



How to Test Your System

We recommend you test your system once a month to ensure it is properly communicating with the monitoring station.

1. Call your monitoring station and ask them to put your system 'on test'. You'll find the phone number on the Emergency Response card that you received from us.
2. Arm your system in 'away' mode. Ensure to open and close your exit door so your system does arm in 'away' and not 'stay' mode.
3. Trigger all of your zones (open your monitored doors and windows, walk past your motion detectors). For information on testing all types of zones, please reach out to our service team.
4. Disarm your system.
5. Call back the monitoring station and ask them to confirm that they received signals from all of your zones and that the test was successful. If your system did not successfully communicate all of your zones, service may be required.



Alarms

When your alarm sounds, it triggers a notification to the monitoring station and/or your smartphone to indicate that there has been an event that requires immediate attention.

In accordance with local by-laws, the monitoring station will follow procedures to contact your call list and/or dispatch emergency responders.



False Alarms

Sometimes, your alarm may be triggered by accident. If this happens, simply call your monitoring station immediately and give them your All OK Password. In the event that a false alarm occurs and you are unavailable to verify it, emergency services may be dispatched, which can result in a ticket if there is no emergency.

If your false alarm is triggered by an issue with your security equipment, you can **dispute false alarm tickets**. Our clients have an extremely high success rate in disputing tickets in this situation. If this happens, be sure to **contact us immediately** so that we can service your equipment, as a requirement of disputing false alarm tickets.

We suggest you check with your municipality, however the following pieces are commonly required:

- Copy of the detailed work order, signed by service provider and alarm owner
- Documented proof that the service repair was carried out on the alarm-triggering piece of equipment
- Copy of the monitoring report if available
- A copy of your false alarm notification
- The proper appeal form



What is a Trouble Condition?

A 'trouble condition' indicates that your system requires your attention, similar to a check engine light in a car. The trouble condition indicator on your keypad may be an orange light or a triangle symbol. Some common reasons you might see a trouble condition are:

1. **Low Battery.** See "How to Replace the Battery" section for information on batteries.
2. **Loss of Time and Date.** May happen after a power outage. To reset the time and date, please refer to your system's user manual, available on the Support page of our website.
3. **Communication Trouble.** This indicates your system may not be communicating properly with the monitoring station, and should be addressed as soon as possible. Please refer to previous instructions on how to test your system.



How to Replace the Battery

The battery in your panel serves as a backup power source. It activates when the power goes out, so battery life depends on how often you're in the dark. Many clients can go several years between battery replacements.

Get a new battery by emailing or calling our service team. Our new battery will come with instructions for installation.

Wireless devices may also have their own batteries which will need to be replaced occasionally. If you decide to open up your devices to replace the batteries, be sure to call your monitoring station in advance to put your system 'on test' as it may send in a 'tampering' alarm.



Service Calls

We are delighted to assist our clients with any questions. Here are some instances when you might need a visit from our service team:

- When you're unable to successfully arm your system
- If you've had a false alarm triggered by your equipment's functionality
- If you're renovating and would like to relocate your equipment or add a new device
- If you make changes to your telephone or Internet service
- When you need to resolve a trouble condition on your keypad

Schedule your service call by calling your service team. We will troubleshoot with you over the phone, and dispatch a technician if your system requires on-site support. Please reach out to our service team for information regarding billing rates for service.

Premium Service Plan

Did you know that we offer a Premium Service Plan* that may cover the cost of service calls? Your system may be eligible.

Contact us to learn more! *Some exclusions apply.

For any additional questions or support contact us at:

NS: nsservice@wilsonssecurity.ca

NB: nbsecurity@wilsonssecurity.ca

NL: nlsecurity@wilsonssecurity.ca

PE: peiservice@wilsonssecurity.ca

Enterprise: enterprise@wilsonssecurity.ca

How to update your Call List

Your call list is the list of phone numbers contacted when an alarm sounds at your property. We recommend reviewing your list regularly as an up-to-date list can help facilitate timely response.

To add or remove contacts from your call list, please email your service team with the following information:

Name Address Account #
All OK Password Your required changes

NS: nsservice@wilsonssecurity.ca

NB: nbsecurity@wilsonssecurity.ca

NL: nlsecurity@wilsonssecurity.ca

PE: peiservice@wilsonssecurity.ca

Enterprise: enterprise@wilsonssecurity.ca



How to set up My Account

You can use **MyAccount** to see your invoices and update your payment information.

1. Go to www.wilsonssecurity.ca
2. Click on **Setup New Account**
3. Fill out all mandatory fields (marked with a *)
4. Click **Create Account**

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1-866-453-3388 | wilsonssecurity.ca