

## Helpful Hints

**Test** - About once a month or so, test your system. Set off the alarm, wait for the monitoring company to call, and give them your password.

**Phone Lines** - If you have any work done on your phone lines by the phone company, please check your system before they leave or shortly after. If they unhook one of the alarm wires or phone lines from the phone box that goes to the alarm panel, your alarm may not work, so please make sure you check your system. They will not pay to have me come out and fix it which means you get stuck with the bill.

**Problems** - If you have any problems with your alarm system you should call me asap. I have 3 numbers you can reach me at or leave a message. I have had people wait weeks to call me and say their system has been down for a couple of weeks. If you should get broke into during that time, you will have wished you called sooner. I offer 24 hours service, so use it!

**Calling Me** - I usually turn off my cell phone around 6 p.m. If you need service, you can usually reach me on my cell phone during the day, from 6 a.m. to 6 p.m. You can call my office number anytime, (which is at my home) there is usually someone there to answer the phone, if not, leave a message. You can leave a message on my cell phone, but if it is after 6 p.m. I will not get your message till the next day. Remember, there are a lot of dead spots for cell phones around this area, but I **will** call you back, when I have signal.



Account # \_\_\_\_\_

Loss Prevention Services 1-800-526-8781

Lou - 304-258-2738 304-264-2726 Cell 304-676-4101

## Knowing Your Alarm System

Before you can set your alarm, make sure you have a **green light** on the keypad.

If you do not, hit the **#** key, that will light up what zone is open, such as a door.

If you make a mistake by hitting the wrong number, just hit the **#** key to clear it, then start over. If you try to turn off your alarm and you enter your code and nothing happens, just hit the **#** key and try again.

You can use the **AWAY** button instead of entering your code when leaving. Just hold in the button till it beeps. Use the **STAY** button when you are setting it for the night. Just hold in the button till it beeps.

To have the keypad make a beeping sound when a door opens, to notify you that someone is entering, use the chime feature. Just hold the **CHIME** button till it beeps, to undo the chime feature, hold the button till it beeps again.

To Bypass a zone - \*1 then the zone (02 example) then the **#** twice. Then arm your system as normal.

# The Trouble Light

The trouble light will tell you of many different things about your system. If you had your alarm set, and it had gone off, it will reset itself, and the trouble light will be on to let you know you had an alarm, and it will also say **memory** on the display.

Hit \* then 2

This will light up **small** numbers on the top of the keypad display. Here is a description of what they mean.

- 1 - Low Battery
- 2 - AC Failure
- 3 - No Telephone Line
- 4 - Failure to Communicate
- 5 - Smoke Detector Trouble
- 6 - N/A
- 7 - Wireless Device Low Battery
- 8 - Loss of System Time

If you hear a “beep beep” from your keypad, and you see the trouble light is on, it means 2 things. You have no electricity or no phone. Your phone can go out all the time when the phone company is working on the lines or maybe someone has hit a pole miles away. Just hit the # key to silence it.

This can also happen if your back-up battery in your alarm panel is not fully charged, either from a power outage or battery and charging problems.

It can also mean that your alarm system has lost its time and date settings. This can happen if your AC power is off for a long period of time and your back-up battery has run out as well.



Here is how to set your time and date:

\*6 (star 6)  
Enter your master code  
Hit 1  
Enter time & date  
# #

Example: If it was 2:47 p.m. on April 15, 2012, after hitting the 1, you would enter: 1447 041512 then # #

Sometimes, the time will change after the next minute goes by, or you have to go through the process twice in order to get the time to show correctly.

**To Enter a new code in your keypad:**

Hit \*5  
Then your master code  
Then 02 if it's your second code, 03 for the third & so on  
Enter your new 4 digit code  
Then the # twice