



APP together with

To make life that much easier

Telegram is a way for clients to communicate with the control system, we offer 3 services on Telegram

1. PANIC
2. FAULT
3. TEST

Please see below for descriptions on these.

Telegram is very similar to Whatsapp but for corporate use


PART 1.

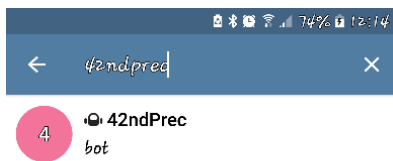
1. Download Telegram APP from Google Play Store for Android, App store for Apple and Microsoft store for windows.
2. Enter your cell phone number
3. They will send a sms with a code, type that code in, if it does not automatically process it for you
4. Enter your name

Telegram will ask for access to your phone contacts, location and so on

If you are already receiving sms's from 42nd Precinct Security, you may have noticed the below link for Telegram, Click on it. It should take you straight to the correct page



If not click the search  button top right corner and type 42ndPrec

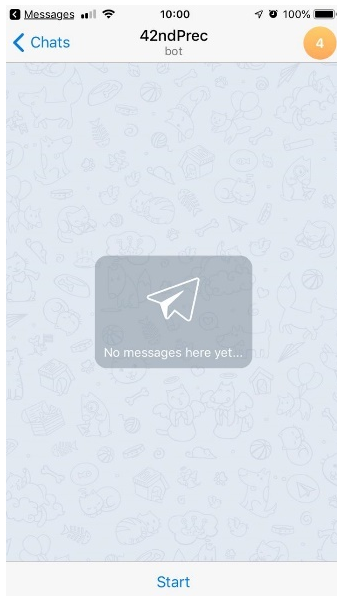


PART 2.

Click on the icon/name to open the chat



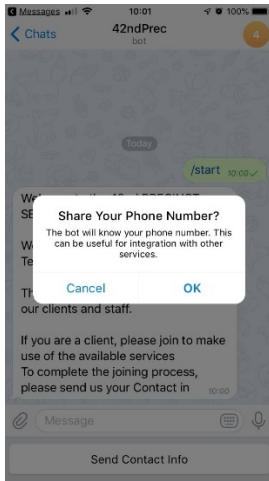
1. Click "start" at the bottom.



2. Then Click "send contact info" at the bottom.



3. It will ask for confirmation, click OK

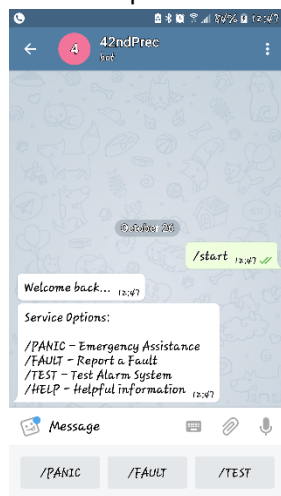


At this point please contact Chrys at 42nd Precinct Security on 010 441 2509, to set up your settings on our system

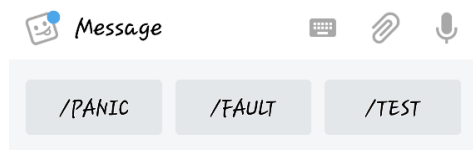
PART 3.

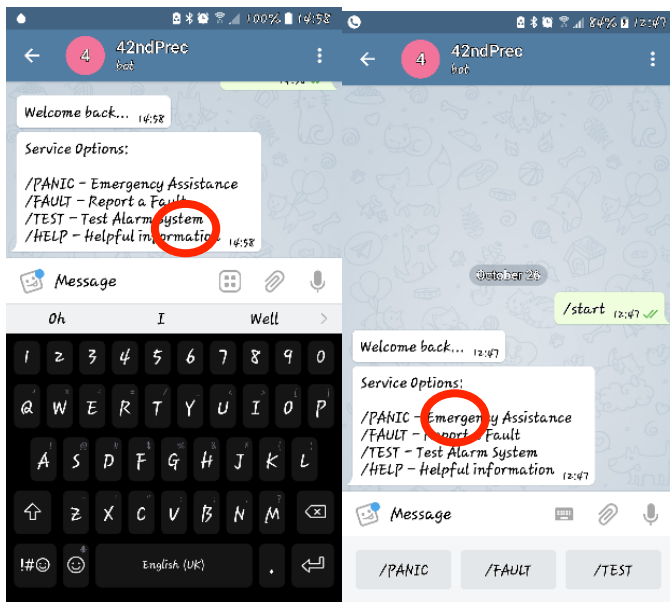
1. Type in /start and send
2. If you are set up on our system, a message will come up

“Service options”



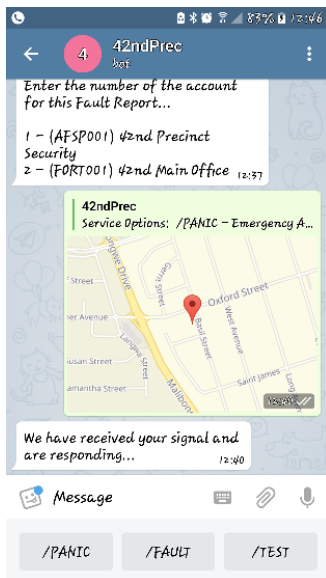
3. There is an Icon that changes between a keypad icon or a square with four dots
 - a. Keypad allows you to type a message
 - b. Square with 4 dots will show you the buttons for the three options





A. /PANIC – Emergency assistance

- a. When you press the panic a message will come up with “Share your location” Click on OK
- b. A Map with your Site location will show up followed by a message, informing you that our control room has received your panic. It will say “ We have received your signal and are responding...”
- c. We will follow the procedure, as stated in your contract with us.



- B. /FAULT – Report a Fault
 - a. This will request a Job card to be set up for your Property
 - b. Either click the /FAULT button at the bottom or type /FAULT
 - c. A message will come up “Please provide brief details of the fault...”
 - d. Type in what you need a job card for, you can type maximum 50 characters
 - e. It will come through to our system and will be seen to Monday to Friday
 - f. You will receive a message back “Your fault report has been logged... One of our technical staff will contact you to assess the issue and if required, a service call will be scheduled”
- C. /TEST – Test alarm system
 - a. This will turn off your alarm and NO SIGNALS WILL COME THROUGH TO OUR CONTROL ROOM FOR 30MIN after you have pressed it.
 - b. This is so you can work on your alarm or electric fence without getting calls from 42nd Precinct Security
 - c. You will get a message “with your code – system on Test for 30min”
 - d. You can tap test again and your alarm will send signals again “system back in service”
- D. /HELP – Helpful information
 - a. /HELP will allow you to send a message to our system
 - b. THIS IS A ONE TIME MESSAGE and will not be saved on our system, so please use your PANIC for emergencies and FAULT for Job cards