



RESIDENTIAL | COMMERCIAL | MEDICAL

# Welcome to the Doyle Security Family!

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It is always a pleasure to welcome new customers to the Doyle Security Family. As a new family member, we would like to share our Welcome Booklet with you. This packet will help answer many of your questions and educate you about Doyle Security and how to get the most protection and convenience from your home or business security system.

We understand you have entrusted our company to a position of tremendous responsibility, and you can be assured we take our job seriously. We believe you will be pleased with the service and support you receive from us. Our dedicated Customer Care Team can assist you with answering any question regarding your service. We can be reached 24 hours a day, 7 days a week, by calling 1-866-GO-DOYLE (463-6953).

At Doyle Security, we have been meeting security needs and have been family-owned since 1919. We invite you to take full advantage of our services and we welcome the opportunity to show you firsthand how our employees continually strive to serve you better.

We look forward to providing you with Security for Your Life! Welcome to the family and thank you for your business.

Sincerely,



John G. Doyle, Jr.  
President and Chief Executive Officer



# Table of Contents

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<a href="#">Who We Are</a>	4
<a href="#">Contact Information</a>	5
<a href="#">Website Services</a>	6
<a href="#">Frequently Asked Questions</a>	7, 8
<a href="#">Residential Services</a>	9, 10
<a href="#">Residential Dispatch Procedures</a>	11, 12
<a href="#">Commercial Services</a>	13, 14
<a href="#">Commercial Dispatch Procedures</a>	15, 16
<a href="#">Medical Monitoring</a>	17
<a href="#">Quick Reference Guide for Vista Series System Functions</a>	18
<a href="#">Online Bill Pay and Refer a Friend</a>	19
<a href="#">Tips to Reduce False Alarms</a>	20
<a href="#">Emergency Response Center</a>	21





We strive to deliver Security for Your Life and we do it better than any other company.

The genuine care and security of our customers is our highest mission. The Doyle Security experience provides comfort and peace of mind through the design, installation, service, and monitoring of your security and life safety systems.

## We value our relationship with you and the communities we live in.

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As a customer, you are at the heart of everything that we do. We will go all-out to understand your needs and deliver solutions to meet those needs. When you contact anyone at Doyle Security, we will make sure that your needs are met with a sense of urgency.

We are determined to make our security services the best in the industry. To accomplish this, we are always looking for ways to improve our effort and results. We pride ourselves on maintaining high quality standards. Expect that our work will be carried out in a neat, orderly and professional manner.

We take initiative when executing our duties and responsibilities. We take pride in making contributions to the communities that we live in. We believe it is important to give back, and we are very involved in charitable giving throughout our service communities.

# Contact Information

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## Emergency Response Center

(24/7/365)

Rochester, NY 14623

1-585-244-3400 or

1-866-GO-DOYLE (463-6953) (toll-free)

## Customer Care

(Service & Repair)

1-585-244-3400 or

1-866-GO-DOYLE (463-6953) (toll-free)

## Data Entry / Remote Programming Fax

1-585-271-8273 or

1-800-724-1117 (toll-free)

## Account Changes

Send your email to:

[dataentry@godoyle.com](mailto:dataentry@godoyle.com)

## System/Code Changes

Send your email to:

[remote@godoyle.com](mailto:remote@godoyle.com)

## For Service and Security Consultations During Business Hours

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## Administration & Operations

792 Calkins Road

Rochester, NY 14623

1-585-244-3400 or

1-866-GO-DOYLE (463-6953) (toll-free)

## Albany, NY Branch

18 Computer Drive East

Suite 102

Albany, NY 12205

1-866-GO-DOYLE (463-6953) (toll-free)

## Buffalo, NY Branch

81 Benbro Drive

Buffalo, NY 14225

1-866-GO-DOYLE (463-6953) (toll-free)

## Erie, PA Branch

2520 Hampton Road

Erie, PA 16502

1-866-GO-DOYLE (463-6953) (toll-free)

## Syracuse, NY Branch

24 Corporate Circle, Suite 1

Syracuse, NY 13057

1-866-GO-DOYLE (463-6953) (toll-free)



## Promise & Deliver! Our Service Credo.

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Promise & Deliver! was named by our employees, and it's a program that our customers enjoy participating in. Promise & Deliver! is quite simple. It starts with a Doyle Security employee making a commitment to meet a customer's needs, exceeding their expectations and following through to completion. This credo has become a program that has elevated the level of customer service that we provide our customers. Its success is demonstrated by the comments and surveys that our customers send us. The spirit of Promise & Deliver! is all-encompassing as it guides how we treat customers, vendors, subcontractors, citizens, and coworkers.

If you have experienced a Doyle Security employee going above and beyond to meet your needs and exceed your expectations, please tell us about it. It's easy to participate, just click on the "Promise & Deliver!" logo located at the bottom of the home page at [GoDoyle.com](http://GoDoyle.com) and share your story with us.



# Website Services

## www.GoDoyle.com

We want your customer experience at Doyle Security to be exceptional. One way we accomplish this is by providing you with a wide variety of services in our Customer Care section at GoDoyle.com. What follows is a partial list of the services that our customers rave about. So go and visit our website to explore all of the things that you can learn about our services.

### Live Chat with a Doyle Security Online Specialist

Contact our live support desk (24/7/365) to answer questions about your system or any system upgrades.

### Request Doyle Security Service

Simply fill out and submit the online form, and our Customer Care Team will contact you directly during business hours to verify your need for service and schedule an appointment.

### Request a Doyle Security Consultation

This is a free, no-obligation consultation from a Doyle Security expert. Complete a simple online form and request information specific to any security topics: fire protection, video surveillance, home automation, carbon monoxide, water detection, and medical monitoring.

### Online Bill Pay

Avoid the hassle of receiving paper bills and paying them by mail. With Doyle Security's online bill pay, you can view your bill, access billing history and make secure payments anytime. You can even schedule payments in advance or pay only when you authorize it. Online bill pay is a great way to save time and reduce paper waste.

