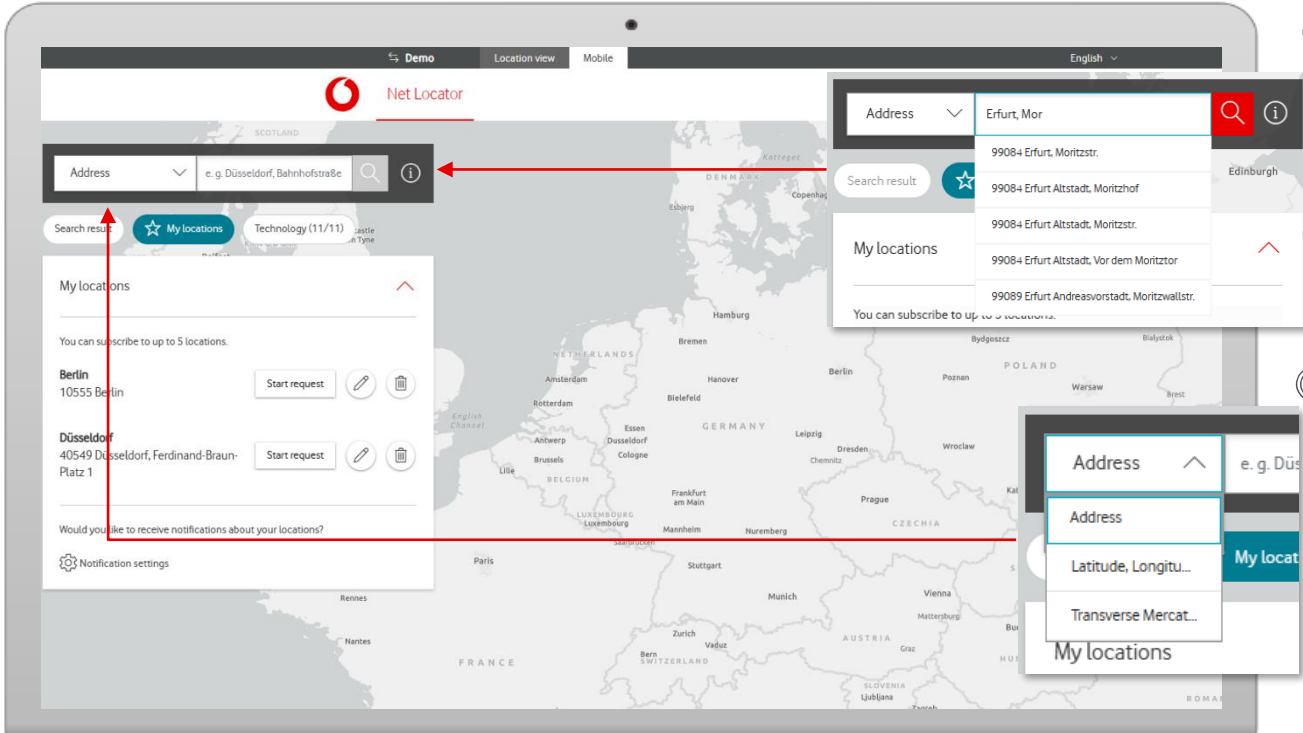# Service Monitor

Net Locator in Firmenkundenportal

Home screen

Determine the network coverage for a specific address or coordinates.

