



Arvin Home Systems

Hello Everybody!

We have received some very nice words from some of you about these quarterly newsletters. Your opinions and feedback are very important to us -especially when it's positive! Just kidding, we actually want to hear your complaints as well. We would much rather know about a problem you might be having with your alarm system than not know! Problems give us the opportunity to prove to you who we really are!

In the last newsletter we explained what the back-up battery in your alarm panel is for. In this one we want to inform you of the importance of your phone service.

Communication

You may not even be aware that your telephone service (which most of us take for granted) and your alarm system work hand in hand. The alarm panel (the brain) communicates with our Central Station through your land-line phone service!

If you ever change your phone service provider you should always test your alarm system to make sure that it is still in communication with the Central Station. *(Please refer to the 4th Quarter - 2007/ Issue #2 newsletter on our website at www.arvinhomesystems.com)*

Some of you have even gotten rid of your 'land-line' home phone service completely and are using only your cell phones, and unless you have a Cellular Back-Up unit installed on your alarm system, the alarm will have no way to communicate its status.

Some of you are switching over to an internet based telephone service such as Vonage, Comcast Digital Voice, AT&T U-verse or something like it. In this case, your alarm system should communicate just fine with our Central Station but it should still be tested.

Please call us if you have any questions!

Time Change

Whether it's the time change on November 2nd or the date/time is just wrong on your alarm keypad, we would like to teach you how to change it yourself. Now, for those of you who've had your alarm system installed in the last couple of years, when daylight savings comes around, you won't need to do anything -the alarm system will correct itself. But if it doesn't, then check out our website at www.arvinhomesystems.com and click on the keypad that looks like yours. A 'cheat sheet' will pop up giving you the most pertinent commands for your system.

In case you don't have internet access though, here is the part for resetting the time and day:

SETTING THE CLOCK	
To Set the Clock:	(24-hour format)
* 6 (master code)	1 H H : M M
	then
	M M / D D / Y Y #
(NOTE: Wait up to five minutes for the clock to adjust!)	

Thank you!

Don't forget, you are responsible for maintaining your alarm system.

We are here to repair any problems, but we must rely on you to let us know when they happen!

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

Visit our website! www.arvinhomesystems.com