



# AGENDA

**NORTH CAROLINA 911 BOARD  
FUNDING COMMITTEE  
Thursday, October 22, 2020  
Via Simultaneous Communication  
1:00 p.m. – 3:00 p.m.**

<b><u>Tab</u></b>	<b><u>Topic</u></b>	<b><u>Presenter</u></b>
1.	Roll Call.....	Kristen Falco
2.	Executive Director's Opening Remarks.....	Pokey Harris
3.	Chair's Opening Remarks.....	David Bone
4.	Approval of September 2020 Minutes <i>(Roll Call Vote Required)</i> .....	David Bone
5.	PSAP Eligibility Request.....	Regional Coordinators/Kristen Falco
	a) Alexander County Communications—Freedom Licensing <i>(Roll Call Vote Required)</i>	
	b) Cary PD—Radio workstation Monitors <i>(Roll Call Vote Required)</i>	
6.	PSAP Fund Balance Review.....	Regional Coordinators
7.	Funding Reconsideration Update.....	Marsha Tapler
8.	PSAP Report Status Update.....	Kristen Falco
9.	Closing Remarks.....	Pokey Harris/David Bone
	Adjourn	





**North Carolina 911 Board  
Funding Committee Meeting  
MINUTES**

**September 17, 2020  
1:00pm – 3:00pm**

**Microsoft Teams, Raleigh, NC**

*Meeting was Conducted via Use of Simultaneous Communications*

<u>Members on Phone</u>	<u>Staff on Phone</u>	<u>Others on Phone</u>
Randy Beeman	Richard Bradford	Stori McIntyre
Jason Barbour <i>(joined at 1:06pm)</i>	Stephanie Conner	Mike Reitz
David Bone	Kristen Falco	Brooke Hazlett
Greg Coltrain <i>(joined at 1:22pm)</i>	Tina Gardner	Kerri Melton
Allen Cress	Pokey Harris	Corrine Rust
Chuck Greene	Gerry Means	Misty Hembree
Len Hagaman	Stanley Meeks	Jeff Shipp
Del Hall	David Newberry	Ray Silance
Melanie Neal	Marsha Tapler	
Candy Miller <i>(joined at 1:07pm)</i>	Angie Turbeville	
Stephanie Wiseman <i>(joined at 1:10pm)</i>		

**1. Roll Call –**

The meeting was called to order at 1:00 pm by Mr. Bone. Ms. Falco proceeded to call the roll.

**2. Executive Director Opening Remarks –**

Mrs. Harris welcomed all committee members and guests and gave an update that New Hanover County and Bertie County had migrated to the State’s ESInet, which were the forty-ninth and fiftieth PSAPs to now be on the network.

### 3. Chairs Opening Remarks –

Mr. Bone thanked Mrs. Harris for her update.

### 4. Approval of August 2020 minutes (Vote Required)-

Mr. Bone asked if anyone had any revisions to the August Funding Committee meeting minutes, which there were none. Mr. Bone requested a motion from the Funding Committee for the approval of the minutes. Motion was made by Chuck Greene, seconded by Allen Cress. Motion carried.

<b>Approval of August 2020 Funding Committee Minutes</b>		
<b>Committee Member</b>	<b>Vote to Approve</b>	<b>Vote to Not Approve</b>
Randy Beeman	X	
Jason Barbour	X	
David Bone	X	
Greg Coltrain (Not present during vote.)		
Allen Cress	X	
Chuck Greene	X	
Len Hagaman	X	
Del Hall	X	
Melanie Neal	X	
Candy Miller (Not present during vote.)		
Stephanie Wiseman(Not present during vote.)		

### 5. PSAP Fund Balance Discussion

The Regional Coordinators worked with several PSAPs with a fund balance at the end of FY 2019 that was close to or over 300% that of their yearly distribution. During this time, they reviewed the PSAPs technology plans for purchases for which they intended to use the fund balance. The Regional Coordinators presented their findings to the Funding Committee. Melanie Neal offered kudos to the Regional Coordinators for their work in researching this information and working with the PSAPs. Chuck Greene stated it was a great step forward, and the information gathered could be presented to State Legislators to let them know that there were plans in place by the PSAPs to spend down their high fund balance. Mr. Bone let

committee members know that in the future, staff would also be looking at PSAPs with low fund balances.

## **6. Funding Reconsiderations -**

Marsha Tapler gave an update on FY 2021 funding reconsiderations, advising she anticipated four funding reconsiderations to be ready for the October Funding Committee Meeting.

## **7. PSAP Status Update**

Mrs. Falco reported out financial staff's progress on completing reviews for all PSAPs for their FY 2018 reporting period and current status of reviews for the FY 2019 reporting period. She advised she would also add the FY 2020 report status for the October Funding Committee Meeting.

## **8. Executive Director's closing Remarks**

Mrs. Harris let the Funding Committee members know that interviews for the Financial Review Specialist would take place on 9/22/2020, and she was hopeful to select a candidate from that process.

The meeting was adjourned at 2:21pm.

# Alexander County 911 Communications

An office of the Sheriff, Alexander County  
91 Commercial Park Avenue SW  
Taylorsville, North Carolina 28681  
(828) 632-2911

*September 30, 2020*

*Kristen,*

*After speaking with Stephanie Connor and yourself, I would like to be placed on the funding committee agenda for their next meeting for the purpose of appealing the 60% funding on the Freedom Basic Mobile CAD application for my county. I feel that this should be funded at 100% as it was some time back. As I stated in my PSAP Edibility Funding Request, this application would be provided for my county's fire/rescue departments (one per department). Also note these departments do not have access to the regular mobile CAD application. This application would not be accessing things such as DCI, NCIC, Records management and other things such as that. I also do not plan on given these units mobile to mobile messaging since there will only be one per department.*

*Sincerely,*



*Greg W. Foster, Director  
Alexander County 911*

*Cc'd:*

*Pokey Harris  
Marsha Tapler  
Stephanie Connor  
file*

## Foster, Greg

---

**From:** Conner, Stephanie A <stephanie.conner@nc.gov>  
**Sent:** Friday, September 18, 2020 7:01 PM  
**To:** PSAP Eligibility Request; Foster, Greg; Harris, Pokey  
**Cc:** Tapler, Marsha; Falco, Kristen L  
**Subject:** RE: [External] RE: Alexander Mobile Freedom CAD for County Fire/Rescue Stations  
**Attachments:** 09072018 Approved Use of Funds List.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good afternoon Greg!

I wanted to follow up in email what we discussed on the phone. The 60% that Kristen gave for eligibility for the Freedom Basic app came from the documentation on the Freedom app and the alignment with the approved use of funds list. Kristen highlighted the section of the use of funds list below (same is also attached). At one point this was paid at 100%, however that did not align with the use of funds (legislation).

If you wish to present this to the funding committee, draft a memo and attach all the supporting documentation for the application and send to Kristen, cc'ing Pokey, Marsha and myself. You will be asking Kristen for time on the agenda for the funding committee and will need to be on the call to make the presentation.

If you have any further question, let us know.

Thanks!

Stephanie Conner, ENP, RPL, CPE  
Regional Coordinator  
NC 911 Board  
North Carolina Department of Information Technology

Office 919-754-6705  
Cell 276-266-5879  
[Stephanie.conner@nc.gov](mailto:Stephanie.conner@nc.gov)



[NC 911 Board Website](#) [NC DIT Website](#) [Twitter](#) [Facebook](#) [LinkedIn](#) [YouTube](#) [Flickr](#)

**From:** PSAP Eligibility Request <PSAPEligibilityRequest@nc.gov>  
**Sent:** Friday, September 18, 2020 2:25 PM  
**To:** Greg Foster <gfoster@alexandercountync.gov>; PSAP Eligibility Request <PSAPEligibilityRequest@nc.gov>; Harris, Pokey <pokey.harris@nc.gov>  
**Cc:** Conner, Stephanie A <stephanie.conner@nc.gov>; Tapler, Marsha <marsha.tapler@nc.gov>  
**Subject:** RE: [External] RE: Alexander Mobile Freedom CAD for County Fire/Rescue Stations

Good Afternoon Greg,

Stephanie let me know she spoke with you on the phone yesterday afternoon but I wanted to send a follow up email with some notes. Stephanie did some research with regards to your concern as to what was deemed eligible by the Board for the Freedom licenses and this was the only documentation found in the Board meeting minutes which are from August 23, 2019 (this was before my time so forgive me for being a little unfamiliar with all of the discussion that was had on this particular decision):

**c) Base Mobile Message Switch Server Software License Cap – Base Mobile Message Server Software License Cap** – Mr. Bone noted the motion from the Funding Committee for the base mobile message server software license approve eligibility of 50%. Ms. Tapler discussed in 2014 the Funding Committee and the Board approved an MCT client license, which uses the base mobile message server software license. Since 2014 they have approved 50% for that piece. Last year one CAD vendor separated that cost from ineligible items on their quote. Staff wanted to clarify that it would be eligible for 50% across the board for all CAD vendors. A motion to approve was brought forward by the Funding Committee to approve the cap. Vice Chair Wright had questions as well as Mr. Reitz, who thought this may need to go to ad hoc committee for rewording. Ms. Tapler said PSAPs could appeal items deemed ineligible if desired. If a PSAP presents an attestation that they are not running on MDIS then the approval could be higher than 50%. Mr. Bone asked if any PSAP managers present could offer any insight. Randy Beeman, PSAP manager and Funding Committee member, said he felt it was a fair and equitable approach to the situation. Dell Hall, who was a Funding Committee member in 2014 and still serves on the Committee, said at the time they felt it was a reasonable percent and could be higher than what a PSAP may receive if considered separately. Vice Chair Wright reminded the Board there was a motion on the floor. The motion carried with Mr. Reitz and Mr. Foster voting nay.

The Approved Use of Funds list has some further detail with regards to the eligibility of the mobile message switch software, I have added that verbiage below:

**Message switch software that allows for voiceless dispatch, status updates, and mobile to Computer Aided Dispatch (CAD) messaging. This will include CAD licensing costs for mobile computer terminals, smartphones and tablets. Some message switch software may include many additional modules, i.e. access to records management systems (RMS, Firehouse), access to local, state and national databases (warrants, DCI, NCIC), jail management systems (JMS), that are not a part of the 911 process and are not eligible. (January 24, 2014) Base Message Mobile Server Software License needed for the use of message switch software licenses for voiceless dispatch is 50% eligible. (August 23, 2019)**

Freedom licenses had previously been approved at 50% as noted in the revenue expenditure workbook software tab. I believe Marsha told me it was a Richard Taylor decision. If you are interested in appealing the 60%, please submit a letter to Pokey to let her know.

**Kristen Falco**

Financial Review Specialist  
NC DIT 911 Board Staff  
O: (919) 754-6534  
C: (607) 483-3223

[Website](#) [Twitter](#) [Facebook](#) [LinkedIn](#) [YouTube](#) [Flickr](#)



Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

**From:** Foster, Greg <[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)>  
**Sent:** Thursday, September 17, 2020 9:45 AM  
**To:** PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>; Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>  
**Cc:** Conner, Stephanie A <[stephanie.conner@nc.gov](mailto:stephanie.conner@nc.gov)>; Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Subject:** RE: [External] RE: Alexander Mobile Freedom CAD for County Fire/Rescue Stations

**CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [report\\_spam@nc.gov](mailto:report_spam@nc.gov)**

I'm really not trying to be hard to get along with but again, this is not what was discussed and decided by the board and not what I was told several months back by Marsha. Do I appeal this to the board, the finance committee or what's next?

Thanks,

*Greg Foster*  
*North Carolina 911 Board Member*  
*E-911 Communications Director, Alexander County*  
*91 Commercial Park Avenue SW*  
*Taylorsville, NC 28681*  
*(828) 632-1737 Office*  
*(828) 632-2911 Communications Center*  
*(828) 632-1008 Fax*  
*[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)*



*The Thin Gold Line... Between The Thin Red, White and Blue Lines of Public Safety Lies The Thinnest Gold Line, This Narrowest of Lines Represents Those Who Rarely Are Seen but Always heard and Appreciated. The Calm Voice in the Dark, The Heroes Behind the Scenes, The Golden Glue That Holds It All Together: Dispatchers!*

**From:** PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>  
**Sent:** Wednesday, September 16, 2020 12:59 PM  
**To:** Foster, Greg <[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)>; PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>; Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>  
**Cc:** Conner, Stephanie A <[stephanie.conner@nc.gov](mailto:stephanie.conner@nc.gov)>; Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Subject:** RE: [External] RE: Alexander Mobile Freedom CAD for County Fire/Rescue Stations

Hey Greg,



I apologize for my mistake, it has been a long day. After further review of the Approved Use of Funds list under the message switch section, Message switch software that allows for voiceless dispatch, status updates, and mobile to Computer Aided Dispatch (CAD) messaging would be eligible, making the quote 60% eligible as noted on the license fees. The eligible portions would be the updates to unit status, dispatch instructions, and the mobile to CAD messaging. Car to car messaging and self-initiated calls is not an eligible expense but is a feature of the Freedom base. Please let me know if you have any further questions.

**Kristen Falco**

Financial Review Specialist  
NC DIT 911 Board Staff  
O: (919) 754-6534  
C: (607) 483-3223

[Website](#) [Twitter](#) [Facebook](#) [LinkedIn](#) [YouTube](#) [Flickr](#)



---

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

**From:** Foster, Greg <[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)>  
**Sent:** Wednesday, September 16, 2020 10:00 AM  
**To:** PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>; Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>  
**Cc:** Conner, Stephanie A <[stephanie.conner@nc.gov](mailto:stephanie.conner@nc.gov)>; Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Subject:** RE: [External] RE: Alexander Mobile Freedom CAD for County Fire/Rescue Stations

**CAUTION:** External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [report\\_spam@nc.gov](mailto:report_spam@nc.gov)

Kristen,

I do not understand how only 25% would be eligible when I recall talking about this as a board in a board meeting several months back and it being said that it would be 100% eligible if it was being used in the environment that my county would be using it. Has something changed that I am not aware of? Also you said in an earlier email, “. The freedom base, however, would be an eligible expense for Fire/EMS units if the responders using it did not also have MCT’s.” Please explain!

Thanks,

*Greg Foster*  
North Carolina 911 Board Member  
E-911 Communications Director, Alexander County  
91 Commercial Park Avenue SW  
Taylorsville, NC 28681

(828) 632-1737 Office  
(828) 632-2911 Communications Center  
(828) 632-1008 Fax  
[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)



*The Thin Gold Line... Between The Thin Red, White and Blue Lines of Public Safety Lies The Thinnest Gold Line, This Narrowest of Lines Represents Those Who Rarely Are Seen but Always heard and Appreciated. The Calm Voice in the Dark, The Heroes Behind the Scenes, The Golden Glue That Holds It All Together. Dispatchers!*

---

**From:** PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>  
**Sent:** Wednesday, September 16, 2020 9:48 AM  
**To:** Foster, Greg <[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)>; PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>  
**Cc:** Conner, Stephanie A <[stephanie.conner@nc.gov](mailto:stephanie.conner@nc.gov)>; Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Subject:** RE: [External] RE: Alexander Mobile Freedom CAD for County Fire/Rescue Stations

Good Morning Greg,

We have received documentation that discusses the functionality of both Freedom Premium and Freedom Base. Based on this attached documentation, 25% would be eligible.

**Kristen Falco**  
Financial Review Specialist  
NC DIT 911 Board Staff  
O: (919) 754-6534  
C: (607) 483-3223

[Website](#) [Twitter](#) [Facebook](#) [LinkedIn](#) [YouTube](#) [Flickr](#)



---

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

**From:** Foster, Greg <[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)>  
**Sent:** Wednesday, September 9, 2020 9:33 AM  
**To:** PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>

Cc: Conner, Stephanie A <[stephanie.conner@nc.gov](mailto:stephanie.conner@nc.gov)>; Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
Subject: [External] RE: Alexander Mobile Freedom CAD for County Fire/Rescue Stations

**CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [report\\_spam@nc.gov](mailto:report_spam@nc.gov)**

Good morning everyone! I have finally gotten my updated Freedom Basic CAD quote. Will you please review and let me know what is eligible... again, this application will ONLY be used for fire and rescue vehicles that do not have regular mobile (MCT) CAD and these will not be accessing anything other than Mobile Basic Freedom CAD. No RMS, no DCI or anything such as that!

Thanks,

*Greg Foster*  
North Carolina 911 Board Member  
E-911 Communications Director, Alexander County  
91 Commercial Park Avenue SW  
Taylorsville, NC 28681  
(828) 632-1737 Office  
(828) 632-2911 Communications Center  
(828) 632-1008 Fax  
[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)



*The Thin Gold Line... Between The Thin Red, White and Blue Lines of Public Safety Lies The Thinnest Gold Line, This Narrowest of Lines Represents Those Who Rarely Are Seen but Always heard and Appreciated. The Calm Voice in the Dark, The Heroes Behind the Scenes, The Golden Glue That Holds It All Together: Dispatchers!*

**From:** PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>  
**Sent:** Wednesday, August 19, 2020 2:39 PM  
**To:** Foster, Greg <[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)>; PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>  
**Cc:** Herman, Jennifer <[jherman@alexandercountync.gov](mailto:jherman@alexandercountync.gov)>; Conner, Stephanie A <[stephanie.conner@nc.gov](mailto:stephanie.conner@nc.gov)>; Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Subject:** Alexander Mobile Freedom CAD for County Fire/Rescue Stations

Good Afternoon Greg,

I hope you are doing well. This quote is for Freedom Premium. I have attached the details for the Freedom user guide where it talks about the features of the premium version on page 6 and includes BOLO entry, FireHouse interface, NCIC, AVL, and Query, RMS, and MCT functions, all of which are not eligible. This would not be an eligible expense. The freedom base, however, would be an eligible expense for Fire/EMS units if the responders using it did not also have MCT's.

**Kristen Falco**  
Financial Review Specialist  
NC DIT 911 Board Staff  
O: (919) 754-6534

C: (607) 483-3223

[Website](#) [Twitter](#) [Facebook](#) [LinkedIn](#) [YouTube](#) [Flickr](#)



---

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

**From:** Foster, Greg <[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)>  
**Sent:** Monday, August 17, 2020 2:13 PM  
**To:** PSAP Eligibility Request <[PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov)>  
**Cc:** Herman, Jennifer <[jherman@alexandercountync.gov](mailto:jherman@alexandercountync.gov)>  
**Subject:** [External] Mobile Freedom CAD for County Fire/Rescue Stations

**CAUTION:** External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [report.spam@nc.gov](mailto:report.spam@nc.gov)

The following attachment image001.png,10 freedom licenses 8.17.pdf has timed out, hence bypassing our Attachment Defense System. Only open it up if you are truly expecting this file.

---

Good afternoon team,

Please review the attached Mobile Freedom CAD quote and advise what is and what is not eligible. This application will ONLY be used for fire and rescue vehicles and will not be accessing anything other than Mobile Freedom CAD. No RMS, no DCI or anything such as that! I remember this came up in a board meeting a few months back and from I what I can recall is was determined that if other things such and RMS or DCI was also being accessed it was 50% but if it was only Mobile Freedom CAD it would be 100% eligible. Is that still the case?

Thanks,

*Greg Foster*  
*North Carolina 911 Board Member*  
*E-911 Communications Director, Alexander County*  
*91 Commercial Park Avenue SW*  
*Taylorsville, NC 28681*  
*(828) 632-1737 Office*  
*(828) 632-2911 Communications Center*  
*(828) 632-1008 Fax*  
*[gfooster@alexandercountync.gov](mailto:gfooster@alexandercountync.gov)*



*The Thin Gold Line... Between The Thin Red, White and Blue Lines of Public Safety Lies The Thinnest Gold Line, This Narrowest of Lines Represents Those Who Rarely Are Seen but Always heard and Appreciated. The Calm Voice in the Dark, The Heroes Behind the Scenes, The Golden Glue That Holds it All Together: Dispatchers!*

**Confidentiality Notice:**

**This e-mail and any attachments may contain confidential information intended solely for the use of the addressee. If the reader of this message is not the intended recipient, any distribution, copying, or use of this e-mail or its attachments is prohibited. If you received this message in error, please notify the sender immediately by e-mail and delete this message and any copies. Thank you.**



Superion, LLC a CentralSquare Technologies, LLC Company

## SALES ORDER PURSUANT TO EXISTING AGREEMENT

This Sales Order is intended as a binding Agreement between the County of Alexander, NC (“Customer”) and Superion, LLC (“Superion”) as successor in interest to Open Software Solutions, Inc. (“OSSSI”) and shall be effective as of the date of the last signature herein.

**Quote Number:** Q-06577 is attached to this Sales Order as Exhibit “A”. The Quote contains a description of all products and services sold pursuant to this Sales Order. The Quote is hereby incorporated by reference as a term of this Sales Order.

### Payment Terms.

#### Software License Fees

- 100% due Upon Execution

#### Professional Services

- 50% due Upon Execution
- 50% due Upon Project Completion

#### Annual Maintenance

- Annual Maintenance Fees will be due in accordance with the Master Agreement

Payment due in full 30 days from date of invoice.

