



# COUNTY OF ERIE

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## DEPARTMENT OF EMERGENCY SERVICES

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[www.erie.gov/emergency](http://www.erie.gov/emergency)

### **First Responder Alerting Network Homeland Security Initiative**

#### 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