

FY14

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY14 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA's Integrated Services Program's website

(<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the PSAP Grant Manager, Lisa Nicholson, at lisa.nicholson@vita.virginia.gov. Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After submission, the PSAP Grant Manager will assign a Grant ID and send an e-mail notification to the project contact e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY14 PSAP Grant Application Cycle starts July 1, 2012 and concludes on October 31, 2012 at 5:00 pm.

ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



FY14 PSAP GRANT APPLICATION

PROJECT TITLE

Rappahannock CPE Upgrade

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Rappahannock County

CONTACT TITLE: E911 Coordinator

CONTACT FIRST NAME: Richie

CONTACT LAST NAME: Burke

ADDRESS 1: 311N Gay St

ADDRESS 2: P O Box 222

CITY: Washington

ZIP CODE: 22747

CONTACT EMAIL: jhwoodward@rappahannockcountyva.gov

CONTACT PHONE NUMBER: 540-675-5340

CONTACT MOBILE NUMBER: 1T

CONTACT FAX NUMBER: 540-675-5341

REGIONAL COORDINATOR: Sam Keys

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



GRANT PROGRAM TYPE

- Continuity and Consolidation Enhancement

TIER

- Out of Service Non-Vendor Supported*
 Technically Outdated* Strengthen
 Not Applicable

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: B4.0 # YEARS of HARDWARE/SOFTWARE: 8 Years Old

PROJECT FOCUS CPE

If "Other" selected, please specify: 1T

FINANCIAL DATA

Amount Requested: \$ 150,000.00

Total Project Cost: \$ 171,275.59



STATEMENT OF NEED

This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

The Rappahannock CPE System Replacement Project directly relates to the funding priority established by the PSAP Programs Grant Committee for CPE's to address non-vendor supported equipment.

Our project will replace the current Rescue Star CPE equipment with a new Patriot CPE system. In which if this

With the purchase of a new radio system and tower, expansion of Sheriff's Office and buy in with an regional jail the county has had some expensive ventures lately. At this time we would not be able to fund this item.

Describe how the grant will be maintained and supported in the future, if applicable.

Local sustainability will be achieved at the Primary PSAP by having equipment that will be covered by a manufactures warranty that includes both vendor support and maintenance. Once the manufactures warranty expires, the County will ensure that funding is provided in the annual budget to purchase an extended warranty.



COMPREHENSIVE PROJECT DESCRIPTION

Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

To equip the Dispatch Center with a replacement for the outdated Rescue Star and work stations. Coordinate with the vendor to ensure a smooth transition of services. Schedule training sessions with the Communications Officers on the new equipment if needed.

FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

PROJECT TIMELINE – Select each applicable phase of the project and indicate the estimated completion date. Sample activities for each phase can be found in the PSAP Grant Program Guidelines as well as on the addendum to this form.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	07 / XX / 13
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	04 / XX / 12
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	07 / XX / 13



<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	10 / XX / 13
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	12 / XX / 13

Identify the longevity or sustainability of the project.

The CPE replacement project will bring us up to date with the most available technology available for CPE equipment that will support the longevity of our project. Vendor maintenance will support will ensure the sustainability of our project. The new equipment will also make it easier for new technology to be incorporated into the day to day operation of the PSAP.

Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.

1T

REGIONAL INITIATIVE (if applicable)



The relationship of the initiative to the participating PSAPs:

1T

Intended collaborative efforts:

1T

Resource sharing:

1T

How does the initiative impacts the operational or strategic plans of the participating agencies:

1T



CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:

1T

How should it be organized and staffed:

1T

What services should it perform:

1T

How should policies be made and changed:

1T

How should it be funded:

1T



What communication changes or improvements should be made in order to better support operations:

1T



BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See attached bid.

EVALUATION

How will the project be evaluated and measured for achievement and success:

When project is installed and up and running will verify the operation of the Unit.



FINANCIAL AND PROGRAMMATIC REPORT

PROJECT PHASES

SAMPLE ACTIVITIES

PHASE

SAMPLE ACTIVITIES

INITIATION

(Project approved by appropriate stakeholders)

- Project concept is documented
- Local Board or governing authority approval or endorsement is received
- PSAP grant application is filed
- Local budgets are obtained
- Appropriated grant funds are approved
- Budgetary estimates are obtained

DESIGN/PLANNING

(Project, system, or solution requirements are developed)

- Requirements are documented
- Components to be purchased are identified
- General design is documented

ACQUISITION

(Selected system or solution is procured)

- RFP (or other bid related processes) are drafted
- Proposals are evaluated
- Contract is signed
- Purchase orders are issued
- Quotes are obtained/grant funds draw down

IMPLEMENTATION

(Selected system or solution is configured and installed)

- Purchased components are delivered and installed
- Training is performed

TESTING/COMPLETION

(Selected system or solution is tested and put in production)

- Performance of system/solution is validated
- System/solution goes "live"



CenturyLink

Customer Legal Name: -
 Customer Billing Name: E911 Rappahannock County
 RICHIE BURKE PO BOX 222
 -
 WASHINGTON, VA 22747-0222
 Quote Number: 12-005272

Valid Until May 4, 2012

Description of Work to be Performed: Upgrade to Patriot VoIP

Budgetary Quote

Qtt12016

Price shown is based upon direct sale accompanied by new Centurion Maintenance contract

