



TRITECH
SOFTWARE SYSTEMS

Mercer County 911
Inform Mobile Client Orientation

Lets Get Started....

Launching The
Mobile Client



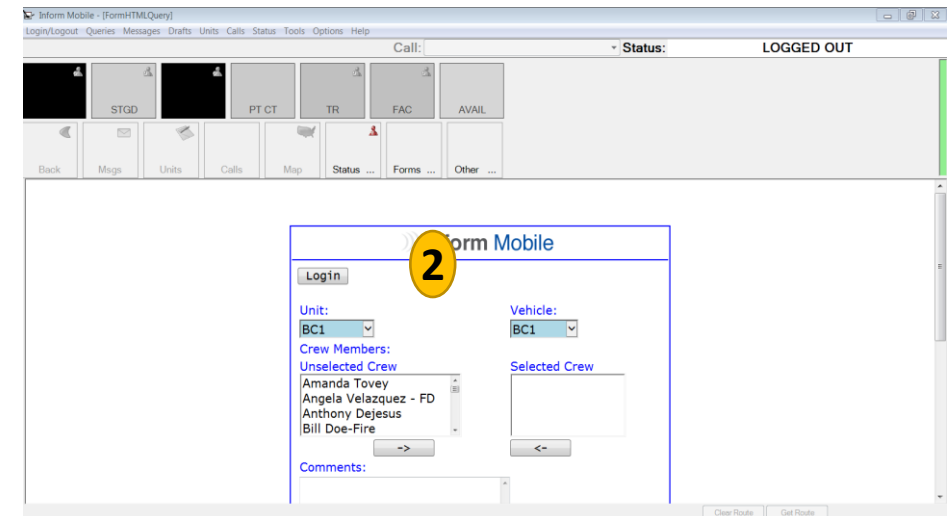
Launching The Mobile Client

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

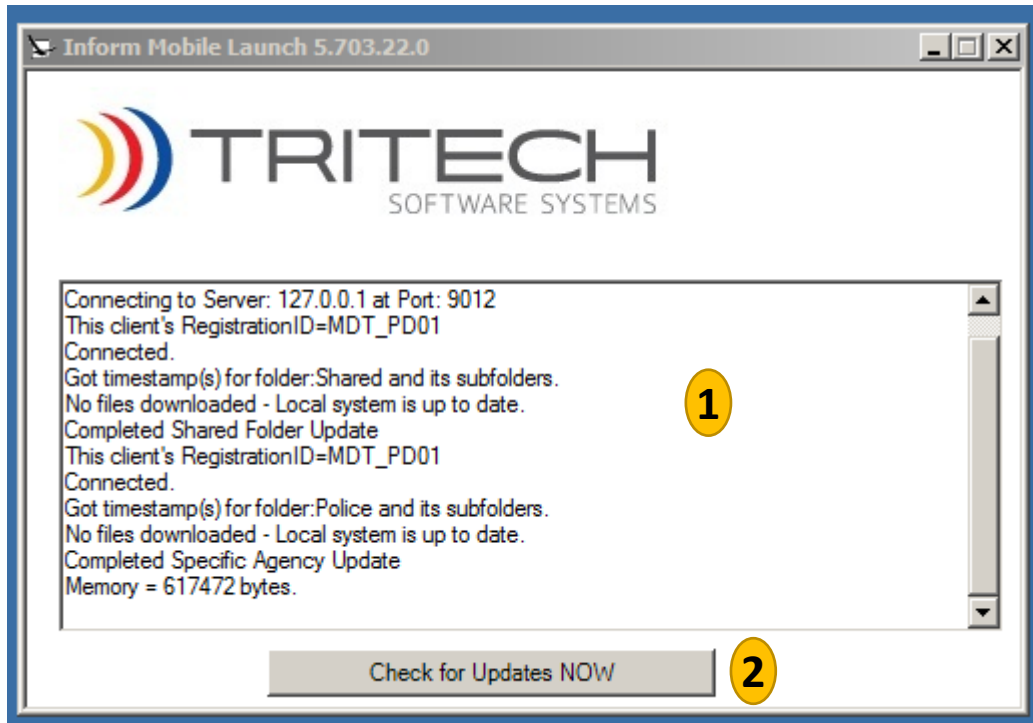


Inform Mobile Launch

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

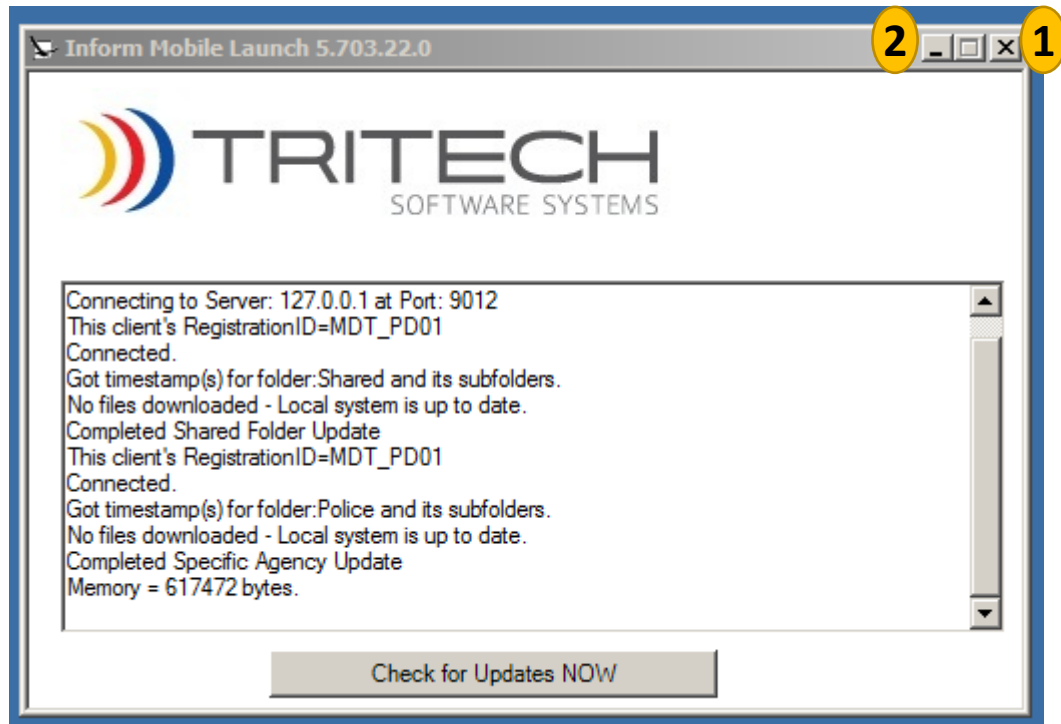
Inform Mobile Launch



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

Inform Mobile - [FormHTMLQuery]

Login/Logout - Queries - Messages - Drafts - Units - Calls - Status - Tools - Options - Help

Call: - Status: LOGGED OUT

STGD PT CT TR FAC AVAIL

Back Msgs Units Calls Map Status ... Forms ... Other ...

Inform Mobile

Login

Unit: BC1 Vehicle: BC1

Crew Members:

Unselected Crew

Amanda Tovey
Angela Velazquez - FD
Anthony Dejesus
Bill Doe-Fire

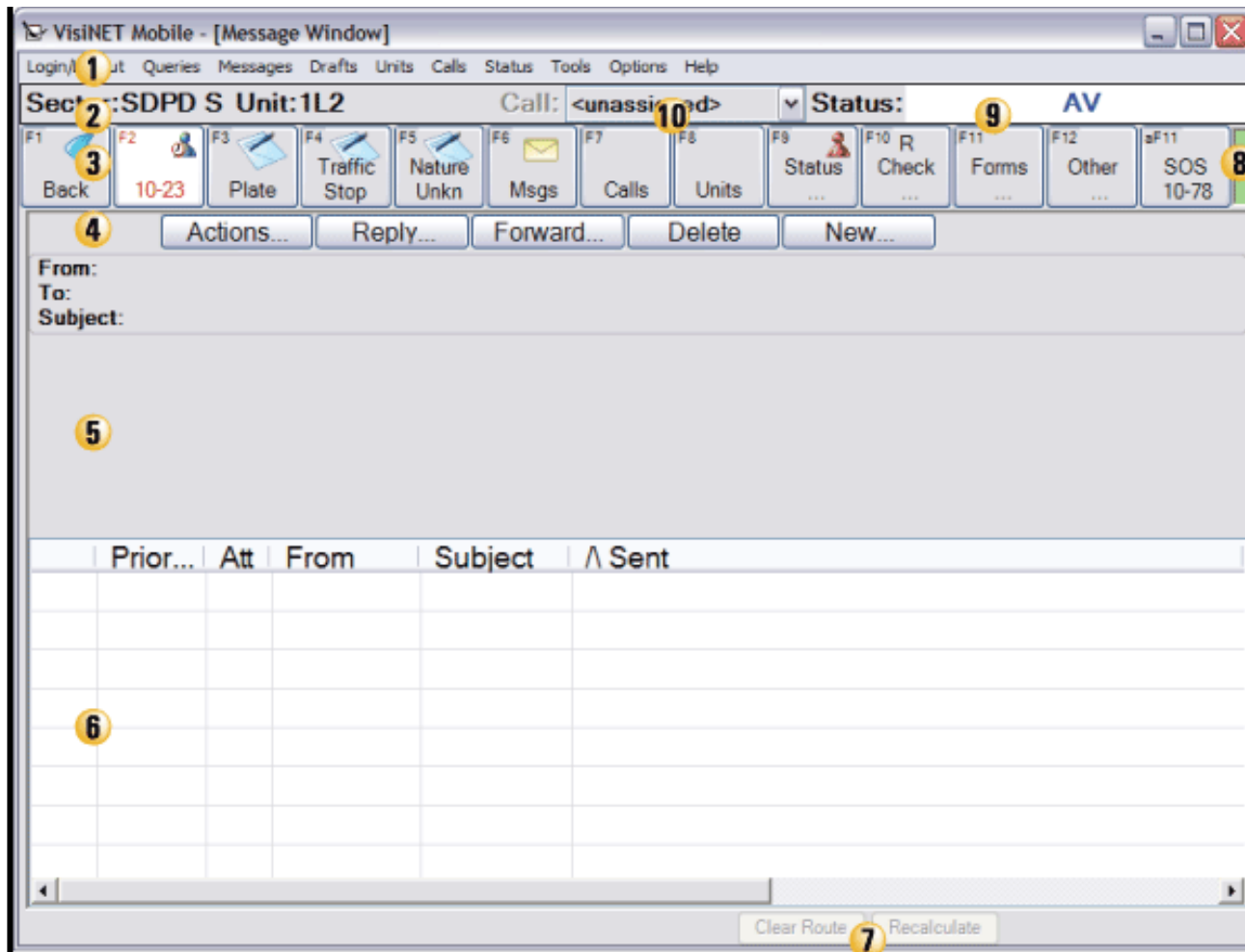
Selected Crew

Comments:

Clear Route Get Route

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

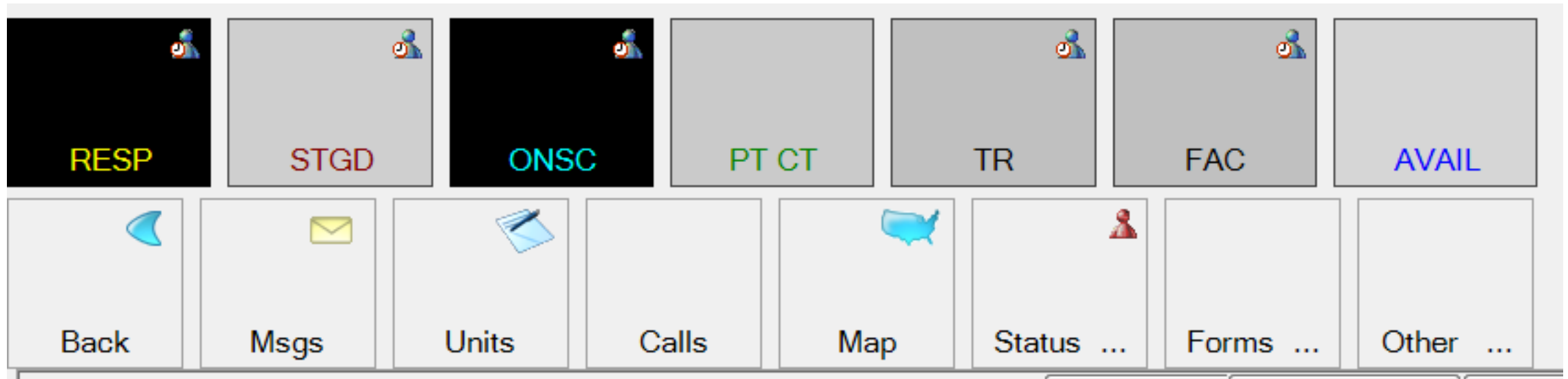
Inform Mobile Client Successful Log In



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

MESSAGE

From:
To:
Subject:

Actions... Reply... Forward... Delete New...

3 4 5 6 7

2

	Priority	Att	From	Subject	V Sent
📧	HIGH			HIGH PRIORITY TEST	08:25:01 04/29/2015
📧	NORMAL			TEST	08:24:17 04/29/2015

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

12

Inform Mobile Client Unit Queue

Inform Mobile - [FormStatus]

Login/Logout Queries Messages Drafts Units Calls Status Tools Options Help

Sector: San Diego Fire(San Unit: BC1 Call: <unassigned> Status: AV

RESP STGD **ONSC** PT CT TR FAC AVAIL

