

# the Sentinel

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



*John Lindberg, President*

## Greetings!

Welcome to the summer edition of The Sentinel. I hope our newsletter finds you enjoying time with the kids, lying by the pool or soaking up the sun.

Not only are we excited that summer has arrived, but our company is proud to have reached an important milestone: our thirtieth year.

You, our valued customers, are to thank for helping us reach this important birthday. Throughout the years you have been committed to us and we try each day to repay your trust with the best service possible.

Thank you for your business and have a wonderful summer.

Sincerely,

John Lindberg

## Entering Our 30<sup>th</sup> YEAR

Dial One General Electronic is beginning its 30<sup>th</sup> year in business. John Lindberg, founder and president of Dial One, started in the security business in 1979. Through his hard work and dedication to the business and to his employees, John has established what is now known as Dial One General Electronic Security. Celebrating this milestone throughout this 30<sup>th</sup> year is an indication of Dial One's strong service and commitment to the Greater Cincinnati area. Dial One's mission has always been to provide the products and monitoring resources that ensure that each of their customers not only feels safe – but is safe. You have Dial One's promise that they will strive to meet this goal each day throughout this year and for the next thirty years to come.

## Client Spotlight

In May of 1982, we installed a security system for Joyce Thompson, one of our residential customers. Twenty-six years later, we're proud to say that Joyce is still with Dial One – making her our longest continuous client.

Words can't express our gratitude to Joyce, who entrusted us with her home's security during our early years as a company. We are proud that she has counted on us to serve her security needs for nearly three decades.

"In 26 years, I have never thought about changing my security company. Dial One's products are high quality,

We can't promise this newsletter will look the same in 2038. We definitely can't promise that our products will stay the same (technology will enhance them in ways we can't even imagine). But as for our service to you? One old adage comes to mind:

The more things change, the more they stay the same. We are committed to providing the best and the most courteous service for the next thirty years as we have done for the last thirty years.

Thank you for making these past thirty years so successful for us. None of this would have been possible without you.

reasonably priced and their customer service is fantastic! They're like family – I would never dream of going to another security system provider. I can't say enough about how phenomenal the people are."

To thank Joyce for her loyalty, we've given her a free year of monitoring. Little did we know that the day we offered it to her was her birthday. Happy birthday, Joyce! Thank you for allowing us to serve you.

# Randy's Reminders

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We have given plenty of tips and reminders to our customers during our thirty years in business. But sometimes even reminders need refreshers. I have listed some of our most common reminders.

Test your system regularly. Most manufacturers recommend a weekly test. You can either test the system yourself, or feel free to contact our office for assistance. We can also perform a complete annual inspection of your system, billed at standard service rates, at your request.

Always test your system's communication to the Central Station after making any changes or repairs to your phone line or service. This includes switching from traditional phone service to digital service (VOIP).

Testing your system before going on vacation or after any remodeling or construction is also a good idea.

Your password may be different from the code you use to turn your system on and

off. The password is used for us to identify you as a valid user of the system.

Never leave your password or code lying around in plain sight.

Anyone that has access to your home or business may need a user code to arm and disarm the system. Many systems have the capability of having multiple user codes programmed that may be removed at any time.

Emergency contact phone numbers should be updated regularly. If a number needs to be added, changed or removed, you can call our office or download the faxable form from our Web site.

If you have left your home or business and need to re-enter before the exit delay has expired, be sure to disarm your system and then re-arm before leaving.

During any remodeling or construction, keep in mind any alarm devices that may be affected. Smoke detectors may need to be covered temporarily to prevent dust from setting them off as well.



*Randy Johnson is a senior service technician with Dial One. He has been with the company for more than 15 years.*

If you have not already registered your system with the police department, check with them to see if registration is required. Many departments now have alarm system ordinances that require home or business owners to register their systems.

As always, please feel free to call our service department if you have any questions about your alarm system.

# Product Spotlight

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In the holiday newsletter, we discussed the advantages of network IP cameras. Let's take it a step further and examine network video recorders (NVR) which simultaneously record and replay video streams from IP cameras.

NVR systems store digital images directly from IP cameras. They can be managed remotely over the Internet or via a local area network (LAN). There is no limit as to where NVRs can be located on a network. But location is not a factor when an operator calls up the recorded video stream for analysis – provided the user has the authorization, he or she can view the video no matter the NVR's location. Remote viewing access lets any number of autho-

rized users across the network view the recordings from one NVR machine.

Perhaps you'd like to have multiple NVRs across the network to provide protection against network failure. This is definitely doable – all we'd have to do is plug them in and configure them. Having multiple NVRs is also a step toward one managed network as opposed to running many independent systems.

