Scarborough Fire Department

B. Michael Thurlow, Fire Chief

GENERAL ORDER

TO:	ALL PERSONNEL	**ORDER #:** 15-003		**DATE ISSUED:**	07/03/2014
SUBJECT:	MOBILE DATA TERMINAL PROCEDURES			**DATE RECINDED:**	

PER ORDER OF: *B. Michael Thurlow*, Fire Chief

The Scarborough Fire Department has invested in Mobile Data Terminal (MDT) technology to provide important pre-plan and other valuable data to our apparatus in the field. These MDTs operate on a secure private cellular network and they must be used properly to be effective and for the integrity of the system. The following procedures must be followed when using the MDTs:

- All MDTs must be restarted daily as part of your truck check at the beginning of your shift to clear out the memory, install any software updates, and to refresh the terminal and data connections.

- If you receive a message indicating there are no logon servers available please wait at least two minutes before attempting to login. The reason is that the modem needs to communicate with a tower before we can login and sometimes it can take a couple minutes.

- Do not remove the USB modem from the laptop for any reason. It is port specific and if you connect the USB to a different port it will not work

- Do not turn on the wireless button on the laptop. This allows the laptop to search other wireless networks and connect to them. This will interfere with the Verizon network and will provided mixed results when trying to connect or access the department's private network.

- Do not change any windows, modem, or other software settings. They have been optimized for our private network use and no end user changes are required or authorized.

- We are no longer able to rename the laptops to move them from one vehicle to another. This is because these laptops are now on the network and part of our active directory. In order to rename a laptop you need to delete them from active directory and then re-add them. Only IT administrators have the appropriate rights to do this.

- All apparatus that have one shall use their MDTs to log their appropriate response status by activating the appropriate button as well as announcing their enroute, on-scene, and clear status on the radio for the situational awareness of other responding units.

The MDTs in our apparatus provide responders with a wealth of information and additional communications capabilities with our dispatch center to assure accurate response times are logged. They are intended to be used appropriately on each call by all on-duty personnel.