# Digital Radio System Update

Installation at tower sites has been full speed ahead, as Blackhawk achieved connectivity on Sept 17th, RF antennas were installed at ODOT and Washington Twp the week of Sept 23rd, and optimization was successful. Next up - Coverage testing during the week of October 7th! A crucial component to the timely activation of the digital system, this will happen before the leaves fall, letting Warren County test the radio signal strength in the heaviest of conditions with trees full of leaves. How does it work? 2 teams armed with a Voyager kit and portable radios programmed for the digital system will grid out the county. All lines will start green and as they drive the roads, the voyager kit will beep to indicate a coverage sample has been taken then change grid line colors. It's a very meticulous and redundant (but necessary) test.

HOW TO VIDEO: Install a Mobile Radio

As promised to our public works and non-public safety subscribers, we've produced a video that walks you through swapping out your old mobile (vehicle) radios for the new digital-capable model.
Remember, old model radios (STX, S9000, Spectra, MTS, MTX, GTX, Maxtrac, MCS) will not work when we switch over to the digital system this winter as they are not digital-capable.

- Your new XTS1500 radios as modeled in the video will be programmed by Telecom and be ready for you once we receive payment (either 1st half if opting for 2-year payback or full payment by end of December.)
- Installation: You can handle the installation yourself via our "How to Install a Mobile Radio" video, Telecom's Radio Team can assist you as their schedule allows, or you can pay Mobilcomm or another company to install.
- We expect to cut over to the new system sometime in December or January. As the date gets closer we will be able to provide more details.
- Thank you Franklin Twp Road, Harlan Twp Road, Board of DD, Springboro Road, Turtlecreek Twp Road, and Wayne Twp Road for responding with your payback terms. Your radios have been pulled, ready for pick-up once your first payment is received.


HOW TO Swap a Mobile Radio
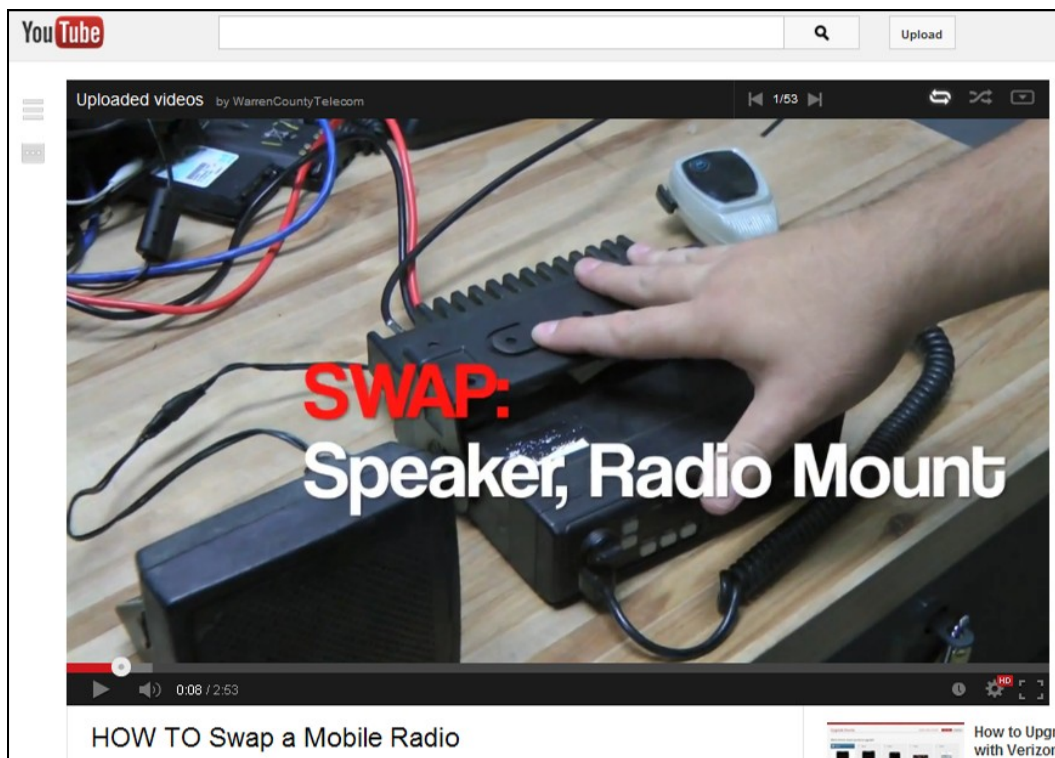
# ePCR Update

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

- **An ePCR report can have a Incident Complete time as soon as the patient is transferred and the hospital signs for the patient -** NOT when the squad goes available once back to the firehouse. Reports can be completed on the way back to the firehouse, if department policy allows.

