BlackBerry AtHoc

American Signal Giant Voice System Installation and Configuration Guide

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Getting started

The BlackBerry AtHoc management system uses the IIM add-on module with Giant Voice (GV) outdoor warning devices to enable wide-area Mass Notification System (MNS) broadcasts. Giant Voice features can broadcast critical information using voice messages, wave files,musical tones, or text-to-speech (TTS) conversion. American Signal GV supports outdoor Public Address (PA) systems that have large amplified speakers. Typically, speakers are set on poles in an array that covers a specified area with enough acoustic sound to override the ambient noise with emergency notifications.

After the BlackBerry AtHoc management system is integrated with an American Signal Giant Voice System, operators can disseminate emergency alerts to the siren system from the BlackBerry AtHoc management console. Alert messages can be delivered using Key functions programmed in the American Signal hardware or software, text-to-speech, or pre-recorded audio files to dynamically selected targets. Targeting choices are All Poles simultaneously, individual Zones of poles, and Poles.

Product requirements

This section describes the hardware and software requirements to install and configure the American Signal Giant Voice system.

Hardware requirements

- 080-0105D CLIII motherboard
- 095-0074 daughter board with 080-0206A serial chip
- Two 080-0131 bulkhead serial boards

Software requirements

- BlackBerry AtHoc release 6.1.8.85 or newer.
- IP Integration Module capnode_obf.jar 5/8/2013 or newer.

You must also update the following files that are not specific to American Signal Giant Voice systems:

- IIM Management (Agent) Configuration.
- `C:\Program Files\capnode\AlertTemplate\SirenCentralStatusTemplate.xml`
- `C:\Program Files\capnode\myid.property`
- `C:\Program Files\capnode\title.property`

Configure the American Signal Giant Voice – V2 device on the BlackBerry AtHoc application server

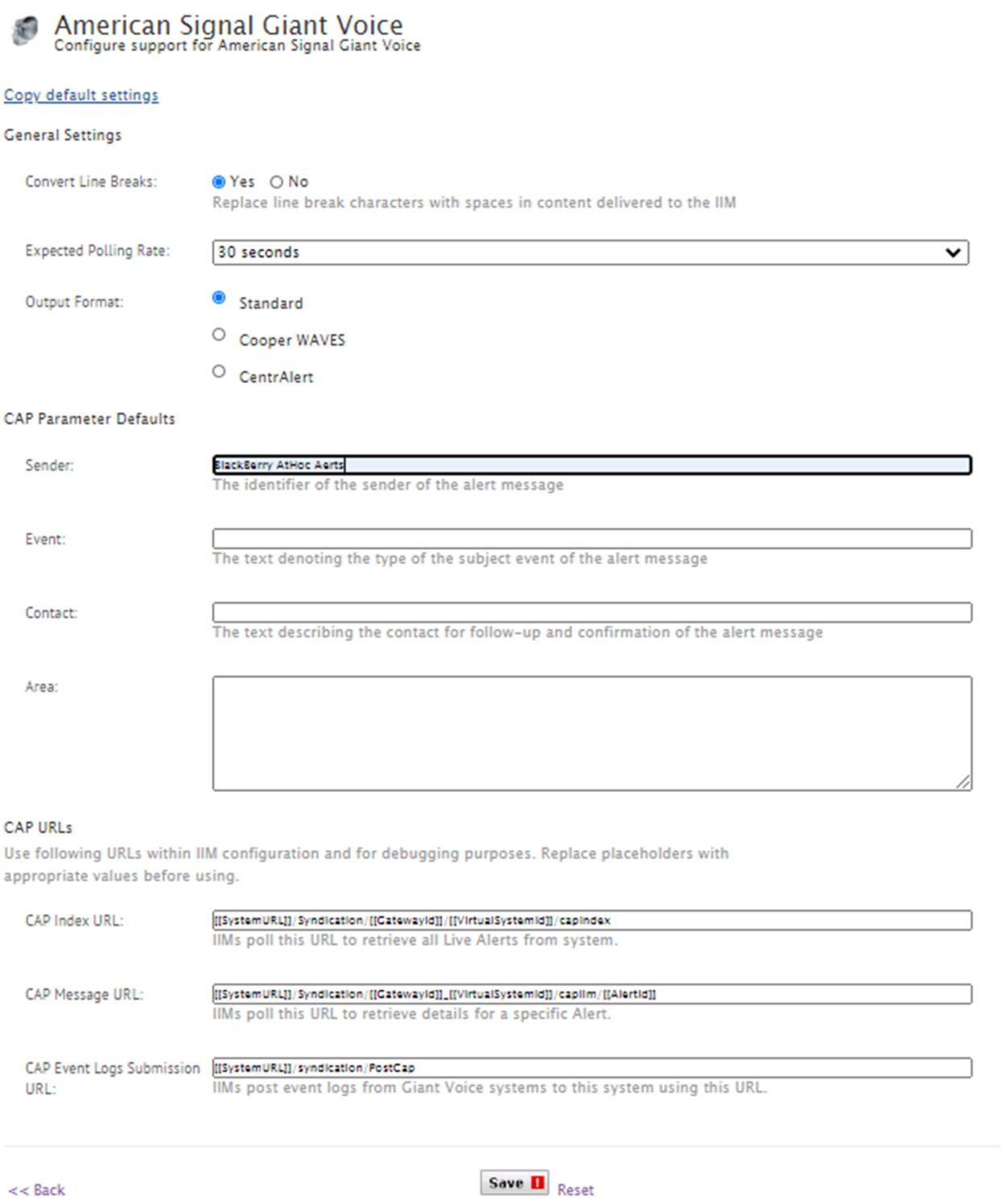
Log in to the BlackBerry AtHoc management console and check the Delivery Gateways section to verify that the American Signal and XML Feed device gateways have been installed. If they are installed, skip this section. If not, complete the following steps to install the American Signal Giant Voice – V2 device gateway on the BlackBerry AtHoc application server:

1. Log in to the BlackBerry AtHoc application server as an administrator.
2. Locate and run the following file: `<IWSAlerts Install Path>\ServerObjects\tools \AtHoc.Applications.Tools.InstallPackage.exe`
3. On the **Configure Device Support** window, select **American Signal Giant Voice – V2** and **XML Feed**.
4. Click **Enable**.
5. On the **Installation Complete** pop-up screen, click **OK**.
6. Click **Close**.

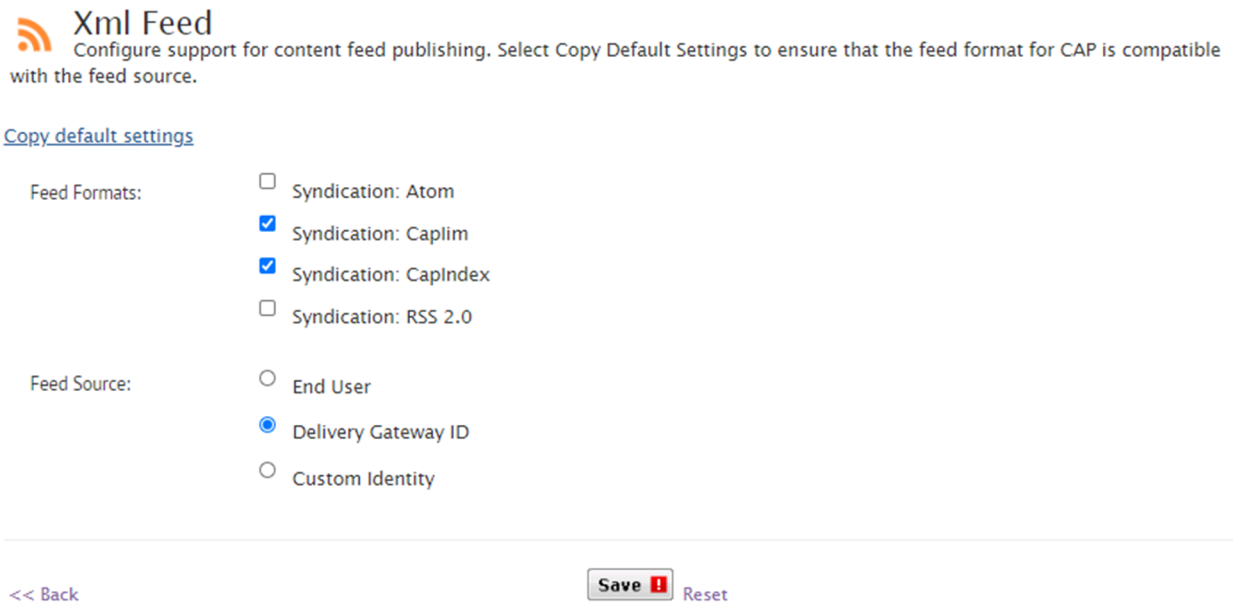
Configure the American Signal delivery gateway

