

A

Ac Power

AC power is a form of electricity that is supplied from a plug-in transformer and is measured by the number of cycles it produces.

Access Control

Access control is a form of security that restricts access to unauthorised users at predetermined checkpoints, usually doorways, or building lobbies. Varying levels of access can be granted to personnel based on their needs and responsibilities.

Alarm System

A system designed to detect intrusion, such as unauthorised entry, into a building. Residential and commercial, security alarms protect against burglary and property damage.

Alarm Panel

The central unit that controls the sensors and detectors it is connected to. In essence, it is the brain of the entire security system. Each sensor reports to the control panel so it can translate them and determine if they need to be forwarded to the monitoring centre.

Alarm Battery

Batteries are used to power wireless alarm devices or security system control panels as a backup power source or in some cases as a primary source.

Alarm Communication Path or Transmission Path

The alarm communication / transmission path is the method a security system uses to communicate with a monitoring centre. Public Switch Telephone Network or PSTN telephone service was the most common type of communication path used in security systems.

There have been advances in wireless technologies, and other more secure communication paths such as cellular alarm monitoring (GSM/GPRS and IP). Internet protocol (IP) monitoring and dual path (IP/GPRS) monitoring are now the most common communication paths and do not require a hardwired telephone line to be present at the property.

Alarm Device

In addition to the alarm (Control) panel where the security system is controlled, additional peripheral devices can be attached to the panel to detect emergency events and communicate them to the panel. Some examples of devices are glass break sensors, door sensors or reed switches and fire detectors.

Alarm Event

Once an exception event has been detected by a device, an alarm event is communicated to the control panel which forwards the signal to the grade A1 monitoring centre.

Alarm Monitoring Service

Devices that track emergency situations connected to an alarm monitoring centre service which ensures a quick and detailed communication between your premises security alarm system and your alarm monitoring centre, ensuring users are protected at all hours of the day by a professional monitoring centre operator.

Alarm Notification Device/ Siren and Strobe Light

Security systems include an audible and visual component that alerts stakeholders an alarm has been activated. They are designed to be exceptionally loud and bright (e.g. sirens, speakers, strobes, etc.).

Alarm Signal

The first exception event that occurs, once detected, is initiated by an alarm device and transmitted by a control panel to a monitoring centre. Depending on the type of signal and account instructions, the operator will either call the premises, and follow the pre authorised and predetermined alarm response instructions.

Alarm Transmitter

Within the alarm device itself, another electronic device wirelessly transmits an alarm signal from an alarm device to a burglar alarm control panel. Without the transmitter, the detection has no communication path to take.

Alarm Verification

Once an alarm is received by the monitoring centre, depending on the type of alarm, it must first be verified to ensure that an actual intrusion has taken place. One-way operators can investigate this by leveraging an integrated video feed if available, which utilises cameras that are installed in the same area as the alarm device so the operators can review the feed to determine what caused the alarm.

Ambient Temperature/environmental temperature alarms

Within a building space, the ambient temperature measures the environment surrounding an alarm device. In addition to home and commercial automation, temperature measurement is crucial for environmental monitoring where regulation compliance maintains the life of a product.

Armed / switched on

The alarm panel must be armed or switched on, so it is ready to detect an alarm event.

Artificial Intelligence

Also known as machine intelligence, it is a form of intelligence that is demonstrated by machines. Essentially, machines using artificial intelligence are capable of perceiving its environment and taking actions that help it to achieve a goal.

Audible Alarm

Once a predetermined parameter has been broken, and a signal has been sent to the alarm panel, an audible alarm emits a high-pitched sound to alert people in a given area that an emergency situation has occurred or is occurring.

Authority Level

An authority level is a designation that is assigned to each user on a device which determines the specific functions or areas a user can access. For example, not all users are allowed to change core functions in an alarm panel, just as not all people are allowed to access specific areas like homes or areas of an office building.

Auxiliary 24-hour alarms

Programmed to activate different types of alarm signals, i.e. fire door, fire, Hold up, panic, medical alarms they always work, regardless of whether or not the main security system is armed or disarmed.

B

Backup Alarm Battery

If an Alarm (control) panel loses connection to electricity, a back-up alarm battery ensures that a security system will continue to work after losing AC power. Back-up alarm batteries typically power a system for a 24-hour period.

