

the Sentinel

A Newsletter from



General Electronic Security, Inc.

*John Lindberg, President*

Greetings!

On behalf of the Dial One staff, I hope this newsletter finds you relaxed, safe and in high spirits.

In this issue of The Sentinel, you will read about important changes in the security industry, such as the FCC-issued sunset clause for the Analog Mobile Phone Service and VOIP, a recent trend in phone communications.

Check out the Employee Spotlight to read about exciting events in the lives of our staff and the Community Service section to see some recent photos!

If there is anything we can do to better serve your security needs, please do not hesitate to let us know. If you have any questions or comments about the newsletter, please call me at (513)-527-4400.

Sincerely,

John Lindberg

Sunset Marks the Rise of New Technology

An important landmark for changes in wireless communication is just around the corner. The Federal Communications Commission (FCC) has established February 18, 2008 as the last date that wireless carriers will be required to support the Analog Mobile Phone Service (AMPS) network. The FCC has also created a sunset clause so that wireless users will have sufficient time to transition to the newer digital network, Global System for Mobile Communications (GSM).

Wireless communication has become commonplace in the alarm industry. Initially used as backup communication

to a standard phone line, wireless devices are now frequently used as the primary means for communicating alarms. Many of these devices currently in use are still using the AMPS network and will need to be replaced before the February 18th deadline.

Dial One believes it is vital to inform our clients about this change. An industry concern is the speed at which we contact clients so they won't be left behind during this advance in wireless communication. According to securityinfowatch.com, the FCC has

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The Facts About VOIP

Voice Over Internet Protocol (VOIP), a recent trend in communication services, digitizes voice signals from a telephone and transmits them over the Internet. Time Warner's Digital Phone Service is one example of this service.

VOIP technology enhances our ability to communicate in a convenient, cost-effective way and is a potential advancement in security system communication. However, users should be aware of a few concerns regarding the service before relying on it entirely for alarm communication purposes:

- If power goes out it is very probable that a user's VOIP service will also be affected. Installing a backup power source for the VOIP equipment will help prevent this problem.

- During installation of the VOIP service, the alarm system may be inadvertently disconnected from the phone service, or line seizure may be compromised.

Dial One Security can assist VOIP users with these concerns. We suggest that you test your alarm system regularly (see Randy's Reminders). As always, our staff can help test your system to ensure that your alarm signals are successfully transmitted to the Central Station.

Please contact our service department at (513) 527-4400 for more information on VOIP or visit our Web site, www.doges.com/customer_service/default.htm and click on CUSTOMER SERVICE and then INFORMATION ON YOUR SYSTEM.

Randy's Reminders - Security System Testing Made Easy

We have reminded you in the past of how important it is to test your alarm system since testing is the only way to ensure that your system is working correctly. While the Dial One service department agrees with security manufacturers that systems should be tested weekly, we understand that today's busy lifestyles often prevent this from happening.

Most of the monitored systems installed by Dial One send a periodic test signal to the Central Station, but this signal only verifies communication. A number of the older systems do not have this feature.

Testing your system does not need to be a major disruption to your normal routine. It should take minimal time if you break the procedure down into manageable sections. For example,

STEP ONE: Call the Central Station and tell the operator you would like to test your system. The operator will ask you for your private password or account number and how long you

would like to test the system. Give yourself plenty of time, and then begin your test.

STEP TWO: Activate the system, open the door you normally use to exit and let the delay time run out. Once the alarm sounds, check your telephone for a dial tone. The telephone line should be dead while the system calls the Central Station.

STEP THREE: Walk by a motion detector or open another door. Now you can turn the system off and call the Central Station to find out what signals have been received. This quick test should take about 10 minutes.

The next time you test your system, follow the same procedure as above, but instead open a protected window or walk by a different motion detector. Testing your system in sections not only saves time, but it also makes the testing process seem less tedious.

If you are concerned about testing your system on your own, feel free to call the



Randy Johnson is a senior service technician with Dial One. He has been with the company for more than 15 years.

Service Department and schedule an appointment with a technician to perform an on-site, complete system test that includes: cleaning smoke detectors, testing the system battery and checking all devices tied to the system.

As always, should you have any questions about testing or the operation of your system feel free to call us, and we will be happy to help you in any way we can.

