



Important Numbers to Know

1. **Your Central Station Account Number is:** _____
2. Your Central Station Telephone Number is: (800) 525-4829
3. Your Global Security Service Number is: (800) 446-2400

FALSE ALARM PREVENTION

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

We suggest you add your cell phone, 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! Global has several private response companies we work with to help protect you and your property. Please ask us about these services.

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.

HOW TO CANCEL AN ACCIDENTAL ACTIVATION

Depending on the equipment you have purchased, Global Security has 2 ways of communicating with you in case of an alarm event:

1. Digital Monitoring (Non 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 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.*

2. 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.*