Warren County · Ohio
TELECOMatters
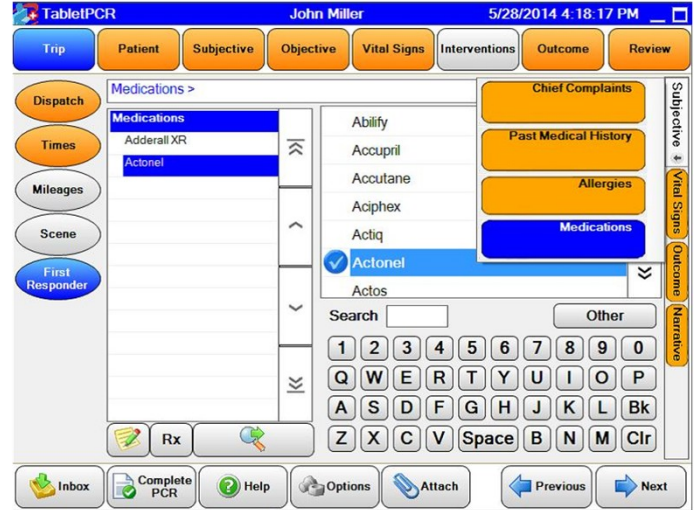### our monthly newsletter of things that matter. all things Telecom.

December 2014

NEW ePCR FEATURE!

On November 20th, we emailed a one-page flyer to the Fire/EMS Chiefs and ePCR Administrators. It highlights a new "First Responder" bubble, making it quicker for first responders to complete their patient care reports. More release notes will be distributed for ePCR version 5.4.2. Additionally, on November 17th, DST emailed Chiefs notifying that the ePCR Client Upgrade was coming to their tablets and the user must hit "OK" to complete the upgrade. If this didn't appear on your ePCR machine, please contact Scott at 695-3250.

ePCR Time Change Issue

It came to our attention in mid-November that the time of any run that happened before the time change and was then reviewed after the time change was behind 1 hour. This only happened if you opened the time summary of that run. Departments that experienced this were encouraged to contact DST Supervisor, Scott Boschert to assist in correcting affected calls. This was fixed in the Monday 11/17/2014 upgrade.

Mobile Printer Problems
SOLVED!

What happened? Windows 7 changed the way printers are handled and stored. In XP we could delete one file and the printer would disappear but the settings would not. In Windows 7, if you delete the equivalent file all the settings disappear.

Can we fix the printers? Yes! With a few changes, as long as the MDC's use a USB hub.

What should agencies buy? We tested and recommend one of the following hubs.

1. Inexpensive four port hub -$11.92
   (MFG part number: ST4200MINI/ CDW: 686228
   PROS: Inexpensive
   CONS: Needs USB extension, Unpowered & runs risk of over drawing power on MDC's USB port, not rugged to withstand the harsher temperatures of a car.

2. 4-port rugged hub -$53.22 *Recommended*

(MFG part number: ST4300PBU3/ CDW: 3078676
PROS: Powered so you can safely charge phones/MIFIs, built for a harsher environment such as a car, approx 2' included wire.
CONS: more expensive than option #1.

3. 7-port rugged hub - $82.59
   (MFG part number: ST7200USBM / CDW: 2050547
   Pros: same as Option 2 but with 7 ports.
   Cons: more ports than necessary for most agencies

4. Right angle USB wire -$8.97
   (MFG part number: U005-10I / CDW: 511533) is **recommended** to reduce the chance of breaking wires

We have all the hubs, now what? Once the hubs are installed, they must be plugged into the MDC in the USB port closest to the power plug. The printer will go into port one on the hub. Telecom's Data Systems team will assist with the setup of connections as needed (695-HELP Option 4)

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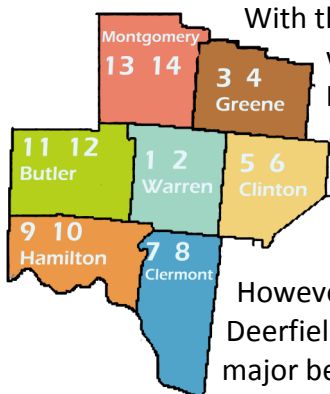
LAW RADIOS [AFTER THE SWITCH]

Since Butler County switched to their MARCS IP Radio System, Warren County Telecom is working to program their new talkgroups (shown below) into our users' radios.

