

ACTIVATING, CONFIGURING, AND TESTING VEEWS

Application Server (64-bit systems only)

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 Application Server from activation through configuration and testing.

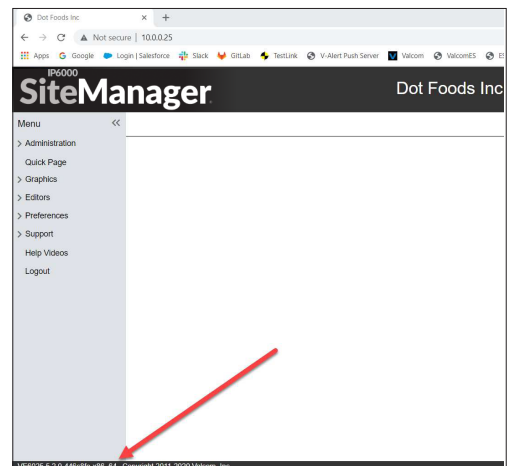
APPLICATION SERVER REQUIREMENTS & NOTES for VEEWS

- Application Server with firmware 5.2.1 is required
- Internet access configured properly
- Established Group Codes
- Properly configured NTP
- Broadcast endpoints installed (speakers, horns, signs, desktop alerts, etc.)
- Access Technical Specs & Installation Manual at <https://www.valcomes.com>
- VEEWS can also be commissioned through a Emergency Communication Panel (separate document)

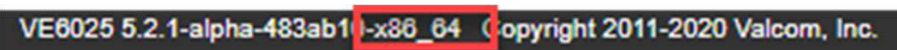
DETERMINING APPLICATION SERVER VERSION

In an Internet browser, navigate to and log into your Application Server.

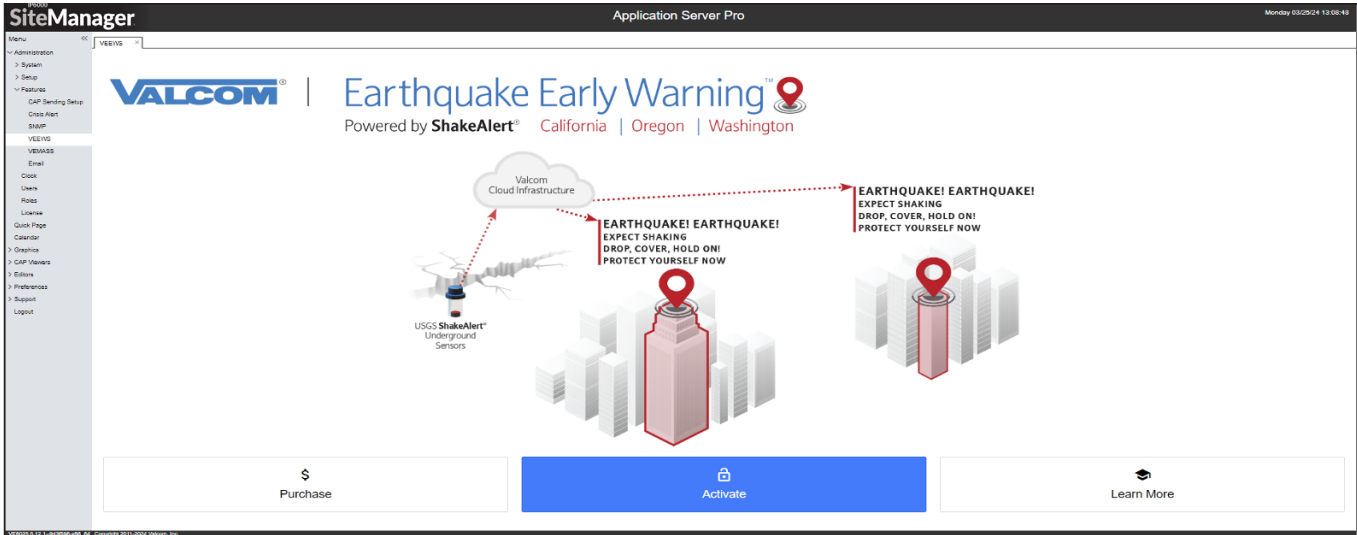
Below the Menu items, in the lower left corner of the graphical user interface (GUI), there will be an identifier:



The string “-x86_64” indicates the required 64-bit system:



ACTIVATING VEEWS



Step 1: Ensure Proper Firmware

VEEWS is available on an Application Server with firmware 5.2.1+. This information can be found via an Internet browser at your server's IP address in the lower left corner of the GUI

(i.e.: `VE6025 5.2.1-alpha-483ab1-x86_64` (copyright 2011-2020 Valcom, Inc.)).

