



TYLER COUNTY TREASURER

Leann Monk

October 5, 2022

Tyler County Commissioners Court
100 W. Bluff
Woodville, TX 75979

Re: Votocall Phone System in the Treasurer's Office

Commissioners,

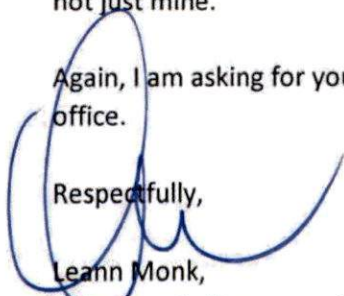
I am respectfully requesting that the Votocall Phone system be removed from my office. I do not have the confidence that my calls are secure.

On Thursday, September 29, 2022, I come into my office, sat down at my desk and turned to look at my computer. As I turned, my attention was drawn to my phone, where I heard someone hang up on the other end. It appears that someone has the ability to "drop-in" in my office via my phone. The issue is that when someone "drops-in" there is not prior notification, unlike the "page" function. This is about the third time this has happened. I submitted my issue to the Auditor, who said she would look into it for me. I have attached my correspondence. My request was that the phone function to "drop in" be removed from my phone or that I be allowed to get "landline phone" in my office. Again, please refer to the email.

After sending the email to the Auditor for assistance, I started looking into my Votocall account. I was surprised to find that my phone line could not only be dropped in on, but it could also be listened in on, and recorded. This is highly inappropriate. The calls that are handled in my office require strict confidentiality. I would imagine that those kinds of conversations happen in every office in the county, not just mine.

Again, I am asking for your consideration and approval to remove the Votocall phone system from my office.

Respectfully,


Leann Monk,
Tyler County Treasurer, CIO,
HR/Payroll Administrator


encl.




Making a call: Lift handset or press Speakerphone button. Dial 10-digit number.

***No need to dial 9 or 1 or pick a line ***

Ending a call: Hang up handset or press Speakerphone button or press EndCall button

Redial: Press the  button to bring up a list of called numbers. Press the up or down arrows to select.

Instant Redial: Press  button twice to instantly redial the last number dialed.

Hold: Hold is personal and does not allow the line to be picked up by anyone else. Simply press Hold to put the call on hold and press the same Hold button to pick it back up again.

Park: Park is public and does allow others to pick up the line. Simply press Park to park the caller. Press the same Park button to pick the call back up again.

*** → Intercom:** Dial *50 and the extension you wish to intercom with.

Transfer: Press Transfer and the extension of where you want to transfer the call to. Press Transfer again to complete the process. Example: Transfer + 100 + Transfer

Transfer Directly to VoiceMail: Press Transfer and dial 7 + the extension of where you want to transfer the call. The 7 before the extension is what triggers a voicemail only action. Press Transfer again to complete the transfer. Example: Transfer + 7 "100" + Transfer

Conference: During an active call press Conf. The call is placed on hold. Enter the number or extension of the second party and press Send. When they answer press Conf again to join the callers together. Press EndCall to end the Call.

Checking Voicemail Remotely: Dial into the main number and while in the auto attendant press *. Enter your extension number and password.

DND Button: Stands for Do Not Disturb. Hitting this button will silence your ringer and send all calls directly to voice mail. It has a red circle in the top right when turned on.

Volume: Use the volume buttons while performing the action you want to increase/decrease volume

To Request Support: Send an email to support@comtechnc.com or call 336-570-9409

Please visit our website for training videos and more information
www.ComTechNC.com

Per the training video the drop in happens through the intercom function

Leann Monk

From: Jackie Skinner
Sent: Thursday, September 29, 2022 11:44 AM
To: Leann Monk
Subject: RE: telephone

The system has call waiting. That must be what you are talking about. I will see what needs to be done to take it off. No one should be able to hear your conversations. If you want a landline that will have to go through Commissioner's Court.

Jackie Skinner

Tyler County Auditor

P.O. Box 2039/100 West Bluff St., Room 110

Woodville, Texas 75979

(409) 283-3652 Office

(409) 283-6305 Fax



From: Leann Monk <lmonk.cotreas@co.tyler.tx.us>
Sent: Thursday, September 29, 2022 11:41 AM
To: Jackie Skinner <jskinner.aud@co.tyler.tx.us>
Subject: telephone

Jackie,

I have an issue with my phone system and would like to do whatever I need to do to get a regular landline phone or disconnect all of the "extra" functions of the current phone. My issue is several times now I've had people – other offices – "drop" in through the phone intercom into my office phone. I don't know who they are and I only know because I hear them hang up the phone – there is no ringing, or notification that anyone is on the other end. There is no telling how many times this has happened that I don't know about. My phone is currently unplugged and will be until something else is put into place. I do not feel comfortable with other offices being able to "drop" in to my office. I feel as though I should be able to have confidential conversations in my office without having to worry about someone listening in – especially that I cannot control.

Leann Monk

From: Jackie Skinner
Sent: Thursday, September 29, 2022 11:57 AM
To: Leann Monk
Subject: RE: telephone

Can you give me an approximate date so the company can see what shows to have happened?

Jackie Skinner

Tyler County Auditor

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Leann Monk

Tyler County Treasurer
PO Box 2070

Leann Monk

From: Jackie Skinner
Sent: Thursday, September 29, 2022 11:59 AM
To: Leann Monk
Subject: RE: telephone

Got it
Thanks

From: Leann Monk <lmonk.cotreas@co.tyler.tx.us>
Sent: Thursday, September 29, 2022 11:58 AM
To: Jackie Skinner <jskinner.aud@co.tyler.tx.us>
Subject: Re: telephone

The last time was this morning.

Get [Outlook for iOS](#)

From: Jackie Skinner <jskinner.aud@co.tyler.tx.us>
Sent: Thursday, September 29, 2022 11:57:18 AM
To: Leann Monk <lmonk.cotreas@co.tyler.tx.us>
Subject: RE: telephone

Can you give me an approximate date so the company can see what shows to have happened?

Jackie Skinner

Tyler County Auditor

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