**Master Agreement.** This Sales Order shall be governed by the terms and conditions of the existing agreement between the Customer and OSSSI, more specifically described as: Contract and Agreement with an Execution Date of December 1, 2000 (the “Master Agreement”) as subsequently amended by the parties. NO OTHER TERMS OR CONDITIONS OF THE MASTER AGREEMENT ARE NEGATED OR CHANGED AS A RESULT OF THIS DOCUMENT.

**Purchase Order.** Customer may provide Superion with a valid purchase order, upon execution of this Sales Order. Notwithstanding anything to the contrary herein, purchase orders are to be used solely for Customer’s accounting purposes and any terms and conditions contained therein shall be deemed null and void with respect to the parties’ relationship and this Sales Order. Any such purchase order provided to Superion shall in no way relieve Customer of any obligation entered into pursuant to this Sales Order including, but not limited to, its obligation to pay Superion in a timely fashion.

**Acceptance of Order Terms.** By signing this Sales Order below, Customer represents and warrants that: (a) it has read and understands the Master Agreement and Quote that are incorporated by reference into this Sales Order and agrees to be bound by the terms thereof, and (b) it has full power and authority to accept this Sales Order.

Superion, LLC	County of Alexander, NC
1000 Business Center Dr. Lake Mary, FL 32746	255 Liledoun Road Taylorsville, NC 26861
By:	By:
Print Name:	Print Name:
Print Title:	Print Title:
Date Signed:	Date Signed:

Exhibit A  
(Attached)

**Quote #:** Q-06577  
**Quote expires on:** November 11, 2020

**Quote prepared for:**  
Greg Foster  
Alexander County Sheriff, NC  
91 Commercial Park Avenue  
Taylorsville, NC 28681

Thank you for your interest in CentralSquare. CentralSquare provides software that powers over 8,000 communities. More about our products can be found at [www.centralsquare.com](http://www.centralsquare.com).

### WHAT SOFTWARE IS INCLUDED?

PRODUCT NAME	QUANTITY	UNIT PRICE	TOTAL
ONESolution Freedom Base License Fee	10	187.50 USD	1,875.00 USD
ONESolution Freedom Server Software License Fee	1	3,500.00 USD	3,500.00 USD
<b>Software / Subscription Total:</b>			<b>5,375.00 USD</b>
<b>Maintenance Total:</b>			<b>1,075.00 USD</b>

### WHAT SERVICES ARE INCLUDED?

DESCRIPTION	TOTAL
Public Safety Project Management Services - Fixed Fee	900.00 USD
Public Safety Training Services - Fixed Fee	720.00 USD
Public Safety Technical Services - Fixed Fee	3,600.00 USD
<b>Services Total:</b>	<b>5,220.00 USD</b>
Services include contract start-up fees, project management, technical services, consulting, development, training, and installation.	



---

**Quote Total:** 10,595.00 USD

This Quote is not intended to constitute a binding agreement. The terms herein shall only be effective once incorporated into a definitive written agreement with CentralSquare Technologies (including its subsidiaries) containing other customary commercial terms and signed by authorized representatives of both parties.

### **BILLING INFORMATION**

---

Fees will be payable within 30 days of invoicing.

Please note that the Unit Price shown above has been rounded to the nearest two decimal places for display purposes only. The actual price may include as many as five decimal places. For example, an actual price of \$21.37656 will be shown as a Unit Price of \$21.38. The Total for this quote has been calculated using the actual prices for the product and/or service, rather than the Unit Price displayed above.

Prices shown do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States or Canada, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the “Ship To” location provided by Customer on the Quote Form.

### **PURCHASE ORDER INFORMATION**

---

Is a Purchase Order (PO) required for the purchase or payment of the products on this Quote Form? (Customer to complete)

Yes [ ] No [ ]

Customer’s purchase order terms will be governed by the parties’ existing mutually executed agreement, or in the absence of such, are void and will have no legal effect.

PO Number:

---

Initials:

---



**CENTRAL****SQUARE**

**TECHNOLOGIES**

**ONESolution Freedom**  
**User Guide**

*Public Safety and Justice*

## Contact Us

CentralSquare Technologies  
1000 Business Center Drive  
Lake Mary, Florida 32746  
centralsquare.com

### Documentation

This document is maintained by the Documentation team.  
To contact the Documentation team, email [documentation@centralsquare.com](mailto:documentation@centralsquare.com).

### Connect Community

To access additional documentation, articles, and forums, visit [community.centralsquare.com](http://community.centralsquare.com).

### Education and Training

To contact the Customer Education team, email [csu@centralsquare.com](mailto:csu@centralsquare.com) or call (800)727-8088.  
To find continuing education opportunities, visit [train.superion.com/csu](http://train.superion.com/csu).

### Support

To access the Support Portal, visit [support.centralsquare.com](http://support.centralsquare.com).  
To contact the Support team, call (888)663-7877.

©2018 CentralSquare Technologies. All rights reserved.

This document, as well as the software described in it, is furnished under license and may be used only in accordance with the terms of such license. No part of this document may be reproduced in any form or by any means, stored in a database or retrieval system, or transmitted in any form or by any means, without prior written permission of CentralSquare.

The content of this document is for information only and is subject to change without notice.

Trademarks: Microsoft, Excel, Windows, PowerPoint, and Visio are registered trademarks of Microsoft Corporation in the United States.

# Table of Contents

**SECTION 1. INTRODUCTION..... 1**

*FUNCTIONALITY OVERVIEW ..... 1*

*REQUIREMENTS..... 1*

**SECTION 2. DEVICE INSTALLATIONS AND UPDATES..... 2**

*INSTALLING FREEDOM ON YOUR DEVICES ..... 3*

*RECEIVING FUTURE UPDATES ..... 4*

**SECTION 3. LOGGING IN..... 5**

*FIRST TIME USER LOGIN ..... 6*

*NORMAL LOGIN..... 7*

*LOGGING IN USING TWO-FACTOR AUTHENTICATION ..... 8*

*APPLYING THE ZOOM FEATURE ON TABLETS ..... 10*

*CLEARING LOGIN CACHE SETTINGS FROM LOCAL MEMORY ..... 12*

**SECTION 4. CONFIGURING PREFERENCES ..... 13**

*ACCESSING PREFERENCES ..... 14*

*DEFAULT SETTINGS ..... 16*

*CAD SETTINGS ..... 18*

*AVL SETTINGS ..... 20*

*CLEAR SETTINGS..... 21*

*RETENTION SETTINGS..... 22*

*SELF-INIT SETTINGS ..... 23*

**SECTION 5. MANAGING DEVICE KEYS ..... 29**

*ACCESSING THE DEVICE KEYS MODULE..... 29*

*APPROVING DEVICES..... 30*

**SECTION 6. OVERVIEW OF THE HOME WINDOW..... 31**

*THE FAVORITES TAB..... 32*

*THE ACTIVE TAB..... 32*

*THE SITEMAP TAB..... 33*

*THE TOP BANNER..... 34*

**SECTION 7. MANAGING FAVORITES..... 35**

*ADDING AND REMOVING FAVORITES ..... 35*

---

ARRANGING FAVORITES .....	36
<b>SECTION 8. BUTTON DEFINITIONS.....</b>	<b>37</b>
NAVIGATION BUTTONS .....	38
BOTTOM BUTTONS.....	42
EMERGENCY ALERT BUTTON.....	43
VOICE ALERT BUTTON .....	44
WIRELESS LED STATUS INDICATORS.....	45
<b>SECTION 9. DISPATCH FUNCTIONS.....</b>	<b>46</b>
VIEWING DISPATCH INSTRUCTIONS .....	47
DISPATCH WINDOW OPTIONS .....	49
SELF-INITIATING A CALL .....	55
<b>SECTION 10. MAP FUNCTIONS .....</b>	<b>57</b>
ACCESSING THE MAP WINDOW.....	58
SELECTING MAP LAYERS.....	58
PERFORMING A PIP ANALYSIS.....	59
USING THE INFORMATION LAYERS.....	62
<b>SECTION 11. MESSAGING .....</b>	<b>65</b>
SENDING A MESSAGE.....	65
RECEIVING A MESSAGE.....	67
DELETING MESSAGES .....	68
<b>SECTION 12. CONDUCTING SEARCHES.....</b>	<b>70</b>
SEARCHING FOR RMS NAMES.....	71
SEARCHING EVENT HISTORY .....	72
<b>SECTION 13. OVERVIEW OF UNIT STATUS LIST FUNCTIONALITY .....</b>	<b>73</b>
ACCESSING THE UNIT STATUS LIST.....	74
VIEWING A UNIT'S STATUS .....	74
VIEWING EVENT DETAILS .....	75
VIEWING UNIT INFORMATION .....	76
SENDING A MESSAGE TO A UNIT.....	77
<b>SECTION 14. OVERVIEW OF PREMIUM FUNCTIONALITY.....</b>	<b>78</b>
ACCESSING THE BOLO ENTRY WINDOW .....	78

---

*ENTERING A BOLO*..... 80  
*ACCESSING THE ACTIVE BOLO LIST*..... 82  
*ACCESSING NCIC QUERY WINDOWS*..... 83  
*ACCESSING THE 2D BARCODE SCANNER* ..... 84  
*AVL CAPABILITY*..... 85  
*FIREHOUSE INTERFACE* ..... 86  
*ADDITIONAL PREMIUM FEATURES* ..... 92

# Section 1. Introduction

ONESolution Freedom is a mobile application that provides many of the features of the ONESolution Mobile Computer Terminal (MCT) application. Freedom is an HTML5-based application that can run on multiple iOS (Apple) devices, Android devices, and tablets.

## Functionality Overview

Freedom is available in either a standard (base) or premium version:

- **Freedom Base** - Freedom Base allows you to view and update the status of your unit, receive dispatch instructions from CAD, self-initiate calls, engage in car-to-car messaging, and communicate with other agency staff (such as dispatchers) from the field.
- **Freedom Premium** - Freedom Premium allows you to do all of the things you can do with Freedom Base plus the following additional functionality:
  - BOLO Entry
  - FireHouse Interface Capability
  - NCIC Query Capability
  - AVL Capability
  - Additional CAD Query, RMS and MCT functions, including:
    - View Active Advisories
    - Holding Events
    - Residential Security Checks
    - Stolen Vehicle Hot Sheet
    - Active BOLOs
    - My Last 12 Hours (of calls for service)
    - Standard Operating Procedures (SOPs)
    - RMS Incident Search
    - Event History Search
    - CAD Phone Directory
    - Out of Service Units
    - 2D Scanner

This document describes the features and functionality in both Freedom Base and Freedom Premium. The expanded functionality found in Freedom Premium is described in a separate section.

## Requirements

- Smartphone and/or tablet devices that run iOS, Android, or Windows operating systems.
- A 3G signal wireless network or higher
- Freedom Server
- Windows 2008 or higher
- CAD version 10.5 or higher
- Message Switch version 5 or higher

## Section 2. Device Installations and Updates

During the implementation phase of Freedom, a link to the Freedom download page will be set up on your Web Server. The address will be similar to the following:

**//{YourWebServerName}/concorde/secure/appdownload.aspx**

Once Freedom is successfully installed and set up on a device, when a new update is available, users will be automatically prompted at login to run the update.

---



## Installing Freedom on Your Devices

### To install Freedom on a device:



In your Internet Browser, type the address of the Freedom Download Page.



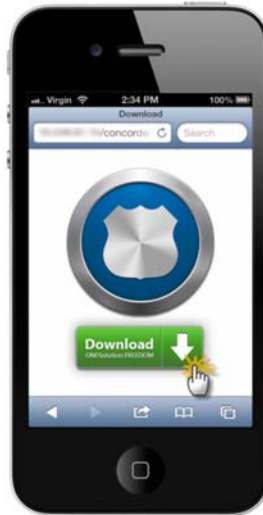
When prompted, select **Install**.

#### Example:

//{YourWebServerName}/concorde/secure/appdownload.aspx.

Then, when the page displays, select the **Download** button.

Step 1



Step 2



**Result:** Once the installation is complete, Freedom icon is added.



## Receiving Future Updates

Once Freedom is installed on a device, when an update is available, the same Download page described in the previous section will display automatically at login. Select **Download** and then select **Install** to begin the update. When the update is complete, you can resume using Freedom.



For steps to log in, refer to **Section 3. Logging In**.

### To receive an update:



Log in to Freedom. If an update is available, the Download window will display. Select **Download**.



When prompted, select **Install**.

Step 1



Step 2



**Result:** During the installation, the Freedom icon may show status indicators such as “Waiting” or “Loading”. The Freedom icon may also become dimmed with circular status indicator on top of it that moves in a clockwise fashion to show the progress of the update. Once the installation is complete, you can resume using Freedom.



Proprietary

May not be reproduced or distributed without written permission of CentralSquare.  
Copyright © 2018 CentralSquare. All rights reserved.

## Section 3. Logging In

First time users will need to specify other information in addition to their user name and password to log in. Required fields to log in the first time include: Web Server address, Tenant Name, Term ID/Device ID, and Service type. Thereafter, unless you manually clear all login settings from local storage or your device is configured by your system administrator to always clear personal login data each time you log out, you will only need your user name, password, and unit number to log in.

---

# First Time User Login

To log in:



Open Freedom.

Step 1



Enter the Web Server Address and select **Next**.  
**Example:** WEBSERVER.COM

Step 2



Select the **Tenant Name** (agency name) and then select **Next**.

Step 3



Enter the **Device ID** (Term ID) and select **Next**.

Step 4



Select the **Service** and then select **Next**.

Step 5



Enter your User Name, Password, and Unit.

Step 6



Proprietary

May not be reproduced or distributed without written permission of CentralSquare.  
Copyright © 2018 CentralSquare. All rights reserved.

## Normal Login

To log in:



Open Freedom.



**User Name** and **Unit** should autofill (unless the device is configured by the SA to always clear all login fields). Enter the **Password** and any \*additional fields, and then select **Login**.

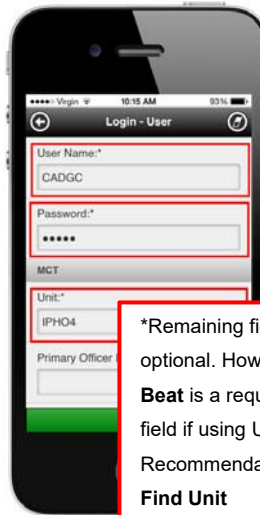


**Result:** You are logged in but, depending on your configuration, you may be prompted to enter additional login information for State and NCIC query access.

Step 1



Step 2



\*Remaining fields are optional. However, **Beat** is a required field if using Unit Recommendation or **Find Unit**

Step 3



## Logging in Using Two-Factor Authentication

Logging in using two-factor authentication varies only slightly from the normal login steps documented earlier in this section. The only difference is one additional window where you will enter a login token.

### To login using Two-Factor Authentication:

- After entering your user name, password and any other required fields on the Login-User window, the Login-Two Factor window displays similar to the examples below. Enter the token from your e-mail, text, or card reference into the **Token** field.

#### Step 1

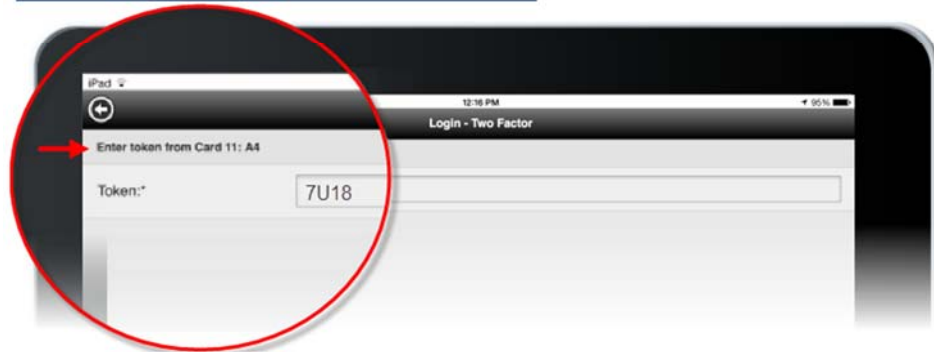
Sample Token Card

Column A

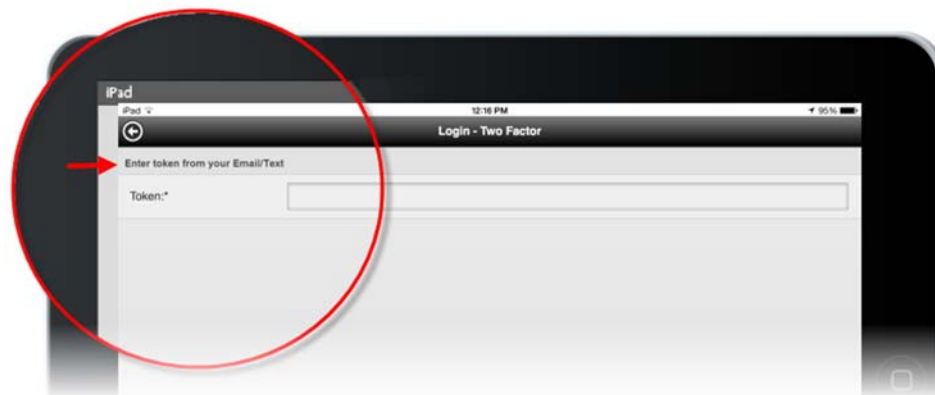
MOBGC-11	A	B	C	D	E
0	84A5	59G7	34H9	X901	3B17
1	2A14	1D06	8Y43	96F7	H134
2	4K18	Z128	890N	781U	P842
3	J873	G301	3J07	B408	9S34
4	7U18	63T5	4J31	T325	X908

Card 11

Row 4



In this example, the user is prompted to enter a token that was delivered to them by text or email.

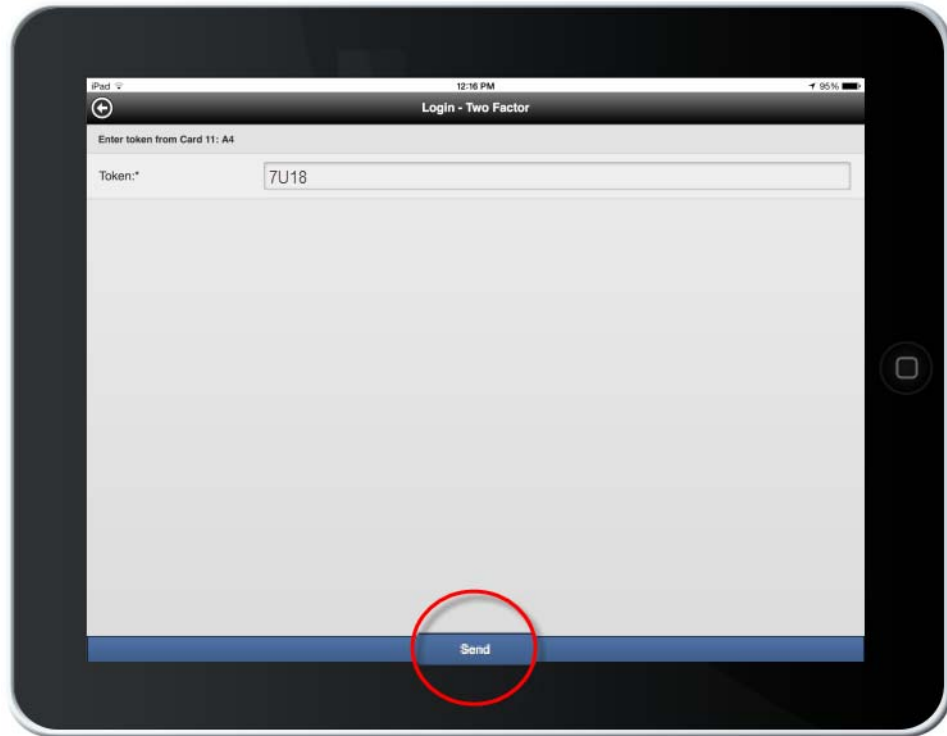


Logging  
in Using  
Two-  
Factor  
Authentic  
ation  
(cont.)



Select **Send**.

Step 2




**Result:** The token is passed to CentralSquare Technologies' Mobile Data Service (MDS) application. MDS verifies the token. If the authentication is successful, you are logged into Freedom.

## Applying the Zoom Feature on Tablets

The **Zoom** feature is only available for iPad or Android tablets. It is accessible from the Login-User window and allows you to increase the scale of the application on the tablet.

**To apply the Zoom feature on a tablet:**


 On the Login-User window, select **Zoom** located in the upper right corner.

