

## Digital Radio System Update

June 20-21: Telecom traveled to Schaumburg, IL to see the radio system in staging (all components assembled and tested at remote site). In attendance were Telecom Director, Paul Kindell; Radio Systems Manager, Gary Hardwick; CAD/RMS Manager, Paul Bernard; County Administrator, Dave Gully; County Commissioner, Tom Ariss.

- Wednesday: Toured alarm & monitoring center that is connected to our system for 24/7 monitoring. Should something happen to the system, Telecom and Mobilcomm are both dispatched to the problem.
- Thursday: met at CCSi and saw some videos and introductory meeting, then went to the test floor where the system is set up. Walked through a 3-ring binder of test procedures all day for the system (emergency button, talk groups, what if's.) Was able to hit someone on a portable north of Columbus from Schaumburg.
- Friday: tested new audiolog recording system with Verint that was purchased to go with the new digital radio system. Nick drove up to Lytle Tower and talked to the people in Schaumburg with crystal clear reception.



After staging, the radio system components were wrapped up and shipped on two trucks to Warren County where they arrived on June 27th. More photos and videos are available on [our facebook page](#)! Site walks are currently happening to make sure the tower sites are up to the latest specifications necessary to install equipment (grounding, safety concerns).



Pictured left to right: Casey Lukemire (Telecom), Paul Bernard (Telecom), Gary Hardwick (Telecom), Chip Donaldson (Mobilcomm), Heather Mason (Motorola), Nick Yeazel (Telecom), Paul Kindell (Telecom) photo credits: Allison Lyons, Telecom

# ePCR Update

RELEVANT READER: EMS personnel

Telecom Contact: Paul Bernard or Scott Boschert

Feedback from the Billing Companies revealed a misused field in TabletPCR. The wrong 'Location Type' has been used when referring to any nursing facility such as Quaker Heights.

TabletPCR 6/18/2013 1:17:36 PM

Trip Patient Subjective Objective Vital Signs Interventions Outcome Review

Dispatch Times Mileages Scene

Other Services  
Primary Role: Transport  
Dispatch Delay: Not Known  
EMD Performed: No

Pick-Up Address  
Department: Quaker Heights  
Address: 514 HIGH ST  
Apt/Bldg/Suite:  
ZIP Code: 45068

Dispatched To: (12 of 21)  
Kettering Medical Center  
Miami Valley Hospital  
Miami Valley Hospital South  
Not Applicable  
**Quaker Heights**  
Soin Medical Center  
Southview Medical Center

IF Trip → Dispatch → 'Dispatched To:' = any nursing facility such as Quaker Heights

THEN Trip → Scene → 'Location Type' MUST be 'Residential Institution (Nursing/ Group Home, Jail)'

A CCR 1313A was created & pushed out at 1:15pm Tuesday June 18<sup>th</sup> to catch any PCR's not following the above rule.

Also, Scott edited the 'Health Care Facility' field under 'Location Type' to read 'Health Care Facility (excluding Nursing Homes)' to make it clearer to EMS workers while filling out the PCR. There were 2 'Residential Institution' selections, one without the clarifications in parentheses so that has been removed leaving on the circled one below.

TabletPCR 6/18/2013 1:16:48 PM

Trip Patient Subjective Objective Vital Signs Interventions Outcome Review

Dispatch Times Mileages Scene

Scene  
Patient Found  
**Location Type**  
Delay @ Scene: None  
# of Patients  
Mass Casualty Inc.: No  
Mutual Aid: None  
Assisted By  
Outcome of PTA  
Incident Type  
Mixed Use  
Additional Crew ...  
Addl Crew 1  
Addl Crew 2  
Addl Crew 3

Location Type: (2 of 13)  
Farm  
Health Care Facility (excluding Nursing Homes)  
Home/Residence  
Industrial Place and Premises  
Lake, River, Reservoir  
Mine or Quarry  
Other Location  
Place of Business  
Place of Recreation or Sport  
Public Building (schools, gov. offices)  
Residential Institution (Nursing/Group Home, Jail)

Inbox Complete PCR Help Options Attach Previous Next

⊗	Required	EMS 0030 - You must select an incident type.
⊗	Required	Nemsis Mechanism of Injury Must Have a Value - 13010
⊗	Required	Unit Call Sign is Required Per State of Ohio - 13011

Do Not Complete

## Coming soon...

Anyone that runs for multiple agencies will have to use the password of the agency they are at. Not all agencies use the same password scheme so be aware of this. Up until recently, you could use the password for the first configured Department to access all departments you run for. This allowed you to see reports from multiple departments at one time. You will now need to use the password for the department you're currently running for and this will only allow you to see that department's reports when signed on with that account.



# Crash Report Update

According to Global Software Corporation, the servicer of Warren County's crash report system, their R&D group met on June 10th and hope to get all of our County's issues resolved by mid-July. This will include the Citation issue, Delta issue, and all other open cases.



