

Commonly Asked Questions...

Q *Should I notify the central station if I am going away on vacation?*

A Yes. Whenever you are planning to leave for an extended period, please follow these steps to ensure your protection while you are away:

- Inform the central monitoring station of the dates you will be away.
- Test your system with the central station before you leave.
- Verify your emergency contact list and give the central station any special instructions.

Q *What events should I notify the central station about?*

- A**
- Workmen inside and outside of your home
 - Planned power outages
 - Vacations
 - Testing your system
 - Changes in phone service

Q *Can my system be programmed remotely?*

A Remote programming gives us the ability to make changes to your original panel program from the central station. Our programmer can make changes to your alarm panel for you if it has remote programming capability. We may not be able to access the panel if your telephone has an answering machine, modem, fax machine or if you subscribe to the telephone company voice mail service. All requests must be written (fax or e-mail). If we are unable to complete the changes internally a (chargeable) service visit may be required. Note: Remote programming is **not** covered under any warranty agreements. Charges are as follows: \$34.95 for residential and \$39.95 for commercial accounts.

Q *Is my alarm system compatible with digital phone service or DSL?*

A Before making any changes to your phone or Internet service, contact our customer care team for assistance. Changes in these services could prevent communication from the alarm panel to the central station.

Q *If I have Call Waiting, Call Blocking or any other special phone services, should I inform the central station?*

A Yes. Some of the features may effect the way we handle your alarm activations. Please let us know of any specific telephone services or changes you may have.

Other Questions Or Concerns...

If you have any questions or concerns, about the central station, please contact our office. Take a minute to fill out the pertinent information below. It will be helpful in the event that you contact us.

Panel Type _____

Security System
consultant _____

Best time to test
security system _____

Instructions on how to
conduct a security system test _____

CENTRAL STATION

585-442-9450
800-333-1830

SERVICE

Rochester, NY
585-244-3400

Buffalo, NY
716-685-5700

Syracuse, NY
315-428-1234

Erie, PA
814-453-6577



DOYLE SECURITY SYSTEMS, INC.

Central Monitoring Station
792 Calkins Road
Rochester, New York 14623
www.GoDoyle.com
UL No. 53849



USER'S GUIDE



HOW SIGNALS ARE HANDLED BY DOYLE SECURITY SYSTEMS' CENTRAL MONITORING STATION

DOYLE SECURITY SYSTEMS'

Central Monitoring Station provides a vital link between security system owners and police, fire and medical emergency authorities. From the moment a security system tied into **DOYLE SECURITY SYSTEMS'** central station sends out a distress signal, monitoring personnel are at work, interpreting the signal and responding with immediate action.

The following will help you understand important monitoring terminology and precisely how **DOYLE SECURITY SYSTEMS'** central station dispatchers respond to signals received from your security system. It also explains your role in ensuring that the security system functions flawlessly.

Please take a moment to read this important material and keep it with your security system user's guide for future reference.

Check our web site for important information at: www.GoDoyle.com

Burglary Signal: This type of signal is always subject to enhanced verification which is a **double** verification method on **Burglary** alarm signals to help prevent false alarms and costly fines.

1. A dispatcher will first telephone the premises. 2. If there is no answer after 5 rings or if the line is busy after two attempts, the dispatcher will proceed to the contact list (our dispatchers will check the list 1st for an alternate telephone number such as cell, home number, or first emergency contact.) 3. Dispatcher will then try to reach first number listed; if unable to reach one of these, the authorities will be dispatched.

Fire/Sprinkler Signal: There is no verification for this type of signal. The fire department is dispatched first, then a telephone call to the premises is made to alert the customer that the fire department is on its way. If there is no answer, *emergency contacts* are called to meet the fire department.

If a false fire alarm has been sounded, please call the central station quickly. **Although the fire department's visit cannot be cancelled**, it is important that it be informed.

Residential Panic/Duress/Holdup Signal: This signal is verified and the dispatcher will first telephone the premises and ask for a Personal Identification Code (PIC). If there is no answer or a wrong PIC is given, the police will be sent. Approximately (15) minutes after the alarm, a contact will be notified.

Commercial Panic/Duress/Holdup Signal: There is no verification for these signals. Authorities are sent first. About (15) minutes after the alarm has been sounded, a dispatcher will telephone the premises to verify. If a false alarm has been sounded, call the central station immediately. It cannot be cancelled if the police have been notified.

Medical Alert Signal: A dispatcher will telephone the premises first to verify, then if needed, dispatch the authorities and follow your *special instructions* as necessary.

Gas Detector: There is no verification for this type of signal. The fire department is dispatched first, then a telephone call is placed to an emergency contact advising them of the alarm condition. Note: the dispatchers will not call premise numbers listed in case of a real gas leak. Your emergency contact will also be advised of this.

Carbon Monoxide Detector: We call the premises to alert the customer. If we receive no answer we call the Fire Department and an Emergency contact.

NOTE: It is important for you to provide the central station with *special instructions* pertaining to a specific medical condition. This information can be given to your security system salesperson and will be kept on your account file.

Industrial Process Signal: This type of signal indicates problems associated with room temperature, sump pump, low battery, and power failures. A dispatcher will telephone the premises first. If there is no answer, the dispatcher will call *emergency contacts*.

Testing Your Alarm System: Always notify the central station prior to conducting a test. **Upon completion of testing, call the central station to verify that test signals have been received. We recommend that you conduct a monthly test of your system.**

New Customer 5-Day Trial Period: During the trial period, a dispatcher will telephone the premises to verify (excluding fire and medical signals). If there is no answer or the telephone line is busy after two attempts, *emergency contacts* will be notified. If no one can be reached, all information will be logged, but no authorities will be sent.

Personal Identification Code (PIC) – A special code the central station keeps on customer account files. The code enables central station dispatchers to verify that they are speaking with the actual security system owner or *emergency contacts* during telephone communications.

NOTE: You can determine your own alpha-numeric or word code or we will set one for you. Changes to this code must be done in writing.

Emergency Contact – Individuals chosen by a security system owner to be contacted by the central monitoring station when the system owner cannot be reached. Emergency contacts should have their own PICs and keys to the premises and will be asked to respond to alarms and assist authorities. Please confirm that we have your cell phone number, work phone number and email address on file. Changes must be sent in writing.

Equipment Maintenance – It is recommended that smoke detectors be replaced every 10 years and control panel batteries every 4-5 years (or earlier if required). The entire system should be inspected annually. Contact our service department for pricing* and scheduling. *Service Agreements are available (call for quote).

Special Instructions – Directions and detailed information provided to the central station regarding, for example, a medical condition or specific instructions. This information is kept with customer account files.

Exceptions to Normal Signal Handling...

If you have special needs or would like to change the procedure for your burglary, supervisory, or medical alarm, please send all instructions to our data entry department in writing. Note: We cannot accept any change to a Fire alarm signal without written permission from your local fire marshal.