



## 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?*



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

Wiley Systems  
919-460-9900

# **What Should I Expect From My Alarm Monitoring Station?**

## **Reference Guide**

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## **YOUR ALARM MONITORING STATION**

The partnership between your Alarm Company and the Alarm Monitoring Station (also known in the industry as Central Alarm 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 alarm for very good reasons. AlarmWATCH is the largest independent alarm 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. AlarmWATCH's monitoring 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 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 and 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 customers neglect to take proper action by alerting the alarm monitoring station promptly, the customer can be liable for these costs.

Please make sure anyone having access or operating the alarm system are familiar with proper procedures and keep this booklet on hand for easy access when needed.



## **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 customer satisfaction rating. Why?

Because we provide fast response - time and time again.

We have state-of-the-art technology to keep you secure. And, we are committed to constant checks and balances 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 and must sign a confidentiality agreement before becoming certified.

We are fully insured and our systems are backed up by generators and batteries in the event of power failure. AlarmWATCH offers many different services to back up your telephone line such as, long range radio, cellular, and internet. These all help to insure your alarm signal reaches the central station. To discuss these services, please contact your alarm dealer.

## GLOSSARY OF TERMS AND FREQUENTLY ASKED QUESTIONS

**Alarm Company:** The alarm company that installed and/or currently 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 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.

**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. If the central station notifies you that your system is in runaway, please contact your alarm company immediately to shut down your system.

**Responder:** A person that may need to go to the premises to shut an alarm system down, or at the request of the police or fire department, for an actual alarm.

**Alarm Cancellation Code:** 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 a password, passcode, abort code or account number.

**Keypad Code:** That 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 an alarm cancellation code and that you do not give this to central station when calling to cancel the alarm.



## FREQUENTLY ASKED QUESTIONS

### **Our New Automatic Alarm Notification**

AlarmWATCH has the ability to notify you and your notification list simultaneously of alarm events via Instant Email or Text Message. In a meeting and can't answer your phone? Don't want the 3 am phone call for a low battery? Then why not receive an Instant Email or Text Message notification instead. Simply provide the Alarm Company a valid email address or cell phone number and carrier, to start being notified of your Alarm Events today!



### **Important Notice**

This booklet contains AlarmWATCH's Standard Operating Procedures. These procedures are subject to change if a State and/or Local Jurisdiction require a different procedure to be followed, or if your alarm dealer requests a different procedure be followed.

### **Q. Should I test my alarm?**

A. Yes, it is recommended that you test your alarm system regularly to ensure it is working properly. Please contact your alarm company for further instructions.

### **Q. What should I do if I cannot turn off my alarm?**

A. First, call the alarm monitoring station to report the false alarm and provide a valid alarm cancellation code. Next, request that the monitoring station place your alarm system on test. This will prevent additional dispatches. Lastly, immediately contact your alarm company for assistance turning off the alarm.

## **MORE FREQUENTLY ASKED QUESTIONS**

**Q. What if the alarm system problem occurs after normal hours and I need to reach my alarm company for emergency service?**

A. Should your problem occur after normal business hours and you need emergency assistance, please call the telephone number provided by your alarm company. Typically, this will be an office number, pager number, or cell phone number. The alarm monitoring station operators are not trained to answer or respond to any type of technical questions regarding your alarm system.

**Q. Is my alarm system required to be registered with the local police department?**

A. Many counties require a permit or registration. Please contact your alarm company to help you with this process.

**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 made of both alpha and 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, place your system out of service, adjust your opening and closing schedule or to 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 information to be changed. Only your alarm company can make changes with the alarm monitoring station.

# FIRE ALARMS

Fire alarms are considered to be smoke detectors, waterflows, sprinkler alarms, pull stations, keypad fire alarms, carbon monoxide detectors, and any devices indicating a fire signal in the alarm 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.

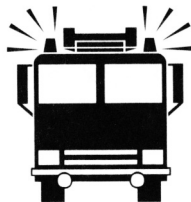
## **What can you expect from the alarm monitoring station?**

*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 is given, the alarm will be cancelled.
- B. If no answer, line is busy or invalid alarm cancellation code is given, the fire department will be dispatched to the location.
- C. After dispatching, the alarm monitoring station will notify the contact 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 contact the premises and notify of the dispatch.
- C. If no answer at the premises, 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.

