



BlackBerry AtHoc

Eaton Waves Giant Voice System Installation and Configuration Guide

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Getting started

The BlackBerry AtHoc management system uses the IIM add-on module interface 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. Eaton WAVES 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 notification.

After the BlackBerry AtHoc management system is integrated with a Eaton WAVES 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 Eaton WAVES 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.

Configure the Eaton WAVES device


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

Configure the Eaton WAVES device on the BlackBerry AtHoc application server

Log in to the BlackBerry AtHoc management system and check the Delivery Gateways section to verify that the Eaton WAVES and XML Feed device gateways have been installed. If they are installed, skip this section.

1. Log in to the BlackBerry AtHoc application server as an administrator.
2. Navigate to the following folder: <IWSAlerts Install Path>\ServerObjects\Tools and run the `AtHoc.Applications.Tools.InstallPackage.exe` file.
3. On the **Configure Device Support** screen, select **Eaton Notification WAVES** and **Xml Feed**.
4. Click **Enable** to install the devices.
5. On the **Installation Complete** pop-up window, click **OK**.
6. Click **Close**.

Configure the delivery gateway

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Devices** section, click **Eaton WAVES**.
4. On the **Eaton WAVES** page click **Copy default settings**.
5. In the **General Settings** section, for the **Output Format**, select **Eaton WAVES**.

Eaton WAVES

Configure support for Eaton WAVES

[Copy default settings](#)

General Settings

Convert Line Breaks: ☐ Yes ☒ No

Replace line break characters with spaces in content delivered to the IIM

Expected Polling Rate:

Output Format: ☐ Standard
☒ Eaton WAVES
☐ CentrAlert

CAP Parameter Defaults

Sender:
The identifier of the sender of the alert message

Event:
The text denoting the type of the subject event of the alert message

Contact:
The text describing the contact for follow-up and confirmation of the alert message

Area:

CAP URLs

Use following URLs within IIM configuration and for debugging purposes. Replace placeholders with appropriate values before using.

CAP Index URL:
IIMs poll this URL to retrieve all Live Alerts from system.


CAP Message URL:
IIMs poll this URL to retrieve details for a specific Alert.


CAP Event Logs Submission URL:
IIMs post event logs from Giant Voice systems to this system using this URL.

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Save 

[Reset](#)

- Click **Save**.
- In the navigation bar, click .
- In the **Devices** section, select **Xml Feed**.
- On the **Xml Feed** page, click **Copy default settings**.
- In the **Feed Source** section, select **Delivery Gateway ID**.

 **Xml Feed**
Configure support for content feed publishing. Select Copy Default Settings to ensure that the feed format for CAP is compatible with the feed source.

[Copy default settings](#)

Feed Formats:

- ☐ Syndication: Atom
- ☒ Syndication: Caplim
- ☒ Syndication: CapIndex
- ☐ Syndication: RSS 2.0

Feed Source:



- ☐ End User
- ☒ Delivery Gateway ID
- ☐ Custom Identity

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Save  [Reset](#)

11. Click **Save**.

Enable the Eaton WAVES 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 **Eaton WAVES**.
5. On the **Eaton WAVES** page, click **Edit**.
6. In the **Delivery Gateways** section, click **Add a Delivery Gateway > Eaton WAVES**.
7. In the **Eaton WAVES** row, click .
8. On the **Configure Gateway** window, check for XML code in the **Configuration XML** field. Even if the configuration value appears in the Configuration XML field, copy and paste the following code into the field:
<Configuration />
9. Click **Submit**.
10. Click **Save**.
11. Click **More Actions > Enable**.

Configure 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. On the **Xml Feed** row, click .

- 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 field:


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

- Click **Submit**.
- Click **Save**.
- Click **More Actions > Enable**.

Set up mass device endpoints (targets)

To create a speaker pole, zone, or an all-poles user, an operator should perform the normal Mass Device Endpoint creation flow. You 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.

Create mass device endpoints

- Log in to BlackBerry AtHoc management system as an administrator.
- In the navigation bar, click .
- In the **Devices** section, click **Mass Devices Endpoints**.
- Click **New**.
- Select **Eaton WAVES** from the list.
- In the **General** section, enter an endpoint name and display name.
- In the **Configuration** section, select the **Other** option for **Giant Voice type**.
- In the **Address** field, enter a value. For example, (10,0,2) or (13,1,0).
- Click **Save**.

