



Excellence in Compliance Testing

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## **Certification Exhibit**

**FCC ID: S4MRSN300-06-B**

**FCC Rule Part: 15.247**

**ACS Report Number: 08-0491-15C**

**Manufacturer: TeraHop Networks, Inc.**  
**Model(s): RSN300**

## **User Manual**



# **TeraHop Networks**

## **Incident Command User**

## **Training Manual**

## **TeraHop Networks Field Trials Student Training Guide for use with the TeraHop Networks Incident Command System (ICS)**

TeraHop Networks is a trademark of TeraHop Networks, Inc.

### **Remote Sensor Node (RSN) FCC Information:**

#### **FCC ID: S4MRSN300-06-B**

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS:

- (1) THIS DEVICE MUST NOT CAUSE HARMFUL INTERFERENCE, AND
- (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRED OPERATION.

Warning: Changes or modifications to this device not expressly approved by Terahop Networks could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.”

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment is in direct contact with the body of the user under normal operating conditions. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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## About This Class

The purpose of this class is to familiarize you with the TeraHop Incident Command System for incident management.

By the time you leave this class, everyone will have had the chance to use the system as the IC and perform incident tasks using the TeraHop Incident Command System.

- How to start and manage an incident using this system
- How to accept and assign asset arrivals on an incident scene
- How to use the Personal Digital Assistant (PDA)
- How to use the Remote Sensor Node (RSN)
- How to manage alerts
- How to provide feedback to TeraHop through feedback forms
- How to get support for the system during the product field trials

## Purpose

### What's in This Guide

This guide is for use during the product field trials of the TeraHop Incident Command System.

All information in this guide is confidential and is not to be shared outside of the participants in these field trials without the express written permission of THN.

This guide contains descriptions of, and instructions for, the use of the components of the TeraHop Incident Command System including:

- How to start and manage an incident
- How to accept and assign asset arrivals on an incident scene
- How to use the Personal Digital Assistant (PDA)
- How to use the Remote Sensor Node (RSN)
- How to manage alerts
- How to provide feedback to TeraHop through feedback forms
- How to get support for the system during the product field trials

## System Technical Overview

For these product field trials, the TeraHop Incident Command System monitors the arrival and provides the ability to assign and manage assets (people and equipment) on a law enforcement incident scene.

The system is composed of:

- The MC70 PDA with TeraHop Incident Command System software, which is used by the IC. On this PDA, the IC can manage incident activities such as asset assignments and alerts.
- A TeraHop Gateway, which is installed in the IC's vehicle. The gateway is used to collect and pass events from the RSNs and data to the MC70 PDA.
- RSNs, which are worn by each participant and mounted on select vehicles. The RSNs enable the network to determine when they are on an incident scene and their status, and report that information to the IC's PDA.



**Figure 1: Illustration of TeraHop Incident Command System Network**

## How the System Behaves

When the IC arrives on the scene of an incident, the Gateway and RSNs immediately form a network island. When the IC turns on the PDA and starts the TeraHop Incident Command System PDA software, the system automatically detects the presence of the RSNs and displays them on the PDA screen. Each RSN represents an asset – either a person or equipment. Therefore, the IC can ‘see’ the assets that have arrived on the scene and can then manage them as the incident requires.

## Features and Benefits

The TeraHop Incident Command System offers many features that will enable the IC, the IC's scribe (or a communications officer) to manage the incident.

- The IC doesn't have to physically see an asset arrive on the scene to know it is there, nor does the asset need to check in with the IC; the network does it for him.
- The IC can quickly assign and re-assign assets.
- The RSN will send an alert to the IC when the wearer is in distress. The user will signify distress by physically hitting the RSN.
- The network will send an alert to the IC that the RSN is no longer in contact with the network.
- The system will provide incident summary data for use in completing post-incident NIMS reports.

## Getting Started with the MC70 PDA

### What is the MC70 PDA?

The MC70 personal digital assistant is a wireless hand-held device that contains the Incident Command System software. The PDA enables networking, and uses a stylus and keypad to enter data. You can also use your finger to tap the screen to select and enter data.

With the MC70, you can:

- Start and manage incidents
- Accept and assign assets as they arrive on the scene
- Re-assign assets
- View asset data
- Add assets manually
- Respond to alerts

### Who Uses the MC70 PDA?

The Incident Commander will use the MC70. Only the person logged into the MC70 as the IC can perform the incident management tasks described above.

Others who are on the scene may use additional MC70 PDAs that allow them to view everything taking place on the IC's MC70. Viewers can also close pop-up windows that appear on the screen. Closing a pop-up window does not affect the IC's PDA.

## Features of the MC70 PDA



**Figure 2: Front View of the MC70 PDA**

When using the PDA, you may notice that the screen goes dark after a period of inactivity. This is a power-save feature to save battery power. When the screen is dark, the program is still running and your data are all saved.

To re-light the screen, press any key or tap the screen, and the display will reappear.



Figure 3: Back View of the MC70 PDA

## MC70 LED Indicators

**Note:** The Scan/Decode and Radio Power status LEDs are not being used.

When the PDA is in the docking cradle, the **Charge Status LED** (the middle LED) indicates the following:

Slow Blinking Amber: Main battery is charging.

Fast Blinking Amber: Charging error.

Off: Not charging.

When the PDA is not in the docking cradle, the LEDs remain dark.

When the PDA is in the docking cradle, the **Wi-Fi Status LED** (far right LED) indicates the following:

Slow blinking green: Wi-Fi radio is on.

Off: Wi-Fi radio is off.

## MC70 Buttons and Icons

| Button or Icon | Function   |
|----------------|--|
| Power          | Press the red Power button to turn the PDA on and off. |
| Up/Down Volume | Press to increase or decrease the PDA volume.          |

## MC70 Keypad Configuration

The MC70 keypad enables you to enter all 26 characters of the alphabet, both upper- and lowercase letters, numbers 0 – 9, and assorted characters. The keypad is color coded. The colors indicate which character or action is produced. They keypad keys are described below.

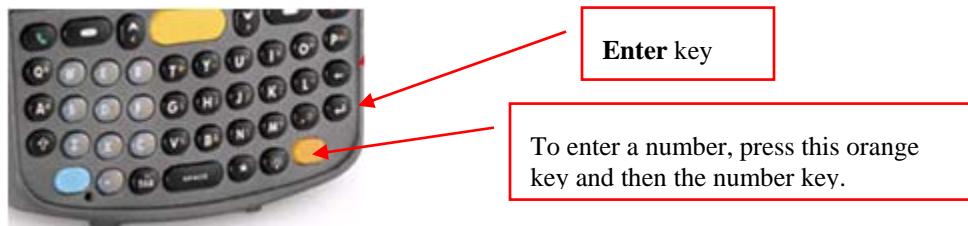


Figure 4: MC70 Keypad

Table 1: MC70 PDA Keypad Keys

| Key                | Action  |
|--------------------|---|
| Blue Key (left)    | Not used.   |
| Orange Key (right) | <p>Accesses the second layer of characters and actions that appear on the keypad in orange. For example, to enter the number 1, press the orange key and then press the letter W.</p> <p>To lock in the numeric keys, press the orange key twice.</p> <p>To unlock the numeric keys, press the orange key a third time.</p> <p>To activate the numeric keys temporarily without locking the keys, press and hold the orange key while pressing another key.</p> |
| Scroll Up and Left | This key is located to the left of the large yellow key. In a list on the screen, tap this key to move up one item. When pressed with the orange key, moves left one item.  |

*MC70 Keypad Keys continued*

| Key  | Action   |
|--|--|
| Scroll Down and Right<br> | This key is located to the right of the large yellow key. In a list on the screen, tap this key to move down one item. When pressed with the orange key, moves right one item.   |
| Menu   | Not used.  |
| Shift<br>                 | <p>Press to change an alpha character from lowercase to uppercase.</p> <p>Press Shift key once to use temporarily. Press Shift key twice to lock the key and enter multiple uppercase alpha characters. To unlock, press Shift a third time.</p> <p>To lock the Shift key temporarily, press and hold while pressing an alpha character. When you temporarily lock the Shift key, the up arrow icon appears on the bottom of the screen.</p> |
| Backlight<br>             | Turns the display backlight on and off.  |
| Enter<br>               | Executes a selected item or function.  |
| Star<br>                | Produces an asterisk.  |
| OK   | Not used.  |
| Start menu   | Not used.  |
| Space<br>               | Inserts a space for entered text.  |
| Tab<br>                 | Press <b>Tab</b> to move from field to field on the screen.  |

## Resetting the MC70 PDA

As with any computer device, on a rare occasion it will require restarting. A warm boot restarts the PDA by shutting down all running programs. All data are saved.

To perform a warm boot, hold down the **Power** button for approximately five seconds. As soon as the PDA starts to boot and the screen turns dark, release the **Power** button.

## Charging the MC70 PDA

The PDA recharges its batteries when it sits in the Symbol cradle. Plug the cradle into a power source, and set the PDA in the cradle.

When the PDA is charging, the middle LED flashes an amber light. When the amber light is solid, the PDA is fully charged.

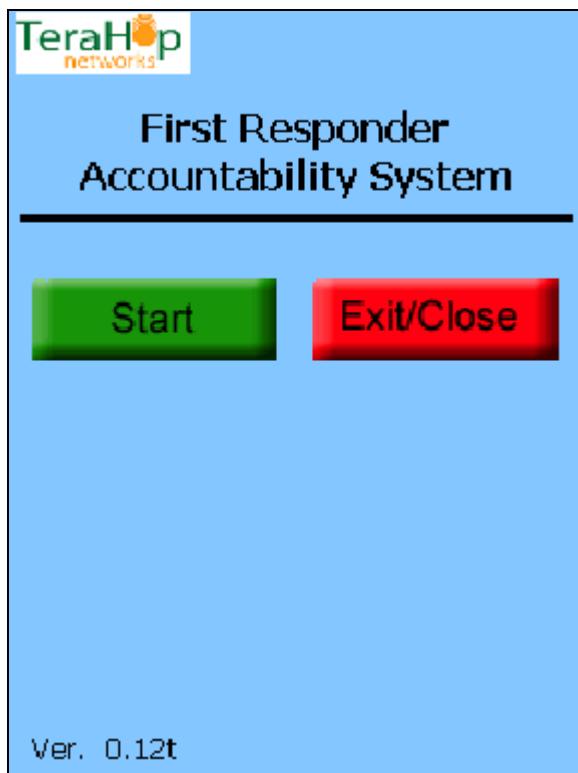


## MC70 PDA Incident Command System

### How to Start the MC70 PDA and Sign In

To start the PDA and run the First Responder Accountability program, do the following:

1. Push the red **Power** button on the front of the PDA.  
The **Incident Command System** screen appears.



2. Tap **Start**.  
The color wheel turns, indicating that the program is starting.  
The following message appears: *Searching for Server, Please stand by.*  
If something interferes with the signal or you are out of range of a Wi-Fi network, you will see a screen called **Unable to find Server**.
3. If you are unable to connect to a server, press **Exit**, change your position or find a new location and press **Start**.  
When you have successfully connected to the server, the **Incident Command System** screen appears displaying the sign-in screen.

