Flex™

Mobile User Manual

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Contents

Preface

Welcome to the *Mobile User Manual*. This manual is written for users about how to use Flex Mobile.

Other Manuals

The *Automatic Vehicle Location (AVL) Manual* provides information on how to use the Mobile Mapping module with the AVL module to track units. The *Quickest Route Manual* provides information on how to use the AVL and Mapping modules to determine the quickest route for units to reach call locations. The *Mobile State eCitation and State Crash Forms Manual* provides information on how to create electronic Citation and Crash records using Mobile. The *Mobile Field Report and Field Interview Manual* provides information on how to create Law Incident records, Field Interview forms, and Fire Field Interview forms using Mobile.

Conventions

When using this manual, note the following conventions.

Convention	Meaning/Use	Examples
bold	Used for names of options, text boxes, buttons, fields, and other items that appear on the screen.	**OK** is a button on the screen. Click **OK**, or press Enter.
angle bracket (>) between items	Shows the menu option(s) that must be selected, in sequence, to get to a specific option.	From the Flex menu, select **Search** > **Other Local Searches**> **Accident**.
plus sign (+) between keys	Used for keys that are pressed at the same time. Hold down the first key, and then press the other key(s). When a keystroke is available for a mouse action, both the mouse action and the keystroke are presented.	Press Ctrl+E. Click **Close**, or press Ctrl+F4.
comma (,) between keys	Used for keys that are pressed in sequence. Press and release each key, in the order shown.	Press Alt, F, O to open the File Options dialog box.
`Courier font`	Used for displayed text. Used for table names. Used for information you enter.	The software prompts: `Are you sure you want to delete this record?` Open the Names table (`nmmain`).
italics	Used for emphasis. Used for variable information you supply.	Enter the date, using the *mm/dd/yyyy* format.

Notes and Cautions

Throughout this guide, notes and cautions are used to highlight text. Notes indicate information that is of high importance. Cautions contain information that must be observed or damage to the system could result.

NOTE:

Notices contain Information listed of high importance. If you do not read the notices, you may not be able to complete your task.

CAUTION:
Cautions contain information that must be observed or loss of data could result.

Features on your computer depend on your software version, modules, and privileges. Actual screens on your computer might vary from the example screens shown in this manual. However, any differences are minor and do not affect the tasks being described.

To find more manuals, visit the Flex Knowlegebase.

Chapter 1

Getting Started

Mobile is a mobile data communications product that provides access to your agency's local database by means of a direct LAN or wireless modem connection from a personal computer or laptop computer.

Mobile includes the following features:

- **Integrated Messenger.** Exchanges email with other users of your database.
- **Alert Messaging.** Sends and receives priority alerts, such as Attempt to Locate (ATL) or Be On the Look Out (BOLO).
- **Instant Messenger (IM)**. Exchanges instant messages with other users of your database.

Using Mobile With Other Modules

The following optional modules can be used with Mobile:

- **Local RMS Queries**. Used to search for Name, Vehicle, Incident, Property, and other records in your database.
- **StateLink**. Used to search for Name, Vehicle, and Property records, and to send gun and stolen property queries to your state and national databases. Mobile adds a radio log entry to the Radio Log table in your database for each query that is performed.
- **Mobile AVL and Mapping**. Used to track the location of your agency's units and Computer-Aided Dispatch (CAD) calls on a map of your jurisdiction. The map is integrated into Mobile so that officers, dispatchers, and supervisors who have access to Mobile can view the map.
- **State eCitation and State Crash Forms**. Used to complete traffic citations and crash reports while in the field. Once completed, the form is saved as a record in the database.
- **Mobile Field Report and Field Interview**. Used to create Law Incident records with narratives, Field Interview forms, and Fire Field Interview forms while in the field.
- **Mobile Premises Information**. Used to protect personnel by viewing information about unfamiliar sites when responding to law incidents or disasters. From the Premises screen, the Premises table in your agency's local database can be queried for information about commercial, public, and residential premises.
- **Hazardous Materials (HAZMAT).** Used to search the National Oceanic and Atmospheric Administration (NOAA) Computer-Aided Management of Emergency Operations (CAMEO ®) database for information on more than 6,000 chemicals, including handling instructions, first-aid responses, and protective clothing recommendations.
- **Mobile Voiceless CAD**. Used to perform many CAD functions, including viewing detailed information about a call, updating your unit status, and viewing the status of other units, assisting another officer, and adding a call.

Logging In to Mobile

Mobile can run with or without opening Flex.

To log in to Mobile, do one of the following:

- In the Login screen, enter your user name and password, and then press Enter. From the **Database** field, select the database for your agency.

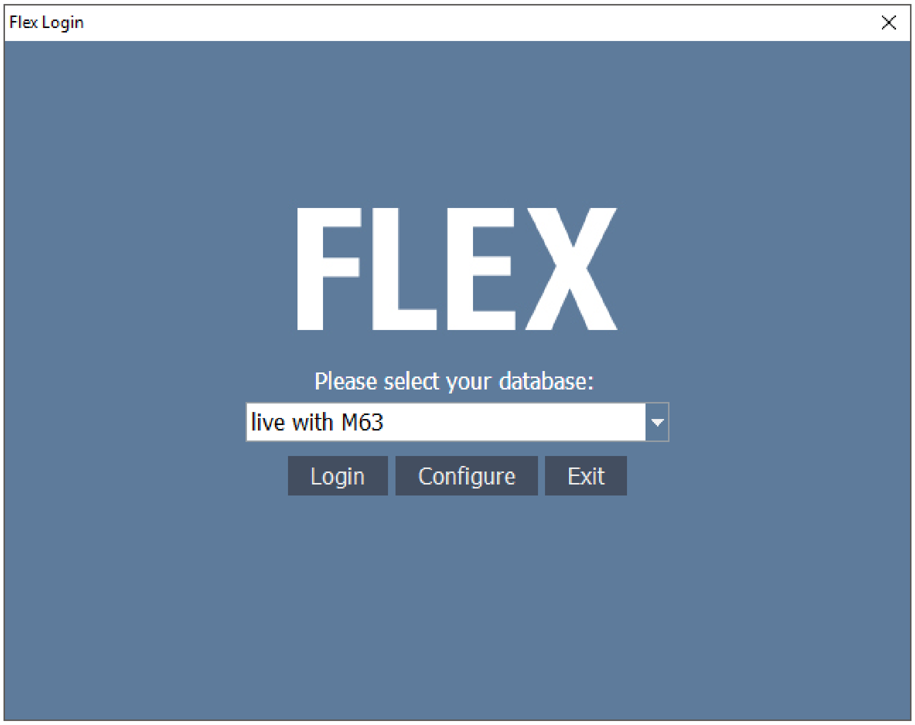
  

  Figure 1: Flex Login Screen

  The software opens to the command center and the Mobile Today screen.

- If Flex was started without Mobile, then from the command center, from the menu bar, select **Message Center** > **Message Center**.

  The Message Center opens.

- To start Mobile without Flex, double-click the **Mobile** icon on your desktop.

  Figure 2: Mobile Icon

The Mobile Login screen opens.

Figure 3: Mobile Login screen

- Enter your user name and password.
- If your agency uses Voiceless CAD, then when logging in, you can assign yourself to a unit. For more information see Assigning Yourself to a Unit on page 151.

  NOTE:

  Depending on the settings configured by your administrator (admin), when you log in to the software, you might be automatically assigned to a call.

- Unless you are told otherwise by your admin, the Client ID and Vehicle ID fields are already assigned by your administrator and you don't have to complete the fields to login to Mobile.
- Press enter or click **Login**.

The Mobile Today screen opens.

NOTE:

If Flex and Mobile are opened at the same time, then closing Flex also closes Mobile.

If the Mobile update dialog box opens after logging in, then see Using the Automatic Update Feature on page 18.

To open the command center from Mobile, from the menu bar, select **Tools** > **Launch Flex**.

Using the Automatic Update Feature

Mobile can automatically update your system, using the code tables in your agency's database. If your admin added new files to the Mobile server, such as sound files, new code tables, or a newer version of the software, then a dialog box opens after logging in. Some updates require logging in again.

When the Mobile update dialog box opens, do one of the following:

- To download all available files and update your system, click **Update Now**.

  NOTE:
  The Mobile update dialog box shows an approximate download time at an average speed of 28.8 Kbps. Your actual download time might differ, depending on your network speed. Mobile is unavailable during an update.

- To log in without updating, click **Ask Me Later**. Mobile can be updated at a later time. See Manually Updating Mobile on page 18.

- To select the updates to download, do the following:

  - Click **Customize**.

  The Customize Download dialog box opens, listing the files available for download.

  - Select the updates that your system should download.

  - Click **OK**.

    NOTE:
    Mobile prompts to update during login until your system is up to date.

Manually Updating Mobile

If the **Update Now** button is not clicked when prompted, then the update can be manually started later.

To manually update Mobile:

1 In Mobile, select **Tools** > **Update Application (Alt+T, U)**.

The Mobile update dialog box opens.

2 Click **Update Now**.

Mobile is updated with any changes from your agency's server and the software is restarted.

3 If prompted, enter your user name and password.

The Mobile Today screen opens.

Understanding the Mobile Today Screen

After logging in to Mobile, the Mobile Today screen opens.

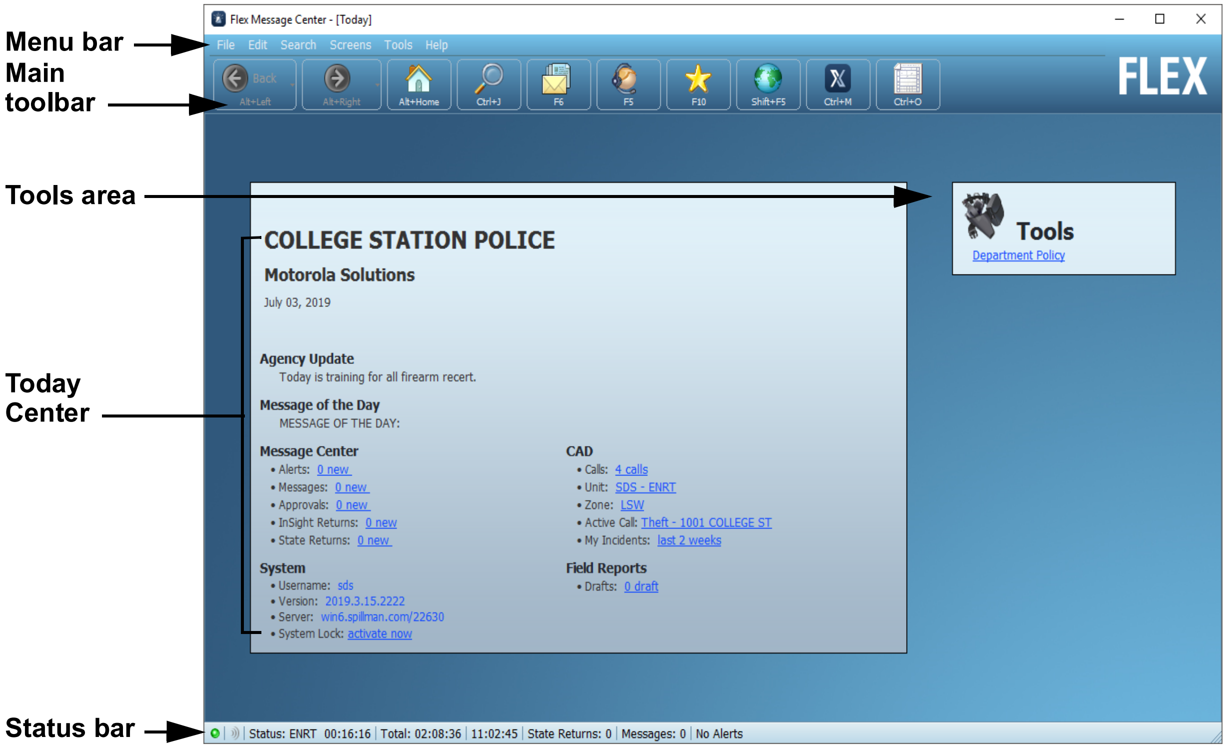


Figure 4: Mobile Today Screen

The Mobile Today screen contains the following:

- **Menu bar.** Use the menu bar to perform operations and move to other areas of Mobile. Press Alt+ underlined characters for keyboard access to menus. The menu bar options change depending on which screen is active. See Using the Menu Tab on page 211.
- **Main toolbar.** Use the main toolbar to move to other areas of Mobile. This toolbar can be modified and is available from any Mobile screen. See Using the Commands Tab on page 205.
- **Tools area**. Use the Tools area to access websites and programs on your computer from the Mobile Today screen. This menu appears on the Mobile Today screen only if hyperlinks have been added. See Using the Tools Tab on page 207.
- **Today Center**. Use the Today Center to view agency updates or the message of the day, to lock Mobile, view system information, and access shortcuts to other areas in Mobile.
- **Status bar**. Displays your connection status, unit status, the time, the number of unread state returns and messages, and any current alerts. The Connection Status Indicator changes from green to red when the connection to the server is lost.

Using the Today Center

Depending on the modules your agency has purchased, the Today Center is divided into the following areas:

- **Agency Update.** Contains important messages for your agency, such as training notices or changes to procedure. This area is set by your admin or supervisor.
- **Message of the Day.** Contains important messages. However, unlike the **Agency Update** area, the **Message of the Day** area is visible system-wide to any agency sharing your server. A message of the day also appears after logging in to the software, if one is set.
- **Message Center.** Contains links to any of the following new or unread items in the Message Center:
  - Alerts
  - Messages
  - Approvals
  - InSight Returns, if your agency has purchased the InSight module
  - State Returns, if your agency has purchased the StateLink module

  For more information about the Message Center, see Message Center on page 25. For more information about InSight returns and state returns, see Queries, Returns, and Records on page 57.
- **System.** Contains the name of the user currently logged in, the Mobile version currently running, and the name of the server to which Mobile is connected. It also contains a link to lock Mobile for security purposes. For more information, see Locking Mobile on page 20. Depending on the settings established by your admin, it might also contain a link to allow you to assign multiple personnel to a unit. For more information, see Assigning Multiple Officers to a Unit on page 21.
- **CAD.** Contains information regarding current CAD calls, your unit information, your zone, your active call (if applicable) and a link to search the last two weeks of Law Incident records. This area is only available if your agency has purchased the Voiceless CAD module.
- **Field Reports.** Contains a link to any draft forms, and if applicable, the number of citation numbers currently available. This area is available only if your agency has purchased the Mobile Field Report and Field Interview Form or the Mobile State eCitation and State Crash Forms.

Locking Mobile

Mobile is equipped with a locking feature that prohibits unauthorized persons from viewing or retrieving information from Mobile if your computer is left unattended.

NOTE:

The locking feature disables only Mobile. The other applications on your computer are still accessible.

To lock Mobile, from the menu bar, select **File > Lock** (Ctrl+K), or from the **Today Center**, in the **System** area, click the **activate now** link.

Mobile locks the screen and the following message is displayed:

```
Flex Mobile has been locked. Select Unlock to return to your session. Select
Exit to quit.
```

To unlock Mobile, from the Locked dialog box, click **Unlock** (Alt+U). When prompted, enter your password, and then press Enter. To exit Mobile, from the Locked dialog box, click **Exit**.

Assigning Multiple Officers to a Unit

You can add multiple personnel to your unit, without relying on dispatchers. This feature is useful when multiple responders operate a single ambulance or engine, or when multiple patrol officers are in the same vehicle.

Depending on the settings established by your admin, if the officer you select to add to your unit is already part of another on-duty unit, CAD puts *all* other units the officer belongs to into off-duty status with a radio log comment about the unit assignment change. However, the officer is not removed from that unit. Placing the other units in off-duty status helps to make sure dispatchers and other officers know which unit the officer is actually working with.

NOTE:

This feature is available as a beta product.

To assign multiple officers to a unit:

1 Make sure the unit is on-duty. For more information, see the *Mobile User Manual*.

2 Do one of the following:

a From the Mobile Home screen, click **Update Unit Officers**.

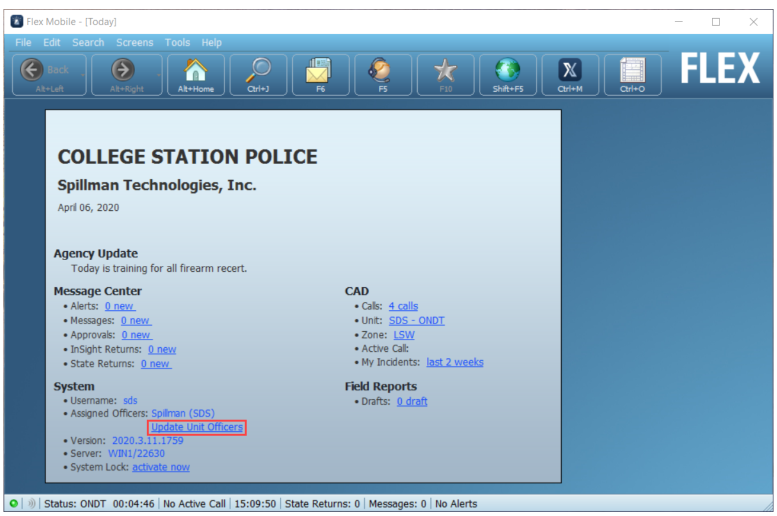


Figure 5: Mobile Home Screen

b Select **Tools** > **Update Unit Officers**.

The Update Unit Officers screen opens.

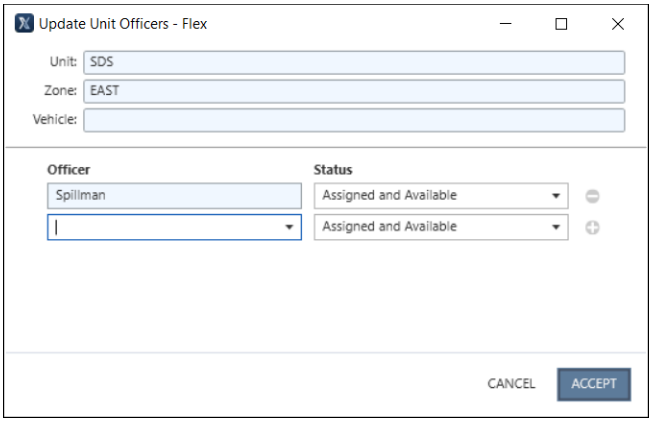


Figure 6: Update Unit Officers Screen

3 Select the officer and their status.

4 To add another person to the unit, click **Add**, and repeat step 3.

5 Repeat step 4 until all personnel that need to be assigned to the unit are assigned.

6 Click **Accept** to save the assignments.

The Mobile Home screen shows the personnel assigned to the unit.

Getting Help

For help using Mobile, see the Knowledge Center or Mobile Online Help. The Knowledge Center can be accessed from Mobile or Flex, and the Mobile Online Help can be accessed from only Mobile.

Accessing the Knowledge Center

You can access the Knowledge Center from Mobile and Flex,

To access the Knowledge Center in Mobile or in Flex:

From the Help menu, select Knowledge Center.

NOTE:
An Internet connection is required to access the Knowledge Center.

The Knowledge Center opens in a web browser, and a menu providing access to additional training, documentation, videos, and more appears.

If Flex is launched, then the Knowledge Center can be accessed from the Tree Menu or from the command line. To access the Knowledge Center, do one of the following:

- To access the Knowledge Center from the Tree Menu, select **Hub Menu** > **Knowledge Center.**
- To access the Knowledge Center from the command line, at the command line, enter `kc`.

Accessing the Mobile Online Help

To access the Mobile Online Help, from the Help menu, select **Help Topics**.

The Mobile Online Help opens, and a list of articles pertaining to Mobile are displayed in the **Contents** tab.

Understanding the Close Mobile Prompt

If you are assigned to a call, on duty, or in other status designated by your agency, then when attempt to close Mobile a prompt opens asking you to confirm whether you want Mobile to close. Depending on your agency, other assigned statuses might trigger the prompt.

Depending on your status, the prompt might have a different message than the following example.

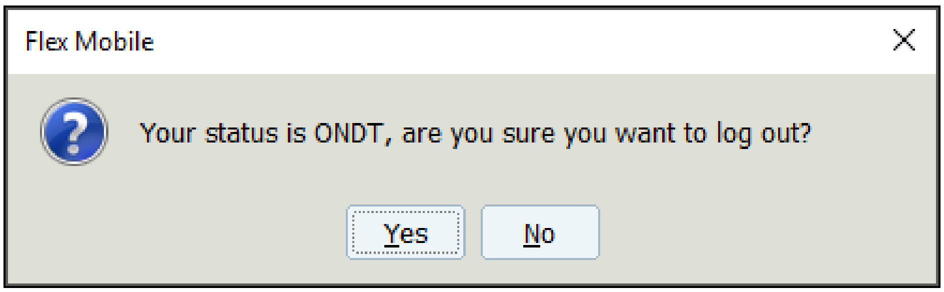


Figure 7: Closing prompt

Do one of the following:

- Click **Yes**.

  The prompt and Mobile close.

- Click **No**.

  The prompt closes and Mobile remains open.

Unassigning Officers from a Unit

Depending on the settings established by your admin, when a unit with multiple officers goes off-duty, the officer who makes that change is prompted to unassign either all of the personnel or all additional personnel before they close Mobile.

To unassign officers from a unit:

1 Mark the unit as off-duty, and close Mobile.

Before Mobile fully closes, the Update Unit Officers screen opens.

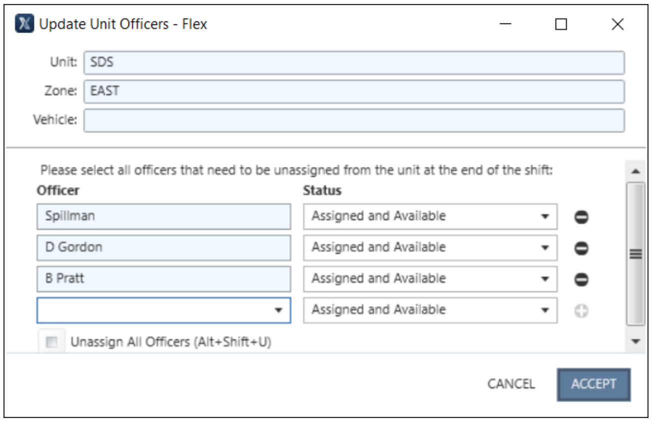


Figure 8: Update Unit Officers

2 To unassign specific personnel, click **Remove** for that officer.

3 To unassign all officers, select **Unassign All Officers** (Alt+Shift+U).

4 Click **Accept**.

The officers are unassigned, and Mobile closes.

Chapter 2

Message Center

Use the Message Center to exchange email or instant messages within your agency, to receive query results, and to retrieve form drafts.

To open the Message Center, do one of the following:

- From the main toolbar, click the **Message Center** button.
- Press F6.
- From the menu bar, select **Screens** > **Message Center**.

NOTE:
The options available in the Message Center depend on the modules purchased by your agency.

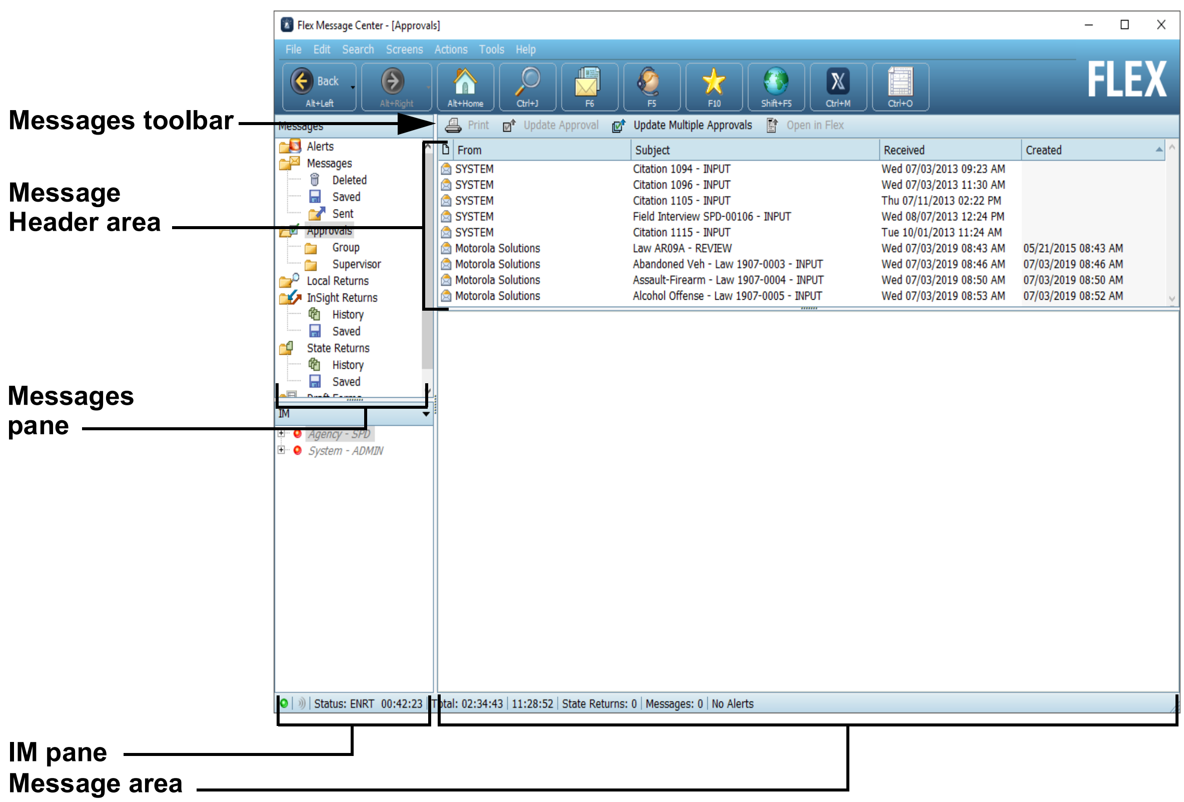


Figure 9: Message Center Dialog Box

The Message Center contains the following areas:

- **Messages toolbar.** Used to perform operations in the Message Center. Toolbar options change depending on which folder in the **Messages** pane is selected.
- **Messages pane.** Used to select and work with a message. Messages are divided into the following folders by type:
  - Alerts
  - Approvals
  - Local Returns
  - InSight Returns
  - State Returns
  - Draft Forms
- **IM pane.** Used to select recipients for email and instant messages. Click the plus sign to expand a group. A red icon and italic font indicate that a user is offline. A green icon indicates that a user is online. A yellow icon indicates that a user is away from their unit. See Using Instant Messenger on page 40.
- **Message Header area.** Displays message header information. Click a message to display it in the **Message** area.
- **Message area.** Displays the text of the selected message.

Using the Group Management Feature

Use the Group Management feature to create custom email and instant messaging groups. Using groups is a quick way to send emails and instant messages to a pre-defined group of people.

The following group types are available:

- **Agency.** Contains all users associated with a particular agency. This group type is created by the software and cannot be edited.
- **System.** Contains all users associated with a particular operating system group, such as `Dispatch`, `Fire`, `EMS`, and `Admin`. This group type is created by the software and cannot be edited.
- **Custom.** Contains the selected users of your choice. Custom groups are not created by the software and can be edited. For more information, see Creating a Custom Group on page 27 and Editing a Custom Group on page 28.

The **IM** pane displays all your custom groups and your selected system or agency groups. For more information, see Hiding or Displaying Groups on page 27.

Groups are managed in the Group Management dialog box. To open the dialog box, from the menu bar, select **Actions** > **Group Management**, or from the **IM** pane, do one of the following:

- Right-click a group, and then select **Group Management**.

- Click the drop-down list, and then select **Group Management**.

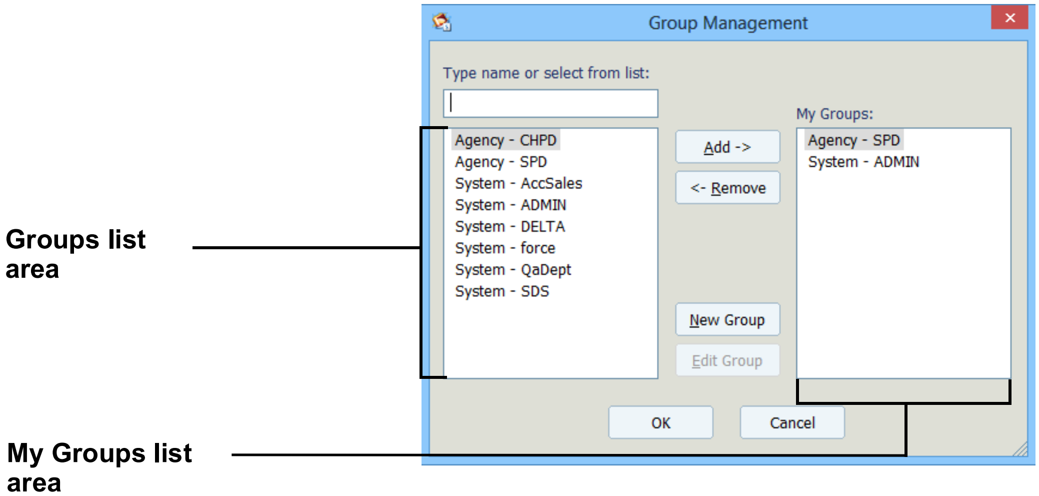


Figure 10: Group Management Option

Hiding or Displaying Groups

System and agency groups can be displayed or hidden from the **IM** pane. Custom groups are always shown in the **IM** pane. Display frequently-used groups to quickly choose a group to instant message or email.

To hide or display a group in the IM pane:

1 From the Group Management dialog box, do any of the following:

- To add a group, select a group from the **Groups** list area, and then click **Add**. The group appears in the **My Groups** list area.
- To remove a group, select a group from the **My Groups** list area, and then click **Remove**. The group is removed from the **My Groups** list area.

NOTE:

To select multiple groups, in the appropriate list area, hold down the Ctrl key while clicking the name of each group, and then click **Add** or **Remove**.To select a range of groups, hold down the Shift key while clicking the first and last group name in the range of groups, and then click **Add** or **Remove**.

2 Repeat step 1 until the **My Groups** list area shows all the desired groups, and then click **OK**.

The Group Management dialog box closes, and any group added to the **My Groups** list area is displayed in the **IM** pane. Any group removed from the **My Groups** list area is no longer displayed.

Creating a Custom Group

Custom groups can be created as desired.

To create a custom group:

1 From the Group Management dialog box, click the **New Group** button.

The New Custom Group dialog box opens.

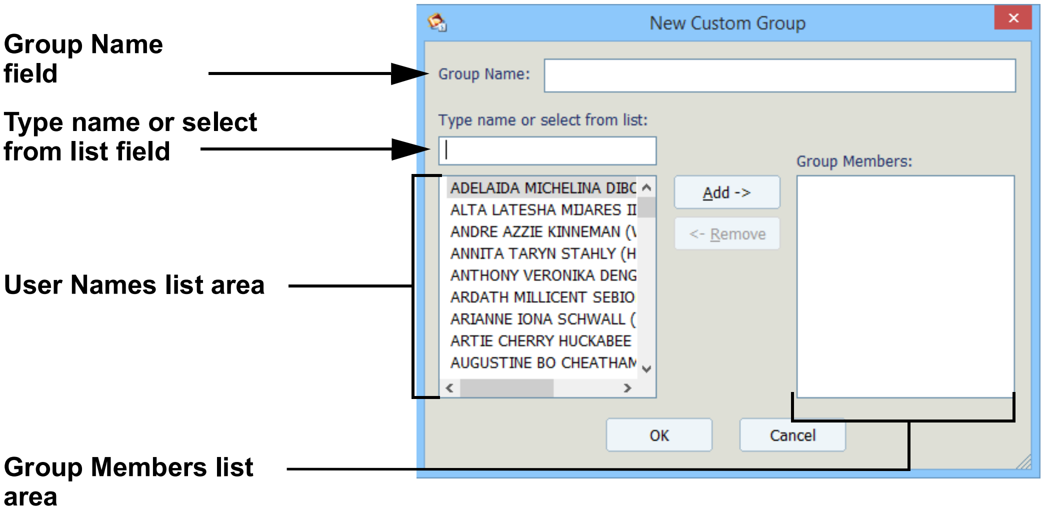


Figure 11: New Custom Group Dialog Box

2 In the **Group Name** field, enter a name for the group.

3 In the **Type name or select from list** field, enter the name of the user as it is displayed in the **User Names** list area, or select a name from the list, and then click **Add**.

NOTE:
To select multiple users, hold down the Ctrl key while clicking the name of each user, and then click **Add**. To select a range of users, hold down the Shift key while clicking the name of the first and last user in the range of users, and then click **Add**.

The selected users appear in the **Group Members** list area.

4 Repeat step 3 until all desired users are listed in the **Group Members** list area, and then click **OK**.

The New Custom Group dialog box closes, and the new group appears in the **My Groups** list area in the Group Management dialog box.

5 Click **OK**.

The custom group is displayed in the **IM** pane.

Editing a Custom Group

Custom groups can be edited after they are created.

NOTE:
System and Agency groups cannot be edited.

To edit a custom group:

1 From the Group Management dialog box, in the **My Groups** list area, select the group to be edited, and then click the **Edit Group** button.

The Edit Custom Group dialog box opens.

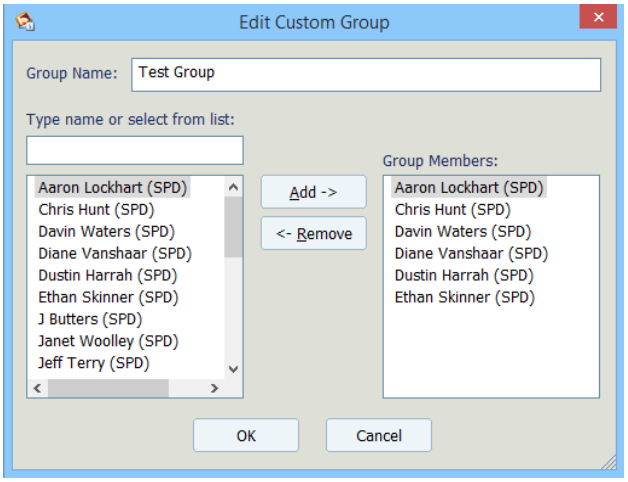


Figure 12: Edit Custom Group Dialog Box

2 Do any of the following:

- To change the group name, enter a new name in the **Group Name** field.
- To add another member, in the **Type name or select from list** field, enter the name of the user as it is displayed in the **User Names** list area, or select a name from the list, and then click **Add**.
- To remove a member from the group, from the **Group Members** list area, select the desired member, and then click **Remove**.

NOTE:

To select multiple users, hold down the Ctrl key while clicking the name of each user, and then click **Add**. To select a range of users, hold down the Shift key while clicking the name of the first and last user in the range of users, and then click **Add**.

3 Click **OK**.

The changes are applied to your custom group.

Deleting a Custom Group

Custom groups can be deleted from the My Groups list area, which also removes them from the IM pane when the Mobile session is ended.

To delete a custom group:

1 From the Group Management dialog box, in the **My Groups** list area, select the custom group to delete, and then click **Remove**.

NOTE:

To select multiple groups, in the appropriate list area, hold down the Ctrl key while clicking the name of each group, and then click **Add** or **Remove**.To select a range of groups, hold down the Shift key while clicking the first and last group name in the range of groups, and then click **Add** or **Remove**.

A confirmation dialog box opens.

2 Click **OK**.

The group is removed from the **My Groups** list area. The group remains in the **IM** pane until the current Mobile session is ended. When the next session is started, the group no longer exists.

3 In the Group Management dialog box, click **OK**.

Adding External Users to a Custom Group

Depending on your agency's server settings, external users can be added to a custom group, such as a person at another agency or a non-Mobile user.

To add an external user to a custom group:

1 From the Group Management dialog box, do one of the following:

- To add an external user to a new custom group, click **New Group** to open the New Custom Group dialog box. In the **Group Name** field, enter the name of your new custom group.
- To add an external user to an existing custom group, select the desired group, and then click **Edit Group**.

2 Click **Add External Users**.

The Add External User dialog box opens.

3 In the **User Name** field, enter the user name of the person being added in the following format:

`username@ip/hostname`

where `username` is the user name of the person being added, and `ip/hostname` is the person's IP address or host server. For example, `lsamson@im.spd.org`.

4 In the **Nickname** field, enter a nickname for the external contact.

5 Click **OK**.

The new contact is added to the **Group Members** area of the New Custom Group and Edit Custom Group dialog boxes.

Removing External Users From a Custom Groups

To remove an external user from a custom group:

1 From the Group Management dialog box, in the **My Groups** list area, select the custom group, and then click **Edit Group**.

The Edit Custom Group dialog box opens.

2 In the **Group Members** list area, select the external user's name, and then click **Remove**.

The following message is displayed:

`Remove External User from custom group?`

3 To remove the user from the group, click **Yes** or press Enter.

4 Click **OK**.

The user is removed from the group.

Managing Messages

Use the Message Center to manage the messages received in Mobile. To manage messages, do any of the following:

- Opening Messages on page 31
- Sorting Messages on page 32
- Sending a Message on page 32
- Saving Messages on page 38
- Deleting Messages on page 39
- Printing Messages on page 39

After logging in to Mobile, the software checks the server for messages that have been sent to your account since the last Mobile session. New message are placed in the **Messages** folder, and the message headers are displayed in the **Message Header** area. While logged in to Mobile, new messages are received automatically.

Depending on your settings, when a new message arrives in your **Messages** folder, the following occurs:

- On the main toolbar, the **Message Center** button is animated.
- In the Mobile Today screen, the **Message Center** area is updated.
- In all Mobile screen, the status bar is updated.
- The New Message Received sound is played.

The sound notification for a new message received can be changed. For more information, see Changing Sound Notifications on page 220.

Opening Messages

To open a message, do one of the following:

- Click the message header.
- Press the Tab key to move to the **Message Header** area. Use the Up Arrow and Down Arrow keys to select a message header, and then press Enter.

When a message is opened, the message body is displayed in the **Message** area. The message body can take a few moments to appear, depending on the length and content of the message, as well as the speed of your network.

Once a message is opened, it is stored on your device until the message is deleted or the Mobile session is ended.

Sorting Messages

Messages in any folder can be sorted by priority, status, sender, subject, or date sent.

To sort messages, in the **Message Header** area, click the heading of the column to sort. An arrow icon indicates if the order is ascending or descending. To reverse the sort order, click the heading again.

Sending a Message

The Message Center is used to send messages to users or groups in your system.

To send a message:

1. In the Messages pane, click the **Messages** folder.
2. From the **Messages** toolbar, click **New Message**.

   The Message window opens, and the Select Names dialog box opens.

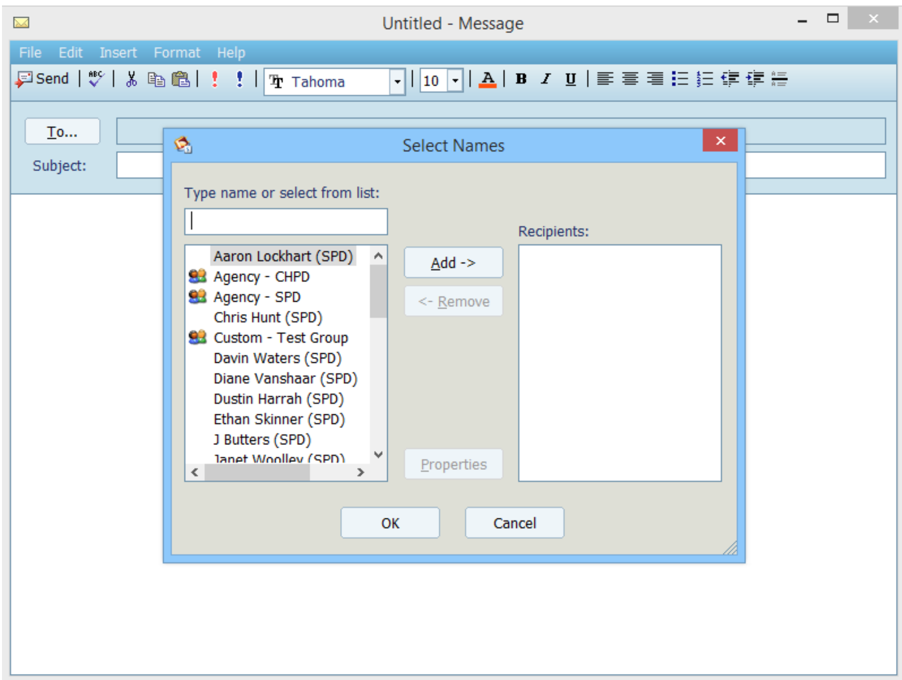


Figure 13: Select Names Dialog Box

3. Select the desired recipients in the **User Names** list area by doing one of the following:
   - Double-click the name of the desired individual or group.
   - Click the name of the individual or group, and then click **Add**.

- Use the Up Arrow or Down Arrow key to select the user or group, and then press Enter.

NOTE:
Use the Right and Left Arrow keys to expand a group and view its members.

To select multiple recipients, hold down the Ctrl key while clicking each user or group name, and then click **Add**. To select a range of recipients, hold down the Shift key while clicking first and last user or group name in the range of recipients, and then click **Add**.

4 To accept the list and close the Select Names dialog box, click **OK**.

NOTE:
To reopen the Select Names dialog box and add or change the recipients of the message, click the **To** button.

5 From the Message window, in the **Subject** field, enter a subject title for the message.

6 In the **Message** area, enter the desired message text.

7 If desired, to insert an image located on your agency's network, do the following:

- Right-click the area in which to insert the message, and then select **Insert Image**.

  The Picture dialog box opens.

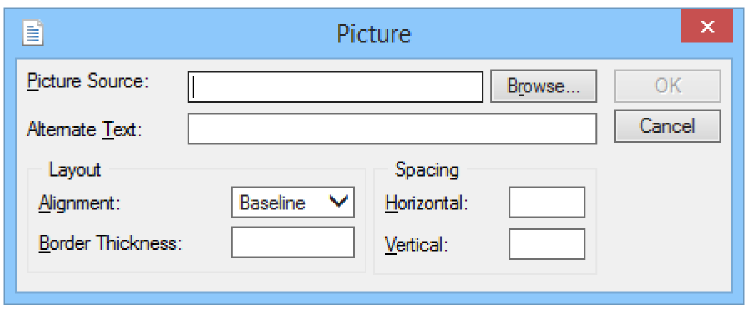


Figure 14: Picture Dialog Box

- In the **Picture Source** field, click **Browse** to locate and select the file location.
- To create a label that appears when the recipient rests the mouse pointer on the image, enter the text to be displayed in the **Alternate Text** field.
- To change the image alignment in the **Message** area, select a value from the **Alignment** field.
- To add a border to the image, in the **Border Thickness** field, enter a value in pixels for the thickness of the border. A black border appears around the image when it is inserted.
- To apply spacing around the image, in the **Horizontal** and **Vertical** fields, enter a value in pixels for the spacing in width and height.

  NOTE:
  If either the image or the recipient of the message is not on the network for your agency, then the recipient will not be able to see the image when the message is received.

- Click **OK** to close the Picture dialog box and apply your settings to the inserted image.

8 If desired, set the priority of the message. See Setting the Priority of a Message on page 35.

9 To send the message, in the Message window, do one of the following:

- From the toolbar, click **Send**.
- From the menu bar, select **File** > **Send** (Alt+F, S).

The sent message appears in the **Sent** folder.

NOTE:
If the Message Center options are set to automatically check spelling, then if there are spelling errors, the Check Spelling dialog box opens. Correct any errors before sending the message. For more information, see Using the spelling checker on page 34.

Editing Outgoing Messages

Messages that are being written or forwarded can be modified in the following ways:

- Copy (Ctrl+C) and paste (Ctrl+V) text from another message into a new message.
- Cut (Ctrl+X) and paste (Ctrl+V) selected text to reorganize a message.
- Delete selected text.
- Add additional text anywhere in the message.

NOTE:
Windows commands for selecting, cutting, copying, and pasting all function the same in the Message area and Subject field. The Select All (Ctrl+A) and Undo (Ctrl+Z) commands can also help to quickly edit your message.

Using the spelling checker

To enable automatic spell-check when messages are sent, see Setting Message Center Options on page 237. The spelling checker can also be started manually.

To manually start the spelling checker:

1 Place the cursor in the desired location of the message body text.

2 Do one of the following:

- From the menu bar, select **Edit** > **Spelling** (Alt+E, S).
- From the toolbar, click the **Spelling** icon.

The spelling checker checks the text in the **Message** area and **Subject** field. If a word is encountered that is not in the spelling checker dictionary, then the Check Spelling dialog box opens and displays the following:

- The word in the **Not in Dictionary** field.
- The most likely alternative word in the **Change To** field.
- A list of alternative words in the **Suggestions** field.

3 For each questionable word found by the spelling checker, determine the action to take by using the following table.

To	Do This
Ignore the questionable word	Click **Ignore**.
Ignore all occurrences of the questionable word in the current document	Click **Ignore All**.
Replace the questionable word with the word in the **Change To** field	Click **Change**.
Replace the questionable word with a word in the **Suggestions** field	Select the correct word by clicking the word or pressing the Down Arrow key until the word is selected. When the correct word is displayed in the **Change To** field, click **Change**.
Replace the questionable word with a word that is not suggested by the spelling checker	In the **Change To** field, either enter a new word or change the spelling of the existing word. Click **Change**.
Replace all occurrences of the questionable word in the current document with the word that is displayed in the **Change To** field	Make sure the correct word is displayed in the **Change To** field. If necessary, enter the correct word or select it in the **Suggestions** field. Click **Change All.**

When no more questionable words are found, a confirmation dialog box opens.

4 To return to the Message window, click **OK**.

Setting the Priority of a Message

The priority level of a message is displayed in the priority column of the **Message Header** area:

- A red exclamation mark identifies a message with Immediate Attention priority.
- A blue exclamation mark identifies messages with Require Reading priority.
- No entry in the priority column identifies messages with normal priority.

The default priority level for new or forwarded messages is normal. The priority of a message can be changed while it is being edited or created. To change the priority of a message, click the desired priority icon from the Message window toolbar.

Replying to a Message

The Message Center has the option to reply to only the sender of a message, or to reply to the sender and all other recipients of the message.

To reply to a message:

1 Select the desired message by doing one of the following:

- Click the message header.
- In the **Message Header** area, use the Up Arrow or Down Arrow key to navigate to the desired message.

2 Do one of the following:

- To reply to the sender only, click the **Reply** button on the Messages toolbar, or from the menu bar, select **Actions** > **Reply** (Alt+A, R).
- To reply to all recipients and the sender, click **Reply to All**, or select **Actions** > **Reply to All** (Alt+A, L).

The Message window opens. In the **To** field, names of the selected are displayed. In the **Subject** field, the following is displayed:

```
RE: Original Message
```

where `Original Message` is the subject of the original message.

3 To add additional recipients, click the **To** button, the Select Names dialog box and select the desired recipients. For more information, see Sending a Message on page 32.

4 In the **Message** area, enter your reply.

5 If desired, set the priority of the message. For more information, see Setting the Priority of a Message on page 35.

6 To send the message, in the Messages window, do any of the following:

- From the toolbar, click **Send**.
- From the menu bar, select **File** > **Send** (Alt+F, S).
- Press Ctrl+Enter.

NOTE:

If the Message Center options are set to check spelling automatically, then the Check Spelling dialog box opens. Correct any errors before sending the message. For more information, see Using the spelling checker on page 34.

Forwarding a Message

Messages can be forwarded to other groups or users.

To forward a message:

1 In any of your Message Center folders, locate the message to forward.

2 Select the message header, and then do one of the following:

- From the messages toolbar, click **Forward**.
- From the menu bar, select **Actions** > **Forward** (Alt+A, F).

The Message window opens, and the Select Names dialog box opens.

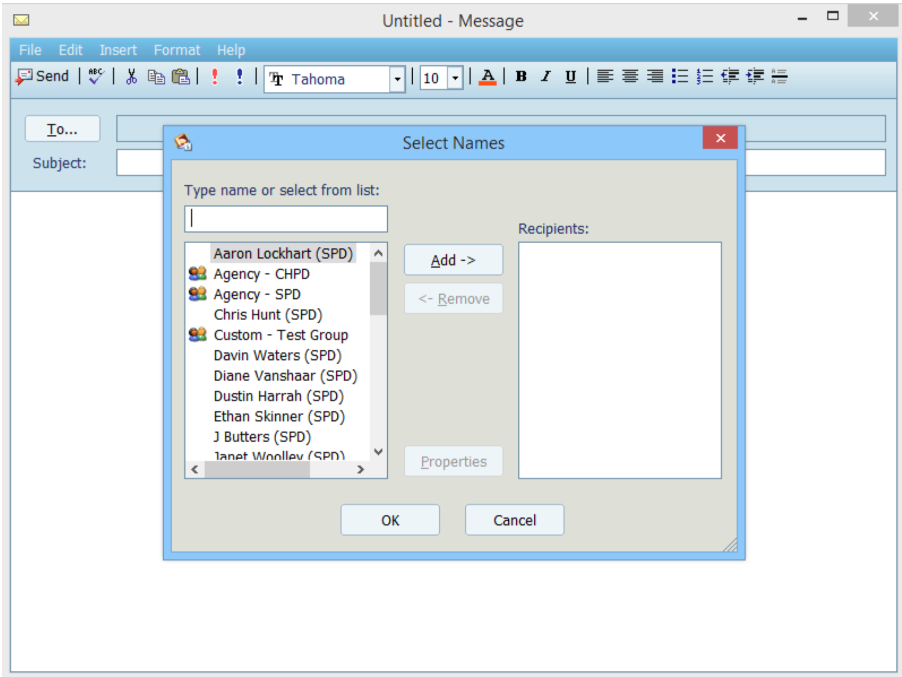


Figure 15: Select Names Dialog Box

3 Select the desired recipient(s) in the **User Names** list area by doing one of the following:

- Double-click the name of the desired user or group.
- Click the name of the user or group, and then click **Add**.
- Use the Up Arrow or Down Arrow key to select the user or group, and then press Enter.

  NOTE:
  Use the Right Arrow and Left Arrow keys to expand a group and view its members.

4 To accept the list and close the Select Names dialog box, click **OK**.

NOTE:
To reopen the Select Names dialog box and add or change the recipients of the message, click the **To** button, or press Alt+Period (.).

5 In the **Message** area, enter the message text.

6 If desired, set the priority of the message. See Setting the Priority of a Message on page 35.

7 To send the message, in the Message window, do one of the following:

- From the toolbar, click **Send**.
- From the menu bar, select **File** > **Send** (Alt, F, S).
- Press Ctrl+Enter.

Canceling a Message

A message can be canceled before it is sent.

To cancel a message:

1 In the Message window, do one of the following:

- In the upper-right corner, click the **Close** button.
- From the menu bar, select **File** > **Close** (Alt+F, C).
- Press Alt+F4.

If any changes have been made in the message body, then the Close Message dialog box opens.

2 Click **Yes**, or press Y to close the Message window and discard all changes. Otherwise, click **No** or press N to close the dialog box and return to the Message window.

Selecting Multiple Messages

Multiple messages can be selected for saving, deletion, or printing.

To select multiple messages, select the folder containing the messages, and then in the **Message Header** area, do one of the following:

- To select all messages in the **Message Header** area, press Ctrl+A.
- To select a range of messages, press Shift and click the first and last message in the desired range.
- To select multiple messages that are not directly next to each other, press Ctrl and click each message.

Saving Messages

When a message is saved, it is placed in the **Saved** folder. Saved messages are stored on the server so that the messages can be retrieved if logging in from a different computer.

To save one or more messages:

1 Select the message to save. To select multiple messages, see Selecting Multiple Messages on page 38.

2 Do one of the following:

- From the messages toolbar, click **Save**.
- From the menu bar, select **File** > **Save** (Alt+F, S).
- Right-click the message header, and then select **Save**.

The message is moved to the **Saved** folder.

Deleting Messages

Multiple messages can be selected for deletion. When a message is deleted, it is moved to the **Deleted** folder.

To delete one or more messages:

1. Select the message to delete. To select multiple messages, see Selecting Multiple Messages on page 38.
2. Do one of the following:
   - From the Messages toolbar, click the **Delete** button.
   - Press Delete.
   - From the menu bar, select **Edit** > **Delete** (Alt+E, D).
   - Right-click the message header, and then select **Delete** from the shortcut menu.

   The message is moved to the **Deleted** folder.

Printing Messages

To print one or more messages:

1. Select the message to print. To select multiple messages, see Selecting Multiple Messages on page 38.
2. Do one of the following:
   - From the messages toolbar, click **Print**.
   - From the menu bar, select **File** > **Print** (Alt+F, P).
   - Right-click the message body, and then select **Print** from the shortcut menu.

   The Print dialog box opens.
3. Configure your printer settings, and then click **Print**.

   The message is printed.

Controlling the Message Center from the CAD Command Line

Depending on the settings established by your admin, Message Center commands can be recognized and executed from the command line.

The following table lists the function to perform, the command to use, and a description of the action it invokes. These commands work for messages in the **State Returns** folder only.

Function	Command	Action
Add to Call	`XA call#` `XA long-term call ID`	Appends the displayed state return to the comments of the specified CAD call.
Up Arrow	`XB`	Scrolls to the previous state return in the list.
Delete	`XD`	Deletes the displayed state return.
Next Message (F6)	`XF`	Scrolls to the next state return in the list.
Page Down	`XN`	Scrolls to the next page of a multiple-page state return.
Page Up	`XP`	Scrolls to the previous page of a multiple-page state return.
Print	`XPR`	Prints the displayed state return to the default Message Center printer.
Forward	`XM username`	Emails a copy of the displayed state return to another user, where username is the user name of the person to whom the return should be forwarded.

Using Instant Messenger

Instant Messenger includes the following features:

- **Presence List**. A list of active users is in the Instant Messaging (IM) pane. See Understanding the IM Pane on page 41.
- **User Status**. The Instant Messenger status can be changed to either Online or Away. See Updating Your Status on page 41.
- **Send Messages**. Instant messages can be sent and received in real time to individuals and groups. Authorized users can also send Alert messages, such as Attempt To Locate (ATL), Be On The Lookout (BOLO), or Emergency alerts. For more information on Alert messages, see Working With Alerts on page 44.
- Emoticons. A list of emoticons that can be used in your instant messages is available.

Understanding the IM Pane

The **Instant Messaging (IM)** pane serves as a contact list and as a way to initiate instant messaging with online users in your agency's network.

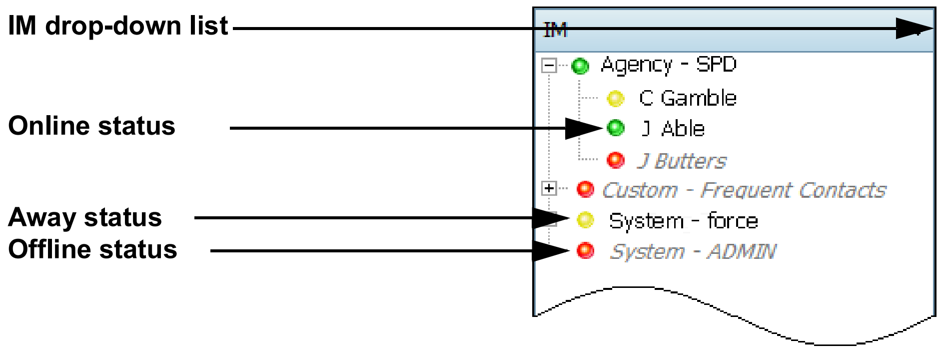


Figure 16: IM Pane

In the **IM** pane, online groups are listed first, with their users in alphabetical order, followed by offline groups, also in alphabetical order. The name of each user is under their agency group. If a user is assigned to additional groups, such as a custom group, then the user appears as part of that group as well.

Use the **IM** pane to do any of the following:

- From the **IM** drop-down list, the Group Management feature can be opened and your online status can be changed. For more information, see Updating Your Status on page 41 and Using the Group Management Feature on page 26.
- To show all the members in a group, click the plus sign. To collapse an expanded group, click the minus sign.
- Groups and users display a colored icon to indicate their Instant Messenger status:
  - **Green**. The user is online, or the group has at least one user online.
  - **Yellow**. The user or group is logged in, but currently away from the unit.
  - **Red**. The user or group is offline. In this case, the user or group name is in italics.
- To open an IM window, double-click an available online group name or user name. A message can then be created and sent to the group or person selected.
- To view a shortcut menu, right-click a group or user name. From the shortcut menu, either **Send Instant Message** or **Send Message** can be selected if the group or user is online. If the group or user is away or offline, then **Send Message** is the only option available.

Updating Your Status

Change your instant messenger status to inform other users of your availability. The default status is `Online` when first logging in to Mobile.

To change your instant messenger status, select a new status from the drop-down list in the **IM** pane. If **Away** is selected, then `[Away]` is displayed next to the IM heading in the **IM** pane.

Understanding the Instant Message Window

The Instant Message window is used to send and receive instant messages.

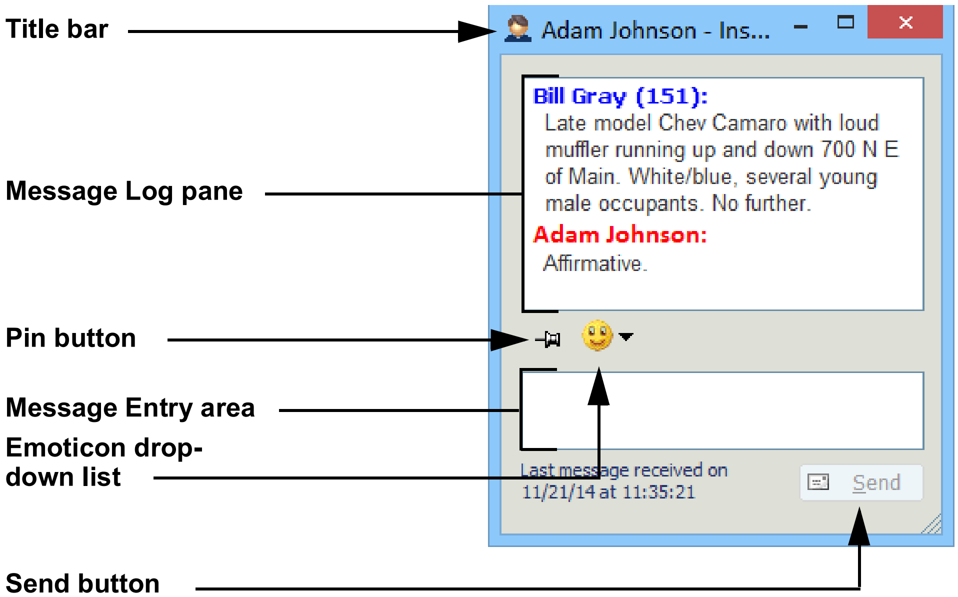


Figure 17: Instant Message Window

The Instant Message window contains the following:

- **Title Bar.** Used to identify the window and the user.
- **Message Log pane**. Used to show the messages that are sent and received. Your name is in blue text and the other user's name is in red text. Instant Messenger skips a line between each message.
- **Pin button**. Used to make the Instant Message window stay on top of other windows and applications.
- **Message Entry area**. User to compose your message.
- **Emoticon drop-down list**. Used to insert an emoticon into your message.
- **Send button**. Used to send your message to the user or group specified.

Sending Instant Messages

Instant messages can be sent from the Instant Message window or from the CAD command line. Messages can be sent to a single recipient, groups, or multiple recipients. This section describes how to send an instant message from the Instant Message window. For information on sending an instant message from the CAD command line, see the *CAD User Manual*.

IM a Single Recipient or Group

To send an instant message to a single recipient or group:

1 In the **IM** pane, select a group, and then click the plus sign to show all members in the group.

2 Do one of the following:

- To message a single recipient:
  - Right-click the user's name, and then select **Send Instant Message.**
  - Double-click the user's name.
- To message an entire group:
  - Right-click the group, and then select **Send Instant Message.**
  - Double-click the group.

The Instant Message window opens.

3. In the **Message Entry** area, compose your message.
4. Click **Send,** or press Enter.

IM Multiple Recipients

In the Message Center, when an instant message is sent to multiple recipients, a temporary group is created. Temporary group IDs can be used to send subsequent messages using the IM command until the Mobile session is ended, even if the original IM window is closed. For more information on the IM command, see the *CAD User Manual*.

To send an instant message to multiple recipients:

1. In the **IM** pane, hold down the Ctrl key, and then click each recipient. To select a range of recipients, hold down the Shift key, and then click the first and last recipient in the range.
2. Right-click the recipients, and then select **Send Instant Message**.

   The IM window opens and a temporary group is created.

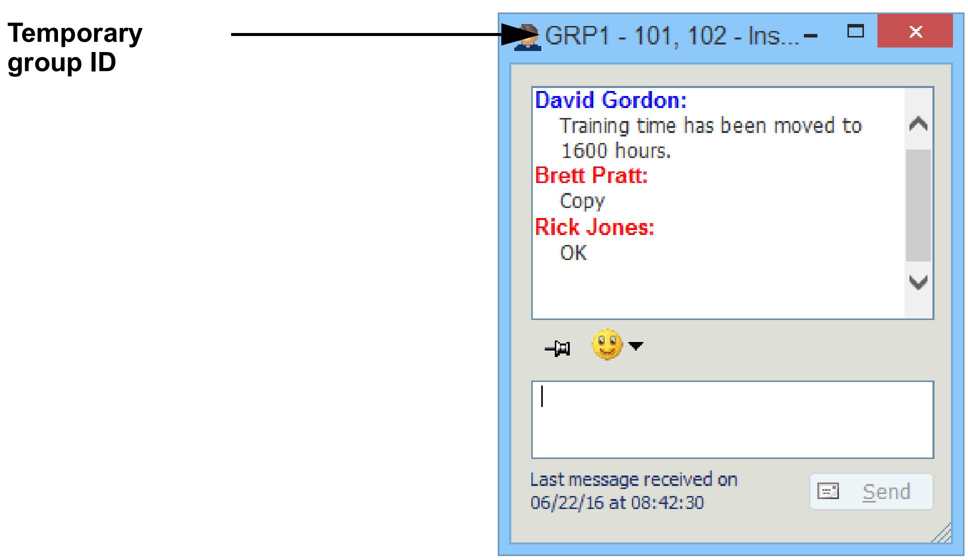


Figure 18: Temporary Group ID

The temporary group ID is displayed in the window header for every member of the group. A temporary group always starts with the word `GRP`, followed by a number. The numbers ascend according to the order in which the group is created. For example, the fist temporary group in a Mobile session is `GRP1`.

3 In the **Message Entry** area, compose your message.

4 Click **Send**, or press Enter.

Your instant message is sent and appears in the **Message Log** pane.

NOTE:
Instant messages are logged and can be reviewed by administrators. Only active users can receive instant messages.

Receiving Instant Messages

Depending on your settings, when a message is received, one or more of the following occurs:

- A minimized Instant Message window flashes in the task bar.
- The Instant Message window is brought to the front of the screen.
- A sound notification is emitted.

To read the message, in Instant Messenger, scroll as needed to view the message.

Replying to an Instant Message

To reply to a message:

1 Bring the Instant Message window to the front of the screen.

2 In the **Message Entry** area, compose your reply.

3 Click **Send**.

Working With Alerts

Alerts bring important messages to the attention of the officer. The following alerts are used in the Message Center:

- **Attempt To Locate (ATL) and Be On The Lookout (BOLO).** Used to notify officers in the field to watch for a suspect, victim, suspicious person, or vehicle that might have been involved in recent or ongoing criminal activity. For more information, see Sending an Alert (ATL or BOLO) on page 45.
- **Emergency.** Used to notify other Mobile and Message Center users in the agency that the person sending the alert is in an emergency situation and needs assistance. For more information, see Sending an Emergency Alert on page 46.
- **StateLink.** Used to notify officers and dispatchers if a state return contains important information, especially for safety and situational awareness. For more information, see Using StateLink Alerts on page 49.

Sending an Alert (ATL or BOLO)

Privileges are required to send an alert (ATL or BOLO).

To send an alert (ATL or BOLO):

1 With the Message Center open, do one of the following:

- From the menu bar, select **Actions** > **New Alert** (Alt+A, A).
- In the **Messages** pane, select the **Alerts** folder, and then click **New Alert** from the Messages toolbar.

The Alert - ATL - Attempt To Locate window opens, and the Select Names dialog box opens.

2 Select a group from the **User Names** list area, and then click **Add**. Multiple groups can be added, if desired.

3 Click **OK**.

The Select Names dialog box closes, and the selected group is listed in the **To** field of the Alert - ATL - Attempt To Locate window.

NOTE:

Alerts are sent to all individuals with Super User privileges, even if they are not part of the selected group. Super Users not in the selected group receive the alert in message format, and by the alert message that scrolls across the Status bar. The Alert does not appear on their screen.

4 To change the alert type to BOLO, in the **Type** field, select **BOLO - Be On the Look Out** from the drop-down list.

5 In the **Expires** field, select an expiration time from the drop-down list.

NOTE:

Remember to expire the alert if the situation is resolved before the specified expiration time. For more information, see Expiring an Alert on page 48.

6 In the **Message** area, enter the desired subject and message text.

7 To add an image:

a Right-click in the **Message** area.

The Options menu opens.

b Select **Insert Image**.

The Picture options window opens.

c In the **Picture Source** field, enter the path to the image, or select **Browse** to select the location of the image.

d Select or enter any other desired specifications.

e Click **OK**.

8 If time permits, do one of the following to check the spelling in the message text:

- Select **Edit** > **Spelling** (Alt+E, S).
- Click the **Spelling** icon. See Using the spelling checker on page 34.

9 Click **Send** or press Enter.

A message is received in the **Alerts** folder of each group member, and an alert notification scrolls across the Status bar. If a group member is offline, then if the alert is still active, the notification scrolls across the Status bar the next time the group member opens Mobile. For online group members, an Alert window opens.

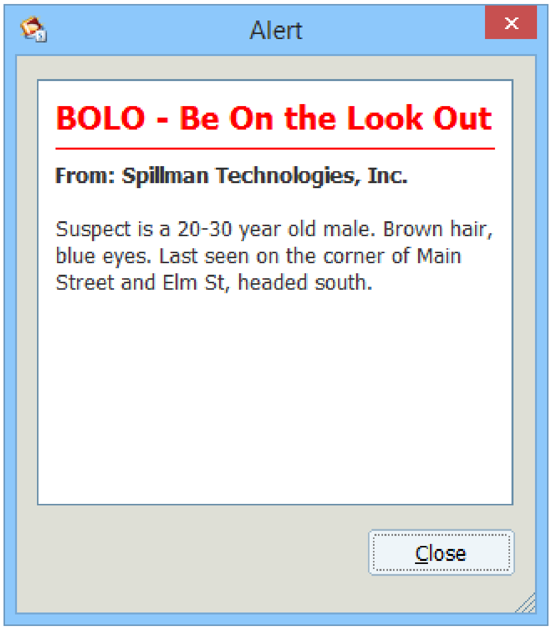


Figure 19: BOLO Dialog Box

Sending an Emergency Alert

An Emergency alert can be sent to notify Mobile users when someone in their agency is in an emergency situation and needs assistance.

To send an Emergency alert, do one of the following:

- From the menu bar in the Message Center, select **Actions** > **Emergency Alert**.

  NOTE:
  The Actions menu is available only from the Message Center screen.

- If your agency uses the Automatic Vehicle Location (AVL) module with the Motorola Unified Network Service interface, then press the emergency button on your Motorola GPS device. For more information, see the *Automatic Vehicle Location (AVL) Manual*.

If desired, the **Emergency Alert** button can be added to your toolbar. For more information, see Using the Commands Tab on page 205.

Understanding Emergency Alerts

When an Emergency alert is sent, a message is received in the **Alerts** folder, and an alert notification scrolls across the Status bar. For Mobile users that are offline at the time of the alert, if the alert is still active the next time Mobile is opened, then the alert notification scrolls across the Status bar.

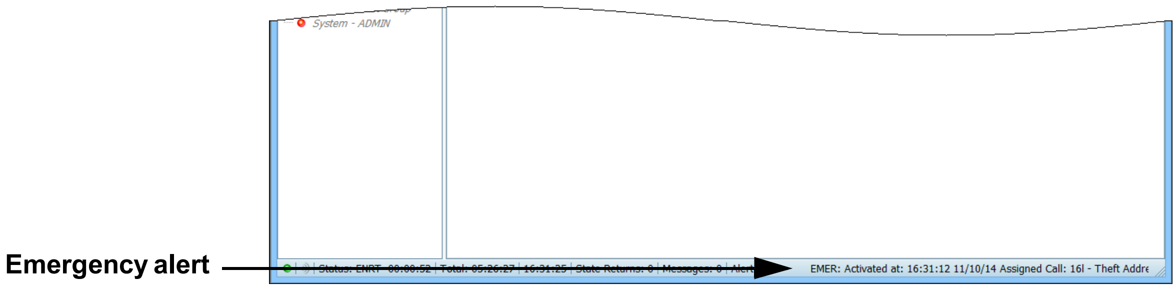


Figure 20: Emergency Alert Notification

For online Mobile users, an Alert window opens.

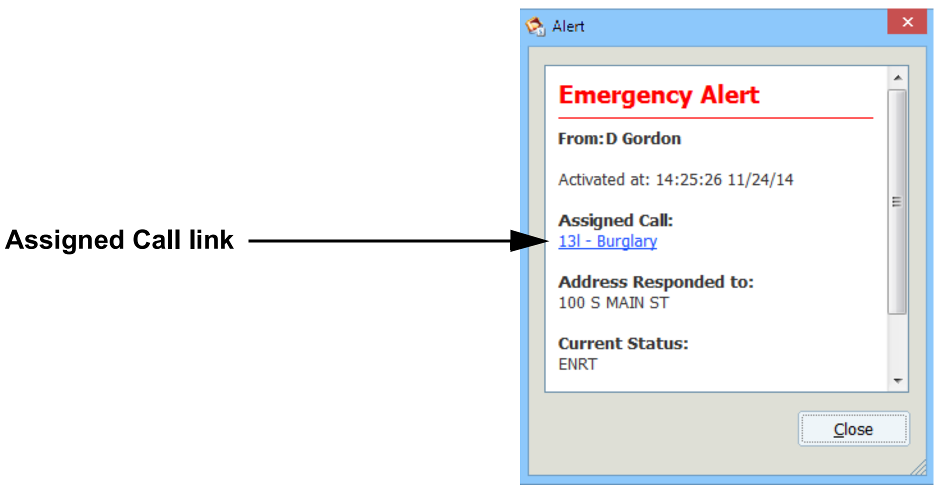


Figure 21: Alert Window

To view the current Call record for the officer who sent the Emergency alert, from either the message or the alert pop-up notification, click the **Assigned Call** link. If the officer sending the Emergency alert is not assigned to a call, then the **Assigned Call** link is not displayed.

If your agency uses the AVL module, then click the **Locate on Map** link to view and center the alerted unit or device on the map. If the officer sending the Emergency alert does not have AVL, then the **Locate on Map** link is not displayed.

The viewable distance from the center point of the map (the unit's location) is determined by the Emergency Alert Map Zoom option. For more information, see Setting the Emergency Alert Map Zoom Settings on page 267.

Modifying an Alert

Alerts (Emergency, BOLO, or ATL) can be modified after they are sent.

To modify the text of an alert after it is sent:

1. From the Message Center, in the **Messages** pane, select the **Alerts** folder.
2. In the **Message Header** area, select the alert to modify.
3. From the Messages toolbar, click **Modify**.
4. Modify the alert text as needed.
5. Click **Send**, or press Ctrl+Enter.

   Mobile sends a new alert and expires the original alert.

Expiring an Alert

If an alert situation (Emergency, BOLO, or ATL) is resolved prior to the expiration time, then the alert can be expired manually.

CAUTION:
Expiring an alert removes the alert for *all* users. Do not dismiss the alert before verifying the alert situation is resolved.

To expire an alert:

1. From the Message Center, in the **Messages** pane, select the **Alerts** folder.
2. In the **Messages** pane, select the **Alerts** folder.
3. In the **Message Header** area, select the alert to expire.
4. Do one of the following:
   - From the Messages toolbar, click the **Expire** button.
   - In the **Message Header** area, right-click the alert, and then select **Expire Alert**.
   - From the menu bar, select **Actions** > **Expire Alert**.

   The alert is expired and removed from the **Message Header** area and Status bar.

Using StateLink Alerts

When a StateLink return is received in Message Center, if the return has an alert associated with it, then the message header is displayed in red with a High Priority indicator. If the return has multiple StateLink alerts associated with it, then the subject line displays the alert with the highest priority and a plus sign (+) with the total number of additional alerts, such as `+2`. Your admin determines the priority level of the alerts.

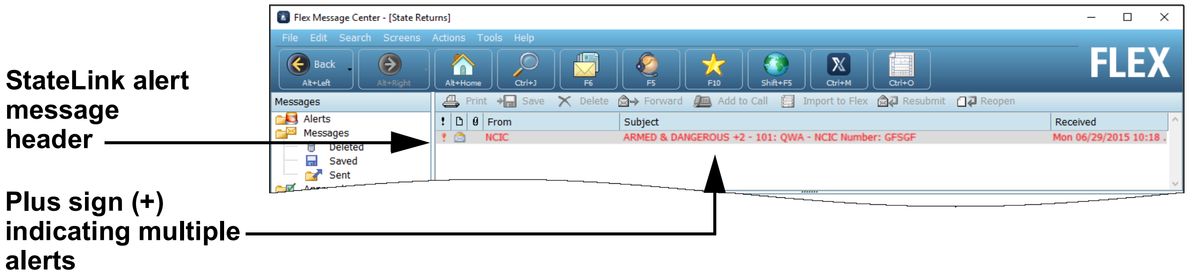


Figure 22: State Link Alert Message Header

Depending on the settings for your agency and the requirements for your state, a StateLink return message with an alert can be automatically forwarded to a group, which can consist of users, printers, terminals, other groups, or a combination thereof. Your admin determines who or what receives forwarded returns with StateLink alerts. For more information, see the StateLink manual.

StateLink alerts also affect Voiceless CAD. For more information, see Understanding StateLink Alerts in the CAD Screen on page 157.

Using Workflow Management

The Workflow Approval Management feature is used to track and update the status of Workflow records. From the Message Center, the contents of the record can be viewed, the record status updated, or the record can be opened.

When a Workflow record is received, in the Mobile Today screen, the number of new (unread) records listed in the **Approvals** link is updated. The Workflow record is sent to the **Approvals** folder in the Message Center.

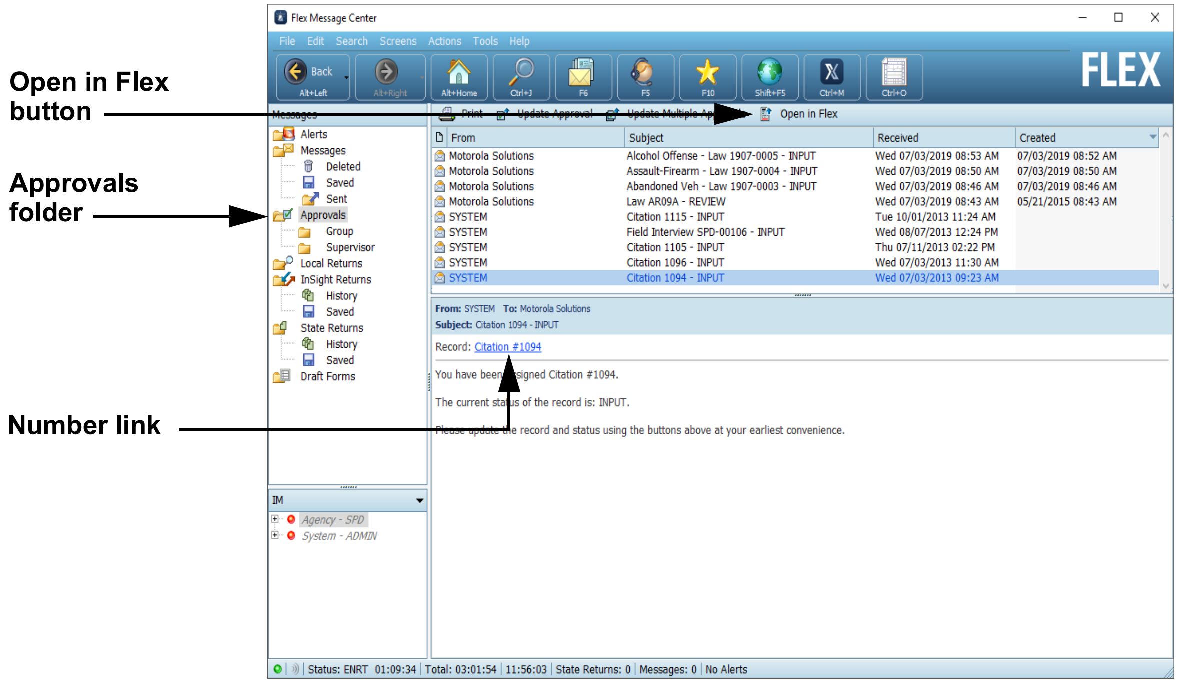


Figure 23: Updated Unread Records

The subject lines for workflow notifications allow your agency to determine what information is displayed. This feature affects Law, Fire, and EMS Incident records, as well as Case Management records.

Depending on the settings established by your admin, the subject line displays one of the following as additional information at the beginning of the subject line:

- **Nature**: Displays the incident nature.
- **Offense/Condition**: Displays the description of the offense (for Law incidents) or condition (for Fire and EMS incidents).
- **Observed**: Displays the description of the offense (for Law incidents) or condition (for Fire and EMS incidents) as it was observed.
- **None**: Displays no additional information.

Regardless of the additional information displayed, the subject line also displays the table description, the record number, and the approval status.

Depending on the settings established by your admin, the Created column might be displayed, which shows you the date the report was created.

To open a record, from the **Approvals** folder, from the Messages toolbar, click **Open in Flex**. To use this feature, Flex must be actively running on your computer.

When a Workflow record is assigned to your workflow, it is received in the **Approvals** folder.

The **Approvals** folder contains the following sub-folders:

- **Group.** Contains records assigned to your group. Select records according to your agency's workflow process. Always follow department policy when updating records that are in the **Group** folder. If a record assignment is changed from the group to an individual user, then it is moved from the **Group** folder to the **Approvals** folder for the user.
- **Supervisor.** Contains records assigned to the Workflow record supervisor.

Working With Workflow Records

If your admin has enabled the Workflow Approval Management feature for a record type, then the **Approval** button is displayed at the bottom of the screen for that record in Mobile.

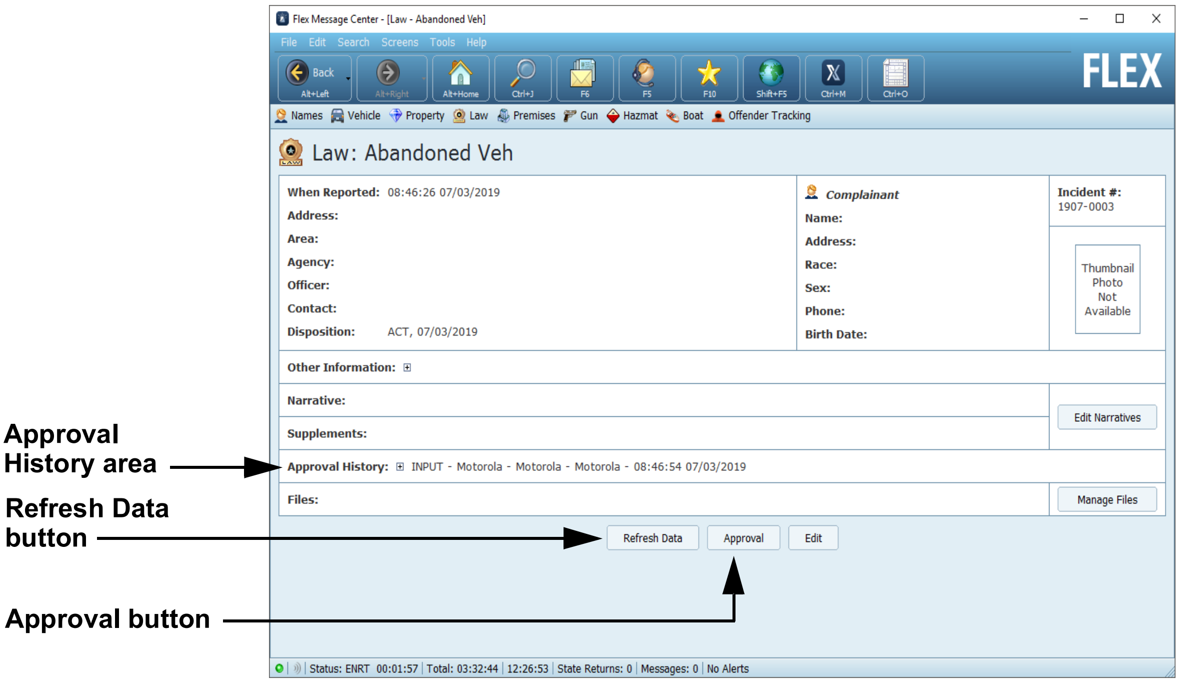


Figure 24: Approval Button

To view the approval history for a record, in the **Approval History** area, click the plus sign. The most recent status is displayed first.

To create or update a Workflow record:

1. In the **Messages** pane, select the **Approval** folder.
2. From the **Message Header** area, select the desired message, and then click the **Number** link.

   The selected record type opens in Mobile.
3. Review the data for accuracy.
   - If data is accurate, or changes are not allowed by your state, then continue to step 6.
   - If data is inaccurate, and changes are allowed by your state, then continue to step 4.
4. If the record needs to be updated, then do one of the following:
   - For Crash and Citation records, to open the form, in the **Files** area, click the plus sign, and then double-click the **.afr** link.

The form opens in Review mode. For more information on editing Crash and Citation records, see the *State eCitation and State Crash Forms Manual.*

NOTE:

To open the form in Review mode directly from the **Approval** folder, click the **.afr** link for the form.

- For Law Incident records, to open the form, click the **Edit** button. For more information on editing Law Incident records, see the *Mobile Field Report and Field Interview Manual*.

5 Once the changes are completed and submitted to the database, return to the open record, and then click the **Refresh Data** button.

6 To update the record status, click the **Approval** button.

The Update Status dialog box opens.

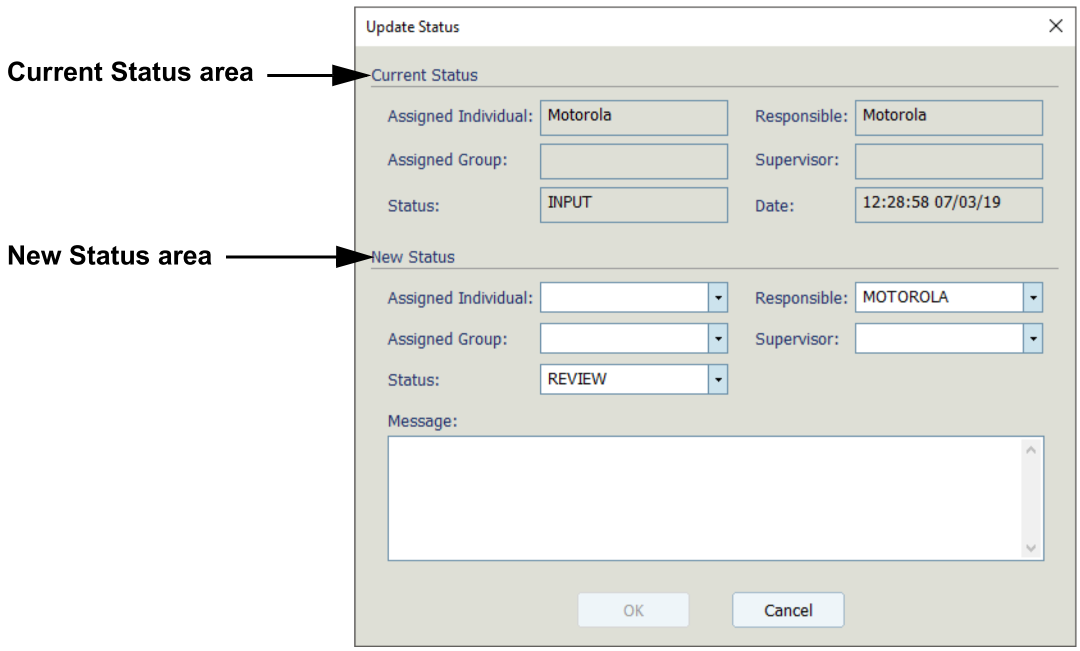


Figure 25: Update Status Dialog Box

In the **Current Status** area, in the **Status** field, the first status assigned to the record type is displayed. In the **New Status** area, in the **Status** field, the next possible status for the record is displayed.

NOTE:

If the record already has a Workflow record associated with it, then the next appropriate status for the record is displayed in the **New Status** area.

7 In the **New Status** area, in the **Assigned Individual** field, select the individual who will complete the next step in the workflow process.

8 Complete the remaining fields according to your agency's workflow process, and then click **OK**. For field descriptions, see Fields in the Update Status Dialog Box on page 53.

The Workflow record is created or updated, and the responsible parties are notified. The record is removed from your **Approvals** folder.

Fields in the Update Status Dialog Box

The following describes the fields in the Update Status dialog box.

Field	Description
`Assigned Individual`	In the **Current Status** area, the individual currently assigned to the record is displayed. In the **New Status** area, if necessary, select a new assigned individual from the drop-down list.
`Assigned Group`	In the **Current Status** area, the group currently assigned to the record is displayed. In the **New Status** area, if necessary, select a new assigned group from the drop-down list.
`Status`	In the **Current Status** area, the current workflow status of the record is displayed. In the **New Status** area, if necessary, select a new status for the record from the drop-down list. **NOTE:** The options available in the **Status** field vary according to agency. For questions regarding which status to choose for your record, contact your admin.
`Responsible`	In the **Current Status** area, the officer responsible for the record is displayed. In the **New Status** area, if necessary, select a new responsible officer for the record from the drop-down list.
`Supervisor`	In the **Current Status** area, the supervisor assigned to the record is displayed. In the **New Status** area, if necessary, select a new supervisor from the drop-down list.
`Message`	In the **New Status** area, enter any additional comments regarding the status of the record. The comments display in the **Message** column of the Workflow record.

Using the Group Filter Feature

Using the Group Filter feature, workflow approval messages can be filtered by group.

The Group Filter feature is available only to users who are members of multiple system groups, and when a user has active messages assigned to multiple groups.

To use the filter, from the Messages toolbar, in the **Group Filter** field, select the group by which to filter results. In the **Message Header** area, only the messages for the selected group are shown.

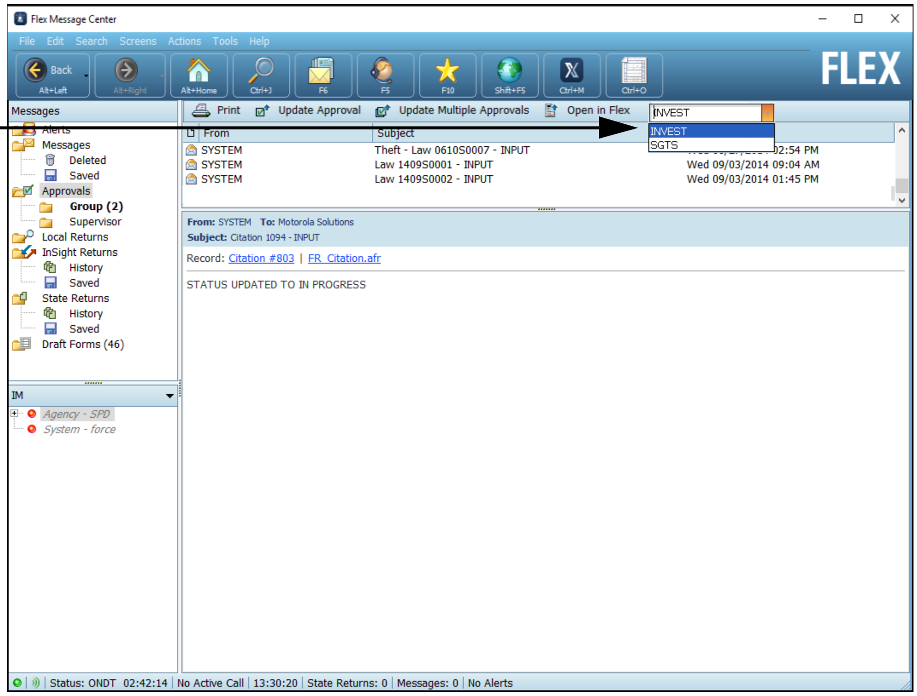


Figure 26: Group Filter Field

Working With Automatically Generated Workflow Records

Your admin can set Law Incident clearance codes to automatically generate Workflow records.

When a user closes a CAD call with a designated clearance code, then a Workflow record is generated for the responsible officer. The record is sent to the Approvals folder of the officer assigned to the call.

The record contains a message similar to the following:

```
You have been assigned Law record (0202-0037).

The current status of the record is: INPUT

Please update the record and status using the buttons

above at your earliest convenience.
```

Updating an Automatically Generated Workflow Record

To update an automatically generated record:

1 In the **Messages** pane, select the **Approvals** folder.

2 In the **Message Header** area, select the desired record, and then click the **Update Approval** button.

  The Update Status dialog box opens. In the **Current Status** area, in the **Status** field, the first status assigned to the record type is displayed.

3 In the **New Status** area, complete the appropriate information fields. For field descriptions, see Fields in the Update Status Dialog Box on page 53.

4 Click **OK**.

The Workflow record is updated and the responsible parties are notified. The record is removed from your **Approvals** folder.

Updating Multiple Automatically Generated Workflow Records

To update multiple automatically generated records:

1 In the **Messages** pane, select the **Approvals** folder.

2 In the **Message Header** area, select the desired records, and then click the **Update Multiple Approvals** button.

The Update Status dialog box opens.

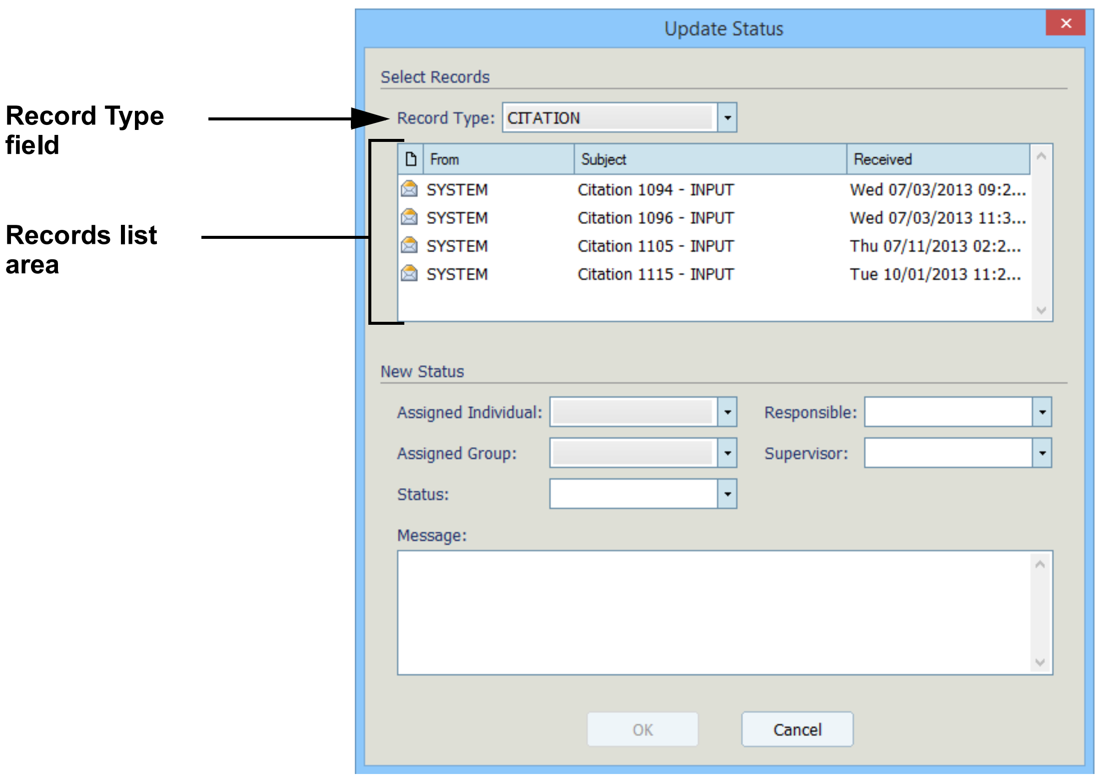


Figure 27: Update Status Dialog Box

3 In the **Record Type** field, select the type of record to update from the drop-down list.

4 In the **Records** list area, select the records to update using the following commands:

- To select a group of individual returns, press Ctrl and click each desired return.
- To select a series of returns, press Shift and click the first and last returns in the desired series.
- To select all returns, press Ctrl+A.

5 In the **New Status** area, complete the appropriate fields. For field descriptions, see Fields in the Update Status Dialog Box on page 53.

6 Click **OK**.

The Workflow records are updated and the responsible parties are notified. The records are removed from your **Approvals** folder.

Chapter 3

Queries, Returns, and Records

Queries for information on suspects, vehicles, property, and other categories can be performed in Mobile. The types of queries that can be performed depend on the modules purchased:

- **Mobile Local RMS Queries**. Used to query your agency's local RMS database. Some kinds of searches require other optional modules. For example, if your agency has installed the Premises Information module, and uses the CAMEO database, then information about thousands of different chemicals and hazardous materials can be searched.
- **Mobile State and National Queries**. Used to query state and national databases.
- **InSight**. Used to query Flex and non-Flex databases that are shared on an InSight broker server.

Query screens are designed for easy reading and data entry, and contain only the fields most often searched by Mobile users. Name, vehicle, property, law, and premises queries have advanced search options available.

The kinds of queries Mobile can perform also depends on the data provided. For example, in a name query, at least a birth date and a partial last name must be entered to query the NCIC Wanted Persons database. In addition, a sex and race must be entered to extend the query to the Person Multi-Query, Criminal History, NCIC Criminal History, and Juvenile Criminal History databases.

Responses to queries are received as returns. Returns from state and national queries and InSight queries can be used to create new records in your local database.

Local returns are displayed in the Search Results screen, and all returns are delivered to the Message Center.

The Message Center contains the following return folders:

- **Local Returns.** Contains results from your local database.
- **State Returns**. Contains state and federal returns.
- **Insight Returns.** Contains results from your InSight server.

Understanding the Mobile Search Screens

The following table lists the main categories for which queries can be performed in Mobile. The queries available depend on the modules your agency has purchased. To access these screens, from the menu bar, select **Search** > **Table,** where **Table** is the name of the table to search, or use the keyboard shortcut command for the desired search.

Category Name	Shortcut	Required Module
Names	Alt+S, N F2	Local RMS Queries
Vehicle	Alt+S, V F3	Local RMS Queries
Property	Alt+S, P F4	Local RMS Queries
Law	Alt+S, L F7	Local RMS Queries
Gun	Alt+S, G Ctrl+G	State and National Queries
Boat	Alt+S, B	Local RMS Queries
Offender Tracking	Alt+S, O	Offender Tracking
Premises	Alt+S, E F11	Premises Information
HAZMAT	Alt+S, Z F12	Premises Information

Any query that can be performed in Flex can also be performed in Mobile. To see additional Search screens, from the menu bar, select **Search** > **Other Local Searches** > **Table**, where **Table** is the name of the table to search.

Performing Queries

The Mobile Local RMS Queries and Mobile State and National Queries modules must be installed to send both RMS (local) and state queries. If your agency has both modules, then queries can be sent to your state's database, your agency's database, or both. If your agency has the State and National Queries module, then queries to national databases are submitted at the same time as queries to state databases. For each state query performed, a radio log entry is added to the Radio Log table in your agency's database.

To perform a query:

1 Do one of the following:

- To search your local database, and for state searches available from the Mobile Search screens, do one of the following:
- From the menu bar, select **Search**, and then select the option for the desired Search screen. See Understanding the Mobile Search Screens on page 57.

- From the main toolbar, click **Search** (Ctrl+J). From the Search screen toolbar, click the button for the desired search. For example, the **Vehicle** button.
- To search a StateLink screen, from the menu bar, select **Search** > **StateLink Searches**, select the type of search, and then the specific search to run.

The selected Search screen opens.

2 Enter the search criteria. To perform a state query in addition to a local query from a **Mobile Search** screen, select any return check boxes as appropriate for your agency, such as the Driver License check box.

3 Click **Search**, or press Enter.

The search status results are displayed. If search results were returned immediately, then a **Matches found** link is displayed next to the query sent.

Matches found links

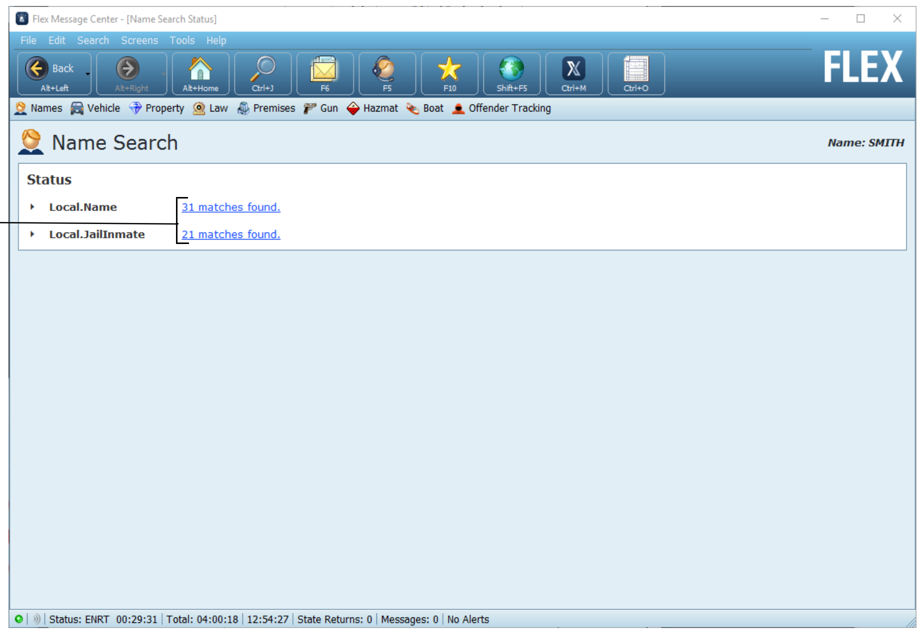


Figure 28: Matches Found Link In Search Results

4 Click a **Matches found** link to view local search results in the Message Center.

The search results are displayed in the Message Center.

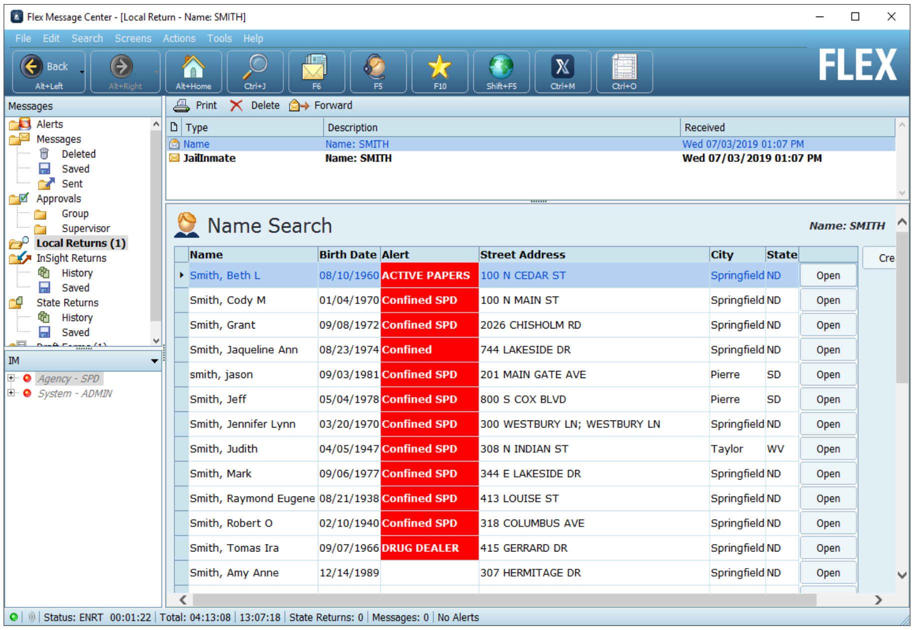


Figure 29: Search Results In Message Center

NOTE:

Depending on your agency settings, queries that match a single record automatically open that record in Flex. However, this feature works only if Mobile is used with Flex. For more information, see Viewing a Record in Flex on page 66.

5 Depending on the search results, do one of the following:

- If the desired record is displayed, then open it. See Working With Returns on page 65.
- If no local records match the search criteria, or if the desired record is not displayed, then verify whether the record is in your state returns. See Working With Returns on page 65.
- If no local or state records match the search criteria, or if the desired record is not displayed, then click the **Create New** button and create a new record. See Adding Name, Vehicle, or Property Records on page 97.

NOTE:

For local returns, records that have certain alerts or warning flags associated with them appear at the top of the list. Other records are listed according to the record number. For more information on alert flags, see Understanding Warning and Alert Flags on page 88.

Using Wildcard Characters

Use wildcard characters to represent one or more unknown characters. In Mobile, the wildcard characters are the question mark (?), asterisk (*), and brackets ([ ]). Wildcard characters can be used in most fields, with the exception of time-date fields, dollar amount fields, and record number fields. A question mark (?) can be used only in fields that contain masked information, such as a phone number field or a Social Security number field. For more information on using wildcard characters, see the *RMS User Manual*.

Only local queries to your database support the use of wildcard characters. For queries performed using the State and National Queries module, most states do not allow the use of wildcard characters.

Entering State Passwords

Depending on the requirements of your state, a password might be required to submit a state query.

If your state requires a password, then it must be entered before performing any state queries. The password is retained until the Mobile session is ended.

To enter your state password:

1 Do one of the following:

- From the Search screen, enter your search criteria, select the desired state return check boxes, and then click **Search**.
- From the menu bar, select **Tools** > **State Database Login**.

The User Login dialog box opens.

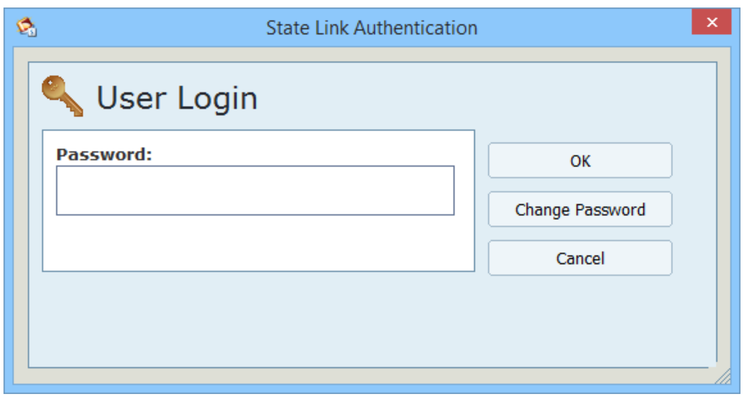


Figure 30: User Login Dialog Box

2 In the **Password** field, enter your state password, and then click **OK**.

NOTE:
If the password entered does not match the length requirements set by your state, then a message box opens, stating so. Click **OK** to close the message box, and then enter your password again.

The password is sent to the state, the dialog box closes, and one of the following occurs:

- If the password is correct, then the state sends a message to the Message Center stating the login was accepted.
- If the password is incorrect, then the state sends a message to the Message Center stating so. Repeat steps 1–2 to re-enter your password.

Changing Your State Password

The password for the state database can be changed if necessary.

To change your state password:

1 Select **Tools** > **State Database Login**.

The User Login dialog box opens.

2 Click the **Change Password** button.

The Change Password dialog box opens.

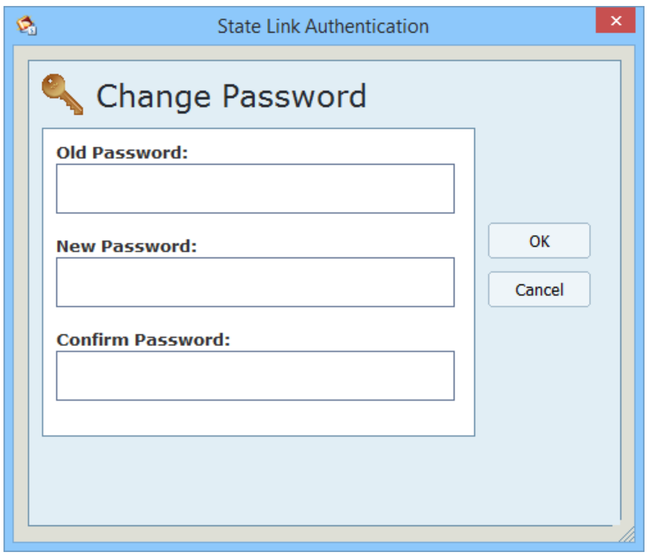


Figure 31: Change Password Dialog Box

3 Complete the following fields:

- **Old Password**: Enter your current password.
- **New Password**: Enter your new password.
- **Confirm New Password**: Enter your new password again.

4 Click **OK** to accept your new password and close the dialog box.

The change password request is sent to the state. Continue to use your old password until your new password is confirmed by the state.

NOTE:
If the passwords entered in the **New Password** and **Confirm Password** fields do not match, then the change is not sent to the state, and a message appears in the Change Password dialog box stating that the passwords do not match. Enter your new state password in both fields again.

Sending Insight Queries

If your agency has the InSight module, and the necessary privileges have been given, then a single query can be performed from the Name, Property, or Vehicle Search screen to receive responses from Flex and non-Flex databases whose information is shared on a broker server. Using InSight, specific agencies or groups of agencies established by your admin can be queried, and information including demographics, images, alert codes, and involvements (links between records) is received. For more information, see the InSight Manual.

To send an InSight query:

1. Click **Search**.
2. Click **Names** (F2), **Vehicle** (F3), or **Property** (F4).

   The selected Search screen opens.
3. Enter your search criteria.

   NOTE:
   To display additional fields for searching, click **More advanced search options**.
4. Select the **InSight** check box, located on the right side of the Search screen.

   The **Default Sites** and **Choose Sites** options appear.
5. Do one of the following:
   - To query default agencies and groups, select **Default Sites**.
   - To query specific agencies and groups, select **Choose Sites**.
6. Click **Search**.
   - If querying specific agencies and groups, then the InSight search options are displayed. Select the agencies and groups to query, and then click **OK**.

   The query is sent and the InSight returns are received in the **InSight Returns** folder in the Message Center. In the Today Center, the number of new or unread InSight returns is displayed.

   NOTE:
   If prompted to log in to InSight, enter your InSight password in the **Password** field that appears on the Search screen, and then click **OK**.

Searching for Hazardous Materials

If your agency uses the Premises module, then to view hazardous chemical information, use the CAMEO® Chemicals Database developed by the Environmental Protection Agency (EPA) and the National Oceanic and Atmospheric Administration (NOAA). The database is available as both a website and a desktop application. Information about hazardous materials can also be stored in Premises records.

The website for CAMEO is https://cameochemicals.noaa.gov, and is the default application used to perform searches for hazardous materials. To use this website, an Internet connection is required. If your agency has purchased and licensed the CAMEO database, then your admin can download the desktop application for offline use. Contact your admin for more information.

To search for hazardous materials:

1 Select **Search** > **Hazmat** (Alt+S, Z), or press F12.

The CAMEO Chemicals Search screen opens.

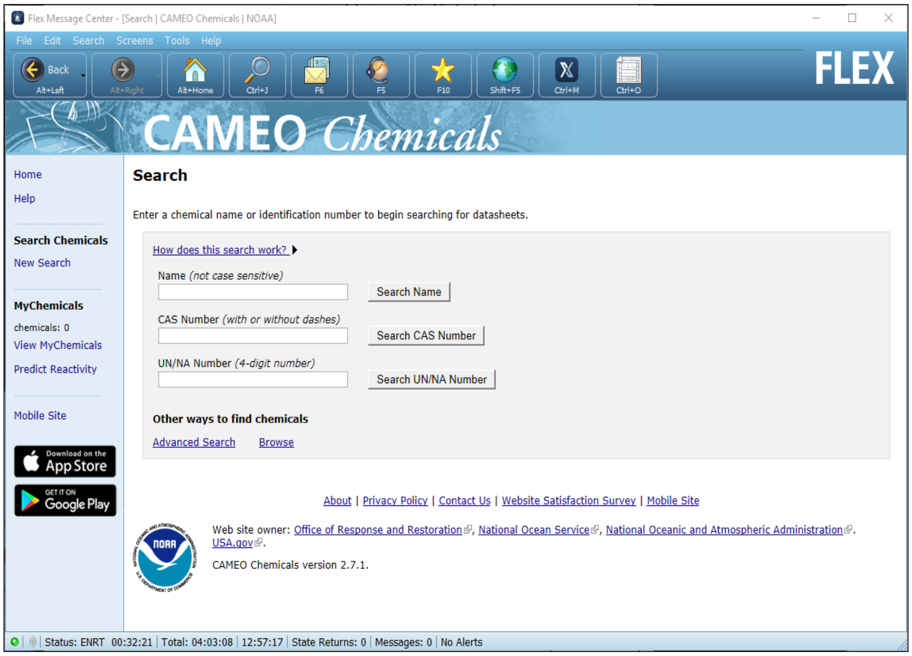


Figure 32: CAMEO Chemicals Search Screen

2 Enter your search criteria. The **Name**, **CAS Number**, or **UN/NA Number** fields can be searched. For assistance searching, click the **How does this search work?** hyperlink.

NOTE:
The **Name** field can contain a large amount of information. To make it easier to search for hazardous materials, the asterisk (*) wildcard character is added to the front and back of search criteria in the **Name** field. For example, a search for lithium in the **Name** field appears as `*lithium*`.

3 Click the **Search** button, or press Enter.

The CAMEO Chemicals search results are displayed.

4 To view a HAZMAT record, click the record hyperlink.

The selected record is displayed.

Viewing Hazardous Material Information

The Hazardous Material screen displays information that can help Law, Fire, and EMS personnel identify and safely handle hazardous material. The information includes a description of the possible health hazards, recommendations for protective clothing, fire-fighting techniques, and first-aid procedures. For help understanding the information on the screen, click the **What is this information?** hyperlink in each section.

Working With Returns

The way returns are received depends on the type of query submitted. This section describes the following:

- Viewing RMS Returns on page 65
- Viewing State and InSight Returns on page 67
- Using the Message Center With Returns on page 67

Viewing RMS Returns

RMS (local) returns appear as a list in the Search Results screen. Records that have certain alerts or warning flags associated with them appear at the top of the list. Other records are listed according to the record number. For more information on alert flags, see Understanding Warning and Alert Flags on page 88.

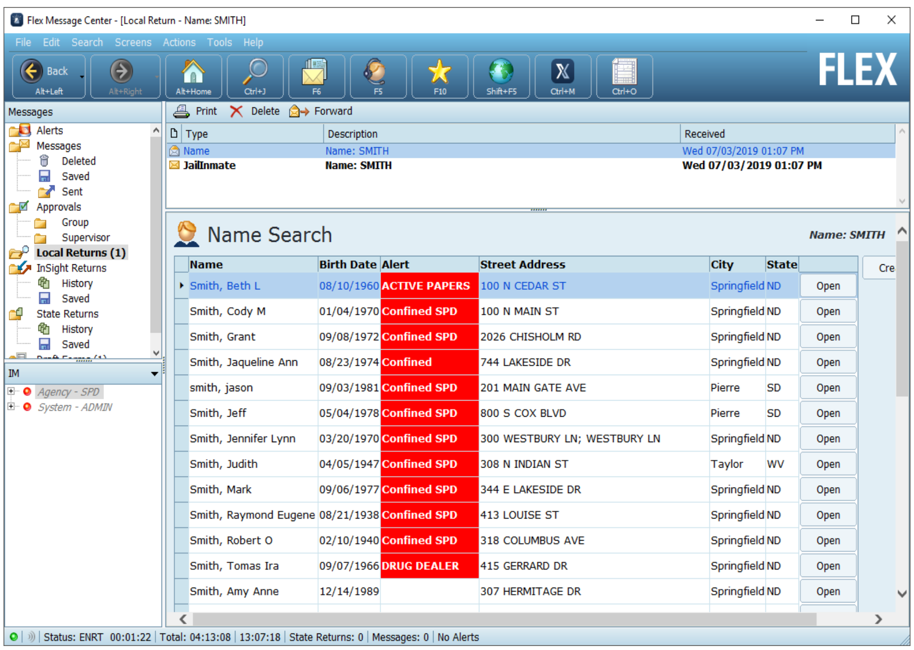


Figure 33: RMS (Local) Returns In Search Screen

To print the list of results, right-click anywhere in the list, and then select **Print** from the shortcut menu.

View a Record in Mobile

To view a record in Mobile, do one of the following:

- Double-click the desired record to view. Use the scroll bar to view any records in the list that do not fit in the window.
- Use the Up Arrow or Down Arrow key to highlight the desired record, and then press Enter. To navigate to the beginning of the list, press the Home key. To navigate to the end of the list, press the End key.

The selected record opens.

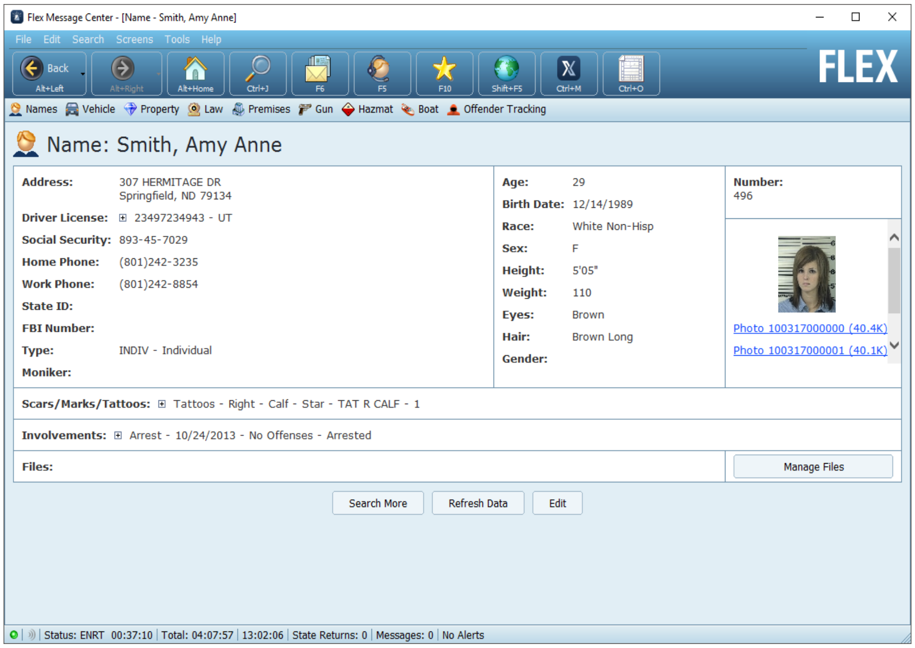


Figure 34: Selected Record Screen

The information displayed depends on the record type. For more information, see Using the Record Screens on page 80.

Viewing a Record in Flex

Local returns for Name and Vehicle records can be opened in Flex when the software is used to open Mobile. When returns are listed, the Open button is displayed next to the return. For more information, see Logging In to Mobile on page 16.

To view a local return in Flex, click the **Open** button next to the record.

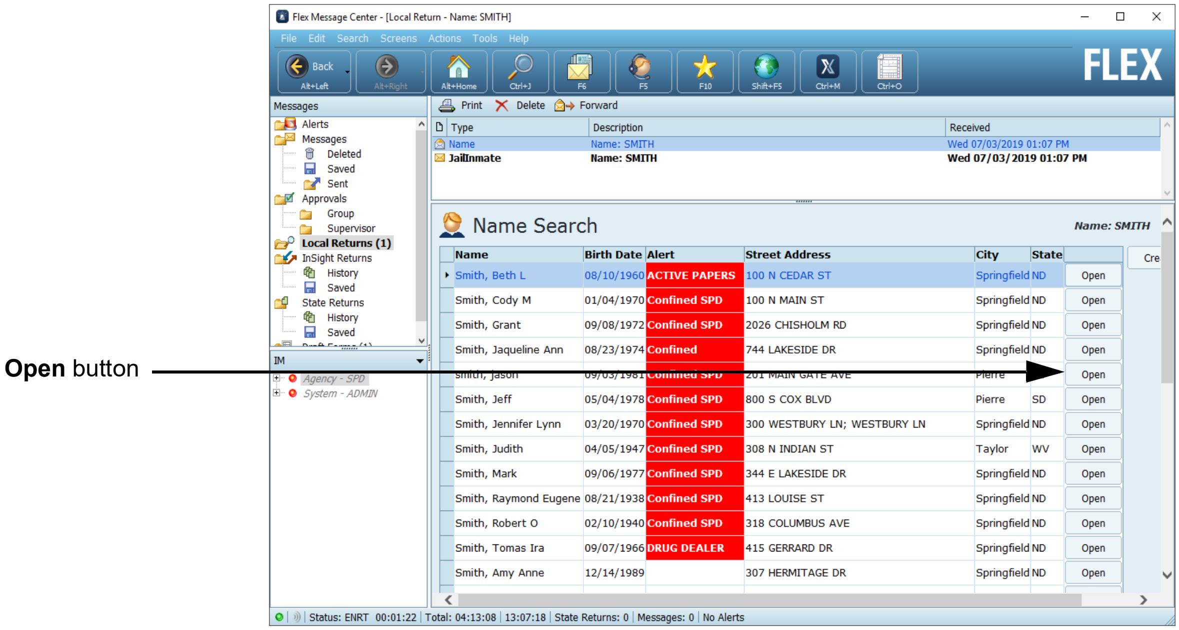


Figure 35: Open Button

Depending on the settings established by your admin, if a local query produces a single search result, then the record automatically opens in Flex. Contact your admin for more information.

Viewing State and InSight Returns

Responses to federal queries are included in state returns. The specific format of a state or federal query return is different for every state. In some states, returns are a continuous block of text. In other states, returns are formatted into paragraphs and certain fields (such as alerts, date of birth, and expired license information) are highlighted with different fonts or colors. Some states include driver license photographs that are displayed in the message.

When a state or federal query produces more than one record, some states send a separate return for every record and others provide a list return.

InSight query responses are formatted as list returns. Depending on how your admin sets up Mobile, the InSight returns might include agency contact information. Use the agency contact information to contact agencies if additional information for a specific return is needed. If your admin sets up agency contact information, then it is displayed in the **Agency Contact Details** area of the return.

Using the Message Center With Returns

The Message Center contains folders for each return type, including the **Local Returns** folder, the **Insight Returns** folder, and the **State Returns** folder.

With returns, do any of the following:

- Printing Returns on page 68
- Forwarding Returns on page 69
- Adding State Returns to a CAD Call on page 69

To select multiple returns, the following standard Windows functions can be used:

- To select a group of individual returns, hold down the Ctrl key and click each desired return.
- To select a series of returns, hold down the Shift key and click the first and last returns in the desired series.
- To select all returns, press Ctrl+A.

Using the History Folder

By default, state and InSight returns are moved to the **History** folder after they are viewed, unless they are saved or deleted.

When a return is saved, it is moved into the **Saved** folder and kept indefinitely. To save a return, in the **Message Heading** area, select the returns to save, and then, from the Messages toolbar, click the **Save** button.

Your admin can set up Mobile to move state and InSight returns to the **History** folder only after viewing the return and leaving Message Center. For more information, see Setting Message Center Options on page 237.

The **History** folder is emptied when Mobile is exited. However, the returns can be retrieved for up to 48 hours. After 48 hours, the returns are permanently deleted. If a return is deleted, then it cannot be retrieved.

Retrieving Returns

To retrieve returns:

1. Right-click the **History** folder.
2. Select **Get Additional “History” Items**.
3. Select the time frame for the additional history items to retrieve.

   The returns appear in the **History** folder.

Permanently Deleting Returns

To permanently delete all returns from the History folder:

Right-click the **History** folder and then select **Delete All “History” Items**.

To choose which returns to permanently delete, from the **History** folder, select the returns, and then do one of the following:

- Press Delete.
- From the Messages toolbar, click **Delete**.
- From the menu bar, select **Edit** > **Delete** (Alt+E, D).

Printing Returns

Returns can be printed from any of the return folders.

To print returns:

1 In the Message Center, in the **Messages** pane, select the desired return folder. If necessary, do one of the following:

- For returns viewed in the last 48 hours that were not saved or deleted, select the **History** folder. If the desired return is not visible, then retrieve it. See Retrieving Returns on page 68.
- For saved returns, select the **Saved** folder.

2 In the **Message Header** area, select the returns to be printed.

3 Click **Print** to open the Print dialog box.

4 Configure your printer settings, and then click **Print**.

All of the selected returns are sent to the printer at once, but each return is printed on a separate sheet of paper as its own print job.

Forwarding Returns

Returns from any return folder can be forwarded to specified users or groups.

To forward returns:

1 In the Message Center, from the **Messages** pane, select the desired return folder. If necessary, do one of the following:

- For returns viewed in the last 48 hours that were not saved or deleted, select the **History** folder. If the desired return is not visible, then retrieve it. See Retrieving Returns on page 68.
- For saved returns, select the **Saved** folder.

2 In the **Message Header** area, select the returns to be forwarded.

3 Click the **Forward** button to open the Select Names dialog box.

4 Selected the desired recipients, and then click **OK**. For more information, see Forwarding a Message on page 36.

The returns are forwarded to the selected recipients.

Adding State Returns to a CAD Call

State returns can be added to a CAD call. Local and InSight returns cannot be added to a CAD call.

To add state returns to a CAD call:

1 In the Message Center, from the **Messages** pane, select the **State Returns** folder. If necessary, do one of the following:

- For returns viewed in the last 48 hours that were not saved or deleted, select the **History** folder. If the desired return is not visible, then retrieve it. See Retrieving Returns on page 68.
- For saved returns, select the **Saved** folder.

2 From the **Message Header** area, select the returns to add.

3 Click the **Add to Call** button to open the Select Call window.

Add to Call button

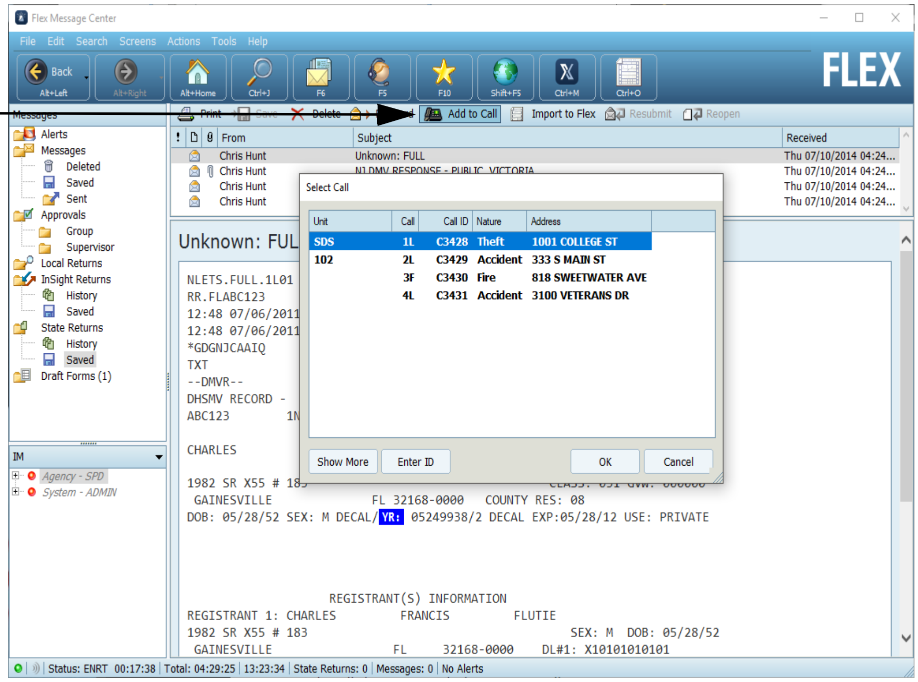


Figure 36: Select Call Window

4 Select the call to which the returns will be added. Returns can be added to open or closed calls.

- To show an additional eight hours of call history, click the **Show More** button. The **Show More** button can be clicked until a week of calls is displayed.
- If the desired call is not on the list, then click **Enter ID** to manually enter the long-term call ID.

5 Click **OK**.

The selected state returns are added to the call.

Importing Information from a State Return

If the necessary privileges have been given, then data from state returns can be imported to the database to create a new Name or Vehicle record. If the software can determine how the data from the return matches the fields in the software, then the fields for the new record are completed automatically when the record is imported.

If the software cannot read the return, such as when the return is not from your state, then the appropriate record type must be selected and the information copied and pasted into the correct fields. For more information, see Separating Records to Import to the Database on page 78.

To import information from a state return:

1 From the Message Center, click the **State Returns** folder.

2 Select the state return to import.

3 Click **Import to Flex**.

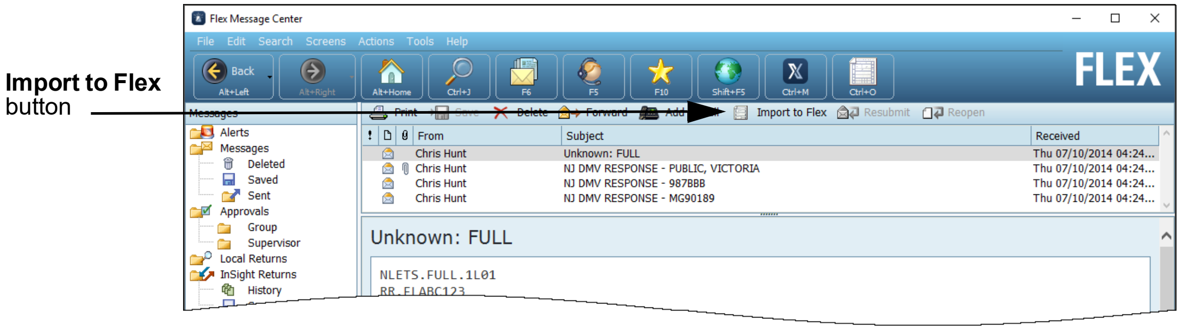


Figure 37: Import to Flex Button

One of the following occurs:

- If the software cannot read the record, then see Separating Records to Import to the Database on page 78.
- If the software can read the record, and the record contains information for only one record type, then the Add Record screen opens for the record type.
- If the software can read the record, but the record contains return information for both names and vehicles, then a dialog box opens, prompting for verification of which information to import. Select the desired record type. The Add Record screen opens for the record type.

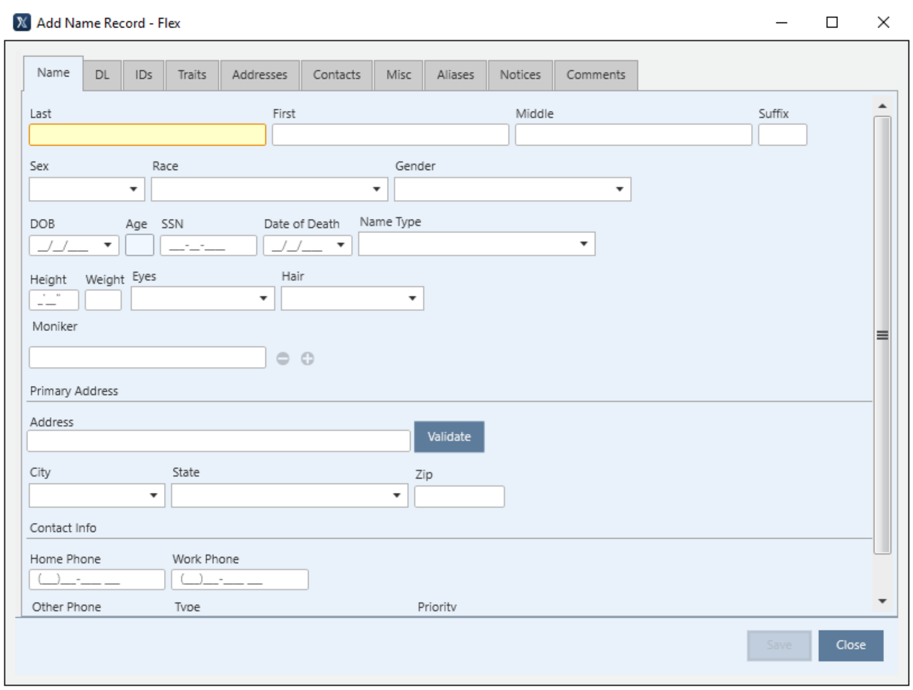


Figure 38: Add Record Screen

Fields are automatically populated with data from the state return. Fields that contain values not found in the drop-down list are outlined in red. Fields with warnings are outlined in yellow. To view messages for the outlined fields, rest the mouse pointer over each field.

NOTE:
If a value is not found in a field drop-down list, then a translation for that value should be added to the database. See your admin for assistance.

4 Verify that the imported data is correct.

5 Complete the remaining fields. For field descriptions of each record type, see the following sections:

- Completing the Add Name Record Screen on page 100
- Completing the Add Vehicle Record Screen on page 112

6 If importing a Vehicle record, then link the vehicle owner. See Linking the Vehicle Owner on page 72.

7 When finished, click **Save**.

NOTE:
If your agency maintains a geobase, and the address has not yet been validated, then the Address Selection window opens. Select the correct address, and then click **Select**. Otherwise, click **Don’t Validate** to continue without validating the address.

A new record is created using the imported information.

Linking the Vehicle Owner

When importing a state return for a Vehicle record, the software helps associate the owner of the vehicle in the **Owner** tab of the Add Vehicle Record screen, and searches the database for a Name record that could potentially be the owner.

Using data from the state return, the software searches the database for a Name record with matching data in the following fields:

- Social Security Number
- Driver License Number
- Date of Birth
- Address
- Name

The record with the closest matching data is displayed in the **Owner** tab, in the **Is this the owner?** area.

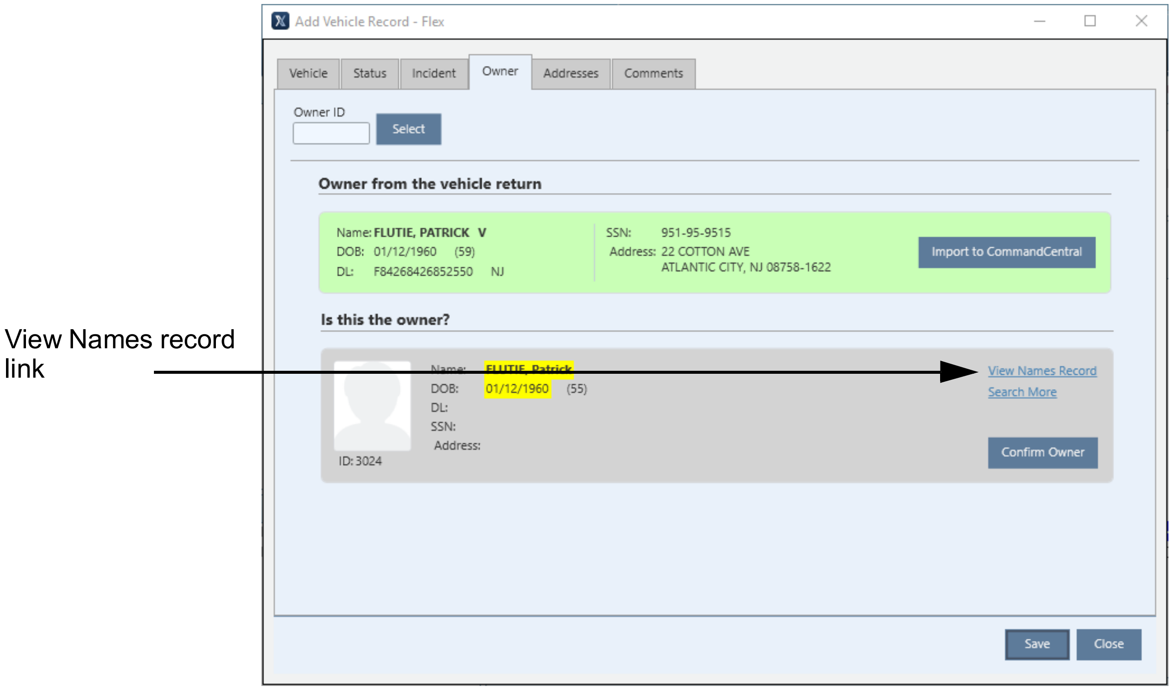


Figure 39: Owner Tab With View Names Record Link

Data in the suggested record that matches data in the state return is highlighted for quick comparison. To open the Name record in Mobile and verify owner information, click the **View Names Record** link.

NOTE:

The suggestions displayed depend on the amount of information in the state return. Suggested owners are not guaranteed matches to the vehicle. Suggestions must be reviewed carefully before confirming an owner.

Use the following table to determine how to link the vehicle owner to the Vehicle record, based on whether the software is able to find a potential candidate.

If The Software	Then
Finds a potential candidate with matching data	Link the Name record to the **Owner** tab. See Confirming the Vehicle Owner on page 74.
Finds a potential candidate that might be correct	Click the **View Name record** link to view more record details.
Finds a potential candidate that is not correct	Search again. See Searching for Another Name Record on page 74.
Does not find any potential candidates	Search for a matching Name record (see Searching for Another Name Record on page 74), or create a new Name record using the state return information (see Importing Owner Information on page 76).

Confirming the Vehicle Owner

If the suggested record belongs to the owner, then in the **Is this the owner**? area, click the **Confirm Owner** button to link the Name record to the Vehicle record.

Searching for Another Name Record

To search for another Name record:

1 From the **Owner** tab, do one of the following:

- If a match is found, but is incorrect or inaccurate, then click the **Search More** link.

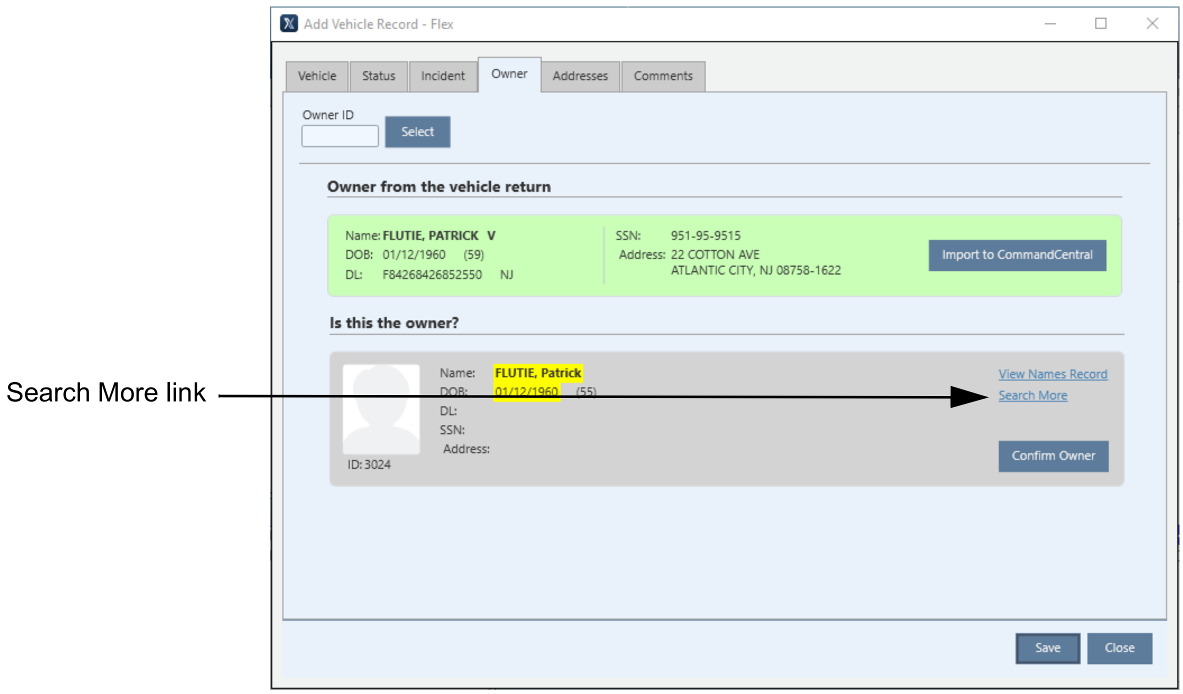


Figure 40: Search More Link

- If no matches are found, then click the **Search for the Owner** link.

Search for the Owner link

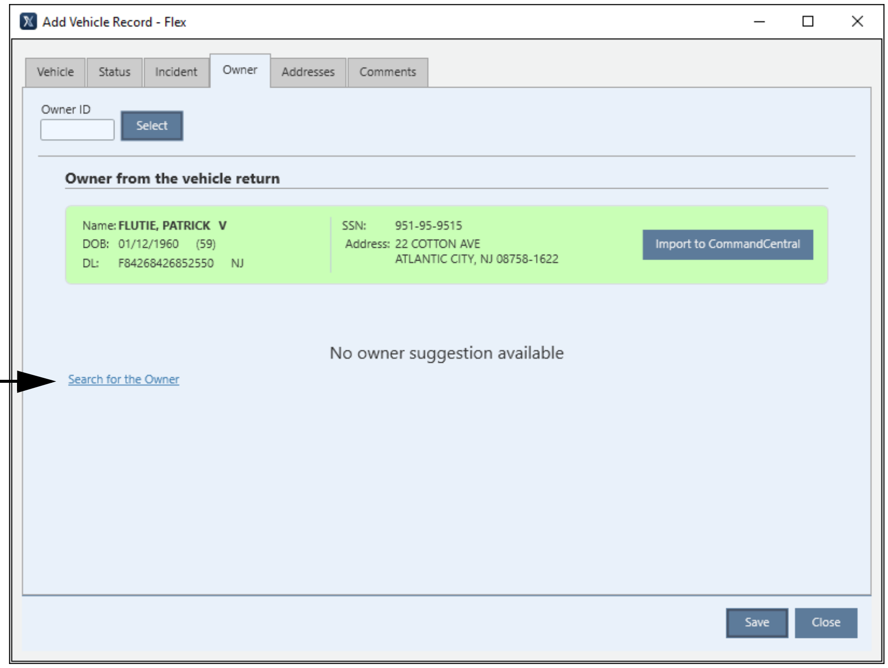


Figure 41: Search For The Owner Link

The Name Search screen opens with details from the state return in the search fields.

2 If necessary, remove details from the fields to expand the search.

3 Click **Search**.

All matching records are displayed on the screen.

4 Do one of the following:

- If a match is found, then double-click the record to view it, and continue to step 5.
- If no matches are found, then the information from the state return can be imported to create a new record in the database. See Importing Owner Information on page 76.

5 Return to the Add Vehicle Record screen.

6 Click the **Select** button, located next to the **Owner ID** field.

A list of Name records that were recently opened in Mobile appears, with the most recently viewed records at the top.

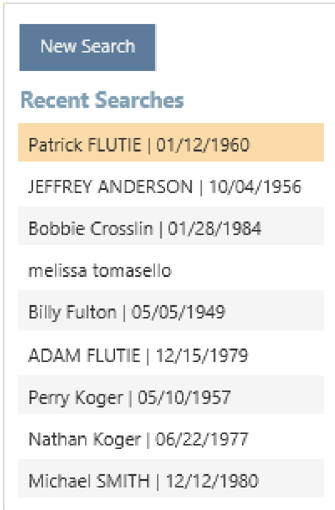


Figure 42: Name Records

7 Select the desired Name record from the list.

Information for the selected Name record is added to the **Owner** tab.

Importing Owner Information

After searching for records, if a match is not found, or if the suggested record is not a match, then owner information from the Vehicle return can be imported to the database to create a new Name record.

To import owner information:

1 From the **Owner** tab, in the **Owner from the vehicle return** area, click the **Import to CommandCentral** button.

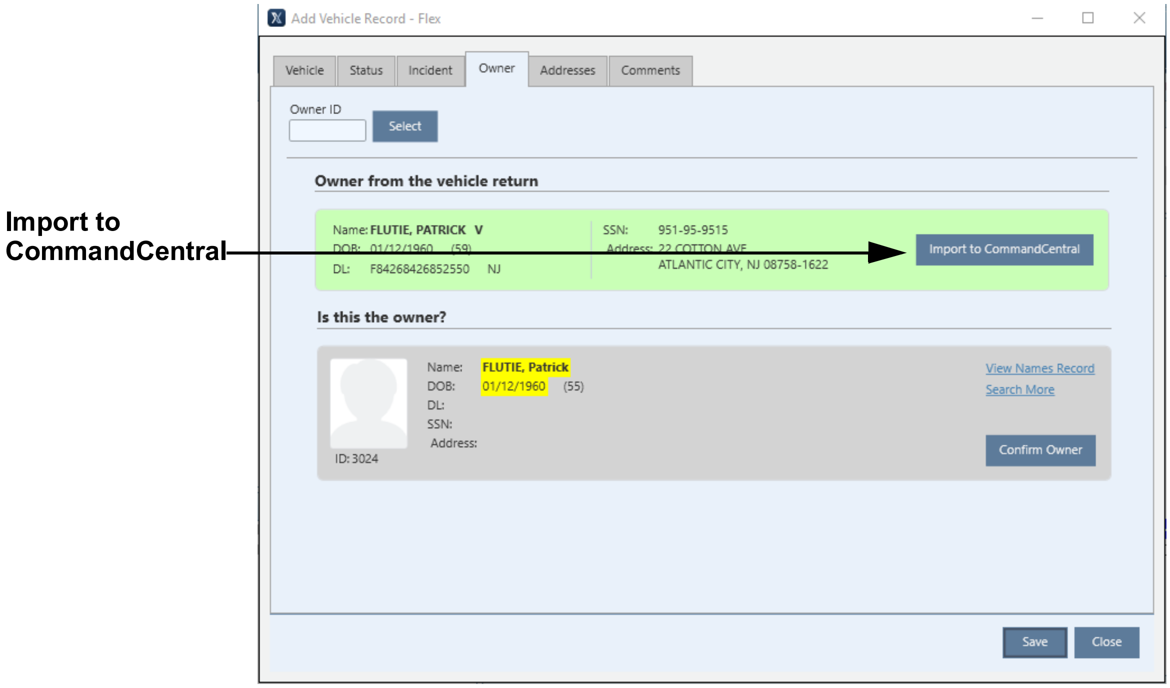


Figure 43: Import to CommandCentral Button

The Add Name Record screen opens. Details from the state return are automatically populated in the matching fields.

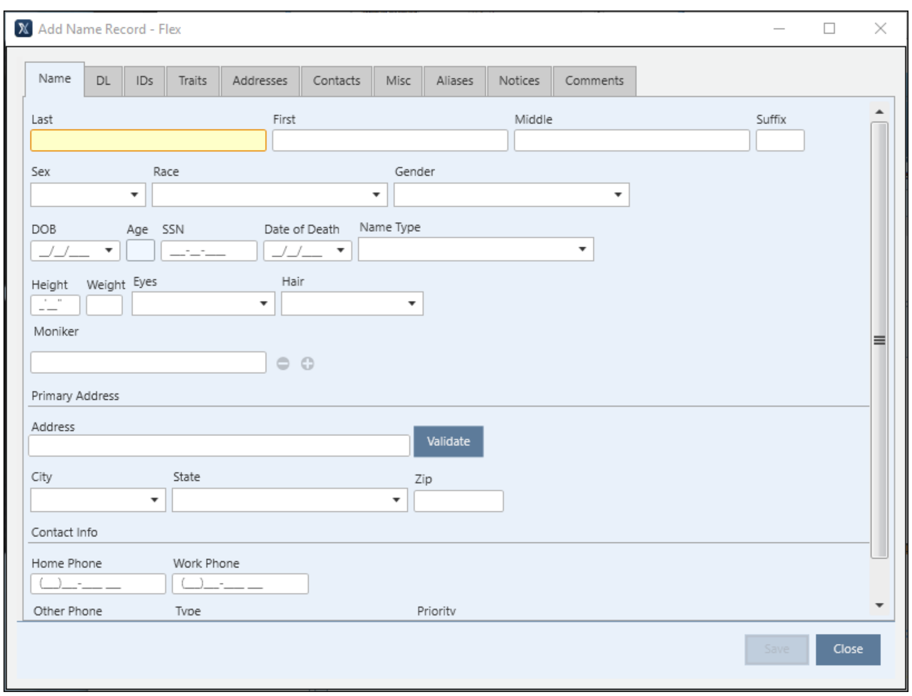


Figure 44: Add Name Record Screen

2 Verify that the imported data is correct.

3 Complete additional fields as needed. For field descriptions, see Completing the Add Name Record Screen on page 100.

4 When finished, click **Save**.

The new Name record is validated and added to the **Owner** tab. See Validating a New Name Record on page 131.

Separating Records to Import to the Database

If a StateLink return is not readable by the system, and cannot be imported to the Add Record screen, then the information must be copied and pasted into the appropriate fields for the selected record type.

To separate records to import to the database:

1 From the Message Center, click the **Import to Flex** button.

The Unable to parse StateLink return prompt box opens.

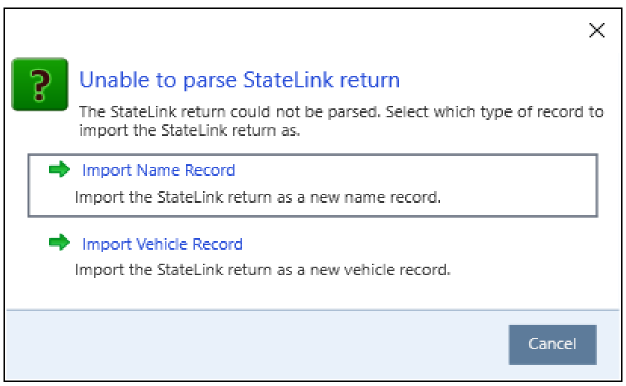


Figure 45: Unable To Parse Statelink Return Prompt

2 Do one of the following:

- To add a new Name record, click **Import Name Record**.
- To add a new Vehicle record, click **Import Vehicle Record**.
- To cancel the action, click **Cancel**.

The Add Record screen for the record type opens. The screen is split into two frames: the **StateLink Return** pane on the left, and the **Add Record** tabs on the right. The split allows data to be easily viewed and transferred between frames.

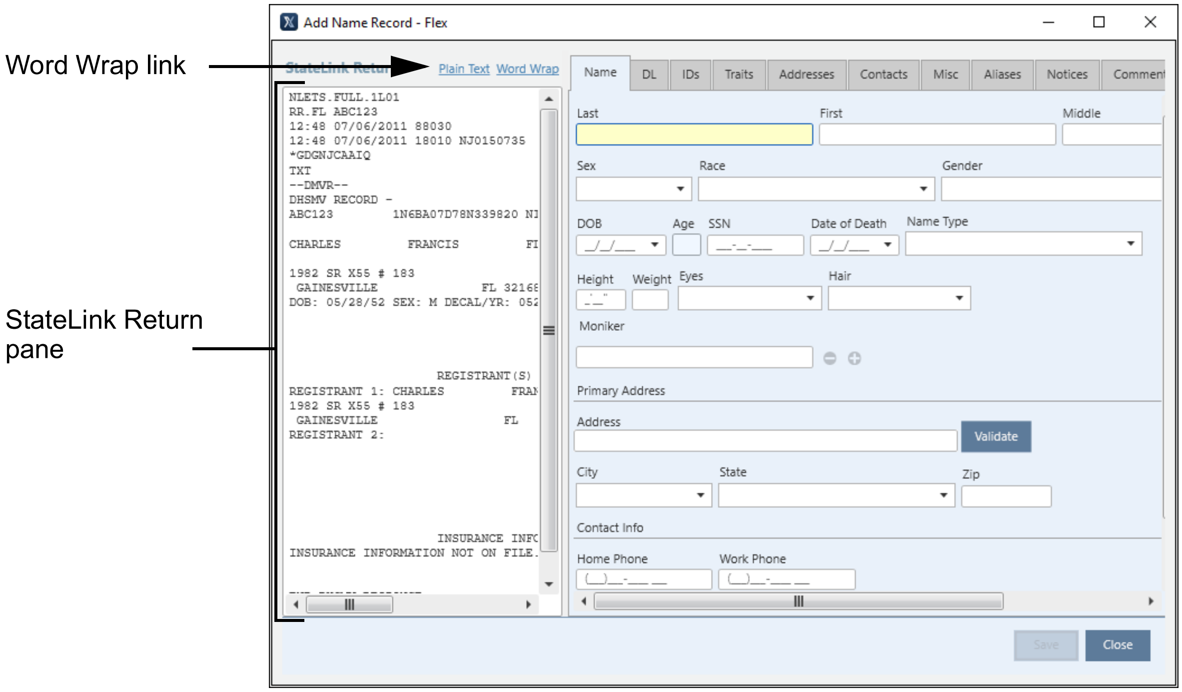


Figure 46: Add Record Screen

By default, information in the **StateLink Return** pane is displayed in plain text. The text is selectable, but not editable.

To view the information with the word wrap function, so that all the information is displayed in the window without scrolling across the pane, click the **Word Wrap** link.

3 Copy (Ctrl+C) and paste (Ctrl+V) information from the **StateLink Return** pane to the fields of each **Add Record** tab, as necessary.

4 When finished, click **Save**.

The software runs an advanced search to validate the record against existing records to avoid duplicates. See Validating a New Record on page 131.

Importing Information from an InSight Return

If the necessary privileges have been given, then the data from InSight returns can be imported to the database to create a new Name, Vehicle, or Property record.

To import information from an InSight return:

1 From the Message Center, click the **InSight Returns** folder.

2 Select the InSight return to import.

3 Click the **Import to Flex** button.

The Add Record screen opens for the record type.

NOTE:

Fields are automatically populated with the data from the InSight return. Fields with warnings are outlined in yellow. To view messages for outlined fields, rest the mouse pointer over each field. Images cannot be imported from InSight returns.

4 Verify that the imported data is correct.

5 Complete any remaining fields. For Vehicle and Property records, InSight returns do not include owner information. Instead, the agency or officer that reported the item is referenced. Enter the owner information into the record, if available. For field descriptions of each record type, see Adding Name, Vehicle, or Property Records on page 97.

6 When finished, click **Save**.

NOTE:

If your agency maintains a geobase, and the address has not yet been validated, then the Address Selection window opens. Select the correct address, and then click **Select**. Otherwise, click **Don't Validate** to continue without validating the address.

A new record is created using the imported information.

Using the Record Screens

Each record is divided into areas to list any involvements, alerts, images, files, or other important information connected to that record.

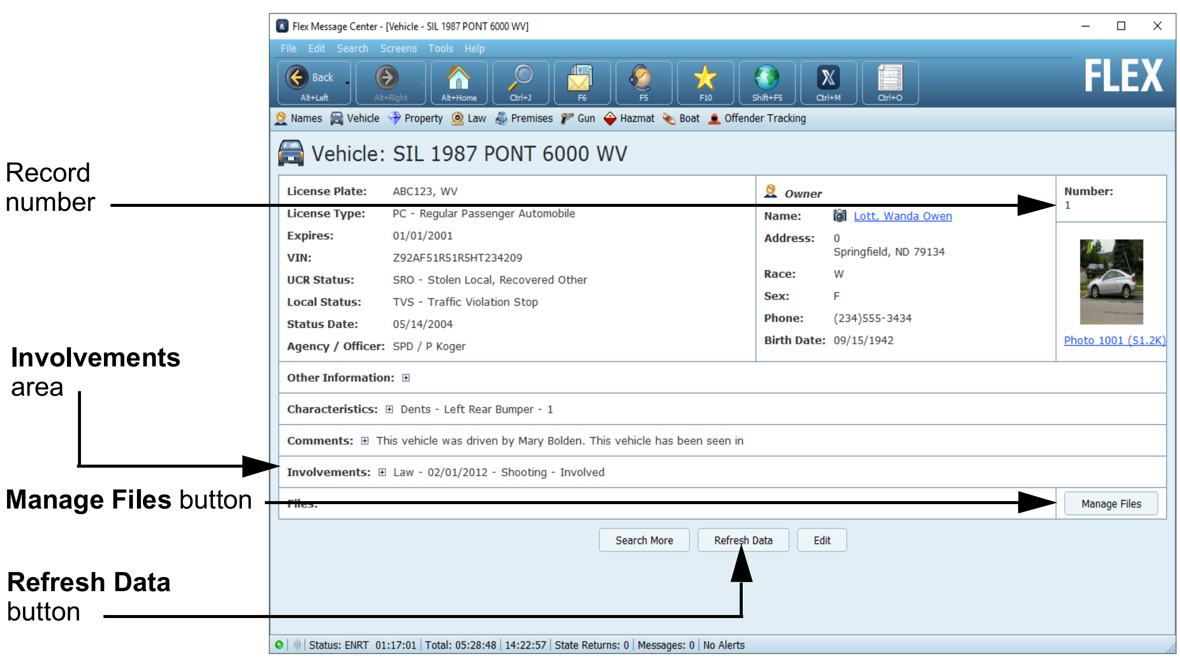


Figure 47: Areas In A Record

The areas on each Record screen depend on the type of record and the information attached. However, most records contain the following:

- **Record number.** Each record is assigned a record number, which can be used in the Search screens to search for the record.