Back Msgs Units Calls Map Status ... Forms ... Other ...

Refresh Now Filter Show Units in My Home Sector Watch List

U...	Status	Crew	Locati...	Destin...	Stat...
AR1	OOS,Cr...		Statio...	Statio...	112:...
BC1	AV		SEA ...		00:0...
BC2	AV	Aman...	123 m...		112:...
BR1	DP		100 E ...	Fland...	112:...
BR6	IQ		Statio...	Statio...	112:...
C1	AV		W WA...		112:...
C2	AV		Statio...		112:...
CO1	IQ		Statio...	Statio...	112:...
E1	AV		123 M...		112:...
E10	IQ		Statio...	Statio...	112:...
E11	IQ		Statio...	Statio...	112:...
E12	OOS,M...		9860 ...		112:...
E13	IQ		Statio...	Statio...	112:...

Clear Route Get Route

Inform Mobile Client Call Queue

Inform Mobile - [FormIncidentList]

Login/Logout Queries Messages Drafts Units Calls Status Tools Options Help

Sector: San Diego Fire(San Unit:BC1) Call: <unassigned> Status: AV

RESP
STGD
ONSC
PT CT
TR
FAC
AVAIL

Back
Msgs
Units
Calls
Map
Status ...
Forms ...
Other ...

