

ianews, your connection to Icom America's Land Mobile Division! Keep up with the latest products, news and technical information in this newsletter.

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New Jersey Adds Icom F121 to Firefighting Arsenal

These days, as greater emphasis is placed on P25 interoperability among public safety agencies, it can be easy to overlook the basics. Public safety agencies first and foremost need to communicate with their own members. Communications must be clear and reliable, and users need to safely and properly operate their radio equipment.

The New Jersey Forest Fire Service is a case in point. The agency, tasked with protecting 3.15 million acres of private and public land statewide, recently purchased 10 Icom F121 mobile radios for its fleet of fire-fighting aircraft. Previously, the service's aircraft were equipped with a mismatch of older Motorola, Uniden, and Itronix radios. The radios were expensive to maintain and didn't always provide clear, concise communications.

"The Forest Fire Service needed a simple, basic radio," says Gary Bendy, president of Tekk Comm Communications, the Franklinville, N.J., radio dealership that sold the radios to the agency. "Pilots needed to fly the plane and use the radio at the same time, so the radios needed to have few buttons and be easy to operate." Another important requirement was that the radios work with the agency's David Clark headsets, which Bendy was able to accommodate using capacitors, resistors and "old fashioned tech skills."

Icom's F121 VHF mobile fit the agency's needs and came at an irresistible price tag. "The grounds crew says it's the best radio they've had in terms of clear communications," Bendy says.



Grumman Ag-Cat and pilot Ed Carter, U.S. Forestry Service

Photo courtesy of Gary Bendy.

The F121/F221 Series features 128 memory channels, programmable wide- or narrow-channel spacing for each channel, and a multi 2-tone/5-tone system. At the same time, the radio is easy to operate, with front-mount speakers, six programmable buttons, and an independent volume knob. The VHF-version operates at 50 watts for excellent range, an important feature for wildland firefighting.

Two-way radio communications are an essential tool for preventing and fighting forest fires. Aircraft equipped with mobile radios detect and map fires, then relay the information to the grounds crew via two-way communications. During a forest fire, two-way radio communications link the command center to firefighters on the ground, and allow the command center to communicate with the agency's aircraft, which track the fire's path and dump water and retardant.

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Meet Your Icom Team

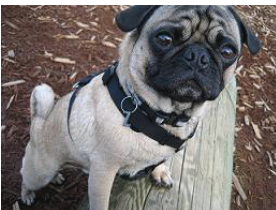
Customer Service is pleased to introduce **Ms. Kristine Frohning** Associate since September, 2006



Icom America's Corporate Receptionist, Kristine Frohning, is the first friendly voice you hear when calling Icom's main phone line. She runs a very busy switchboard while managing a handful of tasks, such as greeting corporate Guests, conference room and call scheduling, promotion order entry, invoice verification and keeping track of all Icom employees! Kristine brings several years of customer service and reception experience with her. Being a former dispatcher for a major distribution facility in the Pacific Northwest, Kristine is accustomed to working in a fast-paced environment.

"I love helping people and making sure everyone has a great impression when calling or visiting us. That is the first step in making your experience with Icom America a successful one," said Kristine.

Kristine's special interests and hobbies are movies, fine art, animation, theater, horseback riding and spending time with her pug, Ziljan.



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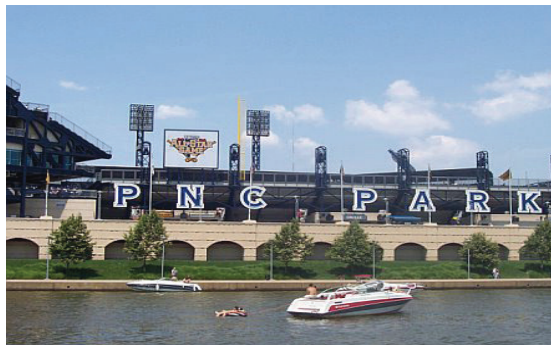
The New Jersey Forest Fire Service maintains nine Grumman Ag-Cats, capable of holding 300 gallons each, and contracts a PZL M18B Dromader with a 600-gallon capacity. The agency also acquired four planes, a helicopter, and two fixed-wing observation aircraft through the Federal Excess Property program, which loans U.S. Forest Service-owned equipment to state agencies for the purpose of wildland and rural firefighting.

According to Tekk Comm's Bendy, the agency is very pleased with the F121 and plans to purchase additional units in the future. "The radios work well and they have been able to pick up all needed frequencies," he says. "They love the radios."



Photos courtesy of Gary Bendy.

Icom Knowledge Base
One stop shop for technical support



PNC Ballpark, Pittsburgh. Photo released into public domain.

Icom technical service representatives handled over 38,000 support incidents last year. That's enough to fill up PNC Ballpark in Pittsburgh (presto, you're now a Pirates fan if you called in for help with programming your F3061). So if capacity determines ranking or ability, then the Icom technical support team is doing an outstanding job.

But what if you added 30,000 more user requests for technical support? You would need a bigger ballpark. And that's just what the Icom technical team has done with the recently launched knowledge base for dealers.

The Icom knowledge base (KB) is a store of radio knowledge and user solutions that is easily accessible online. That means anytime – 24/7.

The KB is available for free to Icom dealers through their dealer access on the Icom America B2B website (see how to register at end of article).

Created by Icom America's technical support team, the KB is expanding every day with content provided by technical support representatives (TSR) who

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For People Who Make Smart Choices