

## EWAS

### FREQUENTLY ASKED QUESTIONS & MISCELLANEOUS INFORMATION

#### MONITORING

The monitoring station phone number is 650-358-0973.

##### Why would I contact the monitoring station?

You contact the monitoring station to call in a false alarm, check your signals, or put your system “on test.” You put your system on test (there is no response to alarms while a system is on test) if someone is working on the system or you are doing something that would set the alarm off like sanding the floors.

The monitoring station will ask you for a PASSWORD.

##### What is my password?

If you have not chosen a personal password, it is either your account number or a version of your account number. If your account number starts with a 110 as in 110xxx, your password is 4xxx. The “4” designates the monitoring station receiver. All other passwords are the complete account number.

##### Why do I need a password?

The monitoring station is UL approved. In order to maintain that status, they require that everyone uses a password.

##### How do I choose a personal password?

Fire alarm system passwords should not be anything that you use as a security password. They should be something that is easily understood over the phone and easily remembered by everyone in the family (street addresses, dog’s names etc.). If you decide to choose a personal password or change the one you have, e-mail Trina Whitley the new password with either your account number or address ([twhitley@saratogafire.org](mailto:twhitley@saratogafire.org)).

##### What do I do if I forget my password?

This is usually a problem when trying to call in a false alarm. The monitoring station will not cancel an alarm unless you have your password. Write your password on a piece of paper and attach it to your alarm panel or keep it by your phone. If you have chosen a personal password and do not remember it, the monitoring station will accept your account number. Once the crisis is over, e-mail [twhitley@saratogafire.org](mailto:twhitley@saratogafire.org) and request your password.

#### TELEPHONE SYSTEMS

The alarm panel sends in a test signal once every 24 hours. This signal is sent over a telephone line. The panel must hear a dial tone when it is dialing out. Telephone technology is changing rapidly, but as of now:

1. AT&T land lines work best with the fire alarm panels.
2. Comcast can be made to work. The Comcast installer must be told that the system needs to hear a dial tone. It may take more than one call for them to get it right.
3. Internet based systems (including AT&T Uverse) are extremely difficult to get to work with the alarm panels and therefore not recommended.

#### BILLING

**INVOICES:** Invoices automatically post in the accounting system each quarter. Invoices are not printed or mailed. The accounting system retains detail information for five years.

**STATEMENTS:** A statement is sent in the month after the quarter is over. For example, the statement for April, May, and June is sent in July. The statement for July, August, and September is sent in October. There is no way to control how long information is retained on the statements. Occasionally, a payment will be dropped off the statement and not appear to have been received.

##### What do I do if I think a payment is missing?

Request a “detail report.” The report will show all activity for the previous five years. After checking the detail report, if a payment is missing, send, fax (408-867-1330), or e-mail, a copy of the front and back of the check so it can be traced and any error corrected.