Bandwidth

In an internet connection, bandwidth is the capacity of the transmission medium stated in bits per second and as a frequency. It can also be the amount of data that can be transmitted in a fixed amount of time. For digital devices, the bandwidth is usually expressed in bits per second (bps) or bytes per second. For analogue devices, the bandwidth is expressed in cycles per second, or hertz (hz).

Biometric Code

Used on some locks; provides greater security than a numbered code on a standard lock. Only the individual with the exact fingerprint, dna, or different type of identifying input can open the lock.

Biometrics

An alternative to using passcode access methods, biometrics is the method of identifying an individual based on physiological or behavioural inputs such as matching eye patterns, fingerprints or voice tone.

Blockchain

Originally designed to protect virtual currency transactions, blockchain introduces unparalleled security features that can be leveraged in IOT devices. It uses multiple networks to create a coded message that requires network consensus before it can be changed.

Burglar

Someone who gains unauthorised access to a residential or commercial area to steal items of value.

Burglar Alarm System

An electronic system that consists of alarm devices that are connected to a control panel through a low voltage, hardwire or narrowband rf wireless signal. A burglar alarm system is monitored professionally by a grade A1 monitoring centre.

Burglary

An unauthorised entry of a secure location which results in the damage and/or theft of property.

Bypass

To bypass a zone is to remove it from service by directing the security system to ignore a specified area. A bypass can be automatically removed when the security system is disarmed.

C

Call Verification

After an alarm signal is received in the monitoring centre, the operator calls to verify or investigate whether the received signal is a genuine event or a false alarm. The first call made is to the site where the alarm occurred. If the call is answered, the CMS operator will ask for a

voice code or password. If the person who answered the call cannot be identified or quote the voice code, the operator will ask for the nominated site contact. If the site contact is not there, or the call goes unanswered, the CMS operator will attempt to contact one of the 3 nominated keyholders. Messages will be left where possible and if keyholders are not contactable no further action can be taken unless the monitoring centre has been pre authorised to dispatch a private security response provider.

Caller Id Injection

In order to have calls from the monitoring centre appear to come from the customer-facing company, the wholesale monitoring centre can provide caller id injection (98099222). This service helps increase answer rates and improve customer experience because the name correlates with the company the customer chose to work with.

Carbon Monoxide Detector (Co)

A device that detects the presence of the toxic gas carbon monoxide, a colourless and odourless compound which is lethal at high concentration. If enough carbon monoxide is detected, the device sounds an alarm, giving people in the area a chance to ventilate the area or safely leave the building. Carbon monoxide is produced from incomplete combustion of fossil fuels.

Category 5 (Cat-5) Wire:

A twisted cable that is designed to withstand a high signal rate. It is commonly referred to as cat-5 wire and has since been superseded by the “category 5e” specification. The cat-5 cable is most frequently used to construct computer networks and is also used to carry additional signals such as basic voice services, token ring, and atm data.

Cellular Alarm Monitoring (Wireless GSM/GPRS/IP)

A type of alarm communication path that uses a digital cellular network to send alarm signals from the control panel to a monitoring centre’s cellular receivers. This type of alarm monitoring requires a digital cellular communicator that is hardwired into the security system and a cellular monitoring contract. cellular monitoring does not require phone lines, and there is no chance of the purposeful or accidental cutting of your alarm communication line. Therefore, cellular monitoring is one of the most reliable ways to monitor a security system. cellular devices can also be mobile, providing an opportunity for the Monitoring Centre to monitor the physical location of the devices as necessary.

Central Monitoring Station/Alarm Monitoring Centre

The operations centre where signals are received, and emergency action is taken. Central stations typically monitor security systems, pers devices, fire and gas alarms, as well as a collection of Internet of things (IOT) devices

Central Station Operator/Alarm Monitoring Centre

A person who works in a monitoring centre employed to respond to incoming alarm signals and follow appropriate dispatch procedures. The best central station operators are empathetic, pay close attention to detail and have a deep passion for service.

Central Station / Alarm Monitoring Centre Redundancy

In the unlikely event of a disruption, a Central station/ Alarm Monitoring Centre redundancy ensures that monitoring services continue, even if a major system in the monitoring centre loses functionality. In order to properly protect clients, central station/alarm monitoring centre technology must consist of an advanced array of primary and backup systems that eliminate downtime in the event of a natural disaster or system malfunction, otherwise known as redundancy. Central station redundancy serves as the backbone to any monitoring operation.

