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The Dispatch

Security Should *NOT* Be Entertaining

Within the last few years many of our clients have purchased the home entertainment packages of AT&T and other regional cable company services. These companies offer an attractive rate for enhanced phone service known as VoIP with their package.

However, lost in the "fine print" of each provider's agreement is a failure to inform you, prior to installation, that their service will affect your security system's ability to report an alarm condition. Monitor Controls' systems are programmed to perform a daily test using the communications path between your premise and our central station. We are one of the very few companies nationwide that express this level of concern for our clients.

We encounter on an almost weekly basis technical problems resulting from a variety of provider's equipment installed by unlicensed contractors using methods not found in any code book. In most cases we have had to correct the problem for a client after the provider's employee left the location.

The entertainment provider is not obligated to inform us ahead of time that such work is being performed. They do not consider alarm equipment to be part of their package and routinely leave it disconnected or improperly installed. We have found the following, through much trial and error which we feel should be brought to your attention:

- ▶ Many systems have no standby battery allowing your telephone to work in the event of a power failure. Under this condition a call to 911 and/or our central station cannot be made. You may remember that even when you lost power, your old phone always worked. Some new systems may have a standby battery that will only allow operation up to 8 hours. As batteries age, their shelf-life diminishes reducing further the ability to call 911 and/or our central station.
- ▶ Loss of premise lightning protection by installing the incoming service directly to a second floor location rather than the previously accepted ground level method. Older phone systems had an electrical ground on them for a reason. A large potential fire hazard can exist without proper grounding.

- ▶ The VoIP technology, even when working properly in some areas of the state may have a reliability problem requiring more than one attempt to establish a communication connection.

Our alarm equipment will continue to operate using its own internal standby battery functioning as a local alarm but, without the benefit of a phone line, will be unable to communicate off-site.

Since this article is intended to be informational and educational, it should be noted that we continue to offer alternative backup methods in the event of phone service loss.

The entertainment providers are expected to continue installation in the same manner as previously described. Unlike Monitor Controls Inc. their first concern is entertainment, not security. Our first concern is your security!

I'm Just a Bill...Yes I'm Only a Bill

Saturday morning cartoons made the passing of a bill seem so democratic and exciting. If *School House Rocks* had visited our state legislature they would have seen two specific bills that directly affect our clients/industry and how unexciting the process really was.

[HB-5025-Requires owners of commercial facilities to notify individuals that they are being recorded by a security camera.](#)

If you require signage, please contact us at administration@monitorcontrols.com and we will gladly send you either yard signs or decals indicating you have video surveillance.

[SB-849 Authorizes local building inspectors to assist the state Department of Consumer Protection in enforcing occupational licensing and apprenticeship laws.](#)

Monitor Controls, Inc. employs only licensed or registered apprentices who work with a licensed technician. Each must adhere to rigorous training and state mandated continuing education programs. Enforcement of laws is the only way to weed out the garden of unlicensed electricians posing as alarm installers that has crept up in our state.

Study Proves Residential Alarms Deter Crime

A comprehensive study of five years of statistics by researchers at the Rutgers University School of Criminal Justice (SCJ) in Newark found that residential burglar alarm systems decrease crime.

While other studies have concluded that most burglars avoid alarm systems, this is the first study to focus on alarm systems while scientifically ruling out other factors that could have impacted the crime rate.

"Data showed that a steady decrease in burglaries between 2001 and 2005 coincided with an increase in the number of registered home burglar alarms," said study author Dr. Seungmug (a.k.a. Zech) Lee, who received his doctoral degree from SCJ in 2008 and presently teaches at Ohio Northern University in Ada, Ohio. "The study credits the alarms with the decrease in burglaries."

In short, the study found that an installed burglar alarm makes a dwelling less attractive to the would-be and active intruders and protects the home without displacing burglaries to nearby homes.

The study also concluded that the deterrent effect of alarms is felt in the community at large.

"Neighborhoods in which burglar alarms were densely installed have fewer incidents of residential burglaries than the neighborhoods with fewer burglar alarms," the study noted.

