



*"Insider Tips To make Your Fire District Run Faster, Easier And Increase ROI"*

### What's New

#### THE FIRST EDITION

Thank You for taking the time to read the First Edition of our custom newsletter dedicated entirely to **Fire District and Fire Department Computer IT Service + Solutions.**

If you take the time to read this newsletter, it will reinforce your core computing knowledge, keep you current on industry computing, and enhance your computing vocabulary and jargon.

Traditional computing is the gravy here, but topics in **IMAGETREND® / FIREHOUSE SOFTWARE® / CAD DISPATCH / RADIO / PMDC / WAN TELEPHONY / SERVERS / LAN DATA SECURITY / REMOTE ENTRY STATIC + TMZ CAMERA SYSTEMS & WEARABLE DEVICE DATA** will be the meat and potatoes here !!!

### July 2016



*A message from the owners...*

"As a Fire District, you do not have time to manage the operational AND Technical issues. That is where we have your back ! Call us and put an end to your IT problems finally & forever !"

**Dale & Mark,**  
**Class Computing**

## SOPs From The Trenches

### Trending This Month...

## IMAGE TREND® with ADOBE®

Most programs require the use of additional plugins or applications in order for them to function to their complete capability. **Image Trend Software** has these symbiotic partnerships; today we will focus on **Adobe**.

There are various requirements that must be met in order for **Image Trend** to perform with full functionality. The main problem we run into is that one or both components of **Adobe** are missing and leaves the user scratching their head at the most critical time. More explicitly, you cannot see images, videos, graphics or presentations on the fly.

**Adobe Reader** and **Adobe Flash Player** must be installed for things like the **Interactive Assessment** to work. So if you're getting any error messages or blank screens... check to make sure you have **Adobe Flash Player** and **Adobe Reader** installed. If they are not, call your

**IT MSP Class Computing at (312) 262-3930.**

Further, it is not good enough to just install the software. Once installed, you should power the device down, bring it back up and then start the **Adobe** programs up on the first boot after install. Then you start-up **Image Trend Software**. On subsequent uses, you don't need to start **Adobe** first, **Image Trend** will initiate that by itself.

Why is this happening to begin with? Probably due to an upgrade or someone deleted **Adobe Reader** or **Flash** by accident, or they never were on the machine to begin with if it is new.

Now that you read this article go and check your devices. If you have this issue, give us a call immediately. I doubt any of our customers will have this issue, unless someone deleted the programs by mistake.

## BEST TIPS FROM FIREHOUSE SOFTWARE® FH INSIDER® THIS MONTH

### PDF FORMATTING ISSUES

If you notice formatting issues when creating a PDF file of an FH report, switch to a third-party PDF print driver such as Adobe Acrobat or Cute PDF.

1. In FH, from the **Reports** menu, choose the type of report you want to print to a PDF file.
2. In the **Reports** dialog box that appears, select the specific report you want to create, then click **Run**.
3. In the **Output Report To** dialog box that appears, click **Select Printer**.
4. In the **Printer** dialog box that appears, from **Name**, choose the third-party PDF printer driver you want to use, and then click **OK**.
5. In the **Output Report To** dialog box, click **OK**.

Proceed as normal with specifying the report's query parameters and generating the report.

### EXPORTING NFIRSS

When exporting NFIRS incident data to a transaction file for the state, many customers are confused when a message appears stating that there

are no new completed incidents for the specified date range, even though there are incidents in the database for that date range. This happens because the items were exported in an earlier transaction file, and as a result, are being ignored for the current export.

To prevent this message, in the **NFIRS 5.0 Export Wizard**, on the second screen, be sure to select **Export all records in this range as new transactions even if previously exported**.

### WHEN USING FH INSPECTOR, WHY ISN'T THE INSPECTION I CREATED IN FH SHOWING UP ON MY IPAD?

The inspection in FH may not have a unit assigned to it, which is why the inspection is not synchronizing as expected.

1. In FH, in the Occupancy module, open the occupancy record containing the inspection that is synchronizing to the iPad.
2. On the **Address** tab, enter a unit

lookup code in the **Unit** field, and then click **Save**.

3. Run the FH Cloud Synchronization Utility as normal to "push" the updated inspection up to the FH Cloud as normal.
4. On the iPad, synchronize FH Inspector with the FH Cloud as normal to "pull" the updated inspection from the FH Cloud down to FH Inspector on the iPad. Verify that the inspection appears in FH Inspector.

### WHEN WAS YOUR YEARLY SECURITY ASSESSMENT DONE?

**CLASS COMPUTING** can help you with this. Our proprietary **Security Assessment** helps you take the friction out of data protection. Contact us today at **(312) 262-3930** or email me at [sales@classcomputing.com](mailto:sales@classcomputing.com) to take advantage of this offer (normally \$297), FREE through the end of July .

## Help Us Out And We'll Give You A Brand-New iPod For Your Trouble



We love having you as a customer and, quite honestly, wish we had more like you! So instead of just wishing, we've decided to hold a special "refer a friend" event during the month of July.

