



# Berks DES

---

Police Mobile User Guide

## Contents

Section 1: Introduction to Mobile .....	5
Logging into Aegis Police Mobile .....	5
Change Mobile Login Password .....	6
Closing Mobile .....	7
Off Duty .....	7
Log Out .....	8
Mobile Workspace Overview .....	8
Title Bar .....	9
Status Bar .....	10
Main Toolbar .....	11
Vertical Toolbars .....	13
Unit Status Change .....	13
Response Grids .....	14
Column Filtering Criteria .....	15
Apply a Data Filter .....	16
Section 2: Utilities Menu .....	17
About Mobile .....	17
Register .....	17
State Login .....	18
Day/Night Mode .....	18
Section 3: Mobile Instant Communication (MIC) .....	19
Mobile Instant Communication (MIC) features include .....	19
MIC/Chat Workspace .....	19
Notes on Message Text .....	20
Contacts Pane .....	21
Using the Chat Function .....	22

Creating a Group and Adding/Removing Users .....	23
MIC Vertical Toolbar Features .....	24
Close Conversation .....	24
Hide/Show Contacts.....	24
Forward.....	24
History .....	25
Reviewing Archived MIC Messages .....	25
Section 4: Inquiries .....	27
Common Inquiry Workspace Features .....	27
Inquiry Workspace Vertical Toolbar Features.....	27
Hide Search.....	27
Single Entry and Rapid Entry .....	28
Change View.....	28
Local and NCIC .....	30
Response Windows.....	31
List View: .....	31
Pane View: .....	32
Contact Card View:.....	32
Incident Inquiry.....	33
NCIC Request Inquiry .....	34
Location History .....	35
Section 5: Call List.....	36
Call List Workspace.....	36
Calls for Service Vertical Toolbar Features.....	37
Grid Settings .....	37
Active.....	38
Pending .....	38
Self-Dispatch .....	38

Call Log Filter Group.....	39
Incident Inquiry (Cleared Call Search) .....	40
Add Narrative to a Cleared Call.....	41
Section 6: Dispatch .....	43
Dispatch Notification.....	43
Dispatch Workspace .....	44
Call Details .....	44
Address Data Pane .....	44
Dispatch Data Pane .....	45
Narrative Data Pane .....	46
Persons Response Data Pane .....	47
Vehicle Response Data Pane .....	47
Dispatched Unit Data Pane .....	48
Incidents Pane .....	49
Call Log .....	49
Dispatch Vertical Toolbar Features .....	50
Alerts.....	50
Unit Status.....	50
Clear Unit.....	50
Narrative Entry .....	51
Add People.....	51
Add Vehicles.....	52
Create a Call.....	52
Create Call Information .....	53
Creating a Call .....	54
Section 7: Unit Status Monitor (USM) .....	55
Unit Status Monitor Workspace.....	55
USM Vertical Toolbar Features.....	56

Grid Settings.....	56
USM Filter Group .....	56
Section 8: Mobile CAD Map .....	57
Filters .....	57
Other Map Functions .....	59
Map Layers .....	64
Application Layers.....	64
Required Layers .....	64
Additional Layers.....	64
Section 9: Mobile Updates.....	67

## Section 1: Introduction to Mobile

### Logging into Aegis Police Mobile

Only users with a login ID (user name and password) can access the *Mobile* workspace. The system administrator assigns each user's Login ID.

1. In the *Username* text box, enter your assigned User ID. This is a combination of your 3 digit department number, and your 3 digit badge number. (For example: 025123)  
The *Username* field is required to logon.
2. Enter your *Password* in the text box. The password is associated with your User ID.  
The *Password* field is required to logon.

#### Passwords:

- Must be between 8-12 characters long.
- Must contain a letter.
- Must contain a number.
- Must contain a special symbol.
- Must NOT match User ID.
- Previous 10 passwords cannot be reused.
- Expire after 90 days.

**Note:** Repeated failed attempts to login to CAD will lock your user account. If this happens, contact the Communication Center Watch Officer at 610-655-4931 so your password can be reset.

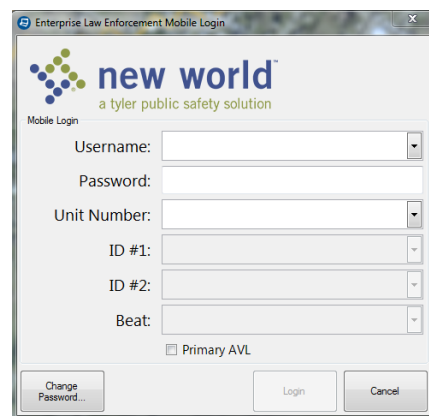
3. In the *Unit Number* text box, enter your assigned Unit ID. (For example: 2501)  
The *Unit Number* field is required to logon.
4. In the *ID #1* text box, enter your 6-digit badge number. (Same as your User ID. For example: 025123)  
The *ID #1* field is required to logon.

**Note:** The *ID #2* text box is used for a 2<sup>nd</sup> officer assigned to the unit.

5. Select your assigned *Beat*. Selecting a beat is required to logon.

**Note:** Primary AVL – If you are logged into CAD on multiple computers, check this box if you'd like the current computer to be the active AVL unit. Only one AVL device can be active for each user.

6. Click *Login* once all required fields are entered.

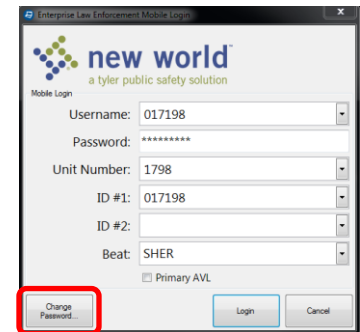


## Change Mobile Login Password

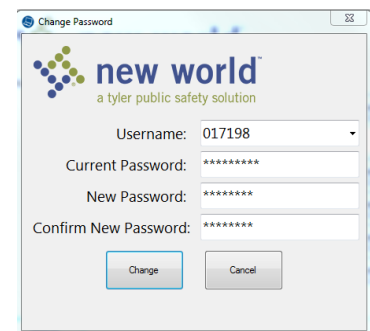
As a security measure, Mobile users are required to change their password every 90 days. When your current password has expired, you will be prompted to change your password.

To manually change your password, use the following instructions:

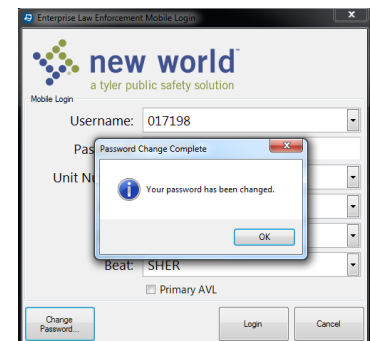
1. Enter your user credentials just as you normally would when signing into Mobile, and click **Change Password** at the bottom left of the window.
2. A Change Password window will open over top of the sign in window. Complete the fields by entering your **User Name**, **Current Password**, **New Password**, and then **Confirm New Password**.
3. Once all fields have been completed, click **Change** at the bottom of the window. If all password requirements have been met, a final window will appear indicating that your password has been changed.
4. Click **OK** to close the window, and you will be back at the Mobile login screen.
5. Enter your user credentials using your new password and click Login.



The screenshot shows the 'Enterprise Law Enforcement Mobile Login' window. The 'new world' logo is at the top. Below it, the 'Mobile Login' form contains fields for Username (017198), Password (masked with asterisks), Unit Number (1798), ID #1 (017198), ID #2 (empty), and Beat (SHER). There is a checkbox for 'Primary AVL'. At the bottom, there are three buttons: 'Change Password...' (highlighted with a red box), 'Login', and 'Cancel'.



The screenshot shows the 'Change Password' dialog box. It has the 'new world' logo and the following fields: Username (017198), Current Password (masked), New Password (masked), and Confirm New Password (masked). At the bottom, there are two buttons: 'Change' and 'Cancel'.



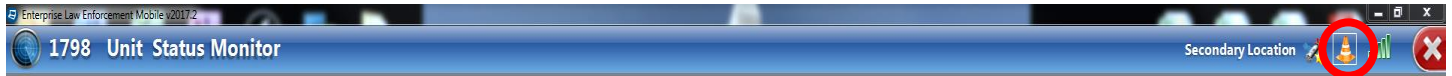
The screenshot shows the 'Enterprise Law Enforcement Mobile Login' window with a 'Password Change Complete' dialog box overlaid. The dialog box contains an information icon and the text 'Your password has been changed.' with an 'OK' button. The background login form is partially visible, showing the same fields as in the previous screenshots.


## Closing Mobile

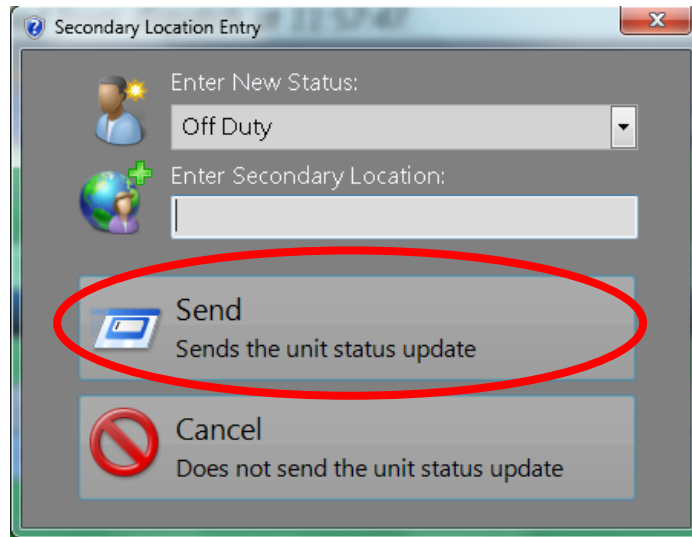
Logging out and changing your status to “**Off Duty**” requires different steps in the *Law Enforcement Mobile* application. At the end of a shift, *Mobile* users **MUST** complete both the **Off Duty** and **Log Out** steps.

## Off Duty

Users must change their status to **Off Duty**, to appropriately “Logout” of CAD at the end of their shift.

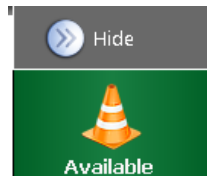


1. The *Unit Status Control*  appears on the right side of the Status Bar at the top of the *Mobile* workspace. Click to open the *Unit Status Control* vertical toolbar.



2. Click **Off Duty**, **Send**, and exit *Mobile* as described below.

**Note:** You can continue to use the mobile application after selecting *Off Duty*; however, you will not appear in the *Unit Status* screen, or on the *Mobile Map*. If a situation arises where you need to return to *On Duty/Available* status, simply click *Available* in the vertical tool bar.





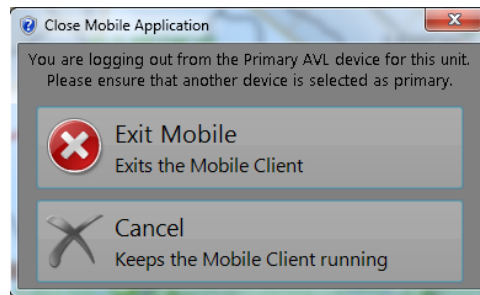
## Log Out

This action does NOT change the user's status in the system. When you log out of Mobile, you can go to another vehicle or workstation and log back in to resume your *Law Enforcement Mobile* session.

1. To exit *Mobile*, click the **Exit Mobile** button on the right side of the Status Bar.

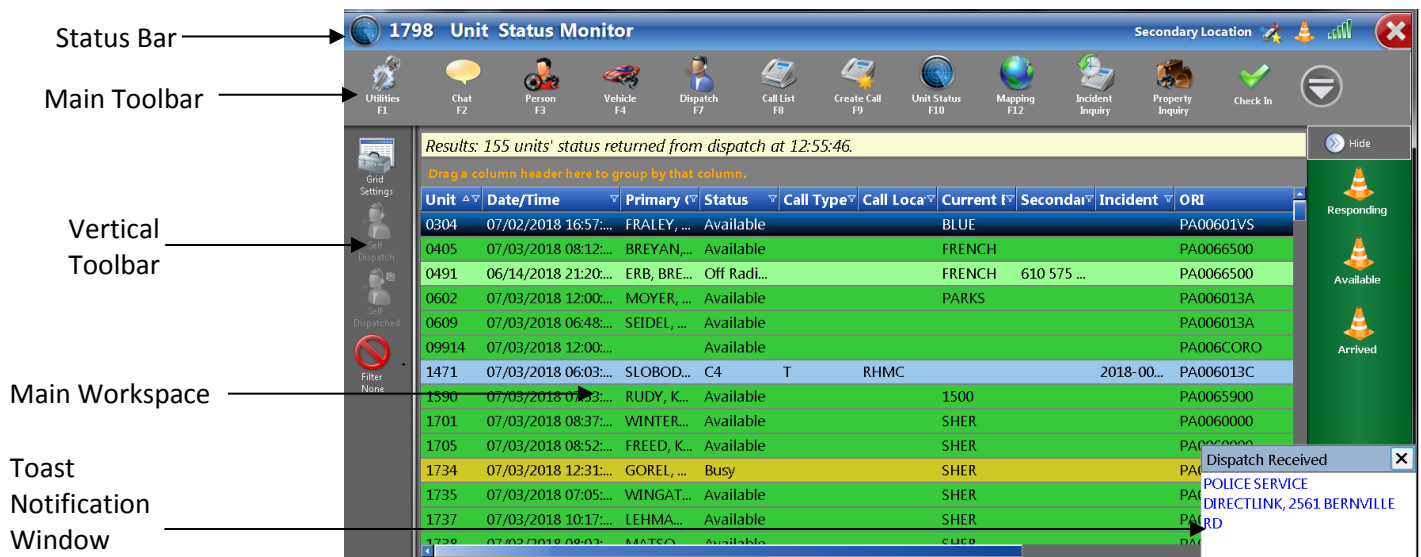


2. The *Close Mobile Application* window appears.
3. Click **Exit Mobile** to close the application or **Cancel** to continue the Mobile session.



## Mobile Workspace Overview

Logging on to *Mobile* opens the user's session in the Unit Status Monitor (USM) window.




A screenshot of the Unit Status Monitor (USM) interface. On the left, there are labels with arrows pointing to specific parts of the interface: 'Status Bar' points to the top bar; 'Main Toolbar' points to the row of icons below the status bar; 'Vertical Toolbar' points to the left sidebar; 'Main Workspace' points to the central table area; 'Toast Notification Window' points to a small notification box at the bottom right. The main workspace contains a table with columns: Unit, Date/Time, Primary, Status, Call Type, Call Loca, Current, Secondar, Incident, and ORI. The table has 15 rows of data. A 'Dispatch Received' notification is visible at the bottom right.

Unit	Date/Time	Primary	Status	Call Type	Call Loca	Current	Secondar	Incident	ORI
0304	07/02/2018 16:57:...	FRALEY, ...	Available			BLUE			PA00601VS
0405	07/03/2018 08:12:...	BREYAN, ...	Available			FRENCH			PA0066500
0491	06/14/2018 21:20:...	ERB, BRE...	Off Radi...			FRENCH	610 575 ...		PA0066500
0602	07/03/2018 12:00:...	MOYER, ...	Available			PARKS			PA006013A
0609	07/03/2018 06:48:...	SEIDEL, ...	Available						PA006013A
09914	07/03/2018 12:00:...		Available						PA006CORO
1471	07/03/2018 06:03:...	SLOBOD...	C4	T	RHMC			2018-00...	PA006013C
1590	07/03/2018 07:13:...	RUDY, K...	Available			1500			PA0065900
1701	07/03/2018 08:37:...	WINTER...	Available			SHER			PA0060000
1705	07/03/2018 08:52:...	FREED, K...	Available			SHER			PA0060000
1734	07/03/2018 12:31:...	GOREL, ...	Busy			SHER			PA0060000
1735	07/03/2018 07:05:...	WINGAT...	Available			SHER			PA0060000
1737	07/03/2018 10:17:...	LEHMA...	Available			SHER			PA0060000
1738	07/03/2018 09:03:...	MATSO...	Available			SHER			PA0060000

## Title Bar

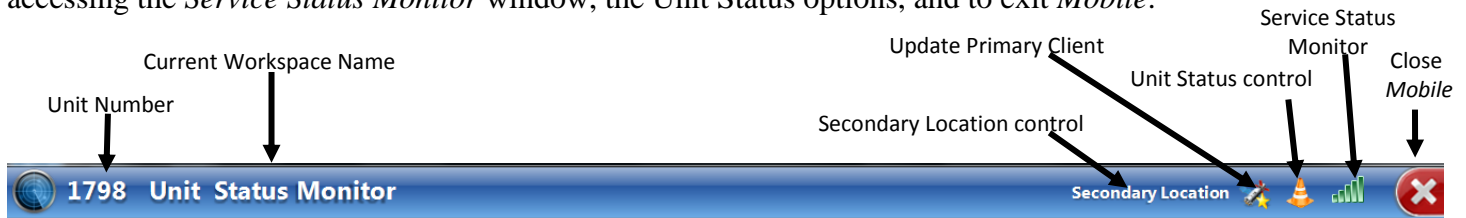
The Title Bar is located at the top of the *Law Enforcement Mobile* window and displays the application name and version. Function buttons are located on the right side of the Title Bar.








Button	Button Description & Functions
<p><i>Minimize</i></p> 	<p>This button minimizes the application, hiding it from view without closing the application. It can be restored to view by clicking on the taskbar button at the bottom of the Windows® desktop.</p>
<p><i>Maximize</i></p> 	<p>This button affects the way the application window fits on the desktop. It can be made to fill the entire screen, or it can be made smaller and resizable, so other application windows are visible.</p>
<p><i>Close</i></p> 	<p>This button closes the <i>Law Enforcement Mobile</i> session. <b>NOTE:</b> <i>At the end of a shift, users must change their status to <b>Off Duty</b>, to notify CAD and remove the unit from active service.</i></p>

## Status Bar

The Status Bar is located below the Title Bar near the top of the *Law Enforcement Mobile* window and displays the name of the current workspace and user information. On the right side of the Status Bar are buttons used for accessing the *Service Status Monitor* window, the Unit Status options, and to exit *Mobile*.


