

Date: December 6, 2012

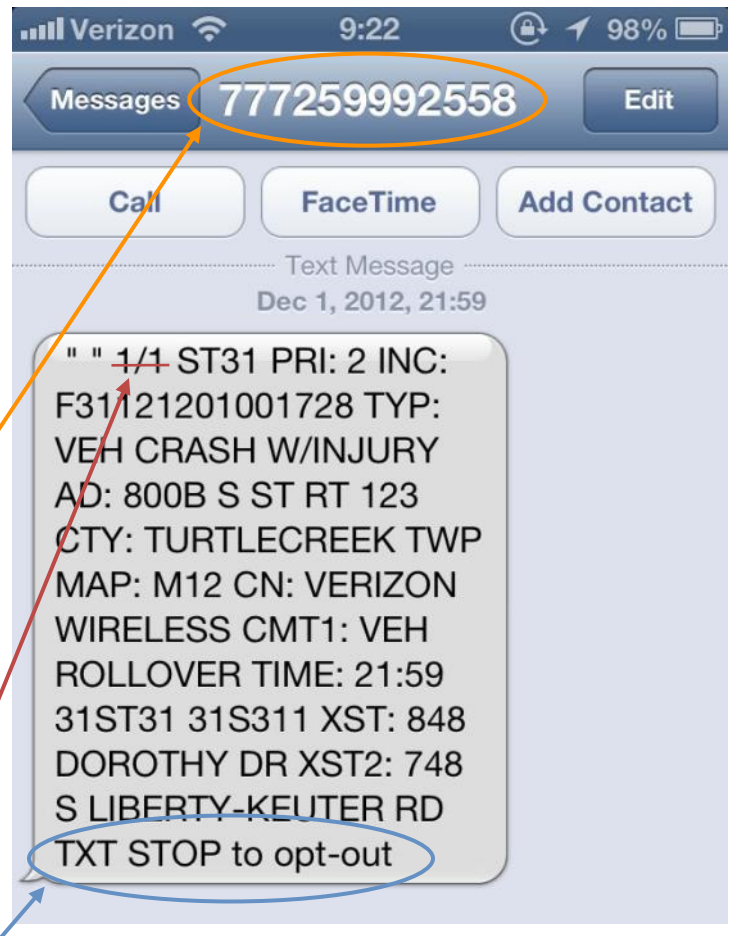
Intended Audience: agencies and users that receive pages and/or custom alerts from CAD / HipLink

Response Needed: feedback of glitches or requested changes to your notifications

Custom alerts are once again working in Telecom's new paging program, HipLink. Users should begin receiving the same alerts they did a few months back. Don't remember what you received or want to change it? Contact CAD/RMS' Paul Bernard or Don Sebastianelli at 695.HELP(4357) Option 3.

Users with a Verizon device!

- As of Friday, November 30th, we have an EMAG (Enterprise Messaging Access Gateway) contract giving our public safety messages priority over all non-public safety emails and text messages. We get bumped in the queue for quicker delivery at increased transmission speed.
- One feature that will take some getting used to is what now appears in the 'sender' field. Rather than seeing 'notifications@wcoh.net' you will see a Verizon tracking number that changes every time you are paged. We can not alter this and understand it affects the filters and rules you create in your phone.
- Your character limit increased from 160 to 456 per page of the message with a max limit of 1120. This means less scrolling through texts to read the entire message and the deletion of the "1/1, 1/2, 1/3" that used to begin your message.



Also in the works: 2-way messaging which allows a user to send a response message to the sender (e.g. acknowledging a page from Telecom so they know you received it.) These response actions will show up at the end of the message.

We are still configuring the software which means more tweaks and changes - so don't yet set up filters and rules on your phone. You may have to redo this in the coming weeks or months.