# Training! Training!

RELEVANT READER: All Telecom subscribers

Telecom Contact: Allison Lyons, Trainer 695-HELP option 3

New training pieces (or items you may not be aware of) available for Telecom subscribers

- APX Radio Overview: an easy powerpoint with screenshots from Motorola's user guide.
- Technical Bulletins for dispatchers: CC Command, Closing Open Calls, Searching by Phone
- Technical Bulletins for law: CIT Disposition, Updating an Incident in VisionTEK.
- Contact Allison at x2802 or email [allison.lyons@wcoh.net](mailto:allison.lyons@wcoh.net) to compare calendars.

# Warren County Dialing Plan

Warren County Telecommunications provides local dialing to and from several different areas that would normally incur a long distance charge. The areas and local dialing plans associated with them are:

Lebanon area: Dial (513) 695 + (4-digit county ext #)

Cincinnati area: Dial (513) 925 + (4-digit county ext #)

*(this includes any areas of Northern Kentucky & South eastern Indiana that are local to the Cincinnati area)*

Dayton/Franklin: Dial (937) 425 + (4-digit county ext #)

*(Franklin is local to both Dayton and Middletown so either dialing plan may be used without incurring additional charges.)*

Middletown: Dial (513) 261 + (4-digit county ext #)

*\*\*You may use an alternate area code/prefix listed above in case of telephony trouble in any of the calling areas. Be aware of associated charges you may incur while using an alternate dialing plan.*



## County Switchboard numbers

Lebanon	(513) 695-1000
Cincinnati	(513) 925-1000
Middletown	(513) 261-1000
Dayton/Franklin	(937) 425-1000

## County Dispatch Center

Lebanon	(513) 695-2525
Cincinnati	(513) 925-2525
Middletown	(513) 261-2525
Dayton/Franklin	(937) 425-2525

For more information on this, please contact Adela Dingman at 513.695.4357 (HELP), opt 6

Remember the [article on broken styluses](#) (page 2) and how they cost \$35 to replace? Here is a broken stylus and the computer chip that lies within it. We've heard several accounts of people

snapping the stylus where the secondary click button is located. Please use your stylus with care and avoid the replacement cost.



# CAD UNIT CHANGE FEATURE ON MDC (HOW TO SWITCH TO YOUR AC UNIT)

This feature was made for units that need to switch between two different CAD call signs from the same vehicle/MDC.

*Scenario: Battalion 91 (BA91) is logged in when severe weather hits and Storm Mode is initiated. BA91 needs to change their CAD Unit to AC91 in preparation for acting as Station 91's personal EOC, handling emergency calls from this point on.*

## How it Works

1. Notice on the desktop that CAD Call Sign is BA91, like a normal day.
2. Change your CAD Unit, Press Start > Programs > CAD Unit Change > AC91.
3. After you have selected the unit you wish to become, a dialog box will appear stating "Changes are complete. Check CAD Call Sign, make sure it is correct and then relaunch Frontline."

```
HOST NAME:      TCCAD01
CHIP CODE:      91-004
MDC ID:         91-004
CAD Call Sign:  BA91
VTEK Version:   5.02.0056.1d
SOE VERSION:    3.7
```



4. Verify that you switched to the correct unit. The CAD Call Sign should now say AC91.

```
HOST NAME:      TCCAD01
CHIP CODE:      91-018
MDC ID:         91-018
CAD Call Sign:  AC91
VTEK Version:   5.02.0056.1d
SOE VERSION:    3.7
```

5. Re-launch VisionTEK Frontline. When the "Frontline User Login" box displays, type in your usual messaging Login Name & Password. CAD Call Sign & Vehicle ID should be the AC unit you changed to. Click OK. You should now be "Logged in to the CAD system" as the new unit.



6. Everything at this point should be the same as what you are use to. VisionTEK Frontline Messaging loads. Select the CAD tab at the top of the window. The login screen should appear with pre-populated information. Confirm that everything is correct in the Unit ID, Vehicle ID, Agency ID and Area fields then press the enter key or the Send bar at the bottom of the screen to send the information to CAD. Remember, you must have connectivity to send data to CAD.

Login				
Unit ID*	Vehicle ID*	Start Mileage	Agency ID*	Area*
AC91	AC91	---	91	91



# New Training Video for Fire Service - HOW TO: CAD Unit Change on your MDC to AC [crucial know-how when Dispatch declares Storm Mode]



Pictured: Telecom's Geezer and Paul Bernard helping Chapel Electric bring in a battery cabinet for the generator room.

Don't worry – it will only be used for appropriate communications like the monthly newsletter release and times when Telecom is not readily near the HiLink paging program.

To... HiLink Paging;  
 Cc...  
 Bcc...  
 Subject: FDAC

Now Telecom can send you a page to your mobile device straight from email!

**Allison Lyons**  
 Trainer, Warren County Telecommunications