TRITECH
SOFTWARE SYSTEMS

Mercer County 911
Inform Mobile Client Orientation

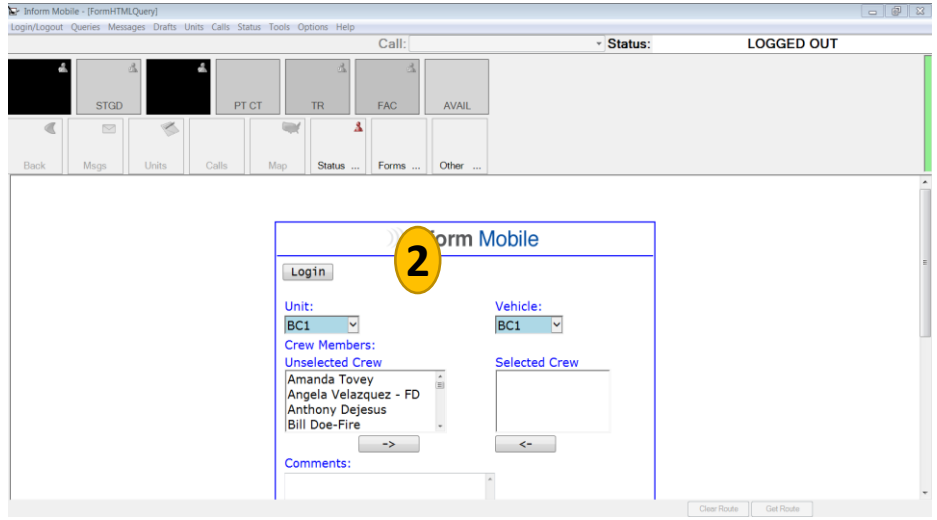
Lets Get Started….

Launching The
Mobile Client

Launching The Mobile Client

1. Log Into Windows
2. Click on the "***VisiNET Mobile Client***" icon

to launch the Inform Mobile Client application.
3. Two windows will open:
   1 - Inform Mobile Launch
   2 - Inform Mobile Client

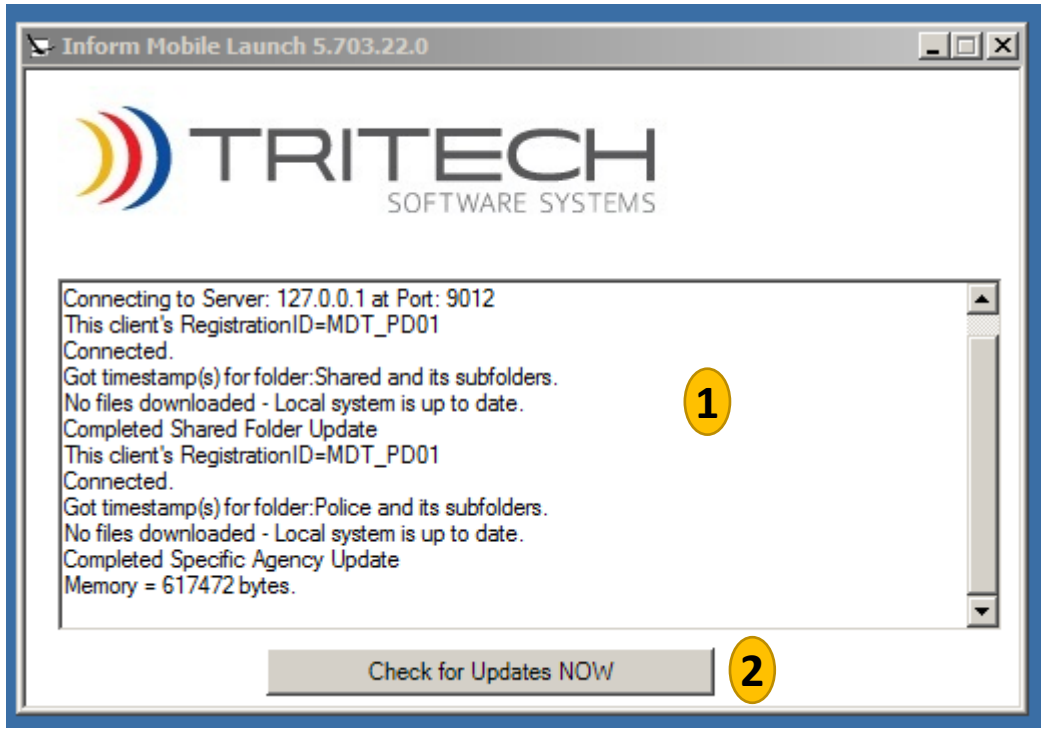


Inform Mobile Launch

General Overview

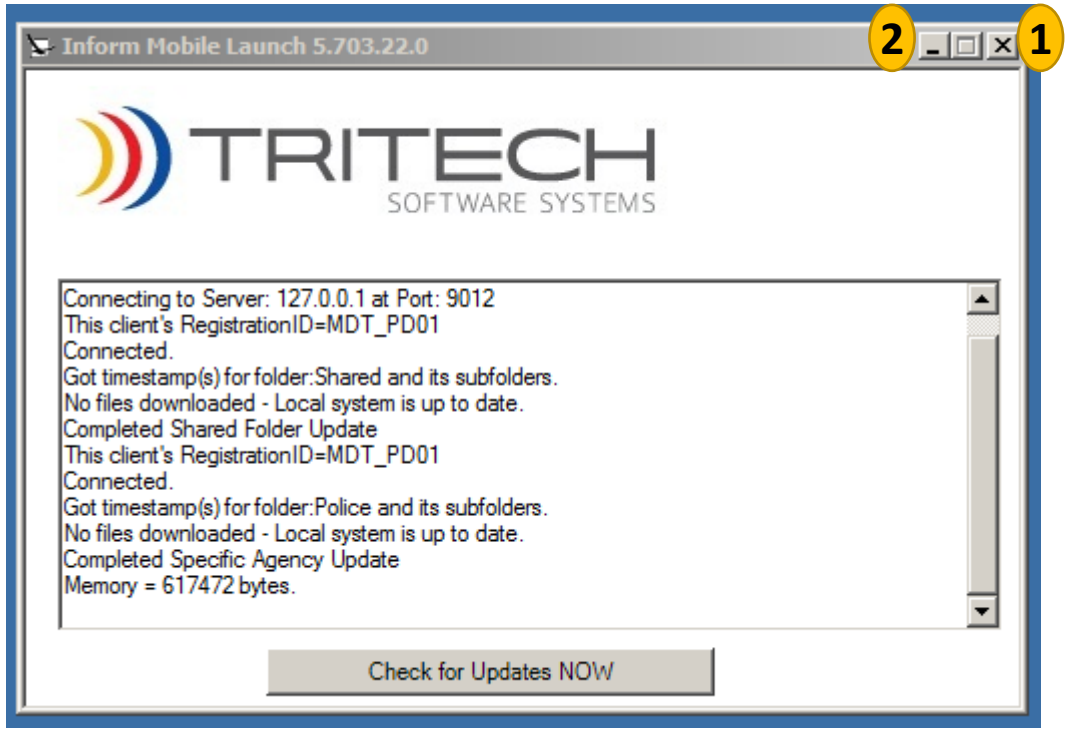
- Application keeps the Inform Mobile Client files synched with the files on the Inform Mobile Software Update Server
- There are three methods used to check for updates:
  - Automatically upon initial launch of the Inform Mobile Client
  - Manually by pressing the “Check for Updates NOW” button
  - Automatically on a periodic basis
    - The mobile launch runs in conjunction with the mobile client and periodically checks the mobile software update server for new files roughly every 2-4 hours.
    - If an update is found:
      - A pop-up box will display advising that there are updates and ask if you wish to install them now
      - A mail message will be received from the administrator advising there are updates available

Inform Mobile Launch



1. Connection information and file status
2. “Check for Updates NOW” button

Inform Mobile Launch



The Inform Mobile Launch must remain running at all times while the Inform Mobile Client is running.

