

the Sentinel

A Newsletter from
Dial ONE
Security, Inc.



GREETINGS!

Fall 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. Verizon will end CDMA service in December 2022.

While this date seems 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 CDMA 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 our Secure Connect interactive service.

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 two new faces as a wonderful addition to our talented team! We are happy to have Brian and Eddie as part of our office team.

Brian comes to us with many years experience in the alarm central station field. Brian and his family reside in Bridgetown. Brian enjoys spending time with his family going hiking, fishing and spending time at the art museum.

Eddie comes to us from the alarm central station field. Living in Harrison, OH, Eddie is married and has three boys ages 14, 11 and 8. Eddie is involved with Boy Scouts and coaches youth wrestling and baseball.

Changes in Notifications from the Central Station

There have been some recent changes to the way phone notifications are made from our central station. The first change is if you cancel your alarm with a valid code we will not call you. This helps prevent false dispatches. You can easily add Text or E-mail notifications by contacting our office and if you're concerned about being forced to disarm your system you can always use your duress code.

Also phone calls made after dispatch will be made by an automated attendant. You will be given an option to speak to a live operator if necessary. We highly recommend that you add the phone numbers for our office and central station to your contacts which can be done by scanning these QR codes.



Office & Service Contact



Monitoring Center Contact



HOW TO REACH US

MAIN OFFICE

513-527-4400

DIRECT LINES & EMAIL

513-527-3033

- Eddie Lukes Ext 101
Eddie.Lukes@DialOneSecurity.com
- Rob Singer Ext 102
Rob.Singer@DialOneSecurity.com
- John Lindberg Ext 103
John.Lindberg@DialOneSecurity.com
- Mike Brown Ext 105
Mike.Brown@DialOneSecurity.com
- Brian Adams Ext 106
Brian.Adams@DialOneSecurity.com
- Dennis Toon Ext 107
Dennis.Toon@DialOneSecurity.com
- Jeff Biedenham Ext 108
Jeff.Biedenham@DialOneSecurity.com
- Isaiah Floyd Ext 109
Isaiah.Floyd@DialOneSecurity.com
- Hannah Fukano Ext 110
Hannah.Fukano@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 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

Our Madisonville Office will be closed the following days;

- 12/24 9am - 11am
- 12/25 - 12/26 Closed
- 12/31 9am - 11am
- 1/1 - 1/2 Closed

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

Be prepared for trouble



Remember those spring storms that caused widespread power outages earlier this year? They reminded many of us that we depend on electricity more than ever. Winter weather is here and spring is right around the corner again. What happens to your life safety and security systems when the power goes out? Replace the batteries in your home’s smoke and CO detectors regularly and especially if you experience an extended power outage. Those batteries have probably run low and can’t last

much longer in another power outage. Your security system has a backup battery that should be replaced every 3 to 5 years. The newer the battery the longer it will last in an extended power outage. It’s also a good idea to know where your security system is plugged in and where the battery is located. Much easier to find out now than in the dark at 3 AM!

Also consider that your alarm’s communication path may be compromised, too. If you’re not using cellular alarm communication (which has a battery backup as well) your internet based phone line is useless in a power outage.

Be aware of other security devices like cameras and emergency lighting that won’t function without backup power either. That whole house generator is sounding better all the time! And what about that sump pump flood detector that hasn’t been tested in a while?

Feel free to contact us for more information on your security/life safety system power needs and testing procedures. As they say, an ounce of prevention...

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

Never miss an alarm! Get set up to receive text message notifications from the central station. You’ll receive a text message in addition to a call on burglary and fire alarms with a link that allows you to view location details and recent alarm activity. For Burglary Alarms you can report a false alarm, or dispatch the authorities. In addition you will receive notifications of events such as power outage and low battery condition. This feature is available to you at no additional cost. Contact us today to begin receiving your Alarm System’s Alerts via Text Message.

Setup Text Messaging for Alarm

Never miss a call we'll text it all.

Contact us today to begin receiving your Alarm System's Alerts via Text Message

Once SMS Text Notifications are added to your account, you'll receive a "Welcome Message" from the Monitoring Center.

Save our short code to your phone's contacts; so you never miss a notification!

60281

You'll now receive all of your notifications from the Monitoring Center via SMS Text Message!

