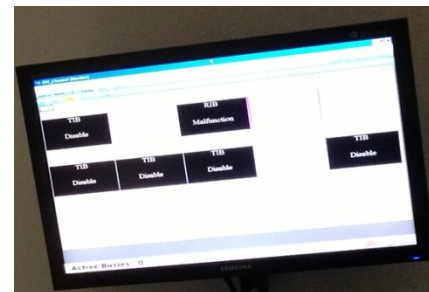


TELECOMatters

our monthly newsletter of things that matter. all things Telecom.

Digital Radio System Update



IMPORTANT NOTE ABOUT CHANNEL AVAILABILITY

The week of August 19th, we entered a period of removing radio channels from the old system (current analog) to begin tuning and testing the new digital system. Initially, we disabled 5 of our 15 channels on the analog radio system to use them on the new. Because of the way they are wired, we have to disable them in blocks of 5. This has reduced the capacity of the old system by 1/3.

SPREAD THE WORD through your departments that everyone needs to keep radio traffic to a minimum when possible. Rather than discuss routine traffic on the radio, move off to the telephone when possible. By keeping routine traffic off of the system, we can keep it available for those involved in incidents that need it the most. This will remain the case until we cut over to the new system.

Automatic Prioritization on the System

- Primary Dispatch Channels (Police Primary 1, Police Primary 2, Fire Primary, Inquiry) will receive a channel instead of a lower priority user when the system is busy.
- Emergency buttons have the highest priority of all.
- If you receive a busy [honk] signal, the system will signal you by sending 3 beeps to your radio to let you know you can now proceed. If you have important traffic at that time, immediately key your radio and proceed with it, if you do not, let the channel drop so someone else with important traffic can take the channel.

We don't expect to have issues, however, during a storm we generally run very busy. If possible, take advantage of the 8TACs (in most Zone C's or D's) when operating in a close area where line-of-sight communication is possible.

All radios will require programming to add the new system. Until then, you will not be able to access or listen to the new system. We will soon begin adding the new system to Law radios followed by Fire and EMS. It is our hope to "Go Live" and switch to the new system sometime in early January. At that time we will move the remaining radio channels over to the new system.

We will begin to put out more information the closer we get to go live, please watch for emails, social media posts, website announcements (<http://www.warrencountytelecom.com>), and this newsletter for the information you need to know to transition to the new system.

If you have been looking for Glenn and Nick, they have been out working at the tower sites every day. We hope to have them back in the office writing the new radio programming in September.

It is an exciting time that we have now progressed to actually putting the new system on the air to begin testing. We have much testing to do, and we expect that it will take us through November to complete it. Thank you for your support in this transition! If you have questions or comments, please contact Director, Paul Kindell. We will try and do everything we can to make the transition as smooth and painless as possible.



ePCR Update

RELEVANT READER: EMS personnel

Telecom Contact: Paul Bernard or Scott Boschert

8/28/13: "HOW TO" video has been posted to the ePCR project page ([see screen print on page 4](#)) and YouTube walking you through how to access your billing and extract files from the PSN.

8/21/13: We have automated billing extraction working and sending directly to the respective billing companies for everyone except three agencies. Copies of the files are sent to the billing company as well as a location for each agency that you can retrieve by logging onto the gateway.

I need to set this access up and need to get the person(s) that will be doing billing or who you want to have access to the folder to manage the billing folder. If they don't have the rights they will not be able to access the folder. I don't just want to add all of the ePCR administrators to the group because they may not be the person(s) that handle that function.

I will send some documentation on how to retrieve as soon as I have it completed. If you need to get to this before the documentation is complete please don't hesitate to call me.

8/13/13: We have successfully extracted and uploaded billing files to Medicount Billing agency for Deerfield FD. The extraction team is making sure we don't have any problems with the files and/or mapping issues on our side. This is a big step in taking manual billing off the shoulders of our agencies. You will still have the ability to go up to our SFTP site and grab the files that have been sent to your billing company if you desire to keep them.

Delete your MAPS 2012 folder

RELEVANT READER: All subscribers

Telecom Contact: Don Sebastianelli

Just a friendly reminder to relinquish some space on your hard drive / network and delete the now-outdated MAPS 2012 folder. You should have retrieved the MAPS 2013 folder from the FTP site in April, as illustrated in the [May Telecom Matters issue](#), leaving no use for the 2012 version.



MAPS 2013



MAPS 2012

Alternate Failsoft Actions Required for some Agencies

RELEVANT READER: All subscribers

Telecom Contact: Nick Yeazel or Paul Kindell

During these final months of operating on the analog system, radio channels are slowly being rolled over to the new digital environment. Remember the County's 300+ talkgroups share airtime on 15 channels. So far, channels 1/6/7/8/10 have been transferred to the digital system, affecting the listed agencies' routing during failsoft. Should the analog system go into failsoft, these agencies' radios will display 'out of range' with no radio communication, because the default channel is disabled. Therefore, you must follow the solution below to manually change your talkgroup and maintain radio communication. This is effective until we switch to the new digital system.

