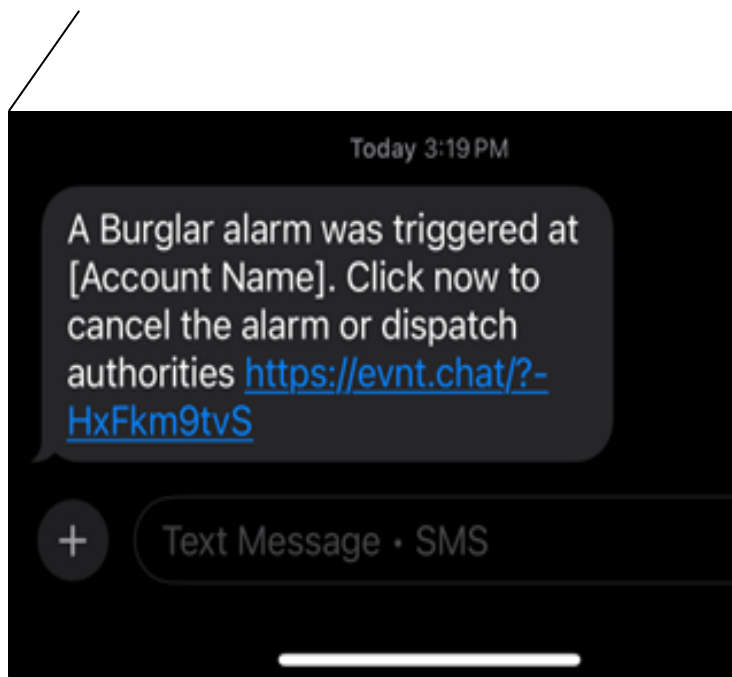

Here's what to expect with Alarm Chat

We'll walk you through with some examples

Alarm Chat is a tool available to all customers utilizing burglar alarms to help confirm (dispatch) or disregard (cancel) a signal.

When an alarm is received, there will be a 90 second delay (60 Seconds for 2-way accounts) on the burglar alarm and a text message is immediately sent to the contacts on the account that includes a secure chat link where they can respond to the alarm.

The contacts have 90 seconds (60 seconds for 2-way accounts) to access the secure chat link and dismiss or disregard the alarm. If no action is taken in the chat during the delay period, the alarm will be fed to an operator and processed as normal.