## How to Sign In to an Incident

After you start up the PDA, you need to sign in using your pre-assigned authentication code.



1. Using the keypad, in the white text box, enter your pre-set authentication code.

**Tips:** Authentication codes are not case sensitive. You can enter them in all uppercase or all lowercase or a combination.

When working with the system, you will always single-tap on buttons such as **Enter** or **Assign**. You will always double-tap on selections such as a sector or division.

Press the PDA **Enter** button or tap **Enter** on the screen.

**Note:** If you enter the wrong authentication code three times, the system will abort and you will be returned to the **Start** screen.

2. To return to the **Start** page, tap **Abort**.

## How to Start an Incident

After you enter your authentication code and press **Enter**, the **Incident Information** screen appears. You can enter as much information on this screen as you like, however, you can use the default information and you do not need to enter any additional information to start the incident.

In the **Username** field, your name appears by default. In the **Incident number** field, a default incident number containing the current date appears. You can use this data or edit it as necessary as described below.

### To enter incident information, do the following:

1. To enter information in a field, tap in the field and use the keypad to enter data.

| Enter Incident Information |                 |
|----------------------------|-----------------|
| User Name                  | Administrator   |
| Incident Name              |                 |
| Incident Type              | ▼               |
| Incident #                 | 08Aug2008-14:19 |
| Location                   |                 |
| Description                |                 |

Go      Restart

2. To select an incident type, in the **Incident Type** field tap the drop-down arrow and select an incident type. **Note:** the incident description field can contain up to 128 characters.

**Enter Incident Information**

|               |                                  |
|---------------|----------------------------------|
| User Name     | Sgt. Sweat                       |
| Incident Name | Cherokee County                  |
| Incident Type | <input type="button" value="▼"/> |
| Incident #    | Hostage Situation                |
| Location      | Barricade Situation              |
| Description   | General SWAT Call                |
|               | Missing Person                   |
|               | Mutual Aid                       |
|               | Fire Assist                      |

**Go**      **Restart**

3. Once the data is entered, tap **Go**.

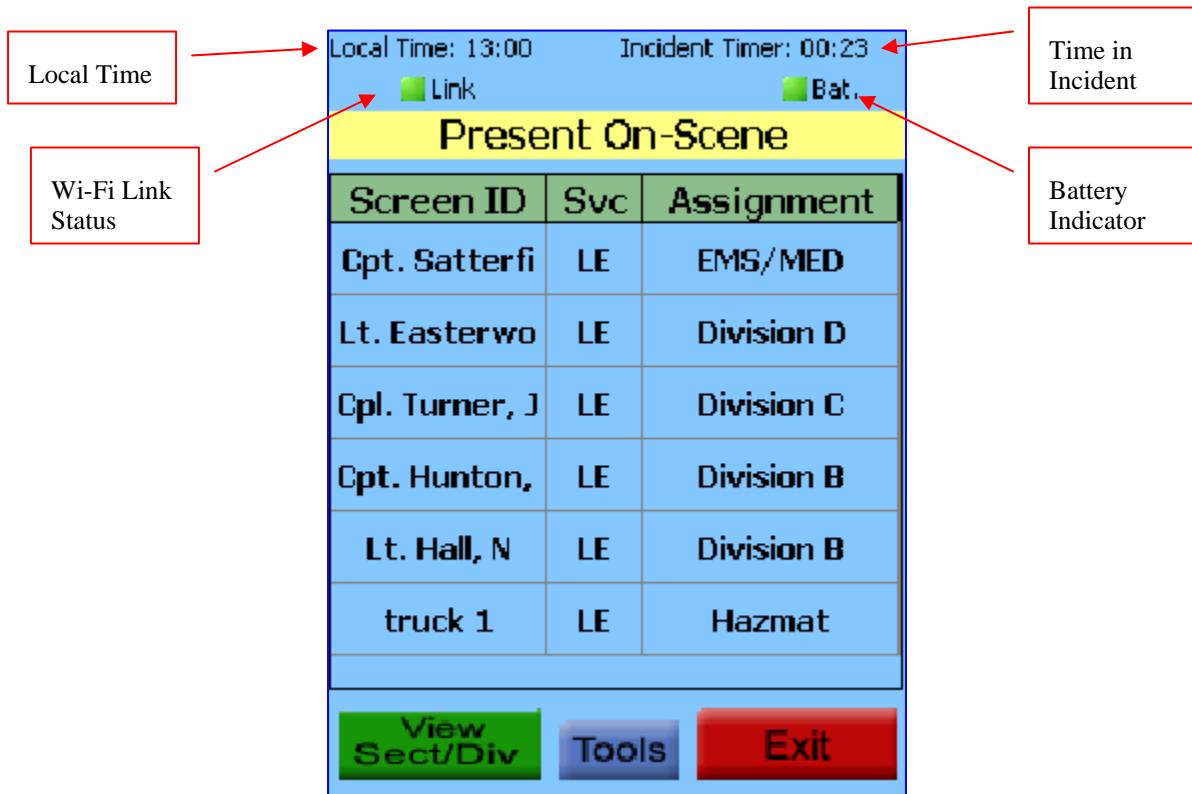
**Hint:** If you need to start over, tap the **Restart** button to return to this screen.

