

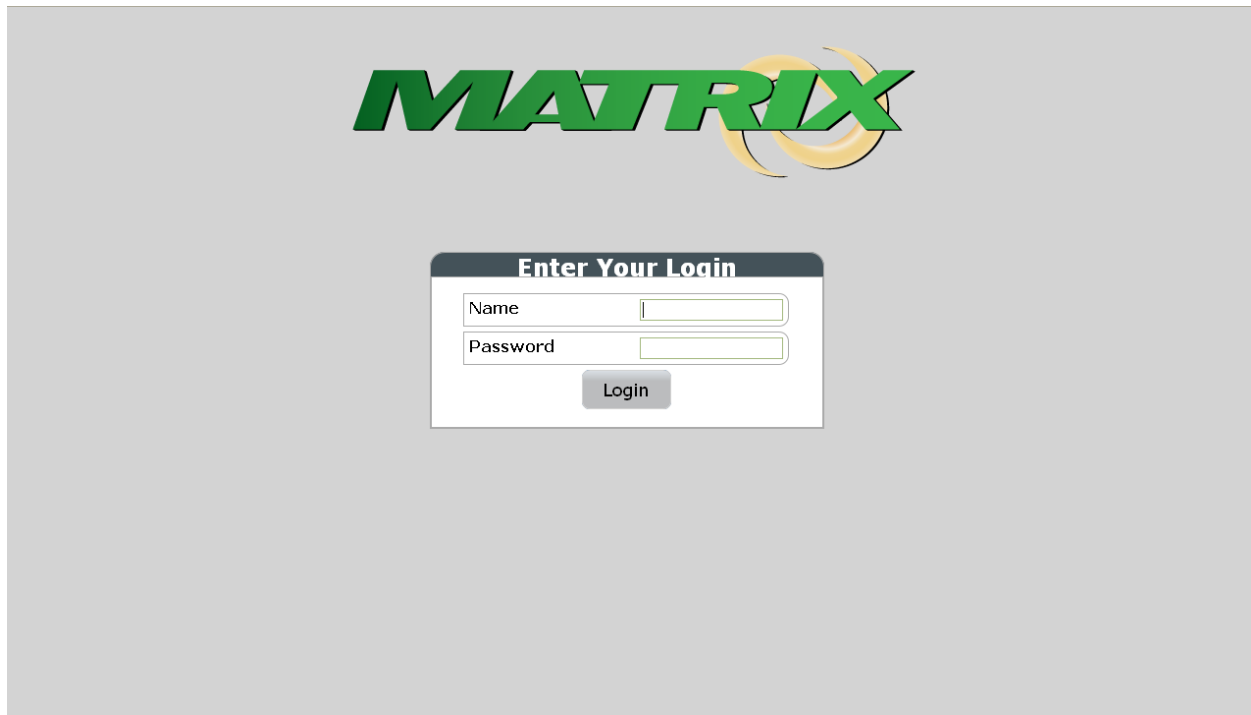
How Dealers Access Matrix

Note: Open **Firefox** or **Google Chrome** and go to the following URL:

<https://matrix.northern911.com/matrix>.

Do not use Internet Explorer.

1. You will then be at the login screen for Matrix.
 - a. From the login screen you will enter your user name and password, please be advised this information is case sensitive.



2. Your screen will appear as below once logged in.

User: melp

MATRIX

Subscriber Information

General

Account Number

Dealer

Company Name

Sort By

Address

Additional Address

City, State, ZIP Code

Cross Street

Country

County

Time Zone

Site Phone

Caller ID

Phone Format

Misc Info 1

Misc Info 2

Additional Information | Signal Handling | Test Timer | Identifiers

Accounting

Activate

Start Date

Inactive Date

UL Grade

Panel Type

Comm/Res

Default Zone

Use Two Way

Supervise Schedule

Link Zones

Passcode Needed

Monitoring Branch

Track Grouping

Map Region X Y

Global Chart List

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- Once logged on, you will be able to search for customer information. You can enter the account number in the **account number** field under the **Subscriber Information section**, then press enter or use the magnify glass to start your search.

