



# QUICK RESPONSE NEWS

## New Season, New Offerings

**S**pring is in the air and summer is just around the corner. What are your summer plans for your business? Ours is to continue to grow and increase efficiencies by utilizing available technologies and increasing our offerings to you, the dealer. Some of these include increased deployment of SMS and IVR, as well as becoming a full reseller for Uplink and completing a full, robust integration with Alarm.com. It is also important to review your own offerings with the ever changing climate in security. Soon we will begin seeing the sunset of 3G/4G technologies and advance to 5G. The industry has also

shifted from its historically slow adoption rate of new technologies to a much quicker rate. Many successful integrators and installers are willing to research, evaluate and adopt new technologies much faster in order to keep up with customer wants and convenience. One such way is the smart home and all the conveniences it has to offer. The options are virtually unlimited with some examples being door locks, doorbell cameras, HVAC controls, Amazon Alexa and Google integration. The smart home is no longer something on the horizon, but in full swing.

## Spring Cleaning

**I**t is springtime, and in our industry that means an increase in many different types of signals. From power fails to water alarms, late to closes to low batteries, we see them all. Spring is a great time to check with your accounts on new open/close hours (especially with the daylight savings time change), 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 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, 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 for more details.

## Getting to Know Elizabeth Long

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

**A** I am a Dealer Services Representative and I have worked here since November.

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

**A** Not so much advice directly to me from someone but a quote, "No one can make you feel inferior without your consent." –Eleanor Roosevelt

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

**A** Caring, Determined, Happy

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

**A** My two beautiful children and the new one that's on the way.

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

**A** Extreme Couponing

**Q** What makes your job exciting?

**A** The people I work with and talk to everyday.

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

**A** I have been known to coupon and have stock-piled goods over the years. (Not as extreme as you may have seen on TV.) But if I stop, I would have enough paper products, personal hygiene supplies, and nonperishable foods to last my family close to two years.

August

23

## Mark Your Calendars!

Quick Response Annual Golf Outing

When: August 23<sup>rd</sup>, 2019

Where: Pine Ridge Golf Course

Look for the invitation!



## Quick Tips from IT

**What receiver line do I use for Alarm.com based 2-Way devices?**  
These devices need to be on the SG line.

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

Alarm.com accounts are registered by the Dealer using our specific Central Station ID.

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

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

**What does the ANI Mismatch signal in my account history mean?**

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.

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

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.

## Uplink Savings

**D**o you use Uplink? Want to save some money? As a Reseller for Uplink, we can save you money on your existing accounts as well as provide single source billing for all of your Uplink accounts. Also, we are now set to handle IP to IP via Uplink. All our dealers need to do is place a call to Uplink and ask for primary notification type to be CID or SIA over IP, and select Quick Response as the central

station. On our end we need to verify the primary CS phone # the dealer is using, and build the proper information on our side of the secure cloud portal. It uses this information to route the IP signals to the desired DNIS. The dealer will see something similar to the following image on their side of the secure cloud portal. They need to verify they have the correct information for these fields.

Once the information is completed in the below fields, and we have the matching CS phone # and DNIS built on our end of the portal, the only thing left to do is verify we are receiving signals correctly, and over IP. Please contact us to get your accounts moved under our reseller umbrella to save you money!

Notification Paths	
Primary Notification Type	Contact ID Over IP (Specific) v
Primary Transmission Retries*	1
Primary Email Address	
Primary CS IP Address & Port # address format xxx.xxx.xxx.xxx	111.222.254.252 9999
Primary/Secondary CS IP Receiver # & Line # transmitted in GH200E packet	0001 0001
Primary Country Code	None v
Specific Central Station	Quick Response v
Primary CS Phone # (must be a toll-free #) format 123-456-7890 if USA or Canada	678-224-6400
Primary CS Account #	0900
Secondary Notification Type (only for redundant signaling)	None v
Secondary Transmission Retries*	1
Secondary Email Address	
Secondary CS IP Address & Port # address format xxx.xxx.xxx.xxx	9999
Secondary Country Code	None v
Secondary CS Phone # format 123-456-7890 if USA or Canada	800-353-5529
Secondary CS Account #	9999
Notification Control	

### ESX

Plan on attending ESX this  
year in Indianapolis June

3-6, 2019? We will be there!

Look for the Quick Response

booth #537 and stop by to

say hello!



## Thinking About Selling or Buying?

We can help! We often connect interested parties to help facilitate the sale or purchase of accounts. If you are thinking about selling or growing your business through acquisitions, please contact us to see how we can help! [andy@quickresponse.net](mailto:andy@quickresponse.net) or [brandt@quickresponse.net](mailto:brandt@quickresponse.net).

