

Communications Matrix **EMERgency** 24

Service	Cellular	IP	Radio Mesh	EM24 Master Reseller	Monitored Video	Access Control ¹	End-User Video ¹	Energy Management ¹	Mobile App ¹
AES/Keltron		•	•	•					•
Alarm.com	•	•			•	•	•	•	•
AlarmNet	•	•		•		•	•	•	• ⁶
Bosch	• ³	•					•	•	•
CHeKT		•		•	•		•		•
DMP	• ⁴	•				•	•	•	•
DSC/C24	•	•		•		•	•	•	•
IP-DACT ²		•							•
ipDatatel/Alula	•	•				•	•	•	•
M2M Services	•			•					•
Napco	• ⁵	•				•	•	•	•
SecureNet	•	•		•		•	•	•	•
Telular	•	•		•		•	•	•	•
Uplink	•	•		•		•	•	•	•

1 Third-Party Interactive Service

2 Honeywell Panels Include Firelite, Silent Knight, Gamewell, and Notifier

3 Wyless

4 SecureCom

5 StarLink

6 TotalConnect



Communications Matrix **EMERgency**

AES/Keltron: Emergency24 offers several options for integrations for this radio mesh network technology, from joining an existing EM24 AES/Keltron mesh network, to moving your current AES/Keltron mesh network, or starting your own exclusive radio network.

Alarm.com: Alarm.com was one of the first relay services to embrace a user-centric concept. Having two-way voice options and utilizing Z-Wave allows for expansive home automation solutions, in addition to upholding the high supervision levels required by UL commercial fire accounts.

AlarmNet: AlarmNet's innovative solutions have maintained industry dominance for decades. Concentrating upon creating robust communicators which incorporate the latest available technologies, AlarmNet also ensures that all NFPA and UL standards are met and often surpassed.

Bosch: Bosch's NetCom design allows for both IP and Cellular signal delivery in a timely manner. Customizable supervision levels will ensure system functionality and meet any expectations of AHJs or Insurers.

CHeKT Video: CHeKT's Bridge is a new concept in video verification, with options for professional monitoring or giving the end-user the ability to view the video and make that crucial decision to dispatch or cancel based on their own experiences.

DMP: As a leader in High-Security systems, DMP was one of the first to explore IP as a viable option for replacing traditional telco. Now with both IP and cellular solutions, as well as programmable supervision levels, DMP will meet your High-Security installs needs.

DSC/C24: DSC and Connect24 provide scalable technologies to meet security needs for a variety of audiences - from single family homes or small offices, to life-safety systems for entire institutions.

Firelite/Silent Knight/Gamewell/Notifier: The IPDACT was designed with Fire systems in mind. 90 second supervision ensures that the IPDACT is in continuous communication with the Teldat receiver at our central station, making sure to meet or exceed most AHJ requirements.

ipDatatel/Alula: With both Cellular and IP options, take-overs and retrofits have become easier than ever. Whether using traditional telco relay or new IP interface, this technology will meet your needs.

Napco/StarLink: Napco provides cellular and IP communications solutions for multiple alarm reporting applications. With high supervision levels (including commercial fire), and several options which support dialer capture with IP and cellular, and can report to SurGard MLRs. Napco's iBridge also allows for end user video and a variety of home automation options.

M2M Services: M2M Services provides reliable and cost-effective remote management, connectivity and hardware communication solutions. M2M communicators are designed to be easy to install and operate. The devices come preconfigured and wiring is simple and intuitive. With M2M's online platform, you will have remote access to the communicators for diagnostics and management, thus saving time and boosting your customers' loyalty with superior response time on support issues.

SecureNet: SecureNet's global approach offers multiple options for takeovers - either via directly connecting to SurGard MLRs via the iOtega, relaying through 2GIG Rely, or using Resolution to send signals to the exclusive Emergency24 SecureNet app. Resolution also supports Honeywell, DSC, Interlogix, and Napco lines of product.

Telular: Telguard, Telular's alarm system division, offers a wide variety of solutions - from IP and cellular, to telecom relays to Emergency24. With home automation options and Z-Wave devices, Telguard provides ideal choices for "takeovers," smart homes and commercial fire accounts.

