

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 4-digit panel code? Have you tried pressing the reset button (*), then entering the panel code? Is the Power indicator lit?
Power indicator not lit 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 doors or windows 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? Do all doors and windows close securely? Has there been any carpet work done lately?
"Battery" light blinks	One or more sensors has a low battery. Your panel needs to be serviced by a Network technician. Call 1-800-635-1635.
"Trouble" light blinks	Sensors have not reported status in the past eight hours. Your panel needs to be serviced by a Network technician. Call 1-800-635-1635.
Telephone problems	Call Network first.



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LINEAR SYSTEM

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 a 4-digit number easy for you to remember.)

PANEL CODE

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

YOUR PANEL CODE IS: _____

POWER LIGHT:

When **ON**, the system is ready to be armed.
When **OFF**, the panel is not receiving AC or DC current.

OFF LIGHT:

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

CHIME LIGHT:

When **ON**, the chime feature is active. The system cannot activate an intrusion alarm with the chime mode on.

HOME LIGHT:

When **ON**, the system is armed in the Home Mode.

AWAY LIGHT:

When **ON**, the system is armed in the Away Mode.



ARMING YOUR SYSTEM - WHEN LEAVING HOME:



1. Make sure all doors and windows are closed.
2. ENTER PANEL CODE AND PRESS “AWAY”. If the correct code is entered, you will hear a chime followed by three beeps.
3. To “quick arm” system, PRESS AND HOLD “AWAY”. Your system must be in Off, Chime or Home Mode to do so.
4. EXIT BEFORE THE DELAY TIME EXPIRES. The panel will beep for 30 seconds before arming. Exit while the panel is still beeping.

- WHEN RETURNING HOME:



1. As you enter, the panel beeps to remind you to disarm the system immediately.
2. ENTER PANEL CODE AND PRESS “OFF” before the 45-second entry delay expires.
3. If an alarm has occurred during your absence, multiple beeps will sound after disarming and the sensor light for the appropriate zone that caused the alarm will flash.

INSTANT FEATURE - ARMING YOUR SYSTEM WHEN STAYING HOME:



1. ENTER PANEL CODE AND PRESS “HOME” TWICE. You will hear one chime and two beeps. Entry through a contacted door or window will immediately sound the alarm.
2. To “quick arm” system from off or chime mode, PRESS AND HOLD “HOME”. The system must be in Off or Chime Mode to do so.

CHIME



1. ENTER PANEL CODE AND PRESS “CHIME”. You will hear one chime and one beep.
2. From the Off Mode, the chime feature can be activated by pressing “Chime” for two seconds.
3. Opening any contacted door or window will cause the panel to sound a chime when panel is disarmed.

PANEL EMERGENCY BUTTONS



1. Press the Fire or Emergency button to send to sound an alarm. (Note: The system is not heat sensitive and is not equipped as a fire alarm.)
2. This feature works regardless of whether or not the system is armed or doors and windows are closed.

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 1-800-356-9833 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 Power Light is ON and that all wired doors and windows are closed.
2. Arm your system and wait until the exit delay times out. Open your front door and let alarm sound for about one minute. Enter your Panel code to silence.
3. Press the Bedside Alert Button (if applicable) and let it sound for about one minute. Enter your Panel Code to silence. 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.



Alarm signals are transmitted through your telephone line. If a signal is being sent, your phone might not have a dial tone until transmission is complete. If you experience any difficulty with your phone, Network should be contacted before the local phone company to help avoid any unnecessary phone repair bills. A Network representative can explain a very simple test to determine if the problem is related to the alarm system.

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.

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 system is monitored and you enter the Panel Code immediately, you will send a **CANCEL** signal instructing Network’s Monitoring Center to disregard your alarm signal. If your cancel signal is not received 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.