



COMMUNITY ASSOCIATION SERVICE CENTER NEWSLETTER

MAY 2011

NO PHONE LINE? NO PROBLEM!

Now, you can save money by eliminating your telephone line while providing more reliable communication for your security system with the installation of a Digital Communicator!

Your security system needs a means of communication to transmit signals to a central station for monitoring. Until now, the primary means of communication was a telephone land line or digital voice over cable. However, if a burglar cuts your telephone line, you suspend your telephone service for the summer or your cable goes down, your security system will no longer have a means of communication to transmit alarm signals.

For these reasons, Devcon is making it more affordable than ever for you to have the latest technology to ensure that your system is always communicating. Devcon offers a **Digital Communicator** that connects to your security system. Alarm signals are transmitted over this cellular line instead of your telephone line. This may also be used as backup to your telephone line or cable in case the line is cut or the cable goes down.

The installed Digital Communicator is only \$199.00. The monthly transmission fee that provides a cellular line specifically for your system's communication is only \$9.95 per month--significantly less than maintaining a telephone line—less than 35¢ a day!

One of the most important benefits of a having a Digital Communicator is the use of our Interactive Monitoring and Home Automation Services.

INTERACTIVE MONITORING SERVICES & HOME AUTOMATION

Devcon's **Interactive Services** allow you to manage your security system remotely from a computer or mobile phone from any location via the internet. You now have the option to upgrade your security system to include a virtual keypad, live streaming video, and home automation. With the touch of a button you can ensure the safety and security of your family and possessions 24 hours a day, 7 days a week.

Our Opening and Closing Service allows you to see each time your security system is armed or disarmed, and by whom. This is especially helpful to part-time residents who wish to monitor the access of service providers to their home. Users have the option to receive real-time opening and closing information via text message or e-mail, ie: "your housekeeper arrived and disarmed the system."

When your security system sends an alarm event to our Central Station, you can receive an instant alert on your web-enabled mobile phone and PC. With one touch, you can disarm your security system, view your home, open your garage door, turn on your a/c, and more.

Upgrade your home security system to include one of our cutting-edge interactive features and have total control of your security system from wherever you are!

- ⇒ **Virtual keypad to control your security system**
- ⇒ **Immediate alarm notifications via text or e-mail**
- ⇒ **Track those entering and exiting your home**
- ⇒ **Live & recorded images of alarm events when cameras are installed**
- ⇒ **Remote activation of lights and appliances**
- ⇒ **Adjust and set cooling systems**

Once your digital communicator is installed and your interactive services are activated, you will have the most reliable means of communication and control of your security system from anywhere in the world with internet access. **Interactive Services start at only \$5.00 per month.**

For more information or a free on-site demonstration, call our Community Association Service Center at 800-878-7806 today!



**Cellular Communication when
landlines phones are lost.**



**Protect your home even when
you're not at home with a
computer or mobile device.**

MONITORED SMOKE DETECTORS

One of the most important reasons to utilize your security system is to ensure life safety. This includes protection against fire, smoke, carbon monoxide and help in case of medical emergency. Life safety is a major focus of Devcon Security Services, so we want to make you aware of enhancements to your existing security system for the protection against fire and smoke.



Although an unmonitored smoke detector should sound when smoke is detected, you must be at home to hear the alarm. Otherwise, you will have to depend on someone outside the home to hear the alarm, smell smoke or see a fire. If you are sleeping, smoke and toxic fumes from a fire can put you into a deeper sleep.

In the case of fire, response time is critical. Devcon Security's highly-trained personnel are able to monitor smoke and heat detectors 24/7 along with your existing system and immediately dispatch the fire department to your home, in case of alarm. This is especially critical in connected units like townhomes or villas. **A monitored smoke or heat detector will send a signal even if your security system is not armed.**

Home owners can add a wireless monitored smoke or heat detector and receiver to their systems at the preferred installed price of **\$250.00** (normally \$310.00). If the system currently has a receiver, \$35.00 will be deducted from this price. There is no additional charge for the monitoring of these detectors.

To confirm whether or not there is a monitored smoke detector, home owners should call our **Community Association Service Center** at **800-878-7806**. If we cannot determine this over the telephone, we will schedule a service call to inspect the smoke detectors to determine if they are connected to the security system.

- If the smoke detectors are connected, there will be no charge for the service call
- If the smoke detectors are not connected, we can install a wireless receiver and one (1) wireless smoke detector for \$250.00. Additional smoke detectors are \$175.00, installed.
- In the event that there are no monitored smoke detectors and the home owner chooses not to purchase one, there will be a service charge of \$105.00.

At Devcon Security, we will always work to exceed your expectations. We take great pride in our caring attitude and commitment to service and value our long and meaningful relationship with you.

Call our **Community Association Service Center** today!
800-878-7806

If your system needs a receiver for the addition of wireless devices, please consider upgrading to one of our new GE systems with a built-in receiver and the latest technology for just a few dollars more.