Uplink: Uplink offers a diverse collection of relay services, including telecom, IP, cellular, two-way voice - and now video and home automation. Using Z-Wave and IFTTT technologies, Uplink can provide comprehensive solutions for smart homes, takeovers, or even large commercial fire accounts.

UltraSync: UltraSync is geared toward the smart home, allowing subscribers to tie their alarm system into a full home automation system. Using Z-Wave devices and Amazon Alexa as an interface, this service can be a plug-and-play option for safety and automation, sending signals to the exclusive Emergency24 UltraSync application. Combined with Interlogix and UTC, this solution will grow as technologies advance.

Service Description

AES-IntelliNet long-range wireless mesh-radio technology is designed specifically for alarm communications used in burglary and fire-alarm systems. NFPA compliant and UL listed, AES radios can be a primary communication method for fire subscribers, eliminating the need and cost of phone lines. These devices can transmit full-alarm system signal data and provide flexible installation options for new systems or retrofit of existing systems.

Feature Overview

- ♦ Build your own private mesh radio network
- ♦ A public network is available in the Chicago area
- ♦ No internet carrier failures, cellular outages, or coverage issues — ensuring fast and reliable signal delivery
- ♦ Battery backup to eliminate power outages
- ♦ Scalability enables a service range across municipalities and even multiple counties
- ♦ Ideal for isolated communities with poor cell coverage
- ♦ Advanced network-health diagnostic tools with AES Network Management System (NMS)
- ♦ Precise network routing maps via Google Earth
- ♦ Dialer Capture add-ons for full Contact ID reporting
- ♦ Multiple path routing and dual-path option (with IntelliNet 2.0)
- ♦ Advanced supervision levels
- ♦ No expensive third-party charges
- ♦ Free dealer and subscriber portals
- ♦ UL 864/1610/365/1023/985

Service Applications

- ♦ Commercial
- ♦ Community
- ♦ Education
- ♦ Government
- ♦ Industrial
- ♦ Medical
- ♦ Military
- ♦ Religious
- ♦ Residential



Service Description

Alarm.com is a relay service that enables interactive security, video monitoring, access control, energy management and more via a phone app. Often called, "smart building technology," Alarm.com allows your subscribers to monitor, protect and automate their homes/businesses through a single, intuitive app.

Visualize Trends

- ♦ Monitor open/close trends for each location
- ♦ Identify peak periods of activity and customer traffic

Uncover Activity

- ♦ Pinpoint activity such as unexpected entry after hours, or doors propped open that could cause energy waste or safety concerns
- ♦ Keep a historic timestamp of which users disarmed the system

Simple Interface

- ♦ Single site and multi-site reporting
- ♦ Choose your report schedule and view data daily, weekly or monthly

Sub-services include: IP/SurGard and Two-Way Voice via IP

Feature Overview

- ♦ Home automation (Z-Wave)
- ♦ Interactive apps and video tools for real-time system monitoring by end users
- ♦ Access control featuring remote locks and camera doorbells
- ♦ Cancel/verify alarm signals
- ♦ Access live video and receive clips when the security system is triggered
- ♦ Remote environmental controls
- ♦ Two-way voice and PERS
- ♦ Text and email signal notification via Advanced Interactive Messaging (AIM)
- ♦ Dual reporting via IP and cellular
- ♦ Supervision (24-hour, 12-hour, 6-hour, 4-hour, 1-hour, 5-minute)
- ♦ Distinct and restoral supervision
- ♦ Free dealer and subscriber portals

Service Applications

- ♦ Commercial ♦ Community ♦ Education ♦ Government ♦ Industrial
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AlarmNet

EMERgency²⁴

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Service Description

AlarmNet is a communications solution that uses cellular and IP technologies to route alarm signals to Honeywell's AlarmNet Network Control Center, which transmits the information to Emergency24. The AlarmNet Network Control Center is fully redundant and provides true redundancy and multi-path message delivery to ensure that NFPA and UL standards are met.

Sub-services include: Cellular, IP, Total Connect and Two-Way Voice.

