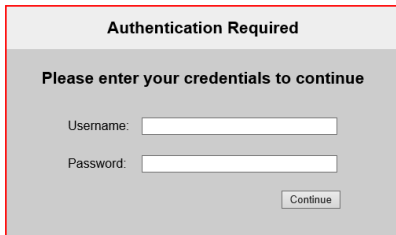
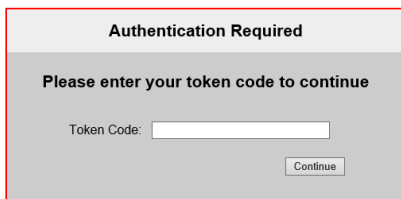


How Dealers Access Matrix

1. Go to <https://matrix.northern911.com> NOTE: website must be used in Firefox or Google Chrome, DO NOT use Internet Explorer or Edge.
2. Log into two-factor authentication using the Matrix username and authentication pin provided by the monitoring station Alarm Coordinator



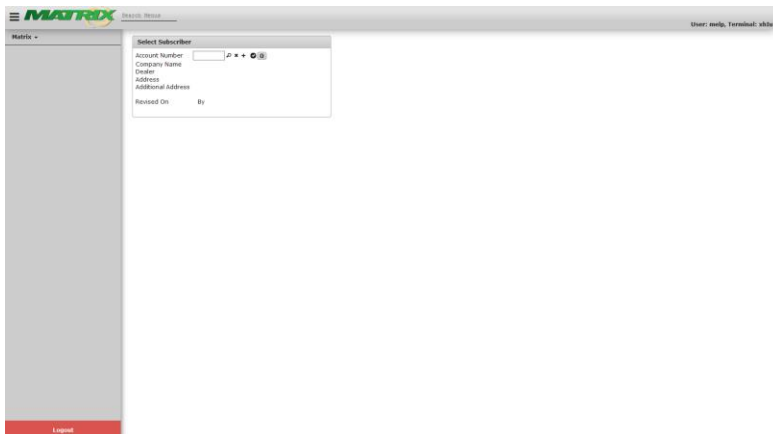
3. Enter the authentication token received by e-mail and/or SMS



4. Log into Matrix using the Matrix username and Matrix password provided by the monitoring station Alarm Coordinator.



5. Once logged in, users will see the Data Entry screen.



- From this screen users can bring up a customer's account by entering the account number in the **Account Number** field in the **Selected Subscriber** section. If the user entered an account number and presses enter the information will load.

- If the account number is not known the user can click the magnifying glass beside the **Account Number** field and a lookup window will come up. From here the user can search by any of the fields shown like customer name, address, etc.

- For example, when entering Test in the **Company Name** field and pressing enter, the results will show any account name that starts with the word Test. From here the user can choose the account to open by double clicking on it.

Account Number	Company Name	St. No.	Street Name	Addt Address	Dealer	City	Identifier 1	Identifier 2	Identifier 3	Active	Key Number
1045151	TEST ACCOUNT		EQUIPMENT RACK		N911		TEST			Y	
4069999	TEST ACCOUNT		SIA		N911		TEST			Y	
7777777	TEST ACCOUNT	123	MAIN ST		N911	SUDBURY	TEST			Y	
13155055	TEST ACCOUNT FOR TRN				N911	NORTH BAY				Y	
71005153	TEST ACCOUNT GSM UNIT				N911		TEST	GSM		Y	
TESTIVR	TEST IVR CALL				N911					Y	
TESTING	TESTING DATA ENTRY	123	MAIN ST		N911	SUDBURY				Y	

- The customers information will then be populated on the main screen. There are different tabs to show different types of information.

10. The **Subscriber** tab will provide the user with the customer's name, address, premise phone number on the left-hand side of the screen.

The screenshot shows a web interface for managing a subscriber. At the top right, it says "User: meip, terminal: xht". Below this are three main sections: "Select Subscriber", "Account History", and "Pending Alarms (0 of 1)".

