

## 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.



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# Using Your Network Alarm

SYSTEM  
2000

### 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, is 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.

### POWER LIGHT

When **ON**, AC power is on and back-up batteries are good.  
When **OFF**, AC power is off and back-up batteries are good.  
When **FLASHING**, AC power is on, but back-up batteries are bad. Call for service.

### YOUR PANEL CODE IS:



### READY LIGHT

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

### STAY LIGHT

When **ON**, system is armed to Level 2:  
Staying home with entry/exit delay on.

### AWAY LIGHT

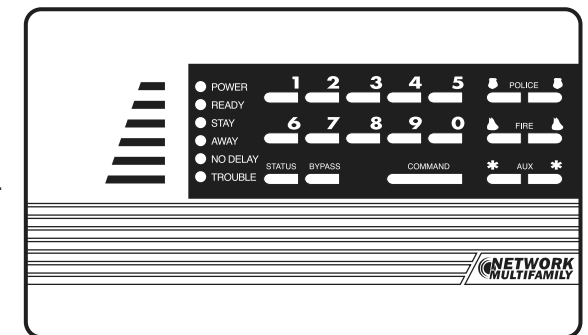
When **ON**, system is armed to Level 3:  
Leaving home with entry/exit delay on.

### NO DELAY LIGHT

When **ON**, entry/exit delay is off.  
When **OFF**, entry/exit delay is on.

### TROUBLE LIGHT

When **OFF**, system is operating normally.  
When **FLASHING**, system is not operating normally.





## ARMING YOUR SYSTEM - When Leaving Home

1. **Green Ready Light must be ON.** If not, make sure all doors and windows are closed. (If unable to obtain a Green Ready Light, call for service.)
2. **Enter your 4-digit PANEL CODE + 3.** The panel sounds 3 beeps at the beginning of the exit delay and the AWAY light comes on. The panel will announce "alarm system is on – Level 3."
3. **Exit your home through the front door.** The panel will sound 3 more beeps at the end of the exit delay. If exit delay expires before leaving, disarm and rearm the system.



## DISARMING YOUR SYSTEM - When Returning Home

1. **As you enter,** the panel beeps to indicate the system should be disarmed immediately.
2. Go to the panel and enter your 4-digit PANEL CODE + 1. The AWAY light goes off and the panel announces "Alarm system is off."



## ARMING YOUR SYSTEM - When Staying Home

1. **Green Ready Light must be ON.** Enter your 4-digit PANEL CODE + 2. The panel sounds 2 beeps at the beginning of the exit delay and the STAY light comes on. The panel will announce "Alarm system is on – Level 2." Before leaving, disarm and rearm the system.

## INSTANT FEATURE - When Staying Home

1. **Green Ready Light must be ON.** Enter your 4-digit Panel Code + 2 + 4. The panel sounds 2 beeps, the STAY and NO DELAY lights come on and the panel announces "Alarm system is on Level 2 – No Delay." Entry or exit through any protected opening will immediately sound an alarm. Before leaving, disarm and rearm the system.



## CHIME

1. **The Chime feature** is used to emit a tone from the panel each time a protected door or window is opened or closed.
2. **Before setting Chime,** the system must be **disarmed.**
3. Enter 4-digit PANEL CODE + 1 to disarm the system. Enter 4-digit PANEL CODE + 7 to turn CHIME on or off. The panel announces "on" or "off."



## Bedside Alert

1. When pressed, the alarm will immediately sound. This feature works regardless of the status of the system. The system may or may not be armed. Doors and/or windows may be open or closed.



## Panel Emergency Buttons

1. **Pressing and holding both buttons marked POLICE for at least three seconds will sound an alarm. Note: It does not automatically dispatch the police.** This feature also works regardless of the status of the system. The system may or may not be armed. Doors and/or windows may be open or closed.
2. Buttons marked "NET" and "AUX" have no function and are used by installer only.
3. **To silence an alarm caused by either emergency feature, go to the keypad and enter your 4-digit PANEL CODE + 1. System is silenced and the panel announces "Sensor (#), alarm memory, alarm system is off." If 4-digit PANEL CODE + 1 is not entered, alarm will sound for approximately 5 minutes and reset.**

## EMERGENCY PROCEDURES - WHEN AN ALARM IS ACTIVATED



**If monitored, when your alarm system sounds** it also sends a signal to Network's monitoring center. When the 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 4-digit Personal Identification Code.

**If you accidentally set off your alarm DO NOT PANIC AND DO NOT TRY TO DIAL OUT.** Wait for the Network operator to call you

and clear the alarm with your 4-digit Personal Identification Code.

**If an alarm occurred while you were away,** upon entry panel lights will be scrolling. If you have no knowledge of why an alarm occurred, **DO NOT ENTER YOUR HOME!** Go to the nearest phone and call for help.

**Enter your 4-digit PANEL CODE + 1** to disarm, and the panel announces "Sensor (#) alarm memory, alarm system is off."

## TESTING YOUR ALARM



**To ensure that your system continues to operate properly,** it is important to test it at least monthly.

**Call Network at 1-800-635-1635 and tell them you want to test your alarm system.** Give the Customer Service Representative a couple of minutes to put your system "on test" before proceeding.

1. Make sure the Green Ready Light is ON indicating contacted doors and windows are closed. Open each door and window individually and check to see if the Green Ready Light went off.

2. Arm your system and wait about a minute. Open your front door and let the alarm sound for about a minute. Enter your 4-digit Panel Code to silence.
3. Press the Bedside Alert Button and let it sound for about a minute. Enter your 4-digit PANEL CODE to silence.
4. Continue testing in the same manner for each door and window.

**When you have completed your test,** call Network back to verify that they have received your alarm signals.

## POINTS TO REMEMBER



If unable to obtain Green Ready Light, check all doors and windows.

Your 4-digit Personal Identification Code is the only way Network can properly identify you over the phone. Without proper identification, false alarm police dispatches and fines can occur. If you forget your Personal Identification Code, contact your property management for assistance in establishing a new code.

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, contact Network before you call your local

phone company to help avoid any unnecessary phone repair bills.

If you call for service, your alarm system will not be monitored until service is performed.

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.