Feature Overview

- ◆ Home automation (Total Connect 2.0, Google Home, Amazon Alexa, Z-Wave)
- ◆ Two-way voice and PERS
- ◆ Access control featuring remote locks and camera doorbells
- ◆ Advanced Protection Logic (APL)
- ◆ Text and email signal notification via Advanced Interactive Messaging (AIM)
- ◆ Dialer Capture add-ons for full Contact ID reporting
- ◆ Dual reporting via IP and cellular
- ◆ Supervision (24-hour, 12-hour, 6-hour, 4-hour, 1-hour, 5-minute, 200-second)
- ◆ Distinct and restoral supervision
- ◆ Free dealer and subscriber portals
- ◆ UL burglary and commercial fire

Service Applications

- ◆ Commercial ◆ Community ◆ Education ◆ Government ◆ Industrial
- ◆ Medical ◆ Military ◆ Religious ◆ Residential



CHeKT

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Service Description

The CHeKT Bridge is a device that sits in-line on the zones of any alarm panel. The bridge will pair cameras with those zones and send video to Emergency24 only when the panel is armed and when an alarm occurs. When an alarm zone is tripped, the bridge relays that information and uploads pre- and post-alarm video to the monitoring portal within two seconds. With the bridge, a traditional alarm is accompanied with video so operators can see what triggered the alarm and provide visual verification to the client or the dispatch authority.

Feature Overview

- ◆ Compatible with all ONVIF standard cameras or HD over coax recorders
- ◆ Does not require any port-forwarding or network setup. No IT or network experience required for technicians.
- ◆ DVR/NVR port-forwarding not required
- ◆ Secure video from protected premise to central station
- ◆ Allows pairing of traditional alarm zones to cameras
- ◆ Line level output source for talk-down capability
- ◆ No firewall configuration
- ◆ Works with any alarm panel
- ◆ Works without an alarm panel
- ◆ Sends signals when the internet is down (using cloud and alarm panel)
- ◆ Compatible with cameras with EDGE analytics
- ◆ Functions as an IP communicator into the central station.
- ◆ Does not require SMTP setup on devices (DVR/NVR/Cameras)
- ◆ SMS text notification of alarm events

Service Applications

- ◆ Commercial ◆ Community ◆ Education ◆ Government ◆ Industrial
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Connect 24

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Service Description

Connect 24 is a service that activates and administers cellular and GSM devices that can then be programmed via Connect 24's website, www.connect24.com. The Connect 24 website provides customers with a secure interface where they can activate, edit and deactivate accounts, retrieve device status and program or modify communicator options. DSC and Connect 24 provide scalability for a variety of audiences — from single family homes or small offices, to life-safety systems for large institutions.

Sub-services include: Cellular and Two-Way Voice.

Feature Overview

- ♦ Connect and control to arm/disarm, bypass and see real time system status
- ♦ Home automation (Google Home, Amazon Alexa, Z-Wave)
- ♦ UL burglary and commercial fire
- ♦ Dual path via IP and cellular Supervision (24-hour, 12-hour, 6-hour, 4-hour, 1-hour, 5-minute)
- ♦ Access control featuring remote locks and video doorbells
- ♦ Instant notification of pre-defined events via text and email signal
- ♦ Restoral supervision
- ♦ Signal control and filtering
- ♦ Two-way voice and PERS
- ♦ Free dealer and subscriber portals
- ♦ Dial-capture capability

Service Applications

- ♦ Commercial ♦ Community ♦ Education ♦ Government ♦ Industrial
- ♦ Medical ♦ Military ♦ Religious ♦ Residential



Customized Answering Service

EMERgency24

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Service Description

To minimize subscriber interruption during non-business hours, Emergency24 offers a 24/7/365 customized answering service to notify dealers of subscriber accounts requiring immediate attention. A notification phone call, email, text, or conference call with a technician on duty can be made at a subscriber's request, with the communication documented for future review. Personalized contact numbers are also offered, which will be answered by EM24 operators as if they were a representative of the dealer — providing a seamless transition between our central station and a dealer's business.

