USER'S GUIDE

Inform Mobile

Version 5.7.0

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GETTING STARTED

Inform Mobile should already be installed on your mobile device. If Inform Mobile is not running, launch it by double tapping its application icon on your Microsoft Windows desktop.

LOGGING INTO TO INFORM MOBILE

When you launch Inform Mobile, you are required to log in using the username or employee ID and password assigned to you by the Inform Mobile administrator. Logins can be unit or person specific. You may also need:

- Radio name
- Supervisor Radio Name
- Vehicle Number
- Shift End Time (HH:MM)
- Capabilities
- Additional Crew Members
- Sector the Mobile unit will be logged into
- If you have a Pager ID, you may also enter it (up to three pager IDs are accepted) on the Login form. Associating your pager with your login allows you to be notified upon incident assignment or other response level pages. After login, Inform CAD sends confirmation message to the pager that reads, This pager has been associated with [Radio Name] during Mobile logon.

After entering the appropriate information, tap **Login**.

MODIFYING YOUR LOGON

To change your unit's current login details or unit capabilities you must have been given the appropriate mobile permissions. If you have those permissions, check with your system administrator or consult your agencies online help to find the location of the **Modify Login** button.

Use Modify Logon to change your unit's current login details or unit capabilities. You can:

- Exchange users assigned to the unit (the primary user cannot be removed from shift except by logging off)
- Add personnel to the vehicle shift
- Remove personnel from Inform CAD shift. (If you are logging in by person rather than unit, you can remove all personnel except the PRIMARY per\-son.

If you are logging into Inform Mobile as a unit, you can change the entire crew. If you select this option, the *Unit Name* does not appear in Inform CAD’s roster system.

To modify your logon:

1. Tap **Modify Logon** to open the page.
2. Tap the checkbox next to Capabilities if that is what you are changing.
3. Tap each capability to add, CTRL - Tap to select more than one.
4. Tap the checkbox next to Additional Crew Members.

5. Tap each crew member to add, CTRL - Tap to select more than one.
6. Select the crew members to add, then tap **->**
7. To delete crew members, select the crew members to remove, then tap **<-**.
8. Tap **Submit** when finished.

To reset your password:

At times, a password may need to be changed from the field, either for security reasons or because the user has been locked out after entering the wrong password too many times. See your system administrator for details.

A supervisor (or System Administrator) can open a form that resets (changes) the user's password and resets the mobile system to allow access.

1. Select your Administrator Name from the drop-down list. You must have *Modify* privileges to reset a password.
2. Enter your password.
3. Select a user or unit from the *Reset User* list. You can start typing the name. The list will move to the first match.
4. Click **Submit**.

When the password has been changed or reset, a confirmation message is sent to the user who made the request.

LOGGING OUT

You should log out when you are done working or no longer need to access Inform CAD. Logging out instead of exiting leaves the software connected to the Mobile Server for the next shift to login.

To log out

1. Make sure you have cleared any call you are assigned to.
2. Select **Login/Logout Menu** > **Logout**.
3. In the Logout Confirmation screen, click **Logout**.

> **Note:** Logout methods depend on your agency's settings.

EXITING INFORM MOBILE

To shut down the Inform Mobile software.

If configured by your administrator, Inform Mobile saves the last watch list settings for the next login.

1. Click the Logout button. **Login/Logout Menu** > **Exit**.
2. In the Confirmation screen, click **Exit**.

INFORM MOBILE AND INFORM FBR SHARED USER CREDENTIALS

Inform Mobile supports shared login credentials between Inform Mobile and Inform FBR. Once a Inform Mobile user logs in to Inform Mobile, accessing the Inform FBR application from the Inform Mobile Incident screen **AFR** button, automatically passes the user's login credentials to the Inform FBR application.

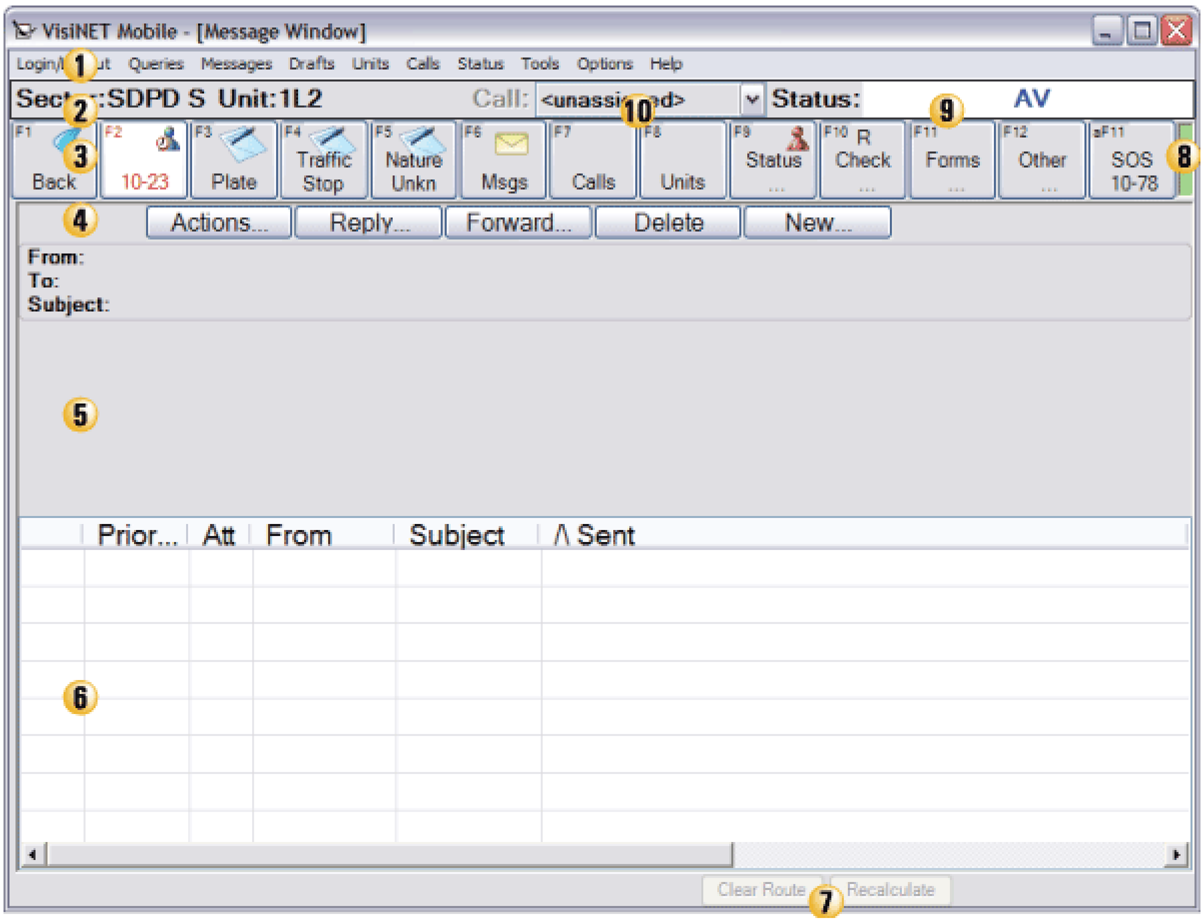
> **Note:** The Inform FBR application is a separate application and is installed independently from the Inform Mobile client. Inform FBR can be installed the Inform Mobile Client, provided the Inform Mobile Client laptop meets the FBR application requirements.

The Inform Mobile and Inform FBR Shared User Credentials feature requires configuration. Please refer to the Inform Mobile Administration Guide for configuration instructions.

BASICS

SYSTEM OVERVIEW

Inform Mobile extends the capabilities of Inform CAD, including mapping, call and incident handling, and peer-to-peer messaging. Inform Mobile enables you to query public and private databases and provides the highest levels of security through the use of AES 128-bit encryption. The user interface provides multiple methods of accessing program functionality, adapting to many user types and experience.



1. Main 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

TOOL BAR

The tool bar appears at the top of your Inform Mobile browser window. The tool bar in the previous section is an example and varies by agency. Buttons can vary in size, color, and function. Function keys can be programmed as shortcut keys for most buttons.

BUTTON	DESCRIPTION
Back	Return to the previous window
Forward	Proceed to the next window
Msgs	Check for new messages/Display Inbox
Responding	Responding status button
Staged	Staged status button
On Scene	On Scene status button
Available	Available status button
Clear Call	Available status button with the ability to give a disposition. **Note**: Depending on CAD settings, units may be required to provide a disposition of the call.
In Quarters	In Quarters status button
Calls	Displays active and pending incidents.
Units	Displays a list of units and the status and location of each
Map	Displays the map
Other	Additional Inform Mobile actions may include: Depart, Arrived Destination, Patient Contact, Local Area, Responding 2nd, On Scene 2nd, Enroute Post, MVA, Unknown EMS, Unknown Fire, Primary Unit, Position Update, Day/Night Toggle, New Message, Sent Message, Deleted Message, Unit History, Unit Status Query, Active Incident Query, Waiting Incident Query, Find Address, Incident Personnel, Logoff, Out of Vehicle Toggle
Create Incident	Traffic Stop, Subject Stop, On View or Nature Unknown.
Record Check	Person Check, License Plat Check, Properties Check, Weapon Check and any other check required by the customer.
Form Queries	Incident Search, Allied Agencies for an incident, Incident Personnel Search, Incident Summary Log Search, Personnel Search, Radius Search,, Units Query by Jurisdiction or Division, Unit Status Search, Unit History Search, Premise Info Search, Reverse Phone Search, Station Search by Jurisdiction.
CAD Functionality	Unit Position Update, Request Case Number, Add Comment to Activity Log, Incident Address Update, Primary Unit Request, Send Page, Set Incident Disposition,
Delay	Create button to notify call-taker for each type of delay
Emergency	To solicit emergency help from the dispatcher.

INCIDENT AND UNIT LISTS

Your administrator may have renamed Incidents as calls, or some other term your agency uses. For the purpose of this documentation, the words are interchangeable.

