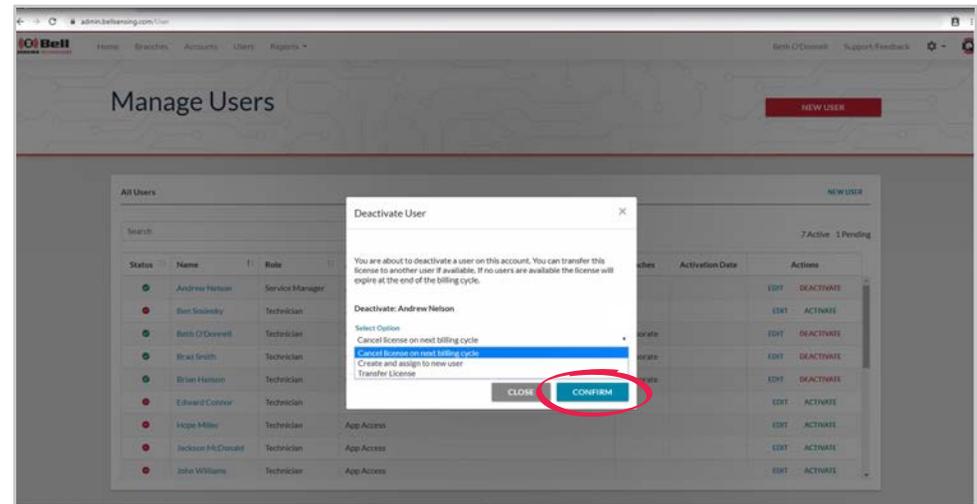
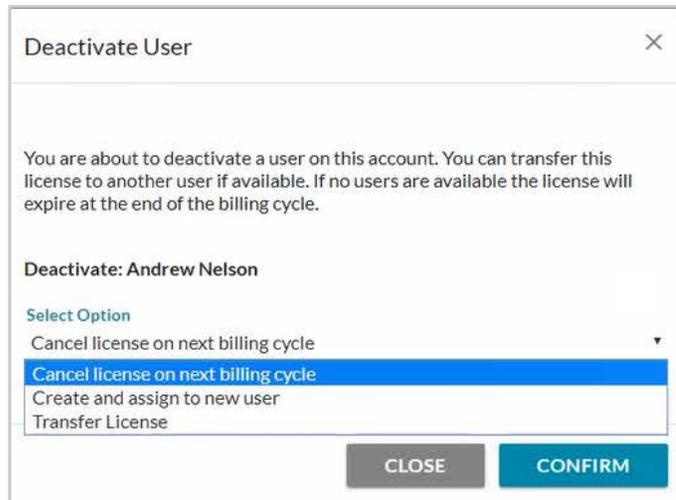
On the homepage of your portal click “Users” across the top of the screen.

This will show you a list of all active and inactive users.



To deactivate a user, click the “DEACTIVATE” link under the actions column.

DEACTIVATING USERS, CONTINUED



A screen will pop up reading “You are about to deactivate a user on this account. You can transfer this license to another user if available. If no users are available, the license will expire at the end of the billing cycle.”

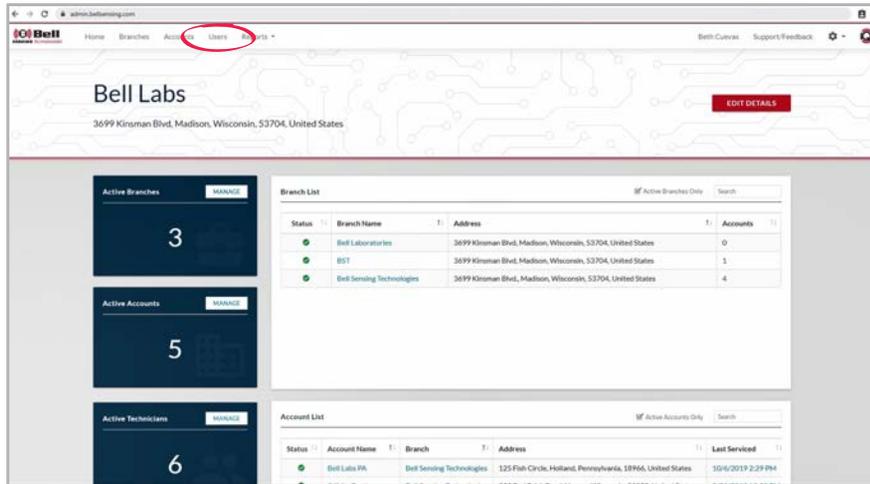
Select the best option:

- 1) Cancel license on next billing cycle
- 2) Create and assign a new user
If choosing this option you will be automatically taken to the Create New User screen and will need to fill in that information accordingly.
- 3) Transfer License
If choosing this option you will need to have already created a new user and choose their name from the drop down box.

After making your selection click the “CONFIRM” link.

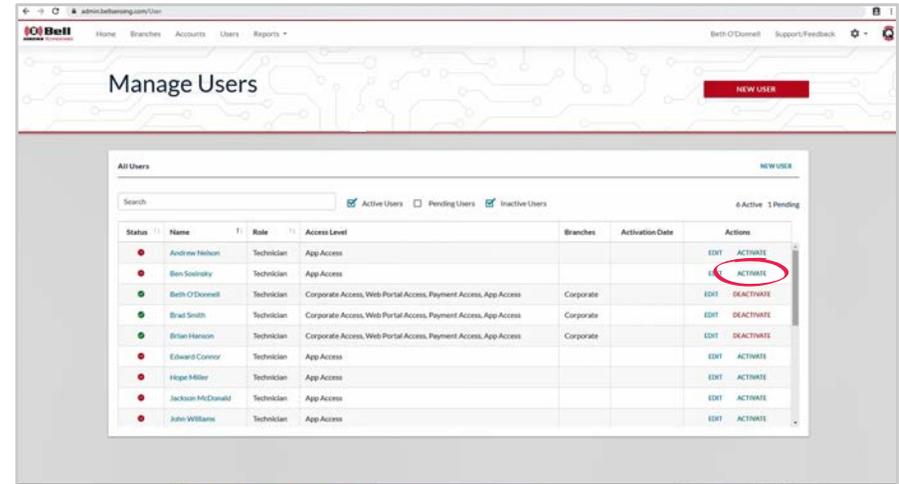
BELL SENSING PORTAL

ACTIVATING USERS



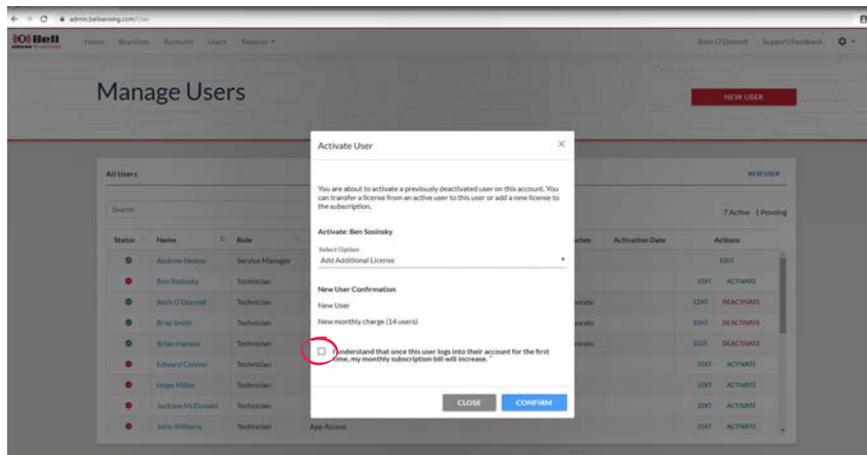
On the homepage of your portal click "Users" across the top of the screen.

