



# False Alarm Prevention

IT IS EVERYONE'S  
RESPONSIBILITY TO



FALSE ALARMS

## Information for Alarm Users

Provided as a Public Service by the False Alarm Reduction Association- [www.faraonline.org](http://www.faraonline.org)

## WHAT IS YOUR PASSWORD?



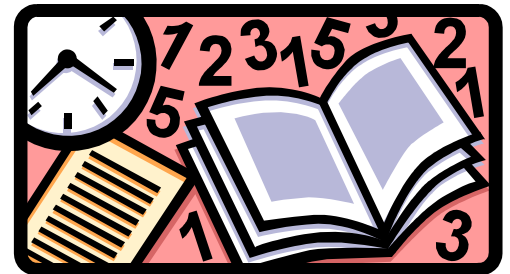
When an alarm occurs and the alarm company calls, the alarm operator will ask, "What is your password?" Few customers will answer this question correctly on the first try. Usually, they will give their secret entry/exit code, and the continuing dialog will delay action on the alarm incident.

### The Secret Code

When your alarm system was installed, the installer asked you to select 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. When the alarm company calls, this may be the first number that you recall because you use it so frequently.

### Identify Authorized Users

But it cannot identify you to the alarm operator, because it is not in your data file at the alarm company. Remember, it is a secret code that only you and other authorized users of your alarm system know.



### One Purpose Many Names

Your alarm installer probably gave you a card with the phone number of your alarm company. Then he asked you to select a code that can be used for identification purposes. Depending on the alarm company, 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 Company

The purpose of the identity code is to identify you as an authorized user, who can either verify or cancel an alarm. It is entered in the data that your alarm company maintains in your file. If you don't remember your identity code, contact your 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 identity code (which identifies you to your alarm company and helps them prevent false dispatches). Knowing this difference can save precious minutes in an emergency situation.