### Change Your Emergency Contact Information

Our online form will allow you to add, remove or edit emergency contact information. Changing your emergency contact information is easy by providing us with the first name, last name and phone number for up to 3 emergency contacts.

### Notify Us of Your Vacations

When you go on vacation, let Doyle Security know about your plans by using our secure online form. Tell us your departure and return dates, provide special instructions and emergency telephone numbers, so we have accurate information in case of an emergency.



### Window Decals & Lawn Signs

Decals and signs are important protection devices. If you need new or replacement window decals and lawn signs, it's easy to request them online.

### Receive Good Neighbor Rewards

If you want to fight crime in your neighborhood, this is a great way to do it. Anytime you have information leading to the arrest and conviction of a criminal, call the authorities and then call Doyle Security. We'll reward you with \$1,000 when the person is convicted.

### Request an Insurance Discount Certificate

For every new alarm installation, we issue a "Security System Certificate of Installation" to you, which, when sent to your insurance agent, may entitle you to a discount on your homeowner's insurance premium.

### Promise & Deliver!

If you have experienced a Doyle Security employee exceeding your expectations, please share your story with us. It's easy to participate, just click on the "Promise and Deliver!" logo that is located at the bottom of our website and explain your customer experience.



Scan this QR code to visit our website at GoDoyle.com



# FAQs

## Q. What happens if I change my phone service from regular phone service to VoIP technology?

A. Changing to an Internet-based phone service will affect the connection of your alarm system to our Emergency Response Center. If you choose VoIP technology, you must contact our Customer Care Team at 1-866-GO-DOYLE (463-6953) to assure you are communicating with our Emergency Response Center. This may require a service call or an upgrade of your system.

## Q. Why don't I have a dial tone when I try to call Doyle Security after my alarm is set off?

A. The alarm system takes control of the phone line to communicate with the Emergency Response Center and will release the line when finished communicating.

## Q. What happens if my phone line gets cut or is disconnected?

A. The alarm system cannot communicate with the Emergency Response Center unless Secured Monitoring has been set up and installed using a radio or cellular backup.

## Q. How often should I test my alarm system?

A. You should test your alarm system monthly and have all devices cleaned and tested annually by our service department.

## Q. How do I test my alarm system?

A. Before testing your alarm system, call our Emergency Response Center at 1-866-GO-DOYLE (463-6953) and inform them that you intend to test your system. They will ask you a question to identify your system, (i.e., names, address, etc.) and they will ask for your passcode. After the operator has confirmed that your system is in the test mode, you may arm it, and then begin testing devices. When you are done, call the Emergency Response Center and request that they verify receipt of your test signals; then inform them that you are done testing. Any signals received after that will be treated as live alarms.

## Q. What should I do if I set off my alarm by accident?

A. First, remain calm, and turn your system off (generally entering your arming/disarming code and pressing the off button does this). Doyle Security will always try to contact you in the event of a burglary alarm. However, you can contact our Emergency Response Center at 1-866-GO-DOYLE (463-6953) to notify us that the alarm was set off by accident. You will need to identify yourself, where the alarm has been activated and then give your passcode. As long as your passcode matches our records, we will call off the alarm. If you give an incorrect passcode, we will handle that as if it were an actual alarm. Please refer to the Residential or Commercial Dispatch Procedures for more information on how our Emergency Response Center will handle an alarm situation.

## Q. What should I do if I burn something and my smoke detectors activate?

A. Remain calm, and silence your system (generally entering your arming/disarming code and pressing the off button once does this). Fire signals are automatically dispatched per state law. Once the Emergency Response Center has notified the Fire Department, we will attempt to contact your residence. If we are unable to reach you, we will attempt to notify someone from your call list. We also recommend that you call our Emergency Response Center at 1-866-GO-DOYLE (463-6953) to notify them of a false alarm.

## Q. What should I do if my trouble light comes on?

A. Depending on your system, you may need to enter a valid arm/disarm code and press the off button to silence the alert tone. You may research the problem by reading your system's user manual. In most cases, this is an indication that some type of service will be needed. You may call the Emergency Response Center at 1-866-GO-DOYLE (463-6953) for service assistance.

## Q. How can I pay my bill online?

A. Go to [www.GoDoyle.com](http://www.GoDoyle.com) to access the link to Online Bill Pay. For more information, please see the Online Bill Pay Instructions in this packet.



# FAQs

## Q. What do I need to do if I am going on vacation?

A. Let Doyle Security know about your plans by completing a secure online form located in the Customer Care section of our website at GoDoyle.com. Or contact our Customer Care Team at 1-866-GO-DOYLE (463-6953) to notify them. If you will have someone coming inside the home while you are away, you will need to provide their name, a passcode, and the dates they will be authorized to be in your home. You should make sure to give this person an arming/disarming code for the panel, as well as the Emergency Response Center phone number in case they need any help.

## Q. What should I do if I remodel or add on to my home or business?

A. Contact our Customer Care Team at 1-866-GO-DOYLE (463-6953) and inform them at your earliest opportunity. A Security Consultant will review any possible changes to your system that you may need.

## Q. How does my security system communicate with the Emergency Response Center?

A. Traditionally alarm systems communicate through phone lines, however with our many technological advances, alarm systems can communicate through cellular towers, radio towers and even a secure internet connection. Many of our customers have cancelled their home phone service and opt for one of the other forms of communication. Doyle also offers Secured Monitoring which would ensure a second form of communication should any single option fail. Contact our Customer Care Team as 1-866-GO-DOYLE (463-6953) for additional information.

## Q. What should I do if my power goes out?

A. Your security system has a battery backup. The length of time this battery will maintain your system varies widely depending on the number of devices in your system and the age/condition of the battery. If the power is out for an extended period of time and the battery begins to drain, the panel will report this activity to the Emergency Response Center and Doyle Security will place a notification call to the premises. If we are unable to reach the site, we will attempt to notify someone from your contact list.

## Q. What if I have changes to my address, phone numbers, users, or my call list?

A. Contact our Customer Care Team at 1-866-GO-DOYLE (463-6953) and we will help you make the necessary changes. It is vitally important that we be informed of any changes to this information.