INCIDENT LISTS

Within Inform Mobile, you can view Active Incidents, Pending Incidents, and Unit queues within your Watch List, your sector or division. The lists includes the incident priority, a description of the problem, assigned units and the address. You can open each incident to view additional details about the incident.

The three queues are configurable by your System Administrator. Your system may appear differently than what is shown in this manual. Tap **Units** > **View Status Summary** to view the Unit queue. Tap **Incidents** > **View Incidents List** to see the Active and Pending list of incidents.

Each list is sortable in ascending or descending order. To sort the list, tap the column head to sort by, tap it a second time to reverse the sort order.

To create an incident:

You can create a new incident when you witness an event. Incidents you create are assigned incident to you (depending on CAD settings). Incidents you see happen go into the pending queue for dispatching.

An On-View incident is used when an incident is witnessed, but you are not the one responsible for handling of the incident. A supervisor may witness a traffic accident with no injuries, use the On View form to create the incident for dispatch, and the dispatcher will send the area unit.

An On-Site incident is used when you are the one responsible for handling the incident. If you witness a traffic collision, and are the responsible beat car to handle the incident, the incident will be created in CAD and automatically assigned to you.

> **Note:** You must have been granted the permission to create new incidents.

1. Tap the appropriate button. The button may be on the main tool bar or on a sub-tool bar.

   Incident types are configured by your agency.

   The following are examples of incident types that will automatically self-assign your unit (and place you in the “At Scene” status) when they are created:

   – Motor Vehicle Accident (MVA)
   – Unknown EMS
   – Unknown Fire
   – View Incident creates an incident but does not assign the unit creating the incident.
2. Each form may have specific data requirements, however all forms require a location.

   Three location types can be selected:

   – Address: Enter the street address
   – Current: Depending on configuration, GPS position when the form is loaded or submitted. You can modify the address if necessary.
   – Selected: If you are not at the incident location, you can select the location on the map.
3. To display a map for the location, tap **Select from Map** next to the address on the form.
4. Zoom in until you can clearly identify the incident location.

5. Tap INFO, then tap the incident location on the map.
6. Click **Mark and Select**.

   The latitude, longitude and address are filled in on the incident form.

To create an incident from the map:

You can create a new incident when you witness an incident. Depending on CAD settings, incidents you create become your assigned incident. Incidents you witness go into the pending queue for dispatching.

1. Tap the appropriate create incident button.
2. You can select the incident type button from the group that appears or you can press the indicated function key. Incident types can be configured by your agency. Traffic Stop, Subject Stop, and Unknown are automatically self-assigned when they are created. Each form may have specific data requirements, however all forms require a location. Three location types can be selected:
   - Address: Enter the street address
   - Current: Depending on configuration, GPS position when the form is loaded or submitted. You can fix the address if necessary.
   - Selected: If you are not at the incident location, you can select the location on the map.
3. Tap **Select from Map** next to the address on the form.
4. Zoom in until you can clearly identify the incident location.
5. Tap **Info**.
6. Tap the incident location on the map. The latitude, longitude and address are filled in on the incident form.
7. Tap **Mark and Select**.

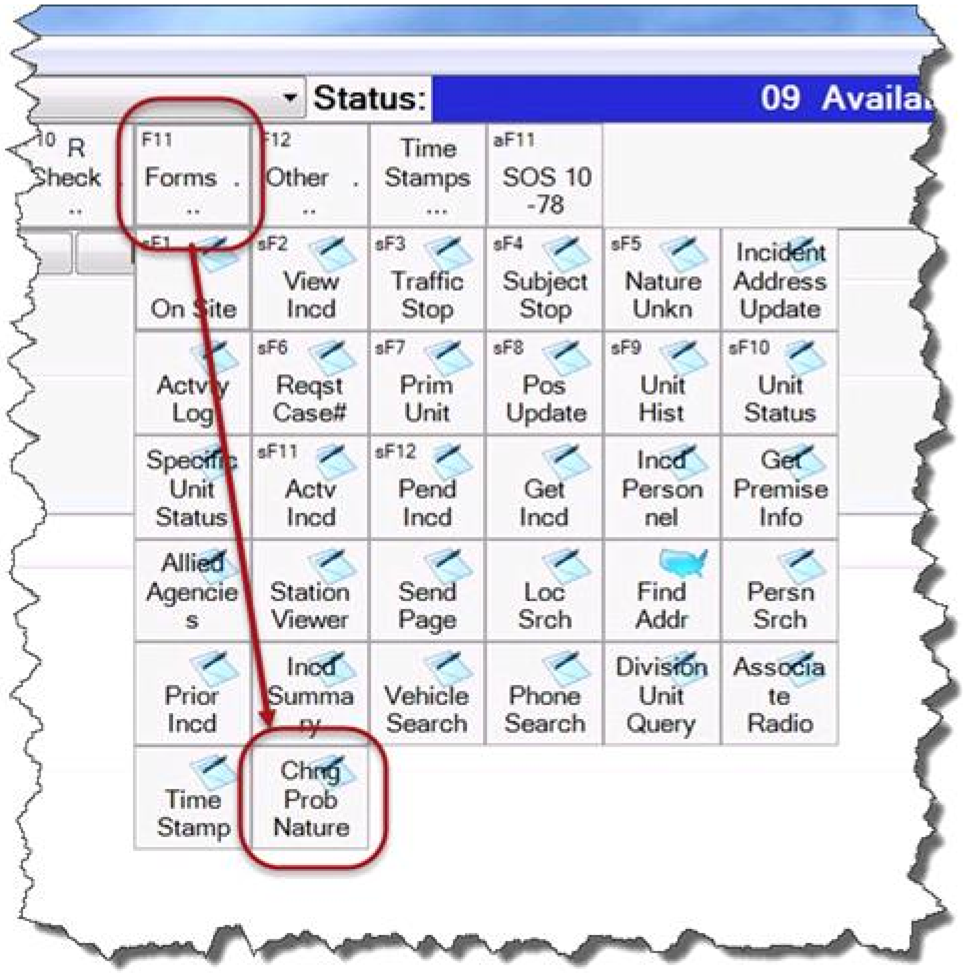
To view the active incident list

1. Tap **Incidents > View Incident List** in the main tool bar to display the Active and Waiting Incidents queues. The Active Incident list shows the status of each active incident including assigned units.
2. To display detailed information about the incident, tap the incident number. To display a map of the incident area from the incident detail, tap **Map It**.

You can view the status of an active incident from the Active Incident list. The data elements in the Active Incident List are configurable. Your settings may look different than the example shown.

ABILITY TO CHANGE THE INCIDENT PROBLEM NATURE

A new change incident problem/nature button has been added to the Inform Mobile Client's Forms button display.



The change incident problem/nature feature provides the means for an Inform Mobile user to change the problem/nature for the unit's current incident assignment.

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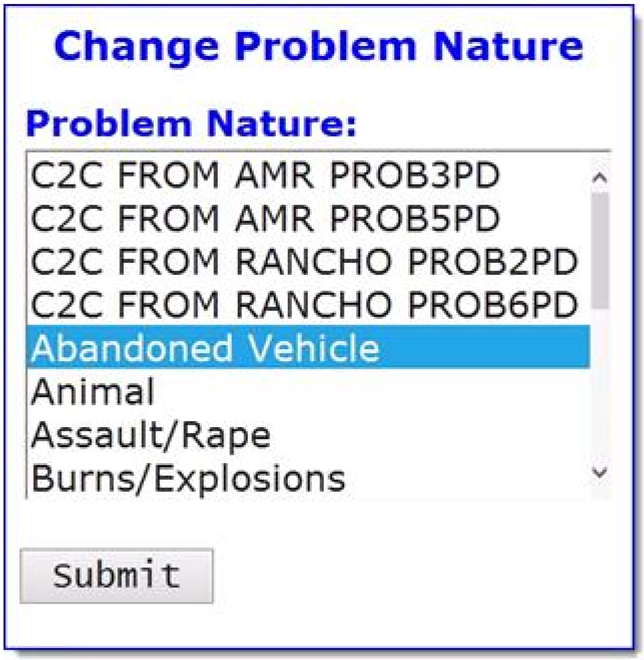
To change the problem/nature on the unit's current incident:

1. Tap **Forms** in the mobile toolbar

   The button groups are displayed.
2. Tap the **Change Problem/Nature** button.

The Change Problem Nature dialog is displayed with the incident's problem/nature highlighted.



3. Select a problem/nature from the list or use the up/down keyboard arrow buttons to scroll through the list

   You may also enter the first few characters of the problem/nature, which will jump the list to the item in the list that matches the characters entered.

4. Tap **Submit** or press the Enter key.

   If the unit is not currently assigned to an incident, the following message is displayed.

   The incident's problem/nature field is updated in mobile and in Inform CAD.

5. If the problem change is submitted successfully, a comment is added to the incident. (e.g. Problem Nature changed to Domestic Violence).

6. If a default upgrade/downgrade reason is configured, the reason will be appended to the end of the comment. (e.g. Problem Nature changed to Domestic Violence due to Entry Error.)

> **Note:** In the event the connection to the Inform Mobile Server is lost at the time of the problem/nature change, the Inform Mobile user will receive a "failed request" message. Once the connection to the Inform Mobile Server is re-established, the Mobile Client will send the problem nature change with time stamp at the time the Submit button was pressed to the Mobile Server.

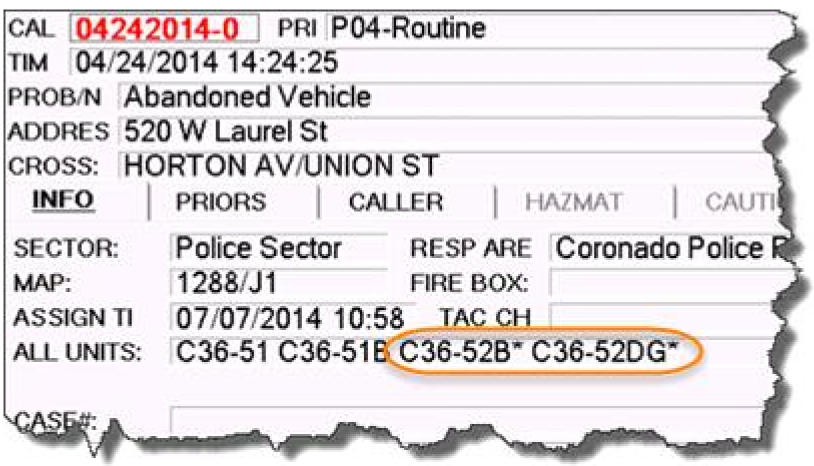
SHOW ALL ASSIGNED UNITS

The Inform Mobile system provides the ability to configure the incident screen to display all assigned units (both Inform Mobile and non-Inform Mobile units) into a single field. The list of assigned units are displayed in the response plan order. Units that are manually assigned or self-assigned to the incident are appended to the list following the units that were assigned via the response plan.

