

Happy Holidays
from the staff at
Dial One Security



38869

the Sentinel



John Lindberg, President

SEASON'S GREETINGS!

I hope that during the holiday season you find time to relax with family and friends in the safety and comfort of your home, or while enjoying some of this city's wonderful holiday events. We really do have so much to be thankful for, and at Dial One Security, we are especially thankful for our clients for their loyal support of our business.

In this issue we point out some key information that is needed when talking to the central station about an alarm, the importance of protecting your copper within your building and try to laugh a little with the burglar blunders. Please take note of our holiday office closings at the bottom of the next page as we take time to spend with our families. Best Wishes for a Joyous Holiday Season!

Sincerely,

John Lindberg

Wheel of Justice



In August, Dial One Security teamed up with Local 12 and Crimestoppers to sponsor the "Wheel of Justice". Each week the Wheel of Justice is spun to target one local criminal for the public to help track down. Dial One Security joined Local 12 reporter Deborah Dixon and the Good Guys Loitering group and ascended on the corner of Bramble and Whetsel in Madisonville for three live television spots during the evening news.

Know your Codes

Many times when an alarm system is set off by a friend, neighbor, relative or employee entering a property, with or without a arm/disarm code, the Central Station is unable to disregard the alarm because the person does not know the Central Station code or password needed to disregard the alarm. So what is the difference? An arm/disarm code is used to arm and disarm your security system on a regular basis when you enter or leave the premises, or when the system is in the stay mode while it is occupied. The arm/disarm code can be changed by the user, and multiple codes can be created for different users. When Dial One Security sets up your monitoring account, a Central Station code is issued to allow you to identify yourself to the Central Station operator. These Central Station codes can be replaced by the user with a password that is more easily remembered. Multiple passwords can be set up for various users of the system such as cleaning companies or contractors. If your system should accidentally be set off, the central station will call to verify the alarm signal. At this point you should give the Central Station operator your password or Central Station code in order to identify yourself and allow them to disregard the alarm and not dispatch the emergency personnel for a false alarm. This is when it is important to know the difference between your arm/disarm code and your password or Central Station code. In the case of a fire alarm, since time is so critical, the fire department is immediately dispatched upon receiving the fire alarm signal, and the Central Station does not call to verify the alarm.



If you have any questions on how to set up these Passwords or change your arm/disarm code, please call our office at 513-527-4400, and ask for Scott.

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HOW TO REACH US

MAIN OFFICE

513-527-4400

DIRECT LINES & EMAIL

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FAX

513-271-9643

CENTRAL STATION

513-921-4300

If your account was formerly with Masterpiece, Surtech or Sound Security, please contact our Main Office for the Central Station Phone Number

If you have any questions or suggestions that you would like us to address in this newsletter, please contacts 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 for the holidays

December 24
December 25
December 31
January 1

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

Randy's Reminders



With all of the holiday decorations in and around our homes and businesses we need to be safety minded to avoid possible fire hazards. Too many strands of lights can overload the wiring and cause the fuses to blow in the plugs of the lights and extension cords should not be used if at all possible to avoid overloading the building wiring. It is also extremely important to keep lighted decorations away from paper or other flammable materials that may overheat and catch fire. If you are away during the holiday season, timers

should be used to turn lights in the house on and off to create the appearance that the home is occupied. It is also at this time of year when we are entering the heating season that we should not only have our furnaces serviced to ensure that they are in proper working order, but the smoke detectors should be cleaned and the carbon monoxide detectors tested to further help ensure our safety. You can find instructions on our website (www.doges.com/customer_service/smokedetector.htm) under the customer service section on how to clean your smoke detectors or if you are not up to the task, give Dial One Security a call and let us help you with this routine maintenance.

Do You Believe In Ghost?

As the weather turned cooler and the nights grew longer, Dial One Security was asked to take a trip to the sanitorium, Waverly Hills Sanitorium in Louisville, Kentucky that is. As part of an upcoming television show on ghost hunting, Dial One was selected for its expertise in the security camera industry to visit this notoriously haunted property in an attempt to capture on video a glimpse of the paranormal. John Lindberg and Jeff Richmond of Dial One Security, and Jason Lutz of Honeywell, arrived at the site late in the afternoon to install infrared cameras in parts of the sanitorium known for their paranormal activity. The infrared light that is emitted from these cameras is invisible to the human eye, but can capture images

in total darkness. As night fell, it was not long before the cameras began to capture images of what the paranormal experts refer to as "orbs", balls of light that appear out of nowhere and disappear as quickly as they appeared. Although everyone came to this evening with an open mind, some doubts began to arise as to whether or not there could be a logical explanation as to what everyone had seen. As all involved began to discuss the possible sources of these orbs, Dial One Security disagreed with the "Ghost Hunters" and determined that the most logical explanation could be described by how specs of dust are illuminated by the infrared camera in the totally dark room. As specs of dust approach the lens of the camera, they are illuminated by the infrared light and become brighter as they approach the lens, and then they fade into the darkness as they pass out of the area of infrared illumination. This was later recreated with dust particles in the Dial One Security lab. Whether or not you believe this explanation of the orbs, many of the suspected paranormal activities in the Waverly Hills Sanitorium, remain unexplained.



