

Technical Support Services Update

John Jones

- **CARRS is retired**
 - TAC has a new call tracking system
 - Remedy implemented in January 2011
 - Next phases will add the Filed Service Organization and provide enhanced capabilities to better serve our customers.

- **TAC continues to grow**
 - Recently added a new Terminals Engineer

- **FEW (Feature Encryption on the Web) Update**
 - Web tool that gives customers the ability to perform radio feature upgrades via web interface.
 - Helps eliminate the 2 touch process when adding features to fielded radios.
 - Finalizing changes necessary to support Unity

- **Priority Tech-Link**
 - Provides all radio flash code and utility programming software updates

- **IPN (Important Product Notification)**
 - Similar to the TSM (Tech Service Memo)
 - IPN is designed to communicate urgent issues to our customers and partners

- **Quick Reference Guides**
 - The product list continues to grow, check it out!!!

- **What's New**
 - This section added to Tech-Link to provide a quick look at what's been updated on the site.
 - Real time updates posted as they happen

New look for the Technical Manual Library



Harris Technical Manual Library - Windows Internet Explorer provided by HARRIS IT Services

https://premier.pspc.harris.com/infocenter/techPubs/default.jsp

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HOME

WEBSITE UPDATES

WHAT'S NEW

TECHNOLOGY CATEGORY

- ▶ P25^{IP}
- ▶ OpenSky
- ▶ EDACS
- ▶ EDACS IP
- ▶ EDACS^{IP}
- ▶ ProVoice
- ▶ NetworkFirst
- ▶ Conventional
- ▶ VIDA TETRA
- ▶ VIDA Broadband
- ▶ Site - Best Practices

PRODUCT CATEGORY

- ▶ Portable Radios
- ▶ Mobile Radios
- ▶ Desktop/Control Stations
- ▶ Data Products
- ▶ VIDA Broadband Products
- ▶ Dispatch Systems
- ▶ Management Systems
- ▶ Simulcast Systems
- ▶ Switching Systems
- ▶ Site Equipment
- ▶ Station RF Equipment
- ▶ Service Aids
- ▶ Software Release Notes

DISCONTINUED PRODUCTS

Network Management

Multi-Mode Dispatch

VIDA Broadband

P25^{IP}

OpenSky Systems

Multi-Band, Multi-Mode Terminals

EDACS^{IP} Systems

EDACS IP Gateway

Legacy EDACS Systems

Legacy Trunked and Conventional Systems

NetworkFirst

Other P25 Systems

ISSI

VoIP Telephone

INTERNET

FIXED ACCESS

VDA Core Network

MOBILE ACCESS

INTEROPERABILITY AND MIGRATION

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Done

Trusted sites

100%

**Don't wait for the Users Group Meeting to ask for help
We're here to help all year long**

- *For assistance and information on all TSS products and services, call:*
- Technical Assistance Center
 - North America
 - 1-800-528-7711
 - International
 - 1-434-385-2400
 - E-Mail
 - PSPC_TAC@harris.com