



Birthday Present

Jablotron has given itself an exclusive gift for its twentieth birthday – an alarm receiving centre (ARC) – to please the users of its products as well as the cooperating installation companies. To install an alarm is simply not enough to be secure.

A security system is able to reliably discover an intruder and the sound of the siren can make the life of the thief quite unpleasant. But a hardcore criminal will hardly be stopped by that. If the device sends a message to its owner's mobile phone, the problem is not resolved as the user is just stressed, the problem is not resolved as the user is just stressed and incapable of taking any steps.

Life Threat

Delivery of an alarm message does not only mean stress but even threatens the life of the system owner. In the real world the truth is not always the winner as the saying has it. Unfortunately, the owner of the house surprising the thief risks health damage and sometimes even life. If in an attempt to protect his possessions he in ad-

dition rushes to his house in his car he can even threaten other fellow citizens getting in his way. To send a nice lady neighbour to find out what is going on is not a sensible option either.

Professional Intervention

If you believe that the police will help you in the case of an alarm you are mistaken. Before you even explain what is going on it is usually too late already. The situation is further complicated by the fact that the police force is understaffed and their budgets are reduced. They cannot intervene however much they want to. The really effective solution is the house being monitored by an alarm receiving centre. This service and advanced technology together will guarantee the timely arrival of trained professionals on the spot if something



CLOSING THE CIRCLE OF SECURITY

happens. The ideal situation is spare keys being available to the emergency squad, in case the thief is hidden inside.

Nationwide Coverage in the Czech Republic

The SV-AGENCY alarm receiving centre company and Jablotron have operated a joint service called OKO 1 for years. The project further involves more than 130 monitoring agencies across the country. Data from a monitored house is forwarded to the central dispatching office but the security personnel dispatch is done using the agency car closest to the house. Thanks to this, immediate action can be offered across the country. The same terms and conditions and guarantee apply to all customers. The success of this concept has made the SV-AGENCY ARC the one with the largest number of connected houses in the country. The growth dynamics were the main reason for our decision to acquire the company into our holding group. We want to offer real security to our customers, not only a signal of danger with its inadequate sense of “if you have a problem, help yourself”...

First Six Months Free of Charge

Although the alarm receiving centre service is normally charged for, new customers of SV-AGENCY are offered a free service for the first six months to test how the OKO 1 system works. The service is not

a mere chase after the thieves but kind of guardian angel. The ARC is able to remind the owner to lock his house if he forgets when leaving, is capable of technical trouble shooting and can call medical assistance in the case of emergency. The trained ARC operator is able to act rationally even if the people on the spot are panic stricken. Thanks to positive experiences most of the trial users order the paid service as well, knowing what they pay for.

The Installer Company as a Partner

An important part of the closed circle of security is qualified device installation. The certified installer is not a mere system supplier. For most users the technician is also a respected authority when it comes to the matter of security. It is he who decides which and how many detectors to install. It is also up to him to explain to the client that mere alarm information can resolve nothing. That is why we perceive the installer company as a real partner. The technician is motivated to offer a complete professional solution. And the client receives a dedicated service technician prepared to resolve his issues and wishes.

Feedback is Key

The quality of the supplied products and services is very important for the operation of the alarm receiving centre.

Thanks to the takeover of the alarm receiving centre operation Jablotron has become one of the few companies offering a closed circle of safety in the Czech Republic. This means we are able to produce security technology corresponding exactly to the needs of the ARC. Evaluation of the data coming from the trespassed building provide valuable feedback as well, and so we are able not only to find out what is going on in the monitored house but also to monitor technical parameters of the installed devices. Also, operational imperfections are clearly visible, for example when the user poorly describes his access needs to the installer company. In these cases the ARC together with the partner companies are able to resolve the situation to the full satisfaction of the user.

Our Objectives Aim High

The investment in the acquisition of the largest Czech alarm receiving centre company was driven by the effort to provide our customers a top-standard and complete security service. Implementation of this intention will bring future prosperity to our company and our cooperating installer companies. In addition we would like to improve the quality and reputation of security monitoring services in the Czech Republic. If you want to join in, you are welcome in our “circle of security”.

SV-Agency Introduces Itself



The most important recent event in the Jablotron holding has been the acquisition of 100 % of the shares of the SV-Agency a.s. joint-stock company. This company has provided complete property security services to its clients for nearly twenty years, including the effective intervention in the case of trespassing, especially robbery. Today SV-Agency is one of the largest Czech security service providers, growing year by year.

The SV-Agency company was incorporated in 1991 and focused on security service provision from the very beginning. After successful market entry the company launched its alarm receiving centre becoming its flagship in a couple of years. SV-Agency acquired several local providers in the course of its history, in 2005 – 2007 including the companies Telepatrol and Computer Patrol, with a corresponding market increase.

