Radionics

May 1997

The Communicator

Monthly Publication

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Come See our Great Line of Fire Products at the NFPA

This has started out to be a record breaking year for fire products at Radionics. We now have a full compliment of fire alarm control panels, ranging from simple conventional systems to the powerful D10024 analog fire alarm control panel.

We have added many new products and program improvements already this year, and many more exciting products are on the way.

The new D9124 control with expanded point capacity has more features and a new lower price. We now have a new line of Carbon Monoxide, Combustible Gas, and Air Quality detectors. Our line of D263 and D273 smoke detectors has been enhanced and now provides a wide range of features such as sounders, aux relay, and contaminated chamber outputs, to name just a few. Look for new addressable smoke detector bases, horn strobe devices, and control panels throughout the year.

Come visit us at the NFPA show in Los Angeles. The show runs from May 12 through May 14, at the Los Angeles Convention Center. We'll have our great line of fire products on display at booth number 1133. See you there!

New Horn Strobe Pricing

Good news! We have reduced the price on all Notification Appliance Devices. This means that horns, strobes, bells, and speakers are all at a new lower price. Call Order Processing at 800-538-5807 to check current pricing and place your order!

New Product Arrival

D185 Reverse Polarity Module

The D185 Module is now available for use when interfacing fire alarm systems to a central station via a "Direct Connection." This module allows Radionics systems to meet the requirements for NFPA 72 Installations falling under the guidelines of Remote Supervising Station Fire Alarm Systems, commonly referred to as Remote Station applications.

This module provides three trigger inputs for Alarm, Trouble and Supervision conditions and can be used with one or two dedicated copper pairs. The D185 provides a supervision output to a standard zone input and can be disabled for testing purposes.

The D185 is available and in stock now!

Radionics' Products Unaffected by the Year 2000!

Radionics has examined the current design of products as described below and find that none of our products are affected by the transition to the year 2000.

Most of our products contain no date specific processing or content of any kind. Some of our products contain time and/or date processing of some type. Here's the list of some of our more popular products with information about the year 2000.

D2000 Series, D2071 DACT, D4112 and D6112 Control Communicators

These products use a 24 hour clock to determine daily communication test times and do not have any date or year specific programming. The date and time of transmitted events is established at time of receipt by the receiver and is not a function in any way of the transmitter. The change to the year 2000 does not affect these products in any way.

D8112 Series Control Communicators

These products use a 24 hour clock and month/day calendar to determine communication test times, schedule automatic events and to store events in memory. The date stored in the event log is "Julian" and only refers to the month and day (not the year). See RAM (below) for information on how the memory log is displayed at the Central Station. The date and time of transmitted events is established at time of receipt by the receiver and is not a function in any way of the transmitter. The change to the year 2000 does not affect these products in any way.

D7000/D9000 Series Control Communicators

These products uses a 24 hour clock and month/day/year calendar to determine communication test times, schedule automatic events and to store events in memory. The date stored in the event log includes month, day and year. The correct year (00) is displayed at the command center and printed on the local printer when the year changes from 1999 to 2000. See RAM (below) for information on how this is displayed at the Central Station. The date and time of transmitted events is established at time of receipt by the receiver and is not a function in any way of the transmitter time and date. The change to the year 2000 does not affect these products in any way

D6000 and D6500 Receiver

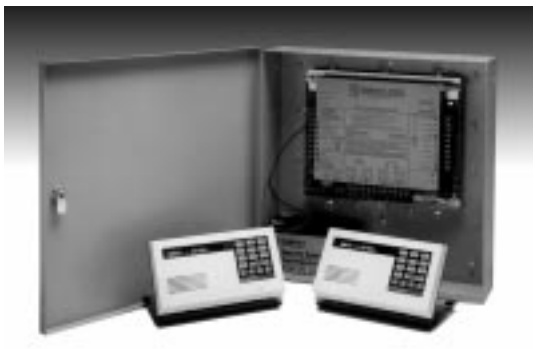
These products use a 24 hour clock and calendar to measure call traffic in 10 minute intervals and to apply a time and date stamp on messages as they are received from the transmitters. The events are sent to the printer in the order received with the time and date stamp. Events are stamped mm/dd without any year indication. Events are sent to the automation system in the order received with no time and date stamp. The change to the year 2000 does not affect these products in any way.

