

1. Request call list from client (Names and Cell numbers for up to 6 people in the order desired)
2. Request text list from client (Names and Cell numbers for up to 6 people)
3. Explain that texting is optional.
4. Explain that people on call or text lists need to be local in order to physically inspect the house.
5. Request 4 digit code for arming and disarming if not already requested and programmed.
6. Request password for verifying identity with the monitoring company.
7. Fill out contracts, review with client, request signatures.
8. Request payment, explain that it buys 1 year of monitoring in advance.
9. Explain specifically when monitoring will begin. (After payment is received and data is entered by Rapid Response.
10. Give client last copy of the contract with the zone and contact lists.
11. Suggest client copy or photograph the contract with the annual fees.
12. Review operation of the security system:
 - a. Go over the zone list and review what is monitored.
 - b. Explain the difference between doors with delay and without.
 - c. Explain every button on the KP/TP.
 - d. Review how to arm and disarm. Discuss "Home" arming options.
 - e. Explain the Duress code.
 - f. Review the emergency buttons as an alternative to calling 911.
 - g. Encourage the client to arm and disarm in Away and Home modes.
 - h. Show how to turn the door chime on and off.
 - i. Give the security system owner's manual to the client.
 - j. Set expectations regarding the call and text list when triggered.
 - k. Show the client the Security panel and cellular device.
 - l. Discuss expected battery life for the backup battery(s) and any other batteries.
 - m. Answer any questions the client may have.
13. Install security signs after discussing with client.
14. Provide window stickers if desired by client.