DICE CORPORATION

DICE Products & Technical Documentation

Add Contact

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Revision: 19-b30a6022ca9f7275d5f51e78272ed43c

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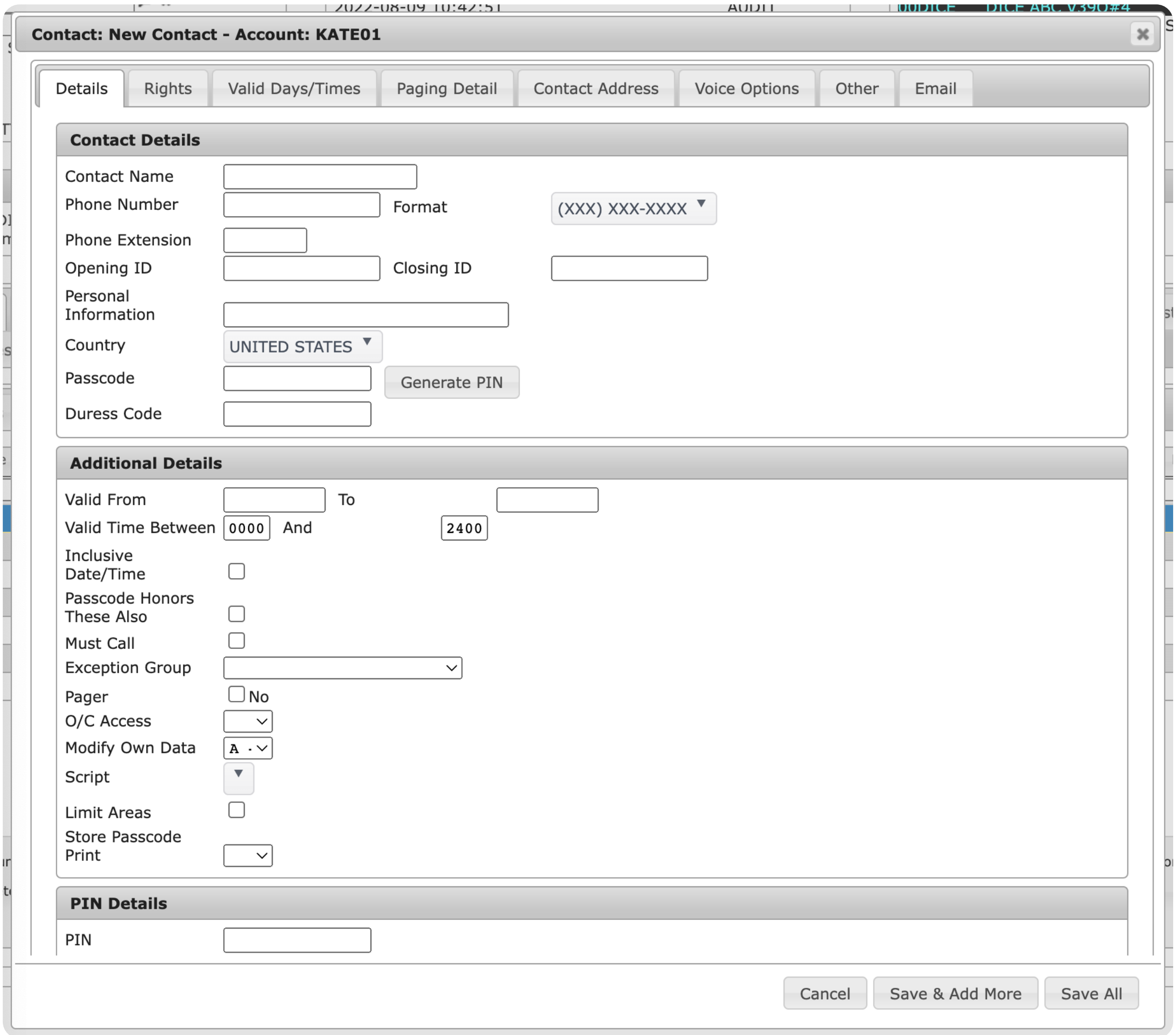
Add Contact