Active Calls

Conf #	Assigned Units	Problem	Address	Location	City	Time
09212...	E16 E2 E2...	Structur...	SATURN B...	Missi...	SAN ...	3691:29:04
11112...	BR1	Air Inco...	Flanders D...		SAN ...	2464:09:35

Pending Calls

Conf #	Problem	Address	Location	City	Time
09272...	Structur...	3031 BUNK...	Missi...	SAN ...	3543:38:34

Clear Route Get Route

Inform Mobile Client Incident Details

Inform Mobile - [Incident]
 Login/Logout Queries Messages Drafts Units Calls Status Tools Options Help

Sector: San Diego Fire(San Unit: BC1 Call: <unassigned> Status: AV

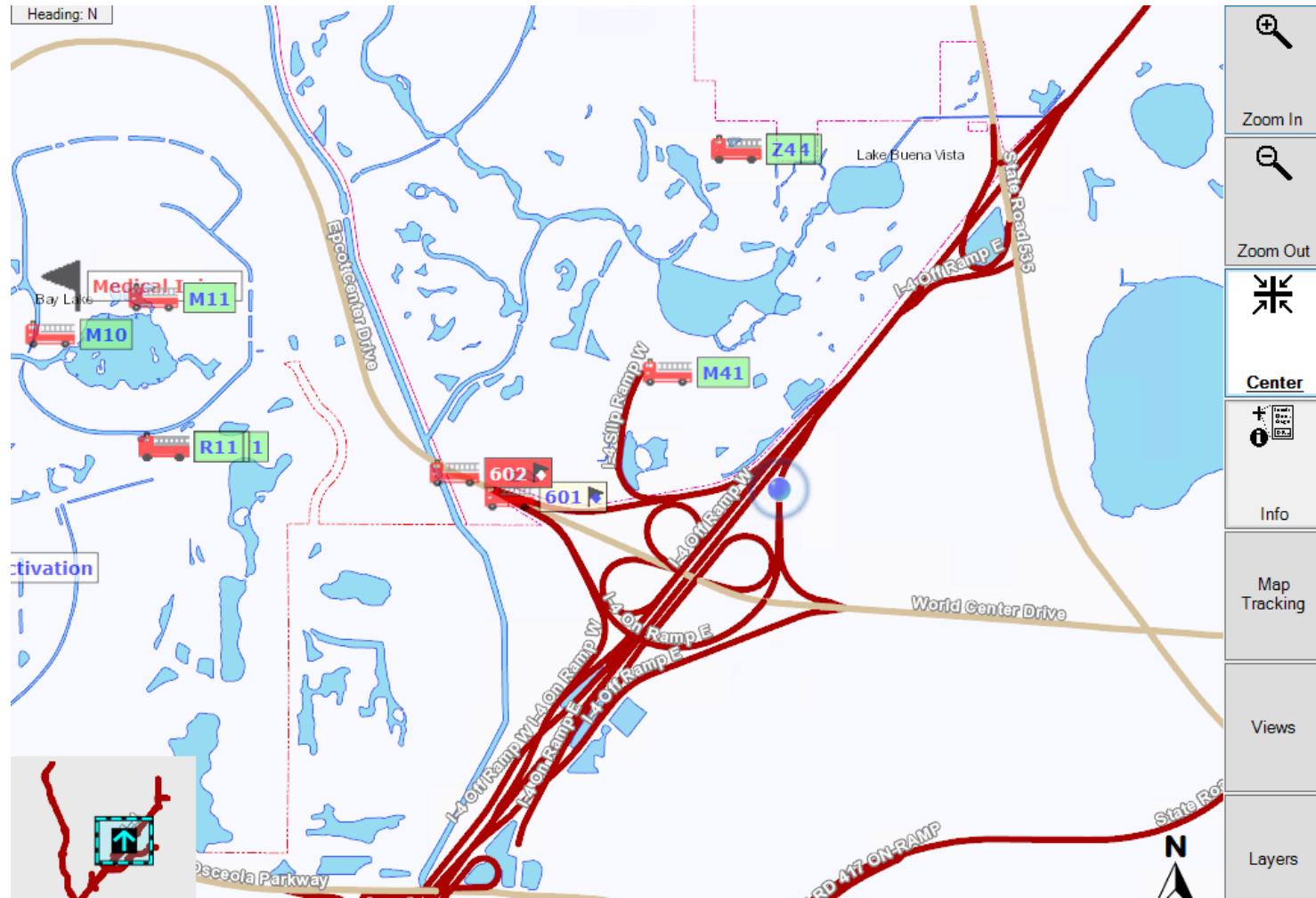
CONF #: 09212016-000029 MAP IT ADD CMNT ACK UPD SELF ASSIGN
 TIME: 9/21/2016 1 PRI: Emergen
 PROB: Structure High-Rise CITY: SAN DIEGO
 ADDR: SATURN BLVD / CORONADO LOC: Mission Bay Hospit
 CROSS: APT BLDG