The "Select Subscriber" section contains the following information:

- Account Number: 77777777
- Company Name: TEST ACCOUNT
- Dealer: N911 NORTHERN 911
- Address: 123 MAIN ST
- Additional Address: (empty)
- Revised On: SUDBURY ON P3N 3F6 12/5/2018, 11:54:06 AM By 732

Below this is a "Messages" section with the text: "ACCT HAS SUBSCRIBER NOTES Subscriber is Locked and cannot be edited."

The main interface has a navigation bar with tabs: "Subscriber", "Contacts", "Zones", "Schedules", "Notes", "Call Lists", "Notify Lists", and "Queued Changes". The "Subscriber" tab is active, showing a "General" section with the following fields:

- Account Number: 77777777
- Dealer: N911
- Company Name: TEST ACCOUNT
- Sort By: TEST ACCOUNT
- Address: 123 MAIN ST
- City: SUDBURY
- Country: CANADA
- Time Zone: Eastern U.S.A.
- Premises Phone: (705) 123-1234

To the right of the "General" section are several tabs: "Additional", "Handling", "Timers", "Identifiers", "Accounting", and "Groups". The "Additional" tab is selected, showing the following information:

- Active: Yes
- Start Date: 11/01/2012
- Panel Type: VISTA 4110
- Comm/Res: R - Residential
- Supervise Schedule: [N - The system handles ALL open/close signals regardless of a schedule.]
- Use Operator Locks: Yes
- Print Passcode: [- Uses Dealer Passcode Flag]
- Monitoring Branch: DIC
- Map: [] X [] Y []
- Linked Zones: [N - No, do not link zones between accounts]

The right-hand side of the screen has a number of tabs with more information about the customer's account. The **Additional** tab provides information on the panel type, as well as the start date/inactive date and other programming information.

This is a close-up of the "Additional" tab from the previous screenshot. It shows the following details:

- Active: Yes
- Start Date: 11/01/2012
- Panel Type: VISTA 4110
- Comm/Res: R - Residential
- Supervise Schedule: [N - The system handles ALL open/close signals regardless of a schedule.]
- Use Operator Locks: Yes
- Print Passcode: [- Uses Dealer Passcode Flag]
- Monitoring Branch: DIC
- Map: [] X [] Y []
- Linked Zones: [N - No, do not link zones between accounts]
- Latitude: (empty)
- Longitude: (empty)

The **Handling** tab has information about signal handling, most of these are defaults on all accounts. The **Use Areas** will most likely be the only field that changes on this screen.

The **Timer** tab indicates if the account is set up with a test timer, and the test frequency.

The **Identifiers** tab has a number of different fields used internally or when dispatching. **Acct Class** is most often used to identify accounts that have Cell Backup/GSM. If the customer has a lock box code it would be entered in the **Lock Box** field, additional information about the location would be entered in the notes. Some police departments require a permit number in order for the monitoring station to dispatch to a residence, if the customer has a permit it would be listed in the **Permit #** field.

The **Accounting** tab is not used by our company.

The **Groups** tab would list any sub dealers that the account is linked to. These sub dealers are used to group accounts that have the same responding parties and procedures, like school boards, companies with multiple locations, etc.

No	List Name	List Description	Parent Group
<input type="checkbox"/>	RECEIV	RECEIVER TEST ACCOUN	
<input type="checkbox"/>	SCHOO	PUBLIC SCHOOL BOARD	

View 1 - 2 of 2

11. The **Contacts** tab lists all the different types of contacts for the customer's account. There are multiple tabs here to separate the types of contacts. **Contacts** lists the responding parties on the customer's account.

Contact Name	Personal Info	Opening ID	Phone Number	Passcode
JOHN SMITH			(705) 669-4458	1234
JANE DOE			(705) 889-7754	5548

Premises lists the number(s) to reach the customer's premise.

Phone Number	Extension	Script	Contact Name	Personal Information
(705) 123-1234			TEST ACCOUNT	PREMISE PHONE NUMBER 1

Authorities lists the responding police/fire/ambulance agencies.

Auth. Code	Auth. Type	Order	Authority Name	Phone	Ext.	Region	Notes
00003	FIRE	01	SUDBURY FIRE DEPT.	(788) 479-0044			
00009	POLICE	01	SUDBURY POLICE DEPT.	(788) 474-7911			
00000	MEDICAL	01	SUDBURY AMBULANCE	(788) 479-1117			

Group lists the contacts from the sub dealer, if applicable.

