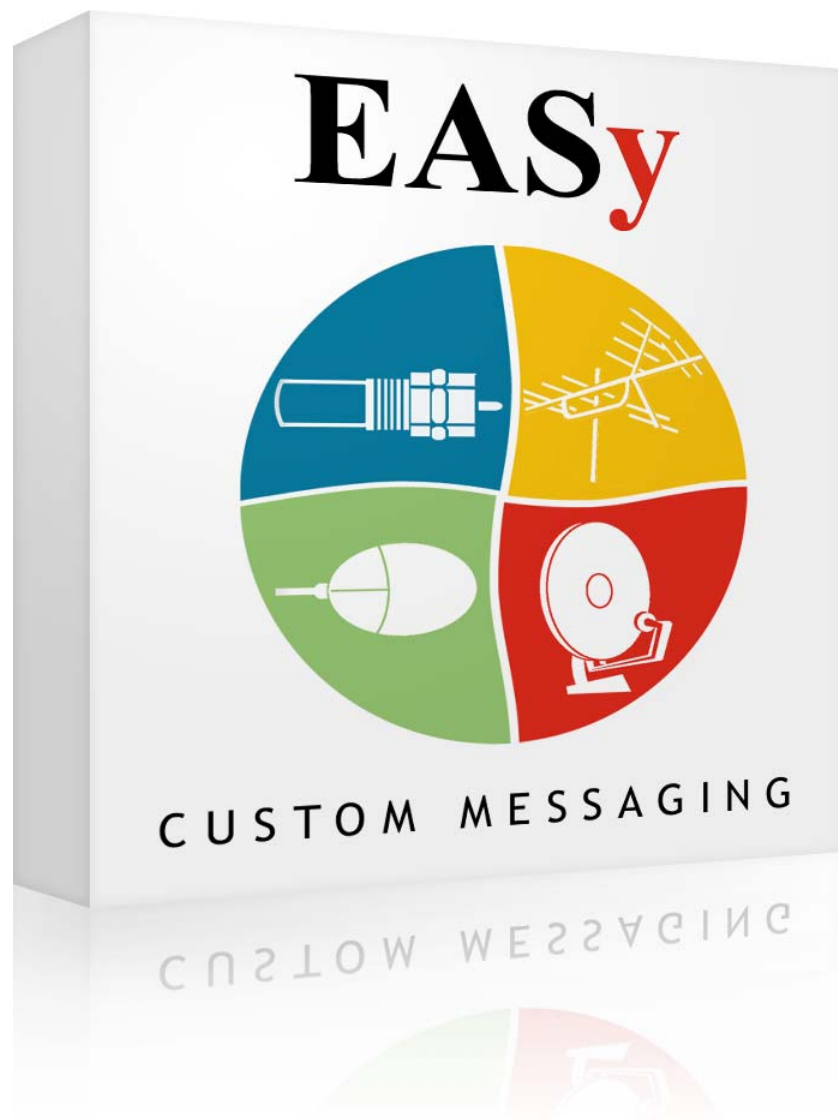


# EASy Custom Messaging

Software Manual



think ahead.

 TRILITHIC



## Trilithic Company Profile

Trilithic is a privately held manufacturer founded in 1986 as an engineering and assembly company that built and designed customer-directed products for telecommunications, military, and industrial customers. From its modest beginnings as a two-man engineering team, Trilithic grew over the years and broadened its offerings of RF and microwave components by adding broadband solutions to its product line. This was accomplished with the acquisition of components manufacturer Cir-Q-Tel and instruments manufacturer Texscan.

Today, Trilithic is an industry leader providing telecommunications solutions for major broadband, RF, and microwave markets around the world. As an ISO 9000:2001 certified company with over 40 years of collective expertise in engineering and custom assembly, Trilithic is dedicated to providing quality products, services, and communications solutions that exceed customer expectations.

Trilithic is comprised of five major divisions:

- **Broadband Instruments and Systems**  
Offers test, analysis, and quality management solutions for the major cable television systems worldwide.
- **RF Microwave Components**  
Provides components and custom subsystems for companies specializing in cellular, military, and other wireless applications.
- **Emergency Alert Systems**  
Leading supplier of government-mandated emergency alert systems used by broadcast TV, cable TV, IPTV, DBS, and radio stations.
- **XFTP**  
Offers a specialty line of field technical products for cable operators and technicians, as well as a line of products for installing electronics in the home of the future.
- **Network Services**  
Provides network data management and support services to safeguard and protect your network and data by employing certified, experienced, and dedicated network engineers.

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# Chapter 1

## General Information

### Helpful Website

The following website contains general information which may be of interest to you:

<http://www.trilithic.com>

Trilithic's website contains product specifications and information, tips, release information, marketing information, Frequently Asked Questions (FAQs), bulletins, and other technical information. You can also check this website for product updates.

### Where to Get Technical Support

Trilithic technical support is available Monday through Friday from 8:00AM to 5:00PM EST. Callers in North America can dial 1-317-895-3600 or 1-800-344-2412 (toll free). International callers should dial 1-317-895-3600 or fax questions to 1-317-895-3613. You can also e-mail technical support at [EASysupport@trilithic.com](mailto:EASysupport@trilithic.com).

For quicker support response when calling or sending e-mail, please provide the following information:

- Your name and your company name
- The technical point of contact (name, phone number, e-mail address)
- The EASy Custom Messaging software's version number
- A detailed description of the problem you are having, including any error or information messages

## How this Manual is Organized

This manual is divided into the following chapters:

- Chapter 1, “General Information” provides Trilithic contact information and describes how this Operation Manual is structured.
- Chapter 2, “Introduction” introduces the EASy Custom Messaging software and what it does. This chapter discusses the practical application of the EASy Custom Messaging software.
- Chapter 3, “Installation” describes the steps needed to install the EASy Custom Messaging software, computer requirements, and EASy Custom Messaging system requirements.
- Chapter 4, “Initial Software Setup” describes the steps needed to configure the EASy Custom Messaging software.
- Chapter 5, “Custom Messaging” describes the steps necessary to create, edit, and upload custom emergency alert messages.
- Chapter 6, “Appendix” provides additional emergency alert information and the warranty statement.

## Conventions Used in this Manual

This manual has several standard conventions for presenting information.

- Connections, menus, menu options, and user entered text and commands appear in **bold**.
- Section names, web, and e-mail addresses appear in *italics*.



NOTE

A **NOTE** is information that will be of assistance to you related to the current step or procedure.



CAUTION

A **CAUTION** alerts you to any condition that could cause a mechanical failure or potential loss of data.



WARNING

A **WARNING** alerts you to any condition that could cause personal injury.

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## Chapter 2

# Introduction

### What is EASy Custom Messaging?

EASy Custom Messaging software is a Windows® based utility that allows customized text and audio messages to be displayed on cable TV, IPTV, and Broadcast TV systems which include a Trilithic EAS encoder/decoder. It is primarily designed for emergency management personnel to provide descriptive emergency text and audio to the viewers/listeners of a cable or IPTV system.