1. Clicking the “X” will close both the Inform Mobile Launch and the Inform Mobile Client.
2. Instead, click the “-” to minimize the Launch window and allow it to run in the background.

Inform Mobile Client

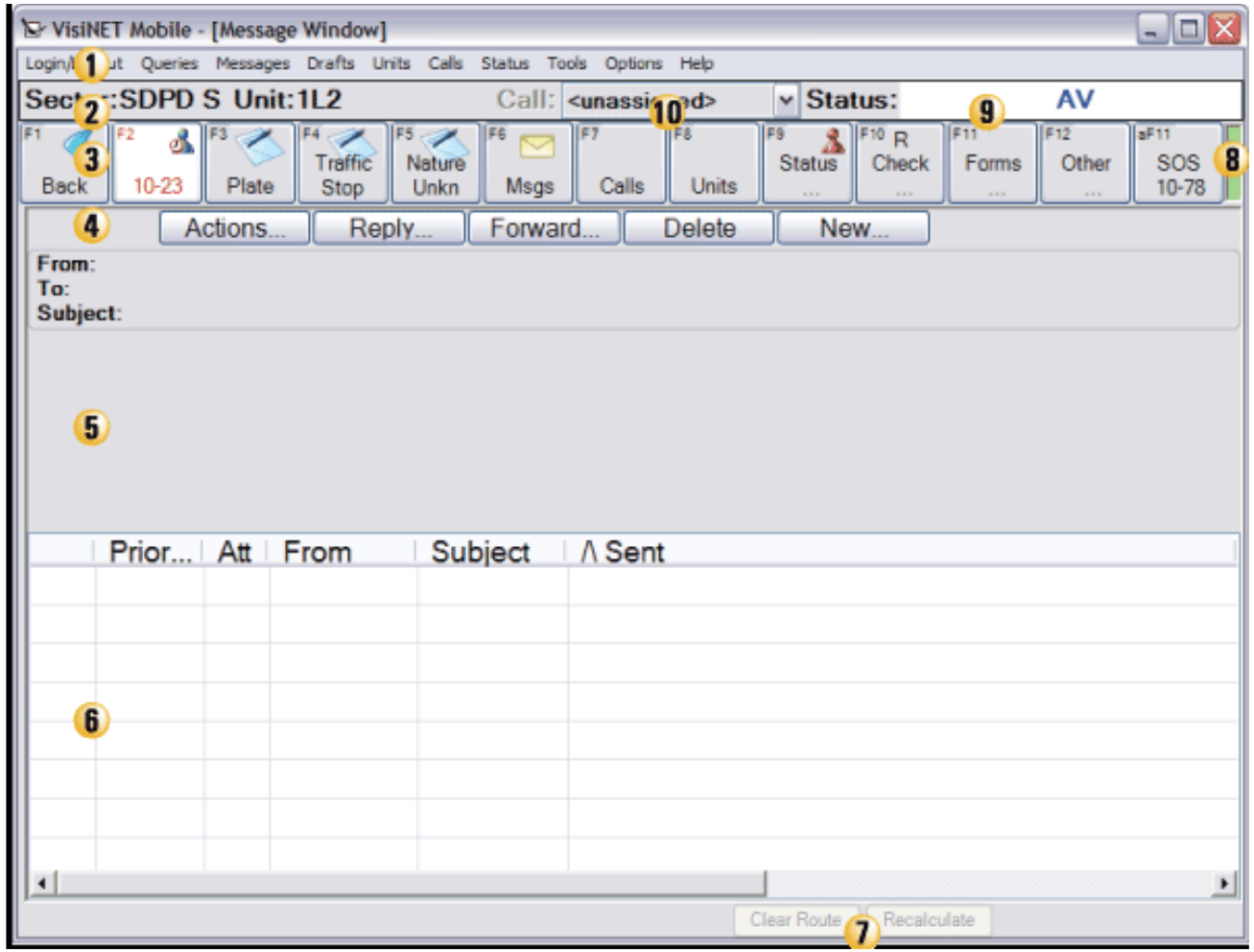
Inform Mobile Client
General Overview

- Mobile Client provides access to the following:
  - Access to the mobile system
  - Messaging
  - Viewing calls for service
  - Viewing units and their associated information
  - Viewing and interacting with the map
  - Changing statuses
  - Running queries

Inform Mobile Client
Initial Log In Screen

1. Verify Connection Status Is **GREEN**
2. Verify Unit Status Is "**LOGGED OUT**"
3. Enter log in information
   - Fields in Blue are mandatory
4. Click on "Login" or Press Enter to log on

