



Not using your alarm?

Occasionally, one of you will tell us that you haven't used your alarm in a while, because "it isn't working right". Maybe you can't set the alarm because it shows an "open" zone. Or perhaps your system is having false alarms for no apparent reason. You may go weeks or even months without using the system because of this issue – and paying for a service you are not using.

Well, we can fix that! In fact, it's part of the service you are paying for! Please do not hesitate to call us when your alarm isn't working. We will make every effort to send someone out quickly to take care of the issue. It is often a simple fix and we can make sure you're using the system to best suit your needs.

In the meantime, if you are not able to set your alarm because of a falsing or open zone, you can "bypass" the zone to set your alarm. You'll need to know what zone number you need to bypass though.

To bypass a zone, enter * 1 , then the two-digit zone number (03 for zone 3, for example), then # . If everything else is closed, you should then get your green "ready" light. You can now set your alarm. If you need to bypass more than one zone, it's the same steps: * 1 , 0 2 , 0 3 , # - to bypass zones 2 and 3 together, for example. Note: bypassing a zone takes the entire zone off of the system during the next arming period. When the system is disarmed, the zone is back on the system. You cannot permanently bypass a zone.

Any other questions, please call us or visit our website and download a one-page "cheat sheet" for commonly asked questions about your system. Everybody loves a cheat sheet!

A Reminder:

Please make sure your monitoring information is correct and up to date. Knowing your verbal password is very important for us to verify that you are who you say you are. You will be asked for it if you call to make any changes or if we call you because your alarm system tripped. If you don't remember your verbal password, give us a call while things are calm and we'll ask you a few questions to verify your identity. From there, we can help you update your monitoring information. Thank You!

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