



Introduction

A traditional security system gives the intruder enough time to find and destroy the panel before it can report the intrusion to the central station. While longer entry-delay and dialer-delay settings are important for reducing false alarms, these increased timer settings unfortunately make a traditional (non-Alarm.com enabled) panel more vulnerable to “Crash & Smash” incidents since the intruder has more time to find and destroy the control panel before it sends the alarm message to the central station.

Alarm.com’s patent-pending Crash & Smash technology, built into the Alarm.com GSM modules for Simon, XT, Concord, and NX, allows the dealer to set longer entry and dialer delays in the alarm panel without increasing the panel’s vulnerability to physical attacks.

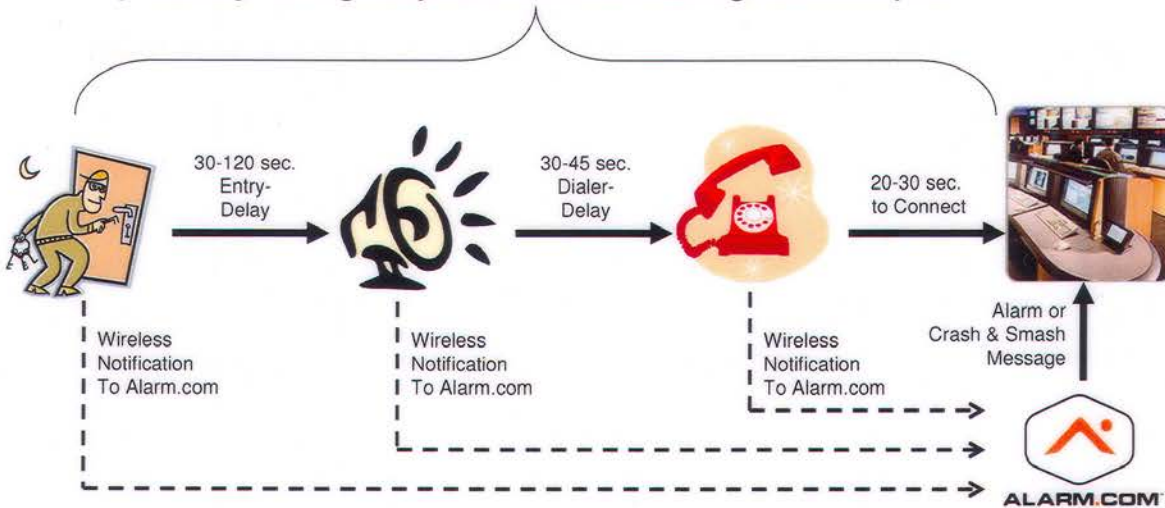
Feature Benefits

Legacy POTS alarm panels that do not have “Crash & Smash” detection give the intruder 30-120 seconds of entry-delay time, 30-45 seconds of dialer-delay time and 20-30 seconds of actual dialing time to find and disable the panel before the alarm is received by the central station.

With “Crash & Smash” protection, the Alarm.com Network Operations Center (NOC) is aware of an intrusion **within a few seconds**, so the NOC can still forward the alarm to the central station even if the panel is disabled during the entry-delay, dialer-delay or attempted call.

