

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.



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Using Your Network Alarm

SYSTEM
1007

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**.

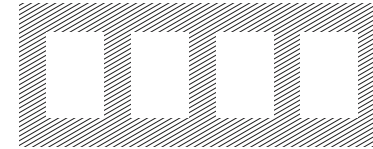
PERSONAL IDENTIFICATION CODE (PIC)

A 4-digit number, chosen by you, is necessary for **monitoring** service. This number is used to identify you over the phone to Network. (Choose any 4 numbers easy to remember.)

PANEL CODE

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

YOUR PANEL CODE IS:



READY

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

EMERGENCY BUTTONS

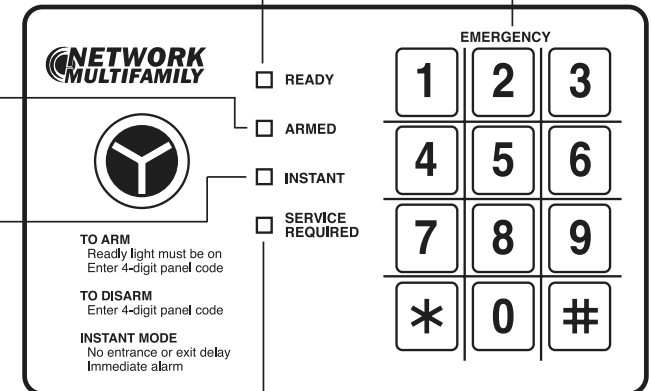
Press (1) and (3) at the same time to sound the alarm, whether your system is armed or disarmed.

ARMED

If **ON**, the system is armed. If **OFF**, the system is disarmed.

INSTANT

If **ON**, opening any window or door with sensors will immediately sound an alarm.



If all lights are strobing, an alarm has occurred. Clear strobing lights by pressing (*).

SERVICE REQUIRED

If **OFF**, system is operating normally. If **ON**, see back page.



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 for each number you push.)
3. Green Ready Light will go off and three beeps will be heard.
4. Your system is now armed. Leave your home within the next 40 seconds. IN CASE OF ERROR – Press (*) and re-enter your Panel Code.

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.

INSTANT FEATURE - WHEN STAYING HOME:

When this feature is turned on, the opening of any door or window will immediately sound an alarm.

1. Green Ready Light must be on.
2. Enter your Panel Code followed by (#).

CHIME



When the chime feature is turned on, all perimeter doors and windows with sensors will emit a short chime sound when opened. This is convenient for those with small children.

1. Arm and disarm the system by entering your Panel Code twice.
2. Within 8 seconds, press (*) and (0).
3. Follow the same steps to turn off the chime.

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.

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 opened. To silence the alarm, enter your Panel Code. NOTE: If you do not enter your Panel Code to silence the emergency alerts, the panel will reset itself in 5 minutes.

VERIFYING ALARM SIGNAL



1. Wait 3 minutes, then call Network 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.

★ All starred items apply ONLY if alarm system is monitored.

EMERGENCY PROCEDURES - WHEN AN ALARM IS ACTIVATED



1. DO NOT PANIC.
2. Silence the alarm by entering your panel code. If you enter the appropriate code within 10 seconds after the alarm is activated, the alarm will send a cancel abort signal.
3. If the cancel signal is not received immediately, the Network Monitoring Center will call to verify the alarm – request the assistance you need, or cancel the alarm by giving Network your 4-digit Personal ID Code.★

SILENT DURESS ALARM★

This feature allows you to disarm and silence your system, but will send a silent alarm signal to the Network Monitoring Center. Network will not call you to verify the alarm, but will

automatically dispatch the designated response agency. To send a silent duress signal, disarm your system by entering the first 2 digits of your 4-digit Panel Code followed by 9-9.

YOUR SILENT DURESS CODE IS: _____ 9 9 _____

TESTING YOUR ALARM

TO ENSURE THAT YOUR SYSTEM CONTINUES TO OPERATE PROPERLY, IT SHOULD BE TESTED AT LEAST ON A MONTHLY BASIS.

1. Call Network 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.
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 to verify that they have received your alarm signals.★

POINTS TO REMEMBER



1. If unable to obtain a Green Ready Light, check all doors and windows to see if any are open.
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 opening of a door or window will silence after approximately five minutes. Or, enter your Panel Code to silence them.
4. You must give the Network Monitoring Center your 4-digit Personal ID Code to clear a false alarm.★
5. Alarm signals are 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.★
6. The system dialer will activate a telephone line self test every 90 days.★
7. If you experience difficulties with your telephone service, notify Network before you call your local telephone company. This may avoid unnecessary billings.★
8. If you request service, your system will not be monitored until service is performed.★
9. To clear strobing panel lights, press the (*) button.
10. If the alarm panel has been disconnected from electrical power for over four hours, it may not function until power is restored.
11. Your Network alarm system provides magnetic contacts for the perimeter doors and moveable, accessible windows of your 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.