# Vermont EMS
# SIREN
(**S**tatewide **I**ncident **RE**porting **N**etwork)

## Table of Contents

## Introduction

This guide will address general technical support requirements and tips for using SIREN Elite, and troubleshooting straightforward issues.

## Technical Requirements

SIREN Elite has specific technical requirements that will provide the best user experience:

| | Devices / Operating Systems | Browser(s) | EKG |
|---|---|---|---|
| **Windows** | Any Windows 8/8.1 - 10 (Standard, Pro, Enterprise) desktop or laptop with a minimum of 4GB RAM.<br><br>For information on determining what kind of operating system you're using, click here. | The recommended browser is Chrome. The latest Chrome, Firefox and Microsoft Edge browsers are supported. | EKG integrations are through the Elite Desktop Client or a cloud-based solution. |
| **Apple** | Any iPad or Mac not listed by Apple as a 'vintage' or 'obsolete' device supports Elite. iPhones are not supported. See https://support.apple.com/en-us/HT201624 | Safari. | EKG integrations are cloud-based. Please contact your EKG vendor for details. |
| **Android** | Any tablet with a minimum 4GB RAM running Android 4.0 or greater. Kindle devices are not supported. | Recommended browser is Chrome. The latest Chrome Mobile, Firefox, and Microsoft Edge browsers are supported. | EKG integrations are cloud-based. Please contact your EKG vendor for details. |

### Additional Information

It is not recommended that neither SIREN Elite nor SIREN Elite Field be used on a cell phone. Due to the comparatively small size of the phone's screen, navigating the system becomes almost impossible.

## Identifying Your Operating System Version

If you are unsure what your Operating System is, and therefore if it will work with SIREN, below are steps to help you locate this information:

| Windows | Apple | Android |
|---|---|---|
| 1. Go to the Start Menu and click on Settings<br>2. Click on System, then About<br>3. Under "Windows Specifications" you'll see your Edition and Version. | 1. Go to the Apple Menu in the corner of your screen and click About This Mac<br>2. You'll see the type of macOS and the version number<br><br>Example: macOS Monterey, Version 12.0.1 | 1. For the Android operating system, go to Settings, then either About Phone or About Device<br>2. If the version of Android isn't showing, you may need to click on Software information |

## Web Browsers

There are six commonly used web browsers. SIREN is designed to work with some of these:

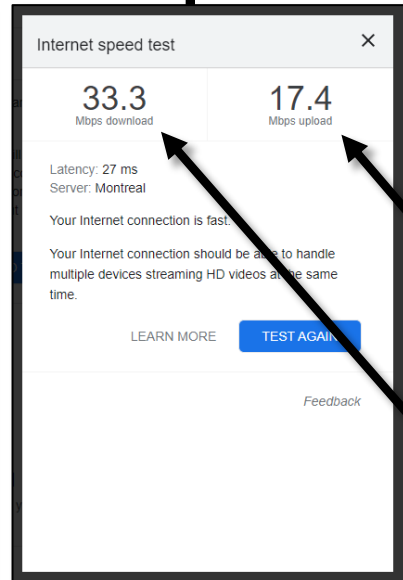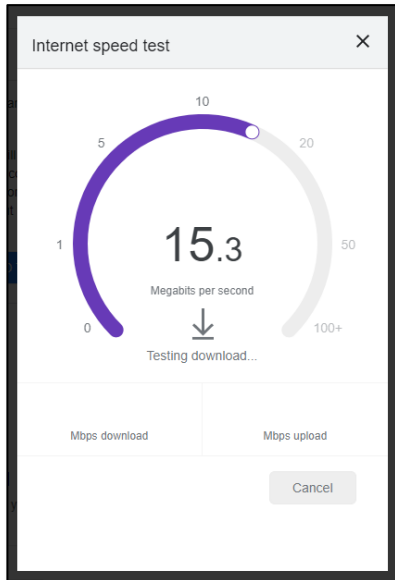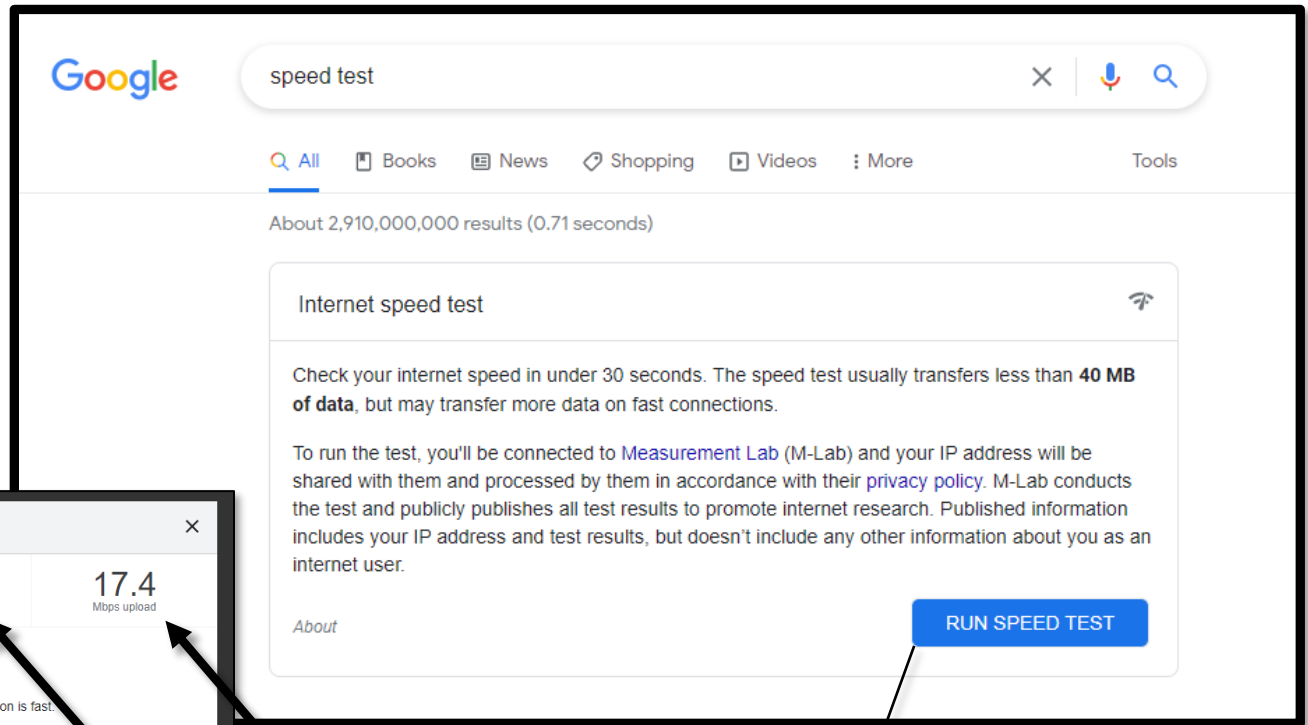| Browser Name | Icon | Does this work with SIREN? | Additional Notes |
|---|---|---|---|
| Google Chrome |  | Yes | |
| Internet Explorer |  | No | Internet Explorer will be discontinued for some operating systems on June 15, 2022. |
| Microsoft Edge |  | Yes | The logos are very similar, so it's easy to confuse Internet Explorer for Microsoft Edge. Most Windows systems will automatically launch Microsoft Edge. |
| Mozilla Firefox |  | Yes | |
| Opera |  | No | |
| Safari |  | Yes | |

## Internet Speed

SIREN Elite should work with all internet speeds but you may find slowness to be an issue with less than 10 Mbps (megabits per second) download and slower than 3 Mbps upload. If you're not sure how fast your internet is, you can run a Speed Test to determine your rate. This test can be done on a Windows computer, an Apple computer, an Android, an iPhone, or any other device that you use to access the internet.

