

SCHOOL AND CAMPUS SECURITY

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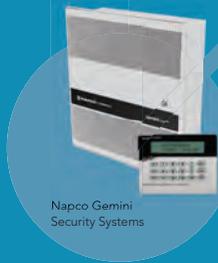
BEST PRACTICES



Wireless Network Networked Locking



Supports Leading Video Brands



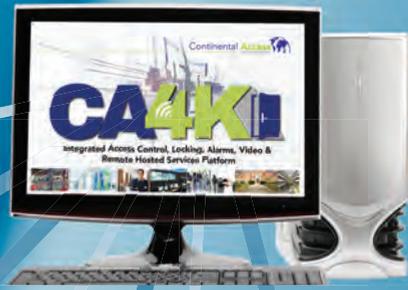
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Integrated Single-Card Solution for Students & Staff in Six Weeks



Pepperdine University's beautiful 830-acre campus overlooks the majestic Pacific Ocean.

Perched high atop Malibu, CA, Pepperdine University's beautiful 830-acre campus overlooks the majestic Pacific Ocean. The esteemed private Christian University's well-known standard of excellence applies as much to its student body, of nearly 8,000, as it does to security for its aesthetically appealing facilities, dormitories, and grounds. "After an exhaustive and competitive product vetting and bid effort, we selected Continental Access's Wireless Trilogy Networx Locks for student residences throughout the campus... as part of an important Safety Initiative," a Pepperdine University VP said, recapping the first-phase installation 3 years ago.

A key aspect of their decision to use the ContinentalAccess CA3000 Security & Access Enterprise Platform was that its wireless access control locks and readers provided full database integration with Pepperdine's existing multiple data systems, to create the University's new single card solution. Furthermore, the nearly 2000 doors of access control, with Trilogy® Networx™ Locks in a custom, aged-bronze finish, to match hardware used throughout the rest of the campus, would need to be manufactured, delivered and deployed complete, in approximately six weeks – while the

Student Residences were largely empty for summer.

Put to the test, that first day of school, hundreds and hundreds of students arrived en masse to find these access locks on their residence doors. All looked great and went smoothly, to the

relief and pride of all of Pepperdine's dedicated team, Project Manager, Director of Public Safety and VP of Administration and execs., thanking Continental, "For outstanding performance and unmatched customer service... From the very top management to the folks that made our locks, we see the craftsmanship and partnership that has made this project a success."

Pepperdine's Associate Vice President, Wilbur Faulk, remarked, "The superb flexibility of your Access Control Database allowed us to populate and produce our first ever integrated single card solution for our students and

staff. Although impressive under such difficult time constraints, the strong team partnership with Pepperdine, the local integrator, ASSI Security, and the smooth rollout of the system throughout our residences confirmed for us the excellent choice of products and partners for this system."

From 2013 to today, Pepperdine University continues to expand its campus security and Continental Access System, to enhance Student Life facilities, now in dorms, and common areas; as well as school offices and classrooms, incorporating thousands of Trilogy Networx PIN/Prox Cylindrical, Mortise and Exit-Trim Locks & Gateways, powered by Continental Super Two™ and Turbo Superterm™ 8 Controllers, etc. all integrated within the CA3000 Enterprise Class Access Control & Security Management Software platform.

Scott Schramme, VP, Sales, Continental Access, a Division of Napco Security Technologies, said, "We're proud to

Whenever or wherever we encounter a tight timeline, we know we can deliver a reliable, cost-effective integrated security solution.

grow with Pepperdine. Whenever or wherever we encounter a tight timeline, we know we can always deliver a reliable, cost-effective integrated access solution, because we develop and manufacture our own rock-solid hardware and software, under one roof, including, of course, the Continental Software, Controllers & Networx Wireless Locks, from sister-division Alarm Lock.



For More Information Contact: Continental Access Solutions
p. 800.645.9445 | 631.842.9400 | www.cicaccess.com
e. continentalaccessolutions@cicaccess.com

For product info #29 securitymgmt.hotims.com

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BOMB THREATS

The 2015-2016 academic year has seen a dramatic rise in bomb threats to schools in the United States. According to research by Dr. Amy Klinger of the Educator's School Safety Network, U.S. schools have been subjected to more than 1,285 bomb threats, an increase of 109 percent over the same time period in 2012-2013, the most recent comparable data available.