Control Panel/ Alarm Panel

The central unit that controls the sensors and detectors it is connected to. In essence, it is the brain of the entire security system. Each sensor reports to the control panel so it can translate them and determine if they need to be forwarded to the monitoring centre.

Communicator

An electronic device that delivers a cellular connection between a security system and the central monitoring station. Cellular communicators have built-in sim cards and leverage pre-existing wireless networks. It sends alarm signals from the security system to the monitoring centre without the need for a PSTN line. Because of its lack of wires, a cellular communicator is much more secure than a traditional wire that can be cut.

D

Detector/ sensor

A sensor that is dedicated to identifying significant changes in environmental factors such as: gas levels, temperature, brightness and sound frequencies. Detectors that belong to a monitored system always communicate to a control /alarm panel.

Digital Subscriber Line (ADSL)

A related collection of technologies that transmits data through a local telephone network ADSL can be used at the same time—and on the same telephone line with regular telephone transmissions—as it uses high frequency, while telephone lines use low frequency. Alarm

communications can be transmitted over ADSL but they require a special filter to prevent interference between the two.

Disarm

The action of turning off the control/alarm panel of a security system. In this stage, none of the sensors will be monitoring alarm events like opening doors, breaking glass, and more.

Dispatch

The operating service that relays event information to security patrol providers or emergency services responders like the fire, ambulance or police.

Door/ Window Contact / Reed Switch

Made of a transmitter and a magnet, the contact sensor tracks the opening of windows or doors and communicates events to the central panel.

Dual Path (Cellular/IP) Communicator

A device that provides both internet protocol (IP) and cellular connection points for alarm monitoring purposes. This type of communicator hardware typically uses the IP path as the primary method because an IP signal can be constantly polled for connectivity. As soon as the IP signal is lost, the alarm communicator automatically switches to the cellular (GPRS) pathway. That method requires the use of a built-in sim card to communicate over an existing wireless network. An IP/GPRS communicator sends alarm signals from the security system to the monitoring centre without the need for a PSTN line. Dual path monitoring is more reliable than monitoring over a phone line because it has redundant signal communication paths.

Duress Code

A silent method of alerting the monitoring centre operator that the user needs assistance without letting the perpetrator know. Using this method, the user enters a four-digit code into the control/Alarm panel keypad that tells the operator to call the premises and perform a welfare check. From the perpetrator's perspective, the code simply disarms the system.

E

Entry/ Exit Delay

When a user enters an area that is monitored by a security system, a built-in delay begins counting to give the user time to enter the required alarm code. Implementing entry/exit delays helps to avoid setting off alarms when it's not necessary. predetermined delays can last 15 to 120 seconds before the alarm signal is sent to the monitoring centre

Entry/ Exit path

An entry exit path in a home or commercial space that is used to enter or exit the premises, without instant alarm activation, (note the entry exit path is void, if an alarm activated within the armed period preceding the disarm).

Environmental Monitoring

Environmental monitoring is a form of monitoring that measures gas levels, light, temperatures or water presence. Each type of sensor measures environmental factors that signal undesired changes and even threats to human health. Some examples of environmental sensors can be found in hospital refrigerators to protect medication, mine shafts to check for deadly gases, manufacturing plants for regulation compliance and even homes to check for flooding.

Ethernet

The most common type of internet network connection point that is commonly used in internet-based alarm systems, and especially internet of things devices.

Expander

A device that extends the capabilities and scalability of a security system. It typically refers to zone expanders which provide additional zones for a security system beyond the manufactured default.

External Sirens

An audible alert system that reaches much higher decibels than indoor alarms. These are designed to alert people in the surrounding area of an alarm event.

F

Facial Recognition

An advanced capability that is now being implemented in security cameras to help law enforcement locate individuals. Facial recognition technology will eventually be able to recognise people and perform several smart functions like adjusting temperature in a room, unlocking doors and even sending emergency alerts.

Fall Detection

A feature in many pers and MPERS devices that tracks critical movement of users to identify potentially harmful falls and tumbles. A controversial feature in the pers industry, fall detection has a great potential to help a lot of seniors, but improvements need to be made first.

False Alarm/unwanted alarm

In the alarm monitoring industry, false alarms or unwanted alarms cost millions of dollars per year. Significant efforts to reduce false alarms or unwanted alarms should be made to avoid unnecessary patrol dispatches, emergency services fines, and keyholder disturbances.

