DICE Products & Technical Documentation

Commercial Portal

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Commercial Portal

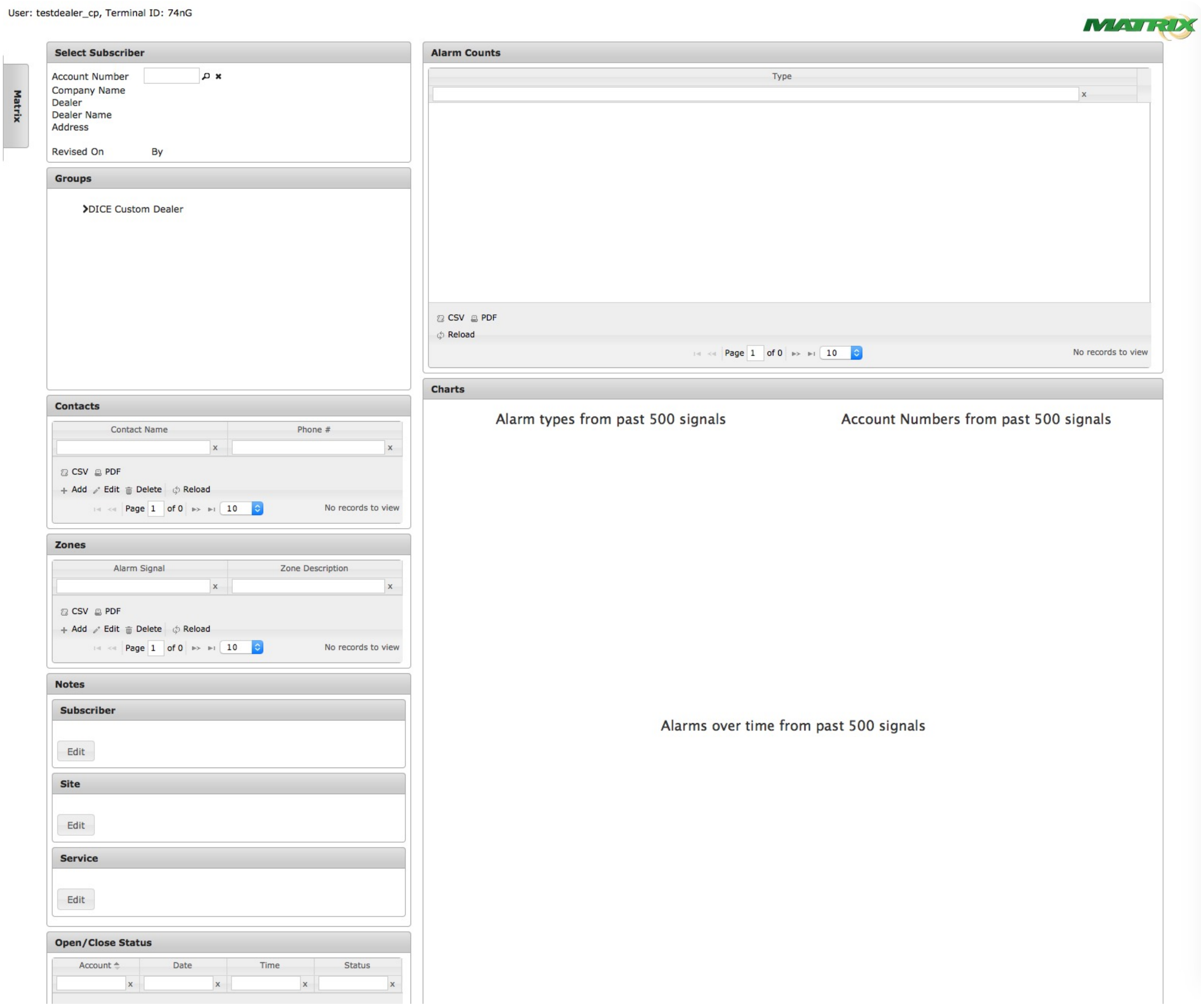
General

Commercial Portal is used by dealers, subdealers, and clients to view the status of and data on their account in one easily accessible page. Depending on their settings, these three types of users may have different sections of **Commercial Portal** accessible to them, and may or may not have the ability to edit them.

For help setting up users and authorizations, please visit the **Commercial Portal User Setup** documentation page.

Commercial Portal is made up of a series of tables. Each table is used to view data on any given account or accounts. Dealers, subdealers, and clients all have different information available to them. Dealers are able to view data for all of their accounts, and the same is true for subdealers. Clients, however, are only able to view their own account information. Most of the tables are designed to view only one account's information.

Upon logging in, your **Commercial Portal** might look something like this (Figure 1):



(Figure 1)

Select Subscriber

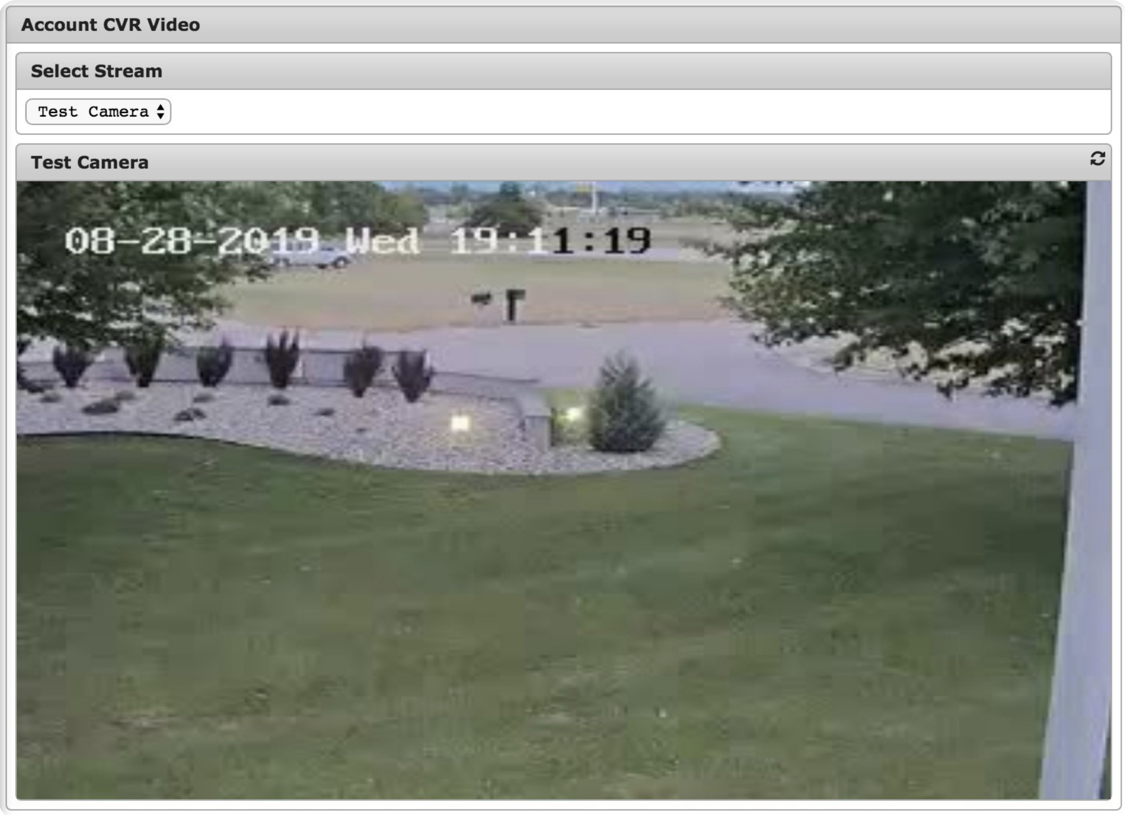
Users will be prompted to select their desired subscriber account when viewing Commerical Portal information. For more information on searching for an selecting subscriber accounts, see the documentation available here.

Column Management

Users can update the displayed column information for many of the available Commercial Portal tables via the **Columns** and **Rename** toolbar options. For more information on column management, see the documentation available here.

Account CVR Video

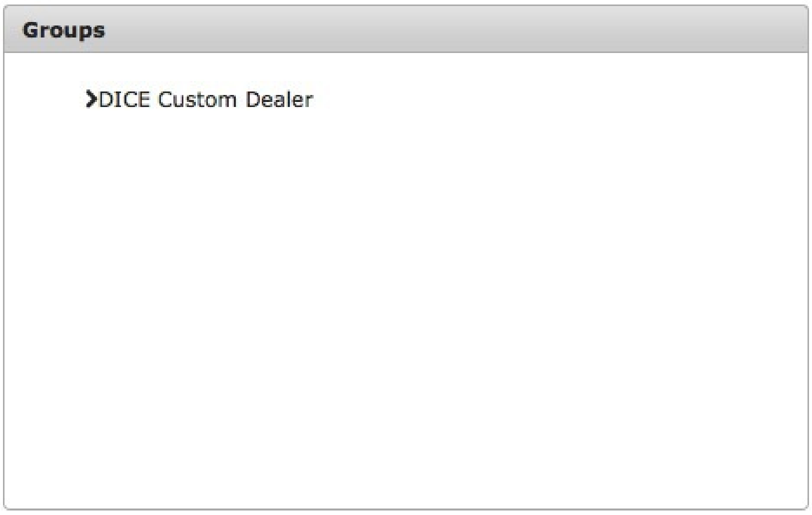
The **Account CVR Video** table allows uses to select and view camera streams of connected recording devices. If the selected subscriber is equipped with our CloudEye module, users can select and view live video of connected streams. Select the desired camera you wish to view from the **Select Stream** drop-down and its live footage will display (Figure 2).



(Figure 2)

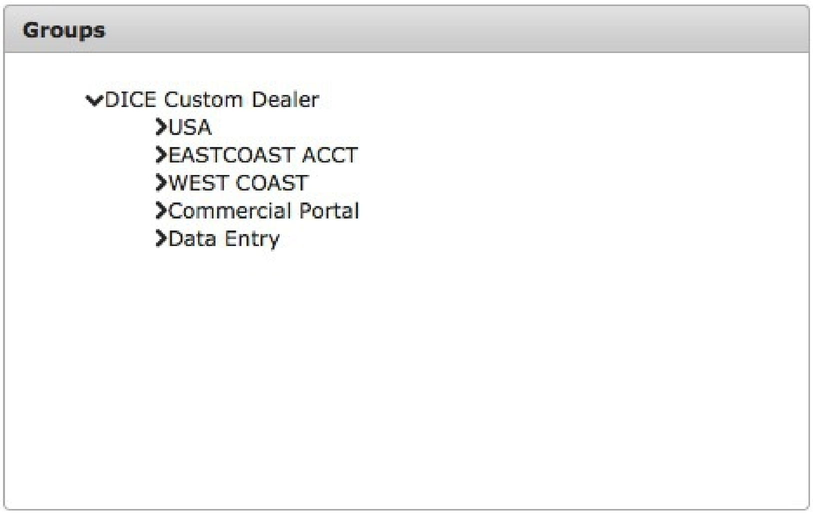
Groups

The **Groups** table is used to view groups of accounts. The accounts are arranged in a drop down tree (Figure 3). This is another way for users to choose the account they wish to view. After dropping down enough, you can click on the individual accounts to bring up their **Commercial Portal**.