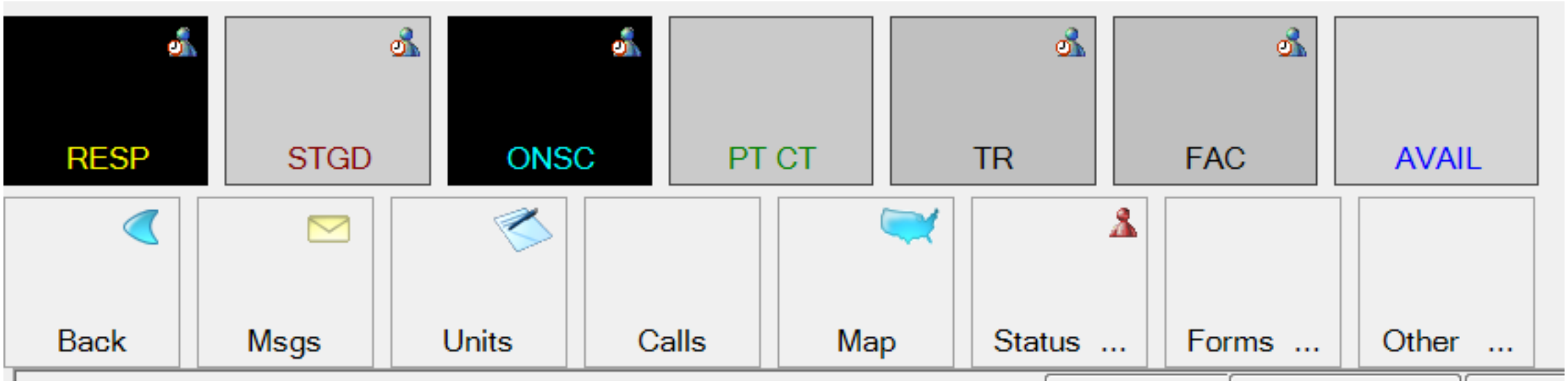
Inform Mobile Client
Successful Log In



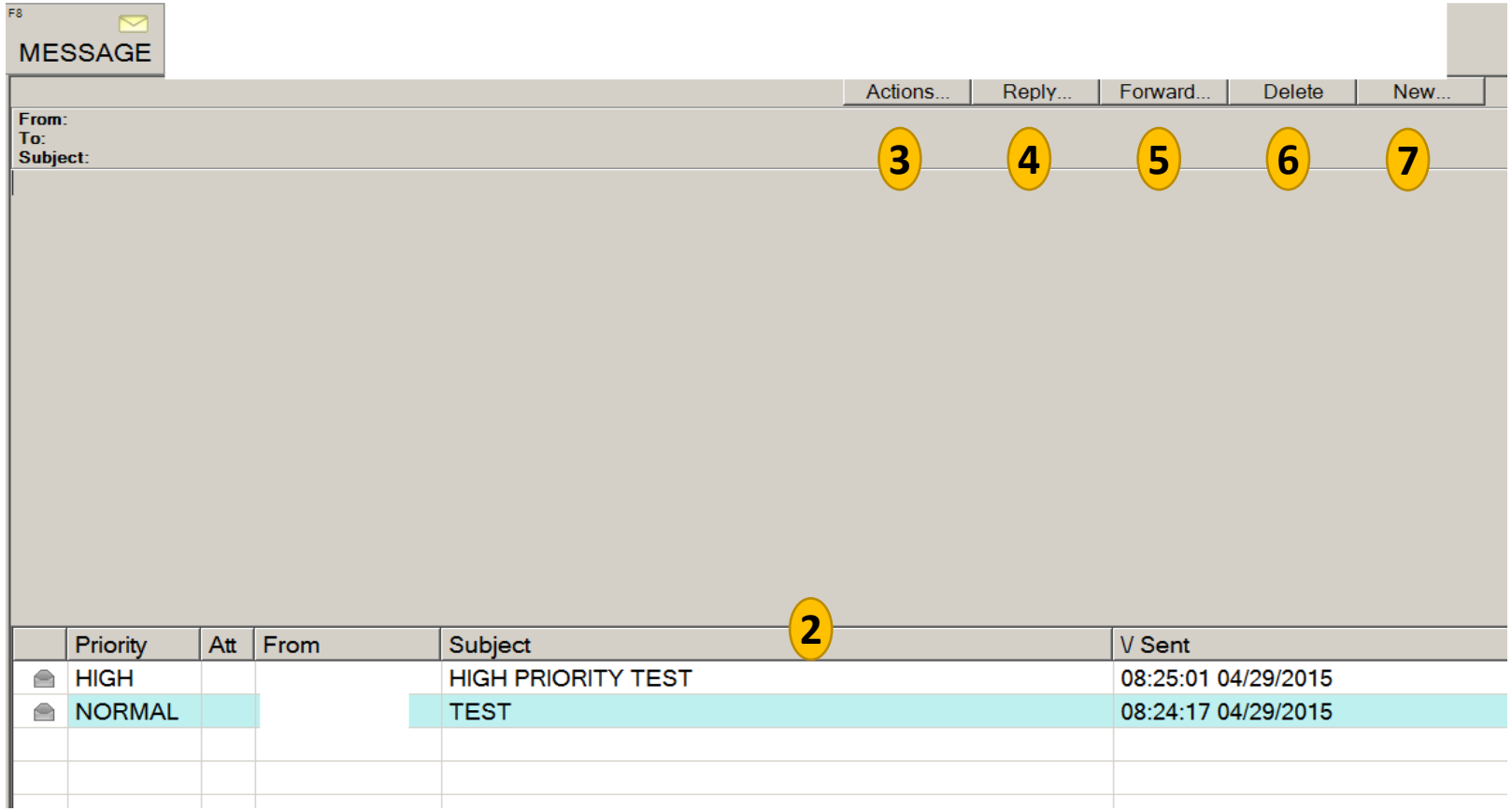
1. Main Drop Down Menu
2. Current and Home Sector and Unit
3. Main Toolbar
4. Mail Toolbar
5. Inbox Preview Pane
6. Message List
7. Driving Direction Tools
8. Network Connection Status
9. Current Unit Status
10. Current Assigned Incident