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### System Requirements

#### Cable or IPTV System Requirements

- Trilithic EAS encoder/decoder configured for EAS operation
- Network card or MODEM installed in the encoder/decoder
- Ethernet or telephone (POTS) line for the encoder/decoder
- Telephone line is mandatory if voice messages are to be sent
- Custom messaging access key installed in the encoder/decoder
- Outside access for the network or telephone line (a way for emergency management to access the telephone and/or network connection)

#### Emergency Management Requirements

- A computer featuring the following:
  - Windows XP or later operating system
  - Internet access and/or telephone MODEM
  - Analog telephone line with outside dial capability for MODEM and voice operation
  - Touch-tone telephone (may be connected to the same line as the MODEM)
  - EASy Custom Messaging software



***If during installation, Windows asks if you wish to install the EASy Custom Messaging software without a digital signature or Windows logo testing, click the Yes button or the Continue Anyway button.***

## Installation Procedure

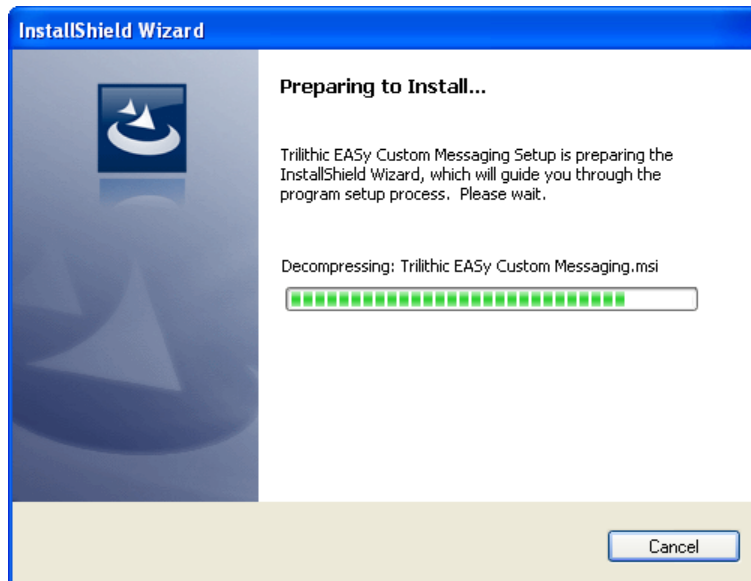
The EASy Custom Messaging software can be installed from a CD obtained from your Trilithic sales representative, or from a setup file that has been downloaded from Trilithic's EAS website ([www.trilithic.com](http://www.trilithic.com)). The installation procedure for both installation methods is outlined in the following sections.

### Installing from the CD

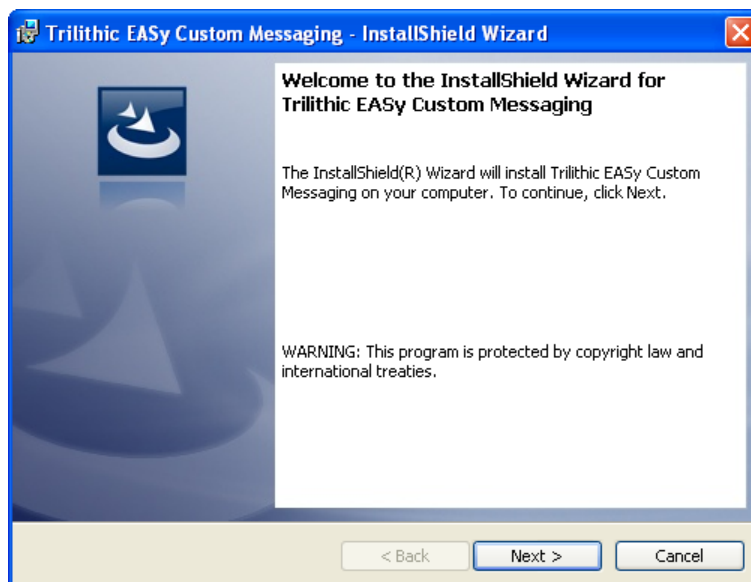
1. Depending on the operating system you are installing the EASy Custom Messaging software on, you may need to log in as the system administrator.
2. Insert the EASy Custom Messaging software CD into the appropriate drive.
3. If Autorun is enabled for the CD-ROM drive, the EASy Custom Messaging setup program will start automatically. If the setup program does not start, click the Windows **Start** button, then select **Run** and type **[drive]:\setup.exe**, then click the **OK** button (substitute the appropriate drive letter in the command line, in place of **[drive]**).
4. Depending on which operating system you are installing the EASy Custom Messaging software on, the "Open File - Security Warning" dialog box may appear. If this dialog box appears, click the **Run** button.



5. The “Preparing to Install...” window will appear momentarily to indicate the status of the software’s installation.



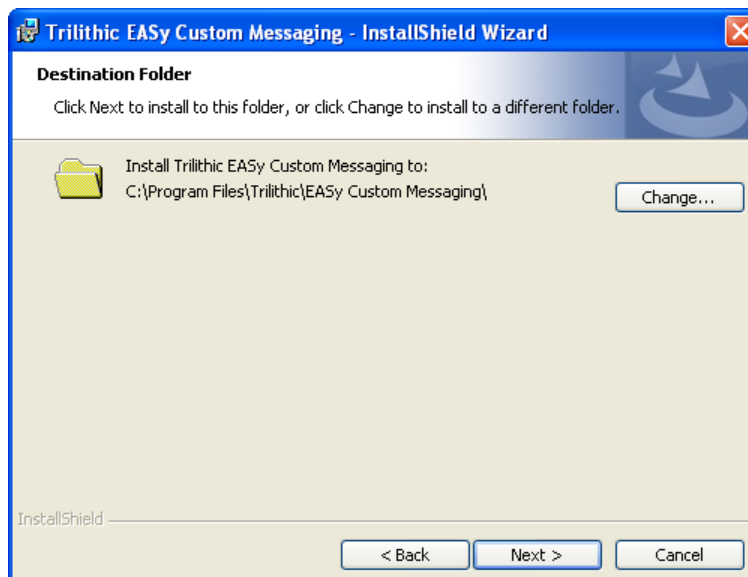
6. The “Welcome to the InstallShield Wizard” window for the EASy Custom Messaging software will appear. Click the **Next** button to continue with the installation.



7. The “License Agreement” window will appear. To continue with the installation, select the radio button which corresponds with acceptance of the license agreement, then click the **Next** button.

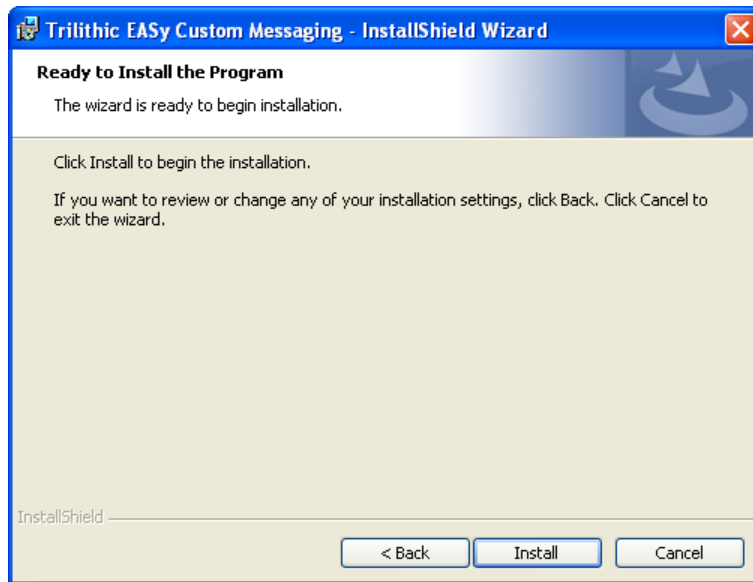


8. The “Destination Folder” window will appear. The default location in which the EASy Custom Messaging software will be installed is displayed. Click the **Change** button to select a folder other than the default; click the **Next** button to accept the default folder in which to install the EASy Custom Messaging software. Installing to a directory containing the EASyPLUS Configuration Software will add EAS encoder/decoder administration buttons to the software interface.

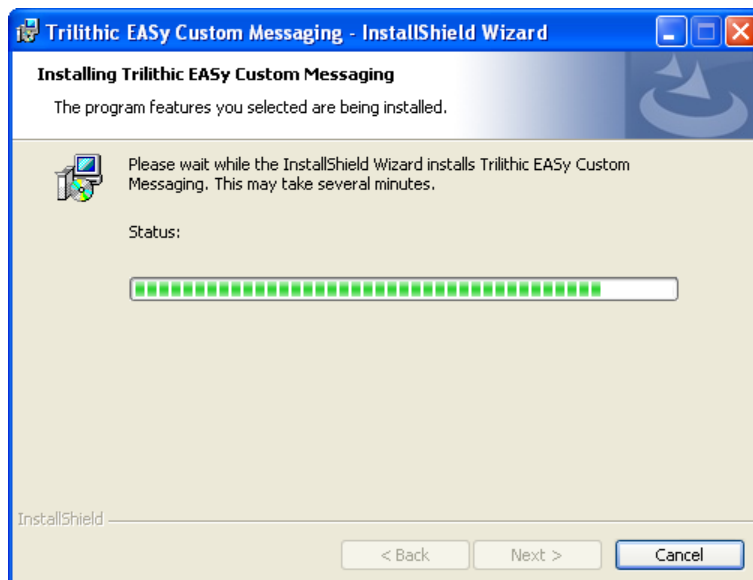


If the software installation is an upgrade from a previous version of EASy Custom Messaging, select the same folder as the previous version in order to keep the previous configuration settings.