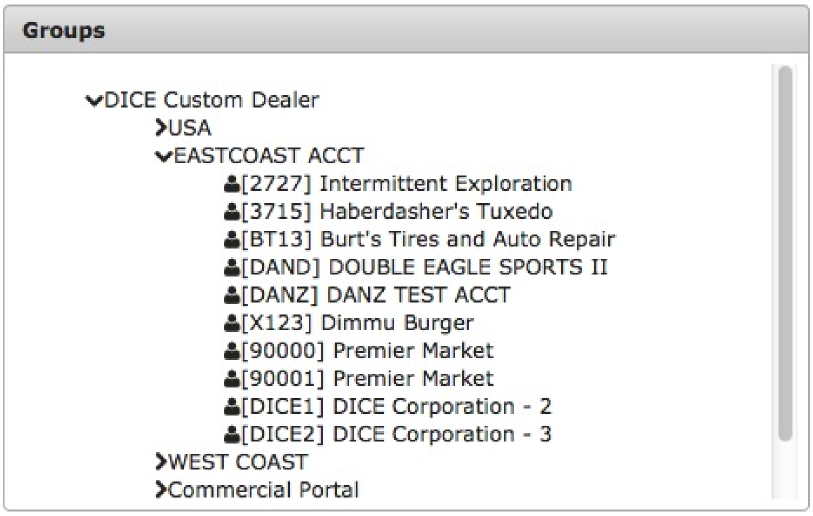
(Figure 3)

For dealers, the top of the tree is the dealer (Figure 3). Clicking the chevron will open a drop down, revealing groups (Figure 4).



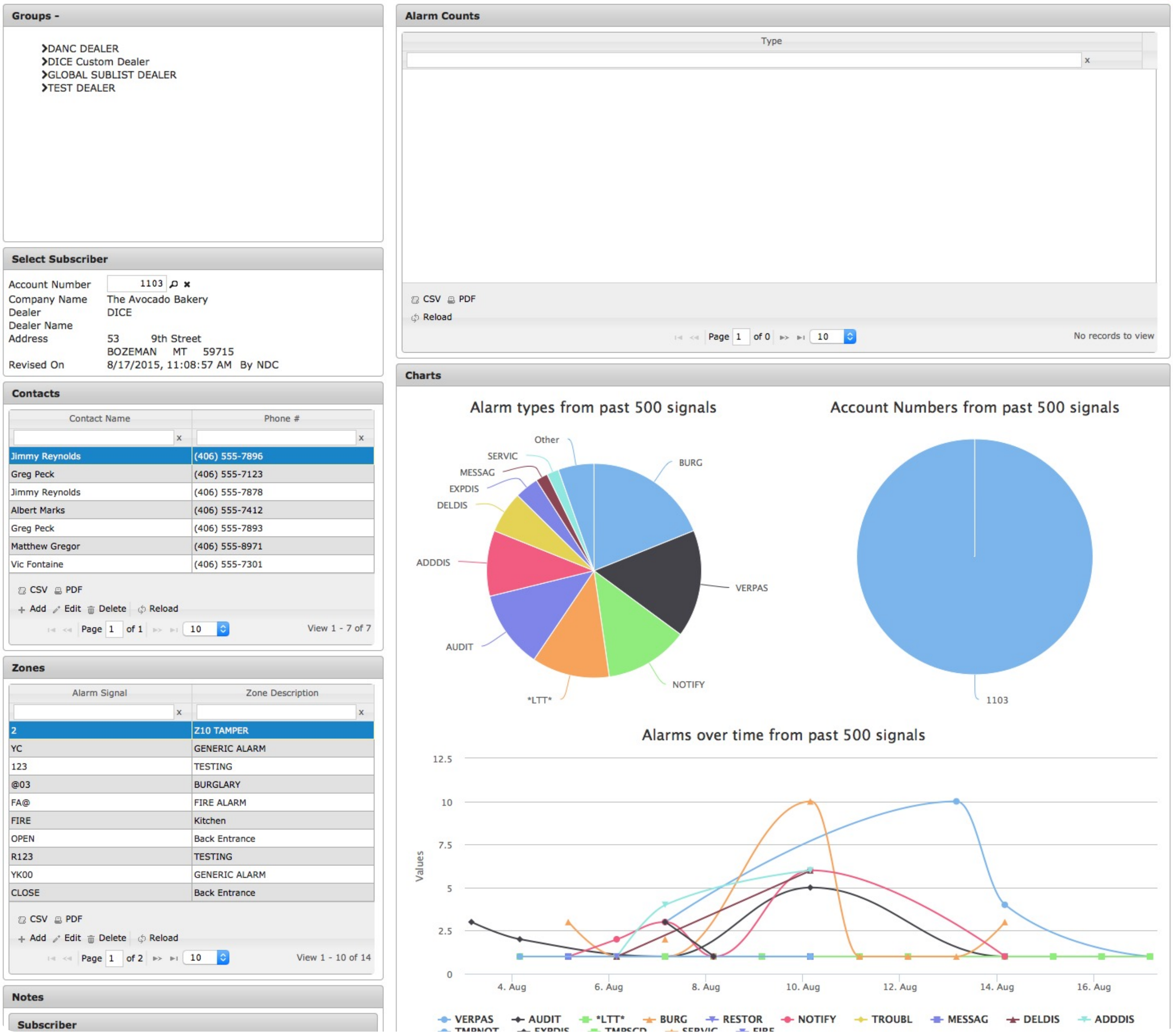
(Figure 4)

Subdealers will first see the groups for which they are responsible, as opposed to the dealer. Clicking the chevron again will open another drop down revealing individual accounts (Figure 5).



(Figure 5)

Double clicking on one of the accounts will bring up their **Commercial Portal** (Figure 6).



(Figure 6)

Contacts

The **Contacts** table is used to view contacts attached to an account (Figure 7). Users can interact with the Contacts table via the available toolbar options. These options and their funtions are defined below.

Contacts

Contact Name	Phone #	Passcode	Duress	PIN Number	PIN Expiration Date
Kate Nicefield	[illegible]	1234	6671	9876	04/17/2020
Brett Yeager	(555) 123-0004	54321	8989	1234	03/31/2020
Joel Piefer	(555) 123-7890	4321	0000	5555	05/15/2020
Roberta Thomas	(555) 123-4567	6768117330	6768117330D	5544	09/25/2020

CSV PDF Columns Rename Save Reorder Refresh
Add Edit Delete
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(Figure 7)

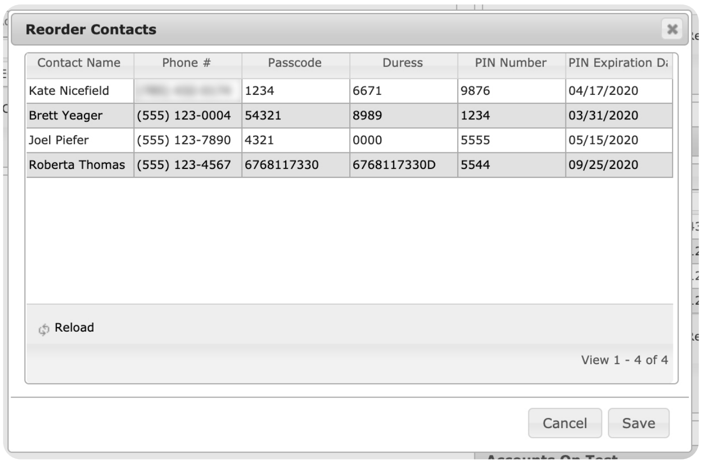
Option	Function
CSV	Downloads a CSV file of the contacts table. CSV files are typically Excel spreadsheet documents.
PDF	Downloads a PDF copy of the contacts table.

Columns	Allows users to update what column information is displayed. More information on updating the table columns can be found under the **Column Management** section above.
Rename	Allows users to update the column names. More information on renaming columns can be found under the **Column Management** section above.
Save	Preserves any changes made to the table's column configuration.
Reorder	Allows users to update the oder contacts are displayed in. More information on reordering contacts can be found below.
Refresh	Reloads the table to display up-to-date information.
Add	Allows users to create new contact profiles on the account. More information on adding users can be found below.
Edit	Allows users to update existing contact information.
Delete	Removes the selected contact from the account.

Note: The **Add**, **Edit**, and **Delete** options are only available to users with the appropriate permissions that allow them to configure account contacts. For more information on setting up users, see the **User Maintenance** documentation available here.

Reorder Contacts

Selecting the **Reorder** option from the toolbar will display the **Reorder Contacts** (Figure 8)

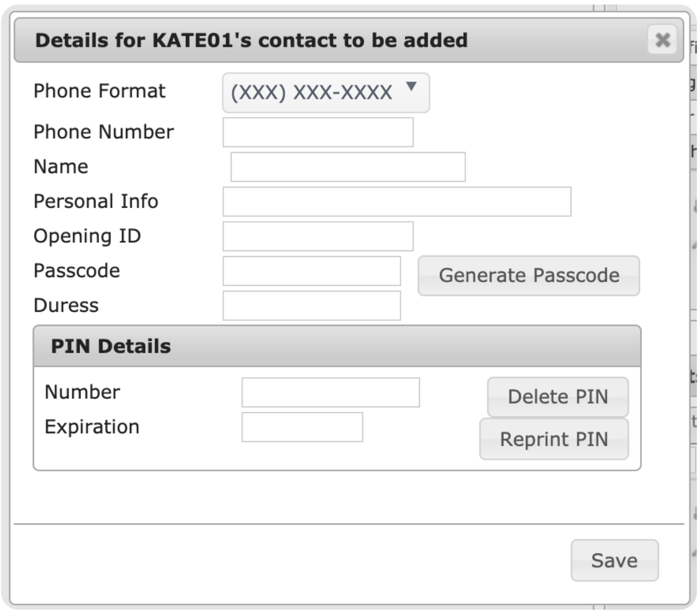


(Figure 8)

Drag and drop contacts into their preferred order and select **Save** to complete updating the contact order.

Add Contacts

Selecting the **Add** option from the toolbar will display the **Details for Contact to be Added** dialog box (Figure 9).

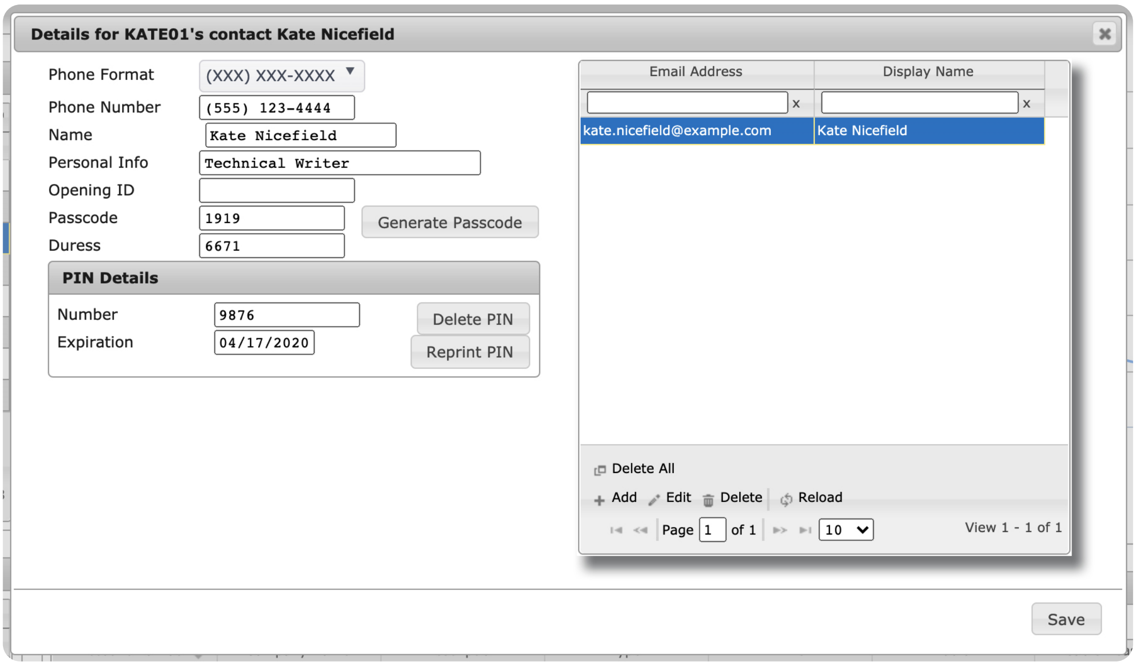


(Figure 9)

Perform the following steps to create a new contact on the account.

