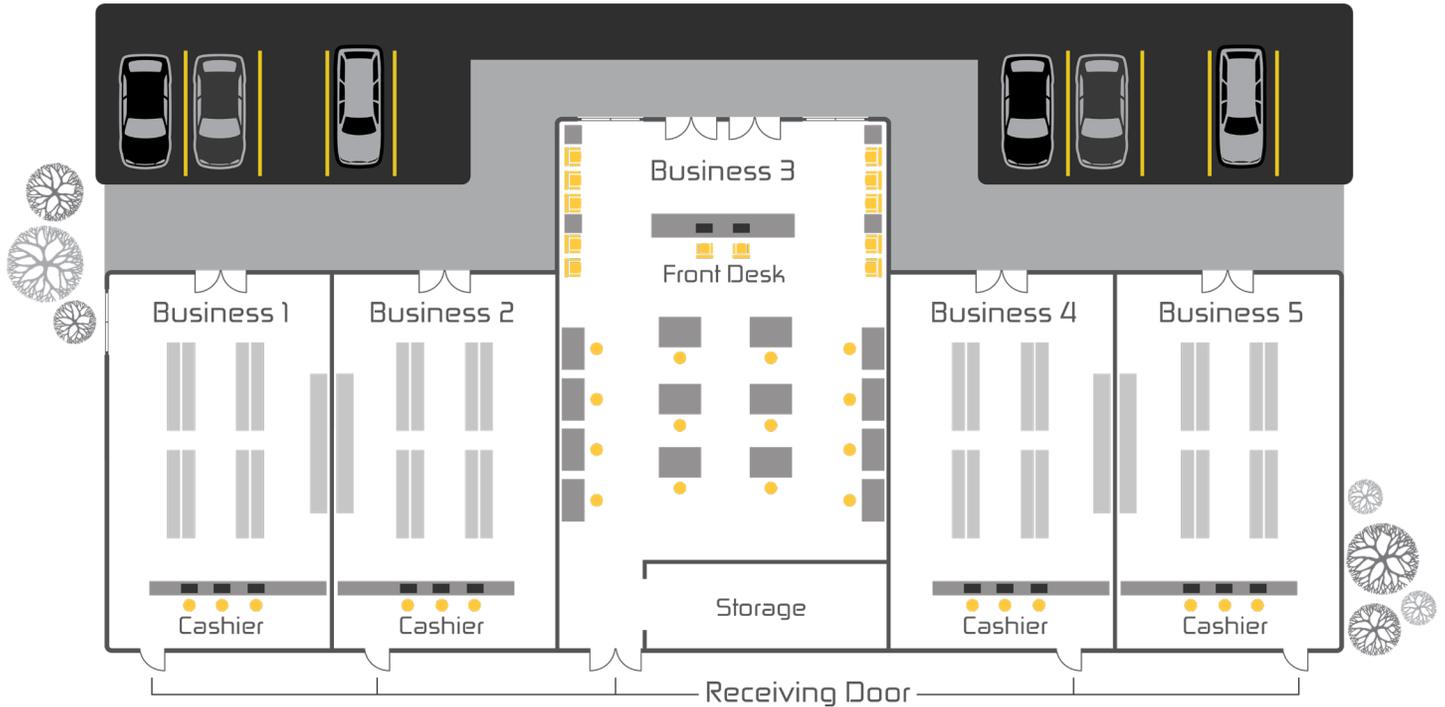


XR SERIES™ ROLE-PLAY

Excercise



Scenario:

You have cold called on a multiple tenant business that is interested in a security system & access control. You have been given time with the owner to complete a needs analysis on what they need. The owner is eager to replace the old system he has which you believe to be an old Honeywell system by the looks of the keypad. He tells you he has been wanting access control, but his current company is having problems meeting his needs.

Instructions:

- Break into groups of two
- Study the role-play worksheet asking key questions and getting comfortable with the product features
- Each person will rotate roles from (1) sales rep and (2) prospect
- You have 5 minutes per role

FEATURE	FUNCTION	KEY QUESTION(S)
Zone expansion	The XR150 provides up to 142 zones and the XR550 provides up to 574 zones, programmable for burglary, fire, and access applications.	Would you like the ability to add up to 574 points of security to one control panel?
Fully supervised 10/100 network HSPA+ and LTE cellular communication	Dual path communication	Is it important that you have multiple communication types with your security system?
Flexible system arming features with Instant Arming option	Arming option that removes the entry delay	How important would it be to have the ability to arm without an entry delay?
UL commercial fire control panel integration on all XR series panels	Add up to 130 (XR150)/562 (XR550) two-wire smoke detector or fire-initiating zones	Would you be interested in saving labor costs by installing 2 wire UL commercial approved fire devices to your XR series panel?