The image shows a web form titled "Subscriber Information". It contains two main sections. The first section is for "Account Number", which includes a text input field, a magnifying glass icon, a "+ New" button, another text input field, and a "Link" button with a magnifying glass icon. The second section is for "Dealer", which includes a single text input field.

4. If you do not know the account number you can click the magnifying glass beside the **account number** field from the previous step and a lookup window will populate as shown below. You can search by any of the fields as shown below, customer name, address, etc. If you find that the client is not populating, it may be from too much or not enough criteria entered. Try eliminating or adding more criteria to the selected fields.

Search

Comprehensive Search (slower)

Account Number	Company Name	St. No	Dir	Street Name	Branch	Dealer	Panel Type	By Name	City	Zipcode

Here I searched for the TEST Account by Company Name. You will need to double click on the account for the client details to populate.

Search

Comprehensive Search (slower)

Account Number	Company Name	St. No	Dir	Street Name	Branch	Dealer	Panel Type	By Name	City	Zipcode
	TEST.									
1119001	TEST -MACLEOD ANNEX	310		LAVAL ST. (ANNEX)	NOR	TRSS	MACLEOD ANNEX	SUDBURY		Y
77777777	TEST ACCOUNT	123		MAIN ST	DIC	ANYD	TEST ACCOUNT	SUDBURY	P3N 3F6	Y

- The client's information will then populate on the main screen as shown below. The main information screen will display the account name, address and premise phone number. You will then see other information about the account like the permit number, SIMS account number, test timer etc. (depending on the screen resolution you may have to scroll down to see this additional information)

Subscriber Information - Account: 7777777

General

Account Number: 7777777

Dealer: ANYD

Company Name: TEST ACCOUNT

Sort By: TEST ACCOUNT

Address: 123 MAIN ST

Additional Address:

City, State, ZIP Code: SUDBURY ON P3N 3F6

Cross Street:

Country: CAN - CANADA

County:

Time Zone: EST - Eastern U.S.A.

Site Phone: (705) 123-1234

Caller ID:

Phone Format:

Misc Info 1:

Misc Info 2:

Additional Information | Signal Handling | Test Timer | Identifiers

Accounting

Activate:

Start Date: 11/01/2012

Inactive Date:

UL Grade:

Panel Type:

Comm/Res: R

Default Zone:

Use Two Way:

Supervise Schedule: N

Link Zones:

Passcode Needed:

Monitoring Branch: DIC

Track Grouping:

Map: Region X Y

Global Chart List:

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6. To access other information on the account you must use the Data Entry tab on the right hand side of the screen. Here we selected zones.

Alarm Signal	Event Type	Code Description	Zone Description	Call List	Alarm
001	003	BURGLARY	FRONT DOOR	DEFLT	N
002	003	BURGLARY	BACK DOOR	DEFLT	N
003	003	BURGLARY	PATIO DOOR	DEFLT	N
004	001	FIRE ALARM	SMOKE DETECTOR	DEFLT	N
005	002	PANIC	KEYFOB PANIC	DEFLT	N
006	004	MEDICAL	MEDICAL PENDANT	DEFLT	N
007	003	BURGLARY	HOT TUB MOTION	DEFLT	N

- The **Alarm Signal** column will give you the zone number (BA01, E130001, etc.).
- The **Event Type** column replaces the mnemonics, 003 replaces BUR, 001 replaces FIR, etc.
- **Code description** will give you the type of signal.
- **Zone description** will give you the description of the zone.
- **Call list** will give you what call list is associated with the signal. You will notice in your accounts they will be labeled as BURG, FIRE, MEDIC, NOTIFY, etc. The call list determines the order the numbers will come up when a signal comes in.
- The **alarm** column is usually N; if it is not N you can contact us for further information at 705-673-8181.
- The **Sig Req** column advises if the signal will be handled by an operator or auto logged. If it's O it stands for Operator handled and if it's S its system handled.
- You can also double click on the alarm to see more information on the zone.