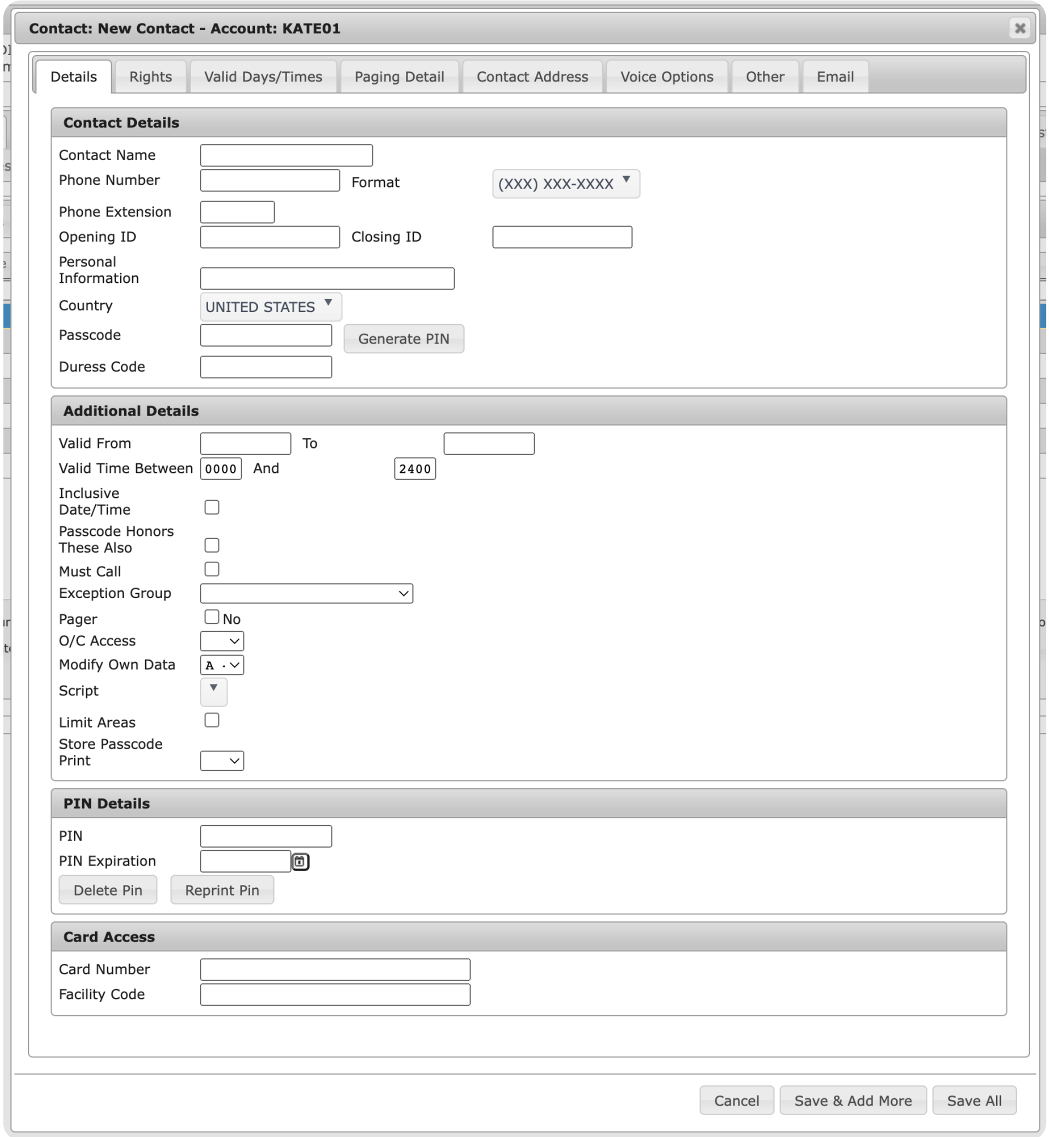
Selecting either **Add** or **Insert New** from the toolbar will display the **Contact: New Contact** dialog box (Figure 1). This documentation instructs users on the primary data entry options. For all other options, see the documentation available here.



(Figure 1)

Details

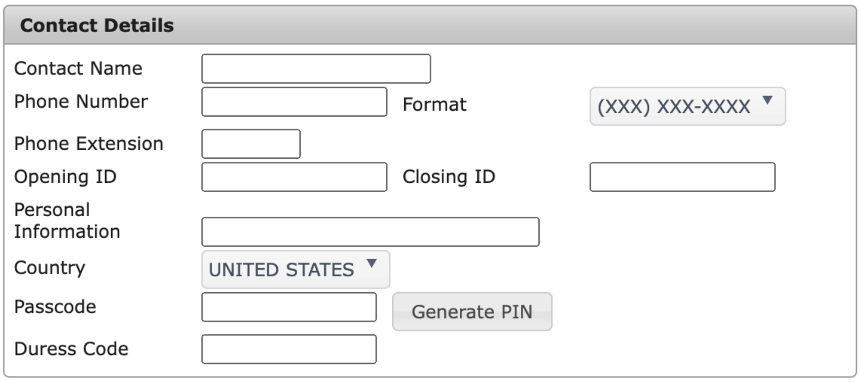
The **Details** tab is where users define basic contact information (Figure 2). The categories of information are defined below.



(Figure 2)

Contact Details

The **Contact Details** section is where users define the contact's personal information and any system codes (Figure 3).



