



Please find below the information you need to use ADT's VRT service

Phone number to ring : **131005 (option 5)**

User number : **Insert user number**

Password number : **Insert Password number**

Accessing the VRT Service (Voice Response Terminal)	
You will hear the following	You are expected to take the following actions
<i>Welcome to the ADT Security Response Centre. Enter your User number then press hash.</i>	Enter your user number provided followed by the hash key on the phone.
<i>Enter your password, then press hash</i>	Enter your password number provided followed by the hash key on the phone
If either the User number and Password number is entered incorrectly:	
<i>That User number, Password combination is invalid</i>	The details entered are incorrect, after 3 incorrect attempts you will be disconnected and will need to contact the Security Response Centre

After entering the correct USER/PASSWORD details the following options are available.

Placing your account on test

To place your system on test, Press 1. You will hear the following	To transfer to an operator, Press 0. You will hear the following	To exit Press 9. You will hear the following
<i>Your system is on test until <date, time>. Thank you for calling, Goodbye.</i>	<i>Please wait while I transfer you to an operator.</i>	<i>Thank you for calling, Goodbye.</i>
Account is placed on test for 1 hour only.	You are then transferred to our SRC.	The VRT ends the call.

Clearing the account for test, signal received

Clearing your account from Test	
You will hear the following	You will hear the following if signals are received
<i>Your system is on test until <date, time></i>	<i>The following signals were received: <signal 1>, <signal 2>,...</i>
Clearing the test requires all zones to be restored	
If all zones are restored you will hear the following	If there are un-restored zones you will hear the following
<i>To take your system off test, press 1. To transfer to an operator, press 0. To exit, press 9.</i>	<i>The following zones are not restored :<zone 1>, <zone 2>, ... Your system has not been restored to normal condition. Please call your security provider for assistance.</i>
If you press 1	If you press 9
<i>Your system is no longer on test. Thank you for calling. Goodbye.</i>	<i>Thank you for calling. Goodbye.</i>
The account is no longer on test.	The account remains in test.

For further assistance with this service please contact ADT's **Security Response Centre on 131005** option 2 or via your dedicated security number to speak with one of our friendly operators.

Regards,

ADT Security Response Centre

