

July 28, 2014

2GIG Customer:

As noted in a recent article, there are devices that can potentially be used by skilled hackers to jam residential security systems causing false alarms or other problems. The 2GIG Go!Control panel was mentioned in that article. These types of stories seem to arise about once a year in conjunction with a hacker's conference and are typically generated to get a hacker attention they crave sometimes through overstatement.

Security systems are designed to create levels of deterrence. The balance between ease of use and deterrence is part of the decision making process between the user and the professional security service provider. The Go!Control security panel includes in the programming several deterrence features including a robust jamming detection feature to combat the type of attack described in the article. If enabled, the jamming detection feature detects the presence of a constant interfering signal for more than a set number of seconds and will create a tamper notification. All Go!Control panels ship with this setting disabled by default, leaving it to the installing company to enable if they deem it appropriate for the location. If customers want to enable this feature after installation, it can also be enabled remotely through the backend provider.

In the case where a more sophisticated attack method is used to interfere with transmission of proper data packets, the Go!Control system is designed to transmit a series of individual and complete transmission packets increasing the difficulty of interfering with all signals sent by the sensor. The more sensors that are tripped by the intruder the less likely it is that the transmission interference will succeed in suppressing all signals. It only takes one signal to set off the alarm.

Linear Corp is committed to providing high-quality, secure systems to its customers and continually looks for ways to improve the security of our Go!Control security system. We believe that the Go!Control system provides protection against hackers as good or better than any security system in the market. In fact, Go!Control's unique ability to remotely update the system firmware allows us to implement fixes for systems that are already installed in homes as new threats arise.

Regards,

Duane Paulson

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