While previous and existing versions of the mobile system provided configurations for assigned (Inform Mobile) units (Assigned_Units) or Other (non-Inform Mobile) Units (Assigned_Other) as individual fields, the mobile system now allows the fields to be configured to display all assigned units in a single field based on the presence of the configured field(s). The following matrix shows what units are displayed in which fields depending on the different configurations:

	CONTROLS / FIELDS CONFIGURED	CONTENT DISPLAYED IN THE ASSIGNED_UNITS FIELD	CONTENT DISPLAYED IN THE ASSIGNED_OTHER FIELD
1	Assigned_Units + Assigned Other	Assigned mobile units	Assigned other units
2	Assigned_Units only	All assigned units with an asterisk (*) indicating non-Inform Mobile units.	N/A
3	Assigned_Other only	N/A	Assigned other units

When configured for all assigned units to be displayed in a single field, units that appear in the list that are non-Inform Mobile units are displayed with an asterisk (*).



Note: The initial/default configuration is with both fields (Assigned_Units, Assigned_Other) configured.

CONFIDENTIAL COMMENTS

To view pending incidents:

1. Tap **Incidents** in the main toolbar to display the Active and Pending Incidents list.

2. To display incident details, tap the underlined incident number. On the Incident Detail page, tap any of the tabs to view additional information on the incident.
3. To display the incident on a map, tap one of the following mapping buttons:
   - **Map It**: Jumps to the map with the incident centered on the screen.
   - **Incident Zoom**: Jumps to the map and shows the incident and the units assigned to the incident (within a maximum zoom tolerance).
   - **Auto Zoom**: Jumps to the map and shows the incident and your unit (other units and incidents will be visible).
4. To add a comment to the incident, tap **Add Cmnt** . This feature must be enabled by the system administrator.

> **Note**: Any action you take on the incident will be recorded as a comment and cannot be deleted.

5. Enter the text you want recorded with the incident and then tap **OK**.
6. To restrict other agencies from viewing the comment, check the *Confidential* option when entering the comment.

To assign an incident to yourself:

If you have permission to perform a self assign, you can assign your unit to an incident. If your agency uses Multi-Assign you can assign your unit to more than one incident.

1. Tap a Pending or Active Incident.
2. Tap the **Self Assign** button.

UNIT STATUS QUEUE

The Unit Status queue displays information about the units from the each watchlist.   Information would include incident number, problem nature and address it is assigned to, the unit status and the personnel assigned to the incident. You can view the status of an active incident and assign additional units to the incident if necessary from the Unit Status Queue by tapping the Problem Nature field. The Unit Status Queue can be sorted in ascending or descending order by clicking the column header.   The direction of the sort is noted by the up arrow (/\) or down arrow (\/) in the column header.

> **Note:** The data elements in the Unit Status Queue are configurable. Your terminology may be different than described in this document.

- To display a map showing the unit, tap the Unit Number.
- To display incident information, tap any column other than unit name if they are configured   for link to assigned incident.
- To refresh the unit information immediately, tap **Refresh Now**.
- To filter the list of units by status, click **Filter**, then add or remove status to change the list view.

AUTO STATUS CHANGES

Inform Mobile can change your unit status from Dispatched to Responding if the status prior to Dispatched was In Quarters using the AVL message. The system monitors a unit's speed and if a unit's speed change is within the configured limits, the status automatically changes. Auto status changes do not affect units that are in a multi-assigned state.

DELAY NOTIFICATIONS

You can let your dispatcher know about on scene arrival delays directly from the Inform Mobile client. If configured, the delay buttons appear in the Main Toolbar. To use the delay buttons, the mobile unit must be assigned to an incident. If you encounter a delay, tap the delay button that most closely aligns with the reason you are delayed.

OUT OF SERVICE STATUS CHANGES

The Inform Mobile system sends all unit Out Of Service events as a status change and employs Inform CAD's rules for Out of Service based upon the Inform CAD configuration of Out of Service Reasons as status changes or delayed available events. When a Inform Mobile user places a unit in an Out of Service condition, the user is able to select up to ten Out of Service reasons. In addition, the Inform Mobile Client's status area displays a comma-delimited list of the unit's current status and Out of Service reasons, for example, 17 Out of Service, Cross-Staffing, Flat Tire.

CLEAR ALL UNITS

UNIT-BASED CUSTOM TIME STAMPS

The Inform Mobile system now provides the ability to use custom time stamps from the Mobile Client screen. Custom time stamps are created and maintained in Inform CAD in the Custom Time-Stamp Builder. This enhancement adds a **Time Stamp** button to the Inform Mobile Client buttons configuration, which requires configuration to enable and display the new button. When the **Time Stamp** button (figure 1) is configured and is tapped or the (optionally configured) function key is pressed, a Custom Time Stamp form is displayed (figure 2) allowing the user to select a Time Stamp from a drop-down list and to tap **Submit** to activate the Time Stamp.

Figure 1

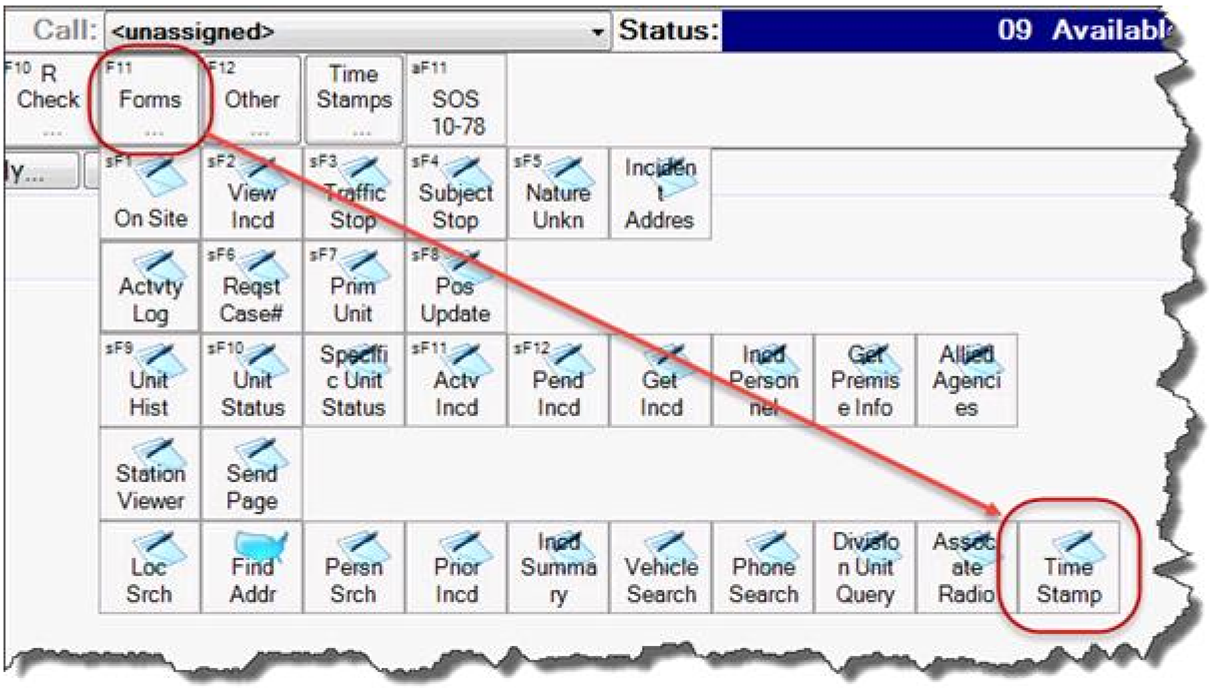
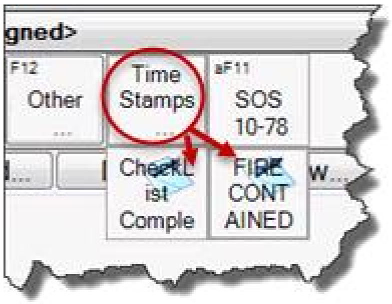


Figure 2

The mobile Client may also be configured to provide an individual menu button for each configured custom time stamp (figure 3). However, this requires a more-involved configuration procedure.

Figure 3

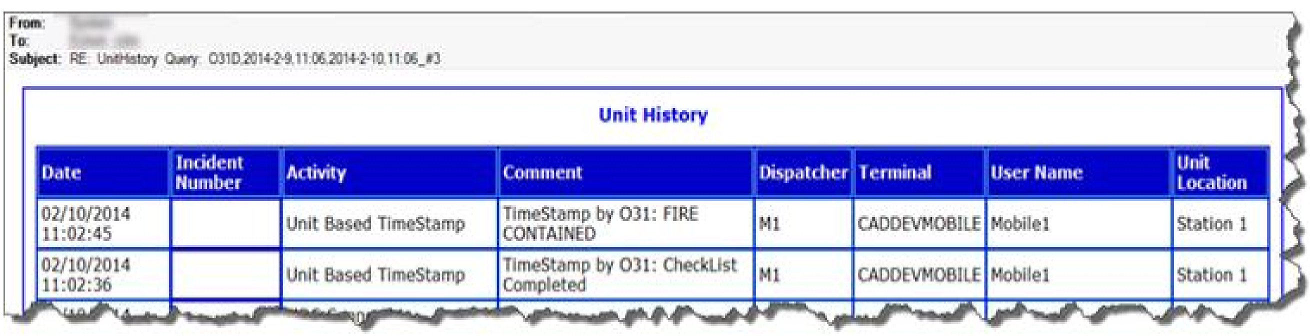


If the unit is assigned to an incident, the incident number is displayed in the **Incident** field of the time Stamp form (figure 2) and the custom timestamp is logged in the Response_User_TimeStamps table. A Unit Activity Log entry is created with the information shown in the bullet points below.

