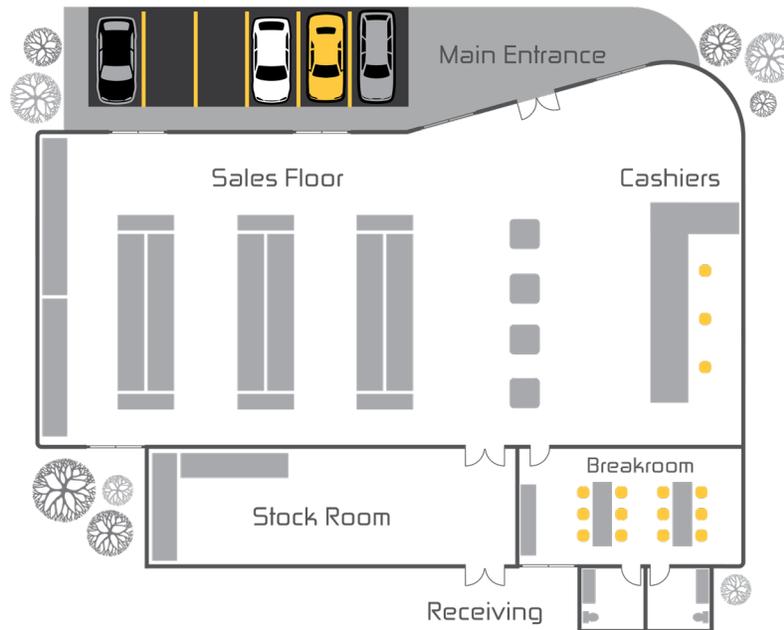


# XTLTOUCH™ ROLE-PLAY

## Excercise



### Scenario:

You have cold called on a small retail business who is interested in a security system. 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 Vista 20 by the looks of the keypad. He tells you his current company has raised his price many times over the years and has never offered him anything new.

### 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)
AC Power and Armed LED	Letting you know when you have power in the building and if the system is armed or disarmed at a glance.	Would you like to be able to quickly glance at your keypad from a distance and know that it is armed?
Distinct Fire, Burglary, Zone Monitor, And Pre-warn Tones	Giving you a different sound for each type of emergency.	Would you like to hear a different sound for a fire versus a burglary and be able to take the appropriate action?
Unique Silence Feature	Allows the User to Silence Alarm Bells and Still Keep the System Armed	Would like to reduce the stress associated with an alarm sounding by shutting off the siren and allowing the system to continue sending a help signal to the central station for you?
Multiple Chime Sounds	A different chime sound for each keypad or location setting.	Would you like to know which door a person came in with the sound of the chime?
26-Character Standard Keyboard	Custom name each room or zone the way the customers wants it to be.	Would it be nice to have up to 26 letters to describe each location in your own words?

