QUICK RESPONSE NEWS

DMP Cellular Data Overage Notifications

DMP Cellular is a communication method used by DMP panels to transmit signals via a cellular radio. When one of these panels exceeds certain data limits, these panels will send the following signals in lieu of actual alarm signals:

Signal	Data Limit and Example
S121- Alert: Cell Data Communication Excessive	3000 bytes, about 20 signals
S122- Warning: Cell Data Non-Alarm Suppress	1000 bytes, about 8 fire or 7 burglar alarms
S123- Alarm: Cell Data Fire Alarm Suppress	1000 bytes, about 8 fire alarms
S124- Alarm: Cell Data Non-Fire Alarm Suppress	1000 bytes, about 7 burglar alarms
S125- Cell Data Communication Fully Restored	Restore message for previous signals
S126- Alert Cell Rate Plan Exceeded	Monthly rate plan has been exceeded

The timers and data limits on these signals restart on a panel power-up or panel reset using the J16 Reset jumper. It is important that the panel has been reset after completing any testing to prevent a missed signal due to overages.

Quick Response has once again qualified for the CSAA Five Diamond Central Station Certification.
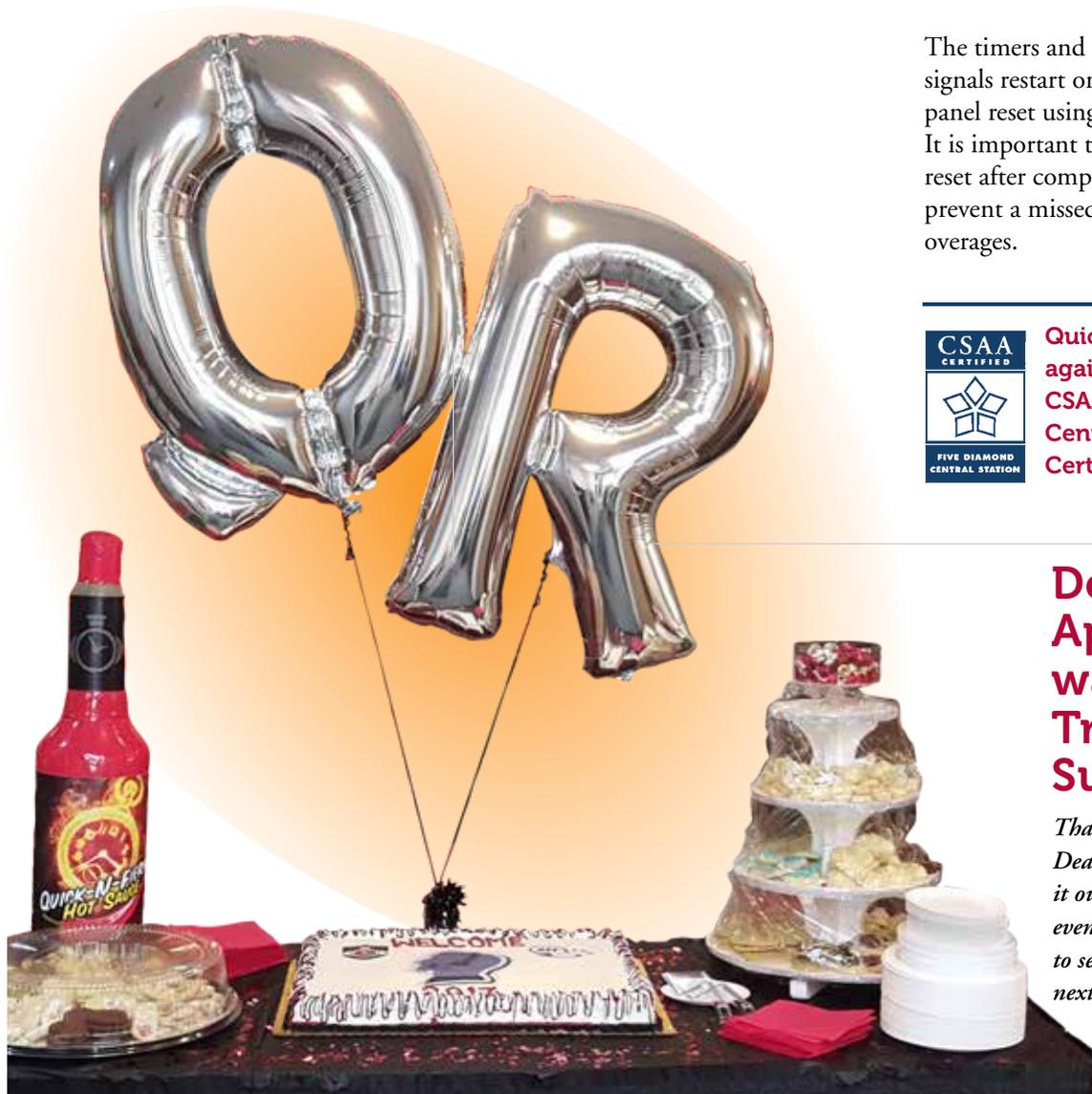
Dealer Appreciation was a Tremendous Success!

