BRINKS HOME™

Guide to Home Security

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What is Home Security?

A quality home security system may help to keep you and your family safe by alerting you to intruders, inclement weather, and many other potential hazards.

Traditionally viewed as a series of sensors and a siren to discourage intruders, home security has evolved to include video cameras, environmental awareness (e.g., flood, smoke and carbon monoxide sensors), home automation and so much more. Home security systems have become more cost-effective, smarter, and may are even capable of being controlled remotely via an app, whether across the country or across the room. Home security is more advanced than it's ever been, especially when it's professionally monitored.

This guide is designed to help you consider your options as you think about selecting and designing your home security system. At Brinks Home™, we are committed to providing powerful and reliable smart home security.

We hope this guide is helpful and you will learn more about home security and automation.

The Alarm Monitoring Center

Most home security companies have a monitoring center that monitors for alerts from your security system, 24/7/365.

Many families rely on professional monitoring because it simplifies home security and takes the pressure off you to help ensure your home and family stay safe. Professionally monitored systems can do more than simply deterring burglaries or providing smart home products. Professional monitoring can also help you to minimize the number of false alarms. A professionally monitored system ensures that a human is between your system and a call to first responders.

In looking for a security system vendor, the quality of the alarm monitoring center should be a top consideration in your decision-making process. Questions you may want to ask include:

- Is the alarm monitoring center five diamond rated by The Monitoring Association® trade group? The Monitoring Association® is the industry's highest mark of quality.
- Where is the alarm monitoring team located? Are the company's agents located solely in the United States?
- Does the company have agents monitoring systems 24/7? Does the company stand behind their alarm response times?

Why Invest in Home Security?

Before beginning the process of selecting a home security system, ask yourself why you want a system and what's important to you. The following are a few things to consider when investing in a monitored system:

- **24/7/365 professional monitoring.** This means a trained professional is always watching for notifications from your system's hub.
- **Fast alarm times.** When an alarm goes off from your home, every second counts. Having a fast response time is crucial to helping keep you and your home safe and dispatching local authorities if you need assistance.
- **Award-winning customer service.** Home security is one area worth investing in with customer service at the forefront. You want to know the company you selected will have your back when you need technical support or when your alarm is going off.
- **Cutting-edge technology.** Home security technology has expanded exponentially over the years, advancing from phone line systems to Wi-Fi and cellular-enabled automation. Much of this technology can be controlled remotely through an app, which can notify you with real-time alerts. In a well-engineered system, individual products can interact with each other. For example, a camera could alert your system to the presence of a person and trigger a smart light to turn on. A sensor could also tell your camera to start recording. The best systems on the market have integration capabilities that combine your smart home automation with your home security system.

Building Your System

When thinking about building your home security and automation system, consider your priorities. The best home security companies will work with you to create the most effective system for your family. This includes recommending products that fit your family's particular needs instead of adding extra products that you won't use. As your needs change, you will want a system that allows you to easily add devices that integrate into your system. While choosing products and the placement of those products is possible on your own, a professional home security consultant will be able to make informed recommendations about the best devices for your system, including where to place them in your home.

Below are examples of products that may be available with your home security system. You'll find that home security is very holistic and customizable.

Panel

Mobile App

Smart Thermostat

Motion Sensor

Door and Window Sensors

Indoor Camera

Outdoor Camera

Smart Deadbolt Lock

Doorbell Camera

Glass Break Sensor

Indoor Camera

Here are a few tips to think through as you're considering a modern home security and automation system:

Sensors Are the Baseline Tools Used to Secure Your Home

- Consider placing contact sensors on every exterior door.
- Consider adding contact sensors to some cabinets, such as a medicine cabinet. Contact sensors can also be added to any interior doors you would like to monitor.
- Typically, window sensors aren't placed on every window. Consider which windows are more easily opened and closed, those on the ground floor or those that may are easily accessible both inside and outside the house.
- Glassbreak sensors may cover multiple windows and are designed to "hear" glass breaking on windows that are rarely opened or closed, such as floor-to-ceiling and bay windows.
- A garage door sensor may let you know if your door is open or closed.

Cameras with Artificial Intelligence

- Consider adding indoor cameras to keep an eye on what's going on at home while you're away, like family or pet activity.
- Consider adding outdoor cameras at high traffic areas to monitor the space around your property, as well as near low traffic areas to deter unwanted guests.
- Typically, home security cameras are set up to record only when motion is detected, when an alarm event occurs, or at other events you have specifically set up.