Talkgroups	Channel
POLICE PRIMARIES, INQUIRY & LOCALS	1
[EMPTY]	6
LEBANON FD / PD	7
FRANKLIN FD / PD	8
TAC 2, TAC 6, TAC 10, TAC 14, TAC 18	10

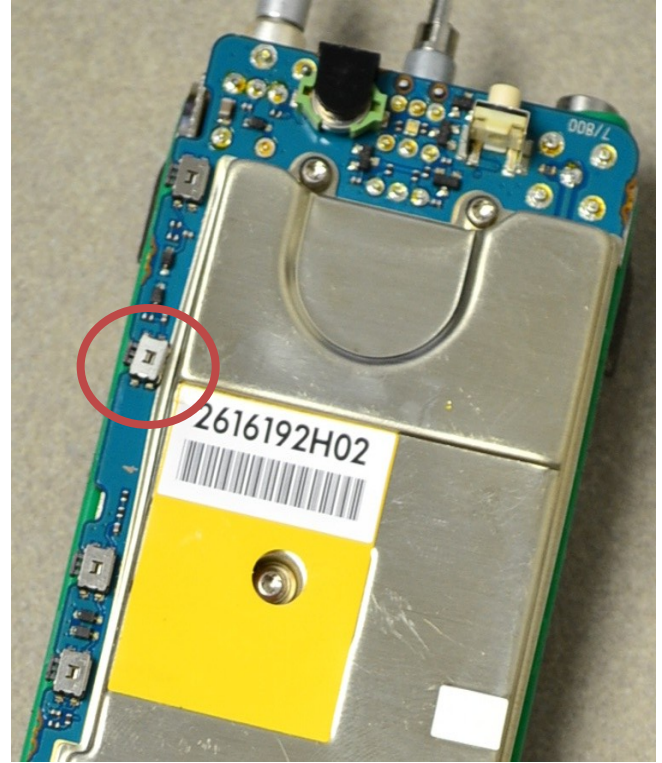
SOLUTION WHEN COUNTY GOES INTO FAILSOFT

- All County-dispatched Police go to NIMS first. If NIMS is down, switch to TAC 12.
*The dispatchers monitoring Police Primaries and Inquiry will have to switch to NIMS and share traffic on this channel. Traffic should be kept to a minimum, with EMERGENCY TRAFFIC ONLY!
- All County-dispatched Fire use Fire Primary first. If Fire Primary is down, go to TAC 12. If TAC 12 is down, switch to NIMS.
- Lebanon Dispatch, Lebanon Fire, Lebanon Police go to TAC 4.
*If there is an incident already using TAC4, you will now be mixed in to that ongoing communication along with TACs 8, 12, 16, and 20.
- Franklin Dispatch, Franklin Fire, Franklin Police go to TAC 5.
*If there is an incident already using TAC5, you will now be mixed in to that ongoing communication along with TACs 9, 13, 17, and 21.



What your PTT Button REALLY looks like!

While it may have the largest rubber button on the side of your portable radio, the actual component that gets 'pushed to talk' is no bigger than a cocoa crisp (yes, the cereal!) Recently, we have had an unusual influx of broken radios with this piece snapped off. Our only guess is that users are pressing the PTT button incredibly hard, eventually loosening this chip and it breaking loose within the radio. Remember, sending out a radio for repair can cost \$400+. Save your agency the money (and inconvenience) by pressing the button with regular force. Pressing it quickly does not get you a talkgroup any quicker.



Use Correct Terminology for Medical Helicopters

Remember this flyer we blasted across the County last year? In a recent meeting with Miami Valley's CareFlight, they reported the continuing improper terminology when calling for/requesting a medical helicopter.

The ONLY term that should be

used is either "8TAC92D" or "8TAC94D". The use of 'AirMed' should have ceased more than a year ago. When using VHF, the correct term is "VFire21". We will be updating consoles to correct any outdated naming.

EFFECTIVE MONDAY, JULY 2ND 2012 at 12PM

RADIO COMMUNICATION WITH MEDICAL HELICOPTERS

Primary channel - 8TAC92D
Secondary channel - 8TAC94D

If communications are not successful on the above 2 channels, VHF Fire Mutual Aid 154.280 should be used and console-patched to a Warren County TAC channel.