Tools that help the operator identify and replay recorded events are available. For example, users can replay selected recordings by clicking thumbnails that represent video frames with the system management software. The

software searches for requested events through 24 hours of video, which saves time for the user and decreases demand on the network.

Other tools might include: Abandoned Object Detection, Congestion Detection, Counter Flow, Motion Detection, Object Tracking, Shape-Based Detection, Theft Detection and Virtual Tripwire.

Advancements in recording devices, such as NVR systems, are taking monitoring and asset protection to new levels. For more information about NVR systems, visit [www.doges.com](http://www.doges.com) and click PRODUCTS & SERVICES or call our service department at (513) 527-4400.

# Employee Spotlight



It's a boy! Cynthia Hoffman, a customer service employee, and her husband Adam are the proud parents of Liam Michael Hoffman. Born at 1:29 p.m. on January 24, 2008, Liam weighed 7 lbs. 4 oz. and measured 19 7/8 inches. He has blonde peach-fuzz hair and blue eyes. Congratulations to the first-time parents!



The City of Reading Fire Department recognized Rob Singer as the 2007 Part-Time Firefighter of the Year. According to Chief Kevin Kaiser, Rob provides leadership as a senior firefighter and apparatus operator and is involved in providing community C.P.R. programs. This is Rob's second time winning the award. He is a customer service employee at Dial One. Way to go, Rob!



Accountant Teresa Miller has announced her engagement to Jeremy Gadrow, a sheet metal fabricator for AmStar Metal Products. Jeremy popped the question in December right after he blew out his birthday candles at her parents' house. His birthday wish came true when she said "Yes." The happy couple set the date for October 17, 2009. Everyone at Dial One wishes Teresa and Jeremy all the best!



We extend a warm welcome to our new system installer, Ryan Connelly. Ryan has an eclectic background, coming to us from Crowcon, a gas detection instrument manufacturer, where he served as a technician. Ryan enjoys learning about technological advancements and gaining experience via troubleshooting. You can find him performing with the rock band Spam-bone. He has also been teaching percussion for the past eleven years for Campbell County High School's Marching Band. We're proud to have Ryan on our team.

## New Alarm Policy in Cincinnati

Effective immediately, the Central Station has the ability to cancel false panic alarms which will prevent unnecessary police involvement in mistaken panic situations. This policy is effective only in the City of Cincinnati.

Previously, police officers were required to respond to all panic alarms – real or false, limiting police resources in other, needed areas and causing alarm users to be charged with false alarms.

This change will have no effect on alarms from financial institutions.

The new procedure is identical to the Central Station's ability to cancel false burglar alarms.

## Privacy Policy

Dial One respects your privacy. We will never sell or disclose our customer information to third parties. This includes e-mail addresses and phone numbers.

For a complete copy of our privacy policy, see [www.doges.com/customer\\_service/privacy.htm](http://www.doges.com/customer_service/privacy.htm).

## How to Reach Us

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Cynthia Hoffman	ext. 106	cmh@doges.com

To contact the Central Station, call (513) 921-4300. If your account was formerly with 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, let us know. You can write to:

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c/o John Lindberg  
6114 Madison Road • Cincinnati, OH 45227  
(513) 527-4400 P (513) 271-9643 F  
[www.doges.com](http://www.doges.com)

## Payment Address

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Cincinnati, OH 45264-1464

# Burglary Blunders

Courtesy of "News of the Weird" Universal Press Syndicate 2008

## Irony is Great, Isn't It?

On a December day in Crescent City, CA, Krystal Evans, 26, and Denise McClure, 24, looked for their urine samples on a DHL delivery truck, headed to a lab for tests. They feared returning to jail if their tests were positive. Police were summoned, and the women were arrested for destroying evidence and violating their probation. Ironically, Evans' original sample turned out to be clean. But during the December arrest, she tested positive for methamphetamine.  
[Times-Standard (Eureka, CA), 3-18-08]

## Um. Awkward

Jeremy Hart, 24, was arrested in Topsham, Maine, in December after allegedly burglarizing a home while the residents were asleep. According to police, as Hart was leaving he hit a snowbank in the driveway, causing the car to stall. Hart became so cold that he sheepishly walked back, rang the victims' doorbell and asked if he could come in and get warm. (The residents, aware that Hart had just been in their house, had already called police.)  
[Times Record (Brunswick, Maine), 12-27-07]

## Please note...

\$80/ hour service rate is in effect. \$45 trip charge will remain the same.

Our new service rate reflects increased fuel and business costs. This is only our second service rate increase in 10 years, as our goal is to provide affordable products and services to you.

If you have any questions or comments, please call (513) 527-4400.

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