

# the Sentinel

A Newsletter from  
**Dial ONE**  
 Security, Inc.



John Lindberg, President

## HOLIDAY GREETINGS!

With the holiday season upon us and winter just around the corner, I would like to wish you a safe and enjoyable holiday season.

In this issue we point out how you can save money on your insurance, the advantages of having GSM cellular communications and we welcome three new employees.

To help streamline our billing process, our clients that are former Sound Security clients that are still being billed on the 15th of the month before the quarter, will receive an extra 15 days to pay.

If you have any comments about the newsletter or suggestions for future articles, please feel free to call me at 513-527-4400 .

Thank you for the trust that you have in Dial One Security and I hope you enjoy the holidays!

Sincerely,

*John Lindberg*  
 John Lindberg

## Trust Your Carbon Monoxide Detector



Most of us are familiar with Smoke Detectors and why they occasionally go off due to a burnt meal or a fire, you can see or smell the smoke, but with Carbon Monoxide (CO), the gas is colorless and odorless, and usually not detected until the CO Detector sounds or the physical symptoms such as headaches, nausea, dizziness, or confusion occur. This is why CO is know as the "silent killer". When the CO detector goes off, it is critical to find out if anyone is experiencing symptoms of

carbon monoxide poisoning, if they are, leave the building immediately and call 911. Do not reenter the home until the emergency services have determined that it is safe. If no one is experiencing symptoms open up the windows and ventilate the building, and then turn off any gas fired appliances. After the space has been ventilated reset the CO Detector. If the CO detector does not sound again, call a service technician to inspect and repair any problems. If the CO Detector sounds again, call 911 and leave the building. Never ignore the warning of a CO detector.

CO Detectors have a specific life span and should be replaced occasionally per the manufacturers recommendation.

## Never Pay for a Service Call Again

Dial One Security Service Agreements offer our clients a way to protect yourself from unexpected repair bills and offer you an affordable method of making sure your Security, Fire, Camera and Access Systems are maintained in working order. There is no additional trip charge with our Service Agreements, and all covered Parts and Labor are included during normal business hours. If our Technician finds that a covered part needs to be replaced, it is done at no cost to you. If your part is no longer available, we will replace it with the most current comparable part for your system.



Dial One Security cares about protecting not only you, your employees, customers and property, but also the investment that you have in your security systems. We want you to be able to go about your daily life without worrying about the maintenance costs of your security systems. Give us a call today, at 513-527-4400, to find out more.

# HOW TO REACH US

## MAIN OFFICE

513-527-4400

## DIRECT LINES & EMAIL

513-527-3033

John Lindberg	ext. 103	jl@doges.com
Dennis Toon	ext. 107	dt@doges.com
Valerie Bryan	ext. 101	v.bryan@doges.com
Rob Singer	ext. 102	rs@doges.com
Cynthia Hoffman	ext. 104	c.hoffman@doges.com
Chester Millay	ext. 105	cm@doges.com
Jeff Payne	ext. 106	jp@doges.com
Paul Perme	ext. 108	p.perme@doges.com
Vince Sticklen	ext. 109	vs@doges.com

## FAX

513-271-9643

## CENTRAL STATION

513-921-4300

*If you have any questions or suggestions that you would like us to address in this newsletter, please contacts us at:*

*Dial One Security, Inc.  
c/o John Lindberg  
6114 Madison Road  
Cincinnati, Ohio 45227*

## PAYMENT ADDRESS

*Dial One Security  
P.O. Box 641464  
Cincinnati, Ohio 45264-1464*

## HOLIDAY HOURS

*The Dial One Security offices will be open during our normal business hours of 9am - 1pm on December 24 and December 31. We will be closed on the following dates for the holidays*

**December 26**  
**January 2**

*In case of an emergency our Central Station will continue to be open throughout the holidays and our answering service will be able to contact the service technicians should you require emergency maintenance on your system.*

## Randy's Reminders



False alarms can cause you unnecessary expenses from either emergency service calls or false alarm fines imposed by your municipality. Many false alarms can be avoided by taking some very simple proactive steps when it comes to maintaining and managing your security system. First of all, anyone who is using the system, should be familiar with its operation and know how to contact the Central Station to cancel any false alarms. The Central Station will need to know the pass code in order to cancel the alarm.

Before the system is activated, all windows and doors should be closed. A yearly inspection and cleaning of the system should be performed to ensure that it is in proper working condition. The Central Station should be notified when any cleaning or testing of the system occurs so that it can be put on test so that emergency personnel are not notified should the alarm be activated. The Central Station should be notified when there is a change in the users of the system, so that all of the emergency contact information is up to date. Changes to the interior environment of the house is also a big cause of false alarms. These include a new pet, addition of house plants, changes to the interior design and seasonal decoration. By following these tips, your system will be ready in the case of an actual emergency.

## Insurance Discounts for Monitored Systems

Business and homeowners can lower their insurance premiums by having a security and fire alarm system installed and monitored. Many times people never notify their insurance company that they have added a security system, and thus never get a credit on their premium.

Insurance companies offer these discounts because they realize the reduced risk when a business or homeowner improves their security. When comparing prices from insurance companies, you should always inform them that you have a monitored security system and whether it is just security or also includes smoke and / or heat detectors. This will ensure you get the best possible price on your insurance.



Not only is securing your home or business against theft a good idea, but you should also be protecting your home or business against fire, with properly placed smoke and heat detectors.

