

CREATING TELECOMMUNICATIONS



visionstream

# EAS Training

## Alpha Legend Pager Operation

Monday, 10 September 2012



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## Alpha Legend EAS Pager Operation



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# Welcome to Alpha Legend EAS Training

- Introduction
- Training resources
  - Presentation handout
  - Alpha Legend EAS Pager User Guide





# Training Objectives

**At the completion of this training you should be able to:-**

- Describe the operation of the Alpha Legend EAS Pager.
- Understand the operational capabilities of the Alpha Legend pager, the displays and interface controls.
- Manipulate the configuration of the Alpha Legend.
- Understand the Pager support procedures.



# Training Structure

During this approximately 2 hour session we will examine the Alpha Legend EAS pager.

The session will consist of a presentation combined with sample pager familiarisation.

All material will be provided in a training handout.



# Documentation



# Documentation

- Training Presentation Handouts
  - Training Session Manual,
  - Alpha Legend EAS Pager user guide
- Internet address for soft copies of documentation
  - Please note this is only available on agency intranet not from the internet  
<http://helpdesk.eas.net/eas01.htm>



# Course Breakdown

- Module 1.** Overview
- Module 2.** Comparison Alpha Legend EAS to Infostream X3
- Module 3.** Alpha Legend EAS Pager Operation  
Practical exercise
- Module 4.** Alpha Legend EAS Pager Configuration



# Module One – Overview



# Module One – Alpha Legend EAS Pager Overview

## Purpose

To understand the requirements for the introduction of a new EAS Pager.

## Module One Objectives

Upon completion of this module you should be able to:

- Describe the type of pager being introduced
- Explain the introductory process for the new pager



# Introduction

- The ESTA network is a statewide messaging system with 225 transmitter sites and over 40,000 users.
- To improve coverage and message throughput a range of improvements are planned for the EAS network.
- A major capital refresh will occur over the next two years which will include the provision of a second channel on the network.
- New pagers are part of these improvements.
- In the initial stages there will be a Pilot period to verify the capabilities of the new Alpha Legend, the roll-out program and to perform a training needs analysis.



# New EAS Pagers

- The Infostream X3 Pagers will be swapped out for the Alpha Legend EAS Pager.
- All Agencies will have their pagers replaced.
  - **All users in each agency will replace their current pager with an Alpha Legend.**
- Alpha Legend EAS Pager:
  - Has been selected using a robust testing methodology that includes
    - Environmental testing
    - Laboratory testing
    - User testing
  - There are in excess of 3 million Alpha Legend pagers used in Health, Emergency Services and General use worldwide.
  - Manufactured by Unication Pty Ltd.
  - Maintenance and support continues with all the same contacts as per agreement:
    - Phone 1800 604 977 (Option 0 for Pilot)
    - Fax 1800 624 188
    - [eas.helpdesk@lse.com.au](mailto:eas.helpdesk@lse.com.au)
    - Mail EAS Helpdesk, Level 6, 333 Collins Street, Melbourne, 3000.



# Pilot introduction of Pager

- Initially there will be a Pilot to test the Pager firmware under field conditions to identify any potential software bugs that may occur.
  - There will be a 4 – 6 week trial period
  - **Help desk dedicated Pilot support personnel 1800 604 977 Option 0**
  - Repairs and replacements same as current procedure
  - Over the Air updates are not available yet
- The new pager will not be reconfigured during the Pilot period.



# Pilot procedures

- During the Pilot it is expected you will carry your existing X3 pager and an Alpha Legend EAS pager.
- The X3 is kept to provide normal usage as the primary alerting device
- The Alpha Legend is being utilised in a field situation to verify its correct operation
- The X3 is a “known state” and the Alpha Legend is for testing purposes
- Alpha Legend should provide
  - Better coverage
  - Improved battery life
  - According to Lab testing Alpha Legend should be more robust
- At the end of the Pilot period participants will be asked to complete an optional online survey centered around a Training Needs Analysis.



# Module Two – Comparison Alpha Legend EAS to Xstream X3



# Module Two – Comparison of the Alpha Legend EAS Pager and the Xstream

## Purpose

To examine the Alpha Legend EAS pager and the X3 pager.  
Compare the physical size and security holster.

