DMP FEATURES AND BENEFITS

Application Note

DOING BUSINESS WITH DMP

In today's competitive alarm market, DMP offers many significant advantages over other products. This Application Note discusses some of the important areas where DMP stands above the competition.

Privately Held Company

Features:

DMP is owned and operated by the same management that founded the company from a local UL Central Station over 45 years ago. We care about you and the future of your company.

Benefits:

Customers do not have to worry about who owns the alarm supply company this week or what a group of investors likes or dislikes. We care about what you do today and how we can help you do it better and more profitably.

Dealer-Direct/No Distribution Outlets

Features:

DMP markets its products through a selective Dealer-Direct strategy without selling through distribution outlets.

Benefits:

There is minimal high-quality competition. DMP limits product distribution to authorized dealers. You do not have to worry about losing a sale to a competitor who simply goes down to the local distributor and buys the product for which you have created the demand.

INTEGRATED SOLUTIONS

Cost-Saving Multi-Function Panels

Features:

The DMP XT Series™ and XR150/XR550 Series™ panels combine protection for Burglary/ Intrusion, Fire, and Access Control in a single panel. Both panels offer multiple communication options between the panel and Central Station. Like all DMP products, these integrated panels are designed with strong forward and backward compatibility.

Benefits:

With an integrated panel, one component does several jobs, reducing both the initial system cost and installation time. One panel performs all security functions, so you can stock fewer panels in inventory. There's only one system for your customers and installers to learn and use, simplifying training and reducing the time required to learn the system. There's only one panel to program and maintain, reducing on-going maintenance costs.

The multiple communication options enable you to create reliable, multi-layered links between the panel and Central Station. This reduces opportunities for intentional disruption of signals and protects against possible communication breaks due to weather or other problems.

The forward and backward compatibility of all DMP panels and the simple, downloadable software updates ensure long operating life and reduced obsolescence. The panel installed today will provide years of service.

COMMUNICATIONS

Network Monitoring™

Features:

Network Monitoring offers significant cost, speed, service quality, and security advantages for both Central Stations and alarm customers. DMP leads the way in network alarm communication with the hardware and software you need for Network Monitoring. All DMP panels can communicate with a Central Station using any data network.

Benefits:

- **Savings** - Using an existing full-time data network connection, LAN/WAN, you can avoid the costs of an additional phone line, as well as any long-distance charges between the panel and the Central Station.
- **Speed** - Central Stations gain an advantage through Network Monitoring speed. Dial-up alarm transmissions average from 5 to 45 seconds. Typical Network Monitoring alarm transmission time is 50 to 70 milliseconds. This translates to much faster alarm message processing and, as a result, a higher quality of service for customers. When every second counts, Network Monitoring allows the fastest possible response to fire, panic, or duress alarms.
- **Quality of Service** - Network Monitoring allows Central Stations to offer an increased quality of service to customers. Because Network Monitoring communication requires only a matter of milliseconds, more accounts can communicate with the receiver in a short period of time.
- **Security** - DMP Network Monitoring is not vulnerable to virus and hacker threats. Internet traffic relies on applications running on servers, such as mail and web servers. Network Monitoring uses small, very efficient message packets that travel on the Internet backbone, bypassing other Internet servers running vulnerable applications. Because panels and receivers are single-purpose devices, they cannot download computer files or run scripts that would put them at risk from viruses or hackers.

Cellular Monitoring

Features:
Cellular panel communications are available from DMP for all panel options and utilize LTE technologies.

Benefits:
Cellular technology is popular for panel-to-Central Station communications. By creating a direct wireless (cellular) communication path to any DMP Central Station receiver, there is no retransmission of alarm signals between the panel and Central Station. That creates more reliable, secure communications.

Cellular communications are commonly used for primary communications where no land lines are available. As a backup, they provide a path that continues to function even when land lines are cut or compromised.

DMP created SecureCom Wireless, LLC, as a cellular service provider that can be used when installing cellular communications, offering a single source for both hardware and cellular service. DMP allows you to activate your cellular panels using SecureCom Wireless or your choice of service providers.

Adaptive Technology™

Features:
Adaptive Technology allows a backup communication path programmed to use Network or Cellular to automatically ADAPT to the faster check-in rate of the primary path should the primary path become unavailable, creating a seamless transition for communication of messages.

Benefits:
This allows the system to be fully supervised even if a path fails, while minimizing expensive cell traffic when all paths are good. This technology is approved by UL.

Eight Communication Paths

Features:
Configure up to eight communication paths between your XR150/XR550 panel and Central Station.

Benefits:
There are numerous options for creating unique communication links, or "paths," between your panel and the Central Station. Communication path options include dial-up, network and cellular. With XR150/XR550 panels, you can create, configure, and manage up to eight paths.

For example, you could use a network connection to the Central Station as your primary path, then select another communication to create one or more backup paths. Or you can configure your panel to communication with one Central Station via a network connection for burglary and intrusion, and via cellular to a different Central Station for fire. Each path has its own panel communication programming parameters, letting you create a robust, reliable communications configuration.