- **We suggest "Completing" your report before you leave the hospital** just to check the CCR's to see if there is anything you need to do before leaving the hospital (e.g. hospital signatures.)

- **We still need updated rosters** from several agencies to complete the transition to agency sign-on instead of global sign ons.

- **We are now <u>electronically</u> submitting billing reports** directly to the 3 billing vendors for all agencies. State reporting is very close also. (See Scott for details).

- **REMINDER about your new Public Safety Desktop "O" drive**, as explained in last month's newsletter. Scott still needs to know who is allowed access for each agency.

- Not all agencies/personnel understand how the billing and state EMS extract software works: **Only archived reports are extracted to billing companies or the State EMS.** The archive phase is the final phase of a PCR report. Once reports are completed by the crew in ePCR, most agencies elected to route the reports to one or more QA phases prior to them going into the archive phase.

- PCR's must have been completed by the crew and must have gone through any QA phase (if your agency uses QA) before the extraction software will compile it to be extracted. The extraction software for billing extracts weekly but also looks in the last month for any PCR's that that didn't get extracted during the weekly extract period.

- If you have reports that are not archived (not completed or still in any QA phase) within a month, they may never be sent to billing.

- We believe the issue of ECG's not printing or faxing is a countywide issue. Zoll made changes on 9/25 to attempt correcting this issue.
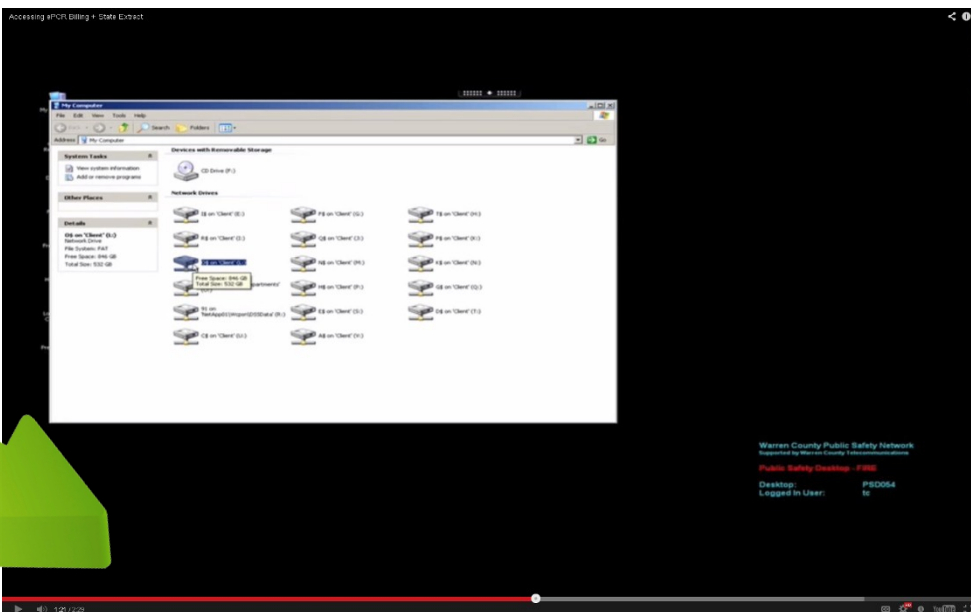
Parking Changes at Telecom

