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The Dispatch

Sokol Elected President of Alarm Association



Jason E. Sokol

Hamden, CT - January 28, 2010- Jason E. Sokol, Operations Manager at Monitor Controls, Inc. in Wallingford, Connecticut was elected to the office of President of the Connecticut Alarm & Systems Integrators Association (CASIA) at the Laurel View Country Club in Hamden. Surrounded by co-workers Sokol gratefully acknowledged all those who helped pave the way for him to gain the knowledge to attain his goals at Monitor Controls, Inc. and within the alarm industry.



Sokol held the office of Vice-President of CASIA (formerly the Connecticut Burglar & Fire Alarm Association) from 2008-2010 and prior to that was secretary 2006-2008. In addition he serves on the Bylaws committee for the Electronic Security Association (formerly the National Burglar & Fire Alarm Association) as well as the YSP (Young Security Professionals) Board of the ESA. He has been employed by Monitor Controls, Inc. since 1988.



During these difficult economic times we are trying to be "creative" with cost savings whenever possible rather than pass along increases to our clients.

Please assist us in our cost-saving efforts by requesting the following items e-mailed to you rather than snail-mailing.

- ▶ Invoices (as generated)
- ▶ Statements (monthly if applicable)
- ▶ Newsletters (quarterly)
- ▶ Breaking News (as required)
- ▶ Inspection Notifications (as required by Code)
- ▶ New Products/Services (no more than 1 per month)

Simply call us, e-mail us at office@monitorcontrols.com or send in your e-mail address with your next payment.

Mother Earth thanks you as does our office staff!

DePaolo Elected Regional VP of Alarm Association



Daniel DePaolo

Hamden, CT - January 28, 2010- Daniel DePaolo, Technical Representative at Monitor Controls, Inc. in Wallingford, Connecticut was elected Regional Vice President-New Haven County of the Connecticut Alarm & Systems Integrators Association (CASIA) at the Laurel View Country Club in Hamden.

This is Dan's first appointment to an office within the alarm industry. "Dan is an outspoken proponent of professionalism. The experience he will receive from working with the best in the industry will only contribute to his professional growth.", states John W. Yusza, Jr., president of Monitor Controls, Inc.

Dan has been employed by Monitor Controls, Inc. since 2004.

Yusza Receives National Recognition

Dallas, TX - January 2010- During an awards ceremony at the annual meeting of the Electronic Security Association (formerly the National Burglar & Fire Alarm Association) in Dallas, Joel Kent, National Training School Coordinator announced John W. Yusza, Jr. as recipient of the State Training Coordinator of the Year award. Yusza was presented the award at the February meeting of the Connecticut Alarm & Systems Integrators Association (CASIA). Yusza served as Education Committee Chairman of CASIA for over 23 years, and currently chairs the Legislative Committee for CASIA. No stranger to national recognition,



John W. Yusza, Jr.

Yusza was the previous recipient of the National Burglar & Fire Alarm Association (now ESA) Instructor of the Year in 1989.





For Building Owners: Tips for a Safer Facility

Use the following tips (from Michelle Boykins, director of media relations and marketing at the Arlington, VA-based National Crime Prevention Council) to check the security of your facility:

- Be certain that all windows are secure.
- If doors only have a locking knob or lever, install a deadbolt for additional security.
- Lock steel bars or door barriers with high-security padlocks that have a hardened steel body and shackle to resist drills, hammers, blowtorches, and bolt cutters.
- Make sure all doors are solid. Look for sheet steel on both sides of rear and basement doors. Make sure doorframes and hinges are strong enough that they can't be pried open.
- Good locks are the first line of defense. Use high-security locks or electronic access-control units on all doors. Closets that contain private information or hazardous materials, outside doors, and basements are a few to consider.
- Verify that any electronic access-control unit has secure key bypass. An access-control unit is only as good as its mechanical override devices.
- Make sure restrooms are locked with high-security locks, and that only employees have keys.
- Are receptionist desks equipped with a panic button for emergencies, a camera with a monitor at another employee's desk, and a high-security lock on the front door that can be controlled?
- Install motion-sensitive and constant outside lights.
- Illuminate dark places around the building by trimming shrubs, adding lighting, etc.
- Leave some interior lights on, even when the business is closed.

