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## **TAMI SYSTEM**

### **Text Alerting, Messaging and Information System**

*(Revised October 11, 2006)*

Several years ago, the Warren County Communications Center began offering an alphanumeric paging feature for dispatches to fire and EMS incidents. The service was first implemented for alphanumeric pagers that volunteer firefighters and EMTs leased from specific vendors (Pagenet and Aquis). The system was later expanded to include text messaging with Nextel cellular telephones. However, it was only able to send pages to a single service vendor per agency. This meant it could not support two or more members from the same agency that used different paging or cellular service providers. Thus, we had limited the system to provide text paging to only agency-purchased cellular telephones assigned to specific officer positions within that agency from the same vendor.

We are pleased to now provide a new, faster, flexible and more reliable service for cellular and alphanumeric pager customers. Our text messaging service can now be provided to any member of your agency using several cellular vendors that provides an internet-based electronic mail link to their subscribers. Thus, it is now possible for us to send textual dispatch alert and announcement messages via email directly from our Computer Aided Dispatch system to a variety of intermixed vendors, such as Nextel, Verizon, T-Mobile, Cingular, AT&T and others.

The system was enhanced further to provide users with a PC-based program to maintain the file of users. A second program was added shortly thereafter that allows users to send text pages from their own PC using Microsoft Outlook Express and their internet connection.

Fire, Police, EMS and first responders may receive "alert pages" from the Communications Center as calls are dispatched. Other agencies, such as County OEM, County Hazmat, Fire and EMS Coordinators, and the County Fire Marshal also receive "advisory pages" to advise them of incidents that may potentially require their response. This is done on a need to know basis. Auxiliary agencies, such as CERT members and the Medical Reserve Corps (both under the Citizen's Corps program) can be notified of events manually from their team coordinators using the independent PC-based TAMI system that does not require the involvement of the Communications Center.

## Single Point of Contact Required for Fire / Police / EMS Agencies

Emergency first responder agencies (police, fire and EMS agencies) may join this service and must assign an agency "TAMI Coordinator" to work with our Public Safety Information Systems staff. This person must have access to a computer with email capabilities and also install a program to create and edit a contacts and cellular telephone numbers file (a "TAMI" file). This file contains information on the agency and TAMI coordinator, and entries for the members of the agency that wish to participate.

**The TAMI Coordinator serves as the single point of contact with the Public Safety Information Systems staff for all added, removed or modified telephone numbers, and questions or problems experienced by their members. Under NO circumstances are individual TAMI participants to contact Public Safety staff directly for related text paging issues and questions. Participants must be made aware of this and who their agency TAMI contact is. In addition, participants must be advised TAMI is not intended to be a replacement for their voice pagers – although alerts are sent out immediately via TAMI, it has no control on how quickly cellular or pager service providers actually transmit messages to receiving devices.**

## Auxiliary Agencies – Independent Use of TAMI

Special purpose auxiliary support agencies include CERT members, Medical Reserve Corps, RACES and similar agencies. Privacy laws do not always allow them access to detailed dispatch information provided to first responder agencies on a need to know basis (e.g. medical conditions). However, the TAMI system can be used independently on a PC with an internet connection so that team coordinators can notify their members of activations, special events, meetings and other useful information. This is accomplished by downloading the TAMI system program package from the internet, installing it on an internet capable PC or laptop, creating a file of members using a special program, and sending text messages using an additional TAMI program.

## Downloading and Installing the TAMI System

- 1) Download and install the TAMI System (includes a File Editor and Message Sender) from the Public Safety web page: <http://www.co.warren.nj.us/publicsafety/downloads/TAMsetup.exe>
- 2) Use the TAMI File Editor to create a TAMI file for members in their agency (e.g. F74.TAM). This program is used to enter the names, cell or pager numbers, service venter code (e.g. Verizon, Nextel, etc.), and comments for each participant in an agency.
- 3) Test your TAMI file by sending a test message using the TAMI Message Sender. It will help identify any invalid entries in your TAMI file.
- 4) First responder agencies approved for Communications Center TAMI alerting then email the new or modified TAMI file to [tamifiles@hotmail.com](mailto:tamifiles@hotmail.com).
- 5) Update the TAMI file when individual participants join or resign, terminate or change cellular service or change telephone numbers.