Search by address

Enter any address. Begin by specifying the location, then choose an address from the drop-down list or click on the magnifying glass icon.
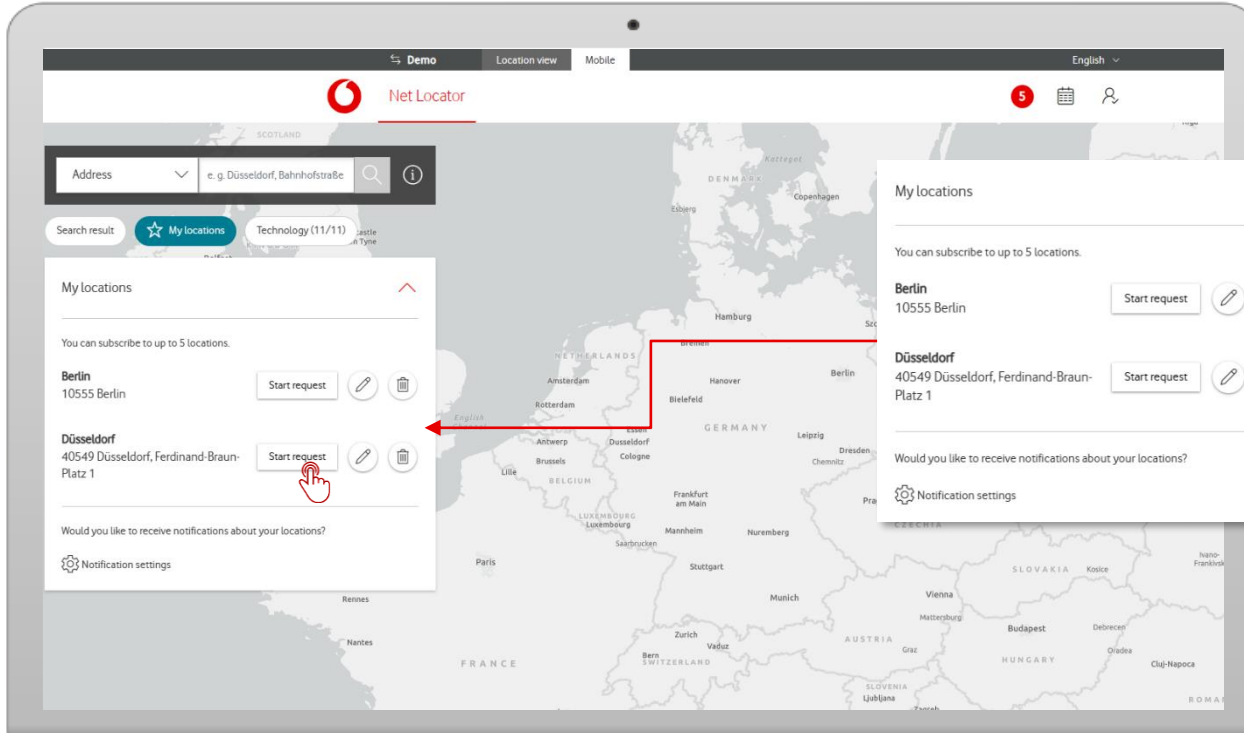
Search by coordinates

You can also search for the location using coordinates: latitude, longitude, or Gauss-Krüger. First, select the query type from the suggestion list, and then enter the coordinates.

Home screen

Under 'My locations' you can start queries for subscribed locations - quickly and easily.
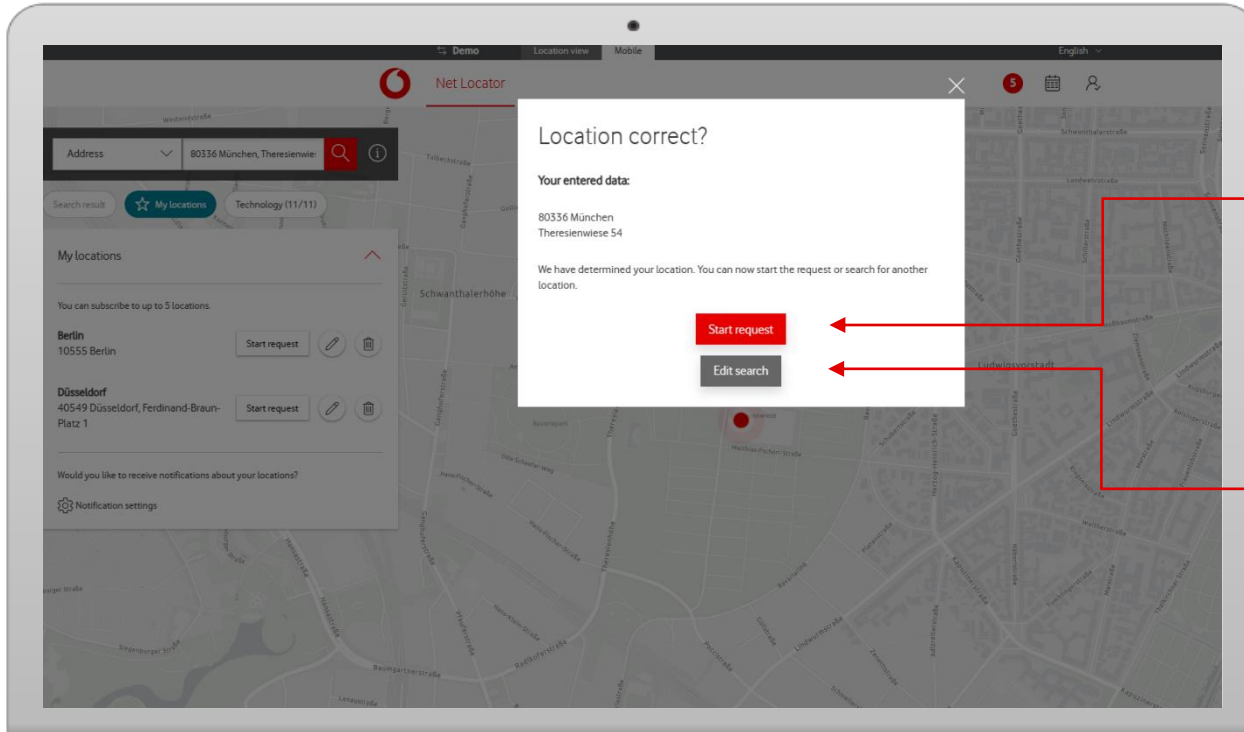
Favourites

