



Community
Association
Program

COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

SUMMER 2018

ADT GO: ALWAYS THERE, NOW EVERYWHERE

Add ADT GO services to your monitored ADT Security System.
Download the app for free from the App Store or Google Play.

Location Sharing

ADT Go with real-time GPS location data, private family maps and push notifications makes it easier to keep track of everyone as you all go about your days and nights.

SOS Emergency Response

With ADT Go, you and your family members are one button away from help in an emergency. Just hold the SOS button and ADT is notified. We'll contact you to make sure you're okay and alert emergency responders if not.

Crash Detection & Drive Report

Add another level of safety on the road with automatic crash detection and emergency notification, multi-point driving reports, and 24/7 roadside assistance. *Crash detection may not detect 100% of automobile crashes.*



**For more information, or to add ADT GO to your service, please call
ADT's Community Association Team at 800-878-7806**

Additional charges for ADT Go services apply. For features to work, your phone must be on, powered, & functional.

HURRICANE SEASON 2018 IS HERE—ARE YOU PREPARED?



The 2018 Atlantic hurricane season officially began on June 1 and will end on November 30. The Pacific hurricane season runs May 15 to November 30. Every year when warnings are announced, residents in affected areas go into a frenzy shopping for water, buying wood, and taking steps to secure their homes. Advance preparation is recommended to increase safety and reduce stress.

ADT WANTS YOU TO BE PREPARED AND STAY SAFE.

Prepare now

- Keep a two-week supply of basic food and water supplies and prescription drugs on hand. Remember supplies for pets. If the power goes out, banks may be closed and ATM's will not work, and you may need cash for groceries, gas, etc.
- Based on your location and community plans, make your own plans for evacuation or sheltering in place.
- Become familiar with your evacuation zone, the evacuation route, and shelter locations.
- Keep important documents in a safe place or create password-protected digital copies.
- Protect your property. Maintain landscaping. Trim trees and hedges. Make a storage plan for patio furniture and lawn ornaments. Permanent storm shutters offer the best protection for windows. A second option is to board up windows with 5/8" exterior grade or marine plywood, cut to fit and ready to install.
- Review insurance policies. There is normally a 30-day waiting period before a new policy becomes effective. Homeowners polices may not cover damage from the flooding that accompanies a hurricane.

Assess your security system

- Ensure that you have adequate coverage. Consider additional protection like a monitored carbon monoxide detector, smoke or heat detectors, flood sensors, & electrical surge protection. Update your emergency contacts by visiting www.MyADT.com or by calling our **Community Association Service Center** at 800-878-7806.
- Your system has a battery backup that can work up to 24 hours when power goes out. If the battery gets low, the system will beep and a "low battery" message will appear on your keypad. You can enter your "code and off" to silence the beeping. If your power is off for more than 24 hours, your system will stop working. Once power is restored, the battery will automatically recharge.
- If your telephone line or cable communication goes down, your system will not communicate with the monitoring center but will still sound locally. You may see "FC" in your keypad. If your system has an ADT Cellular Communicator, the monitoring center will receive a signal as long as cellular service remains.

HAVE YOU TESTED YOUR SECURITY SYSTEM RECENTLY?

Periodic testing of your alarm system is essential to ensure communication and proper function. Systems should be tested each month. There are two types of tests to perform: testing the operation within your home and testing the signal transmission from your home to the ADT Monitoring Center.

Testing the operation of all door and window contacts, and motion detectors:

1. Verify that your system is in "ready" mode. **Do not arm it.**
2. Open each protected door or window, one at a time.
3. Check to see that the keypad displays the door or window you are testing is open.
4. Close the respective door or window. The keypad should display "ready."
5. Repeat this procedure for each sensor in the system.



Test the signal transmission to the ADT Monitoring Center:

Some systems are programmed to transmit monthly timer tests to the Central Station. You can check online or call ADT to see if your system has reported a monthly timer test or:

1. Call ADT's **Community Association Team** at **800-878-7806** to place your system in "test" mode. You must give your password to the operator.
2. Arm your system and cause an alarm by opening a door or window, or by tripping a motion detector. Allow the alarm to sound for at least one minute.
3. Turn off your system and reset it to "ready" mode.
4. Call ADT to verify that the signal was received and take your system off test.



If you have made any changes to your phone service or discontinued landline service, it is very important to call ADT to verify that your system is still able to communicate. When making a change in phone service providers or any time you have your phone line serviced, please call ADT to test your system. This includes changing your telephone service provider to Comcast, AT&T U-verse, Hotwire, or Voice Over Internet Protocol (VOIP). This should be done while your technician is still on site so that any problems can be immediately addressed and corrected.



WELCOME NEW COMMUNITIES

We want to extend our warmest welcome to
**Firano at Naples HOA and
 Grand Cay HOA of Miramar**
 in joining our Community Association Family!



We are proud that Firano at Naples and Grand Cay of Miramar chose ADT for concierge level monitoring, customer care and services with system upgrades, cellular communication and interactive services to enhance the lifestyle of their residents. We commend the Board of Directors of these communities for being proactive and providing additional protection and new technology to their homeowners.

INFORM NEW OWNERS OF ADT'S SERVICES AND BENEFITS

Homeowners with an ADT monitored security system may be eligible for discounts on their homeowner's insurance. We can provide certificates of monitoring for insurance companies. We can also provide property managers with letters, decals, and magnets to include in closing packages. These advise new residents of the services available under your community-wide agreement. Please contact your liaisons Bari Siegall (bsiegall@adt.com) or Eileen Arbulu (earbulu@adt.com) for any materials needed. Additionally, it is very helpful for managers to let us know when homes change owners. This enables us to maintain accurate records. Our Community Association Service Team is happy to reach out to new owners to schedule appointments to test and demo their systems!