If the unit is not currently assigned to an incident, the **Incident** field of the time Stamp form is empty and a Unit Activity Log entry is created with the following information:

- Date Time of Entry
- Activity
- Comment
- Master Incident ID
- Vehicle ID
- Activity Location/Address

The following is a sample of the Mobile Client unit history (menu bar, **Queries** > **VisiCAD** > **Unit History**) containing two unit-based custom time stamps:



From:
To:
Subject: RE: UnitHistory Query: O31D,2014-2-9,11:06,2014-2-10,11:06_#3

Unit History

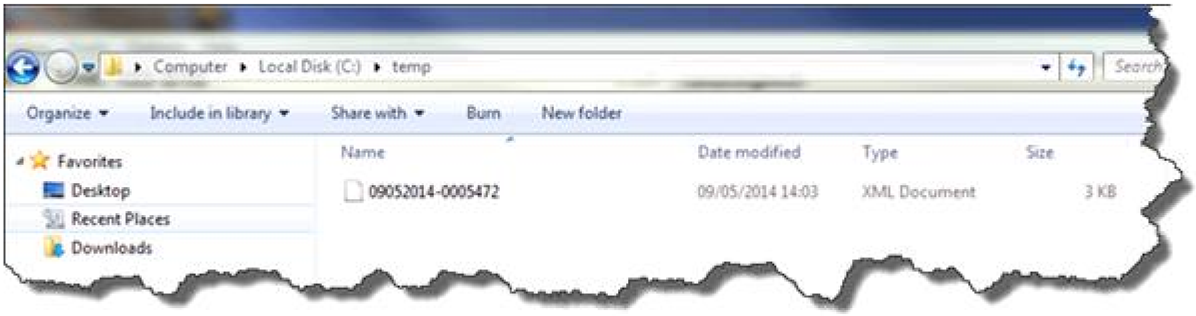
Date	Incident Number	Activity	Comment	Dispatcher	Terminal	User Name	Unit Location
02/10/2014 11:02:45		Unit Based TimeStamp	TimeStamp by O31: FIRE CONTAINED	M1	CADDEVMOBILE	Mobile1	Station 1
02/10/2014 11:02:36		Unit Based TimeStamp	TimeStamp by O31: CheckList Completed	M1	CADDEVMOBILE	Mobile1	Station 1

Please contact TriTech Technical Support to configure the custom time stamp menu button.

AUTOMATIC AFR UPDATES

When an active incident's data is changed and the automatic AFR export feature is enabled, a new AFR export is automatically generated and overwrites the existing AFR export for that incident.

When an incident update occurs (such as the addition of a comment), the AFR file is automatically exported to the folder shown below:



Please refer to the 5.7.0 Inform Mobile Administrator's Guide for configuration information.

To view an incident:

1. Tap **Incidents** in the main toolbar to display the Active and Pending Incidents list.
2. To display incident details, tap the underlined incident number. On the Incident Detail page, tap any of the tabs to view additional information on the incident.
3. To display the incident on a map, tap one of the following mapping buttons:
   - **Map It**: Jumps to the map with the incident centered on the screen.
   - **Incident Zoom**: Jumps to the map and shows the incident and the units assigned to the incident (within a maximum zoom tolerance).
   - **Auto Zoom**: Jumps to the map and shows the incident and your unit (other units and incidents will be visible). As you get closer to the incident, the map zooms in, as you get further away, the map zooms out.
4. To add a comment to the incident, tap **Add Cmnt** . This feature must be enabled by the system administrator.

   Note: Any action you take on the incident will be recorded as a comment.
5. Enter the text you want recorded with the incident and then tap **OK**.
6. To restrict other agencies from viewing the comment, check the *Confidential* option when entering the comment.

ATTACHMENTS

Files such as video, audio, URL, images and text can now be attached to premises, caution notes and incidents in Inform CAD. The Attachments dropdown menu in the message preview area contains a list of all attachments for an incident. Columns included are:

- File Description
- Size
- File Type
- Creation Date
- Copy Progress

When the attachment download is complete, you are asked whether you wish to open the file.

> **Note**: As with mail attachments and preplan files, opening the incident attachment requires the relevant application to be installed on the Mobile Client and the file extension linked to this application.
>
> Because the file name and extension are not known until the file is downloaded, the user won't know if the appropriate application is available to launch the attachment.

The list is sorted, by default, Creation Date descending. You can change the sort order by taping the column header of any other column by taping the column header.

You can open the attachment as long as the incident is pending or active. After one hour, any attachment files that are no longer needed are deleted from the Mobile Client disk.

SUPPLEMENTAL INFO

Inform CAD Supplemental Information functionality is extended to Inform Mobile, allowing field users to query, view, add, and modify incident supplemental person, vehicle, article, and weapons records. This enhancement eliminates or reduces the need for excessive voice radio traffic.

Inform Mobile users are able to:

- View incident related Supplemental Information on Inform Mobile regardless if entered by a dispatcher or other mobile user so that they can quickly access pertinent information in an organized and consistent presentation regardless if assigned to an incident or not.
- Add, edit or update Supplemental Information on Inform Mobile as part of the incident, so that the Supplemental Information also gets updated in Inform CAD which in turn will make the information available to other Inform Mobile and Inform CAD users.
- Optionally include a search of Person Supplemental Info from Inform CAD in the Person & Driver License Query in addition to the other data sources being queried.
- Optionally include a search of Vehicle Supplemental Info from Inform CAD in the Plate/VIN Query in addition to the other data sources being queried.
- Optionally include a search of Gun Supplemental Info from Inform CAD in the Gun Query in addition to the other data sources being queried.
- Optionally include a search of Property Supplemental Info from Inform CAD in the Property Query in addition to the other data sources being queried.

A **Supplement** option is added to the Person and Drivers License, Plate/VIN, Weapon and Property Query forms to provide a convenient method to include the Supplemental Info search when a query is executed. When the Inform Mobile user fills in the data to be queried and selects the **Supplement** option, the Inform Mobile system executes a Supplemental Info search. When the Records Check results are returned, the associated Supplemental Info, if any, is also returned as a separate Records Check return with the source or sender being identified as CAD Supplemental Information.

The Supplemental Info form is accessed via the **Supplemental Info** button on the incident information screen. The button changes color to a blue background with white text when Supplemental Info is added or updated and has not been viewed for the selected incident. If Supplemental Info exists for the selected incident, the **Supplemental Info** button text is preceded with an asterisk. Clicking **Supplemental Info** displays the Supplemental Information form, allowing the user to view or edit existing Supplemental Info. Clicking the **Supplemental Info** button when it does not indicate existing Supplemental Information, opens the Supplemental Info form and allows the Inform Mobile user to add a new supplemental information record for the selected incident.

When a Supplemental Info form is displayed with an existing Supplemental Info record, a number is shown following the label on the category tabs (Vehicle, Person, Weapon and Property.) The number indicates the number of Supplemental Info entries returned for each of the four categories. In the example screen shot below, two vehicle entries (circled) are returned as well as a single return for Person and Weapon. The Property tab does not show a number and indicates that no property records were returned.

> **Note**: This feature is enabled in the InHouse Setup Utility and its security access is configured in the Permission Security Manager. Please contact your TriTech Client Account representative for additional information.

ADDING SUPPLEMENTAL INFORMATION TO AN INCIDENT

The Inform Mobile user is able to add Supplemental Information via the MDC as part of an incident, which in turn updates the Supplemental Information in Inform CAD. The following Supplemental Information categories and fields are available:

Vehicle

- Involvement Type (as configured in Popup List Utility)
- Towed by
- Vehicle Characteristics (Make, Year, Model, Style, Color)
- Registration Information (Plate Number, Plate State, Plate Year, Plate Type, VIN)
- General characteristics and comments

Person

- Involvement type (as configured in Popup List Utility)
- Last name
- First name
- Middle name
- DOB
- Physical Characteristics (Age, Weight, Height, Race, Gender, Eyes, Build, Facial)
- Personal Data (OLN, OLS, SSN)
- Description (Shirt, Pants, Shoes, Hat, Glasses, Jacket, Flight direction, Weapon)

- Address and phone information
- General characteristics and comments

Weapon

- Serial Number
- Make
- Caliber
- Weapon Type (as configured in Popup List Utility)

Property

- Serial Number
- Article
- Brand
- Property Type (as configured in Popup List Utility)

To add supplemental information to an incident:

1. Select an incident from the Pending or Active Incident Queue.
2. Tap **Supplemental Info** within the incident information screen.
3. Tap the category tab within Supplemental Information form for which supplemental information is to be added.
4. Tap **Add**.
5. Enter available information into the appropriate fields.

   Taping **Cancel** clears the contents from all fields.
6. Tap **Save**.

   The new entry is displayed in a list area near the top of the tab as shown below.

7. Tap **Select** to display the new record information in the fields and to edit the data.
8. Tap **Add** to create a new record entry.
9. Tap **Back** on the menu bar to close the Supplemental Information form and return to the incident information screen.

Note: An entry is made to the Incident Edit log when a Supplemental Information record is added.

UPDATING SUPPLEMENTAL INFORMATION

The Inform Mobile user is able to edit/update existing Supplemental Information via the MDC as part of an incident, which in turn updates the Supplemental Information in Inform CAD. The following Supplemental Information categories and fields may be edited:

Vehicle

- Involvement Type (as configured in Popup List Utility)
- Towed by
- Vehicle Characteristics (Make, Year, Model, Style, Color)
- Registration Information (Plate Number, Plate State, Plate Year, Plate Type, VIN)
- General characteristics and comments

Person

- Involvement type (as configured in Popup List Utility)
- Last name
- First name
- Middle name
- DOB
- Physical Characteristics (Age, Weight, Height, Race, Gender, Eyes, Build, Facial)
- Personal Data (OLN, OLS, SSN)
- Description (Shirt, Pants, Shoes, Hat, Glasses, Jacket, Flight direction, Weapon)
- Address and phone information
- General characteristics and comments

Weapon

- Serial Number
- Make
- Caliber
- Weapon Type (as configured in Popup List Utility)

Property

- Serial Number
- Article
- Brand
- Property Type (as configured in Popup List Utility)

To update supplemental information for an incident:

1. Select an incident from the Pending or Active Incident Queue.
2. Tap **Supplemental Info** within the incident information screen.
3. Tap the **Select** hyperlink to display the record to be edited.
4. Tap the category tab within Supplemental Information form for which supplemental information is to be edited.

