DICE Products & Technical Documentation

Vivid

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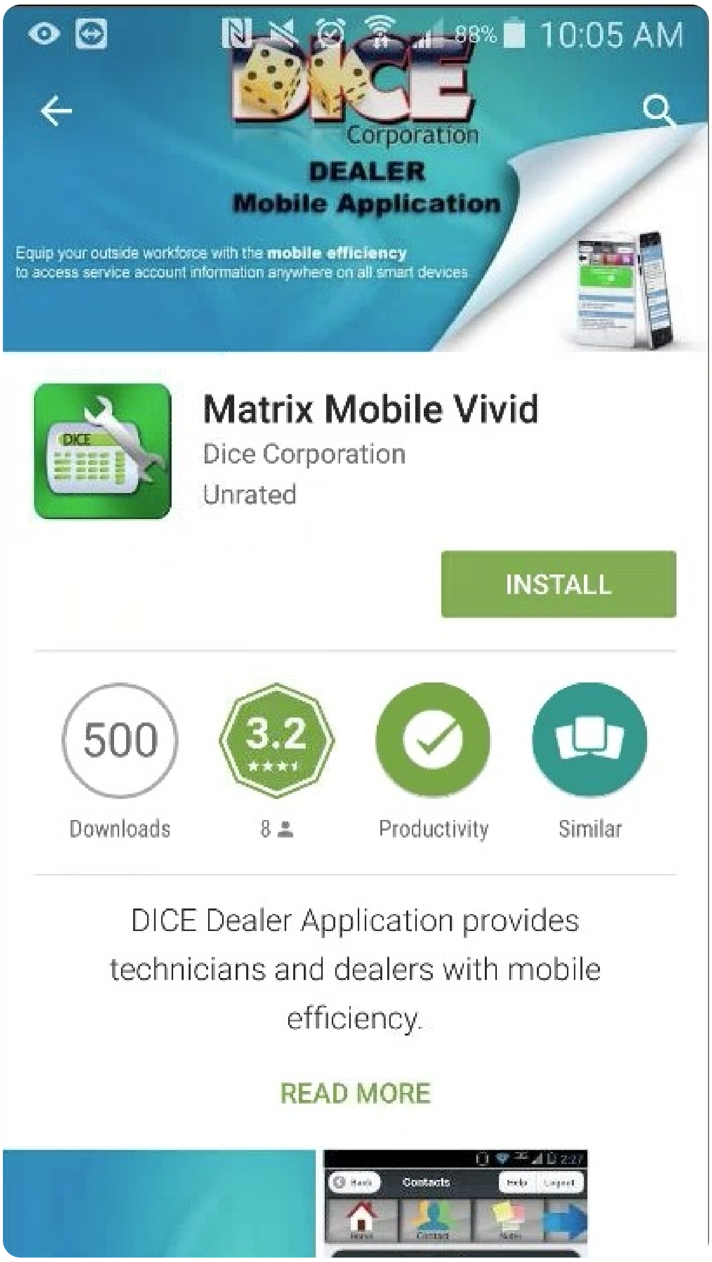
Vivid

The **Matrix Mobile Vivid** application allows users to view account information, place accounts on/off, and edit specific account information.

Installation and Setup

Application Installation

In order to use **Matrix Mobile Vivid**, you must download the Matrix Mobile Vivid application on your smart device from your preferred app store (Figure 1).



(Figure 1)

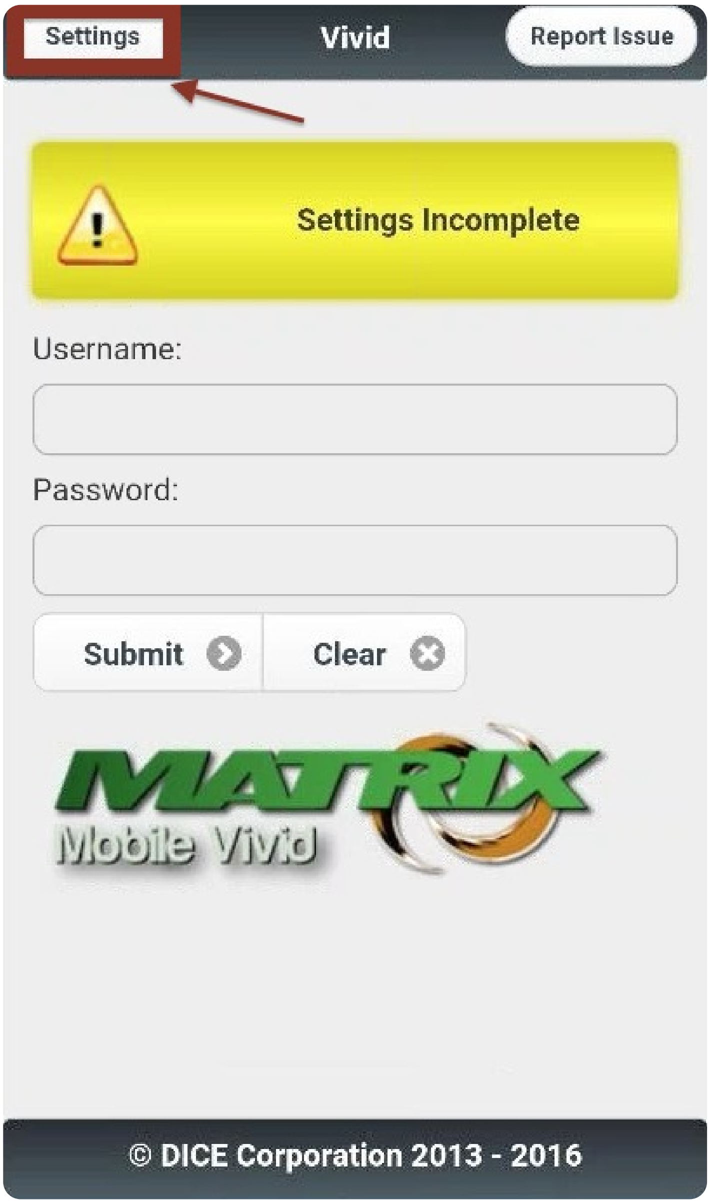
NOTE: The **Matrix Mobile Vivid** app requires access to your location and camera.

Application Setup and Login

Setting up the **Matrix Mobile Vivid** app is dependent on client configurations. Only follow steps 1-3 if using DICE-specific configurations, otherwise the user will follow the settings already configured and move on to step 4.

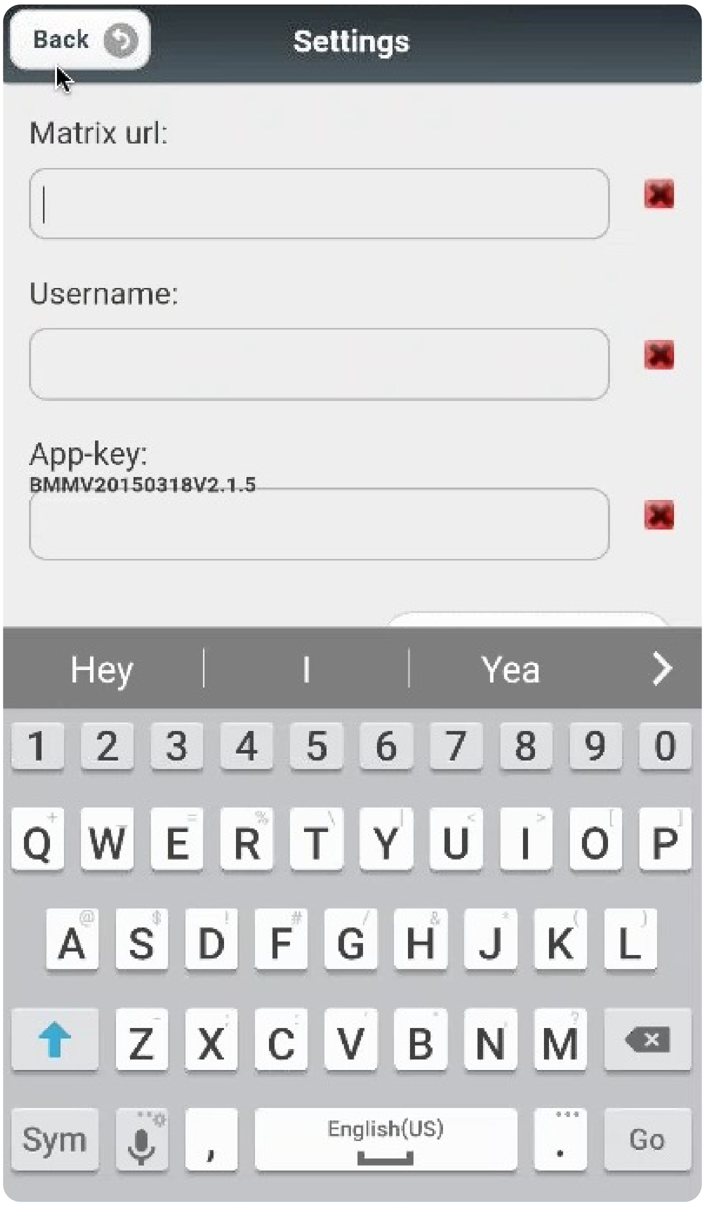
After installing the **Matrix Mobile Vivid** app from your app store, complete the following steps to setup your device:

1. Press the application icon on your device to open **Matrix Mobile Vivid**.
2. Press **Settings** to open the Settings menu (Figure 2).



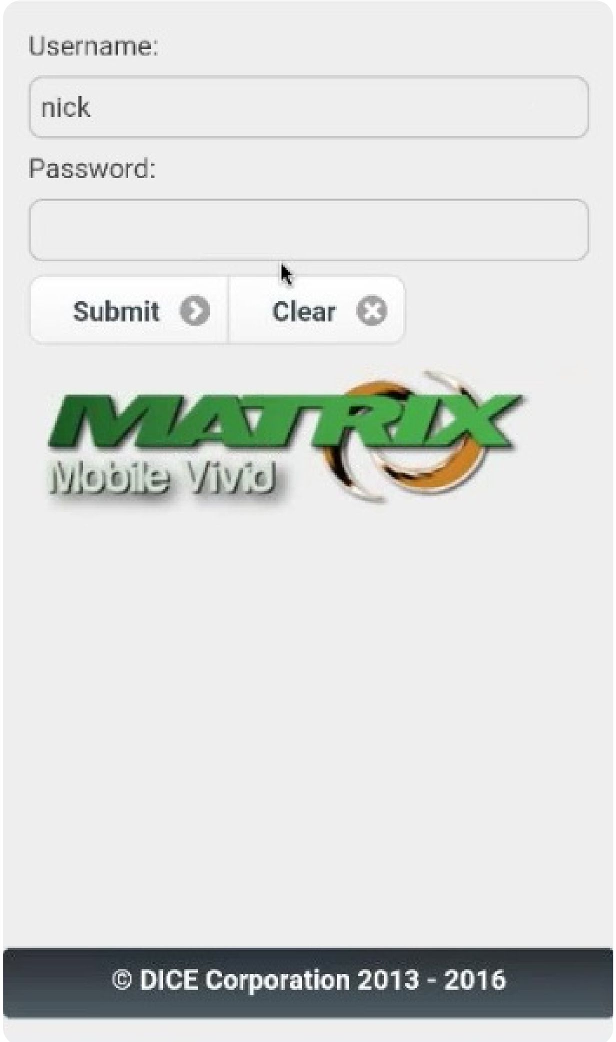
(Figure 2)

3. Enter your DICE-specific **Matrix URL** within the text field (Figure 3).
4. Enter your Matrix **Username** within the text field.
5. Enter your **App-Key** within the text field.



(Figure 3)

6. Press **Save** after entering the required information within the **Settings** fields. Your **Username** will automatically be displayed on the login screen (Figure 4).



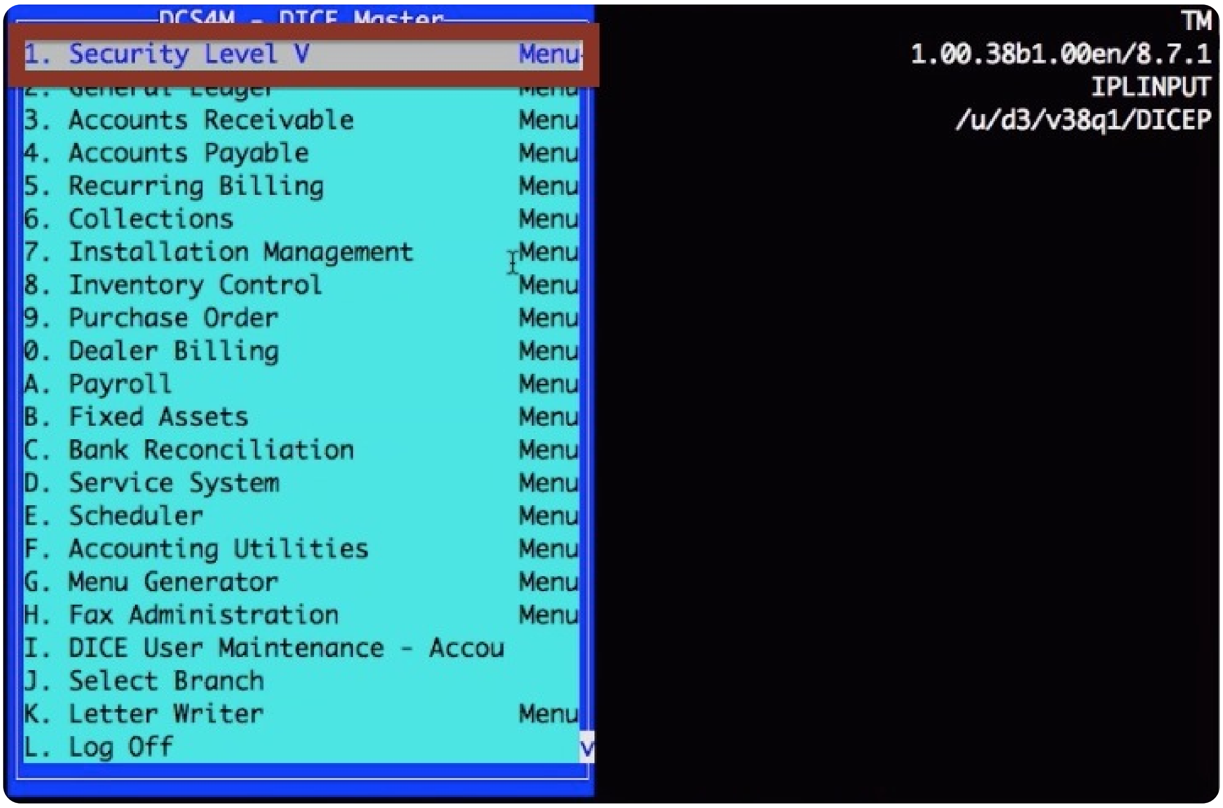
(Figure 4)

NOTE: If the application is closed at any point, your place will be saved for 20 minutes, where you can open the application again and continue from where you last left off. After 20 minutes, you will be asked to login again and begin by selecting an account.

