

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:

- NNEC Leaps Directly to 6.25 kHz and Lands an AVL Solution, Too
- Meet You Icom Team – Fred Varian – Technical Support Representative
- Accessory of the Month – SimpleTrack AVL
- Icom Showcases IDAS at IWCE™
- Shulman Rogers Narrowbanding Assistance Site

NNEC Leaps Directly to 6.25 kHz and Lands an AVL Solution, Too

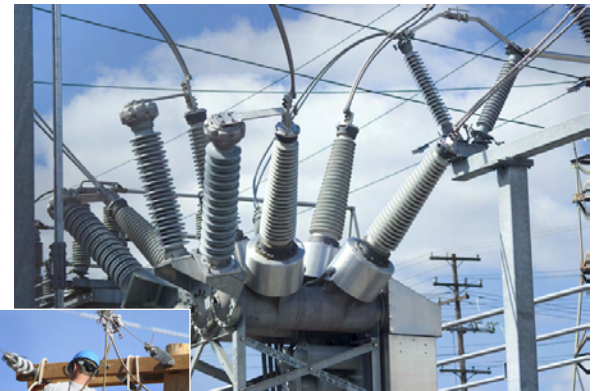
Northern Neck Electric Cooperative (NNEC), a non-profit rural electric distribution cooperative located in Warsaw, Va., needed to replace its wideband radio communications system that dated back to the late 1980s to comply with the FCC's Jan. 1, 2013, narrowband deadline.

The co-op, which services 15,800 members in six counties across the state of Virginia, also was interested in implementing a cost-effective AVL solution to track the location of field workers and vehicles to improve customer service and allow the utility to respond to outages and other incidents more quickly.

"We needed a base repeater system that could provide coverage for a system that extends at least 40 miles from the centrally located base office," explains Jim Moss, Vice President of Operations for NNEC. "The new system needed to be 12.5 kHz, or preferably 6.25 kHz, be capable of digital communications, and be able to cover our service territory."

Moss carefully researched available options and decided the logical approach was to jump directly to 6.25 kHz technology, bypassing 12.5 kHz entirely. His goal was to find a reliable, flexible 6.25 kHz system at a competitive price that was capable of integrating an AVL system and third-party GPS mapping solution.

"We were not going to implement an AVL system for some time because we could not justify the cost," Moss says.



"We felt that if we could get an AVL solution as a low-cost adder to another application, we would consider that option."

NNEC solicited bids for a new narrowband system from three vendors, including David Lankford of the Small Business Group, who proposed a system based on Icom's IDAS technology.

"Northern Neck had already done its research. It was familiar with Icom's IDAS system and knew it wanted to take the step to 6.25 kHz now, rather than later," says Lankford, a partner with the White Stone, Va.-based Icom dealer.

The co-op closely evaluated each proposal, looking at overall value as well as functionality. After considering each bid, NNEC chose Icom because its IDAS system was very competitively priced and capable of providing a low-cost AVL solution, Moss says. "Icom also had a 6.25 kHz solution," he says. "We decided to make the jump now rather than later. It was an easy decision."

Continued on page 2

©2010 Icom America Inc.
 The Icom logo is a registered trademark of Icom Inc.
 The IDAS logo and name are trademarks of Icom Inc. All other trademarks remain the property of their respective owners. All information and specifications subject to change without notice or obligation. 10198

Meet Your Icom Team

Fred Varian
 Technical Support Representative



Fred Varian's impressive telecomm background (36 years!!) has served him well as one of Icom's Technical Support team. As Technical Support Rep, Fred works to answer your technical questions on Icom's products, especially dealing with feature options and programming software.

No matter whether via email, phone, or if you are out at a trade show – Fred supports over 370 individual radio models, and can answer your feature and programming questions.

Customer satisfaction really IS important to Fred; "Working with our dealers, their technicians and customer so they are satisfied with our products is very rewarding. The extra bonus is when they are enthusiastic about our products. Learning new technology is its own reward, too. I am a techie geek at heart!"