Description	Quantity	Unit Price	Extended Price
Sentinel Patriot	-	-	-
PAT 3.2 L/D/M	-	2,033.99	4,067.98
PATRIOT SYS CFG	1	1,355.99	1,355.99
PAT/CM CAD INTFC LIC	2	678.00	1,356.00
BLKBX TL158A-R4 DATACAST	1	477.31	477.31
CBL 10FT DB25M/DB25M	1	10.85	10.85
-	-	-	-
Server Equipment	-	-	-
SVR TOWER ML330/G6	4	2,127.56	8,510.24
USB TO SERIAL HUB KIT	2	442.05	884.10
RISER CARD PCI-X KIT	2	238.66	477.32
MNTR 17IN W/SPKRS NEC	1	296.97	296.97
SVR WIN 2008 + 5 CAL	2	1,159.38	2,318.76
PAT PTS CENT OS	2	-	-
PAT SVR CFG	4	678.00	2,712.00
-	-	-	-
Workstation Equipment	-	-	-
SENT PAT 3.X MIG UPGD LIC	2	4,745.98	9,491.96
PAT 3.X SW SPT 5YR	2	4,474.78	8,949.56
-	-	-	-
Workstation Equipment - z210	-	-	-
WKST HP Z210 WIN7	2	2,189.94	4,379.88
MNTR 19IN W/SPKRS BLK NEC	2	393.24	786.48
KEYPAD 24KEY W/12FT CBL	2	149.16	298.32
PAT 3.X SAM SENT HDWR KIT	2	2,240.10	4,480.20
SENT IWS CFG	2	271.20	542.40
SENT STAGING FEE PP	2	406.80	813.60
CPR/SYSPREP IMAGING	1	-	-
-	-	-	-
Sentinel Patriot Dual IRR Module	-	-	-
PAT/CM IRR LIC/DOC/MED	2	1,349.22	2,698.44
PAT/CM IRR SW SPT 5YR	2	809.54	1,619.08
-	-	-	-
HP Switch/Router Equipment	-	-	-
SWITCH 24-PORT PRCRV 2610	2	713.25	1,426.50
-	-	-	-
Peripherals & Gateways	-	-	-
PAT/CM ALARM PANEL	1	2,033.99	2,033.99
PAT PERIPHERALS	1	5,179.90	5,179.90
MODEM PKG 56K EXT	1	793.26	793.26
FXO GATEWAY 4-PORT	2	1,082.08	2,164.16
FXS GATEWAY 4-PORT	2	977.68	1,955.36
FIREWALL S1104 APPL	1	2,745.89	2,745.89
WARR FIREWALL S1104 5YR	1	3,288.29	3,288.29

Prices do not include charges for taxes, duties, tariffs, telecommunication services, or professional services such as Centurion Maintenance or Managed Network Services.

VPN CONFIG SERVICE	1	271.20	271.20
CONFIGURE NETWORK DEVICE	1	180.35	180.35
-	-	-	-
Peripherals & Equipment Racks	-	-	-
EQPMT RACK 19 INCH	1	372.91	372.91
KVM 4-PORT SWITCH	1	599.35	599.35
CBL KVM PS/2 CONSOLE	1	37.97	37.97
CBL KVM PS/2 PC	4	75.94	303.76
BRKT 19IN RACK MTG/ARBTR	1	43.39	43.39
-	-	-	-
Aurora 2.0 - Standard MIS System	-	-	-
AURORA 2.0 DOC/MEDIA	1	-	-
AURORA STD LIC	1	2,711.99	2,711.99
AURORA USER LICENSE	1	1,017.00	1,017.00
SQL 2008R2 CAL RUN ENT	1	238.65	238.65
AURORA COLLECTION LIC	2	1,084.79	2,169.58
AURORA STD SPT 5YR	2	650.88	1,301.76
-	-	-	-
Aurora Optional Modules	-	-	-
AURORA ADV RPT PKG LIC	1	4,745.98	4,745.98
-	-	-	-
ML350 Server Equipment - Aurora	-	-	-
SVR TOWER ML350 G6	1	3,887.64	3,887.64
HARD DRIVE 300GB SAS 10K	4	692.92	2,771.68
KIT BACKUP 1TB SATA	1	433.92	433.92
DVD-RW ML310G5/ML350/70G6	1	157.29	157.29
2GB RAM ML/DL G6 SVR	3	157.29	471.87
MNTR 17IN W/SPKRS NEC	1	296.97	296.97
SVR WIN 2008 + 5 CAL	1	1,159.38	1,159.38
SQL 2008R2 SVR RUN ENT	1	98.99	98.99
PRESENT TENSE CLIENT	1	74.59	74.59
MIS SVR CFG	1	678.00	678.00
-	-	-	-
Workstation Equipment - z210 - Aurora	-	-	-
WKST HP Z210 WIN7	1	2,189.94	2,189.94
MNTR 19IN W/SPKRS BLK NEC	1	393.24	393.24
GENERIC WKST CFG FEE	1	339.00	339.00
-	-	-	-
Peripherals & Equipment Racks	-	-	-
RACK EQUIP SERVER 19INCH	1	1,235.32	1,235.32
CBL PATCH 15FT	1	18.98	18.98
-	-	-	-
Field Engineering Services for Aurora	-	-	-
AURORA CFG F/E SETUP SVC	1	678.00	678.00
-	-	-	-
Recommended Spares	-	-	-
FXO GATEWAY 4-PORT	1	1,082.08	1,082.08
FXS GATEWAY 4-PORT	1	977.68	977.68
SWITCH 24-PORT PRCRV 2610	1	713.25	713.25
-	-	-	-
Field Engineering Services	-	-	-
FIELD ENG-PRIMARY	176	135.60	23,865.60
-	-	-	-
Training	-	-	-
SENTINEL PATRIOT AGENT	12	169.51	2,034.12
SENTINEL PATRIOT ADMIN	6	508.50	3,051.00
AURORA ADMIN TRAINING	6	339.00	2,034.00
TRAVEL EXPENSE	2	722.75	1,445.50
DAILY TRAINER EXPENSE	7	410.87	2,876.09
-	-	-	-
-	-	-	-
misc. materials; wire, blocks, equipment	1	3,389.98	3,389.98

Prices do not include charges for taxes, duties, tariffs, telecommunication services, or professional services such as Centurion Maintenance or Managed Network Services.

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-	-	-	-

SUBTOTAL: Gross Material Price	\$	146,462.79
SUBTOTAL: Gross Discount	\$	-
Net Material Price	\$	146,462.79
Labor (Includes Project Management if not shown separately below)	\$	19,394.00
Project Management	\$	2,918.80
Shipping	\$	2,500.00
TOTAL PRICE	\$	171,275.59

All Products listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the Equipment Sales Product Annex, both posted to http://about.centurylink.com/legal/rates_conditions.html



CENTURYLINK
CenturyLink Centurion Maintenance

Customer Legal Name: -
 Customer Billing Name: E911 Rappahannock County
 RICHIE BURKE PO BOX 222
 -
 WASHINGTON, VA 22747-0222
 Quote Number: 12-005272

Valid Until May 4, 2012
 Contract Term: 36 Months

All Services listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the EMBARO® Centurion Maintenance Service Annex, both posted to http://about.centurylink.com/legal/rates_conditions.html.