Arm Only, Ambush Code, and Temporary User Code Options	Keep your security at the highest level by giving a user the code they are cleared for. As well as a code to protect the user from an ambush.	<p>Would you like to be able to increase your security by giving lower security clearance personnel less clearance than higher personnel?</p> <p>Would you like to be able to send an ambush code to the central station setting up a silent response without the intruder knowing it?</p>
Built-In Standby Battery	8 hours or 24 hours of standby battery.	Would you like to know if the power goes out for an extended period of time you don't have to worry about whether or not your security system will work because of no power?
Simple Arming	XTLtouch provides multiple arming configurations: Area arming with six separate areas; All/Perimeter arming with perimeter and interior areas. Users can arm the perimeter and interior at night while leaving the office area disarmed.	Would you like to be able to easily arm your warehouse or other areas of your business while leaving the main entrance unarmed for business customers to use?
Entry Check-In Protection	With DMP's patented Entry Check-In Protection, your system still works even if the panel is destroyed. Entry Check-In Protection is a proactive safeguard against a burglar's fast tactic to disable the security system before it can send an emergency signal. Specifically, if an entry zone is triggered, and the system is not disarmed in the designated delay time frame, a trouble signal will be generated at the monitoring center. There are no intermediary servers or network operation centers, and no retransmission or reinterpretation of the information over the Internet. This ensures faster response and eliminates concerns about signals not being properly relayed or intermediate communication links failing.	<p>Would you like to know that your system still works even if the panel is destroyed by an intruder?</p> <p>Would you feel better knowing that the data from your security system is transmitted directly to your monitoring center and not to any intermediary servers or network operation centers (NOC's)?</p>
Virtualkeypad.com and Virtual Keypad App	<p>Users can access their security system via Internet connection on a tablet or computer. Customers log in to VirtualKeypad.com with their login and system user code.</p> <p>This app provides users with the ability to access a number of system functions remotely via a cellular or Wi-Fi connection. And, for a dealer, the app provides the opportunity to use your company logo. The Virtual Keypad app offers the following features:</p> <ul style="list-style-type: none"> <li>• System Arming/Disarming</li> <li>• All/Perimeter, Home/Sleep/ Away or Multi-Area Operation</li> <li>• Panel Output Status and Control</li> <li>• Control of Z-Wave Thermostats, Lights, Locks, and Garage Door</li> <li>• Favorites (control multiple Z-Wave devices with a single button)</li> <li>• Actions allow users to associate Favorites to activate specific events</li> <li>• Program a picture (user takes) of a room with hotspots to control Z-Wave devices</li> <li>• Real-time weather for your local zip code</li> <li>• Sensor activity zone setting</li> <li>• View live video and clips from cameras</li> <li>• Geofencing</li> <li>• User code management includes the ability to add, delete, or edit users from the system</li> <li>• Push notifications and view history of alarm events, arming/disarming, and troubles by other users on the system</li> </ul>	<p>Would you like to have access to your security, automation and video system all from your tablet, computer or smart phone?</p> <p>What if you could raise an overhead door for a truck driver from your phone.</p> <p>And what if you could turn on the light above that door from your phone too?</p> <p>What if you could see who was at your garage door with your camera and then open the door, watch them deliver the package and then lower the door when they were done?</p> <p>What if you could delete a troubled or fired employee from the security system from your phone while you were having that important dinner with your wife or children?</p>
Customize Your Display	Insert a standard Micro SD card in the keypad slot to transfer your dealer logo and dealer profile information to display on the keypad. When pressed, it provides your dealer contact information.	Would it be nice to touch your keypad and get the service phone number, email, physical location and social media site of your dealer who installed the system?

Z-Wave® Support	Add up to 140 Z-Wave devices 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 events like arming and disarming. Z-Wave devices can be controlled with Virtual Keypad.	How many automation devices would you like to be able to control through your mobile device?  Would you like to be able to set-up 20 favorites with up to 25 automation device per favorite for controlling multiple automation functions with a single trigger?
Custom Actions	In addition to controlling lights, locks, and thermostats, users can also take advantage of up to 20 customizable actions that can be programmed into the XTLtouch. Now users can select a combined sequence of actions, all based on specific Favorites, Lights, and Locks to activate or deactivate Z-Wave devices, Favorites, or outputs during specific times and days or specific zone trips.	Would you like to turn off your lights, but leave a special light on, lock your doors and set the thermostat when you arm the system at night?
50 Sensor Activity Zones	The XTLtouch greatly expands customers' remote access to their homes and businesses through their Virtual Keypad app. Customers who use the app to control their systems have the ability to allow up to 50 night or exit type zones to report to them as activity occurs on their systems.	Would you like to know when someone enters a room, opens a door or gets into a special cabinet?
Additional Wireless Keypads	The 9800 Series wireless keypads are fully functioning, supervised keypads that provide installation flexibility. Add up to seven additional wireless 9800 Series keypads to the XTLtouch.	How many keypads would you like?  Would you like to add seven?
False Alarm Features	To reduce false alarms, Cancel/Verify™ and False Alarm Question prompt users to validate whether an alarm has occurred after entering their code. In a Home/Sleep/Away or All/Perimeter system, the user can either press Verify or Yes to manually confirm a valid burglar alarm, and an alarm is then sent to the monitoring center.	Would it be important to you to stop a dispatch by the police by letting the monitoring center know that it was not a real alarm right from your keypad?  Would it be nice to not have to pick up a phone and call your monitoring company and let them know it was a false alarm?
User Codes	Program up to 99 codes. Assign a Standard or Master Authority level to scheduled and limited users to control their level of access to the system.	Would you like to know that you can add up to 99 users onto the system?
Event Memory	The XTLtouch panel logs up to 200 user and system events that you can view at any time through a keypad User Menu option. The Display Events feature allows users to view stored events such as openings and closings, zone events, user code changes, and supervisory events.	Have you ever wanted to check to see who armed the system two days ago, but it was way too complicated to see that from the keypad?  Would it be nice to check up to 200 events in the past from your keypad?
Zone Inactivity	With Zone Inactivity, you can easily monitor a person living alone. If there is no activity at the premises within the programmed number of hours, the monitoring center receives an alert. It's a valuable feature for customers looking after elderly adults.	Would you like to know when a motion detector has not experienced any movement in a particular area for a specific number of hours?
Zone Audit	The Zone Audit feature allows programming the panel to send an alert when the sensor fails to trip within the specified number of days. This feature helps identify potential sensor problems, including sensors deactivated to bypass faults or blocked sensors.	Sometimes you have a zone that isn't frequently used but is critical to your security design. You may even pay a guard service to trip it occasionally to ensure it works. Would you like to have a programming feature that will alert you if a sensor fails to trip over a specified number of days, preventing a potential security break due to faults or blocked sensors?
Keypad Display	Screen brightness, tone (frequency), and volume of keypad touches can be adjusted easily. Simply tap the desired function, then tap the plus or minus buttons to increase or decrease each of the settings.	Would you sometimes like to tone down the sound or brightness of your keypad?