Home Automation

- Modern home security systems can integrate with a large variety of devices, which may help to simplify and enhance your home.
- Smart thermostats may help you to save money by helping your home HVAC system run in a more energy efficient manner.
- Smart locks may make it easier to control entry remotely and monitor who is entering your home.
- Smart lighting can be set to a light routine or schedule and may deter unwanted visitors by making it look like someone is home.

The Mobile App

Many home security companies have an accompanying app that allows you to manage your system remotely. A few questions you may want to ask when looking for an app include:

- **How easy is it to manage and control your integrated system from wherever you are?** You should be able to set your alarm, adjust an attached smart thermostat, and receive notifications when a sensor or camera is activated – even if it's just the dog playing in the backyard.

- **Can you set up rules that will automate the management of your system?** You may want the ability to set rules to switch your alarm to "Armed" by a certain time every night or change your thermostat's temperature when you aren't home.

- **Can you receive real-time video updates from your cameras?** When you open your app, you may want the ability to select the camera you want to view a live stream of. You may also want the ability to set rules to notify you for movement that you do or don't want to see. For example, you can make sure your package arrives on your porch, but ignore the bird that lands on your planter.

- **Does the app have the ability to provide a comprehensive view and holistic look at your home and property?** Some apps allow you to see a brief summary of selected events from both your camera and your sensors.
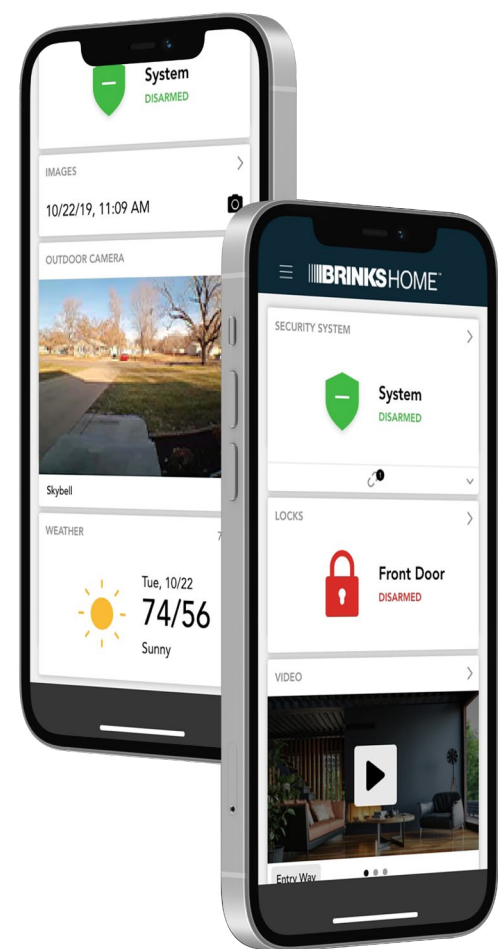
Voice Assistant Integration

Many modern security systems offer the ability to integrate with your existing voice assistant or voice AI, such as Google Home or Amazon Alexa. With these assets, you may be able to control your integrated home with the sound of your voice, including arming and disarming your system, which many users may find convenient.

Geofencing

Geofencing is a technology that relies on location services of your phone to give your security system knowledge of your location so that you can establish security actions and automations based on your location. This technology is intended to integrate safety and convenience, allowing you to protect your space and prepare your home for both your arrival and departure. An expert technician can get everything set up to your specific preferences.

Rules can be set up directing your system to take specified actions based on your phone's location. For example:

- Your smart thermostat can be set to a certain temperature when you get home. You can tell your system to turn down the temperature when it picks up your phone's location a few miles away from home. When you leave that same perimeter, you can have the thermostat change to a preset temperature.

- Smart lights can be turned on to welcome you home as you drive up to your house.

- Automated system arming can remind you to arm your system when all connected phones have left the home, or you can set your system to automatically arm when you leave home.

The Panel

Your control panel is the central hub of your system. The panel integrates connections from every sensor and device in your home, which can allow everything to act as one system. Some panels feature a camera to record whoever may be accessing your panel with a code and will often feature a speaker to alert you with an alarm if the system detects a threat.

The control panel can also allow you to turn off lights, lock the doors, and arm your system, often with just a few taps. It may also contain a clock, report the weather, and some even have a built-in switch that gives you a heads up if someone tries to tamper with your panel.