Description	Quantity	Annual Extended Rate			
		Unit	Total		
PAT 3.2 L/D/M	2	-	-	5,358.36	10,716.72
PAT/CM CAD INTFC LIC	2	-	-	-	-
BLKBX TL158A-R4 DATACAST	1	-	-	-	-
SVR TOWER ML330/G6	4	-	-	-	-
USB TO SERIAL HUB KIT	2	-	-	-	-
RISER CARD PCI-X KIT	2	-	-	-	-
MNTR 17IN W/SPKRS NEC	1	-	-	-	-
SENT PAT 3.X MIG UPGD LIC	2	-	-	-	-
WKST HP Z210 WIN7	2	-	-	-	-
MNTR 19IN W/SPKRS BLK NEC	2	-	-	-	-
KEYPAD 24KEY W/12FT CBL	2	-	-	-	-
PAT 3.X SAM SENT HDWR KIT	2	-	-	-	-
PAT/CM IRR LIC/DOC/MED	2	-	-	-	-
SWITCH 24-PORT PRCRV 2610	2	-	-	-	-
PAT/CM ALARM PANEL	1	-	-	-	-
PAT PERIPHERALS	1	-	-	-	-
MODEM PKG 56K EXT	1	-	-	-	-
FXO GATEWAY 4-PORT	2	-	-	-	-
FXS GATEWAY 4-PORT	2	-	-	-	-
FIREWALL S1104 APPL	1	-	-	-	-
EQPMT RACK 19 INCH	1	-	-	-	-
KVM 4-PORT SWITCH	1	-	-	-	-
AURORA 2.0 DOC/MEDIA	1	-	-	-	-
AURORA STD LIC	1	-	-	-	-
AURORA USER LICENSE	1	-	-	-	-
AURORA COLLECTION LIC	2	-	-	-	-
AURORA ADV RPT PKG LIC	1	-	-	-	-
SVR TOWER ML350 G6	1	-	-	-	-
HARD DRIVE 300GB SAS 10K	4	-	-	-	-
KIT BACKUP 1TB SATA	1	-	-	-	-
DVD-RW ML310G5/ML350/70G6	1	-	-	-	-
2GB RAM ML/DL G6 SVR	3	-	-	-	-
MNTR 17IN W/SPKRS NEC	1	-	-	-	-
WKST HP Z210 WIN7	1	-	-	-	-
MNTR 19IN W/SPKRS BLK NEC	1	-	-	-	-
RACK EQUIP SERVER 19INCH	1	-	-	-	-
FXO GATEWAY 4-PORT	1	-	-	-	-
FXS GATEWAY 4-PORT	1	-	-	-	-
SWITCH 24-PORT PRCRV 2610	1	-	-	-	-

Options Included:			
-			
-			
-			
-			
-			
-			
SUBTOTAL: ANNUAL RECURRING EQUIPMENT COVERAGE		\$ -	\$ 10,716.72
TOTAL ANNUAL RECURRING COVERAGE CHARGES		\$ -	\$ 10,716.72
TOTAL CONTRACT TERM RECURRING COVERAGE CHARGES		\$ -	\$ 32,150.16

CONTRACT TERM: 36 Months

Product Discontinuation Notice

Document ID: ECS100730

Title: Sentinel[®] ECS-1000[™]ANI/ALI Controller (Single PSAP only) and Sentinel[®] RescueSTAR[®] – End of Sale / Support Plan

Effective Date: July 30, 2010

This Product Discontinuation Notice (PDN) announces a change in the product lifecycle for our ECS-1000 Single PSAP ANI/ALI Controllers and RescueSTAR customers for the following products:

- **Sentinel[®] ECS-1000[™] Controller**
- **Sentinel[®] RescueSTAR[®]**
- **Sentinel 9-1-1 for ECS-1000 / RescueSTAR**
- **Sentinel Instant Recall Recorder for ECS-1000 / RescueSTAR**
- **Sentinel Stats for Sentinel 9-1-1 / ECS-1000 / RescueSTAR**
- **Sentinel Activity Tracker for Sentinel 9-1-1 / ECS-1000 / RescueSTAR**
- **Sentinel ECS-1000 / RescueSTAR CommandPOST**
- **Sentinel Enhanced ALI for Sentinel 9-1-1 / ECS-1000 / RescueSTAR**
- **SMART for Sentinel 9-1-1 / ECS-1000 / RescueSTAR**
- **Sentinel 9-1-1 Pro for Sentinel 9-1-1 / ECS-1000 / RescueSTAR Nortel PBX Integration**

Information on quoting, last time buy dates, support plans, and migration options are included below.

Please be advised that this notice is not for the customers of the ECS-1000 Multi-PSAP, Selective Router, Hybrid systems, their Sentinel 9-1-1 workstations or the Sentinel ECS-1000 SS7 Gateway. There is no End of Sale / End of Support or End of Life notice for those customers at this time. Customers of these products are asked to review PCN# ECSSR100730 for details regarding ongoing sales and support information.

Future Sales & Support Plans

This PDN outlines sales and support information, and a listing of the effected part numbers for each of the above referenced legacy systems. In addition to milestone dates, PlantCML is please to provide migration options for each product.

Summary of Milestone Dates for Each Product:

Milestone	Description	ECS-1000 ANI/ALI Controller (Single PSAP)	RescueSTAR	Optional Applications
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End of Sale

End of New System Sale	The final date on which a new system will be available for sale.	July 30, 2010	July 30, 2010	N/A
End of Expansion Quote	The final date to obtain quotes for spares and/or add-ons.	Jan. 28, 2011	Jan. 28, 2011	Jan. 28, 2011
End of Expansion Sale	The final date on which spares and/ or add-ons will be available for sale.	May 27, 2011	May 27, 2011	May 27, 2011

End of Support

End of Support Contract Renewal	The last date to extend or renew a support contract for the product. The extension or renewal period cannot extend beyond the last date of support delivery.	Jan. 25, 2015	Jan. 25, 2015	Jan. 25, 2015
End of Support Delivery	The last date to receive support for the product. PlantCML will provide best effort attempt to resolve any issues beyond the given date.	Jan. 25, 2016	Jan. 25, 2016	Jan. 25, 2016

Sentinel ECS-1000 Controller Support Plan

The information below outlines the schedule and details of the sales and support plan.

END OF NEW SYSTEM SALES DATE:

PlantCML will no longer accept orders for new Sentinel ECS-1000 Controller systems effective July 30, 2010, but will continue to support customers per the terms of the customer's contract with PlantCML or the PlantCML Hardware Repair and Warranty Policy, as applicable.

The terms of this announcement are as follows:

- **New quotes:** Effective immediately, PlantCML will no longer produce quotes for new **Sentinel ECS-1000 Controller** systems. Quotes for spare parts and/or add-ons will be produced until January 28, 2011.
- **Existing quotes:** PlantCML will honor outstanding orders based on original quote date for 180 days from date of issue of the quote.
- **Existing orders:** All existing orders will be honored as is.