1. Select the phone number masking type that should be applied to the contact's telephone number from the **Phone Format** drop-down.
2. Input the 10-digit telephone number that can be called to speak with the contact into the **Phone Number** field.
    - The selected Phone Format will automatically be applied to the number.
3. Input the contact's first and last name into the **Name** field.
4. Input any miscellaneous information that should be noted on the contact into the **Personal Information** field.
5. If applicable, input a unique code that is written to history when the contact performs an open into the **Opening ID** field. This is *not* the code input on the panel.
    - **Note**: If **Require unique user IDs** is set to **Yes** in Data Entry Setup, each user ID under a single account number must be unique.
6. If applicable, input the contact's identifying code into the **Passcode** field. Passcodes prove contacts' identities when they speak with an operator or call in to make changes to their account.
    - Passcodes can be up to fifteen alphanumeric characters long.
7. If applicable, input a code that would immediately notify operators of a sensitive, possibly dangerous situation into the **Duress** field.
    - In Monitoring, if an operator inputs the duress code, a duress signal will trigger and force the operator who receives that signal to call another contact on the account.
8. If applicable, users can select the **Generate Passcode** option to automatically create a unique Passcode and Duress Code for the contact.
9. If applicable, input the numeric code the contact types into the panel when working with the system into the **Number** field.
    - PINs can be a maximum of 15 numeric characters.
10. If applicable, select the date the contact's PIN will no longer be valid in the system from the **Expiration** calendar tool.
11. If applicable, select the **Delete PIN** to remove the PIN and Expiration date from the contact.
12. If applicable, select the **Reprint PIN** option to write the contact's PIN to reports.
    - This option is only applicable to contacts with Store Passcode Print or Passcode Print is turned on on the contact, account, or dealer.
13. Select **Save** to complete creating the contact.

After saving the contact, users can select the **Edit** option to update the contact's information and gain access to the **Email Address** table (Figure 10).



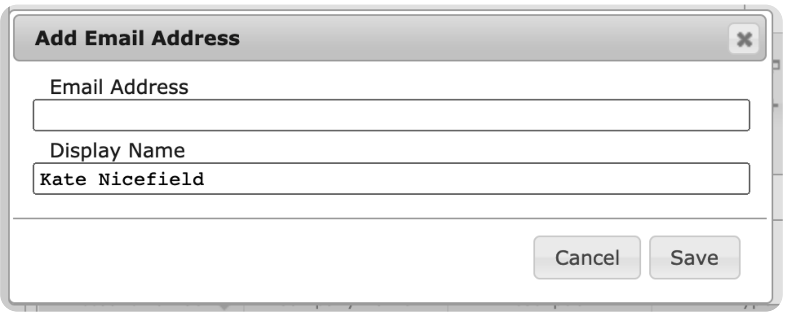
(Figure 10)

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

Option	Function
Delete All	Removes all email addresses from the contact's profile.
Add	Allows users to create new email profiles on the contact. More information on adding emails can be found below.
Edit	Allows users to update existing email addresses as necessary.
Delete	Removes the selected email from the contact.
Reload	Refreshes the table to display up to date information.

Adding Emails

Selecting the **Add** option from the toolbar will open the **Add Email Address** dialog box (Figure 11).



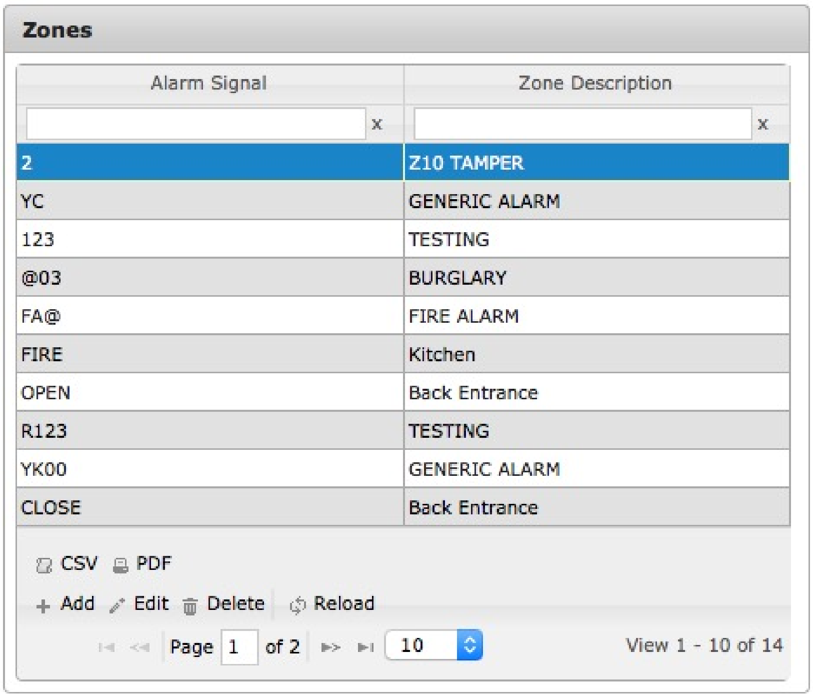
(Figure 11)

Perform the following steps to add an email address to the contact.

1. Input the full email address the contact would like to receive emails at into the **Email Address** field.
2. If applicable, update the automatically populated **Display Name** field with the contact's name.
3. Select **Save** to complete adding the email to the contact.
4. Repeat steps 1-3 for all emails as necessary for contacts.

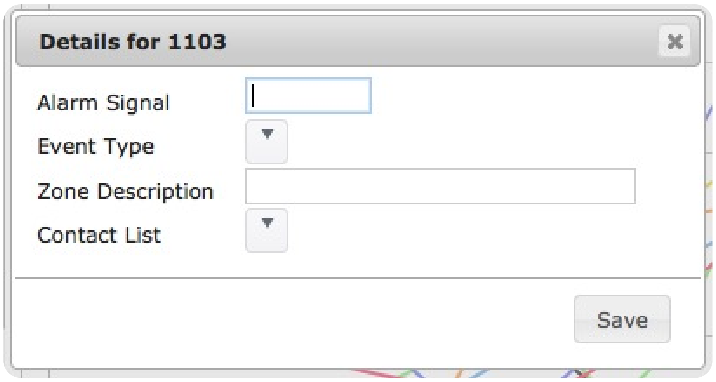
Zones

The **Zones** table is used to view the zones attached to an account. Only up to ten zones can be viewed at a time (Figure 12). You can use the navigation tools and toolbar the same way as described above for **Contacts** if you have the necessary permissions for some of the options.



(Figure 12)

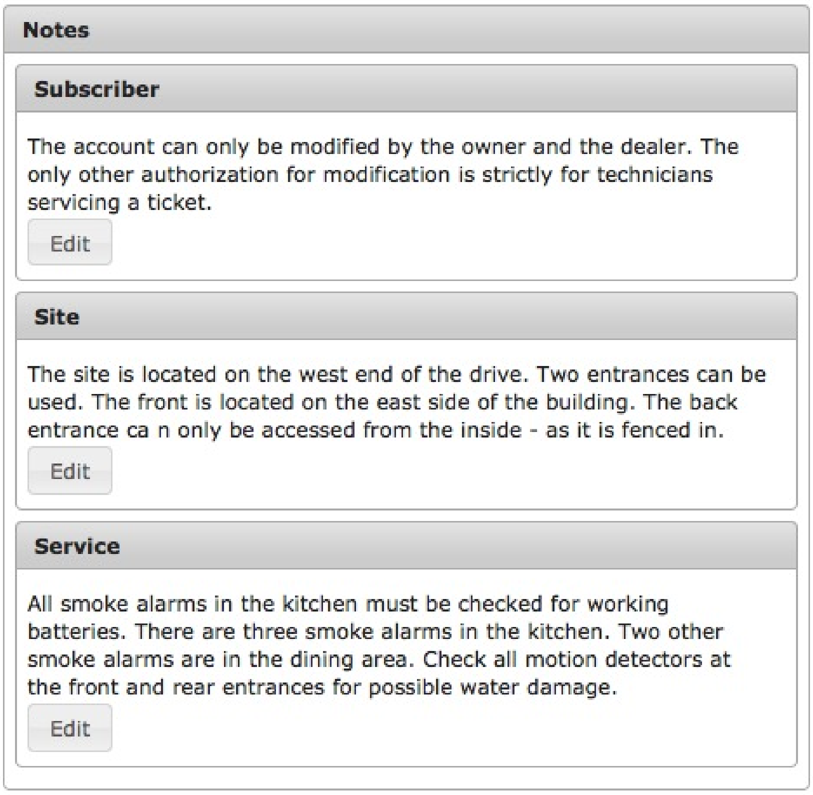
To add a new zone, select **Add** from the toolbar to bring up the **Details for [Account Number]** dialog box (Figure 13). Input the **Alarm Signal**, **Event Type**, **Zone Description**, and **Contact List**. Select **Save** to save your new zone.



(Figure 13)

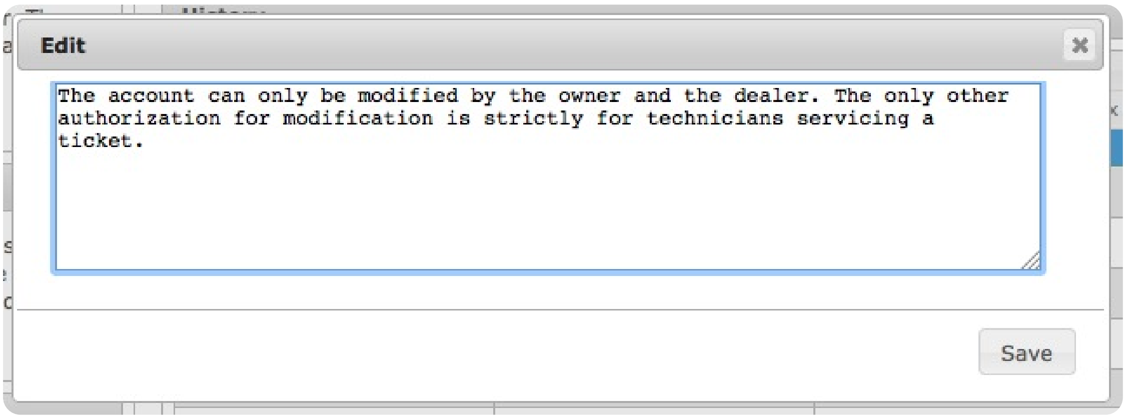
Notes

The **Notes** section is used to view existing notes on the account and, if you have the necessary permissions, edit them (Figure 14).



