









MONITORING SIGNALS AND CONTACT NOTIFICATIONS

ALARM	SUPERVISORY	TROUBLE
"Emergency"	"Warning"	"Watch / Caution"
		
Latching	*Non-Latching	*Non-Latching
		
EXAMPLES		
1. Waterflow 2. Smoke Detector 3. Pull Station	1. Valve Closed 2. Communication Failure 3. Power Transfer Switch	1. Missing Device 2. Circuit / Ground Fault 3. Low Battery / Pwr. Fail
STANDARD PROCEDURES		
1. Fire Department 2. Premises 3. Call List	1. Premises 2. Call List	1. LOG ONLY

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

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.

CREATE SECURITY QUESTIONS

Security Question 1: Who was your childhood hero?

Security Question 2: What is your grandmother's first name?

Security Question 3: What was your childhood nickname?

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.

CMS COMPASS

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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

My Dashboard

Accounts

Locations

Global Contacts

Reports

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

DOE, ROBERT

16573 N 92ND ST

JACKSONVILLE, FL 32256

(407) 555-1412

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

View Last Alarm Signals

Show Open/Close Only

Show Alarm Signals Only

Showing 2 out of 2

10

items per page

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			

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.

Location ActivityTestingZonesContactsSchedules

All Zones:Individual Zones

Place Multiple Tests

By selecting an individual CS# you put on test all zones under it.

Select CS#(s):

All x

Start Date:

9/18/2024

Start Time:

08:38 AM

End Date:

9/18/2024

End Time:

09:38 AM

Test Duration 1 hour

Comment:

Put on Test

ZONES

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

Location ActivityTestingZonesContactsSchedules

DEMO5150

Show Inactive

K<1>X50 items per page1 - 6 of 6 items

Zone ID	Zone Description	Service Type	State	Event ID	Restore Req'd?	Zone(s) To Restore	Actions
1	FRONT DOOR	Burglary	Alarm	BUR025 - Burg (R) PR-PD-CL			
2	REAR DOOR	Burglary	Alarm	BUR025 - Burg (R) PR-PD-CL			
3	MAIN HALLWAY MOTION	Burglary	Alarm	BUR025 - Burg (R) PR-PD-CL			
4	MASTER BDRM WINDOW	Burglary	Alarm	BUR025 - Burg (R) PR-PD-CL			
5	KITCHEN HEAT	Fire	Alarm	FIR026 - Fire (R) PR-FD-CL			
6	CO DETECTOR	Fire	Alarm	COD026 - CO Det (R) PR-FD-CL			

K<1>X50 items per page1 - 6 of 6 items

CONTACTS

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

Location ActivityTestingZonesContactsSchedules

Show PhonesShow Inactive

CALL LIST

Seq#	Contact Name	Type	PIN	Authority Level	Panel User#	Contact List	Start Date	End Date
1	DOE, ROBERT	phone >		C/L Only - Not ID		ECV	04/17/2018	

OTHER CONTACTS

Contact Name	Type	Method	PIN	Authority Level	Panel User#	Contact List	Start Date	End Date
VAN METER, JASON	SMS >	All (Active)					02/10/2023	