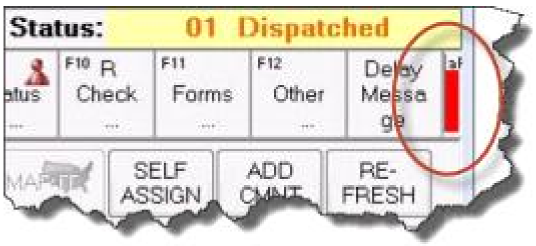
5. Tap **Edit**.
6. Make changes to information in the appropriate fields.
7. Tap **Save**.

   Taping **Cancel** clears the contents from all fields.
8. Tap **Back** on the menu bar to close the Supplemental Information form and return to the incident information screen.

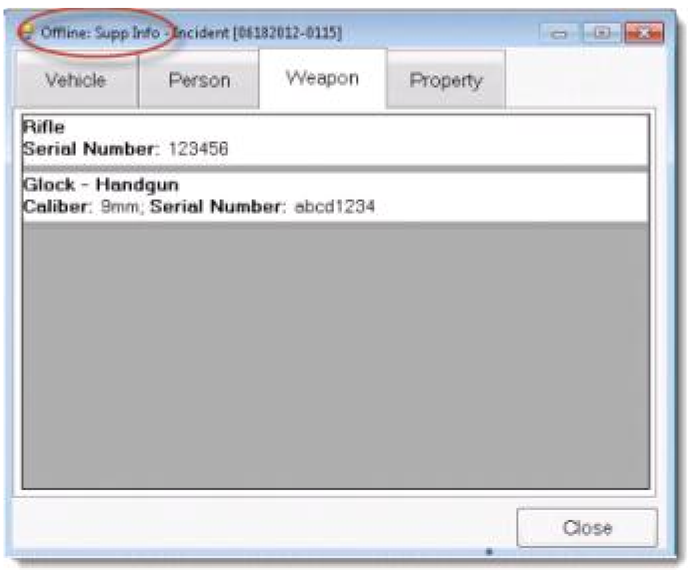
> **Note:** An entry is made to the Incident Edit log when a Supplemental Information record is edited/updated.

OFF-LINE USAGE

Usage of the Supplemental Info feature requires an active connection to the Inform Mobile Server. However, an off-line mode is provided. If Supplemental Info is accessed during a period when the Inform Mobile Client connection light is red...



the system displays the Offline: Supp Info window, similar to the one shown below. The Offline: Supp Info window is an informational, view-only mode, which does not allow editing of the data.

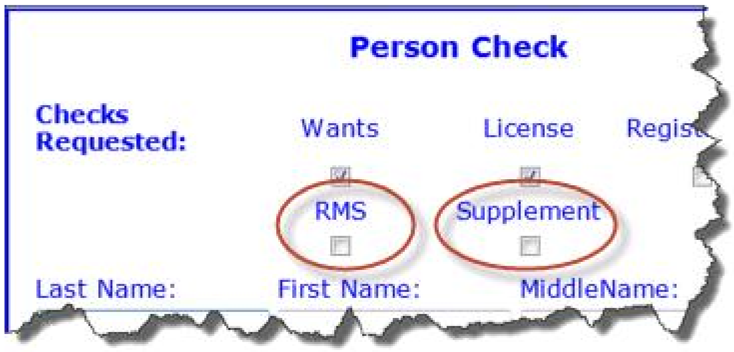


> **Note**: The information provided in the Offline form is accurate up to the moment when the Supplemental Info for the selected incident was accessed and when an active connection to the Inform Mobile Server was available.

RMS AND SUPPLEMENTAL INFORMATION SEARCH FROM INFORM MOBILE

Inform Mobile users are able to perform RMS People, Driver's License and Vehicle searches from the Inform Mobile Client to an Inform RMS system as well as perform Supplemental Information, Person (Name, DOB, OLN) and Vehicle (Plate and VIN).

The functionality is available from the Inform Mobile Records Check People and Vehicle forms, by selecting the RMS, Supplemental Information or both options on the form, entering the required information and submitting the Records Check request. In addition, the user can specify whether the search is performed on NCIC, RMS, Supplemental Information or any combination of the three.



The results of the searches are returned and displayed in the same manner as a Records Check and are viewed by tapping the **Msg** button and selecting the return.

> **Note**: The RMS People and Vehicle Search feature is disabled by default. Please refer to the Inform Mobile Administrator's Guide to enable and configure this feature.

RMS PEOPLE AND DRIVER'S LICENSE SEARCHES

Inform Mobile users are now able to perform person and driver's license searches from RMS via the Records Check query form. An RMS option is added to the Records Check query submission form in the Inform Mobile Client and provides the option of selecting whether the query is run against NCIC, RMS, or both.

To perform an RMS person search:

1. Tap **Records Check** > **Person**.
2. Select the RMS option.
3. Enter the **Last Name** (required).
4. Enter the **First Name** (required).
5. Enter the **Middle Name** (optional)
6. Enter the **D.O.B.** (optional).
7. Tap **Submit**.

   RMS search results are returned in the same manner as a Records Check return.

To perform an RMS driver's license search:

1. Tap **Records Check** > **Person**.
2. Select the RMS option.
3. Enter the **DL Number** (required).
4. Enter the driver's license **State** (required).

5. Tap **Submit**.

   RMS search results are returned in the same manner as a Records Check return.

▶ *To perform a combined RMS driver's license and person search:*

1. Tap **Records Check** > **Person**.
2. Select the RMS option.
3. Enter the **Last Name** (required).
4. Enter the **First Name** (required).

   If the driver's license number is provided, the first and last names are not required.
5. Enter the **Middle Name** (optional)
6. Enter the **D.O.B.** (optional).
7. Enter the **DL Number** (required).

   If the first and last names are provides, the DL number is not required.
8. Enter the driver's license **State** (required).
9. Tap **Submit**.

   RMS search results are returned in the same manner as a Records Check return.

RMS VEHICLE SEARCHES

Inform Mobile users are able to perform vehicle searches from RMS via the Records Check query form. An RMS option is added to the Records Check Vehicle Check submission form in the Inform Mobile Client and provides the option of selecting whether the check is run against NCIC, RMS, or both.

▶ *To perform an RMS vehicle VIN search:*

1. Tap **Records Check** > **Vehicle**.
2. Select the RMS option.
3. Enter the **VIN** (required).
4. Tap **Submit**.

   RMS search results are returned in the same manner as a Records Check return.

▶ *To perform an RMS vehicle license plate search:*

1. Tap **Records Check** > **Person**.
2. Select the RMS option.
3. Enter the license plate number in the **LIC** field (required).
4. Enter the license plate **State** (optional).
5. Tap **Submit**.

   RMS search results are returned in the same manner as a Records Check return.

▶ *To perform a combined RMS vehicle VIN and license plate search:*

1. Tap **Records Check** > **Person**.
2. Select the RMS option.
3. Enter the **VIN** (required if the license plate number if not provided).
4. Enter the license plate number in the **LIC** field (required if the VIN is not provided).

5. Enter the license plate **State** (optional).
6. Tap **Submit**.

   RMS search results are returned in the same manner as a Records Check return.

EMERGENCY

The icon bar may have an emergency button. When you tap **Emergency**, depending on the configuration nothing will take place on your Mobile screen, but an emergency notification is sent to all the units configured to receive it. If controlling dispatcher is configured in CAD, a high priority message is sent to the controlling dispatcher. (Some agencies may elect to have a high priority message sent back to the requesting unit as an acknowledgment of such request has been made.). The Dispatcher can map your unit location from the Emergency dialog.

ADVISOR ALERT ENHANCEMENTS FOR LOGGED-OFF UNIT EMERGENCY BUTTON PRESS

When a logged-off Inform Mobile unit activates the emergency button an Advisor alert is generated (if configured to do so). The alert message now contains the following text which is appended to the current Advisor alert message, "previous logged in unit WAS [*radio name*]." The [*radio name*] field contains the name of the unit that was last selected in the vehicle's **Radio Name** drop-down list field during the last Inform Mobile logon.

The Advisor alert also now shows the reverse-geo-coded location of the mobile device, when the mobile device is AVL-equipped.

The following is an example of the enhanced Advisor alert message:

SUMMARIZE INCIDENT DATA

If your agency has purchased the Incident Summary module, the Clear Incident form will be changed to show the Incident Summary Collection Data. When you are clearing an incident, you can enter and submit various data (associated with the incident number and the unit), that will be recorded into the CAD database. Forms are configurable. Your form may appear different from those shown below.

1. Tap the **Clear Incident** button on the Inform Mobile toolbar.
2. Enter the *standard* clear incident information, then enter the Incident Summary data on the form.
3. Tap **Submit**.

INCIDENT SUMMARY INFORMATION QUERY

To view the incident summary information, you can submit a query for Incident summary information. The selection criteria are:

- Incident Number
- Unit name (radio name)
- Record date range (from - to) similar to MM/DD/YYYY HH:MI.

Up to 25 returns are listed showing:

- Incident Number
- Unit name (radio name)
- Record date

Tap an underlined item to retrieve all of the details of the specified record including each field name and value.

MESSAGING AND PAGING

MAILBOX

The Inform CAD messaging system manages messages between multiple types of clients including Inform CAD, Inform Browser, and Inform Mobile. The buttons in the Mailbox Toolbar allow you to Reply/Reply All, Forward, Delete/Delete All, Compose a new message, and hide message headers.

