

March 2004 - Newsletter



MCM Facts

We are an Australian Owned Company.

Our products are manufactured here in Australia.

We are suppliers of quality security systems for the domestic and commercial markets.

We have approved distributors in Victoria, Queensland, South Australia, Western Australia and the ACT.

We offer free professional, in-house technical assistance.

We have friendly, helpful and informed sales staff.



Welcome to MCM's Newsletter. This year was off to a slow start but it is obvious from the level of correspondence that things are picking up. We have revamped our web site and are continuing to add new content, so click on the "MCM web site" link and have a look. We are interested in your feedback as to what additional content and resources you wish added to our site. We will add more content on Products with pictures and specifications able to be downloaded in Word format so that you can add this information into you quotes.

In this edition of our newsletter you can read about....

Major Securitel Expansion Now Completed

Not MORE side effects of ADSL Interference

MCMs new Alarm Kit - KITL3P

Message bank 101 still causing concern

Securitel Expansion Completed

A major expansion of the Securitel network has now been completed by Telstra. The expansion covers areas such as Tasmania, Canberra, Newcastle, Darwin and many other regional areas around Australia. Telstra met its target and completed the expansion in late January and has continued with testing and is about to make it available for general release. New Securitel coverage maps have been sent to us by Telstra and together with the list of new areas covered can be viewed on our website. Click [here](#) to download these maps from our website.

....more ADSL interference

We hope that we have made the security industry aware of the problems associated with ADSL interference on both dialler and Securitel alarm panels. All manufacturers are now coming to terms with the problem and are identifying many of the symptoms and effects that an ADSL modem can create on a security panel.

We have had excellent feedback from many installers about a number of new issues which have surfaced and been attributed to the ADSL interference. These are ...

Panels flashing keypad lights when dialling.

Panels resetting when dialling (one instance of a panel defaulting)

Panels hanging or freezing (no keypad response causing a tech to attend and power down and up the panel before the panel responded.

All these symptoms were eliminated by the addition of an ADSL filter. MCM now supplies ADSL filters to many manufacturers and wholesalers.

If you need more information on possible symptoms of different panel, contact us at MCM and we will send more data.

As previously advisedthat following ASIAs lead and after investigations, the ACA have now recognised that these problems are widespread and have acted promptly with a Press Release. The press release stated that "consumers who had an alarm system that can be remotely monitored must have their ADSL service professionally installed with a properly placed filter, if the two services were not to interfere with each other". Since most problems experienced with alarm systems are introduced by the "do it yourself" installation of ADSL, most clients are not even aware they have created a problem. For the full details of the ACA's Media Release, please click [here](#).

During the course of the ACA's investigation, they uncovered similar interference problems experienced in the US. These problems were caused by ADSL interfering with alarm panels communicating to a central station. These problems mirror the problems we are experiencing in Australia. Please click [here](#) for the Security Industry Association (SIA) Press Release.

For further information on ADSL interference and MCM's solutions to the problem, go to our website, contact us at MCM on 02 4721 8067, or any of our distributors in your state.

New Alarm Kit - KITL3P

Sales of our new KITL3P which MCM recently released has created an impact in the Security Market. The security alarm panel kit contains just about everything you need for a domestic or small commercial installation. Featuring the stylish new IC8V keypad and three of our new PIRL-Focus detectors (shown below), the KITL3P is outstanding value at just **\$229+GST**. The savings are even greater if you purchase in quantity.

KIT L3P Includes:

- 1 x ICON 8 Control Dialler
- 1 x IC8V Keypad
- 3 x PIRL Focus Detectors
- 1 x Plug Pack
- 1 x Battery
- 1 x Screamer
- 1 x Strobe
- 1 x Horn Speaker
- 1 x Siren Cover
- 1 x Siren Tamper switch



For more information on this fabulous special, please contact us here at MCM or one of our authorised distributors.

Message Bank 101

We have had many enquiries about our article in a previous newsletter so I thought it would be a good idea to give more detail.

Many diallers currently installed (and still currently being sold) have dial tone detection enabled by default. This means the panel looks for dial tone before dialling. No problems so far...

Telstra introduced Message bank 101 some time ago. This service allowed customers to have incoming calls answered by an "automatic answering machine" when the phone call unanswered or busy etc. When a recorded message is received, the dial tone is changed, but unfortunately this new pulsed dial tone is not recognised by many diallers. Therefore a scenario can easily be created by an unknowing customer who can go on holidays and the first incoming call goes to message bank, the dial tone changes on customers phone and WOLAH the panel will not dial out as it does not see dial tone... The problem gets worse. Telstra is now offering Message Bank as a free service.... you may see now why the problem is going to get progressively out of control and why we are trying to "spread the word". MCM panels are not effected by this new dial tone but many installed and current sold diallers have the dial tone defaulted to "enabled". It may be advisable, after checking with the panel manufacturer, to disable this dial tone detection on new installations and disable the dial tone detection as you visit existing customers.

I hope you find this informative and useful *James Neville*

If you have any questions regarding MCM's range of products or services, please call one of our sales consultants on 02 4721 8067 during office hours (Mon-Fri 8am - 4.30pm AEST) or email... sales@mcmelectronics.com.au



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