Feature Overview

- ◆ System notifications are sent via a current account service number, or a dealer-specific number
- ◆ Subscribers are answered, using dealer-provided scripts, by live and trained Emergency24 operators
- ◆ Field technicians are dispatched as requested via text, phone, or email, providing on-call management
- ◆ Multiple pricing plans are available, in addition to custom pricing

Service Applications

- ◆ Commercial ◆ Community ◆ Education ◆ Government ◆ Industrial
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Dealer Mobile App

EMERgency²⁴

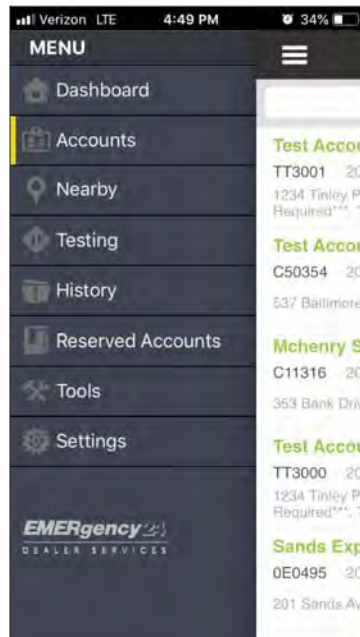
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Service Description

The Emergency24 Dealer Services application provides secure access to subscriber accounts for real-time management of system installations and service. The EM24 dealer mobile app is available for iPhone, Android and Blackberry devices.

Feature Overview

- ◆ Review multiple dealer IDs via one login
- ◆ Interactive dashboard highlighting summary account data — including signals received within a defined timeframe, total dispatches, failed auto-tests, accounts with invalid signals or conditions, and party phone numbers
- ◆ Inventory of reserved accounts, listing format and main/backup receiver numbers
- ◆ Advanced search and filtering tools to identify accounts via subscriber contact information, account numbers/statuses, system installation dates, or recent account history
- ◆ Caller ID trace
- ◆ Place and remove entire accounts or specific conditions from test
- ◆ GPS account mapping and navigation
- ◆ Zone tracking per testing status
- ◆ Built-in calculator
- ◆ PET Report Live: See signal delivery in real-time
- ◆ Upload account conditions from anywhere



Dealer Secure Services

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Service Description

Emergency24's Dealer Secure Services portal allows dealers to control subscriber data from anywhere—at any time. The same encryption process used for internet financial transactions secures information exchanges between dealers and EM24.

Training Webinars: In addition to the video tutorial on the portal home page, we offer training on account set-up, managing signals and using the full functionality of this robust portal. Contact the Sales Department to arrange personalized training.

Functions

New Account Data Entry: Put accounts online within minutes.

Email/Text Notifications: Set up Subscribers to receive notifications on their digital devices.

E-signatures, 2-way SMS, Open/Close - change holiday schedules,

PET on the NET: Access history reports for all or specific subscriber accounts within two minutes of receipt of the signal.

PET Report Live: Allows you to view a near real-time report of alarm activations for all of your accounts.

Account Activity Reports: View and download alarm activity reports for the past year.

Account Alerts: Check invalid signals, view data entry tickets, see Parties marked for removal and address Subscriber requests.

View and Change Account Data: Keep account data current. Customize periodic reports for Subscribers.

Suspend and Delete Accounts: Have the ability to take subscribers offline temporarily or permanently.

View Reserved Account Numbers: Keep up to date on your reserved accounts.

View and Download Subscriber List: Use several sort options to maintain subscriber information; sort by account number, alphabetically, or date in service.

Put Accounts on Test: Put an account on test for testing and inspection without having to call the central station operators.

Authorize Subscriber Access to UrSecure: Authorize online and UrSecure app usage for your subscribers at not cost. You can charge your Subscribers for this service or offer it a value-added service.

Access Dealer Master File: Update your company's data, including adding and deleting your company universal pass code.

Update Dealer Portal Users: If you are an User Admin, you can add, update or delete staff access to the dealer portal.

