Matrix History

DICE Corporation | 1410 South Valley Center Drive | Bay City, MI 48706 USA | **Phone:** 989.891.2800 | **Fax:** 989.891.2801

dicecorp.com

DICE Corporation
Technology Park
1410 South Valley Center Drive
Bay City, MI 48706

1-800-RUN DICE
989-891-2800 | International
989-891-2801 | FAX

info@dicecorp.com

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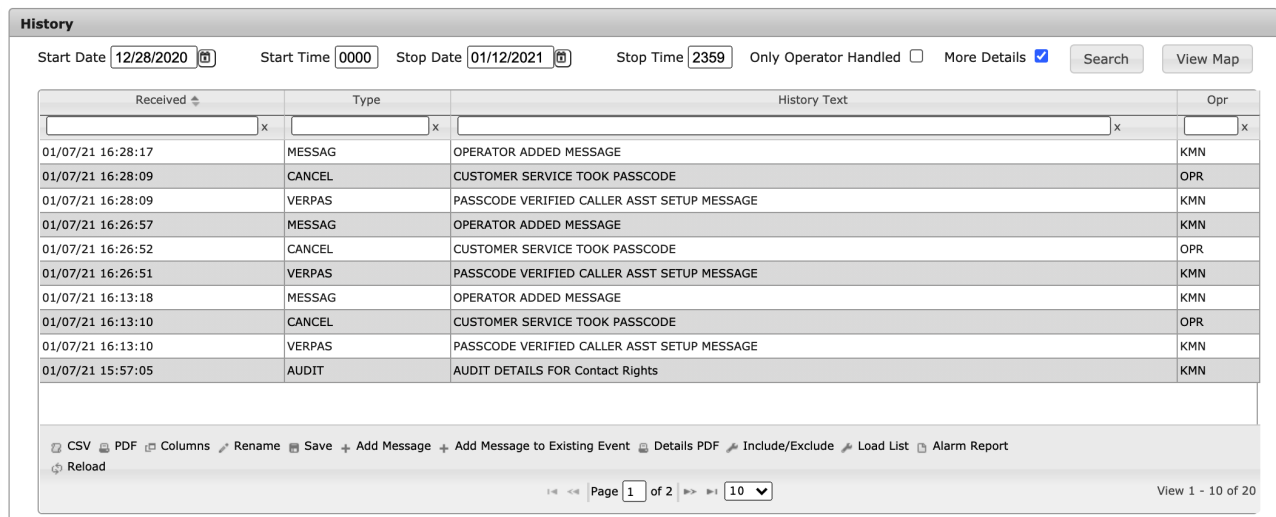# Matrix History

The **History** options found throughout Matrix provide access to a specific account's event history information (Figure 1). These options allow users to view and investigate account history.

History				
Received ⇕	Type	History Text		Opr
01/07/21 16:28:17	MESSAG	OPERATOR ADDED MESSAGE		KMN
01/07/21 16:28:09	CANCEL	CUSTOMER SERVICE TOOK PASSCODE		OPR
01/07/21 16:28:09	VERPAS	PASSCODE VERIFIED CALLER ASST SETUP MESSAGE		KMN
01/07/21 16:26:57	MESSAG	OPERATOR ADDED MESSAGE		KMN
01/07/21 16:26:52	CANCEL	CUSTOMER SERVICE TOOK PASSCODE		OPR
01/07/21 16:26:51	VERPAS	PASSCODE VERIFIED CALLER ASST SETUP MESSAGE		KMN
01/07/21 16:13:18	MESSAG	OPERATOR ADDED MESSAGE		KMN
01/07/21 16:13:10	CANCEL	CUSTOMER SERVICE TOOK PASSCODE		OPR
01/07/21 16:13:10	VERPAS	PASSCODE VERIFIED CALLER ASST SETUP MESSAGE		KMN
01/07/21 15:57:05	AUDIT	AUDIT DETAILS FOR Contact Rights		KMN

Start Date 12/28/2020   Start Time 0000   Stop Date 01/12/2021   Stop Time 2359   Only Operator Handled ☐   More Details ☑   Search   View Map

⬚ CSV 🗎 PDF 🗐 Columns ✎ Rename 🖫 Save ✛ Add Message ✛ Add Message to Existing Event 🗎 Details PDF ⚿ Include/Exclude ⚿ Load List 🗎 Alarm Report
⟳ Reload

|◄ ◄◄ Page 1 of 2 ►► ►| 10 ▼   View 1 - 10 of 20

(Figure 1)

Users will be prompted to select their desired subscriber account when viewing history information (Figure 2). For more information on searching for and selecting subscriber accounts, see the information available here.

Select Subscriber

Account Number [   ] 🔍 ✖
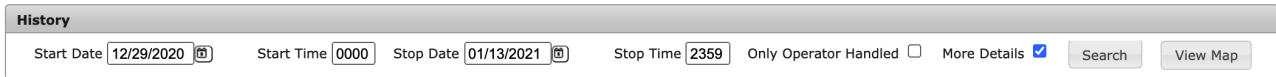Company Name
Dealer
Address
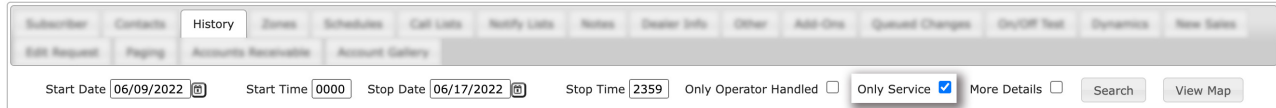Additional Address

Revised On   By

(Figure 2)

After selecting a subscriber, users can determine what data populates the **History** table via the available options listed above the table (Figure 3). These options and their definitions are listed below.

History
Start Date 12/29/2020   Start Time 0000   Stop Date 01/13/2021   Stop Time 2359   Only Operator Handled ☐   More Details ☑   Search   View Map

(Figure 3)

If History is being accessed via the tab within Data Entry, the **Only Service** option will also be available to users (Figure 4).

Subscriber | Contacts | History | Zones | Schedules | Call Lists | Notify Lists | Notes | Dealer Info | Other | Add Ons | Queued Charges | On/Off Test | Dynamics | New Sales
Edit Request | Paging | Accounts Receivable | Account Gallery

Start Date 06/09/2022   Start Time 0000   Stop Date 06/17/2022   Stop Time 2359   Only Operator Handled ☐   Only Service ☑   More Details ☐   Search   View Map

(Figure 4)

| Option	Definition
Start Date	Input the date the system should *begin* pulling event history on the account.
Start Time	Input the time, in 24-hour format, the system should *begin* pulling event history on the selected Start Date on the account.
Stop Date	Input the date the system should *stop* pulling event history on the account.
Stop Time	Input the time, in 24-hour format, the system should *stop* pulling event history on the selected Stop Date on the account.
Only Operator Handled	Select this option to only display events that have been operator handled during the selected date range.
Only Service	This option is only available within the History tab found in Data Entry. Select this option to only display events that were generated due to service ticket actions taken by technicans.
More Details	Select this option to display additional event details when an event is double-clicked within the table.
Search	After selecting the above criteria, select this option to complete a search of event history and populate the table with events matching your entered criteria.
View Map	Selecting this option will display the GPS coordinates of events that occurred during the selected timeframe.

