DICE Products & Technical Documentation

General Information

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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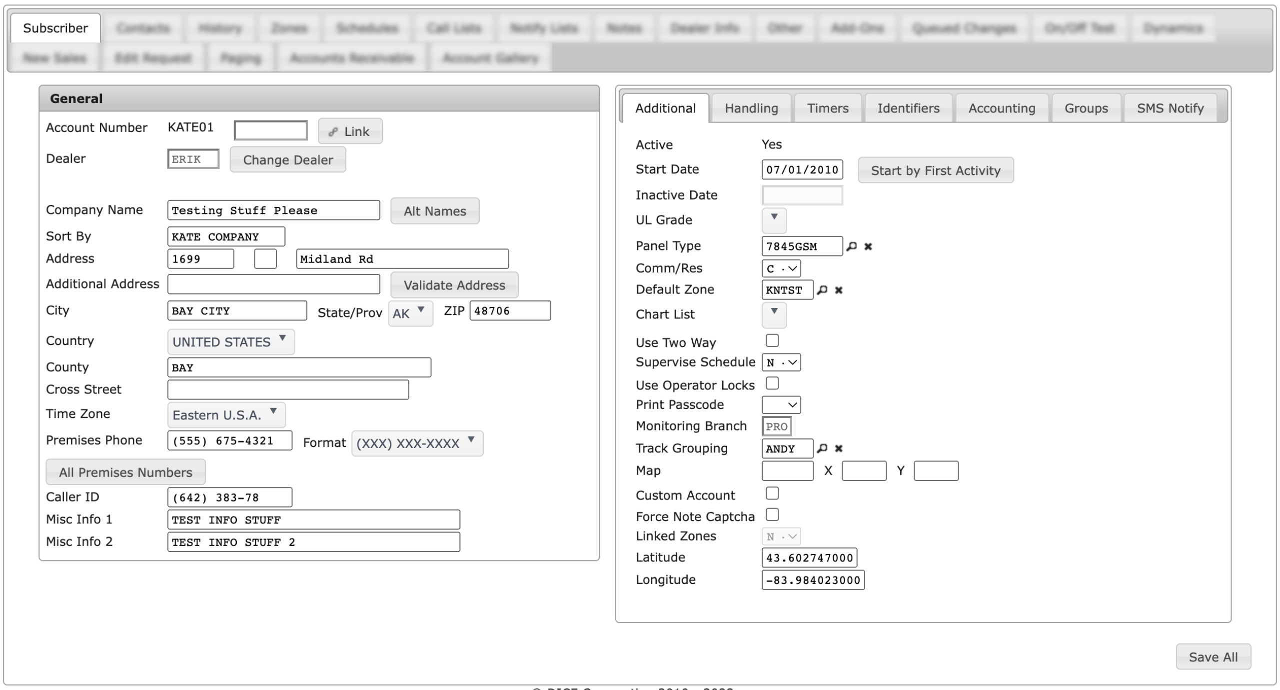
General Information

The **Subscriber** tab is where users define basic information on the account (Figure 1). This documentation introduces users to the available sub-tabs and defines the information fields listed under the General section.



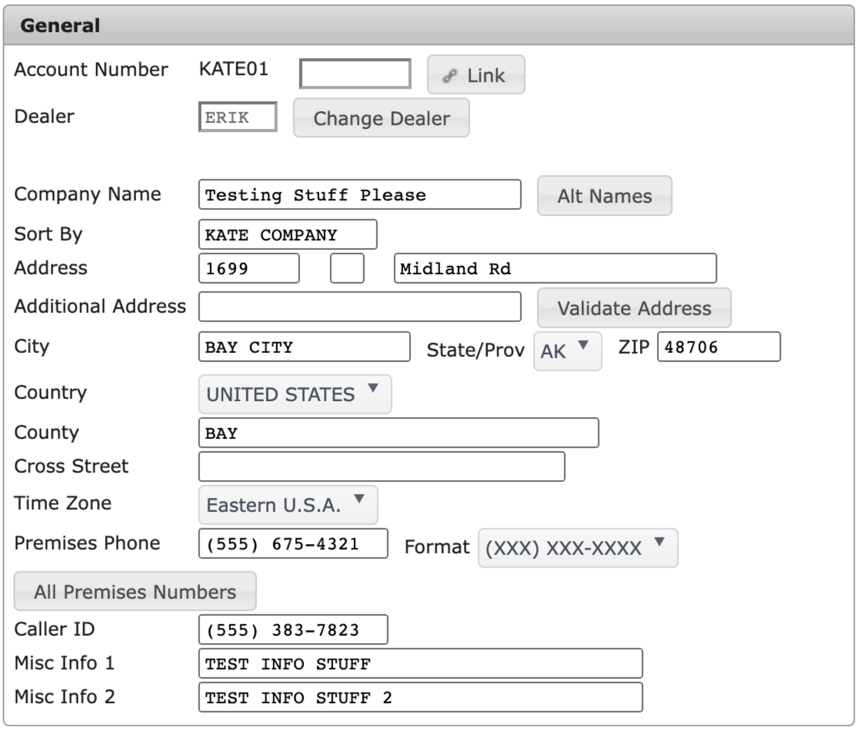
(Figure 1)