Inbox

The Inbox receives messages sent from CAD to Mobile and Mobile to Mobile. To view the Inbox, tap **Messages** > **Inbox** in the main menu.

Query Response Box

The Query Response Box receives responses to Queries and Records Check returns. To view the Query Response Box, tap **Messages** > **Query Rsp** in the main menu.

Sent Messages

The Sent Messages box keeps a copy of every message sent by Inform Mobile for the session or until deleted by the user. To view Sent Messages, tap **Messages** > **Sent Msgs** in the main menu.

Trash

The Trash holds all messages and queries that have been deleted. To view the Trash, tap **Messages** > **Trash** in the main menu.

MESSAGING TASKS

When a new message or query response is received, the Mailbox icon on the toolbar blinks. Tap the blinking icon to open the Inbox. Messages are listed in the Message List. The Message List can be sorted in ascending or descending order by tapping a column heading.

> **Note:** Query responses are placed in the Query folder.

To read a message:

- Tap the message in the Message List.

  The message opens in the Inbox Preview Pane.

You can send a message to any Inform CAD or Inform Mobile user within your agency. Depending on your system setup, you may also be able to send to other agencies.

To send a message

1. Tap **New** on the Message List Queue.
2. Select a message priority from the dropdown list.
3. Tap **To** button to display the Select Names window.
4. Select the recipient type from the Show Names from the dropdown list.

A recipient can be a CAD user (goes to CAD/Inform Browser mailbox), unit (goes to Inform Mobile Unit), sector, or user (goes to Primary user of a Inform Mobile Client – if your agency does not use personnel to login, this option should not be used). You can also select one or more message recipients from each recipient type.

5. Double-tap name to select a recipient or tap **To ->**.

   To move to a name more quickly, you can type one or more characters in the Type Name or Select from List field.
6. Tap the **OK** button.
7. If there are attachments for this message, tap **Add** to navigate to the file location, select the file, tap **Open**.

   By default, attachments cannot be over 30kb. The System Administrator can increase or reduce the size restrictions.
8. Enter a subject in the Subject line and enter the message text.
9. Tap **Send** to transmit the message.

To resend a message

1. Tap **Messages** > **Sent**.
2. Tap the message you want to resend and correct any data that may be incorrect.
3. Tap **Send Again** in the Mail tool bar.

To reply to a message

1. In the Inbox, tap the message to send a reply.
2. Tap **Reply** to reply only to the sender or tap **Actions** > **Reply All** to send the reply to everyone in the message thread.

   Reply to All functionality is controlled by function level security.
3. Enter your reply text. The original message will be appended to your reply message unchanged from its original form and content.
4. Tap **Send**.

To forward a message

1. In the Inbox, tap the message to forward.
2. Tap **Forward** on the Mail toolbar.
3. Select a message priority from the drop-down list.
4. Tap **To ...** and select the recipient type from the Show Names from the dropdown list.
5. Double-tap a name to select a recipient or tap a name and then tap **To ->**.

   To move to a name more quickly, you can type one or more characters in the Type Name or Select from List field.
6. Tap **OK**.
7. If there are attachments for this message, tap **Add** to navigate to the file location, select the file, tap **Open**.

   By default, attachments cannot be over 30kb. The System Administrator can increase or reduce the size restrictions.
8. Tap the **Send** button.

TO INSERT A MESSAGE AS A COMMENT ON AN INCIDENT

To insert a message as a comment on an incident:

1. In the Inbox, tap the message to forward.
2. Tap **Actions** > **Insert Comment**.

   The Insert Comment dialog box opens.
3. If the dialog box is not displaying any incidents, check the box Display All Incidents.
4. Select the incident where you are inserting the message as a comment.
5. Optionally, flag the message a confidential.
6. Click **Add to Incident Comment**.

To insert a messages to the unit activity log:

1. In the Inbox, tap the message to forward.
2. Tap **Actions** > **Insert Comment**.

   The Insert Comment dialog box opens.
3. Click **Add to Unit Activity Log**.

To show/hide header information:

1. In the Inbox, tap the message to show or hide the header information.
2. Tap **Actions** > **Hide Hdr** to hide the header information.
3. Tap **Actions** > **Show Hdr** to show header information.

To delete messages:

Once you have logged out of Inform Mobile, all of your messages (both sent and received) are deleted for security reasons. If you delete a message while you are logged on, it moves into the Trash folder. To remove the mes\-sage from the trash, open the Trash and delete the message again.

1. Select the message to delete.
2. Tap **Delete**

   The message is removed from your mail box.
3. To delete all of the messages in your Mailbox, tap **Actions** > **Delete All**.

To empty the trash

1. Tap **Messages** > **Trash**.
2. Tap **Delete** to remove a single message.
3. Tap **Empty Trash** to remove all messages.

SEND MESSAGE TO CONTROLLING DISPATCHER

A new controlling dispatcher (**C.Disp**) button has been added to the Message form for New messages as well as Reply and Forward message types. When the controlling dispatcher (**C.Disp**) is clicked, the system determines the current controlling dispatcher for the logged-in user and adds the identified controlling dispatcher to the send To address line. The form also allows a message to be sent to one or more recipients along with the current controlling dispatcher.

The button requires some configuration to add it to the new message form. Please contact TriTech Technical Support to configure the custom time stamp menu button. Step-by-step instructions are also provided in the accompanying Inform Mobile Administration Guide.

SEND A PAGE

You can send a page to one or more users, , Units or Pager ID codes. Inform Mobile obtains a list of personnel from your agency that currently have a pager assigned. This list is updated when there is a change and you have received a software update.

1. Open Paging
2. Highlight a user in the Unselected list and tap **–>**.
3. You can also enter unit or pager IDs in their appropriate fields. Separate IDs with a comma.
4. Enter a message and tap **Submit**.

RECORDS CHECK AND QUERIES

OVERVIEW

Inform Mobile Query enables authorized users to access Federal, State and local criminal justice and related databases, as well as ChoicePoint® public record identification data. You can perform Personnel, Vehicle and Prior Incident queries. In addition, you can collect and report or transmit data such as photos, contact information, generate and transmit citations, push\- messaging/alerts, or fully secured text messages. All Query responses and records check returns are received in the Query Response Box. The information source is cited in the subject line.

> **Note:** Run a records check only when indicated by circumstances. You must follow your local, state or federal guidelines regarding probable cause. Use of records check functionality is based on established policies and procedures of your department.

All records check activities are logged in Inform CAD as well as in the respective local, State or Federal databases.

Records checks support NCIC Compliant hyperlinks as part of the search results set. After the initial records check is submitted, if there is hyperlinked data, it will be included with the records check results. The Mobile user clicks the hyperlinks, executing additional queries. The Mobile user can view the query results in the Mobile Query Response Viewer

OPTIONAL AUTOMATIC DISPLAY OF HOT RETURNS

The <VM> system now provides an option to allow <RC> Hot Returns to immediately open the Query Results form (if it is not already open) to display the Hot Return information. This optional feature displays Hot Returns to the user without delay and without requiring the user to do anything.

If the feature is enabled and the user is not currently viewing the Query Response form and a Hot Return is received by the <VM> unit, the Query Response Form opens automatically in the foreground, displaying <RC> return with the oldest unread item selected.

The feature is off by default.

➢ *To configure the automatic display of Hot Returns:*

1. Launch the <VM> Client in administrator mode and login.
2. From the Mobile Client menu, select **Tools** > **Configure**...

   The <VM> Client Configuration dialog is displayed.
3. Select the Configuration tab.
4. Select **Flag** from the Select Configuration Type drop-down list.
5. Select **DisplayHighPriorityRecordsCheckReturnUponReceipt** from the configuration items list.
6. Select **true** from the configuration **Flag** drop-down list.
7. Click **Apply**.
8. Click **Close**.

DIFFERENT SOUNDS FOR HOT RETURNS

The <VM> system provides a separate sound file to be played when a <RC> Hot Return is received by the mobile unit. This new functionality allows the user to distinguish a Hot Return from a general high priority message.

The wave file will play long enough to gain the officer's attention should the officer not be sitting in front of the mobile client, but stops playing when the return is read.

Please refer to the "Separate Sound File for Hot Returns" in the <VM> Administrator's Guide.

SEARCH CAPABILITIES

You can quickly enter data such as a name, license plate number, VIN, fire\-arm serial number, or a social security number and retrieve relevant information along with any alerts and a picture if available.

SECURITY AND ENCRYPTION

Inform Mobile Query uses the Federal Information Processing Standards (FIPS 140-\-2) Advanced Encryption Standard (AES) for end-to-end wireless encryption. This meets the stringent security standards of the US Departments of Justice and Treasury. Inform CAD Systems network operations center operates as a Criminal justice Information Services (CJIS) compliant facility.

The system network uses a minimum of a single server connection for each state, installed either at the state Control Terminal Agency (CTA) or at a local law enforcement agency approved by the CTA and Control Terminal Officer (CTO). This server routes user queries through the state CJIS portal to other state databases and the National Crime Information Center (NCIC), as well as local databases if they exist. Your information is always protected. The software is password-protected.

SEND A QUERY

You can perform two types of queries: Inform CAD query on locations, personnel, vehicles or incidents and Records Checks on different property types such as vehicles or firearms. Some incidents will automatically send a query, such as a Traffic Stop.

To perform a records check:

A Records Check requests information from one of the governmental databases.

1. From the main menu, tap **Queries** > **R- Check**, or tap **R Check** in the main toolbar..
2. Tap the Query type you want to perform and enter the requested information.
3. For some queries, you can select a date from a calendar. If this is available, tap the Calendar button and select the date.
   - Use the < and > arrows at the top of the calendar to change the displayed month.
   - Select a different month from the Month dropdown list.
   - Select a different year from the Year dropdown list.
4. Place a check in the box next to each database to send the Records Check to.

5. Tap **Query**.

   If the results of the query return is high priority, the message button on your main screen will blink red and a copy of the return results are sent to the controlling dispatcher.

To perform a Inform CAD query:

A Inform CAD Query requests information from the Inform CAD database.

