

# the Sentinel

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



*John Lindberg, President*

## GREETINGS!

Thank You for putting your trust in Dial One Security and allowing us to be your security provider. We are thrilled to be approaching our 38th year in the business of keeping our clients safe.

In this issue of our newsletter, we hope to provide you with some valuable safety tips for the holiday season as well as spotlight new products and employees along with entertaining you with some laughs from criminal craziness.

Please note: Our main office will be closed for the holidays on December 26th and January 2nd so we may spend time with our families. Always know that we are available 24 hours a day to assist you in the event of an emergency. Central Station is available 24 hours a day, 365 days per year.

Sincerely,

John Lindberg  
 President, Dial One Security

## Meet the new Lyric Home Security System!



Hello Lyric! Meet the future of home connectivity. The newest alarm system from Honeywell is the Lyric Home Security System. Lyric has a built-in camera, 7-inch display, Wi-Fi connectivity and built in Z-Wave. You can control security, thermostats, lights, locks and video with one touch

from the display screen or any smart device. Lyric also responds to speech commands giving you hands free control. Lyric has an optional keypad that can be added to another location at your home or business. The new design is sleek and stylish and will blends with any decor. Call us today for more information on this amazing system and to get one installed today!.

## Community Service

This year the Dial One Security was able to attend the National Police Night Out in Pierce Township and demonstrate and educate on security systems. We look forward to attending again next year. The employees of Dial One Security also improved the Little Duck Creek Trail from Settle Bridge northeast to Plainville Rd. in Madisonville. The Little Duck Creek Trail is a small part of a much larger trail system that is being created throughout Hamilton County. The project involved cutting and clearing invasive plants and spreading approximately 16 yards of wood chips for the path itself.



# HOW TO REACH US

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

December 26 Monday

January 2 Monday

## How to Reach us

*In case of an emergency our Central Station is open 24 hours a day, 365 days a year and can reach a technician should you require emergency service on your system.*

# Randy's Reminders



As colder weather sets in and Holiday decorations are being used I have found a number of common problems they may cause with alarm systems over the years.

Holiday lights are a common cause of tripped GFI electrical circuit interrupters. When those same circuits are used to power the alarm

equipment a holiday light that is tripping a GFI can cause the alarm system to lose power. The GFI interrupters can be hard to find, some are located in the main circuit breaker box but most are on an outlet that is located in the basement, garage, kitchen, or bathroom. Since it is common practice to feed additional outlets from the GFI outlet, it can cause a strange outcome. Such as "why does the alarm system power down when the holiday lights tripped a GFI in my garage".

In commercial buildings a common problem that I have seen as the heating season is starting is HVAC systems being powered down as a result of a Duct Smoke Detector being tripped. Confusion can occur because some Duct Smoke Detectors are part of a fire alarm system and some are not, depending on the local building code. Also, to reset the detector you usually need to flip off and then back on the circuit breaker, although this is not always the case. You may need to reset the detector by resetting the fire panel. Again this may depend on the local building inspectors.

# Stan Bowling



This year we lost a dear member of our team. Stan Bowling passed away in August of 2016. Stan had been with our Central Station since 1990 and was a very dedicated alarm dispatcher. Stan served many years as our lead alarm dispatcher. He was

an Air Force Veteran and long time resident of Covington, KY. Stan will be missed by many!

# Welcome Mark Arlinghaus!



Mark Arlinghaus is the newest member of our team. Mark joined our company in September and comes from a long career in the audio visual industry and health care education. He is the proud father of two daughters and enjoys hunting and fishing. He is also a lifelong Cincinnati resident.

# PRODUCT SPOTLIGHT

## Wireless communication

Looking to get rid of your land line? We have a solution for that.

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

Cellular communicators allow you to eliminate your home phone line for alarm communication while also providing a more secure signal path. The alarm signal is sent to Dial One's Central Station over the cellular network, with an optional means of communication over the internet. The cellular communicator also allows for the addition of remote services such as Total Connect, giving you the ability to manage your system remotely over any internet connection or Smart phone and allowing us to offer other remote services for your system. The cellular communicator also has its own 24 hour back-up battery to ensure communication in the event of a power outage.

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

## Vacation Reminders

Going on vacation? Don't forget to notify the office so we can put special instructions on your account. The instructions will automatically expire so there is no need to followup, we'll take care of everything for you so you can have peace of mind while you're away!

## Burglar Blunders

### Man leading police on car chase stops at In-N-Out for food



PHOENIX (AP) — Authorities say a man didn't go to jail hungry after making a stop at a fast food restaurant as he led Arizona police on a car chase.

Police tried to arrest the man for an outstanding warrant Wednesday night and then kept tabs on him with a helicopter as he drove through parts of Phoenix and two suburbs, including his stop at an In-N-Out Burger to get food.

News video showed the truck at the fast food restaurant but no police in the immediate area.

The man then drove into a neighborhood and dashed in a backyard, where officers took him into custody.

Jail records show that the 35-year-old Joshua Adkins was booked on suspicion of unlawful flight from law enforcement, aggravated assault-domestic violence and unlawful imprisonment.

### Cell phone burglar leaves behind his cell phone



In November a burglar breaks into a cell phone store early morning in Jackson, MI, but little does he know he is on live camera to a Central Station during his break in. The police were able to see that during the intrusion the burglar got in a haste to steal merchandise, and dropped

his cell phone. The police were able to open the burglars cell phone and notice it was unlocked and on his Facebook page, where the policemen posted a selfie to his page saying they know who he is. The burglar was caught later that day and taken into custody. We thank our friend John Campau from Comtronics for this story and they're hard work to catching the thief!

If you are interested cameras that are integrated with your monitoring contact Dennis Toon at Dial One Security.

### Texas tow truck driver takes pricey sports car for a spin



PEARLAND, Texas (AP) — A tow truck driver found a \$110,000 sports car just too tempting and decided to give it a spin after towing it from a Houston-area home.

But the driver was unaware the Nissan GT-R is equipped with a sophisticated system that records video, audio and speed. The car's owner, Brian Montgomery of Pearland (PEHR'-l'nd), was able to watch the video of the joyride after the car was returned to him.

Montgomery told KPRC-TV in Houston that he was having trouble with the car last weekend and decided to have it towed to a Nissan dealership. But the car was taken to the tow truck company instead. Montgomery says the car recording shows it was driven at 75 mph through residential neighborhoods.



6114 Madison Rd. Cincinnati, Ohio 45227

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



*Staypay Holidays*