

TELECOMatters

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

Radio News

MOTOROLA APX FIELD SERVICE BULLETIN! Motorola has found an error when APX models use shoulder mics or headsets. See page 5 for more details and a link to the ***TELECOM SAFETY ALERT*** that has been posted to our website & emailed to every Chief and Department that we know has an APX radio.

MUTUAL AID Warren County's Interoperability policy has not changed with our digital switch.

- Agencies that provides mutual aid within Warren County are eligible for Warren County Radio System access.
- Mutual Aid providers in Counties that border Warren County are not subject to the monthly MARCS user fee.
- Mutual Aid providers will receive the Warren County Interoperability Talkgroup Package but are not eligible for the MARCS Interoperability package of LECOMMS, SCOMMS, etc with the no-fee plan. We negotiated this into our agreement with MARCS to ensure continued communications with our Mutual Aid partners.
- Mutual Aid providers will receive all of the talkgroups they had before our transition (Primary and local TAC Channels) with the addition of the 2 Mutual Aid TAC (MATAC) Zones.
- Counties that are in the process of transitioning to MARCS will issue radio IDs out of their block so we don't have multiple radio IDs for the same system in the same radio. Clermont, Clinton, Butler, and Montgomery Counties will issue IDs to their agencies now for radios being put on the Warren County System. Once the Counties have approved and assigned the ID, MARCS will activate the ID for them. Mobilcomm has the procedure to request radio IDs for the radios they service.



PROPER WAY TO UNPLUG A MOBILE/CONTROL STATION RADIO

If unplugging your radio, first unplug the power cord, then the accessory plug. The opposite order has resulted in accidental emergency button activations.

SCANNING THE NEW SYSTEM Two recent events affect whether your radio scanner can hear radio traffic from Warren County - 1) Rebanding and 2) Digital Cutover. Last year, we were mandated to reband our system. On May 13th, 2014, Warren County cut over to the P25 digital radio system. Both events will prohibit some older scanners from receiving radio traffic from Warren County and eventually other surrounding counties that join the statewide MARCS radio system. These two articles further explain rebanding and P25 digital systems:

<http://wiki.radioreference.com/index.php/Rebanding>

http://wiki.radioreference.com/index.php/Project_25

Rebanded scanners that can receive Warren County's new system (except encrypted talkgroups)

GRE (PSR-500, PSR-600) Uniden (BCD296D, BCD396D, BCD396XT, BCD796D, BCD996T, BCD996XT, Home Patrol 1)
Radio Shack (Pro-96, Pro-106, Pro-197, Pro-2096)

Rebanded scanners that can receive Warren County's new system (except encrypted talkgroups) –PLUS- a new technology called TDMA or Phase II. No counties use this technology yet but could upgrade in the future.



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

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Warren County Telecommunications Department - Warren County Ohio

#FTBT seems like yesterday we were unloading the digital system from 2 semi trucks! All these racks have since been installed at 9 tower sites and serve our 2,500+ radio fleet/users!

Warren County is moving into the new digital departments – improved coverage, template

your mobile radio doesn't seem to be working as smoothly as you think it should, it may help to have it aligned here at Telecom. We have a special calibration machine that fine-tunes a radio to the correct power exertion, frequency range, etc. If your radio has a small red paper dot on it, it has already been aligned. If not, feel free to bring it in during regular business hours 8-4 for alignment.

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.

Telecom Help System

(513) 695-HELP (4357)
 #3 CAD/RMS
 #4 Data Systems
 #5 Radio Systems

Subscriptions

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

Submit your [email address](#) to receive email updates of new

Newsletter coming soon!

Be on the lookout for the newsletter, due out

Check out the new facebook feed on our website!

CUTOVER ALERT: MINUTES AWAY

tower crews are in place, dispatch centers are prepped.