Users can interact with the table and its populated events via the available toolbar options. These options and their functions are defined below.

Option	Function
CSV	Downloads a CSV file of the information displayed in the table.
PDF	Downloads a PDF file of the information displayed in the table.
Columns	Allows users to update the columns that display in the table as well as their general configuration. For more information on managing column information, see the documentation available here.
Rename	Allows users to update the table's column names. For more information on managing column information, see the documentation available here.
Save	Preserves any table changes (e.g. column layout or name changes) as default so the updated table configuration will display the next time the user views the History page.
Add Message	Allows the user to add a note to the account as a separate event. More information on this option can be found below.
Add Message to Existing Event	Allows users to add notes to the selected event. This option is different than **Add Message** in that the added notes are directly attached to the selected event and not as a *separate* event.
Details PDF	Downloads a PDF file of the information displayed in the table along with additional details listed on each event if available.
Include/Exclude	Allows users to update the account's include and exclude event type lists. More information on this option can be found below.
Load List	Allows users to apply include/exclude list parameters to the table. More information on this can be found below.

|	
More Options	Displays additional History options for the selected event. More information about these options can be found below.
View Clip	If applicable, plays the video clip attached to the selected event.
View Custom Clip	If applicable, allows users to create their own clip from recorded footage on the event. More information on how to use this option can be found below.
Reload	Refreshes the table to display current information when applicable (e.g. If *today's* date was selected when displaying information, the reload option would display any events that came in since the last time the user refreshed the page.).

Viewing Events

Double-clicking on an event within the table will display the event's details (Figure 5).
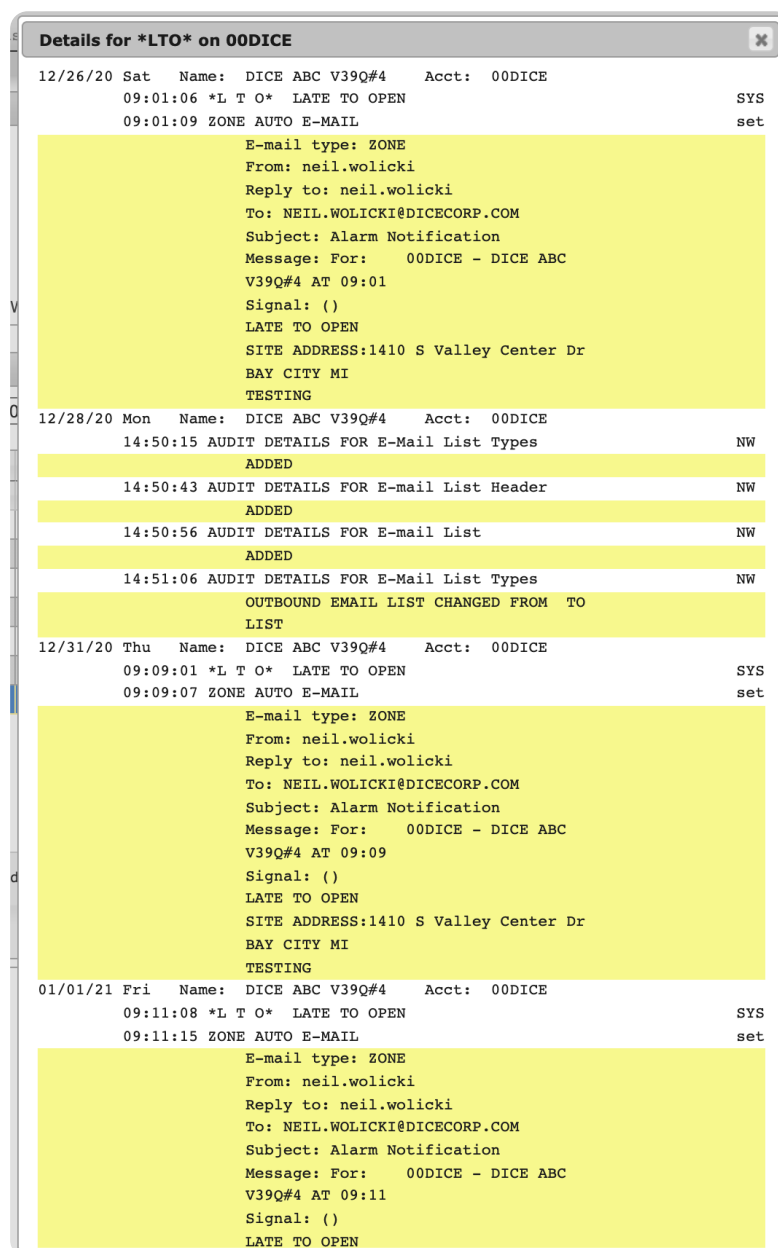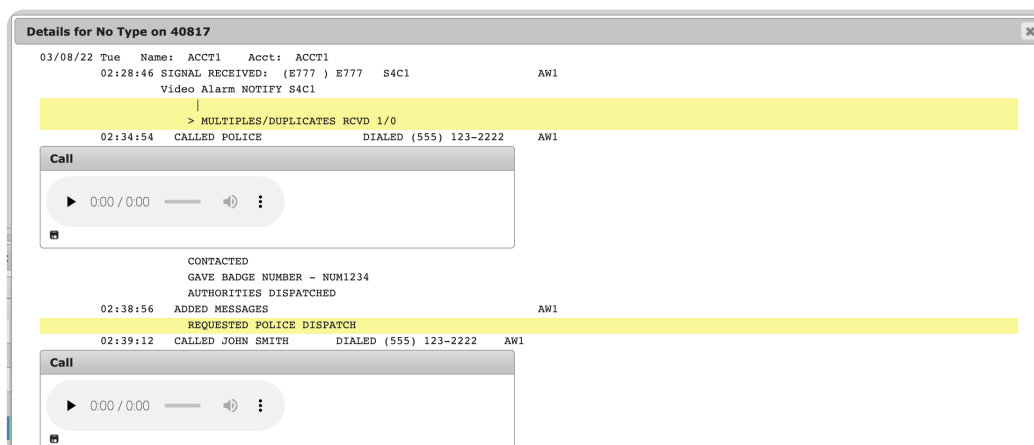

