Warren County·Ohio
TELECOMatters
our monthly newsletter of things that matter. all things Telecom.

March 2013

Digital Radio System Update

Fresh off a signed change order and meeting with Motorola, here's the latest!

Telecom is in the process of securing a 2,000 ft² warehouse space in Lebanon which will house the radio system equipment post-staging.

Also in the project timeline are the following:

- March/April - Telecom, Motorola, and Mobilcomm to tour the tower sites for post-audit.
- May - the system will be assembled and tested in staging in Schaumberg, IL. The components will be laid out to simulate each tower site and connected by phone line to the state of Ohio's master site just like when operational in Warren County. Portable radios will be tested and we will talk to Columbus just like once live. All will be verified before breaking down, bubble wrapping, and transporting to Warren County.

Besides Illinois, equipment is also being sent to Texas - switches that self-heal the network should a microwave link failure occur. This equipment will be staged and pre-configured in Texas to represent all our tower sites. There are 3 self-healing loops so that if one path goes down, the towers will stay up for radio transmissions.

Further, all cables (like those pictured with manager Wally) are pre-measured and cut so they fit snugly and accurately once in the tower buildings.

- May 1st - Antenna sweep followed by electrical installation at tower sites.
- May/June: Once the system arrives from Illinois, the racks will be put back together and we will test talking on Dispatch's consoles as well.
- June - Installation to begin, a few sites at a time since this is a live system.
- September - Coverage testing. The system needs to test with leaves still on the trees so that radio signal strengths can be measured in these covered conditions. If signal strength is good with leaves, it will be good when the trees are bare.

- **November - hopefully go live.**
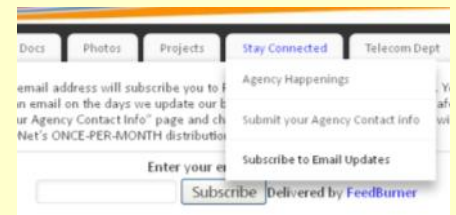
Public Works

The Motorola XTS1500 model radios can be analog or digital, but not both. Telecom will work with each Public Works department to coordinate the radio programming so they're ready to cutover by November 1st.

If departments buy equipment today, their warranty clock starts ticking. **It is Telecom's recommendation to not take delivery or purchase until July/August** or else you're wasting warranty.

Keep up with all of Telecom's news!

Subscribe to our website's blog feed by visiting www.warrencountytelecom.com , clicking the 'Stay Connected' tab and Subscribe to Email Updates!
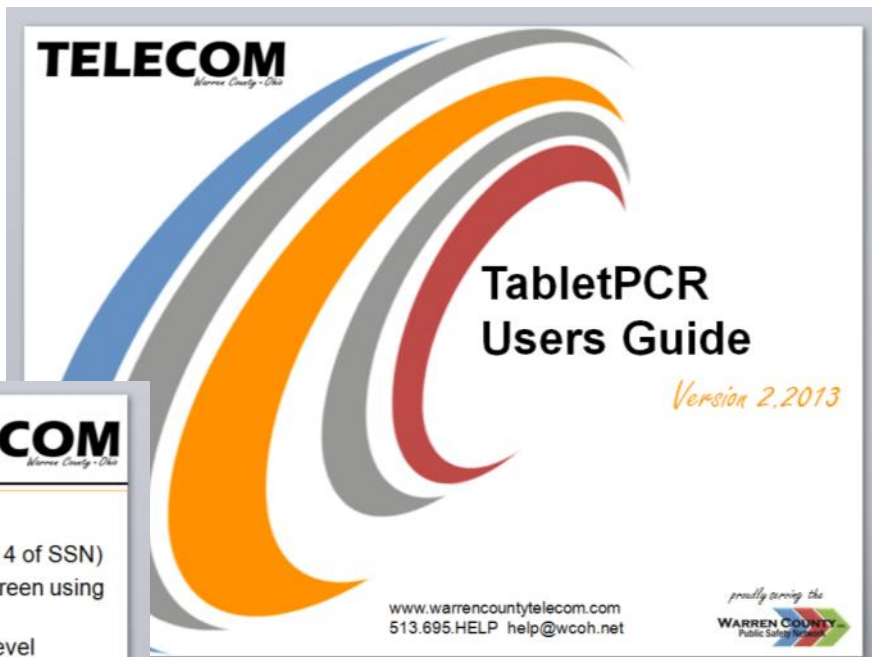
www.WarrenCountyTelecom.com | www.facebook.com/WarrenCountyTelecom | www.twitter.com/wcoh_telecom | www.youtube.com/warrencountytelecom