CORE Setup

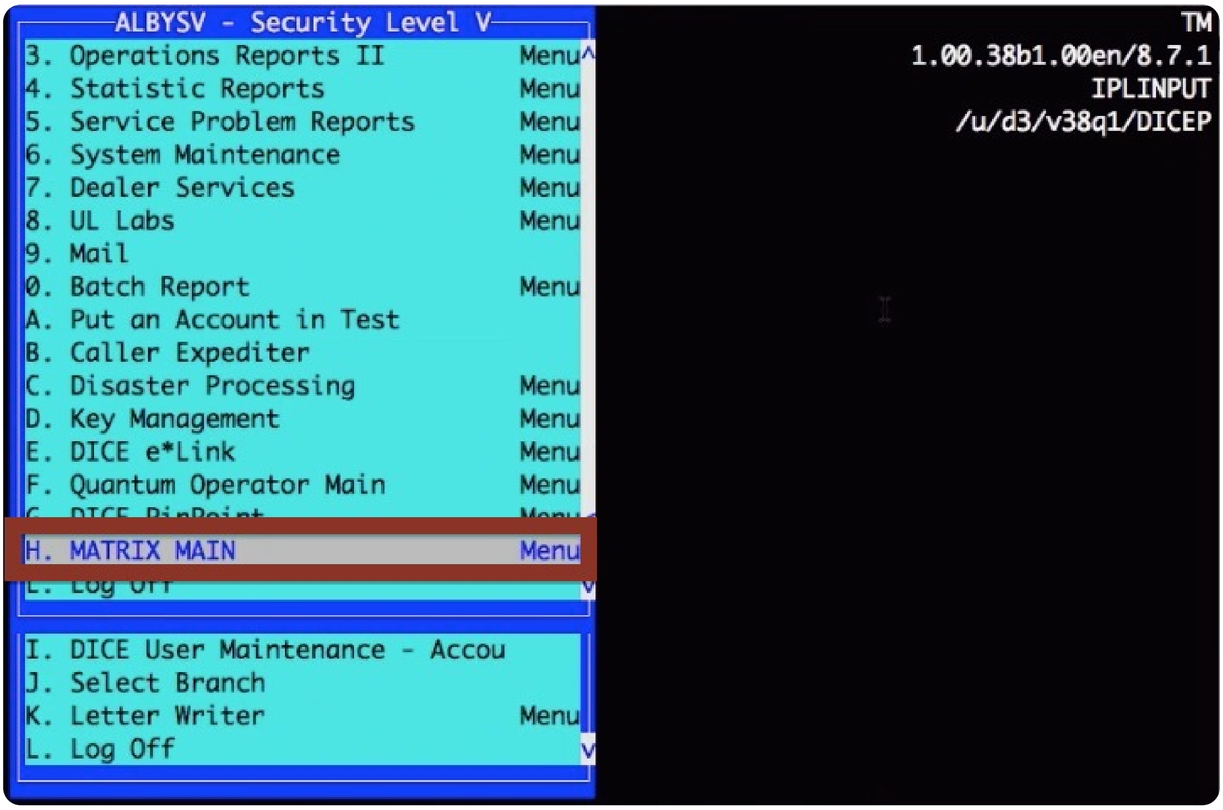
Complete the following steps to setup **Application Key** definitions:

1. Log in to **CORE**.
2. Select **Security Level V** (Figure 5).



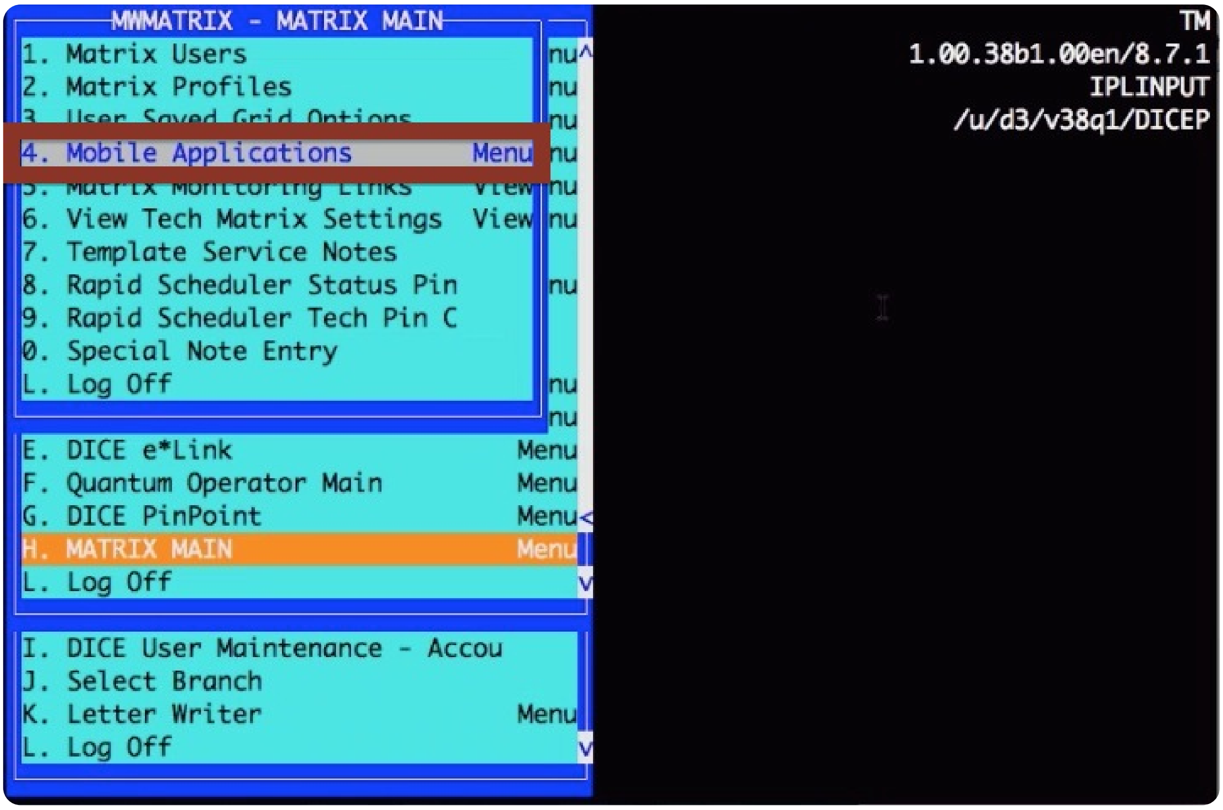
(Figure 5)

3. Select **Matrix Main** (Figure 6).



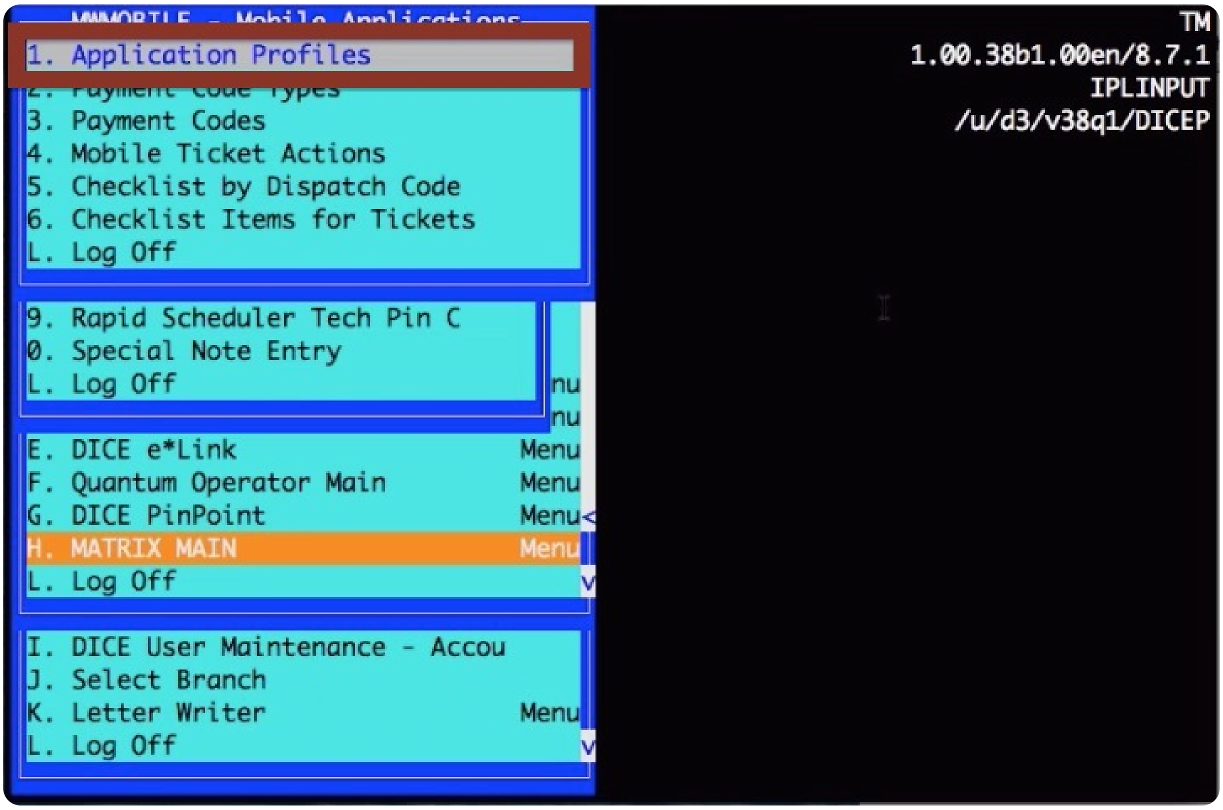
(Figure 6)

