

# System User's Manual



BHS-4000A



ADT Always There®

## Consumer Information

### FCC Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If interference generated by this unit is suspected, call ADT Customer Care at 800.445.0872.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the TV/radio antenna.
- Move the television or receiver away from the unit.
- Plug the unit and the TV/radio receiver into different outlets, i.e., not on the same circuit breaker.
- Contact ADT Security Services or an experienced TV/radio technician for additional suggestions.

This equipment complies with FCC Rules, Part 68.

On the outside of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, provide this information to your telephone company.

This equipment is equipped with a USOC RJ3 1X connector. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack (RJ3 1X) that is Part 68 compliant.

The REN is used to determine the quantity of devices you may connect to your telephone line and still have all devices ring when your number is called. In most but not all areas, the sum of the RENs of all devices should not exceed five. To be certain of the maximum number of devices you may connect to your line as determined by the REN, you should call your local telephone company.

Should you experience trouble with the telephone lines, disconnect the equipment from the line to determine the source of the trouble. If it is determined that the equipment is malfunctioning, discontinue its use until the malfunction has been corrected. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telephone company cause to request the user to disconnect the equipment. If you experience trouble with this equipment, please contact ADT Customer Care at 800.445.0872 for information on obtaining service or repairs, or visit the Frequently Asked Questions section of **[www.MyADT.com](http://www.MyADT.com)**.

Should this equipment cause harm to the telephone network, the telephone company may temporarily discontinue your service. If possible, they will provide you with advance notice. Otherwise they will notify you as soon as possible. The telephone company will also advise you of changes in its facilities, equipment, operations or procedures that could affect the operation of your equipment, allowing you the opportunity to maintain uninterrupted service. You will also be advised of your right to file a complaint with the FCC.

This equipment must not be used on party lines or coin-operated phone lines.

FCC Registration: C2D MUL-35516-AL-E

Ringer Equivalence Number: 0.5B

## Industry Canada

**NOTICE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements documents. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must be installed using an acceptable method of connection.

The customer should be aware that compliance with the above conditions may not prevent the degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

For their own protection, users should ensure that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

**NOTICE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices, subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This Class B digital apparatus complies with Canadian ICES-003.  
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Visit **[www.MyADT.ca](http://www.MyADT.ca)** or contact ADT Customer Care at 800.ADT.ASAP (800.238.2727) for information on obtaining service or repairs.

Certification Number: 1 140 10954A

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## Welcome

Thank you for choosing an ADT security system. We appreciate your business.

To get the most from the easy-to-use ADT security system, please take the time to read this manual. It describes the components of the system and tells you how to use the keypad. It also tells you what to do in the event of an alarm. Please also be sure to read your Customer Emergency Information Schedule so that you will have a clear understanding of ADT procedures should you experience an alarm event.

**Important Note:** Although the system installed in your home may feature components that display a name other than ADT, rest assured that your monitoring service is being provided by ADT.

If you have any questions about the security system, visit [www.MyADT.com](http://www.MyADT.com) or call the ADT Customer Care team at 800.445.0872. We are here to answer your questions 24 hours a day, seven days a week.

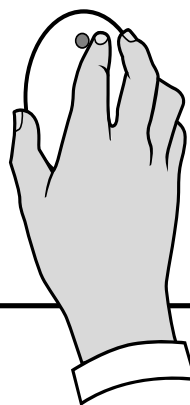
If you have any questions about the  
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or call the ADT Customer Care  
team at 800.445.0872.

We are here to assist you

24 hours a day,  
seven days a week.



## How to Avoid False Alarms

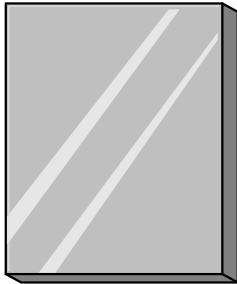
Numerous false alarms can affect the quality of your monitoring service. They can also result in fines from your local municipality. To avoid false alarms, follow these simple tips:

1. Be sure that everyone in your protected location knows how to use the alarm system. Everyone should know a Security Password (formerly known as a Master Code Word or Personal Identification Code [PIC]), as well as a keypad code.
2. If you cause an alarm accidentally, cancel it by entering your keypad code and pressing the CANCEL key (see page 18).
3. Test the system monthly by following the instructions beginning on page 26. If you discover any problems, promptly notify ADT Customer Care at 800.445.0872.
4. If the alarm sounded, and you do not know why it happened, contact ADT Customer Care immediately. You may also review the system's alarm history at **www.MyADT.com**.
5. If you are going to do any kind of work at your home that will create a large amount of dust, such as fumigation or home remodeling, completely cover the system's motion detectors and smoke/heat detectors. Be sure to remove the covers when you are finished.
6. If you know that the motion detector is causing false alarms, you can still turn the system on while leaving the motion detector turned off. See the instructions on page 14 (Turning the System On in Motion-Off Mode). Promptly notify ADT Customer Care at 800.445.0872 so that we may correct the problem.
7. If you adopt an indoor pet after the system is installed, contact the ADT Customer Care team to let us know. The system's motion detector may need to be adjusted so that your pet does not cause a false alarm.
8. Motion detectors can detect the movement of balloons, plants, curtains and other common household objects. Be sure that air currents cannot move these items into the area covered by the motion detector.
9. Notify ADT before you sell or rent out your home, so that we can arrange to move your service to your new home, as well as instruct the new residents at your current home on how to use the system. You can find out more about our Mover's program at **www.MyADT.com**.
10. Take care when cooking or lighting a fire in the fireplace. Excessive smoke from these activities can trigger a false fire alarm signal.



# The ADT Home Security System

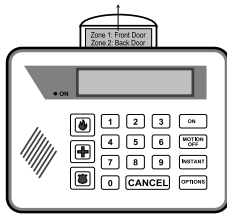
## Standard Equipment



Master Control Panel

The master control panel is housed in a metal box. It is typically mounted in an out-of-the-way location, such as a closet. The master control panel processes the information sent to it by the system's sensors and keypad. It also contains a battery that allows the system to operate during a power failure. When an alarm occurs, the master control panel sends a message over the telephone line to an ADT Customer Monitoring Center.

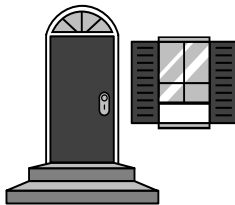
**Do not open the master control panel unless an ADT Representative instructs you to do so.**



Keypad (Premium Style Shown)

The keypad is mounted on the wall near either an entry or exit door. You can use it to arm and disarm the system, and to change other system options. Your keypads may be either a Premium or Standard style (see page 7).

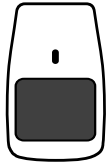
You can also use the keypad's emergency panic buttons to signal a fire, medical or police emergency (see page 10 for more information).



Door/Window Sensors

One sensor is placed in or on the frame and body of each door or window that is protected. If the door or window is opened while the system is on, an alarm sounds. An alarm signal is sent to an ADT Customer Monitoring Center.

## Standard Equipment, cont'd.



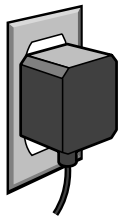
Motion Detector

A motion detector is mounted on the wall inside your home. This sensor can detect when there is movement within its field of view. If the system is on when this happens, an alarm signal goes to an ADT Customer Monitoring Center.



Siren

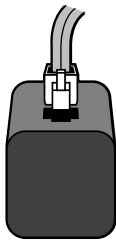
The siren is a small plastic box mounted inside your home. When an alarm occurs, the siren sounds a warning designed to frighten off intruders. The siren may also sound when you use some of the system's special features.



Power Transformer

The power transformer is plugged into an outlet near the master control panel. It provides electrical power to the system.

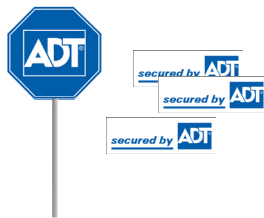
**If you should notice that the transformer is unplugged, plug it back in immediately.**



Telephone Jack

This device connects the security system to the telephone line in your home, making it possible for the system to send alarm signals to ADT's Customer Monitoring Centers. It is located near the master control panel.

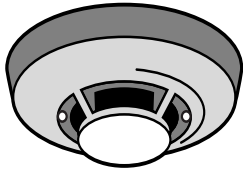
**Do not remove the dialer cable from the jack unless an ADT Representative or this manual instructs you to do so.**



Yard Sign and Window Decals

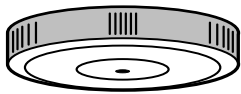
The highly visible yard sign and window decals warn potential intruders that your home is protected by an ADT security system. You will be provided with a yard sign and window decals.

## Optional Equipment



Smoke/Heat Detector

This device detects both smoke and dangerously high temperatures. It is mounted in a central location of the house on the ceiling. Smoke/heat detectors are not available for commercial installations.



Heat Sensor

The heat sensor detects when the temperature nearby is dangerously high. It is mounted in a central location of the house on the ceiling. Heat sensors are not available for commercial installations.



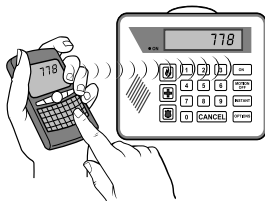
Glass-Break Detector

This small detector is mounted near any large expanse of glass (e.g., a window or door) in your home. It detects the sound waves produced by breaking glass, triggering the alarm system.



Smart.Key™  
Wireless Remote

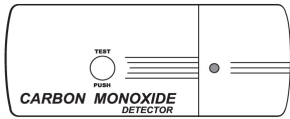
The Smart.Key Wireless Remote is a small remote-control device allows you to turn the system on and off without having to be at the keypad. It also performs other specialized functions, such as triggering an emergency alarm.



Virtual Keypad

The optional virtual keypad allows you to control the security system from any touch-tone telephone, whether you are at home or across the country. You can check the system's status while on vacation, or trigger an emergency alarm from your bedroom. The virtual keypad is also a helpful feature for visually impaired users who may have difficulty using a traditional keypad.

## Optional Equipment, cont'd.



This device detects carbon monoxide, an odorless, poisonous gas. Improperly maintained appliances such as hot water heaters can produce carbon monoxide.

