

**ia<sup>news</sup>**, 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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## MultiTrunk: IDAS™ Multi-site Trunking

Icom America announces the launch of MultiTrunk digital multi-site trunking for IDAS two-way radio systems. A simple firmware and compact flash upgrade requiring no external hardware, converts an IDAS conventional or trunked system to a high-capacity, multi-site trunked system.

"MultiTrunk multi-site trunking allows a large number of users to operate on the system to make the most efficient use of radio channels," says Mark Behrends, Icom Land Mobile National Sales Manager. "With no external hardware required, MultiTrunk is an economical solution for SMR operators and private mobile radio users requiring seamless roaming across a large geographical area."

MultiTrunk offers IP connectivity between up to 16 sites for seamless wide area coverage across an expansive area. Each site has the capacity for up to 30 channels, and because no dedicated control channel is required, all channels are available for voice and data communication.



Seamless roaming between sites enables subscribers to freely move about within the system's coverage area and contact other subscribers without knowing their exact location. Radios automatically register on repeaters when moving in and out of coverage areas.

With Icom's MultiTrunk, significant coverage improvement over analog systems, whether in-building, cross-campus, or over a larger geographic area. The digital advantages of IDAS offer superior audio quality over analog, too.

See our MultiTrunk ad (shown on the next page) in Mission Critical Communications, RE Magazine, UTC Journal, and Urgent Communications magazines.



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## Accessory of the Month

### HM-171GP Hand Mic



For use with the F3101D series portables. GPS position data can be sent to other advanced IDAS radios (PC and software required) and/or virtual radio/PC dispatch stations.



## BearCom Calls on Icom for a Hail (and Wind and Sleet and Snow...) Mary Play to Help Super Bowl Travelers

By Hugh Johnston, Purchasing Manager,  
BearCom, Dallas, TX

"I just thought I'd pass along a success story from the weather mess we had last week during Super Bowl week. Dallas Love Field expected 400-500 private jets to pile up there during the Super Bowl weekend.

Love Field isn't all that big, and it meant towing planes all over the place across active runways and taxiways to make room. Their tow vehicles have ancient radios that were not programmed right for some needed ground control frequencies. The ground crew thought they had taken care of the problem by renting some radios from us. Unfortunately, they only asked our rental coordinator for "VHF" radios and didn't specify they needed AM aviation radios to talk to the tower and ground control.



Starting Tuesday we got hit with a very unusual ice storm making the situation even worse. It wasn't till Thursday, just before all the extra airplanes were to start landing, that they realized the rental radios were useless. We only had one old Icom A4 in stock. Alicia [at Icom



America] confirmed availability and Laura [of BearCom, stuck at home in the ice] ordered 9 Icom A14s from Sharon [on Icom's order desk] just before shipping cutoff.

On Friday we got 6-8" of snow on top of the ice. Love Field was completely closed. FedEx did get the radios to Dallas but could not deliver due to the road conditions. On Saturday morning, our chairman, John Watson, picked up the radios and personally delivered them along with the A4 for the ten radios they desperately needed. The weather did improve tremendously on Saturday and the private jets flew in like a swarm of locusts. The Icom radios saved the day. Today they are getting us a PO. What really made this most important is that we have a large quote at Love Field to completely revamp their field maintenance radio system using UHF-AM crossband repeaters and Icom mobiles and portables. That all tested well, but unfortunately they hadn't bought it in time for Super Bowl weekend.

The Icom aviation radios really impressed the guys on the ground at Love Field and should help get the approval for the new system. Thanks for your good service."

**For People Who Make Smart Choices**

## Meet Your Icom Team

### Diane Morrison, Raychel Gray and Alicia Scott



Icom has implemented a reorganization of administration duties in the Sales & Marketing Group to streamline processes and improve efficiency both internally and externally. Administration support has been divided into categories of Dealer Support, Product Support, and Sales Support. These three support categories encompass all product groups which include Amateur, Avionic, Marine and Land Mobile.

