

Important Numbers to Know

Your Central Station Telephone Number is: (877) 788-5551 To Cancel a False Alarm
Your Global Technology Service Number is: (800) 446-2400 To Get Service or Technical Help

To cancel a false alarm you must provide your verbal password.

HOW TO CANCEL AN ACCIDENTAL ACTIVATION

Two-Way Voice Monitoring

In the event of an alarm, the two-way voice system will activate and an operator will come over the system. State your password and ask the operator to disregard the alarm and/or cancel the police dispatch. Sometimes, when the alarm is turned off within a minute or two, the two-way voice operator will be unable to connect due to a “restore” signal being sent to the monitoring station.

Note: If an operator has not called on the two-way voice system or the telephone within a minute, call the central station. If your phone has no dial tone, the system is still communicating with the central station. ***Please wait a minute and try again.***

Digital Monitoring (No Two-Way Voice)

In the event of an alarm, the central station will attempt to call you to verify the alarm signal. Give the operator your password and ask them to disregard the alarm and/or cancel the police dispatch. Sometimes, when the alarm is turned off within a minute or two, the operator will be unable to get through due to a “restore” signal being sent to the monitoring station.

Note: If an operator has not called within a minute or so, call the central station. If your phone has no dial tone, the system is still communicating with the central station. ***Please wait a minute and try again.***

FALSE ALARM PREVENTION

Make sure that everyone using the system is trained on the operation. Instruct all users to call the monitoring center immediately with the verbal password to cancel the dispatch if they accidentally set off the alarm.

Add your cell phone, pager, or work number as a second verification number prior to the police being dispatched.

Consider a private response company to be dispatched instead of the police or sheriff! A private response company can send a trained officer to check for signs of a break-in. If signs of intrusion and/or vandalism to your property exist, he/she will then contact the local sheriff or police.

Test your alarm system equipment regularly! If you are unsure how to perform a test of your system, please contact us at 1-800-446-2400, and we will be happy to walk you through it.

Notify the monitoring center and Global Technology Solutions if you plan to change batteries, remove sensors for remodeling, replace windows or doors, or change anything that affects the alarm sensors.

If you add a pet to your family, it may be necessary to change the motion sensors to accommodate the pet if it is to remain indoors while the system is fully armed.

Make sure you call us to let us know when you are going out of town. We can change your call list to include the house sitter or a neighbor while you are gone so you have someone near your home that can make the decision to dispatch the police.

Call us if you need to update your call list. We can change the people on the list, the phone numbers, or walk you through changing user codes for the system. Call us at the service number with your verbal password to make any changes.

Regularly check your windows and doors to make sure that they latch completely. Many false alarms are caused by windows and doors that wiggle open when they shouldn't because they do not latch completely.