Carbon Monoxide Detector

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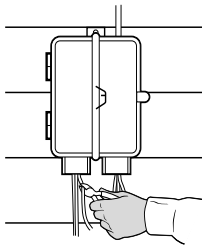
## Optional Features



Pager/Latchkey

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The optional Pager/Latchkey feature notifies you that your children have arrived home safely when you are away. When your child turns the system on or off, you receive a page on your pager. You can also receive pages for other system events, like alarms or pager/latchkey loss.



Line Cut

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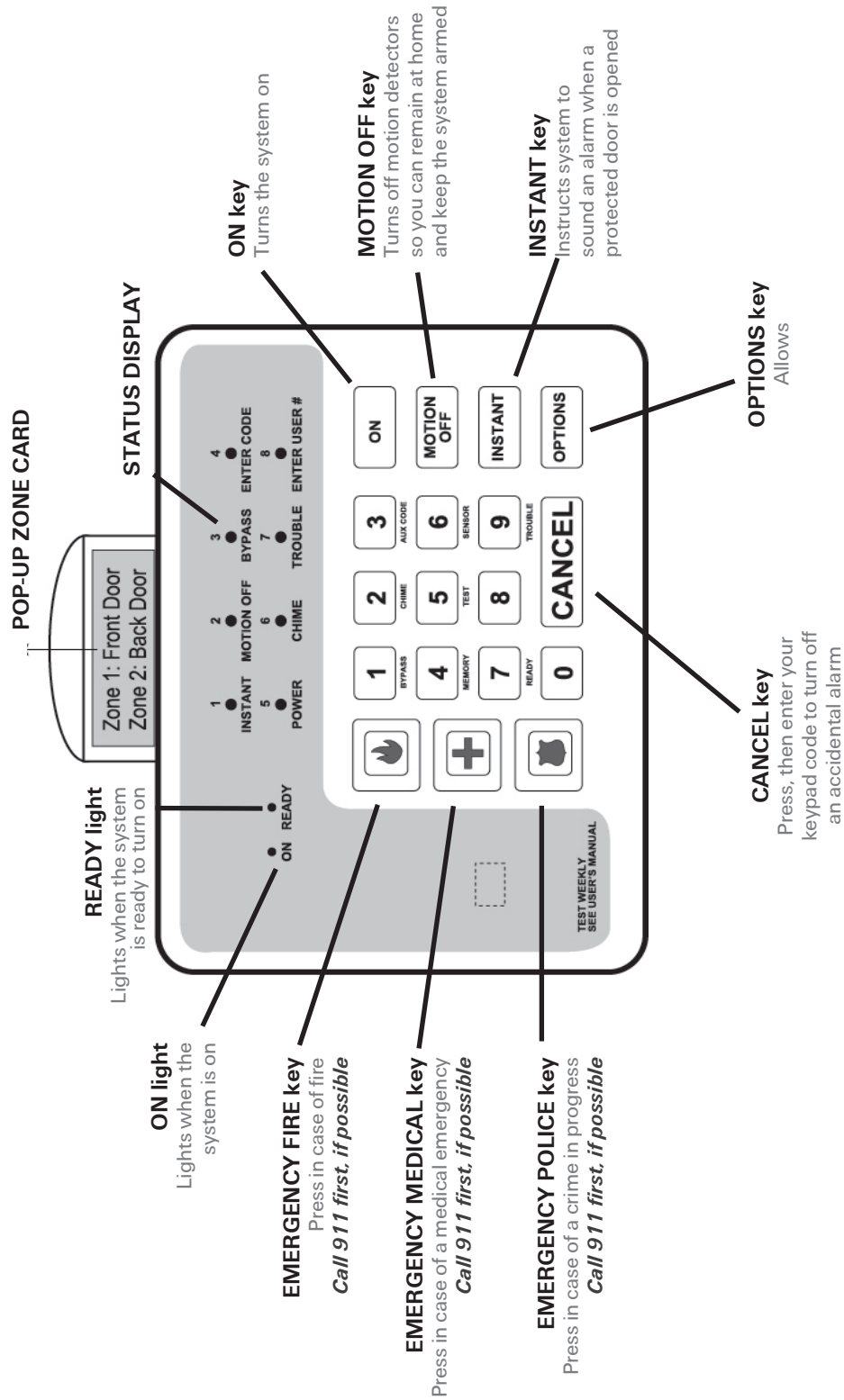
If your telephone line is cut, the optional Line Cut feature notifies you. If the alarm system is on, the siren sounds. If the system is turned off, the keypad beeps and displays a trouble message.

Because a line cut results in a loss of telephone service, this event is not reported to an ADT Customer Monitoring Center.

For information about any of these products or services, visit [www.ADT.com](http://www.ADT.com), or contact ADT Customer Care at [CustomerCare@adt.com](mailto:CustomerCare@adt.com).

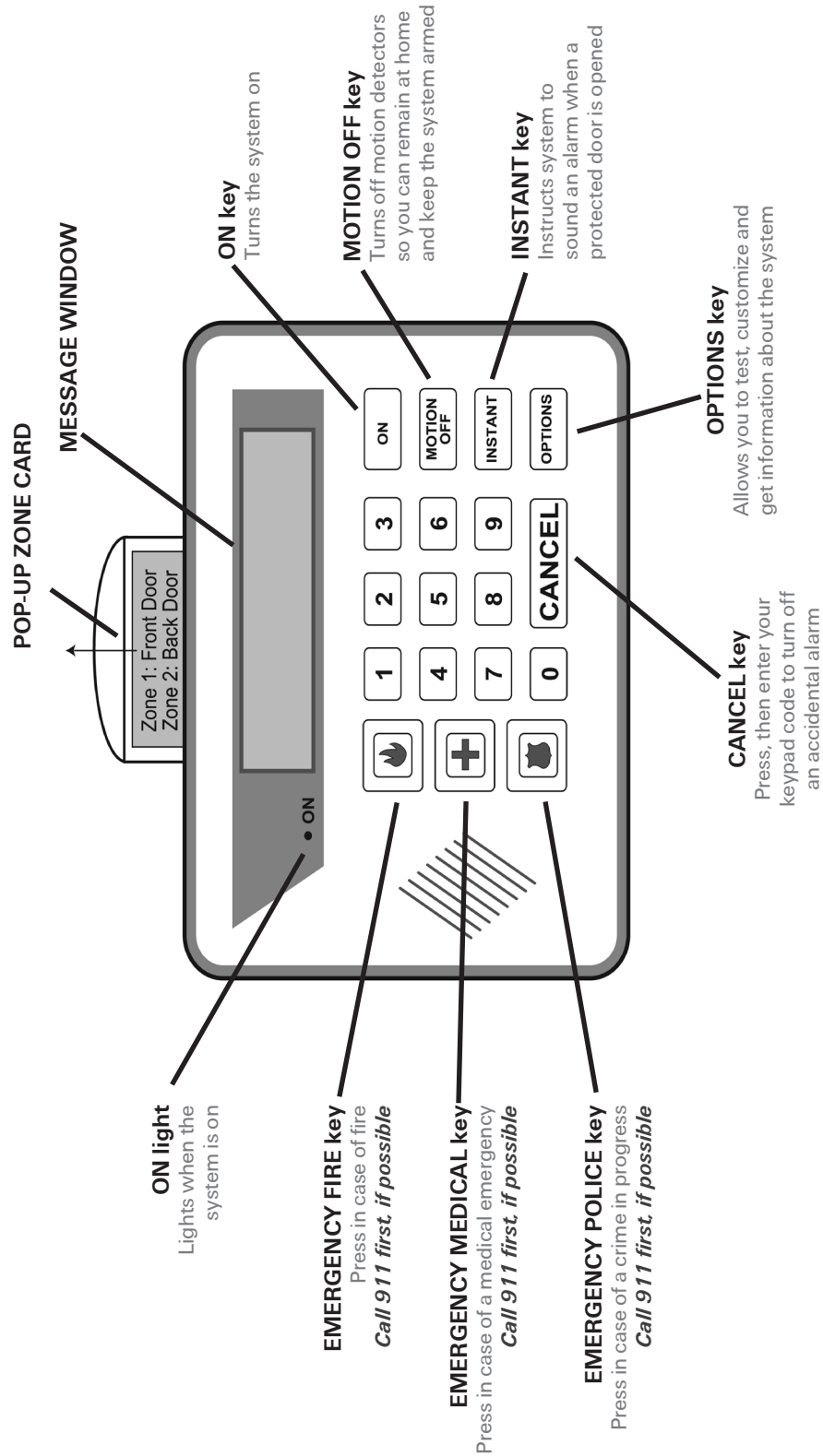
# The Parts of the Keypad

## Standard Keypad



## Premium Keypad

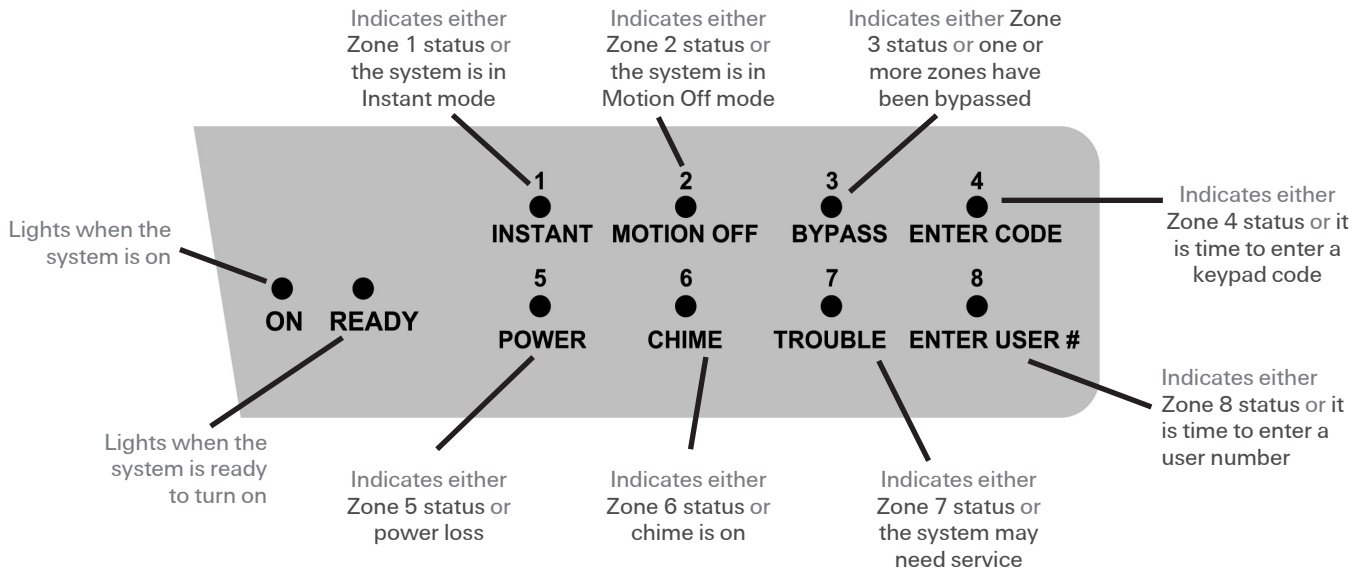
### The Parts of the Keypad, cont'd.