If necessary, contact Valcom Technical Support support@valcom.com to obtain the proper software and update the server.

Step 2: Acquire and Enter a VEEWS Activation Key

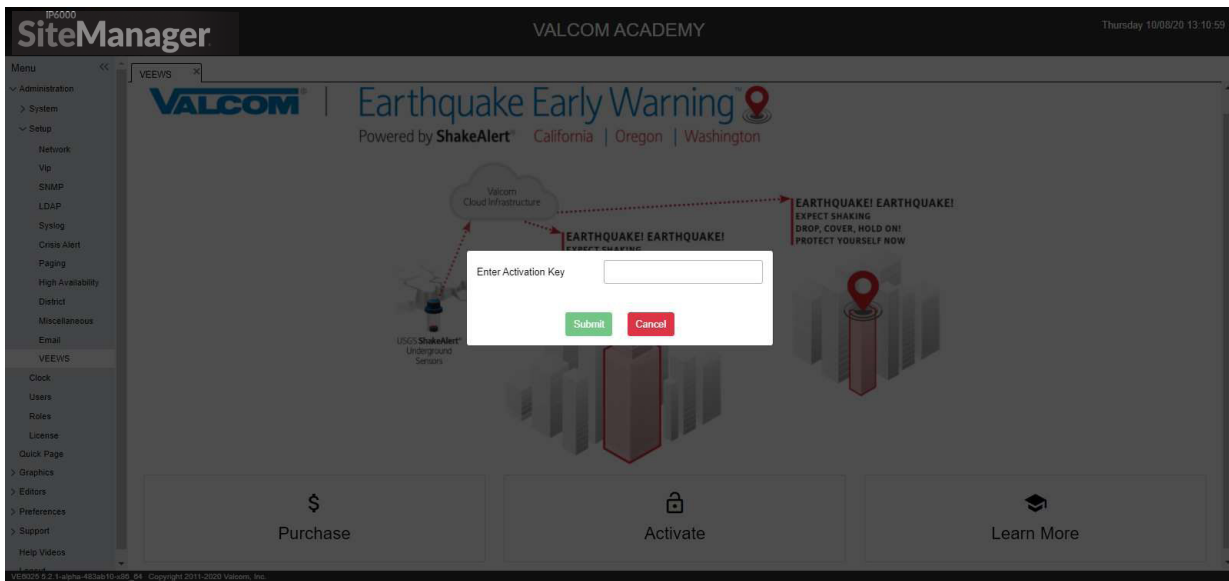
VEEWS Activation Keys are unique to each Application Server OR Emergency Communication Panel AND specific to each site/location (physical mailing address, latitude, and longitude) where VEEWS will deliver alert messages.

After logging into the Application Server (5.2.1+), navigate to: Administration -> Features ->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.*

