

ISSUE 14 | JUNE 2025



Security Dealer DIGEST

50
SINCE
1975

MASTERING THE ART OF SALES: **An Exclusive Interview with Industry Icon Ben Cornett**

DMP Owners Forum
Celebrates 50
Years with Record
Attendance
pg. 6

Lessons Learned
from a Bank Robbery
pg. 22

The Sales Skinny:
Achieve Success
Through Daily Goals!
pg. 34



ALARM MONITORING SERVICES FOR THE SECURITY PROFESSIONAL



Affiliated is tightly integrated with DMP's suite of products and SecureCom transport / interactive services



Affiliated has DMP technology subject matter experts on staff

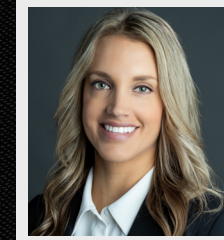


Affiliated offers DMP's Video Verification Platform

Call to learn how Affiliated
helps DMP partners succeed
800.296.9000

www.affiliated.com

Note FROM HQ



Gail Rogers,
Chief Financial Officer

“

As the new DMP CFO, I want to reassure you that DMP is actively mitigating the impact of tariffs to maintain pricing stability and ensure your confidence in our products. Our proactive strategies reflect our commitment to your success.

For decades, DMP has prioritized US-sourced materials, including all steel and plastic housing production. We've also diversified our supply chain by shifting sourcing of semiconductors and components away from China whenever feasible. This approach significantly reduces our exposure to tariff-related cost increases compared to competitors reliant on overseas manufacturing.

To further shield you from potential tariff impacts, we've made strategic advance purchases. For instance, we've secured a full year's supply of smoke detectors that are made in Mexico, now safely stored in our warehouse, to meet all 2025 demands without price disruption.

In response to post-COVID supply chain challenges, and inspired by experts like Ram Charan, we adopted a dynamic pricing model. Our electronic price list, updated monthly on the Dealer Account portal, reflects real-time cost changes—enabling both price reductions, as seen recently with our Com Series units, and timely adjustments if needed. Any price changes are announced on the first of each month and take effect the following month, ensuring transparency. Our goal is to keep your costs predictable and your operations seamless. If you have questions or need further details, please reach out. We're here to support you.

”

STAFF

EDITORIAL

Mark Hillenburg
Managing Editor
MHillenburg@DMP.com

Chuck La Tournous
Director of Marketing
CLaTournous@DMP.com

Rebekah Teller
Copywriter
RTeller@DMP.com

DESIGN

Hailey Lucas
Graphic Designer
HLucas@DMP.com

CONTRIBUTORS

Gail Rogers
Chief Financial Officer
GRogers@DMP.com

Victoria Webster
Training Development Specialist
VWebster@DMP.com

Jan Britton
DMP Cares Coordinator
Jan@DMP.com

SUBSCRIBE A COLLEAGUE

DealerDigest@DMP.com
DMP.com/DealerDigest

DIGITAL MONITORING PRODUCTS
EXECUTIVE MANAGEMENT TEAM

Chief Executive Officer: Rick Britton

Chief Operating Officer: Marc Mills

Chief Financial Officer: Gail Rogers

Executive Vice President of Corporate Strategy: Michal Moss Early

Vice President of Production: Jeff Britton

Vice President of Product Management and Support: Brad Tucker

Vice President of Training: David Peebles

Vice President of Industry Relations: Mark Hillenburg

Vice President of Sales: Jon Adams

Vice President of International Sales: Mark NeSmith

Vice President of Cybersecurity: Dave Roberts

LT-2634 | 6/16/2025

NOTE: Certain articles in this publication were crafted with the assistance of Grok AI, developed by xAI and by OpenAI's language model, ChatGPT. Their capabilities aided in the streamlining of our content development. We gratefully acknowledge their role in enhancing our work.

TABLE OF

contents

EVENTS

DMP Owners Forum Celebrates 50 Years with Record Attendance	6
DMP Recognizes Top Dealers of 2024	8
Upcoming Industry Events	14
The 2025 ESTA Owners Meeting	16

PRODUCTS

Recurring Thefts Case Study	20
-----------------------------	----

LEADERSHIP

Lessons Learned from a Bank Robbery	22
-------------------------------------	----

TRAINING

DMP Training Opportunities	26
----------------------------	----



SALES

Mastering the Art of Sales: An Exclusive Interview with Industry Icon Ben Cornett	28
The Sales Skinny: Achieve Success Through Daily Goals!	34

DEALER SERVICES

Owen's Book Club	36
Metrics Dashboard	38
DMP On the Job	40
DMP Video Verification	44

DIRECTORIES

Sales Directory	46
Global Services Directory	50
Training Directory	52

UPDATES

Feature Updates	54
-----------------	----

DMP CARES

Giving Back Spotlight: Fleenor Security Systems	64
---	----

DMP FAMILY

Happenings	66
Social	68
Welcome to the Team	70



DMP Owners Forum Celebrates 50 Years with Record Attendance

DMP hosted its annual Owners Forum on Tuesday, April 1. This event is for executive managers of DMP dealers, an exclusive opportunity to network with the industry’s top security leaders. It was held at Fontainebleau Las Vegas and hosted by Las Vegas headliner Jeff Civillico.

The DMP Owners Forum has become a can’t-miss event the day before ISC West. This year, DMP featured a stellar line up with Robert Herjavec as the headline speaker.

The event began with a presentation by industry icon Ben Cornett. Enshrined into the Security Industry Hall of Fame in 2004, Cornett retired in 2011 as the president of Honeywell Security. He has always been an outspoken champion for improving the level of customer service within our industry.

Annual DMP Dealer Recognition Awards were presented by Rick Britton, CEO, to recognize top dealers, followed by a keynote address from Rory Vaden. He is *The New York Times* bestselling author of *Take the Stairs*. His insights have been featured in *The Wall Street Journal*, *Forbes*, *CNN*, *Entrepreneur*, *Inc.*, on Fox News national television and in several other major media outlets.

A surprise appearance by famed Las Vegas magicians Penn & Teller dazzled the audience. The afternoon program featured a keynote address by Robert

Herjavec, a globally recognized business leader and motivational speaker. He is the Emmy award winning executive producer and Lead Shark on *Shark Tank* in the United States for the last 16 years. He has appeared on five seasons of *Dragon’s Den* in Canada and is also currently on *Shark Tank Australia*. He is an accomplished author and had two books on *The New York Times* bestseller list at the same time.

“Almost 500 people attended the DMP Owners Forum this year, breaking previous attendance records by far. We are honored to provide such a valuable and enriching experience to our dealers,” said Vice President of Industry Relations Mark Hillenburg.

The Owners Forum also served as an opportunity for DMP to thank dealers for 50 extraordinary years. Additionally, DMP hosted a 50th Anniversary Open House on June

12, 2025, at its headquarters in Springfield, MO. To view the event photo gallery, scan the QR code. ●





DMP RECOGNIZES TOP DEALERS OF 2024

DMP recognized top dealers at the DMP Owners Forum. This event was held at Fontainebleau Las Vegas the day before ISC West. Special recognition was given to dealers in Silver, Gold, Platinum and Diamond level categories for their accomplishments in 2024. Dealer of the Year awards were presented in several categories.

- Small Market Dealer of the Year is Hoffman Security
- Mid-Market Dealer of the Year is Advance Alarms
- Large Market Dealer of the Year is Barcom Security
- Super Regional Dealer of the Year is Bay Alarm Company
- International Distributor of the Year is Otwo
- National Account Dealer of the Year is Everon

DMP also recognized Dealers of the Year for certain product categories, celebrating the use of these various products.

- Access Control Dealer of the Year is Securitas Technology

- Video Dealer of the Year is Secure Pacific, a Pye-Barker Company
- Fire Alarm Dealer of the Year is Bay Alarm Company
- Commercial Dealer of the Year is Everon

Dealer of the Year award winners were announced for certain vertical markets, including Banking Dealer of the Year Securitas Technology and Retail Dealer of the Year OWL Services.

Each year, the New Dealer of the Year is celebrated. This year it was awarded to SAV Digital Environments. The Community Service Dealer Award was given to Tel-Tec Security Systems.

Additional recognition went to dealers that achieved outstanding sales volume and partnership with DMP.

These awards are presented annually by DMP to celebrate the success of their dealers. ●

DEALER AWARD CATEGORIES DEFINED

Top 10% of Dealers	Top 5% of Dealers	Top 2.5% of Dealers	Top 1% of Dealers
Silver Award Winners	Gold Award Winners	Platinum Award Winners	Diamond Award Winners

SILVER DEALER

TOP 10% OF DMP DEALERS



GOLD DEALER

TOP 5% OF DMP DEALERS



PLATINUM DEALER

TOP 2.5% OF DMP DEALERS






DIAMOND DEALER

TOP 1% OF DMP DEALERS



EVENT	LOCATION	DATE
APCO	Baltimore, MD	July 27-30, 2025
Synergy Conference	Boston, MA	August 7, 2025
IAFC's Conference & EXPO	Orlando, FL	August 13-15, 2025
FLSS Committee Meeting & Board Dinner	Orlando, FL	August 15, 2025
SCESTA Annual Tradeshow	Columbia, SC	August 27, 2025
CEDIA	Denver, CO	September 4-6, 2025
AICC	Washington, DC	September 9, 2025
MAMA	Philadelphia, PA	September 15-17, 2025
NetOne Shareholders & Leadership	Des Moines, IA	September 15-18, 2025
 Dealer Roundtable	Gulf Shores, AL	September 22-23, 2025
ESA Membership Campaign Big Trip	Playa Del Carmen	September 24-28, 2025
Mississippi Security Association Convention	Pearl, MS	September 25, 2025
GSX	New Orleans, LA	September 29-October 1, 2025
TMA Annual Meeting	Palm Springs, CA	October 4-8, 2025
Alarm.com Partner Summit		October 7-10, 2025
ESTA Operations Meeting	Phoenix, AZ	October 8-9, 2025
SIA Securing New Ground	New York, NY	October 14-15, 2025
IACP	Denver, CO	October 18-21, 2025
IACP Board & Past President Reception	Denver, CO	October 19, 2025
 Banking Roundtable	Springfield, MO	October 21-22, 2025
CANASA		October 22, 2025
Resideo Connect	Los Angeles, CA	October 22-25, 2025
Total Tech Summit	Orlando, FL	November 10-12, 2025
TMA OPSTech	Addison, TX	November 11-14, 2025
ISC East	New York, NY	November 18-20, 2025
 Sales Leader Roundtable	Panama City Beach, FL	December 2-3, 2025
CAA Winter Convention	San Francisco, CA	December 3-6, 2025

EVENT	LOCATION	DATE
AICC	Virtual	December 11, 2025
Raymond James Investor Conference	New York, NY	December 17-18, 2025
AiN Live & Learn	Nassau, Bahamas	January 21-24, 2026
National Security Technician Day		January 23, 2026
Barnes Buchanan Conference	Palm Beach, FL	February 5-7, 2026
 Dealer Roundtable	Tucson, AZ	February 16-17, 2026
Integration Association of Florida	Orlando, FL	February 16-18, 2026
 Owners Forum	Las Vegas, NV	March 24, 2026
ISC West	Las Vegas, NV	March 25-27, 2026
ESTA Owners' Meeting	Gulf Shores, AL	April 26-29, 2026
ESX	Irving, TX	June 1-4, 2026
GSX	Atlanta, GA	September 14-16, 2026
 Dealer Roundtable	Colorado Springs, CO	October 5-6, 2026



Do you know of an upcoming event that is not included on this list? Submit the event title, date and location to Mark Hillenburg at MHillenburg@DMP.com.



I had the privilege of attending the 2025 ESTA Owners Meeting, held from April 27 to May 1 in San Diego. Organized by the Electronic Security & Technology Association (ESTA), this gathering brought together industry folks for some solid business conversation and a chance to connect. This annual gathering includes industry professionals, sponsors and thought leaders for a blend of education, networking and relaxation. The event's theme, "Unlock Your Success," resonated throughout the agenda, which balanced business sessions with leisure activities against the backdrop of San Diego's beautiful coastline. It was a learning experience and I was honored to play a small part in supporting the event.

The event structure underscored the no-nonsense manner in which

ESTA shows its commitment to its members. Each day featured recreational activities, ensuring we remained energized and engaged. The Catamaran Resort & Spa's Polynesian comfort and proximity to Mission Bay enhanced the experience, making it easy to balance work with relaxation.

One of the standout aspects was the alignment of perspectives from diverse parts of the country. From financial strategies to personal leadership stories, the speakers challenged the attendees to think critically about their own businesses. The roundtable discussions, in particular, were invaluable, allowing for peer-to-peer learning and the exchange of best practices. This aligns with the president's message, which



emphasized ESTA's power in fostering innovation through shared resources and ideas.

The meeting kicked off with a Sunday morning welcome and business review where the members shared information and compared metrics to understand where their company stands within the rest of the group. This is a unique commitment to transparency that the members of ESTA hold to, maintaining the confidentiality of their fellow members for the greater good of the association and each member. "This year's Owners Meeting was another example of the great things that can happen when good people come together to help one another!" explained ESTA President & CEO of Security Central Jordan Jackson.

That afternoon the group departed on a cruise on the Bahia Belle, a three-story Mississippi-style sternwheeler. The cruise offered a unique opportunity to explore the bay, enjoy music and games, while soaking in the scenic views. Later, the Beach Lawn Opening Reception at the Catamaran Resort provided a perfect segue into networking with fellow attendees, which gave everyone a chance to get to know each other.