BC Zone 1	BC Zone 2
09 CALL	09 EVNT 01
09 TALK	09 EVNT 02
09 LE INFO	09 EVNT 03
09 J-CALL	09 EVNT 04
09 LAW 05	09 MA 05
09 LAW 06	09 MA 06
09 LAW 07	09 MA 07
09 LAW 08	09 MA 08
09 LAW 09	09 MA 09
09 LAW 10	09 MA 10
09 LAW 11	09 MA 11
09 LAW 12	09 MA 12
09 LAW 13	09 MA 13
09 LAW 14	09 MA 14
09 LAW 15	09 MA 15
09 LAW 16	09 MA 16

Not only do you notice the prefix is different (from BC to 09) but you don't have as many talkgroups moving forward. Because Butler County has a different encryption key than us, and our radios can only hold one key, we can not program their encrypted talkgroups (mainly TACs) into your portable and mobile radios. However, Dispatch's consoles are capable of more than one encryption key, so they have access to and can patch a WC talkgroup into an encrypted BC talkgroup. The differences in encryption do not appear to affect the patch success. Also, both counties have the MATACs in their radios for mutual aid purposes. More to come as we learn the compatibility of our systems and programming.

MATACs Explained [Again]

With the help from agency feedback, we have a clearer picture of HOW the MATACs can best be used in the field. Agencies will still have their neighboring county's talkgroups for ease of mutual aid communication. E.G. Mason wouldn't need MATAC11 to talk with a Butler County agency because they have their zones.

However, for the counties that our agencies don't typically mutual aid for (e.g. Greene County and Deerfield Twp, or Montgomery County and Harlan Twp), this is where MATACs will be useful. The 2 major benefits are: 1. don't clutter up your template with county talkgroups that you rarely, if ever mutual aid for, and 2. Allows radio communication between every Warren County agency and every neighboring County that joins MARCS IP.

Warren County MARCS Schools Radios Get Mention on Government Technology Site

Read the full article at: http://www.govtech.com/public-safety/Ohio-Adds-Schools-to-its-First-Responder-Communication-System.html

In early May, Warren County made the jump from its own 25-year-old analog Motorola system to a MARCS system, saving the county $1 million and paving the way for involvement in the MARCS in Schools program.

Gearing up for its involvement, the county's telecommunications department convened meetings and took several months to finalize a memorandum of understanding laying out the terms of use for the radios among police, fire and schools, said Paul Kindell, director of telecommunications for Warren County.

Much of the discussion was to review scenarios fitting of pushing the big orange button, such as during a violent attack, Kindell said, and not during a medical scenario, for which 911 can be used.

The county chose for its radio to have an open mic that is engaged for 15 seconds when the emergency button is pushed. After that, both parties can communicate by holding down a talk button to clarify what is happening. Additionally the county encrypts its channel to keep the communication from being transmitted to someone in the greater community. That way, Kindell said, law enforcement can act quickly and without interruption.

"It's considered an all-call, so all law enforcement in the area, whether it's their jurisdiction or not, will typically respond," Kindell said.

Discussions also outlined how to use the radios and what to do during twice yearly required tests to avoid false alarms, because all calls are treated as real ones. "Essentially we said if the button's pushed, it doesn't matter, we're sending help," Kindell said. "It's an emergency until we prove otherwise."

So far, there have been two accidental button pushes -- one during a radio installation -- with both deemed false by nearby law enforcement officers, he said. Each MARCS in Schools radio beeps when pushed to let the user know the radio has connected with law enforcement's radio.

In addition to the emergency alert, Warren County has plans to also use its radios in the reverse direction -- to inform the schools, such as warning them in case of a tornado.

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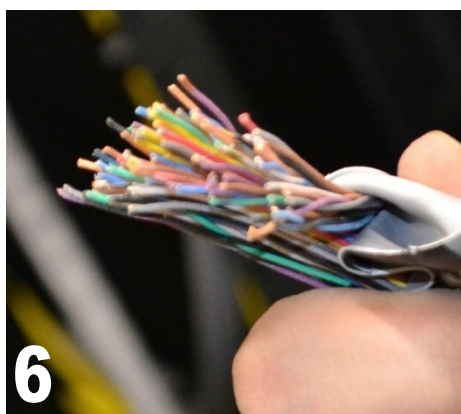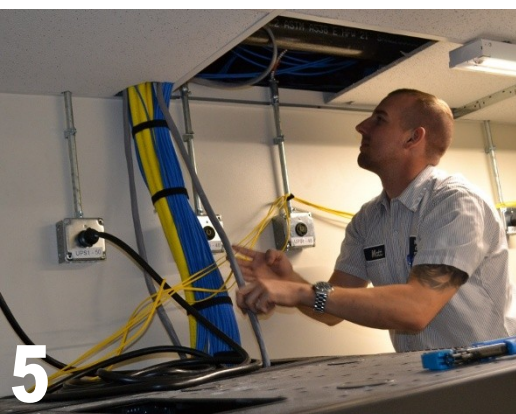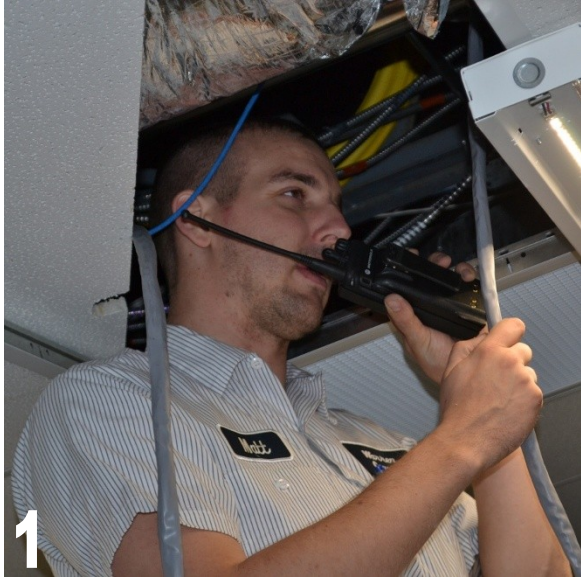
Telephone Work at 520 Justice

