

ECM²™

www.ecm2.us

WEBSITE OPERATIONS MANUAL

CUSTOMER

© 2013 ECM2

Version 1.4 5/13/2013

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Pennsylvania Office: 1008 Corporate Lane, Export, PA 15632 (724) 519-7698

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The Home Page

Welcome to the ECM2 Home page. The menu tabs at the top will help you navigate through the web site quickly. This manual will help you understand how this website works and how to utilize its advanced features. Once you create an account you can use the website to control phone devices, phone numbers, user accounts, editing users details, create distribution lists, edit distribution lists, allow access to certain program download and many other features,

In order to use the advanced features of this website completely you must create an account with ECM2. After you complete the login request, you will receive an email stating that the account request has been submitted and that you will shortly receive another email granting your request.

The following pages of this manual will show you step-by-step, how to create your account and how to log into your account and operate various sections of the website.

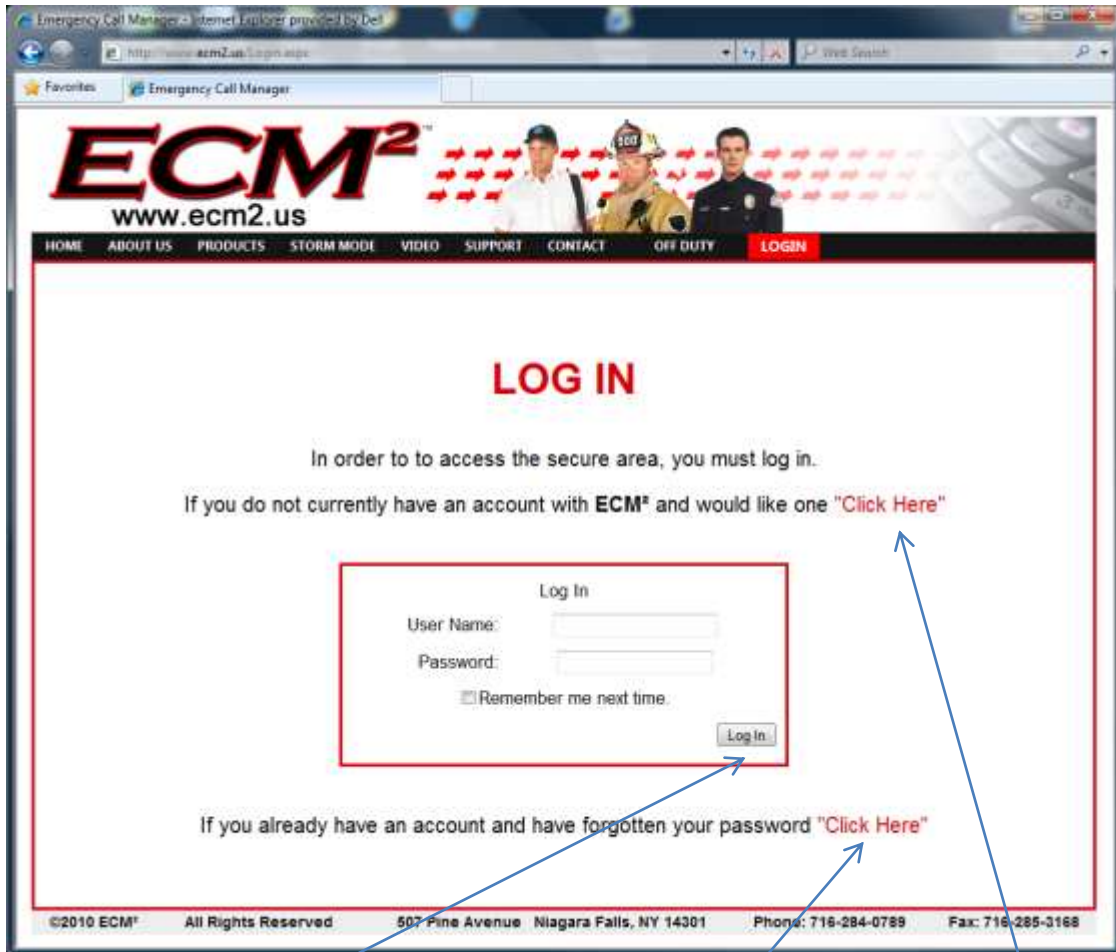


Here are the Menu Tabs

Here is the "LOGIN" tab

Login Area

After you have received your email stating that your account has been approved, you can log in. The email will contain your user name, password, secret question and secret answer (keep this email somewhere safe). The Login page can be found by selecting the "LOGIN" menu tab at the top of the page and the page will look like this:



(LOGIN AREA)

(Create an Account Link)

(Forgot you Password Link)

Create an Account

To create an account, follow the instructions below:

Emergency Call Manager Internet Explorer provided by Dell
http://www.ecm2.us/Login.aspx

ECM²
www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY **LOGIN**

LOG IN

In order to to access the secure area, you must log in.

If you do not currently have an account with **ECM²** and would like one "[Click Here](#)"

Log In

User Name:

Password:

Remember me next time.

If you already have an account and have forgotten your password "[Click Here](#)"

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“Click Here”

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/RequestAnAccount.aspx

ECM²
www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY **LOGIN**

Request An ECM² Account

Please Complete The Following Form And Click Submit Button At The Bottom

Subscriber Type: (Choose one from the list below)
 Fire Department Ambulance Service Police Department Other

First Name
Last Name
Company/Department Name
Station Number
Address 1
Address 2
City
State: Select State
Zip
County
Phone
Fax
Email Address
UserName (One Word)
Password (at least 8 characters) Must contain one of the following characters: @~\$%&#!
ReEnter Password And a number between 1 and 9
Secret Question
Answer To Secret Question
Comments / Questions

CAD Setup
Sender ID
Misc. Info
Security Code
Recipient ID
Recipient ID2

Submit

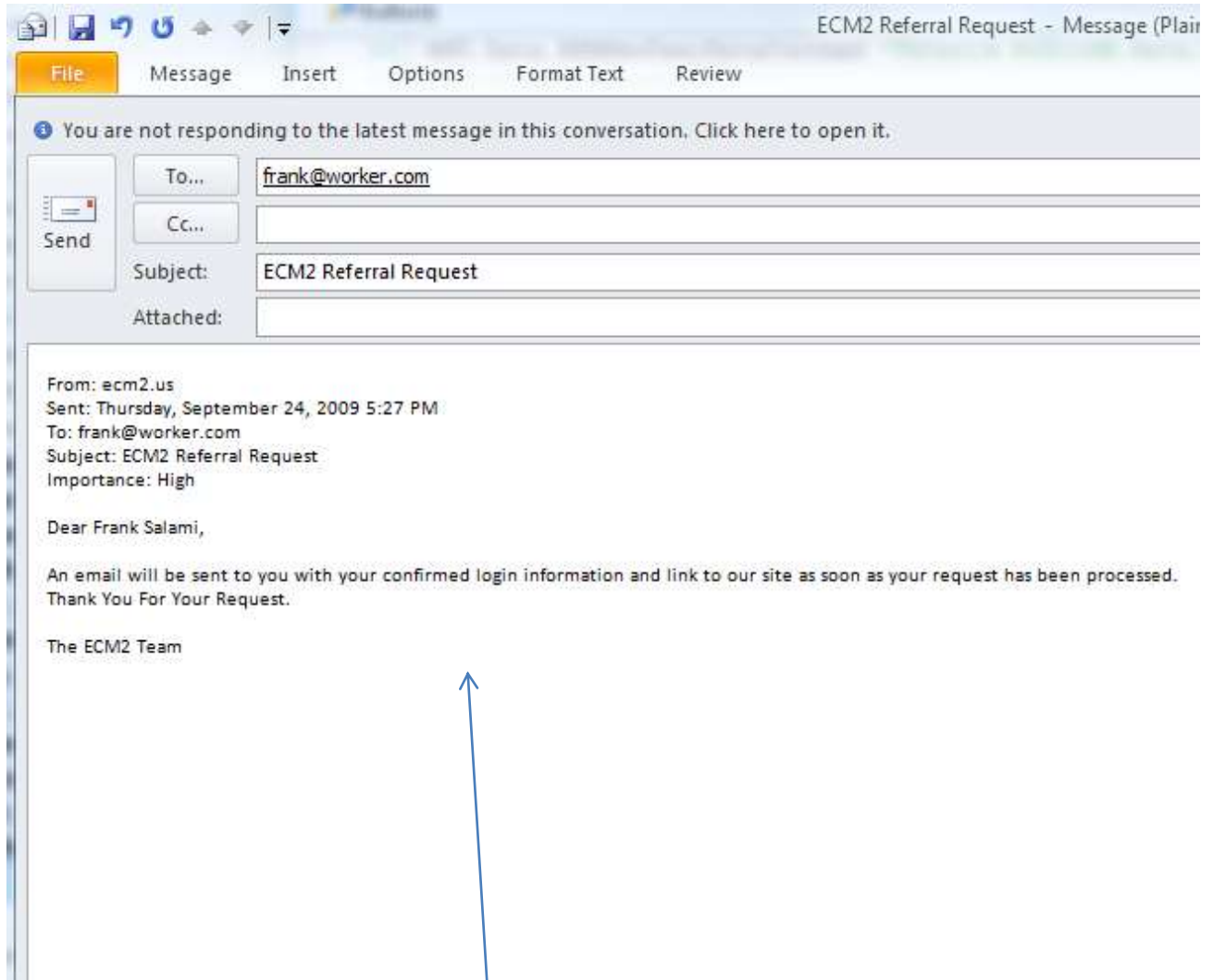
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Be sure to add 1 character in your password as a: (!@#\$%^&*)

Be sure to choose your role type

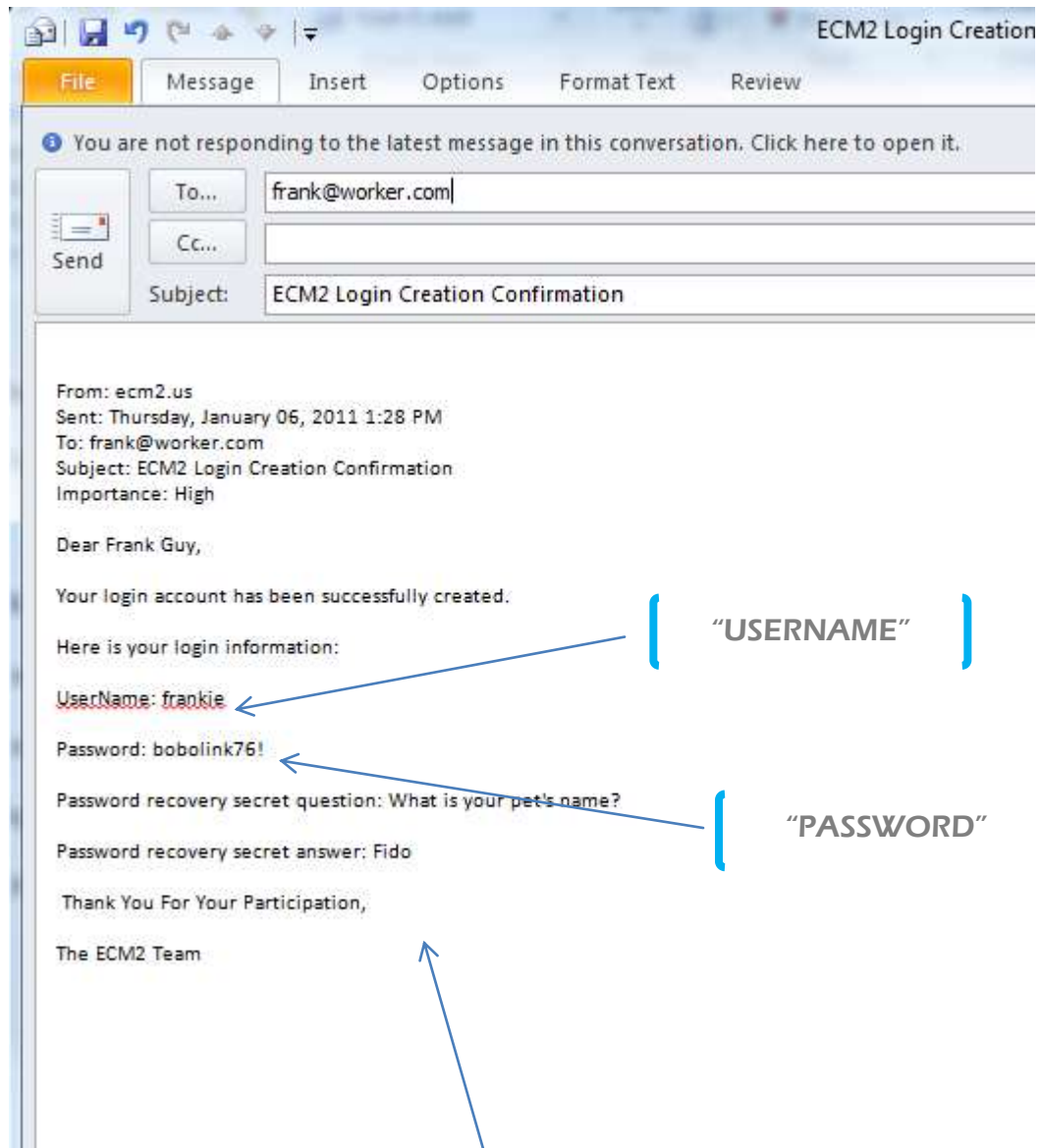
Fill in all the fields with your information and click "SUBMIT" button. NOTE: Be sure to select your Subscriber Type at the top of the page.

