

The SCOTT REPORT



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Internet Phone Service?

Many folks these days want to save money on telephone services and Internet phone, or VOIP, may seem like a great way to go. But before you make any changes, it's critical that you understand how this might affect, or hinder, your systems ability to get an emergency signal to the central station. The short version is that your system **MAY NOT WORK WITH INTERNET PHONE SERVICE.**

See [Internet Phone](#) - Pg3

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Law Requires Carbon Monoxide Detectors in Every Home

From the NYS Department of Fire Prevention & Control: Homes Must Have Carbon Monoxide Alarms beginning February 22nd, 2010.

The New York State Office of Fire Prevention & Control (OFPC) is working to ensure homeowners are aware of the hazards of carbon monoxide and the new state law, known as Amanda's Law, which, as of February 22, 2010, requires all residences, both new and existing, to have carbon monoxide alarms installed.

The law is named for Amanda Hansen, 16, of West Seneca, who was found unconscious at a friend's house in January 2009. Officials later determined she had been exposed to lethal levels of carbon monoxide in the home's basement, where she and her friend were having a sleepover. She later died at South Buffalo Mercy Hospital.

"Carbon monoxide alarms save lives," said State Fire Administrator Floyd A. Madison, adding that carbon monoxide poisoning is the number one cause of poisoning deaths in the United States. "More than 2,100 people die from carbon monoxide poisoning every year and over 10,000 people are injured, including, on average, 100 New Yorkers."



Hardwired System Carbon Monoxide Detector

Scott Alarm Systems offers hard-wired and wireless detectors that tie right in with your system. While costing more than the cheap plug-in versions you see at many stores, system devices provide both a loud local alarm and communications to our central station for the fastest possible response. How many you will need depends entirely on the size and use of the property. They should always be installed as per manufacturer's specifications and according to applicable codes.

COMMUNICATIONS OPTIONS: CAN MY ALARM WORK WITH NO PHONE



YES is the short answer, most clients do have options in the way their system sends information to the central station which can supplement or supersede the use of a standard phone line.

Scott Alarm offers AlarmNet services which send communications signals via GSM cellular radio or IP communicator. These devices require either adequate radio network strength or a high speed internet connection in order to work.

What's the best service for you?

We always recommend both telephone AND radio or IP communications for the safest and most assured method of central station signal

transmission. This is the best method but does of course add both the cost of the communicator being installed as well as slightly increasing your recurring monitoring bills.

If cutting cost is a must, then radio or IP can be used as the sole means of sending signals to the central station. This reduces the monitoring expense and accommodates those that do not wish to maintain any phone service at their premise.

With a radio or IP communicator in place there are also additional services available allowing our clients to access systems via the internet to check status, arm, disarm, or even set the heat!

What's New?

Honeywell's alpha display proximity keypad is the perfect fit for your busy life—putting convenience at your fingertips and letting you enjoy extra mobility without ever compromising your safety and peace of mind.

Designed for easy, trouble-free use, Honeywell's Prox Keypad lets you control your security system with a single swipe of the proximity tag—simplifying operations while reducing false alarms.

This keypad may be the perfect solution for securely arming or disarming your system without needing to remember a user code. Excellent for children or the elderly or just to simplify your life!

"More than 2,100 people die from carbon monoxide poisoning each year..."

(See [Carbon Monoxide](#) story on Pg 1)

Safety & Convenience...



6160 Alpha Display Prox Keypad

A "Prox Tag" is a pre-coded digital key that gets learned into your system & then allows you to arm or disarm just by passing it near the proximity mark on the 6160prox keypad.

Use of a Prox Tag can be tracked just the same as a user code & there are NO Batteries to replace or codes to forget!

"Quality security made ever so easy".

Call Us Today For More Information

[Internet Phone](#) (From Page 1)

Here are the key points of concern:

Your alarm may not work.

In the event of a power or phone service failure your alarm will not transmit a signal. Your internet modem and VOIP box must both be plugged into battery backup (UPS like you use for a computer)

Signal transmission can be sporadic. The alarm may successfully send a signal one time but not another.

If you are interested in switching to Internet Phone service, it is *YOUR RESPONSIBILITY* to notify Scott Alarm Systems AND to *test your system*.

