

General Procedures for Alarms

The Following are the procedures Pointe Alarm (PA) personnel follow when responding to specific alarms.

Note: Alarms can only be canceled with a valid passcode.

RESIDENTIAL FIRE ALARMS

On any residential fire alarm, Pointe Alarm calls the premises first. If there is no answer or the person cannot give proper ID, PA sends the Fire Department and notifies a contact. If the person answering has proper ID and can give an explanation as to why the alarm has tripped, it will be logged as a false alarm. RESIDENTIAL FIRE ALARMS CAN BE CANCELED with PROPER ID and REASON.

COMMERICAL FIRE ALARMS

On any commercial fire alarm, PA ALWAYS DISPATCHES IMMEDIATELY! After dispatch, PA calls the premises and logs the name of the person with whom they speak. If no one can be reached at the business, PA then notifies a contact. COMMERICAL FIRE ALARMS CANNOT BE CANCELED.

BURGLARY ALARMS

On any burglary alarm, business or residence, PA calls the premises first. If a person answers and cannot give proper ID, or the answering machine picks up, or if there is no answer, PA dispatches the Police and notifies a contact. PA WILL NOT ATTEMPT TO VERIFY! If the person answers and gives proper ID, we then log it as a false alarm. If a call is received after dispatch with proper ID and time allows, the Police can be canceled.

HOLD UP/PANIC/DURESS/AMBUSH ALARMS

On any hold up/panic/duress/ambush alarm, PA always dispatches the Police immediately! We never call the premises, never cancel, never notify!

MEDICAL ALARMS

On any medical alarm, PA calls the premise first. If the person cannot give proper ID, if the answering machine picks up or if there is no answer, PA dispatches EMS immediately and notifies a contact. If the person answers and gives proper ID, we log it as a false alarm. If a call is received after dispatch with proper ID, EMS can be canceled.

CARBON MONOXIDE ALARM

On any carbon monoxide alarm, PA calls the premises first. If there is no answer or the answering machine picks up, PA will notify a contact. If PA is unable to get in touch with anyone, the Fire Department will be dispatch and informed of the type of signal.

UNDEFINED/UNKNOWN SIGNALS

For any signal received as an undefined or unknown zone, PA handles as a burglary alarm.

AUXILIARY ALARMS

-On any Water Leakage/Sump Pump/High Temp/Low Temp alarms, PA calls the premises. If no answer, PA notifies someone on the contact list.

-On an AC Loss alarm, PA calls the premises. If there is no answer or the answering machine picks up, PA notifies a contact.

TAMPER ALARMS

-On a Burglary Tamper alarm, PA calls the premises. If there is no answer or the answering machine picks up, PA dispatches the police and notifies a contact.

-On a Fire Tamper signal, PA notifies only.

-On a Trouble Tamper alarm, PA calls the premises. If there is no answer or the answering machine picks up, PA notifies a contact.

TROUBLE/SUPERVISORY ALARMS

On any trouble/supervisory alarms, PA notifies customer of signal. If the answering machine picks up, a message is left, and an email is sent if email is available. PA and Customer will discuss option of service call if needed. NO DISPATCH IS REQUIRED!

PHONE LINE FAILURE

On any phone line failure received on a digital account, PA calls the premises. If unable to reach anyone, PA notifies a contact. If the answering machine picks up, we leave a message and continue with the contacts. If a person answers the phone, PA explains the signal being received and inquires about any phone line problems. NO DISPATCH IS REQUIRED UNLESS THERE ARE INSTRUCTIONS OTHERWISE!

LATE TO OPEN ALARM

On any late to open alarm, PA calls the premises. If there is an answer PA finds out what time the business opened and manually opens the system. If there is no answer, we notify a contact. NO DISPATCH REQUIRED!

LATE TO CLOSE ALARM

On any late to close alarm, PA calls the premises. PA finds out what time the alarm will be set, the person's name and their ID. We then enter the correct time. PA MUST ALWAYS ENTER AN ENDING TIME! If there is no answer, PA notifies a contact.

TEST/CANCEL/RESTORE

On any test, cancel or restore signal received, PA logs the event only. These signals do not require any type of notification or operator action.

REMEMBER, NO ALARM CAN BE CANCELED WITHOUT A VALID PASSCODE UNDER ANY CIRCUMSTANCES!