What to look for in a panel:

- Whether it has enough processing power to support your system and allow you to add more products as your needs change.
- Whether it can receive updates and integrate with new updated products being added to your system.
- Whether the panel is enabled with a dual connection. Not only should your panel connect to your Wi-Fi, but it should also connect to a cellular network in case your power goes out or your Wi-Fi network is temporarily down.
- Whether design is important. Your panel is a fixture in your home for you to interact with. You may want to make sure it fits your room's style.

Powering your Camera

Power for your cameras can come in two different forms: batteries or an electrical connection. The primary distinction between the two types is maintenance. For battery powered cameras, you will need to check and change batteries in your cameras regularly. Wired cameras do not require this type of attention but will need an electrical outlet to connect them to your home's power source. Wired cameras typically offer longer lifespans and can usually stand up to more severe weather. Professional installation of a wired camera helps to ensure it works in accordance with manufacturer specifications.

Cameras

Video cameras are one of the most popular additions to home security. A video system that cost thousands of dollars in the past can now be purchased for much less. Video cameras are also more powerful than ever with many featuring sharp HD resolution, a wide field of view, and smart artificial intelligence.

Saving and sharing videos should be easy. Many cameras have options to share footage to the cloud or use memory cards to store video locally. When recording footage, you can set up rules to trigger your camera to start recording. These rules can be based on:

- Movement detected by your camera.
- Specified times of the day you want your camera to record, such as when kids arrive home from school or when your package is scheduled to be delivered.
- Specific actions so that you only receive notifications for what you want to see and ignore the rest. That means you won't receive a notification for the squirrel running across your driveway but will record the package delivery person.

Artificial Intelligence Creates Smart Cameras

Many modern home security cameras have built-in artificial intelligence that not only records but observes and takes action based on what is in the field of view. This simplifies how and when you receive notifications. Cameras equipped with this capability may be able to distinguish between your bushes moving from the wind and a person approaching your front porch. You can set rules based upon what events you want to see, directing your camera to automatically upload footage straight to the cloud and/or send you an alert to let you watch video in real time.

In a well-designed security system, AI cameras may also be fully integrated with your sensors and life safety technology. This means that when an alarm goes off, your cameras can be set to record and upload the activity.

Important Note About Wi-Fi

Because camera systems can generate a lot of data, it's important to have a strong Wi-Fi network in your home. Most modern systems utilize Wi-Fi to connect your cameras to your home security system and upload video to the cloud, which may allow you to view and save footage easily. Strong Wi-Fi connection may allow for extensive bandwidth usage and reduced interference across different devices. You can also install Wi-Fi extenders around your home to boost connections.

Camera Privacy

Having a camera inside or outside your home can be intimidating for some people. Different security companies manage privacy in different ways. You should ask who can see your video feed and when. Many home security companies DO NOT have access to your video. Instead, they create a private account just for you and those you give access to view your footage. In some cases, your security company may offer a feature in which the monitoring center can view your video for a few seconds if there is an alarm event. Be sure you fully understand who can access your cameras, which cameras can be accessed, and under what circumstances the footage can be viewed.

> ★ **Important Aspect of Security Cameras**

Three Types of Security Cameras

Indoor Cameras

Indoor cameras allow you insight into what is going on inside your home.

- Watch for activity like the kids getting home safe from school, if the cat is scratching at the couch again, or if your elderly family member is enjoying their afternoon TV show.
- Interact with both people and pets in the house while you are away with two-way audio.
- Some indoor cameras can even move to track activity.

Outdoor Cameras

Outdoor cameras give you eyes on your property. You can place one by your backdoor, gates, garage, or side yards. Important features to consider:

- Whether the camera can record in High HD resolution (1080p) because you may want to zoom in to see details in the image.
- Whether the camera has night-vision capabilities that provide the ability to both record and alert you to activity on your property after dark.
- Whether the field of view is wide enough to cover the most area per camera.
- How durable the camera is. Durability is an important feature, particularly with outdoor cameras, as they need to withstand the elements.
- Whether the camera allows you to interact with surprise visitors using two-way audio.
- Whether the camera can integrate with smart lights to trigger responses to actions like motion in driveway.

Doorbell Cameras

Doorbell cameras are often considered a key aspect for home security. They can either be wired into your current doorbell or battery powered. Doorbell cameras may allow you to check for package deliveries, see when people are coming and going, or potentially catch a thief stealing packages off your porch. Doorbell cameras often have the benefits of an outdoor camera but with a few additional features, such as:

- The ability to answer the door when you are not home, which may give you additional security and avoid the hassle of a missed visitor.
- An attractive and sleek design that is often the first thing your visitors interact with upon their arrival.
- Providing a method for contactless delivery for groceries or other services.

