

### ▼ Carleton in the News

Carleton participated in the Kanata Lawn and Garden Show held at the Malack Centre on April 28, 29. We welcomed the opportunity to meet many of our existing customers who attended the show and attract a number of new customers. The lucky winners of the Carleton Draw (two gardening baskets valued at \$80.00) were Mario Leveille and Ken Willis.

The Kanata Kourier Standard featured a full page article on Carleton Security Systems in its Friday, April 29<sup>th</sup> edition. The article can be seen on our website at [www.carletonsecurity.com](http://www.carletonsecurity.com).

Carleton is a sponsor for the Motorcycle Ride for Dad which raises money for research into Prostate Cancer. Carleton donated a free home security system and one year of free monitoring to this worthy cause.



### ▼ Carleton Commercial Clients

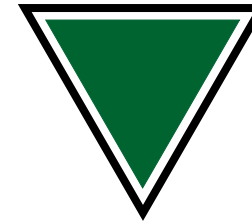
Carleton is pleased to offer a new service to all its commercial clients. Subscribe to a monthly, or weekly, opening and closing report and keep track of the exact times the security system is armed and disarmed by your staff. This service provides management with a tool enabling greater control of employee entry and exit times. Call our office at 831-0216 for more information.

### ▼ Leaving Home for a While?

If lengthy travel is in your future please make sure that Carleton is made aware of these plans and that your pass list is up to date. As well, for the period of time you are away from home, do not cancel your telephone service since your security system requires a telephone line to be monitored.

### ▼ Newsletters and other Updates by E-Mail

If you would like to receive Carleton newsletters and other important notices via e-mail rather than by regular mail please provide us with a short note to that effect and your e-mail address. You may e-mail us this request and the necessary information at [cssinc@magma.ca](mailto:cssinc@magma.ca). Note that you may also contact us by visiting our website at [www.carletonsecurity.com](http://www.carletonsecurity.com).



Your Passport to Greater Security Awareness

# CARLETON SECURITY

N E W S L I N E

### ▼ Monitoring Station Call Procedures

The following procedures are the standard call procedures of Carleton's ULC listed monitoring station located on Woodward Drive in Ottawa. Any deviation from these procedures must be made with Carleton office staff who can be reached at 860-0870 or 831-0216. Since Carleton continually focuses on satisfying its customers we would be happy to put in place any alternate procedures that customers may find more responsive to their needs.



### Standard Call Procedures

■ upon alarm the monitoring station operator will call the premises to ensure that the signal is not a false alarm (note that in cases where a person enters a valid code at the keypad and disarms the system, a signal is sent to our monitoring station informing the operator that the alarm has been cancelled by an authorized user. In these cases the operator will not call the premises unless special arrangements have been made with Carleton).

■ if the telephone is picked up at the premises the operator will ask for identification. You must provide the operator with your name, system number and ID number. Once this is done the alarm is considered a false alarm and no further action is undertaken.

■ if the telephone is not answered or is answered by a person who cannot identify him/herself the operator calls the police, or, alternatively where arrangements have been made, Carleton's security guards. The police or guard are dispatched to the premises (Note that should the police be dispatched and the alarm turns out to be false a \$60.00 false alarm fee is levied. Carleton provides guard service for a flat fee of \$35.00 per call).

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### INSIDE HIGHLIGHTS

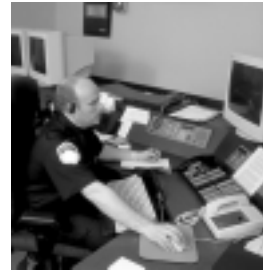
Beeping in the Night

Yard Signs Available

Carleton in the News

Take advantage of a Carleton wireless medical alert pendant. It can be integrated into your security system and monitored 24 hours a day.

Standard Call Procedures (continued)



■ after the police or guard are dispatched the operator continues to call persons listed on the customer's call list until a person is reached or the list is exhausted. In cases where no-one is reached messages will be left on answering machines where possible.

While these call procedures are standard we are more than happy to customize them if requested. For example, if you would like the station to call a neighbour, or your pager, prior to calling police this can be arranged.

One thing to keep in mind – in the event of an alarm you do not have to call the monitoring station, they will call you. The best thing to do in the case of a false alarm is to turn the system off immediately by way of entering an authorized code at the keypad. Once this is done the event is considered over.

If you are unclear of anything that was mentioned above, if you would like to update your call list, or if you would like to make alternate call arrangements please call our office at 860-0870.

▼ Growing Our Business

Over the years, many of our customers have referred family members and friends to Carleton for their security needs. We want to thank all our customers who have helped us grow our business in this way. For those customers who know of family or friends who may benefit from a Carleton security system fill out the enclosed form and send it to us. We will thank you by way of a \$35.00 cheque if that person purchases a system. Remember we are not aggressive sales persons and all quotations provided are "obligation free".

▼ Beeping in the Night

Have you ever been awakened in the middle of the night to your keypad beeping? If this should ever happen it can be stopped by simply touching any of the keys on the keypad. While the yellow trouble light will remain on, by pushing \*2 you will be able to determine what the trouble condition is. After pushing \*2 a zone light will come on which corresponds to a trouble condition. Remember that the zone lights will no longer correspond to the different areas of the house but will correspond to different trouble conditions that are described in your manual. The trouble condition relating to each particular zone is described in your manual under the section "Trouble Conditions". Press the # key to return to normal operation.

▼ Carleton Security – One Stop Shopping

Over the past several years Carleton has grown from a company exclusively selling monitored security systems to an integrated provider of security and home automation products. In addition to security systems Carleton can now install, in homes or businesses:

- external and internal intercom systems
- structured wiring products including telephone systems, computer networking, video distribution (cable, satellite, local video network) and audio distribution
- a variety of home automation products to control lighting, appliances and heating/cooling
- access control systems fully integrated with security systems
- exterior and interior Closed Circuit Television Systems (CCTV)

Carleton will continue to expand its product line and services to better serve our customers.

*Over the past several years Carleton has grown from a company exclusively selling monitored security systems to an integrated provider of security and home automation products.*

▼ Carleton Yard Signs Available

Carleton can now offer all customers attractive yard signs at no cost. If you would like a sign it can be picked up at Carleton's March Road office (795 March Rd.). To make other arrangements please call our office at 860-0870.



▼ Instruction Manuals on the Internet

If you find yourself in a situation where you are unable to find your security system's instruction manual help is available on Carleton's web site, www.carletonsecurity.com. Manuals for the DSC PC1550, PC1555 and the Power 832 are available in the "System Manuals" link within the web site. If you require another manual let us know and we will be glad to send you one.

*Over the coming months Carleton will be re-programming customers' panels with a 10 digit telephone number to prepare for future changes Bell Canada will be making.*