First, add your desired locations to your favorites in order to subscribe to them. Then start your query.

Address verification

After verification, the map will automatically zoom into the area of the entered address.

Verification of the location

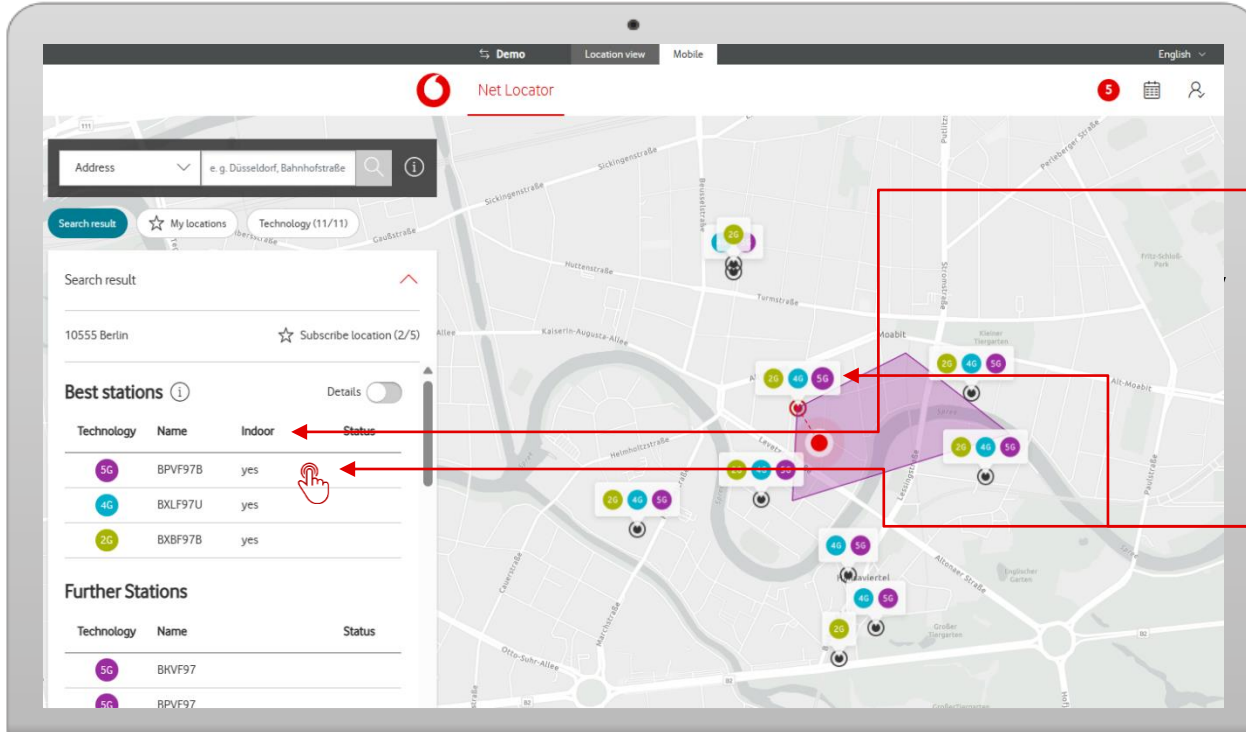Is the address correct? If so, start the network query.