## Module Two Objectives

Upon completion of this module you should be able to:

- Relate the Alpha Legend EAS Pager size and layout to the Xstream pager
- Compare the control keys on the pagers
- Verify the difference between the holsters

# Introduction

- Xstream and Alpha Legend main features
  - Similar dimensions
  - Slightly different button arrangements
  - Both have backlit screens which can be managed by the operator
  - Both use single battery, AA for the Alpha Legend ( AAA for Xstream)





# Pager Differences

- Alpha Legend has smaller screen although the characters are the same font size as the X3
  - Normal or small fonts - Alpha Legend has 4 lines to the X3 8 lines
  - Zoomed or large fonts - Alpha Legend has 2 lines to the X3 4 lines
- No time stamp feature on the Alpha Legend
- Folder Message capacity is improved with up to 99 messages in Alpha Legend, X3 has up to 64 per folder.
- Battery life improved on Alpha Legend
- Reception coverage is improved on Alpha Legend, lab testing verifies 3db better sensitivity which will improve coverage indoors and outdoor fringe areas
- Alpha Legend screen is backlit instead of side lit for improved visibility



VPL-120910-RH-V22 EAS Training



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# Alpha Legend and Xstream

Left – Right directional keys

Up – Down directional keys



Function / Select key

Read / Power On key



Menu button

Select button

4 Way Toggle button

# Alpha Legend and Xstream display

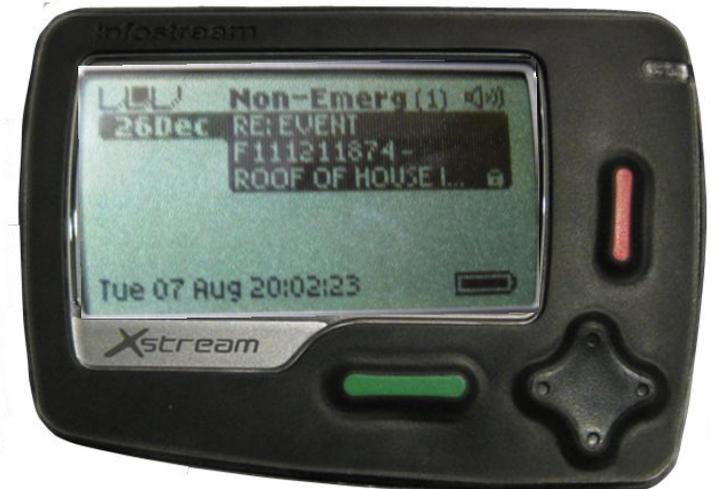


## Alpha Legend

- 4 lines normal text
- 2 lines zoomed text

## Infostream X3

- 8 lines normal text
- 4 lines zoomed text



Font sizes are the same size on both pagers

# Alpha Legend and Xstream holster

## Alpha Legend EAS

- Click in locking
- Exposed Read key to dismiss alert



## Infostream X3

- Click in locking
- Magnetic switch in holster (display off)
- Exposed Menu key to dismiss alert



# Module Three – Alpha Legend EAS Pager Operation



# Module Three – Alpha Legend EAS Pager Operation

## Purpose

To examine the Alpha Legend EAS pager and understand the pager operation and relationships between the different screens.

Apply the module information to operate a demonstration pager.

## Module Three Objectives

Upon completion of this module you should be able to:

- Turn on the Alpha Legend EAS Pager
- Manipulate the control keys to access the various screens
- Access each folder and read the contained messages
- Perform Zoom, Lock and Delete message functions

# Turn Alpha Legend EAS Pager on

**2** Opening banner with “EAS”



Left- Right keys

Up – Down keys

Function / Select key

**1**

Press Power On / Read key  
■ for 3-4 seconds



# Home Display Screen



Initial display after startup banner.