With the construction of the new courthouse, the former employee parking lot off Justice Drive (shown below in red) has been closed. When visiting Telecom, you will now park in the green or yellow lot, wherever you can find space. The exception is: if you are stopping in for a delivery or 5-10 minute visit, you can try to grab spots 1-5 which are reserved for Telecom vehicles. Also remember there are two basement access stairwells, the south which takes you to CAD/RMS' end or the East Entrance on the blue lot's side. If you enter the main building doors, you will have to pass through Sheriff security, enter the lobby, turn left, enter the doorway just before the Clerk of Courts Office, and take the elevator/steps downstairs. This is a permanent closure of the South Parking Lot.
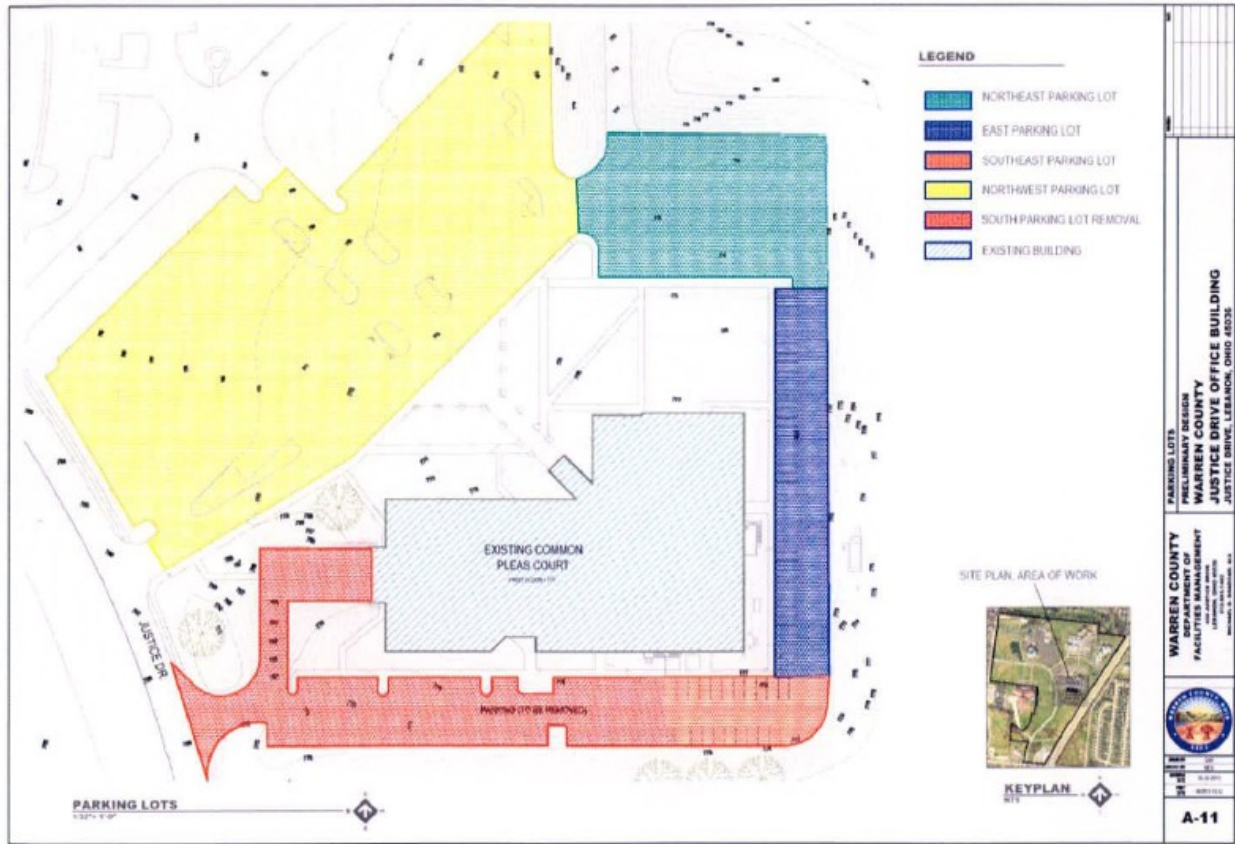
MCI Policy Update

RELEVANT READER: Fire Departments
Telecom Contact: Paul Bernard
Communications Work Group Contact: Mason Fire's Chief Craig Bryant

In conjunction with fire departments setting their run cards, the Mass Casualty Incident Management Plan was drafted out of the Communications Work Group and approved by both Warren County Fire Chiefs Association and The Communications Advisory Board (WACKY).

THE NEXT STEP: Each fire department needs to draft their MCI Management Plan - indicating what resources will be sent under each of five (5) alarms. One this form is submitted to CAD/RMS, Paul Bernard will build out your run cards within CAD.

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.

Non-Public Safety Radio Pick Up

RELEVANT READER: Public Works and County depts.
Telecom Contact: Allison Lyons or Nick Yeazel

As departments are replying to our payback terms request, we are preparing invoices and boxing up your digital radios! All departments have been emailed by Allison Lyons, confirming quantities and asking for either a 1 or 2-year payback. If you still have not contact us with your term, stop what you're doing right now, and email Allison.lyons@wcoh.net.

DST Changes Ringer Tone in Dispatch

RELEVANT READER: All subscribers
Telecom Contact: Nick Yeazel or Paul Kindell

At the request of Emergency Services, Telecom's Data Systems Team changed the 9-1-1 ring sound on all dispatcher positions except S1 (a Century Links workstation that will changed soon). The sound file was provided by Dispatch and converted to work with the 911 application. The next customization project is a requested cursor changes.

