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How Does Two-Way Voice Monitoring Work?

Two-way voice monitoring may be considered to help reduce false alarms. During an emergency an intercom is turned on and the monitoring centre speaks through it - challenging the intruder. The dispatcher can be heard throughout the home. (Larger homes may require remote speakers.)

- If the signal is a medical emergency, the dispatcher immediately asks if a medic is required. The dispatcher can stay on the line until the ambulance arrives and gives instructions to the medics. They arrive knowing the situation, who the victim is, the physical condition and how to get in.
- If the signal is a fire, the dispatcher can verify it without anybody needing to come to the phone. If they're asleep, the dispatcher can instruct them to stay, below the smoke.
- If the signal is a break-in, the dispatcher will verbally challenge the intruder.

Care should be exercised when choosing an audible alarm or an externally audible component to the monitored system. Consideration should be given to:

- Alarm systems that sound externally should include a "reset" feature to prevent the continuous sounding of the alarm. The Noise Abatement bylaw prohibits noise that disturbs the peace, comfort, and repose of others at any time.
- What is the likelihood of the alarms being heard?
- What will the response be from the people that would hear the alarms? Will the alarm be ignored, acted upon or treated as a nuisance?