



# QUICK RESPONSE NEWS

## 2G Cellular and Analog Lines

**W**hat do fax machines, 2G cellular, Windows XP, Dial-up Internet and analog phone lines all have in common? Some would answer outdated, others would answer reliable, and neither answer is incorrect. Despite still boasting millions of users, these tested technologies are all losing, or have already lost support from their carriers. I want to specifically talk about two of the above technologies: 2G cellular communications and analog phone lines.

“... if you have any cellular communicators still transmitting over the 2G network on January 1st, 2017, they will be unable to communicate. It is important that you discuss upgrade options with your customers.”

The 2G sunset date is December 31st, 2016, with many carriers pulling the plug much sooner. This means if you have any cellular communicators still transmitting over the 2G network on January 1st, 2017, they will be unable to communicate. It is important that you discuss upgrade options with your customers. Over the coming months you will see multiple reminders, and resources to assist you in educating your customer base on the 2G sunset.

Analog phone lines, more commonly known as POTS lines, were the standard for decades. Every day more and more POTS lines are replaced by digital lines.

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This is termed a “soft sunset.” A soft sunset is when the previous technology is still present, but rarely available for use. As you may know, digital lines, and VoIP, (Voice over IP) do not always interact nicely with alarm systems. Even if your customer has analog lines, it is almost guaranteed that at some point in the transmission path, that your alarm signal will be converted to digital. This can cause multiple issues with your alarm signal, and can sometimes even result in a call failure.

“Your customer’s analog lines may seem stable at this time, but that may not be true tomorrow. The industry is heading in the direction of 3G/4G cellular and IP communications.”

Once again, it is important that you discuss upgrade options with your customers. Your customer’s analog lines may seem stable at this time, but that may not be true tomorrow. The industry is heading in the direction of 3G/4G cellular and IP communications. While these technologies are becoming more reliable, POTS lines are becoming less reliable and that unfortunately, is a truth we all need to accept.



# Passwords and Passcodes

**I**n an effort to provide better security to your subscribers and your accounts, we would like everyone to consider adding passwords/passcodes to your dealer account information and to your subscriber accounts. Our current procedure accepts the account number as a password. However, if an employee is dismissed or leaves your company, they will have access to your account information. When you provide individual passcodes for your employees we can remove access to that employee from at the time they leave employment of your company. Also, when using the account number, if you leave the account number in the panel it can give the password information to anyone that has access to the panel.

“Adding passwords/passcodes to the subscriber accounts provides them an added security for their residence.”

The same holds true for subscriber accounts. Adding passwords/passcodes

to the subscriber accounts provides them an added security for their residence. Without a passcode anyone at that location has the authority to disregard any signal that may come into that home. That would include an intruder that may have been trying to break into that home.

“On a commercial account, individual passwords should also be considered for each employee that may be disarming or arming the system.”

On a commercial account, individual passwords should also be considered for each employee that may be disarming or arming the system. As above, this information can be removed if the individual employee leaves the company.

In addition, to further assist our operators when calling on alarms, we ask that when providing phone numbers for contacts please label them as a home phone, cell or work number. This will



help the operator know whether or not they can leave a message for a contact at a premise or residence location.

“... we ask that when providing phone numbers for contacts please label them as a home phone, cell or work number.”

**If you have any questions or concerns, please call Dealer Services between the hours of 7:00 AM and 7:00 PM Monday through Friday at 800.662.7470.**

Thank you for your help and cooperation.

## Tidbits from Trebec



**Renee Trebec, Sales Manager**

**A**ccurate data plays a critical role when monitoring alarm signals and Quick Response relies wholeheartedly on the information that our dealers provide. As we near the last quarter of the year, I wanted to take this opportunity to inform our dealers that we now have ALL new Central Station paperwork for the services that we currently provide. These forms are updated and more user friendly.

For your convenience some of the new forms available offer a fillable pdf. This will increase accuracy and efficiency by

allowing you to type directly onto the form and email it back to dealer services.

**Effective November 1st we will no longer accept outdated paperwork. You may contact dealer services at 216.485.5505 or 866.662.7470 or simply sign onto our website to retrieve the forms.**

As always, Quick Response will continue to offer the most efficient and accurate monitoring services that provide the ultimate protection to our Dealers and their Subscribers.



# Dealer Appreciation Golf Outing

**O**n August 21, 2015, Quick Response had a Dealer Appreciation Golf Outing at Vallearie Golf Club. We want to thank all of the dealers that attended as well as Vallearie Golf Course Staff for their hospitality. The weather was fantastic and so were some of the scores. It was a great way to spend the day outside of work and get to know our dealers on a more personal level. The dinner

conversation was pleasant and everybody left with a prize!

Special thanks to all our Sponsors that included Videofied, PMA Marketing, Security Source, Tri-ed, Mort C McClennan Company, DSC and ADI. To those of you who were unable to attend this year we understand and missed you. We hope to do it again next year!



## Quick Response

750 W. Resource Drive  
Cleveland, OH 44131

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Toll-Free: **1.800.462.5353**

**[www.QuickResponse.net](http://www.QuickResponse.net)**

[info@quickresponse.net](mailto:info@quickresponse.net)

# Technology and the Internet of Things

**M**ost of us are used to having a cell phone that becomes out of date a year after we bought it. The desktop and tablets. Rapid advancement of technology is no thing new, but the changes are significant to the security industry.

The current trend is moving to the “Internet of Things” (IoT), which is a network of physical objects that provides connectivity to all sorts of devices, objects and systems. Home Automation is a major selling feature with today’s security systems and as consumer demand increases for more and more objects to enter the Internet of Things, congruently more and more of these will need to be monitored. These advancements in technology are simultaneously exciting and scary.

The crucial question to ask yourself is, “are you prepared for the consumer demand”? We at Quick Response want you to rest assured that we understand that technology is changing and we are taking steps to stay on top of all the needs of our dealers. We continue to be dedicated to proactively adjusting to the ever changing technological landscape, both with the new UL changes, and Internet of Things. We continue to position ourselves to be not only the Central Station of today, but the Central Station of the future.

