Turnout Response System (TRS)

Version 3.1.3

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1 Overview

TRS is a web-based system to facilitate the response to an incident. Principally designed for use by members of Rural Fire Brigades across Queensland it can also be used by QFES Auxiliary stations and the SES.

For Brigade Officers it allows them to quickly determine who will be responding to an incident so Firecom can be notified of a Brigade's response, and also provides the Officer a list at a glance of who is responding and when.

For responders it provides a simple and safe mechanism for indicating their response without having to phone or SMS a Brigade Officer.

1.1 Infrastructure Requirements

TRS is implemented as an Internet based client/server application.

The client is a mobile app for either iOS or Android:
iOS: https://itunes.apple.com/au/app/trs/id1115098064?mt=8
Android: https://play.google.com/store/apps/details?id=org.rexx.app.trs

The client component can also run as a web-based application running in a web browser capable of handling HTML5. This includes recent versions of Firefox, Chrome, and Safari. Only Internet Explorer 10 or above is suitable. The normal client for TRS is an individual's smart phone. iPhones and various Android phones have been tested.

For the TRS client to work effectively, the smartphone needs to be able to send (and receive) small amounts of data to/from the TRS server via WiFi or 4G or 3G broadband. The smartphone's GPS facility should also be enabled to allow an estimated time of arrival to the station to be calculated.

The TRS server component is designed to run on a Linux or Windows machine that is available 24x7 and is reachable from the Internet either via a fixed IP address or a dynamic DNS name.

The Brigade's router needs to be able to port forward to the internal server where the TRS server is running.

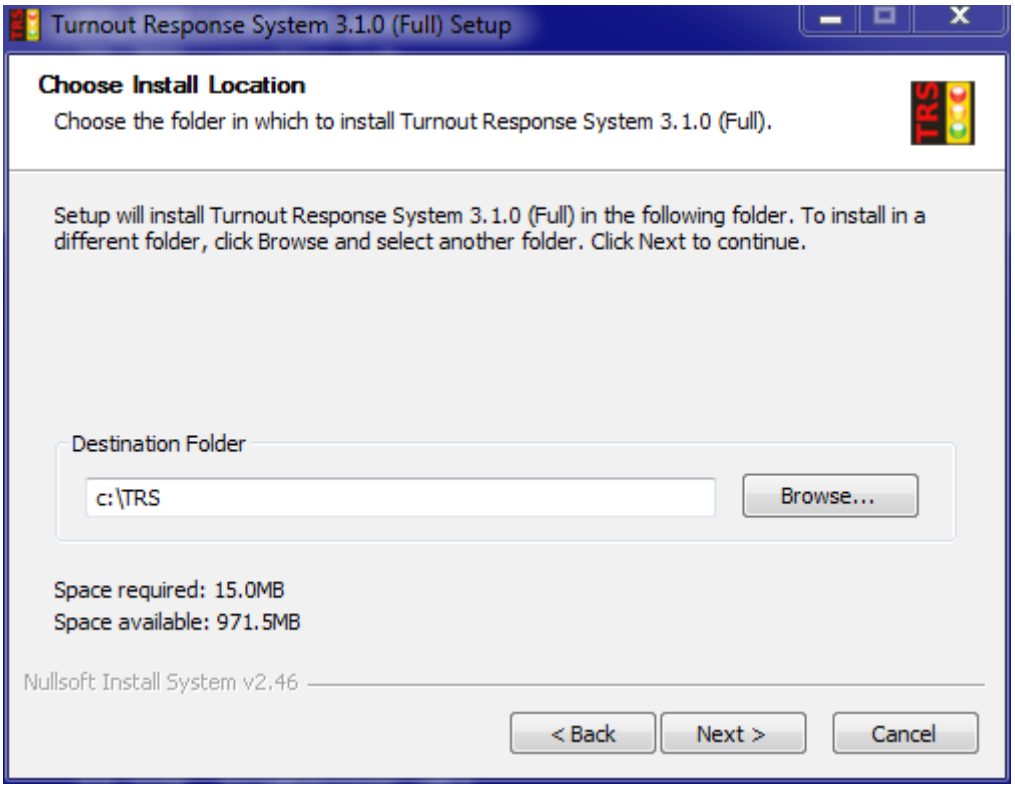
2 Administration Manual

2.1 Installation

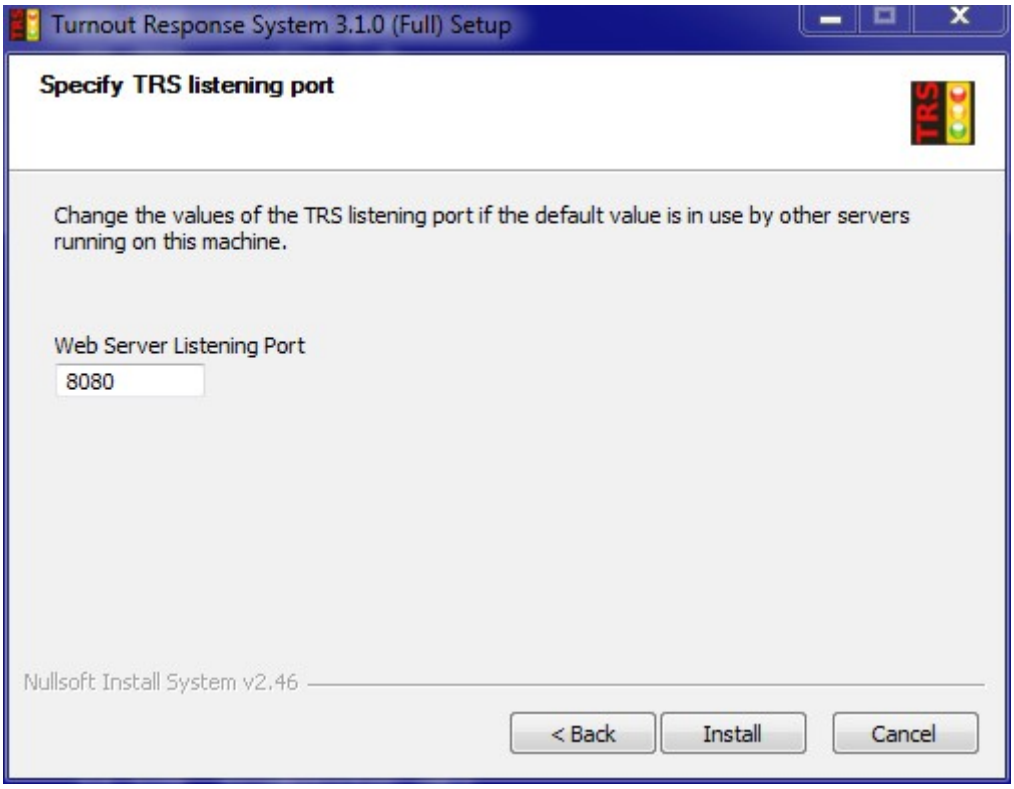
2.1.1 Windows

TRS will be supplied as a self-executing installer package. The first time TRS is installed on a computer, the *Full* installation package must be run. This package contains default settings and other files that do not change when TRS is updated. When updates are available, these will be supplied as *Updates* to an existing TRS installation. Current configuration settings will not be changed by an *Update* install.

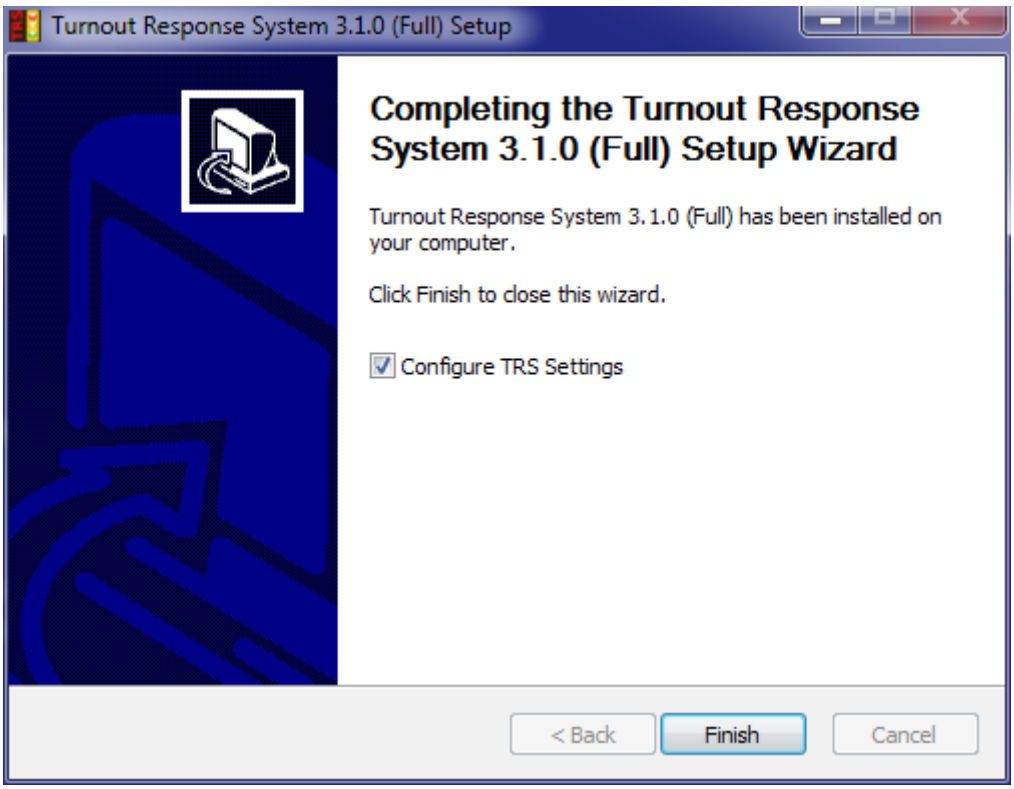
By default, the installation package will suggest that TRS be installed in "C:\TRS" as shown below. This can be changed, however, the location that is chosen **must** be able to be written to by the TRS server. Versions of Windows from Vista onwards prohibits application data being written to secure areas of the Windows system, like "C:\Program Files", so don't install TRS there.



The *Full* installation package will also allow the user to change the listening port of the TRS server.



At the end of the Full installation, the user can choose to configure the TRS settings before TRS is used. This is the default procedure, but can be overwritten by the user by unchecking the *Configure TRS Settings* checkbox. See the *Configuration* section (2.2) below for details.



The Full TRS installation installs and starts a "TRS Monitor" service which can be manually managed by going to the *Services* section of Windows *Control Panel*. It also adds rules into the

Windows Firewall to allow incoming connections on the TRS Listening Port.

2.1.2 Linux

The first time TRS is installed on a computer, the *Full* installation package must be downloaded and installed. This package contains default settings and other files that do not change when TRS is updated. When updates are available, these will be supplied as *Updates* to an existing TRS installation. Current configuration settings will not be changed by an *Update* install.