The FBI reports that only 5 percent of bombing incidents occurred in school facilities, but there is little reliable data on the number of threats that are made. Klinger's work relies primarily on media reporting of threats, though she and other experts agree this likely underreports the extent of the problem considerably.

The reality is that few actual bombing incidents are preceded by a warning. Of the 1,055 bomb incidents involving an actual explosive device on school property reported to the Bureau of Alcohol, Tobacco, and Firearms in the period from 1990 to 2002, only 14 were preceded by a warning to authorities, according to the Bomb Threats in Schools Guide published by the Center for Problem-Oriented Policing. For school officials, the plain fact is that even though 90 percent of bomb threats are hoaxes, each threat must be taken seriously.

Taking the Threat Seriously

Law enforcement organizations

throughout the United States typically treat threats with equal severity whether there is an actual bomb or not because the disruption and the resources required to respond are the same in either case. Of the five actual bombs placed in schools this year, one actually detonated this past May 5 at the Southern California high school San Pasqual Academy. First responders were called to the school after a threat was received but did not arrive in time to intervene. According to media accounts, a staff member spotted the device which had been improvised from home cleaning products and picked it up in the presence of the student who had built it. The 15-year-old warned the staff member that the device would explode. The staff member tossed the device into nearby bushes where it exploded minutes later.

Had the staff at San Pasqual Academy been trained, the staff member may have known better than to pick up the homemade bomb constructed of bathroom cleaner and a soda bottle. Though the device did not produce a large explosion, had it exploded in the staff member's hand it would have likely resulted in severe burns from the caustic chemicals used to create the reaction. The device was very similar to one that a Florida student constructed as an extracurricular science experiment at school in 2013. The experiment resulted in felony charges and expulsion from school for the student.

The Need for Training

Klinger asserts the San Pasqual Academy experience is a clear indication of the need for training to all hazards and specifically to bomb threats. "There is a huge vacuum in training for bomb threat preparedness compared to active shooter," Klinger asserts. "This is in no small part due to the lack of funding for training from the state level all across the country."

A recent school safety audit of 1,920 public schools conducted by the Commonwealth of Virginia identified the primary concerns of school personnel are retraining/follow-up training due to staff turnover (26 percent) and training on different types of threats and threat assessments (25 percent). "Schools are soft targets," says Klinger. "Are there measures you can take to harden the target? Yes—but the biggest bang for the buck is to train. Education is a people business and if you want to spend your money wisely you spend it on people."

Training and preparation should include recognition of threat assessment team training, key intervention points, understanding best practices of appropriate responses, and defining the metrics that demonstrate effectiveness.

School districts are reporting financial losses in excess of \$250,000 due to school closings and the costs associated with them according to Graeme Newman with the Center

TO SCHOOLS ON THE RISE

for Problem-Oriented Policing. Easily identified costs include bomb search squads and lost academic time, which school districts are increasingly requiring be made up. But the costs are also indirect and intangible, such as parents' having to leave work to pick up children after a school evacuation.

Automated Calls

A wave of threats delivered by automated telephone calls across the country in May of 2016 forced authorities to lock down schools and evacuate students in California, Colorado, Delaware, Florida, Iowa, Maine, Maryland, Massachusetts, Minnesota, Montana, New Hampshire, Oregon, Pennsylvania, Utah, Vermont, Washington and Wisconsin.

Also known as "swatting", threats delivered by automated phone calls have begun to plague schools in the past 2 to 3 years. Perpetrators can be difficult to track down because Voice over Internet Protocol (VoIP) can make it difficult to track down the source. At the same time, the technology serves as a force multiplier allowing threats to be broadcast to schools in multiple districts, across state lines, and even in multiple countries. In the 2015-2016 school year automated call bomb threats outnumbered threats over traditional phone systems by 280 to 275.

