

# \* On-Line Bill Pay! \*

With our **On-line Bill Pay Service** you can pay your invoices, view current and past invoices or arrange to have your monitoring invoices paid automatically using your credit card or bank account!

Please check our website at [www.ciasecurity.com](http://www.ciasecurity.com) and look for the CUSTOMER PAYMENT area. Click and you will be directed to our bill-pay web portal.

**Please follow the instructions below:**

1. Please disregard email address and password fields.
2. Click on "Setup New Account" in the lower left corner – **blue lettering**.
3. This will take you to a new screen. Complete the fields shown and click 'Create Login'.
4. You will receive an email with the final step – this will allow you to ***view and pay your invoice when it's convenient for you!***
5. **IMPORTANT** – If your account is set up to receive invoices via email, the email address you use for on-line payment access **WILL NOT** update the address we use for invoicing. If you wish to have this email address update, please call our office.
6. **IMPORTANT** – Should you wish to set up your account for automatic payments with a credit card or bank account, please remember that any ***existing*** invoices must be paid using the PAY IT icon as they will **NOT** automatically be processed for payment. All ***future*** recurring invoices will process automatically. Invoices for services must also be paid by logging on to your account and using the PAY IT icon as they will ***not*** automatically be paid.



## Commercial Instruments & Alarm Systems, Inc.

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Locally owned, nationally recognized

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# CIA's local monitoring keeps you safe

While there are many options for security alarm monitoring, there are few security firms that still use local monitoring stations. CIA now has the only monitoring response center in Dutchess County, down from an all-time high of six.

Our Monitoring Response Center, previously referred to as our Central Station, monitors burglar, fire and medical alarms. We use special telephone lines, computers, software and trained staff to monitor customers' security systems and call the appropriate authorities in the event an alarm signal is received.

Our Security Operations Center also oversees our video management and hosted access management.

We recently upgraded our software to more efficiently and effectively use video verification. Video verification uses video technology in conjunction with security detection devices so that our trained dispatchers can see what is happening within a protected area. The technology allows our dispatchers to filter false alarms. Read more about how to add this technology to your alarm system on page 2.

**Quality and experience can vary greatly among alarm companies.** CIA's Monitoring Response Center is certified



by independent agencies including Underwriters Laboratories (UL), a leader in inspection and certification of monitoring stations. Being rated by UL requires very strict guidelines and a substantial investment by CIA. UL also conducts annual audits of our facility to ensure compliance.

CIA has also earned Five Diamond Certification from the Central Station

Alarm Association, the highest certification that can be achieved in the alarm industry. This certification comes about when a monitoring station has proven to be committed to the professional development and standardization of training for all their operators, and the continual upgrade in the performance levels of the operators. **There are less than one hundred companies in the country with this certification and we were the first in the Hudson Valley.**

Our Monitoring Response Center is the first line of defense in emergency response and CIA is committed to maintaining the highest quality in our center to keep you safe.

## New email notification to start Dec. 1

Tired of receiving calls in the middle of the night for a low battery on your alarm system? CIA is investing in an automated email system that will alert you of non-emergency conditions such as low battery notifications for wireless devices and control panels, a/c power failures, and internet or telephone failures.

These emails will work in conjunction with your system command center that is already designed to alert you of these conditions.

CIA will transition to this new automated system Dec. 1. If you currently receive invoices and administrative notices via email, you will also begin to receive email notices of these non-emergency alarm conditions.

If you don't currently have your email in our system, but would like to receive these notifications, please complete and return the email notification form that we have provided for you with your mailed invoice, or contact our office.

Our emails will not contain secure or private information about you nor will they contain information that will allow anyone to access your system or make changes.

## Video verification provides priority response to alarms

CIA now offers a wireless video security system - a revolutionary product that features the most advanced technology on the market. The Videofied outdoor/indoor system combines a motion detector and video camera. It detects intruders and sends an 8-second video clip of the incident to our Monitoring Response Center. Upon receipt, our trained dispatchers can then immediately see what is happening within the protected area and can determine if law enforcement needs to be dispatched. The technology allows our dispatchers to filter false alarms and results in quicker police response – authorities respond to verified alarms as a Priority 1 rather than unverified alarms that are a Priority 3.



The Videofied technology combines a passive infrared motion sensor, digital video camera and infrared illuminators into a single wireless security device. It is perfect as a remote sentry for outdoor applications to secure electrical infrastructure, rooftop air conditioners, building materials, and much more.

Videofied can provide residences protection for external garages, backyards, pool areas and more. Contact our office to learn more.

## KEYS: Keep Every Youth Safe

CIA Security is working to help parents safeguard their children with the KEYS initiative (Keep Every Youth Safe). We know there is nothing more valuable than your children and CIA Security can now help you protect them from online predators.

CIA Security is offering WebProtectMe which allows parents to selectively control the content which you find harmful to your children. This service can be used on computers and mobile devices, such as iPads and iPhones.

The program also provides protection from viruses and phishing and protects your identity and privacy.

We are offering this valuable service to your entire family free of charge for 30 days. After 30 days, you decide whether you'd like to continue this child protection service for just \$9.95 per month. Contact our office for more information.

## CIA in Action

A Tannersville business was saved from major damage when a fire in a back room activated the alarm system. The fire department was able to quickly put out the early morning flames and the business opened later that day.

Police were called to a Fishkill business after a glassbreak detector was activated there on a Sunday morning. Police found that the vestibule glass door had been forced open and broken, but nothing was disturbed inside.

## Visit our newly redesigned website

CIA launched a redesigned website this summer with more information about services we provide and easy-access links if you need to contact us.

Take some time to visit the new website and let us know what you think of it.

**Commercial Instruments & Alarm Systems, Inc.**  
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RESIDENTIAL ALARM SYSTEMS  
COMMERCIAL ALARM SYSTEMS

Welcome "Tomorrow's Security Today"  
Here at CIA Security we offer very competitive prices and the highest quality protective systems available. Our "Name Tag" runs from Westchester County up to Washington County and about 50 miles east & west of the Hudson River in upstate New York. We install and service throughout this region with our own professional staff boasting over sixty years of combined experience.

**The CIA Key**  
CIA Security operates with independent UL listed central station to ensure professional handling of any emergency. Backup generator power and

**CUSTOMER PAYMENT**

**CONTACT**  
Name:   
Email:   
Phone:   
Subject: