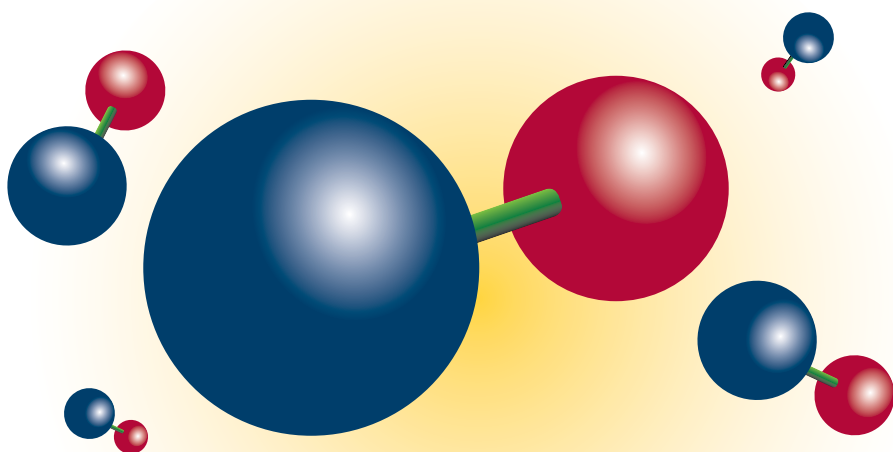




# QUICK RESPONSE NEWS

## CO GAS Alarms



**W**e take CO gas alarms very seriously. A carbon monoxide detector or CO detector is a device that detects the presence of the carbon monoxide (CO) gas in order to prevent carbon monoxide poisoning. CO is a colorless, tasteless and odorless compound. When we receive one of these alarms, whether at a business or a residence, we call the location first to advise the occupants to vacate the building and go outside. We will ask if anyone there

has shown symptoms of poisoning such as lightheadedness or vomiting so we can let the authorities know. We will then let them know the fire department will be on their way to check for carbon monoxide. This procedure is an ANSI Standard promoted by The Monitoring Association as Best Practice when responding to a CO alarm. Security integrators can help this process by training their customers on this procedure.

## Changing Site Group Xmit Numbers

**T**here are numerous reasons a Site Group may need to change their Xmit number for a specific location. When submitting a data change to Dealer Services please let them know you are changing the Xmit number for a specific account. ***The new account should not already be created.*** Dealer Services can change the account number. The account is then ready to be tested and any information can be updated at that time. If you create a new account, then test that account and then request the account number to be changed you will either lose the history for the account or you will have to link the account, then put the first account out of service.

## Getting to Know Dawn Polcyn in Dealer Services

**Q** What is your position at Quick Response, and how long have you worked here?

**A** Dealer Services Manager, 5 years.

**Q** What is the best piece of advice you've ever been given?

**A** Trust your first instincts, although I rarely do.

**Q** If you had to choose only three adjectives to describe yourself, which would you choose?

**A** Hardworking, generous, reliable.

**Q** What is something you are passionate about?

**A** My family

**Q** Who is the biggest influence in your life?

**A** There is no one person. I would have to say everyone I interact with influences my life in some way.

**Q** If you were to become famous, what would you be famous for?

**A** Art

**Q** What makes your job exciting?

**A** Getting to know the Dealers.

**Q** What is a fun fact about you that people probably don't know?

**A** I am learning the ukulele.

Reminder!

Quick Response offers many 3rd party services for which we bill dealers directly. It is important when cancelling accounts, that you also cancel any 3rd party services to avoid being charged for them after the standard account is cancelled. To help with this, we are developing a new cancellation form to help make this easy and efficient for the dealers.

## Operator Training

**Q**uick Response is proud of our operator training program. Our training program consists of classroom instruction, operator shadowing, and operating with a mentor before being a full-fledged operator. Once hired, our trainees begin with classroom education using the SIA-APCO Central Station Operator Course. This week-long intensive course teaches industry definitions, standards and skills applicable to being a Central Station Operator. This course is taught by our in-house, SIA-APCO certified instructor David Brandt. After the training course is complete, the trainees go through instructor led customer service videos and their accompanying workbooks. Once the course and customer service training has been completed, they then run through

mock alarm dispatches in the classroom to become familiar with the process and gain comfort in their new roles. Throughout the training, new operators will shadow a more experienced operator to see the info they have gained in action. After a few weeks of classroom instruction and shadowing, the trainee then begins to operate with a senior operator, or mentor. The mentor sits with the trainee and guides them through the operating process. Once they have become proficient, the trainees then get to operate on their own. After successfully become a full-fledged operator, they then take The Monitoring Association Five Diamond Certification test. We are proud to have a Five Diamond Central Station by having all of our operators Five Diamond Certified.

