

Transition to new monitoring company

We are upgrading to a new monitoring system, which is great news for you! With the new system, you will have even more tools at your fingertips!

Here is a list of the new features:

Account information updates

You can update your account information directly from the Alarm.com Mobile App. The account information that can be updated includes:

- Name
- Address
- Panel Type
- Time zone

Emergency contact management

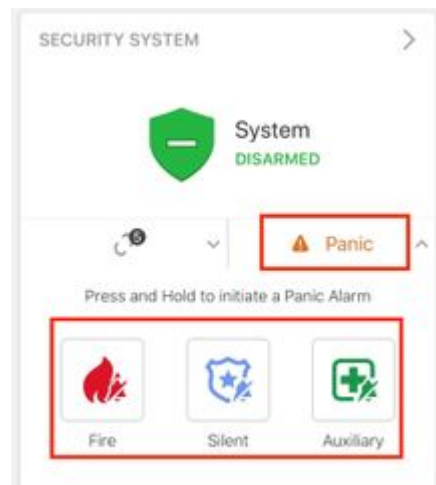
When you update your emergency contact information on the Alarm.com Mobile App or Customer Website, the information is automatically updated in the monitoring system. The emergency contact information that can be managed includes:

- Location phone number
- Verbal passcode
- Name
- Phone number
- Phone type
- Call order (the order in which we will notify people in case of an alarm.)

Panic alarm

Within the Alarm.com app you will be able to trigger a panic alarm. You will have three options for which kind of panic alarm you want to trigger:

- Fire Alarm
- Silent Alarm
- Auxiliary Alarm



Manage system test mode

Now you can place a system on/off test using the Alarm.com mobile app. For more information on putting a system on test contact our office. (260) 482-2844

Zone Sync

When new devices are added or removed from the system, the zone list will be automatically updated.

Cancel / Verify

You can quickly decide whether the alarm was an accident or if help is needed, allowing for safer dispatching.

When an alarm event occurs, you will see a *Cancel/Verify* alarm card at the top of your home screen in the app. You can quickly scroll to review their images or videos, while the alarm card remains at the top.

Hold either the **False Alarm** or **Confirm Alarm** button for three seconds to verify need to dispatch or cancel responders.

For more information about Cancel/Verify contact our office (260) 482-2844