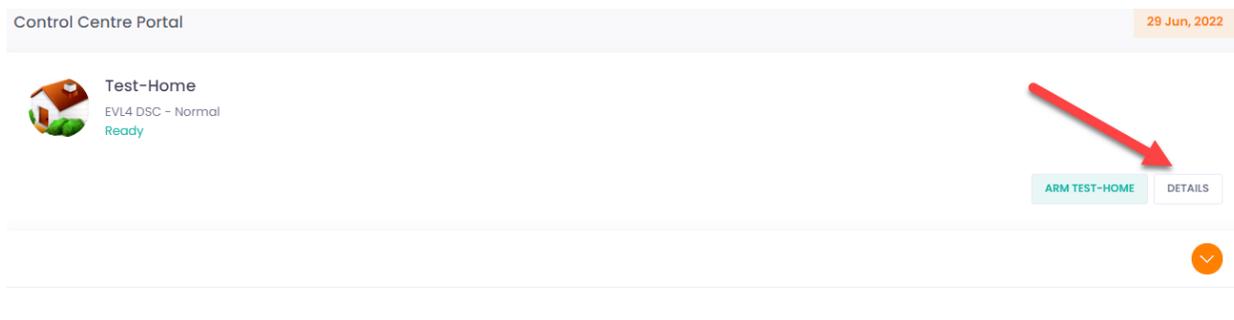


How to Keep Your Monitoring Information up to Date

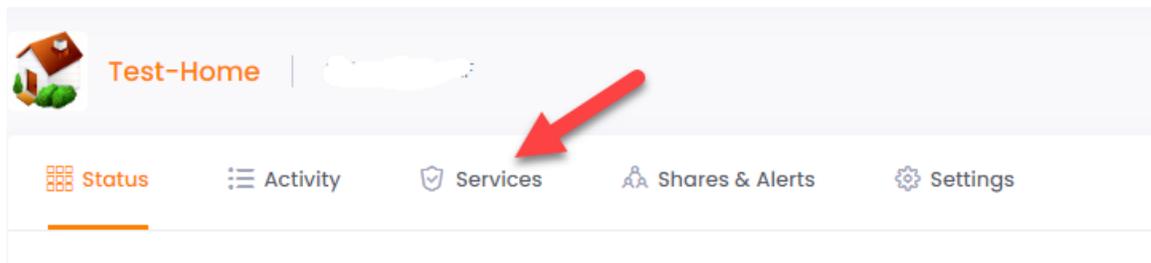
Dear EyezOn Customer

As you can appreciate, keeping your contact and system information up to date allows the Monitoring Station to effectively process any signals being transmitted from your premises in a clear and timely manner. Any changes to your permanent file must be made in writing to avoid any possible misunderstanding in the future. We ask that you do not call the station directly to request changes to your account unless it is to perform a test, some service on the system or temporary change due to a short vacation(week to 10 Days)

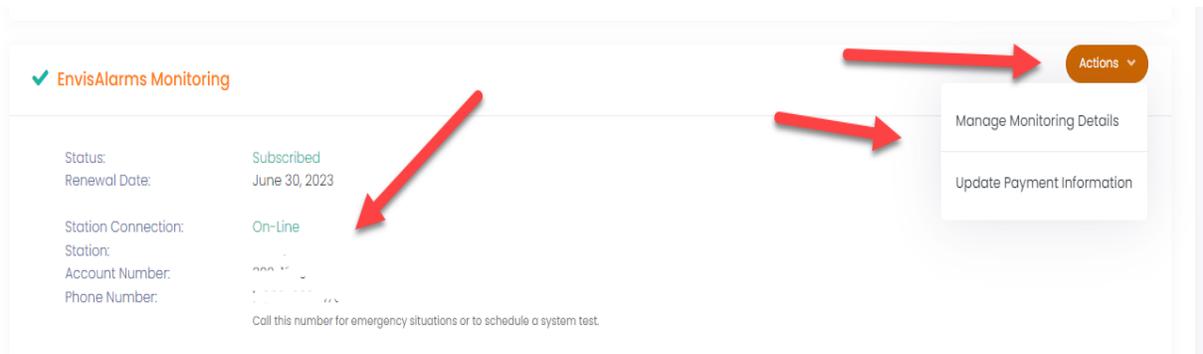
We have provided a quick and simply procedure for you to verify, change or update all your data from any computer in the world 24 hours a day. Change a cell number, update or add Zone information, procedure and contact names. Simply log onto your EyezOn web portal and from the Main page click the details Icon to the far right of the Device you are updating.



