

## ACTIVATING, CONFIGURING, AND TESTING VEEWS

### Interactive Console – VE8091

Valcom’s Earthquake Early Warning System (VEEWS) was developed in partnership with the USGS and is powered by **ShakeAlert®** to deliver warnings seconds in advance of shaking at any specific location. These warning messages are intended to provide those receiving them with the time to “Drop, Cover, and Hold On” (DCHO) or take other protective actions.

This guide is intended to provide the knowledge necessary to commission a new VEEWS account with the Interactive Console-VE8091 from activation through configuration and testing.

### INTERACTIVE CONSOLE SYSTEM REQUIREMENTS & NOTES for VEEWS

- Internet access configured properly
- Established Group Codes
- Properly configured NTP
- Broadcast endpoints installed (speakers, horns, signs, etc.)
- Access VE8091 Technical Specs & Installation Manual at <https://www.valcomes.com>
- VEEWS can also be commissioned through a VE6025-Application Server Pro (separate document)

### ACTIVATING VEEWS

#### Step 1: Ensure Proper Firmware

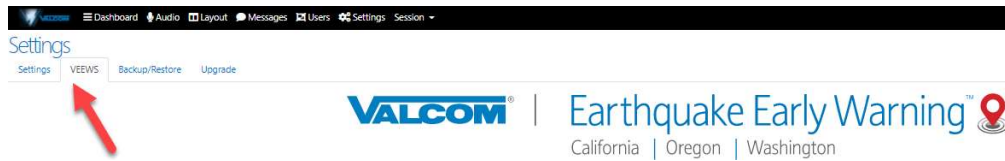
VEEWS is available for use with an Interactive Console updated to at least v1.3.03+ firmware. This information can be found via an Internet browser at your unit’s IP address: Settings -> Upgrade. If necessary, contact Valcom Technical Support ([support@valcom.com](mailto:support@valcom.com)) to obtain the proper software and update the Interactive Console.



#### Step 2: Acquire and Enter a VEEWS Activation Key

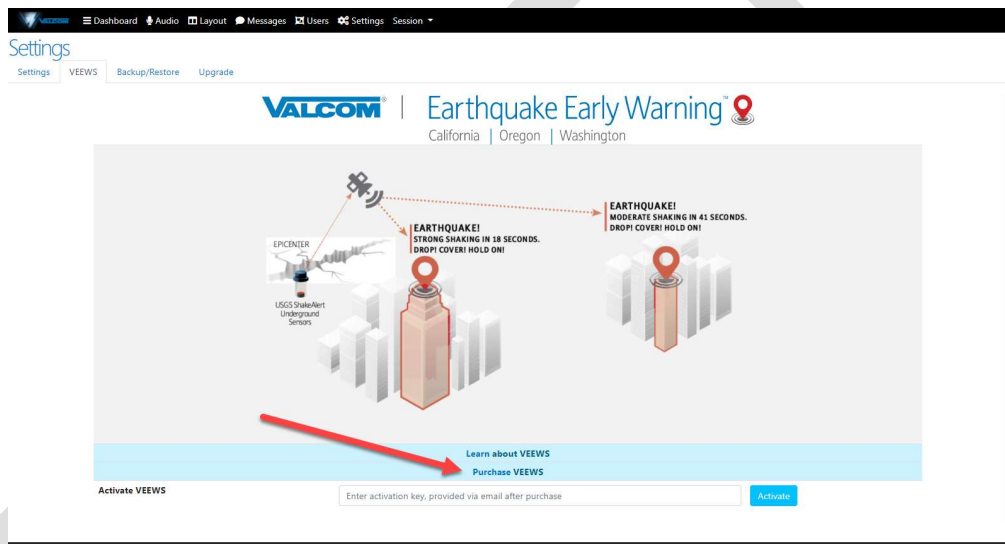
VEEWS Activation Keys are unique to each Interactive Console **OR** Application Server Pro **AND** specific to the site/location (physical mailing address, latitude, and longitude) where VEEWS service will deliver alert messages.

After logging into the Interactive Console's IP address navigate to **Settings -> VEEWS**.

