

The Dispatch

June, July & August 2012

Monitor Controls, Inc. Welcomes Protek Clients!

This past April we extended our welcome mat for clients of Protek Security Systems, Inc. April marked the culmination of months of negotiating and planning for the purchase of Protek.

“Their account base was equally split between commercial and residential clientele. They utilized similar brand choices to our own and had customer loyalty equal to our own, so the decision to purchase Protek was fairly simple” states John Yusza, Jr., president.

“It was determined that we would enter each account from scratch rather than perform a data transfer. This allowed us the ability to steam clean files and configure accounts in a way that suited best not only our needs, but the client’s needs as well”, states Deborah Sokol, Chief Financial Officer, who had over-



seen the purchase.

“I’m extremely proud of our team who handled this project in conjunction with an implementation schedule that was pushed up more than five weeks. It was a difficult task with unreasonable expectations that we successfully completed due to the hard work and determination of nearly every team member” adds Sokol.

The workload in the service department has increased, but was anticipated. A majority of the questions raised were able to be addressed over the phone or remotely using our alarm software. “The clientele have been both impressed with our timely response to their needs...and quite gracious as well”, states Sokol. “This is definitely a win-win situation”.

Video Surveillance Constant and Ever-Changing

According to Wikipedia®, an oxymoron is “a figure of speech that combines contradictory terms”. That describes our headline perfectly.

Video surveillance has been a constant in our industry for years. When the economy is good, clients are installing video systems. When the economy is bad, clients are installing video systems. That’s the constant. However, video cameras, recorders and

smart phone applications are changing everyday.

“Each system is custom and whatever your needs are, there is equipment and a software application for it” states Jason Sokol, operations manager at Monitor Controls, Inc. “There are a plethora of options available to the consumer. What is sold to a client depends entirely upon an individual’s needs and expectations”.

Many times, consumers find bar-

gains on-line or in membership clubs. Many times the camera resolution is low, there is a limited warranty, and it isn’t designed for your individual application (outdoors). The quality of this equipment is not comparable to what we offer.

Do you think it is wise to purchase video surveillance equipment from the same place you purchase your toilet paper?”

Call us. There is a better option!

Have your recurring invoices charged to your credit card, or taken out of your checking account automatically. Call Shalene at 203-269-3591 to sign up for *Auto Pay* now.

When you look at it like this....it sure helps put things into perspective.

Average Monthly Electric Bill	\$280
Average Monthly Homeowners & Automobile Insurance	\$250
Average Monthly Cable/Internet Bill	\$180
Average Monthly Home Phone Bill	\$60
Average Monthly Fee for 24/7 Alarm Monitoring	\$32



'PERS'onal Safety

Our PERS unit can be installed at a minimal cost and for a small monthly fee. It is monitored 24/7 and comes with a stationary base unit and either a pendant or watch-style call-for-assistance button. There is no denying the need for help if you or a loved one is elderly or disabled. Call our office today and ask for someone in sales who can provide you with further details.



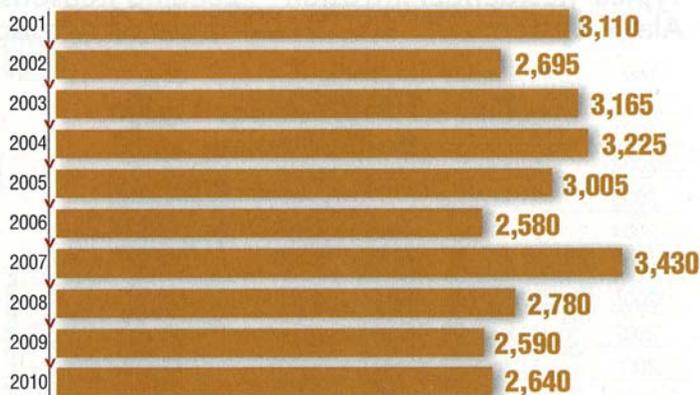
No Cancel Policy on Dispatches

Almost daily we receive e-mail correspondence from resident security industry legal expert Ken Kirschenbaum. His e-mail forum is where industry experts blog regarding recent events, procedures and questions within the field of security and fire integration. In our last newsletter we addressed why we, as a central station, do not subscribe to dispatch cancellation. Our policy is very clear; if we dispatch, we do not cancel.

Apparently we are not alone. According to Atty. Kirschenbaum's recent commentary, many central stations adhere to the same policy as do most municipalities. "Just about all AHJ (Authority Having Jurisdiction), fire departments, alarm industry regulatory laboratories, and central stations...require that every fire alarm signal be dispatched to the fire department. I also understand that every fire department, once dispatched, will refuse to turn around and will go to the site for inspection.", states Kirschenbaum.

A majority of fire alarms are caused by client error. Monitor Controls, Inc. recognizes this fact. That is why we perform verified response in accordance with the Electronic Security Association (ESA) Model Ordinance adopted by cities nationwide. Verified response decreases the number of false dispatches, but response verifies a false alarm.

Civilian Fire Deaths in U.S. Homes



An estimated 2,640 civilians died in residential fires during 2010, an increase of 2.9 percent. Of these deaths, 440 took place in apartment fires, a 5.4-percent decline from the previous year. Another 2,200 died in one- and two-family dwellings, an increase of 4.8 percent. "Homes" include dwellings, duplexes, manufactured homes (mobile homes), apartments, rowhouses, townhouses and condominiums. Other residential properties, such as hotels, motels, dormitories, barracks, and rooming and boarding homes are not included.

Source: Security Systems Integration

Damn Yankees

"A Yankee (is) usually regarded as sharp, canny, and resourceful - someone who simply could not leave things alone. He had to keep tinkering with things to make them better, more efficient..."¹

Not even Red Sox fans can deny they are a Yankee through-and-through if they are from New England. So why is it that so many are not prepared for something as simple as a power outage? We damn Yankees are a stubborn bunch!



