A *Should I Read This?* Checklist

☐ Yes, I use a Warren County radio or MDC!

☐ Yes, I am a Warren County employee!

☐ Yes, I talk on a County-issued cell phone!

☐ Yes, I am a Warren County Public Safety professional!

☐ Yes, I have an interest in WC Telecommunications!

What's With the New Name & Look?

SafetyNet is now Telecom Matters! In an effort to streamline our monthly happenings and respect your time, we're getting straight to the heart of the matter… Telecom matters that is! We understand that Telecom news isn't top of mind for a lot of our subscribers, but it's important content we need to push out to the **thousands of people who utilize our services… yes, thousands!** Remember, our users aren't just public safety agencies but also WC's Engineers Office, MRDD, WC Transit, local Public Works Departments, and every Warren County office that has a desktop phone (just to name a few). That makes for a lot of users who can benefit from knowing current Telecom projects, upcoming vendor presentations, and helpful tips & tricks for the hardware you use (radios, MDCs, desk phones, mobile phones, pagers, etc). By condensing our monthly 14+ page newsmagazine to a shorter newsletter, we hope it will be easier and quicker to digest the things that Telecom believes should matter to you each month! **Happy reading!**

We are still happy to share Public Safety agency happenings to our email contacts and social media followers, just email Trainer Allison!

www.WarrenCountyTelecom.com | www.facebook.com/WarrenCountyTelecom | www.twitter.com/wcoh_telecom | www.youtube.com/warrencountytelecom

Director 695-1318 paul.kindell@wcoh.net | CAD/RMS 695-2800 paul.bernard@wcoh.net | Data Systems 695-1810 gary.estes@wcoh.net
Radio Systems 695-2860 gary.hardwick@wcoh.net | Telephony 695-1320 adela.dingman@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

Hey Verizon CADPage App Users!

If you are a Verizon customer and use the CADPage app, delete the contents of the 'override location filter' to receive text messages from CAD. If you still have problems receiving CAD pages within the app after doing this, contact Paul Bernard.

TELECOM
Warren County • Ohio

External MEMO
CAD / Custom Alert Paging Changes

Date: December 6, 2012

Intended Audience: agencies and users that receive pages and/or custom alerts from CAD / HipLink

Response Needed: feedback of glitches or requested changes to your notifications

Custom alerts are once again working in Telecom's new paging program, HipLink. Users should begin receiving the same alerts they did a few months back. Don't remember what you received or want to change it? Contact CAD/RMS' Paul Bernard or Don Sebastianelli at 695.HELP(4357) Option 3.

Users with a Verizon device!

- As of Friday, November 30th, we have an EMAG (Enterprise Messaging Access Gateway) contract giving our public safety messages priority over all non-public safety emails and text messages. We get bumped in the queue for quicker delivery at increased transmission speed.

- One feature that will take some getting used to is what now appears in the 'sender' field. Rather than seeing 'notifications@wcoh.net' you will see a Verizon tracking number that changes every time you are paged. We can not alter this and understand it affects the filters and rules you create in your phone.

- Your character limit increased from 160 to 456 per page of the message with a max limit of 1120. This means less scrolling through texts to read the entire message and the deletion of the "1/1, 1/2, 1/3" that used to begin your message.

Also in the works: 2-way messaging which allows a user to send a response message to the sender (e.g. acknowledging a page from Telecom so they know you received it.) These response actions will show up at the end of the message.

We are still configuring the software which means more tweaks and changes - so don't yet set up filters and rules on your phone. You may have to redo this in the coming weeks or months.

www.warrencountytelecom.com

Phone screenshot text:

.ıll Verizon 🤝   9:22   🔒 ✈ 98% 🔋
Messages   777259992558   Edit
Call   FaceTime   Add Contact
Text Message
Dec 1, 2012, 21:59

" " 1/1 ST31 PRI: 2 INC: F31121201001728 TYP: VEH CRASH W/INJURY AD: 800B S ST RT 123 CTY: TURTLECREEK TWP MAP: M12 CN: VERIZON WIRELESS CMT1: VEH ROLLOVER TIME: 21:59 31ST31 31S311 XST: 848 DOROTHY DR XST2: 748 S LIBERTY-KEUTER RD TXT STOP to opt-out

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Check out some of the improvements to CAD / Custom Alert Pages now that we're back up and running! This is especially relevant to our subscribers with Verizon mobile phone service.

