BlackBerry AtHoc

LRAD Giant Voice Installation and Configuration

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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. Long Range Acoustic Device (LRAD) System 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 LRAD, 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 LRAD Warning System hardware or software or text-to-speech files to dynamically selected targets. Targeting choices are All Poles simultaneously, Individual Zones of Poles, and Poles.

Configure the LRAD Giant Voice delivery gateway

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

Enable LRAD Giant Voice on the BlackBerry AtHoc application server

Log in to the BlackBerry AtHoc management console and check the Delivery Gateway section to verify that the LRAD 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 folder `<IWSAlerts Install Path>\Server- Objects\Tools` and run the `AtHoc.Applications.Tools.InstallPackage.exe` file.
3. On the Configure Device Support screen, select **LRAD Giant Voice** and **XML Feed**.
4. Click **Enable**.
5. When the installation-complete pop-up window is displayed, 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 **LRAD Giant Voice**.
4. On the **Administration Setup** screen, click **Copy default settings**.
5. Click **Save**.

Configure the device

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. In the **Device Manager**, click **LRAD Giant Voice**.
5. On the **LRAD** page,click **Edit**.
6. In the **Help Text** section, in the **Targeting Help Text** field, enter the following text:

   You are publishing to LRAD Giant Voice. Please make sure the endpoints selection is in compliance with vendor specifications.
7. In the **Delivery Gateways** section, click **Add a Delivery Gateway** and select **LRAD Giant Voice**.
8. Click **Configure**.
9. By default, the configuration value appears in the text-entry field. If the text-entry field is empty, complete the following steps:
   a. Click **Remove**.
   b. Select **LRAD Giant Voice**.
   c. Click **Configure**.

d. Copy the following text into the field:

```
<Cofiguration>
<CapParams>
<GVSystemType>LRAD</GVSystemType>
<AllMode>0</AllMode>
<ZoneMode>2</ZoneMode>
<PoleMode>1</PoleMode>
<KeyMode>1</KeyMode>
<UnusedMode>0</UnusedMode>
<DefaultAllCall>0</DefaultAllCall>
<DefaultKeyActivationCode>0</DefaultKeyActivationCode>
<NoPARequired>0</NoPARequired>
<PARequired>1</PARequired>
IsCancelable> false</IsCancelable><ContentSource>GiantVoice</ContentSource>
</CapParams>
</Configuration>
```

e. Click **Save**.
f. Click **Enable**.

Configure the XML Feed device

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. In the **Device Manager**, click **Xml Feed**.
5. On the **XML feed** page,click **Edit**.
6. In the **Delivery Gateway section**, click **Add a Delivery Gateway** and select **Xml Feed.**
7. Click **Configure** to open the text-entry field for XML Feed device.
8. By default, the configuration value appears in the text-entry field. If the text-entry field is empty, complete the following steps:
   a. Click **Remove**.
   b. Select **XML Feed**.
   c. Click **Configure**.
   d. Copy and paste the following text into the field:

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

9. Click **Save**.

Note: The XML Feed needs to be configured but does not need to be enabled to use the LRAD Giant Voice device.

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. 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.

Note: An operator must target either a single GV Group(Zone) or multiple GV Tower(Poles) in the alert. Otherwise, the publishing to LRAD Giant Voice can fail and user may get some unexpected error.

Create mass device Zone and Pole endpoints

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 window**.
4. In the **Mass Device Endpoints** window, click **New**.
5. Select **LRAD Giant Voice**.
6. In the **Configuration** section, select **Pole** for **LRAD type**.
7. To create a new endpoint for a pole, complete the following steps:
   a. In the **Configuration** section, select **Pole** for **LRAD type**.
   b. In **Address** field, enter **P,J1**.
8. To create a new endpoint for a zone, complete the following steps:
   a. In the **Configuration** section, select **Zone** for **LRAD type**.
   b. In the **Address** field, enter **Z,1**.
9. In the **Address** field, enter **P,***,10,** where 10 is always the hexadecimal RTU Function number of the Public Address function.
10. Click **Save**.

