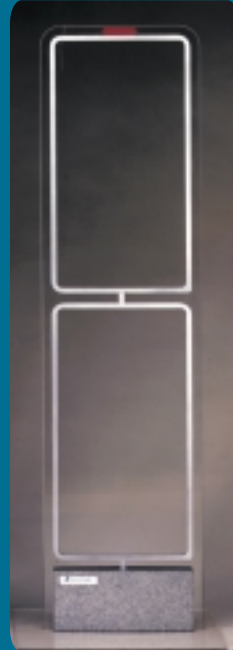


Before You Call About ...



Pro•Max[®] I and II



EuroMax



Floor•Max
(pedestals in floor)

False alarms

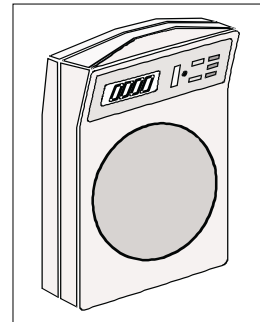
Nearby electronic devices or hidden tags can cause your system to false alarm.

1. Move all store products 10 feet from pedestal. Does alarming stop?
 - **Yes.** One or more of the products has a hidden tag. You must find and remove the tag on the product(s) before you can move them back.
 - **No.** Go to step 2.
2. One at a time, turn off each light or electronic device (such as computer monitors or TVs) within 10 feet of the exit. Do alarms stop when a device is off?
 - **Yes.** The device must be moved, turned off, or replaced. You are done.
 - **No.** Call for assistance.

Dead system

If your system does not alarm at all when you hold known-good tags very near the pedestals (or floor for Floor•Max[®]), you have a dead system.

1. If your system has an optional remote alarm/counter (example shown at right), is its power light on?
 - **Yes.** Try a few more tags or labels and then call for assistance.
 - **No (or not present).** Go to step 2.
2. Find your store's circuit breaker box. Has the breaker for this circuit tripped?
 - **Yes.** Reset the circuit breaker and test system performance with a tag. If circuit breaker will not stay on, your electrical system has a problem and you should call store maintenance.
 - **No.** Call for assistance.



Low sensitivity

If your system alarms only when tags or labels are near the pedestals, your system has low sensitivity.

1. Test sensitivity with a different tag or label. Does sensitivity improve?
 - **Yes.** The first tag/label was damaged or deactivated. Discard it.
 - **No.** Go to step 2.
2. One at a time, turn off each light or electronic device (such as computer monitors or TV sets) within 10 feet of the exit. Does sensitivity improve?
 - **Yes.** The device must be moved, turned off, or replaced. You are done.
 - **No.** Call for assistance.



Sensormatic Customer Response Center

1-800-241-6678

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8000-2745-01 Rev A