STAYING SAFE ON SOCIAL NETWORKING SITES

Social networking is based on connections and communication. Sites encourage you to provide and share personal information. In posting information, people sometimes forget the precautions that would be standard when meeting someone in person. This may be because the Internet provides a sense of anonymity. Also, people share information and pictures wanting friends to see and do not realize the information may be accessible to others. While the majority of people using social networking sites do not pose a threat, malicious people may be drawn to them too. These are some measures to help protect yourself.



- **Limit the amount of personal information you post.** Do not post information that would make you vulnerable, such as your address or information about your schedule or routine.
- **Remember that the Internet is a public resource.** Only post information you are comfortable with anyone seeing. This includes information and photos in your profile and in blogs and other forums. Also, once you post information online, you can't retract it. Even if you remove the information from a site, saved or cached versions may still exist on other people's machines.
- **Be wary of strangers.** The Internet makes it easy for people to misrepresent their identities and motives. Consider limiting the people who are allowed to contact you on these sites. If you interact with people you do not know, be cautious about the amount of information you reveal or agreeing to meet them in person.
- **Be careful of links to surveys, contests, and free offers.** These may be phishing attempts to steal your private information. Hackers gain access through fake apps and website links. Never provide your social security number or passwords on 3rd party sites. Do not click links, download apps, or open attachments unless you confirm the sender or provider and know that the content is safe.
- **Evaluate your settings.** Take advantage of a site's privacy settings. The default settings for some sites may allow anyone to see your profile, but you can customize your settings to restrict access to only certain people. Review your security and privacy settings regularly to make sure that your choices are still appropriate.
- **Use strong passwords.** Protect your account with passwords that cannot easily be guessed. If your password is compromised, someone else may be able to access your account and pretend to be you.
- **Keep software, particularly your web browser, up to date.** Install software updates so that attackers cannot take advantage of known problems or vulnerabilities.
- **Use and maintain anti-virus software.** Anti-virus software helps protect your computer against known viruses, so you may be able to detect and remove the virus before it can do any damage. Attackers are continually writing new viruses so it is important to keep your definitions up to date.

LIFE-SAFETY AND FLOOD SENSORS ARE MONITORED 24/7



Monitored smoke and heat detectors help protect your family and belongings.

Many fires start as smoldering and generate a lot of smoke before flames erupt. With monitored sensors, authorities are given far more advanced warning than if a neighbor or passerby alerts them of a problem at your home.



Carbon monoxide is a colorless, odorless gas known as the silent killer.

By adding a monitored carbon monoxide detector to your existing security system, ADT can dispatch help to your home in case of alarm. This is especially critical in connected units like townhomes or villas.



Flood detectors can help protect your property against water damage.

They are ideally suited for a wide range of applications including bathrooms, laundry, and utility rooms—especially for homes left unoccupied for long periods of time. When water is detected, a signal is sent to our monitoring center.



These sensors are designed to send signals even if your security system is not armed.

**For more information, or to add devices to your system, please call
ADT's Community Association Team at 800-878-7806**



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2801 Gateway Drive
Pompano Beach, FL 33069
Phone: 800-878-7806
Fax: 954-272-7844

WE'RE ON THE WEB!

www.MyADT.com

Visit our secure website to
obtain operation manuals,
view alarm activity, or update
contact information today.

Articles in this newsletter are also
available in electronic format for
association newsletters, websites,
and CCTV broadcasts.

THE ADT DIFFERENCE

Our people set us apart. Our customer care team is dedicated to your safety, and taking care of the people and property you value most in your life. Our customers trust us to help protect those things that cannot be replaced, remade or rebuilt. It's a trust we've worked to earn and maintain every day for more than 140 years. And we'll continue to earn your trust 24 hours a day, 365 days a year.

Calls answered within a few rings. When you call us, we'll answer quickly - in most cases within a few rings, no matter what time of day you call. And you won't be greeted by a recording. A real person will answer and stay with you until they've helped you resolve your issue.

Service. Our technicians are highly trained security experts, with an average of 11 years experience. Our technicians are background checked and vetted, and carry ADT identification to give you peace of mind in those entering your home.

Quality control: it works for us before we put it to work for you. Before it becomes part of your security system, our engineers test our products under some of the most difficult conditions, like radio frequency test rooms and extreme temperature chambers. All to make sure they'll perform in real-life scenarios when your health and safety may be at stake. So you can rest assured that nothing leaves our state-of-the-art testing facility unless we're 100 percent certain you're getting the best quality product for your home.



FLORIDA COMMUNITIES
OF EXCELLENCE



IMPORTANT ADT SECURITY CONTACTS

Community Association Service Center & Monitoring Center (24 Hours)

24-Hour Customer Care, Service & Sales,
or to Cancel an Alarm (password needed)
800-878-7806

John Butrim

Director—National Accounts
Community Association & Multifamily Programs

Janett McMillan

Director of Sales & Marketing

Mike Zach

National Account Manager

Bari Siegall

Community Association Program Liaison

Eileen Arbulu

Community Association Program Liaison

Norman Greg Small

Community Association Project Manager

Martha Chavez

Community Association Program Coordinator

What good is a smart home if it's not a safe home?