Security Dealer DIGEST

Celebrating 50 Years

Note FROM HQ

Mark Hillenburg,
Vice President of
Industry Relations

"

As I look back over my 30 years at DMP, I'm filled with a deep sense of gratitude — for the opportunities, the people and the purpose that have defined my journey here. From a young, rapidly evolving company in the early '90s to the nationally respected manufacturer we are today, DMP has always stood on the foundation of innovation, integrity and family ownership. And as I look toward the future, I have never been more confident in the stability and growth ahead for this organization.

What makes DMP different has never been just about the products we build — it's the people behind them. We are a family-owned company, but "family" describes more than our ownership. It's how we work, how we serve our customers and how we treat each other. That culture has not only endured but strengthened over the decades, and I believe it is one of our greatest strategic advantages.

Stability in today's market is rare. Many companies are wrestling with uncertainty from leadership transitions to buyouts and shifting priorities. At DMP, our direction remains clear. We've remained private and family-led by design, not by default. This has allowed us to stay focused on long-term value, not just short-term profits. It enables us to invest in people, technology and relationships that will carry us into the next generation.

Our growth is not accidental. It's been built through relentless product development, industry leadership and listening closely to our dealers — many of whom we've worked with for decades. As technology evolves, so will DMP. But we'll continue doing what we've always done: build secure, reliable and elegant solutions with American craftsmanship and a global vision.

I'm excited about what's ahead. We have a new generation of leaders rising within the company. Many of them have grown up here, just like I did. Their energy, ideas and commitment to the core values of DMP give me great confidence that the next 30 years will be even better than the last.

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DMP®

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DMP Celebrates 50 Years in Business

Security manufacturer hosts guests from around the world

DMP commemorated 50 years since its founding in 1975 with an anniversary celebration at its Springfield, Missouri headquarters on June 12. Approximately 500 guests attended, including dealers, vendors, non-profit partners, dignitaries, friends and family.

The program began with a panel discussion, which included DMP CEO and President Rick Britton, Vice President of Fun Jan Britton, COO Marc Mills and Vice President of Training David Peebles. Mills and Peebles were the first two employees DMP hired. They shared anecdotes of the early days and perspectives on DMP's growth and success.

"One of the challenges was they had to interleave their homework with their work here. They were running back and forth from Drury to the office," said Rick. David added, "If we had an hour between classes, we would come and clock in. We kept that Benton-Kimbrough road hot."

This panel was followed by an interview with the Britton family: Rick and Jan and their children Jeff Britton and Mandy Tucker. They shared heartwarming stories of what it was like growing up as part of DMP. "On Saturdays, we would look forward to going to DMP," said Mandy. "They had a desk," Rick added. "And they would come play office."

"It's been great because I've gotten to work in pretty much every department since high school," Jeff said. "To learn so much from everybody I've worked with... I know that's very unique."

Two keynote speakers were featured. Hal Donaldson, president of Convoy of Hope, discussed the partnership DMP and Convoy of Hope have shared since 2011 and the charitable impact that has come from it. Convoy of Hope has expanded from providing food to 115,587 children a day to 639,000. Their business training program for women has grown from 650 to 61,000 women a year. They provide agricultural training to farmers. From reaching 125 farmers in 2011, that program now trains 39,000 farmers a year. They've also significantly expanded disaster response and community outreach.

Speaking on behalf of DMP dealers, Scott Elkins, CEO of Zeus Fire and Security, shared his experiences about why DMP has been a valuable business partner over the years and what led him to commit to DMP as a manufacturing provider. "DMP operates with a level of integrity that's rare," Elkins said. "Not just in our industry, but in any industry."

Rick Britton gave closing remarks of gratitude. After the program concluded, guests were invited to participate in guided tours of the headquarters.

Resolutions from the Missouri Senate and the Missouri House of Representatives were presented and displayed to recognize the milestone. Missouri Governor Mike Kehoe, U.S. Senators Eric Schmitt and Josh Hawley, and U.S. Congressman Eric Burlison issued certificates and letters of congratulations.

According to the U.S. Bureau of Labor and Statistics, fewer than 1% of businesses make it to the 50-year milestone. In 1975, while working for his father at Atlas Security, Rick Britton began development on a product to automate direct-wire and McCulloh products for their central monitoring station. As the development of its products grew, DMP was formed, first as a research and development department of Atlas Security, then as an independent manufacturing company. ●

Speakers

March 24, 2026

Join us at Resorts World Las Vegas for the 2026 DMP Owners Forum. This event provides an exclusive opportunity to network with the industry's top security executives. You will hear from dynamic speakers and have the opportunity to collaborate together to grow your business and develop your leaders!

Register now and mark your calendar for this must-see event!

Resorts World™
LAS VEGAS

Please RSVP before Monday, March 2, 2026.

Scan the QR code or visit DMP.com/OwnersForum-2026 to register. We look forward to seeing you!

Chris Voss

Chris Voss is a former FBI lead international kidnapping negotiator and the founder of a business negotiation program based on his decades of high-stakes experience. With 24 years in the Bureau, he led crisis negotiations in New York and represented the U.S. at G-8 conferences as a kidnapping expert. Chris also served on the FBI's Joint Terrorism Task Force and played key roles in major cases including the Blind Sheikh investigation and TWA Flight 800. Trained by the FBI, Scotland Yard and Harvard Law School, he is a recipient of the Attorney General's Award for Excellence and the FBI Agents Association's Award for Distinguished Service.

Dr. Robert Cialdini

Robert Cialdini, a thought leader in the fields of influence and persuasion, has spent his career publishing scientific research on what causes people to say "Yes" to requests. The results of his research, his ensuing articles and his *New York Times* bestselling books have led to his election to the National Academy of Sciences and the American Academy of Arts and Science. As a keynote speaker, Dr. Cialdini is renowned for his ability to translate the science of influence through valuable and memorable stories that result in immediate and long-term business applications.

Bankers Security Innovation Roadshow 2025 Showcases Banking Technology

SPRINGFIELD, Mo. — Digital Monitoring Products hosted the Bankers Security Innovation Roadshow on September 4 at its headquarters in Springfield, bringing together financial leaders and security professionals for a day of learning, networking and hands-on demonstrations.

The event was designed to help banks and credit unions gain a competitive edge by showcasing the latest in branch transformation, cash automation and integrated security solutions. Attendees also received behind-the-scenes access to DMP, a nationally recognized provider of alarm, intrusion and access control technologies.

Breakout sessions featured several leading providers across the financial security sector. DMP demonstrated its intrusion and access control systems. NCR Atleos presented strategies for ITM deployment and branch solutions. DynaCore focused on Teller Cash Recycler software. DormaKaba showcased electronic and IP lock technology. ATEC America highlighted advanced cash recycler solutions.

The Innovation Roadshow also emphasized collaboration and networking giving participants the opportunity to share best practices and build industry connections.

"It was great to work with the team from Bankers Security. They have been a great dealer for DMP for 25 years. I'm not sure why we didn't do this sooner..." quipped Mark Hillenburg, vice president of industry relations for DMP.