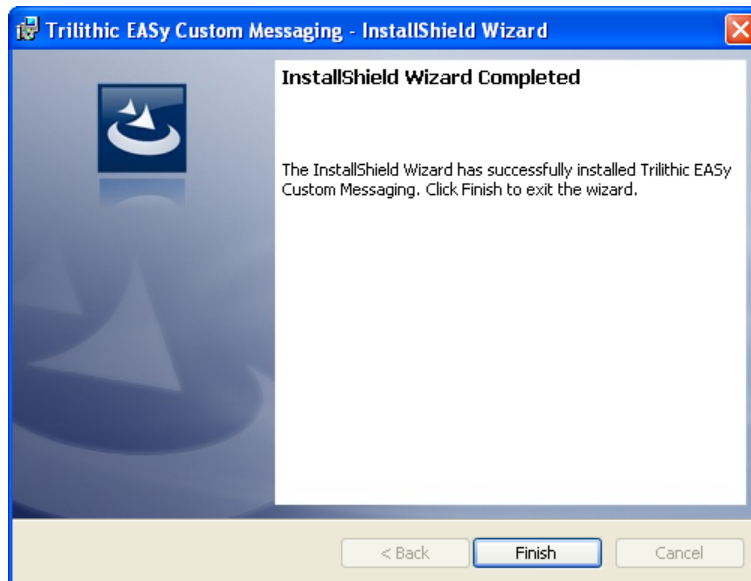
9. The “Ready to Install the Program” window will appear next. This window confirms the settings for the installation of the EASy Custom Messaging software. If the information shown is correct, click the **Next** button. To change the installation settings, click the **Back** button.



10. The “Installing EASy Custom Messaging” window will appear momentarily to indicate the status of the software’s installation.



11. The “InstallShield Wizard Completed” window will appear. Click the **Finish** button to exit. The EASy Custom Messaging software installation is now complete.



NOTE

***You may need to restart the computer to complete the EASy Custom Messaging software installation.***

## Installing from the Internet

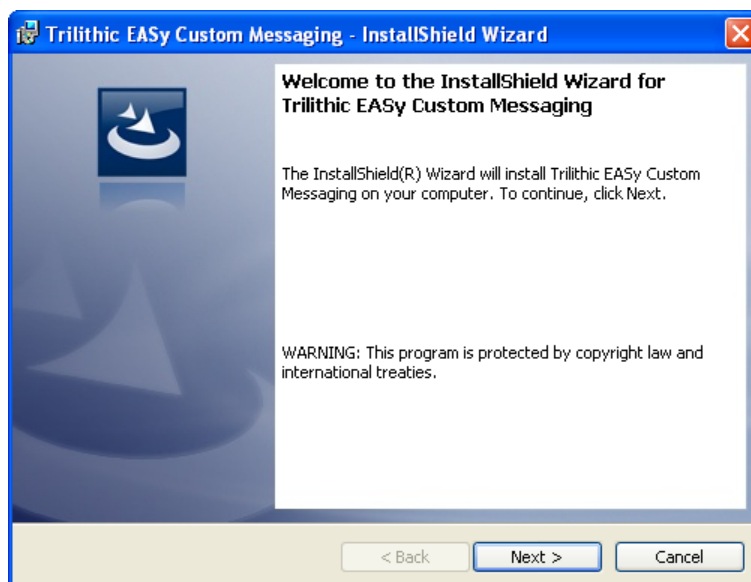
1. Depending on the operating system you are installing the EASy Custom Messaging software on, you may need to log in as the system administrator.
2. Download the latest version of the EASy Custom Messaging software through Trilithic's EAS website ([www.trilithic.com](http://www.trilithic.com)), and save the setup file to the local hard disk or Windows desktop.
3. Initialize the setup program by double-clicking the **Setup** icon on the desktop, or click the Windows **Start** button, then select **Run** and type **[drive]:\setup.exe**, then click the **OK** button (substitute the appropriate drive letter and file path in the command line, in place of **[drive]**).
4. Depending on the operating system you are installing the EASy Custom Messaging software on, the "Open File - Security Warning" dialog box may appear. If this dialog box appears, click the **Run** button.



5. The “Preparing to Install...” window will appear momentarily to indicate the status of the software’s installation.



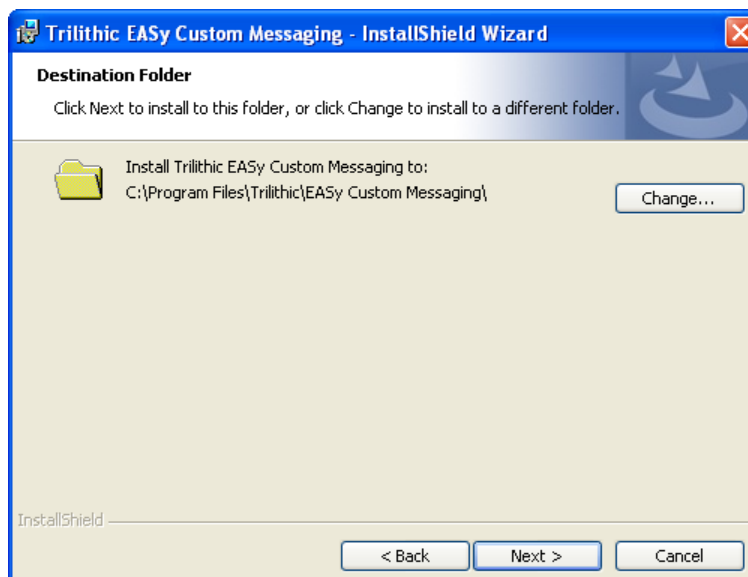
6. The “Welcome to the InstallShield Wizard” window for the EASy Custom Messaging software will appear. Click the **Next** button to continue with the installation.



7. The “License Agreement” window will appear. To continue with the installation, select the radio button which corresponds with acceptance of the license agreement, then click the **Next** button.

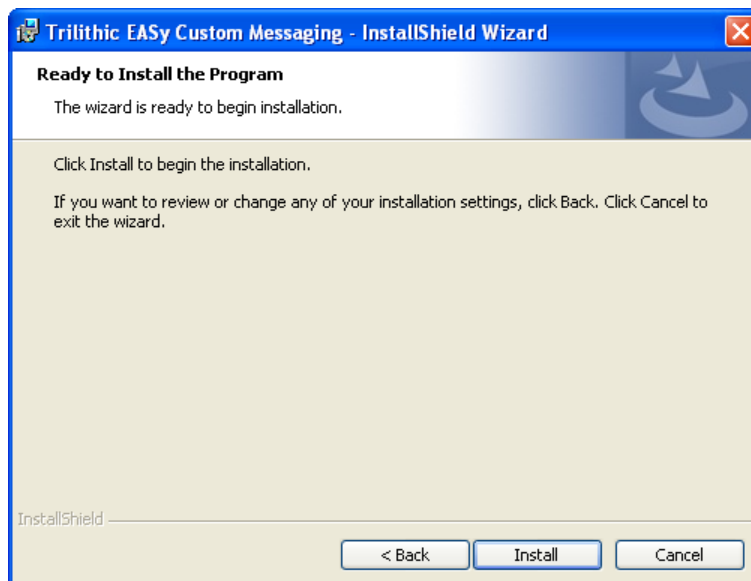


8. The “Destination Folder” window will appear. The default location in which the EASy Custom Messaging software will be installed is displayed. Click the **Change** button to select a folder other than the default; click the **Next** button to accept the default folder in which to install the EASy Custom Messaging software. Installing to a directory containing the EASyPLUS Configuration Software will add EAS encoder/decoder administration buttons to the software interface.

