

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

IN THIS ISSUE:

- Adams Distributing Converts Sites to IDAS™
- Icom Celebrates 30 Years
- The Case of the Missing Repeater
- New Marine Icom Service Centers; Icom-Florida Now Open in Tallahassee

Adams Distributing Converts Sites to IDAS™

Once in awhile procrastination pays off. It certainly did for Scott Adams of Wixom, Mich.-based Adams Distributing, who needed to find a migration solution for his legacy 25 kHz analog sites. But without a clear FCC narrowband mandate and no stand-out solutions, he was postponing the inevitable for as long as possible.

"The FCC is eventually going to require 6.25 kHz, and I've been looking at what to do with this legacy system for some time," Adams says. Scott goes on to say that he's never been convinced that some of today's common trunking protocols are the way to go, and he does not want to pay "an arm and a leg for it."

Adams, who operates three sites in the Detroit metro area and provides services for 1,500 local users, planned to eventually network the sites for wide area coverage, add an additional site and transition to narrowband digital.

He looked at several common standards, but none seemed quite right. Too expensive, too proprietary, too unproven. Then he discovered IDAS™.

One of Adams' customers, a leading automobile manufacturer with operations in Detroit, wanted to install a narrowband digital communications system in a newly constructed research building. One caveat: The new system had to be capable of communicating with another nearby facility that still operated a conventional analog system.

While investigating different solutions, Adams and his project partner discovered Icom's FR6000 IDAS repeater.



The FR6000 can receive both analog and digital signals on a single channel, allowing the automobile manufacturer to operate a digital system in its new research facility and still communicate with the other facility's analog system.

"The system performed flawlessly," Adams says. It made him wonder whether IDAS might be the solution to his narrowband quandaries.

"I started investigating and found that not only is IDAS efficient, but it would also be a quarter of the cost of LTR and half the price of a competitor's system," Adams says.

Convinced he had finally found the solution he was looking for, Adams drew up plans to convert his three existing sites to IDAS and add one additional site. He also upgraded to IDAS Trunking with the optional UC-FR5000 network card, which allows him to program the trunking controller and carry out simple diagnostics via IP connection.

Currently, the project is nearing completion. Adams is now waiting for the new frequency assignments so that the rest of the repeaters can be installed.

Continued on page 2

Continued from page 1 **Adams Distributing Converts Sites to IDAS™**



“The coordinator hasn’t finished our licenses yet, probably because it’s a pretty big task: We’re changing all our current 25 kHz repeaters at three sites,

and activating a fourth site,” Adams says. “Once we receive the license, we’re online!”

With the release of Icom’s IDAS multi-site IP network firmware, expected to ship in early 2010, the project will be complete, says Adams. “That’s when the system will really show off what it can do.”



September 17th marked Icom’s 30 year anniversary. We celebrated with a party for our team-members who have made it all possible! Gathering together on Friday (Sept. 18) at our new warehouse space, we threw a party befitting such an important milestone. Food, cake, music...the afternoon was enjoyed by all. Here’s to another 30 years!

Icom America Inc.
2380 116th Ave NE
Bellevue, WA 98004
Phone: (425) 454-8155
Fax: (425) 454-1509
Customer Service: (425) 454-7619

Icom America Systems
Phone: (425) 586-6363
Fax: (425) 586-6321
ias@icomamerica.com

For People Who Make Smart Choices

The Case of the Missing Repeater



On an otherwise uneventful morning in early May, the Grounds and Landscaping Department at Florida State University discovered their radios no longer worked.

Clues were scant. Desperate, the department placed a call to Mike O'Brien, owner of Tallahassee 2 Way Radio Systems, who provided radios to the university's different departments for the past 15 years.

"We responded to their call within one hour and we found that their repeater was no longer on campus," recalls O'Brien. "The locked room housed five repeaters. Someone had come in and stripped the department's repeater out of the room. The other four were undisturbed. The only things left [from the missing repeater] were two concrete blocks and the LMR 400 cable hanging from the wall."