When your alarm system sends a signal to the Monitoring Center, you'll receive a text message with the details of that event.

Click the first URL in the text body to launch the MYALARMS.COM landing page.

The MYALARMS.COM landing page allows you to view location details and recent alarm activity. For Burglary Alarms you can report a false alarm, or dispatch the authorities.

Burglar Blunders

2 Arrested in Theft of Sheriff’s Speed-Warning Trailer

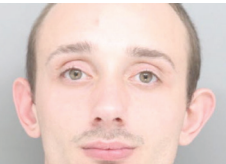


Two Alabama men have been arrested over an audacious, but extremely ill-advised, theft. The Russell County Sheriff’s Office said in a Facebook post that Gabriel Mendoza Garcia and Steve Gerome Spann were arrested Monday for allegedly stealing a speed-warning trailer that belongs to the sheriff’s office. “It appears they were trying to get the batteries to sell them,” Sheriff Heath Taylor tells the Ledger-

Enquirer. “Batteries are bringing a high dollar now.” Both men have been charged with first-degree theft of property and first-degree criminal mischief. Taylor says the suspects were tracked down through the trailer’s GPS. WRBL reports that the trailer is also equipped with a camera which captured video of the theft. “It just shows you we’ve got crazy people running around,” the sheriff says.

Cincinnati Police arrested a man accused of shoplifting after they said he ran to a police station while fleeing from an officer.

A District 3 officer working an off-duty uniformed security detail at the Walmart on Ferguson Road in Westwood saw 24-year-old Jeremy Roberts stealing \$125.73 in merchandise in a backpack at about 7:38 p.m. Wednesday, police said in a Facebook post.



When the officer attempted to stop Roberts, he ran away, police said. The officer deployed his Taser, but it had no effect. “At this point, Mr. Roberts made what can only be described as a tactical error,” police wrote, “and ran directly to the rear of the Cincinnati Police Department ... District 3 station, which is located just south of Walmart.” Police said Roberts was “greeted by ‘numerous’ officers” outside the police station, and they arrested him. Roberts is facing charges of obstructing official business and theft.

The Cincinnati Police Department says a driver was cited after driving more than double the speed limit on I-71.

In a video posted to Twitter by the CPD, the officer observed the car traveling at a high speed on southbound I-71 heading towards downtown. Advertisement Officer Darryl Tyus initiated the traffic stop, he asked “is there a reason you were speeding excessively fast, sir? Do you know how fast you were going?” The driver of the vehicle told the officer that he was driving 90 mph. Tyus said, “90.. are you sure? Sir, it was 120 miles an hour. I paced you for a mile and a half. 120 miles an hour.” The driver was issued a speeding ticket for driving 120 miles an hour in a 55 mph speed zone. He was also cited for reckless driving due to double the speed limit. “There is no excuse for why you’re doing 120 miles an hour just delivering groceries,” Tyus said.

After employees at a Georgia shopping center reported hearing screams for help, crews arrived to find a man stuck in an oven vent.

“I definitely did not expect this,” Staff Sgt. Brittany Davis, a recruiter for the U.S. Army, told WGCL. Davis and her coworker first heard the pleas for help when they first opened the recruitment office for the day. “We actually stepped back to see if maybe someone was on top of the roof,” Davis said. Turns out, they weren’t the only ones hearing the same sounds. A worker at the Little Caesar’s Pizza next door heard screaming coming from an oven vent. When Davis went inside to investigate further, the screaming was louder. “He was actually saying that he can’t breathe, that he’s having a panic attack,” she said, “and of course, I was just concerned for him.” After Davis called 911, first responders arrived and got to work to cut away part of the vent. “Kind of unconventional, something we don’t deal with every day,” said Capt. Jaeson Daniels, a spokesman for DeKalb County Fire & Rescue. “I’m glad that our guys, in particular our heavy rescue unit, carries a lot of different tools and we were able to use a lot of them today to get him out safely.” When crews successfully freed the man, police officers escorted him to an ambulance so he could be treated for complaints of dehydration and friction burns from sliding down the vent. It’s unclear what the man is being charged with or why he tried to enter the building through the vent. “I didn’t ask,” Davis said. “I’m just glad they didn’t turn the oven on because he would’ve been toast.”