## The Parts of the Keypad, cont'd.

### Status Display (Standard Keypad)

The following diagram illustrates the functions of each of the keypad's lights:



### Message Window (Premium Keypad)

The premium keypad communicates with you by lighting the appropriate words and phrases in the message window. The words that comprise the message may appear on different lines, or be separated by other words.

For example, if you were to change your keypad code, you would see the following message in the window:



The words ENTER and NEW CODE are lit. This means that the system is ready for you to enter a new keypad code.



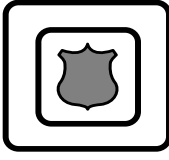
## Emergency Keys

If you are home when a police, medical or fire emergency arises, you can alert an ADT Customer Monitoring Center of your situation with the single press of an emergency key. The system does not need to be on. (Not all emergency buttons are available to all commercial customers.)

### *Call 911 First*

If your community provides 911 emergency service and you are able to reach a telephone during the emergency, ADT recommends that you call 911 before pressing the emergency key. This gives you the fastest access to emergency services.

The following table shows the purpose of each key, and what happens when it is pressed. (Depending upon how the system is programmed, you may need to press the emergency key twice within three seconds to signal an emergency alarm.)

Emergency	Press	Result
Fire		The siren sounds, and a signal is sent to an ADT Customer Monitoring Center (CMC). ADT calls the fire department and then calls you to verify the alarm (this procedure may vary in some jurisdictions).
Medical		The keypad beeps and a signal is sent to an ADT CMC. ADT calls you to verify the alarm. If for any reason you do not answer the call, ADT calls your local emergency response agency.
Police		The siren sounds, and a signal is sent to an ADT CMC. ADT calls you to verify the alarm. If for any reason you do not answer the call, ADT calls your local emergency response agency.

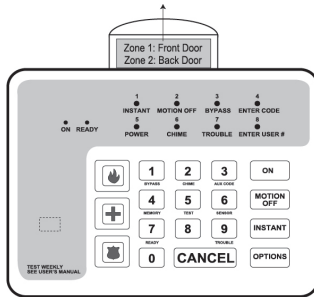
If you press an emergency key by accident, you can cancel the alarm by pressing the CANCEL key and entering your keypad code (for more information about canceling alarms, see page 18).



## Using the Keypad

The ADT security system in your home may have a Standard keypad or a Premium keypad. Both types of keypads can be used to turn the system on or off, or to test or customize it. For some procedures, the keypads' commands are slightly different. In those cases, this manual contains two sets of instructions, like those shown below. If you are using a Standard keypad, follow the instructions on the left. If you are using a Premium keypad, follow the instructions on the right.

If the keypad looks like this:



Follow the instructions for the Standard keypad.

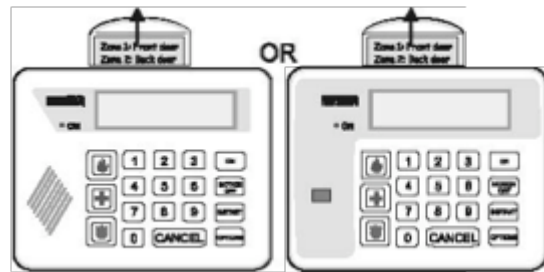


1. Press the OPTIONS key



2. Press the 7 key

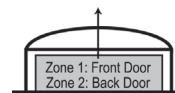
If the keypad looks like one of these:



Follow the instructions for the Premium keypad.



1. Observe the number displayed in the message window. This is the zone that is not ready (there may be more than one).



2. Refer to the Pop-up Zone Card to verify the location of the zone.

## Keypad Codes

When the system is installed, you select a three- or four-digit code number that you will use to arm and disarm the system. This is your **keypad code**.

You can also create a separate keypad code for anyone who needs access to your home (see page 23 for more information). You can change your keypad code and add or delete additional codes whenever you like, using the keypad.

If you have questions about programming, using or changing your keypad code, you can contact ADT's Customer Care team at **CustomerCare@adt.com**.

## Entering and Exiting

### Designated Doors

The designated entry/exit doors are those doors that you must use to enter and leave your home while the system is on. These doors may be equipped with the door sensors described on page 3. If you use a different door to enter your home, an alarm may sound.

### Entry Delay

When you enter your home while the security system is on, the keypad beeps. This beeping reminds you to turn the system off. You must enter your keypad code before the beeping stops. If you do not, an alarm is triggered.

Entry Delay Time: \_\_\_\_\_

### Exit Delay

When you turn the system on in normal mode, you must exit the building and close the door before the exit delay ends. Once that delay has ended, you will trigger an alarm if you open a protected door or window, or move past a motion detector.

Exit Delay Time: \_\_\_\_\_

**Note:** The length of the system's entry and exit delays can be adjusted (within certain limits). If you find it difficult to enter or exit your home before the delay ends, contact ADT Customer Care at 800.445.0872 to have it changed.

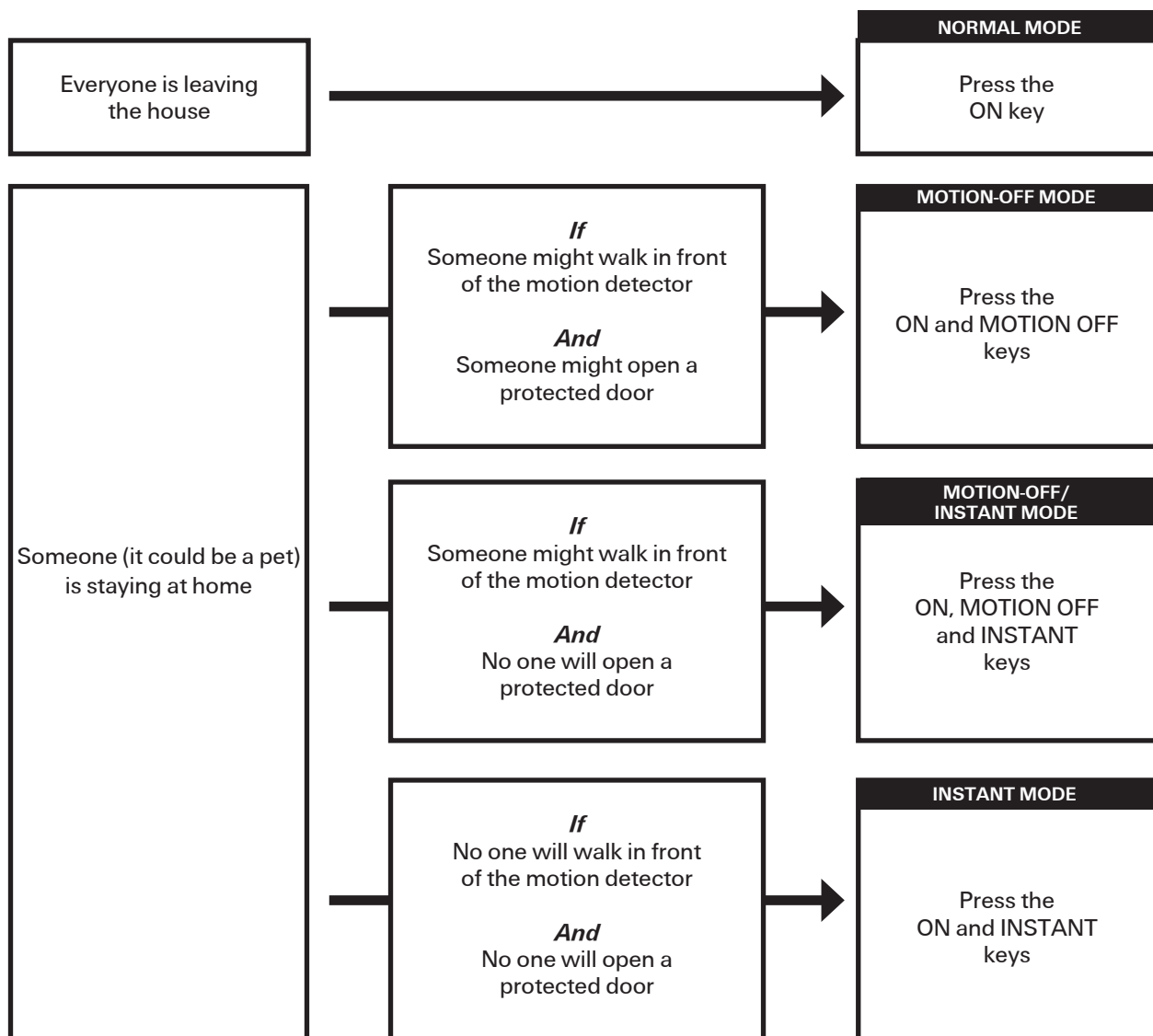
# Turning the System On

## The Four "On" Modes

You can arm the ADT security system using four different modes:

1. Normal mode
2. Motion Off mode
3. Motion Off/Instant mode
4. Instant mode

The illustration below helps you choose which mode to use.



## Turning the System On in Normal Mode



1. Close all of the doors and windows, and make sure that the message window reads **READY** or the **READY** light is lit (if not, see page 16).

2. Press the **ON** key.

The **ON** light begins to blink, telling you that the system is on and that the exit delay has begun. The Premium keypad displays the number of seconds left in the exit delay.

3. Exit promptly. You must leave the building before the delay ends.

See page 12 to reference the exit delay time programmed by your ADT Installation Technician.

