



**PROTECTION
PLUS
SECURITY
SERVICES**

40543 Encyclopedia Circle
Fremont, CA
510.770.9900
510.770.9915 (fax)

Control Center Update Form

Account #
Account Name
Address
City

Requested by
Phone #
CC Passcode

Directions: Use this RP section of the form to provide a list of employees that will be called by Control Center in case of an alarm.

Responsible Party (RP) to call in case of alarm		
		Phone #
1	Name: Password:	Cell:
2	Name: Password:	Cell:
3	Name: Password:	Cell:

Directions: Use this portion of the form to enter Control Center password codes for additional employees, whom will interact with Control Center in case of alarms, but are not listed as RPs.

Control Center Codes			
Name	Password (unique word/numbers)	Check One	
		Add	Delete

Signature: _____ Date: _____



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Control Center Update Sheet

The purpose of this sheet is to inform us who should be notified in the event of an alarm and who is an authorized user on the alarm system.

Responsible Party List

List the individuals to be notified in the event of an alarm. List in order of notification preference. The individuals name, cell phone number, and password to be listed. We recommend you provide a cellular phone number. You can also provide a home phone number if they are different. We recommend a minimum of three Responsible Parties be listed.

Standard Dispatch Procedures

Intrusion Alarm

- Texts go out to Responsible Parties.
- Wait 60 seconds for response.
- Check for cancel or opening signal received.
- If cancel or opening signal is received: **Finalize**
- If no cancel or opening signal received: **Verify** premise, **Verify** ECV contacts, **Dispatch** police, **Notify** call list.

Enhanced Call Verification (ECV): many jurisdictions require that at least 2 numbers be attempted before the police are dispatched. This could be the premise phone number and the first contact on the Responsible Parties List or it could be the first two contacts on the Responsible Parties List.

Commercial Fire Alarm Dispatch

- **Dispatch** Fire Department
- **Notify** Premise
- **Notify** Call List

Panic Alarm (silent, audible, or from keypad)

- **Dispatch** police
- Only notify Call List if instructed by police.



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Trouble & Supervisory Signals (all accounts except UL Listed accounts)

- Text notification during the hours of 8am-5pm.

Trouble & Supervisory Signals (UL Listed Fire Accounts)

- Text, email, or call 24/7 as required per UL and NFPA 72 code.

Special Instructions: If you wish the procedure to be different from that described above then describe in writing how you wish the dispatch to take place. If these special instructions are allowed by the authority having jurisdiction, then we will implement them for you.

Control Center Codes

This list is for employees who may need to contact the Control Center but are not listed as Responsible Parties. Typically, this list would be employees who have access to the alarm system.

Reasons for needing to contact the Control Center - accidental alarm – need to stop the dispatch of the police or fire department.

Password

The Password is used to identify authorized individuals. This Password can be a word or number.

We advise that each authorized user have their own unique Password.