

# UL Certificated Accounts

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UL Certificated Accounts require specific dispatching processes according to the Certification type and reporting processes to comply with the UL 1981 document section 20.8. For more information on stages™ UL Compliance, please refer to the [UL Compliance PDF](#).

## Setup

### UL Code

In the UL Code setup window (Setup > Alarm Processing Setup > UL Code), an entry must be created for all UL Certificated Account types. These are to include name, description, and designated response time for burglar account types. Each UL Code shall be set up with [Event Codes](#) in the Event Code UL Code window (Setup > Alarm Processing > Event Code UL Code). Enter in the event code and UL code combination. When the UL Alarm Report (see below) is filtered for certificated events only, only alarms including the event codes entered in this table will be returned.

UL Accounts can be searched in the Site Lookup by their UL Code.

### Site

The UL Code is entered on the [Site](#) detail window. The Site detail also includes a flag for whether the central station/guard system holds keys to the premise.

UL Accounts shall have the correct Site Agencies assigned to them including the Fire/Police Departments and any Guard/Investigators that are required during dispatch.

### Device

The Line Security (Normal/Encrypted...), if any, is entered on the site [Device](#).

### Action Plans

Specific [Action Plans](#) shall be created for UL Accounts. These Action Plans are to follow the guidelines for dispatch on UL certificated accounts and include dispatch instructions to enter operator comments on the following:

- Agency Identification Number
- Alarm Investigator(s) name and Employee ID
- The method used to receive the investigator's arrival on scene (radio, phone...)
- Whether central station/guard keys were used
- The disposition of the alarm

The [Device Configuration](#) of UL Accounts shall have their points apply the UL Action Plans. A [Site Group](#) can be set up to include default configuration for UL Accounts.

### Operator Actions

UL Certificated Accounts require certain events to be on the report, such as agency arrival time. Operator Actions shall be set up for Agency Arrival, and Alarm Investigator/Guard Arrival. Operator actions are set up in the Operator Action setup window (Setup > Operator Action Setup > Operator Actions).

### **Dispatch**

Operators must log comments for the Action Plan steps required for UL certification. The Comments for Calling and Operator Actions generate the required information for UL reports such as:

- Agency Identification Number
- Alarm Investigator(s) name and Employee ID
- The method used to receive the investigator's arrival on scene (radio, phone...)
- Whether central station/guard keys were used
- The disposition of the alarm

Operators must be trained to include detailed comments when dispatching on UL Certificated Accounts. The detailed comments supply the required information for UL compliance in reporting. A [Site Group](#) can be created and assigned to all UL Accounts to enter them in [Dispatch Queues](#) for dedicated operators.

### **Reporting**

For reporting of UL accounts, the UL Alarm [Report](#) shall be used. This will display the time of the alarm, the line security (if blank, no line security is recorded for the device), whether keys are held, all Event History for the Alarm with a running total of elapsed time since the time the alarm was received and all comments/dispositions entered by the operators.

The report can be filtered to only include alarm events associated with the UL Certificate as set up in the Event Code UL Code by enabling the Certificated Events Only flag.