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A Quarterly Publication

# The Dispatch

FALL 2011

SEPTEMBER    OCTOBER    NOVEMBER

## What's Your Reason For Not Using Your System?

With the current state of the economy, it is no wonder clients are going through their finances with a fine toothed comb.

With crime on the rise, this is not the time to compromise your safety or that of your family.

As a result, we have received calls from some clients stating they would like to shut off their monitoring. When asked why, they

simply responded, "Because we never use the system." What is your reason for not using your system?

Did you know when you are home you can set the alarm to monitor the perimeter of your house; or that you can set the alarm while you and your family are



sleeping?

If you are worried about your children, the alarm is user friendly as long as your child is tall enough to reach the keypad.

Do you have pets? We can install pet immune motion detectors in your house. Stress sensors can be bypassed

in certain areas where your pets are while leaving the rest of your system on.

Our systems are both customizable and expandable. Some tasks may be simple enough to complete right over the phone, so don't hesitate to contact Gary in our service department to use your system to its fullest potential.

## Monitor Controls, Inc. PERS Sales Increasing

PERS Units are Personal Emergency Reporting Systems whose base units can be either mounted to a wall or placed on a table-top. Both set-ups allow the unit to be plugged in to an existing phone line.

In addition to the stationary units, there are pendant and wristband transmitters. When the emergency button on any of the transmitters is pushed, the base unit sends a call into

the central station. An operator will then speak to you directly through the base unit. If there is no response or emergency service is requested, the proper authorities will be dispatched. Clients can also designate who to call, such as a neighbor.

Procedures are established ahead of time and can be changed. PERS Units are especially beneficial to elderly clients, rehabilita-

tive clientele and clients with children who are home alone.

There is no long-term commitment. A month-to-month contract is available, so services can be discontinued when/if they are no longer needed.

If you are interested in a PERS unit for you or a loved one, please contact John Yusza, Jr. at 203-269-3591.



Base unit



Pendant and wristband

## Monitor Controls, Inc. Now Selling DMP Products

DMP products now being offered have wireless capabilities that are in such high demand. Immediately advantageous because of their lower cost, there is no need to drill through walls or to rip up carpeting to run wires.

The XT Series™ allows one to easily connect to one's alarm. We can notify the customer by Internet, cellular CPRS and/or dial-up. Arming and disarming your system, as well as checking the status of your system, can be easily performed through



**Digital Monitoring Products**

different areas of your home to be monitored depending on where you and your family are at that time. These systems are simple to use and can be customized to meet your and your family's needs, to ensure you, your family and your home are kept safe.

an e-mail or an SMS text message right to/from your smart phone or e-mail if desired.

In addition, wireless key fobs allow you to control your alarm without using a keypad or security codes. It is similar to the fobs used for a car. With the simple push of a button your alarm can be armed or disarmed.

Settings such as home, sleep, and away, allow



# Heads Up



As of July 1, 2011 the sales tax rate in the state of Connecticut increased from 6% to 6.35%. For those of you who do your banking online and set up your monitoring payments to come out automatically, please make sure that you adjust the amount to reflect this change.



Effective October 1, 2011 all requests for changes to accounts must be in writing (e-mail is acceptable). This includes zone name changes, key holder changes, account name changes, and dispatch instructions.

In addition, any changes to your call list must be submitted in writing. You may want review your call list. Are you still friends with those on your call list? Do they have new numbers, or have they had a change of name?

If you need to make a change to your account, e-mail [dataentry@monitorcontrols.com](mailto:dataentry@monitorcontrols.com) or fax to our central station at 203-294-0811.



### A note from the technicians:

Before our technicians arrive to perform an annual inspection, it would be a great help if the clients could move any obstacles near the devices being inspected. This includes nick knacks on window sills where window screens need to be tested, items in closets where the control panels are, and small tables underneath smoke detectors. Not removing these objects increases the time a technician spends on the inspection, thus increasing the client's billable time. Removing these items increases the technician's efficiency and saves you money!

## POTS vs. VoIP

### What is POTS?

- POTS (Plain Old Telephone Service) is the voice-grade telephone service that serves as a connection between, in this case, the alarm in one's home/office to our central station at Monitor Controls, Inc. In having your alarm connected to a POTS line, a subscriber's loop is created. A pair of wires connects your alarm to a phone line with AT&T, which then directs your signal to our central station. In the chance of a power outage, there are battery back-ups set in place to allow for the continuation of service for a specified period of time.

### What is VoIP?

- VoIP, or Voice over I.P., is a system that converts voice (dialer tones) to packet switched telephony for transmission over the Internet. More simply put, VoIP converts alarm data to voice then back to data for transmission. All modems in VoIP have battery backup.