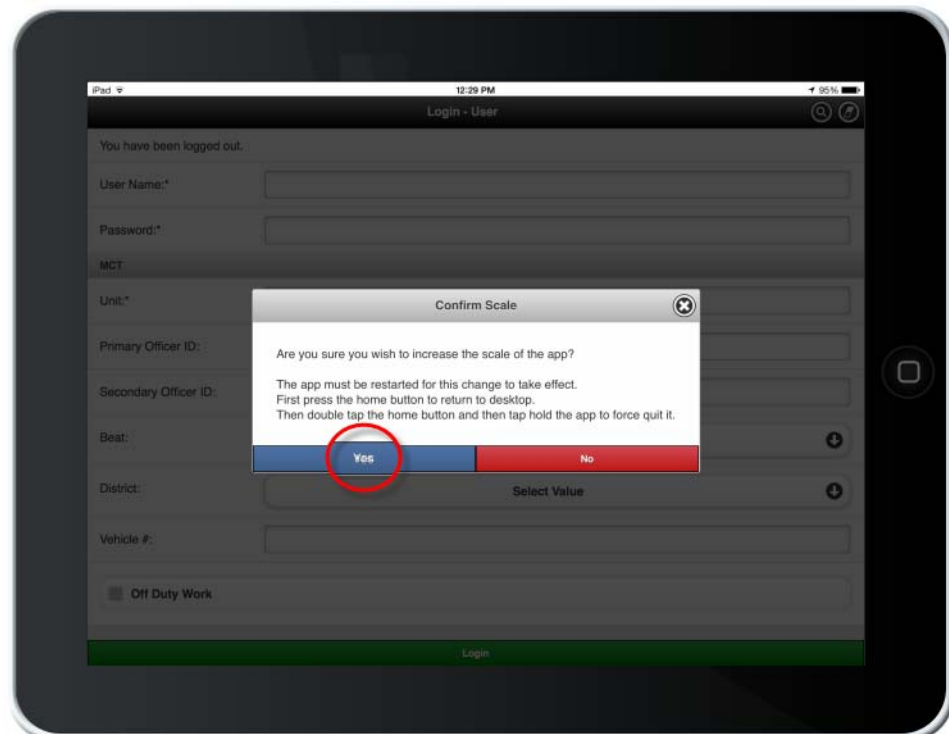
**Step 1**



 When prompted, select **Yes** to confirm the change.

**Step 2**

 **NOTE** *As the confirmation message indicates, you must exit and restart Freedom for the setting to take effect.*

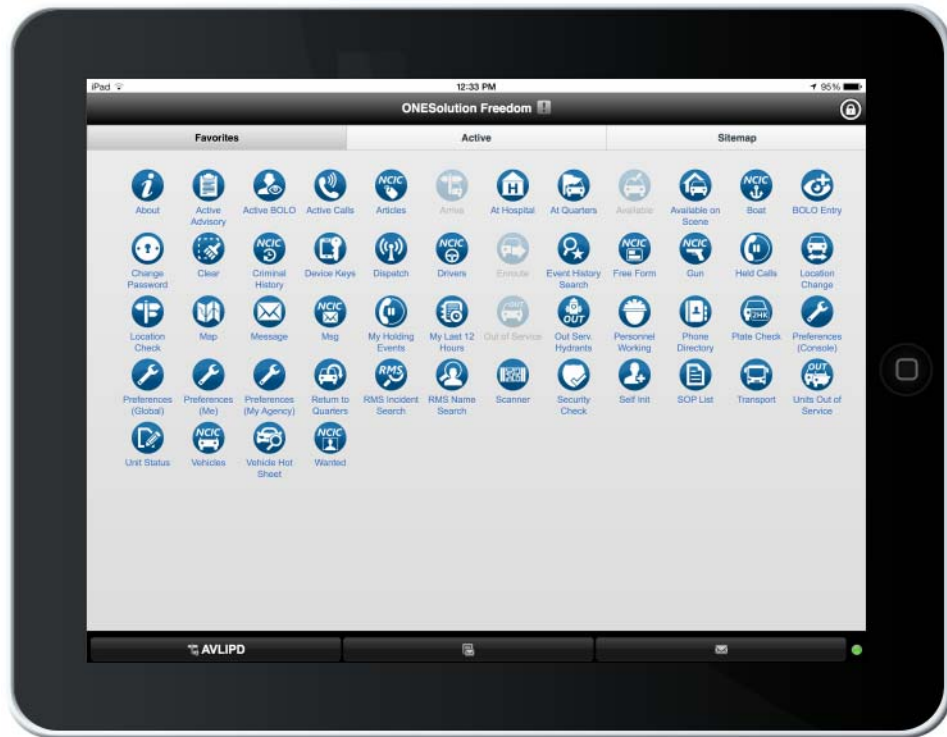






**Result:** Once you exit the application, restart it and log in, the scale of the application is increased.

**Before:**



**After:**



## Clearing Login Cache Settings from Local Memory

If there is an administrative change, such as a new Web Server address or a new Device ID assignment, you must clear login settings from local storage and log in again using the first time user login steps beginning on Page 4.

Selecting this option clears ALL login data, including the server name, the Device ID and the Tenant Name.

### To clear login cache settings from local memory:



On the Login -User window, select **Clear All** (located in the upper right corner).



When prompted, select **Yes** to confirm the deletion of login settings from local storage.



**Result:** The Login - Server window displays. Follow the first-time user login steps beginning on Page 4.



## Section 4. Configuring Preferences

Configure mobile devices by setting application preferences.

---

## Accessing Preferences

Access the **Preferences** module to modify settings such as sound alerts, available clear codes, AVL refresh, the number of old messages to retain , and how often to refresh the Status window.



Access to the **Preferences** module is based on security rights. Options are defined below:

- [MOB] Freedom System Preferences - Enables access to **Preferences (Global)**. Allows a system administrator to set all preferences for all agencies in a multi-agency environment.
- [MOB] Freedom Agency Preferences - Enables access to **Preferences (My Agency)**. Allows a system administrator to set all preferences for the agency they are currently logged in under.
- [MOB] Freedom User Preferences - Enables access to **Preferences (Me)**. **These settings follow the user not the device.** Allows Freedom Users to personalize Default, CAD, AVL, Sound, and Status Screen settings.
- [MOB] Freedom Console Preferences - Enables access to **Preferences (Console)**. **These settings follow the device, not just an individual user.** Allows a designated user or administrator to personalize Default, CAD, Sound, and Status Screen settings for all users who share (log into) the same device.

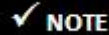
To access Preferences:



On the **Favorites** tab of the Freedom home window, select **Preferences (My Agency)**, **Preferences (Global)** or **Preferences (Me)**. Alternately, select **Sitemap**, expand the **General** category and then select **Preferences (My Agency)**, **Preferences (Global)** , **Preferences (Console)** or **Preferences (Me)**.



For steps to add items to the **Favorites** tab, refer to **Section 7. Managing Favorites**.

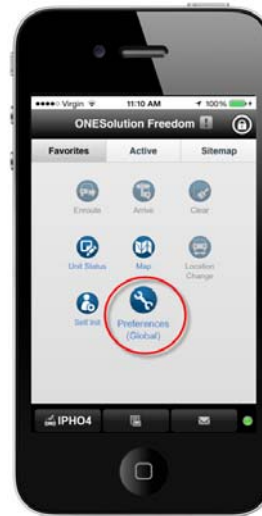


**NOTE**

Depending on your role and assigned access rights, you may not have access to all options. For instance, if you are not a system administrator, the **Preferences (Me)** option may be the only accessible option.



OR



OR



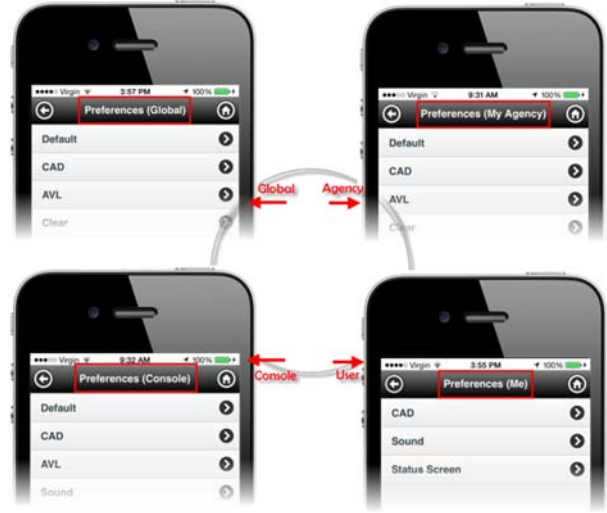
Proprietary

May not be reproduced or distributed without written permission of CentralSquare.  
Copyright © 2018 CentralSquare. All rights reserved.



**Result:** The Preferences window displays. (Listed options vary depending on access rights.)

OR



## Default Settings

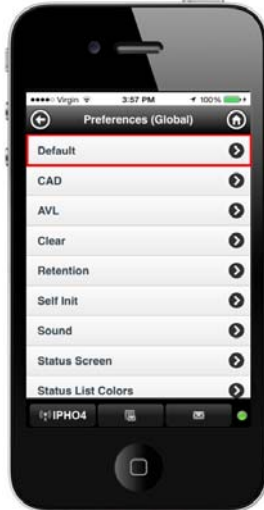
To configure default settings:



On the Preferences window, select

**Default.**

Step 1



Complete applicable fields.

**Field definitions:**

Step 2

- **Session Timeout (Minutes)** - Enter the time in minutes that the device can be idle before the user's Freedom session is terminated and they are required to log back in.
- **State** - Select your state.
- **City** - Select your default city or jurisdiction.
- **Service** - Select the default service type (Law, Fire, EMS or Other).



*If you are a multi-jurisdictional, multi-agency environment, you need to set certain default settings for a specific agency, such as **City** or **Service**, under Preferences (My Agency). If you set them under Preferences (Default) they will be enabled for all agencies and jurisdictions.*

- **Map Zoom Level** - The default Map Zoom Level is defined in map units. It controls the zoom level of maps when they are initially opened. 1000 is the recommended setting to display high-level map details upon opening the maps.
- **Days until BOLO expires** - Enter the default number of days for a BOLO to display on the Active BOLO list in Freedom. Freedom will use this entry to calculate and auto-fill the **Expires** field on the BOLO Entry window. The user can override the default. If the user accepts the default calculation, the BOLO will expire and no longer appear on the Active BOLO list after the specified number of days passes.



*The ability to add BOLOs and view the Active BOLO list is a Freedom Premium feature.*



*Steps to add BOLOs and view the Active BOLO list are covered in **Section 13. Overview of Freedom Premium Functionality.***

- **Clear Login Data** - Select this option to force the Login-User window to clear each time a user logs out of the device. This is not the same as clearing all login cache settings (described in Section 3). This only clears user login settings. Select this option if multiple users login to the same device so that each time a new user logs in, the previous user's personal login information such as user name and unit number are cleared.
- **Enforce UUID** - This setting enforces device key assignment for each device. To set this globally, make sure you are in **Preferences (Global)**. Once enabled, any new device must be associated with a device key in order to log in. If Freedom software is uninstalled and reinstalled, the device key must be re-associated with the device. Once you have assigned a device key, it has to be approved in Freedom before a user can log into Freedom using the device.

Proprietary

May not be reproduced or distributed without written permission of CentralSquare.  
Copyright © 2018 CentralSquare. All rights reserved.



For steps to approve a device, refer to the **Approving Devices** topic in **Section 5. Managing Device Keys**.



Select **Save**.



**Result:** Your settings are applied and you are returned to the Preferences window.

Step 3



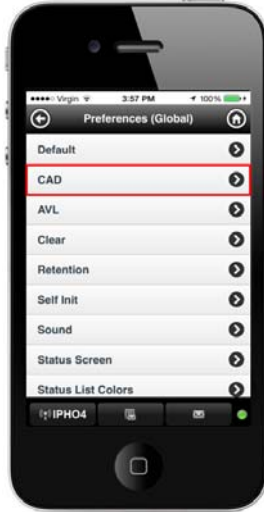
# CAD Settings

To configure CAD settings:



On the Preferences window, select **CAD**.

Step 1



Complete applicable fields.

**Field definitions:**

Step 2

- **CAD Events for last X hours**- The value you enter here controls how many hours of events displays when users access **My Last X Hours**.



- **Show confirmation for status changes** - Select the checkbox to display a confirmation message similar to the following each time an officer changes their unit status.



*Users can elect to disable future status change confirmation messages by selecting the **Don't show this message again** checkbox on the confirmation message:*

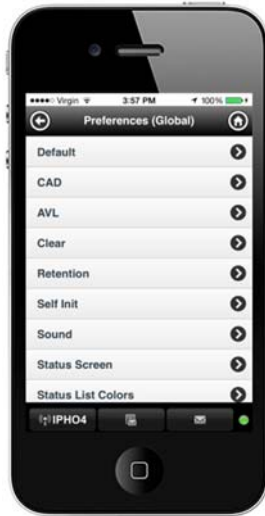


Select **Save**.



**Result:** Your settings are applied and you are returned to the Preferences window.





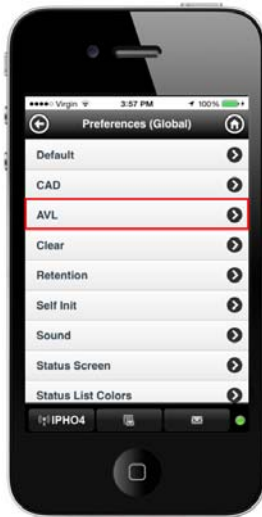
## AVL Settings

To configure AVL settings:



On the Preferences window, select **AVL**.

Step 1



Complete applicable fields.

Step 2

**Field definitions:**

- **AVL Enabled** - Select the checkbox to enable AVL functionality.



• *AVL functionality is available in Freedom Premium only.*

• *When AVL is enabled, battery life is reduced.*

- **AVL Primary Unit** - Select the checkbox to automatically mark the first AVL unit dispatched as the primary unit.
- **Not faster than X seconds** - Enter the maximum frequency of AVL updates from Freedom to CAD. For example, if you enter 30, even if two status changes occur in 10 seconds, the change will not be reflected in CAD until at least 30 seconds have passed.

- **Automatically every X feet** - Enter how far in feet that an AVL unit can travel before an automatic refresh of the unit's position on the map must occur. Example: 1000 feet.
- **Automatically every X seconds** - Enter how often in seconds that an automatic refresh of the unit's position on the map must occur.
- **AVL Filtered by Groups Monitored** - When this option is selected, the AVL units that display on the map are limited to the groups that the user is currently monitoring.



Select **Save**.



**Result:** Your settings are applied and you are returned to the Preferences window.

Step 3



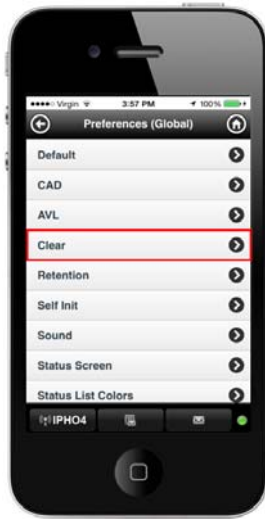
# Clear Settings

To configure call clear settings:



On the Preferences window, select **Clear**.

Step 1



Complete applicable fields.

**Field definitions:**

Step 2

- **Limit Clear Codes LAW** - Select the down arrow to display a list of all clear codes. Select the clear codes to display when officers clear a call with a service type of LAW. Then, select **Apply**.
- **Limit Clear Codes FIRE** - Select the down arrow to display a list of all clear codes. Select the clear codes to display when officers clear a call with a service type of FIRE. Then, select **Apply**.



- **Limit Clear Codes EMS** - Select the down arrow to display a list of all clear codes. Select the clear codes to display when officers clear a call with a service type of EMS. Then, select **Apply**.
- **Reclassify Nature Field Available** - Select the checkbox to display the **Reclassify Nature** field on the Clear window to allow officers to change the nature code when clearing a call.

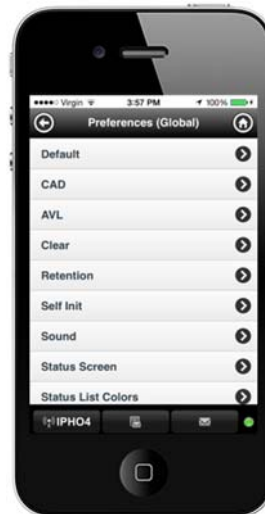


Select **Save**.



**Result:** Your settings are applied and you are returned to the Preferences window.

Step 3



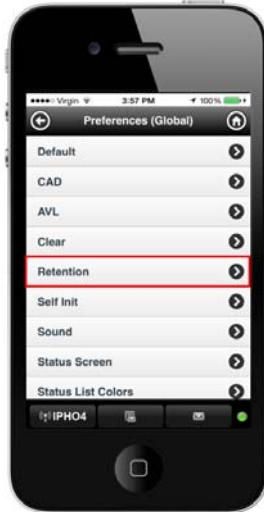
## Retention Settings

To configure message retention settings:



On the Preferences window, select **Retention**.

Step 1



Complete applicable fields.

**Field definitions:**

Step 2

- **Messages** - Enter the number of old message to retain on the device. After this number of messages is reached, old messages will be purged as new messages come in (beginning with the oldest message).
- **NCIC State Local** - Enter the number of NCIC state and local query responses to retain on the device. After this number of responses is reached, old responses will be purged as new responses come in (beginning with the oldest response).
- **ID & Vehicle Bank** - Enter the number of Name ID & Vehicle Bank entries to retain on the device. After this number of entries is reached, old entries will be purged as new entries come in (beginning with the oldest entry).

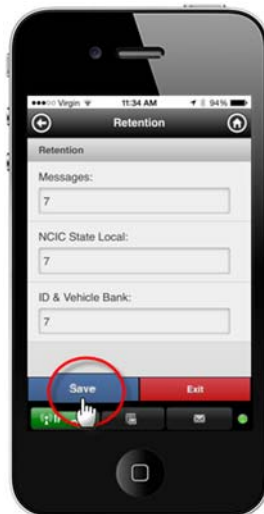


Select **Save**.



**Result:** Your settings are applied and you are returned to the Preferences window.

Step 3



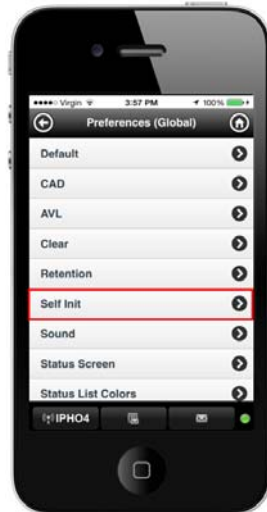
## Self-Init Settings

To configure self-initiated call settings:



On the Preferences window, select **Self Init**.


Step 1



Complete applicable fields.




**Field definitions:**

Step 2

- **Limit Nature Codes** - Select the down arrow  to display a list of all nature codes. Select the nature codes to display for self-initiated calls (for all services). Officers' selections will be limited to this list of nature codes when entering a self-initiated call. Then, select **Apply**.

Use filtering to help locate the nature codes. As you enter and remove filter criteria, all of your selections remain intact



- **SelfInit LAW** - Select the down arrow  to display a list of all nature codes. Then, select the default nature code to auto-fill the **Nature** field for self-initiated LAW calls.
- **SelfInit FIRE** - Select the down arrow  to display a list of all nature codes. Then, select the default nature code to auto-fill the **Nature** field for self-initiated FIRE calls.
- **SelfInit EMS** - Select the down arrow  to display a list of all nature codes. Then, select the default nature code to auto-fill the **Nature** field for self-initiated EMS calls.
- **Self Initiated Natures Limited to Same Service** - Select this option if you want the list of nature codes filtered by the unit's logged in service type. If you specified a list of nature codes in the **Limit Nature Codes** that officers can use for self-initiated calls, when this option is selected, the list will be further filtered to only display the nature codes for their unit's service type. For instance, Patrol units will only see the LAW nature codes you specified. If you did not define any Self-Initiated nature codes in the **Limit Nature Codes** field, officers will see all nature codes for their unit's service type. For instance, Patrol units will see all nature codes designated for the LAW service type.



Select **Save**.



**Result:** Your settings are applied and you are returned to the Preferences window.

Step 3



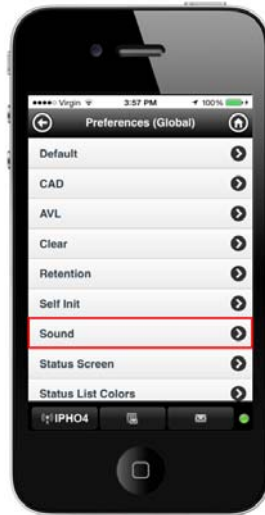
## Sound Settings

To configure sound alert settings:



On the Preferences window, select **Sound**.

Step 1



Complete applicable fields.

**Field definitions:**

Step 2

- **Dispatch Reminder Interval** - Enter the interval (in seconds) at which the tone that plays when there is a new dispatch should repeat. The sound alert will repeat at that interval until the **Unit** button is selected.
- **New Message Reminder Interval** - Enter the interval (in seconds) at which the tone that plays when there is a new message should repeat. The sound alert will repeat at that interval until the **Message** button is selected.
- **Global Enable** - Select this option to enable all sound alerts: **Dispatch Enable**, **Dispatch Update Enable**, **New Message Enable**, **Status Change Enable**, and **Notification Enable**. If you select this option, you do not need to select alerts individually.
- **Dispatch Enable**, **Dispatch Update Enable**, **New Message Enable**, **Status Change Enable**, and **Notification Enable** - If you do not select the **Global Enable** option, you can customize your selections and choose sound alerts individually.
  - **Dispatch Update Enable** - Select to receive a sound alert when dispatch information is changed.
  - **New Message Enable** - Select to receive a sound alert when a new message is received.
  - **Status Change Enable** - Select to receive a sound alert when the unit status (Enroute, Arrive, Clear, etc.) is changed by dispatch.
  - **Notification Enable** - Select to receive a sound alert when a notification, such as NCIC query results, is received.