## Q. What if I want to make changes to who is authorized to arm/disarm the system?

A. It is vitally important that you only give out the arming/disarming code to people you trust to be in your home or business. If you need to make a change to the user code, or if you need to remove a user code from the panel, please contact our Customer Care Team at 1-866-GO-DOYLE (463-6953) for assistance.



## Q. Do I need a permit for my alarm system?

A. If a permit is required, you will receive one on the mail to fill out and send into your municipality. To ensure compliance, please be aware of the local permit requirements for your area. For further assistance, please contact our Customer Care Team at 1-866-GO-DOYLE (463-6953).

## Q. How do I get a Certificate of Installation for my insurance company?

A. Insurance companies will often offer a discount on your premiums once you have a monitored security system installed. They may ask you for a Certificate of Installation in order to process your discount. If you need a Certificate of Installation, contact our Customer Care Team at 1-866-GO-DOYLE (463-6953) or email at [dataentry@godoyle.com](mailto:dataentry@godoyle.com)

## Q. How can I follow Doyle Security on the web?

A. Get the latest news about Doyle Security by finding us on these social networking sites:

[www.facebook.com/GoDoyle](https://www.facebook.com/GoDoyle)  
[www.twitter.com/DoyleSecurity](https://www.twitter.com/DoyleSecurity)  
[www.linkedin.com](https://www.linkedin.com)





# Residential Services



## Emergency Response Center

(the nerve center of all Doyle Security services)

At Doyle Security, our award-winning Emergency Response Center is the nerve center for all of the services that we provide our customers with every minute of every day of the year. Should an intrusion or fire emergency occur, you would be connected right away with a highly trained Emergency Response Center Operator who will know exactly how to handle your situation with confidence. Whether it's your business, residence, or a medical safety response that is needed, Doyle Security works around the clock to care for the many thousands of lives we protect and serve every day.

## Burglary Detection

Do everything you can to keep criminals out with a Doyle Security intrusion alarm system. Our burglar alarms detect the slightest opening of a door or window, the sound of breaking glass, even small motions within your house. Use it to reduce the likelihood of intruders coming in—or someone accessing a special room or cabinet. Your Doyle Security residential expert will personalize the technology to work the way your family lives.

## Doyle Total Connect

(Remote Home Automation)

Simplify your life by managing your home security, lighting, thermostat and video cameras from your smartphone, tablet or personal computer. For instance, you can arm/disarm your security system, turn indoor/outdoor lights on and off, schedule and adjust temperature to save money, and view and control video cameras remotely.

## Fire Protection

A Doyle Security fire alarm system will reduce the chance of a small fire turning into a potential disaster. Our fire alarms detect the beginnings of a fire while it is still smoldering—before flames erupt—giving you time to get your family out of the house and the Fire Department time to get on the scene quickly. Doyle Security's fire alarm experts will design and install the fire alarm system to fit your home and family. Your fire alarm is active 24/7/365, even if your system is disarmed. When the Emergency Response Center receives a fire alarm, we will dispatch the Fire Department immediately, protecting your family and home.

## Medical Monitoring

Personal Emergency Response Systems (PERS) are more widely known as medical alert units. It's an individual unit that can easily be installed in a short period of time. One press of the button on the medical bracelet or neck pendant will get you or your loved one directly connected to a trained dispatcher who is ready to assist you with your needs. The unit is equipped with 2-way voice communication, so there is no need to be near a phone. The dispatcher and the user can speak directly through the unit itself.

## Secured Monitoring

A quality alarm system, such as those installed by Doyle Security, will have the ability to indicate a communication failure locally. However, without an active telephone line, the information cannot get to the Emergency Response Center. Fortunately, there are several options available for secure backup for your alarm system. Cellular, radio and Internet options are available for this level of security.

## Electronic Activity Reports

Our Emergency Response Center's software logs all signals received from your security system into your account's event history. If you are interested in tracking these signals, you have the option to sign up for our activity report service. The report can be sent to you via email daily, weekly, or monthly. It can inform you of all signals received, or just the arming and disarming of your security system.



# Residential Services

## Carbon Monoxide

Help protect your family from the dangers of carbon monoxide by including a carbon monoxide detector on your Doyle Home Security System. We monitor your carbon monoxide alarm 24/7/365. At the first sign of a carbon monoxide leak, your alarm will go off and our Emergency Response Center will alert emergency crews to get you and your family out of the house until the problem is solved and it is safe to return to your home.

## Water Level Detection

Perfect for your primary residence or vacation home while you are away. Flood insurance claims are the costliest of all claims. Water damage can devastate a home as much as a fire. Knowing of temperature changes that might cause frozen or broken pipes, or early notice of a flood or water condition, can alert you to take action that prevents further damage.

## Sump Pump Monitors

Now you can make sure your basement is safe from flooding when you're away from home with one of our Sump Pump Monitors. A signal is sent to our Emergency Response Center when water reaches dangerous levels, giving you the proper notification to ensure the integrity of your basement.

## Video Surveillance

Watch your family, the people who come and go from your house, all of your belongings, and the inside and outside of your property from anywhere in the world— even from your home TV. Whether you're in the bedroom wondering who is in the backyard pool, at the office thinking about the kids with the babysitter, or on vacation worried about the landscapers, you can check on your property from your home TV or your Internet-connected computer or smartphone.

## Videofied®

A Videofied® system uses both cameras and traditional alarm equipment to create a visual verification system in the event of an incident at your home. When an alarm is activated, the camera instantly starts recording a 10-second video. Both the video recording and the alarm occurrence are transmitted to the Emergency Response Center. This allows our operators to see exactly what is happening at the time of the alarm and dispatch accordingly.

## Inspections

Your alarm system includes valuable life-saving equipment. Inspections allow you the peace of mind to know that all of your devices have been checked for functionality and performance. Inspections can be performed annually, semi-annually, quarterly, or even monthly. We are able to inspect burglar, fire, CCTV, and access control equipment.