If the **ON** light stops blinking and is steadily lit, the exit delay has ended. If you open a door now, you will cause an alarm. Turn the system off by entering your keypad code, then start over.

## Turning the System On in Motion Off Mode



1. Close all of the doors and windows, and make sure that the message window reads **READY** or the **READY** light is lit (if not, see page 16).

2. Press the **ON** key.

3. Press the **MOTION OFF** key. You must press the **MOTION OFF** key no more than five seconds after you press the **ON** key.

The **ON** light blinks. The Premium keypad reads **ON**, **MOTION OFF**. The Standard keypad's **MOTION OFF** and **ON** lights are lit.

## Turning the System On in Motion Off/Instant Mode



1. Close all of the doors and windows, and make sure that the message window reads READY or the READY light is lit (if not, see page 16).

2. Press the ON key.

3. Press the MOTION OFF key.

4. Press the INSTANT key.

The ON light turns on. The Premium keypad reads ON, MOTION OFF and INSTANT. The Standard keypad's ON, MOTION OFF and INSTANT lights are lit.

**Do not leave the building or open any protected windows without first turning the system off.**

## Turning the System On in Instant Mode



1. Close all of the doors and windows, and make sure that the message window reads READY or the READY light is lit (if not, see page 16).

2. Press the ON key.

3. Press the INSTANT key.

The ON light turns on. The Premium keypad reads ALL ON, INSTANT. On the Standard keypad, the INSTANT light turns on.





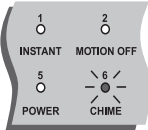
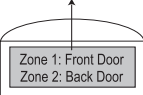


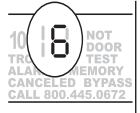
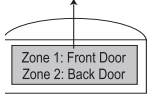


**Do not leave the building, open any protected windows or move in front of the motion detector without first turning the system off.**

## Turning the System On When It Is Not Ready

If the system is not ready to turn on, you will get a “not ready” message. This message could mean, for example, that one of the protected windows in your house is open. If you have a Standard keypad, the READY light is off. If you have a Premium keypad, the message window reads NOT READY.


If you press the ON key when the system is not ready to turn on, the keypad sounds an error tone and the system does not turn on.


To make the system ready to arm and turn it on, do the following:

 <b>Standard Keypad</b>	 <b>Premium Keypad</b>	
<div data-bbox="326 863 467 953">  </div> <div data-bbox="358 978 435 1045">  </div> <div data-bbox="326 1077 472 1205">  </div> <div data-bbox="326 1346 467 1440">  </div> <div data-bbox="358 1497 435 1608">  </div> <div data-bbox="350 1644 440 1738">  </div>	<ol style="list-style-type: none"> <li>1. Press the OPTIONS key.</li> <li>2. Press the 7 key.</li> <li>3. Observe which zone light blinks for the next five seconds. This is the zone that needs to be corrected before the system will turn on. (There may be more than one.)</li> <li>4. Refer to the Pop-Up Zone Card to verify the zone's location.</li> <li>5. If the zone is a door or window, make sure that it is securely closed.</li> <li>6. If the READY light illuminates, turn the system on.</li> </ol>	
	<div data-bbox="833 877 971 989">  </div> <div data-bbox="824 1346 971 1440">  </div> <div data-bbox="857 1497 933 1608">  </div> <div data-bbox="837 1665 954 1707">  </div>	<ol style="list-style-type: none"> <li>1. Observe the number displayed in the message window. This is the zone that needs to be corrected before the system will turn on. (There may be more than one; if so, the numbers are shown one at a time.)</li> <li>2. Refer to the Pop-Up Zone Card to verify the zone's location.</li> <li>3. If the zone is a door or window, make sure that it is securely closed.</li> <li>4. If the message window reads READY, turn the system on.</li> </ol>

(continued)

**Standard Keypad**



OPTIONS

1

BYPASS

#

ZONE  
NUMBER

ON

7. If the READY light does not turn on, see the Frequently Asked Questions at [www.MyADT.com](http://www.MyADT.com), or call Customer Care at 800.445.0872 for further assistance in correcting the not-ready condition.

8. To turn the system on, you must first turn off the zone that is not ready to arm. Press the OPTIONS key.

9. Press the 1 key.


10. Enter the number of the not-ready zone, which is the number of the illuminated light you observed in step 3.


**CAUTION: If you bypass a zone, it will not be protected.**

The keypad beeps. The READY and BYPASS lights turn on.

11. Turn the system on.

**Premium Keypad**



OPTIONS

*BYPASS  
ENTER ZONE*

#

ZONE  
NUMBER

ON

5. If the message window reads NOT READY, see the Frequently Asked Questions at [www.MyADT.com](http://www.MyADT.com), or call Customer Care at 800.445.0872 for further assistance in correcting the not-ready condition.

6. To turn the system on, you must first turn off the zone that is not ready to arm. Press the OPTIONS key until the message window reads: BYPASS, ENTER ZONE #.

7. Enter the number of the not-ready zone, which is the same number that appeared in the message window.

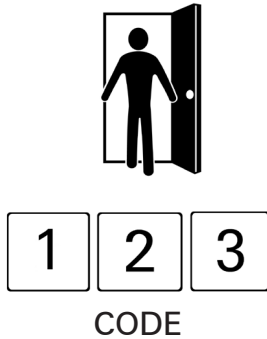
**CAUTION: If you bypass a zone, it will not be protected.**

The keypad beeps. The message window reads READY, BYPASS, and the number of the bypassed zone is momentarily displayed.

8. Turn the system on.

## Turning the System Off

### Turning the System Off When No Alarms Are in Progress



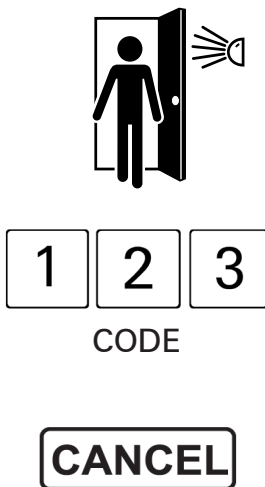
1. Enter through a designated entry door. The keypad sounds a tone to remind you to turn the system off. The ON light blinks.
2. Turn the system off by entering your keypad code.

To prevent an alarm, you must enter your code before the entry delay ends. See page 12 to reference the Entry Delay Time programmed in your system.

Once the system is off, the ON light goes out.

### Turning the System Off and Canceling an Alarm

Should you cause an alarm accidentally:



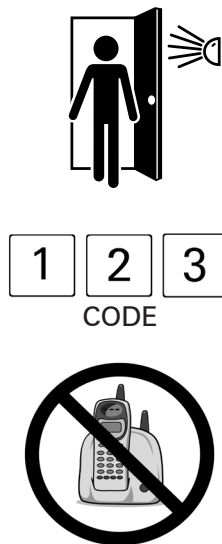
1. Enter through a designated entry door. The siren sounds, and the ON light blinks. The Premium keypad's message window reads ALARM. The Standard keypad's ON light blinks.
2. Enter your keypad code. The Premium keypad's message window reads ALARM MEMORY.
3. Press the CANCEL key (you must press the CANCEL key within 20 seconds of entering your code). The keypad beeps.

You will **not** receive a call from ADT. The Premium keypad's message window reads ALARM CANCELED.

**Note:** If you press the CANCEL key **before** entering your code, the result is the same.



## Turning the System Off Without Canceling an Alarm



If you wish to turn off the system and report an alarm to ADT:

1. Enter the building through a designated entry door. The Premium keypad's message window reads ALARM. The siren sounds, and the ON light is lit.
2. Enter your keypad code. The keypad beeps. Wait for ADT to call. Be prepared to give the ADT Customer Monitoring Representative your verbal Security Password.

Do not use the telephone if you intend to cancel the alarm. If your telephone line is busy, ADT may dispatch emergency personnel to your home, which could result in a false alarm fine.

## What to Do in an Actual Emergency

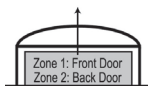
If the security system is sounding an alarm, and there is an actual emergency in progress:



1. Leave the system on. If the emergency is a fire, quickly notify the building's occupants and safely evacuate the building.
2. Do not use the telephone, except to call 9 1 1. If you do use the phone, ADT personnel may not be able to contact you. If you are trying to make a telephone call while another alarm is triggered, the system will disconnect your call to send the alarm signal. If this continues, you may need to turn the system off to use the telephone.
3. If this is a medical or police emergency, wait for ADT to call you. Explain the emergency to the ADT Customer Monitoring Representative. If you do not answer the telephone, ADT will try to contact the appropriate emergency agency, unless you have given other instructions.

## Turning the System Off after an Alarm Occurs in Your Absence

If there was an alarm at your house while you were away and the sirens are no longer sounding:



1. Enter the building through a designated entry door. The ON light blinks. The sirens and speakers are silent. The Premium keypad shows the numbers of the zones in alarm, and its message window reads ALARM.
2. Enter your keypad code to turn the system off. The keypad beeps once every three seconds. The keypad shows the numbers of the zones that were in alarm. The Premium keypad reads ALARM MEMORY.
3. Refer to the Pop-Up Zone Card located behind the alarm panel to verify the location of the zones that were in alarm.
4. To silence the keypad's beeping and clear alarm memory, press the CANCEL key.
5. If you do not know what caused the alarm, review the system's alarm history at [www.MyADT.com](http://www.MyADT.com) or call ADT Customer Care at 800.445.0872.

## System Options

The system has five options:

1. Bypass
2. Door chime
3. Additional keypad codes
4. Alarm memory
5. Test



A sixth option, GoTo, is only available in systems with multiple areas.

This section describes each of these options.

### Bypass a Zone



When you bypass a zone, the system ignores it. Use this feature whenever you want to turn the system on, but leave off a particular sensor. The bypass is automatically canceled when you turn the system off.