Click the MEMO for the full size PDF stored on our website!

What is a CAD / Custom Alert Page? It is incident data or a custom-typed message from Telecom or Dispatch to your mobile device or pager. It allows personnel to stay in the know whether they're on shift/near their MDC or not.

Radio Changes for 2013
You Asked! We're Delivering!

With the upcoming switch to digital, this is a perfect time to tweak the buttons and functions of Warren County radios. After much polling and discussion, below are some changes coming your way the next time Nick and Glenn touch your radios!

Fire Radios
- 1/2 second delay on emergency button will eliminate a lot of accidental bumps but was tested to ensure it won't delay intentional activations.
- ABC switch will revert back to quick access to Zones A-C instead of keypad lock.
- 1/2 second delay on soft keys and side buttons (except PTT) will make up for not having ABC keypad lock anymore.
- Additional TACs and MAYDAY channels
- Proposed and awaiting final approval: Consistent layout for all agencies with fewer duplicates and Zone C holding all your agency's user defined channels.

Law Radios
- Additional TACs
- Proposed and awaiting final approval: Consistent layout for all agencies with fewer duplicates and Zone C holding all your agency's user defined channels.

Telecom Testimony
How training videos unlocked a mystery!

Allison,

I don't always remember all the bells and whistles on the radios as I'm sure most users fall into. I ran into an issue with my keypad showing it was locked and for the life of me I couldn't remember how to unlock it. I knew [to] check out your YouTube videos… confident you have already addressed this function. I did a quick search for the right video and in seconds had not only been reminded of how to unlock it but how it got locked in the first place. Thank you for all your video work.

Sincerely,

Rick Murray, EMA

Radio Support Hours cover all law shifts
Nick 7a-4p
Glenn 8a-5p

513.695.3251

Printing ePCR Reports

Originally setup to print "detailed" reports including the entire ECG strip, this was sending/printing 200+ page reports to hospitals. Zoll has improved the report generator to print a "summary" report of the monitor information and strip instead of the detailed report. Please report any issues to the help desk. help@wcoh.net or 513.695.HELP

Telecom is One Call or Click Away!

Have questions or problems with a WCPSN/Gateway/ Central Resources program? Always call the Telecom Help Desk at 513-695-HELP (4357) or email help@wcoh.net to generate a ticket. Please do not contact Dispatch or Emergency Services as this is not their area of responsibility.

IC Solutions: The Enforcer
DVD available if you missed it

RELEVANT READER: law enforcement
Telecom Contact: Adela, Telephone division

Did you miss last month's demonstration of IC Solutions' The Enforcer program? Adela has the 1-hour footage of December 6th's walk through on DVD available for viewing.

COMING SOON
Updated Videos

Telecom Contact: Allison, Trainer

Warren County Employee Desk Phones a tutorial on the buttons and functions of Mitel phones.

