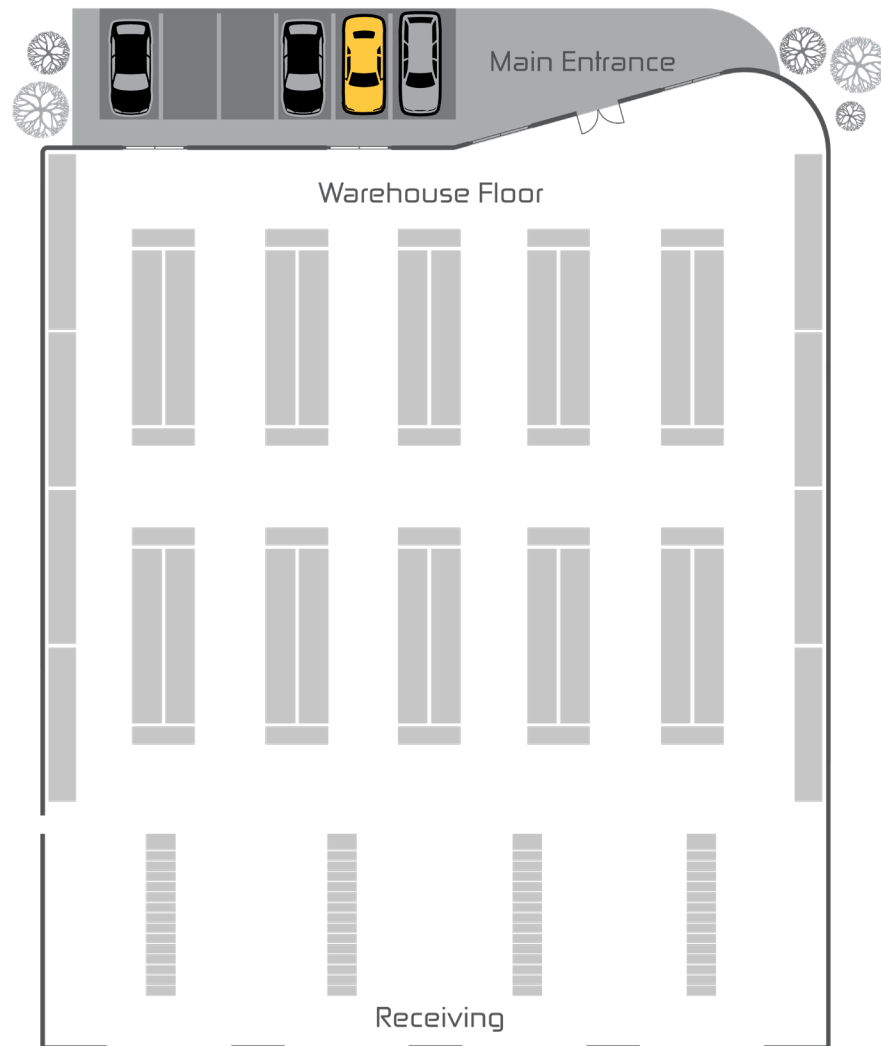# XT SERIES™ ROLE-PLAY
Excercise

Scenario:

You have cold called on a steel supply company that is interested in a security system. You have been given time with the plant manager to complete a needs analysis on what they need. This is a new business and they have never had a security system before. He tells you they don't want to over do it, but are afraid people will break in at night while everyone is gone.

Instructions:

- Break into groups of two
- Study the role-play worksheet asking key questions and getting comfortable
  with the product features
- Each person will rotate roles from (1) sales rep and (2) prospect.
- You have 5 minutes per role