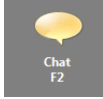
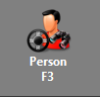





Control	Control Description & Functions
<p><i>Secondary Location</i></p> 	<p>A unit's secondary location is further clarifying information, telling the dispatcher exactly where the unit is located. An officer can use this field to tell CAD they are, for example, in an intersection, in the parking lot outside a call location, or list a contact phone number for themselves.</p> <p>Click anywhere on the words <i>Secondary Location</i> to activate the text box. Type in the additional information and press ENTER.</p>
<p><i>Unit Status</i></p> 	<p>Located on the right side of the Status Bar, this icon gives the user access to the vertical toolbar where the status can be changed.</p> <p>The following are a few examples of status' we use:</p> <ul style="list-style-type: none"> <li>• Arrived on Location</li> <li>• Out of Vehicle</li> <li>• Off Radio Available</li> </ul>
<p><i>Update Primary AVL</i></p> 	<p>On the status bar, the satellite icon representing AVL displays a gold star to indicate that device is the primary AVL device. To select another device as primary, click this icon. A pop-up will appear with a drop down list of your available devices. Select one from the list, and click <i>Make Primary AVL Device</i>.</p>
<p><i>Service Status Monitor</i></p> 	<p>The color of the icon in the Status Bar reflects connection status:</p> <ul style="list-style-type: none"> <li>• Green indicates the services are all connected and working properly.</li> <li>• Red indicates all connections are down.</li> </ul>
<p><i>Exit Mobile</i></p> 	<p>Exit <i>Mobile</i> by clicking this button on the Status Bar. A confirmation window appears and the user must click <b>Exit Mobile</b> to close the application or <b>Cancel</b> to continue the <i>Mobile</i> session.</p>





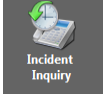
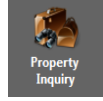
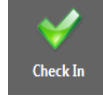
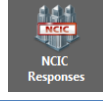

## Main Toolbar

The Main Toolbar is a horizontal row of command buttons located below the Status Bar on the *Mobile* interface. Clicking on a button or pressing the keyboard hot key, displayed below the icon on the command button, takes you to the selected window.

The command buttons on the Main Toolbar do not change when the user moves among the various features and options in the *Law Enforcement Mobile* application.

Button	Toolbar Description & Functions
<p><i>Utilities (F1)</i></p> 	<p>Clicking <b>Utilities</b> displays the <i>Utilities</i> options for <i>Mobile</i>. They include:</p> <ul style="list-style-type: none"> <li>• About Aegis Mobile window</li> <li>• Day/Night mode selection</li> <li>• State Login</li> <li>• Register</li> <li>• GPS Status</li> </ul>
<p><i>Chat (F2)</i></p> 	<p>Clicking <b>Chat</b> displays the <i>Mobile Instant Communication (MIC)</i> workspace. The MIC works like an Instant Messenger system for users logged into the Mobile Client workspace and connected via a wired or wireless connection.</p>
<p><i>Person (F3)</i></p> 	<p>Clicking <b>Person</b> displays the <i>Person/Location Inquiry</i> workspace. Users can perform local and/or NCIC inquiries for information on persons (names and jackets) and locations (address/venue).</p>
<p><i>Vehicle (F4)</i></p> 	<p>Clicking <b>Vehicle</b> displays the <i>Vehicle Inquiry</i> workspace. Users can perform local and/or NCIC/State inquiries for information on vehicles (plates or VIN #s).</p>
<p><i>Dispatch (F7)</i></p> 	<p>Clicking <b>Dispatch</b> displays the <i>Assigned Dispatch</i> workspace where dispatch information received from CAD is displayed.</p>
<p><i>Call List (F8)</i></p> 	<p>Clicking <b>Call List</b> displays the <i>Calls for Service</i> workspace. The Call Log displays the agency's active and pending calls. A unit can self-dispatch to assist in an active call from this workspace.</p>

## Main Toolbar Continued...

<p><i>Create Call (F9)</i></p> 	<p>Clicking <b>Create Call</b> displays the <i>Quick Call</i> workspace. A Quick Call is a self-assigned call a <i>Mobile Client</i> can send to the CAD Dispatch center in order to respond to a situation they have identified in the field.</p>
<p><i>Unit Status (F10)</i></p> 	<p>Clicking on <b>Unit Status</b> displays the USM workspace. This is the first window accessed when a unit logs on to <i>Mobile</i>. Configurable details regarding unit status are displayed.</p>
<p><i>Mapping (F12)</i></p> 	<p>Clicking on <b>Mapping</b> displays the <i>Mapping</i> workspace. Mapping allows units in the field to view a map showing their own location and other units currently in the field.</p>
<p><i>Overflow</i></p> 	<p>The <b>Overflow</b> control appears in the last position of the toolbars in Mobile when additional features are available but do not fit on the visible toolbar. Click to expand the toolbar to the side, displaying the remaining toolbar buttons. Click an available button to select the feature.</p>
<p><i>Incident Inquiry</i></p> 	<p>Clicking <b>Incident Inquiry</b> displays the <i>Incident Inquiry Entry</i> dialog box. This feature allows searching for previously recorded incidents by Incident, Call For Service, or Call Numbers.</p>
<p><i>Property Inquiry</i></p> 	<p>Clicking <b>Property Inquiry</b> displays the <i>Property Inquiry</i> workspace. Users can perform local and/or NCIC inquiries or information searches on various categories of property, including guns.</p>
<p><i>Check In</i></p> 	<p>Clicking <b>Check In</b> will <b>reset</b> your unit timer for 1 minute, prompting CAD to alert the dispatcher to perform a Security Check when the timer is up. (This is after a Security Check timer has already expired)</p>
<p><i>NCIC Responses</i></p> 	<p>Clicking <b>NCIC Responses</b> displays the Responses window. Responses are simply replies to NCIC inquiries.</p>
<p><i>Unit Log Inquiry</i></p> 	<p>The <b>Unit Log Inquiry</b> allows the user to view a listing of the selected unit's activity.</p>

## *Location History*



The ***Location History*** allows a user to search on a location and return Cleared Call information from CAD including Location Alerts and Location Activity.


## Vertical Toolbars

Vertical toolbars can appear on either side of the *Mobile* workspace. On the left side of the workspace, they have functional elements suited to the tasks presented on the active workspace. On the right, they may provide additional functions for the workspace, or may provide Status Bar functions. Buttons for unavailable functions may appear dimmed or may be removed from the toolbar.

Vertical toolbars appearing on the right side of the workspace include Unit Status Change and certain field reporting functions. Vertical toolbars with functions specific to one workspace are described in the chapter devoted to that workspace.

## Unit Status Change

The *Unit Status Change* vertical toolbar is accessible at any time during a *Mobile* session and is unaffected by what workspace is active.

The *Unit Status* icon , appears on the right side of the Status Bar at the top of the *Mobile* workspace. Click to access the *Unit Status Change* vertical toolbar where *Mobile Client* status can be changed.

Selecting one of the available toolbar buttons will send a new unit status notification to CAD, and updates the *Unit Status Monitor* to reflect the new status.

Unit Status options that are not designated as a possible next status do not appear on this vertical toolbar. Options are configured in CAD, and are not changed by the Mobile Client.

This vertical toolbar can be hidden when not in use.

## Response Grids

The Call Log and Unit Status windows display data in response grids. This information is received from CAD and is updated every 2 minutes.

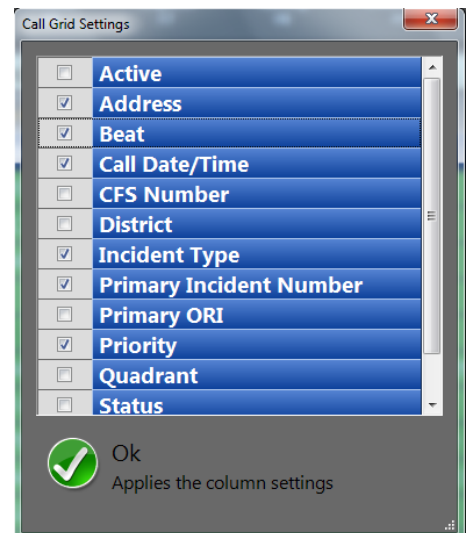
Results: 25 calls returned from dispatch at 10:55:36.

Drag a column header here to group by that column.



Call Date/Time	Incident Type	Address	Priority
07/29/2014 10:53...	SERVE PFA/WARRANT	1143 READING BLVD	High*
07/29/2014 10:42...	POLICE SERVICE	44 CIDER MILL RUN	Low
07/29/2014 10:40...	BLS MEDICAL	838 PENN ST	Low
07/29/2014 10:39...	V	met ed on sr 419	High*
07/29/2014 10:38...	T	CH TO BCP	Low
07/29/2014 10:37...	ALS MEDICAL	145 N 6 ST ROOM 3 2ND FLOOR	High
07/29/2014 10:35...	WELFARE CHECK	5184 KACHEL RD	High*
07/29/2014 10:33...	SUSPICIOUS SITUATION	201 BUENA VISTA RD	High*
07/29/2014 10:10...	ALS MEDICAL	803 PENN ST ROOM 302	High
07/29/2014 10:02...	ALS MEDICAL	45 CONSTITUTION BLVD	High
07/29/2014 09:56...	BURGLARY	270 MULL AVE	Critical*
07/29/2014 09:53...	THEFT	498 KURTZ MILL RD	Low
07/29/2014 09:20...	>SELECT CALL TYPE<	MORGANTOWN RD / RAMP Q	High
07/29/2014 08:48...	BLS TRAUMA	600 SPRUCE ST	Low


The entries on these windows can be sorted by column. To sort the data into groups by column, select a column heading and drag it onto the *Drag a column header here to group by that column* line above the grid. Horizontal column order can be changed by clicking and dragging a column header, then releasing it to the left or right of another column.


The **Grid Settings** button is provided on the vertical toolbar in the *Call Log*, and *Unit Status Monitoring* windows to control which columns are displayed. Clicking **Grid Settings** opens the *Grid Settings* dialog box. Available columns are listed and can be selected for display on the main workspace. This dialog box can be resized by clicking on the outer edges and dragging to the desired size. You can also customize the order in which the columns are displayed by clicking, dragging, and dropping the column headers.



## Column Filtering Criteria

In the *Mobile* response grids, data in the columns can be filtered so entries appear in ascending or descending (alpha-numeric) order  or by user-configurable conditions. .

Clicking the condition filter  opens a submenu with standard filters applicable to the column. Select (*Custom*) to open the *Enter filter criteria for (Name)* dialog box. The user can select from among several conditions in the *Operator* and *Operand* drop-down list boxes.

Applying a filter will cause the filter icon to change to a dark blue fill. .

Wildcard searches can be performed when the Operator \* **Like** is used. Place an asterisk (\*) before and/or after one or more characters in the **Operand** field to return search results with variable characters.




For example, type:

- I*\*** returns only results with variables after the character and nothing before, such as **12**, **101**, **1234**, etc.
- \*t*** returns only results with variables before the character and nothing after, such as **Assault**, **Initial Contact**, etc.
- \*I\**** can return any combination variables in conjunction with the character(s), including **100**, **601**, **717**, etc.

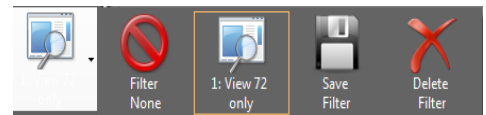
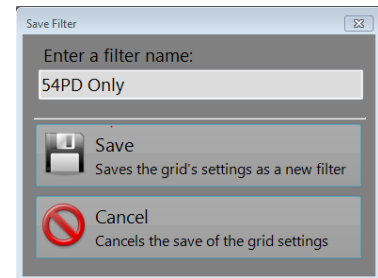
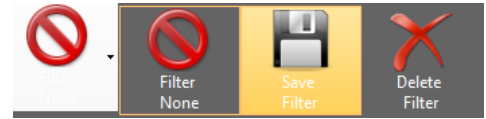


## Apply a Data Filter

Data filters for grids in individual windows can be saved in *Mobile* and applied as needed. After applying the desired filter settings:

1. Click **Filter**  on the vertical toolbar to access the fly out menu.
2. Click **Save Filter**
3. Enter a filter name in the *Save Filter* dialog box and click **Save**.

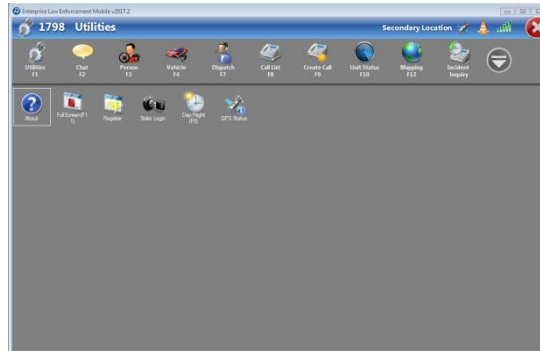
The new filter button is added to the *Filters* fly out menu.



## Section 2: Utilities Menu

### Introduction

The Utilities features in *Aegis Mobile* allow the user to view information about the current *Law Enforcement Mobile* release and toggle day or night viewing modes on and off.



### About Mobile

In the *Utilities* window, click **About** to open the *About Aegis Mobile* window containing the installed *Mobile* software version and current user login information.

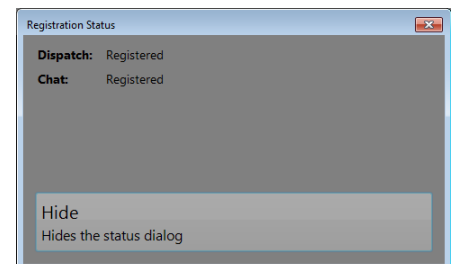


Click **OK** to close and return to the *Utilities* window.

### Register

If the server connection is severed or the server restarted, the terminal will automatically attempt to re-register and reconnect to the server. No action by the user is required.

This Utilities feature allows the client user to access their *Law Enforcement Mobile* session from different locations without restarting the *Mobile Client*. Click **Register** to access the *Registration Status* dialog box. This button remains visible and appears depressed when the feature is active. The dialog box can be closed by clicking the **Hide** button.



In the vehicle, the user can login, then walk into the station and access their session from a different terminal. The formerly open session in the vehicle becomes inactive as the alternate terminal is used. When returning to the vehicle, the user re-registers to regain the session on that client terminal.

**Note:** *Never leave the system in an unsecured state.*

Registration status is shown for the following services and is automatically updated:

- Dispatch
- Chat

## State Login

The State Login button is used to access the *State Login* window. The user name and password are provided by the state.

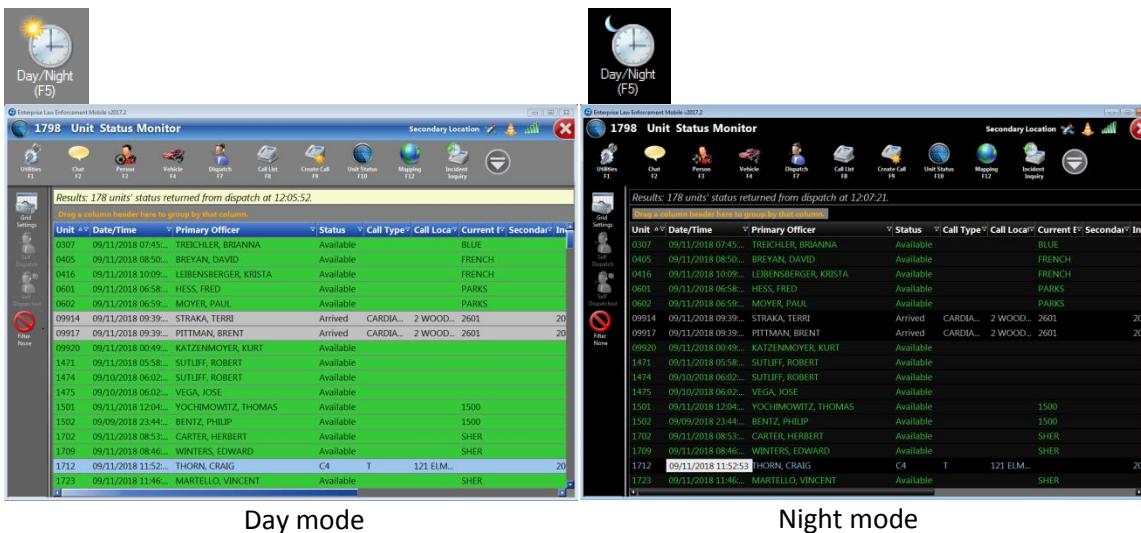
On the *State Login* screen, the **User Name** is the current user logged into Mobile. The *State Password* is the password provided by the state.

**Note:** We do not use this feature.

## Day/Night Mode

The Day/Night (F5) button allows the user to toggle between DAY mode and NIGHT mode, changing the workspace colors to those most easily and comfortably viewed in lighter (daytime) or darker (nighttime) conditions.

**Note:** Press F5 to change the viewing mode from the keyboard.



**View BOLOs**

**This feature is not currently used.**

## Section 3: Mobile Instant Communication (MIC)

### Introduction

*Law Enforcement Mobile* provides an instant messaging system for two or more *Mobile* users to communicate. Informal, text-based messages can be sent between configurable groups of users via LAN or wireless communications networks. Chat members may include *Mobile* units, CAD Dispatchers, Administrators, and other users accessing the *Mobile* network.