This is the first email you will receive stating your request for an account has been sent successfully:



(Email confirming your request)

This is the 2nd email you will receive after you are processed and approved and you will receive your username and your password. You now have the 2 most important parts to LOGIN.



Email confirming you have been processed

Forgot Password

If you have an account with ECM2 and have forgotten your password, follow the steps below to request your password from ECM2. The password will be send directly to the email account you registered with ECM2 when you signed up for your account.

Emergency Call Manager - Internet Explorer provided by Dell

http://www.ecm2.us/Login.aspx

Emergency Call Manager

ECM²

www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY **LOGIN**

LOG IN

In order to to access the secure area, you must log in.

If you do not currently have an account with ECM² and would like one ["Click Here"](#)

Log In

User Name:

Password:

Remember me next time.

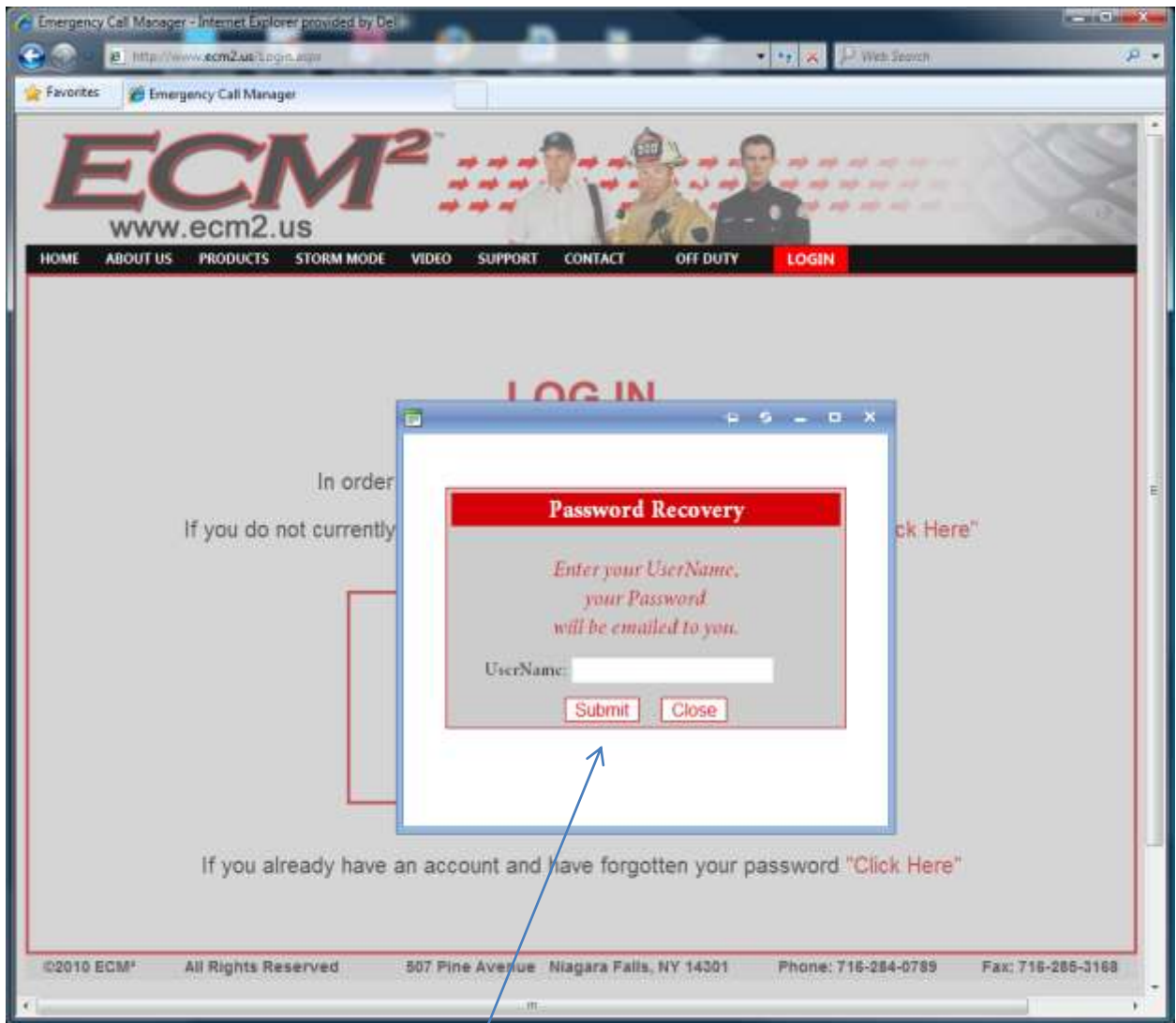
Log In

If you already have an account and have forgotten your password ["Click Here"](#)

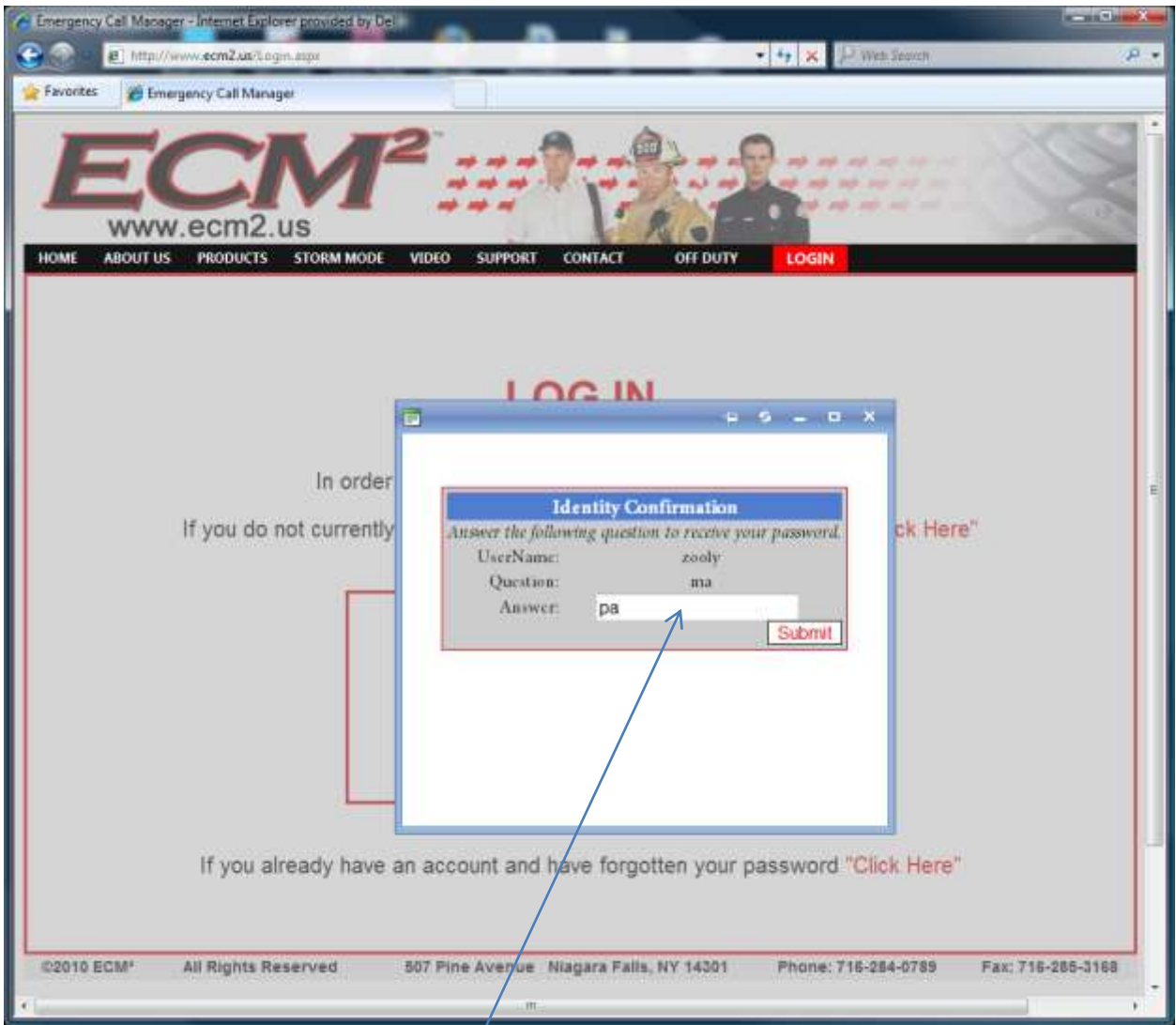
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“CLICK HERE” for forgotten password

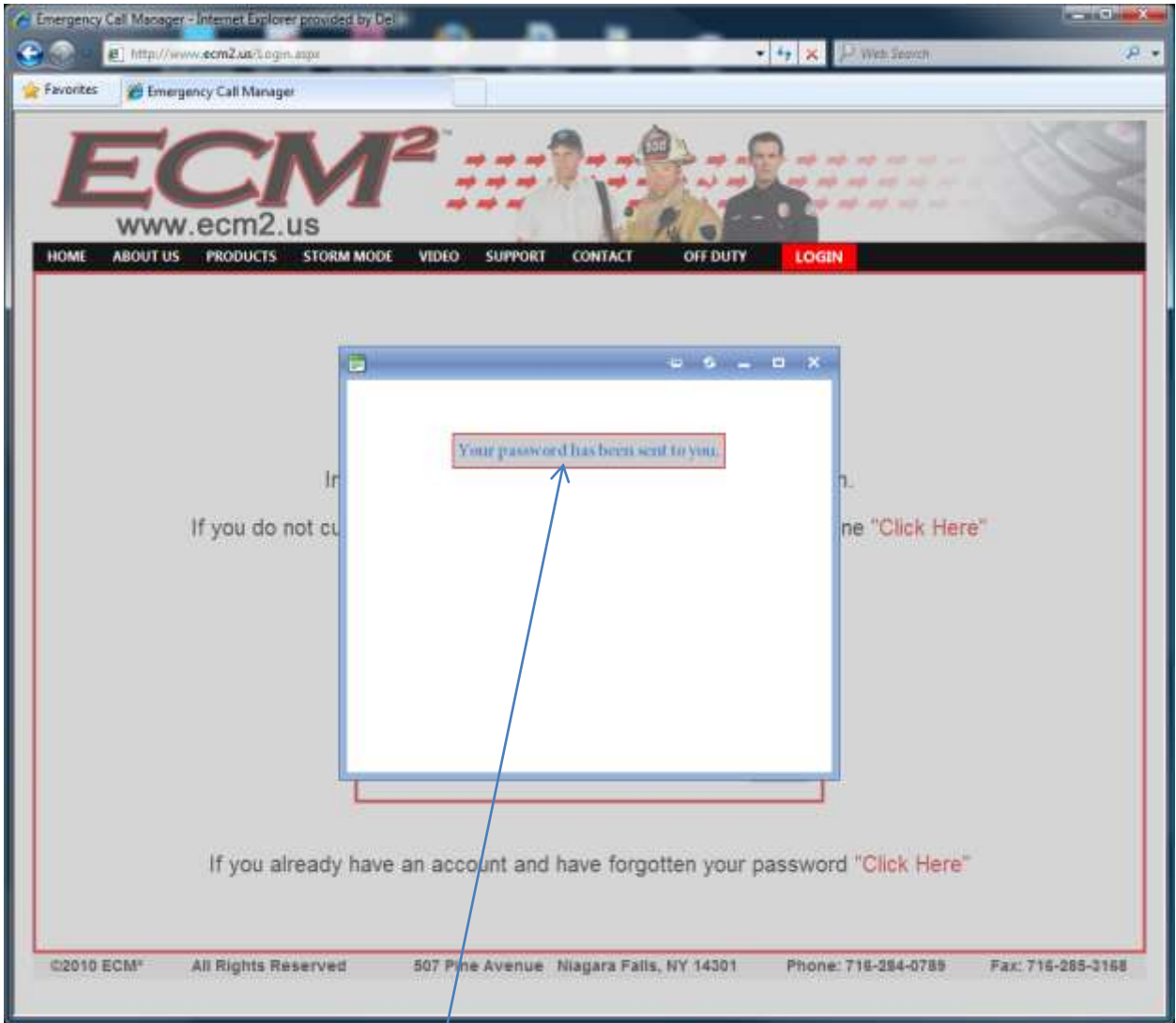
A "PASSWORD RECOVERY" window will appear, follow the directions in the window and enter your username and click the "SUBMIT BUTTON"



Enter your User name and click the "SUBMIT" button



Enter the answer to your secret question and click the "SUBMIT" button



【 This display says "Your password has been sent to you" 】

Check your email and you will have received a temporary password to log you in. Once logged in with this password you may change it if you like. Changing your password will be explained on page XX.