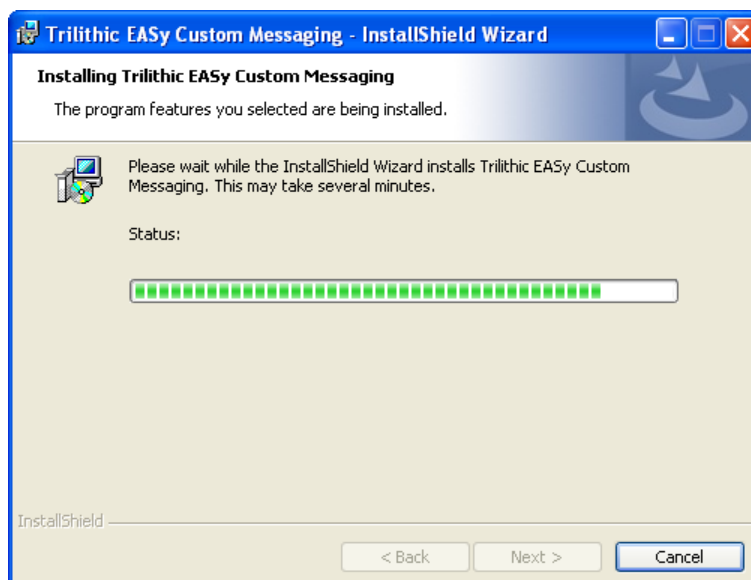


If the software installation is an upgrade from a previous version of EASy Custom Messaging, select the same folder as the previous version in order to keep the previous configuration settings.

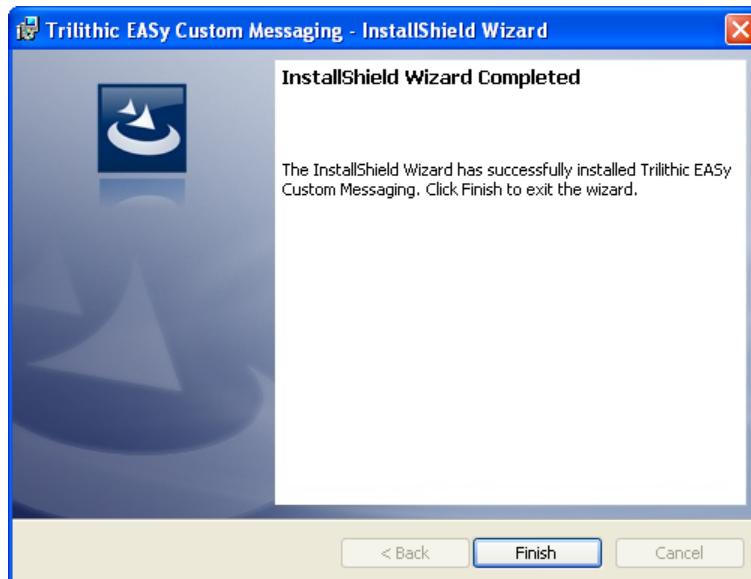
9. The “Ready to Install the Program” window will appear next. This window confirms the settings for the installation of the EASy Custom Messaging software. If the information shown is correct, click the **Next** button. To change the installation settings, click the **Back** button.



10. The “Installing EASy Custom Messaging” window will appear momentarily to indicate the status of the software’s installation.



11. The “InstallShield Wizard Completed” window will appear. Click the **Finish** button to exit. The EASy Custom Messaging software installation is now complete.



**You may need to restart the computer to complete the EASy Custom Messaging software installation.**

NOTE

## Software Updates

To update the EASy Custom Messaging software, the program must be removed and reinstalled. Follow the procedure outlined in **Chapter 3: Installation, Removing EASy Custom Messaging Software** to remove the software. To reinstall the updated software, follow the procedure outlined in **Chapter 3: Installation, Installation Procedure, Installing from the CD, or Installing from the Internet**.

A current version of the EASy Custom Messaging software CD must be obtained from a Trilithic representative, or a current setup file must be downloaded from Trilithic’s EAS website ([www.trilithic.com](http://www.trilithic.com)). After securing an updated version, perform the installation procedure as directed in the **Chapter 3: Installation, Installation Procedure, Installing from the CD, or Installing from the Internet** section of this manual.



### Initial Configuration (Emergency Management)

The EASy Custom Messaging program should be pre-configured by emergency management personnel prior to an actual emergency. This configuration should include:

- Installing the software on a PC
- Connecting the host PC to a network or phone line
- Creating a shortcut to the EASy Custom Messaging program in an accessible location (on the host computer's desktop)
- Selecting a PC communication device
- Entering a telephone number (provided by the EAS encoder/decoder administrator)
- Entering a password (provided by EAS encoder/decoder administrator)
- Entering a default message, including title, description, originator, crawl text, and the number of times to repeat the message
- Saving the default message to the hard drive
- Programming the default message on the EAS encoder/decoder
- Setting up at least one template for the emergency message, including title, description, originator, crawl text, and the number of times to repeat the message (or the amount of time to show the message text)
- Saving all emergency message templates to the hard drive

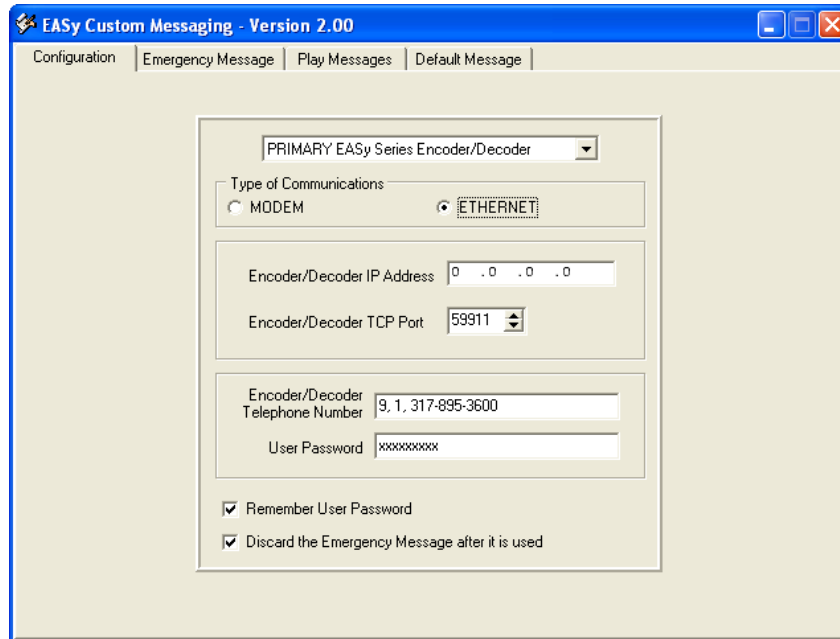
The EASy Custom Messaging program can use a network connection or a MODEM connection to configure the encoder/decoder(s). The configuration procedure using a network connection is outlined below; the *MODEM Configuration* procedure follows the *Network Configuration* section.

In addition to the configuration, a specific procedure for emergency operators to use should be documented. It is recommended that a separate, customized procedural document be created to instruct operators in the use of the EASy Custom Messaging program.

#### Network Configuration

1. Install the EASy Custom Messaging software as instructed in **Chapter 3: Installation, Installation Procedure, Installing from the CD, or Installing from the Internet.**
2. Connect the network card on the EASy Custom Messaging program's host computer to a network switch or router.

3. On the **Configuration** tab, select the radio button that corresponds to **ETHERNET**, to enable the EASy Custom Messaging software to connect to the EAS encoder/decoder.

