Radio System Update!

School Security Radios

APX 4500   **Model STS 573077-0-1**

Background: The State released this grant to Ohio's public schools independent from the Counties. Because of Telecom's working relationship with MARCS and their knowledge of our in-house radio team, the State reached out to Telecom to conduct one-on-one meetings with our schools as they were approved for in-school radios. They also requested that we share our print collateral to offer other Counties a jumping off point as they try to wrap their heads around this project. This has included the PowerPoint presentation and draft MOU that is still being fine tuned. We are learning this right along side the schools and public safety agencies as nothing like this has ever been done before. We're figuring out the best way to design the radio side to achieve the safest and quickest response and be compatible with the County's existing radio infrastructure.

We have met with Mason, Springboro, Wayne, Kings, Carlisle, Warren County Career Center, WC Educational Services Center and Lebanon. Each work session has created new ideas and discoveries. The consistent response plan has been a Countywide All-Call for law enforcement and for fire departments to follow their Mass Casualty Incident plan which allows for incident growth up to 5 alarms. The MARCS-in-Schools radio program will go live at the start of the 2014-2015 school year.

Public Safety Radios

The Radio Team is continuing to write templates with the help from Mobilcomm. Programming has begun on WCSO mobiles and a few other departments.
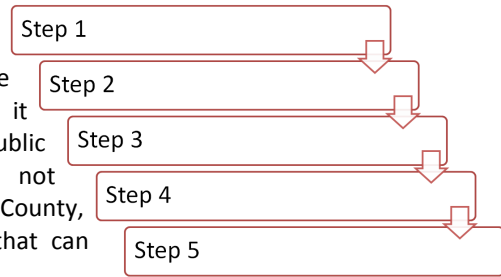
THE PLAN: Once a department's programming is written, Telecom will contact its Chief to arrange drop-off of up to (12) portable radios at a time here at Telecom. Please get them to us ASAP to keep our programming schedule on track. Because of an added step to the programming/configuring setup (never done before), the time to update each radio is significantly longer than in times past (15-20 minutes

each vs. 2 minutes). We only want to take small quantities of your radios at a time so that you can use the rest of your fleet for daily operations. The benefit to this is that you are not stuck at Telecom waiting around for your radios to be finished. You can continue on with your day and we will notify you when they're ready for pick-up.

Telecom will be utilizing every spare employee we can get to program and align these radios. All hands will be on deck to turn these radios over as quickly as possible for our subscribers. Please be patient with us as we physically program 3000 radios.

Digital Cutover Plan

We continue to flesh out the cutover plan, taking into account the various departments it impacts: fire, law, non-public safety, departments not dispatched by Warren County, and those with radios that can only be analog or digital.

Step 1
Step 2
Step 3
Step 4
Step 5

We still plan to cut over on a Tuesday (DATE TBD) at 10am, barring any large-scale incidents. The cutover will no longer include a ceremony, allowing us to solely focus on achieving a seamless transition. The current plan includes multiple, simultaneous conference calls to corral representatives from the various disciplines to allow instant sharing of any hiccups or questions. There will be teams at all tower sites physically moving antennas from the analog to the digital system. A Telecom rep will also man a HELP center utilizing the "HELP" talkgroup, MDC email, and MDC chat in case someone has problems.

An easy-to-follow, step-by-step guide will be distributed so that everyone is comfortable with the process. Note that the PIN code for the conference calls will not be shared until closer to the event and not via public postings so that media and scanners don't join in on the conference call. Telecom will even have someone on the 'HELP' talkgroup to receive reports from departments having issues once the cutover begins.

We can not emphasize enough—*PLEASE* read the literature we put out via email, social media, and this newsletter so that you know the cutover status. We are looking at this from every angle possible to cover every potential point-of-failure so that no one is confused or unrepresented.

The *"Not Yet Digital"* Fire Radio Template

EXPLAINED

Nick & Glenn have to program 3,000 radios BEFORE the 2014 cutover, putting digital talkgroups in your radio before you can use them. This explains the 'limbo' template before going digital.

ABC Switch on the top of your radio is either Quick Zone Access to A-B-C or a keypad lock (whichever your Chief selected for programming.) If quick zone access, your buttons likely have a delay.

Mutual Aid TACs (MATAC) channels are a future solution for mutual aiding with neighboring counties. Greene County (MATAC 3 & 4) can be used right away once we're digital. Clinton County (MATAC 5 & 6) and Butler County (MATAC 11 & 12) are planned for late 2014. Clermont County (MATAC 7 & 8) planned for 2015. MATACs are ONLY FOR USE when mutual aiding with another county. Our Warren County TACs 2-21 are for internal mutual aiding— after this round of programming, all law enforcement will also have the new, higher TACs.

