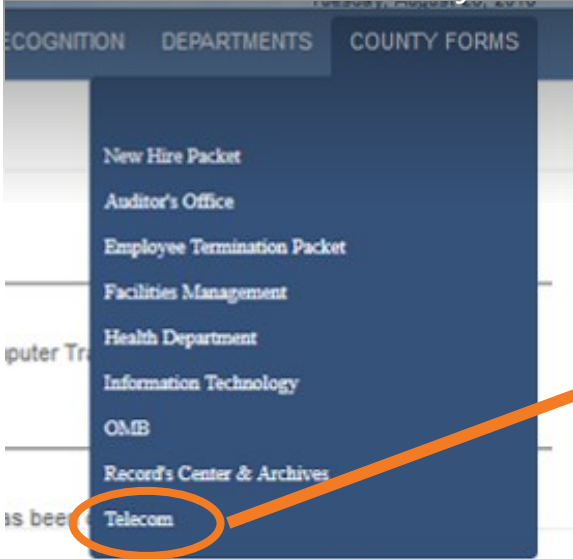


TELECOMatters

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



Forms

Public Safety Agency Authorization Form
 The Public Safety Agency Authorization Form's purpose is to capture financial limits and names of staff who are authorized to make purchases and decisions on behalf of one's agency. Identified roles include:

- Chief of Department (CD)
- Agency Administrator (AA) – in addition to the CD, the AA is the only person authorized to add/(de)activate/terminate equipment or staff, and make radio system related changes (templates, button functions, programming, etc)
- MDC Coordinator (MC) - works closely with his/her Agency SMEs. The (MC) can authorize MDC repairs and purchases related to Mobile Data devices; trains his/her department staff, assists in verifying Agency upgrades, complaints and concerns; and ensures Telecom receives help tickets for Agency issues
- Radio Coordinator (RC) - works closely with his/her Agency SMEs. The (RC) can authorize radio repairs and purchases; assists in verifying

This document combines (5) forms related to

1. Passport Function Tag Order Form [Batt
2. Passport Function Tag Order Form [Sen
3. Vehicle Passport Order Form
4. Individual Name Tag Order Form
5. Radio Identification Tag Order Form

The County Coworker Phone Form
 This combines & replaces the previous (5) col

1. New Deskphone Service
2. Deskphone Move/Change
3. Caller Move/Change

Print Form Reset Form Submit

Your Feedback Improved Our Form Submission Process

[Our online forms](#) received a facelift, being outfitted with Submit buttons so that you can electronically send! They have always been fillable PDFs but people were reporting printing, handwriting, scanning, and emailing. As most web browsers don't support fillable PDFs, your best process is to download or open the form in Adobe Reader (or your PDF software), type in the fields, then use the Submit button. The button will pull up an email with help@wcoh.net already in the To: line and a predetermined subject line. Type additional information in the message body if desired, then press Send! Your form will generate a trackable Help Ticket ensuring Telecom offers you the best possible customer service.

WHO'S JOINING #CHRISTMASCHALLENGE2018?

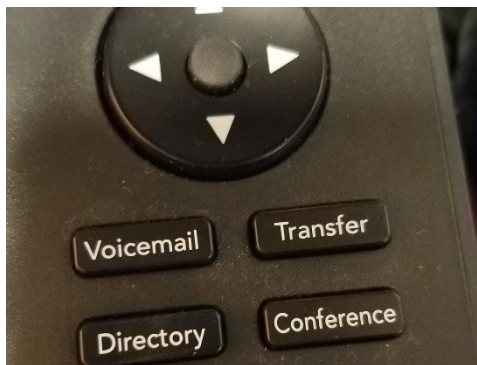


Look for information from Kristy Oeder as she reconvenes the Christmas Committee and invites all depts to compete this year! Click to see last year's pictures! [ES & TC](#) [All other depts](#)



