MORzA BrickHouse Security Alarm and Home FAQ'S

Can I use this system in my rental home or apartment?
*The Morza home alarm system runs on cellular communication, eliminating the need for a hardwired phone connection. This makes it an easy system to set up and take with you when you move.

When I move to a new home or location, can I take the system with me?
*Since the Morza systems uses a cellular signal to communicate with Central Station, you can very easily take the system to a new home. You would need to contact BrickHouse Security to update your address and check the signal strength in that area.

How does the Morza alarm system work?
*The Morza system uses RF signals to communicate with the sensors, Z-Wave technology for the emPower devices, and GSM or CDMA cellular signal to talk to the central station.

Control Panel: This is the center of your alarm system. It will monitor the activity of your sensors and contact the Central Station with sensor alerts. You can also use the control panel to arm/disarm the system and customize your settings. Arming and disarming can also be done online or via the mobile app with ease.

Sensors: These small devices can be used to trigger an alert for a perimeter breach along windows and doors, as well as Smoke Detectors, Carbon Monoxide detectors, and glass break sensors. When the smoke or carbon monoxide detectors are triggered, the central station will be alerted.
The door and window sensors can be used in various ways other than a main door or perimeter windows. You can use these on filing cabinets, liquor cupboards, or any other area that can be opened and closed that you want to monitor.

Your alarm system is monitored 24/7 to respond to alerts sent by the sensors to the system. If an alarm is triggered, you will be contacted as well as the proper authorities to keep you and your property safe at all times.

Can I use my mobile app to disarm and arm my system remotely?
*You can easily arm and disarm your system from your mobile app. You can also do it from your computer when logged into the website.

Is wireless communication for security really safer than a landline?
*Having the device communicate with it's own cellular signal is much safer than having to rely on the phone or internet connection in your home. If your internet or phone lines go down in your home, your system will lose communication since the line is no longer in service.
Since the system runs on it's own cellular/wireless connection, there are no lines for an intruder to cut that would stop communication. The sensors themselves are also connected wirelessly to the panel, and they will alert the panel if they have been tampered with or activated.

What if the cell phone reception in my area is not that good, will this still work?
*The BrickHouse Security Morza system runs on a much lower frequency than your standard cell phone. Even in a low signal area, you should still have a strong enough signal for the system to communicate to the central station. There is also an external antenna included with your device that you can leave hanging outside for a boost in signal. You will still want to avoid putting the base unit in a basement or anywhere surrounded by too much concrete or metal.

Do I need to hook this system up to my home internet or wifi?
*The system does not need to be hooked up to your home internet since it has it's own cellular communication. You only need the internet when you want to easily change settings or for the video monitoring services.

What are the interactive services in this system?
* The interactive features let you control the system and it's options remotely from the free mobile app or by logging in online. You can set up more options and change settings online vs the mobile app.   You can set up text or email alerts to be sent during sensor activity or in case of an alarm. If you have the emPower devices, you can also control your lights, locks, or thermostat.

Can I buy extra sensors after I already received the Morza system?

*Yes, you can buy additional sensors or emPower devices after getting your system set up. Please talk to one of our alarm specialists to discuss any other sensors you may be interested in and how it will affect your subscription and what will work best for your needs.

How long will it take for me to be notified when my system is armed and an alarm is triggered?

*The alarm system has a 15 second delay before it will contact the central station if an alarm is triggered. This gives you time to disarm the system if it was an accidental trigger so that you do not need to worry about a false alarm being sent.

*An example of a false alarm would be if you have the system armed in Stay Mode and you open a window to let in some air. This will trigger the system as an alarm, and you will have time to disarm the system and then bypass that sensor.