

What Should I Expect From My Alarm Monitoring Station?

When the alarm goes off...



- *What actions will the operators take?*
- *When will they dispatch the authorities?*
- *What actions do I need to take?*

***Alarm* WATCH**

**A quick reference guide to the procedures
of your alarm monitoring station and
how you can work effectively with them.**

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REFERENCE GUIDE

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YOUR ALARM MONITORING STATION

The partnership between Alarm Company and Alarm Monitoring Station (also known in the industry as Central Monitoring Station) is a critical link in the security of your home or business. The role of the alarm monitoring station is to receive the alarm signal and act upon the appropriate protocol specified for the situation. Your alarm company has chosen AlarmWATCH to monitor your account for very good reasons. AlarmWATCH is the largest independent central monitoring station in the region, having served tens of thousands of customers for many years. Their specialized expertise is backed up with the most advanced equipment in the industry and UL certification. They maintain close relationships with local authorities and AlarmWATCH station operators know the neighborhoods they monitor. AlarmWATCH station operators complete rigorous industry training and certification.

Your alarm company has chosen AlarmWATCH because they have the proven competency, depth of experience, and expertise to protect the property and the lives of you and your loved ones.

LEARN TO OPERATE YOUR SYSTEM PROPERLY

As a customer, you have an important role to play in the protection of your home or business. Please review the procedures in this booklet. Learn the actions to take for each type of alarm. False alarms are a serious and costly problem for our police departments. In cases where customer's neglect to take proper action by alerting the alarm monitoring station promptly, the customer can be liable for these costs. Please make all employees and family members familiar with proper procedures and keep this booklet handy for easy access when needed.

Please read this book in its entirety. Should you have any questions, please contact your alarm dealer.



THE GOLD STANDARD IN MONITORING

Our monitoring service delivers accurate performance, reliable service and the most customer friendly care you'll find anywhere. We have a very high dealer satisfaction rating. Why?

Because we provide fast, accurate response, time and time again.

We have state-of-the-art technology to keep you secure. And, we are committed to constant upgrading to maintain that level of customer care in the future.

Our monitoring operators undergo rigorous training and must pass a battery of tests and trials before monitoring our subscribers. Each is carefully screened and subjected to stringent background checks before signing a confidentiality agreement and becoming UL Certified.

We are fully insured and our systems are backed up by generator and battery in the event of power failure. In the event that your phone lines are cut, our systems remain operational with long range radio, cell and satellite back-up. Some systems include a two way voice transceiver within the system, so phone lines are unnecessary.

FIRE ALARMS

Fire alarms are considered to be smoke detectors, waterflows, sprinkler alarms, pull stations, keypad fire alarms, carbon monoxide detectors, and any devices initiating a fire signal in the monitoring station. Fire alarm signals are given top priority in the alarm monitoring station.

What should you do if your fire alarm is set off?

- A. If this is an actual fire alarm, please call 911 immediately.
- B. If this is a false alarm, please call the alarm monitoring station immediately and be prepared to give your alarm cancellation code (passcode).

What can you expect from the alarm monitoring station?

Residential Customers:

- A. Once the alarm is received the alarm monitoring station will make an attempt to call the premise and obtain the alarm cancellation code. If the proper alarm cancellation code (pass code) is given, the alarm will be cancelled.
- B. If no answer, invalid alarm cancellation code is given, or the line is busy, the fire department will be dispatched to the location.
- C. After dispatching, the alarm monitoring station will notify the call list provided by you. Once a contact is reached, notification stops. If all contacts have been attempted and messages have been left, notification stops.

Commercial Customers:

- A. Once the alarm is received, the alarm monitoring station will dispatch the fire department immediately.
- B. After dispatch, the alarm monitoring station will attempt to call the premise and notify of the dispatch.
- C. After dispatching, the alarm monitoring station will notify the call list provided by you. Once a contact is reached, notification stops. If all contacts have been attempted and messages have been left, notification stops.



BURGLARY ALARMS

Burglary alarms include motion detectors, door contacts, window contacts, sound detectors, glass break detectors, and any device initiating a burglary signal to the alarm monitoring station.

What should you do if your burglary alarm is set off?

- A. If this is an actual alarm, please call 911 immediately.
- B. If this is a false alarm, please call the alarm monitoring station immediately and be prepared to give your alarm cancellation code (passcode).

What can you expect from the alarm monitoring station?

