DICE Products & Technical Documentation

# Custom Chart Codes

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# Custom Chart Codes

The **Custom Chart Codes** sub-tab is where users can override existing chart codes so they deliver as alternate chart codes on the subscriber (Figure 1). Overriding chart codes allows users to ensure correct codes are received on the account. For example, if a technician were to program the panel to send an incorrect code, that code can be overridden to deliver as the correct one. When the overridden code is received by DICE, the system will read the Custom Chart Code settings and deliver the assigned custom code as necessary.
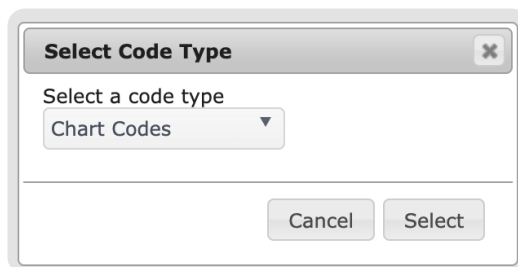


(Figure 1)

Users can interact with the Custom Chart Codes table via the available toolbar options. These options are defined below.

| Option | Function |
|--------|----------|
| Add | Allows users to create new custom chart codes. More information on adding chart codes can be found below. |
| Edit | Allows users to update existing custom chart codes. |
| Delete | Removes the selected custom chart code from the subscriber. Once removed, if the overridden code is received, it will no longer be overridden. |
| Reload | Refreshes the table to display up-to-date information. |

## Add

Selecting Add from the toolbar will display the **Select Code Type** dialog box (Figure 2).
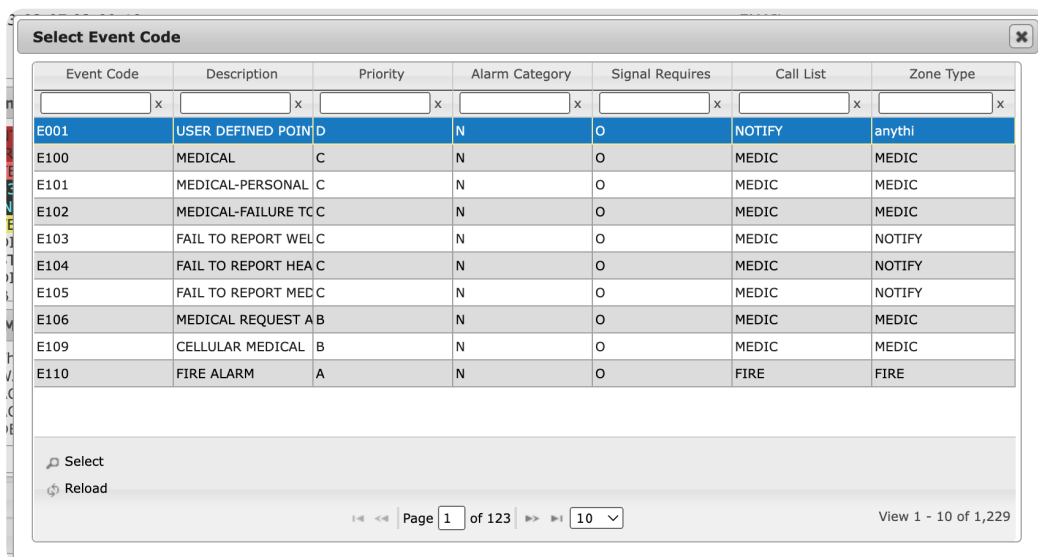
(Figure 2)

Perform the following steps to create a new custom chart code.

1. Select the desired code category from the **Chart Codes** dropdown.
   - The types available here are those defined throughout the alarm industry.
2. Select **Select** to proceed.
   - This will display the **Select Event Code** table for the selected category (Figure 3).


(Figure 3)

3. Select the desired event code from those available.
   - This is the code that should be overridden by a new code when received on the subscriber account.
4. Select **Select** from the toolbar.
   - This will display the **Chart Details Entry** dialog box for the code (Figure 4).


(Figure 4)

Users can update how the system handles/delivers the selected Event Code via the available options. Continue to the next steps to complete creating the custom code.