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

ePCR Updates

Training PowerPoint now available for download from the website's
ePCR Project page

Add Crew → Crew 1

TELECOM
Warren County • Ohio

1. Choose yourself from list
2. Enter your password (last 4 of SSN)
3. Sign your name on the screen using stylus or finger
4. Select your Certification level
5. You can leave the Member Role field blank as it is NOT required by the State.

TELECOM
Warren County • Ohio

TabletPCR Users Guide

Version 2.2013

www.warrencountytelecom.com
513.695.HELP help@wcoh.net

proudly serving the
WARREN COUNTY
Public Safety

Agencies: Feel free to download the Tablet End User Guide PowerPoint and customize it to your department. Telecom combined Zoll's basic user guide, Brad Edrington's helpful notes, and screen prints from Warren County's ePCR to create this in-depth walk-through of TabletPCR. Every field is captured with additional tips to get the most out of this program. Even better, the PowerPoint is set up in hyperlinked chapters with navigation buttons, so studying one bubble button / section is easier than ever!

Upcoming Training

Want a refresher course for your department?
Evening trainings available! Contact Allison!

March 4 - Massie Twp Fire   March 18 - Franklin Twp Fire

TC TRAINING

CAD/HipLink Message ID now Static!

After working with Verizon Support, we have figured out how to once again deliver your message from a static (unchanging) ID.
Your messages should always come from 777800405001. This helps anyone who creates filters/rules within their text messaging and should resolve issues with the fire CADPage app.

..ıll Verizon 📶   9:22   @ ◢ 98% ▭

‹ Messages   777800405001   Edit

Call   FaceTime   Add Contact

Text Message
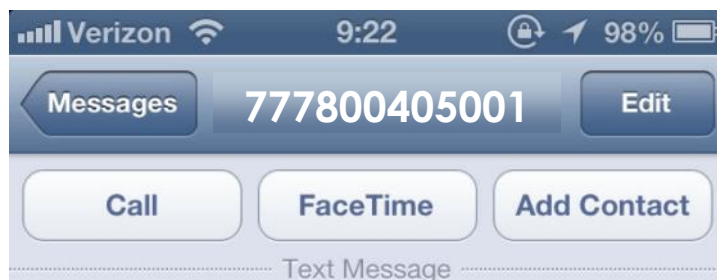
Active911 PC Webview

RELEVANT READER: Active911 Administrators   Telecom Contact: Paul Bernard, CAD/RMS Manager

While attempting to make Webview available on MDC's, we learned that Webview will only work on "Google Chrome, Firefox 18 or newer and Microsoft Internet Explorer 9 or newer". Most of our MDC's are currently running Windows XP and Internet Explorer 8 (XP only supports IE8.) The exception to this are MDC's with an ID ending in "W7" which indicates Windows 7. So, without upgrading the MDC's to Windows 7 and IE9 or newer, you will not be able to access Active911 Webview on most MDC's.

Remember that these will only work on computers running Google Chrome, Firefox 18 or newer and Microsoft Internet Explorer 9 or newer. While we are making the link available to you because it was requested, we want to make sure you are aware of **Active911's limitations**.

<u>Webview is a way for you to get alarms and mapping in real-time on a PC (terminal in dispatch, display at a station, in a truck)</u>

Limitations
Webview is only for use on PC systems, not mobile phones. Additionally, any computer running Webview must have a connection to the internet and be configured for always-on operation. This is very important! Once you have Webview running, we request that you do *not* close or refresh the browser unless absolutely necessary. Do not run Webview on computers that are turned off each day. Webview is built for always-on operation.

Note: Webview is a very new feature (Jan 27 2013). The reason for the restriction on refreshing your browser has to do with our license terms with Google Maps. Every time you load Webview into your browser for the first time, or reload/restart the browser window, **it costs us money!** We are trying to keep this service affordable for everyone, so please help us by leaving it running. We reserve the right to revise Webview pricing if necessary. Also, for the next few months, please use it with the understanding that we will be fixing bugs as we go.

