

DataLink-User Manual (Single Site)

Go to www.asgsecurity.com.

Under "Customer Login", click on [ASG Datalink](#)



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ASG DataLink Login

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[Log In](#)

[DataLink Boldnet
User Manual](#)

This will bring you to the Log In page:


Login

Username:

Password:

Remember me next time

Enter your user name and passcode. Click on Login. This will bring you to the **CUSTOMER DASHBOARD**. On the left you will see the menu:



[Logout](#)

Customer Dashboard
The customer dashboard contains useful quick-access tools and summary information

My Information
View your general contact information

My Contact List
View the list of people that the central station may contact

Call Lists
View the groups of people that may be contacted by the central station

My Alarm Systems
View the list of your alarm systems and their details

Monitoring Services
View the list of services that the central station is providing to you

Alarm Activity Log
View the log of activity that has taken place on your alarm account

Data Maintenance Issues
View the list of issues that have been logged for your account that require resolution

Run a Report
Run and manage instant and scheduled reports

My User Settings
Change information related to your login such as email address, password, and personal preferences

33559999 - Test Account Do Not Handle! [Edit](#)
Customer

Put Customer on Test

Reason:

Duration: Hours Minutes

[Advanced Mode](#)

On Test Status

Current Status: ● Full

Type: From: To:

There are no test entries for this customer

[Refresh](#)

Customer Status

Alarm ● OK

Monitoring ● Inactive - 09/25/2012 17:48

Service ● Full

MAIN SYSTEM

Area 2 ● Open - 06/09/2011 13:14

Area 3 ● Unknown

BAKERY

WAREHOUSE

33551111

[Refresh](#)

Activity Log

Include Details Sortable [Advanced](#) [Refresh](#)

Date	Log Description
12/26/2013 4:29 PM	SAVE - Customer Details Saved

[View Details](#)

Customer Dashboard

This menu item will simply display the top 3 things you would need from Datalink. The first box is used to place the account or a component of the account ON/OFF TEST. If you only want to put a specific zone, alarm type, etc on test, click on ADVANCED MODE and your choices will be displayed.

Put Customer on Test

Reason

Duration Hours Minutes

[Advanced Mode](#)

On Test Status

Current Status ● Full

Type From To

There are no test entries for this customer

[Refresh](#)

CUSTOMER STATUS

This menu item will show you the if the account is active or inactive, whether it's in full service, and if it is opened/closed (armed/disarmed) at the time. If there are multiple partitions, each one will show up here.

Customer Status

Alarm ● OK

Monitoring ● Inactive - 09/25/2012 17:48

Service ● Full

MAIN SYSTEM

Area 2 ● Open - 06/09/2011 13:14

Area 3 ● Unknown

BAKERY

WAREHOUSE

33551111

[Refresh](#)

The 3rd item on the Customer Dashboard is the **ACTIVITY LOG**. It will show you the most recent activity in chronological order. You can sort the data or use the **ADVANCED LINK** to select/show only certain activity:


Activity Log

Include Details Sortable [Advanced](#) [Refresh](#)

Date	Log Description
12/26/2013 4:29 PM	SAVE - Customer Details Saved

[View Details](#)

The 2nd item on the menu is **MY INFORMATION**. This will display the basic information for your account, ie: name, address, phone#'s, email address and any GENERAL/GLOBAL passcodes/passwords. The Codes, Options and Default Script Message are not for your use and can be ignored on this page. The Permit field is where a Police/Fire Permit# would be entered should your jurisdiction require one.


Logout

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33559999 - Test Account Do Not Handle!
Edit

▶ **Home** (222) 222-2222

▶ **Business** (333) 333-3333

▶ **E-Mail** dmesa@asgsecurity.com **Format:** PDF

▶ **Comments**

▶ **Passwords**

▶ **Password** BLUE SKY ⊘ Is this a duress password?

▶ **Password** 77852 ⊘ Is this a duress password?