Every New England weather condition brings trials and tribulations. None, however are more prevalent than power outages. They can strike at any time, any season and for any period of time.

What can you do as a Yankee to prepare for these outages? There are multiple web sites that can provide you with guidance, however, our area of expertise is security, fire, video and access control. For these specific areas we can offer the following advice:

- ◆ Make sure your circuit breakers are labeled. Surprisingly, this is not common practice.
- ◆ Make sure you have a flashlight with working batteries on hand for locating breakers.
- ◆ Make sure you have a small tool set on hand.
- ◆ Check to be sure your backup battery capacity is sufficient. Depending upon the number of zones and the current draw, your battery should last anywhere from 7 hours to several days.
- ◆ Make sure critical systems are identified as such with our staff. A sump pump may be considered a critical system to a homeowner whereas access control may be critical to a commercial location. Fire systems are always considered critical.
- ◆ Make sure low battery reporting is being utilized on all of your systems. All systems that report to Monitor Controls, that were installed by us have low battery reporting standard.
- ◆ Ensure that your e-mail address or text message address is on file with our office to alert you of any emergency notification when we enter Disaster Mode in our central station.

Disaster Mode is a feature in our central station software that allows us to log activity without acting upon the signal. "If a massive power outage were to occur again, as did in 2011, our central station would become inundated with AC power failure signals from most, if not all clients. Each of these signals, during normal circumstances, would appear before an operator who would act upon the signal by notifying the client or key holders. In Disaster Mode, however, these signals are logged in our client's activity and no further action is taken", advises Allyson McClear, central station manager. For this reason, if your system is a "critical system" we need to know so signals can be coded differently to allow for action to be taken in Disaster Mode.

"Disaster Mode is typically turned on and off in a short period of time based upon weather radar and projected storm paths which we monitor daily, but that does not mean circumstances could not arise from some other factor requiring the utilization of DM" adds McClear, who is ultimately responsible for making the DM decision.

¹(Thomas H. O'Connor, special to the BIR, August 2, 2010)

New

M O B I L E C O N T R O L

Home control made easy with Z-Wave.

You have two options for remotely controlling your Z-Wave devices: MyAccess™ and the Virtual Keypad™ app.

MyAccess lets you control your alarm system with your cell phone by sending and receiving commands via simple text messages. There's nothing to download or set up. If you can text, you can control your lights, appliances and thermostat.

1

MyACCESS™



LIGHTS & APPLIANCES



THERMOSTAT

2

VIRTUAL KEYPAD™



LIGHTS & APPLIANCES



THERMOSTAT

With the Virtual Keypad™ App downloaded to your smart phone or tablet, you have all the functions of your security system keypad right in the palm of your hand. Touch the on-screen buttons to control any of your connected Z-Wave devices.

The mobile control options from DMP give you...

- more security
- more convenience
- more control no matter where you go.

LIGHTS AND APPLIANCES



THERMOSTAT



Meanwhile Back at the Office...

Happy Anniversary

Robin	21 years
Jose'	11 years
Tasha	5 years
Rene'	4 years
Shalene	3 years
Jeremiah	2 years
Jonathan	1 year

Monitor Controls, Inc. recently installed BoldNet, a software enhancement for our technical staff which will allow them to place accounts on test when at a client location, as well as, have the ability to view live activity. "This is a real benefit to our technicians in the field. They can show clients live activity as it would appear to our operators. This will help them understand how things are interpreted by our operators. Furthermore it will assist our on-call technicians who get called at all hours of the day" states Gary Gabbard, service administrator. The process required added equipment and software, but the benefits far out-weigh the costs.

On top of this great news, according to a survey in Security Sales & Integration, Monitor Controls, is among an elite 10% of companies who have been in business longer than 40 years. Yay us!

Happy Birthday

Robin	06/04
Rene'	06/07
Christina	06/17
Gary	07/05
Jason	07/06
Peter	07/07
Tara	07/20
Allyson	08/12
Jose	08/26
Debbie	08/28



Congratulations to Tara, one of our service technicians, and her husband Jeff on the birth of their daughter on May 4th, 2012 weighing in at 7lbs 1.5oz. We suggested Tara name the baby Leia, after Princess Leia, due to the fact that she was born on Star Wars® day (May the 4th be with you!). However, she and Jeff decided Myla Maybury sounded better. We agree! Mom, Dad and baby are all doing well.

Funny...Funny...Funny...



Zurich- Firefighters responded to an elderly woman's home after she reported her television was on fire.

Upon arrival the fire department determined the cause of the fire to be the channel the woman was watching...a live feed of a fireplace. Source: Associated Press



Athens, GA- As a burglar tried to enter the home of a Georgia

woman, she took matters into her own hands. Getting on all fours, she barked and scratched feverishly at the door. The thief was last seen running from the porch. Source: Banner-Herald.

FYI...



An unoccupied house is a copper thief's dream!

Do not be fooled by the "there's nothing in the house" mentality. With copper prices at all time highs, burglars are targeting unoccupied homes and stealing copper piping!



According to a notice issued by Underwriter's Laboratories regarding smart

phone, they state "While these place significant information and control in the hands of the holder of such phones, they often lack the security controls typically associated with burglar alarm systems."

Did you know???

Alarms and some model smoke detectors are required to be replaced every 10 years according to manufacturer specifications.

Alarm panel batteries should be replaced every 3-5 years depending upon manufacturer specifications.

Carbon monoxide detectors are required to be replaced every 5 years according to Code.

If you have a required fire system, you must have it inspected per Code.

The Dispatch is published each quarter by Monitor Controls, Inc.