Incorrect location?

Not the right address? Adjust the search by going back to the address search.

Network availability at the location

After verification, all network locations at this address will appear on the map and in a results list. 'Best stations' shows you the best stations for each technology.

Network availability

For the best stations, see the network coverage for 'Indoor'.
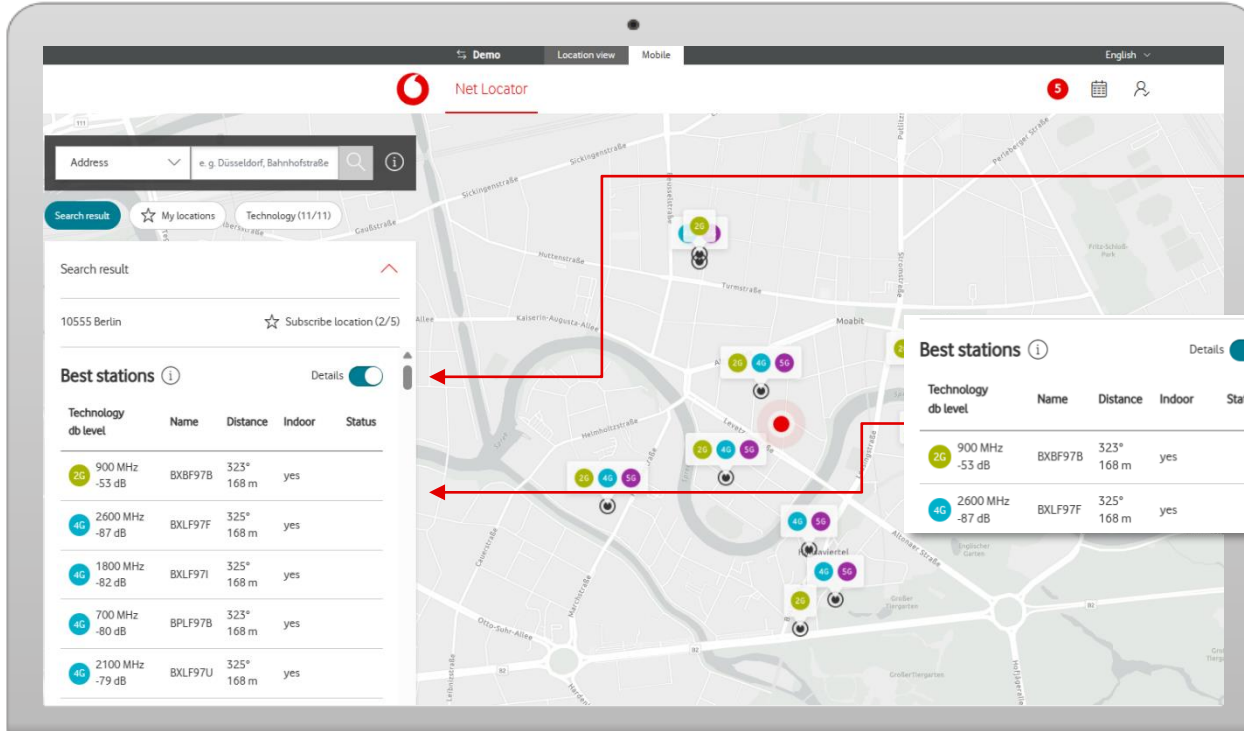
Network coverage

To view the network coverage status of a cell, either click on the corresponding list entry or the icon on the map. Alternatively, you can utilize the mouseover function.

Detailed search results

View even more details about the network stations.