SECTOR: San Diego Fire RESP AREA: Bat3 (Town B)
 ASSGN TIME: 09/21/2016 08:35:29

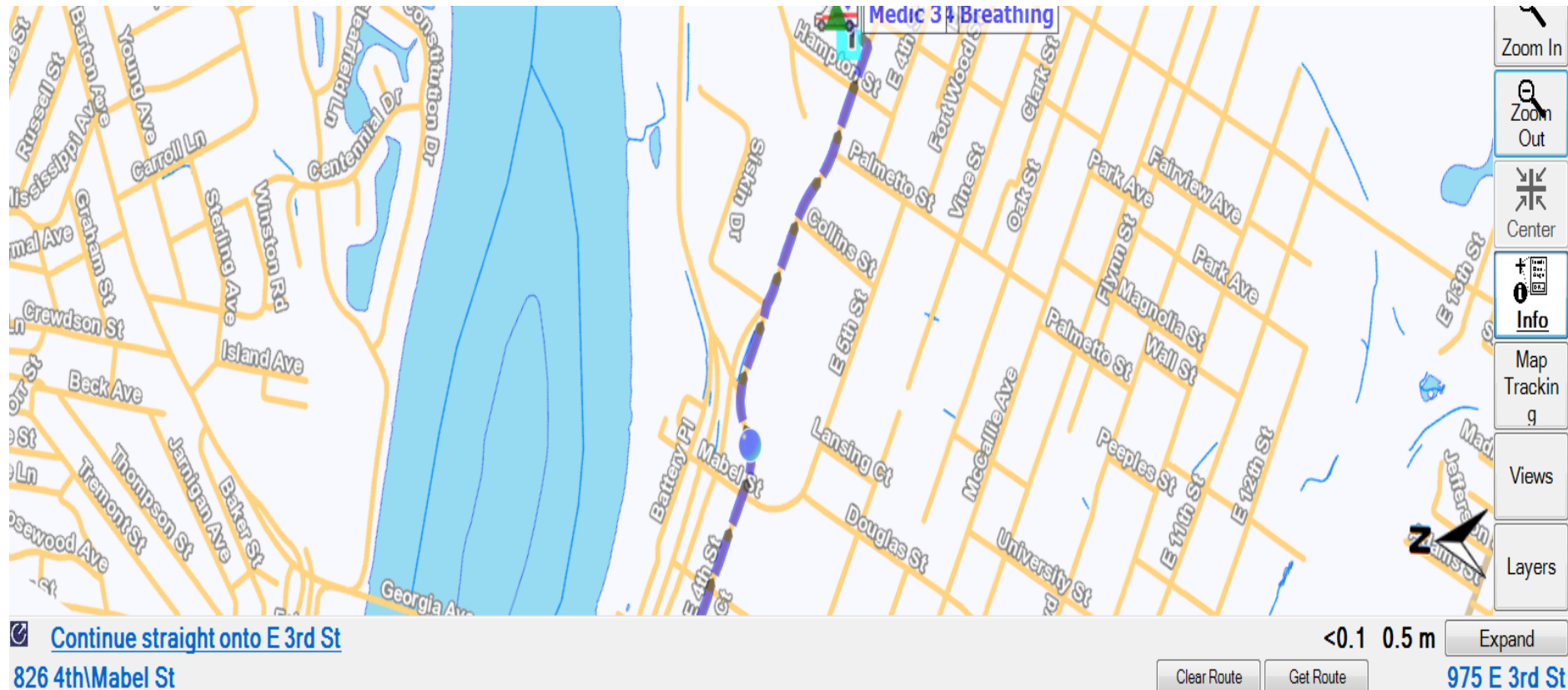
MOBILE UNIT
OTHER UNIT E16 E2 E20 T16 M2

Time/Date	Performed By	Con	Comments	Details
11:12...	BC1		comment	View
8:10:...	TSS		Attachment test doc added	View
8:08:...	TSS		Attachment This is an attachment added	View
3:10:...	TSS		[Page] Unit: E20, Sent From: MOBILETRN2 ,TSS, MessageText From PL	View
3:10:...	TSS		[Page] Unit: M2, Sent From: MOBILETRN2 ,TSS, MessageText From PL	View