(Figure 14)

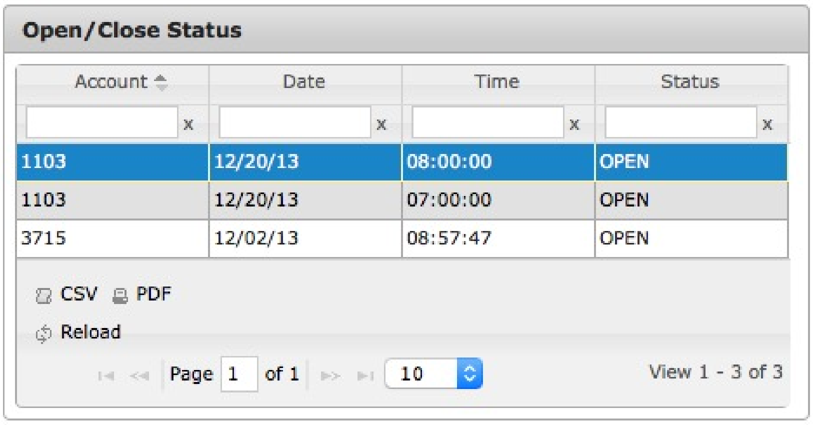
To edit a note, select **Edit** to bring up the **Edit** dialog box (Figure 15). Input your changes and select **Save** to save your note.



(Figure 15)

Open/Close Status

The **Open/Close Status** table is a list of the most recent **Open/Close** signals received on the account (Figure 16).



Open/Close Status

Account	Date	Time	Status
1103	12/20/13	08:00:00	OPEN
1103	12/20/13	07:00:00	OPEN
3715	12/02/13	08:57:47	OPEN

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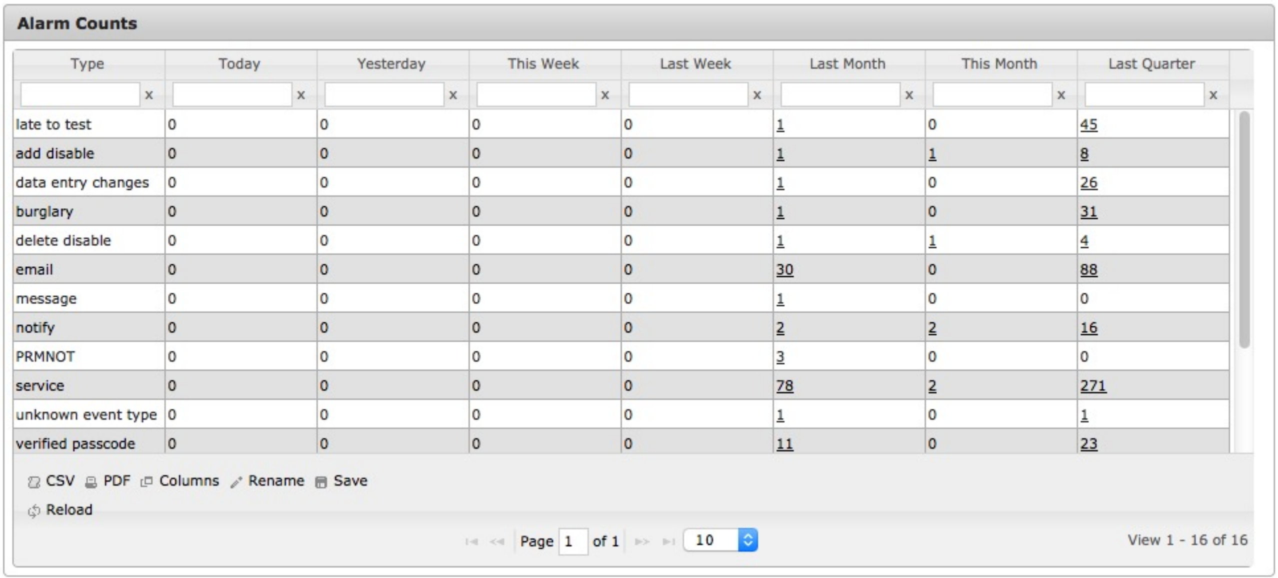
(Figure 16)

Alarm Counts

The **Alarm Counts** table is a table view of history over the last given amount of time, in the case of the following screenshot, up to the last quarter (Figure 17).



Alarm Counts

Type	Today	Yesterday	This Week	Last Week	Last Month	This Month	Last Quarter
late to test	0	0	0	0	1	0	45
add disable	0	0	0	0	1	1	8
data entry changes	0	0	0	0	1	0	26
burglary	0	0	0	0	1	0	31
delete disable	0	0	0	0	1	1	4
email	0	0	0	0	30	0	88
message	0	0	0	0	1	0	0
notify	0	0	0	0	2	2	16
PRMNOT	0	0	0	0	3	0	0
service	0	0	0	0	78	2	271
unknown event type	0	0	0	0	1	0	1
verified passcode	0	0	0	0	11	0	23

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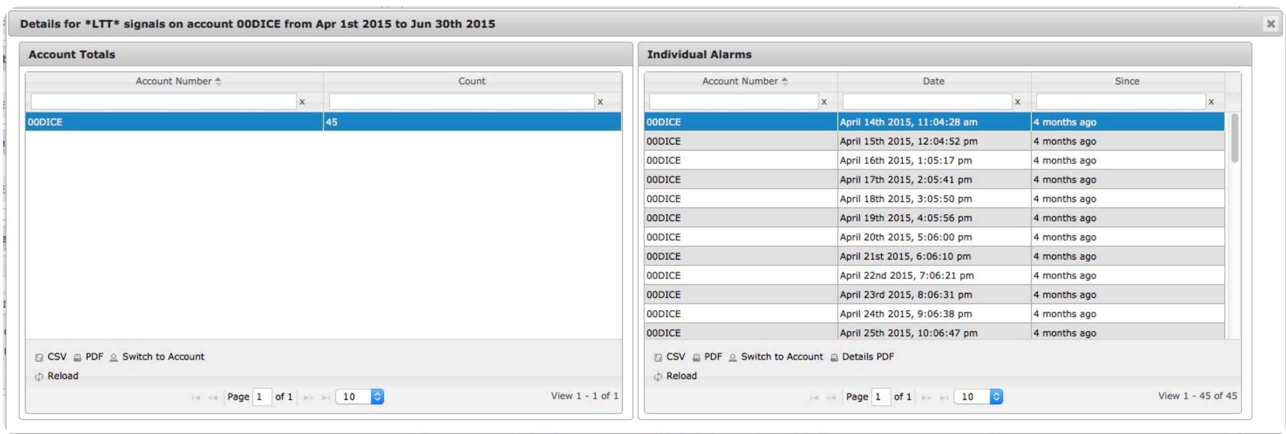
(Figure 17)

You can select any of the table's values to view more details on the alarm signal type (Figure 18).



Details for *LTT* signals on account 00DICE from Apr 1st 2015 to Jun 30th 2015

Account Totals

Account Number	Count
00DICE	45

CSV PDF Switch to Account
Reload
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Individual Alarms

Account Number	Date	Since
00DICE	April 14th 2015, 11:04:28 am	4 months ago
00DICE	April 15th 2015, 12:04:52 pm	4 months ago
00DICE	April 16th 2015, 1:05:17 pm	4 months ago
00DICE	April 17th 2015, 2:05:41 pm	4 months ago
00DICE	April 18th 2015, 3:05:50 pm	4 months ago
00DICE	April 19th 2015, 4:05:56 pm	4 months ago
00DICE	April 20th 2015, 5:06:00 pm	4 months ago
00DICE	April 21st 2015, 6:06:10 pm	4 months ago
00DICE	April 22nd 2015, 7:06:21 pm	4 months ago
00DICE	April 23rd 2015, 8:06:31 pm	4 months ago
00DICE	April 24th 2015, 9:06:38 pm	4 months ago
00DICE	April 25th 2015, 10:06:47 pm	4 months ago

