



digital news

Volume 23 Issue 1

Spring 2019

Contractors
License
No.
2705-016239A

digital news is published by Digital Applications, Inc., dba Digital Security
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DCJS
License
No.
11-1859

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digital applications inc. dba digital security

Celebrating 41 years in business 1978 - 2019

In April of 2019 Digital Security celebrated 41 years of doing business in the Tidewater area. (You notice we said the Tidewater Area". As Hampton Roads is in reality where the rivers come together in the bay, we refrain from using that misnomer. And we have yet to install security in the water.)

We want to thank our many loyal customers for their patronage over the years that have made this milestone possible.

Periodically we go through our files to check our customer contracts to make sure we are fulfilling our obligation to our customers and that a valid contract is on file for every customer. In doing this we have been amazed and proud of how long many of our customers have been with us. We think this is a good endorsement of our business. As a small local company in competition with large national companies who advertise broadly, some saying they give free systems and some advertising that they have no contracts, it is a difficult industry in which to compete. We try to give that extra

service that some of these large national companies may not be able to give. And let's face it. How many of them have a dog on staff who writes a column in their newsletter in the first person?

All of us want to thank you for your business. We couldn't have done it without you!

Bill Shumate President



Wit and Wisdom from Waggs



I want to add my appreciation to our customers for their faithfulness to our company over so many years.

You know, I hold the title of Human Relations Manager. I was managing the humans around here anyway so I thought I might as well have the title.

How many other security companies do you know that have a Cocker Spaniel on staff? We dogs have the special gift for keeping our humans doing their duties.

On another note, I have heard Mom say "Getting older is a challenge". I have come to find out some of what she means. While I don't like to admit to getting old, it seems that my hearing is just not what it used to be. In fact I think I am as deaf as a rock. It is a hard thing for a busy dog to accept. I stick pretty close to my folks now days. Not being able to hear makes me feel isolated and I need the reassurance of my folks being there for me. Oh well, getting older beats the alternative. At least I am on the top of the dirt.

Love, Waggs 

**TEST YOUR
SECURITY SYSTEM
MONTHLY**

Call 838-0100 for assistance

WHY SHOULD I SIGN A CONTRACT FOR SECURITY?

With some national security companies advertising "no contracts" you may wonder why you must sign one with us or any other security company.

Contracts aren't just a protection for the company. They are protection for the customer as well. They spell out the responsibility the company has to you and lock in the fees you are paying.

At home, we have recently experienced a prime example of what no contract can mean to what you pay a company. Our last bill from our satellite TV provider was yet another few dollars more than the previous bill. This has happened a number of times over the years that we have had this service, resulting in a monthly payment that is much more than when we took the service. It increases just a couple of dollars each time. I guess they figure no one will question or complain about such a small amount. Their service has not changed, however, nor have we added any service.

Without a contract what is your security company's obligations to you? Must they provide monitoring? You have no contract that says they should. So, if for some reason they don't provide monitoring when you need it will they be responsible?

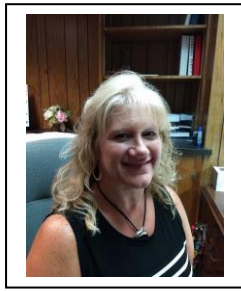
Don't be fooled by the companies who advertise that they have no contracts. You better believe they are looking out for themselves somehow. Are they looking out for their customer? What they are looking for are those who don't think this through so they can get their business.

Did you change the batteries in your contractor provided smoke alarms (not the ones connected to your security system) when the time changed to daylight saving time?

These smoke alarms are designed to save lives. They will not be effective if the batteries are dead.

Smoke alarms connected to your security system may help to save property in addition to lives in that they will send an alarm to the monitoring station and an operator will alert someone on your call list of a problem. Therefore, someone will be alerted if you are away from home.

If you do not have smoke alarms, consider adding them to your system.



We would like to introduce you to our bookkeeper, Shelley Arthur. Shelley has been with the company a number of months now, however, we have not had a newsletter since she came. She replaced Arlene Fullmer, who moved to Alaska to be near her daughter whose husband is in the military.

Shelley is very capable and friendly and will gladly assist you with any questions or concerns you may have concerning your account with Digital Security. We are happy to have her aboard.