Configure the American Signal gateway in the Settings section of the BlackBerry AtHoc management system to enable the BlackBerry AtHoc alerts system to publish alerts through American Signal.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Devices** section, click **American Signal Giant Voice V2**.
4. On the **American Signal Giant Voice - V2** page, click **Copy default settings**.
5. In the **General Settings** section, for the **Convert Line Breaks** option, select **Yes**.
6. In the **CAP Parameter Defaults** section, update the **Sender** field to **BlackBerry AtHoc Alerts**.



7. Click **Save**.
8. In the navigation bar, click ⚙.
9. In the **Devices** section, click **Xml Feed**.
10. On the **Xml Feed** page, click **Copy default settings**.
11. In the **Feed Source** section, select **Delivery Gateway ID**.



12. Click **Save**.

Enable the American Signal Giant Voice device

Choose and configure the delivery gateways that deliver messages to American Signal Giant Voice devices. If more than one delivery gateway is configured, the system attempts to deliver messages to devices in the "Device Group order" listed in the American Signal Giant Voice page until delivery is successful. If no delivery gateways are configured, the device is considered disabled.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Devices** section, click **Devices**.
4. On the **Devices** page, click the **Mass Devices** tab.
5. Click **American Signal Giant Voice-V2**.
6. On the **American Signal Giant Voice - V2** page, click **Edit**.
7. In the **Delivery Gateways** section, click **Add a Delivery Gateway** > **American Signal Giant Voice-V2**.
8. In the **American Signal Giant Voice-V2** row, click .
9. On the **Configure Gateway** window, check for XML code in the **Configuration XML** field. If the XML statements are not provided, copy and paste the following code into the text field:

```
<Configuration>
   <CapParams>
        <GVSystemType>ASCV2</GVSystemType>
        <AllMode>1</AllMode>
        <ZoneMode>1</ZoneMode>
        <PoleMode>1</PoleMode>
        <KeyMode>1</KeyMode>
        <UnusedMode>0</UnusedMode>
        <DefaultAllCall>FFFF</DefaultAllCall>
    <DefaultKeyActivationCode>0</DefaultKeyActiationCode>
      <NoPARequired>0</NoPARequired>
    <PARequired>1</PARequired>
```

```
    <PAWav>1</PAWav>
    <PacketMode>0</PacketMode>
    <IsCancelable>false</IsCancelable>
    <ContentSource>GiantVoice</ContentSource>
  </CapParams>
</Configuration>
```

10. Click **Submit**.
11. Click **Save**.
12. Click **More Actions** > **Enable**.

The status line at the top of the screen updates and indicates that the device is enabled.

Enable the Xml Feed device

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. On the **Devices** page, click the **Mass Devices** tab.
4. Click **Xml Feed**.
5. On the **Xml Feed** page, click **Edit**.
6. In the **Delivery Gateways** section, click **Add a Delivery Gateway** > **Xml Feed**.
7. In the **Xml Feed** row, click .
8. On the **Configure Gateway** window, check for XML code in the **Configuration XML** field. If the XML statements are not provided, copy and paste the following code into the text field:

```
<Configuration><DeviceType>FEED</DeviceType></Configuration>
```

9. Click **Submit**.
10. Click **Save**.

Note: The Xml Feed device must be configured but does not need to be enabled to use the American Signal Giant Voice device.

Create custom attributes

To set up mass communication users,you must create targets (Poles, Zones, All Poles) and key end users. Key end users require the configuration of custom attributes to work properly.

If the ATHOC-GV-TYPE and ATHOC-GV-KEYS custom user attributes already exist, skip this section.

Create the ATHOC-GV-TYPE attribute

The ATHOC-GV-TYPE custom user attribute is a non-mandatory, single-select list with no default value.

1. Log in to BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click **Users** > **User Attributes**.
3. On the **User Attributes** page, click **New** > **Single-select Picklist**.
4. On the **New Attribute** page, in the **Basic** section, enter **ATHOC-GV-TYPE** in the **Name** and **Common Name** fields.
5. In the **Values** section, click **Add value**.
6. In the **Value** field, type **Key, Pole, or Zone**.
7. Optionally, select the **default** check box for the value you want to keep as a default and click **Save**.

8. Click **Save**.

Create the ATHOC-GV-KEYS attribute

The ATHOC-GV-KEYS custom user attribute is a non-mandatory memo text field with an XML payload.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click **Users** > **User Attributes**.
3. On the **User Attributes** page, click **New** > **Memo**.
4. On the **New Attribute** page, in the **Basic** section, enter **ATHOC-GV-KEY** in the **Name** and **Common Name** fields.
5. Click **Save**.

Set up mass device endpoint (targets)

To create a speaker pole, zone, or an all-poles user, an operator should perform the normal Mass Device Endpoint creation flow. User should give the endpoint a functionally descriptive name, so that it is recognizable in End User Manager and Report windows as a mass-communication device target entity.

The list of RTUs in the Giant Voice system in the PC run the CompuLert™ software. The file that contains the list of RTUs in the `C:\WINAPPS\ASC2\Data` folder is a .sir file, which can be opened using Notepad.

The American Signal Giant Voice poles are targeted using a three hexadecimal character string. One or more of the characters can be replaced with a * to represent a wild card in that position which selects all addresses which share the same remaining characters. This method of grouping poles into zones is performed by addressing the poles so that wild cards can be used in a group or zone address.

Examples

- The address A01 targets only the pole with the address A01.
- The address *01 targets all addresses that end in 01. For example, A01 and B01.
- The address A** targets all addresses that start with A. For example, A01, A02, and A10.
- The address *** targets all poles.

Create mass device zone and pole endpoints

All ASCv2 target users are defined as Poles in the ATHOC-GV-TYPE attribute and start with P in the American Signal Giant Voice – V2 device attribute.To create a new mass device endpoint for each zone and pole, complete the following steps:

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click ⚙.
3. In the **Devices** section, click **Mass Devices Endpoints**.
4. In the **Mass Device Endpoints** window, click **New**.
5. Select **American Signal Giant Voice - V2** from the list.
6. In the **Configuration** section, select the **Pole** option for Giant Voice type.
7. In the Address field, enter **P,***,10,** where 10 is always the hexadecimal RTU function number of the Public Address function.

   Note: The addresses are case sensitive and must not contain spaces.
8. Click **Save**.

Note: If required, repeat steps 3 to 8 to create mass communication users for any other desired American Signal Giant Voice-V2 Pole or Zone target users.

Create a mass device key endpoint

To create the object that displays the list of keys associated with American Signal Giant Voice system,complete the following tasks:

- Create the ATHOC-GV-KEYS attribute XML configuration.
- Perform the normal Mass Device Endpoint creation flow.

Create the ATHOC-GV-KEYS attribute XML configuration

This section describes how to create the key user ATHOC-GV-KEYS attribute configuration.

American Signal CompuLert™ .cfg file

On the American Signal CompuLert™ standalone computer, browse to `C:\WINAPPS\ASC2\Data` and open the appropriate .cfg file with Notepad.

The following example has bold text to show the important sections:

```
Customer X Electronic Control Configuration - rev 6.00 03/04/13
PORTS
"C:\", "COM1:2400,N,8,2", 31, 0
"", 0, 1,1,1,1,1,1,1,1
SWITCHES
"01", "MDY", 0, 0, 0, 0, 0 0
Map1 Rep Cen Mon Cyc RePoll MetDly Multipoll
COMMANDS
At Dly Description Command (10) - Command Delay
1, 7, "Auto Poll w/Report ", 682,
2, "Auto Reset Status ", 67
3, 2, "Auto Sil-Test w/Rep ", 66
4, 2, " ", 0
5, 2, "Auto Weekly Test ", 33
6, 2, "Auto Reveille/Colors", 34
7, 2, "Auto Retreat/Anthem ", 35
8, 2, "Auto Taps ", 36
9, 2, "Auto Call to Arms ", 53
10, 2, " ", 0
11, 2, " ", 0
12, 2, " ", 0
13, 2, " ", 0
14, 2, " ", 0
15, 2, " ", 0
16, 2, " ", 0
17, 2, " ", 0
18, 2, " ", 0
19, 2, " ", 0
20, 2, " ", 0
21, 2, " ", 0
22, 2, " ", 0
23, 2, " ", 0
24, 2, " ", 0
25, 2, " ", 0
26, 2, " - - Abort - - ", 61
27, 7, "USTAT Auto Re-Poll ", 54
28, 5, "Auto Weather Data ", 70
 1, "AL FF FF FF Alert "
2, "AT FF FF FF Attack "
3, "HI FF FF FF Hi\Lo "
4, "HO FF FF FF Air-Horn
5, "FI FF FF FF Fire "
```

```
6, "GR FF FF FF Growl "
7, "HA FF FF FF Hazard "
8, "CH FF FF FF Chime "
9, "SC FF FF FF Scream "
10, "WA FF FF FF Wail "
11, "XA FF FF FF Pgm-A "
12, "XB FF FF FF Pgm-B "
13, "XC FF FF FF Pgm-C "
14, "XD FF FF FF Pgm-D "
15, "XE FF FF FF Pgm-E "16, "XF FF FF FF Pgm-F "
17, "PA FF FF FF Live PA "
 18, "SI FF FF FF Test "
19, "RO FF FF FF Rotate "
20, "SH FF FF FF Seek Home"
21, "ST FF FF FF Strobe "
22, "AR FF FF FF Arm "
23, "ME 01 FF FF Message "
24, "CS FF FF FF Slo-Cancel"
25, "RS FF FF FF Reset Status"
26, "PO FF FF FF Poll "
 27, "RE FF FF FF Re-Sync "
28, "RB FF FF FF Remote-Rst"
29, "WP 00 FF FF Write-Pgm "
30, "RP 00 FF FF Macro-Central"
31, "DM F0 FF FF Dump-Mem "
 32, "CA FF FF FF Cancel "
33, "ME 01 FF FF Weekly Test"
34, "ME 02 FF FF Reveille/Colors"
35, "ME 03 FF FF Retreat/National Anthem"
36, "ME 04 FF FF Taps
37, "ME 05 FF FF Lightning Warning"
38, "ME 06 FF FF Lightning Warning Terminated"
39, "ME 07 FF FF Heat Advisory"
40, "ME 08 FF FF Tornado Warning"
41, "ME 09 FF FF All Clear"
42, "ME 0A FF FF Hurricane Condition Five"
43, "ME 0B FF FF Hurricane Condition Four"
44, "ME 0C FF FF Hurricane Condition Three"
45, "ME 0D FF FF Hurricane Condition Two"
46, "ME 0E FF FF Hurricane Condition One"
47, "ME 0F FF FF Tornado Exercise"
48, "ME 10 FF FF All Clear Exercise"
49, "ME 11 FF FF Alarm Yellow Exercise"
50, "ME 12 FF FF Alarm Red Mopp 4 Exercise"
51, "ME 13 FF FF Alarm Red Ground Attack MOPP 2 Exercise"
52, "ME 14 FF FF Alarm Red Ground Attack MOPP 4 Exercise"
53, "ME 15 FF FF Call to Arms"
54, "PO FF FF FF USTAT Poll"
55, "CA FF FF FF -Test Mark"
56, "M1 Cancel (M1)"
57, "M2 ?? "
58, "M3 ?? "
59, "M4 ?? "
60, "M5 ?? "
61, "M6 ?? "
62, "M7 ?? "
63, "M8 ?? "
64, "M9 ?? "
65, "M10 ?? "
66, "M11 Silent Test w/Report (M16)"
67, "M12 Reset Status (M17)"
```

```
68, "M13 Poll w/Report (M18)"
69, "M14 Test Poll (M19)"
70, "WE Request Weather Data"
71, "LI Show Last Weather"
72, "PR Remove Weather Boxes"
73, "PR Print Weather Data"
74, "DIS Pending Trouble Report"
75, "UR Trouble Report by Date"
76, "SS Silent Test Report"
77, "SS Daily Poll Status Report"
78, "SS Siren Activation Report"
79, "SS AC Test Report"
80, "SS DC Test Report"
MENUS
0, 0, 32, Cancel
0, 1, 55, ------
0, 2, 37, Lightning Warning
0, 3, 38, Lightning Warning Terminated
0, 4, 39, Heat Advisory
0, 5, 40, Tornado Warning
0, 6, 41, All Clear
0, 7, 55, ------
0, 8, 34, Reveille/Colors
0, 9, 35, Retreat/National Anthem
0,10, 36, Taps
0,11, 53, Call to Arms
0,12, 55, ------
0,13, 42, Hurricane Condition Five
0,14, 43, Hurricane Condition Four
0,15, 44, Hurricane Condition Three
0,16, 45, Hurricane Condition Two
0,17, 46, Hurricane Condition One
0,18, 55, ------
0,19, 47, Tornado Exercise
0,20, 48, All Clear Exercise
0,21, 55, ------
0,22, 49, Alarm Yellow Exercise
0,23, 50, Alarm Red Mopp 4 Exercise
0,24, 51, Alarm Red ground Attack Exercise
0,25, 52, Alarm Black Exercise
0,26, 55, -----
0,27, 33, Weekly Test
0,28, 55, ------
0,29, 17, Live PA
2, 0, 32, Cancel
2, 1, 55, ------
2, 2, 26, Poll
2, 3, 67, Reset Status
2, 4, 18, Silent Test
2, 5, 55, ----------
2, 6, 68, Poll w/Report
2, 7, 55, ----------
2, 8, 66, Silent Test w/Report
3, 8, 55, ----------
3, 9, 75, Trouble Report
0,99, 99, End of List
MACROS
Cancel
56, 1,32, 0, "???"
Silent Test w/Report
66, 1,67, 0, "???"
```

```
66, 2,18,16, "???"
66, 3,69, 0, "???"
66, 4,18,16, "%%%"
66, 5,55, 0, "%%%"
66, 6,26, 0, "%%%"
66, 7,76, 0, "???"
Reset Status
67, 1,25, 0, "???"
67, 2,25, 0, "???"
Poll w/Report
68, 1,26, 0, "???"
68, 2,26, 0, "%%%"
68, 3,77, 0, "???"
Poll After Run
69, 1,55, 0, "???"
69, 2,26, 0, "???"
69, 3,55, 0, "%%%"
69, 4,26, 0, "%%%"
99
REPEATERS
163.4625Hz(Tx) 163.4625MHz(Rx) None=PL
0
=====================================================================-
==========|Last Response| Poll | Activate | System Test |Low
Sir |------------|-------|--------------------|-------------|Comm
Door AC
Loc | Time Date |OK Fail| OK Pwr Par Loc Com | OK Pwr Par |Batt
Open
 Fai=================================================================================xxx
 12:34:56 03-23 x x x x x x x x x xx x24 28 33 36 40 44 48 54 58 63 67 71
 ------|---------|---------|---------|---------|---------|---------|-------xxxx-|---------|
MSG pos err
Text
1, 24, 0," RF-OK"
2, 77, 2," AC_Fail"
3, 67, 5," Low_Comm_Batt"
4, 71, 2," Door_Open"
5, 0, 0," Sync_Error"
6, 0, 0,""
7, 33, 0," Activate_OK"
8, 33, 0," Activate_No_Rotate"
9, 36, 5," Activate_No_Power"
10, 40, 2," Activate_Partial"
11, 54, 0," Test_OK"
12, 54, 0," Test_No_Rotate"
13, 58, 5," Test_No_Power"
14, 0, 0," RTU_Restart"
15, 28, 5," No_Response_from_Poll"
16, 63, 2," Test_Partial"
17, 0, 0," Low_Main_Batt"
18, 0, 0," AC_Disable"
19, 48, 5," Activate_Comm"
20, 44, 5," Activate_Local"
4, 3, 2,14, 5,-4,-2,-1, 0, 0, 0, 0, 0, 0, 0, 0 ' (-Bit)(+Msg)
(+200inv)6, 7, 8, 9,20,11,12,13, 6,10,10, 9,20,16,16,13,15,19 ' Run StatusXlate
0,0,0,0,0,0,0,0, 0,0,0,0,0,0,0,0, 0,0,0,0,0,0,0,0 ' Cen/Aux/Sgn
bits
STATUS BOX
Byte BitText Fail Text
0, 0, "------------------"
6, 0, " Siren Status of ", "Fail", "Unknown"
```

```
0, 0, "-------------------"
7, 0, " Poll Date:", "Not Polled", "Date:"
1, 8, " RF Comm:", "OK ", "Sync Err ", ""
1, 64, " Comm Bat:", "OK ", "Low ", ""
1,128, " Doors:", "Closed", "Open ", ""
1, 32, " AC Power:", "OK ", "Fail ", ""
4, 0, " Amps:", "OK ", "", ""
3, 0, " Siren:", "IDLE ", "", ""
5, 3, "Act Status:", "-none-", "", ""
0, 94, "---------------------", "Rep", "CEN-"
6, 0, " Repeater Status - ", "Fail", "Unknown"
0, 0, "--------------------"
7, 0, " Date/Time:", "Never Polled", ""
1, 8, " Feedback:", "OK ", "Sync Err "
1, 64, " Battery:", "OK ", "Low "
1, 32, " Mains:", "OK ", "Fail "
2, 16, " Output:", "OK ", "Fault "
2,204, " Repeater:", "Active", "Disabled "
0, 98, "---------------------", "Cen", "CEN-"
6, 0, " Central Status - ", "Fail", "Unknown"
0, 0, "--------------------"
7, 0, " Date/Time:", "Never Polled", ""
1, 8, " Feedback:", "OK ", "Sync Err "
1, 64, " Battery:", "OK ", "Low "
1, 32, " Mains:", "OK ", "Fail "
2, 2, " J103-4:", "OK ", "Error "
2, 4, " J103-5:", "OK ", "Error "
2, 8, " J103-6:", "OK ", "Error "
2, 16, " J103-7:", "OK ", "Error "
0, 99, "---------------------"TRANSLATE 0123456789ABCDT* 0123456789ABCDE*
 0123456789ABCDR* NO
ANALOG #siren, #Ch , 1'st Ch siren
0, 5, 9, "AAA"
```

The definition for each attribute is as follows:

Attribute name	Description
Id	Corresponds to the address of the key within the Giant Voice system. This addressing scheme varies by Giant Voice vendor.
messgaeIdRef	References the <message> object to be displayed as a warning in the Targeting screen in the Management System during the publishing cycle.
targetingRule	Used to establish correct targeting behavior for the key. Possible values are: • TargetingNotAllowed • TargetingAllowed • TargetingRequired
name	The name of the Giant Voice key that is displayed in the publishing flow.
description	The description of the Giant Voice key that is displayed in the publishing flow. If there are more than 5 keys, this will not be displayed.

Note: Id numbers do not need to be sequential. Changing the order in the XML,changes the order in which Id numbers are listed in the publishing flow but has no effect on the command number being sent to the RTUs.

Note: In American Signal Giant Voice, the id addressing consists of 5 pipe-separated (|)hexadecimal bytes. The first byte corresponds to the hexadecimal equivalent of the decimal number(minus 1) shown in the yellow highlighted section above where id = DHC(command10-1). The highest RTU command number that can be addressed this way is Cancel, #32 in the list or 1FH.

Example 1: Alert (AL) is #1 in the list and converts to `00; (1-1)=010=00H`.

Example 2: Cancel (CA) is #32 in the list and converts to `1F; (32-1)=3110=1FH`.

Id #17 (hexadecimal #10), Public Address, is skipped as Public Address functions are handled as an RTU function through the All Poles, Pole, and Zone target user device address instead of through a function key.

The second and subsequent bytes correspond to various attributes of the key.

Example: Message number or times for a tone to cycle.

Command numbers above #32 (1FH), shown in the blue highlighted section, need to have some additional handling before they can be added to the Key Id list.

Example: Command 33 calls on function ME with a hex specifier of 01 for message #1 for the recording, “Weekly Test”: `35, "ME 03 FF FF Retreat/National Anthem"`

In the following example,“ME” occurs within the lower-range of functions: `23, "ME 01 FF FF Message"`

The base message function is 2310=16H. The translation of function 3310 into function 2310 is: `23, "ME 03 FF FF Retreat/National Anthem"`

Which translates into: Id = “`16:03:FF:FF:FF`”

Note: For American Signal Giant Voice Keys, the messageIdRef parameter is always MSGTARGETING-REQUIRED and the targetingRule parameter is always TargetingRequired.

Note: The key name and description parameters cannot contain spaces or any of the following characters:

```
' ! $ % ^ ( ) = { } , ; : ? " < > |
```

This sample XML shows how the basic functions from the .cfg file above are listed for use in the Key user and maps to the .cfg file shown above. You can copy the content below into Notepad and modify it to match your Function Keys.

```
<giantVoiceSetting>
<messages>
<message id = "MSG-TARGETING-NOT-ALLOWED">The Giant Voice Key you
have selected on the previous page does not allow
additional selection of Giant Voice poles or zones. You may still
target users for other devices, but Giant Voice targeting will be ignored.
</message>
<message id = "MSG-TARGETING-ALLOWED">The Giant Voice Key you have selected on
 the previous page already has Giant Voice poles and zones targeted, but you can
 override them by targeting different zones in the Targeting area just below.
</message>
<message id = "MSG-TARGETING-REQUIRED">The Giant Voice Key you have selected on
 the previous page does not have any targeting information built-in, and will
 require you to target at least one Giant Voice pole or zone below.</message>
</messages>
<keys>
<key
id = "1F|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
```

```
targetingRule = "TargetingRequired">
<name>CANCEL</name>
<description>CANCEL</description>
</key>
<key
id = "11|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>SILENT TEST</name>
 <description>SILENT TEST</description>
 </key>
<key
id = "16|05|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>LIGHTNING WARNING MESSAGE</name>
<description>LIGHTNING WARNING MESSAGE</description>
</key>
</key>
<key
id = "16|06|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>LIGHTNING WARNING TERMINATED MESSAGE</name>
<description>LIGHTNING WARNING TERMINATED MESSAGE</description>
</key>
<key
id = "16|07|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>HEAT ADVISORY MESSAGE</name>
<description>HEAT ADVISORY MESSAGE</description>
</key>
<key
id = "16|08|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>TORNADO WARNING MESSAGE</name>
<description>TORNADO WARNING MESSAGE</description>
</key>
<key
id = "16|09|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>ALL CLEAR MESSAGE</name>
<description>ALL CLEAR MESSAGE</description>
</key>
<key
id = "16|02|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingNotAllowed">
<name>REVEILLE - COLORS BUGLE</name>
<description>REVEILLE - COLORS BUGLE</description>
></key>
<key
id = "16|03|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
25
Chapter 5: VPS Component Configuration (.85)
targetingRule = "TargetingRequired">
<name>RETREAT BUGLE - NATIONAL ANTHEM</name>
```

```
<description>RETREAT BUGLE - NATIONAL ANTHEM</description>
</key>
<key
id = "16|04|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>TAPS BUGLE</name>
<description>TAPS BUGLE</description>
</key>
<key
id = "16|15|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>CALL TO ARMS BUGLE</name>
<description>CALL TO ARMS BUGLE</description>
</key>
<key
id = "16|0A|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>HURRICANE CONDITION FIVE</name>
<description>HURRICANE CONDITION FIVE</description>
</key>
<key
id = "16|0B|FF|FF|FF"
messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
targetingRule = "TargetingRequired">
<name>HURRICANE CONDITION FOUR</name>
<description>HURRICANE CONDITION FOUR</description>
</key>
><key
id = "16|0C|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>HURRICANE CONDITION THREE</name>
<description>HURRICANE CONDITION THREE</description>
</key>
<key
id = "16|0D|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>HURRICANE CONDITION TWO</name>
<description>HURRICANE CONDITION TWO</description>
</key>
<key
id = "16|0E|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>HURRICANE CONDITION ONE</name>
<description>HURRICANE CONDITION ONE</description>
</key>
<key
id = "16|0F|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>EXERCISE TORNADO MESSAGE</name>
<description>EXERCISE TORNADO MESSAGE</description>
</key>
<key
id = "16|10|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
```

```
targetingRule = "TargetingRequired">
<name>EXERCISE ALL CLEAR MESSAGE</name>
<description>EXERCISE ALL CLEAR MESSAGE</description>
</key>
<key
id = "16|11|FF|FF|FF"
>messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>EXERCISE ALARM YELLOW MESSAGE</name>
<description>EXERCISE ALARM YELLOW MESSAGE</description>
</key>
<key
id = "16|12|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>EXERCISE ALARM RED MOPP 4 MESSAGE</name>
<description>EXERCISE ALARM RED MOPP 4 MESSAGE</description>
</key>
<key
id = "16|13|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>EXERCISE ALARM RED GROUND ATTACK MOPP 2 MESSAGE</name>
<description>EXERCISE ALARM RED GROUND ATTACK MOPP 2 MESSAGE</-
description>
</key>
<key
id = "16|14|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>EXERCISE ALARM RED GROUND ATTACK MOPP 4 MESSAGE</name>
<description>EXERCISE ALARM RED GROUND ATTACK MOPP 4 MESSAGE</-
description>
</key>
<key
id = "16|01|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>WEEKLY TEST MESSAGE</name>
<description>WEEKLY TEST MESSAGE</description>
</key>
<key
id = "00|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>ALERT TONE 3 MINUTES</name>
<description>ALERT TONE</description>
</key>
<key
id = "01|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>ATTACK TONE 3 MINUTES</name>
<description>ATTACK TONE 3 MINUTES</description>
</key>
<key
id = "02|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>HI-LO TONE 3 MINUTES</name>
<description>HI-LO TONE</description>
```

```
</key>
<key
id = "03|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>AIR HORN TONE 3 MINUTES</name>
<description>AIR HORN TONE</description>
</key>
<key
id = "04|07|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>FIRE TONE 3 MINUTES</name>
<description>FIRE TONE</description>
</key>
<key
id = "06|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>HAZARD TONE 3 MINUTES</name>
<description>HAZARD TONE</description>
</key>
<key
id = "07|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>CHIME TONE 10 SECONDS</name>
<description>CHIME TONE</description>
</key>
<key
id = "08|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>SCREAM TONE 3 MINUTES</name>
<description>SCREAM TONE</description>
</key>
<key
id = "09|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>WHOOP TONE 3 MINUTES</name>
<description>WHOOP TONE</description>
</key>
<key
id = "17|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>SLOW CANCEL</name>
<description>SLOW CANCEL</description>
</key>
<key
id = "18|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>RESET STATUS</name>
<description>RESET STATUS</description>
</key>
<key
id = "1B|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
```

```
<name>REBOOT</name>
<description>REBOOT</description>
</key>
</keys>
</giantVoiceSetting>
```

Macros

For more information about how to set up a file in the IIM and the key attributes, see Configure the SirenCommandMap.txt file.

Create a key mass device endpoint

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click ⚙.
3. In the **Devices** section, click **Mass Device Endpoints**.
4. Click **New** > **American Signal Giant Voice - V2**.
5. On the **New Mass Device Endpoint** screen, in the **Configuration** section, select **Key** for Giant Voice Type to create a new endpoint for the key selection.
6. Copy the **Key XML configuration** into the **Giant Voice Key** field.
7. In the **Address** field, enter **K**.

Create and publish an American Signal Giant Voice alert template

Prerequisites:

- Before you start sending test alerts through American Signal Giant Voice, consider the impact it has on everyone within hearing distance of the poles you are using during the test.
- AtHoc management server and is not connected to the Giant Voice equipment.AtHoc management server and is not connected to the Giant Voice equipment.
- Consult with your POC as to the acceptable content of the test alert. For example,the word "test" should appear at, or very near to, the start of the broadcast message.
- Although the initial use of this template is to test the data creation process, this template can be used during the audio tuning phase after the IIM and Giant Voice hardware are connected.
- To confirm that the American Signal Giant Voice device is installed correctly on the BlackBerry AtHoc management system, create a template.

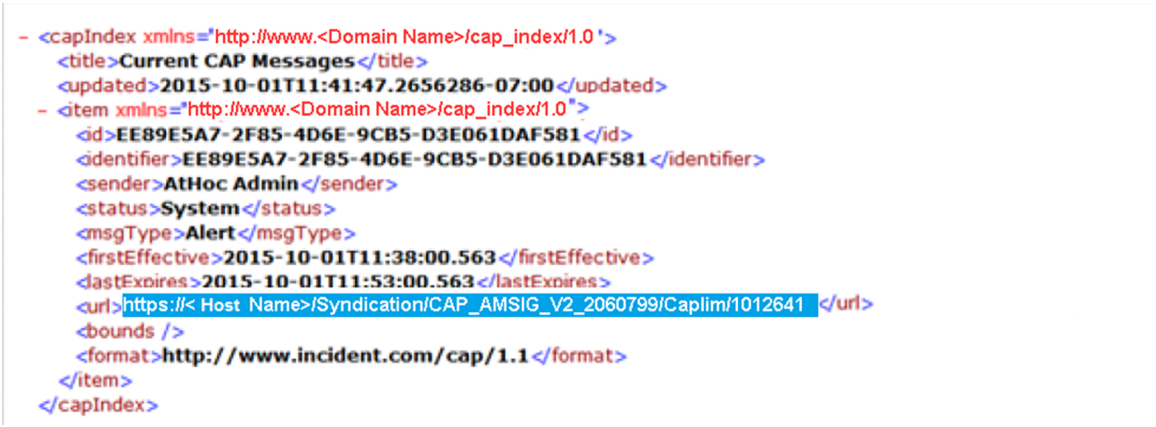
1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click **Alerts** > **Alert Templates**.
3. Click **New**
4. On the **New Template** screen, in the **Alert Template** section, in the **Alert Template** section, enter a **template name** and **description**.
5. Select a folder from the **Folder** list.
6. Select **Available for quick publish**.
7. In the **Content** section, enter the title and content of the alert.
8. In the **Mass Devices** section, select **American Signal Giant Voice-V2** and then select one or more mass alert endpoints from the list.
9. Click **Options**.
10. On the **Mass Devices Options** screen, select **Text to Speech** and **Alert Body or Custom text**.
11. Click **Apply**.
12. In the **Schedule** section, change the **Alert Duration** to 15 minutes.

13. Click **Save**.
14. Click .
15. On the **Home** page, in the **Quick Publish** section, find the alert template you just created.
16. Click **Review and Publish**.
17. Click **Publish**.

Verify the published alert

1. Open a browser and navigate to the following URL: https://<Domain Name>/syndication/cap_amsig_v2<organization-id>/capindex

   Where <;url> is the base URL of the BlackBerry AtHoc management system and <organization-id> is the 7 or 8-digit organization ID.
2. Copy the content in the <URL> field into another browser. The capIndex XML format must be similar to the content in the following image:



3. Verify the <addresses> and <code> match with the following format. The alert XML format must be similar to the content in the following image:

4. If any of the formatting does not match, review the American Signal Giant Voice Gateway XML content and Mass Communication Users' American Signal Giant Voice device addressing. Errors in these sections are the most common reason for malformed Alert XML fields.

Configure IIM IP connectivity

This section describes the steps to configure the IP Integration Module (IIM) to communicate with the BlackBerry AtHoc American Signal device.

Prerequisites

Ensure that the following packages are installed and configured before performing any tasks:

- Latest American Signal Giant Voice - V2 BlackBerry AtHoc device package
- Latest American Signal IIM Capnode package
- Latest IIM Agent 1.1.0 package

To work as part of the BlackBerry AtHoc system, IIM must be able to communicate with the BlackBerry AtHoc server to download the CAP packets.

The initial configuration data you need to collect are:

- The BlackBerry AtHoc Alerts system base URL
- The BlackBerry AtHoc Alerts organization ID
- Customer's proxy server and port information

To find this information, use a local computer to log in to your local instance of the BlackBerry AtHoc management console. The URL can be a base "https" address used to access a specific system. You can obtain the URL of the system from the local system administrator or from the Blackberry Customer Support team. Launch the BlackBerry AtHoc management console. The URL from the "https" to the last character before the third forward slash (/) is the "base URL" of the system.

The organization ID is a 7 or 8-digit numerical identifier of the specific system of that customer. To obtain this organization ID, log in to the BlackBerry AtHoc management system for the customer. Once logged in, you can find the system's organization ID at the top right of the Home Page of the system.

Navigate to the settings page of the browser and determine if you are using any type of Proxy server for routing internet traffic. For example, if the browser you are using is Internet Explorer, go to the LAN settings, in IE, select **Tools** > **Internet Options**. On the **Internet Options** screen, click the **Connections** tab. At the bottom of the window, click **LAN settings**.

In the **Proxy Server** section, click **Advanced**. The **Proxy Settings** screen displays the Proxy Server Address.

Record the proxy server address and the port number. You can now close these settings windows and exit Internet Explorer.

Note: It is also possible that your Internet Explorer instance may not use proxy servers. If this is the case, when you click the **LAN settings** button, no proxy server is used for internet traffic on this network.

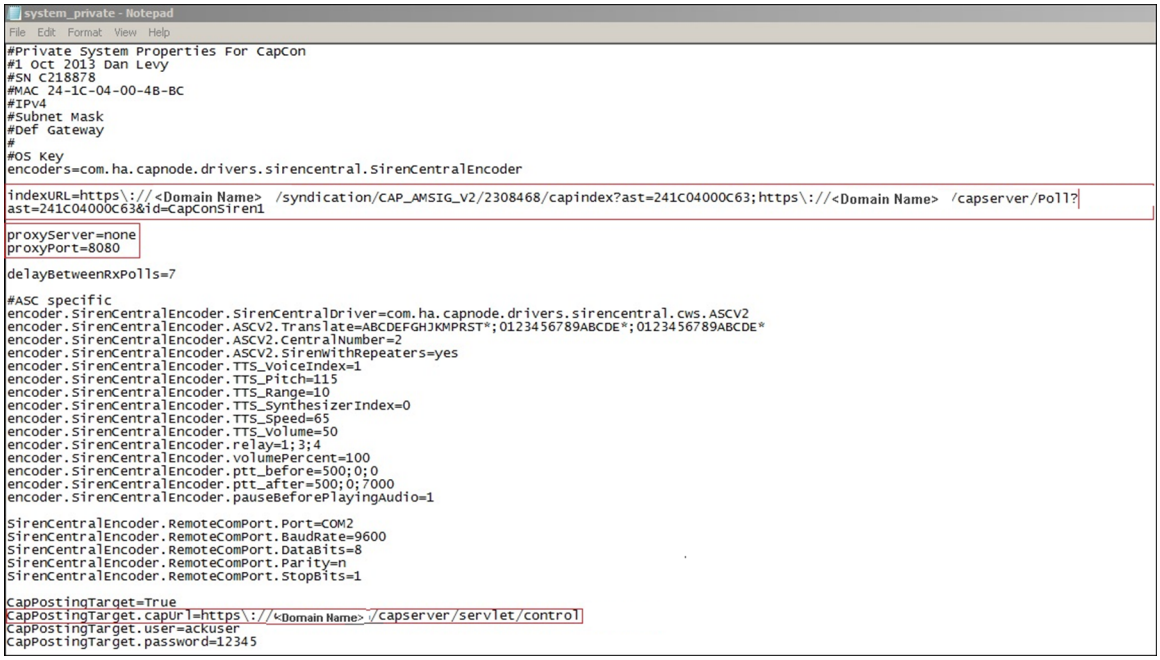
Configure the system_private.config file

To configure the `system_private.config file`, complete the following steps:

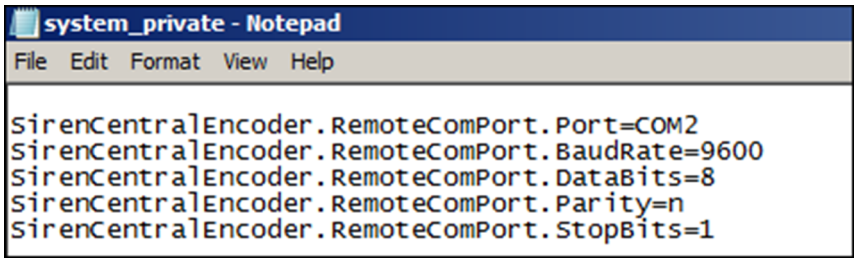
1. Open Microsoft Notepad as an administrator.
2. Click **File** > **Open**.
3. Navigate to `C:\Program Files\capnode` and change the file selection from "Text Documents (*.txt)" to "All Files (*.*)".
4. Select the **system_private.config** file.
5. Click **Open**.
6. Verify the following items in the `system_private.config` file:

a. The `indexURL` variable should be formatted similar to the following image.
b. The base URL should be followed by "/syndication/", then the device gateway protocol ID (for example, CAP_AMSIG_V2 for an American Signal Giant Voice system), the organization ID number, followed by "/capindex".
c. The "#" at the beginning of a line in the `system_private.config` file is used to comment out an unused line. The "#" should be removed from a line to use the variable.

