DIRECTIVE

DIVISION OF ADMINISTRATIVE SERVICES

NUMBER: 06-02

February 14, 2006

TO: All MCFRS Personnel

FROM: Division Chief Randy M. Wheeler

SUBJECT: **MCFRS** Telecommunications Services

The following procedures are provided to MCFRS personnel for the repair, replacement, and assignment of MCFRS telecommunications equipment that is the property of Montgomery County Fire and Rescue Service (MCFRS).

Alphanumeric pagers (County-owned equipment) requiring repair or reprogramming of equipment should be addressed to <u>Telecomm Support</u>, 701-C Dover Road, Rockville, Maryland, 20850 and delivered via the MCFRS courier with a note detailing the following information:

1. Identify the problem or issue with the equipment
2. the name of the contact person
3. a day-time telephone number that the individual can be reached
4. the MCFRS location where the pager should be returned to the individual

Nextel Phones (County-owned equipment) requiring repair shall be delivered directly to the Nextel Service Facility at 4330 East West Highway (Suite 100), Bethesda, Md. In most cases, an individual may wait at the service facility while they either repair the phone or swap it out with a replacement. If your phone is replaced, you <u>must </u>send an e-mail to Fire.TelecommSupport@montgomerycountymd.gov and provide the new IMEI and PIN number so that the MCFRS inventory can be updated.

If the phone must be left with the repair facility for service, please do not leave your Nextel battery and SIM card with the phone. Nextel does not repair devices that suffer liquid/corrosion damage. In the event that you are informed that your telephone is damaged and will not be repaired, take a copy of the paperwork from the repair facility and the Nextel phone with you and request assistance by e-mail to Fire.TelecommSupport@montgomerycountymd.gov to schedule a mutually acceptable time for you to come to the MCFRS warehouse on Dover road.

Blackberries (County-owned equipment) requiring repair or service or where there is an issue with the programming or its proper function, should be reported immediately by

sending an e-mail to Fire.TelecommSupport@montgomerycountymd.gov. An initial evaluation will made and a determination as to the proper steps to remedy the problem. There may or may not be a MCFRS "loaner" or replacement Blackberry readily available for use.

If you have a **Nextel Blackberry** and the problem is simply a mechanical problem, you may take the unit to the Nextel Facility at 4330 East West Highway, Suite 100 and they will ship it out for service and arrange for a replacement to be sent back to you. (You must give them your shipping address for delivery purposes). You must remove your battery and SIM card from the defective unit and retain them at your office. You will need to install both battery and SIM card in the replacement unit when it arrives. Once the replacement unit arrives and you have inserted your SIM and battery in the replacement unit, you must charge the battery and then plug the Blackberry into your desktop computer so that it will load your data onto the replacement unit. You must send an e-mail to Fire.TelecommSupport@montgomerycountymd.gov and provide the new IMEI and PIN number so that the MCFRS inventory can be updated.

If you have a **Cingular Blackberry**, you will need to send an e-mail to Fire.TelecommSupport@montgomerycountymd.gov to request assistance and remedy.

Cingular Phones (County-owned equipment) requiring repair or service or where there is an issue with programming or its proper function should be reported by sending an e-mail to Fire.TelecommSupport@montgomerycountymd.gov . An initial evaluation will made and a determination as to the proper steps to remedy the problem. Each repair case will be addressed on an individual basis. There may or may not be a "loaner" or replacement phone readily available for use.

Minitor II and Minitor IV pagers (County-owned equipment) requiring repair or reprogramming shall be addressed to Telecom Support and delivered via the MCFRS courier to 701-C Dover Road, Rockville, Maryland 20850 and a note detailing:

1. Identify the problem or issue with the equipment
2. the name of the contact person
3. a day-time telephone number that the individual can be reached
4. the MCFRS location where the pager should be returned to the individual

800 MHz and UHF PG *Portable* radios and accessories (County-owned equipment) requiring repair or replacement are coordinated and facilitated by the respective MCFRS Battalion Chief Offices for all Fire & Rescue stations. Please contact the respective Battalion Chief in your Battalion for assistance.

LFRD owned radio equipment, MCFRS owned XTS3000 model III (full keypad) radios, Fire Investigations (encrypted radios, and MCFRS owned XTS5000 portable radios) should send an e-mail to Fire.TelecommSupport@montgomerycountymd.gov detailing the problems or issues related to the equipment. You must provide the serial number and unique radio ID of the radio. A determination will be made as to the best course of action and you will be notified what action will be taken to resolve the problem. Do not send equipment directly to the MCFRS warehouse or the DTS Radio Shop for exchange, unless Fire Telecomm employees instruct you to do so.

800 MHz and UHF PG *Mobile* radios (County-owned equipment) requiring repair or

replacements are handled entirely by the DTS Radio Shop. You should call 240-773-8000 or send a FAX to (301)208-7070 (and provide detail about exactly what the symptoms are, the station location of the vehicle, and the STOCK # of the vehicle). Please keep in mind that the "unit name" – i.e. Engine X or Ambulance Y is something that can be dynamically changed and that the stock number of the vehicle is a composite of the vehicle type, the last two digits of the year the vehicle was manufactured, and the last four digits of the VIN. Automobiles, vans, pickup trucks, and SUVS, must be driven to the DTS Radio Shop at 16647 Crabbs Branch Way for repair service (no repairs to these types of vehicles will be made in the field). In most cases, repairs can be made while-u-wait at the DTS radio shop. Repair technicians will come to fire/rescue stations to repair radios in most front-line vehicles (but not those described above) When in doubt, you can call 240-773-8000 for clarification.

Station Alerting issues should be reported directly to the County Radio Shop by dialing 240-773-8000 or by contacting the Fire PSCC Supervisor during after hours. If there are known problems or issues that may result in a incident/call being missed due to an issue with station alerting in a particular station, it is the responsibility of the station officer-in-charge to notify the PSCC supervisor of the problem and to assign personnel in the station to perform a "Station Watch" by monitoring the 7A dispatch talkgroup and the direct ECC phone line. The station officer-in-charge should notify the PSCC supervisor when the issue has been resolved.

County Telephone and Voicemail issues should be reported by sending an e-mail to Fire.TelecommSupport@montgomerycountymd.gov . Please describe what the problem or issue is or what it is that you need to have repaired. A determination will be made as to the best course of action and you will be notified what action to take or what action has been taken to resolve the issue by Fire Telecomm.

Lost, Stolen, or Destroyed Equipment must be reported immediately by completing a PE form and e-mailing it to Fire.TelecommSupport@montgomerycountymd.gov or sending it to MCFRS Telecomm Support at 701-C Dover Rd, as well as notifying the other contacts listed on the form itself. The form can be found in the OWA Public Folders under FRS, inside the FRS forms folder.

Requests for establishing new (County-funded) mobile phone, alpha pager, or blackberry service must be made by completing the Telecommunication Equipment Request Form and sending it via MCFRS interoffice courier to Telecomm Support, 701-C Dover Road, Rockville, MD 20850. The form can be found in the OWA Public Folders under FRS, inside the FRS forms folder. A determination will be made and you will be notified of the outcome.