Monday was packed with business insights and meaningful conversations. Michael Barnes from Barnes Associates led a financial review, breaking down how the industry stacks up and where we can improve. It was an insightful presentation reviewing the last 10 or so years of data covering the alarm industry: Structure, Operating Metrics, The View from Wall Street, Technology & Threats and he ended covering Market Valuation discussion and metrics. "I always look forward to hearing Michael Barnes' state of the industry report. Hearing and seeing this information helps us keep a good pulse on the direction of the

industry. What we have learned from Mike also helps us keep our business in a good position to sell, if the need arises," said ESTA Board Member & General Manager of Security Alarms Corporation of Southern Illinois Josh Dice.

Later that afternoon, a keynote presentation from Tamrat Layne, the former Ethiopian Prime Minister, shared his incredible journey of overcoming betrayal and finding strength. His story was captivating and inspired us all. "Shaking hands with a former Prime Minister of a country is a special treat but experiencing Tamrat Layne's story of military revolution and victory followed by betrayal, torture, spiritual transformation and forgiveness was truly heart-wrenching and life changing for all of us in the room!" said Jackson.

DMP hosted a dinner that night at a restaurant on the Pacific Ocean side resort area, where we enjoyed a good meal and getting to know everyone's spouses and family who were in attendance.

"The ESTA Owners Meeting is one of the highlights of the year. Not only has the ESTA group become like family, but we are also a much better company as a result of becoming a part of the group. We joined 12 years ago, and I can definitely say that was a turning point in the success of our business. We have learned to measure things better, sell better, have better processes, lead better, have better metrics and also more usable financial statements. As a result of being a part of ESTA, I always have someone to call for whatever problem I am facing," explained ESTA Board Member & General Manager of Security Alarms Corporation of Southern Illinois Josh Dice.

Tuesday kept the momentum going with roundtable discussions on running your business, which provided a spirited conversation and ample opportunity to take good notes and learn from colleagues. Mark Melendes, managing director, CIBC Bank offered a banker's take on finances, which provided an overview on how to structure your company for growth through acquisition or how to power up your organic growth with the help of CIBC financing options. "Mark Melendes' expert insights into RMR-based borrowing were super helpful to any of us who have struggled to obtain credit to grow our businesses!" added Jackson.

Wednesday brought the annual business meeting. The board laid out plans for next year and ESTA's future. Bryan Lawrence and Jason Murtagh of Buchanan Ingersoll tackled labor laws, making sure we're all on the right side of the rules — a topic the group appreciated hearing more about. The event wrapped up with an optional day of golf at Torrey Pines, which is a nice way to wrap up any series of business meetings. DMP was honored to be part of this event, from hosting the dinner to sharing a few insights. This meeting left me with practical takeaways for improvement for our company

and I'm already looking forward to next year, grateful for the chance to be involved.

"As an ESTA member of 10 plus years, my only regret is not finding this group sooner. We have become a stronger business as a result of joining ESTA. This year's Owners meeting in San Diego was by far the best meeting we have ever had during my membership in ESTA," said Buck Curtis, owner of First Security Service and ESTA treasurer. ●



Jammers can't pick it out of a lineup.



But it just might send *them* to one.

JamAlert™

An inconspicuous device that looks like an ordinary communicator, but provides revolutionary feedback to alarm panels, monitoring centers and end users when cellular jamming is detected. Stay ahead of the threat (and the bad guys) with JamAlert.



Visit **DMP.com/JamAlert-DD** to learn how to stay ahead of the threat.
JamAlert™ - Patent Pending



CASE STUDY

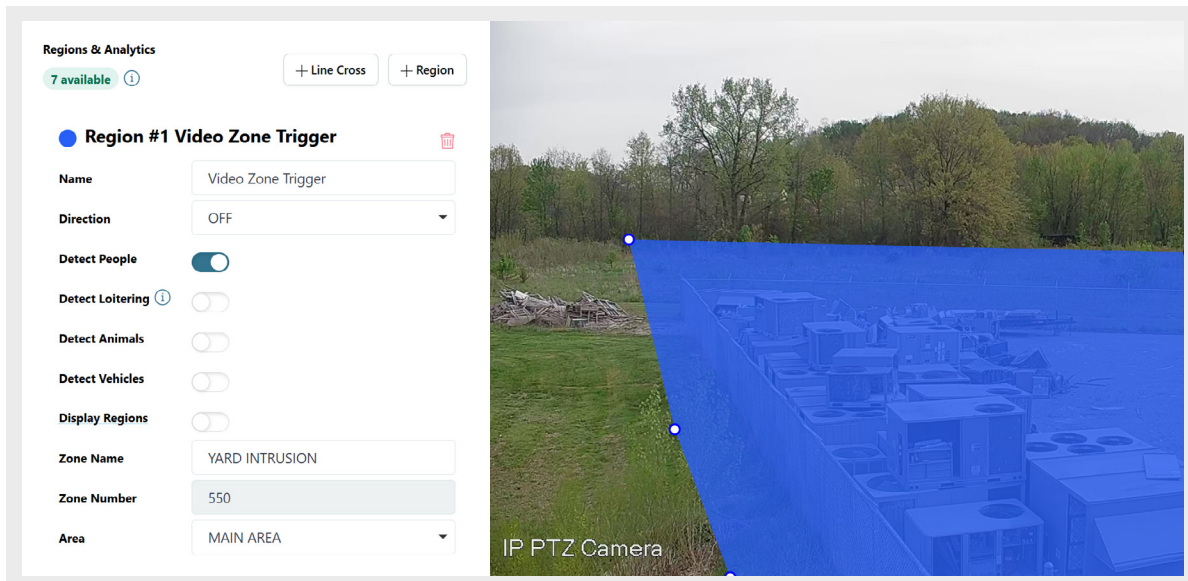
AlarmVision Ends Costly Recurring Thefts

Type of Facility: HVAC Installer

Challenge: An HVAC installation company stores parts and equipment in a fenced-in outdoor area. Thieves were cutting the fence, stealing parts and scrap metal, causing up to \$10,000 in damages each time. A security camera had been installed for about three years, but it was not helpful in apprehending or prosecuting the intruders. They were not satisfied with their security company and reached out to George Alarm Company.

DMP Dealer: George Alarm Company offers residential, commercial and industrial alarm systems throughout the Midwest, including the Metro St. Louis, Central and Southern Illinois area. They have been protecting families and businesses since 1957.

Solution: Adding an XV-24 with AlarmVision to the existing camera to detect the intruders in real time. AlarmVision is a patent-pending detection technology from DMP that enables video analytics integration with the control panel. This truly integrated system allows cameras to talk to the panel natively. When a security event occurs, all information from the system and the cameras is sent to the monitoring center and to the end user. AlarmVision turns existing cameras into smart motion detectors with the addition of one, easy-to-use XV Gateway. XV Gateways with AlarmVision bring analytics to any ONVIF camera system, turning those simple cameras into powerful alarm detection devices. For example, cameras can differentiate between person, vehicle and animal, then trigger the alarm panel based on the object type and system settings.



Results:

- **Programming was easy and intuitive.** “Region set up was a piece of cake. If you can fingerprint, you can set up a region,” said Zach Carlson, general manager, George Alarm Company. “Even alarm zone set up was straightforward. For someone who’s seen a computer, it’d be easy to set up.”
- **With AlarmVision’s help, the HVAC manager was able to figure out the intruders were timing their thefts with the passing of a nearby train** to give them more time before law enforcement would be able to arrive.
- **After two weeks, an alarm trigger from AlarmVision led to apprehension.** The police arrived on the premises within four minutes. The intruder fled on a four-wheeler and the police were able to arrest him.

“Video doesn’t really help you at all. It just lets you know you got stolen from. When video isn’t tied to something, it’s useless without an event,” said Carlson. “AlarmVision makes it useful. I didn’t even have to sell it. I just explained what it was and he said do it.” The owner of the HVAC company has been extremely impressed and is recommending George Alarm Company to others. There have been no theft attempts since.



PROFESSIONAL MONITORING

**DISPATCHING FIRST RESPONDERS,
PROVIDING PEACE OF MIND.**

**40
YEARS**

A SAFER AMERICA, MONITORED BY CMS

PROVEN STABILITY

Our three centers are fully redundant, UL Listed & FM Approved — Designed for 99.9999% up time.

EXTENSIVE EXPERIENCE

CMS has provided high-quality alarm monitoring nationwide for over 40 years. Our employee tenure is unparalleled, with an average management & front-line representative tenure of 20 years & four years, respectively.

UNRIVALED SUPPORT

The CMS Business Development Support team serves as the foundation for the dealer experience & your connection to all of CMS’ inside operations.

OUR PEOPLE

CMS’ hiring process involves extensive background checks prior to entering our rigorous 12-week training program. Operator education is intensive & hands-on.

SERVICES

We do it all... Fire/Environmental/Video Monitoring, Two-way voice, PERS & MPERS, Cellular & IP, Message Center, Subscriber Billing, Interactive Services & more...

PROMONITORING.COM

Lessons Learned from a Bank Robbery

While it is your job to install security systems, the end-customer often faces their own security obligations.



BY TIMOTHY J. PASTORE, ESQ.



This article originally appeared in the April 2025 issue of *Security Business* magazine.



Banks Have Legal Duties, Too
Under the Bank Protection Act of 1968, banks — not just security vendors — are legally responsible for implementing and maintaining effective security protocols, including written plans, training, inspections, and alarm systems.

- **Case Study: Blame Misplaced:** In a federal court case, a bank blamed its security provider for a robbery, but evidence showed the bank failed to inspect or properly manage its own alarm systems — despite being federally obligated to do so.
- **Key Takeaway for Security Providers:** Security companies must ensure clients understand and uphold their legal security responsibilities. When incidents happen, providers should be ready to highlight customer oversight and push for shared accountability.

Years ago, I litigated a case in federal court in Massachusetts

brought by three bank tellers who alleged emotional distress resulting from a bank robbery. The tellers sued my client, a prominent security provider, claiming that it failed to design the electronic alarm system properly.

Specifically, they claimed that one of two exterior doors of the bank should have been alarmed 24 hours a day; instead, that door, although locked from the outside, was set to disarm when the main door was disarmed during banking hours. While the other exterior door was clearly the customer entrance, the second door in question — used only by employees — was not.

On the morning of the bank robbery, the bank robber waited for the bank manager to disarm the alarm system at the main door, and then used a crowbar to pry open the second exterior door. The robber seemed to know — perhaps from an insider

— that the side door and main door disarmed in tandem.

Upon entering the bank from the side door, the robbery took less than 10 minutes, and roughly \$100,000 was stolen. The tellers suffered no physical injuries, and no panic alarms were triggered.

At Issue: The Bank Protection Act of 1968

One of the key elements of this case was who decided that the side door should not be alarmed at all times. Whether to alarm the door was the bank’s decision; however, the bank predictably disavowed any responsibility and blamed the security company.

Critical to the law are the bank’s obligations to create a written security plan, designate a security officer, establish opening and closing procedures, provide training for officers and employees, and present annual reports.



While this is common when an incident occurs, the bank’s refusal to accept any responsibility was especially unjustifiable in these circumstances because, as a matter of federal law, the bank had its own security obligations.

Specifically, the Bank Protection Act of 1968 mandates that insured banks adopt security procedures to discourage robberies, and to assist in identifying and apprehending perpetrators. The Act designates four Federal supervisory agencies — the Comptroller of the Currency; the Board of Governors of the Federal Reserve System; the Federal Deposit Insurance Corporation; and the Director of the Office of Thrift Supervision — to promulgate minimum security standards for banks they regulate.

The Act was originally passed in response to an increase in bank robberies in the United States — a time when in-person banking was much more common. While



banking and security technology have changed dramatically since 1968, the central point of the Act remains: The bank's security officer is primarily responsible for developing and implementing a security plan.

Critical to the law are the bank's obligations to create a written security plan, designate a security officer, establish opening and closing procedures, provide training for officers and employees, and present annual reports to the board on the effectiveness of the security program. Banks also must use some method of identifying robbery or burglary suspects, have devices to protect cash (such as a vault), have lighting for the vault, have tamper-resistant locks on doors and windows, and have an alarm system and other devices deemed necessary by the security officer.

This would include something as simple as assessing whether one of two exterior doors in a standalone bank is to be used or not used and alarmed or not alarmed.

The Verdict and What it Teaches Us
Our subpoena to the bank revealed that the security officer and the three tellers who sued us failed to address basic security. For example, there was no record of the security officer ever inspecting the door or testing the alarm system.

While there were records of the tellers inspecting the door, they admitted the inspection was cursory and did not include testing the alarm. In other words, they never opened the door to see if it was alarmed; instead, the tellers claimed they simply thought the door was always armed. One even claimed (falsely) that there was a sign on the door stating it would alarm if opened. The crime scene photos — taken within minutes of the robbery — showed no such sign.



The tellers also claimed that the door was not used (which could be true); however, it was immediately available for use and could have been logically used — at least as an exit for bank employees to the adjoining parking lot. Thus, a design that included a 24-hour alarm on that door would have heightened the risk of false alarms.

While this case taught us a lot about The Bank Protection Act of 1968 and the independent obligations of banks for their own security, the broader lesson is that security providers often have customers who have their own statutory or common law obligations to secure their own buildings.

The best practice is to meld these obligations to get the most protection possible from the security provider and the

customer. That said, when an incident occurs and blame is alleged in many directions, as was the case here, litigants in the security industry should call on the customer to justify its own action or inaction.

A security company cannot prevent a robbery that has already occurred, but they can learn from it and demand that banks and other businesses do their part to address their own security — whether in a federal statute or not. ●

Timothy J. Pastore Esq., is a Partner in the New York office of Montgomery McCracken Walker & Rhoads LLP (www.mmwr.com), where he is Vice-Chair of the Litigation Department. Before entering private practice, he was an officer and Judge Advocate General (JAG) in the U.S. Air Force and Attorney with the DOJ. tpastore@mmwr.com | (212) 551-7707

PHENOMENAL SECURITY POWER!