4. Select **Mobile Applications** (Figure 7).

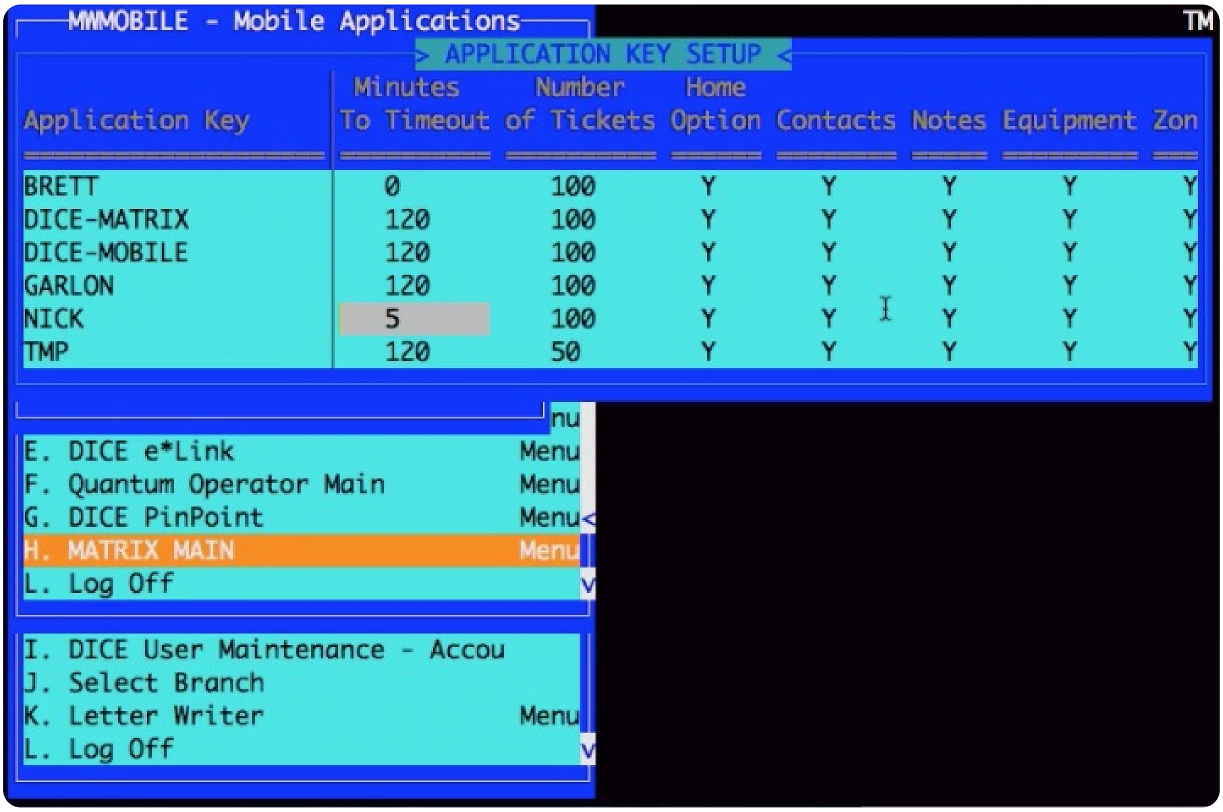


(Figure 7)

5. Select **Application Profiles** (Figure 8). The **Application Key Setup** screen will appear (Figure 9).



(Figure 8)



(Figure 9)

The following fields are changeable based on user preference:

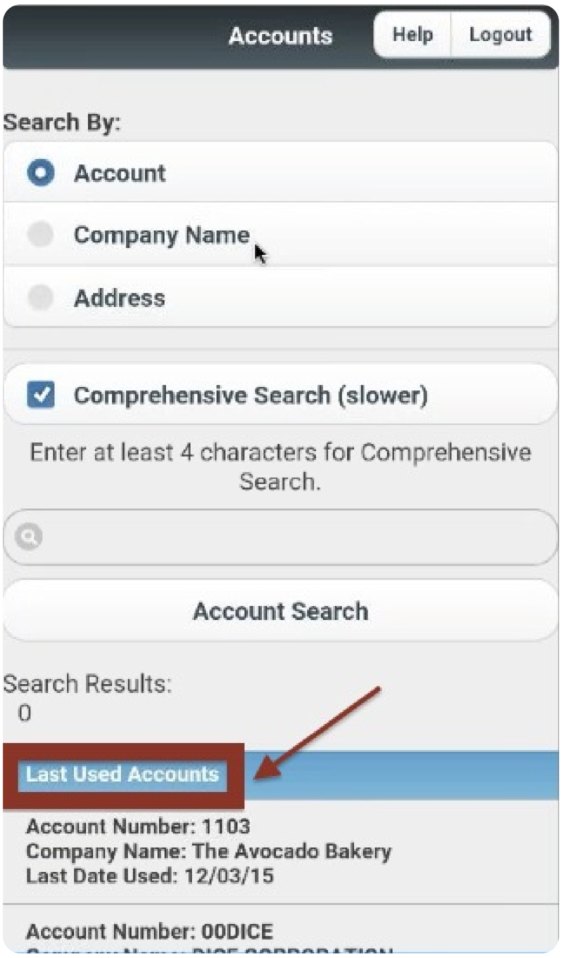
Field	Description
Minutes to Timeout	The amount of time your account will stay active before logging out.
Number of Tickets	A tech service setting for **Matrix Mobile Service**. This setting defines how many tickets appear in the ticket grid.
Home Option	Select **Y** or **N** to have the option to edit the Home page.
Contacts	Choose one of the following options: **Y**: Displays contacts, editable. **N**: Does not display contacts. **R (Read-Only)**: Displays contacts, unable to edit.
Notes	Select **Y** or **N** to edit notes. **NOTE**: Notes are not editable at this time.
Equipment	Select **Y** or **N** to edit equipment onsite.
Zones	Choose one of the following options: **Y**: Displays zones, editable. **N**: Does not display zones. **R (Read-Only)**: Displays zones, unable to edit.
History Record Limit	The number of history records that appear on the **History** screen. Do not let the limit exceed 200.

History Day Range	The number of past days available in the pre-loaded history (e.g. selecting "2" would allow the past two days to load).
Billing Notes	Select **Y** or **N** to show billing notes in the **Notes** tab.
Customer Notes	Select **Y** or **N** to show customer notes in the **Notes** tab.
Install Notes	Select **Y** or **N** to show install notes in the **Notes** tab.
Dispatch Notes	Select **Y** or **N** to show dispatch notes in the **Notes** tab.
Service Notes	Select **Y** or **N** to show service notes in the **Notes** tab.
Site Notes	Select **Y** or **N** to show site notes in the **Notes** tab.
Temp Notes	Select **Y** or **N** to show temporary notes in the **Notes** tab.
Inventory	A **Service** setting. Select **Y** or **N** to view inventory when going through billing.
Billing	A **Service** setting. Select **Y** or **N** to view billing information.
Close Ticket	A **Tech Service** setting, select **Y** or **N** to view close ticket status.
Use AR Numbers	A **Tech Service** setting. Select **Y** or **N** if you use A.R. numbers.
Close Status	Select the status where tickets go when they get closed out of the service app.
Dispatch Notes	Select **Y** or **N** to display dispatch notes on the **Notes** tab.
Act/Deact Acct	Select **Y** or **N** to activate or deactivate the account. When the account is deactivated, it is no longer in use but still on the system. **NOTE**: This option may be available for all users.
Opr Mod-Dis-Tim	Select **Y** or **N** to enable a slider, which allows users to select any time between their minimum and maximum default times. **NOTE**: This option may not be available for all users.