Fred was also very active in the introduction of D-Star technology outside of Japan with the K5TIT group in Dallas prior to coming to Icom. Mr. Varian serves as a volunteer Trust Server Administrator external of Icom coordinating an international network of over 420 D-Star nodes which continues to grow. D-Star was the forerunner to the IDAS deployment for Land Mobile.

Continued from page 1 **NNEC Leaps Directly to 6.25 kHz and Lands an AVL Solution, Too**

In May 2009, Northern Neck purchased and installed its new Icom IDAS very narrowband system consisting of 30 F3161DS portables, 45 F5061D mobile units, and an FR5000 base repeater with 150 watt amplifier, duplexer and power supply.

System installation and programming were performed in-house by NNEC's team of IT professionals. Mike Hyde, manager of IT, coordinated the equipment set-up and installation. Although his experience in radio was limited, he says system installation went very smoothly. "The vendors were willing to work with us to make the installation a success," he says.

Once its budget permitted further upgrades to the system, the utility purchased GPS units and added a DB25 connector for the radio connection and a DB9 connector for a computer connection. The mobile radios are programmed to auto-transmit every 10 minutes. The GPS data is then mapped on the co-op's third-party mapping application.

The new location capabilities were put to the test during February's massive snow storm that swept across the Northeast United States. "During the storm, I could watch the outages (on the map) and see the trucks responding to them," Hyde says. He says the system performed well and helped the utility respond to the outages more quickly.

NNEC is very pleased with its new system.



"For a utility of our size, this system made sense in a lot of ways," Moss says. "We got a system that should take us well into the future."

"The new Icom system is giving us very good system coverage and the sound is crystal clear. We are impressed and very satisfied with our results"

- Jim Moss, Vice President of Operations for NNEC

For People Who Make Smart Choices

Accessory of the Month

SimpleTrack AVL



Icom's SimpleTrack AVL solution allows users to simply and affordably keep track of their fleets and works with our F121/F121S and F521/F621 mobile radios. A card plugs into these radios with a 3m cord attached to it and a GPS antenna at the end of the cord. Users can program how often vehicles are polled for their location. Polling can be as fast as 4-8 seconds or as slow as every 30 seconds. Locations will also display at the beginning and end of all voice transmissions.

Please call us @ **(800) USA-ICOM** for more information on SimpleTrack.

Icom Showcases IDAS at IWCE™

The two-way radio industry descended on Las Vegas this month for the annual International Wireless Communications Expo (IWCE), held March 10-12 in the Las Vegas Convention Center. IWCE once again lived up to its reputation of uniting vendors, dealers and customers for cutting-edge exhibits and education opportunities, done Vegas-style.

Steady crowds and a strong interest in the IDAS product line made for a very successful show, says John Sullivan, western regional sales manager for Icom America. "IDAS was the highlight of the show," says Sullivan, who attributes the excellent response to the industry's accelerating shift to digital communications.

Icom showcased its IDAS product line, a complete 6.25 kHz digital solution that includes the FR5000 Series repeater, F5061 Series mobile, F3161 Series portable, and the new RC-FS10 virtual radio/dispatch software for IDAS conventional IP networks. The RC-FS10 software lets users perform a minimum set of console-like functions from any Windows-based computer.

Another highlight was Icom America Systems' IDAS CY-5000/6000 combination digital and analog repeater,



a self-contained unit that incorporates an internal power supply and heavy-duty cooling fan, with optional duplexer and pre-selector.

"Steady crowds and a strong interest in the IDAS product line made for a very successful show. IDAS was the highlight of the show."

