

Constellation Connect Professional Monitoring

Professional Monitoring Service Guide



Live secure
and in
control.

Constellation Connect knows nothing makes you feel more comfortable than knowing your home is secure and your family is safe.

**Questions? Comments? Feedback?
Please contact us**

Constellation Connect Support
support@constellationconnect.com | 1.888.918.7128
www.constellationconnect.com/contact
Constellation Connect Professional Monitoring Center
1.844.639.4017

Your Constellation Connect Professional Monitoring Service can be triggered automatically or by manually calling for help.







Automatic triggering works differently depending on the type of sensor that has been activated and the operating mode you've selected from the Constellation Connect app for your system. This is a summary of the differences:

1 Safety Sensor



When a safety sensor is activated while Constellation Connect Professional Monitoring is active, you or a designated emergency contact will be notified that there is an emergency.

If the emergency is caused by a Carbon Monoxide alarm, you will be advised that everyone on the premises should evacuate immediately. You will then be asked if anyone is feeling sick or dizzy in case an emergency medical team is required.

Constellation Connect Professional Monitoring will call the appropriate emergency resource; fire, medical, police or any combination of the three. Safety sensors are active regardless of mode as shown in the chart.

Modes		Safety Sensors
Home		<input checked="" type="checkbox"/>
Night		<input checked="" type="checkbox"/>
Away		<input checked="" type="checkbox"/>
Vacation		<input checked="" type="checkbox"/>

When a safety sensor such as a smoke detector, heat detector or carbon monoxide detector activates the following steps will be taken:





-  The primary contact will be notified that there is an emergency
-  The local fire department will be dispatched to your residence.

2 Security Sensor




When a security sensor initiates and Constellation Connect Professional Monitoring Service is active, you will receive a call. You must be able to validate your monitoring password to the operator at this time.

If you cannot be reached or if an invalid password is given; the appropriate emergency resource will be dispatched. Your designated emergency contact will then be notified.

The "Mode Default" settings in your Constellation Connect app determines when Security Sensors are active as depicted in the chart below. The "Default" settings may be customized.

Modes		Security Sensors
Home		
Night		<input checked="" type="checkbox"/>
Away		<input checked="" type="checkbox"/>
Vacation		<input checked="" type="checkbox"/>

When a security sensor or security device such as a motion sensor or a door/window sensor are initiated while Constellation Connect Professional Security Monitoring Service is active, the following sequence of communication will occur:

-  You will receive an in-app notification
-  You will receive a phone call from Constellation Connect Professional Monitoring asking you or your designated emergency contact if the local police should be contacted.
-  If you cannot be reached and/or an invalid passcode is given, the local police will be dispatched. Your emergency contact will then be notified.

3 Motion Sensor

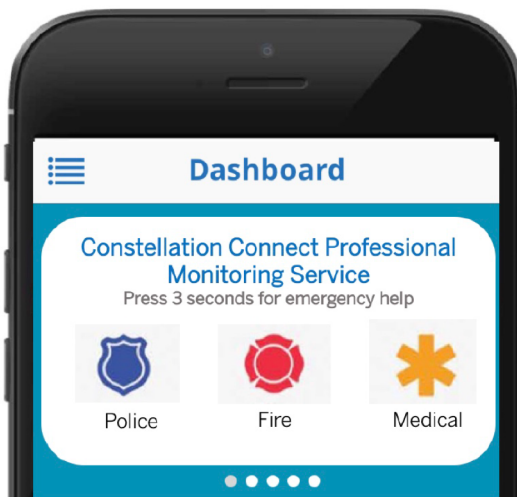
Motion Sensors can be used for both security and non-security purposes. Non-security functions might be automatically turning on hallway or staircase lights when motion is detected. Security modes would be to trigger an alarm with the professional monitoring service when motion is detected and the house is set to "Away" or "Vacation" mode.

Modes		Safety Sensors
Home		
Night		
Away		<input checked="" type="checkbox"/>
Vacation		<input checked="" type="checkbox"/>

By default, your motion sensors will not trigger a security monitoring service call when in “night” or “home” mode. You can change these default settings as needed.

4 Manual Panic Button

Regardless of mode, when you manually press and hold one of the emergency panic buttons on the Constellation Connect App for 3 seconds, emergency services will be dispatched.



← Manual panic buttons

Note: The agency (police, fire, or EMS) will be sent to the address of record on your account regardless of where you are actually located when you make a request with a panic button.

5 Power Failure

We will e-mail the primary contact to notify them of any trouble being reported and instruct the primary contact to call the Constellation Connect support center as necessary for assistance at 1.888.918.7128.

