

Customer Central Monitoring Station Worksheet

Site Name: _____
 Site Address: _____

 City/State/Zip: _____

Verbal Passcodes

These passcodes are different than the code that is entered into the keypad to arm or disarm the system. Verbal passcodes are used to verify your identity with central station operators. They can be a random phrase, a set of numbers, or a combination thereof. Each user can have their own unique verbal passcode or you can give the same one to everyone.

Some examples are: Rover, 7698, Balloon22, etc.

User Name	Passcode

User Name	Passcode

Call List

The call list is to notify someone in the event that an alarm or trouble signal is sent to the central monitoring station. If an alarm signal is sent, the central station will first call the premise phone number. If no one answers and there is a second premise phone number listed, the central station will then call that number. If neither phone call is answered, or if someone does answer the phone and is not able to give the predetermined verbal passcode, the police department will then be called (unless the signal was only a trouble signal and not an alarm.)

After the police have been called, the central station needs to notify the home owner or business owner that an alarm has occurred. The central station will begin calling individuals on the call list until someone acknowledges the alarm event.

Premise Phone #: _____
 2nd Premise Phone # (Optional): _____

Authorized Individuals to Be Notified After the Police Department (in order)

Order	Name	Telephone Number	Phone Type (Cell, Home, Work, etc.)
1			
2			
3			
4			
5			
6			
7			
8			

Note: We also have the ability to notify you of signals via email or text message. Ask one of our team members about this option if you are interested.