What do 2 telephone technicians and countless feet of cables/wires have in common? They're all necessary to get 520 Justice Drive's telephone network up and running!

Telecom's telephone duo have spent numerous days working in the County's newly constructed building, and just a few weeks ago the Telecom Trainer tagged along to catch them in action.

They ran a new Telephone cable that can handle 50 phones from the COMM's closet in the basement, through the Board of Elections area, up a conduit hidden in the ceiling to the dispatch center's closet where it was fed down into the Server shelf. The cable was then opened up to reveal small, colored cables that were punched down to a 48 port patch panel.

Photo captions
1+2. Matt (upstairs) utilizes his radio to communicate with Mike (downstairs). 3. Mike uses a flexible 'fishing rod' tool to help feed the cable up the conduit to Matt. 4. Matt is head deep into a ceiling panel looking for the cable to clear the conduit's upper opening. 5. Matt takes the cable, fed from Mike, and runs it across the ceiling panels, through a hole, and down into the server shelf. 6. The inside of the large cable they fed actually houses 50 smaller cables that each tie into a telephone system patch panel.

DST Technology Preview 2014 was a Success

Thank you to the agencies that attended this year's preview, hosted by Panasonic and CDW-G. We hope you were intrigued by some of the latest gadgets and software being made available to public safety agencies. Demonstrations included Alastar, an interactive situational awareness mapping software that infuses social media scouting, public/private street camera access, landmark identifiers, and live calls-for-service tracking. Also highlighted were the latest models of toughbooks and toughpad tablets, docking options, and the Arbitrator 360 camera/recording program for law enforcement.

Cradlepoint End of Life

On March 31, 2014 Cradlepoint discontinued the Cradlepoint CBR400. In early November, Telecom's Data Systems discovered that stock levels of the Cradlepoint had been depleted.
Cradlepoint recommends the COR IBR600 but due to its cost, we are researching alternative products.

We will notify agencies when the replacement has been tested and recommended. We have no ETA as of the release of this article.

Ref:
https://cradlepoint.com/sites/default/files/productdocs/CradlePoint_400-450_EOL_Statement_ver_4.pdf
http://cradlepoint.com/products/machine-to-machine-routers/cor-ibr600-3G-4G-router

discontinued

Recommended by mfr but costly

Issues with Arbitrator + CF30's

Issues:

- Live and Archive video plays back slow. It takes about two seconds of time for the playback to move one second. This causes the live feed to run 30 seconds or more behind live. From time to time the live video will skip to compensate for running out of sync. Archive video sound does not line up with the video.
- The application intermittently crashes (timing ranging from 30 minutes to upwards of 4 hrs of use).

Test done:

- Open cf-31: no issues
- Bypass mode on a cf-30: no changes if NetMotion is bypassed or logged in.
- Cf-30: Resource monitor shows approximately 50% ram usage and both processors running 100%. HD compensation does almost nothing.
- Installing more RAM: no changes.

Possible fix:

Setting the recording to sub-HD allows the processor to run 90% +- 4%.

This allows the video to playback at normal speed however; this means in court the video may not clearly play back on a larger screen.

There is no way to separate recording definition and live/MDC archive view playback other than HD compensation.

Front-end system requirements:

CPU: Windows® XP: Intel® Core™ Duo: 1.66 GHz or faster
Windows® 7 or 8: Intel® Core™ i3-350M 2.26 GHz or faster recommended
RAM: Windows® XP: 512 MB or more
Windows® 7 or 8: 2 GB or more
Display: 1024×768 resolution minimum
Display adapter: Supports DirectX® hardware acceleration
LAN: 1000BASE-T/100BASE-TX
OS: Windows® XP Professional (SP3 or later)
Windows® 7 Professional 32-bit/64‑bit (SP1 or later)
Windows® 8 Pro 32-bit/64-bit
Add on: .NET Framework 3.5 SP1
Windows® Installer 3.1 (for Windows® XP),

Windows® Installer 5.0 (for Windows® 7 or 8)
Adobe® Reader® X, XI or Adobe® Acrobat® XI
Windows® XP: Windows Media® Player 11
Windows® 7 or 8: Windows Media® Player 12

CF-30 system Specs:
Windows 7
Core Duo L2400 – 1.66GHz
2gb of Ram

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