Select an Account

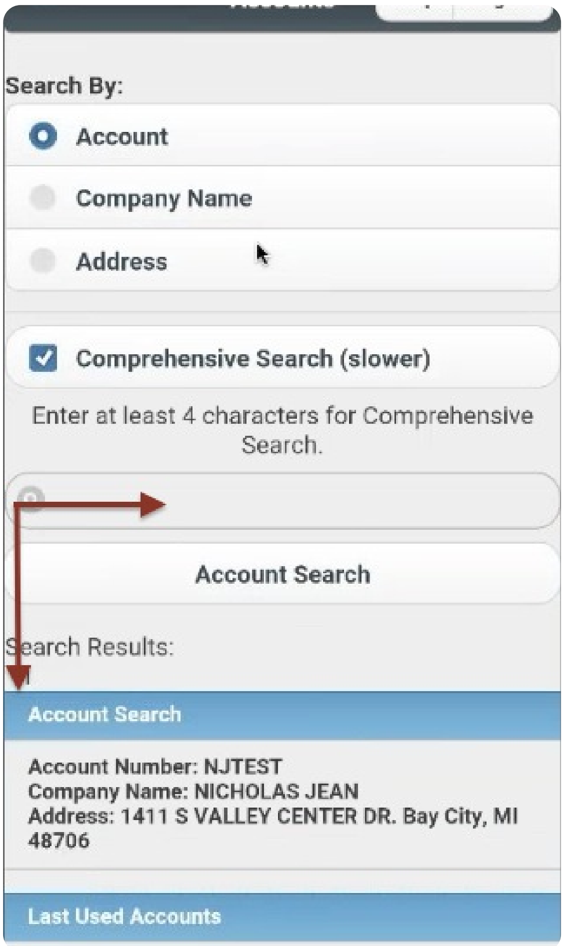
After logging into the **Matrix Mobile Vivid** application, the accounts assigned to your unique username will automatically be generated on the **Accounts** screen. Complete the following steps to select an account to view:

1. Select an account to view from the **Accounts** screen. Accounts will be located under the **Last Used Accounts** bar (Figure 10)



(Figure 10)

2. Select a **Search By** option and enter search criteria within the **Filter Bar** (Figure 11).



(Figure 11)

3. Select **Account Search** to display your results.
4. Select the account you would like to work with from the **Account Search** section

NOTE: The **Last Used Accounts** section displays accounts that were most recently accessed and can be selected by pressing the given row.

Tabs and Functions

The **Matrix Mobile Vivid** application is user-friendly with easy-to-use navigational tabs, taking the user through account information. Use the following tabs to easily navigate the Matrix Mobile Vivid app.

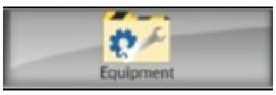
NOTE: The functions and features of each tab do not depend on the sequence of another, unless defined within its own section.

Using the Navigational Toolbar

The tabs and functions of the **Matrix Mobile Vivid** application allow dealers to navigate and review account information during a service call, accessing the information any time during the service process (Figure 12).

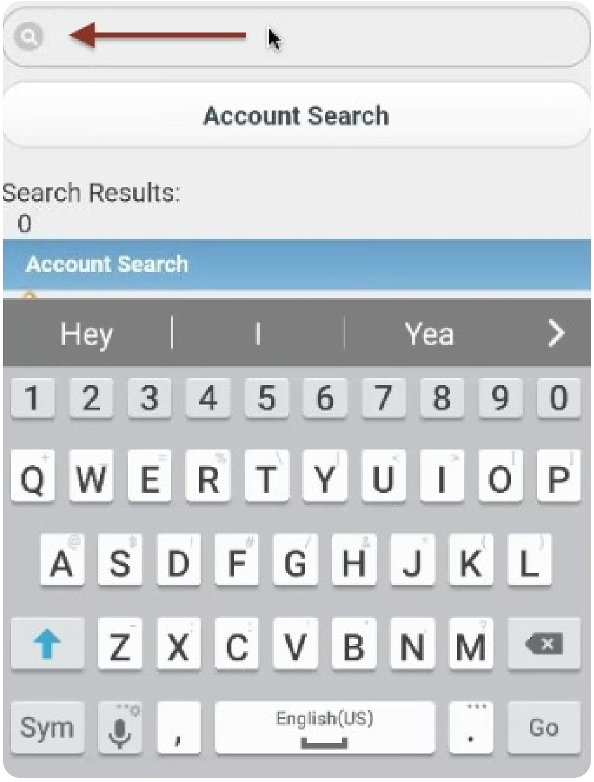
- Tap each button to display the section.
- Tap the arrow buttons to reveal more menu options.

(Figure 12)

Tab	Function
	**Home**: Allows you to put the account on/off, provides directions to the site, and displays site contact and account information.
	**Contact**: Displays premises and account contact information.
	**Notes**: Displays billing, customer, install, service, directions, and temporary notes. Also allows for notes to be edited.
	**Equipment**: Displays all equipment located onsite.
	**Zones**: Displays zone codes and descriptions for the zones located onsite.
	**History**: Allows you to search account history and displays account history details.

Filter Bar

The **Matrix Mobile Vivid** application provides a filter bar to easily locate specific information and is located on the **Contacts**, **Notes**, **Equipment**, **Zones**, and **History** screens (Figure 13).



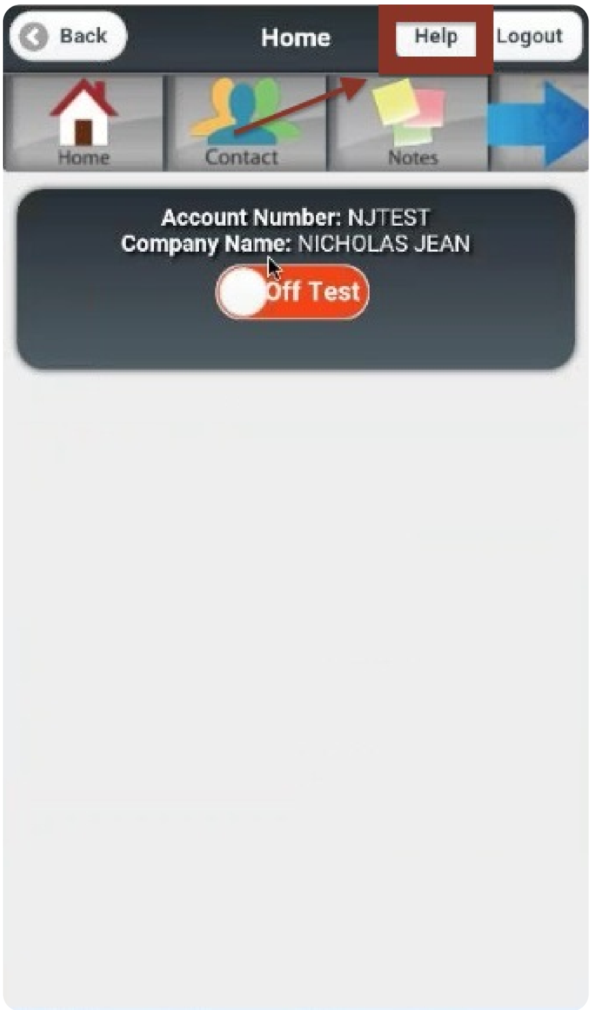
(Figure 13)

- Enter search criteria within the **Filter** text field.
    - Press **X** to clear the filter text field.
    - Search results will begin to display within the **Account Search** section.

NOTE: All searches are case sensative.

Using the Help Option

The **Help** button is located at the top of the screen and can be selected at any time while using the application. This option links to the DICE Corporation website; there you can log into the DICE Wiki to access additional documentation (Figure 14).



