

Messages received during testing of a live system. Outline & Explanation of each event:

-----Original Message-----

From: Central Security Group [mailto:Mike H]
Sent: Wednesday, April 20, 2011 3:21 PM
To: Jim
Subject: Jane's system: The Office Door reported a PENDING Alarm at 3:21 pm
Importance: High

Jane's system: The Office Door reported a PENDING Alarm at 3:21 pm on Wednesday, April 20 2011.

-----Original Message-----

From: Central Security Group [mailto:Mike H]
Sent: Wednesday, April 20, 2011 1:12 PM
To: Jim
Subject: Jane's system: Panel was Disarmed by Keyfob Two at 1:12 pm

Jane's system: The Panel was Disarmed by Keyfob Two at 1:12 pm on Wednesday, April 20 2011.

This is a monitoring message from Central Security Group. Log in at <https://www.alarm.com> to manage your security system and view other recent activity.

Alarm.com. Keeping people connected to their security systems. Anytime. Anywhere.

Ref: M66712676

-----Original Message-----

From: Central Security Group [mailto:Mike H]
Sent: Wednesday, April 20, 2011 12:54 PM
To: Jim
Subject: ALARM (Jane's system): An Auxiliary/Emergency Panic Alarm was reported at 12:53 pm.
Importance: High

Jane's system: An Emergency Panic Alarm was reported by the Panel keypad at 12:53 pm on Wednesday, April 20 2011.

This is an alarm message from Central Security Group. Log in at <https://www.alarm.com> to manage your security system and view other recent activity.

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Ref: A24098695

-----Original Message-----

From: Central Security Group [mailto:Mike H]

Sent: Wednesday, April 20, 2011 12:46 PM

To: Jim

Subject: ALARM (Jane's system): The Shed Three Door reported an Alarm at 12:46 pm

Importance: High

Jane's system: The Shed Three Door reported an Alarm at 12:46 pm on Wednesday, April 20 2011.

This is an alarm message from Central Security Group. Log in at <https://www.alarm.com> to manage your security system and view other recent activity.

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Ref: A24098401

-----Original Message-----

From: Central Security Group [mailto:Mike H]

Sent: Wednesday, April 20, 2011 3:21 PM

To: Jim

Subject: Jane's system: The Motion Detector reported a PENDING Alarm at 3:21 pm

Importance: High

Jane's system: The Motion Detector reported a PENDING Alarm at 3:21 pm on Wednesday, April 20 2011.

What is a "**Pending Alarm**" event?

