



DICE Products & Technical Documentation

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# Call Lists

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Revision: 20-c7e1d4d3b1f0d5f685cd2f106a091a1e

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## Call Lists

The **Call Lists** tab displays all *call lists* assigned to the subscriber (Figure 1). A call list defines the contacts that should be called when operators are handling alarms on the account. When handling alarms, operators will see contacts to call based on which call list is valid. Call lists can be assigned by zone or chart code. For more information on assigning call lists to zones and custom chart codes, see the documentation available [here](#).

Name	Description	#1	#2	#3	#4	#5	#6	#7	Valid From	Valid To
LIST1	call list option 1	PR	DL	PD	RP	FL	FL	FL	0000	2359
LIST2	call list option 2	GL	PR	DL	FD	PD	FL	FL	0000	2359
MSTTST	Must Call Test List	RP	FL	FL	FL	FL	FL	FL	0000	2359

(Figure 1)

## Call Lists

The **Call Lists** subtab is where users create and manage lists on the account (Figure 2). Call Lists colored **blue** are those assigned on the *dealer* level. Dealer call lists cannot be updated on the subscriber level. For more information on creating call lists on the dealer, see the documentation available [here](#).

Call Lists

Call Lists Overrides

Name	Description	#1	#2	#3	#4	#5	#6	#7	Valid From	Valid To	
<input type="text"/> x	<input type="text"/> x	<input type="checkbox"/> x	<input type="checkbox"/> x	<input type="checkbox"/> x	<input type="checkbox"/> x	<input type="checkbox"/> x	<input type="checkbox"/> x	<input type="checkbox"/> x	<input type="text"/> x	<input type="text"/> x	
LIST1	call list option 1	PR	DL	PD	RP	FL	FL	FL	0000	2359	
LIST2	call list option 2	GL	PR	DL	FD	PD	FL	FL	0000	2359	
MSTTST	Must Call Test List	RP	FL	FL	FL	FL	FL	FL	0000	2359	

Preview

Add

View

Delete

Reload

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(Figure 2)

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

Option	Function
Preview	Displays the valid contacts during a set timeframe. More information on previewing call lists can be found below.
Add	Allows users to create a new call list. More information on adding call lists can be found below.
Edit	Allows users to update existing call lists as necessary.
Delete	Removes the selected call list from the account.
Reload	Refreshes the table to display up-to-date information.

Add

Selecting **Add** from the toolbar will display the **Add Call List** dialog box (Figure 3). The displayed fields are defined below.

(Figure 3)

## General

The **General** section is where users will define the call list's valid use parameters (Figure 4). These fields are defined below.

(Figure 4)

Field	Function
Contact List Name	The identifier of the list. This field accepts up to six alphanumeric characters.
Description	A brief explanation of what the call list is used for. This field accepts up to 30 alphanumeric characters.
Commercial/Residential	Not applicable. This field is no longer in use within the system.
Build Locked List	Allows users to determine the order specific contacts are called. This option <i>cannot</i> be used in conjunction with the <b>Call Order</b> options. More information on building locked lists can be found below.
Specify Responding	Allows users to determine the order of the <b>Responding Parties</b> contacts.

Parties	This option can only be defined once the list is saved. More information about responding parties and assigning them to call lists can be found below.
Valid From	Determines the time the call list will <i>begin</i> to be valid during the selected Valid Days. Valid times determine <i>when</i> the call list contacts will display for use. <b>For Example:</b> If <b>0900</b> is input into the from field, at <b>0700</b> the call list's assigned Invalid Time list will be used instead.
Valid To	Determines the time the call list will <i>stop</i> being valid during the selected Valid Days. Valid timeframes are assigned per day. <b>For Example:</b> if the times assigned are from <b>0900</b> to <b>1700</b> , the valid timeframe will be set to <b>0900 - 1700</b> <i>each</i> day the call list is set as valid.
Valid Holidays	Determines if the call list can also be used during holidays. If selected, if a holiday occurs during the call list's assigned timeframe, the call list will display.
Valid of Op/CI?	Determines if the call list is valid during the subscriber's open or close schedules. <b>O:</b> The call list will be valid during the subscriber's <i>Open</i> schedule. <b>C:</b> The call list will be valid during the subscriber's <i>Closed</i> schedule. <b>B:</b> The call list will be valid during <i>both</i> the subscriber's Open and Close schedules. For more information on assigning schedules to subscribers, see the documentation available <a href="#">here</a> .
Invalid Time Default List	Determines which call list should be used during the timeframes <i>outside</i> the assigned Valid From and To times. <b>For Example:</b> If the times assigned are from <b>0900</b> to <b>1700</b> , the call list selected here will be used during the following time frames: <b>0000 - 0859</b> and <b>1701 - 2359</b> .
False Alarm Threshold List	Determines which call list should be used after the subscriber has reached their false alarm threshold. For more information about setting a false alarm threshold, see the documentation available <a href="#">here</a> .