As the threats spread, so does the

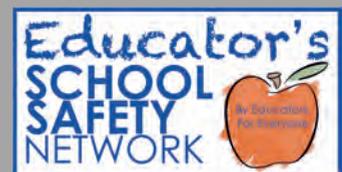
level of disruption and waste of resources. In December 2015, in the wake of the San Bernadino assault that killed 14 people, school officials in Los Angeles County shut down all 900 schools in the country's second largest school system after a threat warning of explosive devices and assault rifles was e-mailed to members of the Los Angeles Board of Education.

As the relative quiet of summer comes to a close, school officials across the country are girding for what may be an even more chaotic year ahead. Even as the threat continues to rise, it remains difficult to secure the necessary funding to get staff training as school board fail to learn the lessons of the 2015-2016 academic year.

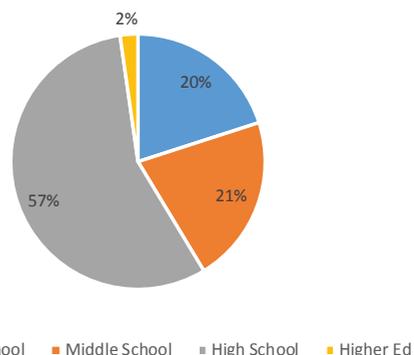
-Mike Moran
Strategic Publishing Director

To find out more information on the statistics in this story or to learn about available bomb threat training contact The Educator's School Safety Network at <http://eschoolsafety.org/> ESSN experts have presented at more than 33 conferences to more than 4,000 educators and emergency responders. More than 11,000 school staff members, students, parents, and emergency responders have benefitted from ESSN training.

Bomb Incident Report for the 2015-2016 School Year can be downloaded at <http://eschoolsafety.org/bir-2016>



Targets of Bomb Threats to Schools



Bomb Incident Report for the 2015-2016 School Year can be downloaded at <http://eschoolsafety.org/bir-2016>

Education: Making the Move From Analog to IP



Talkaphone ETP-MT tower with original analog phone installation on campus.

At York College of Pennsylvania, the campus safety and IT departments teamed together to switch their existing analog phone station and IP converters over to native VOIP call stations. Both departments at the 190-acre suburban campus adjacent to York, PA saw a need to move their existing analog lines over to VOIP call stations.

York College had been utilizing analog adapters to convert the existing analog call stations to VOIP. The IT and campus safety departments came together to make a plan to convert all the stations to Session Initiation Protocol (SIP). David Stine, Unified Communications Analyst at York College was

involved in the decision to move to VOIP call stations. After attending a voice conference in Orlando that showcased these types of products and studying multiple call station manufacturers, Stine recommended the Talkaphone VOIP-600 for the campus. "Talkaphone was more heavy duty. It seemed like a great deal of thought was put into the engineering and that they would withstand a lot more," explains Stine about his recommendation.

The IP66 rated VOIP-600 Series IP Call Stations feature backlit call prog-

couldn't be happier. That has been a huge help. It allows us to manage the devices better." With solid firmware options for the VOIP-600 Series, York College also has availability of additional features through software.

York College also moved forward with installing Talkaphone WEBS-MT/R towers during their switch from analog to VOIP. These towers are built from quarter-inch steel, include the ability to integrate with existing mass notification systems and have the added benefit of outdoor broadcasting. Near the top of each tower are four

Talkaphone was more heavy duty. It seemed like a great deal of thought was put into the engineering and that they would withstand a lot more.

ress lighting for the hearing impaired and optional trigger text, 'help on the way', to alert the user to the status of the responder. The VOIP-600 Series directly supports the Singlewire InformaCast IP Speaker Protocol.

The IT department now works together with campus safety to help enhance the features of the SIP emergency call stations. One of the benefits of the switch is that the calls connect faster coming from the direct SIP devices than the analog stations connected with IP converters.

"Campus safety is very happy that IT is involved in the maintenance in-house," says Stine. "It's much easier to maintain – we don't have to wait for a contractor if there's an issue. [The IT team] works with Campus Safety directly and helps resolve the problem."