▶ **Codes**

Group Code	Weekly Reports
Class Code	Test class code
Monitoring Group	COPS New Jersey

▶ **Options**

<input checked="" type="checkbox"/> Ignore Aborts	<input checked="" type="checkbox"/> Generate Unexpected Restores
<input checked="" type="checkbox"/> Auto Cancel	<input checked="" type="checkbox"/> Verify Panel User Number

Area Fill	Add/Update Area always
Zone Fill	Ignore
Time Format	Default

▶ **Default Script Message**

▶ **Permits**

▶ **User Defined Fields**

The next item in the menu, is **MY CONTACT LIST**. This menu item is where all of your alarm users are stored. It is where you load and manage the user's permission, passcodes, contact phone numbers and position in the alarm panel. People listed on the CONTACT LIST are not necessarily the same people on the CALL LIST. However the people that are to be on the CALL LIST must be loaded and managed on the CONTACT LIST. To ADD A CONTACT, CLICK ON THE ADD BUTTON BELOW THE EXISTING CONTACTS.

Customer Dashboard

The customer dashboard contains useful quick-access tools and summary information

My Information

View your general contact information

My Contact List

View the list of people that the central station may contact

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Run and manage instant and scheduled reports









My User Settings

Change information related to your login such as email address, password, and personal preferences

Search/Filter Contact List

Name

Contact

- ▷ Contact  
- ▷ Keyholder  
- ▷ Keyholder  
- ▷ Contact  

[Add](#) 

Customer

- ▷ **Residential** Test Account Do Not Handle!

Dealer

- ▷ **Dealer** ASG Security National Accounts

Branch

- ▷ ASG National Accounts

Agency

Authority

- ▷ **Police** Dallas, TX (City) Pd
- ▷ **Fire** Dallas - Fw Fd

Enter the person's name and click OK:

The screenshot shows a software interface with a title bar that reads "33559999 - Test Account Do Not Handle!" and buttons for "Save" and "Cancel". Below the title bar is a section titled "Search/Filter Contact List" with a "Name" search field. Underneath is a "Contact" section containing a list of four entries, each with a dropdown menu and a text field:

- ▶ Contact [dropdown] Niko
- ▶ Keyholder [dropdown] Kat
- ▶ Keyholder [dropdown] Datalink
- ▶ Contact [dropdown] test

Below this list is an "Add" button. The main interface also shows sections for "Customer", "Dealer", and "Branch", each with a dropdown arrow. Overlaid on this is a dialog box titled "Add Keyholder" with a close button in the top right corner. The dialog box contains the following fields:

- Name: NEW EMPLOYEE (highlighted in yellow, with a red arrow pointing to it)
- Country: United States of America (dropdown)
- Language: English (United States) (dropdown)
- Time Zone: Eastern Time (US & Canada) (dropdown)

At the bottom of the dialog box are "OK" and "Cancel" buttons.

You can select a TITLE or leave as contact/keyholder in the drop down box next to their name:

Search/Filter Contact List

Name

Contact

- ▷ Contact
- ▷ Keyholder
- ▷ Keyholder
- ▷ Contact
- ▷ Contact

Administration Manager

Agent

Area Manager

Asst Store Manager

Contact

Customer Care Representative

Data Entry Coordinator

Data Entry Manager

ECV

Email

Fire Runner

Installation Coordinator

Installation Manager

IVR

Janitor

Keyholder

LP Manager

LPB

To enter information for a specific contact,click on the arrow to the left of the title/name. This will open a box. Within the box, you and add their title, suffix, job title, home address, etc. Under CONTACT INFORMATION is where you will add their PHONE NUMBERS if they are going to be on the CALL LIST. To add CONTACT INFORMATION, CLICK ADD and using the drop down arrow you can choose what type of phone# or contact type it is:

Enter the phone# in the red highlighted box. There is a format you must enter it in as. It must be entered as (123) 456-7899. To make it easier, you can enter the "<" sign and just type the 10 digits in and it will automatically format it for you. There is a field for extension also. Next to extension you will see "schedule". Although you do not have the ability to edit this section, if you only wanted this person/number called during a certain time frame, you can put in a request to our Data Entry Dept to attach a schedule to this person/number. The order of the people on the CONTACT LIST has no affect on the order they are called. That is handled on the CALL LIST. To DELETE someone from the CONTACT LIST, simply click on the "X" to the right of their name:

Once you add a person to the CONTACT LIST, you can assign them certain ACCESS PERMISSIONS. You

Access

- Permissions Suspended
- Can Open/Close Within Schedule
- Can Open/Close Within Temp Open Window
- Can Open/Close Anytime
- Can Cancel Alarm
- Can Authorize a Schedule Change
- Can Put Entire Customer On Test
- Can Put Designated System/Areas On Test
- Can Edit Customer
- Can Give Out Customer Information

Select from above permissions.

