



DICE Products & Technical Documentation

Zones

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Zones

The **Zones** tab is where users define alarm signaling information on the account (Figure 1). Within Matrix, zones function as alarm signal masking on the account level. When the panel relays signaling information, users can create zones within Matrix to ensure the proper alarm signal is received and handled accordingly. The following documentation instructs users on how to create and manage zones on the account.

| Account Number | Sig Req | Alarm Signal | Assigned Area | Event Type | Code Description | Zone Description | Call List | Alarm Category | Priority | Reset |
|----------------|---------|--------------|---------------|------------|------------------|------------------|-----------|----------------|----------|-----------|
| KMN12 | B | 1 | aa | 001 | FIRE ALARMS | XXX | ADSDFS | F | P | 123456789 |
| KMN12 | O | 2 | | 001 | FIRE ALARMS | sdsdfsdfs | FIRE | N | | |
| KMN12 | B | 3 | aa | 001 | FIRE ALARMS | XXX | ADSDFS | F | P | 123456789 |
| KMN12 | B | 4 | aa | 001 | FIRE ALARMS | XXX | ADSDFS | F | P | 123456789 |
| KMN12 | O | V | | 000 | . | X | DEFLT | N | | |
| KMN12 | O | Y | | 003 | BURGLARY | X | BURG | N | | RY |
| KMN12 | O | e | | 000 | . | S | | O | | |
| KMN12 | B | 22 | aa | 001 | FIRE ALARMS | XXX | ADSDFS | F | P | 123456789 |
| KMN12 | O | 34 | | 000 | . | | | O | | |
| KMN12 | S | RY | | 010 | RESTORAL | X | NO ONE | R | | |
| KMN12 | O | ZZ | | 001 | FIRE ALARMS | ZZ | cccccc | N | | |
| KMN12 | S | qq | | 010 | RESTORAL | | NO ONE | R | | |

(Figure 1)

Please Note: signals can be routed, labeled, and handled within the system a variety of ways. This documentation introduces users to each field and its basic functions. If more complex alarm handling is required, contact DICE support for guidance on how to configure your system.

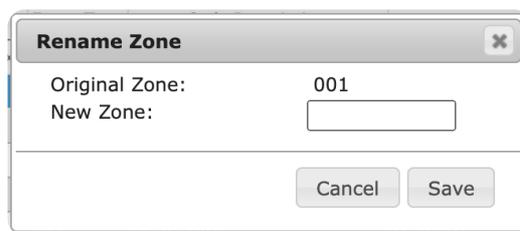
Users can interact with the Zones table via the available toolbar options. These options are defined below.

| Option | Function |
|--------------------------|--|
| CSV | Downloads a copy of the Zones table in Comma Separated Value (CSV) format. This format is typically used to export the table information into an excel spreadsheet. |
| PDF | Downloads a copy of the Zones table in PDF format. |
| Columns | Allows users to update the columns that display within the table. For more information on managing columns, see the documentation available here . |
| Rename | Allows users to update the column names. For more information on renaming columns, see the documentation available here . |
| Save | Preserves any table updates (column layout or name changes) as default so the updated table configuration will display when the user returns to the page. |
| Exclude/Include Defaults | Determines if default zones appear within the table. Default zones are those created on the dealer level, for more information on how to create dealer zones, see the documentation available here . If <i>Exclude Defaults</i> is selected, all default zones will be removed from the table view. If <i>Include Defaults</i> is selected, all default zones will be added to the table view. |
| Rename Zone | Allows users to update the name of an existing zone. More information on renaming zones can be found below. |
| Copy Zone | Allows users to use the selected zone's settings as a template for a new zone. More information on copying zones can be found below. |

| | |
|------------|---|
| Delete All | Removes <i>all</i> zones from the account. Please Note: Default zones <i>cannot</i> be deleted from subscriber accounts. Default zones can only be deleted on the dealer level. |
| Reload | Refreshes the table to display up-to-date information. |
| Add | Allows users to create new zones on the account. More information on adding zones can be found below. |
| Edit | Allows users to update existing zones as necessary. |
| Delete | Removes the selected zone from the account. |

Rename Zone

Selecting Rename Zone from the toolbar will display the **Rename Zone** dialog box (Figure 2).