COMMUNITY MANAGERS



- If you have not sent the latest edition of your community roster updated for 2011, please email a copy to Community Association Liaison Bari Siegall, bsiegall@devcon-security.com, (preferably in Excel format). Your roster is used to update our records with your most current information. This is especially important if you have new home owners who may not be aware of the services being provided through our agreement with your community.
- Devcon can provide you with letters, stickers, and magnets to include in your closing packages advising new home owners of the monitoring services available to them and the need to schedule system activation. Please call Bari Siegall at **800-878-7806** for any materials needed.

AS A MEMBER OF OUR DEVCON FAMILY, YOU ARE VERY SPECIAL TO US!

WELCOME NEW COMMUNITIES

We are extremely pleased to introduce and welcome the newest members of our Devcon Security family. We are proud that your community has chosen Devcon's premier security services and thank you for the privilege to be of service to you!



Cove at French Villas - Pembroke Pines

Heron Cove at Heron Bay – Parkland

Isles of Boca – Boca Raton

Nautica Isles – Greenacres

Piper's Landing - Palm City



Devcon Security specializes in providing world-class security services to exclusive community associations. We monitor and service over 50,000 homes in Community Association through bulk agreements. We monitor your security systems from our own state-of-the-art Five Diamond rated U.L., F.M. and ETL approved monitoring center in Hollywood, Florida, utilizing the industry's latest technology. Our monitoring center has triple redundancy, UPS, commercial generator backup, cutting-edge Sonet Ring technology and is rated to withstand a category 5 hurricane. **Our average response is approximately 15 seconds from the time an alarm is received.** All telephone conversations are recorded. We invite community managers and board members to tour our impressive facility anytime.



SEASONAL RESIDENTS



Before leaving your Florida residence, please test your security system and remember that your alarm panel needs a means of communication to transmit signals to our Central Station. Your system can transmit over a traditional telephone line, broadband cable service (ie: Comcast digital Voice, AT&T U-verse, Hotwire), or using a digital communicator (purchased from Devcon Security).

For home owners planning to suspend telephone service, please call Devcon to schedule installation of a digital communicator to ensure that your security system is always in communication with our monitoring center (see page 1). Call our **Community Association Service Center** at **800-878-7806** to schedule an installation appointment at your convenience.



BallenIsles in the News!



Arnold Palmer, legendary golfer and prostate cancer survivor, created Arnie's Army Battles Prostate Cancer, a charity golf event to raise people's awareness of prostate cancer. **BallenIsles Country Club** donated a record \$75,000 to the Prostate Cancer Foundation (PCF) from their 2nd Annual Golf Tournament held in March. This is the largest donation from a one-day Golf event in the history of battles for Arnie's Army. Devcon Security was happy to be a sponsor for this event and is proud to support our community associations in their humanitarian efforts! Congratulations!

Wycliffe Charities

The Wycliffe Charities Foundation held its annual golf tournament 3/7/2011 at Wycliffe Golf & Country Club raising \$60,000 for 12 Palm Beach County nonprofits including Quantum House and Hospice. The Foundation has raised nearly \$1 million for Palm Beach County nonprofits over the last 18 years and is honored to have received the "Most Philanthropic Community" award. Devcon Security is happy to partner with Wycliffe in support of these worthy charities!



PLEASE SHARE NEWS ABOUT YOUR COMMUNITY. WE WOULD LOVE TO HEAR ABOUT SPECIAL EVENTS, ACTIVITIES OR AWARDS YOUR COMMUNITY HAS RECEIVED!



**The 1st Choice for
Community Associations**

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Fax: 954-926-1809

License EF20000763

WE'RE ON THE WEB!

WWW.DEVCON-SECURITY.COM

Residents can view alarm activity and update contact information online! Visit our secure website to obtain operation manuals, view alarm activity, or update emergency contact information today.

Articles in this newsletter are also available in electronic format for association newsletters, websites, and CCTV broadcasts.

HOME SECURITY TIPS

In addition to securing your home with a Devcon monitored security system, there are other steps you can take to further keep your home and family safe:

- Lights and timers. If you are planning to be away for an extended period of time, try to make your house look as though someone is home.
- Collect the mail. Accumulation of mail and/or newspapers is a good sign that no one is home.
- Always lock your doors and windows and make sure to close your garage door when leaving your home.
- Keep your blinds and/or curtains closed to the street. This prevents people from seeing what's in your home when they are just passing by.
- Extra keys. Never leave extra keys or garage door openers in the mailbox, under a doormat, or in other nearby hiding spots. Instead, talk to one of your neighbors or close friends about keeping an extra key at their house.
- **Remember to set your alarm! In the majority of burglaries, the resident did not even have their security system armed!**
- Call 800-878-7806 to test your system monthly to ensure proper operation and signal transmission to Devcon's Central Station.

The Nation's Leader in Security

Burglary · Fire · Video Surveillance · Access Control · Medical



IMPORTANT DEVCON SECURITY CONTACTS

Community Association Service Center
for Customer Care, Service and Sales
800-878-7806

Monitoring Center (24 Hours)
to cancel an alarm
800-226-2351

Technical Support (8am—7pm)
password needed to test system

John Butrim
Director of HOA

Janett McMillan
Director of Sales & Marketing

Bari Siegall
Community Association Liaison

Todd Hollander
Operations Manager



Please share this information with board members & community residents!