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## “People Helping People Make A Difference”

### “People Helping People make a Difference”

Many of you might not know it but it's the Briscoe Motto and it's a part of our Mission Statement, but what does it mean to you?

To me *it's being part of a business that provides for the life safety of others*, it's something we can all be really proud about. Our customers put their trust and faith in us enough to let us control and maintain the systems that can mean the life or death of many people in a building especially in a High Rise Scenario.

*It's all about character as well.* My grandfather Bert Briscoe defined character as “*Doing the Right Thing when No One is Looking*”. To me character means sending back or crediting an overpayment even when a customer doesn't realize it, testing and cleaning ALL the detectors and going back to the rooms you couldn't originally get into or specifying the *right system* for the customer.

It's all part of what we do and who we are at Briscoe. but what about our other responsibilities to our customers and to our community? We at Briscoe are making a difference there as well.

A few years back, some of you may remember we all gave to the Hurricane Katrina Fund, but it didn't stop there. Earlier in the year, at the request of Mother Teresa's Order, *The Missionaries of Charity*, we paid to repaint the men's shelter they run in the South Bronx. Recently, we gave to a Homeless Mission on the South Shore of Long Island that had their building destroyed by fire. We also donate to all our non -profit customers during the year as a way of giving thanks for their business.

In 2010, with Denise coordinating, I am asking all of you to suggest ways we all can *Give Thanks and help others*. Not just with money but with our time and talents as well. Maybe it could be “Building a House” with Habitat for Humanity, and we could involve our families as well. It's a part of our Corporate Community Responsibility.

As we come quickly upon the Holiday Season, I have much to be grateful for, especially having the pleasure and the privilege of working with a group of caring professional like all of you.

Warmest Regards for the Holiday Season,

**Bob Williams**



## Promotion Congratulations!!



Dave was recently promoted to Vice President of Operations. This is the first promotion in this title in Briscoe Protective Systems history. As a surprise Dave's family stopped in to share the moment.



## Fall Season Is Wine Season



The Secret Talents of Briscoe Employees.  
Dave said, "This is what gives the family wine that special flavor."

# Tradeshows In Review



**Pictures of  
Recent NYARM  
Trade Show at  
Tavern on  
the Green**

Trade show exhibiting has become a strong focus in our marketing strategy.

We have been exhibiting at new shows such as NYARM and BOMA NY. These shows are allowing Briscoe to focus on specific types of customers such as property managers. There are additional new shows slated for 2010 which should help in getting our name out there!



## NYCFD Code Changes Prompt Seminars

Recent Fire Code revisions have caused all buildings with fire alarms installed in them to have a designated person to take an exam and become certified. Many buildings that had been exempt in the past, now fall into the new certification category, previously certified personnel must take the new test.

Briscoe has stepped up to the plate and has created a training seminar to prepare people for the S-95 Exam. The outline for the exam has been prepared under the supervision of a New York State Certified Course Instructor. JR and Denise recently passed the exam. JR is spearheading the seminar program and will be assisted by Denise.

## New Direction

Besides the S-95 prep class seminars, Briscoe has also made themselves available to associations and trade shows by offering free seminars on Fire related themes.

In addition to creating good will with these organizations, it also offers us the opportunity to network with seminar participants and allowing further follow up and potential new clients. We have received positive feedback to date.



**Dana Ferrer from GE and JR speaking  
at NYARM trade show seminar**

# Bert Briscoe Award of Distinction

Our most recent Bert Briscoe Award was given to 5 employees of The Center For Family Support. These people really fulfill Bert's motto, "To be your best and give 150% to everything you do". Spokesperson Sharon Lax said, "the employees are really touched that an outside organization has recognized them."



