



Working together
to prevent false alarms.

Questions?

For additional information on false alarm prevention, call us at **1-888-285-9848** or visit us online at **www.adt.ca/ecv**

ADT Guard Services

In the event that your alarm system is triggered, quick response by an experienced, professionally trained security officer is critical.

The ADT Monitoring Centre is there to dispatch a qualified security officer to your home to perform a thorough investigation.

With our 24 hour a day, 365 days a year alarm response service, our reliable, uniformed security officers will respond promptly to your alarm.

Professionally trained security officers will investigate the alarm and take the necessary steps to ensure your home and family are safe and secure.

Should they verify a real emergency, they will immediately contact the appropriate authorities – police, fire or ambulance.

Just another way ADT is working to help prevent false alarms.



ADT Guard Services are currently only available in the Greater Toronto Area. Service in other areas within Canada are provided by ADT approved third parties. To learn more about Guard Services in your local area please call **1-888-285-9848** or visit us online at **www.adt.ca/ecv**



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Fill out the form below indicating the order that responders should be contacted in the event of an alarm. Be sure to indicate Police or Guard response when making this decision.

Order	First name	Last name	Home phone	Work phone	Cell phone
1					
2					
3					
4					

To submit your form, please contact ADT for local information at 1-888-285-9848 or complete the form online at www.adt.ca/ecv

Account name: _____
Address: _____

Account #: _____
Name: _____
Signature: _____
Date: _____



Preventing false dispatches with ADT's Enhanced Call Verification

ADT is introducing a new free program available to all customers to help reduce false alarms. It's called Enhanced Call Verification or ECV.

ECV enables the ADT Monitoring Station to contact additional people to confirm your alarm. This will assist in preventing false alarms when you have an out-of-town guest that forgot the password, or when today is the day the cleaners are at the house.

False alarms can cost you hundreds of dollars, and your community thousands. Partnered with you, ADT is working hard with community law enforcement agencies to reduce the number of false alarms - saving you and your community much needed money.

What you can do to help prevent false alarms

False alarms are typically caused by simple human error. Whether they occur because of an incorrect code being entered or something inadvertently triggering the motion detector.

Motion detectors do not only detect humans, they sense all types of movement from all sorts of objects.

When items such as hanging mobiles or holiday decorations are shifted by a draft caused by an open window, fan or heater they have the potential to trigger your alarm system.

Before you arm your system, be sure to check the house for objects that may interfere with the motion detectors.

Learn your system

Be sure to read your product manual and always keep it close by. If you do not have your manual, we will be happy to provide you with an additional one. Simply call us at 1-888-285-9848, or download one from www.adt.ca/ecv

Check your trouble light

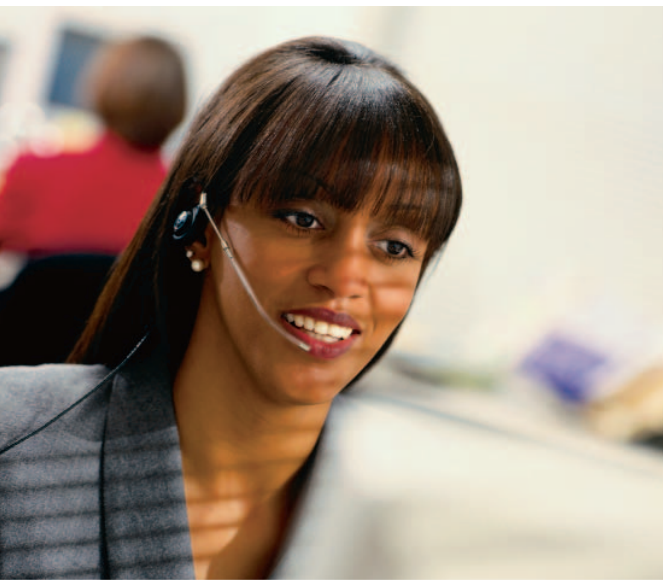
Your ADT keypad is equipped with a trouble light. If the light is on, consult your product manual or call the monitoring station and ask for the Help Desk. IMPORTANT: Ignoring the light can cause your system to be unreliable.

Make your house visible

Good lighting in front and around your house not only deters potential criminals, but it is also important for lighting the way for emergency vehicles. When your address is clearly visible from the street, emergency vehicles will have an easier time finding the right house, making dispatches more reliable and timely.

Stay up-to-date

Alarm systems are becoming increasingly more advanced. Updating your system can provide you with more reliability, features and functions. To learn more about ADT's latest and most innovative products, call us at 1-888-285-9848 or visit www.adt.ca



Know the user codes

All newer models have the ability to program multiple user codes allowing for ease of use by various people. However, it's important to remember this quick check list:

1. Never use 1234 as a user code.
2. Make a record of who has what code.
3. Be sure you know and record the master code.
4. Do not program user codes when you are rushed. The likelihood of error increases.