Current Analog System			Digital A	Digital B	Digital C	X MATAC Z1	X MATAC Z2	Interops
3 back (old C)	**2 back (old B)**	**1 back (old A)**	**Zone A**	**Zone B**	**Zone C**	**Zone D**	**Zone E**	**Zone F**
	Fire Prim	Fire Prim	X Fire Prim	X Fire Prim		X MATAC 1 (warren)	X MATAC 15	Fire Prim
	FD Ops	FD Ops	X FD Ops	X FD Ops		X MATAC 2 (warren)	X MATAC 16	FD Ops
	Pub Safety	Pub Safety	X Pub Safety	X Pub Safety		X MATAC 3 (greene)	X MATAC 17	8CALL 90 D
	NIMS	FD Hailing	X FD Hailing	X NIMS		X MATAC 4 (greene)	X MATAC 18	8TAC 91D
	TAC 12	TAC 2	X TAC 2	X TAC 12		X MATAC 5 (clinton)	X MATAC 19	8TAC 92D
	TAC 13	TAC 3	X TAC 3	X TAC 13		X MATAC 6 (clinton)	X MATAC 20	8TAC 93 D
USER DEFINED	TAC 14	TAC 4	X TAC 4	X TAC 14	USER DEFINED	X MATAC 7 (clermont)	X MATAC 21	8TAC 94 D
	TAC 15	TAC 5	X TAC 5	X TAC 15		X MATAC 8 (clermont)	X MATAC 22	8CALL 90
	TAC 16	TAC 6	X TAC 6	X TAC 16		X MATAC 9 (hamilton)	X MATAC 23	8TAC 91
	TAC 17	TAC 7	X TAC 7	X TAC 17		X MATAC 10 (hamilton)	X MATAC 24	8TAC 92
	TAC 18	TAC 8	X TAC 8	X TAC 18		X MATAC 11 (butler)	X MATAC 25	8TAC 93
	TAC 19	TAC 9	X TAC 9	X TAC 19		X MATAC 12 (butler)	X MATAC 26	8TAC 94
	TAC 20	TAC 10	X TAC 10	X TAC 20		X MATAC 13 (mont)	X MATAC 27	8TAC 94 D
	TAC 21	TAC 11	X TAC 11	X TAC 21		X MATAC 14 (mont)	X MATAC 28	8TAC 92D
	MAYDAY 2	MAYDAY 1	X MAYDAY 1	X MAYDAY 2		X MA-MAYDAY1	X MA-MAYDAY 3	UNPROG
	Fire Prim	Fire Prim	X Fire Prim	X Fire Prim		X MA-MAYDAY 2	X MA-MAYDAY 4	UNPROG

The current Analog talkgroups have been relocated. Analog Zone A will be "1 back", Zone B is "2 back", and Zone C is "3 back" from Digital Zone A. Your Chief selected if the Home button directs to Fire Primary in Digital Zone A, B, or C so test and **practice muscle memory of 'Home + ZnDn' to reach the analog zones during these interim 'limbo' months.**

You'll see "X" before all digital talkgroups - they can NOT be used until the cutover!

System Cutover Details!

We plan to conduct the cutover at 10AM, date TBD.

At 9:55AM, all portable radios should hold down their home button to navigate to digital 'X Fire Primary' talkgroup... but do NOT transmit. Mobile radios should be left on the old analog system during cutover as a backup in case of unforeseen problems.

At 10:00AM, Dispatch will drop a countywide all-call and announce the cutover. There will be teams at the tower sites physically unplugging antennas from the analog system and plugging them into the digital system. Dispatches during the cutover will happen on the Paging system (approximately 9:55-10:15). The 800MHz 'Fire Primary' may not be available, making the monitoring of the Paging System crucial for your department! Do not transmit on any digital talkgroup other than 'X Fire Primary' until the 'Return to Routine Radio Traffic' announcement is made by Dispatch. Then mobile radios are safe to switch to the digital talkgroups.

Please read Telecom's emails + newsletters, and visit our website, facebook, twitter to stay up-to-date as this plan develops!

Nick 695-1177   Glenn 695-1316   Digital Programming - 1st Touch - Handout

The *"Not Yet Digital"* *[Your Dept Here]* PD Radio Template EXPLAINED

Nick & Glenn have to program 3,000 radios BEFORE the 2014 cutover, putting digital talkgroups in your radio before you can use them. This explains the 'limbo' template before going digital.

Mutual Aid TACs (MATAC) channels are a future solution for mutual aiding with neighboring counties. Greene County (MATAC 3 & 4) can be used right away once we're digital. Clinton County (MATAC 5 & 6) and Butler County (MATAC 11 & 12) are planned for late 2014. Clermont County (MATAC 7 & 8) planned for 2015. MATACs are ONLY FOR USE when mutual aiding with another county. Our Warren County TACs are for internal mutual aiding—notice they now extend TAC 2-21, instead of TAC13, adding more mutual aid capability.

[YOUR TEMPLATE HERE]

Current/familiar Analog talkgroups have been relocated to the back end of your zone lineup. Your "Old Zone A" is now "3 back" from Zone A.

