

ShoreTel VOIP Phones Coming to Your County Desk!



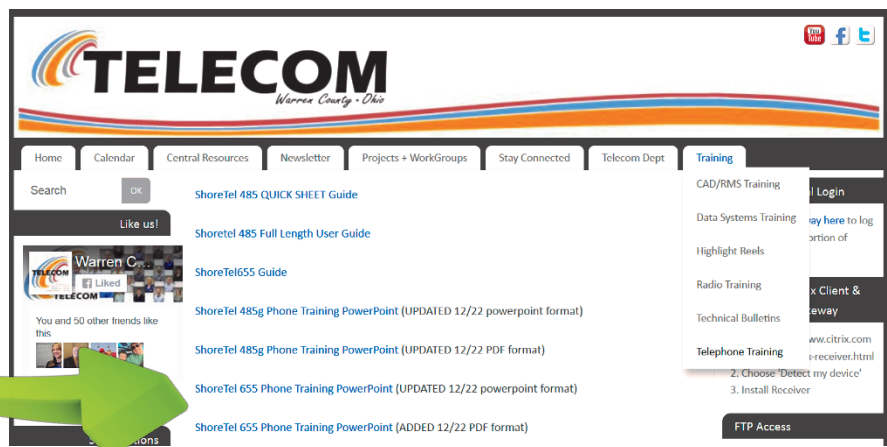
Our Telephone Team is busy putting new phones on the desks of County departments. As you receive your phone, your department will attend hands-on training with Telecom's Trainer, Allison Lyons, to walk through the various functions. Human Services, Data Processing, Telecom, and the Prosecutors Office have attended training so far, with Emergency Services next in line to receive their phones.



Useful Features

- Your phone (or extension) can travel with you to another office or building that has ShoreTel connectivity.
- Pickup a coworker's extension from your device or your extension from a coworker's device.
- Visual Voicemail plus continued voicemail-to-email.
- Change your availability 'State' to 'in meeting', 'out of office', 'vacation', or 'Do Not Disturb'. This sends callers directly to your voicemail OR a forwarded extension of your choosing. You can also record a separate voicemail greeting for each availability state.
- Look up a coworker in the phone's on-screen directory to see their availability, and namecard. Pick up handset or hit speaker button to dial them.
- Connect Client—a computer desktop application to interact with your phone, never actually touching your phone!
- Conference up to 5 lines (ShoreTel or any other line, mobile, etc). Any ShoreTel user can conference in additional talkers (no moderator). When one leaves, the conference stays up. ShoreTel users can drop another talker from the call.
- Voicemails and Call History drop off after 30 days, so if you want to save a voicemail, click the 'Save' softkey from your voicemail screen OR keep the email with the audio file.

Check out the phone for yourself & get a jumpstart on training!



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 garrett.wilson@wcoh.net | Training 695-2802 allison.lyons@wcoh.net

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Twitter + our 'Projects + WorkGroups' webpage**

- December 6th: Mobile Functional Acceptance Test
- December 7/8th: Mobile Admin Class for Backend Server/IT & for the Client
- December 13-15: RMS Template DESIGN Workshop

NEXT UP (dates subject to change)