Customizable Carousel Menu	<p>The carousel menu on the main screen offers common functions such as Panic, Chime, Check-in, Reset, Options, and Easy Exit™. With a customizable carousel, there's no need to scroll through the options you don't want to use. Simply turn off those options, and only the ones you care about are displayed.</p> <p>Panic keys are part of the carousel menu; once pressed, three icons will appear: Police, Emergency, and Fire. Easy Exit is only available while the system is armed. Traditional DMP shortcut keys will also work in the keypad screen.</p>	<p>Would you like a simple carousel menu on your keypad that allows you to access your system by simply swiping your finger up and down?</p> <p>Would you like to not have to scroll through multiple options just to get to the one you want?</p>
Shield Display	<p>Basic arming and disarming have never been easier with the interactive shield icon displayed in the center of the keypad. The shield icon can perform many functions:</p> <ul style="list-style-type: none"> <li>• It shows the arming status of the system at a glance. The shield's animated border will be a solid blue when armed, and the interior will display the type of arming: All, Perimeter, Home, Sleep or Away. Area modes are also supported. When disarmed, the area will be transparent with the exception of an outline of the shield.</li> <li>• The shield also allows for quick arming. When the user presses and holds the shield for two seconds, the system quick arms.</li> <li>• The shield also provides standard arming and disarming options. When arming, the exit timer provides a countdown for the programmed amount of time the user has to exit. The timer provides both a visual and audible notification to exit.</li> </ul>	<p>Would you like to know the arming status of your system by looking at a large icon in the center of the keypad?</p> <p>Are you tired of pushing all the buttons to get your security system to respond to your commands?</p> <p>Would you like one touch arming?</p> <p>Would you like to see how much time you have to exit the building before the alarm system activates?</p> <p>Would you like to have both a visual and audible countdown for your notification to exit?</p> <p>Would you like to add thermostat control on every keypad you install?</p> <p>Would you like to control you lights and/or locks from every keypad in your home or business, giving you the convenience, you have never before experienced?</p>
Red Keypad	<p>During an alarm state, the keypad screen turns red. The change in color allows the user to instantly recognize an alarm condition, even if the siren has been silenced. The screen remains red until reset by the user.</p>	<p>Would you like a keypad that your children or employees could see had turned red indicating that the system had been in alarm and know not to go into the home?</p>
Attention List	<p>After disarming, if an alarm on any zone or communication problem has occurred while armed, the main screen may display a yellow attention list icon at the top of the screen. When touched, the attention list displays the zone and event.</p>	<p>Would you like to know if your security system was experiencing any troubles with a small yellow notification on the touchscreen keypad?</p>
Weather Information	<p>Up-to-date weather information for today and tomorrow displays on the bottom left of touchscreens that are installed with network or cellular connected panels. Network and cellular connected panels will also display the current temperature. If the panel is not capable of supporting weather, the space will be blank. Eight icons are available to indicate the weather: sunny, clear, p-cloudy, cloudy, rainy, snowy, stormy, and foggy.</p>	<p>How would you like to wake up in the morning and know exactly what the weather would bring today when you disarm your security system?</p> <p>No time to watch the weather or check your weather app, how would you like to see what the weather was bringing with a glance at your keypad?</p>
Codeless Operation	<p>The built-in proximity reader operates with a variety of credentials, including cards, fobs and the DMP Prox Patch™, a small, adhesive "button" that users can attach to a wallet, phone, or other item they usually carry with them. A confirmation tone sounds when the credential is recognized and accepted.</p>	<p>Wouldn't it be nice if you could have one less code to remember?</p> <p>Would you like to waive a prox patch attached to your phone and disarm or arm your security system?</p>

