QUICK RESPONSE NEWS

Still Using a Land Line?

Alarm signals are very precise signals with specific timing between pulses and frequencies. A plain old telephone service (POTS) land line can deliver these signals to a monitoring center without any interruption. However, in most cases, monitoring centers are unable to interpret the alarm signal sent using a Voice over Internet Protocol (VoIP) phone system if digital packets get sent over different routes or arrive out of order. The dealer and monitoring center have no control over the quality or method of VoIP transmissions.

The FCC is on course to let Verizon, AT&T, and other phone companies stop maintaining the old POTS network by around 2020, eventually moving everyone to VoIP phone service. This transition is already well underway, and we have seen it beginning to affect the subscribers. Even if a customer has a POTS line at their home or business, the service may be converted to VoIP without their knowledge and may impact the alarm monitoring. If you continue to use a land line or VoIP as the alarm transmission method, please be aware of the following risks:

* The alarm may not work.
* In the event of power or internet outage the alarm may not transmit signals.
* Signal transmission can be sporadic. The alarm may transmit a signal one time but not another.
* Alternative alarm transmission methods should be used, such as cellular with a battery back-up or IP.

This is a great opportunity to educate the subscriber, increase RMR, and increase the offerings for the subscriber through other communication methods. Please contact Renee Trebec (reneet@quickresponse.net) or Karl Torok (karlt@quickresponse.net) for more information.

MARK YOUR CALENDARS
Quick Response Annual Golf Outing
August 25th 2017

Pine Ridge Golf Club
0900 hrs. shotgun start, 4-man scramble. Lunch, awards and dinner included.

Look for your invitation soon!

Quick Tips
from IT

Q *What receiver line do I use for Alarm.com based 2-Way devices?*

A These devices need to be on the SG line.

Q *I have a NAPCO Starlink device, what line do I need?*

A NAPCO Starlink devices can be used on just about any standard receiver line.

Q *What is this ANI Mismatch signal in history on my account?*

A These are signals Stages uses to indicate that the caller ID on the recent signal does not match the numbers located in the device phones section of the account's data.

Q *What is the URL for the Dealer Portal?*

A https://stages.qrlink.com/StagesDealer/

Q *What is the HTTPS Server for the Dealer Mobile App?*

A https://stages.qrlink.com/StagesMobile/

Q *I keep seeing SGSA signals in history, what are these?*

A SGSA is a default event code that is used for Unidentified Signals. There are a number of reasons that a signal could report unidentified. I will be more than happy to investigate why you are seeing an SGSA signal in your account's history.

Q *My customer installed a VoIP phone line, how should I troubleshoot the Contact ID communication issues?*

A Our standard troubleshooting procedure for a panel with severe compression or DTMF retransmission would be to first change the toll-free number. If the problem persists try to change the format to SIA. If you're still having communication issues change the format to 4x2, then if each of those fails to correct the reporting issue, we would suggest an alternate communication method such as cellular or IP.

Q *Can I use different event codes for my panel's configuration?*

A Yes, but please make sure to make Dealer Services aware that you are not using the format's default event codes for your account.

Q *What number should my customers and I call for false alarms?*

A You can call in using 800-233-9500 or 216-404-1500, for false alarms press 1 when prompted.

Q *Do you register my Alarm.com accounts?*

A Alarm.com accounts are registered by the Dealer using our specific Central Station ID. AlarmNet accounts are also registered by the Dealer, using our City and Central Station Code, as well as the device ID.

Q *If I have a question regarding Total Connect.?*

A AlarmNet can answer all of your Total Connect questions, they can be reached at 800-222-6525.

Q *Do you register my Telguard accounts?*

A Yes, Dealer Services is able to activate your Telguard accounts. Dealer Services can also register your C24 accounts.

Q *Can I put an account into test for more than 24 hours over the phone?*

A No, this must be in writing.

HELP! *I have a question not listed here.* Please call into Dealer Services or Karl. They will be able to answer your question, or get you in touch with someone who can answer your question. If you have a technical question you can ask for Ben directly.

Tools of the Trade

Quick Response, in an effort to increase our offerings and keep pace with technological advances, has been focusing on developing an arsenal of tools to reach your customers. These tools help increase efficiency, reduce alarm handling times, and provide better service than was previously possible. Those tools include email, SMS, and outgoing Interactive Voice Response (IVR). All of these tools can be used to notify customers on alarms. Along with these new tools comes a new, more modern train of thought on notifying customers.

What does "Notify" mean? Notification is the attempt by supervising station to reach a subscriber or contact list member, by means of a telephone call, voice contact (IVR) or other electronic means such as email or SMS text message. All of these methods are approved by standards writing organizations and used in industry best practices. Many of these notification options are less intrusive than a phone call and still relates all the necessary information to the subscriber and contact list.