Logging Into your Account

Enter your username and password in the 2 fields and click the “**LOGIN**” button.

Emergency Call Manager - Internet Explorer provided by Bell
http://www.ecm2.us/LogIn.aspx

Emergency Call Manager

ECM²

www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY **LOGIN**

LOG IN

In order to access the secure area, you must log in.
If you do not currently have an account with **ECM²** and would like one "[Click Here](#)"

Log In

User Name:

Password:

Remember me next time.

If you already have an account and have forgotten your password "[Click Here](#)"

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Enter your “Username” and
your “Password”

Click “LOGIN” button

CUSTOMER AREA

Customer Home Page

Welcome to the ECM2 Customers page. Once you create an account you can use the customer area of this website to control managing editing your subscriber information, manage setting up a 2nd recipient, send a message to your distribution lists, manage your devices, create, edit and delete your distribution and download certain program like Data Integrator.

In order to use the advanced features of this website completely you must create an account with ECM2.

Log in to your account and the Customer Home will display.



Manage Messages

Delete Messages

You can Delete Messages 2 ways, you can set up for them to be auto-deleted or manually deleted. If you want to Auto Delete messages, simply click the check box that says "ENABLE AUTO DELETE" and then select the age of the messages you would like to delete in the drop down, type in the characters in the CAPCHA and submit. For example: If you select 1 month, it will automatically delete all messages that are over 31 days old.

If you wish to manually delete, select the check box that says "Enable Manual Delete", select the age of the messages you would like to delete in the drop down, type in the characters in the CAPCHA and submit.

AUTO DELETE:

The screenshot shows the 'Delete Messages' page in the ECM2 web application. The page is titled 'Delete Messages' and is divided into two main sections: 'Setup Auto Delete' and 'Manual Delete'. The 'Setup Auto Delete' section includes instructions on how to use the auto-delete feature and a checkbox labeled 'Enable Auto Delete'. The 'Manual Delete' section includes instructions on how to use the manual delete feature and a checkbox labeled 'Enable Manual Delete'. The page also features a navigation menu on the left and a footer with contact information.

Select Enable
Auto Delete

OR Enable
Manual
Delete

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/Customers/DeleteMessages.aspx

Emergency Call Manager

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www.ecm2.us

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HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
MANAGE SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
LOG OFF

Delete Messages

Setup Auto Delete


Use this to AUTOMATICALLY delete messages based on the age you select in the dropdown list.
For example: If you "Enable Auto Delete" and:

- 1) Select "1 Year" from the dropdown list, at the end of each day any messages older than one year will be automatically deleted.
- 2) Select "1 Month" from the dropdown list, at the end of each day any messages older than one month will automatically deleted.

Enable Auto Delete

Select Age of Messages to Auto-Delete

Delete Messages Older Than: 3 Months



Type the code from the image

Submit Auto Delete Changes

Manual Delete

Use this to MANUALLY delete messages based on the age you select in the dropdown list.
For example:

- 1) Select "1 Year" from the dropdown list, any messages older than one year will be immediately deleted after entering the captcha and clicking the execute button.
- 2) Select "1 Month" from the dropdown list, any messages older than one month will be immediately deleted after entering the captcha and clicking the execute button.

Enable Manual Delete

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Select age of messages you want to have automatically deleted

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/Customers/DeleteMessages.aspx

Emergency Call Manager

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www.ecm2.us

Welcome: marc You are Logged In

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
MANAGE SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
LOG OFF

Delete Messages

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- 2) Select "1 Month" from the dropdown list, at the end of each day any messages older than one month will automatically deleted.

Enable Auto Delete

Select Age of Messages to Auto-Delete

Delete Messages Older Than: 3 Months



7B12N Type the code from the image

Submit Auto Delete Changes

Manual Delete

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- 1) Select "1 Year" from the dropdown list, any messages older than one year will be immediately deleted after entering the captcha and clicking the execute button.
- 2) Select "1 Month" from the dropdown list, any messages older than one month will be immediately deleted after entering the captcha and clicking the execute button.

Enable Manual Delete

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Enter
CAPCHA
characters

"Submit
Auto Delete
Changes"

MANUAL DELETE:

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/Customers/DeleteMessages.aspx

Welcome: marc You are Logged In.

ECM²

www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
MANAGE SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
LOG OFF

Delete Messages

Setup Auto Delete

Use this to AUTOMATICALLY delete messages based on the age you select in the dropdown list.
For example: If you "Enable Auto Delete" and:

- 1) Select "1 Year" from the dropdown list, at the end of each day any messages older than one year will be automatically deleted.
- 2) Select "1 Month" from the dropdown list, at the end of each day any messages older than one month will automatically deleted.

Enable Auto Delete

Manual Delete

Use this to MANUALLY delete messages based on the age you select in the dropdown list.
For example:

- 1) Select "1 Year" from the dropdown list, any messages older than one year will be immediately deleted after entering the captcha and clicking the execute button.
- 2) Select "1 Month" from the dropdown list, any messages older than one month will be immediately deleted after entering the captcha and clicking the execute button.

Enable Manual Delete

Select Age of Messages to Manually Delete

Delete Messages Older Than: All

YMOLEF

Type the code from the image

Execute Manual Delete

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Select Enable
Manual
Delete

Select age of
messages you
want to have
automatically
deleted

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/Customers/DeleteMessages.aspx

Emergency Call Manager

ECM²

www.ecm2.us

Welcome: marc You are Logged In.

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
MANAGE SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
LOG OFF

Delete Messages

Setup Auto Delete

Use this to AUTOMATICALLY delete messages based on the age you select in the dropdown list.
For example: If you "Enable Auto Delete" and:

- 1) Select "1 Year" from the dropdown list, at the end of each day any messages older than one year will be automatically deleted.
- 2) Select "1 Month" from the dropdown list, at the end of each day any messages older than one month will automatically deleted.

Enable Auto Delete

Manual Delete


Use this to MANUALLY delete messages based on the age you select in the dropdown list.
For example:

- 1) Select "1 Year" from the dropdown list, any messages older than one year will be immediately deleted after entering the captcha and clicking the execute button.
- 2) Select "1 Month" from the dropdown list, any messages older than one month will be immediately deleted after entering the captcha and clicking the execute button.

Enable Manual Delete

Select Age of Messages to Manually Delete

Delete Messages Older Than: All



YMVLF Type the code from the image

Execute Manual Delete

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Enter
CAPCHA
characters

"Execute
Manual
Delete"

Export Messages

Use this "Export Message" feature to save your message data in an Excel, Word, CSV or PDF file format. You can also sort and filter the message information you are looking for.

The screenshot displays the Emergency Call Manager (ECM2) web interface. The main content area is titled "Export Messages" and includes the following options:

- Export only data
- Ignore paging (exports all pages)
- Open exported data in new browser window

Below these options are four buttons: "Export to Excel", "Export to Word", "Export to CSV", and "Export PDF". A blue bracket on the right side of the interface is labeled "Select file format to export".

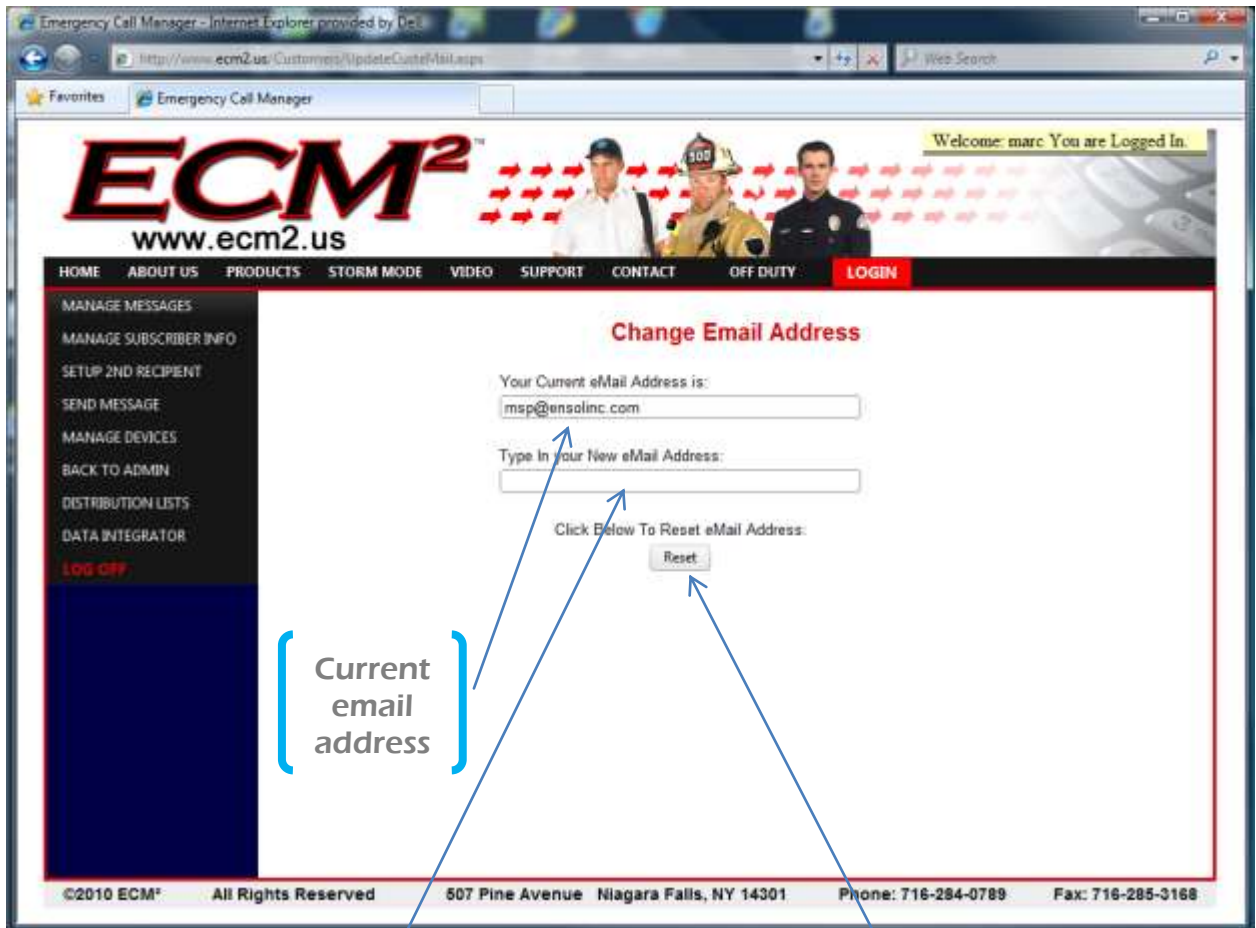
The message list table below has the following columns: MessageId, MsgType, MsgStatus, MsgPayload, MsgRecDate, and TrackingNumber. Annotations with arrows point to the "MessageId" and "MsgStatus" headers, and a "Filter On" label points to the "MsgStatus" column.

| MessageId | MsgType | MsgStatus | MsgPayload | MsgRecDate | TrackingNumber |
|-----------|---------|-----------|--|----------------------|----------------|
| 3402 | M | QUEUED | Code: EFAL_B Code Detail: E FALLS BLS Address: 223 CREEK RD XS: City: LUIZERNE Caller: ORBASH D Caller Ph: 7242488701 Map: Grid: CAD INC #: 2010-0000079229 Unformatted Message: FAYETTE-911-EFAL_B-E FALLS BLS 223 CREEK RD LUIZERNE ORBASH D 7242468701 Map: Grids:; Cad: 2010-0000079229 | 9/22/2010 2:37:13 PM | SM-3402 |
| 3401 | SM | QUEUED | Code: EBLD_A Code Detail: E_BLEEDING ALS Address: 945 2ND ST XS: BUFFINGTON RD and BALL PARK RD City: MENALLEN Caller: BURNS MARY Caller Ph: 7242452242 Map: Grid: CAD INC #: 2010-0000079225 Unformatted Message: FAYETTE- 911-EBLD_A-E_BLEEDING ALS 945 2ND ST XS: BUFFINGTON RD and BALL PARK RD MENALLEN BURNS MARY 7242452242 Map: Grids:; Cad: 2010-0000079225 | 9/22/2010 2:37:12 PM | SM-3401 |
| | | | Code: PCKWL Code Detail: P CHECK ON WELFARE Address: UNIVERSITY DR XS: ARCH BRIDGE RD and CELLURALE DR City: DUNBAR TWP Caller: MYERS JOLYNN Caller Ph: 8145213765 Map: Grid: | | |

Manage Subscriber Information

Change Email Address

Use this section to Change your email address. Your current email address should be shown in the top field. If you wish to change it, simply add your new email address in the field below (Type in your new email address) and click "RESET".



Change Password

Use this section to change your password. Type in your current password, and then type in your new password and confirm it then click "Change Password".

The screenshot shows a web browser window displaying the ECM2 website. The page title is "Change Password". The website header includes the ECM2 logo and the URL www.ecm2.us. A navigation menu at the top contains links for HOME, ABOUT US, PRODUCTS, STORM MODE, VIDEO, SUPPORT, CONTACT, OFF DUTY, and LOGIN. A sidebar on the left lists various user management options. The main content area features a "Change Your Password" form with three input fields: "Password:", "New Password:", and "Confirm New Password:". Below the fields are "Change Password" and "Cancel" buttons. A "LOG OFF" link is visible in the sidebar. The footer contains copyright information and contact details for ECM2.

