

## Monitoring Capabilities

---

EMERgency24 has been the leading provider of alarm monitoring services since 1967. We provide independent dealers the ability to offer the widest variety of security monitoring services.

For this reason, EMERgency24 is consistently rated as the "most preferred" in surveys of alarm installation companies.

## Burglar/Panic Alarms

---

Security system end-users who have burglar alarm systems monitored by EMERgency24 have a nationwide team of operators ready at a moment's notice to dispatch emergency responders should there ever be a need. Trained for both commercial and residential alarm systems, EMERgency24 monitors understand that end-users look at us as an extension of their alarm dealer. As such, each alarm scenario is examined thoroughly to ensure the proper actions are taken and that every communication is accomplished in the utmost courteous manner.

## Fire Alarms

---

As an Underwriters Laboratories Central Station, EMERgency24 offers fire alarm monitoring services to provide peace of mind to home and business owners who want a national team of monitors looking after life and property housed within the protected facility.

In addition to fire alarms, EMERgency24 monitors supervisory signals for sprinkler malfunction and trouble signals indicating electrical malfunction. Alarm signals immediately prompt a dispatch call to the local fire department while personnel from the protected property and the alarm dealer are notified of supervisory and trouble signals. EMERgency24 maintains records of all signals received and our state-of-the-art systems are tested regularly, inspected and maintained by qualified professionals.

To comply with the U.S. National Fire Alarm Code, EMERgency24 also issues a certificate or placard, establishing third-party verification of its services.

## Video Monitoring

---

EMERgency24 brought video monitoring to the industry forefront by being the first company to synchronize the alarm signal with the video at the central station. Since then, EMERgency24 has developed several ways to incorporate video into a security system that best serves the end user. These include Video Verification, Video Guard, Video Guard Tour & Video Gate.

[Learn more about video monitoring](#)

## Two-Way Voice

---

Two-Way Voice (TWV) capability allows EMERgency24 monitors to initiate a conversation over a two-way communicator at the home immediately after the receipt of an alarm signal.

The EMERgency24 operator will announce that they have received an alarm signal and attempt to discuss the situation with the homeowner.

If there is no answer, the operator will repeat that they received an alarm and listen again. If there still is not a response, the operator will process the signal in accordance with the alarm condition's specified callback option, as defined by the security dealer.

For alarm owner safety, Hold-up and Panic signals result in a "Listen-in Only" response by the operator, meaning the operator will not speak. Should the operator hear anything that may be relevant to the police, this information is immediately relayed to the authorities when reporting the alarm.

## Gas Detection

---

Ideally, natural gas burns in an appliance completely and efficiently, mixing with the oxygen in the air to produce harmless carbon dioxide (CO<sub>2</sub>) and water vapor. But if conditions aren't right, the natural gas won't combust completely, giving off deadly fumes of carbon monoxide (CO).

There are also dire consequences should there be a natural gas leak where a pocket of combustible fumes collects in concentrated form. Should an appliance, such as a water heater, generate a spark when kicking on, this could be ample ignition to cause an explosion.

These examples show the importance of having a monitored gas detection system to guard against tragedy.

[Learn more about gas detection](#)

## Mechanical Failures

---

When the your customers' life safety or assets are dependent upon the continued operation of mechanical devices, EMERgency24 has the capability to immediately inform onsite personnel and others from a call list about interruptions so that these situations have minimal impact.

## Environmental Monitoring

---

Whether it is for a home or business, the detection of potential environmental trouble can save irreplaceable assets and minimize headaches for end users who would otherwise have much bigger problems to deal with had the situation gone unnoticed.

EMERgency24 has the ability to monitor almost any environmental detectors/devices as simple as temperature gauges or as complex as monitoring radiation levels at a nuclear plant.

- Temperature: Monitor highs and lows within area or whole facility.
- Humidity: Track the level of moisture in the air – highs and lows.
- Chemicals: Alert end-users of chemical conditions – even the absence of a chemical.
- Water: Can minimize extensive damage to a facility.

## Open/Close Supervision

---

Business owners benefit from EMERgency24's Open/Close Supervision service that alerts when they system has been disabled or armed outside of specified hours. Your customers' established open and closing times will govern this service so management can track its employees' arrival and departure times. The way the Open/Close Supervision works is that a call is made by the EMERgency24 monitors to advise when the conditions have been violated.

For added convenience, customers will have a password to override the time schedule. Also, future temporary changes for holidays can be input up to 12 months in advance via our online dealer center.

## Autotesting

---

Autotesting verifies alarm system connection to the appropriate EMERgency24 alarm receiver by transmitting a test signal at a specific time. The alarm system owner will be notified should EMERgency24 not receive the expected "autotest" signal from your system.

## Elevator Monitoring

---

EMERgency24 offers two-way voice monitoring of elevators in the event that a car may become disabled and occupants are trapped. To be able to identify the specific bank of elevators within a building, a special account number is required for each elevator that is monitored.

## Emergency Call Button

---

EMERgency24 offers Emergency Call Button monitoring service that is ideal for parking garages, open campus space or stairwells to provide a means of calling for emergency help should it ever be needed.