

# TELECOMatters

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

## INQUIRY Now ROAMS Statewide

INQUIRY's tower coverage has been expanded to MARCS towers statewide. Several offenders who committed crimes in Warren County no longer live within our borders; but Warren County probation officers are still responsible to do house visits. Until now, once PO's left range of our (9) towers, they would have no radio communication with Dispatch to check in, receive safety checks, alert for help, etc. They relied on phoning the dispatch center with their updates. This new roaming capability will surely increase

the effectiveness of the radio system for all who routinely need to contact Dispatch when beyond Warren County's borders.

### New Radio Intern

Starting September 21st, Radio began hosting Intern, James Apke, a Lebanon Senior and Warren County Career Center student. He will work with us 3 days a week, 4 hours per day for one month.

### We'll Miss You,

**Nick!** Radio Programmer / Tech /Go-To Guy, Nick Yeazel said goodbye to Telecom on September 18th. He is now a Radio Programmer for P&R Communications in Dayton.



### WARREN COUNTY MARCS IP RADIO SYSTEM ALL-INCLUSIVE ROAMING LIMITS

*Plan as of 8/7/14*

**INQUIRY**  
FIRE HAILING  
POLICE HAILING  
MA TACs  
MA MAYDAYs  
FRANKLIN PD 2  
LEBANON PD 2  
WCSO-3

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TACs2-21

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LEB/FRK PRIMs  
FIRE PRIMARY  
PD PRIM 1  
PD PRIM 2  
LOCALS

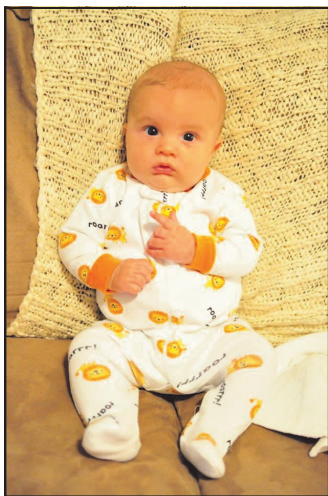
*Roaming limits are tower-based. If you are outside Warren County but your radio can still reach a Warren County tower, your PD Primary coverage will continue until out of range. You don't necessarily lose coverage at the County line. Same idea for green and blue regions.*

**powered by**  
**TELECOM**  
*Warren County Ohio*



# Training is Back in Session

Training Specialist, Allison Lyons remained in the office longer than expected as her 2nd child came 9 days overdue! Just 7 hours after leaving work on July 14, she, husband Kevin, and daughter Leighton Psalm welcomed baby Samuel Archer at Miami Valley Hospital. He came into the world at a whopping 9lb, 3 oz and 22" long! Apologies for being off longer than expected, but complications resulted in a second hospital stay for Allison just three weeks after delivery. Thanks to those who picked up her duties both within Telecom and as Recording Secretary for the Communications Work Group and the Warren County Fire Chiefs' Association. Now 11 weeks old, Samuel is off the charts at 25.25" long, 14lb 11oz, crawling, rolling, smiling, and sleeping through the night! Allison came back on September 22, ready to roll! So far, Clearcreek Fire has penciled in a full Telecom Suite training for their latest recruit class. Schedule your Tuesday-Thursday training!



