



## STEP-BY-STEP IMPLEMENTATION GUIDE

### 1. **Cancel your agreement with your current service provider:**

In order to avoid unnecessary charges, please check your existing contract for your cancellation period. Your existing service provider will most likely require a 1 month notice period. Also keep in mind that the installation period with Safe Parkview and 24/7 will take approximately 7 working days.

### 2. **Complete and submit the 24/7 Armed Response Agreement and cell react number form:**

Please email the completed agreement to Vicky Drinkwater at [safe@parkview.org.za](mailto:safe@parkview.org.za) and deliver the originals to our SafeParkview box at Postnet, Parkview (behind the door).

Cell Phone Panic/React: Please select up to a maximum of 4 cell phone numbers which will act as panic buttons for the members of your household. Submit this form together with your 24/7 Armed Response Agreement.

### 3. **Installation of radio and connection to 24/7:**

A representative of 24/7 will contact you, within 48 hours (2 *working* days), and arrange an appointment for the 24/7 technical team to install your new radio and connect your alarm system to 24/7. Once the radio is installed your alarm signal will go to 24/7 and the vehicles in our area will respond to your alarm activations. Reminder: There is a once-off payment of approximately R1400 for the new radio, including installation. If you have an electric fence a second radio transmitter may be required at an additional cost of approximately R700. This is payable to 24/7 and they will send you an invoice.

### 4. **Testing your alarm system:**

Please test your alarm, panic buttons and cell panics on a regular basis. Dial the SafeParkview number 086 100 3000 and select option 1 or 2 which will direct your call to the 24/7 offices in Wynberg. As 24/7 immediately dispatches a vehicle when your alarm is triggered, please call and notify them that you are testing. It would be preferable to avoid the shift change over times of 6am and 6pm.

### 5. **Follow up call from the 24/7 Control Centre:**

You will receive a call from the 24/7 control centre to verify your contact details with you. This is to ensure they have captured all information correctly from your contract. During your conversation they will request your "all OK" code to give over the phone if your alarm is triggered in error.

### 6. **Set the Cell React Speed Dial on your cell phone:**

*Please refer to the attached instructions.* At the press of a speed dial button you can activate an alarm to the 24/7 control room. There is no cost to the cell phone account, so it will work even if you have no "air-time". You may use this facility at home or anywhere in Parkview or Greenside East. Note that your phone merely sends a signal – **the call is NOT answered.** Once your panic signal is received 24/7 will call you back. If you do not answer their call the vehicle is automatically dispatched to your home. Alternatively you may direct them to wherever you are in Parkview. This can also be used for medical emergencies.