**TO MANUALLY CONNECT TO ANOTHER VAS**

**This process is to be used if the Wiltshire VAS server appears to be functioning incorrectly and the Command Clients have not automatically transferred over to another VAS.**

Advise partner controls that we have system issues and will attempting to manually connect to an alternative VAS server. Check that they are not experiencing similar issues. If partner controls are experiencing similar issues, then this would indicate an issue with the ‘master’ server. Control should then inform the duty ICT who will then contact Capita.

**DO NOT PROCEDE FURTHER IF THE ‘MASTER’ VAS SERVER IS EXPERIENCING THE ISSUE**

**If the issue is local complete the following;**

1. Ensure DW Duty ICT Technician has been paged.
2. Log out of one Vision Command Client.
3. Close Vision Splash Screen (the log in picture screen).
4. Open Vision folder on the desktop.
5. Select Live then select either Devon & Somerset (1) or Hampshire (2)
6. Log in – ensuring that you still select Dorset & Wiltshire as your command area and Hants as your site (the site connects you to the ICCS).
* If there is an issue with the Hampshire ICCS then you should select D&S as a site but the Smart Plan must be activated.
1. Carry out the following tests:
* Comms any bearer link test
* Create an incident – does it give an incident number and response plan.
* Carry out a test mobilisation with a WDS station – does the MDT, DGNA and station end equipment work?
* Using a mobile officer or appliance callsign – is the AVLS working.
1. If the above tests are successful, then follow the same process on the other consoles. You will then be able to operate as normal with the only impact being incorrect incident numbers.
* Advise the Performance and Evaluation Manager or the Information Systems Manager that the incident numbers will be incorrect.
1. If the tests are not successful follow the appropriate guidance sheets:
* If unable to create incident logs follow guidance for relocating fire control
* If we can create incident logs but cannot mobilise use the guidance for remaining in DW control. [Business Continuity 1 – Technical or Site Loss](http://www.dwfire.org.uk/wp-content/uploads/2016/11/Business-Continuity-1-Technical-or-Site-Loss.docx).