



## Central Station Procedures

Please take time to review the following Central Station Procedures. It is vital that all employees with access to your security and/or fire systems follow these procedures. Knowledge of this information will assist in keeping false alarms to a minimum.

***Your security and safety is improved by keeping these following information confidential.***

If you accidentally set off your alarm:

- Reset the alarm, if possible.
- Call our Central Station at 800.875.7301, option 0
- Identify yourself with your name and passcode.

### **Police Dispatch**

Our policy is to dispatch the police unless we get in touch with an authorized person providing the proper passcode within 2 minutes of the alarm signal.

### **Fire Dispatch**

Fire authorities are dispatched immediately upon receipt of the fire alarm signal in accordance with local and state fire codes. Please notify the Central Station prior to any testing of your fire alarm systems.

### **Duress Feature**

This feature allows you to signal the Central Station that you were forced to disarm your security system. The police may respond to this as a hostage type situation. This signal is silent and will not show that an alarm has been tripped. Please be careful not to assign a new code too similar to your duress code as this could cause an accidental duress signal on your system.

### **Test Your System**

We recommend that you test your system once a month and whenever you have a change in telephone services by calling 800.375.7301, option 0.