

Direct Link FAQs

How do I sign up for Direct Link?

1) Contact an alarm technician to connect your system to Direct Link. Technicians outside of the approved vendors list MUST contact the Direct Link Coordinator prior to service. View Approved Direct Link Installation Companies (PDF)

2) Complete the “Sign up for Direct Link Monitoring form” after the technician has established a connection for your home. Completion of this application is required to finalize set up and monitoring. An incomplete form will delay your activation. <https://westutx.gov/FormCenter/Police-Department-5/Sign-up-for-Direct-Link-Monitoring-71>

3) A confirmation email will be sent once the activation process is completed by the Direct Link Coordinator. An alarm permit is generated with activation.

Do I need to submit an Alarm Permit form?

No, you do not. When signing up for Direct Link you will also receive an Alarm Permit.

What are the benefits of setting up Direct Link through an approved Direct Link installation company?

The approved Direct Link installation companies are very familiar with Direct Link setup and have connected many homes in West University.

What if I would like to use a company that is not on the approved list?

You may utilize any company of your choice. Please have the technician contact the Direct Link Coordinator prior to service to discuss what is needed to connect your home to Direct Link.

I already have a security system, Will it connect with Direct Link?

A technician will need to determine if your current system is compatible.

What are my options to connect my home to Direct Link?

There are 3 options available for connection to Direct Link.

1. Landline
2. Cellular Signal
3. AES Radio Module

What is the cost per month for Direct Link?

\$35/month- Landline connection

\$35/month- Cellular signal connection

- Cellular connection may come with the option to add on a remote monitoring app subscription. Contact your alarm installation company for further details and pricing information.

\$35/month- AES radio connection

- AES radio connection requires the purchase of the radio device through the alarm installation company. This cost is around \$700-\$800. Contact the alarm installation company for detailed pricing information.

Direct Link is billed to your monthly utilities statement.

What are the benefits of connecting through an AES radio module?

The AES radio module relies on radio towers to send emergency signals, instead of a landline or cellular towers. In the event that electricity goes out or the cellular towers are down, but radio towers are not affected, the AES module can still communicate through those radio towers.

Will disconnecting my landline affect my Direct Link connection?

If your alarm system is connected to Direct Link through a landline, disconnecting your landline will terminate your Direct Link connection. In order to continue your Direct Link connection, you may choose to connect through either cellular signal or AES radio module. An alarm technician will need to confirm if your system is compatible for either connection. If you do not know if your system is connected through a landline, please contact your technician.

I have a smart home product (such as Nest), Can this system connect to Direct Link?

An alarm technician will be able to tell you if your system is compatible for connection to Direct Link.

How do I send a test signal and what is the importance of running a test?

It is the homeowner's responsibility to maintain proper function of their alarm system. Part of this maintenance includes, but is not limited to, running test signals to verify system communication.

In order to run a signal test, first call the Direct Link Coordinator and ask to have your system placed in 'test mode'. You will need to provide the password associated with your Direct Link account for verification purposes. You will then be taken through the procedure.

This test confirms communication for the specific zone being tested and does not confirm communication of all zones associated with the alarm system. It is important to ask your alarm technician for advice regarding maintenance of your system and routine inspections.

Can I re-activate a previous homeowner's Direct Link account?

Each new homeowner must activate a new account. While it is up to the homeowner, we suggest that a technician service the system to ensure it is working properly, make any necessary upgrades depending on the desired connection method, change the assigned zones if needed, and set up or change the 4

digit passcode required to activate and deactivate the alarm. It is the homeowner's responsibility to ensure their system is functioning properly.

What if I need to replace my battery?

You may replace it yourself or contact your technician to take care of it. Please call to put your system in 'test mode' while the battery is being changed to avoid accidental activation of your alarm.

How do I discontinue service?

Complete the Discontinue Services form:

<https://www.westutx.gov/FormCenter/Police-Department-5/Discontinue-Services-74>

If you will no longer have an active alarm or are moving, check the "Alarm Permit" & "Direct Link" boxes. If you are changing monitoring services, check the "Direct Link" box only to ensure that your Alarm Permit is kept on file. Also, provide the Direct Link Coordinator with the name and contact information of the new monitoring company.