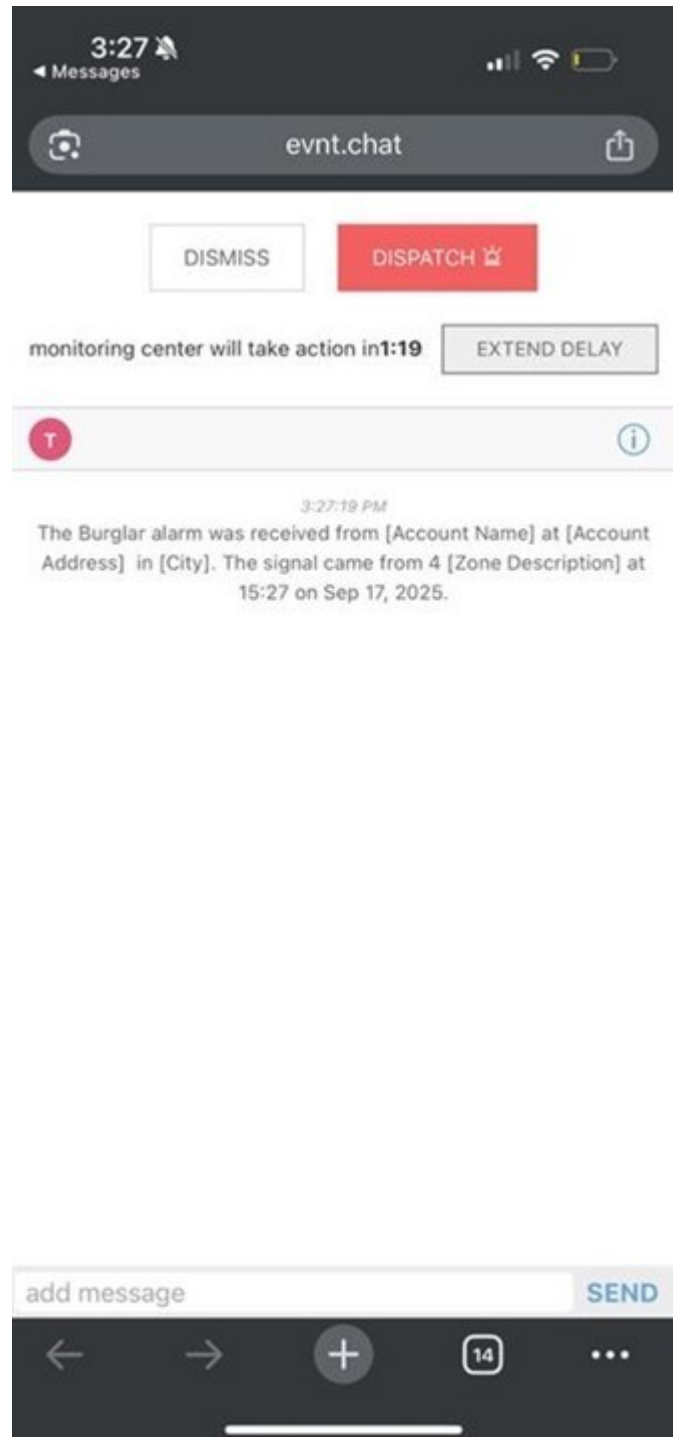
Alarm Activation

When a signal is received at the central station, a text will be sent out to the contacts on your call list. The text message will come from **78262** and read like this sample.

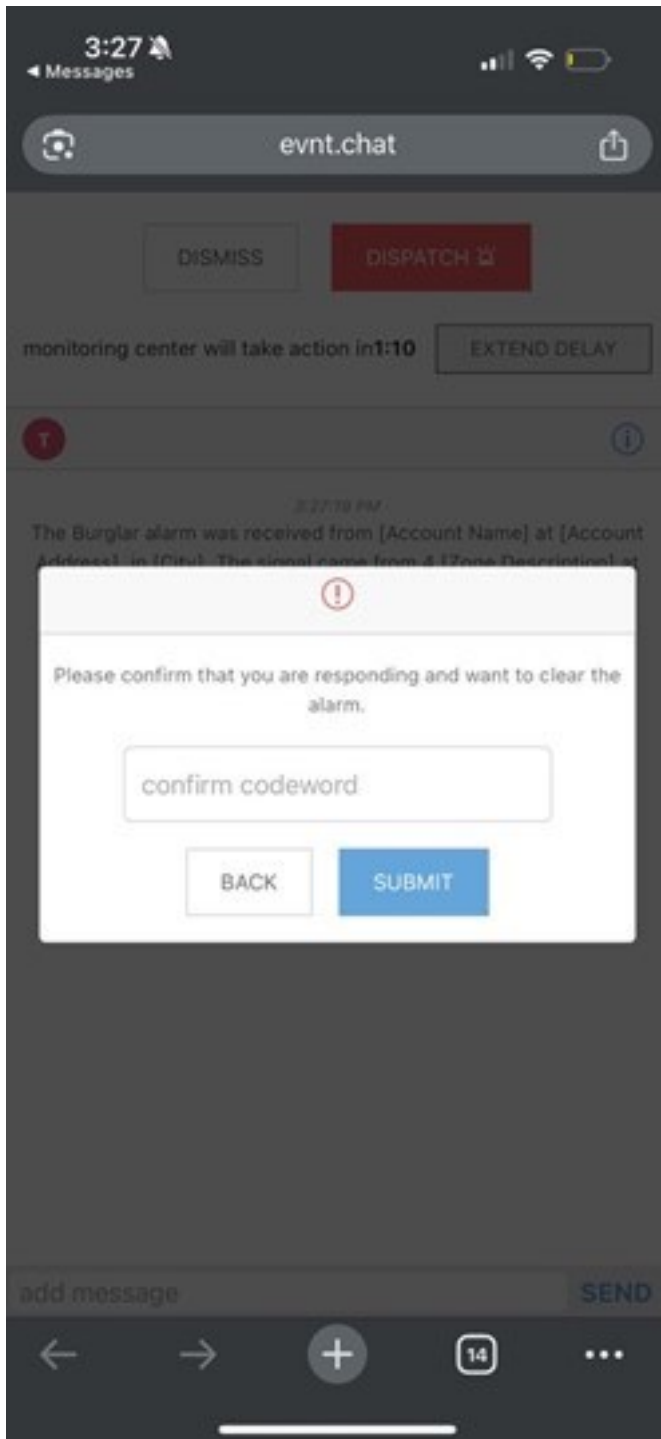
The [Account Name] will be filled in with how your account is named and listed in our system.

Dismiss or Dispatch

When you click the link provided, it will take you to a screen where you can dismiss the alarm, request immediate dispatch or extend the delay while you chat with the other contacts. The screen will also provide more information on the alarm, including the address, and the zone that triggered the alarm.



