Warren County Department of Public Safety
9-1-1 Communications Center

Motorola Minitor V Pager

OPERATING GUIDE

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On/Off and Volume Adjustment

Turn the pager on by rotating the volume knob (top left of pager) in a clockwise position. You will first hear and feel a "click", followed by a series of beeps. You *may* also hear a computer voice announcing what mode your pager is operating in. To turn your pager off, rotate this knob in the counter-clockwise position until a click is felt and heard. "OFF" on the pager is when the knob is in approximately the 7 o'clock position.
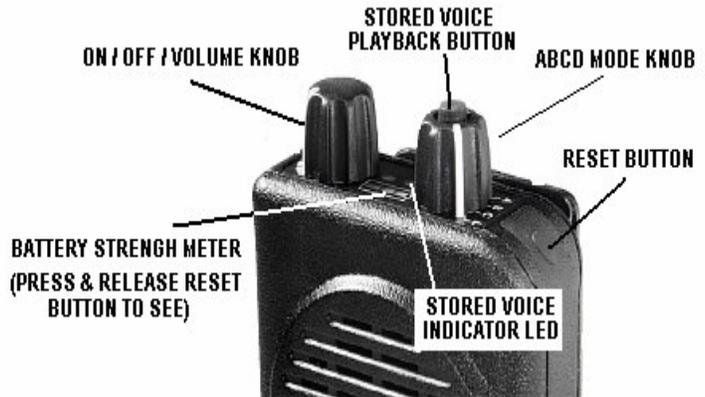
Turning the volume knob clockwise increases the volume of the dispatcher's voice. When wearing the pager, the 12 o'clock position is usually an adequate volume level. The 3 o'clock position is adequate if leaving the pager unattended or when it is left the charger.

Setting the ABCD Pager Mode

The ABCD knob on the right is used to select which mode your pager is in. The *Warren County recommended settings* for this knob are as follows. Note that some agencies, such as Phillipsburg Fire, have customized these settings and the following chart does not apply to them:

POSITION	MODE
A	**Selective Call Frequency One: "beep alert"** mode on the county alert frequency
B	**Selective Call Frequency One: "Vibrate alert"** mode on the county alert frequency
C	*For EMS Pagers*: **ON DUTY Mode** **[1]: Alerts only for using ON DUTY tones on F1 *For Fire Pagers*: "**beep alert**" mode on the county alert frequency (performs in same manner as position "A")
D	**Priority Scan F1:** Scans and receives on frequencies F1 and F2, with radio traffic on F1 taking priority. Will alert on F1. F2 is only programmed in pagers of agencies that have their own high band ground channel. In the future, F2 will contain your locally zoned Fire or EMS ground channel when all agencies are migrated to high band.

[1] When in ON-DUTY mode using position "C", the EMS "duty tones" and EMS "general tones" will activate the pager. Duty tones will <u>not</u> activate the pager in any other knob position. Not all EMS squads use duty tones.

Note: Allamuchy-Green EMS pagers contain two frequencies – the new Warren County Alert channel (F1) and the Sussex County EMS channel (F2). This allows the pager to alerted from both Warren County and from the Andover dispatch center in the A, B, or C position, while position D scans both frequencies in monitor mode.

Vibrate Mode
You may want to put your pager in vibrate mode before going into a meeting, class, religious service or other public event. This is done by switching the ABCD knob to position "B". When alerted, the pager will vibrate but will not beep. You will **not** hear the dispatcher's voice message, but it will be stored in memory. You can play back the "stored voice" message later when you leave the event by pressing the button on the top of the ABCD knob.

Replaying Stored Voice Messages
Press the button on top of the ABCD knob to play back any stored voice messages. You may have more than one message saved, but the most recent message is played first. A beep will sound at the conclusion of the playback for each individual recorded message. The red LED light above the battery indicator is illuminated on the top of the pager if you have a stored voice message. Your agency may have also requested its new pagers sound a periodic reminder beep every 2-3 minutes when unplayed stored voice messages are present in the pager. CAUTION: Turning off the pager causes all stored voice messages to be deleted.

Deleting Stored Voice Messages
All stored voice messages are deleted by turning off the pager.

Charging your Pager
The pager must be charged at least 12 hours before being used for the first time. The pager should operate about two to three days on a new, fully charged battery. Fully recharging a completely dead battery after first use will also require about 12 hours. It will not hurt the pager or pager battery if you place it on charge every night or if you leave it in the pager for an extended period. Unlike NiCad batteries, these new Minitor V batteries will <u>not</u> develop memories when recharging them at will.

FREQUENTLY ASKED QUESTIONS

Will the new pagers increase my pager's operating range?
Yes. If your agency is alerted, your pager will receive it within the county even if you are outside of your agency's home territory. For example, a Hackettstown EMT should receive their page in Phillipsburg. The alerting frequency is simulcast (transmitted simultaneously) over five tower sites around the county. Towers are located in Harmony (Montana Mountain and Scott's Mountain), Blairstown (Yards Creek), Mansfield (Upper Pohatcong Mountain), and Franklin (Communications Center tower). This is a high band frequency that is less subject to interference than low band. High band signals also tend to penetrate into buildings better when windows are present.

How do these pagers differ from previous Minitor pager models?
- Each pager can store up to two frequencies. The first is the county's alert frequency. Those agencies with their own high band frequency usually have it programmed in the second frequency slot.
- The pagers have a "voice store" option that records any alert messages in case you are not near your pager when it is alerted. The messages are easily retrieved and played back.

