

Alarm Confirmation, Verification and Notification Procedures

Standard Audio Verification Procedures For Burglar Alarm Signals

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Standard Audio Verification Procedures for Burglar Alarm Signals

4.1. Procedures for Alarm Signals

4.1.1. If the cause of the alarm cannot be determined through the use of pre-recorded or live audio received from the protected property, and in the absence of special instructions to the contrary, the supervising station personnel shall communicate with the protected property through the use of the audio verification system to attempt to determine if authorized persons are present. If authorized persons are not determined to be present, it shall be treated as a verified alarm.

4.1.2 Personal engaged in audio verification shall be trained in the practice.

4.2. Two-Way Audio Verification

To ensure all reasonable efforts are expended in attaining a confirmation of an alarm condition and avoiding the necessity for a notification the following best practices shall be carried out:

4.2.1. Initial Verification Session

Upon receipt of an alarm condition the supervising station operator will initiate the audio session via capture mode, call back mode or impact activated audio according to the manufacturers stated command set Upon initiation the supervising station operator will challenge the user on the premises for a valid code. Upon acknowledgment of valid code, alarm notification will be avoided and the supervising station operator can continue to communicate with the verified, valid user on premises.

4.2.1.1. If No Contact

If there is no response or non-communication with the premises via the two-way audio session, the supervising station personnel shall make a second attempt, using an alternate method, and if the authorized person states that no emergency exists, responding entities shall not be notified or shall be recalled. The operator will disconnect the two-way audio session via manufacturers stated command set.

4.2.1.2. *Wrong Code

If communication is established with the premise and a valid code is not communicated by the person (s) on premise via the two-way audio session, the operator will disconnect the two-way audio session via manufacturers stated command set. Upon proper termination the operator will notify the responding agency.

4.2.2. If Audio Communication is Established

If contact is made, the supervising station personnel shall obtain a code that the person is authorized to be on the premises. Upon receipt of correct identification, and the authorized person states that no emergency exists, responding agencies shall not be notified or shall be recalled, if already notified, and the alarm is considered aborted.

If no code or authorization is provided, the supervising station personnel shall attempt to reach an authorized person off premises to verify the authenticity of the on-premises person and failing that shall make Notification.

4.3. Listen-In One-Way Audio Systems

The general purpose of this technology and service is to allow the supervising station to gain additional information from the protected premise on certain alarm conditions that are not verified conditions.

4.3.1. Alarm Processing Session

4.3.1.1. Upon receipt of an alarm condition the supervising station operator will initiate the audio session according to the manufacturers stated command set.

4.3.1.2. Upon initiation the supervising station operator will be in a “Listen Only” status and will not communicate with the premise and will continue to maintain the “Listen In” session.

4.3.1.3 Should the operator, listening to the premises, hear a valid code, an effort to cancel or abort Notification will be attempted.

4.4. Enhanced Audio Verification of Burglar Alarm Signals

4.4.1. Procedures for Alarm Signals

4.4.1.1. Procedure

For burglary alarm signals received from commercial burglary security systems or residential security systems, the following procedures shall be followed.

4.4.1.1.1. Audio Verification Session - Attempt #1

The supervising station shall attempt audio confirmation with the protected premises after receipt of the alarm signal. The procedure defined in 4.2.2 above shall be followed if audio contact is made with premises. Otherwise proceed to 4.5.1.3.2.

4.4.1.1.2. Audio Verification Session - Attempt #2

When supervising station personnel cannot attain contact or confirmation during the first attempt to the protected premises, a second attempt shall be made to an alternate phone number(s) such as a premise, cellular or work number and if the authorized person states that no emergency exists, responding entities shall not be notified or shall be recalled, if already notified, and the alarm considered aborted.

4.4.1.2. Compliance with Enhanced Confirmation

4.4.1.2.1. The Audio verification procedure defined in Error! Reference source not found. shall be in compliance with section 2 Standard Confirmation Procedures for Burglar Alarm Signals

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