



## Division of Educational Development

Date: March 26<sup>th</sup>, 2015

Subject: Motorola CE Scanners REQUIRED Update

In the past weeks, the Office of Emergency Medical Services (OEMS) scanner recordation software has experienced significant problems with uploading data. It was discovered during this time period the scanners have compatibility issues with upgrades currently underway to the OEMS Portal system. As we move forward with upgrades to the OEMS Portal, the current operating systems for the handheld CE scanners will not be compatible with the OEMS Portal and will not be able to upload electronic CE files.

After significant technical review, there is an update available to ensure continued compatibility for the scanner operating system. This update will have to be installed by OEMS. To receive the software update, those in possession of Motorola handheld CE scanners have the following options for upgrade:

1. **In person at Instructor Updates.** Additional time will be scheduled in conjunction with Instructor Updates to allow for scanner upgrades. Due to the amount of time required for the upgrade process, anyone wanting their scanner upgraded during an Instructor Update will have to contact Adam Harrell prior to the update to schedule an appointment. The Instructor Update schedule can be found at:  
[http://www.vdh.virginia.gov/OEMS/Training/EMS\\_InstructorSchedule.htm](http://www.vdh.virginia.gov/OEMS/Training/EMS_InstructorSchedule.htm)
2. **Mail the scanner to OEMS.** You will be responsible for the postage in sending the scanner to OEMS; and OEMS will mail the package back to you once upgraded (NOTE: OEMS will not be held responsible for any damages to your device incurred during transit. Should you want insurance coverage, YOU are responsible for making the appropriate arrangements for shipping and return.) Please only send the scanner, we do not need the charger or other accessories. When sending the package to OEMS, ensure you have placed some form of notification inside the package noting where OEMS should ship the scanner back to. At a minimum, please include the following information:
  - a. Contact Person's Name
  - b. Contact Person's email
  - c. Contact person's contact phone number
  - d. Full address for returning the scanner

Packages should be addressed to:

Virginia Office of Emergency Medical Services  
Attn: Adam Harrell/Scanner Upgrade  
1041 Technology Park Drive  
Glen Allen, VA 23059

3. **In person delivery to OEMS.** You may deliver your scanner to OEMS anytime during normal business hours at the address above. Upgrade at the time of delivery is not guaranteed. Should you wish to have your scanner upgraded at the time of in-person delivery, please contact Adam Harrell at 804-888-9120 to schedule an appointment.

You must have this update applied to your scanner if you wish to continue using it for recording CE. If you do not receive this update your scanner will no longer be able to upload data after:

**AUGUST 1, 2015**

**NOTE:** This upgrade will wipe your systems memory. Prior to upgrading your device, it is your responsibility to ensure you have backed up any information on your device and/or uploaded any stored electronic CE files.

If you have any questions please contact Adam Harrell at [adam.harrell@vdh.virginia.gov](mailto:adam.harrell@vdh.virginia.gov) or 804-888-9120.