Inform Mobile Client
Main Tool Bar – Button Overview

- Status Buttons
- Toolbar Buttons

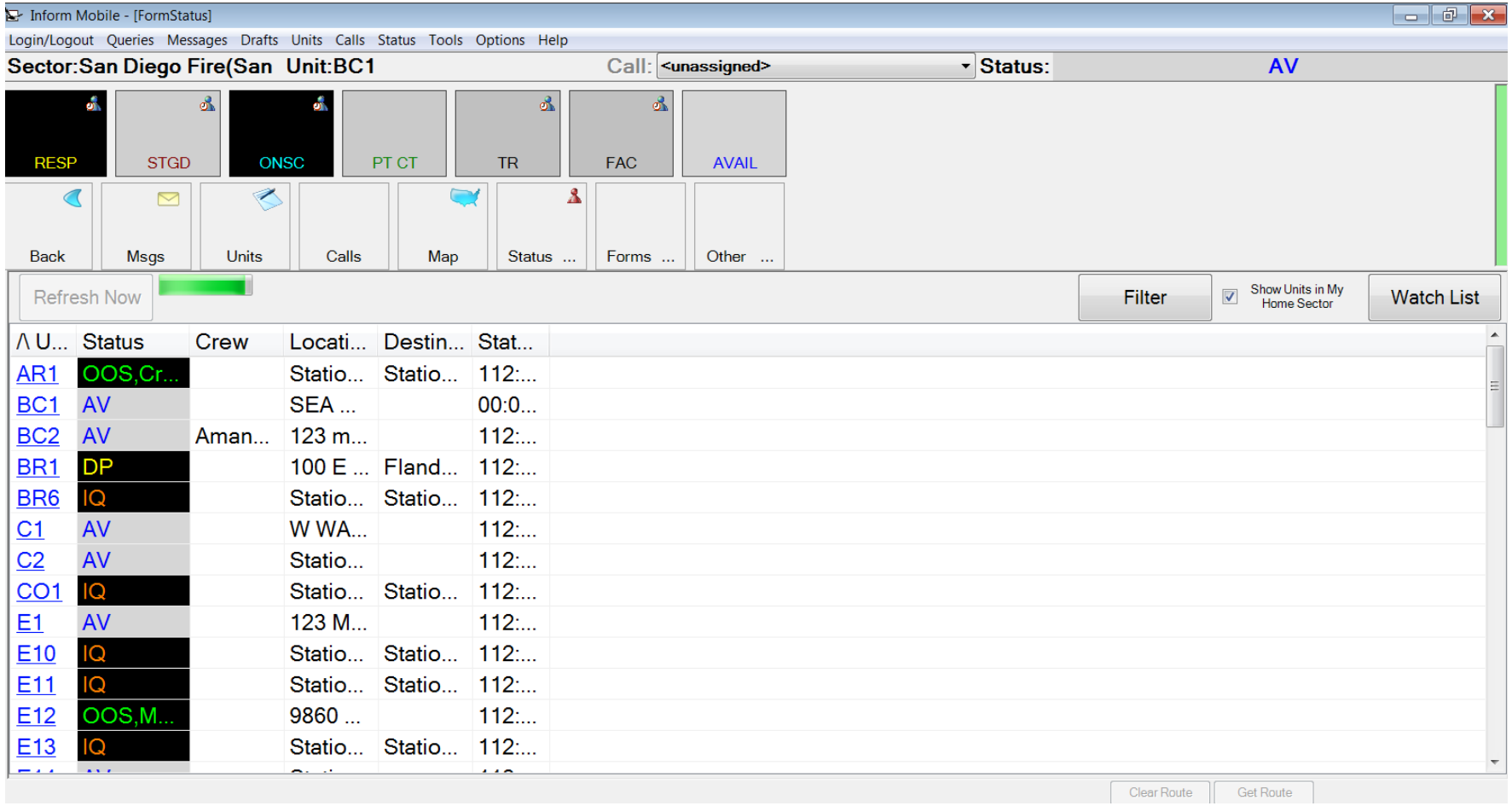


Inform Mobile Client
Messaging

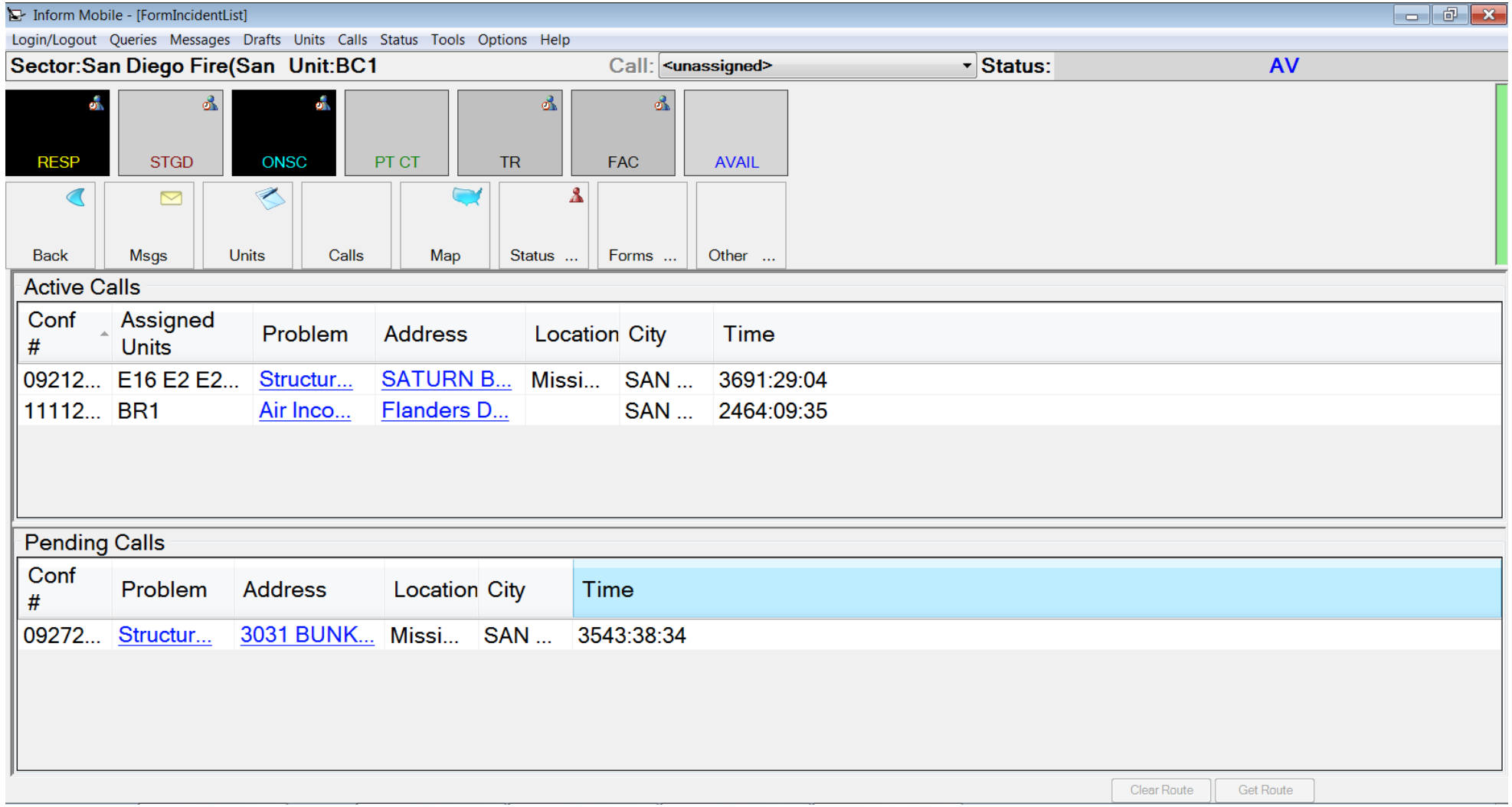


1. Msgs Button
   (Inbox vs. Query Responses)
2. Message Inbox
3. Actions
   - Reply All
   - Delete All
   - Hide/Show Hdr (header)
   - Insert Comment
     - Incident
     - Unit Activity Log
4. Reply
5. Forward
6. Delete
7. New

