

On Top Of North America: The IC-A14S and Mt. McKinley Base Camp

ianews, your connection to Icom America's Land Mobile Division! Keep up with the latest products, news and technical information in this newsletter that's just for Icom America dealers.

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At 20,320 ft / 6,194 m, Alaska's Mt. McKinley is the highest point in North America. It is also perhaps the coldest mountain in the world outside of Antarctica. About 1300 climbers try to make their way to the top each year. About half will make it. On average, three will die.

There's about a four month window of opportunity for climbers. Before April, it's too cold. After July, it's too soft and dangerous. Most climbers start their climbs from base camp on Kahiltna Glacier, the launching point for both the standard West Buttress Route and the more technical Cassin Ridge route.

Running Mt. McKinley's base camp is serious business. Everything from A-Z must be flown in – including climbers and all their gear – and conditions are rarely conducive to flying. Lisa Roderick, the base camp manager, has insisted on using a single Icom portable air band radio at camp for nearly a

decade. "I mostly talked to the ski planes landing at basecamp, and if were any rescue helicopters (including military) picking up injured climbers I talked to



them to tell them where to land and give them weather conditions."

Lisa often keeps the radio close to her skin, under her layers of clothes, to keep the batteries warm. "The A4 was so durable I used it for 7 seasons", said Lisa. "I dropped it a lot in the the snow and it always worked great."

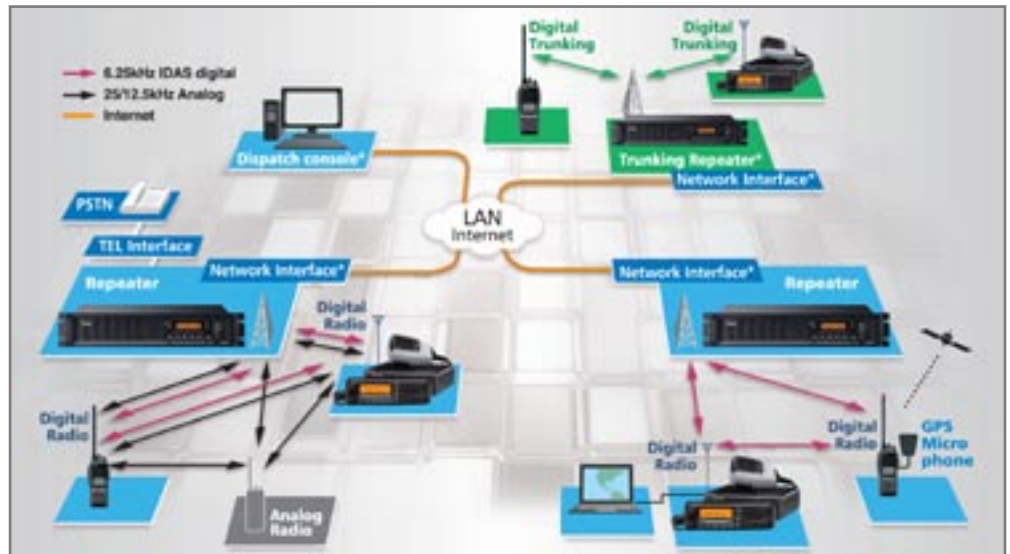
"My Icom A14S is the most important piece of equipment that is use to run Denali Basecamp" – Lisa Roderick

Lisa likes her A14S even more than her trusty A4. "The A14S is smaller and fits better in my pocket. It also seems a lot stronger and clearer then the A4. Both radios worked great at altitude and in the cold."

Any questions if the A14S is an ideal choice for an FBO ground crew radio?!

