

# Test your security system regularly

We recommend that you test your system at least once a month and after any work is performed in your home or business. This is to help ensure that your system is communicating correctly.

There are two types of tests to perform: Testing signals within your home or business, and testing the signal from your system to the Monitoring Response Center. To test the signals within your home or business, please refer to the system owners' manual.

## Instructions for testing the signal to the Monitoring Response Center:

- 1) Place your system "On Test". To place the system "On Test", call the Monitoring Response Center at (845) 897-1200. Give the business or residence name the account is under, the address, and also your name and password. The Monitoring Response Center will look up your account, and if the password is correct, will place the system on test for a pre-determined amount of time up to 24 hours. There must be a definite ending time given when the system will automatically be placed back in service should you forget to call back. Open ended testing is not allowed. Any testing time longer than 24 hours will require written authorization.

*NOTE: Putting your system "On Test" means that the alarm signals transmit to the Monitoring Response Center computers but are **logged only** during the time you are on test. They will not be acted upon by the*

*Monitoring Response Center, but results will be available for review if you need them. Placing the system "On Test" does not affect how the system will operate locally at your location. Sirens, sounders, bells, etc., will continue to operate as normal.*

- 2) Close all doors and protected windows, arm your system and allow the delay time to expire.
- 3) Activate your alarm like an actual emergency by opening a protected door, pressing your panic or hold-up buttons, etc.
- 4) Allow your sirens (if an audible alarm) to sound for approximately 15 seconds to one minute and then turn off your system.
- 5) Call the Monitoring Response Center and announce that you are calling to check test results. The operator will describe the signals received. If for any reason, the system did not communicate to our Monitoring Response Center, please call our service department at 845-897-5550, Monday through Friday between 7am and 4:30pm and we will arrange for one of our qualified technicians to check your system.
- 6) **IMPORTANT!** When you are finished testing, call the Monitoring Response Center again at (845) 897-1200 and tell them you are done testing. The Monitoring Response Center will place the system back into full operational status.

## CIA in Action

CIA's Monitoring Response Center dispatched police after a silent alarm was activated during a robbery at a Westchester County bank in April. No one was harmed and police investigated the incident.

Fire crews were called to a home in Catskill after a carbon monoxide alarm was activated. The homeowner initially thought it was a false alarm because of construction in the house, however CIA's personnel continued with the emergency dispatch. When crews arrived on scene, they found high carbon monoxide levels coming from a pool heater.

## CIA now sending emails to confirm appointments

CIA Security is now sending emails to confirm appointments.



When a client schedules an appointment, we will ask for an email address and immediately send a confirmation of the appointment. If the appointment is in the future, a reminder email will also be sent the evening before the appointment.