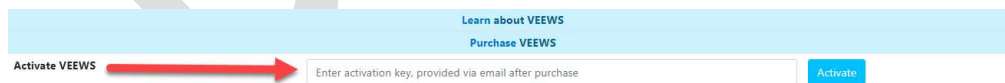


**NOTE:** There is a “Learn More” option to build knowledge of VEEWS and the USGS’ **ShakeAlert®** system before making a purchasing decision. This is beyond the scope of this document.

IF an Activation Key is needed, click on “Purchase VEEWS” and follow requisite steps to obtain a key. The key will be provided via email.

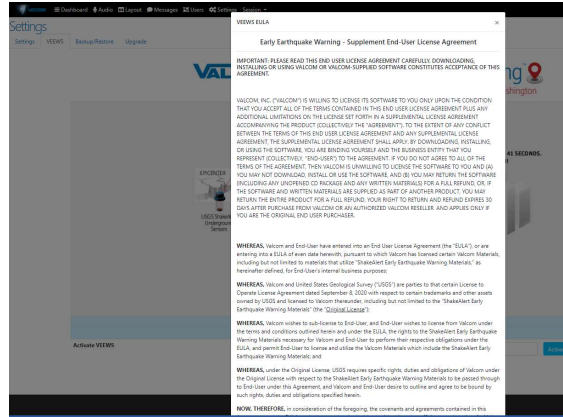


IF an Activation Key has already been acquired, enter the Activation Key in the text box at the bottom that says: “Enter Activation Key, provided via email after purchase”, and click “Activate”.



### Step 3: Accept the EULA

VEEWS contains a supplemental End User License Agreement (EULA). Read through and click “Accept”.



### Step 4: USGS Disclaimers and Training Affirmations

You will now need to affirm two USGS disclaimers by checking their respective boxes. Additionally, an identified individual will need to acknowledge responsibility to deliver end-user training to individuals on-premise who will be receiving and responding to VEEWS messages; this step also requires the input of first and last name, title, email, work phone, and cell phone (optional) for this person. Information gathered in this step will be used solely for reporting purposes required by the USGS and communications regarding the Interactive Console and VEEWS.

USGS & VEEWS Affirmations and Required Information

Please read, check, and complete the following to complete VEEWS activation.

**USGS Affirmation #1**

USGS makes no warranty with respect to any technology, goods, or services using the data and hereby disclaims any warranties of merchantability or fitness for a particular purpose.

**USGS Affirmation #2**

**ShakeAlert® Disclaimer:** Unauthorized or improper use of ShakeAlert Materials is prohibited and may result in termination of the license agreement, bodily harm, and (or) criminal penalties. The USGS makes no express or implied warranty as to the fitness of ShakeAlert Materials for any purpose. In no circumstance shall the USGS be liable for any loss or damage arising directly or indirectly from proper or improper use of ShakeAlert Materials, unless authorized by law.

**VEEWS Affirmation and Required Information**

Please provide the following information for the person assuming responsibility for onsite education and training of your organization related to the ShakeAlert system and materials, the VEEWS system and materials, how to respond to alert messages, incorporation into emergency action plans, drills, and other necessary information to ensure adequate preparedness and response to earthquake events.

\* Indicates a required field

*First name	Edward
*Last name	Van Halen
*Title	Instructor
*Work Phone	1984005150
Cell Phone	
*Email	evh@vh.com

[Valcom Privacy Policy](#)