PASSWORDS

Digital Security, as does all security companies, requires customers to have a password or account number for their monitored account. This is to protect their account from being accessed by the wrong person. To cancel an alarm you must have a password or account number. To make any changes to your account you must have a password or account number. The importance of this goes without saying.

I do not have privy to passwords in the monitoring station. However, I came across an article about passwords written Jan. 20, 2016 in *The Guardian*, which I thought interesting. This would hold true for any place that you need to have a password. It was entitled "As easy as 123456 the 25 worst passwords revealed".

According to this article they are:

123456	password	12345678
qwerty	12345	123456789
Football	1234	1234567
baseball	welcome	1234567890
abc123	111111	1qaz2wsx
dragon	master	monkey
letmein	login	princess
qwertyuiop	solo	passw0rd
starwars		

In that this article is several years old, the popularity of these passwords may have changed. However, if you use any of these you may need to rethink your password and choose another one that

is not so easy to guess. This applies to anywhere you might use a password as well as your security account.

We do not have account numbers in accounting. We file solely by name. This is to prevent confusion to the customer when he is asked by an operator in the monitoring station for his account number or password. Please **DO NOT** put your monitoring account number on your check. We do not need it in accounting and it does not need to be there for everyone who handles your check to see, from us in accounting to those at the bank. Your account number and or password should be guarded. If we see an account number on a check we black it out.

Please keep your call list up to date with the proper information of names and phone numbers. We cannot do our job if we do not have the correct information. If we cannot reach anyone when you have an alarm, we may have to dispatch the authorities, which in the case of a false alarm, may result in a fine for you.

Terrie Justice, Monitoring Station Assistant, does a good job of sending out updates for your monitoring information. She spends considerable time doing this. It is basically your job, not hers, to keep your information current. If you have changes in contact names or phone numbers, please call immediately and let us know what they are.

Terrie will thank you, and we will be better able to do the job you want us to do.

Don't be afraid to use your Alarm System

You installed an alarm system for a reason. The main reason is to keep you safe from intruders. Do you fail to arm your alarm system for fear of setting it off accidentally and possibly incurring a fine?

If you should have a false alarm, it can be unnerving, but it can be taken care of. Simply call the monitoring station, give them your name and account number or password and let them know it was a false alarm. **REMEMBER when an alarm is sent the security panel seizes your phone line for a period of time**, so if you have a cell phone use it to call the monitoring station for quicker contact.

All of us are guilty of setting off our alarm system by mistake from time to time.

It is important to use your alarm system. We frequently read in the paper or hear on TV of incidents of someone trying to enter a home or business illegally. Your burglar alarm may foil an attempt to illegally enter your home or business.

If you have any question about the operation of your alarm system please call us and we will have a technician instruct you on its' use.

If your system is not operating correctly call and make an appointment with a technician for service.

Remember to replace your batteries in your panel and your sensors as needed.

Call us with questions - 757-827-1250.

For your convenience

Digital Security can set up automatic credit card or debit card payments or debit to your checking account. Call the bookkeeping office 757-827-1250, and we will be happy to set an automatic payment up for your monitoring billing. Service will not be automatically charged to your credit card or checking account unless you instruct us to do so.

If you have something good to say about Digital Security, please give us a review. There is a button at the bottom of our website home page, which says "click here to leave us a review on google". We would appreciate anything good you have to say.

Thank you in advance.

When you are going to be away:

Summer is just around the corner and many people will be traveling. Before you go:

1. Stop mail delivery.
2. Have newspaper delivery held.
3. Have a neighbor check on your home.
4. Have lights come on and go off as if someone was at home.
5. **Call the monitoring station before you leave:**
 - Tell them when you are leaving and when you will return.
 - Give them emergency contact numbers to call if there is an alarm.
 - Give them names of anyone who will be entering your home while you are away.
6. Make sure anyone entering your home has a code to arm and disarm your security system and that there is a password on file for them so that any accidental activation may be canceled.

Have a good time with the peace of mind that your home is being monitored for any incidents while you are gone.

Call the Monitoring Station at 757-838-0100 or the Office at 757-827-1250 or 800-666-6486.



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