TRS is available for a small number of Linux platforms. TRS and its dependant software will be supplied as a *zip* file containing the packaged *deb* or *rpm* files. The format of the zip file name will be: TRS-<**package**>-<**ver**>-<**arch**>-<**platform**>.zip

where:

<**package**> is either *Full* or *Update*

<**ver**> is the current TRS version; eg 3.1.2

<**arch**> is the supported architecture; one of armhf, x86_64, i686

<**platform**> is the supported Linux distribution; eg Raspbian-8.0

Once the appropriate zip file has been downloaded, unzip it:

unzip TRS-3.1.2-x86_64-CentOS-6.7.zip

This will create a new directory matching the name of the zip file and containing a number of *deb* or *rpm* files. Change to this directory and run the appropriate package installation for the current platform.

For *rpm* files run for a *Full* installation:

sudo rpm -ivh *.rpm

For *rpm* files run for an *Update* installation:

sudo rpm -Uvh *.rpm

For *deb* files run:

dpkg -i *.deb

The installation will create a system startup service; *trsd* which will be started once the installation is complete. Follow the configuration details in the *Configuration* section (2.2).

2.2 Configuration

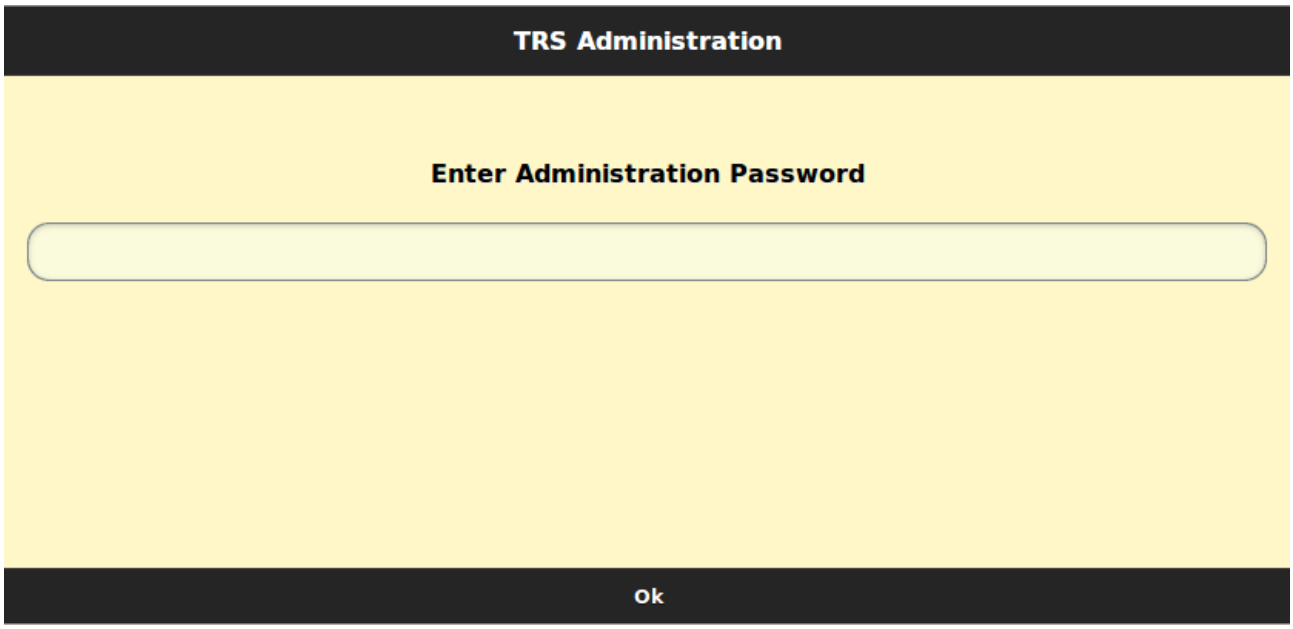
Before TRS is used, a number of configuration items need to be specified. These are managed by an *Admin* web page served by the TRS server.

The majority of the TRS configuration needs to be set initially and not changed afterwards. The only *regular* configuration is adding/removing Members from the list of responders or updating their data.

Assume that TRS has been installed on a computer which has an internal IP address of **192.168.1.2**, a Dynamic DNS entry of **myrfb.dyndns.org** and the TRS server is listening on the default port of **8080**. Substitute your Brigade's specific details in the following examples.

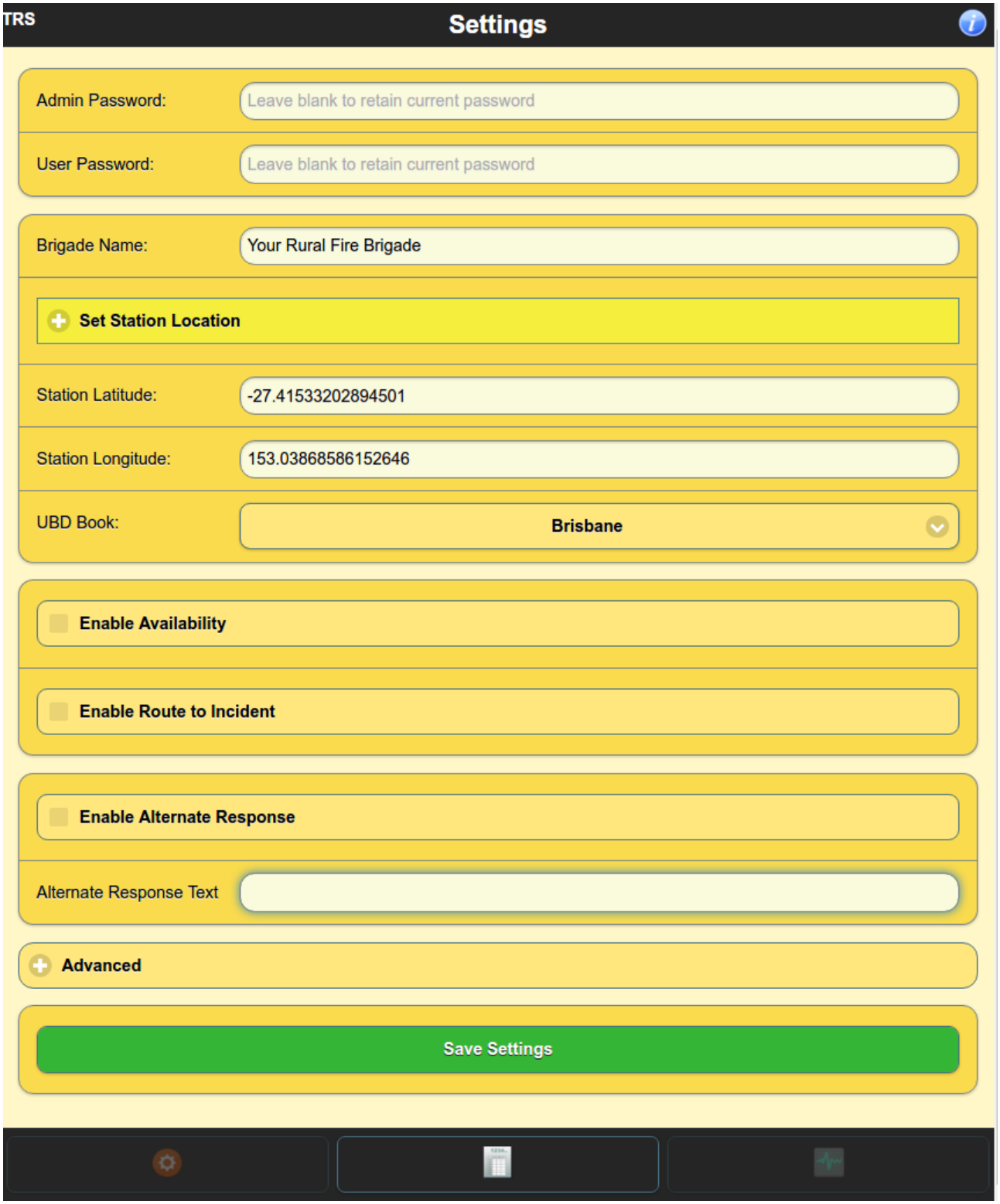
The Admin web page is opened by pointing your browser at: http://192.168.1.2:8080/admin.html (internal) or http://myrfb.dyndns.org:8080/admin.html

The default administration password is “password” which should be changed immediately.



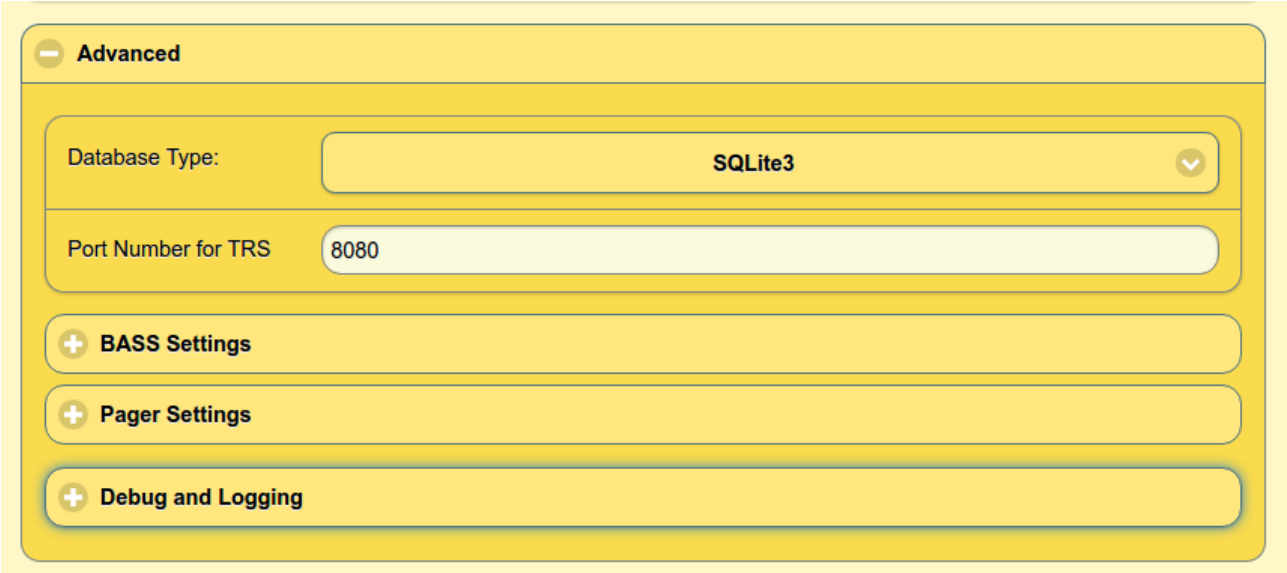
2.2.1 General Settings

On entry of the valid *Admin Password* the following screen is shown:



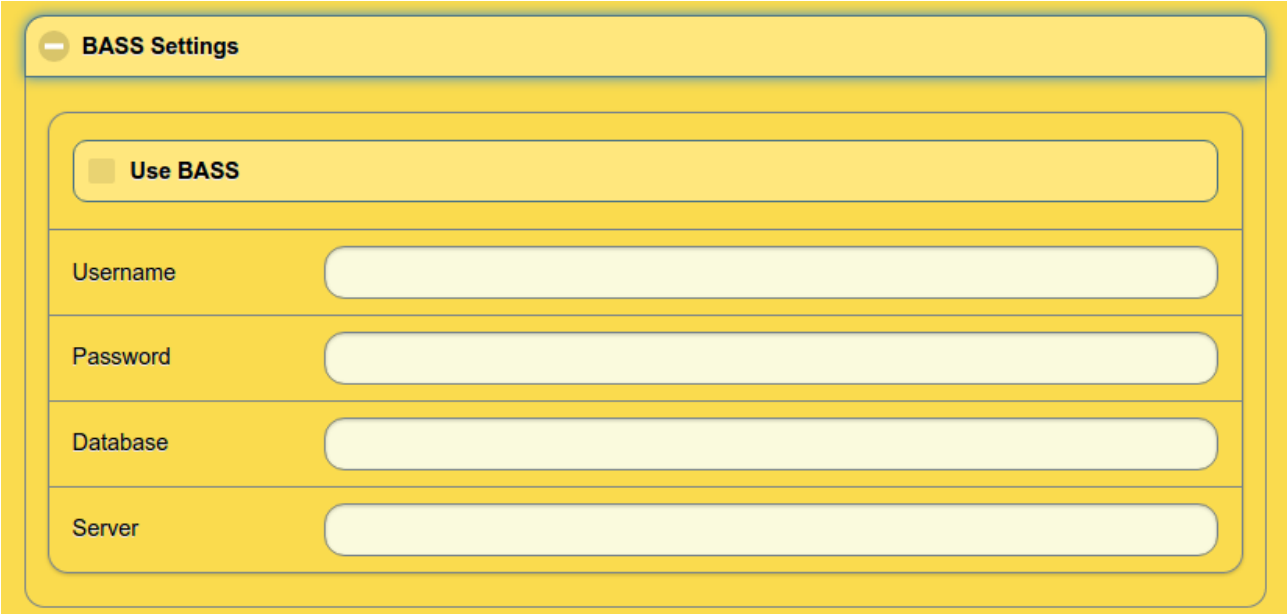
	Displays a popup with details about the version of TRS.
Admin Password	The password used to access this page. Default is **password**, but should be changed the first time this page is accessed. When you change it, you will need to login again with the new password.
User Password	This is the password given to each member using TRS to enable them to access TRS. It should be set now and be different to the *Admin Password*.
Brigade Name	The name of your Brigade
+ **Set Station Location** *Station Latitude* *Station Longitude*	The location of your station. If you know the latitude/longitude, enter the values, otherwise click the + and a dialog with a map will be shown. Drag the pointer around until it is over your station. The *Station Latitude* and *Station Longitude* fields will be updated to match the location where the marker is dropped.
UBD Book	The UBD Book that covers the area in which your Brigade responds.
Enable Availability	Checking this checkbox will enable the Availability (3.2.6) feature of TRS.
Enable Route to Incident	Checking this checkbox will enable the route from the station to the Incident to be shown on the Location Screen (3.2.5). The route will be the quickest route determined by Google Maps.
Enable Alternate Response	Where a Brigade requires that an alternate form of response to be available to members, checking this checkbox will enable the display of an orange button on the Response page with the text configured in the *Alternate Response Text* field.
Alternate Response Text	The text to display in the orange button on the Response page if *Enable Alternate Response* is enabled.
+ **Advanced**	Opens the *Advanced Settings* screen (2.2.1.1)
Save Settings	Saves current settings
	Switches to the *Maintain Data Settings* screen *(*2.2.2) allowing member and vehicle details to be entered.

2.2.1.1 Advanced Settings



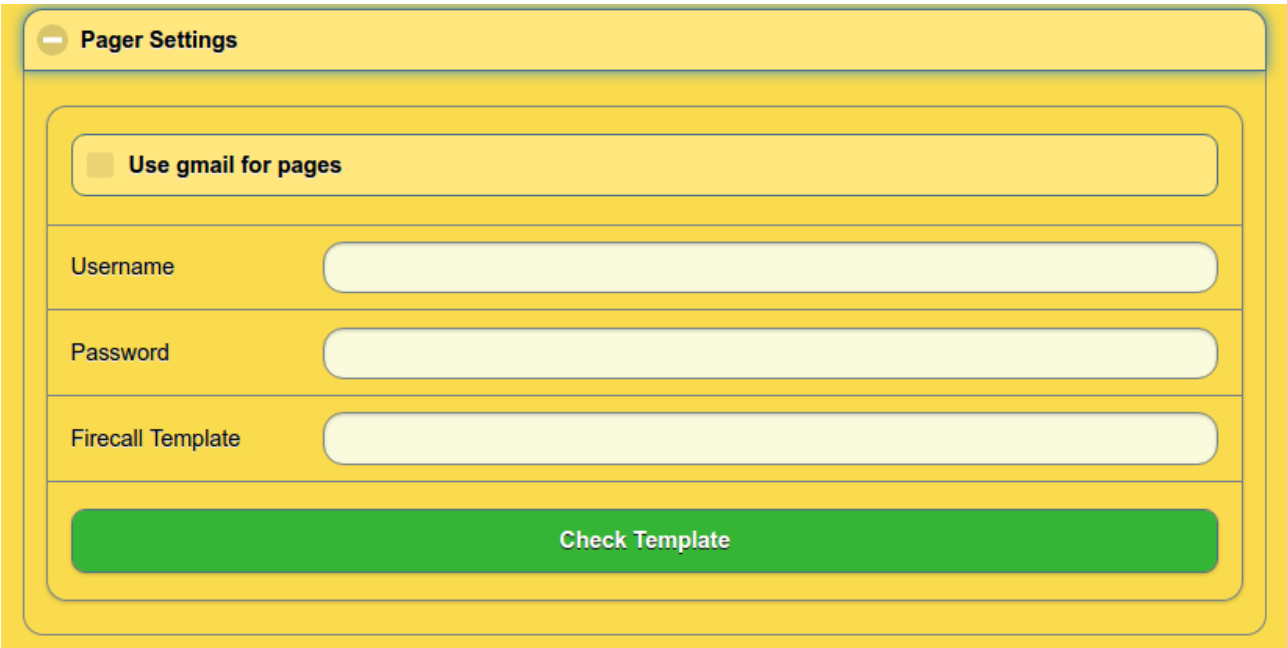
Database Type	The database platform used to store TRS data. Future versions of TRS may use a different database platform, but at this stage leave it as *SQLite*.
Port Number for TRS	This is the listening port used by the TRS Server. It is the value specified in the Windows installer as TRS *Listening Port*. Unless it was changed on initial installation it will be **8080**.
+ **BASS Settings**	Opens the BASS Settings section 2.2.1.1.1.
+ **Pager Settings**	Opens the Pager Email Settings section 2.2.1.1.2.
+ **Debug and Logging**	Opens the Debug and Logging section 2.2.1.1.3.

2.2.1.1.1 BASS Settings



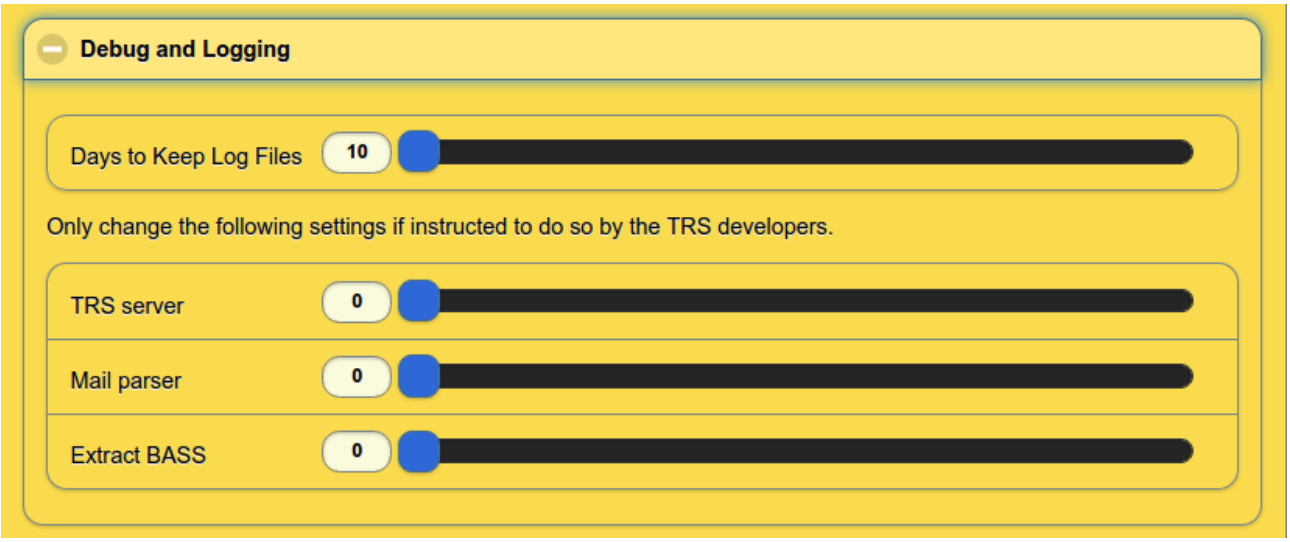
Use BASS	TRS can interface directly with the Brigade Administration Support System (BASS) for the storage of incidents. If you use BASS, then mark the *Use BASS* checkbox and supply the connection details to the BASS MySQL server.
Username **Password** **Database** **Server**	The MySQL connection details for BASS. They must match the details as configured in BASS.

2.2.1.1.2 Pager Email Settings



Use gmail for pages	If your Brigade receives pages from Firecom to respond to incidents and you have those pages mirrored to a Gmail email address, check this checkbox so that TRS can automatically read the copy of the page and extract the address and map reference of the incident for presenting on the Location Screen (3.2.5). To determine the current map coverage of TRS see the *Map Coverage* section (2.3).
Username	The Gmail Username
Password	The Gmail Password
Firecall Template	The template specific to your Brigade that TRS uses to determine which pager messages are Firecall messages for your Brigade. See Setting and Checking Firecall Template (4.1) for details on the format of this template.
Check Template	Clicking this button will initiate a process that connects to the Gmail account specified above and reads all unread email messages in the Gmail account's Inbox. A status window will be displayed with each message that starts with "FIRECALL:" together with an indication if the message matches the *Firecall Template* specified above. See Setting and Checking Firecall Template (4.1) for an explanation of the format of the template and the response from this action.