ITTY BITTY LIVING SPACE.

TM Sentry™
Your financial customers' wishes, granted.

Packed with advanced security features designed specifically for the financial industry, this compact powerhouse fits where others can't,

delivering unmatched protection, seamless integration and reliable alarm communication for every teller machine, regardless of size.

Up to 10 Fully Supervised Zones • Dealer Admin, Entré and Virtual Keypad Support • Audit Reporting • AES Encryption Onboard Network and Cell



Visit **DMP.com/Phenomenal-DD** to provide your financial customers with the highest level of protection available.



DMP Training Opportunities



With our vast world-class training options, you and your employees can gain intensive product knowledge, sales insights and leadership training through online courses or in-person training at DMP Headquarters. Visit DMP.com/DMPUniversity for more information.

TECHNICIAN BOOTCAMP

Hosted at DMP Headquarters, this bootcamp is designed to immerse technicians in DMP products and culture. Hands-on training labs are geared to dealer technicians who have basic alarm installation experience, basic computer skills and mobile app exposure.

ADVANCED TECHNICIAN BOOTCAMP

For those who want a greater understanding of DMP's higher level programming. Technicians who passed our Technician Bootcamp are invited to take this course, hosted at DMP Headquarters.

CONTROL PANELS AND OTHER HARDWARE TRAINING

Instructor-led, on-site training for your team. Each course consists of interactive classroom training, combining traditional classroom-style teaching with hands-on training.

SOFTWARE TRAINING

Instructor-led, on-site training for your team. These courses provide an understanding of the basic features, how programming affects the systems and the correct way to program each software. Much of the software training can also be accessed online, still instructor-led.

END USER TRAINING

Instructor-led, on-site training for your team. These courses engage technicians, programmers and salespeople with end user training from a keypad and Virtual Keypad. Virtual Keypad webinar training for Access Control is also available.

DMP UNIVERSITY

World-class training online. Gain intensive product knowledge, sales insights and leadership training through online courses. Become more competent and confident in your product knowledge with online, on-demand courses.

ENTRÉ VIRTUAL CERTIFICATION

Online training that provides Entré certification. Prerequisites required before enrollment in an upcoming class. Certification requires full attendance in the three-day class and a passing score on all certification exams.



Training hosted at
DMP Headquarters in
Springfield, Missouri



Training on-site for you and
your team at your company



Online training, videos
and webinars



Reach even the most ambitious possibilities

With our expert advice and tailored solutions, we can help you build a lasting legacy. Our CIBC Security Industry Banking team is ready to help you achieve your goals.

Commercial Banking | Capital Markets | Private Wealth

Connect with Mark Grudzien, Managing Director at 312-564-3984
or with us at us.cibc.com/security-industry

The CIBC logo is a registered trademark of CIBC, used under license. CIBC Bank USA, Member FDIC. Securities and other investment products are: not a deposit; not FDIC insured; not insured by any federal government agency; not guaranteed by CIBC Bank USA or any of its affiliates; and may be subject to investment risk, including possible loss of value. Capital Markets products and services provided by CIBC World Markets Corp., FINRA and SIPC member, and certain affiliates.

Mastering the Art of Sales: An Exclusive Interview with Industry Icon Ben Cornett

In a recent live interview at the DMP Owners Forum in Las Vegas, hosted by DMP Founder & CEO, Rick Britton, industry legend Ben Cornett shared decades of wisdom accumulated from his career in the security industry. Known for revolutionizing sales programs and developing the renowned Tiger Training, Ben's insights into recruiting, training, managing and inspiring salespeople offer a masterclass for professionals across industries. This Q&A-style article (written with the aid of Grok) distills the key takeaways from their live conversation providing a roadmap for building a successful sales organization.

Rick: Ben, you've built an incredible reputation as a sales leader across companies like IntelliSense and Honeywell. One thing that always stood out was your ability to create exceptional sales programs. Can you tell us how you approached recruiting and selecting sales leaders and professionals?

Ben: Thank you, Rick. I'll start by saying we took a different path from most companies. Traditional approaches often target recent graduates or veterans with 40 years of experience but little success. I never saw myself as a magician. Someone who hadn't succeeded by then wasn't likely to turn it around under my guidance. Instead, we focused on young, driven individuals — people with what we called a "PhD": poor, hungry and passionate. These were folks with a burning desire to succeed, even if they didn't know in what field yet.

We scouted everywhere, including young bartenders like Tim Shiner, who worked his way through school, or people from various industries just looking for an opportunity. The key was identifying that raw hunger. But we had a unique process: we never hired without having dinner with the candidate and their spouse. This wasn't just an interview; it was a commitment check. We needed the family to understand this isn't a 9-to-5 job. Success demands late nights and weekends, and without buy-in from both partners, it wouldn't work. We've walked away from prospects after those dinners if the fit wasn't right. Once we had that commitment, our job was to train them from scratch, which was a blessing — no bad habits to unlearn.

Rick: That's fascinating. So, how often did a good salesperson transition into a good sales manager? Did you push for that or avoid it?

Ben: We encouraged it, but it depended on the individual. I never saw people as working for us. They worked with us. The key is knowing what drives each person. Not everyone wants to lead; some thrive as individual contributors, while others aim to run the company. Our role was to help them chase their dreams. If someone wanted to be a sales leader, we'd map out a path, mentor them closely and most often, it worked.

But it's not a guaranteed success. Think of sports — take Mickey Mantle, the greatest baseball player in my book. He'd have made a lousy manager, like many great players who struggled to lead. The best performers often expect others to match their talent, which rarely happens. When a promising sales manager didn't pan out, we'd bring them back into sales, often elevating their role, like a sales trainer guiding younger reps on calls. It benefited everyone involved.

Rick: When leading sales, how did you balance your time between recruiting, training, managing and measuring to ensure a well-run organization?

Ben: I was lucky to hire brilliant people to handle other facets, freeing me to focus on sales. I spent significant time on customer visits with my team. I believe in knowing the people who pay our bills. It was also a teaching opportunity. Great salespeople can take shortcuts, but with a newbie, you must model the full process every time.

Training was my passion. I wrote and led our programs, like Tiger Training, which I'll dive into later. I also measured performance uniquely. It wasn't just about sales numbers but how many calls were made, especially to new prospects. A rep closing every lead we hand them isn't

special. Anyone could do that. I valued the rep making countless calls, closing one in five or six, because that hustle builds a pipeline and referrals over time.

Rick: Speaking of Tiger Training, can you tell us more about it and its impact?

Ben: Tiger Training was born from an earlier program I experienced, adapted into something rigorous. It started with checking into a hotel on Sunday, team dinners and assigned tasks for Monday. Groups included sales, engineering, HR, all working toward one goal: the “one heartbeat” philosophy. It was intense. If we had 80 people, by day two, 79 probably hated me!

We required \$50 in one-dollar bills for fines. Unprofessional acts during mock sales calls cost the whole team. Each day, a team member presented to me as the “customer,” with an opt-out option I rarely saw taken. We covered sales calls, seminars, five-minute speeches and thank-you notes — essentials often overlooked. Reps learned to map decision-makers in a company, reducing risk if one key contact left.

Fines, often \$1,000-\$1,500 by week’s end, went to charity. It was tough. Some never warmed to me, but it worked. At IntelliSense, Ademco and Honeywell, it transformed teams. At Honeywell, we replaced complacent veterans with hungry newcomers, and it paid off. We even trained external firms like ADS Security and Vivint, where a top rep challenged me to a role reversal on day one. Toughest call of my career, but we bonded after.

Rick: What elements of Tiger Training for manufacturer salesmen could benefit alarm company salespeople?



Ben: It’s all about process. For alarm companies, I’d measure calls made, especially to new prospects. A rep closing easy leads isn’t impressive. Focus on the one making dozens of calls, even with a lower close rate. That effort builds long-term success. Also, the right trainer is critical. You wouldn’t have an installation manager who never installed. Why have a sales trainer who never sold? Hire or steal someone who’s lived the grind, not just read the books.

Inspiration trumps motivation. Motivation fades after a pep talk; inspiration, built from knowing

a rep’s goals and training them continuously, lasts. Involve spouses in training or contests. They’ll push harder than any leader. And professionalism — daily prospecting, proper follow-ups and avoiding unprofessional behavior like dating coworkers — sets the standard.

Rick: Your book mentions the difference between inspiration and motivation. How did you inspire your teams?

Ben: Motivation is a quick high, like a speaker pumping up the room, gone when reality hits. Inspiration comes from within,

built by understanding a rep’s dreams and guiding them there. Training isn’t a one-off; it’s ongoing. When you align their goals with the company’s, they self-motivate. Involving spouses in big contests amplifies this. Their encouragement outweighs any boss’s push.

Rick: You emphasized professionalism. How did you define and instill it?

Ben: It’s simple: do the right thing daily. Prospect, make calls, follow up. Leave every interaction with a potential future client. Understand their



wants, not just needs. People buy desire, like a BMW over a Kia. Avoid unprofessional acts — dating coworkers or arm-twisting clients. Act as if your mother’s watching and always follow up with thank-you notes, win or lose.

Rick: If leading an alarm company today, how would you split time between marketing and working with salespeople?

Ben: I’d hire a marketing expert. Sales and marketing are distinct. Marketing opens doors with desire and specs for engineering, while sales closes. I’d focus on coaching reps, leveraging

my sales strength and let the marketer handle materials and strategy.

Rick: What’s the toughest part of leading, training and recruiting salespeople?

Ben: It’s realizing both are never-ending. Recruit constantly even spotting talent while shopping. I’d create roles for high-potential people. Training can’t stop after one session. Like athletes spending 90% of time training, reps need ongoing development. Tiger Training included annual refreshers to keep skills sharp.

Rick: What common traits did you see in successful alarm companies?

Ben: Consistency. Top firms, like one in Northern California or a large one in Michigan, trained well, served customers professionally and delivered on promises — like 24-hour service. Size doesn't matter; a five-person team can do this by leveraging neighborly outreach during installations. Discipline in doing the right thing daily is key.

Rick: Can small companies with 5-15 employees achieve this?

Ben: Absolutely. It's harder with fewer resources, but the principles — great salespeople, new prospect calls, neighbor engagement and consistent training — apply. Small teams must prioritize this or they'll shrink further.

Rick: What's the future of the alarm industry?

Ben: It's bright, with changes ahead. Internet-based companies will expand the market, but local firms offering personal service will thrive. Companies like DMP, with U.S. manufacturing and customer focus, set the standard. Teach everyone — sales, installers, service — to tell your company's story. It's not about the product; it's about making clients feel important and guiding them to decisions.

Rick: Ben, your impact on the industry is immense. Any final thoughts?

Ben: Thanks, Rick. I envied your control at DMP. Making everything in-house ensures your future. Outsourced production, like we did, risks delays. Help your people reach their dreams. That's the legacy. Thanks for having me.

Rick: Thank you, Ben. Your inspiration has shaped us all. ●



FULL VIDEO OF INTERVIEW

Ben's philosophy — rooted in recruiting hungry talent, relentless training, personalized inspiration and professional consistency — offers timeless lessons. From Tiger Training's rigor to the emphasis on family buy-in and ongoing development, his approach built sales legends. For alarm companies and beyond,



his advice to focus on process, people and stories over products provides a blueprint for enduring success. As the industry evolves, Ben's wisdom remains a guiding light for leaders aiming to inspire the next generation of sales professionals. To see the full 40-minute interview, scan the QR code.



THE SALES SKINNY

ACHIEVE SUCCESS THROUGH DAILY GOALS!

There is a price to be paid to get the good things in life. To be successful in sales, you must have a never-ending string of prospects. You must realize that selling is a numbers game, and if you work the numbers, you will eventually reap the rewards.

Success breeds itself. The more successful you are, the more successful you will become in a never-ending cycle of personal reward. Plan your work and work your plan. Set your goals to send so many letters daily, X number of cold calls and turn them into GOLD CALLS; and whatever you do—ASK FOR REFERRALS DAILY.

What Do You Have to Lose?

Setting such quantifiable goals will motivate you to pursue them each day. Achieving these goals will also uplift your mood, providing you with a strong sense of accomplishment.

However, when setting goals for yourself, you must ensure they are realistic and achievable according to your capabilities. Setting unachievable goals will only hold you back, and if you keep failing to meet them, you will lose motivation to push yourself forward in the long run.

Make it a point to say to yourself what the ever-timely Tom Hopkins said:

“I am not judged by the number of times I fail, but by the number of times I succeed; the number of times I can succeed is in direct proportion to the number of times I can fail and keep on trying.”

If you keep this in mind, you can pat yourself on the back at the end of each day and feel good knowing that **today’s actions will be next month’s rewards!** Commit to this type of prospecting activity daily and you’ll be a top producer for your company, earning top dollars.

Perseverance is the key to any endeavor you undertake. President Coolidge made the point elegantly when he said:

“Press on. Nothing in the world can take the place of Persistence. Talent will not. Nothing is more common than unsuccessful men with talent; Genius will not, unrewarded genius is almost a proverb; Education alone will not, the world is full of educated derelicts. Persistence and determination alone are omnipotent.”

If you do a lot of things to build business, you’ll build your business! Plan your work and work your plan. Life’s most significant rewards are reserved for those who demonstrate a never-ending commitment to ACT UNTIL THEY ACHIEVE!

The key to successful **prospecting** is a systematic follow-through of daily aggressive maneuvers. To the professional salesperson, prospecting is far more than just picking someone to call on. It also requires gathering all possible information about the marketplace and creatively using the element of surprise to

pinpoint prospects. When calling on a suspect, just assume you’ve got the appointment.