This will show you a list of all active and inactive users.



On the right-hand side click the "ACTIVATE" link.

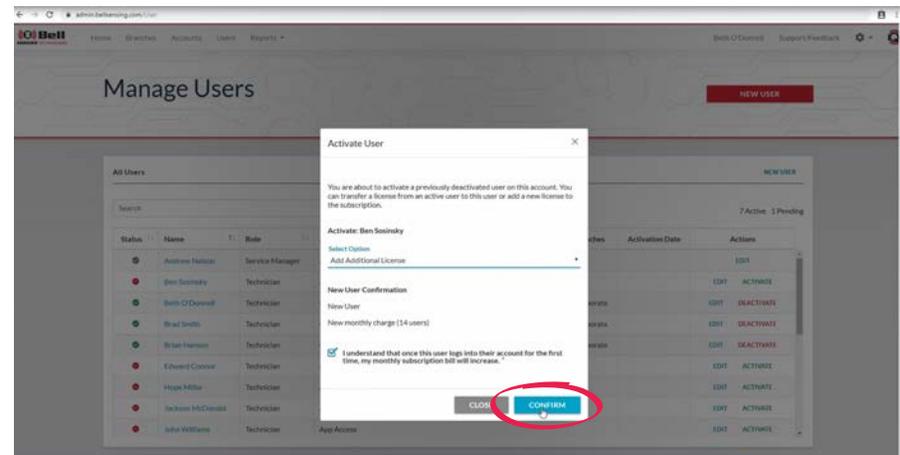
ACTIVATING USERS, CONTINUED



Read through the license subscription information.

- Select option:
- Add Additional License
 - Transfer License

Check the box next to the “I understand” statement.

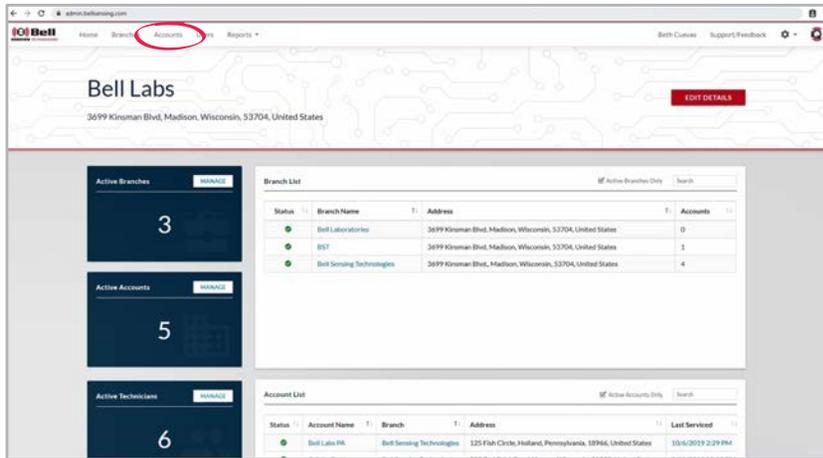


Click the “CONFIRM” link.

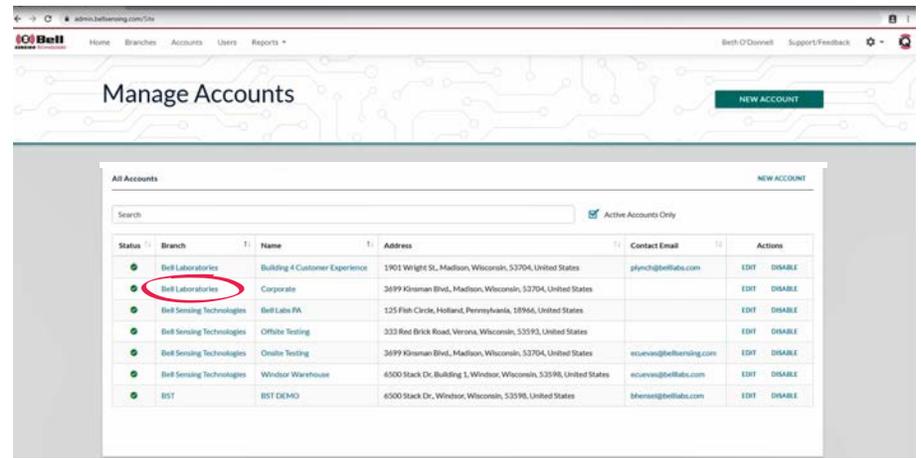
This will activate the user.

BELL SENSING PORTAL

VIEWING DEVICES



On the homepage of your portal click "Accounts" across the top of the screen.



To choose an account click the account name.

BELL SENSING PORTAL

VIEWING DEVICES, CONTINUED

The screenshot displays the 'Account Dashboard' for 'Bell Sensing'. At the top, there is a bar chart showing data over time. Below the chart is the 'Service History' section, which includes a search bar and a table with columns for 'Last Serviced', 'Technician', 'Duration', 'Serviced', 'Events', and 'Notes'. To the right of the service history is a map titled 'Account Location' showing a red pin on a street map. At the bottom of the dashboard is the 'Device List' section, which is highlighted with a red border. It features a search bar, a filter for 'Active Devices Only', and a table with columns for 'Events', 'Device', 'Type', 'Location', 'Last Serviced', 'Lifetime Events', and 'Battery'.

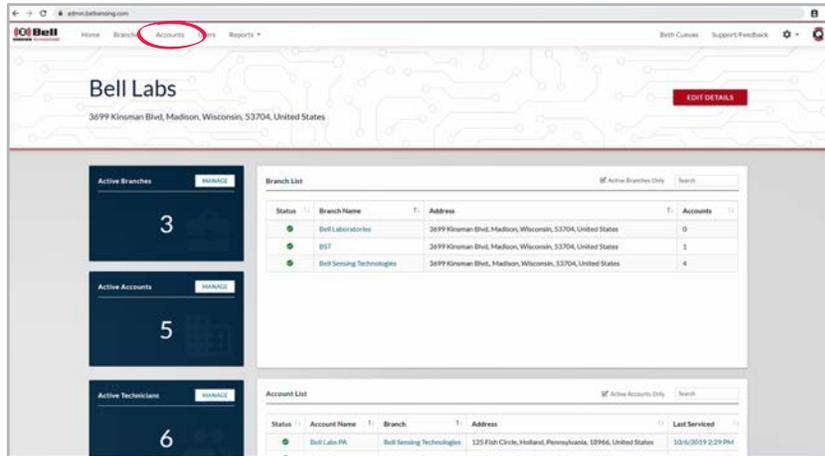
Events	Device	Type	Location	Last Serviced	Lifetime Events	Battery
■	tray 002	Express IQ	northwest corner	10/8/2019 9:33 AM	0	93%
■	tray 001	Express IQ	under bush	10/8/2019 3:26 PM	28	70%
■	snap trap 001	T-Rex IQ	ceiling	10/8/2019 3:25 PM	9	55%
■	multiple catch 002	24/7 IQ	back door	9/25/2019 3:42 PM	23	94%
■	multiple catch 001	24/7 IQ	front of building	10/8/2019 3:19 PM	29	97%

Scroll down to the bottom of the page to the section labeled "Device List".