Create a mass device key endpoint

To create the object that displays the list of keys associated with an Eaton WAVES Giant Voice system, complete the following tasks:

- Create the mass device key endpoint attribute XML configuration
- Create a key mass device endpoint

Configure the Key XML attribute

Note: The key name and description parameters cannot contain space or any of the following characters: ' ! \$ % ^ () = { } , ; : ? " < > |

```
<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 = "1"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
      <name>Mackenzie4</name>
      <description>Mackenzie4</description>
    </key>
  <key
    id = "2"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
      <name>ATTACK SIREN</name>
      <description>ATTACK SIREN - ALL POLES</description>
    </key>
  <key
    id = "3"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
      <name>LIGHTNING</name>
      <description>LIGHTNING - ALL POLES</description>
    </key>
  <key
    id = "4"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
      <name>TORNADO</name>
      <description>TORNADO - ALL POLES</description>
    </key>
  <key
    id = "5"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
      <name>SHELTER</name>
      <description>SHELTER - ALL POLES</description>
    </key>
  <key
    id = "6"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
      <name>SHOOTER</name>
      <description>SHOOTER - ALL POLES</description>
    </key>
  <key
    id = "7"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
      <name>TEST2</name>
      <description>WEEKLY TEST - ZONE 4 ONLY</description>
    </key>
  <key
    id = "8"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
      <name>Test</name>
      <description>NATIONAL ANTHEM - ZONE 4 ONLY</description>
  </key>
</keys>

```

```

</key>
<key
  id = "9"
  messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
  targetingRule = "TargetingNotAllowed">
  <name>REVEILLE</name>
  <description>REVEILLE - ZONE 4 ONLY</description>
</key>
<key
  id = "10"
  messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
  targetingRule = "TargetingNotAllowed">
  <name>TAPS</name>
  <description>TAPS - ZONE 4 ONLY</description>
</key>
<key
  id = "11"
  messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
  targetingRule = "TargetingNotAllowed">
  <name>FPCON ALPHA</name>
  <description>FPCON ALPHA - ALL POLES</description>
</key>
<key
  id = "12"
  messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
  targetingRule = "TargetingNotAllowed">
  <name>FPCON BRAVO</name>
  <description>FPCON BRAVO - ALL POLES</description>
</key>
<key
  id = "13"
  messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
  targetingRule = "TargetingNotAllowed">
  <name>FPCON CHARLIE</name>
  <description>FPCON CHARLIE - ALL POLES</description>
</key>
<key
  id = "14"
  messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
  targetingRule = "TargetingNotAllowed">
  <name>FPCON DELTA</name>
  <description>FPCON DELTA - ALL POLES</description>
</key>
<key
  id = "15"
  messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
  targetingRule = "TargetingNotAllowed">
  <name>SHOOTER EXERCISE</name>
  <description>SHOOTER EXERCISE - ZONE 4 ONLY</description>
</key>
<key
  id = "16"
  messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
  targetingRule = "TargetingNotAllowed">
  <name>FPCON BRAVO EXERCISE</name>
  <description>FPCON BRAVO EXERCISE - ZONE 4 ONLY</description>
</key>
<key
  id = "17"
  messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
  targetingRule = "TargetingNotAllowed">


```

```

    <name>FPCON CHARLIE EXERCISE</name>
    <description>FPCON CHARLIE EXERCISE - ZONE 4 ONLY</description>
  </key>
  <key
    id = "18"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
    <name>FPCON DELTA EXERCISE</name>
    <description>FPCON DELTA EXERCISE - ZONE 4 ONLY</description>
  </key>
  <key
    id = "19"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
    <name>QUIET TEST</name>
    <description>QUIET TEST - ALL POLES</description>
  </key>
  <key
    id = "20"
    messageIdRef = "MSG-TARGETING-NOT-ALLOWED"
    targetingRule = "TargetingNotAllowed">
    <name>CANCEL</name>
    <description>CANCEL - ALL POLES</description>
  </keys>
</giantVoiceSetting>

```

Create a key mass device endpoint

1. Log in to 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**.
5. Select **Eaton WAVES** from the list.
6. In the **Configuration** section, select **Key** for Giant Voice Type. The Address field auto populates "K".
7. Copy the Key XML configuration into the **Giant Voice Key** field.
8. Click **Save**.


