



Important Message Regarding Your Alarm System and Your Telephone Service

Digital telephone equipment requires power to work. With digital service, unless you have standby power on the vendor-supplied modem, your security or fire system will not be able to transmit signals to the monitoring station during a power outage. Your security system has a stand-by battery built in and will operate for an extended period of time, but cannot send alarm signals to our monitoring station during a power outage if there is no backup power supply on the modem supplying the phone service. The backup power supplies for phone modems can be purchased at most stores that offer computer supplies.

It is highly recommended that you test your security system while the digital technicians are on site and have completed their work. This will assure you and Shiver Security Systems that your alarm system is working properly.

To test your alarm system, please do the following:

- Call the Central Station at 800.875.7301, option 0 to inform an operator that you need to test your security system.
- Once you have notified the Central Station, set off your alarm system, allowing it to transmit a signal to us.
- Deactivate your system and call the Central Station back to verify signals were received.
- In the event signals were not received, we will assist you in working with your digital phone vendor to correct the problem or schedule a service technician to check your system.

IMPORTANT: Even if you have not changed your telephone service, it is recommended that you test your system on a monthly basis using the above procedure.