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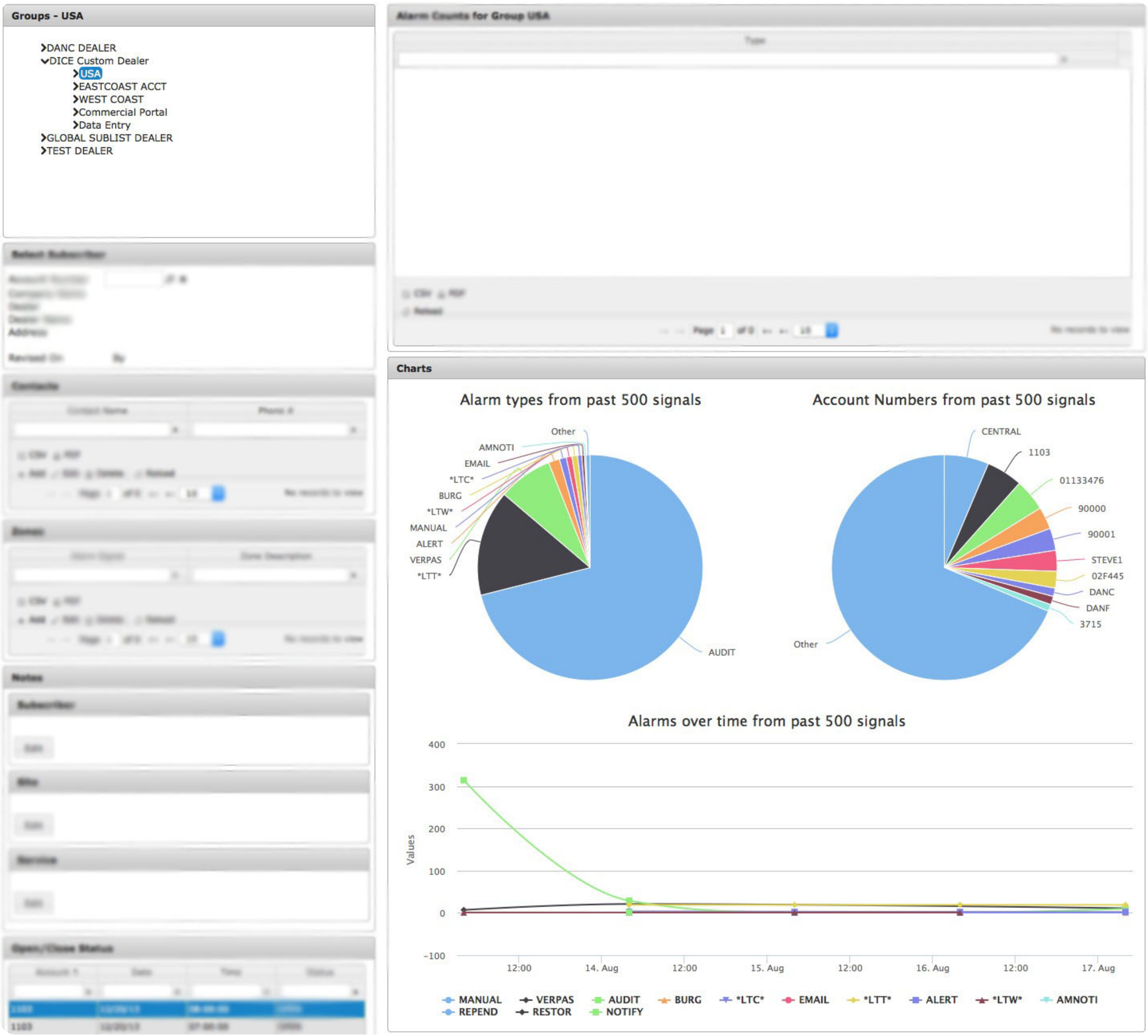
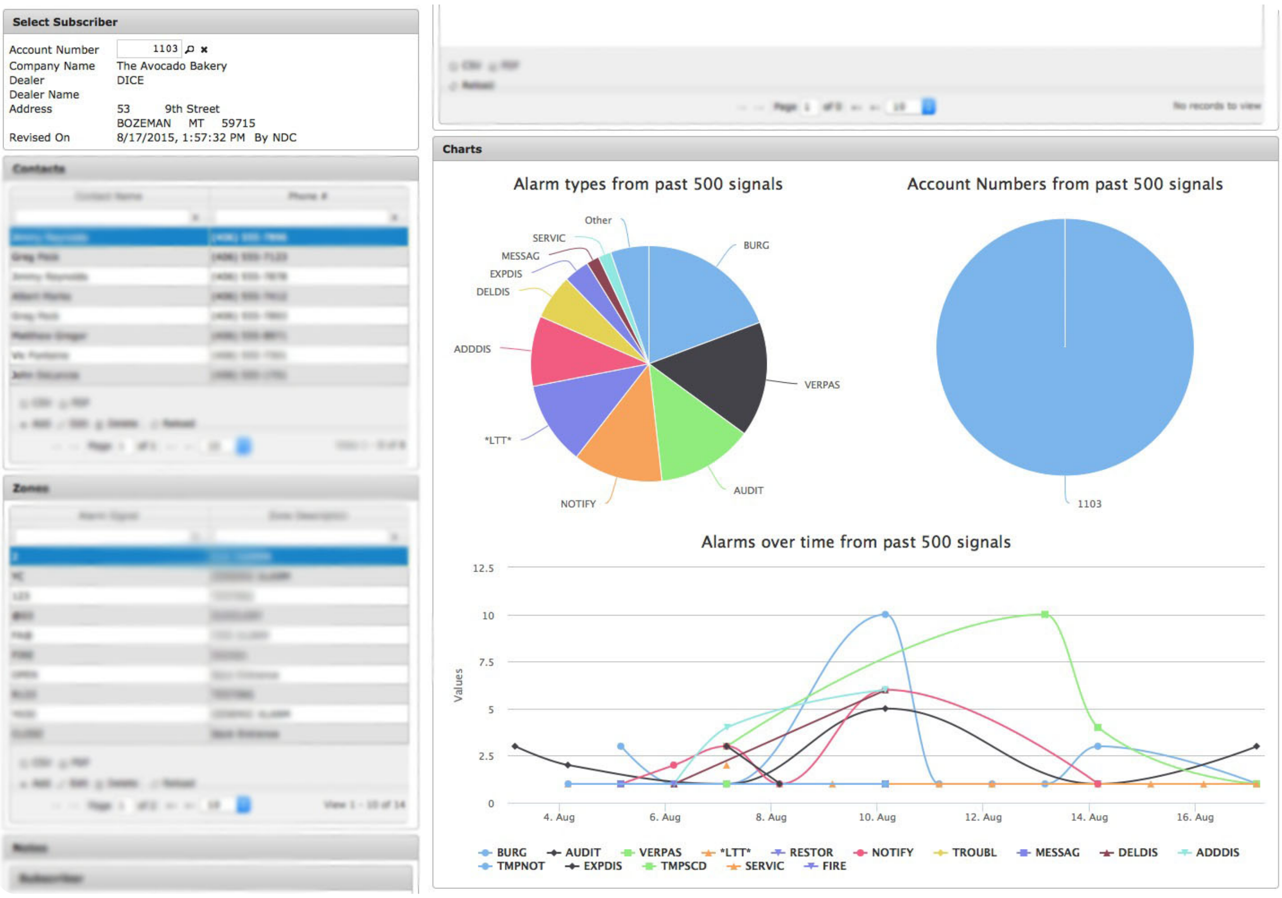
(Figure 18)

Charts

The **Charts** table is a visual representation of recent signals received on several accounts or a single account. In the **Groups** table, selecting a dealer or group will bring up a visual representation of all the alarm signals on the accounts within that group (Figure 19). Being on a specific account's **Commercial Portal** will bring up a visual representation of all the alarm signals on that account (Figure 20).

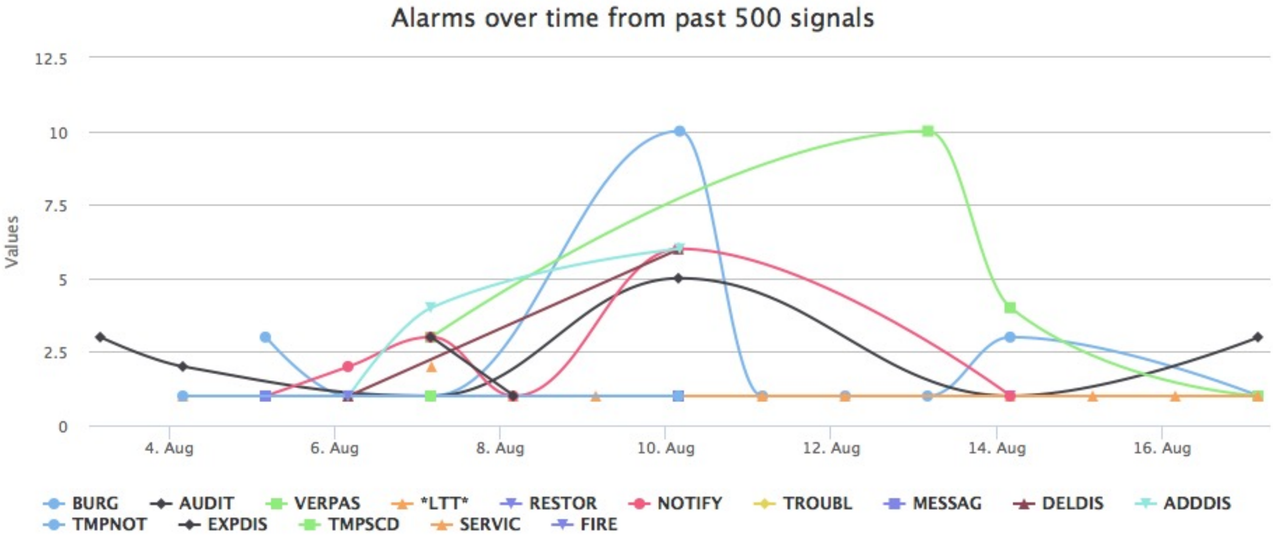


(Figure 19)

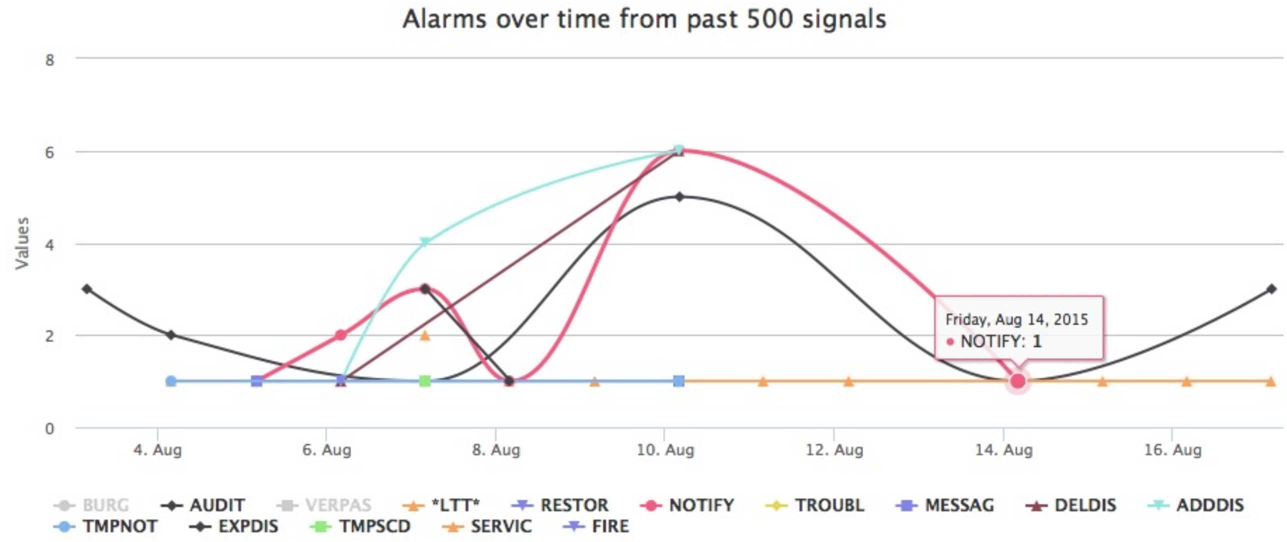


(Figure 20)

The leftmost pie chart breaks down the last 500 signals into their alarm types. The rightmost pie chart breaks down the last 500 signals into their accounts. The line graph is a visual representation over time of the last 500 signals on either an account or group of accounts (depending on whether you're viewing it from the group level or account level) (Figure 21). This graph is interactive. You can click on any of the alarm types on the x-axis to remove them from the graph. When you click on it, the name of the graph greys out, but you can click on it again to view it again (Figure 22). Hovering over any of the points will bring up a small box with details on the point (Figure 22).



(Figure 21)



(Figure 22)

History

The **History** table displays recent alarm events in a group or on a specific account (Figure 23). For more information on viewing account history, see the documentation available here.

History

Start Date 01/11/2021 End Date 01/11/2021 Search

Account Number	Company Name	Description	Type	Time
KATE01	Documentation Company	OPERATOR ADDED MESSAGE	MESSAG	01/07/2021 16:28
KATE01	Documentation Company	CUSTOMER SERVICE TOOK PASSCODE	CANCEL	01/07/2021 16:28
KATE01	Documentation Company	PASSCODE VERIFIED CALLER ASST SETUP MESSAGE	VERPAS	01/07/2021 16:28
KATE01	Documentation Company	OPERATOR ADDED MESSAGE	MESSAG	01/07/2021 16:26
KATE01	Documentation Company	CUSTOMER SERVICE TOOK PASSCODE	CANCEL	01/07/2021 16:26
KATE01	Documentation Company	PASSCODE VERIFIED CALLER ASST SETUP MESSAGE	VERPAS	01/07/2021 16:26
KATE01	Documentation Company	OPERATOR ADDED MESSAGE	MESSAG	01/07/2021 16:13
KATE01	Documentation Company	CUSTOMER SERVICE TOOK PASSCODE	CANCEL	01/07/2021 16:13
KATE01	Documentation Company	PASSCODE VERIFIED CALLER ASST SETUP MESSAGE	VERPAS	01/07/2021 16:13
KATE01	Documentation Company	AUDIT DETAILS FOR Contact Rights	AUDIT	01/07/2021 15:57

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(Figure 23)

Accounts on Test

The **Accounts on Test** table allows users to manage the testing status of the account's zones (Figure 24). Users can interact with this table via the available toolbar options. More information on these options and their functions can be found below.