Get started!
1. Go to the Devices tab in your Active911 account, and create a new device. Set the "Page type" to "Webview"
2. After saving, write down the Device Code from the right hand column.
3. Go to the PC that will be running Webview.
4. Check with your IT staff:
   - *Make sure the computer won't be powered off each day.*
   - *Make sure that your firewall is not blocking port 80, 443, or 5280.*
   - *Ensure you have a supported browser: Google Chrome, Firefox 18 or newer, Microsoft Internet Explorer 9 or newer.*
5. Open a supported browser, and go to http://Webview.active911.com
6. Enter the code you wrote down in step 2 and click the button.
7. Webview loads after a 10 second delay. Once loaded, go back to the first computer (the one with your Active911 account loaded) and click the test button () next to the device you created. This will send a test message to the PC running Webview.

How it works
Once Webview is running, your computer establishes a data connection to our servers. This allows us to send messages in real time. Computers running Webview can:
- Receive real time pages
- Act as part of a Page group
- Respond to an alarm (click on it)
- View Map Data and associated resources
 - Pretty much anything else that can be done by any other device
  - GPS integration
    If your Webview PC is not showing up on response maps, you may need to troubleshoot the GPS. Go to the GPS troubleshooting page and follow the instructions. We need an accuracy of better than 100 meters in order to use your GPS position. If you are not getting good GPS accuracy, you may need to install GPSGate or a plugin supplied by your GPS manufacturer.

