

Internet / Cable Telephone Service Frequently Asked Questions

Q: I am thinking about switching to internet / cable telephone service. Does your central station support this service?

A: There is a chance that your alarm signal will be transmitted properly to our central monitoring center, however there is no guarantee that your signal will get through.

Q: What can I do to keep a more reliable connection to your monitoring center?

A: You can retain a basic land telephone line for use with your alarm system. You can also add a backup radio transmitter which sends signals to our monitoring center independent of telephone lines.

Q: Will I have access to 911 services if I switch to internet / cable telephone service?

A: Some internet / cable telephone services provide a connection to 911 services; however, should the cable modem be down or non-functional during a power or broadband internet outage, **you may not be able to dial 911, medical assistance providers or the central monitoring center.**

Q: Will my alarm system work during a power outage?

A: Your alarm system has a backup battery which should keep your system functional for several hours, depending on the number of alarm devices in your system. Should the alarm activate during a power outage, the signal will not be transmitted if your internet / cable service is down.

Q: I already switched to internet / cable telephone service. What should I do next?

A: Call our service department at (516) 433-6960 ext. 5. We will ask you for your password to test your system. Set off your alarm and call us back to confirm that a signal was received. If no signal is received we will schedule a service call to check the telephone connection with your alarm panel. As mentioned above, we highly recommend the retention of a land telephone line or the addition of a backup radio transmitter.