To bypass a zone:

Standard Keypad	Premium Keypad
 <p>1. Press the <b>OPTIONS</b> key.</p> <p>2. Press the <b>1</b> key.</p> <p>3. Enter the number of the zone you wish to bypass. The keypad beeps. The <b>READY</b> and the <b>BYPASS</b> lights turn on.</p>	 <p>1. Press the <b>OPTIONS</b> key until the message reads <b>BYPASS, ENTER ZONE #</b>.</p> <p>2. Enter the number of the zone you wish to bypass. The keypad beeps. The window reads <b>READY, BYPASS</b>. The number of the bypassed zone lights momentarily.</p>

## Turn the Door Chime On or Off



When you turn the door chime on, the keypad beeps if a protected door or window is opened while the system is turned off. To turn the chime on or off:

Standard Keypad	Premium Keypad
 <p><b>OPTIONS</b></p> <p><b>2</b> CHIME</p> <p><b>1 2 3</b> CODE</p> <ol style="list-style-type: none"> <li>1. Press the OPTIONS key.</li> <li>2. Press the 2 key. The ENTER CODE light blinks.</li> <li>3. Enter your keypad code. The keypad beeps. The READY and the CHIME lights turn on while the chime feature is on.</li> </ol>	 <p><b>OPTIONS</b></p> <p><i>DOOR CHIME</i> <i>ENTER CODE</i></p> <p><b>1 2 3</b> CODE</p> <ol style="list-style-type: none"> <li>1. Press the OPTIONS key until the message window reads DOOR CHIME, ENTER CODE.</li> <li>2. Enter your keypad code. The keypad beeps. The message window reads READY, DOOR CHIME.</li> </ol>

**Note:** If you turn the door chime on and the keypad does not beep, the chime feature may have been turned off at installation. To have the feature turned on, please call Customer Care for assistance.

## View Alarm Memory

You can use alarm memory to determine which zones have recently been in alarm.

Standard Keypad	Premium Keypad
 <p><b>OPTIONS</b></p> <p><b>2</b> CHIME</p> <p><b>1 2 3</b> CODE</p> <ol style="list-style-type: none"> <li>1. Press the OPTIONS key.</li> <li>2. Press the 2 key. The ENTER CODE light blinks.</li> <li>3. Enter your keypad code. The keypad beeps. The lights of the zones that were last in alarm blink.</li> </ol>	 <p><b>OPTIONS</b></p> <p><i>ALARM MEMORY</i> <i>ENTER CODE</i></p> <p><b>1 2 3</b> CODE</p> <ol style="list-style-type: none"> <li>1. Press the OPTIONS key until the message window reads ALARM MEMORY, ENTER CODE.</li> <li>2. Enter your keypad code. The keypad beeps. The message window shows which zones were in alarm.</li> </ol>

## Create an Additional Keypad Code

You can assign different keypad codes to the members of your family or to people who need temporary access to your home. Housekeepers, guests and house sitters can all be given their own keypad codes. You can assign as many as 91 codes, but for your security, you should limit the number of codes you assign and delete any that are not in use.

To assign a new keypad code:

	Standard Keypad		Premium Keypad
	<ol style="list-style-type: none"> <li>1. Press the OPTIONS key.</li> <li>2. Press the 3 key. The ENTER CODE light blinks.</li> <li>3. Enter your keypad code. The keypad beeps. The ENTER USER # light blinks.</li> <li>4. Enter the number of the user to whom you want to assign a code (1 to 91). The keypad beeps. The ENTER CODE light blinks.</li> <li>5. Enter the new code. The keypad beeps.</li> <li>6. Test the new code by turning the system on, then using the code to turn the system off.</li> </ol>		<ol style="list-style-type: none"> <li>1. Press the OPTIONS key until the message window reads AUXILIARY CODES, ENTER KEYPAD CODE.</li> <li>2. Enter the keypad code. The keypad beeps. The message window reads ENTER USER #.</li> <li>3. Enter the number of the user to whom you want to assign a code (1 to 91). The keypad beeps. The message window reads ENTER NEW CODE.</li> <li>4. Enter the new code. The keypad beeps.</li> <li>5. Test the new code by turning the system on, then using the code to turn the system off.</li> </ol>

## Delete a Keypad Code

If you wish to delete a keypad code:

	Standard Keypad		Premium Keypad
	1. Press the OPTIONS key.		1. Press the OPTIONS key until the message window reads
<p>AUX CODE</p>	2. Press the 3 key. The ENTER CODE light blinks.	<p>AUXILIARY CODES ENTER KEYPAD CODE</p>	AUXILIARY CODES, ENTER KEYPAD CODE.
<p>CODE</p>	3. Enter the keypad code. The keypad beeps. The ENTER USER # light blinks.	<p>CODE</p>	2. Enter the keypad code. The keypad beeps. The message window reads ENTER USER #.
<p>USER NUMBER</p>	4. Enter the number of the user whose code you wish to delete. The keypad beeps. The ENTER CODE light blinks.	<p>USER NUMBER</p>	3. Enter the number of the user whose code you wish to delete. The keypad beeps. The window reads ENTER NEW CODE.
	5. Do not enter the keypad code. Instead, press the CANCEL key. The keypad beeps.		4. Do not enter the keypad code. Instead, press the CANCEL key. The keypad beeps.
	6. Test that the code has been deleted by attempting to turn the system on and off using the deleted code.		5. Test that the code has been deleted by attempting to turn the system on and off using the deleted code.

## System Testing

You can test the components of the system—the sirens, the telephone hookup and the sensors—without causing a false alarm. This section describes how you can be sure that the system is functioning properly.

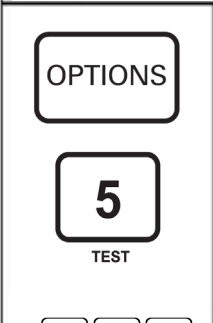



### Important Notice: Test Monthly

Your Residential Services Contract (or Small Business Contract) requires you to conduct these tests *at least* once a month. Weekly testing is recommended.

## Siren and Transmission Test















This test helps to ensure that the system's siren is working properly and that the system is able to send an alarm signal to ADT's Customer Monitoring Centers. You will not receive a call from ADT.

To test the system's siren and transmission:

Standard Keypad	Premium Keypad
 <p>Standard Keypad diagram showing buttons: ON READY, INSTANT MOTION OFF, POWER, CHIME, TROUBLE, ENTER USER #, OPTIONS, 5, TEST, 1, 2, 3, CODE.</p> <ol style="list-style-type: none"><li>1. Press the OPTIONS key.</li><li>2. Press the 5 key. The ENTER CODE light blinks.</li><li>3. Enter your keypad code. A test signal is sent to ADT. If it is received, the siren sounds briefly. The keypad may also beep. All zone lights blink.</li><li>4. If you do not hear the beep or blast and the TROUBLE light turns on, the test failed. Call 800.445.0872.</li></ol> 	 <p>Premium Keypad diagram showing display: 12:00, ENTER, NEW CODE, OPTIONS, TEST, ENTER CODE, 1, 2, 3, CODE.</p> <ol style="list-style-type: none"><li>1. Press the OPTIONS key until the message window reads TEST, ENTER CODE.</li><li>2. Enter your keypad code. The display reads TEST. A test signal is sent to ADT. If it is received, the siren sounds briefly. The keypad may also beep.</li><li>3. If you do not hear the beep or blast and the keypad message window reads CP TROUBLE, the test failed. Call 800.445.0872.</li></ol> 

## Testing All Burglary Sensors

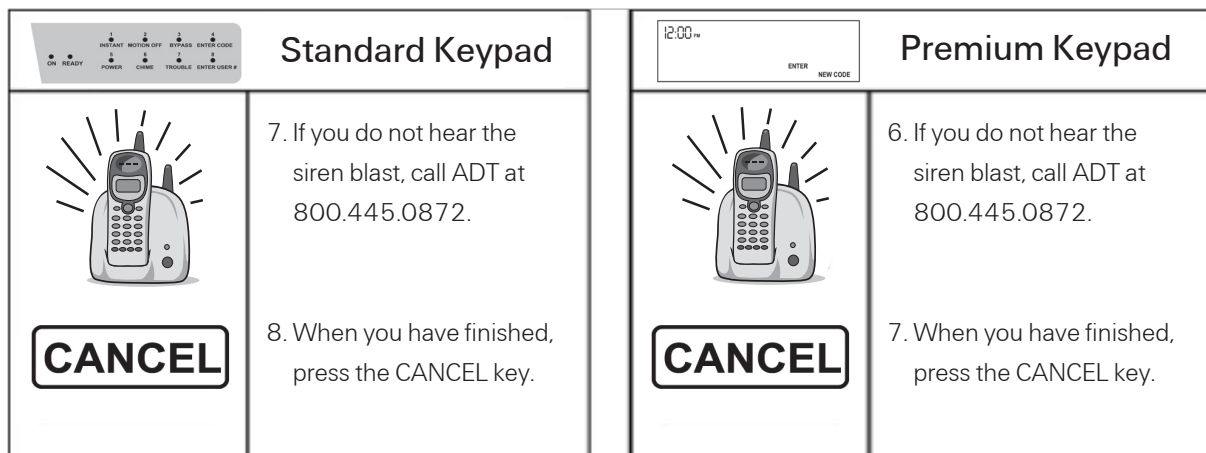
This test helps to ensure that the system's burglary sensors are working properly. **No alarm signal is sent to ADT's Customer Monitoring Centers.**

	Standard Keypad		Premium Keypad
 <p><b>READY</b></p>	<p>1. Make sure there is nothing moving near the motion detector and that the READY light is on. (If it is not, see page 29.)</p>	<p><b>READY</b></p>	<p>1. Make sure there is nothing moving near the motion detector and that the message window reads <b>READY</b>. (If it does not, see page 29.)</p>
	<p>2. Press the <b>OPTIONS</b> key.</p>		<p>2. Press the <b>OPTIONS</b> key until the message window reads <b>DOOR CHIME</b>.</p>
 <p><b>2</b> CHIME</p>	<p>3. Press the <b>2</b> key. The <b>ENTER CODE</b> light blinks.</p>		<p>3. Press <b>2</b>, <b>4</b>. Then press and hold the <b>7</b> key for three seconds.*</p>
 	<p>4. Press <b>2</b>, <b>4</b>. Then press and hold the <b>7</b> key for three seconds.*</p>	 <p><b>READY DOOR CHIME TEST</b></p>	<p>The message window reads <b>READY DOOR CHIME TEST</b>.</p>
	<p>5. Open each protected door and window. Listen for the siren to blast. Close the door or window.</p>		<p>4. Open each protected door and window. Listen for the siren to blast. Close the door or window.</p>
	<p>6. Walk in front of the motion detector. The siren blasts each time the motion detector detects your movements.</p>		<p>5. Walk in front of the motion detector. The siren blasts each time the motion detector detects your movements.</p>

(continued)

\*If the system uses four-digit codes, press **2**, **4**, **7**, then press and hold the **0** key for three seconds.