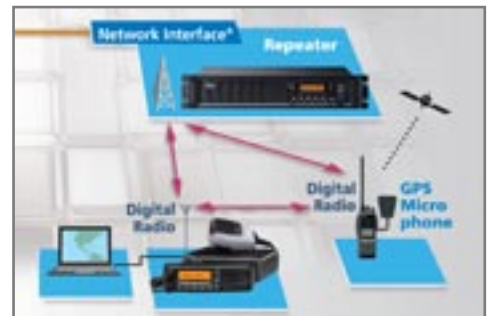
Photos courtesy of J. Bondurant

IDAS: One Step At A Time



You've been seeing this diagram around. It was at IWCE. It is in several Icom brochures and presentations. It's even been in earlier issues of this newsletter. But what does it MEAN for you? What is IDAS? Let's take it piece by piece:

Digital + Analog, all in one, right now



IDAS radios have excellent backward compatibility with a diverse assortment of analog technologies, making IDAS radios the most well rounded choice when choosing a next generation radio



they do switch to digital, they'll quickly realized the benefits with clearer audio and superior signaling capabilities (like ANI, Emergency and much more). 6.25kHz digital also helps protect your licensed spectrum.

IDAS allows an analog system to introduce new analog radios that also have digital benefits into their existing analog system. IDAS radios offer both analog and digital all in one radio. The digital being offered is new the digital communications format called "NXDN™" that offers ground-breaking advances in bandwidth efficiency and signaling capabilities.

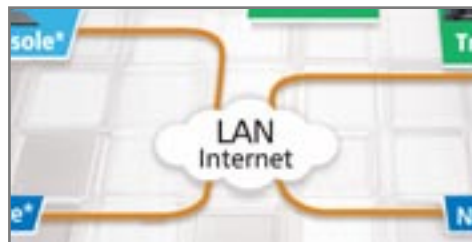
100% Digital – Available Now, Too!

Dropping analog in favor of a completely digital system is a now a practical reality. A full suite of IDAS products including repeaters, mobiles and portables make switching to digital an easy proposition. And once they do switch, they can enjoy a full suite of robust signaling features including ANI, Selective Call, Emergency and much more. Best of all, users can expect the existing feature set to expand as more users embrace the technology.

Why that's good: System owners can grow into digital at their own pace. When

IDAS allows for data and voice to be sent on the same channel. For example, a GPS signal can be sent with voice without either interfering with one another. There's no need to run 2 channels - one voice, one data - with IDAS.

**Internet:
Now Things are Getting Interesting**



Will you ever use your IDAS two-way radio to surf the Internet? The answer is simply no. But that is not its mission.

That said, the internet can play an important role with IDAS products. Using the internet, we can connect any site that has internet to any other for true wide area coverage. Additionally, using the internet, we can remotely control and speak through our base stations/re-

peaters. All of this capability will be available shortly.

Make no mistake: analog is going away. The market is changing, the regulations are changing. The time for digital has come, and it is now. Grow into it with IDAS.

**IDAS Digital Trunking:
What are the Benefits?**



Digital trunking has all the benefits of analog trunking, but offers more talk-groups, signaling features and better voice quality.

**IDAS Digital Dispatching:
More Control From More Places**



With analog, dispatching is pretty much limited to the same geographic footprint of the radio system. Digital dispatching allows for a central dispatch to control traffic from afar as we discussed earlier. For example, a dispatcher for a delivery firm may be hundreds of miles from the work site, but using the internet, the dispatcher can speak to remote sites through their computer and control the remote site as well.

This is a very basic overview of IDAS. Check out a WebEx training seminar for more info. See page 4 for instructions.

ICOM DIGITAL ADVANCED SYSTEM

IDAS

**Remind me again:
What is IDAS?**

IDAS is Icom's version of NXDN™ based digital radio technology.

Okay, what is NXDN?

NXDN is a digital radio standard originally and jointly developed by Icom Inc and Kenwood Corporation. Several other select companies have since come on board to further develop the standard. It's all about improving spectrum efficiency, voice quality, and data transmission. In short, making radio do more and better things, using less spectrum!

WebEx: Interactive Online Training Sessions

For more information on IDAS and other Icom subjects of interest, sign up for WebEx online training.