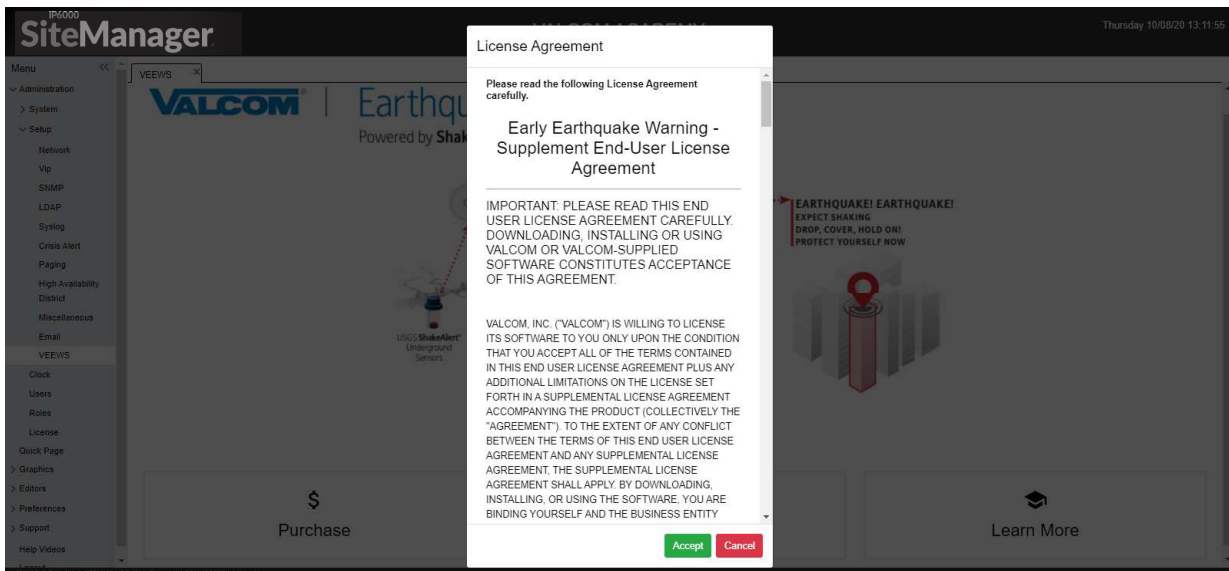
If an Activation Key is needed, click on "Purchase" and follow requisite steps to obtain a key. The key will be provided via email.

IF an Activation Key has already been acquired, click on **“Activate”**, enter the Activation Key, and click **“Submit”**.



