



# Commercial Instruments & Alarm Systems, Inc.

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Locally owned, nationally recognized

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## New service ensures your video surveillance system is working

Imagine someone falls in your parking lot in an area where you have video surveillance. You go directly to the video recorder to learn what happened but find the camera was not working.

Or perhaps you receive a call from your day-shift manager reporting that there is no money to start the morning shift even though the evening manager reported \$2,500.00 in the safe. You check your video recorder only to find it unplugged.

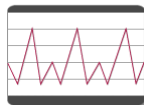
A video surveillance system can be valuable when it comes to recreating an incident and protecting businesses -- but only if it works. Problems often aren't noticed until an incident requires an owner to look at recorded video. Unfortunately, the above scenarios happen on a regular basis.

CIA Security is offering a new exclusive service for video surveillance systems where our operators monitor the "health" of your video surveillance system to make sure all system components are operating.

CIA's new DVR system is specifically programmed to integrate with CIA's video management services. These services include remote health monitoring and remote video verification.

The Health Monitoring Service checks your

### Video Surveillance Health Monitoring



DVR every hour to confirm the functionality of all cameras, storage HDD, and the network interface. This service virtually eliminates the prospect of an event occurring and the system being non-functional.

CIA is the only security company to offer this valuable service through our new high-definition DVR.

The new equipment also allows for our Video Verification Service that enables

our Security Operations Center to immediately connect to your video system to verify an alarm with live on-site video. Video verification is a new technology that many municipalities and police agencies are beginning to require for alarm response. The technology does not work with just any DVR because of required integration at the Security Operations Center.

Contact our office for details on these devices and services.

## News & Notes

### ▪ EMAIL CHANGES

Please let us know of any changes in your email address. By providing your email address, you allow us to send important information via email that pertains to your security system, such as invoices and service information. Our emails will not contain secure or private information about you nor will it contain information that will allow anyone to access your system or make changes.

### ▪ INSURANCE DISCOUNTS

A monitored security or fire alarm system, particularly in urban or suburban areas, can save you money on your homeowner's insurance premiums. If you need an alarm certificate to send to your insurance company, please contact our sales office. Please be prepared to provide your system password as security system information will not be released without it.

## CIA in Action

A fire at a Newburgh gas station in August was quickly contained after someone used a pull station to activate the alarm. The fire department reported that an electrical fire was extinguished and there was very little damage.

When a motion detector activated at a Greene County antique store around midnight, the owner was able to respond from next door and check his store. Police were called and confirmed that there was a burglary.

The fire alarm at a Kingston restaurant activated when an electrical outlet caught fire at 4am. The fire department was able to quickly put out the flames and turned the restaurant over to the owner with very little damage.

## Avoid false alarms on your system

False alarms can be time consuming and costly if you live in a municipality where you are charged false alarm fees.

CIA Security has one of the lowest false alarm rates of all Hudson Valley alarm companies. You can help prevent false alarms by knowing what causes them.

**Human error:** Most security systems are fairly easy to use and do not require significant training. It is important that any person with permission to enter the premises understands how to operate the system.

**Low battery or inconsistent power source:** Wireless security systems contain batteries that need to be changed and replaced. These system components typically give audible warnings (beeps) when the battery levels are low, but in some cases, a low

battery can trigger a false alarm. Owners should periodically test the system to ensure equipment is functioning properly.

**Unlocked or loose doors and windows:** Door and window sensors are activated when the connection between the two sensors is disrupted. If a door or window is loose, it can easily be rattled by the wind and trigger an alarm. Doors that are locked with a deadbolt are typically sturdier and can minimize unintentional disturbances.

**Pets, rodents, insects, or balloons:** Some motion detectors will be triggered by pets, rodents, insects, or balloons. Homeowners with pets should have sensors that are "pet-friendly." Owners can spray insect repellent around sensors and detectors twice a year to prevent critters activating an alarm.

## Change alarm codes for added security

The alarm code is where home security starts.

Your code should not be something easily figured out by an outsider. For instance, using the birthday of all family members or anniversary dates is something that anyone familiar with the family may figure out given enough time.

Codes should be changed during the course of the year, but not so much that you forget the code. For instance, changing the code every week or month is a bit excessive. Instead, change the code during daylight savings or on the first day of every quarter. When the codes are changed, make it on a day that



everyone is home so they can get their new code and not risk triggering the alarm.

If you have to give access to someone while you are not home, create a separate code for him or her and disable it immediately upon completion of the job.

## Keep your alarm permits active with your town

It is important to keep your alarm system current with your town by registering your system, paying the annual permit fee, or paying your false alarm fees. If you are not in compliance with your municipality's requirements, they will flag your account as not having a valid permit. Some municipalities **will not respond** to alarms that are not registered.

Please contact your local municipality regarding laws or ordinances that govern alarm usage or alarm permits that may be required.

