



# QUICK RESPONSE NEWS

## Trouble Signals

**W**hat does the signal mean to the end user? When notifying Subscribers and Contacts on low priority signals, are you choosing the best possible option? As the professionals, we have to ask ourselves the significance of contacting customers on signals that they do not understand nor have control over.

Often we notify on a trouble signal and the customer doesn't understand what that means. They get confused, upset and concerned. We suggest that central

station notify you, the dealer, through one of our various means. As the dealer, you have the knowledge of the system installed and whether the signal may or may not be of significance. This also gives you the ability to touch base with your customers. This is a great opportunity to create a customer service experience and potential service and upgrade revenue.

A few questions you should ask yourself when the Central Station calls a subscriber on a low priority signal:

- What would the user say?
  - What is the user able to do?
  - How are the users going to react?
  - Why is the Central Station calling the user if we cannot help?

Quick Response has many ways to notify on low priority signals that include SMS, IVR and Email. To learn more or get set-up for these features, please contact Dealer Services at 866-662-7470.



## Introducing Our New Sales Manager: Andy Ramos

**A**ndy is a John Carroll graduate with a BA in Political Science with almost 25 years of sales experience. He has spent the last 13 years in the Security Industry. Andy was previously with Quick Response, but has spent the last 5 years on the distribution and panel manufacturing side of the business. Between these experiences and his previous time at Quick Response, Andy is well rounded in the industry and has knowledge in security, fire, access control and cctv. In his spare time, Andy is a diehard Ohio State and Cleveland sports fan, much to his chagrin. He also enjoys fine dining and music.


We are excited to welcome Andy back and excited for him to share the knowledge he has gained since he was last with Quick Response.



**Save the Date!**  
**Our Kick Off the New Year Party.**  
**Friday, January 26, 2018**



## Quick Tips from IT



**I**t is important when placing a system online that you provide us with any event codes that do not match the standard for the format you are using. For example, certain fire systems may use an E400 or E401 as a reset by customer, but these are typically interpreted as an opening signal. This can cause issues in terms of activity based billing as well as errors reading history. If you use a particular panel type often, and it uses custom event codes, please let us know, so we can build a template for that panel type.

The alarm industry is moving heavily toward IP communications and as such certain signals will be more visible. You may see an NC signal in history on some of your IP accounts. This signal is a message from the receiver and can mean several different things, depending on the panel type. However, it is always a message from the receiver, and does not indicate a problem with the panel, unless it is the *only* signal in history.

“The alarm industry is moving heavily toward IP communications and as such certain signals will be more visible.”

You may also see more communication fails and restore signals on your IP accounts. Many of the IP communicators will send in a communication fail when a heartbeat or polling message is missed. This is common and only a cause for concern

if the restore does not report immediately. As such, we suggest a small delay on your communication fails. A short delay before notification ensures that if we call your customer, it is for a legitimate issue.

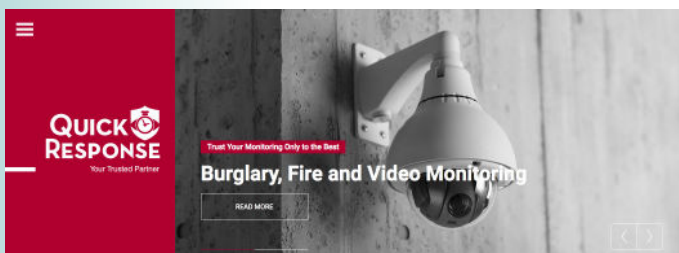
If you use visual verification tools it is important that you and/or the customer perform routine maintenance for the cameras. Dirt, debris, insects, spider webs, and other environmental factors can block the view of a camera. It is just as important to keep the operating system and firmware for these and associated devices up to date.

