



(972) 621-8700 • Fax (972) 621-8704

(817) 552-8700 • Fax (817) 552-8704

Outside DFW Area

(866) 734-6274 • Fax (866) 707-6274

www.metrocommunication.com

SYSTEM 550

USING YOUR METRO ALARM BEFORE YOU BEGIN

1. Complete the Alarm Agreement. (Exhibit C)
2. Check that your electrical service is in working order.
3. Check that your phone line is active if your alarm system is *monitored*.

PERSONAL IDENTIFICATION CODE (PIC)

A 4-digit number or pass word chosen by you, necessary for *monitoring* service. This number is used to identify you over the phone, to a **Metro** monitoring center operator. (Choose any 4 numbers easy to remember. The number may be the same as your panel code.)

PANEL CODE

A 4-digit number used to arm, disarm and silence your alarm system.

YOUR PANEL CODE IS: _____

READY LIGHT:

When **ON**, the system is ready to be armed.

When **OFF**, a door or window may be open.

ARMED LIGHT:

When **ON**, the system is armed.

When **OFF**, the system is disarmed.

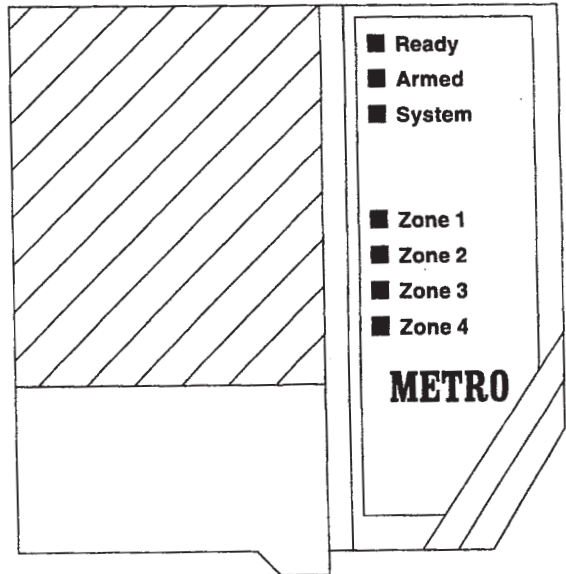
SYSTEM LIGHT:

When **ON**, there is a fault in the system **OR** there are alarms in memory.

ZONE LIGHT:

When **ON**, a door or window may be open.

When **OFF**, the system is ready to be armed.



ARMING YOUR SYSTEM - WHEN LEAVING HOME:

1. Green Ready Light must be **ON**. If not, check to see that all doors and windows are closed. Also, check for power. If panel beeps when any key is pressed, it has power. If unable to obtain Green Ready Light, call for service.
2. **ENTER PANEL CODE**. The panel beeps once with each number entered. When correct Panel Code is entered, the "Armed" light will come on and the panel will beep 6 times. If you make a mistake entering your Panel Code, the keypad will sound a single long tone. To correct, press the (#) key and re-enter code
3. **EXIT BEFORE DELAY TIME EXPIRES**. When the "Armed" light comes **ON**, leave the premises through the designated Entry-Exit door before the exit delay of 45 seconds expires.



DISARMING YOUR SYSTEM - WHEN RETURNING HOME:

1. As you enter, the panel will sound a constant tone to remind you to disarm the system immediately.
2. **ENTER PANEL CODE** before the entry delay time of 30 seconds expires. When correct Panel Code is entered, the "Armed" Light will go off and the panel will silence.
3. If you make a mistake entering your Panel Code, simply press the (#) key and re-enter code.



INSTANT FEATURE - WHEN STAYING HOME:

1. Green Ready Light must be **ON**.
2. **ENTER (*) + 9 + PANEL CODE**. The "Armed" light will **FLASH** to indicate system is armed in the instant mode. Entry through any sensed door or window will immediately sound an alarm.
3. **Before leaving, enter Panel Code once to disarm the system and again to re-arm the system**. The panel will beep to time out exit delay 45 seconds. Exit before delay expires.



CHIME

1. Green Ready Light must be **ON**. CHIME feature works only when system is disarmed.
2. **ENTER (*) + 6 to turn CHIME feature ON and OFF**. If the feature is being turned **ON**, the keypad sounder will beep 3 times. If the feature is being turned **OFF**, the sounder will emit a single long tone.
3. With CHIME feature on, the panel sounds a tone each time a sensed door or window is opened.



BEDSIDE ALERT (Not available with all systems)

1. When pressed, the alarm will immediately sound.
2. This feature works regardless of whether system is armed or disarmed. Doors and/or windows may be open or closed.
3. **To silence, enter Panel Code**. If Panel Code is not entered to silence the alarm, it will sound for approximately 5 minutes.



PANEL EMERGENCY BUTTONS

1. **Pressing and holding the "P" key for two seconds** will sound an alarm.
2. This feature works regardless of whether system is armed or disarmed. Doors and/or windows may be open or closed.
3. **To silence, enter Panel Code**. If Panel Code is not entered to silence the alarm, it will sound for approximately 5 minutes.