This is accomplished by showing:

- You are someone worth talking to.
- You have something worth talking about.

You must be **effective** and that is the capability of producing a desired result. When deemed adequate, something has an expected outcome.

To ensure effectiveness, you must:

- Visualize getting the appointment!
- Assume you get the appointment, and you will get the sale!

Now take a few seconds and set goals for the information below:

I will make _____ phone calls every day.

I will make _____ cold calls every day.

I will ask for _____ referrals every day.

Then I will make _____ sale(s) every day!

Perseverance is the key. **Today’s actions are next month’s rewards!** Commit to specific prospecting goals daily and you’ll be a top producer! ●

If you would like us to bring sales training to you at your company, contact Angela Hudson at AHudson@DMP.com.

DOMINATE THE MARKET-TAKE OVER AND PROFIT



Com Series

DualSIM, FirstNet Communication!

Stop wasting your money

- NEW, incredibly low pricing on all communicators
- No monthly charge for network communication
- Add DualSIM for \$1/mo

Stop wasting your time

- Update user codes on 1,000 Honeywell or DSC Panels in 10 seconds
- Customers remotely manage user codes and more



Check takeover compatibility at **DMP.com/ComSeries-DD** today!





Owen's Book Club

Book Reviews and Sage Wisdom from a Retired CEO

Many of you may recall our good friend and retired DMP dealer, Owen DeWitt from FlintLoc Technologies. Owen attended most of our Dealer Roundtables and he is an avid reader. In fact, he has been trading book suggestions with DMP CEO Rick Britton for years. So in an attempt to capture this sage wisdom, we have asked Owen to share some book recommendations with us.



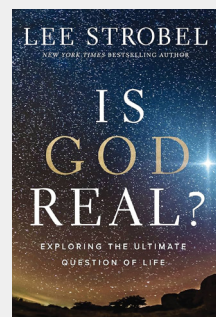
Never Not Working by Malissa Clark

- Are you always tethered to a phone? You should read this book!
- Workaholism (4 components) behavioral, motivational, cognitive and emotional.
- Workaholics are NOT more productive.
- Workaholism - linked to heart disease, weakened autoimmune, poor sleep, negative emotions and potential addictions.
- Redefine "urgent."
- What the organization says it values and what it actually values.
- Start small!
- Reward output, not input.

2

Originals by Adam Grant

- Read "Think-Again" (I think it is better)



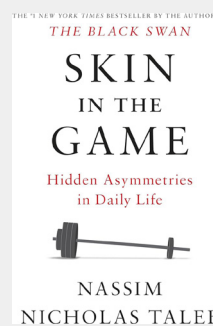
Is God Real? by Lee Strobel

- Where did the marbles come from? 9 in our solar system
- The physics (fine tuning)
- Theories (Random, Natural or Self-Ordering)
- If you stop there — you at least have answered the age old question.
- The rest of the book is more about Faith — still a good read!

4

Skin in the Game by Nassim Nicholas Taleb

- The title says it all - not worth the read.
- The last chapter on "risk taking" is the only part that was useful.



Best Billing Software

Total Control in One Platform



PREMIER PARTNER



Your Single Point of Data Entry

WHServices



- RMR Billing
- Field Service Management
- Lead & Sales Management
- e-Agreements
- Mobile Work Order
- Payments
- Reviews

WHCustomer Portal



- Review and Accept Estimates
- Make Payments on Invoices
- Chat with your Customers/Dealers
- Customers can Place Systems on Test & Update Emergency Contacts

WHMessaging



- InTouch in RealTime
- Reviews
- Payments
- Chat
- Feedback

2way sync + 40 Central Station Integrations



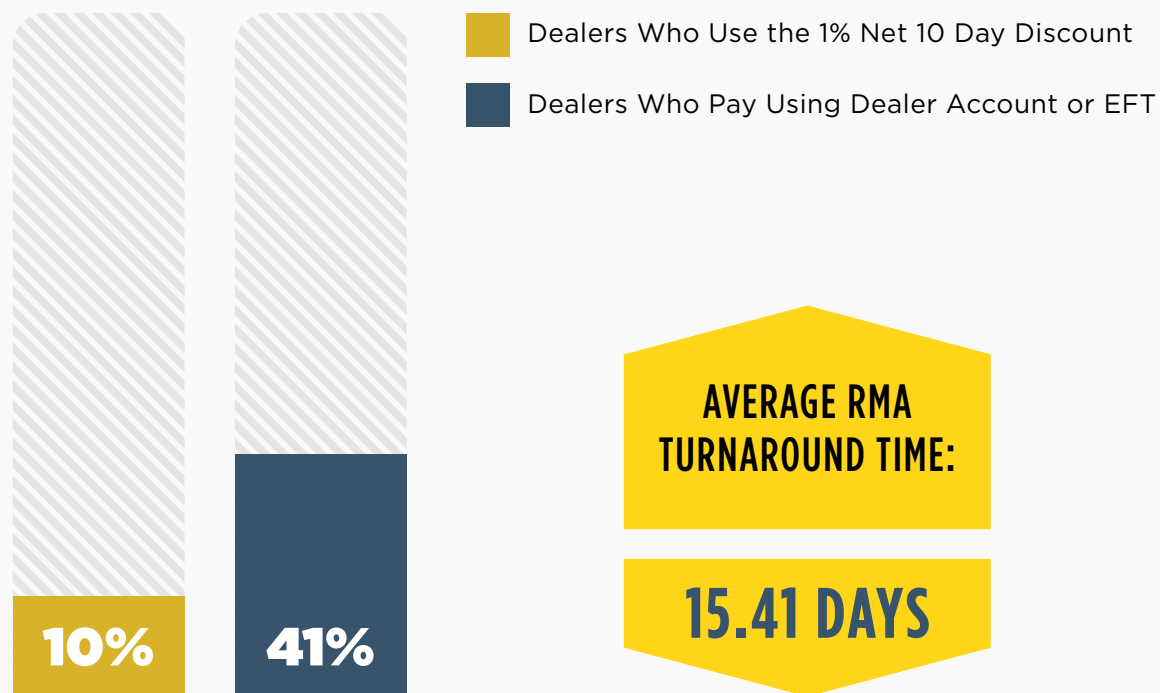
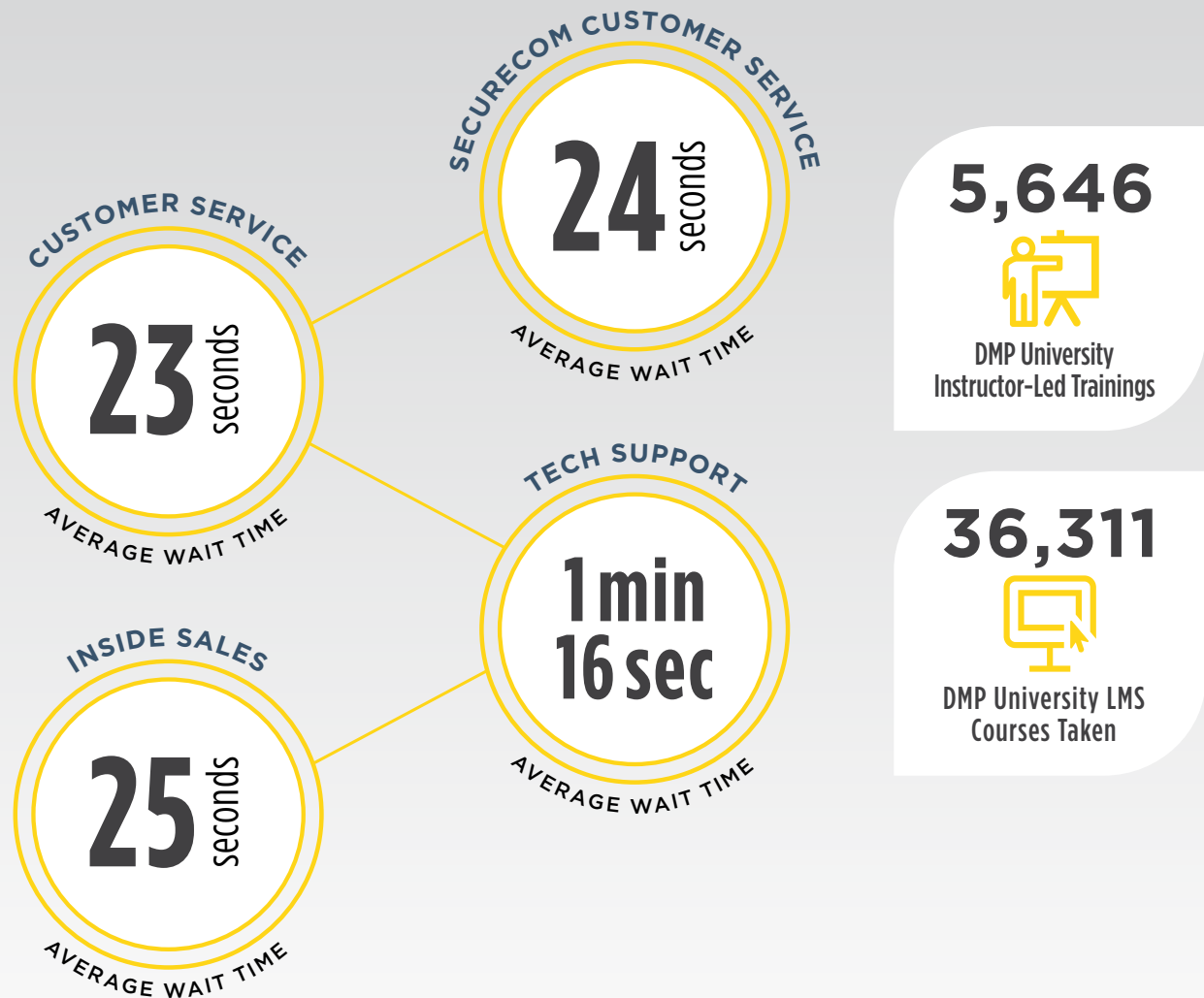
Toll Free (855) 354-1775

f in @WorkHorseSCS

WorkHorseSCS.com

AlarmCompany.Software





**AVERAGE RMA
TURNAROUND TIME:
15.41 DAYS**

These metrics will be published each quarter.



Our business is building yours.

Join the electronic security and life safety industry's largest professional association of integrator and dealer companies.

Training discounts on ESA's National Training School's online and virtual live courses	✓	Access to exclusive online resources for finding, hiring new talent, looking up licensing requirements, employee engagement surveys and more	✓
Exclusive rates on Security America's industry-specific insurance coverage	✓	Active PR efforts for enhancing your company exposure in local and national news outlets	✓
Discounts on sales training	✓	Access to ESA's "Training as a Service" — concierge onboarding and personnel development program, including assessment testing and customized training paths	✓
ESA Member Savings Program with discounts on fuel, office supplies, shipping, credit card processing, tools/equipment and more	✓	All NEW INTEGRATOR MEMBERS receive a \$250 online training gift card	✓
Lead generation through ESA's "find a professional" platform on Alarm.org	✓		
National networking and best practice sharing, free of competitive risks	✓		
Government advocacy and representation	✓		



CELLULAR STATUS TROUBLESHOOTING

*How do I do a cellular signal test? Press **2313 (DIAG)** and **CMD** to access the **Diagnostics Menu**. Then, press **CMD** to navigate to **Cell Signal** to start the cell signal test.*

Cellular communication is the right choice as a primary communication path for locations where network communication isn't an option. Your cellular communicator can also be used as a backup communication

path in the event that the primary communication path is compromised.

When you are installing a cellular communicator, it is a good idea to test the cellular status to ensure the panel will properly communicate over the cellular network. To check the cellular status while you are on site, go to the **Diagnostics Menu (2313 + CMD)** and navigate to the **Cell Status** test.

If you are not on site, you can perform a communication test through Dealer Admin. Select the system name and expand the menu on the left side of the screen under the system name.



Select **System Tests** and select the communication type you want to test.

When your cellular module passes the cell status test, here are a few prompts that display on the screen and what they mean.

- **Modem Operating** – The panel is communicating properly with the modem.
- **Identified** – The panel successfully read the SIM card from the modem.
- **Tower Detected** – The modem is registered, activated and has found a tower.
- **Registered** – The modem has told the panel that registration has been accepted.

- **APN Accepted** – The panel activated a PDP context for the modem.

If your cellular module fails the cell status test, here are a few prompts that could display on the screen and what they mean.

- **No Modem Found** – The panel is unable to communicate with the modem.
- **No SIM Found** – After reading the SIM card, the panel received an error from the modem.
- **No Tower**
 - LTE on XT & XR Series – The modem has never been activated.
 - XT Series – The modem has told the panel it is trying to find a tower but hasn't yet.
 - XR Series – The modem has told the panel it cannot get registered or is trying to find a tower.

- **Not Registered** – The modem has told the panel that registration has been denied.
- **APN Error** – The panel received an error from the modem in its attempt to activate a PDP context.
- **No ACK Received** – The modem sent the message but did not get an ACK back in 30 seconds or did not get a properly formatted ACK.

DualSIM Communicators
Recently, DMP released DualSIM Communicators — a series of new communication products that feature dual cellular network capability. The DualSIM Communicator can communicate over both Verizon and AT&T cellular networks. You can choose to activate one or both carriers on Dealer Admin or Entré (XR Series or TMSentry only). When both carriers are activated, the panel chooses a primary cell

carrier based on signal strength. Once the primary is established, the panel tests the signal strength of the primary every hour.