SUPPORT FOR EMBEDDED BASE:

PlantCML will continue to support our embedded customers through:

- **Existing Sentinel ECS-1000 Controller system expansion:** Customers desiring to expand their existing Sentinel ECS-1000 Controller system to address growth / capacity needs may purchase through May 27, 2011 or through the date identified in the customer’s contract, if such date is later than May 27, 2011.
- **Spare parts available** for purchase through May 27, 2011, based on product availability.
- **Technical Support:** Phone support will be available to those sites that have a current software support agreement or current support agreements. Those sites that do not have a current software support agreement will be referred to PlantCML’s Service Contract Administrators to facilitate the activation of support.
- **Support Renewal:** Support renewal may only be purchased in one year increments until the last buy date of January 25, 2015. No monthly support renewals will be offered. Please note that although software updates are available, any hardware or software that is required to support the upgrade will be at the customer’s expense.
- **Repair:** For systems not covered under an active PlantCML warranty, out-of-warranty repair is available on a time & material basis per PlantCML’s Hardware Repair & Warranty Policy.

DISCONTINUED PART NUMBERS:

The following multi-year support part numbers have been discontinued effective immediately. Please remove these part numbers from all product catalogs.

80-2YRFIRMECS-AA	SPT FIRMWARE 2 YR ECS
80-3YRFIRMECS-AA	SPT FIRMWARE 3 YR ECS
80-4YRFIRMECS-AA	SPT FIRMWARE 4 YR ECS
80-5YRFIRMECS-AA	SPT FIRMWARE 5 YR ECS
80-HWLG2-AA	HARDWARE SUP LG 2 YR
80-HWLG3-AA	HARDWARE SUP LG 3 YR
80-HWLG4-AA	HARDWARE SUP LG 4 YR
80-HWLG5-AA	HARDWARE SUP LG 5 YR
80-HWMD2-AA	HARDWARE SUP MED 2 YR
80-HWMD3-AA	HARDWARE SUP MED 3 YR
80-HWMD4-AA	HARDWARE SUP MED 4 YR
80-HWMD5-AA	HARDWARE SUP MED 5 YR
80-SEN52-AA	SENTINEL 5.X SPT 2 YR
80-SEN53-AA	SENTINEL 5.X SPT 3 YR
80-SEN54-AA	SENTINEL 5.X SPT 4 YR
80-SEN55-AA	SENTINEL 5.X SPT 5 YR
80-SEN52-AB	SENTINEL 5.X 2 YR NPCML
80-SEN53-AB	SENTINEL 5.X 3 YR NPCML
80-SEN54-AB	SENTINEL 5.X 4 YR NPCML
80-SEN55-AB	SENTINEL 5.X 5 YR NPCML

ORDERING INFORMATION:

The following support part numbers will be available for ordering to support existing customers through January 25, 2015 or through the expiration date of the customer's contract whichever is later.

ECS-1000 Firmware Support

80-1YRFIRMECS-AA	SPT FIRMWARE 1 YR ECS
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ECS-1000 Hardware Support

80-HWLG1-AA	HARDWARE SUP LG 1 YR
80-HWMD1-AA	HARDWARE SUP MED 1 YR

Sentinel Software & Support

80-SEN51-AA	SENTINEL 5.X SPT 1 YR
80-SEN51-AB	SENTINEL 5.X 1 YR NPCML

The following part numbers will be available for ordering to support existing customers while component supplies last, at minimum through January 28, 2011 or through the expiration date of the customer's contract whichever is later.

Customers are encouraged to review their spares inventory and account for future support while these units are still obtainable. Availability is subject to change based on supply & demand. PlantCML will notify customers formally if pricing or availability status changes.

ECS-1000 Software	Upgrades-System	
70-B40UP-CB		B:4.0 ECS Upg 3APs B3
70-B40UP-AA		B:4.0 ECS Upg 2APs MC&B3
70-B40UP-AB		B:4.0 ECS Upg 3APs MC&B3
70-B40UP-BA		B:4.0 ECS Upg 2APs MC
70-B40UP-BB		B:4.0 ECS Upg 3APs MC
71-50UPG-AA		5.0 Upgrade
71-50UPGNC-AA		5.0 UPGRADE NC
71-R581UP-AA		R5.8.1 UPGRADE PACK
71-R581UP-BA		R5.8.1 UPG PACK T&M
71-R581HF1-AA		REL 5.8.1 HF1 UPGRADE
71-R581HF2-AA		RELEASE 5.8.1 HF2 UPG
71-R59FU-AA		5.9F UPGRADE PACKAGE
71-591HF1-AA		5.9.1 HF1 UPG KIT
71-R591U-AA		RELEASE 5.9.1 UPG PACK
71-R510UPG-AA		REL 5.10 UPG V581
71-R510UPG-AB		REL 5.10 UPG V591
71-R510UPG-BA		REL 5.10 UPG V581 T&M
71-R510UPG-BB		REL 5.10 UPG V591 T&M
71-R511UPG-AA		ECS/RSTAR REL 5.11 UPG
71-ADDCONF-AA		ECS SYS CONFIG FEE.ADDS

ECS-1000 Shelves

70-30721-AA	ECS-1000 CE Shelf- Master
70-30722-AA	ECS-1000 CE Sf- Slve Dig
70-30723-AA	ECS-1000 CE Sf- Slve Anal
70-20177-AA	REPLACE 84IN CAB W/ 48IN
70-20178-AA	ECS-1000 Cabinet (84 in)
70-30478-ED	Add a 5th CE Shelf DC to
70-30723-AB	ADD 5TH CE SHELF DC
71-SYSCONF-AA	ECS SYS CONFIG FEE/SHELF

**ECS-1000 Power Shelves/
Modules**

71-20580-AA	AC/DC Pwr Supply Module
71-20581-AA	DC/DC +5V Pwr Supply Modu
71-20582-AA	DC/DC +/- 12V Pwr Supply
70-30705-UB	Dual DC Upg 2 SH System
70-30705-UC	Dual DC Upg 3 SH System
70-30705-UD	Dual DC Upg 4+ System
71-TSNHR-BA	Technical Services
70-CB2AC-AA	ECS-1000 2 Shelf AC Power
70-CB2DC-AA	ECS-1000 2 Shelf DC Power
70-CB3AC-AA	ECS-1000 3 Shelf AC Power
70-CB3DC-AA	ECS-1000 3 Shelf DC PW
70-CB4AC-AA	ECS-1000 4 Shelves AC Pwr
70-CB4DC-AA	ECS-1000 4 Shelves DC Pwr
70-CB5AC-AA	ECS-1000 5 Shelves AC Pwr
70-CB5DC-AA	ECS-1000 5 Shelves DC Pwr
70-CB6AC-AA	ECS-1000 6 Shelves AC Pwr
70-CB6DC-AA	ECS-1000 6 Shelves DC Pwr