(Figure 5)

If Matrix Interactive cameras are installed and functioning on-site, double-clicking on an event will display camera timeline information (Figure 6). For more information on interacting with the timeline, see the documentation available here.
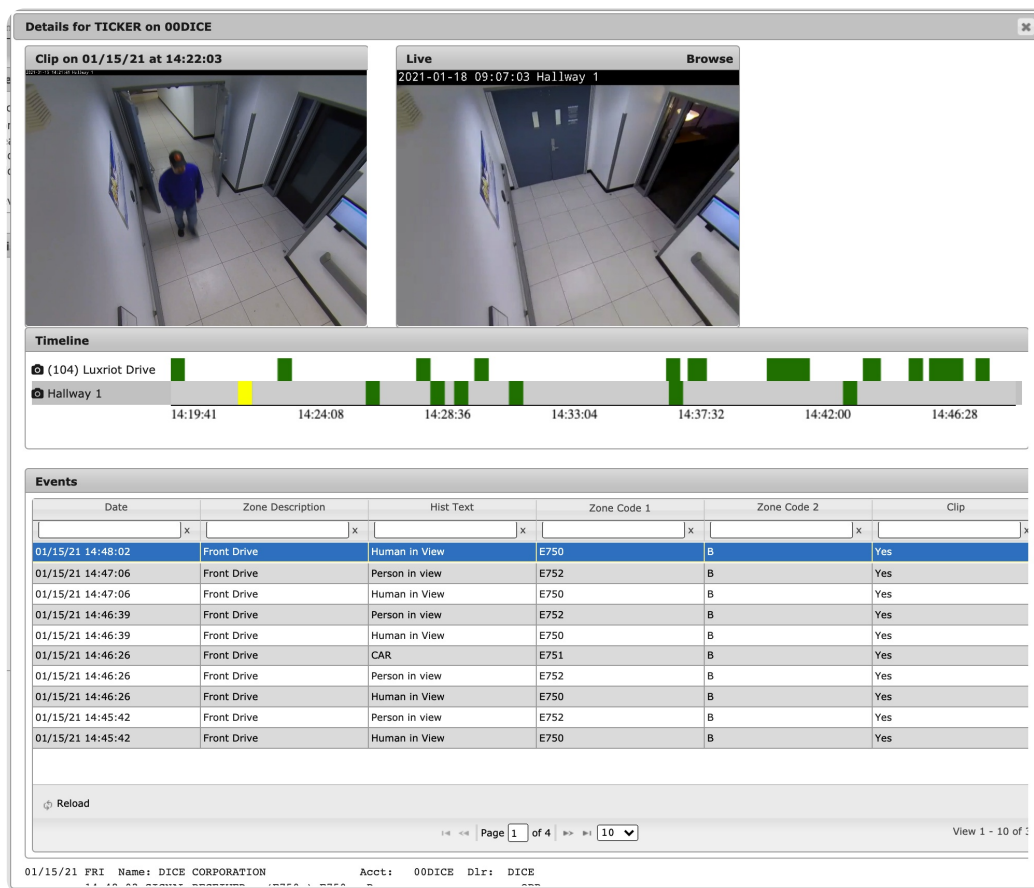
(Figure 6)

If a PBX is connected to the client's Matrix and call recording is enabled, double-clicking on an event will display call recording information for any calls completed by the operator while handling the event (Figure 7). Users can listen to and download an mp3 copy of the call as necessary.

(Figure 7)

Adding Notes

The **Add Message** option allows users to add notes to the account's history information as a standalone event (Figure 8).

(Figure 8)

Perform the following steps to attach a message to the account.

1. Select **Add Message** from the toolbar options.
2. If applicable, update the Message's title within the **Description** field. This field is automatically populated with the default description text.
3. If applicable, select a pre-loaded message from the **Quick Notes** drop-down.
4. Input the information that should be noted on the account into the large text field.
5. Select **OK**.

The **Add Message to Existing Event** option allows users to add notes to specific events within the history table (Figure 9).

(Figure 9)

Perform the following steps to add a message to an event

1. Select the desired event from the table.
2. Select **Add Message to Existing Event** from the toolbar options.
3. If applicable, select a pre-loaded message from the **Quick Notes** drop-down.
4. Input the information that should be noted on the event into the large text field.
5. Select **OK**.

Include/Exclude

Selecting the **Include/Exclude** option from the toolbar will open the **Include/Exclude List** dialog box (Figure 10).

(Figure 10)

Select the applicable list type that should be added to the account from the **Category** drop-down to populate the list setup options (Figure 11).

(Figure 11)

Drag and drop the information listed on the right-hand side to the left-hand side (the same way columns are configured) to add information to the selected list type. The information placed under the **X Items Selected** header are the codes that will be added to the selected list for the subscriber (Figure 12).
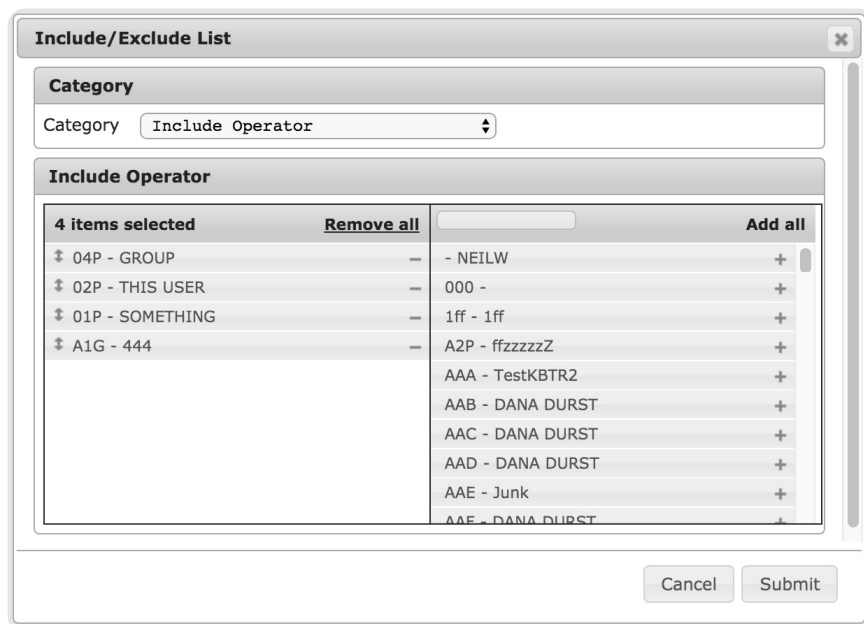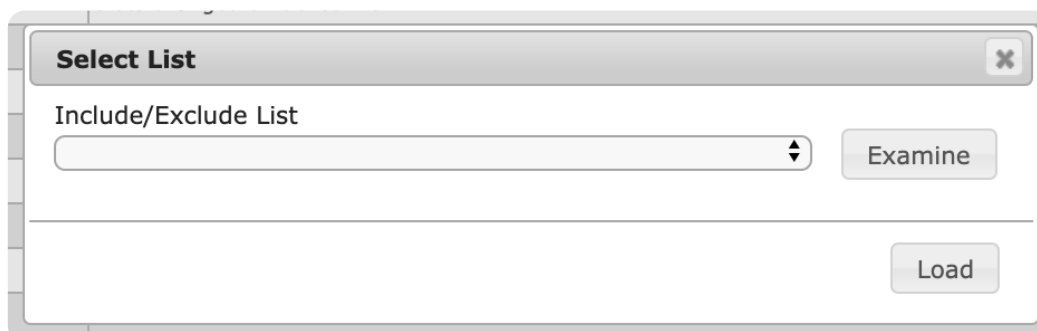
(Figure 12)