#### **Diane Morrison – Dealer Support: (3 ½ years)**

Diane has been the Sales & Marketing Assistant for the Amateur group since she started with Icom in 2007. Her new duties focus on Dealer support so she is the contact person for all Icom dealers across all product groups and also deals with end user communications. Her responsibilities include RA's, dealer/end user consignments, ad co-op, maintenance of all dealer contact information, distribution of bulletins, and she is the point of contact for the B2B site. You can contact Diane at [dianem@icomamerica.com](mailto:dianem@icomamerica.com) or 425-586-6307.

#### **Raychel Gray – Sales Support: (6 years)**

Raychel's first position at Icom was with the Customer Service Department as the Travel Coordinator. After a year she was promoted to Sales & Marketing Assistant for the V.P. over the Amateur, Marine, Avionics and Land Mobile groups. With the reorganization her new duties focus on Sales Support so she now assists all sales representatives for all product groups as well as the V.P and product group managers. Some of her other responsibilities are dealer rebates, price lists, and forecast updates.

#### **Alicia Scott – Product Support: (10 years)**

Alicia started at Icom as the Sales & Marketing Assistant for Amateur and Land Mobile. After a year her duties changed to the Land Mobile Sales & Marketing Assistant and she was then promoted to the Land Mobile Product Coordinator position. Her new duties focus on Product Support for all product groups which includes new product launches, creation of bulletins, and inventory analysis.

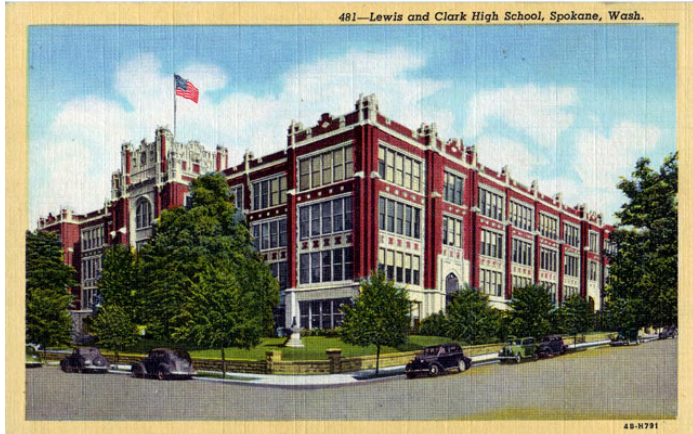
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## Spokane Public Schools Beats FCC Narrowbanding Requirement Deadline with Icom



A historic look at Lewis and Clark High School, still in use today

Spokane Public Schools is overhauling its two-way radio system to provide a reliable, district-wide system meeting FCC narrowbanding requirements. The new Icom system connects district officials, school principals and vice principals, school resource officers, safety patrols, recess attendants and transportation vehicles across the Spokane metro area.

The first phase of the project, involving the funding, purchasing and implementing of an Icom UHF radio system for the district's 34 elementary schools, is nearly complete. Spokane Public Schools is now moving forward on the next phase of the project, which focuses on acquiring a full fleet of VHF portable radios for its middle schools and high schools.

A cross-band repeater seamlessly connects the district's UHF and VHF radios and enables school resource officers to communicate directly with the Spokane Police and monitor Spokane's Sheriff's and Fire departments.

"We had to switch to a narrowband system before the end of 2012," says Lynette Spilker, district resource officer with Spokane Public Schools, who assisted in the selection of the new radios "to meet the requirements of the new system." According to Spilker, the new Icom radios offer more channels and better reception than the district's previous solution.

In implementing the new system, the district's primary goal is to ensure the safety of its nearly 30,000 students and promote a secure learning environment for all students, teachers and staff members. Spokane Public Schools (District No. 81) is the largest school district in

eastern Washington, comprising 34 elementary schools, six middle schools, six high schools and a skills center.