(Figure 2)

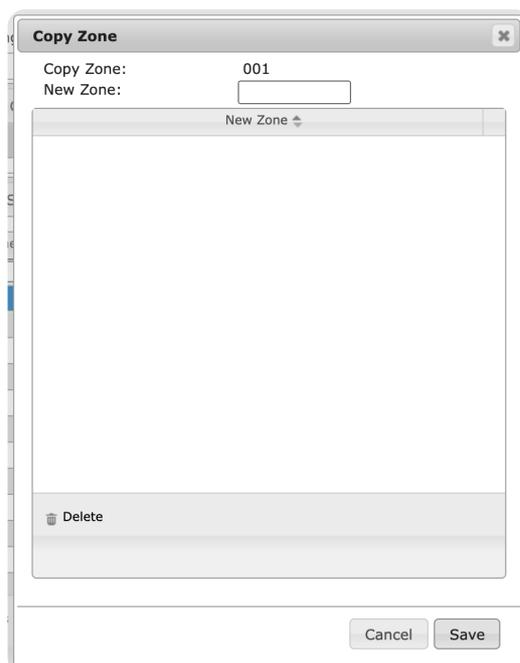
Perform the following steps to rename the zone.

1. Input the new name you would like to name the zone into the **New Zone** field.
2. Select **Save** to complete renaming the zone.

Repeat the above steps as necessary to rename zones.

Copy Zone

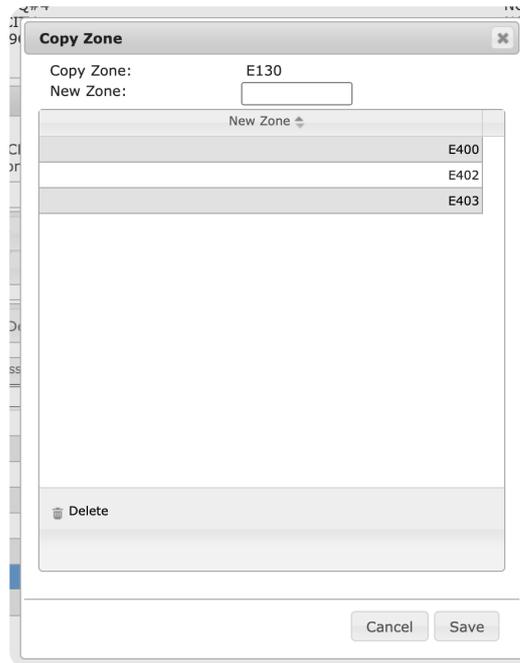
Selecting Copy Zone from the toolbar will display the **Copy Zone** dialog box (Figure 3). Zones created using this option will automatically be assigned the selected zone's settings upon creation.



(Figure 3)

Perform the following steps to copy existing zone settings to a new zone.

1. Input the name of the zone the system will create into the **New Zone** field.
2. Strike **enter** to add the name to the new zone list.
3. Repeat steps 1 and 2 for all zones that should be created.
4. Select **Save** to complete creating the new zone(s) (Figure 4).

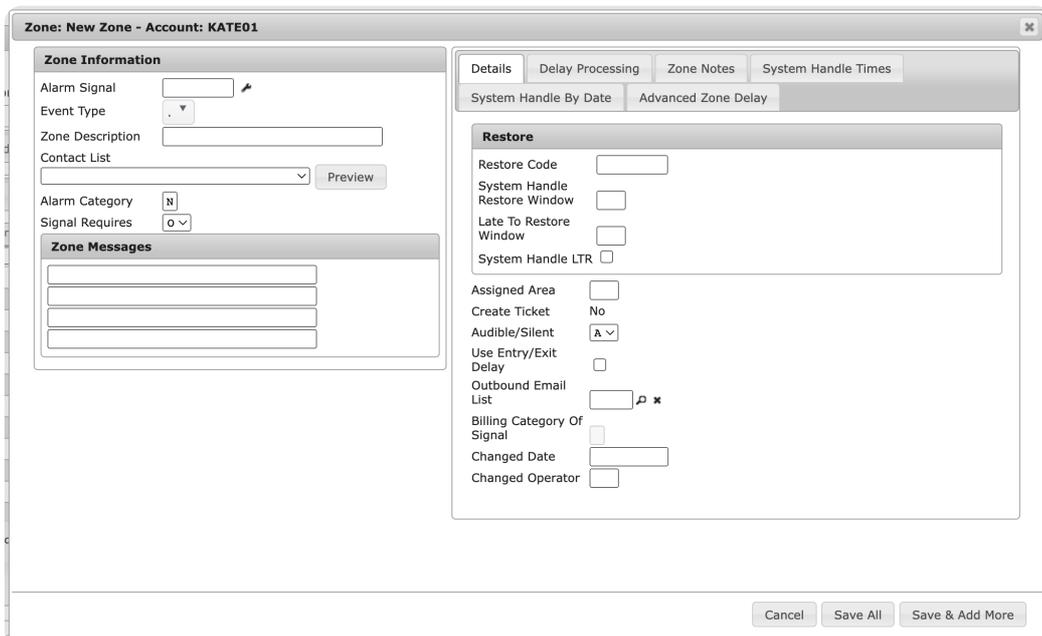


(Figure 4)

If desired, users can edit the new zones to update the copied settings as necessary.