Click
"Change
Password"

Enter your
Current
password

Enter your
New
password

Edit Subscriber Information

This section has been broken down into 3 areas that can be edited:

1. Subscriber Information – Personal Info
2. 911 Information – 911 related Info
3. Contract Information – Emergency Call Manager Info can only be viewed, not edited.

Subscriber Info

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/Customers/UpdateUserInfo.aspx

Emergency Call Manager

Welcome: marc You are Logged In

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www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
MANAGE SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
LOG OFF

Edit Subscriber Information

Subscriber Information 911 Information Contract Information

Subscriber Type:

First Name:

Last Name:

Company:

Address 1:

Address 2:

City:

State:

Zip:

County:

Telephone:

Fax:

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Edit any of your
personal
Subscriber info
and click
"UPDATE"

911 Info

ECM²
"Putting technology into the hands of first responders"

WELCOME: mare1 You are Logged In.

FIREFIGHTERS EMT RESCUE
FOREST RANGERS EMERGENCY
POLICE AMBULANCE MEDICAL

HOME ABOUT US PRODUCTS STORM MODE VIDEO MEDIA SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LIST
DATA INTEGRATOR
STA MGR & MOB MAP
LOG OFF

Edit Subscriber Information

Subscriber Information | **911 Information** | Contract Information

senderID:
miscInfo:
securityCode:
recipientID:
recipientID2:
Send Updates:
SM M M PWD:
SM REP PWD:

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Receive updates to any messages already sent by checking the box, "Send Updates" This box is checked by default

Set your Station manager and Mobile Map Application Password here

After editing your 911 info click here to "UPDATE"

Reporting Password

Contract Info

The screenshot shows a web browser window displaying the ECM2 website. The page title is "Emergency Call Manager - Internet Explorer provided by Dell". The address bar shows "http://www.ecm2.us/Customers/UpdateUser/Info.aspx". The website header features the ECM2 logo and the URL "www.ecm2.us". A navigation menu includes "HOME", "ABOUT US", "PRODUCTS", "STORM MODE", "VIDEO", "SUPPORT", "CONTACT", "OFF DUTY", and "LOGIN". A sidebar on the left contains links for "MANAGE MESSAGES", "MANAGE SUBSCRIBER INFO", "SETUP 2ND RECIPIENT", "SEND MESSAGE", "MANAGE DEVICES", "BACK TO ADMIN", "DISTRIBUTION LISTS", "DATA INTEGRATOR", and "LOG OFF". The main content area is titled "Edit Subscriber Information" and has three tabs: "Subscriber Information", "911 Information", and "Contract Information". The "Contract Information" tab is selected, showing the following fields:

| | |
|------------------------|---------------------------------------|
| Start Date: | <input type="text" value="9/1/2010"/> |
| Term: | <input type="text" value="5"/> |
| Terms of Service: | <input type="text"/> |
| Renew Date: | <input type="text" value="9/1/2010"/> |
| Next Payment Due Date: | <input type="text" value="9/1/2010"/> |
| Package Size: | <input type="text" value="Large"/> |

The footer contains the following information: ©2010 ECM² All Rights Reserved 507 Pine Avenue Niagara Falls, NY 14301 Phone: 716-284-0789 Fax: 716-285-3168.

This information can only be viewed not edited

Set Up 2nd Recipient

If you would like to set up a 2nd recipient message you can set it up in this section to go to an additional email or a distribution list. Simply choose your email or distribution list and save your changes.

The screenshot shows the ECM2 web interface in Internet Explorer. The browser address bar displays <http://www.ecm2.us/Customers/SecondRecip.aspx>. The page header includes the ECM² logo, the website URL www.ecm2.us, and a navigation menu with items: HOME, ABOUT US, PRODUCTS, STORM MODE, VIDEO, SUPPORT, CONTACT, OFF DUTY, and LOGIN. A user is logged in, as indicated by the text "Welcome: marc You are Logged In." in the top right corner.

The main content area is titled "Setup 2nd Recipient". It contains the following elements:

- A section labeled "Send 2nd Recipient messages to:" with two radio button options: "Email Address" (which is selected) and "Distribution List".
- An "Email Address:" input field containing the text "username@domainname.com".
- A "Save Changes" button located below the input field.

Blue arrows and callout boxes highlight key features:

- An arrow points from the "Email Address" radio button to a callout box containing the text "Email Address is selected".
- An arrow points from the "Email Address" input field to a callout box containing the text "Enter additional email address here".
- An arrow points from the "Save Changes" button to a callout box containing the text "Save Changes".

The footer of the page contains the following information: ©2010 ECM² All Rights Reserved, 507 Pine Avenue Niagara Falls, NY 14301, Phone: 716-284-0789, Fax: 716-285-3168.

Save Changes

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/Customers/SecondRecip.aspx

File Edit View Favorites Tools Help
Favorites Emergency Call Manager

Welcome: ejb You are Logged In

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www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
MANAGE SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
LOG OFF

Setup 2nd Recipient

Send 2nd Recipient messages to:

Email Address
 Distribution List

Distribution List: ChiefandAssistants64

Station64
Chief64
ChiefandAssistants64
Officers64
Trustees
somenset
Blainville
Alleghenytwp

Save Changes

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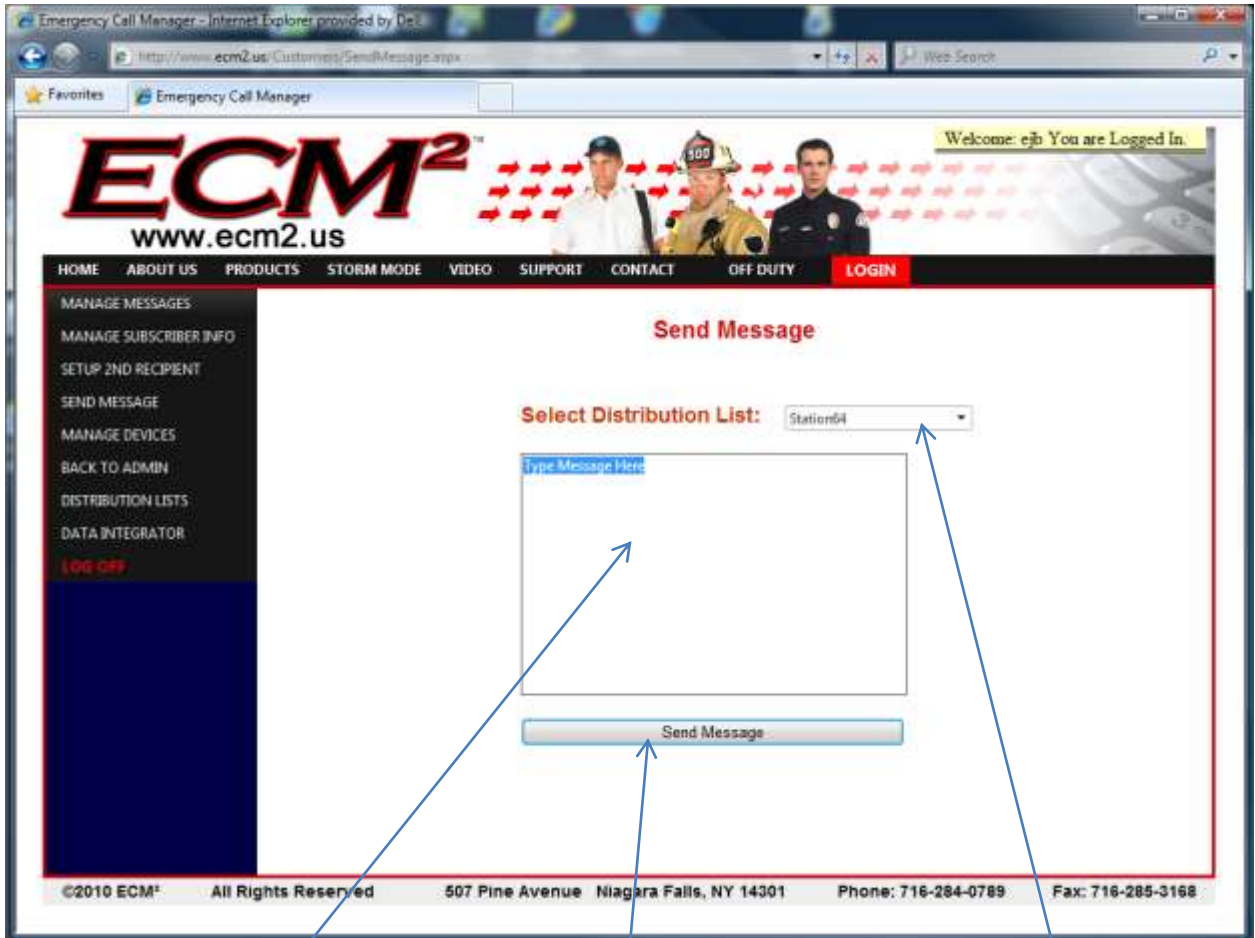
Distribution List is selected

Save Changes

Choose from dropdown your Distribution List

Send Message

You can send a message to your distribution lists from this section. Simply choose your distribution list from the dropdown, type in your message in the "Type Message Here" field and send the message.



Type your message here

Send Message

Select your Distribution List

Manage Devices

You can manage all your devices here in this area. Manage devices by adding new devices, deleting devices or editing your devices. You can edit device information such as phone number, phone carrier, send email or send text, bypass text address or address and pin code.

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/Customers/ManageDevicesEmails.aspx

Emergency Call Manager

Welcome: ejb You are Logged In.

ECM²

www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

Manage Devices

Edit selected Add new Delete selected device Refresh device list

| First Name | Last Name | eMail Address | Phone | Provider | Text | Email | |
|------------|-------------|--------------------------------|------------|----------|--------------------------|--------------------------|-------------|
| John | Bohinc | jbohinc@esgenv.com | 7243313123 | Verizon | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Steve | Henninger | SHenninger@spunkmeyer.com | 7242162480 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Rich | Rupnik | aler64@comcast.net | 7243317117 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Darrick | Gerano | dgerano@murrsvillemedicone.com | 4122872713 | Verizon | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Greg | Fagerl | gfagerl@latrobesteel.com | 7244936191 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Spencer | Depellegrin | s_depellegrin@hotmail.com | 7244204398 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Ron | Defalco | | 7244338530 | Verizon | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Brian | Chinchock | chinchock3970@gmail.com | 7247872384 | Verizon | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Rege | Syman | regsyman@aol.com | 4128896464 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Rock | March | | 7243000614 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |

Page size: 10 72 items in 8 pages

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Add New

Edit or Delete
your devices

Editing A Device

Here you can delete the instance of your account and all other devices associated with it.

ECM²
"Putting technology into the hands of first responders"

FIREFIIGHTERS EMT RESCUE
FIREST RANGERS EMERGENCY
POLICE AMBULANCE MEDICAL

Welcome: marc1 You are Logged In

HOME ABOUT US PRODUCTS STORM MODE VIDEO MEDIA SUPPORT CONTACT OFF DUTY **LOGIN**

MANAGE MESSAGES >
SUBSCRIBER INFO >
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR >
STA MGR & MOB MAP
LOG OFF

Manage Devices

Update Cancel editing Add new Delete selected device Refresh device list

| First Name | Last Name | eMail Address | Phone | Provider | Text | Email | Delete | Edit |
|------------|-----------|--------------------------|------------|-----------------------|--------------------------|--------------------------|--------|------|
| Way | Cool | qjb@vensolinc.com | 7166091858 | Verizon Smartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| IDS | Reviewer | iphonerreviewer@ecm2.us | | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| John | Battaglia | jbattaglia@vensolinc.com | 7165701295 | Verizon NonSmartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| Tyler | Flemming | tflem18@gmail.com | 5185931836 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| z | z | sisecm2@gmail.com | 7162840789 | Verizon NonSmartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |

Edit Device Info

First Name:

Last Name:

Email Address:

Phone Number:

Carrier:

SendEmail:

SendText:

Enable Mobile App:

Bypass Text Address:

Bypass Address:

Can Respond to a Call:

Is A Chief:

If A Chief, Be Notified Of Availability Changes:

Non Smart Phone Can Not Respond:

(Note: See call manager manual for details on above)

Pin Code:

| | | | | | | | | |
|-------------|--------|----------------------|------------|-----------------------|--------------------------|--------------------------|--------|------|
| Dave | Cyman | dcyman@siscoders.com | 7166220323 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| Ralph | Namon | iphone@ecm2.us | 7163430799 | Verizon Smartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| Hank | Pepper | iphone@siscoders.com | 7165250033 | Verizon Smartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| Transformer | Prime | | | Verizon NonSmartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |

Edit Window

- MANAGE MESSAGES
- SUBSCRIBER INFO
- SETUP 2ND RECIPIENT
- SEND MESSAGE
- MANAGE DEVICES
- BACK TO ADMIN
- DISTRIBUTION LISTS
- DATA INTEGRATOR
- STA MGR & MOB MAP
- LOG OFF