EMERGENCY PROCEDURES - WHEN AN ALARM IS ACTIVATED

Unmonitored Systems - When an unmonitored alarm is activated, it sounds inside your home only. Unmonitored alarm service does not provide for monitoring of the equipment or response from any third party including the police department.



Monitoring Systems - When a monitored alarm is activated, it sounds inside your home and sends a signal to **Metro** monitoring center. When a signal is received by **Metro**, an operator will place a verification phone call to you. Request the assistance you need or cancel the alarm by giving the **Metro** operator your **Personal Identification Code**. If you accidentally activate your alarm, **enter the Panel Code** to silence it. If your system is monitored and you enter the Panel Code immediately, you will send a **CANCEL** signal instructing **Metro's** Monitoring Center to disregard your alarm signal. If you cancel signal is not received immediately, a **Metro** operator will call you. **DO NOT PANIC AND DO NOT TRY TO DIAL OUT**. Wait for the **Metro** operator to call you and simply clear the alarm with your **Personal Identification Code**.

TESTING YOUR ALARM

It is important to test your alarm system regularly as testing provides the assurance that your system is operating properly. At least once a month is recommended. If your alarm system is **monitored**, call **Metro (972) 621-8700, (817) 552-8700, Outside DFW Area (866) 734-6274** and tell them you are testing your alarm system before proceeding with the steps below. If your alarm system is **unmonitored**, follow the steps below:

1. Check that the Green Ready Light is ON indicating sensed doors and windows are closed. Open each door and window individually and check to see if the Green Ready Light went off.
2. Arm your system and wait until next delay times out. Open your front door and let alarm sound for about one minute. Enter your Panel Code to silence.
3. Press the Bedside Alert Button (if applicable) and let it sound for about one minute. Enter your Panel Code to silence. Continue testing in the same manner for each door and window.



If your alarm system is **monitored**, call **Metro** back to verify your alarm signals were received.

POINTS TO REMEMBER

Monitored Systems - **Metro's** monitoring center operators place verification phone calls as the first step in processing an alarm signal. If the operator gets no answer, an answering machine, a busy signal or an individual who cannot give the correct Personal Identification Code, the operator then proceeds to the next step in the dispatch instructions established for your property.

Your Personal Identification Code is the only way **Metro** can properly identify you over the phone. Without proper identification, police dispatches and false alarm fines can occur. Everyone in your household must remember this code. If you should forget your Personal Identification Code, contact your property management office for assistance in establishing a new code or call **Metro**.



Alarm signals are transmitted through your telephone line. If a signal is being sent, your phone might not have a dial tone until transmission is complete. If you experience any difficulty with your phone, **Metro** should be contacted before the local phone company to help avoid any unnecessary phone repair bills. A **Metro** representative can explain a very simple test to determine if the problem is related to the alarm system.

If service is required for your alarm system, it will not be monitored until service is performed.

Unmonitored & Monitored Systems - Your **Metro** alarm system provides magnetic contacts for the perimeter doors and movable, accessible windows of your apartment home. If monitored, alarm signals are sent to **Metro's** U.L. approved monitoring center when the alarm is armed and the door or window is opened or when an emergency feature is activated. Glass breakage and motion detection are not provided by this system.

AVOID UNNECESSARY SERVICE CALLS!

(Try these tips before contacting Metro for service)

PROBLEMS	WHAT TO CHECK
Alarm won't arm	Are you using the correct four-digit panel code? Have you tried pressing the reset button (#), then entering the panel code? Is there a green ready light?
No green light No power Panel dead	Is the breaker on? Is the transformer plugged in or could it be plugged into a switch controlled outlet? Are all doors and windows closed? Have any windows or doors been replaced recently? Has new carpet been installed?
Alarm went off Received notification of a false alarm	If home, what room were you in? Did the panel make noise? Is it possible the enter/exit delay time expired? Is the bedside alert button out of reach from children and pets? Do all doors and windows close securely? Has there been any carpet work done lately?
"System" light on	The Service Light will be ON if the panel has a trouble condition or an alarm has occurred. To view the trouble condition, press (*) then (2). If zone light 1) is on, your back up battery is low or charging. The low battery signal will be sent to the monitoring center. Please wait 24 hours after AC power is turned on to see if this will clear. If not, call Metro's Customer Service Department. NOTE: IF the panel sounds a chirping tone, this can be reset/silenced for 24 hours by pressing (*) then (2) then (#). This will not reset the service required light. 2) is on, the AC power is lost. The System Light will come on. The Service Light will turn off after AC power is restored. 3) is on, this means there is a malfunction. Service is required. 4) is on, this means that the panel tried to communicate with the Central Station and failed. If there has been no telephone service in the unit until now, this zone light would show indication that the panel had been previously set off (tripped) and failed to communicate. To view the alarm memory condition, press (*) then (3). The "System" light will flash and zones that went into will be displayed on the flashing Zone Lights. The alarm memory will be cleared the next time the system is armed.
Telephone Problems	Call Metro first

METRO

STATE LIC. B-08050

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