Create and publish an Eaton WAVES Giant Voice alert template

Prerequisites

- Before you start sending test alerts through Eaton WAVES Giant Voice, consider the impact it has on everyone within hearing distance of the poles you are using during the test.
- This process assumes that the IIM is not configured to download data from the BlackBerry AtHoc management server and is not connected to the Giant Voice equipment.
- Consult with your POC about 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 Eaton WAVES 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, enter a template name and description.
5. Select a folder from the **Folder** list.
6. Select **Available for quick publish** or **Available for mobile publishing**.
7. In the **Content** section, enter the title and content of the alert.
8. In the **Mass Devices** section, select the **Eaton WAVES Activation** check box.
9. From the list, select one or more **Mass Alert Endpoints**.
10. Click **Options** in the top right corner of the **Mass Device** section.
11. On the **Mass Devices Options** screen, make any required changes. By default, the following options are selected:
 - **Message priority**: not selected
 - **For Voice Content, Text to Speech**: Alert title and body
 - **Play Alert Content**: 1 time
 - **LED Readerboard Content**: None
12. Click **Apply**.
13. In the **Schedule** section, change the **Alert Duration** to 15 minutes.
14. Click **Save**.
15. Click  (Globe) icon to go to the Home page.
16. In the **Quick Publish** section, find the **Alert Template** you just created.
17. Click **Review and Publish**.
18. Review the settings and selections.
19. Click **Publish**.

Verify the published alert

To verify that the alert was published successfully to the syndication feed, complete the following steps:

1. Open a browser and navigate to the following URL: `https://<url>/syndication/cap_WAVES_v2<vps-id>/capindex`.

Where `<url>` is the base URL of the BlackBerry AtHoc management system (for example, `https://integration7.athoc.com`) and `<vps-id>` is the 7 or 8-digit Org 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:

```
<?xml version="1.0" encoding="UTF-8" ?>
<capIndex xmlns="http://www.incident.com/cap_index/1.0">
  <title>Current CAP Messages</title>
  <updated>2018-04-24T00:05:54.1991133-07:00</updated>
  <item xmlns="http://www.incident.com/cap_index/1.0">
    <id>DE09102D-BD49-43C5-91E4-F845843945DF</id>
    <identifier>DE09102D-BD49-43C5-91E4-F845843945DF</identifier>
    <sender>AtHoc Admin</sender>
    <status>System</status>
    <msgType>Alert</msgType>
    <firstEffective>2018-04-24T00:00:33.973</firstEffective>
    <lastExpires>2018-04-24T01:00:33.973</lastExpires>
    <url>
      https://INTEGRATION9.athocdevo.com/Syndication/CAP_WAVES_V2_2050336/CapIim/1011587
    </url>
    <bounds/>
    <format>http://www.incident.com/cap/1.1</format>
  </item>
</capIndex>
```

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:

```

▼<alert xmlns="urn:oasis:names:tc:emergency:cap:1.2">
  ▼<identifier>
    CAP_WAVES_V2|11721|DE09102D-BD49-43C5-91E4-F845843945DF|1011587|PUBLISH
  </identifier>
  <sender>BlackBerry AtHoc Alerts</sender>
  <sent>2018-04-24T00:00:33-07:00</sent>
  <status>Actual</status>
  <msgType>Alert</msgType>
  <scope>Private</scope>
  <addresses>WAVES,0,0</addresses>
  <code>0,1</code>
  ▼<info>
    <category>Other</category>
    <event>test</event>
    <urgency>Unknown</urgency>
    <severity>Unknown</severity>
    <certainty>Unknown</certainty>
    ▼<eventCode>
      <valueName>DYNAMIC-SCRIPT</valueName>
      <value>First</value>
    </eventCode>
    <effective>2018-04-24T00:00:33-07:00</effective>
    <expires>2018-04-24T01:00:33-07:00</expires>
    <description>test - [Enter Body]</description>
    ▼<parameter>
      <valueName>PRIORITY</valueName>
      <value>0</value>
    </parameter>
    ▼<parameter>
      <valueName>WAVES-ZSU</valueName>
      <value>{13,1,0}</value>
    </parameter>
    ▼<parameter>
      <valueName>PLAY-REPEAT</valueName>
      <value>1</value>
    </parameter>
  </info>
</alert>