The event offered a full agenda of education and engagement. Organizers said it proved to be a strong opportunity for financial institutions to explore emerging technology and prepare for the rapidly changing marketplace. ●

EVENT	LOCATION	DATE
DMP 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
DMP 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
DMP Sales Leader Roundtable	Panama City Beach, FL	December 2-3, 2025
CAA Winter Convention	San Francisco, CA	December 3-6, 2025
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
DMP Dealer Roundtable	Tucson, AZ	February 16-17, 2026
Integration Association of Florida	Orlando, FL	February 16-18, 2026
DMP Owners Forum	Las Vegas, NV	March 24, 2026
ISC West	Las Vegas, NV	March 25-27, 2026

EVENT	LOCATION	DATE
ESTA Owners' Meeting	Gulf Shores, AL	April 26-29, 2026
ESX	Irving, TX	June 1-4, 2026
GSX	Atlanta, GA	September 14-16, 2026
DMP 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.

JamAlert™ Awarded Best in Show at ESX 2025 Innovation Awards

CELLULAR JAMMING DETECTION DEVICE WINS TECHVISION CHALLENGE

JamAlert, the revolutionary new cellular jamming detection device, has been awarded Best in Show at ESX's 2025 Innovation Awards. According to the Electronic Security Association, the Innovation Awards "identify the next-gen products and services that will offer significant growth opportunities for dealers, integrators and monitoring centers."

Security industry manufacturers and service providers could enter new products that had been released since January 1, 2024. Judges selected the top ten overall to compete in the TechVision Challenge, held live at ESX to determine the Best in Show award winner.

JamAlert instantly notifies the control panel when cellular communication is being compromised, empowering security professionals to stay ahead of the threat of cellular jammers, a growing industry-wide problem. The use of cellular jammers is on the rise in the U.S. These illegal devices are being used to defeat alarm system communications, allowing thieves to enter compromised facilities undetected. When jammed, cellular alarm signals never make it to the monitoring center and no authorities are dispatched. By detecting cellular jamming on multiple frequencies, JamAlert offers a way to mitigate potential losses.

"Competing in the TechVision Challenge was thrilling," said Aaron McGhee, product manager of control panels at DMP. "We developed this device based on requests and feedback from our customers. This type of innovation is what makes DMP products exceptional."

"JamAlert is positioned to make a huge impact in the industry," added Jon Adams, vice president of sales at DMP. "The fact that it works with DMP and non-DMP panels offers a wide variety of applications. It's a security system for your security system."

JamAlert can be added to intrusion systems in retail stores, financial institutions, businesses and homes for an extra layer of protection against the growing threat of jamming devices that interrupt cellular alarm transmission. ●

Learn more at DMP.com/JamAlert.
—

Now you can expand your customers' protection beyond the walls of their buildings with 2-Way Audio and AlarmVision®. Dealer Admin has been updated to support 2-Way Audio via XV Gateways. Actively deter intruders by letting them know security is being enforced.
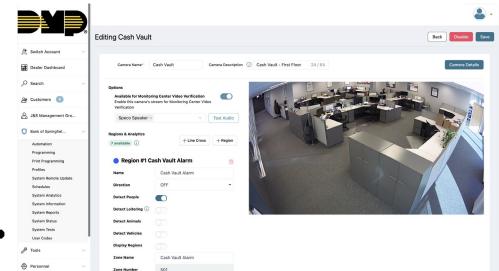
Real Events. Real Time. Real Response.
Your monitoring center operators can speak and listen through one or all supported audio devices at a customer's site. Pre-recorded audio clips can also be broadcast by the operator or automatically upon detection. Live 2-Way Audio enables operators to easily aid first responders once they arrive.

WATCH THE WEBINAR RECORDING

When programming, you can assign ONVIF-compliant IP speakers to specific cameras in Dealer Admin. ●

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TMA

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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.

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Inside the Minds of Security Industry Giants:
A Conversation With Stanley Oppenheim and Scott Elkins

At the 2025 Summer Summit Voice of the Customer, two of the most influential figures in the security alarm industry, Stanley Oppenheim and Scott Elkins, shared a candid and insightful conversation with DMP's Rick Britton. What followed was a deep dive into the philosophy, challenges and triumphs of building customer-centric security businesses in a rapidly evolving landscape.

From Diamond District to National Chains
Stanley Oppenheim, whose firm DGA is entrenched in New York's high-security diamond district, opens the conversation by describing the unique challenge of protecting some of the most valuable real estate per square foot in the country. "A ten-by-ten room could hold millions in diamonds," he explains, underscoring the specialized nature of his work. "Eighty percent of the diamonds sold in the U.S. pass through New York."

Scott Elkins, meanwhile, brings a different perspective. After joining UAS in 1989, he quickly found himself immersed in the world of national accounts. By 1993, the company had landed a significant national contract, marking its transition from a regional player to a large-scale provider for high-end retail chains.

Why DMP? The Turning Point
When asked what led them to choose DMP as a partner, Oppenheim doesn't hesitate to reflect on his 25-year relationship with the company. His previous vendor, Bosch, despite its global footprint, failed to accommodate DGA's specialized needs. "They wanted one panel for the whole world," Oppenheim recounts, "but our needs were unique."

A pivotal moment came when Rick Britton promised a solution within four weeks. True to his word, DMP delivered every feature Oppenheim requested. "Never regretted that change," he says. "A man of honor, a company of honor."

Elkins had a similar experience. "The industry has done a good job of commoditizing what we do. I didn't want to be in a commodity business. I wanted differentiation." Elkins recalls a critical conversation with Britton over something as seemingly minor as keypad layout. Within weeks, DMP created a branded keypad that matched his team's training and layout expectations, allowing seamless adoption across national accounts.

Standardization: The Secret Weapon
Both leaders emphasize the power of standardization in streamlining service and installation. "From the beginning," Oppenheim says, "we were always that way. Every installation is military-grade standardized. We even run weekly contests where technicians submit photos of their wiring jobs for review and cash prizes."

This consistency pays off. "We don't have the tech shortage everyone complains about," Oppenheim explains. "Because every install looks the same, training new techs is easier. I can produce a high-level tech in a year."

Elkins echoes the value of standardization, but from the national account perspective. "We told our clients the truth: your service and false alarm issues aren't an alarm company problem, they're a standardization problem." His firm required national clients to retrofit old systems to a unified platform — even if it meant walking away from potential deals. "You can't fix legacy problems with wishful thinking."

Training, Subcontractors and the Long View
Both companies take an intentional approach to building their workforce. Elkins, who managed a fully subcontracted model for national accounts, recalls how paying subs promptly turned into a competitive advantage. "We paid the same day we got paperwork. That made us a top-choice partner."

Oppenheim, by contrast, invests in internal consistency. Technicians attend training every Thursday. "We manufacture techs," he jokes, "not hire them."

Avoiding the Commodity Trap
A recurring theme in both leaders' stories is the rejection of commodity thinking. Oppenheim details how offshore-sourced

video systems offered no room for customization. "They just slapped their name on a box from Asia. That doesn't work for us."

Instead, he and Elkins partnered with vendors who could develop tailored solutions. "If you have something they want, price doesn't matter," Oppenheim says. "That's how you become irreplaceable."

What DMP Still Needs to Do
Despite their loyalty, both leaders admit there is room for DMP to grow — especially in access control and video. Elkins notes, "DMP is known for alarms and fire, but access and video aren't yet synonymous with the brand." Oppenheim agrees: "You're getting there, but we still use others for large-scale access projects."

Their challenge to DMP? Push deeper into sophistication, not breadth. "You don't need new product lines," Oppenheim says. "You need more advanced features in the lines you already have."

Bringing Technicians Along
Converting newly acquired companies to DMP standards takes finesse. "We don't rip out systems on day one," Elkins explains. "We bring the techs here. We show them why it matters. When they see the difference, they want to switch."