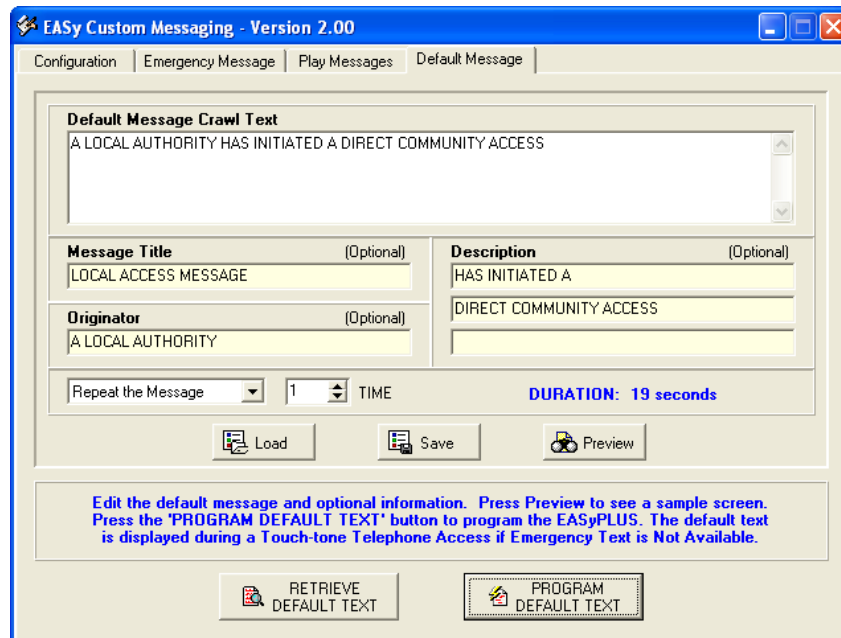


4. Enter the IP address of the remote encoder/decoder in the **Encoder/Decoder IP Address** text box. Enter the port number that the EASy Custom Messaging program will use to communicate with the remote encoder/decoder in the **Encoder/Decoder TCP Port** control box (the default value is 59911).
5. Enter the user account password in the **User Password** text box, as supplied by the EAS encoder/decoder administrator.
6. If desired, select the check box corresponding to the **Remember User Password** option to save the password so it does not have to be entered during an emergency.

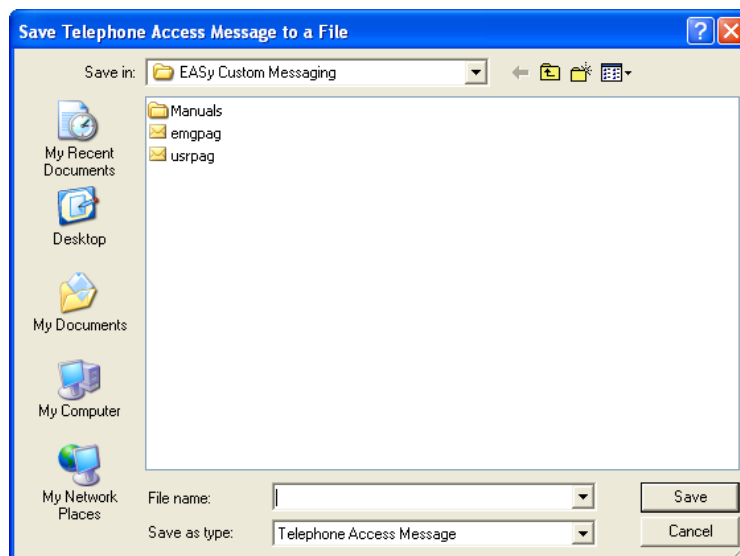
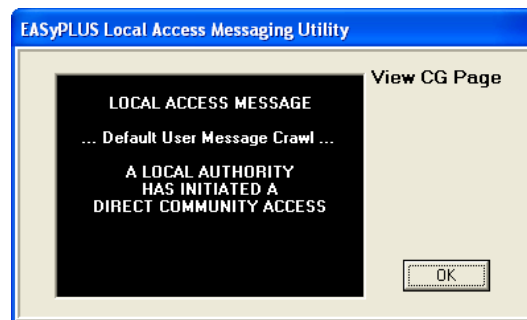
7. On the **Default Message** tab, enter the message that should be displayed when no emergency message is available to the EAS encoder/decoder. The default message may be a test message, or a generic emergency message. Once programmed into the EAS encoder/decoder, the message remains in memory for use when no other emergency text is available for the user account.
  - Enter the default message in the **Default Message Crawl Text** box.
  - Enter a title for the message, and the name of the emergency organization and message source in the **Message Title** and **Originator** text boxes.
  - In the **number field** to the right of the **Repeat the Message** pull-down list, select the number of times the message crawl will repeat.

The EAS encoder/decoder will consider an emergency message unavailable, and will substitute the default message under the following circumstances:

- The last configured emergency message has been sent.
- The emergency message has never been programmed.
- The emergency message has been cleared via a touch-tone telephone command.



- Click the **Preview** button to display the message as it will appear on the encoder/decoder character generator. A pop-up window will appear and will be similar to the example shown below, depending on how the default message is configured. Click the **OK** button to close pop-up window. A new window will appear, prompting you to specify a file name and location to save the message file. Enter the file name then select a folder or create a new folder for pre-stored messages. Click the **Save** button to store the pre-configured message; click the **Cancel** button to abort the file save procedure.



- To upload the message to the EAS encoder/decoder, click the **Program Default Text** button.

10. An emergency message should be configured to be used as a template for emergency broadcasts. The template should be set up so that only the emergency crawl text and the message title need to be edited during an emergency. To configure a template emergency message, perform the following procedure:

- Enter the message in the **Emergency Message Crawl Text** box on the **Emergency Message** tab.
- Enter a title for the message, and the name of the message source in the **Message Title** and **Originator** text boxes.
- In the **number field** to the right of the **Repeat the Message** pull-down list, select the number of times the message crawl will repeat.

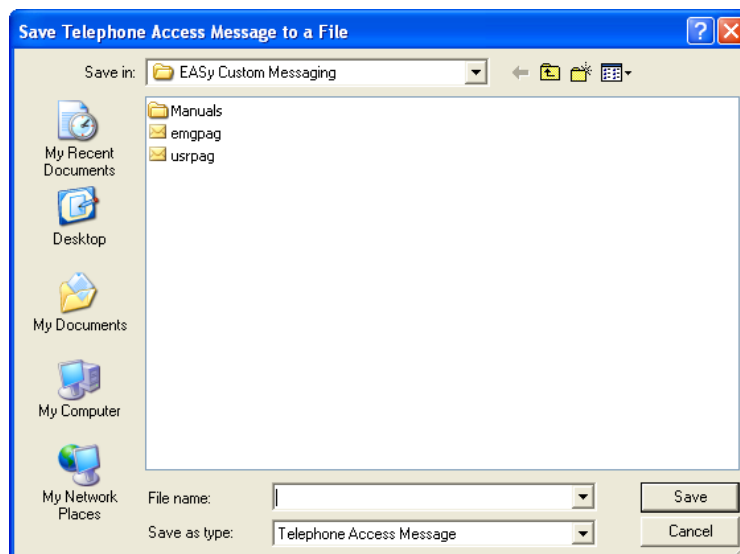


***Multiple authentic emergency messages may be created and saved so they can easily be loaded, edited, and displayed during emergencies. These messages can be tailored to emergencies specific to the community (i.e., an escaped prisoner warning in an area with a penitentiary may be pre-saved with instructions to stay indoors, keep doors locked, etc.).***

11. Click the **Preview** button to display the message as it will appear to viewers. A pop-up window will appear and will be similar to the example shown below, depending on how the default message is configured. Click the **OK** button to close the message preview.

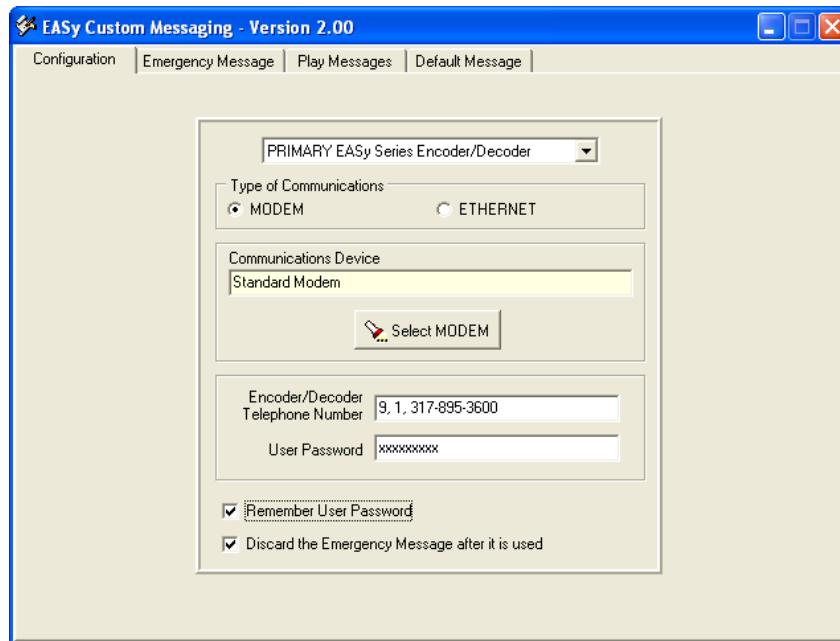


12. To save the message to the computer's hard disk, click the **Save** button, enter a file name, then click the **Save** button.