## Accounts Receivable's Quick 5

**E**nhance your billing experience with the following tips:

- Did you know that if you have at least 10 accounts, Quick Response offers direct retail invoicing for your customers?
- Both automatic credit card processing, as well as ACH (auto debit) are available payment options for all dealers that would like to automate their monthly payment.
- Emailed invoices are now available! View your device details like never before, in an easy to read Excel spreadsheet that allows you to customize your view.
- Be sure to include your customer number on all billing correspondence, so that all incoming information can be handled in a quick and efficient manner.
- Please remember to always audit your invoice detail pages as they serve as a tool to assist our Dealers with their record keeping. Auditing invoice details also allows any potential issues/inaccuracies to be handled in a timely manner.

**If you have any questions or would like additional information regarding our services, please contact Accounts Receivable at (800) 462-5353.**



## Redesigned Website

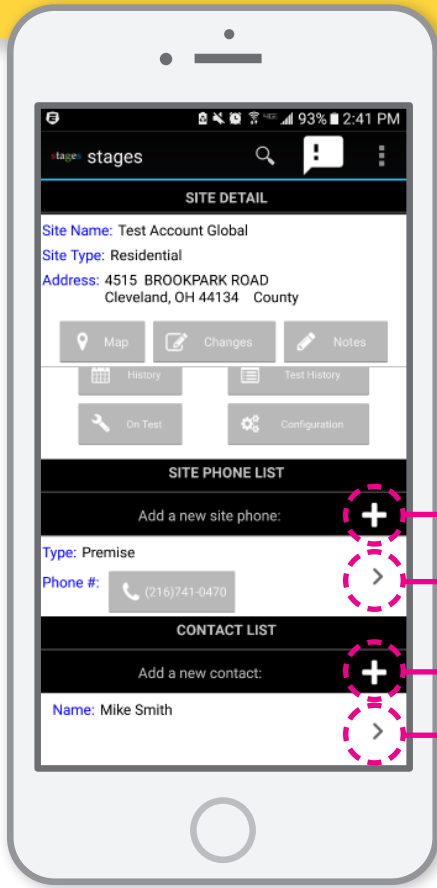
**Q**uick Response has a newly designed website! Please visit [www.quickresponse.net](http://www.quickresponse.net) to see our new website and keep checking for our scheduled events!

# Dealer Portal QuickTips:

## Adding or Editing Phone Numbers in the Mobile App

When using the mobile application, you can add and edit phone numbers with the proper authority level. To do so, find the site number where the change is needed and go into the site

detail page by clicking on the site number. You can tap the existing number to edit or the "+" sign to add a new number for the Site or Contact.



Tap here to add an additional Site Phone

Tap here to edit current number

Tap here to add a new contact

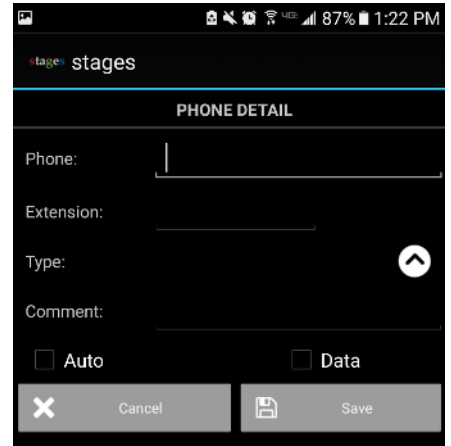
Tap here to edit contact

### When adding or editing the site number:

Enter the phone number without spaces or hyphens and an extension if necessary. Select the Phone Type: Home, Cell, Work, or Answering Service.

You may add a comment for record keeping purposes.

