

Explanation of Central Station Monitoring Procedures

Burglar Alarm

The Monitoring Center will immediately call the first contact (Pre-dispatch #1) designated by the account holder to verify the burglar alarm signal. If the person answering the call provides the correct password or passcode, no further action will be taken. If the person answering the call is unable to provide the correct password or passcode, then a second contact number (Pre-dispatch #2) will be called. If the second contact is unable to verify that the alarm is false with a valid password or passcode, the police will be notified and a third emergency contact will be called (Post-dispatch #3). The call to the emergency contact is to inform them that the police have been dispatched to the location. These emergency contacts cannot cancel the alarm.

Medical Alert Panic Button (Does not include Two-way Voice Medical Alert Systems)

The Monitoring Center will notify the emergency response agency and then call the first contact listed on your account. In the event of an unintentional alarm activation, the person answering the verification call should provide a password or passcode. If the Monitoring Center is unable to verify that the alarm is false, the emergency response agency you designate will be called, and an emergency contact will be called.

Panic, Hold-up, or Duress Code

The Monitoring Center will contact the police upon receipt of the panic alarm, hold-up button or Duress Code signal. You will not receive a call for this type of alarm until the police have closed out the dispatch to your location. This could take 30-60 minutes.

Fire System, Sprinkler, Smoke, Heat, or Carbon Monoxide

In compliance with the National Fire Protection Association (NFPA) requirements, the fire department will be notified upon receipt of the alarm signal. The Monitoring Center will then call the telephone number provided for the first contact, and if the person answering the call provides the correct passcode to verify that no emergency exists, the fire department will be notified. The fire department may or may not choose to cancel the response. When calling the premises and there is no answer, a busy signal, no passcode, or an incorrect passcode, an emergency contact will be called.

Trouble or Supervisory Signals (Example Low battery or Power Outages)

Between 8 a.m. and 10 p.m. EST, the Monitoring Center will call the telephone number provided for the first contact and request a passcode from the person answering the call. If there is no answer, then an emergency contact will be notified of the trouble condition. Supervisory Signals received outside of these hours will be processed beginning at 8 a.m. EST.

(Note: If you or an emergency contact is returning a left message they will need to have the Password or Passcode to get information on the account.)

Password or Passcodes

A word or number that lets Johns Brothers Security know that an individual is authorized to use your security system or get information on your account. The Password or Passcodes are always needed to prevent notification of the authorities in the event of unintentional alarm activation.

Special Instructions

Special instructions can be setup on your account. If you want us to handle the alarm signals differently than described in this document, please use the special instructions section of the Central Station Contact List. We will need a signed copy of these instructions before we can set them up on your account. A password will be required to add special instructions if these changes come after the initial installation.

Testing

It is recommended to test your security system monthly. Contact the central station and put your system on test. The account password is required to put a system on test. Arm your system. Open and close your main entry exit door. Wait for the exit delay to expire. Open the same door and let the entry delay expire and let the siren engage. While siren is on, open all doors and windows on your system. Walk in front of all motion detectors. Press and hold each panic button (wireless, hardwired, and keypad) for 3 seconds. Disarm system. Call the monitoring center to verify that we received your alarm test signals.