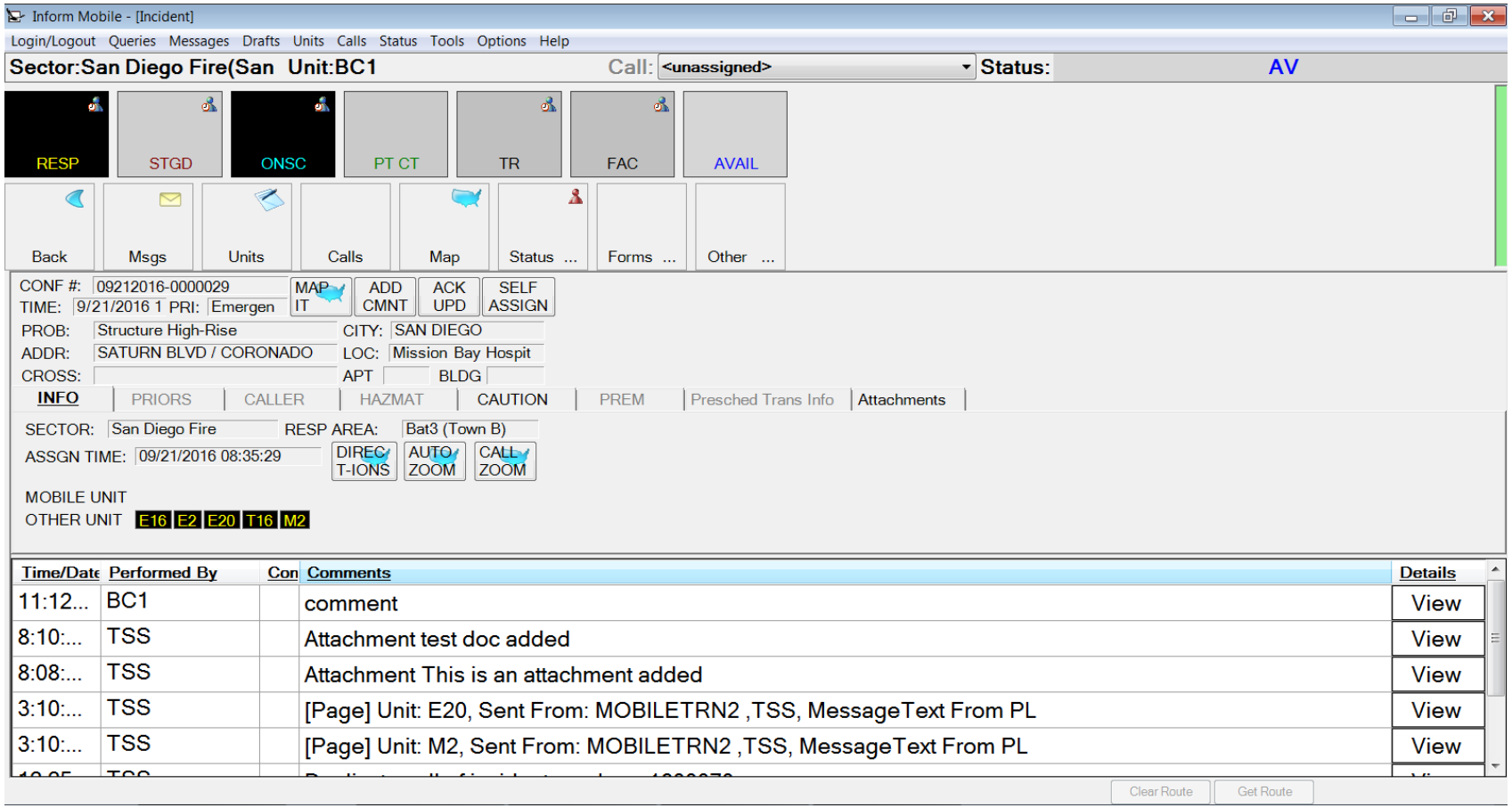
Inform Mobile Client
Unit Queue



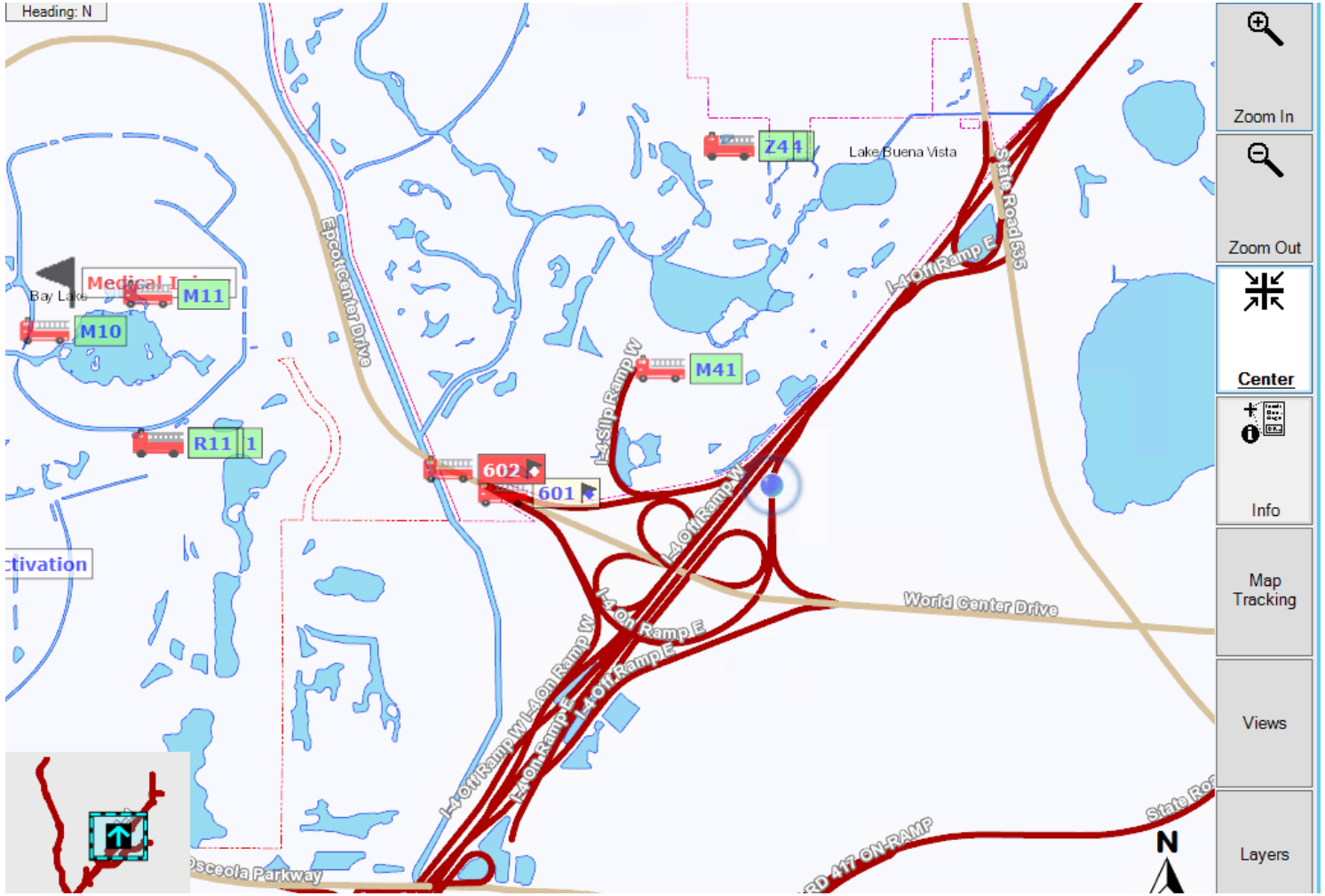
Inform Mobile Client
Call Queue



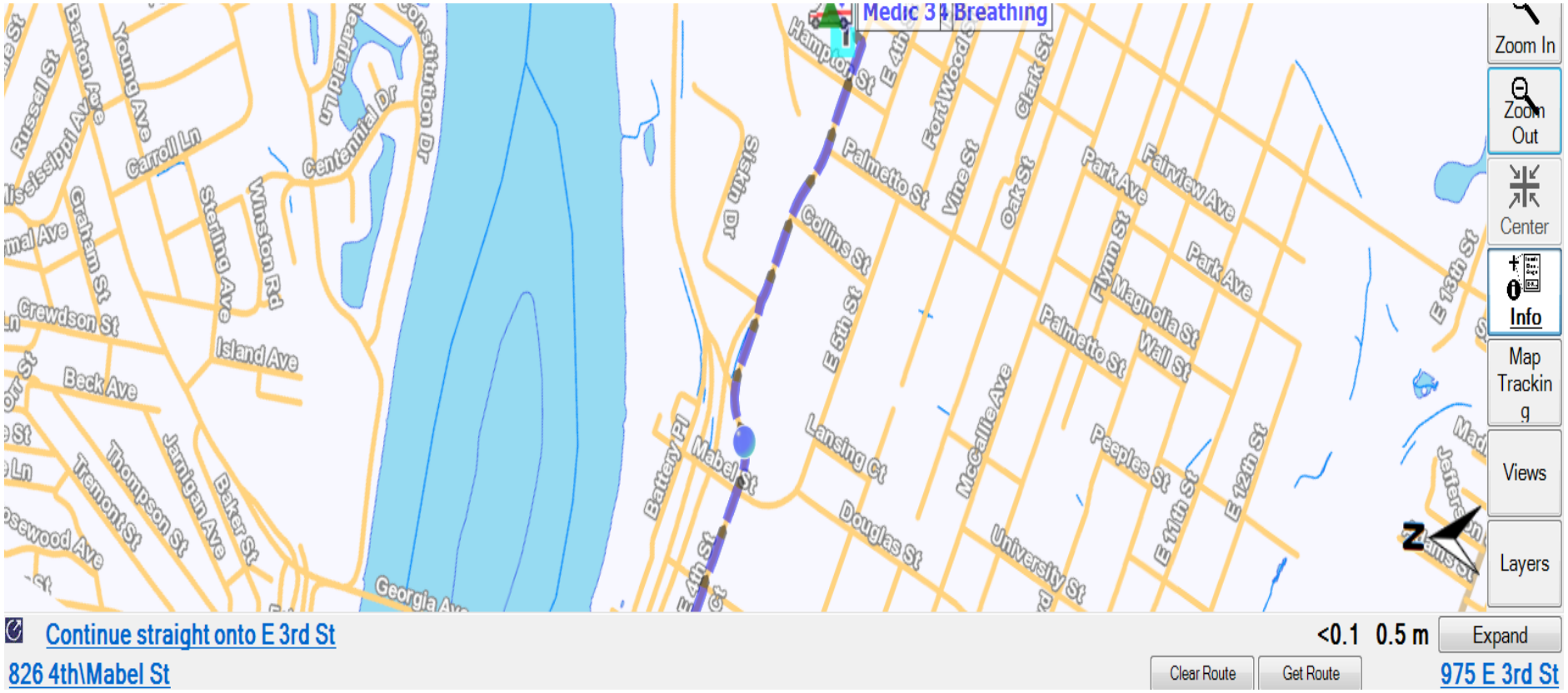