Manag

Update Cancel editing Add new Delete sele

| First Name | Last Name | eMail Address | Phone |
|------------|-----------|-------------------------|-------|
| Way | Cool | ejb@ensolinc.com | 7186 |
| iOS | Reviewer | iphonereviewer@ecm2.us | |
| John | Battaglia | jbattaglia@ensolinc.com | 7185 |
| Tyler | Flemming | tflem18@gmail.com | 3185 |
| # | # | sincm2@gmail.com | 7182 |

Edit DE

First Name:
Last Name:
Email Address:
Phone Number:
Carrier: Verizon NonSmartphone
Send Email:
Send Text:
Enable Mobile App:
Bypass Text Address:
Bypass Address:
Can Respond to a Call:
Is A Chief:
If A Chief, Be Notified Of Availability Changes:
Non Smart Phone Can tet Respond:
(Note: See call manager manual for details on above)
Pin Code: 0000

Select a Phone Carrier

Update Cancel

| | | | | | | | | |
|-------------|--------|---------------------|------------|-----------------------|--------------------------|--------------------------|--------|------|
| Dave | Cyman | dcyman@sincodes.com | 7186220323 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| Ralph | Namon | iphone@ecm2.us | 7163430799 | Verizon Smartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| Hank | Pepper | iphone@sincodes.com | 7185250033 | Verizon Smartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| Transformer | Prime | | | Verizon NonSmartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |

- MANAGE MESSAGES
- SUBSCRIBER INFO
- SETUP 2ND RECIPIENT
- SEND MESSAGE
- MANAGE DEVICES
- BACK TO ADMIN
- DISTRIBUTION LISTS
- DATA INTEGRATOR
- STA MGR & MOB MAP
- LOG OFF

Manage Devices

Update Cancel editing Add new Delete selected device Refresh device list

| First Name | Last Name | eMail Address | Phone | Provider | Text | Email | Delete | Edit |
|------------|-----------|-------------------------|------------|-----------------------|--------------------------|--------------------------|--------|------|
| Way | Cool | qjb@ensolinc.com | 7186081838 | Verizon Smartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| iOS | Reviewer | iphonereviewer@ecm2.us | | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| John | Battaglia | jbattaglia@ensolinc.com | 7165701295 | Verizon NonSmartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| Tyler | Fleming | tflem18@gmail.com | 5185931836 | ATT | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |
| Z | Z | sisecm2@gmail.com | 7162840789 | Verizon NonSmartphone | <input type="checkbox"/> | <input type="checkbox"/> | Delete | Edit |

Edit Device Info

First Name:

Last Name:

Email Address:

Phone Number:

Carrier:

Send Email:

Send Text:

Enable Mobile App:

Bypass Text Address:

Bypass Address:

Can Respond to a Call:

Is A Chief:

If A Chief, Be Notified Of Availability Changes:

Non Smart Phone Can text Respond:

(Note: See call manager manual for details on above)

Pin Code:

Update Cancel

For Blackberry "Knickname"

Enables the user the ability to respond to an alert incident

Enables the user the ability to text respond to an alert incident

Send Email

Send Text

If checked you will be able to use your smart phone app

This is for Older Blackberry Phones- Please contact support for more information

Are you a Chief?

Click here if you want to be notified of Availability changes

Update

Cancel

Enter your PIN CODE here

Editing A Device

Here you can delete the instance of your account and all other devices associated with it.

The screenshot shows a web interface for editing device information. On the left is a dark sidebar with navigation options: SEND MESSAGE, MANAGE DEVICES, BACK TO ADMIN, DISTRIBUTION LISTS, DATA INTEGRATOR, STA MGR & MOB MAP, and LOG OFF. The main content area is titled 'Edit Device Info' and contains a form with the following fields: First Name (Way), Last Name (Cool), Email Address (w@ensolinc.com), Phone Number (736091854), Carrier (Enterprise Gateway), Send Email (checkbox), Send Text (checkbox), Mobile Mobile App (checkbox), Egress Test Address (checkbox), Egress Address (text field), Can Respond to a Call (checkbox), Is A Closet (checkbox), If A (T)M be Notified Of Availability Changes (checkbox), Non Smart Phone Can Not Respond (checkbox), and PIN Code (0000). Below the form is a 'MOBILE SETUP' section with a 'Select Device' dropdown (set to 'Android'), a 'Mobile Address' text field (w@ensolinc.com), and 'Save Mobile Settings', 'Update', and 'Cancel' buttons. At the bottom is a table of devices with columns for Name, Email, Phone, Carrier, and actions (Delete, Edit). The table contains 10 rows of device data. Callouts with blue arrows point to the 'Mobile Mobile App' checkbox, the 'Mobile Address' field, the 'Save Mobile Settings' button, and the 'Select Device' dropdown.

Click here enable use of your smart phone app

Select your phone type

Enter your email address, to be used for this phone

Save your settings here

| Name | Email | Phone | Carrier | Delete | Edit |
|--------|---------------------|------------|------------------------|--------|------|
| John | John@ensolinc.com | 736091854 | Verizon NextSmartphone | | |
| Tyler | tyler@ensolinc.com | 3185311888 | ATT | | |
| I | W@ensolinc.com | 7362540789 | Verizon NextSmartphone | | |
| Steve | Steve@ensolinc.com | 736220325 | ATT | | |
| Ralph | Ralph@ensolinc.com | 283450799 | Verizon Smartphone | | |
| Mark | Mark@ensolinc.com | 736250003 | Verizon Smartphone | | |
| Thomas | Thomas@ensolinc.com | 7362207852 | Verizon NextSmartphone | | |
| Pat | Pat@ensolinc.com | 7362207852 | Verizon NextSmartphone | | |

Back to Admin

This TAB is only available for Administrators, NOT for Customers.



The screenshot shows a web browser window titled "Emergency Call Manager" with the address bar displaying "https://www.ecm2.us/Admin/AdminHome.aspx". The page features the ECM² logo and the URL "www.ecm2.us" at the top left. A navigation menu includes links for HOME, ABOUT US, PRODUCTS, STORM MODE, VIDEO, SUPPORT, CONTACT, OFF DUTY, and a red LOGIN button. A sidebar on the left contains administrative options: RESET A PASSWORD, PROCESS ACCT REQ, USER ROLES, LOGIN AS CUSTOMER, MESSAGES, ERROR MESSAGES, SEND TEST MESSAGE, EDIT PROVIDERS, CREATE & SEND eBLASTS, and LOG OFF. The main content area displays "WELCOME TO THE ADMINS HOME PAGE" in red text. A yellow banner at the top right says "Welcome: ejb You are Logged In". The footer contains copyright information: ©2010 ECM², All Rights Reserved, 507 Pine Avenue, Niagara Falls, NY 14301, Phone: 716-284-0789, Fax: 716-285-3168.

Distribution List

You may create, edit or delete your distribution lists in this section.

The screenshot displays the ECM2 web application interface. At the top, the ECM2 logo is prominent, along with the tagline "Putting technology into the hands of first responders" and a list of services: FIREFIGHTERS, EMT, RESCUE, POLICE, AMBULANCE, and MEDICAL. A user login notification reads "Welcome: marci You are Logged In." The navigation menu on the left includes options like "MANAGE MESSAGES", "SUBSCRIBER INFO", and "DISTRIBUTION LISTS". The main content area is titled "Distribution Lists" and contains a note: "Note: Distribution List Names can only have the following characters and/or numbers: A-Z or a-z or 0-9 or -". Below this is a table of distribution lists with columns for "Distribution List" and "Distribution List eMail Address". A callout box points to the "Freedom" list with the text "Select a Distribution List to edit". Below the table is a table of recipients with columns for "NAME", "RECEIVE TEXT", "RECEIVE EMAIL", "ALLOW DL MESSAGES", and "SEND TO MOBILE APP". A callout box points to the "Way Cool" row with the text "Recipient(s) in list". Another callout box points to the "Edit" button in the "Way Cool" row with the text "Edit Recipient".

| Distribution List | Distribution List eMail Address |
|-------------------|---------------------------------|
| Freedom | Freedom.2@ecm2.us |
| Sleepy | Sleepy.2@ecm2.us |
| YehNow | YehNow.2@ecm2.us |
| jbohinc | jbohinc.2@ecm2.us |
| figs | figs.2@ecm2.us |
| testfx | testfx.2@ecm2.us |
| IATest | IATest.2@ecm2.us |
| SIS | SIS.2@ecm2.us |
| H8aut | H8aut.2@ecm2.us |
| Petey62 | Petey62.2@ecm2.us |

| NAME | RECEIVE TEXT | RECEIVE EMAIL | ALLOW DL MESSAGES | SEND TO MOBILE APP | |
|-------------|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------|
| Way Cool | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |
| Dave Cymant | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete Edit |

Recipient(s)
in list

Edit
Recipient

Editing Distribution List Items

ECM²
"Putting technology into the hands of first responders!"

WELCOME: marel You are Logged In.

HOME ABOUT US PRODUCTS STORM MODE VIDEO MEDIA SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
STA MGR. & MOB. MAP
LOG OFF

Distribution Lists

Note: Distribution List Names can only have the following characters and/or numbers: A-Z or a-z or 0-9 or -

| Distribution List | Distribution List eMail Address |
|-------------------|---------------------------------|
| Freedom | Freedom.2@ecm2.us |
| Sleepy | Sleepy.2@ecm2.us |
| YesNow | YesNow.2@ecm2.us |
| jbohinc | jbohinc.2@ecm2.us |
| figs | figs.2@ecm2.us |
| testfa | testfa.2@ecm2.us |
| JATest | JATest.2@ecm2.us |
| SIS | SIS.2@ecm2.us |
| HBeat | HBeat.2@ecm2.us |
| PeteyB2 | PeteyB2.2@ecm2.us |

Way Cool

Edit Distribution List Items

Name: Way Cool

Receive Text:

Receive Email:

Allow Messaging To DL:

Send To Mobile App:

Update Cancel

Dave Cyman

Add new record Refresh

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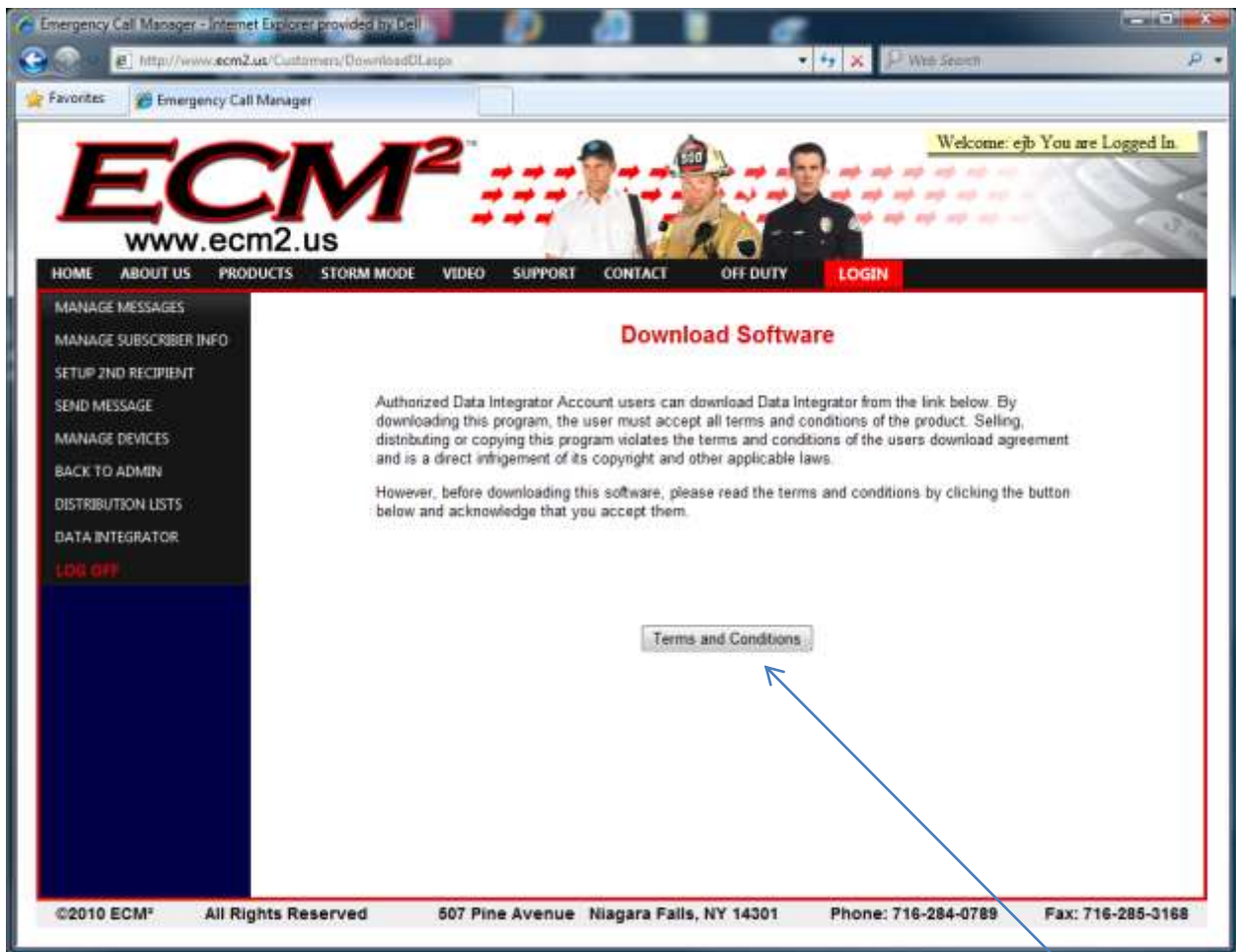
Update