## Service Agreement

Our Service Technicians are on duty or on call 24/7/365. Each of our Doyle Security branches has their own Service Technicians who live and work in their communities. Our Emergency Response Center will contact Technicians quickly, and generally a customer with a service issue will receive a phone call within 30 minutes or less. A Service Agreement will cover normal wear and tear including the labor and trip charge in the case of a service issue. Having a Service Agreement generally costs less per year than paying for one service call without an Agreement.

## Receive Text Message Alerts

For your convenience, Doyle Security Systems now offers text message notification for non-emergency alarm signals instead of a phone call. The message will include the type of signal received and an option to send an acknowledgement. Instead of having to take the time to answer the phone and talk to an operator on signals such as power fails, low batteries or fail to open or close your business you can view and reply to the text message. To sign up for our new text message notification call 1-866-GO-DOYLE (463-6953) or email [dataentry@godoyle.com](mailto:dataentry@godoyle.com) with your name, address, account number, password and cell phone number that will receive the messages.



# Residential Dispatch Procedures

Doyle Security's Emergency Response Center provides your residence with the security and protection of a CSAA Five Diamond Certified Central Station with highly trained Alarm Dispatchers. Together, we ensure that every monitoring transmission we receive is verified and handled with our established protocols and the appropriate urgency.

## AC Power Failure

No Action will be taken unless you have extenuating circumstances such as a medical condition or if you have notified us in advance. If this has been arranged, the procedure below will be applied:

1. Call site - if there is no answer, we will notify a responder from the contact list, leaving messages where we are able. If we are unable to leave messages for contacts, we will continue to call until someone is notified. You may also choose to receive a text message for this signal
2. Resolve the alarm.

## Ambush (Includes Duress & Panic Alarms)

1. Call site for authorized passcode.
2. If no answer or invalid passcode is given on site, dispatch Police Department immediately.
3. Suspend the account for 15 minutes.
4. Notify a responder from the contact list, leaving messages where able.
5. Update the Police Department with any additional information (responder name, ETA and vehicle description).
6. Resolve the alarm.

## Communication Failure

1. If signal resets within 5 minutes or another signal is received after the communication failure, no action will be taken.
2. Call site - if no answer:
3. Notify a responder from the contact list, leaving messages where able.
5. If customer is unaware of why the communication failure was received, a service ticket may be generated.
6. Resolve the alarm.

## Burglar Alarm

No action will be taken if we receive a cancel or an open signal within 30 seconds of receiving the alarm. Both of these signals indicate that a valid code was entered for cancellation of the burglar alarm signal we received. If there are extenuating circumstances that would require us to act on these alarms or if we do not receive a cancel or open signal, we will apply the procedure below:

1. Call site for authorized passcode.
2. If no answer is received or an invalid passcode is given, we will place a call to the first responder on your call list. We recommend you choose a cell phone number that will be answered.
3. If no answer or by your request, we will dispatch the Police Department.
4. If the Police are dispatched because we were unable to reach someone at the location or the first responder on your contact list, we will try to notify the remaining responders, leaving messages for all where we are able
5. Update the Police Department with any additional information (responder name, ETA and Vehicle description).
6. Resolve the alarm.

## Carbon Monoxide

1. Call site - if someone answers, we will advise them to leave the site, and the operator may ask the following questions:  
  
Are all the occupants accounted for and are they out of the premises?  
  
Is anyone nauseous, ill, have a headache or dizzy?
2. At customer's request, if there is no answer, or if an invalid passcode is given, Fire Department will be dispatched.
3. Notify a responder from the contact list, leaving messages where able.
4. Update the Fire Department with any additional information (responder name, ETA and vehicle description).
5. Resolve the alarm.



# Residential Dispatch Procedures

## Fire Alarm

1. Fire Department will be dispatched immediately per State law.
2. Call site.
3. At customer's request, we will advise the Fire Department if this is a false alarm (please note that a cancel of the dispatch cannot be guaranteed).
4. If no answer at the site, notify a responder on the call list, leaving messages where able.
5. Update the Fire Department with any additional information (responder name, ETA and vehicle description).
6. Resolve the alarm.

## Gas Leak (Natural)

1. Dispatch Fire Department immediately, advising that a possible gas leak has been detected.
2. Notify a responder from the contact list (never call the site) and advise responder of the same.
3. Update the Fire Department with any additional information (responder name, ETA and vehicle description).
4. Resolve the alarm.

## Late to Test (if your panel communicates an automatic test signal and fails to check in)

1. If we receive a Late to Test signal you will be notified by email and/or text message.
2. If unable to send text and/or email we will notify a responder from the contact list during the hours of 7am and 10pm; if the missed test occurs outside of those hours, notification will occur the next day.
3. Call site - if no answer:
4. Notify a responder from the contact list, leaving messages where able.
5. Resolve the alarm.
6. Verbal notification procedure is repeated on a daily basis until verbal notification is made with the site or an emergency contact. If unable to make verbal contact within five days, we will begin notification via certified letters, sent in one-week increments. If there is no response after a third certified letter, we will remove the notification for the automatic panel test.

## Low Battery

1. If we receive a low battery alarm, we will wait four hours for a restoral. If we do not receive the restoral, you will be notified by email and/or text message.
2. If unable to send text and/or email we will notify a responder from the contact list leaving messages where able.
3. Resolve the alarm.

## Medical Alarm (Ambulance Last Resort)

1. Call site - if no answer:
2. Notify a responder from the contact list, leaving messages where able.
3. If unable to reach a responder, or at customer's request:
4. Dispatch an ambulance.
5. Continue to call site and all responders every 30 minutes until someone is reached.
6. Resolve the alarm.

## Medical Alarm (Do Not Verify)

1. Dispatch ambulance immediately.
2. Call site.
3. If able to speak with the customer, advise authorities of any updated information.
4. Notify a responder from the contact list (notification to a responder will be made, even if we spoke with someone on site), leaving messages where able.
5. Continue to call site and all responders every 30 minutes until someone is reached.
6. Resolve the alarm.