Inform Mobile Client
Incident Details



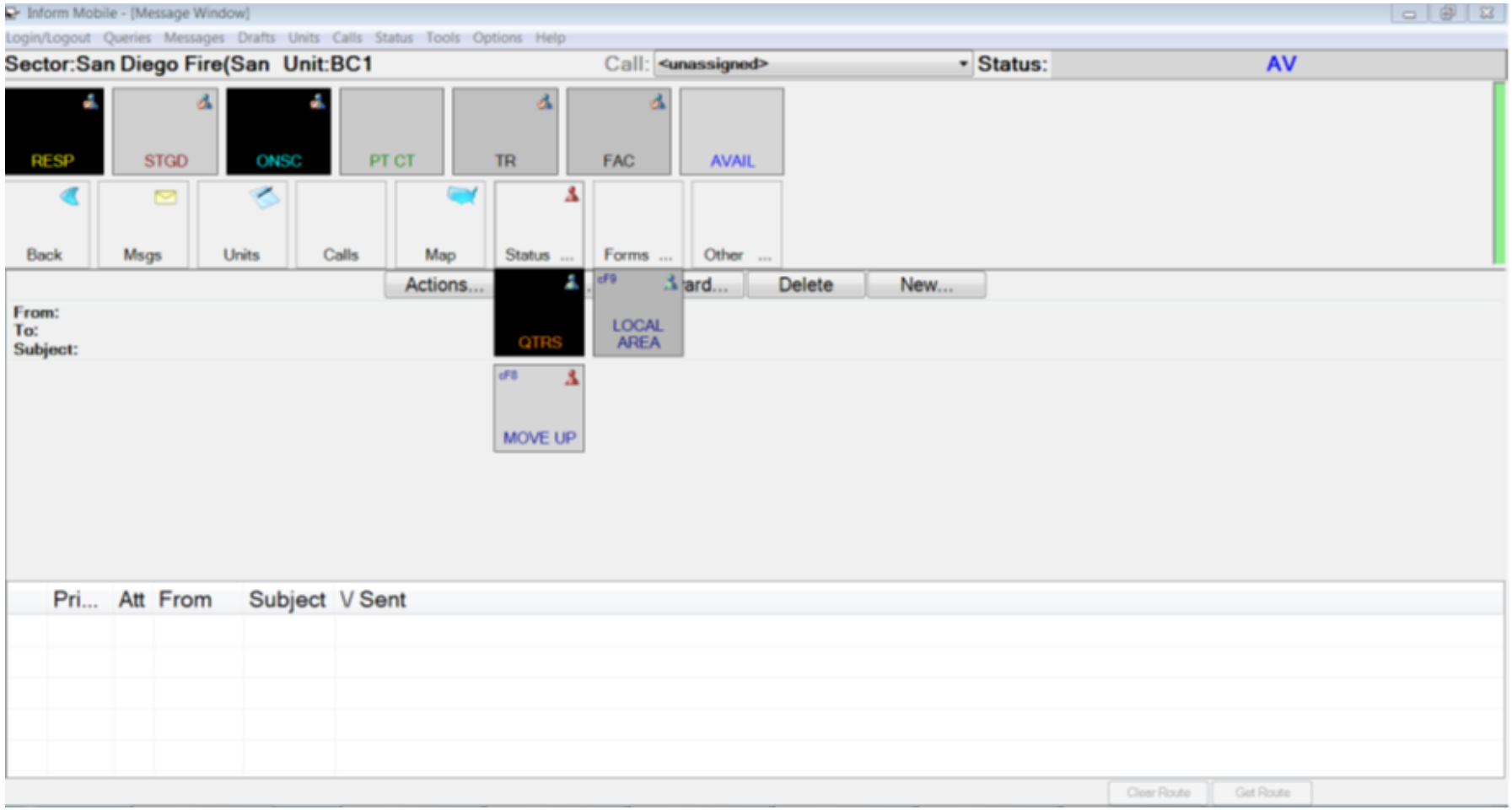
Inform Mobile Client Mapping



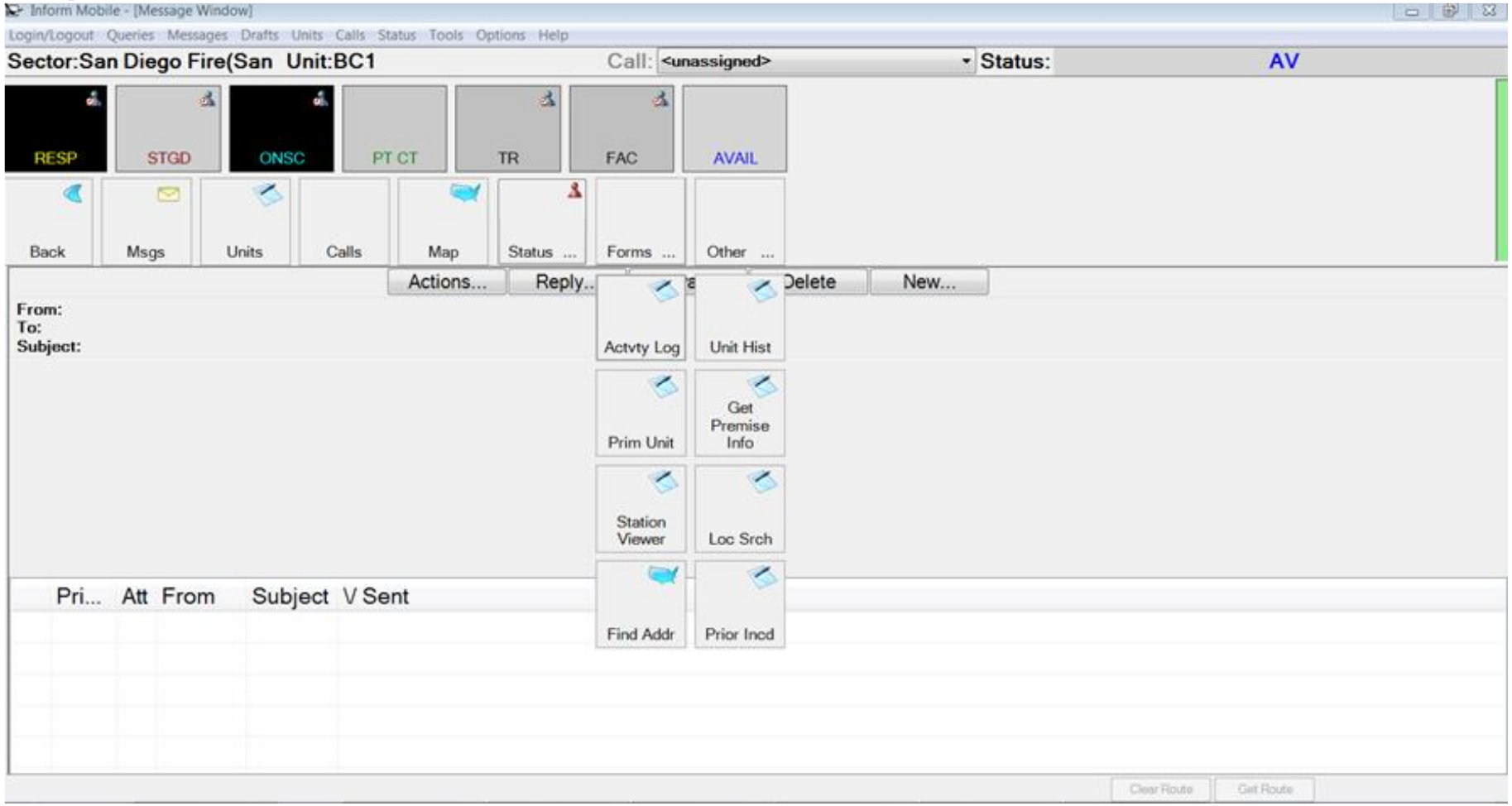
Inform Mobile Client
Map – Driving Direction