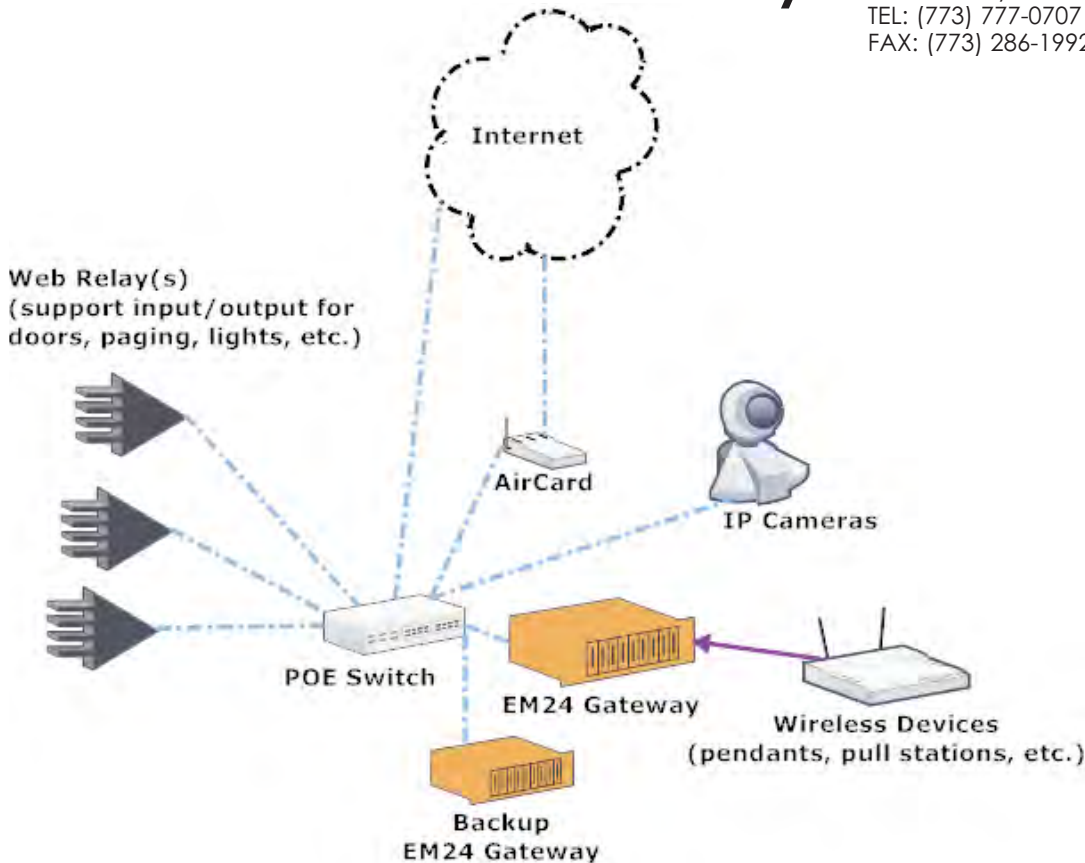
These services are free to all EM24 dealers. To access this service, complete a Dealer Access Code Authorization form to authorize individual user codes and user names. That form is available in the Dealer Literature section of the Dealer Secure Services site.



EM24 Gateway

EMERgency24

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Service Description

A secure conduit between hardware systems within a protected premise, to Emergency24's monitoring and web portal services.

Feature Overview

- ♦ Connect, view and control physical premise equipment remotely via web portal
- ♦ Escalation of pre-defined series of triggers manually via web portal
- ♦ Ability to view video footage of alarm incidents
- ♦ 24/7 live remote premise monitoring via third-party central station operators
- ♦ Scheduling of account status reviews and testing to ensure continuous service
- ♦ Access to alarm data and history
- ♦ Multiple built-in APIs for client customization

Service Applications

- ♦ Commercial ♦ Community ♦ Education ♦ Government ♦ Industrial
- ♦ Medical ♦ Military ♦ Religious ♦ Residential



Service Description

Offering cellular and internet options, Napco provides communications solutions for multiple alarm reporting applications with high supervision levels, including commercial fire. The original NL-MOD directly interfaces with Napco systems, or can use a zone relay to send signals to the Napco NetLink receiver. With several options that support dialer capture with IP and cellular, Napco reports to Sur Gard MLRs. Napco's iBridge also allows for end user video and a variety of home automation options.

