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DICE Dealer Access

User's Guide

 Printed 8/23/00

DICE Dealer Access*eLink provides a low cost, secured Internet connection between you and the central station. You can access your customer data, make changes, and run reports where and when you want. This is a brief user's guide to help you get started or remind you of the basics. For more detailed information, particularly on things like zones and schedules, there is online help and full reference documentation. Contact your central station for additional assistance.

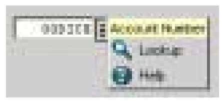
USING THE SYSTEM

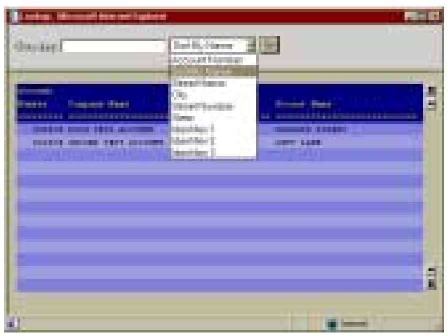
Move around in the system by using your mouse to point and click at various buttons, fields, icons, and scroll bars.

- ► Use uppercase.
- ► Enter time in military time format (HHMM). **Ex:** Enter 5:30 p.m. as '1730'.
- ► Enter phone numbers as--the country code, if different from your own, area code and phone number. **Ex:** '5178935557'. The system will convert alpha characters for you. Do NOT enter "1" for long-distance, punctuation, spaces, or symbols.

LOOKUP/HELP BUTTON

Click the small button with 3 arrows in the right corner of data entry fields to look up the defined records for the field or access the online Help.





[Lookup] Displays the defined records for the field. The listing starts with any characters you typed. To select a record, point at it with your mouse to highlight it and click the left mouse button.

Scroll. The buttons with a single arrow to the right of the list go up or down one screen. The ones with the double arrows go to the beginning or end of the list.

Goto Key. You can type characters here to move to the corresponding position in the list. If you type 'A', you'll jump to the records that start with "A". If you then type 'B', you'll jump to the records that start with the letters "AB". You will continue to move further into the list with each letter you type.

Sort By. For some fields, such as the account number, you can change the field used to sort the records. If you click on the arrow button [▼] to the right of the field, a list of the fields you can sort by displays. Highlight the field you want and click on [Go]. You can, for example, look up accounts by city, state, or one of the user-defined, identifier fields.

VALID ENTRIES BUTTON [▼]

Click on the small button with a single arrow just to the right of a field to review and select one of the valid entries at the field.

►**No Activity Reports** provide information on the accounts from which no signals have been received since the date you indicate. The report shows the date, time, zone, and alarm type for the last signal received from the account.

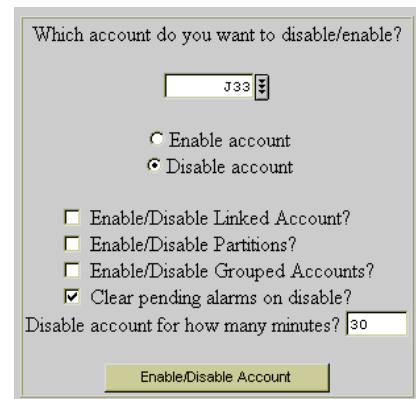
►**Premise Status Report** shows you the current open/close status for your accounts and the date and time the last open or close signal was received. There are no selection criteria. The report runs when you click on the icon/title.

►**Inactive Account Report** shows the account number, name, and inactivation date for your customers that are inactive when you run the report. There are no selection criteria. The report runs when you click on the icon/title.

►**Name and Address Report** lists the names and addresses for the customers you select. You can enter an account number or sort by name range. You can also print **mailing labels** instead of the report and you can print in columns.

►**Dealer Change Report** provides you with status information on the Change Requests you've submitted to the central station. You can enter a date range and the type of requests you want to include (proposed, accepted, rejected, or all). You can also limit the report to changes to a particular kind of data (subscriber, contacts, zones, events, notes, partitions, holidays, alternate names, premise contacts, batch report setup, additional mailing addresses, or all).

ENABLE DISABLE ACCOUNT



Use this program to disable an account during installation, repair, or testing to prevent unnecessary alarms from being sent to the central station. Enter or look up and select the account. Click at and mark **Disable account**. If you want to disable linked, partitioned, and/or grouped accounts; click on and check off the corresponding box. You can also clear any pending alarms for the account. Enter the number of minutes you want to disable the account for. The central station determines the maximum length of time you can disable an account. Finally, click on **[Enable/Disable Account]**. To enable the account before the disable expires use the same settings, but mark **Enable account**.