Cancel

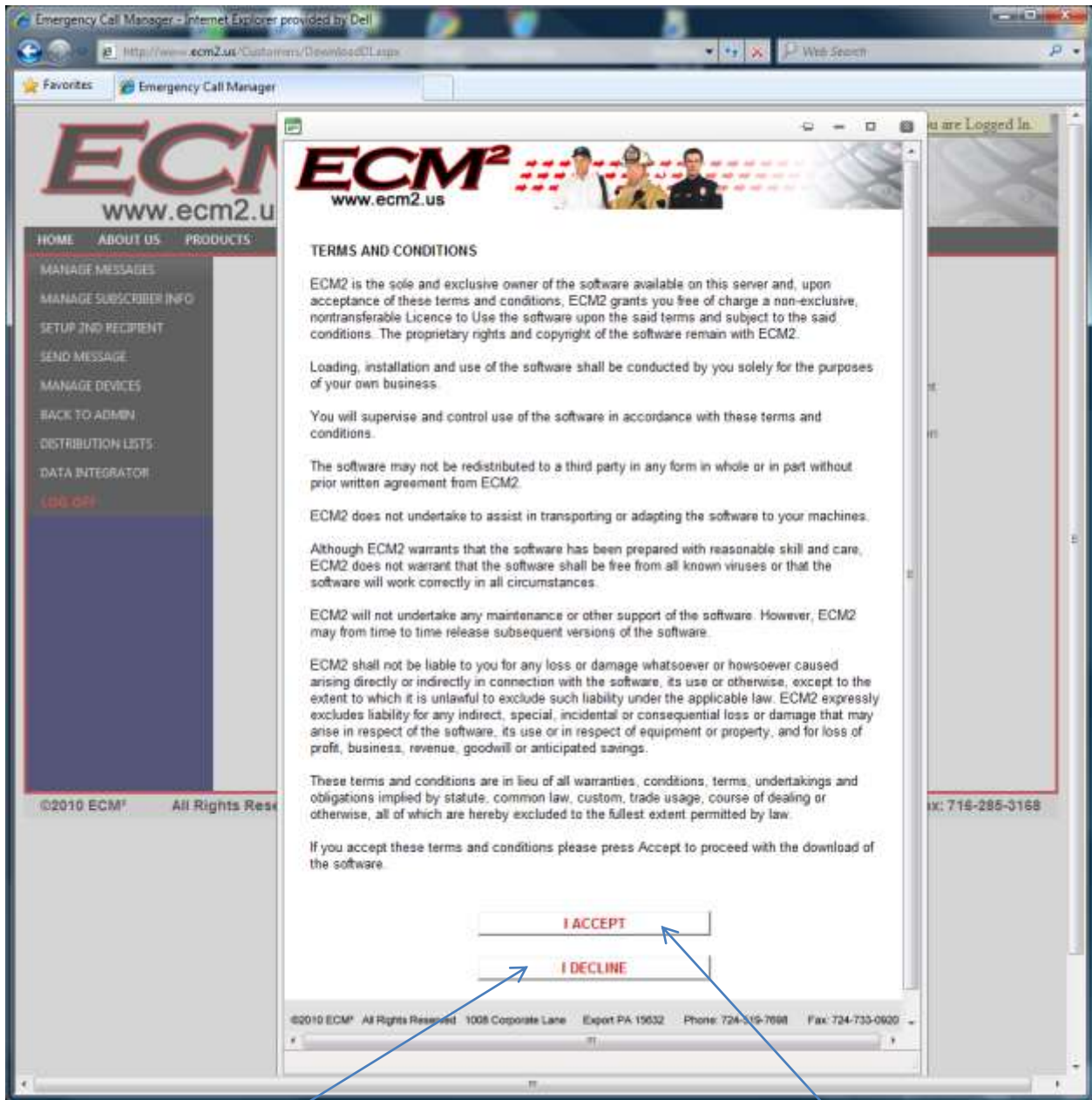
Data Integrator

Download Software

If you are enabled by your administrator to download the Data Integrator software, you can download it here in this section. Be sure to click the "TERMS AND CONDITIONS" button. After read through the terms and conditions you will have the option to accet or decline. If you "Decline" you will return to the "Customers Home Page", if you "Accept" you will be brought to the "Download Data Integrator" page to download. Make sure you click "CLICK HERE" to download. Save to the folder of your choice on your computer to download.



Click "Terms and Conditions" button



“I DECLINE”

“I ACCEPT”

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/Customers/DownloadAccepted.aspx

Emergency Call Manager

ECM²

www.ecm2.us

Welcome: ejb You are Logged In

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

- MANAGE MESSAGES
- MANAGE SUBSCRIBER INFO
- SETUP 2ND RECIPIENT
- SEND MESSAGE
- MANAGE DEVICES
- BACK TO ADMIN
- DISTRIBUTION LISTS
- DATA INTEGRATOR
- LOG OFF

Download Data Integrator

Installation instructions: Click the link below and click **SAVE**, then choose the destination folder where you would like to place the program.

DOWNLOAD DATA INTEGRATOR NOW! [Click Here](#)



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“CLICK HERE”
for Download

Emergency Call Manager Internet Explorer - processor: Dell

http://www.ecm2.us/Customers/Download/Download.aspx

Emergency Call Manager

Welcome: ejb You are Logged In

ECM²

www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
MANAGE SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
LOG OFF

Download Data Integrator

Installation instructions: Click the link below and click **SAVE**, then choose the destination folder where you would like to place the program.

DOWNLOAD DATA INTEGRATOR NOW! [Click Here](#)

0% of DInstall.zip from www.ecm2.us Completed

File Download

Do you want to open or save this file?

Name: DInstall.zip
Type: WinRAR ZIP archive, 345KB
From: www.ecm2.us

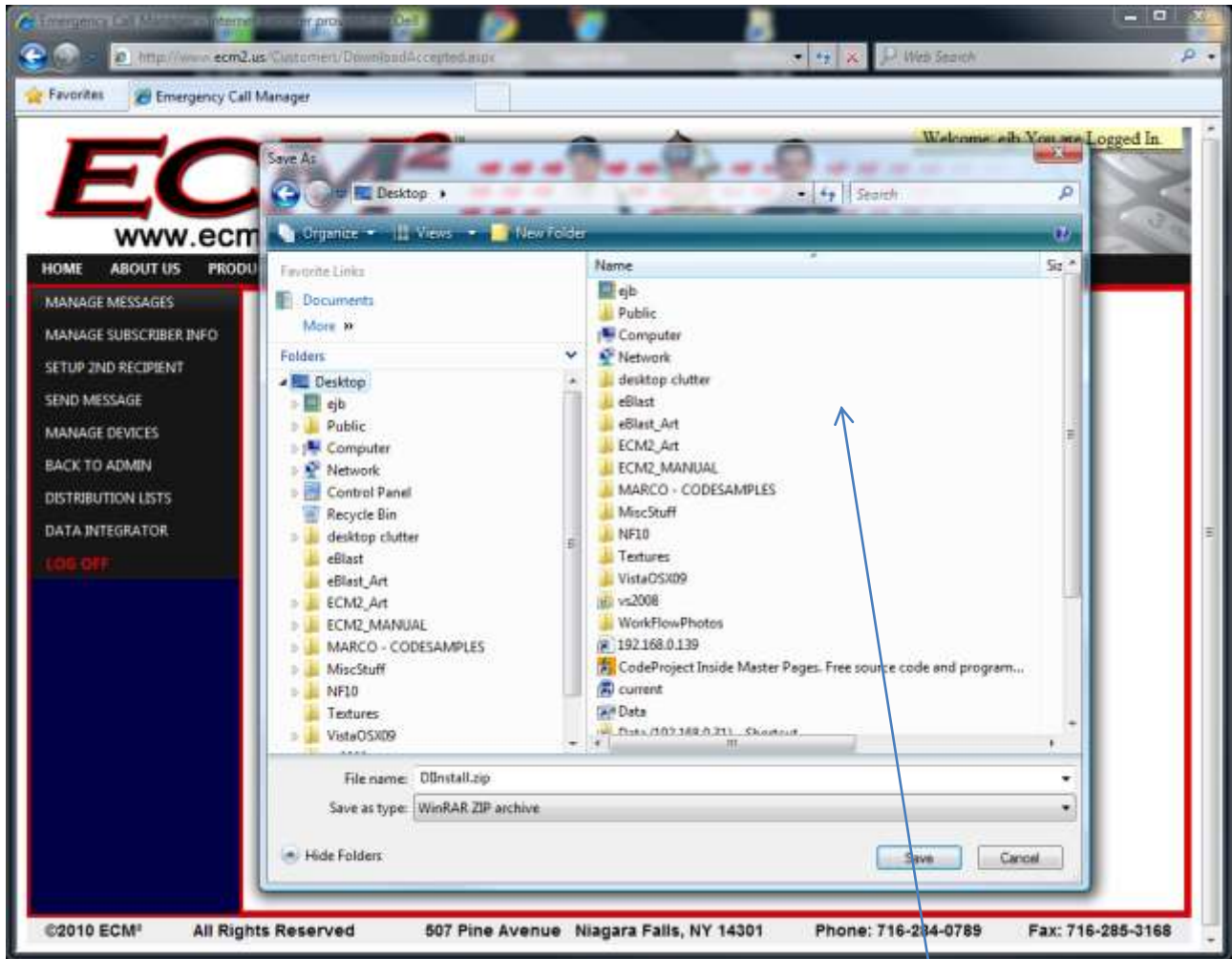
Open Save Cancel

Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

“SAVE”

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Save to a place
on your
computer

Set-Up

If you are enabled by your administrator to use the Data Integrator software you will see a checked, checkbox. Renewal Date will be set in "Edit All Users Details" in the Admin section by an Administrator. The Account administrator will create the password.

The screenshot shows the ECM2 web application interface. The main content area displays the 'Set-Up' page for the Data Integrator. The form includes the following fields and controls:

- Data Integrator is Enabled:** A checked checkbox.
- Renewal Date:** A date field set to 12/12/2009.
- Data Integrator Import Password:** A text field containing the password 'FertsAndFootBall'.
- Save Password:** A button to save the password.

Blue arrows point from callout boxes to these elements:

- Renewal Date
- Save Password
- Create Password
- If Checked, you are able to download DI to your computer

The footer contains the following information: ©2010 ECM², All Rights Reserved, 507 Pine Avenue, Niagara Falls, NY 14301, Phone: 716-284-0789, Fax: 716-285-3168.

Download Messages

If you would like to download your messages, you can use this section to do so. Select the beginning date range (Starting date) and then select the end range (Ending date), then select download. The file will be downloaded as an .xml file.



The screenshot shows the ECM2 web application interface. The browser title is "Emergency Call Manager - Internet Explorer provided by Dell". The address bar shows "http://www.ecm2.us/Customers/DIDDData.aspx". The page header includes the ECM2 logo, the URL "www.ecm2.us", and a navigation menu with items: HOME, ABOUT US, PRODUCTS, STORM MODE, VIDEO, SUPPORT, CONTACT, OFF DUTY, and LOGIN. A user is logged in, as indicated by "Welcome: ejb You are Logged In".

The main content area is titled "Download Messages" and contains a "Select Date Range" form. The form has "From:" and "To:" input fields. A calendar for January 2011 is displayed, with the date "11" (Tuesday, January 11, 2011) selected. A blue arrow points from the text "Select your start date" to the selected date in the calendar.

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Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us:Customer/DIDData.aspx

Emergency Call Manager

ECM²

www.ecm2.us

Welcome: ejb You are Logged In.

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY **LOGIN**

MANAGE MESSAGES
MANAGE SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
LOG OFF

Download Messages

Select Date Range

From: 1/11/2011 To:

| January 2011 | | | | | | |
|--------------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| 1 | 26 | 27 | 28 | 29 | 30 | 31 |
| 2 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3 | 9 | 10 | 11 | 12 | 13 | 14 |
| 4 | 16 | 17 | 18 | 19 | 20 | 21 |
| 5 | 23 | 24 | 25 | 26 | 27 | 28 |
| 6 | 30 | 31 | 1 | 2 | 3 | 4 |

Friday, January 28, 2011

Select your End date

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Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us: Customers/000Data.aspx

Emergency Call Manager

ECM²

www.ecm2.us

Welcome: ejb You are Logged In.