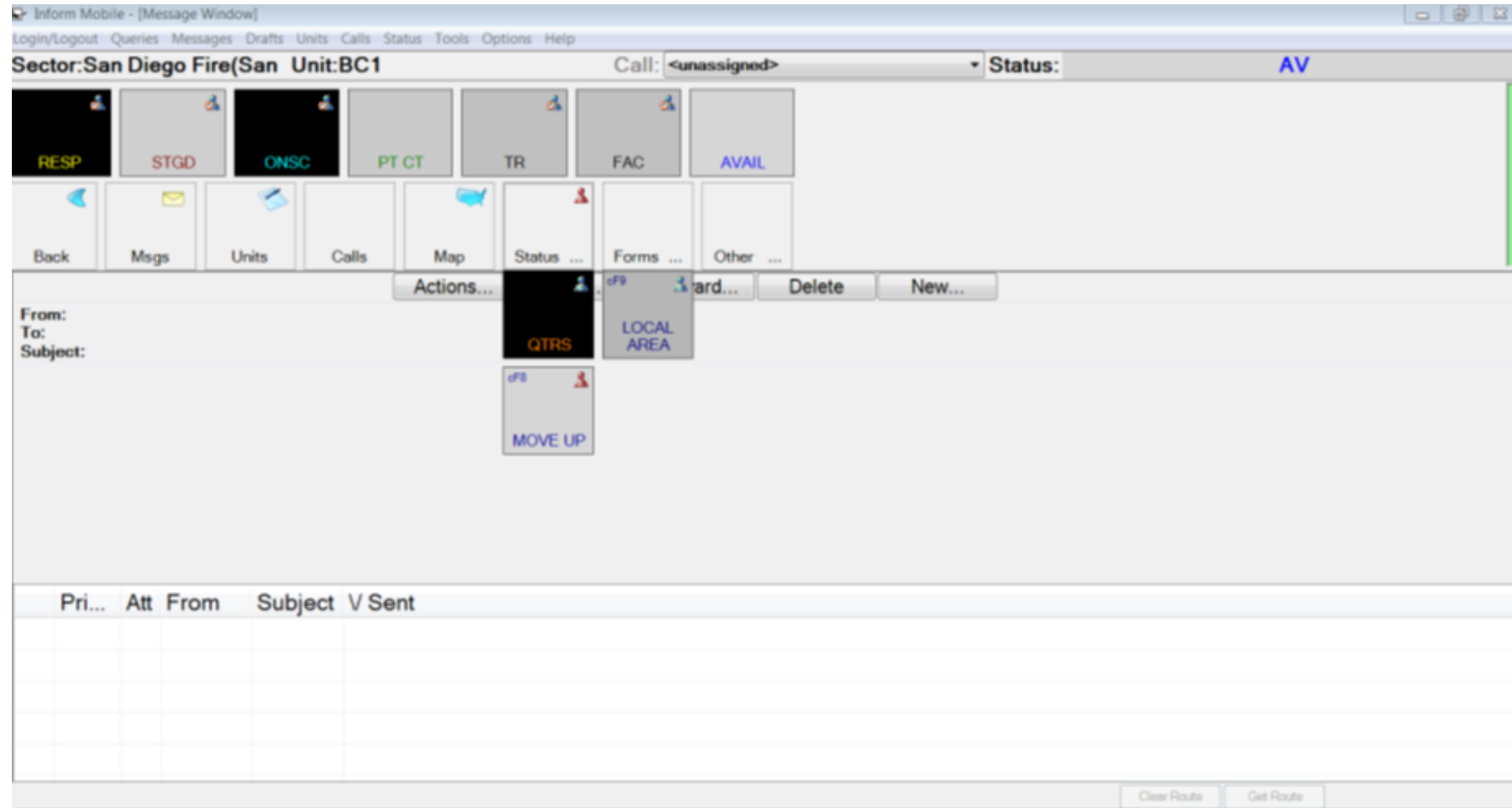
Inform Mobile Client Mapping



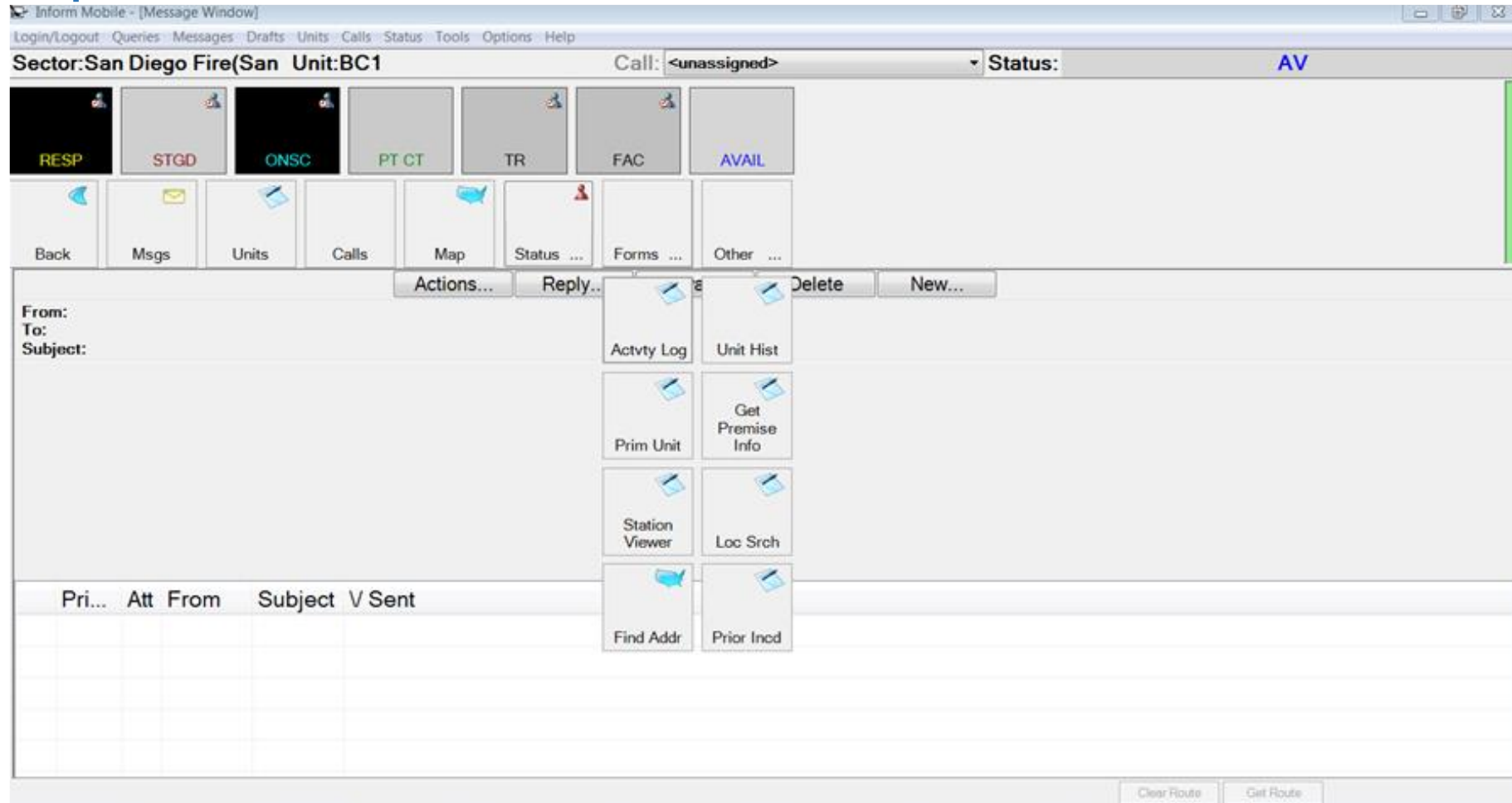
Inform Mobile Client Map – Driving Direction