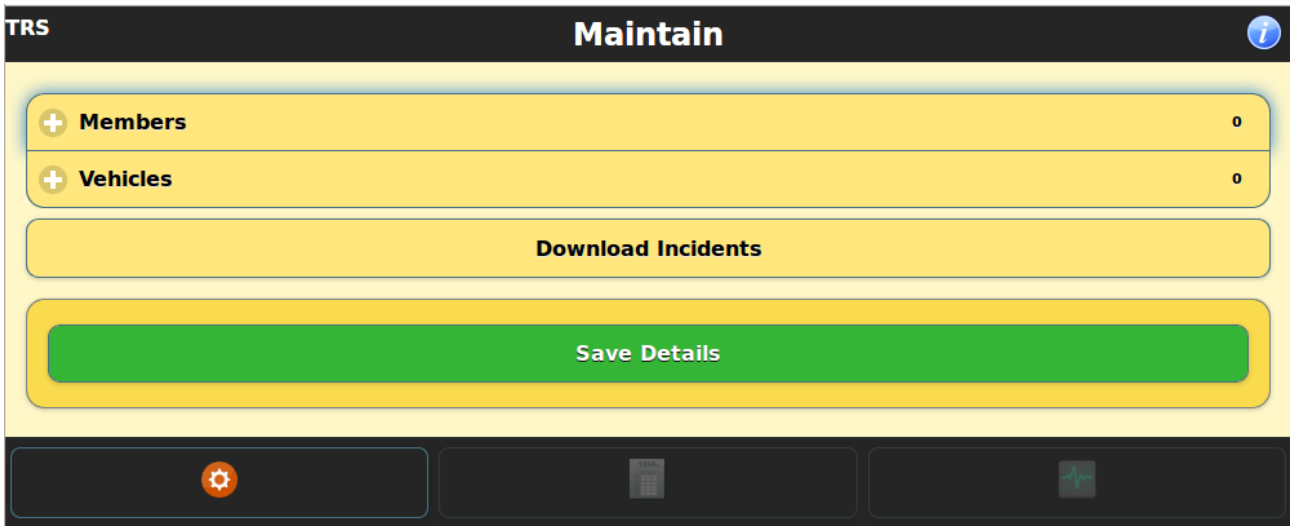
2.2.1.1.3 Debug and Logging



Days to Keep Log Files	Each day TRS renames its log file to the previous day so all log files are based on a date. This option allows you to ensure that only a certain number of days worth of log files are kept. If you set this value to 0, the default, no log files are deleted each night. Set to a value greater than 0 and less than the maximum of 120 to keep that many days worth of log files.
Debugging Levels	Leave these values as their default of 0. Only change these at the direction of the maintainer of TRS in case debugging of TRS is required on your system.

2.2.2 Maintain Data Settings

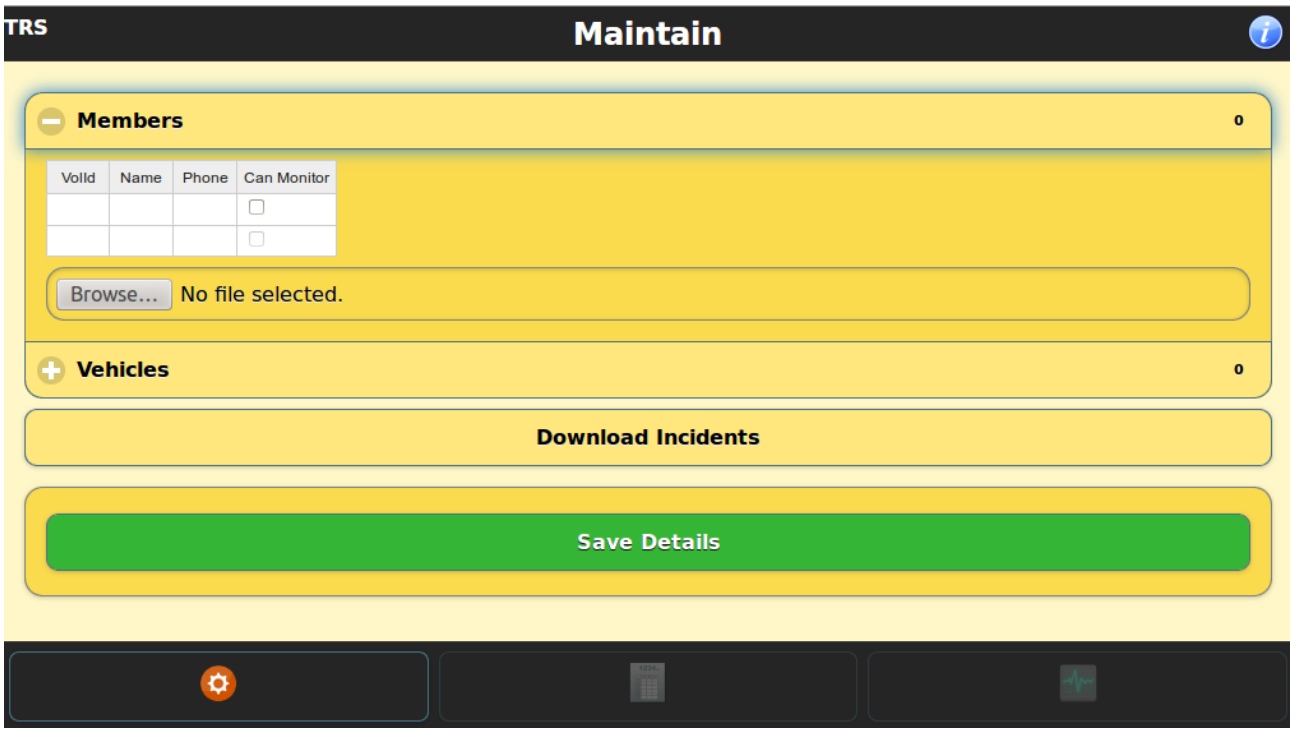
The *Maintain Data* screen allows details of the members who will be responding to incidents and using TRS and if desired details of the vehicles that will be responding to incidents. The number of Members and Vehicles configured are summarised.



	Displays a popup with details about the version of TRS.
+ **Members**	Click the + to open up a grid in which to add members of the Brigade who will be responding to incidents.
+ **Vehicles**	Click the + to open up a grid in which to add Brigade vehicles that will be responding to incidents. Vehicles responding is optional.
Download Incidents	This allows the user to download a CSV file containing all incidents saved in TRS. If using BASS this will not return anything as all incidents are saved directly in BASS and can be maintained there.
Save Details	Saves current settings
	Switches to the *General Settings* screen (2.2.1) allowing general configuration settings to be entered.

2.2.2.1 Members

Initially, no Members are configured. Either manually enter the following details into the grid, or add multiple Members from existing data made available as a CSV file.



VolId	The Member's assigned Volunteer Id. The Member will connect to TRS using this value.
Name	The Member's full name. This will appear on the TRS monitoring page when they respond to an incident.
Phone	The Member's phone number; ideally a mobile phone. This number will be linked to the Member's name on the TRS monitoring page enabling the person with the monitoring feature to call the Member by tapping the Member's name.
Can Monitor	Mark this checkbox for those Members who will be have the TRS monitoring feature enabled. Usually only Brigade Officers would have this feature enabled.
Choose File	This button allow the user to specify a CSV file containing multiple Member's details obtained from another source. See the following section for the format of this file.

2.2.2.1.1 Members CSV file format

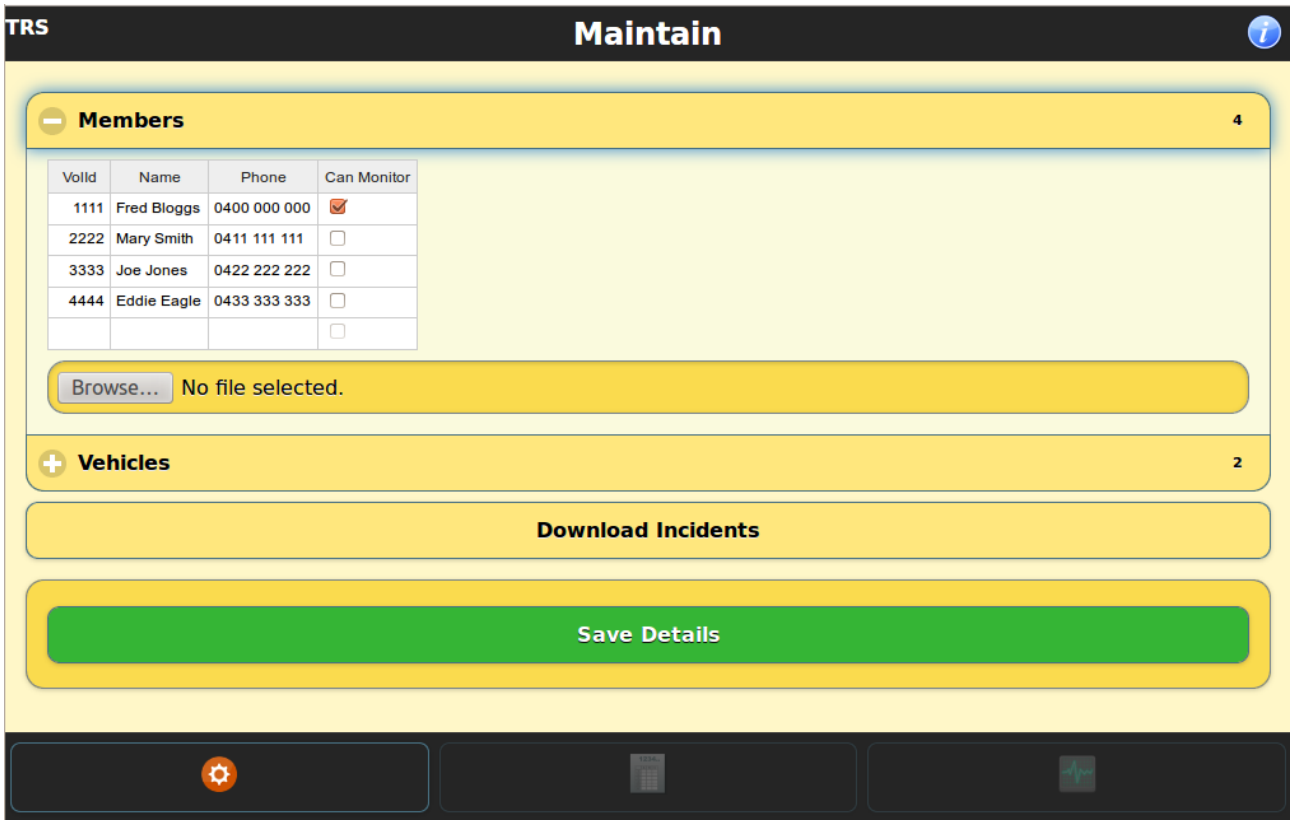
If you have Member details in an electronic format, you can bulk add Member's by creating a specially formatted CSV file and selecting it on the above screen. The CSV file must be in the following format:

- heading row with column headings of: *volid*, *name*, *mobile*, *canmonitor* (case is important, no spaces)
- multiple data rows with member details

Example:

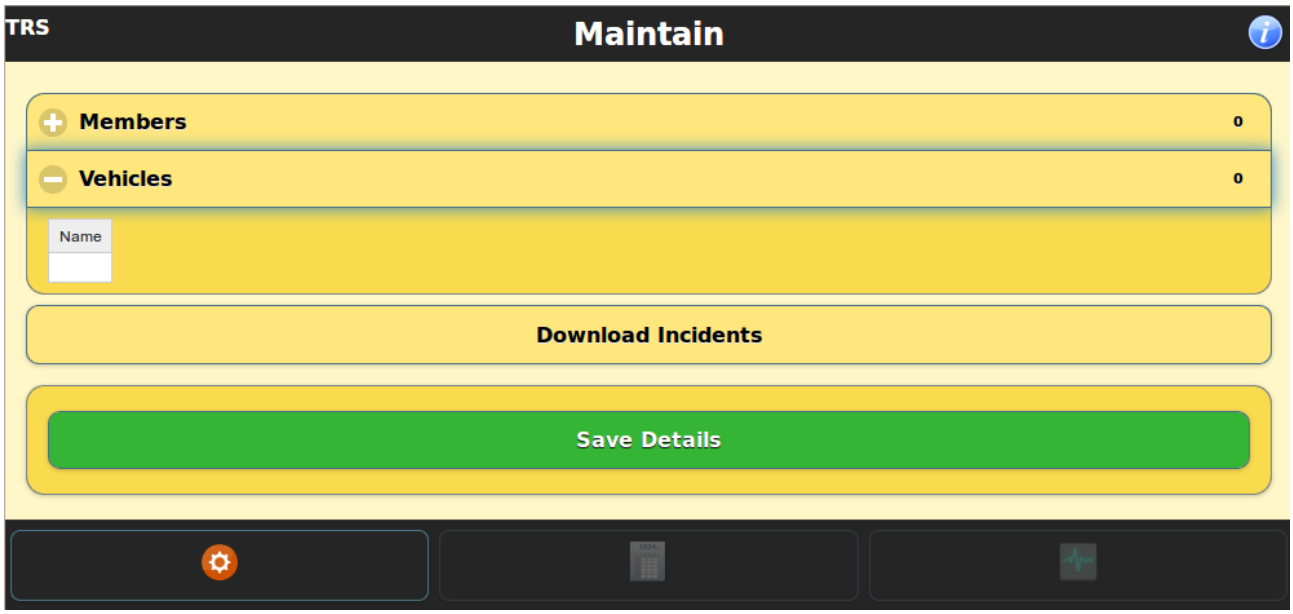
volid	name	phone	canmonitor
1111	Joe Bloggs	0400 000 000	1
2222	Mary Smith	0411 111 111	0
3333	Joe Jones	0422 222 222	0
4444	Eddie Eagle	0433 333 333	0

The result of uploading this CSV file will be:



2.2.2.2 Vehicles

If you want to record details of vehicles that respond to incidents, add the Brigade vehicles on this page.

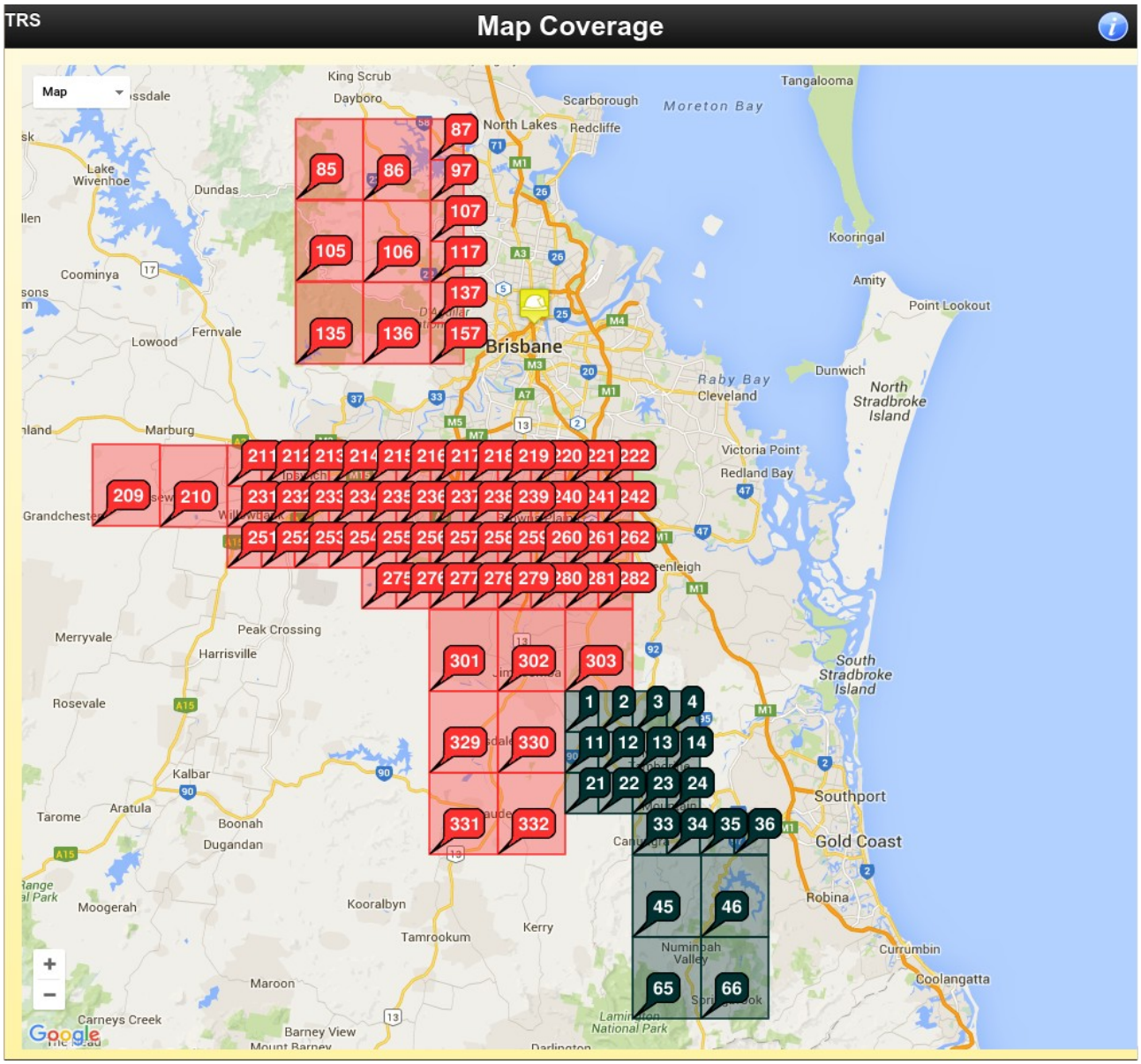


Name	The vehicle name/call sign.

2.3 Map Coverage

TRS can automatically extract details of the reported location of an incident from a Firecom page to the Brigade, provided the pages are mirrored to a Gmail account. This mirroring of pages from 3 Paging is free to set up.

TRS has configuration data that allows a UBD grid reference to be mapped to a latitude/longitude that can be displayed on the TRS *Location Screen* (3.2.5). To determine the coverage area of TRS point your browser to: http://192.168.1.2:8080/maps.html (internal) or http://myrfb.dyndns.org:8080/maps.html (external). This will display a page similar to this:



The coloured squares represent pages from UBD Street directories.

The yellow helmet marker represents the latitude/longitude of the Brigade's Station.

3 Using TRS

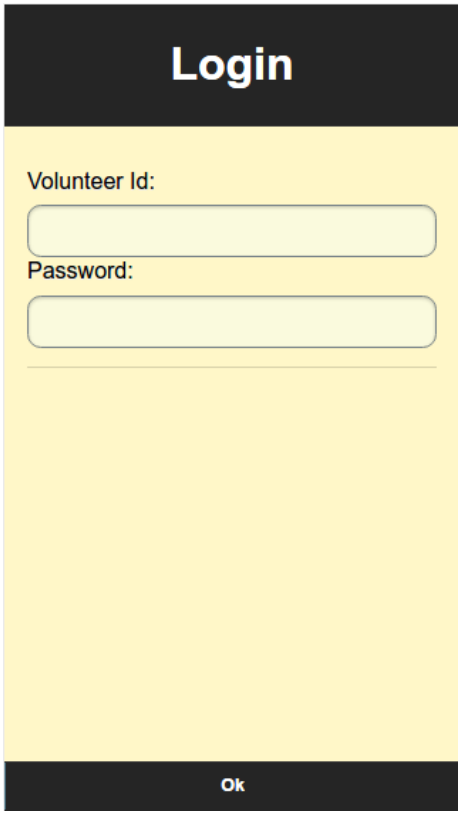
Before using TRS, ensure that TRS is configured; particularly setting the User Password and the Station Latitude/Longitude, as these values are cached on each responder's phone.

3.1 Initial Setup

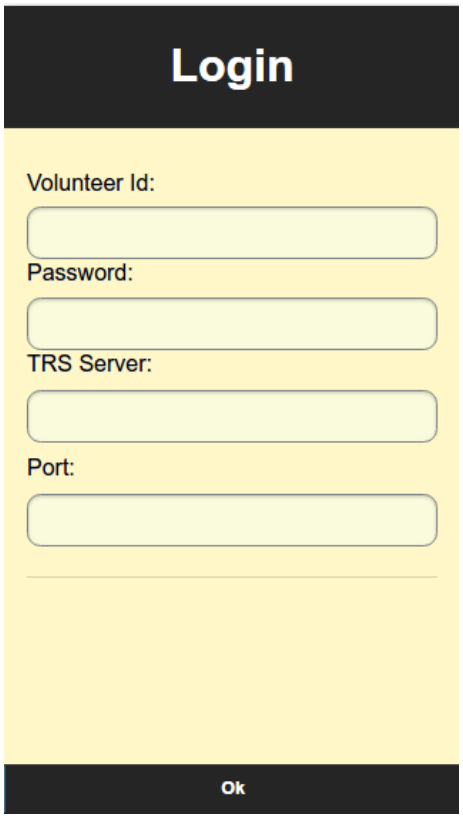
A Brigade Member connects to TRS using one of two options.

1. If the TRS app is available, download and install the app from the supplied location. Open the app and you will be presented with the App Login Screen.
2. Start a browser app on the Member's smartphone. On Android use Chrome, on iOS use Safari. Enter the following URL in the browser: .http://myrfb.dyndns.org:8080 Only use the external address for TRS so that the responder can respond to an incident while away from the Station. You will be presented with the Browser Login Screen.