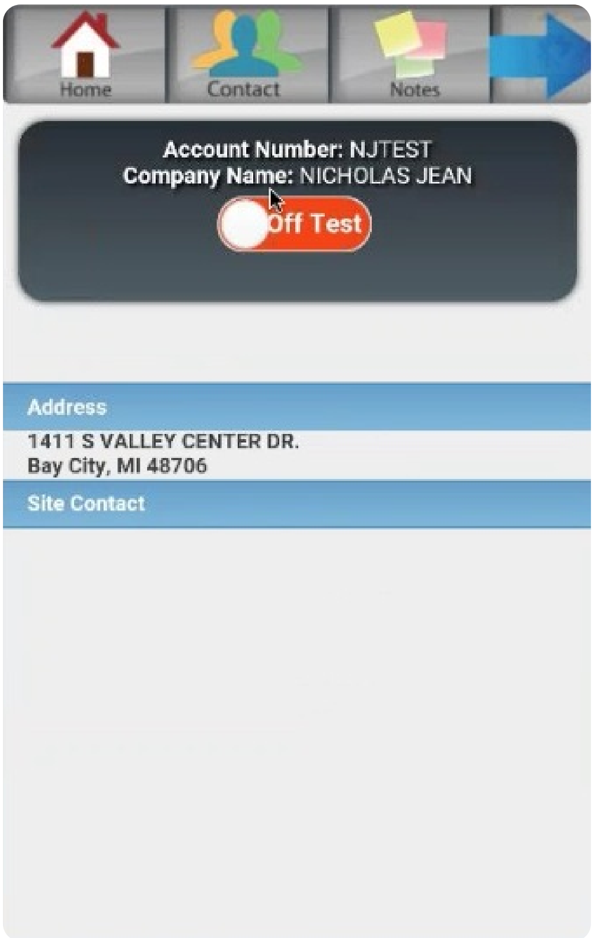
(Figure 14)

Home

The **Home** screen is displayed after an account has been selected (Figure 15). The **Navigational Toolbar** containing the tabs is provided on each screen. This section will cover the **Home** screen sections and the various functions and features of the colored tabs.

The sections located on the **Home** screen are:

- Account Information
- On/Off Test Switch
- Address Information
- Site Contact Information



(Figure 15)

Address and Site Contact Information

The **Address** section provides the address for the account (Figure 16). The **Site Contact Information** section provides the first priority site contact information for the account, including the following information:

- Name
- Phone Number
- Personal Info (such as brief site contact notes)
- Email

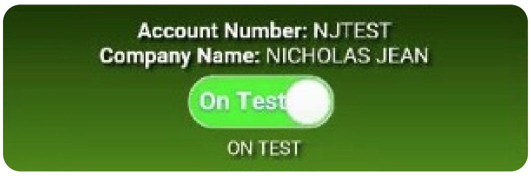
(Figure 16)

Field	Description
Contact Name	Displays the name of the site contact.
Phone Number	Displays the contact's phone number.
Personal Info	Displays information about the site contact.
Email 1	Displays the contact's email address.

Switching an Account On/Off Test

The **Account Information Box** directly beneath the **Navigational Toolbar** displays the account number and company name on each screen. Within the **Home** screen, the **On/Off Test** option is displayed. To put an account On/Off Test, complete the following steps:

- Swipe the button from left to right to put the account **On Test** (Figure 17).



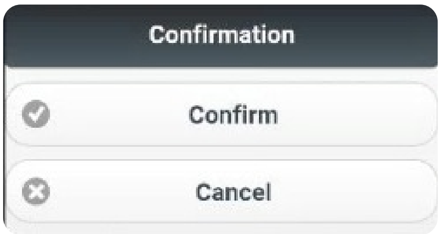
(Figure 17)

- Sweep the button from right to left to put the account **Off Test** (Figure 18).

(Figure 18)

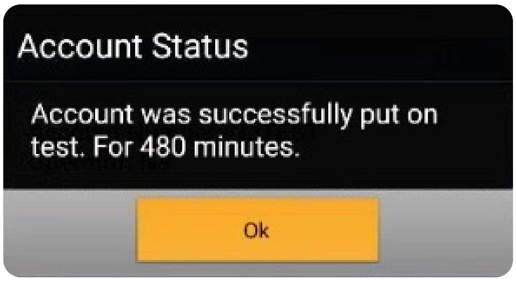
NOTE: A pop-up screen requesting confirmation to put the account on/off test will appear.

- Press **Confirm** to accept the changes or **Cancel** to return



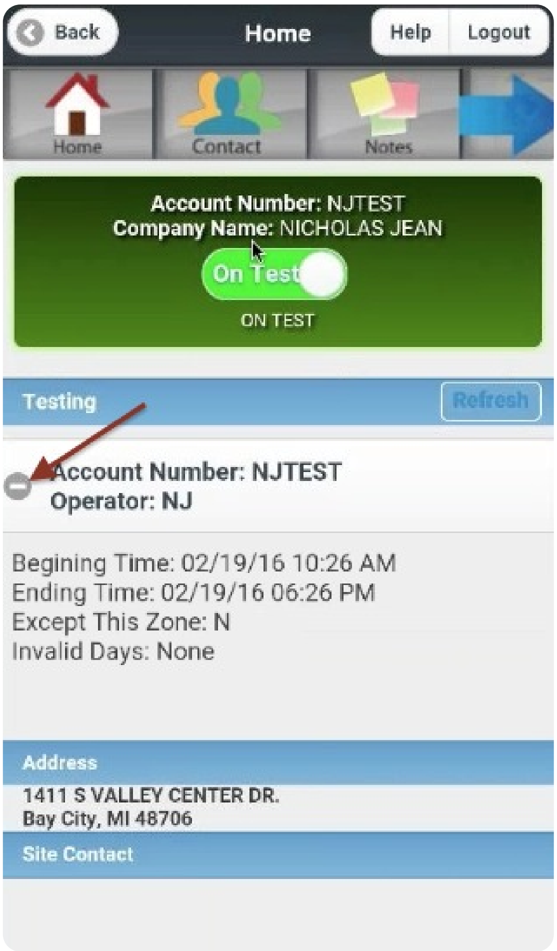
(Figure 19)

. (Figure 19)
  - If Confirm is selected, an **Account Status** screen will appear, displaying the number of minutes the account will remain on test (Figure 20).



(Figure 20)

  - Press **OK** to continue.
- Testing information will be displayed on the **Home** screen.
  - Press **+** or **-** to maximize and minimize the information (Figure 21).



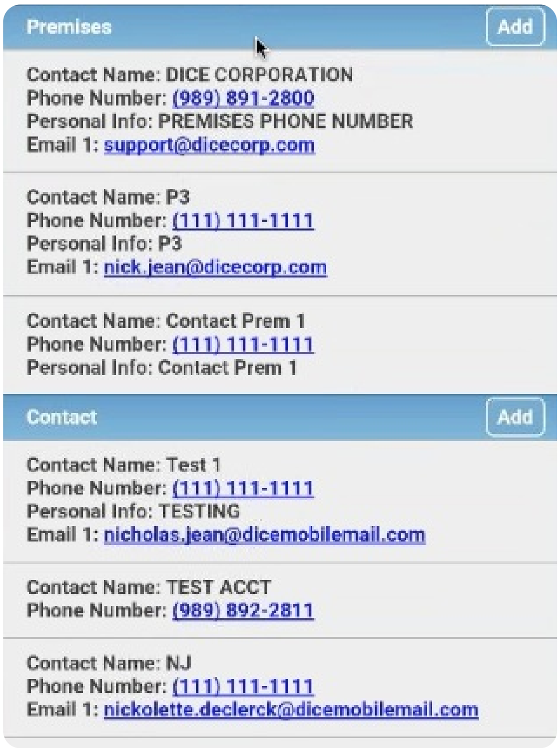
(Figure 21)

Contacts

The **Contacts** screen displays all contact information for the account, including the **Premises** and **Direct Contact** information.