```

4. If any of the formatting does not match, review the Eaton WAVES Giant Voice Gateway XML content and Mass Communication Users' Eaton WAVES Giant Voice device addressing.

Configure IIM IP connectivity

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

Prerequisites

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

- Latest Eaton WAVES BlackBerry AtHoc device package
- Latest Eaton WAVES IIM Capnode 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.

Collect the following initial configuration data:

- 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 PC 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. For example, in the following URL, the full URL for the sign-on page is: "https://integration7.athoc.com/client/auth/login?ReturnUrl=%2fclient%2fathoc-iws". The "base-URL" of the system is "https://integration7.athoc.com".

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 Microsoft Internet Explorer (IE), 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 IE.

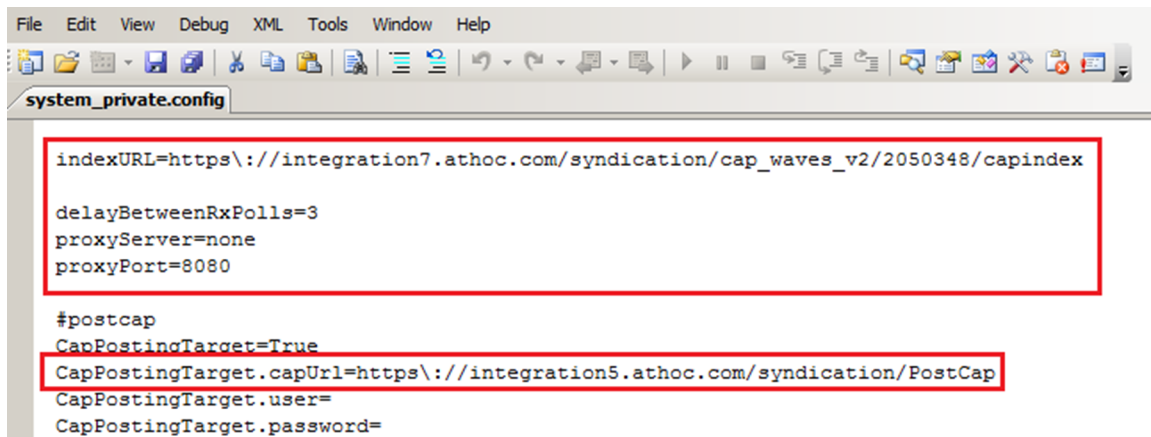
Note: It is also possible that your IE instance may not use proxy servers. If this is the case, when you click the LAN settings button, no proxy server is used for internet traffic on this network. The proxy settings will be set to Automatically detect settings.

Configure the IIM and property files

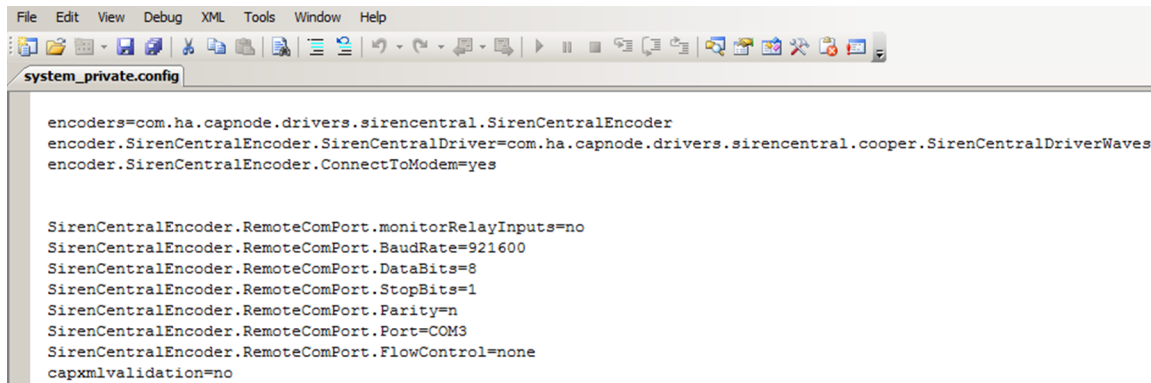
To configure the `system_private.config` file, complete the following steps:

1. Open Microsoft Notepad as an administrator.
2. In **Notepad**, 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** 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. The base URL should be followed by `/syndication/`, then the device gateway protocol ID (for example, `CAP_WAVES` for an Eaton WAVES Giant Voice system), the organization ID number, followed by `/capindex`.
 - b. 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 machine 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 Eaton WAVES COM Port settings displayed in the following image are default values and should not be changed.



10. Click **File > Save**. Close the `system_private.config` file.
11. [Restart the CapCon service.](#)

Restart the CapCon service

After you configure the CapCon service, you must restart it.

1. Navigate to the IIM system.
2. Go to **Start > Run > Services**.

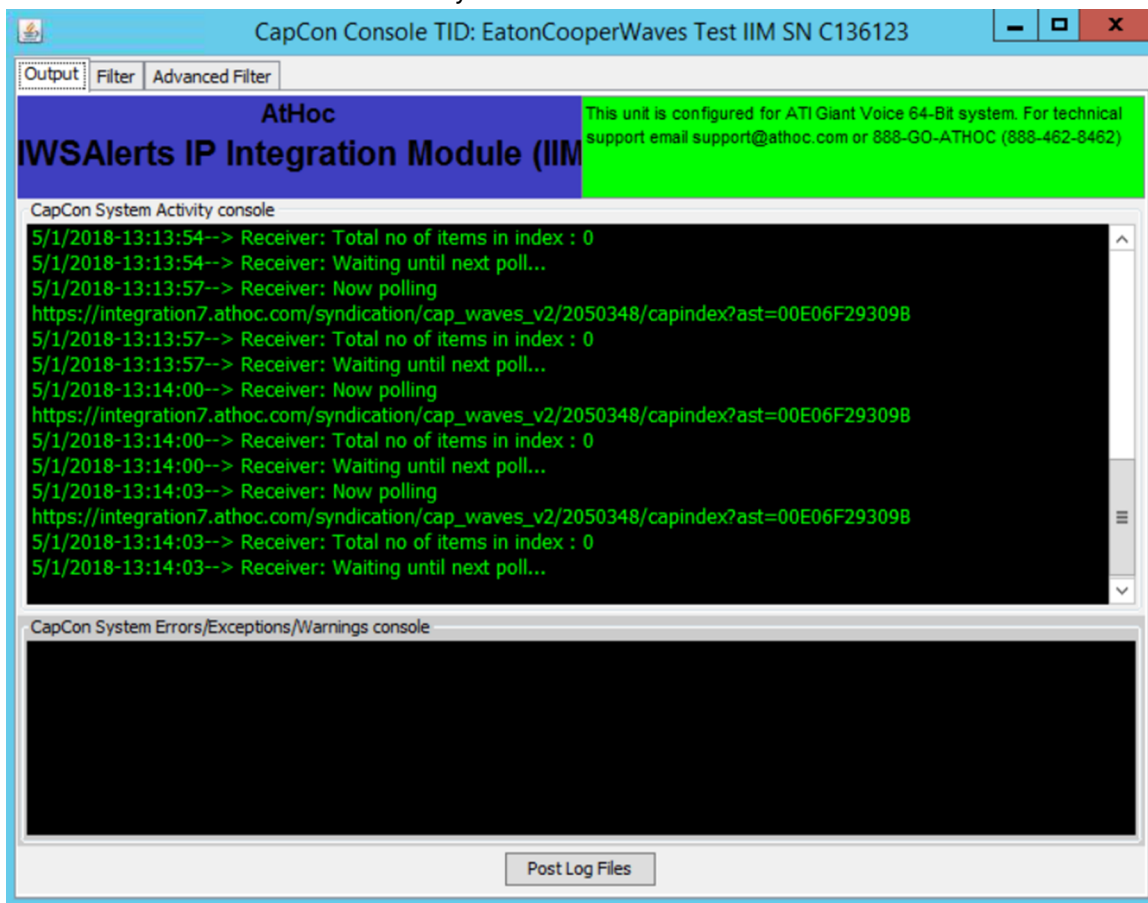
3. Launch an instance of the Services Manager application (there should be a quick-launch icon in the task bar of the desktop).
4. Scroll down to **IIM CapCon Service**.
5. Right-click the **CapCon Services** row and select either **Restart** or **Stop**.
6. Right-click **CapCon Service** again and click **Start**.