## Individual TAMI Participant Responsibilities

**\*\*\* Please give a copy of this section to each member participating in TAMI \*\*\***

*Any agency member wishing to participate in the TAMI service must do the following:*

- 1) Contact their cellular vendor to determine if their subscription plan allows their phone to receive "SMS messages" emailed over the internet.
- 2) Determine from their vendor which plan is the most cost effective based on the number of SMS messages they might receive each month. Please note that some less expensive monthly plans do not include free SMS messages or may limit the monthly number of SMS messages a subscriber can receive. Most vendors charge a per email or message fee beyond some set monthly limit.
- 3) Participants should their own cell phone or pager to insure their cellular telephone can in fact receive an SMS message by sending a test email to their own cellular or pager number via the internet using one of the following email addresses (example: 9083391234@page.nextel.com):

|                                    |  |
|------------------------------------|--|
| <u>Cellular Service Providers:</u> |  |
| ATT Subscribers:                   | <a href="mailto:TenDigitCellNumber@mmode.com">TenDigitCellNumber@mmode.com</a>                             |
| CINGULAR Subscribers:              | <a href="mailto:TenDigitCellNumber@mmode.com">TenDigitCellNumber@mmode.com</a>                             |
| NEXTEL Subscribers:                | <a href="mailto:TenDigitCellNumber@page.nextel.com">TenDigitCellNumber@page.nextel.com</a>                 |
| SPRINT PCS Subscribers:            | <a href="mailto:TenDigitCellNumber@messaging.sprintpcs.com">TenDigitCellNumber@messaging.sprintpcs.com</a> |
| T-MOBILE Subscribers:              | <a href="mailto:TenDigitPCellNumber@tmomail.net">TenDigitPCellNumber@tmomail.net</a>                       |
| VERIZON Subscribers:               | <a href="mailto:TenDigitCellNumber@vtext.com">TenDigitCellNumber@vtext.com</a>                             |

Where **TenDigitCellNumber** is their 10-digit cellular telephone number.

|                                     |  |
|-------------------------------------|--|
| <u>Alphanumeric Paging Vendors:</u> |  |
| AQUIS:                              | <a href="mailto:TenDigitPagerNumber@aquispage.com">TenDigitPagerNumber@aquispage.com</a>       |
| ARCH WIRELESS:                      | <a href="mailto:TenDigitPagerNumber@archwireless.net">TenDigitPagerNumber@archwireless.net</a> |
| PAGENET:                            | <a href="mailto:TenDigitPagerNumber@archwireless.net">TenDigitPagerNumber@archwireless.net</a> |
| SKYTEL:                             | <a href="mailto:PinNumber@skytel.com">PinNumber@skytel.com</a>                                 |
| USA Mobility:                       | <a href="mailto:TenDigitPagerNumber@archwireless.net">TenDigitPagerNumber@archwireless.net</a> |

Where **TenDigitPagerNumber** is their 10-digit alphanumeric pager phone number.

Where **PinNumber** is their alphanumeric pager pin number.

**NOTE: TAMI will not work with "trac phones" or phones with pre-paid minutes. Only the vendors listed above are supported.**

- 4) Provide their name and cellular vendor name and telephone number to their agency's TAMI coordinator.
- 5) **Supply any future cellular service changes to their TAMI Coordinator (e.g. a new, changed or canceled cellular/pager telephone number or vendor).**
- 6) **Speak only with their agency's TAMI contact within their agency regarding any questions or problems they experience receiving pages. Do NOT contact the Public Safety Department or Communications Center directly (TAMI works behind the scenes and dispatchers have no technical knowledge of its operation).**

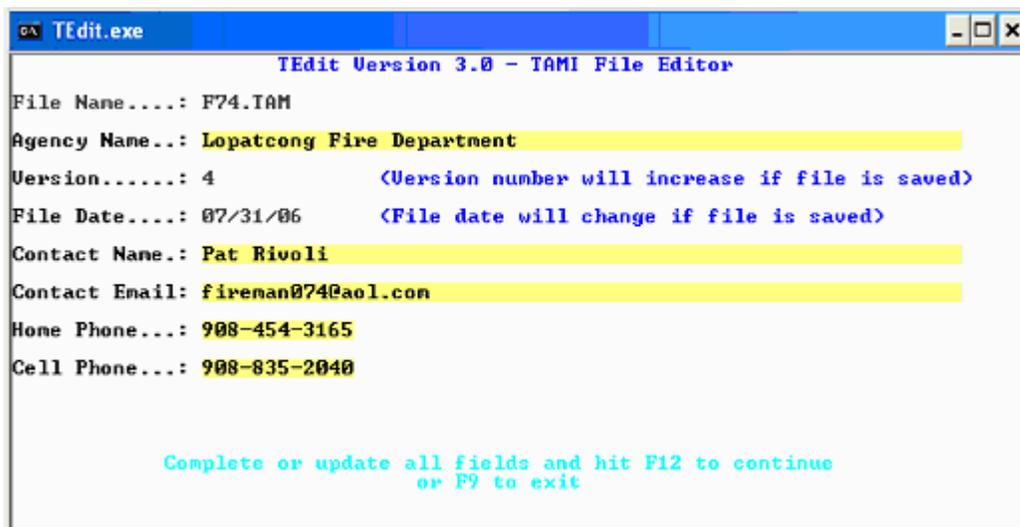
## Important Limitations

- The Warren County Department of Public Safety cannot guarantee the delivery of any messages or alerts. Nor can it guarantee the speed of any such delivery due to the system's dependence on internet service providers, email or SMS servers, or the cellular/pager vendor's ability to receive and transmit emailed text messages in a timely manner.
- This service is NOT intended to replace regular voice pagers. It is only intended to augment your current dispatch equipment (e.g. voice pagers). Do not rely solely on TAMI to receive your emergency messages.
- The Warren County Department of Public Safety reserves the right to enhance, modify, limit or terminate the TAMI system service as needed.
- Monthly cellular and text messaging overage charges are the responsibility of the fire or EMS agency or individual members.

