



178-180 Center Street

Wallingford, CT 06492

203.269.3591 or 888.269.3591

# The Dispatch

## Coming Soon....Field Service Unit (FSU)

Since our incorporation in 1970 Monitor Controls, Inc. has steadily, yet not happily, contributed to the killing of forests in order to accommodate the documentation needs of our clients, ourselves, and of course the government.

In May of 2003 when we purchased our new accounting, service and installation software we made a commitment to ourselves to reduce the use of paper as much as possible. We took our first step, purchasing a document imaging program that works within our software. We have tirelessly scanned and linked documents to client and vendor accounts as well as our inventory parts database. It has been one of the best decisions we have made with regard to increasing administrative efficiency.

Well, now that digital imaging has become so widely accepted we have made further strides to reduce paperwork and increase technician efficiency by enhancing our service software to include a Field Service Unit (FSU) program. We have heard from other FSU user's that the software is helpful to the technicians out in the field, the clients being serviced and the administration staff in the office. Each has claimed the FSU is an extraordinary feature.

The FSU's will now allow us to do the following (without killing any trees):

- ⇒ View the service ticket details
- ⇒ View the system details

- ⇒ View the history of service calls for the system
- ⇒ View all the equipment on-site and any warranty information
- ⇒ Enter the dispatch, arrival and completed times
- ⇒ View notes created by the office
- ⇒ Resolve the service ticket
- ⇒ Capture the customer's signature



Within the next few months technicians will gradually be turned on to this new device and monitored closely to ensure all of their questions as well as those of our client's are answered.

What changes will our clients see

- ⇒ Completed service tickets previously given to you on yellow NCR paper can now be e-mailed or faxed to you directly from the FSU while the technician is at your location
- ⇒ You can now ask the responding technician detailed questions on the history of your system and be provided instant answers
- ⇒ You can pay for your service at the time of the call if you wish

## FOCUS ON...

### CARBON MONOXIDE (CO)

CO is an invisible, odorless gas that can be fatal. For this reason Connecticut now requires by law that carbon monoxide detectors be installed in new one or two family buildings and in existing residences where alterations or additions require a permit.



Monitor Controls, Inc. installs and monitors CO detection devices.

The symptoms of CO poisoning mimic those

of the flu, including headache, fatigue, dizziness, nausea, vomiting, or loss of consciousness. If several members of a household experience these symptoms when they are home, but feel better when they are away from home, there may be a CO problem.

If CO is suspected in the home—leave the home immediately! Once outside, call 911.

*—Courtesy of the Connecticut Department of Health*

*Editor's Note: The full text of the law can be found at:*

[www.cga.gov/2005/act/pa/2005pa-00161-R00HB-06894-PA.htm](http://www.cga.gov/2005/act/pa/2005pa-00161-R00HB-06894-PA.htm)



# True or False

Digital transmission is being replaced by internet, radio and cellular transmission	<b>True</b> <b>False</b>
Internet transmission is fast	<b>True</b> <b>False</b>
Internet transmission is expensive	<b>True</b> <b>False</b>
Remote video is a standard feature in most central stations	<b>True</b> <b>False</b>
Internet, Radio and Digital communications "check-in" daily	<b>True</b> <b>False</b>
Effective cellular transmission depends on signal strength	<b>True</b> <b>False</b>
Internet monitoring is 100% reliable	<b>True</b> <b>False</b>

**Digital transmission is being replaced by internet, radio and cellular transmission**  
**FALSE**  
 Digital transmission, a method that revolutionized the alarm industry in the early 1970's has not been replaced, but rather augmented by different forms of transmission technology such as radio frequency, internet and cellular backup.

**Internet transmission is fast**  
**TRUE**  
 Internet transmission takes milliseconds to transmit data in comparison to several seconds for both digital and cellular transmission.

**Internet transmission is**

expensive  
**FALSE**

Internet transmission is surprisingly affordable. In most cases one pays a flat monthly fee for internet connection to their provider as opposed to communicating over dial-up and cellular which can fluctuate based upon the amount of activity form each panel.

**Remote video is a standard feature in most central stations**  
**FALSE**

It is difficult for most central stations to provide remote video surveillance (video verification) because of the wide variety of equipment being sold and installed in the field.

