

# the Sentinel

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



John Lindberg, President

## Winter Prep

As we prepare for the holidays, we would like to remind our customers of troubles that may occur during this time of year and how to best prepare for them.

In commercial buildings a common problem that we have seen over the past 39 years is as the heating season is starting are 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. To reset the detector you usually need to flip off and then back on the circuit breaker for the HVAC System. In other cases you may need to reset the detector by resetting the fire panel. Reach out to Dial One Security or to your HVAC Contractor for instructions for your particular system

When a cold snap hits, old batteries are likely to show up as low and require replacement. This happens especially with sensors on doors and windows or spaces with variable or low heat.

Christmas lights may make you say "ooh's and aah's" but when a breaker or GFI outlet is tripped, it can cause a lot of trouble for your home. Alarm systems and other household devices react when such occurrence happens. It is important to know to check outlets that have this feature with a red button and black button to reset/test.

## GREETINGS!

Wow, 2018 is wrapped up and another year has passed. As we enter our 40th year of business we are grateful for our clients. You have allowed us to serve you with better and with newer technology over the years. We are excited to bring you new options that will CONNECT you to your homes and businesses. We are looking forward to entering 2019 in our 40th year in business serving the Tri-State area and we thank you for allowing us to serve you. We would also like to take a moment to remind you if you are traveling, please notify our office so we can put the alert on your account in case of any alarms while you are away. As always, your security is our priority. In good health,  
Sincerely,

*John Lindberg*

John Lindberg  
President, Dial One Security

## The Ohio State University honors 15 exceptional alumni at 21st annual awards celebration



Among 15 alumni, our very own President and CEO John Lindberg received the Meritorious Service Citation. John is a graduate of the class of 1984 with a BS in Electrical Engineering. John works to advance Ohio higher education through philanthropy and currently serves as the President of the Austin E. Knowlton Foundation. The foundation's recent commitments to the university include

a \$10 million gift to Ohio State to upgrade its aviation education and research facilities and The Ohio State University Airport terminal. Congratulations to John and all of his hard work and continued dedication.

This special citation was established by the faculty of the College of Engineering in 1975 to recognize people "whose sustained and extraordinary personal service has had significant and lasting effect on the advancement of the College of Engineering." Members of the faculty and the Dean of Engineering may nominate people to be recognized.

For more information, visit the following link!  
<https://engineering.osu.edu/news/2018/11/college-honors-15-exceptional-alumni-21st-annual-awards-celebration>

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## 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
Cynthia Seeberger	ext. 104	c.seeberger@doges.com
Jeff Biedenham	ext. 108	j.biedenham@doges.com
Rob Singer	ext. 102	rs@doges.com
Vince Sticklen	ext. 109	vs@doges.com
Mike Brown	ext. 105	mb@doges.com

### 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:

Christmas, Tuesday, December 25th, 2018

New Year's Day, Tuesday, January 1st, 2019

### How to Reach us

In case of an emergency, our Central Station is open 24 hours a day, 365 days a year. You can always reach a technician should you require emergency service on your system by calling our Central Station at 513-921-4300.

## Jeff's Tech Corner

In this "Age of Communication" we live in today it's easy to remember to tell your friends and associates that you have a new phone number or email address but have you told your alarm company? Very often the contact information we have for your account is outdated which can result in false dispatches or serious delays at a critical time. We can also e-mail non-critical information to you in certain circumstances instead of calling.

Your account contact info is made up of 2 separate lists. The first is the Verify List. These are the numbers we call before dispatch of the police on a burglar alarm. These calls are not made on fire alarms or panic alarms. We recommend first calling the location of the alarm system (your home number) then your cell phone. Your password will be required to call off the dispatch so make sure the person we reach has authority. Often your municipality requires at least two calls be made before dispatch.

The second list is the Emergency Contact list. These numbers are called after the dispatch of fire or police. We recommend having your cell phone number and then people who may be able to reach you in an emergency. The police may ask the person we reach to come to the premises if they need access as well.

A current e-mail address can also be beneficial if you don't want calls for certain non-critical information. This can include system troubles or status info like power loss or low batteries. E-mail notification is not available on commercial fire accounts and has other limitations as well.

It's never been easier to update your account information with us. You can email, call, or use our website any time to do so. Call our office (513) 527-4400, Central Station (513)921-4400, e-mail us [service@doges.com](mailto:service@doges.com) or visit our website <https://www.dialonesecurity.com/customer-service/online-forms/update-emergency-contacts/>

## Welcome our newest team members!

We are so excited to have such great talent onboard our team. We would like to take a moment to welcome Michael, Chris and William.