Your Home Button takes you to your Zone __ DIGITAL 'Primary' talkgroup. Learn the muscle memory to reach the analog zones you'll work off in these in-terim "limbo" weeks/months.

Notice the "X" before digital talkgroups - they can NOT be used until the physical cutover!

System Cutover Details!

We plan to conduct the cutover at 10AM, date TBD. A detailed cutover plan will be distributed to all Chiefs and departments as the time nears.

At 9:55AM, all portable radios should hold down their home button to navigate to their digital Primary talkgroup... but do NOT transmit. Mobiles remain on the old system as a backup.

At 10:00AM, Dispatch will drop a countywide all-call and announce the cutover. There will be teams at the tower sites physically unplugging antennas from the analog system and plugging them into the digital system. Dispatches during the cutover will happen on your MDC (approximately 9:55-10:15). Do not transmit on any digital talkgroup other than your police primary until the 'Return to Routine Radio Traffic' announcement is made by Dispatch. Then mobile radios are safe to switch to the digital talkgroups.

Please read Telecom's emails + newsletters, and visit our website, facebook, twitter to stay up-to-date as this plan develops!

Nick 695-1177   Glenn 695-1316   Digital Programming - 1st Touch - Handout

Data Systems Announcements

ePCR Outage Tues March 4th at 0700

Outage Duration: 5 Hours
Purpose: Moving servers to a new VMware environment.
Impact: Users will be able to use ePCR client in offline mode to create new PCR's but will be unable to save to server. WebPCR will be unavailable.
User Responsibility: User must be logged out of all WebPCR application before 0700 or they will be forced off and could have potential issues with those runs that they were in.
For more details, contact the Data Systems Team at help@wcoh.net or call +1-513-695-4357 option 4.

Microsoft (and Telecom) End XP Support Apr 8th!

What does this mean for your agency? Your devices that have WinXP on them (like older MDC's) need to go out of service.

Which MDC's need replaced? CF-18 & CF-29

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.

Departments can not wait until the last minute to make equipment decisions and expect DST to meet that quick turnaround. Please make your decisions as soon as possible and contact DST at x3250 so that licenses and equipment can be purchased, and work can be scheduled.

MiFi Jet Pack Connectivity

We understand that multiple SO units with the MiFi jet packs are reporting connectivity issues since an update was done. A workaround was put in place to address this on 12/2/13. Verizon has since discontinued that model so no permanent solution is expected. The workaround will stay in place for the life of the MiFi 4620's.

REMINDER: Citrix Receiver Install

STEP 1: Using Internet Explorer - Navigate to http://www.citrix.com/products/receiver/overview.html
STEP 2: Click on Download Citrix Receiver box.
STEP 3: Click on Download Receiver for [insert operating platform here]

Citrix Receiver is a free download designed as an integral component for XenDesktop and XenApp installations. This easy-to-install software client lets you access your applications, desktops and data easily and securely from any device, including smartphones, tablets, PCs and Macs. Working with a Citrix-enabled IT infrastructure, Receiver gives you the mobility, convenience and freedom you need to get your work done.

Radio System's Reduced Capacity

The radio system is running at reduced capacity. The new radio system has taken capacity away from the old while we test and configure the new system. It is not possible to quickly move the resources back to the old system for the winter storms we've been experiencing. As we know, storms mean increased activity on the radio and system busies are possible. We ask that everyone keep routine radio traffic off the radio system during storms so that it is available for emergency traffic. A reminder that the mutual aid channels: 8TAC91D, 8TAC92D, 8TAC93D, and 8TAC94D are available if you are working in close proximity to one another. The mutual aid channels do not put any additional loading on the radio system.

The APX Portable Radios are still available for testing the new digital system before we actually go live! Call Radio at 695-1177 to reserve!

THING TO THINK ON: Site Trunking vs. Failsoft
What's the difference? How will the digital system handle storms or an an interrupted radio system?
More to come!

Have Telecom questions?
We want to answer them! Send a help ticket to help@wcoh.net and It will be assigned to the subject matter expert!

TELECOM
Warren County · Ohio

Analog ➡ Digital

The "cutover" plan is in the works, ironing out details for the various departments that rely on this radio system. Some things we need from our subscribers:

1. KNOW THE DAY that the cutover is taking place -

We'll announce well in advance but plan for a Tuesday at 10am. We'll blast it in emails, MDCs, social media, our website, and personal phone calls if necessary.

2. TELL YOUR PEOPLE that a cutover is coming and

procedures will be announced as to when radios can switch to digital, how dispatches will continue during the cutover, that traffic should be kept to a minimum. Once you receive the final plan, share it with your people!

3. CONFERENCE CALLS On cutover morning,

Telecom will facilitate multiple conference calls organized by discipline (fire, law, non-public safety) and remain on this call until cutover is complete. Coordinate this internally so your other officers/managers are facilitating the moving of channels / responding to dispatch.

4. BE AN ACTIVE PLAYER with us as we

tackle this exciting project, say goodbye to the 25-year-old analog system, and usher in Warren County's Digital system!