

Happy Holidays!
from all of us at
Dial One Security



We Are Looking To Expand Our Service Department

**NOW
HIRING!**

If you, or someone you know, is mechanically inclined, has a working knowledge of electrical systems, computers, or IT, with good communication skills, a hard work ethic and great customer service skills, we would like to talk to them about a career at Dial One Security. Please send resume to Cynthia at c.seeberger@doges.com. As we expand our service department, we would like to welcome Jerry Andres and Matthew Brandenburg to our team of technicians.

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the Sentinel

A Newsletter from
Dial ONE
Security, Inc.



John Lindberg, President

GREETINGS!

As 2013 comes to a close, we at Dial One Security would like to wish you and your family Happy Holidays along with much happiness and health for the upcoming year.

In this issue of the Sentinel, we help you become more aware of your surroundings, provide answers to some of the questions we receive about clients phone lines and give you some insight into what is happening within our company.

During the holidays we will be spending time with our family and friends, so please take note of our holiday hours. As always, our central station will remain open 24 hours a day, 365 days a year.

Sincerely,

John Lindberg
President, Dial One Security

Security Systems Added Benefits



People often think that a security system's only benefit is to prevent a burglary when they are not home, which leads them to only use the system when they are away. This could not be further from the truth. A security system will protect you when you are home and while you are away.

The Stay or Night feature allows you to arm your system with perimeter protection only, such as windows and doors, without activating interior devices such as motion detectors. Most control panels have the ability when the system is disarmed, to turn on a chime that sounds when a sensor is activated, like a door or window opening. The chime is a great feature to notify you if a child has opened a door, or for a shop keeper that may be away from the front of the store and want to be alerted if someone enters the shop. Monitored smoke detectors should be part of every residential security system. They provide critical life safety protection when you are home, while also protecting your property when you are away. The addition of monitored smoke detectors to a residential security system will not increase your monitoring rate, and may save you up to 20% on your homeowners insurance.

One of the latest technologies that can be added to your security system is Total Connect remote services. Total Connect allows you to remotely manage your security system through any internet connected device such as your smartphone, tablet or computer. Not only can you arm and dis-arm your system from anywhere, you can check on the status of the system, receive text messages or emails of alarm events such as the door opening when your children come home from school, or notification of an actual alarm.

These are just a few ways to get the most use out of your security system and help you stay protected each and every day.

BBB Torch Award Winner

Dial One Security is honored to be named the winner of the 2013 Better Business Bureau's Torch Award for marketplace ethics. The awards are based on a business' ethical practices and how they are made part of their day-to-day operations through employee trainings and the way they resolve ethical dilemmas involving their customers, suppliers, and vendors, as well as their long-standing history and reputation for ethical standards of behavior in the community.



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 on the following dates so that we may spend time with our family and friends:

December 25	Christmas
January 1, 2014	New Years Day

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



I frequently am asked to service a client's security system that is not communicating with the central station. Often times the client will tell me that they have Cincinnati Bell's Fioptics service for their phone lines, internet and television, and think that they have fiber optics. This is not always the case. In neighborhoods that do not have fiber optics installed to each house, the Fioptics system uses a

VDSL connection to the internet over copper wires. The houses with the VDSL connections will communicate with the central station, while those houses that have fiber optics run all the way into the house, and communicate over VOIP, will not communicate to the central station. Both of these systems need a transformer to operate, which may or may not be on a battery backup, and therefore may not operate in times of power outages. These types of communication issues are not just isolated to security systems, but also affect fire communications as well.

Any time that you have work done on your phone system, or switch service providers, make sure to test your communications to the central station by testing your security system.

The best solution to this communication issue is to install a digital cellular communicator on your security system which has its own battery backup and will communicate to the central station during power outages.

Be Aware of Your Surroundings



As we go about our busy lives we often are not aware of what is going on around us. This can be a critical mistake if someone is intent on attacking you. Here are a few tips to help keep you safe from becoming a victim of crime.