DISCONTINUE USING THE TERM "AIRMED"

Questions? Warren County Telecom Radio Division 695-HELP #5

Rebanded Frequencies		
Receive	Transmit	Name
851.0125	806.0125	8 CALL 90
	SIMPLEX	8 CALL 90 D
851.5125	806.5125	8 TAC 91
	SIMPLEX	8 TAC 91 D
852.0125	807.0125	8 TAC 92
	SIMPLEX	8 TAC 92 D
852.5125	807.5125	8 TAC 93
	SIMPLEX	8 TAC 93 D
853.0125	808.0125	8 TAC 94
	SIMPLEX	8 TAC 94 D

Coast Guard Joins Warren County Radio System

The US Coast Guard Auxiliary is the latest addition to the Warren County radio system. Suited with a mobile on their boat and 3 portables for personnel, having a radio will better enable them to communicate with Army Corps of Engineers, ODNR, and the Public Safety Agencies that respond to Caesar Creek. Gary Branstetter, also an employee of Sugarcreek Township Fire, took your Telecom trainer out on the water for a tour of the lake and to discuss the most frequent communication problems. Welcome aboard!



Telecom Training

RELEVANT READER: All Telecom subscribers

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

Radio Use | MDC / VisionTek | Minitor V

Sept 4th, 18th, 19th: Franklin Fire Unit Radio Training

Sept 17: WCSO Corrections Officer

Monthly Reports Online

RELEVANT READER: All Telecom subscribers

Telecom Contact: Paul or Don 695-HELP option 3

CAD, Phone, 9-1-1 and Radio monthly reports for July as well as all previous months and years reports can be found on the [FTP Site](#). Custom and agency-specific reports can be requested from the CAD/RMS Team.

Emergency Button will work on digital interop channels

Unlike the current setup that does not activate an emergency button on the interoperability channels (8Call / 8TACs), the digital system will support an emergency activation on these channels.

ePCR
'HOW TO'
Video

TELECOM
Warren County - Ohio

Home | Calendar | Central Resources | Docs | Newsletter | Photos | Projects + WorkGroups | Stay Connected | Telecom Dept | Training

Search [] OK

Calendar
August 2013

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Subscriptions
Subscribe to [Telecom Posts in a feed reader](#).

Submit your **email address** to receive email updates of new Telecom posts.

Telecom Help System
[513] 695-HELP (#957)
#3 CAD/RMS
#4 Data Systems

Contact the Trainer
Allison Lyons, Trainer
allison.lyons@wcoh.net
[513] 695-2802

CAD/RMS Training Documents
[Technical Bulletin_Updating an Incident in CAD-042011](#)
[Technical Bulletin_Closing Open Call_040913](#)
[Technical Bulletin_Managing Stacked Calls_042413](#)
[CAD Unit Change Instructions 072712](#)
[HipLink Paging Flyer 120612](#)
[Technical Bulletin_Searching by Phone_v051513](#)
[Technical Bulletin_CIT disposition 060112](#)
[Technical Bulletin_CC Command_v032713](#)
[Fire Station Locations](#)
[CAD-DSS report running](#)
[Training Videos related to Records Management Systems \(FRMS, LRMS\), reporting programs, and CAD](#)

Accessing ePCR Billing + Extract Files
[Accessing ePCR Billing + State Extract](#)

Gateway Login
Access the [Gateway here](#) to log into the secure portion of Telecom.

Install the Citrix Client & Access the Gateway

- Go to <http://www.citrix.com/downloads/citrix-receiver.html>
- Choose 'Detect my device'
- Install Receiver

FTP Access
Access the [FTP Site here](#) (file transfer protocol) - a file sharing website maintained by Telecom from which you can download files like maps and training videos directly to your computer.

Meta
[Log in](#)
[Entries RSS](#)
[Comments RSS](#)
[WordPress.org](#)

Public Works / Non-Emergency Department Radios

All non-emergency departments who requested new radios for the digital system have been emailed their amount due and the option to select 1 or 2-year payback terms. On 8/30, a reminder email went out to those who have not yet notified us with their decision. The email came from Allison J. Lyons (Allison.lyons@wcoh.net) and a response is needed by September 30th.

Other Important Notes

- Old model radios (STX, S9000, Spectra, MTS, MTX, GTX, Maxtrac, MCS) will not work when we switch over to the digital system come Dec-Jan. They are not digital-capable.
- Your new XTS1500 radios will be programmed by Telecom and be ready for you when we cut over to the new system (Dec-Jan time frame).
- Installment: You can handle the installation yourself via our "How to Install a Mobile Radio" document [coming soon], Telecom's Radio Team can assist you as their schedule allows, or you can pay Mobilcomm to install.
- We expect to cut over to the new system sometime in January. As the date gets closer we will be able to provide more details.

Please feel free to ask questions or by contacting either Director Paul.Kindell@wcoh.net, Radio Manager Gary.Hardwick@wcoh.net, or Radio Team Members Nick.Yeazel@wcoh.net or Glenn.McKeehan@wcoh.net. Thanks!



**Have
Telecom
questions?
We want to answer
them! Submit your
questions to**

**Allison.lyons@wcoh.net and she will investigate
with the subject matter experts and personally
get back with you as quickly as possible!**