Add

Selecting Add from the toolbar will display the **Zone: New Zone** dialog box (Figure 5). This section instructs users on how to create a zone on the subscriber account. Please note that three of the available tab options (System Handle Times, System Handle by Date, and Advanced Zone Delay) are only available *after* the zone has been saved.



(Figure 5)

Zone Information

The **Zone Information** section is where users define basic alarm signaling information on the zone (Figure 6). Users will determine the signaling information as received by the panel and then define how that information should be displayed within Matrix Monitoring.

The screenshot shows a web-based configuration form for a zone. The form is titled "Zone Information" and contains the following fields and sections:

- Alarm Signal:** A text input field with a key icon to its right.
- Event Type:** A dropdown menu with a downward arrow.
- Zone Description:** A text input field.
- Contact List:** A dropdown menu with a downward arrow and a "Preview" button to its right.
- Alarm Category:** A text input field containing the letter "N".
- Signal Requires:** A dropdown menu with a downward arrow and the letter "O" visible.
- Zone Messages:** A section with a grey header containing four empty text input boxes stacked vertically.

(Figure 6)

Perform the following steps to define zone information.

1. Input the alarm signal that the *panel* will send to DICE into the **Alarm Signal** field.
 - This is the signal you are expecting the panel to send given how the technician configured it on-site.
2. Select the category the signal can be defined as from the **Event Type** dropdown.
 - The event types listed here are predefined by the system.
3. Input a brief explanation of the zone as it should appear within reports, history, etc. into the **Zone Description** field.
4. Select the **Contact List** that should be notified of activity on this zone from the dropdown.
 - For more information on creating contact lists, see the documentation available [here](#).
 - Selecting the **Preview** option will display all contacts assigned to the selected call list.
5. The **Alarm Category** automatically populates with the Event Type's assigned category. This field cannot be updated.
 - **O**: Opening. Types of signals sent when the alarm system is *disarmed*.
 - **C**: Closing. Types of signals sent when the alarm system is *armed*.
 - **T**: Test. Types of signals sent when technicians are testing system communications.
 - **R**: Reset. Types of signals sent when the alarm system is being rebooted.
 - **/**: Cancel. Types of signals sent when the alarm system is being manually rebooted.
 - **B**: Bypass. Types of signals sent when a portion/zone is unarmed, but the remaining zones are armed.
 - **S**: Special. Types of signals used with ALARMNET panels that allow for additional signals to be received. Can also be used with entry/exit delayed signals.
 - **N**: None. All other alarm types not fitting within one of the above categories.
6. Select how the signal should be handled from the **Signal Requires** dropdown.
 - **O**: Operator Handled. When received, the signal will be sent to operators for handling.
 - **P**: Passcode. When received, the signal will be sent to operators for handling and require responding parties to provide a valid passcode prior to allowing the operator to complete handling the signal.
 - **S**: System Handled. When received, the signal will be automatically handled and logged to history by the system.
 - **C**: Condition. When received, signals follow the account's supervised schedule. If the account is labeled as *closed*, operators will receive the signal for handling. If the account is labeled as *open*, signals will be automatically handled by the system.

- **T:** Ticket. When received, the signal will generate a service ticket within the system. The original signal is system handled.
 - **A:** Conditionally System Handle. When received, signals are system handled on the condition that the *area* is *open*. If this option is selected, the **Assign Areas** button will be available for use. More information on assigning areas can be found below.
 - **Please Note:** the subscriber must be configured to use areas prior to having access to this option. For more information on using areas on the account, see the documentation available [here](#).
 - **B:** Conditionally System Handle. Signals received are system handled on the condition that the *area* is *closed*. If this option is selected, the **Assign Areas** button will be available for use. More information on assigning areas can be found below.
7. Input any additional information into the available **Zone Messages** fields.
- The information assigned here will display within the Signal Information section location on the Alarm Handling page within Monitoring.

Please Note: The Assign Areas option is only available *after* the zone has been saved. More information on assigning areas to the zone can be found below.

Proceed to the **Details** section to continue configuring the zone.

Details

The **Details** tab is where users define restoration and general information on the zone (Figure 7).

The screenshot shows a web interface with a 'Details' tab selected. Below the tab are several sub-tabs: 'Delay Processing', 'Zone Notes', 'System Handle Times', 'System Handle By Date', and 'Advanced Zone Delay'. The main content area is titled 'Restore' and contains the following fields:

- Restore Code:
- System Handle Restore Window:
- Late To Restore Window:
- System Handle LTR:
- Assigned Area:
- Audible/Silent: ▾
- Use Entry/Exit Delay:
- Outbound Email List:
- Billing Category Of Signal:
- Changed Date:
- Changed Operator:

(Figure 7)

Perform the following steps to define the information.

