



Sirix service quick guide

Always connected. Always efficient. Your cheat sheet for fast and clear answers.

When to contact Sirix?

- **False alarms.** Immediate contact is required.
- **Authorized access.** Notify when an authorized user needs access during surveillance hours.
- **System testing.** Contact us for walk-tests, speaker tests, or maintenance.
- **Night access.** Notify us when cleaners or other personnel require night access, unless a prior-approved disarming method is already in place.



Sirix contact number

24/7 central line. Call us at 1-855-788-1919 anytime.

Service level agreements (SLAs) for Sirix services.

- **New site activation.** 3-5 business days (excluding Fridays).
- **Operation/support response.** Within 24 hours.
- **Client modifications.** Completed within 24 hours.
- **Incident reports.** Issued within 72 hours.



For more information, please reach out to your regional representative.