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## “People Helping People Make A Difference”

### “Exceeding our Customers Expectations” is more than just a slogan!

A prospective customer once told me that “Nobody rents office space or buys a building because of *The Great Fire Alarm System* that’s installed, so don’t think you are doing me a favor.” Regardless of the Fire Marshal’s advice the customer was very insistent that he wanted the *minimum* alarm system that he could *get away with* at the *lowest* cost.

It’s an attitude we hear a lot of lately, *especially in this tight economy*. Is that what a good customer really wants? Do we really want customers or their referrals that *only want* the lowest price no matter what?

A *good customer* wants a company who has a knowledgeable, well informed staff. A staff that can work the customer through a problem or issue and sends prompt, reliable service 24/7, service that is backed with knowledgeable staff members and the materials to fix the problem. If the problem cannot be solved on the spot a good staff member follows up to find the answer, admitting what they can or can not do, and if need be, referring the customer to someone who can help.

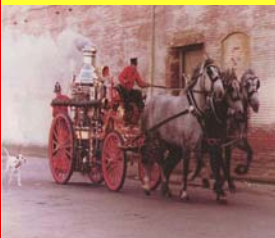
By “*Exceeding our Customers Expectations*” we add value to our service, a service that greatly contributes to the *life and safety* of a building and its occupants. *Good Customers* and their referrals appreciate this and Briscoe prides itself in providing it.

This is why in one of the worst economies since the Great Depression, a year of cut-backs, give backs, layoffs and downsizing, we are holding our own and will be able to offer a *Merit Bonus* to all of our co-workers that qualify (details to follow).

Teamwork makes us work!

*Bob*

**Bob Williams**  
Chief Co-Worker



## Congratulations

As usual there are lots of exciting things going on at Briscoe. We have brought on board three new employees since our last Newsletter and some of our office staff and technicians have been working hard training and obtaining certifications. So congratulations and welcome to our newcomers!



## Jennifer L. Voorhies



Jen brings to Briscoe 10 years of experience in the Fire Alarm Industry. She is very familiar with many of our Vendors and Dealers. Jen is always willing to help and a pleasure to work with. We welcome Jen to the Briscoe team.

## Stephen T. Hannay

While in high school Stephen began working for his uncle fixing and installing electrical, burglar, and CCTV systems. After graduation he continued his technical career and is proud to have become the youngest supervisor at his job. Stephen prides himself on being part of the rebuilding of the World Trade Center and is proud to be a member of the Briscoe Team.



# Rhonda Juliano



Rhonda is our newest member of Briscoe's Marketing Department. After having her own children's tie-dye clothing business she went back to school in 2006 and received a degree in Graphic Design. Rhonda is married, has 3 daughters and 2 beautiful grandsons. She is excited to be a part of the Briscoe Team and can be reached at 631-864-8666, ext. 230.

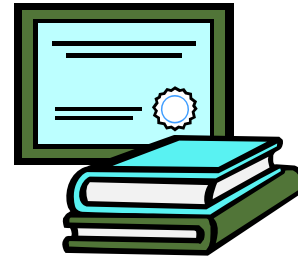
## Certifications Obtained

**Tom Manning** proudly emailed the following certification update, "I am pleased to announce that **Abelardo (Landy) Ramos, Elgidio (A.J.) Gutierrez, Rolando (Rollie) Flores, Steve Vargas and Ray Somwaru** have all successfully passed the examination for *Certificate of Fitness for Extinguishers*. All three deserve kudos, and each will receive a savings bond for a job well done."

**Stephen (Iceman) Hannay, Jennifer Voorhies and Denise Rueda** have passed the *Certificate of Fitness* exam for servicing smoke detectors citywide.

And our newest office member **Rhonda Juliano** jumped right in and now has her S-95 Certification!

Congratulations To All !!!



## The Winner Is

**JJ won the 2009 Fall Sales Contest.**



# Word Search Contest



To be eligible for the contest email your completed answers to Rhonda at rhondaj@briscoeprotective.com or fax to 631-619-9397. All submissions must be 100% correct to be eligible for the drawing. One technician and one office winner will be drawn. The prize is a Starbucks Gift Card. GOOD LUCK !

## Briscoe's Word Search Contest

t s m z b e p i p d n a t s e  
u a u y t i r u c e s n a x l  
l r c p g i o v v m n v t v e  
l e x h p a u p d o x i a o n  
n o i t a r u g i f n o c d a  
s j e b l m e t j g l l d e p  
q e m q o a a s u p f a a k l  
n s c l u c c i s i w t t r o  
n p o i i i s i r i n i a o r  
u k l l v h p m n h o o b w t  
r o p x e e w m j h c n a t n  
m p s r l a d r e v c s s e o  
a z s x r r v d k n u e e n c  
d e t e c t o r s y t v t p o  
s u p e r v i s i o n r l e n

- WORD BOX**
- application
  - configuration
  - control panel
  - database
  - detectors
  - devices
  - equipment
  - extinguishers
  - firmware
  - networked
  - security
  - standpipe
  - supervision
  - suppression
  - technical
  - violations

## Check Out Our New Logos



As uniform items need replacing they will be updated with the new logos. Contact marketing if you have any questions. Our web and all other logo items will be updated on an ongoing basis.