Icom America has plenty of IDAS brochures in stock. Call our literature request line today: 800-999-9877

Quick Steps For WebEx Registration

1. Click on the Icom America WebEx link:
<https://icomamericatraining.webex.com>
2. Click Live Sessions in the left side margin
3. Click on the “Upcoming” tab
4. Find your class of choice
5. Click on “Register” to your class of choice
6. Enter the registration password: **icomtraining**
7. Follow the instructions and enter your information

After registration, you will receive 2-3 WebEx emails:

- Pending approval (1-2)
- How to join the session (1)

- In the join the session e-mail, click on the WebEx link and follow the instructions
- See the Dealer Training link on the B2B site for detailed WebEx instructions

For training questions and more information, please contact:

Andréa Brunson
Technical Trainer
andreab@icomamerica.com

Launch of the FR5000 – the IDAS Repeater/Base

Accessory of the Month

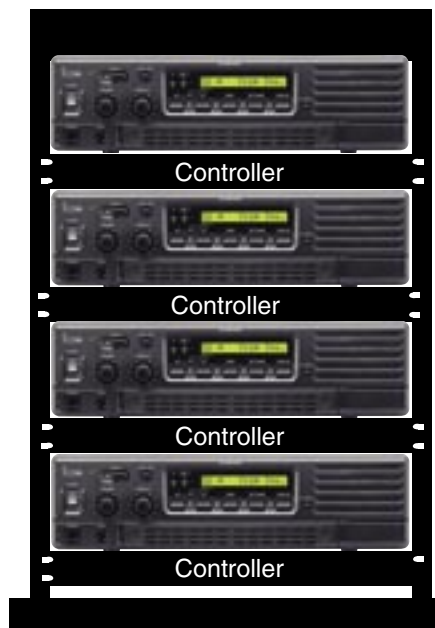
FR5000 Series Internal Accessory Options

- The **Pilot Tone Generator** option provides a pilot tone for conventional voting systems.
- The **Internal Duplexer** (notch type) provides a cost effective space saving option when utilizing one antenna for repeater operation. Specify your required frequency range and RX to TX separation (split) when ordering. Minimum requirements are 3 MHz for VHF and 5 MHz for UHF.
- The **Internal Antenna Switch** allows the use of one antenna for base station operation.

These accessory options are factory installed in the slot where the optional second UR module would be mounted. All internal options are factory installed and tested prior to shipment.

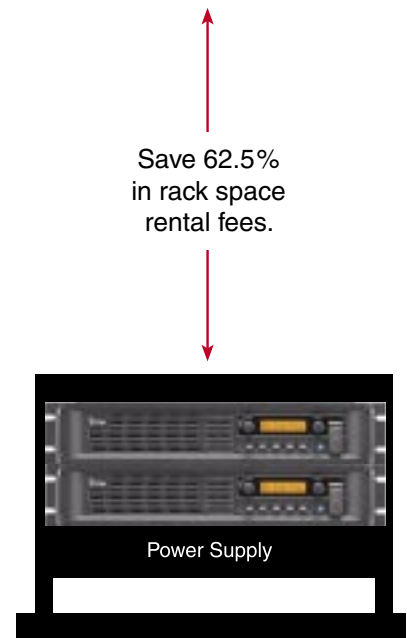
All Icom Land Mobile dealers should have received a mailed packet of information about the new FR5000 series repeater. If you did not receive yours, or if you would like more FR5000 literature, send your request to literature@icomamerica.com.

Which 4 channel system fits **YOUR** needs?



- 12.5 or 25 kHz Conventional
16 RU
- 2 - FR3000 (1 ch each)
 - 2 - FR4000 (1 ch each)

Total spectrum occupancy:
50 kHz (12.5 kHz system)



- 12.5 or 25 kHz Conventional
or 6.25 kHz Digital
6 RU
- 1 - FR5000 (2 channels)
 - 1 - FR6000 (2 channels)

Total spectrum occupancy: 25 kHz

IDAS
ICOM DIGITAL ADVANCED SYSTEM

Save rack space. Save air space. Go digital.

