

Community Involvement



The Employees of Dial One Security once again volunteered for the Great American Cleanup on Saturday, April 21. This year's cleanup was focused around a steep and winding section of Kenwood Rd in Madisonville. Because of safety concerns due to driver visibility, the Cincinnati Police Department provided us with two officers and their police cars to maintain the traffic. Our employees scoured the sides of the road and adjacent hillsides picking up four pickup truck loads of trash while also trimming away some of the overgrown vegetation along the road, removing a fallen tree at the edge of the road and cleaning out the storm sewer inlets.

Dial One Security continues to support events and charities that we feel make a difference in the community including Big Brothers / Big Sisters, The Beechwood Home, The Children's Home of Cincinnati, Mount Notre Dame's Grand Gala, Madisonville Education and Assistance Center's (MEAC), Ohio Alleycat Resource's A'Cat'Emy Awards, Madisonville Braves Youth Organization baseball leagues, the Indian Hill Boosters and the Anderson High School Band Program. We also take great pride in improving the environment in the Madisonville community. Our influence goes beyond our buildings with our two Adopt-A-Spot areas, that our employees regularly clean up. Dial One Security is committed to making a difference in our community and the city in which we live and work.

Welcome to the Dial One Security Family



Congratulations to Jeff Richmond and his wife Megan on the birth of their son, Rylan Christopher, born on March 16, weighing 7lbs.-6 oz. and measuring 19 in long. This is the third child for the Richmond's. We wish them the best.

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the Sentinel

A Newsletter from
Dial ONE
Security, Inc.



John Lindberg, President

GREETINGS!

We at Dial One Security hope that this latest edition of our newsletter finds you healthy, safe and secure.

In this issue of the Sentinel, there are articles about cellular communications, copper theft, remote camera viewing and security for your pets that we hope you will find interesting. Earlier this year our Central Station underwent a major software upgrade to provide additional benefits to our clients. If you will be going out of town this summer, make sure you contact our office to update your Emergency Contacts.

We continue to show our dedication to the local community through our volunteer efforts at the Great American Cleanup and support of numerous local organizations.

Thank you for putting your trust in Dial One Security.

Sincerely,

John Lindberg
John Lindberg

Pets for Security, or Security for Pets?

Time and time again we hear "We don't need a security system because we have a dog" Sure a dog may bark and scare off the occasional burglar, but dogs can be distracted by food, other animals or maybe the dog knows the intruder and forgets all about owner loyalty. Shouldn't you have a security system because you have a dog, or for that matter any pets that your cherish? Should there ever be a fire or carbon monoxide leak in the house, the safety of the animals should be what really matters. Unless your pet can dial 911, who is there to look out for them in times of emergency? Some pet owners will place decals on their doors to notify the fire department of the presence of pets in the house so that they may be rescued in the event of a fire. People often think that they cannot have a security system because they have a pet roaming the house. Newer alarm systems can be configured with "pet immune" motion sensors that can take into account that there are pets in the house and not detect a pet under a specified weight.

Many pet owners are so connected to their pets they add Total Connect Cameras to their security systems to have the ability to check in on their pets on their smartphones when they are away at work.

If you need more information on protecting your pets, give us a call!

Central Station Upgrades to Microkey

Dial One Security's Central Station Monitoring facility recently underwent a major upgrade of the operating software to MicroKey. This upgrade will provide you with better service by automating Opening and Closing Reports and with Operator Guided Response, each account will have predefined alarm processing for each zone code or condition. Incoming calls can be automatically routed based on priorities and subscriber information. Related pending alarms are sent to the same operator to eliminate double dispatching.



The Central Station recently underwent its annual inspection by Underwriter's Laboratories and passed. The inspectors were particularly impressed by the new MicroKey software and the features that it includes to protect our clients.

The upgrade to MicroKey is just one more example of how Dial One Security is committed to providing our customers with great customer service!

HOW TO REACH US

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

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HOLIDAY HOURS

The Dial One Security offices will be closed during our normal business hours of 8am - 5pm on July 4 and September 3.

July 4 Dial One Offices Closed
September 3 Dial One Offices Closed

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

Randy's Reminders



Although your alarm system requires some type of communications path to the central station in order to transmit your alarm signals, this no longer has to be through the traditional land line provided by the phone company. Most alarm panels that are installed today have the ability to communicate with a cellular communicator either built directly in to the alarm panel or added to an existing system. By enabling your alarm communications to travel over a wireless cellular network, there is no longer the threat of having

the phone line cut to prevent the signal from reaching the central station. The cellular communications path also provides a dual path of communication through SMS messaging should the cellular network ever become unavailable. Although many people eliminate their home phone line in favor of VOIP phones offered through their cable companies, VOIP phones have proven to be unreliable in transmitting alarm signals due to the way the signal is converted from an analog signal to a digital signal inside the home and then reconverted to an analog signal at the central station, as well as the frequent service that occurs on a cable line or loss of power that causes a failure to communicate error at the alarm panel. The cellular communicator is by far the means of communication that Dial One Security recommends.