7. Enter the proxy server and proxy port information you collected earlier in the proxyServer and proxyPort parameters. If the settings on the computer that you tested with is set for "Automatic" in the proxy settings, the settings for those two lines display as follows:
   - proxyServer=none
   - proxyPort=8080
8. Update the `CapPostingTarget` variables to reflect the correct URL using the same base URL as in the `indexURL` variable.



9. The American Signal COM Port settings displayed in the following image are default values and should not be changed.



10. Change the `encoder.SirenCentralEncoder.ASCV.Translate` variable to match the section bolded in Create a mass device key endpoint.
11. Change the `encoder.SirenCentralEncoder.ASCV2.CentralNumber` variable to match the CSC960 address listed in Swap the CSC960 encoder.
12. Click **File** > **Save**.
13. Close the `system_private.config` file.

Swap the CSC960 encoder

In most cases, the legacy CSC960 encoder has only one serial port and an older CompuLert III motherboard (CLIII MB) that does not support integration with BlackBerry AtHoc and a new CSC960 unit with compliant hardware has been provided for integration. Before removing the old CSC960 from service, use the CompuLert software to read out the CSC960 program and save it as an archive for diagnostic purposes.

Save the CSC960 program as an archive

1. Log in to **IIM**.
2. Click **Configure** > **Diagnostics**.
3. Click **File** > **Read Remote**.
4. Click **File** > **Save Remote Data**.
5. Enter an `RTU/CEN` number and a description or select from the list.
6. Click **Save**.
7. Click **File** > **Close Window**.

Swap from a legacy CSC960 to new CSC960

1. Open the `.REM file` saved at `C:\WINAPPS\ASC2\Data\REM` with Notepad or with the CompuLert Diagnostic application.
2. Exit the `CompuLert` software and restart it.
3. Observe and note down the Central number, displayed on the screen when the software starts.
4. Turn off the associated radio and legacy CSC960 and disconnect them from power.
5. Swap all of the cables from the old CSC960 to the new CSC960.
6. Restore power to both the radio and new CSC960.
7. Exit the CompuLert software and restart it.
8. Observe the Central number that comes up on the screen.

   Note: It should match the number that was shown for the old unit.
9. Optionally, if they do not match, use the CompuLert Diagnostic tool to update the Central address in the new unit.

Rename the CSC960 program

1. Log into IIM.
2. Click **Configure** > **Diagnostics**.
3. Click **File** > **Read Remote**.
4. Click **File** > **Save Remote Data**.
5. Enter an RTU/CEN number and a description or select from list.
6. Click **Save**.
7. Click **File** > **Open Program**.
8. Select the new unit name.
9. Click **Open**.
10. Find and change the **Central Address** field to match the original unit.
11. Click **File** > **Save Program**.
12. Select the new unit name.
13. Click **Save**.
14. Click **Program** > **Program ALL**.
15. Enter the **Central Address**.

16. Click **Program**.
17. Click **File** > **Close Window**.
18. Exit the CompuLert software and restart it.
19. Observe the Central number that comes up on the screen.

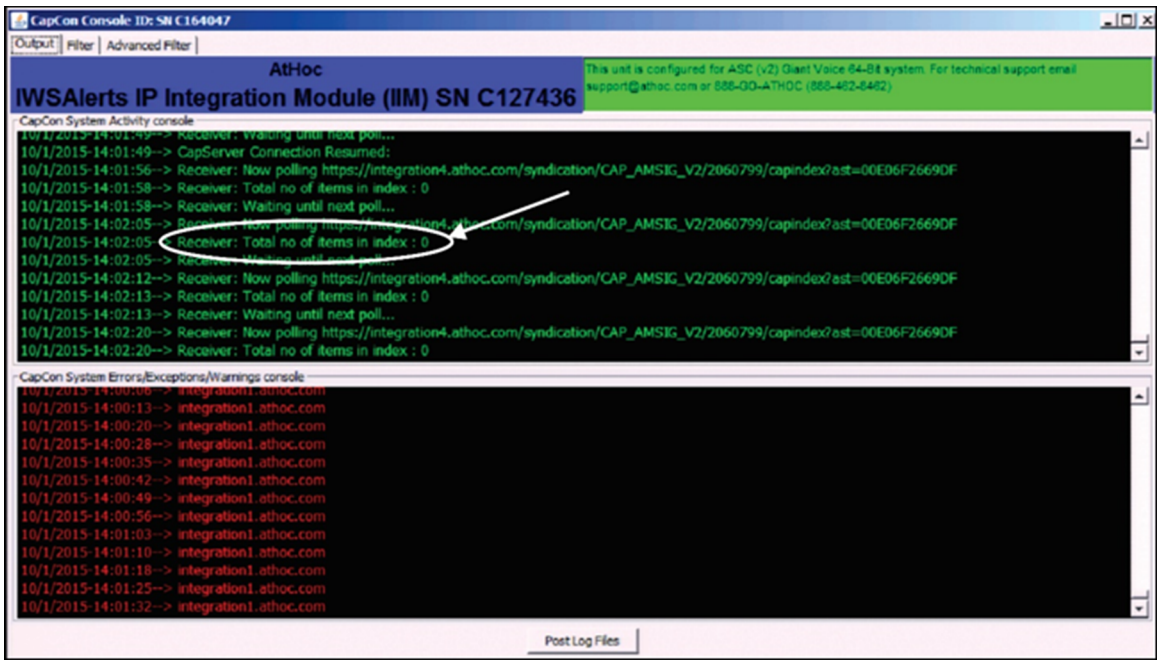
Restart the CapCon service

1. Navigate to the IIM system.
2. Go to **Start** > **Run** > **Services**.
3. Launch an instance of the **Services Manager** application. There should be a quick-launch icon in the taskbar of the desktop.
4. Scroll down to the **IIM CapCon Service**.
5. Right-click **CapCon Services** row and select either **Restart** or **Stop**.
6. Right-click the **CapCon Service** row and select either **Restart** or **Stop** and then start the CapCon service.

Verify the CapCon system activity console (GUI)

1. Log in to the IIM console as an administrator. The CapCon Console loads automatically.

   Note: The data in the CapCon System Activity console polls at the rate set by the `delayBetweenRXpolls` variable in the `system_private.config` file. The default is 7 seconds. A message indicates the total number of items in the index. The index number is the number of active alerts on the BlackBerry AtHoc system at that time.
2. Verify that the IIM console does not show any new errors.



3. Verify that the console icon in the task tray appears green, indicating that the connectivity between the IIM and the BlackBerry AtHoc Alerts system is good.

Configure the SirenCoordinates.txt file

The American Signal Giant Voice- V2 IIM has a feature that increases the efficiency of the number of transmissions required to activate the sirens. This efficiency engine compares the selected Mass Communication user's device addresses against a list of all of the sirens in the system and determines how to best group them using the wildcard character whenever possible.

To operate this correctly, the `C:/Program Files/capnode/SirenCoordinates.txt` file needs to be populated with the list of siren addresses. Edit the file with Notepad so that there is one address per line.

The list of RTUs in the Giant Voice system are in the PC running the CompuLert software. The file that contains the list of RTUs is a .sir file in the `C:\WINAPPS\ASC2\Data` folder and can be opened using Notepad. After the list is created, save the file and restart the CapCon service to apply the changes.