### Mobile Instant Communication (MIC) features include

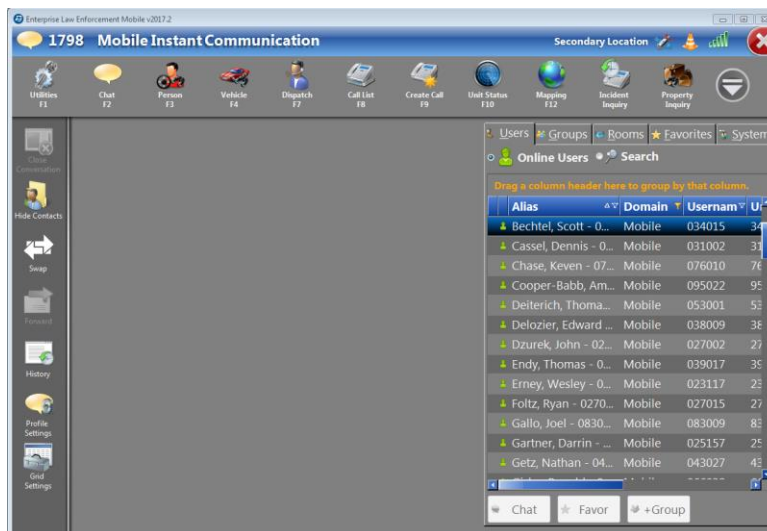
- Configurable chat format for groups or single users
- Graphic representation when users or groups are available
- Unit ID/User Name search feature
- Contacts pane can be toggled on or off
- Tabular view for multiple chat sessions
- Forward chat message to other users or groups
- History feature can query chat sessions by a range of dates

**Note:** *MIC does not support text formatting options.*


### MIC/Chat Workspace


Access the MIC/Chat workspace by selecting the Chat button from the main toolbar or pressing the F2 key.

The main workspace has a vertical toolbar at left, a main chat workspace with viewing and text entry features, and a Contacts pane for selecting and view chat session participants.



Chat sessions are displayed on tabs in the main workspace. Multiple chat sessions can occur simultaneously. Select a tab to view and participate in the ongoing message session. Tabs list the number and names of chat participants and are color-coded to show the status as follows:

 Gray = Focus not on the User tab for the chat session

 Gold = Focus on the User tab for the chat session

 Blue = Unread/incoming message session

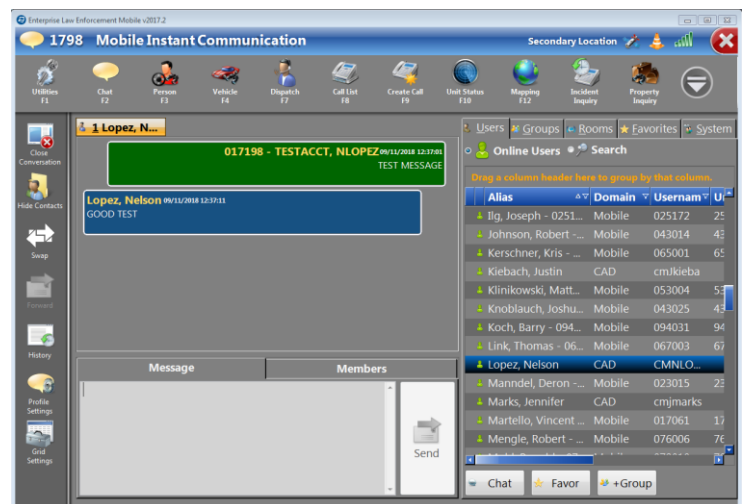
When one or more Contacts or a Group is selected, click **Chat** to activate the chat session. Type a message into the text box at the bottom of the *Message Session* pane and click **Send** or press ENTER.

***Note:** To chat with an entire group, select the **Group Name** bar and click **Chat**. Selecting one or more entries within the group will initiate a chat session with only the selected member(s). Double-clicking a member name in the grid also initiates a chat session with that member. Multiple users and entire groups cannot be selected for a chat session by double-clicking.*

## Notes on Message Text

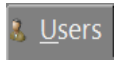
If you press ENTER when your cursor is in the message entry text box, it will automatically send the recipient whatever text you have entered. If you want to place the cursor at the start of the next text line to continue entering text, press CTRL + ENTER.

- Formatting text is not a supported feature in Mobile Instant Communication. Text can be copied from another word processing application, but applied formatting is lost.
- Press CTRL + Z to undo the last action performed in the message entry text box. Pressing CTRL + Z again will reinstate the undone action.
- CTRL + HOME will take you to the first line in the message entry text box.
- CTRL + END will take you to the last line in the message entry text box.
- Use the scroll bar or arrow keys to move through multiple text lines in the text box as needed.
- Pressing PAGE UP or PAGE DOWN moves the cursor two lines up or down in the message entry text box.

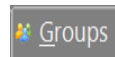
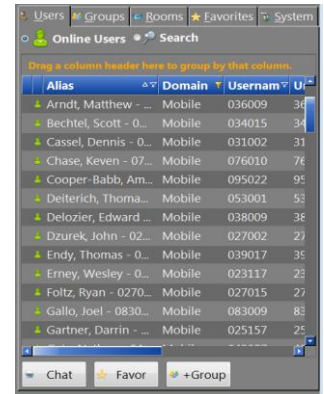


## Contacts Pane

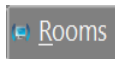
View and select individual or group chat members through the Contacts Pane on the right. Chat members may include, *Mobile* units, CAD Dispatchers, Supervisors, System Administrators, in short, any users accessing the *Mobile* network.



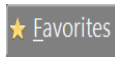
**Users** is the default tab when Chat is accessed and is used for finding other users. When the **Online Users** button is selected, only users who are currently logged on will display. When **Search** is active, users can search for all users, regardless of if they are logged in or not. Available users are displayed with a green icon



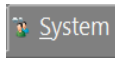
The **Groups** button displays all groups configured for the unit and the available status of each. The group lists initially appear as headings only, and can be expanded to show all members in the list. Group members can be sorted by Alias, Domain (CAD or Mobile), Username, or Unit.



Rooms are created by the System Administrator and are not currently used by DES.



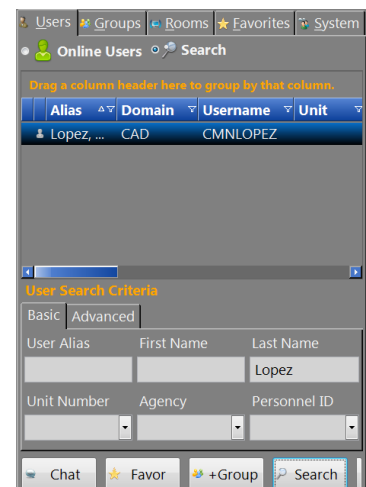
The Favorites tab is for users to add the other users with who they chat with most. To add a user to favorites, locate the user from the User list and click the Favor button below the contacts pane.



The System tab displays groups that were created by the system administrator. To join the conversation in one of the groups, click on the group and click the Chat button.

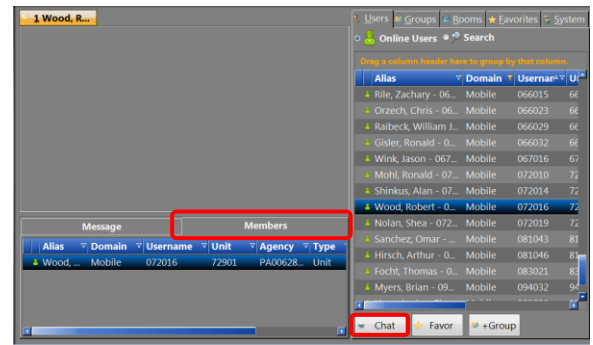
**Search** allows the user to search for another user by Alias, Name, Agency, Unit Number, or Personnel ID. Enter your search criteria in the appropriate field and click **Search** to initiate the search. The results will appear in the *Contacts* response grid.

**Note:** You can toggle the *Contacts Pane* between the left and right side of the chat workspace by clicking Swap on the vertical tool bar.




Once you have found a user or group you want to chat with, clicking **Chat** opens a new chat session on the main workspace.

The **Members** tab shows the names of all members of the currently selected chat session.



## Using the Chat Function

To send a message using *Mobile Instant Communication*:

1. Select an available  individual or group from the *Chat Groups* pane.

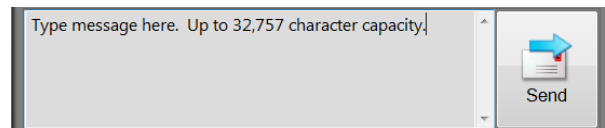
**Note:** To search by Unit ID or User Name, type into the **Search Unit ID/User Name** field and click **GO**.

2. When the recipient is selected, double click the selected name or group, click **Chat With Selected Contacts** or use keyboard shortcut, ALT + W.

A tab displaying the selected User name(s) appears in the message session pane at left and the message entry text box at the bottom of the pane is enabled. The blinking cursor is positioned in the text box.

**Note:** The *Members in Conversation* pane is populated with the names of all chat participants.

3. Type in the message text and click **Send** or press ENTER to send the message to the selected recipient(s).





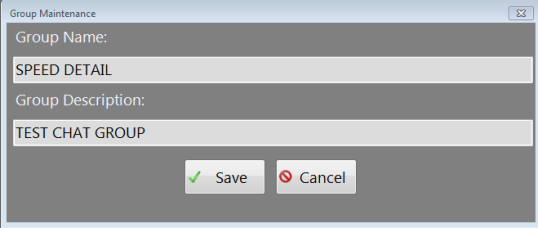
The message will appear in the main chat workspace with the Date and Time displayed. Responses and additional messages you send to the same user or group will appear on the same tab for the duration of the chat session.

4. When a message is received:
  - A notification balloon appears, at the bottom of the display, notifying the user a new message has arrived.
  - A blue User Name tab appears on the *Mobile Instant Communication* window.


A vertical scroll bar appears at right when the text exceeds the visible limits of the message session pane. To make more room for viewing the chat messages, hide the *Contacts* pane by clicking **Hide Contacts** on the vertical toolbar.

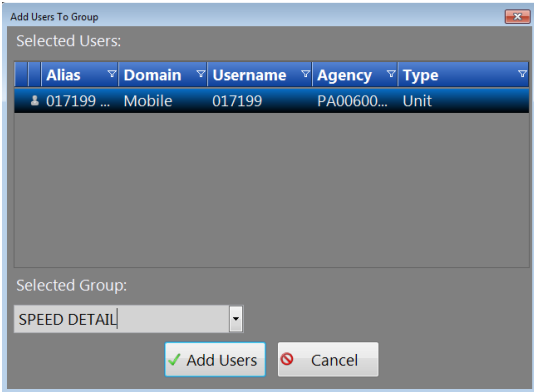
## Creating a Group and Adding/Removing Users

1. Click on the Groups tab in the Contact Pane, and click . This will open the Group Maintenance window.
2. Give your group a Name and Description, and click Save. Only the Group Name field is mandatory. Clicking  will bring up the Group Maintenance window, and allow you to edit the Group Name and Description.





The Group Maintenance window is a dialog box with a title bar. It contains two text input fields: "Group Name:" with the value "SPEED DETAIL" and "Group Description:" with the value "TEST CHAT GROUP". At the bottom, there are two buttons: "Save" (with a green checkmark icon) and "Cancel" (with a red X icon).


3. To add users to your group, locate users from the Users list using the Search feature, or selecting from the Online Users. Then click  at the bottom of the Contact Pane. Multiple contacts can be selected at one time by holding CTRL, and Left Clicking the mouse / touch pad.
4. A window will open prompting the user to select a group from the drop down to add the user to. Select the group and click Add Users.



The Add Users To Group window is a dialog box with a title bar. It features a table titled "Selected Users:" with the following columns: Alias, Domain, Username, Agency, and Type. A single user is selected, indicated by a blue background and a mouse cursor icon. Below the table is a "Selected Group:" dropdown menu with "SPEED DETAIL" selected. At the bottom, there are two buttons: "Add Users" (with a green checkmark icon) and "Cancel" (with a red X icon).

Alias	Domain	Username	Agency	Type
017199 ...	Mobile	017199	PA00600...	Unit

5. To Remove a user, expand the group contact list by clicking the blue "Right Arrow" , and select the user(s) you want to remove from the group. Just as with adding contacts, you can use the CTRL + Left Click to select multiple contacts from the list.
6. Then click .

**Note:** To **Delete** a group, highlight the group you want to remove, and click . Use caution, there is no prompt asking you to confirm your deletion of the group.



## MIC Vertical Toolbar Features

The vertical toolbar for the *Mobile Instant Communication* window has the features described below.

### Close Conversation

When a chat session has concluded, click **Close Conversation** to close the chat session. Other active chat sessions remain open.

Alternately, use keyboard shortcut ALT + C to close a chat conversation.

**Note:** All chat sessions are saved to the *Mobile Client* archives.

### Hide/Show Contacts

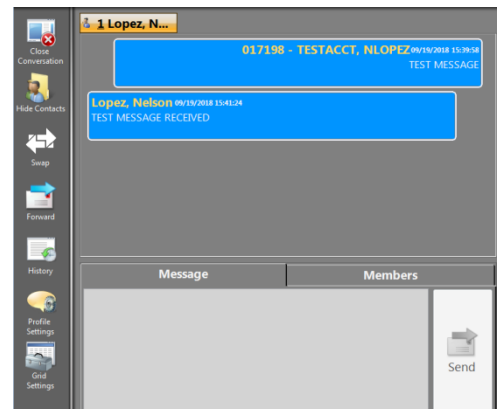
Clicking **Hide Contacts** on the vertical toolbar hides the *Contacts* pane, expanding the available workspace area for viewing message text in a chat session. When the *Contacts* pane is hidden, the label on this toolbar button reads **Show Contacts**. Use keyboard shortcut ALT + T to alternately show or hide the *Contacts* pane.

### Forward

It is possible to forward the contents of a chat session to a new contact.

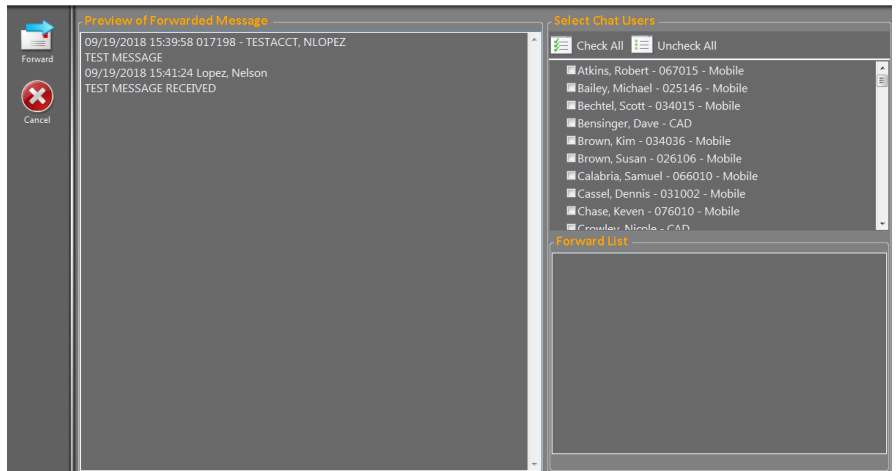
Select message content by clicking on the individual message bubble(s). Users can highlight one message entry at a time, or multiple by holding CTRL and Left Clicking on the mouse / touch pad. Once you are finished selecting the messages, **Forward** becomes activated on the vertical toolbar and can be clicked.

Click **Forward** to open the *Forward Message(s)* window.



On the *Forward Message(s)* window, preview your message selection(s) and choose users to receive the forwarded message(s) from the *Select Chat Users* pane.

When all selections have been made, click **Forward** to send the message. *Mobile* returns you to the *Mobile Instant Communication* window.



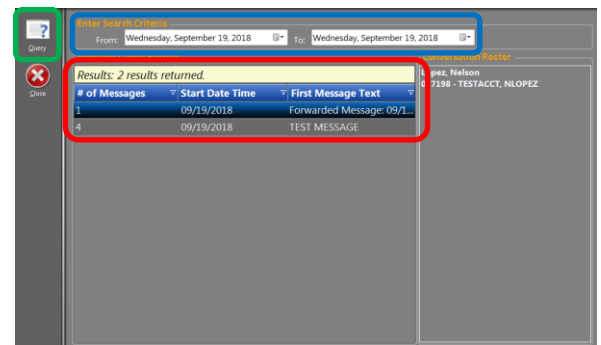
## History

All chat sessions are saved to the *Mobile Client* archives. Click **History**, or press ALT + H, to display the *MIC - Archived Messages* window where archived messages can be queried by entering a date range.


## Reviewing Archived MIC Messages


Chats are archived on individual *Mobile Clients*. Previous chat sessions can be queried by date range.

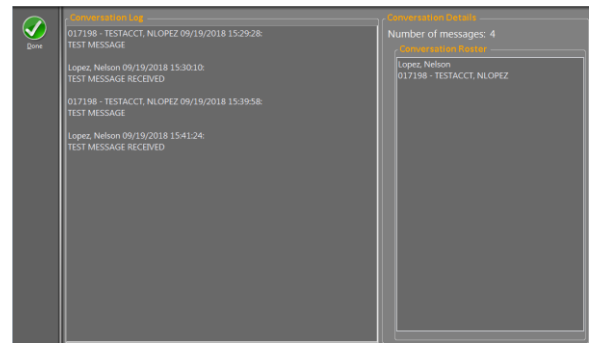
1. Click on the **History** toolbar button on the *Mobile Instant Communication* window to display the *MIC - Archived Messages* window.
2. Enter the search criteria (dates) **From and To** or select the drop-down option to display a calendar from which to choose a date range to query.
3. Click **Query** in the left tool bar, and the **Search Results** will appear in the workspace. If there are no results, a pop up message will appear.
4. When a response is returned, select a line from the response grid to view the *Conversation Roster* (participant names).



5. Double-click a line to view the *Mobile Instant Communication - Archived Conversation* window. The *Conversation Log* pane displays the contents of the chat exchange, and the *Conversation Details* pane displays the Number of messages sent between the chat participants, and the *Conversation Roster* (participant names).

