FIDELITY
INTEGRATED SYSTEMS LIMITED
www.fidelityintegrated.com

The Workhouse, R/o 69 Queensway, Petts Wood, Kent BR5 1DQ
Tel: 0844 800 9960   Fax: 0844 800 9961   mail@fidelityintegrated.com

Access Control • Fire Alarm • CCTV • Intruder Alarm • Communications • Networked Systems

<u>Monitored Intruder Alarm Information for Users of Texecom Alarm Control Units</u>

Your intruder alarm system is monitored via Custodian, our Alarm Receiving Centre (ARC), and if it has been set up for Police response, it must strictly adhere to certain regulations. One of these is the remote reset procedure as detailed below.

You will have been supplied with a User Manual for your system during the handover procedure, plus any user codes and proximity fobs required for operation. As with any system, it is good practice to become familiar with the full operation and administration of your system from the outset. This should ensure that you get the maximum out of your system and also help you to identify and act on any activations or system resets required as efficiently as possible.

If you have any queries at all regarding the operation of your system, please call our offices on 0844 800 9960 Mon-Fri 8am to 5pm and ask for Service Department. Someone will either address your query straight away or arrange for an engineer call back as appropriate.

Contract customers also have access to our out of hours call service which is also on 0844 800 9960.

<u>Contact Details and System Testing</u>

You and your keyholders will have set up a system password during system handover. Our ARC, Custodian, will require this password if you need to speak to them at all.

If you wish to test your alarm system, you will need to put your system on "test" with the ARC to prevent any accidental calls to the Police. Simply call the ARC, they will identify your site name and details and ask for the password. You can then request that your system is put into "test" mode for a stated time period.

The contact numbers you need to be aware of as well as your password are:

Fidelity Integrated   :   **0844 800 9960**
Custodian ARC   :   **0844 879 1703**

Reset Required.

Following a fault condition or confirmed alarm condition the control panel will require a reset.

This can be carried out remotely or may require an engineer dependent on the circumstances.

You should contact Fidelity Integrated if the following has occurred:

- You have a false alarm (whether Policed or not) and it is not clear why this has occurred. In this instance, resetting the system yourself could result in another false alarm or Police call and jeopardise your Police response status.

You can carry out a remote reset yourself if the following has occurred:

- You have had a false alarm activation and the reason is clearly not a system fault, i.e. operator error.
- You have had a genuine alarm activation that has been Policed. The system is operational and there is no risk of false alarm occurring.

To carry out remote reset:

- Keypad will be displaying "System Alert".
- Enter user code or present fob to Keypad.
- Keypad will display information in relation to the fault and will request Call ARC to Reset
- Press the Reset Button
- Keypad will display "Quote xxxx"   "Reply____ "
- Contact Fidelity or Custodian ARC (phone numbers)
- Request remote reset and give the 4 digit quote number.
- The operator will give a six digit reply, enter this directly into the keypad & press reset.
- If successful the keypad will return to its normal Day Start displaying the time & date.