



# QUICK RESPONSE NEWS

## Welcome Brandt Phillips!

**Q**uick Response is excited to introduce Brandt Phillips as our Southern Territory Manager. Brandt's territory will encompass Southern Ohio, Kentucky, Tennessee, and West Virginia markets. Brandt will be a valued member of the sales team and his job responsibilities will include coordinating all sales / customer service activities within his territory. Quick Response has hired Brandt to further carry out our vision of expanding the territory and to deliver our message of offering superior customer service and advanced technological capabilities to all dealers. Brandt is a third generation security and life safety professional. He grew up learning the security industry from his father in the family's Alarm Company, Central Station, and Wholesale Distributorship. During his career, Brandt has successfully founded multiple security companies. Over the last 16 years, Brandt has managed sales territories for both DMP and Napco, as well as nationally spearheading Napco's Commercial Fire and Security Products. He is an avid Boy Scout



Leader and a rabid University of Kentucky basketball fan. Please join Quick Response in welcoming Brandt. He will be working with the rest of our Quick Response team to provide you with superior customer service.

**Brandt can be reached at: 502-232-1892 or [brandtp@quickresponse.net](mailto:brandtp@quickresponse.net)**

## Getting to Know Brad Buskirk

- Q** What is your position at Quick Response, and how long have you worked here?
- A** I am a supervisor and I've been here for about two-and-a-half years.
- Q** What is the best piece of advice you've ever been given?
- A** Always be humble.
- Q** If you had to choose only three adjectives to describe yourself, which would you choose?
- A** Ambitious, caring, comical.
- Q** What is something that you are passionate about?
- A** Animals
- Q** Who is the biggest influence in your life?
- A** My dad
- Q** If you were to become famous, what would you be famous for?
- A** Playing video games
- Q** What makes your job exciting?
- A** The ability to help people as much as I can.
- Q** What is a fun fact about you that people probably don't know?
- A** I enjoy playing hockey.

## January

# 25

## Save the Date!

We will once again be having our **Dealer Appreciation New Year Open House!** **January 25th, 2019** at Quick Response offices.

## Quick Tips from IT



**V**oIP related issues can affect all formats and panels, but Contact ID is the most heavily affected format. This is due to the nature of the DTMF that Contact ID utilizes for communication. You may see scrambled signals or test timers and O/Cs going into a runaway status. These are both symptoms of digital line or VoIP issues. If you suspect these issues on any of your accounts, please do not hesitate to contact Ben in the IT Department.

If you experience digital line issues on any of your accounts in Contact ID format we recommend trying the following troubleshooting steps in order:

- Program a different set of Toll-Free Numbers
- Attempt to use SIA or Pulse format.

If these steps do not correct the digital line issues, you may have to try a different communication method, such as IP or Cellular. Many Cellular providers also offer IP back-up as a second communication path. If this is available, we recommend utilizing this feature.

Our Late-to-Test processing includes a 90-minute grace period to account for 25-hour testing and DST. If your panels have consecutive LTT signals, it will report 90 minutes later each event. Once the system tests correctly, the LTT processing will reset to the 90-minute window following the valid test time. Please be sure to check your “Late to Test” report daily. If you are not receiving your LTT report please contact our Dealer Services department.

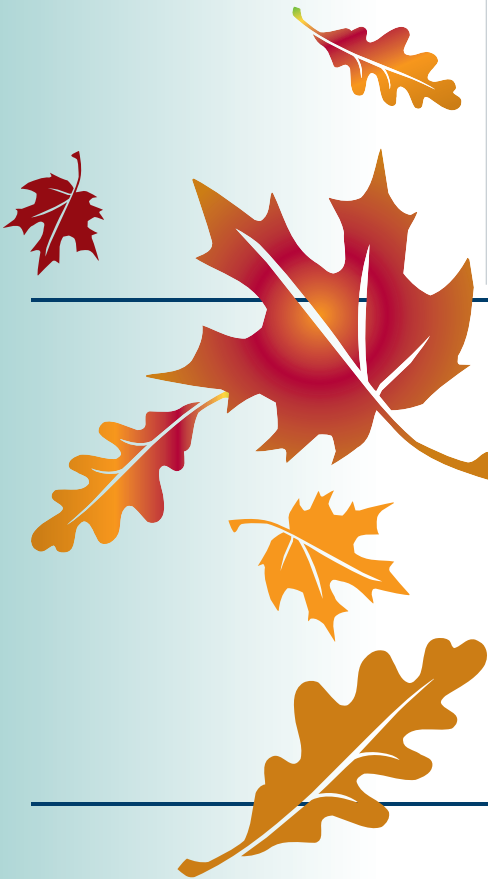
Our website for the Dealer Portal is <https://stages.qmlink.com/StagesDealer/>. If you do not have a login for the portal please contact Dealer Services, or email them at [Data@quickresponse.net](mailto:Data@quickresponse.net) to set up your credentials. The portal offers many tools to help you keep track of your accounts. Login and take a look around. Give us a call if you have any questions.

Just a reminder that the URL for the mobile app is <https://stages.qmlink.com/Stagesmobile/>. If you have not updated to the latest version of the mobile app, please be sure to check your respective app stores for the latest version.

## Autumn Account Information Update

**I**t is autumn, and in our industry that means an increase in many different types of signals. From Temperature alarms to Burglary alarms, Late to Opens to Low Batteries, we see them all. Autumn is a great time to check with your accounts on new Open/Close hours, new alarm users, updated passcodes, and to verify 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.



## 3G sunset

Now that we are all on the other side of the 2G sunset, we are already approaching the 3G sunset to make room for faster wireless networks. While there is time before the official sunset of the 3G and CDMA network, it is important to create a plan of action.

Verizon has already stopped activating and registering CDMA radios as of June 30th, 2018. Any existing CDMA radios that were put into service prior to that date will continue service until December of 2022 according to a Honeywell bulletin. As the date becomes closer, providers are less likely to repair or fix any broken 3G or CDMA equipment, so planning ahead is crucial to maintaining service levels for your customers. Creating a plan of action on how to approach your existing customers is critical to successfully upgrading and retaining your account base.

### Valuable Phone Numbers

Save time by calling directly to the proper departments:

**Dealer Services:**  
**866-662-7470**

to put account on test, get account specific information

**Central Station:**  
**800-233-9500**

to call directly into Central Station and to report a false alarm

**Billing Department:**  
**800-462-5353**

for any questions you may have regarding your invoices or to make a payment

## Dealer Appreciation Success!

We want to thank everyone who came out for our Dealer Appreciation golf outing. It was a great time and we were happy to see so many of our dealers out on the golf course enjoying a perfect day. We also want to say a special Thank You to our sponsors:

Platinum: **Interlogix, DSC, Honeywell**  
Gold: **Altronix, SR Marketing, Alarmax**  
Door Prizes by: **Security Source**

Thank You!



## Quick Response

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Toll-Free: **1.800.462.5353**

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

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

# Winter is Coming!

Since winter is right around the corner, now is a good time to review your winter storm procedures. Quick Response wants you to know we have you covered. Procedures and policies are in place to efficiently handle the increase in the number of low-priority signals that tend to accompany winter and other storms. We have rolled out our IVR and SMS notifications to over 80% of our Dealers. This helps Quick Response provide timely notifications for low battery and power fail signals during storm activity.

**Not using SMS or IVR yet? Contact Dealer Services to get set up today!**  
**Dealer Services: 866-662-7470 or [data@quickresponse.net](mailto:data@quickresponse.net)**