

LEGEND	
Fire – Red	
Burglary – Blue	
Medical – Green	
Hold Up – Dark Blue	
Trouble/Maintenance/Supervisory/Misc – Purple	
Two-Way Voice – Yellow	
Open/Close – Orange	
P – Premise	
C – Contacts (RP's)	
DISP – Dispatch	
A/C – Dealer	
IVR – Interactive Voice Recording	

The event code list should be used in conjunction with the alarm zones. During the data entry process each zone should be assigned an event code to achieve the proper handling procedure. The NMC operators will follow the instructions based on the event code entered for each zone. The call string is outlined next to the event description.

FIRE		
Event	Alarm Type	Call String
101	Fire – Dispatch 1st (Commercial)	DISP-P-C-A/C
191	Fire – Dispatch 1st – No Premise (Commercial)	DISP-C-A/C
100	Fire – Verify 1st (Residential)	P-DISP-C-A/C
101R	Fire – Dispatch 1st (Residential)	DISP-P-C-A/C
120	Fire – 1st RP B4 Dispatch (Residential)	P-1st RP-DISP-C-A/C
127	Fire – All RP's B4 Dispatch – No Premise (Residential)	C-DISP-A/C
128	Fire – All RP's B4 Dispatch (Residential)	P-C-DISP-A/C
129	Fire – 1st & 2nd RP B4 Dispatch (Residential)	P-C-DISP-C-A/C
101SE	Fire – Dispatch 1st (Commercial) TEXT & EMAIL	DISP-P-C-A/C
100SE	Fire – Verify 1st (Residential) TEXT & EMAIL	P-DISP-C-A/C
120SE	Fire – 1st RP B4 Dispatch (Residential) TEXT & EMAIL	P-1st RP-DISP-C-A/C
101CO	Carbon Monoxide – Dispatch 1st	DISP-P-C-A/C
100CO	Carbon Monoxide – Verify	P-DISP-C-A/C
501SMS	Fire Supervisory Text/Email Customer (20 Min Delay)	TEXT/EMAIL RP's
501IVR	Fire Supervisory IVR (20 Min Delay)	P-C-A/C
501IT	Fire Supervisory IVR & Text (20 Min Delay)	P-C-A/C (Text)
513	Fire Supervisory (Log Only/Daily Reports)	LOG ONLY
501IS	Fire Supervisory IVR – Only during 0800-2000	P-C-A/C
501IP	Fire Supervisory IVR – Premise Only **PENDING**	P-A/C
501EM	Fire Supervisory – Email Customer	EMAIL RP's
502IVR	Fire Valve Tamper IVR	P-C-A/C
511SMS	Fire Trouble Text (20 Min Delay)	TEXT/EMAIL RP's
511IVR	Fire Trouble IVR (20 Min Delay)	P-C-A/C
511IT	Fire Trouble IVR & Text (60 Min Delay)	P-C-A/C (Text)
534	Fire Trouble (Log Only/Daily Reports)	LOG ONLY
511IS	Fire Trouble IVR – Only during 0800-2000	P-C-A/C
511IP	Fire Trouble IVR – Premise Only (20 Min Delay)	P-A/C
510ES	Fire Trouble – Email Customer	EMAIL RP's
MEDICAL		
Event	Alarm Code	Call String
200	Medical Alarm – Verify	P-DISP-C-A/C
201	Medical Alarm – Dispatch 1st	DISP-P-C-A/C
203	Medical Alarm – 1st RP B4 Dispatch	P-1st RP-DISP-C-A/C
249	Medical Alarm – All RP's B4 Dispatch	P-C-DISP-A/C
200SE	Medical Alarm – Verify TEXT & EMAIL	P-DISP-C-A/C
HOLD UP		
Event	Alarm Type	Call String
300	Hold-up/Panic/Duress – Dispatch 1st	DISP-C-A/C
301	Hold-up/Panic/Duress – Verify	P-DISP-C-A/C
302	Hold-up/Panic/Duress – No RPS (Dispatch ONLY)	DISP-A/C
308	Hold-up/Panic/Duress – No Dispatch or Premise	C-A/C
312	Hold-up/Panic/Duress – 1st RP B4 Dispatch	P-1st RP-DISP-C-A/C
323	Hold-up/Panic/Duress – RP's B4 Dispatch	P-C-DISP-A/C
356	Hold-up/Panic/Duress – No Dispatch	P-C-A/C
360	Hold-up/Panic/Duress – Dispatch 1st	DISP-P-C-A/C
300SE	Hold-up/Panic/Duress – Dispatch 1st TEXT & EMAIL	DISP-C-A/C
301SE	Hold-up/Panic/Duress – Verify TEXT & EMAIL	P-DISP-C-A/C
309	Hold-up/Panic/Duress – Verify (GUARD ONLY)	P-GUARD-C-A/C
323G	Hold-up/Panic/Duress – RP's B4 Dispatch (GD ONLY)	P-C-GUARD-A/C
374	Hold-up/Panic/Duress – No RP's (GUARD ONLY)	GUARD-A/C
BURGLARY		
Event	Alarm Code	Call String
400	Burglary – Verify	P-DISP-C-A/C
401	Burglary – Dispatch 1st (No Premise)	DISP-C-A/C
481	Burglary (ECV) – 1st RP B4 Dispatch	P-1st RP-DISP-C-A/C
404	Burglary (ECV) – 1st & 2nd RP B4 Dispatch	P-C-DISP-C-A/C
485TH	Burglary – 1st, 2nd & 3rd RP's B4 Dispatch	P-C-DISP-C-A/C

