

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:

SYSTEM PC2550

USING YOUR NETWORK ALARM

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?
"Trouble" light on	TROUBLE DISPLAY The PC2550 continuously monitors a number of possible trouble conditions. If one of these conditions occurs, the keypad sounder will beep quickly twice every 10 seconds and the keypad "Trouble" indicator will light. Pressing any key on the keypad will silence the beeper but the "Trouble" light will remain on until the trouble condition is cleared. If you cannot determine the cause of the trouble condition, call your installer for assistance. Press the (*) then (2) keys to display the type of trouble. The zone lights indicate the type of trouble condition. ZONE LIGHT TROUBLE 1. Defective Stand-by Battery 2. ACPower Failure (see Note below) 3. Day Circuit Trouble 4. Telephone Line Problem 5. Unsuccessful Communication Attempt with Monitoring Station 6. Bell Circuit Failure 7. Smoke Detector Circuit Trouble 8. Loss of Time on System Clock Press the (#) key to return to Ready. Note: The keypad buzzer will not sound for AC failure until there is also a low battery condition. The "Trouble" light will come ON as soon as AC fails and will remain on until AC restores.
"Alarm Memory" light on	Alarms caused during the previous armed period are stored in memory. To view these alarms, press (*) then (3). The "Memory" light will flash and the alarm(s) will be displayed on the flashing zone lights. The "Memory" light will be ON only if there was an alarm during the previous armed period. Arm and disarm your system or press (#) to clear and return to Ready.
Telephone Problems	Call Network first

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: _____

READY 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.

MEMORY LIGHT:

When **ON**, an alarm has occurred during the last armed period. (Alarm memory is cleared each time the panel is armed.)

BYPASS LIGHT:

When **ON**, the system may not be properly armed. (Alarm bypass is cleared each time the panel is disarmed.)

TROUBLE LIGHT:

See back page.

ZONE LIGHT:

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



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ARMING YOUR SYSTEM - WHEN LEAVING HOME:



1. Green Ready Light must be **ON**. If not, check to see that all doors and windows are closed. Also, check for power. If panel beeps when any key is pressed, it has power. If unable to obtain Green Ready Light, call for service.
2. **ENTER PANEL CODE**. The panel beeps once with each number entered. When correct Panel Code is entered, 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 45 seconds. Exit while panel is still beeping.

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 30 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.

INSTANT FEATURE - WHEN STAYING HOME:



1. Green Ready Light must be **ON**.
2. **ENTER (*) + 9 + PANEL CODE**. The “Armed” light will FLASH to indicate system is armed in the instant mode. Entry through any sensed door or window will immediately sound an alarm.
3. **Before leaving, enter Panel Code once to disarm the system and again to re-arm the system**. The panel will beep to time out exit delay 45 seconds. Exit before delay expires.

CHIME



1. Green Ready Light must be **ON**. CHIME feature works only when system is disarmed.
2. **ENTER (*) + 6 + PANEL CODE + 6 to turn CHIME feature ON and OFF**.
3. With CHIME feature on, the panel sounds a tone each time a sensed door or window is opened.

PANEL EMERGENCY BUTTONS



1. **Pressing and holding the (#) and the (*) keys for two seconds** will sound an alarm.
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.

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 Ready Light is ON indicating sensed 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 until exit delay times out. Open your front door and let alarm sound for about one minute. Enter your Panel Code to silence.
3. Perform a battery bell test by pressing (*) (6) (master code) (8). The alarm will sound for about 2 seconds.
4. Press the (F) key. The signal will sound in a pulsed mode. Arm then disarm the panel to silence the signal. Repeat this test by pressing the (A) key and the (P) key in turn. Remember, the (A) key does not ring the bell and the (P) key may not be programmed for an audible signal.

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

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**.

If an alarm occurred while you were away, the “Memory” light will flash when you disarm your system upon entering. If you have no knowledge of why an alarm occurred, DO NOT ENTER YOUR HOME! Go to the nearest phone and call for help. (The alarm memory is cleared each time the system is armed.)

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.