The next section is **PASSWORDS**. The only field you would use here is the one that says "password". If the contact has their own individual passcode/password, this is where it is entered:

Passwords

Password	<input type="text"/>	Max On Test Time	<input type="text"/>
Web Access ID	<input type="text"/>	Max Temp Open Time	<input type="text"/>
Web Profile		Accounting Company	
VRT ID	<input type="text"/>	Accounting Technician ID	

The next section is **AVAILABILITY**:

If the contact is temporary, such as a temp employee or cleaners, etc, you can use the VALID FROM /VALID TO fields. If someone is going on vacation or leave, you can use the INACTIVE FROM/INACTIVE TO fields here:

Availability

Valid From	<input type="text" value="<M/d/yyyy>"/>	<input type="text" value="15"/>	Valid To	<input type="text" value="<M/d/yyyy>"/>	<input type="text" value="15"/>
Inactive From	<input type="text" value="<M/d/yyyy>"/>	<input type="text" value="15"/>	Inactive To	<input type="text" value="<M/d/yyyy>"/>	<input type="text" value="15"/>

NOTES: Notes are for your personal use only. The Central Station does not see any of them and they will not affect anything. It's just for information purposes:

Notes

VERIFICATION: We are currently not using the question/answer verification field.

AREA ACCESS: This field is used if you assign user numbers and specific codes to people that will arm/disarm the system. You would check MAIN SYSTEM ALLOWED BOX and their USER ID would be the "slot" number in the panel, not the code they use to arm/disarm. For example, in this case this USER 2, would be able to have permission to arm/disarm only the warehouse. His code will not work in another area:

Area Access

System	MAIN SYSTEM	<input checked="" type="checkbox"/> Allowed?	User ID	<input type="text" value="2"/>
Area	FRONT OFFICE	<input type="checkbox"/> Allowed?	User ID	<input type="text"/>
Area	WAREHOUSE	<input checked="" type="checkbox"/> Allowed?	User ID	<input type="text" value="2"/>
System	BAKERY	<input type="checkbox"/> Allowed?	User ID	<input type="text"/>
System	WAREHOUSE	<input type="checkbox"/> Allowed?	User ID	<input type="text"/>
System	33551111	<input type="checkbox"/> Allowed?	User ID	<input type="text"/>

The rest of this page, Customer, Dealer, Branch, Agency, Authority will not be used by you. It is for ASG use only. To close the Contact information after clicking SAVE AT THE TOP OF THE SCREEN, click on the arrow to the left of their name.

33559999 - Test Account Do Not Handle! [Save](#) [Cancel](#) Customer

Search/Filter Contact List

Name

Contact

<input type="checkbox"/>	Contact	Niko	<input type="checkbox"/>
<input type="checkbox"/>	Keyholder	Kat	<input type="checkbox"/>
<input type="checkbox"/>	Keyholder	Datalink	<input type="checkbox"/>
<input type="checkbox"/>	Contact	test	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Contact	NEW EMPLOYEE	<input type="checkbox"/>

[Add](#)

Adding a CONTACT TO THE CALL LIST: Click on CALL LIST in the menu. Click the arrow to the left of the call list to open it up and see who is on the call list. In this case, Kat and New Employee are on the CALL LIST. Remember their information, ie: phone#, passcodes, etc are stored in the CONTACT LIST so you won't see them here.

