

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 status 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?

SYSTEM DV II

USING YOUR NETWORK ALARM

BEFORE YOU BEGIN

1. Complete the Resident Alarm Services Agreement.
2. Check that your electrical service is in working order.
3. Check that your phone line is active if your alarm system is *monitored*.

PERSONAL IDENTIFICATION CODE (PIC)

A 4-digit number, chosen by you, necessary for *monitoring* service. This number is used to identify you over the phone, to a Network monitoring center operator.
(Choose any 4 numbers easy to remember. The number may be the same as your panel code.)

PANEL CODE

A 4-digit number used to arm, disarm and silence your alarm system.

YOUR PANEL CODE IS: _____

STATUS LIGHT:

When **ON**, the system is ready to be armed.
When **OFF**, a door or window may be open.

ARMED LIGHT:

When **ON**, the system is armed.
When **OFF**, the system is disarmed.



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ARMING YOUR SYSTEM - WHEN LEAVING HOME:

1. Green Status Light must be **ON**. If not, check to see that all doors and windows are closed. Also, check for power. If unable to obtain Green Ready Light, call for service.
2. **ENTER PANEL CODE**. When correct Panel Code is entered, you will hear 4 quick beeps, the “Armed” light will come on and the exit delay begins.
3. **EXIT BEFORE DELAY TIME EXPIRES**. The panel beeps quickly to time out an exit delay of 40 seconds. Exit while panel is still beeping.
4. If you make a mistake entering your code or receive a steady 2 second tone (signaling an invalid code), push the (*) button and begin again.

DISARMING YOUR SYSTEM - WHEN RETURNING HOME:



1. As you enter, the panel beeps to remind you to disarm the system immediately.
2. **ENTER PANEL CODE** before the entry delay time of 20 seconds expires. When correct Panel Code is entered, the “Armed” Light will go off and the panel will silence.
3. If you make a mistake entering your Panel Code, simply press the (*) key and re-enter code.

AUDIBLE PANEL EMERGENCY BUTTONS



1. **Press and hold the (#) and the (*) keys for two seconds**. 4 quick beeps indicate alarm has been sent and high pitched steady tone will begin sounding.
2. This feature works regardless of whether system is armed or disarmed. Doors and/or windows may be open or closed.
3. To silence, enter Panel Code. If Panel Code is not entered to silence the alarm, it will sound for approximately 5 minutes.
4. If system does not emit a high pitched steady tone or emits a steady 2 second tone, press (*) button and begin again.

SILENT EMERGENCY BUTTONS



1. Press the (5) and (8) buttons (marked in red) together. Hold for 2 seconds and release.
2. The 4 quick beeps indicate a signal has been sent.
3. If the system does not beep 4 times or emits a steady 2 second tone, press (*) and begin again.



EMERGENCY PROCEDURES - WHEN AN ALARM IS ACTIVATED

Unmonitored Systems - When an unmonitored alarm is activated, it sounds inside your home only. Unmonitored alarm service does not provide for monitoring of the equipment or response from any third party including the police department.

Monitored Systems - When a monitored alarm is activated, it sounds inside your home and sends a signal to Network’s monitoring center. When a signal is received by Network, an operator will place a verification phone call to you. Request the assistance you need or cancel the alarm by giving the Network operator your **Personal Identification Code**. If you accidentally activate your alarm, **enter the Panel Code** to silence it. If your panel code is not entered immediately, a Network operator will call you. **DO NOT PANIC AND DO NOT TRY TO DIAL OUT**. Wait for the Network operator to call you and simply clear the alarm with your **Personal Identification Code**.

TESTING YOUR ALARM

It is important to test your alarm system regularly as testing provides the assurance that your system is operating properly. At least once a month is recommended. If your alarm system is **monitored**, call Network at 1-800-635-1635 and tell them you are testing your alarm system before proceeding with the steps below. If your alarm system is **unmonitored**, follow the steps below:



1. Check that the Green Status Light is ON indicating sensed doors and windows are closed. Open each door and window individually and check to see if the Green Status Light went off.
2. Arm your system and wait until exit delay times out. Open your front door and let alarm sound for about one minute. Enter your Panel Code to silence.
3. Continue testing in the same manner for each door and window.

If your alarm system is **monitored**, call Network back to verify your alarm signals were received.

POINTS TO REMEMBER

Monitored Systems - Network’s monitoring center operators place verification phone calls as the first step in processing an alarm signal. If the operator gets no answer, an answering machine, a busy signal or an individual who cannot give the correct Personal Identification Code, the operator then proceeds to the next step in the dispatch instructions established for your property.



Your Personal Identification Code is the only way Network can properly identify you over the phone. Without proper identification, police dispatches and false alarm fines can occur. Everyone in your household must remember this code. If you should forget your Personal Identification Code, contact your property management office for assistance in establishing a new code or call Network.

If service is requested for your alarm system, it will not be monitored until service is performed.

Unmonitored & Monitored Systems - 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.