

# THE A NEWSLETTER FROM DIAL ONE SENTINEL

VOLUME 10, NUMBER 2

SUMMER/FALL 2002

Dear Readers,

We are proud to present the summer/fall issue of *The Sentinel*. This newsletter is meant to be a resource on important safety and security issues pertinent to you and your property. We appreciate your business, and hope you find the information we provide useful to your business and home.



John Lindberg, President

In this issue, you'll find information about an innovative graphical user interface from First Alert Professional Security Systems called Symphony. The device will add convenience to your life by interfacing your security system with everyday devices such as telephone, lighting and the Internet. You'll also read about duct smoke detectors and the possibility of false alarms at the beginning of heating season.

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

## IN THIS ISSUE

Dear Readers	Page 1
Symphony Interface	Page 1
Duct Smoke Detectors	Page 2
Smoke Detector Installation	Page 2
Employee Spotlight	Page 2
Randy's Reminder	Page 3
Burglary Blunders	Page 3
A Statistical View	Page 4



## ORCHESTRATING A SIMPLER LIFESTYLE FOR YOUR FAMILY

Dial One Security is proud to introduce the Symphony touch screen interface through its partnership with First Alert Professional Security Systems. The innovative new technology brings together convenience and home security in a product that puts control right at your fingertips.

Symphony's full-color user screen allows you to enter security information with one touch. There are no complicated commands to remember when arming, disarming or even bypassing zones. The easy-to-use touch screen makes managing the system simple.

This touch screen interface is very convenient - especially with so many options to customize the system to fit your needs. By adding a wireless remote device you can open the garage door or turn lights on and off with the touch of a button. The option also permits you to turn on a pool pump, lawn sprinklers, or many other compatible items that make sense in the context of your family's life and needs.

Symphony can be configured to give you as much information as you want. For many modern-day families that means incorporating the Internet into the system. Each family member can view a personalized screen containing select information: sports scores, stock prices, the weather forecast and more. You can even view your personal e-mail.

Another feature, Telesmart, gives you access to a telephone answering system with separate mailboxes for up to four family members. Users have two independent options for retrieving messages: direct retrieval from the interactive screen or remote retrieval from a touchtone phone.

What should your Symphony sound like? Give Dial One a call at (513) 527-4400 to discuss how we can create a system that's right for your family.





### EMPLOYEE SPOTLIGHT: CHESTER MILLAY, SERVICE TECHNICIAN

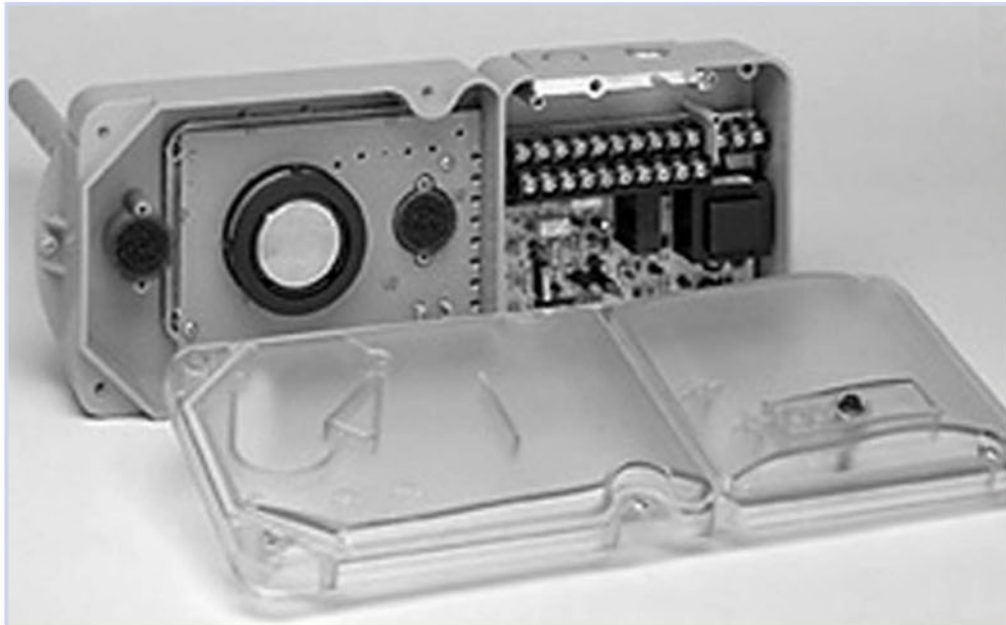
Dial One is pleased to announce that Chester Millay has joined the customer service department. Chester brings to the position 25 years of experience in the residential and commercial security business.