(Figure 3)

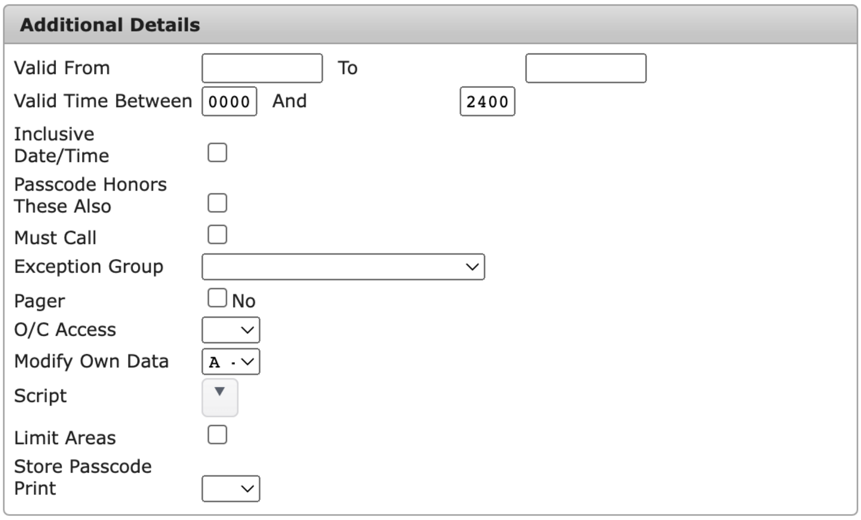
Populate the available fields to define the contact's details. These fields are defined below.

Field	Function
Contact Name	Defines the contact's first and last name. This field is *required*.

Phone Number	Defines the number used to call the contact.
Format	Defines the phone masking applied to the phone number.
Phone Extension	If applicable, defines the extension number used to direct dial the contact's desk phone.
Opening ID	Defines a unique code that is written to history when the contact performs an open. This is *not* the code input into the alarm panel.
Closing ID	Defines a unique code that is written to history when the contact performs a close. This is *not* the code input into the alarm panel.
Personal Information	Determines any miscellaneous information that should be saved to the contact.
Country	Defines the country the contact is located in.
Passcode	Input a code that acts as the contact's authorization code. Passcodes can be up to *fifteen* alphanumeric characters and are used to prove the contact's identity. When applicable, operators will prompt contacts to provide their passcode to confirm their identity and if they are allowed to complete certain actions.
Duress Code	Input a code that acts as the contact's emergency code. Duress codes can be up to *fifteen* alphanumeric characters long and are used to immediately notify operators of a sensitive, possibly dangerous situation. In Monitoring, if an operator inputs the duress code, a duress signal will trigger and force the operator who receives that signal to call another contact on the account.

Additional Details

The **Additional Details** section is where users define the contact's miscellaneous permissions and availability information (Figure 4).



(Figure 4)

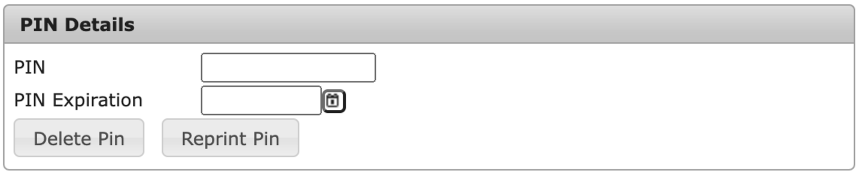
Populate the available fields to define the contact's additional details. These fields are defined below.

Field	Function
Valid From To	If applicable, allows users to define a valid date range to the contact. While the contact is valid, they can perform any assigned permissions or update information. Once the date range expires, the contact will no longer be able to make changes or act as an authorized contact on the account.

