

Abode standard operating procedures for 24 hour monitored systems

Once you have signed up for the abode monitoring service and enabled your system so that it will be monitored, there are some specific operating procedures you will need to familiarize yourself with. The abode system has the ability to send various types of alarm alert signals to CMC (Central Monitoring Center) and each of those alerts have different standard operating procedures for how they are processed. The goal is to respond to your alarm as fast as possible, yet try our best to prevent from dispatching the authorities unless it is necessary. False alarms can result in alarm fines if the authorities are dispatched resulting from human error or misuse of the system.

The abode system can alert the CMC of a Burglary, Panic, Duress, Fire, Smoke, CO2, and a Medical alarm. These various types of alarm events have different standards of operating procedures that are performed by the CMC.

The abode system can provide visual alarm verification processing that can assist in determining if a human is present. This visual verification process allows the CMC agent to view all captured images and video clips that may have been captured during the timeline of the alarm event.

Abode web & mobile app verification procedures:

The abode verification controls provide the user the option of quickly canceling or confirming that an alarm event is real or false.



Pressing the **Verify Alarm** confirms that you think the alarm could be real and will send this confirmation signal to the alarm monitoring center and other users of the system. The monitoring center will dispatch the authorities, and then start calling the persons on the emergency call list.

Pressing the **Disable Alarm** confirms that you think the alarm is false, and will send this cancel signal to the alarm monitoring center and other users of the system. The monitoring center will abort / cancel any further action taken on this event. If this Disable Alarm option is chosen quickly after the alarm has been triggered and before the monitoring center has attempted to call the emergency contacts, they will not proceed with calling anyone

Alarm Monitoring Pass code

You will need to memorize your monitoring pass code in case the CMC calls you, they will ask you for your name, and your pass code.

Standard Operating Procedures for Burglary Dispatch:

When a Burglary alarm signal is received by the monitoring center, the agent first views any visual events that might have been included with the timeline of events. Then they start calling the persons listed on the emergence contact list and if no one is reached, the authorities are dispatched, but if the user quickly disarms the system during this process, this will abort / cancel any further action by the monitoring agent.

If the person who picks up the phone gives a fake or wrong pass-code, or no pass-code, then the authorities will be dispatched. Make sure you know what your monitoring service Pass-code is.

If the disarm signal is received after the authorities are dispatched, the monitoring service will call the authorities and tell them that an authorized user has canceled the alarm. It will then be up to the authorities to decide if they will come to the customer's home or charge the home owner with a false alarm fine.

The abode support team will be happy to help you to adjust your system to help avoid false alarms, please contact us if you need support at info@goabode.com

User error is the most common cause of false alarms and to help mitigate this, please review the following suggestions.

- Insure the entry delay timer provides the user with plenty of time to enter the home and disarm the system before the alarm is triggered. (User programmable from the web app under system settings)
- Insure that users have quick access to a Key Fob, Keypad, the Mobile / Web app to disarm the system.
- Insure that the entry delay beeps can be heard. These pre-warning beeps can help the user to remember to disarm the system. (User programmable from the web app under system settings)
Abode offers an add-on indoor siren that also provides the beep warning and can be placed anywhere in the home. There are also visual Aids such as the abode system status device that blinks when the system is armed. This is a great device for the hearing impaired.

Standard Operating Procedures for Fire/Smoke & CO2 Dispatch:

The CMC will dispatch the Fire Department first, and then start calling the persons listed on the emergence contact list. If the system is disarmed quickly, the call to the fire department will be canceled. If they are already on their way to your home, it will be up to them to determine if they will proceed to your home or cancel the dispatch.

Standard Operating Procedures for Panic or Medical Dispatch:

The CMC will dispatch either the Authorities or the Emergency services such as the local EMTs / Ambulance (depending on what kind of Panic signal came through).
After dispatch, they start calling the persons listed on the emergence contact list.

Requests for changes to these standard operating procedures must be submitted to the Monitoring Services at 1 800 299-9900 (They will answer with hello this is the central station, how can I help you)

To test your alarm system, you will need to contact the monitoring center first and have them put your system on test. You can then test your system then call them back and they will let you know what signals they received 1 800 299-9900