

## Frequently Asked Questions Regarding Monitored Alarm Systems

### 1. How often should I test my alarm system?

Your system should be tested monthly. However, you may test the system more often if you wish.

### 2. How do I go about testing my system?

Call the Central Monitoring Station (877-ALARM-59) and inform them that you intend to test your system. They will ask you questions to identify you and your system, (i.e. Name, address, etc.) then they will ask for your passcode. After the operator has confirmed that your system is in the test mode, you may arm it, and then begin testing devices such as door and window sensors, motion detectors, and any other devices you have in your home or business. When you are done, press your code and the off button two times, call the Central Station back and request that they verify receipt of your test signals, and then inform them that you are done testing. (Any signals received after that will be treated as actual alarms!)

### 3. What should I do if I set my alarm off by accident?

First of all, remain calm, and shut your system off. (Generally, entering your arm/disarm code plus the off button at the keypad does this.) If you are a residential customer, do nothing, (stay off of the phone and do not leave the premises), wait for a moment and our Central Station Operators will contact you at the phone number we have on record, and ask for your passcode. If you are a commercial customer and have a phone system that will not allow us to reach you at the premises, please contact our Central Station at 877-ALARM-59. Identify yourself, and give your passcode. As long as your passcode matches our records, we will abort the alarm. If you give an incorrect passcode we will handle the alarm as an actual alarm.

### 4. What should I do if I burn something and my smoke detectors activate?

Remain calm, and shut off your system (it may continue to go into alarm until the smoke condition is eliminated). If you are a residential customer we will attempt to call the site one time, then we will dispatch the Fire Department or you may contact our Central Station at 877-ALARM-59 immediately.

### 5. What should I do if my trouble light comes on?

Depending on your system, you may need to enter a valid arm/disarm code, to silence the alert tone. You may research the problem by reading the system's user manual. In most cases, this is an indication that service may be needed. Please call our office at 515-276-7030 or 877-ALARM-59 for additional information or service assistance.

### 6. What should I do if my phone stops working?

Go to your alarm control panel and unplug the telephone interface. It will look like a telephone

jack on or near the main panel. If your phone does not work after doing this, contact your phone company. If the phone works after doing this, contact our office at 515-276-7030 or (877-ALARM-59) for service. !!!!! Note your alarm system cannot communicate with us while this jack is unplugged !!!!!

7. What should I do if I remodel or add on to my residence or building?

Contact our office and inform us at your earliest opportunity. We will have a Customer Service Representative contact you to review any possible changes to your system.

8. How does my security system communicate with the Central Monitoring Station?

Your system communicates to us through your phone line. This is why any changes to your lines or system could impact the performance of your system. Strauss has a form of cellular radio back up available that will continue to communicate with us in the event that your phone line is out. Contact our office for additional information on this product / service.

9. What about power outages?

Your security system has a battery backup. The length of time this battery will maintain your system varies widely depending on the number of devices in your system, the age, and condition of the battery. Your system MAY have the ability to notify us in the event of a power outage. If so, we will contact the site between the hours of 7:00am and 10:00pm. After 10:00pm, and until 7:00am, or if we receive a system restore signal, we will not contact the site.

10. What is this "code" number and how is it different from my password or passcode?

Your system code number is generally a 4 digit number, that you would enter at the keypad, to arm and disarm your system. (Turn it on and off). A password or passcode is a number, or number-letter sequence, or a word that you use to identify yourself to our Central Station Operators. Sometimes your system code is the same as your password / passcode. It is vitally important that all persons allowed to use your system, have a code number (to turn the system on and off) and a password or passcode, in case they need to confirm with us that they are valid users. Individuals attempting to communicate with us regarding activated alarms, who do not provide valid passcodes or passwords, will be disregarded and the authorities will be dispatched.

11. What if I forget my code # or password?

If you are in alarm conditions, and you cannot be identified by password or passcode, the authorities will be dispatched! Contact our office at 515-276-7030 or the central station at 877-ALARM-59 during regular business hours, and we will help you solve this problem. In some cases, it may require that a technician visit your home or business. In other cases, this could be resolved over the phone or via fax by an authorized passcard holder.

12. What is a security level?

A security level indicates to us what functions or activities a particular user is allowed to perform. A primary example would be if the person is allowed to make additions or deletions

to your passcode list. Your sales representative will assist you in setting up these levels.

13. Why do I have two different lists of people?

One list is all of the authorized users of your system. These users should all have their own passcode or password. The other list is the Call List, these are the individuals we contact in the event of an alarm. Authorized users do not need to be on the call list. However, all individuals on the call list need to be authorized users.

14. What if I have changes of phone numbers, address, users, or my call list?

Contact us at 515-276-7030 or 877-ALARM-59 and we will help you make the necessary changes. It is vitally important that we be kept informed of any changes to this information.

15. What if I don't have a home phone line and want my alarm system monitored?

An "optional" AlarmNet cellular transmitter will be installed in your home and connected to your alarm system. It will have the ability to transmit all alarm and trouble signals to the Central Monitoring Station. As more and more customers do away with their home phones, more and more of these special cellular transmitters are being used in homes like yours to send these vital signals to protect lives and property.