Valid Time Between And	If applicable, allows users to define a valid time frame to the contact. This time frame applies to the dates selected within the Valid From and To fields.
Inclusive Date and Time	Determines if the valid time frame is continuous through the valid date range. **For Example**: If 08/14/2022 (Sunday) - 08/20/2022 (Saturday) is the selected date range and 0800-1700 is the selected time frame the following is true: The contact's valid range will *begin* at 0800 on Sunday and *end* at 1700 on Saturday. This means the contact will be valid for a full 24 hours Monday through Friday.
Passcode Honors These Also	Determines if the contact's passcode will also follow the selected valid ranges. If this option *is not* selected, the contact's passcode will *always* be valid.
Must Call	Determines if operators are *required* to call this contact. If selected, operators *must* notify this contact when handling applicable signals on the account.
Exception Group	Determines the exception group the contact will be assigned to. If selected, the contact will only display on call lists the group is assigned to. For more information on Exception Groups, see the documentation available here.
Pager	Determines if pager information will be assigned to the contact. Once selected, users will have access to the **Paging Detail** tab where pager device functionality will be finalized. More information on the Paging Detail tab can be found below.
O/C Access	Determines the contact's schedule privileges. **U - Unsupervised**: The contact can open and close the account at will. Late-To signals will still be generated based on the account's schedule regardless of the contact's open/close privileges. **S - Supervised**: When this contact performs an open or close, a signal will be generated to notify operators the contact did so. **C - Contact Schedule**: This contact will follow their own schedule as determined by the applied Valid Days/Times options. **_ - User Follows Open/Close Schedule**: This contact will follow the account-level schedule. For more information on creating account schedules, see the documentation available here.
Modify Own Data	Determines what contact information the contact has the authority to update. **A - All Contact Data**: Contact is authorized to make changes to *all* account contacts. **N - None**: Contact cannot update *any* contact information. **O - Own Contact Data Only**: Contact is authorized to make changes to their own profile *only*.
Script	Determines the autodial script that will display when operators call this contact. Operator scripts are managed within CORE. For more information on scripts, see the documentation available here.
Limit Areas	Determines if the contact's permissions are limited to specific areas on the account. If selected, users will have access to the **View Areas** option. Areas cannot be assigned until *after* the contact is saved. For more information on assigning areas, see the documentation available here.
Store Passcode Print	Determines the contact's passcode print parameters. Printing passcodes allows users to connect a physical passcode printer to the account to print passcode cards for contacts. **_ - Uses Dealer Passcode Flag**: This contact will use the dealer-level passcode print setting. **Y - Store and Print Passcode**: The contact's passcode will be saved and printed when applicable. **N - Do not Store or Print Passcode**: The contact's passcode *will not* be saved for printing.

PIN Details

The **PIN Details** section is where users assign a unique PIN to the contact (Figure 5). PINs are typically used to define the code the contact inputs into the alarm panel on-site.



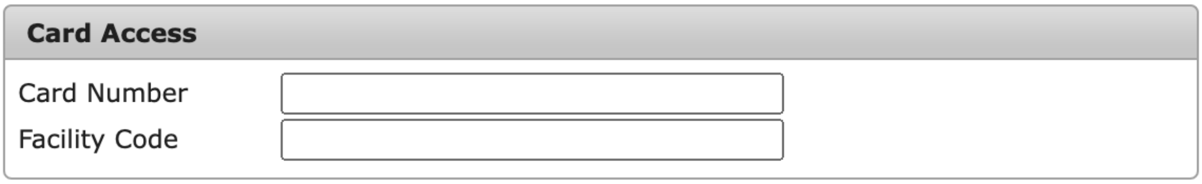
(Figure 5)

Populate the available fields with the contact's PIN information. These fields are defined below.

Field	Function
PIN	Determines the code this contact will input into the panel when using the alarm system. This field accepts a maximum of 15 alphanumeric characters.
PIN Expiration	Determines the date the contact's PIN becomes invalid.
Delete PIN	Removes the PIN from the contact. Selecting this option will clear the PIN fields of any information.
Reprint PIN	If the user's passcodes are set to print, selecting this option will store the PIN so it will print on applicable reports.

Card Access

The **Card Access** section is where users assign entry codes to the contact (Figure 6). Card numbers and codes typically define the key-card number assigned to the contact.



(Figure 6)

