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## “People Helping People Make A Difference”

### The Light at the End of the Tunnel!

I would have to say that in my past 30 something years in the business, I have never seen such a challenging economy as in the past 3 years. *Even Mother Nature has been tough on us* in the last year; with unprecedented Snow Days, an Earthquake and a Hurricane that interrupted the internet and phone service in our office for almost a week!



*The good news is that I see the challenging economy coming to an end.* Vacant retail space is evaporating at an increased pace, as they are the first to vacate in a recession and the first to come back. Office occupancies are slowly inching back up as companies cautiously plan for future expansion. Through it all we have seen improvements at Briscoe with our E Service initiatives, to eliminate the fax machines and enable our customers and co-workers to be more efficient, as well as many other positive changes.

We are currently working on our E Service Requests through our web site and are going to be introducing our customers to E Security. Briscoe Vision (CCTV), Remote Key Pad and Access Control will be available through our web site or a smart phone. *I am so confident in what we have done* that over the past year we have hired 6 additional new co-workers, even when other companies were still cutting back. It's really a reinvestment in all of you. *All of this would not have been possible if it were not for the dedication and commitment of all of you!!!*

*I am proud to announce that for the 33rd consecutive year we will be distributing Annual Bonuses to all our co-workers that qualify.* This year, rather than putting it through Direct Deposit, we plan on personally handing most of them out.

I'd also like to take this time to wish you and your family a very Happy Thanksgiving and Joyous Holiday Season.

Remember “TEAMWORK MAKES US WORK!!!”

**Bob Williams**  
Chief Co-Worker



Welcome to the Newest  
Briscoe Team Members

**Brian McCrossin**



**Technician**

**Richard Sanchez**



**Technician**

**Mike Quinones**



**Sales**

**Recent Certifications**



***Briscoe is Proud to Congratulate*** Yvon Cantave, Ricardo Cusatti, Brian McCrossin and Richard Sanchez on receiving their **W-26** Certifications and Caryn Gross and Mike Quinones on receiving their **S-95** Certifications.

***And a Big Thank You to J.R.*** for his all his hard work and preparation in getting this group ready for test day at Metro Tech!

# Education

## Some Recent S-95 Classes Held

It's great to see our customers take value in their fire safety knowledge.

**PDS**

**Leake & Watts**



**Housing Works**

# Trade Shows



## BOMA NY at The Grand Hyatt Hotel

## Sunset Executive Networking at The Chateau Caterers



## NYARM at The Hotel Pennsylvania





# Events



## Bowling with BOMA Long Island

# Sales Contest

## Contest Winner!

A big **Congratulations** goes out to **Bill** for winning the **MON\$TER MADNE\$\$** Sales Contest.



**Maryann, thanks. Another great job with our sales contests.**

# HeartShare Dinner Dance

Briscoe joined their friends at HeartShare for the Annual Gala on September 19th. It was a great evening of dinner & dancing.