3.1.1 Login Screen



Browser Login Screen



App Login Screen

Volunteer Id	Enter your Volunteer Id (*Volid*) as added in Members (2.2.2.1).
Password	Enter the *User Password* as specified in the *General Settings* section (2.2.1).
TRS Server *(App Login only)*	The *external* address of the TRS server. eg. **myrfb.dyndns.org**
Port *(App Login only)*	The port on which the TRS Server is listening. See Port Number for TRS. eg. **8080**
Ok	Tap this button to login to TRS.

If you have a monitoring screen located at your station, connect to TRS using a browser and specify the URL using the internal address: http://192.168.1.2/monitor.html, and the special Volid of 999999. Details about the special monitoring client are detailed in the Monitoring Client section (3.3) below.

3.2 Responder User

Brigade Members logged onto TRS with an actual *Volid* will be potential responders. Members assigned the *Can Monitor* feature are normally Officers. *Officer* will be used throughout the remainder of this document to indicate that the *Can Monitor* feature is enabled for that person.

On initial connection to TRS, the Home Screen (3.2.2) is displayed.

If the Responding button is tapped, TRS attempts to obtain the location of the device using the GPS capabilities of the device. If available, the driving distance from the current location is calculated. A message is then sent to the TRS system with the ETA (if available) and stored. If the user is an *Officer*, details of who is responding are sent back for display on the Monitor Screen (3.2.3). Every 30 seconds TRS will attempt to repeat the above process.

If an *Officer* taps the Monitor button to display the Monitor Screen (3.2.3), TRS requests details of who is responding. Any changes to the list of responders happens immediately.

If the responders device is turned off or the app is suspended, TRS is unable to execute.

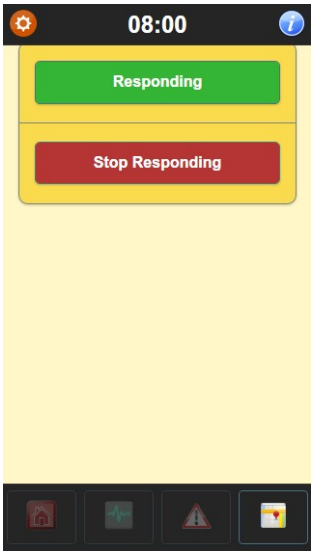
The first Member that responds to a new incident the TRS server will determine if the Gmail account is configured and if so will connect to the Gmail account and read all unread messages until it finds one that is a Firecom page. The UBD grid reference and address is then extracted and details stored on the TRS server. The UBD grid reference and address are displayed on any connected client's Location Screen (3.2.5).

3.2.1 Common Menu Items

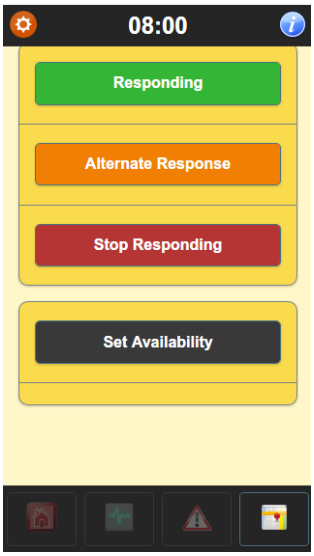
The following table lists the menu icons that appear on multiple screens.

	Displays the Login Screen (3.1.1).
	Displays a popup with details about the version of TRS and the logged-in user. When tapped on the Location Screen (3.2.5), the radio channels for the incident as supplied by the Firecom page will also be displayed if available.
	Switches to the *Home Screen* (3.2.2)
	Switches to the *Monitor Screen* (3.2.3) Only available to *Officers*.
	Switches to the *Incident Screen* (3.2.4) Only available to *Officers*.
	Switches to the *Location Screen* (3.2.5)

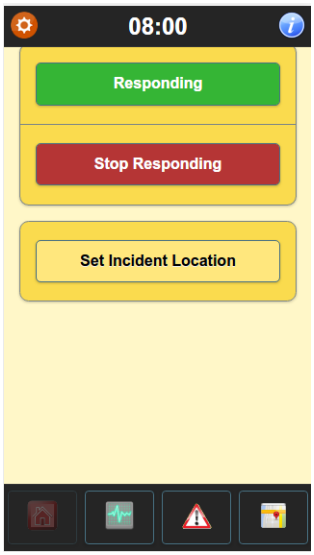
3.2.2 Home Screen



Member – No Options



Member – All Options



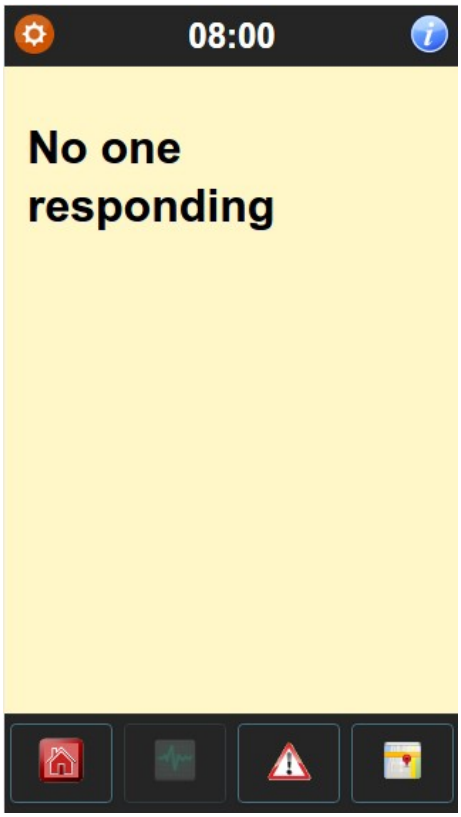
Officer – No Options

Officer – All Options

Responding	Tap this to indicate you are responding to the latest incident. TRS will attempt to obtain your current location and calculate a driving time from your location to the Station. This ETA will be shown underneath the Responding button and with the Volid is sent to the TRS server. If the server receives the data successfully a message will be shown under the Responding button. If unsuccessful, an error message is displayed, and you should tap Responding again. Once you have received a successful message from the server, your response is recorded and you do not need to interact with TRS again for this incident.
(Alternate Response)	If the Enable Alternate Response feature of TRS is enabled this button is displayed with the *Alternate Response Text*. When tapped, a message is sent to the TRS server indicating your response. No ETA is calculated.
Stop Responding	Only tap this button if you have previously responded and you no longer intend proceeding to the incident.
Set Availability	If the Enable Availability feature of TRS has been enabled this button will be displayed for all users. When tapped the Set Availability Screen (3.2.6.1) is displayed.
View Availability	If the Enable Availability feature of TRS has been enabled this button will be displayed only for *Officers*. When tapped the View Availability Screen (3.2.6.2) screen is displayed.
Set Incident Location	Only available to *Officers*. Once you have reached the location of the incident, tap this to obtain the actual location of the incident. You will be prompted to confirm the derived address and if satisfactory indicate that you want the address saved as the actual location.

3.2.3 Monitor Screen

This screen shows Members who are responding. Only available to *Officers*.



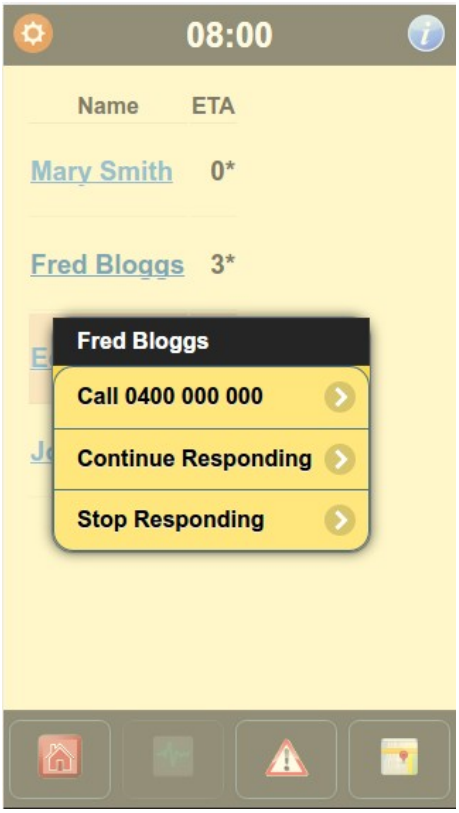
No responders

With responders

No one responding	The default state when no one is responding to an incident. As soon as someone responds the contents change to the *With responders* view.
With responders	The name of each Member responding and their ETA is displayed in descending order of ETA. The Name is a link allowing it to be tapped which displays a popup menu. See Responder Popup Menu (3.2.3.1) for the options available on this menu. The ETA consists of one of the following: • A number – this is the estimated driving time from the Member's current location to the Station as calculated by Google Maps. • A number followed by an asterisk (*) - an estimated ETA based on the last actual ETA derived from the Member's last location. This counts down by 1 minute every minute unless an actual ETA is provided. This usually occurs when the responder's phone goes into a pause state. • A question mark (?) - an actual ETA could not be calculated, but the member is still responding. This will be overridden if an actual ETA is calculated. • A dash (-) - the member has responded via the Alternate Response button. In addition the background of the members name will be shown in a light orange to easily distinguish between normal and Alternate response.

3.2.3.1 Responder Popup Menu

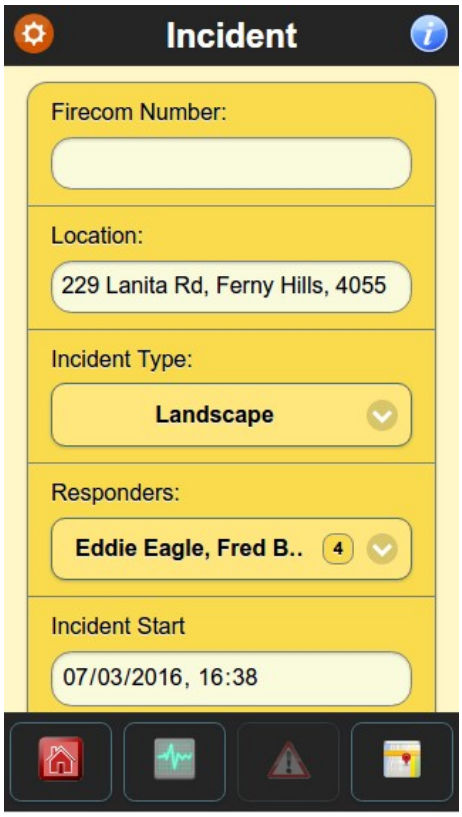
This menu is displayed when a responder's name is tapped from the Monitor Screen (3.2.3).