In 2000 the partner project OKO1 was launched, starting close cooperation with Jablotron, allowing 1000s of clients to try ARC services for free. This breakthrough new development will be obtained by any client purchasing an Oasis system by Jablotron. Communication is provided by

the Vodafone network. The staff of the alarm receiving centre (ARC) continually evaluate data and monitor and protect more than 14,000 premises. The proportion of corporate and private clientele is about equal. The ARC dispatching office operators settle 150,000 incidents a month on average and make more than 30,000 phone calls, which means about 5,000 incidents and more than a thousand phone calls a day. The emergency vehicles of SV-Agency and another circa 100 subcontractors across the Czech Republic set off for about a hundred incident sites every day. About 40 cases a month are represented by trespassed premises. In 2009 we arrested more than 50 criminal offenders in the mo-

nitored buildings. The mean time an SV-Agency vehicle needs to get to the place of an incident does not exceed 9 minutes.

We greatly emphasize customer satisfaction. We operate a non-stop Hotline service by means of which we secure maximum operability of our equipment. A couple of months ago we launched the technical dispatching office of the ARC for assurance of the availability for partners – installer companies – for reporting servicing in the monitored buildings. We forward to them information from the monitored houses (excerpts of alarms and failures) monitored by the operators every day. High-standard cooperation with installer companies belongs to our priorities and we hold meetings for these partners every year to improve the quality of the services and to deepen our mutual relationships.

This acquisition by Jablotron Holding not only closes the imaginary circle of security, but also obtains important feedback from users of the products which may be used effectively for the improvement of existing system functionalities and the development of new systems.

The advantages of this merger for SV-Agency include continued Czech ownership with full support of a renowned European security system manufacturer allowing the company to flexibly react to the specific needs of the domestic market.

Azor – Security without Stress



Azor is our new alarm system for the protection of persons and property. Its distinctive features include “stress-free” control and undemanding installation. Having read the title you probably wonder: So what have stress and alarms got to do with each other? To answer, we need to take a closer look at a typical user and her use of Azor’s great features.

A bit of psychology

Locking or unlocking a guarded space is a banal routine for a trained technician. But an ordinary man is already subconsciously startled by the idea that his house or office is to be turned into a “secured space”. Thus the seed of stress is planted from the very beginning. The substrate for successful growth of the stress plant is then the actual design of the alarm system keyboard. A lot of buttons, symbols, indicators, and a display showing mysterious data hard to understand. An even stronger source of the stress is represented by the acoustic signals. The beeps heard when Mrs. Smith tries to enter the code make her edgy. The idea of the siren waking up her neigh-

bour in the middle of the night if she enters any wrong value does not calm down the irritated nerves either. Another spectre is the fact that modern systems are equipped with remote information transmission. If therefore Mrs. Smith makes a mistake, her husband (or her boss) will know about that in a couple of seconds. And what about the arrival of the emergency squad in the case of a false alarm!

As you can see, controlling a security system is a textbook example of a stress situation. This generally leads to subconscious resentment against the very acquisition and installation of an alarm system. Therefore we have consulted psychologists on Azor and the result is a product with the

ambition to become a real “pet” of its master or mistress.

Revolution in Operation

The first revolutionary new development of the Azor system is a device looking like an ordinary Tango switch. The device is installed by the door and does not need any wires. The switch bears the symbol of a locked lock on the top and an unlocked lock on the bottom. Oh yes, you are right, Azor is controlled by a switch like your hallway lights. If you want to switch your electronic “watchdog” on you press the locked lock symbol and approach it with your chip. A confirmative beep will sound and the red control light will illuminate, saying: “Do not enter, I am guarding this space”. Well, and that is all. Taking the steps in the reverse order will “unlock” your guard. The green control means free access. Whoever can switch on the hallway lights can also operate Azor. The only condition is possession of the access chip which Azor must “sniff at”.

To try another evolutionary new development, get out your mobile phone from your pocket and give Azor a phone call. If you are its master it will recognize your telephone number and activate the clear sound of its voice menu. First your “watchdog”



will inform you whether it is on guard or resting in its “doghouse”. Then Azor will hand you over its lead as follows: “To lock me press 1, to unlock me press 0”. If you press the offered key your “dog” performs your command and says: “Done”. Clearly and understandably. Without the need for any instruction or clarification. Azor simply offers commands it can understand. The technician installing the system may even preset the functions Azor will provide depending on which of his masters has called it (locking, unlocking, listening-in, delivery of detailed information by SMS message etc.). Well, let us stop the long talk. Simply call the number +420 777 478 666 and our trial Azor will “offer you its lead”.