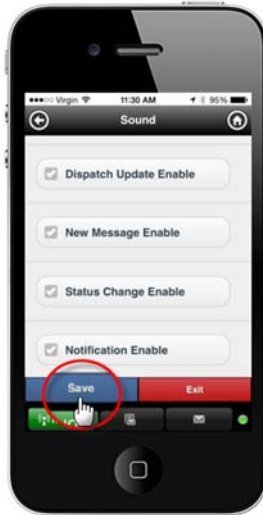


Select **Save**.



**Result:** Your settings are applied and you are returned to the Preferences window.

Step 3



Status Screen Settings

To configure Unit Status screen settings:

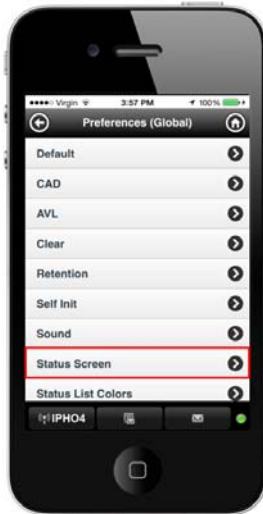


On the Preferences, select **Status Screen**.



Complete applicable fields.

Step 1



Step 2

**Field definitions:**

- **Refresh Interval** - Enter the Refresh Interval in seconds. Updated unit status information will be retrieved and displayed on the Unit Status window at the specified interval.
- **Order by Unit Code** - Select this option to display units in order by their unit code.
- **Groups to Show** - Select the checkboxes next to the service types you want to display. For example, select LAW to display Patrol units. Only units of the selected service types will display on the Unit Status window.



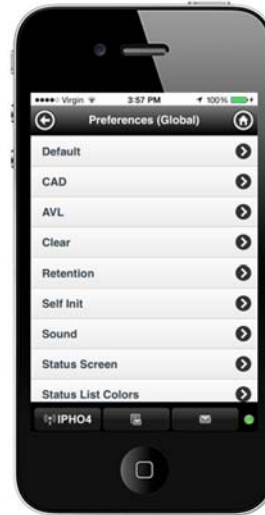
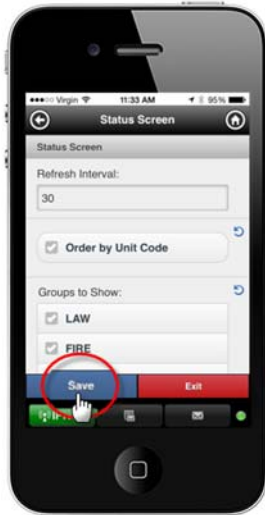
Select **Save**.



**Result:** Your settings are applied and you are returned to the Preferences window.



Step 3



Status List Colors

To select Unit Status List colors:

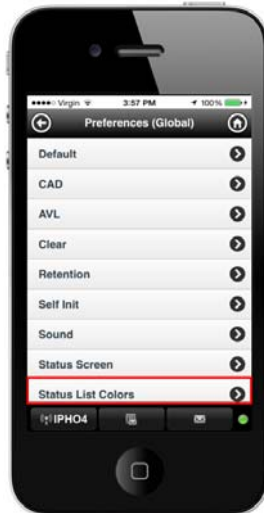


On the Preferences window, select **Status List Colors**.



Select the down arrow under a unit status name (i.e., Dispatched). Then, select the color.

Step 1



Step 2



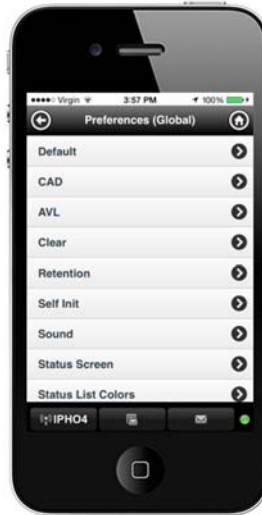
Repeat step 2 until all Unit Status List colors are selected for each unit status and then select **Save**.




**Result 1:** Your settings are applied and you are returned to the Preferences window.

**Result 2:** When you view the Unit Status List, color flags representing units' current statuses are displayed.

Step 3




Restoring Default Settings in Preferences

The **Restore**  symbol next to any setting in the **Preferences** module is an indication that you can reset the field to the state that it was in before you modified it. In most cases, this will result in a data entry field being cleared, list selections being removed, or a checkbox becoming unchecked (if previously checked). If a setting had a default or recommended value, it will be restored.

To restore a preference:



Select **Restore**  next to a field you want to reset.



When prompted, select **OK** to restore the setting.



The field is reset.

Step 1



Step 2



## Section 5. Managing Device Keys

Use the **Device Keys** module to authorize devices logging in to Freedom.



**System Administrators:** To require device key assignment, you must enable the **Enforce UUID** field. Enable it in **Preferences (Global)** to require device key assignment for all devices, all agencies. Enable it in **Preferences (Agency)** to require device key assignment for all devices within the agency you are logged in under. For more information on the **Enforce UUID** field, refer to the **Default Settings** topic in **Section 4. Configuring Preferences**.

### Accessing the Device Keys Module



Access to the **Device Keys** module is based on the following security right:  
[MOB] Device Key Management

To access the **Device Keys** module:



On the **Sitemap** tab, under **General**, select **Device Keys** (or select **Device Keys** from the **Favorites** tab if you have added it).



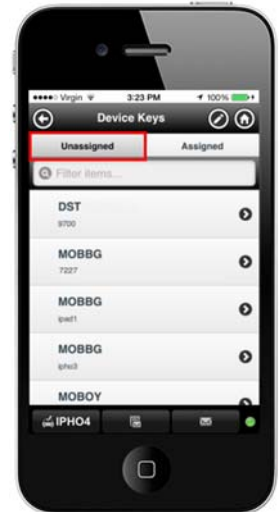
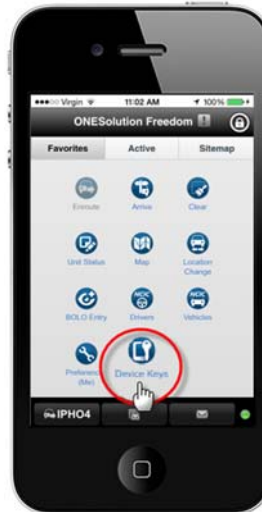
**Result:** The **Unassigned** tab of the **Device Keys** window displays.



For steps to add items to the **Favorites** tab, refer to **Section 7. Managing Favorites**.



OR



## Approving Devices

### To approve a device:



When a user logs in to Freedom, if the device has not been approved to access Freedom, a message displays similar to the example below:

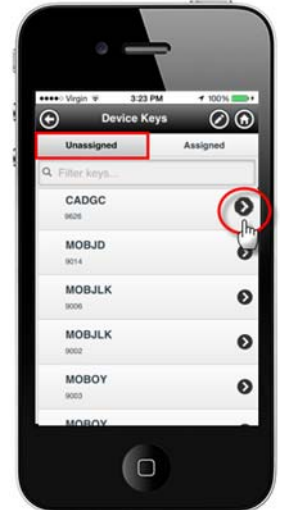


Unapproved devices display on the **Unassigned** tab of the Device Keys window listed by **Login Name** with the **Device ID (Term ID)** displayed below it.



Select the device to approve on the **Unassigned** tab.

Step 1



Select the approval level to grant (**Base** or **Premium**).

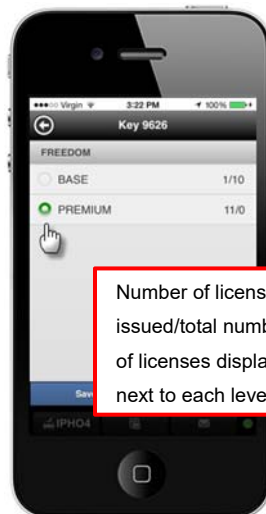


Select **Save**.



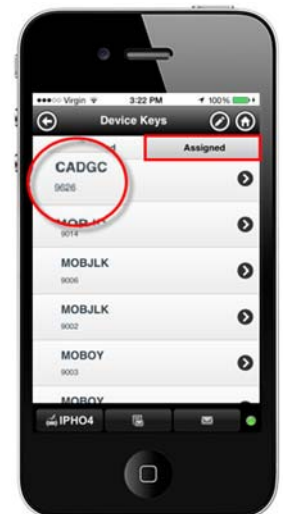
**Result:** The device is approved and the user can log in. The device is also moved to the **Assigned** tab.

Step 2



Number of licenses issued/total number of licenses displays next to each level.

Step 3



## Section 6. Overview of the Home Window

The Home window consists of three tabs: **Favorites**, **Active**, and **Sitemap**. The Home window also has a top banner that includes options for logging out of Freedom and sending emergency alerts (i.e., the equivalent of typing QQQ in MCT).

---

## The Favorites tab

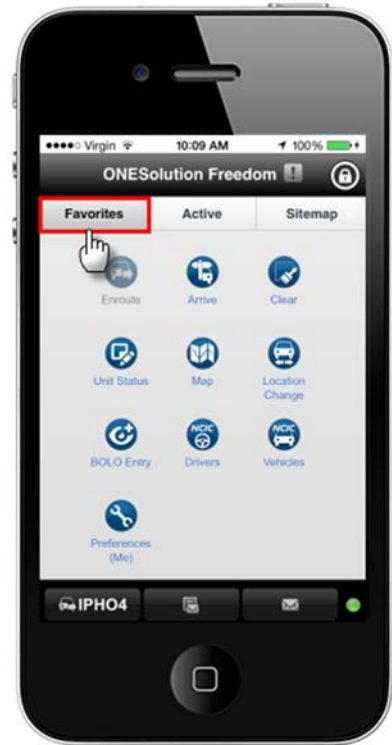
The **Favorites** tab is where you display frequently accessed functionality. This includes shortcuts to modules and windows as well as unit status command buttons.

For instance, you can add **Enroute**, **Arrive** and **Clear** command buttons. Then, simply tap a command button to quickly change your unit status from the Home window.

You select favorites from the **Sitemap** tab.




For more information on adding favorites to the **Favorites** tab, refer to the next section: **Section 7. Managing Favorites.**




## The Active tab


The **Active** tab displays modules and other functionality that is still active so that you can quickly return to it.

For instance, if you select the **View NCIC**

**Responses**  button and then select the **Home**

 button (instead of **Exit**) to return to the Home window, the NCIC Response window is still active. It, along with any other open windows or active functionality will be listed on the **Active** tab. Selecting an item on the **Active** tab returns you to your task.

The list of items of the **Active** tab will help you to multi-task and serve as a reminder of potentially unfinished tasks.

Selecting  next to an item in the list closes it or removes it from the list.



## The Sitemap tab

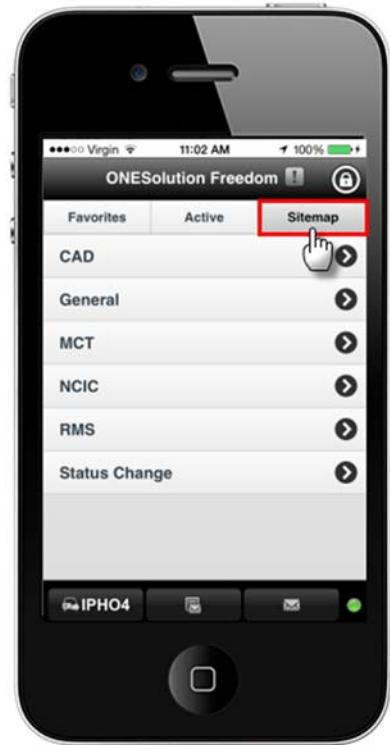
The **Sitemap** tab lists all functionality in Freedom. It serves several purposes:


- Use the **Sitemap** tab to select frequently accessed features to add to the **Favorites** tab.
- The **Sitemap** tab displays at-a-glance which features are already added to the **Favorites** tab and which features are available to be added. This is achieved using color coding on icons that display to the right of the feature.



*For more information on adding favorites to the **Favorites** tab, refer to the next section: **Section 7. Managing Favorites**.*

- Also use the **Sitemap** tab to open less frequently windows or modules, such as **Change Password** (located in the **General** group).





The **Sitemap** tab is organized into major groups. Selecting the right arrow  next to a group expands the group.



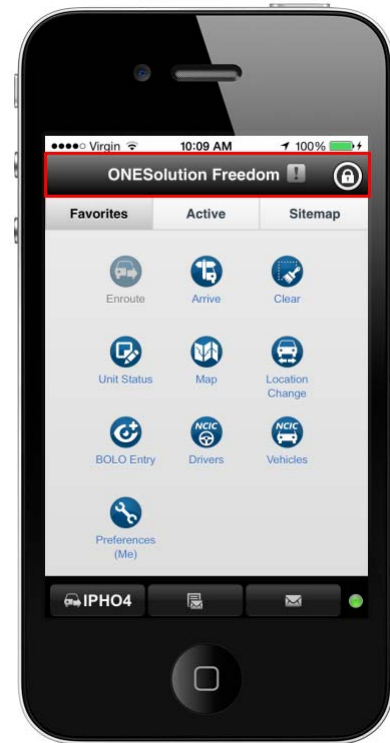
## The Top Banner

You can access the following functionality from the banner at the top of the Home window:

- Emergency Alert - The **Emergency Alert**  button allows you to send an emergency notification to CAD indicating that you need urgent assistance. This is the equivalent of typing “QQQ” in MCT.
- Log out - Select the **Log Out** button  to log out of Freedom.



*For more information on adding button definitions, refer to **Section 8. Button Definitions.***





## Section 7. Managing Favorites

Favorites consist of dispatch command/status options (**Enroute**, **Arrive**, **Clear**, etc.) and shortcuts to access modules and other functionality (**Name Search**, **Active Calls** list, **Maps**, etc.). Favorites are displayed on the **Favorites** tab of the Freedom Home window. Add or remove favorites from the **Sitemap** tab.

### Adding and Removing Favorites

#### To add or remove favorites:



On the Freedom Home window, select **Sitemap** and then select the arrow next to a group to view the selections.

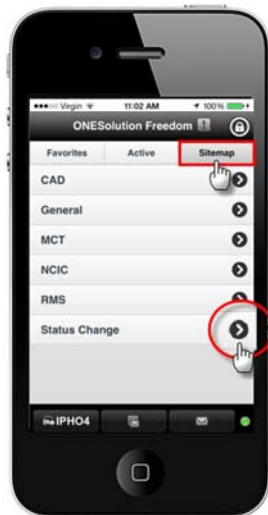


Tap the icon to the right of a selection to add or remove. = Already in Favorites, Available to remove. = Not in Favorites, Available to Add.)

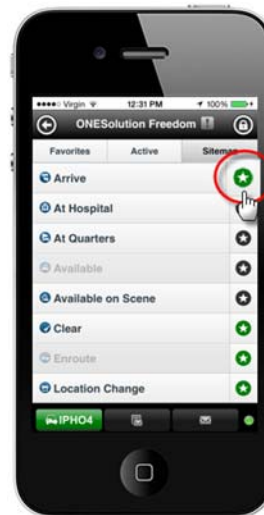


**Result:** When you return to the **Favorites** tab, any items you added will display. Any items you removed will no longer display.

Step 1



Step 2



#### NOTE

Since the **Sitemap** tab also allows you to execute status changes and access features, any status commands that represent a unit status that is not applicable for you to select will appear dimmed. For instance, you cannot select **Arrive** while your unit is already in "Arrive" status. You can, however, still select the icon to the right of a dimmed status to add it to **Favorites**.

## Arranging Favorites

To arrange favorites on the Home window:



On the Freedom Home window, hold down the icon of the favorite you want to move, drag it to the new position and release it.



**Result:** Your selection is now in the new position.

Step 1



# Section 8. Button Definitions

Review the "Button Definitions" section to learn your way around in Freedom.

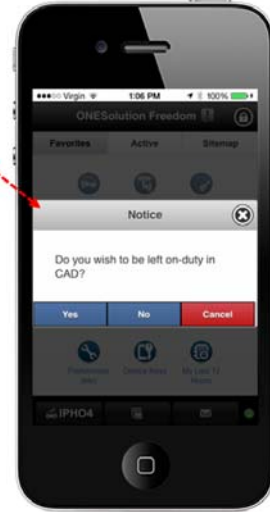
---

## Navigation Buttons



**Log Out (with the option to stay logged into CAD if you choose).**

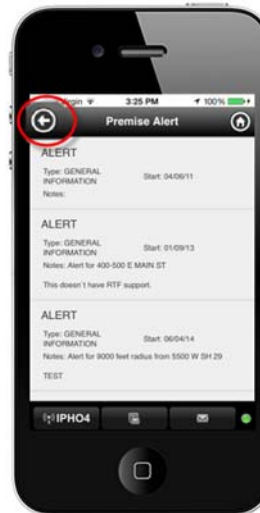
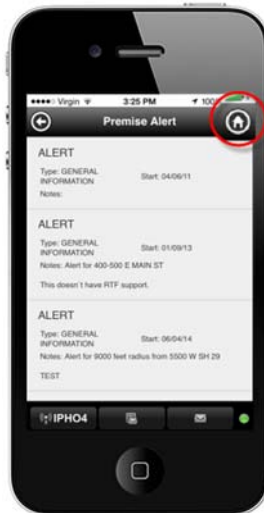
When you log out, a prompt displays asking if you also want to log out of CAD. Select **No** to log out of Freedom only. Select **Yes** to log out of Freedom and CAD.



**Home (Return to Home Window)**



**Back (Go Back to Previous Screen)**

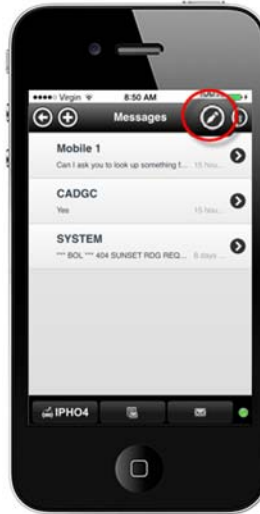




### Add New Message



### Select Items to Delete



You use the **Select Items to Delete** button to enable “delete mode”. Once you tap the button, circles appear next to the items in the list. You can select individual items to delete or in some cases, a **Clear All Items** menu item will



### View Location on Map





## Select Items (such as Map Layers or Groups to Monitor)

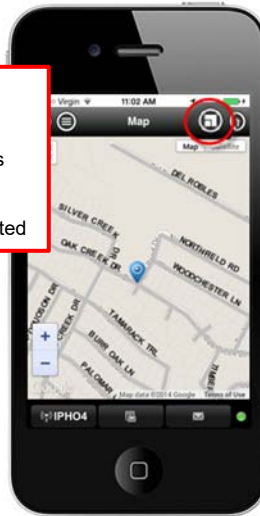


OR

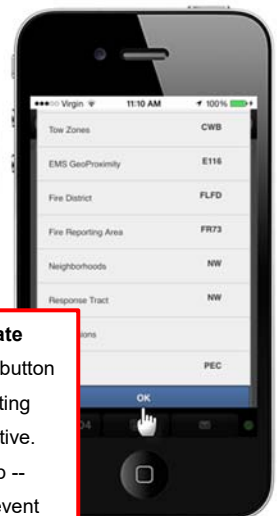


## Create Point in Polygon (PIP) Analysis

You can create a PIP analysis to see the polygon values (such as **Beat**, **District**, or **Geoproximity**) associated




When you select the **Create PIP Analysis** button, the button icon changes color indicating "PIP analysis mode" is active. Tap anywhere on the map -- even on top of a current event as shown above -- to display

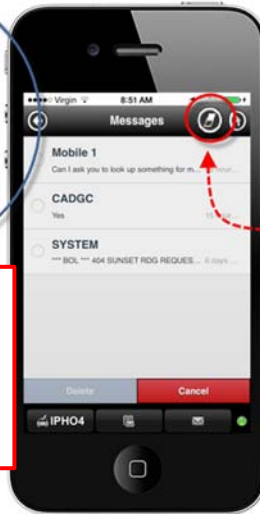




## Clear All Items (such as Messages or Login Credentials)



Tap **Select Items to Delete**  first and then select **Clear All Items**.



OR



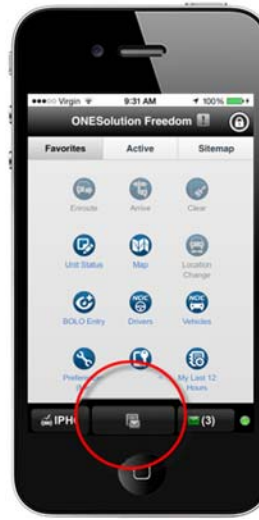
## Bottom Buttons

The bottom buttons are typically visible from anywhere in Freedom. The only exception is when you have the keyboard displayed (such as when typing a note or message).

