



## WHAT IS YOUR PASSWORD?

When an alarm occurs and the central station calls, the alarm operator will ask, "What is your password or passcode?" Many customers will answer this question incorrectly on the first try. Usually, they will give their secret entry/exit code, and the continuing dialog will delay action on the alarm incident.

### The Entry/Exit or Arm/Disarm Code

When your alarm system was installed you were asked to select (sometimes this is done by the sales rep., installer or coordinator) a secret entry/exit code -- the sequence of numbers (usually 4 digits) that you press into the keypad to arm or disarm your system. You probably selected a number that would be easy to remember for you and others who would be using your system.

### One Purpose Many Names

You were also asked for a verbal code to be used for identification purposes, this may be called a passcode, a password, a personal identification code (PIC) or a personal identification number (PIN). But its purpose is always the same – to identify you when the alarm operator calls to verify an alarm.

### Forgot Your Code – Contact your alarm security company

The purpose of the verbal code is to identify you as an authorized user, who can either verify or cancel an alarm. It is entered on your account with us and in your file. If you don't remember your identity code, contact your security alarm company and establish a new one that you will always remember in an emergency. Always keep it simple so that it will be easier to remember!

### Know the Difference

So remember the difference between your secret entry/exit code (which only you know) and your password/passcode (which identifies you to the central station and helps them prevent false dispatches). Knowing this difference can save precious minutes in an emergency situation.