

# User Guide for Contacts

**This guide answers basic questions for people who may receive alert messages on behalf of a customer of Intamac's monitoring service.**

**People who receive alert messages from Intamac are known as 'Contacts'.**





# What is the Intamac monitoring service?

Intamac monitors security systems, camera systems and other equipment in homes and businesses, using a sophisticated computer system. If something unexpected is detected in the property, the monitoring service automatically raises the alarm to the owner and their Contacts by telephone, SMS text message, and email. An owner can have alert messages delivered to upto 6 Contacts.

## What sort of incident might I be warned about?

You may receive notification of a burglar alarm, a fire alarm, the pressing of a panic button, a flood or a fire or other incident. This depends on what equipment and detectors are installed in the account holder's building. You should clarify with the owner what sort of equipment they have so you know what you may be alerted to.

## What sort of messages will I receive?

As a Contact, you may receive a telephone call, a text message, an email or a combination of these at any time of day. These messages differ slightly depending on what type of equipment has caused the alarm. Each message details the problem, and gives you the name of the account holder and the first line of their address. You are also prompted to respond using a uniquely generated 4 digit number – this number is included in the message. You should follow the instructions supplied in the message to acknowledge receipt.

## What happens if I respond to an alert message?

When you respond to an alert message, the owner and other Contacts who have also received the alert message are sent another message. Known as the Response Received message, it informs them that someone has responded, and gives them your name so they know who it is.

## What happens if I miss an alert message?

Don't worry. If you pick up a message from your inbox or answerphone, first check that there is no Response Received message also stored. If so, this will tell you who has responded to the alert message, and you could try to contact them or the account holder if you wish to help.

## What should I do after responding?

You should try to contact the account holder and/or attend the scene to see if you can deal with the problem. Always approach the property with extreme caution and do not challenge anybody who may be illegally on the premises. If you suspect someone may be on the premises or are in any doubt, remain at a safe distance.

## Should I call the police?

We advise that you should only call the police if you can see that someone is illegally in the property. The police have limited resources and may have other higher priority emergencies to deal with if you call. However they are likely to attend immediately if you can visually confirm that someone is in the building. Do not tell the police that someone is on the site unless you are absolutely certain, as you may be drawing emergency services from a more urgent incident.

## How do I switch off the monitoring?

A Contact cannot switch off Intamac monitoring. Only people who have been given PIN codes for the security system, camera monitoring or other equipment can switch Intamac monitoring on or off. You should speak to the account holder if you feel you will ever need to do this (for example if you are a resident in their home, or work in their business premises).



# Alert Messages

## Alert messages are simple and easy to understand.

All you need to do is read the message and respond as prompted. Example messages are listed below.

### SMS text messages

#### Example 1.

Alarm monitoring.

#### Example 2.

Camera monitoring.

From: Inta-Alert S Crowther 9 Westleigh Office Park  12:24 BA Lounge 12:25 BA Dining Room 12:25 BA Hall  To respond reply using the code 8479	From: Inta-Alert S Crowther 9 Westleigh Office Park  12:24 Motion Detected Dining Room  To respond reply using the code 8479 If you require images reply using the code MMS8479
---	---

If the owner has a camera being monitored, you *may* receive a message as shown in Example 2 above. You can reply using either code supplied. If you have an MMS (picture messaging) enabled mobile phone, you can request for pictures to be sent to your phone by using the 'mms' option.

### Telephone call

Written transcript of telephone call: "This is the Intamac Home Manager service  You are a registered contact for Scott Crowther of 9 Westleigh Office Park.  Please enter 1 to confirm that you will respond to this event. Enter 2 to review the recorded events or enter 3 to listen to these options again.  < '1' entered >  Thankyou for your acknowledgement, we have noted that you are responding to this event."
---



## Email

From: info@intamac.com

Subject: Intamac Monitoring Service - Alert Message

Attached: recorded\_images.asf

This is the Intamac Monitoring Service.

You are a nominated contact for :

Scott Crowther  
9 Westleigh Office Park

The monitoring system at this location has been activated.  
The events recorded are :

08/03/2005 12:24:15 Motion Detected Dining Room

If you would like to respond to this message, please telephone  
08456014808 and enter this code :

8479

Intamac Monitoring Services : [www.intamac.com](http://www.intamac.com)

## What should I do now?

We recommend that you speak to the Intamac monitoring account holder. Decide between you what to do if you receive an alert message on their behalf. If you need any further help, advice or assistance, please contact Intamac ([www.intamac.com](http://www.intamac.com)). Note: Intamac do not provide support during an incident. Our service is designed to provide you with detailed information on an incident so you can make an informed decision on the course of action to take.

For more information about Intamac's services, refer to our website at [www.intamac.com](http://www.intamac.com)



**9 Westleigh Office Park  
Scirocco Close  
Moulton Park  
Northampton  
Northants  
NN3 6BW**

**From May 30<sup>th</sup> 2005:  
Brooke House  
4, The Lakes  
Bedford Road  
Northampton  
NN4 7YD**