RAM Remote Account Manager

These products use the time set in the computer operating system (either DOS, Windows or Windows95). The only use of dates in RAM is in the display of event logs copied from the control panel. RAM correctly shows the year 2000 as 00 and 1999 as 99 in all of its displays. Those control panels that do not send the year will use the year in the RAM computer for Julian dates less than the "current day" and will use the prior year for Julian dates higher than the "current day" since these are assumed to be from the prior year. The change to the year 2000 does not affect these products in any way.

What are you Selling?
Use the D7412 / D9412 to win more sales

You have heard a lot about Radionics new D7412 / D9412 Integrated Systems. These new panels combine access control with Intruder and Fire alarm in one complete package. With all that capability, the most common question from salespersons is "How do I sell it?". The best answer is to first ask yourself "What am I selling here?". When your answer fits a customer need you are on your way to closing the sale.



Customer Needs

Some of the most exciting new sales opportunities for these products are in residential applications. Imagine a proximity reader attractively near the front and back door. There are many great reasons to use a D7412 or D9412 to control access to the home in addition to fire and intruder alarm monitoring.

Safe at Home

Many homeowners prefer to use their alarm systems to feel safe at home during the day. Usually this is provided by a perimeter only alarm system. One downside is that homeowners feel

imprisoned in their homes. Kids going in and out require either bypassing that door or frequent re-arming. The solution is an electronic key to automatically bypass the door (and unlock the door if an electric door lock is used also). Mom can relax safely while the kids come home from school. Dad can garden in the back yard or be pool side knowing that the front door is either locked or protected from entry without an electronic key while the perimeter of the home is continually monitored. No need to bypass doors manually. Kids that arrive home before Mom or Dad can have access and the alarm inside the home is automatically turned off leaving the perimeter alarm activated. The kids can come and go using their key without affecting the perimeter alarm.

A Controlled Key

Busy homeowners count on a neighbor or service person to work in their home while they are away at work or on vacation. An electronic key can be left under the mat and can grant access on selected days or at selected times. If lost, an electronic key can be easily disabled, even remotely by the central station. The alarm system can be bypassed with the key automatically which means the neighbor does not need to remember a special alarm code. Keeping your alarm code secret helps increase security.

Universal Keys

Using Radionics' Universal Electronic Key, a homeowner's key for their own system can be enrolled in a neighbor's system, a community system or in their office system as applicable. This enables the homeowner to use a single key for access and security system control at home, at work or at play.

Convenience at Work

Access control today is still more common in the workplace than in the home. The Radionics D7412 / D9412 now brings the benefits to the average workplace that previously was available only to larger offices and factories. One of the most significant safety issues in today's workplace is reducing workplace violence. Electronic keys are essential to reducing the cost

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What are you selling! (continued from page 3)

of maintaining physical security by simplifying the management of who is allowed in various areas during work hours. By allowing secure but uncomplicated use of the work area at other times, management enables workers with additional freedom to vary their work hours while maintaining a secured building or work area perimeter. There are many common applications for integrated access control as part of the intruder or fire alarm system.

A common problem in commercial offices is theft related to night janitorial services. While the crews themselves are often not the problem their presence usually means the building alarms are not on and one or more perimeter doors are open or disarmed. Today, many companies "lock in" the crews to prevent this problem. This solution has its own issues and is a common cause of false alarms caused by the crews. Using a perimeter alarm system with an electronic key , the perimeter remains secured yet the crew can have entry and exit capabilities from assigned doors to remove trash or cleaning equipment. Door monitoring can tell the difference between a burglar opening the door from the outside and a janitor opening the door from the inside. If the janitor leaves the door open too long a special warning is sounded in the building. If this continues, a special signal is sent to the central station that is different from a regular alarm that would occur if someone had broken in. This reduces falsely sending the police.

Other Business Applications

New rules about workplace smoking means more and more employees are stepping outside for a few minutes during the work day. Using an electronic key lets employees go in and out while keeping the perimeter door locked and alarmed. The system warns users near the door if they block the door open or hold the door open too long. A special signal can be sent to the central station that is different from the signal that would be sent if a burglar broke into the building.

There are many other everyday business situations that call for the special features in the D7412 / D9412. One common need is to protect a fire exit door at the back of an office. Some times employees exit through this door, perhaps to a back parking lot. If the alarm is on then a false alarm is sure to happen. Even if the door is not used for access control, a motion detector or request to exit button can be installed that bypasses the door and allows the employee to exit. This is much better than just using a separate device to bypass the door because the separate device will create an alarm if the door is held open too long where as the D7412 / D9412 will send a special door held open signal. This bypass only feature works well in all exit applications, even for normal doors.