The **Present on Scene** screen appears displaying the current local time in the upper left corner, and the number of minutes the incident has been ongoing in the incident timer in the upper right corner. If assets have arrived on the scene before the IC arrives, the assets are automatically assigned to the Staging sector/division and will need to be reassigned.

The screen also displays the word **Link** on the left, indicating the Wi-Fi link status. If the Wi-Fi status indicator is green, you have a good Wi-Fi connection; if it is red, this indicates a loss of connectivity. If you have lost Wi-Fi connectivity, you can still use the PDA, but you will not be interacting with the Wi-Fi server and actively managing assets. When connectivity is restored, you will see all the alerts and assignments that

the system has been tracking during the period when you were not connected.

On the right side of the screen is the **Battery** status indicator. Green indicates a fully charged battery; orange indicates a rundown battery; and red indicates the battery is in immediate need of recharging.



## Working with Assets on the Scene

### How to Accept and Assign On-scene Arrivals

As each new asset with an RSN arrives on the scene, the system detects its presence. The **New Arrival** pop-up message appears on the screen and you will hear three beeps.



The pop-up message contains the following data about the wearer of the RSN or the equipment that has an RSN attached to it:

- Agency
- Last name, first name
- Computer Aided Dispatch (CAD) number
- Qualifications, such as Assault or SWAT

RSNs that are attached to equipment will display information about the equipment.

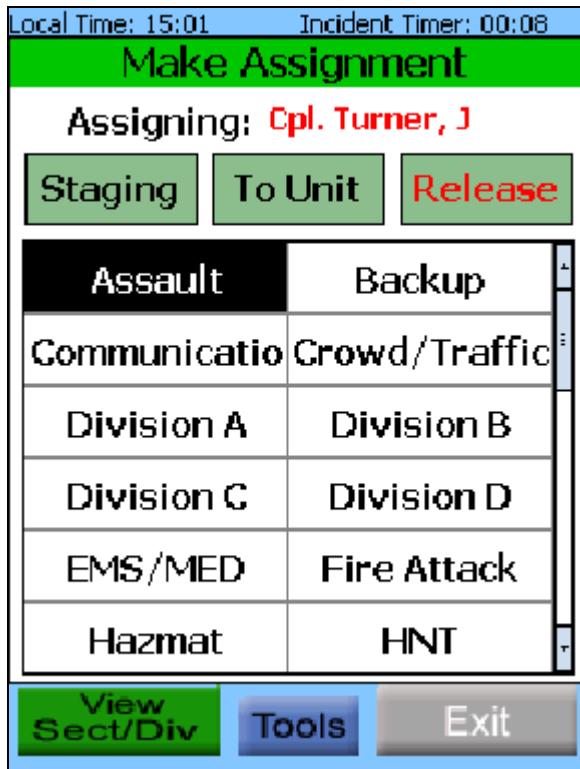
The most recent arrival appears first. When the asset arrives, you can immediately assign the asset, release

the asset or assign the asset to Staging.

**Note:** If assets arrive at a scene before you log into the PDA, those assets will be placed in the **Released** sector/division and will need to be re-assigned.

1. To assign the asset to Staging, tap **Staging**.
2. To assign the asset to a sector or division, tap the **Assign** button.

The **Make Assignment** screen appears.



3. Double-tap the assignment for this asset.

The **Present on Scene** screen will be updated with the new assignment.

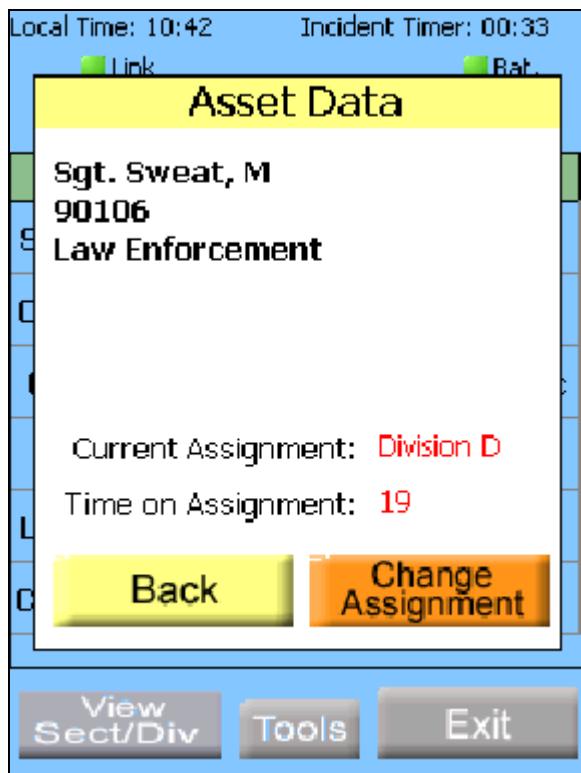
## How to View Asset Data

After you have assigned an asset, you can view details about the asset such as the ID of the owner of that RSN, qualifications, service assignment, and number of minutes in the assignment.

