

Emanuel, Mary Anne - EMS

To: ICEMA ePCR USERS
Cc: ICEMA Email Users
Subject: IMAGETREND ELITE UPGRADE TOMORROW JUNE 7, 2017, 0800-1000
Importance: High

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SENT ON BEHALF OF MARK ROBERTS, EMS TECHNICAL CONSULTANT

On Wednesday June 7, 2017, between 0800 and 1000, ImageTrend will be performing an upgrade to Elite. During this upgrade Elite may be off line. Elite Field will continue to function, but you may not be able to post or download CAD. I would remind your crews to try and post all calls prior to 0800, complete or not.

The upgrade could take as long as 90 minutes to complete once started. If after 1000 you are having issues, please turn in a help desk ticket.

Thank you,

Mark Roberts
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EMS Technical Consultant
Inland Counties Emergency Medical Agency(ICEMA)
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909-841-1727 Cell
Help Desk
<https://icemapcr.hesk.com>