FEATURE	FUNCTION	KEY QUESTION(S)
Virtual Keypad™ app compatible with Apple® and AndroidTM smartphones and tablets	Control your security system from your smartphone or tablet	What would it mean to you to be able to arm, disarm or check to make sure that you armed your system from any location?
Up to 8 Door Access Control	Simple door control can be added with the 734 Wiegand module or DMP Thinline™ keypad with built-in proximity reader and relay	Do you have any door in your facility that you would like to restrict access on?
Arm Only, Ambush Code, and Temporary User Code options	Flexibility to code assignment based on need.	Would you like to have a special code that lets monitoring center know that you needed help without setting off the alarm or alerting the bad guy to the situation?
User Codes	Program up to 30 user codes with the XT30 and 99 codes with the XT50 panels. Assign a Standard or Master Authority level to control each user's level of access to the system.	How important is it to you to give different users, different authority levels? Would you ever have over 99 different users on the system?
1100 Series Wireless Add-On	Add any 1100D Series Wireless Receiver for up to 32 wireless transmitters on the XT30. XT50 comes with 48 out of the box.	Is it important to you to be able to add security devices where wires can not be run?
Four onboard and eight wireless outputs for annunciation and control applications	Flexibility to add up to 8 wireless output devices.	Would you like to control pumps or electrical machinery with your app?
Retail Applications	Late to Open/Early to Close feature sends a message to the monitoring center if the facility isn't opened on time or closes before the scheduled time. The Traffic Count sends a daily tally of trips for the specified zone.	Have you ever wished you would get a notification that your business system is armed at close of business so you don't have to worry about it all night?
Communication Flexibility in Programming	The XT Series enables you to program a primary and backup communication path to two different monitoring center receivers. This provides one primary path and up to two backup communication paths, using the same proven technology that secures countless banks and other high-security applications.	Would you need to have redundancy in the monitoring of your system? Do you need your in-house security monitoring center to receive the alarm panel signals as well as a 24/7 UL center?
Receiver 1 and 2 Operation	Select one or two receivers via network, cellular, or dialer for messages regarding alarms, supervisory/ trouble, opening/closing, and test reports. Send all messages to both receivers, or identify one receiver for alarms and a second one for trouble messages to alert only the proper responder.	Would you need to have redundancy in the monitoring of your system? Do you need your in house security monitoring center to receive the alarm panel signals as well as a 24/7 UL center?
Onboard Wireless	The XT50 control panel offers up to 48 wireless zones on board, supporting 1100 Series Wireless devices. The 900 MHz frequency-hopping, spread-spectrum 1100 Series Wireless features two-way communication for superior operation, supervision, and battery life. Two-way communication minimizes repetitive signaling and helps to quickly identify missing transmitters. Simple keypad access can be used to verify that wireless device zones are in working order.	Have you ever worried about wireless signals being hacked or whether it actually worked? Did you know that DMP wireless products are the only American wireless security products? Did you know DMP wireless products use military grade, 900 MHz, two-way wireless that hops frequency every 32 milliseconds making it the safest most reliable wireless security on the market today? Would you like to eliminate the worry and still get the protection you need whether or not a wire can be run to the location you need for the security device to be installed?
Simple Arming	XT Series panels provide multiple arming configurations: Area arming with six separate areas; All/Perimeter arming with perimeter and interior areas; or Home/Sleep/Away arming with perimeter, interior, and bedroom areas. Users can arm the perimeter and interior at night while leaving the bedroom area disarmed.	What type of arming configuration would you like to have?
Wireless Keypads	The 9000 Series and 9800 Series Wireless Keypads are fully functioning, supervised keypads that provide installation flexibility. The keypads also include a built-in proximity reader for codeless arming and disarming.	What would you do if you wanted a keypad in a certain location, but a wire could not be run there? Would you like to be able to have a keypad almost anywhere you want it?