During the hourly test, if the signal drops below a predetermined threshold, the panel will check the secondary provider's signal. If that signal is better, the system will dynamically switch carriers, adding another layer of security and reducing your service calls. Every five hours, the panel automatically tests the secondary provider's signal to determine the stronger signal between the two carriers. During alarm transmission, if the signal fails, the panel will switch and try the other carrier to deliver the alarm message. DualSIM offers your customers an added level of protection when using cellular communication as a primary or backup communication type.

TECH SUPPORT REPRESENTATIVE SPOTLIGHT



ERYNE WILSON

What Tech Support team are you on? Do you “specialize” in anything?
I am currently in charge of a team that designs and assembles our test board for the Technical Support Department.

What is your Tech Support Level?
Technical Support Representative Level 1.

How long have you worked at DMP?
I have worked at DMP for 5 months.

What is your favorite DMP Value and why?
It's difficult for me to choose one value, but my choice would be kindness. When I walk through this building, everyone greets me with a smile. These smiles never fail to boost my energy throughout the day and inspire me to spread the cheer to those around me. A simple smile goes such a long way, both inside of DMP and out.

A little about me:
I was born and raised in Springfield, MO. I love nature, hiking and exploring the Ozarks and its biodiversity. When I am not outdoors, I like to read, draw and play video games. I never saw myself working in the tech field, even though my dad and brother do so (I went to school for early childhood education and psychology). After interviewing for this job and touring the campus, I felt so drawn to this line of work. I have a passion for learning, so working here and gaining a whole new world of knowledge is very exciting to me. I can't wait to see where this job takes me in the future and am so grateful to have found DMP.



8860 7-INCH TOUCHSCREEN KEYPAD FEATURES AND UPDATES

Security, video, and automation — plus over-the-air firmware updates, all in a 7-inch touchscreen keypad.

FUN FACT

During an alarm state, the keypad screen turns red. The screen remains red until the system is disarmed by the user.

7-Inch Touchscreen Keypads

8860 7-Inch Touchscreen Keypads offer an easy-to-use touchscreen interface with an on-board camera, optional panic keys, an internal speaker and other features. The 8860 has enhanced Wi-Fi communications to Dealer Admin for video system integration and image capture when arming and disarming at the keypad.

To use the most up-to-date keypad features available, connect the keypad to Wi-Fi and update your keypad to the latest firmware version. This step is performed regardless of whether you have wired the keypad with **Keypad Bus Connection** or a **Network (Wi-Fi) Connection**.

Update the Keypad Locally

1. Connect the keypad to the Wi-Fi network before proceeding.
2. Select **Options** from the Carousel menu, then select **Installer Options**.
3. Enter 3577 and enter **CMD**. Select **Check for Updates**. Follow the on-screen prompts to complete the update.

Update the Keypad Remotely

1. Connect the keypad to the Wi-Fi network before proceeding.

2. Navigate to Dealer Admin.
3. Select the user and system.
4. Select the **System Remote Update** tab.
5. From the list of keypads, find the keypad name and select **Update**.

Once the keypad has been connected to the Wi-Fi network and updated, you can access the features that make the 8860 keypads stand out. The first is the dealer logo and information in the top left corner of the keypad. To have your logo and dealer information display on the keypad, upload a PNG file of your logo and enter in your dealer information in the **8860 Private Label Settings** tab in Dealer Admin.

The second is the abundance of video features offered on the 8860 when it is connected to a Wi-Fi network. Video clips are saved in Virtual Keypad and not stored locally on the keypad.

- **Live View:** Allows you to see all system cameras added in Dealer Admin. (The Visible on Keypad option needs to be toggled ON for each camera in Dealer Admin to display on the keypad).
- **Recorded Clips:** Allows you to access recorded video events through the events list on the keypad.
- **Snapshot Verification Events:** Allows you to see a snapshot from the keypad front facing camera during an arming or disarming event.
- **Video Doorbell:** Allows you to access the video doorbell view, as well as use the talk, speaker, and end button.

Another great feature of the 8860 is the Bluetooth Disarming function. This allows for a device to be paired to the keypad to automatically disarm the system via Bluetooth when the system is armed **ALL** or **AWAY**. When the user returns and trips an exit zone, the entry delay initiates and the keypad begins scanning for Bluetooth devices. If the keypad discovers a previously paired device and connects to it, the system will disarm. This feature can be enabled in the **Options** menu under **Bluetooth Settings**.

Many of the great features included in the 8860 are reliant on proper communication to the panel and to Dealer Admin. A quick way to tell if the keypad is not communicating properly is if the time is not displayed on the keypad or the keypad is not listed under the **System Remote Update** tab in Dealer Admin. To ensure that the keypad is properly connected, check that the following criteria have been met:

- Tapping **Keypad** in the Carousel displays messages from the panel and NOT **System Trouble** or **System Busy**.
- The panel has the **Device Number** programmed for the 8860 and the **Device Type** set to **Keypad**.
- There are no overlapping devices such as zone expanders or other keypads.
- The panel time and date is set correctly in the **User Menu**.
- The panel is updated to firmware Version 221 or the latest version for all features. ●



Innovative Monitoring Solutions Unmatched Support

The NMC Difference

- ✓ Two-Ring Commitment
- ✓ High-Value RMR Opportunities
- ✓ 24/7 Support and eLearning for Dealers
- ✓ After-Hours Technical Support for End-Users
- ✓ Our Award-Winning Business Intelligence Portal, Nexus

✉ sales@nmccentral.com

🌐 www.nmccentral.com

📞 Sales: 1-877-353-3031

© 2025 NATIONAL MONITORING CENTER, A NETWATCH GROUP COMPANY. ALL RIGHTS RESERVED. TERMS OF USE - PRIVACY POLICY.
AL 1456 | AR CMPY.0002994 | CA ACO/80 | FL EF20000505 | IL 124.002015 | OK AC1035 | TN 2206 | TX B13486 | TX FIRE ACR-2919 | VA 11-7288

DMP Video Verification

ONLINE AND AVAILABLE HERE



If you are compatible with DMP video verification and your logo is not listed here, please contact Mark Hillenburg at MHillenburg@DMP.com.



COMPATIBLE WITH:



thrive.
maximize.
advance.

TMA

The Monitoring Association (TMA) is a thriving professional community of monitoring centers and third-party monitoring providers as well as installing dealers, integrators, manufacturers, and consultants.

A Network You Can Trust.

Connect and exchange with a network of top leadership from the most influential companies whose experience and expertise are leading the industry.

A Forum for Your Voice.

Position your leaders on the frontlines of key decision-making that will impact the future of your business. Take an active role in groundbreaking ANSI standards development and legislative advocacy.

A Resource for Competitive Distinction.


Convey a commitment to service excellence with TMA's ASAP Service, Five Diamond, FirstNet, and IQ credentials and take your team's knowledge and professionalism to new heights by leveraging TMA's extensive online education portfolio.

If you are an independent monitoring provider or contract your monitoring to a third-party, take a seat at the table and give your company every advantage for success in today's competitive marketplace.

Join the TMA community.



www.tma.us | membership@tma.us | (703) 242-4670



DIRECTOR OF SALES, WEST
Brad Heckert
Cell: 417-351-8453
BHeckert@DMP.com



SOUTHWEST
Joshua Waldram
Regional Sales Manager
Cell: 928-499-5625
JWaldram@DMP.com



NORTHWEST
Chris Kelley
Regional Sales Manager
Cell: 417-422-0233
ChKelley@DMP.com



NORTHERN CA
Pheng Vang
Regional Sales Manager
Cell: 417-407-1880
PVang@DMP.com




CENTRAL CA
Joshua Jetton
Regional Sales Manager
Cell: 417-709-9799
JJetton@DMP.com



SOUTHERN CA
Jeff Spatz
Regional Sales Manager
Cell: 417-689-7045
JSpatz@DMP.com



LOS ANGELES
Steve Baker
Regional Sales Manager
Cell: 417-351-8357
SBaker@DMP.com



DIRECTOR OF SALES, NORTH CENTRAL
Jon Adams
Cell: 417-340-8847
JAdams@DMP.com



MICHIGAN
Mark Barber
Regional Sales Manager
Cell: 417-849-9420
MBarber@DMP.com



OHIO
Reid Larkin
Regional Sales Manager
Cell: 417-340-4902
RLarkin@DMP.com



INDIANA
Marc Turner
Director of Sales, North Central
Cell: 417-370-4215
MTurner@DMP.com



UPPER MIDWEST
Fred Bohr
Regional Sales Manager
Cell: 417-987-3779
FBohr@DMP.com



ILLINOIS
Melissa Fischer
Regional Sales Manager
Cell: 417-860-0332
MFischer@DMP.com



DIRECTOR OF SALES, NORTHEAST
Charlie Lunney
Cell: 417-351-1075
CLunney@DMP.com



NEW ENGLAND
Robert Ceolin
Regional Sales Manager
Cell: 417-370-4229
RCeolin@DMP.com




NEW YORK
Brian Arenofsky
Regional Sales Manager
Cell: 417-988-0394
BArenofsky@DMP.com



NORTHEAST
Chris Hummel
Regional Sales Manager
Cell: 417-300-6066
CHummel@DMP.com



MID-ATLANTIC
Charlie Lunney
Director of Sales, Northeast
Cell: 417-351-1075
CLunney@DMP.com



DIRECTOR OF SALES, SOUTH CENTRAL
Doug Doster
Cell: 417-368-5404
DDoster@DMP.com




CENTRAL STATES
Adam Kinder
Regional Sales Manager
Cell: 417-861-2162
AKinder@DMP.com



OZARKS
Mike Moschitta
Regional Sales Manager
Cell: 417-773-7198
MMoschitta@DMP.com



OKLAHOMA
Steve Fletcher
Regional Sales Manager
Cell: 417-340-7802
SFletcher@DMP.com



NORTHERN TEXAS
Ethan Hickox
Regional Sales Manager
Cell: 417-340-5038
EHickox@DMP.com



SOUTH TEXAS
Albert Faraone
Regional Sales Manager
Cell: 417-459-1509
AFaraone@DMP.com



LOUISIANA/MISSISSIPPI
Jacob Thomas
Regional Sales Manager
Cell: 417-839-0224
JThomas@DMP.com



DIRECTOR OF SALES, SOUTHEAST
Justin Lenius
Cell: 417-360-6907
JLenius@DMP.com



THE CAROLINAS
Justin Lenius
Director of Sales, Southeast
Cell: 417-360-6907
JLenius@DMP.com




MIDSOUTH
Johnny Byard
Regional Sales Manager
Cell: 417-399-3418
JByard@DMP.com



FLORIDA
Justin Lenius
Director of Sales, Southeast
Cell: 417-360-6907
JLenius@DMP.com



GEORGIA
James Torres
Regional Sales Manager
Cell: 417-849-8135
JTorres@DMP.com




VICE PRESIDENT OF SALES
Jon Adams
Cell: 417-340-8847
JAdams@DMP.com




DIRECTOR OF KEY ACCOUNTS
Dean Belisle
Cell: 417-299-7027
DBelisle@DMP.com


National Accounts




EXECUTIVE DIRECTOR OF NATIONAL ACCOUNTS
Jamie Brennan
Cell: 417-631-8226
JBrennan@DMP.com




NATIONAL ACCOUNT DIRECTOR
Erin Barsanti
Cell: 417-224-2375
EBarsanti@DMP.com




NATIONAL ACCOUNT DIRECTOR
Craig Dever
Cell: 417-370-3859
CDever@DMP.com



NATIONAL ACCOUNT DIRECTOR
Scott Mellecker
Cell: 781-774-0588
SMellecker@DMP.com



NATIONAL ACCOUNT DIRECTOR
Marc Turner
Cell: 417-370-4215
MTurner@DMP.com



SALES ENGINEER
Jonathan Patton
Cell: 417-300-2421
JPatton@DMP.com

Vertical Markets



EXECUTIVE DIRECTOR OF FINANCIAL SOLUTIONS
Sean Cleary
Cell: 417-983-4347
SCleary@DMP.com




EXECUTIVE DIRECTOR OF FINANCIAL SOLUTIONS
Pat Tobin
Cell: 209-769-4718
PTobin@DMP.com




DIRECTOR OF RETAIL SOLUTIONS
Jim Hawthorne
Cell: 404-606-1639
JHawthorne@DMP.com


Inside Sales




DIRECTOR OF SALES OPERATIONS
Chris Newman
417-831-9362 x0196
Cell: 417-849-8775
CNewman@DMP.com




CUSTOMER OUTREACH SPECIALIST
Rachel Christian
877-757-4367 x1574
RChristian@DMP.com




CUSTOMER OUTREACH SPECIALIST
Jaylee Beauvais
877-757-4367 x0107
JBeauvais@DMP.com




CUSTOMER OUTREACH SPECIALIST
Cyndi Teuscher
877-757-4367 x0239
CTeuscher@DMP.com



SYSTEM DESIGN SPECIALIST
Jenique English
877-757-4367 x1865
JEnglish@DMP.com



SYSTEM DESIGN SPECIALIST
Jeremy Moses
877-757-4367 x1473
JMoses@DMP.com



SYSTEM DESIGN SPECIALIST
Matt Coose
877-757-4367 x1078
MCoose@DMP.com



Only YOU should be able to silence your alarm.

Silence is golden...until it's not. Don't let criminals silence your customer's alarm system with a cellular signal jammer. Stay ahead of the threat with JamAlert—a revolutionary new cellular jamming detection device from DMP.

- Provides instant notifications to alarm panels, monitoring centers and end users when cell jamming is detected
- Universal compatibility—works with DMP and non-DMP panels
- Perfect for retail and residential applications



Visit **DMP.com/JamAlert-DD** to learn how to stay ahead of the threat.





PUT YOUR READERS & CREDENTIALS TO WORK FOR YOUR **BUSINESS**



Custom branding the RFID components you install can help grow your business. Your logo and contact details promote your brand, encourage customers to contact *you* for credential reorders, and generate new leads.