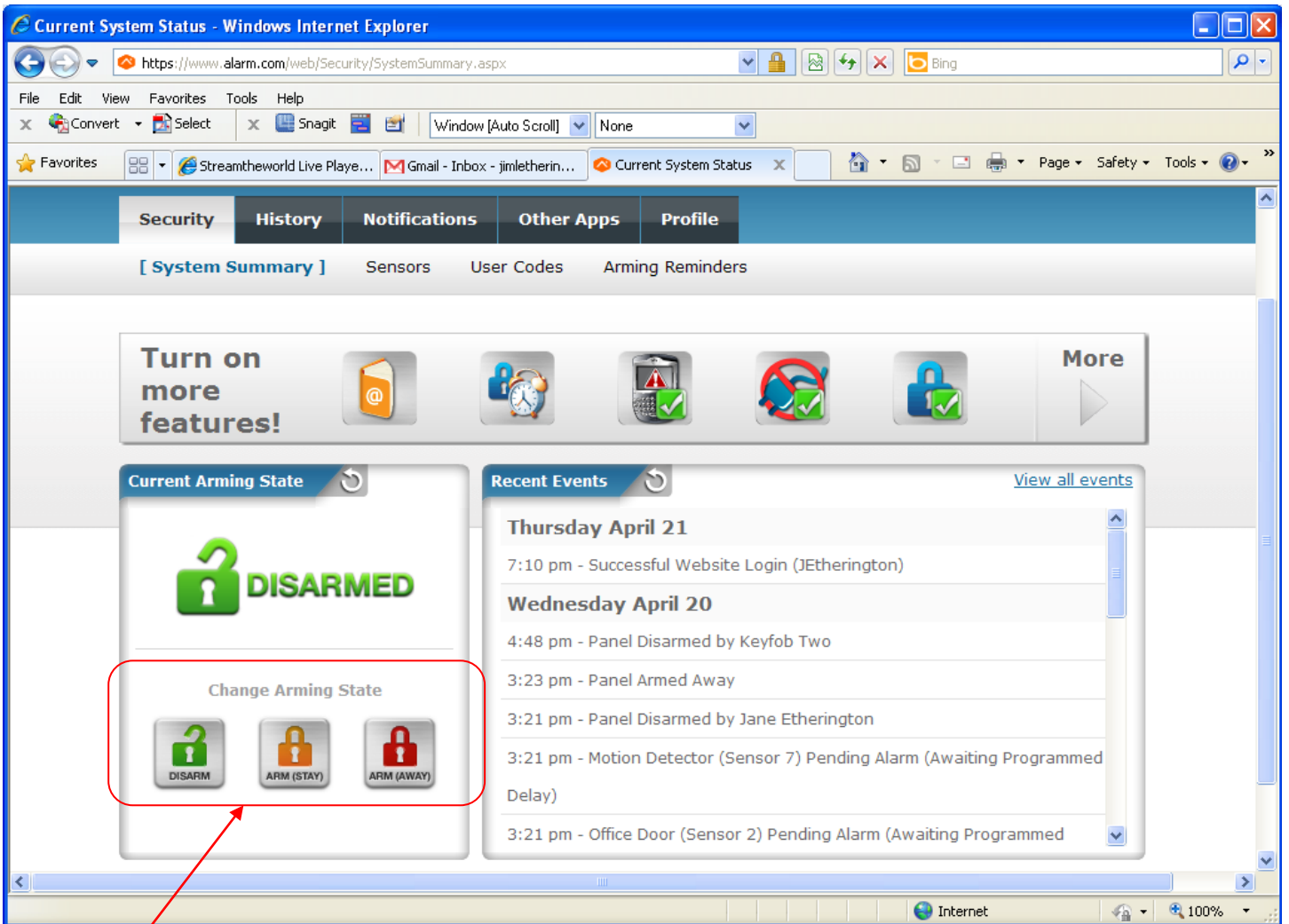
To prevent false alarms from being reported to the central monitoring station and possibly resulting in an unnecessary police dispatch, most security systems today are programmed with a "Dialer Delay". That means that after an alarm is tripped, the system waits (usually 15-45 seconds) before attempting to report the alarm to the central monitoring station. (Note that Dialer Delays do NOT apply to fire/smoke alarms.) Unfortunately, that delay could give an intruder enough time to break in and smash or otherwise disable your control panel, preventing it from reporting the alarm once the delay expires. To prevent a "Crash & Smash" intruder from completely disabling your security system during the programmed Dialer Delay, your system will send a "Pending Alarm" signal to the offsite operations center as soon as the alarm is tripped. This tells the operations center that a Disarm event or an Alarm event should be expected from your system within the next several minutes. If neither one of these events is received, then the operations center will issue a second, "Suspected Alarm" event and handle the original pending alarm event as a real alarm. If a Disarm event is received within the expected timeframe, then the Pending Alarm will be logged but will not generate any alarm notifications. If an Alarm event is received within the expected timeframe, then the Alarm event will be handled following standard alarm reporting procedures for your account.

This is an alarm message from Central Security Group. Log in at <https://www.alarm.com> to manage your security system and view other recent activity.

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Ref: A24105133

A few of the [Alarm.com](https://www.alarm.com) features displayed on a computer monitor:



Change arming online or from your phone!!!

So many cool applications and things you can do from a phone or computer!

[Help](#) | [Contact Us](#) | [Logout](#)



You are logged in as **JEtherington** to **Jane's system** ↻

Security | **History** | **Notifications** | **Other Apps** | **Profile**

System Summary | **[Sensors]** | User Codes | Arming Reminders

Sensors

The sensor names below are used to refer to the system's sensors on the website and in notifications. (Note: Changing the names below will not change the sensor names in the security control panel.)