Fingerprint Verification

Refers to the automated method of verifying a match between an individual's fingerprints and stored data on file. Fingerprints are one of many forms of biometrics used to identify an individual and verify their identity.

Fire Alarm

An alarm that is caused by an active fire alarm system that detects smoke, a significant rise in temperature or the effects of fire. A monitored fire alarm system notifies the occupants in a home or commercial space, notifies persons in the surrounding area, summons the fire service, and controls all the fire alarm components in a building. Fire alarm systems include alarm devices, alarm notification devices, fire alarm control panels, fire annunciators, power supplies, and wiring.

Fire Alarm Control Panel (FACP) (coded)

The fire alarm control panel is the central computer or "brains" of a fire alarm system. Related devices on the security system report back to the control panel with supervisory signals and alarm signals. A FACP can be connected with a central monitoring station through the alarm panel.

Fire Alarm Monitoring (coded)

When a fire starts, the installed detection system is designed to alert the occupants of a building and send a signal to the coded fire monitoring centre where it is monitored. Fire alarm monitoring is designed to remove the worry and human error from the people involved in the emergency scenario and deliver fire brigade help as quickly as possible.

Fire Alarm System

A type of security system that contains a fire alarm control panel, alarm devices, alarm notification devices, fire alarm control panels, fire annunciators, power supplies, and wiring. Most fire alarm systems must be designed and installed to the codes of the local jurisdiction because they are meant for life safety purposes.

Fire Annunciator

A fire alarm system device that provides remote control capability of critical system functions such as system reset, signal silence, acknowledge, and drill.

Flood Detector

A security system device that consists of an alarm transmitter and a probe that detects the presence of water. The transmitter can have a hardwired or wireless setup and is typically mounted far above the level water would ever be expected so the transmitter's circuitry is safe. The probe is then mounted a few inches off the ground so that flooding is detected as early as possible.

Freeze Sensor

A security system device that sends an emergency signal when the temperature of a given space drops below a critical point. Different from temperature sensors, freeze sensors are only designed to detect low temperatures. Freeze sensors are most used to monitor rooms with water pipes in order to prevent the pipes from breaking.

G

General Packet Radio Service (GPRS)

GPRS is a packet-based wireless communication service. It is based on the global system for mobile communication (**GSM**) and complements existing services like short message service (**SMS**) and multimedia messaging service (**MMS**).

Geo-fence

A digital perimeter programmed into a geographical area. This can take the form of a predefined set of boundaries or as a radius around a designated point.

Glassbreak Detector (GBD)

A security system device that detects the sound frequency made by breaking glass. A glass break detector houses a highly sensitive microphone that can detect the exact frequency of broken glass. GBDs, along with motion detectors, are devices used for interior monitoring to provide another layer of protection beyond exterior monitoring. One GBD can usually protect every window in a room and should be mounted on the wall across from the windows it is meant to protect. GBDs are preferable over motion detectors when large animals live in the alarms premise, since they work while the security system is in stay mode without causing false alarms.

Global Positioning System

The global positioning system is structured by several satellites that orbit the earth and require cloudless skies to function. GPS monitoring is frequently implemented in pers devices, crash detection and lone worker devices so emergency help can be sent to the “approximate” location of the incident.

GPS Monitoring

A form of monitoring coupled with a remote alarm device that identifies the location of a user’s device after an emergency event. GPS monitoring not only leverages the existing global positioning system network of orbiting satellites but can also use cellular networks to track a user’s location. In a typical monitoring scenario, cellular locating is more accurate because of its ability to track users inside of buildings and even under cloudy skies.

H

Heat Detector

A burglar alarm or fire alarm device that detects a preset high temperature or a rapid rate-of-rise in temperature. Heat detectors can be either electrical or mechanical in operation. The most common types are thermocouple and electro-pneumatic, both of which respond to changes in ambient temperature. If the ambient temperature rises above a predetermined threshold, then an alarm signal is triggered. Heat detectors are better than smoke detectors for areas where smoke would normally be found such as a kitchen or smoking lounge, since they do not produce as many false alarms.

Holdup alarm

An approved dual press device in a fixed location, when a holdup alarm is activated, it sends an alarm to the monitoring centre and requires immediate request of police dispatch. These devices are usually mounted underneath a counter or underneath a bank teller’s workstation so that a person in distress can discreetly activate it. When a holdup switch is activated, it does not create an audible alarm so that the intruder is not made aware.