## Supervisory

1. Call site - if no answer:
2. Notify a responder from the contact list, leaving messages where able.
3. Continue to call site and all responders every 30 minutes until someone is notified.
4. Resolve the alarm.

## Trouble Signals

1. If a trouble signal resets within five minutes, no action will be taken.
2. If no reset is received within five minutes, a text message and/or email will be sent.
3. If unable to send text and/or email we will notify a responder from the contact list leaving messages where able.
4. Resolve the alarm.



# Commercial Services



## Emergency Response Center

(the nerve center of all Doyle Security services)

At Doyle Security, our award-winning Emergency Response Center is the nerve center for all of the services that we provide our customers with every minute of every day of the year. Should an intrusion or fire emergency occur, you would be connected right away with a highly trained Emergency Response Center Operator who will know exactly how to handle your situation with confidence. Whether it's your business, residence, or a medical safety response that is needed, Doyle Security works around the clock to care for the many thousands of lives we protect and serve every day.

## Burglary Detection

Do everything in your power to keep your business and your employees safe at all times with a monitored security system from Doyle Security. We offer a broad range of burglary detection products to protect your property and, most importantly, the safety of your employees, clients and customers. Our Doyle Security commercial experts take the time to get to know your business, identify security risks, and then design a security system that provides protection against theft and loss.

## Fire Protection

Stop fire in its early stages and be warned quickly to get your employees, property and business away from potentially damaging fire situations. All Doyle Security protection systems are monitored by our award-winning, UL-listed, CSAA Five Diamond Certified Central Station. Doyle Security's monitored fire alarm systems use advanced photo-electric smoke detection and rate-of-rise heat detection technology to detect fires while they are still smoldering—before flames erupt and a minor trouble turns into a major emergency. Our fire safety experts will design a fire alarm system that meets local fire code and your unique business requirements.

## Doyle Total Connect

(Remote Security Automation)

Control your business security system, lighting, temperature, and video cameras from anywhere, anytime. Doyle Total Connect helps you manage your security system to protect your employees, facilities, operations, and products from anywhere using a smartphone, tablet or personal computer with an Internet connection.

## Managed Access Control

Control and keep track of the people who enter and exit your facility with a Doyle Security Card Access Control System. The Doyle Security Managed Access Control System combines physical access control with software that is remotely managed from our award-winning, UL listed, CSAA Five Diamond Certified Central Station. We provide comprehensive managed access services, ranging from single-door access to multi-door access with biometric readers that are customized to each customer's unique requirements.

## Secured Monitoring

A quality alarm system, such as those installed by Doyle Security, will have the ability to indicate a communication failure locally. However, without an active telephone line, the information cannot get to the Emergency Response Center. Fortunately, there are several options available for secure backup for your alarm system. Cellular, radio and Internet options are available for this level of security.

## Electronic Activity Reports

Our Emergency Response Center software logs all signals received from your alarm system into your account's event history. If you are interested in tracking these signals, you have the option to sign up for our activity report service. The report can be sent to you via email daily, weekly, or monthly. It can inform you of all signals received, or just the arming and disarming of your system

## Receive Text Message Alerts

For your convenience, Doyle Security Systems now offers text message notification for non-emergency alarm signals instead of a phone call. The message will include the type of signal received and an option to send an acknowledgement. Instead of having to take the time to answer the phone and talk to an operator on signals such as power fails, low batteries or fail to open or close your business you can view and reply to the text message. To sign up for our new text message notification call 1-866-GO-DOYLE (463-6953) or email [dataentry@godoyle.com](mailto:dataentry@godoyle.com) with your name, address, account number, password and cell phone number that will receive the messages.



# Commercial Services

## Carbon Monoxide

Help protect your business from the dangers of carbon monoxide by including a carbon monoxide detector on your commercial Doyle Security system. We monitor your carbon monoxide alarm 24/7/365. At the first sign of a carbon monoxide leak, your alarm will go off and our Doyle Security Emergency Response Center will alert emergency crews to get you and your employees out of the facility until the problem is solved and it is safe to return to work.

## Water Level Detection

A leaking pipe or roof can be devastating to your computer systems and paper records and can devastate your business as much as a fire. In fact, flood insurance claims are the costliest of all claims. Now you can make sure your facilities are safe from water damage and flooding when employees are away with our water and temperature monitoring services. To prevent a catastrophe, a signal is sent to our Emergency Response Center when water or temperatures reach dangerous levels, giving you the proper notification to ensure the integrity of your facility.

## High/Low Temperature

When the temperature at your facility goes below or above certain temperature ranges, sensitive equipment can be damaged or broken pipes can cause flooding. Our high/low temperature sensors alert our Emergency Response Center so preventive action can be taken.

## Video Surveillance

Business owners and executives are deploying video surveillance systems in order to keep an eye on their most valuable assets. Whether it is data, inventory, building, grounds, or employees, with Doyle Security's video surveillance systems, you can monitor your entire business from anywhere in the world via the Internet. High quality cameras can be installed indoors or outdoors in all types of lighting conditions. Low profile dome cameras also make for discreet and unobtrusive installations. Whatever you want to keep an eye on, Doyle Security will customize a video surveillance system to provide the safety and security your business needs.

## Videofied®

A Videofied® system uses both cameras and traditional alarm equipment to create a visual verification system in the event of an incident at your premises. When an alarm is activated, the camera instantly starts recording a 10-second video. Both the video recording and the alarm occurrence are transmitted to the Emergency Response Center. This allows our operators to see exactly what is happening at the time of the alarm and dispatch accordingly.



## Inspections

Your alarm system includes valuable life-saving equipment. Inspections allow you the peace of mind to know that all of your devices have been checked for functionality and performance. Inspections can be performed annually, semi-annually, quarterly, or even monthly. We are able to inspect burglar, fire, CCTV and access control equipment.