Professional installation can be beneficial for wired doorbell cameras because they often need to interact with an existing doorbell and can be tricky to install yourself. If you are looking for a doorbell that is easier to install yourself, consider trying a battery powered doorbell.

Sensors

Sensors are an integral of many home security systems. Often, sensors cue your panel to make a friendly noise while the system is unarmed, but can be quick to alert loudly when the system is armed. Smart sensors may also have tamper-proof technology included to make it more difficult to disable the sensors and/or alert you if someone attempts to tamper with the sensor.

Door Sensors

- Door contact sensors often stick to a door and are triggered when the magnetic connection between the two pieces is broken.
- It is recommended that all outside door in your home should be protected with a sensor.
- You may also consider placing sensors on interior doors to alert you to activity, such as in a child's room to notify you of movement after bedtime. You may also want to be alerted if a door remains open for longer than a few minutes. Your smart system may be able to be set with all these rules.
- Sensors can also be used to automate smart lights. For example, when you open and close your pantry door, the light may be set to automatically turn on or off.

Window Sensors

- Window and door sensors are often the same devices. The main difference is where you place them. Window sensors are triggered when the magnetic connection is broken as the window is opened.
- Consider placing sensors on ground-floor windows or windows that can be easily accessible.
- You can also be alerted if a window is left opened for an extended period of time or if it's still open when your system is armed.

Glassbreak Sensors

- Glassbreak sensors "listen" for glass breaking. As the glass breaks, the window will emit a high frequency sound that alerts the sensor.
- Glassbreak sensors are typically placed in central locations because, depending on location, they may be able to listen to multiple windows.
- For large banks of windows, or windows that don't open, glassbreak sensors are a great option for to provide intrusion security.

Motion Sensors

- Motion sensors detect movement in your home or around your property.
- Motion sensors may be configured to work with your cameras to tell them to start recording if they pick up movement.
- Many modern motion sensors can be "pet friendly," preventing false alarms when small pets move around the house.

Garage Sensors

- Very often, your garage is home to some of the most expensive items in a household such as cars, bicycles, motorcycles, lawn equipment, etc. Consider installing a garage door sensor, also known as a "tilt" sensor. This unique sensor detects the status of a vertically opening door, such as a garage door.
- A tilt sensor allows homeowners to be aware of a garage door that is left open, or if it is opened in your absence.
- You may be able to receive alerts right to your phone that are also sent to your monitoring company if the garage door is left opened.

Sensor Security

A problematic theft technique has emerged where thieves can purchase a device that can jam communication between a sensor and your panel. High quality home security systems may be able to detect this jamming and alert you to a potential intruder. This is one area in which investment into a high-quality system with professional monitoring can provide increased levels of protection.

Most importantly, you want your sensors to integrate seamlessly with the rest of your system. If your system is armed and a sensor is tripped, a monitoring company may be able to notify you of unusual movement. Some systems also allow your cameras and sensors to communication with each other. For example, if a sensor picks up movement, it may be able to trigger your camera to start recording.

Smart Home Automation

The idea of a smart home is becoming more popular as it allows life to be a little easier. Automation can mean smart home assistants or voice AI and can also include lights, locks, plugs, and thermostats. Many of these devices can integrate with each other so you can tell your smart assistant to adjust the temperature or turn the lights off, for example. These automations may be able to interoperate with your security system and safety devices. For example, a smart home automation system may be able to shut off the fan to the HVAC unit via the thermostat in the event of a monitored smoke or fire alarm goes off.

What is Z-Wave?

One of the most commonly used communication protocols in smart home technology is Z-Wave. This technology allows home automation devices to integrate with security sensors. Z-Wave is similar to Bluetooth or Wi-Fi in that it connects devices wirelessly. The distinct difference is that Z-Wave connections are strengthened when you add more connected devices, rather than weakened because there are too many products. Z-Wave is also power-efficient. Even if you don't initially add automation devices to your system, you should consider whether you will want your system to be able to support Z-Wave products that you may add in the future.

Lighting

With smart lights, you can control the lighting of your home in the palm of your hand or with the sound of your voice. Smart lights can be scheduled to turn on and off at designated times and many can be switched off and on remotely from an app. While you're home, smart lights can be controlled by your smart home assistants.