The more than 300-page study was conducted over a two-year period and funded by the non-profit Alarm Industry Research and Educational Foundation (AIREF). "This is the most comprehensive study of its kind that has ever been conducted," Lee said. "By using sophisticated in-depth research techniques, we were able to eliminate the variables that impact crime rates and focus directly on the impact alarm systems have on residential burglaries."

The study noted that "technology innovations" have increased the availability of home security systems to middle-class homeowners and that technology has made the systems more dependable.

"Computers, printed circuits, digital communicators, and microprocessors have refined monitoring and signaling technology, and modern electronic sensors now include ultrasonic, infrared and microwave devices which were formerly available only in more sophisticated commercial and industrial applications," Lee said.

Researchers also pointed to an earlier study based on interviews with burglars ("Burglars on the Job 1994," Northeastern University Press) to support their conclusions. That study concluded, "Most offenders, though, wanted to avoid alarms altogether and, upon encountering such devices, abandoned all thought of attacking the dwelling."

~Source: *Security Products Magazine*

Portions of the complete article were omitted due to space constraints.

The First Auto Anti-Theft Device of its Kind!

The AutoContact by GAR Security Equipment Inc. is a universal wireless anti-theft device that works in conjunction with any manufacturers' control panel and wireless receiver to protect and secure cars, motorcycles, boats, trailers, RVs, ATVs, golf carts, jet skis and tractors.

The AutoContact is the first auto anti-theft device of its kind that provides instant notification of vehicle removal detection through real time monitoring of any home or business security system. This rugged anti-theft device contains a secured transmitter that will activate a residential or commercial security system once a vehicle has moved off The AutoContact. When the alarm signal is received, the monitoring company will notify the owner and local authorities instantly of a possible theft in progress. Just park your vehicle on The AutoContact, arm the system via the keypad and go!

Contact our sales department at 888-269-3591 or sales@monitorcontrols.com for more information.



NFPA to Change Name and Standards

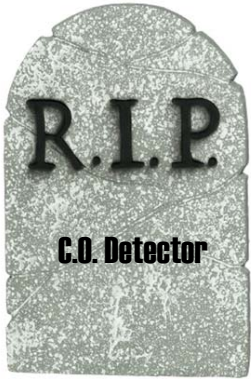
The National Fire Protection Association has published NFPA72, a standard for installation, service and monitoring of fire alarm systems for many years. They will continue to do so but are changing the name of the standard to the National Fire Alarm and Signaling Code. Changing the name will coordinate with their recent efforts to mandate not only building evacuation in the case of fire but alerting occupants to any type of emergency situation borrowing heavily from the military's mass notification code, known as the UFC code.

*source *Security Systems News*

CO Detectors Life Expectancy Short-Lived

In October of 2009 NFPA 720-2009 will become THE Standard for the Installation of Carbon Monoxide (CO) Detection and Warning Equipment. Eight changes will affect you:

1. Notification must meet audible & visual requirements.
2. It clarifies what central stations or supervisory stations should do when they receive a CO alarm signal.
3. Testing requirements have been outlined.
4. Secondary power supply requirements for CO detection systems differ considerably from fire alarm systems.
5. CO detector location is very specific.
6. CO detectors are now held to the same life safety standard as smoke detectors including having the ability to send trouble signals to the control panel and facilitate wiring supervision.
7. CO alarm signals need to be distinct from other signals and indicate sensor failure or end-of-life.



- ▶ NOTE: NFPA 720 8.10.2 states that "Alarms shall be replaced when either the end-of-life signal is activated or the manufacturer's replacement date is reached."
- ▶ According to one of our manufacturer's, the life expectancy of a CO detector is "approximately six years from the date of manufacture".

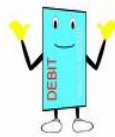
8. NFPA 720 standardizes CO detection for all buildings, not just residences.

Don't forget to have your annual inspection!

Give your alarm the attention you give your car.

It works harder!

We Accept



Enhanced Call

Verification

(What you NEED to Know)

We take for granted that all of our clients understand what Enhanced Call Verification (ECV) is. However, we have found that not all of you actually read the alarm industry trade rags nor do you come to association meetings. Now why is that? Oh yes, because that's OUR job. It is our job to inform you of items that will have an affect on you and/or your way of life or doing business. So we'll share a story with you...

