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## Icom Delivers P25 Products Fast to First Responders

In 2008, Franklin Township ranked #5 on Money Magazine's list of America's Top 100 Best Places to Live. The rolling green hills, rural character, and a wealth of scenic vistas in Southern New Jersey provide an environment that is very inviting.

But no matter how beautiful and engaging, it's nice to know that when a member of the public needs emergency medical service or the police, the local government is ready to respond.

An important part of that response is wireless two-way radio communication. Technology changes, limited spectrum, many different manufacturers, and different government agencies and the way they are organized, has made for complex communication operations.

"This complexity has been solved for Southern New Jersey by three important initiatives," said David Crowell, Vice President of Operations for Tekk Comm Communications. "The government and communications industry realized we needed a standard for digital equipment and systems that assist the life-saving and damage-control activities of first responders. That standard is known as Project 25 (P25). One standard allows all the different equipment from various manufacturers to work together so that they can communicate together."

Crowell added, "Icom, a manufacturer of two-way radio communication started quickly providing P25 equipment. And Tekk Comm proved the value of Icom P25 products with a demo repeater in the region."



Tekk Comm provided over 100 Icom F2721D mobiles for vehicles in the Public Safety Department in Franklin Township. Then they started replacing the portables from another manufacturer with Icom F80 portables. The county is all analog so they use the new radios in multimode (analog/digital).

"Because the devices are P25 compliant, there is seamless integration with the repeaters and other radios on the system," said Crowell. "The Police and Fire Departments are very pleased with the equipment. The radios have every feature they were looking for plus more."

In particular, the lone worker feature with a timer is especially important to the fire department. When a fire rescuer is involved in a call, the radio alerts them to check in with the dispatcher or command officer to let them know they are OK. This safety feature is especially important because many of the fire fighters are volunteers.

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**Meet Your Icom Team**

**Harry Dhawan**

Land Mobile Support Representative



When you have a technical question on LM products, Harry Dhawan, Land Mobile Support Representative is your man! Harry professionally answers your questions via phone and email on both Icom's current (and older) Land Mobile Products. As the resident solution resource, he can help you by solving your customer's concerns and issues. Teaching and explaining how to set-up radio programming and helping them get comfortable with Icom's radios are his major daily endeavors. "Researching new products and coming across new tips and tricks to help solve your everyday LM issues make each day interesting," Harry says. Also, he would like you to check out our B2B site, as many times, the information you need is right there. He added, "I want dealers to know they can often quickly find answers to their questions there without even picking up the phone!"

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*"The fact that these radios are waterproof and have a longer battery life makes these ideal for emergency situations and long shifts. Another huge plus is the availability. Icom gets these P25 radios to us fast"*

– **David Crowell**, Vice President of Operations for Tekk Comm Communications

Recognizing the need for common standards for first responders and homeland security/emergency response professionals, representatives from the Association of Public Safety Communications Officials International (APCO), the National Association of State Telecommunications Directors (NASTD), selected federal agencies and the National Communications System (NCS) established Project 25 as a common system standard for digital public safety radio communications.

Government agencies are making the transition. At the same time, they are moving from analog to digital equipment because it lowers the demand on radio frequency spectrum and offers better audio quality and advanced features like encryption.

"Because of the need to move to P25, the Clayton Fire Company, next to Franklin Township received a Federal grant to purchase new radios," said Crowell. "They selected 30 Icom F9021S portables and are really happy with them. They work in analog and digital mode with existing equipment. The radios are a smart migration to the P25 digital radio system."

"The relationship between Icom and Tekk Comm is benefiting customers in the private and public sector," said

Crowell. "We're ready to continue to expand the P25 footprint in Southern New Jersey."

Tekk Comm primarily provides and maintains private two-way radio dispatch and mobile data communications equipment, systems, and networks used by a variety of clients including commercial businesses, transportation, delivery, Homeland Security and Public Safety agencies (Police, Fire, and EMS), and other government entities.



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