The Subscriber tab is divided into various sub-tabs where primary contact information and alarm handling parameter information is defined. These tabs are briefly defined below.

Option	**Function**
General	Where users define primary location and contact information on the account. More information on the General section can be found below.
Additional	Where users define basic alarm panel information. For more information on the Additional sub-tab, see the documentation available here.
Handling	Where users define basic alarm handling parameters. For more information on the Handling sub-tab, see the documentation available here.
Timers	Where users define default test parameters. For more information on the Timers sub-tab, see the documentation available here.
Identifiers	Where users define custom account identifier information. The identifiers listed here are custom to your system and defined within CORE.
Accounting	Where users define billing, service, and sales branch information. For more information on the Accounting sub-tab, see the documentation available here.
Groups	Displays the groups the account can be assigned to. Users can select groups to assign them to the account. Groups are managed at the dealer level. For more information on groups, see the documentation available here.
SMS Notify	Where users define the alarm types that the system will notify SMS contacts on. For more information on the SMS Notify sub-tab, see the documentation available here.

General

The **General** section is where users define the primary location and premises number on the account (Figure 2). The available fields are defined below.



(Figure 2)

Field	Function
Account Number	Displays the subscriber account number. This number is read-only and cannot be updated from this screen. For more information on changing account numbers, see the documentation available here.
Link	Allows users to link this account to one or multiple other accounts. More information on linking accounts can be found below.
Dealer	Displays the dealer account the subscriber is assigned to. Users can select the **Change Dealer** option to update the subscriber's dealer. More information on changing dealers can be found below.
Company Name	Defines the primary company name or the name of the individual responsible for the account. Users can assign alternate names to the account via the **Alt Names** option. More information on additional names can be found below.
Sort By	Defines the name the system will use when sorting account information. This is the name users can search for when trying to find the account within account lookups found throughout the system.
Address	Defines the street address of the subscriber's primary location. The three fields define the street number, direction, and name respectively.
Additional Address	If necessary, defines the suite, apartment number, or any other additional address information.
Validate Address	Confirms the address entered is legitimate.
City	Defines the city name of the subscriber's primary location.

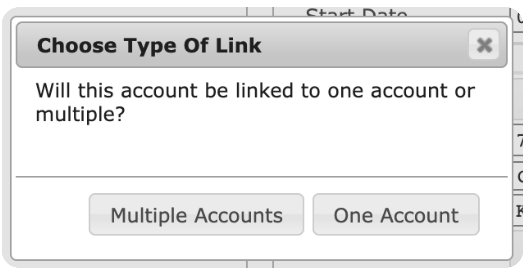
State/Prov	Defines the state or province name of the subscriber's primary location.
ZIP	Defines the postal code of the subscriber's primary location.
Country	Defines the country name of the subscriber's primary location.
County	Defines the county name of the subscriber's primary location.
Cross Street	Defines the road name of the street running perpendicular to the subscriber's primary street location.
Time Zone	Defines the time zone the subscriber is located in.
Premises Phone	Defines the primary phone number used to contact the subscriber's main building/home.
Format	Determines the phone number masking applied to the Premises Phone number.
All Premises Numbers	Allows users to manage phone numbers assigned to the account's premises. For more information on how to manage phone numbers, see the documentation available here.
Caller ID	Displays the last valid caller ID received on this account. This field will automatically update with the last received caller ID as signals come in. If applicable, users can override this feature by typing in the field and then saving the account. Once saved, the field will no longer automatically update.
Misc Info 1	Defines any additional information on the subscriber.
Misc Info 2	Defines any additional information on the subscriber.

Link

Linking accounts will ensure all received information on either account displays on both. Functionally, linked accounts act like one single account.

Important: It is *extremely* important that linking accounts is not only done correctly but also only if necessary. It is highly recommended users contact DICE support prior to linking accounts to confirm linking is necessary.