7. When you click the **notes** tab, it will display any subscriber notes (permanent notes), temporary notes, that we have entered on the account.

The screenshot displays a software interface for account management. At the top, a header reads "Notes - Account: 7777777". Below this, a horizontal menu contains several tabs: "Subscriber" (highlighted in green), "Temporary", "Site Directions", "Group", "Zone Type", and "Service". The main content area shows a text box with the following text: "ONLY JOHN SMITH CAN MAKE CHANGES TO THE FILE. DO NOT GIVE JOHNSPASS CODE TO ANYBODY." An orange callout box labeled "Permanent Notes" points to the "Subscriber" tab. On the right side, a vertical "Data Entry" menu lists various options: "Subscriber Information", "Contacts", "Premises", "Zones", "Call Lists", "Notify Lists", "Permanent Schedules", "Holiday Schedules", "Notes" (circled in orange), "Alternate Names", and "Responding Authorities". A small orange callout box with the number "7" is positioned over the "Notes" option in the menu.

8. When you click on the **Contacts** tab it will display all the key holders on file for that particular account you're viewing. You can click the edit icon for more information on the key holders.

Contacts - Account: 7777777

Contact Name Groups

Contact Name	Personal Info	Opening ID	Phone Number
JOHN SMITH			(705) 669-4458
JANE DOE			(705) 889-7754

Subscriber Information
Contacts
Premises
Zones
Call Lists
Notify Lists
Permanent Schedules
Holiday Schedule
Notes
Alternate Names
Responding Authorities

Call Reorder More Numbers Delete All
+ Add Edit Delete Reload

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9. Select the **Responding Authorities** tab to view the list of emergency respondents listed on your account.

Responding Authorities - Account: 7777777

Type	Auth. Code	Auth. Type	Order	Authority Name	Phone
F	00003	FIRE	01	SUDBURY FIRE DEPT.	
P	00009	POLICE	01	SUDBURY POLICE DEPT.	
M	00000	MEDICAL	01	SUDBURY AMBULANCE	

+ Add ✎ Edit 🗑 Delete ↻ Reload

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- Subscriber Information
- Contacts
- Premises
- Zones
- Call Lists
- Notify Lists
- Permanent Schedules
- Holiday Schedule
- Notes
- Alternate Names
- Responding Authorities**

10. To view history on an account you must click on the **History** tab on the right hand side of the screen. It will automatically give you a week of history. The history is a summary of the signals received.

Search
Data Entry
Live View
History
Reports
Disable Account
Logout

11/01/2012 Subscriber 77777777 Look Up

RY ON - Dealer: ANYD

Zone Code 1	Zone Code 2	Area	History Text	Res	Audio
004			FIRE ALARM SMOKE DETECTOR	03	
001			BURGLARY FRONT DOOR		

Configuration

Start Date 10/25/2012 Stop Date 11/01/2012 Subscriber 77777777 Look Up

Site: TEST ACCOUNT (77777777) - 123 MAIN ST SUDBURY ON - Dealer: ANYD

Type	Received	Seia Code	Zone Code 1	Zone Code 2	Area	History Text	Res	Audio
+ FIRE	11/01/12 10:35:36		004			FIRE ALARM SMOKE DETECTOR	03	
+ BURG	11/01/12 10:35:27		001			BURGLARY FRONT DOOR		

- The **received** column shows the date and time the signal was received.
- The **Incident number** column is used by the software provider, it does not mean anything to us.
- The **Type** column shows you the type of signal received.
- The **category** column is usually set to N, if it is not an N you can contact us to find out further information.
- The **Priority** column will show you the priority of the signal received.
- The **History text** will show a short description of what typf of signal was received.
- The **Res** column shows the resolution code, what the signal was dispositioned at. Once you expand the signal you can see the resolution.

11. When you click on the **plus sign** on the left hand side of the screen (Shown in Above Diagram), you can expand the history to view what was done during the time of the alarm. Example shown below.

Notice how all the information is time stamped in the history.