Cancel Accept & Submit

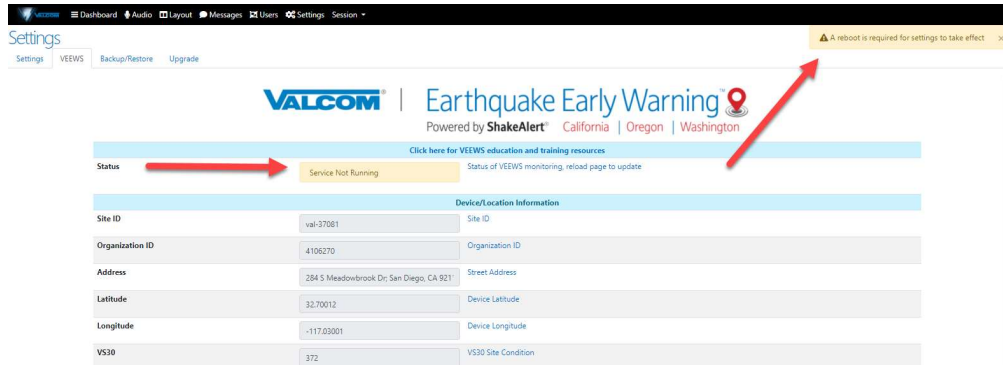


# Earthquake Early Warning™

Powered by **ShakeAlert®** California | Oregon | Washington

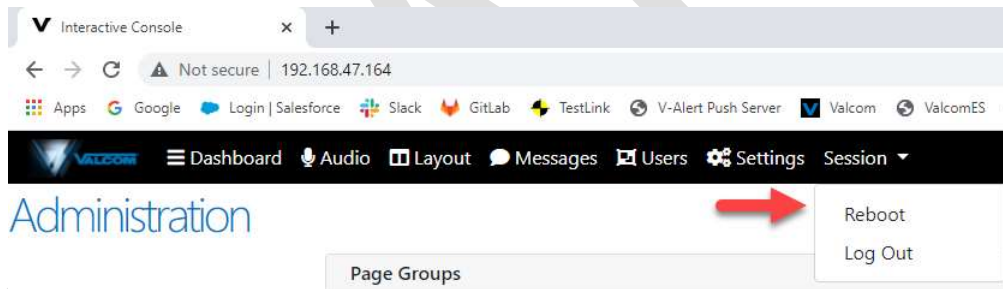
After completing the required information, click “Submit”.

A new graphical user interface (GUI) is presented and a “Service Not Running” status message is displayed.

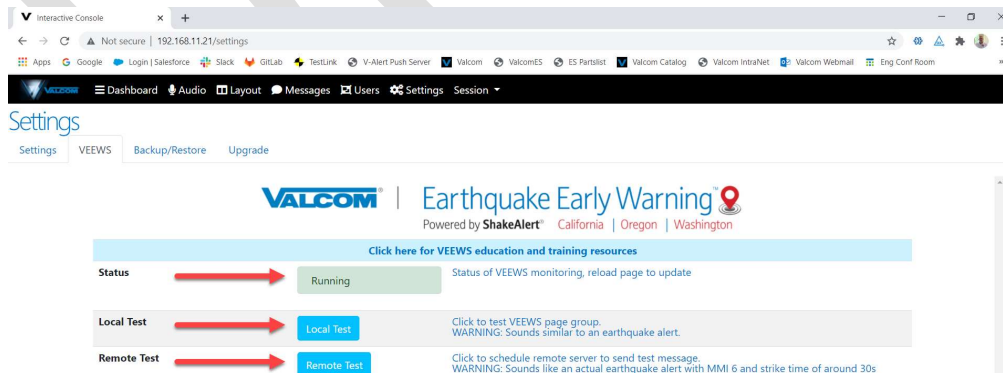


**IMPORTANT:** To complete activation you must now reboot the Interactive Console.

Navigate: Session -> Reboot.



After Reboot the VEEWS status is changed to “Running” and two test buttons are added to the GUI:



**IMPORTANT:** Though activated, you must now configure VEEWS for proper message delivery.

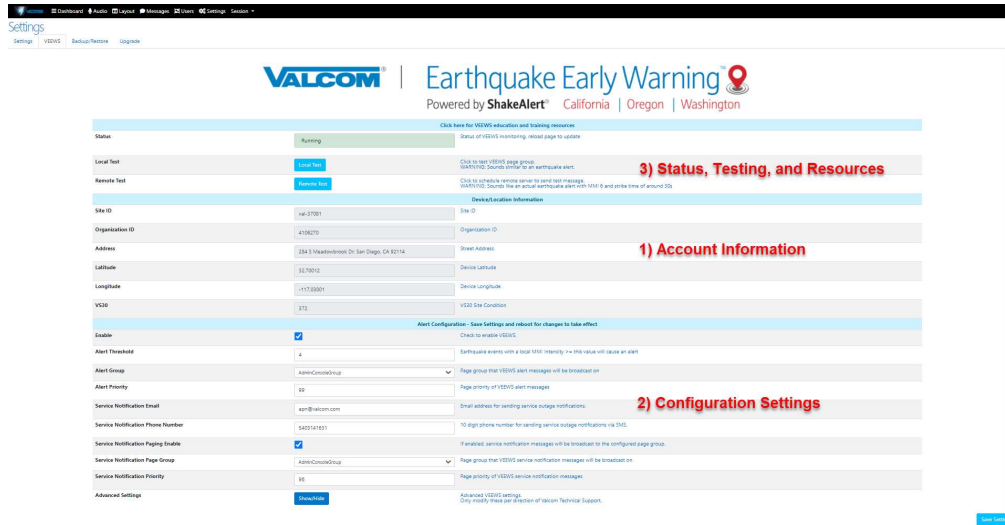




# Earthquake Early Warning™

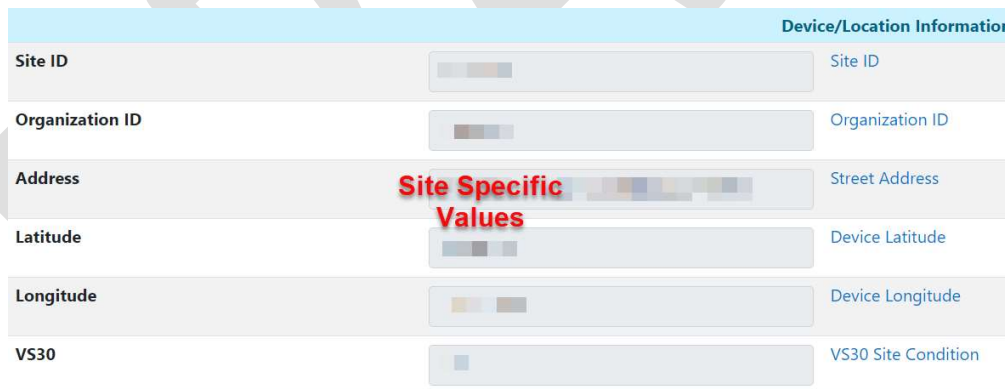
Powered by **ShakeAlert®** California | Oregon | Washington

## ORIENTATION TO THE VEEWS GUI



### 1) Account Information

These details are predetermined at the time of purchase, tied to your physical address, and are not editable. The exact coordinates are important in determining when an earthquake alert message will be broadcast to your location.



If these values are found to be in error, you will need to contact Valcom Technical Support ([support@valcom.com](mailto:support@valcom.com)) for assistance in updating.





## 2) Configuration Settings

There are two groups of settings: Alert Settings and Notification Settings.

**Alert Settings:** These determine when and where earthquake alert messages will be played on-site.

Alert Configuration - Save Settings and reboot for changes to take effect		
Enable	<input checked="" type="checkbox"/>	Check to enable VEEW.
Alert Threshold	4	Earthquake events with a local MMI Intensity >= this value will cause an alert
Alert Group	<b>Alert Settings</b>	Page group that VEEW alert messages will be broadcast on
Alert Priority	97	Page priority of VEEW alert messages
Service Notification Email		Email address for sending service outage notifications.
Service Notification Phone Number		10 digit phone number for sending service outage notifications via SMS.
Service Notification Paging Enable	<input checked="" type="checkbox"/>	If enabled, service notification messages will be broadcast to the configured page group.
Service Notification Page Group		Page group that VEEW service notification messages will be broadcast on
Service Notification Priority	96	Page priority of VEEW service notification messages
Advanced Settings	<input type="button" value="Show/Hide"/>	Advanced VEEW settings. Only modify these per direction of Valcom Technical Support.

**Alert Threshold:** This value determines the level at which an earthquake alert message will activate and play based upon the Modified Mercalli (MMI) Intensity Scale\*. This is **NOT** the same as magnitude, but rather an estimate of the expected shaking intensity for an earthquake event at your location. Algorithms have been developed that take into account factors such as magnitude, distance from epicenter/fault rupture, and soil type in order to generate estimated shaking at specific sites. The default value is 4 (light shaking) on the MMI Scale. Any adjustment should be given extreme consideration to avoid missed earthquake alert messages.

**Alert Group:** This identifies the endpoints (audio and visual) that will receive and broadcast messages. Typically, this will be the same Group Code that is used for other emergency mass notifications and includes speakers, horns, signs, and desktop alerts.

**Alert Priority:** Determines the level at which incoming messages will be played over other daily, scheduled, or even emergency events. The default value is 97, which leaves a small margin for creation of events that can overtake an earthquake alert message. Consider any adjustments carefully within your organization's existing message priority schema.