Depending on the Include/Exclude category selected, the available information will range from event types to operator codes.

Load List

Selecting the **Load List** option from the toolbar will open the **Select List** dialog box (Figure 13).

(Figure 13)

Perform the following steps to apply include/exclude list parameters to the History table.

1. Select the desired list from the **Include/Exclude List** dropdown.
2. If applicable, select the **Examine** option to open the **Examine List** dialog box (Figure 14).
   ○ This option displays what information will be included or excluded from the table based on the selected list.
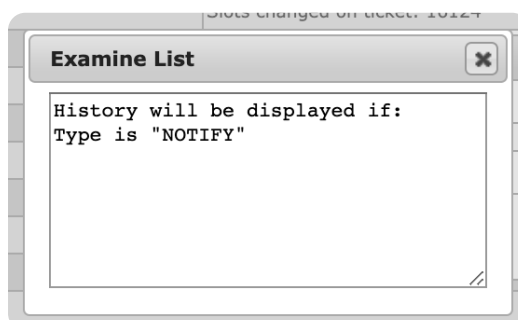
(Figure 14)

3. Select **Load** to apply the list parameters to the table.

More Options

Selecting the **More Options** option from the toolbar will open the **History Options** list where users can select one of six miscellaneous history setup options (Figure 15). These options and their functions are defined below.

(Figure 15)

| Option	Function
View Process Path	Displays read-only information regarding the actions taken by the operator when handling the selected alarm (Figure 16).
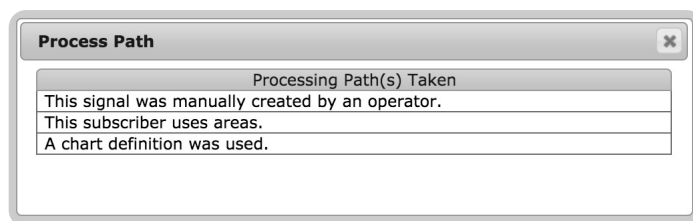
(Figure 16)

Option	Function
Print Alarm Ticket	Allows users to either print or email the ticket information associated with the selected event. More information on printing/emailing ticket information can be found below.
Hardcopy	Allows users to either print or email a copy of the account's All Activity Report. More information on viewing report details can be found below.
Replay Video	Allows users to view any video footage that was saved on the alarm when it was received.
History Reconciliation	Allows users to search for and view the selected event's assigned chart code(s). More information on viewing History Reconciliation information can be found below.
Print CIS Rpt for This Account	Allows users to either print or email a copy of the account's **C**ustomer **I**nformation **S**heets Report. More information on managing CIS reports can be found below.

Print Alarm Ticket

Selecting the **Print Alarm Ticket** option will prompt users to select their desired print method (Figure 17).
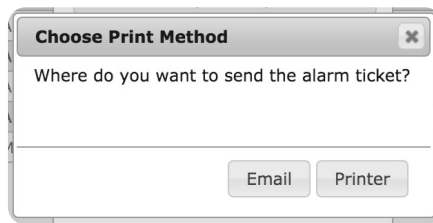
(Figure 17)

Selecting the **Printer** option will automatically send the alarm report to the user's default printer.
Selecting the **Email** option will allow users to configure email addresses and report information (Figure 18).

(Figure 18)

Users can interact with the emails within the table via the available toolbar options. These options are defined below.

Option	Function
Add Email	Allows users to add additional email addresses to send the report to. More information about adding emails can be found below.
Include All	Automatically sets all available emails to receive the report.
Clear All	Deselects all emails currently selected.

Perform the following steps to send the report via email.

1. If applicable, input the email address the email should send *from* into the **From Address** field.
2. If applicable, select the desired email format from the **Print Options** dropdown
   - The available options are custom to your system.
3. Select all email addresses you would like to include on the email from the **Email** table (Figure 19). Selecting an email multiple times will update the email's Action status. The available statuses are defined below.
   - **To**: Default action used to send the email directly to the selected email. Typically, the main individual you are sending the email to.
   - **CC**: Carbon Copy, used for any additional individuals who should receive the email for reference or general knowledge.
   - **Bcc**: Blind Carbon Copy, used for any additional individuals whose inclusion should be hidden

from the other individuals included on the email.

Action ⇕	Email Address	Display Name	Type	Account Num	Dealer/Group
To	▓▓▓▓▓▓▓▓▓▓▓▓	KATE NICEFIELD	CONT	KATE01	ERIK
CC	▓▓▓▓▓▓▓▓▓▓	ERIK-DEALER	DLR		ERIK
CC	TEST@NOTREAL.ORG	THIS IS THE ACCOUNT	PREM	CENTRAL	J2
Bcc	▓▓▓▓▓▓▓▓▓▓	TEST	PREM	CENTRAL	J2
	donotreply@dicecorp.com	Matrix Sales	PREM	CENTRAL	J2
	▓▓▓▓▓▓▓▓▓▓	STEVEH	PREM	CENTRAL	J2
	▓▓▓▓▓▓▓▓▓▓	VANESSAS	PREM	CENTRAL	J2
	▓▓▓▓▓▓▓▓▓▓	Thom	PREM	CENTRAL	J2
	▓▓▓▓▓▓▓▓▓▓	dev4	PREM	CENTRAL	J2

+ Add Email

(Figure 19)

4. If applicable, select the **Add Email** option to add an additional email address to the table (Figure 20).
    ○ If additional addresses will *not* be included, skip to step 7.

Additional Email Address

Email Address:

Display Name:

Update   Cancel

(Figure 20)

5. Input the full email address that should be added into the **Email Address** field.
6. Input the individual's name into the **Display Name** field.
7. Select **Update** to include the new email address.
    ○ The new email address will automatically display in the table and its **Action** field will be set to **To**.
8. Repeat steps 4-7 for all additional email addresses.
9. Select **Send** to complete sending the report to the selected email addresses.