1. Input the panel's assigned restoral code into the **Restore Code** field.
 - When received, restoral codes will typically alert the system to system handle a previously received signal.
 - **For Example:** if an LTO (Late to Open) alarm was received and an Open signal was received a few moments after, the Late to Open signal will automatically be handled since an Open was received.
2. Input the number of minutes the restoral code will be honored into the **System Handle Restoral Window**.
 - If the restoral code is received *within* the defined timeframe, the initial signal will be system

- handled as described above.
- If the restoral code is received *after* the timeframe has elapsed, the initial signal will *not* be system handled.
3. Input the number of minutes the restoral code *must* be received before the system generates an LTR signal into the **Late to Restore Window** field.
 - If the restoral code is received *within* the defined timeframe, an LTR signal will *not* be generated.
 - If the restoral code is received *after* the timeframe has elapsed, the system will generate an LTR signal.
 4. Select the **System Handle LTR** option if the system should automatically handle generated LTR signals.
 5. If applicable, input the area the signal should be restricted to into the **Assigned Area** field.
 - **Please Note:** the subscriber must be configured to use areas prior to having access to this option. For more information on using areas on the account, see the documentation available [here](#).
 6. Select the signal noise type from the **Audible/Silent** dropdown.
 - **A:** Audible, labels the signal as one that generates noise when tripped.
 - **S:** Silent, labels the signal as one that *does not* generate noise when tripped.
 7. If applicable, select the **Use Entry/Exit Delay** option.
 - If selected, the signal received will be delayed for a set amount of time as configured on your system.
 - **Please Note:** the Use E/E Delay in Zones option found under the Handling subtab *must* be selected in order for this to take affect. For more information on this option, see the documentation available [here](#).
 8. Select the magnifying glass icon next to the **Outbound Email List** field to search for and select an email list.
 - This is the list of contacts who will be notified of activity on the zone. For more information on creating Outbound Email Lists, see the documentation available [here](#).
 9. If your system is using DICE Accounting, populate the **Billing Category of Signal** field with the appropriate billing group the signal should be assigned to.

The **Changed Operator** and **Changed Date** fields are read-only and display when the individual last updated the zone's information.

Proceed to the **Delay Processing** section to continue configuring the zone.

Delay Processing

The **Delay Processing** tab is where users define the parameters the system will use when delaying the signal (Figure 8). Delayed signals are those that are postponed from delivering to Monitoring given specific reasoning.

For Example: Users can delay signals slightly to provide enough time for potential restoral signals to generate. This allows the system to smoothly system handle applicable signals and not tie up your operators.

(Figure 8)

Perform the following steps to define delay parameters.

1. Input the number of seconds the system should wait before delivering the signal into the **Delay For** field.
2. Select a new event type for the delayed signal from the **Delay Event Type** dropdown.
 - This is the event type the system will assign to the signal *after* it is delayed.
3. Input a new description for the zone into the **Signal's New Description** field.
4. Select the **Check Schedule** option if the system should verify the subscriber's schedule is configured to allow delays prior to delaying the signal
 - **For Example:** If the signal is received outside a valid window, the system will *not* delay the signal.
5. Select the **Check Area** option if the system should verify the area received from the panel matches the area data entered on the zone within Matrix.
 - **For Example:** If the signal is received from an area on the panel that *differs* from that entered within Matrix, the system will *not* delay the signal.
6. Select the desired signals the delay should process on from the **Process Delays On** options.

Proceed to the **Zone Notes** section to complete configuring the zone.

Zone Notes

The **Zone Notes** tab is where users can assign miscellaneous information to the zone (Figure 9). These notes will appear within the **Notes** area of Alarm Handling.

(Figure 9)

Input the information you wish to appear within Alarm Handling when signals are received from this zone into the available text field.

Select **Save All** to complete creating the zone on the account.

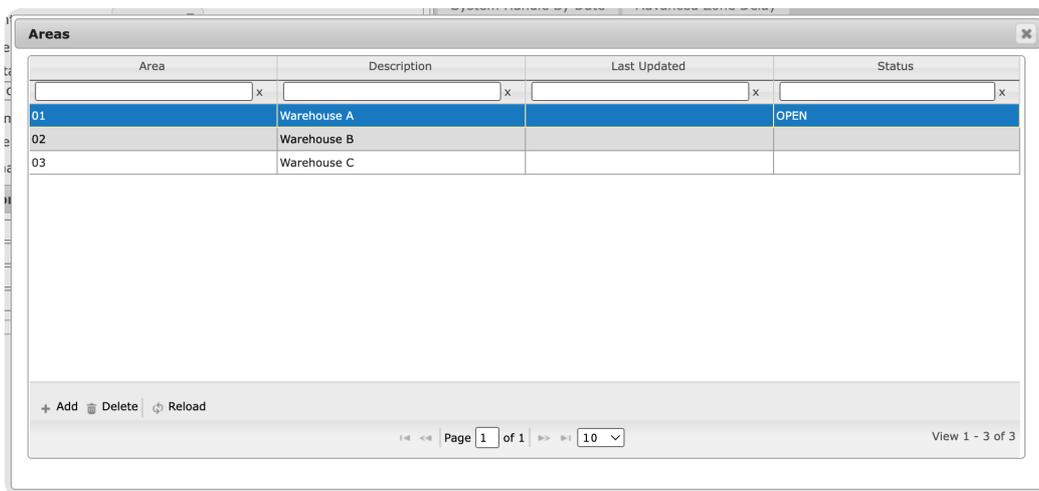
Users can also select **Save & Add More** to save the zone and begin the zone creation process from the beginning for a new zone.