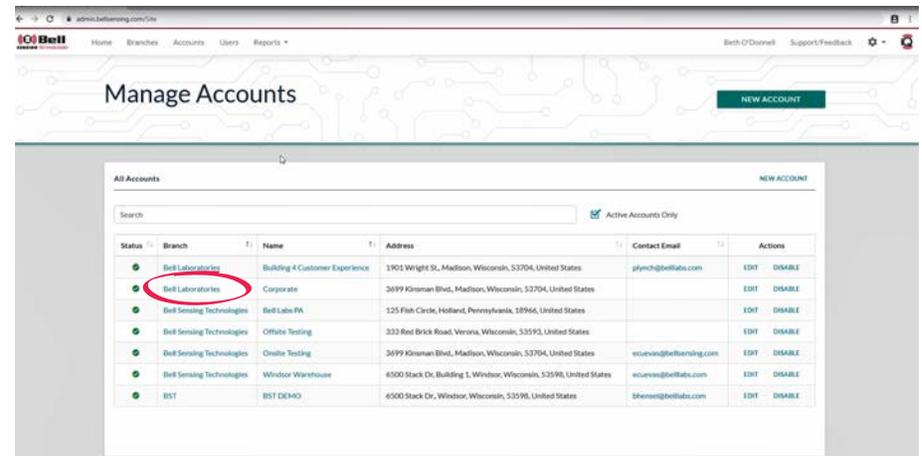
This will be the listing of all active devices deployed at the account.

BELL SENSING PORTAL

SELECTING DEVICES

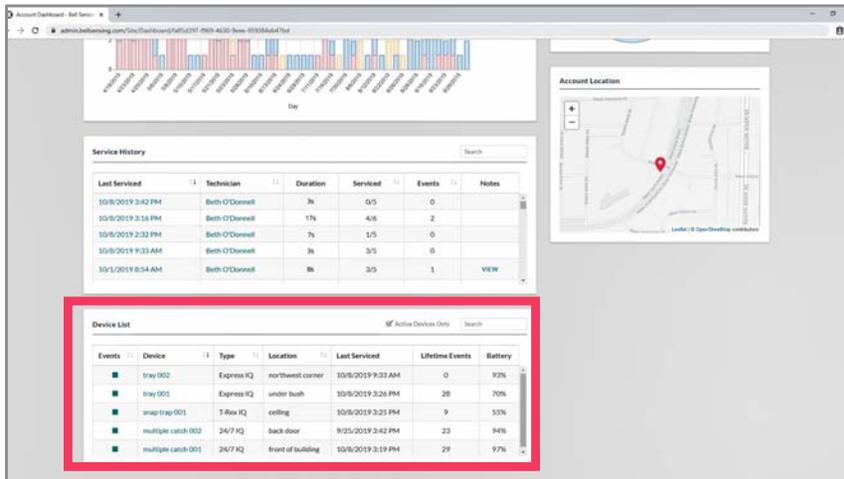


On the homepage of your portal click "Accounts" across the top of the screen.



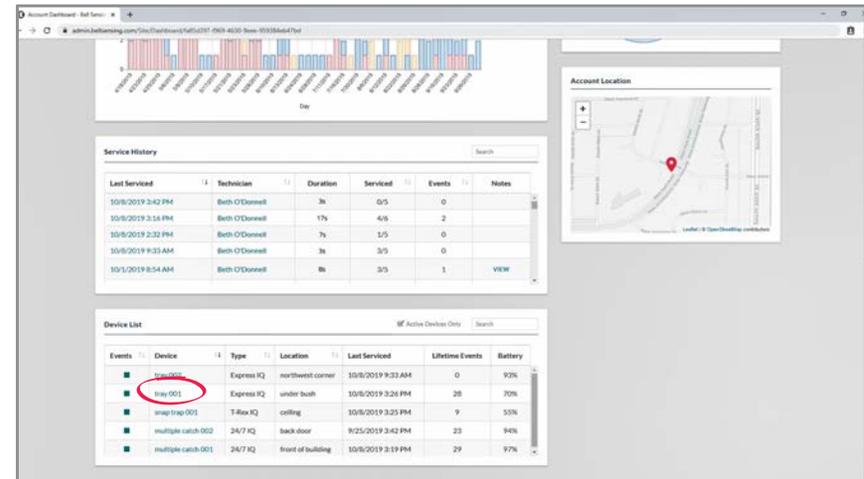
To choose an account click the account name.

SELECTING DEVICES, CONTINUED



Scroll down to the bottom of the page to the section labeled "Device List".

This will be the listing of all active devices deployed at the account.

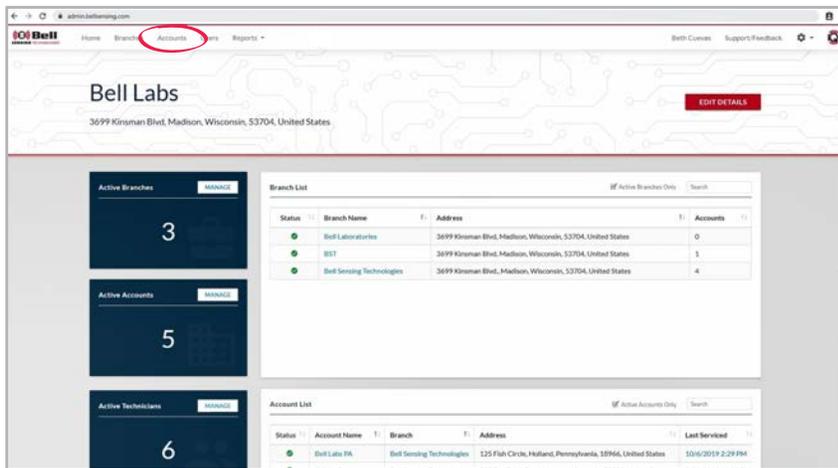


To choose a device click the device name.

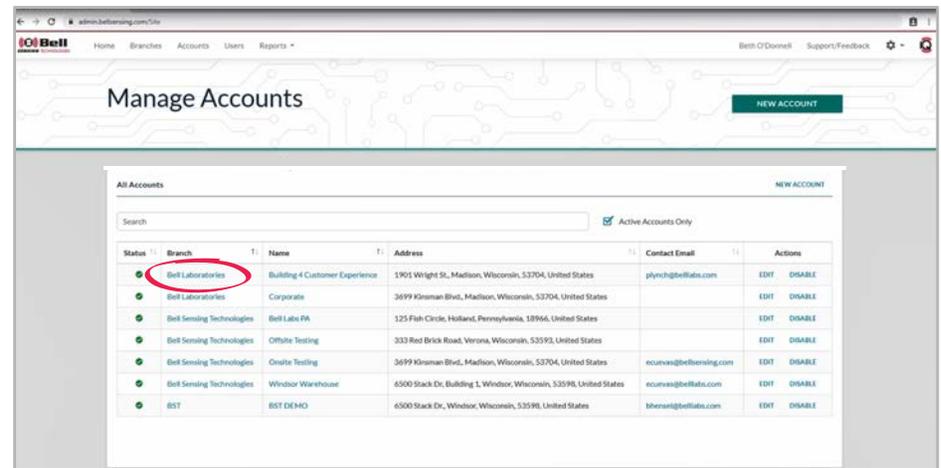
This will bring you to the device dashboard.