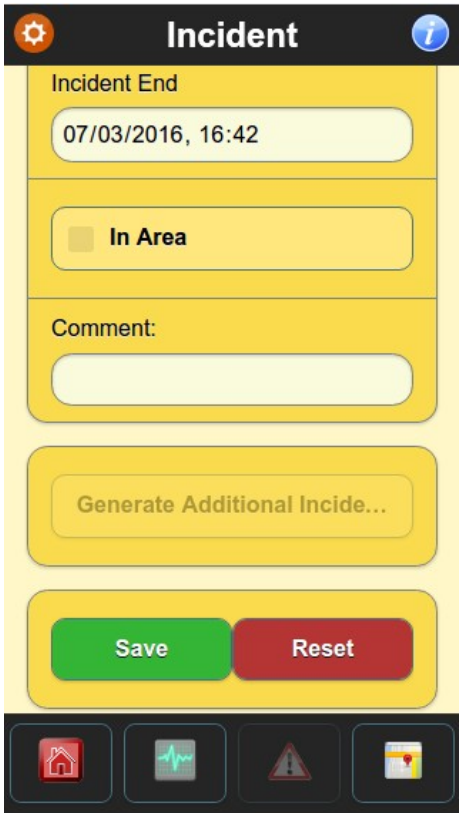


Call 9999999999	Initiates a phone call to the indicated number via the phone's dialler.
Continue Responding	Sends a message directly to the named individual's TRS app with the text *Continue Responding*.
Stop Responding	Sends a message directly to the named individual's TRS app with the text *Stop Responding*.

3.2.4 Incident Screen

This screen shows details of the current incident that can be modified and saved. This activity is carried out after the incident is complete. Only available to *Officers*.



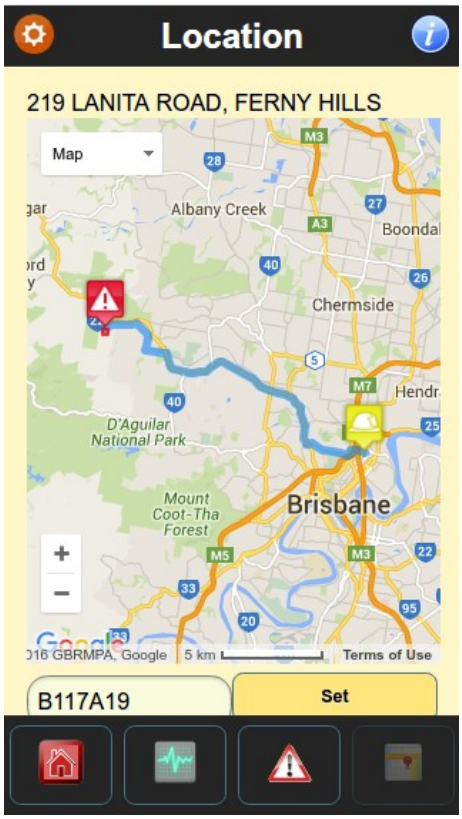


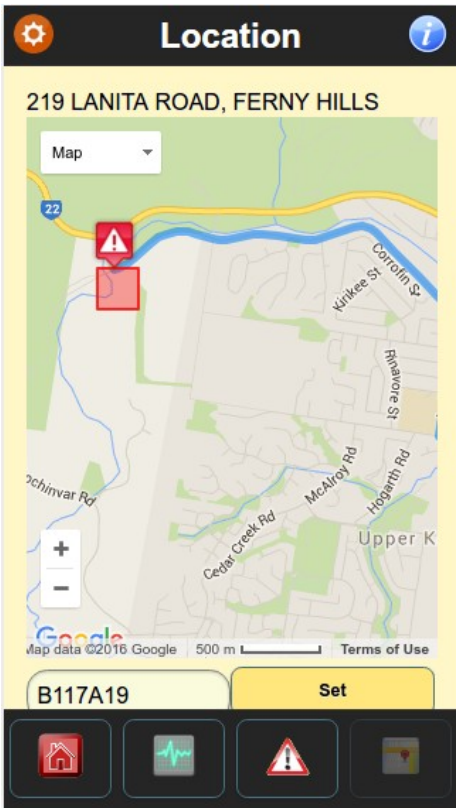
Firecom Number	The Firecom Incident number for the current incident. Optional, but should be included if generating an *Additional Incident Information Form*.
Location	The address of the incident. This can be pre-populated either by the process that extracts the address from a Pages from Firecom (4) or as a result of an *Officer* setting the incident location by tapping the *Set Incident Location* button on the *Home Screen* (3.2.2).
Incident Type	A drop-down list of possible types of incidents.
Responders	The Members of the Brigade who have used TRS to indicate they responded to the incident. By tapping the button, a full list of possible responders is shown. Additional Members can be added or existing ones removed by tapping the Member's name.
Incident Start	The date and time the incident started. The default is the date/time that the first Member responded using TRS.
Incident End	The date and time the incident ended. Defaults to the current time.
In Area	A flag indicating if the incident occurred in the Brigade's area.
Comment	Any comments about the incident. These comments will be included on the *Additional Incident Information Form* if generated.
Generate Additional Incident	This button can generate an *Additional Incident Information Form* (OBM082) as a PDF document that can be saved for emailing to your Area Office. Not yet available.

Information Form	
Save	Saves the current incident, either to a CSV file or to an Incident within BASS. Once the incident is successfully saved, the incident details are cleared ready for the next incident.
Reset	Clears all details about the incident without saving. Only use this to clear all incident details and prepare for the next incident.

3.2.5 Location Screen

This screen displays a map showing the location of the Station, a UBD grid reference and address of the incident extracted from the email copy of the Firecom page (if this capability is configured), and the location of the incident as set by an *Officer* at the incident.

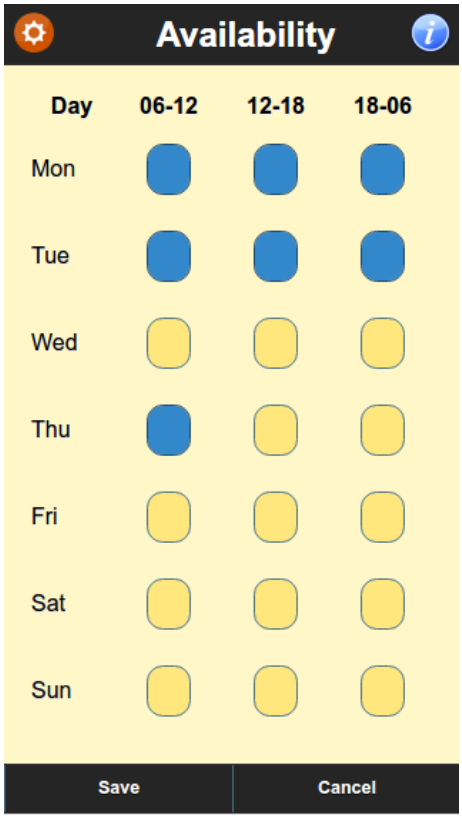




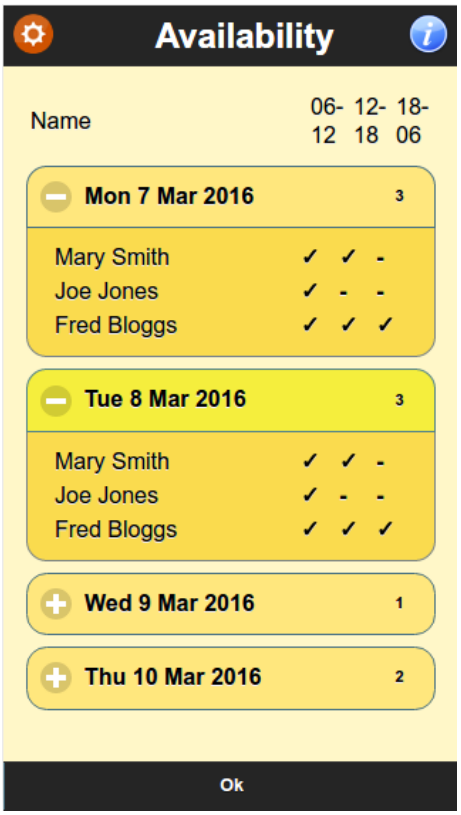
Address	Above the map is displayed the address of the incident extracted from the email copy of the Firecom page, otherwise it is blank.
Map	A Google Map showing the Brigade's Station, the UBD grid reference (if present), and the incident location (if present). The map can be zoomed and panned using touch controls, and the map type can be changed with the Map control in the top right.
Red Rectangle	A rectangle mapping the UBD grid reference onto the displayed map extracted from the email copy of the Firecom page.
	A marker indicating the location of the Brigade's Station.
	A maker indicating the actual location of the incident, set by an Officer using the *Set Incident Location* button on the *Home Screen* (3.2.2).
B140B6	The UBD grid reference extracted from the email copy of the Firecom page, or entered manually by an *Officer*.
	When the UBD grid reference is entered manually by an *Officer*, this button is tapped to set the UBD grid reference.

3.2.6 Availability

In addition to the response capability, TRS has a feature to enable Members to indicate their availability over the upcoming week on the Set Availability Screen (3.2.6.1). This availability of Members can be viewed by *Officers* on the View Availability Screen (3.2.6.2).



Set Availability



View Availability

3.2.6.1 Set Availability Screen

Availability Period	Each day is split into 3 periods; 06:00 to 12:00, 12:00 to 18:00 and 18:00 to 06:00 the following day.
Availability Indicator	A blue box indicates that the Member is available for the period for a particular day in the next 7 days.
Save	Save the Members availability as specified and returns to the Home Screen (3.2.2).
Cancel	Cancels the changes to the Member's availability and returns to the Home Screen (3.2.2).

3.2.6.2 View Availability Screen

Availability Day	A collapsible item for each day in the next 7 days that has at least 1 Member available. The number of Members available is indicated on the right of the item.
Member Availability	When expanded, a tick indicates the period for which each member is available.
Ok	Close the Availability Screen and return to the Home Screen (3.2.2).

3.3 Monitoring Client

Not only can TRS assist Brigade Officers in the planning of a response to an incident, but can also provide useful information to those Members who arrive first at the Station. By installing a monitoring client in an area of the Station where responders can easily be seen, the first responders can determine who else is responding, and the general location of the incident at a glance.

