



# The SEi Dispatch

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## In This Issue

No Landline? No Problem.

Breaking News

False Alarm Reduction Tips

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## Quick Links

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## No Landline? No Problem.



### Internet Alarm Monitoring

Internet technology and broadband connections are changing the world and the alarm industry is changing with it. You can now have a dedicated, completely monitored alarm system that does not use a phone line. This technology allows your system to be monitored directly through your broadband connection. What this means for you is that you can get a monitored alarm and not have to pay for a phone line. If you are contemplating doing away with your phone line, but don't want to because of your security system, this technology offers you the means to ditch that extra bill and still have the vital protection that you have come to expect from SEi. These systems operate through a modified router that interfaces directly with your Internet connection.

### Digital Cellular Alarm Monitoring

Another means by which SEi can monitor your alarm system without use of a landline is through Digital Cellular Monitoring. The cellular alarm-monitoring unit is about the size of your hand and sits above the control panel. It sends a wireless signal just like a cell phone. Cellular alarm communications eliminate the vulnerability of an exposed phone line and provide you elevated protection and reliability.

Considering either of the above alternatives can save you money and provide faster, more secure communications to our UL listed monitoring center. Either solution can serve as your primary communication or can be added as a secondary means of communication. As technology evolves and changes, we continue to provide you (our customers) with the latest technology and value in the industry.

\* For more information on Internet or Cellular Monitoring, Contact **Jason Cloudt** at **402-778-3728** / Toll free: **800-279-3667 ext 128** or Email: [jcloudt@sei-security.com](mailto:jcloudt@sei-security.com).

[Breaking News....](#)



**The City of Omaha, Nebraska** has recently adopted amendments to Chapter 25 of its municipal code which governs alarm registrations. In order to address a rising number of false alarms and the resources consumed by them, all fire alarm systems must be registered with the city (**Note: private single residences and duplexes are exempt from these amendments**). The fee for fire registration will be **\$50.00** annually.

The following fine schedule will be imposed by the city on those fire alarm users whose systems generate false alarms.

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<b>The first false alarm during the registration term:</b>	<b>\$0.00</b>
<b>The second false alarm during the registration term:</b>	<b>\$200.00</b>
<b>The third false alarm during the registration term:</b>	<b>\$200.00</b>
<b>The fourth and subsequent false alarm during the registration term:</b>	<b>\$500.00</b>

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Penalties also exist for users who fail to appropriately register their fire alarm systems.

As of this writing, the City of Omaha is still working out the logistical issues related to the implementation of these amendments. Once these issues have been worked through, there will be a 45 day registration window. **SEi** will make every effort to keep affected customers aware of this developing situation.

### False Alarm Reduction Tips



**False Alarms** are a significant problem for law enforcement throughout the country. False alarms waste resources and divert or delay response to calls that may be true emergencies. Working together, we can reduce false alarms, which will preserve resources and provide more time for officers to engage in crime prevention initiatives and patrol of neighborhoods.

#### Tips to Reduce False Alarms:

- 1) Review procedures with our certified monitoring staff that you expect them to follow when an alarm activates. Do you want them to make multiple calls; to the location; to your cell phone; or to another person on the call list; before requesting dispatch? Do you only want the police notified if an exterior **and** interior alarm activate? Do you need to put your instructions in writing?
- 2) Fully educate and train every person with access to your home or business on the precise operation of your alarm system. This may include cleaning crews, children, neighbors, caretakers, employees and temporary staff. Be aware that cleaning and repair crews do cause false alarms for which you will be responsible.
- 3) If you give someone a key, give them a code! Be sure that all individuals with authority to operate your system have been given their own personal password and passcode. Notify our Central Station (1-800-279-3667) of any changes in authorized persons and codes.
- 4) Keep door and window frames in good condition - sagging, warped and loose fitting doors and windows may prevent a tight connection with the alarm contacts. Consider using wide gap

contacts on all doors.

5) Before activating your alarm system, be sure to securely close and lock all protected doors and windows.

6) Check for drafts that may move curtains, hanging objects or holiday decorations, which can cause motion detectors to activate.

7) If you have pets, take special care to purchase an alarm system that is pet friendly. You may not want to purchase motion detectors if your pets have free run of the house when the alarm is on. Cats + motion detectors = a false alarm every time! Be sure to discuss pet concerns with us.

8) Power surges and lightening strikes should not cause false alarms. Use surge protectors/suppressors on **both** the alarm system and the phone line sending the alarm signal to the monitoring center to avoid false alarms.

9) If you acquire new furniture or do extensive rearrangement of existing furniture, be mindful of interior sensors that may be affected.

10) Confirm that special consideration has been given to the installation of motion sensors or detectors in high bay areas with overhead doors, large exhaust fans or ceiling vents, which allow birds to enter.

11) Contact our service department to replace the batteries in your alarm system as per manufacturer's specifications (typically every 3-5 years). Wireless systems may need battery replacement more often than wired systems.

12) We offer extended service and maintenance agreements to all of our customers. These packages can include routine inspections of your system to ensure all devices are up to date and functioning properly. We strongly recommend contacting us to discuss how affordable and convenient an extended maintenance package can be for you.

13) Test your alarm system regularly. Be sure to notify our monitoring center **first** so that now request for police dispatch is made. **Do not set your alarm off for the purpose of testing.** You will be charged with a false alarm.

**Stay in regular contact with us!** Make sure your emergency contact list is current and accurate. Call your alarm company if you:

- **Have an unexplained false alarm**
- **Get a pet**
- **Begin a home improvement or renovation project**
- **Change your phone number, install DSL, or switch to an Internet based phone provider**
- **Cancel your phone service**
- **Hire a contractor**
- **Fumigate**
- **Plan to sell your home**
- **Are leaving your home to take a vacation**

**Know what to do if you accidentally set off your alarm.**

**First: Don't Panic!** Carefully enter your disarm code to reset your system.

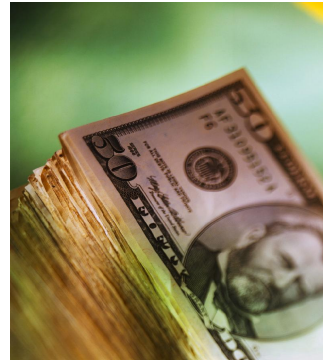
**Second:** Wait for our monitoring center to call and give them the proper passcode or password **or** contact them immediately before they call you.

**Third: DO NOT** leave your home or business until you have talked to our staff. **Do not call 911**

to cancel an alarm activation. You must call SEi.

## How can you put \$50 in your pocket?

**\*SEI is offering \$50 for each  
successful new customer referral**



### It's easy as 1, 2, 3....

- 1)** Think of people you know who would benefit from having an SEi security system in their home or business
- 2)** Complete the referral form located on SEI's website:  
<http://www.sei-security.com/residential/referralprogram.asp>
- 3)** For each successful referral, you will receive a **\$50 credit** to your account after the security system is installed in the home or business of the person you referred.

*\*There is no referral limit on this offer while the promotion lasts.*

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