

CML



CML – Consolidated Monitoring Limited 1-888-231-1638

SECURITY SYSTEM PROCEDURES:

PROCEEDURES FOR FALSE ALARMS:

- 1) Enter your code even if the alarm is going off.
- 2) Call CML at 1-888-231-1638.
- 3) Give them your full name and password (passcard).
- 4) Let them know of your false alarm so they can cancel police.

PROCEEDURES FOR ADDING/DELETING/MODIFYING CONTACTS AND VACATIONS SCHEDULES:

- 1) Email info@securcom.ca the full (first & last) users name and passcard (password).
- 2) If the user needs to be contacted on an alarm, add the users contact phone number with area code and any schedule you may want (24hrs/day or custom times/days).

NOTE:

- A contact can be modified to only be called at certain times of day on certain days, if you do not apply this to a contact, they will be contacted 24hrs/day by default)
- An arm/disarm code can only be 4 digits long. On older systems (previous to 2007) only 32 codes can be added to the system (01-32), newer systems 99 codes can be added (01-99).
- Please make sure all contacts are in order of call procedure and priority.

PROCEEDURES FOR ADDING/DELETING CODES:

- 1) On the keypad, press “star” (*) 5 to enter programming,
- 2) Enter your 4 digit master code,
- 3) Select the position from 01-99,
- 4) **TO ADD CODE:** Enter the new 4 digit code / **TO DELETE CODE:** Press the “star” (*) key
- 5) Press the “pound” (#) key twice to exit programming.
- 6) Immediately send an email to our office to update the monitoring database (info@securcom.ca)
- 7) If you have issues with any of these procedures email info@securcom.ca for assistance. We will reply to you via the contact information you provide.

PLEASE NOTE:

- 1) SecurCom will be charging a fee of \$45 to activate or disable a security code(s) on your system. This is the responsibility of the owner/manager of the account. If you need further training, we will provide this free of charge for the first time, after this a general flat rate will apply for training. To schedule a training session, please contact the office at 403-380-4385 or info@securcom.ca
- 2) Alternatively SecurCom will host an annual maintenance schedule for your security system. If you choose so, an annual contract will be setup to maintain the following:
 - 2 annual inspections of your security system, includes full system test. (This excludes any repairs or upgrades to a system where required). A full report will follow.
 - 5 Free sessions for activations and deletions of security codes and monitoring station database modifications for contact lists, codes and schedules.
 - The charge for this service annually will be \$250 per year on a 1 year term.