## Service Agreement

Our Service Technicians are on duty or on call 24/7/365. Each of our Doyle Security branches have their own Service Technicians who live and work in their communities. Our Emergency Response Center will contact Technicians quickly, and generally a customer with a service issue will receive a phone call in 30 minutes or less. A Service Agreement will cover normal wear and tear including the labor and trip charge in the case of a service issue. Having a Service Agreement generally costs less per year than paying for one service call without an Agreement.



# Commercial Dispatch Procedures

Our CSAA Five Diamond Certified Central Station and highly skilled Alarm Dispatchers ensure that every monitoring transmission we receive is verified and handled with our established protocols and the appropriate urgency.

## AC Power Failure

1. Call site - if there is no answer, we will notify a responder from the contact list, leaving messages where we are able. You may also choose to receive a text message for this signal
2. If we do not reach you, we will attempt a second notification in 1 hour, calling the location and all contacts, and leaving messages. If messages are unable to be left, we will continue to notify contacts until someone is reached.
3. Resolve the alarm.

## Ambush (Includes Duress, Hold-up & Panic Alarms)

1. Dispatch Police Department immediately.
2. Suspend the account for 15 minutes.
3. Call site - if no answer:
4. Notify a responder from the contact list, leaving messages where able.
5. Update the Police Department with any additional information (responder name, ETA and vehicle description).
6. Resolve the alarm.

## Burglar Alarm

No action will be taken if we receive a cancel or an open signal within 30 seconds of receiving the alarm. Both of these signals indicate that a valid code was entered for cancellation of the burglar alarm signal we received. If there are extenuating circumstances that would require us to act on these alarms or if we do not receive a cancel or open signal we will apply the procedure below:

1. Call site for authorized passcode.
2. If no answer is received or an invalid passcode is given, we will place a call to the first responder on your call list. We recommend you choose a cell phone number that will be answered.
3. If no answer or by your request, we will dispatch the Police Department.
4. If the Police are dispatched because we were unable to reach someone at the location or the first responder on your contact list, we will try to notify the remaining responders, leaving messages for all where we are able.
5. Update the Police Department with any additional information (responder name, ETA and Vehicle description).
6. Resolve the alarm.

## Carbon Monoxide

1. Call site - if someone answers, we will advise them to leave the site, and the operator may ask the following questions:

Are all the occupants accounted for and are they out of the premises?

Is anyone nauseous, ill, dizzy or have a headache?

2. At customer's request, if there is no answer, or if an invalid passcode is given, Fire Department will be dispatched.
3. Notify a responder from the contact list, leaving messages where able.
4. Update the Fire Department with any additional information (responder name, ETA and vehicle description).
5. Resolve the alarm.

## Communication Failure

1. If signal resets within 5 minutes or another signal is received after the communication failure, no action will be taken.
2. Call site - if no answer:
3. Notify a responder from the contact list, leaving messages where able. You can also choose to have a text message sent to your cell phone if this signal is received with no restoral.
4. If customer is unaware of why the communication failure was received, a service ticket may be generated.
6. Resolve the alarm.

## Fire Alarm

1. Fire Department will be dispatched immediately per State law.
2. Call site. At customer's request, we will advise the Fire Department if this is a false alarm (please note that a cancel of the dispatch cannot be guaranteed).
3. If no answer at the site, notify a responder on the call list, leaving messages where able.
4. Update the Fire Department with any additional information (responder name, ETA and vehicle description).
5. Resolve the alarm.



# Commercial Dispatch Procedures

## Gas Leak (Natural)

1. Dispatch Fire Department immediately, advising that a possible gas leak has been detected.
2. Notify a responder from the contact list (never call the site) and advise responder of the same.
3. Update the Fire Department with any additional information (responder name, ETA and vehicle description).
4. Resolve the alarm.

## Irregular or Early Open

1. Call site.
2. With passcode verification, enter new opening time.
3. If no answer or invalid passcode is given, notify a responder from the contact list, leaving messages where able.
4. Dispatch Police Department as last resort.
5. Resolve the alarm.

## Low Battery

1. If we receive a low battery alarm, we wait 4 hours for a restoral. If we do not receive the restoral, we will attempt to make notification by automated or a text message to your cell phone leaving messages where able.
2. Resolve the alarm.

## Late to Close

1. Call site OR You can also choose to have a text message sent to your cell phone if this signal is received.
2. Call site OR You can also choose to have a text message sent to your cell phone if this signal is received.
3. If no answer or there is no response to the text message, notification to responders will continue, leaving messages where able.
4. If we are unable to reach a responder, your account will be placed on special attention to the Police Department.
5. Resolve the alarm.

## Late to Open

1. Call site OR You can also choose to have a text message sent to your cell phone if this signal is received.
2. You may give your verbal password and the new time for opening OR you can respond to the text with a new opening time and it will be entered into the system.
3. If no answer or there is no response to the text message, notification to responders will continue, leaving

## Late to Test (if your panel communicates an automatic test signal and fails to check in)

1. Notification is made at the time the panel fails to transmit the test (24/7/365). You can also choose to have a text message if your system does not test.
2. Call site - if no answer:
3. Notify a responder from the contact list, leaving messages where able.
4. Resolve the alarm.
5. Procedure is repeated on a daily basis until verbal notification is made with the site or an emergency contact. If unable to make verbal contact within five days, we will begin notification via certified letters, sent in one-week increments. If there is no response after a third certified letter, we will remove the notification for the automatic panel test.

## Medical Alert

1. Call site - if no answer:
2. Dispatch an ambulance.
3. Notify a responder from the contact list, leaving messages where able.
4. Continue to call site and all responders every 30 minutes until someone is reached.
5. Update authorities with any additional information (responder name, ETA and vehicle description).
6. Resolve the alarm.

## Supervisory

1. Call site - if no answer:
2. Notify a responder from the contact list, leaving messages where able.
3. Continue to call site & all responders every 30 minutes until someone is notified.
4. Resolve the alarm.

## Trouble Signals

1. If a trouble signal resets in five minutes, no action will be taken.
2. If no reset is received with five minutes, a text message can be sent to your cell phone or we will call the site-if no answer is received:
3. Notify a responder from the contact list leaving messages where able.
4. Resolve the alarm.