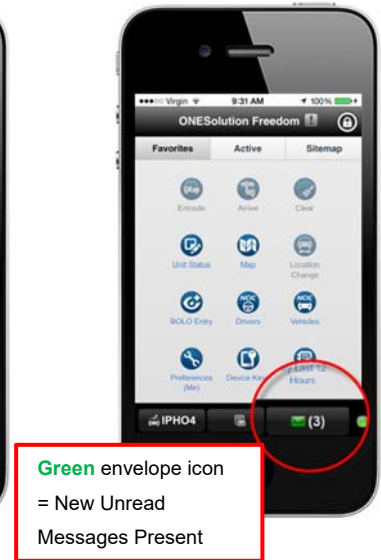
### Unit



### View NCIC Responses



### View Messages





## Emergency Alert button

The **Emergency Alert** button displays as an exclamation point icon at the top of the Home window. This feature works the same as pressing QQQ in MCT.



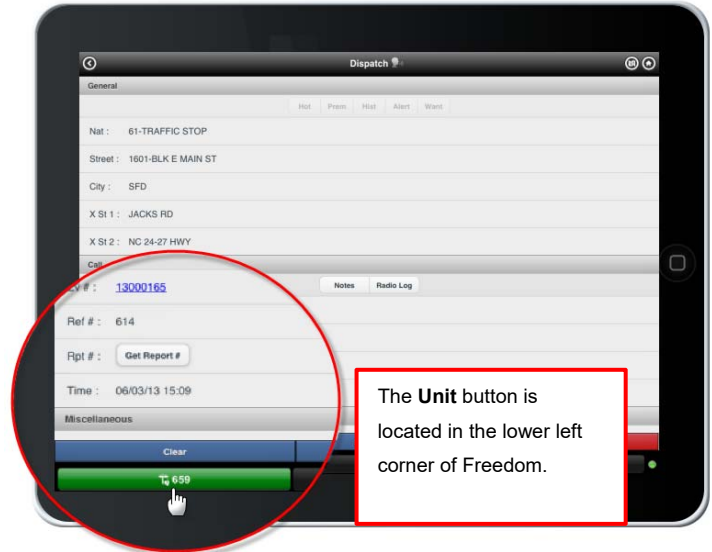
### Emergency Alert



To trigger an emergency alert, tap and hold the **Emergency Alert** button for three seconds.



*You can also press and hold the **Unit** button to send an emergency alert.*



## Voice Alert Button

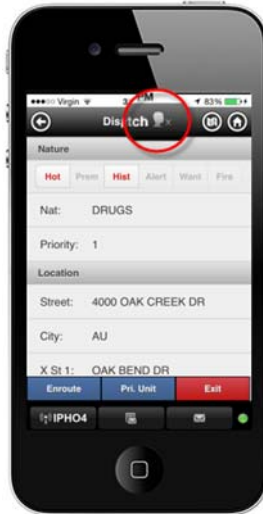
The **Voice Alert** button located at the top of the Dispatch window. Tap it to receive voice playback of dispatch details. When playback is in progress, the **Voice Alert** button changes to indicate that playback is active. When playback is over, it reverts to being enabled but no playback active.



**Voice Alert (No active playback in progress)**



**Voice Alert (Active playback in progress)**



## Wireless LED Status Indicator

A LED light displays at the bottom of the Freedom user interface to indicate the status of your wireless connection.



= excellent, good connection



= connection to Freedom established; no connection to Message Switch



= no connection to Freedom or Message Switch



## Section 9. Dispatch Functions

Dispatch functions include viewing dispatch instructions from CAD, viewing and updating your unit status, and entering self-initiated calls such as traffic stops.

---

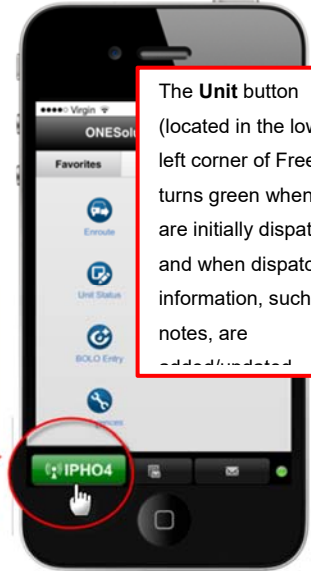
# Viewing Dispatch Instructions

## To view/receive dispatch instructions from CAD:



When you receive a new dispatch (or dispatch information changes), the **Unit** button turns green and there is an audible alert. Select the **Unit** button.

Step 1




The **Unit** button (located in the lower left corner of Freedom) turns green when you are initially dispatched and when dispatch information, such as notes, are added/updated.

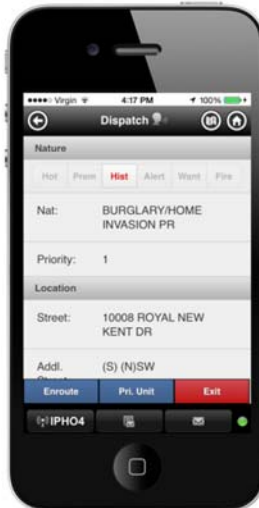


**Result:** The Dispatch window displays call information. Notification buttons, such as **Hist** (call history), may also turn **red** to indicate the presence of additional information.



Scroll down to view all dispatch information and tap any lit notification buttons to view information such as call history. If you tap the **Voice Alert** button , you also will receive voice play back of dispatch instructions.

Step 2





**Step 3**

When finished viewing/receiving dispatch instructions, select **Exit**.



**NOTE**

To return to dispatch instructions, press the **Unit** button again or select **Dispatch** on the **Favorites** tab (if you have added unit status options to the **Favorites** tab).



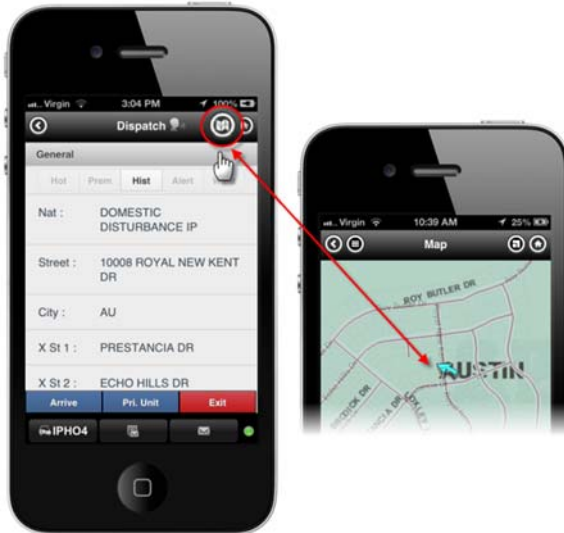
For more information on other dispatch-related functions, such as viewing the current call on the map or changing your unit status, continue to the next topic in this section: **Dispatch Window Options**.

## Dispatch Window Options

Once you have been dispatched, perform tasks from the Dispatch window such as viewing your call location, viewing call history, changing your unit status, and more.

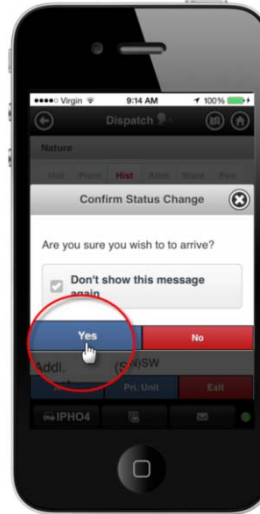
### Viewing Call Location on Map

To view the current call location on the map, select the **Map** button:



### Unit Status Change

To change your unit status to **Enroute** or **Arrive**, select the next available unit status displayed at the bottom of the Dispatch window. A confirmation message may display. Select **Yes**.



### Primary Unit Selection

To make your unit the primary unit, select **Pri. Unit**. A confirmation message may display. Select **Yes**.

### Viewing Notifications

To view available Hot Spot information, Premise Alerts, Call History, RMS Wants, Alerts, or FireHouse data select a notification button as shown here:



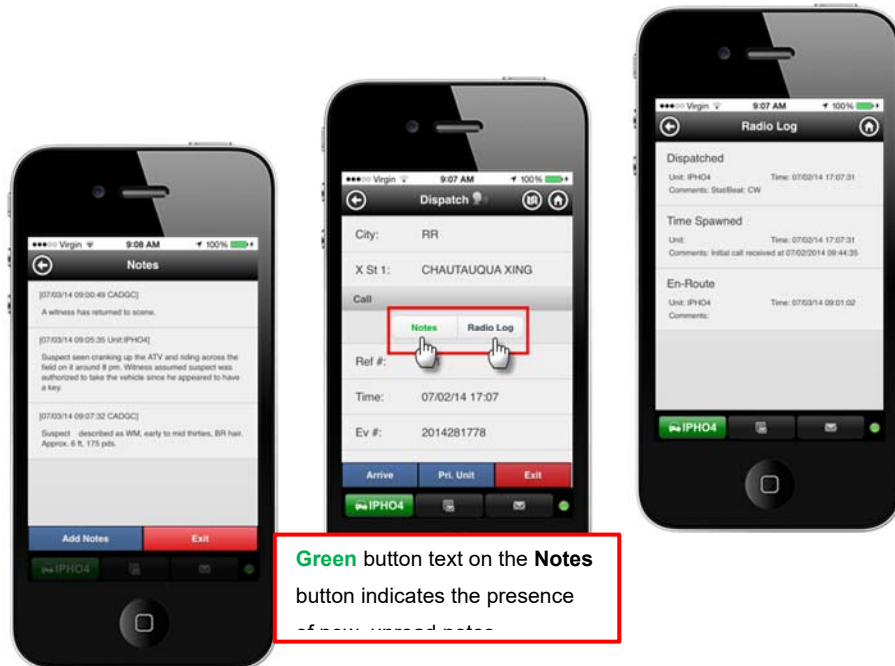
- You can also change the unit status it on the **Favorites** tab, if you have added statuses to **Favorites**.

- 
- You can disable future confirmation messages for actions such as unit status changes or selecting the primary unit by selecting the **Don't show this message again** checkbox on the confirmation message.



## Viewing Call Notes or the Radio Log

To view call notes or the Radio log, scroll to the “Call” section of the Dispatch window and then select the **Notes** and **Radio Log** buttons:



## Adding Notes to a Call

To add notes to a call:




Select **Notes**.



Select **Add Notes**.

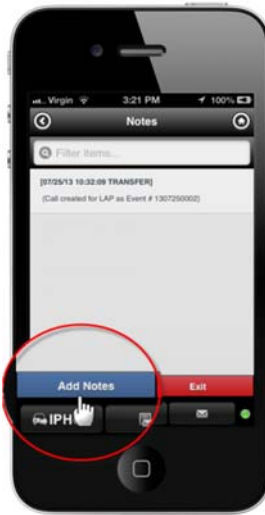


Type the note (or tap the speech-to-text  button to record the note) and then select **Done**.

Step 1



Step 2



Step 3





Select **Send**.



**Result:** The note is sent to CAD and is appended to existing notes.

Step 4



### Filtering List Items

To filter list items (such as Message contacts and Event History) by a keyword or phrase:



Open a list. (In this example, we are using Event History.)

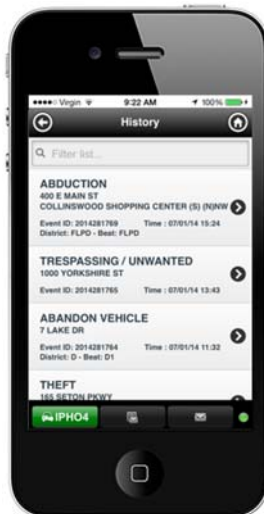


Enter keyword or phrase in **Filter list...** field and then select **Done**.

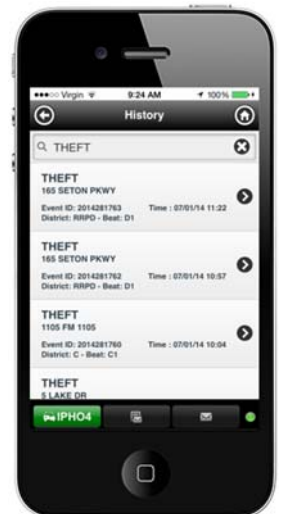
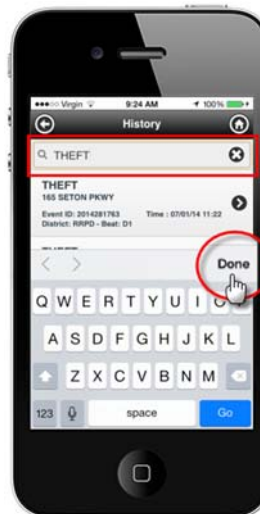


**Result:** Only entries in the list that match the keyword or phrase are displayed.

Step 1



Step 2



## Clearing Unit from a Call

To clear your unit from a call:



Select **Clear** on the **Favorites** tab or select **Clear** on the Dispatch window.



Select the ending **Disposition**, type any applicable **Notes**, and then select **Send**.

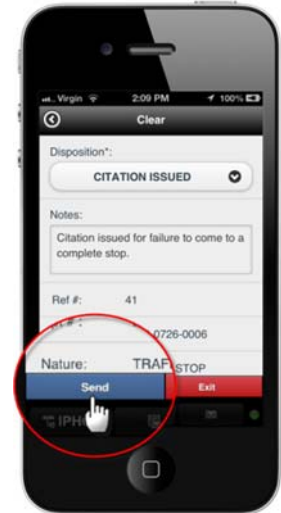
Step 1



OR



Step 2



**Result:** Your unit is cleared from the call and you are returned to the Freedom home window. Note that any statuses that are not relevant when your unit is not on a call are dimmed and unavailable on the **Favorites** tab.



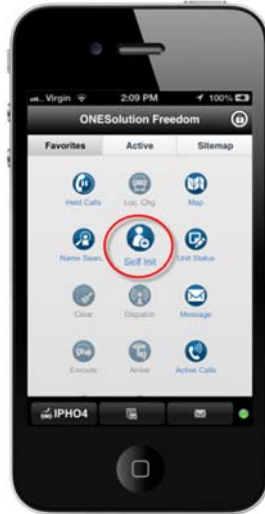
## Self-Initiating a Call

To self-initiate a call:



Select **Self Init** on the **Favorites** tab.

Step 1



Enter **License Plate**, select the **Type** (vehicle type), and enter the **Year** (vehicle year).

Step 2



Scroll and enter the **Street**, select the **City**, and select **Verify Address**.

Step 3



If the address cannot be verified immediately, you may be prompted to select a valid address.



After selecting a valid address, you may also be prompted to enter a valid street address.



Accept the default value in the **Nature** field or select a new value. Select **Enroute** as your call status, enter any **Notes**, and select **Send**.



Step 4





**Result:** You are returned to the Freedom Home Window where the **Unit** button is now green.



Step 5

Select the **Unit** button to display the Dispatch window and change the status to **Arrive**, if necessary, view alerts, etc.



## Section 10. Map Functions

Map functions include selecting layers to display on the map, performing a point-in-polygon analysis to view all of the polygon codes associated with a specified location, and using the Information Layer to quickly view information about a call and link to dispatch details.

---

## Accessing the Map window

To access the Map window:



On the **Sitemap** tab, under **MCT**, select **Map** (or select **Map** from the **Favorites** tab if you have added it).



**Result:** The Map window displays similar to the following.



For steps to add items to the **Favorites** tab, refer to **Section 7. Managing Favorites**.



OR



## Selecting Map Layers

To select map layers:



Tap **Select Items**.

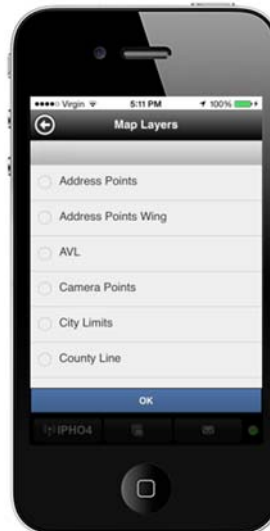
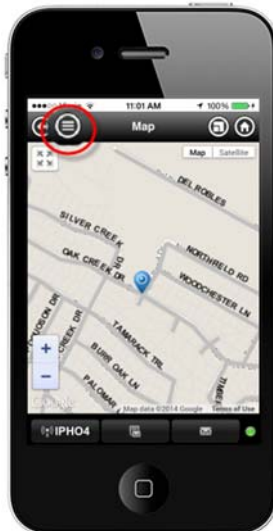


**Result:** A list of available map layers displays.



Select the layers you want to display and then select **OK**.

Step 1




Step 2






## Performing a PIP Analysis


To perform a Point-in-Polygon (PIP) analysis:

 Select the **Create Point-in-Polygon (PIP) Analysis** button.

 On the confirmation message that displays select one of the following options: To stop the message from appearing in the future, select **Don't show this message again** and then select **OK**. To continue displaying the confirmation message each time you run a PIP analysis, select **OK**.


Step 1



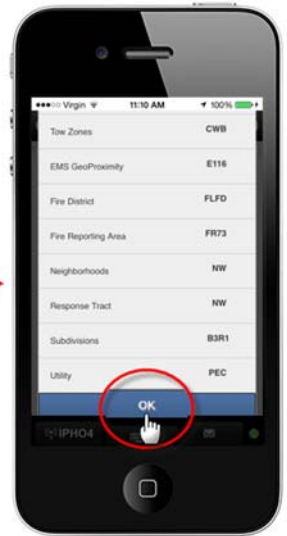
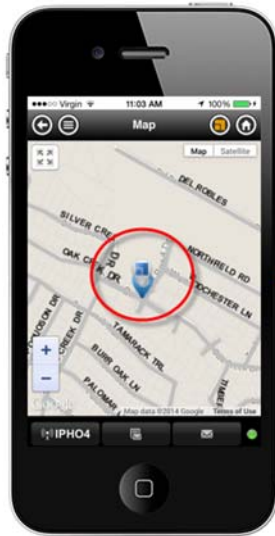
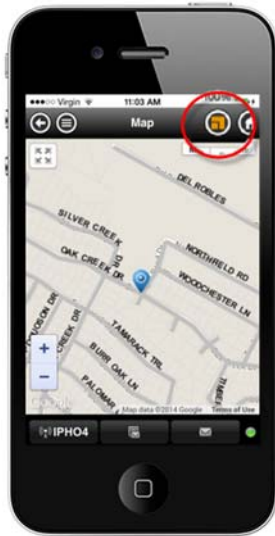
 **Result:** The **Create Point-in-Polygon (PIP) Analysis** button color turns orange indicating that “PIP analysis mode” is enabled.

Step 2



 Tap a location on the map to display the PIP analysis. In this example, we have tapped a location on top of an existing call icon. Notice that a PIP icon appears on the call icon (but you can still see the call icon). When the PIP results display, drag up and down with your finger to scroll through the results. When finished viewing the analysis, scroll all the way to the bottom and click **OK** to return to the map.

Step 3





When you are finished running PIP analyses, tap the **Create Point-in-Polygon (PIP) Analysis** button to disable “PIP analysis mode”. Otherwise, Freedom may attempt to run a PIP analysis the next time you tap the map. If this is acceptable, you can leave this feature turned on, but if you would like to be able to use the Information Layer feature (covered in the next topic) which allows you to tap a call or AVL icon to view information about the call and link to dispatch details, you should turn off “PIP analysis mode” when you are finished using it.

Step 4



## Using the Information Layer

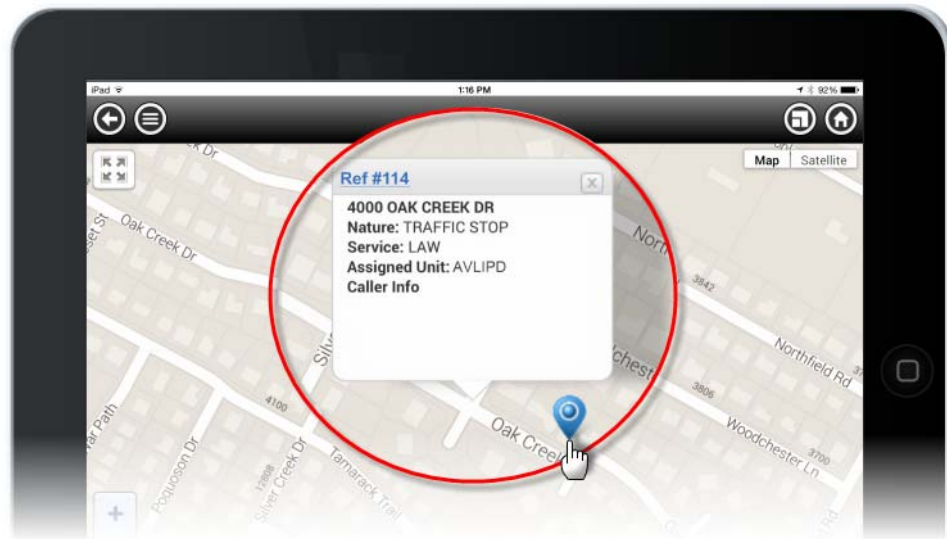
The Information Layer is not an actual map layer. It is a feature that allows you to click a call icon or AVL icon and display information about a call or a call that an AVL unit is currently on (if selecting an AVL icon).