- **Record heading.** Each record screen has a record heading. The information in the record heading varies by record type. For example:
    - Name records contain the name of the individual or business.
    - Vehicle records contain the color, year, make, model, and state of the vehicle.
    - Property records contain the color, type, brand, model, and estimated value of the property.
    - Law Incident records contain the nature of the incident.
    - Premises records contain the name of the premises.
- **Images area.** Displays a thumbnail image, if an image is attached. To view attached images, click the link for the image file. To return to the original record, click the **Back** button (Alt+Left Arrow). Image files must be managed from the record in Flex.
- **Involvements area.** Contains links to involvements for the current record. Expand the **Involvements** area to view the list of involvements. To filter involvements by type, click the link above the involvement list for the record type.

  If there are more involvements connected to the record than fit on the expanded list, then use the **Next** and **Prev** links to navigate through the full list. To return to the original record from the full involvement list, click the **Back** button (Alt+Left Arrow).

  To view the involved record, double-click the detail record.
- **Files area.** Contains links to files attached to the record. To view a file, double-click the detail record.

  If there are more files attached to the record than fit on the expanded list, then click the **Next** and **Prev** links to navigate through the full list. To return to the original record, click the **Back** button (Alt+Left Arrow).
- **Manage Files button.** Opens the File Capture window. For more information, see Managing File Attachments on page 95.
- **Refresh Data button.** Refreshes the screen to show any changes made to the record in Flex since opening the record in Mobile.

The following sections describe some of the most commonly used Record screens:

- Using the Name Screen on page 82
- Using the Vehicle Screen on page 83
- Using the Property Screen on page 84
- Using the Law Incident Screen on page 85
- Using the Premises Screen on page 86

Using the Name Screen

The Name screen provides information about individuals or businesses in your local database.

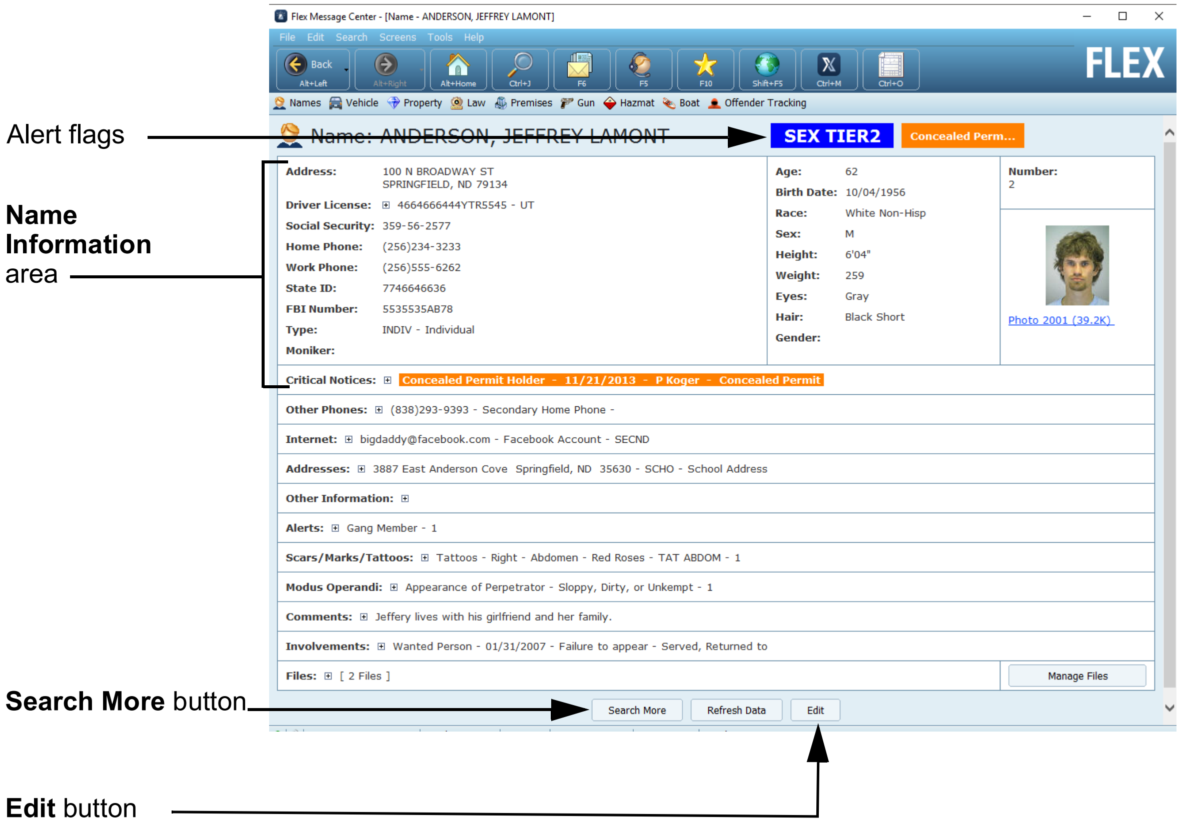


Figure 48: Name Screen

Depending on the information in your database, the Name screen might contain the following areas. This list is not all-inclusive. The information available depends on your record type and data available:

- **Name Information.** Contains basic information about the individual or business, such as the address, phone number, Social Security number, and record type. Any alert flags for the record are also displayed.
- **Critical Notices.** Contains summary information for any critical notices linked to the record. For more information on critical notices, see Understanding Critical Notice Alerts on page 89.
- **Other Phones.** Contains additional phone numbers.
- **Internet.** Contains Internet contact information, such as a website address or an email address.
- **Addresses.** Contains additional address information, such as a second home or a work address.
- **Other Information.** Contains information such as additional contacts or employer information.
- **Alerts.** Contains summary information for general alert flags attached to the record. For more information, see Understanding Warning and Alert Flags on page 88.
- **Scars/Marks/Tattoos.** Contains information about the individual's scars, marks, or tattoos.

- **Modus Operandi.** Contains information about the individual's *modus operandi*, or method of operation.
- **Comments.** Contains additional useful information, such as where an individual can typically be found during a certain time of day.

The following buttons are on the Name screen:

- **Search More.** Opens the Name Search screen, populates the current record information in the appropriate fields, and selects all possible search options. To complete the search, click **Search**.
- **Edit.** Opens the Edit Name Record screen. Make the desired changes to the record, and then click **Save**. The fields in the Edit Name Record screen are the same as the fields in the Add Name Record screen. For field descriptions, see Completing the Add Name Record Screen on page 100.

Using the Vehicle Screen

The Vehicle screen contains information about vehicles in your local database.

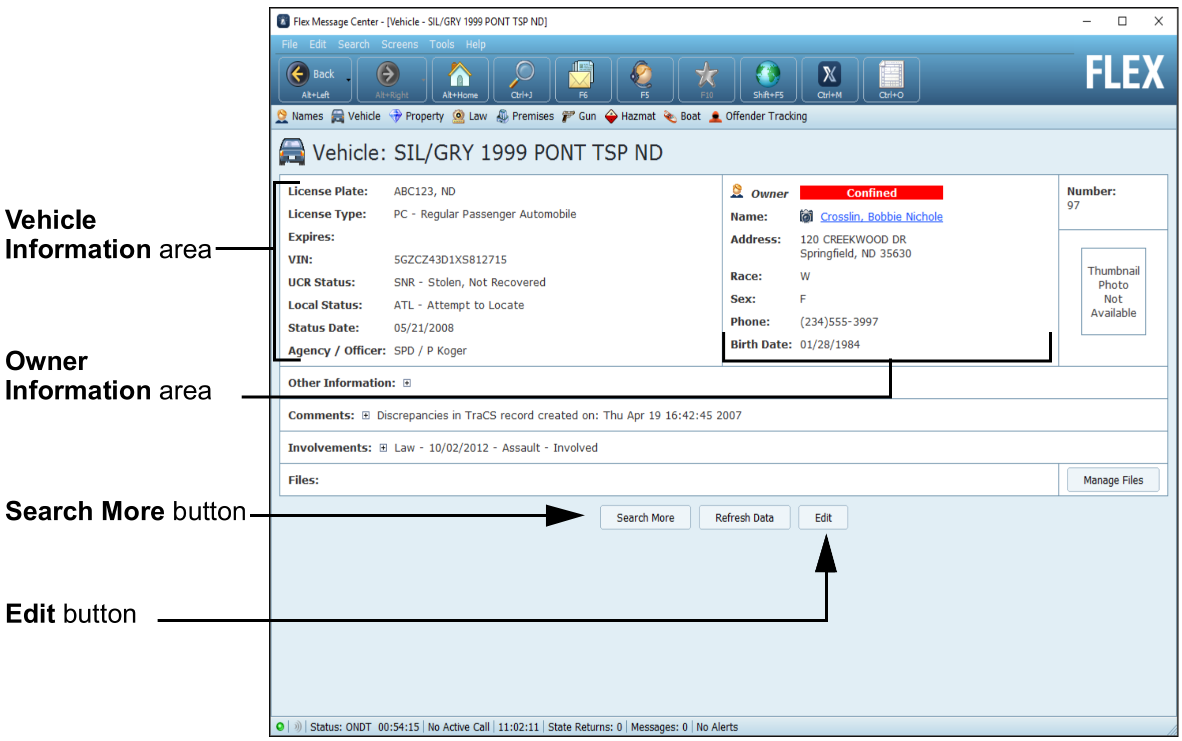


Figure 49: Vehicle Screen

Depending on the information in your database, the Vehicle screen might contain the following areas. This list is not all-inclusive. The information available depends on your record type and data available:

- **Vehicle Information.** Contains basic information about the vehicle, such as the license plate, license type, VIN, vehicle status, and the agency and officer responsible.
- **Owner Information.** Contains information about the owner of the vehicle, if known. If there are any warnings or alerts linked to the owner's Name record, then the applicable alert flags are displayed. To view the owner's Name record, click the **Name** link. To return to the Vehicle record, click the **Back** button (Alt+Left Arrow). If there are any images attached to the owner's Name record, then an **Image** icon is displayed next to the Name link.

- **Other Information.** Contains other information, such as the vehicle make and model, vehicle color, vehicle type, and related incidents. To view the related incident, click the link. To return to the Vehicle record, click the **Back** button (Alt+Left Arrow).
- **Local IDs.** Contains local ID types and numbers for the record, such as the NCIC number or evidence number.
- **Comments.** Contains additional useful information, such as comments from the officer working on the case.

The following buttons are on the Vehicle screen:

- **Search More.** Opens the Vehicle Search screen, populates the current record information in the appropriate fields, and selects all possible search options. To complete the search, click **Search**.
- **Edit.** Opens the Edit Vehicle Record screen. Make the desired changes to the record, and then click **Save**. The Vehicle record fields in the Edit Vehicle Record screen are the same as the fields in the Add Vehicle Record screen. For field descriptions, see Completing the Add Vehicle Record Screen on page 112.

Using the Property Screen

The Property screen contains information about property in your local database.

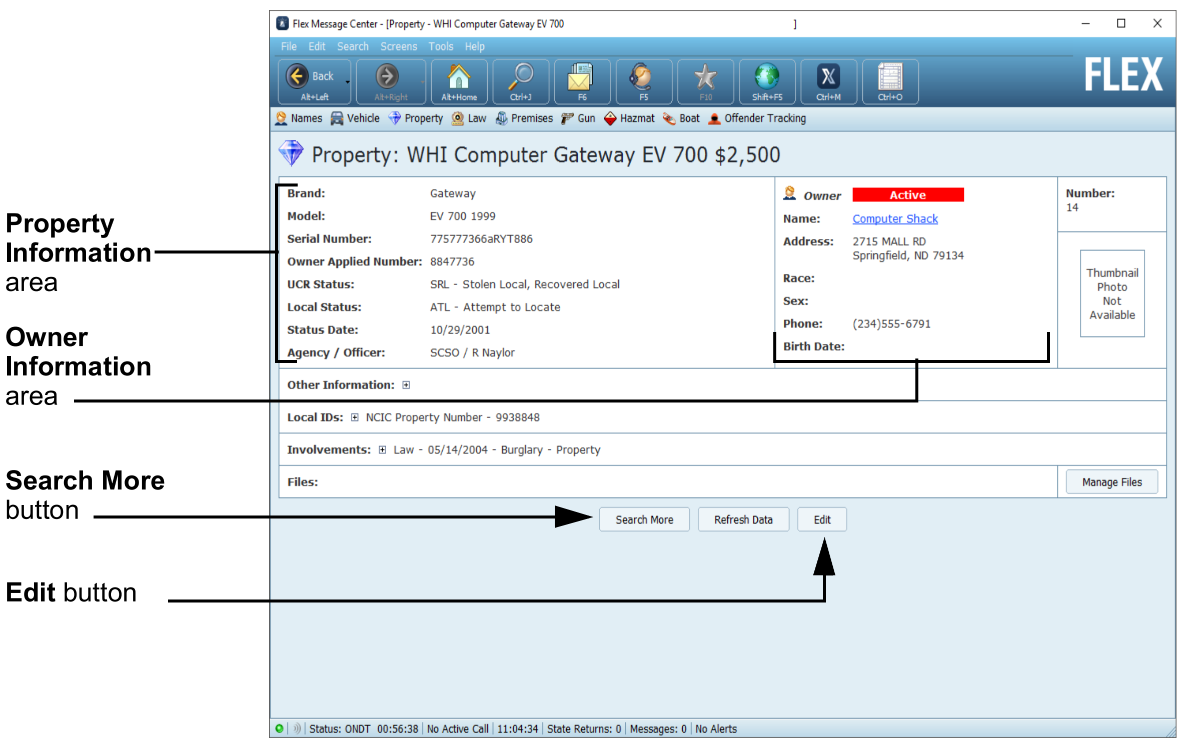


Figure 50: Property Screen

Depending on the information in your database, the Property screen might contain the following areas. This list is not all-inclusive. The information available depends on your record type and data available:

- **Property Information.** Contains basic information about the property, such as the brand, model, serial number, local status, and the agency and officer responsible.

- **Owner Information.** Contains information about the owner of the property, if known. If there are any warnings or alerts linked to the owner's Name record, then the applicable alert flags are displayed. To view the owner's Name record, click the **Name** link. To return to the Property record, click the **Back** button (Alt+Left Arrow). If there are any images attached to the owner's Name record, then an **Image** icon is displayed next to the **Name** link.
- **Other Information.** Contains other information, such as the total value of the property, storage location, and related incidents. To view a related incident, click the link for the incident. To return to the Property record, click the **Back** button (Alt+Left Arrow).
- **Local IDs.** Contains local ID types and numbers for the record, such as the NCIC number or evidence number.
- **Comments area.** Contains additional useful information, such as comments from the officer working on the case.

The following buttons are on the Property screen:

- **Search More.** Opens the Property Search screen, populates the current record information in the appropriate fields, and selects all possible search options. To complete the search, click **Search**.
- **Edit.** Opens the Edit Property Record screen. Make the desired changes to the record, and then click **Save**. The fields in the Edit Property Record screen are the same as the fields in the Add Property Record screen. For field descriptions, see Completing the Add Property Record Screen on page 121.

Using the Law Incident Screen

The Law Incident screen contains information about Law Incident records in your database.

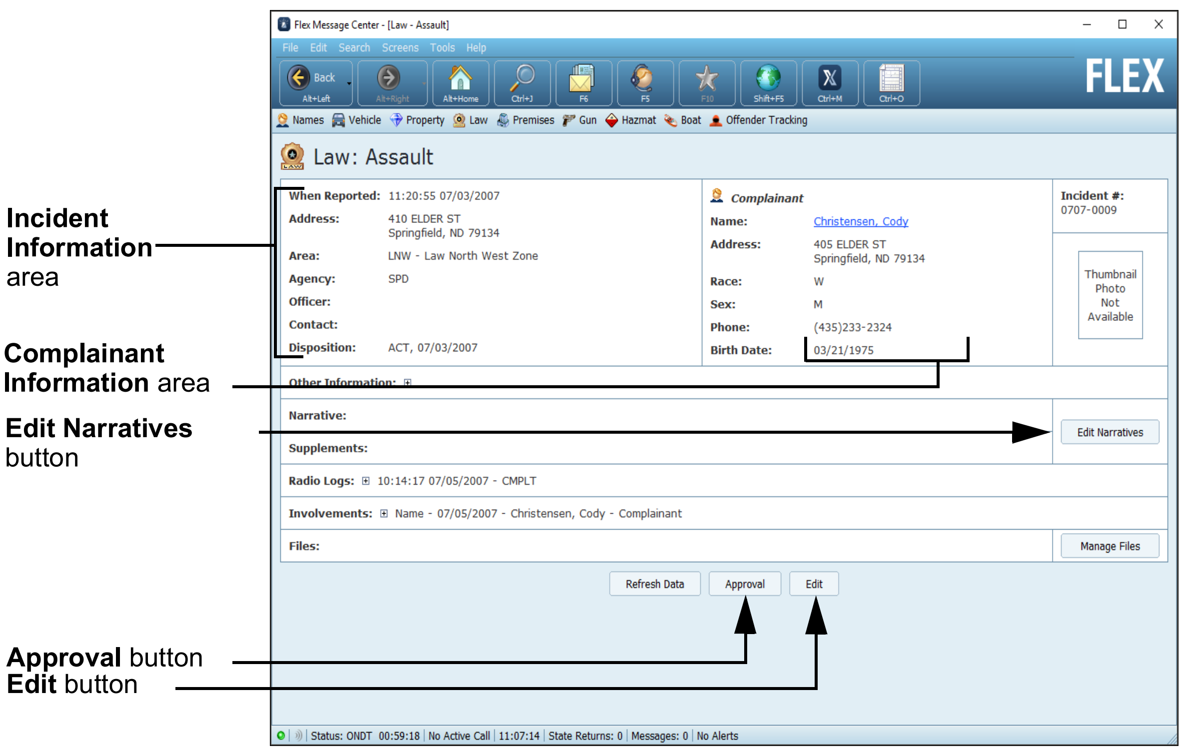


Figure 51: Law Incident Screen

Depending on the information about the incident in your database, the Law Incident screen can contain the following areas. This list is not all-inclusive. The information available depends on your record type and data available:

- **Incident Information.** Contains general information about the incident, such as when it was reported, the address, the responsible agency, the responsible officer, contact information, and the disposition status. If there are any Address alerts linked to the incident location, then a red alert flag is displayed next to the address. Rest the mouse pointer on the flag to view the alert information.
- **Complainant Information.** Contains information about the complainant who reported the incident, if any. If there are any warnings or alerts linked to the complainant's Name record, then the applicable alert flags are displayed. To view the complainant's Name record, click the **Name** link. To return to the Law Incident record, click the **Back** button (Alt+Left Arrow). If there are any images attached to the complainant's Name record, then an **Image** icon is displayed next to the **Name** link.
- **Other Information.** Contains other information, such as the reported offense, responding officers, CAD call ID, clearance code, and case numbers.
- **Narrative.** Contains narratives entered by the officers working on the incident. See Working with Narratives and Supplemental Narratives on page 92.
- **Supplemental Narrative**. Contains supplemental narratives entered by the officers working on the incident. See Working with Narratives and Supplemental Narratives on page 92.
- **Radio Logs.** Contains the radio log entries from the CAD call, if a CAD call is linked to the incident.
- **Approval History.** Contains the Workflow records for the incident. See Working With Workflow Records on page 51.

The following buttons are on the Law Incident screen:

- **Edit Narratives**. Opens the narrative editor. For more information, see Working with Narratives and Supplemental Narratives on page 92.
- **Approval.** Opens the Update Status dialog box. For more information, see Working With Workflow Records on page 51.
- Edit. Opens the Mobile Field Report to edit the Law Incident record. For more information, see the *Mobile Field Report and Forms Manual*. If your agency does not use the Mobile Field Report, then this button is not available.

Using the Premises Screen

If your agency uses the Premises Information module, then Premises records provide valuable information to emergency and law enforcement personnel for responding to disasters or law incidents at unfamiliar sites. From the Premises screen, the Premises table in your agency's database can be queried for information about commercial, public, and residential premises.

Each Premises record contains occupant and owner information, contact information, alarm types and locations, the number of floors, the responsible law, fire, and EMS agencies, and a description of the premises. In addition, if your agency uses CAMEO Chemicals, then the Premises record indicates whether hazardous materials are stored on the premises. For more information, see the *Premises Information Manual*.

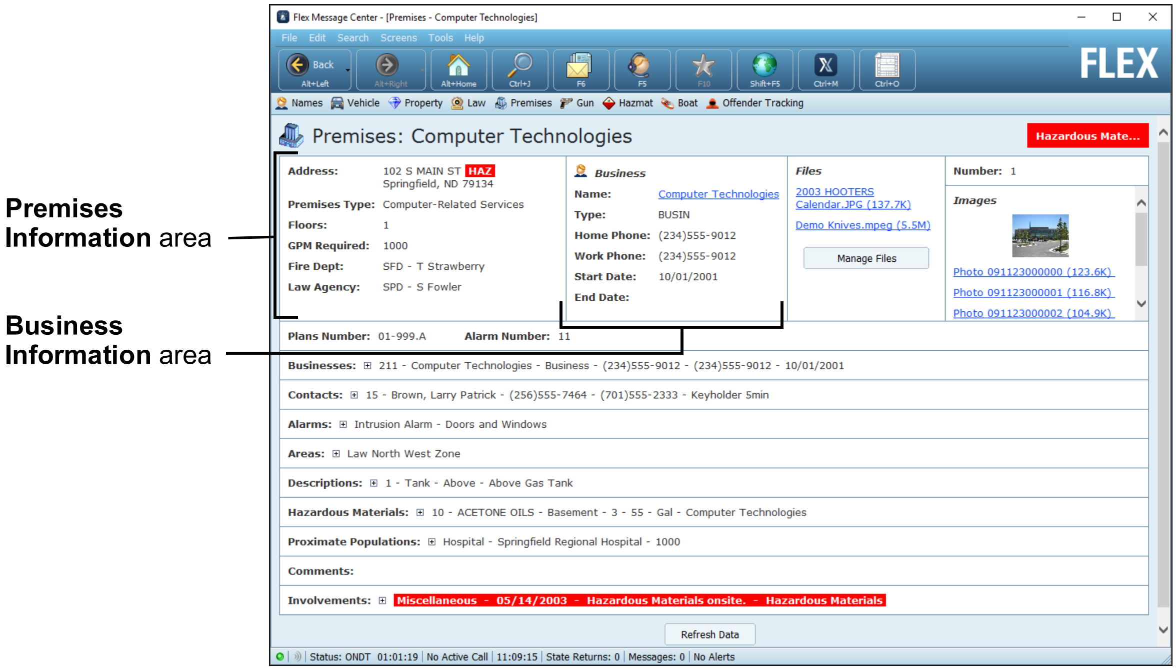


Figure 52: Premises Record

Depending on the information about the premises in your database, the Premises screen might contain the following areas. This list is not all-inclusive. The information available depends on your record type and data available:

- **Premises Information.** Displays information such as the premises address, type, number of floors, and the responsible fire and law agencies. If there are any Address alerts linked to the incident location, then a red alert flag is displayed next to the address. Rest the mouse pointer on the flag to view the alert information.
- **Business Information.** Displays information such as the primary business name, business type, and phone number. Warning and alert flags linked to the business are not displayed. To view the Name record and any flags for the business, click the **Name** link. To return to the Premises record, click the **Back** button (Alt+Left Arrow).
- **Plans Number**. Displays the file number for the floor or building plans of the premises.
- **Alarm Number.** Displays the alarm number for the premises.
- **Businesses.** Displays information for businesses attached to the premises. To view the business' Name record, double-click the detail record. To return to the Premises record, click the **Back** button (Alt+Left Arrow).
- **Contacts.** Displays a list of contacts for the premises, including the contact's name, relationship to the premises, and phone number. To view a contact's Name record, double-click the detail record. To return to the Premises record, click the **Back** button (Alt+Left Arrow).
- **Alarms.** Displays the types of alarms used at the premises.

- **Areas.** Displays the law, fire, and EMS zones in which the premises is located.
- **Descriptions.** Displays information such as a description of the grounds and structures, the location of utilities, and the best routes from emergency response stations.
- **Hazardous Materials.** Displays any hazardous materials associated with the premises. To view the CAMEO Chemical data sheet, double-click the detail record, or use the Up Arrow or Down Arrow key to select the desired record, and then press Enter. To return to the Premises record, click the **Back** button (Alt+Left Arrow).
- **Proximate Populations.** Displays information from the Premises Proximate Population record in the database to help agencies plan rescue efforts and evacuations in case of emergency.
- **Comments.** Displays comments for the record.

Understanding Warning and Alert Flags

Records with warning and alert flags receive special identification and handling. The manner in which the flag is displayed and information is available depends on the flag type and record type.

NOTE:

Other record types not included in this section might also have alert flags. However, the process of identifying the flag type and viewing the information is similar. Use the information in this section as a guide.

The flag colors vary as follows:

- Warning flags and Address alert flags are highlighted in red. For more information, see the *RMS User Manual*.
- Critical Notice alert flags are highlighted in orange. For more information, see Understanding Critical Notice Alerts on page 89.
- Offender Tracking alert flags are highlighted in blue. For more information, see the *Offender Tracking Manual*.
- Name alerts are not highlighted. For more information, see the *RMS User Manual*.

Warnings and alerts are displayed as follows:

- **In the Search Results screen.** Records that are involved with warning, Critical Notice, or Offender Tracking flags are placed at the top of the list in alphabetical order. Records with Name alerts are sorted alphabetically with the remaining records. If more than one warning or alert is involved, then a plus sign (+) is displayed next to the highest-ranking flag.

  The column in which the flag appears depends on the record type:

  - **Name.** The warning or alert is displayed in the **Alerts** column. The flag is highlighted according to its type.
  - **Vehicle and Property.** If the owner has an involved warning, Critical Notice, or Offender Tracking flag, then in the **Owner** column, the owner's name is highlighted according to the flag type.
  - **Law Incident.** If the complainant has an involved warning, Critical Notice, or Offender Tracking flag, then in the **Complainant** column, the complainant's name is highlighted according to the flag type.

  - **Premises.** Warnings and alerts are not displayed on the Premises Search Results screen.

- **In the Record screen.** If more than one warning is involved, then a plus sign (+) is displayed next to the highest-ranking flag. The area in which the flag and additional information is displayed depends on the record type:

  - **Name.** Name alert flags are displayed in the **Alerts** area. To view all the alert flags for the record, expand the **Alerts** area. Warning, Critical Notice, and Offender Tracking flags are displayed in the record header. To view the warning flag information, click the flag to expand the **Involvements** area, and then double-click the desired flag. Warnings are placed at the top of the involvements list and are highlighted in red. Address alert flags are displayed in red next to the person's address. Rest the mouse pointer on the flag to view the alert information.

  - **Vehicle and Property.** Warning, Critical Notice, and Offender Tracking flags are displayed in the **Owner** area. Click the **Name** link to open the Name record and view the warning information. Other Name alert flags not associated with a warning, critical notice, or offender tracking are not displayed in the **Owner** area of the Vehicle and Property screens. Review the owner's Name record for complete information.

  - **Law Incident.** If the warning, Critical Notice, or Offender Tracking flag is for the complainant, then the flag is displayed in the **Complainant** area. Click the **Name** link to open the record and view the flag information. If there is an Address alert for the address where the incident occurred, then the flag is displayed next to the address. Rest the mouse pointer on the flag to view the alert information.

  - **Premises.** If there is an Address alert for the premises address, then the flag is displayed next to the address and in the record heading. Rest the mouse pointer on the flag next to the address to view the alert information.

Understanding Critical Notice Alerts

Depending on your privileges, Critical Notice alerts can be added to a record, and those records can be searched for based on the alert type.

Searching for Critical Notice Alerts

To find records containing a specific Critical Notice alert, perform a Critical Notice search. For example, to find all Name records for those on parole, search for the Critical Notice alert of `PAROL`.

To search Critical Notice alerts:

1 From the Mobile menu bar, select **Search** > **Other Local Searches** > **Critical Notice**.

The Critical Notice Search screen opens.

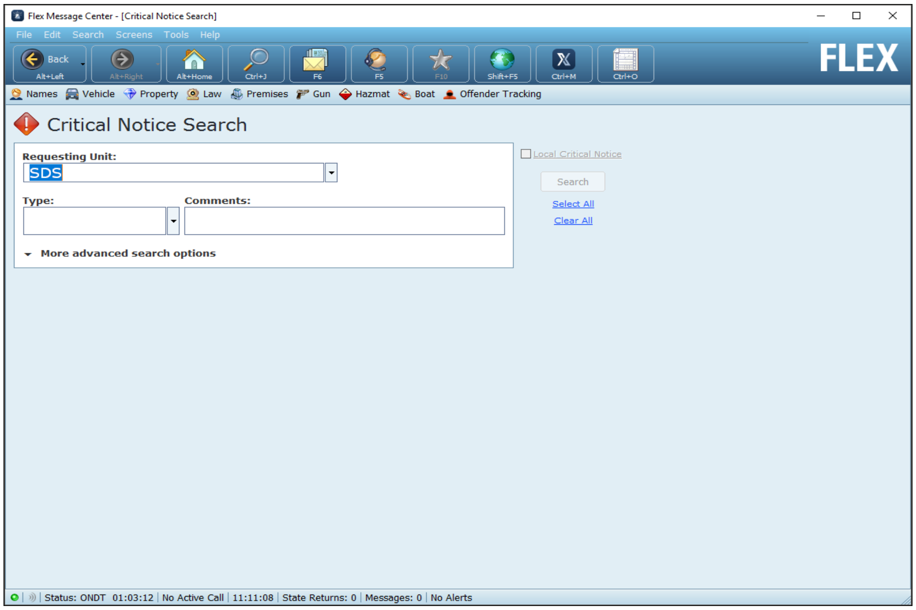


Figure 53: Critical Notice Search Screen

2 Enter search criteria. For field descriptions, see Fields in the Critical Notice Search Screen on page 90.

3 Click **Search**.

Records matching the search criteria are displayed.

Fields in the Critical Notice Search Screen

The following describes fields in the Critical Notice Search screen.

Field	Description
`Type`	Select the type of critical notice to find from the drop-down list.
`Comments`	To search comments added to the Critical Notice alert, enter a key word about the alert. **NOTE:** Use the asterisk (*) wildcard to expand your search. For example, to find any alerts with a knife in the Comments field, enter *knife*.
`Date Begin`	Enter the date the alert begins in the *mm/dd/yyyy* format. This field is made available by expanding the **More advanced search options** area.
`Date Expires`	Enter the date the alert expires in the *mm/dd/yyyy* format. This field is made available by expanding the **More advanced search options** area.
`Entered By`	To search by who entered the alert, select a name from the drop-down list. This field is made available by expanding the **More advanced search options** area.

Adding and Modifying Critical Notice Alerts

Depending on your privileges, Critical Notice alerts can be added to a Name record, and existing notices can be modified.

To add or modify Critical Notice alerts:

1 Search for the Name Record that needs the alert. See Performing Queries on page 58.

NOTE:
Critical Notice alerts can also be added when adding a new Name record. See Adding Name, Vehicle, or Property Records on page 97.

2 Select the desired record.

The Name record screen opens.

3 Click the **Edit** button.

The Edit Name Record screen opens.

Notices tab

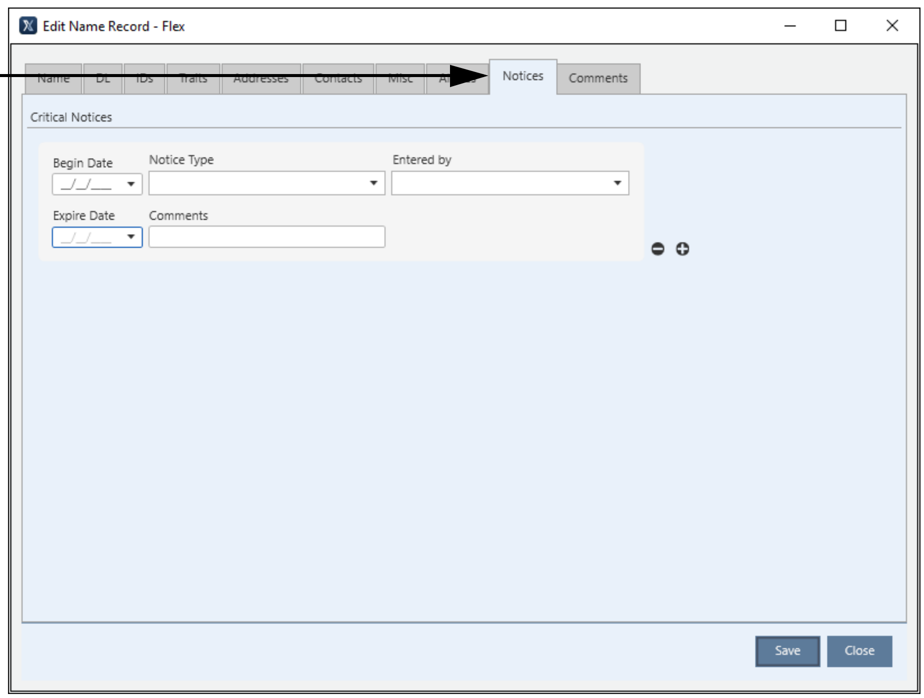


Figure 54: Edit Name Record Screen

4 Click the **Notices** tab.

5 Complete the fields. For field descriptions, see Fields in the Notices Tab on page 111.

- Do any of the following:
- To enter an additional Critical Notice alert, click the **Add** icon.
- To delete an existing Critical Notice alert, click the **Remove** icon.

- To end the alert without removing it, in the **Expire Date** field, enter the date to end the alert in the *mm/dd/yyyy* format, or use the drop-down calendar.

6 Click **Save**.

Working with Narratives and Supplemental Narratives

The following sections describe how to work with narratives or supplemental narratives for Law Incident records:

- Viewing the Narrative and Supplemental Narratives on page 92
- Using the Narrative Window on page 92

Viewing the Narrative and Supplemental Narratives

The narrative and supplemental narratives for Law Incident records can be viewed in Mobile.

To view the narrative and supplemental narratives for a Law Incident record:

1 Search the Law Search screen. See Performing Queries on page 58.

2 Select the desired record. See Viewing RMS Returns on page 65.

The Law screen opens, and in the **Narrative** area, the narrative is displayed. In the **Supplements** area, the supplemental narratives are listed.

3 Do any of the following:

- In the **Narrative** area, if the narrative does not fit it in the viewing area, then click the plus sign to view the entire narrative.
- In the **Supplements** area, click the plus sign to view the list of supplemental narratives. To view a supplemental narrative, in the detail record, in the **Text** column, click the plus sign to view the supplemental narrative text.

Using the Narrative Window

Depending on your privileges, narratives or supplemental narratives for Law Incident records can be appended, or additional supplemental narratives can be added using the Narrative window.

If an alert or a new message is received while working with the narrative or supplemental narrative, then the Narrative window can be minimized without losing any changes.

To use the Narrative window:

1 Open the Law Incident record to view the narrative.

2 Click the **Edit Narratives** button.

The Narrative window opens. In the title bar, the Incident Number and the nature of the incident are displayed.

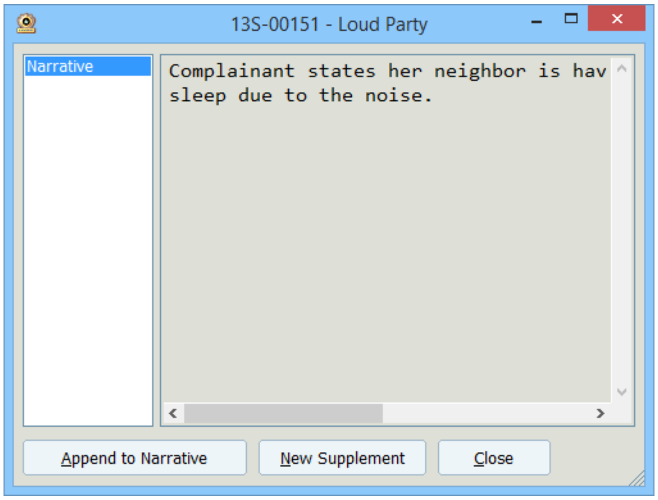


Figure 55: Narrative Window

3 Do one of the following:

- To make changes to the narrative, click the **Append to Narrative** button.

  The narrative editor opens, and the title bar changes to indicate that the narrative is being appended.

- To create a supplemental narrative, click the **New Supplement** button.

  The narrative editor opens, and the title bar changes to indicate that a new supplemental narrative is being added.

- If the record already has a supplemental record, then to make changes to the supplemental record, select the record, and click the **Append to Supplement #** button. The number on the button changes to reflect the supplement number being appended.

  The narrative editor opens, and the title bar changes to indicate that the supplemental narrative is being appended.

4 In the narrative editor, enter the desired text. To use a template, click the **Templates** button, select a template from the list, and then click **Select** (Alt+S).

5 To check your spelling, click the **Spell Check** button. See Using the spelling checker on page 34.

6 To save your changes, click **Save** (Alt+S).

The changes appear in the Narrative window with the current time and date. If the associated Law Incident record is no longer open in Mobile, then the record opens with the new information.

7 Click **Close** to close the Narrative window.

Working with File Attachments

Depending on your privileges, file attachments can be added, viewed, or managed in the following Mobile screens:

- Accident
- Names
- Citation
- Premises
- Field Interview
- Property
- Incident
- Vehicle

File Capture Functions

Depending on your privileges, the following functions can be performed within the File Capture window. For more information, see the *RMS User Manual.*

Button	Description
Open	Opens the selected file. Multiple files can be selected and opened at once.
Import Files	Attaches files to the current record. See Adding File Attachments on page 96.
Copy	Copies an attached file, which can then be pasted in another location. Multiple files can be copied at once.
Hide	Hides the selected files from all users. Only users with the necessary privileges can view hidden files using the **Show Hidden** button. To reveal a hidden file, select the hidden file and click the **Unhide** button.
Lock	Restricts access to files. Other users are able to see the file, but are not able to open it. Only users with the necessary privileges can unlock and open a locked file.
Show Hidden	Displays files that have been hidden using the **Hide** button. To hide the files again, click the **Hide Hidden** button.

Viewing Attached Files

The number of files attached to a record is displayed in the **Files** area at the bottom of the Record screen.

Files area

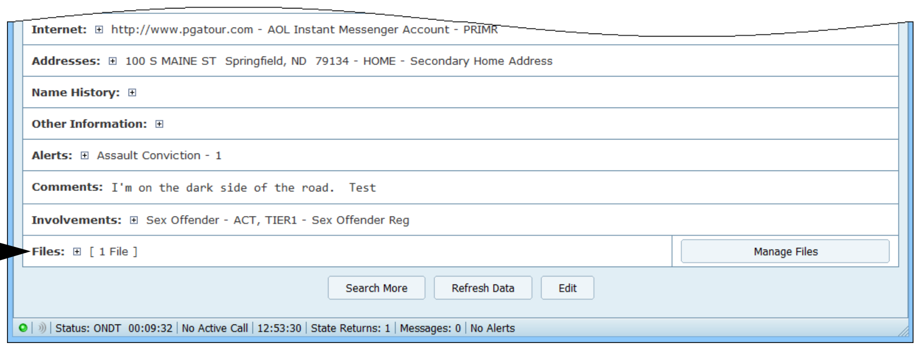


Figure 56: Files Area In Record Screen

To view attached files, in the **Files** area, click the plus sign. The area expands to reveal the list of files attached to the record. Information for each file is displayed, including the file name, size, type, description, who captured the file, and the date the file was added. Double-click a detail record to open a file.

NOTE:

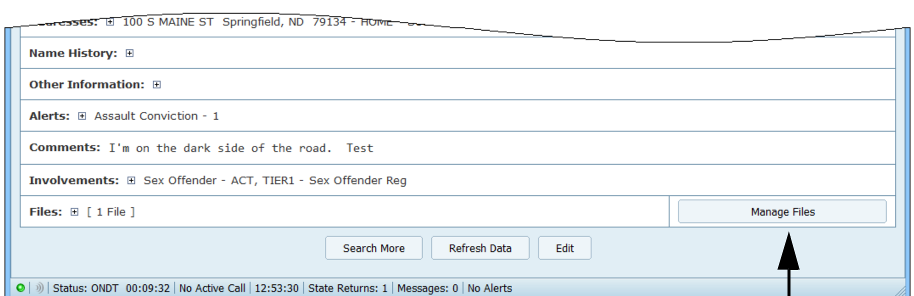
Consider the file size of the attachment before opening it. Large attachments take longer to download.

Managing File Attachments

Depending on your privileges, files can be added to or deleted from records using the File Capture window.

To manage file attachments:

1 With the record open, click **Manage Files**.



Manage Files button

Figure 57: Manage Files button

The File Capture window opens.

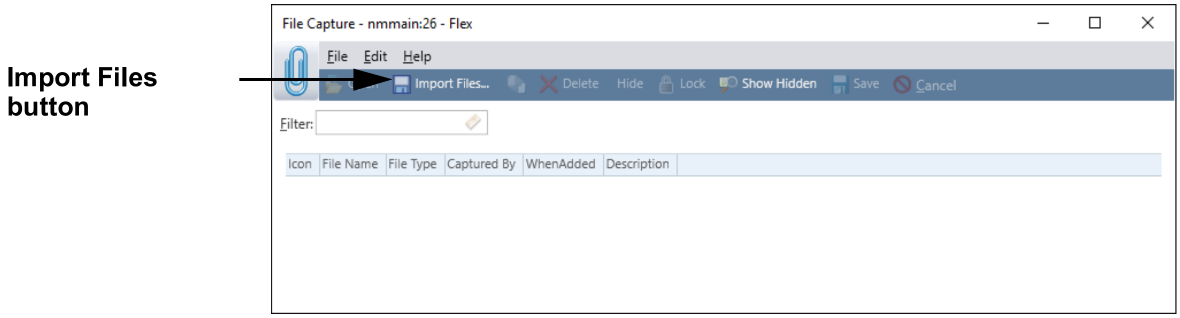


Figure 58: File Capture Window

2 Do any of the following, as necessary:

- Add file attachments to the record. See Adding File Attachments on page 96.
- Delete file attachments from the record. See Deleting File Attachments on page 97.

3 In the Record screen, click **Refresh Data**.

In the **Files** area, the list of attached files is updated.

Adding File Attachments

To add a file attachment:

1 From the File Capture window, click **Import Files**.

The Import Files window opens.

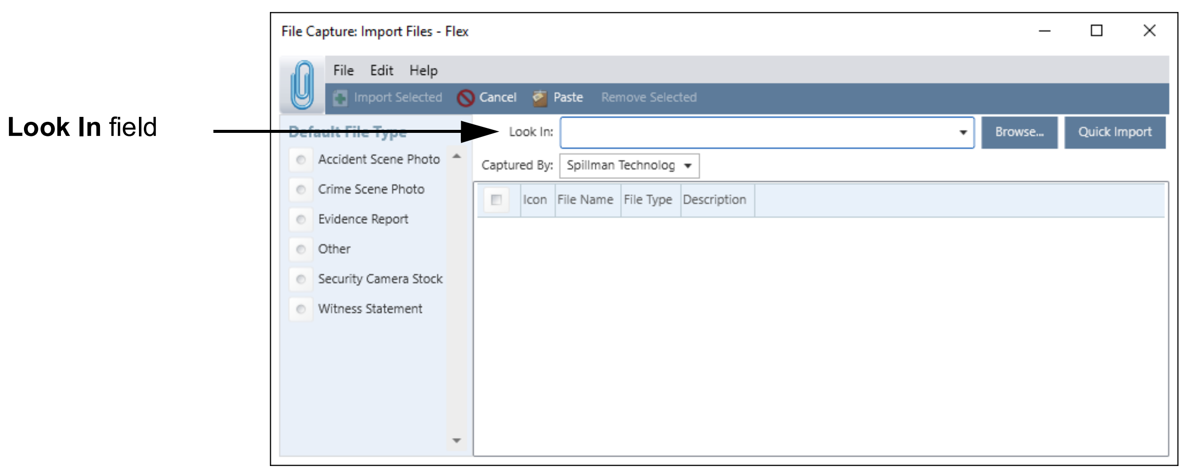


Figure 59: Import Files Window

2 Do one of the following:

- If the **Look In** field points to the location of the file, then click **Quick Import**.

  All files in the selected location are displayed, and each file is selected by default.

- If the **Look In** field is empty or points to the wrong location, then click **Browse** to find the correct file. Select the desired file and continue to step 4.

  NOTE:
  Files can be moved from a File Explorer window or from your desktop by dragging the file to the File Capture window.

3 Clear the check boxes for files that do not need to be imported.

4 In the **Default File Type** area, select the file type to be assigned to all the files being imported.

5 Click **Import Selected**.

The files are displayed in the File Capture window.

6 Click the **Close** button to exit the File Capture window.

Deleting File Attachments

To delete a file attachment:

1 From the File Capture window, select the files to delete.

2 Click the **Delete** button.

The Delete Files prompt box opens, asking for confirmation to delete the selected files.

3 Click **Delete Files**.

The files are removed from the File Capture window.

4 Click the **Close** button to exit the File Capture window.

Adding Name, Vehicle, or Property Records

Depending on your privileges, Name, Vehicle, or Property records can be added in Mobile.

To add a record in Mobile:

1 Perform a search for the record. See Performing Queries on page 58.

NOTE:
A search is required before adding a record to the Names and Vehicle tables. However, depending on the settings established by your admin, a search might not be required before adding a record to the Property table.

2 Do one of the following:

- If results are returned, but the desired record is not displayed, then click the **Create New** button.

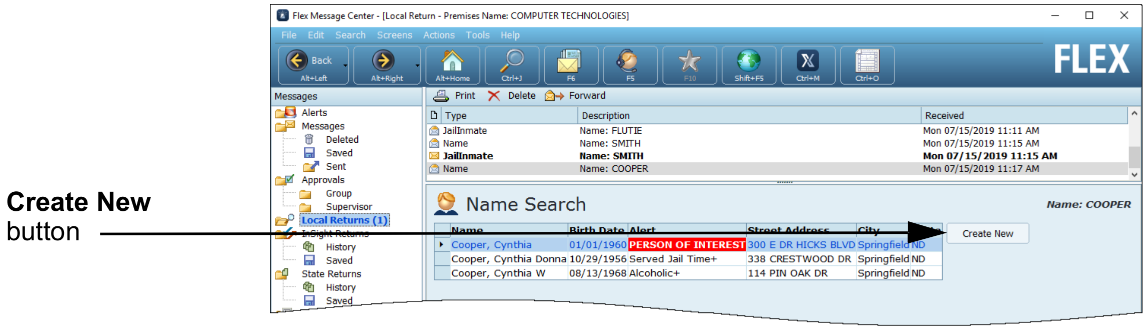


Figure 60: Create New Button

- If no results are returned, then click the **Create New** link.

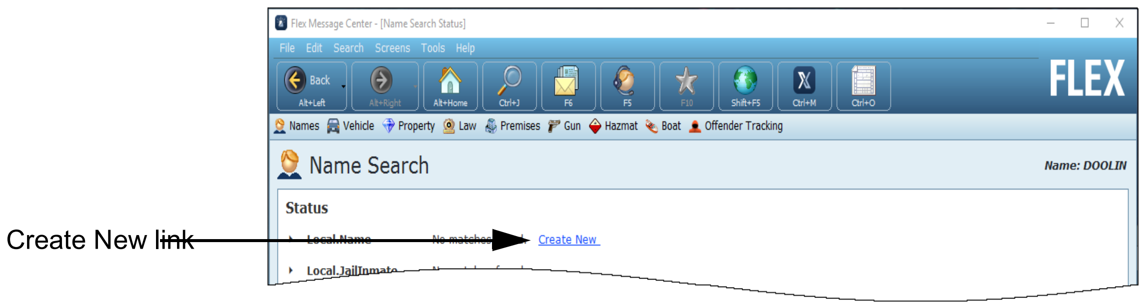


Figure 61: Create New Link

The Add Record screen opens for the type of record being added, and any field values included in the search criteria are completed.

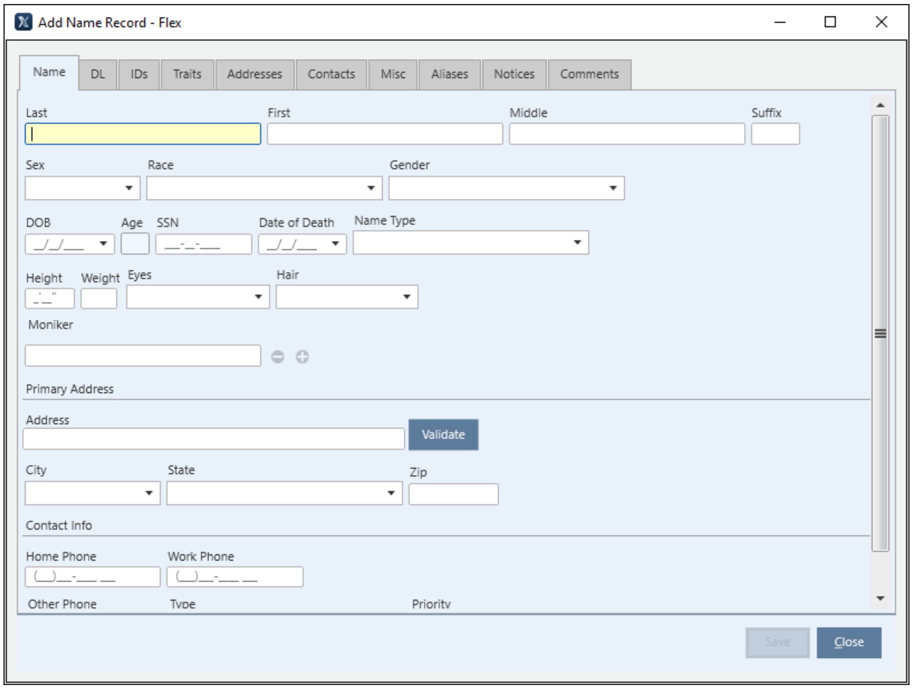


Figure 62: Add Name Record Screen

3 Complete the fields as required by your agency. For tab and field descriptions of each Add Record screen, see the following sections:

- Completing the Add Name Record Screen on page 100
- Completing the Add Vehicle Record Screen on page 112
- Completing the Add Property Record Screen on page 121
- Completing the Add Evidence Record Screen on page 128

4 When finished, click **Save**.

The record is added to the database and the Add Record screen closes. The completed record is displayed in Mobile.

Completing the Add Name Record Screen

The Add Name Record screen contains information about a person, such as the birth date, sex, and race, as well as detailed information, such as any identifying scars, marks, or tattoos.

The Add Name Record screen is organized into the following tabs: **Name**, **DL**, **IDs**, **Traits**, **Addresses**, **Contacts**, **Misc**, **Aliases**, **Notices**, and **Comments**.

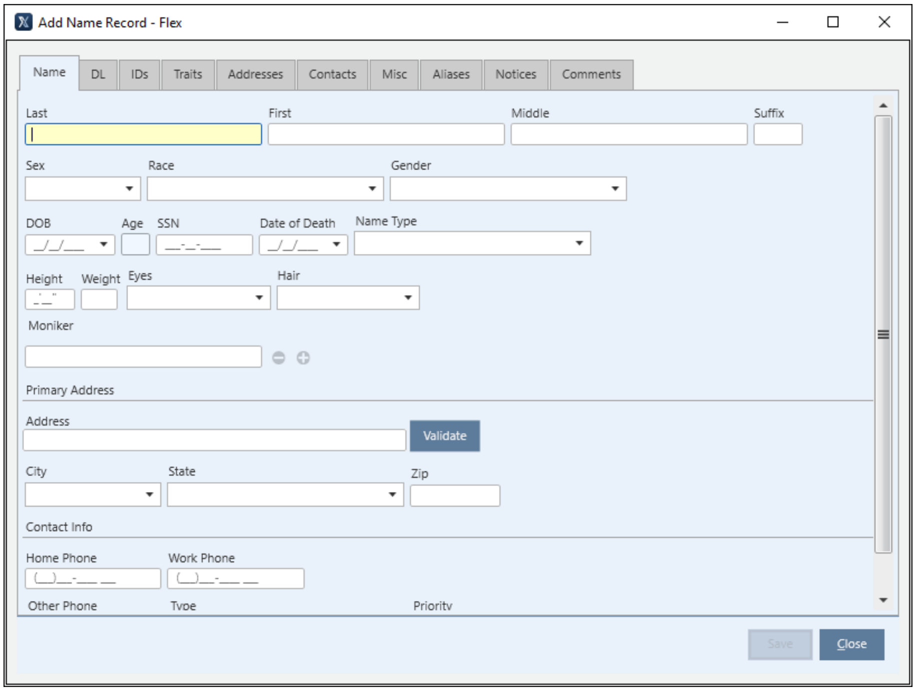


Figure 63: Add Name Record Screen Showing Tabs

Fields in the Name Tab

The following describes fields in the **Name** tab of the Add Name Record screen.

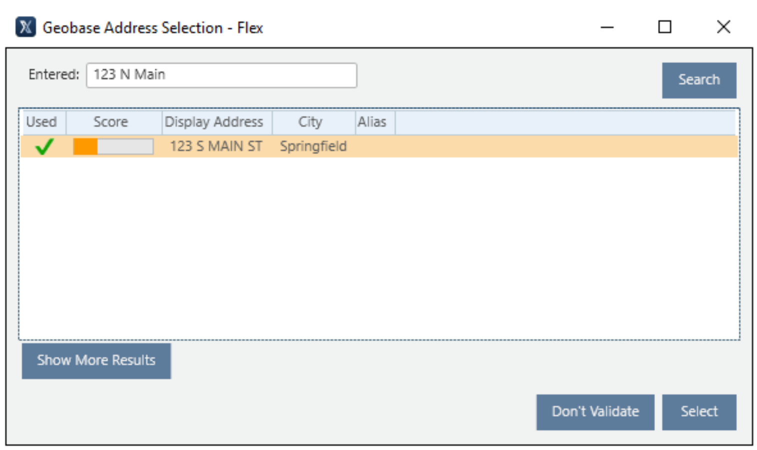
NOTE:

To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

Field	Description

`Last`	Enter the last name of the person. If this is a business, then enter a name that uniquely identifies the business or building. For example, if your agency's jurisdiction has three 7-Eleven stores, then add three Name records, each with a unique identifier, such as the address. For example, use the following values:
	`7-Eleven, 200 S Main St`
	`7-Eleven, 7800 N Main St`
	`7-Eleven, 2700 E Elm St`

`First`	Enter the first name of the person.

Field	Description
`Middle`	Enter the middle name or initial of the person.
`Suffix`	Enter the name suffix of the person. For example, `Sr.` or `III`.
`Sex`	Enter the sex of the person. Enter `M` for male, `F` for female, *U* for unknown, or select a value from the drop-down list.
`Race`	Enter the race of the person, or select a value from the drop-down list.
`Type`	Select the type of Name record. For example, `Individual` or `Business`.
`DOB`	Enter the date of birth of the person in the *mm/dd/yyyy* format, or use the drop-down calendar.
`Age`	Displays the age of the person based on the value in the **DOB** field.
`SSN`	Enter the Social Security number of the person.
`Date of Death`	If the person is deceased, then enter the date of death of the person in the *mm/dd/yyyy* format, or use the drop-down calendar.
`Height`	Enter the height of the person in feet and inches. For example, `510` for 5 feet, 10 inches. Spaces are not required.
`Weight`	Enter the weight of the person in pounds.
`Eyes`	Enter the eye color of the person, or select a value from the drop-down list.
`Hair`	Enter the hair color of the person, or select a value from the drop-down list.
`Street`	Enter the street address for the person's residence, or if this is a business, then the address for the business. If your agency maintains a geobase, then the software validates the address when the cursor is moved to another field, or the **Validate** button is clicked. The Address Selection window opens.  Select the correct address, and then click **Select**. Otherwise, click **Don't Validate** to continue without validating the address.
City	Enter or select the city where the person lives. If the address was validated, then this field is completed automatically.

Field	Description
State	Enter or select the state where the person lives. If the address was validated, then this field is completed automatically.
Zip	Enter the postal ZIP Code. The last four characters are optional. If the address was validated, then this field is completed automatically.
Home Phone	Enter the person's primary telephone number, such as a home telephone number, in the *(xxx)-xxx-xxxx* format.
Work Phone	Enter the person's work telephone number and extension, if applicable, in the *(xxx)-xxx-xxxx, xxxx* format.
Other Phone	Enter an additional phone number. For example, the number for a cell phone.
Type	Select a description for the other phone number from the drop-down list.
Priority	Select the importance of the other number from the drop-down list.

Fields in the DL Tab

The following describes fields in the **DL** tab of the Add Name Record screen.

NOTE:

To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

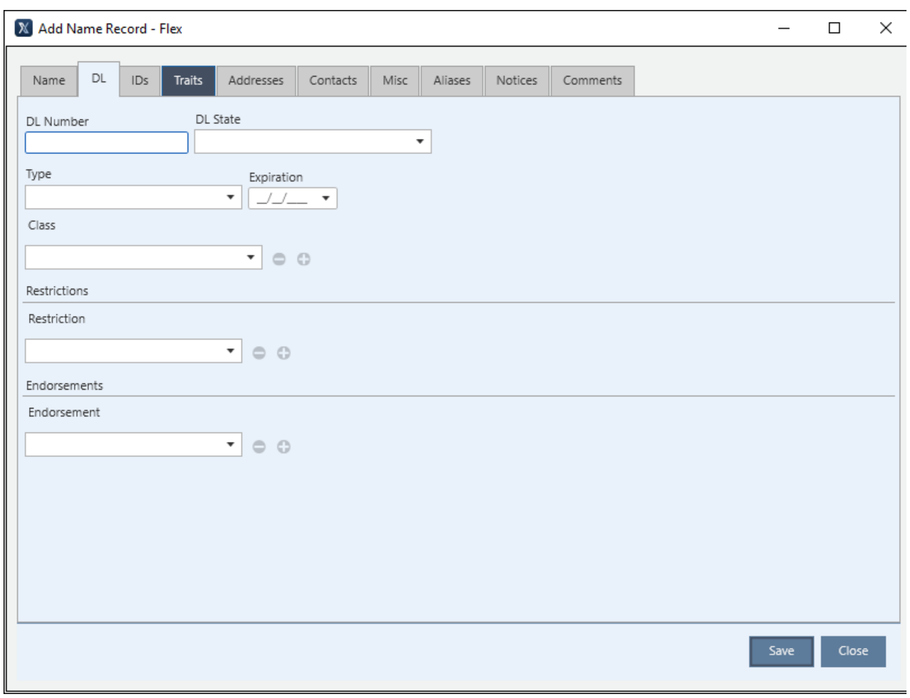


Figure 64: Add Name Record Screen DL Tab

Field	Description
`DL Number`	Enter the driver license number of the person.
`State`	Enter the abbreviation for the state that issued the driver license, or select a value from the drop-down list.
`Type`	Enter the type of license, or select a value from the drop-down list.
`Expiration`	Enter the expiration date of the driver license in the *mm/dd/yyyy* format, or use the drop-down calendar.
`Class`	Enter the driver license classification, or select a value from the drop-down list.
`Restriction`	Enter any restrictions associated with the license, or select a value from the drop-down list. For example, `Corrective Lenses`.
`Endorsement`	Enter any state-issued endorsements for the license, or select a value from the drop-down list. For example, `School Bus`.

Fields in the IDs Tab

The following describes fields in the **IDs** tab of the Add Name Record screen.

NOTE:

To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

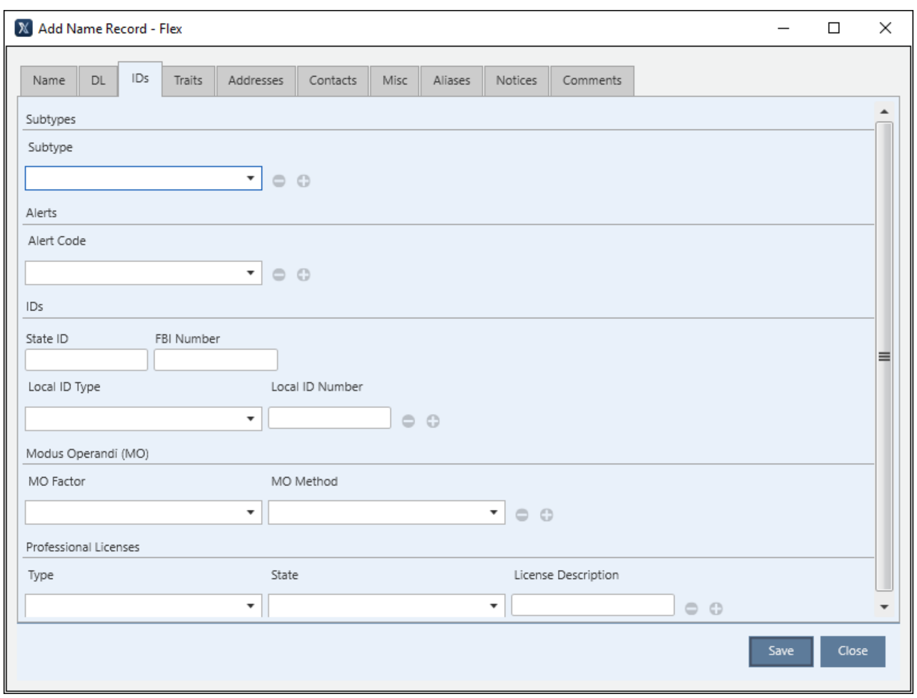


Figure 65: Add Name Record Screen IDs Tab

Field	Description
Subtype	Select a secondary name type from the drop-down list. For example if in the **Name** tab, School was selected from the **Type** field drop-down list, then Child Care Facility is a possible subtype for the Name record.
Alert Code	Enter a code that describes a characteristic about the person, or select a value from the drop-down list. For example, DUSR-Drug User.
State ID	Enter the state identification for the person.
FBI Number	Enter the FBI number associated with the person.
Local ID Type	Enter the type of additional local identification, or select a value from the drop-down list. For example, Email Address.
Local ID Number	Enter the local identification number described in the **Local ID Type** field. For example, if Fax Number is selected in the **Local ID Type** field, then enter a fax number in the *(xxx) xxx-xxxx* format.
M.O. Factor	Enter or select from the drop-down list the factor or general category associated with the *modus operandi*, or method of operation. For example, Hand.
M.O. Method	Enter the method that describes the factor. The drop-down list for the factor indicates what type of information can be entered in the **M.O. Method** field. For example, if the **modus operandi** factor is Hand, then the drop-down list suggests entering which hand is dominant in the **M.O. Method** field. For example, Right.
Professional Licenses Type	Select any certifications or professional licenses held by the person from the drop-down list.
State	Enter the state that issued the professional license or certificate, or select a value from the drop-down list.
License Description	Enter any identifying numbers or a description of the license or certificate as needed.

Fields in the Traits Tab

The following describes fields in the **Traits** tab of the Add Name Record screen.

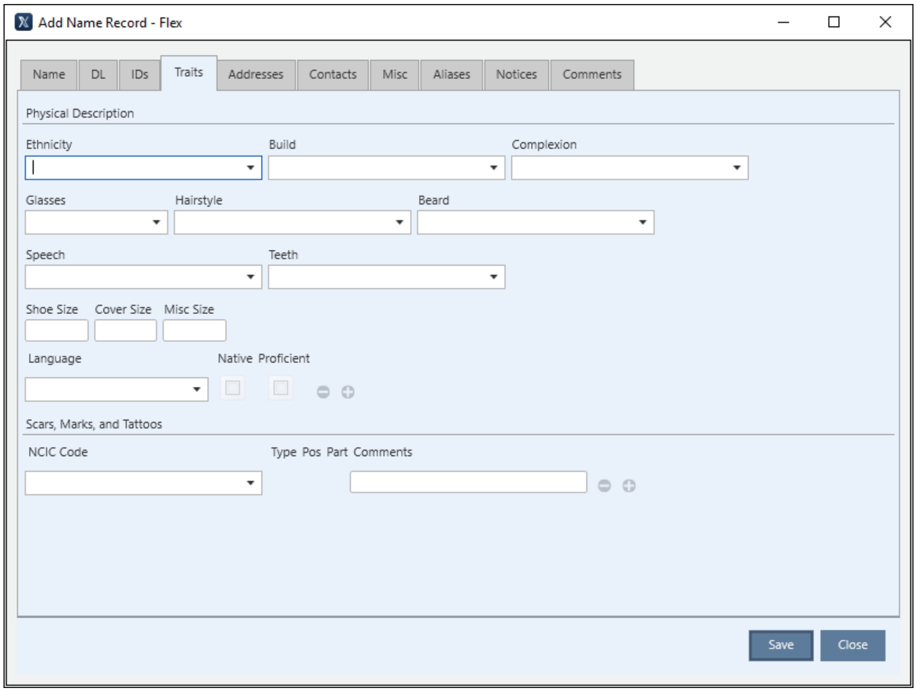


Figure 66: Add Name Record Screen Traits Tab

NOTE:
To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

Field	Description
`Ethnicity`	Enter a code that describes the ethnic background of the person, or select a value from the drop-down list.
`Build`	Enter a code that describes the body shape of the person, or select a value from the drop-down list. For example, `MCLR-Muscular`.
`Complexion`	Enter a code for the skin coloring or appearance of the person, or select a value from the drop-down list. For example, `MDF-Medium, Freckled`.
`Glasses`	Enter a code for the type of eye wear of the person, or select a value from the drop-down list. For example, `B-Bifocals`.
`Hairstyle`	Enter a code for the hair color of the person, or select a value from the drop-down list.
`Beard`	Enter a code that describes the person's facial hair, if any, or select a value from the drop-down list. For example, `G-Goatee`.
`Speech`	Enter a code that describes the way of speaking of the person, or select a value from the drop-down list. For example, `GRUF-Gruff or Harsh Voice`.
`Teeth`	Enter a code that describes the teeth of the person, or select a value from the drop-down list. For example, `BRAC-Braces`.

Field	Description
`Shoe Size`	Enter the shoe size for the person in whole or half sizes. For example, `7.5`.
`Cover Size`	Enter the coverall size for the person.
`Misc Size`	Enter additional size information. Follow your agency's guidelines for entering information in this field.
`NCIC Code`	Enter or select a code from the drop-down list that describes the person's scar, mark, or tattoo.
`Comments`	Enter a short, detailed description of the person's scar, mark, or tattoo. For example, size, length, colors, or images.

Fields in the Addresses Tab

The following describes fields in the **Address** tab on the Add Name Record screen.

NOTE:

To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

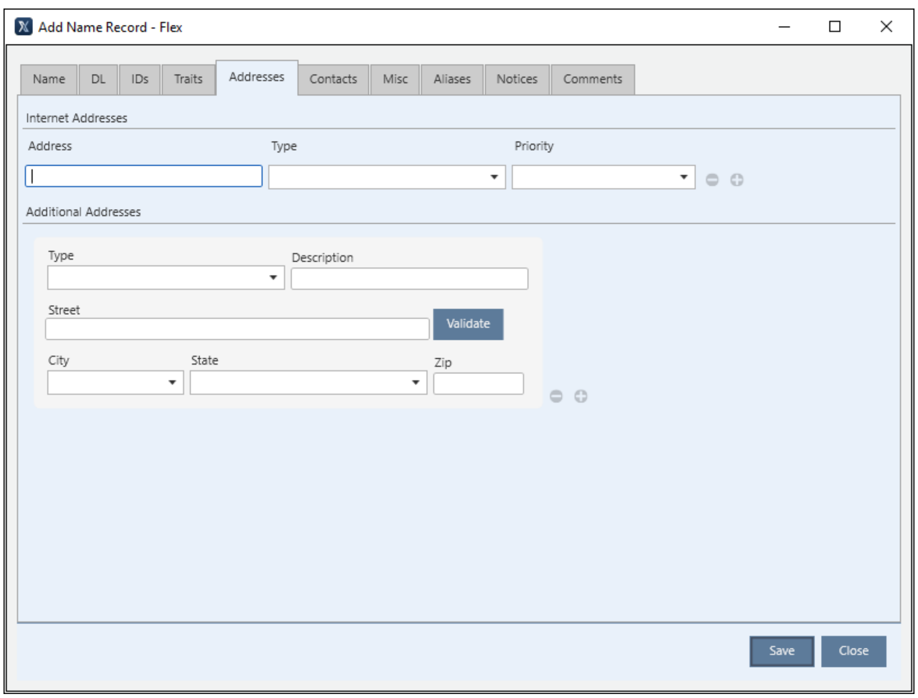
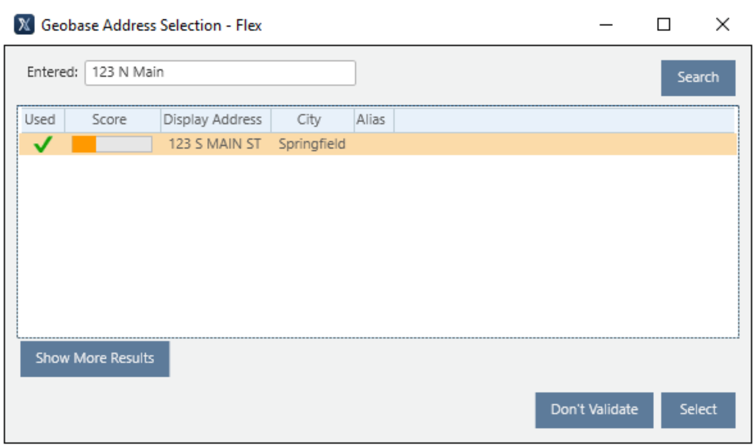


Figure 67: Add Name Record Screen Addresses Tab

Field	Description
`Internet Address`	Enter an Internet address associated with the person or business. For example, an email or website.
`Type`	Select the type of Internet address from the drop-down list. For example, `E-MAIL Address` or `WEBSITE URL`.
`Priority`	Select the importance of the Internet address. For example, `PRIMR-Primary` or `SECND-Secondary`.
`Additional Addresses area`	Each additional address entry contains a detail row of information. Each detail row contains the following fields.
`Type`	Select the category for the additional address from the drop-down list. For example, `Mailing Address`.
`Description`	Enter an explanation about why the address is significant. For example, the person receives mail, attends school, or works at the address.
`Street`	Enter the street number and name for the additional address. If your agency maintains a geobase, then the software verifies the address when the cursor is moved to another field, or the **Validate** button is clicked. The Address Selection window opens.  Select the correct address, and then click **Select**.Otherwise, click **Don’t Validate** to continue without validating the address.
`City`	Enter or select the city where the person lives. If the address was validated, then this field is completed automatically.
`State`	Enter or select the state where the person lives. If the address was validated, then this field is completed automatically.
`Zip`	Enter the postal ZIP Code. The last four characters are optional. If the address was validated, then this field is completed automatically.

Fields in the Contacts Tab

The following describes fields in the **Contacts** tab of the Add Name Record screen.

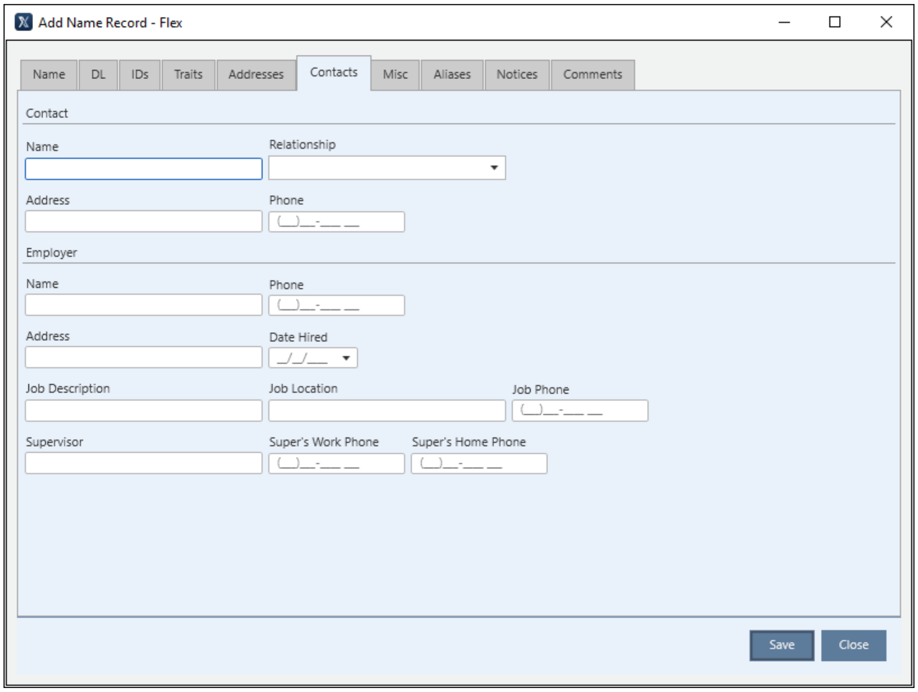


Figure 68: Add Name Record Screen Contacts Tab

Field	Description
`Name`	Enter the full name of the emergency contact for the person.
`Relationship`	Enter the relationship of the emergency contact to the person described in the Name record. For example, `Mother` or `Friend`.
`Address`	Enter the full address for the person's emergency contact. The address is not validated.
`Phone`	Enter the phone number for the person's emergency contact in the *(xxx)-xxx-xxxx* format.
`Name`	Enter the name of the person's employer.
`Phone`	Enter the main phone number of the employer in the *(xxx)-xxx-xxxx* format.
`Address`	Enter the address of the employer. The address is not validated.
`Date Hired`	Enter the date the person was hired in the *mm/dd/yyyy* format, or use the drop-down calendar.
`Job Description`	Enter the description or title of the person's job.
`Job Location`	Enter the address of the person's place of employment. The address is not validated.
`Job Phone`	Enter the phone number of the person's place of employment in the *(xxx)-xxx-xxxx* format.

Field	Description
`Supervisor`	Enter the full name of the person's direct supervisor.
`Super's Work Phone`	Enter the work phone number for the person's direct supervisor in the *(xxx)-xxx-xxxx* format.
`Super's Home Phone`	Enter the home phone number for the person's direct supervisor in the *(xxx)-xxx-xxxx* format.

Fields in the Misc Tab

The following describes fields in the **Misc** tab of the Add Name Record screen.

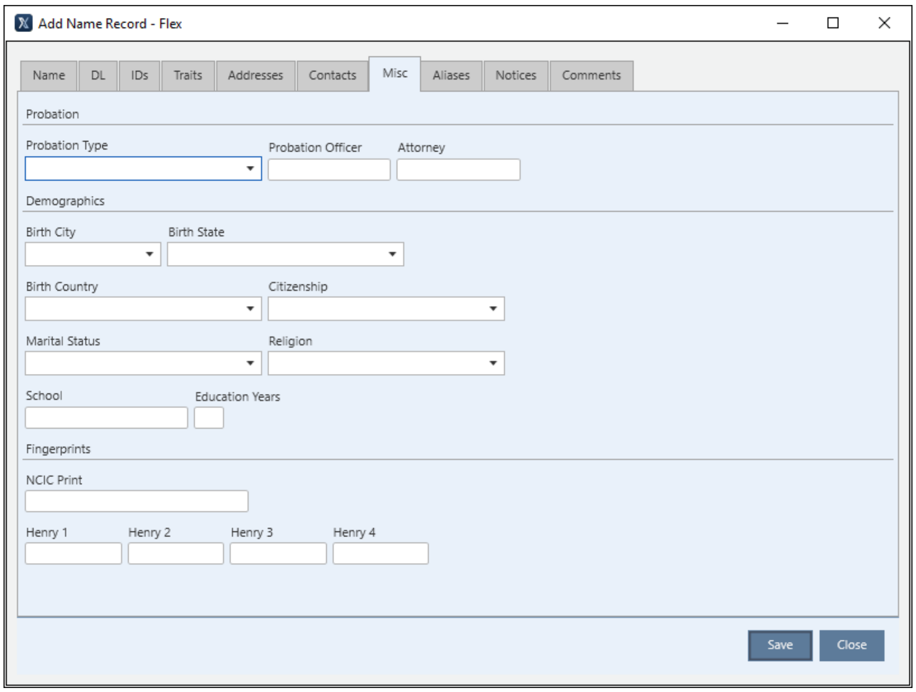


Figure 69: Add Name Record Screen Misc Tab

Field	Description
`Probation Type`	Enter or select the code from the drop-down list for the type of probation the person is on.
`Probation Officer`	Enter the full name of the person's probation officer.
`Attorney`	Enter the full name of the attorney for the person.
`Birth City`	Enter the city where the person was born, or select a value from the drop-down list.
`Birth State`	Enter the state where the person was born, or select a value from the drop-down list.