10,000 user codes with 99 profiles and 4 profiles per user	Gives you over 3 million user combinations	Is ultimate flexibility in how to control access to your building important to you?
12,000 event buffer	Logging what the security system has done	Would you like to see back 12,000 events into the past in case you had an issue you needed to research and document?
Built-in phone line monitor	Notification when the phone line is cut	Would you like to know if your phone line is cut?
Integrated Access Control built into the XR series panels	Add up to any combination of 96 access control doors or hardwire keypads	Would it be important to you to have the flexibility and cost savings to be able to add access control now or in the future to this security platform?
Lockdown command	For emergency situations, a Lockdown command can be issued from the keypad menu or via remote command to lock all doors designated as public	Is the ability to lockdown your facility a factor for you?
Multiple keypad language menu	French, Spanish and English menus available (XR550)	Do you have areas that you might require bilingual keypads?
Flexible Communication	<p>The XR Series Panels have transitioned from dialer-focused communications to a true network, cellular, and Wi-Fi communications approach by providing stronger, multi-layered panel communications that ensure a constant link between the panel and central station.</p> <p>The unique DMP Serial 3 format supports 32-character user, zone, and area names to decrease the central station response time and limit dependence on automation literal tables for message interpretation. Contact ID dialer format is also supported.</p>	How would having stronger, multi-layered, communication, that ensures a constant link between the panel and central station help you?
Network or Cellular Communication	<p>Built-in 10/100 auto-sensing Ethernet connection enhances both standard and encrypted line security options. Both UDP and TCP are supported. The network option can be used as the primary or backup path to the digital dialer or cellular option.</p> <p>The 263 Series Cellular Communicators can be used as the primary path, providing installation flexibility where no landlines are available. They can be used as a stand-alone communicator without the need for a backup. When used as the backup path, the 263 Series provides the security of a communication link that continues to function, even when landlines are cut or compromised. This interface works over a variety of carriers in the USA and Canada.</p>	Is our 10/100 auto-sensing Ethernet connection — that enhances both standard and encrypted line security — an option that would be important to you? Why and how would you use that?
Adaptive Technology™	If a current primary communication path becomes unavailable, Adaptive Technology directs the panel to make a seamless transition from one communication path to another, ensuring that no check-in or supervision messages are missed. This allows a system to be fully supervised when the primary communication path is unavailable, while minimizing expensive cell traffic when all paths are good. The panel is constantly checking the failed path to enable the panel to revert back to the primary path when communication is restored.	Are you required by your insurance carrier for your Central Station to have a communication pathway that never misses a check-in or supervisory message?
EASYconnect Technology	EASYconnect™ enables the control panel to establish an outbound connection to SecureCom Wireless™ over the network. This allows for an effortless installation of network panels, without any customer router programming, providing extremely quick app connection times.	Would you like to not worry about VPN's or other network challenges and receive super fast app connection times?

Eight Communications Paths	Create, configure, and manage up to eight communication paths between the panel and central station. Each path has its own panel communication programming parameters and can be identified as either primary or backup. This enables installers to configure a reliable communication link, offering greater confidence that the panel will always be connected to the central station.	How many communication paths will you need to satisfy your insurance carrier?
Areas	Program up to eight (XR150)/32 (XR550) areas with a variety of options, including independent arming. Each area has a unique name and may have its own account number. Common areas automatically arm when the last independent area is armed and disarm when the first independent area is disarmed. This is ideal for lobbies or areas where users need common access to specific areas only.	How many areas of your business need independent arming? Would you like to give each area it's own unique name and account number to help you with tenant billings?
Wireless One-Button Keyfob with Prox	The 1145-1P/1144D is a wearable and portable panic button fob, programmable to function in multiple locations with alerts for lost fobs, late to test, and lower battery power.	Would it be important for you to have a single or two button panic key fob, that also has a built-in proximity patch, to allow the person carrying it to get help, access a room or building, and disarm the system all from that single device?
Lockdown	For emergency situations, a Lockdown command can be issued from the keypad menu or via remote command to lock all doors designated as public	With access control built into every XR Series™ panel, you can lockdown up to 96 doors with the touch of a button. How many doors will you need to lockdown?
Temporary Codes	Temporary codes are user codes that can be entered with a finite date and specific time to expire.	How many times do you need to give a temporary worker a code to access the building? Would you like to have the ability to have that code become invalid after a preset time frame?
Zone Expansion	The XR150 provides up to 142 zones and the XR550 provides up to 547 zones, programmable for burglary, fire, and access applications. <ul style="list-style-type: none"> • 10 Onboard Zones • Eight (XR150)/16 (XR550) Keypads = 32 (XR150)/64 (XR550) Zones • One (XR150)/five (XR550) Built-In LX Bus (100 zones per LX) 	Our XR Series™ panels give you up to 547 zones for expansion. How many of those 547 zones will you need to use right away?
Multiple Chime Tones	In Zone Information, you can assign one of three distinct tones to a Night or Exit zone to know easily and quickly by different tones where and when a zone is opened. This feature has true security applications both residentially and commercially.	Have you ever wanted to have a different sound when someone came through a specific door in your facility? Which doors would you like to have a different tone on?
Simple Zone Expansion with the 1154/1158 Wireless Input Modules	When a DMP panel is installed in the same location as a non-DMP panel, the 1154 can easily and quickly convert up to four existing hardwired zones from the old panel into wireless zones, and the 1158 can convert up to eight. Existing wiring does not have to be re-run, and existing contacts can be reused with the new system.	I am sure you would like to save as much money on this new system install that you can, am I right? Would you like me to check and see if I can use some of your old equipment and hook it to this new XR Series™ panel?
Outputs	The XR150 provides up to 106 outputs and the XR550 provides up to 506 outputs that can be activated by zone or system events, by schedule, through the User Menu, or when a card is presented. Output Groups allow multiple outputs to activate with a single event and/or can be assigned to a particular user profile.	Do you have any special equipment that needs to be activated when the security system is armed or disarmed? How about when a door is accessed?