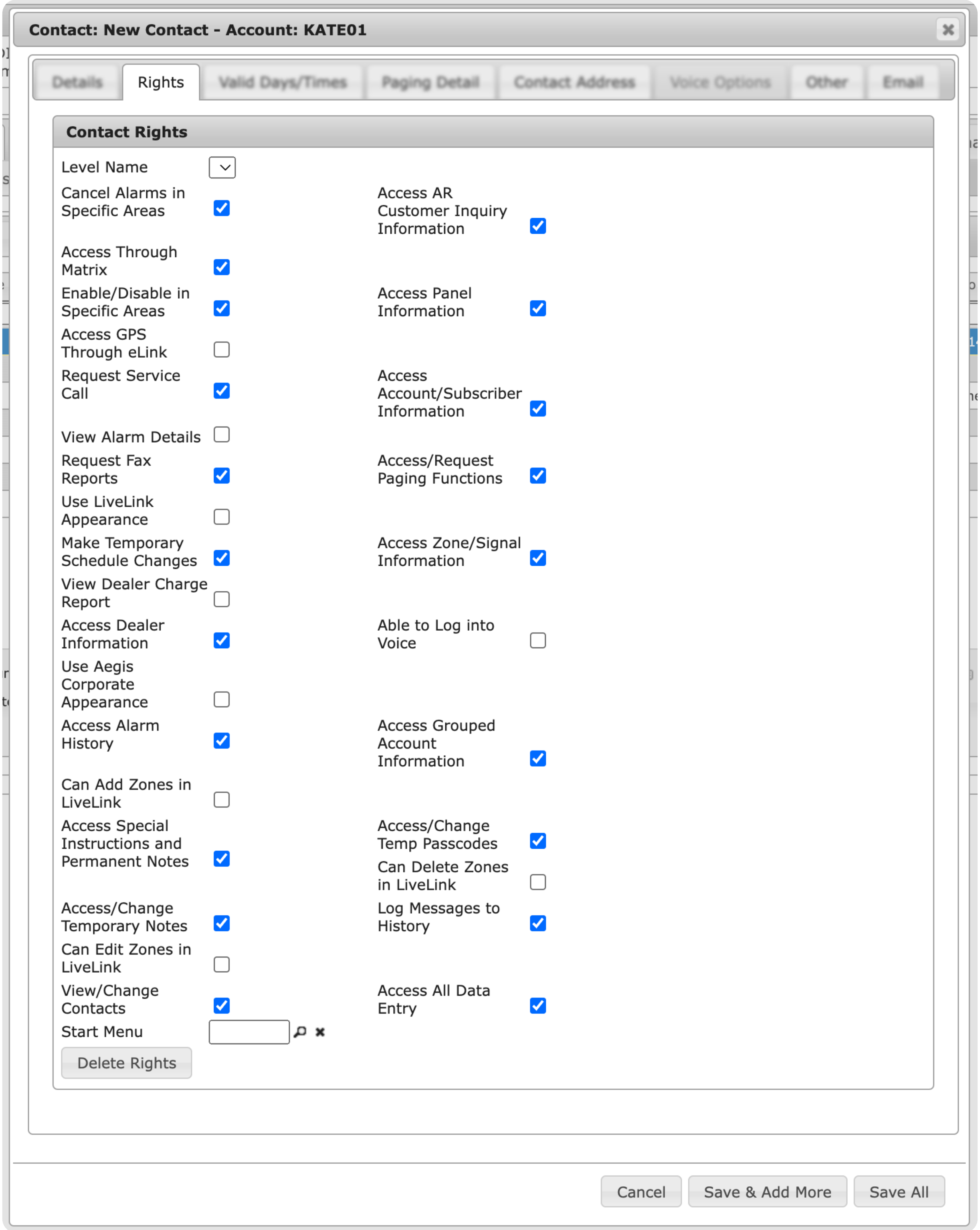
Populate the available fields with the contact's entry codes. These fields are defined below.

Field	Function
Card Number	Defines the contact's alphanumeric ID code as defined by your facility's key card parameters. This field accepts a maximum of 32 alphanumeric characters.
Facility Code	Defines the facility ID or name of the building/site the contact's Card Number is valid for. This field accepts a maximum of 32 alphanumeric characters.

Once all the **Details** options are populated, users can either save and add more contacts or proceed to the **Rights** tab to define this contact's assigned permissions.

Rights

The **Rights** tab is where users define the contact's access to account information and basic authority privileges throughout Matrix (Figure 7).



(Figure 7)

Select the available rights options to determine the contact's access. These rights are defined below.

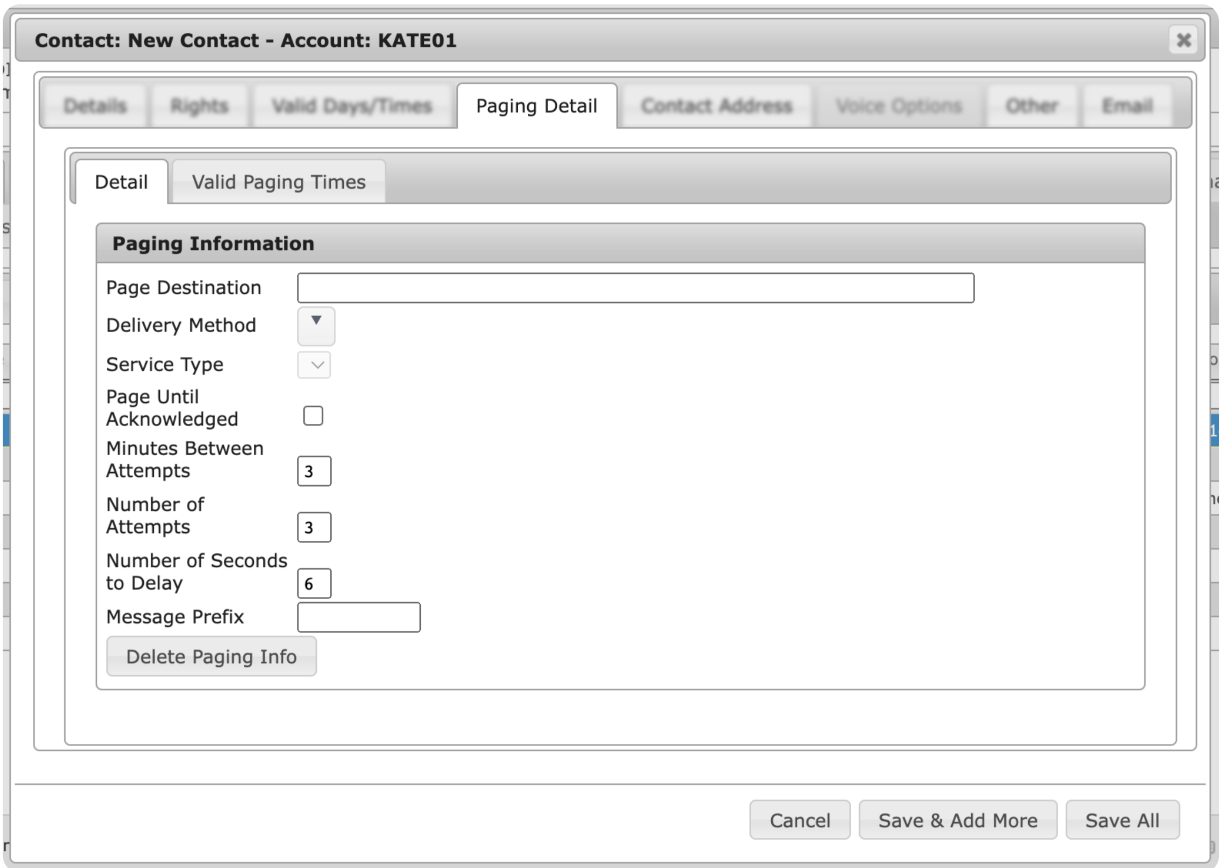
Right	Function
Cancel Alarms in Specific Areas	Determines if the contact is allowed to cancel alarms within their assigned areas. This right is only applicable for contacts with restricted area access.
Enable/Disable in Specific Areas	Determines if the contact is allowed to place their assigned areas on test. This right is only applicable for contacts with restricted area access.
Request Service Call	Determines if the contact is allowed to submit a service ticket for maintenance or assistance on-site.
Request Fax	Determines if the contact appears on lists to receive reports via fax.