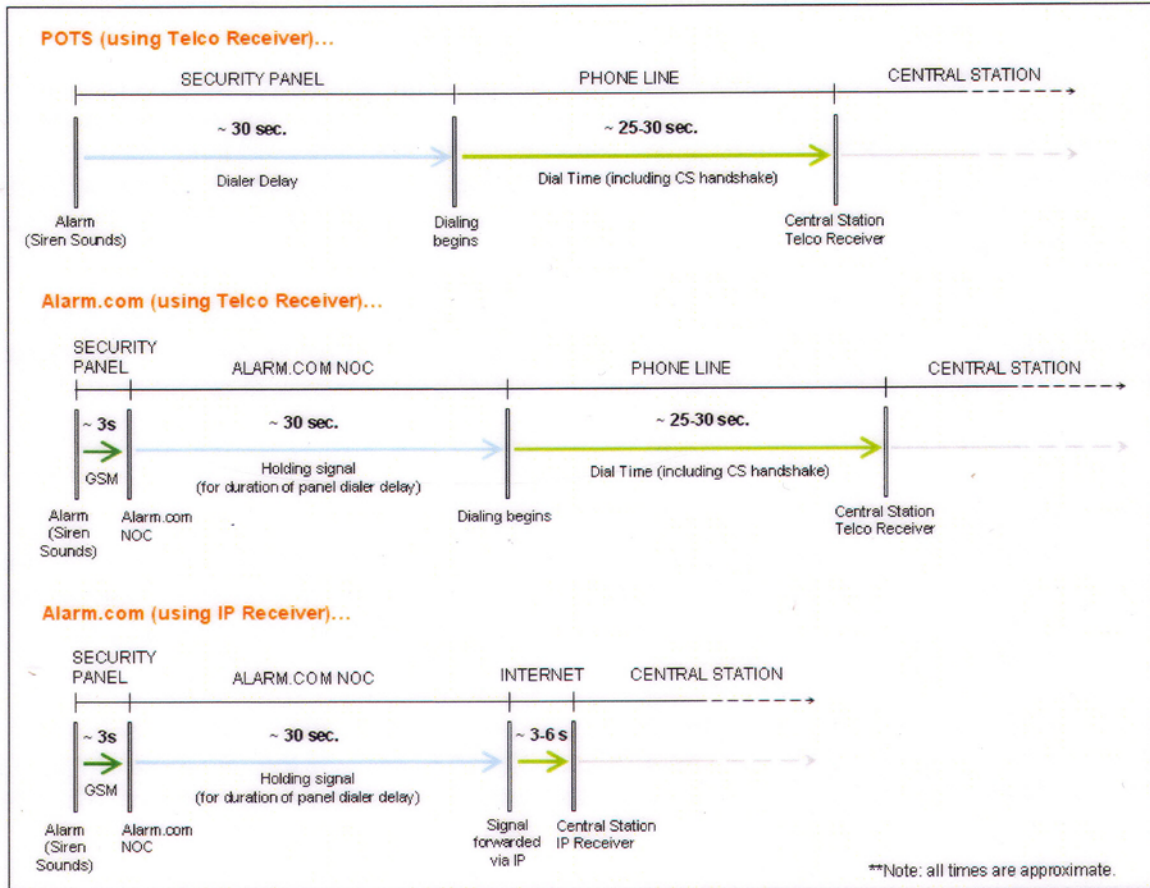
Residential and commercial clients can program generous entry-delays and dialer-delays into their alarm panels without worrying about increased risk of panel destruction by an intruder. “Crash & Smash” detection promotes false alarm reduction techniques without increasing the risk of system failure during a true intrusion.

Notification by traditional alarm panels can be defeated during this period by cutting the phone line or smashing the alarm panel!



To learn more send an e-mail to:
Info@GEAlarmConnectionService.com

Alarm Signaling Times (Alarm.com vs. POTS)



In the event of an alarm, the Alarm.com module transmits the signal almost instantly (~3 seconds) to the Alarm.com Operations Center. After holding the signal in the Operations Center for the duration of the panel's dialer delay, Alarm.com forwards the alarm signal to the central station receiver. If the central station is equipped with a traditional telco receiver, this part of the process is the same as if the panel were dialing the central station directly, and takes the same amount of time (~25-30 seconds). If an IP receiver is being used, the transmission of the alarm signal from Alarm.com to the central station takes approximately 3-6 seconds. This means that the alarm signal from Alarm.com may get to the central station about 20 seconds faster than if the alarm were sent directly from the panel to the central station.

Note that the above diagram and description assume that the central station forwarding settings for the Alarm.com account are set to "always" forward alarms. This means that the Alarm.com module forwards the alarm signal immediately, regardless of whether the panel also has a direct phone line connection to the central station. If, on the other hand, there is a direct phone line connection at the panel and the Alarm.com account has been set to forward alarms "only if the phone line fails," Alarm.com only forwards the alarm signal to the central station after the panel has already tried and failed twice to send the alarm to the central station via the phone line.

To learn more send an e-mail to:
Info@GEAlarmConnectionService.com