The district placed its first order for 60 Icom F21 portable radios with Valence Wireless & Communications, a local Spokane dealer, in November 2008. Since then, Valence has provided approximately 300 F4011 portables, a base station, remote desk sets and an FR4000 repeater to the district for use in its elementary schools. Spokane Public Schools has also purchased a new Icom VHF base station and a handful of replacement and fill-in VHF radios for use by its middle schools and high schools.

Grant money acquired with the help of the Spokane Schools Safety Department funded the purchase of the radios used by the elementary crossing guards.

"We've been working with Spokane Public Schools for many years," says Tom Sieverding, Sales Manager at Valence. "We go the extra mile and make sure the elementary schools understand how to use the radios. We take time to sit down with them to make sure they fully understand the programming and complete operation of their equipment."

According to Sieverding, the extra time spent on training and coordination pays off in terms of both system performance and customer satisfaction. News of the success of the district's system has traveled throughout the Inland Empire, with referrals coming from other school districts across the region.

"The district wanted to grow with their system," explains Sieverding, who says the new Icom system provides the full benefits of private mobile radio at a highly competitive price. It also can easily expand to accommodate additional users and functionality as the need arises, he says.

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**For People Who Make Smart Choices**

*Continued from page 4* **Spokane Public Schools Beats FCC Narrowbanding Requirement**

Both Spilker and Sieverding confirm the system is performing well and say user feedback is positive.

"The system is working phenomenally," Sieverding says. "There are no complaints."

## **Icom and Team F.A.S.T.: Taking Communications Reliability and Off-Road Racing to the Limit**



**Bullhead City, AZ** – F.A.S.T. Industries has chosen Icom as a company sponsor and communications equipment provider for the off-road group known as Team F.A.S.T. Racing. Team F.A.S.T. consists of a group of passionate and determined builders, racers and volunteers – a highly-coordinated and choreographed group with absolute reliance on each other, and their Icom equipment.

F.A.S.T. founder Keith Minnicks and his team are ready for a busy first racing season. Keith states: "We are going to start in the 1450 sportsman class and by end of season move into our professional class 7 unlimited, to prepare for the fight for the 2012 SNORE [Southern Nevada Off Road Enthusiasts] championship."

The adrenaline-charged, bone-jarring world of high-speed off-road racing is a passion for the 26-year-old company founder and college student. Keith is finishing work on a highly-customized Ford Ranger off-road racing truck for competing in the Nevada and California deserts. With a newer, modified 4.0-liter SOHC engine, they expect around 300-320 hp.

Seven years ago, Keith Minnicks was a self-confessed adrenaline addict living life on the edge, always pushing to be at the top of his game – including dirt motorcycle racing. Everything changed on February 14, 2004 at the sand dunes of Glamis, CA where Keith suffered a severe biking accident. He recounts, "Two years

of physical therapy, repair surgeries, and nerve grafts later, I had to find another way to do what I loved –live on the edge at high speeds through the desert."

Because Keith can't use his left arm, he needs his co-driver to shift for him and read the gauges while he steers, so the two are in constant communication. The noise level inside the truck makes radio communication between Keith and his co-driver a must. The two also must keep in touch with the rest of their team and the chase truck. Keith and the team rely on their team of Icom F3011 portables and F5021 mobiles radios to send and receive critical data. The terrain where they're racing is so severe and the speeds so fast that Keith can't take his eyes away to read the gauges, so he relies completely on the team and radios to send and receive critical data.

Keith says, "Icom's role in this project is at the core of this team. Without the communication between driver, co-driver and the pit team, we wouldn't be a force to be reckoned with. Because of Icom's race-proven F5021 land radio and programming by PCI Race Radios, we will never have to worry about the loss of vital communications. The F3011 handheld is user-friendly for our volunteers too—its easy programming options and compatibility with the various race intercoms and headsets make it a winner."

"Icom is THE name in communications for the off-road industry. I put not only my life, but my co-driver's as well, in the hands of Icom every race."

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