And it's not just about the gear. It's about culture. "We train every tech to think about the serviceman," Oppenheim says. "Every zone is labeled, every panel documented. It's about delivering the next guy a silver platter."

The Power of Partnership
For both men, their success with DMP isn't just technical — it's relational. "We've talked alarm systems in a pool at a hotel," Britton laughs. "That kind of partnership is rare."

Oppenheim sums it up: "In 60 years in the alarm business, I've seen it all. DMP is different. Fast, responsive, honorable. That's why we stay."

As the session concluded, it was clear the message wasn't just about product specs or install techniques. It was about trust, responsiveness and an unwavering commitment to doing things right. And in an industry increasingly driven by technology, those human values might just be the most valuable asset of all. ●
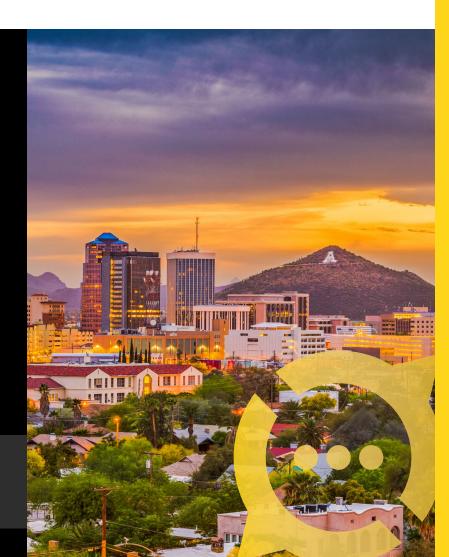
Building a Profitable Company with a Winning Culture:
LESSONS FROM JEREMY BATES

JEREMY BATES, VICE PRESIDENT OF BUSINESS DEVELOPMENT - PRESIDENT, BATES SECURITY

In the busy world of security installation companies where technological advancements and customer demands evolve at breakneck speed, Jeremy Bates stands out as an example of success. As the leader of Bates Security, a family-founded company based in Lexington, Kentucky, Bates has navigated the complexities of growing a business while fostering a culture that not only thrives but also drives profitability.

Speaking at a recent DMP Dealer Roundtable, in Huntington Beach, California, Bates shared his insights on how to build a profitable company anchored by a winning culture — a journey that culminated in the sale of Bates Security to Pye-Barker Fire & Safety in May 2024. With a career spanning several decades, multiple Sammy Awards, and a seat on the Electronic Security Association (ESA) board, Bates offers a masterclass in balancing people, purpose and profit.

The Cornerstone: Culture as the Foundation of Profitability

Bates begins with a bold assertion: profitability starts with culture. "You can't have a truly profitable company without a winning culture," he declares, emphasizing that a strong organizational ethos is not a luxury but a necessity. For Bates, culture isn't an abstract buzzword — it's a tangible framework of shared attitudes, values, goals and practices that define a company. Drawing from his experience at Bates Security, which grew to 115 employees across five locations in Kentucky and Florida, he illustrates how culture became the engine of their success.

Before its sale, Bates Security boasted a recurring monthly revenue (RMR) of $1.1 million and total revenues of $25 million, ranking 32nd on the SDM-100 list — a testament to its financial health. Yet, Bates insists that these numbers were only possible because of the people behind them. "It starts with the right people in the right seats, coupled with accountability," he says. This philosophy, rooted in simplicity, transformed Bates Security from a scrappy Sonitrol franchise purchased by his parents in 1984 into a regional powerhouse.

The Evolution of a Culture

The journey wasn't always smooth. In the late 1990s and early 2000s, Bates recalls a chaotic period of growth. "We were a young company trying to conquer the world, but we had too much to do and not enough time," he admits. His mother's colorful metaphor — "It's tough to drain the swamp

Jeremy Bates speaking at the DMP Dealer Roundtable in Huntington Beach, California in February 2025.

when you're up to your waist in alligators" — captures the overwhelm they felt. Reflecting on those years, Bates recognizes a critical flaw: while they had talented employees, they also tolerated toxic ones. A standout example was a skilled technician whose poisonous attitude infected the team, sapping morale and distracting leadership.

This realization marked a turning point. Inspired by a presentation from John Jennings, CEO of Safeguard Security in Phoenix, Bates and his family adopted the principle of "A + P = E": Attitude plus Performance equals Employment. "You need both — a good attitude and strong performance," Bates explains. "If one's missing, it doesn't work." This wasn't about perfection, everyone has off days, but about setting a consistent standard. The troublesome technician was given an ultimatum: change or leave. When he didn't, Bates Security parted ways, signaling a new era of accountability.

Over the next year, this shift purged the company of underperformers and bad apples, even when it meant tough decisions — like letting go of a kind but error-prone accountant. The result? A culture that attracted and retained top talent, laying the groundwork for sustained growth.

Amplifying Culture with EOS

Fast forward to four years ago, when Bates Security embraced the Entrepreneurial Operating System (EOS), a framework outlined in Gino Wickman's book *Traction*. "EOS was transformative," Bates says, crediting it with bringing clarity to their identity and operations. Through EOS, they defined core values — not aspirational ideals, but traits embodied by their best performers: integrity, excellence, teamwork and customer focus. They also crafted a passion statement: "We exist to see our company and our people achieve."

This clarity empowered Bates Security to align every decision — hiring, customer interactions, vendor partnerships — through the lens of these values. Quarterly meetings became a ritual of reinforcement, where the company vision, goals and accountability metrics were drilled into every employee. "You have to say something seven times before people truly hear it," Bates notes, echoing EOS wisdom. This relentless messaging ensured everyone was on the same page, from technicians to branch managers.

Enhancing Culture: The Little Things Matter

Beyond accountability, Bates highlights "culture enhancers" that amplify morale and engagement. Team recognition is a cornerstone. "We're too quick to criticize in society," he observes. "I tell my team, 'Catch people doing something good.'" Whether through shout-outs in newsletters or awards ceremonies, Bates Security made appreciation a habit. Industry accolades, like their "Best Places to Work in Kentucky" win, doubled as morale boosters and marketing tools, offering third-party validation of their culture.

Education and professional development were equally vital. "The deeper my bench, the better trained they are, the more profitable we become," Bates explains. Proactive training — not just on-the-job learning — empowered employees and justified higher

wages, which in turn funded quality service. Team events, community involvement and fun rounded out the mix. From lunches at a local Mexican restaurant to charity initiatives, these efforts reminded employees that even in the serious business of security, joy matters.

Driving Profitability: Culture Meets Strategy
A winning culture sets the stage, but profitability demands execution. Bates ties the two together with practical strategies. Central to their vision was a clear target market: customers seeking long-term partnerships valuing quality and service over the cheapest price. "We don't sell anything without RMR attached," Bates asserts, referencing their policy of bundling recurring revenue — like monitoring or full-service plans — with every installation. A $10,000 camera system, for instance, came with a $100 monthly "quality assurance plan," ensuring ongoing revenue and customer commitment.

This approach extended to acquisitions, where inherited customers occasionally didn't fit the mold. In one case, a high-paying but disruptive client drained resources and morale. "We filed for divorce," Bates quips, emphasizing that profitability isn't just about revenue — it's about the right revenue. Healthy margins, annual rate increases (or "rate management," as he diplomatically calls it), and meticulous job costing further bolstered the bottom line. "If you're not job costing, you're not as profitable as you think," he warns, urging peers to scrutinize every project's true cost.

