

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?
"Service Required" light on	Has there been a recent power outage? (If yes, wait a few hours to see if it goes off. Backup battery may be recharging.)
Telephone problems	Call Network first.

USING YOUR NETWORK ALARM

DON'T FORGET TO:

1. Complete your Resident Alarm Services Agreement and return it to your property management.
2. Make sure that telephone service is in working order.
3. Make sure that electrical service is in working order.

CODES TO REMEMBER

1. **PERSONAL ID CODE.** A 4-digit number, chosen by you, that will identify you to the Network Multifamily operators over the telephone.
2. **PANEL CODE.** A 4-digit number given to you by your property management staff, used to arm and disarm your system and silence alarms.

YOUR 4-DIGIT PANEL CODE IS: _____

READY LIGHT

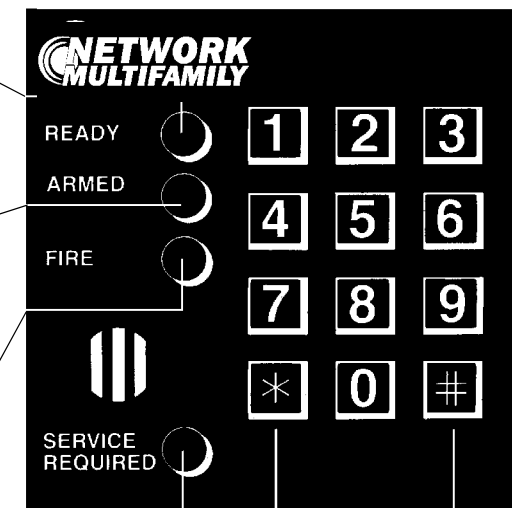
If on, all doors and windows with sensors are closed. If off, a door or window may be open. If blinking, an interior loop may be shunted, if applicable.

ARMED LIGHT

If on, system is armed. If off, system is disarmed. If blinking, an alarm has occurred. Clear blinking light by pressing (*).

FIRE LIGHT (IF APPLICABLE)

If on, fire alarm has been activated. If off, system is operating normally.



SERVICE LIGHT

If blinking, see back page. If off, service is operating normally.

EMERGENCY BUTTONS

Simply press (*) and (#) at the same time to sound the alarm, whether your system is armed or disarmed.



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ARMING YOUR SYSTEM - WHEN LEAVING HOME

1. Green Ready Light must be on. (If not, make sure all doors and windows are closed, including exit door. If unable to obtain a green light, call for service.)
2. Enter your Panel Code to obtain a Red Armed Light. (The system will beep with each number you push.)
3. Green Ready Light will go off and six beeps will be heard.
4. Your system is now armed. Leave your home within the next 40 seconds.
IN CASE OF ERROR – simply press (*) and re-enter your Panel Code.



ARMING YOUR SYSTEM - WHEN STAYING HOME

Simply follow steps 1 through 3 above, wait 40 seconds, and system will be armed. But remember, do not open any doors or windows without disarming the system first.



DISARMING YOUR SYSTEM - WHEN RETURNING HOME

When returning home while the system is armed, you will hear a beeping sound as you enter. Your Panel Code must be entered within 20 seconds to prevent the alarm from sounding. The Red Armed Light will go out, and the Green Ready Light will come on.

REMEMBER – Press (*) if you make an error, and re-enter Panel Code.



DISARMING YOUR SYSTEM - WHEN STAYING HOME

Before opening any doors or windows, enter your Panel Code to disarm the system. Should you decide to leave, just re-enter your Panel Code. The Red Armed Light will indicate that you have 40 seconds to leave, and the system will be armed again.



BEDSIDE ALERT BUTTONS

When pushed, the alarm will immediately sound, whether your alarm system is armed or disarmed, and whether or not any doors or windows are opened. To silence the alarm, enter your Panel Code. To clear flashing Red Armed Light, push the (*) button one time.



PANEL EMERGENCY BUTTONS

When pushed at the same time, the alarm will immediately sound, whether your system is armed or disarmed, and whether or not any doors or windows are open. To silence the alarm, enter your Panel Code.



EMERGENCY PROCEDURES - WHEN AN ALARM IS ACTIVATED

1. DO NOT PANIC. Do not call Network – wait. We will call you.
2. Silence the alarm by entering your Panel Code.
3. When the Network Monitoring Center calls to verify the alarm – request the assistance you need. Cancel the alarm by giving the operator your 4-digit Personal ID Code.



POINTS TO REMEMBER

1. If unable to obtain a Green Ready Light, check all doors and windows.
2. If your Panel Code fails to arm or disarm your system, press the (*) button and try again, or check to be sure that your Panel Code is correct.
3. Alarms that are set off by the Emergency Buttons will be silenced after five minutes, or enter your Panel Code to silence them.
4. Alarms that are set off by the opening of a door or window will silence after approximately five minutes. Or, enter your Panel Code to silence them.
5. You must give the Network Monitoring Center operator your 4-digit Personal ID Code to clear a false alarm.
6. We recommend that you test your system once a month.
7. Alarm signals can be transmitted by your telephone line. Therefore, if a signal is being sent to the Monitoring Center, your telephone might not have a dial tone until transmission is complete.
8. If you experience difficulties with your telephone service, notify Network Multifamily before you call your local telephone company. This may avoid unnecessary billings.
9. If you call for service, your system will not be monitored until service is performed.
10. To clear flashing Red Armed Light, push the (*) button one time.
11. If the alarm panel has been disconnected from electrical power for over four hours, it may not function until power is restored.
12. 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.



TESTING YOUR ALARM

TO ENSURE THAT YOUR SYSTEM CONTINUES TO OPERATE PROPERLY, IT IS IMPORTANT TO TEST IT AT LEAST MONTHLY.

1. Call Network Multifamily and tell them you want to test your alarm system.
2. Close all doors and windows.
3. Check to see that the Green Ready Light is on.
4. Check each door and window to make sure that, when opened, the Green Ready Light goes off **and/or the chime sounds**.
5. After at least two minutes have elapsed since you called Network, activate the alarm by pressing the Bedside Alert Button. Wait 30 seconds and then turn the alarm sound off by entering your Panel Code. Repeat with any additional Bedside Alert Buttons.
6. Enter your Panel Code to arm the system. The Red Armed Light should go on. If not, request service when you make your verification call to Network Multifamily.
7. Wait at least one minute after arming the panel to allow for the exit delay and open the front door. Let the alarm sound for about a minute, then silence by entering your Panel Code. You can continue this type of test with any windows and/or patio doors you would like.
8. When you are through testing the system, call Network Multifamily to verify that they have received your alarm signals.



VERIFYING ALARM SIGNAL

1. Wait 3 minutes, then call Network Multifamily Customer Service. Tell them that you need to verify your alarm signal, and give them your name and Personal ID Code.
2. Verify your home telephone number and the names of everyone living in your home.
3. If the alarm signal was not received, ask the operator to request service for your alarm system.