Branding options available through DMP:

- Durable, UV-resistant, full-color labels for readers
- Scratch- and fade-resistant laser etching for physical cards and tags

Contact your DMP Regional Sales Manager to
begin promoting your business today!

1-800-641-4282



Mark NeSmith

*Vice President of
International Sales*

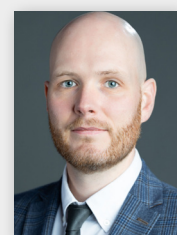
Cell: 417-839-2547
Email: MNeSmith@DMP.com



Carlos Mecca

*Director of Sales,
Latin America*

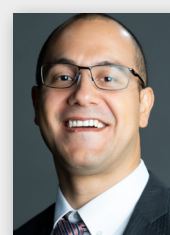
Cell: 417-422-0530
Email: CMecca@DMP.com



Shaun Mottram

*Technical Support
Specialist, United
Kingdom*

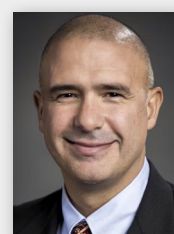
Cell: +44 7931 375537
Email: SMottram@DMP-Global.com



Jayson Gutiérrez

*Account Executive,
Latin America*

Cell: 417-447-9677
Email: JAGutierrez@DMP-Global.com



Diego Serra

*Technical Support
Specialist, Latin
America*

Cell: 417-292-8488
Email: DSerra@DMP-Global.com



©2024 Farpointe Data, Inc. All rights reserved. Farpointe Data®, Pyramid Series Proximity®, Delta®, Ranger®, and CONEKT® are the registered U.S. trademarks of Farpointe Data, Inc. All other trademarks are the property of their respective owners.

DMP Training Directory

Training Leadership



VICE PRESIDENT OF TRAINING
David Peebles
Cell: 417-773-0985
DPeebles@DMP.com



DIRECTOR OF FIELD TECHNICAL TRAINING
Tim Nissen
Cell: 417-766-9515
TNissen@DMP.com

Training Support



SENIOR ON-SITE SUPPORT SPECIALIST
Mark Matysiak
800-641-4282 x0128
MMatysiak@DMP.com



TRAINING DEVELOPMENT MANAGER
Jason Hooge
800-641-4282 x0187
JHooge@DMP.com

Training Regions



MICHIGAN / OHIO
Brian Butterfield
Regional Training Manager
Cell: 417-307-1159
BButterfield@DMP.com



CENTRAL CALIFORNIA / LA
Robert Spencer
Regional Training Manager
Cell: 661-203-1686
RSpencer@DMP.com



CENTRAL STATES / OZARKS / OKLAHOMA
Joshua Locke
Regional Training Manager
Cell: 417-399-6176
JLocke@DMP.com



FLORIDA / VERTICAL
Dean DaDante
Regional Training Manager
Cell: 417-827-7254
DDaDante@DMP.com



NEW YORK / NEW ENGLAND
Franco Pacific
Regional Training Manager
Cell: 417-840-6084
FPacific@DMP.com



NORTHEAST / MID-ATLANTIC
Luke Barnhart
Regional Training Manager
Cell: 417-813-8409
LBarnhart@DMP.com



NORTHWEST / NORTHERN CALIFORNIA
Chris (CB) Warren
Regional Training Manager
Cell: 417-299-7344
CWarren@DMP.com



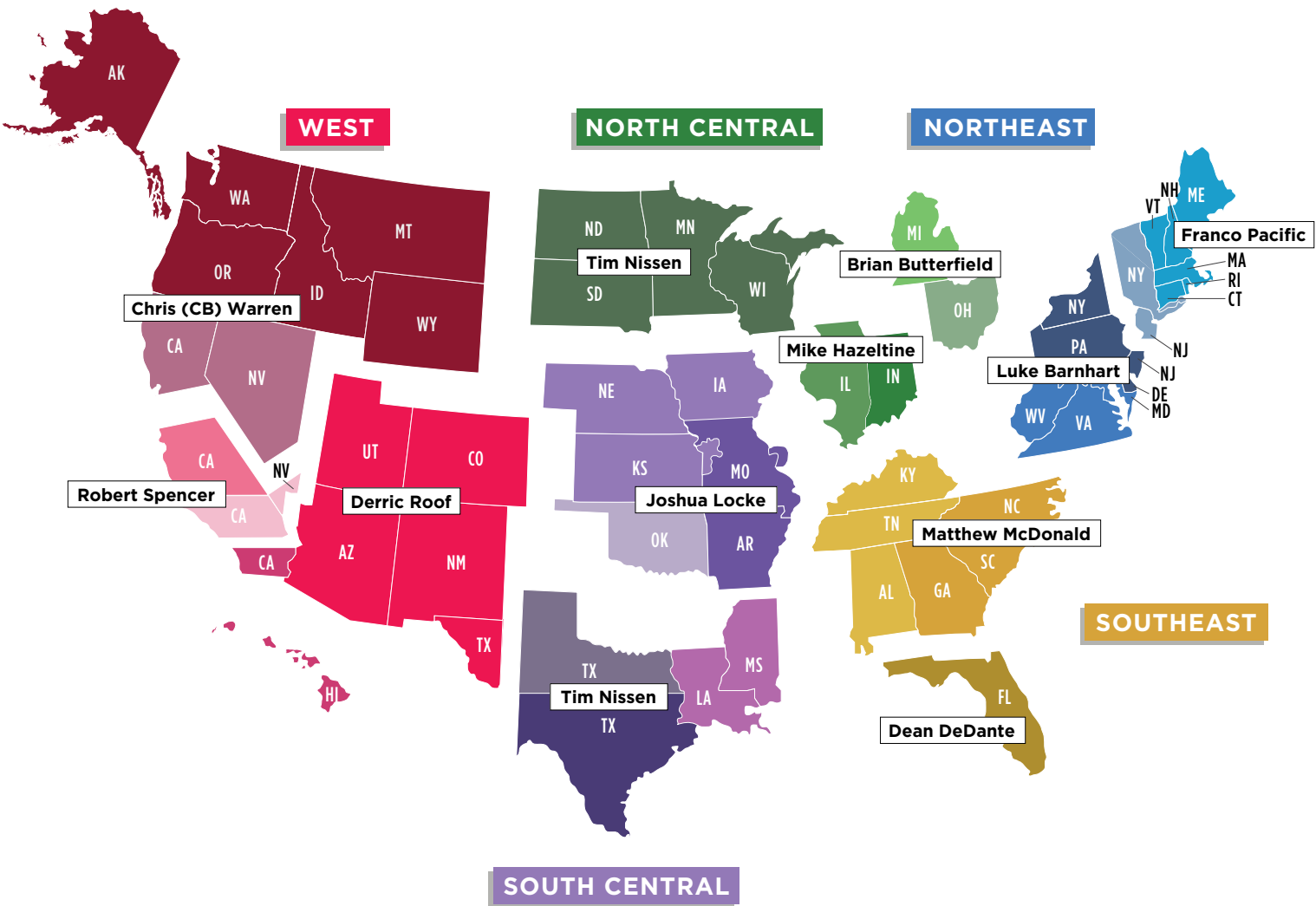
MIDSOUTH / SOUTHEAST
Matthew McDonald
Regional Training Manager
Cell: 417-421-9646
MMcDonald@DMP.com



SOUTHWEST / SOUTHERN CALIFORNIA
Derric Roof
Regional Training Manager
Cell: 417-988-0374
DRoof@DMP.com



INDIANA / ILLINOIS / VERTICAL MARKETS
Mike Hazeltine
Regional Training Manager
Cell: 417-380-6461
MHazeltine@DMP.com



FEATURE UPDATES

NEW 8860 Series

Keypad Version 186.1.0.1248
Update is now available for 8860 Series 7-inch Touchscreen Keypads.

Improvements

Add Multiple Doorbells

This update allows you to add up to 8 DMP doorbells to your panel or view DMP doorbells already present in Virtual Keypad. By selecting **Doorbells** from the carousel menu, you can view a list of doorbells. When a doorbell is selected, a doorbell screen appears. You can swipe on this screen to view the next or previous doorbell in the list.

Video Display Update

Previously the keypad used a list view to show cached images. Now, it uses a grid style view to display live thumbnails.

General Usability Update

This update includes various enhancements to the overall usability and performance of the keypad.

Obtaining the New Firmware

Firmware updates are available on Dealer Admin (dealer.securecomwireless.com) and in the **Installer Options** menu on the keypad. Follow the instructions below to update the keypad firmware on Dealer Admin and at the keypad.

Note: This update could take several minutes. If you are updating from Dealer Admin, please refresh the page to verify that the keypad has checked in with its new version number.

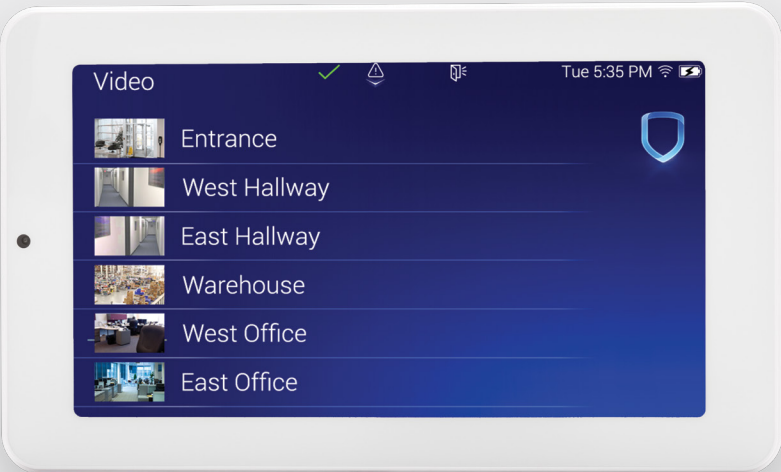
Update the Keypad on Dealer Admin

1. Ensure that the keypad is connected to the Wi-Fi network before proceeding.
2. Navigate to Dealer Admin.
3. Select the user and system.
4. Next to the keypad name, select **Update**.

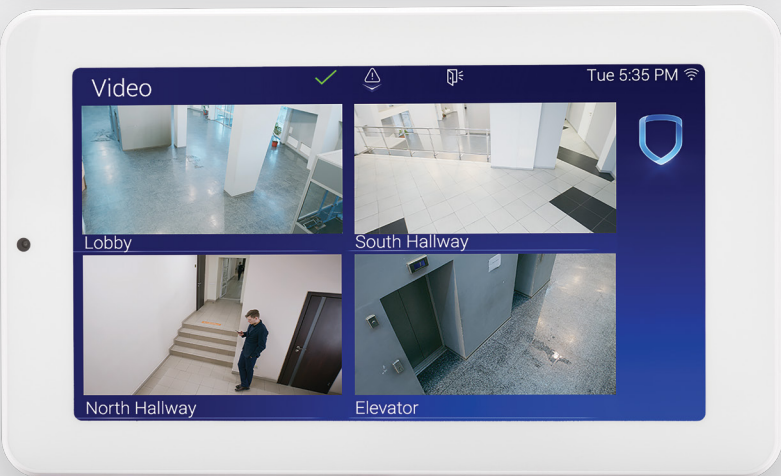
Update the Keypad in Installer Options

1. Ensure that the keypad is connected to the Wi-Fi network before proceeding.
2. Select **Options** from the Carousel menu, then select **Installer Options**.
3. Enter **3577** and enter **CMD**. Select **Check for Updates**. Follow the on-screen prompts.

Previous View



Current View



UPDATE Version 252 Firmware

Updated Version 252 firmware is available for multiple product lines. This includes XR, XT, XF6, TMSentry and Com Series. This update includes new features for faster response times and better accuracy.

Zone Location

Zones can now be programmed in Dealer

Admin and via the keypad with a secondary name for specifying the zone's location. Monitoring centers will see both zone names. This secondary name can include details that will help dispatch and first responders quickly find the alerted zone. Use Zone Location names to save time when seconds count.

#1 JOHN'S OFFICE

Zone Number

1

1-14, 21-2 ...

Zone Name

JOHN'S OFFICE

Zone Location

Second Floor Room #234

Time Change via SecureCom Servers

All panels now have the option to receive automatic time updates from SecureCom servers.

This will improve time accuracy for areas that do not observe Daylight Saving Time, or systems in which the panel is not using a monitoring center for time updates.

Zone Activity Hours

Update Time With

Observe DST

No Time Change

Receiver

✓ SecureCom



Push Notifications

This improvement gives more panels the ability to send push notifications whether or not a communication path is programmed. If the panel is communicating to Dealer Admin, push notifications can be received.

You'll notice some of these product lines have skipped a firmware version number. Firmware nomenclature is now aligned to feature sets, so the features listed above are in Version 252 for all products. The intention is for greater convenience in tracking when specific features became available.

UPDATE X1 Series Controller

Improvements

Previously, some X1 systems may have denied access to valid users, logging an Access Denied - Invalid Code event due to the X1 having an integration setting wrongly activated. This has been resolved. Now, X1 has improved integration monitoring and provides event details when Access Denied is specifically due to an Area armed status.



More Information

To learn more about automatic updates to your X1 Controller, scan the QR code.

VIEW ALL UPDATES HERE



DMP.COM/TECHNICAL-DOCUMENTATION

DMP'S PRODUCT SOFTWARE DOWNLOADS



DMP.COM/PRODUCTSOFTWARE

UPDATE XV Gateways - New Timeline Video View

An additional feature has been added to Virtual Keypad app and browser for the XV Gateway with AlarmVision®.

