

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 all protected windows and doors closed? Press (*) for a system status and for clues to the problem. Contact your property management office or Network.
Low Battery	Has the transformer recently been unplugged? Has your apartment recently had a power outage? If the trouble condition exists more than 24 hours after AC power is restored, contact your property management office or Network.
Phone Failure Trouble	Call Network first.
AC Power Failure	Is the breaker on? Is the transformer plugged in or could it be plugged into a switch - controlled outlet?
Trouble Beeps (Four short beeps every minute)	Press (*) for a system status and for clues to the problem.
The Clock is Incorrect	Call property management office for assistance.



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Using Your Network Alarm

MULTIFAMILY 360

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 Network. (Choose any 4 numbers easy to remember.)

YOUR PANEL CODE IS:



PANEL CODE

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

READY MODE:

Display will read time text. Green ready light will appear.

ARMED MODE:

Display will read:

🔒 "Doors and Windows" - For Stay
or "Motion Sensor Doors and Windows"
- For Away

Red armed light will appear.

INSTANT FEATURE:

Display will read:

🔒 "Doors and Windows - No Delay"

Red armed light will appear.

FAILURE DISPLAY AND BEEPS:

See back page.





ARMING YOUR SYSTEM - WHEN LEAVING HOME

1. The system must be in the ready mode. This can be determined by the green ready light.
2. **Press [Arm] twice + your four digit panel code.** The panel will sound 3 beeps at the beginning of the exit delay. The display will show a **lock symbol** and read "**Motion sensors, Doors and Windows**".
3. Exit your home through the front door. If the 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 **Press [Disarm] + your four digit panel code.** The red armed light will go out.

ARMING YOUR SYSTEM - WHEN STAYING HOME

1. **Press [Arm] + your four digit panel code.** The panel will sound 2 beeps and will arm after delay time expires. The display will show a **lock symbol** and read "**Doors and Windows**".



INSTANT FEATURE - WHEN STAYING HOME

1. **Press [Arm] + your four digit panel code + 4.** The display will show a **lock symbol** and read "**Doors and Windows - No Delay**", and the red armed light will appear. 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 sound a tone from the panel each time a protected door or window is opened or closed.
2. Before setting the chime, the system must be disarmed.
3. **Enter 7** to activate or deactivate chime. Two beeps will sound upon opening a protected opening.



BEDSIDE ALERT (Not available with all systems)

1. When pressed, the alarm will immediately sound.
2. This feature works regardless of whether system is armed or disarmed. Doors and/or windows may be open or closed.
3. **To silence, Press [Disarm] + your four digit panel code.** If panel code is not entered to silence the alarm, it will sound for approximately 4 minutes.



PANEL EMERGENCY BUTTONS

1. **Pressing and holding both [Arm] + 1** simultaneously for at least two seconds will sound an alarm. Note: This does not automatically dispatch the police. This feature works regardless of the status of the system. The system may or may not be armed. Doors and/or windows may be opened or closed.
2. To silence an alarm by the emergency feature, go to the panel and **Press [Disarm] + your four digit panel code.**

EMERGENCY PROCEDURES - WHEN ALARM IS ACTIVATED



If monitored, when your alarm system sounds it also sends a signal to Network's monitoring center. When a signal is received by Network, a verification phone call will be placed to you. Request the assistance you need or cancel the alarm by giving Network your Personal Identification Code. If you accidentally activate your alarm, **Press [Disarm] + your panel code** to silence it. If your system

is monitored and you **Press [Disarm] + your 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, Network will call you. **DO NOT PANIC AND DO NOT TRY TO DIAL OUT.** Wait for Network to call you and simply clear the alarm with your Personal Identification Code.

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. Arm your system and wait until the exit delay time expires. Open your front door and let the

alarm sound for about one minute. **Press [Disarm] + your panel code** to silence.

2. Press the bedside alert button (if applicable) and let the system sound for about one minute. **Press [Disarm] + 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 will place a verification call as the first step in processing an alarm signal. If there is no answer, an answering machine, a busy signal or an individual who cannot give the correct Personal Identification Code, we then proceed to the next step in the dispatch instructions established by 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.

If service is requested for your alarm system, it will not be monitored until service is performed.

Unmonitored & Monitored Systems - Your Network 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 sensors are not provided by the system.