Hardcopy

Selecting the **Hardcopy Option** will open the **All Activity Report** dialog box (Figure 21). Users can modify the included information and appearance of the report via the available options.

All Activity Report

Begin Date: 08/21/2019   0000
End Date: 08/21/2019   2359
Number Of Lines To Skip After The Date: 1

Print With Page Breaks : ☐	Print Signals Received: ☐
Print Details: ☐	Print Operators: ☐
Compress Signals: ☐	Is This Billable: ☐

Cancel   Print   Email

(Figure 21)

Perform the following steps to either print or email the account's All Activity Report.

1. Input the date and time (in 24-hour format) the report should *start* collecting data into the **Begin Date** fields.
2. Input the date and time (in 24-hour format) the report should *stop* collecting data into the **End Date** field.
3. If applicable, input the number of line spaces to print between the printed date and report information into the **Number of Lines to Skip After the Date** field.

Select the checkbox options as necessary. These options and their definitions are described below.

Option	Definition
Print With Page Breaks	If selected, inserts a header to denote when pages begin. If not selected, the first page is the only page header information will display.
Print Details	If selected, the report will include any additional details noted on events.
Compress Signals	If selected, the additional padding that is typically applied to printed signals will be removed. Compressed signal example (Figure 22).

```
07/15/19 MON
        09:15:43 SIGNAL RECEIVED:  (BA) 213
                 BURGLARY ALARM AREA 3 ZONE 1
                 > THIS ALARM WAS HANDLED AS A MULTIPLE/DUPLICATE
```
(Figure 22)

Expanded signal example (Figure 23).

```
07/15/19 MON
        09:15:43 SIGNAL RECEIVED:  (BA   ) 2      1       3
                 BURGLARY ALARM AREA 3 ZONE 1
                 > THIS ALARM WAS HANDLED AS A MULTIPLE/DUPLICATE
```
(Figure 23)

Print Received Signals	If selected, all signals received within the selected timeframe will print to the report.
Print Operators	If selected, the applicable operators' login IDs will print to the report for each event.
Is This Billable	If selected, the dealer will be billed for the printing of the report.

Select **Print** to send the report to a hardcopy printer. Select **Email** to send the report via email to contacts as necessary. More information on sending the report via email can be found below.

Email Report

The **Email** dialog box allows users to select individuals who should receive the All Activity Report and update the email's message text as required (Figure 24). The individuals that the table will populate with are those that exist on the Dealer and Central level within the system.

(Figure 24)

To add a user to the list of people who should receive the email, select their name from the list to populate the **Action** status field. All available statuses were defined above under the **Print Alarm Ticket** section.

If a required email is not listed in this table, users can select the **Add Email** option to add it to the list (Figure 25).

(Figure 25)

If applicable, the body copy of the email can be updated from the default message as necessary (Figure 26).

(Figure 26)

Select **Send** to distribute the report accordingly.

History Reconciliation

Selecting the **History Reconciliation** option will open the **History Reconciliation** dialog box (Figure 27). Users can search for and view history information via the available options.

(Figure 27)

Perform the following steps to complete a history search.

1. Select the earliest date history events can occur from the **Start Date** calendar tool (Figure 28).

(Figure 28)

2. Select the latest date history events can occur from the **End Date** calendar tool (Figure 29).

(Figure 29)

3. Select **Search** to populate the table with events occurring during the selected timeframe.
4. If applicable, select the **Reload** toolbar option to refresh the table.

Print CIS Rpt for This Account

Selecting the **Print CIS Rpt for This Account** option will open the **CIS Report** dialog box (Figure 30). The **C**ustomer **I**nformation **S**heets report will contain information on the Dealer and its Subscriber accounts as configured via the available options. The tabs and their options are defined in more detail below.

(Figure 30)

CIS Main Tab

Provides access to general report setup options (Figure 31). The available options and their functions are defined below.

(Figure 31)

Option	Function
Print Condensed Version	If selected, the report will minimize padding in order to print the report on fewer pages.
Restart Page Number on Account Change?	If selected, the page numbering order is determined by subscriber account information. When the subscriber account changes on the report, the page numbering order will revert back to 1.
Print Active Accounts Only?	If selected, only subscriber accounts labeled as **Active** in the system will print on the report. To also view **Inactive** subscriber accounts on the report, do *not* select this option.
Is This Report Billable?	If selected, the dealer will be billed for the printing of the report.
Cover letter to print	If applicable, input the cover letter file's ID into this field. The file selected here will precede the report when printed. Users can also select the magnifying glass icon to search for and select the desired cover letter.
Print Report Option Summary Page?	If selected, the report will include a page listing all of the available report configuration options. Each option will include a **Y** or **N** to denote which options the user selected/deselected.