# Medical Monitoring

## Medical Monitoring

Senior residents and healthcare professionals both count on Doyle Security Medical Monitoring to provide safety and peace of mind. From our personal medical alarms and two-way voice service, to our medication dispensing service, we provide health safety solutions that are tailored to the unique needs of the residents and caregivers that we serve.



Doyle Security Medical Monitoring provides seniors with the ability to live an active and independent life. All of our services are monitored by our award-winning UL-listed, CSAA Five Diamond Emergency Response Center, so residents know that they can connect to a highly trained professional from the comfort of their home at any time day or night.

## Doyle On The Go

A Mobile Personal Emergency Response System designed for instant, hands-free communication with Doyle Security System's monitoring center. Including a built-in GPS location service, you'll have peace of mind knowing that Doyle Security Systems can identify your location in the event of an emergency.

To learn more, contact a Doyle Security Medical Monitoring Expert by calling **1-866-GO-DOYLE (463-6953)**.

## Personal Emergency Response Systems

Doyle Security's Personal Emergency Response Systems feature a base unit, pendant or wristband option that allow subscribers to communicate directly with a highly trained expert in our Emergency Response Center. The base units are self-testing, UL-listed and have a back-up battery life of 32 hours in case of power loss. All of our pendants and wrist device options are battery-powered, miniature, water-resistant, monitored transmitters and will operate up to 1000 feet from the base unit. Our installation staff will help determine the best option based on your lifestyle.

Our Personal Emergency Response Systems are compatible with regular phone, digital and cable phones. If you don't have a traditional phone line, ask about our wireless option.

## Help Button Alarms

Our help button is a water-resistant emergency alarm transmitter. It features a large, easy-to-find HELP button. Pressing the large button activates the transmitter and sends a digitally coded wireless signal to the base station. These units are ideal for placement in high traffic areas such as bathrooms, kitchens and hallways. These can also be placed on a side table for greater peace of mind.

## Medication Dispensing

The Doyle Security Medical Dispenser is a full-featured, easy-to-load, easy-to-program, automated pill dispenser that provides caregivers and patients the assurance that medications are taken on time and in the appropriate dosage. Our Medical Dispenser uses patented dispensing technology to sort the correct number of pills for each dose of medicine. The dispenser is capable of storing a maximum of a 90-day supply of up to 8 different types of medications. Furthermore, Doyle Security's Emergency Response Center will call for events such as a missed dosage or refills to reduce the chance that medication will not be taken.

To protect seniors from falls and medication errors, professional caregivers place their trust in Doyle Security Medical Monitoring and Medication Dispensing.



# Quick Reference Guide

## A Quick Reference Guide for Vista Series System Functions

FUNCTION	PROCEDURE	COMMENTS
Check Open Zones	Press the * key.	View faulted zones when system is not ready.
Arm System	Enter code. Press arming key desired. (AWAY, STAY, NIGHT-STAY, MAXIMUM, INSTANT)	Arms system in mode selected.
Quick Arm (if programmed)	Press #. Press arming key desired. (AWAY, STAY, NIGHT-STAY, MAXIMUM, INSTANT)	Arms system in a mode selected, quickly and without use of a code.
Bypass Zone(s)	Enter code. Press BYPASS key. Enter zone number(s) to be bypassed (use 2-digit entries).	Bypassed zones are unprotected and will not cause an alarm if violated.
Quick Bypass (if programmed)	Enter code. Press BYPASS key + [#] key.	Bypasses all faulted zones automatically.
Silence Sounders Burglary	Enter code. Press OFF key.	Also disarms system. Memory or alarm remains until cleared.
Fire	Press OFF key.	Memory of alarm remains until cleared.
“Check”	Press any key.	Determine cause.
Disarm System	Enter code. Press OFF key.	Also silences sounders. Memory of alarm remains until cleared.
Clear Alarm Memory	After disarming, enter code again. Press OFF key.	Keypad beeps rapidly on entry if alarm has occurred while absent. Alarm display will remain upon disarming until cleared.
Duress (if active and connected to Central Station)	Arm or disarm “normally” but use your 4-digit Duress code to do so.	Performs desired action and sends a silent alarm to Central Station.
Panic Alarms (as programmed)	Press key [A], [B], or [C] for at least 2 seconds, or key pairs 1 + *; * + #; or 3 + # respectively.	See the Panic Keys section in your user manual for emergency functions programmed for your system. Note: Keys [A], [B], and [C] may have been programmed for other functions.
Chime Mode	To turn ON or OFF, enter code. Press CHIME key.	The keypad will sound if doors or windows are violated while system is disarmed and chime mode is ON.
Test Mode	To turn ON, enter code. Press TEST key. To turn OFF, enter code. Press OFF key.	Tests alarm sounder and allows sensors to be tested.

If your control panel functions differently, find your panel manual on the panel manual page in the Customer Care section at [GoDoyle.com](http://GoDoyle.com).



# Online Bill Pay

## To Set Up a New Account Online

Paying your bill online is a great way to save time, reduce paper waste and avoid the hassle of receiving paper bills and paying by mail. You can view your bill, access billing history and make secure payments with this free service. You can even pre-schedule payments or pay only when you authorize it. Setting up an account to pay your bill online is very convenient.

1. Go to <https://doylebillpay.godoyle.com>.
2. Select "Setup New Account".
3. You will be directed to a new screen to fill in the following required information:
  - Customer Number
  - Billing Zip Code
  - E-mail Address
  - E-mail Address Confirmation
  - Password
  - Password Verification
  - First Name
  - Last Name
4. A confirmation e-mail will be sent to your inbox.
5. Follow the link from the email to access the online bill pay web page.

