

Do You Need Alarm Monitoring?

If we're not watching, who else might be?

Can you depend on a neighbor 24 hours a day to call the proper agency if your alarm system is triggered, preventing serious loss due to a burglary or fire? *Probably not.*

Typically a bell or horn is used to alert you when your system detects an alarm condition. Your security system is designed to report a variety of signals and is much more effective when connected to a Central Station facility like GMS. Our staff of security professionals is trained to be fast and accurate when verifying alarm signals and notifying the proper authorities. By using sophisticated computer and telephone systems, we send help quickly, or within seconds of the alarm's activation. You can rely on GMS to provide you with the superior service and professionalism you deserve.



How Does Alarm Monitoring Work?

Your local alarm dealer, working in conjunction with GMS, utilizes state-of-the-art computer technology to monitor your alarm system 24 hours a day, 365 days a year. When your security system detects an alarm, it transmits specific coded signals via your existing telephone line or optional cellular or radio link to our fully computerized, Underwriters Laboratories listed alarm monitoring central station. Within seconds your personal account information containing specific instructions is displayed for our dispatchers, allowing them to notify whomever you have designated. This may include police, fire, medical personnel and even friends and relatives. There are a wide variety of detection systems available, that range from burglary, panic or hold up, fire, medical and environmental to name just a few.

Who is General Monitoring Services?

General Monitoring Services (GMS) has been providing alarm monitoring services to you, the subscriber, through professional alarm dealers since 1987.

What services are provided?

GMS provides alarm system monitoring for residential as well as commercial subscribers by way of the independent professional alarm dealer. Emergencies such as burglary, panic or hold-up, fire, medical and even environmental conditions may be monitored for dispatch purposes. Your security professional can program your system to provide power failure, low battery supervision and even report when your alarm system was armed or disarmed and by whom. Please consult with your professional alarm dealer for your individual requirements.

How will alarm monitoring benefit me?

You will benefit knowing the alarm system's call for help will save valuable time when seconds count, providing emergency response whether the premise is occupied or not. It is possible that you may receive a discount on your insurance premium by having a security system monitored by GMS.

What is "pass code" and how does it work?

A pass code is used to identify and verify individuals authorized to use your security system. When contacting the alarm monitoring central station, all persons will be asked to provide their name and pass code for proper personal identification. All users of your system may have a personal and unique pass code.

What is a "responsible parties list" and what purpose does it serve?

A "responsible parties list" is a list of individuals who you have designated to be notified in the event of an alarm. These individuals should be instructed on the proper use of your system and may have keys to your home or business. Prior notification should be given to each of the responsible persons you would like on your "responsible parties list."

How do I update my "responsible parties list?"

Contact your alarm dealer whenever updates are required. Keeping information up to date will ensure the right information gets to the right people as quickly and efficiently as possible.

How can the Central Station help prevent false alarms?

We will attempt to verify all questionable alarm signals in order to reduce unnecessary emergency agency responses. Working together we can provide a secure environment both at home and at work.

Your security professional can answer any further questions you may have regarding your alarm system or our monitoring services.