## Call Order

The **Call Order** options are used to determine the sequence contacts are called in (Figure 5). This option *cannot* be used in conjunction with the **Build Locked List** option.

Call Order	Valid Call Order Options
1. <input type="text" value="05"/> PREMISES	00 GLOBAL CONTACTS
2. <input type="text" value="04"/> GUARD SERVICE	01 FIRE DEPARTMENT
3. <input type="text" value="02"/> POLICE DEPARTMENT	02 POLICE DEPARTMENT
4. <input type="text" value="06"/> DEALER	03 MEDICAL ASSISTANCE
5. <input type="text" value="08"/> FINISH LIST	04 GUARD SERVICE
6. <input type="text" value="08"/> FINISH LIST	05 PREMISES
7. <input type="text" value="08"/> FINISH LIST	06 DEALER
	07 RESPONDING PARTIES
	08 FINISH LIST
	EX EXCEPTION GROUP
	P# # PREMISES NUMBERS
	R# # RESPONDING PARTIES

(Figure 5)

The **Valid Call Order Options** lists all available contact types users can assign to the call list. The order

users list the contact types in the available Call Order slots is the order the applicable contacts will be called in.

## For Example

Given the below figure's call order (04, 05, 02, 08), the account's contacts will be called in the following order:

- Guard Service: the individuals assigned to the account's security staff will be contacted *first*.
- Premises: the individuals assigned to the account's premises contact group will be contacted *second*.
- Police Department: the local authorities will be contacted *third*.

Call Order	
1.	<input type="text" value="04"/> GUARD SERVICE
2.	<input type="text" value="05"/> PREMISES
3.	<input type="text" value="02"/> POLICE DEPARTMENT
4.	<input type="text" value="08"/> FINISH LIST
5.	<input type="text" value="08"/> FINISH LIST
6.	<input type="text" value="08"/> FINISH LIST
7.	<input type="text" value="08"/> FINISH LIST

(Figure 6)

Once all assigned contacts are called, the list concludes.

## Valid Days

The **Valid Days** options determines the days of the week the call list will be used during its assigned Valid From and To times (Figure 7).

Valid Days	
Monday	<input checked="" type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>
Wednesday	<input type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/>
Saturday	<input type="checkbox"/>
Sunday	<input type="checkbox"/>

(Figure 7)

Select all days the call list should be used during its valid times from the list.

## Basic Call List

This section instructs users on how to build a basic call list. Perform the following steps to create a call list.

1. Populate the **Contact List Name** field with the desired list identifier.
2. Populate the **Description** field with a list explanation.
3. Populate the **Valid From** field with the time the list should begin being valid.
4. Populate the **Valid To** field with the time the list should stop being valid.
5. If applicable, select the **Valid Holidays** option.
6. If applicable, select if the call list should be valid during open or closed schedules.
7. Select the call list that should be used during this list's invalid times from the **Invalid Time Default List** dropdown.
8. Select the call list that should be used if the account reaches its false alarm limit from the **False Alarm Threshold List** dropdown.



**Add Call List - Account KATE01**

**General**

Contact List Name: LIST3

Description: Weekday call list

Commercial/Residential: ☐ Commercial ☐ Residential

Build Locked List: ☐ Edit

Specify Responding Parties: ☐ Edit

Valid From: 0800

Valid To: 1700

Valid Holidays: ☐

Valid if Op/Cl?: 0

Invalid Time Default List: NVALID

False Alarm Threshold List: ONCALL

**Details**

Call Order:

Valid Call Order Options:

00 GLOBAL CONTACTS

01 FIRE DEPARTMENT

02 POLICE DEPARTMENT

03 MEDICAL ASSISTANCE

04 GUARD SERVICE

05 PREMISES

06 DEALER

07 RESPONDING PARTIES

08 FINISH LIST

EX EXCEPTION GROUP

P# # PREMISES NUMBERS

R# # RESPONDING PARTIES

Cancel Save

(Figure 8)

- Define the contact types that should be called within the **Call Order** slots.