Portable radios should hold down Home Button to reach their digital 'X' Primary talkgroup. Leave mobile/car/desktop radios on old analog talkgroups as backup

Last Month's Training

- 5/1: WCSO Corrections (Radio)
- 5/8: Warren County Dispatcher MCC7500 Console
- 5/14: Prosecutor's Office (Radio)
- 5/20: WCSO Corrections (Radio)
- 5/27: Springboro Public Works (Radio)

This Month's Training

- 6/3: Juvenile Probation (Radio)
- 6/4: Mason Fire Recruit (Radio)
- 6/18: Clearcreek Fire (CAD/RMS)

Schedule with allison.lyons@wcoh.net or 513-695-2802

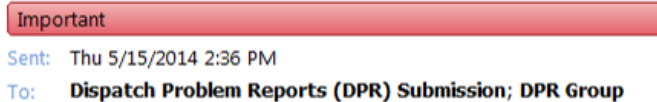
- Tuesdays 8:30-12:30
- Wednesdays 8:30-6:00
- Thursdays 8:30-6:00

How Technical Issues Get Resolved

On the afternoon of Thursday, May 15th, several units were reporting non-responsive MDC's to the Warren County Communications Center. Within 21 minutes of the first notification, Telecom's Data Systems Team had the problem solved, with users being able to log back in.

How do Technical issues get resolved so quickly?... A mixture of two notification tools:

- 1) help@wcoh.net Ticket System—field users can directly report issues to Telecom, opening a help ticket that gets attached to the correct division. From there it is trackable and on a docket until the issue is resolved.
- 2) Dispatch Problem Reports (DPR) - As the Warren County Dispatch Center fields technical issues, they submit a DPR to a set of Telecom troubleshooters—the report goes straight to responder's emails/phones for instant awareness and action planning.



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HOW TO: Swap a Mobile Radio



MARCS Channel Definitions v042314

Gateway Login

Access the Gateway here into the secure portion of

Install the Citrix Client

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

FTP Access

Access the FTP Site here (transfer protocol) - a file website maintained by Telecom which you can download maps and training videos to your computer.

Telecom Help System

(513) 695-HELP (4357)



MARCS INTEROPERABILITY **TELECOM**

21	22	23	24	25	26	27	28	29	30	31	32	33
1	SO-83	SP-100	TECOMM	TECALL	TECOMM	SO-01	SO-02	SO-03	SO-04	SO-05	SO-06	SO-07
2	PD83TAC	SFM-OPS1	TECOMM	TECALL	TECOMM	SO-08	SO-09	SO-10	SO-11	SO-12	SO-13	SO-14
3	PD83TAC	SFM-OPS2	TECOMM	TECALL	TECOMM	SO-15	SO-16	SO-17	SO-18	SO-19	SO-20	SO-21
4	PD83TAC	SFM-OPS3	TECOMM	TECALL	TECOMM	SO-22	SO-23	SO-24	SO-25	SO-26	SO-27	SO-28
5	HDS3301	SFM-OPS4	TECOMM	TECALL	TECOMM	SO-29	SO-30	SO-31	SO-32	SO-33	SO-34	SO-35
6	WARREN1	SFM-OPS5	TECOMM	TECALL	TECOMM	SO-36	SO-37	SO-38	SO-39	SO-40	SO-41	SO-42
7	PD83-013	OFCA-1	TECOMM	TECALL	TECOMM	SO-43	SO-44	SO-45	SO-46	SO-47	SO-48	SO-49
8	PD83-030	OFCA-2	TECOMM	TECALL	TECOMM	SO-50	SO-51	SO-52	SO-53	SO-54	SO-55	SO-56
9	TECALL3	OFCA-1	TECOMM	TECALL	TECOMM	SO-57	SO-58	SO-59	SO-60	SO-61	SO-62	SO-63
10	MOCOMMA	LE-DISP	Unprog	Unprog	Unprog	SO-64	SO-65	SO-66	SO-67	SO-68	SO-69	SO-70
11	TECOMM-26	LIFEFL	Unprog	Unprog	Unprog	SO-71	SO-72	SO-73	SO-74	SO-75	SO-76	SO-77
12	Unprog	MED-EVAC	Unprog	Unprog	Unprog	SO-78	SO-79	SO-80	SO-81	SO-82	SO-83	SO-84
13	Unprog	MOBILE	Unprog	Unprog	Unprog	SO-85	SO-86	SO-87	SO-88	SO-89	SO-90	SO-91
14	Unprog	CARE-FELT	Unprog	Unprog	Unprog	SO-92	SO-93	SO-94	SO-95	SO-96	SO-97	SO-98
15	Unprog	Unprog	Unprog	Unprog	Unprog	SO-99	SO-100	SO-101	SO-102	SO-103	SO-104	SO-105
16	Unprog	Unprog	Unprog	Unprog	Unprog	SO-106	SO-107	SO-108	SO-109	SO-110	SO-111	SO-112