When asked about the major benefits of the new VOIP call stations, Stine replies, "Reliability and the ease of connecting to the call manager. I

high-powered speakers capable of providing 360-degree coverage. "We have plans to utilize the towers with our InformaCast installation and to send out campus wide announcements. This gets us broader coverage for our external alerting system," adds Stine.



VOIP-600E: York College elected to install new Talkaphone VOIP-600E in their existing housing

Learn more about Talkaphone:
www.talkaphone.com • info@talkaphone.com • 773.539.1100

Universities Increase Campus Security with Entrance Guardhouses & Visitor Information Booths



Par-Kut security booths can be designed to blend in with campus surroundings and often include standing seam metal hip roofs, brick or stone exterior wainscoat, colonial style window mullions, multi color paint schemes, school logos, etc.

1. Problem

Several large top-tier universities have reached out looking for a way to increase campus security, while providing an enhanced visitor experience. The campus safety and security directors realize the best approach for higher visible security and enforcement is to have a uniformed officer posted at fixed locations such as entrances, visitor parking lots, stadium and at dormitories. During “normal” operations it is a fine line between effective security and efficiency but a well designed access control guardhouse or visitor

information booth can tip the scales in your favor.

2. Architecturally Pleasing

A well built and thoughtfully designed

A well built and thoughtfully designed security building or visitor information kiosk provides safety and security.

security building or visitor kiosk will provide your safety and security

personnel with essential shelter and climate control while providing office space for them and a visible point of reference, or landmark, for campus visitors and residents alike. Factory assembled Par-Kut security booths can be designed to blend in with campus surroundings and often include standing seam metal hip roofs, brick or stone exterior wainscoat, colonial style window mullions, multi color paint schemes, school logos, etc. If it can be drawn, it can usually be built! Restrooms, bullet resistant construction and platforms or trailer mounted options are also available.

3. Modifications for Security,

Handling Traffic & Climate Control

The campus involved with the project illustrated here needed to include some additional electrical in preparation for site installed cameras and gate controls. Not a problem as all Par-Kut buildings are built to order. Similarly, sliding windows are a popular option for the officers to communicate with guests or residents. Tinted glass, air conditioning and heat make for a comfortable and efficient security officer.

4. Positive Service for Community

A manned security post benefits the campus, its visitors and residents. By providing an attractive and professionally built security building, the campus is able to project a positive and secure

feeling from first impression though long term residency.

Learn more about Par-Kut International at:
www.parkut.com • 800.394.6599
 Harrison Twp., Michigan

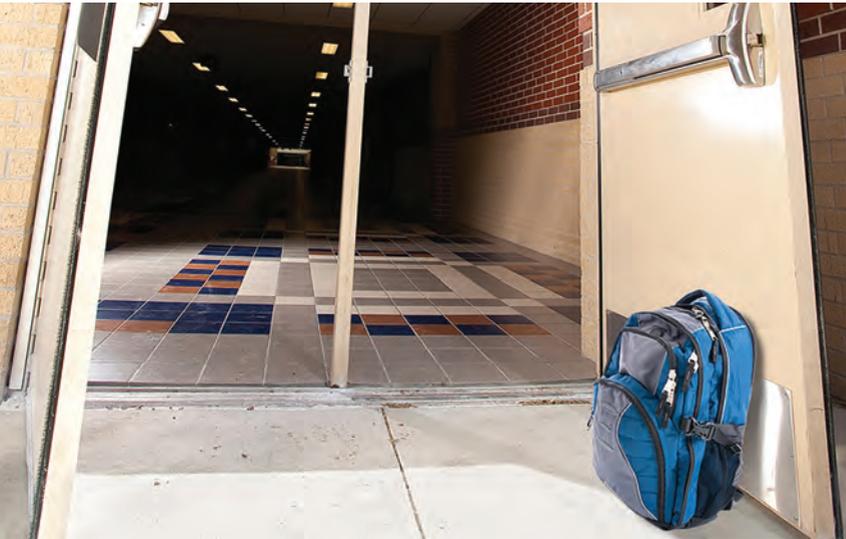
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See us at Booth 1251

PAR-KUT
INTERNATIONAL

University Improves Access Control

Putting a stop to propped doors



To ensure that the doors stayed closed and locked from the outside, the University's security staff designed various types of door alarms using timer modules, relays, and sounders.