Thank you to all of our Dealers and Vendors that made it out and help make our 2017 event a great success! We hope to see even more of our dealers next year!

Quick Tips
from IT

Test Timers are a very useful, some would say an essential tool for keeping an eye on your accounts. We do not charge for a monthly test timer, and as such we recommend putting at least a 30 day test timer on your accounts. If we are not looking for a test timer it becomes more difficult to become aware of communication issues that might be present for your customers.

The 2G Sunset is in full swing. That means that you need to upgrade your 2G Cellular devices as soon as possible. The big cellular providers will be shutting down large swathes of their 2G networks daily as of January 1. If you have any 2G devices still out in the field, they will cease to communicate soon.

If you enter your own data via the portal, please note that when you enter a zone in the configuration menu, you do not check the "restore" box. This box is only for alarms that you need to monitor for a restore. Please contact someone in Dealer Services or Ben in IT before checking this box for a signal.

Bad Phone Number Report

A bad phone number report is a critical piece of information when received. If a number shows up on the report, it means that the number is no longer in service, or is a wrong number. If it is marked as bad, it will be taken out of the call list. It is imperative that you review and update account information when a Bad phone number is received in order to maintain the accuracy in your account data. If you are not currently receiving a Bad Phone Number report, please contact Dealer Services at 1-866-662-7470 or data@ quickresponse.net to get the report set-up.

> "If a number shows up on the report, it means that the number is no longer in service, or is a wrong number."

Tidbits from Trebec

I would like to wish all of our dealers a Happy New Year and thank you for your business. We value all of you and it is our pleasure to work with you and help you grow. Our management team is so excited to begin the New Year with some of our recently added services.

Our Video Verification service is taking off with great momentum, offering both basic alarm monitoring with video clips, as well as Video Analytics. Both options result in fewer false alarm dispatches and a higher capture rates. We have added proprietary fire alarm monitoring with the addition of our New Visor Receiver. In addition, new receivers and Central Station partnerships include Interlogix and AES radio. Bosch CCTV monitoring will also be available soon.

Renee Trebec, Sales Manager

These new services along with our existing services, will allow Quick Response to better serve you and provide more options to the end user.

These additions will allow you to stay competitive, and increase your customer base.

Please contact your sales team to see how we can help you acquire new subscribers and upgrade your existing customer base.

Utilizing the latest technology available, you can increase your RMR and provide your customers with better security products and services.

Sincerely,
Renee Trebec - Sales Manager

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

Dealer Portal
Quick Tips:

Need to check the panel's caller ID?

You can find the Caller Id associated with an Xmit by going into the Site Data window of the account. Click on the Device Tab, and look at Device phones. Here it will list the caller ID reporting to the account. You can also add or change the caller ID.
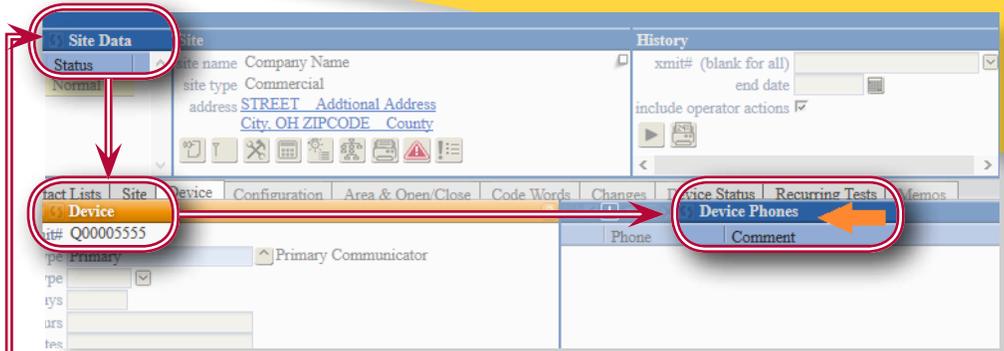
*Looking to just put part of an account or specific signal on test?*