BELL SENSING PORTAL

DEVICE DASHBOARD

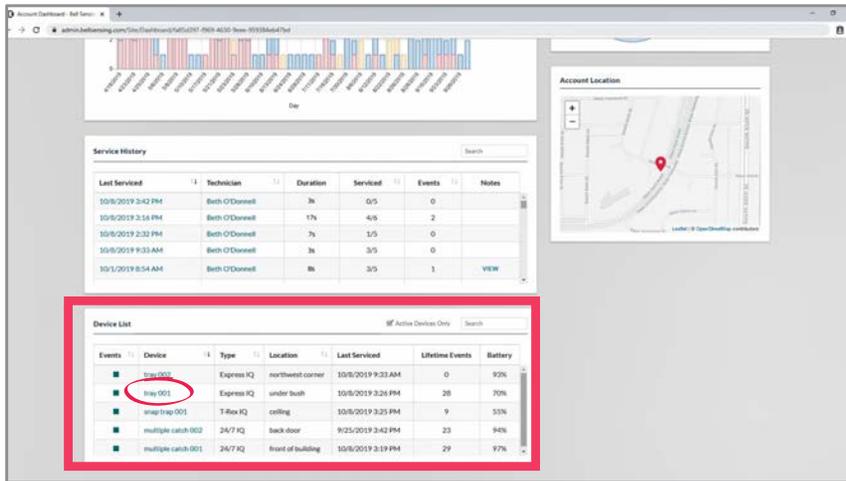


On the homepage of your portal click "Accounts" across the top of the screen.



To choose an account click the account name.

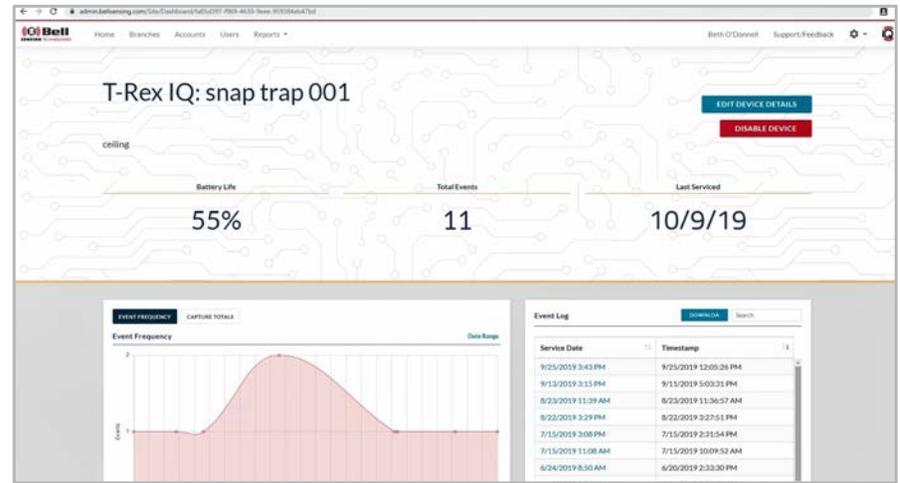
DEVICE DASHBOARD, CONTINUED



Scroll down to the bottom of the page to the section labeled "Device List".

This will be the listing of all active devices deployed at the account.

To choose a device click the device name.



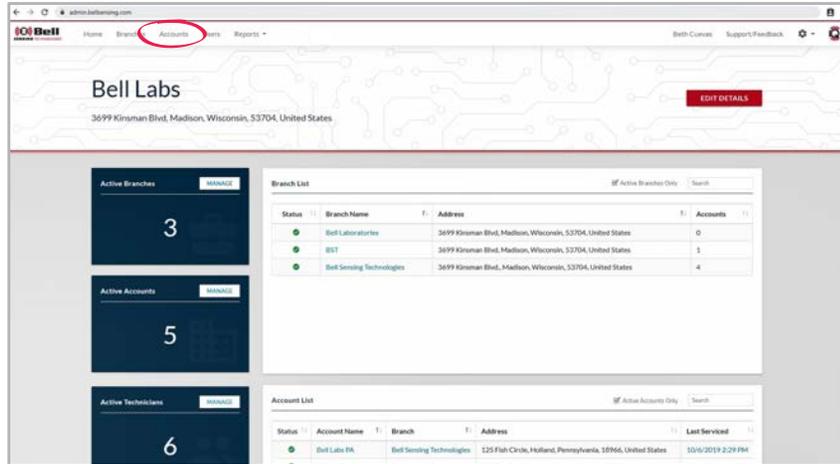
This will bring you to the device dashboard.

Included on this screen:

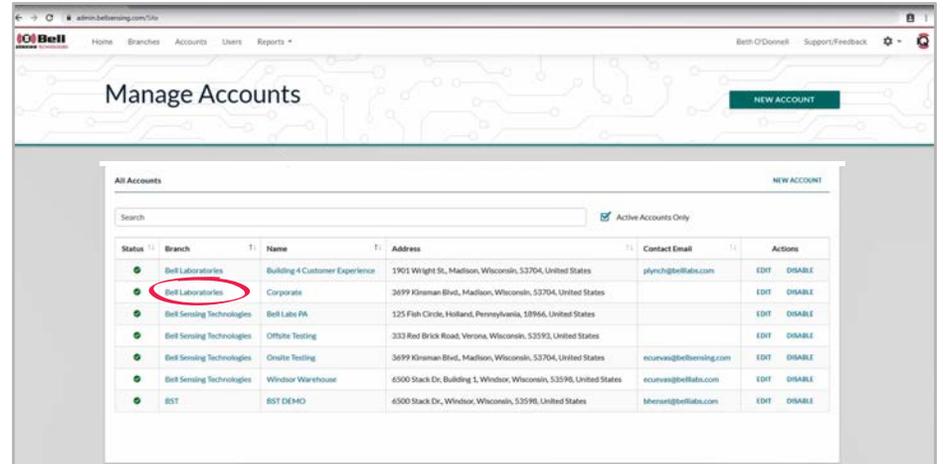
- Event Frequency chart with custom date range options
- Device Service History
- Event Log with option to download the data
- Device Status Log
- Device Serial Number
- Device Activation Date

BELL SENSING PORTAL

EDITING DEVICES

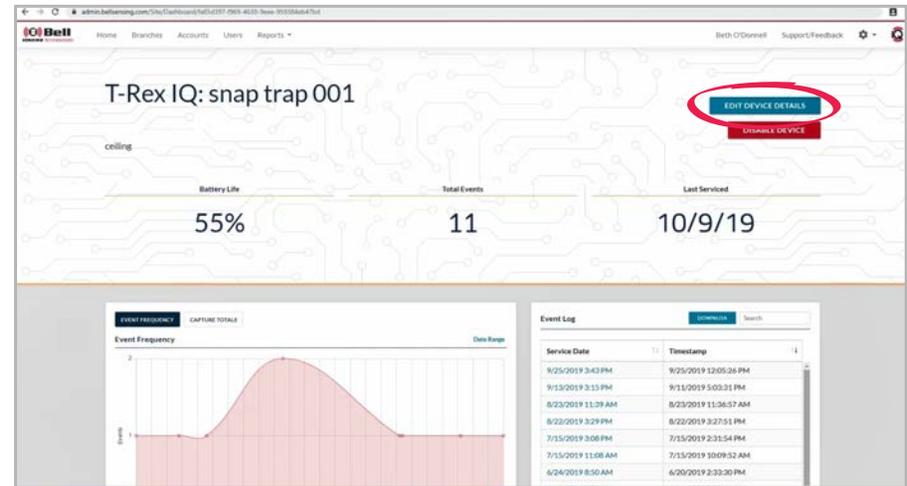
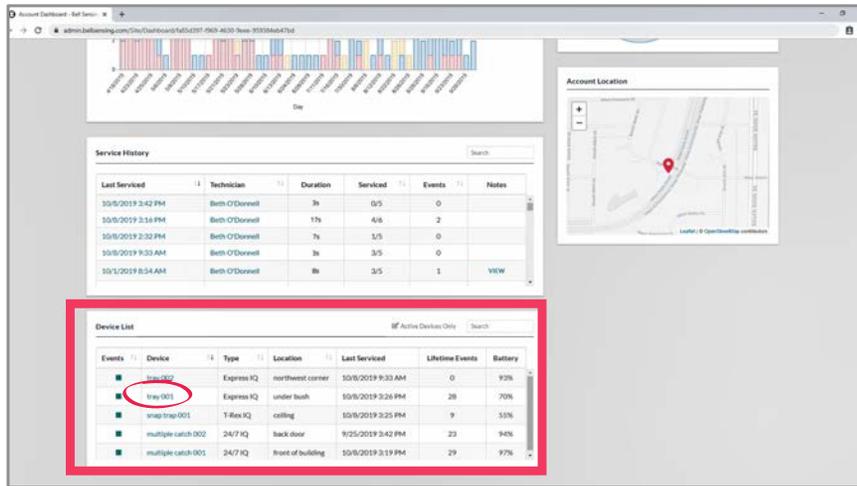


On the homepage of your portal click "Accounts" across the top of the screen.