ECS-1000 System Modules

71-30679-AA	AP Gen 3 Module
71-30679-AB	AP Gen 3 Module 5.X
71-30596-AA	BIU Module - 3.X
71-30596-AB	BIU Module - 5.X
71-30212-AA	Data Interface Mod 3.X
71-30212-AB	Data Interface Mod 4.X
71-30212-AC	Data Interface Mod 5.X
70-30528-AA	DCM Gen 3 Module 3.X
70-30528-AB	DCM Gen 3 Module 5.X
70-30615-AA	DCM G3 Mod/ISDN PRI 4.X
70-30615-AB	DCM G3 Mod/ISDN PRI 5.X
70-30382-AA	DCM G3 Module/caller ID
70-30382-AB	DCM G3 Module/Caller ID
70-30615-BB	DCM-PRI Daughter Board
70-30382-BA	DCM-DSP Daughter Board

71-30613-AA	ISDN BRI S/T Module
71-30614-AA	ISDN BRI U Module 3.X
71-30614-AB	ISDN BRI U Module 5.X
70-30649-AA	L/T G2 Module (6 x 2)
71-30648-AA	L/T G2 Module (4x4)
71-30538-AA	MIXER 2K
71-30262-AA	Mixer 1024 Module
71-30302-AA	MF/DTMF Module
71-30197-AA	TDD Module
71-30325-AA	CE Fan Unit (48V)
71-30465-AA	Digital Power Monitor Mod
71-30455-AA	Internal 1.2 Kbps Modem
71-30690-AA	Internal Fax/Modem
71-30193-AA	Ring-Generator Module
71-23388-AA	Service Processor Module
71-25258-AA	Voltage Test Card

ECS-1000 Cables

70-30478-CA	Add a 3rd CE Shelf CA to
70-30478-CD	Add a 3rd CE Shelf DC to
70-30478-DA	Add a 4th CE Shelf AC to
70-30478-DD	Add a 4th CE Shelf DC to
70-30478-EA	Add a 5th CE Shelf AC to
70-30478-ED	Add a 5th CE Shelf DC to
70-20411-AA	Bix Cable T#1A (130 in)
70-20412-AA	Bix Cable T#1B (130 in)
70-20413-AA	Bix Cable T#2A (130 in)
70-20414-AA	Bix Cable T#2B (130 in)
70-20415-AA	Bix Cable T#3A (130 in)
70-20417-AA	Bix Cable T#4A (130 in)
70-20418-AA	Bix Cable T#4B (130 in)
70-30594-AA	Bix to R-A Champ Cb T#A
70-BBHW1-AA	BIX Block Frame Kit
70-BBHW2-AA	BIX Block Mounting Bar Kt
70-CON01-AA	Connector/Hood Bundle
70-30363-CA	DCM ExpKit 3rdShelf AC
70-30363-CD	DCM ExpKit 3rdShelf DC
70-30363-DA	DCM ExpKit 4th Shelf AC
70-30363-DD	DCM ExpKit 4th Shelf DC

ECS-1000 - Reader Board Equipment

71-24232-AA	SPECTRUM 3617C WALLBOARD
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ECS-1000 PSAP Features

70-43450-AA	Increase Trunk Cap to 450
70-LAACD-AA	Look Ahead ACD ECS-1000
70-MKBSY-AA	Make Busy for ECS-1000
70-OGTTC-AA	Add. OGT tables (100/Tbl)
70-AAL01-AA	Administrative ACD List
71-EMF01-AA	Enhanced MF signaling
71-EMF20-AA	EMF Signaling - 20 Trunks
71-EMF30-AA	EMF Signaling 30 Trunks
70-DD096-AA	96 DADONs
70-PW128-AA	128 Call-Taker Passwords
70-PW256-AA	256 Call-Taker Passwords
70-PW512-AA	512 Call-Taker Passwords
70-VD256-AA	256 VADONs
70-VD480-AA	480 VADONs
70-CC128-AA	128 S.-Wde Spd for CO Tra

Sentinel Software & Support

71-B40UP-AA	B:4.0 Sentinel Upg MC&B3
71-B40UP-BA	B:4.0 Sentinel Upg MC
71-S50UP-AA	Sentinel 9-1-1 5 Upgrade
71-S50UP-AB	SENTINEL 5.0 UPG N CHR
71-R511U-AA	SENT R5.1.1 URGRADE PACK
71-R511U-BA	SENT R5.1.1 UPG PACK T&M
71-R52UPG-AA	SEN REL 5.2 UPG
71-R52UPG-BA	SEN REL 5.2 UPG T&M
71-31782-AC	SENTINEL 9-1-1 5.X SW

ECS Workstation Equipment

71-NSD44ACBL-AA	CBL DELTA44 NORSTAR
71-30597-AB	New Style HLIM Module
71-30597-BB	HLIM w/ CML I/O
71-30597-CA	HLIM w/CML I/O & Int Mod
71-30597-CB	HLIM w/CML I/O & Mod 5.X

Sentinel RescueSTAR Support Plan

The information below outlines the schedule and details of the sales and support plan.

END OF NEW SYSTEM SALES DATE:

PlantCML will no longer accept orders for new RescueSTAR systems effective July 30, 2010, but will continue to support customers per the terms of the customer's contract with PlantCML or the PlantCML Hardware Repair and Warranty Policy, as applicable.

The terms of this announcement are as follows:

- **New quotes:** Effective immediately, PlantCML will no longer produce quotes for new **RescueSTAR** systems. Quotes for spare parts and/or add-ons will be produced until January 28, 2011.
- **Existing quotes:** PlantCML will honor outstanding orders based on original quote date for 180 days from date of issue of the quote.
- **Existing orders:** All existing orders will be honored as is.

SUPPORT FOR EMBEDDED BASE:

PlantCML will continue to support our embedded customers through:

- **Existing RescueSTAR system expansion:** Customers desiring to expand their existing RescueSTAR system to address growth / capacity needs may purchase through May 27, 2011 or through the date identified in the customer's contract, if such date is later than May 27, 2011.
- **Spare parts available** for purchase through May 27, 2011, based on product availability.
- **Technical Support:** Phone support will be available to those sites that have a current software support agreement or current support agreements. Those sites that do not have a current software support agreement will be referred to PlantCML's Service Contract Administrators to facilitate the activation of support.
- **Support Renewal:** Support renewal may only be purchased in one year increments until the last buy date of January 25, 2015. No monthly support renewals will be offered. Please note that although software updates are available, any hardware or software that is required to support the upgrade will be at the customer's expense.
- **Repair:** For systems not covered under an active PlantCML warranty, out-of-warranty repair is available on a time & material basis per PlantCML's Hardware Repair & Warranty Policy.

