

SERVICE REQUEST CHECKLIST

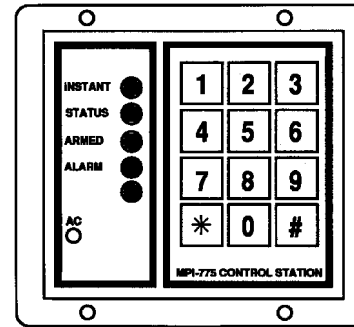
This checklist will help you with requesting service for your alarm system.
Please help Network give you the best possible service by checking the following:

PROBLEMS	WHAT TO CHECK
Alarm won't arm	Are you using the correct four-digit panel code? Have you tried pressing the reset button (*), then entering the panel code? Is there a green ready light?
No green light No power Panel dead	Is the breaker on? Is the transformer plugged in or could it be plugged into a switch controlled outlet? Are all doors and windows closed? Have any windows or doors been replaced recently? Has new carpet been installed?
Alarm went off Received notification of a false alarm	If home, what room were you in? Did the panel make noise? Is it possible the entry/exit delay time expired? Is the bedside alert button out of reach from children and pets? Do all doors and windows close securely? Has there been any carpet work done lately?
Telephone problems	Call Network first.

USING YOUR NETWORK ALARM

SYSTEM 775, 735, or 335

775



PANEL INDICATOR LIGHTS

INSTANT – If the switch is to the instant side, opening any window or door with sensors while the alarm is armed will immediately sound an alarm.

DELAY – (335 only) If the switch is to the delay side, there is a delay time to exit through the entry/exit door after the system is armed.

STATUS – If off, a door or window may be open. If on, the system is ready to be armed.

ARMED – If off, the system is disarmed. If on, the system is armed.

VIOLATION/ALARM – If on, the alarm has been activated.

AC – (775 only) If on, the system is using electrical power. If off, the system is using the backup battery.

DON'T FORGET TO:

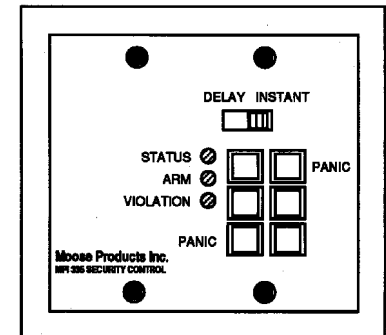
1. Complete your Resident Alarm Services Agreement and return it to your property staff or office.
2. Make sure that your telephone service is in working order.
3. Make sure that your electrical service is in working order.

CODES TO REMEMBER

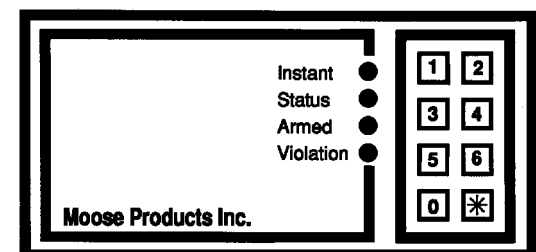
1. **PERSONAL ID CODE.** A 4-digit number, chosen by you, that will identify you to the Network operators over the telephone.
2. **PANEL CODE.** A 4-digit number given to you by your property management staff, used to arm and disarm your system and silence alarms.

YOUR 4-DIGIT PANEL CODE IS: _____

335



735



Network Multifamily Corporation
14275 Midway Road, Addison, TX 75001-3681
800-635-1635
License #B4888

ARMING YOUR SYSTEM - WHEN LEAVING HOME

1. Green Status Light must be on. If not, make sure all doors and windows are closed, including exit door. If unable to obtain a green light, call for service.
2. Enter your Panel Code to obtain a Yellow Armed Light.
3. Green Status Light will go off and several beeps will be heard.
4. Your system is now armed. Leave your home within the next 20 (40 on the 335) seconds.

IN CASE OF ERROR – On the 775 and 735, press the (*) button twice and re-enter your Panel Code. On the 335, wait 5 seconds and re-enter your Code.

ARMING YOUR SYSTEM - WHEN STAYING HOME (775 & 735)

1. Press (*).
2. Enter your Panel Code.
3. The Red Instant Light will come on, and you will hear a tone. Wait 40 seconds, and the system will be armed. REMEMBER, don't open any doors or windows without disarming the system first. Without disarming the system, anyone entering or exiting your home with the system armed will cause an immediate audible alarm signal.