Emergency Button simplified explanation

XTS2500 Anatomy new programming/button configurations
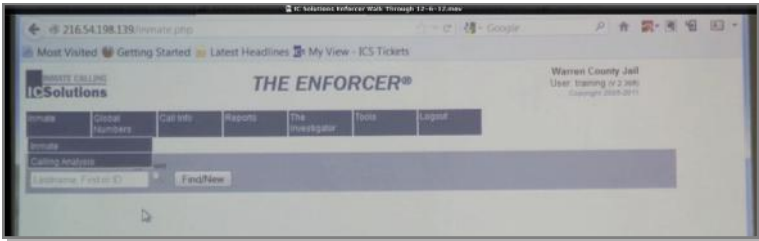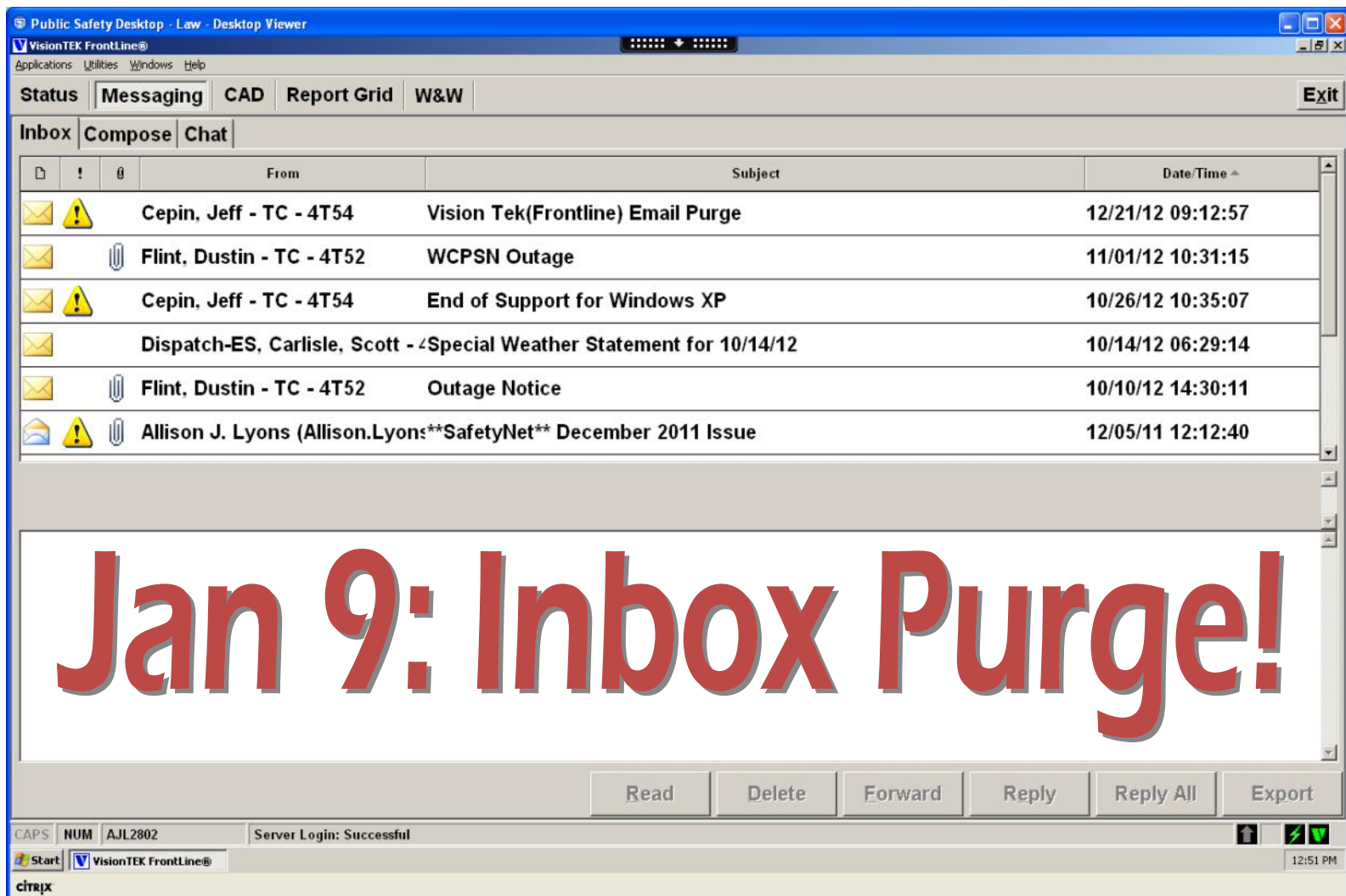
Submitting ePCR data to the State

RELEVANT READER: EMS Personnel   Telecom Contact: Paul Bernard or Scott Boschert

The Ohio Division of EMS will continue accepting EMSIRS-1 compliant reports from 2012 incidents since that is all Warren County's FireRMS is configured to send. However, any incident that starts after 12:00AM January 1st, 2013 must have the appropriate EMSIRS-2 data collected for future submissions via ePCR.

ATTENTION VisionTEK/Frontline Users!

Scheduled DST outage for a __countywide inbox purge!__

If you need to save messages, do the following BEFORE January 9th!

1. Highlight/copy the text from your message
2. Open a word processing software (Open Office Doc, Notepad, etc)
3. Paste the message text into the document & save.

Questions, contact the Data Systems Team at 513.695.3250