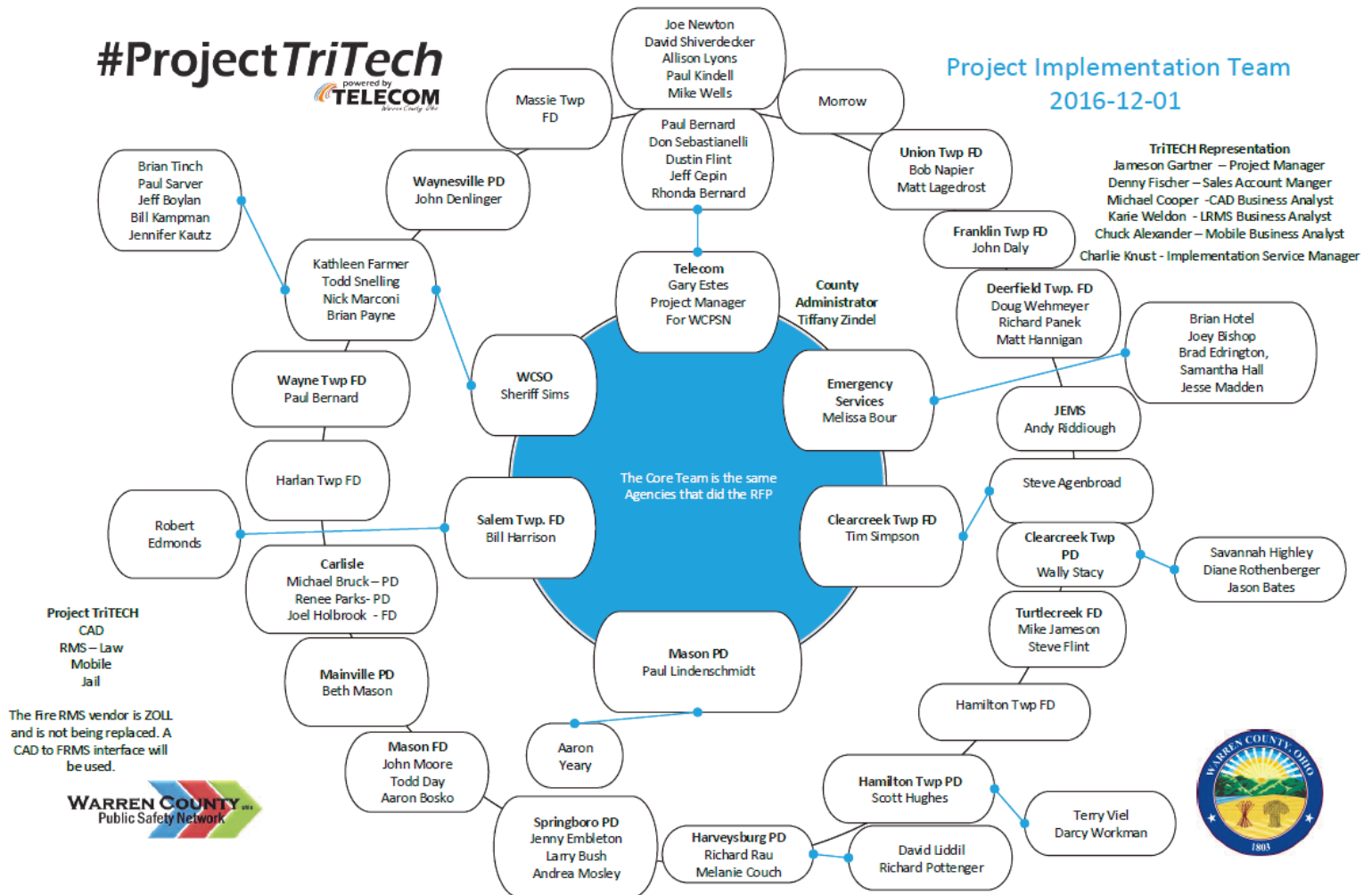
- Jan 31-Feb 2: Output Designer Class
- Feb 14-16: JAIL System Orientation
- Feb 26-Mar 2: Telecom at TriCON
- Mar 7-8: JAIL Advanced Workshop



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Project Implementation Team 2016-12-01



Village of Carlisle – Village of Maineville – Village of Waynesville – Village of Morrow – Village of Harveysburg - Union Twp – Franklin Twp – Wayne Twp – Clearcreek Twp – Salem Twp – Harlan Twp – Union Twp – Hamilton Twp
Massie Twp - Deerfield Twp – Turtlecreek Twp – Mason City – Springboro City – Emergency Services – Warren County Sheriff's Office



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In the last 3 weeks, **28,927 of 81,037 address points have been meticulously verified and adjusted by Telecom's Don Sebastianelli!** 80,572 of the points were supplied by Warren County GIS with Telecom manually creating the balance. For each point, he had to code it so that it appears as either:

- green (finished),
- yellow (a house whose address doesn't necessarily follow addressing guidelines),
- purple (common driveways),
- blue (businesses that need a phantom street created through a parking lot, so that CAD properly routes the drive).
- Red (incomplete)

This is crucial for accurate routing and address locations, ensuring units follow the fastest route to an emergency. On our current CAD, there are no address points, just block ranges. For this new CAD, Sebastianelli is individually assigning a point at the apron of a home or business/building's driveway/entrance for pin-point accuracy.



Text-To-911 Last month, our 911 System Vendor got in and did work with text-to-911, implementing software as several wireless carriers are ready to test. We missed the Dec 12 go-live for text because we need cities to sign. Hoping for January go-live or at the minimum testing.

Radios Don't Have GPS Although your APX radio's antenna says "GPS", your radio does NOT have GPS and is not being tracked by dispatch. It's a feature of that radio that isn't activated on our system. You must give your location (address, common place, business name) for Dispatch and other units to know where you are, emergency or no emergency.