    Further notes: Alarms automatically remove themselves after 4 hours | If your screen says connecting and never connects, your firewall may be blocking port 5280. Have your IT staff unblock port 5280.
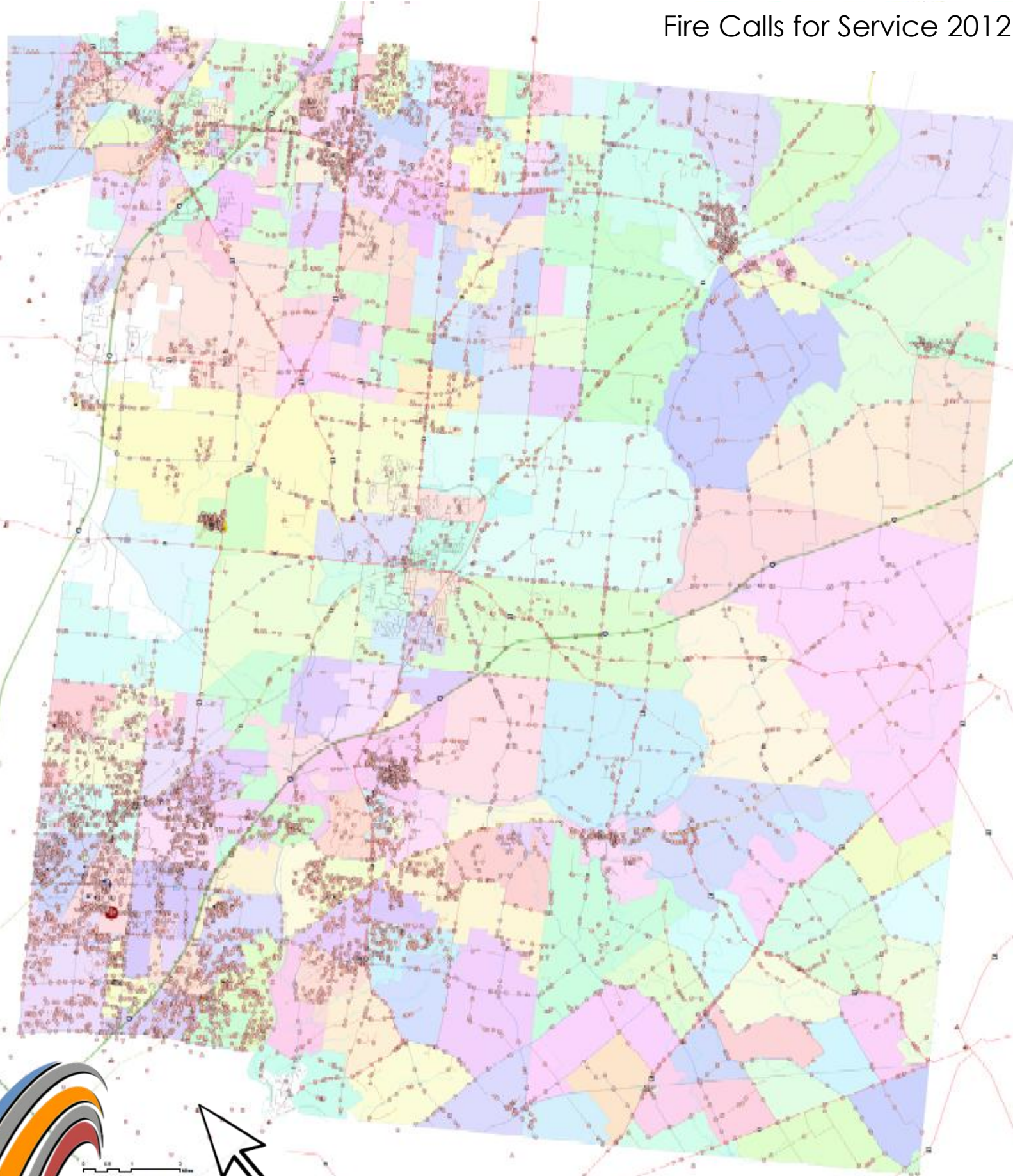
View the PDF version on our website for more detail
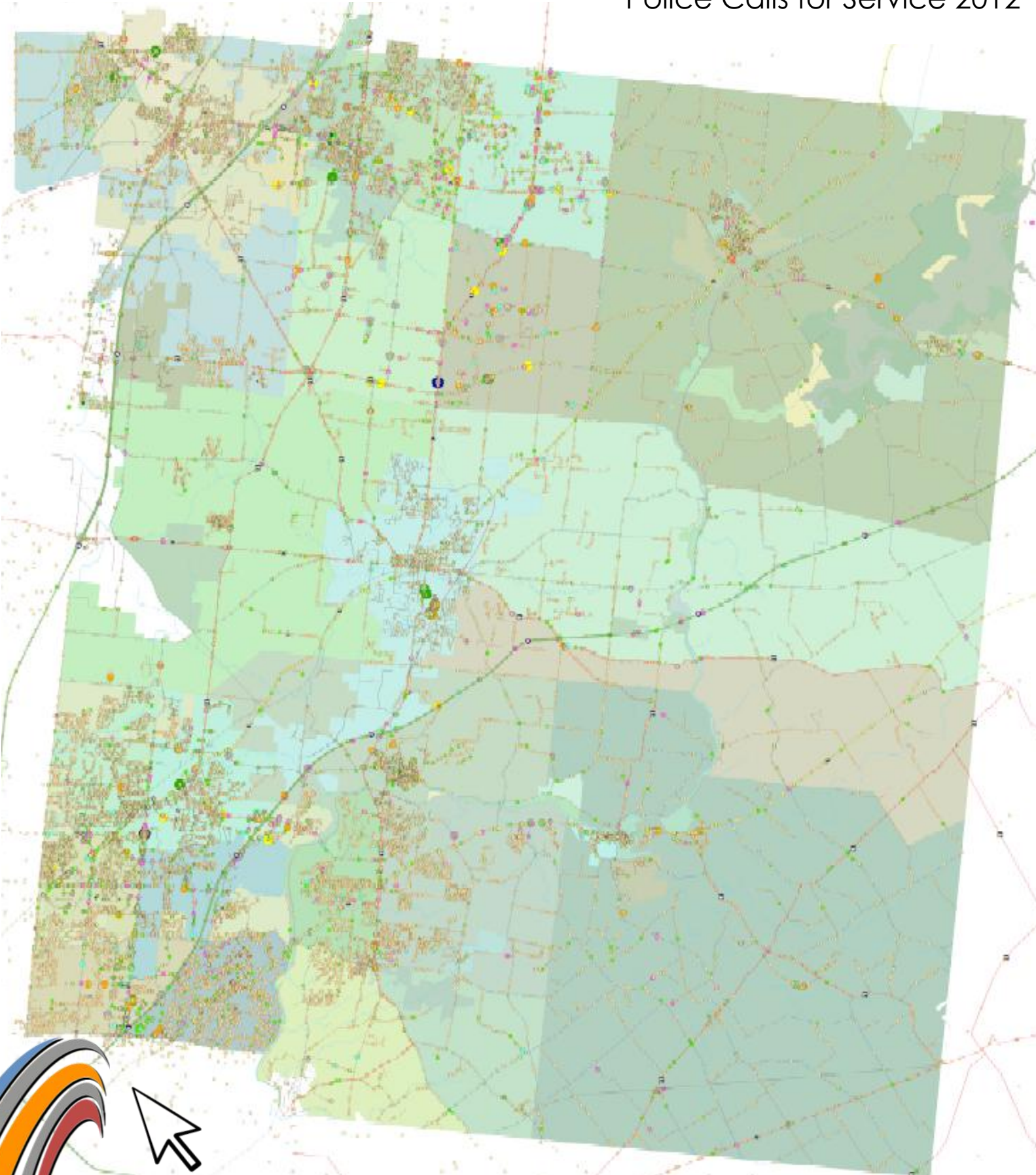
View the PDF version on our website for more detail