Dismiss Alarm



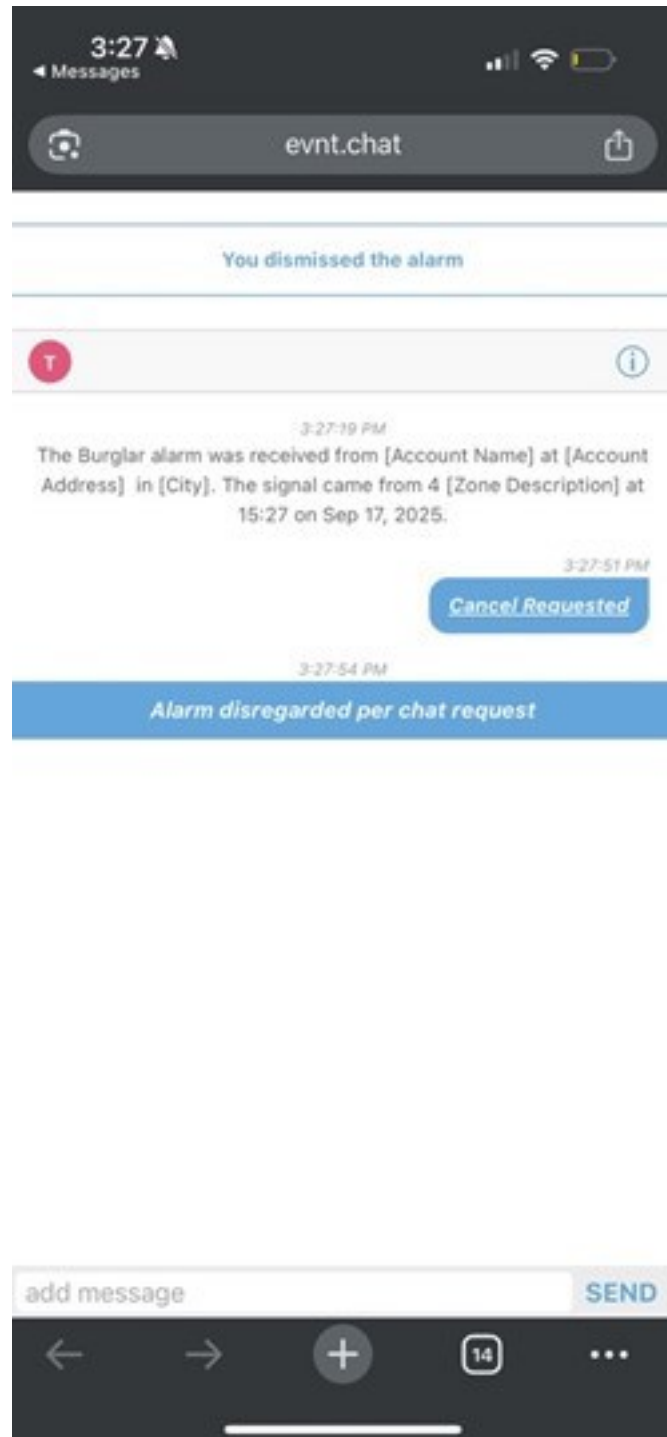
If the **Dismiss** option is chosen, it will have you verify the password as it is listed on the codewords of the account.

Spelling and punctuation must match exactly; capital letters vs lowercase letters do not have to match.