You can do that via the Desktop Dealer Portal. Select the Xmit and go into the Site Data window. Click on the Test/Runaway button pictured at right.
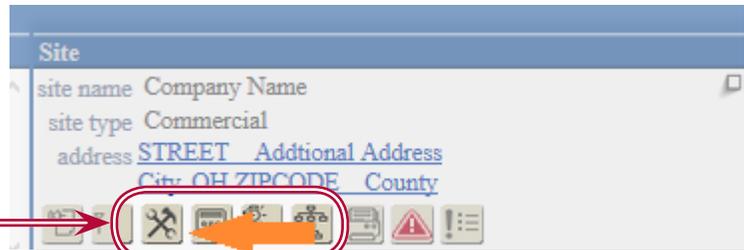
Then select 8 or 24 hour test. You can also set an effective and expire date and time for the future. Then select from 3 options: 1. All points will be placed on Test 2. Listed items will be placed on test 3. All except listed items will be placed on test.
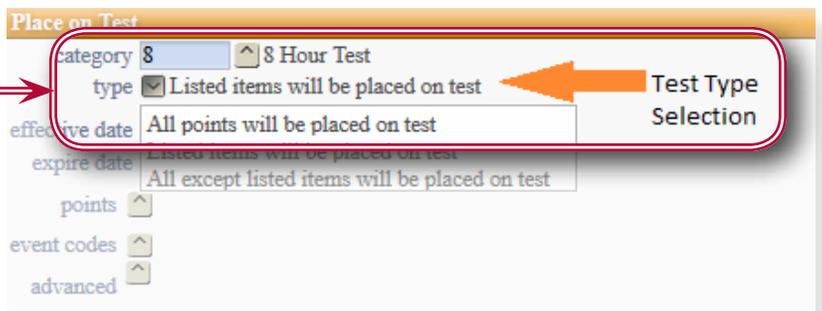
Once option 2 or 3 is selected, you can then select the desired points or event codes. Once you have set the parameters and make your selections, click the confirm button.
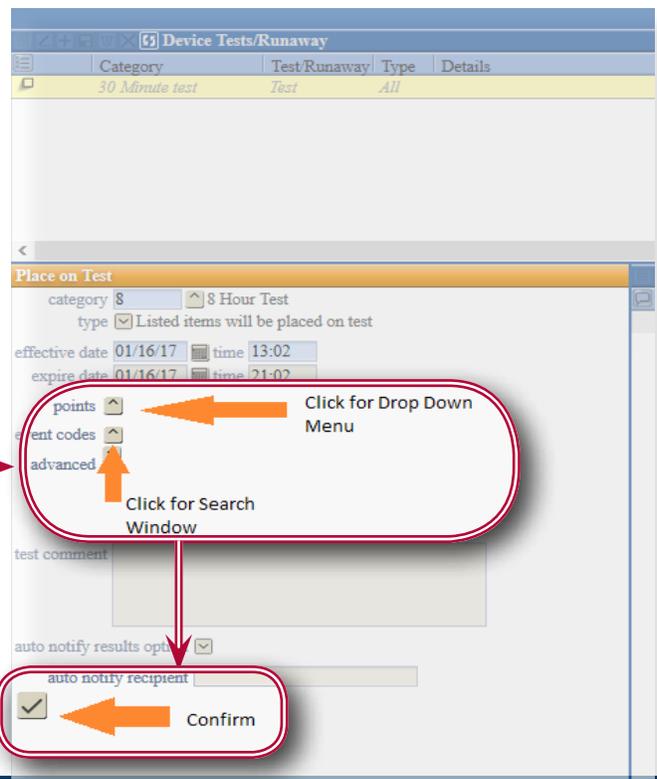
When configuring your zones in the Dealer Portal, only check the "Restore" box if a point is required to report a restore.

This box is only for alarms that you need to monitor for a restore.

QUICK RESPONSE

Sales Department

Looking to retire or sell some of your accounts? We can help! Contact our Sales Department for more information.

Sales Department 1-800-462-5353
Renee Trebec reneet@
quickresponse.net
Karl Torok karlt@quickresponse.net

Have an existing AES network?

Quick Response has added monitoring for existing AES networks!

Video Monitoring

Did You know?

Quick Response offers video monitoring and has partnered with Check Video to provide analytic video monitoring options.

dataLoc

Historically, address verification has been inaccurate and problematic and can waste valuable time when dispatching. In continuing to offer high quality service and critical data reliability, Quick Response will begin using a new tool offered by *stages* called *dataLoc*. New technology services make accurate address definition delivery feasible with high reliability. The integration of *dataLoc* within *stages* includes inputs for name, address and geo-code to deliver corrected data with a consistent format. Even get suite or unit numbers that may be missing. Along with providing the address and abbreviations in United States Postal Service Standards, *dataLoc* will also provide the latitude and longitude of the address.