Mobile Weather Warnings on the Way!

Imagine this: You're driving down the highway, humming along to your favorite tunes, when the cell phone stowed in your bag suddenly makes a strange noise. To investigate, you take the next exit and safely pull over to check the screen. Good thing you did: Your phone just alerted you to a tornado a few miles away in the same county you're driving through.

Sound plausible? It is. This year, America's wireless industry is rolling out a new nationwide text emergency alert system, called Wireless Emergency Alerts, which will warn you when weather threatens.

The text alert service is free and automatic – there's no need to sign up or download an app. As long as your cell phone is WEA-capable, you'll get wireless alerts for the most dangerous types of weather from NOAA's National Weather Service...

NOAA's NWS will broadcast warnings for weather emergencies that are most dangerous to life and property: tornadoes, flash floods, hurricanes, extreme wind, blizzards and ice storms, tsunamis, and dust storms. (Severe thunderstorm warnings *will not* be part of the initial rollout of broadcast messages because they are so frequent; however, these will continue to be broadcast by NOAA Weather Radio, media outlets and Internet-based services.)

How weather text alerts work

If you are at home or traveling with your cell phone through an area where a weather warning has been issued, your phone will pick up alerts broadcast by nearby cell towers. Those towers will broadcast the message much like an AM/FM radio station, and cell phones within range will immediately pick up the signal — provided they are WEA-capable. When your phone receives a message, it will alert you with a unique ring tone and vibration.

The message will *look* like a text, but it's not a traditional text message most people are used to. This text message will automatically pop up on your cell phone's screen; you won't have to open it up to read it. ... Regardless of where you are, this service will send alerts appropriate to your real-time geographic location. For example, if a person with a WEA-capable phone from New Jersey happens to be in Southern California during and after an earthquake, she will receive an "Imminent Threat Alert" on her device.

Q: Who is behind the text alert system?

The new weather messages are part of the broader Wireless Emergency Alerts initiative – a partnership among the wireless industry, the Federal Communications Commission (FCC) and the Federal Emergency Management Agency, or FEMA. NOAA's National Weather Service is one of many agencies authorized to send emergency alerts to cell phones through this new system.

These alerts will improve the way the government communicates to the public about hazards that pose a significant threat to life and property, and help people plan for and stay safe when they are at risk for dangerous situations — even in their own homes. You might also receive messages regarding Amber alerts, local hazards (e.g., chemical spills), and even national emergencies.

The 'fine print'

The Wireless Emergency Alert system relies on "best-effort" networks, so delivery of alerts at a given place and time is not guaranteed. The new alert system is not a replacement for other alert systems, and you should not rely on it as a sole source of emergency information. A weather alert sent through WEA is intended to notify the public that a warning has been issued and that you should seek additional information. Remember: Not all phones are capable of receiving Wireless Emergency Alerts.

Cell service customers can opt out of weather alerts, but we strongly discourage you from doing so. These weather alerts are a vital public service that ultimately helps America become a more weather-ready nation. Armed with late-breaking weather warnings, people will have the timely information they need to make smart decisions about how to protect themselves, their families, their friends and neighbors, and their personal property. **Find out if your phone is WEA-capable and when the alert system will be available in your area: Contact your wireless carrier today or visit CTIA, the Wireless Association.**