If required, repeat steps 3 to 8 to create Mass Communication users for any other desired LRAD Pole or Zone target users.

Create a mass device endpoint key

To create the object that displays the list of keys associated with LRAD D-21,complete the following tasks:

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

Configure the key XML attributes

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

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 youhave selected
 on the previous page does not allowadditional selection of Giant Voice poles or
 zones. You may stilltarget users for other devices, but Giant Voice targetingwill
 be ignored.</message>
<message id = "MSG-TARGETING-ALLOWED">The Giant Voice Key you haveselected on
 the previous page already has GiantVoice poles and zones targeted, but you can
 override them by targetingdifferent zones in the Targeting area just below.</
message>
<message id = "MSG-TARGETING-REQUIRED">The Giant Voice Key you haveselected on the
 previous page does not have anytargeting information built-in, and will require
 you to target atleast one Giant Voice pole or zone below.</message></messages>
<keys>
```

```
<keyid = "1"messageIdRef = "MSG-TARGETING-REQUIRED"targetingRule =
 "TargetingRequired"><name>Message 1</name><description>Message 1</description></
key>
<keyid = "2"
messageIdRef = "MSG-TARGETING-REQUIRED"targetingRule =
 "TargetingRequired"><name>Message 2</name><description>Message 2</description>
</key>
<key
id = "3"messageIdRef = "MSG-TARGETING-REQUIRED"targetingRule =
 "TargetingRequired"><name>Message 3</name><description>Message 3</description>
</key>
<key
id = "4"messageIdRef = "MSG-TARGETING-REQUIRED"targetingRule =
 "TargetingRequired"><name>Message 4</name><description>Message 4</description>
</key>
<key
id = "5"messageIdRef = "MSG-TARGETING-REQUIRED"targetingRule =
 "TargetingRequired"><name>Message 5</name><description>Message 5</description>
</key>
<key
id = "6"messageIdRef = "MSG-TARGETING-REQUIRED"targetingRule =
 "TargetingRequired"><name>Message 6</name><description>Message 6</description>
</key>
<key
id = "7"messageIdRef = "MSG-TARGETING-REQUIRED"targetingRule =
 "TargetingRequired"><name>Message 7</name><description>Message 7</description>
</key>
<key
id = "8"messageIdRef = "MSG-TARGETING-REQUIRED"targetingRule =
 "TargetingRequired"><name>Message 8</name><description>Message 8</description>
</key>
<keyid = "17"messageIdRef = "MSG-TARGETING-REQUIRED"targetingRule =
 "TargetingRequired"><name>Biological Agent</name><description>Biological Agent</
description>
</key>
</keys>
</giantVoiceSetting>
```

Create a mass device endpoint key

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** and select **LRAD Giant Voice**.
5. In the **General** section, enter a name in the **Endpoint Name** field.
6. In the **Configuration** section, select **Key** for **LRAD Type** . The Address field auto populates "K".
7. Copy the **Key XML configuration** into the **LRAD Key** field.
8. Click **Save**.
9. Verify **Key ID, name** and **description** are updated according to the scripts on the LRAD device.

Note: If the Key ID in the XML is not mapped to a script on the LRAD device, there might be an error.

Create and publish an LRAD alert template

Prerequisites:

- Before you start sending test alerts through LRAD 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 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 LRAD 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** and **Available for mobile publishing**.
7. In the **Content** section, enter the title and content of the alert.
8. In the **Mass Devices** section, select **LRAD Test Notification** and then from the list, select one or more mass alert endpoints.
9. In the **Mass Device** section, click **Options**.
10. On the **Mass Devices Option**s screen, select **Giant Voice Key**.
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. Review the Warning on Review and Publish page.

    For detailed steps about how to add the help text to the alert template, see Configure the device.
18. 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_LRAD/<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:

```
<capIndex xmlns="http://www.incident.com/cap_index/1.0">
  <title>Current CAP Messages</title>
  <updated>2018-12-21T01:47:53.6469653-08:00</updated>
▼<item xmlns="http://www.incident.com/cap_index/1.0">
    <id>8CE4FEA3-4C87-4A67-A53B-DD4D74FF6C77</id>
    <identifier>8CE4FEA3-4C87-4A67-A53B-DD4D74FF6C77</identifier>
    <sender>AtHoc Admin</sender>
    <status>System</status>
    <msgType>Alert</msgType>
    <firstEffective>2018-12-21T01:36:31.213</firstEffective>
    <lastExpires>2018-12-21T05:36:31.213</lastExpires>
  ▼<url>
      https://IWSQA1APP.athocdevo.com/Syndication/CAP_LRAD_2059659/CapIim/1015482
    </url>
    <bounds/>
    <format>http://www.incident.com/cap/1.1</format>
  </item>
</capIndex>
```

3. Verify the <addresses> and <code> and 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:1.1">
  ▼<identifier>
     CAP_LRAD|52277|8CE4FEA3-4C87-4A67-A53B-DD4D74FF6C77|1015482|PUBLISH
   </identifier>
   <sender>BlackBerry AtHoc Alerts</sender>
   <sent>2018-12-21T01:36:31-08:00</sent>
   <status>Actual</status>
   <msgType>Alert</msgType>
   <source>System Default</source>
   <scope>Public</scope>
   <addresses>LRAD,1,C223</addresses>
   <code>10,0</code>
  ▼<info>
     <category>Other</category>
     <event/>
     <urgency>Unknown</urgency>
     <severity>Unknown</severity>
     <certainty>Unknown</certainty>
    ▼<eventCode>
       <valueName>ATHOC</valueName>
       <value>IWSA</value>
     </eventCode>
     <effective>2018-12-21T01:36:31-08:00</effective>
     <expires>2018-12-21T05:36:31-08:00</expires>
     <senderName>11122018</senderName>
     <headline>Flood Warning</headline>
     <description>Flood Warning. [Enter Body]</description>
     <instruction/>
     <contact>support@athoc.com</contact>
   </info>
 </alert>
```

Note: The Sent count in the alert should be updated as one.

4. If any of the formatting does not match, review the LRAD gateway XML content and mass communication users' LRAD device addressing. Errors in these sections are the most common reason for malformed Alert XML fields.

Configure IIM IP connectivity

This section describes how to configure the IP Integration Module (IIM) to communicate with the BlackBerry AtHoc LRAD device.

Prerequisite

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

- Latest LRAD BlackBerry AtHoc device package
- Latest 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.

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 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 AtHoc Customer Support team. Launch the 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 address bar, the full URL for the sign-on page is: "https://<hostname>/user1/auth/login?ReturnUrl=%2fclient%2fathoc-iws". The "base-URL" of the system is "https://<hostname>.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.

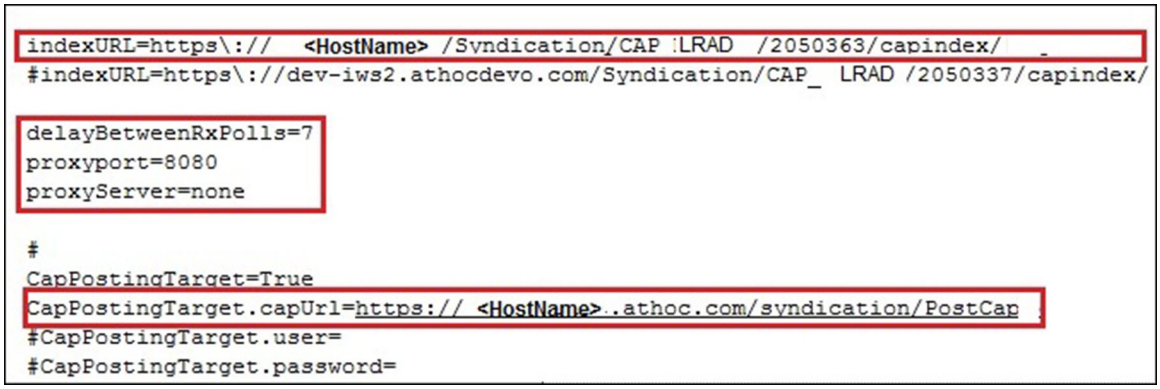
Note: It is also possible that your IE instance may not use proxy servers. If this is the case, when you click the LAN settings button, no proxy server is used for internet traffic on this network.