# Word Search Contest



To be eligible for the contest email your completed game to Denise at [deniser@briscoeprotective.com](mailto:deniser@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 Dunkin Donuts Gift Card. **GOOD LUCK!**

## Fire Alarm Vocabulary

Z	O	J	X	N	P	S	H	M	X	S	E	R	G	R
E	H	O	O	U	P	E	O	C	S	I	R	B	E	E
Q	E	C	L	E	E	T	E	P	E	Y	P	D	I	P
E	A	L	A	K	S	E	L	K	I	P	O	M	V	M
Y	T	K	O	M	Z	W	H	F	O	C	F	J	V	A
N	E	M	H	B	S	J	E	J	K	L	J	A	Q	T
R	S	B	D	O	O	R	S	N	F	Q	W	R	R	Q
G	P	U	O	S	R	V	N	G	O	W	A	B	Z	S
U	W	L	Z	R	Q	N	E	I	A	Z	T	M	Q	N
E	J	D	B	B	T	H	V	Q	L	A	E	K	A	A
E	L	I	Y	V	O	S	Z	C	D	T	R	O	F	F
P	O	O	L	R	P	R	I	F	S	R	F	L	N	B
B	H	G	I	Z	K	N	T	F	O	Z	L	X	G	D
D	Z	W	F	R	G	L	K	M	V	D	O	K	M	L
Y	I	X	U	A	S	A	M	P	Y	B	W	K	Q	K

AMP  
DOORS  
HORN  
SMOKE  
TAMPER

BRISCOE  
FANS  
LOOP  
SPEAKER  
WATERFLOW

CODE  
HEAT  
PULL  
STROBE  
ZONE

# Long Island Soup Kitchen Destroyed in Fire



On Sunday November 15th the headquarters of Hope For The Future Ministries was destroyed by fire. This included the kitchen, the food storage warehouse, offices and the refrigerated van. Police say the fire appeared to be intentionally set.

## Who they are:

It began with one woman seeing a need and gathering some friends to make sandwiches and delivering them to the people on the streets of New York. Today Pastor Diane Dunne, and the team from "Hope For The Future Ministries" are a lifeline to the many poor and homeless on the Lower East Side of Manhattan and the streets of Long Island, supplying nutritious hot meals, pantry bags and even a church where people can be accepted. (info taken from online sources)

## Briscoe Reaches Out



Pastor Diane Dunne (picture taken from online)

As soon as Bob saw the Newsday article describing the terrible loss of Hope For The Future Ministries food pantry, he set the wheels of action in motion and Briscoe reached out to our Farmingdale neighbor. A check for \$500 was sent to Pastor Diane Dunne for her to use where it would be the most needed.

This tragedy is even more striking since Thanksgiving is fast approaching and their services would have provided holiday food to those most in need. It is very appropriate for a company, such as Briscoe to feel so passionate about this tragedy since we are in business to provide Fire Safety Products and Services.

Once again Bert Briscoe's words ring true, **"People helping people make a difference."**

We hope all goes well with their efforts to rebuild the food pantry. Please see page 6 for those of you wishing to do something extra to help out the soup kitchen. There is a list of items needed and drop off locations.

## Drop Off Points For Donations

The good news is that although the building and contents were destroyed, the ministry lives on through the many people who have offered their support in prayer, finances and practical gifts such as office space and replacement food. For those of you who wish to donate practical items such as :

- Non perishable food (cold storage was destroyed in the fire)
- Toys for use as Christmas presents for the many children supported by the ministry
- Hats, scarves, sweatshirts, long johns, vests and other items that can be used as Christmas presents for adults Please note that we especially need the larger sizes (XI/XXI/XXXI)

Please remember that we can only use new boxed products. You can drop donations off at the following locations:

**Farmingdale Library** Until 23rd December  
116 Merritts Road  
Telephone: (516) 249-9090

**Amityville Library** Until 30th November  
Corner of Oak and John Street  
Telephone: (631) 264-0567

**East Farmingdale Fire Dept** Until further notice  
903 Conklin Street  
Telephone: (631) 478-9273

**Office of Dr. Higgins & Dr. Dimitri** Until Further Notice  
11 Carlton Avenue  
East Islip, NY

(info taken from online)

# Field Update

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

## Saving SDU Files (re-run)

In an effort to better organize our programs, a new standard for saving SDU files has been instituted. When making changes to an SDU program, the technicians must SAVE AS and change the Version number to that days date in the Year/ Month/ Day format.

