



# The Dispatch

## How can we help you?

## Preliminary Building Design Complete for New Facility

### Security

- motion sensors
- door contacts
- window screens
- stress sensors
- glass break detection



If you build it...they will come. Our 3 acre corn field on Research Parkway in Wallingford has been calling us for years.

### Fire

- voice evacuation
- smoke detection
- heat detection
- pull stations
- horn/strobes



In September of 2006 Monitor Controls, Inc. will break ground on it's new site and construct an 18,000 square foot state-of-the-art facility.

### Environmental

- high/low temp
- sump pump failure
- boiler alarms
- flame-out



Our existing building on Center Street in Wallingford has been our home for the last 25 years and accounts for a large majority of our existing office & storage space with an additional off-premise storage facility on North Plains Industrial Road. Our hope is to combine all facets of Monitor Controls, Inc. under one roof while remain-

### Video

- digital recording
- CCTV
- covert cameras



### Moving????

There is no monopoly on security or fire detection companies.

### Access Control

- card readers
- proximity readers
- fingerprint i.d.
- biometrics



We cannot assume the new owners of your home will want the same service. Shockingly, not everyone takes their safety as seriously as we do.

### Remote System



There are safety codes, building codes and licensing issues that need to be handled before your system can be "shut off".

### 24/7 Monitoring

- Digital
- Radio
- Internet
- Leased line



Therefore, please be sure to contact our service department 30 days prior to your closing in order to facilitate service disconnection.

You may also want to speak with

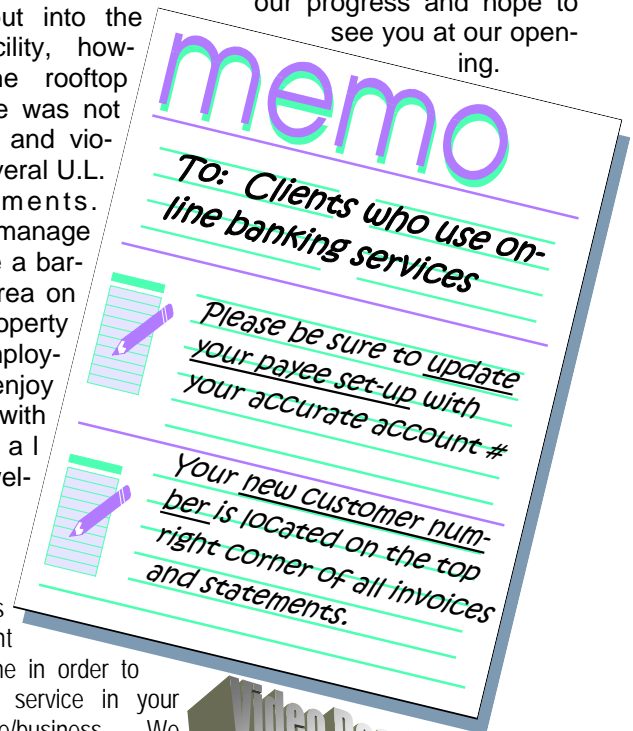
ing centrally located in Connecticut.

The site plan phase was complete last winter, however, the design phase took much more time than anticipated. Each of our employees offered valuable input into the new facility, however, the rooftop barbeque was not practical and violated several U.L. requirements. We did manage to create a barbeque area on the property for employees to enjoy along with several other wel-

coming features.

The design has been sent for final drafting to our architect who plans to unveil the final plans in early spring.

We'll keep you posted on our progress and hope to see you at our opening.



our sales department at that time in order to implement service in your new home/business. We can "take over" almost any existing system and program it into our central station with no hassle.

If you are leaving our service radius, we can also put you in contact with a certified Bosch representative in your new area.

We also honor your existing monitoring rate for a period of 24 months after your move....so you can't lose. We understand there are dozen of last-minute things to take care of when moving



# Goodbye Keys....Hello Fingerprints

Many of our commercial clientele are already familiar with keyless access to their facilities via use of card access readers. These devices allow the user to either physically swipe a card (much like the cashier at the department store swipes your credit card) to gain access or by way of a proximity reader which can read the access card in your wallet anywhere from 6 inches to 36 inches away.

Few residential clients have financial means or the security needs to utilize such advanced access

control. Most still rely on keys...but that is about to change.

Print Electronics has recently introduced their "Keylock", pictured to the left.

This device recognizes up to 50 pre-programmed fingerprints and looks like a regular lock, except it has a top sliding cover to protect the lock fingerprint screen from dust and moisture. Failure to recognize the fingerprint will deny access with both audio and visual indication of rejection. Verification time on

the fingerprint is less than 1.5 seconds.

The universal lock that can easily be installed on any standard door lock knob, new or existing, with no need to drill new holes. It comes in either stainless or brass finish and operates on four AA alkaline batteries.

The cost is far less expensive than a complete card access system and much less time consuming from a labor standpoint.