Budgeting, once dismissed by Bates as tedious, became a revelation. "It's a great accountability tool," he admits, crediting it with helping him set and meet financial goals. And when pricing jobs, he challenges owners to rethink their worth. "Most people could raise their top line by 5-10% without losing sales," he suggests. "You're worth it."

Building Value: The Sale to Pye-Barker
Bates Security's ultimate payoff came with its sale to Pye-Barker, a decision Bates hadn't anticipated. "I used to joke they'd pry the company from my cold, dead hands," he laughs. Yet, building the business as if it were for sale — focusing on good contracts, financials and customer density — paid off. Lessons from Pye-Barker, including a commercial focus and no subsidized sales, refined their model further. A standout shift was the "5-5-5" sales pay plan, tying commissions to actual job profitability — a move Bates wishes he'd made a decade earlier.
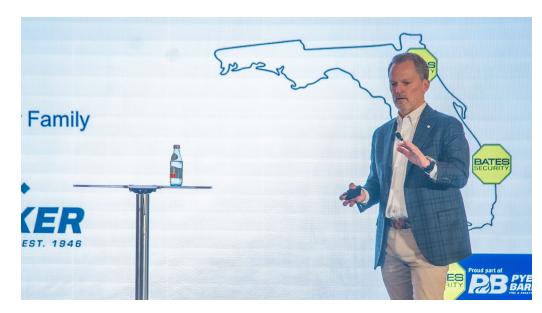
Ultimately, profitability hinged on EBITDA, not just RMR.

"The stronger your EBITDA, the more valuable your company," Bates advises, whether you sell or stay. For Bates Security, this mindset delivered both a lucrative exit and a legacy of success.

The Final Word: People, Accountability and Fun
Bates closes with a reminder: "It's all about the right people." Accountability breeds the best culture, and best practices — tailored to your company — drive profitability. It's hard work, requiring consistent messaging and effort, but the rewards are immense: a thriving business, fulfilled employees and, yes, a little fun along the way. "We're in a serious industry," Bates says, "but there's no reason we can't enjoy it."

As Bates Security transitions under Pye-Barker's umbrella, Jeremy Bates leaves behind a blueprint for success — one where culture and profit aren't at odds, but in harmony. For security industry leaders, it's a compelling call to action: invest in your people, hold them accountable and watch your company soar. ●

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.

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.

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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.

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Visit DMP.com/DMPUniversity for more information.

CLOSER'S CORNER
CONCENTRATE LIKE CRAZY

Have you ever spoken to someone who was drawn to what you were saying? You were talking and they couldn't help but keep nodding and saying words like, "Yeah," "Uh-huh," and "Then what happened?" When you get eager reactions such as those from your listeners, doesn't that give you some kind of signal that what you are saying is very interesting or compelling?

What about the opposite? You're talking and your listener gives you little or nothing to work with. Perhaps you're trying to sell this person on some idea or product, and all they are doing is looking you straight in the eye with no expression. Has that ever happened to you?

Well, forget everything but the person in front of you. Concentrate on that person. Clear your mind of everything and focus exclusively on the person you are talking to!

If you are talking, the prospect can't talk. Give the prospect time to organize their response to your questions. It will help them clearly state what's on their mind. You need to hear it. If you don't hear it, you are guessing. And if you guess wrong, your paycheck will reflect it.

Take notes. Note-taking demonstrates that you're listening. It also assists in keeping facts straight and helps in seeing patterns. Do not take notes on everything the prospect says; only the pertinent facts you can address later in your solution and closing presentation.

Ask permission to allow you to ask questions. The prospect will appreciate your courtesy. Then use the *Customer Appreciation Program* forms for residential and commercial customers. These will give you the ability to find out specific information that will help you help them. If you are speaking with a prospective customer, use the *Needs Analysis* commercial or residential forms. These give you specific questions to ask that will help you with a new prospect and help them give you the information you need to serve them best. You won't believe how they will appreciate the questions you ask.

Maintain eye contact. Look at your prospect and don't let your eyes wander. Eye contact will help your concentration and help the customer appreciate your assistance. However, don't stare the prospect down. This will cause a conflict between you and them.

Know the barriers to effective listening. These barriers are common, so the warnings are extremely important. If you don't pay proper attention to them, you could ruin your chances for success. Don't presume you know what a person will say. Listen to the person and listen without judgment. Have a caring and open approach to your listening process.

Think about what you hear and control environmental distractions as much as possible. Look at the person, smile and say, "Uh-huh." Use their name — people usually respond positively to their name.

Avoid rushing or pushing your prospect, as this is almost a sure road to failure. Take your time. Be flexible during the presentation and ask questions. Listen carefully to what they say. Use this process to understand what you must do and say to help them solve their problem with your product and or service.

Interrupting your prospect is worse than rushing. This will kill your presentation. Always remember you were given two ears and one mouth. Simply put, you should listen twice as much as you talk. The more you listen, the more they will trust you.

You have a purpose in mind; don't go off in never-never land. Stay alert and focus on the verbal patterns they are using. Remember to have a presentation you have practiced and can do very well. Then follow your presentation, listening very well as you proceed.

> Don't make the mistake that because you are a security expert, you think you can say whatever you want. They have the money you want, so be prepared to listen effectively to what they say. ●

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.

They'll Fight Over It When You're Dead by Dave Munson

Hopefully, many of you will continue exploring the best business books out there. Some challenge our thinking, stretch our methods or even push us to make tough decisions. But the book I want to share in this short write-up is a little different.

Over the past decade-plus that I've known Rick, I've asked him several times to share his life story in writing.

Before we talk about the book, let's take a quick detour — specifically, to the bag you carry when you travel. For many years, I made 4 to 10 short trips (1 to 3 nights) per month. I was constantly on the hunt for the right bag. I probably went through 40+ bags before finally settling on two: a medium-sized duffle and a small roller (especially as I got older). I also used a Tumi messenger bag until I got hooked on the Saddleback version of a similar size. Many trips I found it interesting how many people asked about the leather one!

When I got an email from Dave, I was reminded of how Harvey Mackay got his first book published. So I placed a pre-order — not just because we share an appreciation for Toyota Land Cruisers, but because we have a lot in common. He also incorporated one of my suggestions into some of his luggage offerings.

The book, *They'll Fight Over It When You're Dead*, is the story of building a brand — very similar to my own journey with FlintLoc. The biggest takeaway for me? Dave insisted on using only top-quality leather, just as I insisted on using only top-quality components (DMP). Over the years, both of us were tempted to cut corners with lower-priced options, but possible failure or lack of support was never worth the risk.

Dave set out to learn what makes the best leather bags. I've bought several of them over the years, but my favorite has ended up with my oldest son. The only one I still use is a small brown messenger bag.

Both Dave and I have dealt with rogue (thieving) employees, managers or directors we once thought we could not run the company without, and individuals who seemed like great fits — until they started holding the company back. That's the nature of the entrepreneurial journey. And while many of us have our own stories, it never hurts to read someone else's — and even laugh along the way. You might think, "That was bad? Let me tell you what I faced..."

Maybe you should write your own story, even if it's just for your kids.

If you want an easy afternoon read that will make you laugh and reflect, I'd recommend picking up a copy of Dave's book.