After you have a system installed and the monitoring hooked up, you should contact your insurance agent to see if your insurance policy is eligible for a security system discount. If you are, Dial One Security can provide your insurance agent with a Certificate of Monitoring. The money saved on your insurance premium can offset a portion of the monthly monitoring costs. This can help you gain the protection that need without a lot of additional expense.

## PRODUCT SPOTLIGHT

### GSM Cellular Communicator

As phone companies continue to raise the price on having a home phone line, an estimated 20% of today's homes are cell phone only. An additional 18% of homes use VOIP as their primary home phone. Many more people only hold on to their home phone only for their alarm communication. VOIP has proven to be an unreliable method of alarm signal communication due to how the data is transmitted.

Honeywell's GSM cellular communicator allows you to eliminate your home phone line for alarm communication, while providing you a safer means of communication. The alarm signal is sent to Dial One's Central Station over a Dual-Path cellular signal, with an optional third means of communication that can be sent over the internet. The cellular communicator also allows for the addition of remote services to your alarm panel, allowing us to upload and download changes to your system from our office as well as offer services such as Total Connect, giving you the ability to manage your system remotely over any internet connection or smartphone. The GSM module also has its own 24 hour back-up battery to ensure communication.

The move to GSM can also be a wise financial decision, saving you approximately \$360 per year by eliminating your home phone line..



## Giving Back to Our Community



Dial One Security takes great pride in being a great corporate citizen by giving back to our communities. Recently we sponsored the Multiple Sclerosis Society, The Beechwood Home, The Children's Home of Cincinnati, Weed and Seed, Madisonville Streetfest, Our Lord Christ the King Church Junefest, St Peter and Paul Academy Running Scared 5K, Pro Kids, Cincinnati Park Foundation, Big Brothers / Big Sisters, Mount Notre Dame's Grand Gala and the Madisonville Education and Assistance Center's (MEAC) annual Wine and Wheels fundraiser. Dial One Security has also become a Corporate Sponsor of the Anderson High School Band.

We also take great pride in improving the environment in the Madisonville community. This year we were recognized by the Madisonville Community Council for the

beautification of our campus. Our influence goes beyond our buildings with our two Adopt-A-Spot areas, that our employees regularly clean up. Our employees also make a concentrated effort every year on the Great American Cleanup day to tackle one big project in the community that makes a lasting impact.

Dial One Security is committed to making a difference in our community and the city in which we live and work.

## Burglar Blunders

### NY FUGITIVE TAUNTS POLICE ON FACEBOOK TO CATCH HIM

A fugitive from upstate New York, who taunted police on his Facebook page to 'catch me if you can. I'm in Brooklyn', has been arrested. U.S. marshals and NYPD detectives tracked Victor Burgos down to an apartment in Brooklyn sitting at his computer with his Facebook page open. The 29-year-old suspect was wanted by Utica police on multiple arrest warrants for domestic violence and harassment of his former girlfriend. He allegedly issued the Facebook challenge after his mug shot appeared on the Utica Police Department's 10 Most Wanted list. Utica Sgt. Steve Hauck said: "He told us via Facebook to come and get him and we did."

### ROBBERS COMPETE FOR THE BANK'S LOOT

Police officers in Hamburg, Germany, could hardly believe their eyes when they answered an alarm and found two potential bank robbers in a fist fight in the middle of the street. Witnesses said the crooks arrived about 15 minutes apart and clearly were not working together. They got into a heated argument that quickly escalated into a full-scale brawl. Both robbers were arrested.

### CAN I PAY YOU TO ROB THIS PLACE?

In Louisiana, a man walked into a Circle-K, put a \$20 bill on the counter and asked for change. When the clerk opened the cash drawer, the man pulled a gun and asked for all the cash in the register, which the clerk promptly provided. The man took the cash from the clerk and fled, leaving the \$20 bill on the counter. The total amount of cash he got from the drawer, Fifteen dollars. The question has to be asked: If a man points a gun at you and gives you money, was a crime committed?

### DO WE REALLY NEED THESE CAMERAS?

A New Jersey Police Chief's wife questioned her husband's installation of video cameras outside of their house, until their house was broken into just weeks after the cameras were installed. The Police Chief's wife arrived home while the burglars were in their home. The two burglars went out the front door carrying jewelry, cash, and prescription drugs. What they didn't know was that their moves were being recorded by the surveillance cameras, giving the police a vehicle description, as well as a clothing description. 24 hours later the police had their burglars in custody. The police chief said "It is comforting as a victim to know exactly what happened, how it happened, and this gives you the answer"

# Happy Holidays!

from all of us at  
**Dial One Security**



## Welcome to Dial One Security



Cynthia Hoffman worked at Dial One Security from 2005-2008 and has rejoined the team after returning to live once again in Cincinnati



Valerie Bryan joined Dial One Security in June to manage the accounts receivable and accounts payable duties. Valerie previously handled similar duties at the Children's Home of Northern Kentucky.



Jeff Biedenbarn joined Dial One Security in October as a Service Technician. Jeff was previously employed at Cincinnati Bell's Complete Protection before it was sold in August.

41242

PRESORTED  
STANDARD  
U.S. POSTAGE PAID  
CINCINNATI, OH  
PERMIT NO. 6657

6114 Madison Rd. Cincinnati, Ohio 45227

