



Arvin Home Systems

Hi Everybody!

We would like to try something new for us; in your monitoring bill every quarter we're going to include this little information sheet to help keep you up to date with changes in the industry, tips on operating and maintaining your alarm system, and answers to some of the most asked questions about security and our company. You pay your monitoring bill; you might as well know a little more about us and learn a little more about your alarm system! With that in mind I'd like to invite you to contact us with any questions or concerns you may have by e-mailing me at matt@arvinhomesystems.com, or calling our office at the number below. You might find your question pop up here so that others can learn something too!

In this issue however, we would like to remind everyone about the importance of testing your system. I'm going to take a shot-in-the-dark and guess that most of you have never even tested your alarm system before. I'd say 'shame on you', but we recognize our own culpability by not pushing you to do so. Well, now you have no excuse!

To test your alarm system, simply:

- 1) Call up our monitoring company and let them know you would like to put your system on 'test'. (800) 367-1091 They're going to ask you what your password is just to make sure you are who you say you are.
- 2) Tell them how long you'd like to have your system on 'test'. Usually just an hour or two is sufficient.
- 3) Arm or 'turn on' your alarm and wait until the system arms fully and the green light on the keypad goes off, then trip it in any number of ways; hit the Panic button, open a perimeter window or door, etc.
- 4) Disarm or 'turn off' the alarm.
- 5) Call the monitoring company back and ask them if they've received the communication from your alarm. They'll even tell you what zone was tripped.

There are several reasons to do this:

- * Maybe you've changed your phone service provider or have changed to a voice-over-internet all-in-one provider like Comcast or AT&T.
- * Maybe you've subscribed to DSL internet service and the alarm needs a filter.
- * Maybe you've had your phone lines worked on or had something changed.
- * It's just good practice.

We want to make sure that you're getting what you're paying for -communication between your alarm system and our monitoring company!