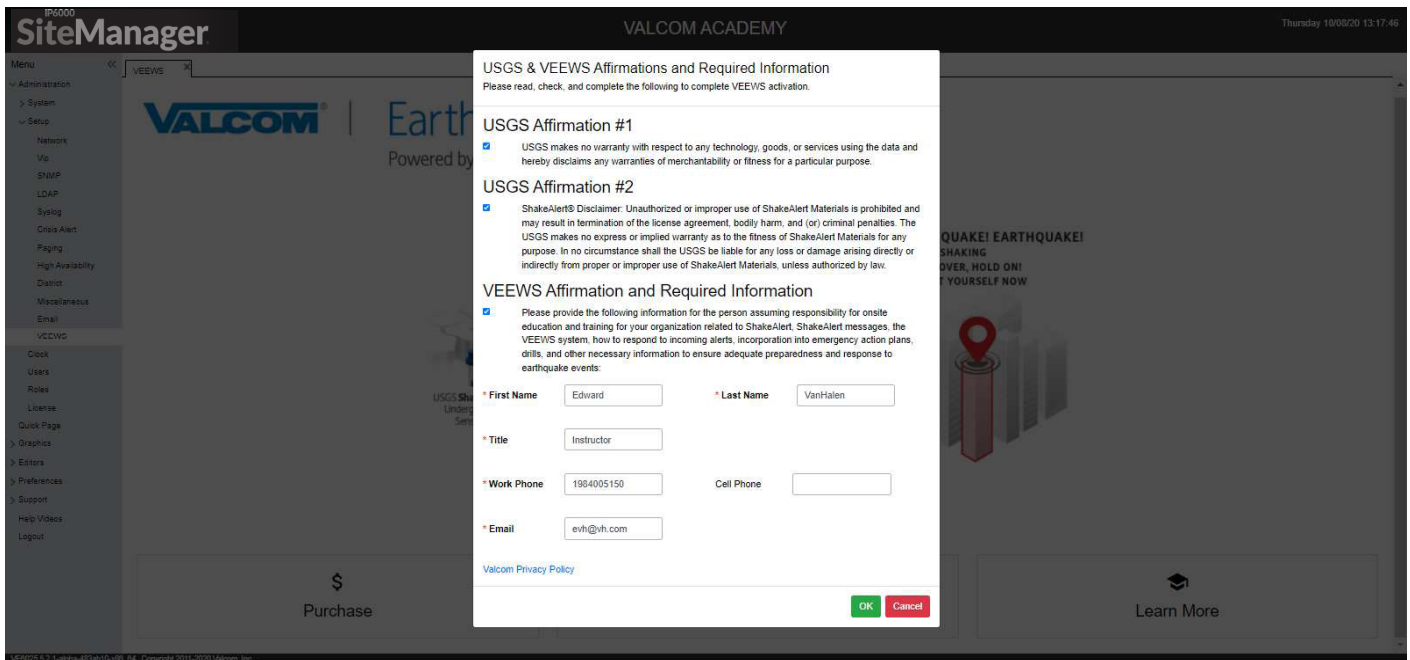
Step 3: Accept the EULA

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 Application Server or VEEWS.



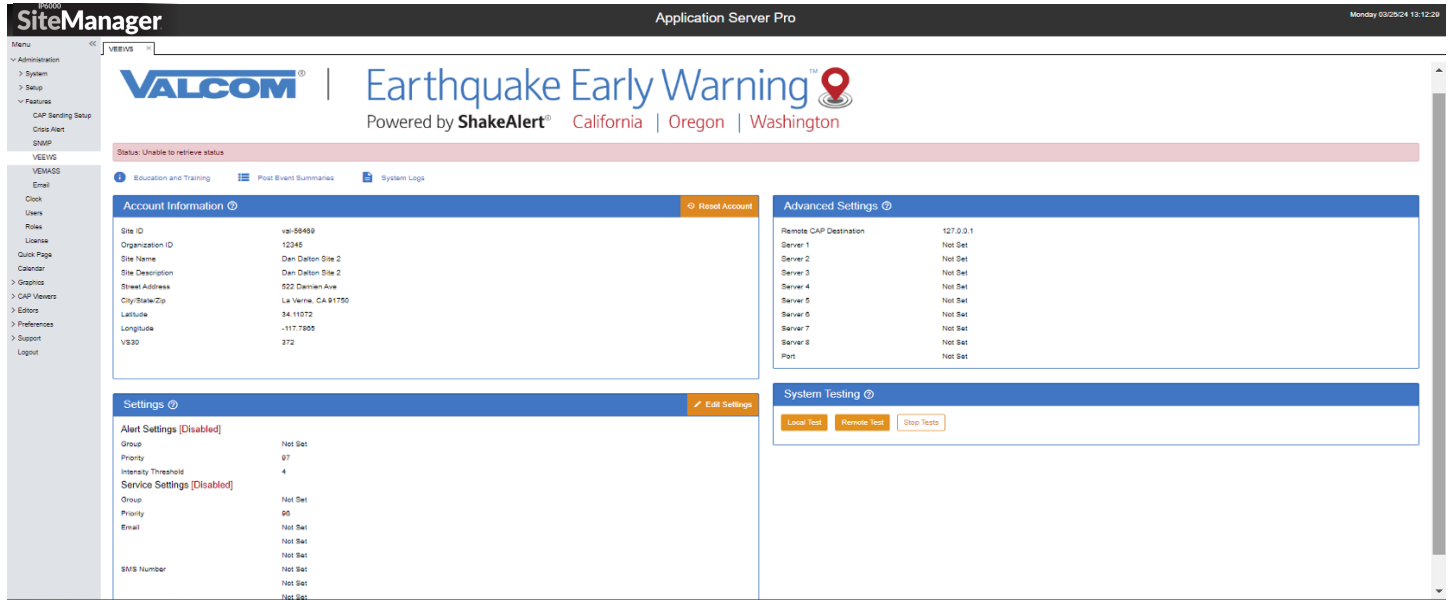
After completing the required information, click “**Submit**”.

VEEWS has now been activated.

In the background, VEEWS Events and Playlists have been created to play earthquake alert messages; and a new (GUI) is presented.

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

Orientation to the Activated VEEWS GUI



Account Information:

Account Information

| | |
|-----------------|-------------------|
| Site ID | val-55020 |
| Organization ID | 4106270 |
| Street Address | 4751 W Ruffner St |
| Latitude | 47.65268 |
| Longitude | -122.41901 |
| VS30 | 631 |

These details are predetermined at the time of purchase, tied to your physical address, and are not editable. The exact coordinates, in combination with the VS30 value, 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 for assistance in updating.

