



# The Shield

## Vital Links -What you Should Know About ...

### The Changing Face of Communications Networks

The pace of change in telecommunications continues to pick up, and we want to make sure our customers stay informed about how these changes may impact security. Properly designed and installed security systems do a very good job at transmitting critical information when an emergency strikes. However, that critical information must have a reliable communication path.



While many of us have embraced new technology such as VOIP (Voice Over Internet Protocol) made popular by Comcast, AT&T, Vonage and

others – there are serious implications to security that should be explored before making such a change.

**Important questions to ask your telecommunications provider before you consider a switch:**

- What will happen to my telephone communications in the event of a power failure?
- Will my 911 call be routed appropriately and will it show my address to the 911 center?
- Can my security/fire system communicate over this new technology?

Although many of the features of VOIP – especially the low price – are attractive – you may be inadvertently downgrading your security by making your system more vulnerable to attack and

less reliable during a power outage. *Before making a change,* please contact your local branch office so that we can determine what your specific risks may be, and what measures can be taken to maintain or bolster your communications link. We want to make sure that in an emergency we can do our job – which is to get help where it’s needed – FAST!

**Communication Pathways Available (Primary or Back-Up) From First Alarm**

- ◆ Dial-up Telephone Service
- ◆ Internet
- ◆ FIRST-NET High Security Radio Network
- ◆ GSM Cellular



**Responsible Persons Contact List**—If you’ve had a change in personnel or haven’t updated your Responsible Persons Contact List in sometime, **please contact us.** We want to be sure we have the correct information!

On the GO and in the Know with



First Alarm continues to add to its remote control services offering via **FIRST CONNECT**. With the busy lives that many of us lead, staying connected to your home or business has now become simpler! If you have a First Alert or Honeywell security system, most **FIRST CONNECT** services can be added easily as long as you have a high-speed internet connection.

The features of **FIRST CONNECT** include:

- Mobile Phone Virtual Keypad (iPhone, Android, and Blackberry)
- Web control and account administration (add/delete users from your PC)
- Email alerts
- Streaming video
- Service plans starting at \$7.50 per month

People use **FIRST CONNECT** to keep an eye on the house while away, receive alerts when kids come home from

school, and easily arm/disarm their systems from anywhere in the world.

**To find out more about this service, please contact your local branch or call 800-684-1111.**



## \$99 Summer Tune-Up

**Call your local branch office to set up your Summer Tune-Up today!**

- Complete test & inspection of the system.
- Adjustments to devices as needed.
- Check of main back-up battery.
- Check of decals, yard signs and replacement if necessary.

\*Residential and small business customers only. Additional repairs will be charged at regular service rates. Battery replacement at an additional cost.



## TEST YOUR SYSTEM

If you have not tested your system recently, now is the time. Even if you routinely arm and disarm the system a full test is recommended from time-to-time. The best part is – IT'S EASY!

**To test your system:**

1. Contact First Alarm and put your system on test.
2. Arm your system and open the door as if you are leaving, and close door.
3. Once system is armed, open each door or window; alarm will sound and send signals.

4. Disarm system and reset memory.
5. Call First Alarm and verify signals sent.
6. Test Complete!