The challenge

The University of Ottawa, a top tier university serving over 40,000 students needed a cost effective way to improve the level of security at its non-card access controlled doors. It was common practice throughout the campus to have card reader access control at the main entrance of the facilities, but the side and back doors were often not included as part of this system. The school did not want to limit egress through these doors, but did want to make sure that they stayed secured and locked when not in use. It was not uncommon to find these unmonitored doors propped open, providing an opportunity for unwanted intruders to walk in and take advantage of the situation.

The solution

After trying multiple options including new policy statements and putting up signs on the doors to deter door propping the university decided that some form of device would be needed to make sure that the doors stayed closed and locked from the outside. The manager of security and his staff started out with a homemade design using discreet components such as timer modules, relays and sounders to make various configurations of door alarms for the non-card access controlled doors. While in low volumes

this was acceptable, it quickly became a nuisance and not cost effective for the installers to put together the different configurations of door alarms that were needed for the various entry and exit applications. After producing several different custom built products and looking at commercially available options they standardized on the Designed Security, Inc. ES4200 Door Management Alarms.

The versatility of the ES4200 proved to be just the product for use on the various doors throughout a variety of

The usefulness and versatility of the product was tested and proven on the dormitory doors.

campus facilities. The university first used the Door Management Alarms at the residence halls where they had issues of propped exit doors. Typically these doors exited to the parking areas or side yards and were used by the students as a shortcut. "We did not want to fully stop people from using the doors to exit, but wanted to ensure the door would be closed and not remain propped open." said manager of security and IT systems Brian Vissers.

"We used the ES4200-K1-T0 and set the timer so that it allowed students to exit using the emergency exits, and if the door was not closed it would give a local alarm after a preset period of time, typically 10 seconds. If the local alarm was not responded to in a reasonable period of time, a remote alarm signal could be sent back to the security desk and someone would be dispatched to make sure the door was secure."

The availability of a key switch on the unit also allowed university staff local control to override or shunt the device for events or building maintenance.

Once the usefulness and versatility of the product was tested and proven on the dormitory doors the university found other applications for the device. For emergency exit doors the ES4200 could be configured as an Exit Alarm that would alarm immediately if a security door was opened from the inside or outside of the building. The product also fit well into library locations where doors must stay secured and monitored at all times. Units installed in the library triggered an immediate alarm which was sent to a local display panel and through an interface with the access control system, pulled up a video camera image of the door in question.

Benefits

With the ES4200 Door Management Alarm the University of Ottawa found a versatile, cost effective, easy to install product that they could standardize on for many of their door monitoring

and alarming applications. With its field selectable timing and input/output options that could be used stand alone or in conjunction with the existing access control system, the ES4200 Door Management Alarm met all of the requirements. The university now has a way to monitor and manage non-access controlled doors throughout the campus, and by doing so has improved the security and safety of their students and faculty.

For More Information Contact: Designed Security, Inc.
p. 800.272.3555 • 512.321.4426 • www.dsigo.com

George Mason is Well Educated about Access Control



The Johnson Center is one of three student centers at George Mason University in Fairfax, Virginia.

The Challenge

George Mason University, located in the heart of the Northern Virginia Tech Corridor in Fairfax, Virginia, has grown exponentially since its official founding in 1972. Originally a branch campus of the University of Virginia, GMU today is home to more than 30,000 students who pursue degrees among its 80 undergraduate programs on its 670-acre residential campus. Over the past eight years, GMU has opened nearly 30 new facilities and renovated countless others to bring its physical plant to nearly 170 buildings. GMU has invested several hundred million dollars in the construction of new facilities that include student residence halls, research buildings, a hotel/conference center, retail outlets and faculty/staff housing. One common thread for all GMU's facilities is the need for physical security and access control. When the university decided that it needed to update and replace much of its access control and video surveillance system, it turned to S3

Integration, a valued RS2 Technologies Dealer/Integrator.