For example: 09.04.28.

Also, a brief description of the changes must be entered in the Saved Description box along with the technician's initials.

By doing these few steps, we can be certain that our software is the latest program that is being sent to the field for revision.



*The New GE/EST iO Panel*



## New 3-LRM Installation

GE Security is deeply committed to keeping its packaging material out of landfills and reducing waste at every opportunity. As a result G.E. has changed the plastics on 3-CPU3, 3-ANNCPU3, and other local rail modules (LRMs) to reduce the amount of material installers throw away at the jobsite.

The new plastics will appear on products shipped after June 1, 2009.

# Tech Training



As part of our “Build a Better Briscoe” philosophy, J.R. McCotter will be continuing his training program with some of the newer technicians. The next class in line is the “**iO64 & iO500** Operational Training” course he has developed. Class will be conducted at Briscoe’s NYC Office on 5<sup>th</sup> Avenue. Participants will be notified of the date and time when available.

All previous courses are available upon request in PDF form. Please contact J.R. at extension 217 or on the Nextel at ID# 20.

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.

## 2-MCMN Firmware Issue

### ISSUE

New 2-MCMN modules ship with V3.2 firmware, which is not compatible with earlier network controller firmware versions. As a result, replacing an old 2-MCMN module with a new one causes system communication problems.

### SOLUTION

To prevent system communication problems, make sure each 2MCMN module and each 2-CPU module in the network has the same version of firmware. This means that if you replace an existing 2-MCMN module (one with V3.1 or earlier firmware) you must also install a 2-MCMN V3.2 firmware chip (P/N 190244) in the remaining 2-MCMN modules and 2-CPU modules.



# GE / EST Tech Facts

## 3-SDU Version 3.72 Issue

### Issue

3-SDU version 3.72 will not allow you to upload the map if there are unprogrammed device alarms on the loop during the initial startup and the loop controller microcode is version 3.71. The unprogrammed device alarm causes the loop controller to remain in “Map Pending” and prevents the 3-SDU from uploading the map.

Previous versions of the 3-SDU did not have this issue.

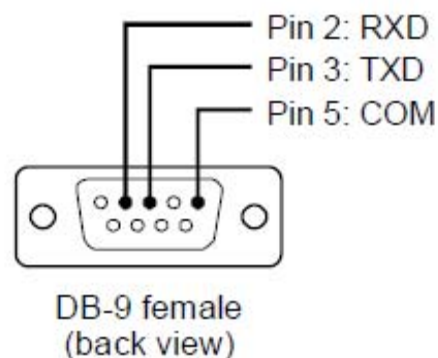
### Solution

This issue will be resolved in an upcoming release of loop controller microcode. Until then, to properly add or configure devices on the loop if they generate an unprogrammed device alarm:

1. Locate the active device. Typically, the device is a shorted input module (eg., closed gatevalve or a pulled pull station). In some cases the device may be a detector.
2. If the device is an input module, disconnect the wires on its input to cause a trouble condition. Trouble conditions so not prevent mapping. If the device is a detector, remove it from its base.
3. Upload the map. Once the proper device configuration is downloaded and the map resolved, you may connect the field wiring.

## iO 64 & iO 500 RS-232 Pinout

### DB-9 pin connections



Should you have any questions or concerns regarding any GE/EST Tech Facts or Field Notes, please do not hesitate to contact J.R. McCotter at X-217 or Nextel ID 20 for further assistance.

# *Briscoe Protective Systems 2009 Holiday Bowling Party*



*Thursday December 10th 2:30-5:30*

*Location: AMF Plainview Lanes*

*500 Old Bethpage Rd. Plainview, NY 11803*

*Food & Fun For All*

*Please RSVP to Denise by 11-19-09*

*deniser@briscoeprotective.com 631-864-8666 Ext. 214*