SUBLISTS

You can use this program to create and save lists of the accounts that you frequently print reports for and then use the lists as part of your report selection criteria. A listing of all of your accounts displays on the left side of the screen. Highlight and click on the accounts you want in your sublist. Your selections will display on the right side of the screen. When your list is complete, click on **[Save As]** and enter a name and description for your list. To review or make changes to one of your lists, enter or select the list name in the field at the top of the screen and then click on the **[Load]** button.

NOTES

1. The DICE Central Station software will not process alarms from accounts marked inactive.
2. You can use the **Misc. Info:** fields to enter comments that you want to display on the screen during alarm monitoring.
3. The six fields just before **Panel Type:** are defined and titled by the central station. The last three are called "identifier" fields and can be used as selection criteria during report printing.

ADDITIONAL PROGRAMS

Notes — You can use this program to enter, edit, read, or delete permanent, temporary, site direction, or group notes for the account.

Alt Name — This program allows you to enter alternate names for the account that you can use in lookups and report printing.

Batch — Use this program to set up how you want batch reports to be handled for the account. You can identify if and how often you want All Activity, Open/Close, and Dispatch reports to print and whether you want information on how the alarm was resolved to be included. You can also indicate how many copies you want printed for the dealer, site, billing address and the additional mailing addresses you identify with the next option.

Mail Adr — You can enter up to 9 additional mailing addresses for the subscriber's batch reports here.

Contacts — This is where you enter information on the people at the account who are to be contacted during alarm processing or for sales or service. Click the **[Add Contact]** button to add a record. You can enter the contact's name, position or relationship to the subscriber, user ID, phone number and passcode. You can change a contact's position in the list by clicking on the icon at the beginning of the line and then dragging and dropping the contact where you want it. You can use the first button at the end of the line to add detail; including, when the contact can be contacted, country, closing ID, extension, pager numbers, and restrictions by area, data and script. The last button can be used to delete the contact.

Zones — You can use this program to define customized zones for the account or to enter zone descriptions for accounts that use special format codes; like, Contact ID, DMP, SEIA, etc. If the system doesn't find custom or special format zones for the account, it will check for dealer default zones, which the central can define for you in DICE Dealer Services.

[Toggle Defaults] will add the dealer default zones, if the central has defined a set for you. **[Cancel]** cancels any changes you've made to zones and returns you to the primary Change Request screen. **[Add]** inserts a line so that you can enter a new zone. **[Submit]** submits the changes you've made to the central.

The first button at the end of each line, **[Zone Details]**, goes to a small screen where you can enter additional information for the zone, including zone messages. You can use the **[Delete]** button at the end of the line to delete the zone. You can right click on a field to select one of the valid options. Click on the question mark in the corner of the options screen to read the online Help.

Schedule — You can use this program to review or change the subscriber's regular schedule of planned events; including, openings, closings, welfare, supervised, and unsupervised. The fields that display for each account will vary depending on whether the account is UL and how the central has set up event scheduling. They determine whether you can enter the beginning and ending times for a valid time window and/or the actual time of the event. They can establish the length of the before and after grace period and the late-to-open grace period. They also determine whether late-to-open, late-to-close, and opened late alarms are allowed or required. (For detailed information on scheduling, see the regular reference documentation or contact your central.)

Holidays — This option is used to create schedules for temporary and future events like holidays and vacations. Holiday scheduling is handled in the same way as regular scheduling except that you can use holiday codes to define the holiday and set start and stop dates for the account and schedule.

Partitions — If the central uses partitioning, this program allows you to handle situations where multiple subscribers share the same alarm system or where one account number is used for several systems. You can set it up so that the zones sent under one account number are handled and recorded in history under another account number. You must define the partitioning arrangement for every partitioned signal that will be sent by the account's alarm system. **Ex:** If you want signal "01" from account "ABC" to be handled and written to history as having been received from account "XYZ", area "A"; you would enter signal code '01', partitioned account number 'XYZ', and area 'A' for account ABC.

Premise# — You can create a call list for the site listing the people and phone numbers you want called, the order you want them called in, and the script you want to display for the operator during alarm monitoring. The first contact on the list will default to the name and number on the subscriber record. The "premise" call list can be added to other call lists and will be used as a default for the account if no other call lists are found.

