The Monitor

Blue Ridge Security Solutions

Fall 2016

for all Blue Ridge Security Solutions Customers

A subsidiary of Blue Ridge Electric Co-op

www.blueridgesecuritysolutions.com • 1-888-407-SAFE (7233)

The Blue Ridge Advantage at Your Fingertips

Offering our customers the highest level of customer service with the latest technology in the industry has always been our goal at Blue Ridge Security. Below are just a few of the features and resources that are available to you as part of our commitment...

Online bill pay

Online bill pay through Blue Ridge Security offers you a FREE, fast, convenient, and secure way to pay your bill—24 hours a day, 7 days a week. Plus, it gives you the ability to view your payment history, your alarm activity, your service history or update your call list.

Sign up is easy with these quick steps:

- Go to https://payment.blueridgesecuritysolutions.com/ **OR** go to https:// blueridgesecuritysolutions.com, click My Account at the top right, and then click Pay Your Bill Online.
- Click Signup (first time) underneath the login button.
- Enter your Subscriber ID. You can find this 5-digit number on your last bill. This number is your bill payer ID on your invoice and is located on the right-hand side below the invoice number.
- Enter your preferred email address.
- Enter a password of your choice (must be at least 6 characters). This password is used for your bill pay login only. This password is NOT your password that you currently associate with your account.
- Enter the remaining requested information and click Create New Account.

Total Control App & Browser

With our Total Control App and Browser you have the ability to remotely control your alarm system and home automation features—all from your smartphone, tablet, or computer. Your security system can do more than just keep you secure. It can lock your doors, turn your lights on and off, and set your thermostat. Features that were only available in high-end, high-cost home automation systems are now affordably yours. Use the Total Control App or Browser to manage your security system wherever you go and access features such as the following:

⇒ View and record video surveillance cameras

⇒ Select from Home, Sleep, and Away arming options

⇒ Control home automation devices: lights, appliances, thermostats and locks

⇒ Check your system status or check history of events to be sure your home is armed

⇒ Arm or disarm your system in an instant

⇒ Add, edit, and delete users

⇒ Receive notifications on the alerts that are important to you

⇒ Manage system schedules

⇒ Control multiple devices with one tap

⇒ Manage multiple systems with a single login

We hope you will take advantage of these resources and enjoy the benefits of being a Blue Ridge Security customer!

Have **TOTAL CONTROL** of Your Home While Away.

BlueRidgeSecuritySolutions.com

Changes in Cellular Industry Affecting Alarm Systems

A change in cellular technology is dramatically affecting alarm systems throughout the country. In our previous issues over the last year, Blue Ridge Security featured articles that discussed AT&T's decision to shut down the 2G wireless network and how it may affect your alarm system. This shutdown, known as the 2G Sunset, will be complete by the end of 2016 and is already affecting many locations across the country (including parts of the Upstate), as AT&T converts from GSM (Global System for Mobile Communication) 2G to other technologies. These changes within the cellular industry not only affect Blue Ridge Security but also many other security providers throughout the country.

Wireless alarm systems communicate via cellular networks like the 2G, 3G and 4G networks. For years the security industry adopted AT&T as the provider for cellular communications for alarm control panels. Many wireless alarm systems were installed with a 2G compatible GSM device that can only communicate via the 2G wireless network. As the 2G network ceases to exist, these alarm systems will no longer be able to communicate alarm signals.

It is essential that you test your system on a regular basis. Blue Ridge Security can provide instructions on how to properly complete this test by calling our office, or you may find these instructions on our website on our FAQ page. In the event that your system is not communicating properly, please call our service department at 888-320-1992, or visit our website to complete a Request a Service Call form (found on our Contact page).

In the event that your system is affected, you will need to upgrade your current 2G cellular communicator to a newer communication pathway. Blue Ridge Security will be contacting you about this upgrade if your system is affected. It is important to note that not all systems will be affected.

We are working diligently in an effort to be proactive and ensure that your service is not interrupted. It is our goal to transition through this process in a timely manner while continuing to provide the excellent service and quality that Blue Ridge Security Solutions is known for.
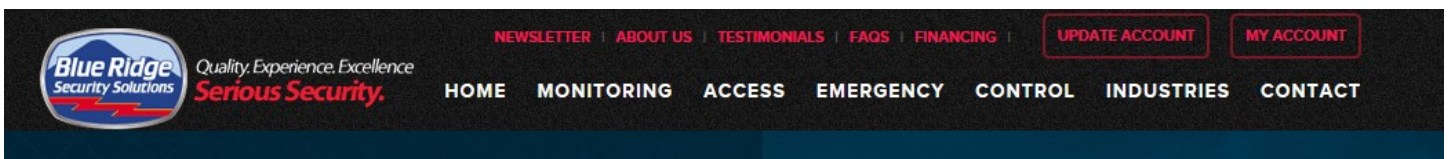
Website Forms

Easily complete one of our website information forms to request a service call, update your account, or request information on new products and services. You can even refer friends and family to receive free monitoring. Simply fill out the appropriate information, click submit, and a Blue Ridge representative will contact you shortly thereafter to confirm your request. Visit our website at blueridgesecuritysolutions.com and we'll do the rest!

And the Winner Is...

Congratulations to **Tod and Cindy Schmidt** for being the winner of the Yeti cooler drawing! Thank you to everyone who participated and updated their account online with us. As technology and the way we communicate changes, it is important to update your account on a regular basis to ensure we have your most current contact information. Stay tuned for our next drawing!