Zone Options Tab

Users can select what zone information on events is included on the report via the available options (Figure 32). These options and their functions are defined below.
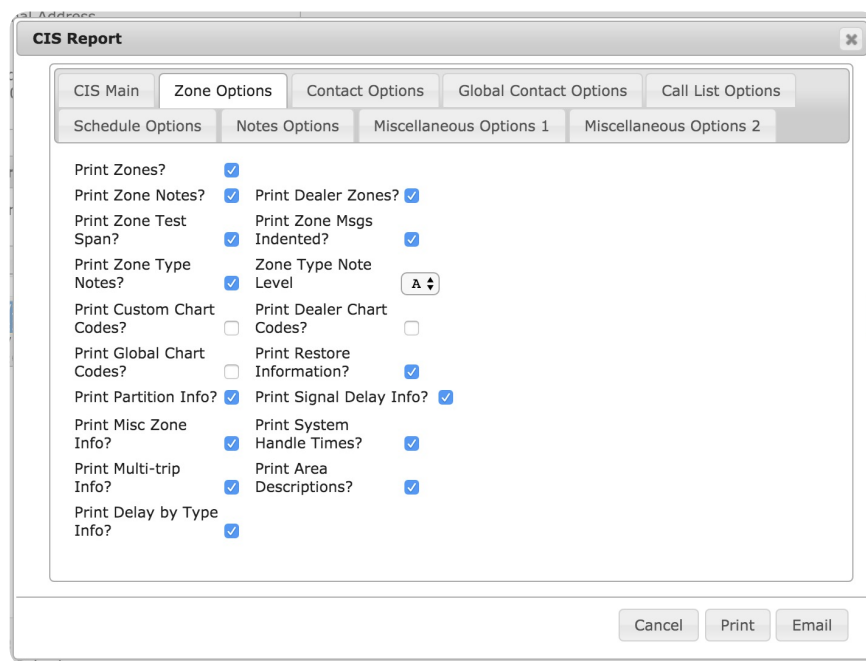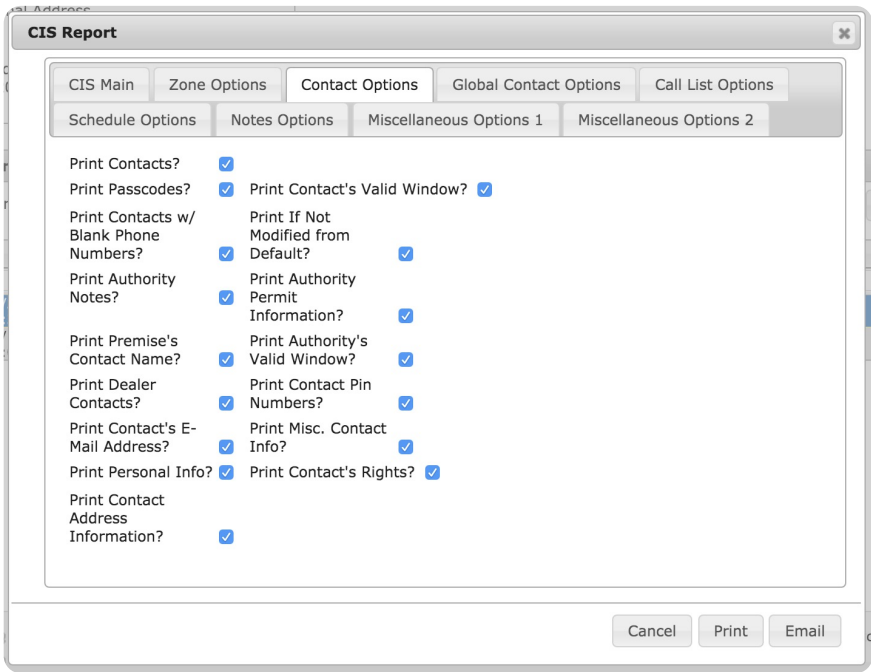
(Figure 32)

Option	Function
Print Zones?	If selected, the report will include zone information as selected below. This option *must* be selected in order to print zone information on the report.
Print Zone Notes?	If selected, the report will include messages written to subscriber's assigned zones when applicable.
Print Zone Test Span?	If selected, the report will include zone test durations applied to subscriber accounts when applicable.
Print Zone Type Notes?	If selected, the report will include any notes written to zone types on the subscriber accounts.
Print Custom Chart Codes?	If selected, the report will include subscriber account-specific chart codes.
Print Global Chart Codes?	If selected, the report will include chart codes assigned on the global-level (those codes used by the dealer and subscribers).
Print Partition Info?	If selected, the report will include partition information for subscriber accounts setup with partitioning.
Print Misc. Zone Info?	If selected, the report will include the messages applied to zones under the **Zone Messages** fields in subscriber account Data Entry.
Print Multi-trip Info?	If selected, the report will include information regarding events that were triggered more than once prior to being handled by an operator.
Print Delay by Type Info?	If selected, the report will include the event type delay that occurred on the event if applicable to the subscriber account.
Print Dealer Zones?	If selected, the report will include zones assigned to the dealer's account along with the subscriber account zones.
Print Zone Msgs Indented?	If selected, zone messages will be indented on the report for easier readability. If left unselected, the message text will be left aligned.
Zone Type Note Level	The option selected from this drop-down determines the Zone Type Notes that will be included on the report.

G: **G**lobal level notes will be included.
D: **D**ealer level notes will be included.
A: Subscriber **A**ccount level notes will be included.

Print Dealer Chart Codes?	If selected, the report will include chart codes assigned to both the dealer and subscriber accounts.
Print Restore Information?	If selected, the report will include the zone-specific restoration information on each zone.
Print Signal Delay Info?	If selected, the report will include the zone-specific EE delay on each zone.
Print System Handle Times?	If selected, the report will include the time an event was system handled when applicable.
Print Area Descriptions?	If selected, the report will include the notes written to the event's designated area

Contact Options Tab

Users can configure what contact information is included on the report via the available options (Figure 33). These options and their functions are defined below.

(Figure 33)

Option	Function
Print Contacts?	If selected, the report will include contact information as selected below. This option *must* be selected in order to include ANY contact information on the report.
Print Passcodes?	If selected, the report will include the passcodes assigned to each contact.
Print Contacts w/ Blank Phone Numbers?	If selected, the report will include subscriber contacts that do not have an assigned phone number (blank).
Print Authority Notes?	If selected, the report will include notes written to authority profiles.

Print Premise's Contact Name?	If selected, the report will include the premise's main contact name. If *not* selected, the premise's contact's personal information will be included.
Print Dealer Contacts?	If selected, the report will include contacts assigned to both the dealer and subscriber accounts.
Print Contact's E-Mail Address?	If selected, the report will include contact email addresses.
Print Personal Info?	If selected, the report will include the notes written to the contacts' personal information fields.
Print Contact Address Information?	If selected, the report will include the contact's mailing address lines.
Print Contact's Valid Window?	If selected, the report will include the times the contact is available to receive calls.
Print If Not Modified from Default?	If selected, the contact's valid times will print to the report even if they have *not* been modified from the original default values. Do *not* select this option if you only want to view contact's whose valid times *have* been updated.
Print Authority Permit Information?	If selected, the report will include permit information assigned to authorities.
Print Authority's Valid Window?	If selected, the report will include the times the authority is available to receive calls.
Print Contact Pin Numbers?	If selected, the report will include the PINs assigned to contacts.
Print Misc. Contact Info?	If selected, the report will include the contact's assigned script, limited area permissions, closing ID, and exception group.
Print Contact's Rights?	If selected, the report will include the contact's assigned permissions.