Expert mode

Activate the 'Details' toggle to view or hide additional information.
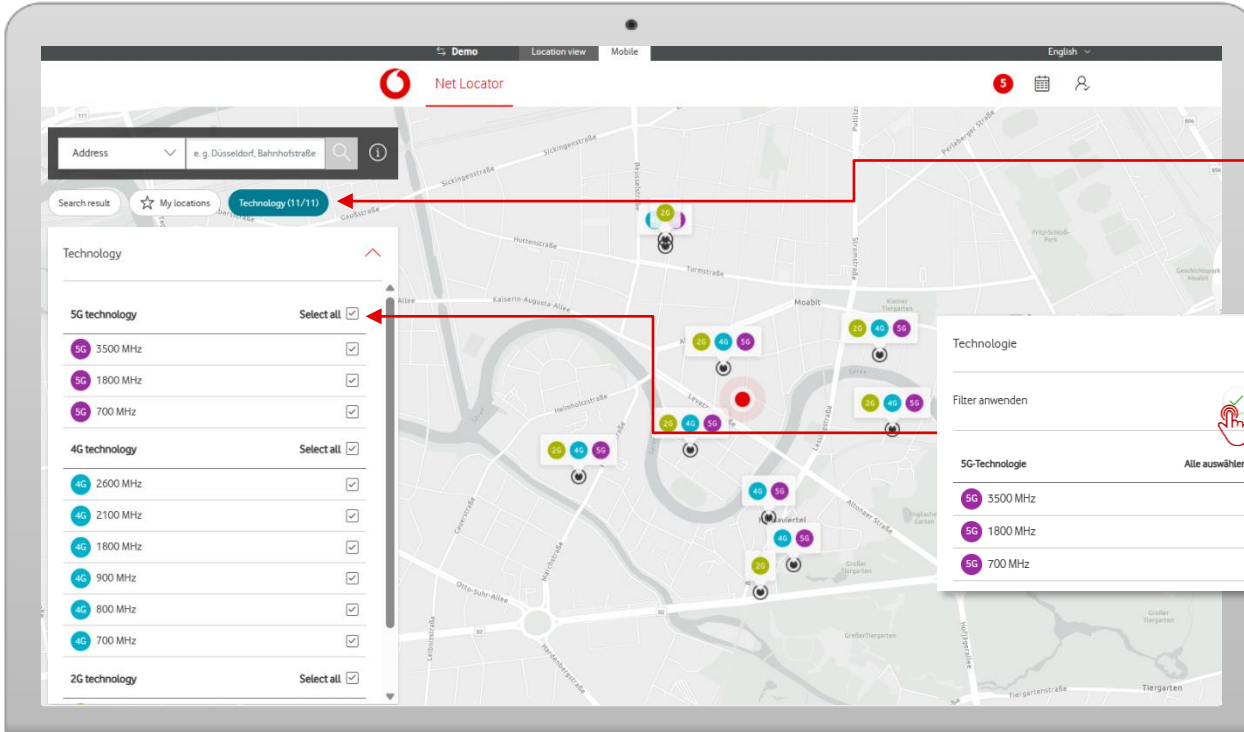
Details

View additional information: the frequency, level value, distance and direction of each station to the location.

Filter by technology

Set the frequency ranges you want to view.