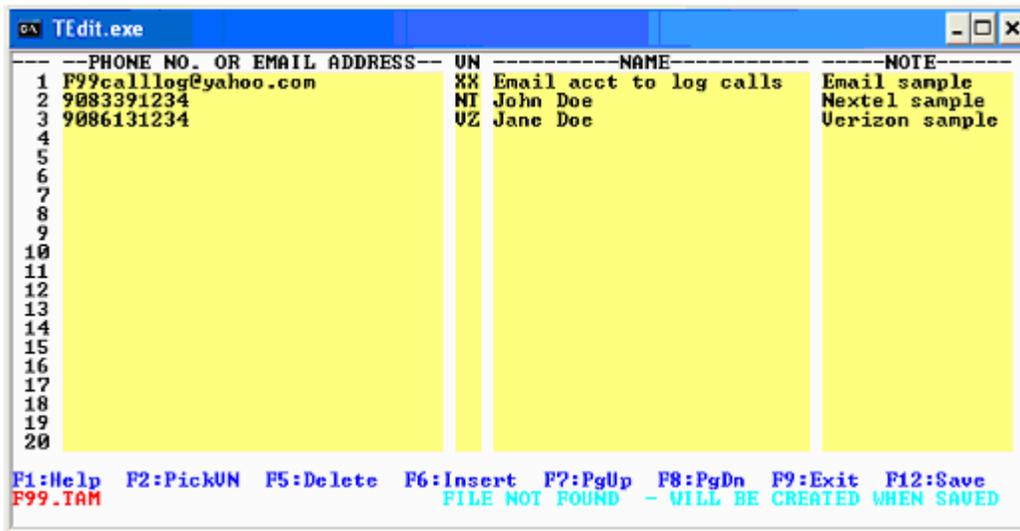
## TAMI FILE EDITOR

The TEdit Program is used to create or modify an agency's list of participants. Once the TAMI system is installed, double click on the TAMI File Editor icon on your desktop to start the program.

A window will open asking for your agency code. This is generally a letter followed by a station number. Use F for Fire, E for EMS and P for Police followed by your two digit station number (e.g. E83 is Washington Borough's Emergency Squad). Auxiliary agencies, such as CERT, can pick a name up to 8 characters in length – for example CERT94 for Phillipsburg's CERT team, MRC for the Medical Reserve Corps, etc.



The screen above will then appear to display information about the agency and the TAMI coordinator. Use the tab and arrow keys to move between fields. Hit the F12 key to save any changes to this screen. The following screen will then appear.



This is the list of agency participants. Sample entries are provided for new TAMI files – you will want to delete or type over them. Use the Tab and arrow keys to move between fields. Function keys appear at the bottom of the screen to perform basic tasks as follows (hit the appropriate function key to perform that task):

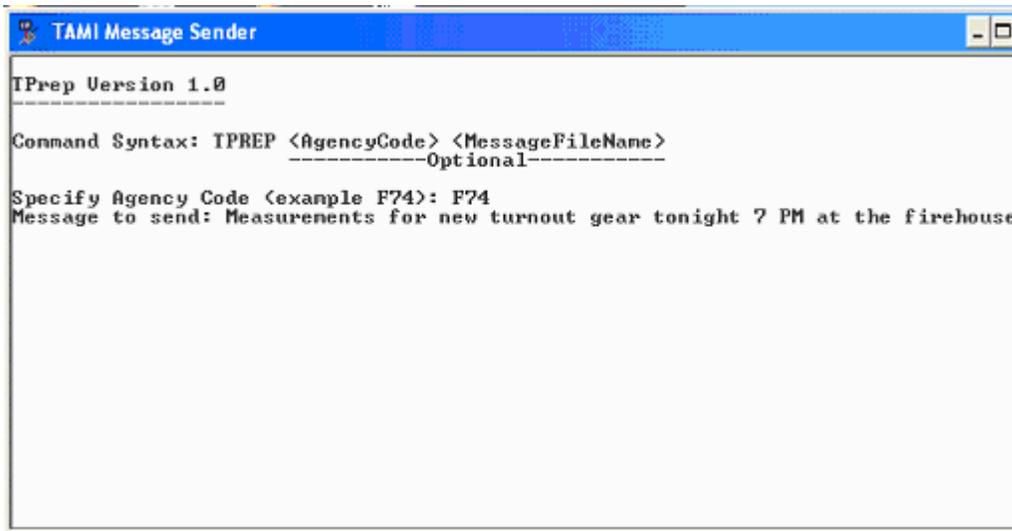
- F1 Display help for this screen.
- F2 Pick a vendor code from a list for the participant the cursor is on.
- F5 Delete the entry that the cursor is on (The program will ask to confirm the delete). Remaining entries will shift up once the entry is deleted.
- F6 Insert a blank line where the cursor currently at (remaining lines will shift down)
- F7 Scroll the list up towards the top. The PageUp/PgUp key also performs this task.
- F8 Scroll the list down towards the bottom. The PageDown/PgDn key also performs this task.
- F9 Exit (close) the program (if you made changes it will ask if you wish to save them).
- F12 Save your changes and continue working.