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

MANAGE MESSAGES
MANAGE SUBSCRIBER INFO
SETUP 2ND RECIPIENT
SEND MESSAGE
MANAGE DEVICES
BACK TO ADMIN
DISTRIBUTION LISTS
DATA INTEGRATOR
LOG OFF

Download Messages

Select Date Range

From: 1/11/2011 To: 1/21/2011

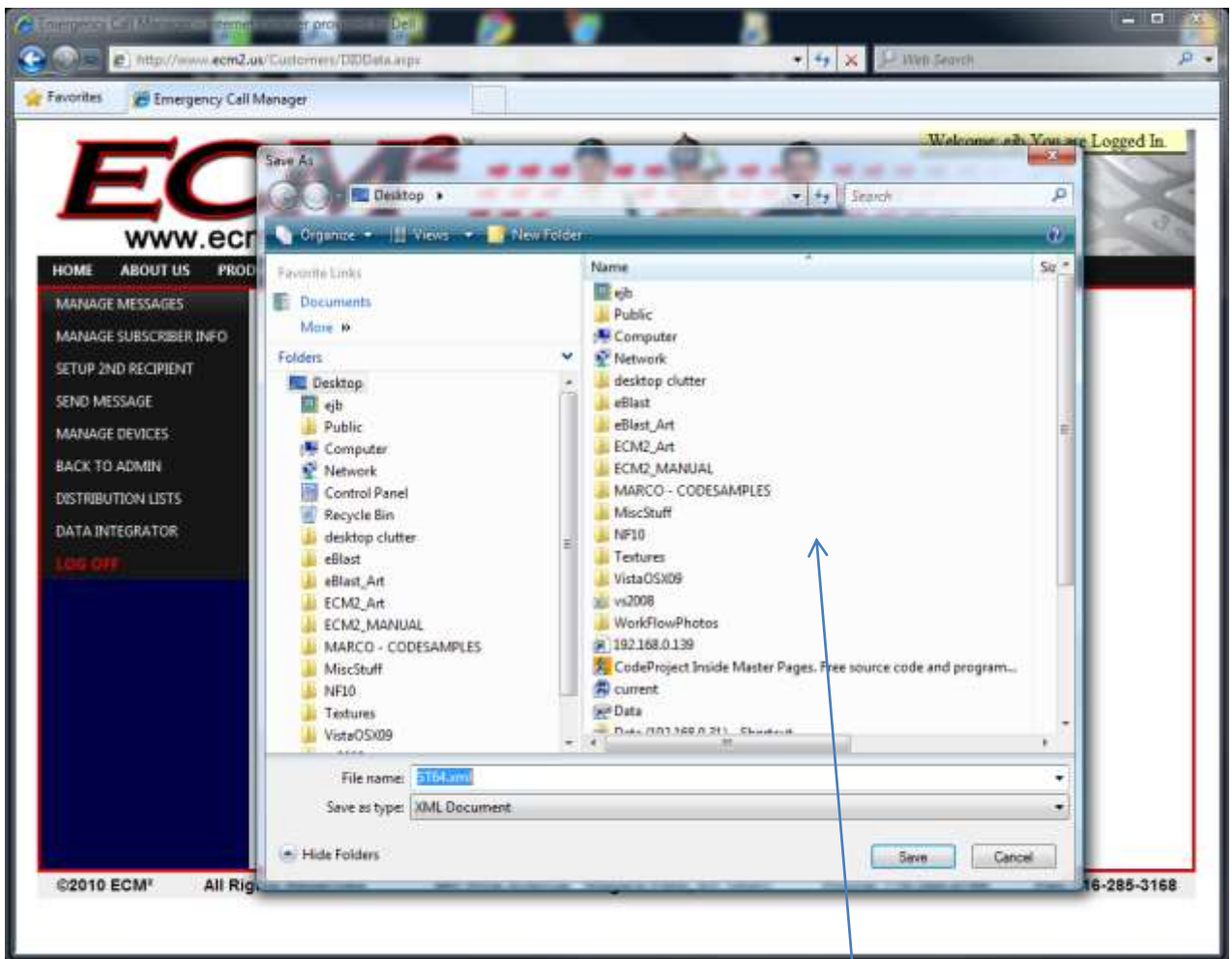
Download

Click Download

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The screenshot shows a web browser window displaying the ECM2 website. The browser's address bar shows the URL <http://www.ecm2.us/Customers/DIDData.aspx>. The website header features the ECM2 logo and the text "www.ecm2.us". A navigation menu includes links for HOME, ABOUT US, PRODUCTS, STORM MODE, VIDEO, SUPPORT, CONTACT, OFF DUTY, and LOGIN. A sidebar on the left lists various management options such as MANAGE MESSAGES, MANAGE SUBSCRIBER INFO, and LOG OFF. The main content area is titled "Download Messages" and contains a "Select Date Range" form with "From" and "To" date pickers set to 1/11/2011 and 1/21/2011, respectively, and a "Download" button. A "File Download" dialog box is open, asking "Do you want to open or save this file?" for a file named "5T64.xml" (XML Document, 2.92KB) from "www.ecm2.us". The dialog has "Open", "Save", and "Cancel" buttons. A blue arrow points from the "Save" button in the dialog to a blue bracketed instruction "Click 'SAVE'" located below the screenshot. The footer of the website contains copyright information for 2010 ECM2 and contact details for Niagara Falls, NY.

Click "SAVE"



Choose where to save file

Station Manager & Mobile Map

Here you can delete the instance of your account and all other devices associated with it.

The screenshot shows the ECM2 web interface for user account management. The header includes the ECM2 logo and navigation links for HOME, ABOUT US, PRODUCTS, STORM MODE, VIDEO, MEDIA, SUPPORT, CONTACT, OFF DUTY, and LOGIN. A user is logged in as 'marc1'. The main content area is titled 'Station Manager And Mobile Map User Account Management' and contains several sections for deleting user accounts. A left sidebar menu lists various administrative options, with 'STA MGR & MOB MAP' highlighted in red. Callouts in blue brackets provide instructions for each major section of the interface.

Click here to see where your Account ID is in the programs

Select the user

Deletes the instance of the user

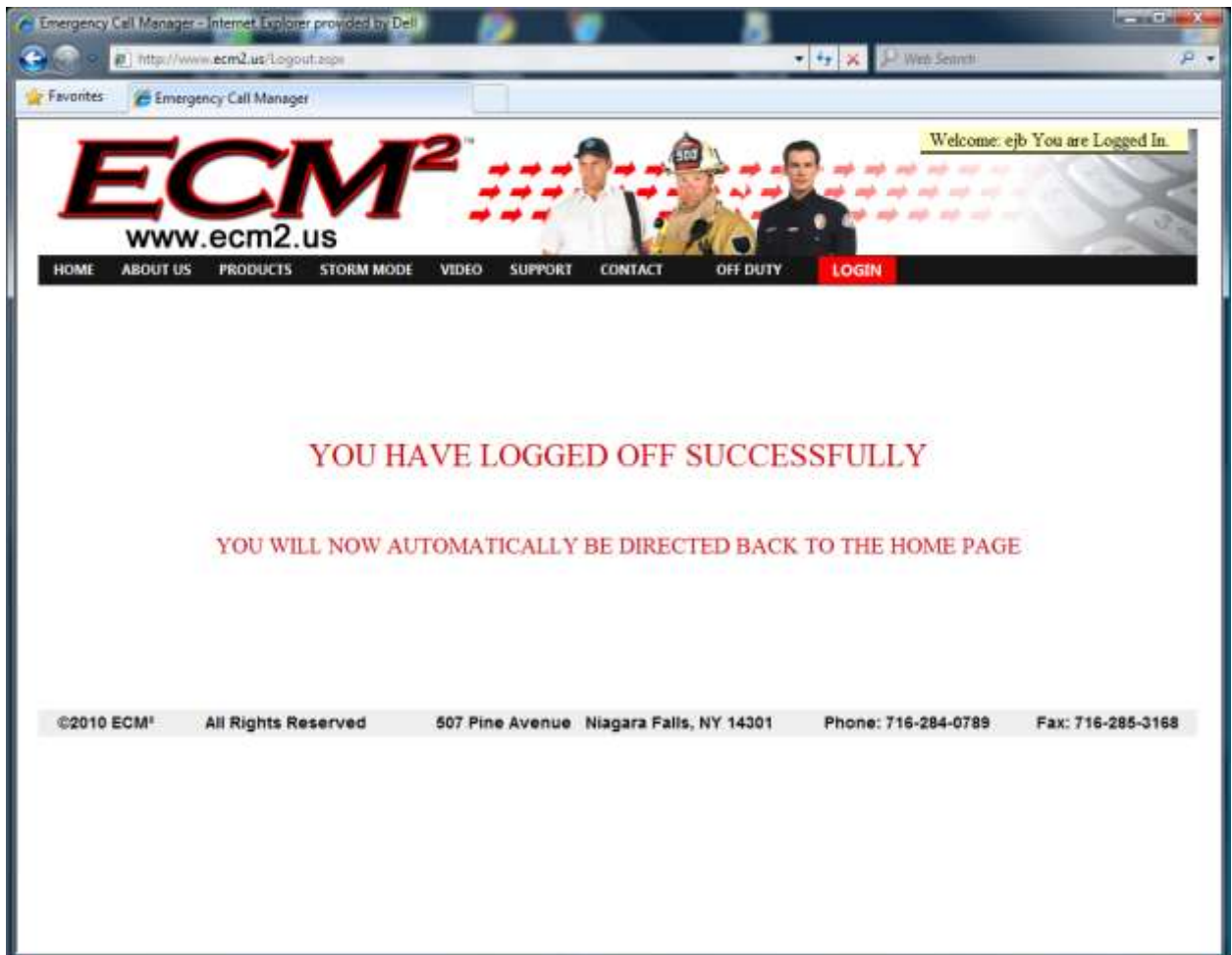
Deletes all users for that Station Manager Account

Deletes all users for that Mobile Map Account

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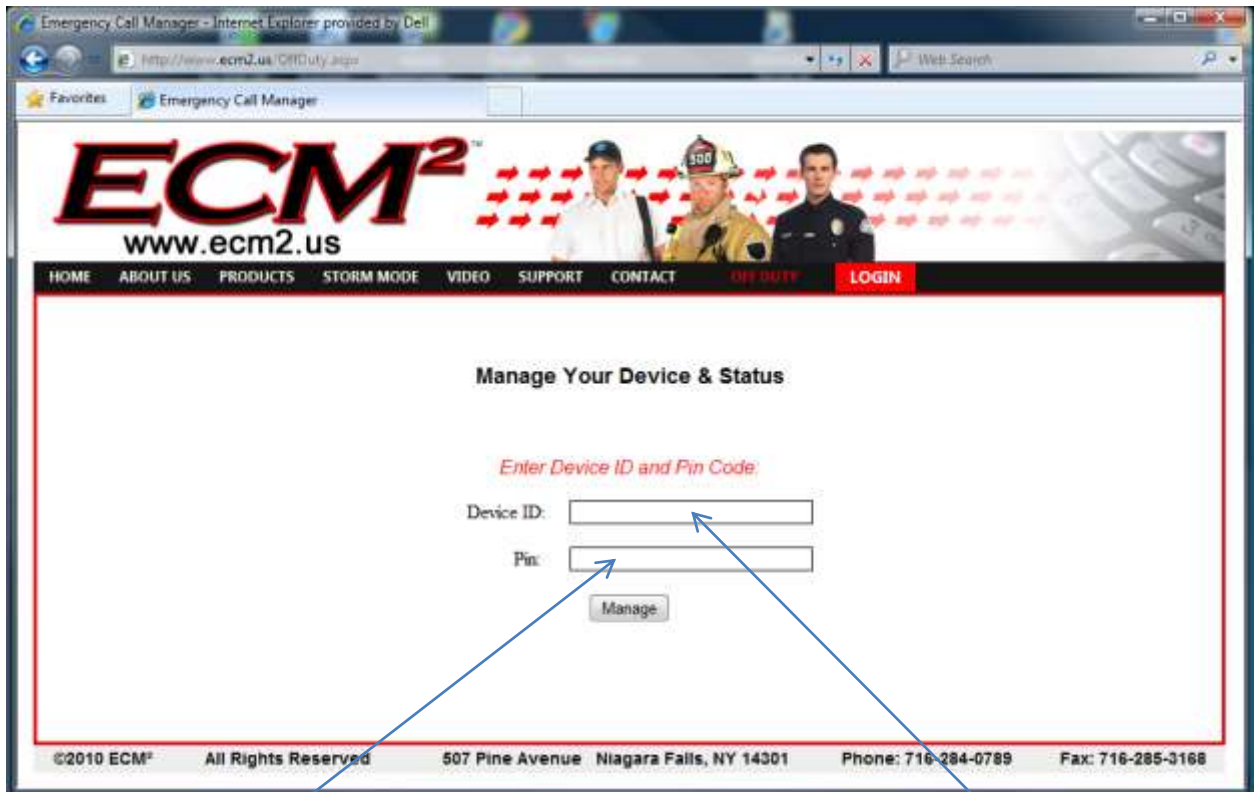
Log Off

This is the screen you will see after logging off. You will automatically be directed back to the ECM2 Home Page.



Off-Duty Status

You can set yourself up to be on or off-duty by entering your device ID (which is your phone number + your area code) and then entering your pin number (which you will set up in the "CUSTOMER AREA" under "MANAGE DEVICES", click "Edit" to access the area to enter your "PIN" number and save).



