



SHIVER

SECURITY SERVICES
Central Station Procedures
Digital

Please take time to review the following Central Station procedures. It is vital that all employees with access to your security and/or fire system follow these procedures. Knowledge of this information will assist in keeping false alarms to a minimum. Therefore, we can continue to keep our Police and Fire Department responses as fast as possible.

Your security and safety is improved by keeping the following information CONFIDENTIAL.

If you accidentally set off your alarm:

1. Reset the alarm if possible (this will let us know that you or another employee set off the alarm).
2. **Dayton: Call the Central Station at (937) 461-4194 or (888) 242-5586.**
3. **Cincinnati: Call the Central Station at (513) 618-3282 or (888) 242-5586**
4. Identify yourself with your pass code or code word.

Please use the numbers above for all contact with the Central Station relating to service, call list, and testing your security and fire service.

For sales, customer service, billing, or office matters please use the numbers below.

Dayton Voice: (937) 425-6525 or (877) 577-5591
Cincinnati Voice: (513) 618-3285 or (877) 577-5591
Fax: (937) 228-8026
Email: centralstation@shiversecurityservices.com
Web Site: www.shiversecurityservices.com

Police Dispatch

Our policy is to dispatch the Police unless we get in touch with an authorized person providing the proper Access Code within two (2) minutes of the alarm signal.

Fire Dispatch

Fire authorities are dispatched immediately upon receipt of the fire alarm signal per the Fire Code. Please notify the Central Station prior to any testing of your fire alarm system.

Duress Feature

This feature allows you to signal the Central Station that you were forced to disarm your security system. The Police may respond to this as a hostage type situation. This signal is silent and will not show that an alarm has been tripped. Please be careful not to assign your new code similar to the duress code. This could cause an accidental duress signal on your system.

Equipment Manufacturer's Suggestions:

The Equipment Manufacturer suggests no less than one (1) test every thirty (30) days since failure in electronic devices is not always obvious to the user. We also suggest that you test your security system once per month and whenever your telephone service has been changed or serviced.

Cincinnati & N. Kentucky 6404 Thornberry Court, #410 | Mason, Ohio 45040 | P: 513.618.3285 | F: 513.719.4050

Dayton and Springfield 1400 Cincinnati Street | Dayton, Ohio 45408 | P: 937.425.6525 | F: 937.228.2573

Toll-free: 877.577.5591 | www.shiversecurityservices.com