SO-83
Each Ohio County is required to monitor the SO talkgroup of their county. By calling the alpha-based two digit county number (e.g. "GPD Car 321 to SO 83"), you will be communicating with the County Communication Center. Also, the OSHP post in a county will monitor that county's SO talkgroup and those SO talkgroups of adjacent counties.

0:43 / 6:17

Analytics Video

Learn the MARCS talkgroups

Relearn the MARCS Channels with our video or handout!

We created the video in 2011, available on

our YouTube Channel or website's radio training tab. We adapted the document from a larger MARCS publication, calling it "MARCS Channel Definitions v042314." You can download it from our Training Tab > Radio Training page.



FREE Midwest Nixle Conference 2014

Crowne Plaza Indianapolis Airport - Indianapolis, IN
Thursday, June 5th | 8:00 AM - 2:30 PM



Co-Hosted by the Indiana State Police and the Indianapolis Metropolitan Police Department. Share best practices, receive Nixle Mass Notification Certification, and network with your peers in this one-day conference. Industry experts and local speakers will be on-hand to discuss how to maximize reach and engage residents by tapping into the latest technologies in Mass Notification. Feel free to bring your Agency patches and Challenge Coins to trade with your peers!

COST: FREE to all Public Safety, Education, and Government Employees and Officials

VENUE: Crowne Plaza Indianapolis Airport

Last year's video recap - <http://nixlelive.com/view/mail?iID=5UM69P83ZRAZRKXA7JR5>

For any questions, email the Nixle Team at events@nixle.com, or call 1-877-649-5362 ext. 313.

MARCS in SCHOOLS SECURITY RADIO UPDATE

With 51 of Warren County's public school facilities slated to install a security radio, plans continue forward with all districts and public safety chiefs receiving the final Memorandum of Understanding in mid-May. The draft was shared at every school meeting, giving all parties a chance to offer suggestions and procedural requests. The final version is a compilation of all parties' input and best practices from a radio discipline standpoint. Drafted by Telecom and approved by the Warren County Prosecutor's Office, we feel confident that schools and public safety agencies will agree to the simple, straight-forward guidelines. Given two weeks to review with legal counsel if desired, Telecom will begin gathering the necessary signatures at June's Police Chief and Fire Chief meetings. The hope is to then mail the MOUs to each school district's Business Manager (or equivalent) to get the school Superintendent's signature and mail/drop it back off to Telecom. From there, Dispatch Centers will sign the MOUs followed by a final signature and resolution by the Board of Warren County Commissioners, completing this phase of the project. As stated in the MOU, a school can not have their radio(s) installed/programmed until the MOU is signed by all parties. Mobilcomm, a qualified third-party vendor has been contracted by the State of Ohio to facilitate the programming/



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

installation of Warren County school radios. Telecom met with Mobilcomm on May 22nd to organize their portion of this project— as a school district's MOU is completely signed, Telecom will alert Mobilcomm to schedule that district's radio install(s). The hope is for all MOUs to be signed and radios installed by July 31st, so that we can activate all radios on August 1st, the first day of your testing window.