Icom America Systems

Who's Who to Contact at Icom: *The Service Team*

Back row (L to R):

Chuck Coulson (LM Tech), Dan Miles (Service Supervisor), Dave Parson (LM Tech), Reggie Peery (LM Tech), Brian Tobin (Parts Specialist), Dwayne Black (Service Manager)

Front Row (L to R):

James Degagne (Parts Lead), Lorie Phillips (Service Administrator), Mary Scanlon (Service Admin Supervisor), Ellen Pardee (Warranty Administrator), Cristina Parmley (Service Support Specialist)



Have a question about Icom Service? This dynamic team can get you the answers you need!

General warranty questions and service issues:

Service Administration
service@icomamerica.com
800-306-1380

Warranty claim questions:

Ellen Pardee
ellenp@icomamerica.com
425-586-6352

To order blank warranty claim forms:

Icom America Literature
literature@icomamerica.com
800-997-9877 (leave message)

Parts questions:

parts@icomamerica.com
800-346-0495

How can I become an authorized Icom Land Mobile Service Center?:

Ellen Pardee
ellenp@icomamerica.com
425-586-6352

- Did service receive my radio?
- When is it coming back?
- How much will it cost to service?
- How is my radio being shipped?

To better serve you, Icom America has four authorized land mobile service centers around the U.S.A. Each center, an independent business, has their own tracking procedures and pricing structure. For answers to the above questions, please contact the service center you've sent or are intending to send your radio to.

For the main Bellevue service center:

service@icomamerica.com
800-306-1380

For service of Icom P25, intrinsically safe, or trunking equipment, please contact the Bellevue service center.

Icom America hours of operation:

Monday-Friday, 8AM - 5PM (Pacific time)

Authorized Icom Land Mobile service centers:

Icom Service Center - West

14432 E. Valley Road
City of Industry, CA 91746
Phone: 626-330-5338
Fax: 626-968-2088

Icom Service Center - Chicago

300 Regency Drive
Glendale Heights, IL 60139
Phone: 888-616-9600
Fax: 630-832-0333

Icom Service Center - New York

5703 Enterprise Parkway
East Syracuse, NY 13057
Phone: 877-349-4266
Fax: 315-445-3299

Icom America Inc.
Main Service Department
2380 116th Ave NE
Bellevue, WA 98004
Phone: 800-306-1380
E-mail: service@icomamerica.com



In Remembrance
Mario Bravo
1976 – 2008

In the early afternoon of June 6, the Lord called home one of his best: Mario Bravo. Mario was an Icom America Sales Manager based in Mexico. He was killed while driving out for a customer call. The fatal accident occurred on Highway Guadalajara - Colima, close to Ciudad Guzman, Jalisco.

sage sent Monday morning. "As his co-worker and friend for the last five years, I had great respect for Mario's ability to teach and train, and be as objective and fair as he was.", said Gus. "I'm sad that

"He was a great human being," said Vice President Chris Lougee, and all understood and agreed.



Above: The Mario Bravo tree, planted next to Icom America's main entrance.



Right: Chris Lougee and Muu Yamamoto display Mario's remembrance plaque. Muu was especially close to Mario.

Icom America President Hiro Nakaoka immediately flew to the city of Chihuahua upon hearing of Mario's passing and met with Mario's family. Hiro also attended Mario's funeral in Chihuahua. The funeral procession passed by the SYSCOM building, one of Icom's largest and oldest distributors in Mexico and where Mario worked before coming to Icom. All 400+ SYSCOM associates were waiting for Mario's procession and honored Mario with claps and cheers.

I won't see him again, in what has become a great year for us. An enormous regret invades the Icom family by the irreparable loss of Mario, who despite his short life, stood to share their knowledge and experience, as well as their incomparable talents to teaching and make friends. He cannot be replaced. Mario, we will miss you!"

Gus Troconis, manager and close friend of Mario, made the announcement to Icom America's staff in a heartfelt mes-

Icom America's corporate office observed a minute of silence at the time Mario had been killed one week earlier. Then on the following Monday the entire office attended a tree planting ceremony outside the main lobby.