

Warren County · Ohio

December 2018 for County Coworkers

TELECOMatters

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

Telecom's Communication Aid to Board of Elections!

Communication issues are a problem on any day, but communication issues on Election Day are unacceptable. In that spirit, Telecom made sure that the Board of Elections was well equipped for both telephone and radio communications! Our Radio Systems Team prepared 8 hot box radios... wait... what are hot boxes? They're cases of spare radios, batteries, accessories, and chargers for scheduled or emergency deployments. In past years, two radios were loaned to BOE for communications from one end of the office to the other; eliminating the need for a runner or phone calls. But this year we not only outfitted the office with radios but also some precincts and drivers... for communications while picking up results. Taking things one step farther, our radio team updated each radio alias to match the user (truck or office personnel) so at a glance they knew whose radio was whose.

On the telephone side of things, Geezer adjusted BOE's call paths and tweaked how many calls could be received and sent; lowering the equipment usage on their router; thus reducing the potential for overload or failure. This quick fix kept the Board of Election's phones online to handle all election day traffic!



Photo courtesy of BOE Deputy Director, Shari Huff



Photo courtesy of BOE Deputy Director, Shari Huff



#CHRISTMASCHALLENGE2018!



This year's participants: Emergency Services, Telecom, Map Room, Board of Elections, Planning, IT, Human Services, Child Support, OMB/Commissioners, Accounting & Payroll, Mental Health Recovery Services, Zoning, Soil & Water, Juvenile Court

Who will win Most Creative and Best Theme?!

Judging is the morning of Monday, Dec 17th

Click to see last year's pictures! [ES & TC](#) [All other depts](#)



Desk Phone Tips & Tricks

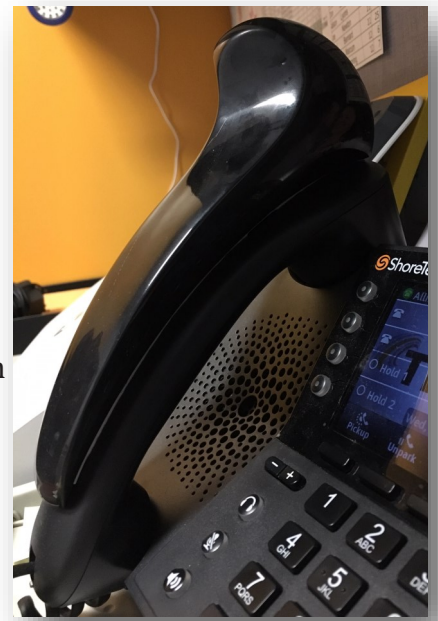
Did you know? ShoreTel was bought out by Mitel so when referencing desk phones we'll now call them Mitel phones.

If you're a heavy phone user, comfort and ease is key! Luckily, your Mitel phone has several options to make talking on the phone as convenient and comfortable as possible!

- Wear a Headset—the phone is compatible with wired and wireless headsets, even the fancy ones that answer/hang up with the tap of your ear.
- Ask your department head for approval to

purchase a handset dolphin tail from Telecom. It fits your shoulder and eliminates neck creaking.

- Ask IT to install Mitel Connect on your desktop so that you can interact with your phone from your keyboard and mouse.



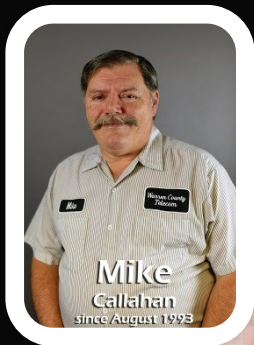
Amazing Race

This was Data Systems Supervisor Jeff Cepin's fourth year spearheading Telecom's involvement at the Warren County Amazing Race! Joining him once again were Joseph Newton and David Shiverdecker with several new Telecom faces! Joshua Moyer and our entire Support Services Team (Becky Trovillo, Jessica Johnson, Debbie Griffith, and Kristy Oeder) joined the fun offering two activities this year!

DST challenged contestants with a radio communication station, having to complete a Wheel-of-Fortune style puzzle with their partner using the public safety phonetic alphabet. Each contestant with a portable radio, one matched numbers to letters, transmitted the phonetic (Adam, Baker, Charlie, etc) to their partner who filled in the blanks on their puzzle. SST designed and hosted a frisbee tic-tac-toe game.