Inform Mobile Client Status Dropdown



Inform Mobile Client Forms Dropdown



Inform Mobile Client Other Dropdown

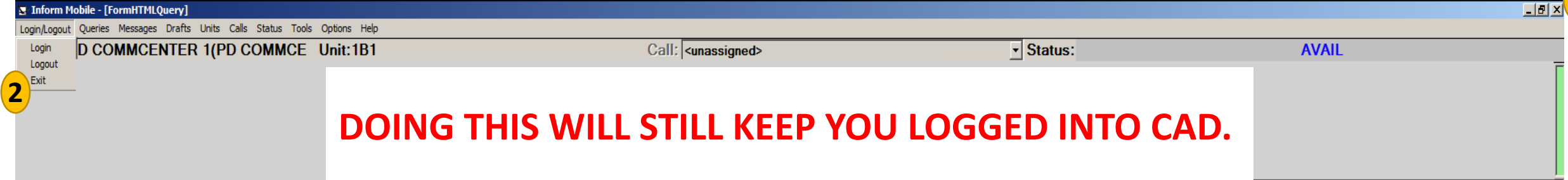
The screenshot displays the Inform Mobile Client interface. At the top, the window title is "Inform Mobile - [Message Window]". Below the title bar, there is a menu bar with options: "Login/Logout", "Queries", "Messages", "Drafts", "Units", "Calls", "Status", "Tools", "Options", and "Help". The main header area shows "Sector: San Diego Fire(San Unit:BC1)", "Call: <unassigned>", and "Status: AV".

The interface features a grid of buttons for various functions: "RESP", "STGD", "ONSC", "PT CT", "TR", "FAC", and "AVAIL". Below these are navigation buttons: "Back", "Msgs", "Units", "Calls", "Map", "Status ...", "Forms ...", and "Other ...". A dropdown menu is open from the "Other ..." button, showing options: "InfoBar Close", "Night", "New", "Sent Msgs", "Modify Logon", and "Logout".

The message content area shows "From:", "To:", and "Subject:" fields. Below this is a table with columns: "Pri...", "Att", "From", "Subject", and "V Sent". A message entry is visible with a red "SOS" icon and the text "EMERGENCY".

At the bottom right, there are "Clear Route" and "Get Route" buttons.

Inform Mobile Client Logging Out – Still Logged Into CAD



DOING THIS WILL STILL KEEP YOU LOGGED INTO CAD.

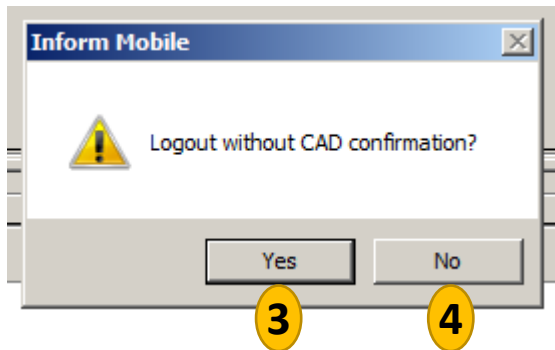
1. Clicking "X" in the upper right corner of the Main Menu