Two-way Wireless

Features:
DMP two-way wireless provides for remote communication between sensors and the panel, including remote sensor management and programming for devices like PIRs. The keyfobs offer LED status feedback for visual confirmation.

Benefits:
You have greater installation flexibility with DMP two-way wireless. Place sensors where they can provide the greatest security, with no holes to drill or wires to run. DMP two-way wireless modules have a survey LED that allows one person to confirm transmitter communication with the receiver when the cover is removed.

Two-way supervised communication minimizes repetitive signaling, dramatically extending sensor battery life and helping you to quickly identify missing transmitters — the receiver requires an acknowledgment from each transmitter during a programmed window of time. The keyfob feedback gives the user peace of mind that their command has been acknowledged. DMP 900 MHz frequency-hopping spread-spectrum technology provides reliable operation even in harsh communication environments or longer-range communications.

Serial 3 Communication Format

Features:
The Serial 3 communications format native to all DMP control/communicators sets a new benchmark for Central Station data communications. Full-duplex transmission, Cyclical Redundancy Check (CRC) data integrity, and variable-length messages allow English-text transmission with unmatched speed, flexibility, and communications reliability.

Benefits:
DMP Serial 3 communication programming speed, content, and integrity make Central Station administration of access control systems practical when using any of the panels communication methods.

PANEL/KEYPAD FEATURES

User-Friendly Interface
Features:
All DMP control/communicators support simple, ATM-style, menu-driven keypads with plain-English text and "quick keys" for common functions. These keypads, specifically the Graphic Touchscreen Keypad, display menu item prompts over buttons whose functions vary depending upon the currently displayed prompt. This results in a keypad with unlimited control flexibility.

Benefits:
The quick keys give users instant access to the most common system functions, simplifying and speeding system operation.

Multi-site subscribers can interface with all facility control panels in exactly the same way. DMP dealers enjoy a benefit that no other dealers in the industry experience: a single style of keypad and user interface that has not changed as the control products have evolved and changed. Any English-text keypad ever made by DMP works with any English-text capable control panel ever made by DMP. Continuity and ease of system use for both end users and security company personnel are maximized. Confusion, inventory costs, and support costs are minimized.

User-Friendly Shortcut Keys
Features:
DMP keypads feature 12 one-button shortcut keys that provide quick access to all of the most common keypad functions.

Benefits:
Shortcut keys enable users to quickly arm/disarm their system, monitor zones, easy exit, test, or reset their system. All of the frequently used functions are just one key press away, simplifying and speeding system operation for your customer.

Codeless Arming/Disarming
Features:
The optional proximity reader available in DMP keypads allows users to present a proximity credential to the keypad.

Benefits:
The built-in proximity reader, an optional feature, eliminates the need for users to remember and enter codes to operate their system. With the wave of their fob or access card, users can instantly identify themselves to the system.

Cancel/Verify
Features:
Other alarm systems when the alarm goes off require you to disarm the panel to silence the bell, thereby sending an abort message to the Central Station and turning the system off. DMP products allow users to silence the alarm bell without disarming. Keep your system on when you need it most.

Benefits:
When an alarm sounds, users can enter a valid user code to silence the alarm bell. The keypad then displays the (patent-pending) Cancel/Verify prompt. If the user selects Cancel, the panel sends a cancel message to the Central Station and the alarm is cancelled. If the user selects Verify, the panel sends an Alarm Verified by user message to the Central Station, confirming that there is a verified alarm. The system remains armed to provide continued intrusion detection. If an intruder activates another sensor the alarm will sound again.

Red Keypad Backlight
Features:
The keypad backlight changes color to red when the alarm has been activated, and stays red until the user clears the alarm and disarms the system.

Benefits:
Most security systems are designed to automatically silence the alarm after a few minutes. If the user is away during the alarm and then returns later, he or she could enter the home or facility unaware that an alarm has sounded; and possibly walk in while the intruder is still on the premises. The red backlight provides an instant visual warning that the alarm occurred, alerting the user to exit the premises or take appropriate action.

Home/Sleep/Away
Features:
The Home/Sleep/Away feature provides the Sleep option that arms the perimeter as well as most interior sensors, but leaves sensors in or near the bedrooms remain unarmed.

Benefits:
Most residential security systems offer only two modes of protection. In the Home mode, only the perimeter is armed. In AWAY mode, all sensors and devices are armed. The Sleep mode available with DMP keypads provides a third option that adds a layer of protection while the homeowners are in bed. Selecting the Sleep mode arms the perimeter as well as most interior door alarms, motion detectors, and other sensors but allows the residents to move freely in and around their bedroom areas.

Z-Wave

Features:
Z-Wave provides control of a variety of devices in your home or small business using the Virtual Keypad™ App Version 2.0 on smart phones or tablets.

Benefits:
Allows you to remotely check the status and control Z-Wave compatible lights, locks, and thermostats for increased security and efficiency.