To choose an account click the account name.

EDITING DEVICES, CONTINUED



Scroll down to the bottom of the page to the section labeled “Device List”.

This will be the listing of all active devices deployed at the account.

To choose a device click the device name.

This will bring you to the device dashboard.

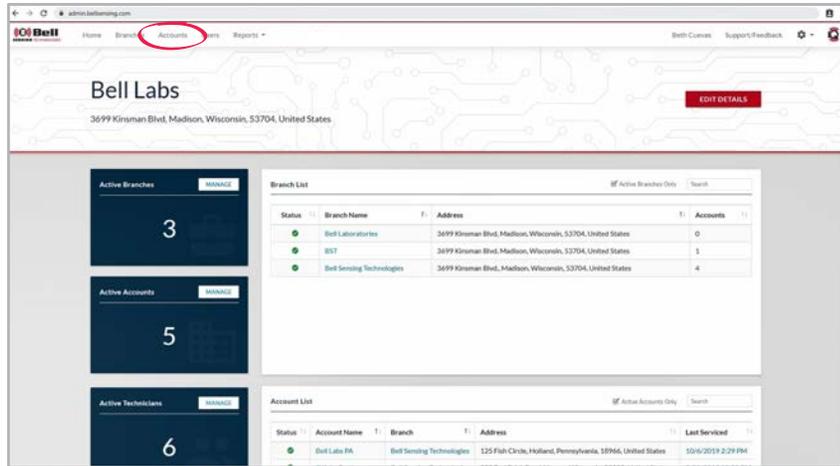
Once you are on the device dashboard click the “EDIT DEVICE DETAILS” link in the top right-hand corner.

Update any information needed.

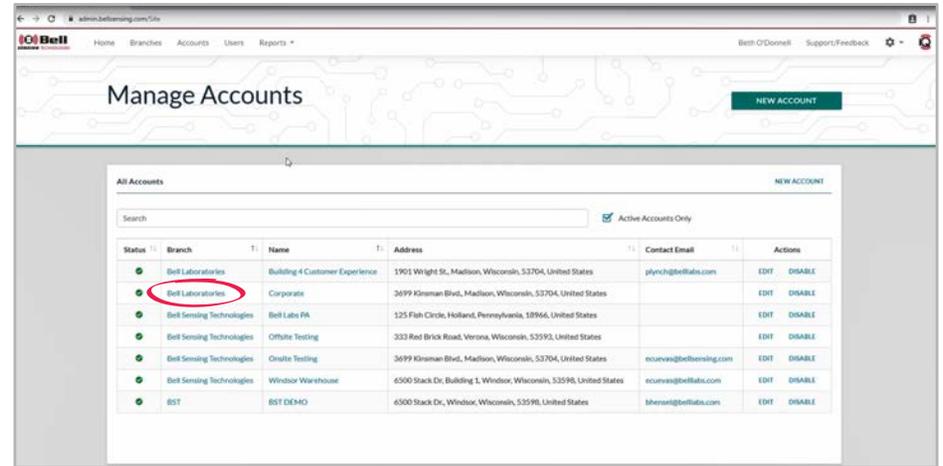
Once updated click the “SAVE CHANGES” link in the bottom right-hand corner.

BELL SENSING PORTAL

DISABLING DEVICES

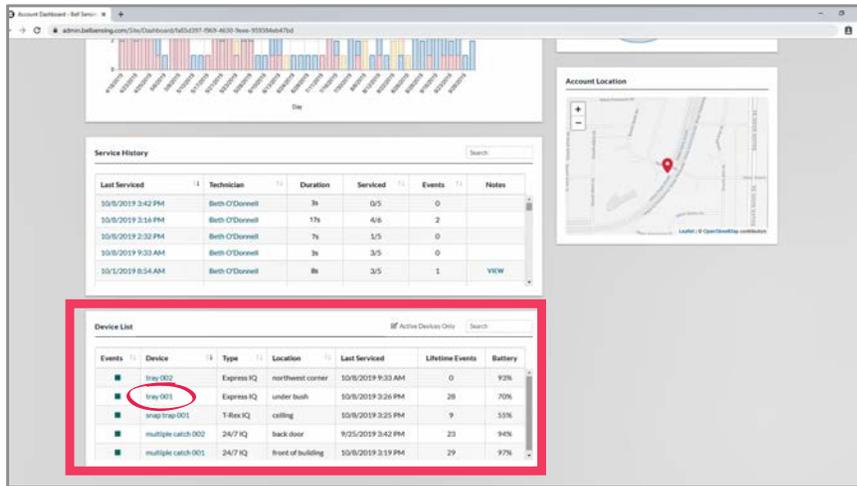


On the homepage of your portal click "Accounts" across the top of the screen.



To choose an account click the account name.

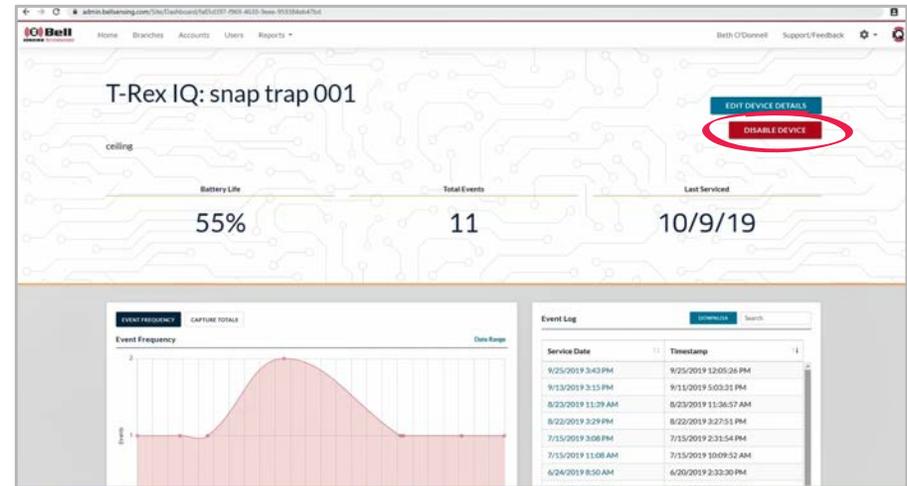
DISABLING DEVICES, CONTINUED



Scroll down to the bottom of the page to the section labeled "Device List".

This will be the listing of all active devices deployed at the account.

To choose a device click the device name.



This will bring you to the device dashboard.

Click the "DISABLE DEVICE" link in the upper right-hand corner.