Hybrid Monitoring

An alternative approach to engaging a professional grade A1 alarm monitoring centre 24/7, hybrid monitoring gives security companies with in-house control rooms the ability to manage site while guards are on shift and divert alarm signals when guards are not.

I

Infrared

A type of alarm detection device that is most often found in motion detectors. Infrared detectors are designed to distinguish changes in electromagnetic radiation as opposed to normal light changes. LEDs used on security cameras often use infrared technology to emit more light.

Installer Code

A four-digit code that is used to access the programming functions on a security system's control panel. Once a user accesses the programming menu, the system can inadvertently be deprogrammed or taken over by competing security companies. It is good practice, therefore, to keep the installer code confidential.

Integrated Service Digital Network (ISDN)

The ISDN is an international communications standard for sending voice, video, and data over digital telephone lines or traditional telephone copper wire.

Internet Of Things (IOT)

The internet of things is a term that describes a network of devices that are connected to the internet. As it becomes more popular, the IOT reduces the number of devices that are connected by wires and increases opportunities for companies to implement innovative ways to improve business processes, monitor more effectively and reduce the chances of manual system takeovers. However, as new technology advances, IOT devices present new challenges as people with nefarious intent can access vulnerabilities in devices to access a network.

Internet Protocol (IP)

A data-oriented protocol used for communicating across a packet switched inter-network.

Internet Protocol (IP) Address

A unique 12-digit code that identifies a computer or device on an IP network. xxx.xxx.xxx.xxx is the format IP addresses take with each group of XS representing a number between 0 and 255. IP networks use the IP address to forward messages between different devices on the network.

Internet-based Alarm Monitoring

An alarm communication path that uses an ethernet connection to send an alarm signal over the internet from the control panel to an alarm monitoring 's IP receivers. This type of alarm monitoring requires an IP communicator hardwired into the security system and internet service and a UPS.

Intrusion

See burglary

Ionisation Detection

A type of smoke detection that is used in most smoke detectors since it is inexpensive and even better at detecting smaller amounts of smoke produced by fires. Smoke detectors using ionisation detection use an ionisation chamber and a source of ionising radiation to detect smoke.

IOT Monitoring (watch this space)

As more devices become internet based as opposed to being connected to traditional transmission paths, IOT monitoring produces additional capabilities that help event monitoring devices do more but also introduces vulnerabilities to the premises.

Ip Video monitoring

A counterpart to traditional CCTV video feeds, IP video monitoring presents new opportunities for security systems to integrate with professional alarm monitoring centres and deliver additional levels of verification during alarm events and new monitoring centre services.

J

K

Key Fob

A remote that can be attached to a key ring and is used to arm and disarm a security system with the touch of a button. Key fob buttons can usually be programmed for many different functions such as: arming panic/medical alarms, granting access to restricted areas, turning on lights and other tasks.

Key Holder

Is an authorised person who can act in the best interest of the premises 24/7. The keyholder must be contactable in the event that an alarm goes off, they will be required to be contactable and willing to receive calls from the monitoring centre operator. They must be able to give instructions if required, be able to competently arm & disarm the alarm system, hold access keys to access the site, and be available to meet with emergency response providers on site when required.

Key Pad

The control centre for the panel in a security or fire system. Typically found at every entry area to an alarmed location, keypads often allow one touch arming and disarming as well among other functionalities. Some keypads are more advanced and are capable of following voice-based commands or have touch screens.

L

Life Safety Device/SOS device

A device that is designed to protect someone's life or property. These devices take many forms. Some of those are: pers devices (medical alert system), fire alarms, panic buttons, deadly gas detection systems, and AED devices.

Local Area Network (Lan)

A collection of computers and other internet-capable devices that share a communication line within a building or collection of buildings.

Local Security System

An intrusion detection system that is not monitored by a professional alarm monitoring centre. It may be a self-monitored system to the user's mobile phone, this should be disclosed to your insurer as self-monitoring is not monitoring and may void insurance policies.

M

Master Code

The most powerful four-digit user code a security system has. It comes with additional privileges that allow the user to delete other user codes among other things.

Medical Alarm System

A life safety system consisting of an electronic device worn on a bracelet or necklace and a base station. It must be capable of two-way voice communication between the user and the alarm monitoring centre operator, (auto dial & answer). Depending on the severity of the situation, the alarm monitoring operator will follow the pre authorised and predetermined response instructions, for example calling nominated keyholders or ambulance service.