- 4 lines of normal mode text
- 20 columns wide

# Normal Display Screen detail



Folders & Message Total - top row

Current Folder - second row

New Messages in selected folder - third row

Battery status, Time and Date - fourth row

Pager function status  
– first column (4 symbols)

# Main Symbols Top & Bottom Rows



Symbol	Function
<000>	Total messages received (for folder)
	Folder with no unread messages
	Folder with unread messages

Bottom Row Battery status, Current Time - 24 hour & Date

- Time and Date updated to GPS time from the network each day

# Standby Mode Symbols, End Column



No Symbol in this column is function off

Symbol	Function
	Private Time
	Power On – Flashing is unread message
	Alert mode
	Alarm

# Standby screen wake up options



Function key

Read key



Home Menu



Function Menu

Once activated;

- Home screen will display for 6 seconds
- Function screen will display for 30 Seconds
- Message screen will display for 30 Seconds

# Main Screen Function Symbols



To access – push Function button ● from the Home screen. ( this key has a different function set in the message screen)



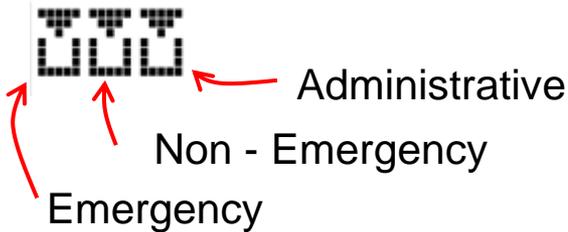
Display is auto backlight via light sensor  
 Press function key ● for 2 seconds to manual backlight

Symbol	Function
	Dynamic Group
	Choose Alert (Folder Alerts)
	Set Time & Alarm
	Set Private Time
	Display Zoom IN
	Display Zoom Out
	Set Audible Alert
	Set Vibrate Alert
	Turn Pager Off
	Escape
	Delete Messages
	Delete all Messages
	Lock Message
	Unlock Message

# Home Screen folder access



Folders



- Current folder in view, symbol flashes
- Move across folders with L-R keys ▶



# Read a New message



A new message alerts and folder flashes in the current view

I am viewing Emergency Folder

Press Read key 



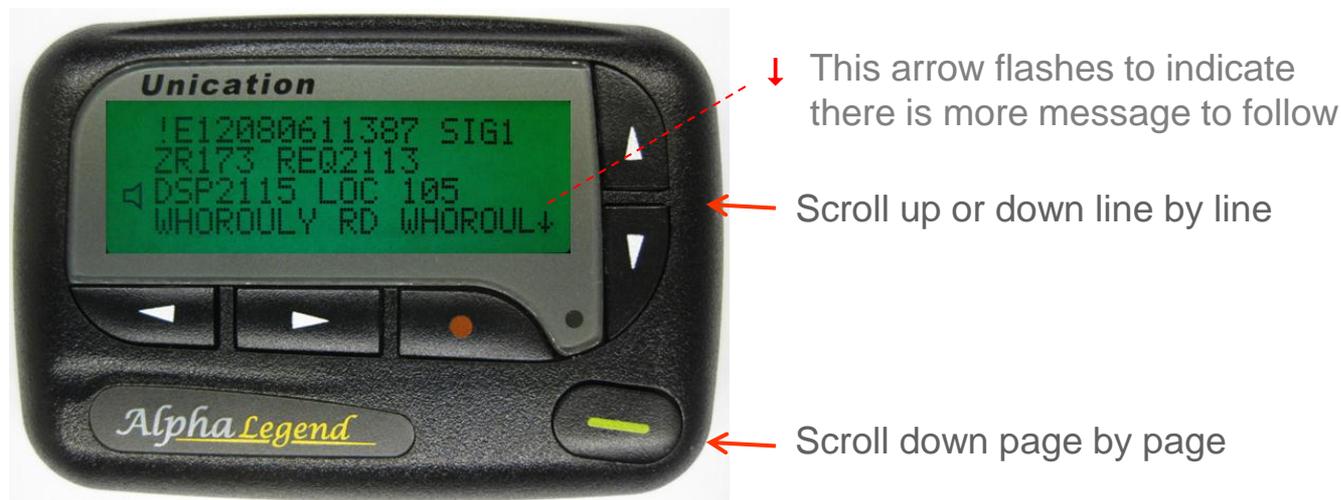
I am viewing Emergency message list.  
Cursor ● shows line selected.

Use up/down ▲▼ to select message.

Press Read  key to view selected message.

! New unread  
✓ Read message

# Message navigation



## Options to read the message.

- Press the read  key to move down the message and on through the list a **page** at a time.
- Up down keys   to move through the messages **one line** at a time.
- Message is only tagged as read  when the final date line is viewed.