Smart bulbs installed in a lamp or an overhead light fixture are the easiest home automation to integrate into your system. They can simply replace a standard bulb and may be controlled from an app or a smart home assistant. They are also good options for outdoor lighting like porches and garages.

Smart plugs fit into a standard electrical outlet. You can then control the electrical device plugged into the smart plug as you would any other home automation product.

Smart light switches are an option that require a little extra work, as installation requires an electrician hardwire a smart switch that controls all the lights in a given room. Once that's done, you may be able to give voice commands to your smart home assistant like "Turn on kitchen lights" to make your kitchen light up.

Smart Locks

Locks are the first line of defense for your home. You want to prioritize the strength of a door lock over all other factors. When you install a smart lock, you never have to wonder "Did I lock the door?" again.

Smart locks reduces the need for keys, but you can still have them as a backup. They give you the option to lock and unlock your door with a keypad or the app on your phone. You can also customize a code for each member of your family, or have one code that everyone uses. Codes can also be set temporarily for the neighbor keeping an eye on your home while you're on vacation or they can be used frequently by the dog walker that comes by daily.

An important consideration when you purchase a smart lock is that many rely on a Wi-Fi connection. If your Wi-Fi goes down, you won't be able to enter a code or remotely unlock your door, meaning you will need a physical key to unlock it. However, if your lock is Z-Wave connected, it may be able to be used wirelessly even if the Wi-Fi is down so long as the lock itself continues to function.
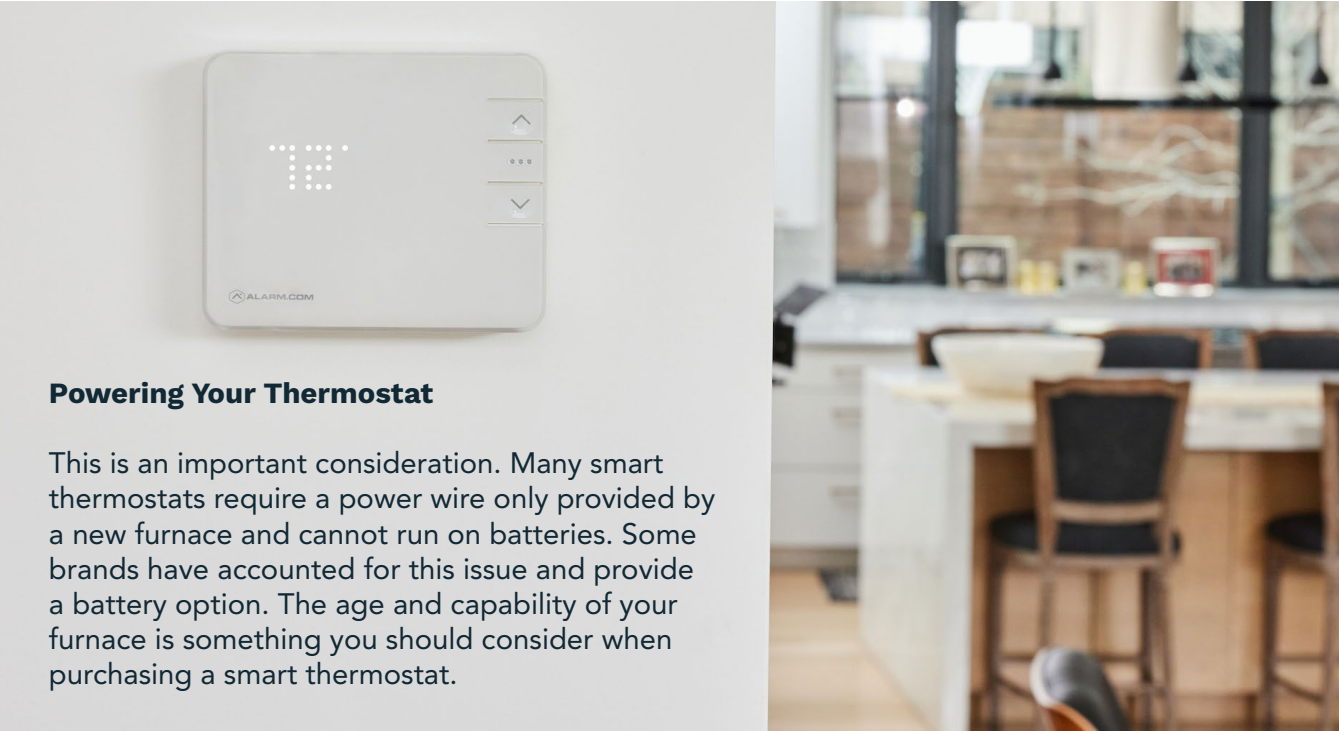
Thermostats

Help keep your home comfortable and energy efficient with a smart thermostat. You can set your smart thermostat to adjust automatically depending on the time of day, season, and weather to keep your home comfortable. You can change your preferences through an app or on the thermostat itself.