12. The **Zones** tab lists all the zones listed on the customer's account. There are some sub tabs on this screen as well that indicate programming on certain zones/types of alarms. The programming information is indicated in the notes as well.

Alarm Signal	Event Type	Code Description	Zone Description	Call List	Alarm Category	Sig Req	Priority	Reset
001	003	BURGLARY	PATIO DOOR	BURG	N	O		
002	003	BURGLARY	BACK DOOR	BURG	N	O		
003	003	BURGLARY	FRONT DOOR	BURG	N	O		
004	001	FIRE ALARM	SMOKE DETECTOR	FIRE	N	O		
005	002	PANIC	KEYFOB PANIC	PANIC	N	O		
006	004	MEDICAL	MEDICAL PENDANT	MEDIC	N	O		
007	003	BURGLARY	HOT TUB MOTION	BURG	N	O		

The **Alarm Signal** column will show the zone number(BA01, E130001, etc.).

The **Event Type** column replaces the mnemonics, 003 replaces BUR, 001 replaces FIR, etc.

The **Code Description** will show the type of signal.

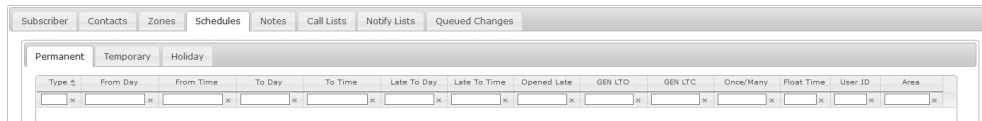
The **Zone Description** will show the description of the zone.

The **Call list** will show what call list is associated with the signal. The user will this column 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 Category** column is usually N; other categories are not typically listed on the zone list.

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.

13. The **Schedules** tab will show schedule information if the customer is set up with a supervised schedule.



14. The **Notes** tab lists any notes on the customers file, there are different types of notes.

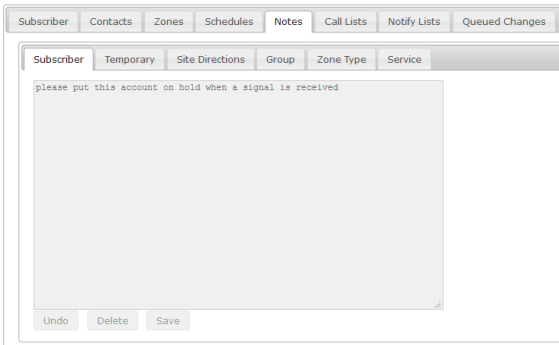
The **Subscriber** tab lists any permanent notes on the customer's file.

The **Temporary** tab lists any temporary notes/procedures.

The **Site Directions** tab lists any programming notes, this is mostly used by our Data Entry team when there is any thing that deviates from the standard dealer procedures.

The **Group** tab lists notes if the account is linked to a sub dealer.

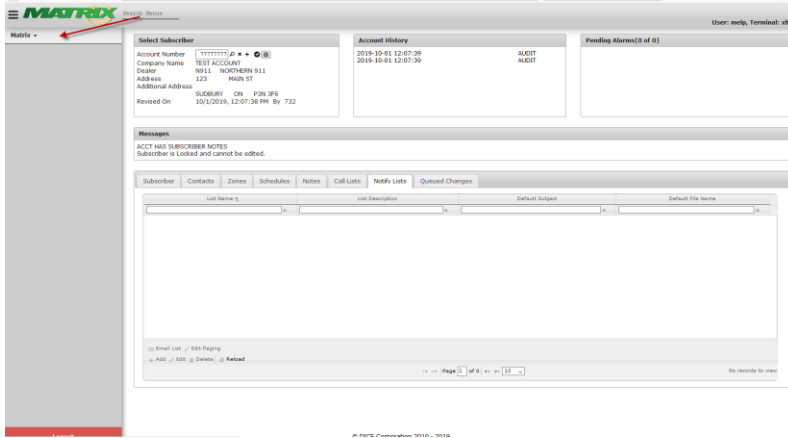
The **Zone Type** and **Service** tabs are not used by our company.