Mobile Personal Emergency Response System (MPERS)

A personal emergency response device that allows the user to maintain their monitored status to travel outside of the home. Mobile pers devices are quickly becoming the standard for monitored pers devices because of their mobile nature and geolocation capabilities.

Monitored Security System

A security system that is continually under watch by a professional grade A1 alarm monitoring centre.

Monitored Smoke Detector

Monitored smoke detectors go a step further than normal smoke detectors by adding an extra level of protection to the structure and its occupants. While a local smoke detector will only sound a local siren, a monitored smoke detector sounds a local siren and also sends an alarm signal to a central monitoring station so that the fire brigade can be sent to investigate.

Motion Activated Cameras

A security camera that is set to record based on the detection of motion. These cameras can either distinguish pixilation changes to begin the recording, or they can use built-in motion detectors to activate the recording.

Motion Detector

A security device that uses passive infrared or microwave detection to detect motion in a monitored premise. Some motion detectors are capable of utilising dual technology detection and even have pet immunity to prevent false alarms.

Multimedia Messaging Service (MMS)

A telecommunications standard for transmitting messages that contain multimedia objects such as images, video, audio, or rich text. It is an extension of the sms standard that allows for longer message lengths and is used most often in sending picture text messages.

N

O

Opening/ Closing Reports

A security system that is programmed for openings and closings will send a signal to the alarm monitoring centre every time the system is armed or disarmed. The monitoring centre automatically logs these openings and closings so that the user can monitor the use of his or her security system.

Operating Procedures

See "standard operating procedures"

Optical Detection (Photoelectric)

A type of smoke detection that is better at detecting smoky or smouldering fires as it detects changes in light. When a room fills with smoke there is less light available to the optical sensor in the smoke detector and an alarm is triggered. This type of smoke detector is not as good at detecting flaming fires because there won't be enough of a light change to set off the device.

P

Panic Alarm

A feature in many security systems that allows the user to request immediate assistance with the panic alarm feature. The monitoring centre operator will call the site to confirm a request for assistance is needed.

Partition

A segmented section of a security system. Users can set up partitions so that one area of the system can be armed while the other areas stay unarmed. For instance, a stockroom can be partitioned from the rest of the store so that while people are working, the main areas are unarmed and the stockroom stays protected.

Passive Infrared Motion Detector (Pir)

An alarm device that measures infrared (ir) light radiating from objects in its field of view to sense motion and activate an alarm. Once the PIRr motion detector is installed, it settles into a normal state with a normal temperature. Apparent motion is detected when an infrared source with another temperature, such as a human, passes in front of the PIR detector and changes the normal temperature causing an alarm.

Password

After the central station operator calls the site where an alarm was triggered, the user can provide a word, name, or number to verify its status and authorisation.

Perimeter

An area that is usually assigned to all exterior sensors and contacts connected to doors and windows. The idea behind protecting the perimeter of a home or business is that intrusions can be detected as soon as possible. With interior protection, users don't receive an alarm until the intruder walks in front of an interior protection sensor.

Pers Monitoring

A form of personal protection that tracks a person's personal health status and can be triggered by the user or by the device when it senses a fall. Pers monitoring is a preferred method of personal protection for many seniors who want to maintain their independence and not have to pay to live in an assisted living facility.

Personal Emergency Response System (Pers) Lone worker device / CMS SOS LINK DEVICE

A device that allows a user to send an alert to a monitoring centre when they are in distress. These events often occur after a fall, emergency health event and even personal attack events. Pers devices have even been adapted to help protect lone workers.

Pet Immunity

A feature in motion detectors that enables the system to disregard the movement of animals of a specific size to reduce false alarms. Pet immunity can usually be obtained by reducing the sensitivity of a motion detector so that a large object would need to be present to trigger an alarm. (Typically, 12 kilos and above)

Phone Line Monitoring

An alarm communication path that uses a PSTN line to send alarm signals from the control panel/alarm panel to the alarm monitoring centre to implement this communication style, the user must have access to a standard phone. Users should be aware, however, that phone line monitoring is susceptible to tampering by intruders because all phone lines are exposed on the outside of homes.

