

Be careful when making a switch...

If you're thinking about eliminating your old phone line and switching to VoIP (Voice over Internet Protocol) you are not alone. Services like Vonage® AT&T U-verse®, and Time Warner are some of the fastest growing telecommunications services today, and many people have found that VoIP telephone service is a great way to save household expenses.



Talk to your security professional about the best alarm system communication method for your home.

Call your monitoring service and tell them about any planned changes to your phone service, especially if you think you may be switching to VoIP service. They can advise you of the specific risks and benefits related to your system and home. They can ensure that your alarm system will have the needed communication link when there's an emergency so that help can be dispatched quickly.



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LANDLINE | CELLULAR | WI-FI



A MESSAGE TO HOMEOWNERS

Before you update your phone service, consider all the options for your alarm system.



Know what works best with your alarm system.

The Electronic Security Association warns that while these new communication technologies offer new features and benefits, they also have limitations and may not work with your security system.

Bundled phone/internet/cable packages are especially attractive but require caution when it comes to security systems. Most package providers fail to warn customers that the service may need to be configured specifically to provide a reliable connection to your monitoring service.

COMMUNICATION IS CRITICAL

You need a communication link between your alarm system and monitoring service in order for them to know when there's an alarm. Naturally, you want a communication link that's highly reliable, even during bad weather or power outages. You also want a link that resists physical attacks so an intruder can't simply slash the phone line and leave your system cut off from the alarm company.

THERE ARE MANY METHODS TO CHOOSE FROM

Alarm systems can work with a number of different communication links, including traditional phone lines, cellular radio and internet. No single one is the perfect choice for alarm systems. Each has advantages and disadvantages.

Keep your family secure by choosing the right connection.

LANDLINE

PRO:

- Most common option
- Continues to work, even during power outage

CON:

- Subject to storm damage and can be cut
- Slower than newer technologies
- Changing over to VoIP that may not work for fax machines and alarm panels

CELLULAR

PRO:

- Can carry more data at greater speeds
- Generally tamper-proof
- Provides new features such as controlling your system via cell phone
- Battery backup by alarm system

CON:

- May not have good coverage in your area

WI-FI

PRO:

- An "always-on" connection, with no delay for dialing
- Faster communication of alarm signals to the Monitoring Center

CON:

- Your internet router may not have the battery backup
- Subscribers frequently change broadband providers