

# THE A Newsletter from Dial One SENTINEL

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Dear Readers,

We are pleased to present a combined summer/fall issue of *The Sentinel*. We created this newsletter eight years ago to keep you informed of important safety and security issues.



John Lindberg, President

In this issue, you will learn about carbon monoxide, high/low temperature, flood, motion and glass-breakage detectors and the benefits they offer when added to your current security system. You will also read about the innovative solution implemented by Dial One to establish compatibility between security monitoring and the new telephone service Quiet Time. In addition, we offer suggestions for preventing graffiti and vandalism, an update on 10-digit dialing and the pros and cons of adding a key fob to your current system.

Dial One is proud to have been serving the Tri-state since 1979, specializing in security systems, fire alarms, closed-circuit camera systems and card access control systems for residential and business customers.

If you have any comments about this newsletter or suggestions about topics you would like to see covered, please call me at (513) 527-4400.

Sincerely,

John Lindberg

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## Supplemental Detectors Can Help Create Complete Safety

Most people equate security with protection against intruders, but that is just the first step toward the goal of complete home and business safety. Dial One security system users can add supplemental detectors to their current systems while the cost of monitoring will remain the same. Dial One offers the following devices:

### Glass-Breakage Detectors

Glass-breakage detectors are an excellent addition to a standard intrusion security system. To ensure full and accurate coverage, Dial One will strategically install multiple units in a room to recognize the sound of breaking glass that is common when intruders shatter window or door glass. Directional sensors, which target a specific occupied space, are also available.

### Motion Detectors

As the name implies, motion detectors sense motion in your home or business, but Dial One offers high-tech detectors that can distinguish between a crawling intruder and an animal weighing less than 70 pounds. Animal lovers can have peace of mind and pets!

### Carbon Monoxide Detectors

According to the Journal of the American Medical Association, carbon monoxide poisoning results in the death of 1,500 people annually and sends 10,000 more to the hospital for treatment.

"Every home should have a carbon monoxide detector," said Dial One President John Lindberg. "Leaks are impossible to detect by odor, but detectors can identify a leak caused by rust or a blockage in a gas vent pipe very efficiently."

### Flood/Moisture Detectors

Dial One flood/moisture detectors can help minimize costly repairs caused by unexpected problems. These detectors are primarily added to basement low spots or near sump pumps to identify water leaks or back-ups. Some homes in the Cincinnati area have sewage lift systems that pump sewage from a home up to street sewer lines. Flood and moisture detectors can alert occupants of a critical sewer lift failure to prevent back-up and nasty messes.

### High/Low Temperature Detectors

Soon, leaves will be falling and the temperature will drop. High/low temperature detectors can help prevent frozen pipes in the winter and refrigerator or freezer failure in the summer by detecting extreme variation in temperature.

Visit [www.doges.com/products/security.htm](http://www.doges.com/products/security.htm) to see samples of these products, or call and speak to a professional Dial One technician about what kinds of supplemental detectors are right for you.

## What Is A Key Fob?

A "key fob" is a keyless entry device, made extremely popular in recent years for use in cars. Now you can add a key fob to your security system for quick entry and added features.

Dial One can install the key fob option on virtually any security system. Key fobs are small enough to hold in the palm of your hand. They feature four programmable buttons and a key chain to hold the keys for your car and house. Key fobs can be programmed to perform a variety of functions at the convenient touch of a button, including:

- Opening the garage door
- Turning on interior and exterior lights
- Arming and disarming the security alarm

Simply adding an X-10 Interface to your alarm system allows the user to control lights and other devices. When the alarm system is armed with the key fob, the X-10 Interface automatically enacts your pre-programmed lighting schedule. No need for light timers when you go on vacation; with the X-10 Interface you can preprogram an automated lighting schedule that will operate as long as the security system is on.

*Dial One encourages customers to be cautious when using a key fob to operate a security system. Key fobs are not password protected, so anyone who gains access to the device can control the security system.*

For more information on key fobs, or to speak with a Dial One service technician about adding this feature to your security system, call Dial One at (513) 527-4400.