## Testing the Smoke Detector

The smoke detector can be tested without sending an alarm signal to ADT. Call ADT Customer Care at 800.445.0872 for assistance. Do not attempt to test the smoke detector with heat, flame or canned smoke, as these methods can damage the smoke detector.

## Testing the Doors and Windows Only

This test identifies whether the sensors on your home's protected doors and windows are operating properly. You may prefer to conduct this test if you find it distracting to hear the siren blast each time you pass the motion detector while testing the system. **No alarm signals are sent to ADT's Customer Monitoring Centers.**

To test the system's door and window sensors, follow the instructions on the next page.









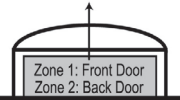
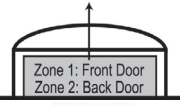







**Note:** If the system's chime feature is on, skip steps 2, 3 and 4 of the Standard keypad instructions or steps 2 and 3 of the Premium keypad instructions. When the chime feature is on, the keypad beeps if a protected door or window is opened while the system is off.

	Standard Keypad		Premium Keypad
	<p>1. Close all doors and windows. Make sure that the READY light is on. (If it is not, see page 29.)</p>		<p>1. Close all doors and windows. Make sure the message window reads READY. (If it does not, see page 29.)</p>
	<p>2. Press the OPTIONS key.</p>		<p>2. Press the OPTIONS key until the message window reads DOOR CHIME.</p>
	<p>3. Press the 2 key.</p>	<p><i>DOOR CHIME</i></p>	
	<p>4. Enter your keypad code. The READY and the CHIME lights turn on.</p>		<p>3. Enter your keypad code. The message window reads READY DOOR CHIME.</p>
	<p>5. Open each protected door and window. Listen for the keypad to beep.*</p>	<p><i>READY DOOR CHIME</i></p>	
	<p>6. If you do not hear the keypad beep, note the zone number and call Customer Care at 800.445.0872.</p>		<p>4. Open each protected door and window. Listen for the keypad to beep.*</p>
	<p>7. When you have finished testing, end the test by repeating steps 2, 3 and 4.</p>		<p>5. If you do not hear the keypad beep, note the zone number and call Customer Care at 800.445.0872.</p>
			<p>6. When you have finished testing, end the test by repeating steps 2 and 3.</p>

\*Note: The keypad does not beep if the chime feature has been turned off by the installer.

## Testing With Not Ready Zones

If the system is not ready to test, the message window reads NOT READY, or the READY light is off. Do the following:

	Standard Keypad		Premium Keypad
	<p>1. Press the OPTIONS key.</p>		<p>1. Observe which zone number is displayed. This is the zone that is not ready.</p>
 	<p>2. Press the 7 key.</p>		<p>2. Refer to the Pop-Up Zone Card to verify the location of the zone.</p>
	<p>3. Observe which zone number is displayed. This is the zone that is not ready.</p>		<p>3. If the zone is a door or window, make sure that it is securely closed.</p>
	<p>4. Refer to the Pop-Up Zone Card to verify the location of the zone.</p>		<p>4. If the message window now reads READY, conduct the test.</p>
	<p>5. If the zone is a door or window, make sure that it is securely closed.</p>		<p>5. If the message window still reads NOT READY, call Customer Care at 800.445.0872 for assistance.</p>
 	<p>6. If the READY light turns on, conduct the test.</p>		<p>5. If the message window still reads NOT READY, call Customer Care at 800.445.0872 for assistance.</p>
	<p>7. If the READY light does not turn on, call Customer Care at 800.445.0872 for assistance.</p>		

## Using GoTo (Optional Feature)

The GoTo feature is only available in systems with multiple areas, and either of the two Premium keypads. The GoTo feature allows for remote operation of a different keypad assigned to another area. When activated, the keypad will function as the designated remote keypad.

<b>AREA # ENTER KEYPAD CODE</b>	1. Press the OPTIONS key until the message window reads AREA # ENTER KEYPAD CODE. The current area number will be shown at the top left portion of the display.
<b>AREA # ENTER</b>	2. Enter the keypad code for the area you are in. The message window reads AREA # ENTER.  3. Enter the number of the area to which you want to go, and the keypad will then behave as if it were the keypad in that area. The keypad will only display the status of that area at this point. That area can only be accessed using a keypad code that is valid in that area.  4. Twenty seconds after the last key press, the system and keypad return to their original state.

## Trouble Messages

You will get a trouble message if the system loses power, if it cannot reset the smoke detector, or if it cannot contact an ADT Customer Monitoring Center.

### Standard Keypad

1. If the TROUBLE light is on, press the OPTIONS key, then the 9 key. One of the keypad's zone lights blinks; compare it to the following table.

Blinking Zone LED	Trouble Condition	Page
1	Low Battery Indication	32
2	Communication Problem Indication	33
3	Zone Trouble Indication	35
4	Call ADT Indication	36
5	Component Failure Indication	36
6	Siren Failure Indication	36
7	RF Interference Indication	36
8	Line Cut Indication (optional feature)	34

2. Press the OPTIONS key and the 9 key once more. One of the keypad's zone lights may blink; compare it to the following table. If none of the conditions exists, the keypad returns to its normal state.

Blinking Zone LED	Trouble Condition	Page
1	Upload/Download Failure	35
2	No AC Power Indication	31
3	Smart-Key Low Battery (optional feature)	35
4	Communication Radio Problem Indication (optional feature)	33

### Premium Keypad

1. Observe which of the keypad's icons are lit and note any letters that may appear in the numeric display. Match the keypad's message to the following table, then turn to the section listed in the table's second column for further information and instructions.

Message	Trouble Condition	Page
CALL 800.445.0872	Call ADT Indication	36
CF TROUBLE	Component Failure Indication	36
CP TROUBLE	Communication Problem Indication	33
CS TROUBLE	Siren Failure Indication	36
CH TROUBLE	Upload/Download Failure	35
CJ TROUBLE	RF Interference Indication	36
LINE CUT	Line Cut Indication (optional feature)	34
LOW BATT	Low Battery Indication	32
NO AC	No AC Power Indication	31
TROUBLE (beeping)	Zone Trouble Indication	35
CL TROUBLE	Communication Radio Problem Indication (optional feature)	33
### TROUBLE LOW BAT USER	Smart-Key Low Battery (optional feature)	35

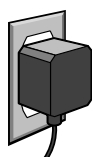
## No AC Power Indication

**What it means:** The electrical power to the system has been interrupted. Instead, the system is drawing power from its backup battery. The battery can provide power to the system for up to four hours.

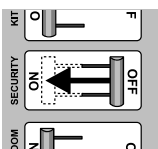
**What to do:**



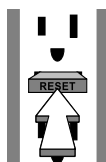
1. If you have no power to your home, wait for the electrical power to be restored. Once this happens, the system automatically switches back to its electrical source. The backup battery recharges for the next 24 hours.



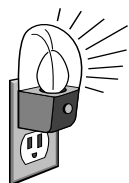
2. If you have power to your home, check the power transformer to ensure that it is properly plugged in (see page 4 for more information about the power transformer). If this solves the problem, stop. Otherwise, continue to the next step.



3. Check the breaker box. If any breakers are in the OFF position, move the breaker switch to ON. If this solves the problem, stop. Otherwise, continue to the next step.



4. Look for a ground-fault circuit interrupter (GFCI) on the outlet or on a nearby outlet. The GFCI should look similar to the one shown in the picture. If the red reset button juts out from the outlet, push it back into place. If this solves the problem, stop. Otherwise, continue to the next step.



5. Unplug the power transformer. It may be screwed in place; if so, remove the screw. Plug a small appliance into the outlet to verify the outlet is working properly. If it is, continue to the next step.

If the outlet is not working properly, contact an electrician to repair it. Use an extension cord to plug the system's power transformer into another outlet until the faulty one is repaired.



6. If none of these steps resolves the problem, call ADT Customer Care at 800.445.0872.

## Low Battery Indication

**What it means:** The system's backup battery is low. If there has not been a power outage at your home recently, call ADT Customer Care at 800.445.0872 for assistance. If there *has* been a recent power failure, follow these instructions:

**CANCEL**

1. If you wish to silence the keypad's beeping, press the CANCEL key.



2. Once power to your home is restored, wait 24 hours for the battery to recharge.



3. If the trouble condition returns after 24 hours, the battery is not recharging properly. Call ADT Customer Care at 800.445.0872 for assistance.

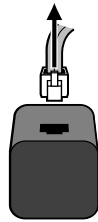
**Note:** If the system appears to have no power (the keypad does not light or respond to your commands), call ADT Customer Care at 800.445.0872 for assistance.

## Communication Problem Indication

**What it means:** The system was unable to send an alarm or test signal to the ADT Customer Monitoring Center.

**What you'll notice:** The keypad beeps four times per minute. If you have a Premium keypad, the message window reads: CP TROUBLE, CALL 800.445.0872.

**CANCEL**

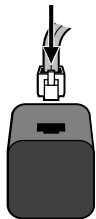


1. To silence the keypad's beeping, press the CANCEL key.

2. Check your telephone for a dial tone. If there is no dial tone, remove the dialer cable from the telephone jack. This disconnects the system from the telephone line. **It will not be able to send an alarm signal to the ADT Customer Monitoring Centers.**



3. Check your telephone for a dial tone. If the dial tone returns, call ADT Customer Care at 800.445.0872 for assistance.



4. If there is no dial tone, **plug the dialer cable back into the telephone jack.** Contact your telephone company for service.

Until the telephone service is repaired, no alarm signals will be sent to ADT. However, the system should still work within your home.

**For your protection, it is very important that you resolve this problem quickly.**

## Communication Radio Problem Indication (Optional Feature)

**What it means:** The system was unable to register to the radio tower.

**What you'll notice:** The keypad beeps four times per minute. If you have a Premium keypad, the message window reads CL TROUBLE, CALL 800.445.0872.