6. Click **Done**  to return to the *MIC - Archived Messages* window.

7. Once you're finished, **Close**  to return to the *Mobile Instant Communication* window



## Section 4: Inquiries

### Introduction

*Law Enforcement Mobile* provides an interface to the National Crime Information Center (NCIC) database from directly within the *Mobile* workspace. NCIC searches include State database records. This allows officers to run license plate and driver's license checks, gain warrant information on suspects, check for reported stolen property, and query existing incident records from their units in the field.

The query values, in *Mobile Inquiries*, mimic the behavior of the customer's database records system. Therefore, the ability of users to perform wildcard and partial searches may vary by agency. Any result type (Vehicle, NCIC, Property, Person) can show up in any search view if it is part of the requested result set. For example the Person Inquiry window is no longer limited to only Person results.

The order in which search results display is as follows: NCIC records always display at the top, then local, then CAD results. Inside of the local results, Alerts are sorted first followed by specific criteria to the type of search you are running, for example a person search would be sorted by person first name, last name, middle name, suffix.

**Note:** *CAD will not return results for Local Warrants. We do not maintain those records in CAD. Also, searches are not saved when the user exits Mobile.*

### Common Inquiry Workspace Features

*Mobile* users can submit several different types of inquiries through their respective *Inquiry* workspaces. These inquiry types share common elements that are described in this section. Features particular to the individual inquiry types are described in subsequent sections.

### Inquiry Workspace Vertical Toolbar Features

Buttons on the vertical toolbar for the *Inquiry* windows include **Show/Hide Search**, **Single/Rapid Entry**, **Change View**, and **Delete All**.

**Note:** *Keyboard shortcuts can be used to activate the vertical toolbar buttons. Press ALT + the letter that is underlined on the vertical toolbar button to activate that feature.*

### Hide Search

When clicked on, this button toggles between **Show Search** and **Hide Search** and will display or hide the search Criteria pane at the bottom of the window. When results are displayed on the window, the hiding of the Criteria pane provides additional viewing space.

## Single Entry and Rapid Entry

When clicked on, this button toggles between **Rapid Search** and **Single Entry**. The differences are:

- In Rapid Search mode, when an inquiry is performed, focus remains on the entry Criteria pane.
- In Single Entry mode, focus moves to the results as soon as they are returned from the server and the Criteria pane is hidden.

The setting that is selected is saved to the user's profile so that whenever the user enters an *Inquiry* window, the search method is retained.

## Change View

The **Change View** fly out button allows the user to view an existing search using the list view, contact card, or pane layout.

**Note:** *When an Inquiry window is exited, the last view is saved and defaults the next time the user enters that Inquiry screen.*

## List

This button is available only in the List View. Click the **List** button and two additional buttons display, **Expand** and **Collapse**. As their names suggest, clicking these buttons expands and collapses all the results within each of the searches. For example, if there are three searches displayed on the screen, click the **Expand** button and all the results within each of the three searches will display. Click the **Collapse** button and the results collapse, showing just the three search lines.

## Delete Results

**Delete Results** clears the selected search from the Responses window in the current Mobile session.


## Add to Clipboard

**Add to Clipboard** adds a selected *Responses* record onto the Clipboard for use anywhere the *Paste from Clipboard* feature is available, such as in Field Reporting forms. The copied record can be selected from the clipboard vertical toolbar (to the right) and copied into the report. **This feature is not active.**

## Inquiry Field Search/Validation Sets

In the **Person/Location** and **Vehicle Inquiry** windows it is possible to open a response window containing the validation set installed for the selected field. Place the cursor in a field and use the question mark symbol “?” to access a *Search Results* window. This function is in addition to the drop-down menu feature used to access predefined data available for each field.

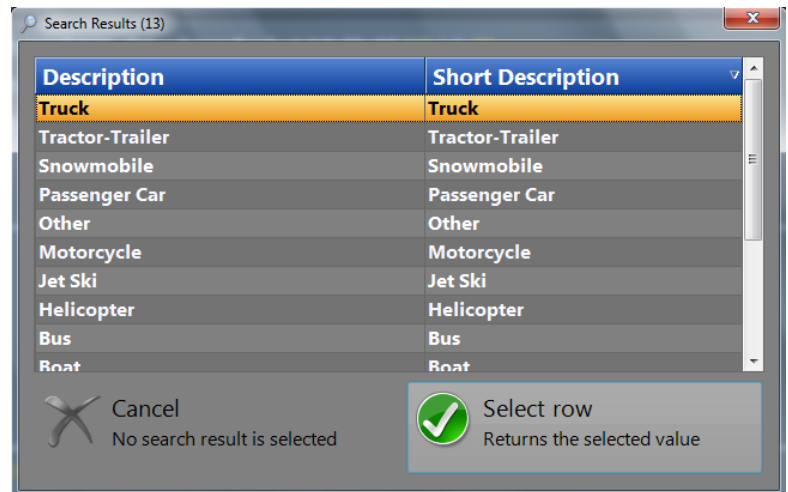
Use the arrow keys on the keyboard to move up or down within the grid.

Columns in the grid can be sorted in ascending or descending order by clicking the column header. An arrow  appears in the header indicating the sort order.

Insert the selected validation set data into the field by selecting the row and clicking **Select Row**, pressing ENTER, or double-clicking the row.

Repeat as needed for additional fields having validation sets within the *Inquiry* workspace.

Click **Cancel** (ALT+C) or press ESC to cancel the action and close the *Search Results* window without changing the contents of the selected field.



## Search Criteria

The following search controls appear on the main *Inquiry* workspace for *People and Locations*, *Vehicles*, and *Property Inquiries*.

### Clear

The **Clear** button clears all active search criteria from the *Criteria* pane. All fields on the workspace are cleared.

Searches already saved in the vertical toolbar are not affected by this action.

### Delete

The **Delete** button removes current search criteria from the *Search Items* pane on the main *Inquiry* workspace. Select a search item from the *Search Items* pane and click **Delete** to delete it from the *Search Items* list.

**Note:** Because selecting a *Search Item* populates the main workspace with that item's data, and **Delete** does not clear the fields on the main workspace, click another search item to overwrite the main workspace and remove the unwanted data. Otherwise, it is necessary to manually remove the unwanted data from each field.

Searches already saved on the vertical toolbar are not affected by this action.

## Search

The **Search** button initiates a search of the selected database(s). **Search** is enabled when the minimum required fields on the main *Inquiry* workspace are filled. Click **Search**, or press ENTER, to submit a search.

While a search is in process, it is possible to switch to other screens or even initiate another query as the previous query proceeds in the background.

On the vertical toolbar, the **Search Item** button for the query will display the text “Searching...” until the search completes. The search results are then displayed on the button label and saved to the vertical toolbar on the left side of the main *Inquiry* workspace.

As with any saved query, select the **Search Item** button from the vertical toolbar.

Ordinarily, when a search completes, a *Responses* window automatically opens displaying either the inquiry results or **No Results**. Refer to the later sections in this chapter for details regarding the specific response windows for each inquiry type.

**Note:** *If two or more queries are occurring simultaneously, the results of the most recent query will be automatically displayed.*

## Local and NCIC

The **Local** and **NCIC** buttons allows an officer to select the database(s) to search for information on People and Locations, Vehicles, and Property. A **Local** query searches the agency’s local LERMS database. *Mobile* queries the National Crime Information Center (NCIC) database when a search is requested and **NCIC** is enabled.

**Note:** *State database records are included in NCIC system queries.*

A green check mark appears on the left side of each button when it is selected. At least one option must be selected. For optimal results from your Inquiries, NWS recommends selecting both systems to query.

NCIC query responses can be configured in *Mobile* to be parsed in the response workspace. The parsing feature analyzes incoming NCIC report information and reformats it for compatibility with the standard *Mobile* workspace. Agencies using NCIC parsing will have additional views available on the workspace allowing them to display the raw report data, if desired.

## Advanced Search

The **MORE** button enables an officer to add additional search criteria to further narrow down search results. Click the button again to return to a basic search.


## Response Windows

When a response is returned for a *Person/Location*, *Vehicle* or *Property Inquiry*, the results are displayed in a *Responses* window. The Status Bar at the top of the results shows the active range, the search criteria entered, and the time of the search.



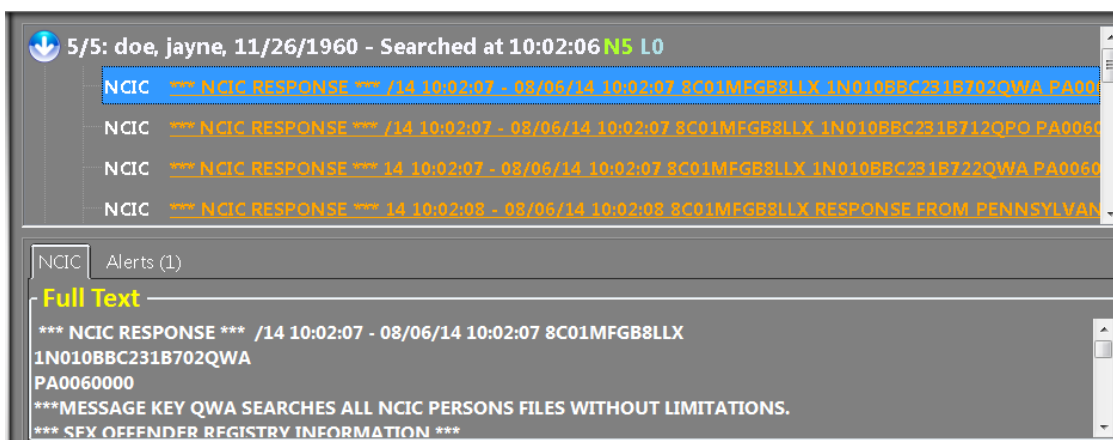
Three different views are available on the response window, all toggled by the **Change View** fly out button. Note that in the Contact Card View, only 10 results are displayed.

### List View:

The List view includes a preview pane with adjustable slide bars that enable a user to customize how much of the preview they see and, within the preview, adjust the two panes that divide the subject's details and information. If  appears in the results section, the details for the record haven't been downloaded yet. When a result is clicked on and the details have downloaded, this icon goes away.

Keyboard navigation for the List View includes:

- Up arrow moves up one result set, or, if a result set is open, up to the next result.
- Down arrow moves down one row.
- Left arrow moves up one result set or collapses a result set.
- Right arrow expands a result set.
- Page Down requests more results.
- Delete removes a result set or an individual result, depending on which is highlighted.



When search results have been returned to the *Person*, *Property* or *Vehicle Inquiry* screens, they include indicators appended to them that at a glance inform the user how many NCIC, local, alerts, and CAD responses were returned for their search.

- **NCIC** responses are displayed in a green font with “N” as the first character followed by a number that indicates how many NCIC responses were returned for that search.
- **Local** responses are displayed in a blue font with “L” as the first character followed by a number that indicates how many local responses were returned for that search.



- **Alert** responses are displayed in a red font with “A” as the first character followed by a number that indicates how many alert responses were returned for that search.
- **CAD** responses are displayed in a yellow font with “C” as the first character followed by a number that indicates how many CAD responses were returned for that search.

**Note:** In order for a Person Inquiry to return a CAD response, the Driver’s License Number of a global subject with CAD activity must be entered in the DL Number field in the Person Criteria section of the Person Inquiry screen.



**Pane View:**

Each response received will have its own “pane” and will display any information that comes back in that pane. Only two panes will fit on the screen at one time. In order to view the remaining information, click *Next Page* on the top right of the response workspace, or click *Previous Page* on the top left to go back.

**Contact Card View:**

Each response is displayed in a smaller “Contact Card” that shows only a small portion of the information in the response. Double-clicking on one of the cards will open the full record in the workspace. Click *Close* on the top of the left pane to go back to the contact cards.



## Incident Inquiry

Similar to the Cleared Call Search, this allows the user to perform a custom search for incidents generated in CAD based on the entered search criteria. These can be incidents that are outside of the user's primary jurisdiction.

The screenshot shows the Incident Inquiry search interface. On the left is a sidebar with icons for 'Hide Search', 'Change View', 'Grid Settings', 'Filter None', and 'Get Details'. The main search area is titled 'Incident Criteria' and contains several input fields: 'Jurisdiction' (a dropdown menu with 'PA0060000' selected), 'Incident Number' (text input with '2018-' entered), 'From Date' and 'To Date' (date pickers), 'Incident Type' (dropdown menu), 'From Street', 'To Street #', 'Street Name', 'Qualifier', and 'Venue' (text inputs), and 'Primary Officer' (dropdown menu). At the bottom right of the search area are 'Clear' and 'Search' buttons. The 'Search' button is highlighted with a green rectangular box.

1. Select the appropriate **Agency's Jurisdiction** based on which agency's incidents you are trying to search. The user's jurisdiction is selected by default. This can be changed by entering an agency's ORI, or selecting from the drop down by clicking the down arrow to the right of the entry field.
2. Enter any **Other Criteria** pertinent to further narrow down your search results.
3. When all search criteria has been entered, click **Search**. The result grid will show the search results, and the criteria fields will minimize. To show the search fields again, click **Show Search**.

The screenshot shows the search results grid. At the top, a yellow banner reads 'Results: 100 incidents returned from the Inquiry Service.' Below this is a sub-header: 'Drag a column header here to group by that column.' The grid has the following columns: Incident#, Incident, Incident Typ, ORI, Location, and Incident Dispos. The grid contains 15 rows of data. The 'Show Search' button in the sidebar is highlighted with a red rectangular box.

Incident#	Incident	Incident Typ	ORI	Location	Incident Dispos
09/17/20...	2018-000...	POLICE SERV...	PA0060000	2561 BERNVILLE RD	
09/17/20...	2018-000...	POLICE SERV...	PA0060000	605 COURT ST	10 - 2;
09/17/20...	2018-000...	V	PA0060000	2561 BERNVILLE RD	10 - 1;
09/17/20...	2018-000...	SERVE PFA/...	PA0060000	35 WILLINGTON CIR	10 - 2;
09/17/20...	2018-000...	V	PA0060000	WARREN ST BY W TEMPLE	10 - 1;
09/18/20...	2018-000...	SERVE PFA/...	PA0060000	473 LONGVIEW RD	10 - 1;
09/18/20...	2018-000...	SERVE PFA/...	PA0060000	145 W MAIN AVE=MYERSTOWN // ...	10 - 3;
09/18/20...	2018-000...	V	PA0060000	40.3590885166667 -75.91198125	COMPLETED - 1;
09/18/20...	2018-000...	V	PA0060000	40.3595327 -75.9116868166667	CITATION ISSUE...
09/18/20...	2018-000...	TEST	PA0060000	2561 BERNVILLE RD	10 - 1;
09/18/20...	2018-000...	V	PA0060000	2561 BERNVILLE RD	10 - 1;
09/18/20...	2018-000...	V	PA0060000	500 RT 6662	CITATION ISSUE...
09/18/20...	2018-000...	V	PA0060000	RT 12 WB@ N 11 ST	CITATION ISSUE...
09/18/20...	2018-000...	SERVE PFA/...	PA0060000	3 ANDOVER AVE	10 - 1;

## NCIC Request Inquiry

This is a new feature that allows the user to search their NCIC queries made through CAD. The results do not contain the response information from CLEAN/NCIC, just a log entry for the query that was made. The user can select Rerun Inquiry from the left menu bar to submit the inquiry again.

The screenshot shows the 'NCIC Request Criteria' form. It has a sidebar on the left with icons for 'Hide Search', 'Grid Settings', 'Filter None', and 'Rerun Inquiry'. The main form area contains the following fields: 'From Date' (09/23/2018), 'To Date', 'User' (017198), 'Inquiry Type', and 'Request Values'. Below these fields are 'Clear' and 'Search' buttons. The 'Search' button is highlighted with a green box.

1. Enter a **From Date** and **To Date** based on the days you want to search. The User field is defaulted to your own user ID and cannot be changed.
2. Select Person, Vehicle, Gun Property, or General Property from the **Inquiry Type** drop down. If no type is selected, all queries will be searched.
3. Click **Search**. Your results will appear in the grid above, and the criteria fields will minimize. To show the search fields again, click **Show Search**.

The screenshot shows the results of the search. At the top, it says 'Results: 2 NCIC Requests returned from the Inquiry Service.' Below this is a table with the following data:

Date/Time	User Num	Unit Num	Type	Request Values
09/20/2018 10:29:59	017198	1798	Vehicle	Plate: AAV9321; Plate State: PA
09/20/2018 10:35:35	017198	1798	Vehicle	Plate: AAV9321; Plate State: PA

Below the table, the search criteria are minimized. The 'Hide Search' button in the sidebar is highlighted with a red box. The 'NCIC Request Criteria' form at the bottom shows 'From Date' (09/19/2018), 'To Date' (09/19/2018), 'User' (017198), 'Inquiry Type', and 'Request Values'. 'Clear' and 'Search' buttons are also visible.

## Location History

The *Location History* window allows a user to search on a location and return Cleared Call information from CAD. The *Location Alerts*, *Location Activity*, and *Cleared Calls* check boxes, when selected, will return alerts, activity, and any CAD calls that were at the selected geo-verified location. These check boxes operate independently; if one is selected and not the other, results will be returned for only the check box that was selected. Additionally, tabs display with the results for all the selected check boxes.

1. Enter a valid address or common place into the Address Field. Verified, or Valid locations, will show a Green background in the location field.
2. Select a From Data and To Date based on the days you want to search.
3. Use the Check Boxes select Alerts, Cleared Calls, or Residents to indicate what you would like to search in CAD.

**Note:** We do not use Activities. Also, the Residents tab is based on personnel files kept in CAD. This does not search for information that is entered into the Caller field in a call for service.

4. Click Search. The results will appear in the grid above, and the search fields will minimize. The tabs above the grid will indicate the total number of results for each. Highlight the entry you want to view and click Get Details on the vertical toolbar.