## EMAIL ENHANCEMENTS

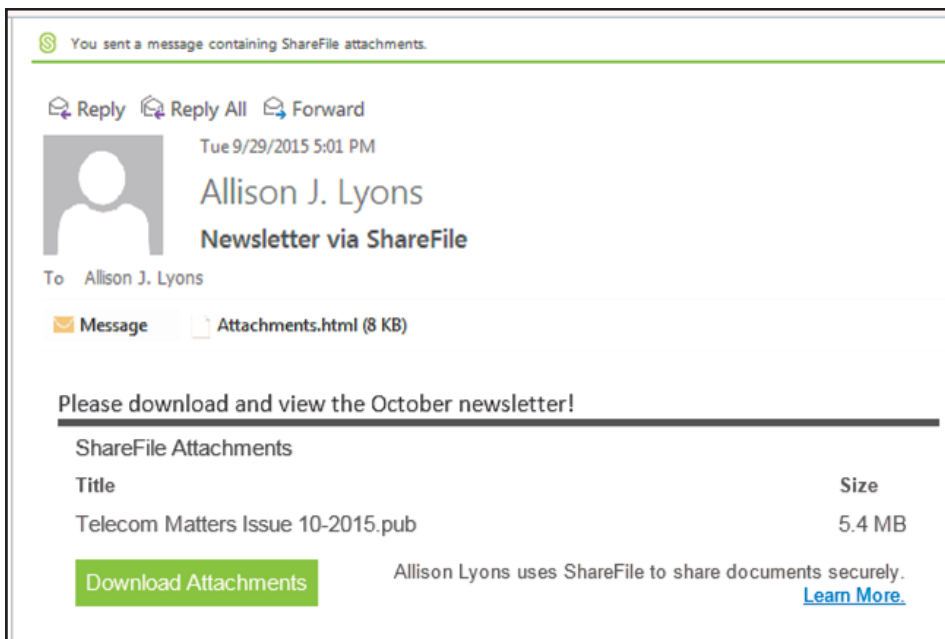
*In an effort to differentiate the emails our Telecom trainer sends...*

**TELECOMALERTS@WCOH.NET** Must-Read ... Outages ... Deadlines ... Tech Bulletins.

**COMMUNITYEVENTS@WCOH.NET** Fish Frys ... Fundraisers ... Parades ... FWD's.

**PUBLICSAFETYEVENTS@WCOH.NET** Law, Fire, EMS Training Flyers ... Funerals ... FWD's.

We are also utilizing a new program called **ShareFile** that lets us send you large files without bogging down the internet server. If your email has a limit on file size for receiving or sending, this will solve that issue. As shown, the email will tell you the file's title, size, and a large button to download the file to your computer. There are expirations set for these, so don't count on using the email message as 'file storage'. Save the file to your computer if you want to keep it. We can also reserve space on ShareFile for you to send us a file.



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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

# National DO NOT CALL Registry

We get a lot of calls from people that receive spam on their cell phones/house phones.

You can register 3 phone numbers per email address.

<https://donotcall.gov/>

FEDERAL TRADE COMMISSION  
PROTECTING AMERICA'S CONSUMERS

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**National Do Not Call Registry**

Register a Phone Number | Verify a Registration | Submit a Complaint

What You Should Know About the National Do Not Call Registry

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Most telemarketers should not call your number once it has been on the registry for 31 days. If they do, you can file a complaint at this Website. You can register your home or mobile phone for free.

## GETS / WPS Dialer App



The Department of Homeland Security Office of Emergency Communications (OEC) has a GETS/WPS Dialer App for Android smartphones. For

more details, please download the latest [GETS / WPS NewsNotes](#). Further information about GETS and WPS is available at [www.dhs.gov/gets](http://www.dhs.gov/gets) and [www.dhs.gov/wps](http://www.dhs.gov/wps).

## Auto-TAC Assignment

17 incident types are now automatically being assigned an even TAC channel. Paul Bernard modified Fire/EMS Department's Run Cards in CAD to accomplish this. This does not change agencies' Response Types (recommendations); it will only add the TAC channel assignment to the Response

Types on the requested Incident Types.

The Response Message from the comments field reminding the dispatchers to assign a TAC channel will no longer appear since it is automatically assigned.

## Semi-Annual School Radio Test

The majority of schools completed the mandatory semi-annual test of their school's emergency button. This test ensures that the radio properly and efficiently alerts the school's responsible dispatch center with their school alias and an audible alarm. One school district reported technical issues possibly due to a prior power outage. These issues will be resolved by a qualified radio technician to keep the radio(s) operational.