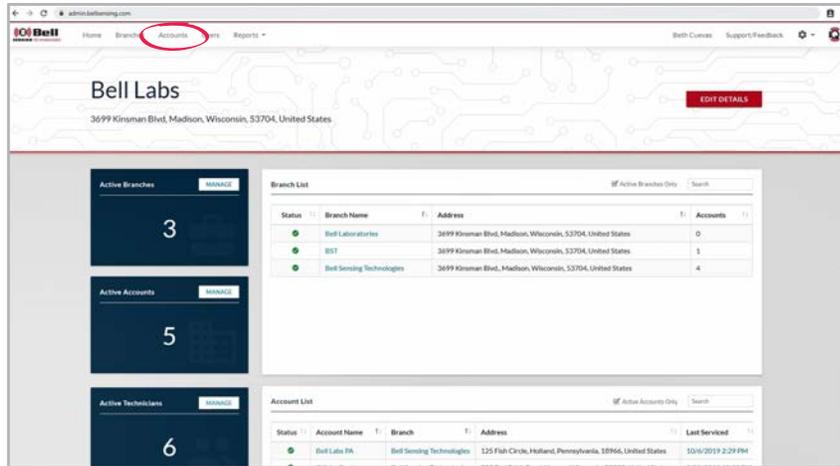
A pop-up will appear "Are you sure you want to disable this device? This will cause this device to disappear from the mobile application."

Click the "YES" link.

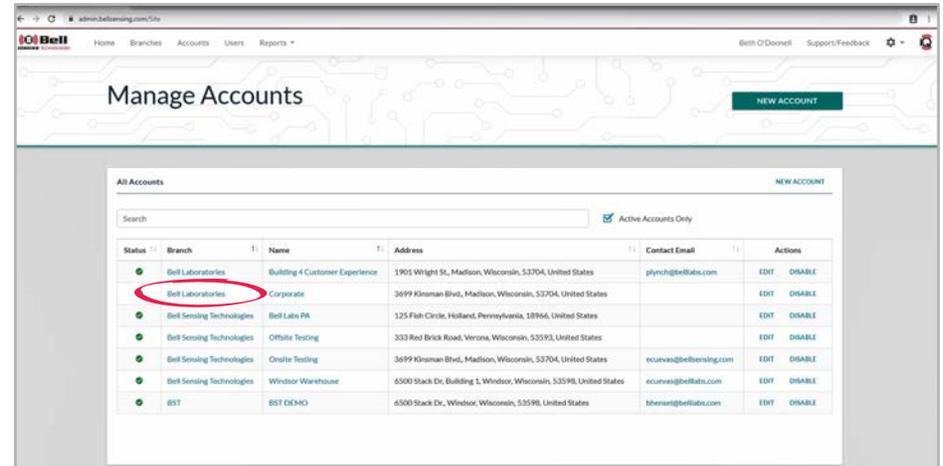
This will disable the device.

BELL SENSING PORTAL

ENABLING DEVICES



On the homepage of your portal click "Accounts" across the top of the screen.



To choose an account click the account name.

ENABLING DEVICES, CONTINUED

The screenshot shows the 'Device List' section of the Bell Sensing Portal. The 'Active Devices Only' checkbox is checked. The table below lists the active devices:

Events	Device	Type	Location	Last Serviced	Lifetime Events	Battery
■	tray-002	Express KQ	northwest corner	10/8/2019 9:33 AM	0	93%
■	tray-001	Express KQ	under bush	10/8/2019 2:26 PM	26	70%
■	snap-tray-001	T-Rex KQ	ceiling	10/8/2019 3:25 PM	9	55%
■	multiple catch-002	24/7 KQ	back door	9/25/2019 3:42 PM	23	94%
■	multiple catch-001	24/7 KQ	front of building	10/8/2019 3:19 PM	29	97%

Scroll down to the bottom of the page to the section labeled "Device List".

This will be the listing of all active devices deployed at the account.

The screenshot shows the 'Device List' section of the Bell Sensing Portal. The 'Active Devices Only' checkbox is unchecked. The table below lists all devices, including those that are disabled:

Events	Device	Type	Location	Last Serviced	Lifetime Events	Battery
■	tray-010	Express KQ	blkg 2	10/8/2019 2:05 PM	8	91%
■	tray-009	Express KQ	Cashbox	10/8/2019 2:00 PM	21	87%
■	tray-008	Express KQ	garage bin	10/8/2019 1:58 PM	1	92%
■	tray-007	Express KQ	blkg 1 right of door	10/8/2019 1:57 PM	0	88%
■	tray-004	Express KQ	blkg 1 front bushes	10/8/2019 1:57 PM	40	89%

To view any devices that had been disabled uncheck the box in the upper right-hand corner "Active Devices Only". This will add to the list any devices that are currently disabled.

BELL SENSING PORTAL

ENABLING DEVICES, CONTINUED

Last Serviced	Technician	Duration	Serviced	Events	Notes
10/8/2019 2:17 PM	Beth O'Donnell	3s	0/30	0	
10/8/2019 1:48 PM	Beth O'Donnell	17s	11/11	27	
10/3/2019 9:30 AM	Beth O'Donnell	7s	9/30	170	VIEW
9/26/2019 9:08 AM	Beth O'Donnell	3s	50/10	26	VIEW
9/25/2019 12:02 PM	Beth O'Donnell	8s	0/30	0	VIEW

Events	Device	Type	Location	Last Serviced	Lifetime Events	Battery
	tray 010	Express IQ2	ldg 2	10/8/2019 2:01 PM	8	91%
	tray 009	Express IQ2	Gamble	10/8/2019 2:00 PM	21	87%
	tray 008	Express IQ2	garage bin	10/8/2019 1:58 PM	1	93%
	tray 007	Express IQ2	ldg 1 right of door	10/8/2019 1:57 PM	0	88%
	tray 006	Express IQ2	ldg 1 front bushes	10/8/2019 1:57 PM	40	89%

To choose a device click the device name.

Express IQ: tray 010
Windsor Warehouse
ldg 2

Battery Life: 91%
Total Events: 8
Last Serviced: 10/9/19

ENABLE DEVICE

Event Frequency	Date Range
8	
6	
4	
2	

Service Date	Timestamp
9/23/2019 10:33 AM	9/20/2019 9:28:47 AM
9/23/2019 10:33 AM	9/20/2019 2:19:27 AM
9/5/2019 1:45 PM	9/2/2019 11:17:30 PM
9/4/2019 10:19 AM	9/2/2019 11:16:43 PM
9/3/2019 4:04 PM	9/2/2019 11:16:25 PM
9/3/2019 1:45 PM	9/2/2019 4:50:22 AM
9/4/2019 10:19 AM	9/2/2019 4:49:55 AM
9/3/2019 4:04 PM	9/2/2019 4:49:37 AM