Door Locking Options

One solution that works well for many businesses is to provide electronic keys to all employees but restrict entry while the system is armed to only those employees that have authority to disarm the system. This lets the business keep the exterior doors locked during the day to reduce unauthorized entry while avoiding the problem of employees arriving early and entering the armed building. This avoids false alarms.

The manual door locking, door securing and door hold open features of the D7412 / D9412 offer authorized end users with a level of onsite control not found on competitors' systems. The end user can easily "secure" a door and prevent even authorized users from entering through that door. This can be very helpful in the case of building maintenance or emergencies. The door

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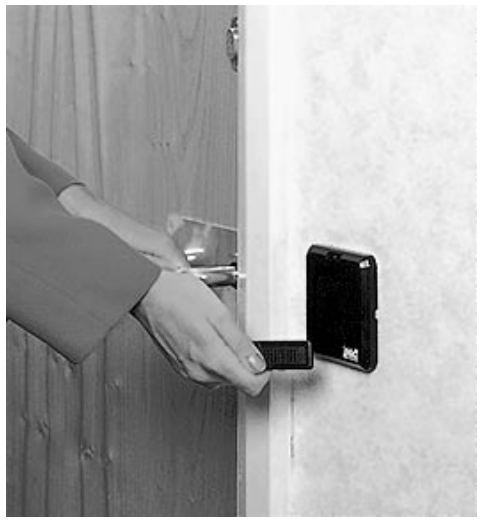
What are you selling? (continued from page 4)

hold open feature that is often used for keeping some doors unlocked during business hours can be automatically controlled by time and date and/or arm status of the system. The manual override feature of the door hold open (for only those areas that the user has authority) lets the user open or close doors easily when business schedules change unexpectedly.



Other Powerful Sales Opportunities

Some of the most powerful features that are unique to Radionics' 7000 / 9000 series products are the custom functions and the configurable menus by command center. Radionics' unique control of which areas or groups of areas can be viewed or automatically controlled from each command center (also known as command center scope) extends to the printers and the event routing which provides the system designer with the capability to match the system exactly to the user needs.

One of the biggest complaints of users, regardless of the type of system installed, is that they find the system too complicated to use. By limiting the system displays at each command center to only those common commands that the user will need to use and by putting those command in the order of common use the system becomes "normal" to most end users. Custom functions lets the system designer create up to 16 completely programmable command center displays that can appear anywhere in the menu(s) and respond with installer programmed list of commands to achieve the correct response for the end user. This lets the command center by the loading docks present a short list of options specific to the common actions taken at the loading dock area and prevent any control of other parts of the system from that location if desired.

Other powerful sales opportunities come from the common area control (sometimes called vestibule control). Vestibule control lets you set up a system where a common entry area (vestibule) is a separate area but has no command center and is not actually turned on or off separately. When the user enters the vestibule the entry delay begins on the vestibule area. The user then enters one of the offices leading off the vestibule (each office can be an area) and disarms that office when they enter. This turns off the vestibule area. The vestibule is off so long as one of the offices is off. When the last office is closing for the night, the faults in the vestibule are shown on the keypad in the last office. When the last office arms, the office and the vestibule are in exit delay and the entire system is armed after the delay is completed. This eliminates the problem of having a separate vestibule arming station that is sometimes armed accidentally by a well intentioned office worker even though one of the other offices on the hallway area is still occupied. Vestibule control eliminates a common cause of commercial false alarms in common hallway applications.

The Answer Is

So, the answer is that you are selling a set of solutions to problems that both residential and commercial customers have. Your task is to help the users identify the specific problems or concerns that plague them. I believe you will find the Radionics' 7000 / 9000 series products help you do this more easily and will help you win more sales.

If you have any questions about these or other applications, feel free to contact our technical support team at 800-538-5807

Your Price is too High...I Can't Afford It.

You've just finished your detailed evaluation of your prospect's security and building management needs. Your prospect has been participating all along and now it's time for them to okay the order form. They say "It's just what we need, but I can't afford it. Your price is too high."

If this has ever happened to you or one of the other sales people in your office then you should carefully review your prospecting and presentation techniques with your co-workers.

How much did you know about the prospect? If your proposal included some costly options, were there sufficient benefits to outweigh the costs? Did you make these benefits clear?

Did you figure their ability to pay for the costs? Did you figure in the operational savings that would benefit the prospect and reduce the net cost?