Simply refer any Fire District or Company with 10 or more computers to our office to receive a FREE Computer Network Assessment (a \$397 value). Once we've completed our initial appointment with your referral, we'll rush YOU a free iPod Nano of your choice as a Thank You (or donate \$100 to your favorite charity ... your choice!). Simply call us at **(312) 262-3930** or e-mail us at [sales@classcomputing.com](mailto:sales@classcomputing.com) with your referral's name and contact information today!

## Shiny New Gadget Of The Month:



## What If Your Smartphone Had Wings

Video streaming from the air is about to get a whole lot more affordable.

It just so happens that the brains, gyroscope, GPS and camera aboard all those new drone cameras you may have seen can also be found in your smartphone...

Slip your smartphone into a PhoneDrone Ethos, and you have your own flying camera at a fraction of the cost of a fully equipped camera drone.

Worried about your smartphone taking a hit in the event of a crash landing? For about \$50 you can buy a cheap smartphone with all you need to fly the Ethos.

Built-in mirrors enable you to shoot down, forward or to the side. You can preprogram it, or fly it manually from the ground. You can even control it with an Apple Watch.

It's scheduled to start shipping in September 2016, and "early-bird" discounts may be available at [xcraft.io/phone-drone](http://xcraft.io/phone-drone).

## NOT READY FOR 10?

By Ryan Beaman

Microsoft has released Windows 10 and, for users with Windows 7 or 8, it's available for the low, low cost of free. Sounds like a sweet deal. But, maybe you're not ready for the jump quite yet. Maybe, you depend on software built for older platforms or just want to give them some time to work out any enviable bugs that naturally arise. Whatever your reasons for holding off, Windows still loves to remind you anytime you start up your computer or Internet Explorer that your upgrade is waiting. It nags and nags and nags, until you ignore it long enough and it starts to install itself. You might wake up in the morning to find your whole layout is different. It can be very evasive in the way it installs without your knowledge and, even though it's possible to roll back to your previous version, it's still buggy and time consuming.

So, how can all this be avoided? Microsoft has made a few different ways to keep that reminder in your face in the form of updates and changed to your registry. Luckily, there are two very helpful (and free) apps available to help you deal with all of them. The first app is **Never 10** <https://www.grc.com/never10.htm>. **Never 10** is super easy. Just one button takes care of everything: the update files, the registry keys, even the 6 GB worth of installation files you didn't know downloaded to your computer. If you ever change your mind, just load the app again and the

same button can reverse the whole process.

While **Never 10** is a great "one shot, one kill" solution, some might want a few more options. Perhaps, you're not ready to upgrade quite yet, but don't want to have to re-download the pre-mentioned 6 GB. Then try out **GWX Control Panel** <http://ultimateoutsider.com/downloads/> is available as an install file or as a more portable application file to keep on a flash drive and lets you disable or enable certain aspects of the Windows 10 nagging. It also provides handy information of any traces of the upgrade still lurking on your system.

Windows 10 has premiered with many mixed reviews so far, with most of the negative feedback stemming from the forced, secretive installs. However, there is no reason to pull the trigger until you're ready. These 2 apps will help you stay in familiar territory until you're ready to make the big jump forward.

Microsoft.com has confirmed the Windows 10 free upgrade offer ends July 29, 2016. Our official policy is to run the software that came installed on your computer; Unless it was purchased in the last 6 months and there is a Windows 10 feature that will provide ROI. Maybe it is time for a new computer... Call to see what deals Lenovo, HP, Microsoft or Toughbook has to offer. **Toughpads** are selling well too; high-end, but sweet.



<https://www.firehero.org/donate/>

**Hot Sellers Last 60 Days**

**Gaining Interest Last 60 Days**



Toughpad FZ-G1



Getac F110



Toughbook 54



Getac RX10

**GETAC®**



**Absolute DDS**

This optional protective measure disables your F110 if it detects an unauthorised or compromised entry.



**Trusted Platform Module 2.0**

The F110 features TPM 2.0 – a powerful anti-tampering device that checks for any signs of intrusion during system boot-up.



**Fingerprint Scanner**

Verify your ID with ease and accuracy by simply swiping your finger.



**NFC/RFID Reader**

Authenticate your credentials via Near Field or Radio Frequency transmission.



**Smart Card Reader**

The F110 supports Smart Cards for secure identity verification.



**Windows 10 Multi-Factor Authentication**

The F110's hardware fully supports Microsoft's latest authentication tools, including Windows Hello, Microsoft Passport and Credential Guard.

**Who Wants To Win A \$25 Gift Card?**

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The Grand Prize Winner of last month's Trivia Challenge Quiz is ... Chief Lambright, he was able to correctly answer the question from June:

**Amazon was not the name Jeff Bezos originally selected for his Internet start-up company in 1995. What name was his first pick?**

- a) Kagera b) Bookmeister c) Juggernaut d) Cadabra

The correct answer was **d) Cadabra**.

Now, here's this month's trivia question specifically for Fire & Rescue. **The winner will receive a gift card to FIREHOUSE SUBS or PORTILLO'S**

**What is the primary purpose for the "Hurst Tool"?**

- (A) Rescue extrication tool (B) Blocks used to secure parked fire vehicles
- (C) Used to cut holes into the roof of a burning building
- (D) Used as a stretcher to remove injured persons.

E-mail Us Right Now With Your Answer  
[sales@classcomputing.com](mailto:sales@classcomputing.com)