Accounts On Test

Account	Company Name	Information	Zone/Type	Begin	End
00DICE	DICE ABC V39Q#4		ALL	August 16, 2019 09:51	August 16, 2019 13:51

CSV PDF Columns Rename Save Reload

Add Edit Delete

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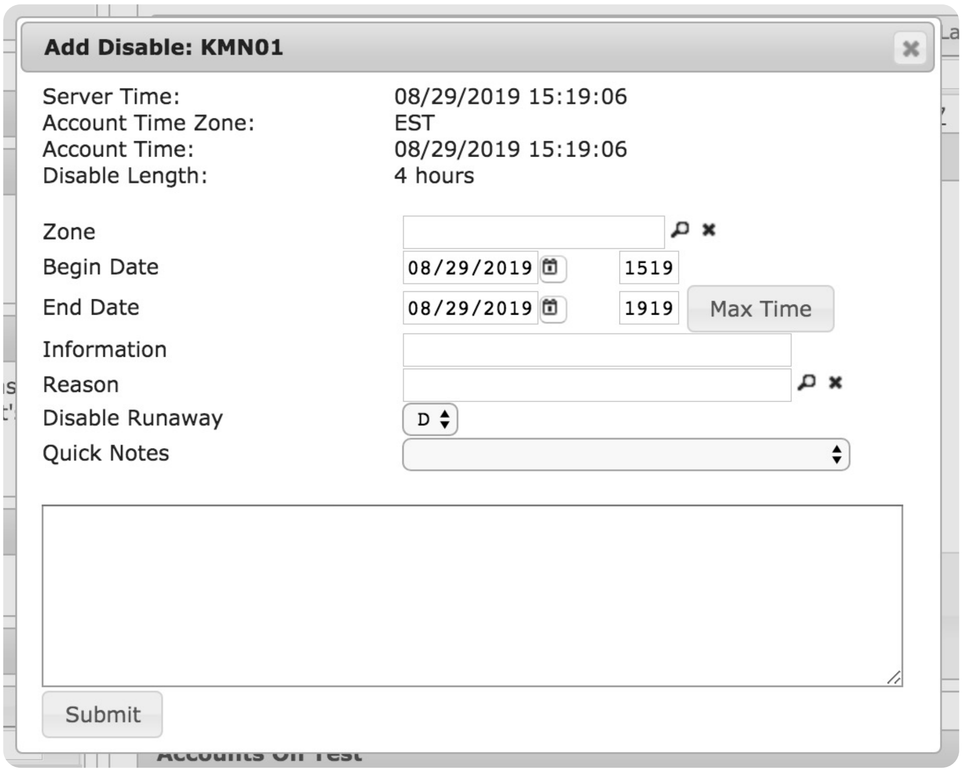
(Figure 24)

Option	Function
CSV	Downloads a **C**omma **S**eparated **V**alue file of the table to your computer.
PDF	Opens a PDF file of the table in an alternate browser tab. Users can then download the file if applicable.
Columns	Allows users to update the columns that display in the table as well as their general configuration.
Rename	Allows users to update the table's column names.
Save	Preserves any table changes (e.g. column layout or name changes) as default so the updated table configuration will display the next time the user views the page.
Reload	Refreshes the table to display up-to-date information.
Add	Allows users to place zones on test. More information on this can be found below.
Edit	Allows users to update the on test status of the account's zones.
Delete	Permanently removes the selected zone from the table. This reactivates the zone.

Placing Zones on Test

Selecting the **Add** option from the toolbar will open the **Add Disable:** **Account Number** dialog box (Figure 25). Users can place the account's zones on test using this option. The available options and their functions are defined below.



(Figure 25)

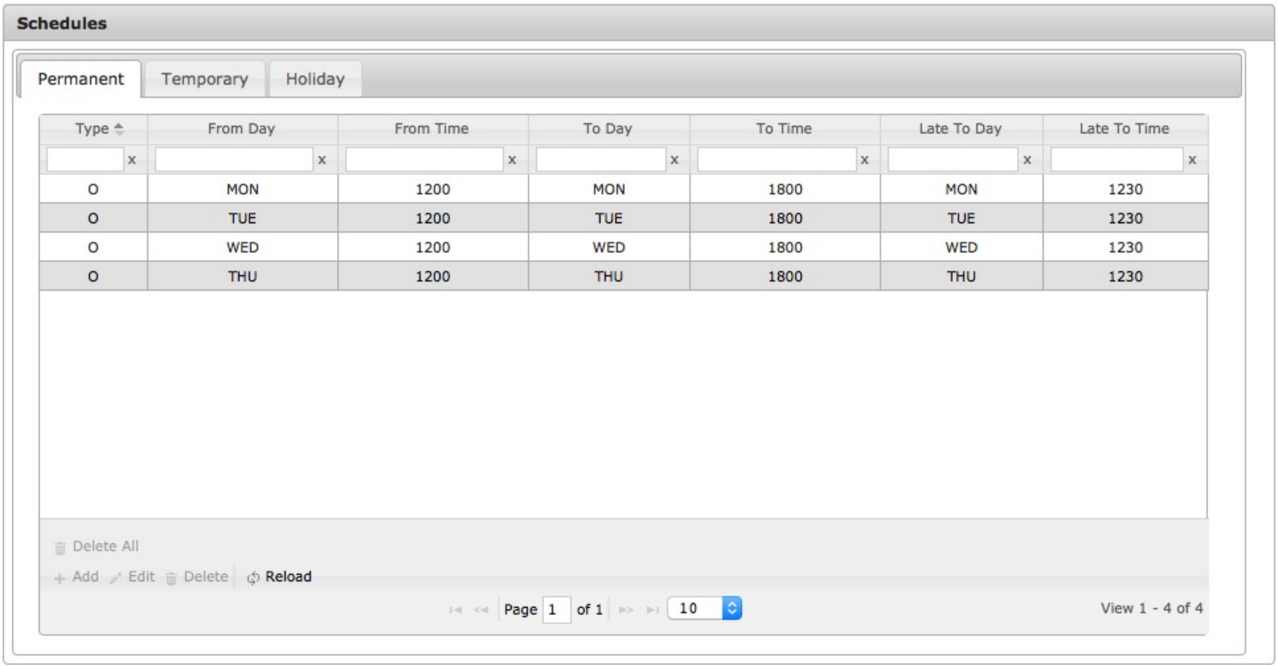
Perform the following steps to place a zone on test.

1. Input the zone's name into the **Zone** field. Users can also select the magnifying glass icon to search for and select a zone.
2. Input the date and time (in 24-hour format) the zone should *start* being on test into the **Begin Date** fields.
3. Input the date and time (in 24-hour format) the zone should *stop* being on test into the **End Date**

fields.
4. If applicable, input any miscellaneous information that should be noted into the **Information** field.
5. If applicable, input a brief description why the zone is being placed on test into the **Reason** field. Users can also select the magnifying glass to search for an select a pre-defined reason.
6. Select how the signals received during the test period will be handled from the **Disable Runaway** drop-down.
    - **D**: incoming signals will be labeled as **D**isabled.
    - **R**: incoming signals will be labeled as **R**unaway. If the system flags a zone or alarm type as **Runaway**, the central will receive a signal notifying it of a runaway zone or type.
7. If applicable, select a pre-defined note from the **Quick Notes** drop-down.
8. Input any additional information on the test zone into the large text field.
9. Select **Submit**.

Schedules

The **Schedules** table allows you to view, add, edit, or delete **Permanent**, **Temporary**, and **Holiday** schedules if you have the necessary permissions (Figure 26). Without the necessary permissions, most of the toolbar will appear greyed out.



(Figure 26)

Adding and Editing Permanent Schedules

A **Permanent** schedule can be added by selecting the **Add** button in the toolbar.

Input the necessary information in the **Add Schedule** dialog box as described in the table below.

Option	Definition
Type	The following are valid entries to identify the event type: **Both Open/Close:** Open and close signals will be system handled between the day and times of the begin and end windows. **Close:** Closes will be system handled between the day and times of the begin and end windows. **Open:** Openings will be system handled between the day and times of the begin and end windows.

	Supervised: Both opens and closes will be operator handled between the day and times of the begin and end windows. **Unsupervised:** Both opens and closes will be system handled between the day and times of the begin and end windows. **Welfare:** There are no begin/end windows for this event type. The system will generate a **Late To Welfare:** (LTW) at the appropriate **Late To** time. **NOTE:** Signals outside the schedule windows will be system or operator handled based upon the **Signal Requires** setting on either the **Zone** or **Chart Code** that reported.
From Day	The day the permanent schedule will begin. The following are valid entries: **MON-SUN:** Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday **ALL:** Every day (Sun-Sat) **DAY:** Weekdays only (Mon-Fri) **END:** Weekends only (Sat and Sun)
From Time	The time the permanent schedule will begin using military time.
To Day	The day the permanent schedule will end. The following are valid entries: **MON-SUN:** Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday **ALL:** Every day (Sun-Sat) **DAY:** Weekdays only (Mon-Fri) **END:** Weekends only (Sat and Sun)
To Time	The time the permanent schedule will end using military time. **NOTE:** For **O**, **B**, and **U** type schedules, this field determines the time when an open signal may be operator handled. For **C** type schedules, this field determines what time an open signal may be operator handled.
Late Day	The day a Late To alarm will generate for the permanent schedule: **MON-SUN:** Monday, Tuesday, Weds, Thursday, Friday, Saturday, Sunday **ALL:** Every day (Sun-Sat) **DAY:** Weekdays only (Mon-Fri) **END:** Weekends only (Sat and Sun)
Late Time	The time a **Late To** alarm will generate for the permanent schedule. **NOTE:** This only affects **B**, **O**, and **W** type events. In the case of a **B** or **O** type event, this field represents the time an **LTO** signal will be generated and also the time after which the system will mark an Open signal as being **Opened Late** (this is dependent on the **Late To Open** and **Opened Late** flags). **W Events:** Determines when an **LTW** will be generated **B or O Events:** Time must occur between the beginning and ending time of the event otherwise the system will automatically change the time to the ending time. This time has no effect on when an **LTC** signal is generated. An **LTC** will only be generated at the events ending time
GEN LTO	Whether the schedule will generate a **Late to Open** signal (**Y** — yes) if a site has failed to open before the day and time of this event or shouldn't generate a **Late to Open** signal (**N** — no).
OPENED LATE	Whether the system should mark an **Open** signal in history as **Opened Late** (**Y** — yes) or shouldn't mark an **Opened Late** (**N** — no). **NOTE:** If the **Open** signal comes in after **Late To Day and Time** and this flag is marked Y, the **Open** signal will appear in history as **Opened Late**.
GEN LTC	Whether the system will generate a Late to **Close** signal (**Y** — yes) if a site has failed to close before the ending day and time of this event or not generate a **Late to Close**

	(no) signal. **NOTE:** The **LTC** signal will be generated at the **End Day and Time** of this event.
Once/Many	The frequency in which an **Open** and/or **Close** signal will be valid during this event window. By default, an event will honor each time an **Open** and/or **Close** signal is received (**M**: Multiple). **NOTE:** If the site is limited to **Opening** and/or **Closing** only once during the event window, this flag should be set to **O**.
Area	The area of the account where the signal will be located.
User ID	The user ID used to limit a schedule event to a particular individual. The event will be specific to the user ID sent from the panel. **NOTE:** This ID must be assigned to one of the account's contacts.
Float Time	The number of minutes that will be allowed to pass during an automatically generated temporary schedule for the account between the **Open** and **Close** time. This will also generate a **Late To** signal if the account is not armed (or disarmed) within the allotted time.

