

# THE SENTINEL

A Newsletter from Dial One

Volume 9, Number 1

Spring 2001

Dear Readers,

We are pleased to present the spring 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 more about the cutting-edge technology offered by digital recorders, a new product from Dial One. You can also find more information on the new 10-digit dialing process for our area and what this means for your security system. This issue also includes an Employee Spotlight featuring longtime Dial One employee Matt Nienaber.

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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## Warm Up Your Fingers As 10-Digit Dialing Takes Hold

The clock is ticking for mandatory 10-digit dialing. Sometime after June 14, 2001, all calls made across state lines in Greater Cincinnati will require the area code followed by the phone number. The change directs callers in Ohio with the 513 area code to dial 859 before making a call to Northern Kentucky, and vice versa for callers in Northern Kentucky. Calls made to Indiana will require the 812 area code before the usual seven-digit number.

Callers will not have to pay more for the 10-digit dialing because the calls are still local, and they will not have to dial 1 before the area code. If a caller only uses seven digits to reach an out-of-state number, the call will not be completed, and a recorded message will instruct him or her to redial using the area code.

Dial One customers will be affected by this change, because Dial One security systems use the telephone system to dial out. "We are currently scheduling appointments with every customer to update their systems by adding in the three extra digits," said Rob Singer, a Dial One customer service technician. For added convenience, customers may call Dial One at (513) 527-4400 in order to make an appointment that works best with their schedule.

Greater Cincinnati callers received their first taste of 10-digit dialing last fall, when 19 Kentucky counties in the 606 area code were split and replaced with 859. Since then, the increase in cell phones, pagers, modems and second phone lines has caused numbers with the 513 area code to approach exhaustion as well. Once the 513 area code has been exhausted, 283 will be assigned as the area code for new phone numbers in the Greater Cincinnati area.

Current residents and businesses that have the 513 area code will keep the same phone number, and local calls made within each state can still use seven-digit dialing. By using the new area code system, the life of 513 will be prolonged. 10-digit dialing may also affect wireless phone calls. Many wireless customers already must dial the area code when making a call across state lines.

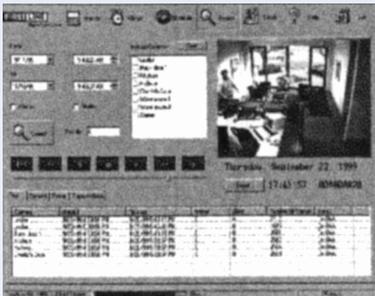
However, the new dialing system will likely affect other systematic processes, such as auto dialers on a fax machine or certain business phone systems which restrict calls of more than seven digits. For more information on 10-digit dialing, visit the following section of Dial One's Web site: <http://www.doges.com/links/areacode.htm>. It will provide you with additional background and offer links to other Web sites that may be of interest.



First Line RemoteView software allows a Windows-based PC or laptop access to your system's live cameras and recorded video.



View live video in a single, 2x2, 3x3, or 4x4 format.



Immediately retrieve video searching by time, date, location, camera and more.

## Criminal Deterrents

If you are a business owner, you may have been affected by the recent civil unrest occurring in Cincinnati. Keep in mind that a security system and/or a digital recorder can be excellent deterrents for criminals who want to vandalize or steal from your place of business. Just give us a call at (513) 527-4400 and we will set up an appointment to discuss the products and services available to you from Dial One.



## DIAL ONE OFFERS CONVENIENT, STATE-OF-THE-ART DIGITAL RECORDERS

Dial One is proud to offer a product with cutting-edge technology for its customers: digital recorders. This type of equipment is generally purchased for commercial use in businesses. Digital technology has many benefits, and far exceeds the capabilities of old analog switchers, multiplexer and time-lapse VCRs. The equipment is easy to use and allows for simple setup, recording, retrieval and playback of recorded video.

With digital technology, cameras create composite images, and digital recorders decode these images into three color channels. Images are then digitized for transmittal through a computer network or stored on a computer's hard drive.

According to Dial One customer service technician Rob Singer, digital recorders have many uses, such as monitoring hallways, parking lots, or entryways in apartment buildings or businesses. Digital technology allows for immediate retrieval of video, even for remote viewing. This will save the customer hours of time that would normally be spent reviewing a great deal of videotape.

"Digital technology is so advanced that it's easy for someone like a security guard to instantly pull up a specific time and date to monitor video activity," Rob said. "For instance, if they knew an incident had occurred between 3 a.m. and 5 a.m. on a given day, they could pinpoint the digitally recorded video from that date and those times right away and see what went on."

Digital recorders can quickly and easily search for events by location as well as date and time. Simultaneous recording and playback of

prerecorded video also can occur while digital recording continues.

Another benefit of digital technology is that the customer can highlight a specific area on the camera's field of view and search for movement within that area only. This significantly reduces the amount of time it takes to search for specified surveillance footage. Digital technology allows the user to search surveillance footage quickly to find the video needed – just as though the video were on the machine's hard drive.

Virtually any type of camera can be used with a digital recorder. Standard cameras that operate with time-lapse VCRs easily convert for use with digital recorders. Small, inconspicuous cameras that are easily hidden can also be used for situations where discretion is needed. Customers can select the type of camera that best meets their needs and then combine it with the versatile digital recorder.

