MONITORING SIGNALS AND CONTACT NOTIFICATIONS

FIRE ALARM

ALARM	SUPERVISORY	TROUBLE
"Emergency"	"Warning"	"Watch / Caution"
Latching	*Non-Latching	*Non-Latching

EXAMPLES

1. Waterflow	1. Valve Closed	1. Missing Device
2. Smoke Detector	2. Communication Failure	2. Circuit / Ground Fault
3. Pull Station	3. Power Transfer Switch	3. Low Battery / Pwr. Fail

STANDARD PROCEDURES

1. Fire Department	1. Premises	1. LOG ONLY
2. Premises	2. Call List	
3. Call List		

CALL LIST / PREMISES PERSONNEL

- Audible telephone call is required to notify site personnel.
    - Alarm signals are contact via live operator immediately.
    - Supervisory signals are contacted via IVR (Interactive Voice Response). System will wait briefly for restoral before initiating contact.

- Priority / call order 1 thru…
    - Once a live voice is received the lower priority contacts on the call list will not be contacted.
    - Only 1 voicemail message will be received by the 1st call answered by voicemail. The call list will continue to be contacted if answer by voicemail until a live voice answers.

- Requires 10-digit phone number and name (first & last) per contact.
    - Contacts may be configured to be contacted at specific times or all times.
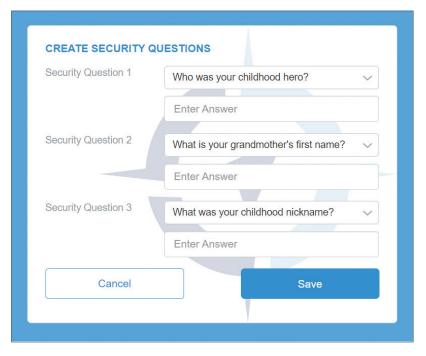   - Weekend vs Weekdays
        - AM vs PM

OTHER CONTACTS / NOTIFICATIONS

- Email or SMS Text
    - Configured for all event notifications or more commonly for specific event notifications.
        - Alarm, Supervisory, Trouble, Failed Timer Test.

- Account access online via unique login and passcode. Request at FPG-MyAlarms@Cintas.com

CINTAS
READY FOR THE WORKDAY®

VERIFICATION

You will receive an email from noreply@myalarms.com to verify your credentials (if you do not receive an email, please contact FPG-myalarms@Cintas.com). Once you click on **"Click here to verify your credentials"** you will be redirected to the Login Page. **Re-enter the username and password you just created**. You will be asked to create 3 security questions.

TERMS & CONDITIONS

You will be asked to **accept the MyAlarms Terms and Conditions**. Once you have read and accepted the Terms and Conditions, you will be logged into your home page.
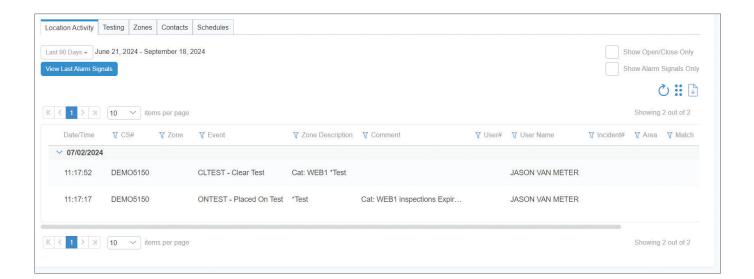

LOCATION SCREEN

Upon logging in, the **user will be brought to the locations screen**. If the user has more than one location under their login they will be brought to the accounts screen where they can pull up the account they need to access.

Menu	Locations

DOE, ROBERT ✕

LAST 30 DAYS	🔴 0	📦 0	⚠ 0	👥 0		👥 4	🛡 GREY	⏱ 08:36:20 EST

⌄ ACCOUNTS INFO

ACCOUNTS (1)

CS#	Panel Type	System Type	Active Date	Cancel Date
☆ DEMO5150	VISTA 10P	JAMAR	06/21/2018	

LOCATION INFORMATION

Residential

DOE, ROBERT 📍
16573 N 92ND ST

JACKSONVILLE, FL 32256
(407) 555-1412

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LOCATION ACTIVITY

Provides **detail of the alarm activity received** for the user's monitored location during a specified time frame. The designated time frame defaults to 30 days but can be changed based on what date parameters the user wants to retrieve.

Location Activity	Testing	Zones	Contacts	Schedules

Last 90 Days ▾ June 21, 2024 - September 18, 2024   ☐ Show Open/Close Only

[View Last Alarm Signals]   ☐ Show Alarm Signals Only

↻ ⠿ ⤓

|◀ ◀ **1** ▶ ▶| 10 ⌄ items per page   Showing 2 out of 2

Date/Time	▽ CS#	▽ Zone	▽ Event	▽ Zone Description	▽ Comment	▽ User#	▽ User Name	▽ Incident#	▽ Area	▽ Match
⌄ **07/02/2024**										
11:17:52	DEMO5150		CLTEST - Clear Test	Cat: WEB1 *Test			JASON VAN METER			
11:17:17	DEMO5150		ONTEST - Placed On Test	*Test	Cat: WEB1 inspections Expir…		JASON VAN METER			

|◀ ◀ **1** ▶ ▶| 10 ⌄ items per page   Showing 2 out of 2

TESTING

Allows users to place their monitored alarm on disregard for a specified amount of time. When a **monitored account is placed on test the monitoring center will not respond to any alarms** during the selected time frame. User may place the entire account on test or just individual zones/sensors.

ZONES

Provides detail on what programmed alarm points and/or sensors are being monitored for the location.

CONTACTS

Provides a **listing of the responsible parties** the monitoring center will contact upon receipt of an alarm event.