Virtual Keypad App

Features:
The Virtual Keypad™ App provides Apple® iPhone and iPad owners as well as Android users with the ability to access a number of security system keypad functions remotely via cellular connection.

The App is compatible with new and existing DMP XTL, XT and XR Series panels with cellular or network connections.

Benefits:
The Virtual Keypad is simple to download and use and as a dealer, the App provides you with the opportunity to load your company logo into the App so your customers will see your name every time they access the App and never forget who their security company is.

EASYconnect™

Features:
EASYconnect™ is a security feature of the Virtual Keypad iPhone/Android App used only when your Dealer Settings at vk.securecomwireless.com have "EASYconnect" set as the Communication Type.

Benefits:
This communication option is available for panels with onboard network and is used to eliminate the need for a static IP address programmed in Network Options.

True Area Arming

Features:
DMP Area Arming allows a user with the proper code to arm selected areas or all areas from any keypad.

Benefits:
Traditionally, "partitioning" requires keypad installation for each set of zones that are controlled as a group, meaning that users must go to specific keypads to enter commands and codes to arm different areas. With DMP Area Arming, you need only one keypad where each user can control their own individual area(s).

Easy-to-Bypass Zones

Features:
Simple, one-button Zone Bypass, combined with individual zone annunciation, allows users to arm the system and easily bypass only individual detection devices that are causing trouble.

Benefits:
Most service calls are made after business hours. If a device presents a problem as the system is armed at closing time, the Bypass Zone feature allows users to bypass that device while arming the rest of the system. A service call can then be scheduled the next day, reducing costs and inconvenience for customers.

Zone Expansion

Features:
Zone expansion is available right on the keypad.

Benefits:
The four expansion zones available on the Graphic Touchscreen and Thinline Keypads with expansion zones are fully programmable directly from the keypad, speeding and simplifying installation. These Class B protection zones can be used for various fire, burglary, and access control applications.

SOFTWARE

Dealer Admin

Features:

Dealer Admin™, or DealerAdmin.SecureComWireless.com, is a Cloud-based administrative portal that allows SecureCom Wireless™ to administer their customers' DMP panels, including DMP's universal communicators.

Benefits:

Dealer Admin allows dealers to do the following and more:

- Add customers
- Manage and program systems
- Remotely push programming to systems
- Activate cellular devices
- Update multiple panels in bulk
- Audit users
- Use email campaigns that are prepared to send with your logo and contact information

Also, dealers can see the location of systems on an interactive map and search for systems by model, connection type, firmware versions, etc.

Remote Panel Management & Control

Features:

Remote Link™ end-user management software allows users to set up account files, authorize users, and connect to panels to maintain User Codes, Schedules, Holiday Dates, and Profiles. Remote Link™ panel management software allows you to maintain subscriber accounts, trap panels, and change programming. All of these functions can be performed from any Internet-connected laptop or PC.

Benefits:

The remote administration features enable system installers to program and configure customer installations either locally or from your offices. On-going maintenance and support are more easily accomplished. Customer requests for system changes and changes to user information or privileges can be immediately implemented. Software updates can be remotely pushed out to each DMP panel installation. All of these features create profitable service opportunities.

System users appreciate the flexibility to manage their own user data and set up or modify their door schedule, or opt to rely on their system installer to provide these services.

Optional modules include:

- Alarm Monitoring™ - Provides detailed, comprehensive information on all incoming alarm signals and system messages.
- Account Groups™ - Lets you assign, update, change, or delete user codes on multiple panels at once.
- Command Center™ - Allows you to visually monitor alarm activity on subscriber accounts using a graphical, grid interface.
- Admin Reader™ - Captures user codes from proximity cards instead of requiring individual card manual code entry.
- Advanced Reporting™ - Provides powerful filtering capabilities to create specific reports and print or export the data.

Managed Access Control & Security Services

Features:

Entré allows system dealers and installers to provide clients who use DMP XR150/XR550 panels with Managed Access Control. This application integrates systems management, bringing together both security and access control in one package.

Benefits:

Entré allows users to monitor their clients' alarm systems and also manage their access control. The network capabilities of the panel and software enable management of customer facilities from anywhere via Web or standard clients on a PC. Multiple customer systems can be managed from a single workstation.

No additional computers, software, or communication components are required at the customer site. All required additional technology is located at the dealer site, creating an outsourced service creating convenience for the customer while building closer, more profitable, long-term relationships between you and your customers.

The software is available in three levels designed to serve every size installation, and is fully expandable to accommodate changing customer needs. You can provide protection for a single area, an entire building, or multiple facilities whether at a single site or geographically dispersed across a campus or across the country Entre also provides remote panel programming that reduces the need for on-site service calls. The ability to remotely manage customer databases provides an additional service and further recurring revenue. Optional modules let you create profitable customized offerings that include card/badge production, video system management, and others.

INTRUSION • FIRE • ACCESS • NETWORKS

2500 North Partnership Boulevard
Springfield, Missouri 65803-8877

800.641.4282 | DMP.com