for County Coworkers

Don't Have Your ShoreTel Phone Yet?

Here are 10 awesome features you'll experience once it's on your desk!

1. **Large color display**—caller ID, custom background image
2. **Up to 8 Phone Lines**—8 circle buttons along the left & right side of your display which also tell the phone number or call ID of who is on that line.
3. **Availability State**—change how ShoreTel users see you in the directory—available, in a meeting, out of office, or vacation.
4. **Pickup**—hear your phone ringing from down the hall? Pick up your neighbor's phone, press <pickup>, enter your extension and retrieve your call. Fielding calls for your boss while they're on lunch? Use your phone to pickup their extension!
5. **Record a call**—one of the 8 circle buttons beside your display can be programmed to record your phone conversation. When you hang up, the audio file is emailed to you.
6. **Custom ringtone**—choose from a list of ringtones, basic to musical. It sounds different depending if the caller is internal coworker or external customer.
7. **Visual Voicemail**—most County employees can receive voicemail to email, but regardless, voicemail on the phone is similar to your mobile phone with caller ID, time stamp, duration, and ability to forward, reply, or save.
8. **Conference Call**—any Shoretel user can conference up to 4 additional callers. Callers can be other ShoreTel users, land lines, mobile phones, etc. You can also drop a caller from the conference.
9. **Unassign/Assign**—Unassign a coworker from their phone if you need to take over their desk space or have a shared desk space. Assign yourself to any ShoreTel phone and receive all incoming calls to your extension from that phone. Helpful if you need to relocate or evacuate your office but remain reachable.
10. **Transfer**—blind transfer by answering a call, pressing <Transfer> then the extension of who you're sending the call to before hanging up. OR announce-transfer by following the previous steps but staying on the line. You'll reach your coworker first, allowing you to give them the heads up of who you're transferring to them.

FYI: Commissioners approved purchase of 400+ more phones on May 23rd! Phase 2 is the remainder of Justice Drive campus employees with training dates to be released soon!
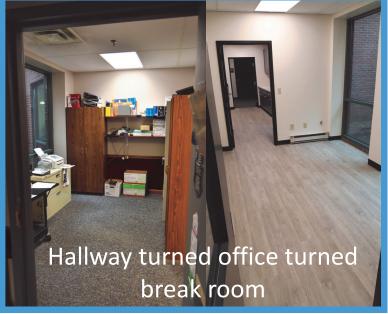
Telecom Office Renovations

We're in the home stretch of office renovations and relocations, thanks to the hard handiwork of Facilities Management and the planning of our department leadership. After 28 years in this basement, we're so excited to get the space we need to do our jobs to the best of our abilities! Work bench space, labs, training and conference rooms, supply and break room, storage for the hardware, servers, devices, parts, and equipment we use on a daily basis.

1980s Dispatch Center turned EMA turned CAD/Mapping

Hallway closet turned office turned supply room

Hallway turned office turned break room

"May the 4th" Help You Create Strong Passwords

(sources: EMR-ISAC May 4, 2017 InfoGram & www.passwordday.org)

More commonly known as "Star Wars Day," May 4th is also now designated as "World Password Day" and everyone is reminded to use strong passwords, change them frequently, and update old weak passwords to protect their digital information.

Recent statistics show 90 percent of all passwords can be broken in seconds. People are just not using strong passwords – containing capital and lower case letters, numbers, and symbols – to secure their information and online identities.

We should create a different strong password for each site, but this can mean dozens of long, hard-to-remember passwords all competing for memory space in our brains. For many people it's just one more thing to manage daily and they don't bother. However, there are numerous reputable password manager apps available for smartphones, many of them free, and other ways to securely keep a list of passwords handy so you don't have to remember them all.

Passwords should be nine or more characters long and have a mix of capitals, lower case, numbers, and symbols. One trick is to pick a random long word you can easily remember (i.e., contingencies) and changing the letters to fit the requirements of the site (i.e., C0nt!ngeNc1e$).

Don't use names of family members or pets, numeral-only passwords, or words you can find in the dictionary or on a map. When you begin upgrading your accounts to strong passwords, start with the most important ones like banking, email, work accounts, and medical sites. Use different strong passwords for sites like social media or shopping as well. If someone gets ahold of one of your passwords, they will try it on every account you have. Unique passwords for every site fixes this.

If you use an electronic-based password manager, vet the program well. Ensure it is a sound program, properly encrypted, and is respected in the industry.

Change your password frequently; consider the fact that your login information may already be compromised and start changing them now. Finally, consider using dual-factor authentication. If your email account is set to send you a pin number by text, the hacker won't be able to access your account.

Directory Changes can be submitted to our Support Services Team at help@wcoh.net.

Telecom is Integral Piece of Juvenile and Probate Court's COOP (Continuity of Operations Plan)

On May 23rd, representatives from Telecom attended Tony Brigano and Kevin Kincer's COOP presentation, which outlined how we'd be needed in the event their building needs to evacuate, relocate, or simply change the way they do business. This could be phone extension changes, supplying extra phones, setting up HipLink notifications for their departments, outfitting them with radios should telephone communications be unavailable, etc. Remember we're more than just a public safety resource: we're the supplier and maintainer of both your land line and cellular phones. For departments who use radios, we program and maintain the radios and the digital system they operate on.

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

3