Field	Description
`Birth Country`	Enter the country where the person was born, or select a value from the drop-down list.
`Citizenship`	Enter the country where the person holds citizenship, or select a value from the drop-down list.
`Marital Status`	Enter a code that indicates the person's current marital status, or select a value from the drop-down list. For example, `M-Married`, or `D-Divorced`.
`Religion`	Enter a code to indicate the person's religious affiliation, or select a value from the drop-down list.
`School`	Enter the last school attended by the person.
`Education Years`	Enter the number of years of schooling the person has completed.
`NCIC Print`	Enter the 20-digit NCIC or AFIS fingerprint code for the person.
`Henry 1-4`	Enter up to four NCIC FPC codes describing the fingerprints of the person. For example, `AA` for Plain Arch or `25` for the ridge count.

Fields in the Aliases Tab

The following describes the **Aliases** tab of the Add Name Record screen.

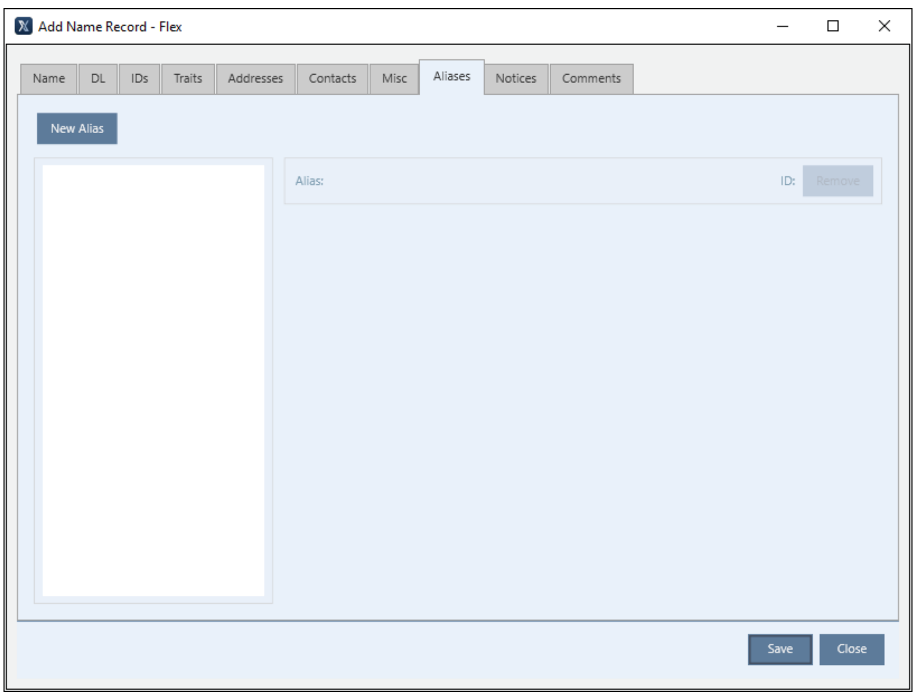


Figure 70: Add Name Record Screen Aliases Tab

The **Aliases** tab displays any aliases already associated with the Name record in the menu on the left. Select an alias from the menu to view any available information in the fields on the right.

To add an alias to the record:

1 With the **Aliases** tab open, click the **New Alias** button.

2 Complete the following fields:

- **Last**: Enter the last name of the alias.
- **First**: Enter the complete first name of the alias.
- **Middle**: Enter the full middle name or middle initial of the alias.
- **DOB**: Enter the date of birth for the alias in the *mm/dd/yyyy* format, or use the drop-down calendar.
- **SSN**: Enter the Social Security number for the alias.
- **DL Number**: Enter the driver license number for the alias.
- **DL State**: Enter the state that issued the driver license, or select a value from the drop-down list.
- **Comments**: Enter any additional comments about the alias. This field expands as information is entered.

3 When finished, click **Save**.

A Name record for the alias is created and the two Name records are linked through an involvement.

Fields in the Notices Tab

The following describes fields in the **Notices** tab of the Add Name Record screen.

NOTE:

To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

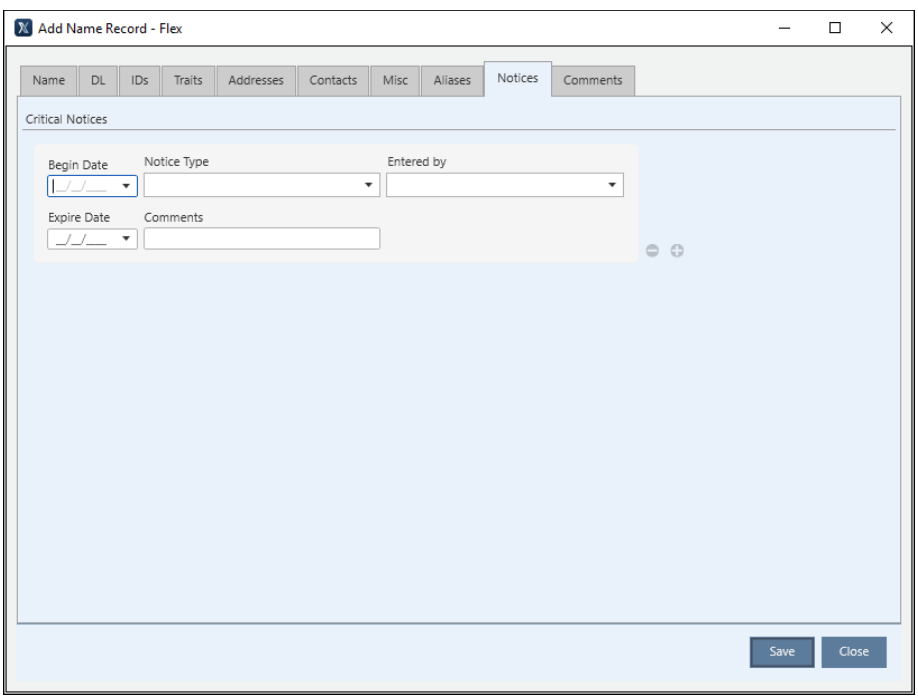


Figure 71: Add Name Record Screen Notices Tab

Field	Description
`Begin Date`	Enter the date the critical notice began in *mm/dd/yyyy* format, or use the drop-down calendar.
`Notice Type`	Enter the notice type, or select a value from the drop-down list.
`Entered by`	Enter your name, or select your name from the drop-down list.
`Expire Date`	Enter the date the critical notice expires in *mm/dd/yyyy* format, or use the drop-down calendar.
`Comments`	Enter any comments regarding the critical notice that might be helpful to others.

Fields in the Comments Tab

The following describes fields in the **Comments** tab of the Add Name Record screen.

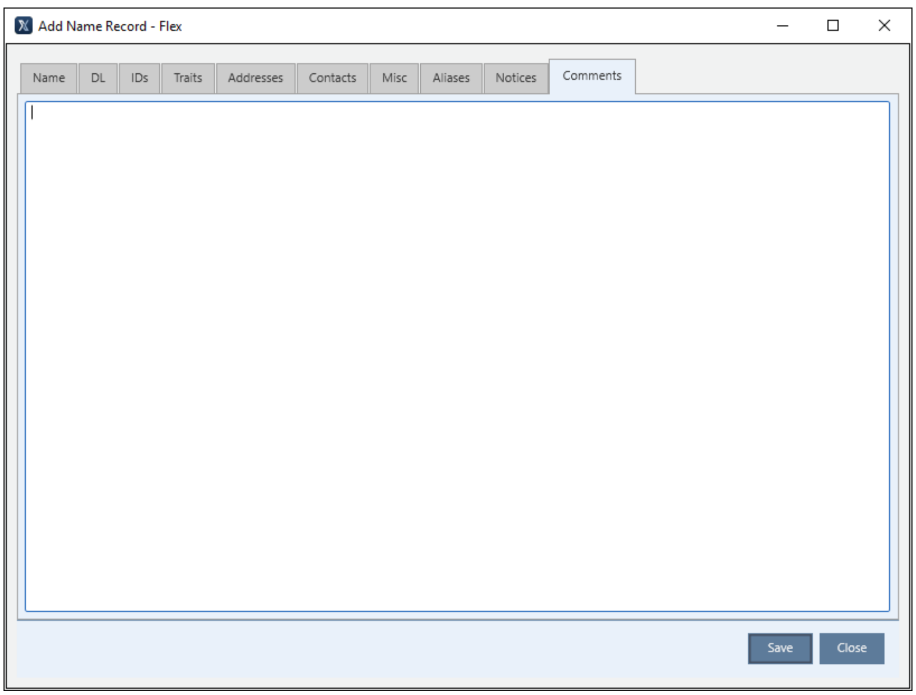


Figure 72: Add Name Record Screen Comments Tab

Enter additional information associated with this record, or copy and paste information from another document. Misspelled words are underlined in red. Right-click the word to select the correct spelling.

Completing the Add Vehicle Record Screen

The Add Vehicle Record screen contains information about a vehicle, such as the make, model, and color, as well as information used for uniform crime reporting (UCR) and incident-based reporting (IBR). A Vehicle record can be linked to the Name record of the owner.

The Add Vehicle Record screen is organized into the following tabs: **Vehicle**, **Status**, **Incident**, **Owner**, **Addresses**, and **Comments**.

For more information on the **Evidence** tab, see Completing the Add Evidence Record Screen on page 128.

Fields in the Vehicle Tab

The following describes fields in the **Vehicle** tab of the Add Vehicle Record screen.

NOTE:
To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

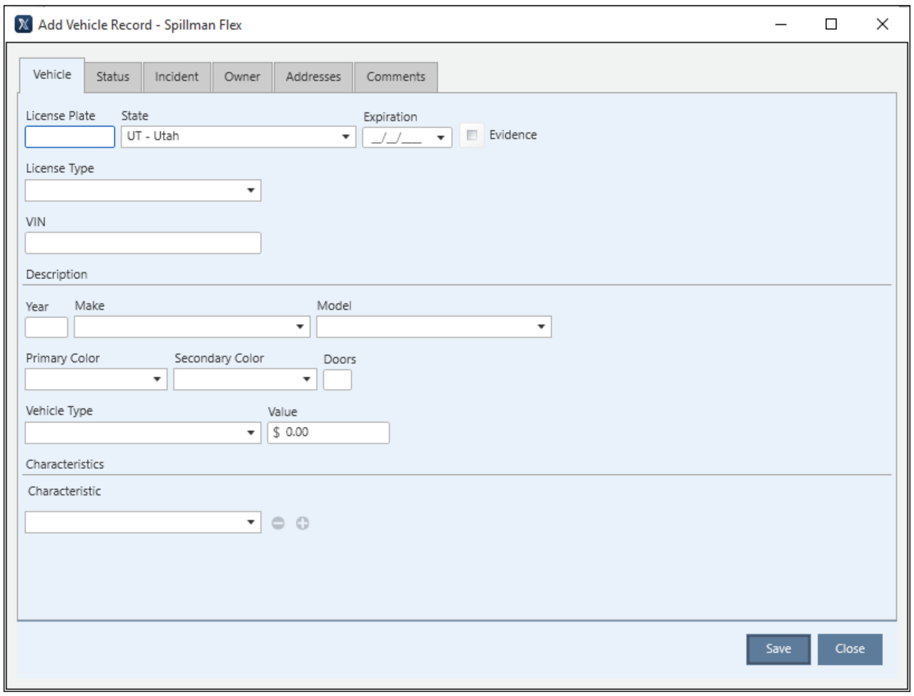


Figure 73: Add Vehicle Records Screen Vehicle Tab

Field	Description
`License Plate`	Enter the license plate number of the vehicle with no spaces.
`State`	Enter the state that issued the license plate, or select a value from the drop-down list.
`Expiration`	Enter the date the vehicle registration expires in the *mm/dd/yyyy* format, or use the drop-down calendar.
`Evidence`	Select this to create an Evidence record. See Completing the Add Evidence Record Screen on page 128.
`License Type`	Enter the type of license plate, or select a value from the drop-down list. For example, `CO-Commercial`.
`VIN`	Enter the Vehicle Identification Number (VIN) for the vehicle.
`Year`	Enter the year the vehicle was manufactured.

Field	Description
`Make`	Enter a code for the make of the vehicle, or select a value from the drop-down list.
`Model`	Enter a code for the model of the vehicle, or select a value from the drop-down list.
`Primary Color`	Enter a code for the dominant color of the vehicle, or select a value from the drop-down list.
`Secondary Color`	Enter a code for the supplemental color of the vehicle, or select a value from the drop-down list. For example, the color of the trim or decals.
`Doors`	Enter the number of doors on the vehicle.
`Vehicle Type`	Enter the category type of the vehicle. For example, `PCAR-Passenger Car`.
`Value`	Enter the value of the vehicle.
`Characteristic`	Enter a code for any distinguishing traits of the vehicle, or select a value from the drop-down list. For example, `CUSWH-Custom Wheels` or `STBTR-Shortbed Truck`.

Fields in the Status Tab

The following describes fields in the **Status** tab of the Add Vehicle Record screen.

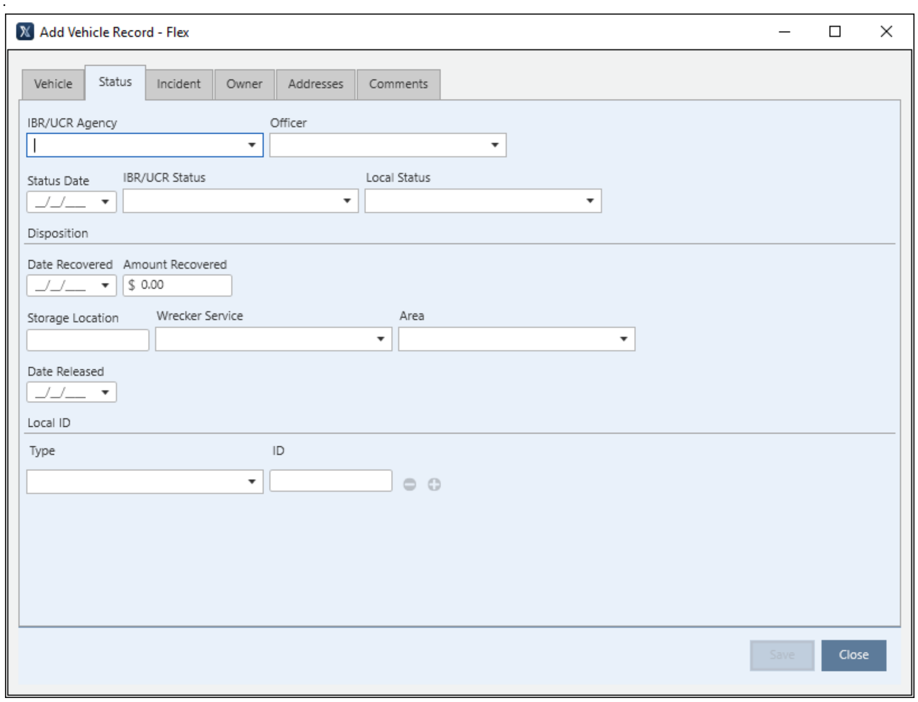


Figure 74: Add Vehicle Record Status Tab

NOTE:

To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

Field	Description
`IBR/UCR Agency`	Enter a code for the agency responsible for handling the vehicle, or select a value from the drop-down list.
`Officer`	Enter a code for the officer in charge of handling the vehicle, or select a value from the drop-down list.
`Status Date`	Enter the date the status was declared in the *mm/dd/yyyy* format, or use the drop-down calendar.
`IBR/UCR Status`	Enter a code for the IBR or UCR status, or select a value from the drop-down list. For example, `SNR-Stolen, Not Recovered` or `DDA-Damaged Due to Arson`.
`Local Status`	Enter a code for the status of the vehicle, or select a value from the drop-down list. The local status codes are defined by your agency and are usually more specific than the UCR status codes.
`Date Recovered`	Enter the date the vehicle was recovered in the *mm/dd/yyyy* format, or use the drop-down calendar.
`Amount Recovered`	Enter the dollar value for the recovered vehicle. UCR uses the value in this field to calculate the recovered value of the vehicle. For accurate UCR reports, enter the recovered value in the **Amount Recovered** field—not in the **Value** field.
`Storage Location`	Enter the location where the vehicle is stored.
`Wrecker Service`	Enter a code for the wrecker service used to tow the vehicle, or select a value from the drop-down list.
`Area`	Enter a code for the geographic location where the vehicle was recovered or reported stolen, or select a value from the drop-down list. This information helps your agency identify trends and problem areas in your jurisdiction.
`Date released`	Enter the date the vehicle was released in the *mm/dd/yyyy* format, or use the drop-down calendar.
`Local ID Type`	Enter a code for a local identification number, or select a value from the drop-down list. For example, `INV-Investigation Number`.
`Local ID number`	Enter the number that corresponds to the code selected for the **Local ID Type** field.

Fields in the Incident Tab

The following describes fields in the **Incident** tab of the Add Vehicle Record screen.

t

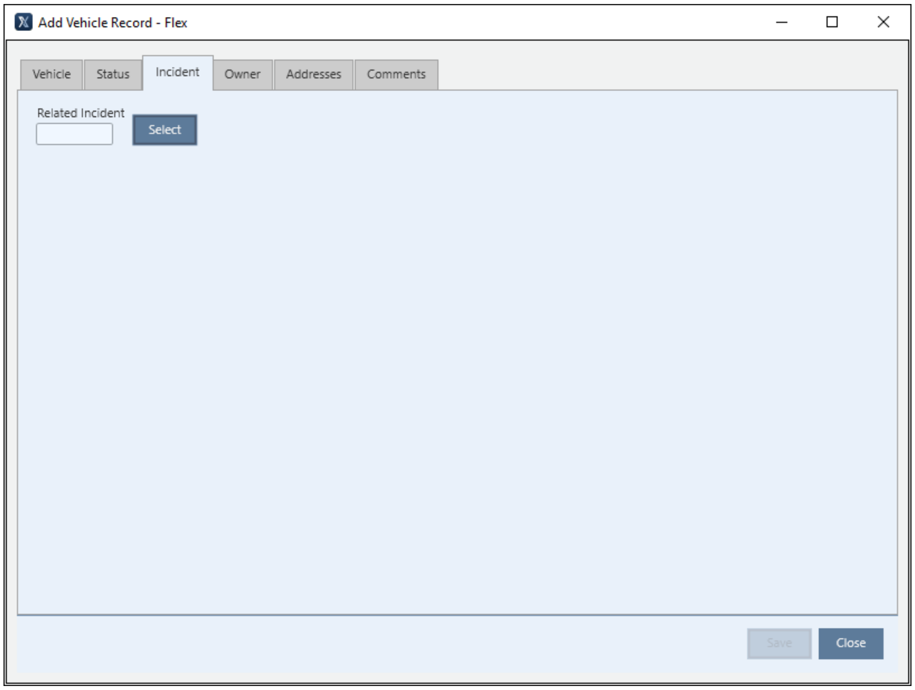


Figure 75: Add Vehicle Record Incident Tab

Click the **Select** button to link the Vehicle record to a Law Incident record. If the Law Incident record was recently searched for, then the record is displayed in the Recent Searches list. If the Law Incident record is not displayed, then it can be searched for.

To search for a Law Incident record that is not displayed after the Select button is clicked:

1 Click the **New Search** button.

The Law Search screen opens.

2 Enter the search criteria for the incident, such as when it was reported.

3 Click the **Search** button.

The search results are displayed.

4 Open the records that match your search criteria to find the desired record.

In the Add Vehicle Record screen, records that are opened appear in the **Incident** tab, in the Recent Searches list.

5 When the desired record is located and opened, return to the **Incident** tab on the Add Vehicle Record screen.

6 Click **Select**.

The Recent Searches list opens.

7 Double-click the desired record to select it.

The **Related Incident** field is populated with the Incident Number, and the details of the incident are displayed.

Fields in the Owner Tab

The following describes fields in the **Owner** tab of the Add Vehicle Record screen

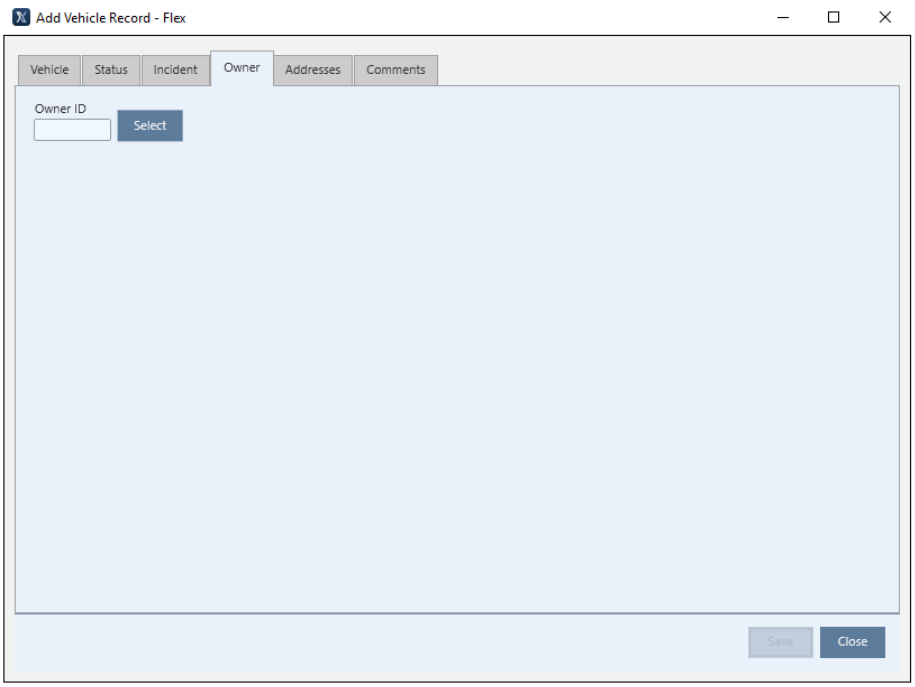


Figure 76: Add Vehicle Record Owner Tab

Click the **Select** button to link the Vehicle record to the Name record for the owner. A list of recently searched for Name records is displayed in the Recent Searches list. If the owner's Name record is not displayed, then it can be searched for.

To search for a Name record that is not displayed after the Select button is clicked:

1 Click the **New Search** button.

The Name Search screen opens.

2 Enter the search criteria for the owner, such as the last name.

3 Click the **Search** button.

The search results are displayed.

4 Open the records that match your search criteria to find the desired record.

In the Add Vehicle Record screen, records that are opened appear in the **Owner** tab, in the Recent Searches list.

5 When the desired record is located and opened, return to the **Owner** tab on the Add Vehicle Record screen.

6 Click **Select**.

The Recent Searches list opens.

7 Double-click the desired record to select it.

The **Owner ID** field is populated with the Name Number, and the details of the Name record for the owner are displayed.

Fields in the Addresses Tab

The following describes fields in the **Address** tab in the Add Vehicle Record screen.

NOTE:
To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

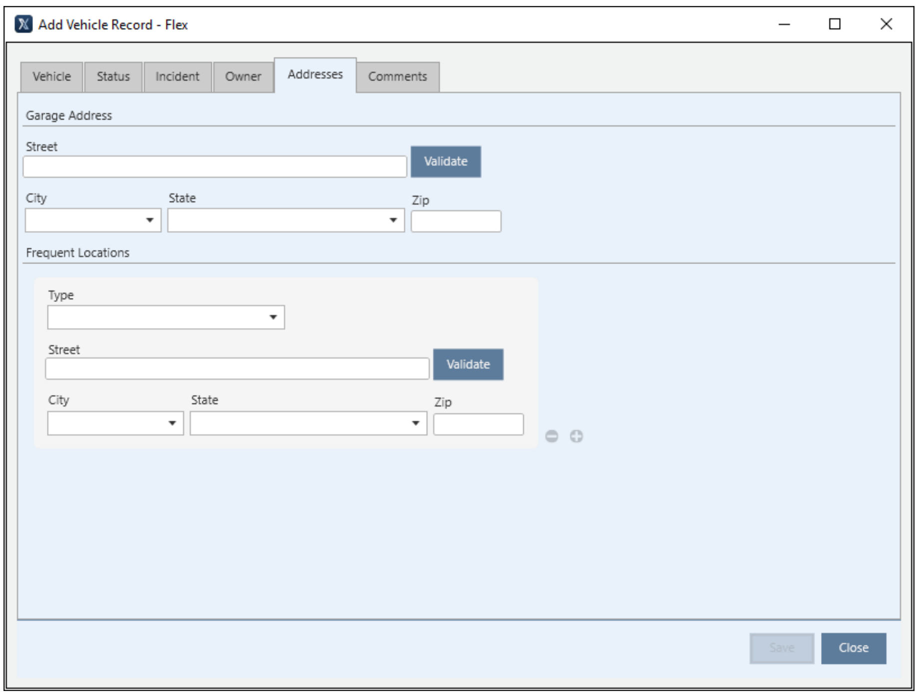
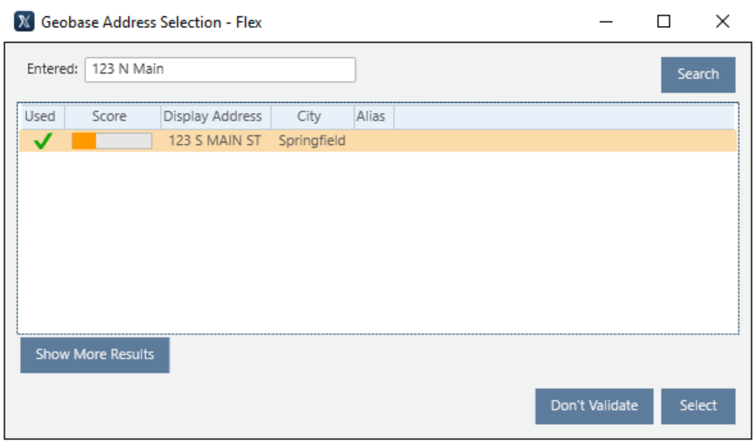
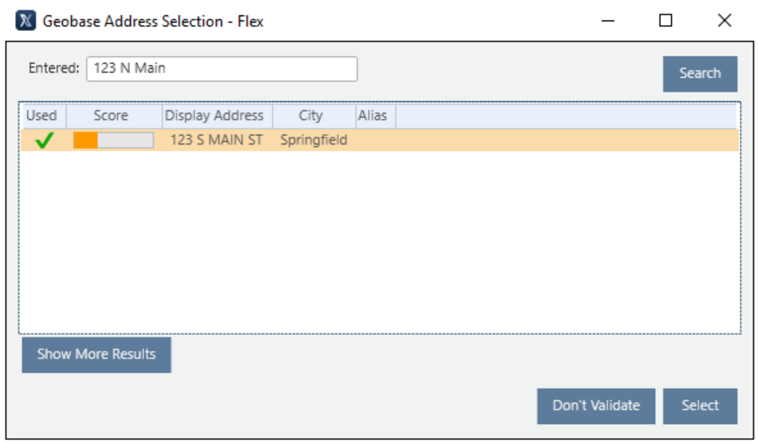


Figure 77: Add Vehicle Record Addresses Tab

Field	Description
Street	Enter the street number and name for the primary location of the vehicle. If your agency maintains a geobase, then the address is validated when the cursor is moved to another field, or the **Validate** button is clicked. The Address Selection window opens.  Select the correct address, and then click **Select**. Otherwise, click **Don't Validate** to continue without validating the address.
City	Enter or select the city for the address. If the address was validated, then this field is completed automatically.
State	Enter or select the state for the address. If the address was validated, then this field is completed automatically.
Zip	Enter the ZIP code for the address. If the address was validated, then this field is completed automatically.
Frequent Locations area	Each frequent locations entry contains a detail row of information. Each detail row contains the following fields.
Type	Select a description for the type of location from the drop-down list.

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td><code>Street</code></td><td>Enter the street number and name for the location type. If your agency maintains a geobase, then the address is validated when the cursor is moved to another field, or the Validate button is clicked.

The Address Selection window opens.



Select the correct address, and then click Select. Otherwise, click Don’t Validate to continue without validating the address.</td></tr>
<tr><td><code>City</code></td><td>Enter or select a city for the address. If the address was validated, then this field is completed automatically.</td></tr>
<tr><td><code>State</code></td><td>Enter or select the state for the address. If the address was validated, then this field is completed automatically.</td></tr>
<tr><td><code>Zip</code></td><td>Enter the ZIP code for the address. If the address was validated, then this field is completed automatically.</td></tr>
</table>

Fields in the Comments Tab

The following describes fields in the **Comments** tab of the Add Vehicle Record screen.

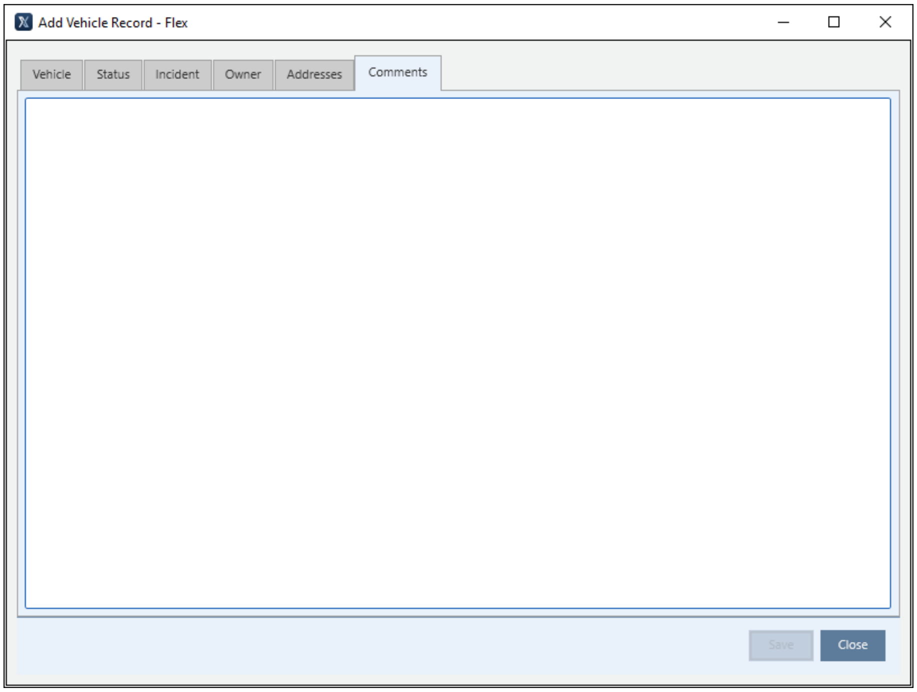


Figure 78: Add Vehicle Record Comments Tab

Enter additional information associated with this record, or copy and paste information from another document. Misspelled words are underlined in red. Right-click the word to select the correct spelling.

Completing the Add Property Record Screen

The Add Property Record screen contains information about items involved in an incident, such as the brand, model, year, and value, as well as information used for uniform crime reporting (UCR) and incident-based reporting (IBR). A Property record can be linked to the Name record of the owner.

The Add Property Record screen is divided into the following tabs: **Property**, **Status**, **Incident**, **Owner**, **Custody**, and **Comments**.

For more information on the **Evidence** tab, see Completing the Add Evidence Record Screen on page 128.

Fields in the Property Tab

The following describes fields in the **Property** tab of the Add Property Record screen.

NOTE:

To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

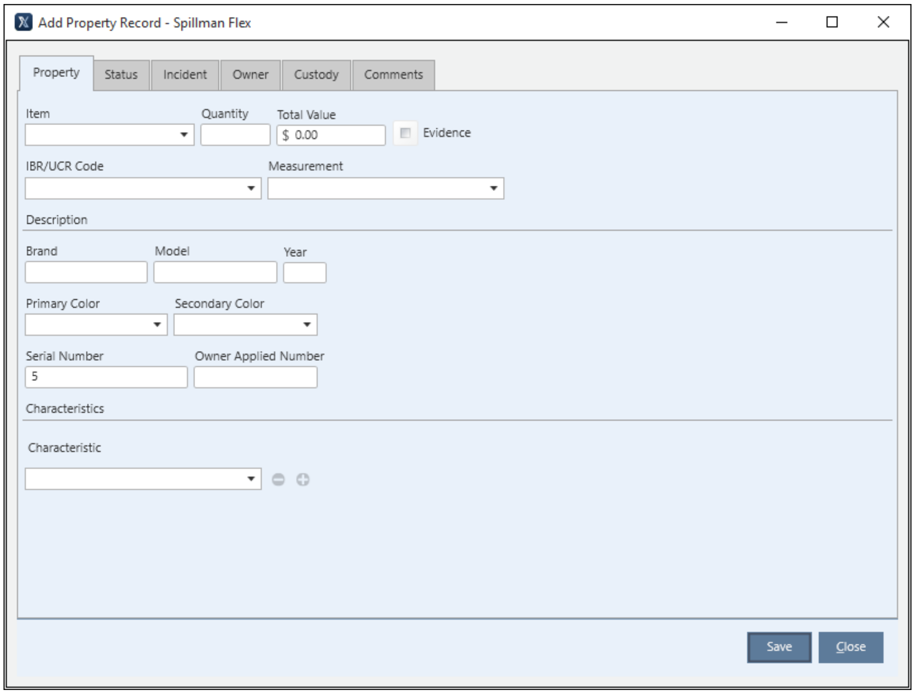


Figure 79: Property Record Property Tab

Field	Description
`Item`	Enter the type of property, or select a value from the drop-down list.
`Qty`	Enter the quantity of the property. The value entered corresponds with the measurement entered in the **Measurement** field.
`Total Value`	Enter the total value of the item in dollars.
`Evidence`	Select this to create an Evidence record. See Completing the Add Evidence Record Screen on page 128.
`IBR/UCR Code`	Enter the code for the UCR or IBR crime category that best describes the item, or select a value from the drop-down list.
`Measurement`	Enter a code for the type of measurement used, or select a value from the drop-down list. The code entered corresponds to the value in the **Qty** field. For example, `kilograms`.
`Brand`	Enter the brand name of the item.
`Model`	Enter the model name or number of the item.
`Year`	Enter the model year of the item.

Field	Description
`Primary Color`	Enter the dominant color for the item, or select a value from the drop-down list.
`Secondary Color`	Enter a code for the supplemental color of the vehicle, or select a value from the drop-down list. For example, the color of the trim or decals.
`Serial Number`	Enter the serial number for the item.
`Owner Applied Number`	Enter the number, name, or initials that the owner gave the item. Follow your agency's guidelines when completing this field.
`Characteristic`	Enter a code for any traits that help identify the item, or select a value from the drop-down list.

Fields in the Status Tab

The following describes fields in the **Status** tab of the Add Property Record screen.

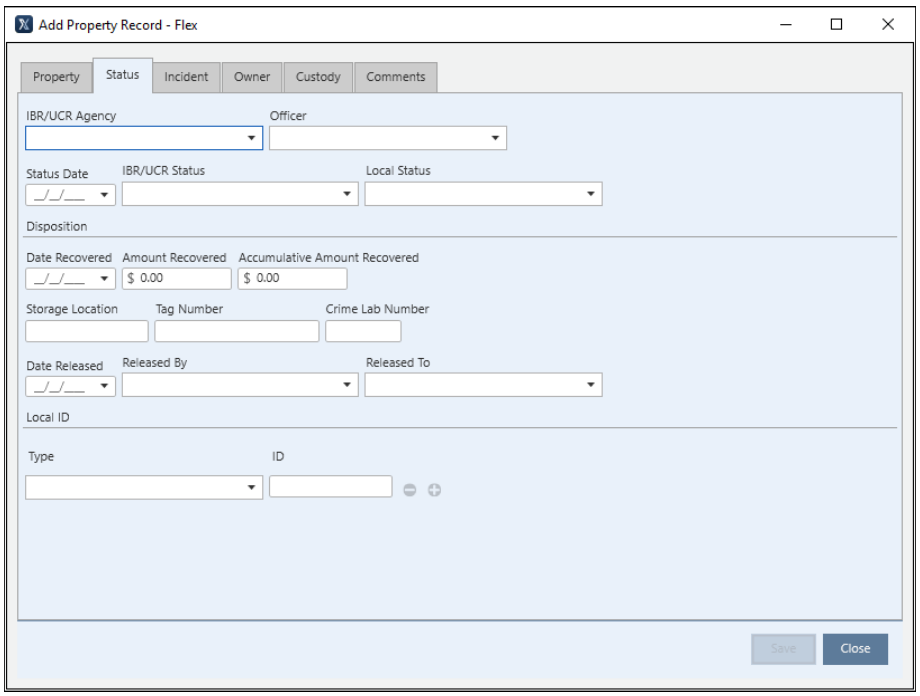


Figure 80: Property Record Status Tab

NOTE:
To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

Field	Description
`IBR/UCR Agency`	Enter the code for the agency responsible for the item, or select a value from the drop-down list.
`Officer`	Enter the name of the officer responsible for the item, or select a value from the drop-down list.
`Status Date`	Enter the date the status was declared, or use the drop-down calendar.
`IBR/UCR Status`	Enter a code for the UCR or IBR status, or select a value from the drop-down list. For example, `SNR - Stolen, Not Recovered.` or `DDA - Damaged Due to Arson.`
`Local Status`	Enter a code for the status of the item, or select a value from the drop-down list. The local status codes are defined by your agency and are usually more specific than the UCR status codes.
`Date Recovered`	Enter the date the property was recovered in the *mm/dd/yyyy* format, or use the drop-down calendar.
`Amount Recovered`	Enter the dollar value for the property recovered within the current month. UCR and IBR use the value in this field to calculate the recovered value of the property. For accurate UCR and IBR reports, enter the recovered value in the **Amount Recovered** field—not in the **Value** field.
`Accumulative Amount Recovered`	Enter the total dollar value for the property recovered so far. For example, the total amount for the current month and all previous months.
`Storage Location`	Enter the location where the item is currently being held.
`Tag Number`	Enter the tag number assigned to the item for storage retrieval.
`Crime Lab Number`	Enter the crime lab number assigned to the item.
`Date Released`	Enter the date the item was released in the *mm/dd/yyyy* format, or use the drop-down calendar.
`Released By`	Enter the name of the person who released the item, or select a value from the drop-down list.
`Released To`	Enter the name of the person who received the item at the time it was released, or select a value from the drop-down list.
`Local ID Type`	Enter or select a code from the drop-down list for a local identification number. For example, `INV-Investigation Number` or `POL-Police Investigation Number.`
`Local ID number`	Enter the number that corresponds to the code selected for the **Local ID Type** field.

Fields in the Incident Tab

The following describes fields in the **Incident** tab of the Add Property Record screen.

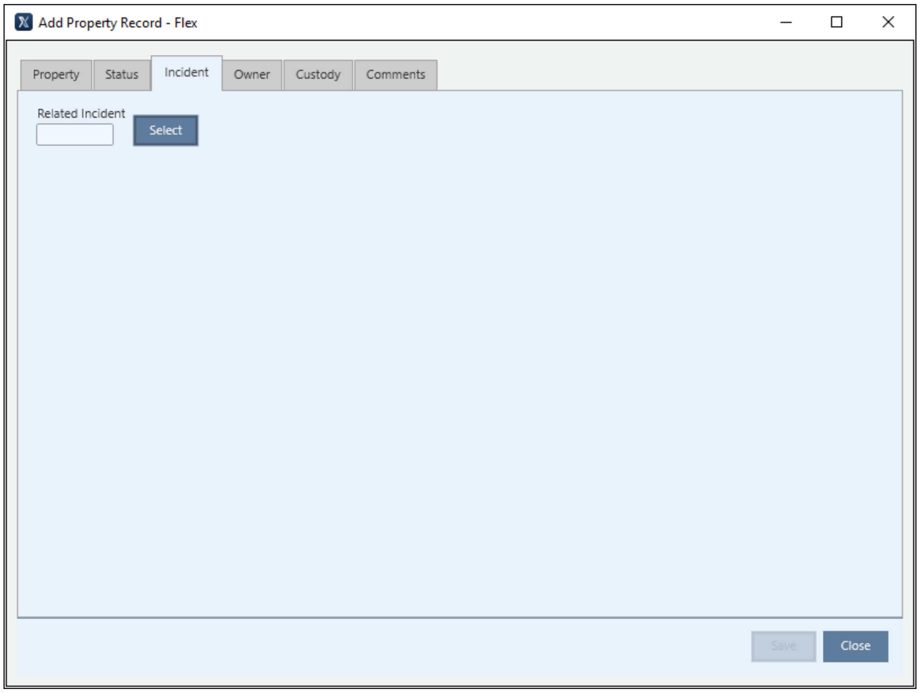


Figure 81: Property Record Incident Tab

Click the **Select** button to link the Property record to a Law Incident record. If the Law Incident record was recently search for, then it is displayed in the Recent Searches list. If the Law Incident record is not displayed, then it can be searched for.

To search for a Law Incident record that is not displayed after the Select button is clicked:

1 Click the **New Search** button.

The Law Search screen opens.

2 Enter the search criteria for the incident, such as when it was reported.

3 Click the **Search** button.

The search results are displayed.

4 Open the records that match your search criteria to find the desired record.

In the Add Property Record screen, records that are opened appear in the **Incident** tab, in the Recent Searches list.

5 When the desired record is located and opened, return to the **Incident** tab on the Add Property Record screen.

6 Click **Select**.

The Recent Searches list opens.

7 Double-click the desired record to select it.

The **Related Incident** field is populated with the Incident Number, and the details of the incident are displayed.

Fields in the Owner Tab

The following describes fields in the **Owner** tab of the Add Property Record screen.

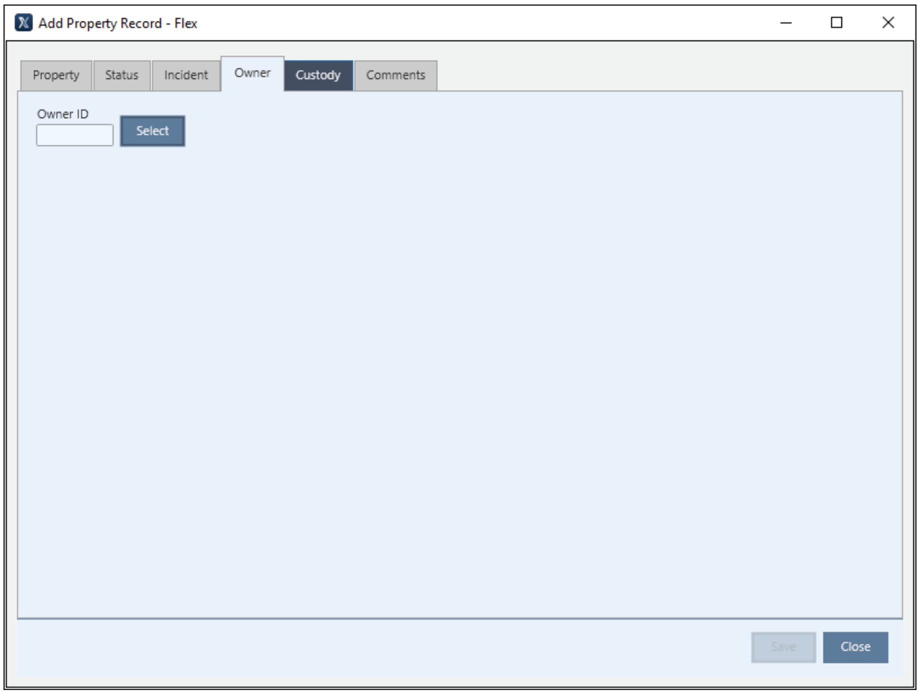


Figure 82: Property Record Owner Tab

Click the **Select** button to link the Property record to the Name record for the owner. A list of recently searched for Name records is displayed in the Recent Searches list. If the owner's Name record is not displayed, then it can be searched for.

To search for a Name record that is not displayed after the Select button is clicked:

1 Click the **New Search** button.

The Name Search screen opens.

2 Enter the search criteria for the owner, such as the last name.

3 Click the **Search** button.

The search results are displayed.

4 Open the records that match your search criteria to find the desired record.

In the Add Property Record screen, records that are opened appear in the **Owner** tab, in the Recent Searches list.

5 When the desired record is located and opened, return to the **Owner** tab on the Add Property Record screen.

6 Click **Select**.

The Recent Searches list opens.

7 Double-click the desired record to select it.

The **Owner ID** field is populated with the Name Number, and the details of the Name record for the owner are displayed.

Fields in the Custody Tab

The following describes fields in the **Custody** tab of the Add Property Record screen.

NOTE:
To add multiple entries, if applicable, click the Add icon. To delete an entry, click the Remove icon.

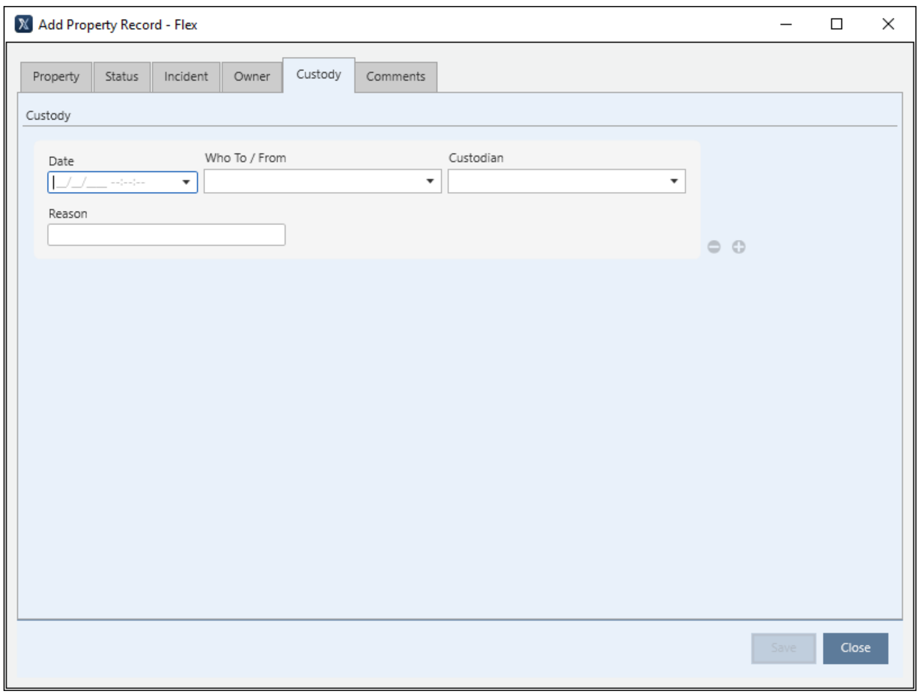


Figure 83: Property Record Custody Tab

Each detail row contains the following fields.

Field	Description
`Date`	Enter the date and time on which the custody status for the item changed in the *mm/dd/yyyy hh:mm:ss* format, or use the drop-down calendar.
`Who To/From`	Enter the code for the officer who received or distributed the property, or select a value from the drop-down list.
`Custodian`	Enter the code for the officer who is in possession of the property, or select a value from the drop-down list.
`Reason`	Enter an explanation for the change of custody.

Fields in the Comments Tab

The following describes fields in the **Comments** tab of the Add Property Record screen.

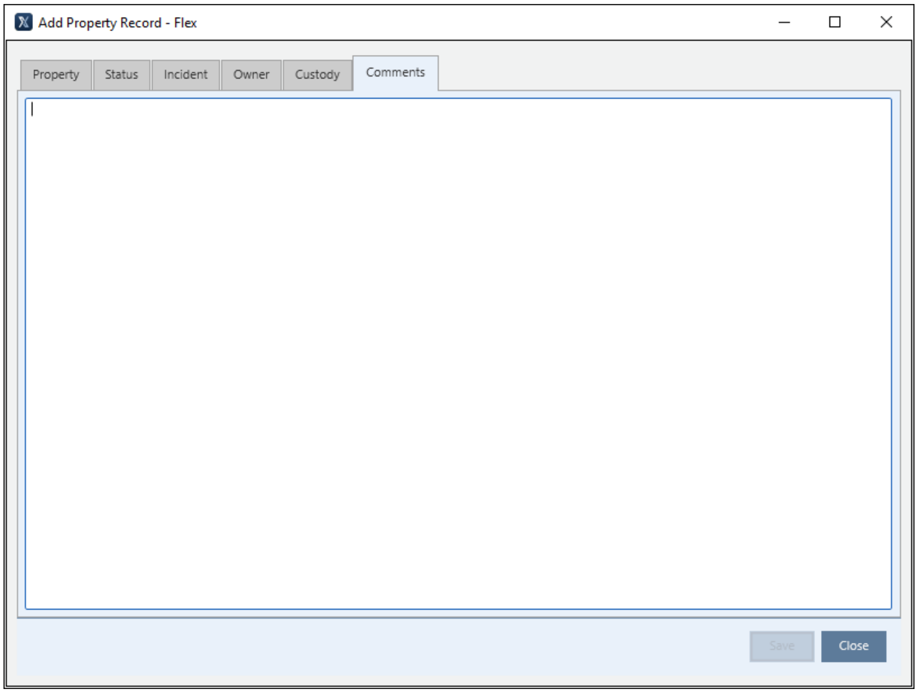


Figure 84: Property Record Comments Tab

Enter additional information associated with this record, or copy and paste information from another document. Misspelled words are underlined in red. Right-click the word to select the correct spelling.

Completing the Add Evidence Record Screen

The Mobile record screens allow officers in the field to create Evidence records.

NOTE:
The Evidence module is required to use this feature. Privileges are determined by your admin.

Evidence records can be added to both Property and Vehicle records. The following steps use the Add Property Record screen, but the process is the same for both screens.

To add an Evidence record in Mobile:

1 Open the Add Property Record screen.

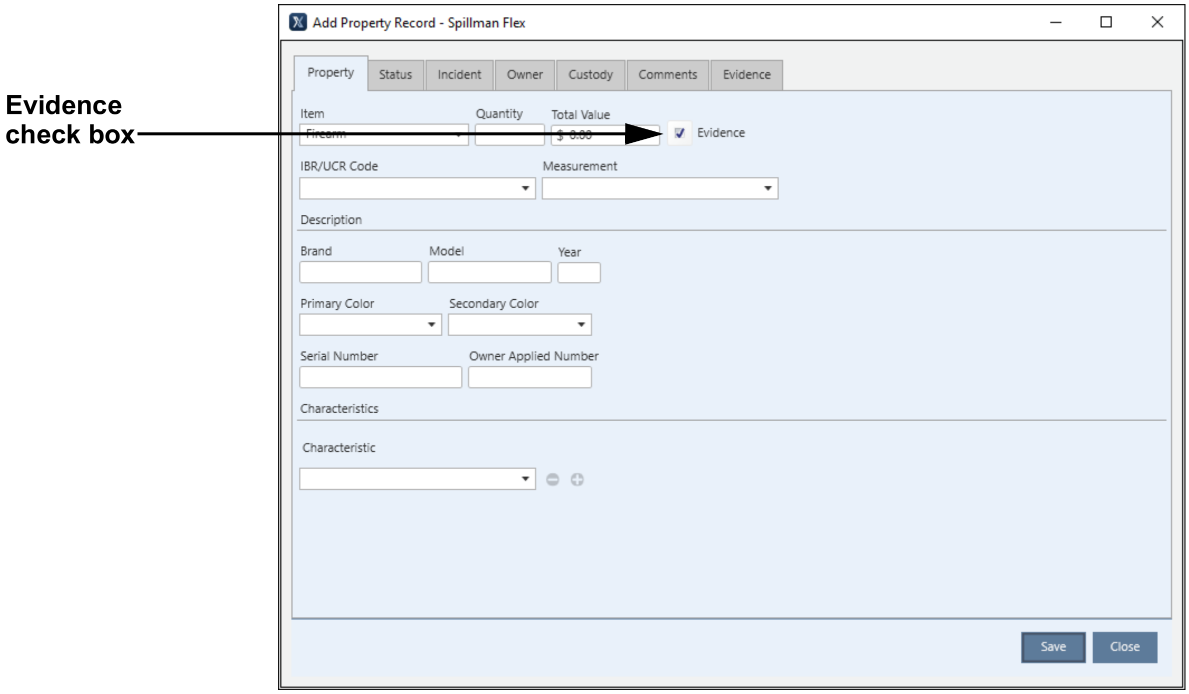


Figure 85: Evidence Check Box

2 On the **Property** tab, select the **Evidence** check box.

The **Evidence** tab is enabled for the record.

3 Click the **Evidence** tab.

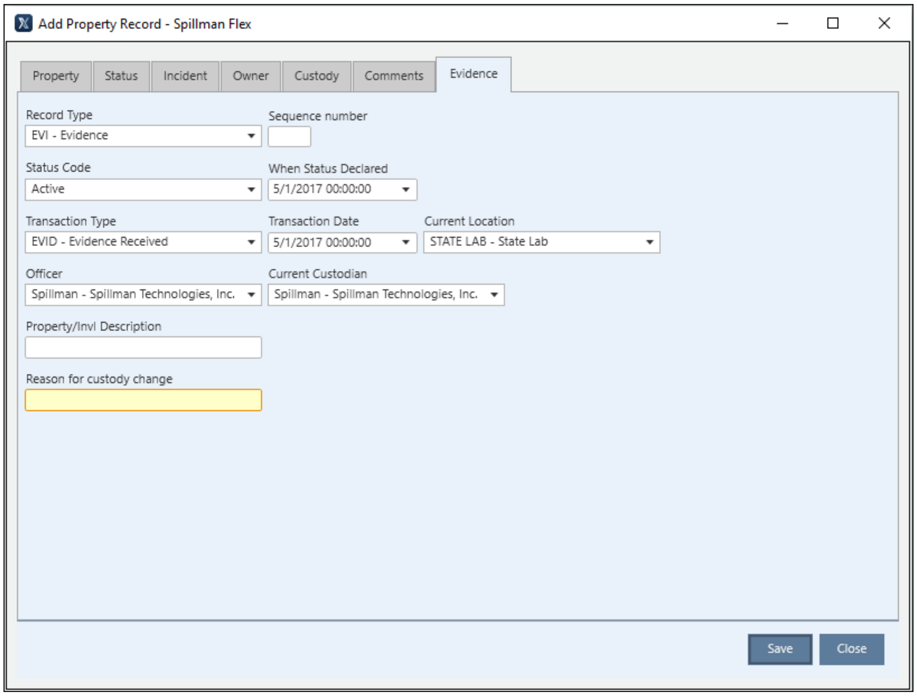


Figure 86: Property record Evidence Tab

4 Complete the fields. For more information, see Fields on the Evidence Tab on page 130.

5 Click **Save**.

The Evidence record is saved.

NOTE:
If an Evidence record is modified in Mobile, then an Evidence History record is created in Flex as well. Once an Evidence record is saved, it can only be deleted from Flex. For more information, see the *Evidence Manual*.

Fields on the Evidence Tab

The following fields are on the Evidence tab.

Field	Description
`Record Type`	Select the record type using the drop-down list. For example, `EVI - Evidence`.
`Sequence number`	For records with multiple pieces of evidence, enter the sequence number for the current item. Depending on your agency's settings, this field might be view-only.
`Status Code`	Select the status code for the item using the drop-down list. For example, `Released`.

Field	Description
`When Status Declared`	Displays the date and time when the status code for the evidence was modified. If necessary, modify this field using the *mm/dd/yyyy hh:mm:ss* format, or use the drop-down calendar.
`Transaction Type`	Select the transaction type using the drop-down list. For example, `ROF - Released to Officer`.
`Transaction Date`	Displays the date and time for the transaction. If necessary, modify this field using the *mm/dd/yyyy hh:mm:ss* format, or use the drop-down calendar.
`Current Location`	Select the current location for the evidence using the drop-down list. For example, `COURT - Released for Trial`.
`Officer`	Enter the name of the officer that collected the evidence, or select the officer using the drop-down list.
`Current Custodian`	Enter the name of the person responsible for the evidence item, or select the person using the drop-down list.
`Property/Invl Description`	Enter a description of the evidence. For example, `Smith & Wesson Handgun`.
`Reason for custody change`	If the evidence changes custody, then enter a reason for the change. For example, `Transferred to SPD`.

Validating a New Record

As Name or Vehicle records are imported or added in Mobile, the software runs an advanced search to validate new records against existing records to avoid duplicates. Validation acts as a safety net for officers against inaccurate reporting and is easy to do.

NOTE:
To avoid potential duplicate records, follow your agency's policy for proper searching.

Validating a New Name Record

To validate a new Name record, the software runs an advanced search to determine whether the record matches any existing Name record.

For individuals, the software searches for the following:

- Social Security number
- Driver license number and state
- Date of birth
- Address

For businesses, the software searches for the following:

- Name
- Address

If a potential duplicate record exists, then the Name Validation screen opens and lists the potential duplicates in an area under the attempted record.

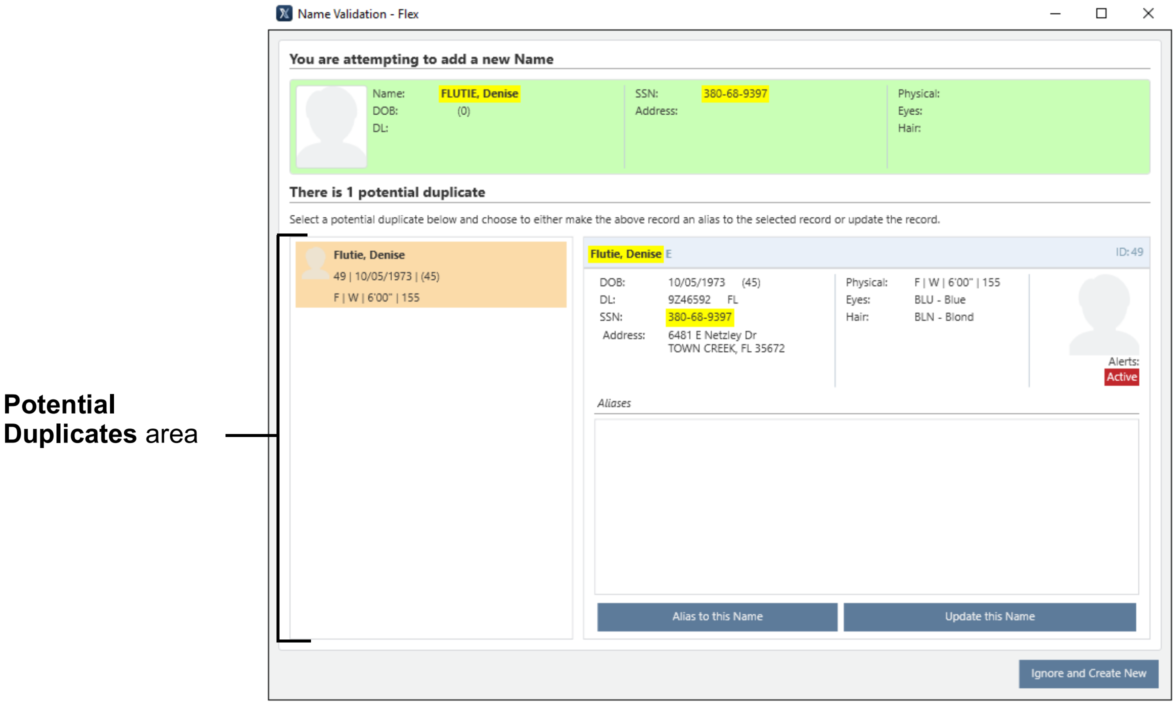


Figure 87: Potential Duplicates Area

The most likely match is listed at the top, but any record listed can be selected. A summary of the record is on the right, and matching data between the considered record and the potential duplicate is highlighted.

Based on the matching data, decide whether the attempted Name record is a duplicate record, an alias to one of the potential duplicates, or a new record.

If	Then
The attempted Name record is a duplicate	Merge the two Name records. See Merging a New Name Record With an Existing Record on page 133.
The attempted Name record is an alias for an existing record	Add the record as an alias. See Adding a New Name Record as an Alias on page 135.
The attempted Name record is not a duplicate	Ignore the potential duplicates and continue adding the record. See Ignoring the Existing Name Record on page 136.
Information needs to be edited or added for another search	Click the **Close** button to return to the Add Name Record screen.

Merging a New Name Record With an Existing Record

If the Name Validation screen highlights several matches between the potential duplicate Name record and the attempted new Name record, then it is likely that the records are duplicates. Merge the attempted record with the existing Name record to avoid having duplicate records in the database. This also allows new information to be added to the existing record.

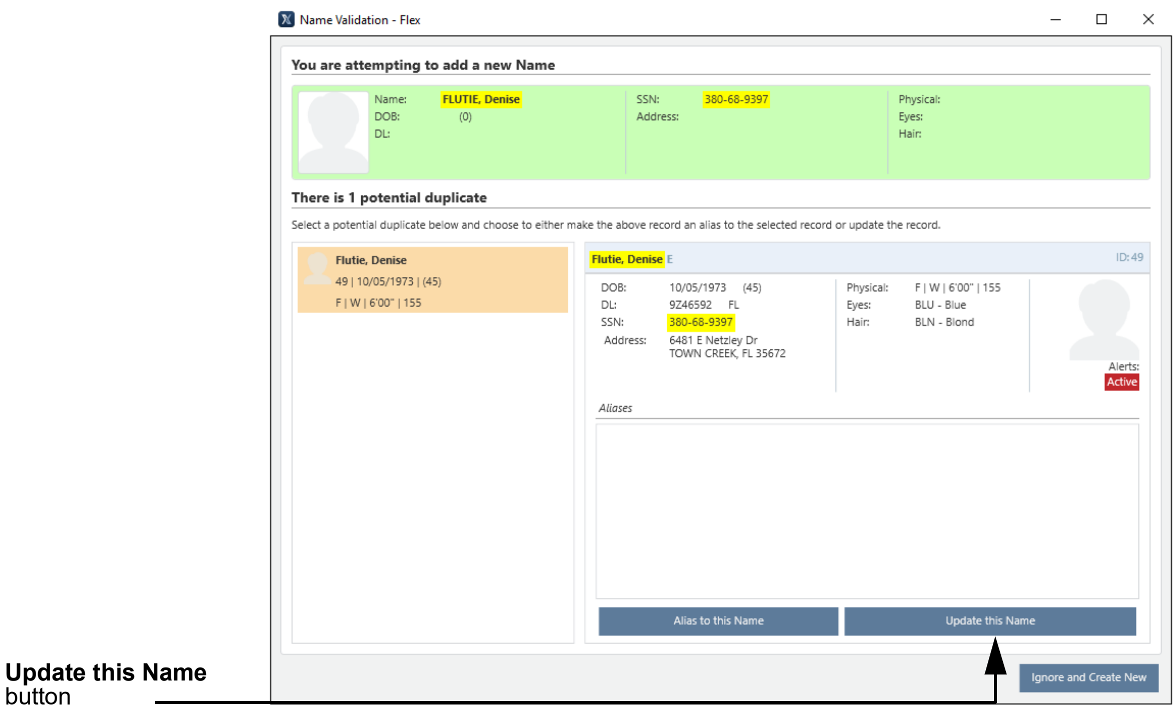


Figure 88: Update this Name button

To merge the attempted Name record with an existing record:

1 With the existing Name record selected from the **Potential Duplicates** area, click **Update this Name**.

The existing record is updated using the following rules.

If The Attempted Record	And The Existing Record	Then The Software
Contains data in a field	Does not contain data in a field	Keeps the new data.
Does not contain data in a field	Does contain data	Keeps the old data.
Contains a new detail entry	Contains a matching detail entry	Keeps the old entry and discards the new entry.
Contains a new detail entry	Does not match the detail entry	Appends the new entry to the end of the existing detail entries.
Contains new comments	Does or does not contain comments	Appends the new comments to the end of the comments.

If The Attempted Record	And The Existing Record	Then The Software
Contains aliases	Does or does not contain aliases	Appends the new aliases.
Contains new data	Contains old data	Adds the data value to the Name Merge screen to be reconciled.

If there are data conflicts, then the Update Name screen opens.

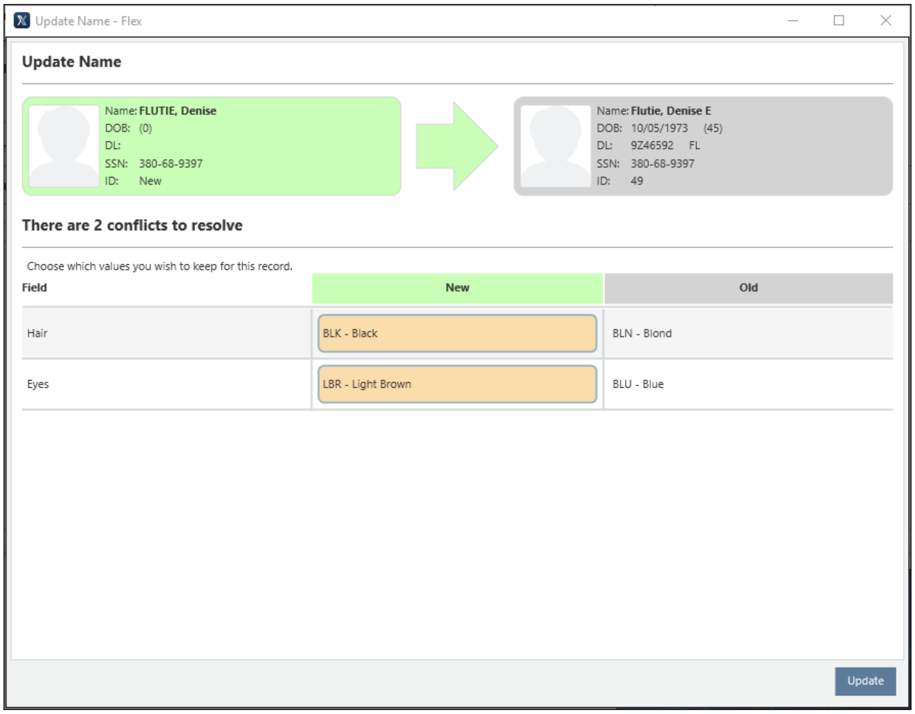


Figure 89: Update Name Screen

The Update Name screen displays any conflicts between the two records that must be resolved before the existing record can be updated. For example, the new Name record has a different weight value and a different hair color value than the old record.

2 Determine which conflicting value to use in the record:

- To keep the new value, leave it highlighted in the **New** column.
- To keep the old value, click the value in the **Old** column.

NOTE:
To select which values to keep using the keyboard, press Tab until the value to keep is highlighted, and then press the Spacebar.

In the following example, the old value for the eye color is correct. Therefore, click the value for the **Eyes** field in the **Old** column to select it.

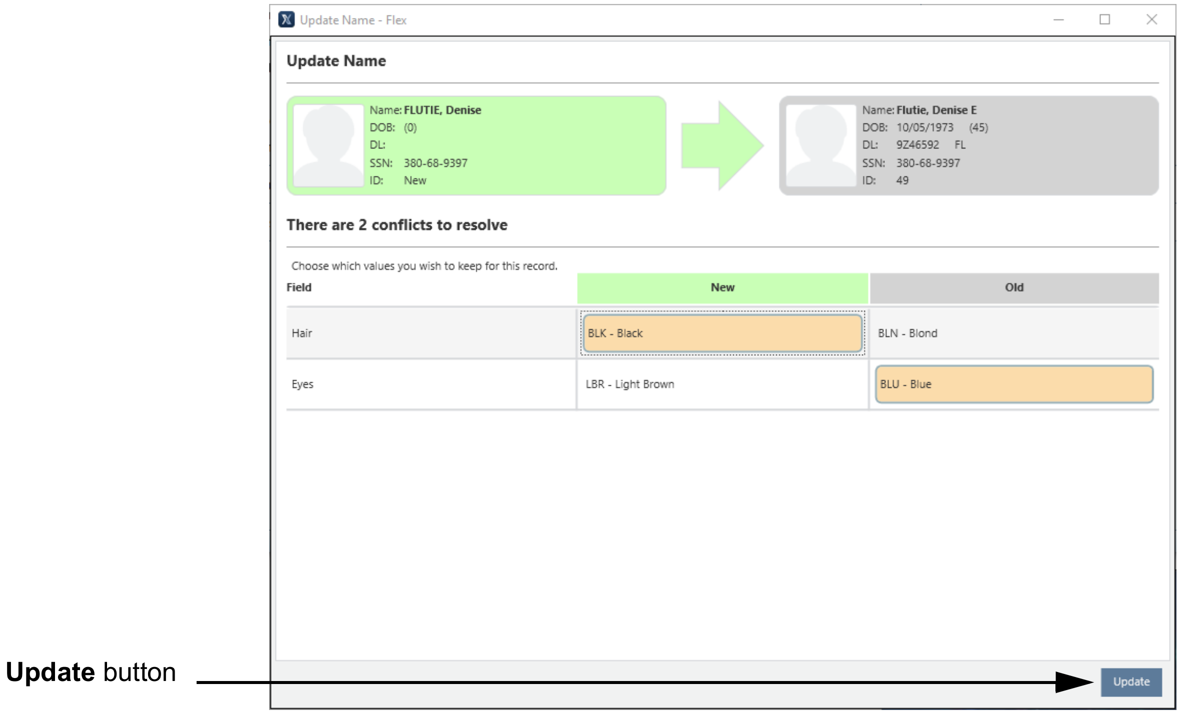


Figure 90: Merge Button

3 With the correct values highlighted, click the **Merge** button.

The existing record is updated and the Name Validation and Add Name Record screens close. The updated Name record is displayed in Mobile.

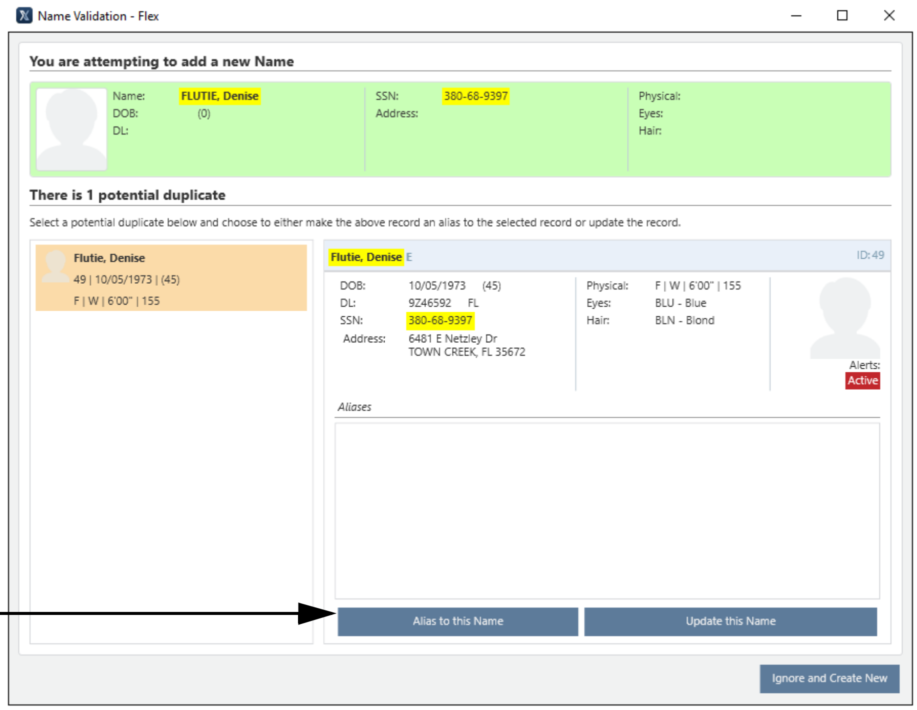
Adding a New Name Record as an Alias

If the potential duplicate record contains some matches, but not enough to determine it is a duplicate, then it might be an alias for an existing record. For example, if the two records have the same driver license number, date of birth, and physical features, but the address and first name are different, then this might be a situation where a nickname was entered, such as `Bob` instead of `Robert`. In this case, the person can be linked to the existing Name record as an alias.

To add the new Name record as an alias:

1 In the **Potential Duplicates** area, select the name record to add.

2 Click the **Alias to this Name** button.



Alias to this Name
button

Figure 91: Alias This Name Button

The new Name record is linked with the existing record as an alias, and the Name Validation and Add Name Record screens close. The new Name record is displayed in the **Involvements** area in Mobile.

Ignoring the Existing Name Record

If the potential duplicate Name record contains some matching information, but not enough to determine that the individuals are the same person, then the potential duplicate record can be ignored and a new Name record created. For example, if there is a potential duplicate record for someone with the same driver license number issued by another state, but there is no other matching criteria, then it can be determined that the record is not a duplicate.

To ignore the potential duplicates and add a new record, click the **Ignore and Create New** button in the Name Validation screen.

Ignore and Create New button

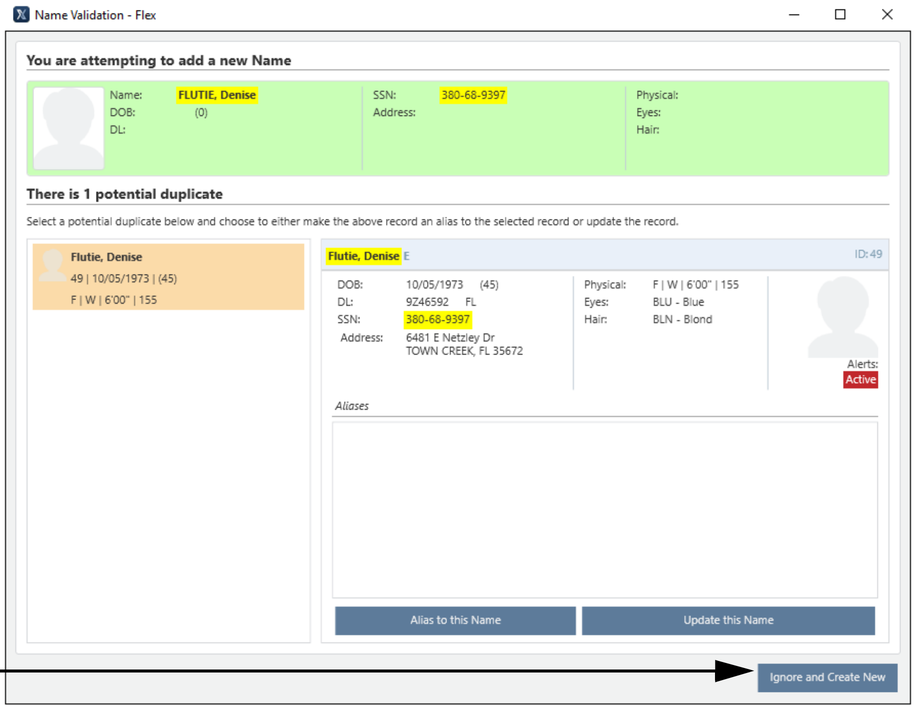


Figure 92: Ignore And Create New Button

The new Name record is added and the Name Validation and Add Name Record screens close. The new Name record is displayed in Mobile.

Validating a New Vehicle Record

To validate a new Vehicle record, the software runs an advanced search to determine whether the record matches any existing Vehicle record.

For Vehicle records, the software searches for the following:

- Vehicle Identification Number (VIN)
- License Plate number
- State

If records are found with matching information, then the Vehicle Validation screen opens.