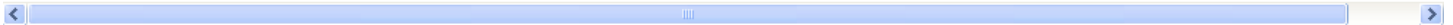
Panel

	Sensor Name	Status	Type
1	<input type="text" value="Gates"/>	Ok	Door/Window
2	<input type="text" value="Front Door"/>	Ok	Door/Window or Glassbreak
3	<input type="text" value="Windows"/>	Ok	Door/Window or Glassbreak
4	<input type="text" value="Sliding Glass Door"/>	Ok	Door/Window or Glassbreak
5	<input type="text" value="Garage Doors"/>	Pending	Door/Window or Glassbreak
6	<input type="text" value="Side Door"/>	Ok	Door/Window or Glassbreak
7	<input type="text" value="Motion Detector"/>	Ok	Motion
8	<input type="text" value="Smoke"/>	Ok	Smoke/Heat
51	<input type="text" value="Bedrooms, Bathrooms, Living room"/>	Ok	Silent Portable Panic
52	<input type="text" value="Keyfob Two"/>	Ok	Silent Portable Panic

[Save](#)

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You are logged in as **JEtherington** to **Jane's system** ↻

Security | **History** | **Notifications** | **Other Apps** | **Profile**

[Address Book](#) | **[Alarms]** | [Arming](#) | [System Events](#) | [Central Station](#)

Alarms

Use the checkboxes to turn on Alarm Notifications for each recipient.

Name	Recipients	
Jane Etherington	JimEtherington@astound.net	<input checked="" type="checkbox"/>

Save

Use the checkboxes below to turn on alarm notifications for specific sensors and event types.

Sensor-Specific Alarm Notification Settings

[Intrusion Sensors](#) (e.g. Doors, Windows, Motions, Glassbreaks)

If the sensor reports an **ALARM**, then:
EMAIL/TEXT

Gates	<input checked="" type="checkbox"/>
Front Door	<input checked="" type="checkbox"/>
Windows	<input checked="" type="checkbox"/>
Sliding Glass Door	<input checked="" type="checkbox"/>
Side Door	<input checked="" type="checkbox"/>
Motion Detector	<input checked="" type="checkbox"/>
Bedrooms, Bathrooms, Living room	<input checked="" type="checkbox"/>

[Fire Sensors](#)

If the sensor reports an **ALARM**, then:
EMAIL/TEXT

Smoke	<input checked="" type="checkbox"/>
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[Panic Sensors](#)

If the sensor reports an **ALARM**, then:
EMAIL/TEXT

Panel Alarm (e.g. keypad panics, duress panics, tamper)	<input checked="" type="checkbox"/>
Keyfob One Panic	<input checked="" type="checkbox"/>
Keyfob Two Panic	<input checked="" type="checkbox"/>

Save



You are logged in as **JEtherington** to **Jane's system** ↻

Security | **History** | **Notifications** | **Other Apps** | **Profile**

[**Mobile Access**]

Mobile Access

On the go? Monitor and control your system from the road with these free tools for mobile device users.



Mobile Apps

iPhone

Download the free Alarm.com App for your iPhone/iPod touch (OS 2.2 or later). [Click Here](#) to download it via iTunes, or just search for "Alarm.com" in the App Store.

BlackBerry

To download the free Alarm.com App for BlackBerry, visit www.alarm.com/bbinstall from the web browser of your compatible BlackBerry device. (Requires OS 4.2.1 or later. Compatible with the BlackBerry Curve, Pearl, Bold, and 8800 series devices.)

Android

To download the free Alarm.com App for Android (compatible with Android OS 1.6 or later), visit the Android Market from your device and search for "Alarm.com". Or, use your Android device's barcode scanner app to capture Alarm.com's [Android app barcode](#). Leading compatible Android devices include Google Nexus One, HTC Dream (G1), HTC Magic (myTouch), Motorola Droid, and Motorola Milestone models.

Mobile Site

Have web access on your cell phone? Just open its web browser and go to the Mobile Site URL (m.alarm.com) to log into your account. The Mobile Site includes many features of the primary website and is specially formatted to fit your mobile screen.

Lost your mobile device?

Disable Automatic Login for this account so a valid login and password will be required the next time someone attempts to access it from any mobile device.

Disable Automatic Login to this Account for:

All Logins

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