OR

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

WILL TRIGGER A WARNING POP UP

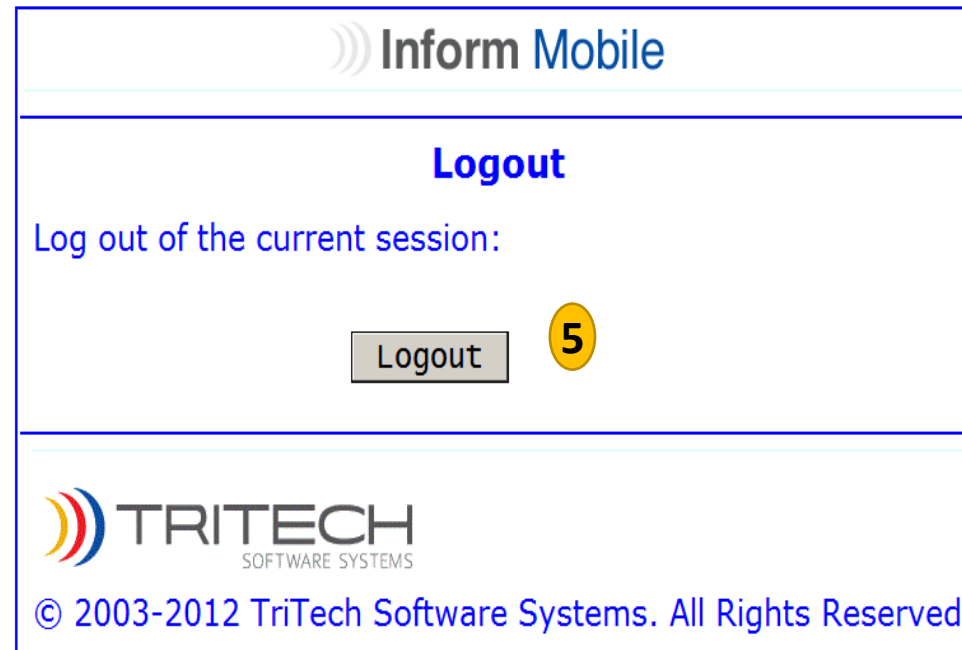
3. Clicking "Yes" will close your mobile client BUT leave you logged into CAD
4. Clicking "No" will cancel your attempt to log out



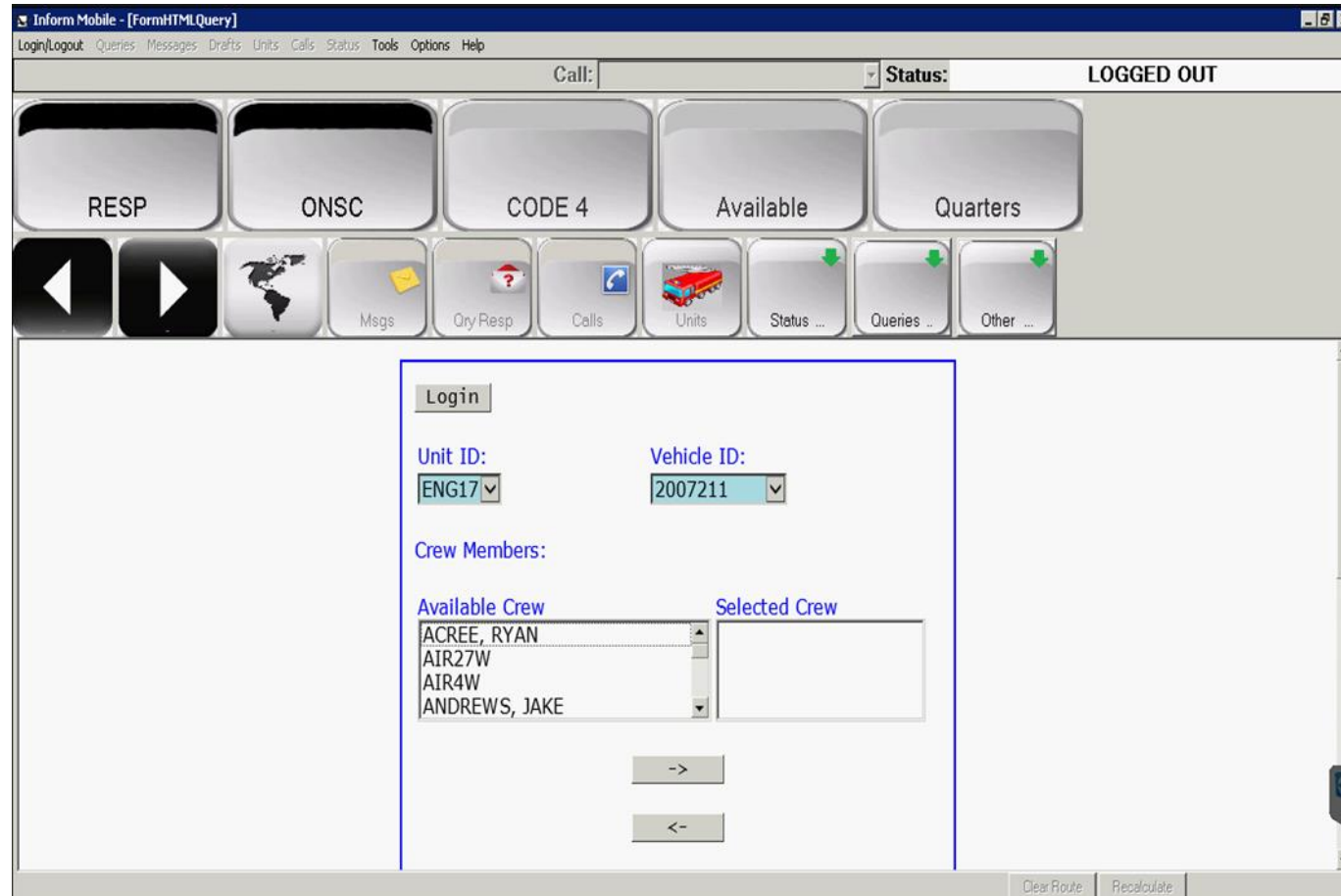
Inform Mobile Client Logging Out

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 !