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

Setting [Enabled]

| Alert Settings | |
|---------------------|---------|
| Group | Not Set |
| Priority | 97 |
| Intensity Threshold | 4 |

Service Settings [Disabled]

| | |
|------------|---------|
| Group | Not Set |
| Priority | 96 |
| Email | Not Set |
| SMS Number | Not Set |

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.

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.

Intensity Threshold: This value determines the level at which an earthquake alert message will activate and play based upon the **Modified Mercalli Intensity (MMI) 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.

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.

| | |
|------------------------------------|---------|
| Setting [Enabled] | |
| Alert Settings | |
| Group | Not Set |
| Priority | 97 |
| Intensity Threshold | 4 |
| Service Settings [Disabled] | |
| Group | Not Set |
| Priority | 96 |
| Email | Not Set |
| SMS Number | Not Set |

Group: This identifies a group of on-site endpoints to broadcast an audio and/or visual service notification. Valcom VL520 or VL550 IP Speaker-with-Text and Flashers are good options. This group will likely include administrative, security, IT, and/or facilities/operations offices and staff.

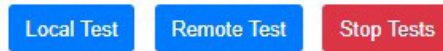
Priority: As with Alert Settings, a priority for broadcasting service messages can be designated. Due to service status importance, the default is set to 96, just under the threshold for an actual earthquake event. This removes any potential conflict with a real earthquake alert message that may already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

Email: Service notifications can be made via email. It is recommended to use a group email alias to notify multiple responsible parties (e.g.- administrators@yourorganization.com). Multiple Email addresses can be entered.

SMS Number: Text notifications can also be sent regarding service status. Multiple SMS numbers can be entered.

Advanced Settings: These functionalities are currently under development. Contact support@valcom.com with any questions.

Local and Remote Tests – 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 cloudservice 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.

Material can also be accessed at: <https://www.valcom.com/resources/earthquake-early-warning-educational-training>

Earthquake Early Warning™

Powered by ShakeAlert® California | Oregon | Washington



VEEWS EDUCATION AND TRAINING RESOURCES

The Valcom Earthquake Early Warning System (VEEWS) was developed in partnership with the United States Geological Survey (USGS) to deliver ShakeAlert® early warning messages seconds in advance of shaking – to prevent physical injuries, loss of life, and loss of property.

Please visit this page often, as resources will be added and updated frequently.

VEEWS RESOURCES

Documents

- [VEEWS Implementation Checklist](#)
- [Application Server Overview & Definition](#)
- [Application Activation & Configuration](#)
- [Interactive Console Overview & Definition](#)
- [Interactive Console Activation & Configuration](#)

USGS ShakeAlert RESOURCES

- [Are you ready for an earthquake?](#)
- [ShakeAlert Frequently Asked Questions](#)
- [ShakeAlert Frequently Asked Questions \(AFN\)](#)
- [ShakeAlert Bill Insert](#)
- [ShakeAlert Circle Magnet \(PDF\)](#)
- [ShakeAlert Circle Magnet \(PNG\)](#)
- [Rocket's Earthquake Safety Activity Book](#)

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CONFIGURING VEEWS ALERT AND NOTIFICATION SETTINGS

Click on the “**Edit**” button, read the warning message, and click “**Yes**”. Using the information and definitions above, assign each of the following, then click “**Submit**”:

Alert Settings

Group Code – should be of an emergency all call type

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

Intensity Threshold – adjust only if necessary; exercise extreme discretion

Service Settings (check the “**Enable**” box)