# Message header detail

Current message in selection      Date – 6/8/2012      Sequence number

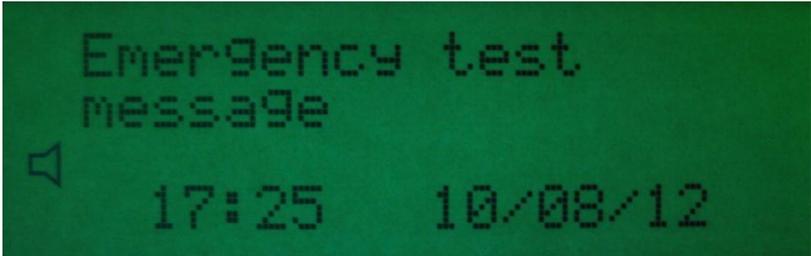
! Unread Message

✓ Read Message



```

!E12080611387 SIG1
!E12080611387 SIG1
✓E12080611319 SIG1
✓E12080610678 SIG1
  
```



```

Emergency test
message
17:25 10/08/12
  
```

Time and Date of delivery at end of each Message

Once viewed, message is tagged as 'read' ✓

\*\* If this date is not read the message is tagged 'unread' ! and reminder alerts continue

# Message Screen Function Symbols

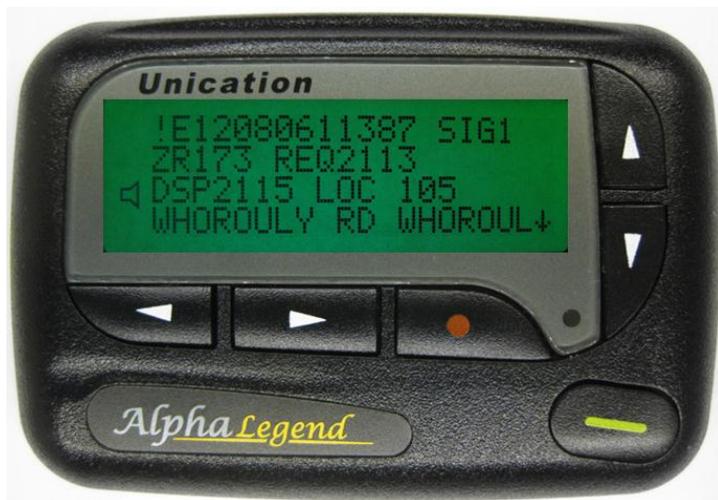


To access function symbols – push Function key ●  
From any message screen

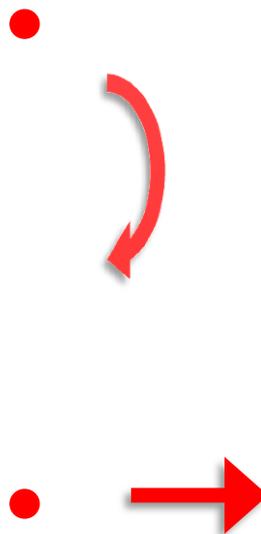


Symbol	Function
	Display Zoom IN
	Display Zoom Out
	Turn Pager Off
	Escape to main screen
	Delete Messages
	Delete all Messages
	Lock Message
	Unlock Message

# Message detail – return to Home



From any message screen press  
Function key ● twice to return to Home  
screen – ESCAPE function



# Display Zoom in Function



From Message Screen



From Main Screen

Symbol	Function
	Display Zoom IN
	Display Zoom Out
	Turn Pager Off
	Escape to main screen
	Delete Messages
	Delete all Messages
	Lock Message
	Unlock Message

## Options to select a function.

- Press Function key ● in Home or Message screen
- Use left –Right keys ◀▶ to move to function
- Selected function flashes
- Move to Zoom 
- Press Function key ● to select
- Note the zoomed message(s)
- Messages stay zoomed until 'Zoom Out'



