SCHOOLS: TEST YOUR EMERGENCY BUTTON IN MARCH!

All school administrators were sent a month-long calendar event to remind them of this testing window. Within that event are the easy step-by-step instructions, also outlined in the 'Testing Instructions' word document distributed to all school personnel. All schools who utilize a MARCS-in-Schools Emergency Button radio on the Warren County Radio System are required to test their emergency button twice per school year, per the Memorandum of Understanding. This is the final test of the school year while most schools are on Spring Break;

Testing the button ensures 2 major things:

1) The radio is functional and properly linked to the Communications Center, displaying its alias and operating on the correct talkgroup;
2) The school knows the proper procedure to activate the emergency alarm, utilize the 10-second open mic, then follow the Push-to-Talk / Release-to-Listen format.

LAW ENFORCEMENT: HOW TO RADIO THE WCSO JAIL SALLYPORT

Long-time users of the Warren County radio system remember having SALLYPORT in their radios. The same frequency is still in your radio - 8TAC94D! When transporting an inmate or citizen to the WCSO Jail, you can communicate to Jail Control via this frequency when pulling into the Sheriff's Office lot. It is a direct radio-to-radio frequency so you must be in close proximity to the jail for them to hear you.

8TAC94 is located in ZONE D for all law enforcement agencies.

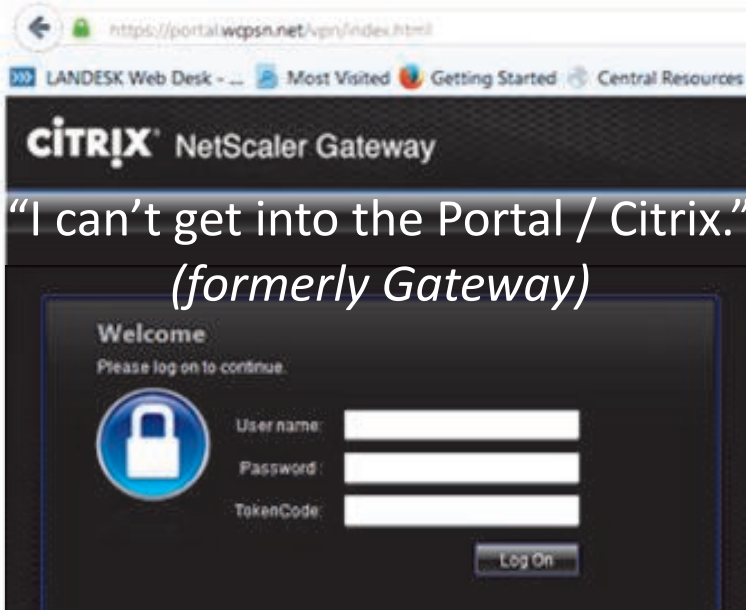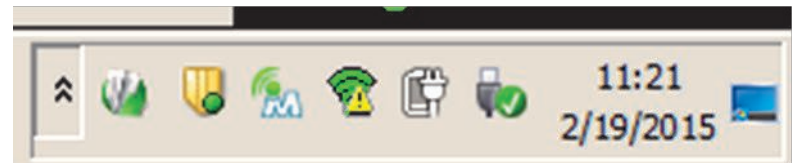| ZONE D 8TACs |
| --- |
| PD PRIM 2 |
| LOCAL 1 |
| 8CALL 90 D |
| 8TAC 91 D |
| 8TAC 92 D |
| 8TAC 93 D |
| 8TAC 94 D |
| 8CALL 90 |
| 8TAC 91 |
| 8TAC 92 |
| 8TAC 93 |
| 8TAC 94 |
| 8TAC 94 D |
| 8TAC 92 D |
| LOCAL 1 |
| PD PRIM 2 |

Data Systems Lingo + Troubleshooting Tips

Power Down MDC from start menu; NOT forcing with the slider. Using slider can damage hard drive and prompt an error message.

Order styluses from CDW-G, Telecom doesn't keep them in stock.

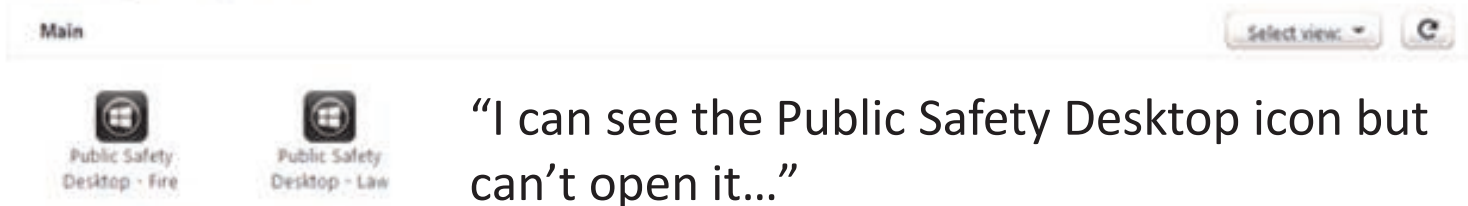"I can't get into the Portal / Citrix." *(formerly Gateway)*