- A. Once the alarm is received, the alarm monitoring station will make an attempt to call the premise and obtain the alarm cancellation code. If the proper alarm cancellation code is given, the alarm will be cancelled.
- B. If no answer, invalid alarm cancellation code is given, or the line is busy, the police department will be dispatched to the location.
- C. After dispatching the police, the alarm monitoring station will notify the call list provided by you. Once a contact is reached, notification stops. If all contacts have been attempted and messages have been left, notification stops.

Please note: If your business or home is located in a jurisdiction that requires licensing or permitting of your alarm system, and you are not registered or registration is suspended, **no police dispatch can be made on your behalf.**



HOLD UP, PANIC, DURESS ALARMS

Hold Up, Panic, and Duress Alarms can be considered keypad panic buttons, remote buttons, hold up buttons, money clips, or giving a duress code to the alarm monitoring station.

What should you do if your alarm is set off?

- A. If this is an actual alarm, please call 911 immediately.
- B. If this is a false alarm, please call the alarm monitoring station immediately and be prepared to give your alarm cancellation code (passcode).

What can you expect from the alarm monitoring station?

Residential Customers:

- A. Once the alarm is received, the alarm monitoring station will dispatch the police department immediately.
- B. After dispatching the police, the alarm monitoring station will notify the call list provided by you. Once a contact is reached, notification stops. If all contacts have been attempted and messages have been left, notification stops.

Commercial Customers:

- A. Once the alarm is received, the alarm monitoring station will dispatch the police department immediately.
- B. For safety reasons, no notification will be made.

Please note: If your business or home is located in a jurisdiction that requires licensing or permitting of your alarm system, and you are not registered or registration is suspended, **no police dispatch can be made on your behalf.**



MEDICAL ALARMS

Medical alarms are used to alert the alarm monitoring station that you need medical assistance. Keypad buttons, pendants, remotes, or pull cords can activate these.

What should you do if your medical alarm is set off?

- A. If this is an actual alarm, and you are able, please call 911 immediately.
- B. If this is a false alarm, please call the alarm monitoring station immediately and be prepared to give your alarm cancellation code (passcode).

What can you expect from the alarm monitoring station?

- A. Once the alarm is received, the alarm monitoring station will make an attempt to call the premise and obtain the alarm cancellation code. If the proper alarm cancellation code is given, the alarm will be cancelled.
- B. If you request the ambulance to be dispatched, the operator will stay on the line with you. Please be able to provide us with your name, age, symptoms, and if you are able to open the door for the medics.
- C. If no answer, invalid alarm cancellation code is given, or the line is busy, the medical units will be dispatched to the location. Any medical information you have provided will be given to the medics.
- D. After dispatching, the alarm monitoring station will notify the call list provided by you. Once a contact is reached, notification stops. If all contacts have been attempted and messages have been left, notification stops.



TROUBLES, SUPERVISORIES, AC LOSS, & LOW BATTERY SIGNALS

Trouble alarm signals are sent from the alarm panel to alert of maintenance problems and external condition problems. Many situations could cause one of these alarm signals. A few examples are telephone line troubles, power outages, alarm panel unplugged, alarm malfunctions, or other types of problems of which you may need to be aware.

What should you do if you receive one of these alarms?

- A. Please contact your alarm company and advise them of what your alarm system is reading and request service.
- B. If this is a false alarm, please call the alarm monitoring station immediately and be prepared to give your alarm cancellation code (passcode).

What can you expect from the alarm monitoring station?

- A. The alarm monitoring station will call the premise to advise of the signal.
- B. If no answer or the line is busy at the premise, the notification list you have provided us will be notified until a contact is spoken to.



TEMPERATURE ALARMS OR WATER SENSOR ALARMS

Temperature or Water Sensor alarms will be sent to the alarm monitoring station when a protected area's environment has changed. For example, if you have items that need to be kept at a certain temperature the alarm monitoring station can notify you when that temperature changes. A freezer alarm is a good example of a temperature alarm. The alarm monitoring station can also monitor areas that need to be kept dry and notify you if there is water detected.

What should you do if you receive one of these alarms?

- A. Please call the alarm monitoring station to put your system on disregard until the problem can be repaired. You will need to provide an alarm cancellation code (passcode) in order to do this.
- B. Please call your alarm company or service company immediately to inform them of the problem.

What can you expect from the alarm monitoring station?

- A. The alarm monitoring station will call the premise to advise of the signal.
- B. If no answer or busy signals occur at the premise, the notification list you have provided us will be called until a contact is spoken to.