Preventative Maintenance

The act of regularly inspecting a security system and its alarm devices to verify that all devices are working properly. Preventative maintenance ensures a security system will work when it is needed.

Proximity Card

A badge, tag, or card that allows a user to access a restricted area when placed close to a card reader.

Proximity Reader

An access control device that controls an electronic lock. When a proximity card is placed near a proximity reader access is granted.

Q

R

Recessed Door/ Window Contact

A door or window contact that is inlaid into the frame of a door or window to match the surface level. This typically consists of a magnet that is drilled into the side edge of the door or window and an alarm transmitter that is aligned with the magnet and inserted into the door or window frame. This form of door contact provides a clean aesthetic since it cannot be seen when the door or window is closed.

Remote Keypad

A control keypad that is not fixed to a wall or control panel. Remote keypads can arm and disarm a security system from a distance. While this form of control is convenient, it provides additional opportunities for unauthorised access and tampering.

Repeater

A device that receives an alarm signal and retransmits it at a higher level so it can travel farther distances without losing connectivity. It extends the communication ranges between control panels and the sensors.

Router

A device that provides IP address routing, network address translation, DHCP functions, firewall functions, and LAN connectivity like a network switch. If the router is wireless, it can also provide connectivity for all wireless alarm devices on the LAN.

S

Security Camera

A device that is used to record activity for an assigned area. These can record onto closed circuit systems or directly onto a cloud server where the recorded footage can be forwarded to a monitoring centre in the event of an alarm.

Security Company

A professional organisation that specialises in installing, servicing, and/or monitoring security systems for residential and/or commercial spaces.

Security System

A system comprising a control panel, sensors and trigger points that monitor for unauthorised behaviour. Most security systems use devices like security cameras, smoke detectors, door and window contact sensors, and motion detectors to prevent property damage and theft as well as protect human life.

Short Message Service (Sms)

A form of telecommunications that transmits and receives text messages through the gsm data channel. Secure sms messages can now be used to connect users on an account to manage alarm events and request or disregard emergency dispatch services.

Silent Alarm

An alarm that is designed to not make any noise in the event of an intrusion.

Siren

A feature in many security system devices that emits a loud, high-pitched sound that scares away trespassers and alerts nearby witnesses that an alarm event has occurred.

Smoke Detector

A device that is designed to detect gas that is created by fires and other hazardous sources. Many smoke detectors are capable of tracking carbon monoxide gas, which is a silent killer and in its natural form is unnoticeable to the human nose.

Standard Operating Procedures

A set of guidelines that help the operations team of a monitoring centre know the most efficient method to react to security alarms. Any deviation from the sops is likely to reduce the effectiveness and efficiency of the monitoring operation.

***Storm Queue SOP**

In order to handle the massive influx of signals that occur because of inclement weather or natural disaster, high-priority signals and phones are given priority over low priority events.

Subscriber Identity Module (Sim) Cards

It stores the service-subscriber key that is used to identify a subscriber for mobile communication devices. The sim card grants the user access to the wireless network of whichever service provider is used based on the chosen service plan.

Supervisory Signal

An alarm signal that monitors an alarm device or alarm control panel. Wireless security system control panels constantly send out requests to all the programmed devices on the system.

When an alarm device does not respond, the control panel sends a supervisory signal to the monitoring centre detailing the device that needs service.

T

Takeover

An industry term that describes the process of reprogramming a monitored security system so that it communicates to a different alarm monitoring centre.

Temperature Sensor

An environmental security system device that sends an alarm when an undesirable and potentially hazardous temperature is reached, or a rapid change in temperature occurs. Temperature sensors are different from freeze sensors because they are able to detect abnormally high and low temperatures.

Thermal Imaging Camera

A camera that is designed to produce an image that shows temperature ranges instead of normal light reflections. Companies like “flir” produce thermal imaging cameras for a variety of applications that require the use of temperature visualisation.

U

User Code

A four-digit code used to arm and disarm a security system. certain security systems allow for multiple user codes so that you can keep track of who armed or disarmed the system.

V

Video Surveillance

A method of security monitoring that leverages cameras and a recording system to track activity in a given area. Video recordings can be stored on a DVR or NVR cloud storage solution and can be retrieved in the event of an intrusion or other emergency. With integrated video solutions, video clips can be forwarded to the monitoring centre.

Video Verification

The process of verifying that an emergency event has occurred by using video clips from a security camera that is in the area that an alarm was triggered. Video verification can eliminate false alarms.