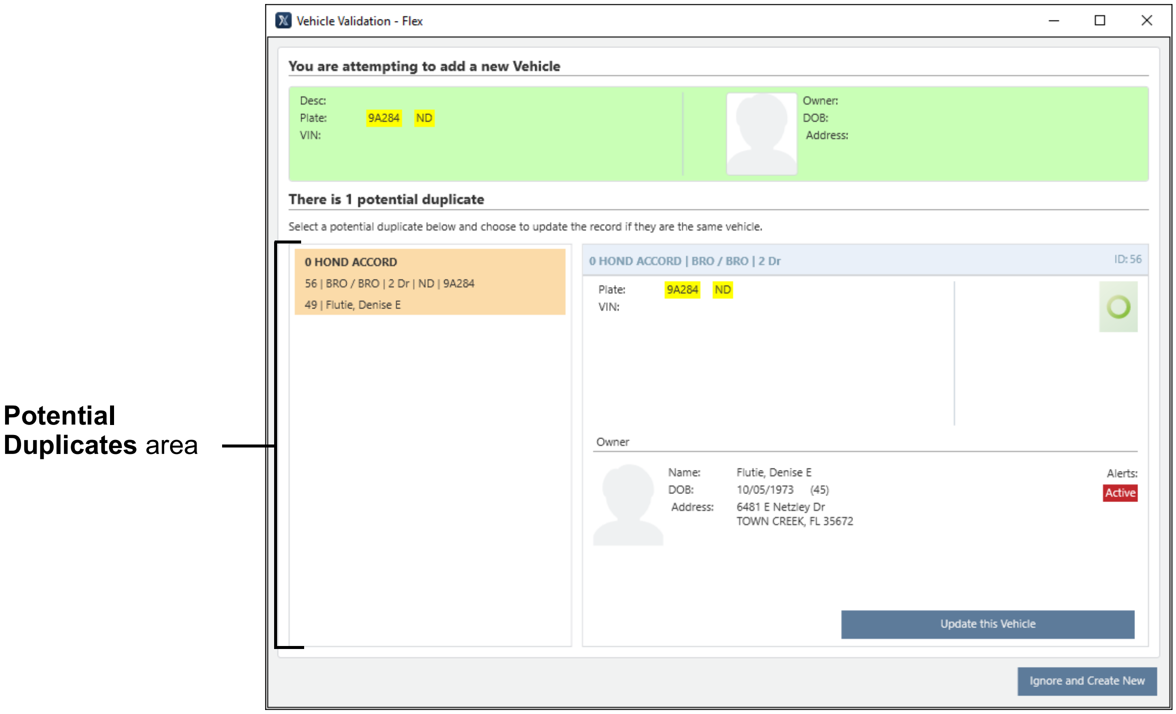


Figure 93: Vehicle Validation Screen

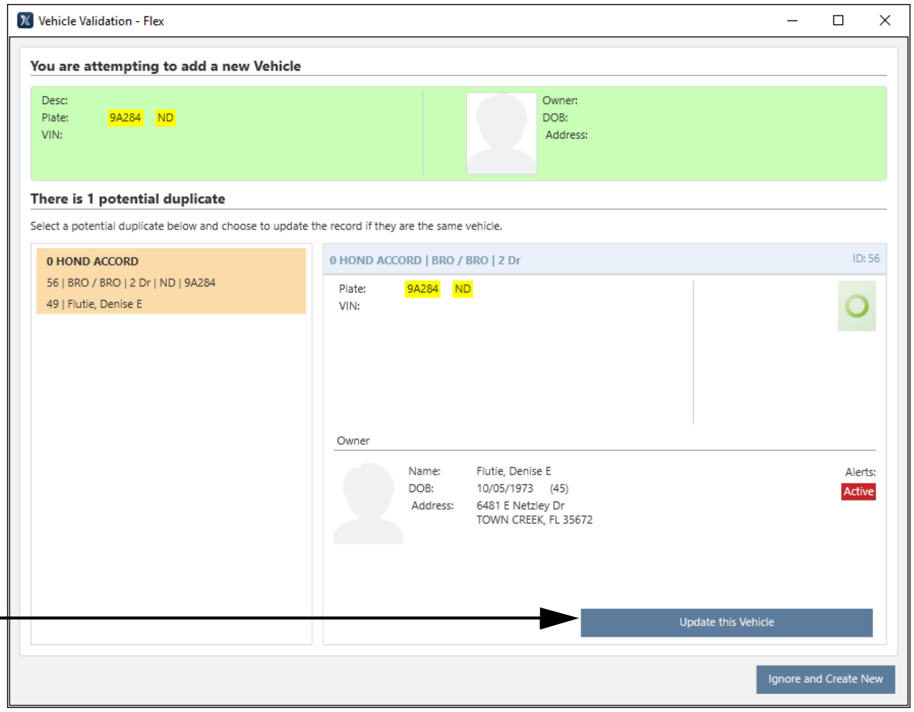
Any potential duplicate records are listed in the **Potential Duplicates** area, and matching data is highlighted.

Based on the matching data, decide whether the attempted Vehicle record is a duplicate record or a new record.

If	Then
The attempted Vehicle record is likely a duplicate	Merge the two Vehicle records. See Merging a New Vehicle Record With an Existing Record on page 139.
The attempted Vehicle record is not a duplicate	Ignore the validation and continue adding the record. See Ignoring the Existing Vehicle Record on page 141.
Information needs to be added or edited for another search	Click the **Close** button to return to the Add Vehicle Record screen.

Merging a New Vehicle Record With an Existing Record

If the Vehicle Validation screen highlights several matches between the potential duplicate Vehicle record and the attempted new Vehicle record, then it is likely that the records are duplicates. Merge the attempted record with the existing Vehicle record to avoid having duplicate records in the database. This also allows new information to be added to the existing record.



Update this Vehicle button

Figure 94: Update this Vehicle Button

To merge the attempted Vehicle record with an existing record:

1 With the existing Vehicle record selected from the **Potential Duplicates** area, click **Update this Vehicle**.

The two records are merged using the following rules.

If The Attempted Record	And The Existing Record	Then The Software
Contains data in a field	Does not contain data in a field	Keeps the new data.
Does not contain data in a field	Does contain data	Keeps the old data.
Contains a new detail entry	Contains a matching detail entry	Keeps the old entry and discards the new entry.
Contains a new detail entry	Does not match the detail entry	Appends the new entry to the end of the existing detail entries.
Contains new comments	Does or does not contain comments	Appends the new comments to the end of the comments.
Contains new data	Contains old data	Add the data value to the Name Merge screen to be reconciled.

If there are data conflicts, then the Update Vehicle screen opens.

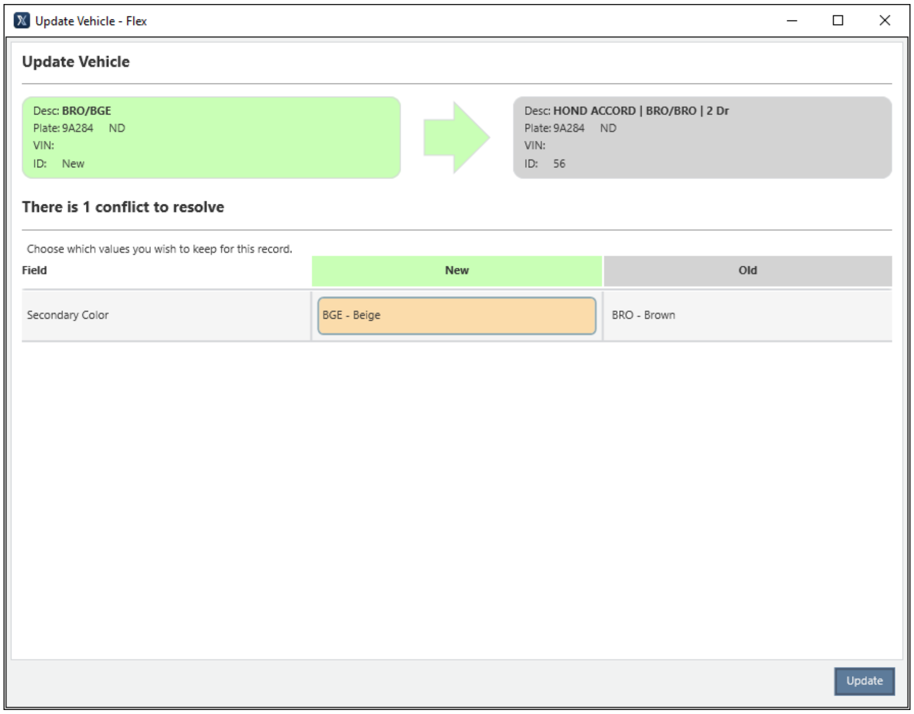


Figure 95: Vehicle Merge Screen

The Update Vehicle screen displays any conflicts between the two records before the existing record can be updated. For example, the new Vehicle record has a different secondary color.

2 Determine which conflicting value to use in the merged record:

- To keep the new value, leave it highlighted in the **New** column.
- To keep the old value, click the value in the **Old** column.

NOTE:

To select which values to keep using the keyboard, press Tab until the value to keep is highlighted, and then press the Spacebar.

In the following example, the old value is correct. Therefore, click the value for the **Secondary Color** field in the **Old** column to select it.

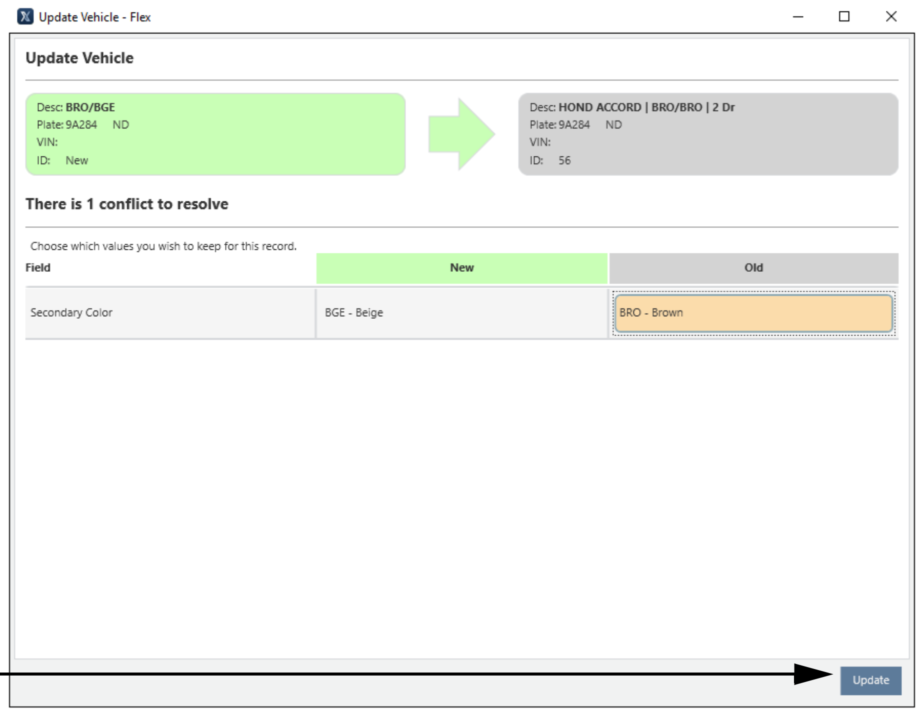


Figure 96: Update Button

3 With the correct values highlighted, click **Update**.

The Vehicle record is updated and the Vehicle Validation and Add Vehicle Record screens close. The Vehicle record is displayed in Mobile.

Ignoring the Existing Vehicle Record

If the potential duplicate record contains some matching information, but not enough to determine that it is the same vehicle, then the potential duplicate record can be ignored and a new Vehicle record created. For example, if there is a potential duplicate record for a vehicle with the same license plate, but it has a different VIN and issuing state, then it can be determined that the record is not a duplicate.

To ignore the potential duplicates and add a new record, click the **Ignore and Create New** button in the Vehicle Validation screen.

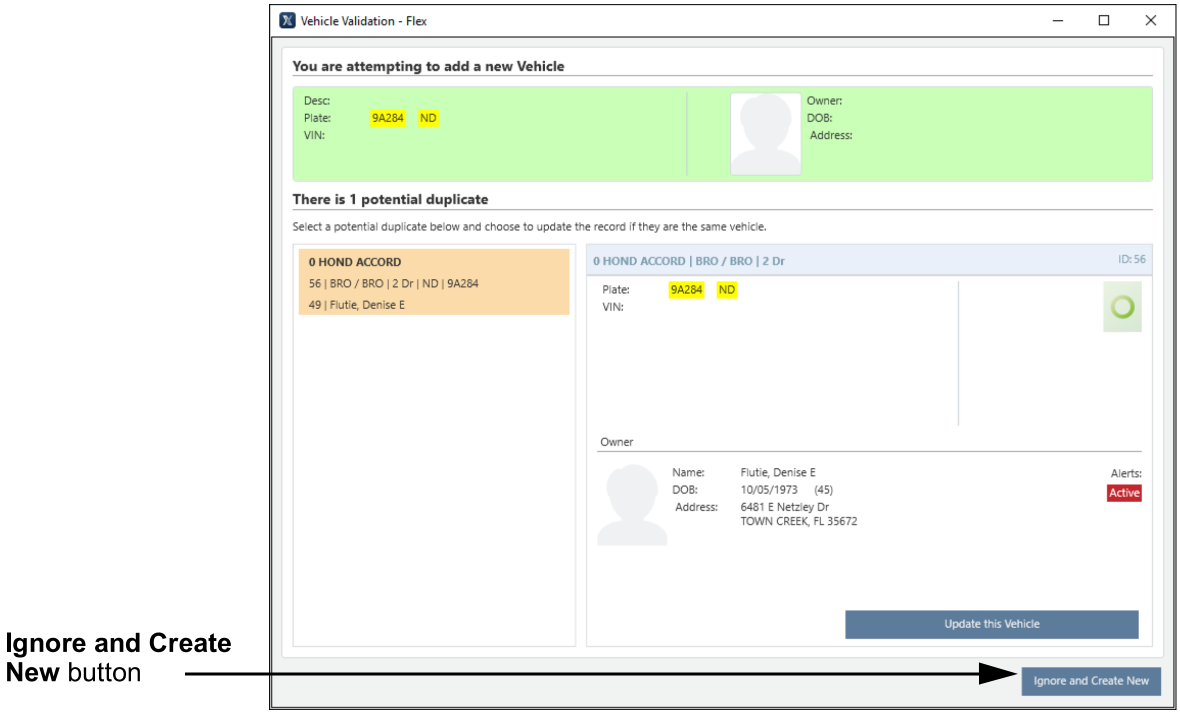


Figure 97: Ignore And Create New Button

The new Vehicle record is added and the Vehicle Validation and Add Vehicle Record screens close. The new Vehicle record is displayed in Mobile.

Chapter 4

Automated Field Reporting

The Automated Field Reporting module (AFR) can be used to enter information about certain events, such as a field interview, in Mobile. When a form is selected, a pre-filled PDF form is opened. Fill in any incomplete information and save the form.

When the AFR form is saved, the Accidents, Citations, and Warnings XML Interface is used to create the necessary records in the database. The form is also attached to a record. If your agency uses the Workflow feature, then a Workflow record is created for the responsible officer and, where applicable, the record is sent to the state when final approval is received.

The AFR module is purchased separately from Mobile. To use AFR forms, your computer must have Adobe Acrobat Reader 8.0 or greater installed. Contact your admin to find out if your agency uses the AFR module.

NOTE:

The Automated Field Reporting module uses PDF versions of state forms.

For information on the Mobile Field Report, Field Interview, Fire Field Interview, and Arrest forms, see the *Mobile Field Report and Forms Manual*. For information on submitting State eCitation and State Crash forms, see the *Mobile State eCitation and State Crash Forms Manual*.

The forms described in the *Mobile Field Report and Forms Manual* and *Mobile State eCitation and State Crash Forms Manual* are integrated with Mobile and do not use Adobe PDFs.

Completing a Form

Forms can be customized by your admin with your agency's name, graphics, and report titles. When the form is completed and saved, the data collected is sent to the database. Depending on the settings established by your admin, electronic workflow might be initiated to begin the approval process.

To complete a form:

1 Open the form. See Opening a Form on page 144.

2 Enter information to complete the form. See Using Form Features on page 147.

3 When finished, click **Save**.

The following occurs:

- The form is saved to your database and records are created as applicable using information from the form.

  NOTE:

  If the form fails to save and depending on the settings established by your admin, one of two dialog boxes appears. One warning the save was unsuccessful and the other warning the save was unsuccessful, however a backup of the form has been saved. Contact your admin for further assistance.

- If workflow is set up by your admin, then the record for the form enters workflow in the Message Center for approval.

NOTE:
If the **Save as Draft** button is clicked, then the form is saved as a draft in the **Draft Forms** folder of the Message Center. To avoid inaccurate data, drafts should be completed in a timely manner.

4 If desired, to print the form, click **Print**.

The Print dialog box opens.

5 Configure your printer settings, and then click **Print**.

Opening a Form

Mobile forms can be opened from the Actions menu in the Message Center, or from the Field Reports screen.

To open a form:

1 Complete one of the following:

- In the Message Center, from the menu bar, select **Screens** > **Field Reporting**.
- From the Mobile toolbar, click the **Field Reports** icon.

The Field Reports screen opens.

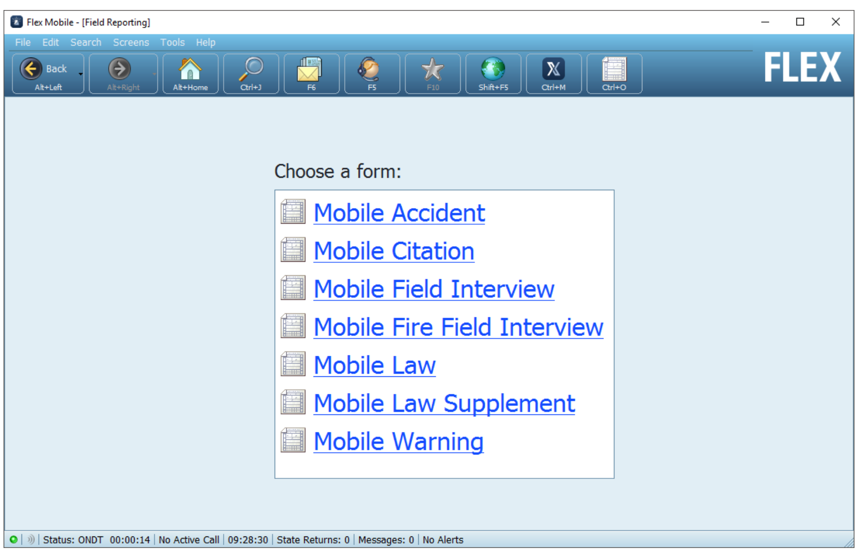


Figure 98: Field Reports Screen

2 Select the form to complete. For an explanation of available forms, see Choosing a Form on page 145.

The selected form opens.

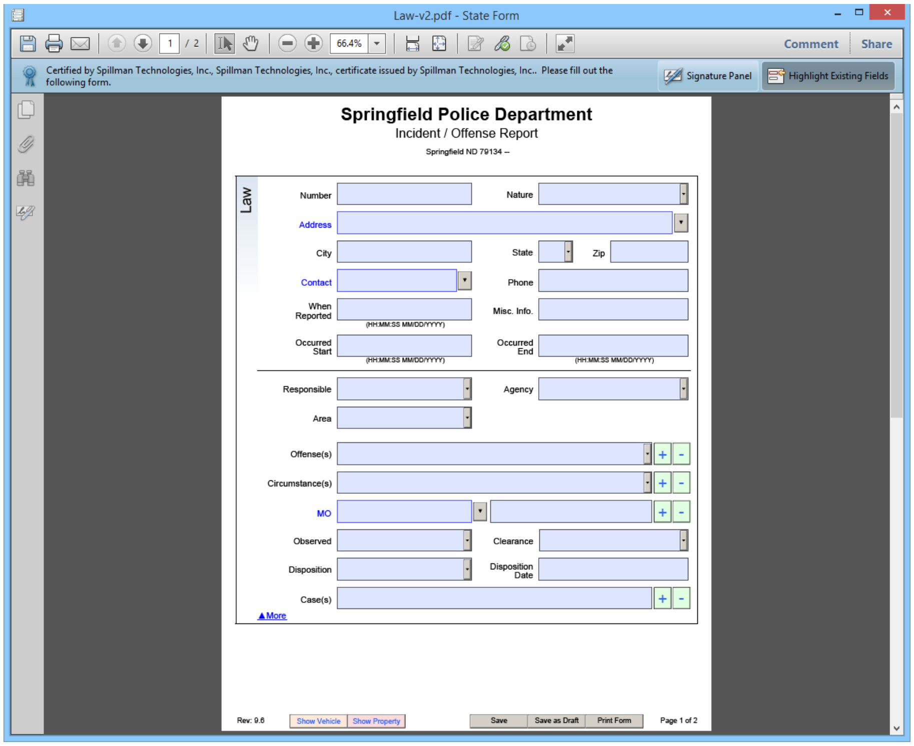


Figure 99: Selected Field Reports Screen

Choosing a Form

The form to choose depends on the type of data being collected. The following forms are available:

- General Use Warnings Form on page 145
- General Use Law Form on page 146
- General Use Field Interview Form on page 146
- General Use Fire Field Interview Form on page 146
- General Use Citation Form on page 146
- General Use Accident Form on page 147

NOTE:
Other forms might be available and can vary by state. For more information on specific state forms, contact your admin.

General Use Warnings Form

The Warnings form is used to collect the following information:

- Warnings
- Comments

- Name information
- Vehicle Information
- Property Information

General Use Law Form

The Law form is used to collect the following information:

- Law Incident information
- Narratives
- Supplemental narratives
- Name information
- Vehicle information
- Property information

General Use Field Interview Form

The Field Interview form is used to collect the following information:

- Field interview information
- Name information
- Vehicle information

General Use Fire Field Interview Form

The Fire Field Interview form is used to collect the following information:

- Fire field interviews
- Name information
- Vehicle information

General Use Citation Form

The Citation form is used to collect the following information:

- Citations
- Comments
- Name information
- Vehicle information
- Property information

General Use Accident Form

The Accident form is used to collect the following information:

- Accident data
- Crash diagrams
- Road information
- Narratives
- Name information, including crash-specific data elements
- Vehicle information, including crash-specific data elements
- Property information

Using Form Features

Mobile forms have many features that simplify the process of completing forms.

Use any of the following features to complete a form:

- Using Fields With Drop-down Lists on page 147
- Expanding Form Areas on page 148
- Adding Fields on page 149
- Writing Narratives on page 149
- Using Action Buttons on page 149

Using Fields With Drop-down Lists

Some fields contain drop-down lists with options to quickly fill out multiple form fields from database records. Drop-down lists with the ability to fill out multiple form fields are highlighted in blue.

Information that can be imported includes:

- **CAD call information**. Some fields, such as the **Address** field, provide the option of importing information from the current CAD call.
- **Name records**. Some fields, such as the **Last Name** field, provide the option of importing Name record information by selecting from a drop-down list of names queried in the current Mobile session.
- **Vehicle records**. Some fields, such as the Plate/State field, provide the option of importing Vehicle record information by selecting from a drop-down list of vehicles queried in the current Mobile session.
- **Categorized code selections**. Some fields, such as the **Offense(s)** field, provide the option of importing code information from a drop-down list.

Other fields that are not highlighted might contain drop-down lists with pre-determined values to meet the requirements of your state.

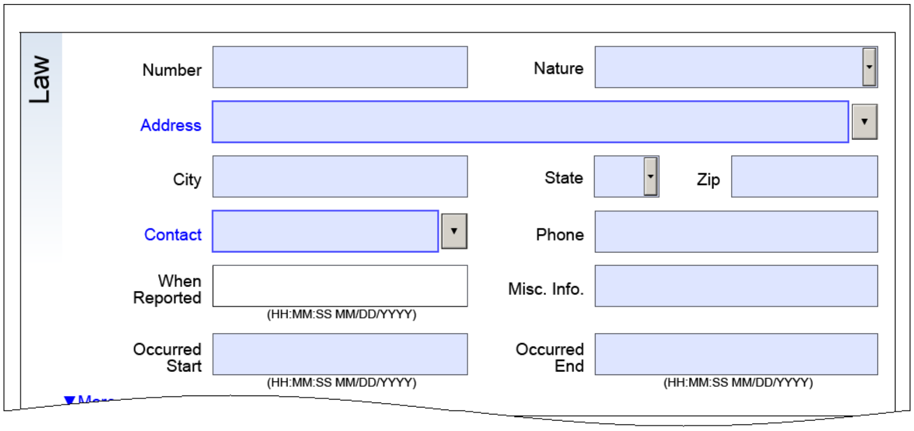


Figure 100: Prepopulated Fields

Expanding Form Areas

Some areas contain hidden fields for additional information and can be expanded. Expandable areas are indicated by a blue triangle and text, such as the More button.

To expand the area and enter additional details in a form, or to collapse the expanded area, click **More**.

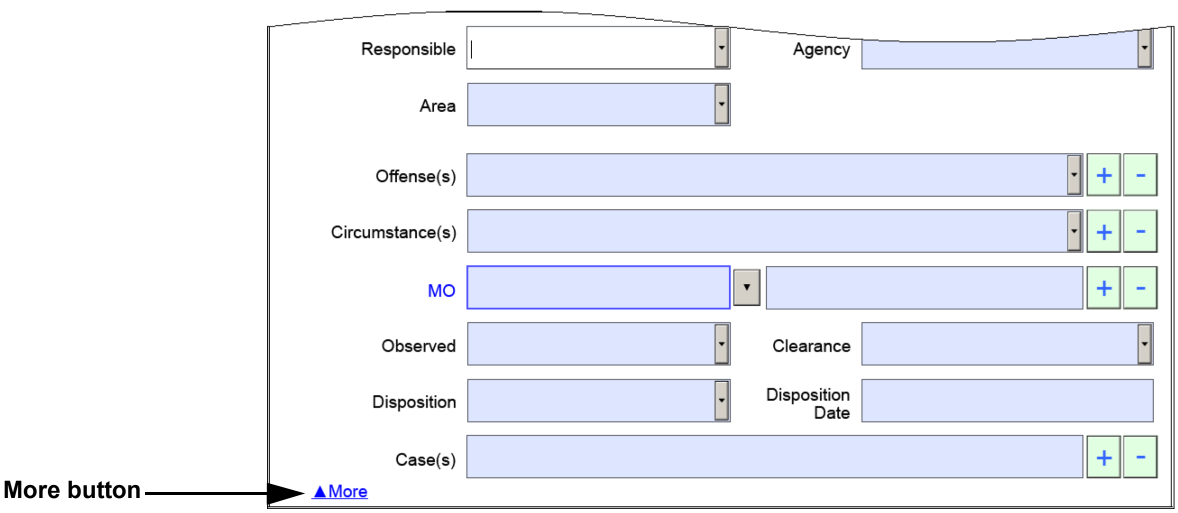


Figure 101: More Button

The button names vary depending on the area being completed and the form being used. For example, to complete the **Signature** area in the Citation form, at the bottom of the form, click **Signature** Block.

Adding Fields

Some fields can be duplicated to add more information. For example, multiple **Offense(s)** fields can be added.

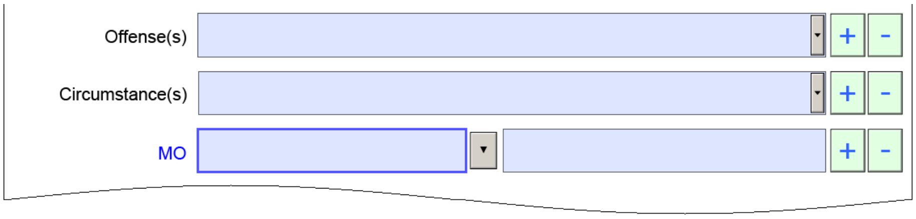


Figure 102: Adding Multiple Fields

Use the **Add** (+) button to add fields or the **Remove** (-) button to remove fields that have been added.

Writing Narratives

Narrative fields can be completed with an unlimited amount of text, and your admin can load templates to use for collecting specific information. To use a template, click the **Template** button. The narrative section expands to fit the amount of text entered.

Using Action Buttons

Action buttons are found at the bottom of each page to which they are applicable.

The following table lists the action buttons available on AFR forms and a description of what they do.

Action Button	Description
Print Form	Sends the complete form to the default printer.
Save	Saves the form to the database.
Save as Draft	Saves the form to the computer on which it is being drafted.
Show Property	Reveals a Property sub-form to enter an unlimited number of property items.
Show Supp Narr	Adds the first supplemental narrative to the form.
Show Vehicle	Reveals a Vehicle sub-form to enter an unlimited number of vehicles.

Chapter 5

Voiceless CAD and Mobile Mapping

The Mobile Voiceless CAD module and the Mobile Mapping module are purchased separately from Mobile.

The Voiceless CAD module lets dispatchers assign calls to a unit without using the radio. This frees up air time for high-priority calls and still ensures that all the information needed to respond to calls is received. Depending on your privileges, new calls can also be added from Voiceless CAD.

The Mobile Mapping module allows the location of your agency's calls to be viewed on a map of your jurisdiction. The map is integrated with Mobile so that officers, firefighters, dispatchers, and supervisors who have access to Mobile can view the map. If your agency has the Automatic Vehicle Location (AVL) module, then the location of each unit that has a GPS receiver can also be viewed. If your agency has the Motorola Unified Network Service (UNS) interface, then UNS devices can be viewed. For more information on the AVL module and the UNS interface, see the *Automatic Vehicle Location (AVL) Manual*.

Topics include the following:

Assigning Yourself to a Unit

Depending on the settings configured by your admin, while logging into Voiceless CAD, you can assign yourself to a unit.

To assign yourself to a unit, while logging in, enter the unit number. Depending on the settings established by your admin, you might select a vehicle in the Vehicle ID field. When you select a vehicle, the vehicle is associated with the unit you entered in the Unit field.

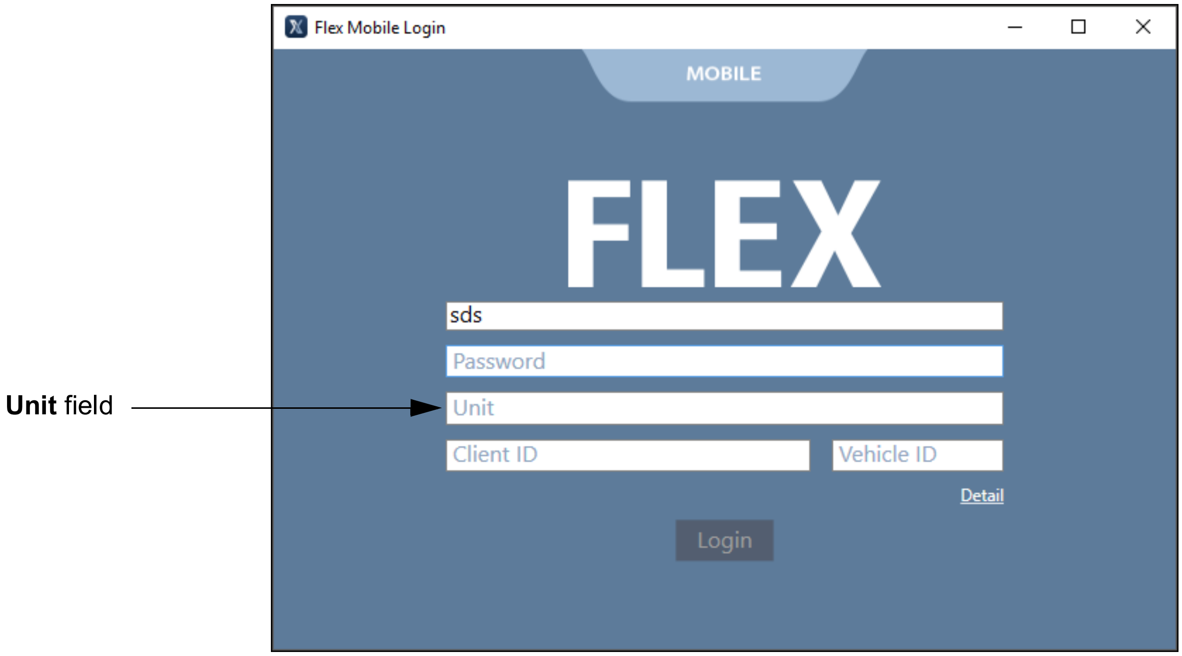


Figure 103: Mobile Login Screen

NOTE:
When you assign yourself to a unit that is already assigned to another user, that user is unassigned from the unit. If you assign a vehicle to yourself that is assigned to another unit, that unit is unassigned from the vehicle.

If you are unable to assign yourself to a unit, then contact your admin.

Understanding the CAD Screen

The CAD screen contains information about assigned calls, unassigned calls, and the status of units for your agency.

To view call and unit information at a glance, complete any of the following:

- Opening the CAD Screen on page 152
- Working With CAD Detail Grids on page 153
- Viewing the Backup Units Dispatched to a Call on page 156
- Understanding StateLink Alerts in the CAD Screen on page 157

Opening the CAD Screen

To open the CAD screen, do one of the following:

- Select **Screens** > **CAD**.

- Click the **CAD** button.
- Press F5

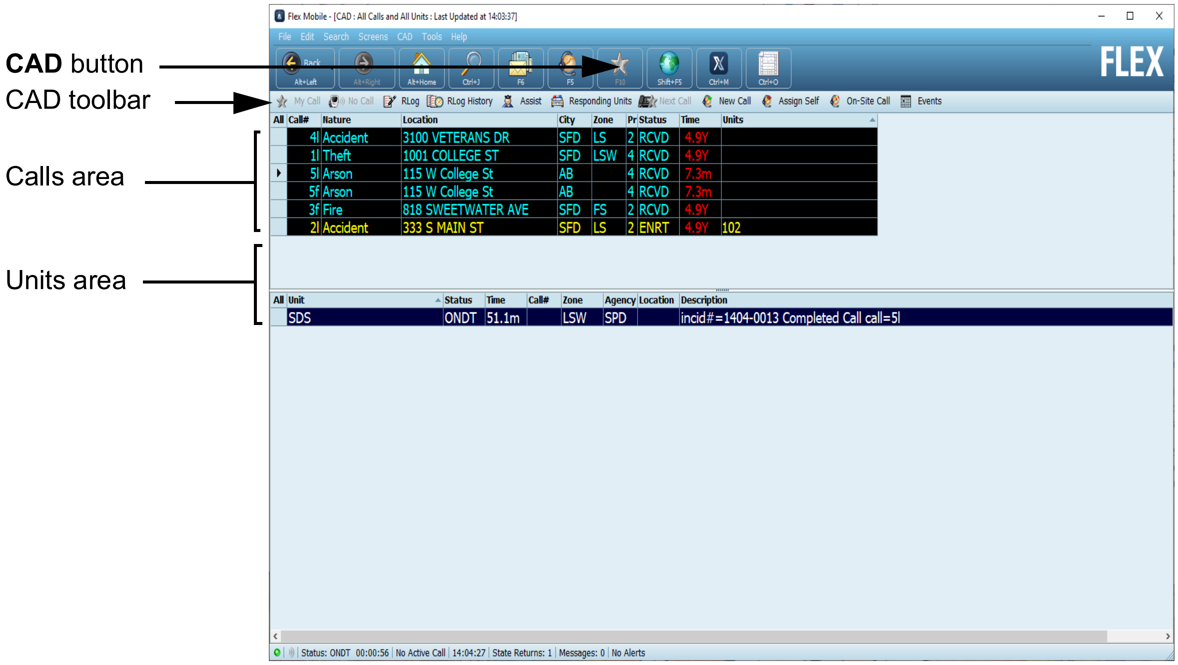


Figure 104: CAD Screen

The CAD screen contains the following:

- **CAD toolbar.** Displays shortcut buttons for CAD actions, such as the **New Call** button.
- **Calls area.** Displays the current calls based on your preferences. See Filtering the Calls Area on page 155.
- **Units area.** Displays the current units based on your preferences. See Filtering the Units Area on page 155.

Working With CAD Detail Grids

The CAD screen displays call and unit information in a detail grid. The columns, rows, and font size of the **Calls** area and **Units** area can be changed. Information in any column can be sorted, and the calls and units displayed can be filtered.

To change the font size, see Setting Voiceless CAD Options on page 222. Otherwise, to customize the way call and unit information is displayed, complete any of the following:

- Sorting Calls and Units on page 154
- Resizing Columns on page 154
- Resizing Rows on page 155
- Filtering the Calls Area on page 155
- Filtering the Units Area on page 155

Sorting Calls and Units

The list of calls can be sorted by the following columns:

- Call Number
- Nature
- Location
- City
- Zone
- Priority
- Status
- Unit

The list of units can be sorted by the following columns:

- Unit
- Status
- Time
- Call Number
- Zone
- Agency
- Location
- Description

To sort a list of calls or units, click the heading of the column by which to sort. A small triangle appears on the heading, indicating whether the order is ascending or descending. To reverse the order of the sort, click the heading again.

Resizing Columns

Columns can be resized to view more or less information.

To resize a column:

1 At the column header, rest the mouse pointer on the vertical line to be moved.

The mouse pointer becomes a vertical line with horizontal arrows.

2 Drag the column to the desired size.

The column remains resized until it is changed again, even if the Mobile session is ended.

Resizing Rows

Rows can be resized to view more or less information.

To resize rows:

1 At the beginning of a row, rest the mouse pointer on a horizontal line separating two rows.

The mouse pointer becomes a horizontal line with vertical arrows.

2 Drag the row to the desired size.

All rows are changed to the specified size. The rows remain resized until they are changed again, even if the Mobile session is ended.

Filtering the Calls Area

The **Calls** area can be filtered by category. To filter the **Calls** area, from the menu bar, select **CAD** > **Call Filters**, or right-click the **Calls** area, and then select the desired category. A check mark is displayed next to the current filter.

Calls can be filtered by the following categories:

- To view only calls assigned to your unit, select **My Unit's Calls**.
- To view only calls assigned to your district, select **My District's Calls**.
- To view only calls assigned to the officers in your zone, select **My Zone's Calls**.
- To view only calls assigned to the officers in your agency, select **My Agency's Calls**.
- To view only calls assigned to other units, select **Other Unit's Calls**. The Set Unit Filter dialog box opens. Select the check boxes for the units whose calls should be displayed, and then click **OK**.
- To view only calls assigned to other districts, select **Other District's Calls**. The Set District Filter dialog box opens. Select the check boxes for the districts whose calls should be displayed, and then click **OK**. To select all other districts, click **Select All**.
- To view only calls assigned to other zones, select **Other Zone's Calls.** The Set Zone Filter dialog box opens. Select the check boxes for the zones whose calls should be displayed, and then click **OK**.
- To view only calls assigned to other agencies, select **Other Agency's Calls**. The Set Agency Filter dialog box opens. Select the check boxes for the agencies whose calls should be displayed, and then click **OK**.
- To view all the calls assigned by your dispatch center, select **All Calls**.

Filtering the Units Area

The **Units** area can be filtered by category. To filter the **Units** area, from the menu bar, select **CAD** > **Unit Filters**, or right-click the **Units** area, and then select the desired category. A check mark is displayed next to the current filter.

Calls can be filtered by the following categories:

- To view all the units in your zone, select **My Zone's Units**.

- To view all the units in your district, select **My District's Units**.
- To view all the units in your agency, select **My Agency's Units**.
- To view all the units in other zones, select **Other Zone's Units**. The Set Zone Filter dialog box opens. Select the check boxes for the zones whose units should be displayed, and then click **OK**.
- To view all the units in other districts, select **Other District's Units**. The Set District Filter dialog box opens. Select the check boxes for the districts whose units should be displayed, and then click **OK**. To select all other districts, click **Select All**.
- To view all the units in other agencies, select **Other Agency's Units**. The Set Agency Filter dialog box opens. Select the check boxes for the agencies whose units should be displayed, and then click **OK**.
- To view all the units dispatched by your dispatch center, select **All Units**.

Viewing the Backup Units Dispatched to a Call

To view the backup units dispatched to a call:

1 In the **Calls** area, select a call.

2 From the CAD toolbar, click the **Responding Units** button.

The Responding Units list screen opens. All units dispatched to the call, the unit status, call information, and unit contact information is displayed. The responsible unit is marked with an asterisk (*).

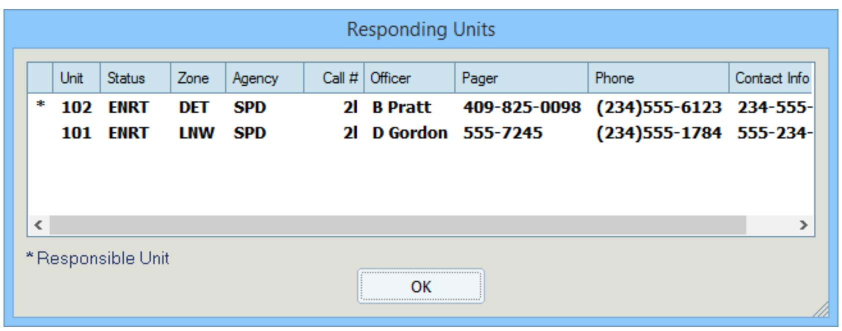


Figure 105: Responding Units list Screen

Use the scroll bar to view the information. If more units are assigned to the call than fit in the dialog box, then use the Up Arrow or Down Arrow key or the scroll bar to scroll through the list of assigned units.

3 Click **OK** or press Enter to close the Responding Units list screen.

Understanding StateLink Alerts in the CAD Screen

In the CAD screen, when an officer receives a return with a StateLink alert, the officer's unit flashes in the **Unit** area, even if the officer has not opened the return in Message Center. The unit flashes by alternating between its normal colors and the inverted colors. This feature is determined by the setup established by your admin and your Mobile options. For more information, see Enabling Flashing StateLink Alerts on page 223.

Normal colors

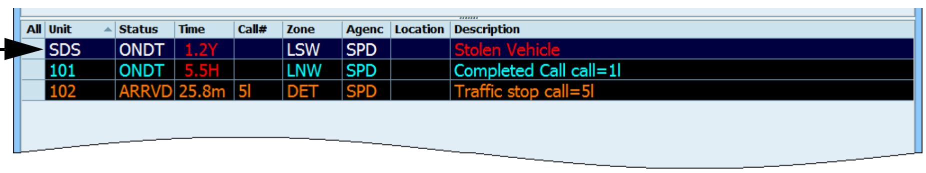


Figure 106: Normal Colors

Inverted colors

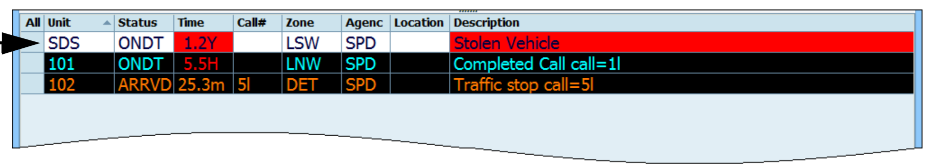


Figure 107: Inverted Colors

If a unit receives multiple StateLink alerts, then only the alert with the highest priority is displayed. Your admin determines the priority level of the alerts.

In the **Description** column, the text of the alert is displayed, such as `Stolen Vehicle`. The StateLink alert is dismissed when the status of the unit is updated.

Adding and Completing Calls in Voiceless CAD

This section describes how to use Voiceless CAD to add and complete calls in Mobile.

To use Voiceless CAD, complete any of the following:

- Viewing a CAD Call on page 158
- Receiving CAD Calls on page 159
- Becoming the Responsible Unit on page 159
- Updating Your Unit Status on page 160
- Modifying a Call on page 161
- Completing a CAD Call on page 164
- Reactivating a Call on page 165
- Assisting Another Unit as a Backup Unit on page 166
- Using the Add a CAD Call Feature on page 168

- Using the Assign Self to Call Feature on page 171
- Using the On-Site Call Feature on page 172

To use the CAD radio log, see Using the Radio Log on page 179. To personalize your CAD screen, see Setting Voiceless CAD Options on page 222.

Viewing a CAD Call

When a call in the **Calls** area is selected, the CAD Call Information screen opens and detailed information about that call is displayed.

To view a call, do one of the following:

- Double-click the call.
- Use the Up Arrow or Down Arrow key to highlight the call, and then press Enter.
- From the menu bar, select **CAD** > **View Call** or **CAD** > **My Call**.
- Click the **My Call** button.

  The CAD Call Information screen opens.

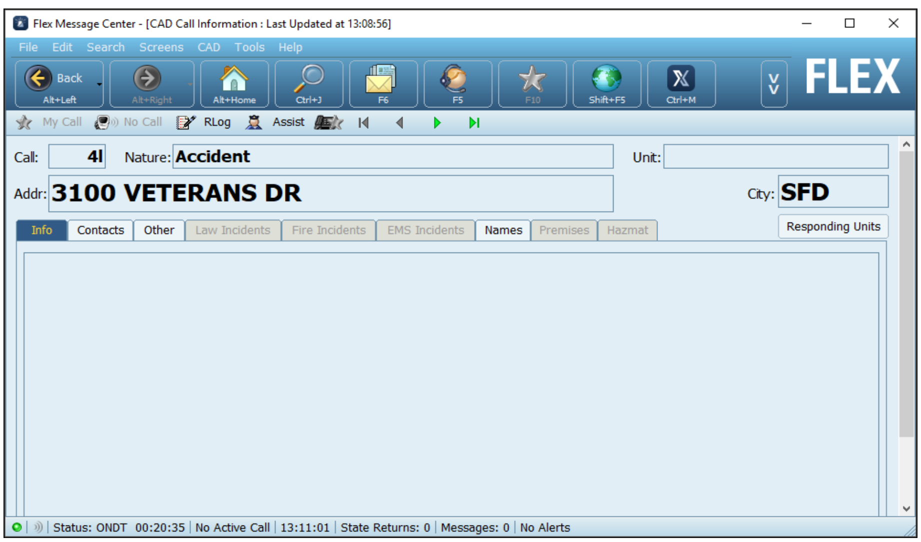


Figure 108: CAD Call Information Screen

The Call Number, nature, address, and responsible unit are displayed. To see a list of responding units, click the **Responding Units** button. For more information on responding units, see Viewing the Backup Units Dispatched to a Call on page 156. Tabs below the call address contain additional information about the call and location, such as contact information and any Law Incident involvements. For more information, see Understanding the CAD Call Information Screen on page 173.

Receiving CAD Calls

The dispatcher can assign your unit as either the responsible unit or a backup unit for a call. In the **Units** area of the CAD screen, calls assigned to your unit are highlighted blue. The number of the responsible unit is displayed in the **Unit** column on the CAD screen. Depending on your settings, when a dispatcher assigns a call to your unit, a sound notification might occur.

If a higher-priority call than the call currently being worked is assigned to your unit, then the higher-priority call becomes your active call. Depending on the setup established by your admin, one of the following occurs to your original call:

- Your unit is removed from the original call, and the status of the call is changed to `RCVD` so that the dispatcher can assign it to another unit.
- The original call remains assigned to your unit, and the status of the call is changed to `ASSGN`. If your unit is the responsible unit, then your unit number remains in the **Unit** column. After the higher-priority call is completed, the original call can be resumed. For more information, see Reactivating a Call on page 165.

Becoming the Responsible Unit

Depending on the settings established by your admin, officers can assign themselves as a responsible unit for a call. The officer changing the responsible unit must already be dispatched to the call, and of the same type as the call and the current responsible unit.

To make yourself the responsible unit for a call:

1. In Voiceless CAD, in the **Calls** area, select the desired call.
2. From the CAD toolbar, click the **Become Responsible Unit** button.

   A confirmation dialog box opens.

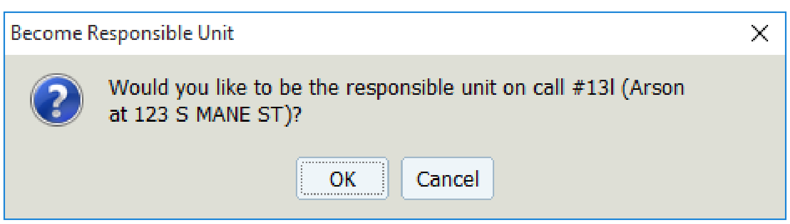
   

   Figure 109: Confirmation Dialog Box
3. Click **OK**.

   The following occurs:

   - Your unit is made the responsible unit for the call.
   - The **Responsible Officer** field in the Law Incident record is updated.
   - The previous responsible officer is notified of the change through a message in the Message Center, and remains on the call as an assisting unit.

Updating Your Unit Status

When a dispatcher assigns a call to your unit—whether your unit is the responsible unit or a backup unit—the status of your unit must be updated. Your admin creates a status sequence to update your unit to the next appropriate status. The **Unit Status** button on the CAD toolbar and the **Unit Status** option in the CAD menu both reflect the next status in the sequence.

Figure 110: Unit Status Button

To update your unit to the next status in the sequence, do any of the following:

- From the CAD toolbar, click the **Unit Status** button.
- From the menu bar, select **CAD** > **Unit Status**, where **Unit Status** is the next status in the sequence.
- Press F9.

NOTE:
If your next available status is `CMPLT`, then see Completing a CAD Call on page 164.

The radio log can also be used to update the status of your unit if the next status in the sequence is not the correct status. For more information, see Using the Radio Log to Update Your Unit Status on page 160.

Using the Radio Log to Update Your Unit Status

The radio log can be used to update your status if the next status in the status sequence is not your next status due to the circumstances of your call. For example, if the **Unit Status** button displays `ARRVD`, but the correct status is `ENRT`.

To update your unit status using the radio log:

1 Do any of the following:

- From the CAD toolbar, click the **Radio Log** button.
- From the menu bar, select **CAD** > **Radio Log Entry**.
- Press F8.

The Radio Log Entry dialog box opens with the next available status populated in the **Ten-Code** field.

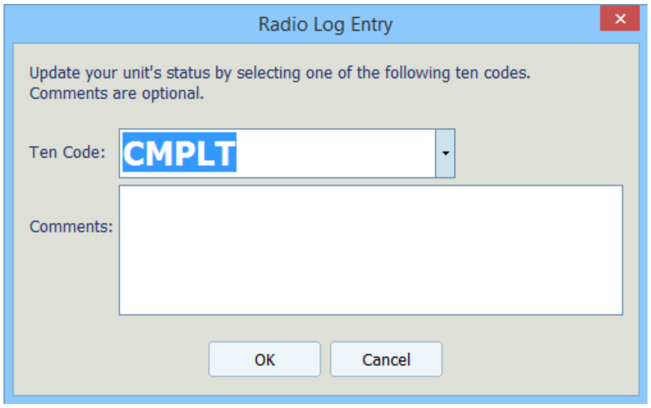


Figure 111: Radio Log Entry Dialog Box

2 Complete the following fields:

- In the **Ten Code** field, select the correct status from the drop-down list.
- In the **Comments** field, enter the call comments.

3 Click **OK**, or press Enter.

The Call record and radio log are updated with the new status and call comments.

Modifying a Call

The nature and address for a call can be modified in Mobile.

Depending on the settings established by your admin, the changes made to the call affect only your assigned call type, or affect all call types connected to the call. If your agency dispatches calls for multiple disciplines, then the most common setting is to change only the assigned call type. Contact your admin to confirm the settings for your agency.

NOTE:

If your agency has set up this feature to modify all types connected to a call, then the following limitations apply:

When the address for the call is updated, all zones are changed for all call types.

If a call type is removed in Flex CAD, then when the call is modified in Mobile Voiceless CAD, the removed call type is also modified and the call is recreated.

When a call is modified, the changes apply to only those call types that have not been modified using the MT command in Flex CAD.

Modifying a Call in Mobile

Depending on the settings for your agency, either the nature, address, or both for your assigned call can be modified in Mobile.

To modify a call:

1 Do one of the following:

- From the CAD screen, in the **Calls** area, right-click the desired call, and then select **Modify Call**.
- From the CAD Call Information screen, from the CAD toolbar, click the **Modify Call** button.

The Modify Call screen opens.

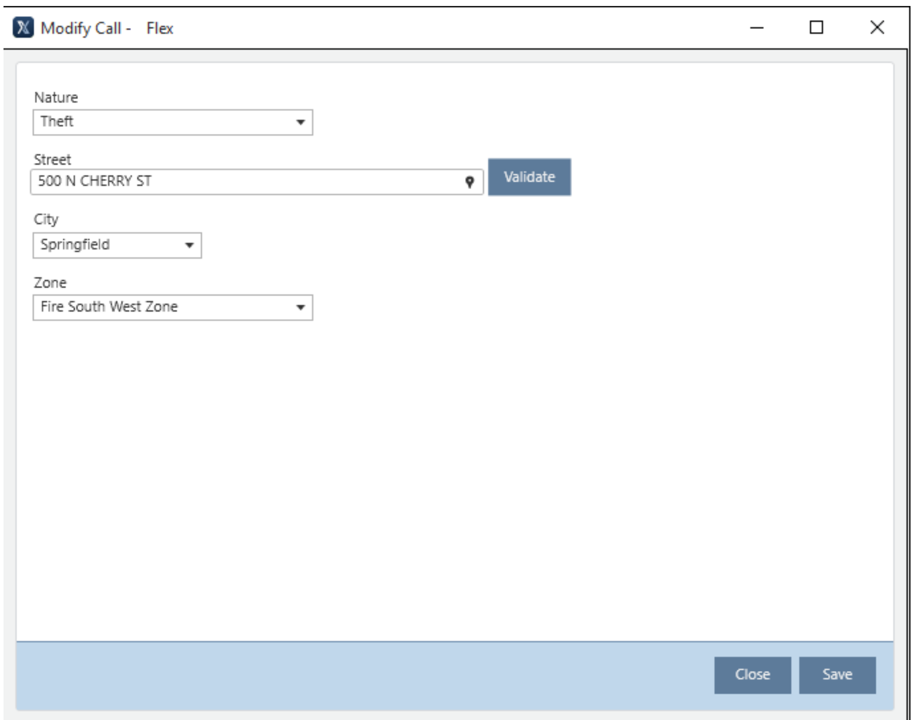


Figure 112: Modify Call Screen

2 Do any of the following:

- In the **Nature** field, enter a new nature or select a value from the drop-down list.

  NOTE:
  The new nature must have the same call type as the previous nature.

- In the **Street** field, enter the new address for the call. Do one of the following:
  - If your agency does not maintain a geobase, then complete the **City** and **Zone** fields for the new address as needed.
  - If your agency maintains a geobase, then the Address Selection window opens. Select the correct address, and then click **Select**. Otherwise, click **Don’t Validate** to skip validation. The city and zone for the call is updated after the address is validated, if necessary.

3 Click **Save**.

The Modify Call screen closes and your changes are applied. The call comments are updated with an urgent comment, indicating the change made, the date and time, and who made the change.

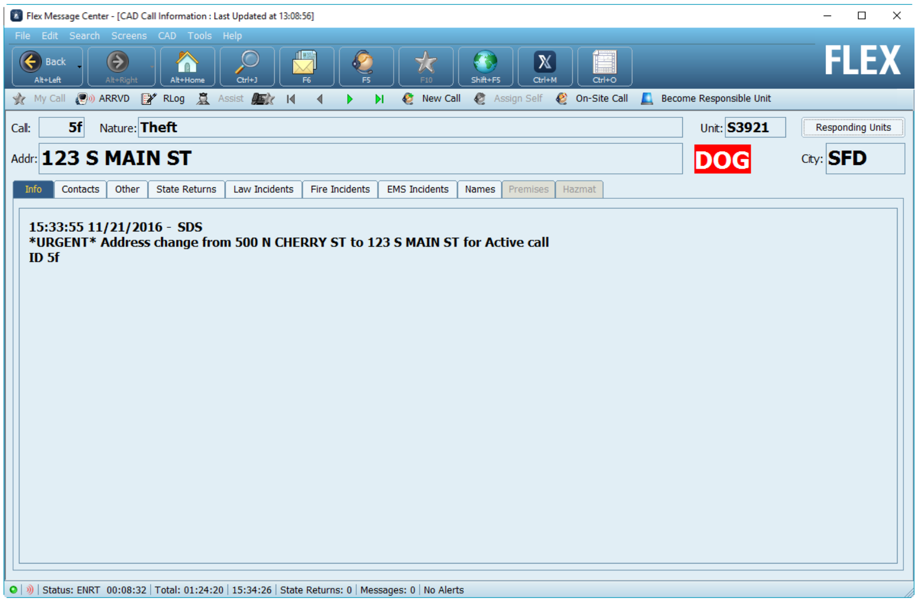
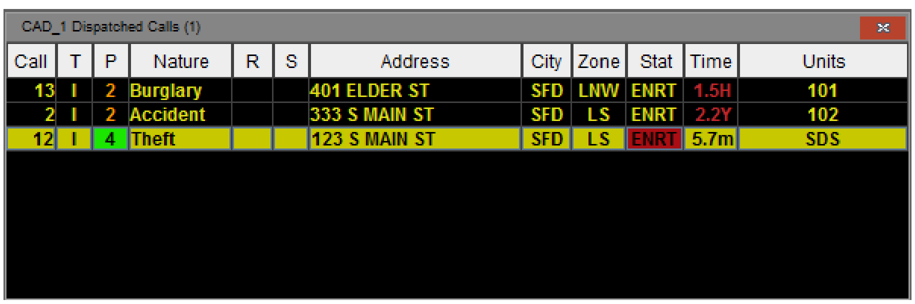


Figure 113: Updated Call Information

In CAD, the Dispatched Calls window is updated, and the **Stat** column flashes red until the new comments are viewed.


CAD_1 Dispatched Calls (1)

Call	T	P	Nature	R	S	Address	City	Zone	Stat	Time	Units
13	I	2	Burglary			401 ELDER ST	SFD	LNW	ENRT	1.5H	101
2	I	2	Accident			333 S MAIN ST	SFD	LS	ENRT	2.2Y	102
12	I	4	Theft			123 S MAIN ST	SFD	LS	ENRT	5.7m	SDS

Figure 114: Updated Dispatched Calls Window

Viewing Changes to a Closed Call

To view changes after the call is closed, do one of the following:

- If your admin has set up this feature to modify the call type for the assigned call only, then open the Call History screen and select the record for the call type.
- If your admin has set up this feature to modify all types connected to the call, then open the Call record.

Completing a CAD Call

When the responsible officer is finished with a call, the call can be completed in Mobile instead of notifying the dispatcher.

NOTE:
If your next available status is not `CMPLT`, then see Updating Your Unit Status on page 160.

To complete a call as the responsible officer:

1 Do one of the following:

- From the CAD toolbar, click **Unit Status**.
- From the menu bar, select **CAD** > **Unit Status**.
- Press F9.

The Complete Call dialog box opens.

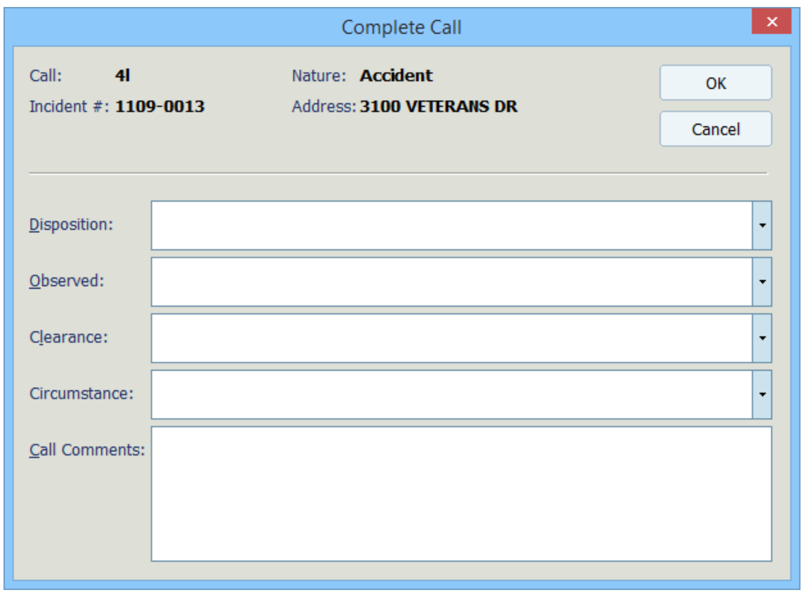


Figure 115: Complete Call Dialog Box

2 Complete the following fields:

- **Disposition**: Enter a disposition, or select a value from the drop-down list.
- **Observed**: If the observed offense is different than the offense that was dispatched, then enter an offense, or select a value from the drop-down list.
- **Clearance**: Enter the clearance code that describes how the incident was cleared, or select a value from the drop-down list.
- **Circumstance**: Enter the correct circumstance code for the incident, or select a value from the drop-down list.
- **Call Comments**: Enter any comments about the call.

- **Primary Officer**: If you are assigned to a unit that has multiple personnel assigned to it, then select the officer who is the primary officer for the call. Otherwise, this field is hidden.

  NOTE:

  Depending on how your admin has configured Mobile, if you are completing a traffic stop, you might be required to provide the actual race and sex of the driver, as well as the driver's DOB. Otherwise, these fields are hidden.

3 Click **OK**.

The comments are added to the **CAD Call Comments** field in the CAD Call Information screen, and are appended to the related Call record with the time, date, and name of the responsible officer.

Because new comments always appear at the bottom of the **Call Comments** field, the CAD screen scrolls to the bottom by default so any new information can be seen without having to scrolling through the entire list. To change this setting, see Changing the Default View for Call Comments on page 222.

The information from the **Disposition**, **Observed**, **Circumstance**, **Clearance**, and **Comments** fields are added to the related Law Incident record in your agency's database. Comments are located in the **Supplements** area of the Law Incident screen.

NOTE:

Calls can also be completed by using the methods described in Using the Radio Log to Update Your Unit Status on page 160. However, the **Disposition**, **Observed**, **Clearance**, and **Circumstance** fields are available only in the Complete Call screen.

Reactivating a Call

If a higher-priority call than the call currently being worked is assigned to your unit, then the higher-priority call becomes your active call. If your agency allows multiple calls to be assigned to one unit, then the original call remains assigned to your unit and that call's status changes to `ASSGN`. Depending on how your software is set up, the original call can be reactivated after the higher-priority call is finished.

To reactivate a call:

1 Do one of the following:

- From the CAD toolbar, click the **Next Call** button (Ctrl+U).
- From the menu bar, select **CAD** > **My Next Call**.
- In the **Calls** area, select the call to reactivate. Right-click the call, and then select **Select My Next Call (Call#)**, where **Call#** is the Call Number assigned to the call being reactivated.

The Select My Next Call dialog box opens.

2 Complete the following fields:

- **Call Number**: If necessary, select the call to reactivate from the drop-down list. By default, the Call Number for the selected call is populated.
- **New Status**: If necessary, enter your unit's status or select a value from the drop-down list. By default, a status is populated according to the sequence set up by your admin.
- **Comments**: Enter any comments regarding the call.

3 Click **OK**.

The Select My Next Call dialog box closes. In the CAD screen, the your unit's status is updated to show assigned to the reactivated call.

Viewing Upcoming Scheduled Events

As part of the Recurring Scheduled CAD Events feature in CAD, events scheduled in the next 24 hours can be viewed Voiceless CAD.

To view CAD events scheduled in the next 24 hours:

1 Do one of the following:

- From the menu bar, select **CAD** > **Scheduled Events**.
- From the CAD toolbar, click the **Events** button.

The Scheduled Events list screen opens, and a list of events scheduled to occur in the next 24 hours is displayed.

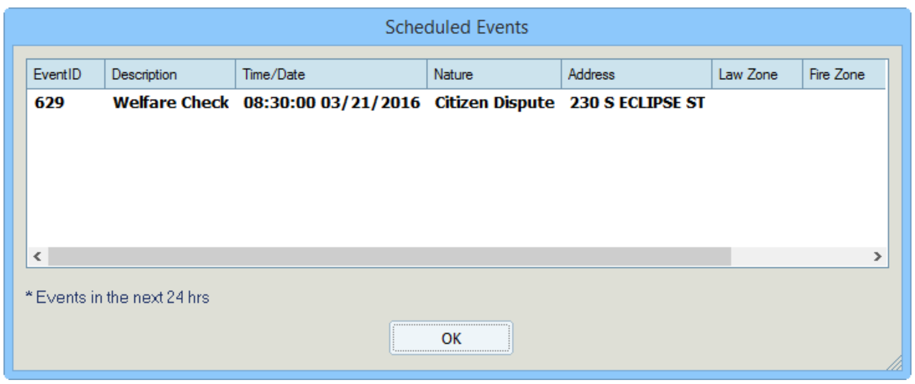


Figure 116: Scheduled Events List Screen

2 Use the scroll bar to review all the information in the screen.

3 Click **OK** to close the screen.

Filtering Upcoming Scheduled Events

The Scheduled Events list screen can also be filtered using the existing call filters. After a filter is selected, open the Scheduled Events screen. A list of events scheduled to occur in the next 24 hours are displayed according to the selected filter. For more information, see Filtering the Calls Area on page 155.

Assisting Another Unit as a Backup Unit

To assist another unit on a call as backup, use the **Assist** button. The **Assist** button is not available if your unit is currently assigned to a call.

To assist another unit as a backup unit:

1 From the CAD toolbar, click **Assist**.

The Assist Other Unit dialog box opens.

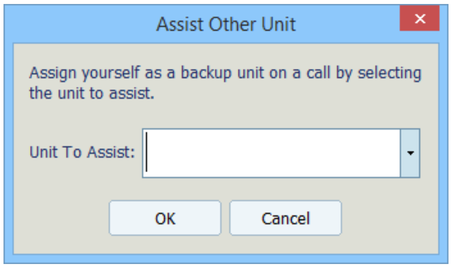


Figure 117: Assist Other Unit Dialog Box

2 In the **Unit to Assist** field, enter the unit to assist, or select a value from the drop-down list.

3 Click **OK**.

If the unit being assisted is not assigned to a call, then your unit status is set to the same as the unit being assisted. If the unit being assisted is assigned to a call, then your unit status is set to `ARRVD`. The Radio Log comments displays the following:

```
Assisting Unit xx
```

where `xx` is the unit being assisted.

4 When done assisting, click the **Unit Status** button to complete the call.

The call remains on the CAD screen until the responsible officer for the other unit completes the call. In the **Units** area, your unit status is updated to `ONDT`.

Using the Add a CAD Call Feature

The Add a CAD Call feature allows officers to create a call in Voiceless CAD without calling Dispatch, saving time for the officer and the dispatcher. Once created, the call appears in both the Flex and Mobile CAD screens so that the dispatcher and officer have the same call information.

NOTE:

For the Add a Call feature to be available, Mobile must be opened without opening Flex first.

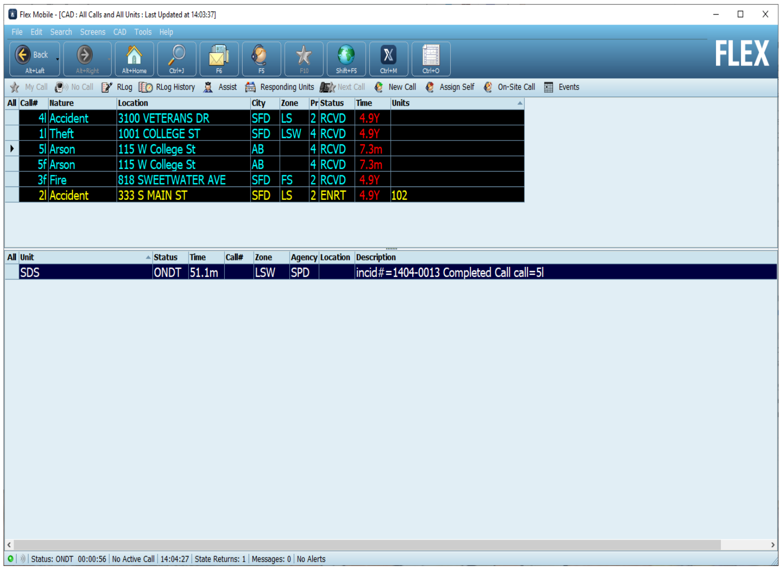


Figure 118: Calls Screen

To simplify the call creation, the software uses default information for some fields based on settings and previous entries. For example, if an officer recently created a call with a nature of `Traffic Violation`, then the default entry for the **Nature** field would be `Traffic Violation` the next time the Add a New Call Record window is opened.

To use the Add a CAD Call feature:

1 Do one of the following:

- From the CAD toolbar, click **New Call**.
- Right-click the **Calls** area, and then select **New Call**.

NOTE:

By default, the **New Call** button is not displayed on the main toolbar. However, the toolbar can be customized to include the button. For more information about adding buttons to the toolbar, see Using the Commands Tab on page 205.

The Add A New Call Record screen opens.

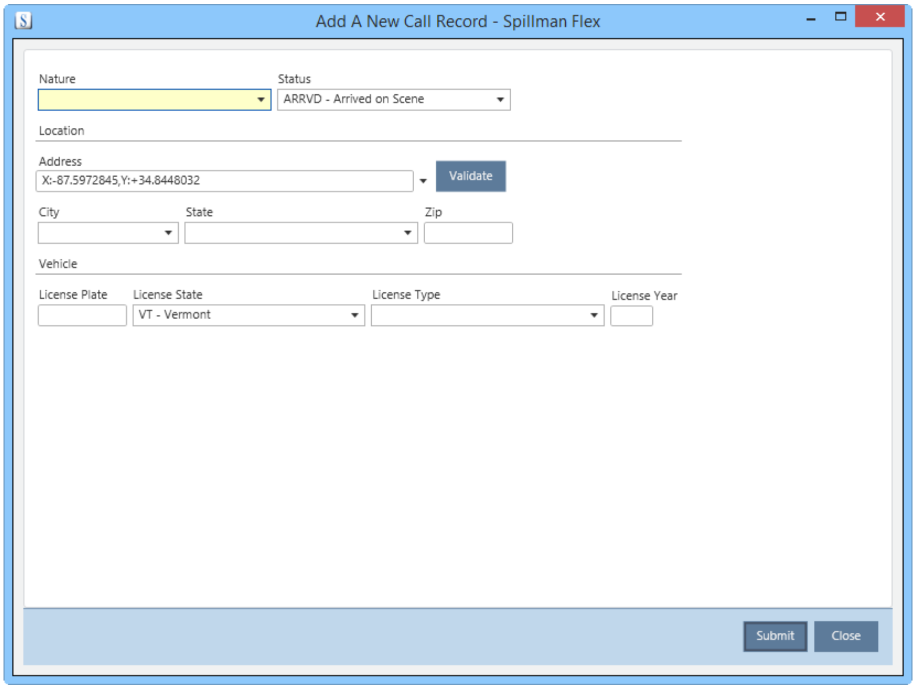


Figure 119: Add A New Call Record Screen

2 Complete the appropriate fields. Some fields are automatically completed based on the default settings or the last call created. However, fields can be modified as needed. For field descriptions, see Fields on the Add a New Call Record Screen on page 170.

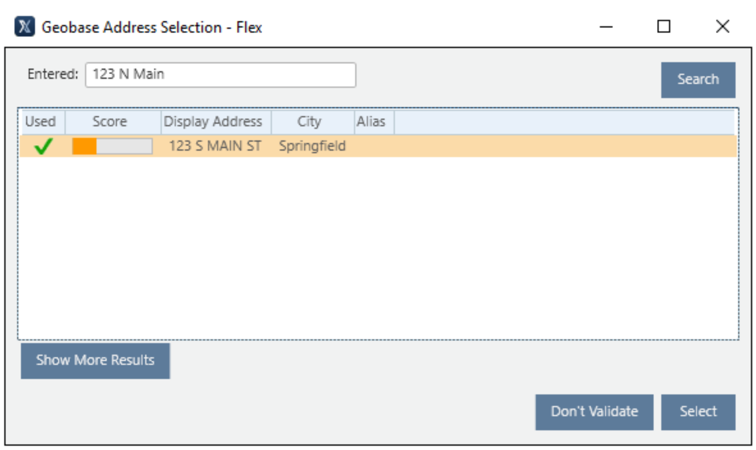
3 When finished, click **Submit**.

A new call record is created. If sufficient license plate information was entered, then the software also sends a vehicle query. The new call is displayed in the CAD Call Information screen in Mobile and the Dispatched Calls screen in Flex, and the new call is highlighted.

NOTE:
If the address has not been validated, and your agency maintains a geobase, then the Address Selection window opens. To validate the address, select the correct address, and then click **Select**. To proceed with the non-validated address, click **Don’t Validate**.

Fields on the Add a New Call Record Screen

The following describes the fields on the Add A New Call Record screen.

Field	Description
Nature	Displays the purpose of the call. By default, this field is completed automatically. However, this field can be modified. Enter a new nature or select a code from the drop-down list. **NOTE:** By default, the software uses the value from the previous call in the current Mobile session. If this is the first new call record for this Mobile session, then the default value determined by your admin is used.
Status	Displays the current ten code for the unit. By default, this field is completed automatically. However, this field can be modified. Enter a new status or select a ten code from the drop-down list. Your admin determines the default value.
Address	Enter the street number and name for the call. If your agency uses the Automatic Vehicle Location (AVL) module and the Classic Geobase or GeoValidation module, then the software attempts to populate the field with your Global Positioning System (GPS) coordinates. The ten most recently used addresses from the current Mobile session are stored and can be selected from the drop-down list. To validate the address: With an address entered, click **Validate**. The Address Selection window opens.  **NOTE:** If the software used GPS coordinates for the address, then addresses that match the GPS coordinates are displayed. Select the correct address, and then click **Select**. Otherwise, click **Don't Validate** to continue without validating the address. A marker is displayed in the field for validated addresses.
City	Enter the city where the call occurred. If the address was validated, then this field is completed automatically.
State	Enter the two-letter postal code for the state where the call occurred. If the address was validated, then this field is completed automatically.

Field	Description
`Zip`	Enter the five-digit ZIP code where the call occurred. If the address was validated, then this field is completed automatically.
`License Plate`	Enter the vehicle's license plate. This field is optional. However, if this field is not completed, then a vehicle query is not performed.
`License State`	By default, this field is completed automatically with your agency's state. If necessary, enter the two-letter postal abbreviation for the state that issued the license plate, or select a value from the drop-down list. This field is optional, and the information is used when running a vehicle query.
`License Type`	Select a value from the drop-down list that best describes the type of license required to operate the vehicle. For example, `Motorcycle` or `CDL`. This field is optional, and the information is used when running a vehicle query.
`License Year`	Enter the four-digit year in which the vehicle's registration expires using the *yyyy* format. For example, `2013`. This field is optional, and the information is used when running a vehicle query.

Using the Assign Self to Call Feature

The Assign Self to Call feature allows officers to select an unassigned call and take responsibility for it. For example, if an officer is sitting at an intersection completing paper work and notices an unassigned call close to the unit's location, then the officer can click the **Assign Self** button and take responsibility for the call. This feature allows units to respond quickly, and minimizes the time dispatchers spend evaluating unit locations for calls.

NOTE:

For the Assign Self to Call feature to be available, Mobile must be opened without opening Flex first.

Assign Self
button

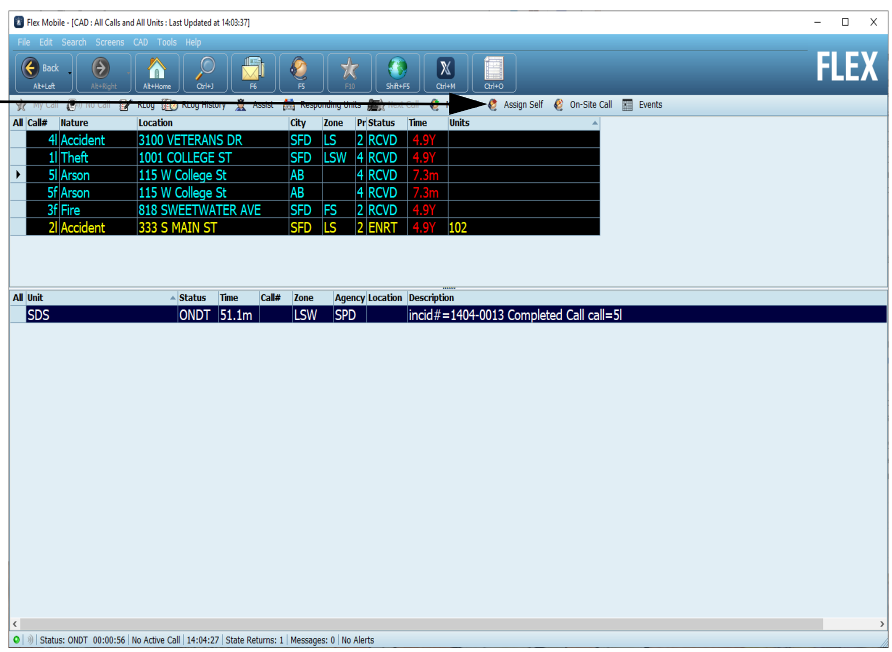


Figure 120: Assign Self Button

To assign your unit to a call:

1. In the CAD screen, select the call to assign.
2. Do one of the following:
   - Click **Assign Self**.
   - Right-click the call and then select **Assign Self to Call**.

   NOTE:
   The **Assign Self** button is only enabled after a call is selected. In addition, the button is disabled if the selected call is already dispatched to another unit.

   The Radio Log Entry dialog box opens, and the **Ten Code** field displays the default entry.
3. If necessary, complete the following fields:
   - **Ten Code**: Enter a new value, or select a value from the drop-down list.
   - **Comments**: Enter additional information about the call.
4. Select **OK**.

   The call status is updated to the selected ten code and your unit is assigned to the call.

Using the On-Site Call Feature

The On-Site Call feature allows a new Call record to be immediately created using default settings.

NOTE:
For the On-Site Call feature to be available, Mobile must be opened without opening Flex first.

Figure 121: On-Site Call Button

To create an on-site call, from the CAD toolbar, click **On-Site Call**.

The new call is created using the default settings determined by your admin and appears in the CAD screen. Your unit status is updated to show assigned to the call.

