

NELSON ALARM COMPANY
2602 E 55th Street
Indianapolis, IN 46220
Phone: 317-255-2125 / Fax: 317-253-8802

Attached with this notice is a form for Nelson Alarm Company customers to add, delete or change authorized alarm system user codes, as well as to update the contact list for your alarm account. All change requests must be submitted in writing by an individual, who is currently an authorized alarm user. Nelson Alarm will make the changes you request within one business day of receipt of the change form. A separate form must be used for each individual system. If your system has multiple partitions, please note which partition(s) new alarm users are authorized to use.

We suggest you copy the attached form and use it for an original for future changes.

To ADD a user:

1. Fill out the top of the form completely
2. Place ADD in the add/delete column
3. List the four digit on/off code to be given the user
4. List the user's first and last name
5. For new users to be added to the call list, fill in the telephone number portion of the form. New users will be placed at the bottom of the call list, unless noted otherwise. Be sure to note the type phones (ie: home, work, cell, pager)
6. Contacts will be called in top to bottom priority in the event that we receive an alarm signal

To DELETE a user:

1. Fill out the top of the form completely
2. Place DEL in the add/delete column
3. List the four digit code, which you want to be deleted
4. List the name of the user to be deleted

To CHANGE a user code:

1. Fill out the top of the form completely
2. List DEL in the add/delete column, along with the four digit code and name to be deleted
3. List ADD in the add/delete column, along with the four digit code and name to be added

To CHANGE a contact phone number:

1. Fill out the top of the form completely
2. List the name of the individual with a new phone number
3. List the phone number(s) for that individual & note to remove all other phone numbers

It is important that you maintain a record of who is active in your system and who has been assigned four digit codes. We suggest you maintain copies of the change forms to use as a basis for future change requests, because all changes MUST BE IN WRITING.

As always, please call us if you have any questions.