**CANCEL**



1. To silence the keypad's beeping, press the CANCEL key.

2. If the CL TROUBLE message has not cleared, then call ADT Customer Care at 800.445.0872.



## Line Cut Indication (Optional Feature)

**What it means:** The telephone service to the security system has been interrupted. The system cannot send an alarm signal to ADT's Customer Monitoring Centers.

**What you'll notice:** Less than one minute after the line cut occurs, the siren sounds or the keypad beeps, depending on whether the system is on or off.



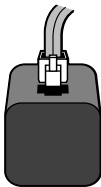
1. To silence the keypad's beeping, press the CANCEL key.



2. If the siren is sounding, silence it by entering your keypad code.



3. Check your telephone for a dial tone. If there is no telephone service, contact your telephone company.



4. If there is a dial tone, ensure that the system's telephone cable is securely plugged into the telephone jack. If it is not, plug it in.



5. If the cable is plugged in, call the ADT Customer Monitoring team at 800.445.0872. We are available to help you 24 hours a day, seven days a week.

## Smart•Key Wireless Remote Low Battery (Optional Feature)

**What it means:** The battery in the Smart•Key remote is low and may stop functioning soon.

**What you'll notice:** The keypad beeps four times per minute. If you have a Premium keypad, the message window reads ### TROUBLE LOW BAT USER # CALL 800.445.0872.

**What to do:** 1. To silence the keypad's beeping, press the CANCEL key.  
2. Call ADT Customer Care at 800.445.0872 for assistance.

## Upload/Download Failure

A problem occurred when ADT attempted to change or read the system's programming over the telephone line. Call ADT Customer Care at 800.ADT.ASAP (800.238.2727) for assistance.

## Zone Trouble Indication

**What it means:** A trouble indication on a zone condition would arise if, for example, the smoke detector is dirty or in need of adjustment. It could also occur if a sensor has a defective part or a broken wire.



1. To silence the keypad's beeping, press the CANCEL key.



2. Wait 30 minutes for the system to reset.



3. If the detector has not reset after 30 minutes, the trouble message returns and the keypad beeps. Call ADT Customer Care at 800.445.0872 for assistance.

## Component Failure Indication

One of the system's devices is not operating properly. Call ADT Customer Care at 800.445.0872 for assistance.

## Call ADT Indication

If you receive this trouble message, call ADT Customer Care at 800.445.0872 for assistance.

## Siren Failure Indication

The system's siren is not operating properly. Call ADT Customer Care at 800.445.0872.

## Keypad Not Working (Speaker Clicks)

Should the system's keypad become inoperative, the speaker sounds two short clicks every three seconds. If you notice the speaker is clicking repeatedly, call ADT Customer Care at 800.445.0872 to arrange to have the keypad serviced. If the system has a second keypad that is operating normally, you can stop the clicking sound by pressing the CANCEL key.

## RF Interference Indication

**What it means:** A source of RF interference is too close to the receiver, and the receiver is having problems

1. To silence the keypad's beeping, press the CANCEL key.
2. Try to find the source of the interference (e.g., cell or wireless phone) and turn it off. Wait 30 minutes for the system to reset.
3. If the system has not reset after 30 minutes, the trouble message returns and the keypad beeps, call ADT Customer Care at 800.445.0872.

## Cleaning the Smoke Detector



Vacuum once every  
three months

If you had a smoke/heat detector installed, you should clean it once every three months. You should also clean it if smoke or dust triggers an alarm.

Vacuum the smoke detector vents using a crevice attachment. Do not remove the cover.

## If You Trigger an Alarm While Cleaning the Detector

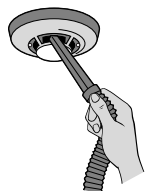
If the dust from your vacuum cleaner triggers an alarm and the siren sounds, do the following:



1. Enter your keypad code.



2. Press the CANCEL key.



3. Finish vacuuming the detector. If the keypad is beeping and the message window reads TROUBLE, wait 30 minutes for the system to reset.



4. If you wish to silence the keypad's beeping for the next four hours, press the CANCEL key.



5. If the detector does not reset after 30 minutes, the message window reads TROUBLE, CALL 800.445.0872, and the keypad beeps, call ADT Customer Care at 800.445.0872.

## Service the Detector Every Two Years

Every two years, you should contact ADT Customer Care to schedule a visit to service the smoke detector. During this call, ADT performs a more thorough cleaning and testing of the detector.

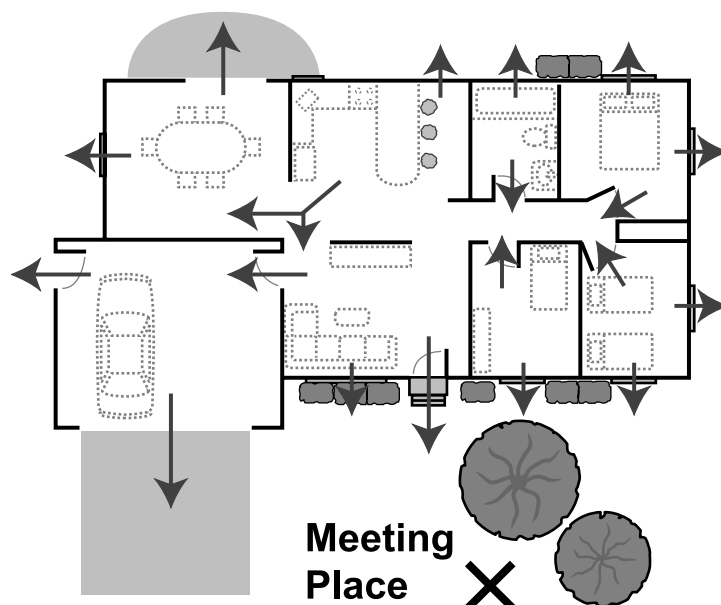
## Setting the Clock

The numeric display of the Premium keypad may show the time of day. You do not need to set the clock; it adjusts itself automatically every few months.

## Emergency Evacuation Plans

An emergency evacuation plan helps to ensure that you and your family escape from your home safely in the event of a fire. Use these guidelines from the National Fire Protection Association to prepare your own emergency evacuation plan.

1. Draw up a floor plan of your building like the one shown. Show any part of the building—the windows, doors, rooftops—that can be used as an escape route.



Find at least two ways to escape from each room. One will be the door leading to the normal exit. Another may be a window that opens easily. If the window is far above the ground, you may need to install an escape ladder nearby. Identify a place outdoors where everyone will meet after leaving the building.

2. Review the escape plan with everyone who lives in your home and practice escape procedures.
3. To increase the time you will have to escape a fire, sleep with your bedroom door closed. If you suspect a fire, touch the door. Do not open the door if it feels hot. If it does not, brace your shoulder against the door and open it slowly. Be ready to slam the door if smoke or heat rushes in. Leave the building quickly and call the fire department from a neighbor's telephone or from your cellular telephone.

In the event of a fire, the best way to ensure the safety of your family or employees is to get the earliest possible warning. This is best achieved by installing fire detection equipment in all rooms and areas of the protected premises. This includes:

- A smoke detector installed outside of each bedroom
- Heat or smoke detectors in the living room, dining room, kitchen, hallways, attic, furnace room, closets, utility and storage rooms, breakroom, basement and garage.

This equipment should be installed in accordance with the National Fire Protection Association's Standard 72.

**For additional information, write:**

National Fire Protection Association  
1 Battery March Park  
Quincy, MA 02269

**Or visit:** [www.nfpa.org](http://www.nfpa.org)

**California residents may also write:**

California State Fire Marshal  
7171 Bowling Drive, Suite 600  
Sacramento, CA 95823

**Or visit:** [www.osfm.fire.ca.gov](http://www.osfm.fire.ca.gov)

**Note:** There is a communicator delay of 30 seconds built into this control panel. It can be removed or increased to a total delay of 45 seconds. Discuss this option with your ADT Installation Technician to determine what will work best in your home.

## Questions and Answers



### General Use of the System

#### 1. How can I avoid false alarms?

Take a look at the tips on page 2. If you have any further questions, you can visit the False Alarm Reduction page on ADT.com ([www.ADT.com/home-security/learning-center/security-topics/false-alarm-reduction](http://www.ADT.com/home-security/learning-center/security-topics/false-alarm-reduction)).

#### 2. Do I need an alarm permit?

Alarm permit ordinances vary from area to area. **Please contact your local emergency response agencies or your city or county government to determine whether a permit is required in your area.** It is your responsibility to obtain the permit, pay any associated fees and inform ADT of your permit number. In some jurisdictions, however, ADT must obtain and submit the permit application for you, and will then bill you for the permit and processing fees.

If a permit is required in your area and you do not have one, emergency agencies may choose not to respond to an alarm at your home or business. In addition, false alarm fines are generally much higher for systems lacking permits.

#### 3. How often should I test the system?

You should test the system at least once a month. Follow the test instructions beginning on page 25 of this manual.

#### **Important Notice: Test Monthly**

Your Residential Services Contract (or Small Business Contract) requires you to conduct these tests *at least* once a month. Weekly testing is recommended.

#### 4. Should I clean the smoke/heat detector?

Yes. Follow the instructions on page 38.

#### 5. What happens if I add DSL (Digital Subscriber Line) service to my home?

Converting your telephone line to a high-speed data format like DSL can affect the ability of the system to report alarm conditions to ADT's Customer Monitoring Centers. See page 46 for more information.

#### 6. What happens if I switch my phone service to VoIP (Voice over Internet Protocol)?

Converting your telephone line to a high-speed data format like VoIP can affect the ability of the system to report alarm conditions to an ADT Customer Monitoring Center. See page 46 for more information.

## Security Passwords and Keypad Codes

### 1. Can my Security Password/PIC be changed?

Yes. You can change your Security Password online at [www.MyADT.com](http://www.MyADT.com), or by calling 800.445.0872. If you prefer to change your password by mail, the same person who signed the Residential Services or Small Business Contract must send a written request to ADT before the Security Password can be changed. The written request must identify the account, the current Security Password, the new Security Password and must include the account signer's signature.