Digital equipment also offers an advantage with tape archiving – video may be kept virtually forever. Digital images are of very high quality, and can be enhanced and copied many times without losing detail.

In closing, Rob Singer remarked, "Most technology today is going digital. At Dial One, we do our best to provide the most current and convenient products for our customers. Digital equipment is easier to run, and for the end user to work with. We really believe it's something our customers will benefit from using."

## Randy's Reminder

When making plans for annual family vacations, having your security system checked is not often on the list of things to do. It is a good idea to test your system at least one or two weeks prior to your departure date. If any problems are found while testing—a door not tripping the alarm for example, then there will be plenty of time to have the problem corrected.

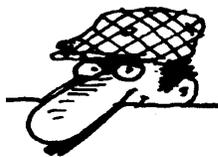


Another item to consider is whether or not you will have someone “house sitting” or entering the home periodically to water the plants or feed the fish. That person can be set up with a temporary password that would only be valid for the time you designate, keeping your password or account number secure. A few tips to consider:

- Have the person who is watching your house turn different lights on at night, leave the TV on for a few hours, etc.
- Stop delivery on your mail and newspapers, especially if you will be gone for some time.

The point is to make it appear that someone is actually home.

As always, should you have any questions about testing your alarm system or setting up passwords, please call us at Dial One, (513) 527-4400. And most importantly, enjoy your vacation!



## Burglary Blunders

Co. 2000 “News of the Weird,” Universal Press Syndicate

### MISTAKEN IDENTITY

A woman arrived home one day to find her house had been burglarized. The thieves took several electronic appliances and her jewelry, valued at \$3,500. The thieves also helped themselves to what they thought was a stash of cocaine, leaving visible cocaine “lines” on a table. As it turned out, the container of powder was not the woman’s cocaine stash, but the remains of her late dog.

### TOO GOOD TO LAST

An inmate of the Dallas County Jail in Arkansas successfully managed to escape. However, he was unaware that a judge had just ordered his release. Arrested the next day, he was charged with escaping and sent back to jail.

### NOT A SMART MOVE

Police officers often find that a suspected drunk driver will try to switch seats with a passenger after a stop, before the officer reaches the car. The key to success is for the passenger to be sober. Two men attempting the switch realized this the hard way. Both were given sobriety tests and, as suspected, the driver failed, but so did the passenger.

### YOU GET WHAT YOU PAY FOR

Inmate Donald Harmon filed a \$500,000 lawsuit against his former attorney, whom he says was supposed to bribe a judge with \$10,000 of Harmon’s money to get a favorable sentence. Harmon, however, wound up with a sentence almost double what he expected and now complains that he didn’t get his money’s worth from the bribe.

### BROADCAST LIVE

In a popular Norwegian show, 10 participants live and work together for 10 weeks and are videotaped 24 hours a day for viewing on the Internet. Highlights are shown on television every evening.

One day, a burglar happened to choose the participants’ home, and broke in while all were at work. As the burglar roamed the house gathering valuables, 17 video cameras tracked his actions. He was captured when show staff rushed to the house after catching a glimpse of the thief on the Internet.

### CAUGHT ON TAPE

A 19-year-old Kansas store clerk reported to police that he had just been robbed. Upon further investigation, police discovered surveillance cameras that had captured the incident. Instead of witnessing a robbery, police saw the clerk cover the store’s cameras with transparent tape and loot his own cash register.

### GAMBLING MAN

John Robert Broos Jr. was charged with obstruction of justice after reporting that he had been mugged in a robbery in the parking lot of a local casino. Broos appeared to have been beaten up, but he was apparently unaware that a parking lot surveillance camera had recorded the entire “incident.” Broos was seen returning to his truck after losing \$50 gambling, then walking over to a light pole, banging his head against it three or four times, reaching down for some dirt and gravel, and smearing it against his face. Then, still on camera, he checked his look in the truck’s mirror, apparently was not satisfied, and smashed his head several more times before returning to the casino and reporting the “robbery.” Said the prosecutor, “In this profession, it’s hard to be surprised anymore.”

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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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# Employee Spotlight: Matt Nienaber



Matt Nienaber is a Dial One veteran, having just celebrated his 15th anniversary with the company.

He joined Dial One in March of 1986 and hasn't looked back since. "I really enjoy the work I do, and getting to meet new people," Matt said. "Every day there is a different problem to solve, and I like the challenges I face in my work."

Matt has handled countless alarm installations during his time with Dial One. Some of the larger jobs he has worked on include Maple Knoll Village, Mitsubishi Manufacturing and Showcase Cinemas.

"Matt is reliable and hardworking, and it has been great to have someone like him on staff for so long," said Dial One President John Lindberg.

When asked what has changed the most since he started with Dial One, Matt mentioned the company's growth. "When I started, there were two of us working with John, and we had one truck," he said. "Now we have 16 employees and 14 trucks. We have almost quadrupled in size."

Matt resides in Erlanger, Ky. and is a member of the Silver Grove Knights of Columbus.

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