

We C.A.R.E. Our pledge to:



Care for your personal safety and peace of mind.



Answer your calls and alarms quickly.



Reflect Godly character in all we do.



Earn a fair profit to fuel our positive impact on people's lives.

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You Might Need to Update Your Alarm If...

Comedian Jeff Foxworthy catapulted to fame when he released his album “You Might Be a Redneck If...” His hilarious comedy routine was based on a series of jokes that included colorful descriptions of lifestyle elements that would indicate you might be a redneck. We would like to borrow that concept and describe some old security technologies that, if you still have them, would indicate you might need to update your alarm system.

So with with a tip of our hat to Jeff Foxworthy, see if any of these descriptions apply to you:

- 1. If your alarm keypad uses little red lights to indicate which door is open, you need to update your alarm system.** LED zone indicators have not been state-of-the-art during this current century. That keypad technology was replaced by LCD alphanumeric displays and, more recently, interactive touchscreens. So if your keypad is illuminating those little red lights like a Christmas tree display, it is trying to tell you more than just your door is open.
- 2. If the plastic enclosures of your alarm devices are now golden yellow instead of their original white color, you need to update your alarm system.** Believe it or not, those alarm devices were bright white when they were newly installed. However, over time the plastic discolors. If your devices look more like Aspen leaves in autumn than a fresh blanket of snow, it probably means the electronics inside them are well past their intended lifespan.
- 3. If your alarm system uses a phone line to communicate, you need to update your alarm system.** Just as cell phones and the internet have transformed the way we communicate, cellular and internet-based technologies have completely changed the way alarm systems function and communicate. Modern digital (VOIP) phone



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ROYAL COURT OF C.A.R.E.

The second half of 2020, following the spring COVID shutdown, was extremely busy for Security Central. Between rescheduling projects that got delayed during the shutdown time and the increased fear and anxiety caused by the nationwide rioting and election uncertainty, our phone was ringing off the hook. We were not able to keep up with the unprecedented demand. Therefore, our scheduling backlog stretched out much longer than normal.

The entire Security Central team recognized that we were not meeting our standards for how quickly we help new clients get secured. So our technician team stepped up to help solve that problem. They volunteered to work Saturday's, on top of their normal 50-hour Monday through Friday schedules, from Thanksgiving to Christmas to serve the many clients who were waiting patiently for new systems.

The technicians sacrificed personal time with their own families during the holiday season in order to give the gift



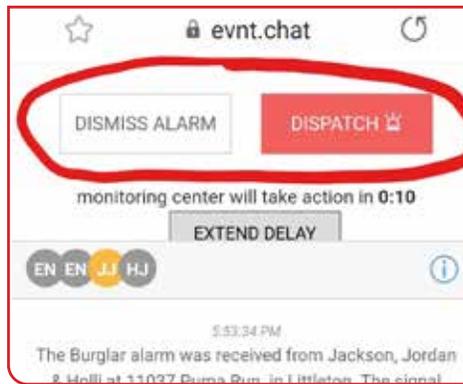
of security to clients' families. That is truly the spirit of Christmas. For their willingness to put the needs of others before their own, the entire technician team was awarded the quarterly I-C.A.R.E. award. So instead of the usual King or Queen of C.A.R.E., this quarter we have an entire royal court! 💎

Text Messaging = Fastest Alarm Response

Text messaging has become the communication method of choice for most people. It is fast, convenient, and discreet. Did you know that you can use our text messaging tool to instantly give our operators instructions as to whether we should dismiss your alarm or dispatch the police?

For the past two years, we have made text message notifications a standard part of our alarm notification processes. We have heard from many clients that they love getting the alarm notices via text. However, many clients are not taking full advantage of the text notification.

The alarm notification text message we send includes a web link. When you



click on the link, you will see two things: 1. More details about the alarm, and 2. Option buttons at the top of the screen where you can instruct our operators to "Dismiss" the alarm or "Dispatch" the

police. By pressing either option, you can instantly communicate your instruction to our operators without waiting for our phone call. It is the fastest way to abort an alarm or to initiate police response.

After selecting the Dismiss button, you will be prompted to type in your VERBAL passcode to confirm. Some clients inadvertently enter their alarm arming/disarming numeric code, but that code will not be accepted as the proper alarm response code.

Next time you receive an alarm notification text message, click on the link and use the Dismiss or Dispatch button to experience the fastest and easiest alarm response communication. 💎

2021 Customer C.A.R.E. Day Postponed to Sept. 25th

We were terribly disappointed that we could not host our annual Customer C.A.R.E. Day shredathon event last year due to the COVID pandemic. We are determined to restart the fun tradition once again this year. However, given the current state of COVID threat levels and the slow roll out of the nationwide vaccines, we recognize that it will not be appropriate to host a large gathering in May when we typically schedule the event.

Not willing to skip the event again, we have rescheduled the 2021 Customer C.A.R.E. Day event to September 25th. We are hopeful that by fall the COVID restrictions will have relaxed enough to allow our annual event to take place in a safe and healthy manner.

Please mark your calendars for September 25th from 9:00 am to noon to join us for our traditional shredathon, electronic recycling, food and fun! 



Help at the Press of a Button!

24/7 ASSISTANCE WHEN YOU NEED IT.
OUR PERSONAL ALERT DEVICES CAN HELP
KEEP YOU CONNECTED IN AN AGE OF
SOCIAL DISTANCING.

MORE INFORMATION AT
SECURITYCENTRALINC.COM/MEDICAL

Here's how it works...

speaker

With this powerful speaker, it's easy to hear the specialist answer your call.

call button

Just press one button to speak with a specialist and get help. It's that simple.

circular light

The light around the button lets you know when a call is in progress and when the pendant needs to be charged.



microphone

A powerful microphone allows you to speak with a kind, courteous specialist. They can send emergency help or contact a loved one to assist.



Medical
Emergency



Fire
Safety



DirectNet
Radio



Flood &
Freeze



PRSRT STD
U.S. Postage
PAID
Lancaster, PA
Permit #299

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We C.A.R.E.

Honeywell

Security Partner

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(Continued from Front Cover)

lines do not transmit alarm signals reliably. For proper safety and security, newer communication technologies must be used.

4. If your alarm system uses the 3G/4G cellular network, you need to update your alarm system. Cellular phone technology changes every few years. 2G, 3G, 4G, LTE, and new 5G are examples of that technology progression. Each time the technology advances, the cellular carriers change their network equipment to disable the old and activate the newer technology. The cellular providers are officially discontinuing their 3G/4G services in 2022. Therefore, all alarm communicators that were installed during the 3G/4G era need to be replaced before the end of 2021. Security Central will contact you if your cellular communicator needs to be replaced.

5. If your alarm system cannot be controlled from your smartphone, respond to your voice, or control the lights in your home, you need to update your alarm system. The current generation of alarm technology can do all those things, making your life easier, more convenient, and more secure. Your old digital pager probably still worked fine when you gave it up to step into the new world of cellular phones. And you never went back! Likewise, even if your old alarm system is still working fine, you will be glad you updated to the latest technology once you experience how much better it is.

While we are not nearly as entertaining as Jeff Foxworthy, we sincerely hope you will take our descriptions above seriously as you consider whether you need to update your alarm system. We care about your personal safety and peace of mind, so we want you to have the alarm equipment and services that best support that.

To learn more about the security, safety, and lifestyle benefits of the latest alarm system technology for your home or business, call or text our Client C.A.R.E. team at 303-721-0111. Or if you insist on sticking with older technology, send us a telegram! 📠