Once the zone is saved, users can configure the previously unavailable information. The following documentation instructs users on how to configure the remaining zone information.

Assign Areas

After the zone has been saved, users can assign areas to the zone via the **Assign Areas** option.

Selecting Assign Areas will display the **Areas** dialog box (Figure 10). For more information on how to add areas to subscriber accounts, see the documentation available [here](#).



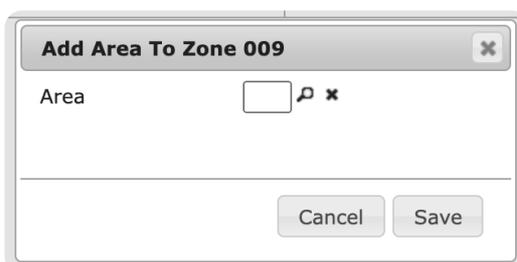
(Figure 10)

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

| Option | Function |
|--------|--|
| Add | Allows users to assign areas to the zone. More information on adding areas can be found below. |
| Delete | Removes the selected area from the zone. |
| Reload | Refreshes the table to display up-to-date information. |

Add

Selecting Add from the toolbar will display the **Add Area to Zone** dialog box (Figure 11).



(Figure 11)

Perform the following steps to add an area to the zone.

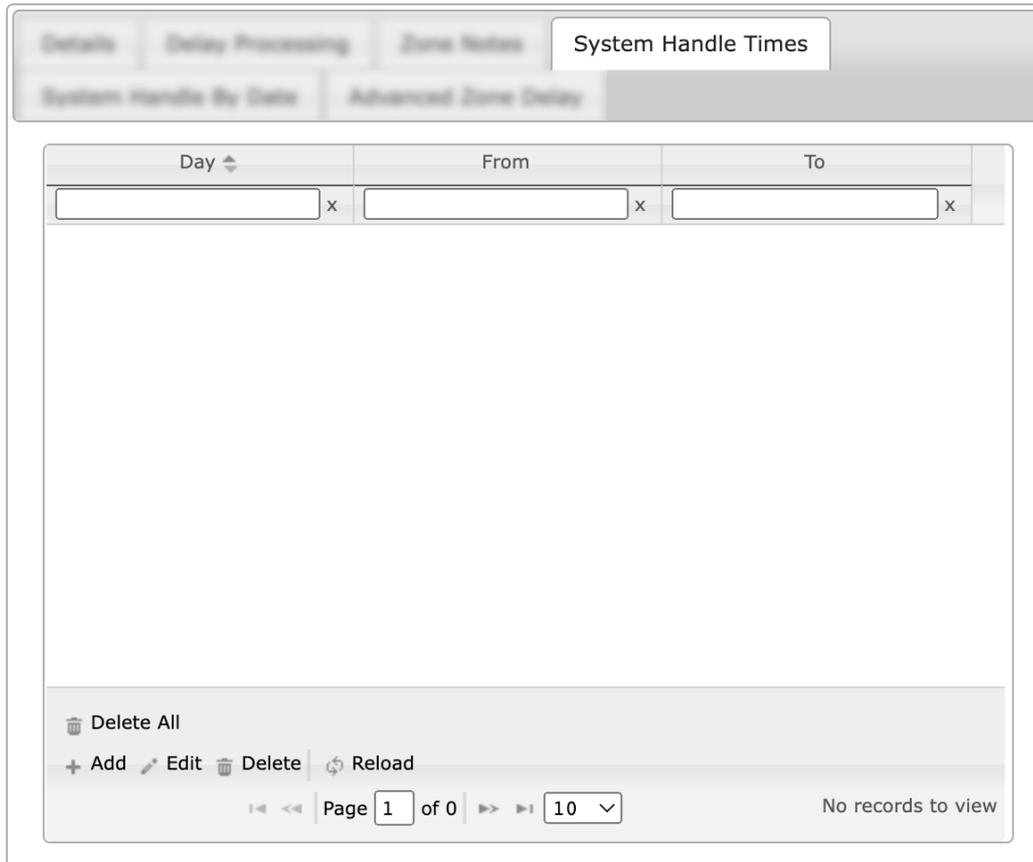
1. Input the area ID of the area that should be added to the zone into the **Area** field.
 - Users can also select the magnifying glass to search for and select an area.
2. Select **Save** to complete adding the area.