Global Contact Options

Users can configure what global contact information is included on the report via the available options (Figure 34). These options and their functions are defined below.
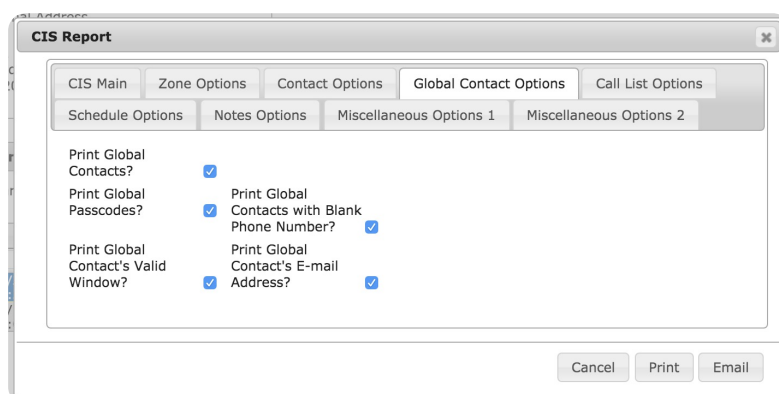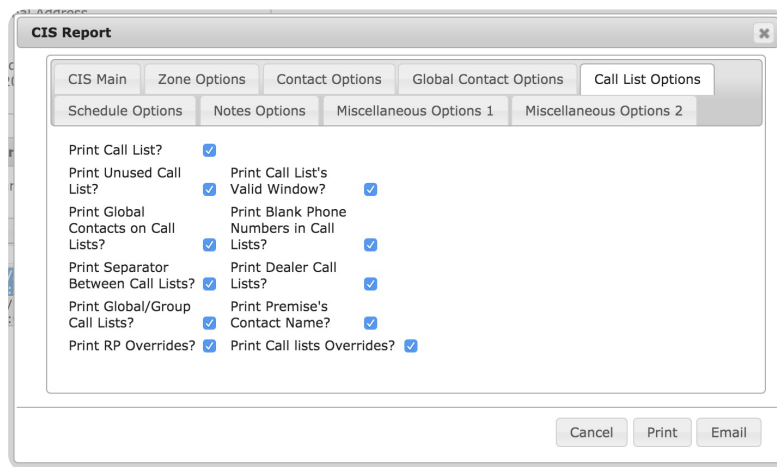
(Figure 34)

Option	Function
Print Global Contacts?	If selected, the report will include global contact information as selected below. This option *must* be selected in order to include ANY global contact information on the report.
Print Global Passcodes?	If selected, the report will include the global contacts' passcode IDs.
Print Global Contact's Valid Window?	If selected, the report will include the global contacts' availability schedule.
Print Global Contacts with Blank Phone Number?	If selected, the report will include the global contacts without phone numbers assigned to their profile.
Print Global Contact's E-mail Address?	If selected, the report will include the global contacts' assigned email addresses.

Call List Options

Users can configure what call list information is included on the report via the available options (Figure 35). These options and their functions are defined below.
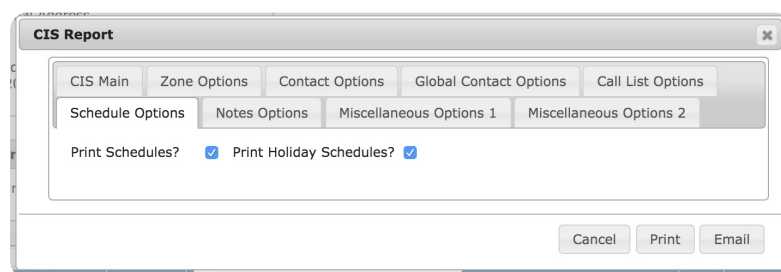

(Figure 35)

Option	Function
Print Call List?	If selected, the report will include call list information as selected below. This option *must* be selected in order to include ANY call list information on the report.
Print Unused Call List?	If selected, the report will include call lists that have been created but not utilized along with currently in-use call lists.
Print Global Contacts on Call Lists?	If selected, the report will include the global contacts who are assigned to call lists when applicable.
Print Separator Between Call Lists?	If selected, a dashed line will print between call lists for easier readability.

Print Global/Group Call Lists?	If selected, the report will include call lists assigned to particular groups or global contacts when applicable. If this option is *not* selected, the available call lists assigned to the selected subscriber are the only call lists that will print to the report.
Print RP Overrides?	If selected, the report will include the contact priority listing by call list.
Print Call List's Valid Window?	If selected, the report will include call list-specific availability dates and times.
Print Blank Phone Numbers in Call Lists?	If selected, the report will include call lists without assigned phone numbers (i.e. the phone number fields were left blank).
Print Dealer Call Lists?	If selected, the report will include call lists assigned to both the Dealer and subscriber accounts.
Print Premise's Contact Name?	the report will include the premise's main contact name. If not selected, the premise's contact's personal information will be included.
Print Call lists Overrides?	If selected, the report will include any overrides applied to the account call lists.

Schedule Options

Users can configure what schedule information is included on the report via the available options (Figure 36). These options and their functions are defined below.
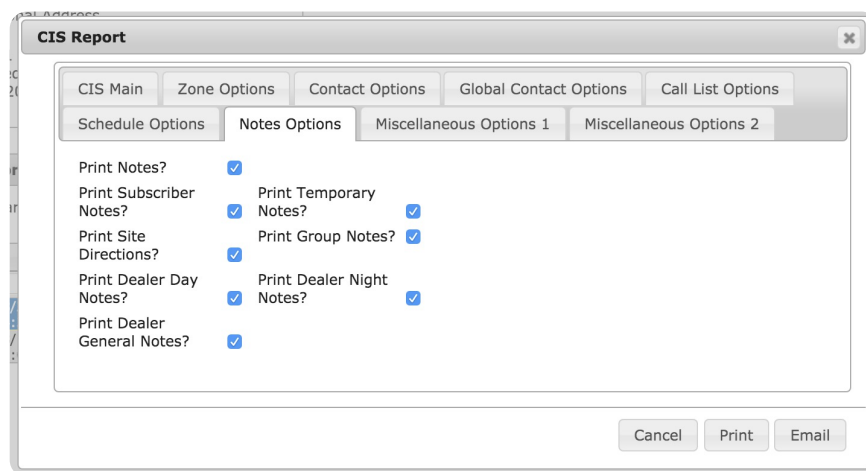

(Figure 36)

Option	Function
Print Schedules?	If selected, the report will include the account's configured temporary and permanent schedules.
Print Holiday Schedules?	If selected, the report will include the account's configured holiday schedules.

Notes Options

Users can configure what note information is included on the report via the available options (Figure 37). These options and their functions are defined below.
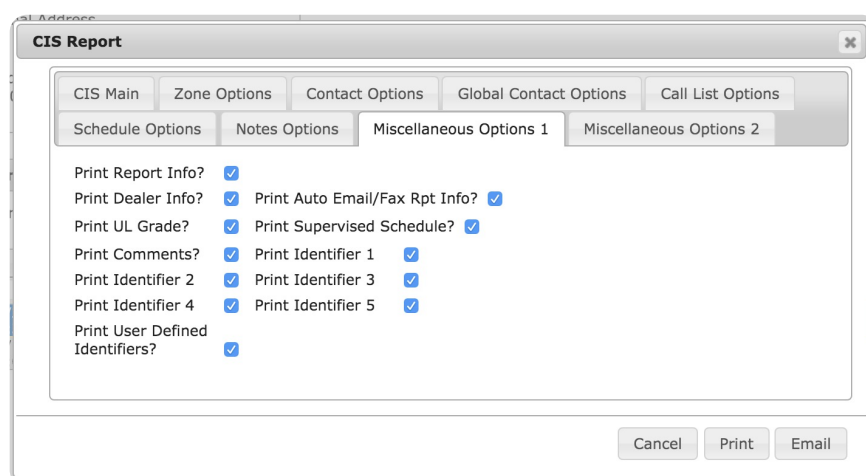
(Figure 37)

