



# QUICK RESPONSE NEWS

## SMS Notifications Now Available

**T**here is a saying that goes: “Knowledge is Power.” Here at Quick Response, we believe firmly in that statement. Our recent software upgrade to SGS’ Stages platform has allowed us to utilize a tremendous tool in keeping you and your customers informed. That tool is SMS notification. We are proud to say that we have completed testing on SMS notification and are ready to offer the product to you for low priority events. By asking us to send low-priority notifications to your customers via SMS, you ensure your customer receives a timely notification of an event at their protected premise. You are also granting your customer the knowledge that if they receive a call from us, that it is a priority call, not “just a trouble”. SMS notification allows the Central Station Operations to work more efficiently, while low priority events such as AC loss and low batteries, among others, are instantly sent directly

“ We are proud to say that we have completed testing on SMS notification and are ready to offer the product to you for low priority events. ”

to your customers’ cell phones. If you are interested in giving your customers that knowledge and peace of mind via SMS notifications, please contact us.

**Want to provide Value Added Services while creating extra revenue? See how SMS can help with uses outside of Alarm Notifications by contacting Karl in our Sales Department for further details. Karl can be reached at 800-462-5353 x: 3331.**

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**Quick Response has once again qualified for the CSAA Five Diamond Central Station Certification.**



## Quick Tips from IT

**C**ontact ID and SIA formats use industry standard event codes. Please remember to make us aware if you are going outside of these event codes with custom programming for any of your customers. This will ensure that we enter the information correctly in our system.

Please be sure to check your “Late to Test” report daily. If you are not receiving your LTT report please contact our Dealer Services department.

ANI Mismatch signals will now show up in history. If you see an ANI mismatch signal, this indicates that the caller ID of the recent event, does not match what we have on record as the current caller ID for the account. It is best to contact our IT department if any of your accounts are showing ANI Mismatch signals.

**QUICK TIP: You can check the caller ID associated with the account in the Dealer Portal. Once logged into the Dealer Portal, go to the Site Data window of the desired Xmit#, go to the Device Tab and in the Device Phones pane you can view, edit, and delete the caller ID.**

## Industry News

**T**he ASAP to PSAP program has been talked about for years, but is finally gaining steam with both Monitoring Centers and 911 Dispatch Centers. The ASAP to PSAP program allows automated communication between monitoring centers and 911 centers. The idea is that it will allow for improved accuracy and increased emergency response time. Arizona, North Carolina, Texas and Virginia all have multiple PSAP locations online with the program.

Delaware County’s 911 Center is the first in the state of Ohio to launch the ASAP (Automated Secure Alarm Protocol) to PSAP (Public Safety Answering Point) program. Delaware County Sheriff’s Office has also implemented ECV (Enhanced Call Verification) for all calls received for alarms.

The ASAP to PSAP program is now online in 17 PSAP locations and is being tested or implemented in 6 other locations. As the ASAP to PSAP program continues to gain traction, Quick Response is investigating its effectiveness and the potential benefits that it may have for our dealers.

## Tidbits from Trebec

**Q**uick Response is active in providing the latest technology offerings. We offer advanced Video Monitoring with VideoFied, Video Verification, Video Investigation and Video Guard Tours. We can work with a wide range of CCTV manufacturers offering event processing, streaming Video, and guard tours accessed by our live operators 24/7 along with mobile applications. We partner with Check Video (Analytics) as well as other providers to give you and your customer optimal results. Quick Response offers best practices for placing cameras and how to conduct surveys for a solid installation and monitoring of the cameras. Utilizing Video Technology provides some of these benefits:

- Generate Recurring Monthly Revenue with every camera



**Renee Trebec, Sales Manager**

- Transfer the visual conditions from the protected premise to our monitoring facility
- Compatible with both analog and IP cameras

- Manufacturers can offer overlays or replacement DVR’s/NVR’s
- Analytics verify people/vehicles
- Can provide live and recorded video viewing from a web browser or smartphone
- Most importantly, it will reduce false alarm charges and increase the capture rate of perpetrators

Our UL, 5 Diamond (CSAA) central station exceeds requirements for redundancy equipment, alarm processing, and training to provide consistent video monitoring 24/7.