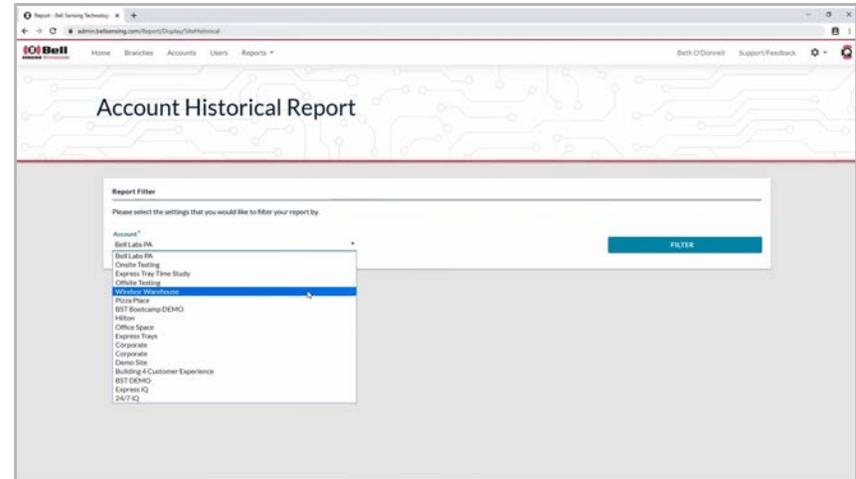
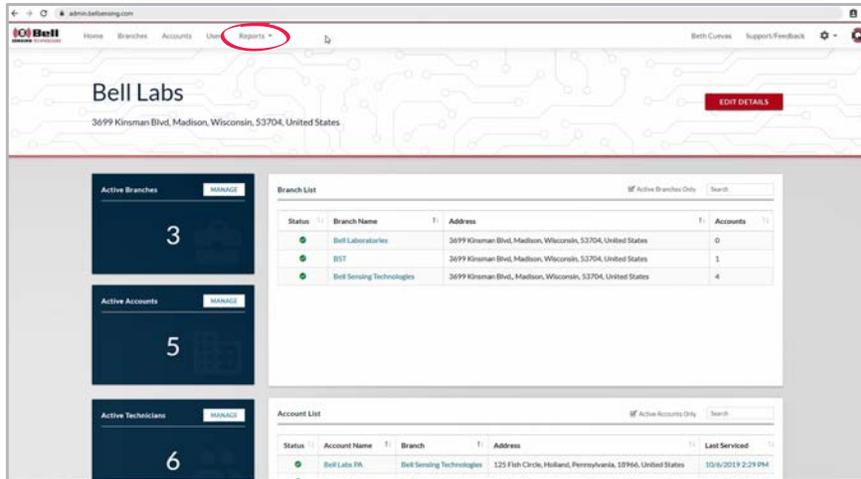
This will bring you to the device dashboard.

Click the "ENABLE DEVICE" link in the upper right-hand corner.

This will enable the device.

BELL SENSING PORTAL

ACCOUNT HISTORICAL REPORT



On the homepage of your portal click “Reports” across the top of the screen.

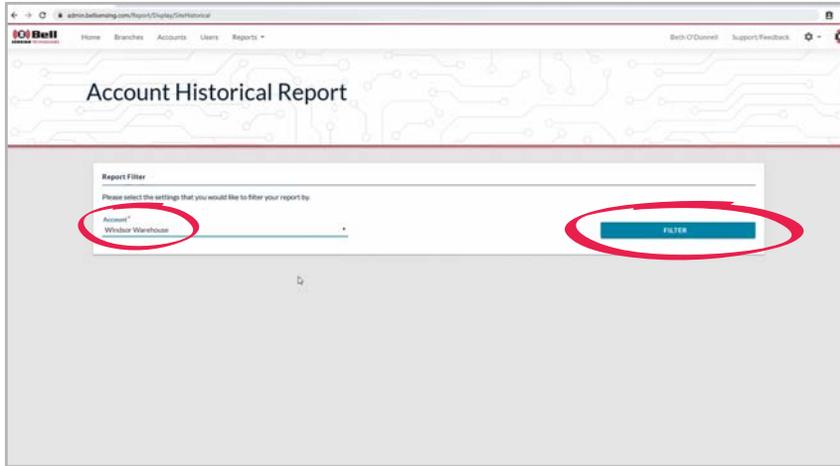
This will show you both report options.

Click “Account Historical Report”.

This will bring you to the report filter page.

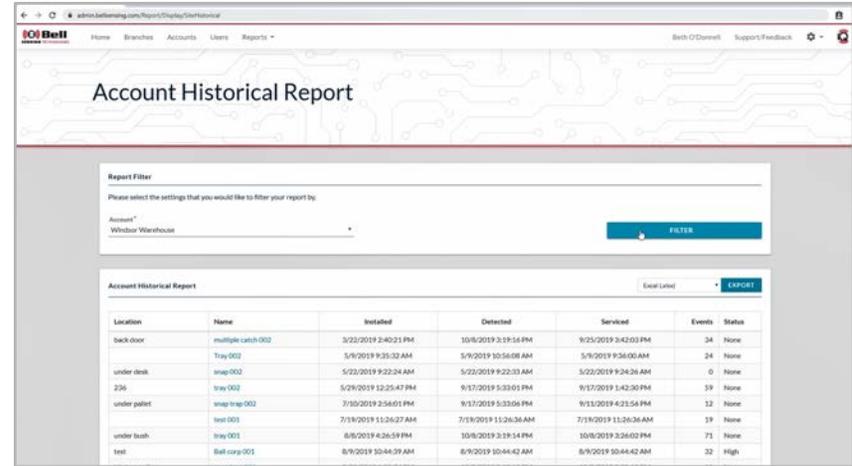
Under account click the account name. This will bring up a listing of all available accounts.

ACCOUNT HISTORICAL REPORT, CONTINUED



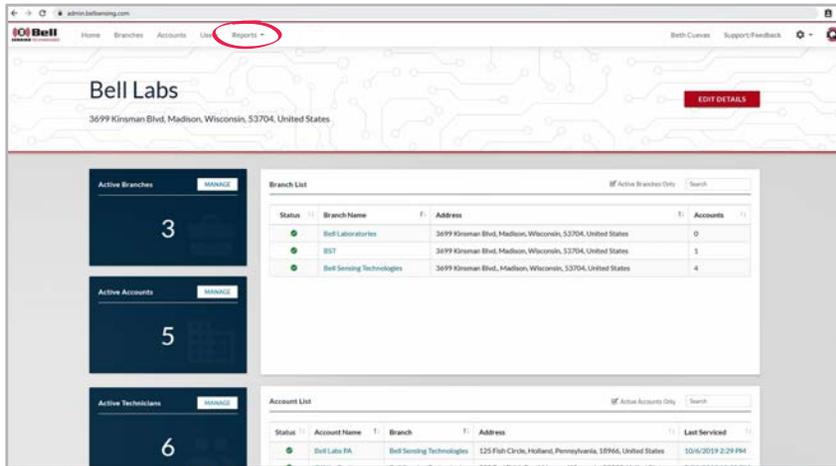
Click the account you would like to view.

Click the "FILTER" link on the right-hand side.



This will bring up a listing of the account devices. It will show their location, name, when they were installed, when they were last detected, when they were last serviced, the lifetime number of events of each device and its status at the last service visit.

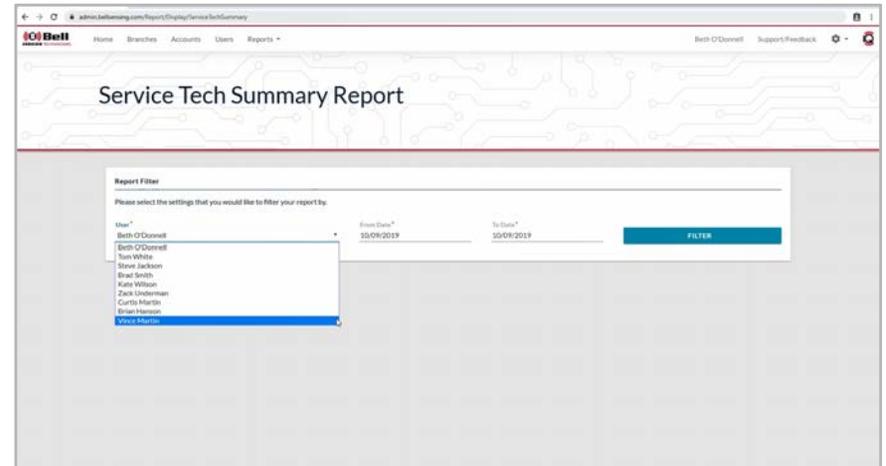
SERVICE TECH SUMMARY REPORT



On the homepage of your portal click “Reports” across the top of the screen.