Then click Save to finish

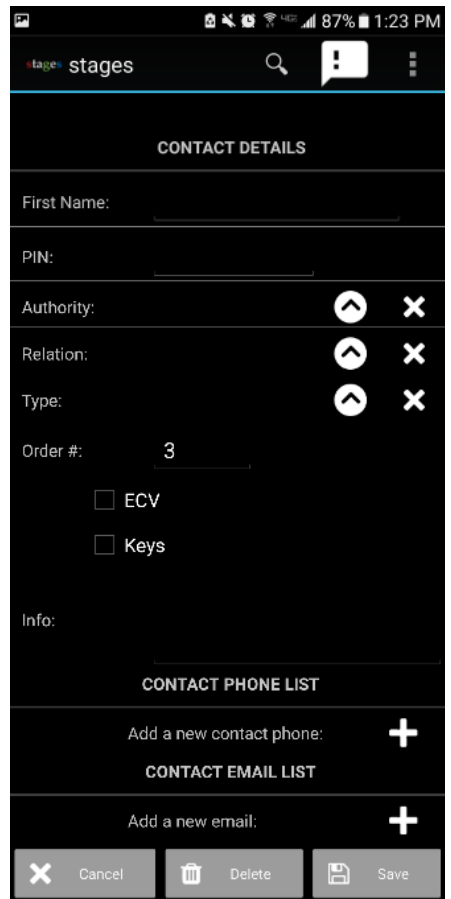


### When adding or editing a contact:

You can enter or edit the First and Last name. Add or edit the PIN/ Passcode for the contact.

Then enter the Order #, which is the order in which the contact will be notified.

Then tap save. Once the Contact is Saved, you can then add the phone number and/or email for the contact.



## Video Monitoring Services

Video monitoring is taking off and with it the RMR potential for you, the Dealer. Quick Response supports many video platforms such as Videofied, Checkvideo and most recently Bosch video. We have recently become a partner monitoring center for Bosch's cloud based video monitoring services. Bosch IP cameras have plug-n-play connectivity to the Bosch Security Cloud, which greatly simplifies the installation/connectivity task with no need to set up VPN tunnels or port forwarding. Once connected, you can then remotely configure all of the camera settings, including video analytics triggers.

Once configured, alarms and events from the cameras are forwarded to Quick Response.

When our operators access the signal, a link to the Bosch Security Cloud is opened and enables them to view a clip of the video event as well as direct live stream to the cameras at the site. It then enables additional interaction support including pre-recorded warnings and remote relay controls.

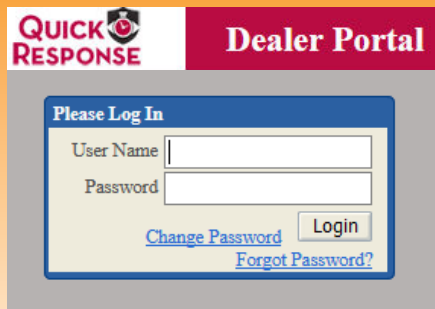
**Quick Response**  
750 W. Resource Drive  
Cleveland, OH 44131

**In This Issue:**

Trouble Signals..... **1**  
Meet Andy Ramos..... **1**  
Quick Tips from IT ..... **2**  
Accounts Receivable's Quick 5 ..... **2**  
Dealer Portal Quick Tips ..... **3**  
Video Monitoring Services ..... **3**  
IVR and SMS in Full Swing! ..... **4**



Toll-Free: **1.800.462.5353**  
[www.QuickResponse.net](http://www.QuickResponse.net)  
[info@quickresponse.net](mailto:info@quickresponse.net)



## Password Recovery

**M**ake sure to add a phone number or email address and answer the security questions so you can recover access to the Dealer Portal if you forget your password. Click “Forgot Password” under the “Login” button to recover your account. You can also change your password at any time by clicking “Change Password”.



## IVR and SMS in Full Swing!

**S**ubscriber IVR and SMS features are active and many of our dealers have had great success utilizing these tools. These tools help increase efficiency; automating subscriber notifications on low priorities in a timely fashion. This becomes critical during storms and high activity periods related to weather. Many subscribers prefer not to receive calls and that is where the SMS becomes a fantastic solution. Subscribers and contacts can receive immediate texts on low priority signals and open/close signals. We also have email as an option for these notifications. Both SMS and email provide a less intrusive notification to the subscriber or contacts.