Filter by technology

In the technology section, set the frequency ranges of each technology to filter the results by technology.
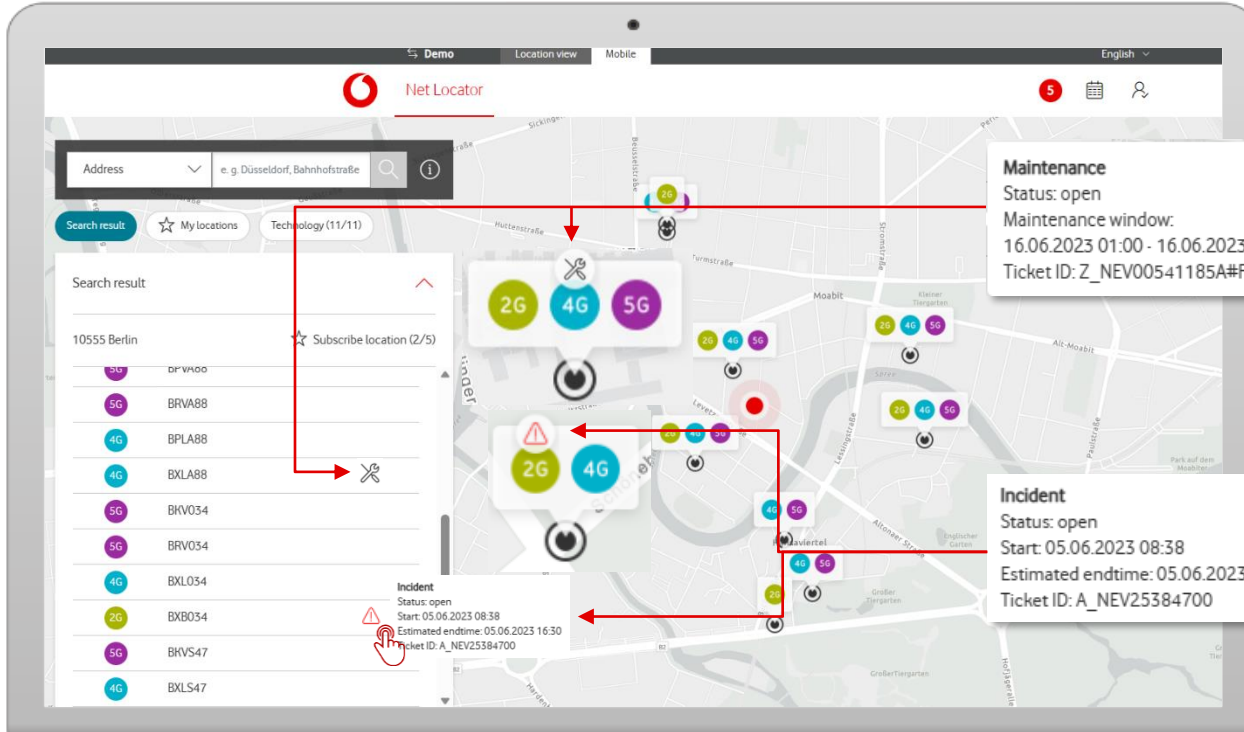
Frequency selection

Select the frequencies you would like to view. The chosen frequencies will be shown on the map. From this moment onward, any frequencies that you deselect will no longer be visible in the list or on the map.

Maintenance and malfunctions on location

Malfunctions and planned maintenance work will appear in the list.

Maintenance

If you see the tool symbol in the list and on the map, it means we are planning maintenance for this station.
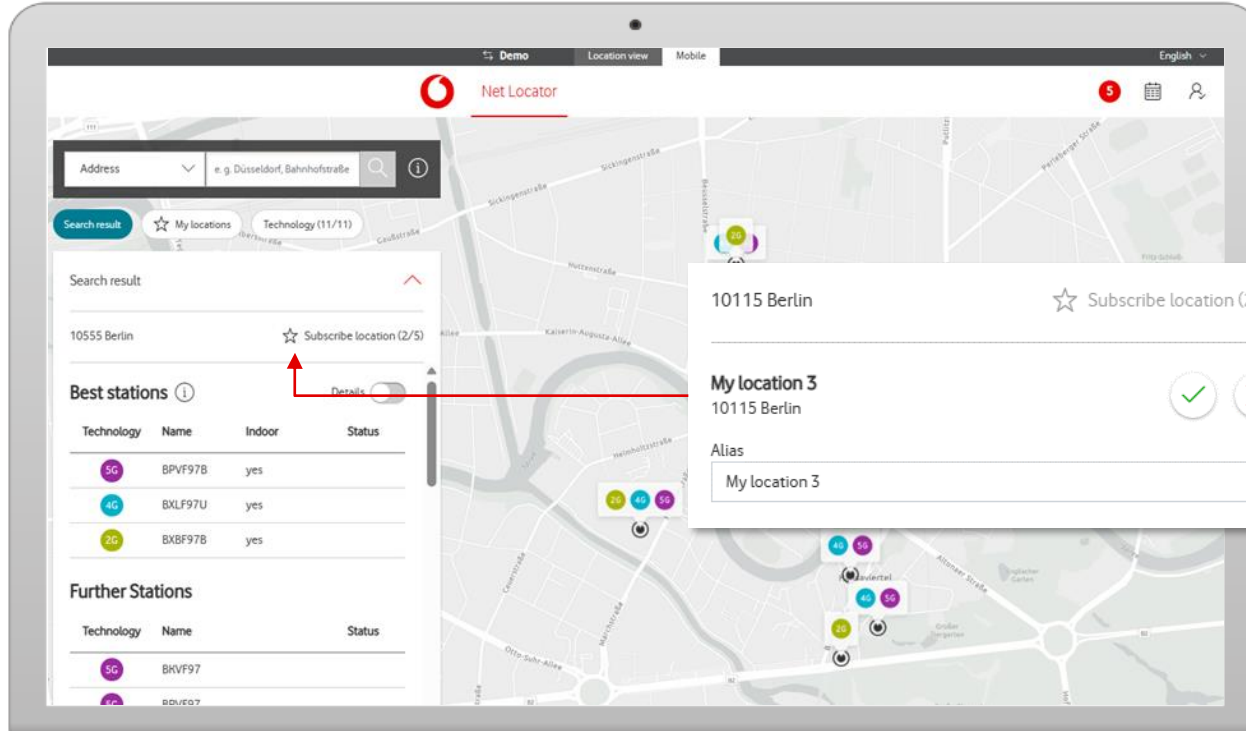
Incident