# HOW TO: Update an Incident (Open or Closed) From VisionTEK's "Incident Update" Form

Below are the commands that can be used from the comments field in VisionTEK

Comments	AN	<p>Type any additional information regarding the incident. You can use insert, cut, and paste features.</p> <p>You can enter command identifiers in the Comments field. Identifiers must precede any comments and cannot exceed 73 characters. To enter an identifier in the comments field, type the identifier, a semi-colon, and the appropriate information.</p> <p><b>NOTE: The BE identifier has a limitation of chars of 219 unless you paste the text in the Comment box. If you paste text, you can insert more than 219 characters.</b></p> <p>You can use the global comment parameter, C*, in the Cmnts field to include comments for all incidents associated after initiation as well as those created during initiation. In the comments field of the Incident Update form or on the command line for the Incident Update or Incident Association command, type C*, followed by a semi-colon ( ; ) and the comments you want to apply to all associated incidents.</p> <p><b>Example:</b> C*;Dumpster is behind the building.</p>
Identifier	Format	Description
L	60AN	<p>Location</p> <p>Type additional details about the incident location.</p> <p><b>Example:</b> around back or ABC Store</p> <p>If the original Initiate Incident form was filled in from the Display 911 / emergency call system (<b>Shift+F11</b>) key and the telephone subscriber is a business, the business name automatically appears in this field.</p> <p>If the incident you are updating has <a href="#">associated incidents</a> and you update this field, the update information will be written to the <a href="#">audit trail</a> of all associated incidents.</p>
CM	99AN	<p>Comment</p> <p>Type any additional information regarding the incident.</p> <p>When you enter comments on the command line, the comment identifier must be your final identifier. Anything you enter after the CM identifier is considered a comment.</p>
BI	4AN	<p>Building Identification</p> <p>Type the building name or number.</p> <p>If a building identification already exists for this incident and you want to change it to none, type <b>NONE</b> for the value. The only way to delete an existing BI value is to replace it.</p> <p>If the incident you are updating has <a href="#">associated incidents</a> and you update this field, the update information will be written to the <a href="#">audit trail</a> of all associated incidents.</p>
CA	30AN	<p>Caller Address</p> <p>Type the address of the caller reporting the incident.</p> <p>If the incident you are updating has <a href="#">associated incidents</a> and you update this field, the update information will be written to the <a href="#">audit trail</a> of all associated incidents.</p>
CN	20AN	<p>Caller Name</p> <p>Type the name of the caller reporting the incident.</p> <p>If the incident you are updating has <a href="#">associated incidents</a> and you update this field, the update information will be written to the <a href="#">audit trail</a> of all associated incidents.</p>
CP	15AN	<p>Caller Phone</p> <p>Type the telephone number of the caller reporting the incident. Caller phone numbers can be up to 15 characters in an alpha, blank, numeric, and special characters combination.</p> <p>The only way to delete an existing CP value is to replace it with other values; for example, <b>None</b>.</p> <p>If the incident you are updating has <a href="#">associated incidents</a> and you update this field, the update information will be written to the <a href="#">audit trail</a> of all associated incidents.</p>
C*	78AN	<p>Comments (Associated Incidents)</p> <p>Type comments for the associated incidents that should be updated. Update the incident as many times as needed to add additional comments.</p> <p>You can enter command identifiers in this field. Identifiers must precede any comments and cannot exceed 73 characters. To enter an identifier in the comments field, type the identifier, a semi-colon, and the appropriate information.</p> <p>When you enter comments on the command line, the comment identifier must be your final identifier. Anything you enter after the C* identifier is considered a comment.</p> <p>The C* identifier does not work for cloned incidents.</p>
PN	10AN	<p>Plate Number</p> <p>Type the license plate number.</p> <p><a href="#">Using this identifier generates an automatic query if the system administrator configured PREMIER CAD for automatic queries (see Auto Query Maintenance Configuration (MN.55)).</a></p> <p>If a plate number is entered and the incident is in the BOLO Report, the plate number is part of this report. The plate number appears on the Law Dispatch form if the incident is updated before dispatch.</p>



