

Alarm Systems FAQ: Rocky Mountain Security Group

Is the alarm system monitored locally? Yes. The call center is manned 24/7 by trained staff and meets all of the local requirements. It is a 3rd party monitoring center.

Is every area or zone in the residence/business covered? Depends on the installation. Motion detectors and glass break detectors can cover wide areas. Having every window and door covered using a sensor or contact is time consuming and can be very expensive. However, the level of protection for your family or business is up to you and RMSG can accommodate most any concern or security solution.

How quick of a response time is there by Law Enforcement once an alarm signal has been sent? The dialer on your alarm system can be programmed to call immediate or have a delay. Once the signal is received by the Monitoring agency, they will respond by either calling you, or the Police depending on the nature of the alarm. Police response times can vary; contact your local police for any questions. Also, make sure your permit and contact information is up to date. (Denver)

What can I do if a burglar cuts my phone lines? We offer back up cell phone dialers for our systems, ask for details. We can also program your alarm panel to monitor for dial tone, and alert you to problems.

Are the systems that RMSG installs quality? What if I wanted to install my own alarm system? The panels that we use are the industry standard, used by the major names in the alarm industry. We have years of installation experience, installing your own alarm system requires professional training, and programming knowledge. After our system is installed, we test every zone to assure that the monitoring agency receives all the signals with no problems.

Who should know my code to my alarm system? Only the adults who live in the home, or trusted employees of your business should have access to the alarm code. Never give out your code to anyone, and do not write the code down. Codes should be changed twice a year. You can assign temporary housekeeper/babysitter codes, ask for details or see your owner's manual.

Will my siren be heard outside? Yes. The sirens we use are 105 decibels. It is extremely loud; please use ear protection when testing your system. We also offer exterior sirens, and strobes for your home or business. Ask for prices. May be restricted in some areas.

Should I test my system? Yes, test your system at least once a month. Call the monitoring agency and request the system be put into test mode. Then set the alarm and trigger it. Trigger multiple areas in your home/business, and then call your monitoring agency to hear the results. This insures your safety, and verifies that your phone system is working correctly. You may be asked for personal information by the monitoring agency to verify your identity in testing your system.

What is a “Panic” button? Can I get one of those? Panic buttons are special devices or signals that can be sent to the monitoring agency from your home or business. They are a priority signal that takes precedence over other signals. They are usually on a key fob device, keypad, or under a cash register for you to hit regardless of the panel being in an “armed” or “unarmed” mode. These devices can be programmed for instant police contact, and are usually used when being robbed or attacked. They are very similar to a “duress” code, but offer instant sirens and police response. Ask for more details if you are interested in utilizing this option.

Can my alarm system be tied into my smoke detection system? Our panels offer this capability, and are compliant with the national regulatory system. We would be happy to work with your fire protection expert on integrating this into your alarm system. There is a permit process for fire protection in most areas, there may be restrictions. Ask for more information.

Am I protected if there is a power failure in my home or business? Yes! Every panel we install in homes and businesses offers an integrated battery back up for power outages. They can protect for up to 7 hours. There are also upgrades available at a very reasonable cost. We recommend replacing these batteries every 5 years. We do not recommend using a UPS for our alarm panels.

Are your alarm systems pet safe? What does “pet immune” mean? Yes, we offer pet safe or pet immunity with our alarm systems. Basically, our motion detection devices can be programmed to ignore pets such as cats, dogs, and small birds. Usually pets under 50 pounds, or up to 3 small animals are fine using our typical system. However, we offer upgrades for some larger animals, and multiple pet homes.

Does RMSG offer wireless security systems for homes and businesses?

When are these required? Yes, we offer systems that meet the highest industry standards. Wireless is recommended for installations with restricted wall/attic access and in temporary applications such as a business move. Wired systems are usually preferred as battery replacement is required in wireless security systems. Batteries usually last 5 years, but may vary depending on usage. Wireless is very safe however, our systems utilize encryption and are used in banks and government facilities around the U.S. Wireless systems also are somewhat more expensive than wired systems in some applications.

What brand does RMSG use? We have an extensive working knowledge with many name brand industry systems however currently we use Honeywell Ademco Systems. They are used by many well-known industry names, and offer incredible flexibility and well-known reliability.

Do you offer medical alert devices? Yes, and there is a wide variety available. We can program this option into your keypad, or offer you key chain or neck worn devices.

Will I own my alarm system? Can I go with another monitoring service after my contract is done with RMSG? Yes, and yes. After your one-year contract with RMSG, if you decide to seek other monitoring solutions we would be happy to assist you. The system we install is owned by yourself after your contract is met, and we will not come knocking on your door to repossess it like many companies do. However we offer the most competitive monitoring rates in the industry and hope that you will stay with RMSG. \$25 transfer fee may apply. (Alarm only installs do not apply)

How specialized of a security solution can I expect from RMSG? Here at Rocky Mountain, the options for your security system are endless. We offer solutions for ANY security question or problem that your family or business may encounter. Every system we install is customized for you; there are no “package deals” like some alarm companies try to sell. We will be happy to discuss solutions for your security problems, please feel free to approach us with your ideas or questions. We install Honeywell, Bosch, and many other well-known products. We have a dizzying array of products available to us, and we are positive that we can offer your business or home the best security product available, and at the best price!

If I just purchase the alarm system, do I HAVE to get monitoring? No. If you are just purchasing an alarm system you do not have to get monitoring. You can add monitoring at any time in the future. Many customers purchase an alarm system for the insurance break or the peace of mind. However, in the long run most customers eventually get monitoring through Rocky Mountain Security Group for the police/fire/EMT response, and the added peace of mind. Knowing that you have dispatchers and police watching your home or business 24/7 is incredible peace of mind. Many have told us that they sleep better at night, and worry less about loved ones and possessions while traveling. When purchasing monitoring after the initial installation, the one-year contract still applies but only to the monitoring agreement.

How can I learn more about Honeywell Ademco Alarm Systems? Please take a look at Honeywell’s website at:
<http://www.security.honeywell.com/hsce/solutions/residential/security/index.html>

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