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!

Telecom Training

RELEVANT READER: All Telecom subscribers
Telecom Contact: Allison Lyons, Trainer 695-HELP option 3

Radio Use | MDC / VisionTek | Minitor V | Records Management

October 9th: WCSO Corrections Officer Radio Training

October 9th: Clearcreek Fire New Recruit Radio / MDC / FRMS Training

Microsoft to end Windows XP support on April 8, 2014

(as noted in the November 2012 SafetyNet)

- **What does this mean for your agency?** Warren County Telecom will no longer support any devices that have WinXP on them as of April 2014. This will put most of the older MDC's out of service.
- **Which MDCs do replacement plans need to be made for?** All CF-18 & CF-29 models
- **Which MDCs can move forward with a $140 license upgrade to Windows 7 (per MDC) if agencies choose?** All CF-30 & CF-19 models
- Any CF-31 MDC's that currently have XP will be upgraded to Win7 free of charge. The Win7 license was included with these when they were purchased.

This end-of-life was published in November 2012's newsletter as well as discussed at both the April 2013 & June 2013 Communications Work Group meetings. Departments can not wait until this spring to make equipment decisions and expect Data Systems to meet that quick of a turnaround. Please make your decisions this year and contact DST at x3250 so that licenses and equipment can be purchased, and work can be scheduled.

Create & track your help tickets
Service Desk Express (SDE)

Want more interaction with your Telecom Help Tickets? Ditch the email to help@wcoh.net and generate a ticket directly in the service desk!

Available from your Public Safety Desktop, open the 'Help Desk' icon and you're automatically taken to your account. Click 'New' to create a help ticket, double click an Incident in your queue to see details, check the Status, verify your issue was received, see who from Telecom is working on the issue, etc!

DST Cautions about Online Threat!

There is a version of RansomWare that is picking up speed on the internet and poses a pretty significant threat. **RansomWare is software that gets embedded on your system** like a virus and then does an action that **requires you to pay the creator a sum of money to undo.** The version that I am specifically talking about is called CryptoLocker. CryptoLocker will infect your machine and then encrypt your files including anything on a fileshare with a password. They will then notify you that your files have been encrypted and will decrypt them for you if you pay them $300 per computer that was infected. Once the files are encrypted the only way of getting them back it to pay the $300 or restore from a backup. $300 may not sound like a lot however over an entire organization it can be very costly.

Anti-Virus is not enough. CryptoLocker has gotten around anti-virus and the best way to protect your self is to not install software that you don't know the origin, click on links in your email from unsolicited places, read or send forward spam email, or go to websites from people you don't trust. Basically **stay away from things that come from unknown places.**

Ways to stay safe:

1. First and foremost **make sure you are backing up your files**. Do this for your personal files on your personal lives as well. I suggest using software or a backup service that backs up files and stores them securely. Storing backups on unsecured USB drives is risky. Telecom has WCPSN data backed up and offsite archives. Protect your non-WCPSN data, workstations, tablets, smart phones.

2. **Use a Reputable Anti-Virus** - Telecom uses an enterprise anti-virus and malware protection scheme that adheres to the Defense in Depth methodology. Protect your non-WCPSN data, workstations, tablets, smart phones.

3. **Make sure that your Anti-Virus is up to date with the most recent definitions** - Telecom quarantines WCPSN devices that are not up to date. Protect your non-WCPSN data, workstations, tablets, smart phones.

4. **Do not click on any links in emails** (especially if it is unsolicited and from outside your company) unless you are certain it is from a trusted source. Even if it is trusted and you feel a little uneasy call the sender and make sure that they sent it to you.