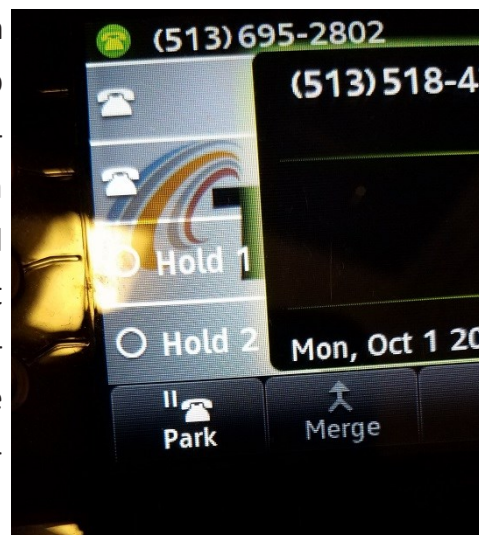
ShoreTel Tips & Tricks

What's the difference between 'Transfer' and 'Park'?



Transferring typically gives a caller 3-4 rings with no answer before they're ultimately dumped into someone's voicemail or cycled to the next recipient in a pick-list. You do have the option to hit the 'cancel' softkey if you realize the transferred call isn't going to be answered.

Parking essentially keeps your caller in limbo (listening to elevator music) for up to 2-minutes, buying time for the intended recipient to take the call. This is ideal for a caller who doesn't want a voicemail. Parking is also less intrusive as it gives a subtle 'beep' at :10 and 1:10 to the intended recipient. So if they're hosting a meeting or not wanting interrupted, parking is a soft nudge for them to recognize incoming phone calls. If after two minutes, they never 'unpark' the caller, the caller is bounced back to whomever parked them in the first place; allowing someone to continue customer service.



ShoreTel IN / Harris Unit 2 OUT

The Harris 20/20 Unit2, a long time (and very large) fixture at Telecom was a telephone switch that expanded capacity to the county phone system. The introduction of the new ShoreTel system began the phase-out of Unit 2 and its place in the frameroom! Unit 1 still exists to facilitate the receiving of incoming calls from non-ShoreTel phones then hands off the call to the dialed number. It also houses any county departments not yet on ShoreTel. One benefit of getting rid of Unit 2 is to use its parts to repair Unit 1, as the vendor (and its repair services) went out of business in 1994. We've been self-servicing our equipment ever since!



More WCEO Friends Attended ShoreTel Training



In September, we wrapped up training the Engineers Office on their ShoreTel desk phones. Thanks for attending!



Want to read our public safety issue too? Click to see how we support Warren County's bravest!



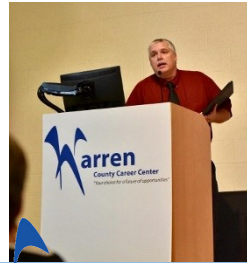
Emergency Services + Telecom Update Dispatcher Radio Consoles

On September 17th, WCDES' Jesse Madden and Samantha Hall, equipped with Dispatcher feedback met with Telecom to rearrange the resource layout on their MCC7500 consoles. It included adding more interoperability channels and better organized talkgroups based on discipline and situation.



Call Jess (x2436) to see if your county cell phone is eligible for a FREE upgrade! (32gb Galaxy S8 and 32gb iPhone6)

Telecom Anniversaries & Accomplishments



Paul Kindell received



Distinguished Alumni Award

County Career Center



You can send and receive #TCKudos
[straight from our website!](#)

Team Member Spotlight



Corey Burton
since December 2015 *Radio Technician*

I Chose to Work for Telecom because...

I have family that do public safety in Warren County and it makes me feel good to be a part of the team that helps keep them safe through communications.

What I Like About Working for Telecom / the County is...

working with a knowledgeable team, everyone is willing and able to help the other. Having the necessary tools/equipment, or being able to get them, in order to accomplish the mission.

My Job Duties include...

Creating and programming radio templates, tracking the status of the trunked radio system and assisting in troubleshooting, repairing mobile and portable radios.

