

Answering an Alarm Call - VM3COP20.18

If you get a Phone call from the Keybury Alarm Monitoring Centre, usually telephone number 0844 879 1719. The call starts with a recorded message that tells you that the alarm is going off at Viamed Ltd and asks you if you are able to attend. At this point you press 1 if you can attend and 2 if you can't.

If you press 2 or do nothing it will hang up and call the next person on the list. If no one can come in it will go back to the start of the list and call everyone back.

After pressing 1 you will be put through to an operator that may ask for the password, this is Diver and then tell you if it is a single alarm activation or if more than one sensor has been tripped. If it is a single then it is a fault or a door has blow open but not an intruder.

If it is a double, or more, sensor activation, the police will have been called as well. This is because a multiple activation implies that someone is probably inside moving around setting off sensors, in which case you should go, but wait until the police arrive. As they will check the building is safe before you enter. The alarm box should indicate which sensor have been tripped and the police will want to walk around the building with you.

I suggest you contact DL / HL / JSL / SN at this point for further instructions.

The most common is the single sensor activation, these can be caused by the wind moving doors or blinds, a door not being shut properly, something falling over or a fault with a sensor.

When you arrive check the alarm boxes in both buildings to see which has gone off. Don't silence it until you make a note of the alarm that has gone off and the area in which it has gone off in. Now you can silence the alarm by swiping the fob over the Tag part of the alarm box in the appropriate building.

Now you need to look in the area that has had the activation, there are plans with these on near the alarm boxes and also up behind Derek's desk. Go to the area and check for things falling over or things that could have set the alarm off. Once the area has been checked and your happy everything appears to be closed/secure. Try to re-set the alarm, it might take one or 2 swipes to get past any error codes.

If the alarm sets normally you can close up the building and go home.

If the alarm refuses to set it will be a faulty sensor or movement in an area you are trying to alarm. There is a phone number on the inside flap of the alarm box - 01535 661197. Ring this number, you will typically be given a follow on number for out of hours service. Ring the follow up number and you will be asked for the location and PASSCODE – Diver. At this point they will ask what the alarm fault says and from this they will usually talk you through what buttons to key into the alarm box to get past the error and / or disable the single faulty sensor. If this is unsuccessful they will send out an engineer. This doesn't happen often.

Alarm contacts are :

Phil Crossley
Cathy and Michael Green
Helen and Derek Lamb
John Lamb
Jonathan Connor
Ryan Swaine
Steve Nixon