A red warning sign (triangle) indicates a current malfunction.
If the triangle is grey, we have already resolved the incident.

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Subscribe to site

After your query, you can subscribe to the location and save it under an alias. As soon as you're subscribed, you will find it under 'My locations'.
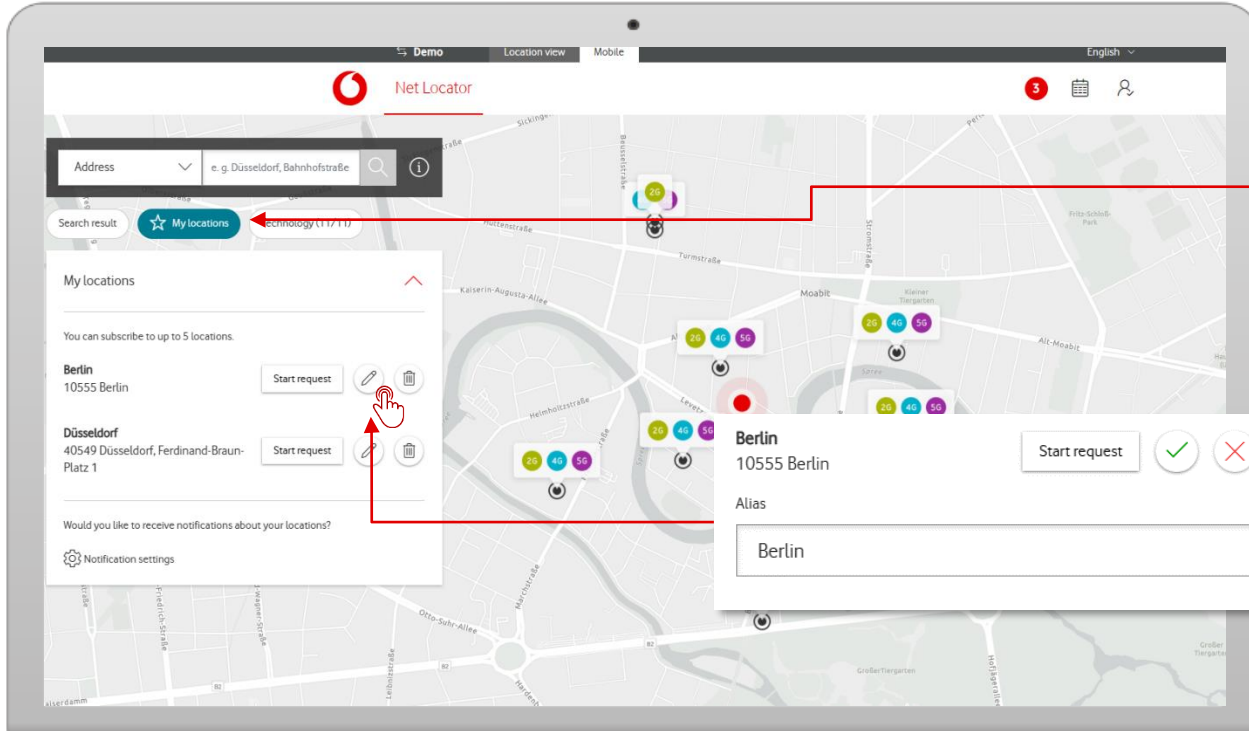

Favourites

To save the location as a favourite, click on 'Subscribe location'.

