



GREETINGS!

Summer is winding down and in this issue of the Sentinel we have some helpful tips and reminders to help keep you safe, as well as new product features we can't wait to share with you.

I would also like to say Thank You for putting your trust in Dial One Security and allowing us to be your security provider. We have continued to grow due to our loyal clients like you and your referrals to friends and family.

John Lindberg

Sincerely,
John Lindberg
President, Dial One Security

3G Sunset

Cellular alarm communicators have proven to be the most secure and reliable communication path available for modern security systems but much like the cell phone in your pocket your alarm's cell phone must keep up with current technology. All of the major cellular providers have announced "sunset dates" for the common 3G and CDMA communicators and cell phones. AT&T will end their use of 3G technology in January 2022 and Verizon will end CDMA in December 2022.

While these dates seem far off the reality is that the changeover to LTE at the local cell towers is happening now and can affect signal quality and performance at your home or business. The upgrade of your system's communicator can be done quickly and at no cost to you with a Secure Care service agreement which covers regular service of your alarm system as well as all future communicator upgrades.

In the coming months everyone using cellular technology will be contacted by our customer care representatives about the upgrade to LTE. This also provides a great opportunity for us to update your account information, review your security coverage and life safety protection, or add interactive services like Total Connect.

If you experience any abnormalities in service or if you want to be proactive and have your system upgraded before something occurs feel free to contact our service department. Likewise if you have any questions or concerns we're always just a phone call away at 513-527-4400 option 4

Welcome our newest team members!

We have welcomed three new faces as a wonderful addition to our talented team! We are happy to have Russ, Hannah and Joel part of our tech and office team.

Russ comes to us with many years experience in the school maintenance field. Russ is a former Firefighter/ EMT for the Reading Fire Department of 15 years. Russ and his wife reside in Reading and have one son.

Hannah comes to us from the dental field with 13 years experience in dental management in accounts payables & receivables. She holds a Bachelors Degree in Business Administration as an NKY University graduate. Living in Independence, KY, Hannah is married and has a 15 year old son and 12 year old daughter. Hannah loves spending her extra time loving on her two pups!

Joel comes to us with over 20 years experience in the electronics field and over 10 in the alarm industry working for his family business before his dad retired last year. In his spare time, Joel enjoys working on home projects and renovations.

48083



HOW TO REACH US

MAIN OFFICE

513-527-4400

DIRECT LINES & EMAIL

513-527-3033

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Mike Brown ext. 105
Mike.Brown@DialOneSecurity.com

CENTRAL STATION

513-921-4300

If you have any questions or suggestions that you would like us to address in this newsletter, please contact us at:

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PAYMENT ADDRESS

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Cincinnati, Ohio 45264-1464

HOLIDAY HOURS

Our Madisonville Office will be closed the following days;

Labor Day, Monday, September 6th, 2021
Thanksgiving, Thursday, November 25th, 2021
Day after Thanksgiving, November 26th, 2021
Christmas, Friday, December 24th, 2021
New Years Eve, Friday, December 31st, 2021

How to Reach us

Regular Office hours are 8am to 5pm Monday thru Friday and Saturday 9am to 1pm. You can reach our office by calling or texting to 513-527-4400 or by email at Service@dialonesecurity.com

In case of an emergency, our Central Station is open 24 hours a day, 365 days a year. You can always reach a technician should you require emergency service on your system by calling our Central Station at 513-921-4300. Mr Lock clients may still have your accounts at Dynamark which can be reached at 855-792-7969.

Jeff's Tech Corner

Advanced Options for your Secure Connect



Many of our client's security systems have Secure Connect interactive services such as Total Connect or Alarm.com that greatly enhance the user's security and provide real-time information about their home or business. Features including remote arming and disarming, text or push notifications, user code changes and system activity history are easily accessed through a smart device or computer.

What many people don't know is that their interactive service can provide many more security and lifestyle enhancements. Video surveillance cameras are a great way to enhance your security. Some cameras even have video analytics that can identify objects like people or vehicles and notify you of the potential threat. Video doorbells are also available in many instances.

Z-Wave enhancement is a popular addition to systems as well. Lighting control, thermostats and door locks can all be connected to your interactive service and will further increase both your security and your lifestyle!