DISCONTINUED PART NUMBERS:

The following multi-year support part numbers have been discontinued effective immediately. Please remove these part numbers from all product catalogs.

80-2YRFIRMRS-AA	SPT FIRMWARE 2 YR RSTAR
80-3YRFIRMRS-AA	SPT FIRMWARE 3 YR RSTAR
80-4YRFIRMRS-AA	SPT FIRMWARE 4 YR RSTAR
80-5YRFIRMRS-AA	SPT FIRMWARE 5 YR RSTAR
80-HWSM2-AA	HARDWARE SUP SMALL 2 YR

80-HWSM3-AA	HARDWARE SUP SMALL 3 YR
80-HWSM4-AA	HARDWARE SUP SMALL 4 YR
80-HWSM5-AA	HARDWARE SUP SMALL 5 YR
80-HWMD2-AA	HARDWARE SUP MED 2 YR
80-HWMD3-AA	HARDWARE SUP MED 3 YR
80-HWMD4-AA	HARDWARE SUP MED 4 YR
80-HWMD5-AA	HARDWARE SUP MED 5 YR
80-SEN52-AA	SENTINEL 5.X SPT 2 YR
80-SEN53-AA	SENTINEL 5.X SPT 3 YR
80-SEN54-AA	SENTINEL 5.X SPT 4 YR
80-SEN55-AA	SENTINEL 5.X SPT 5 YR
80-SEN52-AB	SENTINEL 5.X 2 YR NPCML
80-SEN53-AB	SENTINEL 5.X 3 YR NPCML
80-SEN54-AB	SENTINEL 5.X 4 YR NPCML
80-SEN55-AB	SENTINEL 5.X 5 YR NPCML

ORDERING INFORMATION:

The following support part numbers will be available for ordering to support existing customers through January 25, 2015 or through the expiration date of the customer’s contract whichever is later.

RescueSTAR Firmware Support

80-1YRFIRMRS-AA	SPT FIRMWARE 1 YR RSTAR
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RescueSTAR Hardware Support

80-HWSM1-AA	HARDWARE SUP SMALL 1 YR
80-HWMD1-AA	HARDWARE SUP MED 1 YR

Sentinel Software & Support

80-SEN51-AA	SENTINEL 5.X SPT 1 YR
80-SEN51-AB	SENTINEL 5.X 1 YR NPCML

The following part numbers will be available for ordering to support existing customers while component supplies last, at minimum through January 28, 2011 or through the expiration date of the customer’s contract whichever is later.

Customers are encouraged to review their spares inventory and account for future support while these units are still obtainable. Availability is subject to change based on supply & demand. PlantCML will notify customers formally if pricing or availability status changes

RescueSTAR Upgrades -System Software

74-B40UP-AA	B:4.0 RS Upg 2APs MC&B3
74-B40UP-BA	B:4.0 RSUpg 2APs MC
74-B40UP-AB	B:4.0 RS Upg 3APs MC&B3
74-B40UP-BB	B:4.0 RS Upg 3APs MC
74-RS50U-AA	RescueStar 5.0 Upg/No
74-RS50USS-AA	RescueStar 5.0 Upg/Stats

74-RS50U-AB	RSTAR 5.0 UP N CHRQ
74-RS50USS-AB	RECUSTAR 5.0 U/STATS NC
71-R581UP-AA	R5.8.1 UPGRADE PACK
71-R581UP-BA	R5.8.1 UPG PACK T&M
71-R510UPG-AA	REL 5.10 UPG V581
71-R510UPG-AB	REL 5.10 UPG V591
71-R510UPG-BA	REL 5.10 UPG V581 T&M
71-R510UPG-BB	REL 5.10 UPG V591 T&M
71-R511UPG-AA	ECS/RSTAR REL 5.11 UPG

RescueSTAR Shelves

74-SH2AC-AC	RescueStar Dble Shelf-AC
74-SH2AC-BC	RescueStar Dble Sh-AC 3
74-SH2AC-CC	RescueStar Dble Sh-AC 3
70-CON01-AA	Connector/Hood Bundle
74-SH1AC-AC	RescueStar- Sgle Shelf-AC
74-SH1AC-BC	RescueStar Sgle Shlf w/3
74-SH1AC-CC	RescueStar Sgle Sh w/3dt
70-CON01-AA	Connector/Hood Bundle
74-30568-AA	Add 2nd CE Shelf to RSTAR

RescueSTAR - System Modules

71-30212-AA	Data Interface Mod 3.X
71-30212-AB	Data Interface Mod 4.X
71-30212-AC	Data Interface Mod 5.X
71-30648-AA	L/T G2 Module (4x4)
70-30649-AA	L/T G2 Module (6 x 2)
71-30596-AA	BIU Module - 3.X
71-30596-AB	BIU Module - 5.X
74-30864-AA	BIU-LT Module-Special ASS
71-30302-AA	MF/DTMF Module
71-30197-AA	TDD Module
71-30679-AA	AP Gen 3 Module
71-30679-AB	AP Gen 3 Module 5.X
71-30690-AA	Internal Fax/Modem

RescueStar - Reader Board Equipment

71-24232-AA	SPECTRUM 3617C WALLBOARD
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RescueStar - Time Sync Equipment

04000-08177	DISPLAY CLOCK 4IN LED
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PSAP Features

71-EMF01-AA	Enhanced MF signaling
71-EMF20-AA	EMF Signaling - 20 Trunks
71-EMF30-AA	EMF Signaling 30 Trunks
70-AAL01-AA	Administrative ACD List
70-DD096-AA	96 DADONs
70-PW128-AA	128 Call-Taker Passwords
70-PW256-AA	256 Call-Taker Passwords
70-PW512-AA	512 Call-Taker Passwords
70-VD256-AA	256 VADONs
70-VD480-AA	480 VADONs

Sentinel Software & Support

71-B40UP-AA	B:4.0 Sentinel Upg MC&B3
71-B40UP-BA	B:4.0 Sentinel Upg MC
71-S50UP-AA	Sentinel 9-1-1 5 Upgrade
71-R511U-AA	SENT R5.1.1 URGRADE PACK
71-R511U-BA	SENT R5.1.1 UPG PACK T&M
71-R52UPG-AA	SEN REL 5.2 UPG
71-R52UPG-BA	SEN REL 5.2 UPG T&M
71-31782-AC	SENTINEL 9-1-1 5.X SW

Sentinel Workstations

RescueSTAR

71-30597-CA	HLIM w/CML I/O & Int Mod
71-30597-CB	HLIM w/CML I/O & Mod 5.X
71-30597-BB	HLIM w/ CML I/O
71-GENERICONF-AA	GENERIC WORKSTATION FEE
71-GENERICONF-AB	GENERIC WRKSTN FEE NPCML

Sentinel ECS-1000 and Sentinel RescueSTAR Optional Applications Sales & Support Plan

PlantCML announces the end of life for the following Sentinel ECS-1000 and Sentinel RescueSTAR Optional Applications:

- Sentinel Instant Recall Recorder
- Sentinel Stats
- Sentinel Activity Tracker
- Sentinel ECS-1000/RescueSTAR CommandPOST
- Sentinel Enhanced ALI
- SMART
- Sentinel 9-1-1 PRO
- Training
- Documentation

The information below outlines the schedule and details of the sales and support plan.

