

Tips & Tricks for Optimal Connectivity on Incidents

The purpose of this document is to assist Public Information Officers to make the most of their internet connectivity on incidents especially while using InciWeb.

So, before you say, "InciWeb is not working," make sure you check these important components first:

- 1) Make sure the cable distance from your location and the communications connection point at the ICP is no more than 320ft. Any farther will result in loss of signal strength.
- 2) Make sure the cable is in the best condition without any micro bends or frays.
- 3) Explore the availability to have multiple phone and data lines to the ICP
- 4) Request an independent communication line for public information officers.
- 5) Recommend ordering one DSL line for the ICP, finance and general staff and request a second line for public information officers to use.
- 6) Keep in mind that using your own device (BYOD), such as a portable Wi-Fi Hotspot, is 10mb half-duplex (half connection speed). This is a slow connection at best.

These tips and tricks are provided by the Forest Service Information Technology staff for Fire and Aviation Management at the National Interagency Fire Center.