Incident Typ	Address	Agency	Call Date/Time	Incident	CFS Num
TEST	2561 BERNVILLE RD	PA0060000	09/21/2018 11:0...	2018-000...	278
TEST	2561 BERNVILLE RD	PA0060000	09/21/2018 09:4...	2018-000...	204
TEST	2561 BERNVILLE RD	PA0060000	09/21/2018 09:0...	2018-000...	164
V	2561 BERNVILLE RD	PA0060000	09/20/2018 16:1...	2018-000...	696
V	2561 BERNVILLE RD	PA0060000	09/20/2018 16:1...	2018-000...	694
FTEST	2561 BERNVILLE RD	OCCF	09/20/2018 15:2...	2018-000...	640
TEST	2561 BERNVILLE RD	PA0060000	09/20/2018 15:0...	2018-000...	627
TEST	2561 BERNVILLE RD	PA0060000	09/20/2018 11:2...	2018-000...	428
TEST	2561 BERNVILLE RD	PA0060000	09/20/2018 08:5...	2018-000...	291

**TEST**  
 Address: 2561 BERNVILLE RD  
 Incident#: 2018-00004166  
 Agency: PA0060000  
 CFS#: 278  
 Call Date/Time: 09/21/2018 11:02...

## Section 5: Call List


### Introduction

The *Law Enforcement Mobile Call List* window displays all active and pending calls in the *Mobile* unit's assigned ORI. This window features an interface for searching archives of the agency's Cleared Calls for historical data.

### Call List Workspace

The *Call List* workspace allows the user to view active and pending calls. It is also possible to select and dispatch oneself to a call on this list.

The Status Bar displays the Active (**ACT**) and Pending (**PEND**) call count and the last time the query was run (in parentheses). The query is set to run at two minute intervals.



The screenshot shows the 'Call List' workspace interface. At the top, the status bar displays '1798 CFS - ACT: 22 PEND: 6 (11:00)'. Below the status bar is a toolbar with icons for Utilities (F1), Chat (F2), Person (F3), Vehicle (F4), Dispatch (F7), Call List (F8), Create Call (F9), Unit Status (F10), Mapping (F12), and Incident Inquiry. The main area contains a table with the following data:

Call Date/Time	Incident Type	Beat	Address
09/20/2018 10:23:32	BLS MEDICAL	1900	FAMILY DOLLAR - PENN ST - READING, 840 PEN...
09/20/2018 10:28:41	CLASS 4 MENTAL	1900	423 MULBERRY ST
09/20/2018 10:54:57	V	1900	LAT: 40.3674; LON: -75.9266
09/20/2018 10:49:12	BLS MEDICAL	2301 (...)	136 BUTTER LN
09/20/2018 10:07:07	POLICE SERVICE	2302 (...)	ANTIETAM MIDDLE-SR HIGH SCHOOL, 100 ANTL...
09/20/2018 10:41:47	BOLO STOLEN VEHICLE	2501	101 ORCHARD VIEW RD
09/20/2018 10:09:52	ALS MEDICAL	2502	SOUTHERN BERKS FAMILY MEDICINE - EXETER, ...
09/20/2018 10:52:20	V	2503	LAT: 40.2983; LON: -75.8473
09/20/2018 09:44:20	ALS MEDICAL	2504	1139 BUTTER LN
09/20/2018 10:54:45	THEFT	2700	1407 MANATAWNY DR
09/20/2018 09:57:40	ALS MEDICAL	3200	3 HIDDEN CT
09/20/2018 10:45:20	ALS MEDICAL	3401	HERITAGE AT GREEN HILLS - LIBERTY BLDG, 300...
09/20/2018 09:43:09	SERVE PFA/WARRANT	3401	406 MARSHALL DR
09/19/2018 22:31:04	ALS MEDICAL	3402	111 NEWKIRK AVE
09/20/2018 10:29:01	BLS TRAUMA	3700	915 GREENWAY TER
09/20/2018 10:44:08	POLICE SERVICE	3903	VISTA RD@ STATE HILL RD

The entries on these windows can be sorted by column. A column heading can be selected, dragged, and dropped onto the line above the grid to sort the data into groups by the column header. To return the grid to showing all columns, drag the column heading back into the grid.

Response grid columns can be sorted in ascending or descending alpha-numeric order, or by user configurable criteria. Filters can be created and saved for the data columns on this workspace.

Mobile Client units can display or hide any of the following columns:

Call List Response Grid	
Column	Description
<i>Active</i>	Indicates an active call to which units are responding. All other calls listed in the <i>Call Log</i> response grid have the status pending.
<i>Address</i>	The street address of the call location. This data is generated from the dispatch.
<i>Additional Location Info</i>	This column shows additional information pertaining to the incident location. This is most commonly used when Lat/Long coordinates are used for the incident location. Mobile users will see more descriptive information as to where the incident has taken place.
<i>Area</i>	This column displays the primary agency's ORI/FDID. (CAD determines the primary agency based on which agency type, Police, Fire, or EMS, is dispatched on the incident first.
<i>Beat</i>	This column displays the Beat in which the incident location falls within. This is used to determine which Police responses in a given area.
<i>Call Date/Time</i>	Date and Time the call was initiated. Time is presented in military (24 hr.) format. This data is received from CAD.
<i>CFS Number</i>	Call For Service number associated with the dispatch. This number is auto generated in <i>Mobile</i> .
<i>District</i>	This column displays the District in which the incident location falls within. This is used to determine EMS responses for a given area.
<i>Incident Type</i>	Incident type assigned to the dispatch. This data is received from CAD.
<i>Primary Incident Number</i>	Incident number associated with the dispatch. This number is auto-generated in <i>Mobile</i> .
<i>Primary ORI</i>	Active ORI to which the unit is assigned.
<i>Priority</i>	Ranking of the call in relation to all other active and pending calls.
<i>Quadrant</i>	This column displays the Quadrant in which an incident location falls within. This is used to determine Fire Department responses in a given area.

### Calls for Service Vertical Toolbar Features

The vertical toolbar on the *Call Log* window has the features described below.

### Grid Settings

The **Grid Settings** button is provided on the vertical toolbar to control which columns are displayed in the response grid on the *Call List* workspace.


## Active

Active calls are green lines in the response grid and are added to the call stack through CAD dispatch. One or more *Mobile Client* units can be dispatched to a single active call. Assisting units can also dispatch themselves to an active call.

Clicking the **Active** button filters the response grid so that only Active calls are visible.

The number of active calls in the response grid is reported in the Status Bar near the top of the *Law Enforcement Mobile* workspace: *Calls for Service - ACT: # PEND: #* along with the last query time (in parentheses).



**Note:** Click the **Filter None**  button to reset the response grid to the default view, removing the Active filter

## Pending

Pending calls are blue lines in the response grid and are added to the call stack through CAD dispatch. A *Mobile Client* unit can review current pending calls and may choose to respond to one by selecting the line item and clicking **Self-Dispatch**.

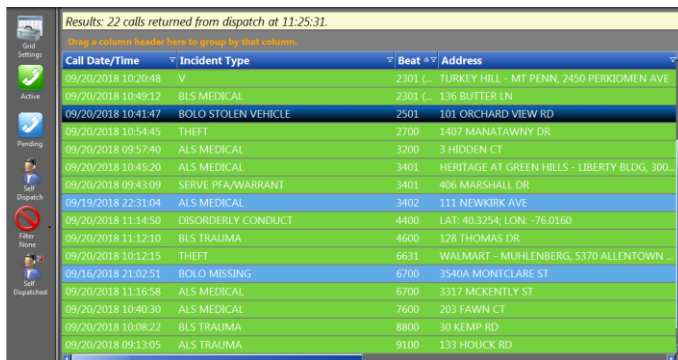
Clicking the **Pending** button filters the response grid so that only Pending calls are visible. The number of pending calls in the response grid is reported in the Status Bar near the top of the *Law Enforcement Mobile* workspace: *Calls for Service - ACT: # PEND: #* along with the last query time (in parentheses).

**Note:** Click the **Filter None** button to reset the response grid to the default view, removing the Pending filter.

## Self-Dispatch

In reviewing the Call Log, an available unit may identify an active or pending call in their vicinity and can assign themselves to the call using the **Self-Dispatch** feature. In this way, they can provide backup for a unit already responding to a call, or can address a waiting call in need of attention.

Selecting an active or pending call from the *Call Log* response grid allows a unit to self-dispatch to the call. This sends an update to CAD, changing the unit's status to **Dispatched**.



Call Date/Time	Incident Type	Beat	Address
09/20/2018 10:20:48	V	2301	TURKEY HILL - MT PENN, 2450 PERKIOMEN AVE
09/20/2018 10:49:12	BLS MEDICAL	2301	136 BUTTER LN
09/20/2018 10:41:47	BOLO STOLEN VEHICLE	2501	101 ORCHARD VIEW RD
09/20/2018 10:54:45	THEFT	2700	1407 MANATAWNY DR
09/20/2018 09:57:40	ALS MEDICAL	3200	3 HIDDEN CT
09/20/2018 10:45:20	ALS MEDICAL	3401	HERITAGE AT GREEN HILLS - LIBERTY BLDG, 300...
09/20/2018 09:43:09	SERVE PFA/WARRANT	3401	406 MARSHALL DR
09/19/2018 22:31:04	ALS MEDICAL	3402	111 NEWKIRK AVE
09/20/2018 11:14:50	DISORDERLY CONDUCT	4400	LAT: 40.3254; LON: -76.0160
09/20/2018 11:12:10	BLS TRAUMA	4600	128 THOMAS DR
09/20/2018 10:12:15	THEFT	6631	WALMART - MUHLENBERG, 5370 ALLENTOWN ...
09/16/2018 21:02:51	BOLO MISSING	6700	3540A MONTCLARE ST
09/20/2018 11:16:58	ALS MEDICAL	6700	3317 MCKENTLY ST
09/20/2018 10:40:30	ALS MEDICAL	7600	203 FAWN CT
09/20/2018 10:08:22	BLS TRAUMA	8800	30 KEMP RD
09/20/2018 09:13:05	ALS TRAUMA	9100	133 HOUCK RD

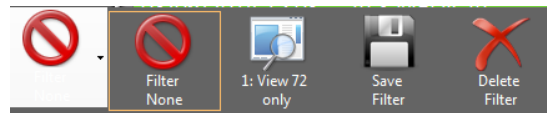
Clicking Self Dispatch overrides the current call to which the unit is assigned. Open the *Dispatch (F7)* window. The **Enroute** and **On Scene** buttons appear on the vertical toolbar.

From the *Dispatch (F7)* window, click **Enroute** to send a status update to CAD as the unit is in transit to the call location.

From the *Dispatch (F7)* window, click **On Scene** to send a status update to CAD when the unit arrives at the call location.

## Call Log Filter Group

The filtering options allow users to select the conditions applied for viewing the response grid on the *Call List* window. This fly out menu appears in the last position on the vertical toolbar. Several filtering options belong to this group and are described below.




*Mobile Call List* grid filtering options include: **Filter None**, **Custom Filter Selection(s)**, **Save Filter**, and **Delete Filter**. The active filter option appears on the vertical toolbar.

### Filter None

Click **Filter None** to remove a filter and restore the default grid settings. Performing one of the following actions will also clear a filter:

### Setting a Custom Filter

**Custom Filters** have variable functionality and are custom-created by selecting from the available filtering options on the grid, then saving those settings. Click on the column headers to apply a sort order, or create a custom filter for the column by clicking  on the column header.

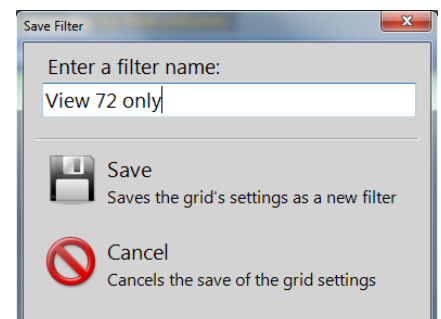
Saved custom filters appear in the user's filter selections on the Call List vertical toolbar. Click a saved filter to apply it to the Unit Status response grid. (See "[Grid Filtering](#)")

### Save Filter

Multiple filtering criteria can be applied, and then saved as a single filter. There is no limit to the number of criteria that can be applied and saved in one filter.

At least one type of filtering criteria must be selected to save a filter. If no criteria are selected an error message will result. Click **Dismiss** and select filtering criteria to save a new filter.

Clicking **Save Filter** opens the *Save Filter* window. Type in a name for the new filter and click **Save**. The new filter, displayed with the filter name, appears among the filter fly-out selections on the vertical toolbar.





If a default filter is currently selected and criteria have been specified, even if the criteria match the default filter, it can be saved with this feature.

If a non-default filter is currently selected and criteria have been specified, even if the criteria match the current filter, an additional **Overwrite** feature becomes accessible.

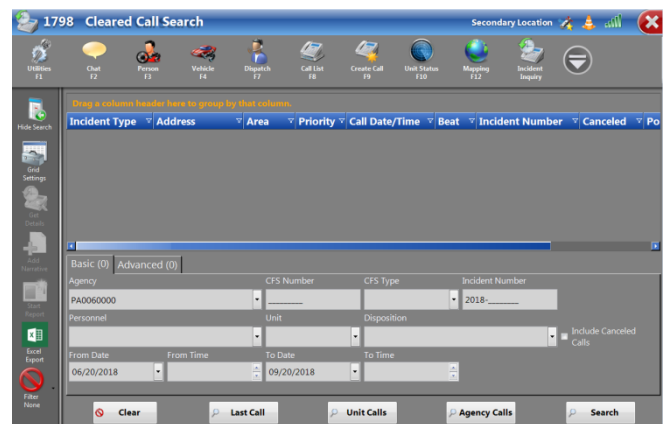
## Delete Filter

Clicking **Delete Filter** restores default grid settings and deletes the selected filter.

## Incident Inquiry (Cleared Call Search)

The *Cleared Call Search* window allows *Enterprise Mobile* units to review calls for service that have been cleared from the Active or Pending Calls listings and archived. The **Cleared Call** toolbar button opens the *Cleared Call Search* window.

It then queries the database to retrieve the desired information. The results are then displayed in the grid above the search criteria.



The Cleared Call Search has quick search buttons that allow a user to quickly search for calls assigned to their unit or agency.

- **Last Call** – Displays the user’s last assigned call in the response workspace.
- **Unit Calls** – Displays cleared calls for the user’s unit from the last 12 hours.
- **Agency Calls** – Displays the cleared calls associated with the user’s default ORI for the last 24 hours.

Users can also search for incidents by entering search criteria in the data fields in the Incident Query workspace. There are two tabs for data entry, Basic and Advanced.

## Basic criteria

- **Agency** – Agencies are listed by ORI, and not by name. This field is defaulted to your agency’s ORI.
- **CFS Number** – The Call for Service number generated by CAD. These numbers are reused and are not unique to your agency.
- **CFS Type** – Call Type used to classify the assignment. (i.e. Police Service, Domestic, etc.)
- **Personnel** – Select a specific user’s name that was assigned to the incident from the drop down. The personnel list is related to which agency ORI is in the Agency field.
- **Unit** – Searches a specific Unit that was assigned to the incident.
- **Disposition** – The disposition code given to an incident when it was cleared.
- **From/To Date and Time** – Sets the time frame for your search.

## Advanced Criteria

Under this tab, users can search based on a Caller's First Name, Last Name, Phone Number, Plate Number, and/or Location. If searching by Location, a radius of 0 to .5 miles can be selected to include incidents within that locations range.

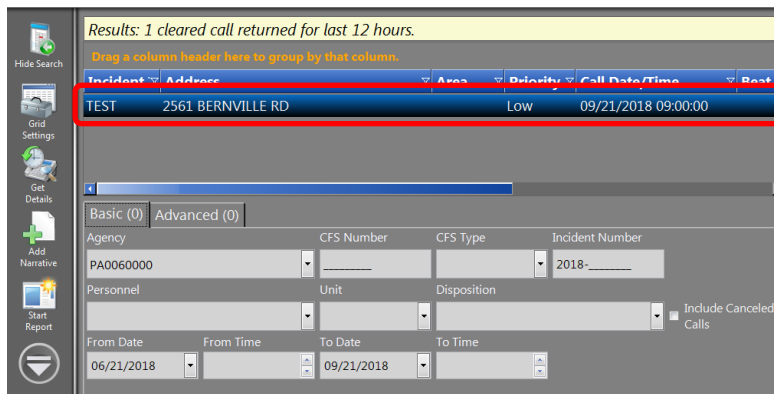
**Note:** This search is based on data that is entered into their respective fields on a Call for Service. For example, if a plate number is entered in the narrative instead of the Plate Number field, you will not see a result for that incident if searching by plate number.

## Add Narrative to a Cleared Call

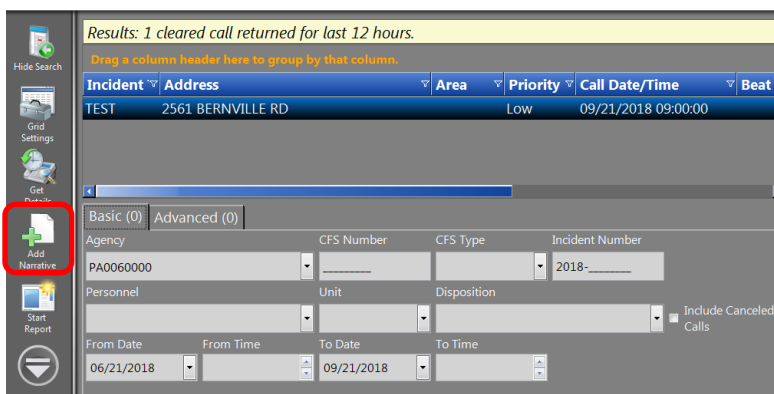
It is possible to add narrative to a cleared call when additional information is available. This can be added to an officer's own cleared call or that of another officer.