Meet Azor

Azor is designed as a security system for smaller family houses, residential apartments, offices, shops etc. Azor consists of a set of wirelessly communicating devices. In addition to low- power radio it uses a GSM network for communication with its masters and for information transfer to the alarm receiving centre.

The communicator is the basic element of the system. It is located in a hidden place and in addition to the communication ability also offers a powerful siren.

The communicator can be connected to up to 2 control switches, 10 detectors and 10 authorised users. The house is secured by human movement detectors, detectors of door and window opening, or smoke detectors. Every user can be allocated his own user chip and telephone number (or password for access to the voice menu). The user can buy an accessory control key ring which, in addition to the guarding on/off function also allows emergency alarm announcement.

For the purpose of feature setting Azor contains a setting form. The form opens in your computer as soon as you connect the communicator with a USB cable.

No software needs to be installed, you just select the required functions and lock service access.

Azor has a hidden menu option for the technician to be used for the purpose of the verification of the quality of the mutual connection. Just press key 9 and start the test mode. The technician can then activate one by one the installed detectors and hear on the phone whether the signal of the tested device is OK.

In the case of alarm activation Azor will first communicate with the alarm receiving centre (if a security guarding service has been agreed). Then it sends the

alarm SMS to its users and calls them one by one to make sure they have not overlooked the alarm SMS. In addition the siren is activated after distribution of the alarm SMS.

Even though the installation of Azor is not demanding, it is recommended to have a trained technician do it. Thus correct installation is guaranteed and free servicing of the product is extended to 5 years.

Basic Data

- ▶ **Certification:**
Security level 1 (low risk) pursuant to EN50131
- ▶ **Communicator power supply:**
230V / 50Hz + inbuilt backup battery
- ▶ **Detector power supply:**
Alkaline batteries AAA size
- ▶ **Battery life in detectors: Approx.**
1 year (the system informs about a low battery)
- ▶ **Basic Azor kit includes: 1**
communicator, 1 control switch,
1 movement detector, 1 door opening detector, 2 control chips, assembly accessories
- ▶ **Azor plus kit includes in addition:**
2 movement detectors, 1 door detector

Warehouse below Mount Ještěd



A major objective of Jablotron logistics is professional order acceptance, preparation and delivery. Read on to know how we do it.

Our logistics department has undergone a substantial change recently. We have moved from Jablonec to a bigger building in Liberec, under Jested Mountain, also offering a better transport infrastructure.

From Notepad to Information System

With a smile we remember our origins when we packed consignments into cardboard boxes in a small room, wrapped them and tied them with string. Documents were done manually, and records by notepad.

Thanks to technological progress distances shrink and everything accelerates. Everybody considers as a standard to have his order processed and his consignment shipped on the same day. This assumes goods delivery on the day following order placement including transport.

Our shipment rooms are now equipped with modern technologies such as barcode readers, scales, packing machines, printers and of course computers. An information

system prevents confusions and monitors timely deliveries to the addressees. The unified IT system keeps track of deliveries and allows the commercial department to be separate. Thanks to that we are able to flexibly react and address needs for potential changes of storage and shipment areas.

“Ball Lightning” Event

With the increasing number of customers the volumes of stored and shipped goods increase too, which calls for larger and more modern storage capacities. The logistics centre has obtained double the former storage area covering less built-up space. Stacked storage with high shelves was also introduced with proper practical and safety training for staff.

A typical example of an emergency is a loader stuck in the top position 9 metres in height. If the “arrested” operator is not a mountaineering fan he can first try to call a colleague to perform emergency pressure relieve from the hydraulic system

and the return of the loader to the ground. If this rescue mechanism fails the operator has no other option but to become an active mountaineer and use a rope to return to the ground. The rope is available in the loader cab just in case. As you see, the work in our logistics centre is interesting and sometimes even reminds us of adrenalin sports.

But let us return to the ground now. The advantages of the new warehouse include not only its size and technological equipment but also easier accessibility for means of transport. Goods receipt and shipment are facilitated by loading/unloading ramps thanks to which the forklifts can directly enter the inside of a truck with their shipments. To give you an idea...

The logistics centre ships over 100 thousand items a year (an item may be represented for example by a hundred PIR detectors within a single order). This large goods movement is nearly faultless (0.05 %). We daily ship 250 parcels from our warehouse to destinations in the Czech Republic and abroad.

I am sure you well understand the implemented change in increasing standards of services of our logistic department, which is our primary goal.

Exhibition of Jablotron Alarms



A look back at the twenty years of the intensive existence of Jablotron gave rise to an idea to establish an exhibition showing the history of Jablotron alarms. You will see there our origins and growth and their evolution over time in comparison to today ideas and methods.