Reports	
Make Temporary Schedule Changes	Determines if the contact is allowed to make changes to temporary schedules assigned to the account. For more information on temporary schedules, see the documentation available here.
Access Dealer Information	Determines if the contact is allowed to access their assigned dealer's information within Caller Assistance.
Access Alarm History	Determines if the contact is allowed to view and print the account alarm history.
Access Special Instructions and Permanent Notes	Determines if the contact is allowed to view any instructions or permanent notes on the account. For more information on viewing notes, see the documentation available here.
Access/Change Temporary Notes	Determines if the contact is allowed to view and update the account's temporary notes as necessary. For more information on viewing notes, see the documentation available here.
View/Change Contacts	Determines if the contact is allowed to view and update other contacts' information on the account.
Access AR Customer Inquiry Information	Determines if the contact is allowed to view the Accounts Receivable information assigned to the account.
Access Panel Information	Determines if the contact is allowed to access the account's alarm panel information within Caller Assistance.
Access Account/Subscriber Information	Determines if the contact is allowed to view and print any information on the account.
Access/Request Paging Functions	Determines if the contact is allowed to make changes to their assigned paging parameters.
Access Zone/Signal Information	Determines if the contact is allowed to view account zone and alarm signaling information.
Able to Log into Voice	Determines if the contact is allowed to call Inbound Voice to listen to history information on the account. **Note**: This option *must* be selected to gain access to the Voice Options tab. For more information on assigning voice parameters to contacts, see the documentation available here.
Access Grouped Account Information	Determines if the contact is allowed to view subdealer information.
Access/Change Temp Passcodes	Determines if the contact is allowed to view and update contacts' temporary passcodes.
Log Messages to History	Determines if the contact is allowed to add messages to existing history events and create separate messages in history when necessary. For more information on adding message to history events, see the documentation available here.
Access All Data Entry	Determines if the contact is allowed to view and update subscriber zones, open/close schedules, holiday/future schedules, or special instruction information within Data Entry.
Access Through Matrix	Determines if the contact is allowed to access the account through Residential Portal. For more information on Residential Portal, see the documentation available here.

Access GPS Through eLink	Determines if the contact is allowed to view account mapping information within eLink.
View Alarm Details	Determines if the contact is allowed to view account alarm signal information.
Use LiveLink Appearance	Determines if the contact will have access to the LiveLink options.
View Dealer Change Report	Determines if the contact is allowed to access their dealer's charge report.
Use Aegis Corporate Appearance	Determines if the contact will have access to Aegis Corporate options.
Can Add Zones in LiveLink	Determines if the contact has access to create account zones within LiveLink.
Can Delete Zones in LiveLink	Determines if the contact has access to remove account zones within LiveLink.
Can Edit Zones in LiveLink	Determines if the contact has access to update account zones within LiveLink.
Start Menu	Determines the eLink menu layout that the contact will see upon logging into eLink. Select the magnifying glass icon to search for and select a preexisting menu profile.

Paging Detail

The **Paging Detail** tab is where users define how the contact should receive paging notifications (Figure 8). This tab is only available to users whose profile has the **Access Paging** flag selected. For more information about managing user profiles, see the documentation available here.