**Internet, Radio and Digital communications "check-in" daily**  
**FALSE**

Depending upon the alarm company, the client's security requirements, and the transmission method chosen, some systems do not send in test signals to the central station at all, while others test monthly, weekly, daily, every four hours or even every few minutes. Internet transmission can be tested more frequently due to the affordability factor and high-speed connectivity. Digital might transmit every 24 hours to verify

communications path with the central station.

**Effective cellular transmission depends on signal strength**  
**TRUE**

The strength of cellular signal transmission works similar to a cell phone. Cellular, like all radio transmission is only as good as its signal. Both need to be installed properly and positioned for good signal strength at all times. Choosing a network that utilizes transceivers rather than one-way transmitter looking for a tower is essential.

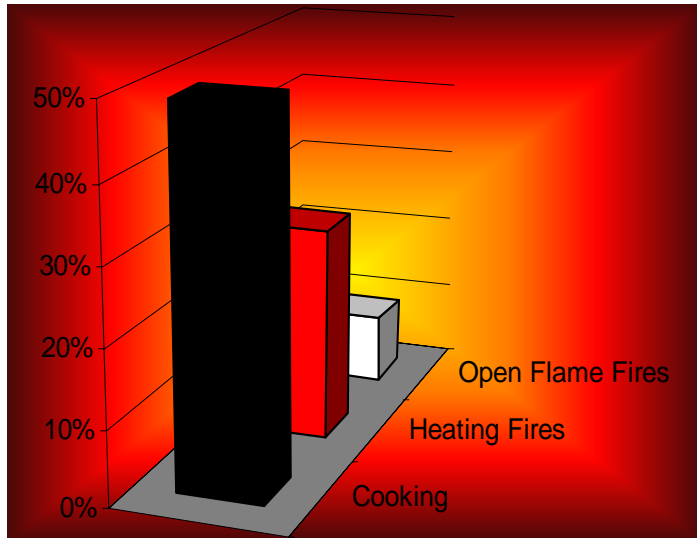
**Internet monitoring is 100% reliable**  
**FALSE**

No form of communication is 100% reliable. Any claims to the contrary are false. Digital alarm transmission can be compromised by technical overload, adverse weather, criminal tampering, by the phone company for test, line conversion or disconnection due to lack of payment. Radio transmission can be adversely affected by technical overload, adverse weather, or criminal tampering among others. Internet or intranet transmission may be adversely affected by client primary equipment failure, network overload/congestion, criminal tampering, adverse weather, line conversion (by phone company, ISP provider, or client), or routing. And then there are always Acts of God that can affect anything. The wisest choice is one that best meets your individual security needs. Backup communication is strongly suggested in any case.

Source: *SDM Magazine*

# Holiday Season Not so Merry & Bright for Some

*Leading Causes of Residential Building Fires from November to December*



The U.S. Fire Administration (USFA) reports that an estimated 128,000 fires occurring during the holidays and the month of December from 2002 to 2004 were responsible for 415 deaths and 1,650 injuries. The recently released report also states the fires caused **\$990 million** in property loss.

According to the report, cooking is the leading cause of residential building fires in December followed by heating and open flame. Cooking fires routinely start to increase around Thanksgiving and peak in December with Christmas Day having the most cooking fires. December also has the highest incidence of children playing with fires where candles are the heat source, according to the report.

Residential building fires account for 72 percent of all structure fires in the month of December, slightly above the annual average of 69 percent. Residential buildings are defined as single or multifamily dwellings, mobile homes, hotels and motels, dormitories, barracks and other similar structures. Of these December residential building fires, 49 percent were caused by cooking, 28 percent by heating fires and 9 percent by open flame fires.

~Security Sales & Integration

## Middletown Alarm Registrations

The City of Middletown, Connecticut recently implemented an alarm registration initiative to coincide with their new alarm ordinance.

The purpose of the initiative is to assist with the elimination of un-registered alarms and provide responsible respondent lists for locations with non-monitored systems.

If you reside in or own a business in Middletown you have more than likely already received a registration form. Monitor Controls, Inc. registers all accounts with the appropriate Authority Having Jurisdiction as a courtesy to all new clients. Therefore, if you have had a new system installed within the last 30 days you are not required to complete a "new" registration form.



