



Thank you for being a valued Cox Homelife customer.

As a follow-up to your recent Customer Support inquiry, we'd like to provide you with some valuable resources to help you prevent false alarms in the future.

### **COMMON CAUSES OF FALSE ALARMS**

- Using incorrect keypad codes.
- Failing to educate authorized users on system.
- Failure to secure zones once the alarm is turned on.
- Wandering pets.
- Re-entering the home just after leaving without disarming (assuming the exit delay is long enough to compensate).
- Damaged / Defective equipment.
- Objects positioned in the path of motion detectors.
- Weak batteries.
- Acts of nature (strong winds, electrical storms, etc.).

### **TIPS TO REDUCE COMMON CAUSES OF FALSE ALARMS**

False alarms due to faulty equipment or acts of nature are rare. The single largest cause of false alarms is human error.

- Properly train all users (e.g., babysitters, relatives, children, visitors, etc.).
- Secure doors and windows before turning on alarm.
- Service and maintain the system (including batteries) properly.

If there is a question as to whether or not the system is working properly, immediately contact us at 877-404-2568 to check the status of the system and devices.

### **KNOW YOUR SECRET WORD**

Your secret word is used to cancel a dispatch by the Central Monitoring Station in case of a false alarm. It is always a word, and is not the same as your numerical keypad code used to arm and disarm your system. Every household member should know the designated Secret Word (Central Station Passcode).

The Central Station operator is not able to view your passcode; they will simply type it into their console to determine if it matches it in order to cancel the alarm. **Make sure your secret word is easy to remember, pronounce and spell.**

If your alarm goes off accidentally, be sure to answer your phone(s) designated as Emergency Dispatch Contacts and speak with a Central Station operator to cancel the dispatch of emergency service personnel.

### **KEEP YOUR EMERGENCY CONTACTS UPDATED**

Ensure that Cox Homelife has up-to-date emergency dispatch contact information on file. Emergency contacts are used by the Central Monitoring Station to notify you of an activated alarm signal. You can update your contacts anytime by logging into <https://portal.coxhomelife.com> and selecting the **Security** tab, then **Emergency Dispatch Setup**.

### **REMOVE POSSIBLE INTERFERENCE FROM MOTION DETECTORS' LINE OF SIGHT**

Ensure that moving objects such as pets, curtains, and decorations, etc. are not positioned in the path of motion detectors. If you get a new pet, please contact Cox Homelife Support at 877-404-2568 to determine if any modifications to your system are needed.

### **MORE TIPS**

For even more tips on preventing false alarms, and possible fines your city may impose, [click here](#).

### **ONLINE SUPPORT**

Access hundreds of searchable FAQs and troubleshooting tips online, any time, and at your convenience: [www.cox.com/homelifesupport](http://www.cox.com/homelifesupport).

Sincerely,  
Cox Home Security Support  
1-877-404-2568