Configure the SirenCommandMap.txt file

The American Signal Giant Voice - V2 IIM has a feature that allows macro sets of Keys to be created, either to fill a new request or use existing macros as a template. This command map enables the creation of more complex siren content with multiple recordings or interrupted tones with pauses in between each step. These macros can then be added to the Giant Voice Key User ATHOC-GV-KEYS attribute configuration list, starting with hexadecimal #31.

Templates for existing macro functions in the American Signal CompuLert™ software configuration file (.cfg) are found in the `C:/WINAPPS/ASC2/data` folder. Any existing macros with polling functions cannot be replicated as the polling and re-polling steps are not activated by the IIM. To operate this correctly, the `C:/Program Files/capnode/SirenCommandMap.txt` file must be populated with a list of siren addresses.

Edit the file with Notepad so that there is one macro per line as shown:

```
31=^^^,01:FF:FF:FF:FF 33000 ^^^,17:FF:FF:FF:FF 3000
^^^,07:FF:FF:FF:FF 13000 3C=T04,08:FF:FF:FF:FF 18000
T04,17:FF:FF:FF:FF 3000 T04,09:FF:FF:FF:FF 13000 T04,1F:FF:FF:FF:FF 10
```

In the example above, macro #31 initiates an Attack tone, delays for approximately 33 seconds, sends a cancel tone, delays for approximately 3 seconds, sends a Chime tone and then delays for approximately 13 seconds.

Once the macro list has been made, save the file and restart the CapCon service to apply the changes.

To add the macros to the ATHOC-GV-KEYS configuration, append a key section as follows:

```
<key
id = "31|FF|FF|FF|FF"
messageIdRef = "MSG-TARGETING-REQUIRED"
targetingRule = "TargetingRequired">
<name>Attack and Chime Tone Test</name>
```

```
<description>Attack and Chime Tone Test</description>
</key>
```

The string **"^^^"** indicates that the user-selected target address(es) should be used. Alternately, a fixed 3-character address can be used to target a fixed address.

If a fixed address is used, the `messageIdRef` and `targetingRule` parameters should be changed to "MSG-TARGET-NOT-ALLOWED" and "TargetingNotAllowed" in the key section.

Example:

```
<key id = "3C|FF|FF|FF" messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
targetingRule = "TargetingNotAllowed"><name>Scream Chime Wail Test to Pole T04
 Only</name><description>Scream Chime Wail Test to Pole T04 Only</description>
</key>
```

Troubleshooting

If the CapCon System Activity console indicates anything other than a total number of items in the index and a number, or if the CapCon System Errors/Exceptions/Warnings console has content in red, this indicates that the configuration has not been executed correctly.

1. If the BlackBerry AtHoc management system, for example, https://<domain-name>/client/default.asp is available on Internet Explorer on a local workstation, then the indexURL should also be available. Enter the indexURL in the browser. For example, https://<domain-name>-syndication/cap_amsig_v2/2060799/capindex.
2. If there are items in the feed, an XML similar to the following image should be displayed:

```
<capIndex xmlns="http://www.incident.com/cap_index/1.0">
    <title>Current CAP Messages</title>
    <updated>2015-10-01T14:09:39.2519688-07:00</updated>
    -<item xmlns="http://www.incident.com/cap_index/1.0">
        <id>B8205FAC-CF2C-4B2D-A3D2-D012D04F3785</id>
        <identifier>B8205FAC-CF2C-4B2D-A3D2-D012D04F3785
        </identifier>
        <sender>AtHoc Admin</sender>
        <status>System</status>
        <msgType>Alert</msgType>
        <firstEffective>2015-10-01T14:09:10.71</firstEffective>
        <lastExpires>2015-10-01T14:24:10.71</lastExpires>
        <url>https://<Domain Name>/Syndication/CAP_AMSIG_V2_
        2060799/CapIim
        /1012642</url>
        <bounds />
        <format>http://<Domain Name>/cap/1.1</format>
    </item>
</capIndex>
```

3. If connectivity is still not good, try commenting out the `proxyServer` and `proxyPort` variables.
4. If an HTTP or HTTPS error is displayed instead of XML, this may indicate a firewall or certificate issue or a configuration problem with the BlackBerry AtHoc server syndication folder or subfolders.
5. Check the indexURL and proxy settings in the `system_private.config` file for any misspellings. If any line have been misspelled, repeat the configuration steps.
6. Check the `capnodelog` file for errors. Open Windows Explorer by right-clicking on the IIM Start button and navigate to `C:/Program Files/capnode/capnodelogs` and open the `capnode.log` file with Notepad. Browse the file to find the time that the indexURL was changed and the CapCon service restarted.

7. Contact BlackBerry AtHoc technical support. Be prepared to provide the `system_private.config` and `capnode.log` files and screen shots of the console screen and the BlackBerry AtHoc management console pages.

Create and publish a pre-test alert template

Prerequisite

- Before you start sending test alerts through American Signal Giant Voice, consider the impact on everyone within hearing distance of the poles you are using during the test.
- Consult with your POC about the acceptable content, user targeting, and device selection of the pre-test notification.

To create a template that targets end users using the Desktop Popup, email, and messages to other devices to inform them of a Giant Voice System test, complete the following steps:

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click **Alerts** > **Alert Templates**.
3. Click **New**.
4. On the **New Template** screen, in the **Alert Template** section, enter a template name and description.
5. Select a folder from the **Folder** list. Select **Test** if available.
6. Select **Available for quick publish**.
7. Select **Informational** from the **Severity** list.
8. Select **Other** from the **Type** list.
9. In the **Content** section, enter an alert title. The alert title can be the same as the template name.
10. In the **Alert Body** field, enter the text to be read by the text-to-speech. The body should contain the details of the testing with information such as the time testing will start and finish and any actions that should be taken as a result.
11. In the **Target Users** section, select the appropriate targeting group, individual users, or query to send the pre-test notification to.
12. Click **Select Personal Devices** and then select **Desktop App** and **Email-Personal**.
13. In the **Personal Devices** section, click **Options**.
14. In the **Personal Device Options** screen, select **App Template** and **App Audio**.
15. Click **Apply**.
16. In the **Schedule** section, change the **Alert Duration** to the expected duration of the testing.
17. Click **Save**.
18. Click to return to the Home page.
19. In the **Quick Publish** section, find the Giant Voice System Test Notification template and click **Review and Publish**.
20. Review the settings and selections.
21. Click **Publish**.
22. To verify that the alert was published correctly, observe the receipt of Desktop Popup or email messages on the POC workstation.

Verify the serial communication

If the system has been configured with a Key User containing Cancel All or Quiet Test commands, these keys can be used to test the serial interconnection without generating any sound through the Giant Voice System.

1. Log in to the BlackBerry AtHoc management system as an administrator.

2. On the Home page, in the **Quick Publish** section, search for **Giant Voice System Test** and then click **Edit**.
3. In the **Mass Devices** section, select **American Signal Giant Voice - V2**.
4. In the **Mass Devices** section, click **Options**.
5. On the **Mass Devices Options** screen, select **Giant Voice Key**.
6. Click **Apply**.
7. In the **Schedule** section, change the **Alert Duration** to 15 minutes.
8. Click **Review and Publish**.
9. Click **Publish**.
10. Observe the operations of the following:
    - In the IIM console window: The number of items in index increases and it starts processing the alert.
    - The CompuLert™ software transmits the Activation Function or Hot Key selected in the BlackBerry AtHoc management system.
    - Associated Giant Voice poles emits no sound because of the command sent.
11. If unexpected results are found, do the following
    a. Double-check the `CompuLert.cfg` file.
    b. Verify that the Key User ATHOC-GV-KEYS attribute configuration file is constructed correctly.
12. If activation fails, double-check the serial cable connections, IIM Com Port settings, and `system private.config` file serial configuration variables.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

https://support.athoc.com

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

Documentation feedback

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