FTC Alarm Notification

Thank you for purchasing your alarm system and monitoring service from FTC Security. At FTC, we are committed to providing the best customer care not only during your purchase, but also throughout the life of our products and services that you enjoy.

Rest assured, your FTC Security system is a top-of-the line product that should provide years of uninterrupted protection. This equipment is designed to run trouble-free and has a built-in keypad notification to alert you in case of a possible problem. Even with these advanced capabilities, we recommend that you perform a routine monthly system test.   This is especially important during seasonal periods of power fluctuations and will help ensure that your equipment is providing the utmost in protection.

An FTC Security system test is easy to perform and only takes minutes to complete. Below you'll find step-by-step instructions for both the Honeywell and Napco systems.   Your system type will be identified on the front of the keypad.

For a Honeywell brand FTC Security system, please follow these instructions:
  I.   Central Station Communication Test
        a. Notify the Monitoring Station at 800-438-4171 of the impending test.
           1. You will need to provide then name on the account, the account number, and the account password.
        b. Secure all zones – the green READY status light will illuminate on your keypad.
        c. Enter your user code, press the AWAY button, then press 0/NO DELAY to arm the system.
        d. Wait 30 seconds – open a door to violate your system.
        e. The system will go into alarm mode. Allow the siren or bell to sound for 40 seconds. After 40 seconds, the system will notify the monitoring service.
        f. Enter your USER CODE, followed by OFF(TWICE) to silence the alarm. Wait 2 minutes.
        g. Call the monitoring service and ask them for the results of the test. If the test signal was received by the monitoring service go to h. If the signal was not received repeat steps b though g ensuring that the system stays in alarm for a minimum of 40 seconds. If the signal is still not received by the monitoring service, report the results to FTC Security at 888-218-5050 for maintenance.
        h. Have the monitoring station remove the system from test.

For a Napco Gemini brand FTC Security system, please follow these instructions:

II. Central station Communication Test
    a. Notify the Monitoring Station at 800-438-4171 the impending test.
        1. You will need to provide then name on the account, the account number, and the account password.
    b. Secure all zones – the green READY status light will illuminate on your keypad.
    c. Enter your USER CODE followed by ON to arm the system.
    d. Wait 30 seconds – open a door to violate your system.
    e. The system will go into alarm mode. Allow the siren or bell to sound for 40 seconds. After 40 seconds, the system will notify the monitoring service.
    f. Enter your USER CODE followed by OFF to silence the alarm. Press RESET and wait 2 minutes.
    g. Call the monitoring service and ask them for the results of the test. If the test signal was received by the monitoring service go to h. If the signal was not received repeat steps b though g ensuring that the system stays in alarm for a minimum of 40 seconds. If the signal is still not received by the monitoring service, report the results to FTC Security at 888-218-5050 for maintenance.
    h. Have the monitoring station remove the system from test.

If you have any questions about performing these routine system tests, please call FTC Security at 1-888-218-5050, stop by one of our stores or visit us on the web at http://www.ftc-i.net/security/.