Did you get the prospect involved in the proposal? Did you know what parts were of interest and which parts were not?

Did you test the waters early in the presentation by suggesting the cost of a typical installation? This early reaction can help you structure your proposal to match your prospects expectations.

Did your presentation make the value obvious? If the prospect has to work hard to see the value in your presentation then closing the sale could be difficult.

Now then, you've done all the right steps and your prospect ends with "I can't afford it." Now what?

Your first task is to find out what they really mean. Are they saying that they like the proposal, but don't have the money NOW or that they never liked the proposed project at any price. You should be prepared with a finance option ahead of time, although offering them without first determining why they're hesitant can backfire. Work with the prospect to understand what aspects of your proposal make them feel it is too expensive. In some cases your buyer might not be comfortable with a large purchase even though they work in a large company. In this case, try to relate the purchase of other transactions to scale the project to their comfort level. The real question is...does the prospect really mean that they can't afford it or are they in need of further assurance that they are making a wise buying decision?

If you feel that your prospect is just using cost as a reason to turn down the proposal, then turn to other ways to handle the objection:

1. Break down the total proposal into segments with their specific benefits. Often buyers are more comfortable with this style of presentation.
2. Express the cost or savings in a per month or per week figure instead of year annual or total basis. Smaller numbers are easier to sell.
3. Sell value, not price. To help assure the prospect that they are making the right buying choice, you must relate the price to the quality, service and value. To be successful you must create the desire in the prospect for the specific benefits you are providing.

Remember that pricing objection are often a screen for underlying indecision. You must degrade any component of indecision in the mind of the buyer that they may express as a price issue.

Lowering your price is not always necessary. Spend more time on preparation and review every proposal (both good and bad) to learn more about what works in various situations. Talk about your experiences with other salespeople, even if they are selling in other fields. A price objection can be one of the most challenging experiences, but once you overcome it, is often the most rewarding.

Understanding OctoPOPITS

The D8128 OctoPopit provides eight(8) supervised (1K EOL) point inputs to any POPIT capable Radionics control panel. Different versions of the D8128 are available (see chart below) to work with different panels. Some of the D8128 versions can work with more than one type of control panel. Here is some information that will clear up any confusion regarding the different D8128 modules.

	Panels								
OctoPopit	D7212B1	D7212	D7412	D8112	D9112B1	D9112	D9412	D9124 w/ D9112LTBL (B1)	D9124 w/ D9112LTBL-EX
A	Okay	No	No	No	Okay	No	No	Okay	No
B	No	No	No	Only	No	No	No	No	No
C	Mix w/ A	Only	Only	No	Mix w/ A	Only	Only	Mix w/ A	Only

D8128A

This can only be used on the D7212B1 and the D9112B1 panels. The D8128A can NOT be used on the D8112 or the newest models of the 7000 / 9000 panels (the models without the B1 suffix).

- D7212B1 uses points 9 - 48 (ZONEX 1). D9112B1 uses points 9 - 71 (ZONEX 1) and 73 - 135 (ZONEX 2). Points 72 and 136 are never used. Use the point switches to disable these two points when using a D8128A.

D8128B

This can only be used on the D8112 panel.

- D8112 uses points 101 - 116, 201 - 216, ... and always excludes points 808 & 816 (horizontal mode) or 416 & 816 (vertical mode). Use the point switches to disable these points when using a D8128B.

D8128C

This can be used with all 7000/9000 series panels, including the B1 versions. The D8128C can be mixed with D8128A modules on the B1 version panels.

- D7212B1 uses points 9 - 48 (ZONEX 1). D9112B1 or D9124 w/ D9112LTBL use points 9 - 71 (ZONEX 1) and 73 - 135 (ZONEX 2). Points 72 and 136 are never used. Since there are no point switches on the D8128C you must use POPITs for points 65 - 71 and points 129 - 135.
- D7212/D7412 use points 9 - 75 (ZONEX 1). Since there are no point switches on the D8128C you must use POPITs for points 73 - 75.
- D9112, D9412 and D9124 w/ D9112LTBL-EX use points 9 - 127 (ZONEX 1) and 129 - 247 (ZONEX 2). Points 128 and 248 are never used. Since there are no point switches on the D8128C you must use POPITs for points 121 - 127 and 241 - 247.

Using POPITS with OctoPopits on the same system

The D8128C module has no point input switches to turn off unused points, therefore D8127/D9127 POPITs cannot be assigned to the point numbers occupied by a D8128C. For example, if the D8128C is configured as points 9 through 16, a POPIT cannot be configured to point 10. If needed, the POPITs can be assigned to points that are not assigned to installed D8128C OctoPopits.