6 Frequently Asked Questions

1. What number do I call if I have an emergency?

For life threatening emergencies, call 911. For non-life threatening emergencies, contact the Constellation Connect Professional Monitoring Center at 1.844.639.4017.

2. What should I do if I discover it is a false alarm after emergency services has been called?

Please call 1.844.639.4017 as soon as you discover it is a false alarm. We will immediately recall the emergency service dispatch. Do not wait for emergency services to arrive to inform them it is a false alarm. Always call us first.

3. How do I change my home address or my list of emergency contacts?

From your Constellation Connect Service Dashboard click the right arrow. This will take you to your account and notification settings where you can change your address of record and emergency contact information.

**For Additional Information, please
contact us**

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Constellation Connect Professional Monitoring Services
1.844.639.4017

7 List of Standard Alarm Responses cont'd

Signal Type	Professional Monitoring Default Action
Burglary	The monitoring company will call the primary contact and ask for a passcode. If an invalid passcode is given we will dispatch the police and notify the 2 nd or 3 rd emergency contacts. If we are unable to reach the primary contact, we will call the 2 nd or 3 rd number and ask for a passcode. If we are unable to reach any of the contacts on the account, we will dispatch the police and notify emergency contacts.
Holdup	We will call the primary contact and ask for a passcode. If we are unable to reach the primary contact or if we receive an invalid passcode, we will dispatch the police. We WILL NOT notify the emergency contacts unless the police specifically request that we reach someone.
Fire	We will call the primary contact to notify them and ask if they are in need of the Fire Department to respond (we do not ask for passcodes on fire alarms.). If we are unable to reach the primary contact, we will dispatch the fire department. We will then notify the emergency contacts..
Medical	We will call the primary contact to notify them and ask if medical assistance is required (we do not ask for passcodes on medical alarms). If we are unable to reach the premises, we will dispatch the appropriate medical authority (private ambulance, EMS, etc.). We will then notify the emergency contacts.
Carbon Monoxide	We will contact the primary contact to advise the occupants to wait outside for the Fire Department; we will ask if there are any symptoms of Carbon Monoxide Poisoning. We will then dispatch the Fire Department and notify the emergency contacts.
Environmental	We will call the primary contact to notify them and ask if they are in need of assistance (we do not ask for passcodes on fire alarms). If we are unable to reach the primary contact, we will notify any listed emergency contacts.
Low Battery	We will email the primary contact to notify them of any trouble being reported and instruct the primary contact to call the Constellation Connect support center as necessary for assistance at 1.888.918.7128.
Power Failure	We will e-mail the primary contact to notify them of any trouble being reported and instruct the primary contact to call the Constellation Connect support center as necessary for assistance at 1.888.918.7128.

7 List of Standard Alarm Responses cont'd

Signal Type	Professional Monitoring Default Action
Abnormal Test	We will e-mail the primary contact to notify them of any trouble being reported and instruct the primary contact to call the Constellation Connect support center as necessary for assistance at 1.888.918.7128.
Failed to Test	We will e-mail the primary contact to notify them of any trouble being reported and instruct the primary contact to call the Constellation Connect support center as necessary for assistance at 1.888.918.7128.
Cancel/Disarm after Alarm	We will e-mail the primary contact to notify them of any trouble being reported and instruct the primary contact to call the Constellation Connect support center as necessary for assistance at 1.888.918.7128.
Unidentified Signal	We will try to identify any unknown notifications being reported and treat accordingly. If we are unable to identify the notification, we will follow standard procedures for burglary. (See above for burglary procedures.)
Runaway Condition	This is a system generated event that occurs when we receive more than 250 signals from one account within an hour. We will notify the Constellation Connect support team. We WILL NOT notify emergency services.
Panel Crash and Smash/APL Tamper	We will call the primary contact and ask for a pass code. If we are unable to reach the primary contact, or if we receive an improper passcode, we will then notify the emergency contacts listed on your account. If we are unable to reach any of the contacts listed on your account we will dispatch the Police.
Trouble	We will e-mail the primary contact to notify them of any trouble being reported and instruct the primary contact to call the Constellation Connect support center as necessary for assistance at 1.888.918.7128.
Supervisory	We will e-mail the primary contact to notify them of any trouble being reported and instruct the primary contact to call the Constellation Connect support center as necessary for assistance at 1.888.918.7128.
Fire Trouble	We will e-mail the primary contact to notify them of any trouble being reported and instruct the primary contact to call the Constellation Connect support center as necessary for assistance at 1.888.918.7128.