

Security System FAQs

Q: I am having problems with my security system, can you help me?

A: Yes, but first we need you to help us determine what is wrong. Go to your touchpad and push the status (asterisk) button once. The voice module or LCD readout should report what is wrong. Once we isolate the problem, we can tell you how to fix it.

Service Department Number: 765-352-4797, OR 1-800-222-7362 Ext. 1

Q: My phones are out and the phone company says it is my security system, is it?

A: The way you can check is to unplug the phone line (the RJ21 jack from your security control panel.) If your phones are working then the security panel may be bad. If the phones are not working then it is not security systems and is mostly undoubtedly your phone lines. If your phones are working then we will have to schedule a service call to come out and check your system. **Often times lightning or heavy storms blow the phone lines.** You can unplug the jack from your security system to give your phone access until service is called.



Q: My security system is beeping and I don't know what is wrong with it, what should I do?

A: Push the status button once, what does it say or read? To clear, press the status button twice, put it 1 plus your code. If you had a power failure you may have to repeat the clear steps two or three times.

Q: I set my security system before I left home/work and when I got in the next day the system was not on. What could be the problem?

A: The only way for the system to be off is if someone accessed your property and punched in the correct code. We do not have access to your system or your code. If your system was malfunctioning, a signal would have been replaced to WH our monitoring center. (The status button will tell you the problem)

Q: How do I change batteries in my sensor?

A: Your sensor uses a 3.6v battery. You may purchase from SCI at \$7, including shipping or you can generally purchase them through Radio Shack for around \$15. Call WH Response Center before changing batteries; 1-800-858-7822, and have them put your system on "no action" for 1 hour.

Q: How do I bypass a zone? Concord (low battery or failure or environmental sensors such as smoke detectors, you can't bypass)

A: To bypass a zone push "Stay" or "Away" (#3 or #2) on your keypad. Press "bypass" and put in your code. Put in the sensor number that you want to bypass (put "0" before any single digit number)

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