Toolbar terminology (left to right)

- Expansion button
- Shavlik Patch Management (Telecom use)
- Symantek Antivirus
- Netmotion Mobility
- Intel PRO/Set Wireless (going away this year)
- Battery Indicator
- Safely Remove Hardware

"I can see the Public Safety Desktop icon but can't open it…"

"I can't get into CAD," *means you can't get into VisionTek FrontLine found on the MDC or PSD.*
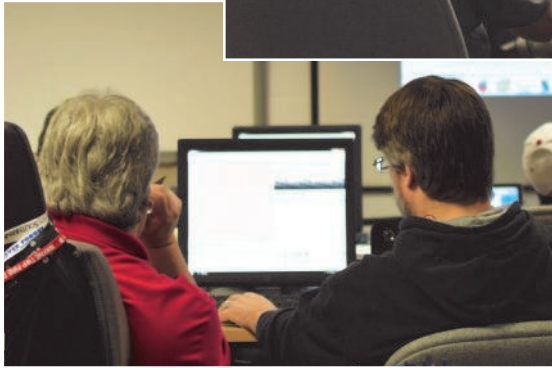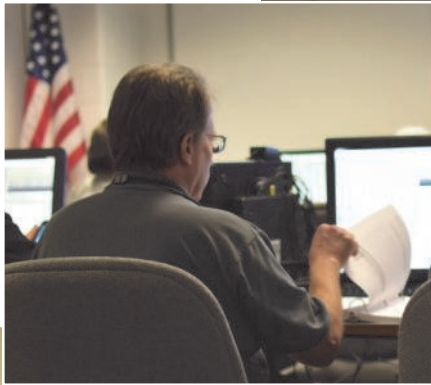
Restart MDC to catch security patches – best practice is at unit changeover / truck checks. VisionTEK servers restart on MWF at 7:15AM, making it inaccessible for 20-30 minutes anyway.

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Radio Systems 695-2860 gary.hardwick@wcoh.net | Telephony 695-1320 garrett.wilson@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

Solacom Implementation & Maintenance Training

Telecom representatives from CAD/RMS, Data Systems, and Telephone Systems filled the Training Room for a week long 9-1-1 Implementation and Maintenance class. They're learning the back end and technical side of Warren County's recently purchased Solacom 9-1-1 system from INdigital. See that page being flipped? That is ONE BIG binder of information!

Thanks to Salem-Morrow for hosting our Trainer for Radio & MDC training last month!

Telecom Personnel Updates

- **Congratulations Rich Short** on your promotion from Data Systems Technician to System Analyst I. A Telecom asset since January 2011, Rich will now be Dustin Flint's right-hand-man who is now Systems Administrator. Please share the linked Data Technician job opening with qualified applicants: http://www.co.warren.oh.us/county/jobs/data.pdf

- **Farewell Matt Stapleton**, Telephone Technician, who accepted an IT position in the private sector after 17 months with Telecom. Please share the linked opening with qualified applicants: http://www.co.warren.oh.us/county/jobs/teltech.pdf

- **Congratulations Gary Estes**, Deputy Director, on 15 years with Telecom! (2/10/2001)

- **Congratulations Allison Lyons**, Training Specialist, on 5 years with Telecom! (2/22/2011)

- **Congratulations Jeff Cepin**, Applications Analyst II, on 8 years with Telecom! (2/25/2008)