Like Us In The Social Media World

We live in a world where information is instantaneous and it seems like everyone is connected. Dial One Security is part of this social media community with company pages on the most popular sites such as us Facebook, Google +, Twitter, LinkedIn and YouTube.

On Facebook, Google+ and our company blog (<http://doges.com/about/blog/>) we share new product information, updates on many of the events in which Dial One Security participates as well as charities that we support and updates on our extensive company recycling program.

Twitter (dogesi) provides us with a means to post breaking news about the company or security industry in short 140 character messages.

Our YouTube Channel is the place to visit to watch short videos about the company, our television commercials, and product videos. We are hoping to start adding customer service instructional "How To" videos here soon.

When you visit us on any of the social media sites, make sure to "Like" us on Facebook, "1+" us on Google+, "Follow" us on Twitter and frequently visit the blog to help us build our connection to our loyal Dial One Security clients.

Dial One Security to Continue Protecting City of Cincinnati

Dial One Security was once again chosen as the successful bidder by the City of Cincinnati to monitor and service all of their security and fire alarm systems throughout the city. These include systems in the Police, Fire, Parks and Recreation Departments as well as Facility Management, Parking Facilities, 911 Center, and MSD.



PRODUCT SPOTLIGHT

Air Conditioner Protection

Dial One Security has recently been faced with the challenge of finding the best solution for securing outdoor Air Conditioning units from being stolen for their copper. There are many solutions out there today such as installing cages over the units, installing pressure switches on the coolant lines, to lacing the units with a security wire, but they all have draw backs which enable the thieves damage the units. Dial One Security analyzed this problem and decided the most practical solution to protect the units, before the damage was done, was to install a dual axis tilt switch that is monitored 24 hrs a day on the side of the unit so that any movement of the unit will trigger the alarm. The tilt switch is used in combination with a sounding device that will draw attention to the property and hopefully scare off the thieves before they are able to damage or remove the unit. As an added deterrent, we have begun installing warning tags on the electrical disconnect panel of the unit to notify any potential thieves, that the unit is connected to a monitored alarm system. The tag also serves as a warning to the AC repairman to notify the central station prior to servicing the unit.

Contact us to find out more information how to protect your AC Units



Remote Camera Viewing



Everywhere we look today there are cameras around us watching everything we do. It used to be that cameras were strictly monitored by security guards watching multiple monitors at a time, but today with the advances in technology, video analytic software can detect more accurately many of the events that occur, thus reducing the labor costs associated with sophisticated camera systems. Technology has advanced to the point where we can now install wireless cameras in a home or business and view them over your smartphone through products like Total Connect. These cameras can even provide motion detection to notify you when an event happens in a

particular portion of the camera's view, such as someone walking up to a door and then email you a clip of the event. A number of people use remote viewing of their security cameras to check in on an elderly parent or to watch their pets at home. Other Apps for smartphones allow up to 16 cameras connected to a networked DVR to be viewed remotely and also provide the ability to look back at previously recorded video. Contact us for more information on how a Security Camera System can work for you.

Burglar Blunders

DANCING BURGLAR

A teenager who was caught on camera busting a move during a burglary, was arrested and nicknamed the "Dancing Burglar," Security video shows the boy dancing at the scene of a burglary. After the video hit the air, police got a call from police at a local high school. High School officers said they recognized the suspect's moves and sent police to the home of a 16-year-old student. "We went to his house, he was there, we showed his mother the video, his mother called him out to the living room," he said. "She looked toward the suspect and said, 'signature dance move what's that?' and he goes, 'that's my swag momma,' that was part of the, I guess, confession." Charges were pending against the 16-year-old and two adults who took a fire extinguisher.

SEEING EYE DOG FIGHTS OFF ATTACKERS THEN CALLS POLICE

Police responded to a home invasion after the blind victim's seeing-eye dog called them for help. According to police, a woman said a suspect broke into her home at approximately 4 a.m.. The 52-year-old blind victim said she was threatened before being choked and falling down a flight of stairs. Officers said that after witnessing the assault, the woman's seeing-eye dog fought off the attacker. She told them that once the home was secure, the dog used a specially manufactured device to phone police and alert them.

HOME INVADER COOKS, CLEANS AND EVEN FOLDS LAUNDRY

Imagine coming home to a clean house, your laundry folded and dinner made. It's a dream come true for most people, but for one South Bend woman it was a shocking and unwelcome invasion of her home. Ann Murray came home around 11:30 and found a strange man in her apartment. She thought she was being robbed, but instead, the man, "had cooked some chicken and onions in a pot, folded my clothes and swept my floor," Murray says. When asked if he did a good job, Murray laughed and said, "Yes, he drank up my orange juice, but it's cool, because he swept my floors and folded my clothes. He didn't take anything. Well, I guess he took a nap while the food was cooking." Murray says Davis even put a sheet and pillow on her couch.

Police say 45-year-old Keith Davis got into Murray's apartment through an unlocked front window. When police arrived at the house, Davis was calmly sitting in a chair in Murray's living room, but wasn't making a lot of sense. He told police he lived there, but gave them a different address. He did admit to cooking food and cleaning the apartment.