Sub-services include: Cellular and Internet.

Feature Overview

- ♦ Home automation: Amazon Alexa, Z-Wave
- ♦ Two-way voice and PERS
- ♦ Access control featuring remote locks and video doorbells
- ♦ Text and email signal notification via Advanced Interactive Messaging (AIM)
- ♦ Interactive apps and video tools for real-time system monitoring by end users
- ♦ Dual reporting via IP and cellular
- ♦ Dialer relay into traditional receivers
- ♦ Dialer Capture add-ons for full Contact ID reporting
- ♦ Supervision (24-hour, 12-hour, 6-hour, 4-hour, 1-hour, 5-minute, 90-second)
- ♦ Distinct and restoral supervision
- ♦ Free dealer and subscriber portals
- ♦ UL burglary and commercial fire

Service Applications

- ♦ Commercial ♦ Community ♦ Education ♦ Government ♦ Industrial
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SecureNet

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Service Description

SecureNet offers multiple options for takeovers - either via directly connecting to SurGard MLRs via the iOtega, relaying through 2GIG Rely, or using Resolution to send signals to the exclusive Emergency24 SecureNet app. Resolution also supports Honeywell, DSC, Interlogix, and Napco lines of product.

Sub-services include: Cellular, Interactive, Complete Interactive, and Video.

Feature Overview

- ♦ Home automation (IFTTT, Resolution, Amazon Alexa, Z-Wave)
- ♦ Customized branding
- ♦ Access control featuring remote locks and video doorbells
- ♦ Supervision (24-hour, 12-hour, 6-hour, 4-hour, 1-hour, 5-minute)
- ♦ Restoral supervision
- ♦ Signal control and filtering
- ♦ Text and email signal notification via Advanced Interactive Messaging (AIM)
- ♦ Dual path via IP and cellular
- ♦ Free dealer and subscriber portals
- ♦ UL burglary and commercial fire
- ♦ Panel sabotage protection
- ♦ End user video

Service Applications

- ♦ Commercial
- ♦ Community
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- ♦ Residential



Telguard

EMERgency24

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Service Description

Telguard, Telular's alarm system division, offers a wide variety of solutions – from IP and cellular, to telecom relays to Emergency24. With home automation options and Z-Wave devices, Telguard provides ideal choices for takeovers, smart homes, and commercial fire accounts.

Sub-services include: Cellular, Interactive, Home Control, Two-Way Voice, and Video.

Feature Overview

- ♦ Home automation (iBridge, Z-Wave)
- ♦ Access control featuring remote locks and video doorbells
- ♦ Interactive apps and video tools for real-time system monitoring by end users
- ♦ Use virtually any EM24 account number
- ♦ Supervision (24-hour, 12-hour, 6-hour, 4-hour, 1-hour, 5-minute)
- ♦ Dialer-relay, IP/cellular dual path
- ♦ Restoral supervision
- ♦ Signal control and filtering
- ♦ Text and email signal notification via Advanced Interactive Messaging (AIM)
- ♦ Dual path via IP and cellular
- ♦ Free dealer and subscriber portals
- ♦ UL burglary and commercial fire
- ♦ Environmental controls
- ♦ Two-way voice and PERS

Service Applications

- ♦ Commercial ♦ Community ♦ Education ♦ Government ♦ Industrial
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Two-Way Text Notification and Acknowledgment Service Description

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Streamlining subscriber communication regarding alarm accounts, two-way SMS notification allows subscribers to review non-critical signals via text messages. This automated process eliminates repetitive phone calls, and documents subscriber confirmation of notifications—maximizing customer retention and user experience.

How Two-Way Text Messaging Works

For non-critical signals, subscribers will be notified via text up to five times in the first hour or until subscriber acknowledges receipt of the notification. After the five text notifications, if no acknowledgement is received, we will revert to notifying the subscriber and parties via telephone. Subscribers will only be texted between 7:00 a.m. and 10:00 p.m. local time. To comply with the Telephone Consumer Protection Act, subscribers will need to self-enroll in this program.