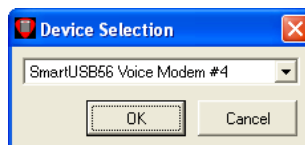


## MODEM Configuration

1. Install the EASy Custom Messaging software as instructed in ***Chapter 3: Installation, Installation Procedure, Installing from the CD, or Installing from the Internet.***
2. Connect the telephone MODEM on the EASy Custom Messaging program's host computer to an analog telephone line. The telephone line must be capable of dialing an outside line.
3. On the **Configuration** tab, select the radio button that corresponds to **MODEM**. Next, select the computer's telephone MODEM that will be used by the EASy Custom Messaging software to connect to the EAS encoder/decoder. Click the **Select Modem** button.



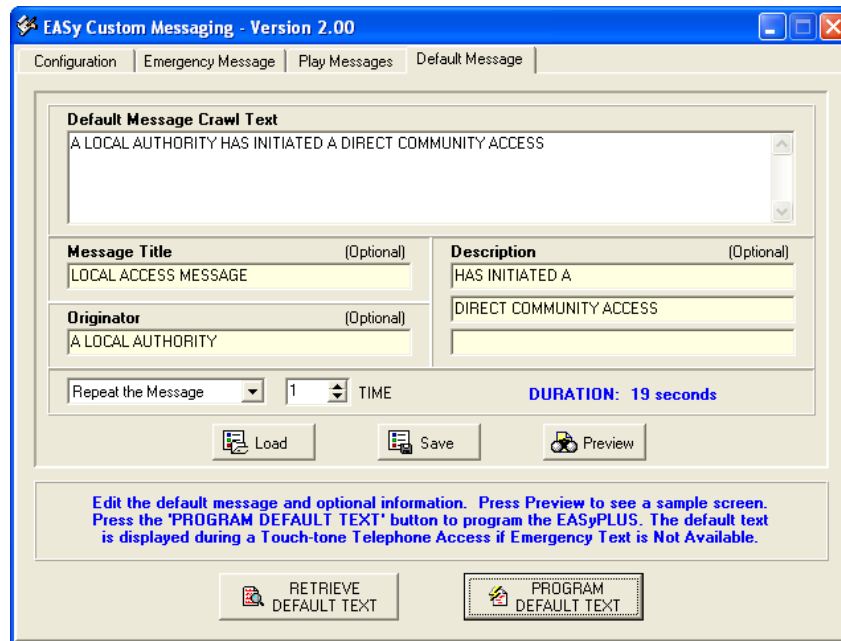
4. From the pop-up **Device Selection** window, use the pull-down list to select the MODEM which will connect to the EAS encoder/decoder. Click the **OK** button to confirm the selection; click the **Cancel** button to abort the MODEM selection.



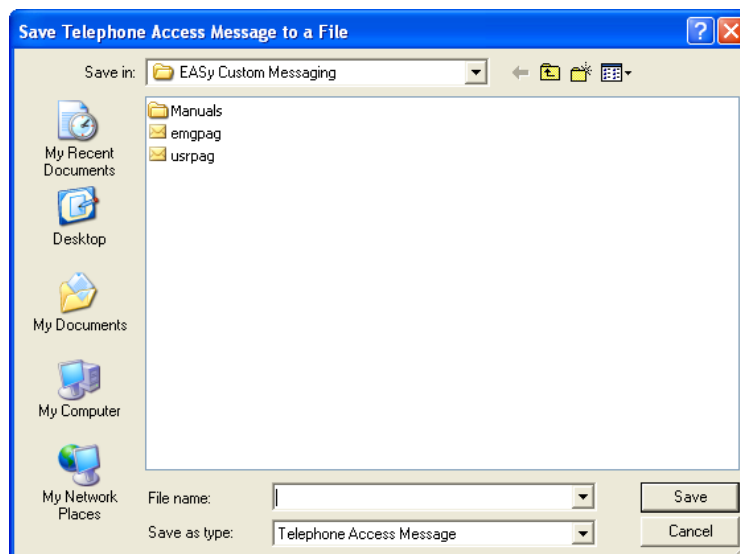
5. On the **Configuration** tab, enter the phone number for the EAS encoder/decoder in the **Encoder/Decoder Telephone Number** text box. Include any numbers necessary to access an outside telephone line. Commas may be added for dialing pauses, i.e. “9, 1, 317-895-3600”
6. Enter the user account password in the **User Password** text box, as supplied by the EAS encoder/decoder administrator.
7. If desired, select the check box corresponding to the **Remember User Password** option to save the password so it does not have to be entered during an emergency.
8. On the **Default Message** tab, enter the message that should be displayed when no emergency message is available to the EAS encoder/decoder. The default message may be a test message, or a generic emergency message. Once programmed in to the EAS encoder/decoder, it remains in memory for use when no other emergency text is available for the user account.
  - Enter the default message in the **Default Message Crawl Text** box.
  - Enter a title for the message and name of the emergency organization an message source in the **Message Title** and **Originator** text boxes.
  - In the **number field** to the right of the **Repeat the Message** pull-down list, select the number of times the message crawl will repeat.

The EAS encoder/decoder will consider an emergency message unavailable, and will substitute the default message under the following circumstances:

- The last configured emergency message has been sent.
- The emergency message has never been programmed.
- The emergency message has been cleared via a touch-tone telephone command.



- Click the **Preview** button to display the message as it will appear on the encoder/decoder character generator. A pop-up window will appear and will be similar to the example shown below, depending on how the default message is configured. Click the **OK** button to close pop-up window. A new window will appear, prompting you to specify a file name and location to save the message file. Enter the file name then select a folder or create a new folder for pre-stored messages. Click the **Save** button to store the pre-configured message; click the **Cancel** button to abort the file save procedure.



- To upload the message to the EAS encoder/decoder, click the **Program Default Text** button.

11. An emergency message should be configured to be used as a template for emergency broadcasts. The template should be set up so that only the emergency crawl text and the message title need to be edited during an emergency. To configure a template emergency message, perform the following procedure:
- Enter the message in the **Emergency Message Crawl Text** box on the **Emergency Message** tab.
  - Enter a title for the message, and the name of the message author in the **Message Title** and **Originator** text boxes.
  - In the **number field** to the right of the **Repeat the Message** pull-down list, select the number of times the message crawl will repeat.

**EASy Custom Messaging - Version 2.00**

Configuration | **Emergency Message** | Play Messages | Default Message

**Emergency Message Crawl Text**  
A LOCAL AUTHORITY HAS INITIATED A DIRECT COMMUNITY ACCESS

**Message Title** (Optional): LOCAL ACCESS MESSAGE  
**Originator** (Optional): A LOCAL AUTHORITY  
**Description** (Optional): HAS INITIATED A  
DIRECT COMMUNITY ACCESS

Repeat the Message: 1 TIME      **DURATION: 19 seconds**

Load   Save   Preview

Edit the Emergency Message, then press the "Program Emergency Text" button below.  
When prompted, activate the message using a Touch-tone Telephone.

