

Our Central Station is equipped with a team of highly trained professionals. They monitor all alarm signals for our customers **24/7, 365 days a year**. They can be reached by phone at 800-589-2600 or via email at centralstation@sonitrolgreatlakes.com.

Sonitrol Great Lakes operators follow industry standard alarm procedures that have been proven to be highly effective in preventing loss at our customer's locations. The action our operators take on each signal depends on the type of activation they receive. Below you will find brief information about how we monitor alarms. Along with answers to our most frequently asked questions (faqs), and information about commonly requested system features. If you have additional questions, please contact our Central Station for assistance.

Each system is unique, and there may be alarm types that do not apply to your own location. For questions about this, or inquiries about adding additional equipment, please contact our Central Station.

Non-emergency signals, system troubles, and communication issues that require notification only

Many of the signals received by our Central Station monitor the health and functionality of our customers security systems. We call and notify, using the locations call list, when there are system or communication issues present which could affect our ability to detect a security threat from your system(s).

Non-emergency alarms for sump pumps, refrigerators, freezers, boilers, and more, will result in a notification call to key holders on the call list.

Signals that require dispatch

Intrusion alarms (i.e.: door contacts, motions) commercial: Police are dispatched when a signal is received without a valid attempt to arm or disarm the system. We then attempt to reach a key holder from the call list to notify.

Intrusion alarms (i.e.: door contacts, motions) residential: We attempt to call the location and verify the caller prior to dispatch. If we are not able to verify the caller, or do not reach someone, police will be dispatched, and then key holders are notified.

Audio alarms*: When an operator receives an audio alarm, they review the sound to determine if a threat is possible. If the audio does indicate a threat, the operator will dispatch police and attempt to notify a key holder from the call list.

***Audio received with an intrusion alarm:** operators will follow the procedures for the intrusion alarm and reference the audio for additional dispatch information when possible.

Video alarms*: Video alarms are reviewed to determine if a threat is present. If the video does indicate a threat, the operator will dispatch police and attempt to notify a key holder from the call list.

***Video received with an intrusion alarm:** operators will follow the procedures for the intrusion alarm and reference the video for additional dispatch information when possible.

Fire Alarms: Fire alarms require immediate dispatch, and the key holders will be notified afterwards.

Panic/Hold Up Alarms: These alarms require immediate dispatch, and due to the nature of the alarm key holders are not notified.

***There are some instances where operators will follow a different procedure than what is listed below. This would be the case when a customer request special instructions be placed on their account, and our management team has approved the process.*

System Features

We've included information here about our most requested system features.

Our Central Station staff can answer any questions you have about these features, and they can also set up/edit these features for you 24/7, 365 days a year. The team can be reached by phone at 800-589-2600 or via email at centralstation@sonitrolgreatlakes.com.

****There are a few types of systems that may not offer the features described below or may require a technician or alarm support specialist to set up/edit these features. Technicians and alarm support specialist are regularly available M-F 8a-5p, except for Holidays. We also have technicians on call for emergency assistance. Please contact our Central Station for additional information.**

Intrusion

Automatic Disarming: Automatic disarming of the intrusion system at a designated time.

Late to Arm notifications: A signal is generated at our Central Station that tells an operator to call and notify someone on your call list if an intrusion system has not been armed by a designated time. An automatic arming may also be set up as a back-up to personnel arming, as well as use of an app for arming purposes.

Late to Disarm notifications: A signal is generated at our Central Station that tells an operator to call and notify someone on your call list if an intrusion system has not been disarmed by a designated time.

System Disarm with Valid Access: If you have an intrusion system, combined with access control, the system may be programmed to disarm with a valid card/fob is presented at designated card readers.

Reports for arm/disarm history: Your intrusion system should record all arm/disarm attempts. We can run these reports on demand for our customers. They may also be scheduled for automatic delivery via email each day, week, or month.

Access to websites and phone applications that allow management of your alarm system: Many of our systems offer access to a website and/or phone application that allows you to manage your alarm system. Typically, these platforms allow admins to change user permissions, arm/disarm the system, run reports, and more.

Access

Door Schedules to lock/unlock doors at designated times: Each door of an access control system, using a card reader, may be programmed to automatically lock/unlock during designated days and times.

Holidays: A holiday may be entered to prevent your access-controlled doors from unlocking, as regularly scheduled, when the location is temporarily closed.

Reports for access control history: Your access control system records all users card/fob attempts. When we upload this information from the system, we can run reports that indicate when and where a user was allowed or denied access. They may also be scheduled for automatic delivery via email each day, week, or month.

Access to websites and phone applications that allow management of your access control system: Many of our systems offer a website and/or phone application that allows you to manage your access control system. Typically, these platforms allow admins to change user permissions, manage lock/unlock schedules, run reports, and more.

Frequently Asked Questions

1. How often should I test my system?

- a. We recommend testing your system at least once a month to ensure all devices are working correctly.
- b. If you're interested, we can perform inspections for you on a regular basis. Or send someone to demonstrate the best way to complete a system test yourself.

2. How can I remove user permissions?

- a. Contact our Central Station for assistance to remove users' permissions. If the individual had remote access to a web or mobile application, those should also be removed.

3. Can we update our call list? The wrong people are being called.

- a. Absolutely! Our Central Station may be contacted by phone or email to update your call list at any time.

4. When should we place our alarm system in test mode?

- a. Systems should be placed in test mode, via our Central Station, prior to all testing and/or construction. Operators may place systems in test for up to 8 hours with a verbal or written request. All requests to place systems in test for more than 8 hours require a written request.
- b. We can also remove devices safely, ahead of construction if we are notified.

5. Why is my system taking so long to arm? And why do I have to keep sending a test signal to complete an upload and/or download with Central Station?

- a. If you're still using phone lines as the primary source of communication between your system and our Central Station, please contact us today to discuss options to upgrade your system and improve performance.

6. Are service calls billable?

- a. They could be, yes. We do have maintenance plans available to cover the cost of regular maintenance and repairs. Not included are replacement batteries, and damage that does not result from regular wear/tear.