PRODUCT SPOTLIGHT

Personal Emergency Response System (PERs)

Do you worry about an elderly loved one who still wants to maintain their freedom but may need help in the case of an emergency? As many families watch their parents age, there is a growing desire to help their parents stay in their residence longer but still provide a link to immediate medical help. This can be achieved through a simple medical panic button that can be installed which sends a signal to the Central Station when the button is pressed for an emergency. More sophisticated systems involve the use of motion sensors throughout the house to determine if a person is moving about the house and will send a signal to the Central Station when movement has not been detected for a period of time. The Total Connect system allows for the viewing of several Total Connect cameras connected to your security system, which can be viewed over any Internet connected device such as your iPhone, Droid, Blackberry or computer. Dial One Security can help you with all of your medical security device needs so that you can stay in touch with your loved ones.



Guard Your Copper Like Gold



Even though this is the season of giving, we need to take care not to give the criminals a chance to take from us. With the rising cost of copper, comes the rising rate of copper theft. Recently a 24 year-old Hamilton man was electrocuted on a utility pole while trying to steal the copper wire. Among the other copper items that are being stolen for their scrap metal value are plumbing piping, gutters and downspouts as well as refrigeration and air conditioning

units. When thieves steal the plumbing out of a building, they often do thousands of dollars worth of damage to the walls and interior finishes of the property. These thefts frequently occur when a structure is left unoccupied.

Dial One Security offers numerous methods to help protect your property from this type of theft. Asset protectors or infrared beams can protect your air conditioning and refrigeration units, Ready Guard security systems can be a simple solution to protect a vacant house which has power but no phone line, and the battery powered Elk Guard system which can protect construction trailers or smaller buildings that have no power or phone lines.

Burglar Blunders

Clown suit robber caught by police

Police in Bethlehem Pa. say a woman was arrested after she robbed a bank in a clown suit. The suspect told the employees of the bank that she had a bomb and left with an undisclosed sum of money. Police officers chased her into a nearby park and was captured as she was changing out of her clown suit in her car.

Bank Robbery Ends When Teller Said No Cash

Police in South Carolina said they arrested a man who tried to rob a bank but instead thanked the teller and left when she claimed not to have any money. North Charleston police said Melvin Jesse Blain, 31, who had recently served 46 months in prison for a bank robbery conviction, admitted to entering the Wachovia branch at 1 p.m. and handing the teller a note demanding \$30,000 in \$100 bills, the Charleston Post and Courier reported Thursday. Blain was arrested while walking down the street where the bank is located. He was charged with entering a bank with the intent to steal.

Teen passes out in ceiling after robbing pharmacy

Police in Plainville say a 17-year-old burglary suspect was found in the crawl space of a Plainville pharmacy Monday morning after he allegedly broke through the roof, stole and then drank some cough syrup and took other medications. Ryan Gelineau, had to be rescued by two police officers and two firefighters because he was semi-conscious. Police believe Gelineau drank about two pints of cough syrup that contained codeine. He was taken to Sturdy Memorial Hospital for treatment.

The break-in happened around 6 a.m., but police did not find Gelineau until about four hours later when employees heard an alarm sounding on his cell phone coming from above the ceiling tiles.

Alliance police free man trapped inside trash truck

Alliance, Ohio police responded to a call at a Wal-Mart after a man was seen running into the darkness after exiting the rear of the store with a shopping cart full of merchandise. The suspected get away vehicle was found unoccupied and running behind the store. James M. Brienzo was later caught after he called a friend to inform him that he had been hiding in a dumpster and he was now inside of the BFI trash truck. The friend called the police, who in turn called Brienzo, and located him through his phone's GPS. By this time he had been well compacted and the truck had to be taken to the recycling center to be dumped after several attempts by the police to rescue him. When he came out he was conscious, asked for a bottle of water and then passed out. He was pretty bad off and all scraped up from his adventure, police reported.