



COUNTY OF ERIE

DEPARTMENT OF EMERGENCY SERVICES

45 Elm Street – Buffalo, NY 14203

716 858-6578 – FAX 858-7937

www.erie.gov/emergency

First Responder Alerting Network Homeland Security Initiative

Below are the methods of alerting devices on the Erie County Alerting Network.

- Alpha mate (if applicable): In order to access the Alerting Network via TAP Phone Connection through an Alpha mate or other computer paging program the device should be set to dial a primary access number of 716-858-4703. The secondary or back up number of 716-667-5255 should also be added to the device for system redundancy. Please refer to the attached documents for further explanation on the use of Alpha mates.
- Telephone Voice Prompt: Used to page a device from any ordinary telephone by dialing 716-923-2700. Simply follow the voice prompt instructions to send a numeric message to anyone on the network.
- Internet Access: Alpha numeric messages can be sent to any device on the network via the internet by going to www.erie.gov/alert. Then click on the Send a Page icon in the top right corner. The first time you try to access the system your browser might give you an error message stating to enable your cookie settings. You can just enter a Username: alert and Password: alerting to access the system. You will only have to perform this function the first time you access the system.
- Third Party Software (if applicable): You may also send messages to the Alerting Network from a 3rd party paging program that uses the SNPP format. Our SNPP address is snpp.alert.erie.gov and should be set to utilize port 444.

Help and Support

Support is available 24/7 at www.erie.gov/alert

You may enter a request for service/assistance on the hyperlink on that page at any time.

Also available at the Erie County Alerting Network Help Desk at 961-7893



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Alpha Mate Operation

Operational instructions are below. AC Power and a phone line are necessary to support this device. In the event of a CAD and/or internet failure in your dispatch center, this device will provide the capability of alerting agencies and individuals. There is a battery backup to store personnel in the directory, but it is strongly suggested that you keep the **Alpha Mate** plugged at all times as to not lose data previously entered.

How to Set Up Alpha Mate for Use

1. Press “**ON**” key
2. Press “**Set Up**” key
3. Press “**ENTER**” to access System Directory
4. Enter name: erie tap
5. Press “**ENTER**” 5X to reach the {Enter Telephone Number Screen}
6. Type telephone number: 8584703. Press “**ENTER**”
7. Select “**Y**” for alternate system number
8. Press “**ENTER**” 4X to reach the {Enter Telephone Number Screen}
9. Type telephone number: 6675255
10. Press “**ENTER**” 4X
11. Press “**ESC**” key 2X to get to {Home Screen}

Your Alpha Mate is now configured to the Erie County Alerting Network.

How to Add a User

1. Press “**PAGE DIR**” key. “ADD” will be flashing. Press “**ENTER**”
2. Type the individuals name and press “**ENTER**”
3. Type the Pager ID number and press “**ENTER**”
4. Press “**QUIT**” when finished

To add additional users repeat steps 2 & 3

How to Send a Page

1. Press “**PAGE**” key
2. Type the Pager ID number and press “**ENTER**”
3. The screen will verify the name and ID#. You can bypass this screen by pressing “**ENTER**”
4. Type in the message to be sent or enter the number of the canned message to be used. Press “**ENTER**”

If a message is not sent on the first attempt, the encoder will automatically redial 4X. During this time, a “Message in Queue” indicator will flash in the upper right hand corner of the display. If the message is not transmitted, this indicator will remain flashing.

How to Resend an Unsuccessful Page

1. Press “**STATUS**” key. Use [→] keys to select “QUEUE STATUS” and press “**ENTER**.” Use the [→] keys to select:

“MESSAGE” to view the message in the queue
“SEND” to resend the message
“DELETE” to delete the message