- An LED indicator light shows the pager was alerted and has a stored voice message.
- A four position ABCD knob allows you to have your pager in tone alert (beep) mode, vibrate mode, On-Duty mode, and/or monitor mode on up to two frequencies, depending on how your pager was programmed.
- An automatic 30 second reset feature places the pager back into alert mode following a call (you can manually place the pager in monitor mode to listen to other stations being dispatched if you wish). You may hear a brief period of static after the voice message until the 30 second timer completes.
- A battery strength meter is present (lights up for a few seconds after pressing the pager's reset button).
- *If this feature was programmed on*, when switching the ABCD knob into a new position, a computer voice will tell you what mode the pager is in. For examples: "Selective call frequency 1" (alert mode on the alert channel), or "Monitor frequency two" (all transmissions on your ground channel). **[1]**
- *If this feature was programmed on*, a periodic "call reminder" beep will sound after the pager is alerted to inform you the pager was alerted. This is also in case you were not near your pager when it activated. The beep will stop once you play back the recorded message or turn off the pager (see "voice store" option above). **[1]**

[1] – Each agency was allowed to choose if they wanted these features turned on or off

Why new pagers?

The Warren County Communications Center previously alerted fire and EMS agencies over a number of different frequencies. Most fire companies were alerted on low band frequency Fire-1 (46.140 MHz), with Harmony Fire (154.130 MHz) and Phillipsburg Fire (155.845 and 153.770) being alerted on their own high band frequencies. EMS agencies were each alerted on one of eight different frequencies (EMSNorth, EMSSouth, EMSDisp-1, E46, E74, E78, E94, and E94-Baker). Hazmat is alerted on TAC-1. Twelve different frequencies in total were used for alerting various emergency services in Warren County. During mutual aid situations, it was very time consuming to tone out different agencies on different frequencies and different towers while trying to monitor existing radio traffic spread over many frequencies. Most on-scene radio traffic (e.g. units calling out and positioning or staging themselves) occurred on the same frequencies dispatchers toned out and re-alerted other stations on, which made the frequencies unavailable during alerts for emergency ground communications. In consultation with its emergency services agencies, Warren County decided to implement a single high band channel for alerting purposes only. The frequency is not used for any other purpose. No post alerting radio traffic will occur on it, such as vehicles calling out or incident ground communications. In fact, the Communications Center does not even receive on this frequency by design. No one other than the Communications Center should be transmitting on it.

Who paid for these pagers?

The pagers were purchased using county funds provided by the Warren County Board of Chosen Freeholders and with federal grants.

What if my pager breaks?

Your pager must be given to the radio officer at your station. Do not call the county to report a broken pager. Your designated radio officer will send your pager out for warranty repairs and hopefully provide you a loaner. Each agency was given five extra pagers to use as "spares" specifically for this purpose. The county does not have any loaner pagers.

How can I improve my pager reception at home?

Most people put their pagers in the charger base when at home. If your pager receives any static as the dispatcher talks, try turning the pager and base 90 degrees (a quarter turn). Sometimes simply facing the pager and charger in a different direction helps the received signal. You can also try locating the pager and charger nearer a window. A window on the side of the house facing a transmit tower usually works

best. Our towers are located on the west side of Merrill Creek in Harmony, on Montana Mountain in Harmony, near O'Brien Road in Mansfield, at the Yards Creek Reservoir in Blairstown, and at the 9-1-1 Center in Franklin. First try the location closest to you. All towers transmit the alert tones and dispatcher's voice message simultaneously. One final suggestion - try to keep the charger away from other electronic equipment, including computers, motors, cordless phone bases, stereo amplifiers, televisions, and similar equipment. Plug into a separate electrical outlet from these devices if possible.

Why do I hear static for a few seconds after the dispatcher stops speaking?
The pagers will reset automatically a few seconds after the dispatcher completes his/her voice message. This results in about 3 seconds of tail-end static at the end of the message. It allows the dispatcher to re-key the microphone within this period if necessary to continue the message without having to re-tone.

Will my "tones" change for the new paging system?
Yes. A new "tone scheme" was developed for all agencies in the county. This consists of a two tone alerting system. The first tone is known as Tone 1 (also known as the "A" Tone) and is *common for all agencies in a municipality*. For example, the Fire Company and EMS squad in a town both have the same "A" tone. Tone 2 (also known as the "B" tone) designates a *discipline*.(fire, EMS, hazmat, police, etc.) When transmitted sequentially, the "A" and "B" tone distinguish a single agency's pagers for alerting purposes.

Your new pager actually contains several sets of tones. Additional groups of dual or single tones were programmed in your pager for specialty and group paging. Some are used for special subgroups of members (e.g. duty crew tones, officer tones). Others are used to quickly alert all pagers county-wide, all county firefighters, all county EMS personnel, or an entire township's fire and EMS personnel together. Using these new group tones makes it unnecessary to sound several minutes of individual agency tones when sending out a county-wide announcement.

Each agency's pagers have the following tones programmed into them:

Agency tones:	Specific agency
Officer tones:	Senior Officers in a specific agency
Duty tones:	All on-duty members in a specific EMS agency
Group tone:	All agencies (county-wide "all call")
Group tone:	All agencies in the particular township
Group tone:	All fire companies
Group tone:	All EMS agencies

"Agency tones" will cause the pager to sound a series of quick beeps when alerted, while "Group tones" will cause the pager to sound a steady beep. *Generally*, the quick beeps usually precede an emergency alert requiring a response or an agency specific announcement, while a steady beep usually indicates a county or discipline-wide announcement.

Note: This document is available online at www.wcpublicsafety.com under the Communications Center section.