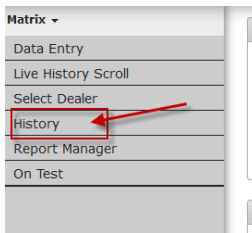
15. The **Call Lists** and **Notify Lists** tabs show if there are any changes to the default call lists and if there are any notify lists for e-mailed signals.

16. The **Queued Changes** tab is not used by our company.

17. To view history on a customer's account the user must move to the history screen. Click on the **Matrix** drop down menu on the left-hand side of the screen.

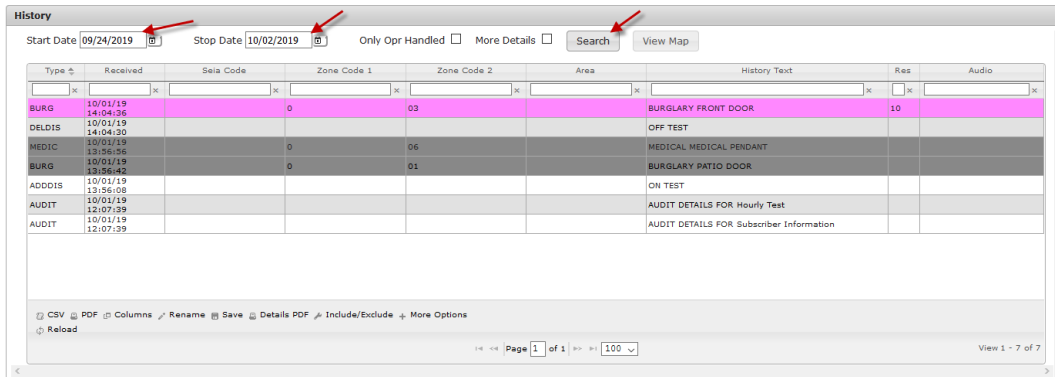


Once the menu appears choose **History**; the user can open history in 2 ways either by clicking on it and it will replace the current tab, or right click and open in a new tab. If opening history in a new tab the user can go back and forth between the customer's information and history easily without reloading the account information.



18. Once on the History screen the customer's account number will have to be entered in the **Account Number** field, or the account can be searched by using the magnifying glass, using the same process as above.

19. Once the account is loaded it will show the recent history, it is defaulted to show the last 7 days. The user can change the date range in the **Start Date** and **Stop Date** fields.



The **Type** column shows the type of signal received.

The **Received** column shows the date and time the signal was received.

The **Seia Code**, **Zone Code 1**, **Zone Code 2** and **Area** columns show the actual code for the signal received (ex: BA01, E130002, etc.)

The **History text** column will show a short description of what type of signal was received.

The **Res** column shows the resolution code, what the signal was dispositioned at.

20. The user can double click on a signal to view details and recordings

Details for BURG on 7777777			
10/01/19 TUE	Name: TEST ACCOUNT	Acct: 77777777	Dir: N911
14:04:36	SIGNAL RECEIVED: () 0	03	732
	BURGLARY FRONT DOOR		
14:04:49	CALL TAKER REC'D		732
14:09:45	CALLED TEST ACCOUNT	DIALED (705) 123-1234	732
	ANSWERING MACHINE-LEFT MESSAGE		
	CALL COMPLETED 14:09:56		
14:10:13	CALLED TEST ACCOUNT	DIALED (705) 123-1234	732
	CONTACTED		
	CALL COMPLETED 14:10:21		
14:10:18	JOHN SMITH - PASSCODE VERIFIED		732
14:10:42	ADDED MESSAGES		732
	called premise/john/valid code/advised		
	false alarm		
14:10:42	ALARM RESOLUTION		732
	FALSE ALARM/SUBSCRIBER		

21. The user can also view live history for accounts currently sending signals by going to **Live History**

Scroll.

The screenshot shows a software interface with a sidebar menu on the left. The 'Live History Scroll' option is highlighted with a red box and a red arrow. Below the menu, a table titled 'Live History Scroll' is displayed, showing a list of accounts and their recent activity. The table has columns for Account Number, Company Name, Incident Number, Area, Type, Category, Text, and Date. The data is filtered to show live history for 2019-10-01 at 14:13:00.

