MORE FALSE ALARM STATISTICS:*

Keypad

- 49% of the time the wrong code was entered and 9% of the time no code was entered.
- 26% of the time users ran out of delay times (entry delay 17%, exit delay 9%).
- 16% of the time users erroneously believed the system was in 'Ready' mode.
- 26% of the time users accidentally armed their system in the 'Away' mode instead of the 'Stay' mode and then remained on-site.

49%
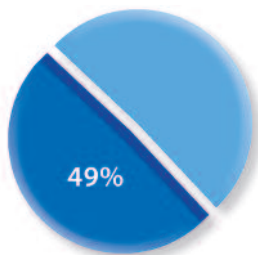
Other Problems

- 59% of the time something was wrong at one of the doors.
- 20% happened because a motion detector detected something that was incorrectly identified as a burglar.
- 16% happened because a person was frightened and pressed the panic button without sufficient rationale.

59%

For further information, please contact the DSC Customer Help Center at 1-888-888-7838

*According to the TFS Research Project 2004/2005

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HOW TO REDUCE OR PREVENT FALSE ALARMS

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FALSE ALARMS ARE A SERIOUS PROBLEM

Providing safety for your family or business without the hassle of false alarms doesn't have to be complicated.

False alarms can be a serious family or business problem. They lead to neighbors ignoring your alarm; and reluctance on your part to use your alarm makes your home, business or property vulnerable to theft or fire, and possibly uninsurable.

Recently, alarm owners have been challenged as municipalities now often levy fines for false alarms, or withhold response. In some places it's three times and you're out; or three times and you're required to take a two-hour false alarm prevention course before the city agrees to dispatch vital emergency services to your premise again.

By reviewing the tips below you should be able to avoid these difficulties.

1. Many false alarms (49%) are caused by forgotten arm/disarm codes. Memorize your keypad and security pass codes or create a system to help you remember them. But keep them secret from others. Avoid writing them down where they can be found. Avoid leaving them in an obvious place like the closest drawer to the keypad.

2. Ensure that each user of your system, including anyone with a key, knows their arm/disarm and security pass codes and is fully trained on how to use the system. They should also know where to quickly find the phone number of your monitoring station.

3. Ensure that all users fully understand the 'Stay' and 'Away' functions as described in the instruction manual. If you need a new instruction manual please visit the DSC North American website at **www.dsc.com** and enter the Technical Support area.

4. If you make a mistake when pressing keys on your keypad, press the [#] key and start again.

5. If you accidentally set off the alarm, wait two to five minutes for the central monitoring station to call you. If they don't, the system may not be working correctly. You should therefore call the central monitoring station and report the incident, rather than simply re-arming the system and exiting. This will prevent system vulnerability, or prevent monitoring personnel from wrongfully dispatching emergency services.

6. If you do not have enough time to comfortably enter and exit within the pre-programmed delay periods, ask your alarm company to adjust them.

7. Other reasons to notify your alarm company: New employees or contractors, new pets, vacations, remodeling, fumigation, phone system changes, a decision to sell, or if you think your system isn't working properly or doesn't suit your security needs.

8. If motion detectors are installed and you purchase a pet, ask your alarm company whether pet-immune detectors have been installed. Do not leave helium-filled balloons behind in the premise. Make certain posters are well affixed to walls and that plants or curtains cannot be blown by the wind.

9. Repair loose-fitting windows and doors and close them properly before arming the system.

10. Change the batteries in your system.

11. Test the system each month. Before the test, notify the central monitoring station. Then, with the system in the 'Ready' state, perform a bell/battery test by entering [*][6][Master Code][4] (PowerSeries). The bell and keypad buzzer will sound for two seconds and all keypad lights will turn ON. Press [#] to exit. Activate each sensor in turn (i.e. open a window/door or walk in motion detector areas). Ensure that each sensor shows open on the keypad when the sensor is open or a motion detector sees motion, and restores when the sensor is closed. If the panel has any fire zones, activation will cause the alarm signal to sound in a pulsed mode. When testing is complete, call and advise the central station. Should the system fail to function properly, contact your installation company.

12. Test any new user codes to ensure they function for arming and disarming.

13. Ask your alarm company about DSC alarm verification technologies, such as our new CP-01 compliant control panels, two-way audio verification or our new, more economical, visual verification solution.

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