

Roseheart Home Alarm System Brochure



Frequently Asked Questions

□ How do I test my alarm?

Call the Intruder Alert dispatch center at 210-494-4996 with your address and password and tell them you would like to test your alarm system. They will talk you through the process:

- When they put your account on test, you can fully arm the alarm and then set it off.
- After you set it off, call the dispatch center back and they will tell you what signals they received.

□ How do I enable/disable the door chime?

It depends on the equipment you have in your home. Generally, press and hold the '5' button for approximately 3 seconds to activate or deactivate the door chime monitor. If in doubt, check your users manual or call Intruder Alert at 210-494-9400 and they will walk and talk you through the process.

□ How do I change my abort code?

Call Intruder Alert at 210-494-4900 during normal business hours. You will need to provide your address and current abort code.

□ Who do I contact for additional help?

- For non-emergency issues, refer to your owner's manual; or,
- Contact Intruder Alert during normal business hours at 210-494-4900, or their website at www.intruderalert.net.
- After hours, call Intruder Alert at 210-494-4996 and the system will guide you to leave a message for a technician to return your call.

Quick Reference Contact Information

<u>Agency</u>	<u>Phone Number</u>
Emergency (Police, Fire, Medical)	911
Police—Non-emergency	210-207-SAPD (7273)
Constable Precinct 3	210-335-4750
Constable Precinct 3 Duty Officer	210-246-2263
Intruder Alert (Normal Hours)	210-494-4900
Intruder Alert (After Hours Technician)	210-494-4996
Association Management Services	210-829-7202
Clubhouse Manager	210-497-1557



Your Board of Directors continues to highlight areas within the neighborhood where information might benefit residents. The material contained in this brochure is provided to help residents with security concerns. It is designed as a guide only—it is not a substitute for common sense.

Created by the neighborhood security committee, in concert with representatives of Intruder Alert Systems of San Antonio, Inc., this brochure focuses on home alarm system operations. Presented in a frequently asked questions (FAQ) format, it is intended to educate residents about the capabilities of their home alarm system. It is our hope its contents are useful. We solicit your recommendations to improve it.

Any criminal activity or suspected criminal activity should be reported immediately to the police by calling 911.

Frequently Asked Questions

□ Does my house have an alarm system?

All homes in Roseheart have an alarm system. Customer service and alarm monitoring is provided by Intruder Alert Systems of San Antonio, Inc.

□ Is there a monthly monitoring charge or other fees?

Yes. Alarm monitoring and customer service from Intruder Alert is included with your Roseheart homeowner dues. If using your alarm, you are required to obtain an alarm permit from the San Antonio Police Department. The cost is currently \$35 per year.

□ What is my alarm code?

Your alarm code is a 4 digit number that arms and disarms your system. If you have forgotten or lost your code, call Intruder Alert at 210-494-4900 during business hours. You will need to provide your address and password to identify yourself.

□ How do I arm and disarm my security system?

To arm, enter your four digit code. The screen will display 'Home' and 'Away'. Press the button below 'Home' if you are staying home and 'Away' if you are leaving. If you are leaving, you typically have 60 seconds to close any open doors.

□ What's wrong if I can't alarm my system?

This usually means the system thinks a door or window is open. Check all doors and windows, and if they're all closed, contact Intruder Alert at 210-494-4900.

□ What's the difference between the 'Home' and 'Away' setting?

In the 'Home' mode only the doors and windows are alarmed. In 'Away' mode, the doors and windows as well as the motion detectors are alarmed. Do not select 'Away' if you are staying in the house or have large pets.



□ How do I add, change or delete a security system code?

The user manual you received explains this process. You can also contact Intruder Alert at 210-494-4900 for assistance. You will need your password to identify yourself to their representatives.

□ What is the hostage code?

If you are being forced to disarm your alarm system, you can use the hostage code. This will disarm the system while sending a signal to the dispatch center informing them to send the police without calling you. If you don't know your hostage code, call Intruder Alert at 210-494-4900.

□ How do I clear an alarm or fault?

In most cases you can clear an alarm or fault by arming and then disarming your system. If this does not work, call Intruder Alert at 210-494-4900 for assistance.

□ How do I change my battery?

The battery is inside the panel box, which is usually located in the master bedroom closet. A key was provided to you at the time of installation. Remove the old battery by disconnecting the red and black leads. You can purchase replacement batteries at the Batteries Plus store located at Loop 1604 and Redland Road for approximately \$35. The alarm panel will take up to 24 hours to charge the battery and restore. If you don't want to install the battery yourself, Intruder Alert will provide this service for the cost of the battery plus a service charge.