Configure the system_private.config file

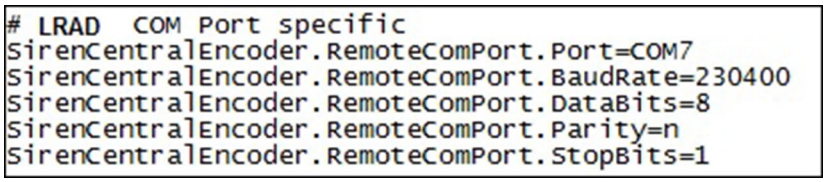
The system_private.config file is used to help to access the data correctly.

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_LRAD for an LRAD 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` which is collected earlier in the proxyserver and proxyport parameters. If the settings on the machine that tested with is set for "Automatic" in the proxy settings, the settings for those two lines displays 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 LRAD COM Port settings displayed in the following image are default values and should not be changed.



10. You can also modify the parameters outlined in the folowing table in the system_private.config file, as needed.

Parameter	Brief	Default Value
SirenCentralEncoder.RemoteComPort.BaudRate	Self Explanatory Com port config	9600
SirenCentralEncoder.RemoteComPort.DataBits	Self Explanatory Com port config	8
SirenCentralEncoder.RemoteComPort.StopBits	Self Explanatory Com port config	1
SirenCentralEncoder.RemoteComPort.Parity	Self Explanatory Com port config	n
SirenCentralEncoder.RemoteComPort.Port	Self Explanatory Com port config	COM1

SirenCentralEncoder.RemoteComPort.FlowControl	Self Explanatory Com port config	none
encoder.SirenCentralDriverLRAD.Delay_Bet_Multiple_Address_Ac	Not Used in this release	1000
encoder.SirenCentralDriverLRAD.transmissionretrycount	Not Used in this release	NA
encoder.SirenCentralDriverLRAD.transmissiontimeout	Not Used in this release	NA
encoder.SirenCentralDriverLRAD.DelayBeforeAudio	Not Used in this release (using only stored messages on LRAD)	NA
encoder.SirenCentralDriverLRAD.DelayAfterAudio	Not Used in this release	NA
encoder.SirenCentralDriverLRAD.Hbtransmissionretrycount	Not Used in this release	NA
encoder.SirenCentralDriverLRAD.Hbtransmissiontimeout	Not Used in this release	NA
encoder.SirenCentralDriverLRAD.HBFrequency	Not Used in this release	NA
encoder.SirenCentralDriverLRAD.SerialDataBufferReadSize	When data is available from LRAD, how many bytes of it to grab at a time and process	64
encoder.SirenCentralDriverLRAD.SaveDataToFile	If yes, will save the data sent to LRAD to a local folder (CAPSentToLRAD)	YES
encoder.SirenCentralDriverLRAD.ActivationFromPanelPPRange	Not Used in this release	NA
encoder.SirenCentralDriverLRAD.SaveIndividualBufferPackets=no	if yes, then when getting data from LRAD, place it in a raw file on every buffer fill up (buffer size determined by SerialDataBufferReadSize)	NO

