



# interTRAX<sup>®</sup> suite of solutions v.3.1

## -- FREQUENTLY ASKED QUESTIONS --

### **NEW FEATURE HIGHLIGHTS TECHNICAL DISCUSSION:**

**Q - What type of printing does the EXPRESS<sup>™</sup> Accountability Kit support?**

A - The kit is packaged with resourceMGR express<sup>™</sup>, which supports a variety of print options including hard card, paper credentials, and RFID smart cards.

**Q - Does the EXPRESS<sup>™</sup> Accountability Kit support credential creation during an incident?**

A - Yes, with an upgrade. The basic kit is packaged with resourceMGR express<sup>™</sup>, which is intended for pre-incident credentialing. rapidTAG<sup>™</sup> allows for on-scene credentialing and can be purchased as an upgrade for the EXPRESS<sup>™</sup> Accountability Kit.

**Q - What can the EXPRESS<sup>™</sup> Accountability Kit read?**

A - The kit can read both barcode and RFID smart cards for assignments, personnel, and equipment.

**Q - Does the EXPRESS<sup>™</sup> Accountability Kit support patient tracking?**

A - No, the kit currently does not support any form of patient tracking. It does, however, include a medical rehab capability allowing the read of responder medical information.

**Q - Does the EXPRESS<sup>™</sup> Accountability Kit offer reports?**

A - Yes, with an upgrade. The basic kit does not include reports, but interTRAX<sup>®</sup> reports can be purchased separately or as part of a resourceMGR<sup>™</sup> bundle. Both interTRAX<sup>®</sup> reports and the resourceMGR<sup>™</sup> bundle are offered as upgrades for the EXPRESS<sup>™</sup> Accountability kit.

**Q - Can handheld devices synchronize to laptops running MOBILE express<sup>™</sup>?**

A - No, handheld devices cannot synchronize to MOBILE express<sup>™</sup>. However, Mobile EXPRESS<sup>™</sup> and MOBILE<sup>™</sup> can both synchronize to COMMAND<sup>™</sup> or interTRAX<sup>®</sup> exchange.

**Q - When describing MOBILE express<sup>™</sup>, what does Multicast DNS mean?**

A - Multicast DNS or Zero Network Config allows users to effortlessly detect, connect, and share data with other copies of MOBILE express<sup>™</sup> on a common network without knowing computer names or IP addresses. MOBILE express<sup>™</sup> automatically finds and presents the user a list of detected MOBILE express<sup>™</sup> instances. With the click of a button, the user can pick and choose with whom to share data.

**Q - What data can be exchanged between multiple copies of MOBILE express<sup>™</sup>?**

A - All data visible in the incident explorer tree including assignments, companies, responders, and equipment are exchanged when data sharing is established between MOBILE express<sup>™</sup> applications.

**Q - How can COMMAND<sup>™</sup> templates be shared with other COMMAND<sup>™</sup> users?**

A - Building a template in COMMAND<sup>™</sup> creates a physical file that can be copied from one machine to another. The templates are stored in the C:\ProgramData\Salamander\Command\Template folder on Windows 7 and the C:\Documents and Settings\All Users\Application Data\Salamander\Command\Template on Windows XP.

The information in this document is subject to change. Please visit [www.salamandertechnologies.com](http://www.salamandertechnologies.com) to check to see if you have the latest version.



**Q - Can the Grace Industries Personal Alert Safety System (PASS) be purchased through Salamander?**

**A -** No. Although the COMMAND™ software integrates with Grace InCommand, Salamander Technologies does not directly sell the Personal Alert Safety System (PASS).

**Q - What Grace Industries' transceivers are supported?**

**A -** The integration supports two transceivers: the Watchdog and the MX900.

**Q - What Grace Industries PASS devices are supported?**

**A -** The integration supports the TPASS4, TPASS3, SuperCell 250, SuperCell 500, and others.

**Q - Can rapidTAG™/rapidTAG evac™ print a hard card design with a color photo?**

**A -** Yes. All of our printed output (except interTRAX® reports) is based on IDdesigner™ designs. Once you create a hard card design in IDdesigner™, you can print the design from rapidTAG™/rapidTAG evac™ to a hard card color printer.

**Q - Can multiple v.3.1 products be run simultaneously on one Windows machine?**

**A -** Yes. The applications will function on a 'first-come, first-served' basis for scanners. A scanner can only be used in one application at a time.

## INTEGRATION

**Q - What does Salamander Technologies support in off-the-shelf integration?**

**A -** All data collected by COMMAND™ can be exported to Excel, Word, or PDF via the Web with interTRAX® exchange or via a local area network (LAN) with interTRAX® reports.

**Q - Does Salamander Technologies currently have a SDK or API available for purchase that would enable third party data integration with interTRAX®?**

**A -** Yes. Salamander offers a barcode SDK that allows parties to create a valid Salamander Technologies personnel barcode.



**877.430.5171**

122 West State Street  
Traverse City, MI 49684

[www.salamandertechnologies.com](http://www.salamandertechnologies.com)