

Home Security



Home Security User Guide
Version 2



User Guide





CONNECTED. PROTECTED.

Welcome to Suddenlink Home Security Professional Security Monitoring

We appreciate the trust you have placed in us to monitor your security needs. Please take a few minutes to study this information. Understanding how to use your system will maximize its value to you. If you have any other questions about your service, please visit [help.suddenlink.com](#) or contact our 24/7 technical support.





Security Tips

1. Exterior doors should be solid wood. Consider exchanging any that are hollow core. Deadbolt locks should have a 1-inch bolt extending into the door frame. Doors with windows in them should have double keyed door locks.
2. Make certain your locks are reliable. Check for sturdy window latches. Make sure they are secured at night.
3. Keep shrubbery neatly trimmed around windows. Trimming shrubbery several inches from the ground will allow you to see if someone is hiding behind them as you approach your doorway.
4. Leave outside lights on at night. Dusk to daylight timers are very affordable and are easily installed.
5. Install and use your peepholes. See who is at your door – without opening it.
6. Meet your neighbors; observe what type of cars should be in their driveway.
7. Join or start a Neighborhood Watch Program and a neighborhood phone list including home, work and cell phone numbers.
8. Take precautions when traveling:
 - a. Contact Suddenlink Security to let us know that you will be going out of town and names and phone numbers of anyone who will be watching the home while you are away.
 - b. Give neighbors/house sitters your contact numbers.
 - c. Use light timers.
 - d. Stop newspaper subscriptions.
 - e. Put your mail delivery on hold.
 - f. Park a car in the driveway.
9. Parking lot safety:
 - a. Beware of who or what is parked around your car as you are walking up to it.
 - b. Look under your car as you approach it and into the back seat before you get into it.
 - c. If you are talking on your cellular phone without a headset or earpiece your hand will block some of your peripheral vision.
 - d. Have your keys in your hand, be ready to get in the car and lock the door once you are inside.
 - e. Walk with a positive attitude; observe your surroundings at all times.

Alarm Procedures

Intrusion/Burglary Alarms

1. When an alarm device is triggered inadvertently by the customer or otherwise:
 - Suddenlink Security will receive the signal and call the premises to verify
2. When Suddenlink Security calls the premises and:
 - There is no answer
 - The line is repeatedly busy or
 - An incorrect password is given

The proper authorities will be dispatched and the emergency contacts will be notified of the alarm event.

Panic/Medical Alarms

When a panic or medical alarm signal is received by Suddenlink Security, the proper authorities will be dispatched. The emergency call list will then be notified. In some instances, we can attempt to cancel the dispatch if needed.

Password

The password is the only means that Suddenlink Security has to verify that you and your emergency contacts are authorized users of your alarm system. When Suddenlink Security calls the premise or secondary call number, the correct password must be given to verify whom we are speaking to and that we have the authority to cancel false alarms or give information. When your emergency contacts are called by Suddenlink Security after the dispatch, the operator will not ask for your password unless the emergency contact is speaking on your behalf and wants to cancel the dispatch. For security protection, anyone calling into Suddenlink Security will be asked for the password before any information can be given. In many cases, the password may not be the same as the numeric code that is entered in the keypad to arm and disarm the system. If the alarm is tripped and an incorrect password is given to the Suddenlink Security operator, the result will be a dispatch of proper authorities. If you do not know your password contact Suddenlink Security immediately at 1-888-578-4662. We will advise you how to establish a new password.



Preventing False Alarms

Some police agencies are issuing fines for false alarms and will stop responding if the problem persists. Some police agencies will immediately issue fines for false panic alarms. Suddenlink Security is committed to assisting you in preventing false alarms. To avoid false alarms, please follow the summary below:

- Become familiar with the proper operation of your alarm system. Train all users in your home.
- Know your password. Make certain all users in your home know the password.
- Keep your emergency contacts current. Notify Suddenlink Security immediately of changes. Review them often since phone numbers do change.
- Immediately contact Suddenlink Security at 1-888-578-4662 if you know or believe the system has been activated by accident.

Alarm Permits & Registrations

Many municipalities require users of alarm systems to maintain valid alarm permits with them. Larger municipalities will not respond to an alarm call without a valid permit number being given by Suddenlink Security during the dispatch process. If your jurisdiction requires a permit please fill out the application that was given to you at the install or when you spoke with our sales person and turn it in to your municipality. Once you receive your permit in the mail from the municipality please contact Suddenlink Security and give us the permit number. This must take place before the authorities will respond to an alarm. If you are unsure if your area is required to have a permit, please contact Suddenlink Security or your local municipality.

System Tests

We recommend that you test your system on a weekly basis. To do this, please contact Suddenlink Security and inform us that you want to test your system. We will advise you of the procedures and ask you to call back when finished; your password will be required to do this. When conducting this test be sure to allow your siren to sound for at least 45 seconds to ensure complete transmission on the alarm signal to Suddenlink Security.

Important Numbers

At the time of your initial setup of your security system, you were asked for names and numbers of the individuals to be contacted in an emergency. If these contacts happen to change, please provide Suddenlink Security with the new information immediately.

Service

For routine service questions regarding your security system call 1-888-578-4662.

Keeping Your System Current

As your life changes so do your security needs. A remodeling project, a new baby, a change in health status can all signal the need for a security review. To order additional services such as a cellular backup, door/window sensors, and/or remote keyless entry devices, please feel free to contact us at 1-888-578-4662.

Billing

For billing questions please call 1-888-578-4662. NOTE: Although your first bill may indicate your installation payment as a credit, the next months bill will show all correct charges against that installation payment eliminating the credit carrying forth. Your bill should then only show your monthly services plus any taxes and/or fees.

Additional Equipment & Services

Suddenlink Security offers a wide variety of security products and services to fit every lifestyle. If you do not see a particular product or service listed below please contact Suddenlink Security and we will be glad to assist you in all of your security needs.

- Cellular backup - no home phone line is needed; you are able to use your cellular phone number to be contacted when the alarm is tripped.
- Personal Emergency Response Systems – wireless transmitters worn by the users to maintain constant connection to the system from remote locations around the home.
- Remote keyless entry – wireless systems giving you the ability to turn your system off and on from the exterior of your home.