Selecting the **Link** option will prompt users to answer if the account will be linked to one additional account or multiple additional accounts (Figure 3).

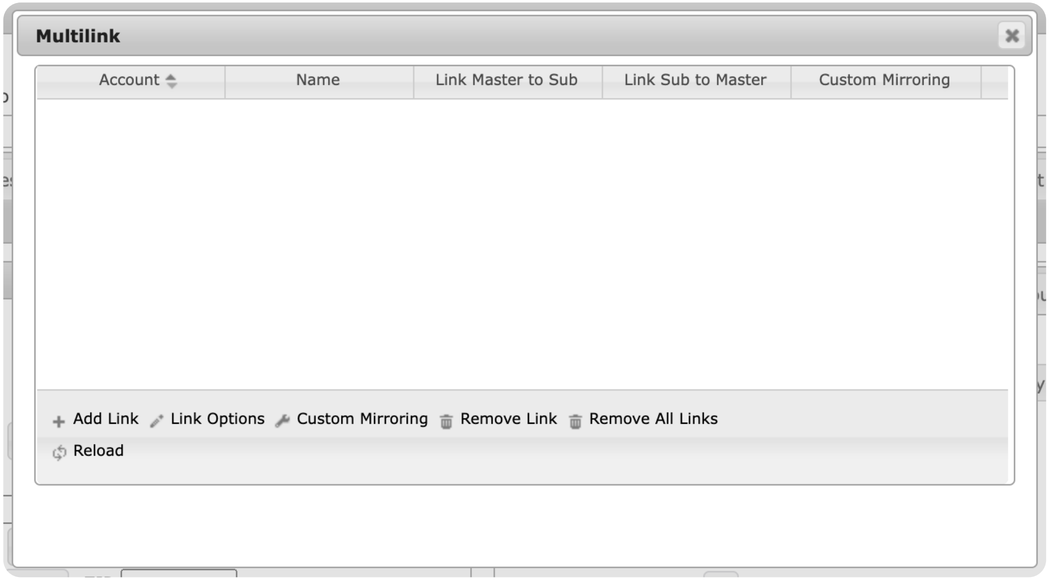


(Figure 3)

Users will follow different steps depending on if the account will be multi-linked or single-linked. These steps are outlined below.

Multi-Link

Selecting Multiple Accounts will display the **Multilink** table (Figure 4).



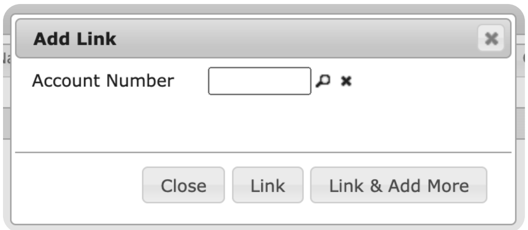
(Figure 4)

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

Option	Function
Add Link	Allows users to link an additional account to the subscriber. More information on adding links can be found below.
Link Options	Allows users to configure if zone information is copied between accounts. More information on updating link options can be found below.
Custom Mirroring	Allows users to configure specific variables that are copied between linked accounts. More information on custom mirroring can be found below.
Remove Link	Unlinks the selected account from the subscriber account.
Remove All Links	Unlinks *all* accounts from the subscriber account.
Reload	Refreshes the table to display up-to-date information.

Add Link

Selecting Add Link from the toolbar will display the **Add Link** dialog box (Figure 5).



(Figure 5)

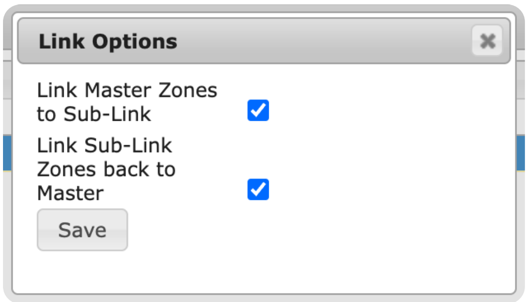
Perform the following steps to link an account.

1. Input the account number that should be linked to the subscriber into the **Account Number** field.
    - Users can use the magnifying glass to search for and select an existing account.
2. Select **Link** to complete linking the accounts.
    - If desired, select **Link & Add More** to link the accounts and repeat step 1 again until all accounts are linked.

3. Select **Close** to complete adding links.

Link Options

Selecting Link Options from the toolbar will display the **Link Options** dialog box for the selected linked account (Figure 6).



(Figure 6)

Users can update the two options as necessary to confirm zones are handled correctly between accounts. These options are defined below.