**Add Call List - Account KATE01**

**Details**

**Call Order**

- 05 PREMISES
- 07 RESPONDING PARTIES
- 00 GLOBAL CONTACTS
- 06 DEALER
- 02 POLICE DEPARTMENT
- 08 FINISH LIST
- 08 FINISH LIST

**Valid Call Order Options**

00 GLOBAL CONTACTS

01 FIRE DEPARTMENT

02 POLICE DEPARTMENT

03 MEDICAL ASSISTANCE

04 GUARD SERVICE

05 PREMISES

06 DEALER

07 RESPONDING PARTIES

08 FINISH LIST

EX EXCEPTION GROUP

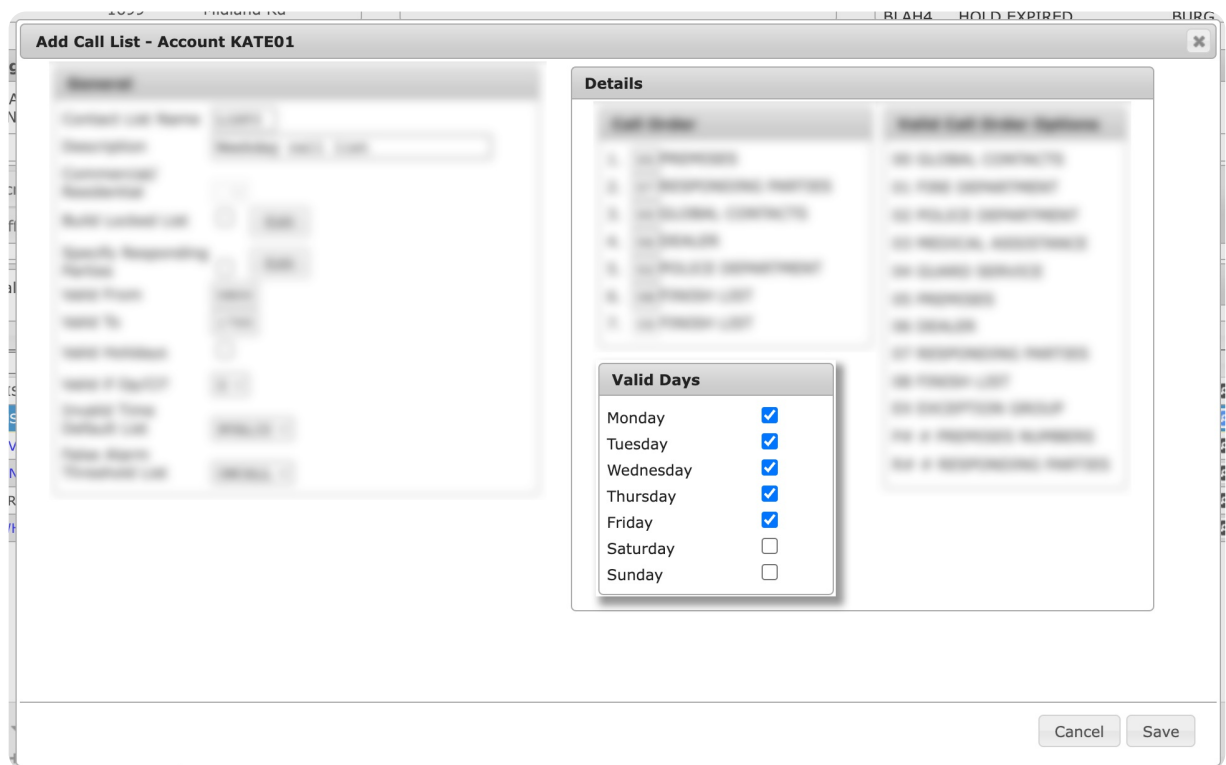
P# # PREMISES NUMBERS

R# # RESPONDING PARTIES

Cancel Save

(Figure 9)

- Select the days the call list should be used from the **Valid Days** options.