Then Click on Services



Under the EnvisAlarms Section you will find the Station Contact Information and your Account Number. Click Actions and you see links to View and Edit your Monitoring Data as well as a link to update Payment details



Clicking on Managing Monitoring Details will display all the information related to the Monitoring of your System/Premises. It is broken down by Sections.

Premise Details: Information on the Site being Monitored



Important - You are responsible for the accuracy and completeness of the following information.

Monitoring Information for Test-Home EVL4 DSC

[← BACK](#)

[+ UPLOAD TO STATION](#)

MAC: 001C2A0249AF
Account #: 302-1000
Last Upload: June 29, 2022, 2:45 pm EDT

General Information

1. Premises Details:

Full Name:

Please enter your full name

Company Name:

If applicable, please enter company name

Address:

Street with number

City:

Country:

State/Province:

Zip/Postal:

Premises/Cell:

Cell phone or premises number

Email:

Please enter your account holder email

Directions To Premises:

Type:

Panel Information: Make and Model of Alarm Panel. Is there Fire Detectors Connected that are not on a Specific Zone

2. Panel Information:

Panel Type:

Vista 20P

i.e. SOLO, Honeywell or DSC (add specific type if known i.e. PCI864)

2-Wire Smoke Detector:

Check if you have any fire detectors that are connected to the alarm panel but not assigned to a zone.

Permanent Comments: Pets on site etc

3. Permanent Comments:

Comment:

These can include fire hazards, any pets etc.

French Speaking Station:

Check if you require a station with French speaking operators.

Procedures: Details on how specific Emergency related events are Handled with areas to modify those procedures if Required

4. Procedures:

Burglary Signal:

Standard: Call Premises/Cell, then Keyholders, then Police.

Burglary Special Procedures:

If different than the standard procedure.

PLEASE NOTE: IF A CANCEL CODE OR OPENING SIGNAL FROM A VALID USER CODE IS RECEIVED DURING THE HANDLING OF A BURGLARY SIGNAL, THE PROCESS WILL CEASE AND THE ALARM WILL BE CONSIDERED RESOLVED.

Panic/Duress Signal:

Standard: Call Premises/Cell, then Police, then Keyholders.

Panic/Duress Special Procedures:

If different than the standard procedure.

Fire Signal:

Standard: Call Premises/Cell, then Fire Department, then Keyholders.

Fire Special Procedures:

If different than the standard procedure.

Authorities: Police and Fire Department Names, City, County, Region Etc and phone number if known but not required. Not 911. When finished Section 5 remember to click Save Premises Information

5. Authorities:

Alarm Permit Number:
Police alarm permit where required

Police Department Name:

Police Dispatch Number:
This will be a police 24 hour dispatch line (not 911). Enter if known or leave blank.

Fire Department Name:

Fire Dispatch Number (if known):
This will be a 24 hour fire dispatch line (not 911). Enter if known or leave blank.

Save Premises Information

Keyholders: Click Actions, Manage Keyholders to Access this Page. From here you can Add new, Edit existing or Delete. Keyholders should be anyone who has access to the location and should have access to the Password or have there own Password. Please make sure full names are entered, we can't assume everyone has the last Name of the Home owner. When finished click Back

Keyholders for Test-Home EVL4 DSC

← BACK + ADD KEYHOLDER

Call Priority	Name	Password	Duress Password	Phone Number	Identifier	Actions
1	Sam Smith	Harry	Fekix	123-456-7890	Cell	 
2	Tom Jones	Kitten	Dog	123-456-7890	Cell	 
3	Test Test	Okay	Fine	1234567890	Cell	 

Zones: Click Actions, Manage Zone Labels to Access this Page. From here you can Add new, Edit existing or Delete. Zone number with the Device or Devices are connected to on the Alarm Panel. Label should be Location and type of Protection such as Front Door, Hall Motion Detector or Second Floor Smoke Detector. When finished click Back

Zone	Label	Notes	Partition	Actions
1	Front Door		1 (1)	
2	Back Door		1 (1)	
3	Hall Motion		1 (1)	
4	Side Window		1 (1)	
5	Basement Window		1 (1)	
6	Main Floor Smoke		1 (1)	

Once Completed review all the Data and Click the Upload to Station Button in the upper right Corner. If you do not finish this step, the Station will not have the Updated information to be able to handle your Account Correctly