**To view asset data, do the following:**

1. If you are on the **Present on Scene** screen, double-tap the name of the asset you want to view.

The **Asset Data** screen appears displaying information about that asset.



2. Tap **Back** to return to the **Present on Scene** screen.

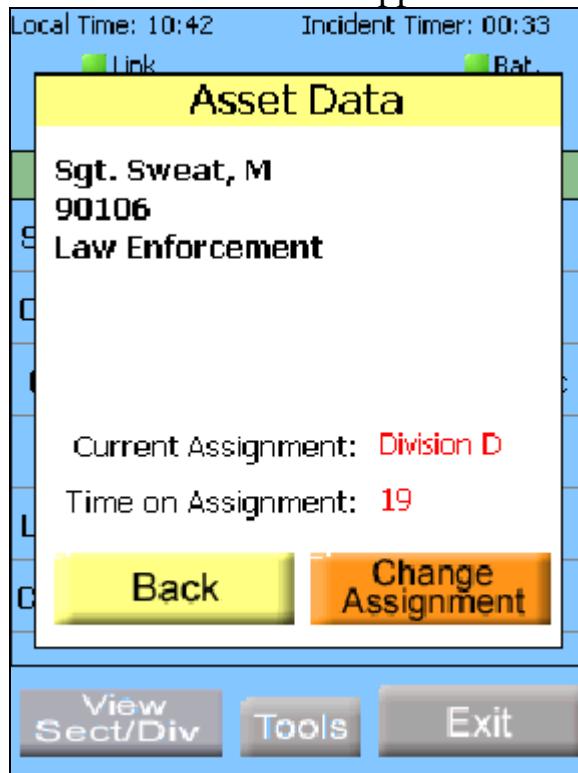
## How to Change Asset Assignments

You can change an asset's assignment at any time during an incident.

Demonstrate.

**To change an asset assignment, do the following:**

1. On the **Present on Scene** screen, double-tap the asset.  
The **Asset Data** screen appears.



2. Tap **Change Assignment**.  
The **Make Assignment** screen appears.
3. Double-tap the new assignment for the asset.  
The new assignment is reflected on the **Present on Scene** screen.

## How to View Assets by Sector/Division

You can view all of the assets in a sector/division that are on the scene, such as SWAT or Assault.

**To view assets by sector/division, do the following:**

1. On the **Present on Scene** screen, tap **View Sector/Division**. The **Select Sector/Division View** screen appears displaying sectors/divisions in alphabetical order.



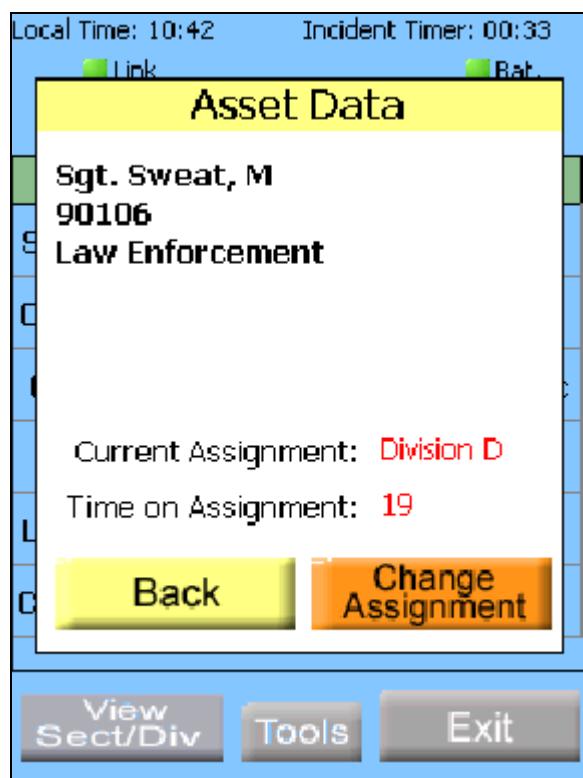
2. To view more assets than can appear on the screen, at the bottom of the screen lightly stroke the screen with your finger or the stylus to scroll or use the scroll bar located on the right side of the screen.
3. Double-tap the name of the sector/division that you want to view. The **Assets Currently Assigned** screen displays the assets assigned to that sector/division that are present at the scene.

In the illustration on the next page, three people are assigned to Division A.



4. To view Captain Sweat's data, tap **Sgt. Sweat, M**.

**Note:** You can also reassign the person from this screen.



5. Tap **Back** to return to the **Assets Currently Assigned** screen.
6. Tap **Back** to return to the **Select Sector/Division View** screen.
7. Tap **Back** to return to the **Present on Scene** screen.

## How to View Released Assets

You can view all of the assets that have been released from an incident. If you have released an asset, and then the incident changes and you need an asset to rejoin the incident, you can retrieve and reassign the asset from the list of released assets.

### To view released assets, do the following:

1. From the **Present on Scene** screen, tap **View Sector/Division**.
2. Scroll to **Released**.
3. Double-tap **Released**.

The screen shows all assets that have been released.