To find out more contact our president John Yusza, Jr. at 203-269-3591.



**Fingerprint I.D. ideal for small businesses, warehouses, hospitals, and high-security residential locations.**

## NFPA 731 Passed...But Not Without Ruffling Feathers

Did you know that the very first security system was a gaggle of geese?

While we're sure their feathers were ruffled when replaced by moats, they're not alone. Many in the industry are faced with the same feeling when the National Fire Protection Association recently published their "Standard for the Installation of Electronic Premises Security Systems".

While many in the industry are reluctant to accept the changes, one of which is expanded system operation in the event of a power failure, Monitor Controls, Inc. embraces them.

NFPA731 is a standard that augments that of the written U.L. standards we have used as guideline for years.

We are already meeting and in many cases exceeding the

standards set forth in the new publication. This raises the bar in our industry...a bar we set long ago." sites John W. Yusza, Jr. president.

The only change visible to us will be the new documentation that may be required by the AHJ (authority having jurisdiction), property owner, insurance carrier, etc.

Otherwise...the status quo remains unchanged.

### Fire Facts:

-Every 135 minutes a civilian fire related death occurs in the United States.

-Home fires cause 82% of civilian fire deaths.

-1,555,500 fires were reported in 2004 resulting in \$9,794,000,000 in direct property loss.

Source NFPA

## Clear Code vs. Combination...What's the Difference?

*Nomenclature: a system or set of terms or symbols especially in a particular science, discipline, or art*

It is imperative to educate our clientele on our industry nomenclature.

**Clear Code:** A word or series of numbers and/or letters given to the alarm dispatcher to assure proper identification.

**Combination:** A series of numbers entered into your keypad to disarm your alarm system.

Your combination could be 897276 and your clear code could be "Day Lilly".

**Can your clear code be the same as your combination?** Yes, provided the clear code is numeric.

To make your clear code the

same as your combination you need to call our central station and ask them to change your clear code to (fill in the blank). **Should your clear code be the same as your combination?** It's up to you. For higher security we recommend it not be.

Remember, our operators DO NOT have access to your alarm combinations, only clear codes.



Did you know that our company-wide default emergency clear code is '222'?

Hearing this code or any code that does not match your assigned clear code informs our dispatcher an emergency situation is at hand and police should proceed with caution.

## WARNING...DSL & VoIP May Be Hazardous to Your Alarm

You may be using or considering using new telephone technologies and services that may not be compatible with the monitoring capabilities of your alarm system. We may not be able to receive your signal at our central station in the event of emergency. Please read this entire notice!

The technologies that are potentially problematic for the entire alarm industry are:

**DSL** (digital subscriber line) service is used for high speed internet connection that uses a secondary channel over one of your existing voice grade telephone lines. With the addition of a special **DSL filter** it will be compatible with your alarm system or the system can utilize an alternate line/number in your home or business. **We have these**

**filters available at our office.** Simply contact our service department for installation information and cost.

VoIP (Voice over Internet Protocol) is NOT compatible with your alarm system. Cable companies declaring your system "may work" is not good enough. You must maintain at least one regular telephone line or examine the option of radio frequency reporting through our radio network or internet monitoring.

Changes in technology are often exciting, however, take a moment to examine each of the options and their future effect on your home/business/lifestyle.

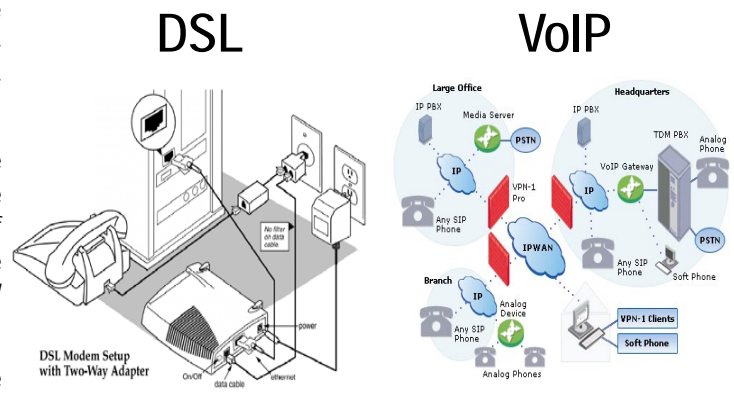
VoIP may be available through either your phone company or cable company.

If you utilize it through your cable company you will require backup power supply to power your phone system and **VoIP provided by your cable company, at this time, cannot dial 911.**

For further information contact your provider or contact our I.T. Manager, Jason Sokol at 203-269-3591 to assist you with any questions or concerns you may have. Planning ahead can save your life.

**Question:**

What's missing?



**Answer:**

Your alarm system!

## How Do We Monitor Your System and at What Cost to You?

Monitor Controls, Inc. has several means in which to receive signals from your alarm system. We thought we'd take a moment to review them with you.

