



# SECURITY CENTER QUARTERLY

AMERICAN SECURITY & COMMUNICATIONS Protecting Property and Saving Lives For Over Twenty Years

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## Special Points of Interest

- [ASCprotects.com](http://www.ASCprotects.com)
- Just for ASC Customers
- Remotely View Recorded & Live Activity
- Upgrade Now
- Buy Alarm System Batteries at ASC's Security Center
- Green Tip of the Quarter
- Test Your System Weekly
- Download Your User Manual from ASC web-site

## www.ASCprotects.com



### Just for ASC Customers

Know where to turn when you NEED ANSWERS. Immediately!!! The answer to your question may be just a key stroke away. Get to know what's available in the "Customer Module" of [www.ASCprotects.com](http://www.ASCprotects.com)

- Your User Manual
- Common Customer Problems
- Emergency Situations
- Requesting Service
- Making Changes to Your Contact List, Password etc.
- Decision-making Questionnaires
- Ordering Additional Equipment



### Remotely View Recorded & Live Activity

So...you think you'd like to add cameras for your protection. It's a great idea... ASC highly recommends cameras so you can see and record images for your total security. But not just **any** camera will

do. Only the right one that will provide the results that you're looking for, configured properly and in-stalled professionally. Discount houses offer off-brand equipment for do-it-yourself buyers, but **BEWARE!** They may not be the right cameras for you. Professional system design, equipment with the right specifications and professional installation are the critical ingredients of a Camera System that will provide **real ADDED SECURITY.**

## Customer Service Updates

### Where's Your Chime?

It's still there...just turn it back on. Here's how:

**Honeywell** – Press "code" followed by "chime"

**GE Concord** – Press "7" followed by "1"

**GE Simon** – Press "chime" followed by "doors" Or "motions"

**DSC 832** – Press "chime"

### Upgrade Now

If your system is more than 10 years old, consider upgrading to more modern user-friendly devices. ASC



cannot replace failed devices for out-of-production equipment. You can modernize your system at little or no out-of-pocket cost. You can also protect your connection to Central by adding cellular back-up.

### Batteries for your Panel and Wireless Sensors

Save money and time, Pick up your batteries at ASC's Security Center. We know which ones you need – they're here, for less than you'll spend at Radio Shack or your local hardware.



### Green Tip of the Quarter

Visit the Customer page on our website: [www.ASCprotects.com](http://www.ASCprotects.com) and complete an automatic debit request or credit card payment request that will initiate your **PAPERLESS PAYMENT.**



**ASC's Patented Wearable**  
Stay tuned for more information about BRAVOS, ASC's new patented "spill-catcher."



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## Customer Service Reminders



Brand New  
ASC Security  
Center



GE Simon XT



Aiphone Color Video Intercom



ASC Customer Service Representatives are friendly, professional, responsive and on-call 24/7

### Staying in Touch with ASC

Whenever there is an alarm event [not including a panic], ASC's Central Station first calls your premises for verification of a **real security breach**. Without receiving your pass word verification, ASC Central Station operators will dispatch immediately. When this occurs, ASC makes every effort to notify you. We want to spare you the shock of belated discovery that a security violation occurred at your home or business, hours or days earlier.

**Help us to better serve you**

### by maintaining an up-to-date Emergency Contact List.

Let us know immediately via email to [admin@ascprotects.com](mailto:admin@ascprotects.com), by fax to 202-291-7348...or mail it.

### Weekly Alarm System Testing

What good is a security system if it doesn't report to Central? You are the "gatekeeper" of your system. Be sure that you know that your system will function properly in the event of an emergency. Testing Procedures include:

■ Contact ASC's Central Station and

notify the operator that you want to put your system on test. You'll need your account # and password.

■ Arm your system, walk around the house and intentionally set off sensors and detectors.  
■ Then disarm the system with your user code.

■ Call back to ASC's Central Station and ask the Operator what signals were received. If satisfied, ask the Operator to take your system off test.

■ If dissatisfied, leave the system on test and contact ASC to schedule a Service Call. You should **NEVER** allow more than two weeks to pass without testing your alarm system.

### Alarm System Manuals

Don't worry if you misplaced your alarm system manual. You can always download your manual online from the ASC web site at [www.ascprotects.com/manual.html](http://www.ascprotects.com/manual.html). Become familiar with **USER FUNCTIONS**. These include:

- Changing Batteries
- Checking System Status
- Adding or Deleting User Codes