After inputting the necessary information select **Save** to save your preferences.

A **Permanent** schedule can be edited by selecting an existing **Permanent** schedule and selecting **Edit**.

After editing the necessary information select **Save** to save your preferences.

Adding and Editing Temporary Schedules

A **Temporary** schedule can be added by selecting the **Add** button in the toolbar.

Input necessary information in the **Add Schedule** dialog box as described in the table below.

Option	Definition
Type	The following are valid entries to identify the event type: **Open/Close** Open and close signals will be system handled between the day and times of the begin and end windows. **Close** Closes will be system handled between the day and times of the begin and end windows. **Open** Openings will be system handled between the day and times of the begin and end windows. **Supervised** Both opens and closes will be operator handled between the day and times of the begin and end windows. **Unsupervised** Both opens and closes will be system handled between the day and times of the begin and end windows. **Welfare** There are no begin/end windows for this event type. The system will generate a **Late To Welfare** (LTW) at the appropriate **Late To** time. **NOTE:** Signals outside the schedule windows will be system or operator handled based upon the **Signal Requires** setting on either the **Zone** or **Chart Code** that reported.
From Day	The day the temporary schedule will begin. The following are valid entries: **MON-SUN:** Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday **ALL:** Every day (Sun-Sat) **DAY:** Weekdays only (Mon-Fri) **END:** Weekends only (Sat and Sun)
From Time	The time the temporary schedule will begin using military time.

To Day	The day the temporary schedule will end. The following are valid entries: **MON-SUN:** Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday **ALL:** Every day (Sun-Sat) **DAY:** Weekdays only (Mon-Fri) **END:** Weekends only (Sat and Sun)
To Time	The time the temporary schedule will end using military time. **NOTE:** For **O**, **B**, and **U** type schedules, this field determines the time when an open signal may be operator handled. For **C** type schedules, this field determines what time an open signal may be operator handled.
Late Day	The day a Late To alarm will generate for the temporary schedule: **MON-SUN:** Monday, Tuesday, Weds, Thursday, Friday, Saturday, Sunday **ALL:** Every day (Sun-Sat) **DAY:** Weekdays only (Mon-Fri) **END:** Weekends only (Sat and Sun)
Late Time	The time a **Late To** alarm will generate for the temporary schedule. **NOTE:** This only affects B, O, and W type events. In the case of a B or O type event, this field represents the time an LTO signal will be generated and also the time after which the system will mark an Open signal as being **Opened Late** (this is dependent on the **Late To Open** and **Opened Late** flags). **W Events:** Determines when an LTW will be generated **B or O Events:** Time must occur between the beginning and ending time of the event otherwise the system will automatically change the time to the ending time. This time has no effect on when an LTC signal is generated. An LTC will only be generated at the events ending time
GEN LTO	Whether the schedule will generate a **Late to Open** signal (Y - yes) if a site has failed to open before the day and time of this event or shouldn't generate a **Late to Open** signal (N - no).
Opened Late	Whether the system should mark an **Open** signal in history as **Opened Late** (Y - yes) or shouldn't mark an **Opened Late** (N - no). **NOTE:** If the **Open** signal comes in after **Late To Day and Time** and this flag is marked Y, the **Open** signal will appear in history as **Opened Late**.
GEN LTC	Whether the system will generate a Late to **Close** signal (Y - yes) if a site has failed to close before the ending day and time of this event or not generate a **Late to Close** (no) signal. **NOTE:** The **LTC** signal will be generated at the **End Day and Time** of this event.
Once/Many	The frequency in which an **Open** and/or **Close** signal will be valid during this event window. By default, an event will honor each time an **Open** and/or **Close** signal is received (M: Multiple). **NOTE:** If the site is limited to **Opening** and/or **Closing** only once during the event window, this flag should be set to O.
User ID	The user ID is used to limit a schedule event to a particular individual. The event will be specific to the user ID sent from the panel. **NOTE:** This ID must be assigned to one of the account's contacts.
Area	The area of the account where the signal will be located.
Float Time	The number of minutes that will be allowed to pass during an automatically generated temporary schedule for the account between the **Open** and **Close** time. This will also generate a **Late To** signal if the account is not armed (or disarmed) within the allotted time.

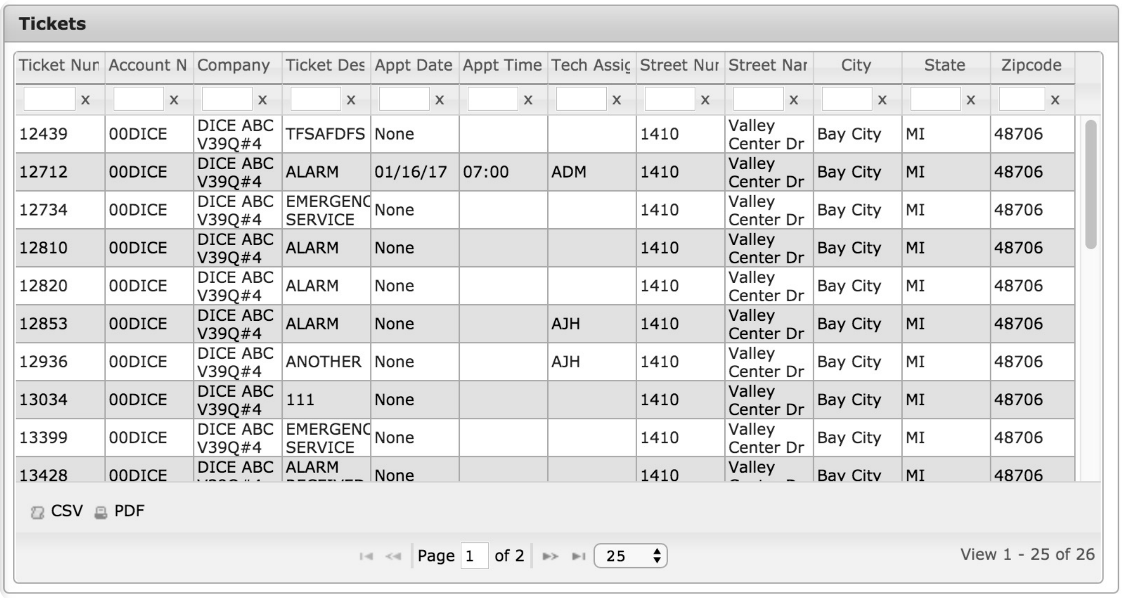
After adding the necessary information select **Save** to save your preferences.

A **Temporary** schedule can be edited by selecting an existing **Permanent** schedule and selecting **Edit** in the toolbar.

After editing the necessary information select **Save** to save your preferences.

Tickets

The **Tickets** table allows users to view open tickets assigned to the selected subscriber (Figure 27). Users can interact with the **Ticket** table via the available options. These options and their functions are defined below.



Tickets

Ticket Nur	Account N	Company	Ticket Des	Appt Date	Appt Time	Tech Assig	Street Nur	Street Nar	City	State	Zipcode
12439	00DICE	DICE ABC V39Q#4	TFSAFDFS	None			1410	Valley Center Dr	Bay City	MI	48706
12712	00DICE	DICE ABC V39Q#4	ALARM	01/16/17	07:00	ADM	1410	Valley Center Dr	Bay City	MI	48706
12734	00DICE	DICE ABC V39Q#4	EMERGENC SERVICE	None			1410	Valley Center Dr	Bay City	MI	48706
12810	00DICE	DICE ABC V39Q#4	ALARM	None			1410	Valley Center Dr	Bay City	MI	48706
12820	00DICE	DICE ABC V39Q#4	ALARM	None			1410	Valley Center Dr	Bay City	MI	48706
12853	00DICE	DICE ABC V39Q#4	ALARM	None		AJH	1410	Valley Center Dr	Bay City	MI	48706
12936	00DICE	DICE ABC V39Q#4	ANOTHER	None		AJH	1410	Valley Center Dr	Bay City	MI	48706
13034	00DICE	DICE ABC V39Q#4	111	None			1410	Valley Center Dr	Bay City	MI	48706
13399	00DICE	DICE ABC V39Q#4	EMERGENC SERVICE	None			1410	Valley Center Dr	Bay City	MI	48706
13428	00DICE	DICE ABC	ALARM	None			1410	Valley	Bay City	MI	48706

CSV PDF

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(Figure 27)

Option	Function
CSV	Downloads a **C**omma **S**eparated **V**alue file of the ticket table to your computer.
PDF	Opens a PDF file of the ticket table in an alternate browser tab. Users can then download the file if applicable.

Subscriber Information

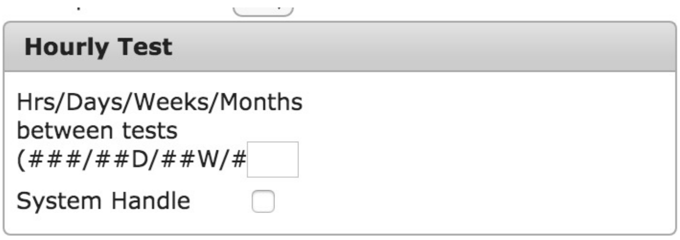
The **Subscriber Information** tables allow users to update general Zone, Test, and Identifier options on the subscriber account (Figure 28). More information on each of the available options can be found below.

(Figure 28)

Option	Function
Active	Read-only field that notifies the user if the account is active or inactive in the system.
Default Zone	Identifies the assigned zone list used by the account. Default zone lists are defined on the Dealer and Central level. Users can update the assigned zones if applicable.
Panel Type	Determines the type of alarm panel installed on the subscriber's account. Users can update the assigned panel type if applicable.
Any Signal is a Test	Determines how the system handles events that are received from the subscriber. **Y**: **Y**es, every signal received from this account is treated as a test signal and will be system handled. **N**: **N**o, only signals marked as test signals (**T**) will be handled as such. **Z**: **Z**one, test signals are determined on the zone level. If a single zone is marked on test, any signals received from that zone will be system handled as test signals.
Test Span	The expected interval between test signals. If a test signal is not received from the account at the expect time, a Late-to-Test signal will be generated. **H**: Test signals on this account are expected after a set number of hours. Selecting this option will display the **Hourly Test** dialog box. More information on this can be found below. **D**: Test signals on this account are expected once a day. If longer than 24-hours has elapsed between signals, the system will generate an LTT signal. **W**: Test signals on this account are expected every week. If longer than 7 whole days has elapsed between signals, the system will generate an LTT signal. **M**: Test signals on this account are expected once a month. If longer than 28 whole days has elapsed between signals, the system will generate an LTT signal. **Q**: Test signals on this account are expected four times a year (once every quarter). If longer than 90 days has elapsed between signals, the system will generate an LTT signal. **N**: No test signals are expected from this account.
Identifier Fields	The available identifier fields are custom per account. These fields can be updated as needed.

Hourly Test Spans

Select **H** to configure the account to sent **H**ourly test signals. Once selected, the **Hourly Test** options will display beneath the test span drop-down (Figure 29).