Verify the CapCon system activity console (GUI)

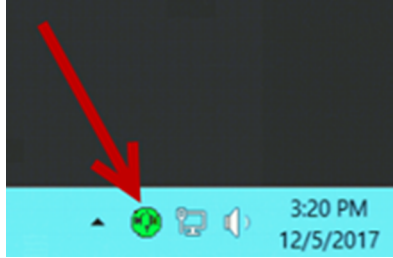
1. Log in to the IIM console as an administrator. The CapCon Console loads automatically.

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 set to 3 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.



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://integration7.athoc.com/athoc-iws> is available on IE on a local workstation, then the indexURL should also be available. Enter the indexURL in the browser. For example, https://integration7.athoc.com/syndication/cap_WAVES_V2_2050336/capindex.

If there are no items in the syndication 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>2018-04-25T04:35:37.3495596-07:00</updated>
</capIndex>
```

If there are items in the feed, an XML similar to the following image should be

```
<capIndex xmlns="http://www.incident.com/cap_index/1.0">
  <title>Current CAP Messages</title>
  <updated>2018-04-25T05:19:14.4770837-07:00</updated>
  <item xmlns="http://www.incident.com/cap_index/1.0">
    <id>DF2B838F-657A-45CC-87F2-2B046D846351</id>
    <identifier>DF2B838F-657A-45CC-87F2-2B046D846351</identifier>
    <sender>AtHoc Admin</sender>
    <status>System</status>
    <msgType>Alert</msgType>
    <firstEffective>2018-04-25T05:19:01.857</firstEffective>
    <lastExpires>2018-04-25T06:19:01.857</lastExpires>
    <url>
      https://INTEGRATION9.athocdevo.com/Syndication/CAP_WAVES_V2_2050336/CapIim/1011588
    </url>
    <bounds/>
    <format>http://www.incident.com/cap/1.1</format>
  </item>
</capIndex>
```

displayed:

2. If connectivity is still not good, try commenting out the `proxyServer` and `proxyPort` variables.
3. 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.
4. 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.
5. 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.


6. 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.

Publish and verify the pre-test alert templates

Prerequisite

- Before you start sending test alerts through Eaton WAVES 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 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** or **Available for mobile publishing**.
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. Enter the text to be read by the text-to-speech in the **Alert Body** field. The alert 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**.
13. Select **Desktop App** and **Email-Personal**.
14. Click **Options** in the top right corner of the **Personal Devices** section.
15. On the **Personal Device Options** screen, select the **App Template** and **App Audio** options from the list.
16. Click **Apply**.
17. In the **Schedule** section, change the **Alert Duration** to the expected duration of the testing.
18. Click **Save**.
19. Click  to go to the Home page.
20. Find the **Giant Voice System Test Notification** template in the **Quick Publish** section.
21. Click the **Review and Publish**.
22. Review the settings and selections.
23. Click **Publish**.

To verify that the alert was published correctly, observe the receipt of Desktop Popup or email messages on the POC workstation.

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

The BlackBerry AtHoc documentation team strives to provide accurate, useful, and up-to-date technical documentation. If you have any feedback or comments about AtHoc documentation, email athocdocfeedback@blackberry.com. Please include the name and version number of the document in your email.

To view additional BlackBerry AtHoc documentation, visit <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc>. To view the BlackBerry AtHoc Quick Action Guides, see <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/Quick-action-guides/latest>.

For more information about BlackBerry AtHoc products or if you need answers to questions about your BlackBerry AtHoc system, visit the Customer Support Portal at <https://support.athoc.com>.

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