

the Sentinel

A Newsletter from



GREETINGS!

As we start a new year I would like to thank you for putting your trust in Dial One Security and allowing us to be your security provider. We have continually grown due to our loyal clients like you.

The Cincinnati Area has had a large increase in professional residential burglaries in the past 24 months. Many of these break-ins have occurred while the home owner is away for just a few minutes. The perpetrators are not permanent citizens and when they are caught it is a first offense, generally unarmed, and they get low bails. It is a revolving door for the individuals that are actually doing the crime. I believe this is the new normal and the break-ins will continue to get ever more sophisticated. We have many new security products and features that can combat these criminals including jamming detection, anti-jam techniques, and video systems that detect behavior and set off alarms even before a break-in occurs.

As always please keep your security systems on in the armed mode even when you are away from your home for short periods of time.

Sincerely,
 John Lindberg
 President, Dial One Security

No Call after Cancel Code is Entered

Reminder about a Policy Update - Changes to Alarm Signal Notification Procedures We wanted to remind our clients of an important policy change that has affected the way we handle alarm signals at our central monitoring station.

As part of our ongoing commitment to providing efficient and effective security services, there has been a policy change regarding alarm signal notifications. If you disarm your alarm using a valid code and the central station receives a valid cancel code from your alarm system, you will no longer receive a phone call regarding the alarm signal.

This policy change is aimed at streamlining our response procedures and reducing unnecessary notifications, ensuring that we can provide you with the best possible service. By relying on valid cancel codes, we can confirm quickly and accurately whether an alarm signal requires further action or can be safely disregarded. What does this mean for you?

- **Faster Response Times:**** With the elimination of unnecessary phone calls for valid cancel codes, our monitoring team can focus on responding promptly to genuine alarms, enhancing overall security.
- **Reduced False Alarms:**** By implementing this policy, we aim to minimize unnecessary false alarms which can create dangerous situations and waste police resources.
- **Enhanced Accuracy:**** Valid cancel codes provide a reliable means of verifying the status of an alarm signal, allowing us to make informed decisions and take appropriate actions. We want to reassure you that your safety and security remain our top priorities. This policy change is a result of careful consideration and a commitment to improving our services based on industry best practice.

If you have any questions or concerns about this policy update, please do not hesitate to contact our customer support team at (513)527-4400 or service@dialonesecurity.com. We value your feedback and are here to assist you. Thank you for your continued trust in Dial One Security. We look forward to providing you with even better security services in the future

Postal Service Issues

At Dial One Security we have continued to experience long delays with US Mail service. Issues seemed to start about two years ago. To avoid such delays and ensure timely delivery, we recommend our clients sign up for electronic invoicing and online payments. This option not only saves time and money on postage but also ensures that our clients receive their invoices and receipts quickly and efficiently. In addition, it reduces the risk of lost or stolen mail.



While we understand the USPS is facing significant challenges, we also recognize the importance of timely delivery of our invoices to our clients. That's why we have taken steps to make our invoicing and payment options more convenient and accessible, while still providing the option for clients who prefer traditional mail delivery.

48083



Thank you for your business!

HOW TO REACH US

MAIN OFFICE

513-527-4400

DIRECT LINES & EMAIL

513-527-3033

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Hannah Fukano Ext 110
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CENTRAL STATION

513-921-4300

NEWSLETTER

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

Dial One Security, Inc.
c/o John Lindberg
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Cincinnati, Ohio 45227

PAYMENT ADDRESS

Dial One Security
P.O. Box 641464
Cincinnati, Ohio 45264-1464

HOLIDAY HOURS

12/25 Closed
1/1 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

Why You Should Replace Your Household Smoke Alarms Every 10 Years



Smoke alarms are one of the most critical safety devices in your home. They're your first line of defense in the event of a fire, providing early warning so that you and your family can escape safely. However, like many household items, smoke alarms don't last forever. In fact, manufacturers recommend replacing them every 10 years. Here's why sticking to this guideline is so important.

Why Do Smoke Alarms Expire?

Smoke alarms have a limited lifespan because some of their components wear out over time. The sensor or sensors inside the unit, which detects smoke particles in the air, becomes less effective as it ages. This means that after 10 years, even if the alarm still sounds when you press the test button, it may not detect smoke as reliably or at the correct sensitivity as it should.

Dust, dirt, and airborne contaminants also accumulate in the device, which can interfere with its sensitivity. These factors combine to make a smoke alarm less reliable after a decade, increasing the risk of it failing when you need it most.

Most manufacturers explicitly state that their smoke alarms are designed to last 10 years. After this period, the alarm's effectiveness can no longer be guaranteed. The National Fire Protection Association (NFPA) and the U.S. Fire Administration also recommend replacing your smoke alarms every 10 years to ensure optimal safety.

You might find the expiration date printed on the side or back of the alarm. If your smoke alarm doesn't have a visible date, it's best to replace it, as it's likely too old to be reliable. The Risks of Not Replacing Expired Smoke Alarms

Relying on expired smoke alarms puts your household at risk. An outdated smoke alarm may fail to detect smoke or fire in time for you to react, reducing the precious seconds you have to evacuate. Studies have shown that homes with working smoke alarms cut the risk of dying in a fire by half, but this protection is only effective if the alarms are functioning properly. Homes today have much more synthetic material in them than they had 50 years ago. It is the synthetic material from carpet to cushions that contribute to how fast and how toxic a home fire can burn. As previously posted in our blog in 2020 Underwriters Labs performed a side-by-side burn comparison of natural vs synthetic furnished rooms. The synthetic furnished room burned 10 times faster than the natural furnished room. You can view that video here <https://dialonesecurity.com/fire-prevention-week/>

Imagine the peace of mind knowing your smoke alarms are actively protecting your family. Ignoring the expiration dates could leave you with a false sense of security, which is why replacing them every 10 years is essential for maintaining your home's safety.