Option	Function
Link Master Zones to Sub-Link	If selected, when users add zones to the master account, the zones will also be added to the selected linked account.
Link Sub-Link Zones back to Master	If selected, when users add zones to the selected linked account, the zones will also be added to the master account.

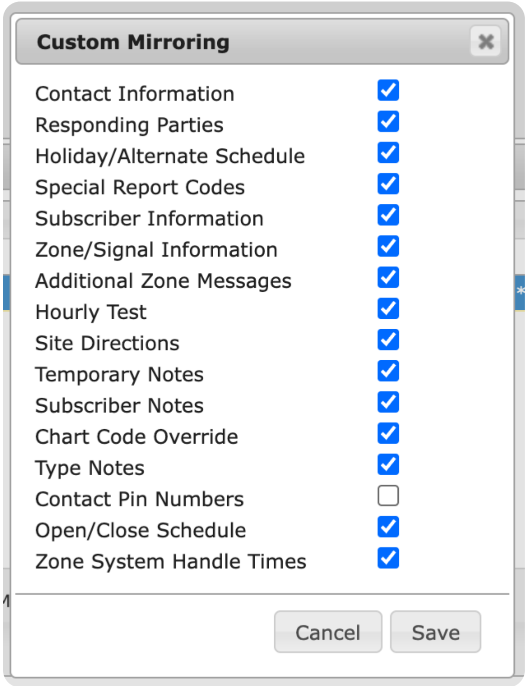
For more information on data entering zones, see the documentation available here.

Custom Mirroring

Custom Mirroring allows users to configure what account variables are copied between linked accounts. Perform the following steps to add custom mirroring parameters to an account.

1. Select the account from the Multilink table you wish to configure.
2. Select **Custom Mirroring** from the toolbar.
3. Select **OK** from the **Add custom mirroring?** dialog box.
    - Please note: This *cannot* be undone. Once an account is configured to use custom mirroring parameters, users cannot change the account *back* to *not* use custom mirroring.
4. Select the account from the Multilink table again.
5. Select **Custom Mirroring** from the toolbar again.

This will display the **Custom Mirroring** dialog box with the available mirroring options (Figure 7).



(Figure 7)

Users can update these options as necessary. If selected, the variable will be copied between accounts when added. These options are defined below.

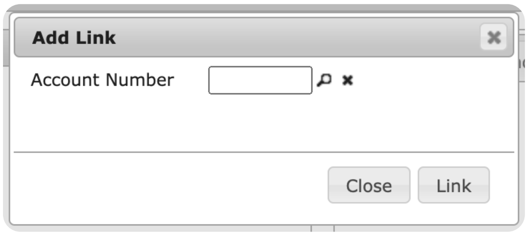
Option	Function
Contact Information	Determines if contacts are mirrored between accounts. For more information on data entering contact information, see the documentation available here.
Responding Parties	Determines if responding party information is mirrored between accounts. For more information on configuring responding parties, see the documentation available here.
Holiday/Alternate Schedule	Determines if holiday schedules are mirrored between accounts. For more information on holiday schedules, see the documentation available here.
Special Report Codes	Determines if the CORE setting to print All Activity, Dispatch, and Open/Close reports is mirrored between accounts.
Subscriber Information	Determines if the General Information is mirrored between accounts. This information is defined above.
Zone/Signal Information	Determines if zone information is mirrored between accounts. For more information on data entering zones, see the documentation available here.
Additional Zone Messages	Determines if the information entered under the Zone Messages field when managing/creating zones is mirrored between accounts. For more information on data entering zones, see the documentation available here.
Hourly Test	Determines if the hourly test parameters are mirrored between accounts. For more information on managing hourly tests, see the documentation available here.
Site Directions	Determines if site direction notes are mirrored between accounts. For more information on data entering site direction notes, see the documentation available here.
Temporary Notes	Determines if temporary notes are mirrored between accounts. For more information on data entering temporary notes, see the documentation available here.
Subscriber Notes	Determines if subscriber notes are mirrored between accounts. For more information on data entering subscriber notes, see the documentation available

	here.
Chart Code Override	Determines if the custom chart codes assigned to the subscriber are mirrored between accounts. For more information on data entering custom chart codes, see the documentation available here.
Type Notes	Determines if Zone Type notes are mirrored between accounts. For more information on data entering notes, see the documentation available here.
Contact Pin Numbers	Determines if PIN Details on contacts are mirrored between accounts. For more information on data entering contact information, see the documentation available here.
Open/Close Schedule	Determines if the open and closed schedules added to the subscriber are mirrored to this account. For more information on adding schedules to accounts, see the documentation available here.
Zone System Handle Times	Determines if the timeframes added under the System Handle Times tab when managing zones are mirrored between accounts. For more information on data entering zones, see the documentation available here.