OPENINGS AND CLOSINGS

There are two ways the alarm monitoring station can handle opening and closings. (1) They can be supervised opening and closings which will generate phone calls if your business is not opened, opened early, opened on a closed day, or closing late. (2) The opening and closings signals can also be unsupervised which will generate no phone calls to you. The opening and closing signals will simply be logged in the account history if you ever need to inquire about them. Opening and closings reports can be sent to you on a monthly basis if you choose.

The following procedures will happen only if you choose to have your opening and closing signals supervised. *You must provide us with a schedule. Please do not give us your store hours. Please provide us with times that employees will arrive to open the store and will leave the store.*

WHAT SHOULD YOU DO IF...

A. You are opening early, opening after hours, or opening on a closed day? The alarm monitoring station will refer to this as an unscheduled opening signal.

Please call the alarm monitoring station immediately and provide them with the alarm cancellation code (pass code) and how long you expect to be. A temporary schedule will be put in by the alarm monitoring station to accommodate this opening.

B. You are going to open late or not open at all? The alarm monitoring station will refer to this as a late to open signal.

Please call the alarm monitoring station immediately and provide them with the alarm cancellation code (pass code) and inform them of this schedule change.

C. If you are going to be working late. The monitoring station will refer to this as a late to close signal.

Please call the alarm monitoring station immediately and provide them with the alarm cancellation code (pass code) and how long you expect to be. A temporary schedule will be put in by the alarm monitoring station to accommodate the new closing time.

What can you expect from the alarm monitoring station?

A. If you opened early, opened on a closed day, opened after hours, or working later than the time you have provided us, the alarm monitoring station will call the premise to obtain an alarm cancellation code pass code.

B. If no answer, invalid alarm cancellation code, or the line is busy, the alarm monitoring station will notify the call list you have provided until a contact has been spoken to.

C. If your store has not opened by the time you have provided us, the alarm monitoring station will notify the list you have provided until someone is spoken to or the store opens.

FREQUENTLY ASKED QUESTIONS

Q. What is an alarm cancellation code?

A. An alarm cancellation code is what the alarm monitoring station requires from you to cancel an alarm or obtain any information. This can also be referred to as password or pass code.

Q. What if I do not know my alarm cancellation code?

A. You should have established an alarm cancellation code with your alarm company when your alarm was turned on for monitoring. This can be up to 12 alpha/numeric characters. If you do not have this, you need to contact your alarm company immediately. There is no other information you can give the alarm monitoring station to obtain information or cancel an alarm.

Q. If I am going out of town do I need to notify the alarm company?

A. Yes, you should contact your alarm company and the alarm monitoring station anytime you go away and provide them with numbers where you may be reached or an alternate notification list can be provided on a temporary basis.

Q. Will the alarm monitoring station always request my alarm cancellation code?

A. Yes, the alarm monitoring station will always require you to give your alarm cancellation code to cancel an alarm or obtain any information.

Q. How do I make changes to my account information in the alarm monitoring station?

A. You must contact your alarm company with the change. Only your alarm company can make changes with the alarm monitoring station.



GLOSSARY OF TERMS

Alarm Dealer: The alarm dealer is the company that installed and/or services your alarm. You will contact them for any service problems, billing problems, or information changes to your account.

Alarm Monitoring Station: The alarm monitoring station, also known as the central monitoring station, is the company that monitors your alarms and will process any signal your alarm sends. You may contact them for false alarms or to test your system. The station operators have limited technical training, so please do not call them for service problems.

Passcode, Alarm Cancellation Code, Abort Code, Password, Alarm Code, Account Number: These are what you give the central station to cancel your alarm or obtain any information about your account. You must have one of these before the central station can give you any information.

Runaway: A runaway alarm is when your alarm panel sends in 8 signals an hour or more. A runaway (alarm system) blocks other alarms from being transmitted to the central station. When the central station notifies you that your system is in runaway please contact your alarm dealer immediately to shut down your system.

Responder: The central station may call your notification list and ask them to respond to an alarm. A responder may need to go to the premise to shut an alarm system down or, at the request of the police or fire department, for an actual alarm.

Keypad Code: This is what you use to enter into the alarm panel at your premises to turn on/off your alarm system. We suggest you do not use this as a passcode and that you do not give this to central station when calling to cancel an alarm.



IF YOU WISH TO CONTACT
ALARMWATCH
THE ALARM MONITORING STATION
PLEASE CALL:
800-OK ALARM
800-356-2222
410-785-1740

WWW.ALARMWATCHINC.COM