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Outside DFW Area

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USING YOUR METRO ALARM BEFORE YOU BEGIN

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

SYSTEM Z-911

PERSONAL IDENTIFICATION CODE (PIC)

A 4-digit number, 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.

MEMORY LIGHT:

When the alarm light is blinking, an alarm has occurred during the last armed period. (To clear the alarm memory (press the * button twice!)

BYPASS LIGHT:

When **ON**, the system may not be properly armed. (Alarm bypass is cleared each time the panel is disarmed.)

SERVICE REQUIRED LIGHT:

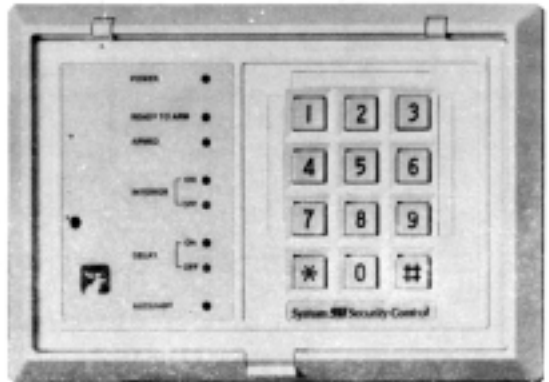
See back page.

ZONE LIGHT:

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

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

ACCOUNT # _____



SYSTEM Z-911

USING YOUR METRO ALARM

ARMING AND DISARMING YOUR INTRUSION ALARM

ARMING BEFORE LEAVING:

The Ready to Arm Light must be on (make sure all windows and doors are secured). To arm your system, simply press "1" plus your Personal Access Code. This should arm your panel. The panel will count down for 20-40 seconds. The armed light will come on.

ARMING WIHTOUT LEAVING:

To take the delay off your front door, press "5" plus your Personal Access Code. The Delay Off light will come on. Then arm the system as usual by pressing "1" plus your Personal Access Code. (This feature may be used when you are inside your apartment and wish to arm your system.)

DISPLAYING ZONE STATUS:

If your Ready to arm light is not on and you want to find out which zone is not secured, press "2" plus your Personal Access Code. Raise the lid on the panel and the light will come on beside the zone (door or window) that is open. After determining which zone (door or window) is open, make sure door or window is securely closed. The green Ready to Arm will come on and this will enable you to arm your system.

DISARMING YOUR PANEL WHEN ENTERING:

When entering your apartment, steady warning tone will sound. To disarm your system, simply press "1" plus your Personal Access Code. The Armed light will go off and the warning tone will stop.

OTHER FEATURES OF YOUR INTRUSION ALARM SYSTEM

PANIC BUTTON ON THE PANEL:

Press "1" and "3" simultaneously and hold for two seconds. This will activate the panel, whether or not the system is armed. To disarm, press "1" plus your Personal Access Code. For further instructions on how to use your duress code, contact your Metro representative.

CLEARING THE FLASHING RED LIGHT:

Make sure your system is disarmed. Press "*" twice or until the light stops flashing

TESTING YOUR MONITORED SYSTEM:

We strongly recommend that you test your system at least once a month. BEFORE you test your system, notify the monitoring station that you wish to put your system on test. You will need both your account number and ID number when contacting the monitoring station.

WHAT TO DO IF YOU ACCIDENTLY SET OFF YOUR MONITORING SYSTEM:

If you accidentally set off your alarm, disarm the panel and immediately notify the monitoring station of the false alarm. To verify a false alarm you must give the operator both your Account Number and ID Number.

BEFORE CALLING FOR SERVICE

- If the red light is flashing, press "*" two times while system is disarmed.
- If the Ready to Arm light isn't on, push "2" plus your Personal Access Code, lift the lid on the panel to determine which zone (door or window) is not tightly closed. Remember, all doors and windows must be secured before your system will arm.
- If you can't arm or disarm your system, press "*" twice and then press "1" plus your Personal Access Code.
- When the Ready to Arm light flashes, press "*" plus "9" to remove all shunts.

ADDITIONAL NOTES:

- If your alarm has been set off and then disarmed, the red alarm light will be flashing. Press "*" twice or until the light stops flashing, to reset your system.
 - The front door is programmed with a 20-40 second delay. After arming your system, this allows you time to exit your apartment.
 - To clear your panel or if you put in a wrong code, you MUST press "*" twice and begin again or the panel will not accept the correct code.
 - Before leaving your apartment in the morning, you must first disarm the system and then re-arm it. This will allow you the 20-40 second delay to exist your apartment.
 - The interior on/off feature is not utilized in your apartment.
- Please disregard this function

SERVICE REQUEST CHECKLIST

This checklist will help you with requesting service for your alarm system.
Please help Metro give you the best possible service by checking the following:

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 light ready?
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?
"Service Required" light on	<p>The Service Required Light will be ON if the panel has a trouble condition. To view the trouble condition, press (*) then (2). If zone light</p> <p>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.</p> <p>2) is on, the AC power is lost. The service required light will come on. The Service Required Light will turn off after AC power is restored.</p> <p>3) is on, this means there is a malfunction. Service if required.</p> <p>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. Press the (#) button to clear the trouble condition and exit the trouble viewing mode.</p>
"Alarm Memory" light on	<p>Alarms caused during the previous armed period are stored in memory. To view these alarms, press (*) then (3). The "Memory" light will flash and the alarm(s) will be displayed on the flashing zone lights. The "Memory" light will be ON only if there was an alarm during the previous armed period. Arm and disarm your system or press (#) to clear and return to Ready.</p>
Telephone Problems	Call Metro first