



NEWS

OK Alarm Lic. #0089

IMPORTANT: Alarm Response Changes

In our continuing effort to reduce false alarms ESI is going to initiate Enhanced Call Verification (ECV). A recent industry study found that notifying the first two contacts on the notification list prior to police dispatch reduced false alarms by 64% while adding less than a minute to the dispatch time

Canceling police dispatch to an intrusion alarm requires a PIN # and should only be requested if it is KNOWN what created the alarm and police response is not needed. ESI's new dispatch policy will take effect July 1, 2005. Please review your current notification list and verify the 1st & 2nd contact to be called prior to the police department and discuss this change with them.

This new policy is not mandatory to maintain your current dispatch procedure.

NOTE: Please notify our office by July 1 if you require continued immediate response and cannot adhere to the above alarm response change.

Thank you in advance helping reduce these costly nuisance alarms.

Commercial Bash & Grabs Cash Box Security

A very brazen person(s) has been targeting small retail establishments for 2+ years finding lots of success because so many owner/managers continue to leave start up cash in the cash register.

Lets starve them out by:

- Leaving this small amount of cash in a safe, or hidden somewhere besides the cash register.
- Leaving the register open so it does not get destroyed while they are looking for cash.
- Install a simple infrared camera that records in total darkness. (There is no description of these criminals)

A storefront glass gets knocked out, they are in & out before the alarm is called in.

Voice Over IP Integrated with your alarm

If you have a desire to install the awesome new technology of Voice Over IP (VOIP) make sure you retain a Plain Old Telephone Line (POTS) for alarm monitoring. One line is required for intrusion and two lines for fire.

- ESI provides long-range radio as another option to POTS line.
- We will soon be offering IP monitoring via your broadband connection.

Please call ESI to discuss the many option available to you.

Rate for Code Changes

About 10 years ago we began installing controls that allowed us to remotely manage via computer. Cary Johnson has made an art of providing a service to our cliental that is second to none.

Beginning July 1, 2005 ESI will begin billing \$5.00 per 10 min increment for code changes made via computer. Many of our larger customers already pay for this service because it can be done much faster than if done manually. (Cary is fast and can verify data while on line). Your codes can be programmed for you M - F 9-3.

If you would rather not incur this charge, the instructions are in your alarm manual. If you need a copy of your alarm manual, contact Cary or Jarod.

Telephone Line Fault Issues with Cox Cable

For the last 25 years ESI has provided an option for an audible alarm on telephone line failure. Most of our customers feel as strongly as I do about creating an audible alarm if their phone is cut hopefully averting an intrusion before an attempt is made to enter a home or business. It has thwarted several would be break-ins but is in jeopardy of extinction if you're a Cox customer.

Unlike SWB COX cannot maintain voltage on their system while performing maintenance in the wee hours of the morning, thus creating telephone line fault alarms for their customers. There is nothing like being awakened at 2 am because your telephone provider needs to do some updating to their system. But you do have some options:

- DO NOT EVER SWITCH YOUR TELEPHONE SERVICE TO COX IF YOU DESIRE THIS LINE SECURITY OPTION.
- Understand the possibility of this nuisance alarm as a COX customer.
- Turn this feature off.
- USE SWB as your telephone Provider.
- Install long range radio to back up telephone line failure

ITI Alarm Owners Important Information!

ITI alarm systems were state of the art in the late 80s and early 90s because they provided supervision of the batteries on all the devices on the system. It was '94 before anyone else even offered anything close to what ITI had provided, they were way ahead of their time.

Speaking of time, their time has come. The manufacturer no longer supports ITI SXV. ESI has been installing DSC Hybrid systems since '96 they are easy to maintain and we can remotely program the control if needed (a giant improvement in wireless alarms).

ESI will discount a new DSC installation 25% and we will continue to recycle all old devices so we can extend the life of these systems for as long as possible.

**QUESTIONS OR COMMENTS?
CALL US AT (405) 341-6374**