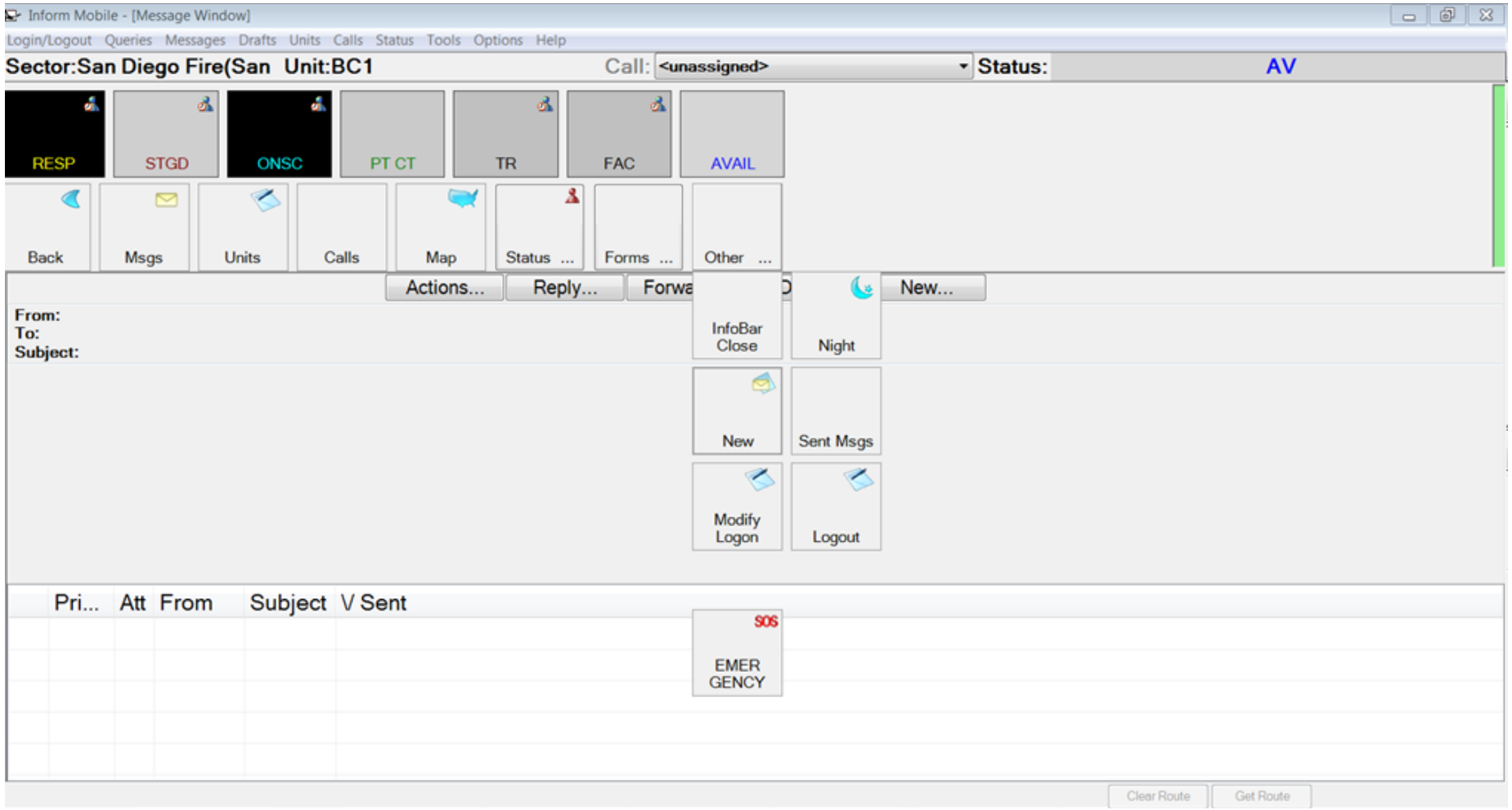
Inform Mobile Client
Status Dropdown



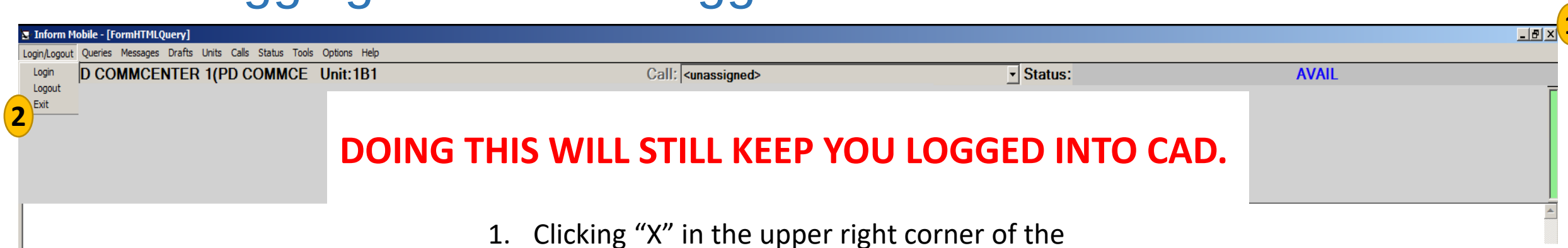
Inform Mobile Client
Forms Dropdown



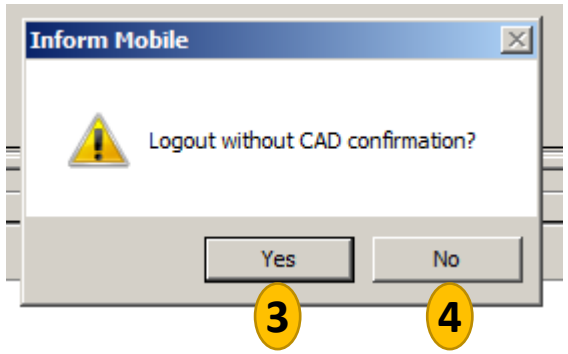
Inform Mobile Client
Other Dropdown



Inform Mobile Client
Logging Out – Still Logged Into CAD



DOING THIS WILL STILL KEEP YOU LOGGED INTO CAD.



1. Clicking “X” in the upper right corner of the Main Menu

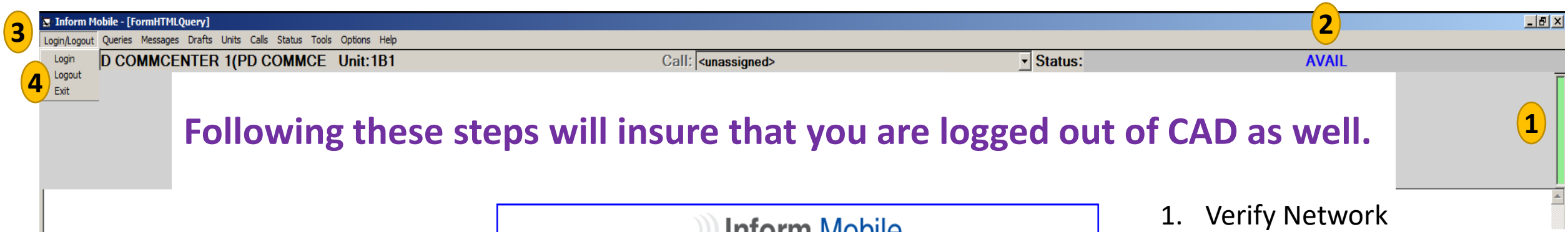
OR

2. Clicking “Login/Logout” in the upper left corner of the Main Menu and clicking “Exit”

WILL TRIGGER A WARNING POP UP