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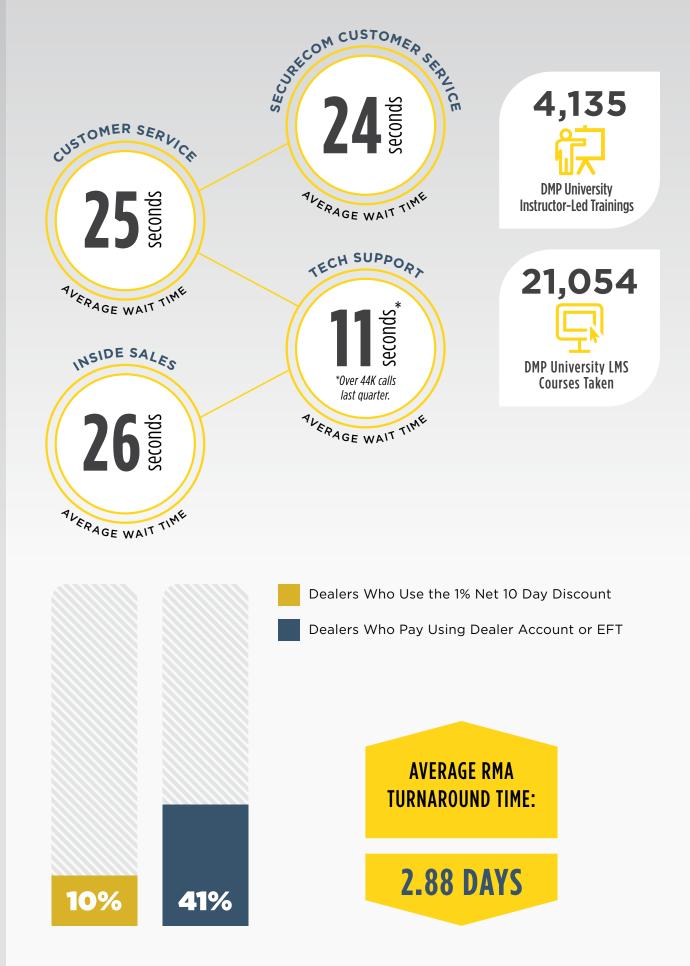
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XT75 Installation Layout

Area 3
IT Room

734 Module
IT Door

Area 1
Main Office

Area 2
Executive Office

DMP
ON THE JOB

DMP On The Job is a newsletter series full of educational information, helpful tips, events, news and resources created specifically for technicians.

XT75 ACCESS CONTROL AND TROUBLESHOOTING

The XT75 control panel is a hybrid panel that integrates intrusion, access control and AlarmVision®. Let's take a closer look to see the XT75's access control functionality.

XT75 Control Panel
The XT75 contains all the top selling features from the XR150/XR550, but on a simplified platform that is suitable for small to medium installations. XT75 panels can be configured in many ways when used for only intrusion purposes, but when using for access control, the panel is programmed as an area system.
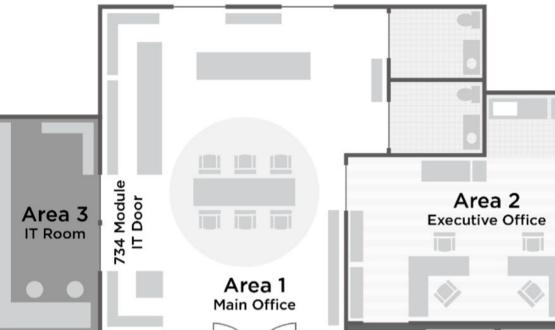
You can program up to 8 doors and up to 6 areas on the system. Any access control reader with an OSDP or Wiegand output can be used with the credential of your choice. Access can be restricted by schedule, arming level or other criteria. To use access control on the XT75, you will need the panel, a keypad, an access control module, an access control reader and a credential.

Display Areas and Access Control Module
The XT75 panel follows many of the same preliminary steps as the XR150/XR550 when setting up access control on the system. To begin, you will create two intrusion areas and an access area using a 734 Access Control Module to restrict access to the area. The 734 will be programmed as a door device type and will have the display area set to Area 3. This tells the panel that the door is protecting Area 3 and only specific user groups will be allowed access. The 734 Access Control Module will then be wired to the access control reader, so a user will have to present a valid credential to be granted access to the area. Refer to the diagram on the following page.

User Groups
The biggest difference between using access control on the XR150/XR550 and the XT75 is how permissions are handled. For the XR150/XR550, you create a User Profile that can be granted access to the access area. User profiles allow a granular level of specificity for how users access different areas on the system. For the XT75, you create a User Group that can be granted access to the door. User groups allow you to permit access to specific doors on the system, but it does not use such a granular level of specificity.

The XR150/XR550 user profiles has a large list of options that allow access to be restricted or given. Most homes and small businesses do not require that level of specificity for their access control. That is where the XT75 comes in. There are just the right number of options to select to fit your customer's installation.

You can program user groups from the User Menu on a keypad, on Dealer Admin or on Virtual Keypad. For this newsletter, we will highlight how to program a user group on Dealer Admin for ease of programming as well as from Virtual Keypad for teaching your customers how to manage their access control system.

User Groups on Dealer Admin
Follow the steps below to add a user group to an XT75 on Dealer Admin.

1. Go to **User Groups** and select the **Plus** icon.
2. Enter a descriptive name.
3. In **Doors**, select the checkbox next to the doors you want user group members to have authority to access. You can also select **All Doors** to give the user group access to all doors on the system.
4. In **Schedules**, select the checkbox next to the schedules you want user group members to access the assigned doors.
5. In **Options**, select the checkbox next to the options you want user group members to have authority to access.
6. Select **Save**.

User Groups on Virtual Keypad
Follow the steps below to add a user group to an XT75 on Virtual Keypad.

1. Go to **User Groups** and select the **Plus** icon.
2. Enter a descriptive name.
3. In **Doors**, select the **Add** icon.
4. Select the doors that you want user group members to have authority to access. You can also select **All Doors** to give the user group access to all doors on the system. Then, select **Apply**.
5. In **Schedules**, select the **Add** icon.
6. Select the times and days of the week user group members can access the assigned doors. Then, select **Apply**.
7. In **Options**, toggle on the options you want user group members to have authority to access.
8. Select **Save**.

Helpful Troubleshooting Tips
If you encounter any issues with the access control system after installation, here are a few helpful tips and tricks to troubleshoot the system.

Events – Check the events log if your access control system is not working. On Virtual Keypad, you can use **Events** to view previous events. On Dealer Admin, you can run a **System Report** for Events by **Date Range**. On Remote Link, you can use **Panel Buffer Events** to view previous events. For **Access Denied** messages on Remote Link, select **Panel > Request Events > Standard**. For specific event messages and their meaning, refer to this list:

- **Invalid Code:** No match with codes in panel.
- **Invalid Area:** The door does not have a display area set.
- **Invalid Level:** You do not have the door selected in the user group.
- **Invalid Time:** Access attempt outside of time assigned to user group.
- **Armed Area:** No permission to disarm access area or area is not programmed.
- **Inactive User:** User is set to inactive in User Codes. ●

TECH SUPPORT REPRESENTATIVE SPOTLIGHT

YOSEPH ALMETNAWY

What do you enjoy most about working in Technical Support?
I enjoy having many other talented team members that I can rely on.

Which DMP products are you specialized in?
I am not specialized in any one particular product, but I do have experience working on issues regarding programming, installing, access control, Dealer Admin, Virtual Keypad, third party/com and video.

How long have you worked at DMP?
I have been at DMP for 6 months.

