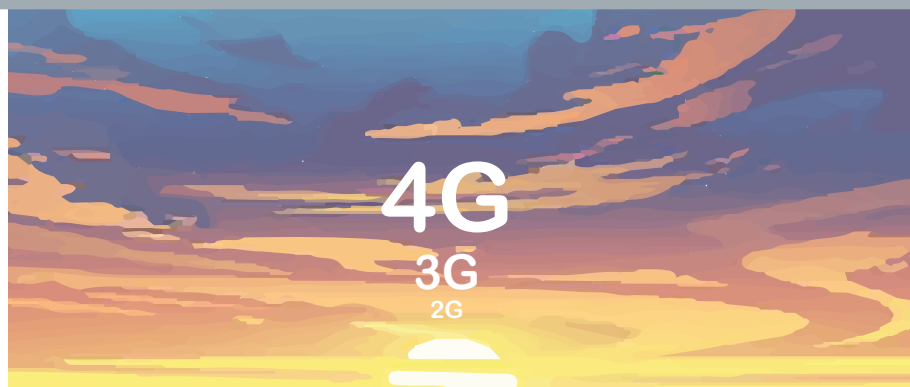




# QUICK RESPONSE NEWS



## Cellular Sunset

**T**oday's installations, or at least a large portion of them, include cellular communications.

Cellular radios have provided great technological advances and helped create a solution to the inconsistent POTS lines of the past. Along with the widespread adoption and use of cellular technologies in the alarm industry, comes a more rapid technology advancement and expedited sunsets. Currently, the industry is heading in the direction of 5G cellular. Now that we are all on the other side of the 2G sunset, we are already approaching the 3G, and eventually the 4G sunset to make room for faster 5G 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. AT&T announced their 3G sunset will take place by February of 2022. 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.

While 5G is not widely available yet, current cellular communicators are now using LTE, or Long Term Evolution. LTE cellular communicators are available from multiple manufacturers including AlarmNet, Telguard, and Connect 24. We are a reseller for all of these services. Not sure which product might be the best fit or unsure of pricing? Give our sales department a call to help guide you through your options. Let Quick Response help provide you with a solution for your cellular needs. Email them at [andyra@quickresponse.net](mailto:andyra@quickresponse.net) or [brandtp@quickresponse.net](mailto:brandtp@quickresponse.net)

### January 31 Mark Your Calendar

Mark your calendar for our annual **Open House to be held on January 31st, 2020**. It is a great opportunity to see our facility, meet the staff, enjoy a delicious lunch, and see what many vendors have to offer you and your business.

## Getting to Know Brandon Johnson

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

**A** Central Station Coordinator, I've worked here since 2010

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

**A** Don't sweat the small stuff

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

**A** Even-tempered, amicable, humorous

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

**A** Work and family

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

**A** Operations Manager, Jennifer Badalich

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

**A** Inspirational Speaking

**Q** What makes your job exciting?

**A** Problem solving and continued operator training

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

**A** I met the Honky Tonk Man at a gas station one autumn, unfortunately, Greg "the Hammer" Valentine was not with him.



## Quick Tips from IT

**C**ontact ID and SIA formats use industry standard event codes. Please remember to make us aware if you are going outside of these event codes with custom programming for any of your customers. This will ensure that we enter the information correctly in our system.

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.

You may see ANI Mismatch signals showing up in history. If you see an ANI Mismatch signal, this indicates

that the caller ID of the recent event does not match what we have on record as the current caller ID for the account. It is best to contact our IT department or Dealer Services if any of your accounts are showing ANI Mismatch signals.

You may see an SMS/IVR No Recipient signal in history on some of your accounts. This signal indicates the account is configured to report SMS/IVR notifications, but none of the phone numbers on the account are viable for those notifications. If you see this in history, reach out to our Dealer Services department to correct any inaccurate or outdated information we may have.

**\* Have an existing AES network?**  
Quick Response has added monitoring for existing AES networks!



## Interlogix

As most of you are probably aware, UTC has announced it is shuttering the Interlogix brand and will be winding down operations. Interlogix

**Interlogix will not be manufacturing any equipment after 2019 but promises to provide support and honor their warranty into 2020.**

will not be manufacturing any equipment after 2019 but promises to provide support and honor their warranty into 2020. For many, this has come as a surprise and will impact the way you do business.

In finding a new manufacturer to fulfill your needs, it is important to do your research in order to find products that will meet your needs as well as your customer’s. If you are an Alarm.com user, you still have a few options such as DSC, 2GIG and Qolsys, and we support them all.

## 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 subscribers 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.

## SMS

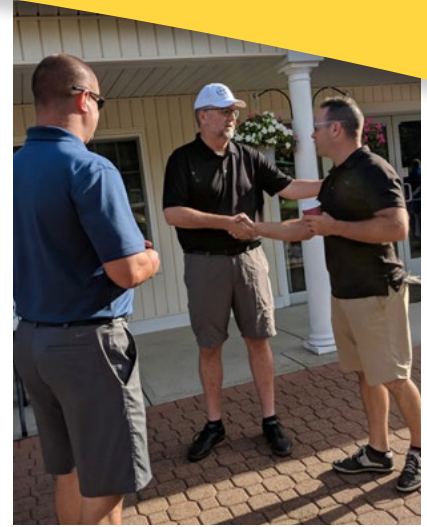
**H**ere at Quick Response, we believe in giving you and your customers the tools you need to stay on top of your accounts. One of those tools is SMS notification. Whether it is a low priority event, such as a low battery, or someone disarming the system after hours, we can report that signal via SMS. If you, or your customers are interested in SMS notifications, please reach out to us for more information.

# 2019 Golf Outing

**O**n August 23, 2019, Quick Response had its annual Dealer Appreciation Golf Outing at Pine Ridge Country Club. We want to thank all of the dealers who attended, as well as the Pine Ridge Country Club 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. As

always, the round of golf was followed by a delicious dinner from Dino's Catering.

Special thanks to all of our sponsors including: DSC, Residio, Alarmax, Altronix, Checkvideo, Napco, SES, SR Marketing, The Security Source, and SMS. To those of you who were unable to attend this year, we understand and missed you. We hope to see you next year!



## Quick Response

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## Alarm.com

Quick Response has finished the internal testing of our Alarm.com integration and we are excited to offer it to our dealers. We already have multiple dealers set up and beta testing the live Alarm.com integration. The integration supports account information updates in the Alarm.com portal. This means you only have to enter your data once and have it pushed to our stages automation platform. If you are an Alarm.com user and want to take advantage of the integration and increased efficiency for your staff and subscribers, please let us know!

Contact Dealer Services at [data@quickresponse.net](mailto:data@quickresponse.net) or call them at (866) 662-7470.

## 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. Using IVR and SMS 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)