1. The **Event Code** field is read-only for reference purposes.
   ◦ The code being overridden is displayed here.
2. If applicable, update the event code's default description displayed in the **Description** field.
3. Input the new signal type into the **Zone Type** field.
   ◦ Users can also select the magnifying glass icon to search for and select a signal type.
   ◦ When the Event Code signal is received, the Zone Type signal will be delivered in its place.
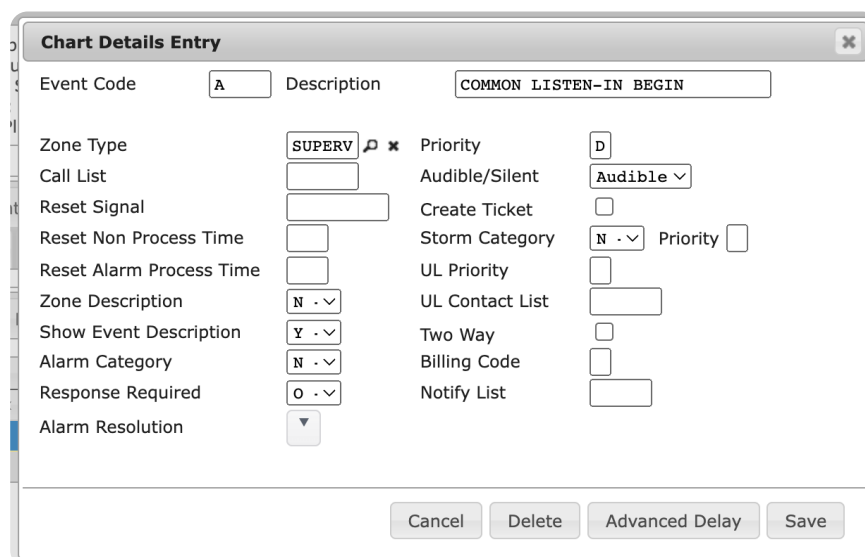4. Input the contact list the system should call when the Zone Type signal is delivered into the **Call List** field.
   ◦ For more information on call lists, see the documentation available here.
5. Input the Zone Type signal's restoral code into the **Reset Signal** field.
   ◦ When received, restoral/reset signals typically alert the system to handle the associated signal since the functionality/situation has been *restored*.
6. Input the time, in minutes, the system should wait for a restoral code into the **Reset Non Process Time** field.
   ◦ If the restoral signal is received within this timeframe, the Zone Type signal will be system handled.
   ◦ If the restoral signal is *not* received within this timeframe the Zone Type signal will be delivered to an operator for handling.
7. Input the time, in minutes, the system should wait for the restoral signal before generating an LTR (Late to Restore signal) into the **Reset Alarm Process Time** field.
   ◦ If the restoral signal is received within this timeframe, the LTR signal will *not* be generated, and the system will follow the Reset Non Process time parameters for the handling of the Zone Type signal.
   ◦ If the restoral signal is *not* received within this timeframe, the LTR signal will be generated, and the system will follow the Reset Non Process time parameters for the handling of the Zone Type signal.
8. Select which information should display within Monitoring from the **Zone Description** dropdown.
   ◦ The options available here affect what information is displayed under Zone Description within Monitoring when an operator is handling the signal.
   ◦ **Z**: The description (as set in the above field) will display.
   ◦ **U**: The contact information of the user who generated the signal will display.
   ◦ **N**: No information will be displayed.
   ◦ **S**: If the signal was received from an ALARMNET panel, the additional signal information received from the receiver will display.
   ◦ **C**: The call list selected within the signal's Zone will be used rather than the call list input above.
   ◦ **I**: This option is no longer in use.
   ◦ **X**: If the account has a valid zone, the system will display the signal description, event code, priority, and call list as it appears on the account. If there is no valid zone, the system will use the chart code's information.
9. Select if the system should display the event description within Monitoring from the **Show Event Description** dropdown.
   ◦ **Y**: Yes, the system will display the event description.
   ◦ **N**: No, the system will *not* display the event description.
   ◦ **O**: Not Used. This option is no longer in use.
10. Select what type of signal the system should assign to the Zone Type signal when delivered from the **Alarm Category** dropdown.
    ◦ **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.
    ◦ **N**: None. All other signal types not fitting within one of the other available categories.
    ◦ **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.
    ◦ **F**: Force Armed. When this signal is received, the system will automatically set the premises status to *closed* and deliver the signal to an operator for handling.
11. Select how the signal should be handled from the **Response Required** dropdown.
    ◦ **O**: The signal will be sent to operators for handling.

- **P**: The signal will be sent to operators for handling and require responding parties to provide a valid passcode prior to allowing the operator to log the signal.
- **S**: The signal will be automatically handled and logged to history by the system.
- **T**: The signal is system handled and generates a service ticket within the system.

12. If this signal is system handled, select the resolution type the system should assign to the signal from the **Alarm Resolution** dropdown.
    - The options available here are defined by your system. For more information on managing resolution codes, see the documentation available here.
13. Input the importance level code that should be assigned to this signal into the **Priority** field.
14. 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.
15. If applicable, select the **Generate Ticket** option to ensure a service ticket is created after an operator logs the signal.
16. Select how the system should handle this signal if it is stormed from the **Storm Category** dropdown.
    - Stormed signals are those that are system handled during an extreme weather event (such as hurricanes or tornados). For more information on Storm Mode, see the documentation available here.
    - **N**: This signal will be handled as it is configured with no change if the account enters storm mode.
    - **R**: The signal's priority will be updated to its assigned storm priority. Input the storm priority for this signal into the **Priority** field located to the right of the Storm Category dropdown.
    - **D**: The signal will be delivered to an applicable operator as configured by their track group. Track groups can be assigned to operators within Matrix User Maintenance. For more information on assigning track groups, see the documentation available here.
    - **S**: The signal will be system handled and added to a report.
    - **H**: The signal will be system handled, added to a report, and pending signals will be returned to pending once storm mode has ended.
17. If applicable, input the importance level that should be assigned to this signal if the account is a UL account into the **UL Priority** field.
18. If applicable, input the list of contacts the system should call if the account is a UL account into the **UL Contact List** field.
19. If applicable, select the **Two Way** option to categorize this signal as a two-way signal (for example: a signal set by a medical alert pendant).
20. If applicable, input the code used to ensure the subscriber is billed accordingly for this signal into the **Billing Code** field.
21. If applicable, input the list of contacts that should be notified via email into the **Notify List** field.
    - For more information on managing notify lists, see the documentation available here.

Once all details have been assigned, users can update additional settings via the available button options. These options are defined below.

| Option | Function |
| --- | --- |
| Cancel | Exits the dialog box and returns the user to the Custom Chart Code table. Selected options *are not* saved. |
| Delete | Removes the custom chart code from the subscriber. This option is only applicable to existing custom chart codes. |
| Advanced Delay | Allows users to configure when the system should delay the signal from delivering to operators. For more information on delaying signals, see the documentation available here. |
| Save | Preserves the new custom chart code (or any changes made to existing codes). |

Once the custom code has been saved, the system will override the defined code with the new code as necessary on the subscriber.