



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.

How to update client information.

- Log in the [Customer Portal](#) at your convenience.
- Navigate to **Online Forms**.
- Select [Partner - Client Sheet Modification Form](#) to request changes.



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.



Additional resources

For comprehensive support, explore the [Sirix HelpDesk](#) where you'll find extensive FAQs and resources.

For detailed setup and usage, request **Sirix's installation and performance guide** for step-by-step instructions on integrating security devices with Sirix's AI-powered command center.