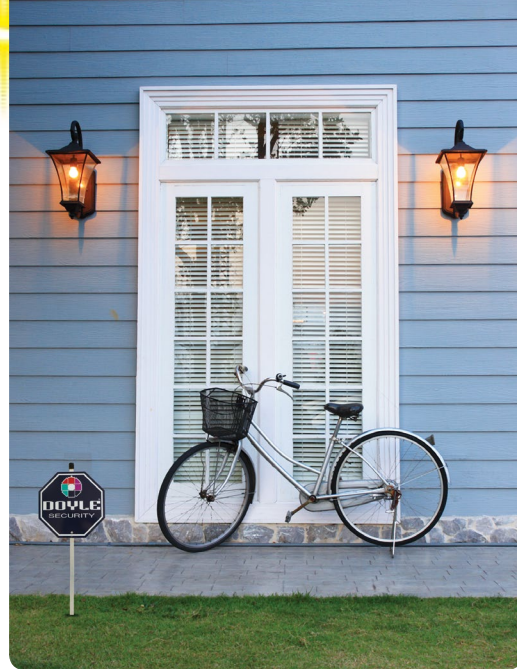
### Account Management Online:

- Access to open and paid invoices.
- Ability to pay bills online.
- View open and closed service tickets, as well as creating a new service call.

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If you experience any problems with Doyle Security's Online Bill Pay, please call **1-866-GO-DOYLE (463-6953)**. Our Customer Care Team is available from M-F 9am-5pm. If you call after business hours, please leave a message and our Customer Care Team will return your call the next business day.

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## Refer a New Customer and Receive \$50.00

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Customer referrals are a significant way that Doyle Security has grown to become one of the largest independently owned and operated security companies in the United States. If you've been satisfied with our service, please recommend us to your neighbors, friends, family and associates. Doyle Security will reward you with a check for \$50 for each referral that leads to a new monitored system. It could be a newly installed security system or an existing system that migrates their monitoring to our world class monitoring center. Please call **1-866-GO-DOYLE (463-6953)** to request additional information.



# Tips to Reduce False Alarms

Doyle Security is aware that repeated and avoidable police dispatches can present serious concerns for all security consumers. More than 80% of false alarms are related to preventable user errors.

Doyle Security is always actively investigating false dispatches to reduce the amount of unnecessary alarm dispatches. Listed below are five easy ways to help reduce your chance of having a false alarm.

## Provide Full Training on the Alarm System

Fully educate every person with access to your home or business on the precise operation of your alarm system. This may include cleaning crews, children, neighbors, caretakers, employees, and temporary staff. Provide hands-on practice for all users. If you are going to set off an alarm while training, call our Emergency Response Center at 1-866-GO-DOYLE (463-6953) to let us know that you are testing the system.

## Keep Users Up-to-Date

Make sure that each alarm user knows their code to arm and disarm the alarm system. They must also have a password that is used for identification purposes when communicating with us. If you need a copy of your current passcode and call list, contact our Customer Care Team at 1-866-GO-DOYLE (463-6953).

## Having an Arming Routine

Before arming your system, perform a check of the premises. Check to see that all doors and windows are closed and locked. Look for items that can move within the view of your motion detectors such as fax machines, curtains, fans and seasonal decorations. Be sure that everyone is out of the home or business before arming the system. If you need to re-enter the home or business, start over by disarming the alarm system first. Then when exiting, rearm the alarm system.

## Keep Your System Equipment Maintained

Be on the lookout for signs that maintenance needs to be performed on your alarm system. Cobwebs or insects inside detectors, warped or damaged door and window frames and old system batteries can all affect your alarm system performance. Getting a system inspection or repairing damage can prevent false alarms before they occur.



## Communicate with Doyle Security

Simply keeping in contact with us can prevent some false alarms. We understand that your needs may change from time to time; therefore, by letting us know about these updates, we will be able to make sure that we are tailoring the alarm system to your specific requirements.

## Reasons to Notify Doyle Security

If you:

- Change your phone number, install DSL, or switch to a VoIP (Internet-based) phone provider.
- Get a new pet.
- Begin a renovation project like changing doors and windows, hanging drywall, sanding, or adding ceiling fans to a room with motion detectors.
- Plan to sell your premises.
- Have a change in the list of alarm users or contact list.



# Emergency Response Center

## Our Emergency Response Center

Our Emergency Response Center provides your home or business with security and safety protection 24 hours a day, 365 days a year. Your alarm monitoring is managed by our CSAA Five Diamond Certified Emergency Response Center with highly skilled operators. The center is fully staffed and operates around the clock to ensure that every alarm transmission received is verified and managed with our established protocols and appropriate emergency response. Should a smoke detector, door alarm sensor, motion detector, glass break sensor, or medical alarm transmit a signal to our monitoring center, our team of professional Emergency Response Operators is ready to handle the situation immediately and confidently. This includes alerting the proper authorities, notifying people on premises and calling emergency contacts.

## Emergency Response Center Facts

- Company-owned and operated
- CSAA Five Diamond Certified
- Central Station Alarm Association (CSAA) Award Recipient
- Underwriters' Laboratory listed facility
- Fully redundant systems to ensure uninterrupted operation
- Dispatch protocols based on best practices



## Emergency Response Center Operator Information

- Employees are screened for ability, integrity and honesty
- Employees are fingerprinted, and they must pass a background check and drug screening
- Rigorous in-house training and development program
- Ongoing operator training and testing certified by the CSAA
- Must pass ongoing testing to maintain dispatcher status



## Doyle Security Has Received Awards for Excellence in Customer Service & Ethics

We have been an accredited business with the Better Business Bureau since 1999, and we are rated as an A+ company, which is their highest ranking. The Better Business Bureau has also recognized Doyle Security with the Torch Award for marketplace excellence.

We have received the ETHIE Award for exemplifying high standards of ethical behavior in our everyday business practices and in response to crises or challenges from the Rochester Business Ethics Foundation.



If you have any questions related to the protection and safety of your residence or business, please call the Doyle Security Emergency Response Center at 1-866-GO-DOYLE (463-6953) at any time.





792 Calkins Road  
Rochester, NY 14623  
1-585-244-3400  
**1-866-GO-DOYLE (463-6953)** (toll free)  
[www.GoDoyle.com](http://www.GoDoyle.com)

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