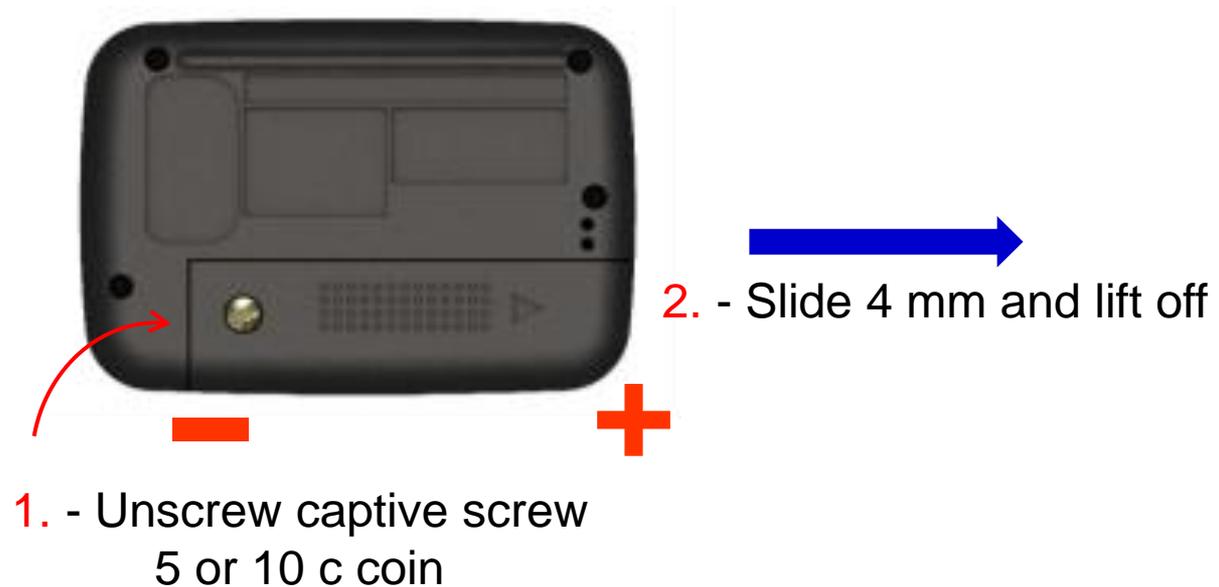
## Zoom Out



Now messages are zoomed – but not the Home screen

On selecting Zoom screen returns to Home – must re-navigate back to message

# Battery location and access



- AA Duracell or Energiser Alkaline good quality not carbon zinc or rechargeable (lower voltage)
- Do not insert the battery backwards this will cause loss of all saved and locked messages and personal customisation settings

# Battery orientation



- Serial number (pagers only ID)
- Correct potential shown
- No battery markings on first run
- Flat -ve end to spring
- Duracell or Energiser





# Practical Session

## Collect Alpha Legend and install Battery

1. Turn on Pager – watch for startup banner
2. Set alarm to vibrate alert
  - Press function key ●
  - Select Vibrate symbol 📳 using L-R key ➡
  - Press function key ●
3. Read the Emergency messages
  - Verify they have read symbols
4. Zoom in from Main screen
  - Check each folder for results
5. Zoom out from Non Emergency folder
  - Check results
7. Turn Pager Off

Symbol	Function
	Display Zoom IN
	Display Zoom Out
	Turn Pager Off
	Escape to main screen
	Delete Messages
	Delete all Messages
	Lock Message
	Unlock Message





# Lock a Message



Symbol	Function
	Display Zoom IN
	Display Zoom Out
	Turn Pager Off
	Escape to main screen
	Delete Messages
	Delete all Messages
	Lock Message
	Unlock Message

## Locked Message



The Lock function will retain a message even when memory is full or if we do a delete all.

### Options to select Lock function.

- Move to message that needs to be Locked/Kept
- Press the Function key ●
- Use left –Right keys ⬅️ ➡️ to move to Lock Message symbol 🗑️
- Press Function key ● to Lock message

# Message parameter symbols

Messages can suffer interference and have some characters corrupted or not complete and sometimes be duplicated.

- Error data symbols  flash over potentially corrupt characters
- Truncated Message indicator  indicates the end of the received part of the message
- “Duplicate Message” is displayed at the head of the message with latest time stamp
- Memory Full symbol  indicates messages are being lost in FIFO order

Symbol	Function
	Error Data
	Memory Full
	Truncated Message
-	Duplicate Message



# Delete a Message



From Message Screen



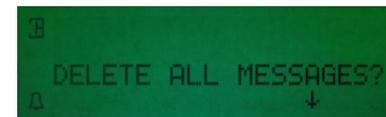
From Main Screen

## Main Screen Delete function.

- Press function key ●
- Select delete ☒ function with R key ➤
- Press Function key ● to select

## Message Screen Delete function.

- Move to message that needs to be deleted press function
- Use left –Right keys ➤ to move to Delete ☒
- Selected function flashes “Delete Message” shows
- Press Function key ● to select



Final option before any delete

The delete function will delete a message but only if the message is read ✓ and unlocked.