**Service Notification Settings:** VEEWS provides multiple forms of notification for any interruption in service (network outage, **ShakeAlert®** server offline, etc.). These are disabled by default. *Use of all three methods (Email, Phone, and Paging) is highly recommended, if possible.*

Alert Configuration - Save Settings and reboot for changes to take effect		
Enable	<input checked="" type="checkbox"/>	Check to enable VEEW.
Alert Threshold	<input type="text" value="4"/>	Earthquake events with a local MMI Intensity >= this value will cause an alert
Alert Group	<input type="text"/>	Page group that VEEW alert messages will be broadcast on
Alert Priority	<input type="text" value="97"/>	Page priority of VEEW alert messages
Service Notification Email	<input type="text"/>	Email address for sending service outage notifications.
Service Notification Phone Number	<input type="text"/>	10 digit phone number for sending service outage notifications via SMS.
Service Notification Paging Enable	<input checked="" type="checkbox"/>	If enabled, service notification messages will be broadcast to the configured page group.
Service Notification Page Group	<input type="text"/>	Page group that VEEW service notification messages will be broadcast on
Service Notification Priority	<input type="text" value="96"/>	Page priority of VEEW service notification messages
Advanced Settings	<input type="button" value="Show/Hide"/>	Advanced VEEW settings. Only modify these per direction of Valcom Technical Support.

**Service Notification Email:** Notification can be made via email. It is recommended to use a group email alias to notify multiple responsible parties (e.g.- [administrators@yourorganization.com](mailto:administrators@yourorganization.com)). Presently, only one email address can be input.

**Service Notification Phone Number:** Text notifications can also be sent regarding service status. At present, only one SMS number can be input to receive these messages.

**Service Notification Paging Enable:** Check this box to activate paging service notification settings.

**Service Notification Page Group:** This identifies a group of on-site endpoints to broadcast an audio and/or visual service notification. Valcom VL520 or VL550 sign-speakers are good options. This group will likely include administrative, security, IT, and/or facilities/operations offices and staff.

**Service Notification Priority:** As with Alert Settings, a priority for broadcasting service messages can be designated. Due to service status importance, the default is set to 96, just under the threshold for an actual earthquake event. This removes any potential conflict with a real earthquake alert message that may already be in progress. Consider any adjustments carefully within your organization's existing message priority schema.

**Advanced Settings:** These functionalities are currently under development and may include the ability to tie together multiple Interactive Consoles or Application Server Pros for notifications in the future. Contact [support@valcom.com](mailto:support@valcom.com) with any questions.

### 3) VEEWS Status, Testing, and Resources

**Status** – VEEWS status is indicated in the uppermost box as “Running” or “Not Running”.

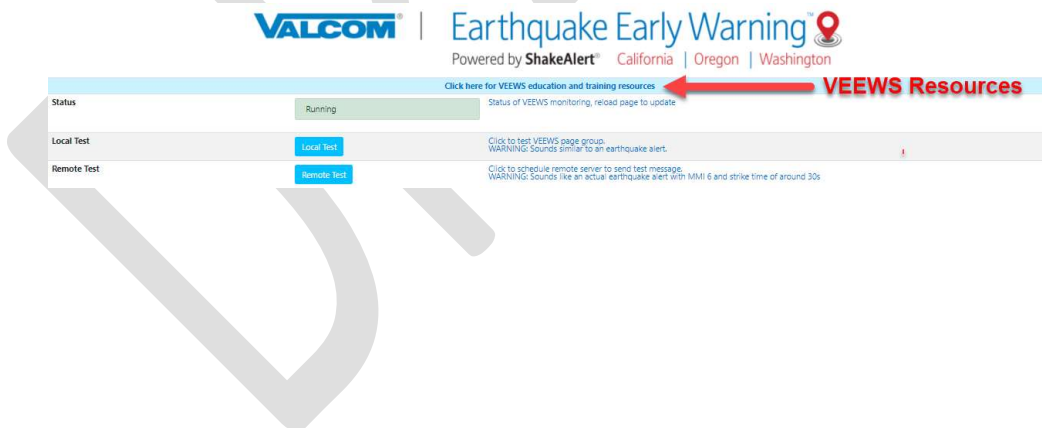
**Testing** – VEEWS offers two methods of onsite testing:



**Local Test:** Use this functionality to ensure that identified Alert Settings: Group Code broadcasts a simple, local test message as intended on-premises.