## Quick Response now supports SecureNet!

**S**ecureNet Technologies offers two main services – the wireless transmission of security signals (via IP or cellular) to Quick Response, and a mobile app for end user customers to access their systems remotely (security, home automation, video, etc.).

SecureNet is directly integrated with the Resolution Products Helix, 2GIG GC2 and Rely, DSC iotega, and Simon XT/Xti/Xti-5. They are also compatible with many other panels through their IGM takeover gateway (including DSC Power Series, Honeywell Vista, Interlogix/GE Concord and NX, and Napco Gemini). This gives the dealer a lot of flexibility, both when putting in

new systems and also when wanting to do a quick takeover of a customer's existing hardware.

SecureNet's low-cost, high-quality camera line offers flexibility of live viewing, cloud-stored event clips, and 24/7 local, constant recording. Talk to kids or pets in the house with the cameras' two-way audio, or answer the door with our SecureBell doorbell camera.

Control Z-wave devices remotely via SecureNet's app, automate the home with Recipes and Scenes, or do everything by voice using their integration with Amazon Echo (Alexa) and Google Home.

SecureNet offers a fully branded customer experience, on the go access to your accounts through our SmartTech dealer portal, competitive service pricing with no activation fees, plus easy setup and billing through Quick Response.

**SECURENET**  
TECHNOLOGIES

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## ESX 2018

**E** SX was another great success! Thanks to all who stopped by our booth. Along with the educational courses, many topics were discussed with security professionals from around the country.

This is a great event to share knowledge, best practices and to learn what is up and coming in the industry. We at Quick Response strive to stay ahead of the curve when it comes to technology and best practices.



August  
**24**

### Mark Your Calendars! Quick Response Annual Golf Outing

When: August 24th, 2018

Where: Pine Ridge Golf Course

*Look for the invitation!*



## Summer Account Information Update/SMS

**I**t is summertime, and in our industry that means an increase in many different types of signals. From Power Fails to Burglary alarms, Late to Closes to Low Batteries, we see them all. Summer is a great time to check with your accounts on new Open/Close hours, new alarm users, updated passcodes, and to verify that you have the correct Authority numbers on your accounts. These are all important account maintenance items that help reduce false alarms, and in the event of an actual alarm, that we get the proper authorities to the location with a Quick Response. Invalid authority information is one of the leading causes of delayed alarm response.

**If you need to update any of your account information please send an email to [Data@QuickResponse.net](mailto:Data@QuickResponse.net), and we will be more than happy to make the change for you.**

For your accounts that get Open/Close reports if they are tired of receiving an email, or they are just looking for information at their fingertips, we can send a report of these signals in real time via SMS. This is not only for Open/Close signals however, we can send a notification for almost any low priority signal, and save your customer a phone call. If you are interested in SMS please give us a call.



## Quick Response

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## Runaway Signals

**R**unaway signals are generated by our software when an account is generating a large amount of signals within a specific timeframe, the default is 50 of the same signal in a 60 minute period. In order to maintain clear and available receiver lines, which allow signals to be processed in a timely fashion, it is imperative that we monitor our equipment for this type of event. If a runaway event occurs, the Central Station will notify the Dealer upon receipt, and again on any additional runaway signals if the system has not

returned to its normal condition. Unfortunately, some runaway signals can impact the Central Station's ability to be productive. The excessive signals can clog receivers, delay more critical signals and slow an operator's response time. Although the majority of the Dealers respond immediately, we occasionally have some accounts that will send in thousands of signals for days and even weeks at a time. Regrettably, we must charge for these runaway signals to cover our costs related to them.

We developed our procedures and protocols to assist Dealers and give them the best chance to handle the issue in an appropriate and expeditious manner. Quick Response, as security professionals, must meet or exceed protocol to insure these runaways are handled in a quick and prompt fashion. This will not only cover our contractual obligations, but also insure good customer relations. Although we understand there may be extenuating circumstances that delay the Dealer from gaining access to a facility, we ask that each incident be handled at the earliest opportunity.

Our company goal is to maintain maximum customer service, making our customer base happy and loyal to Quick Response now and in the future.

## Summer is Here!

Summer is a great time to spend outdoors and with family and friends. Along with cookouts, parties and vacations, summer also provides severe storms. Be prepared and make sure you have a procedure in place to deal with severe weather when it strikes.