PROGRAM EMERGENCY TEXT

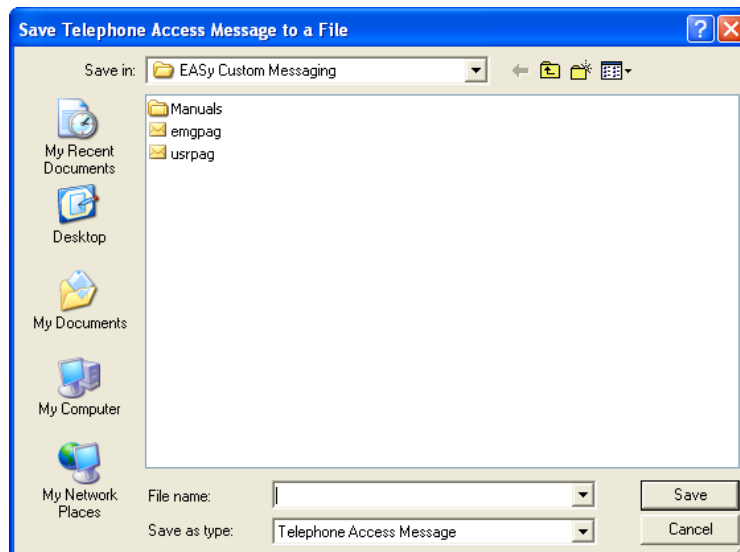


***Multiple authentic emergency messages may be created and saved so that they can easily be loaded, edited, and displayed during emergencies. These messages can be tailored to emergencies specific to the community (i.e.: an escaped prisoner warning in an area with a penitentiary may be pre-saved with instructions to stay indoors, keep doors locked, etc.).***

12. Click the **Preview** button to display the message as it will appear to viewers. A pop-up window will appear and will be similar to the example shown below, depending on how the default message is configured. Click the **OK** button to close the message preview.



13. To save the message to the host computer's hard disk, click the **Save** button, enter a file name, then click the **Save** button.



## Initial Configuration (EAS Encoder/Decoder Administrator)

In order to set up custom messaging, the administrator of the EAS encoder/decoder must do the following:

- Ensure the EASyPLUS firmware supports custom messaging (the EASyPLUS firmware version must be 5.70 or later).
- Obtain a product key from Trilithic which will support custom messaging. EASyIPTV encoder/decoders do not require this product key.
- Unlock the custom messaging feature of the EAS encoder/decoder (if needed).
- Enable data MODEM , DTMF access, and custom messaging on the EAS encoder/decoder, if applicable.
- Set up the user accounts for emergency management personnel.
- Select the display mode for local access events (on the **Events** tab in the EAC Configuration software).
- Connect the EAS encoder/decoder telephone interface to an analog telephone line (POTS line) if a voice or MODEM line is used. Provide an network path to emergency management if an Ethernet connection is used.
- Provide emergency management with the following information:
  - Telephone number and/or IP address of the EAS encoder/decoder
  - Password and touch-tone PIN for emergency management
  - Four-digit activation code corresponding to the EAS encoder/decoder; the local access event to be used; and the audio mode (recorded or live) to be used
  - Specific information on what telephone prompts are to be expected for the given activation code

The following reference documents will be needed to perform the above tasks (available at [www.trilithic.com](http://www.trilithic.com) in the *EAS Manuals* section):

- EASy telephone access instructions, version 1.00 or later
  - Provides the touch-tone access command structure
  - Provides information on the different types of access, including recording audio, activating recorded audio, and activating live voice-over messages
- EAS encoder/decoder configuration software manual
  - Describes user account configuration
  - Describes event configuration for local access events

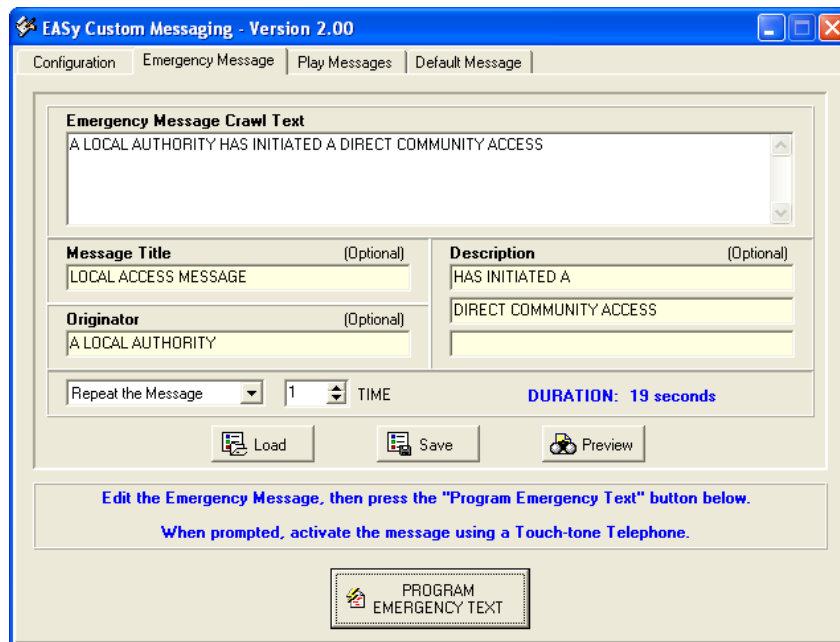
# Chapter 5

## Custom Messaging

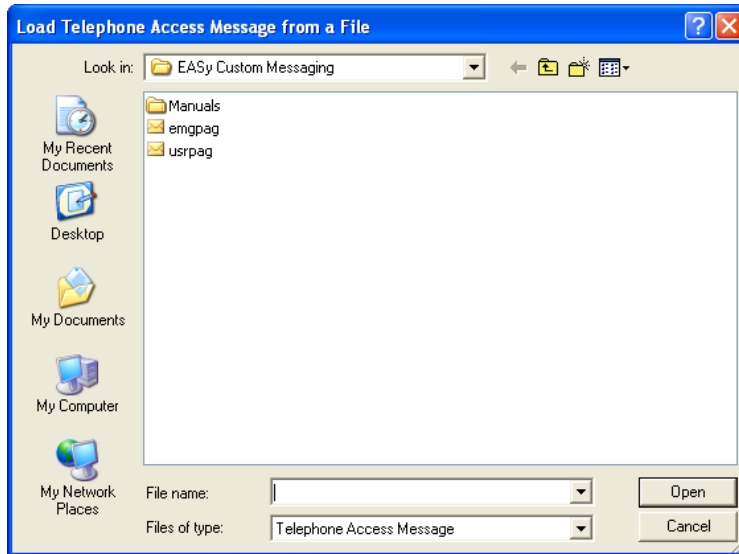
### Editing an Emergency Message

The following procedure may be incorporated into an emergency operations plan. This procedure assumes that an emergency message template has already been configured (refer to **Chapter 4: Software Setup, Initial Configuration (Emergency Management)**, for instructions in configuring an emergency message template).

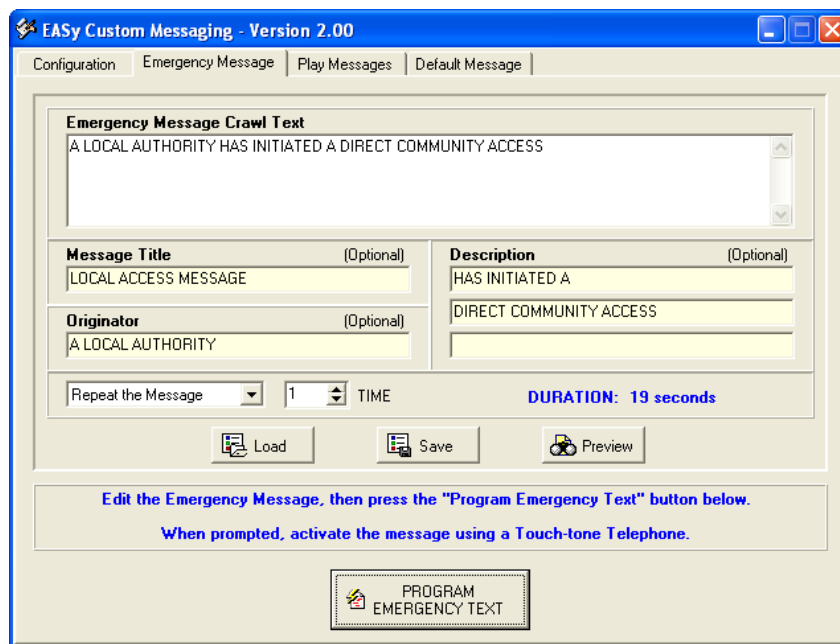
1. Start the EASy Custom Messaging software. If the telephone number and password have been configured and saved, the software interface should default to the **Emergency Message** tab on start-up.
2. Click the **Load** button to load an emergency message template.



