

We're Thrilled That You've Chosen Cox Homelife to Help Protect Your Home and Your Family!

We want you to know what to expect on installation day, so we've prepared this brief worksheet for you to read and complete. Please go to [cox.com/learn](https://www.cox.com/learn) to watch our installation video and learn more. During your installation, your Cox HomelifeSM installer will ask you to enter passcodes and passwords into the Touchscreen in order to complete your system setup, but will not ask to see your codes.

If you have any questions before we arrive, you may reach a dedicated Homelife representative at **1-877-404-2568**.

Important Reminders for Your Installation

Be Available: A homeowner and authorized user of your Cox account over the age of 18 should be home during the entire installation process, which lasts 4 hours, on average.

Email Access: Make sure the person home during installation has access to the main email address listed on your Cox account. An activation email will be sent to this account during account setup and will be necessary for customizing system and account settings.

Alarm Permits: Find out if your city requires you to purchase an alarm user permit before your system is installed.

Things to Do Before Your Installer Arrives

- 1 Download the App:** Download the free Cox Homelife mobile app from the App Store or Google Play, and view the Demo to learn about the convenient features and tools available to you.
- 2 Central Station Number:** Save the Central Monitoring Station's caller ID number, **1-800-633-2677**, to your phone's contact list so you know when we are calling to verify an alarm or emergency.
- 3 Emergency Dispatch Contacts:** Be sure to provide Cox with at least two separate Emergency Dispatch Contacts who will be contacted in the event of an alarm. If you haven't done this yet, your technician can help you set this up during installation.
- 4 Keypad Code:** Think about the main four-digit keypad code you want to set up for arming and disarming your system, and for managing system settings. Additional codes can be added later using your Touchscreen or mobile app.

Master Code:

- 5 Secret Word (Central Station Passcode):** Create a secret word that you and your family, or other household members, will use to cancel a false alarm with the Central Monitoring Station. This word should be easy to remember, pronounce and spell.

Secret Word:

- 6 Remote Account Access:** During installation, you'll set up a new username and password for signing into your Homelife mobile app. If you ever forget either one, you can reset them on the Sign In page of your Homelife mobile app.

Username:

Password:



After your installation, please keep this document safe or destroy it to ensure secret codes and passwords are kept safe.