Video Timeline

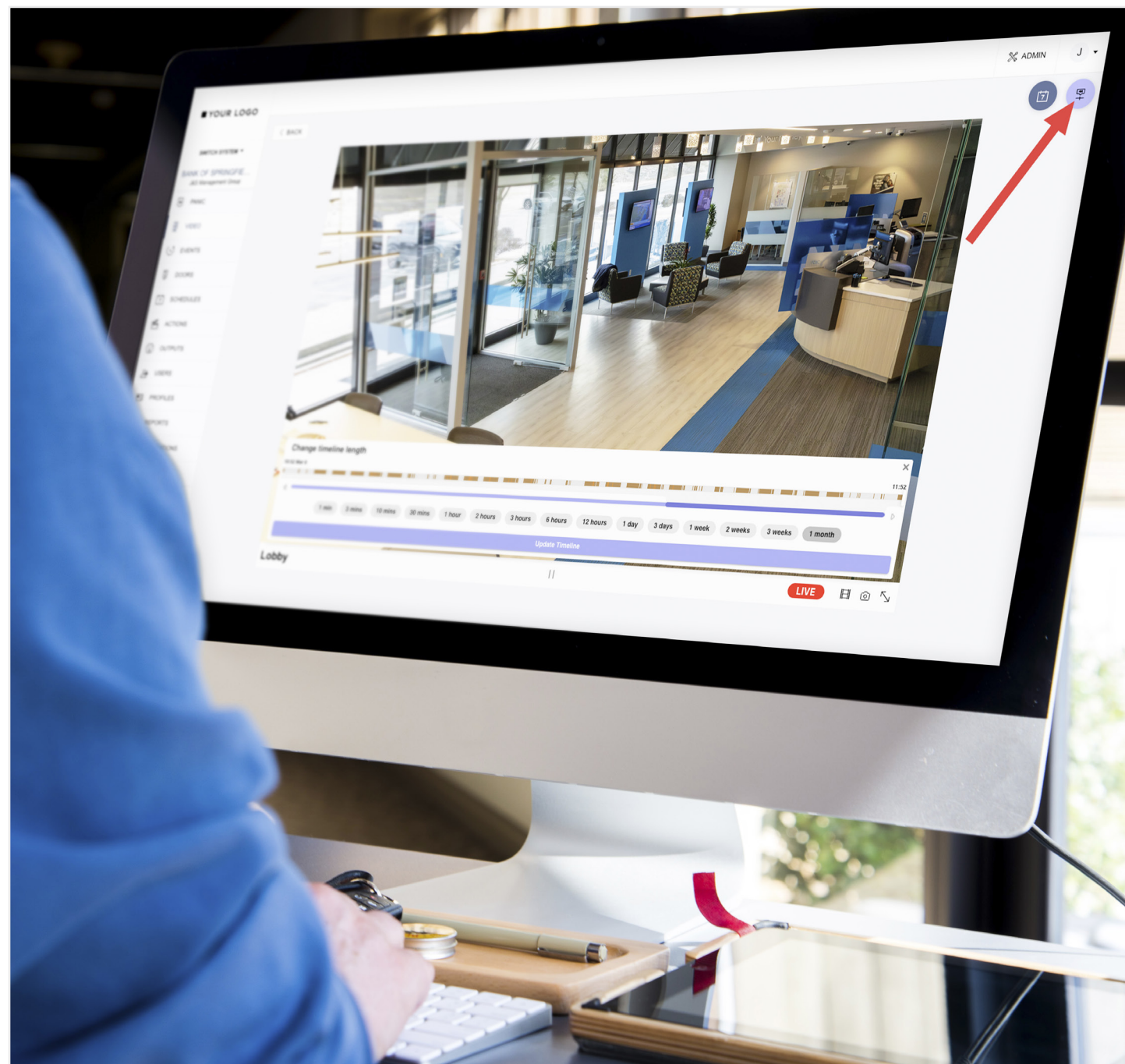
This update introduces a timeline feature that lets you quickly scroll through recorded videos.

You can adjust the timeline length to display recordings over different time periods.

Alarm zone and detection region events are bookmarked on the timeline, allowing you to skip to those specific sections.

The timeline uses color coding to indicate different video statuses:

- **Red** — No footage available
- **Orange** — Verified analytic detection regions or lines (animal, vehicle or person)
- **Tan** — Verified motion detection



NEW NEW Heavy Duty Two-Button Panic Transmitters

Introducing a new heavy-duty model for 1142 Two-Button Wireless Panic Transmitters. The 1142 is often installed under a desk or counter in a high-traffic area, making it vulnerable to frequent bumps that result in damage to its exterior. In these situations, the 1142HD is a perfect solution.

A more durable housing secured by screws makes this model less prone to accidental separation from its base and subsequent trouble signals, yet battery replacement is fast and easy. The added protection of the heavy-duty exterior also reduces truck rolls needed to replace cracked housing on lighter duty units.



**DMP EXECUTIVE
ROUNDTABLE**
SALES LEADERS

SAVE THE DATE
DECEMBER 2-3, 2025

**EMBASSY SUITES BY HILTON
PANAMA CITY BEACH RESORT**
IN PANAMA CITY, FL

The DMP Sales Leaders Roundtable is an event hosted by members of the DMP Executive Management Group including Owner & President, Rick Britton. The objective is to provide sales leaders and sales managers with an opportunity to discuss best practices with their industry peers and learn from professional sales speakers and content creators.



Space is limited! Please register before
Saturday, November 15, 2025 at
DMP.com/Roundtable-PanamaCity25.



UPDATE Digital Key Credentials

Virtual Keypad app and browser have been updated to include the following feature:

- Digital Key Email and Text Credentials

Digital Key Email and Text Credentials

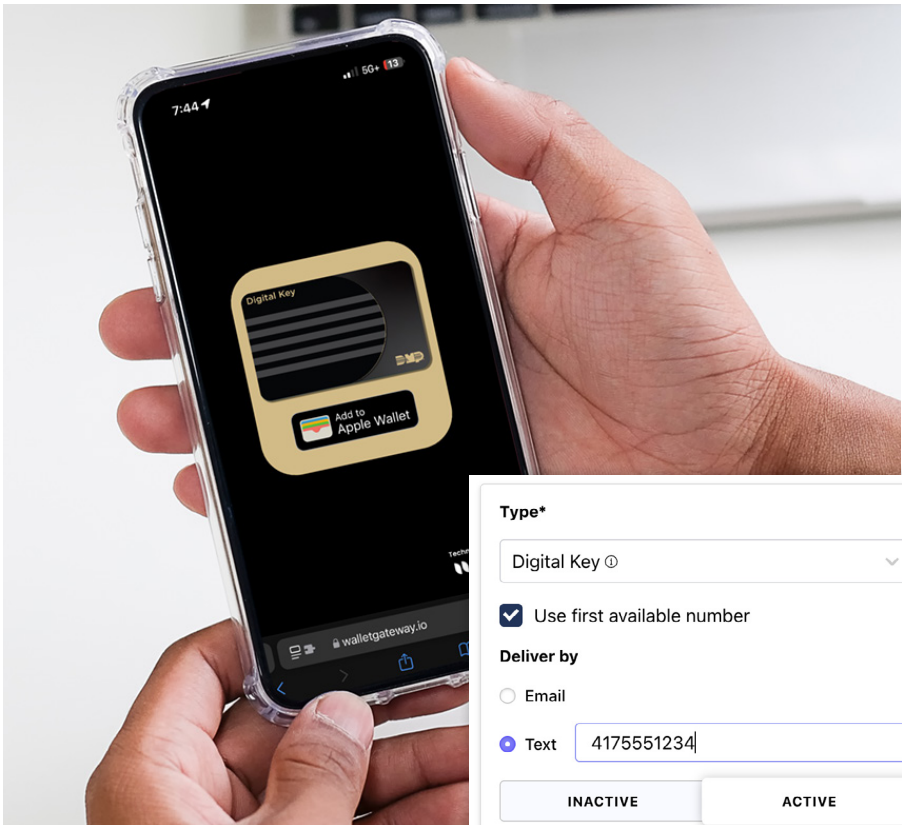
This feature allows **Digital Key** credentials to be sent and activated via email or text. Virtual Keypad customers with **Administrator** level authority can assign Digital Keys to users, who receive a text or email with a link to add the credentials to their Apple® or Google® wallets. Downloading the Virtual Keypad app is not required to add a credential.

To assign a Digital Key credential to a user, complete the following steps:

- Log into Virtual Keypad app or browser.
- In the menu, select **Users**.
- Add a user and enter their personal information.
- Add a **User Code**.
- In **Type**, select **Digital Key**.
- In **Deliver by:**, select **Email** or **Text**, then insert the user's email address or phone number.
- Select **Save**. A credential is automatically sent to the user.

To add a Digital Key to a phone wallet, complete the steps below:

- Check for an email or text that a Digital Key has been assigned.
- Select the link to add the Digital Key to your wallet.
- A credential displays. Select **Add to Wallet**.
- Once you are redirected to the Apple® or Google® Wallet page, add the credential to your device. A message appears to confirm that the credential was successfully added to your wallet.



Type*

Digital Key ⓘ

☒ Use first available number

Deliver by

☐ Email
 ☒ Text 4175551234

INACTIVE

ACTIVE

Remove

Grow Your Expertise. Grow Your Career.

SIA's Programs for Security Professionals

Security Project Management Training

Strengthen your skills for managing complex security projects on time and on budget and get ready to excel!
Learn more: www.securityindustry.org/SPM

Become a Certified Security Project Manager (CSPM)

Earn the highly respected credential that proves you can successfully manage complex, technical security projects.
Learn more: www.securityindustry.org/CSPM

The SICC: Cybersecurity for Physical Security Pros

The industry's only credential focused specifically on cybersecurity for physical security systems.
Demonstrate that you have the cyber skills needed today!
Learn more: www.securityindustry.org/SICC

GrantED: Identify and Obtain Grant Funding

Learn how to navigate and leverage federal grants for security projects including commercial and non-federal projects!
Learn more: www.securityindustry.org/granted

SIAcademy: Online and Live Training

Find live and on-demand elearning options on topics like access control, video surveillance, critical infrastructure protection and more!
Learn more: www.securityindustry.org/siacademy



Explore SIA's Training & Certification Programs



UPDATE Dealer Admin: Time Change, Zone Location, and Sempro Communication

Version 252 Update

Dealer Admin has been updated to include the following features:

- Time Change
- Zone Location
- Sempro Communication

Time Change

This update allows the panel to receive time updates from SecureCom Wireless® Servers. This option can be enabled in panel programming on the keypad or on Dealer Admin. To receive time updates from SecureCom Wireless Servers, complete the following steps:

1. Go to Dealer Admin, select a system and enter **Programming**.
2. In **System Options**, find **Update Time With** and select one of the following options:
 - **No Time Change** — Do not request time update
 - **Receiver** — Request time update from the monitoring center receiver
 - **SecureCom** — Request time update from SecureCom Wireless
3. In **DST**, select **YES** to observe daylight saving time. This option is only available if you selected SecureCom.
4. When you are finished, select **Send All Changes** at the top.

Zone Location

This update allows you to assign zones an optional secondary name to give further clarification on the location of a zone. Zone Location provides the monitoring center additional support and promotes quicker response times from monitoring center operators and first responders. The secondary name is only visible to the monitoring center and does

not display on the keypad. The Zone Location can also remain blank, and the Zone Name is sent to the Monitoring Center instead.

This option can be enabled in panel programming on the keypad or on Dealer Admin. To add a Zone Location to a zone on Dealer Admin, complete the following steps:

1. Go to Dealer Admin, select a system and enter **Programming**.
2. In **Zone Information**, find **Zone Location**. Enter the zone location, being mindful of the character limit established by your system type. Character limits for the affected systems are as follows:

- XT30/50, XTL Series and TMSentry control panels allow up to 16 characters.
- XT75, XF6 Series, XR Series control panels and Com Series communicators allow up to 32 characters.

3. When you are finished, select **Send All Changes** at the top.

Sempro Communication

Previously, systems without a programmed communication path could not send messages to SecureCom Wireless servers. Now, systems communicating with Dealer Admin send messages regardless if they have a communication path programmed, allowing for push notifications and analytics in Dealer Admin and Virtual Keypad.



For more than 20 years SIAC has worked with public officials and law enforcement leaders to promote municipal alarm ordinances that reduce false alarms and maintain police response. More than 1,000 public safety agencies have adopted SIAC's Model Ordinance developed in partnership with the International Association of Chiefs of Police and National Sheriff's Association. SIAC needs your financial support to continue this important work.



HOW YOU CAN HELP
SCAN TO DONATE TO SIAC



UPDATE Dealer Admin Usability Improvements

The following updates have been added to improve general usability on Dealer Admin:

- Status Indicators
- Updated Notifications
- Zone Filtering
- Duplicate Serial Number Alert
- Deactivating Cellular Communicators

Improvements

Status Indicators

In-line status indicators have been added to panel programming in Dealer Admin. The indicators are as follows:

Unsent Changes !

- **Unsent Changes** — Programming changes have not been sent.

Updated ✓

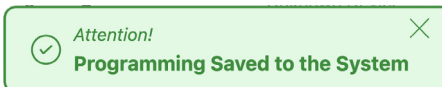
- **Updated** — Programming changes have been sent and updated in the panel.

Error ✕

- **Error Sending** — Programming changes were sent to the panel but the panel could not receive the update. An alert appears, prompting you to resend or retrieve the changes.

Updated Notifications

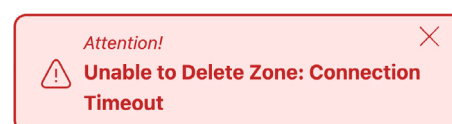
Previously, Dealer Admin displayed two types of notifications in the corner of the screen to indicate the status of sent changes. Now, there are three types of notifications, which appear as shown:



- **Completed** — The change is complete. The notification automatically disappears after 10 seconds.