Previously, he worked for Mosler, Inc. where he fulfilled duties as a technician (13 years) and a branch service and installation manager (8 years). He also spent four years working in Mosler's corporate office.

In his new position, Chester will analyze Dial One's customer service processes and work to improve the quality of the company's overall service to its clients.

"Chester is an excellent addition to our staff of professionals," said John Lindberg, president of Dial One. "His knowledge of the security business will lead to even better service for our customers."

Chester and his wife of 35 years, Donna, live in Independence, Ky. They have five grown children. In his spare time, Chester enjoys walking, amateur photography, computers, and time with his three grandchildren.



## DUCT SMOKE DETECTORS NEED CLEANING TOO!

Soon the weather will turn cool and furnaces around the Tri-state will kick into action. Before commercial heating systems are activated this fall, Dial One strongly recommends that property owners test their heating systems to help prevent false alarms.

Over the summer months, dust tends to build up in the heat exchangers of HVAC (heating, ventilation and air conditioning) systems. The effect can be the shut down of the entire HVAC system and false alarms on the fire alarm system.

These false alarms can be significantly reduced by cleaning the detectors and putting the fire alarm in a test mode prior to activating the heating system. Commercial property owners and managers can proactively address the potential problems caused by their duct smoke detectors and work to reduce false alarms.

Duct smoke detectors are installed to immediately shut down a HVAC system in the event that smoke is detected in the air ducts. Current building code requires most newer commercial HVAC systems to have duct smoke detectors installed. The detectors are mounted on the side of an air duct, but can also be mounted above acoustical ceilings and, therefore, not easily identified. The duct detector may also have a remote annunciator and sounder or be tied to the fire alarm system.

Property managers can ensure quick and effective response to false alarms caused by hard-to-reach detectors by being aware of detector locations and clearly labeling the remote annunciator.

To avoid hassles later, feel free to call a Dial One service technician at (513) 527-4400 and set up an appointment to have your system professionally tested and cleaned.

## TIPS FOR INSTALLATION AND PLACEMENT OF SMOKE ALARMS

- Install smoke alarms on every level of your home or business, including the basement.
- Ensure that a smoke alarm is present in all rooms where people sleep.
- Mount smoke alarms high on ceilings and walls. Smoke rises – ceiling alarms should be four inches from the nearest wall; wall-mounted alarms should be four to 12 inches from the ceiling.
- Do not paint smoke alarms – it may prevent the devices from working when you need them most.
- Do not install smoke alarms near places where a draft may interfere with regular operation: outside doors, near air ducts or windows, etc.

Source: National Fire and Protection Agency,  
[www.nfpa.org](http://www.nfpa.org)





## BURGLARY BLUNDERS

Co. 2002 "News of the Weird," Universal Press Syndicate

### WHAT WERE THEY THINKING?

Todd Shobe, 38, was arrested in Anchorage in January when his SUV – weighed down by the large supply of tools he was attempting to steal – got stuck in the mud at a construction site. In a different case, Roger D. Yost and William Isberg were arrested in Fairbanks in February when they tried to get a 500-pound safe out the door of a Moose Lodge Hall. Apparently, the men forgot that they had traveled to the lodge on bicycles.

### NOTE TO POLICE: CALL CELL PHONES

Minnesota police arrested Olga Esquivel Ramirez in August after an automobile chase that started when an officer observed Ramirez's car veering over the center line several times. Despite sirens and emergency lights, Ramirez did not stop until she was cornered. Although Ramirez led police on a four-mile chase, she claimed she was not trying to outrun them. Allegedly, she thought that if they wanted her to stop, they would have called her on her cell phone.