NOTE:
The call's Nature and Status fields are generated from the default settings determined by your admin. The Address field is generated from the nearest address to the unit's GPS coordinates.

If the default values for the **Nature** and **Status** fields are invalid, or if the **Nature** field setting established by your admin requires license plate information, then the **On-Site Call** record is not created, and the Add A New Call Record window opens.

If the Add a New Call Record window opens, then the fields must be completed. For more information, see Fields on the Add a New Call Record Screen on page 170.

Understanding the CAD Call Information Screen

The CAD Call Information screen contains historical information regarding the location of the call and any involvements. This information allows officers to view the full call history of a location before arriving on scene, and allows units to be dispatched more effectively.

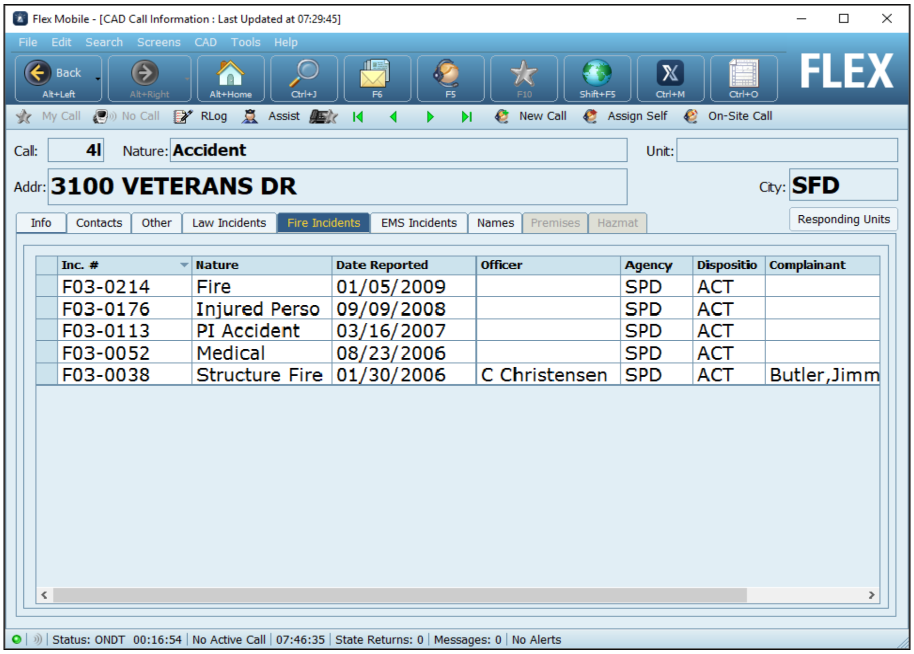


Figure 122: CAD Call Information Screen

The CAD Call Information screen contains the following tabs:

- **Info.** Displays the nature of the call, the responsible unit, and any comments entered by the dispatcher. You can also add call comments from this tab.
- **Contacts.** Displays the contact information for the complainant, including the phone number and address. Click the **Name** link to view the complainant's Name record.
- **Other.** Displays the time and date the incident occurred, the time and date it was reported, who received the call, the CAD call ID, zone, agency, the incident number assigned by the dispatcher, the call priority, directions to the call location, and cross street information.
- **Law Incidents.** Displays up to 30 of the most recent incidents that have occurred at the same address as the call. For each incident, the Incident Number, call nature, date reported, responsible officer, and complainant are displayed.

  This tab is available depending on the privileges established by your admin, whether your agency maintains a geobase, and whether the address of the call exists in the geobase.

- **Fire Incidents.** Displays up to 30 of the most recent fire incidents that have occurred at the same address as the call. For each incident, Mobile displays the Incident Number, call nature, date reported, responsible officer, agency, disposition, and complainant.

  This tab is available depending on the privileges established by your admin, whether your agency has the Classic Geobase or GeoValidation module, and whether the address of the call exists in the geobase.

- **EMS Incidents tab.** Displays up to 30 of the most recent EMS incidents that have occurred at the same address as the call. For each incident, Mobile displays the Incident Number, call nature, date reported, responsible officer, agency, disposition, and complainant.

  This tab is available depending on the privileges established by your admin, whether your agency has the Classic Geobase or GeoValidation module, and whether the address of the call exists in the geobase.

- **Names tab.** Displays a list of the persons who are associated with the call address. This tab is available only if your agency has the Classic Geobase or GeoValidation module and the address of the call exists in the geobase.

- **Premises tab.** Displays any Premises records that have the same address as the call. This tab is available only if your agency has the Mobile Premises Information module.

- **Hazmat tab**. Displays any hazardous materials that might be stored on the premises. This tab is available only if your agency has the Mobile Premises Information module and has licensed and installed CAMEO.

Opening a Record From the CAD Call Information Screen

Records can be opened using the tabs on the CAD Call Information screen. Some tabs, such as the **Law**, **Fire**, and **EMS Incidents** tabs, are available only if your agency maintains a geobase and the address of the call exists in the geobase.

To open a record from the CAD Call Information:

1. From the main toolbar, click the **CAD** button.
2. Double-click the call to view, or use the Up Arrow or Down Arrow key to highlight the call in the **Calls** area, and then press Enter.
3. Click the desired tab. The following tabs can be used to open records in Mobile:
   - Law Incidents
   - Names
   - Fire Incidents
   - Premises
   - EMS Incidents
   - Hazmat
4. To open the record, do one of the following:
   - Double-click the record in the list.
   - Use the Up Arrow or Down Arrow key to highlight the record, and then press Enter.

The selected record is displayed.

5 To return to the CAD Call Information screen, click the **Back** button (Ctrl+Left Arrow).

Adding Call Comments in Mobile Voiceless CAD

In Mobile Voiceless CAD, call comments are displayed on the **Info** tab of the CAD Call Info screen. Depending the bandwidth of your connection, it can take roughly 30 seconds for comments to load. While the comments are loading, a wait indicator appears.

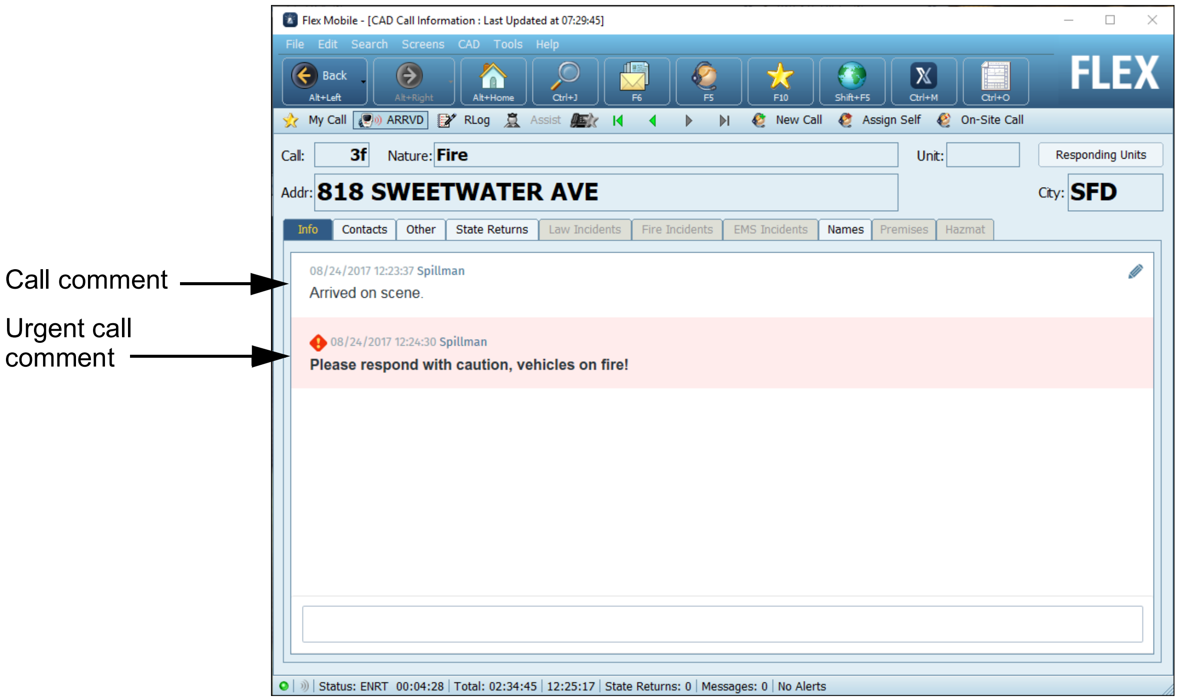


Figure 123: CAD Call Info Screen Info Tab

Depending on the settings established by your administrator, comments can be added and edited from this screen. If the comment is urgent, then it is highlighted in red and displays the **Urgency** icon.

To add a comment:

1 With the **Info** tab open, in the **Comment** field, enter a comment. The field expands as comments are entered.

2 To mark the comment urgent, press Alt+U while the cursor is in the **Comment** field.

3 Click **Send** to add the comment.

Depending on your settings, when an urgent comment is added, a notification window opens and displays the urgent comment.

NOTE:

The notification window will only open if Mobile is launched separately from CAD, you are assigned to the call, and any screen containing call comments is not open.

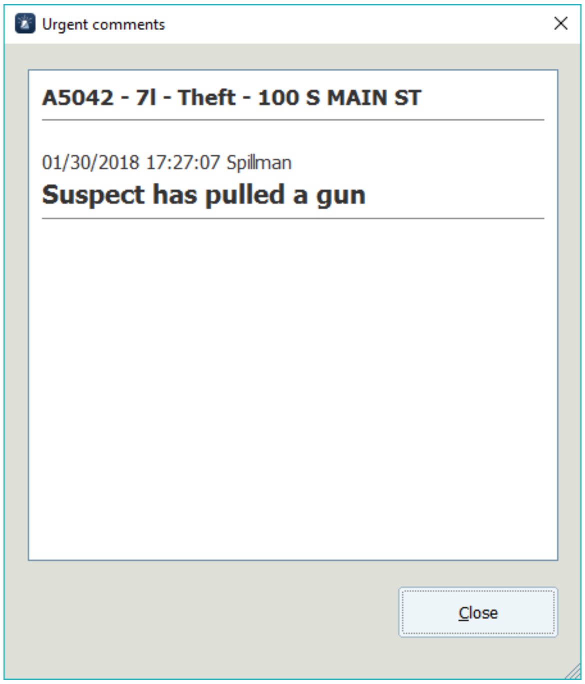


Figure 124: Urgent Comments Notification Window

Click **Close**, press Enter, or press Esc to close the notification window.

Using Offline Mode

If you lose connection with the Internet, an Offline mode indicator appears on screens that contain call comments, including the **Info** tab on the CAD Call Info screen.

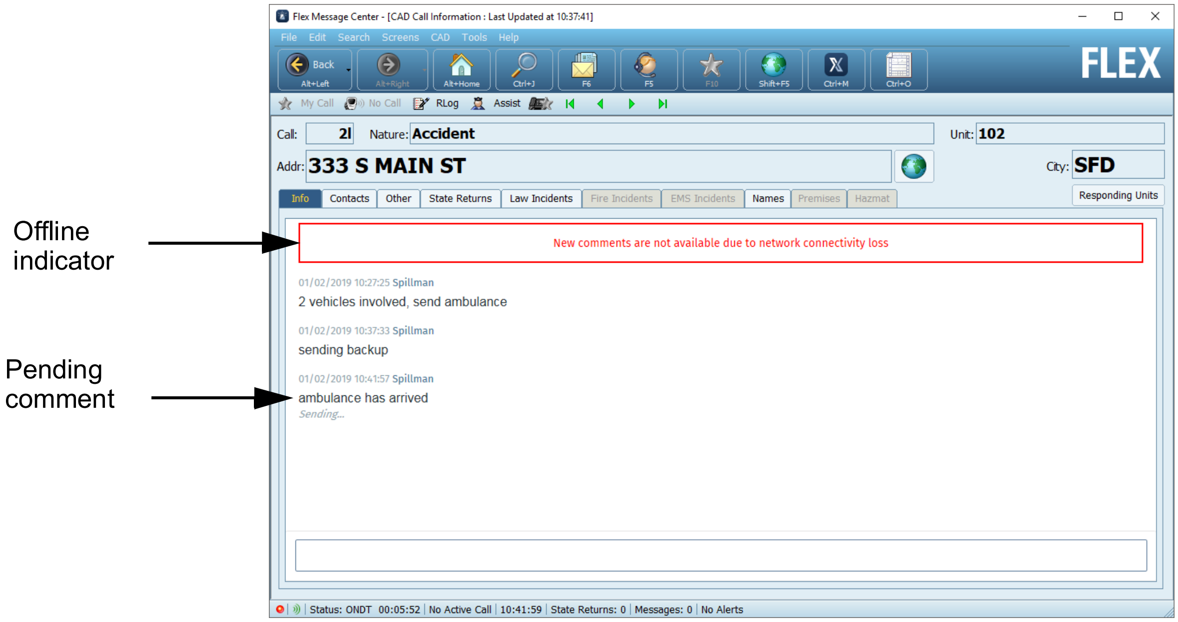


Figure 125: Offline Mode Indicator

The indicator appears for as long as you are disconnected from the network. While offline, you can continue to add comments that will send once the connection is restored. Additionally, while offline, you can continue to see any comments that were available before losing connection.

Using the Incident # Button on the Other Tab

When viewing the CAD Call Information, the **Other** tab displays the Incident Number associated with the call within the **Incident #** button. To open the incident, click the **Incident #** button.

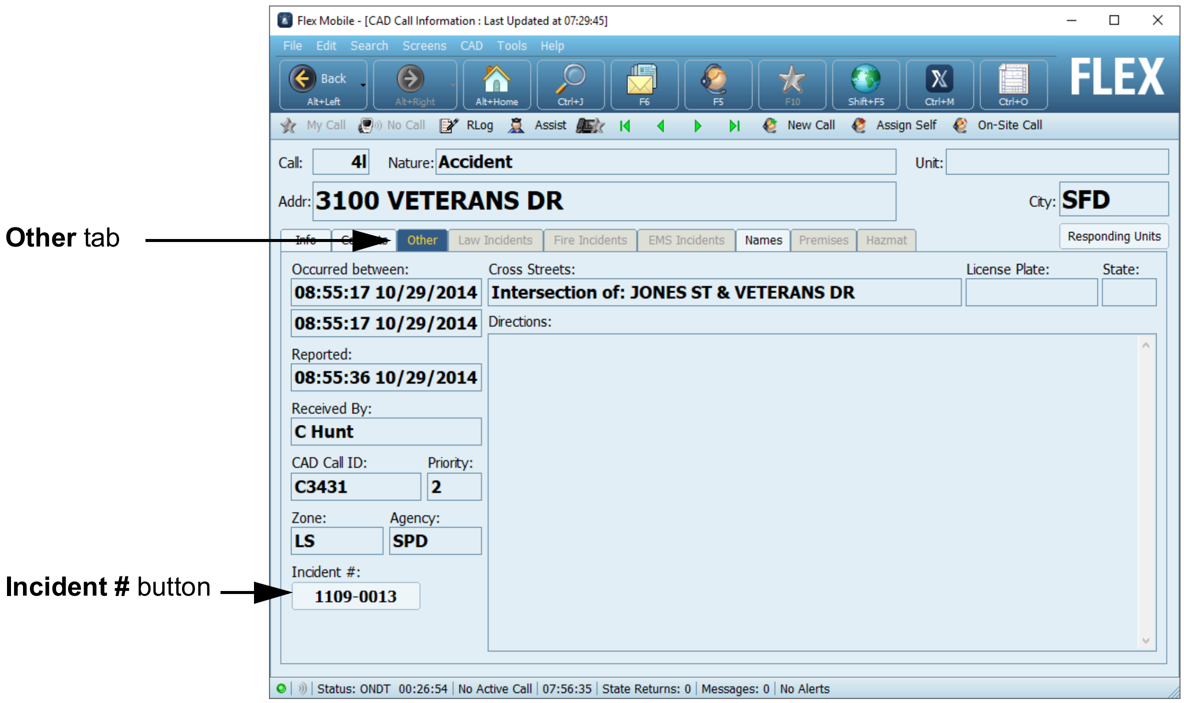


Figure 126: CAD Call Information Other Tab

NOTE:

To use the **Incident #** button, Access privileges for the associated incident screen are required.

If the CAD call does not have an associated incident, then the **Incident #** button displays `Get Incident`. Click the **Incident #** button to create an Incident Number and link the incident to the call. The type of incident created matches the dispatched unit type, either Law, Fire, or EMS.

Viewing StateLink Returns Attached to a Call in Mobile

In Mobile Voiceless CAD, depending on the settings established by your admin, if a StateLink return has been added to the call, then it is displayed on the **State Returns** tab or the **Info** tab with call comments.

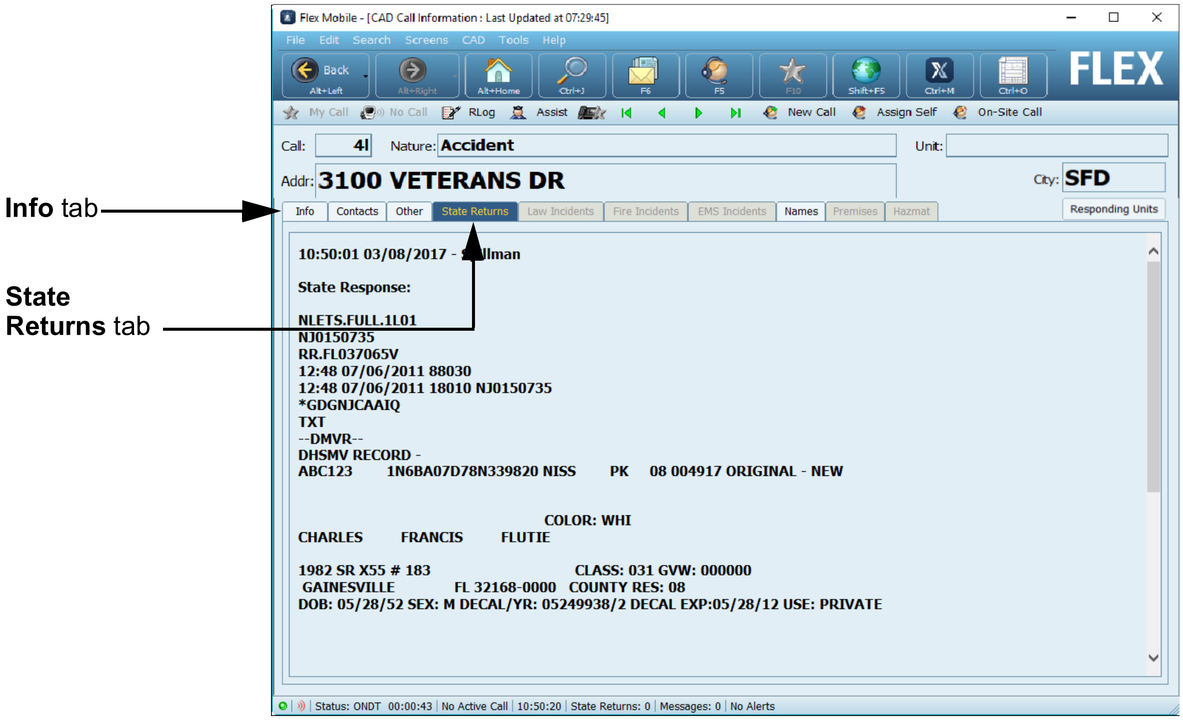


Figure 127: CAD Call Information State Returns Tab

Using the Radio Log

Each time your unit's status is updated, the software creates a radio log entry. Radio log entries contain specific information about your unit's activities. To track the activity of your agency's units, the radio log entries for your unit, zone, or agency can be viewed.

Depending on the settings established by your admin, radio log entries can also be made in Offline mode. For more information, see Using Client Time for Radio Log Entries on page 181.

Sorting Radio Log Entries

Radio log entries can be sorted by time and date, Call ID, type, unit, code, zone, and description.

To sort your radio log entries, click the heading of the column by which to sort. A small triangle appears on the heading, indicating of the order is ascending or descending. To reverse the order of the sort, click the heading again.

Viewing Radio Log History

Use the Radio Log History screen to view the radio log entries for your unit, the units in your zone, or all the units in your agency.

To view radio log history:

1 Do one of the following to open the Radio Log History screen:

- Select **Screens** > **Radio Log History**.
- Press Shift+F8.
- Click the Radio Log History button.

The Radio Log History screen opens, and the radio log entries are displayed.

2 If a call ID is listed on the radio log, then on the radio log list, do one of the following:

- Double-click the radio log to view.
- Select the radio log, and then press Enter.
- Select the arrow next to the desired call, and then select **Radio Log History > View Call**.

Selecting the Radio Logs to Display

Radio logs can be filtered by type.

To select the radio log entries to be displayed:

1 Do one of the following to display the radio log Filters menu:

- From the menu bar, select **Radio Log History** > **Filters**.
- From the Radio Log History screen, right-click any radio log entry.

2 From the Filters menu, select the category to be displayed.

- To display only call entries for your unit, select **My Unit History w/Calls**.
- To display only call entries for your district, select **My District History w/Calls**.
- To display only call entries for your zone, select **My Zone History w/Calls**.
- To display only call entries for your agency, select **My Agency History w/Calls**.
- To display all entries for your unit, select **My Unit History**.
- To display all entries for your district, select **My District History**.
- To display all entries for your zone, select **My Zone History**.
- To select all entries for your agency, select **My Agency History**.

A check mark appears next to the current filter.

Using Client Time for Radio Log Entries

Depending on the settings established by your admin, the time on your Mobile client can be used for radio log updates instead of the time on the server. This is useful for agencies that have areas where the network connection is not good and communication with the server is lost, putting Mobile in Offline mode.

Radio log entries can be made in Offline mode. However, entries to complete calls cannot be made. If completing a call is attempted, then a warning message is displayed.

Click **OK** to close the message. The call can be completed when Mobile is connected to the network.

Making Radio Log Entries in Offline Mode

If a radio log entry is attempted, then a confirmation message displays.

To continue making the radio log entry, click **OK**. The entry is stored until a server connection is reestablished. Once the connection is reestablished, the new unit status is displayed. Otherwise, click **Cancel**.

Sending Radio Log Entries to the Server

If there are radio log entries that have not been sent to the sever, then upon logging out of Mobile, a warning message is displayed.

To continue logging out, click **OK**. Any radio log entries are sent to the server when a new Mobile session is started and the connection to the server is reestablished. Otherwise, click **Cancel**.

Radio log entries are stored until a connection is reestablished. If there are stored entries, then the **Description** field in the Radio Log History screen displays a message that indicates the entry is pending.

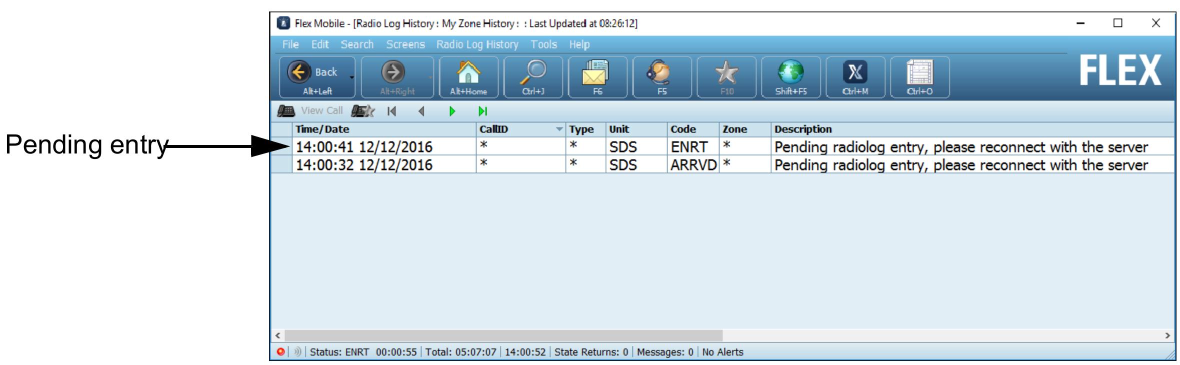


Figure 128: Pending Entry Message

When the connection is reestablished, the software checks whether there are any radio log entries that are newer than the stored entries. For example, if a dispatcher updated the officer's status while the officer was offline. If the pending stored entry is the most recent update available, then the radio log is updated. If there is a more recent update in the radio log, then no action is taken.

Using the Flex Mobile Map

The Flex Mobile Map is used to view the location of calls and units on a map of your jurisdiction. If your agency uses the Classic map, see Classic Map on page 243.

This section describes the following:

- Opening the Map on page 182
- Navigating the Map on page 183
- Using the Flex Mobile Map Buttons on page 183
- Using Quick Routing on page 200
- Using Keyboard Shortcuts on page 201

Opening the Map

To open the map, do one of the following:

- From the menu bar, select **Screens** > **Mapping**.
- Press Shift+F5.

The map opens. Depending on your settings, CAD information might be displayed on the map.

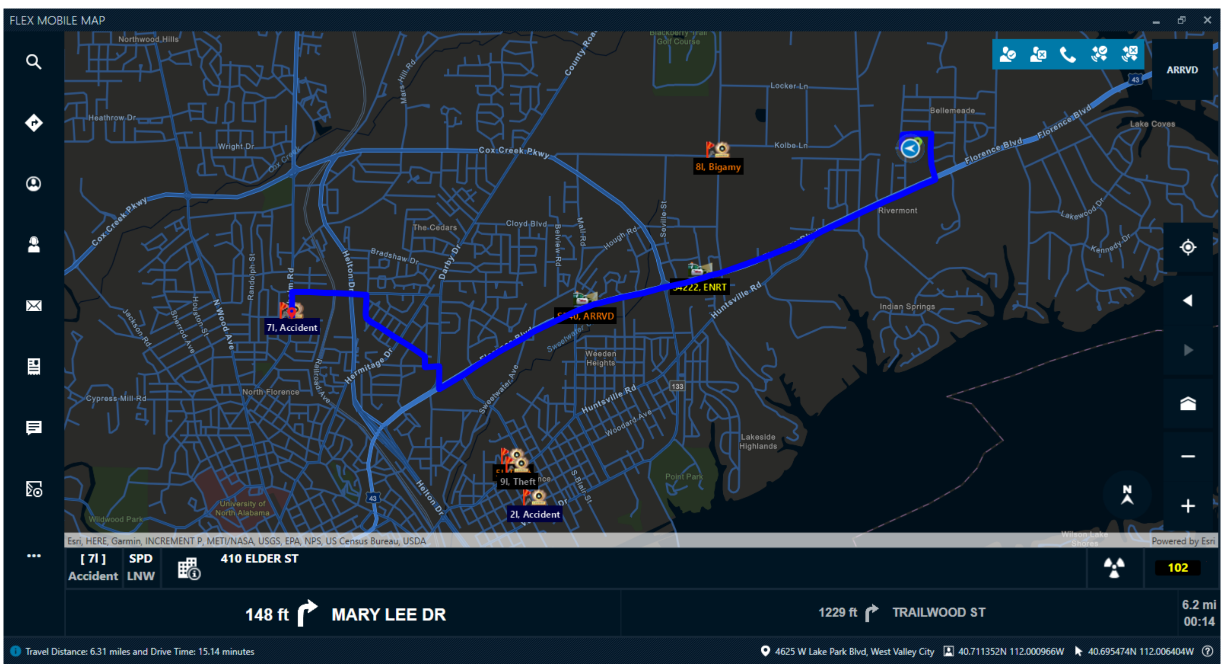


Figure 129: Mobile Map

Viewing Call and Unit Information on the Map

The bar at the bottom of the map shows information about where you are. Your current latitude and longitude coordinates are shown. When you click the coordinates, the format changes. The coordinates appear in degrees/decimal minutes (DDM), decimal degrees (HDD), and degrees/minutes/decimal seconds (DMS).

When you rest your cursor on the map, the bar shows the latitude and longitude coordinates of the location on which your cursor is resting. You can’t use this function with a touch screen.

When you click the map, the bar shows the street address of the location, if an address is found by the software.

When you are dispatched to a call, the bar contains information such as the call number, nature, address, agency, zone, and responding units. The responding units section shows the unit number in a color that matches the status of the unit. If you prefer to see the unit status as text, you can change that in the Settings pane. For more information, see Customizing Your Experience in the Map on page 195.

When you are assigned to a call with an address that has a premises or HAZMAT (hazardous materials) record, then the **Premises** or **HAZMAT** button appears, or both. Click the button to open the associated record.

When you create a route or when you are assigned to a call, the bar contains directions for the route. For more information, see Using Directions on page 200.

The bar also shows warnings, errors, notifications, and general messages.

Click the **About** button to open the About Flex Mobile Map window. This window contains information about versions, unit, and IDs.

Navigating the Map

To navigate the map, use the following options:

- Click, hold, and drag anywhere on the map to move the screen.
- Use the Arrow keys to move the screen.
- Use the scroll wheel to zoom in and out of the map.
- Hold the Shift key while selecting an area with the mouse to zoom in.
- Hold the Shift and Ctrl keys while selecting an area with the mouse to zoom out.

NOTE:
Touch controls are also supported, such as pinching to zoom when you have a touchscreen device.

Using the Flex Mobile Map Buttons

The map contains many buttons to complete tasks. Refer to the following sections for more information:

- Searching For Information On The Map on page 185
- Creating a Point to Point Route on page 186
- Changing Your Status From the Map on page 187
- Opening Screens from the Map on page 187
- Using Comments on the Map on page 189
- Using the Maps Button on page 189
- Using Bookmarks on the Map on page 190
- Measuring Distances on the Map on page 191

- Measuring Areas on the Map on page 191
- Using the Feature Info Button on page 192
- Viewing Closures on the Map on page 192
- Showing Hyperlinks on the Map on page 194
- Using the Pictometry Button on page 194
- Customizing Your Experience in the Map on page 195
- Filtering What Appears on the Map on page 196
- Using the Quick Status Change Button on page 197
- Centering Your Unit on the Map on page 197
- Using the Back and Next Buttons on page 198
- Using the Home Button on page 198
- Zooming In and Out on the Map on page 199
- Using the Compass Button on page 199

For some buttons, once you open the associated pane, you can click the **Auto Hide** button to lock or unlock the Auto Hide feature so that the pane stays open or hides when you click the map. The Auto Hide feature applies to the panes for the **Quick Status**, **Maps**, **Bookmarks**, **Feature Info**, and **Settings** buttons.

Auto Hide button

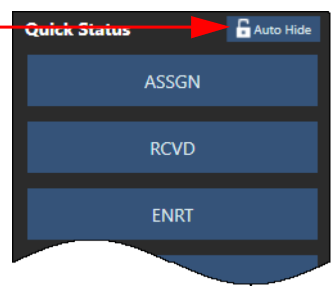


Figure 130: Auto Hide Button

Depending on the size of the map window, buttons are hidden in the **More** button. Click the **More** button to reveal any hidden buttons.

Hidden buttons

More button

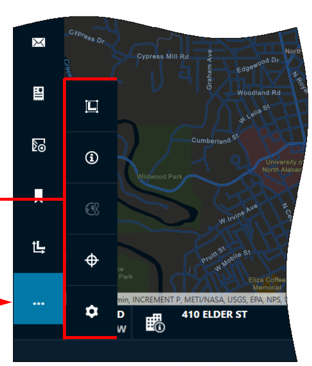


Figure 131: More Button

Searching For Information On The Map

The **Search** button allows you to look up an address, incident, or unit on the map.

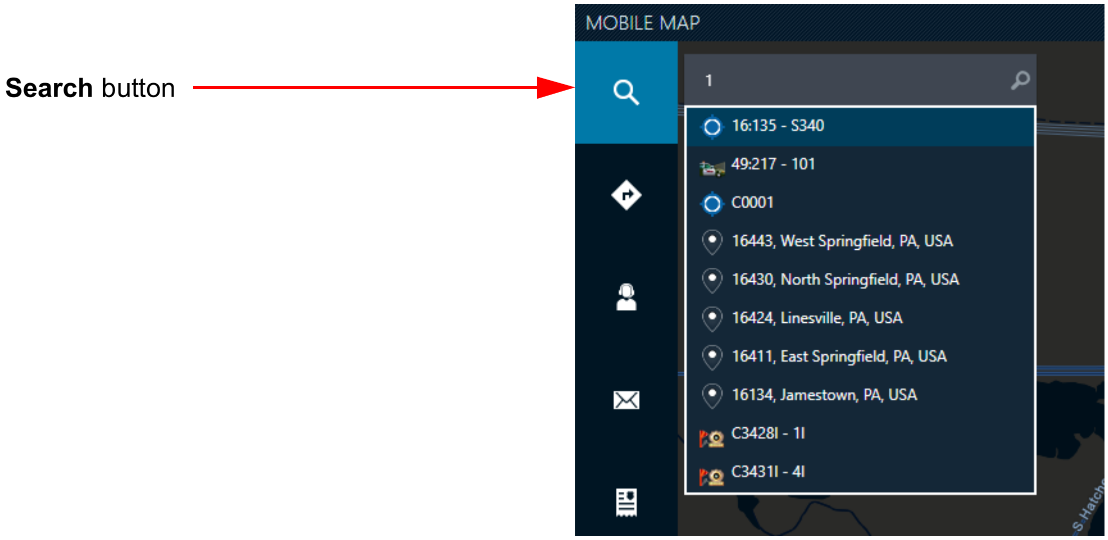


Figure 132: Search Button

To search for information on the map:

1 Click **Search**.

2 Enter the information.

As you type, the search results first show up to five matching units, then up to five matching addresses, and finally up to two matching incidents.

3 Click the information or press Enter to zoom to the location of the address, incident, or unit.

4 The address also has a pin dropped on the location. To remove the pin, right-click anywhere on the map, and then select **Clear Marker**.

NOTE:

For addresses to work offline, you need to have the map files installed on your computer. Contact your administrator for more information.

Creating a Point to Point Route

The **Point to Point Routing** button allows you to create a route between two points on the map.

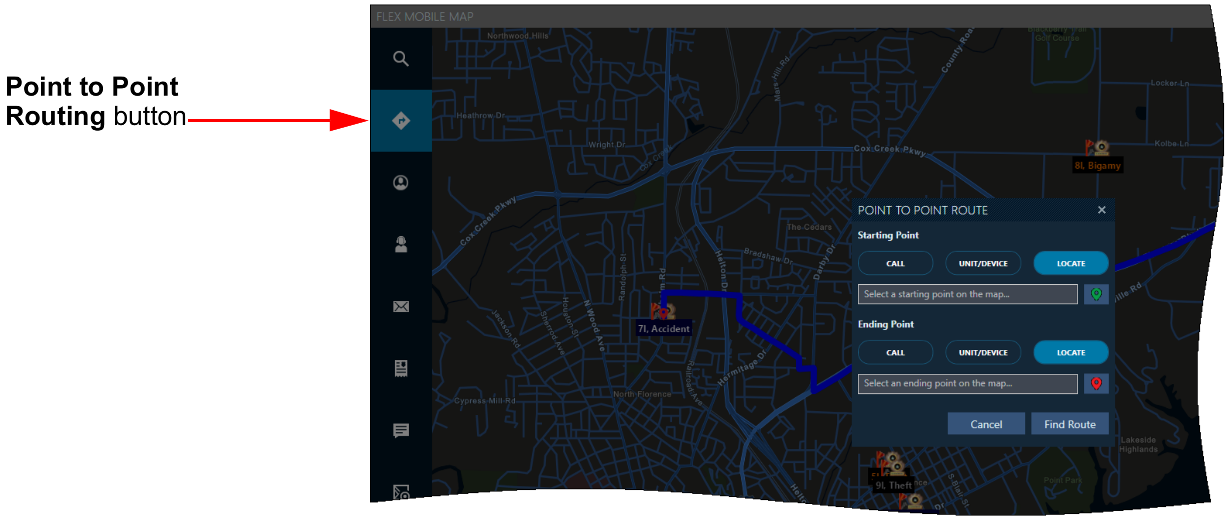


Figure 133: Point To Point Routing Button

NOTE:
This feature works in Offline mode.

To create a point to point route:

1 Click **Point to Point Routing**

The Point to Point Route window opens.

2 Select the start and end points by doing any of the following:

a Click **Call** and select the call.

b Click **Unit/Device** and select the call

c Click **Locate** to select a point. Click the **Location** pin to select the starting or ending point on the map.

3 Click **Find Route**.

The map shows the route.

Changing Your Status From the Map

Use the **Quick Status** button to open a list of statuses.

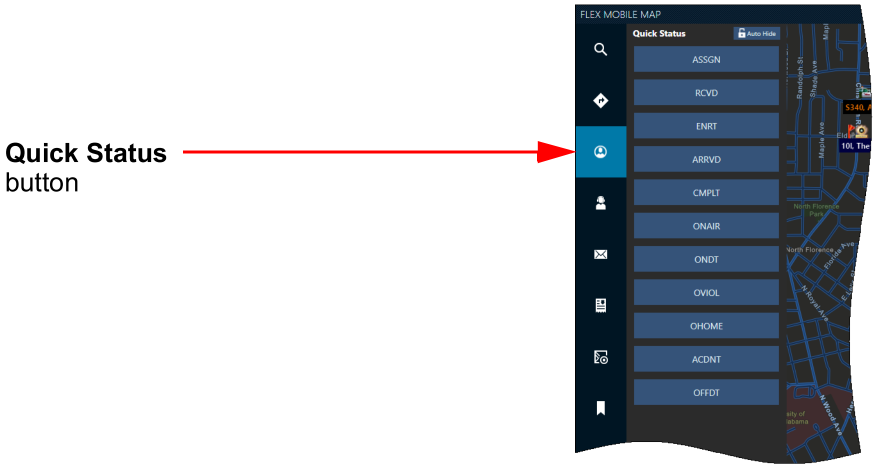


Figure 134: Quick Status Button

To change your status:

1 Click **Quick Status** to open the list.

2 Select the status to change your status. Your administrator sets the statuses you can use.

Opening Screens from the Map

From the map, you can open other screens in Mobile.

Click the **CAD** button to open the CAD screen in Mobile. For more information about CAD, see Understanding the CAD Screen on page 152.

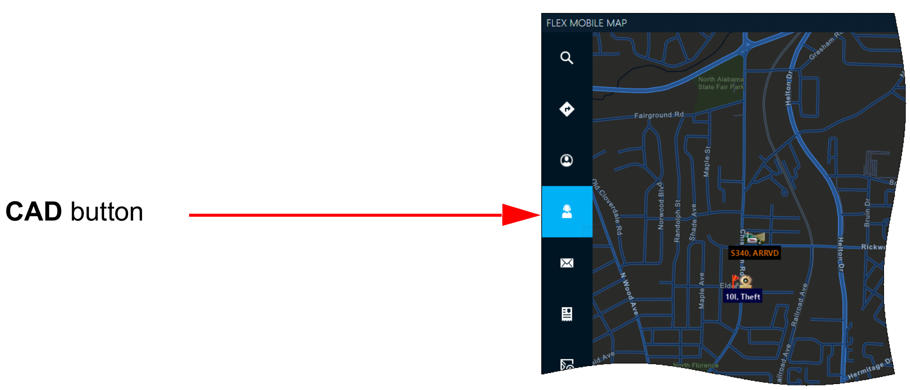


Figure 135: CAD Button

Click the **Message Center** button to open the Message Center in Mobile. For more information on the Message Center, see Message Center on page 25

Message Center button

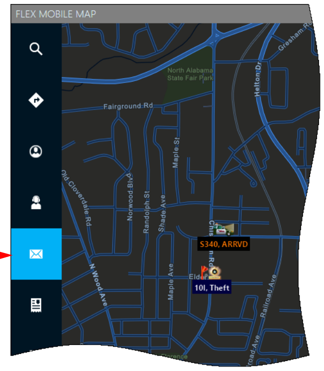


Figure 136: Message Center Button

Click the **Record Search** button to open the most recently opened record screen. For more information on record screens, see Using the Record Screens on page 80.

Record Search button

Figure 137: Record Search Button

Using Comments on the Map

If your admin has enabled the necessary settings and you are assigned to a call, the **Call Comments** button becomes active. When you have unread comments, a blue dot appears on the **Call Comments** button. Click **Call Comments** to open the call comments window where you can view, add, or edit comments. You can click and drag the window to resize it. For more information about call comments, see Adding Call Comments in Mobile Voiceless CAD on page 175.

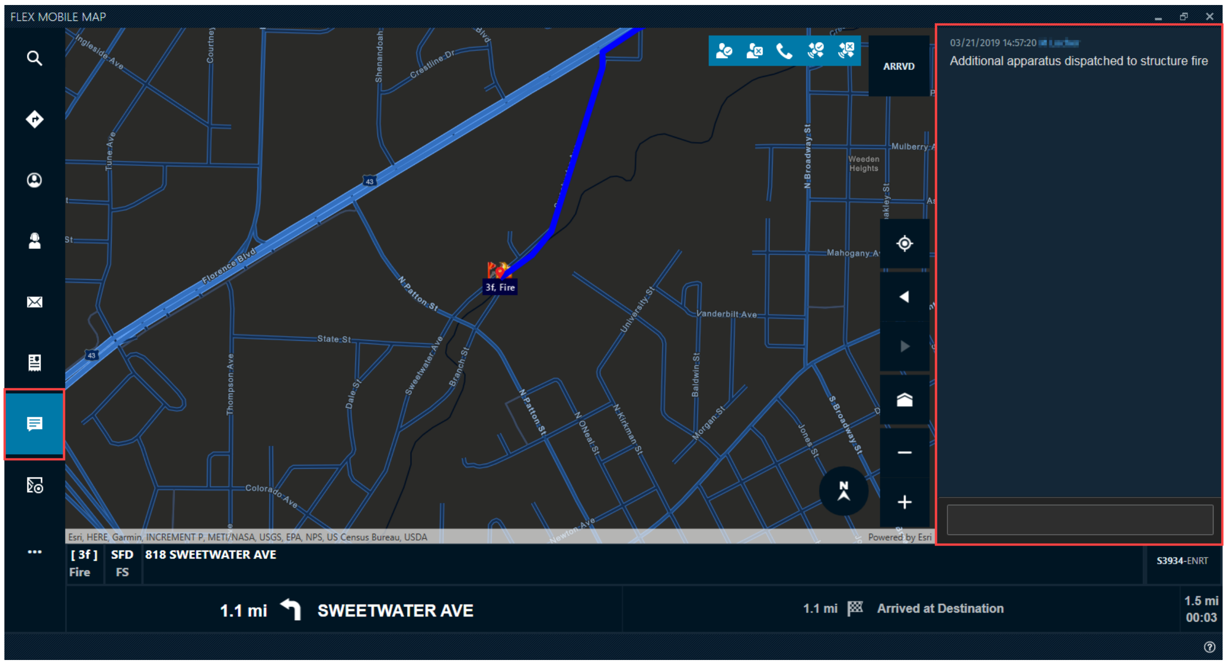


Figure 138: Call Comments Button

Using the Maps Button

Click the **Maps** button to open the **Maps** pane. Use the **Maps** pane to customize the map and layer configurations. Click the drop-down list to select the map configuration. Once you select a map configuration, a list of map layers appears.

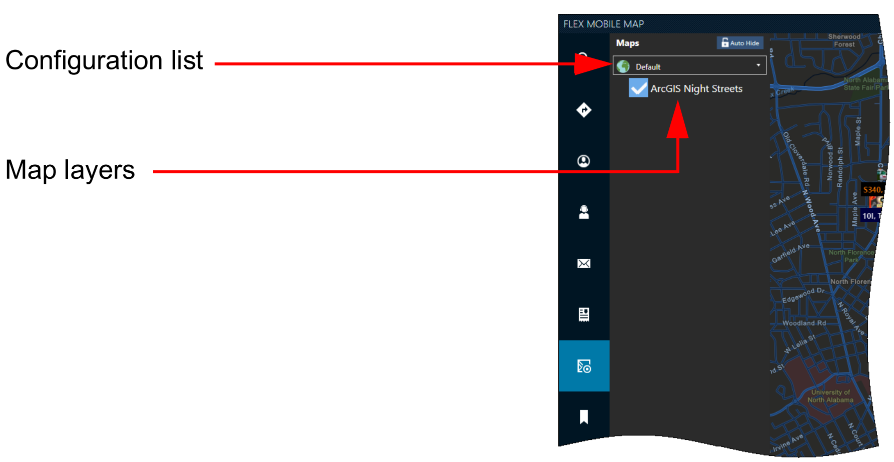


Figure 139: Maps Button

Using Bookmarks on the Map

Click the **Bookmarks** button to open the **Bookmarks** pane. The **Bookmarks** pane allows you to open, add, search for, or edit a bookmark on the map.

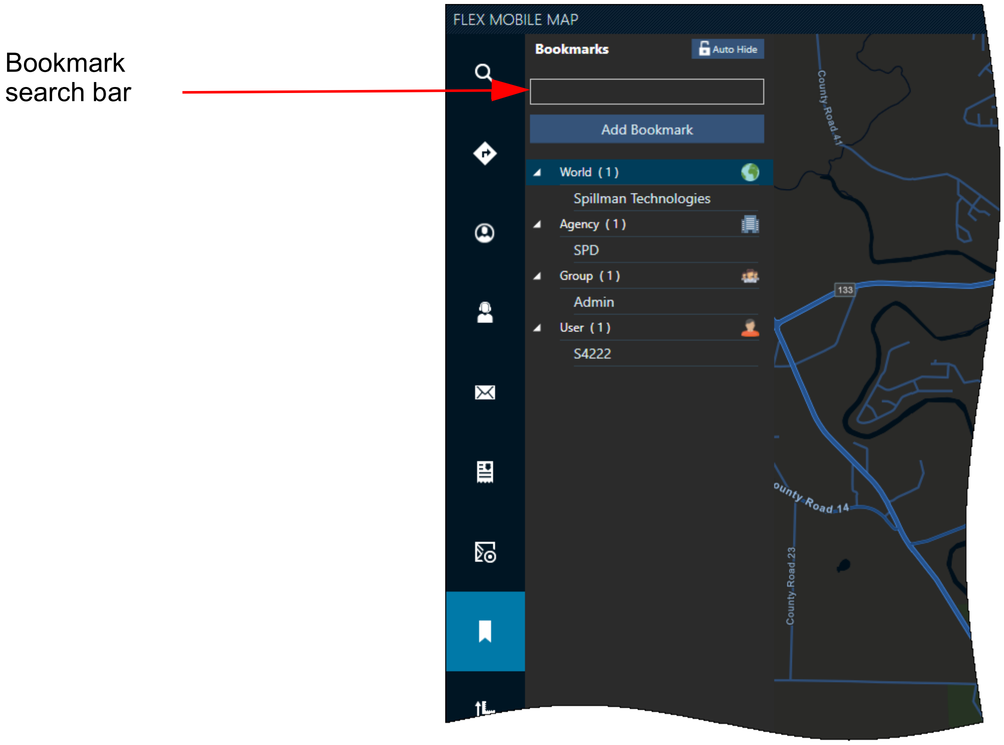


Figure 140: Bookmarks Button

When you click a bookmark, the map zooms to that saved extent.

To add a bookmark, click **Add Bookmark**. Depending on the settings enabled by your administrator, you can create bookmarks at a world, agency, group, or user level.

To search for a bookmark, in the search bar, enter information about that bookmark.

While resting the cursor on a bookmark, you can save it as a favorite or as the home extent, edit it, or delete the bookmark.

Measuring Distances on the Map

Use the **Measure Distance** button to measure the distance from a start and end point.

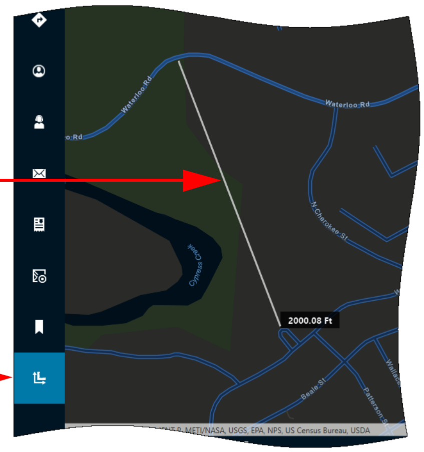


Figure 141: Measure Distance Button

To measure a distance, click **Measure Distance** and click at least two places on the map. The distance is displayed on the map.

Measuring Areas on the Map

Use the **Measure Area** button to measure the size of an area on the map.

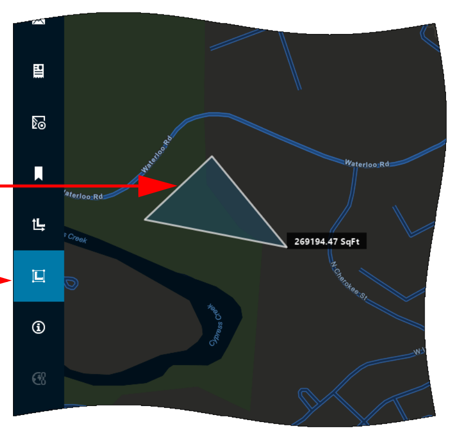


Figure 142: Measure Area Button

To measure an area, click **Measure Area** and click at least three places on the map. The area is displayed on the map.

Using the Feature Info Button

Click the **Feature Info** button and then click a feature on the map. Location and attribute information appears in the pane. The **Feature Info** button might be hidden in the **More** button. If this is the case, once you open the pane, the button is hidden.

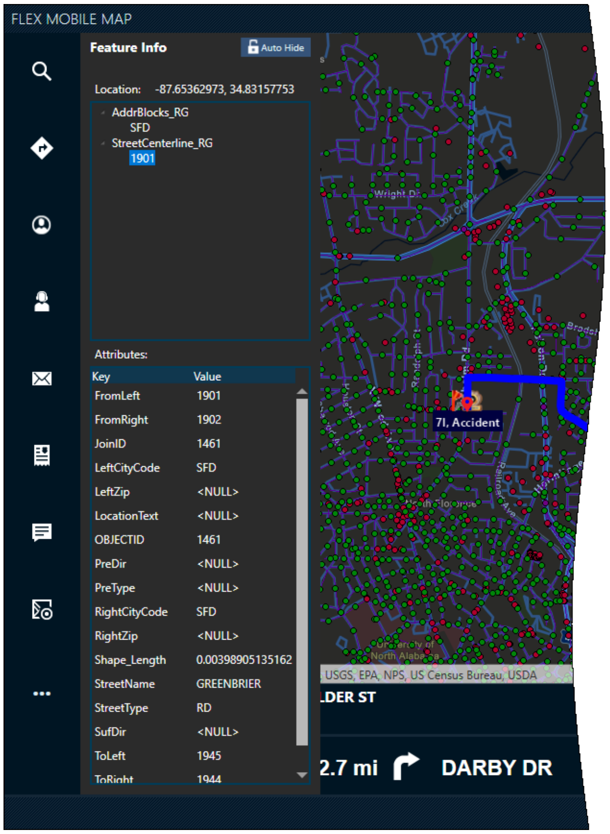


Figure 143: Feature Info Pane

Viewing Closures on the Map

When dispatchers create barriers to indicate that a section of road is impassable, you can see the closures on the map. These closures are factored in when routes are created. Your admin determines the icon used to indicate closures.

If your admin makes changes to the map, you must restart Mobile before you can see the changes.

To view a closure:

1 Click **Closures**. You might need to click **More** to view the button, depending on the size of the map.

The Closures pane opens.

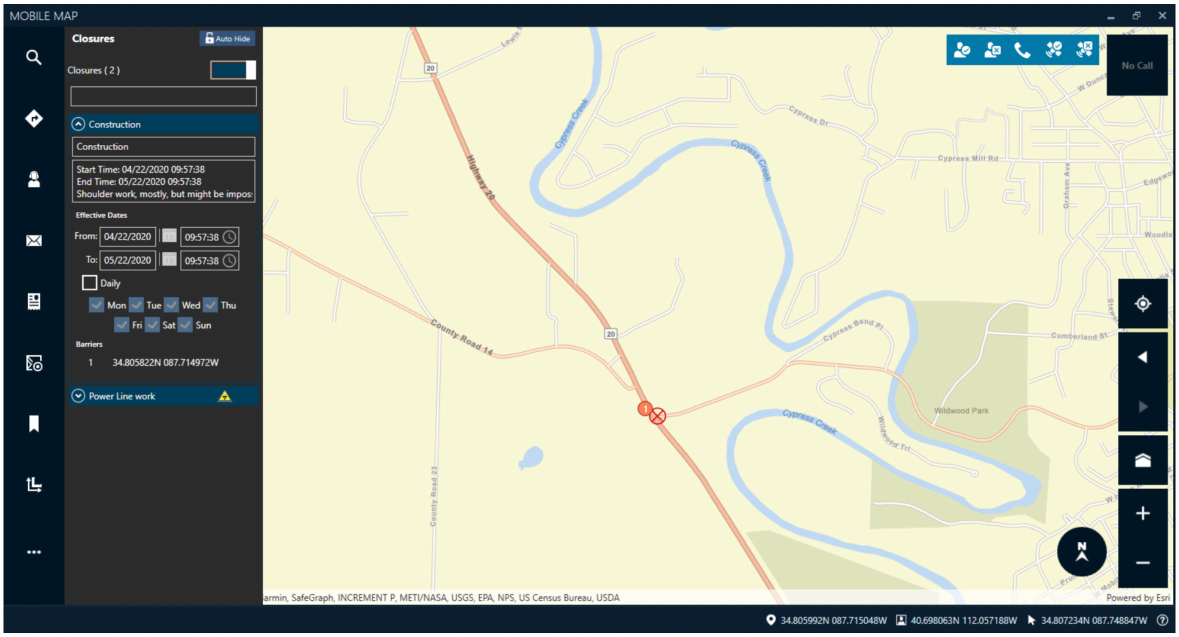


Figure 144: Closures Pane

2 Click the toggle to change whether closures are shown or hidden on the map.

3 To filter the list of closures, in the **Filter** field, enter your search criteria.

4 Click a closure to view more information about it.

The closure is highlighted on the map, and view-only information about the closure, including the start and end dates and times, appears.

If a closure in the list has an icon next to it, then the closure isn't currently active.

- A red triangle icon indicates that the closure is expired. Expired closures are not shown on the map, unless you click the closure.
- A yellow triangle icon indicates that the closure is for a future date and time. For example, if a closure is in effect only on the weekends, then on Tuesday, the closure is shown with a yellow triangle. Future closures are not shown on the map, unless you click the closure.

5 If closures are shown on the map, then you can click a closure to see a tooltip with the name of the closure. If you click the name of the closure, the closure appears in the pane.

Showing Hyperlinks on the Map

Use the **Hyperlink** button to show hyperlinks on the map. The hyperlinks you see might include links to URLs, file shares, or a file on a local machine. For more information, see the *CAD User Manual*.

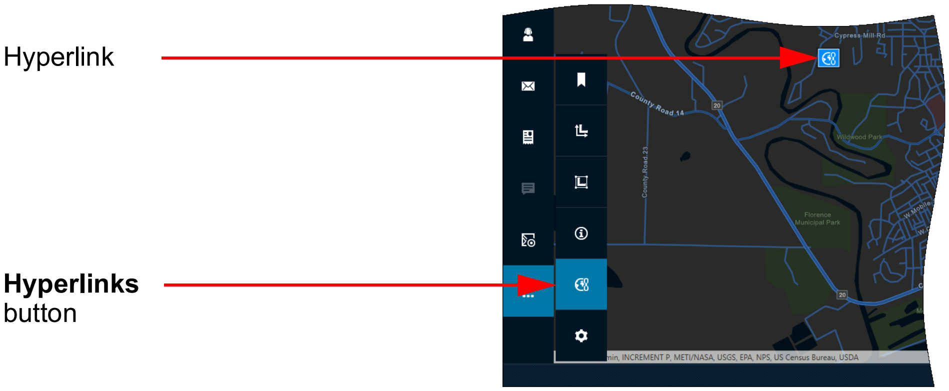


Figure 145: Hyperlinks Button

Using the Pictometry Button

Click the **Pictometry** button to open the Pictometry settings window. For more information on Pictometry, see the *Pictometry Map Manual*.

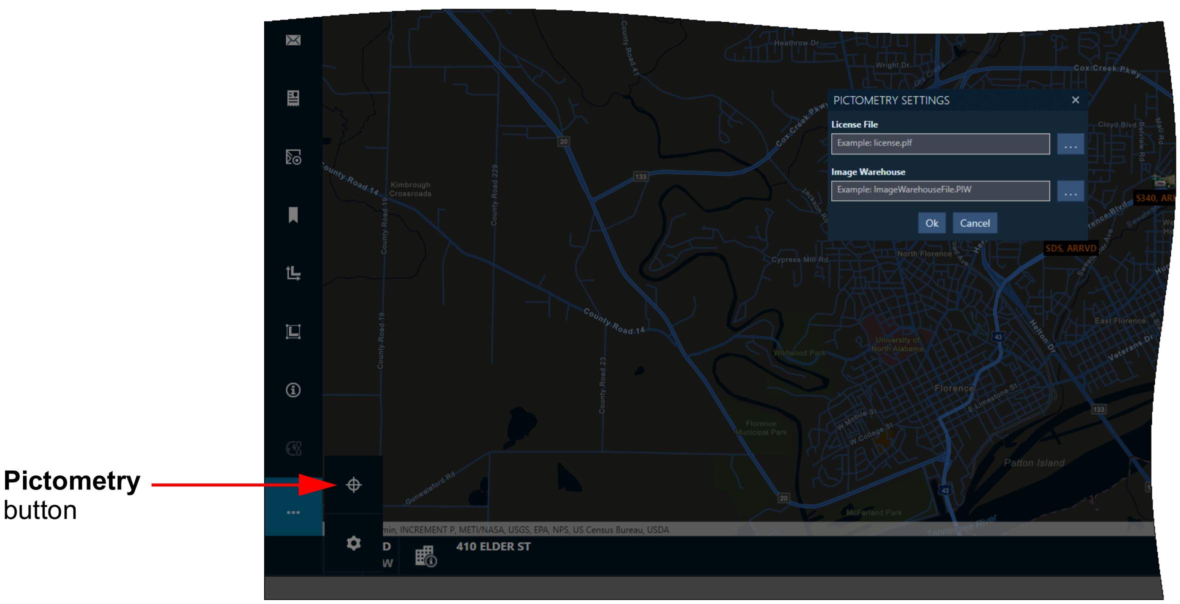


Figure 146: Pictometry Button

Customizing Your Experience in the Map

Use the **Settings** pane to customize your experience in the map.

Settings button

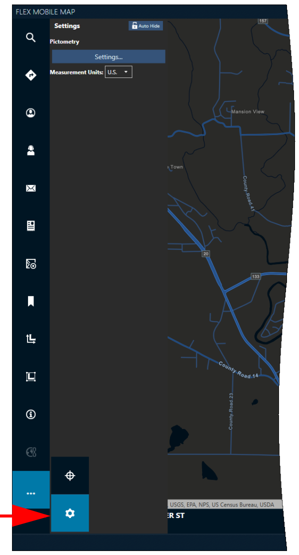


Figure 147: Settings Button

To customize your experience in the map:

1 Click **Settings**.

The Settings pane opens.

2 Change any of the following settings:

a In the **Pictometry** area, click **Settings** to open the Pictometry settings window. For more information on Pictometry, see the *Pictometry Map Manual*.

b In the **Measurement Units** field, select the type of measurement to use on the map.

c In the **Hide Unit Status Text** field, determine whether unit status text is shown. By default, the text is hidden. For more information, see Viewing Call and Unit Information on the Map on page 182.

d In the **Voice Directions** area, set up voice directions. For more information, see Using Directions on page 200.

1) Select a voice from the **Voice** field.

2) Select an option in the **Voice Speed** area to determine how fast the voice speaks the directions.

3) To hear a sample of the voice, click **Voice Sample**.

e In the **Single-Touch Mode** field, determine whether Single-Touch mode in turned on. By default, Single-Touch mode is turned off. For more information, see Using Single-Touch Mode on page 201.

f In the **View Route Directions** field, determine whether route directions are shown on the map. For more information, see Using Directions on page 200. You can also right-click the bar and select **Hide** to hide the bar.

g In the **Traffic Data** field, determine whether traffic data from the third-party HERE database is turned on. Your agency must purchase HERE to use this data. In the **Traffic Scheme** field, select the scheme to use.

3 To clear some map settings and set them to their default, click **Clear Map Preferences**. The following settings are cleared:

a Map layer selections (defaults to showing all layers)

b Look up markers

c Route and directions

d Unit/Call Filters (defaults to Show All)

Filtering What Appears on the Map

The map provides filters for you to choose what appears on the map. Click the filters to toggle their activity. Active filters are highlighted in blue.

Figure 148: Active Filters

The map contains the following filters:

- **Active Units**: Hides or reveals active units.
- **Inactive Units**: Hides or reveals inactive units.
- **Calls**: Hides or reveals active calls.
- **AVL Devices**: Hides or reveals AVL devices.
- **Inactive AVL Devices**: Hides or reveals inactive AVL devices.

Using the Quick Status Change Button

Click the **Quick Status Change** button to change your status. If you aren't assigned to a CAD call, this button does not appear.

Quick Status Change button

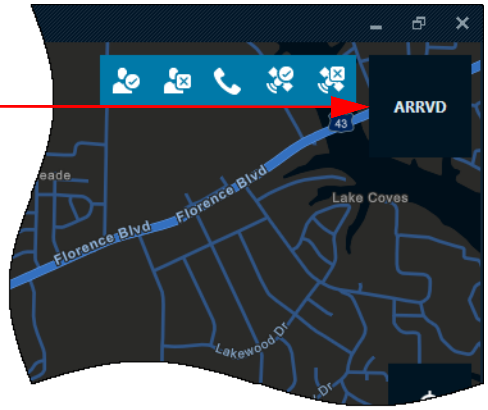


Figure 149: Quick Status Change Button

Centering Your Unit on the Map

The **Center Location** button centers the map on your unit and keeps you centered as you move. Once you click the **Center Location** button, the icon and name change to the **Toggle Auto Pan Mode** button. The **Toggle Auto Pan Mode** button orients the map to the direction you are moving. These buttons cycle as you click through them. This feature is supported offline.

When using the auto-pan mode, the **Measure Distance** and **Measure Area** buttons are unavailable.

Center Location button

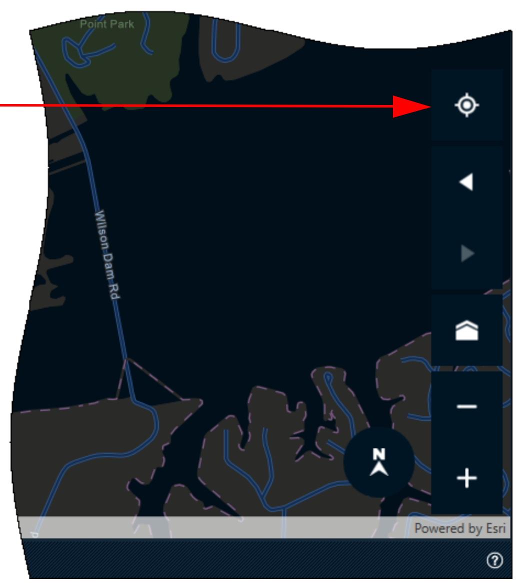


Figure 150: Center Location Button

Using the Back and Next Buttons

Click the **Back** button to go to the previous zoom level, or click the **Next** button to move to the next level.

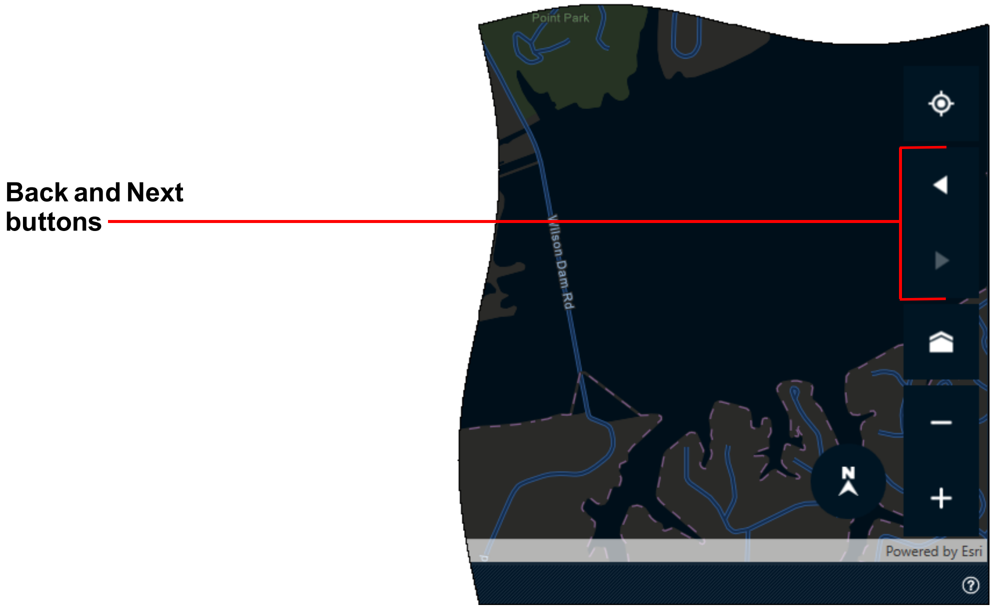


Figure 151: Back And Next Buttons

Using the Home Button

Click the **Home** button to return to your saved map view, or home extent. To save a home extent, right-click the map at the desired view and select **Save Home Extent**.

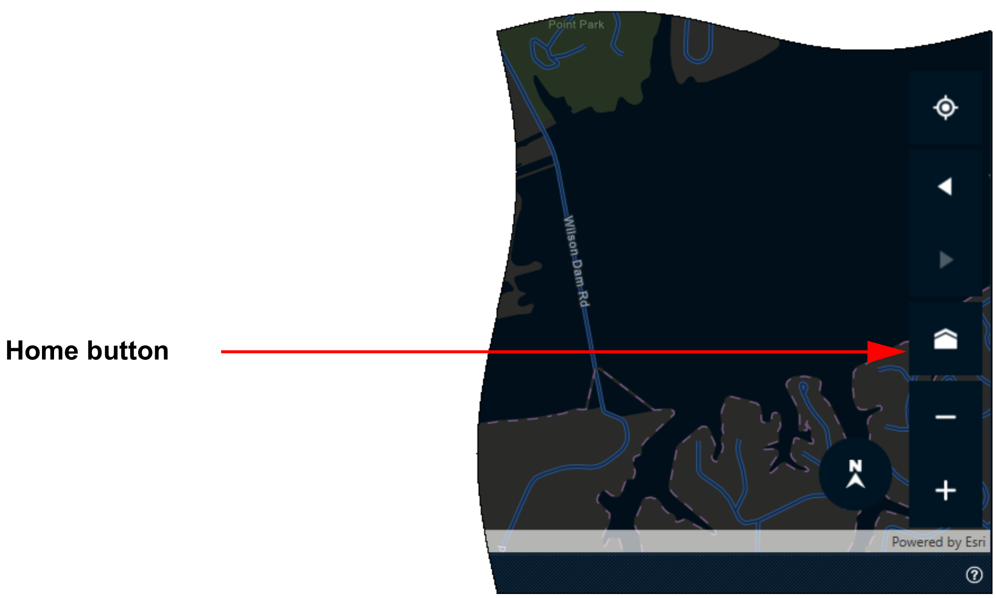


Figure 152: Home Button

Zooming In and Out on the Map

Click the **Zoom Out** and **Zoom In** buttons to zoom in and out of the map.

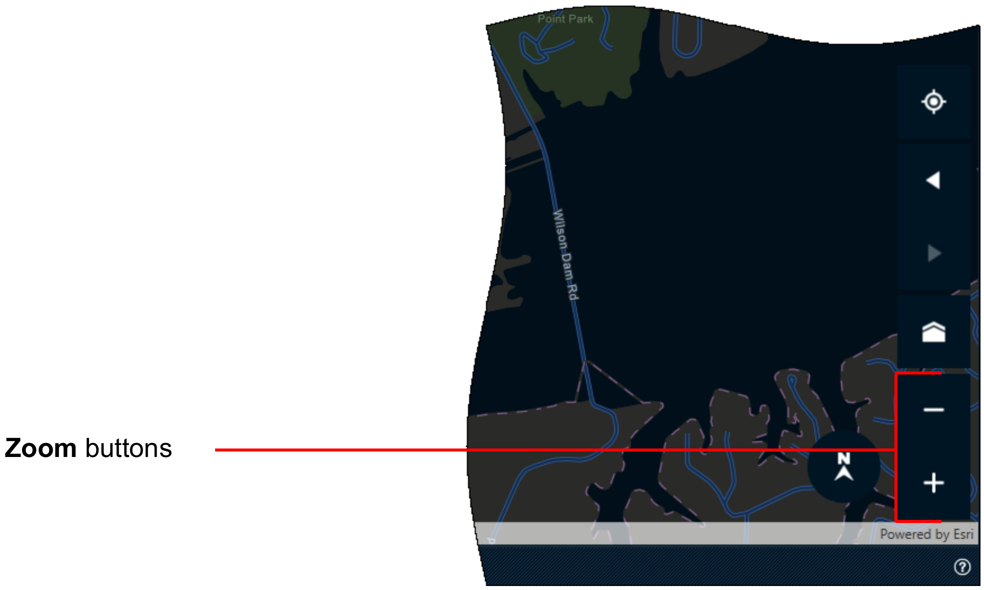


Figure 153: Zoom Buttons

Using the Compass Button

Click the **Compass** button during turn-by-turn routing to reorient the map so that north is up.

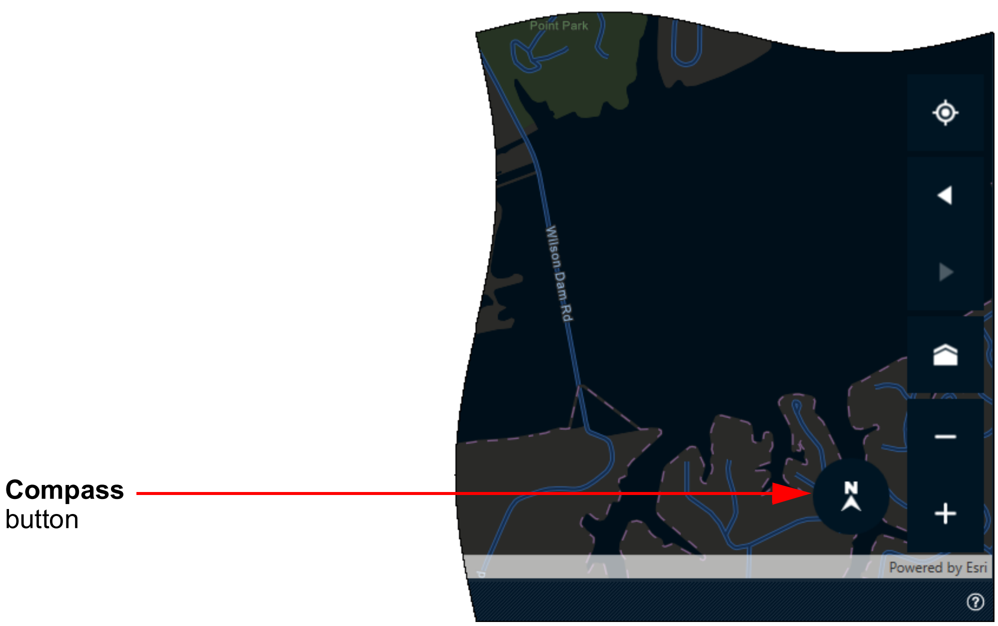


Figure 154: Compass Button

Using Quick Routing

Quick Routing allows you to create a route from your current location to a selected location on the map. To create a route, right click the map and select **Route To** from the list. Once a route is created, the map moves to show the full extent of the route.

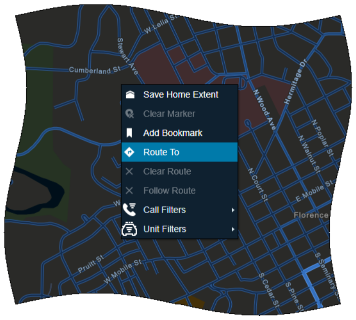


Figure 155: Route To Option

Using Directions

Once a route is created, directions appear on the bar, which show the maneuver, direction, destination, and waypoint information for reaching the destination. The maneuver following the current maneuver appears on the right. Directions update after each maneuver until you reach your destination. If you miss a maneuver, the route is rebuilt and navigation resumes.

You can also use voice directions and hide the directions from the bar, if you want. For more information on hiding the directions and setting up voice directions, see Customizing Your Experience in the Map on page 195.

To mute or unmute the voice, click the speaker icon on the right side of the map.

To play or stop the voice directions, click the buttons on the bar.

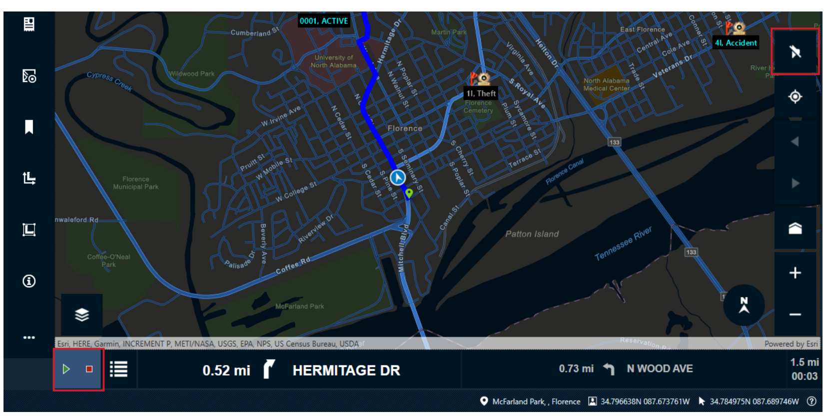


Figure 156: Voice Direction Options

When navigation is visible on the bar, you can click List to open a window with the routing directions in it and the next maneuver highlighted. The window shows the direction and approximate length of the direction, as well as the total distance and drive time.

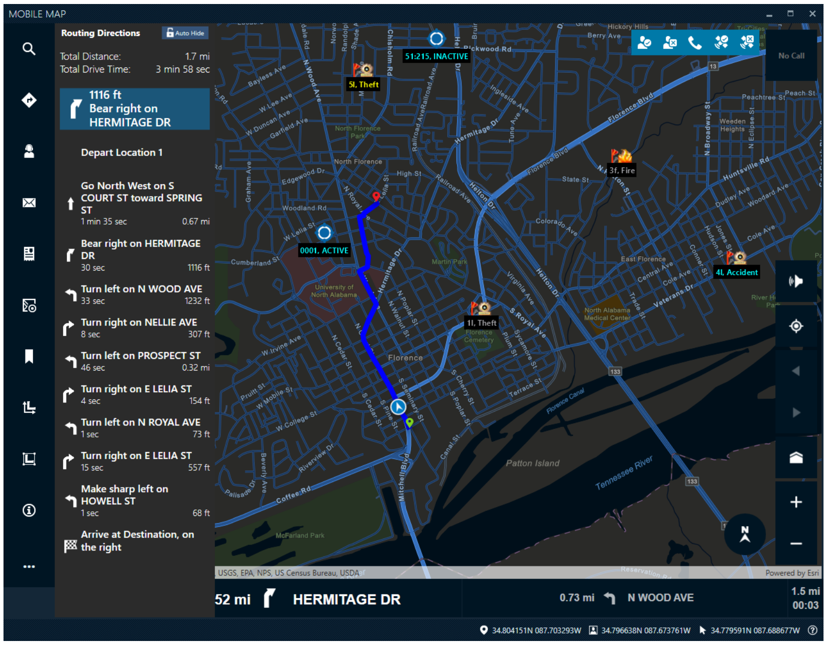


Figure 157: Route Direction Window

Using Keyboard Shortcuts

The Mobile Map uses the same keyboard shortcuts as Mobile. Keyboard shortcuts that are specific to the Flex Mobile Map include:

- Ctrl+W: Zoom to self
- Ctrl+H: Zoom to Home Extent
- Alt+Z: Zoom to assigned call
- Alt+C: Show/hide call comments pane

NOTE:

Shift and alphanumeric keyboard shortcuts are not supported.

In Mobile, use the **Keyboard** tab in the Customize window to customize keyboard shortcuts. Customizable buttons include: **Zoom In**, **Zoom Out**, **Locate**, **Point to Point**, **CAD**, **Message Center**, **Search**, **Traffic Stop**, **Back**, **Forward**, and **Home**. For more information on customizing keyboard shortcuts, see Using the Keyboard Tab on page 209.

Using Single-Touch Mode

Use Single-Touch mode to make the map work better with devices that only support single touches.