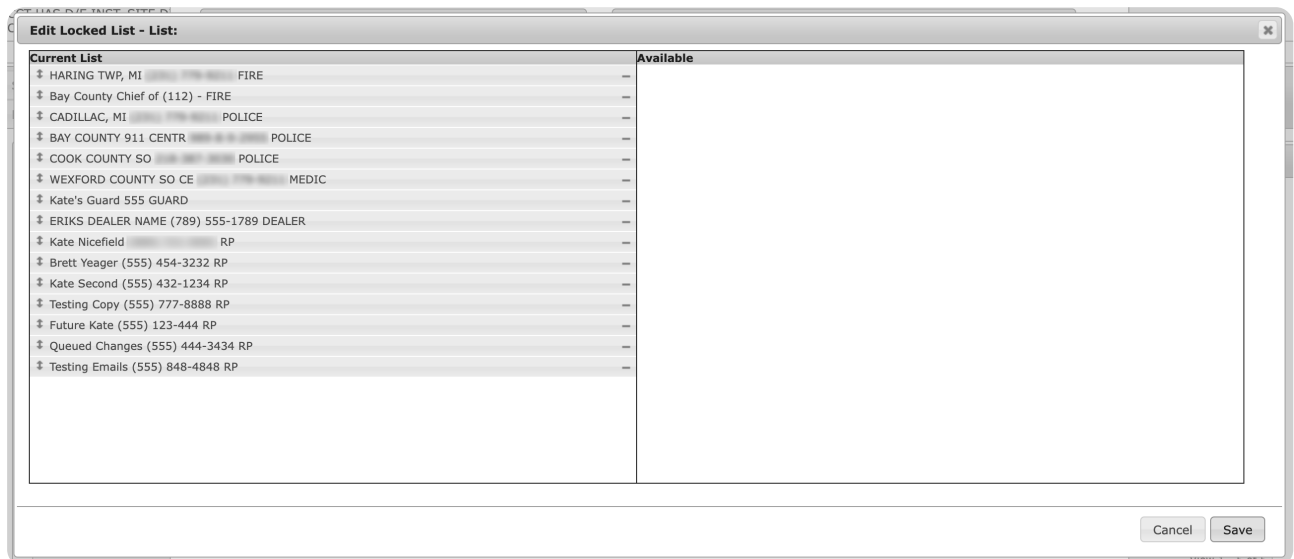
(Figure 10)

11. Select **Save** to complete creating the call list.

Once saved, users can assign the call list to zones and chart codes as necessary.

### *Building a Locked List*

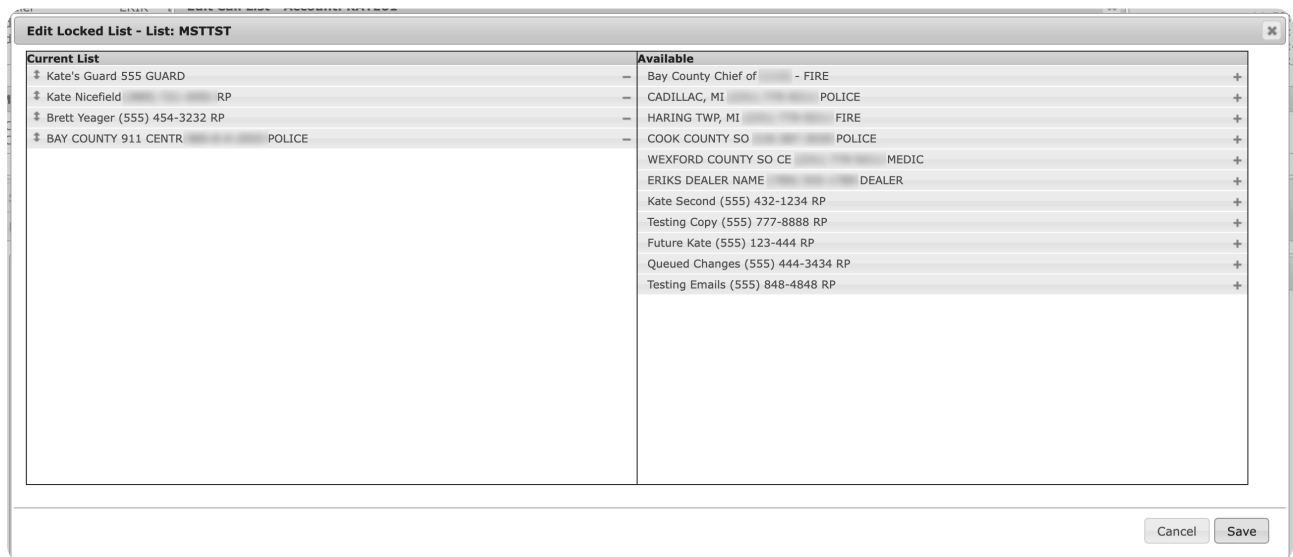
Building a locked call list allows users to define the specific order of individual contacts who should be called. Selecting **Edit** will display the **Edit Locked List** dialog box (Figure 11).