END OF NEW SYSTEM SALES DATE:

PlantCML will no longer accept orders for new Sentinel ECS-1000 and Sentinel RescueSTAR Optional Applications effective January 28, 2011, but will continue to support customers per the terms of the customer's contract with PlantCML or the PlantCML Hardware Repair and Warranty Policy, as applicable.

The terms of this announcement are as follows:

- **New quotes:** Quotes for new **Sentinel ECS-1000 and Sentinel RescueSTAR Optional Applications** will be produced until January 28, 2011.
- **Existing quotes:** PlantCML will honor outstanding orders based on original quote date for 180 days from date of issue of the quote.
- **Existing orders:** All existing orders will be honored as is.

SUPPORT FOR EMBEDDED BASE:

PlantCML will continue to support our embedded customers through:

- **Existing Sentinel ECS-1000 Controller and Sentinel RescueSTAR system expansion:** Customers desiring to expand their existing Sentinel ECS-1000 Controller and Sentinel RescueSTAR system to address growth / capacity needs may purchase optional applications through May 27, 2011 or through the date identified in the customer's contract, if such date is later than May 27, 2011.
- **Spare parts available** for purchase through May 27, 2011, based on product availability.
- **Technical Support:** Phone support will be available to those sites that have a current software support agreement or current support agreements. Those sites that do not have a current software support agreement will be referred to PlantCML's Service Contract Administrators to facilitate the activation of support.
- **Support Renewal:** Support renewal may only be purchased in one year increments until the last buy date of January 25, 2015. No monthly support renewals will be offered. Please note that although software updates are available, any hardware or software that is required to support the upgrade will be at the customer's expense.

- **Repair:** For systems not covered under an active PlantCML warranty, out-of-warranty repair is available on a time & material basis per PlantCML's Hardware Repair & Warranty Policy.

DISCONTINUED PART NUMBERS:

The following multi-year support part numbers have been discontinued effective immediately. Please remove these part numbers from all product catalogs.

80-SIRR2-AA	SENTINEL IRR SPT 2 YR
80-SIRR3-AA	SENTINEL IRR SPT 3 YR
80-SIRR4-AA	SENTINEL IRR SPT 4 YR
80-SIRR5-AA	SENTINEL IRR SPT 5 YR
80-SIRR2-AB	SENTINEL IRR 2 YR NPCML
80-SIRR3-AB	SENTINEL IRR 3 YR NPCML
80-SIRR4-AB	SENTINEL IRR 4 YR NPCML
80-SIRR5-AB	SENTINEL IRR 5 YR NPCML
80-SSDC2-AA	STATS SPT DATAC 2YR
80-SSDC3-AA	STATS SPT DATAC 3YR
80-SSDC4-AA	STATS SPT DATAC 4YR
80-SSDC5-AA	STATS SPT DATAC 5YR
80-SSDC2-AB	STATS DATAC 2YR NPCML
80-SSDC3-AB	STATS DATAC 3YR NPCML
80-SSDC4-AB	STATS DATAC 4YR NPCML
80-SSDC5-AB	STATS DATAC 5YR NPCML
80-SAT02-AA	AT 2.X SPT 2 YR
80-SAT03-AA	AT 2.X SPT 3 YR
80-SAT04-AA	AT 2.X SPT 4 YR
80-SAT05-AA	AT 2.X SPT 5 YR
80-SAT02-AB	AT 2.X SPT 2 YR NPCML
80-SAT03-AB	AT 2.X SPT 3 YR NPCML
80-SAT04-AB	AT 2.X SPT 4 YR NPCML
80-SAT05-AB	AT 2.X SPT 5 YR NPCML
80-SPRO2-AA	SENTINEL PRO SPT 2 YR
80-SPRO3-AA	SENTINEL PRO SPT 3 YR
80-SPRO4-AA	SENTINEL PRO SPT 4 YR
80-SPRO5-AA	SENTINEL PRO SPT 5 YR
80-SPRO2-AB	SENTINEL PRO 2 YR NPCML
80-SPRO3-AB	SENTINEL PRO 3 YR NPCML
80-SPRO4-AB	SENTINEL PRO 4 YR NPCML
80-SPRO5-AB	SENTINEL PRO 5 YR NPCML

ORDERING INFORMATION:

The following support part numbers will be available for ordering to support existing customers through January 25, 2015 or through the expiration date of the customer's contract whichever is later.

Sentinel Instant Recall Recorder

80-SIRR1-AA	SENTINEL IRR SPT 1 YR
80-SIRR1-AB	SENTINEL IRR 1 YR NPCML

Sentinel STATS Support

80-SSDC1-AA	STATS SPT DATAC 1YR
80-SSDC1-AB	STATS DATAC 1YR NPCML

Sentinel Activity Tracker Support

80-SAT01-AA	AT 2.X SPT 1 YR
80-SAT01-AB	AT 2.X SPT 1 YR NPCML

Sentinel 9-1-1 PRO Support

80-SPRO1-AA	SENTINEL PRO SPT 1 YR
80-SPRO1-AB	SENTINEL PRO 1 YR NPCML

The following part numbers will be available for ordering to support existing customers while supplies last, at minimum through January 28, 2011 or through the expiration date of the customer's contract whichever is later.

Customers are encouraged to review their spares inventory and account for future support while these units are still obtainable. Availability is subject to change based on supply & demand. PlantCML will notify customers formally if pricing or availability status changes.