## 10-Digit Dialing Requires System Updates

On June 29, 2002, seven-digit telephone numbers in Greater Cincinnati will officially be a thing of the past. The popularity of cellular telephones, pagers, computer modems and other technological gadgets have pushed the 513 area code to near exhaustion.

Dial One customers will be affected because security systems use the Cincinnati telephone network to contact police and emergency officials when an alarm sounds. In order to ensure that the systems continue to operate efficiently, customer service technicians are currently scheduling appointments with each Dial One customer to update their system prior to the June 29 launch date. For added convenience,

customers may call Dial One at (513) 527-4400 in order to make an appointment that works best with their schedule.

The change will not incur additional costs, but callers will be required to use the 513 area code when making local Cincinnati calls, the 859 area code for Northern Kentucky calls and the 812 area code for Indiana calls. Once the 513 area code has been exhausted, 283 will be assigned as the area code for new telephone numbers in Greater Cincinnati. Current residents and businesses that have the 513 area code will keep the same area code. For additional information on 10-digit dialing, visit the Dial One Web site at [www.doges.com/links/areacode.htm](http://www.doges.com/links/areacode.htm).



## Security Monitoring Is Now Compatible With Quiet Time

Monitoring your telephone calls keeps getting easier and easier. Dial One is proud to announce a creative solution for those customers who choose to have Quiet Time as part of their telephone service. Quiet Time is a service offered by the telephone company that allows customers to block calls from their residential lines during designated hours. Dial One has coordinated a solution with the telephone company to make Quiet Time compatible with security monitoring.

When a security alarm sounds in a resident's home, the Dial One central station is immediately notified and an emergency technician calls the customer to verify the problem. Through coordination with the telephone

company, Dial One has the ability to bypass the Quiet Time system and verify alarm trips to ensure customer safety. This allows for the luxury of Quiet Time while maintaining the highest level of emergency response service. This creative solution, implemented by Dial One, represents the company's commitment to customer safety and satisfaction. Dial One will never bypass the Quiet Time system in a non-emergency situation.

Start enjoying your "quiet time" and rest assured that Dial One still has you covered in an emergency. Visit [www.doges.com/links/quiettime.htm](http://www.doges.com/links/quiettime.htm) for more information or call Dial One at (513) 527-4400 and speak to a service technician.

## Randy's Reminder

### Emergency Shut Down

Security systems can lock into an alarm mode for a variety of reasons, but the most common cause is temporary power loss during severe thunderstorms. When the keypad fails to respond to any commands and the siren continually sounds, it may be necessary to perform an Emergency Shut



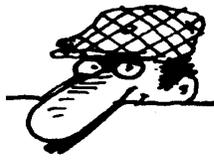
Down. An Emergency Shut Down should only be done at the direction of a service technician. Procedures vary slightly among security panels, but the ultimate goal is the same: shut off all power until a service technician can arrive.

There are two sources of power in the average security system: AC power and DC power. AC power is supplied by a transformer plugged into a wall outlet, whereas a battery located inside the main control panel box supplies DC power. Both power sources must be removed to shut the system down completely.

In the event of an emergency, contact a Dial One service technician to coach you through the appropriate procedure for your system. Knowing where your main control box and transformer are located will save you and the technician time.

For 24-hour assistance call (513) 527-4400.

As always, feel free to contact us with any questions or to suggest a topic for a future article!



## Burglary Blunders

Co. 2001 "News of the Weird," Universal Press Syndicate

### Rich Taking From The Rich

A multimillionaire and his son were arrested for stealing hundreds of minor items such as garbage cans, marginal lawn decorations, and even government recycling boxes from a neighborhood of upscale homes, and keeping them at their own posh home. Even though he owns more than \$13 million in real estate, among the items the multimillionaire allegedly stole were one family's doormat and each of the 14 doormats the family subsequently purchased as replacements.