Repeat the above steps to add additional areas to the zone as necessary. Once configured, when signals are received on the zone, the area information will also be relayed through the system.

System Handle Times

Note: This tab cannot be accessed until *after* the zone is saved.

The **System Handle Times** tab is where users can assign a timeframe the system will follow to system handle signals received on the zone (Figure 12). If a signal is received during the assigned timeframe, the system will handle the signal and write it to history accordingly.



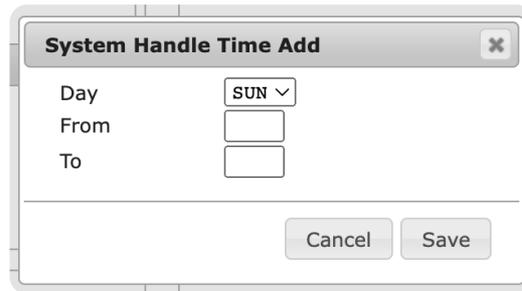
(Figure 12)

Users can interact with the System Handle Times table via the available toolbar options. These options are defined below.

| Option | Function |
|------------|---|
| Delete All | Removes <i>all</i> system handle times from the zone. |
| Add | Allows users to create new system handle timeframes. More information on adding system handle times can be found below. |
| Edit | Allows users to update existing system handle times. |
| Delete | Removes the selected system handle time. |
| Reload | Refreshes the grid to display up-to-date information. |

Add

Selecting **Add** from the toolbar will display the **System Handle Time Add** dialog box (Figure 13).

The image shows a dialog box titled "System Handle Time Add" with a close button (X) in the top right corner. Inside the dialog, there are three labels: "Day", "From", and "To". The "Day" label is followed by a dropdown menu currently showing "SUN". The "From" and "To" labels are followed by empty text input fields. At the bottom of the dialog, there are two buttons: "Cancel" and "Save".

(Figure 13)

Perform the following steps to add a system handle time.

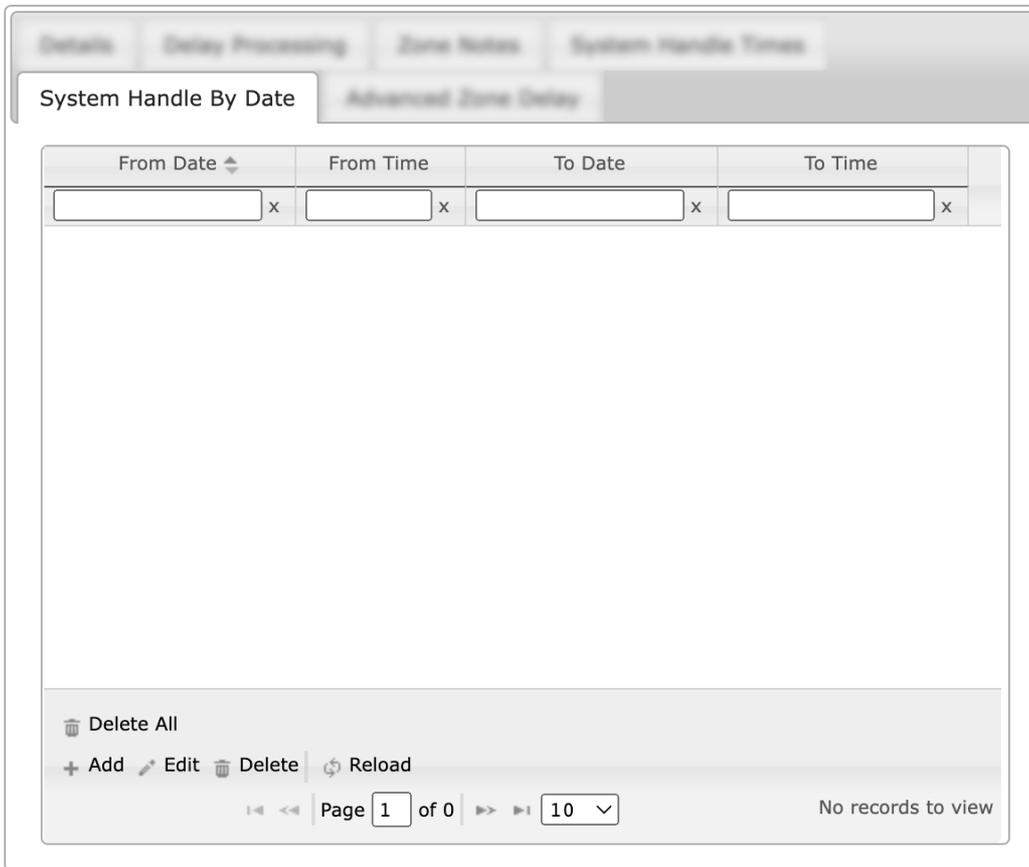
1. Select the day of the week the timeframe should take place from the **Day** dropdown.
 - SUN through SAT: each individual day of the week.
 - DAY: All weekdays (Monday - Friday).
 - END: All weekend days (Saturday & Sunday).
 - ALL: All days of the week.
 - **Please Note:** If multiple days of the week are selected, an entry will be made for each day during the times defined below.
2. Input the begin time of the timeframe into the **From** field.
 - This is the time the system will *start* handling signals received on the zone.
3. Input the end time of the timeframe into the **To** field.
 - This is the time the system will *stop* handling signals received on the zone.
4. Select **Save** to complete creating the system handle time.

