



FIVE STEPS TO PREVENT FALSE ALARMS

xfinity[™]



DID YOU KNOW?

MORE THAN 80% OF FALSE ALARMS ARE PREVENTABLE.

That's why we created this brochure. It takes a minute to read and will help keep your XFINITY™ Home Security system working the way it was meant to. And be sure to complete the checklist on the back. This way, you can be sure that your XFINITY Home Security system is always working to keep your family and your home safe.

5 STEPS

TO HELP PREVENT FALSE ALARMS

- 1 Before activating your XFINITY Home Security system:**
 - Lock all protected doors and windows.
 - Keep pets, balloons, fans, heaters, plants, curtains, seasonal decorations, etc., away from motion sensor areas.
 - Know how to cancel the alarm if the system activates.
- 2 Educate alarm system users in how to operate your system,** including knowledge of arming codes, pass codes, telephone numbers and procedures for canceling accidental alarm activations.
- 3 Notify XFINITY Home Security if:**
 - You think your system isn't working properly.
 - You have a phone service or name change, or if the number of people staying in your house changes.
 - You plan any remodeling, including replacing doors or windows, installing attic flooring or a basement ceiling, changing phone or Internet systems, installing ceiling fans or skylights, fumigating, installing wiring for cable or other electronics or installing anything near the system control panel.
 - You hire domestic help, get a new pet, plan to sell your house or are testing your system.
- 4 Have your XFINITY Home Security system checked and serviced** by an authorized XFINITY technician. Remember, scheduled maintenance can help prevent false alarms.
- 5 Set up Enhanced Call Verification**

You may request the central monitoring center to use ECV when your alarm activates. If they receive no answer at the alarm site, they call a responsible party's or authorized user's cell phone prior to requesting a law enforcement dispatch.

The False Alarm Checklist

- Does everyone with a key to your home know how to operate your security system?
- Have you made sure to eliminate possible causes of false alarms? (Refer to 5 STEPS TO HELP PREVENT FALSE ALARMS.)
- Have you rehearsed alarm cancellation procedures with everyone who uses your system?
- Have you notified XFINITY Home Security of any schedule, living situation or phone number changes — or of any problem areas or maintenance needs?
- Do you have your XFINITY Home Security User Manual readily available in order to call and cancel accidental alarm activations?

**QUESTIONS
OR CONCERNS?**

<http://customer.comcast.com/homesecurity>