## Briscoe In The News

Two Leake & Watts staff members - Cynthia Stanislous-Robinson, Crisis Intervention Specialist for Family Foster Care, and Anthony Aponte, Teacher's Aide at Biondi Elementary School - have been honored as "Employees of the Year." In recognition of their service, the two have also been presented with the "**Bert Briscoe Award.**" The presentation took place at Leake & Watts Annual Employee Awards Dinner hosted on May 12, 2010. Denise Rueda and Jim Carroll commemorated each of the employee's hard work and dedication as they presented them with a plaque and a \$250.00 savings bond. An article of the event appeared in the May 24th issue of the New York Nonprofit Press.

You can view the entire article on the next page.

# NYNP New York Nonprofit Press

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### This Month's Issue



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## Leake & Watts Staff Receive Briscoe Award

Thursday, 20 May 2010 15:05



Two Leake & Watts staff members -- Cynthia Stanislous-Robinson, Crisis Intervention Specialist for Family Foster Care, and Anthony Aponte, Teacher's Aide at Biondi Elementary School -- have been honored as "Employees of the Year." In recognition of their service, the two have also been presented with the Bert Briscoe Award by Briscoe Protective Systems. The presentations took place at

Leake and Watts' Annual Employee Awards Dinner hosted on May 12, 2010 at the Board of Directors and Executive Director Alan Mucatel.

The Briscoe Award is given annually to honor the memory of the Briscoe's President's grandfather, Bert Briscoe, who insisted on the importance of corporate responsibility to the community. Briscoe Protective Systems designs, monitors and services fire and security alarm systems with a special focus on meeting the needs of nonprofit human service agencies. The award was given to Stanislous-Robinson and Aponte after Briscoe selected Leake & Watts as this year's non-profit recipient. Denise Rueda and Jim Carroll of Briscoe Protective Systems, Inc. commemorated each of the employee's hard work and dedication as they presented them with a plaque and a \$250 savings bond.

As part of the award presentation Mucatel shared examples of the distinction that the seven distinguished employees displayed in order to earn the Employee Excellence awards. Five other employees were honored for Employee Excellence in the areas of Respect, Achievement, Safety, Responsibility, and Management, and over 80 employees were recognized for 5, 10, 15, 20, 25, or 30 years of service to the organization.

The Employee Excellence Award in the category of "Respect" was awarded to Humphrey Crump (Mt. Vernon), Teacher at the Carol and Frank Biondi Education Center. The Employee Excellence Award for "Achievement" was awarded to Yasmin Scott Davis (Bronx), Child Care Counselor at the Leake & Watts Mother/Infant Program. The Employee Excellence Award for "Safety" was awarded to Roger Reyes (Yonkers), Maintainer with General Services. The Employee Excellence Award for "Responsibility" was awarded to Cedric Chapman (Manhattan), Residential Habilitation Assistant for Developmental Disabilities Services. The Employee Excellence Award in the category of "Management" was awarded to Leslie Wright (Yonkers), House Supervisor at the Residential Treatment Center.



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# Field Update

**Briscoe Techs- “ Making it work, and keeping it working !”**

## i064 and i0500: Firmware Version 1.2: Mapping Issue

### Issue

On i064 and i0500 systems using version 1.2 firmware or earlier, the mapping feature does not correctly re-map Signature devices after they have been swapped.

As a result, system responses intended for one location follow the swapped devices to the new location.

### Solution

If you have an installation that does use Signature mapping and you suspect, or know, that devices have been swapped on one or both loops, use the procedure below to re-map the Signature loop as soon as possible. Perform this procedure every time you swap devices on a loop.

1. Log on to the control panel.
2. Go to the Loop Configuration Menu  
(Program > Advanced Program > Loop Configuration).
3. Disable mapping (Mapping > Select Loop 1 > Disable).  
Note: Loop selection is not required on single loop systems.
4. Choose Save.
5. Return to the Main Menu screen then wait approximately 10 seconds.
6. Go to the Loop Configuration Menu.  
(Program > Advanced Program > Loop Configuration).
7. Enable mapping (Mapping > Select Loop 1 > Enable).
8. On systems with two loops, repeat steps 2 through 7. Select Loop 2 instead of Loop 1.

Mapping the loop reassigns the proper addresses to the swapped devices. If the control panel indicates a map mismatch, investigate the cause of the mismatch before accepting the map (perhaps two different module types were swapped or there was a wiring change). Never blindly accept a map to correct a map mismatch.



*The New EST iO Panel*



# Programmers Air Cards

In an effort to increase productivity and efficiency, Briscoe has equipped their Programming Field Technicians with Wireless Air Cards. By utilizing these Air Cards, the Technicians will have the ability to instantly receive vital information from the support staff in the office, thus enabling the Technicians to spend more time on the task at hand.

## 10 Password

The EST iO Small Analog Fire Alarm System has a feature that will allow Briscoe to keep a certain level of proprietorship over newly installed systems. The standard Briscoe password shall be used for all iO panels.