## IVR and SMS in Full Swing!

Subscriber IVR and SMS features are active and many of our dealers have had great success utilizing these tools. Over 90% of our dealers are utilizing these offerings. Subscribers of today want convenience, and SMS, IVR and Email help provide it. We are able to provide real time notifications to subscribers while increasing operational efficiency. Both SMS and email provide a less intrusive notification to the subscriber or contacts.

## Need Back Office Support?

We know how busy a dealer can get and we can help increase your back office efficiency.

Quick Response offers direct retail invoicing for your customers and competitive rates. We can invoice and collect payments for your customers and then send you a check. All for less than hiring an employee to do it!

Effective June 26, 2019:

## No New AT&T 3G/4G Activations for AlarmNet Accounts

Attention: USA Customers

### AT&T Sunset

AT&T plans to end service on its 3G wireless networks in February 2022. 3G/4G new activations will no longer be permitted after June 26, 2019. This means you will no longer be able to activate a new 3G/4G communicator for an AlarmNet account. Existing 3G/4G communicators that are currently registered will continue to communicate to the central station.

**AlarmNet expects to continue support for communicators that were sold with pre-activated SIMs by AT&T up to 180 days from the date of manufacturing.**

The manufacturing date is located on the carton and on the radio label. Any existing 3G/4G communicators that are currently registered are expected to communicate and be supported by AlarmNet through February 2022 under Resideo's agreement with AT&T.

### Canceling a 3G/4G Account on and after June 26, 2019

If you cancel a registered/billable 3G/4G account on or after June 26, 2019, you cannot reactivate the 3G/4G communicator because reactivation will be considered a new activation.

### LTE radio portfolio

Resideo has expanded its communicator portfolio to include LTE radios, which provides a transition to new cellular technology, and offers maximum network longevity. Click here to read our LTE family data sheet.

LTE Replacement Chart				
LTE SKU	Carrier	Panel Compatibility	Replaced 3G/CDMA Radio	Projected Release Date
LYRICLTE-A	AT&T	LYRIC AIO/Gateway	LYRIC-3G/LYRIC-CDMA	Available Now
LTE-XV	Verizon	VISTA	GSM4G/CDMA-X	Available Now
LTE-L57V	Verizon	L5210/L7000	3GL/CDMA-L57	Available Now
LTE-L3A	AT&T	L3000	GSMVLP4G/CDMA-L3	Available Now
LTE-L3V	Verizon	L3000	GSMVLP4G/CDMA-L3	Available Now
LTE-XA	AT&T	VISTA	GSM4G/CDMA-X	Available Now
LTE-L57A	AT&T	L5210/L7000	3GL/CDMA-L57	Available Now
LTE-IV	Verizon	VISTA	GSMV4G/IGSMV4G	Available Q2 2019
LTE-L21A	AT&T	VISTA-21PLTE	VISTA-GSM4G	Available Q2 2019
LTE-CFV	Verizon	VISTA Fire Panels	IGSMCFP4G	Available Q2 2019
LTE-IA	AT&T	VISTA	GSMV4G/IGSMV4G	Available Q2 2019
LTE-HSV	Verizon	VISTA	IGSMHS4G	Available Q2 2019
LTE-CFA	AT&T	VISTA Fire Panels	IGSMCFP4G	Available Q2 2019
LYRICLTE-V	Verizon	LYRIC AIO/Gateway	LYRIC-3G/LYRIC-CDMA	Available Q2 2019

### Radio Replacement Chart

Shown to the left is a chart that outlines a suggested upgrade path from 3G/4G to AT&T or Verizon LTE models:

If you have any questions, please communicate with your local sales manager.

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



## Alarm.com

**Q**uick Response is working on completing the full Alarm.com integration between our stages platform and Alarm.com. This will offer more convenience, less data entry and increase efficiency in maintaining your Alarm.com accounts. More information coming soon!

## Video Monitoring Services

**V**ideo monitoring is here and many dealers are taking advantage of the increased RMR it offers. Quick Response supports multiple video platforms such as Videofied, Checkvideo and Bosch video. These provide additional RMR service that can range from signal based video monitoring to additional offerings that include live intervention, counting reports and smart notifications. Please inquire with our Sales Department for more information! [Andyr@quickresponse.net](mailto:Andyr@quickresponse.net) or [brandtp@quickresponse.net](mailto:brandtp@quickresponse.net)