Sentinel Instant Recall Recorder

71-31646-MC	IRR MAINT REL NO CHRG
71-31646-AB	Sentinel IRR 11.0
71-30631-AA	IRR Cb HLIM RJ11/3.5mm
71-31646-MB	IRR Maibnt. Rel. 11.01
3210772-7-SR1	SENTINEL IRR KIT
71-HASPR-AU	SENTINEL HASP REP - USB

Sentinel STATS

71-31963-DC	Stats 3.0 Upgrd.
71-31963-EC	Stat3.0 Upgrade Data Coll
70-31963-EC	SENTINEL STATS 3.3 UGD LI
71-SS331-AB	SENTINEL STATS 3.3.1 UPG
71-SS341U-AA	STATS 3.4.1 UPGD PACK
71-SS342U-AA	STATS 3.4.2 UPGRADE PKG
71-SS344U-AA	SENTINEL STATS 3.4.4 UPG
71-31963-AC	Stats PSAP GTWY
70-31963-BC	Sentinel Stats 3.0 Netw.
71-31963-BC	SENT STATS 3.X DATA COLL

80-RSAC1-AA	STATS ADD PSAP GTWAY
80-SSADD-CG	SS: STATS PSAP GATEWAY
80-SSADD-CH	SS: STATS PSAP ADD DATAC
70-31963-CC	SENTINE STATS 3.3 EACH AD
70-31963-DC	SENTINEL STATS 3.3 UGLIC
70-31963-FC	SENTINEL STATS 3.3 EACH A
71-31963-CC	Add.Report Generator-PSAP
80-SSADD-CI	STATS PSAP ADD REP GEN

Sentinel Activity Tracker

71-31998-AB	SENTINEL ACTVTY TRCKR 2.X
70-31998-AB	SENTINEL Acty Tracker - N
70-31998-NC	SEN ACTIVITY TRACKER N/NC

SMART

71-501XP-AA	5.01 Upgrade kit-Smart XP
71-50DXP-AA	5.0d SMART XP Upgrade Kit
71-500EP-AA	5.0e SMART Upgrade Kit
71-50EXP-AA	5.0e SMART XP Upgrade Kit
70-31528-AA	SMART Maintenance Sfw
70-31528-AB	SMART Maintenance Sfw
70-31528-AC	SMART Software-Maint Lev
70-31528-BA	SMART Swt Maint & MIS
70-31528-BB	SMART Swt Maint & MIS
70-31528-BC	SMART Sof.-Maint & MIS L
70-31528-CB	SMART Swt Maint & Reconf
70-31528-CC	SMART Sof.-Maint & Reco
70-31528-DB	SMART Swt Maint/Rcfg/MIS
70-31528-DC	SMART Swf Maint MIS& Rec
70-41083-AA	SMART XP Maintenance Sfw
70-41083-BA	SMART XP Maint & MIS
70-41083-CA	SMART XP Maint & Reconf
70-41083-DA	SMART XP Maint MIS & Rec

Sentinel 9-1-1 PRO

71-31782-DC	SENT Pro 5.0 Add-On Sw
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Sentinel Enhanced ALI

72-SEALI23U-AA	SEALI 2.0.0 UPGRADE KIT
72-SEALI22U-BA	SEALI 2.2.0 UPGRADE KIT
71-S23HF1-AA	SEALI 2.3 HF1 UPG
72-SEALI2-BA	SEALI 2.0- UNLIMITED POSI
2215180-1	SEALI 2.2 PRN. ALBE.
72-SEALI21-BA	SEALI Enhanc ALI 2.1- New
72-SEALI-BB	Sentinel Enhanced ALI 2.1
71-SEALISP1-AA	SEALI 2.3 SP1 UPG KIT

Replacement HASP Keys

71-HASPR-AP	SENTINEL HASP REP - PAR
71-HASPR-AU	SENTINEL HASP REP - USB
71-HASPR-PA	SENTINEL HASP REP PAR NC
71-HASPR-UA	SENTINEL HASP REP - U NC

Sentinel ECS / RescueSTAR CommandPOST

71-S50UP-AA	Sentinel 9-1-1 5 Upgrade
71-S50UP-AA	Sentinel 9-1-1 5 Upgrade
71-R511U-AA	SENT R5.1.1 URGRADE PACK
71-R511U-BA	SENT R5.1.1 UPG PACK T&M
71-R52UPG-AA	SEN REL 5.2 UPG
71-R52UPG-BA	SEN REL 5.2 UPG T&M
71-SCP01-AB	Sentinel CommandPOST 4.0
71-SCP01-AC	Sentinel CommandPOST 5.0
71-SCPHW-AC	SENTINEL CPOST HARDWARE
2213362-2-SR1	HEADSET TELEPHONE
71-30691-AA	ECS/RS EXTERNAL MODEM KIT

Support

To place orders, please email insidesales@plantcml-eads.com or call Order Management at 800.491.1734 (International: 951.719.2895). Allow 8-10 weeks for delivery after receipt of order (ARO).

Technicians needing assistance or information regarding this PDN may contact PlantCML's Technical Support Team. Please note that the combined product line support number for the Gatineau and Temecula facilities is 800.491.1734. Please select 2 for Technical Support and listen for the product announcements. Additionally, you can contact Technical Support via email at tsupport@plantcml-eads.com. Emails received will be responded to within 24 hours.

For more information on how your EOC should transition seamlessly from these products to one of our NextGen call processing solutions, contact your local service provider or your PlantCML Regional Account Manager. If you are unsure of who to contact, feel free to reach out to your Area Sales Manager, listed below:

West Region (CA, OR, WA, NV, AZ, UT, ID, AK, HI)

Sara Boulger
714.974.6182
sboulger@plantcml-eads.com

Central Region (MT, WY, CO, NM, TX, OK AR)

Becky Stewart
951.544.6061
bstewart@plantcml-eads.com

Midwest Region (ND, SD, NE, KS, MN, IA, MO, WI, IL, IN, MI, OH)

Bill Quinlan
951.972.9768
bquinlan@plantcml-eads.com

Southeast Region (LA, MS, AL, TN, KY, NC, SC, GA, FL)

Karen Fink
951.553.5114
kfink@plantcml-eads.com

Northeast Region (ME, NH, VT, MA, NY, PA, WV, VA, MD, DE, NJ, NY, CT)
Leon Malinoski
610.349.6465
lmalinoski@plantcml-eads.com

PlantCML's Field Engineering Services are available on a time-and-material basis for those desiring on-site engineering support for this update.

Closing

Your immediate attention to this matter is greatly appreciated. If you have any questions or we may be of any further assistance, please feel free to contact us at 951.719.2100 or productlinemanagement@plantcml-eads.com. We appreciate your continued support of our products and look forward to working with you in the continued evolution of PlantCML technology.

The PlantCML Product Team