**Remote Test:** Use this functionality to ensure messages are received and played from VEEWS cloud-service through identified Alert Settings-Group Code; also useful for on-premise earthquake drills.

**Education and Training Resources** – VEEWS provides online access to just-in-time materials to build understanding of VEEWS, **ShakeAlert®**, earthquake preparedness, and more; with a particular emphasis on end user training for those who will be receiving early warnings and how to respond appropriately. Be sure to check back often, as resources will be continuously added and updated.





## CONFIGURING VEEWS ALERT AND NOTIFICATION SETTINGS

Using the information and definitions above, assign each of the following, then click “Save Settings”:

### Alerts Settings

**Threshold** - adjust only if necessary, exercise extreme discretion

**Group** - should be of an emergency all call type

**Priority** - adjust only if necessary, within existing priority scheme for daily and emergency paging

### Service Notifications

**Email** - recommend using an email alias for a defined group of recipients

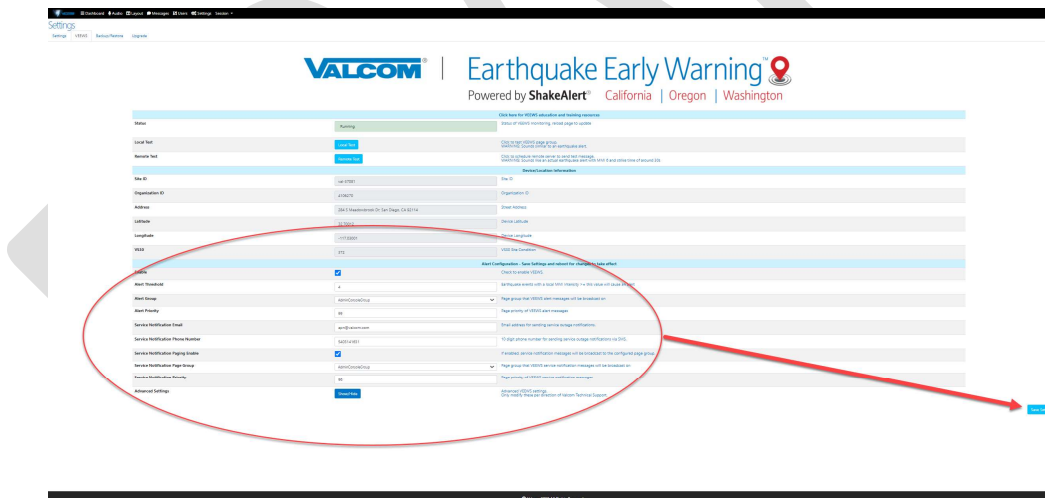
**Phone Number** - input a primary contact to receive SMS notifications

**Paging Enable** - check the “Enable” box

**Page Group** - should be designated for administrators, IT, facilities, operation, and/or security offices and staff

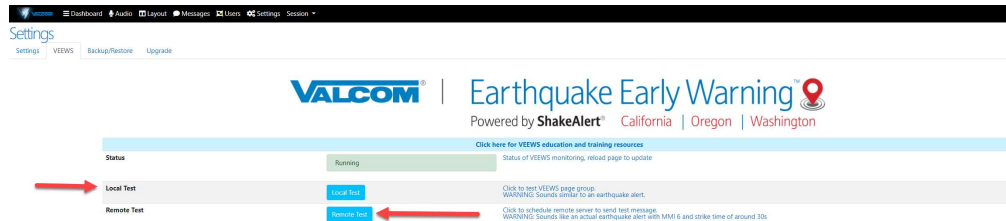
**Priority** - adjust only if necessary, within existing priority scheme for daily and emergency paging

**IMPORTANT:** *To complete configuration you must reboot the Interactive Console after Save Settings.*





## TESTING VEEWS



VEEWS offers two methods of onsite testing as described below. These tests are available for two reasons: 1) Following activation and configuration of the system it is best practice to test that everything on-premise is working properly; and, equally important, 2) Allow for drills to practice proper response to incoming earthquake alert messages in a controlled manner.