If you would like to know more about these great options please contact our office 513-527-4400.

Texting Our Office

An exciting new feature we've added last year is the ability to TEXT our main phone number, 513-527-4400. This option allows you to text us with both messages and photos. If you need to contact our office try texting us! The text appears on our standby list where anyone in the office can respond to your request. This option can allow more convenience rather than an e-mail or phone call.



Pay Online



You can now pay your bill online with us! Go to our Web Site or use our QR code for credit card and ACH payments. We also offer the option for auto-pay, as well as paperless billing.

PRODUCT SPOTLIGHT

SecureCare and SecureConnect

SecureCare is a great way to protect your alarm system investment and to be worry free when it comes to repairs or problems. When you sign up for SecureCare you pay a small monthly fee in addition to monitoring and get problems fixed without any out-of-pocket repair bills. Some restrictions do apply, please contact our office for more information.

SecureConnect is a seamless way to connect to your system from anywhere! Add the option to remote to your system via an app that allows you to arm/disarm your system, remotely add and remove users, use home automation and much more for an additional monthly fee of \$10.

Contact our Production Department, 513-527-4400 option 4 for more information regarding SecureCare and SecureConnect.

Honeywell Home ProSeries adds Motion Viewer to Sensors

New Residio ProSeries security panels by Honeywell Home feature the Motion Viewer motion detector that can instantly provide video confirmation of alarms in your home or business. When the Motion Viewer activates your alarm system it also sends a video clip to your device. You will immediately know the nature of the threat and can respond with confidence to our central station operator.

Contact our office today for more information on this great new security system!

Blunder Blunders

A BITE OUT OF CRIME - March 1st 2021



Oklahoma Cops Say Cheetos Residue Cracked Burglary Case. She was caught orange-handed! A woman was busted for a home invasion in Oklahoma — thanks in part to “Cheeto dust” found in her teeth, authorities allege.

Sharon Carr was arrested on a first-degree burglary charge after allegedly committed the dangerously cheesy act Friday at a home in Tulsa, police said. Cops say they arrived at the home that night, where a mom of two young kids had called 911 to report that another lady had pried a screen off her window and gotten inside. The snack-loving sneak had already fled — but cops say they found “a bag of Cheetos and a bottle of water on the floor near the open window.” A few seconds later, however, Carr allegedly emerged from the shadows, police told news station KTUL. The mom ID'd her as the invader — and the bust was further cemented when they found the incriminating orange snack-food residue still stuck in her teeth, the outlet reported. Cops think she dropped the bag while making her escape. “A good reminder that Cheeto dust can be pretty hard to get rid of,” Tulsa police wrote on Facebook.

That's one way to avoid your wife



Home? Or jail? Wife? Or sheriff's deputies? Such choices. Federal authorities say Larry Ripple chose a life behind bars over another minute at home with the wife. On Friday afternoon, according to a complaint filed in federal court, Ripple, 70, walked into the Bank of Labor in downtown Kansas City, Kan., handed over a note to a teller which said, “I have a gun, give me your cash,” and was given \$2,924 in currency from the drawer. (Now is the part where we typically write, “The robber then fled the bank.”) The robber then took a seat in the lobby and began chatting with the bank security guard, the complaint by Special Agent Eric R. Beltz states. All of this was captured on surveillance video. “I'm the guy you're looking for,” Ripple allegedly told the guard. The guard took Ripple into custody and retrieved the \$2,924, Beltz wrote. The police and FBI were summoned, and Ripple was taken to the police station

But first, let me take a selfie



An Ohio couple were excited about how much cash they got from robbing a bank, so they posted photos on Facebook of themselves holding the wads of money in their mouths. Police were helped in their investigation by the clear images showing John Mogan and Ashley Duboe hamming it up with their fortune in greenbacks. Four days after the robbery, they began posting photos of their loot, and one friend complained that Mogan “didn't hook a brother up.” Mogan and Duboe were arrested this week for the August 24 robbery. Police say they gave a note to the teller in the Ashville bank, and walked out with a tall stack of bills. He looks nervous on the surveillance video, but in the days after the heist, they both looked gleeful on their Facebook postings.