TROUBLE/MAINTENANCE/SUPERVISORY/MISC		
Event	Alarm Type	Call String
176CM	Panel Tamper	P-C-A/C
400	Panel Tamper (Dispatch)	P-DISP-C-A/C
515	Trouble Text/Email Customer (20 Min Delay)	TEXT/EMAIL RP's
515IVR	Trouble IVR (60 Min Delay)	P-C-A/C
515IT	Trouble IVR & Text (60 Min Delay)	P-C-A/C (Text)
530	Trouble (Log Only/Daily Reports)	LOG ONLY
515IS	Trouble IVR – Only during 0800-2000	P-C-A/C
515IP	Trouble IVR – Premise Only (60 Min Delay)	P-A/C
545	Trouble – Email Customer	EMAIL RP's
601	Low Battery Text/Email Customer (10 Min Delay)	TEXT/EMAIL RP's
601IVR	Low Battery IVR (60 Min Delay)	P-C-A/C
601IT	Low Battery IVR & Text (60 Min Delay)	P-C-A/C (Text)
630	Low Battery (Log Only/Daily Reports)	LOG ONLY
601IS	Low Battery IVR – Only during 0800-2000	P-C-A/C
601IP	Low Battery IVR – Premise Only (60 Min Delay)	P-A/C
645	Low Battery – Email Customer	EMAIL RP's
701	A/C Loss Text/Email Customer (60 Min Delay)	TEXT/EMAIL RP's
701IVR	A/C Loss IVR (60 Min Delay)	P-C-A/C
701IT	A/C Loss IVR & Text (60 Min Delay)	P-C-A/C (Text)
730	A/C Loss (Log Only/Daily Reports)	LOG ONLY
701IS	A/C Loss IVR – Only during 0800-2000	P-C-A/C
701IP	A/C Loss IVR Premise Only (60 Min Delay)	P-A/C
745	A/C Loss – Email Customer	EMAIL RP's
3412	Supervisory – Text/Email Customer (20 Min Delay)	TEXT/EMAIL RP's
3412IV	Supervisory IVR (60 Min Delay)	P-C-A/C
3412IT	Supervisory IVR & Text (60 Min Delay)	P-C-A/C (Text)
540	Supervisory (Log Only/Daily Reports)	LOG ONLY
3412IS	Supervisory IVR – Only during 0800-2000	P-C-A/C
3412IP	Supervisory IVR – Premise Only (60 Min Delay)	P-A/C
955	Supervisory – Email Customer	EMAIL RP's
4544	Maintenance/Environmental Operator	P-C-A/C
4544IV	Maintenance/Environmental IVR	P-C-A/C
4544IT	Maintenance/Environmental IVR & Text	P-C-A/C (Text)
4544SM	Maintenance/Environmental	TEXT/EMAIL RP's
20	Timer Test (Log Only/Daily Reports)	LOG ONLY
2000	Restore	LOG ONLY
2032	Restore – Email Customer	EMAIL RP's
3410	Bypass	LOG ONLY
546	Bypass – Email Customer	EMAIL RP's
NOTTSM	No Timer Test (ATI Option) – Text Customer	P-C-A/C (Text)
NOTTCO	No Timer Test (ATI Option) – Email Customer	EMAIL RP's
A/C EMAIL NOTIFICATION		
Event	(Must make sure email address is setup in Servco)	Call String
536	Trouble – Email A/C Only	EMAIL A/C
631	Low Battery – Email A/C Only	EMAIL A/C
731	A/C Loss – Email A/C Only	EMAIL A/C
3412EM	Supervisory – Email A/C Only	EMAIL A/C
510E	Fire Trouble – Email A/C Only	EMAIL A/C
501EA	Fire Supervisory – Email A/C Only	EMAIL A/C
131	Maintenance/Environmental – Email A/C Only	EMAIL A/C
2031	Restore – Email A/C Only	EMAIL A/C
544	Bypass – Email A/C Only	EMAIL A/C
NOTTE	No Timer Test (ATI Option) – Email A/C Only	EMAIL A/C
TWO WAY VOICE		
Event	Alarm Type	Call String
105	Two Way Voice – Fire	P-DISP-C-A/C
410	Two Way Voice – Medical	P-DISP-C-A/C
412	Two Way Voice – Panic	DISP-C-A/C
411	Two Way Voice – Burg	P-DISP-C-A/C