Call Jess (x2436) to see if your county cell phone is eligible for a FREE upgrade! (32gb Samsung Galaxy S8, 32gb iPhone6s or iPhone7)



SHOCKING NEWS!

Static Electricity Can Fry Your Phone!



Electrostatic discharge (ESD)...Electrostatic what?! The easiest way to experience ESD is to walk across a carpeted floor and touch a doorknob or any metal object. If the room is dark enough you will see a spark from your finger to the doorknob. You might feel a slight shock and you may even hear a snap. Congratulations! You just created lightning and thunder... on a very small scale.

Taking off your coat, walking across a floor, or rubbing your hair can cause a static charge to build up on your body. This charge can be as high as 50,000 volts (an outlet has 120 volts, powerlines have 6200 volts). Don't worry, even though it is a very high voltage, the current is very low, you will feel it but that's all.

Your Mitel phone and other electronic devices on your desk, on the other hand, can be damaged or even destroyed by ESD. The integrated circuits inside your phone are designed to operate in the 5volt +/- range. A momentary introduction of 50,000 volts will destroy most integrated circuits and transistors.

Sometimes the phone is killed outright but other times rebooting the phone will clear the problem. Or you could have a blank spot on the display, a button won't work, programming gets scrambled. Sometimes the effects won't happen right away—the onset may occur days later.

What causes ESD? Dry air (typically in the winter time when the heating system is on), dragging your feet when you walk, and even your choice of clothes (silk, nylon, synthetics) can increase the chance of shocking your phone.

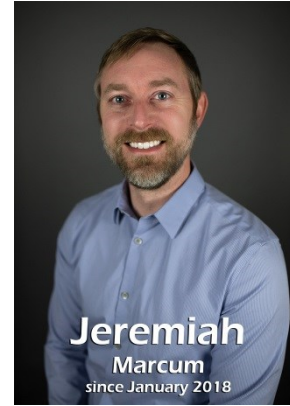
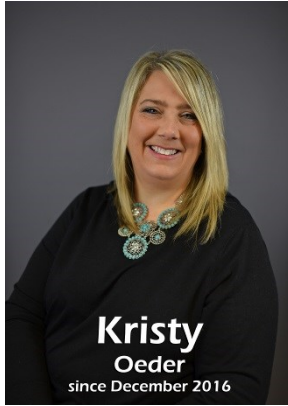
Has this happened at Warren County? Yes! It was a cold morning, in the winter of 1996, when a silk-suit donning director, unbeknownst to him (and his silk suit), was zapping his phone up to twice a week with at least (4) phones being sent for repair/replacement. It happened so frequently, observers began blaming the phone system instead of ESD. A simple can of static spray proved our theory that the combination of silk suit + dry air was indeed frying this coworker's desk phone(s).

(3) Things County Coworkers can do to avoid Frying their Phone.

1. Touch a metal object (overhead cabinet, desk drawer, etc) before touching your phone to ground any potential charge in your body.
2. Apply static spray to your office carpet, following directions on the can.
3. Don't do the 90's silk suit shuffle.

You can nominate a TC Team Member for our annual [Telecom Excellence Award!](#)
We're accepting submissions through December 20th

Anniversaries



Birthdays

Team Member Spotlight



David Shiverdecker
DST Technician since November 2013

I Chose to Work for Telecom because...

An amazing opportunity was given to me to get my start in IT support and to make a difference by supporting the public safety systems.

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

I love working for telecom because of the diverse technologies I'm exposed to and the knowledge that I make a difference for public safety. It's more than a help desk job in that I can find a process improvement or a new technology to suggest and know that my supervisors will listen and think about the suggestion. I love the diversity in day to day tasks, it's not just fix a computer day in and day out. I love that I feel appreciated for the work I do and that I'm part of a team that is always willing to help each other out.

My Job Duties include...

Diagnose and repair all desktops and laptops connected to the public safety system. Manage any changes to the default setup of the Mobile Data Computers. Set up and manage in vehicle peripherals for the MDCs such as cameras and printers.