DISARMING YOUR SYSTEM - WHEN RETURNING HOME

When returning home while the system is armed, you will hear a beeping sound as you enter. Your Panel Code must be entered within 20 seconds to prevent the alarm from sounding. The Yellow Armed Light will go out, and the Green Status Light will come on.

DISARMING YOUR SYSTEM - WHEN STAYING HOME

Before opening any doors or windows, enter your Panel Code to disarm the system. Should you decide to leave, just re-enter your Panel Code. The Yellow Armed Light will indicate that you have 20 (40 on the 335) seconds to leave, and the system will be armed again.

BEDSIDE ALERT BUTTONS

(Optional) When pushed, the alarm will immediately sound, whether your alarm system is armed or disarmed, and whether or not any doors or windows are opened. To silence the alarm, enter your Panel Code.

PANEL EMERGENCY BUTTONS

775 - (#) and (*)
735 - (0) and (5)
335 - (2) and (5)

When the designated keys are pushed at the same time, the alarm will immediately sound, whether your system is armed or disarmed, and whether or not any doors or windows are open. To silence the alarm, enter your Panel Code.

EMERGENCY PROCEDURES - WHEN AN ALARM IS ACTIVATED

1. DO NOT PANIC.
2. Silence the alarm by entering your Panel Code.
3. If monitored, the Network Monitoring Center will call to verify the alarm – request the assistance you need, or cancel the alarm by giving the operator your 4-digit Personal ID Code.

POINTS TO REMEMBER

1. If unable to obtain a Green Status Light, check all doors and windows.
2. If your 775 or 735 Panel Code fails to arm or disarm your system, press the (*) button twice and try again, or check to be sure that your Panel Code is correct. If your 335 Panel Code fails to arm or disarm your system, wait 5 seconds and try again or make sure you are using the correct Panel Code.
3. Alarms that are set off by the opening of a door or window will silence after approximately five minutes. Or, enter your Panel Code to silence them.
4. You must give the Network Monitoring Center operator your 4-digit Personal ID Code to clear a false alarm.
5. We recommend that you test your system once a month.
6. Alarm signals are transmitted by your telephone line. Therefore, if a signal is being sent to the Monitoring Center, your telephone may not have a dial tone until transmission is complete.
7. If you experience difficulties with your telephone service, notify Network Multifamily before you call your local telephone company. This may avoid unnecessary billings.
8. If you call for service, your system will not be monitored until service is performed.
9. If the alarm panel has been disconnected from electrical power for over four hours, it may not function until power is restored.
10. Your Network Multifamily alarm system provides magnetic contacts for the perimeter doors and moveable, accessible windows of your apartment home. If monitored, alarm signals are sent to Network's U.L.-approved monitoring center when the alarm is armed and the door or window is opened or when an emergency feature is activated. Glass breakage and motion detection are not provided by this system.

TESTING YOUR ALARM

TO ENSURE THAT YOUR SYSTEM CONTINUES TO OPERATE PROPERLY, IT IS IMPORTANT TO TEST IT AT LEAST MONTHLY.

1. Call Network Multifamily and tell them you want to test your alarm system.
2. Close all doors and windows.
3. Check to see that the Green Status Light is on.
4. Check each door and window to make sure that, when opened, the Green Status Light goes off.
5. After at least two minutes have elapsed since you called Network, activate the alarm by pressing the Bedside Alert Button. Wait one minute, then turn the alarm sound off by entering your Panel Code. Repeat with any additional Bedside Alert Buttons.
6. Enter your Panel Code to arm the system. The Yellow Armed Light should go on. If not, request service when you make your verification call to Network Multifamily.
7. Wait at least one minute after arming the panel to allow for the exit delay and then open the front door. Let the alarm sound for about a minute, then silence by entering your Panel Code. You can continue this type of test with any windows and/or patio doors you would like.
8. When you are through testing the system, call Network Multifamily to verify that they have received your alarm signals.

VERIFYING ALARM SIGNAL

1. Wait 3 minutes, then call Network Multifamily Customer Service. Tell them that you need to verify your alarm signal, and give them your name and Personal ID Code.
2. Verify your home telephone number and the names of everyone living in your home.
3. If the alarm signal was not received, ask the operator to request service for your alarm system.