ASG DataLink Logout

33559999 - Test Account Do Not Handle! [Save](#) [Cancel](#) Customer

Call Lists

1 TEST CALL LIST 1

Rotation List Active

Availability (None)

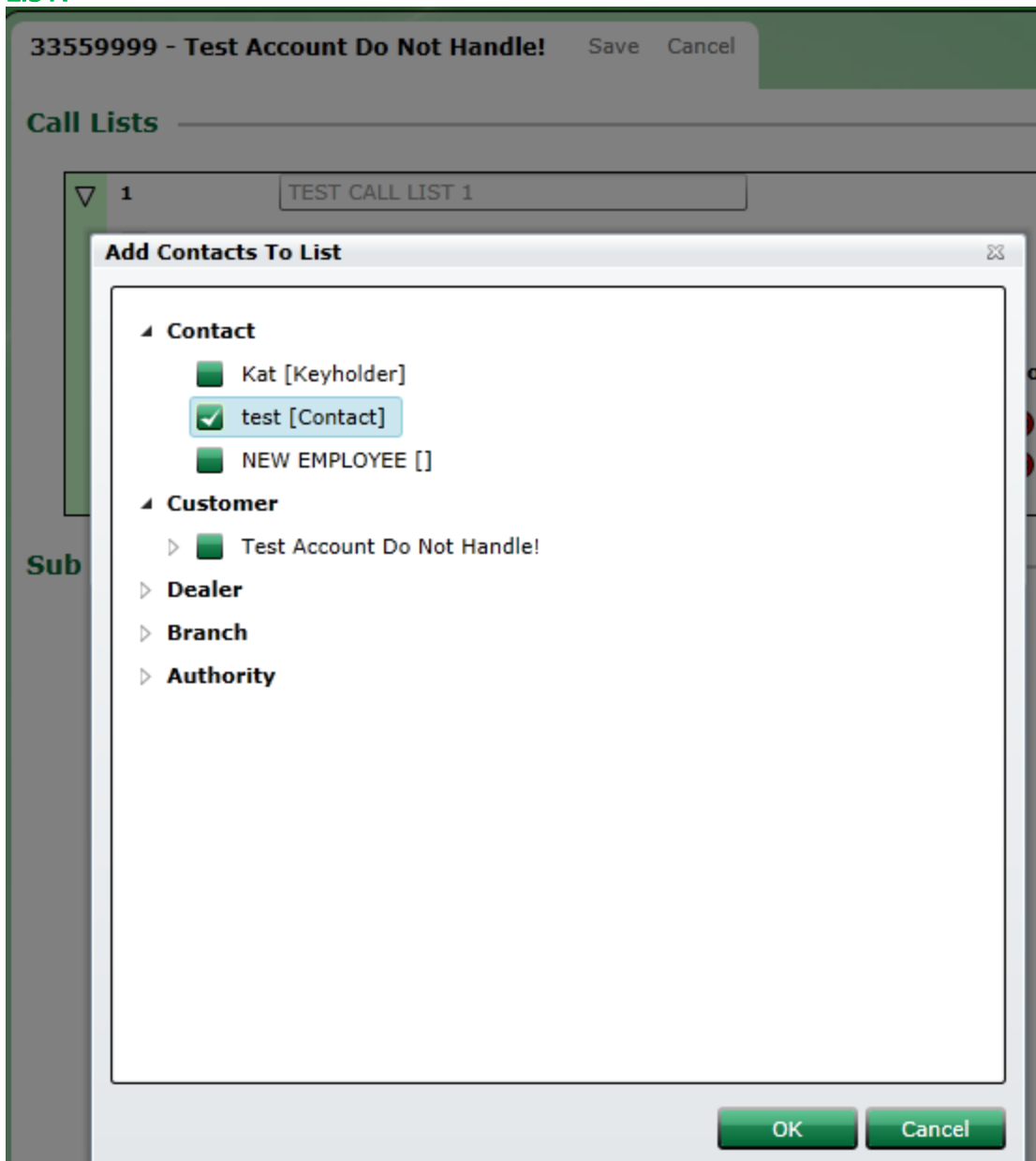
Name	Must Contact	Does Not Rotate	Head of List	
Kat (Site)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NEW EMPLOYEE (Mobile)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Add](#)

Sub Lists

When adding someone TO the CALL LIST, you must click the "add" link ABOVE SUB LISTS. (inside the box). When you click "ADD", the people you have on your CONTACT LIST WILL SHOW

UP. It is from here that you select who you're going to move over from the CONTACT LIST TO THE CALL LIST. In this diagram, I'm adding a "test person". I click the box next to his name and click OK. THEN CLICK SAVE AT THE TOP OF THE SCREEN. This person will now be on your **CALL LIST**.