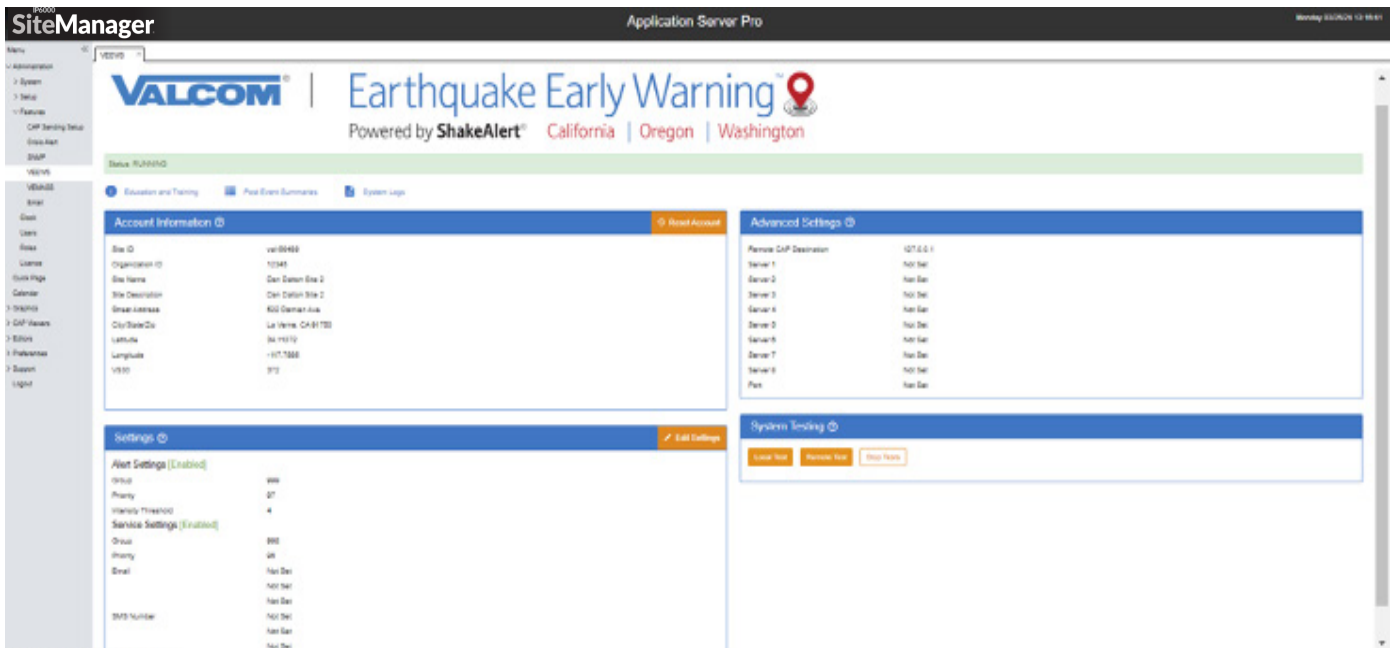
Group Code – should be designated for administrators, IT, facilities, operation, and/or security offices and staff

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

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

SMS Text – input a primary contact to receive SMS notification

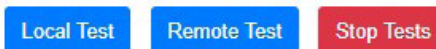
The GUI will return to the main VEEWS page and update with the information entered. If not immediately, within approximately 1-minute, you will see a message reading: “**Status: RUNNING**”. Additionally, email and text messages will be received by their respective recipients indicating that VEEWS is up-and-running, if they have been configured. A sample activated and configured VEEWS GUI:



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

Stop Tests Button

If, after a test has been activated, there is a desire to cancel the test, click **“Stop Tests”**.

At this point, VEEWS is activated, configured, tested, and operational. Regular tests of the system and drills for those receiving earthquake warning messages are highly recommended, along with integration into your facility Emergency Action Plans.

*Modified Mercalli Intensity Scale

| | |
|-------------------------|--|
| I. Not felt | Not felt except by very few under especially favorable conditions. |
| II. Weak | Felt only by a few people at rest, especially on upper floors of buildings. |
| III. Weak | 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. |
| IV. Light | 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. |
| V. Moderate | Felt by nearly everyone; many awakened. Some dishes, windows broken. Unstable objects overturned. <u>Pendulum clocks</u> may stop. |
| VI. Strong | Felt by all, many frightened. Some heavy furniture moved; a few instances of fallen plaster. Damage slight. |
| VII. Very strong | 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. |
| VIII. Severe | 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. |
| IX. Violent | 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. |
| X. Extreme | Some well-built wooden structures destroyed; most masonry and frame structures destroyed with foundations. Rails bent. |
| XI. Extreme | 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. |
| XII. Extreme | Damage total. Waves seen on ground surfaces. Lines of sight and level distorted. Objects thrown upward into the air. |