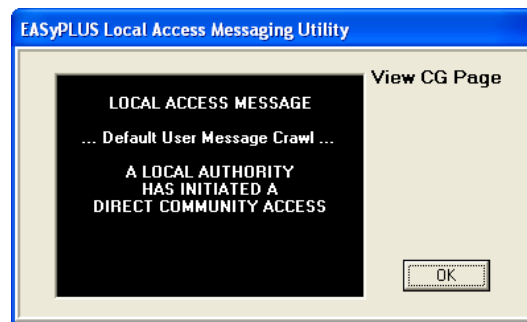
3. A pop-up window will appear; select the desired template file then click the **Open** button.



4. Enter the details of the emergency message. Enter or edit the message text shown in the **Emergency Message Crawl Text** box. Enter or edit the name of the message in the **Message Title** text box. In the **number field** to the right of the **Repeat the Message** pull-down list, select or change the number of times the message crawl will repeat.



4. Click the **Preview** button to display the message as it will appear to viewers. A pop-up window will appear and will be similar to the example shown below, depending on how the default message is configured. Click the **OK** button to close the message preview window.



5. Click the **Program Emergency Text** button to upload the message to the EAS encoder/decoder. If using a MODEM, a message window will appear, indicating that the EASy Custom Messaging software is connecting to the EAS encoder/decoder via the host computer's MODEM. The connection and message transmission will take at least 40 seconds. If using an "always on" Internet connection the transfer will happen more quickly than with a MODEM.
6. The message window will close when the emergency message has been successfully transmitted to the EAS encoder/decoder. A new message window will appear, indicating that the emergency message has been programmed. Click the **OK** button to close the window. At this point, the emergency message is queued in the EAS encoder/decoder's memory and is ready to be activated using a touch-tone telephone command.

For information on activating an emergency message without using a telephone, refer to **Chapter 5: Custom Messaging, Playing an Emergency Message.**

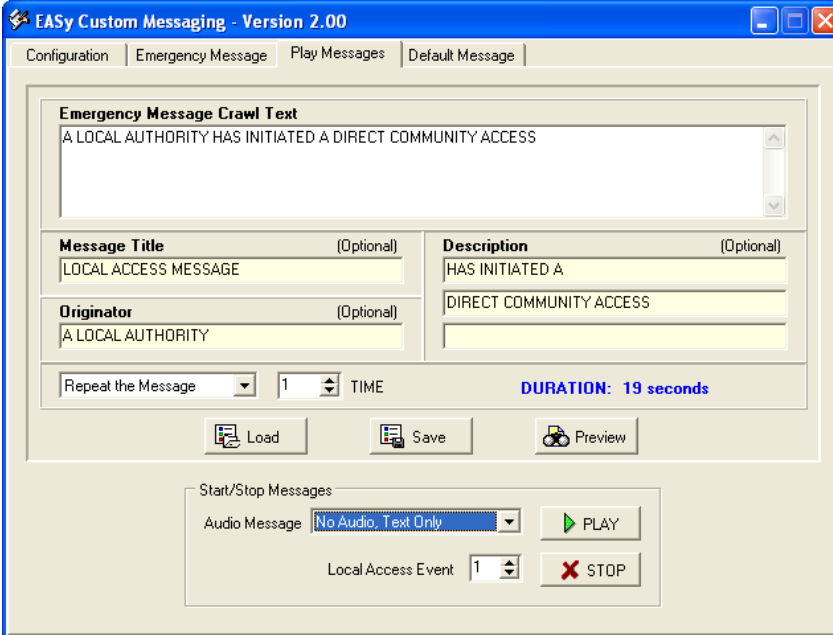
## Playing an Emergency Message

The **Play Messages** tab of the EASy Custom Messaging software allows emergency management personnel to activate the emergency message text without calling on a touch-tone telephone. It is only used if audio is already recorded on the EAS encoder/decoder, or if no audio is needed for the message. The PC running the messaging software will still need to access a telephone line if no Internet connection to the encoder/decoder is available.



**The Play Message tab uses the same message editor as the Emergency Message tab. Changes made in the Play Message tab will be reflected in the Emergency Message tab.**

1. Edit the emergency message as described in **Chapter 5: Custom Messaging, Editing an Emergency Message**, but **do not** click the **Program Emergency Text** button.
2. On the **Play Messages** tab, select the amount of time the message will be displayed, or the number of times the text message will be repeated.



EASy Custom Messaging - Version 2.00

Configuration | Emergency Message | **Play Messages** | Default Message

**Emergency Message Crawl Text**  
A LOCAL AUTHORITY HAS INITIATED A DIRECT COMMUNITY ACCESS

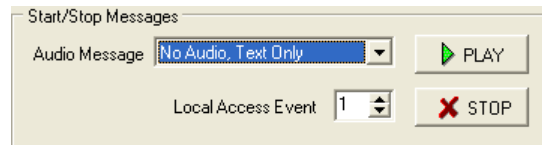
**Message Title** (Optional): LOCAL ACCESS MESSAGE  
**Description** (Optional): HAS INITIATED A  
**Originator** (Optional): A LOCAL AUTHORITY  
DIRECT COMMUNITY ACCESS

Repeat the Message: [v] 1 TIME **DURATION: 19 seconds**

Load Save Preview

Start/Stop Messages  
Audio Message: [No Audio, Text Only] [v] [PLAY]  
Local Access Event: [1] [v] [STOP]

- From the **Start/Stop Messages** group, use the **Audio Message** pull-down list to select the pre-recorded audio message to use for the current emergency message, or select the **No Audio, Text Only** option from the list.



WARNING

*If you choose to use EAS audio, you must phone-in and record this audio before activating the message. EAS audio is replaced every time a new EAS message is decoded by the EAS encoder/decoder.*

- Click the **Play** button in the **Start/Stop Messages** group. The EASy Custom Messaging software will connect to the EAS encoder/decoder via Internet or MODEM, upload the message, then activate the message.

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### Notes

1. By default, the emergency message programmed into the encoder/decoder is automatically erased once it has been activated and displayed. Emergency procedures should always include uploading the message immediately prior to use.
2. The EASy Custom Messaging software will start up on the **Configuration** tab if the telephone number and password are not configured. If these have been configured, and the **Remember User Password** check box is checked, the software will start up on the **Emergency Message** tab.
3. If using pre-recorded audio, emergency management and the EAS encoder/decoder administrator should agree upon which audio storage area to use. This is particularly important if the stored audio message is to be left intact over time.
4. If an actual EAS event is sent using the telephone, custom messages will be ignored. The text will be that of the EAS message.
5. Specific touch-tone activation codes and sequences are detailed in the EASy **Telephone Access** instruction manual (version 1.00 or later). Below are some of the common commands:
  - a. 0201# Record audio in the **User Audio 1** section
  - b. 0301# Record audio in the **User Audio 2** section
  - c. 9999# Abort a message currently being played, or
  - d. 9999# Erase the last emergency message uploaded (to prevent accidental activation)
  - e. 1053 Local access event 1 with live audio from the telephone
  - f. 1353 Local access event 1 with pre-recorded user audio 1
  - g. 1453 Local access event 1 with pre-recorded user audio 2
6. The sequence of commands for touch-tone activation is:
  - a. Dial the phone number of the EAS encoder/decoder; wait for a tone.
  - b. Enter the user PIN then press the pound (#) key; wait for a tone.
  - c) Enter the four-digit activation code then press the pound (#) key; wait for a tone.
  - d) If recording audio or speaking live, press the pound (#) key when finished.
  - e) Enter 0000# and wait for the EAS encoder/decoder to disconnect the phone.

7. The EAS encoder/decoder has three audio prompts for telephone use:
  - a. A low tone followed by a high tone means the last command is understood and accepted.
  - b. A high tone followed by a low tone means the last command is not understood or cannot be acted upon. If this tone follows password entry, it means the password was rejected (try again, up to three times).
  - c. A single high-pitched tone is a prompt for the telephone user to speak.

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