3. Clicking “Yes” will close your mobile client BUT leave you logged into CAD
4. Clicking “No” will cancel your attempt to log out

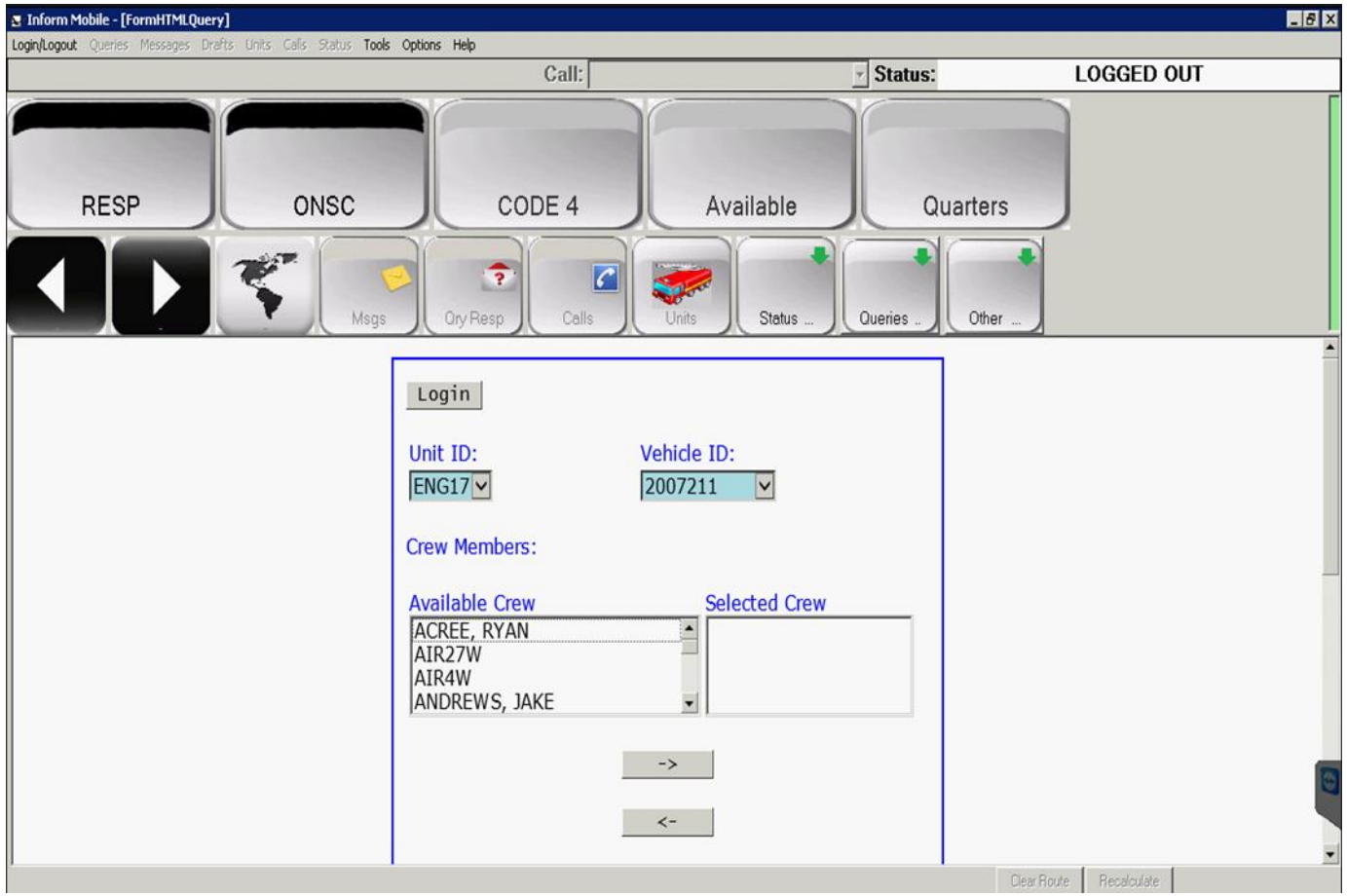
Inform Mobile Client
Logging Out



Following these steps will insure that you are logged out of CAD as well.

1. Verify Network Connection Status Is **GREEN**
2. Verify Unit Status "**AVAILABLE Or Qtrs**"
3. Click "Login/Logout" in the upper left corner of the Main Menu
4. Click "Logout"
5. When prompted by the Confirmation Screen, Click "Logout"

Inform Mobile Client
Logged Out



Thank You !