(Figure 8)

Please Note: The **Valid Paging Times** subtab is only accessible *after* the contact is saved. For more information on this tab, see the documentation available here.

Detail

The **Detail** subtab is where users define the paging notification delivery parameters (Figure 9).

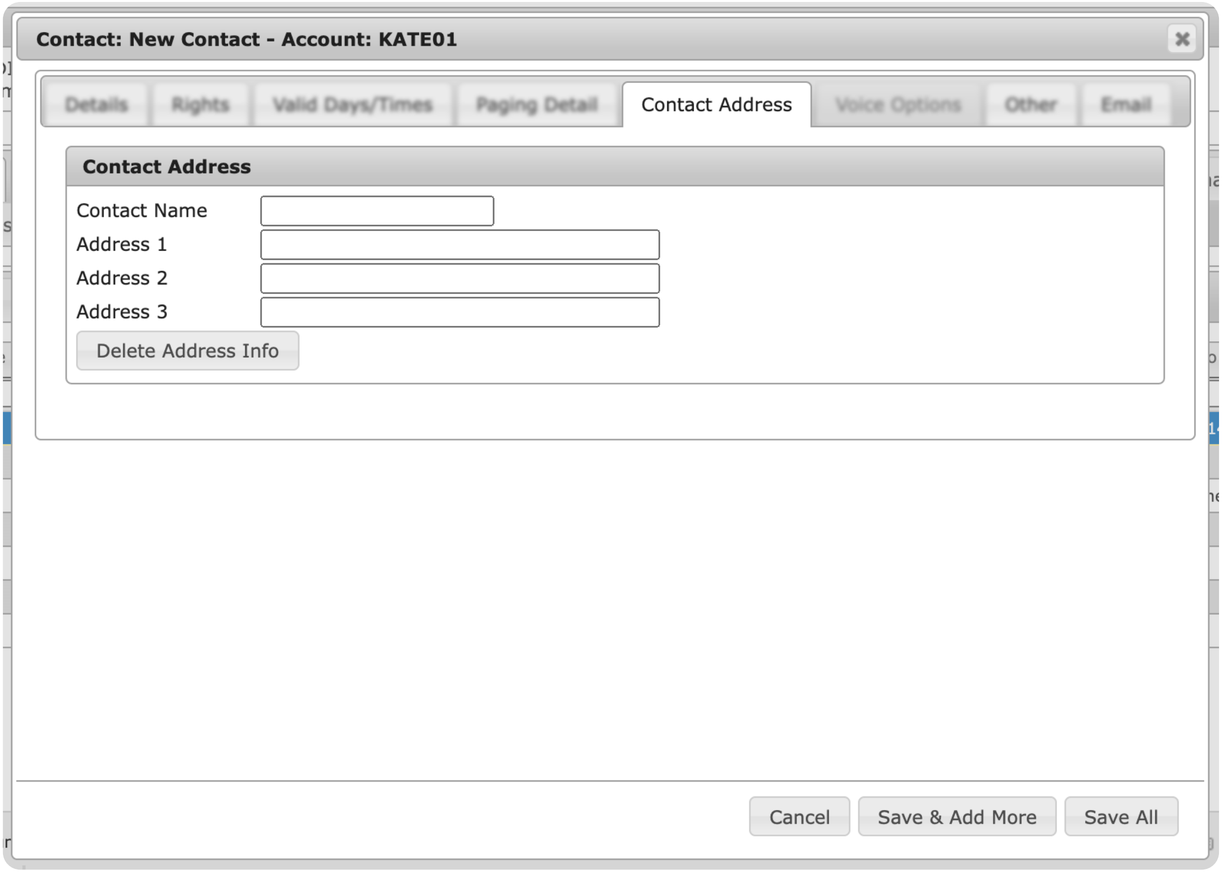
(Figure 9)

Populate the available fields to determine the contact's paging details. These fields are defined below.

Option	Function
Page Destination	Determines where the page will be sent when the notification is triggered. Users can input an email address, telephone number, or pager number into this field.
Delivery Method	Determines the device or communication type of the page destination defined above **For Example**: If an email address was used within the Page Destination field, users would select `Email` from the dropdown.
Service Type	If an applicable Delivery Method is selected, users will select the carrier that will deliver the notification.
Page Until Acknowledge	Determines if the system will continue sending notifications until the contact acknowledges the page. If selected, the individual receiving the page notification will receive multiple notifications until the system confirms the page has been received and read.
Minutes Between Events	Determines the number of minutes the system will wait before sending additional notifications.
Number of Attempts	Determines the maximum number of notifications the system will send regarding the same event. This cannot be used in conjunction with the Page Until Acknowledged option.
Number of Seconds to Delay	Determines the number of seconds that will elapse *before* the system sends the initial notification.
Message Prefix	Determines any message text that should precede the notification information. This field can contain a maximum of 10 alphanumeric characters.
Delete Paging Info	When selected, removes any information input into the above fields.

