

# T.S. NEWS

ISSUE 32 - JULY 2007

## TRUE STEEL SECURITY

 **Security Pro**

**DEALER OF THE YEAR  
2 TIME WINNER 2003 & 2004**

*Security Is A Family Matter™*

## Help Us Reduce False Alarms

Keeping false alarms to a minimum is always a priority for True Steel Security. It is good from time to time to review with your family or staff what to do in the event of a false alarm as well as what we do when we receive a signal from your security system. Please note that the info below is a summary of our standard procedures. If you have asked that we treat your signals differently we will continue to do so.

### **Burglary Signal:**

- 1) We call the premise twice. We leave a message on the 2nd attempt.
- 2) If nobody is reached or no valid code is provided, we dispatch police.
- 3) We call keyholders so that they can allow the police to inspect the premises and to reset the system.
- 4) Once a keyholder is reached we advise the police of the keyholder's E.T.A. (Estimated Time of Arrival).

### **Fire:**

- 1) We call the fire department immediately.
- 2) We call the premise, ask for a code and advise them that an alarm was received and the fire department has been dispatched.
- 3) If we are unable to reach anyone at the premise, we call keyholders.
- 4) Once a keyholder is reached we advise the fire department of the keyholder's E.T.A.

### **Panic/Holdup/Duress:**

- 1) The police are dispatched immediately.
- 2) We then call the premise. If no answer, no message is left.

- 3) If no answer or no valid code is received, we call keyholders to advise them of the situation.

### **Medical:**

- 1) We call the premise twice. We leave a message on the 2nd attempt. (Note: Clients with Care Link, our medical alarm system have two-way voice communication through a speaker on the system.)
- 2) If no answer, we dispatch the ambulance.
- 3) We call a keyholder.
- 4) Once a keyholder is reached, we notify the ambulance department of the keyholder's E.T.A.

Need a more detailed description of our procedures for the above types of alarms? Do you want to know how we treat carbon monoxide, temperature, water level and other types of alarms? Please call us and request a copy of our monitoring station procedures brochure.

### **What You Can do to Help:**

- 1) Immediately call us to cancel any false alarms.
- 2) Provide a passcode (identification code) and keypad code (arm/disarm code) to all users and keyholders.
- 3) Train all users how to use the system.
- 4) Test Your System. Call first to let us know you will be testing.
- 5) Keep your keyholder and user list up to date.
- 6) Ensure that all system users and keyholders know the alarm procedures so that they know what occurs when we receive an alarm.
- 7) Always call the alarm monitoring station prior to changing batteries.

## NOW HIRING

The Northern Communications Emergency Dispatch Centre is currently hiring. We are seeking candidates who are computer literate, possess keyboard skills, are bilingual, willing to work shift work and have some post-secondary education. If you meet this criteria, please send or drop off your resume, attention Cindy Schroeder, to: 230 Alder St.

Sudbury, ON P3C 4J2

Fax: (705) 669-2773 or (877) 962-7329

E-mail: [alarmdispatch@hotmail.com](mailto:alarmdispatch@hotmail.com)

## Having Phone Work Done? Always Test Your Alarm Before the Telephone Technician Leaves

On occasion, telephone technicians inadvertently disconnect alarm systems from phone lines when performing repairs. They can do this without even realizing it. Any time work is done to your telephone line or telephone system you should always test your alarm's communication to the monitoring station prior to the telephone technician's departure. That way, if they have done anything that affects your signal transmission they can rectify it while they are still on site.

## Switching to VoIP?

A client of ours recently switched to Voice over Internet Protocol (VoIP). After the switch, his alarm failed to communicate. Upon verification we found that the VoIP had been properly installed to allow the alarm to communicate. We were able to determine that the problem was that our alarm dials 10 digits for local calls and his VoIP provider had not set him up to allow for 10 digit dialing. The problem was easily resolved and his alarm is now communicating properly.

VoIP presents many different issues that are not encountered with regular telephone line alarm monitoring. Your alarm could be communicating fine but may cease to communicate due to changes made by your VoIP provider. We can usually resolve the communication issue with a quick service call. Because of the added possibilities of communication problems for alarms using VoIP, we recommend increasing the frequency of test signals to our monitoring station. Daily tests cost \$1/month. Weekly tests, cost \$0.50 per month. Most of our clients are currently set up with monthly testing. A ½ hour service charge applies for changing your testing frequency.

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## True Steel Security Helps Lifeline Save Lives

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This Spring, in a period of less than two weeks, Lifeline Public Access Defibrillator systems were used to successfully resuscitate individuals that had been playing hockey at District of Nipissing arenas. Lifeline is an exciting and unique partnership between the North Bay Professional Paramedics Association and the District of Nipissing Social Services Administration Board. True Steel Security is very pleased to have the opportunity to do its part to help make this system work as smoothly as it does.

Public access defibrillators (PADs) are placed in community centers and high traffic areas in the district.

The systems include a two-stage alarm process. The PADs are mounted in a medical cabinet and when the cabinet door is opened, an audible alarm and red light are activated to let people on site know that there is an emergency. Once the PAD unit is removed from the case, a second alarm is activated which sends a signal to the True Steel Security alarm monitoring station and we contact Emergency Services immediately. We are proud of our role in this lifesaving initiative and wish to commend the people at Lifeline for their commitment to the safety of the residents of the District of Nipissing.