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IMPORTANT INFORMATION

In order to aid the process of converting your alarm system to the City of Wylie Direct Monitoring, we have developed this important information sheet. If you would like a more detailed explanation or have any questions regarding the conversion process, please contact the Alarm Coordinator at (972) 429-8112. We thank you for the opportunity to provide you with this service.

- 1) Please get the “lock-out” code to the alarm control panel prior having it converted to direct monitoring, so it can be given to the alarm technician that programs your alarm. If the control panel is not set to the default or you cannot get the “lock-out” code from the company that installed the alarm system, conversion costs can sometimes increase significantly.
- 2) Please get the model type of your alarm system prior to having it converted to direct monitoring, so it can be given to the alarm technician that programs your alarm. You will not find the actual word “model” anywhere on the alarm system and may have to open the control panel to get the model number. Manufacturer manuals are also a good reference for this information. Manuals should have been given to you at the installation date and will also provide you with information regarding warranties, repairs, etc.
- 3) If you are **not** currently monitored, you will need to check your alarm system to verify that it has been powered up and confirm that a green light is showing. If the system has not been powered up before, please contact the installing company and schedule a time for them to come out and ensure your alarm system is in good working service prior to scheduling a conversion. Please be aware that once the alarm system is being monitored by anyone other than the company that installed the alarm, the installer will no longer warranty the alarm system. The alarm may have a manufacturer’s warranty, so check the manual for more information
- 4) If you are currently being monitored, it is imperative that you speak to your monitoring company and verify that you are **not** under contract. Many alarm companies have a clause in your agreement that allows them to automatically renew contracts. If you find that this is the case, most companies require a thirty (30) day cancellation notice and should be completed prior to the alarm conversion.
- 5) If you are switching monitoring companies and have a maintenance agreement with your current provider, please follow these money saving steps prior to giving them your cancellation notice. If the control panel does **not** show a green light or does show a yellow light, please contact your current provider, because this indicates that there are system problems requiring repair under the maintenance agreement. Any necessary maintenance or repairs should be completed before converting to direct monitoring. These steps will save you money, since any company that you decide to utilize will charge you for additional work, such as parts and labor, which could have been completed for no extra charge under your current maintenance agreement.