The Solution

Working with GMU Director of Physical Security Jim McCarthy were RS2 Northeast Regional Sales Manager David Bensky and S3I Senior Account Executive Brian Piccolo, who helped McCarthy and his staff design a system that met GMU's requirements for uti-

lizing as much of its existing hardware as possible, integrating it with the latest locks, cameras, and other equipment, doing so in a user-friendly (but more powerful) access control system, and eliminating the recurring software maintenance fees that had been one of the less desirable facets of the old system.

Over the past few years, McCarthy has been involved with more than a dozen different construction and renovation projects, so he needed a system that would be robust enough to keep up with GMU's growth plans and that would be scalable, open, and intuitive enough to be easily used by security professionals at the university level.

RS2's solution met those requirements by using its Access It!® Universal access control software, a combination of hardwired and wireless IP locks (more than 3,000 combined sets), from Assa Abloy and Ingersoll Rand, and a VMS (Video Management System) from exacqVision. Piccolo was very familiar with RS2's extensive portfolio of educational installations, which include college/university installations ranging from small to very large campuses at such institutions as Rockhurst University, the University of Pittsburgh, Purdue University, Loyola, the University of Texas – Brownsville, Anderson University, Indiana Wesleyan University, Valparaiso University, and many others.

The Company

RS2 Technologies is a technology-driven developer and manufacturer of access control software & hardware. RS2 is a Microsoft Certified Partner with ISV (Independent Software Vendor) software solutions competency status.

RS2 helped McCarthy and his staff design a system that met GMU's requirements.

The company uses only Authentic Mercury™ hardware and is one of only four Mercury Platinum Elite Partners in the world. In 2014, RS2 was designated as an "Indiana Company to Watch" by the Indiana Economic Development Corporation and the Edward Lowe Foundation.

For More Information Contact: RS2 Technologies, LLC,
Dave Barnard – Director of Dealer Development
p. 877.682.3532 • www.rs2tech.com

For product info #33 securitymgmt.hotims.com

See us at Booth 3361



4 Tips to Mitigate Campus Security Threats



Evaluate the safety of your campus before the danger arrives.

Our world is full of threats both external and internal, but there are steps you can take — some that you may not have considered — to mitigate the threat before it arrives at your front door.

Prevention is the key.

How do you allow authorized staff to move freely through your facility, but still allow egress during an emergency? Are you vulnerable to attacks by staff, student or stranger?

We give threats little thought until the unthinkable happens and then we scramble to ensure our faculty and students are not exposed to such a threat. Examining security and safety on your campus can help prevent these threats from materializing. Enhance life safety and security measures on your campus with the addition of cutting-edge technology that works in conjunction with your existing systems, such as:

1. Alarmed delayed egress devices
2. Perimeter emergency exit and access control
3. Door prop alarms
4. Lockdown systems

Examining security and safety on your campus can help prevent these threats from materializing.

1) Delayed egress devices

Delayed egress devices in education facilities can protect lives. Check your local fire and safety codes before installing delayed egress equipment. By installing delayed egress exit devices, you can prevent unauthorized exit through secured openings and re-direct foot traffic to a specific corridor that is monitored by security personnel.

2) Perimeter emergency exit and access control

Where life safety codes restrict traditional locking of these gates, weatherized delayed egress may be an acceptable application, depending on the authority having jurisdiction. Weatherized delayed egress systems provide staff time to react before the gate unlocks and helps to avoid a dangerous situation, and are tied into a fire alarm override, providing undelayed exit during a fire emergency.

3) Door prop alarms

Supplementing existing door security with door prop alarms helps maintain a more secure environment. A door left open, even for a moment, can provide an easy access point for threats. Door prop alarms will alert personnel to an unsecured door and help prevent unauthorized personnel from entering the premises.

4) Lockdown systems

What is the safest, fastest, easiest and most cost-effective means of locking down your campus? One way that has been overlooked is the use of exit devices with electric dogging. When installed throughout a facility, electric dogging allows all locking devices to be “energized” by one control switch

that can be located in a centralized area.

Put all the right pieces in one place for complete peace of mind.