5. With CryptoLocker you are generally too late once you are notified that you have it. However, **if you think you have been infected** or know that you are, **unplug your computer immediately.** Do not turn off your system as sometime these infections can cause more damage on reboot. **Notify your manager or IT** as soon as
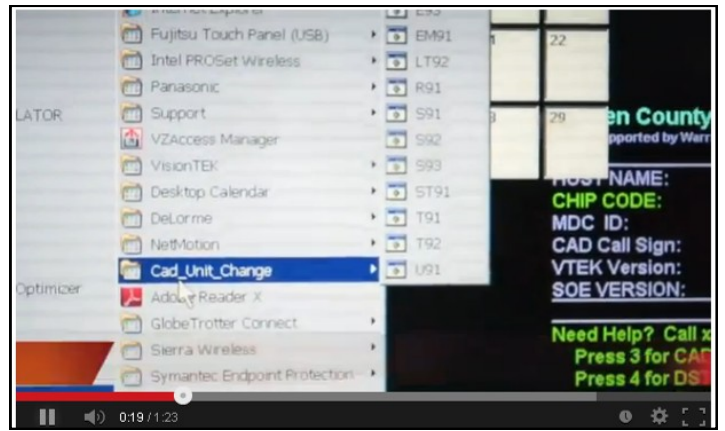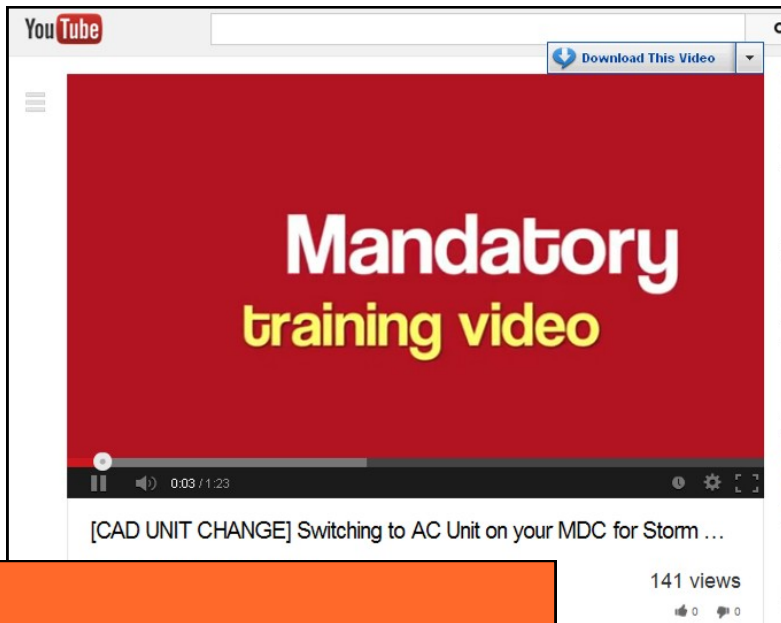
Did your department watch?

We produced this short 1:23 video to **accompany Dispatch's monthly AC Unit / CAD Unit Change test**, should the county enter Storm Mode. It is currently done from your MDC with a future possibility of accessing it from your Public Safety Desktop. DST is currently brainstorming solutions for this. **Please get this video in front of your officers and firefighters** so that all know how this works.

Check out how many pages HipLink sends out in one day - 1,682 on September 25th, alone!

If you want to receive HipLink pages on your phone/email/pager, Telecom needs the following things:

A) approval from boss,

B) 10-digit phone number or email,

C) Phone carrier (if wanting text).

Remember, you may incur a text messaging charge from your provider depending on your plan. Telecom is not responsible for any charges.

Select day: 09/25/2013 ▼   Export

Traffic by carrier

Carrier	Successful	Failed	Total Pages	Average Delivery Time to Carrier (sec)
WCOH (Email)	253	0	253	1.51
Clearcreek Twp (Email)	311	0	311	1.89
RoadRunner (Email)	3	0	3	1.00
Gmail (Email)	39	0	39	7.69
Sprint (SMS)	90	0	90	8.50
AT&T (SMS)	39	0	39	7.38
Verizon EMAG (SNPP 1-Way)	678	0	678	5.72
Active911 (SNPP 1-Way)	47	0	47	15.40
T-Mobile (MMS)	17	0	17	8.76
Verizon (SMS)	32	0	32	6.53
Sprint (MMS)	4	0	4	1.00
Springboro City Schools (Email)	2	0	2	1.00
WCSO (Email)	8	0	8	1.00
Drug Task Force (Email)	6	0	6	0.67
Deerfield Twp FD (Email)	14	0	14	1.86
USA Mobility (Pagers)	22	0	22	8.73
Cricket (SMS)	2	0	2	5.50
Cincinnati Bell Wireless (SMS)	8	0	8	7.38
Mason (Email)	34	0	34	6.03
Yahoo (Email)	5	0	5	10.40
AT&T (MMS)	5	0	5	14.20
Salem-Morrow FD (Email)	29	0	29	1.86
Union Twp FD (Email)	5	0	5	10.80
Hamilton Twp FD (Email)	5	0	5	7.20
Verizon EMAG 44 (SNPP)	1	0	1	1.00
Maineville (Email)	16	0	16	1.06
JEMS (email)	6	0	6	1.00
Hamilton Twp (Email)	1	0	1	1.00
TOTAL	1682	0	1682	4.81