# Practical Session

Symbol	Function
	Display Zoom IN
	Display Zoom Out
	Turn Pager Off
	Escape to main screen
	Delete Messages
	Delete all Messages
	Lock Message
	Unlock Message

1. Turn Pager On – watch for startup banner
2. Check there are Non Emergency messages
3. Go to the Non Emergency messages and Lock all except one
  - Note the unlocked message detail
4. From the Message screen in Non Emergency
  - Delete the unlocked message
  - Try to delete a locked message
  - Try to delete an unread message
5. Unlock all messages
6. Turn Pager Off





# Module Four – Alpha Legend EAS Pager Configuration



# Module Four – Alpha Legend EAS Pager Configuration

## Purpose

To examine the Alpha Legend EAS pager function features.

Apply the module information to configure settings on a demonstration pager.

## Module Four Objectives

Upon completion of this module you should be able to:

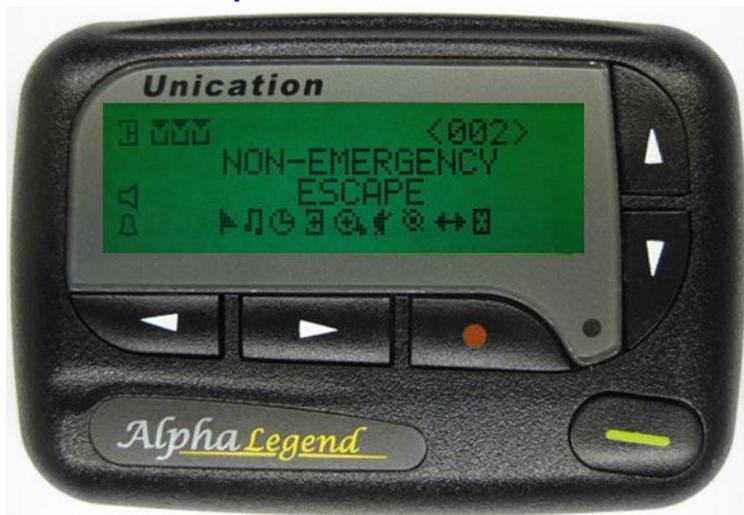
- Describe the function facility and the screens applicable for each symbol
- Use the function key to access the configuration settings at each screen
- Manipulate the function keys to modify functions in the various screens

# Main Screen Function Symbols



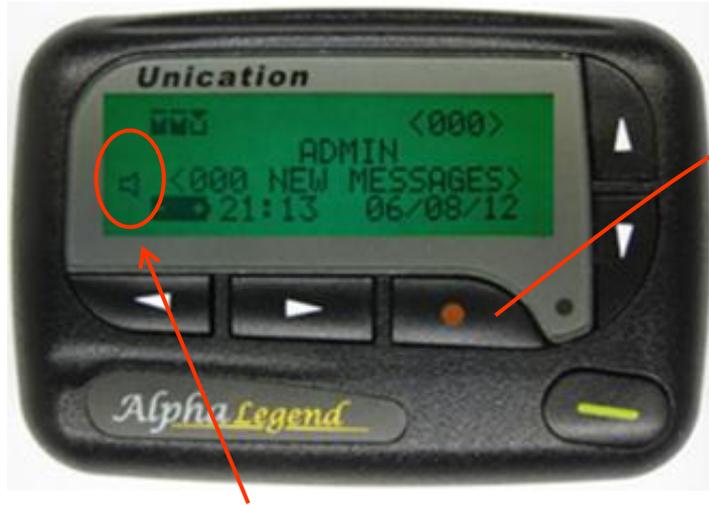
To access – push Function button ●  
from Home screen

Escape function ⇄



Symbol	Function
	Dynamic Group
	Choose Alert (Folder Alerts)
	Set Time & Alarm
	Set Private Time
	Display Zoom IN
	Display Zoom Out
	Set Audible Alert
	Set Vibrate Alert
	Turn Pager Off
	Escape
	Delete Messages
	Delete all Messages
	Lock Message
	Unlock Message

# Main Screen Alert



Currently showing Audible alerts are on

## From Alert Mode



## From Vibrate Mode



Audible alerts are off

Select function and enable ●

Symbol	Function
	Set Audible Alert - Currently on Vibrate
	Set Vibrate Alert – Currently on Audible

# Alert Function



## New Message Audible Alert

First alert

- 30 Seconds duration.
- Alert and vibration

Reminder

- 2 seconds alert every 2 minutes
- Reminder times out after 30 minutes.