**Contact your sales department for more information, training opportunities and specials being offered at 1 800-462-5353**

# CSAA –ANSI Standards

**T**he Central Station Alarm Association (CSAA) has released an updated Alarm Confirmation, Verification and Notification Procedures that have been ANSI approved. Quick Response already meets or exceeds many of the standards and are working on implementing any new standard to continue our commitment to you, our valued Dealer, in providing top notch monitoring services. One of the new

procedures that we will begin implementing October 1st is leaving a message at the premise on non-certificated systems during a burglary.

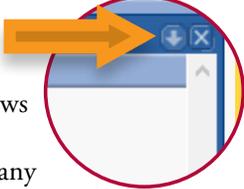
“ Quick Response already meets or exceeds many of the standards...”



## History

**A**ugustus Russell Pope received patent rights to his invention in 1853. It was a basic normally open circuit that connected doors and windows in parallel. When a window or door was opened, the circuit would close and ring an alarm until the door or window was shut. With failing health, Pope sold his patent rights to Edwin Holmes in 1857, who has become the more prominent figure in the development of the burglar alarm.

## Dealer Portal Quick Tips:

- Look for the “**save as spreadsheet**” button in many of the Windows inside the Dealer Portal. There is a downward facing arrow next to the “X” to close the windows that allows you to save information to a spreadsheet. 
- When using the **Look Up** function, you can use the % in any search field to perform a wild card search. This is useful when you can only remember part of the information you are searching for. Example: in the Site Name field you could search %Smith to pull all your accounts that have “Smith” in the Site Name.
- You can watch your signals that come into Central Station in real time. Under the **utilities tab**, you can select “Signal Scroll” to watch what signals your accounts are sending in

Need more training on the Dealer Portal? We are here to help! Please contact our Sales Department to set up additional training.

## Important!

There is no time like the present to make sure your Subscribers information is up to date. As we begin to roll out various features such as SMS, it is critical that you, the dealer, begin to update and verify your subscriber’s information in the Dealer Portal. Please be sure to classify the phone numbers appropriately (cell, work, home, etc.) and add emails and update contact lists. This gives you a great opportunity to touch base with your customers.

## What is Notification?

For many who have been in the industry for years, a notification was a phone call because it was the only way to notify. In today’s alarm industry, we have multiple, valid means to notify a person. Those means include email, SMS (text), IVR and a phone call from an operator. In many cases a subscriber may prefer a method other than a phone call.

## 2G Sunset Reminder

**A reminder that the 2G sunset will take place on December 31, 2016. Many locations have already lost 2G service and the remainder will be shut down by December 31st. If you still have 2G communication units out there, time is running out to get them upgraded.**

## What’s Ahead

As we continue to see technological advancement in all areas of life, Quick Response continues to work on ways to streamline operations and increase efficiency. In the coming weeks, we will begin offering some notifications using automated Text Messaging (SMS) and IVR systems. SMS (Short Message Service) is a text-messaging protocol, and IVR (Interactive Voice Response) is an automated phone-calling protocol. We are eager to begin making these new offerings available and are excited on the impact it will have on operational efficiency.

**Want free monitoring for the 1st Quarter of 2017?**

Please contact our Sales Department for details:

**Renee Trebec** (reneet@quickresponse.net) or

**Karl Torok** (karlt@quickresponse.net) at 1 800 462 5353

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Toll-Free: **1.800.462.5353**  
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**UL  
Certified**

**Q**uick Response has once again received our UL certification. During our recent inspection, we also reviewed our compliance with the new 827 standard that will be required at the beginning of 2018. We are ahead of schedule and will be fully compliant well before January of 2018. Rest assured that we are committed to our dealers by meeting and/or exceeding nationally set standards.

## Stages Central Station Software

**O**n April 16th, 2016 Quick Response went live on the new Stages Automation Software. We are excited for all the possibilities, efficiencies and advantages the software will have to offer. As we continue to fine tune the software to provide the best response times and service for our dealers, we have also put more power into the hands of our dealers with an all new Dealer Portal and Mobile Application. The new Dealer Portal allows dealers to have more control, better and more robust information regarding their accounts. This allows our dealers to make

“ The new Dealer Portal allows dealers to have more control, better and more robust information regarding their accounts. ”

improved business decisions through various reports and statistics. If you still need access to the new Dealer Portal and mobile app, please contact Dealer Services at [data@quickresponse.net](mailto:data@quickresponse.net) or 866-662-7470.