1. From the main menu, tap **Queries** > **Inform CAD**.
2. Tap the Query type you want to perform and enter the requested information.
3. For some queries, you can display a map. If this is available, tap **Select From Map**.
4. If you are performing a query on an Incident, tap **View Detail** to see details such as Master Incident Number, Transport Number, Case Number, and for each vehicle assigned to a given incident, a Response Number.
5. Tap **Submit**.

PRIOR INCIDENT SEARCH

In addition to the standard Incident search criteria, a Prior Incident Search can also include Location Name, Incident Type, Priority, Incident Taker, Primary Unit, Area/Division, Reporting District/ Response Area and Beat MapInfo. Query returns are limited to the top 25 returns. If additional data is required, you must limit the return by entering additional criteria.

VEHICLE SEARCH

Vehicle search can be based on:

- Unit
- Vehicle
- Sector
- Jurisdiction
- Division
- Capabilities

Partial entries are allowed. If you search on capabilities, the query results will appear as shown to the right. Tap the address by Current Location to locate the vehicle on the map.

PERSONNEL SEARCH

Personnel search can be based on:

- Employee Name
- Employee ID
- On-duty Status
- Off-duty Selection
- Sector
- Jurisdiction
- Division

- Personnel from Units & Dispatchers
- Capabilities

Partial entries are allowed.

To search for personnel signed onto Inform CAD with a Mobile or Non-Mobile Device or Terminal select Personnel Query and select on duty status and include Personnel from Units, and Dispatchers.

> **Note:** This feature must be enabled by TriTech and the dial tone provider must provide a data file to the client so that the data can be loaded into Inform CAD.

To perform a reverse phone lookup:

1. Tap **Queries** > **Inform CAD** > **ReversePhoneSearch** in the main menu or tap **Reverse Phone Lookup** on the main toolbar.
2. Enter as much of the Area Code and Phone # as you know. If you provide a partial phone number, or omit the area code, the system will return up to 25 returns. Enter a # for any portion of the number you don’t know.
3. Tap **Submit**.

FORWARDED RECORDS CHECK RETURNS

Mobile users can receive forwarded records check returns in the mobile client from records checks performed by Inform CAD, as long as the agency has configured records checks to be returned via a non-confidential message.

When a Inform CAD user runs a records check, the records check information is returned via messaging to the Inform CAD user. The Inform CAD user then forwards the records check result to a Inform Mobile user. If there is hyperlinked data, it is included with the forwarded records check results. The Inform Mobile user clicks the hyperlinks, executing additional queries. The Inform Mobile user can view the query results in the Mobile Query Response Viewer.

MAPPING

MAPPING OVERVIEW

The mapping feature allows you to display maps with varying amount of detail. Maps can be displayed for varying geographic regions, for hydrant placement, and can help you track a unit as it is traveling. In addition, you can create a new incident or assign yourself to an incident from the map.

If your agency uses third-party hazmat software to generate plume files, these files can be downloaded automatically to your mobile client. Check with your system administrator to find out if your agency has this capability.

If there are shape files available, you will receive a notification advising you that there are new shape files ready to be downloaded. After the shape files are successfully downloaded, the corresponding map layers are automatically refreshed. The Mobile Server will notify you via mail message that the map download is complete and that the maps have been refreshed.

> **Note:** Your system may look different than the examples shown. Driving directions, as well as your current location, are displayed at the bottom of the screen.

BUTTON NAME	DESCRIPTION
Directions	The directions button requests driving directions from your unit's current position.
Recalculate	Recalculate driving directions from your current location.
Clear Route	Clear the blue route line from the map.
Expand	Display a complete list of driving directions.
Zoom In	Provides additional map detail with each tap.
Zoom Out	Provides a view of larger geographical area with each tap.
Center	Tap a location to center it on the map. A unit may be out of the visible map area when you center a location unless you Zoom Out enough to include both.
Info	Provides information about selected unit, a selected incident, or a selected location, including latitude/longitude, address, unit distance from the location, vehicle status and direction (if a unit was selected).
Map Tracking	Provides four unit-based mapping options:
Normal	The map appears according to your other selections.
Vehicle	Centers your vehicle on the map, changing the map view as your vehicle travels
Heading	Normally, the map orientation is North at the top. With this selection, the map rotates as you travel. The directional arrow indicates North.

Auto Zoom	Keeps the unit and the destination in view, automatically zooming the map to the level of detail necessary to include both.
	Note: A destination must have been selected in order to user Auto Zoom
Views	Lets you select the level of zoom with one tap.
County	County displays the entire county. Very little detail is available at this level, but you will see larger geographical features.
City	City displays the city, providing more detail than the County view. In the City view, you will probably be able to identify incidents and units.
10 Mi	10 Mi shows a view 10 miles north to south. Depending on the size of the city, this may provide more or less details than the City view.
1 Mi	1 Mi provides detail at street level.
3X	3X provides the same results as taping Zoom Out three times.
1/3X	1/3X provides the same result as taping Zoom In three times.
Layers	Lets you select a layer that provides specific information, such as Cities or Hydrants as described below.
Cities	The view zooms out and individual city areas are identified by displaying each city area with a different color.
Hydrants	The Hydrants button shows the location of each hydrant.
	Note: You must be zoomed in close enough to see the hydrant detail.

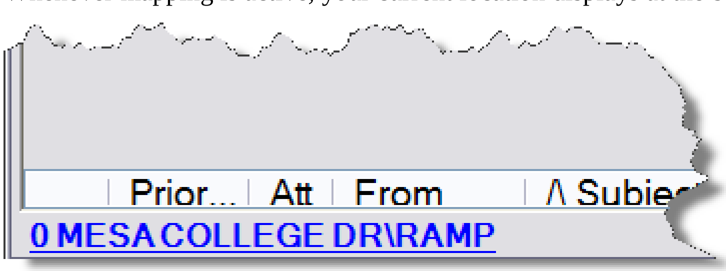
DRIVING DIRECTIONS

Driving directions may display automatically, depending on your system setup. If not, you can turn on driving directions display from several points in Inform Mobile.

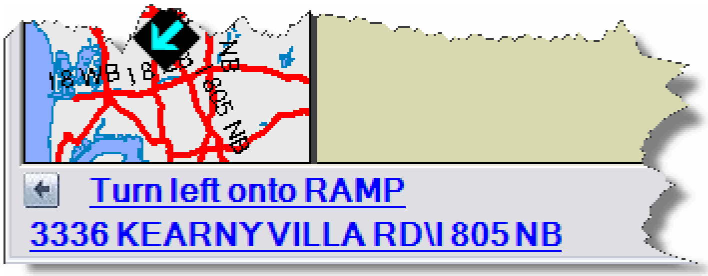
You have the option of seeing directions, one instruction at a time, or a full list of instructions from your current location to the destination. Directions will take into consideration any road considerations that may impact your travel time.

If you get lost, you can display a new set of directions from your current location.

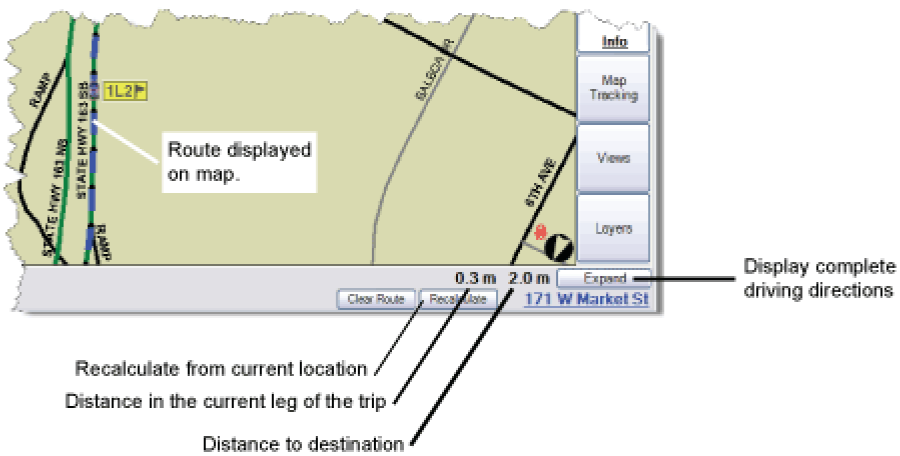
Whenever mapping is active, your current location displays at the bottom left of the screen.



If Driving Directions are enabled in your system, you will see the following additional information when you are assigned to an incident.



The top line of text is the course you should currently follow. The bottom line is your current location. The map displays a dotted line showing the route.



The map also shows the distance in the current leg and distance to destination. There are additional controls for clearing the route, recalculating the route from the current position, and for displaying complete driving directions.

ADDRESS POINT DRIVING DIRECTIONS

The Driving Direction Web Service provides driving directions to an address point, if address points are in use. Driving Directions provided showing the last street to gain access to the address point. Since access to the address point may be via a long driveway, it's possible that the map could show traveling is required on nonexistent streets. The user of the driving directions should be aware that the access road may not show up on the mapping data.

To display a Map

1. Tap Incidents to display the Active and Pending Incidents queues.
2. To display a map for a specific incident, tap the address in the Pending or Active Incidents Queue.
3. All incidents within the selected view will be displayed. Each incident is identified by a flag and by the incident number. If you selected a specific incident for which to display a map, it will be centered on the window and the flag will have a box drawn around it as shown in the above screen shot.

   Zooming

4. To view more detail on the map, tap the Zoom In button.
5. To view a larger area on the map, tap the Zoom Out button.

6. You can also select varying aerial views. Tap the Views button and then select from the available choices. The currently selected view is outlined. County: Displays less detail, but more area. City: Displays more detail. 10 mi: Displays an area around the incident with a diameter of 10 miles. 1 mi: displays an area around the incident with a diameter of 1 mile. In this view, you will be able to see individual streets. 3X: This view is highly zoomed. 1/3X: This view is similar to the 1 mile view.

   Centering the Map

7. Move the cursor and tap on the portion of the map you want to appear at the center of the window.
8. To display additional information, tap **Show Details**.
9. An additional window will appear. Fields are defined by your system administrator.
10. To close the window, tap **Close**.