Alert uses the configured settings

To select Alert settings press function key ●

Select Alert symbol  using L-R keys “Choose Alert” appears on screen

Press function key ● to go to Alert settings screen (next slide)

## Audible Alert Options

- Audible
- Audible with vibrate
- Silent

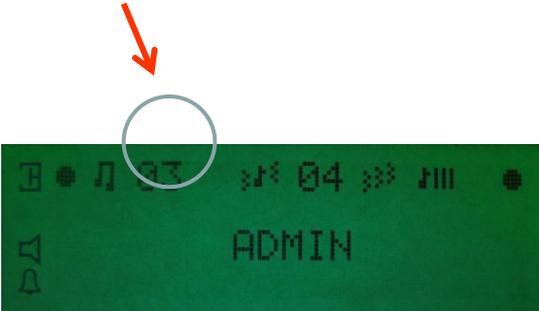
## Vibrate Alert

- Vibrate only

Note – alert tone and screen display are reduced to half duration for Low Battery, tone stays same volume.

# Alert Settings

Symbol	Function
01	Emergency
02	Non Emergency
03	Admin



Symbol	Function
	Alert Mode
	Alert and Vib Mode
	Vib then Alert Mode
	Vibration Mode
	Chirping Alert
	Silent Mode



Symbol	Function
1	Standard Alert
2 - 9	Pleasing Alerts
10 - 16	Urgent Alerts

Symbol	Function
	Interrupted Vib
	Continuous Vib



Symbol	Function
	General Tone
	Escalating Tone

- Press Function key ● to activate the settings
- Press Read key ◻ to exit without saving

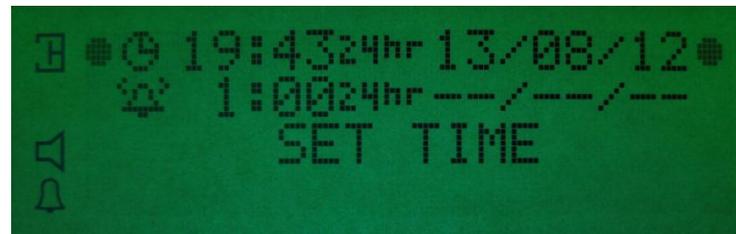
Silent mode not to be used by AV personnel

# Main Screen Set Time



To select Time settings

- Press function key ●
- Select Time symbol ⌚ using L-R keys ◀▶ “Set Time and Alarm” appears on screen
- Press function key ● to go to Set Time screen

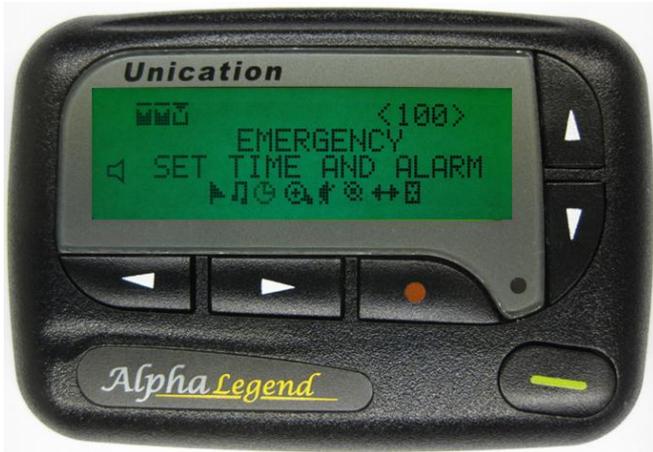


Select Time line ⌚ with Up Down keys ▲▼  
The line is marked by flashing cursor ●

Select each digit with L-R keys ◀▶ HH:MM 24/AM/PM and adjust value with U/D keys ▲▼  
Repeat for DD/MM/YY  
Press function key to activate settings ●