Other useful keys:

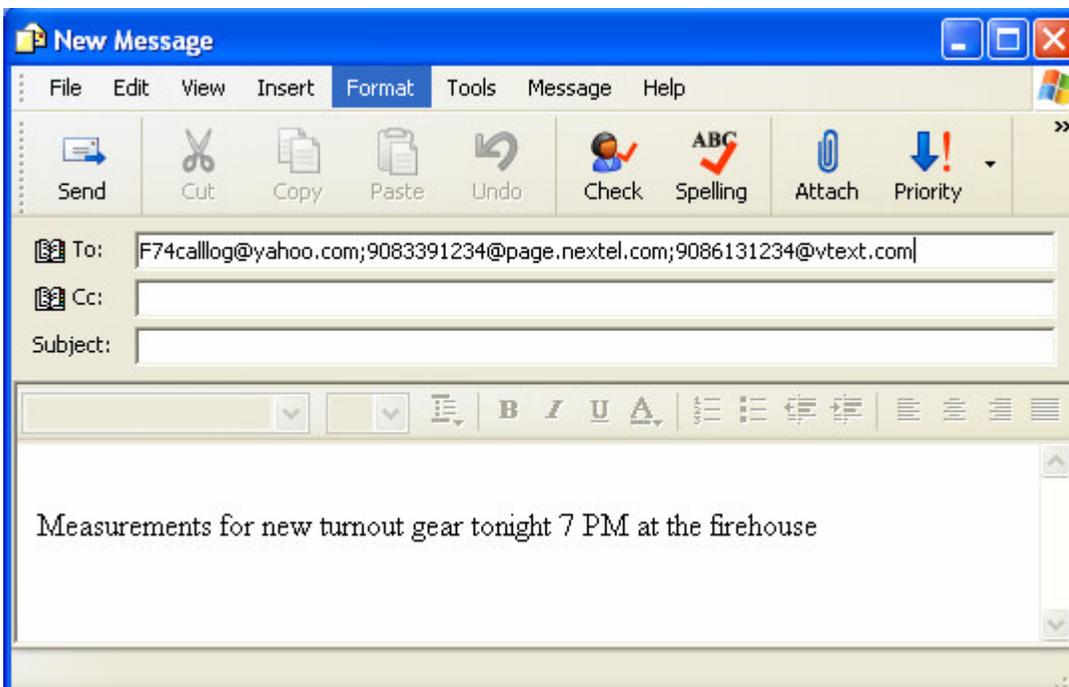
- Tab Move the cursor to the next field.
- Shift-Tab Move the cursor to the end of the previous field.
- End Move the cursor to the end of the current field.
- Del(ete) Delete the character the cursor is at.
- Ins(ert) Insert characters where the cursor is at (hit Ins(ert) again to return to overwrite mode).
- Backspace Move the cursor one position to the left.
- ← → ↑ ↓ Move the cursor one position in the desired direction.

### [TAMI Message Sender](#)

This program is used to send a message to all participants. It can also be used to test the participant list to insure that all entries were correctly entered (any invalid entry will be identified). To start the program, double click on the TAMI Message Sender icon on your desktop. You will then be asked to type in your agency code (the same name you used above (e.g. E83). After hitting enter, you will be asked to enter the message you want to send.



The program will read your TAMI file, build a list of participants, and then start Microsoft Outlook Express as follows (note: you must have previously configured Outlook Express to send email and have an active internet connection and email account):



You can now Cc anyone you want with the message. It is strongly advised that you leave the Subject: field blank, otherwise it could cause your primary message to be truncated. At this point you may also check and modify your message. Please remember that most text messages received by cellular phones and pagers are limited to about 120 characters, so keep your message brief. Use abbreviations where possible.

Click the **Send** button and the message will be emailed to all participants to appear on their devices as a text message. Messages are typically received in less than a minute from hitting send.