### What's the problem?

- Why would a network be built to move data by converting data to voice then back to data before sending it? (The way VoIP works) Because the standard of reliability that has been seen for decades with POTS lines is no longer required of the largely unregulated VoIP services, the reliability of the dialer for alarm transmission must now be in question. The common alarm dialer will be less reliable over a VoIP line than a POTS line. The variations in reliability depend on the quality of service from the VoIP provider but also depend greatly on the quality of the client's network access or internet connection.
- In the case of a power outage or server issue with a network provider, a technical support person would offer information when a client called to inquire about the loss of internet. At that moment life safety may be the furthest thing from the network provider's mind; however, if one is a client with a VoIP line, this is the first thing on your mind. While the VoIP modems do have battery backup, minimum requirements for security and fire alarm battery backups vary. So, in this case while the alarm panel may have up to 18 hours of continuous battery backup, the modem could potentially only have 1 hour of battery backup time.

### What happens to the alarm signal at this point?

- The alarm system isn't sending a signal anywhere after the battery life of the modem has been drained. The alarm company could have no idea that there was an internet failure and may find out when the client calls to report a burglary, the signal for which was not received by the central station. **This is not acceptable in the world of security and fire alarm transmission!**

### Is there any good in this?

- POTS will go away at some point, but it is unlikely that the Alarm Industry as a whole will ever fully endorse VoIP over POTS until the VoIP providers can prove that the connection, transmission signal, maintenance, facility management, backup equipment, etc., is as reliable as the POTS network.
- Telephone companies are spending thousands of dollars maintaining those phone switches for the POTS network while nationwide over a million copper wire customers are disconnecting from those legacy switches every month. The cost is still there whether the switch handles 100,000 lines or 10 lines, so the telephone companies want to force a closure on the old network.
- With everything today being driven by speed and access one can easily be mesmerized by technology and wireless abilities. At the same time one does not necessarily consider the down side when it comes to the necessity of reliability. Let it be said that we cannot forget or ignore the mission of the security and fire alarm industry: We are to provide detection for the health, safety and welfare of the people we serve. As an industry, we do not want to move so fast with new technology that we fail to provide this service.

### Questions/concerns?

- Feel free to call or e-mail our service administrator, Gary Gabbard, at 203-269-3591 or [ggabbard@monitorcontrols.com](mailto:ggabbard@monitorcontrols.com).



09/03	John III
09/12	Angela
09/15	Keith
09/29	Elaine
10/11	Sandy
11/28	Denise



John III	29 years
Debbie	25 years
Ray	15 years
Barbara	8 years
Gary	7 years
Chris	6 years

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MONITORCONTROLS.COM

Don't Forget We Accept...



## Meanwhile...Back at the Office

We are pleased to announce that our central station manager, Allyson McLear, was named in Security Systems News top 20 most influential in the security industry under 40 years of age. This recognition comes at a well deserved time as Allyson celebrated her 12th year with us this year. We are both proud and grateful for all that she has done for our company. Congratulations Allyson!



A serendipitous babysitting gig opened the door to a passion for and fascination with the security industry for Allyson McLear.

"I was in college and I babysat for the woman who was the service administrator at Monitor Controls, and she told me they're always looking for central station dispatchers," McLear says. "There was a weekend position...and I worked my way up doing whatever my college schedule would allow."

Twelve years later McLear says above all she hopes to be known as a firm and fair manager. She also wants to be remembered for advancing biometrics technology. "When we go to conventions I'm always looking for biometrics and other fascinating technology," McLear says.

McLear feels the key to maintaining a healthy industry is education.

"I don't think young people know enough about this industry in general," McLear says. "Take that show on the Discovery Channel, 'It Takes a Thief.' They break into your house and show you your weaknesses. That's scary...That's how my interest in biometrics came out. I don't think enough people know about the industry and what we do. The wrong people know." -Daniel Gelinias (Source: Security Systems News)

In addition to her Security Systems News honor, Allyson was honored as a second time mom on August 13th. She, her husband Brian, and daughter Caelyn are all so pleased to welcome Liam. Everyone is healthy and happy!



Congratulations to Tara, who was married in June to her long time beau Jeff! The weather was a perfect 10 for their picturesque outdoor wedding on their special day. We wish Tara and Jeff a lifetime of happiness!

From all of us here at Monitor Controls, Inc. we would like to send our sincere condolences to our service technician Rene` on the loss of his grandmother and to our installation technician Ray on the loss of his mother. We are grateful to these women for their impact on their lives as they helped to turn out two hard-working honest young men in to this world.

We would like to thank everyone who sent us their e-mail addresses. By our calculations, we are able to save not only on postage but on paper, envelopes, ink, and time. All of these items allow us to control our overhead and keep rising costs from affecting your bottom line.

If you have changed your mind or forgot to send us your e-mail, please either call our Administrative Assistant, Shalene Milot, at 203-269-3591 or e-mail her at [smilot@monitorcontrols.com](mailto:smilot@monitorcontrols.com).

We appreciate your help in our effort to go green!