REPORTS

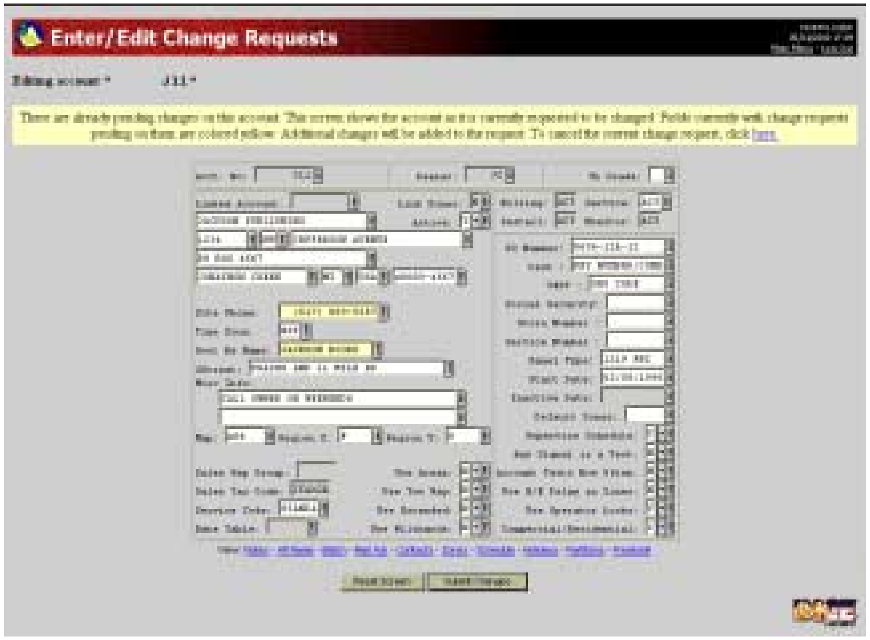
►**CIS Reports** provide you with a record of the information entered into the system for your customers. When you select the menu option, a screen displays where you define how you want the reports to appear, the accounts you want to print for, and the information you want to include. Most of the fields are 'Y' (yes)/'N' (no) flags. Click on the single arrow to the right of the field to select the value you want. When you indicate how you want to select accounts (sublist, account number, sort by name, identifier field), you will go to the fields where you can enter or select the first and last values in the range you want to print for. You can use the fields at the bottom of the screen to select the information you want included on the reports.

> ***REPORT PRINTING:*** When you submit the report, a listing of your selection criteria displays so that you can review it before submitting the request. You can use your browser's **[Back]** button to return to the selection screen to make corrections or click on **[OK]** to submit the request for processing. If you submit the request, a small window should appear within a few seconds to let you know that the report is processing and show you the status of the request. If you close the window or log out, the request will be cancelled; however, you can minimize the window and go back to the main menu. Your login session will not time out while the report is running. When processing is complete, the *Report Details* screen displays. You can rename the report, preview multiple page layout, view the report and use your browser to print it, download the report, or delete the report. If you download the report, you can use Windows WordPad to print it. The NotePad program won't honor the form feeds. If DICE email is installed, you can email the report to your primary email address. You can use the **Report Box** program to access the print queue. This is a listing of the jobs you've submitted, but haven't yet printed. You can point to a report so that it's highlighted and click on it to bring up the *Report Details* screen.

►**All Activity Reports** provide you with information on the alarm processing activity for your customers. Use the first field to select the type of signals you want to include: all signals; all signals except opens and closes; all signals except opens, closes, and tests; only open and close signals; only open and close signals received outside of their valid windows; only signals where an authority was dispatched; or all activity on the day of dispatch. When you indicate how you want to select accounts (sublist, account number, sort by name, identifier field), you will go to the fields where you can enter or select the first and last values in the range you want to include. The [Advanced Report Options] button goes to a small screen where you can create a list that will select accounts by including or excluding specific alarm types, operator IDs, alarm categories, resolution codes, or alarm resolution types. You can enter a date range or print all activity since the last time the report was run. Use the fields at the bottom of the screen to identify the number of lines you want to skip after the date, have page breaks between accounts, print the actual signal code, compress the signals, select only AM notify signals, and include processing details and operator activity.

ENTER/EDIT CHANGE REQUESTS

This is the program you use to review, enter, and request changes to the information in the system for your customers. Enter or look up and select the account you want to work with then click on **[Edit Account]** to go to this screen.



Messages will display across the top of the screen regarding the status of the Change Request for the account you selected. You can click on here in the message to clear all changes for the account. Please note that not all of the changes for the account may be displayed on this screen. The words in blue across the bottom go to the programs and screens where you can work with the customer's notes, zones, contacts, etc.

If there is already a change to the data in a field, the background color will be yellow instead of white. Point and click on a field where you want to make a change and type in the change. You can clear the changes to this screen with **[Reset Screen]** and submit your changes for the account with **[Submit Changes]**.

The small buttons with the arrows to the right of the fields allow you to select from the valid entries, look up and select from the defined records, and read the online Help. (See the previous page for a description of the buttons.)