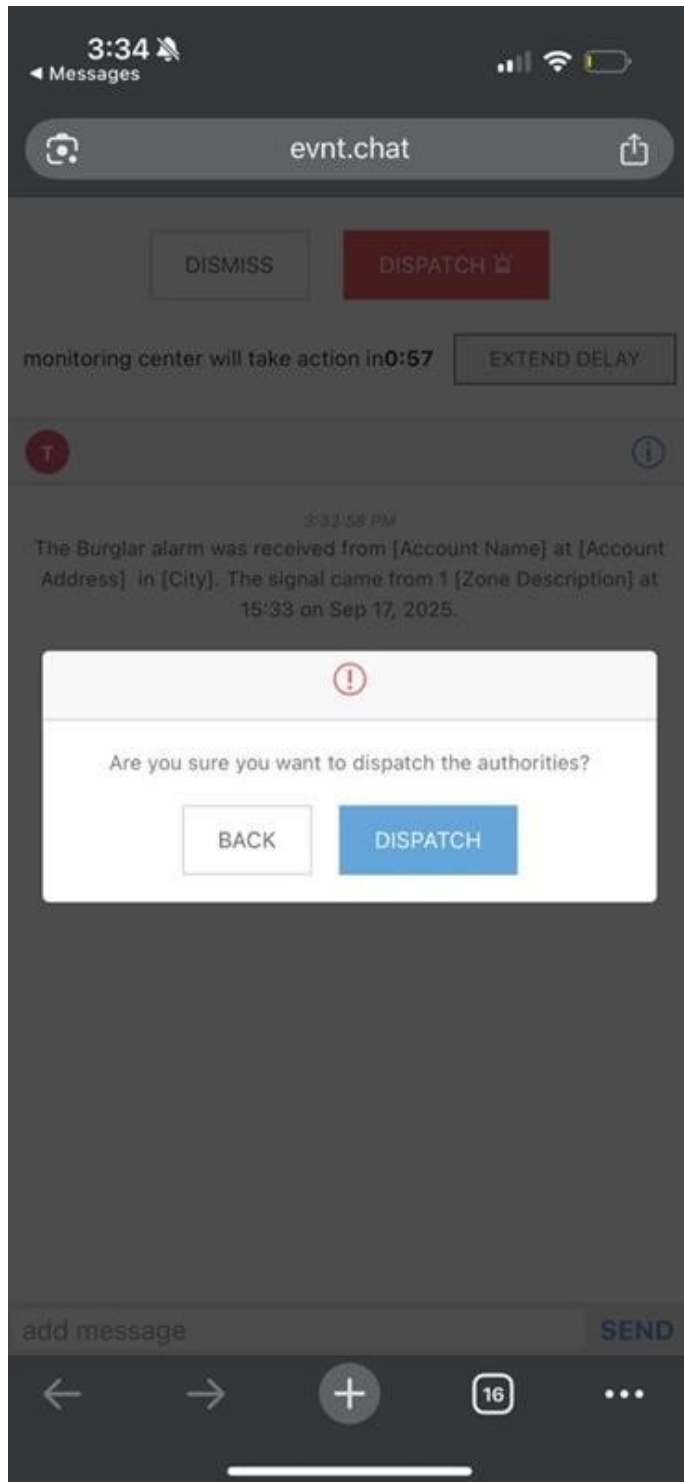
Enter your codeword and hit Submit.

Dismiss Confirmation

When the Dismiss has been received, the screen will then look like this. This will clear the alarm without needing an operator to access the account.



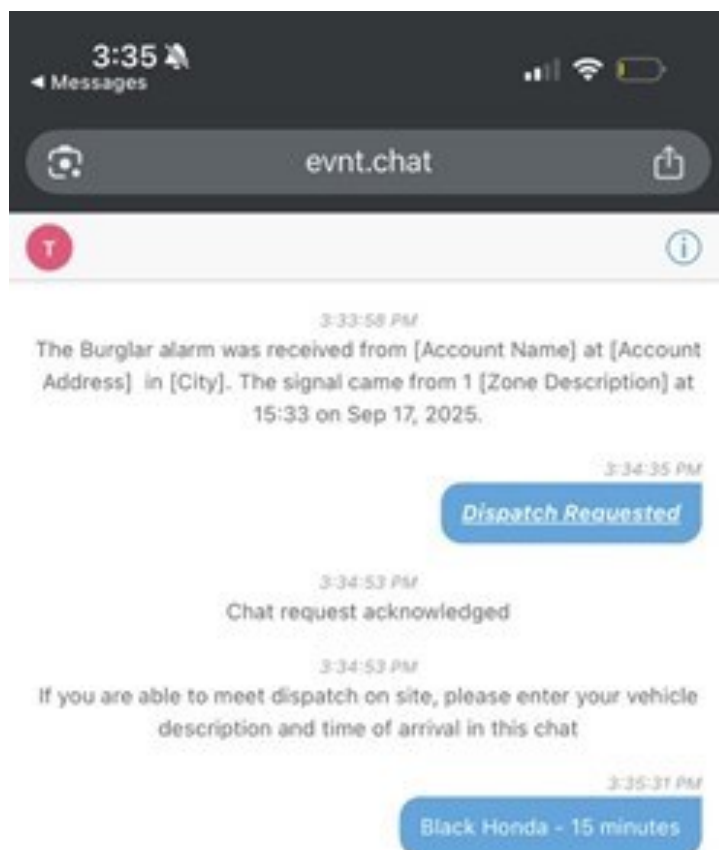
Request for Dispatch



When the **Dispatch** option is selected, you will be asked to confirm that dispatch is requested or cancel to return back to the main screen.

Dispatch Confirmation

When you confirm the request for dispatch, the action plan will change for the alarm signal, and a central station operator will begin processing the dispatch. The operator will check for all relevant information to give your local agency dispatcher such as if there will be a contact person meeting first responders on site.



If you have any questions about the Chat tool you can call us at 757-838-0100, email us at dsmonitoring@digital-security.net or text us at 757-448-5181. *Texting us at this number is for general questions only, do not text account numbers or passwords to this number.*