### To use the Information Layer:



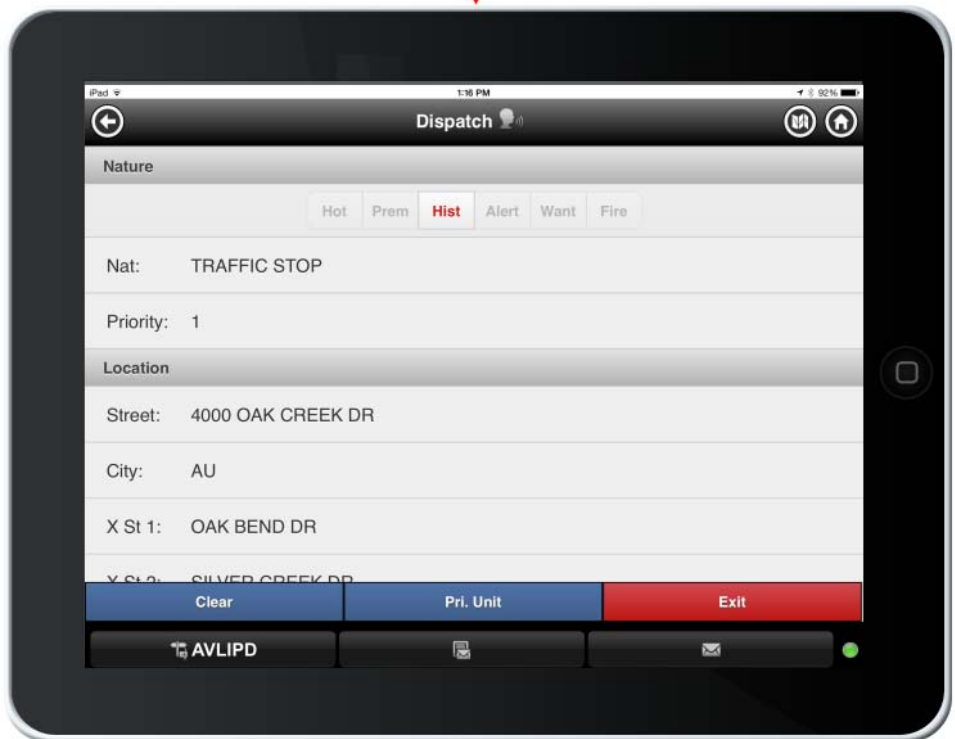
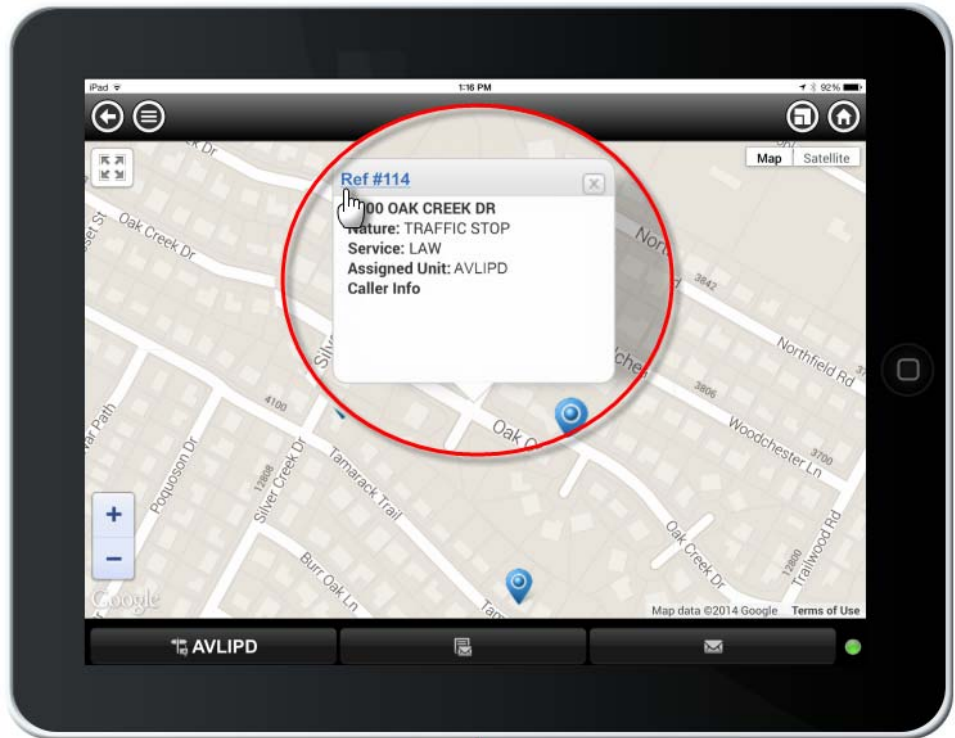
Tap a call icon or AVL icon to display information about the call in a pop window as shown in the example below. In the example below, an AVL unit is on a self-initiated traffic stop; therefore, there is no caller information displayed.

### Step 1



Step 2

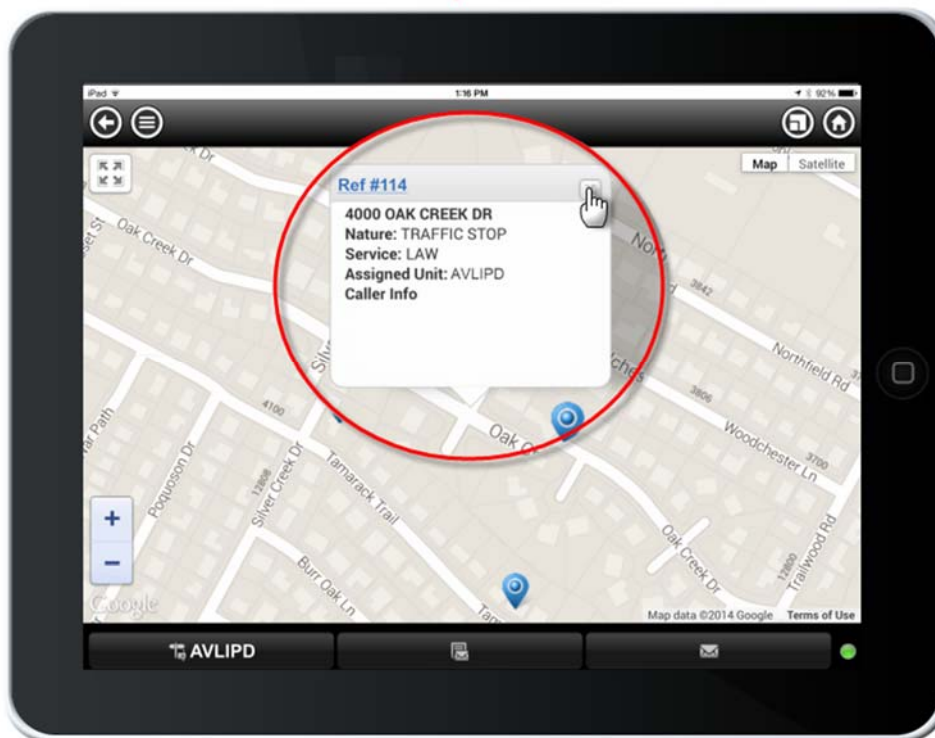
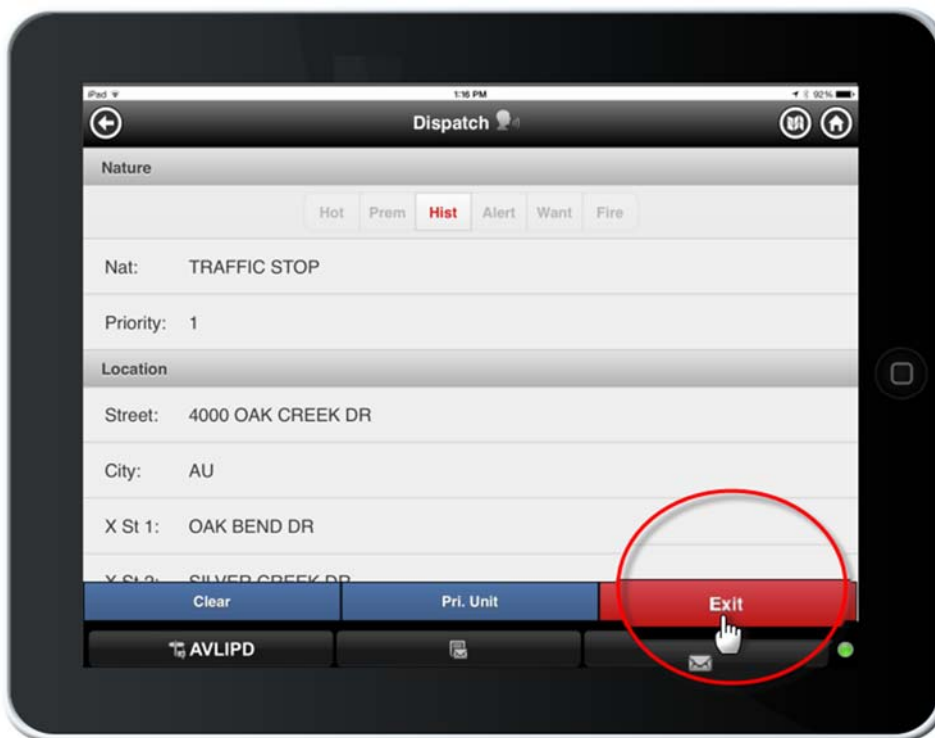
Optionally, select the reference number hyperlink to display the dispatch details.





When finished viewing Dispatch details, select **Exit** on the Dispatch window to return to Map window and then select the **X** in the upper right corner of the Information Layer to close it.

Step 3



# Section 11. Messaging

Freedom allows you to engage in car-to-car messaging and communicate with other agency staff (such as dispatchers) from the field.

## Sending a Message

To send a message:



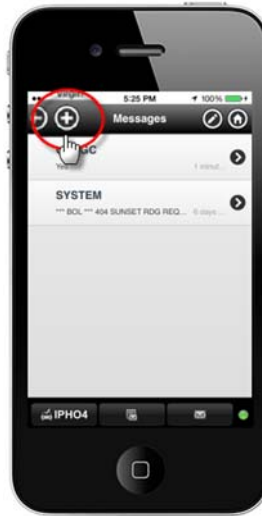
Select the **Message** button.

Step 1



Select **Add**.

Step 2



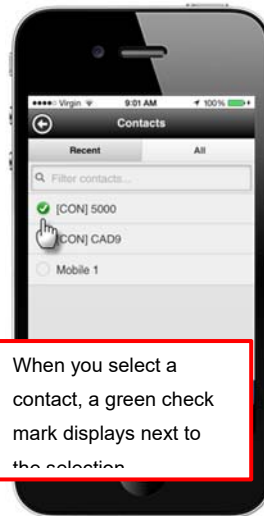
Select the down arrow to select message recipients.

Step 3



Select recipients from the **Recent** tab or the **All** tab. The **Recent** tab displays a list of recent contacts. The **All** tab displays the entire list of contacts. Units are prefaced by [MCT]. CAD dispatch consoles are prefaced by [CON].

Step 4



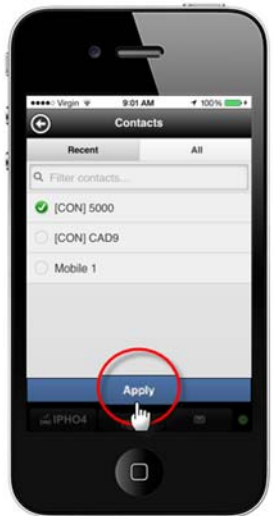
When you select a contact, a green check mark displays next to the selection.

Optionally, type letters or keywords in the **Filter contacts...** field to help you locate a contact. Be sure to select the **All** tab first if you



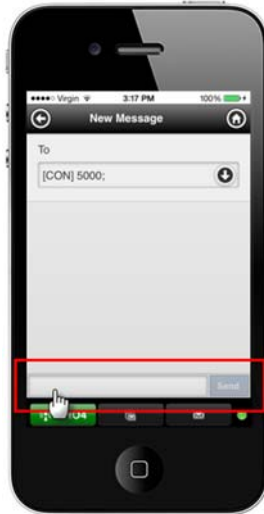
Select **Apply**.

Step 5



Step 6

Tap the message entry area to display the keyboard.



Step 7

Type the message and then select **Done**.



Step 8

Select **Send**.



**Result:** The sent message displays similar to the following.





## Receiving a Message

When you receive a message, the envelope on the **Message** button turns green and depending on your configuration, there may be an audible alert.

### To receive a message:



Select the **Message** button.



The newest messages are visible next to the message group (i.e., thread) name. Optionally, tap the right arrow next to the message group name to view all messages in the thread or access the data entry area to reply.

### Step 1



### NOTE

*In addition to receiving messages from other units and CAD consoles, you may also receive system messages such as BOLO notifications, urgent CAD notifications, and certain unit login activity updates.*



## Deleting Messages

Freedom uses retention settings to determine how many old messages to keep. You can also manually delete messages.



For more information on message retention settings, refer to **Section 4. Configuring Preferences**. (Access to preferences depends on your assigned user access rights.)

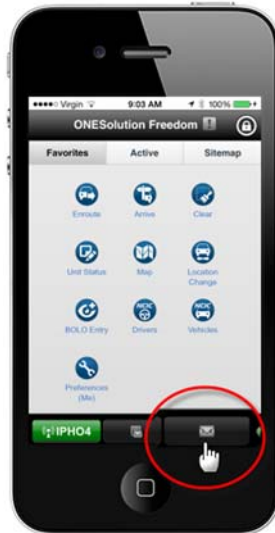
### Individual Message Threads

To delete an individual message thread:



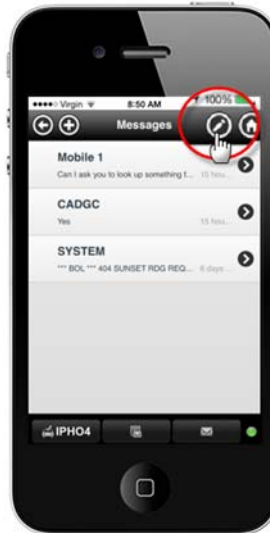
Select the **Message** button.

Step 1



Tap the **Pencil** to enable “delete mode”.

Step 2



Select the thread(s) to delete.

Step 3



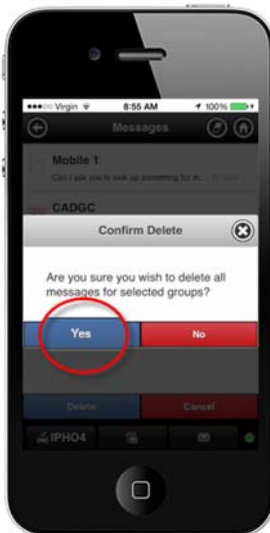
Select **Delete**.

Step 4



Select **Yes** on the confirmation prompt.

Step 5



**Result:** The selected message threads are removed.



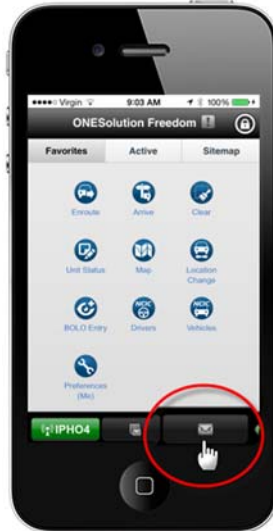
## All Message Threads

To delete all messages at once:



Select the **Message** button.

Step 1



Tap the **Pencil** to enable “delete mode”.

Step 2



Select **Clear All** Items.

Step 3



Select **Yes** on the confirmation prompt.

Step 4



**Result:** All messages are removed.



## Section 12. Conducting Searches

Freedom allows you to search other CentralSquare Technologies applications (CAD and RMS). Freedom Base functionality includes the ability the search for RMS master names records and CAD event history. Freedom Premium offers additional capability of being able to search the RMS Incidents module.



*For more information on Freedom Premium features, refer to **Section 15. Overview of Premium Functionality.***

## Searching for RMS Names

You can use your Freedom device to conduct a name search of the RMS **Master Names** module.

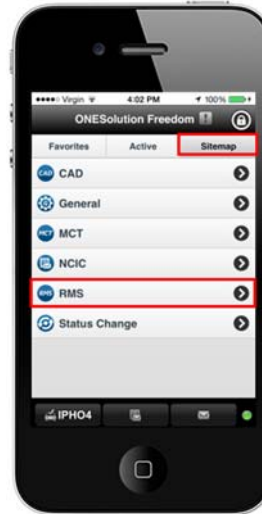
**To conduct a name search:**



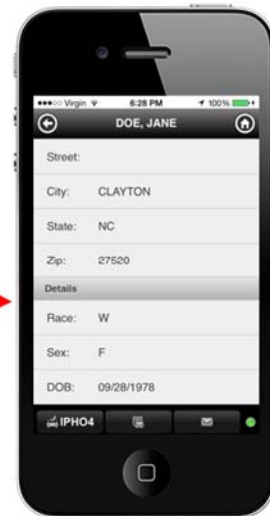
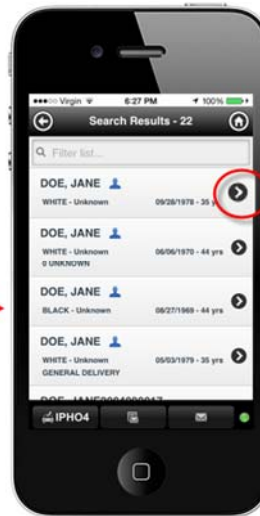
On the **Favorites** tab of the Freedom Home window, select **RMS Name Search**. Alternately, select **Sitemap**, expand the **RMS** category and then select **RMS Name Search**.



OR



**Result:** The Name Search window displays. Enter search criteria and select **Send** to retrieve results. Name candidating occurs and displays a list of possible matches for you to select from.



## Searching Event History

You can search for historical calls in the CAD **Event History** module from Freedom. The maximum number of days that can be queried is seven.

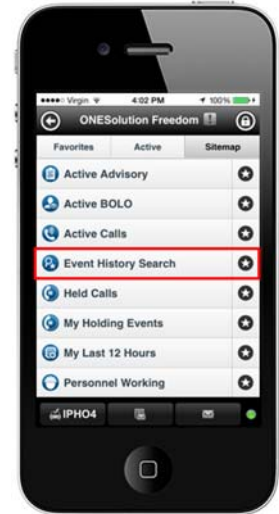
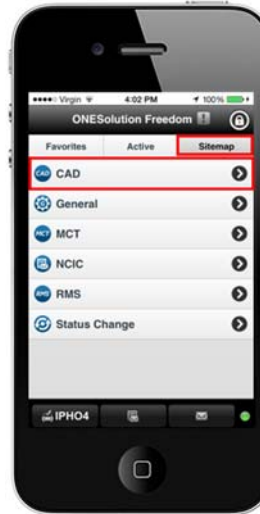
To conduct an Event History search:



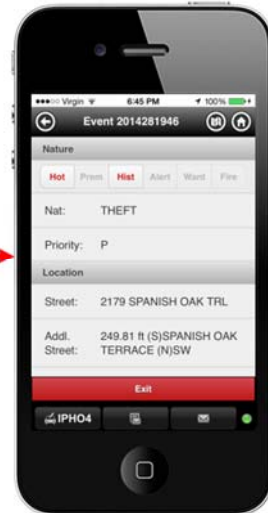
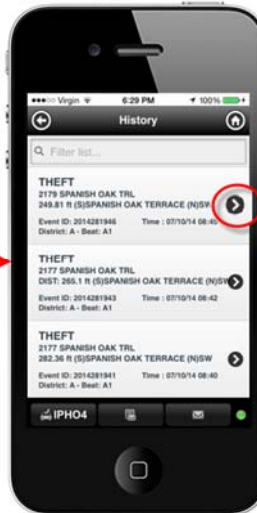
On the **Favorites** tab of the Freedom Home window, select **Event History Search**. Alternately, select **Sitemap**, expand the **CAD** category and then select **Event History Search**.



OR



**Result:** The Event History window displays. Enter search criteria and select **Send** to retrieve results. A list of results appears for you to select from.



## Section 13. Overview of Unit Status List Functionality

The Unit Status List is used by supervisors to keep track of units and any active calls the units are on. In addition to being able to see a unit's current status, you can view event information, send a message to a unit, and view unit information (i.e., employee "on duty" information).

---

## Accessing the Unit Status List

To access the Unit Status List:



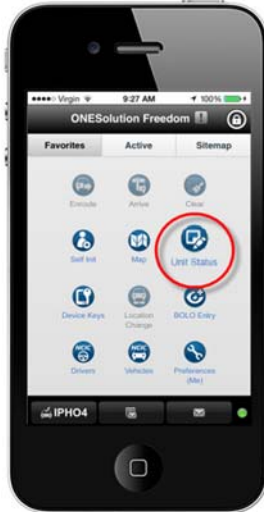
On the **Favorites** tab of the Freedom Home window, select **Unit Status**. Alternately, select **Sitemap**, expand the **MCT** category and then select **Unit Status**.



