

COMMUNITY ASSOCIATION SERVICE CENTER NEWSLETTER

OCTOBER 2009

DEVCONNECT: COMPLETE SYSTEM MANAGEMENT SOLUTION

Control your security system, lights, swimming pool, cooling system and more, when you have DevConnect! With DevConnect, you're never far from home or business — at least as long as you have access to a smart phone or an internet-connected computer. That's because DevConnect gives you mobile access to all of your most critical systems: security, lighting, climate and more.



Remote Control

Arm/disarm, update & monitor your security system anywhere, anytime.



Inspect

See and record live images of your home or business



Automate

Control appliances, lighting and cooling systems remotely.



Computer with Internet

The most advance remote management system available.

DevConnect allows residents to manage their security system remotely from a computer or mobile phone. You now have the option to upgrade your security system with a virtual keypad, live streaming video, video verification with pre/post alarm video, and home automation. When your security system is triggered and 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.

For more information or a free on-site demonstration, call Devcon Security at [800-878-7806](tel:800-878-7806) today!

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Please share this information with board members & community residents!



ALARM PERMITS AND REGISTRATIONS

Many cities and counties have adopted ordinances requiring users of monitored burglar and fire alarms to register their system and obtain an Alarm User's Permit. The purpose is to improve the efficient operation and reliability of alarms while encouraging cooperation between alarm users, alarm monitoring centers, and police departments.

Any fines incurred for not having an Alarm User Permit are the responsibility of the individual home owner. In Palm Beach County specifically, the Sheriff's Office will not dispatch without an active alarm permit number on file with the alarm company.

It is the responsibility of each individual home owner to contact their local municipality and obtain an alarm user permit if needed. Most cities and counties have permit forms available to download online. After receiving their permit, home owners must call **Devcon's Community Association Service Center** at 800-878-7806 to provide us with the permit number. Home owners already in possession of a permit should also call Devcon to verify that we have their permit number on file.

KEEP YOUR ASSOCIATION CURRENT

We are constantly auditing our accounts and updating our database with information provided by you or your residents. Periodically, we want to verify our information with your records. For this reason, we are requesting that you provide us with your latest roster so we can compare it with our database. It would be helpful if you can send this list in Excel format to jmcmillan@devcon-security.com. Please keep in mind that we are dependent on you to inform new residents about our service which is a benefit to living in your community. We will be happy to help by preparing letters of introduction for your new resident packages. We can provide you with a supply of stickers, magnets, and yard signs. We can also provide you with information electronically for your community website and newsletter. A central station monitored security system can save up to 20% off your homeowner's insurance!

WE ARE
DEPENDENT ON
YOU TO INFORM
NEW RESIDENTS
ABOUT OUR
SERVICE

SECURITY TIPS

Devcon Security is concerned for the safety of you and your residence. The following are some security recommendations concerning single family homes, townhouses, and apartments. These recommendations may greatly decrease the likelihood of being burglarized.



- Use your monitored alarm system. Ensure everyone in the home is familiar with the alarm operation, activation, panic button, deactivation, etc.
- Do not leave garage doors open. Keep doors and windows closed and locked. Install a quality lock on your slider and place a bar or rod in the track so it cannot be opened.
- Make sure that your security system provides adequate protection including motion detectors, glass break detectors, and smoke detectors.
- Never leave clues that you are away on a trip. Stop newspapers & mail, do not leave messages on your telephone answering machine saying you are away.

Please share this information with board members & community residents!

CUSTOMIZED SERVICES

Devcon understands that what works for your neighbor may not be enough for you, so instead of offering only standardized pre-packaged equipment and services, we provide a variety of services and products that allow you to pick and choose your own personal level of security. Together with our knowledge and experience, this flexibility allows us to find the solution that's right for you and your family and your community.

Monitored Intrusion Protection

Protects your home or business 24/7 against burglary. In the event of intrusion, our Monitoring Center will quickly respond and notify the appropriate local authorities.



Monitored Fire Protection

Smoke and heat sensors monitor your home or business 24/7 even if your system is not armed. In the event of fire detection, our Monitoring Center and the local fire department are notified.



Carbon Monoxide Protection

Will alert and help protect your home and family from the dangers of carbon monoxide poisoning 24/7 even if your system is not armed.



Medical Monitoring

Touch-24 Service with two-way voice offers protection for loved ones with special health needs. In the event of a medical emergency at home, medical authorities can be promptly contacted with the push of a medical panic button or alert from a fall detector.



Electrical Surge Protection

Protects both the power line on the alarm panel from surges from the outlet and also the communicator in the alarm panel from surges on the telephone line.



GSM Cellular Transmitter

If you do not have a landline, or if your home phone line is ever disabled, this cellular radio system will provide primary or backup communication between your alarm system and our Monitoring Center with digital signal transmissions.



DevConnect—Remote System Access

Allows residents to control their security system (and more) using any web browser on a PC (or via a PDA or cell phone) as if they were standing in front of the keypad.



Please share this information with board members & community residents!



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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.

Everyone has the need to feel protected. Everyone wants to know that things are going to be okay, so they can concentrate on what's most important: living life. That's why having someone, a partner, that you can rely on for protection, is so valuable. Reliable responsive protection gives peace of mind and ultimately helps you feel more confident.

We at Devcon strive to distance ourselves from the rest of the security industry by presenting you with a new way of looking at electronic security systems and services. We will protect, educate and work with you to address your concerns and promote confidence. As a result, we will define what it truly means to be a security partner.

- 24/7 Monitoring by our own state-of-the-art Five Diamond rated Central Station.
- 24/7 Technical Support ensures you will experience peace of mind with active response from a reliable local presence.
- Professionally trained representatives, installers, and technicians that are BASA/FASA State Certified.
- Personalized solutions for residential and community needs.
- Our systems and services were developed with the customer in mind for simplicity and ease of use.
- Connected with local authorities for integrated partnerships in trusted monitoring.

Devcon is your security partner. Someone who's looking out for your best interests. Someone who's keeping an eye on things while you live life. Someone who helps relieve your worry and stress.

Devcon. Live Confidently.

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

Janett McMillan
 Director of Sales & Marketing

Tom Gell
 Director of Association & Builder Operations

Bari Siegall
 Community Association Liaison

Patrick Gibson
 Sales & Marketing Coordinator

Technical Support (8am—9pm)
 you must provide your password to test your system



MISSION STATEMENT:

TO PROVIDE THE HIGHEST QUALITY PRODUCTS AND SERVICES CONSISTENT WITH EACH CUSTOMER'S SPECIFIC NEEDS AND REQUIREMENTS

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