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| Denalect_logo_log-in186Wx93H_pxl | Denalect Alarm Newsletter |
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| In This Issue   * Mobile Apps 101 * Remote Security Access   Are Credit Card Payments Accepted Over the Phone?  Yes! We accept Visa and Mastercard only.  Automatic Payments  Are you on an automatic payment plan? Please be sure to update your information with us **before** your credit card expires.  Learn More  For more info about our services, products, FAQs, tips and more, visit our website at *denalect.com*  For residential services, visit *denalect.com/residential*  For business services, visit *denalect.com/business*  For answers to FAQs, visit *denalect.com/help/f-a-q-s*  If you need to arm or silence your alarm, visit *denalect.com/help/arming-silencing-alarms*  For the latest news and tips from our security pros, visit *denalect.com/news*  Contact Us  We’re happy to answer your questions or discuss any security/fire related topics you may have. Our business hours are Monday through Friday.  Business Office:  (925) 932-2211  Weekdays, 9 a.m.-5 p.m.  Service Department:  (925) 935-2680  Weekdays, 8:30 a.m.-5 p.m.  Toll-free:  (800) 273-2680 | Mobile Apps 101 Curious about enhancing your Commercial/Residential security system with a mobile remote access app, but uncertain where to start?  First, it’s important to know that most mobile Apps are proprietary to the alarm system’s manufacturer. For example, an app for Honeywell won’t work a Bosch alarm panel. Also, a good app will require that you to enter a PIN, have an expiration date, and ability to be disabled by your alarm company if your mobile device is lost or stolen.  Most apps are compatible with iPhone, Apple, Android and other web-enabled devices. While mobile security apps have many features in common, customer satisfaction with an app can vary from company to company.  In addition to turning your alarm on and off, some systems offer other handy functions, such as allowing you to switch lights and appliances on and off. Or watch a live video feed of what is happening in and around the house. *Pro tip: Knowing what automation options you want can help you choose the right system and app for you.*  Always keep in mind that a mobile security app is a useful tool. They cannot take the place of a quality alarm system with a solid communication system that will continue to work even if your WiFi signal goes down or a power outage occurs.  We will continue to keep you updated with the most current information. In the meantime, please let us know if you have any questions or concerns. Our business hours are Monday through Friday, 9 a.m.-5 p.m.    *Have you updated your alarm system emergency contact list recently? If not, be sure to call our Business Office as soon as it is convenient. It’s critical we have the correct information in our files.* Remote Security Access  |  |  | | --- | --- | | Logo  Description automatically generated with medium confidence |  |   For customers who want remote access to their alarm systems, we recommend the Bosch Remote Security Control and Bosch’s B Series Internet Ready Alarm Control Panels. Once your alarm panel is installed, it will work directly with our monitoring service, instead of interacting with some third-party provider on the East Coast.  Bosch’s remote access features include:   * Arming and disarming your security system from your smart phone or tablet. * Granting temporary or permanent access rights to other users. Choose what privileges they have and how long they will have access to your system. * Accessing real-time security systems status. * Viewing active alarm and trouble conditions in the event memory log.   When your app set up is complete, Denalect will provide you a unique security certificate and PIN to enter into the Bosch Remote Security Control app. This will allow you to control your home or office’s security system from your device.  Each person that wants remote access will need their own certificate and PIN.  On the off chance your device is lost or stolen, give us a call ASAP so we can disable it from connecting to your alarm system.  For more information on remote access and your system or to get a free estimate, give us a call at (925) 932-2211 or (800) 273-2680. |