



DICE Products & Technical Documentation

False Alarm Entry

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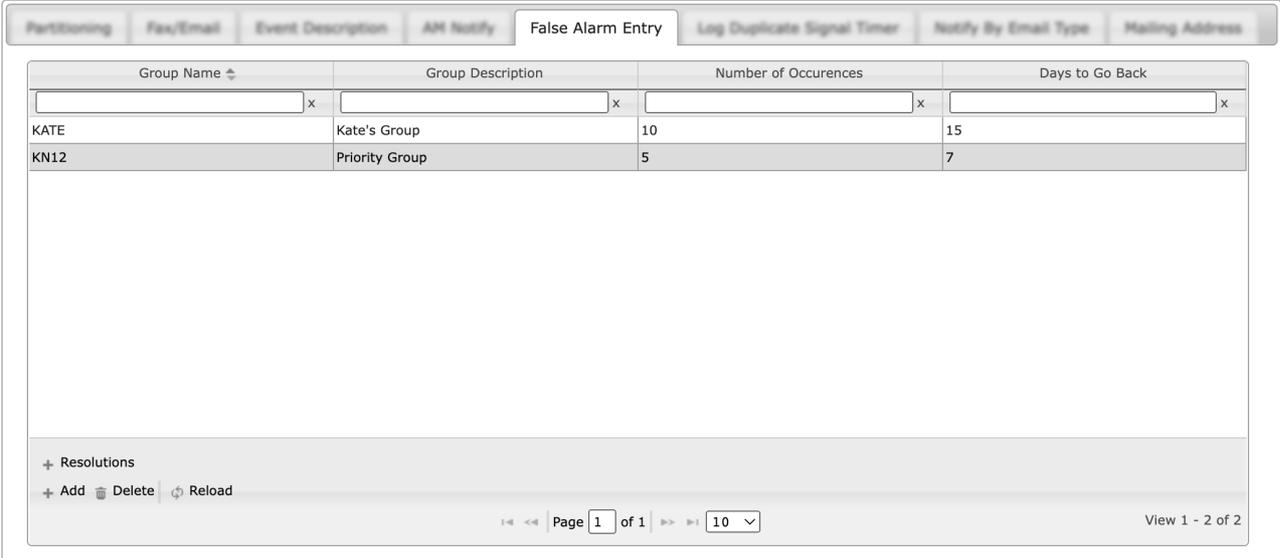
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False Alarm Entry

The **False Alarm Entry** tab is where users define the maximum number of times operators are allowed to use specific alarm resolutions when handling alarms on the subscriber account (Figure 1). Once the maximum is reached, the system will notify the operator that the account has exceeded the allowed number of occurrences. **For Example:** This is helpful for scenarios where police or fire authorities charge for excessive use of false alarm calls. With a limit in place, operators will be unable to assign the false resolution.



Group Name	Group Description	Number of Occurrences	Days to Go Back
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
KATE	Kate's Group	10	15
KN12	Priority Group	5	7

+ Resolutions
+ Add Delete Reload

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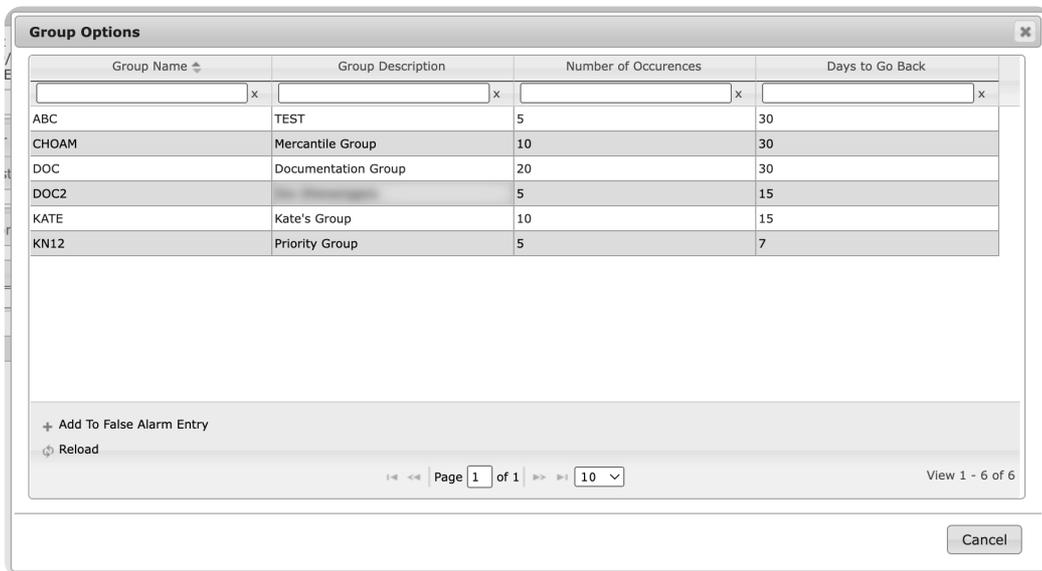
(Figure 1)

Users can interact with the False Alarm Entry table via the available toolbar options. These options are defined below.