~Source-Buildings April 2009

Burglars Try to Circumvent Alarms by Cutting Phone Lines

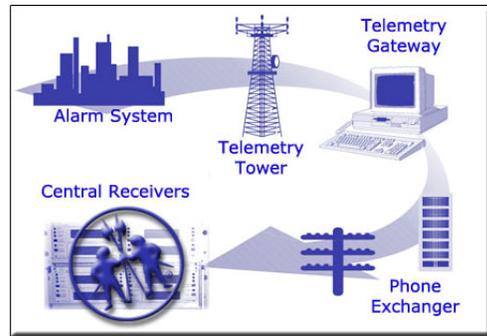
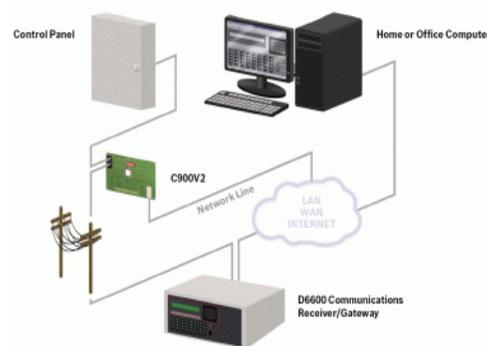
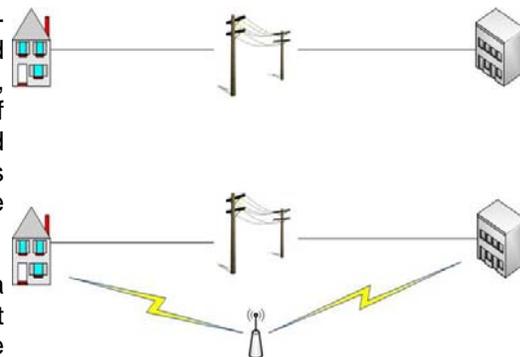
A rash of cut phone lines have been reported in Farmington, Avon, Guilford, and now North Madison, Connecticut. This, however, is not the first we have heard of this trend. Monitor Controls, Inc. reported this occurrence back in the early 1990's when backup forms of communication were limited and costly.

By cutting the phone line on the outside of a home or business burglars are hoping to cut the line of communication, literally, to the central station where alarms are monitored. If this line is cut the alarm will sound at the location but will not report to the central station. Your home/business is at the mercy of a concerned citizen to call the authorities.

However, if your alarm has a backup form of communication such as radio (RF), internet, or cellular the burglar will be caught off-guard when the alarm signal is transmitted using one of these other forms of communication.

It has become common place in today's society to have backups. We have them on our computers. We have them for power loss. We even have backup forms of transportation. But why is people compromise life safety by not having a back up form of communication? Back in the day the only form of secure phone lines were a dedicated or leased line that would report a trouble condition if the phone line was compromised for any reason including routine maintenance. With the cost of these lines escalating, clients demanding more and technology changing the alarm industry literally exploded with options for communication that would be cost effective and reliable. Still, in many cases, we rely on a third party service provider (internet or cellular). Our radio alarm network however, is unique. We utilize our own network of transceivers to communicate signals to our central station. The signals can be as generic as "trouble or alarm" to as detailed as point identification.

Backup monitoring is inexpensive to have installed and the monthly fee is nominal. Why wait. Contact us to discuss options available to you.



My Fire System Works. Why Have an Inspection?



You bring your car in for an oil change every three thousand miles and that doesn't run 24/7. Yet your alarm does and often time it is neglected. All too often we take things for granted and with the state of the economy we have all been forced to tighten our belts. But there are some things that should not be compromised. Life safety is one of those things.

So why have an inspection on you fire alarm? Good question. Our service department is consistently asked this question. Here are several reasons:

◆ **Your system may be required to be inspected by any one of several Codes.**

- ◆ At the time of installation/service takeover, our technicians indicate the required testing frequency of your system based upon Code requirements that could include, but are not limited to:
 - ◆ Type of occupancy
 - ◆ Whether there are sprinklers at the location
 - ◆ Size of the facility
 - ◆ If you have CO (carbon monoxide) detection
 - ◆ Authority Having Jurisdiction (AHJ) requirements

