



A SASKTEL COMPANY

Originator Technical Support	Contact Technical Support	Date July 22, 2010
Applies To Retail and Wholesale Dealers		Advisory Reference Number Dir Adv 10-07-002
Subject List of Supported Panels		

LIST OF SUPPORTED PANELS

The list of panels that are currently sending signals to SecurTek's monitoring station includes over 700 different types of panels and panel models. It is very difficult to offer the same level of support and service to all these different panels. As such, SecurTek has prepared a list of different panels that we do support and at what level. This list is available in Appendix A of this Dealer Advisory.

The panels are divided into 5 categories:

- **Current Model Support Panel** – These are current model panels from SecurTek's preferred vendors and are the primary focus of Technical Support's training and expertise. These panels are fully supported in terms of installation, remote programming support and end user support.
- **Limited Support** – This list is made of up non-current model panels to which we can remotely connect. Most of these panels are also supportable by the monitoring station for end user programming functions only. There will be limited training of Technical Support on these panels.
- **User Level Support** – Consists of non-current model panels to which we **cannot** remotely connect. Support consists of end-user functions outlined in manufacturer user manuals only.
- **No Support** – SecurTek can monitor these panels, but we cannot provide any installer or end user support.
- **Not Able to Monitor** – This is a list of panels which we are not able to monitor due to technical limitations and/or issues. This list is not all inclusive.

Please use the tabs at the bottom of the document to navigate through the different lists. (Each category is on a separate tab for ease of reference.) If you have any questions or require clarification, please contact Technical Support through our dealer phone queue at 1-877-786-9388.