The screenshot displays a call history table with columns: Received, Incident Number, Type, Category, Priority, History Text, and Res. The first entry is highlighted in red and has a plus sign on the left. Below it, a 'Details' section is expanded, showing a chronological list of call events with timestamps. An orange callout box points to the '732' badge number in the first detail entry. Another orange callout box points to the 'Call Resolution' section at the bottom of the details.

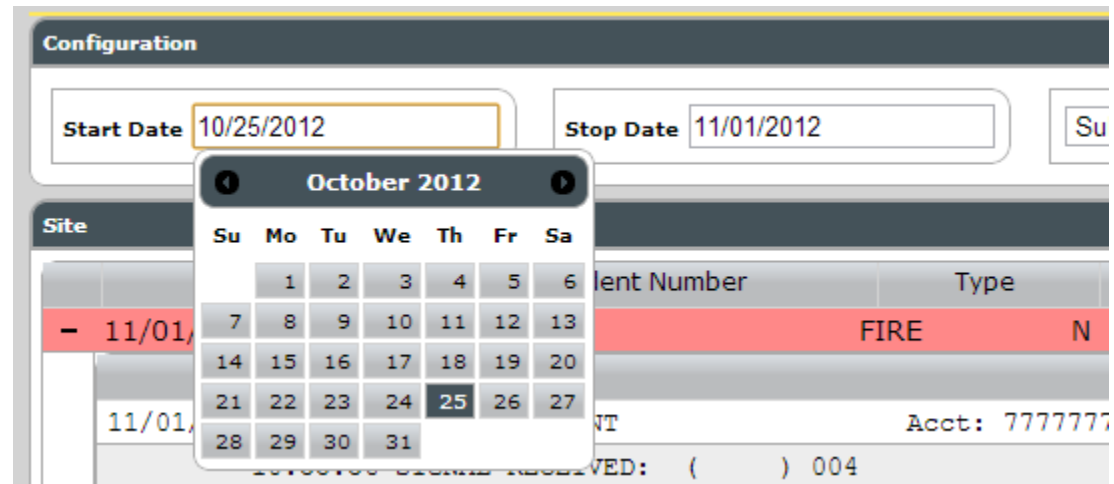
Received	Incident Number	Type	Category	Priority	History Text	Res
- 11/01/12 10:35:36	0269	FIRE	N	A	FIRE ALARM SMOKE DETECTOR	03
Details						
11/01/12 THU Name: TEST ACCOUNT Acct: 77777777 Dlr: ANYD						
10:35:36	SIGNAL RECEIVED: () 004			732		
FIRE ALARM SMOKE DETECTOR						
> MULTIPLES/DUPLICATES RCVD 1/0						
10:35:53	CALL TAKER RECVD			732		
10:36:11	CALLED TEST ACCOUNT	DIALED (705) 123-1234		732		
BUSY						
CALL COMPLETED 10:36:16						
10:36:25	CALLED SUDBURY FIRE DEPT.	DIALED XXX XXX 3341		732		
CONTACTED						
GAVE BADGE NUMBER - 1234						
AUTHORITIES CONTACTED						
CALL COMPLETED 10:36:34						

Call Resolution

Operators badge Number of who took the call.

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12. By clicking on the date shown below, you will populate a calendar where you can then pick specific dates to view the history.



13. Through the **Live View** tab on the right hand side of the screen, you will be able to view signals coming in.

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name	Area	Type	Category	Date
ANCELA, RYAN	01	TEST	T	2013-09-04 13:34:40
ANCELA		TEST	N	2013-09-04 15:34:49
ANCELA		TEST	N	2013-09-04 15:34:49
ANCELA		TEST	N	2013-09-04 15:34:49
ANCELA		TEST	N	2013-09-04 15:34:50
ANCELA		TEST	N	2013-09-04 15:34:50
ANCELA		TEST	N	2013-09-04 15:34:50
ANCELA		TEST	N	2013-09-04 15:34:51
ANCELA		TEST	N	2013-09-04 15:34:51
ANCELA		CLOSE	N	2013-09-04 15:34:51

14. To Logout when your're done selecty the **Logout** tab on the right hand side of the screen.

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