11. Click **File** > **Save**.
12. Close the system_private.config file.
13. Restart the CapCon Services.

Restart the CapCon service

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

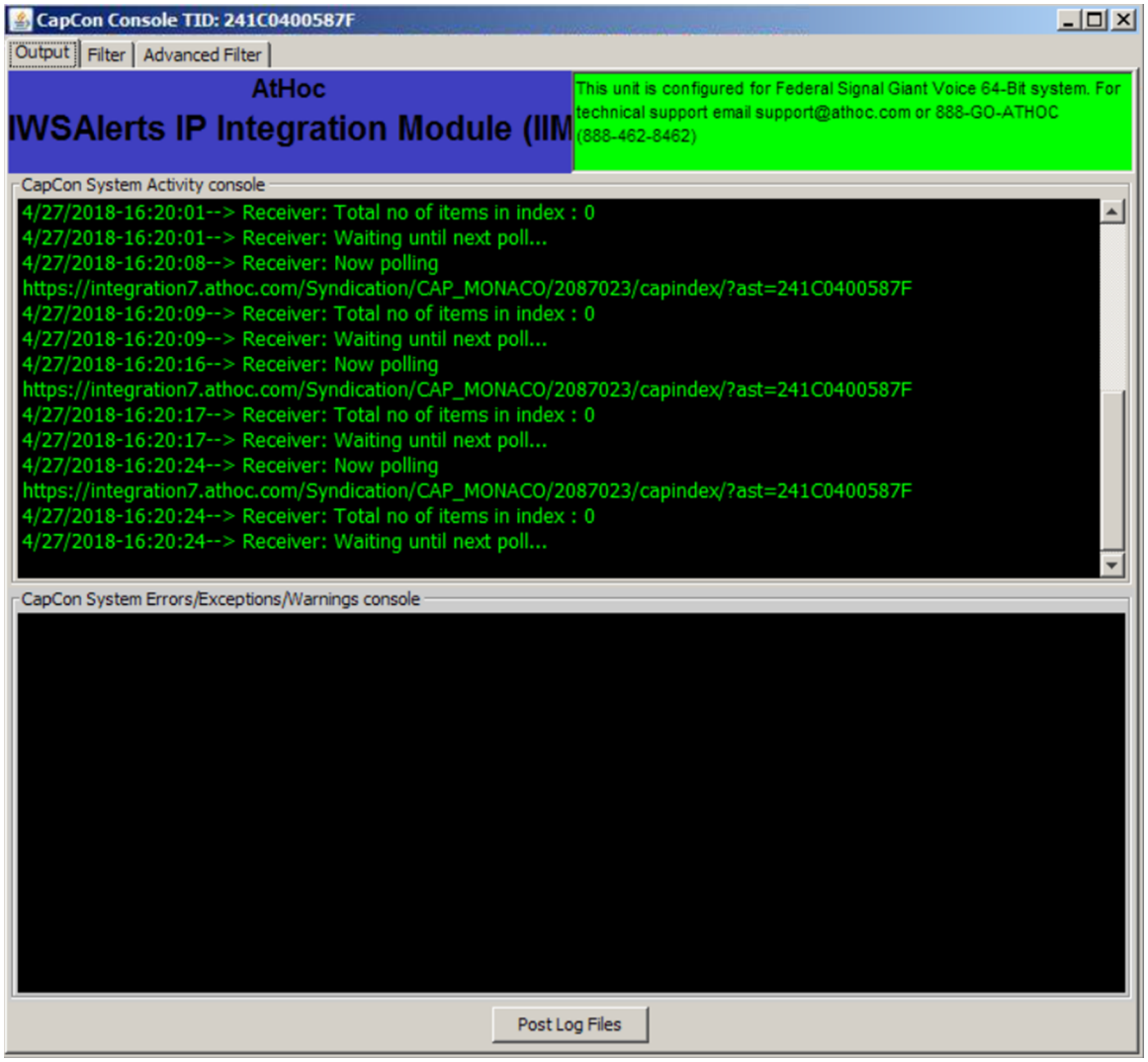
1. Navigate to your IIM system.
2. Go to **Start** > **Run** > **Services**.
3. Launch an instance of the Services Manager application. There should be a quick-launch icon in the taskbar of the desktop.
4. Scroll down to **IIM CapCon Service**.
5. Right-click the **CapCon Services** row and select **Restart**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

Note: For the IIM to work as part of the BlackBerry AtHoc system, it must be able to communicate with the BlacKBerry AtHoc server to download the CAP packets.

Verify the CapCon 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 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.