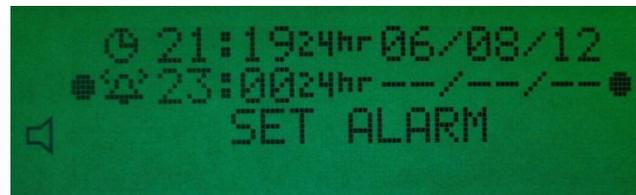
Remember the network will set all pagers to GPS time periodically during each day

# Main Screen Set Alarm



To select Alarm settings

- Press function key ●
- Select Time symbol ⌚ using L-R keys ◀▶ “Set Time and Alarm” appears on screen
- Press function key ● to go to Set Time & Alarm screen



Select Alarm line ⌚ with Up/Down keys ▲▼

The line is marked by flashing cursor ●

Alarm can be toggled on or off with U/D keys ⌚ / ⌚

Select each digit with L-R keys ◀▶ HH:MM DD/MM/YY and adjust value with U/D keys ▲▼

Press function key to activate settings ●

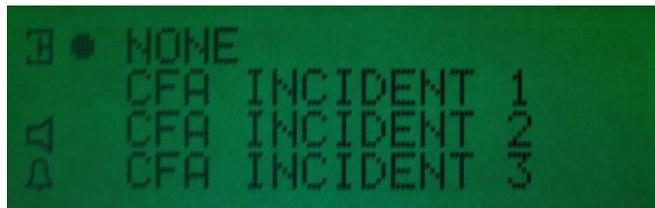
If required a blank date field will alarm every day

# Main Screen Dynamic Group



To select Dynamic Group settings

- Press function key ●
- Select Dynamic Group symbol ▣ using L-R keys ◀▶
- “Dynamic Group” appears on screen
- Press function key ● to go to Dynamic Group screen

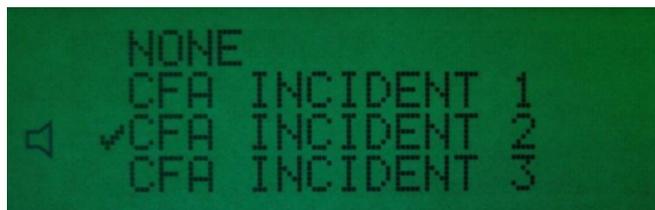


## Dynamic Group Options

Select Dynamic Group line with Up Down keys ▲▼

- The line is marked by flashing cursor ●
- “None” receives all messages from your groups

Press function key ● to activate settings, Read key ◻ to exit unsaved





# Main Screen Private Time



Active Private Time between 0100 and 0200 hours

☎ is always visible in end column if Private Time is set to on

## Private Time Setting

- Pager is silent during Private Time
- Messages are still received

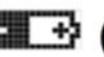
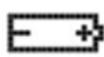
To select Private Time settings

- Press function key ●
- Select Private Time symbol ☎ using L-R ◀▶ keys
- Private Time settings appear on screen
- Use Up/Down keys to toggle Private Time off ☐ or ☎
- Use Left/Right keys ◀▶ to select each time setting and Up/Down ▲▼ to set
- “ON” time is start of Private time, “OFF” is end time
- Press function ● key to activate ( Read key ◀ to exit unchanged)

Private Time not to be used by AV personnel

# Battery Indicators



 (full), 
  (3/4), 
  (1/2), 
  (1/4), 
  (low)

## Battery “low”

- Reduced alert time
- Reduced screen display time
- Alarm always audible



When operation cannot continue screen displays “Replace Battery”

Remember the new battery must be ‘good quality Alkaline such as Duracel or Energiser



# Incidentals

## Care for Pagers

- Keep away from extreme temperatures
- Keep away from moisture, pager is only splash proof not waterproof

## Cleaning of exterior

- Use a soft non-abrasive cloth moistened in mild soap and water
- Rinse with water moistened cloth
- Do not immerse the pager in water
- Do not use other cleaning solutions unless approved by your agency.

An example of an approved cleaning solution is VIRKON<sup>®</sup>

Contaminated pagers are not to be returned, follow ESO policy please

**Please** do not engrave, scratch details or use adhesive labels on the pager  
(Pager may need to be repaired and reissued)

## In future Over The Air updates will be utilised

On receipt of an OTA update

- All left column symbols will flash 
- Pager will alert
- Screen displays “OTA Received”
  - Read key to acknowledge and stop the display