Repeat the above steps as necessary to create additional system handle times.

System Handle by Date

Note: This tab cannot be accessed until *after* the zone is saved.

The **System Handle by Date** tab is where users can assign a schedule the system will follow to system handle signals received on the zone (Figure 14). If a signal is received during the assigned schedule, the system will handle the signal and write it to history accordingly.



(Figure 14)

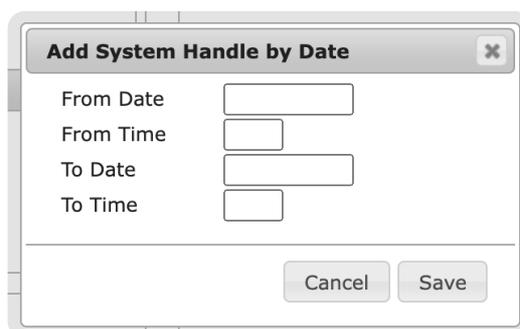
Users can interact with the System Handle by Date table via the available toolbar options. These options are defined below.

Option Function

| | |
|------------|--|
| Delete All | Removes <i>all</i> system handle by date schedules from the zone. |
| Add | Allows users to create new schedules on the zone. More information on adding schedules can be found below. |
| Edit | Allows users to update existing schedules as necessary. |
| Delete | Removes the selected schedule from the zone. |
| Reload | Refreshes the table to display up-to-date information. |

Add

Selecting **Add** from the toolbar will display the **Add System Handle by Date** dialog box (Figure 15).



(Figure 15)

Perform the following steps to add a system handle schedule to the zone.

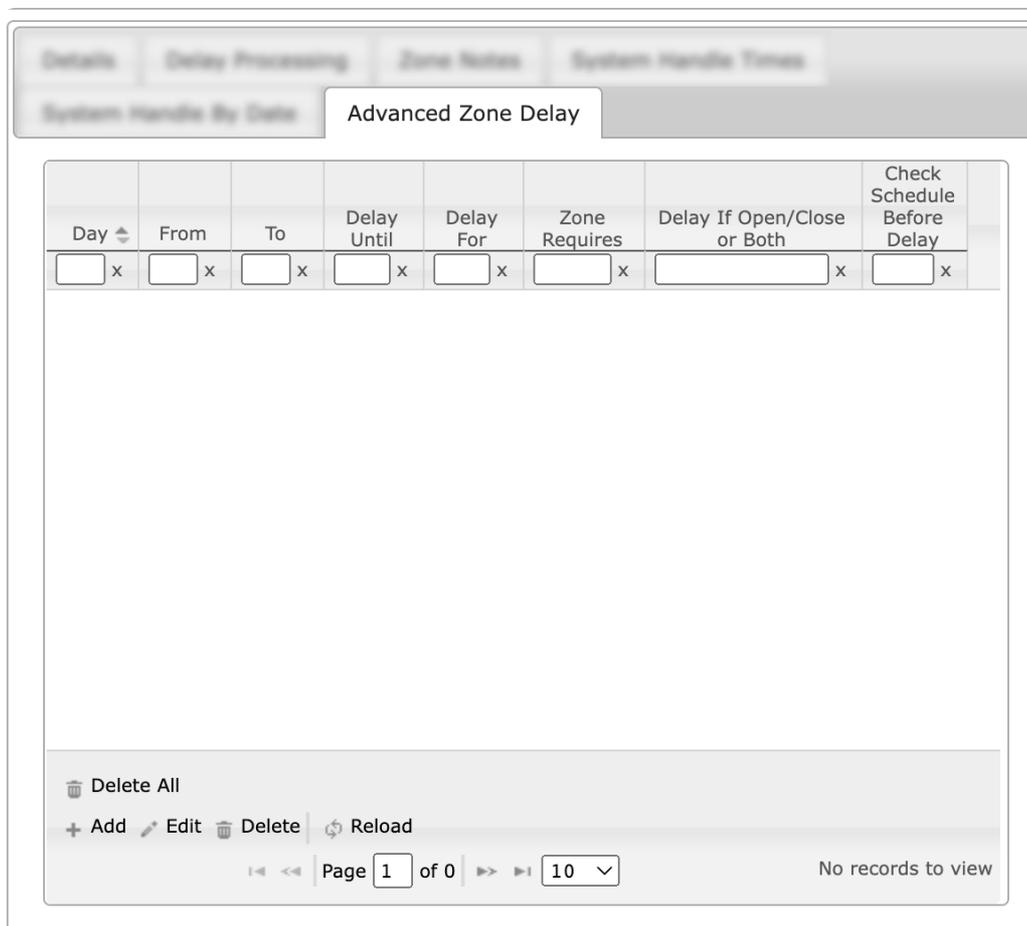
1. Input the date the system should *begin* system handling into the **From Date** field.
2. Input the time on the selected date the system should begin system handling into the **From Time** field.
3. Input the date the system should *stop* system handling into the **To Date** field.
4. Input the time on the selected date the system should stop system handling into the **To Time** field.
5. Select **Save** to complete creating the schedule.

