



## Virginia Beach Police Department False Alarm Reduction Unit



### STEPS TO REDUCE FALSE ALARMS

- Look for items that move within the view of your motion detectors (fans, heaters, hanging signs, seasonal decorations, balloons, plants, and pets). Move these items so that they do not cause false alarms.
- Ensure all doors and windows are locked and secure prior to setting the system.
- Ensure Doors and Windows fit snug in their frames and that the contacts are firmly in place.
- Know how to “bypass” (shut off) the motion detector when you are on the premises.
- Know how to bypass a malfunctioning zone until repair is completed.
- Service and maintain your system, including batteries & surge suppressors. If you believe the system is not working correctly, call immediately to get it serviced.
- Test your alarm system regularly. Be sure to notify your monitoring company first so that no request for police dispatch is made.
- Make sure anyone using or watching your property has the proper alarm codes and know how to use the alarm system.
- If you re-enter your premises because you have forgotten something, turn off the alarm & reset it when you leave again.  
Do this even if you think it will be only a few seconds.
- Know what to do in the event of an accidental alarm activation.

**First:** Don't panic, carefully enter your disarm code to reset the system.

**Second:** Carefully follow the monitoring company's instructions on cancelling a false alarm.

**Third:** Do Not leave until you have talked with your alarm company.