To add narrative to a cleared call, go to the *Cleared Calls* window and perform the following steps:

1. Locate the desired call by entering search criteria in the *Cleared Call Search Criteria* fields and clicking **Archived Search**.
2. Highlight the incident by single-clicking the assignment on the response grid.

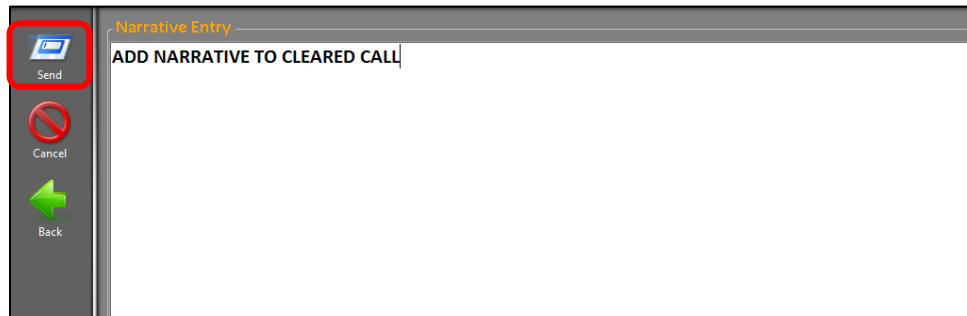


3. Click **Add Narrative** on the vertical toolbar to access the *Add Narrative* window.



4. Enter text in the *Narrative Entry* text box to log additional information about the cleared call record you have accessed.

**Note:** *There is no character limit on narrative text entry in this field.*



5. Click **Send** to add the narrative.
6. The *Incident Inquiry Result* window reappears. Double-click the call entry to open the incident and review your narrative.

**Note:** *CAD sends an acknowledgement to all units on the call (in the ORI) informing them the new narrative has been added to the cleared call.*

**\*\*\* CLEAN/NCIC data should never be added to incident narrative, and is a violation of CJIS regulation. Incident narrative can be viewed by WebCAD users, and others who may not be cleared to view these records. \*\*\***


## Section 6: Dispatch

### Introduction

Law Enforcement Mobile Clients receive dispatch messages from CAD enabling an officer to better perform their job in the field and stay abreast of pertinent developments.

### Dispatch Notification

When a dispatch message goes out to a *Mobile Client*, the *Dispatch Received* notification window appears in the lower, right corner of the screen. Click the hyperlink within the toast message to open the *Dispatch* window with the current dispatch information displayed.

**Note:** To close the *Dispatch Received* notification window without changing focus to the *Assigned Dispatch* window, click close .



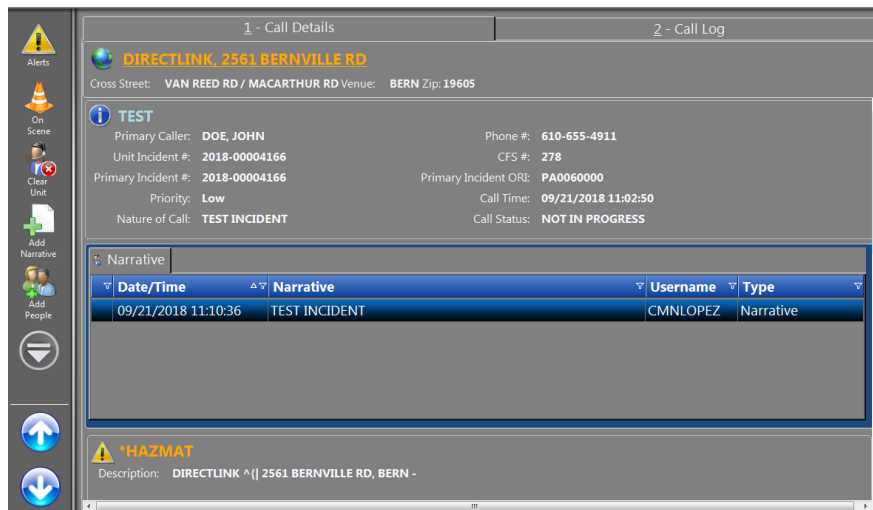
The toast message will remain on the screen until it is acknowledged. However, this only applies to when the user's unit is dispatched on a new assignment. All other toast messages will fade away after a short time.

## Dispatch Workspace

The *Dispatch* window gives the *Enterprise Mobile* unit essential information on the call, and allows the officer to add narrative information, people, and vehicles associated with the call. The information available on the window is split into two tabs, *Call Details* and *Call Log*. The keyboard shortcut to access these two tabs is ALT+1 for the first tab and ALT+2 for the second.

## Call Details

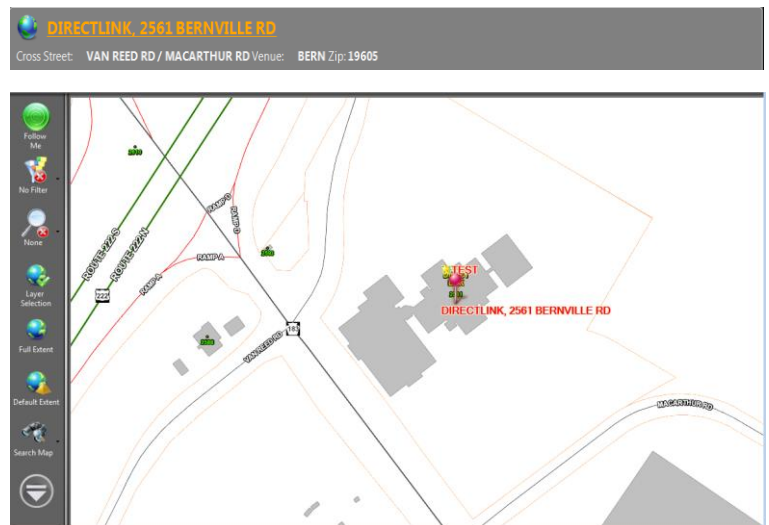
On the Call Details tab, a vertical scroll bar on the right side of the main workspace allows the officer to view information below the main viewing area.



## Address Data Pane

The Address Data pane, always visible at the top of the *Dispatch* workspace, provides the street address of the dispatched call location which is also a hyperlink to the map view. Users can click the address hyperlink to open the mapping pane where the address is designated with a red pushpin.

Below the map location hyperlink, additional map data items that may be listed are the *Cross Streets* and *Venue*. This information is received from the dispatch.



**Note:** The address pane is pinned at the top of the Dispatch Workspace. Using the vertical scroll bar, at right, the other information panes will shift behind this pane.

## Dispatch Data Pane

Dispatch data provides the call type and available data at the time of the initial dispatch.

<b>i TEST</b>	
Primary Caller: <b>DOE, JOHN</b>	Phone #: <b>610-655-4911</b>
Unit Incident #: <b>2018-00004166</b>	CFS #: <b>278</b>
Primary Incident #: <b>2018-00004166</b>	Primary Incident ORI: <b>PA0060000</b>
Priority: <b>Low</b>	Call Time: <b>09/21/2018 11:02:50</b>
Nature of Call: <b>TEST INCIDENT</b>	Call Status: <b>NOT IN PROGRESS</b>


**Note:** Unlike with previous versions of Mobile CAD, the Nature of Call information is not transferred into the incident narrative. Users should keep this in mind when reviewing incident information.

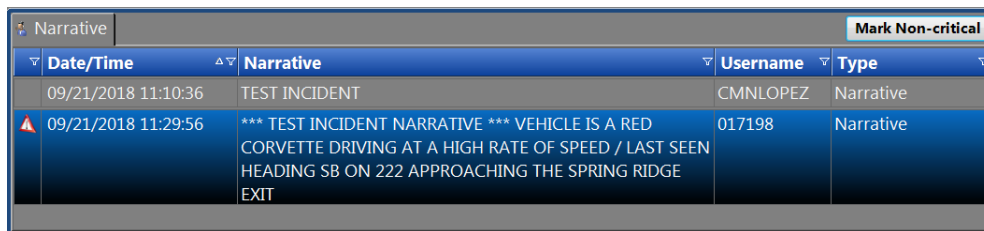
Dispatch Information Pane	
Element	Description
<i>Call Type</i>	Type of call active on the <i>Dispatch Workspace</i> window.
<i>Primary Caller</i>	Name of individual calling to report the incident. This is not a mandatory field.
<i>Phone #</i>	Telephone number of the Primary Caller.
<i>Unit Incident #</i>	This number is associated with an assisting unit responding to the call. This number may differ from the main Incident # if the unit is from a different ORI where the call is tracked through a secondary system.
<i>CFS</i>	Call For Service number associated with the dispatch. This number is auto-generated in <i>Mobile</i> .
<i>Primary Incident #</i>	Incident number associated with the dispatch. This number is auto-generated in <i>Mobile</i> .
<i>Primary Incident ORI</i>	ORI in which the incident occurred or is assigned. This number is tied to the primary unit assigned to the incident.
<i>Priority</i>	Ranking of the call in relation to other active and pending calls to which the unit is assigned.
<i>Call Time</i>	Date and Time the call was received. Time is presented in 24 hr. format. This data is received from CAD.
<i>Nature of Call</i>	Additional details about the call.
<i>Call Status</i>	The state or condition of the call. <i>Ex: NOT IN PROGRESS, IN PROGRESS, JUST OCCURRED.</i>


## Narrative Data Pane

Narrative data includes any narrative added to the call when it is dispatched (by CAD or through self-dispatch) and all activity related to receipt of the dispatch by one or more responding unit(s). Each entry is date/time stamped and the officer's name is listed.

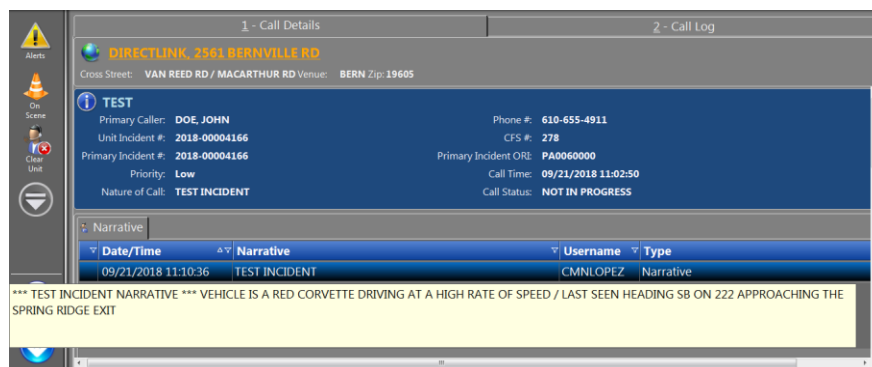
In regards to the **Mark Critical/Mark Non-critical** toggle button - this button applies to the selected narrative. If the narrative was entered by an *Enterprise CAD* user or by another *Enterprise Mobile* user then the button is visible but disabled—a user can only mark their own narrative as critical or non-critical. A change will update the CFS in *Enterprise CAD* as well as the *Dispatch Workspace* window and all units assigned to the call will receive a “Dispatch Updated” message.

**Note:** Critical Narrative is indicated by a  that is displayed in the left column of the narrative entry. In the Center, this is primarily used for narrative that may concern officer safety, a change in the incident's location, or a change in patient status.



Date/Time	Narrative	Username	Type
09/21/2018 11:10:36	TEST INCIDENT	CMNLOPEZ	Narrative
 09/21/2018 11:29:56	*** TEST INCIDENT NARRATIVE *** VEHICLE IS A RED CORVETTE DRIVING AT A HIGH RATE OF SPEED / LAST SEEN HEADING SB ON 222 APPROACHING THE SPRING RIDGE EXIT	017198	Narrative

**Note:** To better view the narrative text, it can be displayed in a text balloon (as shown below). Click the text to display it in the foreground above the Narrative pane. This gives the officer an easy way to read a selected narrative.



When navigating through the *Dispatch Workspace* window via the Up and Down arrow keys, press **<Enter>** when the Narrative pane is active (if using a touch screen you may also tap the Narratives pane). This will enable the Up /Down arrows to navigate through multiple narratives without leaving the Narratives pane.


- Once the Narratives pane is made active, the **<Home>** and **<End>** keys move focus to the newest/oldest entry within the Narratives pane.
- **<Page Up>** and **<Page Down>** displays the previous/next row of narrative.

- Press the Left/Right arrow keys to navigate between the different panes. If you are in the Narratives pane, pressing either of these keys will exit the pane.
- When not in the Narrative pane, pressing **<Home>** or **<End>** will move to the top or bottom of the *Assigned Dispatch* window.

## Persons Response Data Pane

Any people involved in the call appear in the Assigned Dispatch listing. (This information will only be completed if it is entered into the Persons tab on the call for service by a Telecommunicator or in the Add Person tab in the Dispatch workspace by a field user.)

The person's name is automatically generated as a hyperlink to the *Person Responses* window.

	<b>DOE, JOHN</b>	DOB:	Weight:	Primary Caller: <b>Yes</b>
		Age:	Height:	Jacket Type: <b>None</b>
		Sex:	Role: <b>Caller</b>	DL #:
		Phone #: <b>(610) 655-4911</b>	Race:	DL State:

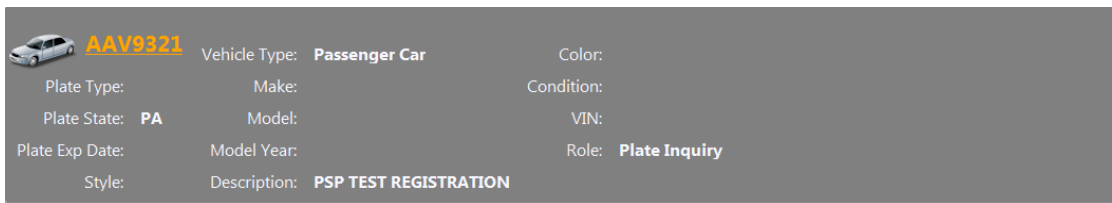
People Response Data	
Element	Description
<i>DOB</i>	Subject person's date of birth.
<i>Weight</i>	Subject person's weight.
<i>Primary Caller</i>	Yes/No will be displayed
<i>Age</i>	Subject person's age.
<i>Height</i>	Subject person's height.
<i>Jacket Type</i>	"Free form"
<i>Sex</i>	Subject person's gender.
<i>Role</i>	Subject person's role in the incident. Examples: Caller, Complainant, Victim, Witness.
<i>DL #</i>	Subject person's driver's license number.
<i>Phone #</i>	Subject person's telephone number.
<i>Race</i>	Subject person's ethnicity.
<i>DL State</i>	Issuing authority of subject person's driver's license number.


## Vehicle Response Data Pane

Any vehicles involved in the call appear in the Vehicle Data Pane listing. (This information will only be completed if it is entered into the vehicle tab on the call for service by a Telecommunicator or in the Add Vehicle tab in the Dispatch workspace by a field user.)

The license plate number is automatically generated as a hyperlink to the *Vehicle Responses* window. If required criteria are met, you will receive a response from CLEAN/NCIC in the Vehicle workspace after clicking on the hyperlink.



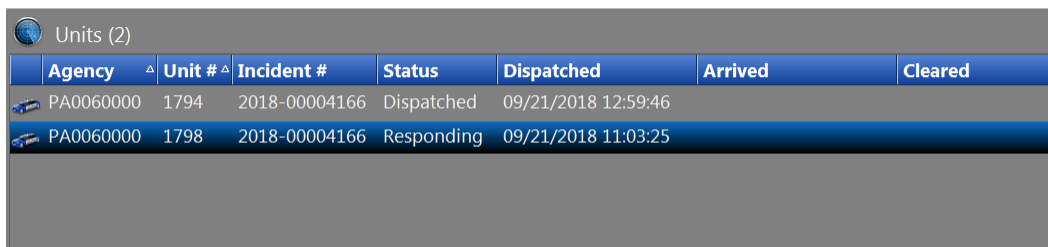


 **AAV9321** Vehicle Type: **Passenger Car** Color:   
 Plate Type: Make: Condition:   
 Plate State: **PA** Model: VIN:   
 Plate Exp Date: Model Year: Role: **Plate Inquiry**   
 Style: Description: **PSP TEST REGISTRATION**

Vehicle Response Data	
Element	Description
License Plate Number	This number is a hyperlink to the <i>Vehicle Response</i> window and will display the vehicle jacket record when selected.
Plate State	Name of the State from which the vehicle license plate was issued.
Make	Vehicle make. This data will vary by manufacturer.
Color	Vehicle color.
Plate Type	Vehicle plate type. Examples are Antique, Commercial, Diplomatic, Government, Handicap, Motor Cycle, Passenger Car, and Temporary.
Model	Vehicle model. This data will vary by manufacturer.
Description	A brief description of the vehicle to assist in identification.
Plate Year	The year for which the vehicle plate is registered.
Model Year	The year in which the vehicle was manufactured.

## Dispatched Unit Data Pane

All units dispatched to the call appear in the Units Data Pane listing.

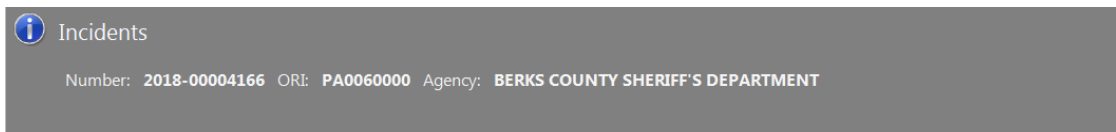


Units (2)						
Agency	Unit #	Incident #	Status	Dispatched	Arrived	Cleared
PA0060000	1794	2018-00004166	Dispatched	09/21/2018 12:59:46		
PA0060000	1798	2018-00004166	Responding	09/21/2018 11:03:25		

Dispatched Unit Data	
Element	Description
<i>Unit Number</i>	The unit number assigned by the agency.
<i>ORI</i>	The ORI number to which the unit belongs.
<i>Incident #</i>	The incident number assigned to the call from CAD.
<i>Dispatched</i>	Date and time the unit was dispatched to the call. Time is presented in 24 hr. format.
<i>Arrived</i>	Date and time the unit arrived at the call location. Time is presented in 24 hr. format.
<i>Cleared</i>	Date and time the unit was cleared from the call. Time is presented in 24 hr. format.