Visual Alarm

A type of alarm that relies on bright flashing lights to warn occupants of a building that an emergency event is occurring. This type of alarm is usually accompanied by an audible alarm so that people with hearing or vision disabilities are all able to exit to a safe area in a timely manner.

W

Water Detector

See flood detector

Wide Area Network (WAN)

A computer network style that covers a broad area (any network whose communication links cross metropolitan, regional, or national boundaries) or less formally, a network that uses routers and public communications links. In contrast with personal area networks (PAN), local area networks (LAN), campus area networks (CAN), or metropolitan area networks (MAN) which are usually limited to a room, building, campus or specific metropolitan area (e.g., a city) respectively. The largest and most well-known example of a wan is the internet.

Wireless Communication

See cellular alarm monitoring

Wireless Security System

A security system that does not use any wires. Each alarm device reports back to the control panel using a rf wireless signal and is typically powered by batteries.

X

Y

Z

Zone

Zones are used to identify which alarm device triggered the alarm event to occur, so that the monitoring centre operators can provide specific information to the responding stakeholder.

Zone Descriptor

A phrase that identifies the type of alarm device connected to a security system as well as the location assigned to that device a PIR in the Kitchen might have a zone description of "PIR Kitchen".

Zone Expanders

Devices that provide additional zones for a security system beyond the control panels default capabilities.

Additional

24-Hour Audible Alarm

An alarm that is usually assigned to a zone containing an panic/emergency button (audible emergency).

24-Hour Auxiliary Alarm

An alarm that is usually assigned to a zone containing a button for use in personal emergencies or to a zone containing monitoring devices (i.e.: water or temperature sensors, etc).

24-Hour Carbon Monoxide

An alarm that is usually assigned to any wireless zone with a carbon monoxide detector. This zone type is always active and cannot be bypassed because of the nature of its role.

24-Hour Silent Alarm

An alarm style that sends a report to a central monitoring station but provides no keypad display or audible alarm sounding at the location.

24-Hour Zone

A zone that is permanently active, 24 hours a day (such as a fire zone).

Operator abbreviations

A/PH MSG - ANSWER PHONE -MESSAGE LEFT

ADV - ADVISED

ATT - ATTENDING

B&E - BREAK & ENTER

CTC - CONTACT

ETA - ESTIMATED TIME OF ARRIVAL

F/UP - FOLLOW UP

ID OK - PASSWORD / VOICE CODE QUOTED

K/H - KEYHOLDER

L/M - LEFT MESSAGE

N/A - NO ANSWER

PREM - PREMISES

REQ - REQUIRED / REQUEST

TOS - TECH ON SITE

TIL - UNTIL

NFA - NO FURTHER ACTION REQUIRED

Event abbreviations	Description
E/E	Entry Exit Alarm
24H	24-hour Alarm Alarm activates regardless of alarm status i.e. fire door
ACF	High Priority Power Fail Alarm
BUR	Burglar Alarm
BYP	Zone bypass alarm
DED	Deadman Alarm - Timer not restarted
DSF	Dialler self-test fail
EOP	Early Opening
EMG	Emergency Alarm
FIR	Fire Alarm
FTC	Fail to communicate Alarm
GSM	Signal Loss or Poll Loss

HUA	HOLD UP Alarm
INV	Invalid Signal- doesn't match data
ISO	Zone isolated - Zone no longer active
LBM	Low battery Maintenance
LBT	Low battery
LFT	Phone Line fault
LMA	Lost Module alarm
LPT	No power to Panel
LTC	No closing signal
LTO	No opening signal
MED	Medical alarm
EOF	Ethernet fail - multipath
GOF	GPRS fail- multipath
TLF	Telephone line fail- multipath
NDM	No movement detected
NOT	Periodic test not received
PAN	Panic alarm
PER	Perimeter Alarm
PRO	Exit Program mode
REF	Refrigeration Alarm

SFA	System failure alarm (plant equipment)
SOF	All polled paths failed
SPV	Panel detected problem with zones or components
STM	STU/TCD to panel failure
TAM	Tamper Alarm
TEM	Temperature Alarm
TLF	Telephone line fail
TOF	TCD off Line (emizon)
TOS	Technician on site program mode
TRB	Trouble alarm
H^A/M^D/F^R	Unrestored Event
E^F/T^F/G^F/T^M	Unrestored Event