For extra safety, it's important to set a fire shutoff on your smart thermostat. Consider connecting your thermostat connects to your security system, including your fire or smoke detectors, to help limit air circulation during a fire.

Because thermostats can be complicated, this is a product best installed by a professional to ensure it will work properly and avoid the frustration of installing yourself.

Powering Your Thermostat

This is an important consideration. Many smart thermostats require a power wire only provided by a new furnace and cannot run on batteries. Some brands have accounted for this issue and provide a battery option. The age and capability of your furnace is something you should consider when purchasing a smart thermostat.

Electric Smart Plugs

While smart plugs are covered in our smart lighting section, you can use a smart plug for many other appliances in your home, such as a lamp, coffee pots, holiday decor or even as backup protection that you turned off the hair accessory in the bathroom. Smart plugs make it easy to control power to specific appliances in your home, like a coffee pot or hair appliance, and are simple to install. They can also integrate seamlessly with your system or smart home assistant, and can be controlled through your app.

Life Safety

In addition to protecting your space and keeping your home and family comfortable, you can add life safety devices to integrate with your system. These devices may also be monitored by your home security company.

Smoke and Fire Sensors

Like traditional smoke detectors, a smoke detector integrated into a home security system will sound when it detects smoke, but many integrated smoke detectors will also send a notification to your security panel and your professional monitoring center, which can alert emergency services.

Security companies today may offer products that integrate with your existing smoke and carbon monoxide detectors. If your home already features integrated hardwired alarms, they will all go off if any one device detects smoke or carbon monoxide. When monitored detectors picks up an alarm, it can alert an alarm monitoring center and your phone so you can work together on a solution.

Consider placing heat sensors near a fireplace or in the kitchen. These devices may be able to notify you if something is too hot by detecting excessive heat.

Carbon Monoxide

Carbon monoxide ("CO") sensors are designed to detect this colorless, odorless gas, which can be deadly. Consider adding carbon monoxide sensors to your home security system, especially if your home has an attached garage, fireplace, or gas appliances.

If a carbon monoxide sensor registers an unsafe level of CO and is integrated into your professionally monitored security system, the system can alert the monitoring station, who can dispatch emergency personnel, even when you're not present.

Water Leak Detector

Unfortunately, water leaks are often not found until after there is already damage. Consider installing a water leak detector in vulnerable places around your home, which may be able to alert you to water leaks before significant damage occurs.