(Figure 11)

The default list will include *all* available contacts and authorities. Remove all desired contacts from the **Current List** as necessary to build the list.

Once all contacts who should be called are listed under the **Current List** column in the correct call order, select **Save** to complete building the locked list (Figure 12).



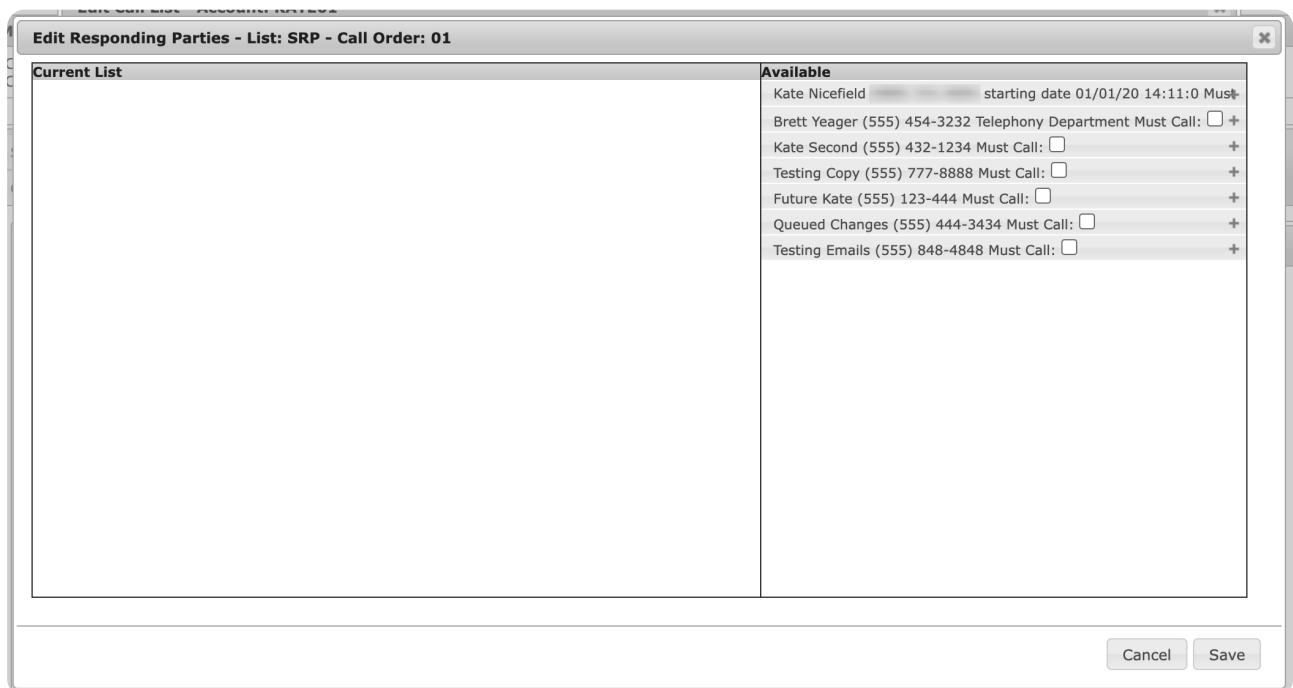
(Figure 12)

### Specify Responding Parties

Specifying responding parties allows users to define the specific order of responding party contacts who should be called.

**Please Note:** **07 RESPONDING PARTIES** must be added to the Call Order prior to defining contacts.

Selecting **Edit** will display the **Edit Responding Parties** dialog box (Figure 13). The contacts displayed here are those added to the account via the **Contacts** tab. For more information on adding contacts, see the documentation available [here](#).



