

for County Coworkers [April 2018]

TELECOMatters

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

Visiting to get a new phone? Tips on page 3



National Telecommunicators' Week

OPEN HOUSE 2018

Tuesday, April 10 ■ 10A-7P

10AM Text-to-911 ribbon cutting ceremony

tours ■ meet our team members ■ popcorn ■ games + interactive stations

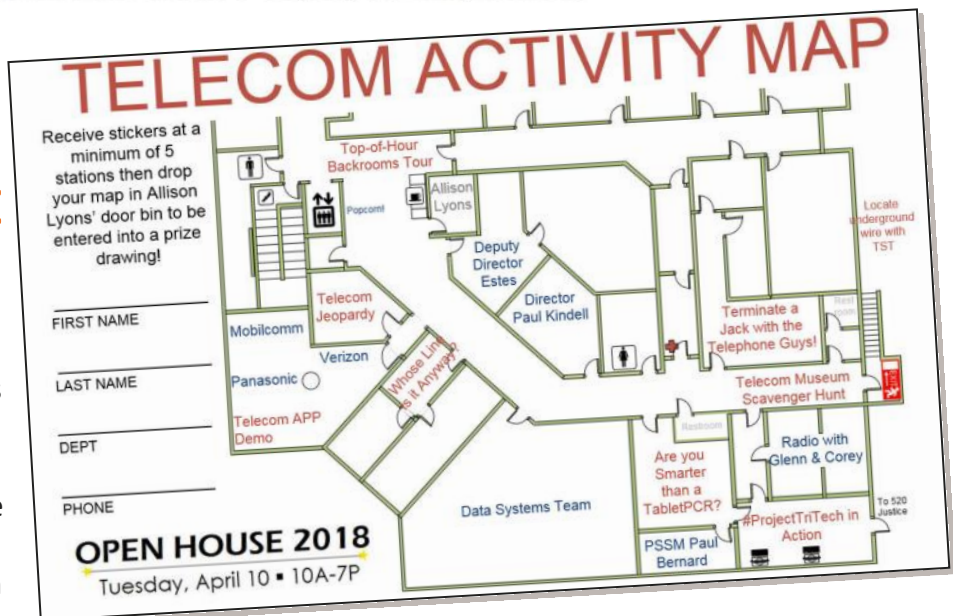
ES: 520 Justice Drive // Telecom: 500 Justice Drive

General parking in front of the Common Pleas Court unless you have vetted access.

All guests are subject to the Sheriff's Deputy security station.

BONUS FOR COUNTY WORKERS! UC AIR CARE'S HELICOPTER WILL BE HERE 11:30-1 & CAREFLIGHT'S HELICOPTER FROM 2-4!

Fun Fact: Telecom programs two frequencies into our public safety agencies' radios to communicate with this helicopter: 8TAC92D & 8TAC94D. The 'D' stands for direct—walkie-talkie, antenna-to-antenna connection. A ground unit must verbally communicate with the helicopter before it will land.

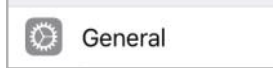
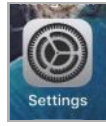


Like the photos, apps, music, and books on your phone? Want to keep them? BACK THEM UP!

on an iPhone: <https://www.apple.com/icloud/setup/ios.html>

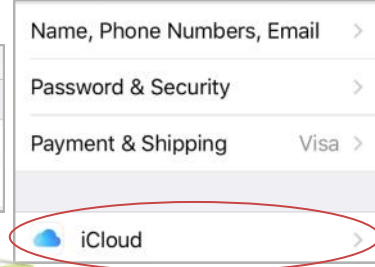
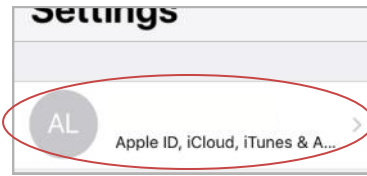
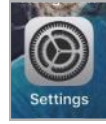
1. RUN ON THE LATEST iOS VERSION

See if there's an update available at Settings > General > Software Update



2. TURN ON iCloud

When you turn on a new iOS device or after you've completed the iOS version update, follow the setup assistant's instructions to activate your device and set up iCloud. Didn't do that when you first got the phone? Do it now! Settings > iCloud > enter your Apple ID.



3. SET UP AUTOMATIC iCloud BACK UP

[Connect your device to a Wi-Fi network](#)

Settings > [your name] > iCloud > iCloud Backup > Backup Switch the iCloud Backup to green > Back Up Now. Stay connected to your Wi-Fi network until the process completes by seeing the date/time stamp.

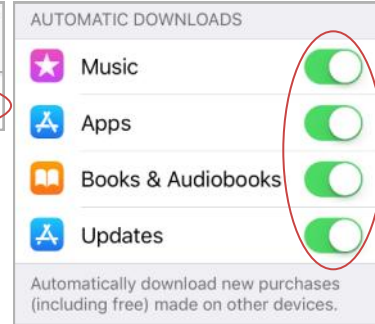
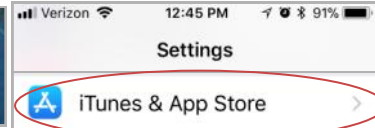
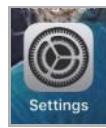
[Get help making a backup](#) or [manage your available space](#).

