

FALSE ALARM AWARENESS COURSE

Collier County Sheriff's Office | Sheriff Kevin J. Rambosk
& the Alarm Association of Florida



Instructions:

The following test is given to make sure you have taken the time to review all the materials in this course. After you have taken the test, mail to: ALARM SUPPORT / COLLIER COUNTY SHERIFF'S OFFICE PO BOX 511218 LIVONIA MI 48151.

Once the test is received, it will be graded, and if passed, a certificate will be sent to you. Should you have any questions on the process, please call the False Alarm Bureau at 877-672-1386 or Email support@alarmsupport.org.

You must pass this test with a score of 80% or better.

Please complete all the following information (failure to do so could invalidate the test)

Name: _____

Address: _____

City: _____

State: _____ Zip Code _____

Email Address: _____

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1. The control panel is the “Brain” of an alarm system.
☐ True
☐ False
2. Motion detectors are considered the “inside eyes” of a security alarm system and the motion is detected by movement rather than by measurement of heat transfer.
☐ True
☐ False
3. Enhanced Call Verification (ECV) is used for:
☐ 1. Hold up alarms
☐ 2. Burglary alarms
☐ 3. Panic alarms
☐ 4. Fire alarms
4. When referring to false alarm prevention suggestions, it is important that you:
☐ 1. Check for unsecure or loose magnets on doors and windows
☐ 2. Check for peeling paint on the door
☐ 3. Check to make sure the door bell is working properly
☐ 4. None of the above
5. Going on vacation? Which of the following does not pertain to your security checklist?
☐ 1. Let your alarm company know the dates you will be gone and who is authorized to be in your home
☐ 2. Train each person that will enter the premise on how to use the system and what to do if an alarm occurs and give them a password/passcode
☐ 3. Call the Sheriff's Office False Alarm Bureau and give them your password/passcode(s)
☐ 4. Leave a phone number with your alarm company where you can be reached if you want to be notified of any alarms while you are away
6. Motion is detected by:
☐ 1. Movement through an area
☐ 2. Measurement of heat transfer
☐ 3. Weight of an object
☐ 4. None of the above

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7. "Cross-Zoning" would allow your alarm company to:
- ☐ 1. Dispatch only when a motion goes off by itself
 - ☐ 2. Dispatch only when a motion alarm goes off with an exterior alarm, such as a door or window
 - ☐ 3. Both A and B above
 - ☐ 4. There is no such thing as "Cross-Zoning"
8. The most frequent cause of false alarms is:
- ☐ 1. Pets
 - ☐ 2. Lightning
 - ☐ 3. User error
 - ☐ 4. Incorrect installation of alarm devices
9. Glassbreak detectors are tuned to the frequency of glass breaking, so they may need to be adjusted for sensitivity.
- ☐ True
 - ☐ False
10. Which of the following State Statutes limits audible alarms installed by a licensed contractor to 15 minutes:
- ☐ 1. State Statute 489.518
 - ☐ 2. State Statue 489.530
 - ☐ 3. There is no State Statute requirement
 - ☐ 4. State Statute 489.529
11. False Alarms:
- ☐ 1. Do not reduce crimes
 - ☐ 2. Cause a certain level of complacency among all concerned parties
 - ☐ 3. Increase liability and endanger the safety and welfare of the public
 - ☐ 4. All of the above
12. The Enhanced Call Verification (ECV) process helps to reduce dispatched calls to alarm activations.
- ☐ True
 - ☐ False
13. A valid alarm user who has access to an alarm site should have a valid:
- ☐ 1. Driver's License
 - ☐ 2. Code and password
 - ☐ 3. Code and social security number
 - ☐ 4. Excuse

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14. Per the Collier County False Alarm Ordinance, the first two false alarms within a 180 day period are not charged to the alarm owner, if registered, but the third and subsequent alarms will generate a fine according to the ordinance.
- ☐ True
- ☐ False
15. If you have a problem with a motion detector, the alarm system manual will explain how that particular zone can be by-passed so that you can still use the remainder of the system until the alarm company can service your alarm.
- ☐ True
- ☐ False
16. Enhanced Call Verification does not require your alarm company to attempt to verify the alarm activation by making two phone calls to two different phone numbers prior to calling law enforcement.
- ☐ True
- ☐ False
17. Power outages, thunderstorms, and lightning are valid reasons for causing false alarms.
- ☐ True
- ☐ False
18. What can be done to prevent false alarms from inclement weather and power surges?
- ☐ 1. Ground the system
- ☐ 2. Use a surge protector
- ☐ 3. Make sure the backup battery is working properly
- ☐ 4. All of the above
19. Backup batteries are rechargeable batteries that power the system for a minimum of four hours in the event of a power outage and has a useful life of about 3 to 5 years.
- ☐ True
- ☐ False
20. A maintenance contract may be purchased through an alarm company so that your alarm system can be serviced annually to keep it in good working condition.
- ☐ True
- ☐ False