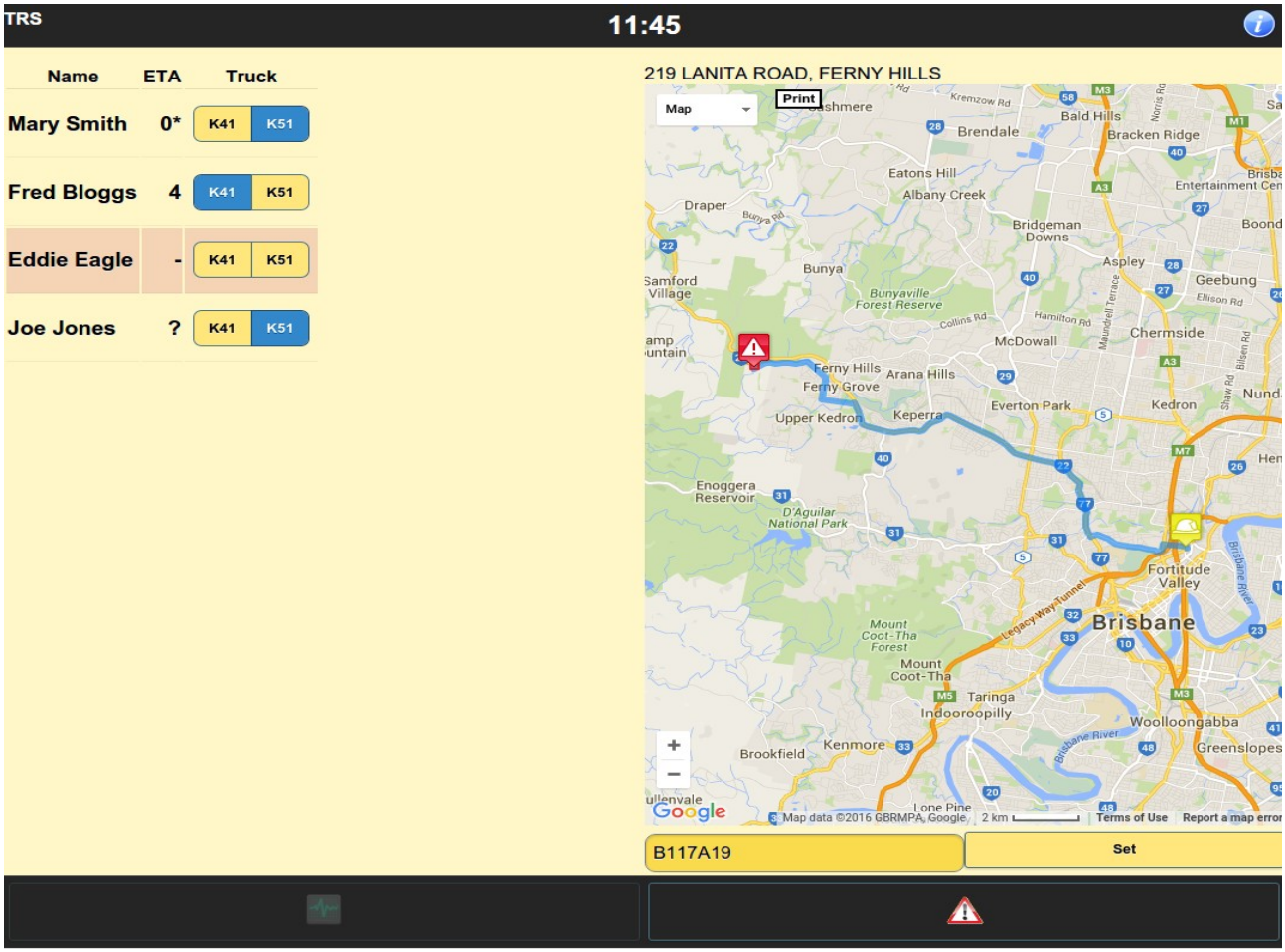
The monitoring client is best displayed on a wide-screen monitor connected to a computer running a full-screen web-browser and connected to the internal network on which the TRS server is running.

The monitoring client browser should point to: http://192.168.1.2:8080/monitor.html

On initial connection, the monitoring client will display the Monitor/Location screen and every 10 seconds will connect to the TRS server to request the latest information on who is responding.

3.3.1 Monitor/Location Screen

This screen is a combination of the *Monitor Screen* (3.2.3) and the *Location Screen* (3.2.5) described above.



The above example shows that **Mary Smith** and **Joe Jones** have probably arrived, and have been assigned to respond in **K51**. **Fred Bloggs** is approximately 4 minutes from the Station and has not been assigned **K41**. **Eddie Eagle** has responded with the Alternate Response option. The first responders can see the address and UBD grid reference from the Firecom page and the location of the Station on the map so can quickly determine in which direction to head to the incident.

4 Pages from Firecom

For QFES Auxiliaries and RFSQ members who receive their incident notifications via pages sent by Firecom, TRS can utilise the information on the page to assist when responding to the incident.

The pager provider has a feature whereby each page can be duplicated in an email to a nominated email address. For TRS to take advantage of this feature, the email address needs to be provided by Gmail. Simply create a free Gmail email address and notify the pager provider of the email address. Once setup, all pages will be delivered to that email address.

TRS can then be configured with the Gmail email address in Advanced Settings (2.2.1.1).

The first person to respond to an incident will trigger a process to connect to Gmail and search for the most recent page containing a FIRECALL message. If found, TRS will extract the provided address, UBD Grid Reference and radio channels and save these details for the current incident. In addition, any TRS client displaying the Location screen will be updated with the extracted details. If Enable Route to Incident is enabled, the route to the incident is calculated and displayed.

It is important to note that the process for extracting details from the page only happens for the first TRS responder. If an incident is over but the incident has not been Saved or Reset via the Incident Screen (3.2.4), the process will not be triggered for the next incident.

4.1 Setting and Checking Firecall Template

To ensure that TRS can extract the appropriate Firecall email from the mirror of the pager messages sent to Brigades each Brigade can specify a template which will be applied to all unread email messages in the Brigade's Gmail account.
While each Brigade's Firecall pager messages are different, all pager messages contain a number of fields each separated by a comma.
All Firecall messages begin with the string: **FIRECALL:**
The format of a Firecall template firstly needs to match the number of fields and then within each field the template can consist of 1 of 3 different tokens:

1. **Literal** – the field contains a fixed string of characters other than a comma ',' or an asterisk '*'
2. **Wildcard** – the field consists of any number of asterisks that match any string of characters in the field in the position of the asterisk. This wildcard field can also contain fixed strings of any characters other than comma ',' or asterisk '*' which MUST match the relevant portion of the pager message field between asterisks.
3. **Placemarker** – a string consisting of two leading percent '%' characters followed by a placemarker name and two trailing percent '%' characters. There can be no Literal or Wildcard characters in this field. The only valid placemarker names are: **addr1**, **addr2**, **grid**, **tac**, **inc**. These specific field values are passed back to the TRS client for display on the Location Screen (3.2.5) and the Info popup message on the same page.

4.1.1 Example Template

The example template:

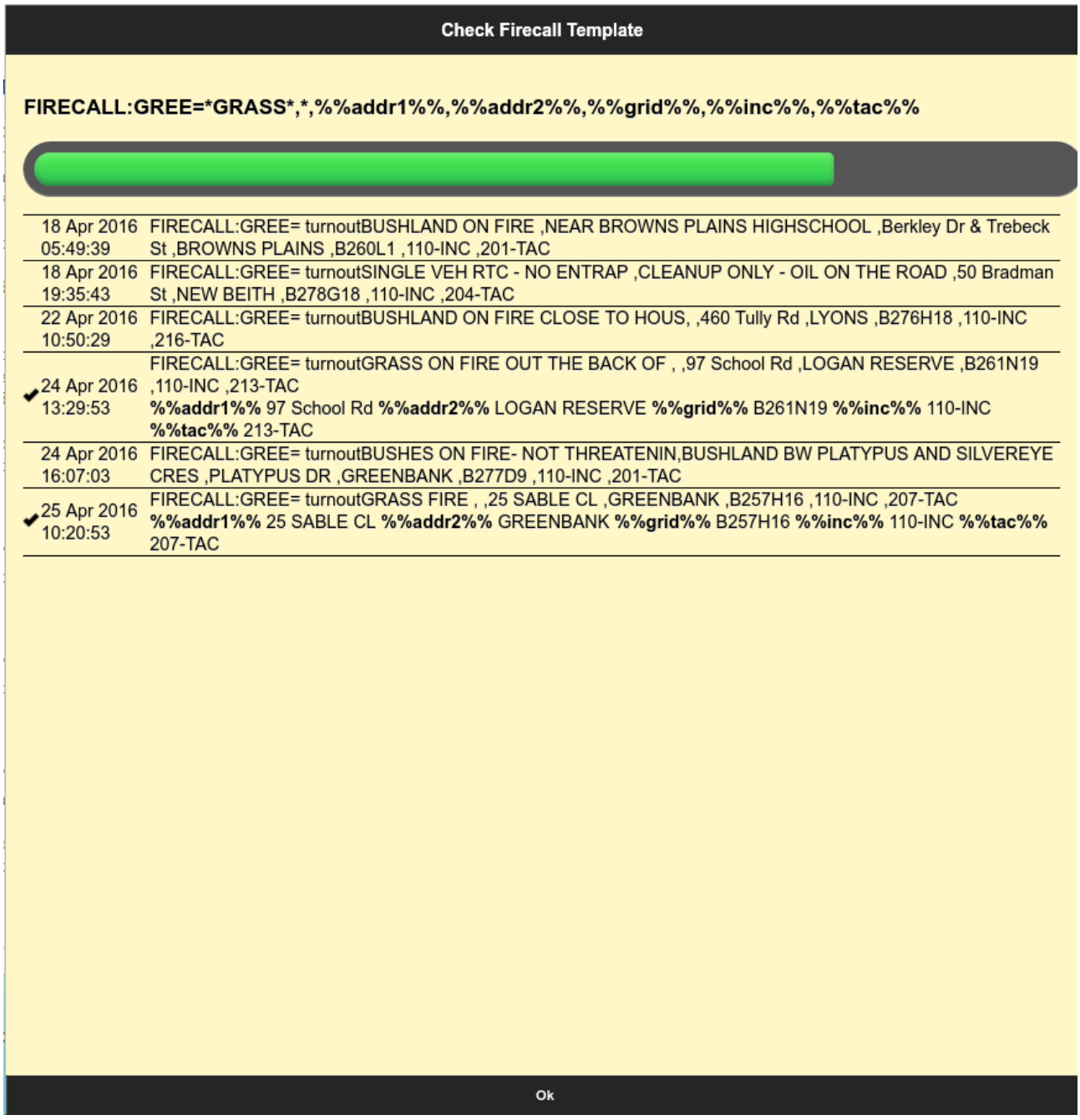
FIRECALL:GREE=*GRASS*,*,%%addr1%%,%%addr2%%,%%grid%%,%%inc%%,%%tac%%

consists of the following 7 fields:

1. **FIRECALL:GREE=*GRASS*** - Wildcard
2. ***** - Wildcard
3. **%addr1%%** - Placemarker
4. **%addr2%%** - Placemarker
5. **%%grid%%** - Placemarker
6. **%%inc%%** - Placemarker
7. **%%tac%%** - Placemarker

See Check Firecall Template Output (4.1.2) for a list of the Firecall messages that do and do not match the above template.

4.1.2 Check Firecall Template Output



FIRECALL:...	The Firecall template entered on the Pager Email Settings (2.2.1.1.2) page.
	A progress bar updated as email messages are read.
√ or blank	A tick indicates that the message matches the supplied template.
Date and Time	Date and time the message was received.
Message	The text of the message. If a match, the specified Placemarker field values are also shown.