

# **Field Soft**

## **Customer Newsletter**

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Issue 13

### **First FieldSoft Customer**

FieldSoft received an email recently from our very first customer, a chief of department with a small agency just one hour from Disney World. The chief advised that he has been using FDonScene version 1.1 software since the license was first purchased in September of 1997. He has for example, used it "several times a year" at both local incidents and mutual aid incidents during Florida wildfires.

The Chief wrote that it "just takes time sometimes" to upgrade to the latest version of a software product. We agree, but hope that most of our customers wait less than eleven years to upgrade to current versions of AIMSonScene incident command and personnel accountability software.

Note that customers who purchase optional AIMSonScene software support (AKA – maintenance) subscriptions receive software updates and enhancements four times per year. The no additional cost updates are contingent upon customers maintaining current support subscriptions.

### **Emergency Technologies Inc.**

FieldSoft and Emergency Technologies Inc. (ETI) have executed a formal agreement. The agreement makes ETI FieldSoft's newest AIMSonScene value added reseller (VAR).

ETI offers Visual Fire records management system (RMS) software and Visual EMS electronic patient care reporting (EPCR) software as well. Both are targeted toward medium to large size fire service agencies.

ETI's product and service line, as well as their history (in business since 1995) nicely compliments AIMSonScene incident

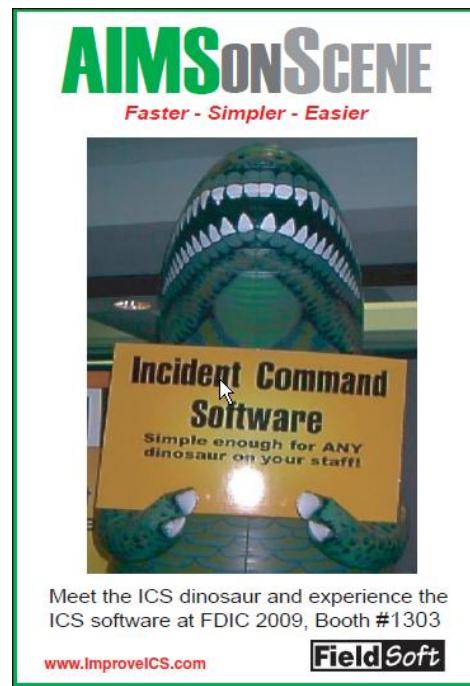
command and personnel accountability software.

Point your browser to <http://www.emergencytechnologies.com> for additional ETI, Visual Fire and Visual EMS information.

### **Fire Dept Instructors Conference 2009**

FieldSoft will again be staffing an exhibit booth at FDIC this year. Customers and prospective customers should stop by the exhibit booth.

Booth visitors can view the latest AIMSonScene features as well as meet FieldSoft's incident command dinosaur.



Meet the ICS dinosaur and experience the ICS software at FDIC 2009, Booth #1303

[www.ImproveICS.com](http://www.ImproveICS.com)

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Visitors may also speak with FieldSoft's partners such as Ben Meche of KBKI Inc. (<http://www.kbki.net/>), an authorized AIMSonScene Reseller. In addition, stop by to view the latest features made available by the interface between AIMSonScene and the wireless TPASS 4 -

personnel accountability system from

next update your software.



Grace Industries.

## AIMSonScene Software Releases

The last AIMSonScene software release took place at the beginning of January, 2009. The next release is scheduled for March 31, 2009.

### Did You Know That

AIMSonScene updates available for recent versions of the software are cumulative in nature. Cumulative in this instance means you can simply download the latest update and install it without any other intervening steps.

Some customers may wait over a year before updating their currently installed software. Under such circumstances interim updates may, or may not, need to be downloaded and installed.

AIMSonScene Software Version (v) Numbers <sup>a</sup>	Software Version Needed to Upgrade Your Software to the Most Current Release <sup>a</sup>
v2.6.181 through v2.7.283 <sup>a</sup>	Download and install v2.8.663 and then the most current release. <sup>a</sup>
v2.7.287 through v2.8.306 <sup>a</sup>	Download and install v2.8.922 and then the most current release. <sup>a</sup>
v2.7.320 through v2.8.414 <sup>a</sup>	Download and install v2.8.963 and the most current release. <sup>a</sup>
v2.8.505 or later <sup>a</sup>	Download and install the most current release. <sup>a</sup>

Please use the above information table to guide your actions when it comes time to

## AIMSonScene Technical Support FAQ Coming Soon

A frequently asked questions (FAQ) technical support document will be included with AIMSonScene software in the near future. The technical support information will be included as part of the standard AIMSonScene software installation loaded on to computers. Moreover, FieldSoft will also include an updated FAQ with every quarterly software update.

# Field Soft

Frequently Asked Questions for FieldSoft's AIMSonScene

March 2009

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Both enhancements are scheduled to take place with FieldSoft's March 31, 2009 AIMSonScene release. Software users will be able to access the FAQ via the Microsoft Windows Start menu, or via a FAQ icon.

Support personnel for AIMSonScene VARs and authorized AIMSonScene software Resellers can now access the technical support FAQ on line via <http://www.fieldsoft.com/resellers>. Enter the required user name and password when prompted, and then click on the button that contains a "Software Support FAQ" label.

## Information That The Company Lawyer Makes Us Include

Mark Bouchard is responsible for content. Contact him by email ([markb@fieldsoft.com](mailto:markb@fieldsoft.com)) or telephone (480-899-2128).

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