(Figure 13)

Add all contacts that should be called to the **Current List** column. Once all contacts who should be called are added, select **Save** to complete defining which responding party contacts should be called (Figure 14).

**Edit Responding Parties - List: SRP - Call Order: 01**

Current List	Available
* Queued Changes (555) 444-3434 Must Call: <input type="checkbox"/>	- Kate Nicefield starting date 01/01/20 14:11:0 Must Call: <input type="checkbox"/>
* Kate Second (555) 432-1234 Must Call: <input type="checkbox"/>	- Testing Copy (555) 777-8888 Must Call: <input type="checkbox"/>
* Brett Yeager (555) 454-3232 Telephony Department Must Call: <input type="checkbox"/>	- Future Kate (555) 123-444 Must Call: <input type="checkbox"/>
	- Testing Emails (555) 848-4848 Must Call: <input type="checkbox"/>

Cancel Save

(Figure 14)

## Preview

Selecting **Preview** from the toolbar will display the **Preview of Call List** dialog box (Figure 15). The call list preview displays which contacts are valid during the selected date and time.

**Preview Of Call List: LIST2**

Date: 07/19/2022 Time: 0956 Preview

Contact Name	Personal Info	User	Phone Number	Passcode	Descriptive Text
Paul Muad'Dib			(555) 511-1144	1111	GLB RP
Ambrosius Aurelianus	Operator		(222) 555-5444	3333	GLB RP
Katherine James	PREMISES PHONE NUMBER		(555) 654-8952		PREMISE
Barbara Johnson	PREMISES PHONE NUMBER		(555) 458-4747		PREMISE
Spice Refinery	PREMISES PHONE NUMBER		(555) 123-4562		PREMISE
DOCUMENTATION TEST			(555) 123-4567		DEALER

Reload

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Cancel

(Figure 15)

Users can update the date and time fields to view which contacts are valid during the selected timeframe (Figure 16).

(Figure 16)

## Use Case Example

You can select dates outside the call list's valid times to confirm the Invalid Time Default List contacts display. You can also select dates during an override timeframe to confirm the override call list contacts display. More information on overrides can be found below.

## Call Lists Overrides

The **Call Lists Overrides** subtab allows users to create and manage overrides assigned to existing call lists (Figure 17). Overrides are temporary schedules assigned to call lists to determine which alternate call list should be used during the set timeframe.

(Figure 17)

## Use Case Example

Overriding a call list ensures an alternate call list is used during a temporary timeframe. This can be helpful if the contacts on the call list are on vacation or shouldn't be contacted for a set amount of time. During this period, you would override the call list to make sure available contacts are called.

Users can interact with the Call Lists Overrides table via the available toolbar options. These options are defined below.

Option	Function
Add	Allows users to assign new overrides to call lists. More information on adding overrides can be found below.
Edit	Allows users to update existing overrides as necessary.
Delete	Removes the selected override from the call list. The call list will now function normally.
Reload	Refreshes the table to display up-to-date information.

## Add

Selecting **Add** from the toolbar will display the **Add Call List Override** dialog box (Figure 18).

The screenshot shows a dialog box titled "Add Call List Override - Account: KATE01". It contains the following fields and controls:

- List Name:** A text input field with a small icon to its right.
- Commercial/Residential:** A dropdown menu.
- Start Date:** A text input field.
- Start Time:** A text input field.
- Ending Date:** A text input field.
- Ending Time:** A text input field.
- Override List:** A text input field with a small icon to its right.
- Override List Type:** A dropdown menu.
- Buttons:** "Cancel" and "Save" buttons at the bottom right.

(Figure 18)

Perform the following steps to add an override schedule to an existing call list.

1. Select the call list you wish to override from the **List Name** field.
2. Select the date the call list should *begin* to be overridden from the **Start Date** field.
3. Select the time (on the selected start date) the call list should *begin* to be overridden from the **Start Time** field.
4. Select the date the call list will *stop* being overridden from the **End Date** field.
5. Select the time (on the selected end date) the call list will *stop* being overridden from the **End Time** field.
6. Select the call list that should be used during the timeframe from the **Override List** field.
7. Select **Save** to complete applying an override to the call list.