Check that you have [enough iCloud space](#) for the backup. When you sign in to iCloud, you get 5GB of iCloud storage for free. If you need more iCloud storage, you can buy more from your iPhone, iPad, iPod touch, or Mac. Plans start at 50GB for \$0.99 (USD) a month. [Learn more about prices](#).



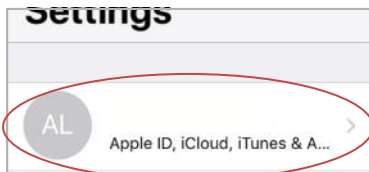
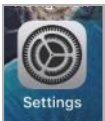
4. ENABLE AUTOMATIC DOWNLOADS

for music, apps, and books. Settings > iTunes & App Stores.



5. SET UP iCloud ON ALL OF YOUR DEVICES

to keep your photos, videos, documents, and app data safely stored and up to date everywhere.



Visiting to get a new phone? Gather these things first!

- Backup your phone FIRST (pg 2-3)
- Google password (Android)
- iCloud password (iPhone)
- Social media passwords
- County email password
- Other email passwords

In February, the County Garage fully cutover to the new ShoreTel phone system.

Unique to their department are handheld cordless phones for use in the bay. When the office needs to transfer a call to a mechanic, the office parks the call to hold line 1-4 and the mechanic can long-hold the cordless phone's button 1-4 to pick up the line.

Next up: County Engineers Office.

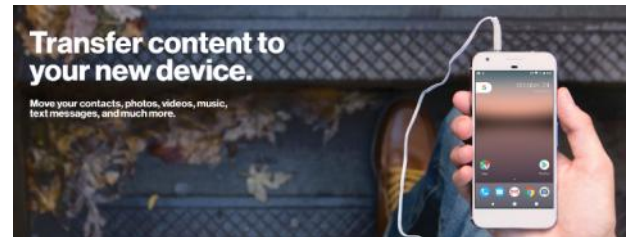


Android + Samsung Back Up Options

on an Android (or iPhone if you don't want iCloud)

Download the Verizon Content Transfer App on both your old and new phone. To transfer content such as contacts, photos, text messages, music, documents from one phone to another, go to this site and it will give you step-by-step directions:

<https://www.verizonwireless.com/support/content-transfer-video/>



Samsung SmartSwitch App

<https://www.samsung.com/us/smart-switch/>

Download this app on both your old phone and new phone; most already have the app preloaded on the phone. You may also connect the USB cord to both phones and transfer it by following the instructions on the phone.

RADIO TIP! If your display says "Out of Range", it's because the talkgroup you're trying to reach is either not turned on (the BU backup zone) or on a neighboring system that you're not in close enough proximity to (a Hamilton County talkgroup when you're physically up here in Warren County).





#OnTheScene with TriCON2018

Members from Telecom, Emergency Services, and the Warren County Sheriff's Office were in Anaheim, CA for a 3-day conference of all things TriTech. The future product suite for Warren County's Computer Aided Dispatch, Records Management, Field-Based Reporting, Jail Management, and more; an in-depth knowledge of TriTech is essential for us to be successful in going live. This event offered peer-to-peer and agency-to-agency collaboration plus product demos and exposure to global best practices.

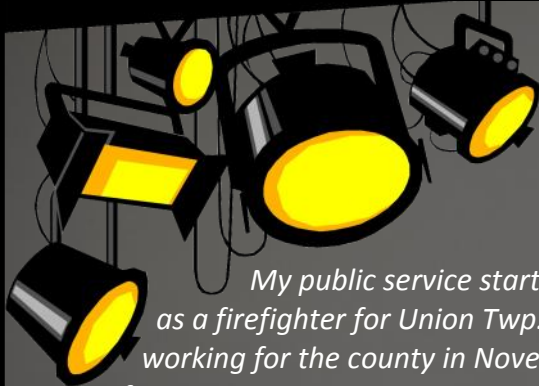


Emergency Services dispatchers in the Telecom Training Room getting a preview of their future CAD screen view.

Team Member Spotlight

Michael Callahan

Telephone Technician III



My public service started in 1993 as a firefighter for Union Twp. I started working for the county in November 1994 coming from Xetron Corporation, a spinoff of Cincinnati Electronics Co. I took the job in Telecom because the benefits were much better, [it is] a five minute drive to work, more stability, and I had friends already working here.

After I had been here a while, the above reasons faded out and it became working with a really nice bunch of people who know what they are doing.

I program the telephone switch and the various Key Systems at all county offices. I install and maintain telephone systems, install and repair data network drops, plan phone and data service in new construction and remodeling of county offices. I help the Radio and Data Systems, and anything that Paul Kindell can comes up with.