The screenshot shows the "Call Lists" interface. It has a title bar "Call Lists" and a list item "1 TEST CALL LIST 1". Below the list item is a table with the following columns: "Name", "Must Contact", "Does Not Rotate", and "Head of List". The table contains three rows: "Kat (Site)", "NEW EMPLOYEE (Mobile)", and "test". The "test" row is highlighted in yellow. A green checkmark is visible in the "Head of List" column for the "test" row.

Name	Must Contact	Does Not Rotate	Head of List
Kat (Site)			
NEW EMPLOYEE (Mobile)			
test			✓







The Must Contact, Does Not Rotate and Head of List is not important and not used at this time. To change the order of the people on your call list, hover your mouse over the horizontal lines to the right, and drag them up or down to change the order we call the people in.

Call Lists

1 TEST CALL LIST 1

Rotation List Active

Availability (None)

Name	Must Contact	Does Not Rotate	Head of List	
Kat (Site)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	 
NEW EMPLOYEE (Mobile)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	 
test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	 

[Add](#)

To DELETE someone from the CALL LIST, simply click the “X” to the right of their name.

MY ALARM SYSTEMS: This page is for information only. Here you can see your zone descriptions, areas, if the system is partitioned, and what users are allowed in each partition. You may also see programming which is for Central Station use and tells the operator how to handle the

signals.

33559999 - Test Account Do Not Handle! [Edit](#)

Transmitter Programming

Show merged Transmitter Programming for Transmitter:

	Transmitter	Code	Area	Zone	Sensor
▶ Input	1	BA	*	*	*
▶ Output		BA	=	=	=

Event Actions Programming

	Event	Transmitter	Area	Zone	Alarm	Actions Code
▶	*T	*	*	*	Default	TXT
▶	AT1	*	*	*	Default	(None)
▶	BA	*	*	*	Default	TEST
▶	*LC	*	1	*	No	(None)
▶	*LC	*	2	*	No	(None)

Areas

	Area	Description	Schedule	Status
	2	FRONT OFFICE	1	Open
	3	WAREHOUSE	2	Unknown

Zones

Begin System Test

	Area	Zone	Description	Signal Status
	*	1	FRONT DOOR	Received
	*	2	BACK DOOR	Received
	*	3	MOTION	Not Received
	*	4	MOTION	Not Received

Users

	User ID	Area	Description	Contact ID	Name
	99	*	All Areas		Niko
	2	3	WAREHOUSE		NEW EMPLOYEE

Monitoring Services: this too is for information only. Here you will see what services we're providing you, whether it be alarm monitoring only, reports, supervision of open/close signals, etc.

Alarm Activity Log: You will see this in the menu, but it is exactly the same activity log you see when you log in and are on the Customer Dashboard.

At the bottom of the menu, you will see these 3 items.

Data Maintenance Issues

View the list of issues that have been logged for your account that require resolution

Run a Report

Run and manage instant and scheduled reports

My User Settings

Change information related to your login such as email address, password, and personal preferences

[Data Maintenance Issues](#): Here you may see a note that a Central Station Operator put in on the account and it is usually a disconnected phone# or someone telling them they have no affiliation with the system anymore, etc. You will know if there are any in here by looking at the Dashboard. It will say Maintenance Issue in the Customer Status.

[Run a Report](#): You can run your own reports using this feature, however it is somewhat challenging if you're not familiar with reporting codes, etc. If you need a report it is usually best to call our Data Entry Department and we will be happy to assist you.

[My User Settings](#): Here you can see your name, user name and email address. You can also change your password, but again, it's best you call our Data Entry Dept to do this as it has certain criteria and needs to be changed in another location that you do not have access to.

[Therefore the last 3 items on the menu, are really just information.](#)