



Facts & Commonly Asked Questions

1. About the alarm monitoring:

Our monitoring company, Criticom Monitoring Services, is a UL Listed Central Station, meaning that our central station has met nationally recognized standards for safety. CMS has redundancy for their monitoring systems, meaning they have duplicate sites that they use to monitor the signals received from your system. Central stations are located across the US in Cypress, California, Denver, Colorado, Longwood, FL, and Manasquan, New Jersey. This provides back up in the event one of the sites experiences a catastrophic event or failure, the other sites remains active so your system never goes without monitoring service.

IconiPro programs all our customers systems to perform a daily test to ensure that your system is working properly and in communication with our monitoring company. This test is done automatically every 24 hours and should there be an error or the test is unsuccessful we would know and can contact you to coordinate troubleshooting service.

2. Help! I have my security system, but don't know/remember how to use it!

Relax, our technicians are knowledgeable and friendly and can give you a refresher course on how to use your security system. Please give us a call and we can coordinate a visit with one of our technicians or can walk you through it from our office.

3. What do I do if I accidentally set off my alarm?

This is more common than you think. Mistakes can happen while entering your code into the panel or maybe your fire alarm was set off from trying to achieve the perfect level of tan on your toast. If this occurs, just call Criticom Monitoring Service at 1-800-432-1429. Let them know your name, general password for your account, and a brief description of what set off the alarm. Please be sure to create your general password on the Customer Information Form (CIF) included in this packet.

4. How does IconiPro respond to an alarm signal?

Each system is different and we can custom design a response to meet your specific needs. Generally the site is called first, followed by the contact list you provide to us with your Customer Information Form. We will dispatch the authorities if instructed to at any time by someone on the call list. If we are unable to reach anyone on your contact list we will then dispatch the proper authorities based on the signal received.

5. What if I live outside of the city?

In some areas of the coast, systems may fall under the local sheriff's department for alarm response. Due to budget or personnel constraints they might not be able to provide an adequate alarm response. There are several private guard services along the Oregon Coast that offer additional services such as do a walk around of your site and ensure that it is secure, and stay on site until the authorities arrive if needed. Guard service companies along the coast include the following companies:

- Depoe Bay Home Watch, Inc. servicing all of Lincoln County.
 - Don Jones don@depobayhomewatch.com 541-961-0032
- TCB Security servicing all of Lincoln County.
 - Business Office security@tcbmanagement.com 541-265-5265
- Oregon Coast Home Watch covering Otis, Neskowin and Pacific City.
 - David Hofer info@oregoncoasthomewatch.com 360-513-5622
- Cabin Cop servicing the Netarts and Oceanside area
 - Brent Collier CabinCop.Brent@gmail.com 503-801-3233
- North Coast Watchmen Services Servicing the Manzanita and Neahknanie
 - Stacey Jacobsen & Bob Calkins keysters@hotmail.com 503-368-5968

6. Why would I need a key box?

Key boxes are a box that is attached somewhere on the exterior of your site which requires a 4 digit code to open in order to have access to the keys inside. Key boxes are a great way to give emergency responders access to your site without having to be there. We are able to pass your key box code to emergency responders via the central monitoring station if the emergency responders have reasonable cause to enter the site. We can also use this key box with your permission to perform service on your system while you are out. We can install a key box for you, or use your own existing key box. To opt in for this service, please mark it on your Key Response Options page. There is a fee associated with this service.

7. How does the alarm system work?

A basic alarm system consists of 3 main parts, sensors, panel and communication medium. Devices vary depending on the need and type of system. The panel is the brain of the system and is programmed by our technicians to do predetermined actions based on the system. The communication medium is the phone line, cellular communicator or internet system that is used to get the signal from your system to the central monitoring station. The different devices of your system, smoke detectors, motion detectors, door contacts, and others all send their signals to the main panel. The panel transcribes the signal(s) received from the various sensors and compiles a packet of information containing which sensor tripped, at what type, and what kind of signal it was. It shoots this packet of information out to the central monitoring station via a telephone line, cell phone or internet signal where it is received and acted upon in the predetermined manner. All this happens in a matter of seconds!