Law Enforcement: Quick Key F11 Layout Explanation

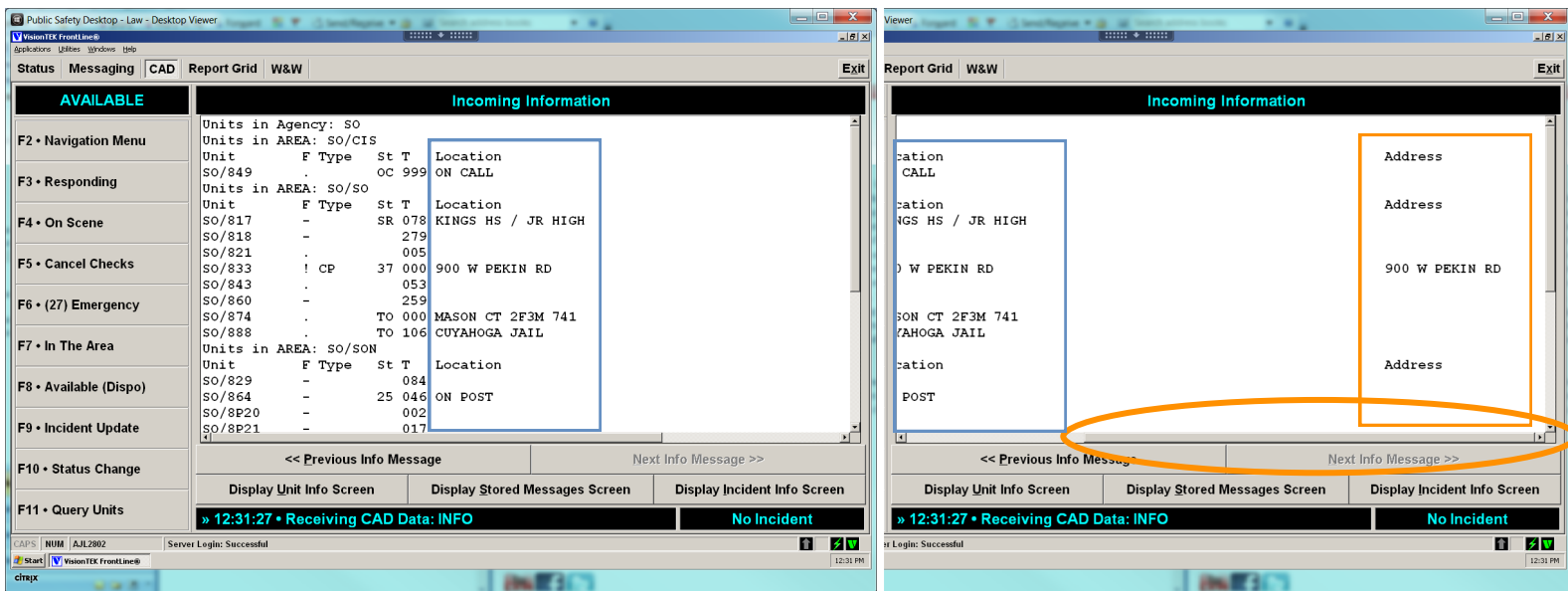
We recently had an inquiry on the F11 Quick Key as to why the address column didn't show. It does by 1 of 2 actions

1. Scroll to the right of Location column using scrollbar (circled in orange below)
2. If on a desktop, you can CTRL + Scroll Down on mouse to reduce font size, condensing all columns to one screen.

Below is the history of this particular CAD FORM's layout:

The Query Units (F11 Quick Key) has always displayed the following columns: Unit, Unit Flag, Incident Type, Status Code, Time, Location, and Address. The location and address fields in both CAD and MobileCAD were upgraded from 30 to 60 characters several years ago, so that Dispatchers and field units see the same character length. From this came a wave of agency response/changes:

- ⇒ The original concern after the character increase was 'wrapping fields' making it hard to decipher information in the F11 window.
- ⇒ To address the field wrapping, VisionTEK added a scroll bar and reduced the font size after receiving email approval from all Chiefs. This kept most of the information in one window or the user could scroll right to see the additional information.



- ⇒ Once this change was made, users rejected it, wanting the font size changed back to the larger size. The font increase forced the Address information to display off the window to the right.

We have since asked VisionTEK if it's possible to swap the location and address fields but it is not, due to the information transmission format from CAD (Motorola). Motorola advised it is not possible to make this change in CAD either.

MOTOROLA APX ALERT

Departments with APX model radios that use shoulder mics or headsets should read the [*TELECOM SAFETY ALERT*](#) with attached Motorola Field Service Bulletin on our website to understand the recall and begin the process of shipping its radios to Motorola for a no-cost recall repair. It's posted on our website and emailed to Chiefs. Telecom can aid in the shipping if you wish.

Telecom can't guarantee loaner radios to cover your fleets while APX models are out for repair.

