YOU are receiving this because your site at: Click here to enter Address Fire Riser valve stack & alarm devices **WILL BEGIN being monitored by us. (Start 2022-Oct-01)**

YOU are on the ‘Party List’ for Click here to enter Job Name Alarm callout.

In regard to CMS calling those on the party list:

If you have folks on your Party List, they must **be prepared to answer that call**.

If you want text alerts, enroll at: <http://em24Alerts.com/Text> or text: enroll to (773) 725-4000 (Know your act# & password)

1. Please instruct those who are on your Party List on the following points:
	1. They MUST allow/accept: **1 773 725-0222** on their phone.
		1. It is from Emergency 24 Central Monitoring Service (AKA     E24 CMS)
	2. Party List members **must answer** the call from 773-725-0222.
	3. Party List members must know the alarm account number
		1. **YOUR ACCOUNT Number is:** Click here to enter E24 account for the Click here to enter address site.
	4. Party List members must know the password/s
		1. Ask your supervisor for **your password**.
		2. Your site may have different passwords for various options.
	5. Because if it is an ALARM:
		1. The operator has already sent the Fire Department to your site, before calling 'you'
		2. The operator is then following your instructions when you signed up, to call those listed on your Party List.
		3. If the Operator cannot get anyone on the list, they notify Fire Suppression Services, and mark the unanswered number for deletion.
		4. We carry out a follow up, the next business day.
		5. If you do not answer the follow up, you are confirmed as a ‘marked for deletion’.

# For the FACP Installer

**Points to Note:**

1. Non FSS Alarm technicians may need to know:
	1. The account number and the password to place in test,
	2. They need to know the Receivers if TelCo:
		1. Primary: (800) 438-6265 Secondary:(800) 438-6268
	3. The installer MUST SEND the Dialer Report to
		1. arunfss@live.com  **at Fire Suppression Services Inc**.
		2. Dialer Report to be in either CMS or SAS format.
		3. Phone me on (801) 440-9906 when you’ve sent it.
2. **Our** Technicians (FSS) are issued with our master password.
	1. Do **not** give them your password.

More often I am called, or the CMS is called, to place the FACP in test, for inspections, and ...  if the FACP is not operational for any reason, local Fire Marshal needs to know because Fire Watch is required.

If you need more information, I can give it to one who can answer the password question correctly. I can also make changes as necessary.

And .. I suggest that you advise us of your open & close times.

# Legend:

|  |  |
| --- | --- |
| **CMS** = Central Monitoring Station. | **E24** = Emergency24 |
| **Napco** =Starlink | **C24** = Connect24  |
| **FACP** = Fire Alarm Control Panel | **NOC** = Network Operations Center |
| **EACP** = Evacuation Control Panel/with Voice Evacuation |
| **AHJ** = Authority Having Jurisdiction. (Fire Marshall, Building Inspector etc.) |

|  |  |  |  |
| --- | --- | --- | --- |
|  Your alarm Panel or | Your Cell DialerDSCConnect24Starlink/NapCo | Verizon or AT&T Cell network | NOC Network Operations Centre |
| copper phone lines | CO-Verizon or AT&T |  |

 Via IP or Dial Number,

 to a Line Card

|  |
| --- |
| Emergency 24 OperatorAKA E24773-725-0222 |
| **C**entral **M**onitoring **S**tation. AKA **CMS** |

|  |  |
| --- | --- |
| IF ALARM | IF TROUBLE |

 NOTIFY

|  |  |  |
| --- | --- | --- |
| 1. **FIRE DEPARTMENT-POLICE-EMS**
2. PARTY LIST
3. FIRE SUPPRESSION SERVICES LOG
 |  | 1. PARTY LIST
2. FIRE SUPPRESSION SERVICES LOG
 |

 And we may then call your Party List

|  |
| --- |
| Fire Suppression Services inc. |
| Fire Alarm Company(801) 277-6464 |

**NB:** An ALARM is loud and the Fire Dept. arrives. A TROUBLE is a ‘beeping’ at the Fire Panel.