



COUNTY OF ERIE
CHRIS COLLINS
COUNTY EXECUTIVE

GREGORY W. SKIBITSKY
Commissioner

DEPARTMENT OF EMERGENCY SERVICES

45 Elm Street – Buffalo, NY 14203
716 858-6578 – FAX 858-7937
www.erie.gov/emergency

Erie County Alerting Network

Help/Troubleshooting

Alphamate Issues?

At times agencies have reported that they are having difficulty connecting to the Erie County Alerting Network via the alpha mate and phone line connection. There are several troubleshooting tasks that we suggest you complete if this is affecting your agency. Assure that the number being dialed from the alpha mate is 716-858-4703, if you are indeed using the correct phone number and are receiving a message that states "all circuits are busy" contact your phone company. Advise them of the issue and the number you are attempting to dial.

LED Sign Issues?

The Alphamate Signs store messages in text slots A-Z. The Emergency Alert system saves messages in slots U-Z, with this in mind the Fire Companies should not save messages in those slots. The EAS will erase those messages. If there are multiple custom messages in the sign each message is displayed for about 6 seconds. Depending how many messages the agencies have in the sign and/or options and features they have programmed it could take some time before the hall sees the EAS message again. The EAS is displayed as soon as it is received, but then follows the sign programming done by the hall. The Fire Hall should limit custom messages to a max of 4. This will insure that your message will be displayed every 30 seconds or 60 times in 30 minutes

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