In order for these tools to work effectively, it is critical that you use the Dealer Portal to make sure your data is up to date. The phone number type needs to be accurate for SMS as well as adding email addresses for those who wish to utilize the email option.

While we are currently testing the IVR, the SMS and email services are available. The IVR will be able to handle dozens of calls simultaneously, while relaying the information to a live answer or leave a recording on voicemail and answering machines to notify subscribers and contacts on low priority signals. If you are interested in utilizing any of these services please call Dealer Services to get set-up.

Dealer Portal Tips:

How to Run a Detailed Activity Report

1. Log into the Dealer portal.
2. Select the "Report" tab at the top of the screen.
3. Select "Detailed Activity." A detailed activity window will open up.
4. You can choose all of your accounts by entering your Site Group Number in the Site Group Field or you can select a single account. To select a single account, click the button next to "Site". A "Site Lookup" window will appear. Enter the desired Xmit# (Account Number) in the Xmit# field and click the Binocular button in the top left of the "Site Lookup" window. The account will appear below. Double click the desired account.
5. Click the box next to "include operator actions" if you would like the operator action included in the report.
6. Click the button next to "Report Codes". At the top of the "Report Code Multiple Select" window, click the "Clear All Button" and then the button in the top left of the "Report Code Multiple Select" window. By leaving the boxes unchecked, it will give you all of the report codes in the report.
7. Enter the desired start and end date in the appropriate fields.
8. Click the button next to "report option" and select "Related Events."
9. You may give the file a name in the file name field.
10. Click submit, your report should pop up in a PDF that can be saved or printed

Using the Lookup function

To search using a specific category you can go to the **SITE TAB**, and select **LOOKUP.**
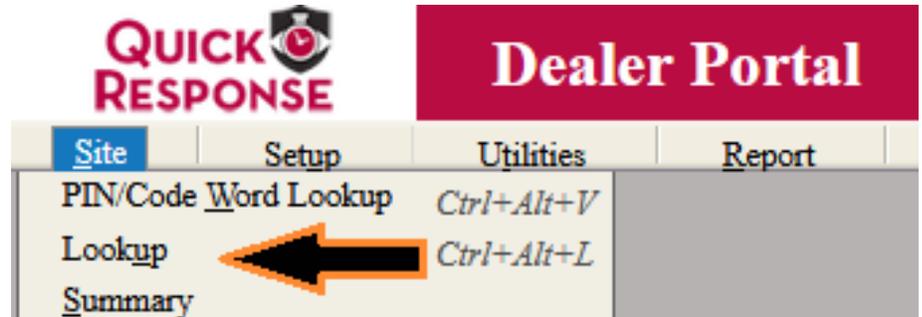
You can then search by a single field. If you want to search the exact word or phrase, simply enter the data in the appropriate field. If you only have partial info or cannot recall the exact information, you can use a **%** in the field, followed by the search criteria.

Once the search criteria is entered, you can click the **BINOCULAR** button on the bottom left or press **CTRL+S**. The results will propagate below the search criteria.

Quick Response is hosting a Check Video Presentation!

Check Video enhances security by utilizing analytic software which turns the camera into a **real time** sensor, **immediately detecting events** and notifying you, your subscribers, and Quick Response of any relevant incidents.

The date: July 28th, 2017

The time: 9:00 am to 11:00 am followed by lunch.

The place: Quick Response, 750 W. Resource Drive, Brooklyn Heights, OH 44131

If interested, please RSVP with Karl Torok at 1-800-462-5353 or karlt@quickresponse.net

Quick Response
750 W. Resource Drive
Cleveland, OH 44131

QUICK RESPONSE

Toll-Free: **1.800.462.5353**
www.QuickResponse.net
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Sales Department

Looking to retire or sell some of your accounts? We can help! Many of our clients are actively seeking opportunities to expand through acquisition. Renee and Karl can help match you with the right partner. Contact Renee Trebec reneet@ quickresponse.net or Karl Torok karlt@ quickresponse.net for more information.

PLEASE NOTE: *As of August 1, 2017 we will only accept our updated monitoring agreements.*
Please look for the revision date of 4/17 on the PDF version or 2/17 on the paper version at the bottom left corner to make sure you have the most updated form. If you need paper or PDF versions, please contact Karl Torok (karlt@quickresponse.net) or Renee Trebec (reneet@quickresponse.net).

Are you in the Kentucky area?

Come see us at the Kentucky Electronic Security Association Meeting and Trade Show on August 24th, 2017 at the Hilton Garden Inn Louisville Airport.

KYESA
Kentucky Electronic Security Association