If the D8128C is used and you do not assign an index to each of the 8 points on the module, then the points that are not programmed will appear as extra points upon initialization.

Easikey Literature Update

Enclosed with this issue of the Communicator is the new Easikey brochure, and specification sheet. Both pieces of literature have been updated to include Easikey 1000. Radionics' Easikey is a simple and easy to use proximity access control system for one or two doors and up to 99 users. Additional features of Easikey 1000 include 1000 user capacity, up to 8 time profiles and a built in programming keypad with integral LED display.

The Easikey system gives your customers reliable access control for any door, inside or out. Readers can be installed up to 300 feet from the controller. Easikey access control systems offer a wide range of readers. Please refer to the Radionics Product Catalog (L100) for complete descriptions and model numbers

Radionics' 1997 National Training Schedule

DATE	SEMINAR	CONTENT	DAYS	LOCATION	TRAINER
MAY 1997					
05/05/97	Regional	D9112/D9412, D9210B D7212, D2212, D2112	2½	Scottsdale, AZ	L. di Scipio
05/06/97	Regional	Radionics Fire Products	3	Bloomington, MN	D. Kugler
05/12/97 L. di Scipio	Regional	D9112/D9412, D9210B D7212, D2212, D2112	2½	Batavia, NY	
05/13/97	Regional	CANCELED	2	Sacramento, CA	K. Lyngen
05/13/97	Regional	CANCELED	2½	Bayside, NY	L. di Scipio
05/13/97	Regional	CANCELED	4	Lenexa, KS	J. Lamontagne
05/19/97	Regional	CANCELED	2½	Des Moines, IA	L. di Scipio
05/19/97	Readykey (A)	Readykey	4	Atlanta, GA	M. Dreksler
05/28/97	Regional	D9112/D9412, D7412/ D7212, D2212, RAM	3	Long Beach, CA	K. Lyngen
JUNE 1997					
06/03/97	Regional	D9112/D9412, D7212/ D7412, D2112/2212	2½	Newton, MA	L. di Scipio
06/03/97	Regional	D9112/D9412, D7412/ D7212, D2212, RAM	3	Van Nuys, CA	K. Lyngen
06/09/97	Regional	CANCELED	2½	San Antonio, TX	L. di Scipio
06/16/97	Regional	CANCELED	2½	Aurora, CO	L. di Scipio
06/16/97	Readykey	Readykey	4	Salinas, CA	M. Dreksler
06/23/97	Regional	D9112/D9412, D7212/ D7412, D2112/2212	2½	South Plainfield, NJ	L. di Scipio
06/23/97	National (A)	Intrusion	5	Salinas, CA	K. Lyngen/ J. Lamontagne
06/30/97	Regional	D9112/D9412, D7212/			

1997 Price Code: A - $250.00 per person Note: Schedule subject to change. Radionics Inc. reserves the right to cancel any seminar that does not meet the minimum requirement of at least 7 attendees within 14 days of the scheduled seminar date. Regional seminars are no charge to all Radionics dealers.

How Are We Doing Survey

In this mailing of the May Communicator, we have included a Survey for our customers to help us determine "How we are doing"?

We would appreciate your time and effort in filling out this survey, as it will provide us with the necessary information that will helps us serve you better.

When finished, please refold the survey, tape it, and drop it in the mail. It is already stamped and addressed to Radionics.

Tech Tips
Frequently Asked Questions

Q: When I program, reprogram, or change any of the dipswitches on the C801/802 why don't the changes take effect?

A: Depress the reset switch first before resuming normal functions.

Quinn Tomlinson
Technical Support Representative

Q: What can cause communication failures between the computer and the K2100/ K1100 Master Controller?

A: For effective communications you must ensure that both the interface unit and door controller are properly earth grounded. In cases where the AC receptacle ground is not good enough, it may require a fifth wire to connect the PC chass to the Master controller chasis. In extreme environmental conditions (RFI), shielded wire with one end drained to ground may be required.

James Fernandez
Technical Support Representative

Q: After a fire alarm, all of my doors are held open on my D9412 panel. How do I return them to a normal state?

A: The doors must be returned to their previous state manually, either through CMD 46 or the "Door Control" menu from the Command Center. This condition occurs only when "Fire Unlock" is set to YES on the door programming

Chris Gregory
Technical Support Representative

Radionics
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