- **In Progress** — The change is in the process of being updated. The notification remains until it is manually dismissed or it is replaced by a Completed or Error notification.



- **Error** — There was an error while attempting to make the change. The specific problem is indicated in the notification. The notification remains until manually dismissed.

Zone Filtering

Zones can be filtered by Zone Type, Area and Wireless (Enabled or Disabled). They can also be filtered numerically or alphabetically.

Duplicate Serial Number Alert

Entering duplicate serial numbers is valid when programming both internal and external contacts. If a

duplicate serial number is entered, a notification appears to inform you that the serial number already exists. You can choose to proceed or make corrections as needed.

Deactivating Cellular Communicators

This update allows you to choose to automatically deactivate cellular communicators and Virtual Keypad when deleting Customers or Systems.

Deactivating the cellular communicator stops all alarm messages and signals from transmitting over the cellular network. To enable this feature, complete the following steps:

1. Select **Settings** in the menu, then select **Dealer** from the drop-down options.
2. In **Security Features**, locate the checkbox labelled **Automatically Deactivate Cellular Communicators**.
 - Check the box to automatically deactivate your cellular communicators when deleting Customers or Systems. Leave the box unchecked to keep your cellular communicators active when deleting Customers or Systems.
3. Select **Save**.

Some information in 1 Zone is out of sync with the panel. This could be caused by network or cellular connection issues. Verify connection to the panel and try again by sending or retrieving programming.



TRUE OR FALSE (ALARM)



With the **XV Gateway** with **AlarmVision®**,
you'll never have to wonder again.



Discover more
at **DMP.com/TrueOrFalse-DD**
AlarmVision® - Patent Pending



Giving Back Spotlight:



Jan Britton,
DMP Cares
Coordinator

In Johnson City, Tennessee, Fleenor Security Systems has left a lasting mark on the community through a meaningful volunteer project with Coalition For Kids, Inc. (C4K), a non-profit dedicated to empowering children academically, physically, spiritually and socially. Their recent collaboration revitalized a local playground, creating a vibrant, safe space for kids to learn, play and grow, reflecting the company's commitment to fostering brighter futures.

C4K is a non-profit organization that serves around 800 kids in the Tri Cities area, TN. Their mission is to “empower children to grow in wisdom, stature and favor with God and man by providing a nurturing environment where they can achieve academic, physical, spiritual and social growth.” Some of the services C4K provides include transportation after school, homework assistance, tutoring, community and service learning, entrepreneurship, healthy snacks and meals, physical activities, counseling, drug and violence prevention, youth leadership and college and career readiness.

Fleenor Security Systems, a family-owned business since 1972, is a leader in residential and commercial security solutions, consistently ranking among the

top 100 security companies in the U.S. Known for its exceptional customer service and community involvement, the company has a long-standing tradition of supporting local initiatives. Through active participation in organizations like the Johnson City Rotary and the Tennessee Network of Security Integrators, Fleenor Security demonstrates its dedication to strengthening the community.

On May 1, 2025, a twelve-person crew from Fleenor Security spent two-and-a-half energizing hours at C4K. Together they contributed nearly 30 volunteer hours that revitalized the campus. They mulched the entire playground, enhancing safety and curb appeal for the children; cleared and replanted four large planters beside the playground, adding

Fleenor Security Systems Partners with Coalition For Kids to Transform Playground

vibrant, kid-friendly color; and pressure-washed every sidewalk in front of the administrative building and Kid City, giving families a spotless first impression. Their professionalism, teamwork and upbeat spirit turned an afternoon of service into a lasting improvement for the students and staff.

“We are thrilled to be able to serve C4K again this year with our time and resources because we care deeply about their mission of caring for and equipping the kids in our community for success in life. 2025 is a special year for C4K as they are celebrating their 25th anniversary and serving the most children in their history!” said Will Fleenor, president of Fleenor Security Systems.

The playground transformation turned an ordinary space into an inviting hub for children. Fleenor Security’s contribution of resources and expertise ensured a secure and inspiring environment, aligning with C4K’s mission to nurture vulnerable youth. Since 1998, C4K has served hundreds of children daily with faith-based programs that build moral character and confidence, making this partnership a perfect fit.

Fleenor Security Systems’ generosity and leadership shine through in this project, showcasing how businesses can drive positive change. By collaborating with C4K, the company has created a space where children can thrive, reinforcing the power of

community support. This initiative underscores Fleenor Security’s role as a catalyst for growth and opportunity, proving that compassionate partnerships can transform lives and build a safer, more hopeful future for youth in the Tri Cities area.

“Partnering with Fleenor Security shows what happens when a company puts its values into action,” said Randy Hensley, executive director of Coalition For Kids. “Their team didn’t just spruce up our campus — they reminded our children that their community cares about them. We’re grateful for Fleenor’s ongoing commitment to safety and service, and we look forward to building on this relationship for years to come.” ●



DMP FAMILY

Happenings



After a dizzying series of complications, DMP Sales Director Doug Doster flew in on a Saturday to save the day and the project for a dealer's X1 install just before the deadline. Way to go way beyond to support our dealers!



Vector Security cut the ribbon on their beautifully remodeled headquarters in Warrendale, PA!

President and CEO Pam Petrow led the celebration, sharing inspiring words and officially opening the doors to this incredible new space.



Join the Movement.
Become a Partner in
Verified Alarm Response.

At PPVAR, we are on a mission to revolutionize the way alarm response is handled. By joining our movement, you can make a significant impact on the partnership between public safety and the alarm industry. Together we strive to establish processes and standards that ensure a fact-based response to verified alarms.

Membership in PPVAR allows you to

- Influence future standards and ordinances
- Collaborate with all stakeholders in the alarm response process including law enforcement, public safety, emergency communication centers, alarm monitoring centers, NRTLs.
- Solve issues of concern arising from current and future technology

Our Goals:

- Promote the value of verification and validation in alarm events.
- Enhance dispatch efficiencies.
- Increase first responder safety.
- Increase apprehension rates for intrusion alarms.

Be a Part of the Change. Join PPVAR Today!

Make a meaningful difference in the alarm response process by joining PPVAR. Visit our website at www.ppvar.org or call us at (844) 967-7827 to learn more about how you can become a valuable partner in verified alarm response. Together, let's create a safer future for everyone.

AD INDEX

ADVERTISER NAME	PAGE	ADVERTISER NAME	PAGE
Affiliated Monitoring	2	Optex	69
Canadian Imperial Bank of Commerce (CIBC)	27	Partnership for Priority Verified Alarm Response (PPVAR)	67
CMS	21	Rapid Response Monitoring	71
Digital Monitoring Products (DMP)	19, 25, 35, 49, 63	Security Industry Alarm Coalition (SIAC)	61
Electronic Security Association (ESA)	39	Security Industry Association (SIA)	59
Farpointe Data	51	The Monitoring Association (TMA)	45
National Monitoring Center (NMC)	43	Workhorse Service Company	37



DMP Social

Post your install photos on social and tag @dmpalarms!

We love to see your before and after photos!

Tim Westphal | Bay Alarm Company

Big news from Bay Alarm Company! I am fired up to announce the grand opening of our newest branch in Peoria, AZ!

This expansion marks an exciting step in our commitment to protect and serve West Phoenix, while our flagship Arizona branch in Tempe continues its strong growth to the east. A huge congratulations to the entire Arizona team — your hard work and dedication have brought this vision to life, and we can't wait to see the impact you'll make on the business. Here's to continued growth, exceptional service and keeping Arizona safe.



Digital Monitoring Products

We're at the California Banking Association event this week at the La Quinta Resort in La Quinta representing DMP. If you're here come by and learn why DMP is the product of choice in Financial Security!



Shawn Cardinal

Sometimes when I'm feeling down, I just walk by and open the enclosures to make my day better!



Glen Moore

Amazing quality equipment. We need an access only tab on Dealer Admin for programming so we don't have to go to so many different fields to program and add doors on the XR panels. Also, a 24 VDC option on the power supply would come in handy. DMP lifer



www.optexamerica.com

THE WORLD LEADER IN SENSING SOLUTIONS

With indoor and outdoor detection solutions for every threat level, OPTEX sensors provide flexibility, performance, and guaranteed reliability. With 45 years of experience and over 25 companies in our global portfolio, OPTEX has established a worldwide reputation for quality, innovation, and technical excellence.



PRODUCT HIGHLIGHTS:

REDSCAN Pro Advanced LiDAR Series

Extremely reliable and versatile, the REDSCAN PRO security sensors are using LiDAR technology to create a high resolution virtual laser wall or plane up to 100m (330ft) long, ideal to protect perimeters, buildings, roofs and assets.

Available Models:

RLS-50100V: 50 x 100 m (165 x 330 ft.), indoor & outdoor model
RLS-3060V: 30 x 60 m (100 x 200 ft.), indoor & outdoor model



REDSCAN mini-Pro LiDAR Series

Provides unparalleled accuracy and flexibility for high-security applications, utilizing cutting-edge time-of-flight technology to precisely track moving objects. With a built-in FHD camera (RLS-2020V model) and ONVIF compliance, it enhances security with visual verification and seamless integration.

Available Models:

RLS-2020V: 20 x 20 m (65 x 65 ft.), 95° indoor & outdoor model, with FHD camera
RLS-2020A: 20 x 20 m (65 x 65 ft.), 95° indoor & outdoor model



FlipX Indoor PIR / Combination Detector Series

With unique 180° rotatable lens for customized detection, ideal for indoor residential to high-end commercial security applications

Available Models:

FLX-S-ST & FLX-S-DT: Standard models for residential & light commercial use
FLX-P-ST & FLX-P-DT: Professional models for commercial applications
FLX-A-AM & FLX-A-DAM: Advanced models for high end commercial applications



Contact Us: 800.966.7839

sales@optexamerica.com

Welcome TO THE TEAM



Jacob Thomas

Regional Sales Manager, Louisiana/Mississippi

Jacob Thomas has joined DMP as the regional sales manager for Louisiana and Mississippi. He will provide ongoing service and support to DMP dealers throughout both states. Thomas brings over 20 years of experience in the technology and wireless industry, having held several leadership roles in sales operations, retail sale management and product strategy.

"The strong sense of purpose and commitment to innovation and service really stood out to me, and I knew DMP was where I wanted to be," said Thomas. "The more I explored, the more excited I became to represent a company that was clearly leading the way in this industry."

Most recently, Thomas served as senior manager of home product management, overseeing the performance of fiber and TV solutions. This role included collaborating with cross-functional teams to enhance product offerings, streamline go-to-market strategies and improve customer experience and satisfaction. He is experienced in leading high-performing teams, driving sales growth, and ensuring operational consistency.



Ethan Hickox

Regional Sales Manager, Northern Texas

Ethan Hickox has joined DMP as the regional sales manager for Northern Texas. He will provide ongoing service and support to DMP dealers throughout the territory, including the Dallas-Fort Worth metropolitan area. Hickox has nearly 30 years of experience in the Telecommunications and Technology industry.

"I chose DMP because of the industry-leading products and technologies offered, along with the amazing culture that was apparent from the outset," he said. "I'm extremely excited to be representing a company with an elite product set and culture that focuses on the customer first."

Hickox had spent most of his career with AT&T, where he served in Operational, Network and Sales and Service roles both in the consumer and business space. Most recently, at AVA Technologies, he led a sales team responsible for growing a platform in the multi-family housing industry that helped consumers set up essential home services during the moving process. Hickox is skilled in strategic planning, relationship building and executing innovative solutions.



Amanda Crisler

Dealer Marketing Manager

Amanda Crisler has joined DMP as the dealer marketing manager. She coordinates trade show events and leads the Dealer Marketing Program, working with dealers to support their success.

"Making the customer the focus and acting quickly to meet their needs really shows why this company has been in business for 50 years," said Crisler. "It's not often that you find a company that holds both its products and its people to such a high standard."

Most recently, Crisler led the Marketing Department of a mid-sized manufacturing company, successfully growing their brand through advertising, trade show attendance, digital marketing and more. She is excited to be part of the DMP team.



CALIFORNIA · NEVADA · NEW YORK

UL Listed for CRZH, CRZM, CVSG, UUFO, UUFX

The Industry's Highest-Trained Monitoring Specialists Work On-Site From Our 3 Hardened Facilities.

From the onset of the pandemic, our choice has been to keep critical monitoring operations staff on-site. We believe monitoring from home provides lower-quality service.

Remote work has touched every industry, and every business has had to make choices about "how" they will do business.

We've made our choice.

- Unfailing power redundancy
- Multi-carrier phone/internet connections
- Strict security (access by cleared staff only)
- No distractions, dogs barking, kids playing, doorbells, etc.

Proud to support the DMP Dealer family with the highest quality services including monitoring of all DMP panels, video products, SecureCom Wireless communications, and direct integration with the Virtual Keypad App.



**RAPID RESPONSE
MONITORING**

800.558.7767 ■ rrms.com

Security Dealer DIGEST

Digital Monitoring Products
2500 N. Partnership Blvd.
Springfield, MO 65803

DMP.com
800-641-4282



**DMP EXECUTIVE
ROUNDTABLE**
DEALER

SAVE THE DATE
SEPTEMBER 22-23, 2025

EMBASSY SUITES
IN GULF SHORES, AL

The DMP Executive Dealer Roundtable is an event hosted by members of the DMP Executive Management Group including Owner and President, Rick Britton. This event provides DMP dealers with an opportunity to discuss best practices with other dealers or security personnel around the country. It is targeted to owners, senior management, and sales and marketing management personnel.



Space is limited! Please register
before Friday, August 29, 2025 at
DMP.com/Roundtable-GulfShores25.