Please Note: The From and To times are *not* inclusive. During the selected date range, the system will handle signals received during the From and To times on *each* day within the range.

Advanced Zone Delay

Note: This tab cannot be accessed until *after* the zone is saved.

The **Advanced Zone Delay** tab is where users can configure the system to delay signals using additional delay settings than what is available under the **Delay Processing** tab (Figure 16). If a signal is received during the timeframe configured here, it will follow the delay settings accordingly.



(Figure 16)

Users can interact with the Advanced Zone Delay table via the available toolbar options. These options are defined below.

Option Function

| | |
|------------|---|
| Delete All | Removes <i>all</i> advanced delay settings from the zone. |
| Add | Allows users to create additional advanced delays. More information on adding advanced delays can be found below. |

| | |
|--------|--|
| Edit | Allows users to update existing advanced delays. |
| Delete | Removes the selected advanced delay from the account. |
| Reload | Refreshes the table to display up-to-date information. |

Add

Selecting **Add** from the toolbar will display the **Add Advanced Zone Delay** dialog box (Figure 17).

(Figure 17)

Perform the following steps to create a new advanced zone delay timeframe.

- Select the day of the week the timeframe should take place from the **Day** dropdown.
 - SUN through SAT: each individual day of the week.
 - DAY: All weekdays (Monday - Friday).
 - END: All weekend days (Saturday & Sunday)
 - ALL: All days of the week.
 - Please Note:** If multiple days of the week are selected, an entry will be made for each day during the times defined below.
- Input the begin time of the timeframe into the **From** field.
 - This is the time the system will *start* delaying signals.
- Input the end time of the timeframe into the **To** field.
 - This is the time the system will *stop* delaying signals.
- If applicable, input the time the system should deliver delayed signals into the **Delay Until** field.
 - As signals are received during the selected timeframe, the system will retain them until the *Delay Until* time. Any remaining signals will then be delivered accordingly.
 - Please Note:** This field cannot be used in conjunction with the Delay For field.
- If applicable, input the number of seconds the system should wait before delivering signals into the **Delay For** field.
 - As signals are received during the selected timeframe, the system will wait this many seconds after receiving each signal before delivering them accordingly.
 - Please Note:** This field cannot be used in conjunction with the Delay Until field.
- Select how the signals should be handled from the **Zone Requires** dropdown.
 - O:** All delayed signals will be operator handled during the delay period even if valid restores, cancels, etc. are received.
 - R:** If the delayed signal's valid restoration signal is received during the delay period, the system will handle the delayed signal. If *not* received, the delayed signal will be delivered to an operator for handling.
 - S:** All delayed signals will be system handled during the delay period even if valid restores, cancels, etc. are received. Signals are system handled *immediately*, therefore: the Delay Until and Delay For fields are not applicable.
- Select a premises status from the **Delay If Open/Close or Both** dropdown.
 - Open:** Signals will be delayed during the selected schedule if the premises is *open*.
 - Close:** Signals will be delayed during the selected schedule if the premises is *closed*.
 - Both:** Signals will be delayed during the selected schedule regardless of the premises

- open/closed status.
8. Select if the system should check the schedule before delaying signals.
 - **Yes**: The system will confirm the account's current schedule matches the status selected from the Delay If dropdown. If the schedule does *not* match, signals will *not* be delayed.
 - **No**: The system will *not* check the account's schedule before delaying signals.
 9. Select **Save** to complete assigning the advanced zone delay.

Complete Saving

Once all tabs are configured on the zone, select **Save All** to complete creating the zone on the account. Users can repeat the above instruction sets to create additional zones as necessary.