

## FAQ

- [What is VoIP, And How Can It interfere With My Alarm System's Monitoring Capabilities?](#)
- [Will my security system work without a home phone line?](#)
- [How can I pay my bills?](#)
- [Do I still need a home phone?](#)

### **What is VoIP, And How Can It interfere With My Alarm System's Monitoring Capabilities?**

VOIP is an acronym for Voice Over Internet Protocol. It simply uses your broadband internet connection to place voice calls digitally over IP based networks. Contact the service department before switching to VOIP to ensure your system will still communicate with the monitoring station.

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### **Will my security system work without a home phone line?**

While a standard telephone line is the most reliable form of communication for a security system, there may be other methods of communication available in your area. The most common alternative form of communication is a cellular communicator. A cellular communicator is installed into an existing system and designed to transmit the alarm signals via cellular towers in place of, or alongside, a standard home phone line. If you are interested in this option, please call us for more information.

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### **How can I pay my bills?**

Currently, only by mailing in a check or providing 'check-by-phone' authorization with our billing department. We are also working on our on-line customer portal... with payment capabilities.

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### **Do I still need a home phone?**

It's the best way to transmit an alarm signal... but with the advent of wireless communication, times have changed. Today your alarm system can get its own "cellular phone". A cellular communicator is installed near your alarm panel and when the alarm goes off, it sends the signal 'wirelessly' to the monitoring station instead of through the "land" phone line.

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