



## Frequently Asked Questions:

### 1. How does my alarm work?

Answer: Once your system is activated, each monitored zone has the device to recognize a violation thus resulting in the triggering of an alarm.

Your ADT alarm is linked through your telephone line back to the Central Monitoring Centre (CMC). When a violated zone triggers an alarm, a signal is transmitted back to CMC for action.

### 2. What happens if I am using the telephone & the alarm is triggered?

Answer: If you are using the telephone line for internet access or having a conversation on the telephone, the triggered alarm will override your usage to transmit as urgent signal to CMC. Thus, you are assured that CMC will be able to respond to your alarm efficiently.

### 3. What happens to the alarm system if there is power suspension?

Answer: If the power is suspended, your system has a back-up battery pack to maintain the system for few more hours (depending on the type of alarm and the frequency of AC loss). AC power loss signals are also received & responded by CMC.

### 4. What should the key holder know?

Answer: In case of the emergency, ADT will follow the request of the service of emergency to contact the key holder to reach the premise and provide the assistance.

When ADT in contact with the key holder, they should do:

The first step: arrive to the site within 2 hours if the event has been reported to Police.  
The key holder should take action after the Police's arrival.

The second step: Before leaving, the key holder must reset and activate the alarm system.

The third step: If the alarm has been destroyed, key holder should inform ADT.

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In the meanwhile, the key holder should know:

- How to entry the premise or office
- How to control and access the position of the control panel, key pad and the sensor
- The personal pin number
- The contact number of the ADT Central Monitoring Centre
- The contact method of the proprietor of the store or the house owner

Once there is change or amendment of the list of the key holder, please inform ADT with updated and correct contacts information of the key holder.