### More Trouble Than Money

One city's neighborhoods have been plagued recently with parking-meter thefts (214 in six months). These thefts set the city back \$350 each in replacement costs but are otherwise thoroughly perplexing because meters are both difficult to get into once stolen, and low-yielding as thefts go. According to the city's parking director, the thieves need either a sledgehammer or crowbar to open one, or a blowtorch to melt the glass dome (which would still leave much jiggling to do to free up the coins). A day's average take per meter ranges from \$1.14 to \$15.78, meaning that stealing and opening two mid-range meters would net the thief about the same money as the hourly wage made by the city employee who collects from the meters with a key.

### Boastful Stupidity

One man was arrested in the parking lot of a gas station that he had allegedly just robbed. He was there soliciting help because he couldn't find the keys to his getaway car. Three days later, in the same city, a former manager of a fast-food restaurant was arrested for allegedly robbing his store of about \$2,000; according to police, he could not resist identifying himself during the heist to a former colleague, briefly lifting his ski mask to say, "It's me, Tim."

### A One-of-a-Kind Bill

In an unidentified small town, police reported that a customer successfully paid with his piece of make-believe U.S. currency in the denomination of \$200 and featuring a center picture of George W. Bush. The customer offered the bill to pay a food charge of \$2.12, and the DQ employee, luckily unnamed, handed him \$197.88 in change. The Secret Service said it would not file counterfeiting charges because the bill was so crude that it would be difficult to prove to a jury that it could be confused with real currency.

## Automatic Payment Through Dial One



There are no minimum payments or surcharges for this service. Customers can choose from a variety of payment options, ranging from a single month to a full year of automatic payments. Customers can even opt for or against receiving a payment receipt.

Visit [www.doges.com/customerservice/forms.htm](http://www.doges.com/customerservice/forms.htm) and print the facsimile sheet titled "Credit Card Payment Faxable Form." Complete the appropriate information and fax the form to the Dial One Customer Service Department at (513) 271-9643. If you'd like additional information about automatic payment, call Dial One at (513) 527-4400.

As a convenience to its customers, Dial One is offering a flexible direct payment option for customers who choose to pay with a Visa<sup>®</sup>, MasterCard<sup>®</sup> or American Express<sup>®</sup> credit card.

## 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, let us know. You can write to:

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# Use Alternative Strategies To Stop Graffiti And Vandalism

Graffiti and vandalism are common problems in business districts and neighborhoods throughout the United States. Proactively taking a stand against the defacement of your business or personal property may be easier than you realize. Dial One offers the following suggestions for deterring criminal behavior:

## Cameras

Consider installing an inconspicuous camera system to monitor the property. Post signs announcing that hidden cameras are monitoring all actions; the warning may be enough to make people think twice before spray painting a wall. Dial One offers a variety of residential and commercial monitoring systems, including inconspicuous, dome and digital cameras. Systems can be set up both internally and externally and in color or black and white.

Visit [www.doges.com/products/cctv.htm](http://www.doges.com/products/cctv.htm) for more information about Dial One camera systems.

## Lighting

You can't have too much light. Darkness disguises potential criminals and makes it easier for them to go unnoticed. Well-lit, open areas make it difficult for vandals to hide their actions. You can also increase the longevity of your light fixtures by replacing glass with sturdy plastic.

## Alternative Wall Coverings

Certain materials are not as susceptible to defacement. Ribbed metal and plastic-coated tiles, for example, are easier to clean. For another option, try planting bushes or climbing vines such as English Ivy to grow up a wall to discourage graffiti. With proper irrigation, the vines should flourish and cover the wall.

## Timely Repair

When property is damaged, you should repair the area immediately. Existing damage will only encourage more vandalism.

## Positive Graffiti Campaign

Turning graffiti into art could be a dually beneficial way to deter unwanted graffiti. Coordinate area youth organizations to paint a mural. Instilling ownership and pride in the area can give youth a chance to be creative and keep you in control of what is painted on your property.



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