

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	Ensure all zones are secure and firmly press the "LOCK" button? Have you tried pressing the "RESET" button, then pressing the "LOCK" button?
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? Is the Remote panic button out of reach from children and pets? Do all doors and windows close securely? Has the been any carpet work done lately?
"System Light" light on	The System light will be FLASHING if the panel has a trouble condition. To view the trouble conditions, Press "INFORM" and the maintenance message will be announced. (If necessary, call Network to resolve system problems). Press the "RESET" button to clear the trouble condition and exit the trouble viewing mode.
Telephone Problems	Call Network first.



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TELEALARM

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: _____

LOCK BUTTON:

Activate intruder or perimeter alarm.

UNLOCK BUTTON:

Deactivate intruder and perimeter alarm.

INFORM BUTTON:

Check status-information of central unit and detectors.

PANEL EMERGENCY BUTTON:

Red Panel Emergency Button.

RESET BUTTON:

Resets panel.

SYSTEM LIGHT:

When ON, an alarm has occurred during the last armed period.

When the light FLASHES, there is a maintenance message that needs to be announced.



ARMING YOUR SYSTEM - WHEN LEAVING HOME:



1. To arm your system, ensure that all zones are secure and press the button with the **LOCK SYMBOL**.
2. **EXIT BEFORE DELAY TIME EXPIRES**. The system will inform you that you have 60 seconds to leave the premises.
3. If you receive any type of error reading from the panel, press the button with the unlock symbol and enter your access code to disarm the system. Once you determine the cause of the problem, press the lock button to re-turn the system.

DISARMING YOUR SYSTEM - WHEN RETURNING HOME:



1. As you enter, the panel beeps to remind you to disarm the system immediately.
2. Press the **UNLOCK BUTTON** and enter the 4 digit panel code on the keypad. You will have 30 seconds to disarm the panel. The system will report a "System Off" message.
3. If you make a mistake entering your panel code, press the gray **RESET BUTTON** and re-enter the code.

CHIME



1. Ensure that all zones are secure. CHIME feature works only when system is disarmed.
2. Press the **CODE * + 079 + CODE * + END to turn CHIME feature ON**.
3. Press the **CODE * + 079 + (#) to turn CHIME feature OFF**.
4. With CHIME feature on, the panel sounds a tone each time a contacted door or window is opened.

PANEL EMERGENCY BUTTON



1. **Pressing and holding the Panic button for two seconds** will sound the 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 Press the Unlock Button + the 4 digit panel code**. If Panel Code is not entered to silence the alarm, it will sound for approximately 5 minutes.

ARMING YOUR SYSTEM - WHEN LEAVING HOME:



1. To arm your system, ensure that all zones are secure and press the button with the **LOCK SYMBOL**.
2. **EXIT BEFORE DELAY TIME EXPIRES**. The system will inform you that you have 60 seconds to leave the premises.
3. If you receive any type of error reading from the panel, press the button with the unlock symbol and enter your access code to disarm the system. Once you determine the cause of the problem, press the lock button to re-turn the system.

EMERGENCY PROCEDURES - WHEN AN ALARM IS ACTIVATED

Unmonitored Systems - When an unmonitored 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, **alarm 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 system light will flash, press INFORM button to view the troubled condition. If you have no knowledge of why an alarm occurred, DO NOT ENTER YOUR HOME! Go to the nearest phone and call for help.

TESTING YOUR ALARM



It is important to test your alarm system regular 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 System light is OFF and that all doors and windows are closed.
2. Arm system (press "LOCK" button)
3. Wait until exit delay times out. Open each door or window armed with a sensor. Press the panic button (if applicable).
4. When testing is complete, call the monitoring station to ensure each alarm was received.

POINTS TO REMEMBER

Monitored Systems - Network's monitoring center 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 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.