◆ **Your fire system is on 24 hours per day 7 days per week 365 days per year**

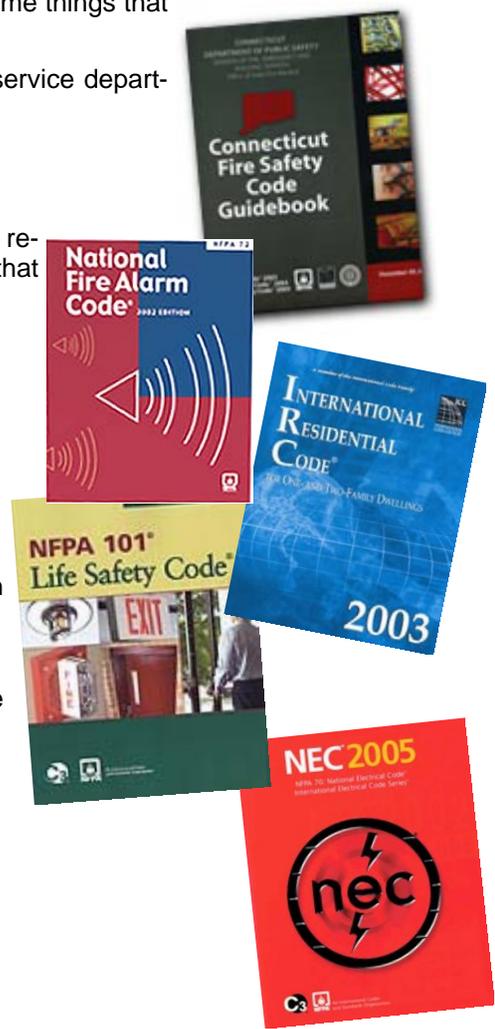
- ◆ The battery alone needs to be tested and perhaps replaced depending on manufacturer specifications
- ◆ The components need to be cleaned
 - ◆ Dirt and dust within device chambers are potential causes of false alarms
- ◆ CO (carbon monoxide) detection is required to be tested at least annually
- ◆ Individual points will be tested and confirmed with the central station

◆ **Updates To**

- ◆ Technology/software
- ◆ Zone nomenclature
- ◆ Key holder contact information
- ◆ Dispatch instructions
- ◆ NFPA form required by the Authority Having Jurisdiction (AHJ) on surprise inspections

◆ **Insurance Requirements**

- ◆ Your insurance company may be providing you with a discount on your premium based upon the fact that you have installed and are maintaining a working fire alarm system.
- ◆ If you are not receiving this discount, contact your insurance company immediately. Clients have seen discounts ranging from 12-20% for central station monitored accounts.



A ceiling-mount smoke detector covered with oil

Which one of these detectors would you count on to alert you in the event of a fire?



Sample of a clean ceiling-mount smoke detector.



ISC West

Monitor Controls, Inc. will again have representation at ISC West. The International Security Conference (ISC) is being held at the end of March in Las Vegas. Aside from ISC East held in New York each fall, ISC West is one of the largest security shows in the United States. It is generally a platform for new product unveiling which gives attendees an edge. In addition our representatives will be able to network with contacts from manufacturers, distributors and associations.



Shalene	04/02
Megan	04/07
John B.	04/23
Tasha	04/23
Ray	05/14
Chris	05/28

"ISC West was voted one of the fastest 50 growing trade shows in North America by Tradeshow Week. Sponsored by the Security Industry Association (SIA), ISC West served over 22,000 security professionals in 2009 and 14,000 buyers."*

"The show offers numerous opportunities for education, networking and purchasing. We always come out of the show with a greater respect for our industry and its technological advances.", states Deborah Sokol, CFO at Monitor Controls, Inc., one of this years attendees.

*Source ISC West



Monitor Controls to Alpha and Beta Test New Bosch Product Releases

To the following team members celebrating anniversaries with Monitor Controls, Inc. this quarter are:

Peter	36 years
Jason	22 years
Sandy	4 years
Tasha	3 years
Dan H.	2 years

At a recent unveiling of new products among a handful of Bosch Certified Dealers , Bosch Security U.S. requested the services of Monitor Controls, Inc. to Alpha test (pre-Beta) it's newest remote programming software. In addition we are to Beta test their newest panel release.

"It is a huge honor to be asked by such a prestigious company as Bosch to provide our unbiased and professional opinion. Clearly we are respected by them and in turn humbly agreed to provide the necessary feedback they need to maintain their edge.", states Jason Sokol, operations manager and former Bosch DAB member.

The new RPS software is user-friendly and technologically advanced beyond the scope of existing software. "We utilize this software on a daily basis and welcome any changes that allow us to service the client quickly and efficiently", states Gary Gabbard, technical service representative.

The new panel release is the first step in many scheduled for release over the next few years. Bosch has listened intently to its buyers who relay end-user input to their regional sales representatives.

"Our regional representative invited engineers to visit our facility to get some input from our technical staff as well as our marketing department. It was a pleasure to see many of these items implemented or in the stages of implementation. It shows why we have maintained our Certified Dealer status with Bosch for so many years. They truly care about their clients and what they have to say.", states John Yusza, III, vice president.

(Monitor Controls, Inc. was a Radionics Certified Dealer prior to Bosch's purchase of Radionics several years ago.)

We Accept