**Digital**-uses your existing phone line to send signals to our central station.

**Radio Frequency (RF)**-utilizes a small antenna usually installed in your attic to transmit signals to our central station via radio waves.

**Internet**-uses standard internet connection to send your alarm signals to our central station.

**Leased Line**-utilizes a phone line installed specifically for your alarm to transmit signals to our central station.

From a cost perspective, RF is the least expensive. You only pay a one-time installation charge and a monthly monitoring fee to us; no additional fees from your phone company or cable company are incurred.

From a security standpoint a leased line is the method that is most secure, however, it is also the most costly as it is a direct connect line and is charged by the phone company based upon mileage.

Internet is a viable option for anyone who has internet access. There is no installation fee and no static IP is required. Whether you have a DSL, network, cable modem, or T-1, this is a growing method of transmission that is

second only to leased line in security.

Most clientele opt for digital based upon ease of installation and cost effectiveness.

It should be noted that each of these methods can be compromised by it by Act of God, weather, vandalism, terrorism, phone service interruption, etc. However, it is imperative to weigh the pros and cons and consider the following:

1. What is the value of the property/contents being monitored?
2. How much are you willing or able to spend on the security?

It is imperative to weigh the pros

and cons as well before deciding on any one method.

While we strongly recommend redundancy to our clients we understand it is not always financially feasible. Keep in mind that added security options can always be added at a later date.

For instance, you can always add RF or internet as a backup form of communication to your existing digital.

The cost to add backup communication is a fraction of that for primary. It's a relatively small price to pay for added security.

Contact our sales department for more information and to discuss what means of communication best suit your needs.

# Happy Anniversary

John Jr.	35 years
Elaine	20 years
Gwen	12 years
Kathy	11 years
Allyson	7 years
Ann	4 years
Dan	3 years



## Now Here This...Monitor Controls, Inc. Names New Assistant Installation Manger

Raymond Rys, Jr. was recently named assistant installation manager after tirelessly serving Monitor Controls, Inc. since 1996. "Ray's devotion speaks for itself. He's reliable, detailed and dedicated not only to doing the job right but to improving himself." states John W. Yusza, III, vice president.

Ray always takes the initiative to learn about new products. He takes materials home with him to read up on the latest technological advances being made in the industry and always makes himself available to help others.



"Clients respect him. We get very positive feedback from them.", says John W. Yusza, Jr., president. "We couldn't have made a better choice. I am certain he will do his utmost to honor the title."



### The following employees are celebrating birthdays this quarter

12/04	Barbara
12/05	Dan
12/13	Jenna
12/28	Kim
12/29	Joe
12/31	Kathy
02/04	John Jr.

## Where Does the Money Go?

It's holiday season again which means family, friends, vacations and...donation requests.

Throughout the year, however, Monitor Controls, Inc. is inundated with requests for donations to various worthwhile causes for which we budget a fixed amount at the beginning of our fiscal year.

We do business in well over 350 towns throughout New England and eastern New York and it sometimes seems that each and everyone has

some affiliation with a non-profit organization that needs help.

So how do we decide where to make our donations?

It's really very simple. We have a set of criteria we use including:

1. Is the requesting party a client?
2. Does 100% of our donation go directly to those in need of the financial request?

3. Is the organization from a town/area where we have a large concentration of clientele who would benefit?

4. Have we donated to this organization in the past?

5. Is one of our employees directly affected by the works of the organization requesting a donation?

It is necessary to have a set of criteria to ensure each request is handled promptly and ethically.

## Connecticut CEU Training Alive & Well at Monitor Controls, Inc.

The state of Connecticut passed legislation in 2004 requiring any licensed alarm journeyman or contractor maintain a minimum of 7 CEU's (continuing education units) over the course of each year.

We are pleased to report that we have always maintained this requirement even prior to this new legislation and continued to maintain it through 2005 as well.

Each year our technical staff

exceeds the required education credits by attending numerous classes offered through CASIA (formerly CBFAA), the Connecticut Alarm & Systems Integrators Association, NBFPA, NFPA, AFAA as well as various manufacturer training classes like Bosch, Mirtone, Firelite, Vicon, and DSX to name a few.

Our company firmly believes continued education is what sets our technical staff above the rest.

## Not Just Another Upgrade

Monitor Controls, Inc. is undergoing a major computer changeover/upgrade for our accounting, service, installation and document imaging software.

The change will allow us added security features, increased back-up capabilities and expansion potential.

The upgrade is being done after hours. There will be no disruption to your service. Minimal disruption is expected to our administrative staff.

## Monitor Controls, Inc. honored by local Girl Scout Troop

Junior Girl Scout Troop 568 from Durham, Middlefield & Rockfall presented Monitor Controls, Inc. with an autographed photo and certificate of appreciation for their donations to the troop.

Monitor Controls, Inc. donated CD's, paper, labels, and use of their projector during a ceremony held at Middlefield Memorial School. President John W. Yusza, Jr. was there to accept the honor.