(Figure 29)

Input the desired number of hours the system should expect between tests. If a test signal is not received by the time the input number of hours have elapsed, an LTT signal will generate.

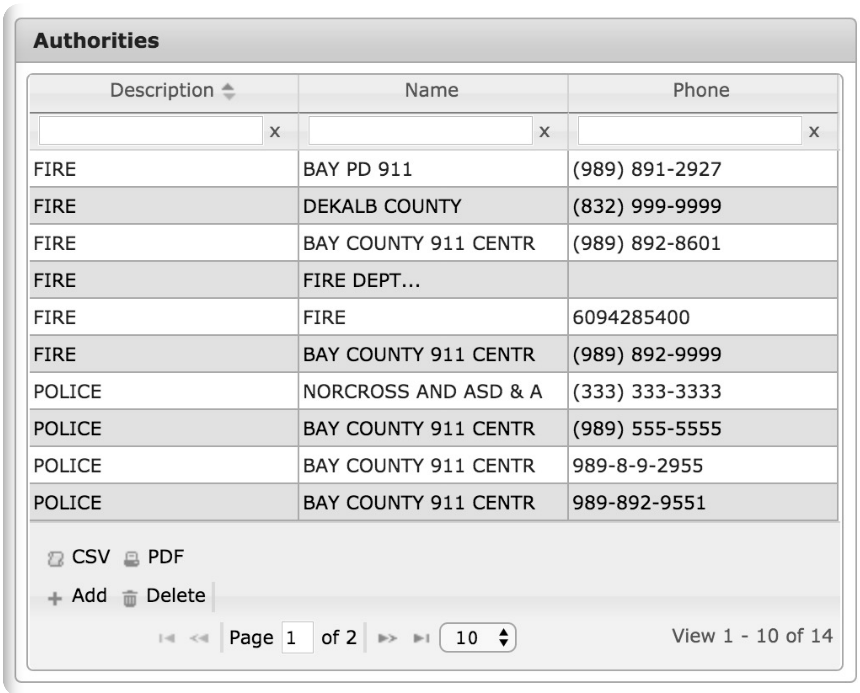
Select the **System Handle** option to system handle test signals. If this option is not selected, all test signals will be distributed to operators as necessary.

After updating any of the information, select **Save** to preserve your changes.

The **CIS Report** option allows users to print or email the **C**ustomer **I**nformation **S**heets report for the selected client. Detailed information on this report and all of its available options can be found here.

Authorities

The **Authorities** table allows users to manage available responding party contacts (medical, police, fire, etc.) as necessary (Figure 30). Users can interact with this table via the available toolbar options. These options and their functions are defined below.

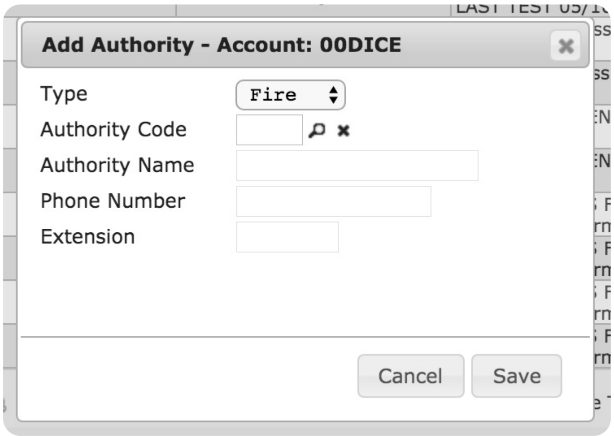


(Figure 30)

Option	Function
CSV	Downloads a **C**omma **S**eparated **V**alue file of the authorities table to your computer.
PDF	Opens a PDF file of the authorities table in an alternate browser tab. Users can then download the file if applicable.
Add	Allows users to create new authority contact profiles. More information on this can be found below.
Delete	Permanently removes the selected authority from the table.

Adding an Authority

Selecting **Add** from the toolbar options will open the **Add Authority - Account: Account Number** dialog box (Figure 31).



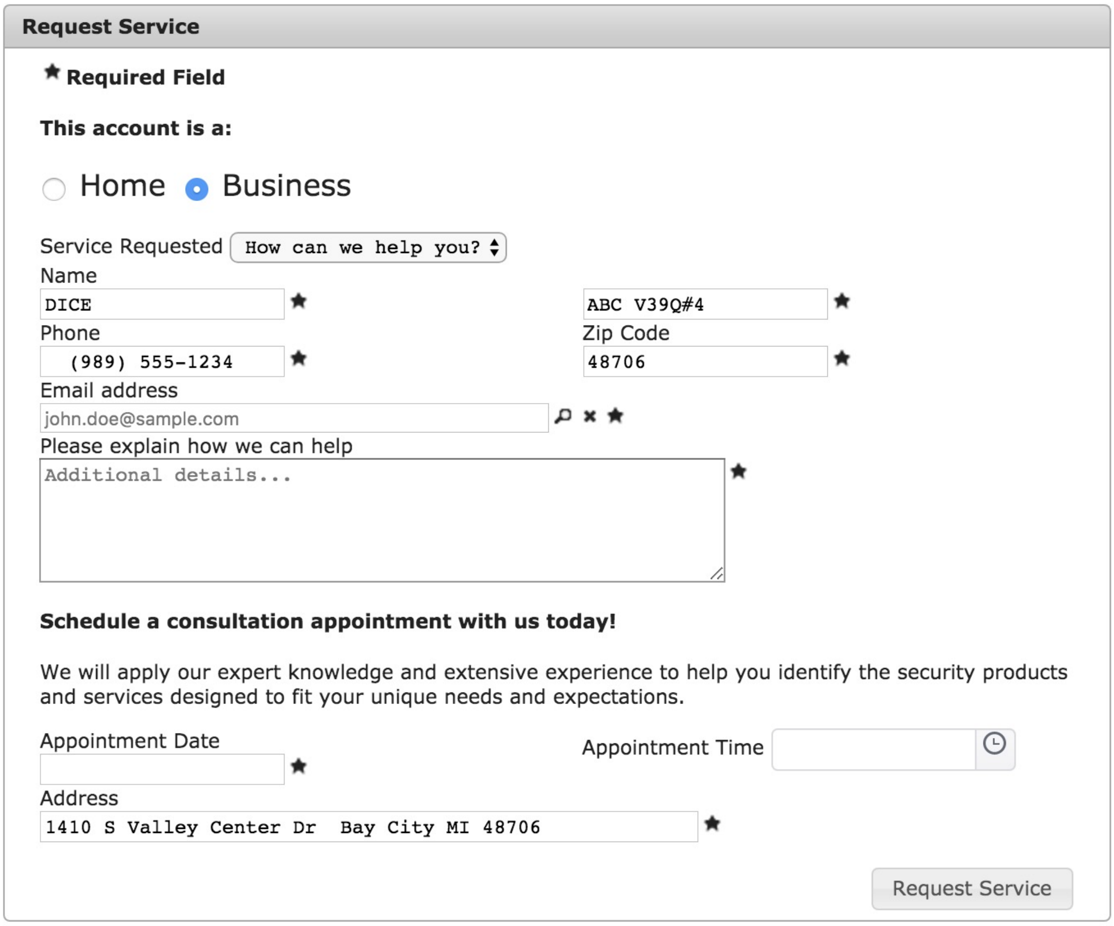
(Figure 31)

Perform the following steps to add an authority to the account.

1. Select the authority you will be adding from the **Type** drop-down.
2. Input the authority's identifying code into the **Authority Code** field. Users can also select the magnifying glass to search for and select authorities.
    - Once a code is selected, the remaining fields will populate as necessary. These fields are read-only and cannot be updated manually.
3. Select **Save** to add the authority to the table.

Request Service

The **Request Service** options allow users to submit a service ticket for a particular request on the account (Figure 32). The options labeled with a star icon are required for submission, all other fields are optional. More information on the available options and their functions can be found below.



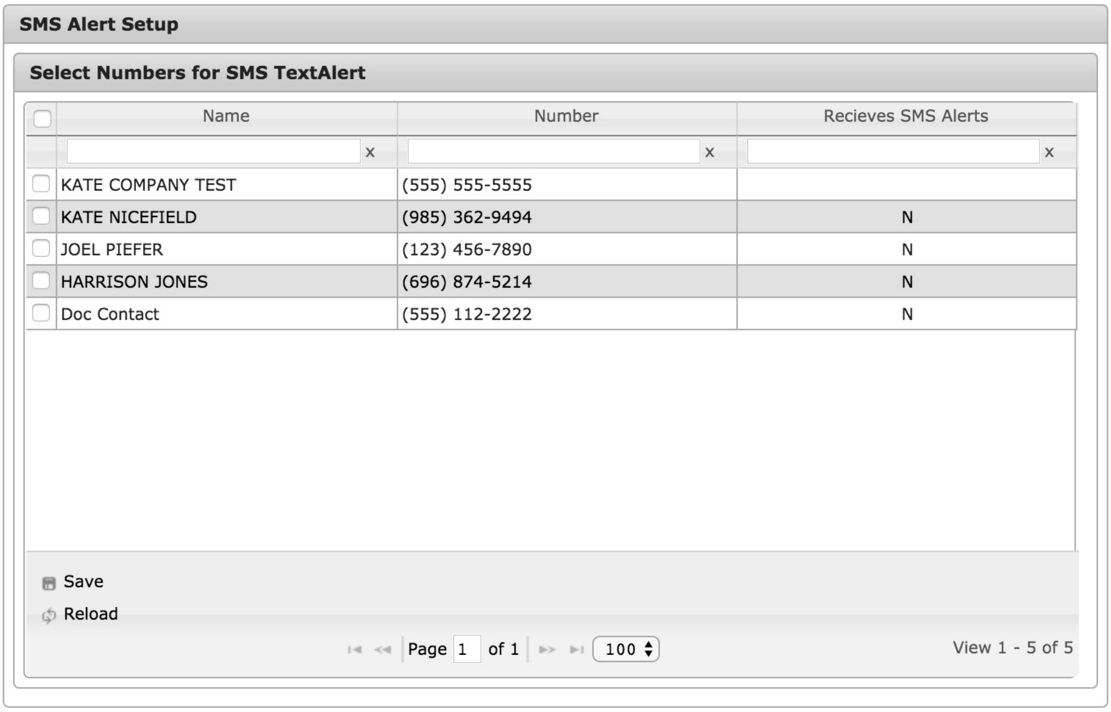
(Figure 32)

Option	Function
Property Type Options	The **Home** and **Business** options define if the request is for a residential or commercial customer.
Service Requested	Provides pre-defined service requests for users to choose from. Select the applicable service from the drop-down.
Name	The **Name** fields are split into two separate fields. One for the contact's name and one for the business name if applicable.
Phone	The main phone number used to contact the customer.
Zip Code	The postal code location of the customer.
Email Address	The main email address used to contact the customer.
Additional Details	Any extra information that should be documented on the service request.
Appointment Date	The date the customer would like the service to take place.
Appointment Time	The time the customer would like the service to take place.
Address	The address the service will be performed at.

SMS Alert Setup

Users must first accept the terms and conditions attached to the SMS Alert Setup options before gaining access to register contacts to receive SMS messages from the system.

The **SMS Alert Setup** table allows users to register account contacts as able to receive automated SMS message notifications about alarms (Figure 33). Select the desired contact from the table and select **Save** from the toolbar to register the contact.



(Figure 33)