Once upon a time, many moons ago the alarm elders sat down with the authorities they were dispatching. Apparently the authorities were becoming upset at being dispatched to false alarms so frequently that it became a nuisance. The alarm elders immediately formed a group of heroes known as FARA, the False Alarm Reduction Association. FARA would take input from the authorities and their fellow heroes to come up with a standard to which they feel all alarm companies should operate. FARA began to support other heroes and their groups, like IQ (the Installation Quality Certification Board), who likewise are trying to deter nuisance calls.

The problem is that some heroes are so concerned with being heroes for the authorities they are forgetting to be heroes for those whose lives may be at stake.

ECV is a procedure whereby the central station calls the premise for a clear code and after receiving none they proceed down the key-holder call-up list and get dispatch advise from the next person who may not even be at the premise where the alarm is. Only then are they to dispatch the authorities.

Now while the idea might sound great from an authorities standpoint, let's look at the reason most of us had an alarm installed in the first place.

I am coming home with my children, I am forced into my home by a deranged lunatic with a knife against my throat. I obviously fail to shut the alarm off in time. The lunatic forces me to turn the sirens off. In my obvious state of panic I forget all about the built in duress feature on my keypad and type in the code I've been typing in for 16 years. I don't answer the phone when the central station calls. Now the lunatic can do whatever he wants to me and my children because instead of immediately dispatching the authorities, my central station is now proceeding to call my mother, who lives twenty-minutes away, to ask her what they should do. She says "Don't dispatch. I'll call her". Mom now calls my house. I don't answer. She calls my cell. I don't answer. Now she gets in the car, drives to my house and finds her daughter and grandchildren dead 45 minutes after the alarm.

Enhanced Call Verification, cutting emergency response time, not necessarily false alarms.



Kate	06/03
Robin	06/04
Rene'	06/07
Christina	06/17
Gary	07/05
Jason	07/06
Peter	07/07
Tara	07/20
Dennis	07/23
Mia	07/28
Allyson	08/12
Jose'	08/26
Debbie	08/28



<i>Employees celebrating anniversaries with us this quarter:</i>	
John B.	26 years
Robin	18 years
Jose'	8 years
Kate	3 years
Tara	3 years
Dennis	1 year
Rene'	1 year

Monitor Controls Purchases Goat!

Yup...you read it right folks. We purchased a goat. No, not for the milk. Not as our newest service vehicle (although we might get better mileage) and not for the heck of it.



One of our loyal and valued clients introduced us to a cause his son is working for called HELO, Inc. It is a non-profit group from Connecticut that is working in Haiti to help establish an orphanage in aux Cayes.

They currently rent a house, but they have hopes of buying land to build several houses, each housing a family unit, adult caretakers and a small number of children. Their dreams include elementary and vocational schools on site, providing the children a loving environment where they can learn to read and write and then learn a trade.

Haiti has the highest rate of orphans who account for 16% of the under 18 population. More than 200,000 children have lost one or both parents.

Haiti is the least developed country in the western hemisphere and one of the poorest in the world.

While we cannot personally visit the area we are entrusting our goat to our client's son who will make sure she is put to good use. The only request made was that it be named *Monitor*. We hope it represents a beacon of hope for these children as a source of food and/or education.

-This information was reprinted with the permission of HELO, Inc. with the UN and Unicef as sources. If you would like more information or to help you can go to BEMHAITI.org.

10 Digit Dialing May Affect Your Alarm

NOVEMBER 14, 2009 is the date the DPUC has set when all Connecticut in-state dialing must utilize ten digits.

We have known mandatory 10 digit dialing has been in the works for years and have made thousands of programming changes along the way. We now have been given a deadline to complete the remaining conversions.

PROBLEM #1: VoIP networks are not always compatible to downloadable program changes; therefore a service call will be necessary to switch the dialing sequence.

PROBLEM #2: Knowing which of our customers has changed to VoIP. Some VoIP providers were unable to communicate with 10 digits but were required to change those accounts to 10 digit dialing, after May 16th.

This DPUC ruling is not "optional". Service calls and upgrades to our customers businesses or residences are legitimate in order to continue monitoring of security and fire systems.

Clients who need to be concerned are those who have declined their annual inspections as this was generally when updates to programming were made.