Helpful Information for Monitoring Accounts

EM24 is our Central Station Monitoring service provider. Their phone # is 1-855-794-0250.

Contact EM24 directly to put your panel on test. You will need 1) your account # and 2) a valid passcode. You will need your passcode anytime you call in to check signals, put something on test, activate an account, etc. In the unusual case you cannot get through on their main line, a backup number you can reach EM24 on is 1-800-877-3624.

Make changes to your call list by contacting our in-house monitoring admin team.

Email them at **monitoring@integratedprotection.com**, and be sure to include your account number.

Possible Caller ID #s for a Call Coming from EM24 to Customers

If the panel sends a fire alarm, intrusion (burglary) alarm, or trouble/supervisory signal, EM24 will call you. Program these phone numbers into your phone to avoid them being blocked as spam: (773) 777-0707, (773) 725-0222, and (773) 825-5600.

No Autotest Calls

Fire alarm panels send a test signal to the central station on a daily basis. Intrusion panels can send daily, weekly, or monthly test signals. If your panel does not check in at its scheduled time, you will be contacted by EM24. This automated call comes from this number: (773) 825-5600.

If you get an automated call that your panel has not checked in, IPS strongly recommends you call us to have your system checked out. Your panel may not be able to reach the central station in the event of an actual emergency. In other words, the central station will *not* get an alarm signal and thus will *not* dispatch the police or fire departments. Our service departments can be reached at 1-888-265-1211.

Subscribers should be available 24/7!

Subscribers are the two (2) phone numbers you want called in the event of a fire *alarm* or intrusion *alarm* signal. An alarm is defined as a signal that sends the fire or police departments. You may have two subscribers on an account. Subscribers can be a business phone number or a personal phone number. If your business is only open Monday – Friday, 8am – 5pm, *do not* list the business phone or office line as a Subscriber. EM24 will commit to calling two (2) Subscribers immediately upon receipt of an alarm and will try each one three times.

Who are Parties?

Parties are the additional people on your call list. In the event of a fire alarm or intrusion alarm, Parties will be considered a secondary alarm call list. There may be a delay getting to this list as they are considered back ups to the Subscribers for alarm purposes. Parties will be contacted for trouble and supervisory signals (non-alarms). Subscribers may also be on the Party List. In the event of a trouble or supervisory signal, the Parties will be called until the first person answers. Calls for that particular event will then cease.

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Make sure Subscribers and Parties have voicemail boxes set up.

If a person on the call list does not have voicemail set up, the central station cannot leave a message on lower priority issues. This forces them to call you back.

If the central station calls, please answer it.

EM24 will call three times for every signal. If no one answers, they move to the next person. If that contact doesn't answer, they move to the next and so on. They exhaust the list and call back through it again later. Unanswered calls simply lead to more calls, so please answer the first time whenever possible.

If the panel is in runaway, you can stop the phone calls.

Sometimes troubles on the panel happen repeatedly, generating multiple signals. Every signal will create a series of phone calls. If a fire panel goes into runaway (meaning it is sending signal after signal), EM24 will continue to call you. To temporarily stop the calls, you can ask EM24 to put that **condition** on test for up to 30 days. You will need your account number and passcode to do this.

Text Notifications

If you would like to receive text notifications for your account, please visit URSecure.com. Click on the 2-Way Text Notification link and follow the instructions.

UR Secure Mobile App

Manage your system with EM24's mobile app, UR Secure. It is intuitive and easy to use and allows you to put your account on test as well as view signal history. To set up access to the app, contact the IPS monitoring admin team at **monitoring@integratedprotection.com**

If you have any issues...

Please contact us if you have any questions or problems; we cannot fix what we don't know about! Our monitoring admin team can be reached at 1-888-265-1211 or **monitoring@integratedprotection.com**