1. Open Project in iO-CU
2. Explode Project Tree on left side of screen to reveal Panels
3. Click on Panel Tab to reveal Properties screen on right hand side
4. Scroll down to Password field and enter Briscoe password
5. Scroll down to Level 2 password field and enter Briscoe password again
6. Save project
7. Go to Keypad on the Panel
8. Press Menu
9. Choose Program
10. Enter the default Level 2 password of 2222
11. Select Level 2 Password
12. Type the old password (2222) and hit Enter

Type the new password (Briscoe's Password) and hit Enter

You will then have the ability to communicate with the Panel using the iO-CU on your laptop.



## EST3 0604 Internal Fault Events on Networked Systems

### Introduction

This bulletin is to inform you of an issue related to 0604 Internal Fault events on networked systems, and how to resolve it.

### Issue

On networked systems, the activation or restoration of a 0604 Internal Fault event on one control panel may cause other control panels to activate responses based on unrelated event types, such as trouble, monitor, alarm, device restoral, etc. As such,

the system response of these control panels may not reflect actual system status. The typical causes for 0604 Internal Fault events include:

- The activation and restoration of an unconfigured device.
- Adding devices to the 3-SDU database for a loop controller then downloading the loop controller database but not the 3-CPU database. In this case, the control panel also reports a Database Out of Sync w/CPU event when the unconfigured devices activate.
- A defective CPU or loop controller.
- Replacing a 3-CPUx without first downloading the database. In this case, the default database in the new 3-CPU3 will not include the devices installed in the system.

continues next page

## Continued: EST3 0604 Internal Fault Events on Networked Systems

### Solution

To prevent 0604 Internal Fault events from activating unrelated responses on other control panels, you need to update the 3-CPU application code. Version 3.71 is available for users who are running Version 3.7. Version 3.61 is available for users who are running Version 3.6 and do not want to update to Version 3.71.

In addition to fixing the 0604 Internal Fault event issue, Version 3.71 includes the following updates:

- The ability to enable, disable, activate, and restore AND Groups between 500-999 through Fireworks (ECP Protocol).
- Analog Addressable detectors now display the correct sensitivity setting in the Device Maintenance menu.
- AND Groups will not cause false alarms when restoring and disabling multiple AND Groups.
- Enabling devices in Service Mode will not cause false alarms.

Previously, false alarms could occur while a device was in service mode if the device was activated, then disabled, and then enabled.

- NAC will activate correctly after being enabled during an alarm.

Previously in the European Marketplace, if a NAC was disabled and an alarm triggered, the NAC would not activate when it was enabled.

If you have experienced the 0604 Internal Fault event issue described in this technical bulletin, installing one of the above versions of 3-CPU application code will ensure any future 0604 Internal Fault events are not propagated through a network as an unwanted device event type.

If you experience the 0604 Internal Fault event issue while the system is running normally (i.e. no programming or hardware changes are being made), please contact Technical Support.

You will be requested to provide the following:

- The SDU project.
- The HISTORY Report WITHOUT TEXT from the panel that generated the PP 00 0604 fault (for the time of the event).
- The LRM Revision Report from the panel that generated the PP 00 0604 fault.

## **iO V2.0 has Arrived**

The new version of iO Firmware has been released along with the iO-CU V3.2. There are many new features that this version of Firmware and Software now possess. The key feature for Briscoe is that it now allows for latching of the fan shut-down and programming of a manual fan restart switch. Please log on to EST.net for the Configuration Utility, Release Notes, and revised Technical Reference Manual.

## **Briscoe now Running 3-SDU V3.74**

Please log on to EST.net and download the latest version of the 3-SDU. All Programming Techs should be running V3.74 to maximize field efficiency.

## **Remember**

All previous courses are available upon request in PDF form. Please contact J.R. at extension 217 or 631-774-7607.

For any suggestions for course material or requests for training please contact either Troy or J.R. All suggestions are welcome and needed in order to ensure that we are building the best Briscoe that we can.

# Briscoe Events



Bob Williams and Denise Rueda welcomes Mary Napolitano and her dad Vincenzo to Briscoe Protective Systems in Centereach, NY.

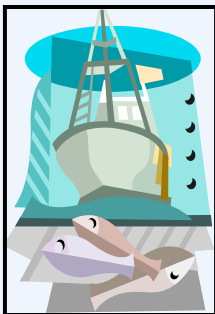
The 2010 Bert Briscoe Memorial Scholarship was awarded to Mary Napolitano at the recent 5 Borough dinner. This year's award was a \$1000 scholarship. Mary was selected for her outstanding scholastic achievement and her involvement in community activities. Mary's father, Vincenzo Napolitano, of Napstar Electric, is a licensed electrician and belongs to the 5 Borough Electrical Contractors Association.

Our employees were on hand to represent Briscoe at the 5 Borough dinner where the scholarship was being presented.



Pictured Left: Award Winner Mary Napolitano with Bob Williams, his daughter Jen and son Ray.

Right: Denise Rueda, William Conroy and John Jurena.



**Get Your Sea Legs Ready!**  
J.R. will be in touch soon with information regarding a Briscoe Fishing Outing.