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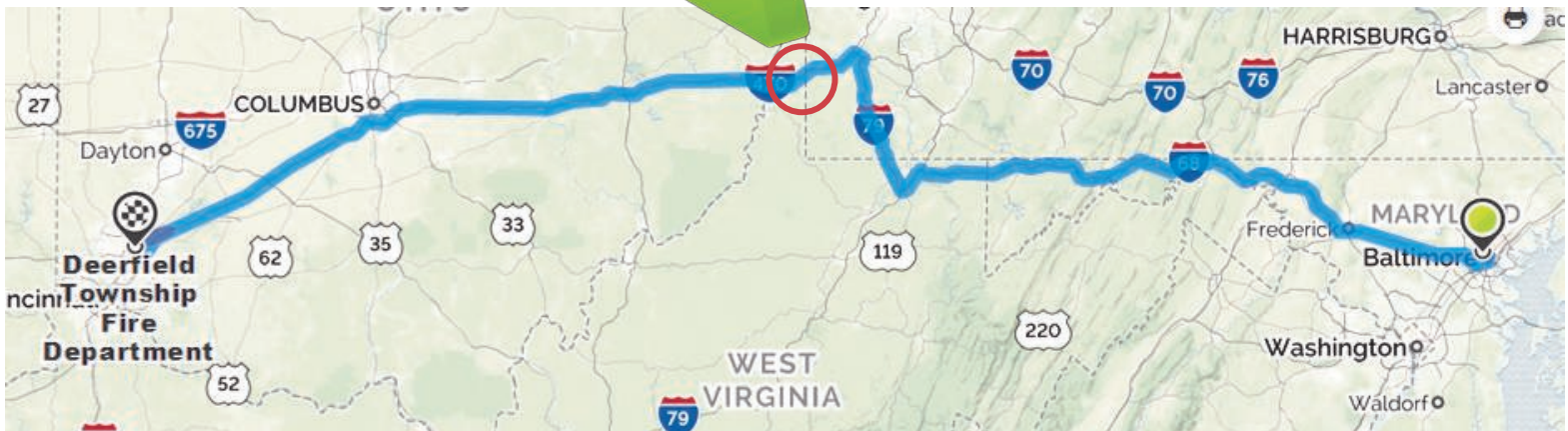
One Step Closer to a County VOIP Phone System

Telecom hosted four competing vendors between February 5 & 12 as they demonstrated their devices and solutions. Representatives from the WCSO, Prosecutor's Office, Health Department, Human Services, Telecom, and others scored the vendors on the following features during the demos:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	not present / not observed
Button Programmability	1	2	3	4	5	N/A
Button Size	1	2	3	4	5	N/A
Cell Phone App to Answer Extension from Mobile	1	2	3	4	5	N/A
Display Appearance	1	2	3	4	5	N/A
Extension Status Display	1	2	3	4	5	N/A
Headset Connectivity	1	2	3	4	5	N/A
Overall Design / Aesthetics	1	2	3	4	5	N/A
Overall Feeling in Hand	1	2	3	4	5	N/A
Overall Feeling on Shoulder	1	2	3	4	5	N/A
Overall Satisfaction with Product	1	2	3	4	5	N/A
Overall Satisfaction with Vendor	1	2	3	4	5	N/A
Touch Screen Features	1	2	3	4	5	N/A
Volume Adjustability	1	2	3	4	5	N/A

Additionally, each vendor held a tech session with Telecom to discuss the nuts and bolts of their system, how it would integrate into the County, and other non-end user details.

On February 25th, County personnel gathered again to conduct a final ranking of the vendors using a weighted scoring method corresponding with the RFP terms. That preferred vendor will be announced soon as we progress with this project.

Statewide Roaming in Action

On January 30, Deerfield Twp Fire's Battalion Chief Wehmeyer was returning home from a deployment in Maryland. As he crossed the Pennsylvania-Ohio border, he decided to test the radio's claimed 'Statewide Roaming'. CAD/RMS Manager Paul Bernard met him on Fire Hailing, and sure enough, **they communicated while 200 miles apart!** This would have remained a fun experiment except that, during their conversation, an incident occurred in Clinton County that requested Warren County's Technical Rescue team. Wehmeyer further tested the digital system asking if he could somehow monitor that talkgroup. In less than a minute, the Communications Center patched Fire Hailing to the assigned incident talkgroup, allowing him to listen to its progress while still 3 hours away from home… **this is our digital system AT WORK!**

Telecom Renovation Continues

It was all hands on deck! The former Dispatch Center-turned-storage room is finally getting decluttered for its transformation into Data Systems' new space. As you can see, it has a ways to go to be inhabitable but the square footage will be a much welcomed change. For anyone who has visited Telecom, you know the Data Systems team is packed like sardines into their back-hallway office with very little surface area to troubleshoot and repair the machines and devices they service. This extra space will allow them to better interact with the equipment they maintain, the customers they host, and the technology they keep running 24/7/365! In the final days of February, the Telephone Techs also received their new furniture as they takeover the front telephone office formerly inhabited by the TST ladies. They are receiving appropriate work benches and desk space, no longer in a back cut-through room.

MDC 101 PowerPoints - Download from our Website

The MDC101 Video is being reproduced to reflect the remaining CF-19 & CF-31 ToughBook models within the County. For now, please review and train on the PowerPoints available for download from our Data Systems Training webpage:

http://warrencountytelecom.com/wp/training/data-systems-training/

Panasonic CF-19 — smaller tablet function

Panasonic CF-31 — Larger size / Screen does not rotate / Pull-out Carrying Handle / Integrated Stylus in Handle

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