- Look around and be aware of strangers, especially if they are walking toward you with confidence.
- Many thieves are looking to steal cell phones and other electronic devices. Don't be distracted while using these devices. If you have the ability to turn on tracking software, you should.
- Never open the door to your house to a stranger.
- Always visually survey in and around your car before getting in to make sure someone is not waiting for you.
- Men should carry their wallet in their front pant pocket or inside of a jacket. Women should carry a small purse that can be grasped with a hand.
- If an attacker asks for your wallet or purse, throw the item as far away from you as possible, since the attacker will more than likely go after the item, and give you a chance to get away.
- Use reflective surfaces like windows and metal surfaces on buildings and cars to help you see what is behind you.
- Travel in well lighted areas, preferably with other people.
- Don't rely strictly on your sense of sight, learn to use your sense of hearing and smell to help you be aware of your surroundings.

These are just a few tips on improving your awareness, but remember, consistent use of your security system is the best way to protect you and your family while at home.

PRODUCT SPOTLIGHT

Advanced Protection Logic

Advanced Protection Logic (APL) is a service that was designed for the ReadyGuard 5100 self contained security control panels. Although the control panel has built in tamper switches, there were concerns that the panel could be smashed during a burglary and prevent the system from communicating to the central station. When the system is armed, APL works by sending in a signal as soon as an entry delay sensor is triggered. The signal is held during the entry delay period. If the disarm code is not entered, the alarm is activated and the central station is notified of the alarm. If the disarm code is received, the system is disarmed and no further communication is necessary.

APL is added to all of our commercial security accounts that use the ReadyGuard 5100, due to the increased likelihood that the panel will be located and smashed by a burglar. APL can be added to our residential ReadyGuard 5100 systems for a nominal increase in the monthly monitoring rate.

APL is a great way to increase your level of security while maintaining the ease of use that the ReadyGuard 5100 brings to our clients.



Burglar Blunders

THIEF CAUGHT WITH FIND MY IPHONE APP!



When a shop clerk in New York City was robbed at gunpoint for her iPhone early last year, a nearby officer knew to spring into action with his own phone. Using the Find My iPhone app, he entered the victim's Apple ID and located the missing mobile in seconds. Wasting no time, he drove over and immediately caught the thief—who'd stashed the pricey device in his sock.

HOME INVASION VICTIM BECOMES SUSPECT WITH HELP OF POLICE DOG!



A 19-year old man who called the police to report an alleged home invasion, ended up getting arrested on serious drug related charges. The victim, turned into the suspect on unrelated charges, told police someone took his safe during a home invasion. The safe belonging to victim Morgan Tapp, was recovered and taken to the Police Station. A Police K9 dog alerted the police to drugs being inside the safe. Detectives asked 19-year old Tapp if they could look inside the safe and he agreed, giving police the combination to open

the safe. Officers discovered a half pound of marijuana inside the safe. According to the arrest report, Tapp was mirandized and admitted that money stashed in the safe was drug money. The report also shows that he sold the marijuana for profit.

DOES PAYDAY COME BEFORE BEING HIRED?



Anthony Thomas, of Florida, went to his local gas station to apply for a job. After filling out the application with his real full name and address, Thomas decided to help himself to his first payday. While the employee wasn't looking, Thomas reached over the counter and stole \$130 from the cash register, which was in plain view of the store's security camera. The cops used the same job application to locate Thomas shortly afterward. He resisted arrest, disputed the video footage, and hasn't heard back about the job yet.

TWO CAN PLAY THIS GAME, BUT THE LAW ALWAYS WINS



A motorist was unknowingly caught in an automated speed trap that measured his speed using radar and photographed his car. He later received in the mail a ticket for \$40 and a photo of his car. Instead of payment, he sent the police department a photograph of \$40. Several days later, he received a letter from the police that contained another picture... of handcuffs. The motorist promptly sent the money for the fine.

I'LL TAKE IT FROM HERE



A man walked into a Topeka, Kansas Kwik Shop and asked for all the money in the cash drawer. Apparently, the take was too small so he tied up the store clerk and worked the counter himself for three hours to increase his take, until police showed up and grabbed him.