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://<hostaname>/clientx/default.asp is available on Microsoft Internet Explorer on a local workstation, then the indexURL should also be available. Enter the indexURL in the browser. For example, https://<hostname>/syndication/cap_LRAD/291186/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>2018-11-22T03:37:12.7009648-08:00</updated>
</capIndex>
```

   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>2018-12-21T01:47:53.6469653-08:00</updated>
▼<item xmlns="http://www.incident.com/cap_index/1.0">
    <id>8CE4FEA3-4C87-4A67-A53B-DD4D74FF6C77</id>
    <identifier>8CE4FEA3-4C87-4A67-A53B-DD4D74FF6C77</identifier>
    <sender>AtHoc Admin</sender>
    <status>System</status>
    <msgType>Alert</msgType>
    <firstEffective>2018-12-21T01:36:31.213</firstEffective>
    <lastExpires>2018-12-21T05:36:31.213</lastExpires>
  ▼<url>
      https://IWSQA1APP.athocdevo.com/Syndication/CAP_LRAD_2059659/CapIim/1015482
    </url>
    <bounds/>
    <format>http://www.incident.com/cap/1.1</format>
  </item>
</capIndex>
```

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 a pre test alert template

Prerequisite

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

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Enable the LRAD device. See Enable LRAD on BlackBerry Athoc Server.
3. Find the **Giant Voice System Test Notification** template in the **Quick Publish** section.
4. Click **Review and Publish**.
5. Check the alert details in the Alert Payload in the **CAPSentToLRAD** folder in the IIM.

Alert Payload in "CAPSentToLRAD" - Folder

```
<?xml version="1.0" encoding="UTF-8"?>
<alert xmlns="urn:oasis:names:tc:emergency:cap:1.1">
 <identifier>CAP_LRAD|621723|B3FA291B-D55C-4399-8228-FB26ECFF6E08|1152474|PUBLISH</identifier>
 <sender>BlackBerry AtHoc Alerts</sender>
 <sent>2018-12-21T13:58:19-08:00</sent>
 <status>Actual</status>
 <msgType>Alert</msgType>
 <source>System Default</source>
 <scope>Public</scope>
 <addresses>LRAD,1,1</addresses>
 <code>1,0</code>
 <info>
  <category>Other</category>
  <event></event>
  <urgency>Unknown</urgency>
  <severity>Unknown</severity>
  <certainty>Unknown</certainty>
  <eventCode>
<valueName>ATHOC</valueName>
<value>IWSA</value>
  </eventCode>
  <effective>2018-12-21T13:58:19-08:00</effective>
  <expires>2018-12-21T14:58:19-08:00</expires>
  <senderName>LRAD Test</senderName>
  <headline>this is LRAD test, pleas ignore. Test #3</headline>
  <description>this is LRAD test, pleas ignore. Test #3. No action required</description>
  <instruction></instruction>
  <contact>support@athoc.com</contact>
 </info>
</alert>
```

6. After you receive an alert in **Alert Payload**folder, it will check LRAD to send an acknowledgment message.
7. Check the "**CapAlertsReceivedFromLRAD**" folder for acknowledgement messages from LRAD.

Ack received in 'CapAlertsReceivedFromLRAD' Folder

```
<?xml version="1.0" encoding="utf-8"?>
<alert xmlns="urn:oasis:names:tc:emergency:cap:1.1">
  <identifier>CAP_LRAD|2951A06B-FD64-4A58-AFA4-9884F2A6D480</identifier>
  <sender>LRAD</sender>
  <sent>2018-12-21T14:02:14-08:00</sent>
  <status>System</status>
  <msgType>Ack</msgType>
  <scope>Public</scope>
  <note>UnicastAudio,RemoteFile,test.wav</note>
  <references>BlackBerry AtHoc Alerts,CAP_LRAD|621723|B3FA291B-D55C-4399-8228-FB26ECFF6E08|1152474|PUBLISH,2018-12-21T13:58:19-08:00</references>
</alert>
```

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/customer-support-portal.html

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

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