Michael started with us as field technician and has moved into the office assisting with our service and production department. Michael enjoys playing video games and basketball. We are very happy to have Michael part of the office team to lend his great customer service skills!



Chris comes to us with 10+ years experience in the Alarm industry. He enjoys spending time with his family and friends. Chris loves anything Cincinnati and sports related, as well as many outdoor activities. He also really likes keeping up with the always evolving technology in this low voltage industry. Chris is very social and loves meeting new people.



Will came to us eager to learn and hit the ground running! Will has been involved in Boy Scouts for many years and is an Eagle Scout. He enjoys riding motorcycles and working on cars, backpacking and enjoying the outdoors. Will is ready to take on and learn more every day in the security alarm industry.

**We are so grateful to have Michael, Chris and Will as part of our team!**

## PRODUCT SPOTLIGHT



### Welcome Resideo!

Resideo is a spin-off of Honeywell that has transformed into a fully independent company, Resideo Technologies, Inc. Resideo offers a large, diverse portfolio of smart solutions to create more comfortable, secure and efficient homes for our customers. Leveraging the Honeywell heritage, you can continue to rely on us for dependable and innovative solutions and education to best serve and grow your customer relationships. We are excited to begin this new chapter with the support of you, our customers. "Technology makes safer, more secure, and more energy efficient homes possible, and gives consumers convenience and control like never before." - Mike Nefkens, president and CEO of Resideo

## Carbon Monoxide

(CO) is an odorless, colorless gas that kills hundreds of Americans each year. You can't see it, smell it or hear it and it becomes dangerous quickly. One proactive measure is to add a CO detector to your alarm system and it can quickly notify you if it detects this deadly gas. We now have a great option for CO and smoke detector, the Combo CO/Smoke unit that can save lives with one quick installation. Contact us today for this life saving device and be protected today!



## Community Service

We were proud to be a sponsor for the Madisonville StreetFest this year. The event brings the community together for a day of family, friends and fun with the community. For 2019 we have several new community service events lined up to serve our community. If you would like to submit community service project ideas, please contact Cynthia at 513-527-4400 ext. 104 or by emailing [c.seeberger@doges.com](mailto:c.seeberger@doges.com)

## Burglar Blunders

### Man breaks into home, accidentally takes selfie on security camera

BATON ROUGE, LA (WAFB) - Say Cheese!

Police are asking for the public's assistance identifying and locating a burglary suspect. The East Baton Rouge Parish Sheriff's Office says on Oct. 8, they were called about a residential burglary in the 1000 block of Elvin Drive. Police say a man entered the house by breaking the glass on the rear door. The victim said a handgun was stolen. Before the suspect left, police say he unknowingly took a selfie on the house's security system.

(If you have any information, call the Sheriff's office at 225-389-5000.)

### Moving help unwitting accomplices in Montana theft

GREAT FALLS, Mont. (AP) — Police in Montana say a man told friends he needed help moving and got their unwitting help stealing \$40,000 worth of items from another man's home. One of the friends allegedly rented a U-Haul without knowing it would be used in a crime. The other told police he became suspicious and left after he saw military medals in the Great Falls home He doubted 36-year-old Patrick Joseph Adams Jr. served in the military. Investigators say the true homeowner came home later that night, found his home had been burglarized and called 911.

Prosecutors charged Adams on Thursday with burglary and criminal mischief, both felonies. The Great Falls Tribune reports (<http://gftrib.com/2xMfa3U>) Adams faces up to 30 years in prison and \$100,000 in fines. It wasn't clear if Adams had a lawyer. Information from: Great Falls Tribune, <http://www.greatfallstribune.com>

### Burglar made a clean getaway

HICKSVILLE, N.Y. (AP) — A burglar made a clean getaway from a Long Island restaurant after emptying the cash register, cooking a meal and washing the dishes.

Will Colon tells Newsday (<https://nwsdy.li/2z059ig>) he found bent burglar bars when he arrived Tuesday at Nelly's Taqueria in Hicksville, New York. Security video showed the intruder put on food-service gloves and started heating up a pot before hammering the register open. He pocketed the money and put a dollar in the tip jar. Then, Colon says, the man started "cooking up a storm" in the dark beans, chicken, shrimp. Colon says "the dude had some skills." After eating, he covered and refrigerated the food and wiped down surfaces. Security video showed the same man was there the night before but didn't cook.

## Rob Singer recognized as Firefighter of the Year

We are delighted that our very own Rob Singer has been named Firefighter of the Year for the City of Reading. Rob has served for over 33 years on the Reading Fire Department and was recently recognized for his achievements. We are so proud to have Rob on our team and to honor his recognition for his continued hard work. Congratulations Rob!!!