What is your favorite DMP Value and why?
My favorite DMP value is integrity. Having the integrity to commit to our roles allows us to deliver the best results to our customers.

A little about me:
I like cooking and watching soccer in my free time. I also enjoy playing soccer whenever the chance arises. Road trips are what I look forward to!

---

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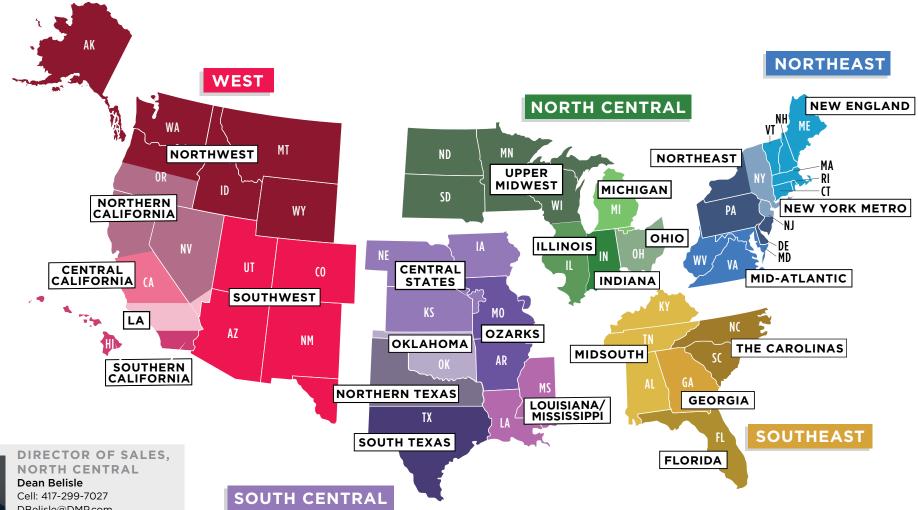- ☑ Our Award-Winning Business Intelligence Portal, Nexus

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FEATURE UPDATES

NEW 1112 Wireless Water & Temperature Detector

Easily monitor water leaks and temperature changes!

This puck-style device is perfect for monitoring water leaks or temperature changes in residential and commercial applications. Install it in laundry rooms, kitchens and bathrooms for property management and facilities maintenance applications.

1112 sends an alert when it detects:

- Water in one minute or less
- Temperature below 45ºF or above 95ºF for more than ten minutes

Contact pads built into the bottom detect water. No external probes need to be wired to the device.

With a powerful wireless range, it has no issues communicating in

challenging wireless environments such as under dishwashers, washing machines, water heaters/ boilers, sinks and behind toilets.

It's easy to install and can be programmed as three separate sensors — water detection, low

and high temperature. The Survey LED indicator allows installations to be completed by a single technician, saving time and resources. Plus, ridges around the edge make battery replacement fast and easy.

DEALER TESTIMONIAL:

"When we received our first shipment of water detectors, I installed them in my own home to test them out. We discovered there was a leak under the kids' bathroom sink. The device operated exactly as designed and prevented a much larger issue. I can guarantee I am the first DMP integrator and customer to have a success story around a new product so quickly."

UPDATE X1 Series

Version 231 (6/9/25) Update
X1 Series Controller software has been updated to Version 231 (6/9/25).

Reader Sounder
Previously, when a valid card read unlocked a door after a

scheduled unlock time, the reader sounded until the user locked, then unlocked the door in Virtual Keypad.

This update allows readers to correctly sound during the programmed strike time only.

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

UPDATE SCS-VR™ Virtual Receiver Software

SCS-VR™ software has been updated to Version 1.5.0 (7/25/25).

Password Parameters
This update allows Admin Users to configure the following password rules for users' passwords:

- Number of days the password is valid
- Minimum password length
- Required number of lower, upper, numeric, and/or special characters

Automation Connection
Previously, if the primary automation connection failed, heartbeat messages were delayed on the backup automation connection. Now, if the primary automation

connection fails, the backup automation connection still receives heartbeat messages every 60 seconds.

S16 Messages
Previously, if the panel did not check in with the SCS-VR before its programmed Fail Time and the backup database was unavailable, S16 messages were not sent. This update allows S16 messages to send to the primary database, even when the backup database is unavailable.

Obtaining the New Firmware
Contact the Software Support Team in DMP Technical Support at 1.888.436.7832 for information on updating to SCS-VR Version 1.5.0 (7/25/25).

SCS-VR™ software has been updated to Version 1.5.0 (8/25/25).

SCS-VR Viewer
Previously, when updating to Version 1.4.9 (11/26/24), the SCS-VR Viewer interface did not function properly. Now,

the SCS-VR Viewer works as intended.

Obtaining the New Firmware
Contact the Software Support Team in DMP Technical Support at 1.888.436.7832 for information on updating to SCS-VR Version 1.5.0 (8/25/25).

UPDATE Remote Link™

Remote Link has been updated to Version 2.52 (8/7/25).

XT75
Remote Link now supports the XT75 using Version 253 or higher firmware.

Obtaining the New Firmware
The newest update to Remote Link is available for download, free of charge, on Dealer Admin (dealer.securecomwireless. com).

UPDATE Dealer Admin Remote Key

Dealer Admin has been updated to include the **Remote Key** field for XT75 and XF6 Series Control Panels.

Remote Key
Dealer Admin now includes the **Remote Key** field in **Remote Options** programming for XT75 and XF6 Series Control Panels.

When a system is added to Dealer Admin, a randomized remote key is added. Dealer Admin automatically connects to the panel using the default key to allow remote functionality. You can also change the current key and enter a new key of up to 16 characters.

To view or change the default key in Dealer Admin, complete the following steps:

1. Go to dealer. securecomwireless.com.
2. Go to **Customers** and select the **System Name**.
3. Go to **Programming**, then select **Remote Options**.
4. Go to **Remote Key** to view or change the default key.
5. If you make any changes, select **Send All Changes** at the top of the screen.

Dealer Admin™

UPDATE XF6 Series Version 252

Updated Version 252 (6/24/25) firmware is now available for XF6 Series Fire Control Panels.

Keypad Status List Messages
Previously, Alarm, Trouble, and Supervisory messages did not immediately clear in the status list at the keypad after resetting the panel. Now, messages are immediately cleared after performing a reset.

To ensure keypad status list messages clear immediately after a reset, update XF6 Series Fire Control Panels to firmware Version 252 (6/24/25) and 7830F Graphic Remote Annunciators to firmware Version 102 (4/9/25).

Obtaining the New Firmware
XF6 Series firmware updates are available, free of charge, on Dealer Admin (dealer.securecomwireless.com).

Updated Version 252 (8/14/25) firmware is now available for XF6 Series Fire Control Panels.

Remote Programming
Previously, when programming remotely on Dealer Admin, the panel did not accept **Device Fail Output** and **Sensor Reset Output** programming changes in **Output Options**. Now, the panel correctly accepts these programming changes.

Obtaining the New Firmware
XF6 Series firmware updates are available, free of charge, on Dealer Admin (dealer.securecomwireless.com).

UPDATE XT75 Version 252

Updated Version 252 (7/17/25) firmware is now available for XT75 Control Panels.

Chime Improvement
Previously, when using the Carousel menu or pressing and holding 5 on a keypad to turn on the chime feature, the chime did not sound for wireless zones 550-599. If the chime was enabled through the user menu, it worked as intended. This update allows the chime to properly sound in all instances for those zones.

