

## Designed For In the Field Account Access and Review

**Dealer Login:** It's easy! Call (855) 536-2448. When prompted, state your Dealer ID/Number and your Passcode.

**Account Access:** Search for an account by the speaking the Account ID or the Premises Number.

**Please Note:** When providing the Account ID, you may state your number alphanumerically or by utilizing the NATO Phonetic Alphabet outlined below. For example, the account J140537 can be said the following ways:

- J-1-4-0-5-3-7
- Juliet-1-4-0-5-3-7

**\*\*If you utilize the phonetic alphabet for one character, it must be utilized for the remaining characters within that ID.\*\***

After confirmation of the account number or the 10 digit phone number, you're ready for the next step.

### CHOOSE YOUR OPTION FROM THE MAIN MENU

From the Main Menu, you will be able to place an account on or off No Action, review account signal history, and review account information. Simply state one of the following:

- No Action/Live Test
- Signal History
- Account Information

### NO ACTIONS

From the No Action menu, you can perform the following by stating:

- Enter No Action
- Enter Live Test
- End No Action or Live Test

### SIGNAL HISTORY

From the Signal History menu, you can perform the following by stating:

- Review Signal History
- Text Signal History
- Email Signal History
- Fax Signal History

### ACCOUNT INFORMATION

From the Account Information menu, you can perform the following by stating:

- Zone Description
- Premises Phone Number
- Account Name
- Account Address

### AT ANY TIME



At any point in your navigation through Tech Center, you can say "operator" to speak with a Rapid Response operator. Additionally, from the Main Menu you can perform the following by stating:

- Log in as a Different Dealer
- Search for Another Account
- Return to the Main Menu

Tech Center allows access to linked and partitioned accounts. Please refer to your Tech Center Manual for additional information and the full listing of Tech Center functions and options.

The Tech Center utilizes the NATO Phonetic Alphabet better search for accounts by ID. Please refer to the reference chart below for the conversions.

### NATO PHONETIC ALPHABET REFERENCE CHART

A	Alpha	H	Hotel	O	Oscar	V	Victor
B	Bravo	I	India	P	Papa	W	Whiskey
C	Charlie	J	Juliet	Q	Quebec	X	X-ray
D	Delta	K	Kilo	R	Romeo	Y	Yankee
E	Echo	L	Lima	S	Sierra	Z	Zulu
F	Foxtrot	M	Mike	T	Tango		
G	Golf	N	November	U	Uniform		

Rapid Response Monitoring® is a wholesale provider of central station monitoring services. Technician Center is for use by authorized Rapid Response Dealers & Installers only. Rapid Response is licensed to monitor in these states, among others:

AL: #05 440 AR: #E 2004 0004 CA: #ACO 5498 CT: #106120 DE: #02-168 FL: #EF20000978 IL: #127-001246 MD: #107-904 NY #12000266592 OK #648 OR: #0183 RI: #5875 TN: #834 TX: #B09590 TX - Fire: #ACR-2020 UT: #4800448-6501 VA: #11-2850 WA #602 323 440

# SAMPLE TECH CENTER CALL FLOW

## LOGGING IN

Welcome to the Rapid Response Technician Center. You can now say your selection or enter it with the telephone keypad. At any time during this call, you may replay the last prompt by either saying repeat, or pressing the \* key. Or, speak to a Rapid Response operator by either saying **operator** or pressing the **0** key. What is your dealer ID?

9993

What is your dealer passcode?

Rapid1234

Would you like to hear the phone number you're calling from?

Yes

The phone number you are calling from is... 800-932-9822. Would you like to hear the phone number again before continuing to the main menu?

No

Would you prefer to search for an account using the account ID or the premises phone number?

Account ID

What is the account ID?

J140537

The account ID you provided is... J140537. I've matched an account at... 123 Fake Street, New York, NY 10001. Is this the correct account?

Yes

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## MAIN MENU

Which of the following should we perform? Place the account on or off No Action, review account signal history, or review account information?

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## ENTERING A NO ACTION

No Action

The current time at the premises is... 9:23 AM. Which of the following options should we perform? Place the account on No Action, place the account on Live Test, or end a No Action or Live Test?

No Action

For how many hours, up to 8, should the system be on No Action?

2 hours

Your account is on No Action until... August 15, 2012 at 11:23 AM. Would you prefer to: 1) log in as a different dealer, 2) Search for another account, or 3) return to the main menu?

Main Menu

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## TEXTING SIGNAL HISTORY

Which of the following should we perform? Place the account on or off No Action, review account signal history, or review account information?

Signal History

There are... 2 signals since midnight for account J140537. Which of the following signal history actions should we perform? Options include: 1) Review signal history, 2) text signal history, 3) email signal history, 4) fax signal history.

Text Signal History

What is the ten digit cell phone number to text the most recent 5 signals? If you called from your cell phone, you can say, **use caller ID**, and I will get the number myself.

607-555-6800

A text of the last 5 signals has been sent. Would you prefer to: 1) log in as a different dealer, 2) Search for another account, or 3) return to the main menu?

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