<u>Steps</u>

Open any web browser:

- Open a search engine
  - A popular example is Google.com
- Type in the words "Speed Test"
- Click Run Speed Test
- Review the Test Results



Google    speed test

Q All    📖 Books    📰 News    🔗 Shopping    ▶ Videos    ⋮ More          Tools

About 2,910,000,000 results (0.71 seconds)

Internet speed test

Check your internet speed in under 30 seconds. The speed test usually transfers less than **40 MB of data**, but may transfer more data on fast connections.

To run the test, you'll be connected to Measurement Lab (M-Lab) and your IP address will be shared with them and processed by them in accordance with their privacy policy. M-Lab conducts the test and publicly publishes all test results to promote internet research. Published information includes your IP address and test results, but doesn't include any other information about you as an internet user.

*About*                                        RUN SPEED TEST

Internet speed test    ×

15.3
Megabits per second
↓
Testing download...

Mbps download    Mbps upload

Cancel

Internet speed test    ×

33.3              17.4
Mbps download     Mbps upload

Latency: 27 ms
Server: Montreal

Your Internet connection is fast.

Your Internet connection should be able to handle multiple devices streaming HD videos at the same time.

LEARN MORE    TEST AGAIN

*Feedback*

This number should be greater than 3.

This number should be greater than 10.

**RUN SPEED TEST**

## Taking a Screenshot

If you are facing an issue with SIREN and plan to reach out for help, it can be helpful to take a screenshot of the problem.

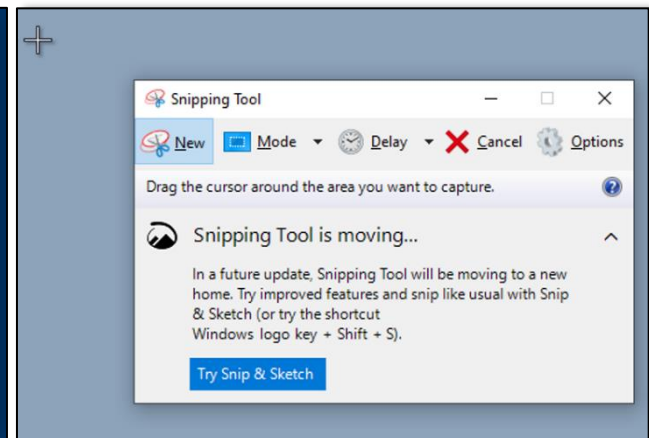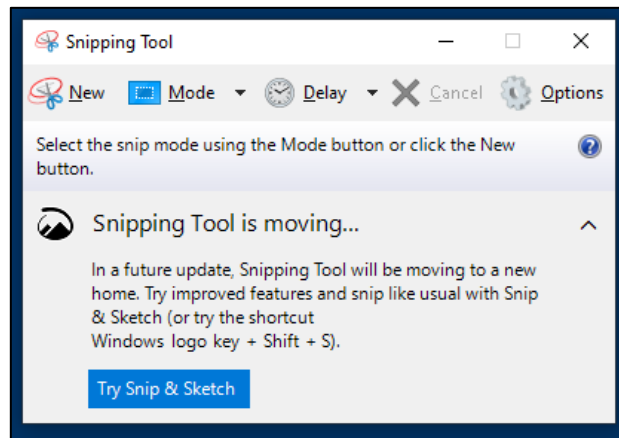## Taking a Screenshot: Windows

<u>Steps</u>

In your computer:

- Click on the Start Menu or on the Magnifying Glass
- Type the word "Snip"
- Select the Snipping Tool
- Click New
- Using your mouse, click and drag over the area to copy
- Open a Word document, email, or any other location
- On your keyboard, press Ctrl + V
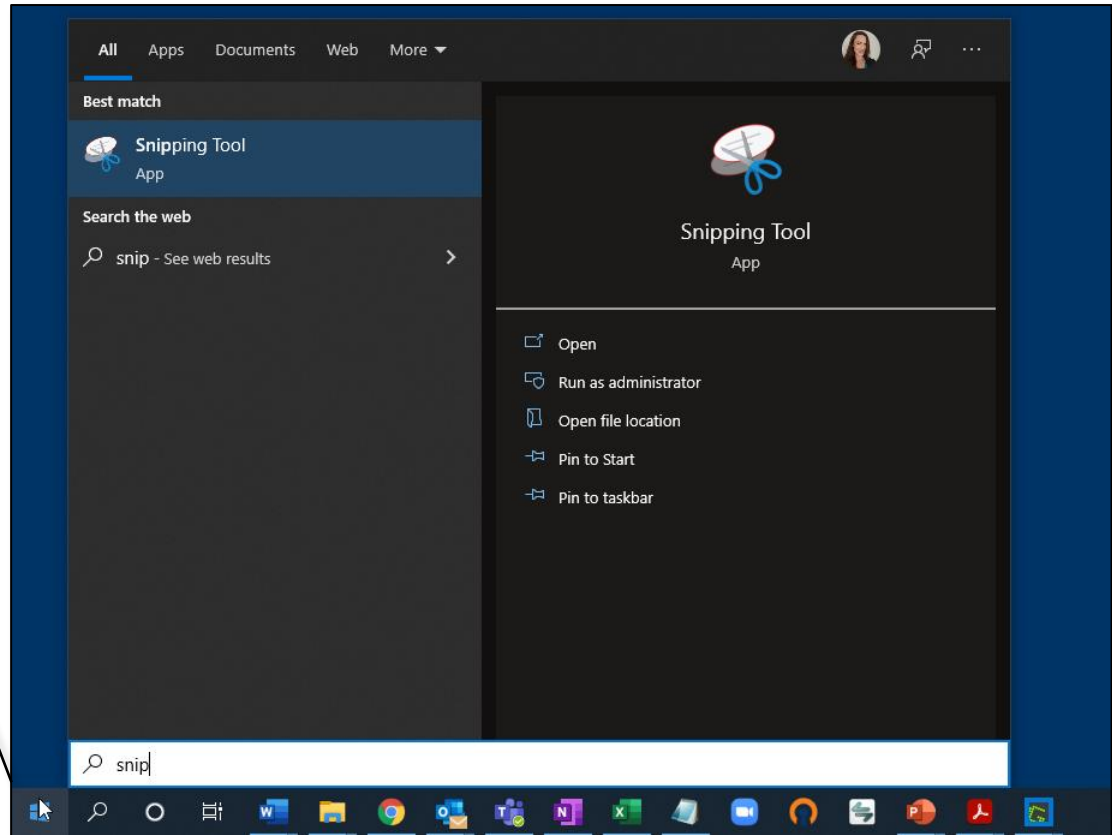
<u>Additional Information</u>

The Snipping Tool will eventually be relocated. In the future, you may need to launch the Microsoft Store, search for "Snip & Sketch" and click on Get, prior to first use
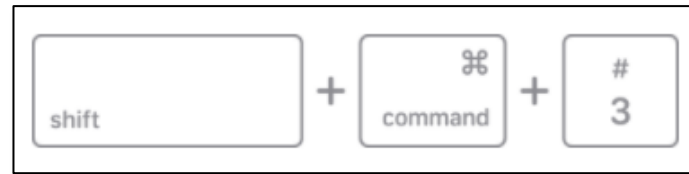
## Taking a Screenshot: Apple