**NOTE: It is important to notify anyone on site whenever VEEWS is being tested.**

### Local Test

The primary intended use of the Local Test is to ensure all VEEWS files, events, and playlists have properly generated, the indicated Group Code is activating all defined endpoints properly, and to verify that the Alert Priority is being correctly applied. All actions associated with this test occur on the local network.

When activated, the Local Test will play the following message two times:

<2 x KLAXON>  
EARTHQUAKE!  
THIS IS A TEST. THIS IS A TEST. THIS IS A TEST.

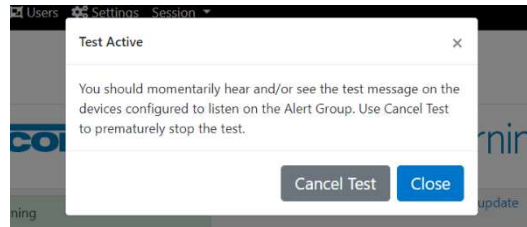
### Remote Test

The Remote Test ensures everything the Local Test does, in addition to testing your connection to the VEEWS cloud-based service. This test simulates a real earthquake event. Therefore, **it is very important to notify everyone onsite when it is being run.** The Remote Test is good for use in Emergency Action Plan (EAP) drill events.

When activated, the Remote Test will play the following message two times:

<2 x KLAXON>  
EARTHQUAKE! EARTHQUAKE!  
EXPECT SHAKING. DROP, COVER, HOLD ON.  
PROTECT YOURSELF NOW

## Canceling Tests



After a test has been activated a “Test Active” modal will appear. **If desired**, click on “Cancel Test” to stop audio and text messages immediately and abort the test.

## Additional Testing Option

In rare instances, you may wish to execute a full-system test that is triggered by a simulated earthquake event executed by our Engineering Development Team interfacing with the **ShakeAlert®** system. This involves our team signaling the **ShakeAlert®** system to push an event to your specific location and requires advance coordination and scheduling. These should only be conducted under specific circumstances such as troubleshooting your VEEWS set-up. Contact [earthquake@valcom.com](mailto:earthquake@valcom.com) to determine if this type of test is appropriate to your VEEWS implementation.

## \*Modified Mercalli Intensity Scale

<b>I. Not felt</b>	Not felt except by very few under especially favorable conditions.
<b>II. Weak</b>	Felt only by a few people at rest, especially on upper floors of buildings.
<b>III. Weak</b>	Felt quite noticeably by people indoors, especially on upper floors of buildings. Many people do not recognize it as an earthquake. Standing motor cars may rock slightly. Vibrations similar to the passing of a truck. Duration estimated.
<b>IV. Light</b>	Felt indoors by many, outdoors by few during the day. At night, some awakened. Dishes, windows, doors disturbed; walls make cracking sound. Sensation like heavy truck striking building. Standing motor cars rocked noticeably.
<b>V. Moderate</b>	Felt by nearly everyone; many awakened. Some dishes, windows broken. Unstable objects overturned. <u>Pendulum clocks</u> may stop.
<b>VI. Strong</b>	Felt by all, many frightened. Some heavy furniture moved; a few instances of fallen plaster. Damage slight.
<b>VII. Very strong</b>	Damage negligible in buildings of good design and construction; slight to moderate in well-built ordinary structures; damage considerable in poorly built or badly designed structures; some chimneys broken.
<b>VIII. Severe</b>	Damage slight in specially designed structures; considerable damage in ordinary substantial buildings with partial collapse. Damage great in poorly built structures. Fall of chimneys, factory stacks, columns, monuments, walls. Heavy furniture overturned.
<b>IX. Violent</b>	Damage considerable in specially designed structures; well-designed frame structures thrown out of plumb. Damage great in substantial buildings, with partial collapse. Buildings shifted off foundations. Liquefaction.
<b>X. Extreme</b>	Some well-built wooden structures destroyed; most masonry and frame structures destroyed with foundations. Rails bent.
<b>XI. Extreme</b>	Few, if any, (masonry) structures remain standing. Bridges destroyed. Broad fissures in ground. Underground pipe lines completely out of service. Earth slumps and land slips in soft ground. Rails bent greatly.
<b>XII. Extreme</b>	Damage total. Waves seen on ground surfaces. Lines of sight and level distorted. Objects thrown upward into the air.