Flexibility in Schedules	<p>Enhanced scheduling for areas, doors, outputs, and holiday schedules offer flexibility for your customers. Ninety-nine programmable schedules are available and can be assigned to an area, door, or output. The same schedule may be assigned to more than one area, door, or output, making them reusable. A List key facilitates browsing through the list of stored names on the keypad.</p> <ul style="list-style-type: none"> • Up to eight schedules per profile • Up to eight (XR150)/16 (XR550) schedules per door • Up to eight schedules per area • Up to eight schedules per output • Up to 40 holiday dates 	Do your work flow schedules change during the holidays? Would you like to be able to set up holiday schedules for your combo access and burglary system to maximize it's effectiveness with your business?
Multiple Language Display Option	XR Series systems may be programmed to display the User Menu and Status Display text in multiple languages.	Do have areas of your facilities or plant where you need the keypad to show a language other than english? Maybe Spanish or French?
Real-Time Status Enhances Third-Party Integration	Alarm systems are increasingly being integrated with environmental control and home automation systems. With real-time status information from zones, doors, and other outputs, XR Series panels are readily integrated with these third-party control and automation systems. See dmp.com/Integration_Partners .	The XR Series™ alarm/access panels make a great platform to integrate your environmental and automation control. Have you considered how much money you could save on your utilities by allowing the XR Series™ panel to help control your costs in these areas?
Z-Wave® Support	Add up to 140 Z-Wave devices with the 738Zplus module for mobile control of lights, locks, and thermostats. Up to 20 favorites allow users to program multiple devices to respond to a single command or panel event like arming and disarming. Z-Wave devices can be controlled with the 7800; 9862 Series Touchscreen Keypad, MyAccess and Virtual Keypad.	Would you need more that 140 automation devices that you could have mobile control of from anywhere on your smart device?
Commercial Fire	The DMP XR Series panels are also approved for commercial fire applications. Integrate intrusion, access, and fire into a single application or use the XR150FC as a stand-alone commercial fire alarm control panel.	Have you considered the cost savings you may receive by allowing the XR Series™ platform to control your fire system as well as your access and burglary alarm system? Is there any reason you would not want to combine all these functions on one platform? Would it be easier for you to deal with just one provider for all your security, access, and fire alarm needs?
Zone Audit Days	This is a valuable auditing tool to determine whether a zone or device has not been tripped within a certain number of days. Whether the system is armed or disarmed, up to 365 days can elapse without the zone being tripped. Each time the zone is tripped, the counter restarts. After the countdown expires, a fault message is sent, and the timer begins the countdown again as per the programmed days.	Do you have any areas of the building that should be checked on during a certain time frame? Would you like to get a message sent to you if they are not checked on?
User Inactivity	The Zone Activity Hours provides notification of user codes or credentials not used over a programmable period of time; for example, employees or service providers who haven't used their PIN code or access credentials during a defined period of time. This notification promotes the purging of user and access rights as a result of employee termination or service provider changes. This option is found in System Options Programming.	Have you ever terminated an employee, only to find out months later that the pass code was still in the system and they had full access to your building? Would you like to get a message if someone has not used their code in a certain period of time?