Option	Function
Resolutions	Allows users to assign alarm resolution codes to existing entries. More information on adding resolutions can be found below.
Add	Allows users to assign false alarm groups to the account. More information on adding groups can be found below.
Delete	Removes the selected false alarm entry from the account.
Reload	Refreshes the table to display up-to-date information.

Add

Selecting Add from the toolbar will display the **Group Options** dialog box (Figure 2). The groups displayed here are managed within CORE. Groups define default parameters the system will use when defining if a code has reached its maximum number of occurrences.



(Figure 2)

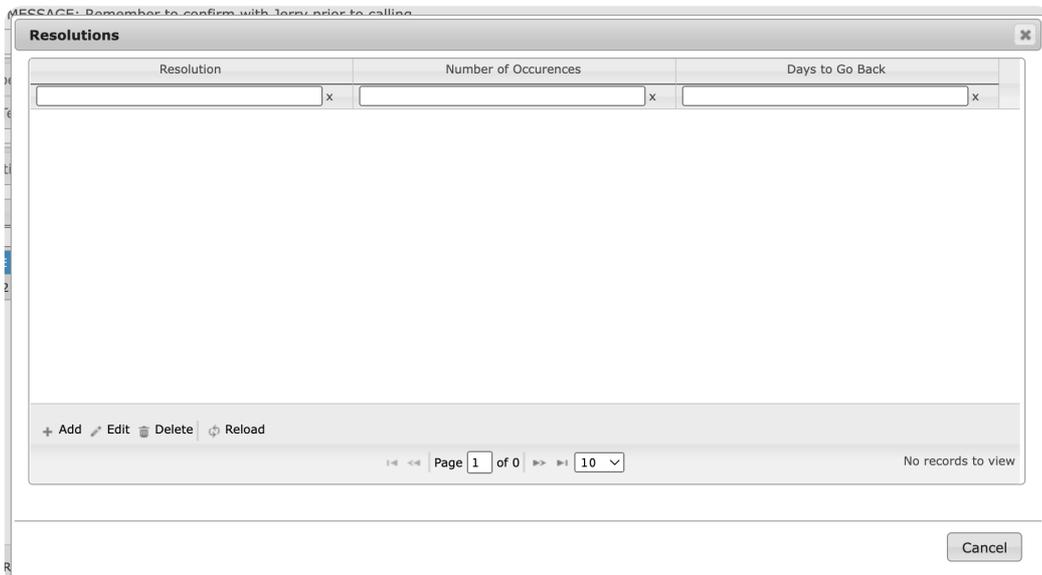
Perform the following steps to add a new group to the subscriber.

1. Select the group that should be added.
2. Select the **Add to False Alarm Entry** option from the toolbar.
3. Repeat these steps as necessary to add additional groups.

Once added, groups cannot be edited, only removed. Proceed to the Resolutions section for instructions on adding resolution codes to the group.

Resolutions

Selecting Resolutions from the toolbar will display the **Resolutions** dialog box for the selected group (Figure 3). The resolutions added here are those that operators are restricted from using given their defined parameters.



(Figure 3)

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

Option	Function
Add	Allows users to assign new resolutions to the group. More information on adding resolutions can be found below.

Edit	Allows users to update the restriction parameters assigned to the resolution. More information on editing resolutions can be found below.
Delete	Removes the selected resolution.
Reload	Refreshes the table to display up-to-date information.

Add

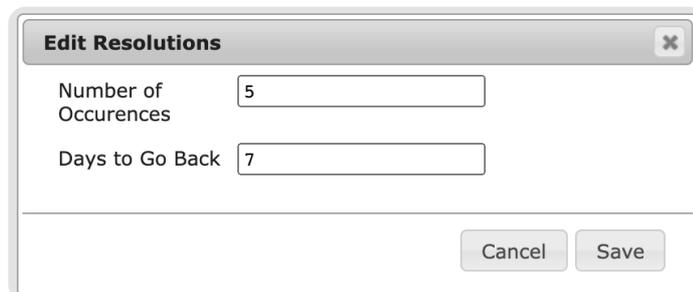
Selecting Add from the toolbar will display the **Available Alarm Resolutions** dialog box (Figure 4).



(Figure 4)

Perform the following steps to select an alarm resolution.

1. Select the desired resolution code that should be limited from the **Resolutions** dropdown.
2. Select **Save** to complete adding the resolution code to the group.
3. Repeat steps 1 and 2 for all resolution codes as necessary.
4. Select a resolution code and select **Edit** to display the **Edit Resolutions** dialog box (Figure 5).



(Figure 5)

5. Input the maximum number of times operators are allowed to use the resolution into the **Number of Occurences** field.
6. Input the number of days the number of occurrences applies to into the **Days to Go Back** field.
 - Once this number of days has elapsed, the number of occurrences counter will reset.
 - For Example: If the number of occurrences is set to **10** and the days to go back is set to **30**, if an operator attempts to use the resolution an eleventh time on day 20, they will be unable to. Once the 30 days has elapsed, operators will once again be allowed to use the resolution 10 times.
7. Select **Save** to complete assigning parameters to the resolution code.
8. Repeat steps 4-7 for all resolution codes as necessary.

Once assigned, operators will be limited to only be able to use the resolution code as configured.