Dayton Children's South ER To Open January 3rd

This facility is located inside the City of Springboro but has a Miamisburg address residing in Montgomery County, not Warren County. Available in TabletPCR.



Telecom Open House

Wed, April 12 9:30-3:00

We'll be easier to find by then too, with signage at both exterior stairwells thanks to Warren County Facilities Management!



Telecom Training Review

- 12/8: Human Services one-on-one phone training
- 12/12: ShoreTel Training for Data Processing
- 12/20: Evening Radio & MDC Training for Massie Fire
- 12/20-22: ShoreTel Training for Prosecutors & Telecom
- 12/21: Juvenile Probation Radio Training
- 12/22: WCSO Deputy Radio Training



Data Systems Adds Another CompTIA A+ Certification!

Congratulations Data Systems Technician, Brian, on completing your probation AND passing your CompTIA A+ exams! Did you know Telecom employees are constantly brushing up on the latest technology and certifications? [Read more about CompTIA A+ on our website post about it!](#)



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Why You Have More Than Just Local Talkgroups and Why It's Important to **KNOW YOUR RADIO TEMPLATE...**

Hocking Hills & OSU Assailant After-Action Reports Credit MARCSIP Radio System!

Below are letters of thanks submitted to Rick Schmahl, MARCS Programs Director, and the MARCS Steering Committee (attended by Warren County's Paul Kindell).

Quoting Chief Deputy Fire Marshal Jeff Hussey re: December 8th Hocking Hills Dining Lodge fire

"Just wanted to share with you a brief after action communications report from yesterday's fire in Hocking County. Communications with MARCS were outstanding! All local responders were on MARCS, and many stated they had received the Fire Marshal's MARCS grant last year. Also, the State Emergency Response Plan brought responders from up to 100 miles away, and communications were seamless on ECOMM 20 with various responders and ERP plan administrative staff. Coverage was excellent, and I saw no system capacity issues. I am sure we gave some sites a good workout. DNR reached out to me early to establish communications between DRN and SFM by way of ECOMM10, and this was also critical interagency communications. In addition, there was no cell service on the site, so MARCS was our only communications pathway. A real success! Thanks for all you do!"



Photo credit: The Columbus Dispatch +ODNR Matt Eiselstein

And this quote received from Lt. Matt Harris, Columbus PD pertaining to the November 28th OSU incident:

"I just want to say thank you to everyone. Today I listened to the radio traffic from the OSU incident. I heard multiple agencies marking on OSU P1 from all over Central Ohio as far away as Grove City PD. This is what the common radio template is all about. This is why we have the meetings, go back and forth at the table, and spend our time on interoperability and technical issues. Columbus Ohio is currently on every national news channel. We can say that all the officers and firefighters/Paramedics on scene were able to communicate with each other. Comms were on OSU P1, CPD Patrol 4, ECOMM 15, and others talk



Photo credit: AP Photo / John Minchillo

MARCS-1	MARCS-2	MARCS-3
HELPSDK	LECOM1	SCOMM7
MARCS1	LECOM2	SCOMM8
MARCS2	LECOM3	SCOMM9
MARCS3	LECOM4	SCOMM10
MARCS4	LECOM5	SCOMM11
MARCS5	LECOM6	SCOMM12
MARCS6	LECOM7	SCOMM12
MARCS7	LECOM8	SCOMM12
MARCS8	LECOM9	SCOMM12
MARCS9	LECOM10	SCOMM12
MARCS10	LECOM11	SCOMM12
MARCS11	LECOM12	SCOMM12
MARCS12	LECOM13	SCOMM12
MARCS13	LECOM14	SCOMM12
MARCS14	LECOM15	SCOMM12
HELPSDK	LECOM16	SCOMM12

groups. EVERY PUBLIC SAFETY PROFESSIONAL ON SCENE HAD ALL THE TALK GROUPS IN THEIR RADIOS - AND WERE USING THEM TO OPERATE AS ONE AGENCY. Today's incident is just one of many where the template has been used, but today it was of critical importance and I doubt other metropolitan areas have accomplished what we have. Please be safe out there!



Photo credit: Tom Dodge/The Columbus Dispatch via AP

We want Warren County equipped and capable of communication should we be called to an incident of this size! This is why you currently have (3) zones of MARCS talkgroups in your radio, with more to potentially be added. Tuck them away in the back of your template, but know they're there when needed.