A water leak detector that is integrated with your home security system can send a notification when it picks up moisture. This can be especially helpful during the winter if a pipe bursts without you knowing as your security system can alert you to a potential leak.
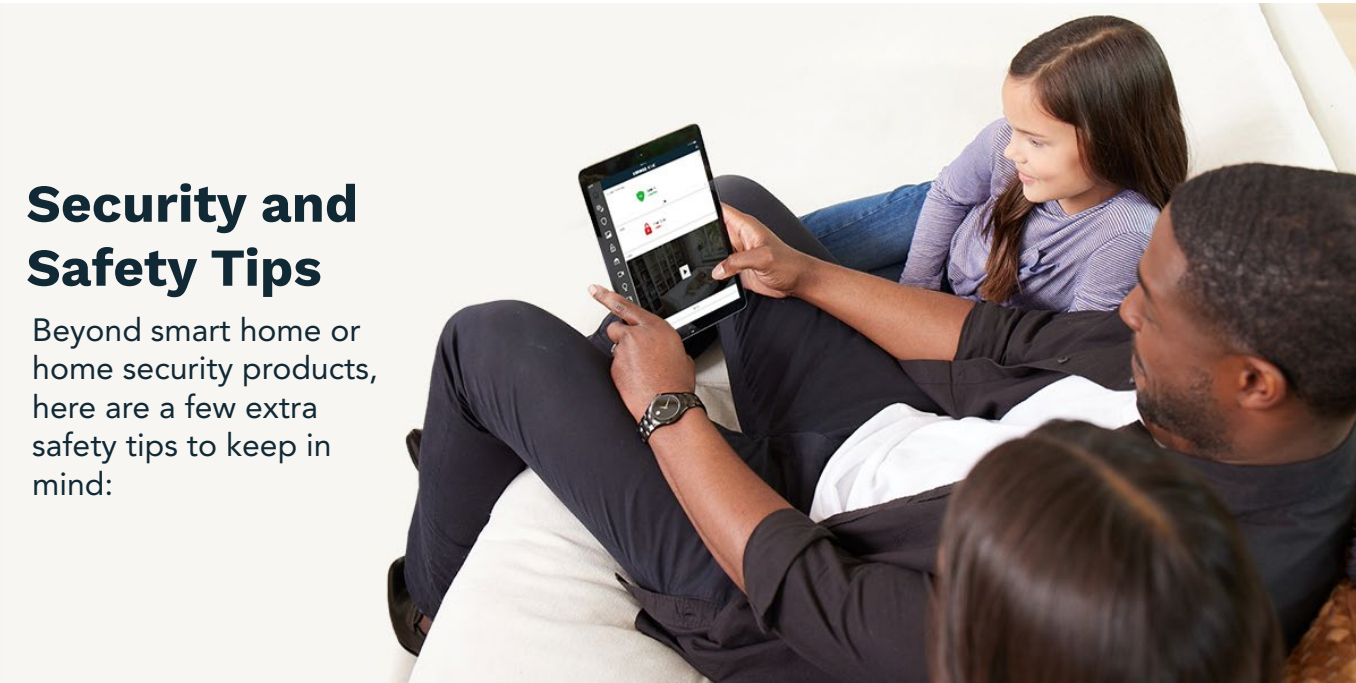
Security and Safety Tips

Beyond smart home or home security products, here are a few extra safety tips to keep in mind:

Perimeter Security

- Keep your bushes trimmed in front of windows so you have clear lines of sight across your property.
- Promptly change burnt out lightbulbs, especially outdoor lights.
- Keep doors locked even when you're home.
- Don't hide a key near your home.
- Place the sign for your home security system in a prominent location. This may make potential thieves think twice about targeting your home.

Package Theft

- Make sure you pick up your packages as quickly as possible. Consider asking a neighbor to pick up packages for you if you can't.
- Consider asking for a signature for some packages.
- Most delivery services offer the ability to place packages in a garage or to pick them up at a specific, secure location. Consider whether these services would be useful to you.
- Consider installing a doorbell camera to deter package theft.

Fire Safety

- Cooking fires are the number one cause of fire in the home. Be mindful when using a heat generating appliance in the kitchen and have a fire extinguisher available in your home.[1]
- Fires that begin in the living room are more likely to result in death than fires originating in other rooms of the house.[2] Two primary causes of fires that originate in living rooms are smoking and overloaded extension cords.[3] Make sure cigarettes are fully extinguished and replace any outdated, damaged, or worn extension cords.
- Never leave a candle to burn unattended.
- Register any heat-generating appliance with its manufacturer and pay attention to recall notices. Promptly address any recall notices and maintain the appliances in good, working condition.

Carbon Monoxide

Carbon monoxide is an odorless, colorless gas takes the lives of more than 400 people per year in their own homes and causes more than 50,000 emergency room visits every year.[4] In addition to carbon monoxide detectors, you can take extra steps to protect you and your family. If you ever suspect your home of leaking carbon monoxide, get out immediately and seek help.

Most carbon monoxide leaks can come from a malfunctioning furnace. Have any gas or oil burning furnace checked annually. Car exhaust can also quickly build up carbon monoxide. Never run your car in a closed garage, even for a short period of time.

Home generators can also produce unsafe amounts of carbon monoxide. Many newer models have a built-in carbon monoxide shutoff but the gas can still build up outside of the generator. Keep running generators more 20 feet away from your home and try to direct exhaust away from windows and doors.

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[1]Marty Ahrens and Radhika Maheshwari, Home Structure Fires, National Fire Protection Association (2021), https://www.nfpa.org/-/media/Files/News-and-Research/Fire-statistics-and-reports/Building-and-life-safety/oshomes.pdf at 7.

[2]Marty Ahrens and Radhika Maheshwari, Home Structure Fires, National Fire Protection Association (2021), https://www.nfpa.org/-/media/Files/News-and-Research/Fire-statistics-and-reports/Building-and-life-safety/oshomes.pdf at 10.