Features Overview

- ♦ Pre-defined series of SMS notifications scheduled for daily/as needed distribution to enrolled subscribers
- ♦ Subscriber verification for enrollment via Dealer Secure Services or individual opt-in
- ♦ Single subscriber opt-in transfers to all accounts associated with subscriber's phone
- ♦ SMS notifications branded with standard "Alarm Monitoring Center" as sender, or specific name of dealer company
- ♦ SMS notifications contain system/event information, to which the subscriber can directly respond in-text
- ♦ Basic SMS notification topics include delayed notifications such as low battery, abnormal/missed autotest and trouble signals; enhanced notification topics will include burglary
- ♦ Account history logs of all distributed SMS notifications and subscriber/party responses
- ♦ Annual reconfirmation opt-in SMS distributed to subscribers who have not received text within the previous 12 months

Four Steps to Self-Enroll Online

1. Verify account at WWW.EM24ALERTS.COM/TEXT
2. Provide mobile phone information
3. Agree to additional terms and conditions
4. Reply to text opt-in confirmation



UltraSync

EMERgency²⁴

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Service Description

UltraSync is geared toward the smart home, allowing subscribers to tie their alarm system into a home automation system. Using Z-Wave devices and Amazon Alexa as an interface, this service can be a plug-and-play option for safety and automation, sending signals to the exclusive Emergency24 UltraSync application. Combined with Interlogix and UTC, this solution will grow as technologies advance.

Sub-services include: Cellular and Remote Control.

Feature Overview

- ♦ Dual reporting via IP and cellular
- ♦ Home automation (Amazon Alexa, Z-Wave)
- ♦ Interactive apps and video tools for real-time system monitoring by end users
- ♦ Access control featuring remote locks and video doorbells
- ♦ Environmental controls
- ♦ Supervision (24-hour, 12-hour, 6-hour, 4-hour)

Service Applications

- ♦ Commercial ♦ Community ♦ Education ♦ Government ♦ Industrial
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Uplink

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Service Description

Uplink offers a diverse collection of relay services, including telecom, IP, cellular, two-way voice – and now video and home automation. Using Z-Wave and IFTTT technologies, Uplink can provide comprehensive solutions for smart homes, takeovers, or even large commercial fire accounts.

Sub-services include: Cellular, IP Signal Delivery, Remote, and Video

Feature Overview

- ♦ UL burglary and commercial fire
- ♦ Access control featuring remote locks and video doorbells
- ♦ Home automation (IFTTT, Z-Wave)
- ♦ Two-way voice and PERS
- ♦ Text and email signal notification via Advanced Interactive Messaging (AIM)
- ♦ Dual path via IP and cellular
- ♦ Supervision (24-hour, 12-hour, 6-hour, 4-hour, 1-hour)
- ♦ Free dealer and subscriber portals
- ♦ Restoral supervision
- ♦ Signal control and filtering
- ♦ Delayed notification
- ♦ Use virtually any EM24 account number

Service Applications

- ♦ Commercial ♦ Community ♦ Education ♦ Government ♦ Industrial
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Visual Point Identification

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Service Description

As part of the EM24 Alert suite of services, as well as an element of Emergency24's two-way, mass-notification software as a service, Visual Point Identification is an interactive floor plan that Incident Commanders and First Responders use to mitigate the impact of a weapons event or other type of emergency inside a building or occurring in a community.

Visual Point Identification is an online tool – functional on a desktop computer, laptops, tablet or smart phone – that shows the location of the alarm activation so that First Responders can determine the most expeditious entry point to provide help inside of a building. This capability also aids in the planning of a route to a facility on campus or in a community.

Additionally, Visual Point Identification enables easy and intuitive access to video-camera feeds within the facility or community. Clickable camera icons that are shown on the floor plan open live video streams. This allows Incident Commanders to view the situation in real-time and provide First Responders with “eye in the sky” information about the whereabouts of the perpetrator or details about what they will encounter.

Service Applications

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