



# interTRAX<sup>®</sup> suite of solutions v.3.5

-- FREQUENTLY ASKED QUESTIONS --

## NEW FEATURE HIGHLIGHTS TECHNICAL DISCUSSION:

### Q: What products support the new company tag?

A: COMMAND™, MOBILE ICS™, rapidTAG™, and resourceMGR™ support the new company tag. In addition, interTRAX<sup>®</sup> reports contains a new report on Company Activity.

### Q: What information is contained in the new company tag?

A: The tag contains the company's organization affiliation, name, ID, kind, NIMS type, designation, and qualifications. The company tag also contains member information for the associated personnel and equipment including the company leader.

### Q: How much information can the company tag hold?

A: The barcode company tag can hold 1k or approximately four personnel and one apparatus. The RFID smart card company tag can hold 2k or double the size of the barcode.

### Q: How can I setup a company tag ahead of time if my company members change daily?

A: An empty company tag can be created with all the permanent company attributes such as the kind, NIMS Type, qualifications, and apparatus. During an incident, company members can be added on the fly. Another alternative is to use RFID smart cards. The smart card can be re-programmed daily with the latest member status information. The card is then up-to-date when needed for an incident.

### Q: What if a member is called away during the day and does not respond with the rest of the company?

A: The first time a company tag is scanned during an incident a 'mini-PAR' is conducted, which allows you to confirm the number of members present before adding the company to the incident.

### Q: Does the EXPRESS™ Accountability Kit offer Reports?

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

**Q: Can handheld devices synchronize to laptops running MOBILE express™?**

**A:** No, handheld devices cannot synchronize to MOBILE express™. However, Mobile EXPRESS™ and MOBILE™ can both synchronize to COMMAND™ or interTRAX® exchange.

**Q: When describing MOBILE express™, 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™ on a common network without knowing computer names or IP addresses. MOBILE express™ automatically finds and presents the user a list of detected MOBILE express™ instances. With the click of a button, the user can pick and choose with whom to share data.

**Q: How can COMMAND™ templates be shared with other COMMAND™ users?**

**A:** Building a temple in COMMAND™ 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.



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interTRAX® suite is protected by U.S. Patent No. 5,596,652; 5,793,882; 5,573,278; 6,761,312; 7,191,934