[3]Marty Ahrens and Radhika Maheshwari, Home Structure Fires, National Fire Protection Association (2021), https://www.nfpa.org/-/media/Files/News-and-Research/Fire-statistics-and-reports/Building-and-life-safety/oshomes.pdf at 11.

[4]Centers for Disease Control, Carbon Monoxide Poisoning (CO), Disease or Condition of the Week (Mar. 23, 2022), https://www.cdc.gov/dotw/carbonmonoxide/index.html.

The Home Security Purchase and Installation Guide

Start Your Home Security Journey

Home security can be easy to start. Often, it's as simple as going to the website of the company you like and filling out a quick form with your information. From there, a salesperson will give you a call or send you an email to get more details about you and what you're looking for in a system.

The home security company you choose should have an in-depth discussion with you about the needs of you and your home. Your security sales professional should take time to make sure that the system you select offers the features you want.

- Your home security company should offer multiple ways to help you understand and use your system to the fullest extent, including basic troubleshooting.
- Your home security provider should have technician resources near your location that can assist in the event of needed repairs.
- Strong providers offer advanced digital tools to help you manage your system and your customer account.
- Your provider should offer telephone support to assist you with both technical and account related concerns.

Paying For Your System

Many companies will allow you to pay monthly for your new security products instead of requiring you to pay for all of the equipment up front. Some companies may offer payment plans and financing options.

Troubleshooting Your System

A home security company should provide a variety of technical resources for their customers. Consider whether the company provides a complete support offering. Your home security company should partner with you so you can achieve maximum value and security from your system.

Professional Installation vs. DIY Installation

For confidence that your products and system are running seamlessly, most companies offer professional installation services. Professional installation allows trained technicians to test each component of your home security system to ensure it works properly, is set up according to your preferences, show you how the system works, and answer any questions you may have. Professional installation also allows for a trained technician to test the system to make sure it is communicating to the monitoring station appropriately.

Alternatively, you can order and install your own products and system. If you choose to self-install your home security system, you are solely responsible for making sure the system works properly. If you are tech-savvy and handy, this may be the option for you.

Managing Your System

Many home security companies offer an app that can allow you to remotely control aspects of your home security system. When looking for a security company, you might want to consider how easy the app is to use. Some app features you might want to consider include ability to arm/disarm your system, view live video and stored video clips, turn lights on/off, open/close your garage door, adjust the thermostat, lock/unlock your doors, view your account, and more. Many companies also offer online customer portals that allows you to manage other aspects of your system. You may be able to pay your monthly monitoring bill, order new products, put your system in test mode, or update your personal information on the online portal.

In general, an app helps you manage the day-to-day needs of your system while a customer portal or profile may cover the overall health and maintenance of your system.

Brinks Home

Brinks Home™ has more than 15 years of experience in smart home security solutions. We are a proven leader in smart home technology and security, promoting a hassle-free home security and automation experience. We're committed to providing reliable, monitored home security to more than 1 million people across North America, and have earned the status of a Five Diamond Monitoring Station. We would be honored to protect your home.

We pride ourselves in having the best people and leading products in the industry, featuring:

- **Professional system design and automation.** We believe home security is best when it is monitored by professionals who can take the hassle out of home security.
- **A Five Diamond-awarded monitoring center.** We continue to invest in our monitoring center to ensure our customers are receiving the utmost care.
- **State-of-the-art products to help protect you and your home.** Whether you want a simple system to cover the basics or a fully automated home, we have multiple options for you.

Alarm Response Center

At Brinks Home, our Alarm Response Center (ARC) is one of the most esteemed aspects of our company and is recognized as one of the best monitoring centers in North America with our Five Diamond rating by The Monitoring Association®.

Monitoring professionals from our Alarm Resource Center are standing by at all times, ready to call you to see if you and your family are safe or need emergency personnel dispatched to your home upon receiving a signal from your home security system.

What is a Five Diamond Monitoring Center?

The Monitoring Association® is a third-party company that assesses monitoring companies under a strict set of criteria, and audits those monitoring stations every year to ensure they continue to meet their standards.

Top-tier monitoring centers are given the award of being a Five Diamond Monitoring Center, which is only granted to 5% of monitoring centers in the nation for their excellent work. Brinks Home has received this certification annually since 2005, which means we have met or exceeded The Monitoring Association's 5 pillars of excellence.

Get Started With Brinks Home

We encourage you to get started on your journey of getting your home covered by a professionally monitored company. To get started with us, visit **BrinksHome.com** or give us a call at **855.445.8846**.

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