Sunset Marks the Rise of New Technology

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promised to begin a public awareness campaign to encourage system owners to substitute their analog programs in time. Please contact our service department for more information about the sunset clause or if you feel you may be affected by this new technology. You can also go to our Web page for additional information at www.doges.com and click on CUSTOMER SERVICE and then INFORMATION ON YOUR SYSTEM.

Community Service

Dial One's commitment to community service remains a firm value within our company. On Great American Cleanup Day, April 28th, 2007, we cleaned the areas on and near our Adopt-A-Spot locations. One group of volunteers visited our Adopt-A-Spot traffic island at Red Bank Road and Duck Creek Road. Another group took charge of an area close to our new Madison Road Adopt-A-Spot between Mathis Street and Glenshade Avenue.

In addition to the maintenance of our old and new Adopt-A-Spots, we have continued our support for the following important organizations and endeavors: Big Brothers and Big Sisters, the Arthritis Foundation, Madisonville Safety and Security Committee and the False Alarm Reduction Unit (FARU) citizen training classes.



Dial One employees "cleanup" our Adopt-A-Spot traffic island at Red Bank Road and Duck Creek.



Dial One has adopted a new spot at Madison Road between Mathis and Glenshade.

Burglary Blunders

Courtesy of "News of the Weird" Universal Press Syndicate 2007

That Looks Familiar

A 17-year-old was arrested in January in Sheboygan, Wis., and charged with stealing a snowmobile from the Sheboygan Yamaha lot. However, the next morning, even before the dealer realized the vehicle was missing, the boy had brought it in for service.

[*Sheboygan Press*, 1-30-07]

Hot Dog.....s!

Des Moines, Iowa, police detained James Clay in December after a convenience store clerk accused him of putting two hot dogs inside a bun and covering them with enough condiments that the clerk would think he was buying only one dog.

[*Des Moines Register*, 12-29-06]

I Don't Think So, Sonny

According to police in Hartselle, Ala., Daniel Brown, 22, wore a ski mask to hide his identity from his grandfather when he staged a home invasion-robbery in January, but when he burst in, he yelled, "I need your money, and I mean it, Pa-Paw." (Nonetheless, when arrested, Brown denied that he was the man behind the mask.)

[*Decatur Daily*, 1-11-07]

Employee Spotlight

Dial One is happy to announce the marriage of Adam and Cynthia Hoffman (top right). Cynthia is in Customer Service, where she answers phones, files paperwork, works on Dial One's Web site and snaps company photos. Adam and Cynthia were married April 21, 2007 at the Newport Syndicate in Newport, Kentucky. Light pink and sage were the wedding colors that marked the happy occasion. Adam proposed to Cynthia in London, England, last September while the couple vacationed in Abbey Gardens in Bury St. Edmunds. Dial One wishes Adam and Cynthia all the best!



We would like to introduce Paul Perme, the new friendly face around the Dial One offices (middle right). As an Inside Sales and Marketing employee, Paul assists individuals interested in Dial One's services. He is happy to lend his skills to the company and its customers. "Working for Dial One gives me great pleasure knowing that our services make people feel safe and secure." Dial One is proud to have Paul onboard!



Scott Watkins (bottom right) has assumed a new position at Dial One. As the Production Manager, Scott supervises the field technicians, assisting them with solutions to problems that arise during the day and helping coordinate schedules to complete jobs accurately and on time. "I appreciate the opportunity that I have been given. I enjoy working with the great group of technicians that we have and would not be able to do my job without such a wonderful crew." Dial One appreciates you too, Scott!



Privacy Policy

Dial One respects your privacy. We will never sell or disclose our customer information to third parties. This includes e-mail addresses and phone numbers.

For a complete copy of our privacy policy, see www.doges.com/customer_service/privacy.htm.

How to Reach Us

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All service and sales can be reached on our general number of (513) 527-4400. To contact the Central Station, call (513) 921-4300.

If you have any questions or suggestions that you would like us to address in this newsletter, let us know. You can write to:

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**THE DIAL ONE SALES BUILDING
AND THE MAIN OFFICE**

Recent upgrades to sidewalks, curbs and banners outside
Dial One's main offices in Madisonville.

**NEW ORDINANCE IN
OXFORD, OHIO**

The City of Oxford has adopted an ordinance for alarm system registration. Oxford citizens who own alarm systems must register with the Oxford police department by Aug 31st. For more information please visit the City of Oxford website, <http://www.cityofoxford.org/Page.asp?NavID=1099>

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