402	Burglary – All RP's B4 Dispatch	P-C-DISP-A/C	414	Two Way Voice – <b>Burg 1st RP B4 Dispatch</b>	P-1st RP-DISP-C-A/C
403	Burglary – RP's Only (No Dispatch)	P-C-A/C	440	Two Way Voice – <b>Burg 1st &amp; 2nd RP B4 Dispatch</b>	P-C-DISP-C-A/C
429	Burglary – Dispatch 1st	DISP-P-C-A/C	430	Two Way Voice – <b>Burg All RP's B4 Dispatch</b>	P-C-DISP-A/C
436	Burglary – RP's B4 Dispatch	C-P-DISP-A/C	415	Two Way Voice – <b>Burg 1st RP B4 Disp (GD ONLY)</b>	P-C-GUARD-C-A/C
437	Burglary – RP's B4 Dispatch (No Premise)	C-DISP-A/C	<b>OPEN/CLOSE</b>		
493	Burglary – Dispatch 1st	DISP-C-P-AC	<b>Event</b>		<b>Call String</b>
462	Burglary – Guard B4 PD	P-GUARD-PD-C-A/C	23	Open – Log Only	LOG ONLY
404G	Burglary – 1st & 2nd RP B4 PD/Guard	P-C-PD-GUARD-C-A/C	24	Close – Log Only	LOG ONLY
400SE	Burglary – Verify TEXT & EMAIL	P-DISP-C-A/C	32	Open – FULL SUPERVISED	P-C-A/C
481SE	Burglary (ECV) – 1st RP B4 Dispatch TEXT & EMAIL	P-1st RP-DISP-C-A/C	33	Close – FULL SUPERVISED	P-C-A/C
404SE	Burglary (ECV) – 1st & 2nd RP B4 Disp TEXT & EMAIL	P-C-DISP-C-A/C	57	Open – Log Only Email Customer	EMAIL RP's
463	Burglary – Dispatch 1 <sup>st</sup> – No Premise (GUARD ONLY)	GUARD-C-A/C	58	Close – Log Only Email Customer	EMAIL RP's
471	Burglary – 1st RP B4 Dispatch (GUARD ONLY)	P-C-GUARD-C-A/C	66	Open – FULL SUPERVISED Email Customer	P-C-A/C (Email)
475	Burglary – All RP's B4 Dispatch (GUARD ONLY)	P-C-GUARD-A/C	67	Close – FULL SUPERVISED Email Customer	P-C-A/C (Email)
477	Burglary – Dispatch 1st (GUARD ONLY)	GUARD-P-C-A/C	7514	Fail to Open – Text Customer	TEXT RP's
404GO	Burglary – 1st & 2nd RP B4 (GUARD ONLY)	P-C-GUARD-C-A/C	7515	Fail to Close	P-C-A/C
<b>CANCEL SIGNALS</b>			7517	Fail to Close/Open (Log Only)	LOG ONLY
<b>Event</b>	<b>(BURGS ONLY)</b>	<b>Call String</b>	7514E	Fail to Open – Email Customer	P-C-A/C (Email)
3413	Cancel (2Min/2Min)	LOG ONLY	7515E	Fail to Close – Email Customer	P-C-A/C (Email)
3414	Cancel Notify (2Min/2Min)	PREMISE	7517E	Fail to Close/Open (Log Only) – Email Customer	EMAIL RP's
3416	Cancel PD Dispatch (2Min/4Hrs)	LOG ONLY	3415	Open/Cancel PD Dispatch (2Min/4Hrs)	LOG ONLY
CANIVR	Cancel Notify (2Min/IVR)	P-C-A/C	3417	Open/Cancel (2Min/2Min)	LOG ONLY
3423	Cancel Notify (5Min)	LOG ONLY	7441	Forced Arm	LOG ONLY