

PROCEDURES FOR COMMISSIONING A NEW CLIENT

BUREAU OFFICE

- Complete all the details (or as much as possible) for a new client using TMC's Commissioning Sheet. Please do not forget to include the Account Number. Then fax or email information to our Control Room on:

Fax 02 8765 1700
Email controlroom@monitoring.com.au

This can be done before the actual day the client connects back-to-base with TMC or it can be done the very same day. TMC accepts new clients 24 hours a day, 7 days a week.

- Once the details have been sent to TMC, our operators can then load them into our computers.

INSTALLER / TECHNICIAN

All new clients must be fully tested before they can be monitored properly by our Control Room.

- The technician must call TMC on 02 8765 1800 before they start testing so that an operator can activate the account.
- When the technician calls TMC, the operator will ask them for their name and their company name, the name of the new client, and the account number.
- The operator will then "place them on test".
- The technician must test every single zone in the premises to ensure that all zones report back-to-base properly. This also includes testing of A C Mains Power, Periodic Dialler Test, Smoke Detectors, and any Emergency Alarms - Panic, Hold Up, Duress, Medical etc.
- Once the technician has completed the testing, they must call TMC to check that all signals were received properly.
- Testing is complete. TMC can now monitor your client.
- Please note that if the technician does not call TMC back, the client will remain on "test" i.e., TMC will not be able to monitor any signals while in this state.

NOTE: If all client details were not completed when first faxed or emailed to TMC, please endeavour to follow up on the outstanding data as soon as possible. Remember, for TMC to be able to monitor your client properly, we require all details.