My locations

'My locations' lists your subscribed locations. Clicking on 'Start request' lets you check networks at the address, or edit the locations.

Favourites

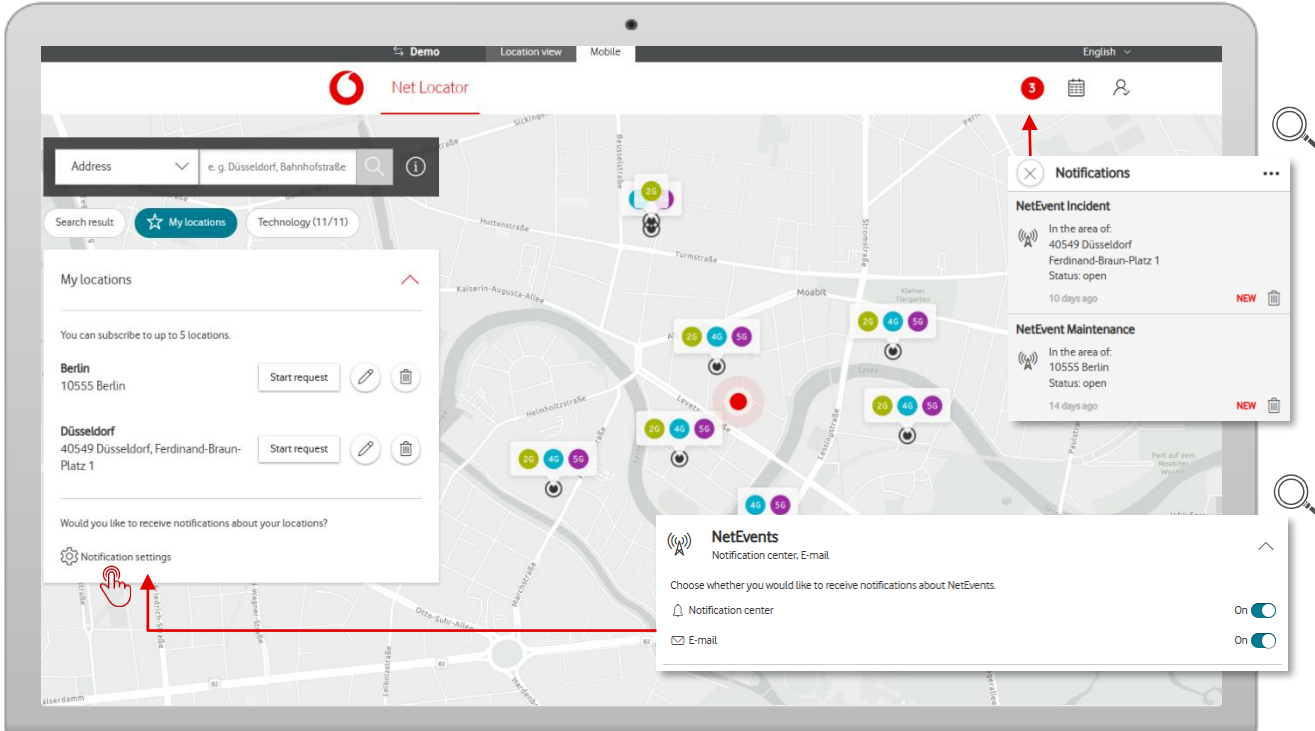'My locations' shows you the list of your saved locations.

Edit list

Assign an alias for each site. Use the bin icon to delete entries from the list.

Notifications

If you have subscribed to a location, you will receive notifications regarding network incidents or maintenance work. These notifications will be sent to you via email or will appear in the Notification Centre.

Notifications

You will receive a notification if there is maintenance or an incident at any of your subscribed locations.

Notification Centre

Define your preferred notification settings in the Notification Centre.