The screenshot shows a web browser window displaying the ECM2 website. The page title is "Emergency Call Manager - Internet Explorer provided by Dell". The address bar shows "http://www.ecm2.us/OffDuty.aspx". The website header features the ECM2 logo and the URL "www.ecm2.us". Below the header is a navigation menu with links: HOME, ABOUT US, PRODUCTS, STORM MODE, VIDEO, SUPPORT, CONTACT, OFF DUTY, and LOGIN. The main content area is titled "Manage Your Device & Status" and contains a form with the following fields and elements:

- Header: *Enter Device ID and Pin Code*
- Device ID:
- Pin:
- Manage:

At the bottom of the page, there is a footer with the following information: ©2010 ECM², All Rights Reserved, 507 Pine Avenue, Niagara Falls, NY 14301, Phone: 716-284-0789, Fax: 716-285-3168.

Enter your
PIN number

Enter your
Device Number
(your phone #
+ Area Code)

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/OffDuty.aspx

ECM²

www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

Manage Your Device & Status

Device ID:

Current Status:

Change Status:

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Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/OffDuty.aspx

ECM²

www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO SUPPORT CONTACT OFF DUTY LOGIN

Manage Your Device & Status

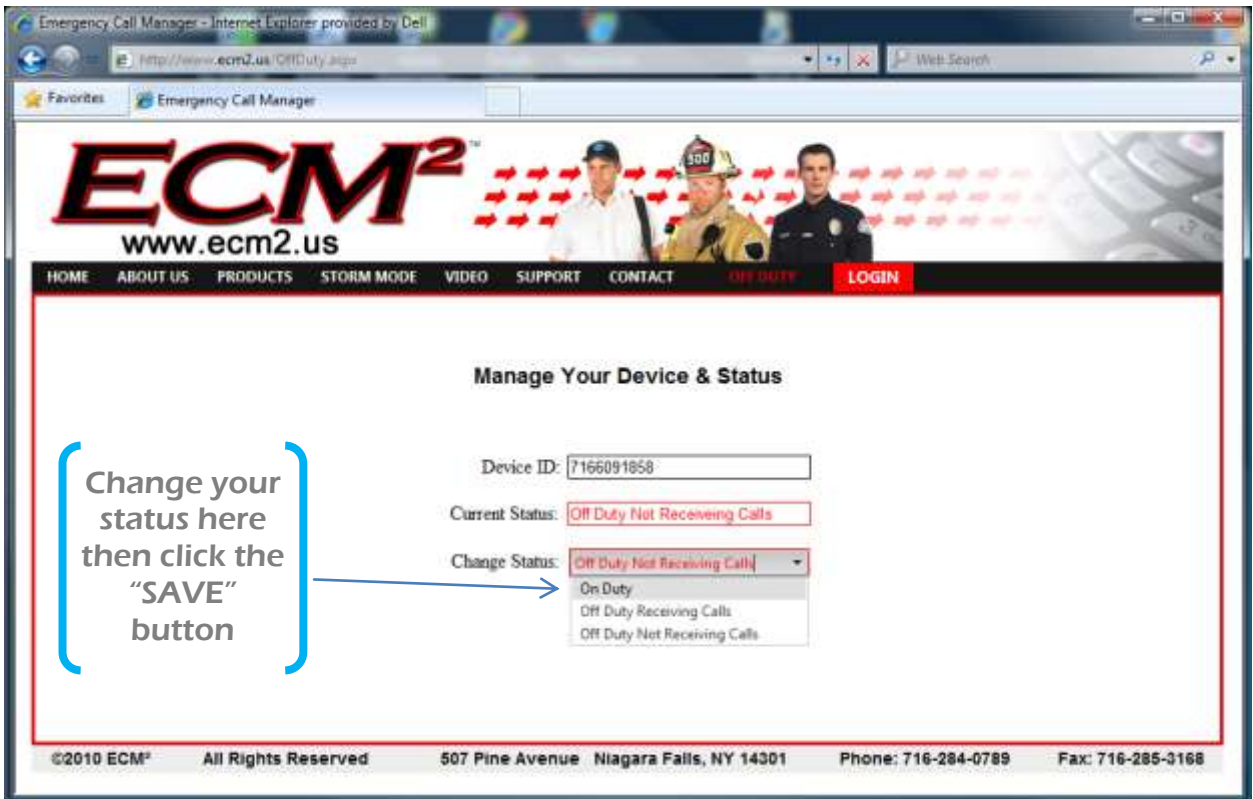
Device ID:

Current Status:

Change Status:

- On Duty
- Off Duty Receiving Calls
- Off Duty Not Receiving Calls

©2010 ECM² All Rights Reserved 507 Pine Avenue Niagara Falls, NY 14301 Phone: 716-284-0789 Fax: 716-285-3168



Download the ECM2 Support File

From time to time you may be asked by an ECM2 Technical representative to download a "Support File" from our website. If requested to do so, do the following:

The image shows a screenshot of the ECM2 website's Support page in an Internet Explorer browser window. The browser title is "Emergency Call Manager - Internet Explorer provided by Dell" and the address bar shows "http://www.ecm2.us/Support.aspx". The website header features the ECM2 logo and the URL "www.ecm2.us". A navigation menu includes links for HOME, ABOUT US, PRODUCTS, STORM MODE, VIDEO, SUPPORT, CONTACT, OFF DUTY, and LOGIN. The main content area is titled "When You Need Support, ECM² is One CALL Away!" and provides support information for the "911 Emergency Call Manager" software application. A list of contact options includes email, phone (716-264-0789, X-100), and manual/documentation availability. A "Click Here" link is provided for downloading the ECM Support File. Annotations with blue arrows and brackets highlight the "SUPPORT" menu item and the "Click Here" link. The right sidebar features a vertical menu of service categories: Fire Dept., Police Dept., EMT, Medical, and Forestry, each with a corresponding image. Below this menu is a promotional message: "No more pagers! No more pager services! No more pager bills!" followed by the "911 EMERGENCY CALL MANAGER" logo and the ECM2 logo. The footer contains copyright information: "©2010 ECM² All Rights Reserved 507 Pine Avenue Niagara Falls, NY 14301 Phone: 716-264-0789 Fax: 716-285-3168".

Emergency Call Manager - Internet Explorer provided by Dell
http://www.ecm2.us/Support.aspx

Emergency Call Manager

ECM²

www.ecm2.us

HOME ABOUT US PRODUCTS STORM MODE VIDEO **SUPPORT** CONTACT OFF DUTY LOGIN

When You Need Support, ECM² is One CALL Away!

Support information and help is available from ECM² for the "911 Emergency Call Manager" Software application.

- Contact us via email for technical support
- Call one of our technical support representatives at 716-264-0789, X-100
- Manual/Documentation is available for download at this site (see links below)
- Printed manual(s) are available on request for an additional fee (\$5.00 each)

Our technical support is available to all registered customers and is available Monday through Friday, 9am to 5pm EST

To Download the ECM Support File: [Click Here](#)

Choose "SUPPORT" From the main TAB menu

"Click Here" to download the file to the DESKTOP of YOUR computer

Fire Dept.
Police Dept.
EMT
Medical
Forestry

No more pagers!
No more pager services!
No more pager bills!

911 EMERGENCY CALL MANAGER

ECM²
A Division of SLS

Support

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The image shows a screenshot of a web browser displaying the ECM2 website. The browser's address bar shows the URL <http://www.ecm2.us/Support.aspx>. The website header features the ECM2 logo and the URL www.ecm2.us. A navigation menu includes links for HOME, ABOUT US, PRODUCTS, STORM MODE, VIDEO, **SUPPORT**, CONTACT, OFF DUTY, and LOGIN. The main content area is titled "When You Need Support, ECM² is One CALL Away!" and provides support information for the "911 Emergency Call Manager" software application. A list of support options includes contacting via email, calling 716-284-0789, and downloading manuals. A security warning dialog box is overlaid on the page, asking "Do you want to run or save this file?" for the file "ECMSupport.exe" (Application, 311KB) from "www.ecm2.us". The dialog box has "Run", "Save", and "Cancel" buttons. A blue arrow points from the "Save" button to a text box at the bottom of the page that says "Click 'SAVE'". The website footer contains copyright information for 2010 ECM², contact details for Niagara Falls, NY, and phone/fax numbers.

When You Need Support, **ECM²** is One CALL Away!

Support information and help is available from **ECM²** for the "911 Emergency Call Manager" Software application.

- Contact us via email for technical support
- Call one of our technical support representatives at 716-284-0789, X-100
- Manual/Documentation is available for download at this site (see links below)
- Printed manual(s) are available on request for an additional fee (\$5.00 each)

Our technical support is available Friday, 9am to 5pm EST.

To Download the ECM Support

0% of ECMSupport.exe from www.ecm2.us Completed

File Download - Security Warning

Do you want to run or save this file?

Name: ECMSupport.exe
Type: Application, 311KB
From: www.ecm2.us

Run Save Cancel

While files from the Internet can be useful, the file type can potentially harm your computer. If you do not trust the source, do not run or save this software. [What's the risk?](#)

Fire Dept.

Police Dept.

EMT

Medical

Forestry

No more pagers!
No more pager services!
No more pager bills!

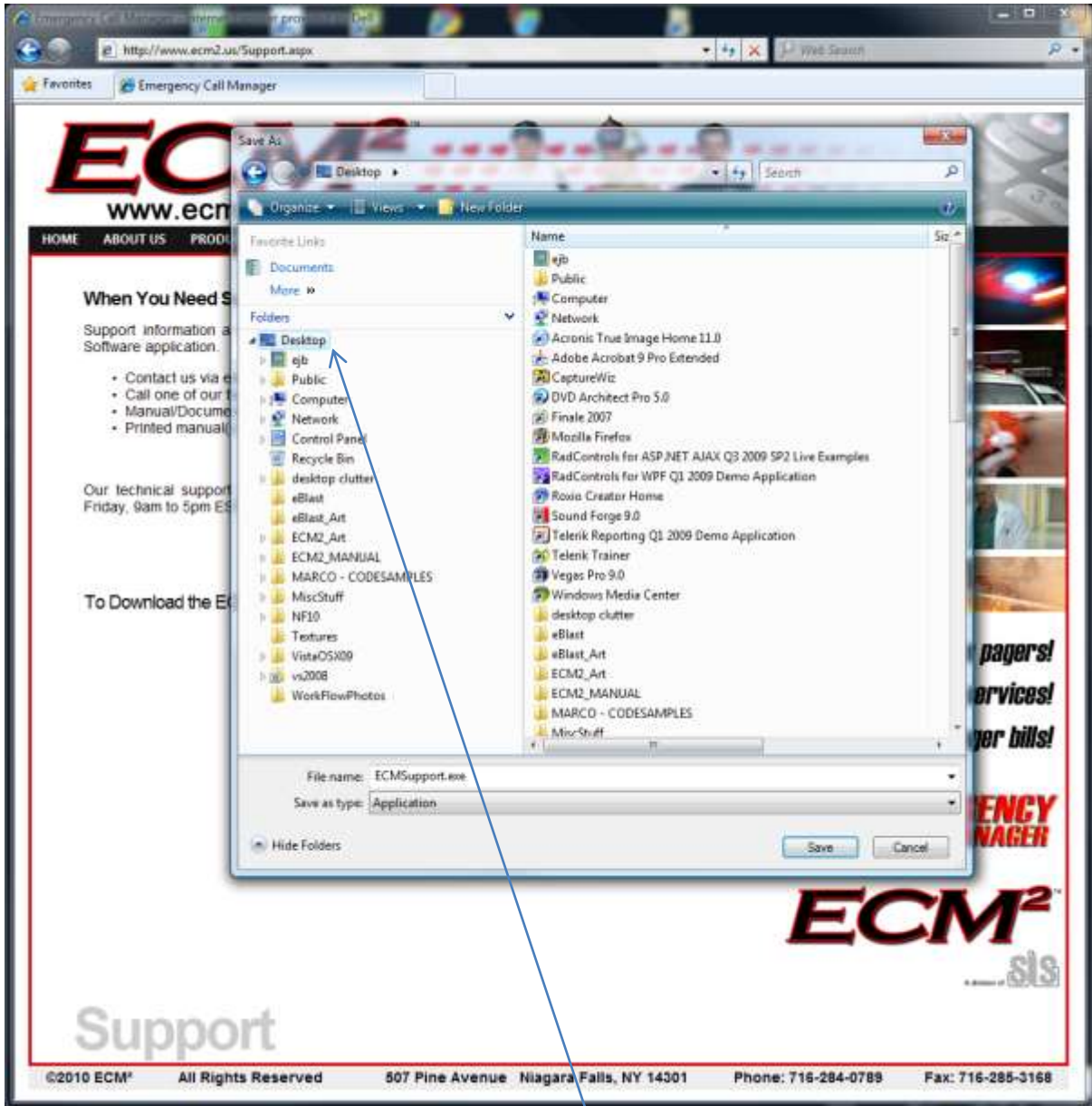
911 EMERGENCY CALL MANAGER

ECM²

Support

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Click "SAVE"



[Save to YOUR
DESKTOP]