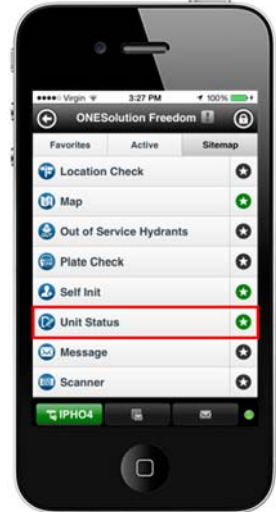
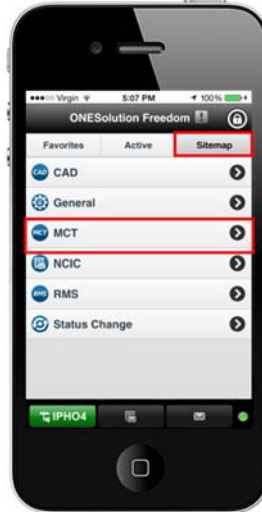
For steps to add items to the **Favorites** tab, refer to **Section 7. Managing Favorites**.



Access to the Unit Status List depends on your assigned access rights.



OR



## Viewing a Unit's Status

Determine a unit's status by viewing the colored flags next to the unit's line item in the grid.



For more information on setting unit status colors, refer to the "Status List Colors" topic in **Section 4. Configuring Preferences**.







## Viewing Event Details

To view event details:

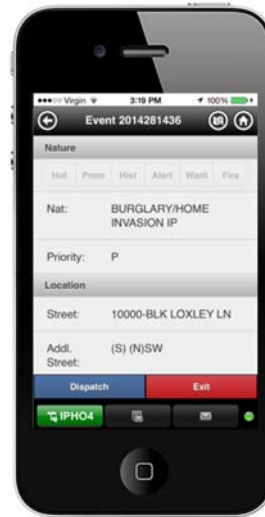
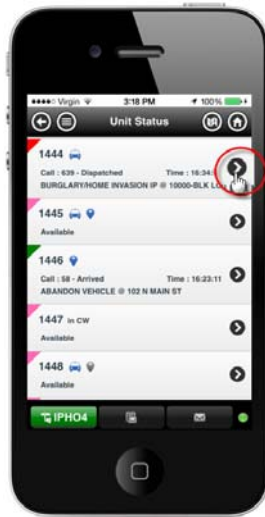


Select the right arrow  next to a unit on an active call (i.e., a unit in **Dispatched**, **Enroute**, **Arrived** or another “active call” status).



**Result:** Event details display on a separate screen. When you are finished viewing event details, click the **Back**  button to return to the Unit Status List.

Step 1



## Viewing Unit Information

### To view unit information:

- Hold down the unit number and then select the right arrow next to the **Show Unit Detail** menu option.

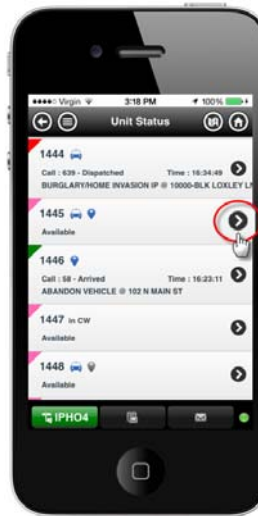
Alternately, select the right arrow next to a unit that is not an active call (i.e., a unit in **Available**, **Out of Service**, or another “inactive” status).

- Result:** Unit/Employee information displays on a separate screen. When you are finished viewing unit information, click the **Back** button to return to the Unit Status List.

Step 1



OR



## Sending a Message to a Unit

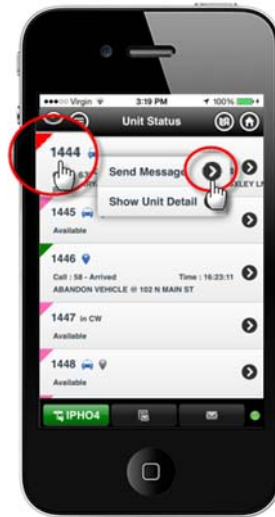
To send a message to a unit:

- Hold down the unit number and then select the right arrow next to the **Send Message** menu option.

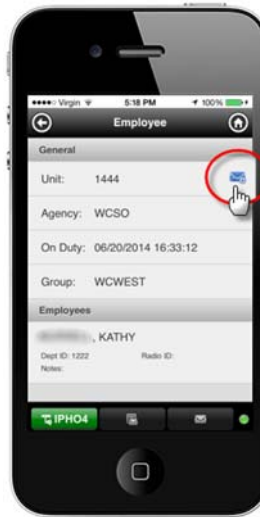
Alternately, display unit details using one of the methods covered in the previous section, then select the **Message** icon located in the upper right corner of the Employee window.

- Result:** The New Message window displays with the unit number displayed in the **To** field. Proceed with typing and sending the message.

Step 1



OR



## Section 14. Overview of Premium Functionality

Freedom Premium allows you to do all of the things you can do with Freedom Base plus the following additional functionality:

- BOLO Entry
- FireHouse Interface Capability
- NCIC Query Capability
- AVL Capability
- Additional CAD Query, RMS and MCT functions, including:
  - View Active Advisories
  - Active BOLOs
  - Event History Search
  - Holding Events
  - My Last 12 Hours (of calls for service)
  - CAD Phone Directory
  - Residential Security Checks
  - Standard Operating Procedures (SOPs)
  - Out of Service Units
  - Stolen Vehicle Hot Sheet
  - RMS Incident Search
  - 2D Scanner

Additional interface capability is planned for future releases.

### Accessing the BOLO Entry Window

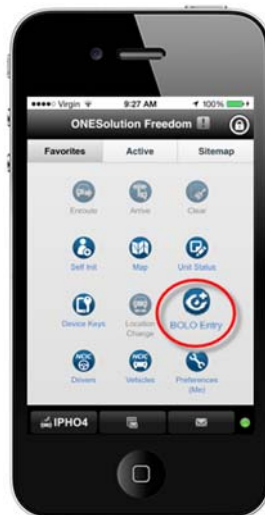
To access the **BOLO Entry** window:



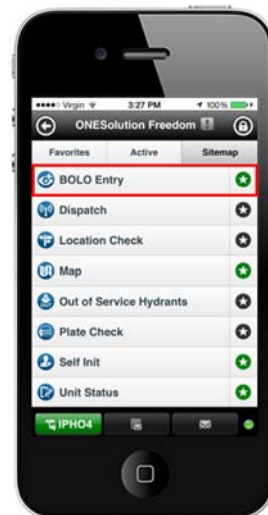
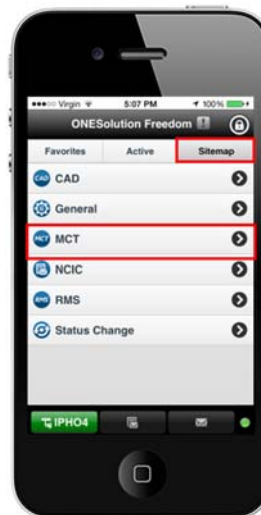
On the **Favorites** tab of the Freedom Home window, select **BOLO Entry**. Alternately, select **Sitemap**, expand the **MCT** category and then select **BOLO Entry**.



For steps to add items to the **Favorites** tab, refer to **Section 7. Managing Favorites**.



OR





## Entering a BOLO


### To enter a BOLO:



On the Bolo Entry window, complete the following required fields:

#### Field definitions:

#### Step 1

- **Requesting Party** - This field auto-fills with your unit number and name. You can modify the field, if necessary.
- **Type** - Select the down arrow  to display a list of nature codes. Then, select the call nature to associate with the BOLO.
- **Title/Location** - Enter a brief description of the BOLO. This can include location information and/or a summary such as “Hit and Run”.
- **Notes** - Enter a more detailed description of the BOLO.



Select **Send**.


#### Step 3



Complete any remaining optional fields, if desired.

#### Field definitions:

#### Step 2

- **Expires** - If your system administrator set a default number of days for a BOLO to expire in the Freedom **Preferences** module, this field will auto-fill for you. You can modify the default date, if necessary, by tapping the data entry area and selecting a new date from the calendar.
- **Report #** - If an incident number exists related to the BOLO, you can enter it here.
- **License Plate** - If the BOLO involves a vehicle and you have a license plate number, you can enter it here.
- **State** - Your agency’s state automatically displays here. Select the down arrow  to select a different state if necessary.



**Result:** The BOLO is sent to CAD, MCT and Freedom users. The notification is delivered as a System message in Freedom which users can access by selecting the **Message** button. Freedom Premium users can also view the BOLO on the Active BOLO list (accessible from the CAD group on the **Sitemap** tab).



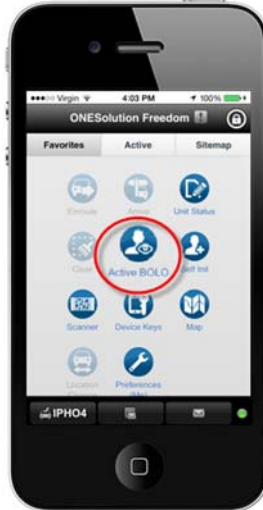
## Accessing the Active BOLO List

To access the Active BOLO list:




On the **Favorites** tab of the Freedom Home window, select **Active BOLO**.

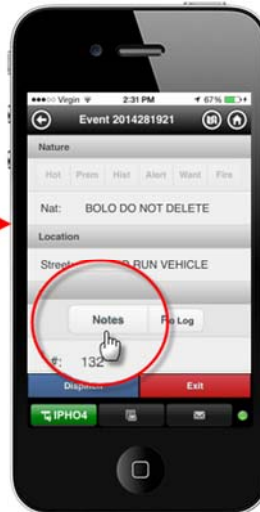
Alternately, select **Sitemap**, expand the **CAD** category and then select **Active BOLO**.



OR



**Result:** The Active BOLO list displays similar to the example below. Clicking the right arrow  next to a BOLO displays the event summary. Clicking the **Notes** button on the event displays BOLO details.





## Accessing NCIC Query Windows

To access an NCIC Query window:



On the **Favorites** tab of the Freedom Home window, select the desired NCIC icon. Alternately, select **Sitemap**, expand the **NCIC** category and then select the desired icon.



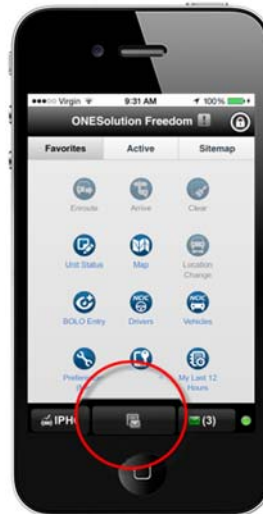
OR



The following NCIC Query windows are available:

- |  |           |  |                  |
|--|-----------|--|------------------|
|  | Drivers   |  | Criminal History |
|  | Wanted    |  | Msg              |
|  | Vehicles  |  | Combo            |
|  | Gun       |  | Reg. Hit         |
|  | Articles  |  | Court            |
|  | Boat      |  | County           |
|  | Free Form |  | Water Utilities  |

Select the **View NCIC Responses** button to see the query results:



You can also use the 2D Barcode Scanner functionality in Freedom to run NCIC license checks. For additional information refer to the next topic in this section: "Accessing the 2D Barcode Scanner".

## Accessing the 2D Barcode Scanner

You can use your Freedom device to scan licenses using 2D Barcode Scanner functionality built into Freedom.

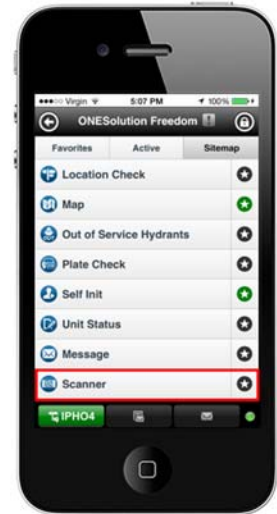
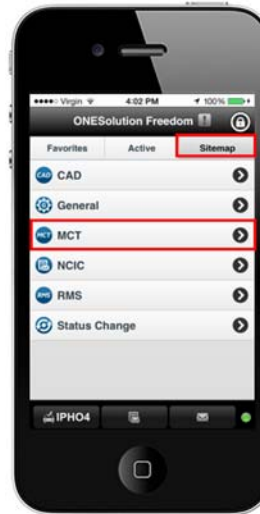
To access the 2D barcode scanner:



On the **Favorites** tab of the Freedom Home window, select **Scanner**. Alternately, select **Sitemap**, expand the **MCT** category and then select **Scanner**.



OR



**Result:** The scanner displays and defaults to **On**. (The **On** button is a toggle button. Tap it to turn the scanner off and on.)

Smaller devices may have to be turned horizontally to capture the full barcode. When successfully captures the barcode, you will briefly see a green border appear around the barcode. Afterwards, the driver information will display in a separate window and, if you have NCIC functionality enabled, the license will be sent to NCIC. The license will also be sent to RMS to query for results. Select the **View NCIC Responses** button as shown in the previous topic to see the results.

You can close the barcode scanner by touching the screen and swiping down.

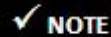


## AVL Capability

When AVL is enabled in Freedom, AVL units' positions will be updated on the Freedom maps. Additionally, AVL unit position and status updates will be sent to CAD at the intervals specified in the Freedom AVL **Preferences** module configuration.



For more information configuration AVL settings, refer to the AVL Settings topic in **Section 4. Configuring Preferences.**



**NOTE**

When AVL is enabled, battery life is reduced.



## FireHouse Interface

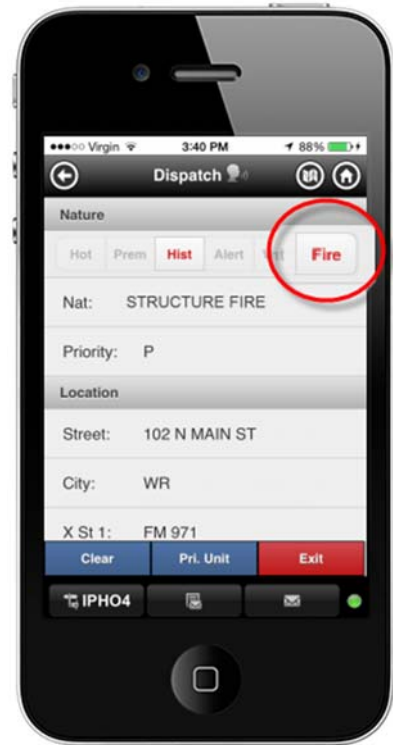
When the FireHouse interface is enabled in Freedom, when you are dispatched on a call and FireHouse data is available for the call location, the **Fire** notification button text on the Dispatch window turns **red**.

### ✓ NOTE

*If you are a supervisor and you are viewing event details from the Unit Status List, when you select the right arrow ➤ next to a unit on an active call to view event details, the **Fire** notification button text will be red on the Event window (just as on the Dispatch window) if Fire data is present.*

### Choosing from Multiple Locations

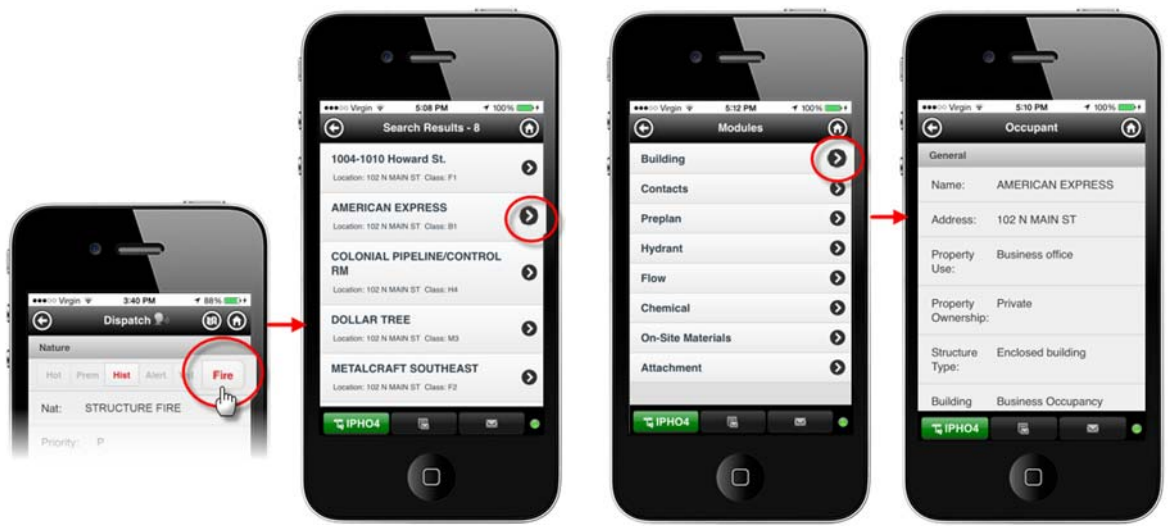
When you select the **Fire** button, if the address is an apartment or suite, the Search Results window displays a list of valid locations. Select the right arrow ➤ next to the correct business or personal address.




### Viewing Occupancy Data

When an address is selected, FireHouse modules will be listed if there is fire data available for the module.

If there is occupancy data available, the **Building** module will be listed. Select the right ➤ arrow next to the module name to view data.




## Viewing Contacts

Tap the right arrow  next to **Contacts**. An initial Contacts summary window displays. Tap the right arrow next to a contact name to see any additional information that may be available for the contact.




## Viewing Building Preplan Information

Tap the right arrow  next to **Preplan**. Then, touch the screen and scroll up and down to view building preplan notes and specifications.




## Viewing Hydrant Information

Tap the right arrow  next to **Hydrant** to view a list of close fire hydrants. Multiple nearby hydrants may be found for the location. Tap the right arrow again to view details about a specific hydrant, such as its class.



## Viewing Fire Flow Information

Tap the right arrow  next to **Flow** to view fire flow requirements and other details such as building square footage.



## Viewing Hazardous Chemicals

Tap the right arrow next to **Chemical** to view a list of hazardous chemicals on site. Tap the right arrow next to a chemical in the list to view additional details about the chemical, including its hazard rating.




## Viewing Other On-Site Materials

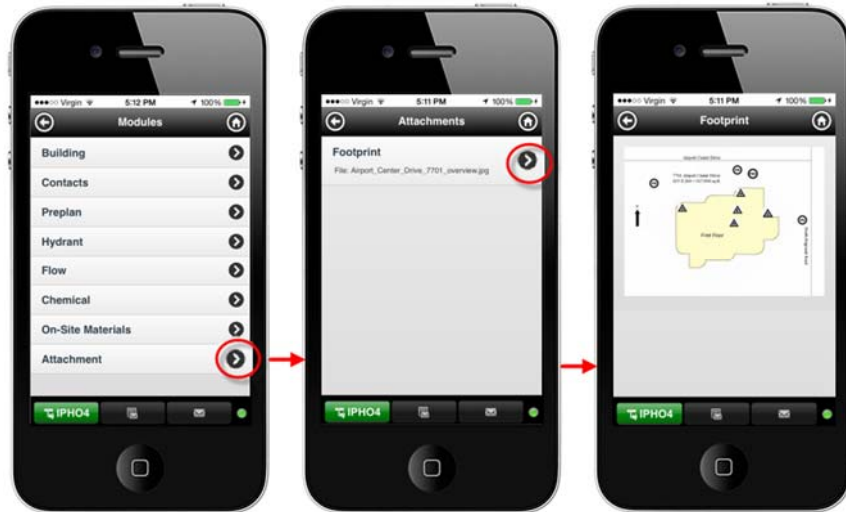
In addition to hazardous chemicals, there may be other on-site materials, such as fuel tanks. Tap the right arrow next to **On-Site Materials** view to a list of these materials. Tap the right arrow again to view details about a specific material or object, such as a fuel tank's capacity.





## Viewing Attachments

Tap the right arrow  next to **Attachment** to view a list of available attachments, such as a building footprint. Tap the right arrow next to an attachment in the list to display it.



## Additional Premium Features

Other premium RMS and CAD Query features are available on the **Sitemap** tab of the Home window.



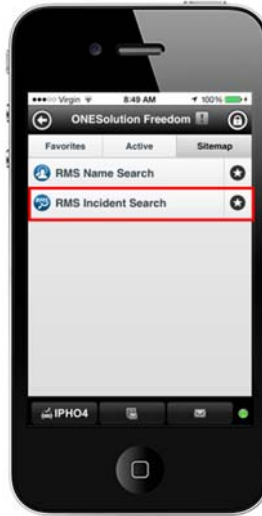
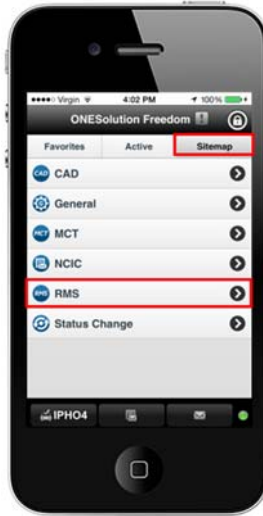
As with any features listed on the Sitemap tab, you can add frequently accessed features to the **Favorites** tab. For more information on adding favorites to the **Favorites** tab, refer to **Section 7. Managing Favorites**.