Alternative alarm [communications](#) methods such as our AlarmNet radio service should be used. (Please see "Communications Options" on pg 2)

How the internet phone service is tied in to your house phone wiring is critical as well... done wrong it will *ABSOLUTELY HINDER RELIABLE SYSTEM COMMUNICATIONS EVEN IN A CASE WHEN THE SERVICE MIGHT otherwise allow system communications to report properly.*

[See Internet Phone - Pg 4](#)

Testing Your Security System – An Owner Responsibility

Your burglar alarm system won't keep you safe if it is not working properly. Be sure to test your security system. We recommend **weekly testing**. Take the time to do it right - false alarms cost consumers and commercial companies thousands of dollars a year. Gaps in your burglar alarm system and false alarms can be avoided if you know how the system works & the proper way to conduct a test.

Testing is Easy So Let's Get Started!

1. Read the manual. *Read the manual. Read the manual.* Failure to understand how the system works is the leading cause of "system problems".
2. Look in the Table of Contents or Index for a Testing section. Read the section over a couple of times to make sure you know exactly what to do.
3. Make sure you know how to disarm the alarm. Make sure to have a valid user code (it works to arm/disarm).
4. Call Scott Alarm Systems at 518-943-6777 during normal business hours or our Central Station 24/7 at 1-888-518-SCOT (7268) to put account on test & let everyone in the house know you are about to run a test.
5. Close all protected doors or windows. Pretend you are about to leave the house and want it to be secure.
6. Run the test operation on your system as per the manual.
7. Test each sensor – security, fire, or environmental. Modern systems will tell you which sensors have tested successfully & which have yet test. Go throughout your house tripping every sensor. Wireless motion sensors may not seem to work unless they are allowed to "see" no motion for 3-5 minutes prior to testing. Sometimes covering these with paper or a cloth before you start can make the process easier.
8. Listen for the alarm when you trip a sensor.
9. Test all smoke detectors. Be sure to press the test buttons on your smoke detectors. Non-system battery smoke detectors need new batteries every year. System wireless devices are "supervised" to give a signal if the device fails or the battery becomes low. **WE DO NOT MAINTAIN NON-SYSTEM DEVICES OR BATTERIES.**
10. Verify test results. Clear the test mode on your system. Call us to see if any signals came in and to put your account back in service.

See [Testing](#) - pg 4

How the service gets tied in is critical "... done wrong it will *ABSOLUTELY HINDER RELIABLE SYSTEM COMMUNICATIONS...*"

See Internet Phone - This page & continued on Pg 4

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We're on the web!

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Internet Phone from Pg 3

Some providers mail you a modem for self install and this is where many home owners can unwittingly disable their own alarm systems. Your Scott Alarm Systems communicator **MUST** have a priority connection for proper "line seizure" or even a simple phone off the hook or in use elsewhere in the home can block system communications completely. You **CANNOT** simply plug a box into a phone jack somewhere in the house. While this method, which we call back-feeding, often works for feeding your existing house phones, it **WILL NOT WORK FOR YOUR** protective system.

Make sure you ask the internet phone service provider if their service will allow alarm system type communications. Do they offer proper installation or will you end up paying us to fix it? The costs might offset your intended savings.

System owners are responsible to learn about their system & test often!!!

Testing - from Pg 3

Of course there is an "Old School" testing method which is reliable, though might not cover all the details as concisely as the book version.

To do a "live" test you should still place the account on test with our central station to avoid a false alarm dispatching the authorities without cause. You *can* do this without alerting us first (to test our central station response too) but you are wholly responsible if you end up with the police or fire department at your home or business...

After putting account on test and securing your premise, simply arm system and then step out the door you normally leave through. Listen for the keypad to stop beeping after the exit delay period. Wait about 15 more seconds.

Reenter premise through entry delay door and keypad should begin entry delay warning beeps. The siren should sound when the entry delay ends but don't disarm yet. Walk around home to trigger motion sensors & open protected windows or doors.

Once you have tripped each device you can disarm the system by entering your code or by using a keyfob if you have one. It is typical that you should disarm several times to clear any keypad display. You should get a "Ready" indicator.

All you have to do now is call back to the central station to:

- a.) Verify that they received signals
- b.) Tell them you are done testing and wish to have the account put back online.

In most case we can email you a new users manual if you have misplaced your original - just give us a call.