Option	Function
Print Notes?	If selected, the report will include note information as selected below. This option *must* be selected in order to include ANY call list information on the report.
Print Subscriber Notes?	If selected, the report will include all notes

written on the subscriber level. This includes all information written within the **Notes** tab in Data Entry. Print Site Directions? | If selected, the report will include account specific site directions. Typically, site directions are instructions on how agents log into a subscriber's system. Print Dealer Day Notes? | If selected, the report will include the information written within the **Day** notes section in Dealer Maintenance. Print Dealer General Notes? | If selected, the report will include the information written within the **General** notes section in Dealer Maintenance. Print Temporary Notes? | If selected, the report will include the information written within the **Temporary** notes section in Dealer Maintenance. Print Group Notes? | If selected, the report will include the information written within the **Group** notes section in Dealer Maintenance. Print Dealer Night Notes? | If selected, the report will include the information written within the **Night** notes section in Dealer Maintenance.

Miscellaneous Options 1

Users can configure what account custom identifier information is included on the report via the available options (Figure 38). These options and their functions are defined below.
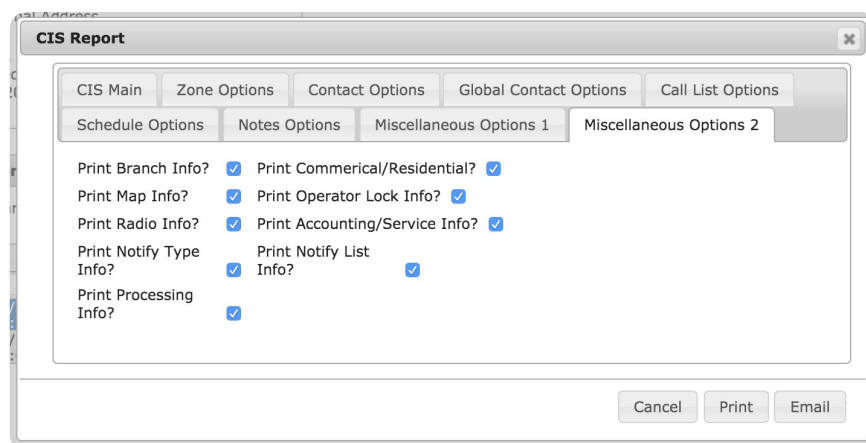

(Figure 38)

Option	Function
Print Report	This option is no longer utilized by the CIS Report program. Selecting or deselecting

Info?	this option will not have any effect on the resulting report.
Print Dealer Info?	If selected, the report will include the information listed within the **Information** Dealer Info section in Data Entry.
Print UL Grade?	If selected, the report will include the subscriber's assigned UL grade.
Print Comments?	If selected, the report will include any information written to events when they were handled.
Print Identifier	The print identifier options are used to include any custom identifier information assigned to the subscriber's account on the report.
Print User Defined Identifiers?	If selected, the report will include any custom identifiers assigned to particular users.
Print Auto Email/Fax Rpt Info?	If selected, the report will include any reports (if applicable) that are scheduled to be auto emailed/faxed to users.
Print Supervised Schedule?	If selected, the report will indicate which accounts use supervised schedules.

Miscellaneous Options 2

Users can configure what various miscellaneous information is included on the report via the available options (Figure 39). These options and their functions are defined below.
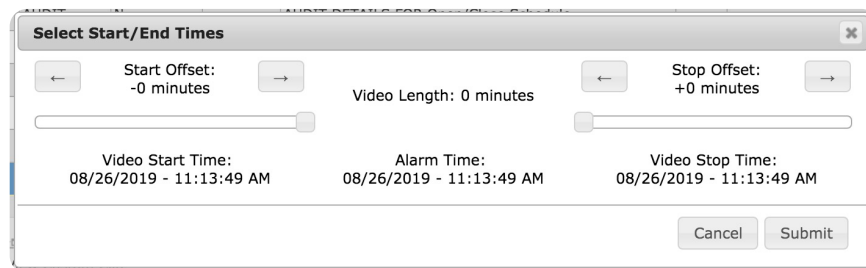

(Figure 39)

Option	Function
Print Branch Info?	If selected, the report will include the branches assigned to each account. This includes the following branches: Service, Monitoring, Billing, and Installation.
Print Map Info?	If selected, the report will include the account's location coordinates.
Print Radio Info?	If selected, the report will include the Radio Link Account number and Linked Zone information when applicable.
Print Notify Type Info?	If selected, the report will include the account's preferred notification type (email, phone, etc).
Print Processing Info?	If selected, the report will include the account's Use Areas, Use Twoway, Use Wildcard, and extended flags information when applicable.
Print	If selected, the report will include the account's property type.

Commercial/Residential?

|	
Print Operator Lock Info?	If selected, the report will include the Operator Lock value assigned to the account.
Print Accounting/Service Info?	If selected, the report will include the account's Sales Representative Group, Sales Tax, Service Code, and Rate Table information when applicable.
Print Notify List Info?	If selected, the report will include the Notification List information that corresponds to each event.

View Custom Clip

Selecting the **View Custom Clip** option from the toolbar will open the **Select Start/End Times** dialog box (Figure 40). This option is useful for larger video attachments that users want to view a shorter clip of rather than the entire video.

(Figure 40)

The video's start and end times can be manipulated in increments of minutes. Users can control the start and end time via the arrow buttons, or the sliding toggle options (Figure 41).
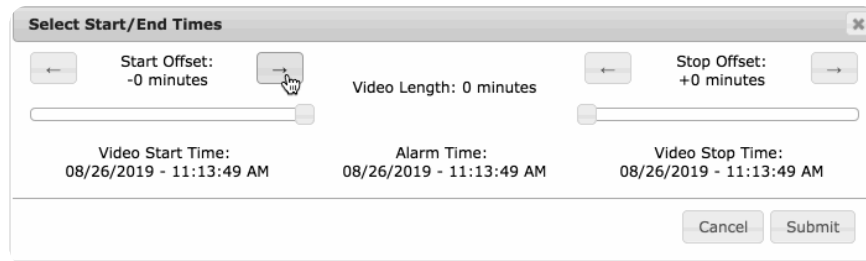
(Figure 41)

Once the desired timeframe is displayed under the **Start Time** and **End Time** headers, users can select **Submit** to view their generated video clip.