If you have questions about your smoke detectors, either the ones that are part of your Dial One Security monitored system or the 120volt ac smoke detectors that are part of your electrical system text, email or call us.

Texting Our Office

Remember that you always have 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 be more convenient than an e-mail or phone call. And of course you can always call us at 513-527-4400 or email our service department at Service@dialonesecurity.com



Pay Online



You can 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

Improvements to SecureConnect

If you are using one of Dial One Security's SecureConnect Apps to control your alarm system from your phone you will be seeing improved functionality arriving soon. The improvements are centered around the ability to connect to the Central Station directly from the App(s). The integration has already been working if you are using Alarm.com's App and also in Virtual Keypad on DMP systems. It will soon appear on the Resideo/Honeywell Home's Total Connect. There is no additional monthly costs for this added functionality.

The functionality will differ slightly between the different panels but in general you will be able to view and edit your emergency contacts from within the app and respond to an alarm condition to cancel an alarm dispatch or verify an alarm dispatch. If you have questions about this functionality or would like to add SecureConnect to your alarm please contact our office at Service@dialonesecurity.com or call or text 513-527-4400.



Advanced Video Analytics from Dial One Security can detect break-ins before they occur

With advancements in surveillance technology, Dial One Security alarm systems are no longer just reactive—they are becoming proactive tools to prevent burglaries before they occur. By integrating newer camera Video Analytics into alarm systems, business owners and homeowners can bolster their defenses. One key innovation is using cameras to monitor second-floor windows, roof lines and other traditionally overlooked entry points.

Advanced security cameras equipped with AI and advanced motion detection can identify suspicious activity around a home, even in low-light conditions. These cameras are now being designed to monitor external areas such as parking lots, second-floor windows, balconies, and rooftop access points. Since burglars often target upper levels to avoid detection, this additional layer of monitoring helps secure vulnerable entryways.

How It Works:

Motion Detection and Object Recognition: Cameras can differentiate between common outdoor movements (e.g., swaying branches, passing cars) and human activity. More advanced systems can even identify behaviors associated with trespassing, such as loitering near windows, tampering with exterior equipment like HVAC units or attempting to climb a structure.

Real-Time Alerts: Once unusual activity is detected, the system sends notifications to the homeowner's smartphone or directly to a security monitoring center for video verification.

Pre-Recorded Deterrents: Some systems we install can play pre-recorded messages or flash lights to deter intruders before they attempt a break-in.

Integration with Alarm Systems: If the suspicious activity escalates, the system can trigger an alarm, be verified thru remote monitoring and then notify law enforcement.

If you are interested in learning more contact us at Dial One Security.

Burglar Blunders

Four arrested after videos show fake bear attacks for insurance payouts

Four Los Angeles-area residents were taken into custody after a Department of Insurance investigation revealed they allegedly staged a bizarre insurance scam involving a person in a bear costume. The suspects—Ruben Tamrazian, 26, Ararat Chirkinian, 39, and Vahe Muradkhanyan, 32, all from Glendale, along with Alfiya Zuckerman, 39, from Valley Village—are facing charges of insurance fraud and conspiracy. Authorities have also issued a warrant for a fifth individual who remains at large as of November 13th, 2024.

The case began when an insurance company flagged a suspicious claim. The suspects alleged that on January 28, 2024, in Lake Arrowhead, a bear entered their 2010 Rolls Royce Ghost and damaged its interior. To back up their story, they submitted video footage showing what appeared to be a bear inside the car.

However, investigators later determined the "bear" was actually a person in a costume. During their probe, detectives uncovered two more similar claims filed with other insurance companies on the same date and at the same location. These claims involved damage to a 2015 Mercedes G63 AMG and a 2022 Mercedes E350. Again, video evidence showed a person in a bear costume pretending to be a bear causing the damage.

To confirm the footage wasn't authentic, the Department of Insurance consulted a wildlife biologist from the California Department of Fish and Wildlife. The expert concluded the videos clearly featured a human in a bear suit. A search of one suspect's home led to the discovery of the bear costume.

In total, the suspects allegedly defrauded insurance companies out of \$141,839. The Glendale Police Department and California Highway Patrol assisted with the investigation, and the San Bernardino County District Attorney's Office is prosecuting the case.

Dog Starts House Fire

NEW: Dog starts a house fire in Tulsa, Oklahoma after chewing through a portable lithium-ion battery.

The Tulsa Fire Department released the following story to warn people about the "dangers of lithium-ion batteries."

Two dogs and a cat were filmed hanging out before one of the dogs started the fire with the battery pack.

The animals were filmed in the living room on an indoor monitoring camera, observing the fire before it got out of hand.

"Lithium-ion batteries are known for storing a significant amount of energy in a compact space," the fire department said.

"However, when this energy is released uncontrollably, it can generate heat, produce flammable and toxic gases, and even lead to explosions."

The pets were able to escape the home through a dog door.