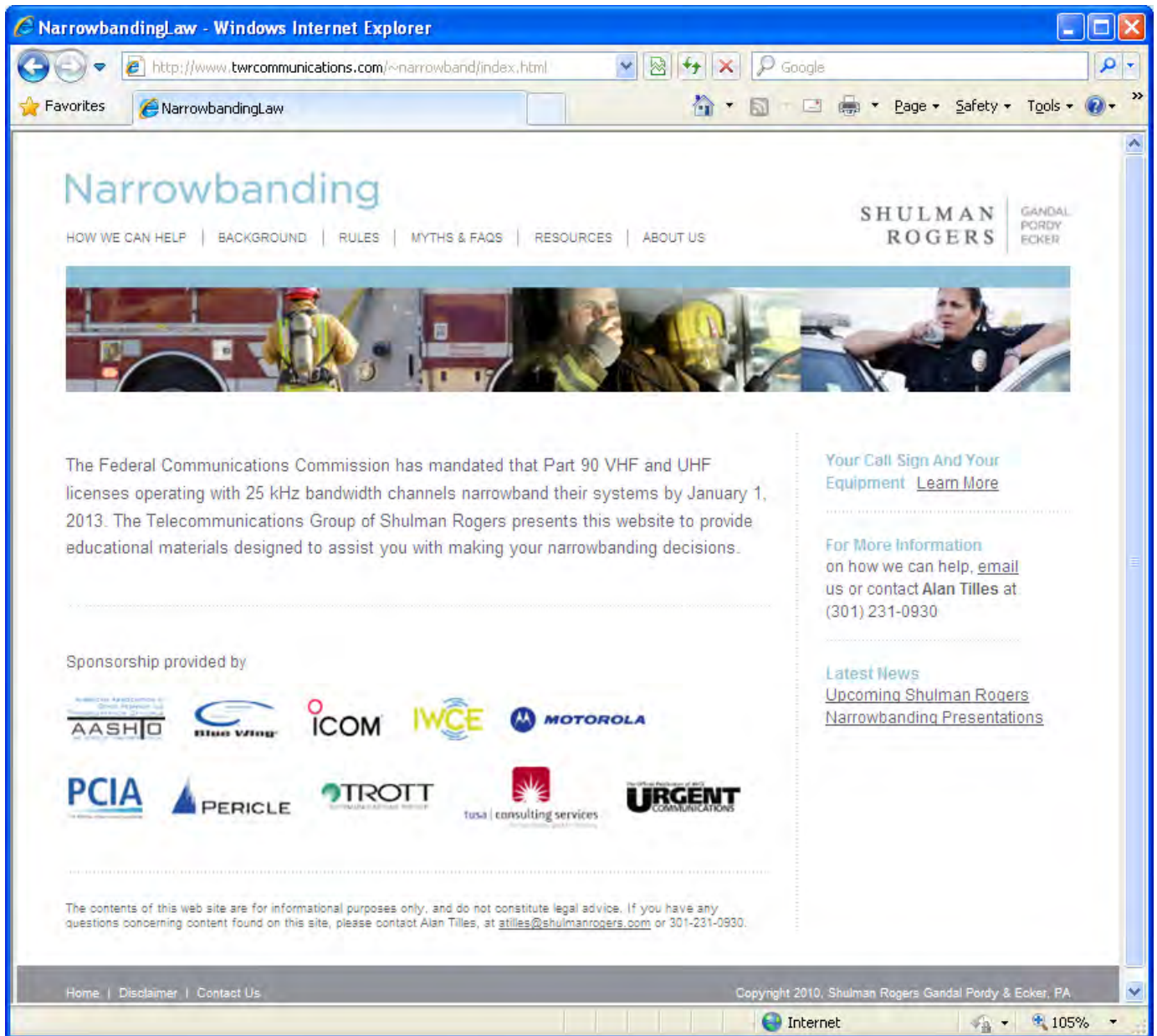
– John Sullivan, Western Regional Sales Manager for Icom America

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

Shulman Rogers Narrowbanding Assistance Site



Looking for help with narrowbanding questions? Look [here](#) ! This link will also be up on [our P25 Web page](#).