This will show you both report options.

Click “Service Tech Summary Report”.



This will bring you to the report filter page.

Under user click the user name. This will bring up a listing of all available users.

SERVICE TECH SUMMARY REPORT, CONTINUED

Service Tech Summary Report

Report Filter

Please select the settings that you would like to filter your report by.

User*
Beth O'Donnell

From Date*
10/09/2019

To Date*
10/09/2019

FILTER

Click the user you would like to view.

Choose the beginning and ending date in which you would like to see a report for.

Click the "FILTER" link on the right-hand side.

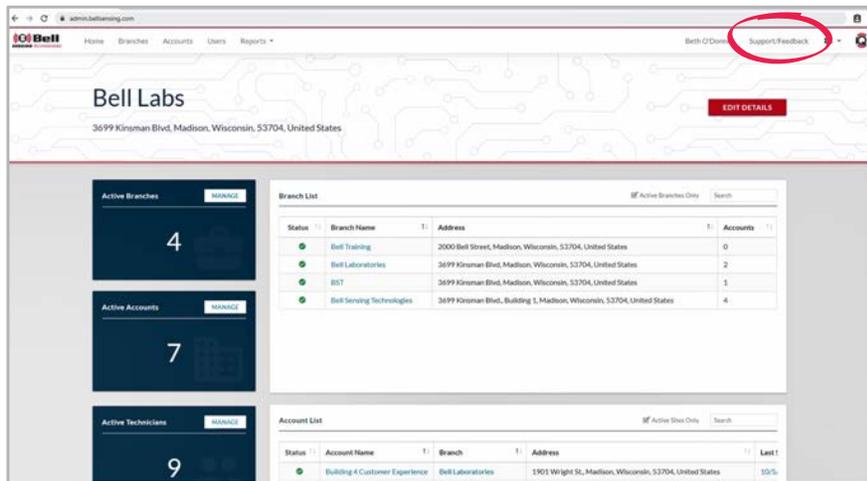
Service Tech Summary Report

Export [Link] | Import

Name	Date of Service	Locations	Note
Beth O'Donnell	9/3/2019 8:30:31 AM	2	
Beth O'Donnell	9/3/2019 4:02:03 PM	10	
Beth O'Donnell	9/4/2019 10:14:04 AM	10	
Beth O'Donnell	9/5/2019 11:38:27 PM	10	
Beth O'Donnell	9/5/2019 2:21:07 PM	0	
Beth O'Donnell	9/7/2019 2:14:30 PM	6	
Beth O'Donnell	9/10/2019 8:17:09 AM	3	

This will bring up a listing of the dates of service for the selected user within the chosen timeframe. It will show their name, date of service, location and notes from the service visit.

TECH SUPPORT / CUSTOMER SERVICE



Support/Feedback

If you require immediate support during business hours, please contact us at 1-833-628-6177.

Full Name*
Beth O'Donnell

Reply To*
ecuevas@belllabs.com CC Recipient

Type of Support/Feedback*
Error Message

Support/Feedback*

Please contact me regarding this support/feedback ticket.

CANCEL SUBMIT

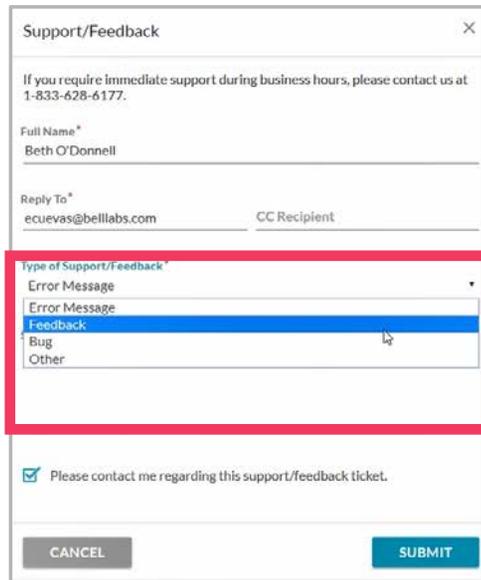
If you have an issue and need tech support or would like to provide feedback, there is an option within the online portal.

In the upper right-hand corner click "Support/Feedback". A screen will appear that will already have the name filled in with the person who is logged into their portal account. If the name needs to be changed you are able to type over it.

The "Reply To" section will auto-populate as well with the email address of the user that is logged into the portal. Again if this needs to be changed there is the option to type over it.

You also have the option of adding a "CC Recipient" by typing their email address in that section.

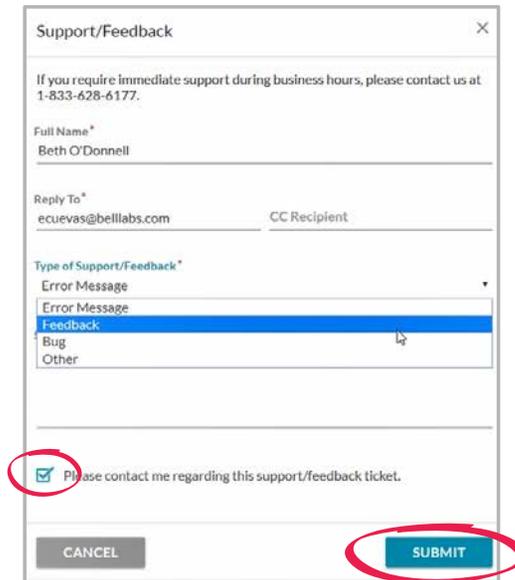
TECH SUPPORT / CUSTOMER SERVICE, CONTINUED



The screenshot shows a 'Support/Feedback' form. At the top, it says 'Support/Feedback' with a close button. Below that is a note: 'If you require immediate support during business hours, please contact us at 1-833-628-6177.' The 'Full Name*' field contains 'Beth O'Donnell'. The 'Reply To*' field contains 'ecuevas@belllabs.com' and 'CC Recipient'. The 'Type of Support/Feedback*' dropdown menu is open, showing options: 'Error Message', 'Feedback' (highlighted in blue), 'Bug', and 'Other'. Below the dropdown is a checkbox labeled 'Please contact me regarding this support/feedback ticket.' which is checked. At the bottom are 'CANCEL' and 'SUBMIT' buttons.

From the drop-down menu choose the best option indicating why you are reaching out: Error Message, Feedback, Bug or Other.

Within the "Support/Feedback" section please type in as much information as possible.



The screenshot shows the same 'Support/Feedback' form. The 'Type of Support/Feedback*' dropdown menu is closed. The checkbox labeled 'Please contact me regarding this support/feedback ticket.' is now unchecked. The 'SUBMIT' button at the bottom right is circled in red.

If you do not need a response back, uncheck the box next to "Please contact me regarding this Support/Feedback ticket".

Click the "SUBMIT" link in the bottom right-hand corner.

REGULATORY

USA

FCC Regulatory Statements

Express IQ – FCC ID: 2ASYW-B01001H

Ambush IQ – FCC ID: 2ASYW-B01001I

24/7 IQ – FCC ID: 2ASYW-B01001J

T-Rex IQ – FCC ID: 2ASYW-B01001K

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

CANADA

ISED Regulatory Statements

Express IQ – IC: 24934-B01001H

Ambush IQ – IC: 24934-B01001I

24/7 IQ – IC: 24934-B01001J

T-Rex IQ – IC: 24934-B01001K

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes :

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CAN ICES-3 (B)/NMB-3(B)

Regulatory information in the App can be accessed from the main screen (Dashboard) by performing the following steps:

- (1) Access the Site Menu (upper left corner of the App screen)
- (2) Select "About Us" from the Site Menu
- (3) Tap the button labeled "Regulatory"