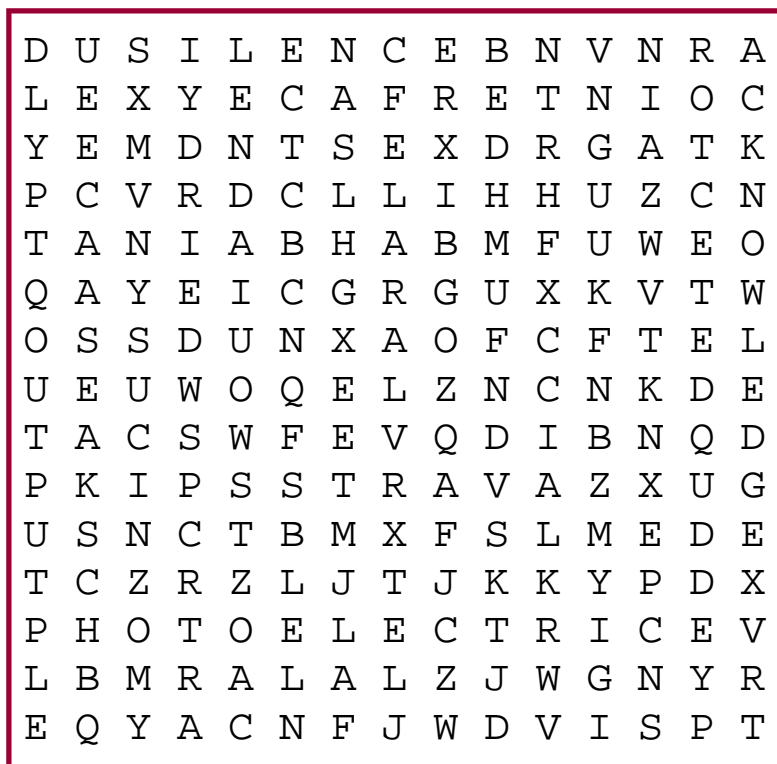
# Word Search Contest



## Briscoe Word Search Contest

To be eligible for the contest e-mail your completed game to **Caryn** at [caryng@briscoeprotective.com](mailto:caryng@briscoeprotective.com) or fax to **631-619-9397**. All submissions must be received **by November 28th** and be 100% correct to be eligible for the drawing. One technician and one office/sales winner will be drawn. The prize is a [Dunkin' Donuts Gift Card](#).

**GOOD LUCK!**



**Find the following hidden words:**

- |                    |                      |
|--------------------|----------------------|
| <b>Diagnosis</b>   | <b>Detector</b>      |
| <b>Alarm</b>       | <b>Photoelectric</b> |
| <b>Damper</b>      | <b>Interface</b>     |
| <b>Audible</b>     | <b>Output</b>        |
| <b>Acknowledge</b> | <b>Frequency</b>     |
| <b>Silence</b>     | <b>Synchronized</b>  |
| <b>Armed</b>       | <b>Strobe</b>        |

# Field Update

## Briscoe Techs - “Making it work and Keeping it working”



### iO: SA-DACT Shared Line Fault

#### Introduction

This technical bulletin informs you that we have identified and resolved an issue with the SA-DACT when using shared telephone lines.

#### Issue

When using the SA-DACT with shared telephone lines, some customers report that phone line fault events display on their panels. These fault events are sometimes accompanied by internal ground fault events, which display when they press Enter to view the details of the faults. In some instances, customers also report that the panels are cutting voltage from down-line devices on the shared phone lines, which sometimes disconnects devices in use. As the panel monitors the phone lines for ground faults, noise from down-line devices can trigger these supervisory events. This causes the panel to cut the voltage from the down-line devices as it rechecks the lines.

#### Solution

Several changes were made to the process used to monitor the phone lines for ground faults and these changes are included in iO panel firmware version 2.1. This resolves the known issues with shared phone lines causing ground faults.

## Remote Tech Access is Live!

Briscoe Protective Systems has implemented a new means of Field Reporting in an effort to eliminate waste and become a more efficient and responsive Fire Alarm company for our customers.

We have given our Field Technicians the technology necessary to complete work orders remotely from the job site, thus providing instant job status capability.

**Please contact J.R. McCotter at X-217 if you have any questions.**



## Make Sure You Are Running The Most Current Versions Of Our Programming Software!

**iO64 & iO500 – iO-CU Version 3.2**  
**EST2 – 2-SDU Version 3.2**  
**EST3 – 3-SDU Version 4.01**

If you have any questions or concerns regarding which Version of Software you have on your laptop, please call J.R. McCotter at Ext. 217.

### Saving and Sending The Latest Site Programs

Please remember to save the latest version of each program in the YY.MM.DD format with a brief description of the work performed at the site, your initials, and the date. Then take the time to connect to the internet using your Wireless Hot Spot and email the program to [jamesm@briscoeprotective.com](mailto:jamesm@briscoeprotective.com) and [maryann@briscoeprotective.com](mailto:maryann@briscoeprotective.com) before you leave the site.

This process, and the few extra minutes it requires, will ensure that each of our Technicians will have the most current program when they are sent to a site.

Should you have any questions regarding saving SDU files or how to use your Hot Spot, please do not hesitate to contact J.R. McCotter at X-217.





**Don't Forget!**



**Briscoe's  
Holiday  
Bowling Party**



**December 7, 2011 • 4:00 - 7:00 pm**

**at AMF Plainview Lanes**

**500 Old Bethpage Road • Plainview, NY 11803**



**All of us at Briscoe would like to wish Janet the “Best of Everything” on her new Career Change.**

Janet's 12 years of Service have brought many positive changes to Briscoe. She has developed our Accounting and Compliance Dept from a 1 person office, using pencil and paper, to a fully automated and e friendly 5 person Department. She was also the driving force behind our Paperless Office Project and the development of our Unix Operating System.

**Our Briscoe “Answer Person” will be missed.**



**Please remember Janet when you are planning your next trip! You can reach her at 631-946-9329 or through e-mail at [jancollects@aol.com](mailto:jancollects@aol.com)**