Contact Address

The **Contact Address** tab is where users define the location associated with the contact (Figure 10). This address is typically the contact's primary mailing/home address.



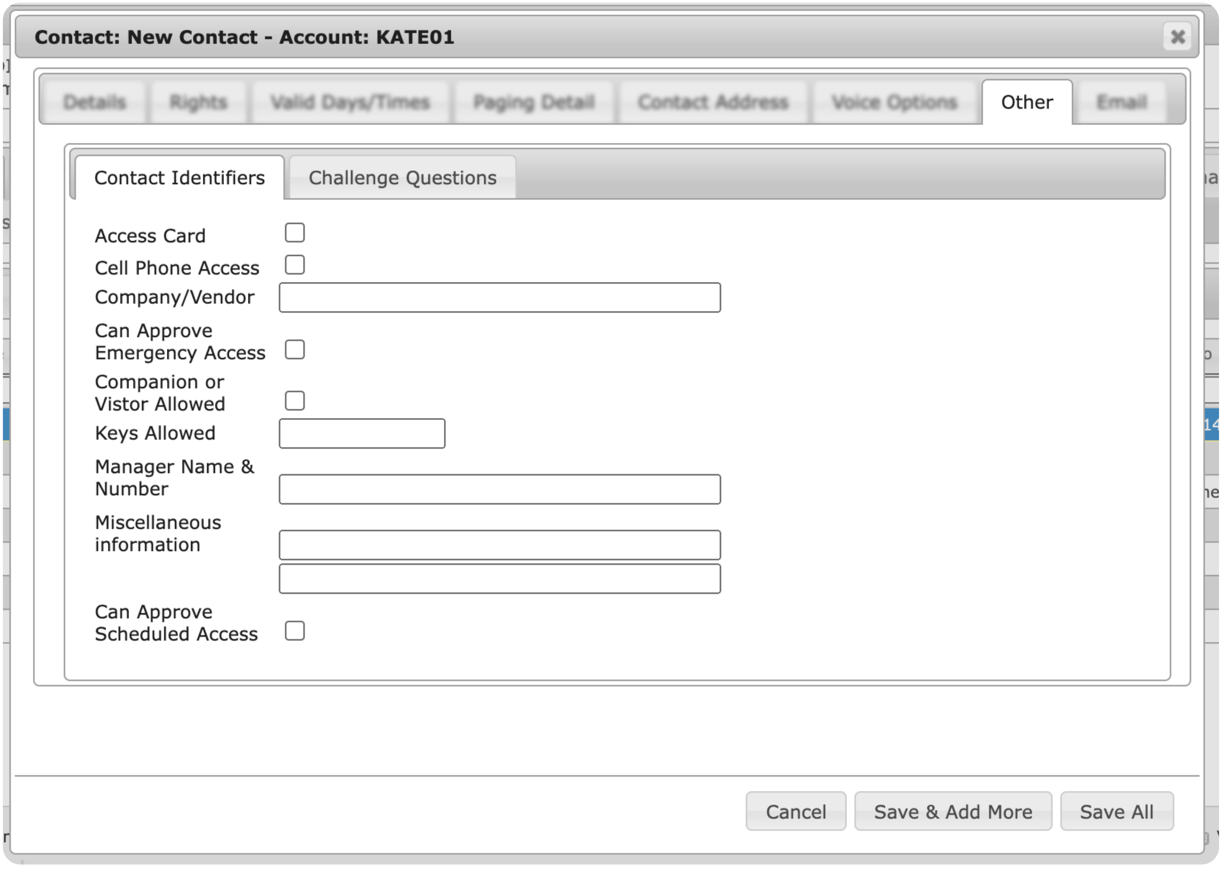
(Figure 10)

Populate the available fields to define the contact's address. These fields are defined below.

Option	Function
Contact Name	Input the contact's first and last name into this field.
Address 1	Determines the street number and name of the contact's address. **For Example**: 1234 S. Oak St.
Address 2	If applicable, determines the apartment or suite number of the contact's address. **For Example**: Apartment 87
Address 3	Determines the City, State, and Zip Code of the contact's address. **For Example**: Harrison MI, 48625
Delete Address Info	When selected, removes any information input into the above fields.

Other

The **Other** tab is where users define miscellaneous identifiers and challenge questions assigned to the contact (Figure 11).



(Figure 11)

Please Note: The **Challenge Questions** subtab is only accessible *after* the contact is saved. For more information on this tab, see the documentation available here.

Contact Identifiers

The **Contact Identifiers** subtab is where users define miscellaneous information to the contact (Figure 12). Contact Identifiers are unique for each client and can be setup in CORE via the **Contact Identifier Setup** page.

(Figure 12)