

# The Binkley “?????”

## Binkley Alarm “We Install Confidence” 800-54 ALARM

### Special points of interest:

- Pay your bill online, Order a new battery, at [www.binkleystore.com](http://www.binkleystore.com)
- Users Guides [www.binkleyalarm.com](http://www.binkleyalarm.com)
- Make sure to test your alarm system at least monthly to verify communication to our monitoring facility.

### Archives:

As we get started with our new newsletter we will be posting them online at [www.binkleyalarm.com/newsletter.htm](http://www.binkleyalarm.com/newsletter.htm) . This way, for those who receive a quarterly or annual invoice you can still read about what's happening.

### Help Us:

If you have subjects you would like to see covered in our newsletter, feel free to let us know. You can call, fax or email us any-time.

Fax: 707-545-1525

Email: [email@binkleyalarm.com](mailto:email@binkleyalarm.com)

### VoIP what should you know?

What is VoIP? It is the ability to use your broadband internet connection to provide communications over the internet. Many of you have for one reason or another dropped your traditional phone service and installed things like Vonage or Comcast phone services. These services use the internet to provide a means of communication. Unfortunately your alarm system may not work properly and may not be able to transmit a signal to our central station when you need it most.

The way alarm systems communicate to the central station is with short tones and beeps. When using VoIP these tones can be distorted causing miscommunication with the central station resulting in a failure to communicate the signal (alarm).

We have multiple options to get around this issue so that you can have peace of mind that your family or business

is safe.

The first of these options is internet monitoring. For this option we can add a special communication module called an iCom which will allow your alarm system to communicate via the internet using internet protocol. Internet monitoring is a much faster form of communication in some cases less than 2 seconds between the alarm and being displayed in front of one of our operators. Internet monitoring also allows us to monitor the status of the connection continuously. We can alert you when the connection is lost providing you the highest level in security that in the past would have cost hundreds of dollars per month.

The second option is one of my favorites and uses a piece of equipment similar to a cellular backup but it does much more. This unit will not only provide wireless communication to our monitoring facility but will also

allow you to login to your system via our website. Once logged in you can turn your alarm on or off,



check your systems current status, and even change user codes. You can even set up the system to let you know via email or text message when your system is in alarm or if the system has been turned on or off (great for latch key kids). You can even setup the system to notify you when a door, medicine cabinet or other sensor has been triggered; even if the alarm system is off.

Some systems may need to be upgraded to support these options.

Call us for more information 800-542-5276.

### The Binkley “?????”

Help us name the new Binkley Newsletter. Send us your ideas and if we choose yours we will give you two months of basic monitoring free a \$50 value.

Our goal is to create a monthly newsletter where we can share important information, tips and general product knowledge with our customers.

Your Name \_\_\_\_\_

Acct # \_\_\_\_\_

Phone \_\_\_\_\_

What do you think we should name our new newsletter?

\_\_\_\_\_

\_\_\_\_\_

Return this lower portion of the newsletter along with your payment so we can include your suggestions in the contest.

Only one winner will be selected. If more than one customer sends in the same winning name, the winner will be chosen by random drawing.