Obtaining the New Firmware
XT75 firmware updates are available, free of charge, on Dealer Admin (dealer.securecomwireless.com).

UPDATE XT75 Version 253

Updated Version 253 (8/14/25) firmware is now available for XT75 Control Panels.

Remote Key
In panel programming, Remote Options now includes the Remote Key field. Dealer Admin automatically connects to the panel using the default key to allow remote functionality. You can change the current key and enter a new key of up to 16 characters. The key should be the same in Dealer Admin and in the panel when entered at the keypad.

You can also use the Remote Key to connect XT75 Control Panels to Remote Link to support Remote Link Version 2.52 (8/7/25).

Network Programming Port
In panel programming, this update adds the Network Programming Port in Remote Options to support Remote Link Version 2.52 (8/7/25).

Wi-Fi Communication
Previously, when using Wi-Fi as the communication type, the panel would reset after completing a firmware update. This update allows the panel to function correctly when using Wi-Fi.

Obtaining the New Firmware
XT75 firmware updates are available, free of charge, on Dealer Admin (dealer.securecomwireless.com) or for download from DMP's Product Software Downloads.

UPDATE 8860 Series

The 8860 Series 7-inch Touchscreen Keypads have been updated to include the following:
- XV Gateway™ Support
- Camera Screen Saver
- Bluetooth Disarming Improvements

Improvements

XV Gateway™ Support
This update allows the 8860 to view cameras associated to an XV Gateway™. In Dealer Admin, when editing a camera, toggle the **Visible on Keypad** option **On** to add a camera to the Camera List.

Camera Screen Saver
This update introduces the ability to set a camera as a screen saver. To select a screen saver, navigate to **Keypad Options** > **Display & Sound** > **Screen Saver Settings**. There are three options for what can display after 30 seconds of inactivity.
- First option is **No Screen Saver**.
- Second option is **Dim Screen & Show Status LED**.
- Third and continuing options are to show any available camera stream.

After choosing a screen saver, the Brightness bar will automatically adjust to match the selected setting.

Bluetooth Disarming

Ineligible Phones
When arming and exiting the premises, to prevent accidental disarming by forgotten phones, the keypad will complete a scan five minutes after the arming sequence to detect valid Bluetooth devices. Any valid phones found will be flagged and made ineligible to disarm.

Area Arming
Bluetooth disarming is now available for area arming. For a user to disarm an area system, they should have standard or master level authority, or be assigned a profile that allows them to disarm areas that have also been enabled to display in Display Areas at the same keypad they are disarming from.

Processing Power
This update improves the keypad's processing power speed, so the 8860 functions at a faster rate.

Arm/Disarm Snapshot Camera Quality
The arm/disarm snapshot has been improved and produces higher quality images.

Obtaining the New Firmware
Follow the instructions below to update the keypad firmware on Dealer Admin and at the keypad.

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.

UPDATE Entré Security & Access Management Software

Entré Security & Access Management software has been updated to Version 9.8.2 (9/4/25).

734 Options
You can now remotely manage new 734 Access Control Module configurations. To configure **734 Options** in Entré, complete the following steps:

1. Go to the **Edit - Device** window.
2. In **734 Options**, go to the **Reader Protocol** drop-down menu and select **OSDP** or **Weigand**.
3. If you select **OSDP**, you can enter a custom **OSDP Passphrase** for the reader.

OSDP Options
You can now remotely manage new OSDP configurations. **OSDP Options** is only available if the 734 is configured for OSDP. To configure **OSDP Options** in Entré, complete the following steps:

1. Go to the **Edit - Device** window.
2. Go to **OSDP Details** to view the reader information.
3. Go to **Technologies Enabled** to view which technologies are enabled and disabled for the reader.
4. In **OSDP Options**, enable or disable **Prox** or **Buzzer** options.
5. Select **Send Configuration File** to open the proper configuration file to send to the panel and readers.
6. Select **Factory Reset** to send the DMP Factory Default configuration file to the reader, which automatically resets the reader to its factory settings.

User Code Decryption
Previously, user codes were automatically encrypted. This update disables the default user code encryption setting so you can choose to encrypt user codes or leave them unencrypted.

Obtaining the New Software
Entré Security & Access Management software Version 9.8.2 is provided to dealers who have previously purchased an Entré license, who are current with their Entré support agreement, and who have an Entré Certified Technician.

To upgrade to Entré Version 9.8.2, please complete the Pre-Upgrade Checklist (LT-1782) before contacting the Software Support Team in DMP Technical Support at 888.436.7832.

Before upgrading, perform a backup of your SQL database using Microsoft SQL Server Management Studio. DMP recommends that you reindex and reorganize the SQL database after upgrading Entré. It is recommended to make this part of your standard database maintenance as described in the Server Maintenance section of the Entré Installation, Setup, and Server Maintenance Guide (LT-2494).

Entré Security & Access Management software has been updated to Version 9.8.1 (8/27/25).

New Features

Panel Deletion
This update improves panel deletion and badge processing.

Group Edit Reactivation for LDAP Personnel
Personnel records imported via the LDAP driver—including badges and operator logins—can now be reactivated using the Group Edit feature in the Personnel Module.

DigiCert Software Signing
All Entré executables are now digitally signed using DigiCert.

Personnel Deactivation Enhancements
When disabling a personnel record, the system now ensures that any associated key fobs are properly removed when the **Remove User From Panel** option is selected.

Installer Upgrade
The Entré installer has been upgraded to provide a smoother and more reliable transition between software versions.

Obtaining the New Software
Entré Security & Access Management software Version 9.8.1 is provided to dealers who have previously purchased an Entré license, who are current with their Entré support agreement, and who have an Entré Certified Technician.

To upgrade to Entré Version 9.8.1, please complete the Pre-Upgrade Checklist (LT-1782) before contacting the Software Support Team in DMP Technical Support at 888.436.7832.

Before upgrading, perform a backup of your SQL database using Microsoft SQL Server Management Studio. DMP recommends that you reindex and reorganize the SQL database after upgrading Entré. It is recommended to make this part of your standard database maintenance as described in the Server Maintenance section of the Entré Installation, Setup, and Server Maintenance Guide (LT-2494).

For more information about Entré, visit the Entré Software page.

UPDATE XR Series Version 252

Updated Version 252 (7/15/25) firmware is now available for XR Series Control Panels.

Bell Circuit
This update improves bell circuit monitoring to confirm the panel bell is only active during alarm conditions.

Exit Delay Restart
Previously, the **Exit Delay** restart feature was enabled when **Occupied Premises** was set to **YES** and disabled when **Occupied Premises** was set to **NO**. Now, **Exit Delay** restart is always enabled.

Chime Improvement
This update improves the panel chime to properly sound when triggered.

Z-Wave Improvement
Previously, Z-Wave device features had slower response times between 4-6 a.m. Now, Z-Wave device features properly respond during these hours.

Updated Version 252 (8/5/25) firmware is now available for XR Series Control Panels.

Public Access Doors
Previously, when a public access door was toggled unlocked by an output group, it was not included in the lockdown, even when marked as a public door. Now, public access doors are included in the lockdown regardless of if it is part of an output group.

Obtaining the New Firmware
XR Series firmware updates are available, free of charge, on Dealer Admin (dealer.securecomwireless.com) or for download from DMP's Product Software Downloads.