Account Number	Company Name	Incident Number	Area	Type	Category	Text	Date
538807				EMAIL	N	HTTP Sub Activity Detected	2019-10-01 14:12:33
539091				NOTIFY	N	LOG ONLY COMM. TROUBLE - NO DATA	2019-10-01 14:10:57
39091				CALLID	N	CALLER TO 7052322602	2019-10-01 14:10:55
39091				CALLR	N	NON-VALID CALLER ID 7053322603	2019-10-01 14:10:55
390020				CHGALM	N	ALARM ACCOUNT CHANGED FROM 356109 TO 1511013	2019-10-01 14:10:04
5392919				RESTOR	N	BURGLARY ALARM RESTORE AREA 1	2019-10-01 14:08:35
462945				AUDIT	N	AUDIT DETAILS FOR Responding Parties	2019-10-01 14:08:27
102965				AUDIT	N	AUDIT DETAILS FOR Contact Call List	2019-10-01 14:08:27
358820				ALARM	N	Monitoring Station Bulbtry	2019-10-01 14:07:54
363885				AUDIT	N	AUDIT DETAILS FOR Contact Rights	2019-10-01 14:07:32
705685				AUDIT	N	AUDIT DETAILS FOR Contact Information	2019-10-01 14:07:32
791885				AUDIT	N	AUDIT DETAILS FOR Contact Information	2019-10-01 14:07:30
358772				NOTIFY	N	LOG ONLY ERROR IN TRANSMISSION	2019-10-01 14:06:39
548745				AUDIT	N	AUDIT DETAILS FOR Contact Rights	2019-10-01 14:06:29
748785				AUDIT	N	AUDIT DETAILS FOR Contact Information	2019-10-01 14:06:29
358771				DIALED	N	CALLER ID 7058723244	2019-10-01 14:06:19
358771				CALLR	N	NON-VALID CALLER ID 7058723244	2019-10-01 14:06:19
538620				CHGALM	N	ALARM ACCOUNT CHANGED FROM 356109 TO 1511120	2019-10-01 14:04:53
1004606				SEIA	N	BURGLARY FRONT DOOR	2019-10-01 14:04:54
60646001				MANUAL	N	732 GENERATED A MANUAL ALARM ON 77777777	2019-10-01 14:04:45
2280907				DELDIS	N	OFF TEST	2019-10-01 14:04:30
00331				STAL	N	447 TOOK TOO LONG TO PROCESS AN ALARM - 013AM	2019-10-01 14:04:14
358627				NOTIFY	N	TESTER IN	2019-10-01 14:04:05
358622				TEST	T	TEST AUTO TEST EVERY 15 MINS	2019-10-01 14:04:12
358617				TEST	T	TEST AUTO TEST EVERY 15 MINS	2019-10-01 14:04:12
358617				CALLID	N	CALLER ID 705857763	2019-10-01 14:04:08
358617				CALLR	N	NON-VALID CALLER ID 705857763	2019-10-01 14:04:08
358642				TEST	T	TEST AUTO TEST EVERY 15 MINS	2019-10-01 14:03:30
358642				TEST	T	TEST AUTO TEST EVERY 15 MINS	2019-10-01 14:03:18
358642				TEST	T	TEST AUTO TEST EVERY 15 MINS	2019-10-01 14:03:18
358642				CALLID	N	CALLER ID 7035557301	2019-10-01 14:03:18
358642				CALLR	N	NON-VALID CALLER ID 7035557301	2019-10-01 14:03:18
5388905				EMAIL	N	HTTP Sub Activity Detected	2019-10-01 14:00:13
0039923				EMAIL	N	HTTP Sub Activity Detected	2019-10-01 13:59:13
30646001				MANUAL	N	447 GENERATED A MANUAL ALARM ON 013AM	2019-10-01 13:58:26
35820016				RESTOR	N	BURGLARY ALARM RESTORE AREA 1	2019-10-01 13:58:00
10064904				MEDIC	N	MEDICAL MEDICAL PROVIDANT	2019-10-01 13:56:54

22. Once the user is ready to log out click the red **Logout** button on the bottom left-hand corner of the screen.