## Incidents Pane

The Incidents data pane will show all incident numbers associated with the call. An agency can locate its incident number by finding its associated ORI in the field to the right of the CFS. There is no limit to the number of incidents that can be displayed in the pane.



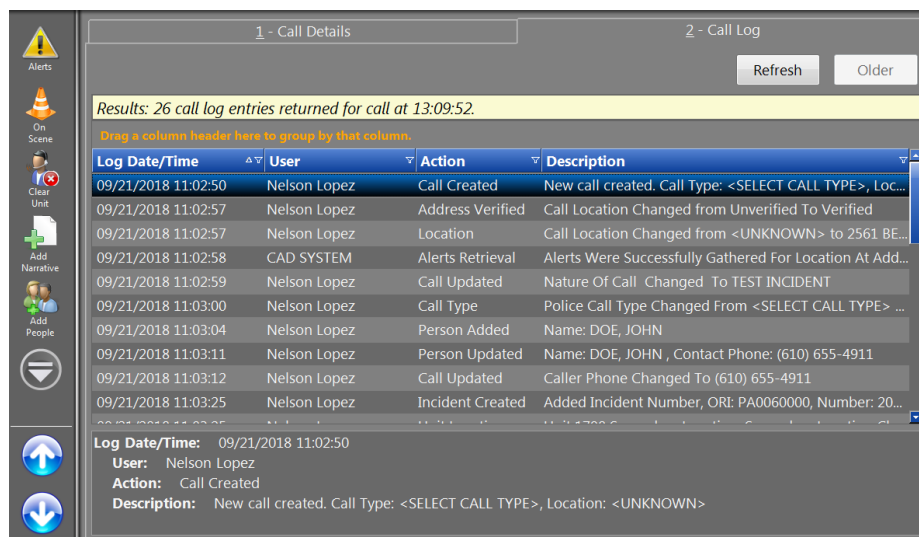
## Call Log

The information on the *Call Log* tab is pulled directly from the call log in *Enterprise CAD* and includes a listing of call activity, additions, or updates associated with the current CFS, such as the call creation date/time, call timer expiration date and time, vehicle and person additions, narratives, etc.

The tab consists of a grid that displays the call log entries. The grid entry that is clicked on will display the details for that entry below the grid. A slider bar allows the grid and details to be divided according to the user's preferences.

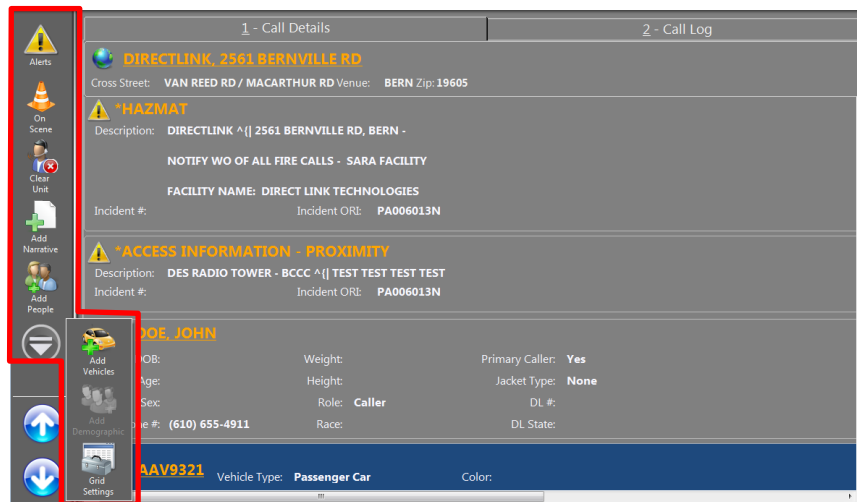
The **Refresh** button updates the call log information, however, so as not to overwhelm the servers, once every 15 seconds is the maximum refresh rate. If the **Refresh** button is not clicked, the call log is updated every 20 minutes. Also, if the tab is accessed from another part of *Enterprise Mobile*, the call log is automatically refreshed as long as it was last accessed more than 15 seconds prior. The most recent 100 entries display in the call log; click the **Older** button to retrieve entries older than the first 100. Once the oldest call log is displayed, the **Older** button is disabled.

Users may use the arrow keys on the keyboard to scroll through the entries on the grid or the arrow buttons in the vertical toolbar. There is also a vertical scrollbar in the grid that is available as long as there are enough entries in the call log.



## Dispatch Vertical Toolbar Features

The vertical toolbar for the *Dispatch* window has the features described below.



### Alerts

The **Alerts** button appears on the vertical toolbar and directs the focus of the Dispatch window to the Prior Incident Data pane, alerting the officer to important information regarding previously recorded incidents relating to the people, vehicles, etc. involved with the current call.

### Unit Status

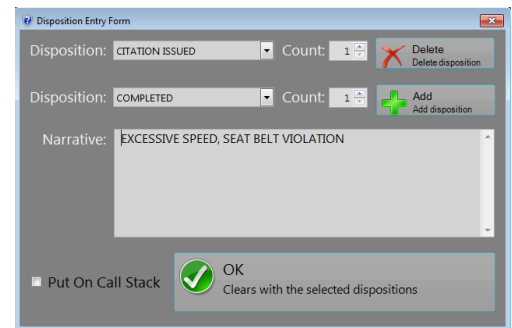
These buttons display options for the unit's next valid status. Click to change to the next valid status. This information is returned to CAD.

### Clear Unit

When a user is ready to clear their unit from a call, it can be done using the Clear Unit button on the left side toolbar, or the Available button on the right side toolbar. This clears the unit from the assigned incident, and places them in the Available status.

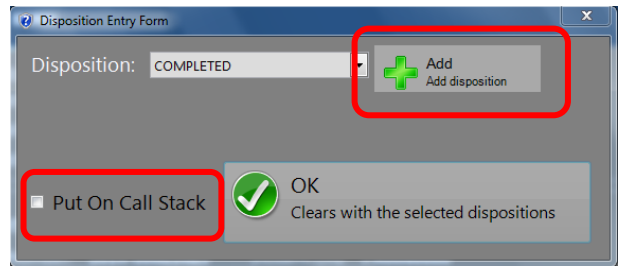
Clearing from a call opens the *Disposition Entry Form* window, where a unit adds one or more Dispositions to finalize their involvement in the CFS.

A Disposition is a brief description of the final outcome of what a unit did while on a CFS. Some example dispositions are False Alarm, Ticket Issued, and Report Taken. A drop-down list box is provided for selecting a Disposition.



Add a new disposition or delete an existing disposition by clicking the **Add** or **Delete** buttons.

**Put On Call Stack** is used to put an active call in a pending status when the unit is redirected to another call before the current call can be cleared. The unfinished call transfers into the Call List with the status, *Pending*, and remains on the Call Stack for the unit. When the unit becomes available for calls again, Dispatch once again assigns the pending call from the call stack for the unit, and their status changes to Dispatched.



## Narrative Entry

Click **Add Narrative** on the vertical toolbar to access the *Add Narrative* window. Enter text in the *Narrative Entry* text box to log additional information about the call.

**Note:** *There is no character limit on text entry in this field.*



## Add People

People involved in the call can be added to the dispatch data record by clicking the **Add People** button. This action opens the *Add People to Current Dispatch* window.

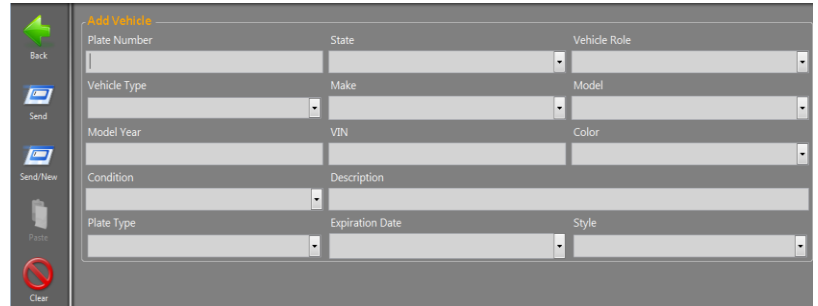
A person's information must be manually entered in this window. *Mobile* will try to auto-fill the field where possible. In some cases, a drop-down list box provides data selection options for the field. **Person Role** is a mandatory field. There is no limit on the number of people that can be associated with an Assigned Dispatch.

Click **Send** to submit the person's information and return to the *Dispatch Workspace* window. Click **Send/New** to submit the information and return to the *Add People to Current Dispatch* window to add another person.

## Add Vehicles

Vehicles involved in the call can be added to the dispatch data record by clicking the Add Vehicles button. This action opens the Add Vehicles to Current Dispatch window.

A vehicle's information must be manually entered in this window. *Mobile* will try to auto-fill the field where possible. In some cases, a drop-down list box provides data selection options for the field. There is no limit on the number of vehicles that can be associated with an Assigned Dispatch.



The screenshot shows the 'Add Vehicle' form with the following fields:

- Plate Number
- State
- Vehicle Role
- Vehicle Type
- Make
- Model
- Model Year
- VIN
- Color
- Condition
- Description
- Plate Type
- Expiration Date
- Style

Navigation buttons on the left include Back, Send, Send/New, Print, and Clear.

Click **Send** to submit the vehicle's information and return to the *Dispatch Workspace* window.

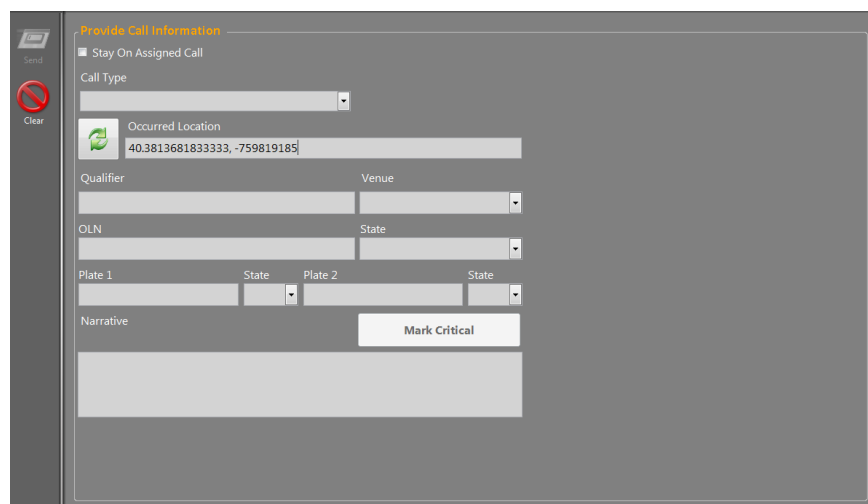
Click **Send/New** to submit the information and return to the *Add Vehicles to Current Dispatch* window to add another person.

## Create a Call

When officers in the field observe suspicious activity or an incident of some kind, *Mobile* gives them the ability to create a **Quick Call**. A Quick Call is a self-assigned call a *Mobile* unit can send to the CAD Dispatch center. If, for instance, the unit sees a traffic incident while on patrol, or is hailed by a civilian for assistance, the officer can create a Quick Call to attend to the situation. This feature is often used for traffic stops.

If the unit is already assigned to a call, they are given the option of staying on the assigned call or switching their assignment to the Quick Call. Selecting the **Stay On Assigned Call** check box before sending the Quick Call, retains the assigned call and sends the Quick Call to the unit's call stack.

If reassigned, the unit's status is updated in CAD. The other call is placed on the unit's call stack and can be seen in the Call Log as pending. When the unit becomes available for calls again, the pending call is once again assigned to them and their status changes to Dispatched.



The screenshot shows the 'Provide Call Information' form with the following fields and options:

- Stay On Assigned Call
- Call Type
- Occurred Location: 40.3813681833333, -75.9819185
- Qualifier
- Venue
- OLN
- State
- Plate 1
- State
- Plate 2
- State
- Narrative
- Mark Critical button

Navigation buttons on the left include Send and Clear.

## Create Call Information

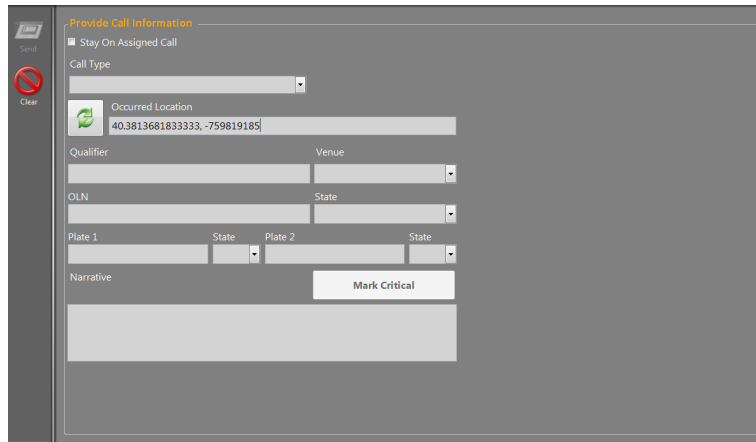
The main workspace on the *Quick Call* window contains the following fields for the officer to provide information to the CAD Dispatch center when submitting a Quick Call.

Create Call Information Pane	
Element	Description
<i>Stay on assigned Call</i>	Selecting this check box allows the unit to issue a Quick Call, but not be reassigned to the Quick Call in CAD. The Quick Call is placed in the Call Log for the ORI and given the status, Pending. The same unit or another unit can dispatch themselves to the call when they become available for calls.
<i>Call Type</i>	Incident types can be selected from the <i>Call Type</i> drop-down list box. Example types include: V, TRAFFIC, POLICE SERVICE, DOMESTIC.
<i>Occurred Location</i>	Street address, intersection or other description of the call location.
<i>Qualifier</i>	Use this field to indicate a building number, apartment, lot number, etc.
<i>Venue</i>	The municipality in which the incident occurred.
<i>OLN</i>	State-issued Operator License Number (driver's license).
<i>State</i>	State abbreviation for subject's OLN
<i>Plate 1 or 2 &amp; State</i>	Where applicable, up to 2 vehicle license plates and their state(s) of origin can be entered with the Quick Call information.  <i>Note: Once the incident is created (clicking send), Mobile will navigate to the Vehicle Query workspace and run NCIC queries on the registration information in the Plate fields.</i>
<i>Narrative</i>	This text box allows an officer to enter narrative text describing the Quick Call. There is no character limit for this field.


## Creating a Call

To create a call for service, perform the following steps in *Mobile*:

1. On the main toolbar, select **Create Call** or press the assigned keyboard shortcut (i.e., F9).



2. Select the **Stay On Assigned Call** check box to remain on your current dispatch, or leave the check box cleared to be reassigned to the Quick Call.
3. Select a **Call Type**.
4. Enter the **Occurred Location**, **Qualifier** (*Apt. #, Flr., etc.*), and **Venue**.

**For AVL vehicles** – GPS coordinates will automatically populate when you navigate to this workspace. The user can opt to either use these coordinates, or manually enter their location. (i.e. Bernville Rd / Van Reed Rd). Users can refresh their GPS data in the location field by clicking . It is important to note that if the user is still moving, or has moved to a different location since navigating to the Create Call workspace, the refresh button should be clicked before creating the assignment. This will ensure that the most recent coordinates are being used for the incident.

5. Enter any OLN or Plate information in the appropriate fields.
6. Add **Narrative** text describing the call and any additional details.
7. Click **Send** to submit the Call to the Dispatch center.

Click **Clear** at any time to purge the data fields on the *Quick Call* window.

## Section 7: Unit Status Monitor (USM)

### Introduction

The first window an officer sees when logging on to *Aegis® Mobile* is the *Unit Status Monitor* (USM) window.

The USM shows the current status of all units in the ORI. If it is multi-jurisdictional CAD, then all units for every ORI can be seen.

When a *Mobile User* changes their unit's status (such as Responding or At Scene), the unit's new status is updated on the *Unit Status Monitor* window of all *Law Enforcement Mobile* laptops and CAD machines.

### Unit Status Monitor Workspace

The USM workspace allows the user to view the status of units in the ORI who are logged in to *Mobile*. If it is multi-jurisdictional CAD, then all units for every ORI can be seen. Rows are color coded by Status.

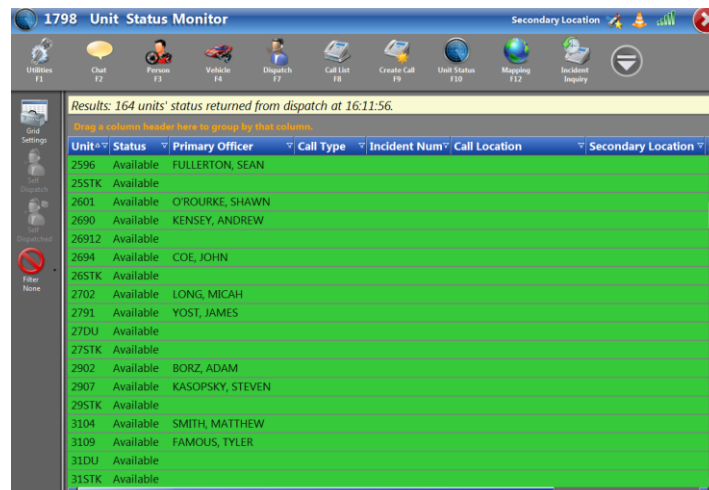
Text does not wrap in these fields, so long entries appear truncated. This is indicated by an ellipsis (...) appearing behind the text within the column. Hovering over a truncated entry in any column causes a tooltip to appear, displaying the entire contents of the cell in the foreground.

Column width can also be resized by hovering the mouse pointer over the column header. When it changes to the double-headed arrow, click and drag the column edges to the desired width.