"I had never seen anything like that before," O'Brien says.

With a little detective work the rest of the story quickly unfolded: The missing repeater had been donated to FSU by an employee several years ago. He had recently passed away, and his widow had requested that the repeater be removed and donated to the local ham radio club. Unfortunately, the FSU Grounds and Landscaping Department was not informed prior to the repeater's removal.

It was now a race against time to get a new repeater purchased and installed.

"I made a quick call to Icom Systems explaining the situation. They went to work, and I was able to provide FSU purchasing with a quote for an Icom FR6000 repeater package the very same day," O'Brien says. "Icom's technicians expedited the order and we received and installed the repeater within four days."

While waiting for the repeater to arrive, the department utilized their talk-around channel.

The new IDAS FR6000 repeater was installed May 7, 2009. Not only did it meet the department's need for a quick fix to its communications problems, the repeater offers advanced digital/analog mixed-mode operation.

Part of Icom's family of IDAS products, the FR6000 allows users to gradually introduce digital technology while still using existing analog radios in a system.

"The department currently does not use the digital capabilities of the unit but they understood that they needed a unit that was future proof," O'Brien explains. "The purchasing department liked the idea that I could provide this unit for just a few dollars more than an analog unit."

In addition to the new FR6000 repeater, the Grounds and Landscaping Department has 37 Icom F21 portables for general use and another six waterproof Icom F60V portables reserved for irrigation employees.

O'Brien has supplied hundreds of Icom radios over the years to various FSU departments, from athletics to maintenance. Currently there are five Icom repeaters on campus.

He expects the university to continue to purchase IDAS products in the future. "They like the idea that the unit is future-proof," O'Brien says. "It's a smart investment."

For People Who Make Smart Choices

Icom Service Centers (ISC)

Full Service Marine

ISC- Florida (Tallahassee)
Williams Communications, Inc.
1.800.649.5783

Land Mobile & VHF Marine

ISC-East (New York)
United Radio
800-599-2101

ISC-Midwest (Chicago)
AJR International, Inc.
888-616-9600

ISC-West (City of Industry)
Joe's Electronics & Repairs Inc.
626-731-2878

ISC Amateur, Marine and Avionics

ISC-Midwest (Michigan)
SAR Technical Services, Inc.
269-429-2334

ISC-Southeast (South Carolina)
Paul Hansen and Assoc.
864-222-3539

New Marine Icom Service Centers; Icom-Florida Now Open in Tallahassee

Getting your equipment back from service and repair within a reasonable time is critical. It's also the main concern of Icom America Service Department – quality servicing accompanied by the quickest turn-times possible.

The combination of shipping costs, transit times and growth in servicing requests can present barriers to providing customers efficient turn-arounds. This is why Icom America has established Icom Service Centers (ISC) in regional locations across the U.S.

An ISC is a privately owned electronics, communications and manufacturing company who has partnered with Icom America to provide our customers highly skilled servicing by certified technicians, backed by additional Icom training and certification at our Bellevue Repair Center.

In addition to providing expert repair and quality service, our ISCs enable regional customers more servicing options, shorter shipping routes and increased efficiency for getting your equipment back to you quickly.

I am honored to introduce our most recently added partner, Williams Communications, Inc., located in Tallahassee, Florida. Williams Communications has been in the repair business for over five decades. On October 1st, 2009 they'll be ready to receive product and provide full servicing capability to our Icom Marine customers residing on the Eastern Seaboard and Gulf regions. I highly encourage all dealers and their customers to give them your servicing business.

The Icom America Bellevue, WA Service Center is available to all customers, but in 99% of cases using the ISC closest to you will result in returning your equipment faster and with the same high-quality repair backed by Icom America.

We're always looking to improve repairs and turn-times for our customers. If you have suggestions on how we can better serve you, please don't hesitate to let me know.

Dwayne Black

Icom America Service Manager
DwayneBlack@IcomAmerica.com