### **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 premises and obtain the alarm cancellation code. If the proper alarm cancellation code is given, the alarm will be cancelled.
- B. If no answer, line is busy, or invalid alarm cancellation code is given, the police department will be dispatched to the location.
- C. After dispatching the police, the alarm monitoring station will notify the contact 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 verbally 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.

### **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 contact 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 has been 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

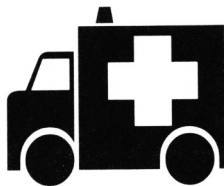
Medical alarms are used to alert the alarm monitoring station that you need medical assistance. Keypad buttons, pendants, remotes, or pull cords can activate these.

### **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

### **What can you expect from the alarm monitoring station?**

- A. Once the alarm is received, the alarm monitoring station makes an attempt to call the premise to obtain a name and verify everything is okay.
- B. If no answer, 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.
- C. After dispatching, the alarm monitoring station will notify the contact 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, AC POWER OUTAGE & LOW BATTERY ALARMS**

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 alarms. A few examples are telephone line troubles, power outages, alarm panel unplugged, alarm malfunctions, or other types of problems 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.

### **What can you expect from the alarm monitoring station?**

*Commercial Customers:*

- A. An instant notification via email or text message will be sent to the members designated on your notification list advising a signal has been received.
- B. If you have not registered an email or text message designation, the monitoring station will call the premise to advise of the signal.
- C. If no answer, or line is busy at the premise, the contact list you have provided the alarm monitoring station will be notified. If a contact has been spoken to, notification stops. If all contacts have been attempted and messages have been left, notification stops.

*Residential Customers:*

- A. An instant notification via email or text message will be sent to the members designated on your notification list advising a signal has been received.
- B. If you have not registered an email or text message designation, the alarm monitoring station will call the premise to advise of the signal.
- C. If no answer, or the line is busy at the premise, using the contact list you have provided the alarm monitoring station will attempt to notify your cell numbers or work numbers only. Once a contact is reached, notification stops. If all contacts have been attempted and message have been left, notification stops.
- D. For residential subscribers whose alarm systems send an AC power failure and/or a low battery signal, the monitoring station considers messages left at the premises, work or cell phone numbers of the homeowners to be notification of this condition.

Please Note: All phone line troubles, Fail to Communicate, Network Troubles, or Loss or Supervision Troubles that restore within five minutes will be logged with no action taken.

## **SUPERVISORIES, TEMPERATURE ALARMS OR WATER SENSOR ALARMS**

Supervisory signals indicate a change to an alarm's normal status.

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 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. Check to see if a problem exists, if not...
- B. Please call the alarm monitoring station to put your system on disregard or test, until the problem can be repaired. You will need to provide an alarm cancellation code in order to do this.
- C. 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 contact list you have provided us will be called until a contact is spoken to. Once a contact is reached, notification stops. If all contacts have been attempted and messages have been left, notification stops.

## **OPENINGS AND CLOSINGS**

There are two ways the alarm monitoring station can handle openings and closings.

- (1) They can be supervised openings and closings which will generate notification if your business is not opened, opened early, opened on a closed day, or closing late.
- (2) The opening and closing signals can also be unsupervised which will generate no notification 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 closing reports can be emailed 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 and 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 and how long you expect to be.

**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 and inform them of this schedule change.

**C. You are going to be working late? The alarm 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 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 work later than the time you provided us, the alarm monitoring station will call the premise to advise of the signal and obtain a name and alarm cancellation code.

B. If no answer, invalid alarm cancellation code, or the line is busy, the alarm monitoring station will notify the contact list you have provided. Once a contact has been spoken to, notification stops. If all contacts have been attempted, and messages have been left, notification stops.

D. If your store has not opened by the time you provided us and you have not registered an email or text message designation, the alarm monitoring station will notify the contact list you provided. Once a contact has been spoken to, notification stops. If all contacts have been attempted and messages have been left, notification stops. If store opens before all contacts have been attempted, notification stops.

If you wish to contact  
**AlarmWATCH®**  
The Alarm Monitoring Station  
Please call:  
**800-OK ALARM**  
**800-356-2222**  
**410-785-1740**

[www.AlarmWATCHInc.com](http://www.AlarmWATCHInc.com)



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