Programmable Outputs	Four open collector outputs can be used for a variety of remote control and annunciation applications. Each output is rated for 50 mA maximum. Add the Model 860 Relay Output Module to provide four Form C relay contacts.	Do you have any device, pumps, motors, sprinklers systems, or other special equipment that you would like control upon arming or disarming your security system?
Z-Wave® Support	Add up to 140 Z-Wave devices with the 738Zplus module for mobile control of lights, locks, and thermostats. Up to 20 favorites allow users to program multiple devices to respond to a single command or panel events like arming and disarming. Z-Wave devices can be controlled with the 7800 Graphic Touchscreen Keypad or Virtual Keypad.	Would you like to have a thermostat to your HVAC system built into every keypad hanging on your wall? Would you like to control light in the far end of you building from the keypad on your desk?
Wi-Fi Communication	Add the optional 763 Wi-Fi Interface Module to XT panels for system communication over Wi-Fi.	Would you like the peace of mind of communication that gives you two communication paths for help in the event you are in that "moment of truth" situation? How much would it be worth to know that if you were in an emergency situation, you had two paths communication and if one means of communication was down, the other would get the cry for help through?
Virtual Keypad App	Virtual Keypad provides users with the ability to access a number of system functions remotely via a cellular or Internet connection. As a dealer, the app provides the opportunity to brand it using your company logo. • At a glance, check system status including programmed areas • Arm or disarm the system in an instant • Tap any programmed outputs to turn them on or off • Adjust lighting/thermostats/locks • Video capability - up to six cameras, remote viewing • View, add, edit, and delete system schedules for arming/disarming and favorites, outputs, and doors • Users can click on the Alarm Push Notification and open the app to view a list of available camera views, giving them the ability to verify the alarm based on the video clips and live thumbnails • Users can watch real-time device activation when clicking on hotspots embedded in the associated video stream with Rooms with a View	Would you like to have complete control of most of your security system functions from your smart phone? Would you like to get a push notification when someone enters a certain area of your building? Would you like to remove a person from your system from home, vacation, or anywhere you are on your smart phone?
Virtualkeypad.Com	Users can access their security system via Internet connection on a tablet or computer. Customers log in to VirtualKeypad.com with their login and system user code.	Are you a windows users? Would you like to control functions of security, access, automation, and video from a single web portal?
False Alarm Features	Providing a way to reduce false alarms, both Cancel/Verify™ and the False Alarm Question prompt users to validate whether an alarm has occurred after entering their code. In a Home/Sleep/Away or All/Perimeter system, the user can either press Verify or Yes to manually confirm a valid burglar alarm, and an alarm is then sent to the monitoring center.	How would you feel if your security system could help you reduce false alarms by asking you this simple question, "Is this a false alarm?" allowing you to answer before sending the wrong message to the police?
Keypad Shortcut Keys	Keypad shortcut keys are provided to simplify operation and allow the user to more quickly arm, check in, monitor, exit, or reset the system. One-button arming creates the simplest keypad available. Use the one-button shortcut keys for common functions.	Have you ever been in a hurry and would like to have a shortcut to save time? Would you be interested in setting up shortcut keys for one button arming?

Cross Zoning	This powerful, false-alarm-reduction feature allows multiple zones to be cross-zoned and report alarms only when two or more zones fault within a programmable time of 4 to 250 seconds. If just one zone trips, only a zone fault report is sent to the monitoring center.	Cross zoning is the ability of the control panel to require two or more zones to trip before it sends an alarm signal to the monitoring center. Would you like to eliminate the worry of creating costly fines that come with false alarms by putting custom designed, American made, security panel on your property?
Event Memory	The XT30 logs up to 100 and the XT50 logs up to 200 user and system events that you can view at any time through a keypad User Menu option. The Display Events feature allows users to view stored events such as openings and closings, zone events, user code changes, and supervisory events.	Would you like to see up to 100 or 200 user events from your security system? Would you like to know who armed or disarmed your security system? Are there times that you need to go back 100 to 200 events to see what exactly happened?
Zone Inactivity	With Zone Activity Hours, you can easily monitor a person living alone. If there is no activity at the premises within the programmed number of hours, the monitoring center receives an alert. It's the perfect companion for customers looking after aging adults.	Do you have an area of your building that should have movement within a certain period of time, and if there isn't you would want to know about it no matter where you were?
Zone Audit	The Zone Audit feature allows programming the panel to send an alert when the sensor fails to trip within the specified number of days. This feature helps identify potential sensor problems, including sensors deactivated to bypass faults or blocked sensors.	Is there a door or certain area of the business that must be checked on a regular basis? Would you like to get notice if that areas was not checked on?
Retail Applications	Late to Open/Early to Close feature sends a message to the monitoring center if the facility isn't opened on time or closes before the scheduled time. The Traffic Count sends a daily tally of trips for the specified zone.	Would you like to get notified if your business opened late? Would you like to get notified if your business closed early?
Fully Supervised	You're kept fully informed of system status. The unit sends full reporting messages including zones, areas, and users, with all names and details included. Full supervision ensures that the cellular or network communication path is intact and functional.	Is it important that the security equipment you invest in is fully supervised?
EASYconnect Technology	EASYconnect enables the control panel to establish an outbound connection to SecureComTM over Wi-Fi. This allows for an effortless installation of network panels without any customer router programming, providing extremely quick app connection times.	Would you like to know that the security system does not need any customer router programming to get a network connection to help?

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