For those clients who had systems installed prior to January 1, 2007 a registration form must be completed. For assistance with completing your alarm registration form contact Monitor Controls, Inc. at 203-269-3591 and ask for Ann.

For further convenience, a copy of the new alarm ordinance can be downloaded from our website at [www.monitorcontrols.com](http://www.monitorcontrols.com).

Should you have any questions regarding the new alarm ordinance itself or questions on registration fees, which are temporarily being waived, you may contact Ken Skomro of the Middletown Alarms Division directly at 860-343-8007 select option 6 then option 2.

## New Alarm Panel Standards

The Alarm Industry Research & Education Foundation has, with the assistance of several alarm associations including the Security Industry Alarm Coalition and Underwriter's Laboratories,



has worked tirelessly to help launch a group

effort among security panel manufacturers to design and implement new control panels that meet new U.L. guidelines and help reduce false alarms. Some of the new panel standards include increased exit delay times, progressive annunciation (a different sound the last 10 seconds of delay) and cross-zoning among many others. We'll keep you posted as the new panels are introduced and tested.



*With Manitou® on-line video monitoring will no longer be a thing of the past. SEE what's going on from anywhere, at anytime.*

## Manitou® Update

**All central station hardware and software has been installed. All data is converted, training is in progress. All systems are good for going live on April 25th! Keep an eye out for added features available to our clients with our new central station software capabilities including video verification, Windows based ease of use, rotating call list, site mapping, video e-mail and so much more.**



Peter Slavinski	33 years
Jason Sokol	19 years
Vivian Maslowski	1 year
Sandra Braccioforte	1 year



Stephen Hartt	03/17
Megan Sherrick	04/07
John Balogh	04/23
Raymond Rys, Jr.	05/14
Christopher Scarmana	05/28



# Welcome Aboard

"Who works in an office on Center Street? Salesperson Dave Nagel!" Okay so I embellished a bit on a familiar tune. But it got the point across. Dave recently joined our crew in January.

He possesses the people skills, drive and determination to make a real go at this.

He attended Horace C. Wilcox Technical Vocational High School and obtained a bachelor's degree in computer science and business from Quinnipiac State University.

On a personal note, Dave was drafted to the Milwaukee Brewer's baseball team out of college but soon realized that major league baseball wasn't as exciting as the security and fire industry. Besides the love of his life, his daughter Katianne, Dave also enjoys golfing, spending time with his girlfriend and Taz, his Boston Terrier. Dave describes himself as outgoing and friendly.



Dave is being trained by our president John Yusza, Jr. as a technical sales representative. Because of Dave's background in electronics and construction his potential is quite promising.

Don't be surprised if you get a call in the near future from Dave to introduce himself. And on the flip side, feel free to call him if you have any security, fire, video or access control needs.

# Reilly Takes on the Middle East



**Christopher Reilly in Kuwait**

Christopher Reilly was hired by Monitor Controls, Inc. a short time before he received his orders that he would be shipping out to the Middle East. But we're proving that once you're a part of Monitor Controls, Inc.....you're family.

Reilly is running 8 of the 9 sections in Kuwait for quality control.

Most recently he received the AAM (Army Achievement Medal) for pre-mob duties and he just completed an Assumption of Command Ceremony where he served on the color guard.

Our company is currently in the process of organizing a weekly "baking detail" for Reilly. Each employee would choose a week and bake a special treat for Reilly and Monitor Controls, Inc. would ship the treats out each week.



We're all praying for Reilly's safe return.

While Reilly would begin his tour of duty in Kuwait, he would eventually be moved to Iraq. Being such a serious situation for a young man he was given only two assignments by us:

1. Come back safe
2. Take a picture of himself in front of one of Saddam's fortresses...make sure our yard sign is right next to him of course.

Our employees have been sending Reilly jokes, e-mails, care packages and soon...Girl Scout Cookies. One of the care packages contained silly string which Reilly indicated was "put to good use". He gave it to the QRF squad as they use them for trip wire patrols.

# It Out

[www.monitorcontrols.com](http://www.monitorcontrols.com)  
Visit us to see the recent changes made to our web site. You can download forms, read about the products and services we provide, apply for a position with us, find answers to frequently asked service and administrative questions, request changes, read client testimonials and view images of our staff at work!

*Ground-Breaking for our new facility is set for April 2007. Keep an eye on future newsletters and our web site for updated photos!*