

FAQ

Q: Will changing my home phone provider affect my alarm system?

A: Yes. We highly recommend testing your alarm system after any work is done on your phone lines to ensure that your alarm is communicating properly with the central station.

Q: I forgot my password/alarm code, what do I do?

A: Call the office for assistance at 503-639-3723.

Q: How do I change my alarm code/password?

A: Call the office for assistance at 503-639-3723.

Q: Can I pay my bill with my credit card?

A: Not at this time.

Q: I accidentally set off my alarm, what do I do?

A: You will need to call the central station @ 1-800-430-8829. Provide them with your account number and password and they will be able to cancel any false alarms.

Q: How do I update my contact information?

A: Give us a call at the office and we will be happy to update any phone numbers or mailing address changes you might have.