Ensuring all the pieces of technology will work together is key. Ensure the supplier understands your needs and offers time-tested products. Additionally, make sure they can support the installation.

Learn more about how to keep your campus safe at:
www.detex.com/education • 302 Detex Drive
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For product info #34 securitymgmt.hotims.com

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Where Trust is Built™
DETEX®
 Life Safety, Security and Security Assurance

Adequate Lighting Still Available When Access to the Grid is Limited



Larson Electronics' solar light tower (SPLT-.53K-LM30-2XN3B-PW-TLR7) is the ultimate solution for security monitoring in remote locations.

Security for remote locations with limited access to the grid, such as open fields, makeshift concert venues and outdoor events, can be difficult to implement without adequate lighting. The presence of solar light towers may prevent criminals from exploiting poorly lit sections in the applicable area, and provide a safe environment for children and other members of the community.

Larson Electronics' solar light tower (SPLT-.53K-LM30-2XN3B-PW-TLR7) is the ultimate solution for security monitoring in remote locations. The solar trailer extends up to 30 feet, using a telescoping, three-stage mast that can be deployed using a 1,000lb-rated hand winch with a galvanized steel cable. It is also collapsible down to 13.5 feet for controlled configurations with low footprint requirements. When fully deployed, the unit can withstand crippling winds up to 125 mph. Operators may mount cameras, lights, security devices and other portable equipment on the tower for maximum coverage. The trailer also features a 360-degree rotating boom, which is ideal for overseeing various sections of the target area without needing to adjust the entire trailer.

Two, 265-watt solar panels can be used to support devices on the light tower. During operation, the robust panels charge a stand-alone, 400aH capacity battery bank. The 12-volt panels are angled 45 degrees in a fixed mount position for optimized exposure to sunlight. Compared to diesel or hybrid light towers, this solar trailer does not require costly, meticulous fueling for

consistent power. It runs quietly during operation, and can be installed in action-packed sections of the location without disrupting nearby crowds.

For seamless transportation and towing, the single-axle solar trailer is equipped with two, 15-inch tires. When stabilizing the light tower during deployment, four outriggers can be mounted firmly on the ground at every corner of the unit. Electrical components that support the features of the solar light tower

are encased in a NEMA 3R job box that is bolted to the trailer. It comes with a proprietary cooling system that maintains the temperature inside the unit (the component is activated when ambient temperatures exceed 90 degrees Fahrenheit). The sturdy job box is waterproof and is capable of withstanding rough treatment. Locks are available on the sides of the box to deter tampering.

“Solar light towers represent the future of remote security applications. They are environmentally friendly, extremely sturdy and their applications are endless. For businesses that are looking to streamline security measures in a remote area, the portable solar light tower is essential,” said Rob Bresnahan, CEO of Larson Electronics.

This solar light tower caters to a wide range of sectors that conduct work in off-site locations, such as entertainment, military, construction, education, mining and emergency services. In remote military bases and mining sites, the tower can be used to support perimeter and lighting systems. While on school campuses and construction sites, it can may be utilized to support security cameras for real-time monitoring. From

“Solar light towers represent the future of remote security applications.”

a long-term perspective, the light tower may help businesses reduce costs related to maintenance. The solar features of the unit operate quietly, and the parts are not prone to substantial wear and tear, compared to gas or diesel-powered variants. By harnessing power from an “unlimited” source that is the sun, tedious fuel trips to keep the tower operational are no longer needed. Lastly, the unit’s battery ensures that the tower remains functional after sunset and during cloudy or rainy conditions.

Learn more about the Larson Electronics:
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Know where you stand.

Always Open. Always Real.

Open Options has been developing customer-centric software built around the Authentic Mercury open hardware platform since 1998. From the beginning we have been dedicated to providing our customers a choice in access control solutions.

We are the best at what we do - **open platform access control**. Our software, DNA Fusion, interfaces with leading security technologies, giving you a best-of-breed security solution based on your unique needs.

We pride ourselves on our excellent customer service and open business culture. When you do business with Open Options, you will work with **real people that care about your experience**. You can always count on being treated with respect and will always know where you stand.

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