The **Premises Contact** section is the second list of contacts to call for that specific amount. The **Contact** section is the third list of contacts to call for that specific account. Both the Premises and Contact information include the following information (Figure 22):

- Contest Name
- Phone Number
- Personal Information
- Email



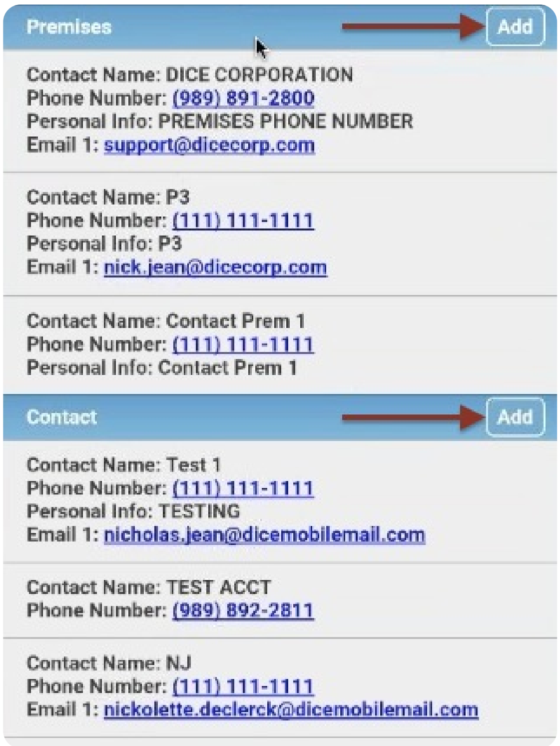
(Figure 22)

Field	Description
Contact Name	Displays the name of the site contact.
Phone Number	Displays the site contact's phone number.
Personal Info	Displays information about the site contact.
Email 1	Displays the site contact's email address.

Adding Premises and Contact Information

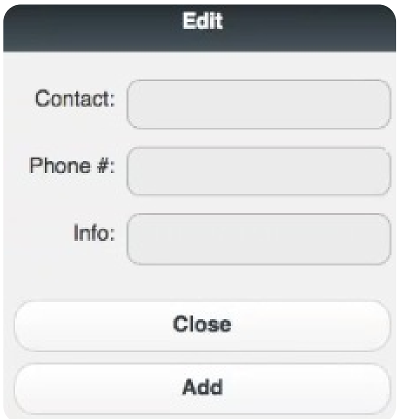
Add **Premises** and **Contact** information by completing the following step:

1. Press **Add** within the given row in the **Premises** and **Contact** sections (Figure 23).
   - The **Edit** pop-up screen will display.



(Figure 23)

2. Enter the necessary information within the text boxes (Figure 24).
3. Press **Add** to save the changes or **Close** to exit the screen without saving.

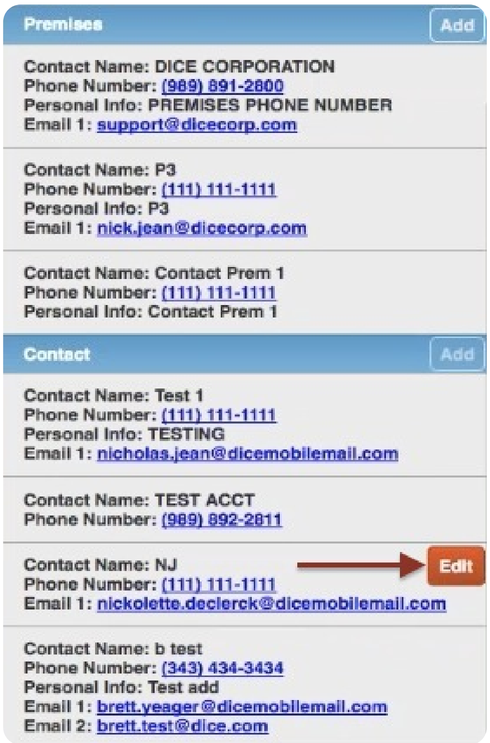


(Figure 24)

Editing Premises and Contact Information

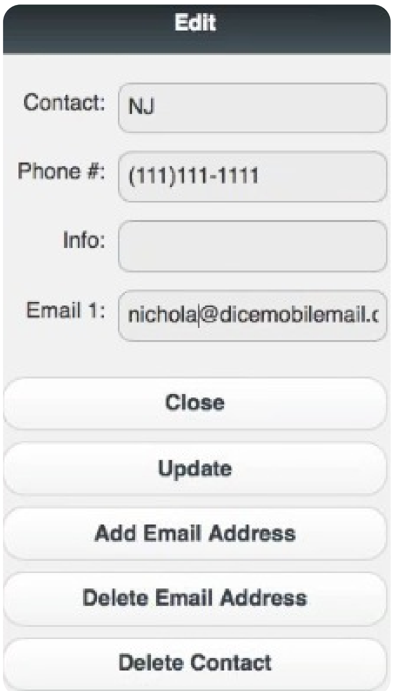
Edit the address information by completing the following steps:

1. Swipe from left to right within the given row in the **Premises** or **Contact** sections (Figure 25).
    - The **Edit** button will display.



(Figure 25)

2. Press the **Edit** button to display the Edit screen.
3. Modify the necessary information within the text fields (Figure 26).
4. Press **Update** to save the changes.
    - Press **Close** to exit the screen without saving.



(Figure 26)

Adding an Email Address to an Existing Contact

Add an email address to the **Premises** and **Contact** sections by completing the following steps:

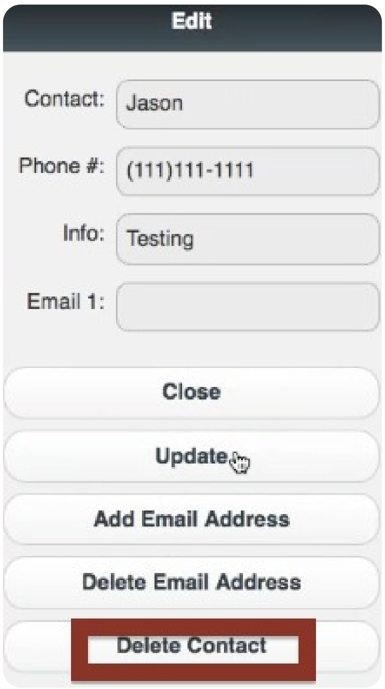
1. Swipe from left to right within a given row in the Premises or Contact section.
    - The **Edit** button will display.
2. Enter an email address within the text field.
3. Press **Add Email Address** to continue.

NOTE: If an email address needs to be deleted, press **Delete Email Address** within the Edit pop-up. Press **Update** to confirm the deletion. If there are multiple emails for the contact, select the email displayed to view a list of other emails for the contact and select the email to delete.

Deleting an Entire Contact

Delete an entire contact by completing the following steps:

1. Swipe from left to right within the given row in the **Premises** or **Contact** sections.
    - The **Edit** button will display.
2. Press **Edit**.
    - The **Edit** pop-up screen will display.
3. Press **Delete Contact** (Figure 27).



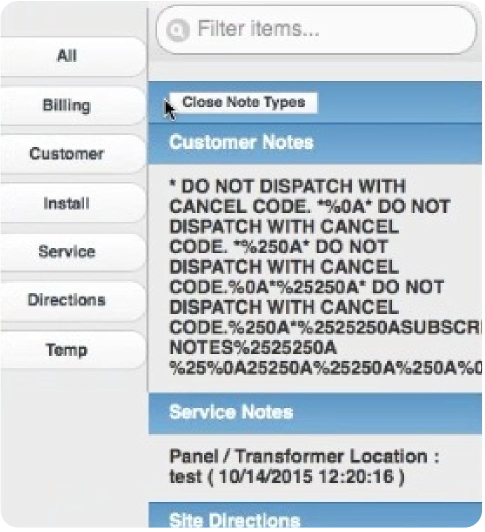
(Figure 27)

4. A confirmation screen will appear.
    - Press **Confirm** to delete the contact.
    - Press **Cancel** or **X** to return to the **Edit** screen without deleting the contact.