4. To re-assign an asset, double-tap the asset.
5. Tap **Assign**.  
The **Make Assignment** screen appears.
6. Double-tap the desired sector/division.  
The asset will appear on the **Present on Scene** screen.

## Working with Alerts

### How to Manage Alerts

The system alerts you to two RSN conditions, which in turn alert you to the condition of the wearer of the RSN: Lost Contact and Distress.

#### Lost Contact Alert

When this alert appears on the PDA screen and you hear the three short beeps, it means that the system has lost network contact with the RSN. This alert displays the asset's information, the current assignment, and time in that assignment.



If this alert appears during an incident, it may mean that 1) the RSN is no longer in range of the Gateway; or 2) the RSN has been damaged and is no longer communicating; or 3) an obstruction is preventing network communications with the RSN.

## What To Do

If this alert appears, do one of the following:

1. If the alert occurs during an incident
  - a. Tap **Remind** to reset the polling timer on this asset.  
When you tap **Remind**, if contact is still lost, the alert reappears after a specific amount of time. If contact is re-established, this alert will no longer appear.
  - b. If the alert reappears after a specific amount of time, press **Remind**. This alert will continue for as long as contact is lost.
  - c. Follow your standard operating procedures for resource verification.
2. If the asset has been given the okay to be released from the incident, tap **Release**.  
When you tap **Release**, the asset is released from the incident, removed from the **Present on Scene** screen, and placed into the **Released** sector/division.

## Distress Alert

The Distress Alert is activated when the wearer of the RSN hits the RSN hard, setting off the sensor and alerting the system.

When the system encounters a Distress Alert, the **Distress Alert** message appears on the PDA screen and you will hear a sound like a WWII submarine dive alert.



**When this alert appears, do the following:**

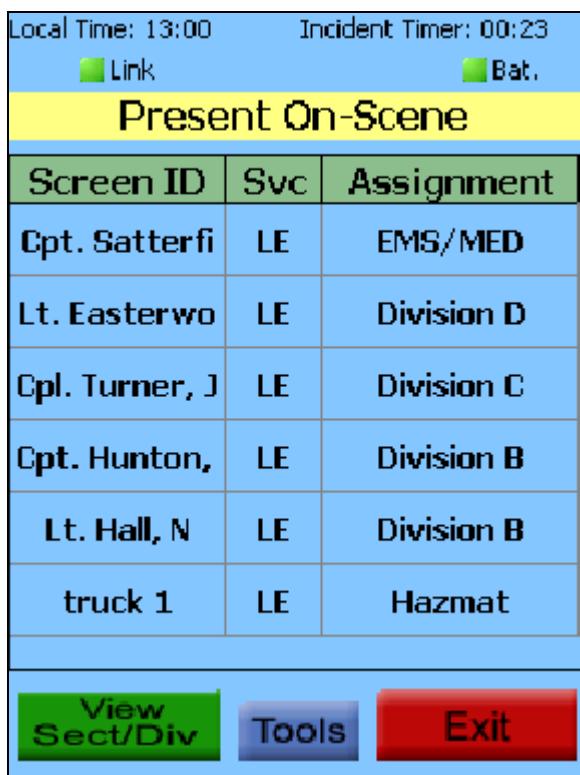
1. To acknowledge the alert, press **Acknowledge**.
2. Follow your department procedure for an officer in distress.

## How to Manually Add Assets to the Incident

While the system automatically detects the presence of any asset that is wearing an RSN, you may want to add assets to the incident that do not have RSNs attached. For example, if units from a neighboring county arrive, you can add them to the incident manually.

**To add an asset manually,**

1. Tap **Tools** at the bottom of the screen.



The **Select Tool** screen appears.



2. Tap **Add Asset Manually**.

The **Enter Asset Data** screen appears.

| Enter Asset Data |                      |
|------------------|----------------------|
| Screen ID        | <input type="text"/> |
| Asset Type       | Person               |
| Service Type     | FR - Fire            |
| Jurisdiction     | <input type="text"/> |
| Other            | <input type="text"/> |

**Assign**   **Cancel/Back**

**Back**

3. Using the keypad on the PDA, complete the fields on the screen. You must complete the **Asset Type** and **Service Type** fields.

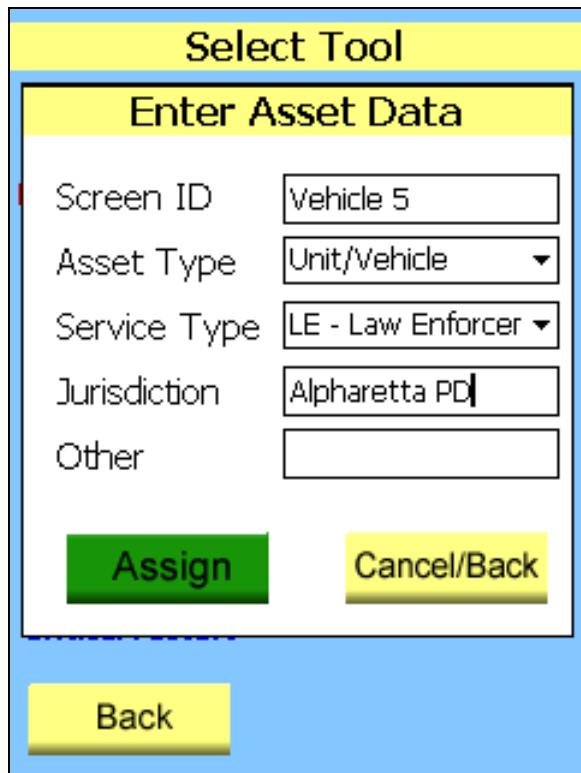
Select Tool

Enter Asset Data

|              |                     |
|--------------|---------------------|
| Screen ID    | Vehicle 5           |
| Asset Type   | Unit/Vehicle ▾      |
| Service Type | LE - Law Enforcer ▾ |
| Jurisdiction | Alpharetta PD       |
| Other        |                     |

