

## 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.

# SYSTEM 911

# USING YOUR NETWORK ALARM

### 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 Multifamily operators over the telephone.
2. **PANEL CODE.** Used to arm, disarm and silence your alarm system. The Panel Code must be preceded by a number (1) when arming and disarming your panel.

YOUR 4-DIGIT PANEL CODE IS: 1 + \_\_\_\_\_

**READY TO ARM LIGHT**  
If on, all perimeter doors and windows with contacts are shut. If off, a door or window may be open. If blinking, one or more zones are bypassed.

**POWER LIGHT**  
If on, the system is using electrical power. If off, the system is using the backup battery. If blinking, the battery is weak and will normally recharge itself within 16 hours.

**ARMED LIGHT**  
If on, system is armed. If off, system is disarmed. If blinking, an alarm has occurred. Clear blinking light by pressing the (\*) button.

**INTERIOR ON AND OFF (For optional detection devices)**  
If interior on, the interior detection devices are on when the system is armed. If interior off, the interior detection devices are off when the system is armed.

**DELAY ON AND OFF**  
If on, you have a time delay to leave or enter your home through the entry/exit door after the system is armed. If off, opening any contacted opening will immediately sound an alarm when the system is armed.

**AUXILIARY LIGHT (For optional heat and smoke detectors)**  
If on, heat has been detected. If off, the system is operating normally.

The control panel features a keypad with buttons for 1-9, \*, 0, and #. Labels on the panel include POWER, READY TO ARM, ARMED, INTERIOR (ON/OFF), DELAY (ON/OFF), NETWORK MULTIFAMILY, and AUXIL. ARM.



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## ARMING YOUR SYSTEM - WHEN LEAVING HOME

1. Green Ready Light must be on. If the light is off, make sure all contacted doors and windows are shut. (To determine which door or window is open without visually inspecting your home, see Zone Status Display.)
2. Press **(1)** on your panel, followed by your Panel Code.
3. The control panel will begin beeping, the Green Ready Light will go out and the Red Armed Light will come on, indicating the system has been armed.
4. You have approximately 60 seconds to leave your home.



## ARMING YOUR SYSTEM - WHEN STAYING HOME

If you want to set your system to immediately sound an alarm if a door or window is opened:

1. Press **(5)** on your panel, followed by your Panel Code.
2. The yellow Delay Off Light will come on.
3. Arm the system by pressing **(1)** on your panel, followed by your Panel Code.

NOTE: When you disarm the system, the zones automatically return to delay on.



## BEDSIDE ALERT BUTTONS

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, press **(1)** followed by your Panel Code.



## PANEL EMERGENCY BUTTONS

When **(\*)** and **(#)** 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, press **(1)** followed by your Panel Code.



## DISARMING YOUR SYSTEM - WHEN RETURNING HOME

1. After entering your home through the entry/exit door, a control panel will sound a steady entrance tone warning you to disarm the system.
2. Press **(1)** on your panel followed by your Panel Code.
3. If the Red Armed Light does not go out, press the **(\*)** button and press **(1)** and re-enter your Panel Code. NOTE: As you enter through a delay door, all other openings automatically convert to the delay mode.



## 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 Red Armed Light will indicate that you have 60 seconds to leave, and the system will be armed again.



## CHIME

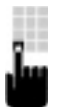
When the chime feature is turned on, all perimeter doors and windows with sensors will emit a sound when opened. This is convenient for those with small children.

### TO TURN THE CHIME ON

1. The system must be disarmed.
2. Press **(6)** followed by your Panel Code. You will hear four beeps indicating you are in the chime mode.
3. Each time a door or window is opened, you will hear three beeps.

### TO TURN THE CHIME OFF

Press **(6)** followed by your Panel Code. You will hear four beeps.



## EMERGENCY PROCEDURES - WHEN AN ALARM IS ACTIVATED

1. DO NOT PANIC.
2. Silence the alarm by pressing **(1)** followed by your Panel Code.  
If you enter the appropriate code within 10 seconds after the alarm is activated, the alarm signal will be aborted.
3. If you are monitored and the alarm is not aborted within the appropriate time, 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.

## ZONE STATUS DISPLAY

The Zone Status Display may be used to identify which door or window is opened.

1. Lift the control panel door to reveal the zone location label.
2. Press **(2)** followed by your Panel Code.
3. The lights on the control panel will now become zone status indicators.
4. If a light is on, it indicates a door or window is open in that zone.
5. If a light is off, it indicates the doors and windows are closed in that zone.
6. The Zone Status Display will remain on for eight seconds before the lights return to the normal mode. This display time may be extended for eight additional seconds by pressing any button on the control panel except the **(\*)**.
7. Press **(\*)** to reset the system to the normal mode.

## 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 Ready Light is on.
4. Check each door and window to make sure that, when open, the Green Ready Light goes off and/or the chime sounds.
5. After at least two minutes have elapsed since you called Network, activate the alarm by pressing the Bedside Alert Button. Wait one minute and then turn the alarm sound off by pressing **(1)** followed by your Panel Code, then repeat with any additional Bedside Alert Buttons.
6. Enter your Panel Code to arm the system. The Red 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 open the front door. Let the alarm sound for about a minute, then silence by pressing **(1)** followed by 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.



## POINTS TO REMEMBER

1. If unable to obtain a Green Ready Light, check all doors and windows.
2. If your Panel Code fails to arm or disarm your system, press the **(\*)** button and try again, or check to be sure that your Panel Code is correct.
3. Alarms that are set off by the Emergency Buttons will be silenced after five minutes, or you may silence them by pressing **(1)** followed by your Panel Code.
4. Alarms that are set off by the opening of a door or window must be silenced by pressing **(1)** followed by your Panel Code.
5. You must give the Network Monitoring Center operator your 4-digit Personal ID Code to clear a false alarm.
6. Alarm signals can be transmitted by your telephone line. Therefore, if a signal is being sent to the Monitoring Center, your telephone might not have a dial tone until transmission is complete.
7. We recommend that you test your system once a month.
8. If you experience difficulties with your telephone service, notify Network Multifamily before you call your local telephone company. This may avoid unnecessary billings.
9. If you call for service, your system will not be monitored until service is performed.
10. Clear the blinking Armed Light by pushing the **(\*)** button.
11. If the alarm panel has been disconnected from electrical power for over four hours, it may not function until power is restored.
12. 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.