CJ-91 was the first

The control panel in the picture is a small example of what you can see at the exhibition. It is the first control panel for an electronic security system developed by our company.

Technical parameters of the CJ-91:

- ▶ 3 protective loops in ON/OFF mode
- ▶ 2 protective loops in 24-hour mode
- ▶ Settable exit delay 20 sec. – 3 min.
- ▶ Settable entry delay 20 sec. – 3 min.
- ▶ Optional alarm time limit
- ▶ Voltage 12 V – with mains adaptor
- ▶ Backup battery with automatic recharging

- ▶ Indication of activity with 4 LEDs including alarm trigger memory
- ▶ Output +12 V/1 A for siren powering (or connecting and disconnecting relay contacts for version R)

Further systems

The first control panel was quickly followed by further similar security systems, DCU and Hestia. The first systems were mostly complemented with purchased detectors and communicators. This changed completely after the launch of the first wireless system, the JA-50. This system already had its own detectors and was followed by the JA-60 Profi series and the JA-80 Oasis systems, opening doors to international trade. And what will come

next? That is the matter of another article in the near future.

Back to the exhibition

The exhibition is located on the ground floor of the company headquarters (Pod Skalkou 33, Jablonec n. N., Czech Republic) and was opened on the occasion of the 20th anniversary of our company. In addition to the above-mentioned control panels the exhibition also features other devices, such as movement detectors, glass-break detectors, magnetic detectors etc. The layout of the exhibition focuses on the development of individual product groups in time, the development of the individual technologies and the personal styles of their designers. The exhibition also includes authentic videos showing the history of the company. The exhibition designer is Ing. Arch. Dana Moravcová. Her style is also reflected in the newly redesigned interior of our headquarters.

Exhibition Access

The exhibition is accessible to the public on open days. For more information visit www.jablotron.com. We are looking forward to your visit.

We Will Be Your Babysitter



The BM-02 Nanny is best characterised by our motto: Mummy and Daddy, you can sleep without worries, your baby is being watched by your babysitter Nanny.

Why use the breath monitor at all?

Thanks to the sensitive pad of the BM-02 Nanny electronic breath monitor, placed under a mattress in a cot, you can monitor every breath intake of your baby. In the case of a risk of breathing stopping (the baby does not breathe in within 20 seconds or the breathing frequency drops below 10 breaths per minute) you will be immediately warned by an acoustic signal.

The Nanny Monitor will warn you in the case of a dangerous stop in breathing caused by SIDS, illness, blockage of the respiratory passages or by another cause. The device itself cannot prevent breath-

ing from stopping or affect it, but can warn you in time to take action.

SIDS

What is SIDS (= Sudden Infant Death Syndrome)? Literature reports that SIDS is the cause of death of more infants in the first six months of their life than all other infant diseases taken together. The causes of this phenomenon have not been sufficiently explained yet. SIDS manifests itself by the only symptom: an otherwise healthy infant forgets to take in breath in deep sleep. If the infant is not woken up in time or does not receive timely first aid, she dies.

The fact that Nanny really works is evidenced by many a letter from happy parents for whom the monitor helped save the life of their baby. We are often asked about the option of the acquisition of the monitor by loan or buying a second-hand Nanny. Here I would like to warn you as this is connected with certain risks. The first-hand owners of Nanny do not always handle it in strict compliance with the manufacturer's instructions and therefore we cannot guarantee full functionality of the sensitive sensor of a second-hand monitor. This may lead to an indirect threat to the life of your baby. Please consider whether this is a sensible opportunity for cost saving.

Nanny on foreign markets

The Nanny breathing monitor is also getting increasingly popular abroad. The monitor has met with the most favourable response in the Netherlands, in Great Britain, in Denmark, in France and in Australia and is popular in Israel.

The "Little Nanny" has received the best rating by customers in Great Britain, where the monitor has already received two awards in its category. The magazine "Toddler and Gear" has awarded Nanny a gold medal for breath monitors by which Nanny has exceeded the popularity of its two most serious competitors. The other award was granted in the context of user tests by the web site "Baby World", where Nanny was granted five stars of the five possible. The hard work of our British distributor was a major factor.

Unsuccessful plagiarism

One Chinese competitor recently launched an illegal close copy called the BM-07 Honey, including our logo. The impertinence of the Chinese manufacturer was mainly manifested by the imitated logo on the package of the Honey Baby. Thanks to the timely intervention of Jablotron and the Czech Commercial Inspectorate the product disappeared from the market as quickly as it emerged. Luckily the poor quality plagiarism was noticed by our faithful customers. We would like to express our sincere thanks to them for their support.

P. FRÁŇA, K. DRAŽANOVÁ