Double-clicking on a unit that is assigned to a call for service will direct the user to the Incident Inquiry window where the incident data is displayed. Click **Close** on the vertical toolbar to return to the *Unit Status Monitor* window.

Grid entries on this window can be sorted by column. A column heading can be selected, dragged, and dropped onto the line above the grid to sort the data into groups by that column.

Columns can be arranged in any order by clicking the column header and dragging it horizontally to the desired location.





## USM Vertical Toolbar Features

The vertical toolbar on the *Unit Status Monitor* window has the features described below.

### Grid Settings

The **Grid Settings** button is provided on the vertical toolbar to control which columns are displayed in the response grid on the *Unit Status Monitor* workspace.

### USM Filter Group

The filtering options allow users to select the conditions applied for viewing the response grid on this window. This fly out menu appears in the last position on the vertical toolbar. Several filtering options belong to this group and are described below.

*Mobile* USM grid filtering options currently include: **Filter None**, **Current ORI**, Custom Filter Selection(s), **Save Filter**, and **Delete Filter**. The active filter option appears on the vertical toolbar.

## Section 8: Mobile CAD Map

The new map closely resembles the map we use in the Center. There are several new features, along with filters and layers that can be activated or deactivated. All of which allow users to customize the information they want displayed on the map. Some filters can be used in conjunction with others, while some work independently.

### Filters

**Filters:** Allow the user to filter what incident or unit information is displayed on the map. Clicking the Filter icon will bring up the pop-out menu for activating a map filter (shown below). The text below the filter icon will either show No Filter, or the number of filters that are currently applied to the map.



**None:** This will remove any active filters from this menu that were applied to the map.

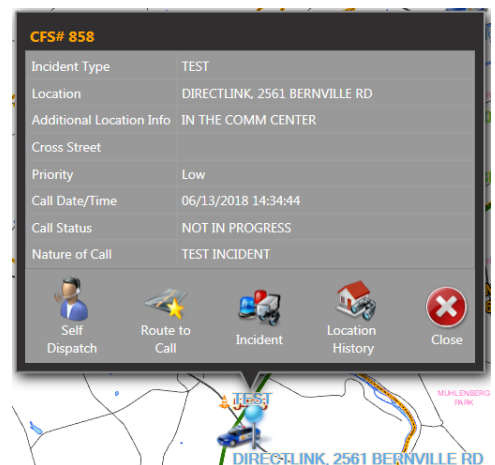


**Active Calls:** Will show only the current active calls in CAD. These will display as green pushpins on the map.



**Pending Calls:** Will show only the current Pending Calls in CAD. These will display as blue pushpins on the map.

**Note:** By clicking on a pushpin, the user will get an “at a glance” view of the incident, as well as a few quick button options.





**Me:** This filter will remove all unit icons from the map with the exception of the current user.



**My Call:** This filter will show only the user’s currently assigned incident, along with any other units assigned to the incident.

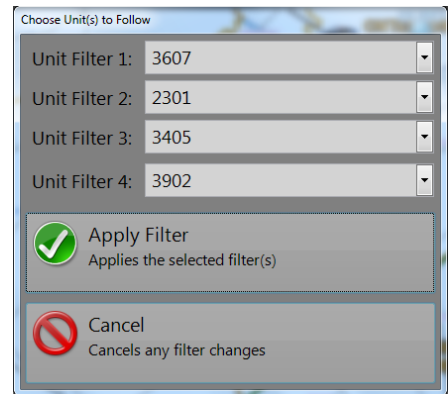


**My ORI:** This filter will show only the units that are assigned to the current user’s ORI.



**Units:** This will bring up a pop-up window allowing the user to select up to 4 individual units to be displayed on the map.

Once you have selected the units you want displayed on the map, click Apply Filter.



**Map Events:** This will bring up a pop-up menu that will allow the user to toggle map events on or off. Map Events can only be added by the Communication Center. Currently, the only option in this menu is roadblocks.




**Custom Call:** This will bring up a pop-up menu containing any custom filters the user may have created in the Call List work space. For instance, you could create a filter that removes incidents with a BOLO call type.





**Custom Unit:** This will bring up a pop-up menu containing any custom filters the user may have created in the Unit Status works space. For instance, you could create a filter that will only show your department, and surrounding department units.


**Note:** Both Custom Call and Custom Unit can be used in conjunction with each other.

## Other Map Functions


 **Follow Me:** This will lock the map on the current user's unit icon. The map will then move as the unit moved. This feature can be toggled on or off.


 **Zoom Controls:** This will activate the pop-out menu that contains the different zoom functions of the map.


 **Zoom In:** Activates the Zoom In function of the map. Once active, move the mouse pointer and left-click to zoom in on that point of the map.


 **Zoom Out:** Activates the Zoom Out function of the map. Once active, move the mouse pointer and left-click to zoom out on that point of the map.


***Note:** You can also use the plus “+” and minus “-” keys for zooming in and out of the map. For computers with touch screen functionality, the pinch and pull gestures work as well.*


 **None:** Removes the active zoom function.

 **Zoom to Call:** This will center the map on the user's currently assigned incident at the set Default Zoom level.

 **Zoom to Unit:** This will center the map on the user's unit icon to the set Default Zoom level.

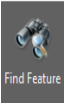
 **Full Extent:** Zooms the map out to its fullest extent.

 **Extended Menu:** Opens a pop-out menu with additional map features.

 **Default Extent:** Zooms the map to the extent set by the user. This can be changed in Profile Settings > Set Default Extent. (See below for instructions).

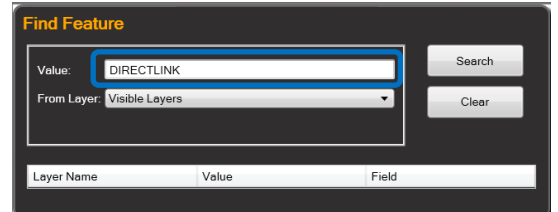


**Search Map:** Opens a pop-out menu with options that allow you to search for locations, or other information pertaining to the different layers of the map.

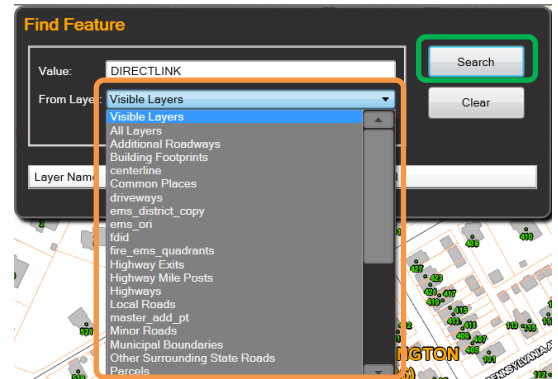


**Find Feature:** Opens a search box that allows the user to search map information based on the available layers within the map. Such as: Parcel information, Police Beats, EMS Districts, etc.

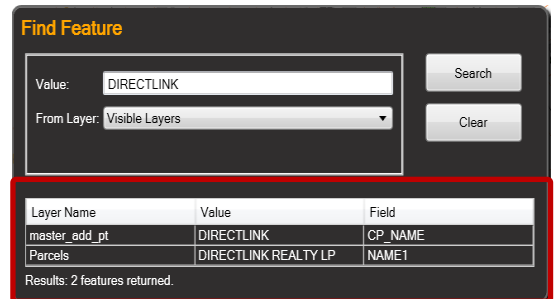
1. Once the search box is open, use the **Value** box to enter your search information. This could be a name to search for a property owner, or address to search for a location.



2. Clicking the drop down will allow you to select a specific **Layer** to search such as the Parcel layer, only the Visible layers that are currently active on the map, or All Layers. Once you have entered your information Click **Search**



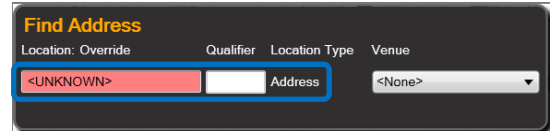
3. The **Search Results** will then be displayed below the search fields. The number of results that are returned will vary, and are based on the layer selected in the From Layer field.





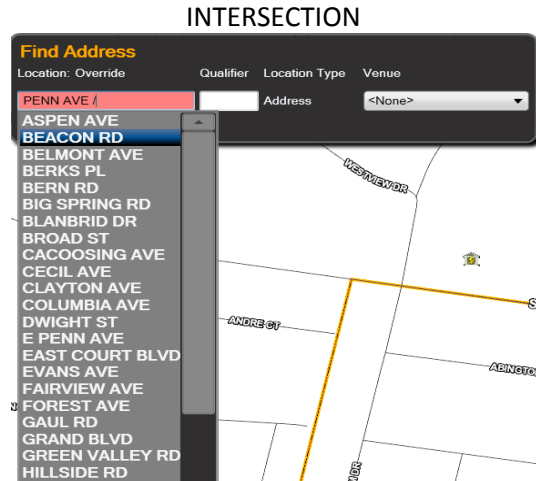
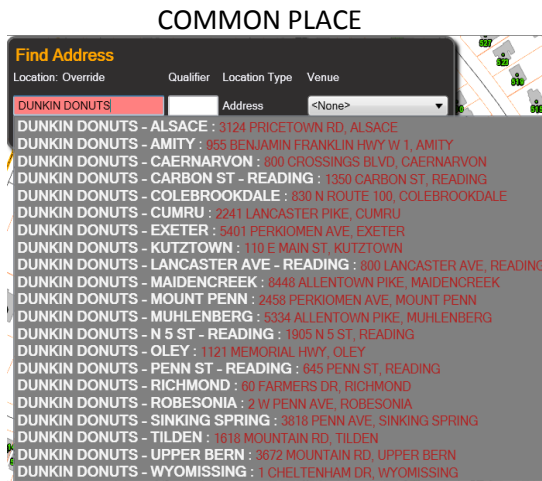
**Find Address:** Opens a search window for users to locate an address, common place, or intersection in CAD. This feature functions similar to the geo-verifying process in the Center.

1. Once the search box is open, users can enter an Address, Common Place, or Intersection in the **Location** field.

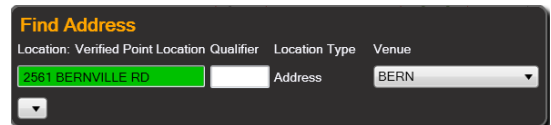


**Note:** The qualifier field is meant for additional location information such as an apartment, building, lot number, etc. At this point, the functionality of this field is limited in terms of actually locating an apartment within a building on the map. However, there are improvements planned for the future.

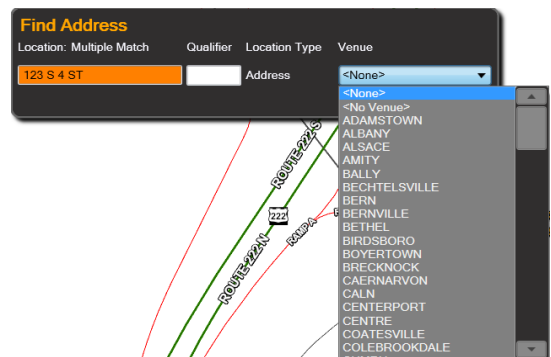
As information is typed in this field, a drop down will appear that assists the user in selecting the correct location. Locating an intersection is done by entering a forward slash “/” after the first street name. This will also initiate a drop down listing for all of the streets that intersect with the one in the location field.



2. Once you’ve entered a valid location, tab out of the field and the map will zoom to that location.



**Note:** There are instances in which the location field will turn Orange. This indicates there are multiple matches for this location. If this occurs, the user will have to manually select the Venue (Municipality) from the drop down.





**Clear Address:** Clears the Find Address search window.



**Route to My Call:** This will route the user from their current location to their assigned incident based on their current GPS location. The map will display the route, and also show turn-by-turn directions in a pop-up window on the screen.



**Route to Find Address:** This will route the user from their current location to the location that was entered using the Find Address feature.

*Note:* This feature can also be found, and selected by clicking the pushpin on the map.

At this point, there is no audible feedback for the routing features with this map.

Also, the routing feature takes Road Block map events into account, and will provide directions around those events.



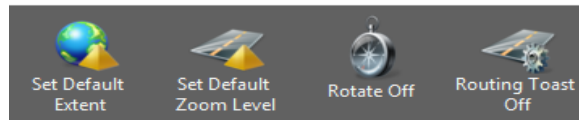
**Show/Hide Summary:** This will toggle between showing the only the next turn, or the entire trip summary.



**Route None:** This clears the current route from the map.



**Profile Settings:** Opens the pop-out settings menu where users can change certain map settings.



**Set Default Extent:** Clicking this will set the current zoom level and position of the map as the default when the Default Extent button is clicked.



**Set Default Zoom Level:** Clicking this will set the current zoom level as the default level when using the Zoom to Call, or Zoom to Unit options.



**Rotate Off/On:** When on, the map will rotate based on the unit's direction of travel. The travel direction will always be at the top of the map.



**Routing Toast Off/On** – When on, a “Toast” or pop-up message will appear on the bottom right of the screen indicating the next instruction when using the routing feature.



## Map Layers

### Application Layers

- **Map Events** – Will display any Map Events that have been created in Enterprise CAD; These currently include just road closures.
- **Complex Roadblocks** – currently NOT used
- **Map Perimeters** – currently NOT used
- **Geofences** – currently NOT used

### Required Layers

- **Master add pt** – point layer of existing addresses
- **centerline** – functional street layer used for address verification and routing; Do NOT display
- **Municipal boundaries** – representation of municipal boundary lines based on tax assessment
- **Fire ems quadrants** – polygon layer that defines the boundaries of the fire response areas
- **ems district copy** – polygon layer that defines the boundaries of the EMS response areas; same as fire\_ems\_quadrants
- **police beats** – polygon layer that defines the boundaries of police beats in jurisdictions where they have been established
- **fdid** – polygon layer that represents the Fire Department coverage areas
- **police ori** – polygon layer that represents the Police Department coverage areas
- **ems ori** – polygon layer that represents the EMS Agency coverage areas

### Additional Layers

- **Common Places** – point layer of locations that are widely known and frequently referenced when located within the vicinity of an emergency\*\*
- **Highway Exits** – point layer that identifies the exit locations for interstates and limited access highways\*\*
- **Highway Mile Posts** – point layer that identifies the approximate location of established mile posts\*\*

- **Towns** – point layer that represents approximate location of villages within Berks County; Ex: FRYSTOWN; STONY CREEK MILLS; KULPTOWN\*\*
- **Surrounding Towns** - point layer that represents approximate location of villages in neighboring counties
- **Trail & Park Features** – point layer of landmarks, structures, and other features associated with trails & parks; Ex: AUBURN LOOKOUT; THE PINNACLE; BMT MP 1\*\*
- **Trails** – centerline layer that represents the approximate path of named trails in Berks County

<ul style="list-style-type: none"> <li>• Highways</li> <li>• Minor Roads</li> <li>• Local Roads</li> <li>• Ramps</li> <li>• Additional Roadways</li> <li>• Driveways</li> </ul>	<p>All components of the Berks County Street Centerline Layer; different layers allow for dynamic display of different road types at defined zoom extents.</p>
---	--

- **Surrounding Highways\*** – centerline of Interstates, US Highways, and PA State Routes outside Berks County
- **Other Surrounding State Roads \*** – centerline of additional state roads outside Berks County
- **Surrounding County Roads\*** - centerline of all roads surrounding Berks County as supplied by each respective county
- Railroad Data
  - **Rail Lines** – centerline of active and abandoned rail lines
  - **Mileposts** – point layer of established rail line mileposts from FRA\*\*
  - **Crossings** – point layer of rail line crossings from FRA\*\*
- **Parcels** – polygon layer that geographically represents the approximate location of tax parcel boundaries for properties within Berks County
- **Building Footprints** – polygon layer identifying building outlines for structures larger than 100 square feet; current data was compiled from aerial imagery flown in Spring 2016
- **Water** – Polygon layer that identifies the location of various water bodies
- **Streams** – Centerline layer that identifies the approximate location of streams
- **Surrounding Municipalities\*** – polygon layer that represents the approximate municipality and borough boundaries outside Berks County

- **Surrounding Counties**\* – polygon layer that represents the approximate boundaries of the counties in PA

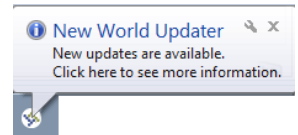
\* - Data for Surrounding Counties has been clipped to a 10-mile buffer to reduce the size of the dataset and increase map performance

\*\* - These items are all included in the Common Name database, thus this can be located and zoomed to using the Find Address feature

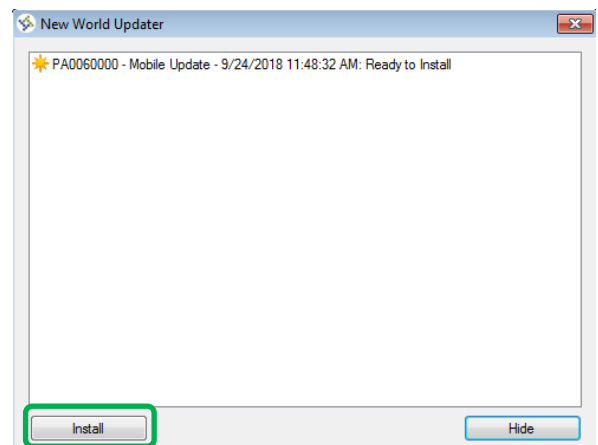
## Section 9: Mobile Updates

Maintaining CAD requires different types of updates to be “pushed” over the network to the users in the field. The most common updates users will see are ORI updates and GIS updates. These updates are typically very small files that contain personnel information, map data, or sometimes updates to features in Mobile. These should always be accepted, unless otherwise advised by DES.

When an update is available, users will be prompted by a small Tyler Technologies icon in the system tray on the bottom right corner of the screen.



Clicking on the icon will bring up the **New World Updater** window, and show a list of the available updates. Click **Install** on the lower left corner of the window to install the updates.



**Note:** Users will receive communication from DES should there be any significant updates that change how mobile functions.