### DON'T LET ME OUT OF PRISON

According to court documentation, a twice-convicted robber who has been in jail since 1993 is suing Canada's National Parole Board for about \$960,000. The convicted, Mark Turner, was released by the board in 1987 but quickly found himself back in prison after another bank-robbery-related conviction. Now Turner says the parole board should not have released him in 1987 because he was not ready to deal with the stresses of the outside world. Turner claims if the parole board had forced him to serve out his sentence (until 1994), he would have been more mature and better prepared to resist the temptation to return to a life of crime.

### LEARN FROM EXPERIENCE!

Inmate David Ivy escaped through a hole in the fence at the Tennessee jail in May. Ironically, officials learned that Ivy had escaped through the same hole in 1991 – a hole that never had been repaired after the first escape.



## RANDY'S REMINDER REDUCING FALSE ALARMS THROUGH PROPER SMOKE DETECTOR MAINTENANCE

How many times have you been disturbingly startled by a screaming smoke detector siren that turned out to be a false alarm?

There are many reasons a smoke detector can sound unnecessarily, the most common of which is a dirty sensing chamber in the device. Over time, sensing chambers collect dust, dirt and even small insects. When this happens, one of two things may occur: the smoke detector will become less sensitive, requiring more smoke to be present before it will go into alarm (sometimes completely ceasing smoke detection) or it will become more sensitive, causing the alarm to sound for no reason. Obviously, both conditions are unacceptable. With proper maintenance and testing both situations can be avoided.

The National Fire Protection Association (NFPA) requires smoke detectors to be tested annually. The potential for false alarms caused by a dirty smoke detector is significantly reduced when smoke detectors are routinely tested by a professional. During testing, if a smoke detector is found to be dirty, the service technician will clean and reset the device to ensure the problem is solved. Smoke detectors installed in a location that is consistently contaminated – for example, by air vents in close proximity – can be easily relocated.

You can identify a false alarm by checking each smoke detector for a steady red light. It is important to be able to quickly identify the problem smoke detector when there is more than one device installed at a location. Knowing which smoke detector caused the false alarm will help the Dial One service technician determine the cause of the problem and enable him to quickly take the necessary steps to prevent additional phony alarms.

I have been asked by some Dial One customers how many times a smoke detector should falsely sound before they call for service. The answer: once, no more! You should locate the smoke detector that went into alarm immediately, and then call the Dial One service department to set up a service call that will fit into your schedule. False alarms are not only a nuisance to a business or homeowner, but they also pull police and fire officials away from true emergencies. By taking steps to eliminate false alarms in your home or business you are ensuring your safety as well as the safety of others.

As always, should you have any questions, please feel free to call Dial One at (513) 527-4400 for more information. We are happy to help you in any way we can.

## How To Reach Us:

John Lindberg  
Chester Millay  
Dennis Toon  
Vince Sticklen  
Randy Johnson  
Rob Singer  
Scott Watkins

jl@doges.com  
cm@doges.com  
dt@doges.com  
vs@doges.com  
rj@doges.com  
rs@doges.com  
sw@doges.com

If you have any questions or suggestions that you would like us to address in this newsletter, let us know. You can write to:

Dial One General Electronic Security, Inc.  
c/o John Lindberg  
6114 Madison Road • Cincinnati, OH 45227  
Phone: (513) 527-4400 • Fax: (513) 271-9643  
www.doges.com

# A STATISTICAL VIEW



- Every 18 seconds, a fire department responds to a fire somewhere in the United States.
- The National Fire and Protection Agency (NFPA) estimates that 94 percent of U.S. homes have at least one smoke alarm, and most states have laws requiring them in residential dwellings.
- Fifty percent of home fire deaths occur in the six percent of homes with no smoke alarms.
- Homes with smoke alarms (whether or not they are operational) typically have a death rate that is 40 to 50 percent less than the rate for homes without alarms.
- Fire deaths and property loss in the United States have been on the decline for 25 years, partly because of the use of smoke alarms and automatic fire sprinkler systems and public awareness of how to prevent fires.

Source: National Fire and Protection Agency, [www.nfpa.org](http://www.nfpa.org)

PRESORTED  
STANDARD  
U.S. POSTAGE PAID  
CINCINNATI, OH  
PERMIT NO. 4959

**Dial**  
**ONE**  
®  
General Electronic Security, Inc.  
6114 Madison Road • Cincinnati, OH 45227