DMP EXECUTIVE ROUNDTABLE

DEALER

SAVE THE DATE
OCTOBER 5-6, 2026

HOTEL POLARIS
IN COLORADO SPRINGS, CO

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, September 18, 2026 at DMP.com/Roundtable-ColoradoSprings26.

UPDATE XR Series
Version 253

OSDP Support
This update allows XR Series Control Panels to receive and send OSDP commands to 7873 Series Touchscreen Keypads with firmware Version 209 (8/22/25) and 734 Access Control Modules with upcoming firmware Version 108.

To use the OSDP commands for the 734 at the keypad, 734 Access Control Modules with upcoming firmware Version 108 is required. The following programming fields display at the keypad:

1. At the keypad, enter **6653** (PROG) and select **CMD** to enter the programming menu.
2. Go to **DEVICE SETUP**.
3. At **PROGRAM 734 OPTIONS?**, select **YES**.
4. At **READER PROTOCOL**, select **OSDP**. The options below only display if you select **OSDP**.
5. AT **OSDP PASSPHRASE**, enter a secure passphrase up to 16 alphanumeric characters that is used to establish encrypted two-way communication between the reader and module.
6. At **LED CONTROL**, select **YES** to enable reader LED operation. Select **NO** to leave this option disabled.
7. At **BUZZER CONTROL**, select **YES** to enable reader annunciation. Select **NO** to leave this option disabled.
8. At **TAMPER CONTROL**, select **YES** to enable tamper control. Select **NO** to leave this option disabled.

UPDATE
8860 Series

The 8860 Series 7-inch Touchscreen Keypads have been updated to Version 186.1.0.1346.

Time Display
Previously, on power up, some 8860 keypads experienced delays in retrieving the proper time. Now, the 8860 uses the time zone supplied by the panel, eliminating any inaccuracies.

Obtaining the New Firmware
Firmware updates are available on Dealer Admin (dealer.securecomwireless.com) and in the Installer Options menu on the keypad.

UPDATE
Com Series
Version 252

Updated Version 252 (6/18/25) firmware is now available for CellCom and DualCom Series Universal Alarm Communicators.

2G Fallback
This update supports the ability to switch back to 2G cellular network.

Obtaining the New Firmware
DualCom and CellCom Series firmware updates are available, free of charge, on Dealer Admin (dealer.securecomwireless.com) or for download from DMP's Product Software Downloads.

UPDATE
CellComEX Series
Version 221

Updated Version 221 (7/7/25) firmware is now available for CellComEX Series Universal Alarm Communicators.

2G Fallback
This update allows CellComEX Series Communicators to support the ability to switch back to 2G cellular network.

Obtaining the New Firmware
CellComEX Series firmware updates are available, free of charge, on Dealer Admin (dealer.securecomwireless.com) or for download from DMP's Product Software Downloads.

UPDATE
7800 Series
Version 209

OSDP Support
This update allows 7873 Series Touchscreen Keypads with access control functionality to receive and send updated OSDP commands to OSDP enabled readers. To use the updated OSDP features, XR Series firmware Version 253 (8/22/25) is required.

Keypad Reset
Previously, 7873 Series Touchscreen Keypads with OSDP functionality would periodically reset. Now, the keypads function correctly.

DMP FAMILY
Happenings

Halfway to 50K Volunteer Hours Milestone

For DMP's 50th Anniversary year, our goal is to collectively spend 50,000 hours volunteering before the end of 2025. In June, DMP employees hit the halfway mark, reaching 25,000 volunteer hours! To celebrate, employees were given a sweet surprise.

Congratulations on your retirement, Glenda Tracy!

Glenda worked on the DMP production team for 21 years.

Self-Care Day!

REFRESH AND REFUEL

In celebration of National Self-Care Day (July 24), DMP employees were given a snack break with a build-your-own trail mix bar and flavored water, along with the opportunity to write some kinds words for other employees or departments on a post-it board.

AD INDEX

For more information about advertising, please email DealerDigest@DMP.com.

DMP Social

Glenn Security Systems

Congratulations to our team for Winning Business of the Year from the Bartlesville Chamber of Commerce! Many years of hard work and dedication to our community allowed us to receive this award. We want to thank all of our employees, friends and customers for believing in our company and our mission.

Franco Pacific, DMP

Training at American Alarm and Communications, Inc. in the Weymouth branch. We went over the XR panel, wireless, XT75 panel and JamAlert. We had some great hands on applications with access and the panels as well. Thank you to John Fallon and Alexis Rossetti for hosting us.

Digital Monitoring Products

Honored that JamAlert was awarded Best in Show at the Electronic Security EXPO - ESX Innovation Awards today! Visit us at booth #501 to learn about this revolutionary new cellular jamming detection device.

Zach Bramlitt

Fun day for an access control install!

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Sensing Innovation

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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

James Torres
Regional Sales Manager, Georgia

James Torres has joined DMP as regional sales manager for Georgia. He will provide ongoing service and support to dealers throughout the state. The addition of this role represents a restructuring of DMP sales regions, designed to further elevate personalized service to dealers.

"The mission, purpose and values of DMP really aligned with me," said Torres. "The commitment of the leadership and the cohesiveness of the team make me more excited. I see myself growing here."

Most recently, Torres served as a senior representative for Wesco in Atlanta. Prior to that, he managed key accounts for Johnson Controls in the Chicago area. He has over 20 years of experience in customer service and business development in commercial markets.

Juan Jimenez
Regional Sales Manager, Mid-Atlantic

Juan Jimenez has joined DMP as the regional sales manager for the Mid-Atlantic territory. He will provide ongoing service and support to DMP dealers in Virginia, West Virginia, Maryland and Washington, D.C.

"I chose DMP because of its commitment to U.S. manufacturing and its values of integrity, innovation and generosity," said Jimenez.

Jimenez has over a decade of experience in the physical security industry, including leadership roles with Johnson Controls, Tyco Integrated Security and most recently QCIC. With his expertise in supporting global enterprise customers and leading strategic initiatives, he is well-positioned to help DMP dealers succeed across the Mid-Atlantic region.

Steve Baker
Regional Sales Manager, Los Angeles

Steve Baker has joined DMP as regional sales manager for Los Angeles. Baker's focus for driving sales growth and operational excellence across residential, commercial and national account channels makes him well-suited to serve DMP dealers.

"I appreciate and respect DMP's fierce commitment to its dealers and its innovative security solutions," said Baker. "What really resonates with me is DMP's broader purpose of creating jobs and protecting families, it is strengthening communities. I want to be a part of a company that makes that kind of impact."

Baker has over 20 years of experience in the security industry. He has served as a regional director for the ADT/Tyco dealer program. He also served as vice president of sales and dealer development at Monitronics/Brinks, driving growth in residential and commercial markets across the United States, Puerto Rico and Canada.

Michael McNamara
Regional Sales Manager, Florida

Michael McNamara has joined DMP as the regional sales manager for Florida. He will provide ongoing service and support to DMP dealers throughout the state.

"I have worked with manufacturer reps over the years and have enjoyed the value and support they bring and now hope to bring my experience from the integrator side to the role," said McNamara. "In my previous roles, I have had the opportunity to both install and service DMP products as well as propose and sell DMP."

McNamara has over 35 years of experience in the security industry, including managing national accounts in the financial, education, and retail verticals, as well as state and local government. In his previous roles at JCI, he managed the customer experience program for North America and served as a regional sales manager for the South Atlantic.

IN-FACILITY MONITORING

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

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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.]

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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.