Repeat steps 4 and 5 as necessary to update custom mirrored account options.

Single-Link

Selecting One Account will display the **Add Link** dialog box (Figure 8).



(Figure 8)

Perform the following steps to link an account.

1. Input the account number that should be linked to the subscriber into the **Account Number** field.
    - Users can use the magnifying glass to search for and select an existing account.
2. Select **Link** to complete linking the accounts.

Unlink

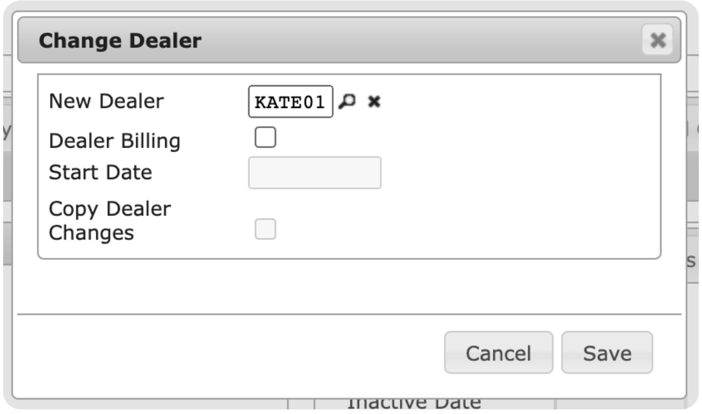
Once accounts are linked, users will have access to the **Unlink** option (Figure 9).

(Figure 9)

Select this option to remove any account linkages.

Change Dealer

Selecting Change Dealer will display the **Change Dealer** dialog box (Figure 10).



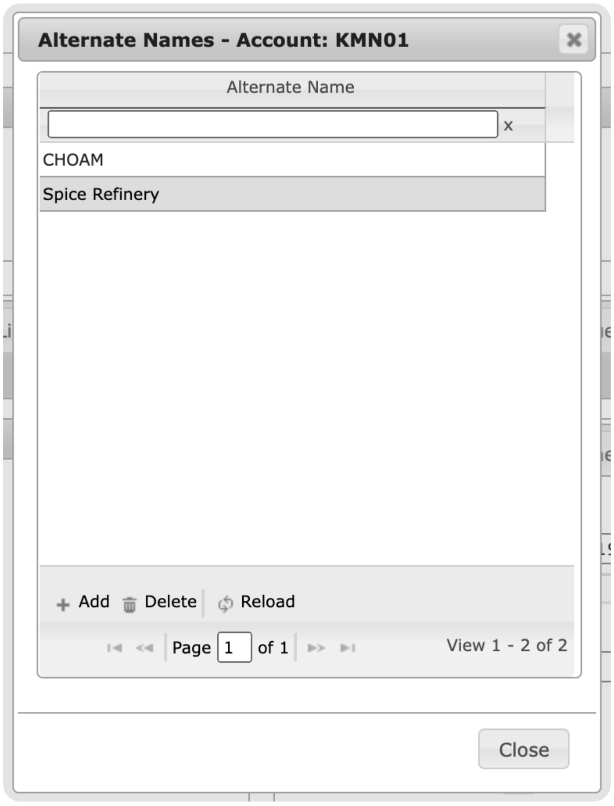
(Figure 10)

Perform the following steps to update the account's assigned dealer.

1. Input the dealer account number the subscriber is moving *to* into the **New Dealer** field.
    - Users can also select the magnifying glass icon to search for and select a dealer account.
2. If applicable, select the **Dealer Billing** option.
    - If selected, the account will be labeled to use the new dealer's billing profile. This option is only available to system's using the DICE Accounting platform.

Alt Names

Selecting Alt Names will display the **Alternate Names** dialog box (Figure 11).



(Figure 11)

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

Option	Function
Add	Allows users to assign additional alternate names. More information about adding names can be found below.
Delete	Removes the selected alternate name from the subscriber.

Reload	Refreshes the table to display up-to-date information.

Add

Selecting Add will display the **Add Alternate Name** dialog box (Figure 12).

(Figure 12)

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

1. Input the name into the **Alternate Name** field.
2. Select **Save** to complete adding the name.
3. Repeat the above steps for all alternate names as necessary.

Once saved, users can use the assigned names to search for the account within the various account lookups found throughout Matrix. For more information on searching for accounts, see the documentation available here.