**Assign** **Cancel/Back**

**Back**



4. Tap **Assign**.
5. Select an assignment for this new asset as described previously.  
The assigned asset is added to the **Present on Scene** screen.

## How to Terminate the Incident and Shut Down the PDA

You must terminate an incident (thereby closing the TeraHop Incident Command System program) before you can shut down the PDA.

### How to Terminate the Incident and Release Assets from the Incident

When you terminate an incident, all assets are released automatically from the scene.

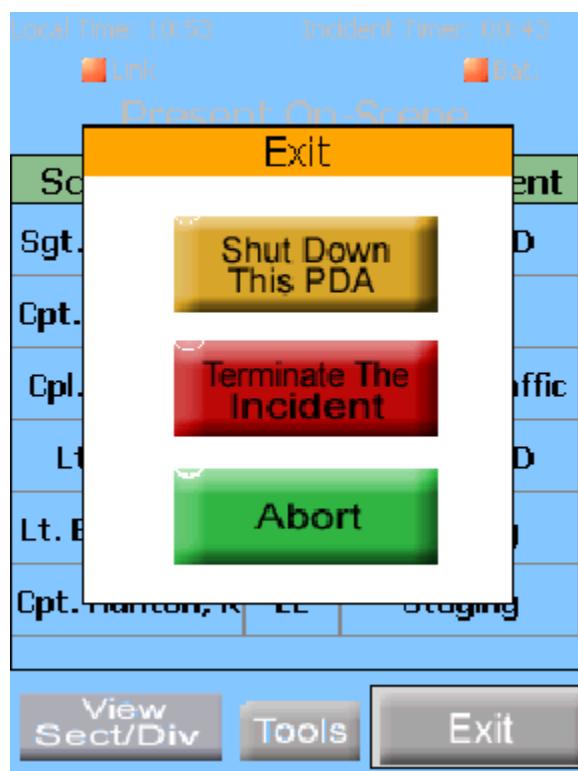
You must terminate the incident before you can shut down the PDA completely.

**Note:** The **Shut Down This PDA** button is not used at this time.

**To terminate an incident, do the following:**

1. Tap **Exit**.

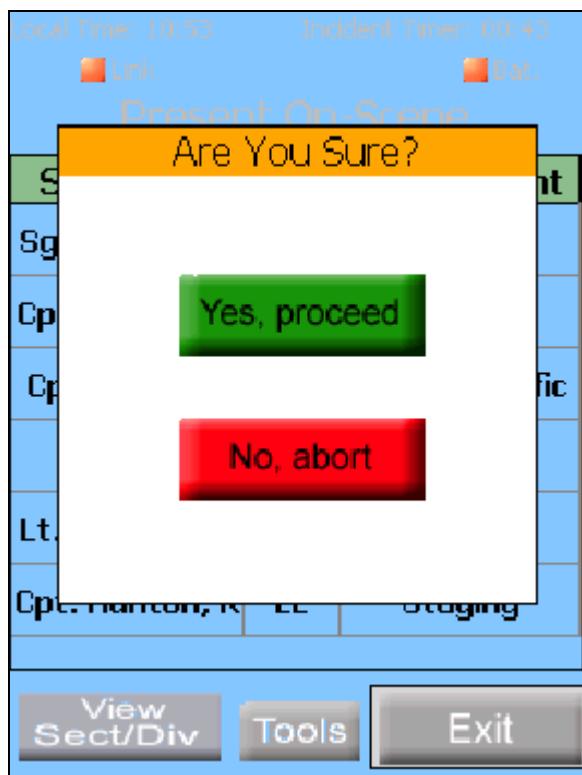
The **Exit** screen appears.



2. If you are using a view-only PDA (you aren't the IC), just tap **Shut Down This PDA**.

3. Tap **Terminate the Incident**.

The *Are You Sure?* confirmation message appears.



4. Tap **Yes, proceed**.

The *Shutting Down This PDA* message appears briefly. The *Releasing Assets from the Scene* message appears, and the incident is closed.

## Remote Sensor Nodes (RSNs)

### What's an RSN and What Does It Do? <sup>1</sup>



Figure 5: Remote Sensor Node (RSN)

The Remote Sensor Node (RSN) is a playing card deck-sized device that communicates with a Gateway in the network at an incident. The network recognizes an RSN's presence and sends messages about the asset's condition.

You do not need to turn on the RSN; it is always on. There are no on/off switches or buttons on the RSN. You only need to wear the RSN in the holster provided.

RSNs will also be attached with Velcro to the front of the plastic partition of some patrol cars.



The RSN communicates with the network indicating your presence or the presence of a patrol car. In addition, it provides situational alerts to the IC who can respond to the situation in a timely manner.