### Steps
On your computer:

- Press Shift + Command + 3



### Additional Information
After taking a screenshot, you will then have the option of waiting until the screenshot automatically saves to your desktop, or you can click on the little thumbnail in the corner of your screen to open the image and edit.
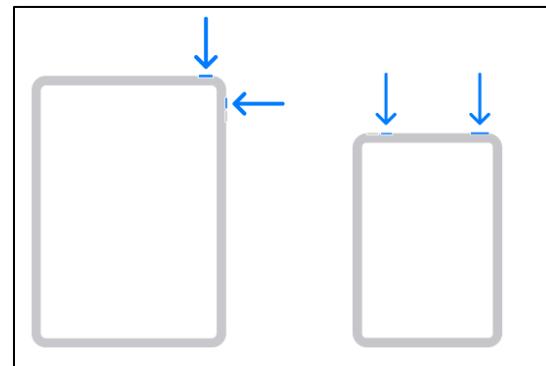
The screenshots will automatically save to your desktop.
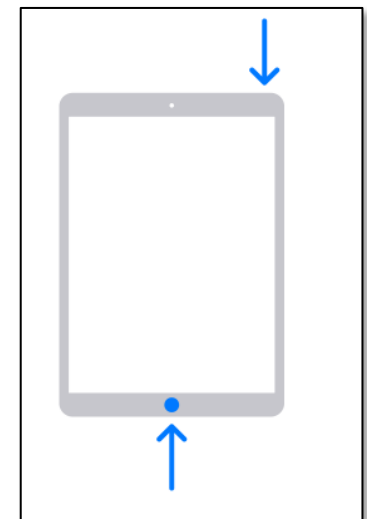
## Taking a Screenshot: iPad

### Steps
On your iPad:

- If there isn't a Home button, press the top button and one of the volume buttons at the same time.

- If there is a Home button, press the top button and the Home button at the same time.



No Home Button



Home Button

### Additional Information
A preview of your screenshot will show in the lower left-hand side of your screen. The image can then be found under Albums, in the Screenshots folder.

## Taking a Screenshot: Android

### Steps
On your tablet:



- Press the Power and Volume Down buttons at the same time; or

- Press and hold the Power button for a few seconds. You will then be able to tap on the word Screenshot.
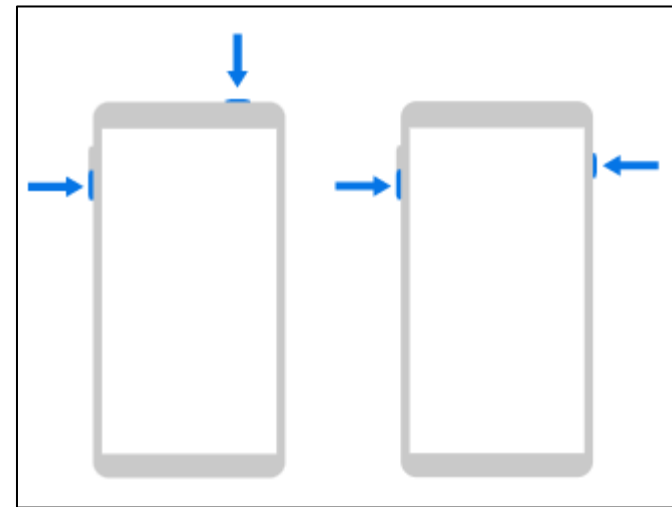
### Additional Information
A preview of the file will show on the bottom of your screen. The images are stored in the device's Photos app.

## Additional Help

If you're having any issues at all, there are several resources available:

- Your Agency's SIREN Administrator

- The Data Management Team:
    - Email: Siren@Vermont.gov

- Beth Brouard, AEMT, EMS Data Manager:
    - Email: Bethany.Brouard@Vermont.gov
    - Phone (802) 495-8762

## References

Apple Support. (2022). *Take a screenshot on your Mac*. Apple.com. https://support.apple.com/en-us/HT201361

Apple Support. (2022). *Take a screenshot on your iPad*. Apple.com. https://support.apple.com/en-us/HT210781

Android Help. (2022). *Take a screenshot or record your screen on your Android device*. Support.Google..com. https://support.google.com/android/answer/9075928?hl=en#:~:text=Press%20the%20Power%20and%20Volume,Then%20tap%20Screenshot.

How To Screenshot. (n.d.). *How to take a screenshot on a tablet*. How To Screenshot. https://how-to-screenshot.info/tablet/

ImageTrend University. (2021). *System Requirements*. ImageTrend. https://www.sirenems.com/University/#000_Elite_System/System_Requirements.htm?Highlight=system%20requirements