You can send us this request in one of three ways:

1. Scan the documents and email them to us at [CustomerCare@ADT.com](mailto:CustomerCare@ADT.com)
2. Fax the documents to 800.719.9511
3. Mail them to:

ADT Security Services  
Attn: Customer Care Team  
14200 East Exposition Avenue  
Aurora, CO 80012

### 3. I'm planning to go away on vacation. Should I notify ADT of my plans?

It is a good idea to notify ADT of the dates of your departure and return. However, probably more important is double-checking your Emergency Contacts. In your absence, you may want to change the call order of your contacts, or add different contacts. You can then change them back when you return.

If you list a neighbor, friend or relative as an Emergency Contact, be sure this person has a set of house keys and knows a Security Password.

### 4. If I go away on vacation, should I give my Security Password to my neighbor who takes care of the house?

It is best not to give out your Security Password. Instead, you can assign an individual Security Password for your neighbor to use (see the instructions on page 23). You can also create an additional password by calling ADT Customer Care at 800.445.0872. Be sure to give your Emergency Contact(s) a telephone number where you can be reached while you are away.



## Alarms and Emergencies

### 1. If there is an alarm, does the system reset?

Yes. As long as there are no additional alarms after the system stops sounding, the system resets itself approximately five minutes later. **However, if a fire alarm is activated, the siren will sound continuously until you enter your keypad code.**

### 2. What happens if my telephone line is cut?

If you purchased the optional Line Cut feature, the siren sounds or the keypad beeps within about a minute of the time the line was cut. The system can still sound an audible alarm, but ADT's Customer Monitoring Centers will not receive an alarm signal until the line is restored.

You can also equip the system with an optional backup device designed to send a signal if your telephone service is interrupted. Contact ADT Customer Care at 800.445.0872 for more information.

### 3. If the power goes out at my house, will the alarm system still work?

Yes. The system has a battery that can provide backup power for up to four hours. Once the electrical power to your home is restored, the battery will recharge automatically. Like all batteries, this battery will eventually need to be replaced. The system battery has a one-year warranty. You may replace the battery yourself or have ADT schedule a service call. For battery replacement instructions, visit [www.MyADT.com](http://www.MyADT.com) or call ADT Customer Care at 800.445.0872.

## Emergency Contacts

### 1. Whom should I list as an Emergency Contact?

You should list people who live fairly close to you, and who usually know where you are and how to contact you. Ideally, at least one of your contacts should have keys to your house and permission to authorize service in your absence. You can change your list of Emergency Contacts online at [www.MyADT.com](http://www.MyADT.com), or by calling Customer Care at 800.445.0872.

### 2. What should I tell my Emergency Contacts?

First of all, be sure to tell them that they are one of your Emergency Contacts. Tell them that, after the emergency agencies are notified, ADT may attempt to reach them when there is an alarm at your house. Discuss the actions that you would like them to take if this happens. You should also tell your Emergency Contacts if they have your permission to authorize service of the system in your absence.

On occasion, representatives of an emergency agency may ask your Emergency Contact to meet them at the house with the house keys. Emergency Contacts, however, should *never* attempt to investigate an alarm independent of the authorities.

### 3. How do I change my Emergency Contacts?

Log in to [www.MyADT.com](http://www.MyADT.com) and go to the My Alarm tab, or call ADT Customer Care. Be prepared to provide your Security Password and the updated information.

## Financial Questions

### 1. Who pays false alarm fines?

Because the vast majority of false alarms are outside of ADT's control, we require you to be responsible for all of your false alarm fines.

### 2. What if I move within the initial term of my contract?

You may have your monitoring service transferred to another residence, provided you are moving to an area where we offer service and you pay the applicable move charge. The new owner of your home may take over the system by signing a new agreement and paying our current reprogramming fee. This will release you from the remaining contract obligations. If the new owner does not wish to take over the system and you do not choose to move the system, you will be responsible for fulfilling the original contractual obligation.

### 3. Will I receive a discount on my homeowner's insurance for having a security system installed?

Most homeowner's policies offer discounts to policy holders with security systems. Contact your insurance company for more information. The Certificate of Security System Installation (Alarm Certificate of Installation) that your installer provided can be used as proof to your insurance company that the installation took place.

### 4. What taxes do I have to pay?

Taxes vary from region to region. Most states require the collection of a sales tax on the equipment you purchase. Some states require an additional service tax on the installation, monitoring and repair services you receive. Also, ADT will bill you once a year for the property tax assessed by your local taxing authority. This tax is generally less than \$15.

### 5. Do I pay for service calls and repairs?

Repair service during the first 90 days is offered free of charge. After the first 90 days, we charge for labor. If you prefer, you can purchase a service plan from ADT that will provide you with free repairs beyond the first 90 days. Normal service hours are 8 a.m. to 5 p.m. Monday through Friday. A premium rate is charged for service calls on weekends, holidays or after business hours.

## Repairs and Upgrades

### 1. Can I make an appointment for a service call?

Our service center schedules service calls for the morning or afternoon of a specific day. Morning service calls occur between 8 a.m. and noon. Afternoon calls occur between noon and 5 p.m.

### 2. Can I have additional equipment installed at a later date?

Yes, additional equipment may be installed. You will be charged for the installation and for the service call. If you choose to have the equipment installed initially, however, you will not be charged for a service call. You can learn more about the wide variety of additional equipment that is available at [www.ADT.com](http://www.ADT.com).

## Additional Questions

If you have other questions about the system, please contact Customer Care at 800.445.0872 or write:

ADT Security Services  
Attn: Customer Care Team  
8880 Esters Blvd.  
Irving, TX 75063

## Warranty Information

This manual does not create any additional expressed or implied warranties.

## Important Notices

### UL Information

This system is capable of providing either Grade A or Grade B service for residential burglary. If configured to Grade B, performance of a weekly test as indicated in this manual is necessary. Contact ADT for more details on your particular installation. Accessories that do not bear the UL mark have not been investigated with this system by Underwriters Laboratories, Inc.

### DSL Service

If you convert your telephone line to a high-speed data format like DSL, it could affect the ability of the security system to transmit signals to the ADT Customer Monitoring Centers. If you have switched to such a service, you should immediately conduct the Siren and Transmission Test described on page 25. If the test is not successful, call ADT Customer Care at 800.445.0872. ADT may need to install a filter provided by your DSL company to restore communication. However, because of the nature of DSL service, you should be aware that, even with this filter installed, the system will not be able to communicate with an ADT Customer Monitoring Center anytime that your telephone is in use or off the hook.

### VoIP Service

If you use VoIP service for your phone line, it could affect the ability of the security system to transmit signals to ADT's Customer Monitoring Centers. If you are using such a service, please conduct the Siren and Transmission Test described on page 25. If the test is not successful, call ADT Customer Care at 800.445.0872. You may need to change the settings in your VoIP service; however, some VoIP services are not compatible with alarm systems, even with custom settings. Please visit [www.MyADT.com](http://www.MyADT.com) for more information.

### Alarm Permits

Your local municipality may require you to obtain an alarm permit before you can operate the ADT security system. Please contact your city or county police department to determine the requirements in your area. For more information, consult your local city or county website.

### SIA CP-01-Compliant System Information

Once the system is armed by pressing the ON key, pressing the ON key a second time will silence the exit tone and double the exit time.

**Swinger Suppression**—On SIA CP-01-compliant installations, the bypass ICON or LED will turn on after a zone is violated indicating that the zone which caused the alarm must be disarmed, or a period of 48 hours must pass before it can initiate another alarm from the same zone. The bypass indication may also turn on after an alarm caused by an emergency key activation. The emergency key function will be restored after a period of 48 hours or when the system is manually reset by pressing the CANCEL key and entering a valid keypad code. Contact ADT Customer Care for more information on this feature and the system.

**License Information:** **AL** Alabama Electronic Security Board of Licensure, 7956 Vaughn Rd., Montgomery 36116, (334) 264-9388; **AK** 37950, 5520 Lake Otis Pkwy., Anchorage, AK 99507; **AR** E20120041, Regulated by Arkansas Bd. of Private Investigators & Private Security Agencies, #1 State Police Plaza Dr., Little Rock 72209, (501) 618-8600; **AZ** ROC 279591; **CA** ACO7155, 974443; PPO17232; alarm company operators are licensed and regulated by the Bureau of Security & Investigative Services, Dept. of Consumer Affairs, Sacramento, CA 95814; **DC** ECS902743; **FL** EF0001121; **GA** LVA205265, -205326, -205572, -205679, -205878, LVU405673, -004349; **HI** CT-32297; **IL** 124001792; **LA** F1639, F1407, F1640; **MA** 172C; **MI** 3601206258, 5103208 – 4182 Pier North Dr. Ste. D, Flint, MI 48504; **MN** TS650251; **NC** 7535P2, 7561P2, 7562P10, 7563P7, 7565P1, 7566P9 – Alarm Systems Licensing Bd., 1631 Midtown Pl., Ste. 104, Raleigh, 27609 (919) 875-3611; **NM** 374838; **NV** 0077105; **NY** 12000305615, Licensed by NYS Dept. of State; OH 50-18-0018; 50-25-0023; 50-29-0003; 50-31-0014; 50-48-0008; 50-50-0005; 50-76-0006; 50-89-0016, 53-89-1726; **OK** 1995; **OR** 196560; **PA** Pennsylvania Home Improvement Contractor Registration Number: PA090797; **RI** 35683; **TN** ACC-1688, -1689, -1690, -1691, -1692, -1693, -1694, -1695, -1696; **TX** B17944 -140 Heimer Rd. Ste. 100, San Antonio, TX 78232 – Texas Private Security Bureau, 5805 N. Lamar Blvd., Austin 78752; **UT** 8289653; **VA** 11-7348; 11-7345; 11-7354; **WA** ADTLLL881DO, 11824 N Creek Pkwy. #105, Bothell, WA 98011; **WV** 049758.

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**MS 15019511**



















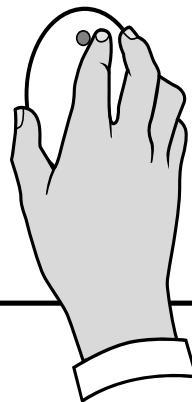


If you have any questions about the  
ADT Security System, visit

**[www.MyADT.com](http://www.MyADT.com)**

or call the ADT Customer Care  
team at 800.445.0872.

We are available to assist  
you 24 hours a day,  
seven days a week.



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