Figure 6: RSN in Holster

## How to Identify Your RSN

All RSNs look alike. The only way to know that the RSN you are wearing is yours is by your name and the unique serial number on the tag on the RSN. This serial number is eight characters. During the field trials, your RSN will also have your name on it.



Figure 7: Back of RSN with Serial Number Label



Figure 8: Front of RSN with Name Label

Your RSN's serial number is associated with you and only you.

Should you lose your RSN or if you are not sure if the RSN you are wearing is yours, contact your Sergeant. He/She will match the correct RSN serial number to your name.

**Important!**  
**Do not exchange RSNs with others.**

**If you lose your RSN, contact your Sergeant**

In the event that you arrive at a monitored incident, the system will alert the IC that this RSN is present. Therefore, it is important that you wear only your RSN so that identities are not confused during an incident.

## How to Wear the RSN

Wear your RSN in the holster provided, with the holster attached to your belt. The holster has a Velcro flap cover that should remain closed at all times unless you need to remove the RSN for cleaning.

## **How to Care for Your RSN**

Your RSN is very sturdy, and can survive a direct drop of four feet onto concrete without sustaining any damage.

However, they are not totally indestructible. Just wear the RSN during your normal course of doing business.

The RSN is a sealed unit. Do not attempt to open it.

### **Cleaning**

If your RSN gets dirty, use a mild detergent and water to clean it. Dry thoroughly with a soft cloth. Do not immerse the RSN in water.

### **Storing Your RSN**

Wear your RSN in the holster provided at all times while on duty. Keep the RSN in the holster on the belt at all times, even when you are off duty.

## Incident Reports

During the field trials, a log will be created for each incident. The log will contain all IC actions, who is present/released, and data about the assets on the scene.

For the initial part of the field trials, TeraHop will be retrieving these logs, which will be time stamped and can be appended to NIMS reports.

The data retrieval process is being determined and will be communicated later when the field trials begin. Below is a sample of part of a test incident log.

```
2008-07-29 21:54:12.853 200800-001 Incident #: 200800-001 has started.  
2008-07-29 21:54:12.867 200800-001 Incident Originator: Administrator  
2008-07-29 21:54:12.867 200800-001 Incident Name: Sample 2  
2008-07-29 21:54:12.883 200800-001 Incident Type: Fire Assist  
2008-07-29 21:54:12.900 200800-001 Incident Description: thn air  
conditioner blow out  
2008-07-29 21:54:12.900 200800-001 Incident Location: Alpharetta  
2008-07-29 21:54:49.510 200800-001 Sgt. Sweat, M arrived on scene.  
2008-07-29 21:54:49.510 200800-001 Cpl. Turner, J arrived on scene.  
2008-07-29 21:55:08.713 200800-001 Cpl. Turner, J has been assigned to  
Staging  
2008-07-29 21:55:09.087 200800-001 Cpl. Turner, J New Arrival  
Acknowledged by IC.  
2008-07-29 21:55:13.680 200800-001 Sgt. Sweat, M has been assigned to  
Staging  
2008-07-29 21:55:13.900 200800-001 Sgt. Sweat, M New Arrival Acknowledged  
by IC.  
2008-07-29 21:56:09.133 200800-001 Lt. Easterwood, C arrived on scene.  
2008-07-29 21:56:39.307 200800-001 Cpt. Hunton, R arrived on scene.  
2008-07-29 21:56:58.947 200800-001 Cpt. Hunton, R has been assigned to  
Fire Attack  
2008-07-29 22:00:29.367 200800-001 Lost Contact event for: Cpt. Hunton, R  
2008-07-29 22:00:48.383 200800-001 Cpt. Hunton, R Lost Contact  
Acknowledged by IC.  
2008-07-29 22:03:30.773 200800-001 The incident has been terminated by  
the IC and all assets have been released.
```

**Figure 9: Sample Incident Log Data**

## Feedback Process to THN

### How to Provide Feedback to THN

Your experiences during the product field trials are very important to THN. We welcome and encourage your feedback in all areas.

Feedback forms and instructions for completing them are included in the next section in this notebook. The forms ask you to enter basic information and include if and how the problem you encountered can be re-created.

### Sending the Feedback Form

After completing the form, e-mail it to Randy Edwards at [redwards@terahop.com](mailto:redwards@terahop.com) or fax it to Randy at 770-663-0877.

After the field trials, some participants may be asked to be interviewed concerning your experience with the solution. You will be contacted individually if you are requested to be interviewed.

## Support Procedures

## Glossary

| Acronym or Word | Description   |
|-----------------|---|
| ADC             | Adult Detention Division                                    |
| ASD             | Administrative Services                                     |
| CAD             | Computer-aided Dispatch                                     |
| CID             | Criminal Investigations                                     |
| C-MAN           | Cherokee Multi Agency Narcotics Squad                       |
| CSD             | Court Services Division                                     |
| GW              | Gateway   |
| NIMS            | National Incident Management System                         |
| OHS/EM          | Office of Homeland Security Emergency Management Operations |
| PDA             | Personal digital assistant                                  |
| RSN             | Remote Sensor Node  |
| Screen ID       |   |
| Sector/Division |   |
| SOD             | Special Operations  |
| THN             | TeraHop Networks, Inc.                                      |
| UPD             | Uniform Patrol Division                                     |
| VCU             | Violent Crimes Unit   |