To turn on Single-Touch mode, use the Settings pane. For more information, see Customizing Your Experience in the Map on page 195.

When Single-Touch mode is turned on, use the following to use the map:

- To zoom in, tap **Zoom In**, and then touch the map where you want to zoom in. When you want to stop zooming in, tap **Zoom In** again.
- To zoom out, tap **Zoom Out**, and then touch the map where you want to zoom out. When you want to stop zooming out, tap **Zoom Out** again.
- To zoom to an extent, tap **Zoom In** or **Zoom Out**, touch and hold the map, and then drag your finger to create a rectangle.

Opening Coordinates in Google Maps

You can open coordinates in Google Maps.

To open coordinates in Google Maps:

1. Right-click the location on the map.
2. Select **Open in Google Maps**.

   Google Maps opens at the latitude and longitude coordinates of the location.

Chapter 6

Mobile Settings

A wide variety of customization settings are available for Mobile from the Customize dialog box. Available tabs include Commands, Toolbars, tools, Keyboard, Menu, and Options.

Using the Customize Dialog Box

Depending on the settings established by your admin, the main toolbar and menus in Mobile can be customized using the Customize dialog box.

To open the Customize dialog box, do one of the following:

- From the menu bar, select **Edit** > **Toolbars** > **Customize** (Alt+E, T, C).
- Right-click the menu bar or toolbar, and then select **Customize** from the shortcut menu.

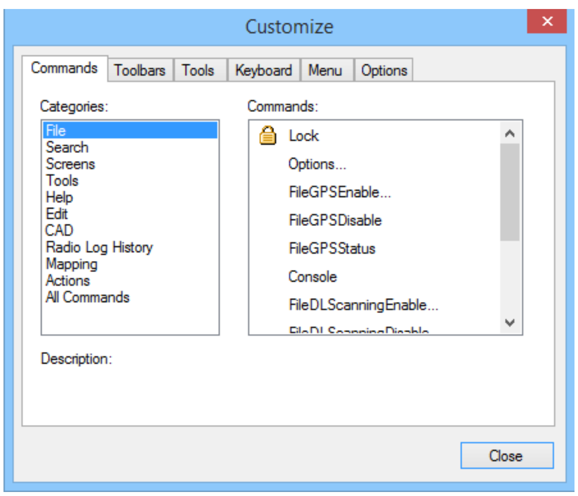


Figure 158: Customize Dialog Box Commands Tab

The Customize dialog box contains the following tabs:

- **Commands.** Used to add or remove buttons on the main toolbar. See Using the Commands Tab on page 205.
- **Toolbars**. Used to reset, show, or hide the main toolbar. See Using the Toolbars Tab on page 206.
- **Tools**. Used to add programs to the **Tools** area. See Using the Tools Tab on page 207.
- **Keyboard**. Used to customize Mobile keyboard shortcuts. See Using the Keyboard Tab on page 209.
- **Menu**. Used to change the menu bar options for some Mobile screens. See Using the Menu Tab on page 211.
- **Options**. Used to customize the ScreenTips feature. See Using the Options Tab on page 214.

Managing Toolbar Buttons

With the Customize dialog box open, the following changes can be made to the buttons on the toolbar:

- Changing Button Appearance on page 204
- Moving, Removing, or Restoring Buttons on page 204

Changing Button Appearance

Buttons can be set up to display both the button image and text, or to display only the image or only the text.

To change the appearance of a button:

1. Open the Customize dialog box.
2. From the toolbar, right-click the button to change, and then select **Button Appearance**.

   The Button Appearance dialog box opens.

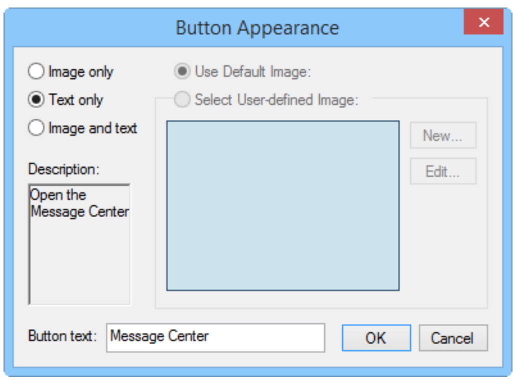
   

   Figure 159: Button Appearance Dialog Box

3. Select one of the following:
   - To display an image only, select **Image only**.
   - To display text only, select **Text only**. The **Button text** field is enabled. If desired, the displayed text can be edited in the field.
   - To display and image and text, select **Image and text**.
4. Repeat steps 2–3 for any additional buttons to change.
5. When finished, click **Close** to close the Customize dialog box.

Moving, Removing, or Restoring Buttons

Buttons on the toolbar can be moved, removed, or restored.

To move, remove, or restore a toolbar button:

1. Open the Customize dialog box.
2. From the toolbar, do one of the following:

- To move the button, drag the button to the desired location.
- To remove the button, drag the button off the toolbar, or right-click the button, and then select **Delete**.
- To restore button settings to the default, right-click the button, and then select **Restore to Default.**

3 Repeat step 2 for any additional buttons.

4 When finished, click **Close** to close the Customize dialog box.

Using the Commands Tab

Buttons can be added to the main toolbar of Mobile using the **Commands** tab. Buttons can start Mobile features or other programs, such as word processing or digital camera software, installed on your device.

NOTE:

Buttons can be added for any program on your computer. However, to add a button for a program that is not part of Mobile, the program must first be added to the **Tools** area. For more information, see Adding Programs to the Tools Area on page 207.

To use the Commands tab:

1 Open the Customize dialog box.

The **Commands** tab is displayed.

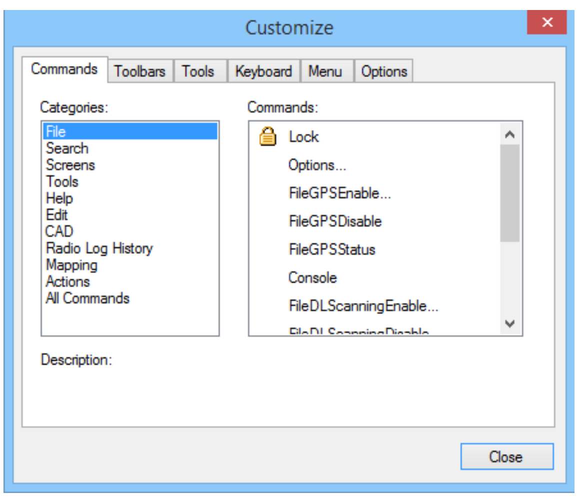


Figure 160: Customize Dialog Box Commands Tab

2 In the **Categories** area, select the category that contains the desired command to add to the toolbar. To view all the commands in Mobile, select the **All Commands** category.

In the **Commands** area, any applicable button icons are displayed next to the command name.

3 To create a toolbar button, drag the desired command from the **Commands** area to the toolbar. For example, drag **ActionsEmergencyAlert** to the toolbar.

> **NOTE:**
> When dragging the command, the mouse pointer becomes a gray box with an x mark. Once the command can be placed, the x mark disappears.

The selected button appears on the toolbar. For example, the **Emergency Alert** button.

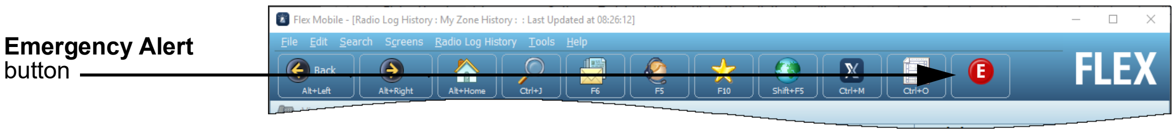


Figure 161: Emergency Alert Button

4 Repeat steps 2–3 for any additional buttons.

5 When finished, click **Close** to close the Customize dialog box.

Using the Toolbars Tab

Use the **Toolbars** tab to do any of the following:

- Resetting the Main Toolbar or Menu Bar on page 206
- Showing or Hiding the Main Toolbar on page 207

Resetting the Main Toolbar or Menu Bar

To reset the main toolbar or menu bar:

1 Open the Customize dialog box.

2 Click the **Toolbars** tab.

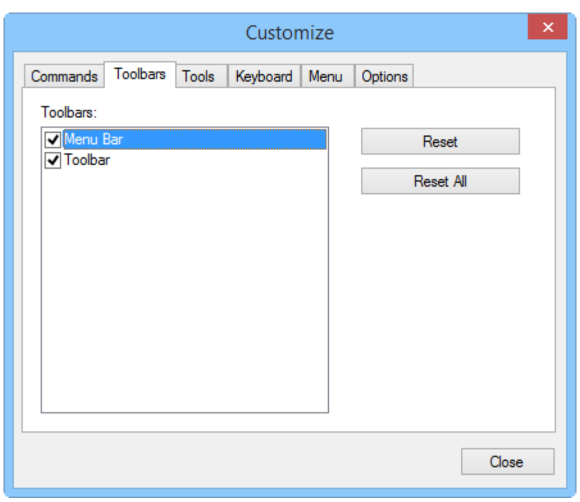


Figure 162: Customize Dialog Box Toolbars Tab

3 In the **Toolbars** area, do any of the following:

- To reset the main toolbar, select the **Toolbar** check box.
- To reset the menu bar, select the **Menu Bar** check box.

4 Click **Reset**.

A dialog box opens, asking to confirm resetting the selected toolbars.

5 Click **Yes**, or press Enter.

6 Click **Close** to close the Customize dialog box.

Showing or Hiding the Main Toolbar

To show or hide the main toolbar:

1 Open the Customize dialog box.

2 Click the **Toolbars** tab.

3 In the **Toolbars** area, select or clear the **Toolbar** check box to show or hide the main toolbar.

4 Click **Close** to close the Customize dialog box.

NOTE:
The menu bar cannot be hidden.

Using the Tools Tab

From the **Tools** tab, programs can be added and removed from the **Tools** area as needed. From the menu bar, from the **Tools** area, links to other programs located on your computer, such as Notepad or digital camera programs, can be added. To start any program listed on the **Tools** area, click the link.

Mobile automatically adds links for any Flex software located on your computer. For more information, see Understanding the Mobile Today Screen on page 19.

Adding Programs to the Tools Area

To add a program to the Tools area:

1 Open the Customize dialog box.

2 Click the **Tools** tab.

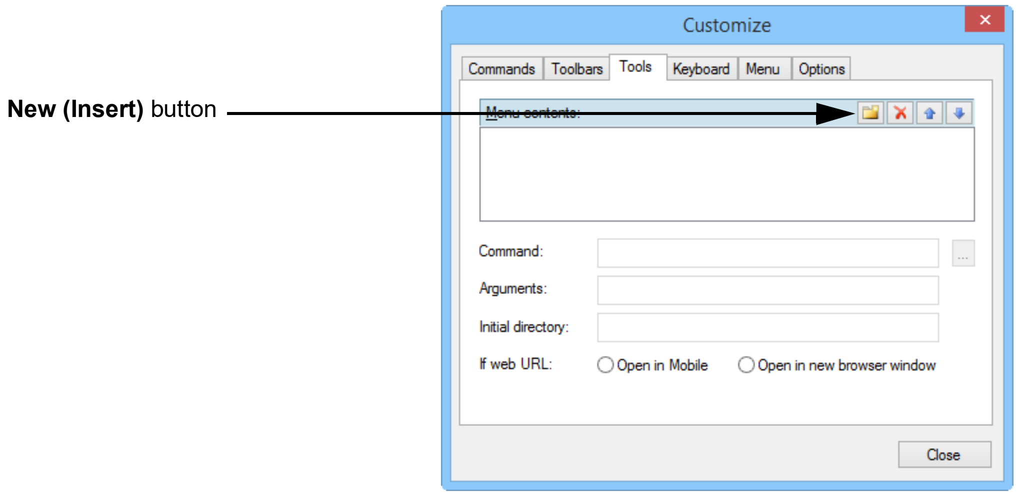


Figure 163: Customize Dialog Box Tools Tab

3 In the **Menu contents** area, click the **New (Insert)** button.

The software adds a line in the **Menu contents** area and places the cursor in that line.

4 Enter the name of the program.

5 Complete the following fields:

- **Command**: Enter the location of the program's executable (.exe) file.

  NOTE:
  To browse the location of the program instead of entering the complete path in the **Command** field, click the **Browse** button (...).

- **Arguments**: Enter any command line options needed to run the program, as necessary. For more information on command line options for a specific third-party program, refer to that program’s user documentation.

- **Initial directory**: Enter the directory in which the file for that program is saved. For example, if a link to a word-processing program is being added, then enter the directory in which word-processing documents are saved.

6 To move a menu item up or down on the list, select the item and then use the Move Item **Up** (Alt+Up Arrow) and **Move Item Down** (Alt+Down Arrow) buttons.

7 If the value in the **Command** field is a URL, do one of the following:

- To open the URL in Mobile, select the **Open in Mobile** option.

- To open the URL in a separate Internet browser, select the **Open in new browser window** option.

8 Repeat steps 3–7 for any additional programs to add.

9 When finished, click **Close** to close the Customize dialog box.

Removing Programs from the Tools Area

To remove a program from the Tools area:

1 Open the Customize dialog box.

2 Click the **Tools** tab.

3 In the **Menu contents** area, select the program, and then click the **Delete** button.

The program is removed from the **Tools** area.

4 Repeat step 3 for any additional programs to remove.

5 When finished, click **Close** to close the Customize dialog box.

Using the Keyboard Tab

In the **Keyboard** tab, keyboard shortcut keys can be assigned to any Mobile command. Once created, a shortcut key can also be changed or removed.

Assigning or Changing Keyboard Shortcuts

To assign or change a keyboard shortcut:

1 Open the Customize dialog box.

2 Click the **Keyboard** tab.

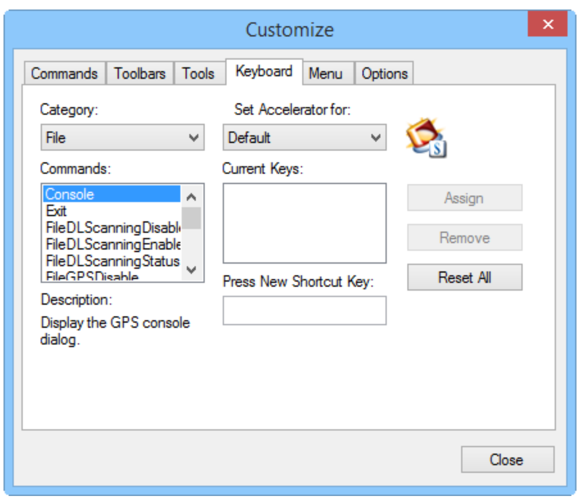


Figure 164: Customize Dialog Box Keyboard Tab

3 In the **Category** field, select a category from the drop-down list. To view all the commands in Mobile, select **All Commands**.

4 In the **Commands** area, select the command to which the shortcut key is being assigned or changed.

A description of the command is displayed in the **Description** area, and the shortcut keys assigned to that command are displayed in the **Current Keys** list area. More that one set of shortcut keys can be assigned to each command.

5 In the **Set Accelerator For** field, select the screen in which the shortcut key should work from the drop-down list.

- To make the shortcut key work in all Mobile screens, select **Default**.
- To make the shortcut key work only in the Mapping screen, select **Mapping**.

6 With the cursor in the **Press New Shortcut Key** field, press the key combination to assign to the command.

NOTE:
A combination of keys or singular keys can be used. However, if a combination of keys is used, then one of the keys must be Ctrl, Alt, or Shift. It is not recommended to use singular keys for shortcuts.

One of the following occurs:

- If the key combination is not assigned to any other command, then the following message is displayed:

  `Assigned To: [Unassigned].`

- If the key combination is assigned to another command, then the following message is displayed:

  `Assigned To: [command name]`

  where `command name` is the name of the command currently assigned to the key combination.

7 Once an unassigned key combination is pressed, click **Assign**.

8 Repeat steps 3–8 for any additional keyboard shortcuts.

9 When finished, click **Close** to close the Customize dialog box.

NOTE:
To reset the shortcut keys to their default settings, click **Reset All**. A confirmation dialog box opens. Click **Yes** or press Enter to reset shortcut keys to their defaults and close the dialog box.

Removing Keyboard Shortcuts

To remove a keyboard shortcut:

1 Open the Customize dialog box.

2 Click the **Keyboard** tab.

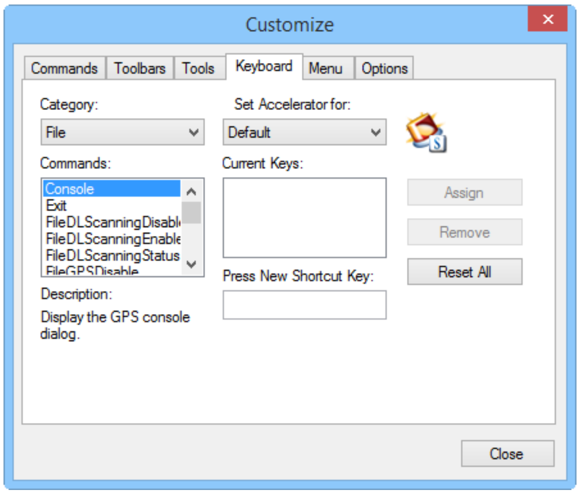


Figure 165: Customize Dialog Box Keyboard Tab

3 In the **Category** field, select a category from the drop-down list. To view all the commands in Mobile, select **All Commands**.

4 In the **Commands** list area, select the command to which the shortcut key is assigned.

5 In the **Current Keys** list area, select the shortcut key to remove.

6 Click **Remove**.

7 Repeat steps 3–6 for any additional shortcuts to remove.

8 When finished, click **Close** to close the Customize dialog box.

Using the Menu Tab

To modify a screen's menu bar without opening the screen, use the **Menu** tab. The menu bar changes depending on what screen in Mobile is active, and whether the menu bar for a screen can be modified.

Menu Bar Options by Screen Name

The menu bars in Mobile are listed by screen as follows:

- **Mobile Today.** The Mobile Today screen uses the default toolbar, also known as the Today toolbar, and contains the following menu items:
  - File
  - Edit
  - Search

  - Screens
  - Tools
  - Help
- **CAD and CAD Call Information.** The CAD and CAD Call Information screens contain the following menu items:
  - File
  - Edit
  - Search
  - Screens
  - CAD
  - Tools
  - Help
- **Radio Log History Call Information and Radio Log History.** The Radio Log History Call Information and Radio Log History screens contain the following menu items:
  - File
  - Edit
  - Search
  - Screens
  - Radio Log History
  - Tools
  - Help
- **Mapping.** The Mapping screen contains the following menu items:
  - File
  - Edit
  - Search
  - Screens
  - Mapping
  - Tools
  - Help
- **Message Center.** The Message Center contains the following menu items:
  - File
  - Edit

   - Search
   - Screens
   - Actions
   - Tools
   - Help

- **State Forms.** The State Forms screen uses the default toolbar, also known as the Today toolbar, and contains the following menu items:
   - File
   - Edit
   - Search
   - Screen
   - Tools
   - Help

Changing the Items in the Menu Bar

To change the items in the menu bar:

1 Open the Customize dialog box.

2 Click the **Menu** tab.

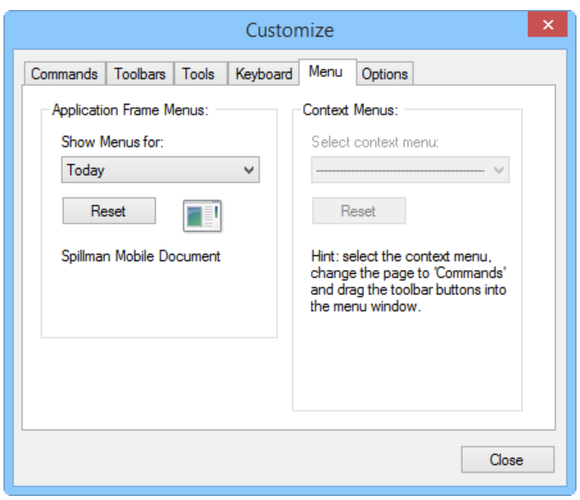


Figure 166: Customize Dialog Box Menu Tab

3 To change the menu bar for a screen other than the current screen, in the **Show Menus for** field, select the screen to change from the drop-down list. Otherwise, continue to step 4.

The menu bar displays the items for the selected screen.

4 Right-click the menu item to change.

5 Do any of the following:

- To remove a menu, select **Delete**.
- To group menu items, select **Start Group**. A line appears to the left of the selected item, creating a group on either side of the line.
- To change text displayed for the menu, select **Button Appearance**. The Button Appearance dialog box opens and the **Text only** option is selected. In the **Button text** field, enter the desired text to display, and then click **OK**. To reset the menu bar to the system defaults, click **Reset**.

The menu items for the specified screen are modified according to your changes. The menu items for all other screens remain the same.

6 Repeat steps 3–5 for any additional menu bars to change.

7 When finished, click **Close** to close the Customize dialog box.

Using the Options Tab

The **Options** tab controls the ScreenTips feature in Mobile.

To use the Options tab:

1 Open the Customize dialog box.

2 Click the **Options** tab.

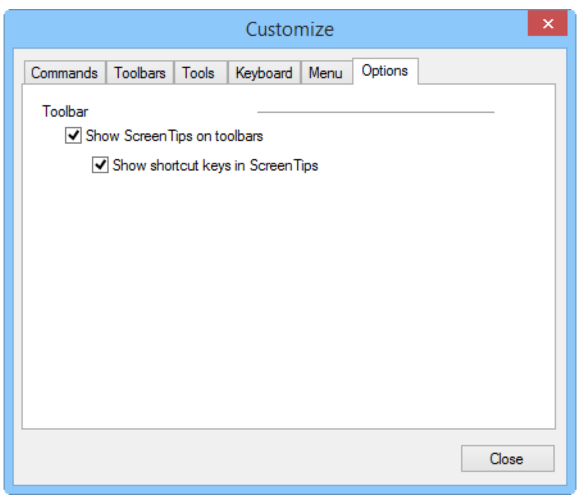


Figure 167: Customize Dialog Box Options Tab

3 To show or hide ScreenTips, select or clear the **Show ScreenTips on toolbars** check box.

4 To show the shortcut keys in ScreenTips, with the **Show ScreenTips on toolbars** check box selected, select the **Show Shortcut keys in ScreenTips** check box.

5 When finished, click **Close** to close the Customize dialog box.

Using the Options Dialog Box

Depending on the settings established by your admin, certain settings in Mobile can be customized. To customize your Mobile settings, use the Options dialog box.

To open the Options dialog box, from the menu bar, select **File > Options**.

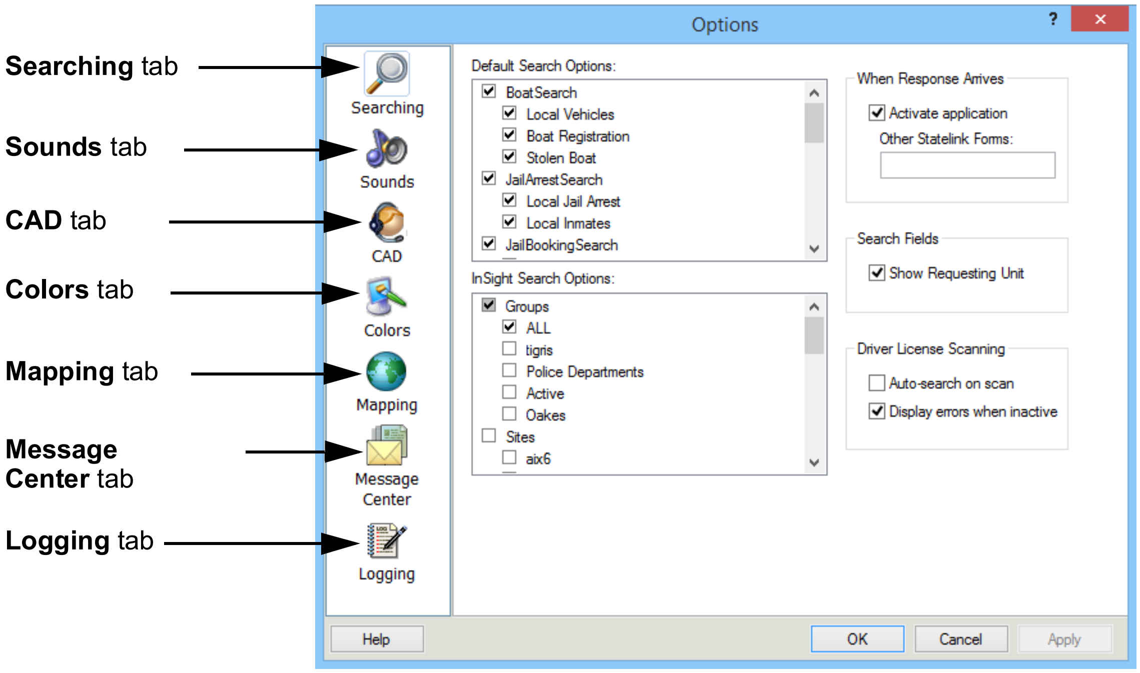


Figure 168: Options Dialog Box

From the Options dialog box, the following options can be customized:

- Searching, see Setting Search Options on page 215.
- Sound notifications, see Changing Sound Notifications on page 220.
- Voiceless CAD, see Setting Voiceless CAD Options on page 222.
- Colors, see Customizing Color Settings on page 228.
- Mapping, see Setting Mapping Options on page 232.
- Message Center, see Setting Message Center Options on page 237.
- Logging options are used by your admin and Technical Services in certain support cases. Do not turn logging on or off unless directed by your admin.

Setting Search Options

In the Options dialog box, the following search options can be set:

- Setting Default Search Options on page 216
- Setting InSight Search Options on page 217

- Setting Mobile's Behavior for Query Responses on page 217
- Displaying the Requesting Unit Field on page 218
- Setting Driver License Scanning Options on page 219

Setting Default Search Options

For certain records, the searches that are performed by default when data is entered in a record Search screen can be changed.

To set default search options:

1 Open the Options dialog box.

2 Click the **Searching** tab.

The Searching options are displayed.

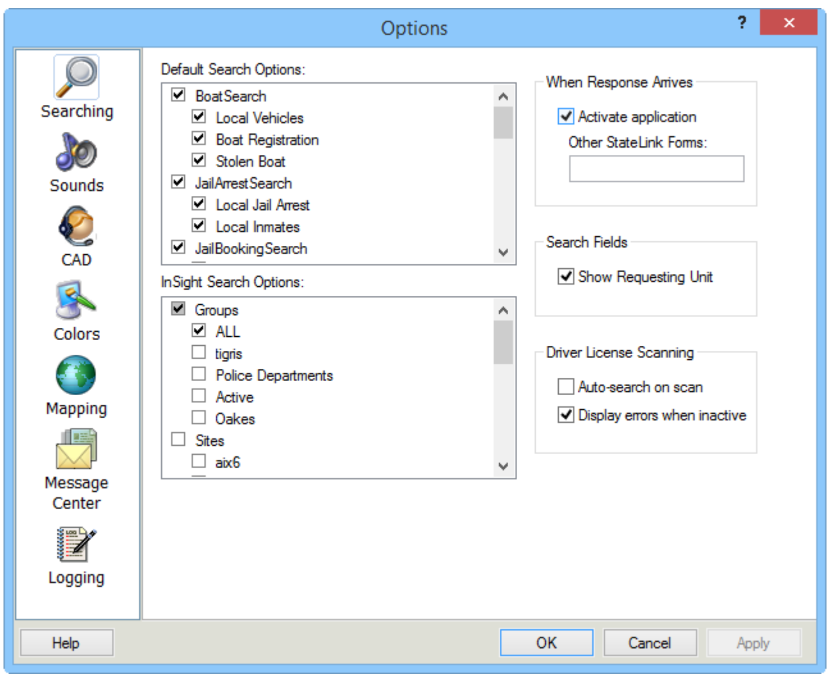


Figure 169: Options Dialog Box Searching Options

3 In the **Default Search Options** area, select or clear check boxes as desired to set the categories that are selected by default in the corresponding Search screen. For example, to make performing an InSight query whenever a Name query is performed the default, select the **InSight(TM) Names** check box.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Setting InSight Search Options

Use the **InSight Search Options** area to determine the default groups and sites that are searched when an InSight query is performed.

To set InSight search options:

1 Open the Options dialog box.

2 Click the **Searching** tab.

The Searching options are displayed.

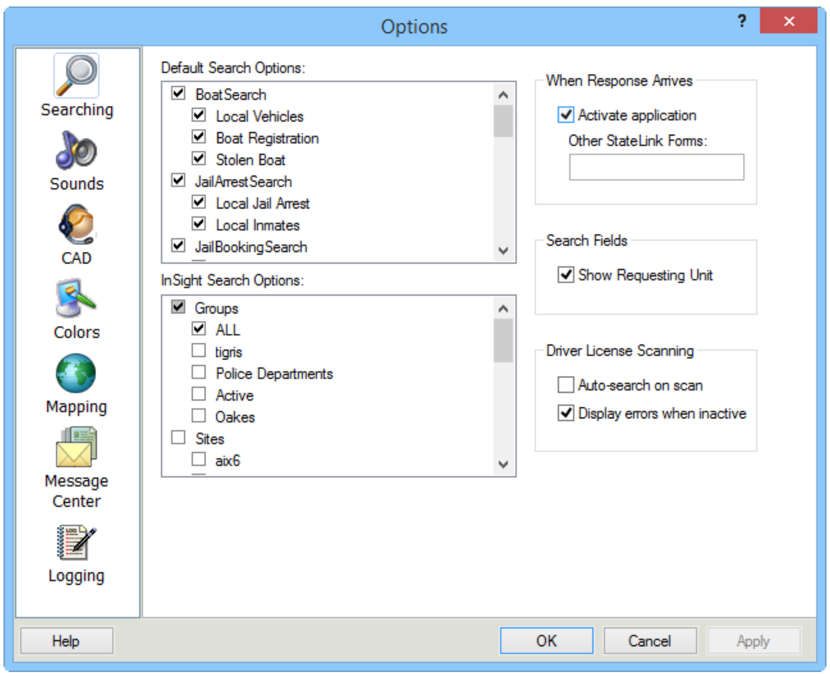


Figure 170: Options Dialog Box Searching Options

3 In the **InSight Search Options** area, select or clear check boxes to determine the default agencies, sites, or agency groups for your InSight queries.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Setting Mobile’s Behavior for Query Responses

Mobile can be set to become your active application (appear on top of other applications) when a query response arrives, or it can be set to remain in the background.

To set Mobile’s behavior for query responses:

1 Open the Options dialog box.

2 Click the **Searching** tab.

The Searching options are displayed.

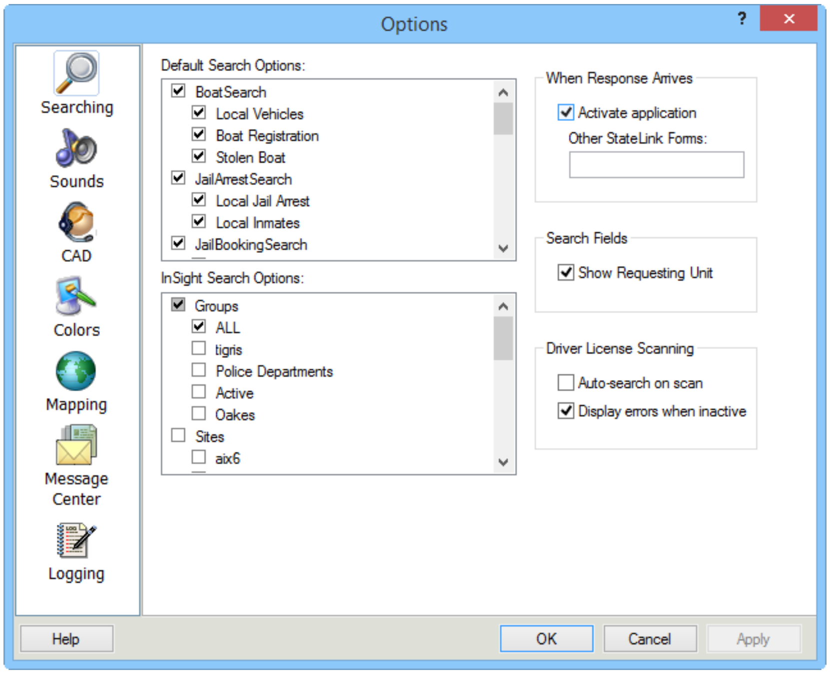


Figure 171: Options Dialog Box Searching Options

3 In the **When Response Arrives** area, do one of the following:

- To make Mobile the active application when a query response is received, select the **Activate application** check box.
- To leave Mobile in the background when a query response arrives, clear the **Activate application** check box.
- To activate Mobile only when certain query response types are received, clear the **Activate application** check box, and then in the **Other Statelink Forms** field, enter the query type. Multiple query types must be separated by a comma. This field is not case sensitive.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Displaying the Requesting Unit Field

Mobile can be set to display the **Requesting Unit** field on the Search screen. This is helpful if queries are done on behalf of another officer.

Requesting Unit field

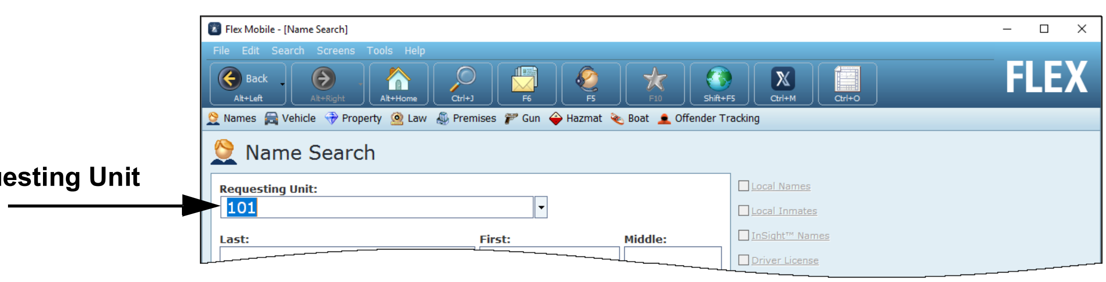


Figure 172: Requesting Unit Field

When running a query for another officer, the results of that query can be forwarded automatically to the officer by selecting the officer from the drop-down list in the **Requesting Unit** field. This applies to both state and local returns. However, the ability to forward a StateLink return depends the StateLink settings established by your admin.

NOTE:

Local query results are sent to the unit only if the unit is actively connected to the dispatcher. If there are multiple users in the unit, then only the primary active user receives the message. InSight queries are not automatically forwarded.

To display the Requesting Unit field:

1 Open the Options dialog box.

2 Click the **Searching** tab.

The Searching options are displayed.

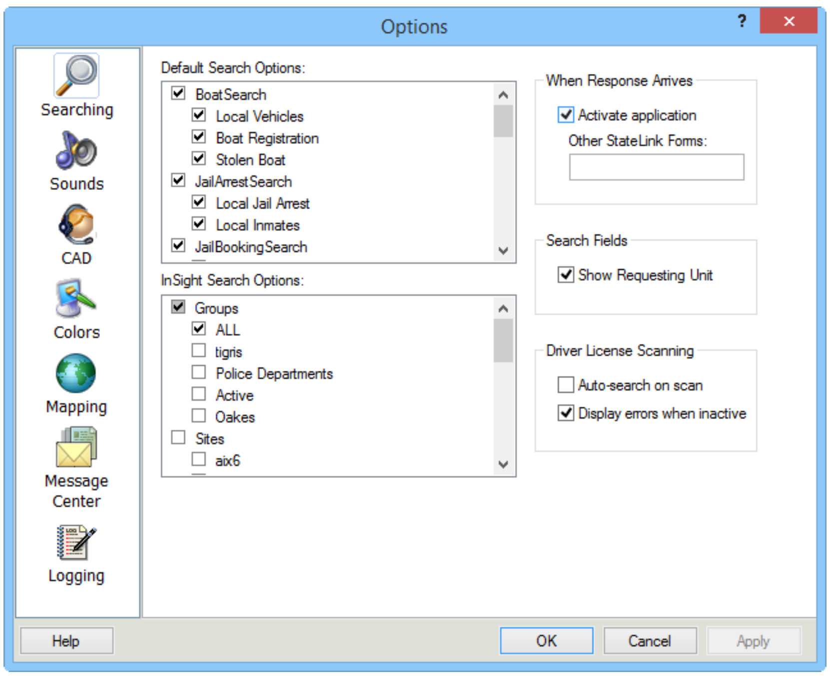


Figure 173: Options Dialog Box Searching Options

3 In the **Search Fields** area, select the **Show Requesting Unit** check box.

NOTE:

To stop displaying the requesting unit, clear the **Show Requesting Unit** check box.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Setting Driver License Scanning Options

If your agency has purchased the Mobile Driver License Scanning module, and your admin has set up your work area with a driver license scanner, then driver licenses can be swiped or scanned as an alternative to manually entering the data to send to state and local queries.

To set driver license scanning options:

1 Open the Options dialog box.

2 Click the **Searching** tab.

The Searching options are displayed.

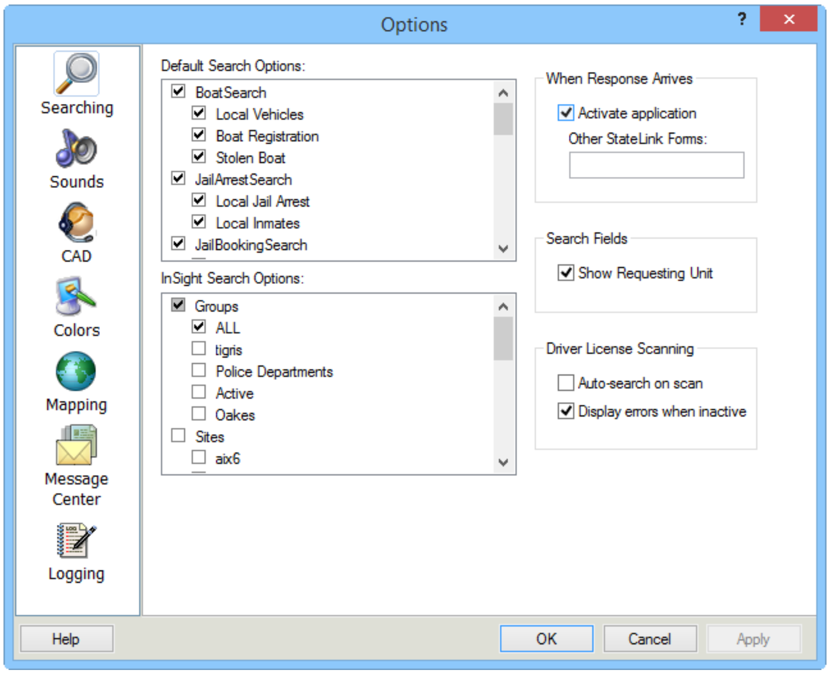


Figure 174: Options Dialog Box Searching Options

3 In the **Driver License Scanning** area, do one of the following:

- To automatically perform a search using your default settings when a driver license is scanned or swiped, select the **Auto-search on scan** check box.
- To complete the Name Search screen fields, but not automatically perform a search, clear the **Auto-search on scan** check box.
- To report scanning errors when a driver license is being scanned and Mobile is not the active application, select the **Display errors when inactive check box**.

NOTE:

Magnetic stripes and bar codes can deteriorate over time. When this happens, errors can occur, and the software populates the Name Search screen with as much of the data as it can read.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Changing Sound Notifications

A sound card must be installed on your computer to change sound notifications. Sound notifications are associated with the following events:

- Local Query Received
- New Mail Message
- State Query Received
- New Alert
- State Voice Response
- Instant Message Sent
- My Call Updated
- Instant Message Received
- Other Call Updated
- Approval Received

To change the sound notification for an event:

1 Open the Options dialog box.

2 Click the **Sounds** tab.

The Sounds options are displayed.

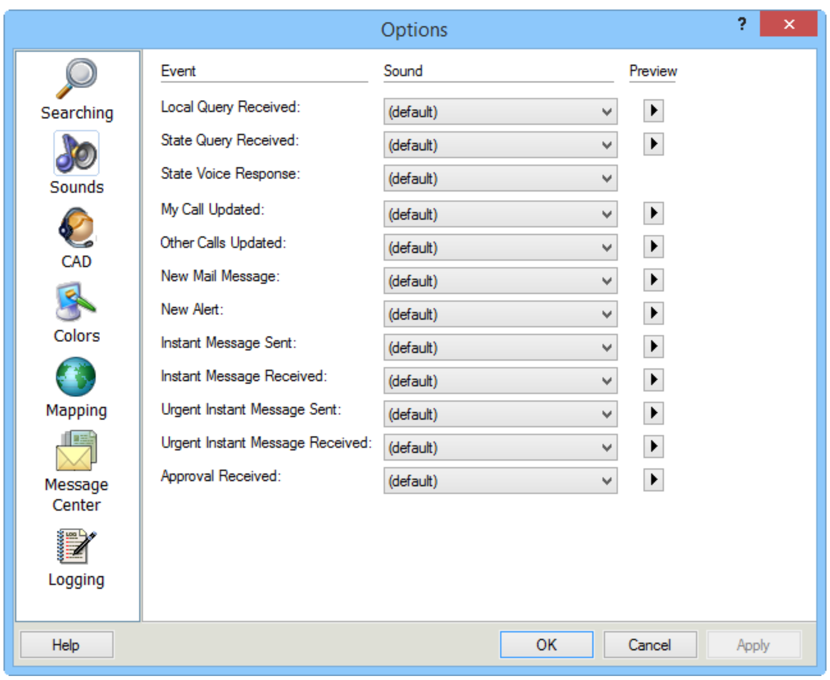


Figure 175: Options Dialog Box Sounds Options

3 In the **Sound** area, select an audio sound for the desired event from the drop-down list.

NOTE:
For silent event notifications, select **None**.

4 To play the sound, click the **Preview** button.

5 Repeat steps 3 – 4 until all the sound notifications are configured to the desired settings.

6 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**

> **NOTE:**
> Alerts for state queries can be set separately. To set the message chime alert, use the **State Query Received** field. To set the voice alert, use the **State Voice Response** field. By default, voice alerts are turned on. To turn off voice alerts, set the field value to `none`.

Setting Voiceless CAD Options

Voiceless CAD can be personalized to make the screens easier to view.

To set Voiceless CAD options, complete any of the following:

- Changing the Default View for Call Comments on page 222
- Enabling Flashing StateLink Alerts on page 223
- Viewing Personnel Assigned To a Unit on page 224
- Changing the CAD List Font Size on page 225
- Setting the Hours of Radio Log Activity to be Displayed on page 226
- Displaying One-Touch Status Buttons on the Map on page 227

Changing the Default View for Call Comments

By default, when new comments are added to a call, they are displayed at the bottom of the **Comments** field on the **Info** tab of the CAD Call Information screen. If desired, the default setting can be changed so that new comments are displayed at the top of the **Comments** field.

To change the default view for call comments:

1 Open the Options dialog box.

2 Click the **CAD** tab.

The CAD options appear.

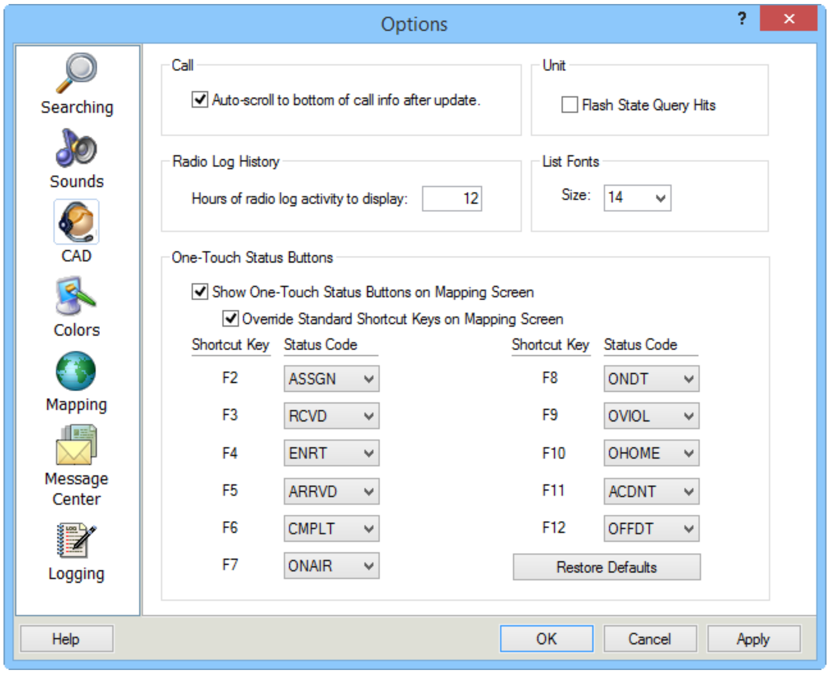


Figure 176: Options Dialog Box CAD Options

3 In the **Calls** area, clear the **Auto-scroll to bottom of call info after update** check box.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Enabling Flashing StateLink Alerts

For StateLink alerts, your admin sets up the red message header and the Hit Alert Message box. However, the flashing feature for Voiceless CAD is enabled in Mobile.

NOTE:
The StateLink alert settings in Mobile do not take effect until your admin has enabled and configured StateLink alerts in the StateLink Manager web application. For more information, contact your admin.

To enable flashing StateLink alerts:

1 Open the Options dialog box.

2 Click the **CAD** tab.

The CAD options are displayed.

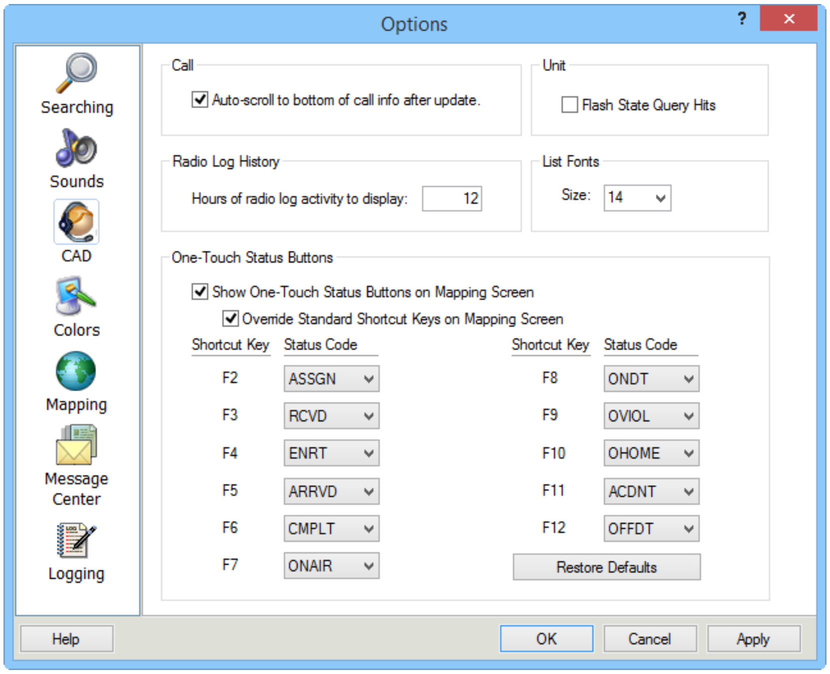


Figure 177: Options Dialog Box CAD Options

3 To have units with StateLink alerts flash in the Voiceless CAD screen, select the **Flash State Query Hits** check box. By default, this check box is cleared and the units do not flash when a StateLink alert is received.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Viewing Personnel Assigned To a Unit

You can choose to display the Officer column in Voiceless CAD, which shows the personnel assigned to that unit.

To view the personnel assigned to a unit in Voiceless CAD:

1 Open the Options screen.

2 Select **CAD**.

The CAD options appear.

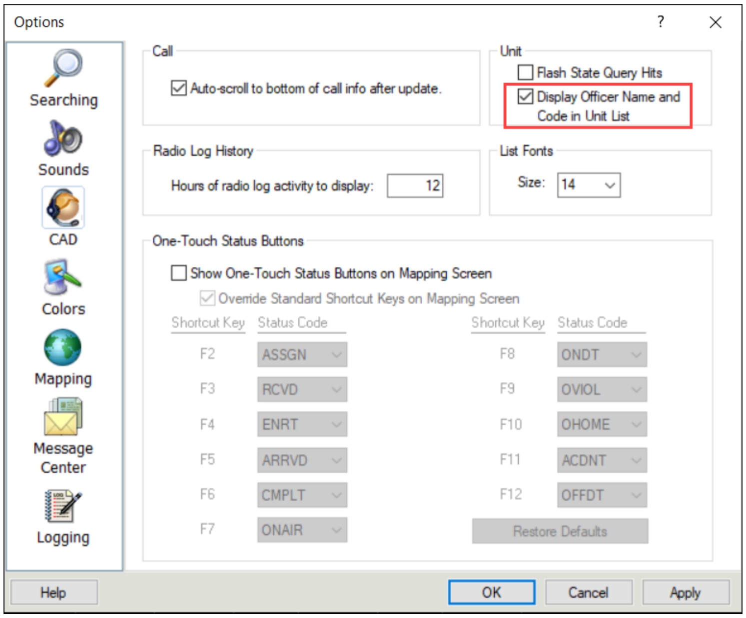


Figure 178: Options Screen

3 In the **Units** area, select **Display Officer Name and Code in Unit List**.

4 Click **Accept** to save your changes.

The Officer columns appears in Voiceless CAD.

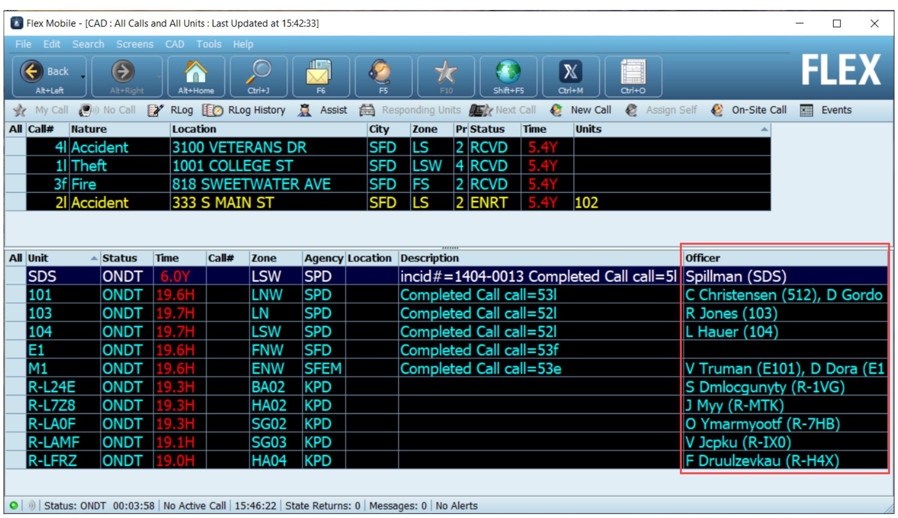


Figure 179: Officer Column in Voiceless CAD

Changing the CAD List Font Size

The font size for CAD lists can be changed.

To change the font size for CAD lists:

1 Open the Options dialog box.

2 Click the **CAD** tab.

The CAD options are displayed.

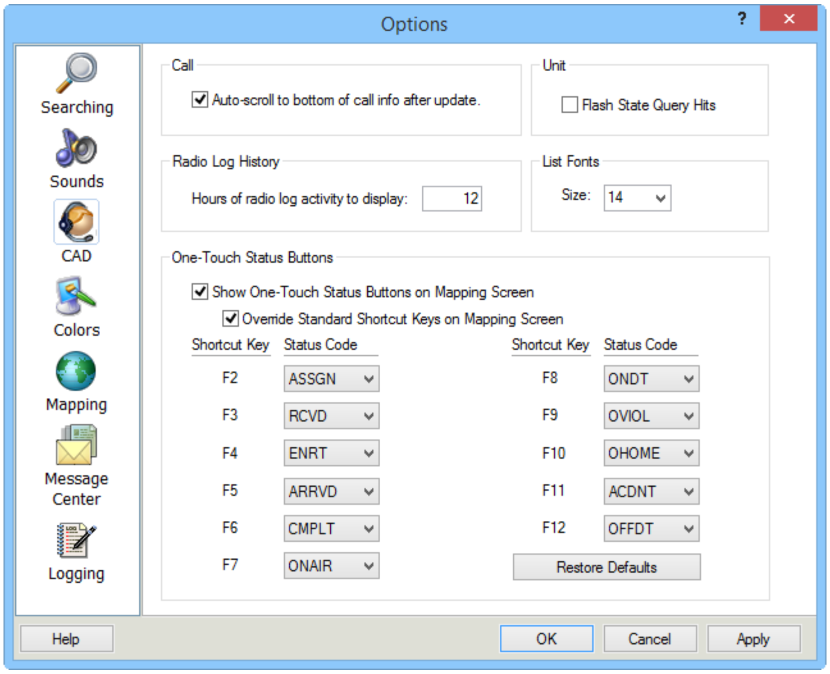


Figure 180: Options Dialog Box CAD Options

3 In the **List Fonts** area, enter a value from `8–36` in the **Size** field. The default is `14`.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Setting the Hours of Radio Log Activity to be Displayed

The hours of radio log entries that Mobile searches for can be specified, up to the last 24 hours.

To set the hours of radio log entries to be displayed:

1 Open the Options dialog box.

2 Click the **CAD** tab.

The CAD options are displayed.

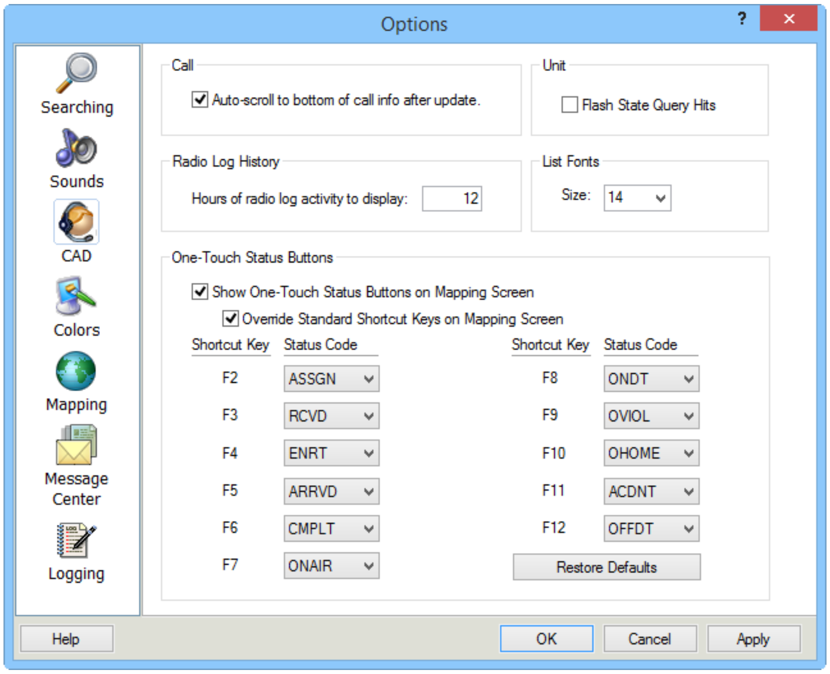


Figure 181: Options Dialog Box CAD Options

3 In the **Hours of radio log activity to display** field, enter the number of hours. By default, the value is `12`.

4 Click **OK**.

5 If the Radio Log History screen was open when the number of hours was set, then close it and open it again to update the radio log entries.

6 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Displaying One-Touch Status Buttons on the Map

The Mobile map can be set up to display One-Touch Status buttons, which are used to update your unit's status while using the map, instead of going back to the Voiceless CAD screen.

To display One-Touch Status buttons on the map:

1 Open the Options dialog box.

2 Click the **CAD** tab.

The CAD options are displayed.

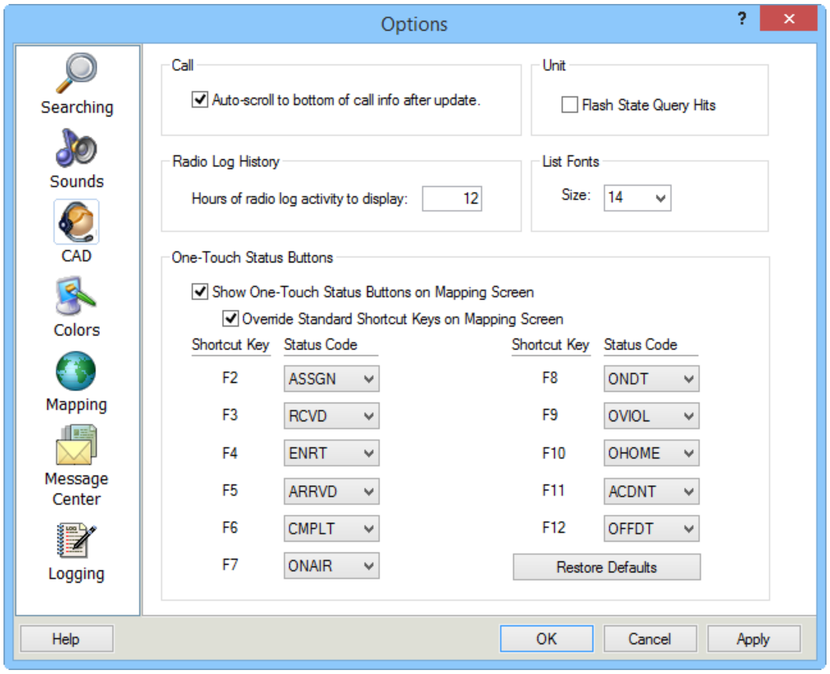


Figure 182: Options Dialog Box CAD Options

3 In the **One-Touch Status Buttons** area, select the **Show One-Touch Status Buttons on Mapping Screen** check box.

The One-Touch Status buttons are enabled.

4 To change the status codes from the defaults, in the **Status Code** area, select a status code from the drop-down for each desired shortcut key to display on the map.

5 To enable the Function keys to update your unit status, select the **Override Standard Shortcut Keys on Mapping Screen** check box. Mapping shortcuts can still be used by simultaneously pressing Ctrl and the Function key for the desired shortcut.

6 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Customizing Color Settings

The color settings in Mobile can be customized. The settings affect the Alert marquee that scrolls across the bottom of the screen and the overall color theme.

The following color settings can be customized:

- Setting the Alert Marquee Options on page 229
- Setting the Mobile Color Theme on page 229
- Setting CAD Colors on page 231

Setting the Alert Marquee Options

Set options to change the text color and scroll speed of the Alert marquee.

To set Alert marquee options:

1 Open the Options dialog box.

2 Click the **Colors** tab.

The Colors options are displayed.

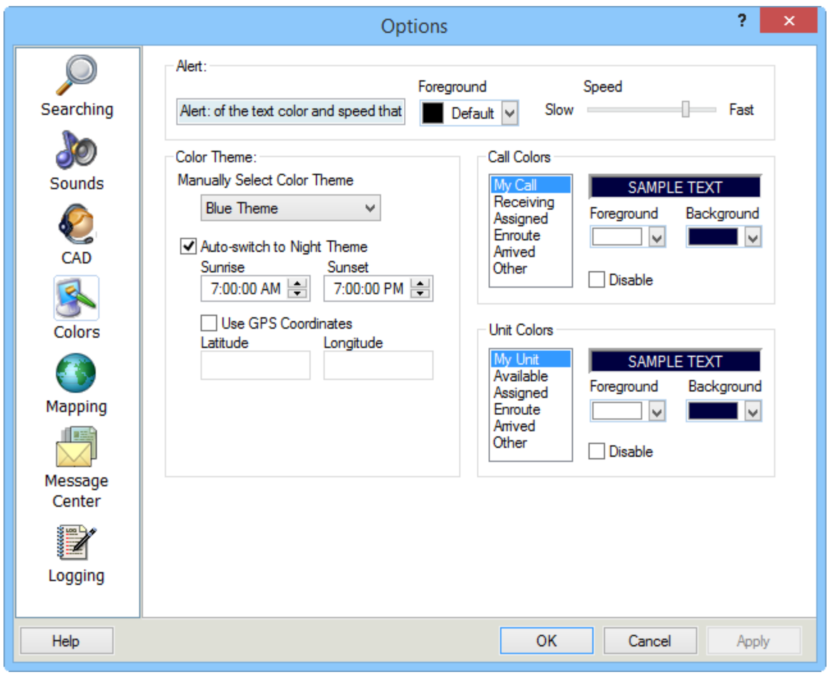


Figure 183: Options Dialog Box Colors Options

3 In the **Alert** area, select a color from the color palette in the **Foreground** field.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Setting the Mobile Color Theme

Mobile has a predefined set of color themes: a Blue theme, a Red theme, and a Night theme that can be switched easily. The color theme is set based on a user's code classification. However, the color theme can be changed at any time.

NOTE:

If the Unit Type field on the Units Table screen (cdunit) is left blank, then the color theme is the Blue theme by default.

To set the color theme:

1 Open the Options dialog box.

2 Click the **Colors** tab.

The Colors options are displayed.

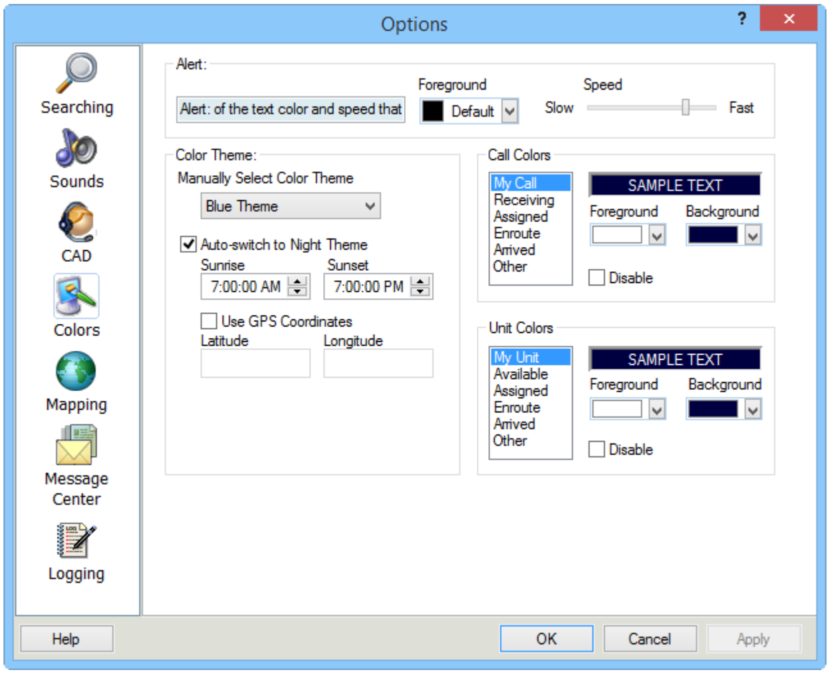


Figure 184: Options Dialog Box Colors Options

3 In the **Manually Select Color Theme f**ield, select one of the following from the drop-down list:

- **Red Theme**: Sets the background color of Mobile screens to red.
- **Blue Theme**: Sets the background color of Mobile screens to blue.
- **Night Theme**: Sets the background color of Mobile screens to Night mode colors.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Setting Night Mode Settings

Mobile has a predefined set of colors that are easily viewed in night-time conditions, called Night mode. The Night mode feature uses the Night Theme, and can be turned on and off manually, or set to turn on and off automatically based on a specific time of day or your location.

To manually enable Night mode, from the menu bar, select **Tools > Night Mode** (Alt+T, N). Night mode remains enabled for the duration of the Mobile session. If the Mobile session is ended, then when Mobile is started again, the theme used is based on your default settings.

To set the Night mode settings:

1 Open the Options dialog box.

2 Click the **Colors** tab.

The Colors options are displayed.

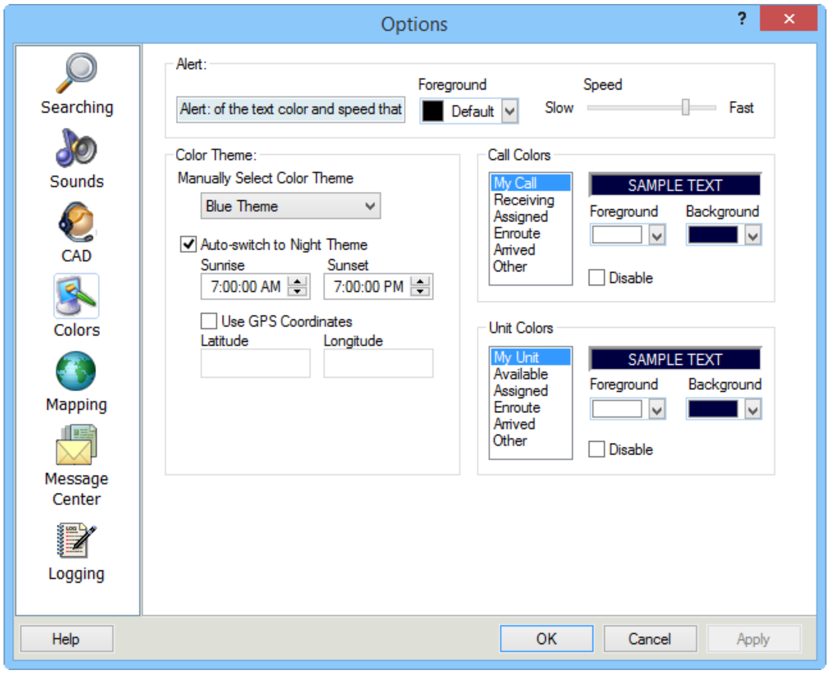


Figure 185: Options Dialog Box Colors Options

3 Select the **Auto-switch to Night Theme** check box to turn **Night** mode on and off automatically.

4 Do one of the following:

- To control Night mode based on a specific time of day, in the **Sunrise** field, enter the time to start Day mode. In the **Sunset** field, enter the time to start Night mode.
- To control Night mode based on your geographical location, click the **Use GPS Coordinates** check box, and then enter your latitude and longitude (to the nearest degree) in the appropriate fields. The software automatically enters the coordinating times in the **Sunrise** and **Sunset** fields.

5 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Setting CAD Colors

The colors used in CAD can be set to your own preferences. Color settings are saved on the Mobile server and display on any device without redoing the settings.

To set CAD colors:

1 Open the Options dialog box.

2 Click the **Colors** tab.

The Colors options are displayed.

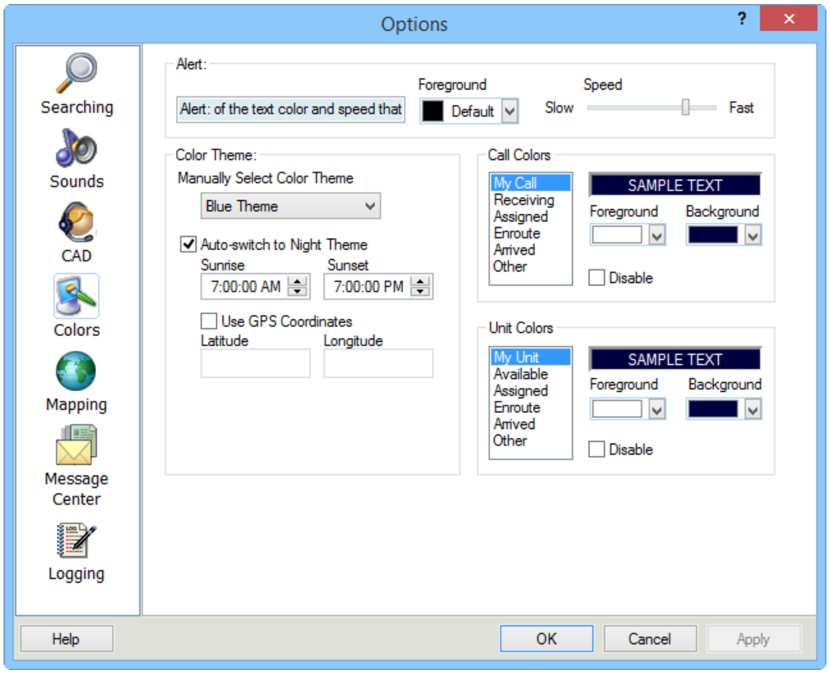


Figure 186: Options Dialog Box Colors Options

3 Do one of the following:

- To set the colors according to call type, in the **Call Colors** area, select the call type, and then use the drop-down lists in the **Foreground** and **Background** fields to select the foreground and background color for the call type. To use the color scheme specified in the **Other** option for all call types, select the **Disable** check box.
- To set the colors according to unit status, in the **Unit Colors** area, select the status type, and then use the drop-down lists in the **Foreground** and **Background** fields to select the foreground and background color for the unit status. To use the color scheme specified in the **Other** option for all statuses, select the **Disable** check box. In the **Call Colors** and **Unit Colors** areas, set the colors to your preferences. The foreground and background colors for each call and unit type can be selected. If the **Disable** check box is selected for a call or unit type, then the selected type takes on the color scheme listed under `Other`.

  NOTE:

  You can't change the color of your own unit. This is to differentiate your unit from other units in the mobile map.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Setting Mapping Options

The following options can be set up for Mapping:

- Defining the Appearance of Markers and Labels on page 233

- Adding a Current Weather Feed to the Map on page 234

NOTE:

The **Route Colors** and **Routing Options** area on the **Mapping** tab pertain to the Quickest Route module, and are not described in this manual. For more information, see the *Quickest Route Manual*.

Defining the Appearance of Markers and Labels

The appearance of call and unit markers can be defined, as well as the appearance of labels on the map.

To define the appearance markers and labels:

1 Open the Options dialog box.

2 Click the **Mapping** tab.

The Mapping options are displayed.

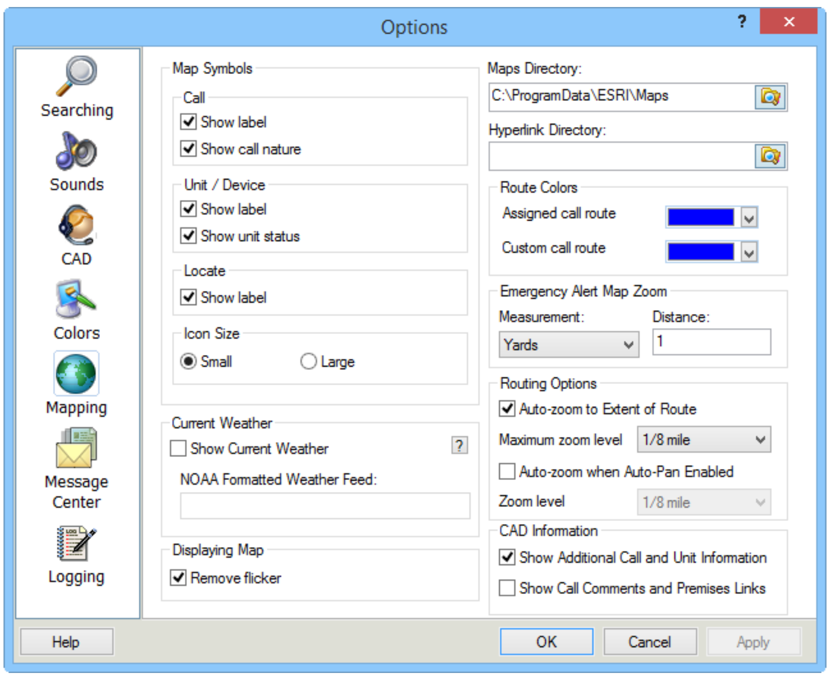


Figure 187: Options Dialog Box Mapping Options

3 In the **Call** area, select or clear the check boxes for the desired settings:

- To show the call label, select the **Show label** check box.
- To show the call nature, select the **Show call nature** check box.

4 In the **Unit/Device** area, select or clear the check boxes for the desired settings:

- To show the unit label, select the **Show label** check box.

- To show the unit status, select the **Show unit status** check box.

NOTE:
Clearing the **Show label** check box also hides the call nature, unit status, or device status as applicable.

5 In the **Locate** area, select or clear the **Show label** check box to show or hide labels for searched locations.

6 In the **Icon Size** area, select the size of the call and unit marker icons.

7 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Adding a Current Weather Feed to the Map

A current weather feed that is updated every hour can be added to your Mobile map. When selected, the weather information is displayed in the upper-right corner of the map.

To add a current weather feed to the map:

1 Open the Options dialog box.

2 Click the **Mapping** tab.

The Mapping options are displayed.

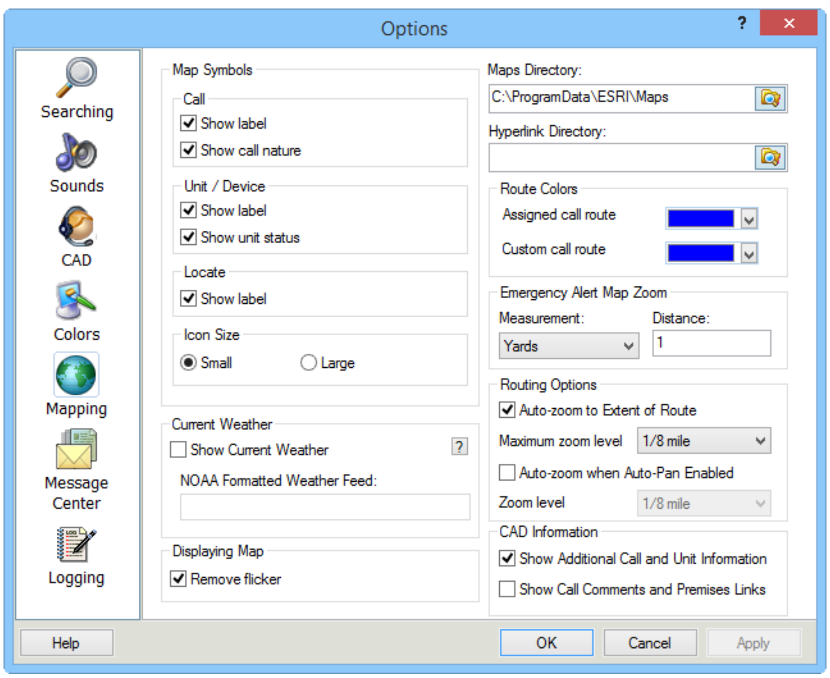


Figure 188: Options Dialog Box Mapping Options

3 In the **Current Weather** area, select the **Show Current Weather** check box.

4 In an Internet browser, navigate to http://www.weather.gov/xml/current_obs/.

5 In the **Select a State** field, select your state from the drop-down list, and then click **Find**.

A new web page opens with a list of XML feeds for the selected state.

Figure 189: XML Feeds

6 In the **Observation Location** column, find the closest city or area.

7 In the **XML** column, right-click the orange **XML** button, and then do one of the following:

- For Internet Explorer, select **Copy Shortcut**.
- For Firefox, select **Copy Link Location**.
- For Chrome, select **Copy Link Address**.

NOTE:

Make sure to right-click the **XML** button in the **XML** column, and not the **XML** button in the **RSS** column. Using the **RSS** column does not display the current weather on the map, but a series of numbers instead.

8 In the Options dialog box, paste the shortcut or link into the **NOAA Formatted Weather Feed** field.

9 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

The current weather conditions are displayed on your Mobile map and update every hour.

Setting Auto-zoom Options

When certain actions occur on the map, the auto-zoom feature moves the view of the map to the affected unit or device.

To set auto-zoom options:

1 From the Mobile menu bar, select **File** > **Options** > **Mapping**.

The Options dialog box opens to the **Mapping** tab.