The RMS Incident Search feature allows you to enter a case number to locate an incident record.

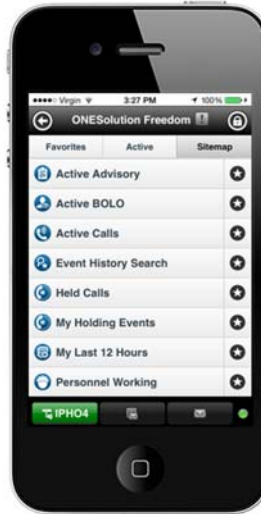
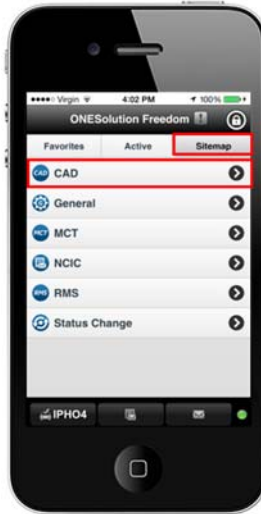
### To access RMS Incident Search:



Select **Sitemap**, expand the **RMS** category and select **RMS Incident Search**:



To access Active Advisory, My Holding Events, Vehicle Hot Sheet, My Last 12 Hours, SOP List, Event History Search, Units out of Service, and Phone Directory Search:





**POLICE DEPARTMENT**

Thursday, September 17, 2020

Pokey Harris  
NC 911 Board

Good Day Pokey;

I am requesting that the Finance Committee review the Price Cap restrictions for monitors within the 911 Center specifically those monitors connected to the Radio Consolettes as they are specifically built and tested with higher specifications to ensure proper compatibility with our radio consolette software. These monitors are built specifically to be RF-Certified and safe and reliable to use in a 24X7 Mission Critical Environment with specification to withstand a high radio frequency environment seen in 911 Centers.

I have included with this letter a letter from Motorola outlining in more details how these monitors are built and tested and the reasoning behind the higher cost of the monitors.

Sincerely,



Doug Workman

*Town of Cary 911 Center Logistics Supervisor  
Town of Cary*

**TOWN of CARY**

---

120 Wilkinson Ave • Cary, NC 27513 • PO Box 8005 • Cary, NC 27512-8005  
tel 919-469-4021 • fax 919-460-4904 • [www.townofcary.org](http://www.townofcary.org)

Motorola Solutions, Inc.  
PO Box 122  
Holly Springs, NC 27540

Moblie: +1 919 621 8605  
Telephone: +1 919 321 8948  
Fax: +1 315 222 2155  
andrew.curd@motorolasolutions.com

Motorola Solutions  
Andrew Curd  
PO Box 122  
Holly Springs, NC 27540  
(919) 621-8605  
Andrew.Curd@MotorolaSolutions.com

**9/1/2020**

Doug Workman  
Emergency Communications Center Supervisor  
Town of Cary Police Department  
P.O. Box 8005  
Cary, NC 27512-8005  
(919)-469-7969  
doug.workman@townofcary.org

**RE: Motorola Solutions Console Monitor cost justification**

Dear Mr. Workman

We hope this letter finds You and Your Team well.

We were recently made aware of the monetary cap that the North Carolina 911 board has implemented on certain 911 center technology, and while we certainly understand that this cap is a wise fiscal practice, we also wanted to help further justify costs for the Monitors that you have been quoted for our Motorola MCC7500 console solution.

We do understand that our monitors are typically higher cost than the average cost for what seems to be a similar type of monitor from another supplier, but we would like to point to some key differences with the monitor equipment that we supply with our Consoles. We take additional steps to specifically select monitors that are RF-Certified and that are safe and reliable to use in a 24x7 Mission Critical Environment with specification to withstand a high Radio Frequency environment as seen in 911 Centers.

We have supplied these higher specification monitors and continually test them in our labs to ensure proper compatibility with our Radio Equipment. With our monitors and testing, we know it is reliable and will not turn off, freeze, flicker, or black out in the middle of a critical response, which is what we have seen with many standard monitors in the 911 center.

[www.motorolasolutions.com](http://www.motorolasolutions.com)

500 W. Monroe St  
Chicago IL 60661

Motorola Solutions, Inc.  
PO Box 122  
Holly Springs, NC 27540

Mobiile: +1 919 621 8605  
Telephone: +1 919 321 8948  
Fax: +1 315 222 2155  
andrew.curd@motorolasolutions.com

Selecting this equipment with higher specifications means that we can stand behind its performance and warranty the equipment. We also continually test these monitors in our test labs. Both of these additional steps increase our cost beyond the normal cost of a standard monitor, but it allows us to guarantee the operation of your monitors, as well as their interoperability with the other electronic equipment in your 911 center.

If you feel it appropriate, please pass along this information to the North Carolina 911 Board for review and consideration for the pricing cap on Console Monitors. I have also included an official statement following this letter from our product development and engineering team regarding the monitor selection and specifications that we utilize at Motorola Solutions that we hope will help with this justification.

We are certainly available to further discuss this with your team and the 911 board if it warrants. We look forward to continuing to provide you with the best-in-class hardware, software and services.

**Thank you so much to You and Your Team for your dedicated public service that you provide to our community.**

Best Regards,



Andrew Curd  
Motorola Solutions  
North Carolina Account Executive

**ALL MOTOROLA SOLUTIONS ISPO MONITORS ARE  
"CONSOLE-CERTIFIED" FOR RF-IMMUNITY**

ISPO/Consoles Engineering have pursued and tested many different CRT's, LCD's, with and without touch componentry for compatibility with the Console Elite and MCC user environment. One major discovery has been that not all monitors are created equal, especially in terms of immunity from RF interference.

As users of CENTRACOMM Elite and MCC Series Consoles often also use and key-up Motorola 2-way radios near these monitors, monitors are susceptible to this RF interference. In this scenario, monitors most often will "scramble" or "freeze" an operating application on the monitor. To regain use of the monitor, a user must often power down the monitor and power it up again. Even worse, sometimes the monitor will not come back at all, as the RF can permanently damage components within the monitor or touch componentry. (We have seen this with some monitors, even "high-tier" monitors.) Since RF can completely disable a monitor and disrupt dispatch at the operator position, RF sensitivity in a monitor is considered an extreme liability.

Therefore, ISPO and Consoles Engineering have been testing certain monitors and certifying/offering only those which pass Consoles' RF-Certification. Each monitor offered via ISPO is certified and warrantied to be immune from major RF induced failures when subjected to VHF, UHF, and 800 MHz frequency ranges at 5 watts of transmit power.

So in summary, ISPO passes along the exact same warranty offered by the monitor manufacturer PLUS RF immunity from radios as described.

**From:** [Doug Workman](#)  
**To:** [Newberry, David C](#)  
**Cc:** [Matt Porrazzo](#); [Andrew Curd](#)  
**Subject:** RE: [External] FW: 911 Eligible - Backup Center Consolettes Cary  
**Date:** Friday, August 21, 2020 3:13:55 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[1Cary - Backup Consoles and Field Tech Services.v1.pdf](#)

---

**CAUTION:** External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [report.spam@nc.gov](mailto:report.spam@nc.gov)

Good afternoon David,

We are getting close to making the purchase of two Radio Consolettes (see attached quote) that Marsha reviewed last year for us and provided notes on the quote as to what is and isn't eligible. One point I would like to submit regarding the monitors is that those monitors quoted are RF-Immunity monitors which is suggested to be used around mobile and/or portable radios. I am assuming that most centers, like us, use mobile and portable radios at their consoles as backups to the main radio consolettes and in doing so, having radio consolette monitors that are not RF-Immune could very well disable that monitor causing it to freeze and/or completely disable that monitor. This would cause delays in transmitting or receiving radio traffic during public safety responses. I would like to submit that the funding committee take another look at the current \$1,500 cap on monitors, at least for the purchase of radio monitors to see if this cap could be raised for those particular monitors.

Below is information that Motorola submitted to me regarding those monitors and why it is suggested to be used around radio equipment.

## ALL ISPO MONITORS ARE “CONSOLE-CERTIFIED” FOR RF-IMMUNITY

ISPO/Consoles Engineering have pursued and tested many different CRT's, LCD's, with and without touch componentry for compatibility with the Console Elite and MCC user environment. One major discovery has been that not all monitors are created equal, especially in terms of immunity from RF interference.

As users of CENTRACOMM Elite and MCC Series Consoles often also use and key-up Motorola 2-way radios near these monitors, monitors are susceptible to this RF interference. In this scenario, monitors most often will

“scramble” or “freeze” an operating application on the monitor. To regain use of the monitor, a user must often power down the monitor and power it up again. Even worse, sometimes the monitor will not come back at all, as the RF can permanently damage components within the monitor or touch componentry. (We have seen this with some monitors, even “high-tier” monitors.) Since RF can completely disable a monitor and disrupt dispatch at the operator position, RF sensitivity in a monitor is considered an extreme liability.

Therefore, ISPO and Consoles Engineering have been testing certain monitors and certifying/offering only those which pass Consoles’ RF-Certification. Each monitor offered via ISPO is certified and warranted to be immune from major RF induced failures when subjected to VHF, UHF, and 800 MHz frequency ranges at 5 watts of transmit power.

So in summary, ISPO passes along the exact same warranty offered by the monitor manufacturer **PLUS** RF immunity from radios as described.

Doug Workman  
Emergency Communications Center Supervisor  
Town of Cary Police Department  
P.O. Box 8005  
Cary, NC 27512-8005  
(919)-469-7969  
[doug.workman@townofcary.org](mailto:doug.workman@townofcary.org)

Follow us on Facebook: <https://www.facebook.com/CaryPolice/>

(Pursuant to NC General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) that may be sent in response to it may be considered public record and therefore are subject to public record requests for review and copying under the Public Records Law.)

---

**From:** Tapler, Marsha <marsha.tapler@nc.gov>  
**Sent:** Friday, September 20, 2019 1:43 PM  
**To:** Doug Workman <Doug.Workman@townofcary.org>; Turbeville, Angie F <angie.turbeville@nc.gov>  
**Subject:** RE: [External] FW: 911 Eligible - Backup Center Consolettes Cary

Hello Doug,



Please find information regarding eligibility at the bottom of the attached.

Thank you.

*Marsha*

Marsha Tapler  
Financial Analyst  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)



*Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.*

---

**From:** Doug Workman <[Doug.Workman@townofcary.org](mailto:Doug.Workman@townofcary.org)>  
**Sent:** Monday, August 26, 2019 9:29 AM  
**To:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>; Turbeville, Angie F <[angie.turbeville@nc.gov](mailto:angie.turbeville@nc.gov)>; Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>  
**Subject:** [External] FW: 911 Eligible - Backup Center Consolettes

**CAUTION:** External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [report.spam@nc.gov](mailto:report.spam@nc.gov)

Good morning everyone;

I am checking to see if you were able to review this for eligibility as I would like to move forward on this purchase. Thanks.

Doug Workman

Emergency Communications Center Supervisor  
Town of Cary Police Department  
P.O. Box 8005  
Cary, NC 27512-8005  
(919)-469-7969  
[doug.workman@townofcary.org](mailto:doug.workman@townofcary.org)

Follow us on Facebook: <https://www.facebook.com/CaryPolice/>

(Pursuant to NC General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) that may be sent in response to it may be considered public record and therefore are subject to public record requests for review and copying under the Public Records Law.)

---

**From:** Doug Workman  
**Sent:** Tuesday, July 30, 2019 12:18 PM  
**To:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>; Turbeville, Angie F <[angie.turbeville@nc.gov](mailto:angie.turbeville@nc.gov)>; Harris, Pokey <[pokey.harris@nc.gov](mailto:pokey.harris@nc.gov)>  
**Subject:** 911 Eligible - Backup Center Consolettes

Good afternoon everyone,

I have attached a quote from Motorola for two radio consolettes to be installed at our backup center location. Currently at our backup center we are dispatching calls via portable and mobile radios. These radios do not allow us to monitor multiple channels as necessary for police and fire dispatching. When dispatching fire resources to a call, we are unable to tone apparatus out from the portables/mobiles and we are not able to monitor multiple channels when fire is dispatched leaving them on the scene without any communications to the center without them changing channels back to the main dispatch channel. This has become more of an issue now that we are dispatching three different fire departments (Cary, Apex and Morrisville). The same goes for police dispatching. Now that we are dispatching for Morrisville Police, it has become even more difficult to monitor both agencies and the alternate channels they utilize daily with just the one mobile/portable radio. Having these consolettes will allow us to multi-select meaning we are able to monitor multiple radio channels at one time as we do in our main center. I am seeking guidance on what is and what isn't eligible costs associated with this install per the attached quote. We have existing fund balance to use for this so no need for a reconsideration on this.

I am hoping someone can review this soon and provide feedback so that we can move forward on this project. Thank you in advance.

Doug Workman  
Emergency Communications Center Supervisor  
Town of Cary Police Department

P.O. Box 8005  
Cary, NC 27512-8005  
(919)-469-7969  
[doug.workman@townofcary.org](mailto:doug.workman@townofcary.org)

Follow us on Facebook: <https://www.facebook.com/CaryPolice/>

(Pursuant to NC General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) that may be sent in response to it may be considered public record and therefore are subject to public record requests for review and copying under the Public Records Law.)

---

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.



To: Town of Cary





Motorola Solutions, Inc  
**From:** Andrew Curd  
 PO Box 122  
 Holly Springs, NC 27540

Phone:  
 Fax: North Carolina Sales Team

Phone: 919-321-8948  
 Fax: 315-222-2155

Item Qty	Model #	Description	Unit Discont Price	Extended Disc. Price
1	B1905	MCC 7500 ASTRO 25 SOFTWARE	\$212.50	212.50
2	B1933	MOTOROLA VOICE PROCESSOR MODULE	\$10,132.00	20,264.00
2	CA01642AA	ADD: MCC 7500 BASIC CONSOLE FUNCTIONALITY SOFTWARE LICENSE	\$12,240.00	24,480.00
2	CA01644AA	ADD: MCC 7500 /MCC 7100 ADV CONVL OPERATION	\$3,060.00	6,120.00
2	CA01643AA	ADD: MCC 7500 / MCC 7100 TRUNKING OPERATION	\$5,100.00	10,200.00
2	CA00147AF	ADD: MCC 7500 SECURE OPERATION	\$3,315.00	6,630.00
2	CA00182AB	ADD: AES ALGORITHM	\$765.00	1,530.00
2	CA00245AA	ADD: ADP ALGORITHM	\$765.00	1,530.00
2	CA00140AA	ADD: AC LINE CORD, NORTH AMERICAN	\$0.00	0.00
2	DSEV221B	TECH GLOBAL EVOLUTION SERIES 22INCH WITH TOUCH	\$2,919.75	5,839.50
2	TT3492	Z2 G4 MINI WORKSTATION NON RETURNAB	\$2,125.00	4,250.00
2	DSF2B56AA	USB EXTERNAL DVD DRIVE	\$146.20	292.40
2	T7449	WINDOWS SUPPLEMENTAL TRANS CONFIG	\$42.50	85.00
4	B1912	MCC SERIES DESKTOP SPEAKER	\$382.50	1,530.00
2	B1914	MCC SERIES DESKTOP GOOSENECK MICROPHONE	\$212.50	425.00
4	B1913	MCC SERIES HEADSET JACK	\$170.00	680.00
2	DSTWIN6328A	PROVIDES ONE DUAL PEDAL FOOTSWITCH FOR USE WITH MOTOROLA MCC 7500 DISP	\$246.50	493.00
2	T7885	MCAFFEE WINDOWS AV CLIENT	\$140.25	280.50
2	DDN2089	DUAL IRR SW USB HASP WITH LICENSE (V47)	\$2,250.80	4,501.60
2	DSST7300U3M	STARTECH 7 PORT USB 3.0 HUB	\$70.55	141.10
2	DSICUSBAUDIO7D	STARTECH 7.1 USB Audio Adapter Sound Card	\$39.95	79.90
2	DDN2134	SOUND BLASTER AUDIGY FX PCIE SOUND CARD- NOT COMPAT WITH Z2 MINI	\$63.75	127.50
2	CDN6673	PC DESKTOP SPEAKERS	\$38.89	77.78
2	CLN1856	2620-24 ETHERNET SWITCH	\$1,912.50	3,825.00
2	SQM01SUM0205	GGM 8000 GATEWAY	\$4,462.50	8,925.00
2	CA01616AA	ADD: AC POWER	\$0.00	0.00
1	F4543	SITE MANAGER BASIC	\$1,576.75	1,576.75
1	VA00874	ADD: AUX I-O SERV FW CURR ASTRO REL	\$148.75	148.75
1	V266	ADD: 90VAC TO 260VAC PS TO SM	\$102.00	102.00
3	V592	AAD TERM BLCK & CONN WI	\$76.50	229.50
1	T7038	GCP 8000 SITE CONTROLLER	\$2,550.00	2,550.00
1	CA00717AA	ADD: ASTRO SYSTEM RELEASE 7.17	\$0.00	0.00
1	CA00303AA	ADD: QTY (1) SITE CONTROLLER	\$2,125.00	2,125.00
1	X153AW	ADD: RACK MOUNT HARDWARE	\$42.50	42.50
1	CA01136AA	MCC 7500 CONVEN SITE OPER	\$5,525.00	5,525.00
3	SQM01SUM0205	GGM 8000 GATEWAY	\$4,462.50	13,387.50
3	CA01616AA	ADD: AC POWER	\$0.00	0.00
3	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY	\$5,100.00	15,300.00
1	B1905	MCC 7500 ASTRO 25 SOFTWARE	\$212.50	212.50
1	B1933	MOTOROLA VOICE PROCESSOR MODULE	\$10,132.00	10,132.00
1	CA00288AB	ADD: MCC 7500 ARCHIVING INTERFACE SERVER SOFTWARE LICENSE	\$15,361.20	15,361.20
1	CA00147AF	ADD: MCC 7500 SECURE OPERATION	\$3,315.00	3,315.00
1	CA00182AB	ADD: AES ALGORITHM	\$765.00	765.00
1	CA00245AA	ADD: ADP ALGORITHM	\$765.00	765.00
1	CA00140AA	ADD: AC LINE CORD, NORTH AMERICAN	\$0.00	0.00

1	T7885	MCAFFEE WINDOWS AV CLIENT		\$140.25	140.25
1	TT3492	Z2 G4 MINI WORKSTATION NON RETURNAB		\$2,125.00	2,125.00
1	DSF2B56AA	USB EXTERNAL DVD DRIVE		\$146.20	146.20
1	DSST7300U3M	STARTECH 7 PORT USB 3.0 HUB		\$70.55	70.55
1	DSEV221B	TECH GLOBAL EVOLUTION SERIES 22INCH WITH TOUCH		\$2,919.75	2,919.75
1	T8126	FORTINET FIREWALL APPLIANCE		\$2,720.00	2,720.00
1	TRN7343	SEVEN AND A HALF FOOT RACK		\$420.75	420.75
1	SQM01SUM0273	MASTER SITE CONFIGURATION		\$0.00	0.00
1	CA02629AC	ADD: EXPAND 7.17 M CORE		\$0.00	0.00
1	UA00156AA	ADD: MCC7500 CONSOLE LICENSES (QTY 5)		\$4,250.00	4,250.00
1	MCA-FTH	System Integration Services and Installation		\$42,100.00	42,100.00

Notes: 1. North Carolina sales tax has not been included in this quotation.  
2. Prices in accordance with North Carolina State Contract #725G  
3. Proposal Valid for 30 Days

<b>Proposal Name:</b>	Cary - Backup Consoles and Field Tech Services	<b>Equipment</b>	228,949.98
<b>Payment Terms:</b>	Net 30 days	<b>Installation</b>	See Above
<b>Delivery:</b>	Approx. 30 Days from receipt of PO		
<b>Proposal Date:</b>	June 21, 2019	<b>Total</b>	228,949.98

Total equipment eligible \$137,285.80  
System Integration/installation 73%  
eligible: \$30,733  
Total eligible: \$168,018.80

**FY2020 North Carolina 911 Board PSAP Revenue/Expenditure Report  
Status as of October 16,2020**

**FY2018 Reports**

**Total received: 126**

**Completed: 102**

**Clarification – in process: 3**

**Reports awaiting review: 0**

**Review complete—waiting on revised sign report: 21**

**Report received—no documentation for review: 0**

**REPORT not received: 0**

**FY2019 Reports**

**Total received: 127**

**Completed: 47**

**Clarification – in process: 41**

**Reports awaiting review: 26**

**Review complete—waiting on revised sign report: 13**

**Report received—no documentation for review: 0**

**REPORT not received: 0**

## **FY2020 Reports**

**Total Received: 100**

**Completed: 1**

**Clarification—in process: 4**

**Reports awaiting review: 94**

**Review complete -- waiting on revised sign report: 0**

**Report received—no documentation for review: 1**

**REPORT not received: 27**