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AP	4AN	<p>Apartment Type the apartment number. If an apartment value already exists for this incident and you want to change it to none, type <i>NONE</i> for the value. The only way to delete an existing AP value is to replace it. If the incident you are updating has <a href="#">associated incidents</a> and you update this field, the update information will be written to the <a href="#">audit trail</a> of all associated incidents.</p>
AD	30AN	<p>Address Type the incident address. If the incident you are updating has <a href="#">associated incidents</a> and you update this field, the update information will be written to the <a href="#">audit trail</a> of all associated incidents. A change of address can affect the Beat, Team, and City. The information about the change will be written to the <a href="#">audit trail</a> in the following format: Beat changed from: XXX to: YYY for Route: ZZZ.</p>
A	20AN	<p>Arrest Specify one of the following arrest-type flags. F/ — Felony Arrest. Type the felony arrest comments. M/ — Misdemeanor Arrest. Type the misdemeanor arrest comments. C/ — Citation, No Arrest. Type the citation number and comments, no arrest number. Type the identifier, then a semicolon ( ; ), and then the comments. <a href="#">This comment is added to the incident audit trail. The information also prints in the Bulletin Report for the next shift briefing.</a></p>
CI	30AN	<p>Citation Comments Type comments about the citation.</p>
D	5AN	<p>Disposition Type a disposition code (does not close the incident). If the incident you are updating has <a href="#">associated incidents</a> and you update this field, the update information will be written to the <a href="#">audit trail</a> of all associated incidents.</p>
TW	20AN	<p>Tow Type the name of the towing company.</p>
VN	20AN	<p>Victim Name Type the victim's name. This identifier can be used to specify a suspects's name by typing <i>S/</i> in front of the name; for example, <i>VN; S/JOHN</i> indicates that the suspect's name, rather than the victim's name, is John. If you need to include more victim names, use the V2 and V3 identifiers. The names of the victims or suspects print in the BOLO Report.</p>
V2	20AN	Type the second victim's name. This name can also be specified using the VN identifier.
V3	20AN	Type the third victim's name. This name can also be specified using the VN identifier.
C	PN- = 12AN PC- = 20AN PA- = 60AN	<p>Command Post Specify one of the following information-type flags for the command post. PN- — Identifies the command post name sub-identifier PC- — Identifies the command post commander name PA- — Identifies the command post address Type the identifier, then a semicolon ( ; ), then the flag, then a hyphen ( - ), then the information. Examples: C;PN-MAIN            C;PC-SMITH            C;PA-243 SPINE RD Specify only one flag. If you want to specify additional information, you must reissue the command. If the incident requires both a command post and a separate staging area, type the staging area rather than the command post address to dispatch units to the staging area. The defaults of the Incident status monitor can be changed to include the command post information (see the <i>PREMIER AWW User Guide</i>).</p>
SM	20AN	<p>Special Message <a href="#">Type a short comment to add to the audit trail.</a></p>



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PI	1A	<p>Priority Incident Update</p> <p>Specify whether to set a priority update flag to display in AWW.          Y — Set a priority update flag.          N — Do not set a priority update flag.</p> <p>Use the priority update flag to indicate to other dispatchers and call takers that you have made an update that you consider a high priority. The priority update flag displays in AWW as PPP in the same position as the Comment flag. Other dispatchers and call takers can then view the incident comments or audit trail to see what has been updated.          The PPP flag does not appear for associated incidents. When you set the priority update flag for an incident, the flag only displays for that incident and none of the associated incidents.</p> <p>When associated incidents are updated with the first arrival information, the Priority Incident (PPP) flag displays in AWW. When a police unit arrives on an associated fire call, or a fire unit arrives on an associated police call, a notification of the first arrival is sent to the dispatcher.          Once another dispatcher or call taker views the incident using the IN, IR, or ID command or by viewing the audit trail for the incident, PREMIER CAD sends a message to AWW to reset the priority flag to zero <i>only on that person's console</i> .          Priority flags do not display at the console where the priority update was issued. However, they redisplay after that console has been signed off and signed back on.          You can set the priority update flag:          At the time you issue the update from the command line.          Before updating the incident from the command line or from the Incident Update form.          After updating the incident from the command line or from the Incident Update form.  <a href="#">The audit trail displays the priority update transaction.</a></p>
IP	15ABNS	<p>Inc Phn</p> <p>Incident Phone number</p> <p>Type up to 15 alpha, blank, numeric, and special characters.          This is the phone number used to obtain onsite incident information (for example, the phone number of the official in charge of the incident, or the phone number of a public liaison officer).</p>
PU	<p>Agency = 2AN</p> <p>Unit = 8AN</p> <p>Shift ID = 2AN</p>	<p>Primary Unit</p> <p>Use the PU identifier to change the Primary Unit of a CLOSED incident. The nominated primary unit must be a unit that was assigned to the incident sometime during the incident's life and cannot be the currently assigned primary unit. If the new primary unit is to include a shift ID, the shift ID must be included using the following format:          &lt;Agy-id&gt;/&lt;Unit-id&gt;-&lt;Shift-id&gt;</p> <p>The &lt;Unit-id&gt; is mandatory with the PU command.  <b>NOTE: if the incident is not closed an error message appears.</b></p>