Notes

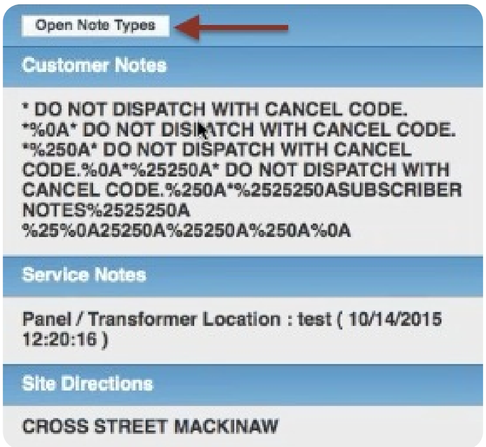
The **Notes** screen provides the ability to view various notes while servicing an account in case specific details regarding the account, alarms, or site must be reviewed. This screen allows a dealer to view all notes on one screen or individually. The note type categories are as follows (Figure 28):

- Billing
- Customer
- Install
- Service
- Directions
- Temporary



(Figure 28)

NOTE: Press **Open Note Types** to select different note types to view. Press **Close Note Types** to close the note menu (Figure 29).



(Figure 29)

Field	Description
All	Displays all notes from the account.
Billing	Displays the billing notes for the account.
Customer	Displays the customer notes for the account.
Install	Displays the installation notes for the account.
Service	Displays the service notes for the account.
Directions	Displays the site directions for the account.
Temp	Displays the temporary notes for the account.

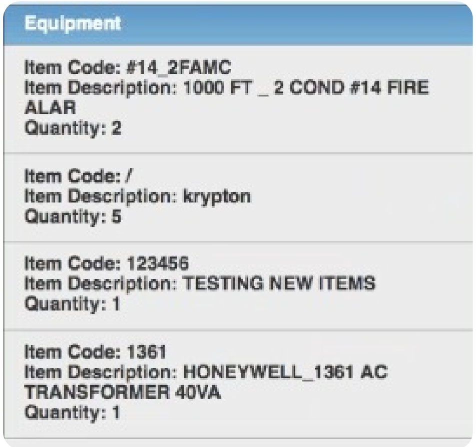
Equipment

The **Equipment** screen provides the ability to view a list of equipment that has been used onsite (Figure 30). The equipment list displays the recorded inventory and includes the following:

- Item Code

- Item Description
- Quantity

NOTE: Equipment is sorted numerically by item code.



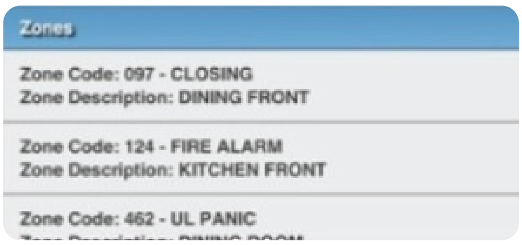
(Figure 30)

Field	Description
Item Code	Displays the item code used for inventory.
Item Description	Displays a description of the item.
Quantity	Displays how many of the specific item are onsite.

Zones

The **Zones** screen displays the zone codes and item descriptions for the album points (Figure 31). The zone list will display the **Zone Code** and the **Item Description** for the zone to help determine where zones are located and what devices may be in the vicinity.

NOTE: The zones are sorted alphabetically by zone code.



(Figure 31)

Field	Description
Zone Code	Displays the specific zone code.
Item Description	Displays a description of the zone.

History

The **History** screen displays account history that can be searched by a specific date and time range.

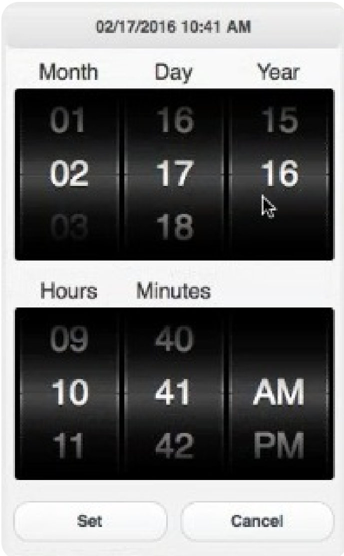
Detailed account events will generate below the date and time section.

NOTE: The central station defines a specific color using a system-wide setting and is not definable per user. The color is based on alarm priority or alarm type.

Selecting Account History

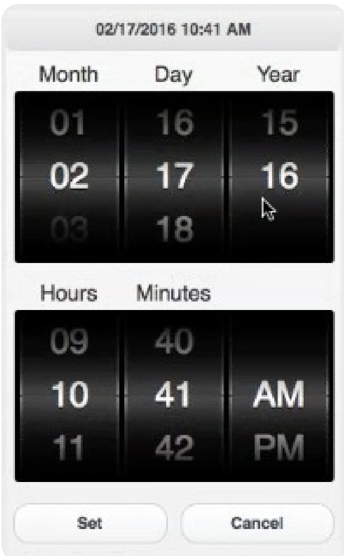
In order to enter a date range to view specific account history and sort records, complete the following steps:

1. Press the **From** field to choose the day and time to begin the search (Figure 33).
   - Using the dials, scroll up and down to choose the days and times.
2. Press **Set** to select the **From** information.
   - Press **Cancel** to exit the **From** pop-up without saving.



(Figure 32)

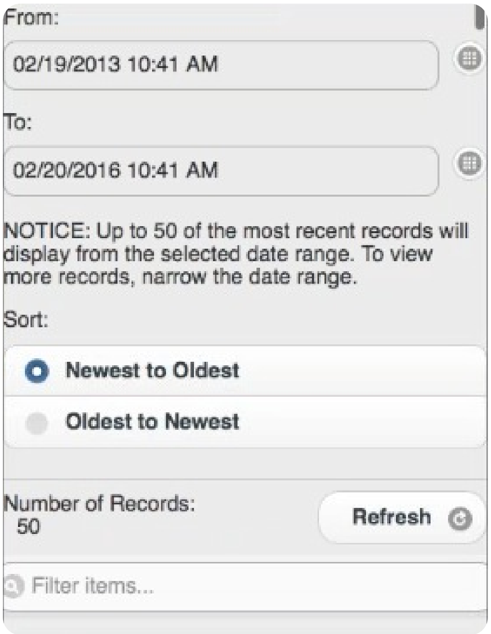
3. Press the **To** field to choose the day and time to begin the search (Figure 33).
   - Using the dials, scroll up and down to choose the days and times.
4. Press **Set** to select the **To** information.
   - Press **Cancel** to exit the **To** pop-up without saving.



(Figure 33)

5. Press **Refresh** to load the account history for the selected date and time range.

NOTE: **History Records** can be sorted from newest to oldest (descending) or oldest to newest (ascending) by selecting an option within the sort section. The number of records being displayed is visable directly above the **Filter Bar** (Figure 34).



(Figure 34)

Viewing Account History Events

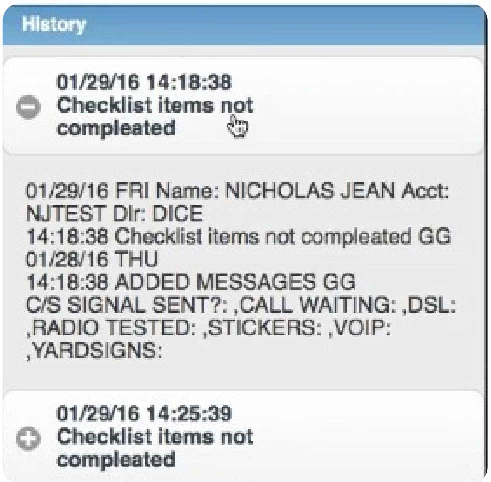
Once a date and time range is selected, the results will generate below the **History** header. History events can be expanded to display the details of the event, which include the following:

- Date
- Time
- Dealer Code
- Company Name
- Account Number
- Short descriptions of the alarm and event

To view details of an account event, complete the following steps:

1. Press an event summary to expand the event (Figure 35).
    - Event details will display beneath the event summary.
2. Press the event summary again to minimize the event.

NOTE: Account history is sorted by date from newest to oldest.



(Figure 35)