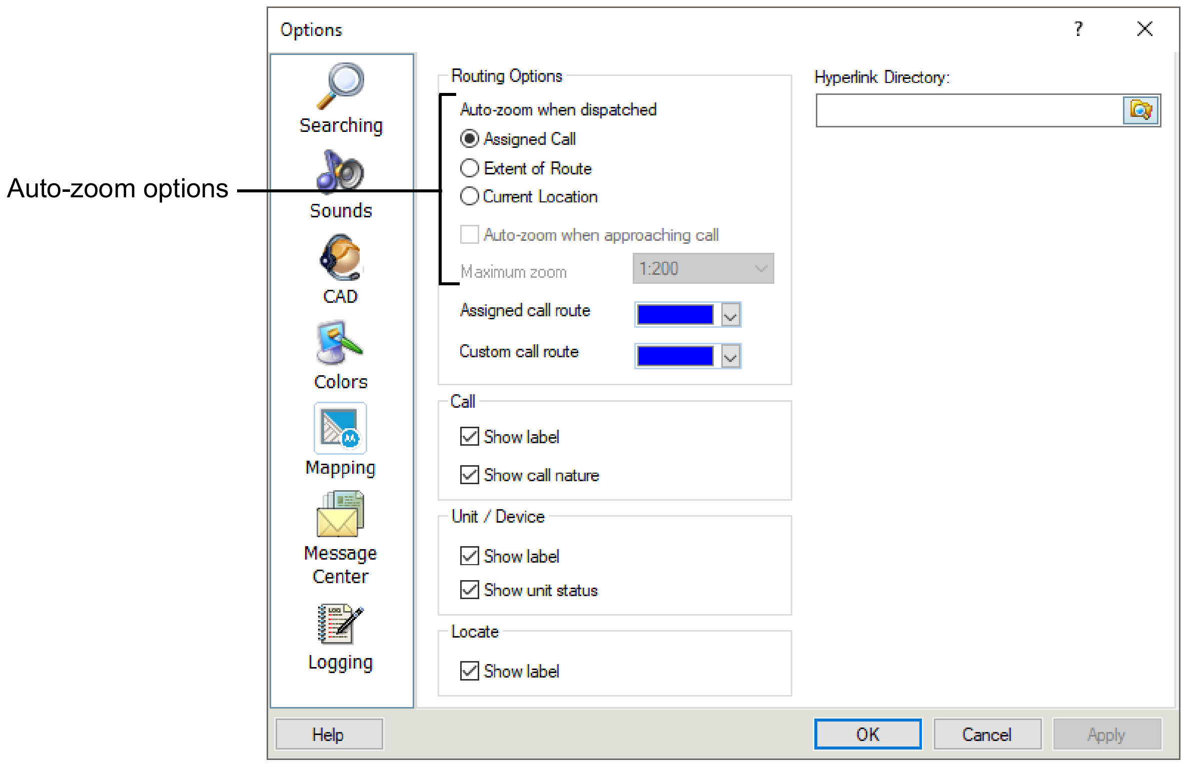


Figure 190: Options Dialog Box Mapping Options

2 Select the auto-zoom option. The options include:

- **Assigned Call:** Select this to zoom to the location of the call.
- **Extent of Route:** Select this to show the entire route from your current location to the call.
- **Current location:** Select this to zoom to your current location.

3 If desired, check the **Auto-zoom when approaching call** check box to have the map zoom closer as you get closer to the call.

4 If desired, to determine the maximum zoom level, enter the desired number. The lower the number entered, the closer the map zooms.

5 Click **OK**.

Setting Message Center Options

Message Center email and instant message (IM) preferences can be set as desired.

To set your Message Center options:

1 Open the Options dialog box.

2 Click the **Message Center** tab.

The Message Center options appear.

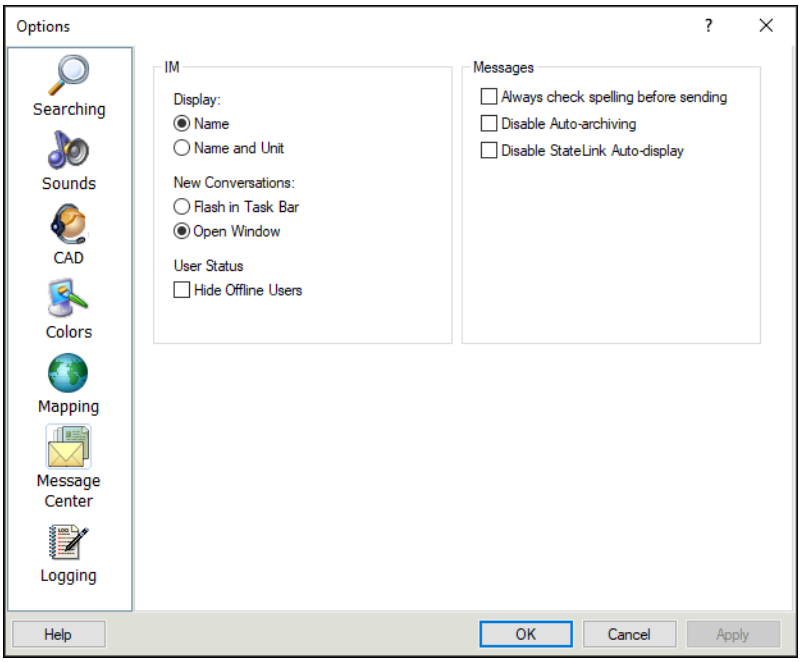


Figure 191: Options Dialog Box Message Center Options

3 In the **IM** area, do one of the following:

- In the **Display** area, to display an IM user's name only, select **Name**. To display an IM user name and unit, select **Name and Unit**.
- In the **New Conversations** area, to flash a minimized IM window in the taskbar when a new IM is received, select the **Flash in Taskbar** option. To automatically open a new window when a new IM is received, select the **Open Window** option.
- In the **IM User Status** area, to show only users who are logged in to Mobile, select **Hide Offline Users**.

4 In the **Messages** area, complete any of the following:

- To perform a check prior to sending an email message, verify the **Always check spelling before sending** check box is selected. By default, the check box is selected.
- To move state and InSight returns to the **History** folder only after the current Mobile session is ended, select the **Disable Auto-archiving** check box.

If the **Disable Auto-archiving** check box is not selected, then state and InSight returns are moved to the **History** folder after viewing the return and leaving the Message Center. By default, the check box is not selected. For more information, see Using the Record Screens on page 80.

- To disable StateLink search results from automatically displaying, select the **Disable StateLink Auto-display** option.

5 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Appendix A

Verified Entry Feature

The Verified Entry feature is used to defer the advanced search that Mobile preforms to validate new or modified records against existing records. Your admin determines if the Verified Entry feature is used at your agency.

Validation can be completed at a later time, such as in the office after patrol, or by a records clerk.

CAUTION:
Failure to validate records in a timely manner will result in inaccurate or duplicate data in your database.

The following sections describe how to use the Verified Entry feature:

- Using the Verified Entry Feature With Electronic Forms on page 239
- Viewing Unverified Records in Mobile on page 240
- Verifying Unverified Records on page 240

Using the Verified Entry Feature With Electronic Forms

Unverified records can be added to or modified from a State eCitation or State Crash form, and are identified by a blue stripe in the **Search List** area.

Unverified record

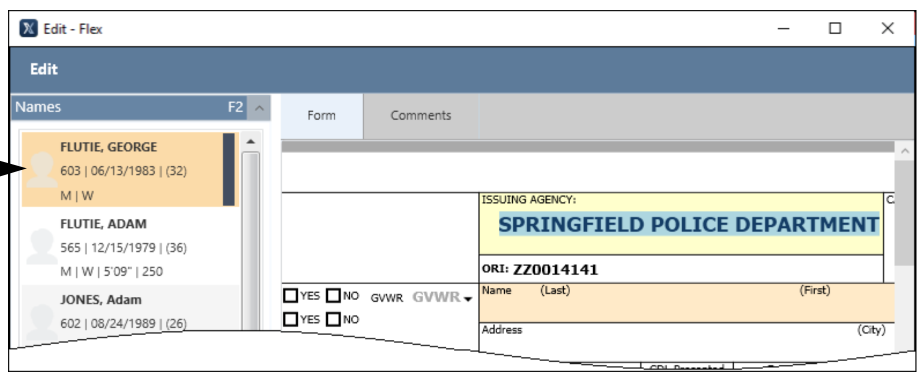


Figure 192: Unverified Record

Although unverified records can be added to electronic forms, and the form can be submitted to the state, records are not permanently added to the database until they are verified. For more information on completing an electronic form, see the *Mobile State eCitation and State Crash Form Manual.*

Viewing Unverified Records in Mobile

If Verified Entry is enabled, then when a record is added to or modified in Mobile, it is identified as unverified through a miscellaneous involvement and an Alert flag.

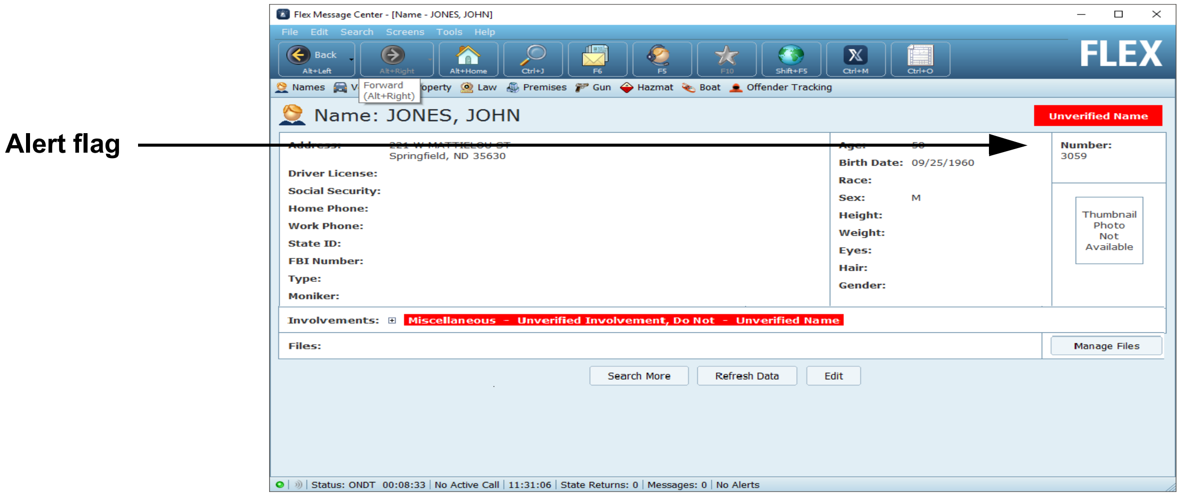


Figure 193: Alert Flag

If an unverified record matches search criteria, then an Alert flag is also displayed in the Search Results screen.

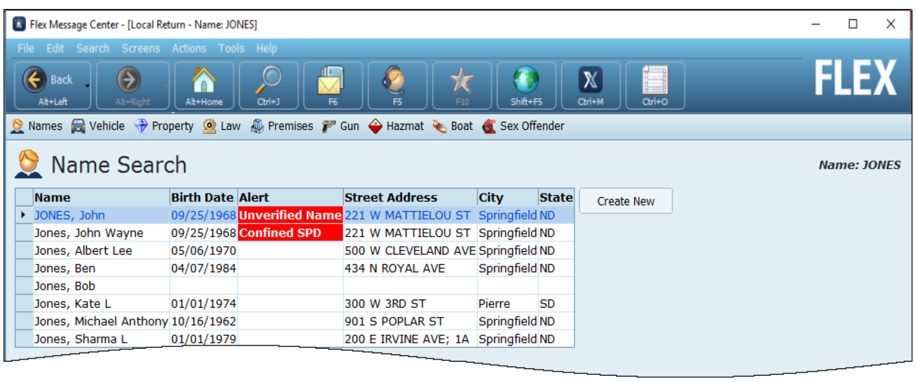


Figure 194: Alert Flag In Search Results Screen

Verifying Unverified Records

If unverified records exist in the database, then they must be verified to avoid duplicate records and inaccurate data.

Depending on the settings established by your admin, unverified records can be accessed through Mobile only, Flex only, or both Mobile and Flex.

To verify unverified records:

1 Do one of the following:

- In Mobile, from the menu bar, select **Screens > Unverified Records**.
- In the command center, at the command line, enter `unverified`.

The Unverified Records screen opens.

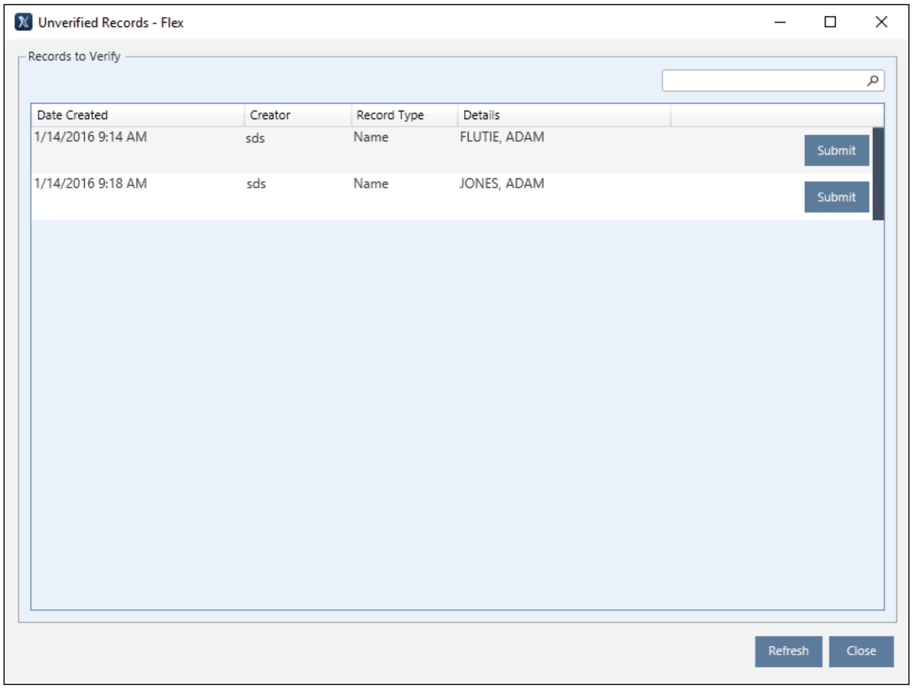


Figure 195: Unverified Records Screen

Multiple users can access the Unverified Records screen at one time. A **Submit** button is next to each unverified record.

2 If necessary, to make changes to the record, double-click the record.

One of the following occurs:

- If Flex is open, then the screen for the record opens in your database for editing. Complete your changes, and then click **Accept**.
- If only Mobile is open, then the Edit Record screen opens. Complete your changes, and then click **Save**.

3 Click **Submit** to verify the record.

One of the following occurs:

- If there are possible duplicate records in the database, then the Validation screen opens. Complete the validation process. For more information, see Validating a New Record on page 131. Once the record is validated, the changes are submitted to the database.
- If there are no duplicate records, then the record is submitted to the database.

In the Unverified Records screen, a green check mark appears next to the record.

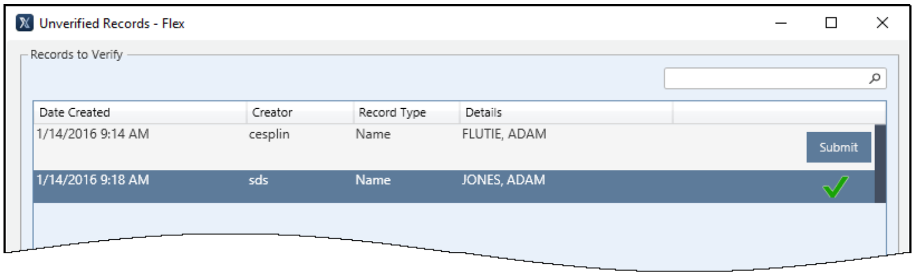


Figure 196: Unverified Records Screen With Green Check Mark

4 To refresh the Unverified Records screen so only unverified records are displayed, click the **Refresh** button.

The verified records are removed from the Unverified Records screen.

5 Complete steps 2–4 until all unverified records have been verified.

Appendix B

Classic Map

This appendix describes the following:

Opening the Map

A map of calls, units, and devices can be viewed in Mobile.

To open the map, do one of the following:

- From the menu bar, select **Screens** > **Mapping**.
- Press Shift+F5.
- Click the **Mapping** button.

  The Mapping screen opens. Depending on your settings, CAD information might be displayed on the map. For more information, see Viewing CAD Information on the Map on page 246.

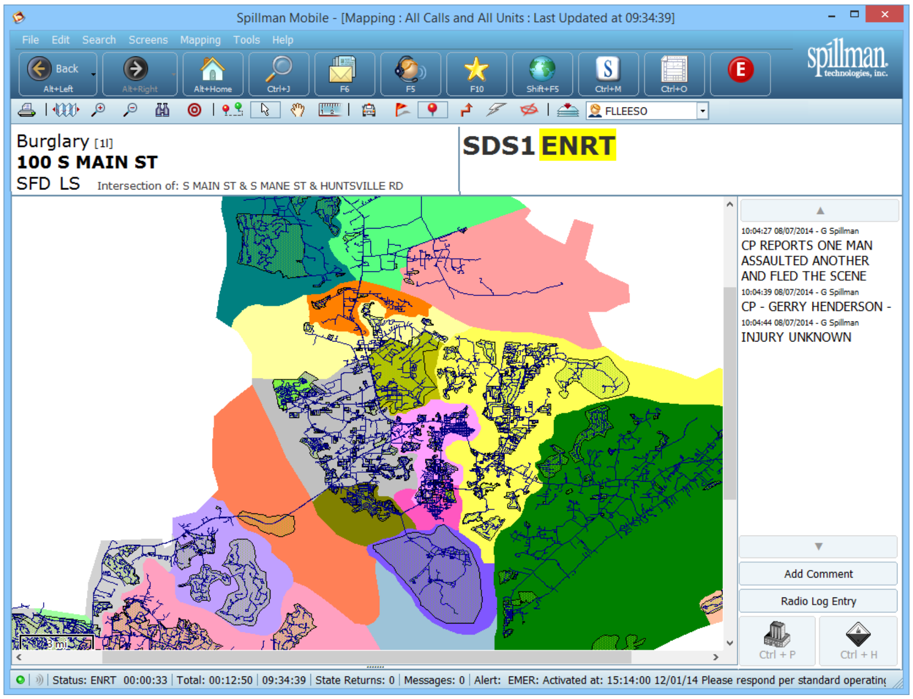


Figure 197: Mapping Screen

Viewing the Entire Map

A portion of the map can be selected to view, or the entire map can be viewed. By default, the entire map is displayed when the Mapping screen is opened. To view only a portion of the map, zoom in on the desired area. For more information, see Zooming In on the Map on page 255.

To view the entire map after zooming in, do one of the following:

- Select **Mapping** > **Entire Map**.
- Press Ctrl+Page Up.
- Click the **Entire Map** button.
- Right-click the map, and then select **Entire Map**.

Buttons on the Mapping Toolbar

The Mapping toolbar contains several shortcut buttons to assist with viewing the map. Buttons on the toolbar vary depending on the modules your agency has purchased in addition to the Mobile Mapping module.

Mapping toolbar

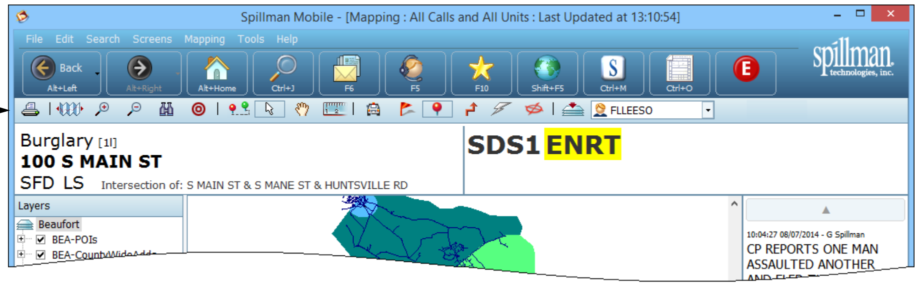


Figure 198: Mapping Toolbar

The following table describes the toolbar buttons.

Name	Description
Print ( )	Used to print the map. For more information, see Printing the Map on page 258.
Entire Map ( ) Ctrl+Page Up	Used to show the current layer in its entirety so that all objects in it can be seen. For more information, see Viewing the Entire Map on page 244.
Zoom In ( )	Used to zoom in on the map. For more information, see Zooming In on the Map on page 255.
Zoom Out ( )	Used to zoom out on the map. For more information, see Zooming Out on the Map on page 256.
Auto Panning ( ) (Ctrl+N)	Used to keep your unit visible on the screen while the Follow My Unit feature is being used. For more information, see the *Automatic Vehicle Location (AVL) Manual*.
Locate ( ) (Ctrl+F)	Used to open the Locate dialog box. For more information, see Locating an Address on the Map on page 251.
Get Directions ( )	Used to create and clear custom routes. For more information, see the *Quickest Route Manual*.
Selection ( )	Used to select areas of the map.
Pan ( )	Used to pan the map when zoomed in. For more information, see Panning the Map on page 256.
Measure Distance ( )	Used to open the Measure Distance tool. For more information, see Measuring Distances on the Map on page 253.
Units ( ) (Ctrl+U)	Used to show or hide active units. For more information, see Filtering the Units Area on page 155.
Inactive Units ( ) (Ctrl+I)	Used to show or hide inactive units. For more information, see Filtering the Units Area on page 155.
Calls ( ) (Ctrl+S)	Used to show or hide calls. For more information, see Filtering the CAD Calls That Appear on the Map on page 249.
AVL ( ) (Ctrl+A)	Used to show or hide AVL devices, including UNS devices. For more information, see the *Automatic Vehicle Location (AVL) Manual*.

Name	Description
Locations ( )	Used to display labeled locations on the map. For more information, see Using a Street Address to Search for a Location on page 251.
Quickest Route ( )	Used to show and hide the route and directions. This button is available only if your agency has the Quickest Route module. For more information, see the *Quickest Route Manual*.
Links ( )	Used to display hyperlinks on the map. For more information, see Viewing Hyperlinks on page 254.
Pictometry ( )	Used to open the Pictometry map. For more information, see the *Pictometry Map Guide*.
AVL Device Filter ( ) (Ctrl+T)	Used to open the AVL Device Filter. For more information, see the *Automatic Vehicle Location (AVL) Manual*.
Layers ( ) (Ctrl+L)	Used to show or hide the **Layers** pane. For more information, see Working with Map Layers on page 258**.**
Configurations (Springfield)	Used to select a map configuration to view. For more information, see Selecting a Configuration on page 267.

Viewing CAD Information on the Map

Depending on your settings, while viewing assigned calls on the map in Mobile, call information, unit information, and call comments can be displayed. When call comments are displayed, **Premises**, **HAZMAT**, **Radio Log** buttons are also displayed.

To select what CAD information to show or hide, see Setting CAD Information Display Options on page 270.

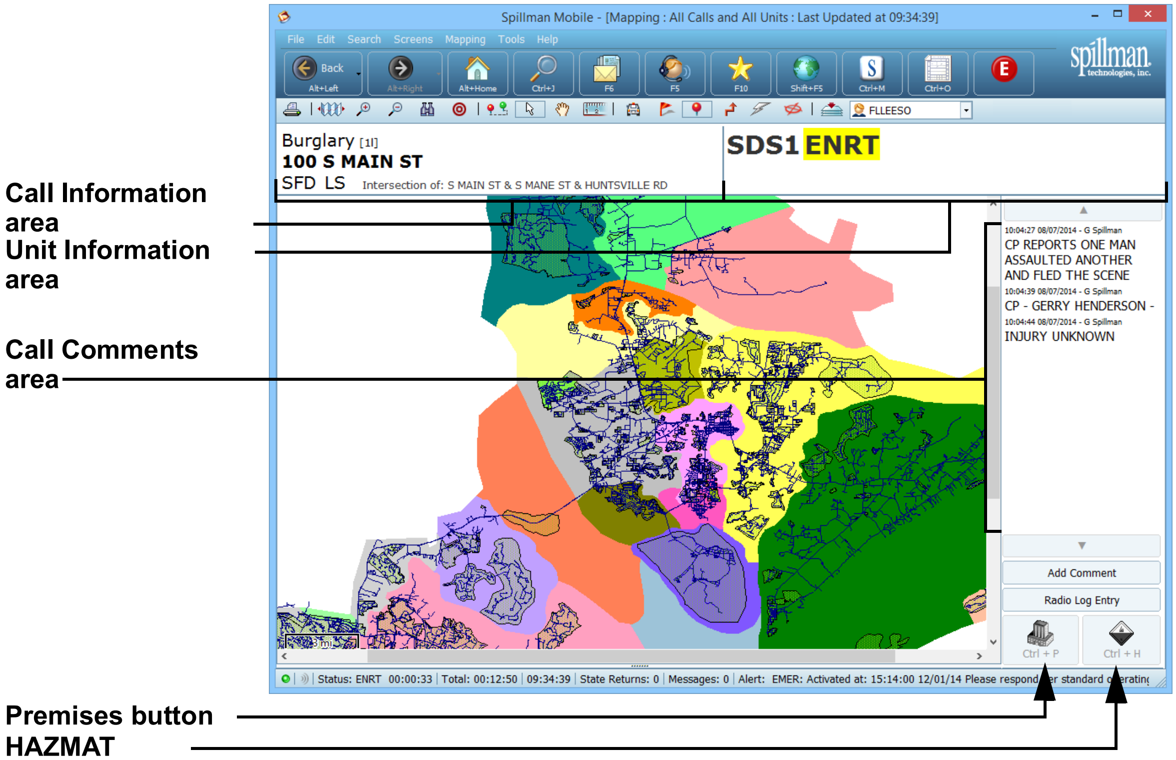


Figure 199: CAD Information On The Mobile Map

The following CAD items can be displayed on the Mapping screen:

- **Call Information area.** Displays the call nature, address, agency, zone, and address.
- **Unit Information area.** Displays the unit numbers and status of the assigned unit.
- **Call Comments area.** Displays call comments. To scroll through comments, use the scroll buttons located above and below the **Comments** area.
- **Add Comment button.** Opens the Call Comment dialog box. To add comments, click the **Add Comment** button.
- **Radio Log Entry button.** Opens the Radio Log Entry dialog box. To update your unit's status, click the **Radio Log Entry** button and complete the fields in the dialog box.
- **Premises button.** Opens the Premises screen. To view premises information, click the **Premises** button. This option is available only if your agency has purchased the Premises Information module.
- **HAZMAT button.** Opens the Hazmat Search screen.This option is available only if your agency has purchased the Hazardous Materials (HAZMAT) module and has licensed and installed the CAMEO database.

Adding and Viewing Call Comments in Mobile Mapping

If the option to view comments has been enabled, then call comments are available in Mobile Mapping.

To view comments in the Mobile map, do one of the following:

- From the menu bar, select **Screens** > **Mapping**.
- Press Shift+F5.

  The map opens.

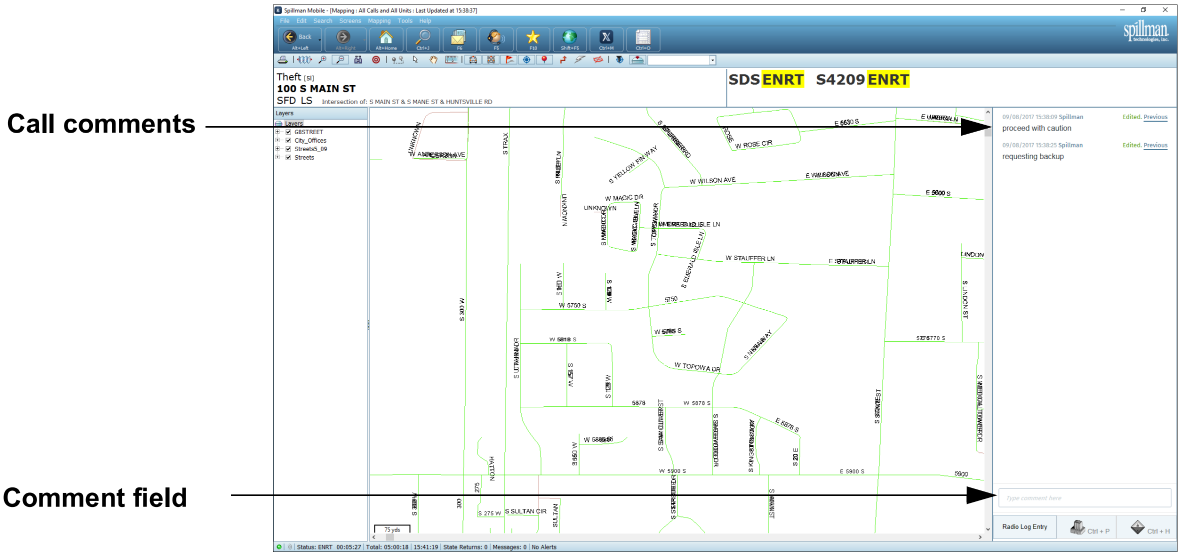


Figure 200: Comments On The Mobile Map

From this screen, comments can also be added.

To add a comment:

1. In the **Comment** field, enter a comment. The field expands as comments are entered.
2. To mark the comment urgent, press Alt+U while the cursor is in the **Comment** field.
3. Press Enter to add the comment.

Viewing ScreenTips for Calls, Units, and Devices

A ScreenTip displays information about a call on the map. If your agency uses the AVL module, then ScreenTips for units can be displayed. If your agency uses the UNS interface, then ScreenTips for devices can be displayed.

To display a ScreenTip, rest your mouse pointer on the icon for the call, unit, or device.

ScreenTips for calls show the following information, which is also found on the CAD screen:

- Unit assigned
- Priority
- Status
- Location (address of the call)

ScreenTips for units show the following information, which is also found on the Unit Status screen:

- Call assigned
- Zone
- Agency
- Location (call status and call ID)

ScreenTips for devices show the following information, which is also found in the AVL Device Information message box:

- Agency
- Last Moved

For more information on the AVL Device Information message box, see the *Automatic Vehicle Location (AVL) Manual*.

Filtering the CAD Calls That Appear on the Map

The category of CAD calls to be displayed on the Mapping screen can be filtered. For example, only those calls assigned to officers in your zone can be displayed.

To show or hide all calls in the selected filter, from the Mapping toolbar, click **Calls** (Ctrl+S).

To select the CAD calls that appear on the map, from the menu bar, select **Mapping** > **Call Filters**, and then select the category of calls to be displayed.

CAD calls can be filtered from the following options:

- To view only calls assigned to your unit, select **My Unit's Calls**.
- To view only calls assigned to the officers in your zone, select **My Zone's Calls**.
- To view only calls assigned to the officers in your agency, select **My Agency's Call**s.
- To view only calls assigned to other units, select **Other Unit's Calls**. The Set Unit Filter dialog box opens. Select the units for which calls should be displayed, and then click **OK**.
- To view only calls assigned to other zones, select **Other Zone's Calls**. The Set Zone Filter dialog box opens. Select the zones for which calls should be displayed, and then click **OK**.

Understanding the Clustering Function

If too many units or calls are crowding the map, then your admin can turn on the Clustering function, which groups like icons in proximity to each other under one label.

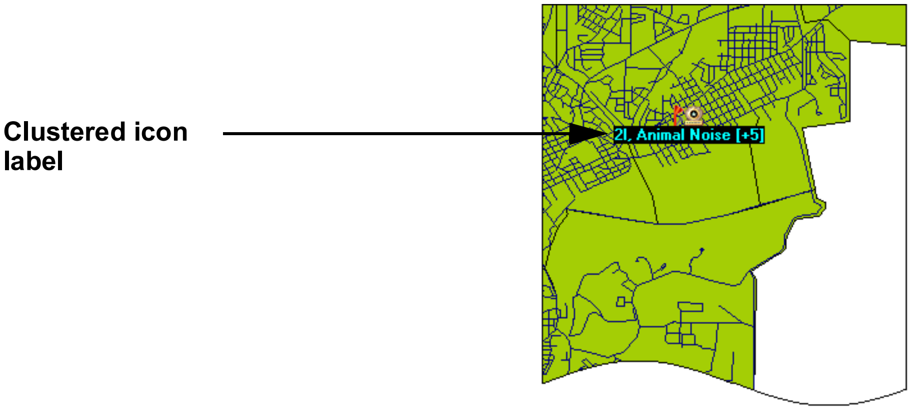


Figure 201: Clustered Icon Label

For items that are clustered under one icon, the icon label includes a plus sign (+) and the number of additional units or calls within brackets. For example, `0185 [+6]`.

NOTE:

Alerted units are not clustered. For more information about alerts, see the *Automatic Vehicle Location (AVL) Manual*.

To see information about the clustered units or calls, rest the mouse pointer on a clustered icon to display a ToolTip.

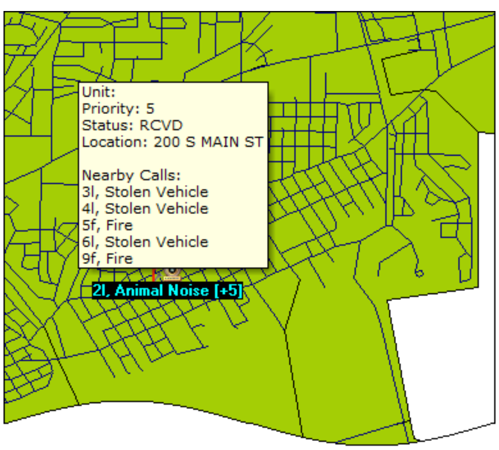


Figure 202: ToolTip For Clustered Icon

For example, for clustered calls, the ToolTip displays the information for the first call, as well as the ID and nature of nearby calls. Other pertinent information about the unit or call is also displayed.

When the map view is zoomed in, the units and calls display separately.

Determining a Location's Latitude and Longitude

To determine a location’s latitude and longitude, press the Ctrl key and then right-click the location. A message box with the location's latitude and longitude opens.

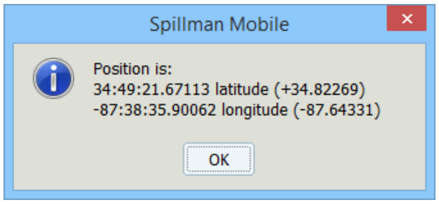


Figure 203: Message Dialog Box With Latitude And Longitude

Locating an Address on the Map

Use the Locate tool to find and label a location on the map. A location can also be searched for by entering the address or the x- and y-coordinates of the location.

Using a Street Address to Search for a Location

To use a street address to search for a location:

1 Verify that the **Locations** button is set to show labeled locations on the map.

2 Click the **Locate** button.

The Locate dialog box opens

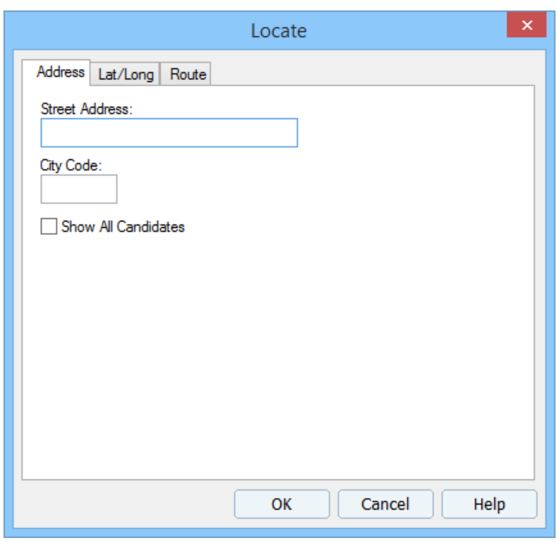


Figure 204: Locate Dialog Box

NOTE:
The first time the Locate dialog box is opened in a mapping session, the **Address** tab is selected. For subsequent searches, the Locate dialog box opens to the tab used in your previous search.

3 If the **Address** tab is not selected, then select it.

4 In the **Street Address** field, enter the address being searched for. For example, enter `301 Elder St.`

5 In the **City Code** field, enter the city code for the city in which the address is located. For example, enter `SFD` for Springfield. A city code does not have to be entered unless the address is located in more than one city.

6 Click **OK**.

The software labels the address and centers it on the map.

Using X- and Y-Coordinates to Search for a Location

To use x- and y-coordinates to search for a location on the map:

1 Verify that the **Locations** button is set to show labeled locations on the map.

2 Click **Locate**.

The Locate dialog box opens.

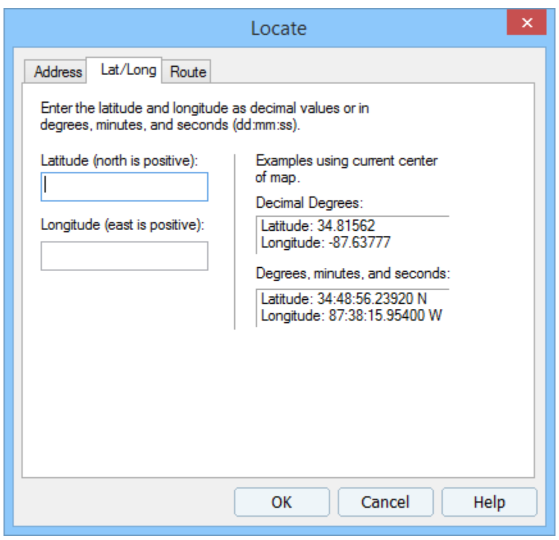


Figure 205: Locate Dialog Box

3 Click the **Lat/Long** tab (Alt+L).

4 Enter the x- and y-coordinates. The coordinates can be entered in either of the following formats:

- Decimal degrees (*dd.ddddd*). For example, `41.71688`.
- Degrees, minutes, and seconds (*dd:mm: ss.sss*). For example, `41:43:00.768`

5 Click **OK**.

One of the following occurs:

- The software labels the address and centers it on the map.
- If the software cannot find the location of the coordinates entered, then the following message is displayed:

```
Location (+dd.ddddd latitude -dd.ddddd longitude) is not within extent
of map.
```

where `+dd.ddddd` is the latitude entered and `-dd.ddddd` is the longitude entered.

- Click **OK** or press Enter to close the message, and then re-enter the coordinates.

Clearing Location Labels

Labels for located addresses can be cleared from the map. To clear labels from the map, right-click anywhere on the map, and then select **Clear Locations**. The location labels are removed from the map.

Measuring Distances on the Map

To measure distances on the map:

1 From the Mapping toolbar, click the **Measure Distance** button (Ctrl+D).

When the mouse pointer is moved over the map, the pointer changes from an arrow to a crosshair.

2 Click the location at which to start measuring.

A ScreenTip appears near the pointer, displaying the distance (currently `0`).

3 Click any points between the beginning location and the ending location. For example, if when measuring a unit's possible route to a call, there is an intersection at which the unit needs to change direction, click the intersection, and then continue drawing the measuring line.

Each time the mouse is clicked, a line segment from the last point clicked to the current point is drawn. An accumulated estimate of the distance is also displayed. If the distance is less than 0.25 miles (440 yards), the distance is displayed in yards (yds). If the distance is 0.25 miles or greater, the distance is displayed in miles (mi).

If the measuring line needs to be extended beyond the current viewable boundaries of your map, then a white arrow appears on the map. When the mouse is clicked, the map pans in the direction of the arrow.

4 Double-click or right-click the ending location.

The ScreenTip displays the total distance from the beginning location to the ending location.

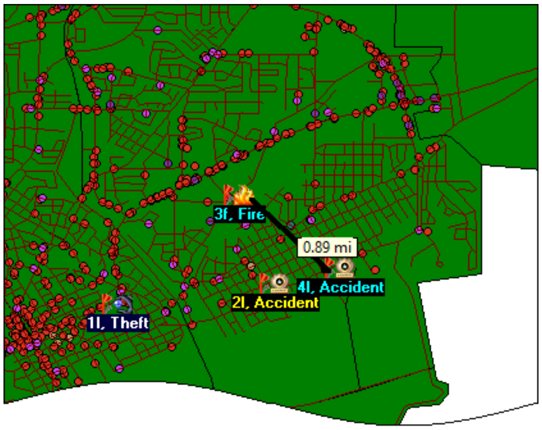


Figure 206: ScreenTip Showing Total Distance

NOTE:

If the ending location point is clicked and the measuring line is extended beyond the ending location point in error, then press Esc to end the measuring line at the point last clicked.

The measuring line stays on your map until a new distance measurement is started, a different mapping tool is selected, or the **Measure Distance** button is clicked again.

Viewing Hyperlinks

Your admin can assign hyperlinks to points on the map. To view hyperlinks, make sure that the **Links** button is clicked. The software displays hyperlinks as yellow lightning bolts.

To display the name of the hyperlink and the hyperlink address in a ScreenTip, rest your mouse pointer on the hyperlink. To open the hyperlink, click the ScreenTip or double-click the hyperlink icon

NOTE:

To open an Internet link, your device must be connected to the Internet.

Determining the Zoom Factor

The zoom factor determines which layers and labels are visible on the map at any one time. To see the current zoom factor, press Ctrl+Shift+Z. To increase the zoom factor, zoom in on the map. To decrease the zoom factor, zoom out on the map. Layers and labels can be assigned a minimum and maximum zoom factor. Layers with a zoom factor of 1 are always visible. For more information on setting the zoom factor of a layer, see Defining Layer Properties on page 260.

Use the following table to determine what each zoom factor displays.

Zoom Factor	Displays
1	The layer or labels
2	The layer or labels after zooming in one time
4	The layer or labels after zooming in two times
8	The layer or labels after zooming in three times
16	The layer or labels after zooming in four times
32	The layer or labels after zooming in five times
64	The layer or labels after zooming in six times

NOTE:
Zoom factor settings for map layers that contain many labels can affect Mobile performance. For optimum performance, it is recommended to set the label zoom factor value for these layers to one greater than the general zoom factor value.

Zooming In on the Map

When the Mapping screen is opened, the entire map is displayed. To see a more detailed view of an area, zoom in on the map as many times as necessary until the desired details are displayed.

Your admin sets up the map so that certain features appear only after zooming in a specified number of times. For example, your admin might set up the streets so that they appear after zooming in four times. Street names might appear after zooming in 16 times. For more information, see Determining the Zoom Factor on page 254.

To zoom in, do one of the following:

- From the menu bar, select **Mapping** > **Zoom In**.
- From the Mapping toolbar, click the **Zoom In** button, and then drag a box around the area to view on the map.
- Press the Page Down key.
- Right-click the map, and then select **Zoom In**.

CAUTION:
If your agency has the AVL module, and your map is in Follow My Unit mode, then use the Page Down key instead of the Zoom In command to zoom in on the map. If the Zoom In command is used while in Follow My Unit mode, then the software stops following your unit. For more information, see the *Automatic Vehicle Location (AVL) Manual*.

Zooming to a Layer

To view a specific layer

Zoom in on the layer.

To zoom to a specific layer:

1 If the **Layers** pane is not visible, then click **Layers** (Ctrl+L) to open it.

2 Right-click the layer on which to zoom, and then select **Zoom to Layer**.

The map zooms to the layer.

Zooming to a Polygon in a Polygon Layer

If your admin has set up polygon layers on your map to define specific areas, then zoom to the polygon layer to view more information about the area.

To zoom to a specific polygon in a polygon layer:

1. If the **Layers** pane is not visible, then click **Layers** (Ctrl+L) to open it.
2. To view a polygon in a layer, select the polygon layer and click the plus sign (+) next to the layer name.
3. Right-click the name of the polygon to zoom in on, and then select **Zoom to Extent**.

   The map zooms to the polygon.

Zooming Out on the Map

To view a larger area of the map, zoom out as many times as necessary until the map is at the desired view.

To zoom out, do one of the following:

- From the menu bar, select **Mapping** > **Zoom Out**.
- From the Mapping toolbar, click the **Zoom Out** button, and then click the map to zoom out.
- Press the Page Up key.
- Right-click the map, and then select **Zoom Out** from the shortcut menu.

  CAUTION:
  If your agency has the AVL module, and your map is in Follow My Unit mode, then use the Page Up key instead of the Zoom Out command to zoom out on the map. If the Zoom Out command is used while in Follow My Unit mode, then the software stops following your unit.

- Hold down the Shift key while clicking the desired area of the map.

Panning the Map

Pan the map while it is zoomed in to view different areas of the map at that zoom level.

To pan the map, do one of the following:

- From the menu bar, select **Mapping** > **Pan**.
- From the Mapping toolbar, click the **Pan** button, and drag the map to the desired area.
- Press the Up Arrow or Down Arrow key to move the map.
- Hold down the Shift key while right-clicking the map, and then drag the map to the desired area.

Opening the Map in Pictometry

If your agency has the Flex Pictometry map, then the map can be opened in Pictometry. For more information about using Pictometry, see the *Pictometry Map Guide*.

To open the map in Pictometry, do one of the following:

- From the menu bar, select **File** > **Open in Pictometry**.
- Right-click the icon for a call, unit, or device, and then select **Open in Pictometry**.
- Right-click any location on the map, and then select **Open in Pictometry**.

  The map opens in Pictometry

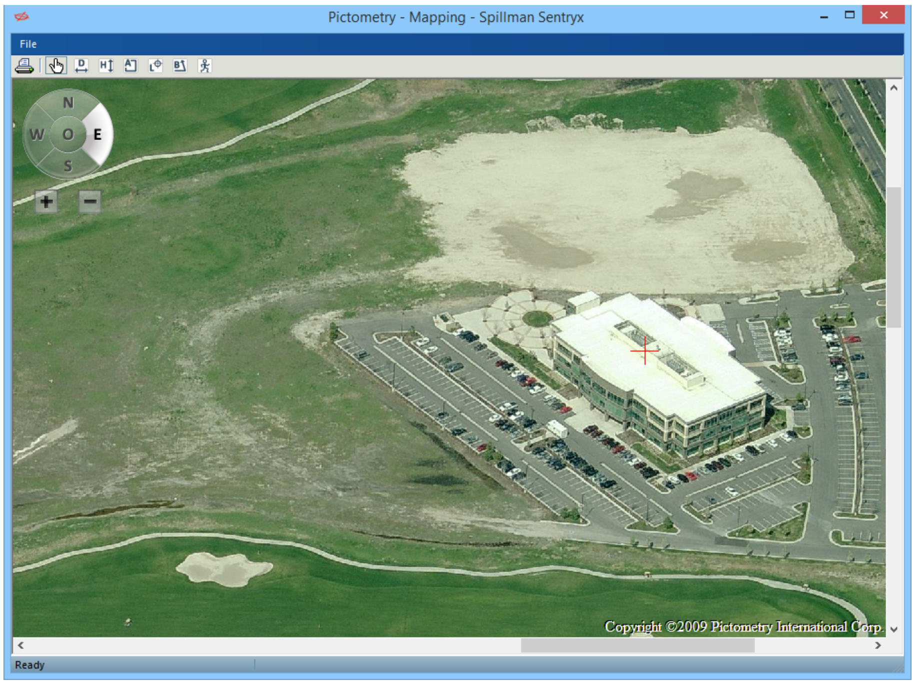


Figure 207: Pictometry

NOTE:
If the Pictometry Settings dialog box opens, then contact your admin.

Opening the Map in a Web Browser

A third-party version of the map can be opened in an Internet browser. To open the map in an Internet browser, right-click any call, unit, device, or map feature, and then select **Open Google Maps**. A Google Maps version of your map opens in your default browser with the latitude and longitude displayed.

Viewing the Current Weather

The weather for a selected location can be viewed in an Internet browser.

To view the weather for a selected location, right-click the location on the map, and then select **Open Current Weather**. The website for the National Weather Service opens in your default browser and displays the weather forecast for the selected location.

Printing the Map

The current map configuration can be printed.

To print the map:

1 Select **File >Print**.

The Print dialog box opens.

2 Configure your printer settings, and then click **OK**.

The map is printed according to the selected settings.

Working with Map Layers

To configure layers on the map, open the **Layers** pane. The **Layers** pane is used to rearrange layers, make a layer active or inactive, and to view the contents of multiple layers at one time.

The **Layers** pane is also used to configure layer properties. For more information about changing layer properties, see Defining Layer Properties on page 260.

The following table explains basic tasks that can be performed in the **Layers** pane.

To	Do this
Move a layer to the foreground	Drag the layer to the top of the list in the **Layers** pane.
Make a layer active	Select the check box next to the name of the layer.
Make a layer inactive	Clear the check box next to the name of the layer.
View the components of a layer	Click the plus sign next to the layer name.
Hide the components of a layer	Click the minus sign next to the layer name.

This section describes the following:

- Adding a Layer to the Map on page 259
- Removing a Layer on page 260
- Working with Layer Components on page 262
- Defining Properties for a Polygon on page 264
- Defining Properties for a Polygon on page 264
- Defining Properties for All Points in a Layer on page 265
- Selecting a Configuration on page 267

Adding a Layer to the Map

As many layers can be added to your map as desired. This section describes how to add shapefile and orthophotographic layers to your map.

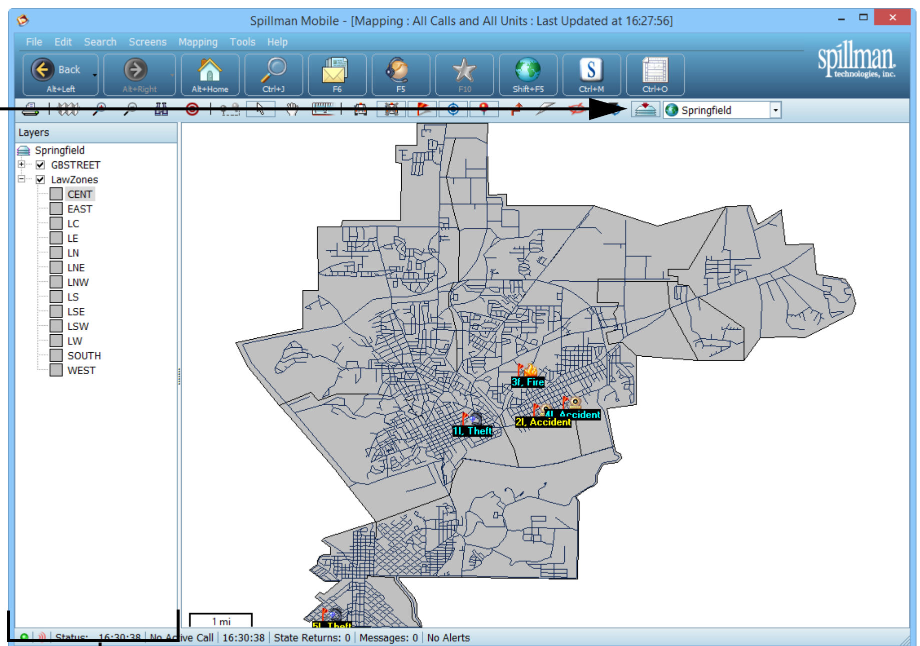
CAUTION:
Adding more layers on your map, and creating more detailed layers (for example, layers with many labels), increases the number of system resources your computer must use to properly display the map. Adding additional and detailed layers to your map might slow the performance of Mobile.

To add a layer to the map:

1 From the Mapping toolbar, click **Layers** (Ctrl+L).

The **Layers** pane opens.

Layers button



Layers pane

Figure 208: Layers Pane

2 Right-click the configuration name (the default is **Layers**), and then select **Add Layer**.

The Add Layer dialog box opens.

3 Navigate to the file location in which your map layers are stored, select the layer to add, and then click **Open**.

NOTE:
By default, the type of layer to add is `.shp`. If an orthophotographic layer is being added, then select the type of orthophotograph being added from the file type drop-down list. For example, if your orthophotograph is a TIFF file, then select Tagged Image File Format (`.tiff`, `.tif`, `.tff`).

If the directory does not contain all the correct files, then an error message is displayed. See your admin for assistance.

The layer is added to your configuration.

Removing a Layer

To remove a layer, from the Mapping toolbar, click **Layers** (Ctrl+L). The **Layers** pane opens. Right-click the layer, and then select **Remove**. The layer is removed from the map.

Defining Layer Properties

General properties and label properties for a layer can be set. For point layers, hyperlink properties can also be set.

Setting General Properties for a Layer

To set the general properties for a layer:

1. From the Mapping toolbar, click **Layers** (Ctrl+L).

   The **Layers** pane opens.

2. Right-click the layer name, and then select **Properties**.

   The Layer Properties dialog box opens.

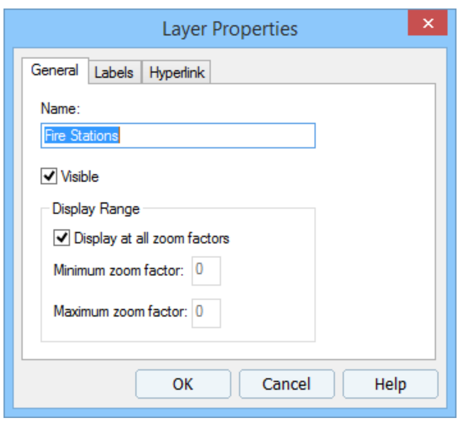
   

   Figure 209: Layer Properties Dialog Box

3. If necessary, click the **General** tab.

4. If desired, in the **Name** field, change the name of the layer to one that describes the layer, such as **Streets, Cities,** or **Zones**.

5. To show or hide the layer, select or clear the **Visible** check box.

6. In the **Display Range** area, do one of the following:

   - To use the default zoom factors, select the **Display at all zoom factors** check box. See Determining the Zoom Factor on page 254.

- To the zoom factors, clear the **Display at all zoom factors** check box. In the **Minimum zoom factor** and **Maximum zoom factor** fields, enter the minimum and maximum zoom factor values.

  NOTE:

  The zoom factor is the magnification that the map must exceed for the layer to appear on the map. If a minimum zoom factor of 0 and a maximum zoom factor of 20 is entered, then the layer is not displayed after a zoom factor of 20 is exceeded. If a minimum zoom factor of 10 and a maximum zoom factor of 0 is entered, then the layer is displayed for all zoom factors above 10.

7 Click **OK**.

The Layer Properties dialog box closes and the changes are applied.

Setting Label Properties for a Layer

Labels for points, lines, polygons on a map are displayed once the map is at the specified zoom level.

To set the label properties for a layer:

1 From the Mapping toolbar, click **Layers** (Ctrl+L).

The **Layers** pane opens.

2 Right-click the layer name, and then select **Properties**.

The Layer Properties dialog box opens.

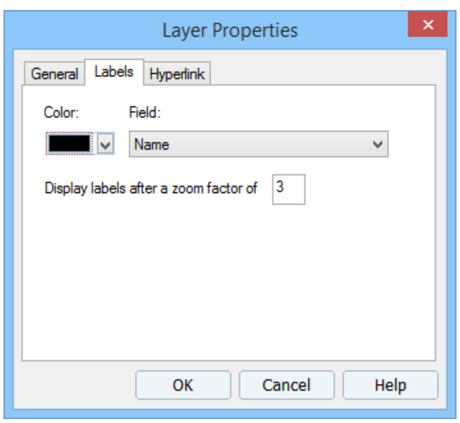


Figure 210: Layer Properties Dialog Box

3 Click the **Labels** tab.

4 In the **Color** field, select a color from the drop-down list, or click **Other** to customize a color.

5 In the **Field** field, select the field whose value should be used as the label from the drop-down list.

NOTE:

If a value is entered in the **Field** field, then labels can be quickly viewed for the specified layer on the map. To display the label, rest the mouse pointer on a map element on the layer. The label disappears when the mouse is moved or any key is pressed.

6 In the **Display labels after a zoom factor of** field, enter the zoom factor at which the label is displayed. See Determining the Zoom Factor on page 254.

7 Click **OK**.

The Layer Properties dialog box closes and the changes are applied.

Setting Hyperlink Properties for a Point Layer

Hyperlinks to important documents or websites can be displayed on the map as part of a point layer.

To set the hyperlink properties for a point layer:

1 From the Mapping toolbar, click **Layers** (Ctrl+L).

The **Layers** pane opens.

2 Right-click the point layer name, and then select **Properties.**

The Layer Properties dialog box opens.

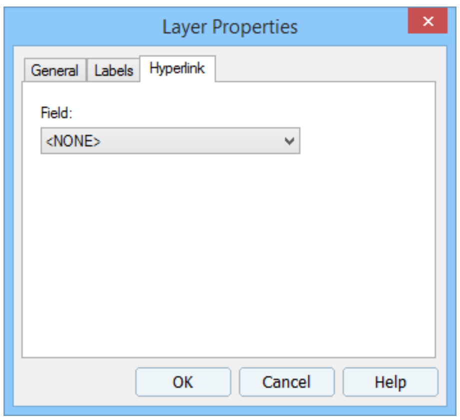


Figure 211: Layer Properties Dialog Box

3 Click the **Hyperlink** tab.

4 In the **Field** field, select the name of the field that contains the hyperlinks from the drop-down list.

5 Click **OK**.

On the map, the **Links** button is enabled. When the **Links** button is clicked, a yellow lightning bolt for each hyperlink is displayed on the map.

Working with Layer Components

Layers are made up of one of the following components:

- **Polygons.** Define a large area of the map, such as city codes and subdivisions.
- **Lines.** Define features, such as streets or rives.

- **Points.** Define points on the map, such as landmarks or businesses.

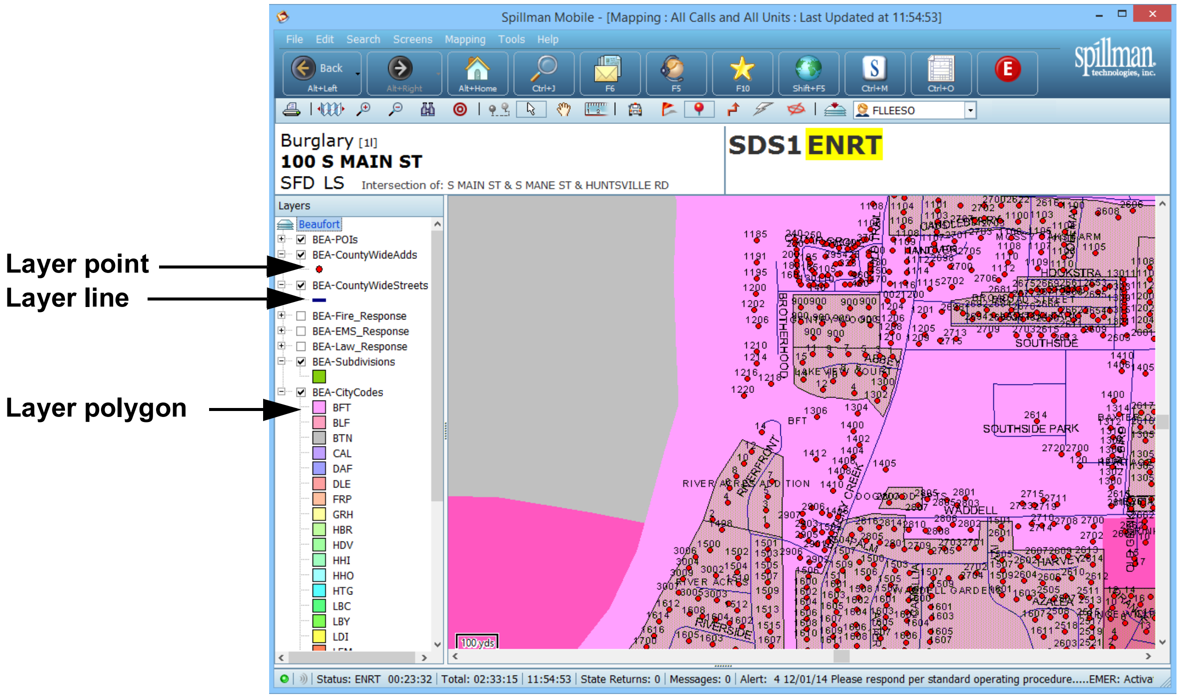


Figure 212: Points On A Map

To get more information about a specific polygon, line, or point on the map, right-click the desired polygon, line, or point and then select **Identify**.

The selected item flashes and the Info dialog box opens.

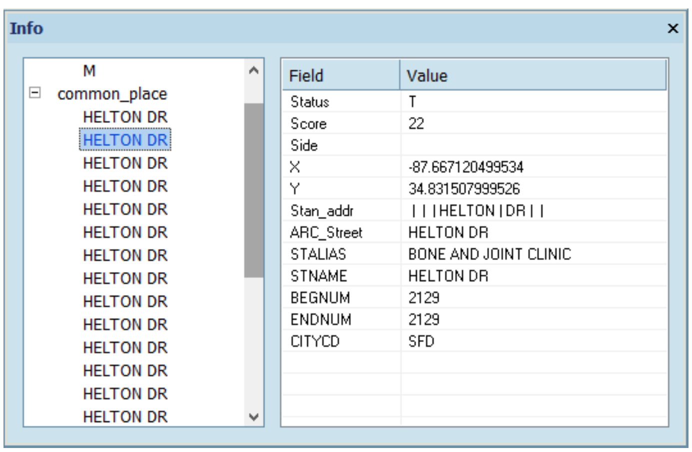


Figure 213: Info Dialog Box

The Info dialog box displays information about the selected item, such as the item’s name, address, latitude and longitude. The information available in the Info dialog box depends on if the item selected is a polygon, line, or point.

To work with specific layer components, do any of the following:

- Defining Properties for a Polygon on page 264

- Defining Properties for All Lines in a Layer on page 265
- Defining Properties for a Polygon on page 264

Defining Properties for a Polygon

The properties for up to 50 individual polygons per layer can be defined.

To define properties for a polygon:

1 From the Mapping toolbar, click **Layers** (Ctrl+L).

The **Layers** pane opens.

2 Click the plus sign next to the layer that contains the polygon to define.

3 Right-click the polygon, and then select **Properties**.

The Properties dialog box opens.

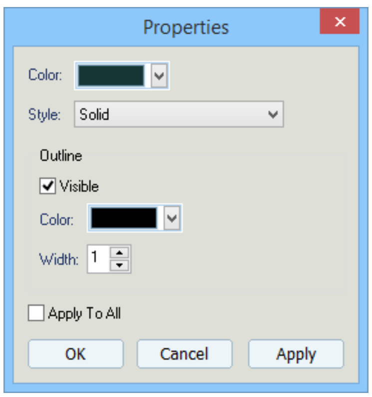


Figure 214: Properties Dialog Box

4 In the **Color** field, select a color from the drop-down list, or click **Other** to customize a color.

5 In the **Style** field, select the pattern or style to use.

> **NOTE:**
> If the `Transparent` style is used, then the background color of your map is used, and not the color specified in the **Color** field. If `Light Gray Fill`, `Gray Fill`, or `Dark Gray Fill` is specified, then the color selected in the **Color** field is formatted so that it can be seen through.

6 To display an outline around the polygon, in the **Outline** area, select the **Visible** check box and do the following:

- In the **Color** field, select a color from the drop-down list, or click **Other** to customize a color.
- In the **Width** field, select the width for the outline.

7 To apply the settings to all polygons in the layer, select the **Apply To All** check box. Otherwise, clear the check box to apply the settings to only the currently selected polygon.

8 Click **OK**.

Your changes are applied to the map.

Defining Properties for All Lines in a Layer

To define properties for all lines in a layer:

1 From the Mapping toolbar, click **Layers** (Ctrl+L).

The **Layers** pane opens.

2 Click the plus sign next to the line layer to define.

3 Right-click the line icon, and then select **Properties**.

The Properties dialog box opens.

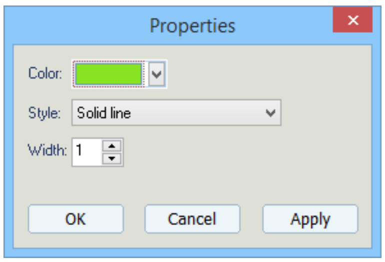


Figure 215: Properties Dialog Box

4 In the **Color** field, select a color from the drop-down list, or click **Other** to customize a color.

5 In the **Style** field, select a line style from the drop-down list.

6 In the **Width** field, select a line width.

7 Click **OK**.

Your changes are applied to the map.

Defining Properties for All Points in a Layer

To define properties for all points in a layer:

1 From the Mapping toolbar, click **Layers** (Ctrl+L).

The **Layers** pane opens.

2 Click the plus sign next to the layer to define.

3 Right-click the point icon, and then select **Properties**.

The Properties dialog box opens.

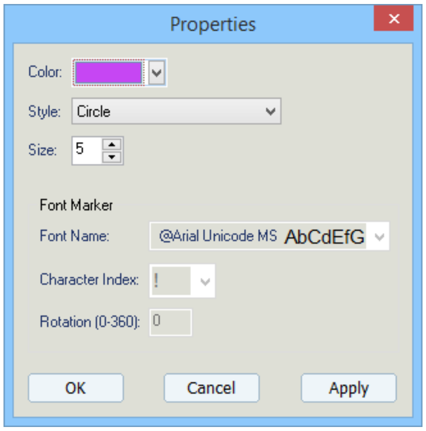


Figure 216: Properties Dialog Box

4 In the **Color** field, select a color from the drop-down list, or click **Other** to customize a color.

5 In the **Style** field, select a point style from the drop-down list.

- To use a font marker as a point icon, such as an icon for all homicides, select `True Type`. Continue to Selecting a Font Marker on page 266.

6 In the **Size** field, select the size for the point icon.

7 Click **OK**.

Your changes are applied to the map.

Selecting a Font Marker

With the Properties dialog box open for a point layer and with `True Type` selected in the **Style** field, a font marker for a point icon can be selected.

To select a font marker:

1 In the **Font Marker** area, in the **Font Name** field, select the name of the font to use from the drop-down list.

2 In the **Character Index** field, select the font marker to use as the point symbol from the drop-down list.

3 To rotate the icon, enter the number of degrees in the **Rotation (0-360)** field.

4 If necessary, in the **Size** field, change the font size.

5 Click **OK**.

Your changes are applied to the map.

Selecting a Configuration

The **Configurations** field contains public map configurations defined by your admin and any user configurations.

To select a map configuration, select a configuration from the **Configurations** field on the Mapping toolbar. Public configurations are designated by a world icon, and user configurations created in the CAD map are designated by a person icon.

The selected map configuration is displayed in the map area. The next time the Mapping screen is opened, the last selected configuration is displayed.

NOTE:

The Mobile map can be configured to your preferred settings. However, the changes are not saved when the software is exited. To create a personalized user configuration, use the CAD map.

Setting Mapping Options

To set up mapping options for the classic map, set up these settings:

- Setting the Emergency Alert Map Zoom Settings on page 267
- Setting Auto-Zoom Options on page 268
- Setting CAD Information Display Options on page 270

For all other settings, see Setting Mapping Options on page 232.

Setting the Emergency Alert Map Zoom Settings

When an officer sends an emergency alert, if your agency uses the AVL module, and the officer’s vehicle has a GPS device, then the alert message contains a **Locate on Map** link. The zoom settings for the map when the **Locate on Map** link is clicked depend on the Emergency Alert Map Zoom settings.

To set the Emergency Alert Map Zoom settings:

1 Open the Options dialog box.

2 Click the Mapping tab.

The Mapping options are displayed.

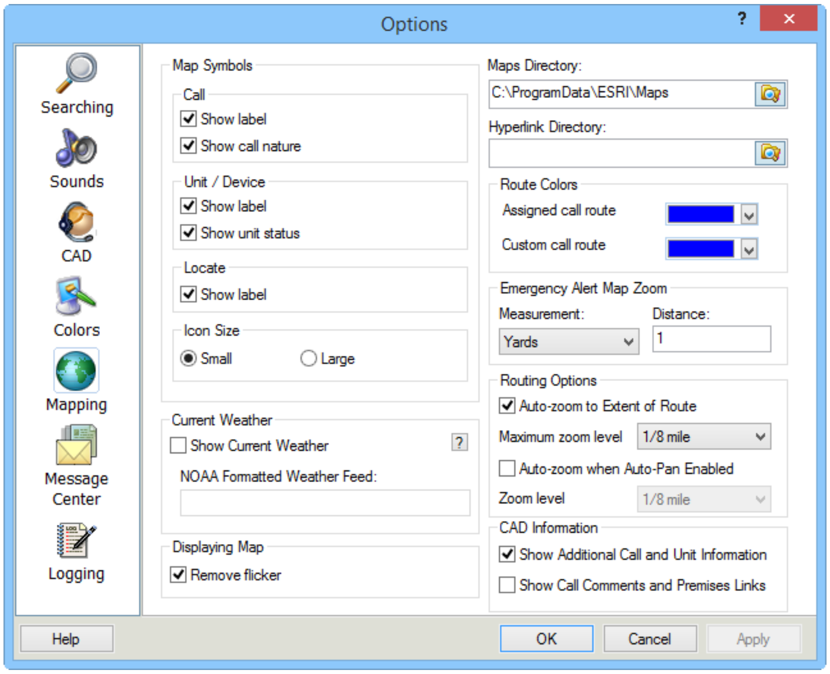


Figure 217: Mapping Options Dialog box

3 In the **Emergency Alert Map Zoom** area, in the **Measurement** field, select the unit of measurement to zoom from the drop-down list.

4 In the **Distance** field, enter the value for the unit of measurement. For example, if the selected unit of measurement is `Feet`, and `1` is entered in the **Distance** field, then when the **Locate on Map** link is clicked, the map zooms to within 1 foot of the unit marker for the officer.

5 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.

Setting Auto-Zoom Options

When certain actions occur on the map, the auto-zoom features move the view of the map to the affected unit or device.

To set auto-zoom options:

1 From the Mobile menu bar, select **File** > **Options** > **Mapping**.

The Options dialog box opens to the **Mapping** tab.

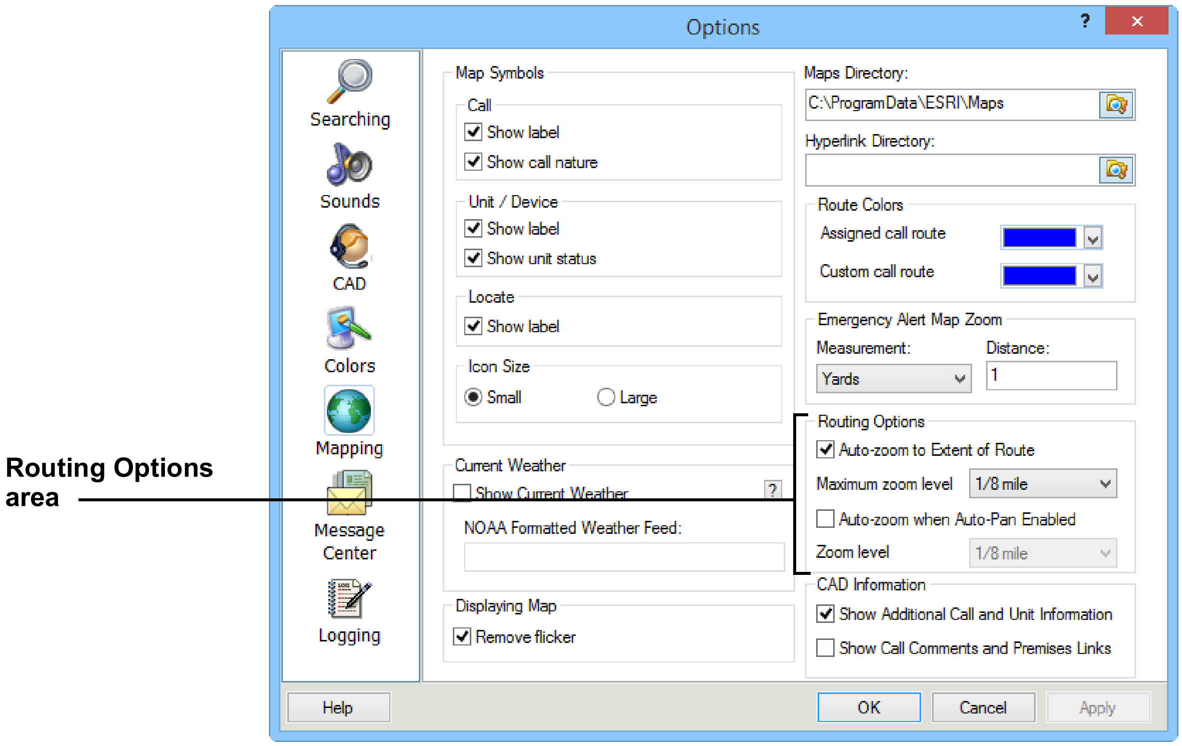


Figure 218: Options Dialog Box Mapping Tab

2 To set auto-zoom options for routing features, in the **Routing Options** area, complete the following fields:

- **Auto-zoom to Extent of Route:** Select this check box to continually zoom in as the unit or device approaches the route destination.
- **Maximum zoom level:** Select from the drop-down list the maximum level the map will zoom as a route's end point is reached. This field is enabled only when the **Auto-zoom to Extent of Route** check box is selected.
- **Auto-zoom when Auto-Pan Enabled:** Select this check box to continually zoom to a pre-set level when auto-panning is enabled.
- **Zoom level:** Select from the drop-down list the level the map will zoom when auto-panning is enabled. This field is enabled only when the **Auto-zoom when Auto-Pan Enabled** check box is selected.

NOTE:
For more information on the **Routing Options** area, see the *Quickest Route Manual*.

3 Click **OK**.

Setting CAD Information Display Options

The following CAD information can be displayed on the map:

- Viewing the Call Information and Unit Information Areas on page 270
- Viewing the Call Comments Area on page 270

Viewing the Call Information and Unit Information Areas

To view the Call Information area and Unit Information area on the map:

1 Open the Options dialog box.

2 Click the **Mapping** tab.

The Mapping options are displayed.

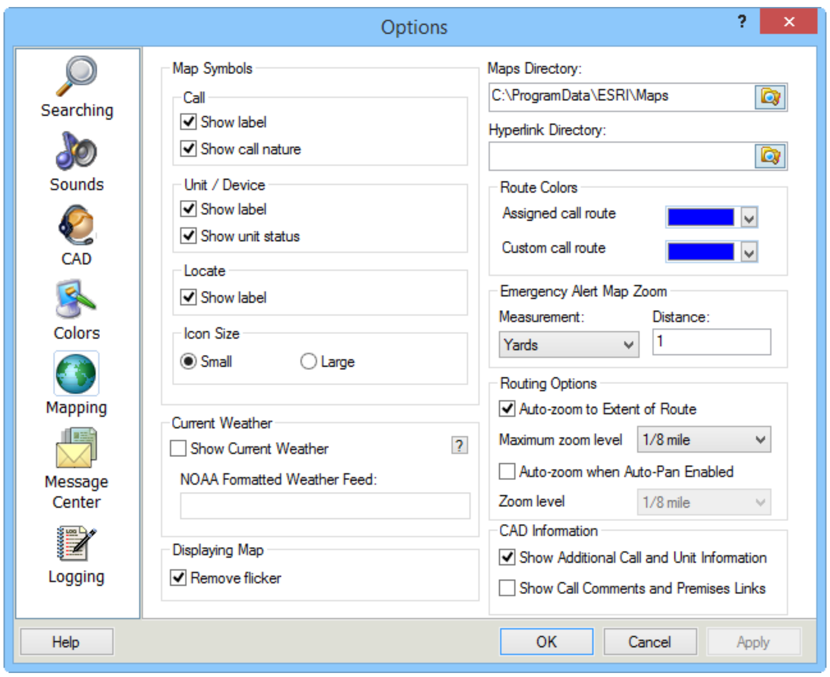


Figure 219: Mapping Options Dialog Box

3 In the **CAD information** area, select the **Show Additional Call and Unit Information** check box.

The **Call Information** area and **Unit Information** area appear on the map.

Viewing the Call Comments Area

The **Call Comments** area, which contains the **Add Comments**, **Radio Log Entry**, **Premises**, and **HAZMAT** buttons, can be viewed on the map.

To view the Call Comments area:

1 Open the Options dialog box.

2 Click the Mapping tab.

The Mapping options are displayed.

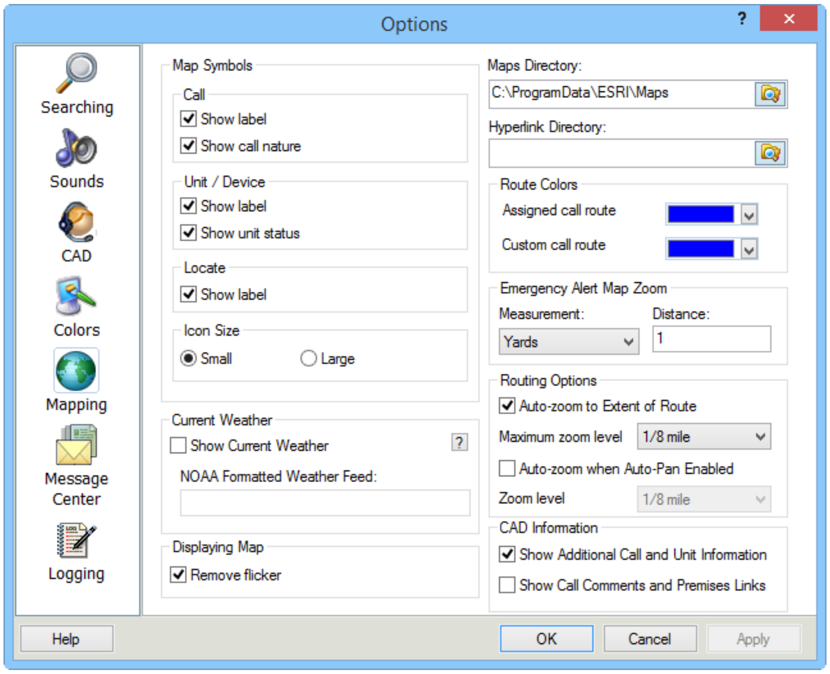


Figure 220: Mapping Options Dialog Box

3 In the **CAD Information** area, select the **Show Call Comments and Premises Links** check box.

The **Call Comments** area, and the **Add Comments**, **Radio Log Entry**, **Premises** and **Hazmat** buttons, appear on the map.

4 To save your changes and close the dialog box, click **OK**. To save your changes without closing the dialog box, click **Apply**.