    Map Tracking

11. Tap **Map Tracking**.
    - **Normal**: The map displays according to your other selections.
    - **Vehicle**: The selected vehicle is tracked through a GPS system and your vehicle is centered on the map window.
    - **Heading**: The map will move and rotate according to the direction you are heading. The arrow at the lower right corner of the map indicates North.
    - **Auto Zoom**: If you have selected a location as your destination (see the previous page) the map will keep the location and the vehicle in view, automatically zooming to the necessary level.

FIND AN ADDRESS

To find an address:

1. Tap **Other** > **Find Address.**
2. Enter all or part of the address or intersection in the Address or Intersection field and the city in the City field.
3. Tap **Find Matching**.
4. Select the correct address from the list.
5. To display the address on the map, tap **Select on Map**.
6. To automatically change the zoom setting as your proximity to the address changes, tap **Auto Zoom**.
7. To display directions to the address, tap **Get Directions**.
8. To close the window, tap **Close**.

OVERVIEW MAP

Inform Mobile ArcGIS maps provides the user with a high-level overview of of the map area they are looking at without having to zoom the map out. The small dash-outlined area within the Overview Map displays the current map area being viewed. The user can click anywhere within the dash-lined box and drag it to another location on the Overview Map. When the user releases the mouse-button, the main map area is redrawn showing the mapping area of the current placement of the dash-lined box. The Overview Map is fixed in the lower left corner of the map mapping area and is not movable.

To display address information:

1. Tap **Layers** > **Cities** or **Hydrants.**

   Note: You must be zoomed in to see hydrant information.

2. Move your mouse to the area of the map you want information about and tap.

   The following window opens showing you address, latitude and longitude, and the proximity to the last taped location.

   Note: The amount of information displayed depends on the location you selected.

3. To center the map at this location, tap **Center Map Here**.
4. To identify the area so that it is easily visible, tap **Mark and Select**.

   The location is identified with a box.

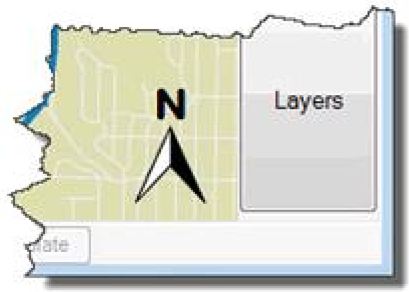
5. To identify the area as the destination, tap **Make Destination**.

   The location is identified with a triangle. Once you mark a location as your destination, you can also select Auto Zoom.

6. To display additional information, tap **Show Details**.
7. To close the window, tap **Close**.

NORTH ARROW DISPLAYED ON MAP

The Inform Mobile maps display a North directional symbol (see image below) in the lower-right corner of the map window. The symbol will always display the direction of North, whether the map orientation is north (up) or when the map rotates with the vehicle direction when **Heading** is selected for **Map Tracking**. This feature is on at all times and does not require configuration.



VEHICLE CURRENT LOCATION DISPLAY / HYPERLINK

The Inform Mobile Client maps now display the vehicle's current reverse-geocoded street location in the lower-left corner of the map display area.

As the vehicle's AVL position is updated, the system performs a reverse-geocode and displays the vehicle's current street address or the intersecting streets if a vehicle happens to be at an intersection.

The address is displayed as a hyperlink and when tapped, causes the map to zoom in on the vehicle's current position.

The contents of the reverse-geocoded location are controlled by the Reverse Geocoded Street output settings. Please refer to the chapter, Configure Reverse Geocode Street Output and Labels, for more information.

MOBILE MAP NEARBY CROSS STREET LISTED WITH ADDRESS ON LOWER LEFT SIDE OF SCREEN

Inform Mobile users can see the nearby cross street to the estimated address of their location listed on their device so that they can quickly report their location to dispatch.

When the Inform Mobile user is driving down the road, they can see the address and nearby cross street, if configured in the mobile application, on the lower left side of their screen. As they continue to drive, the address and cross street are updated based on their current location.

Inform CAD users see the nearby cross street computed in the mobile application listed for specific units that are running Inform Mobile.

To view the nearby cross street:

1. In Mobile, select **Go to Tools > Map**. The map appears on the screen.
2. Click the **Info** button and select a point on the map.

3. In the Map Clicked Location Information dialog, select **Nearest Addr**. The cross street is now viewable.

PICTOMETRY INTEGRATION

The Inform Mobile system now provides integration with Pictometry via Pictometry's Integrated Pictometry Analytics (IPA) Application Programming Interface (API) web component.

Pictometry provides web-based, geo-referenced, oblique aerial imagery showing the fronts and sides of buildings and locations on the ground. Images are captured by low-flying aircraft, depicting up to 12 oblique perspectives (shot from a 40 degree angle) as well as an orthogonal (overhead) view of every location flown. These perspectives are stitched together to create composite aerial maps that seamlessly span many miles of terrain. Because they are taken from an angle, the pixels associated with Pictometry images are trapezoidal, rather than rectangular.

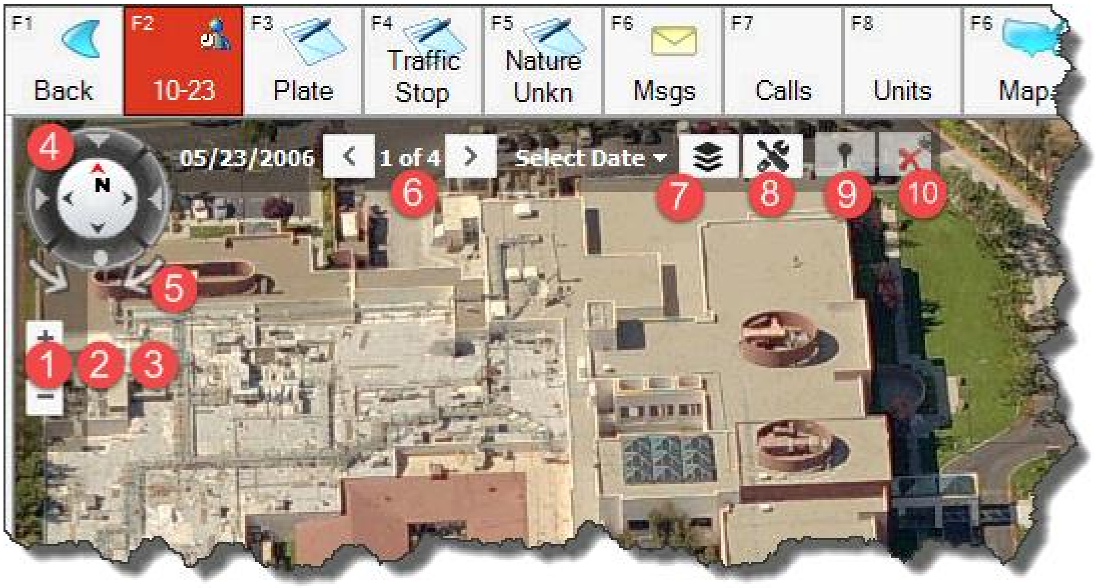
Pictometry enables visualization of call location for 911 operators, dispatchers and communications center personnel, while high resolution, daytime images can help dispatchers guide response teams during evening hours or storm conditions.

Clicking the Pictometry button in the Inform Mobile Client displays a (Pictometry default) resolution aerial image with latitude and longitude coordinates taken from the center of the current Inform Mobile map. Once displayed, the Inform Mobile user can pan the image in any direction by holding down the left mouse button and dragging the image in the desired direction.

Some other additional Pictometry image functions are:

1. Zoom In or Out a predefined distance
2. Zoom In to a predefined neighborhood view
3. Zoom Out to a predefined community view
4. View from the North, South East or West
5. Rotate the current view clockwise or counter clockwise
6. Click through 'x' predefined images
7. Toggle streets and place names
8. Tools
    a. Export the current image to a file in JPEG format
    b. Draw a polygon area on the image and calculate the area size
    c. Draw a polyline and calculate the distance
    d. Measure the height of a structure in the image
    e. Click a point on the image to return the longitude and latitude for the point
    f. Click a point on the image to return the altitude for the point
    g. Click two or more points on the image to return the bearing
9. Hide all image annotations

10. Unpin all image measurements



Note: This feature requires a Pictometry license and Inform Mobile configuration. Please contact your TriTech Account Services Representative for additional information.

VOICE RECOGNITION

OVERVIEW

Voice Recognition allows you to activate Inform Mobile functions without using the computer screen, mouse or keyboard. Commands and values are entered by voice command and results received back verbally from the computer. This allows you to communicate with the Mobile system while driving the car during a traffic stop or when responding to an incident.

Inform Mobile provides audible voice prompts (text-to-speech – TTS) and voice recognition (VR) as an additional means to input and receive information, and to execute and confirm commands. The voice used for TTS is configurable and can be modified from the interface. The default is Microsoft Mary.

Each voice command can have a list of equivalent commands. For example, both Transport and Depart Scene cause the transport status button to activate.

VOICE COMMAND MODES

MODE	COMMAND
Enable Voice Commands	Open the Speech window and select the “enable” check box.
Disable Voice Commands	Say: Disable voice commands. Voice commands are completely disabled.
Re-enable Voice Commands	Open the Speech window and select the “enable” check box.
Standby	Say: Stop talking. Use this to pause long TTS phrases (for example, record check returns). Voice commands are deactivated until you reactivate. To reactivate, say Activate voice commands.
Repeat Commands	By default, recognized commands are repeated. You can turn this off in the Speech window.
Unrecognized command: Ignore	Ignore unrecognized commands.
Unrecognized command: Mention	When the computer does not recognize a command it says Unrecognized.
Unrecognized command: Try to Understand	If the computer does not recognize the command but could be matched to a known command, the computer will say Did you say {command}. The computer will wait 5 seconds for Yes or No from the user.
What Can I Say	All currently available voice commands are listed on the screen. If a command is associated with a specific control (button, text field, etc.), it will appear on top of the control.
What Can I Do	Say: What can I do Use this mode to determine what fields are available for playback when viewing a form.

RECEIVE AUDIBLE CONFIRMATION OF COMMAND SELECTION

When you select a command or action, you will receive a verbal confirmation of the command. For example, you select an on scene command by pressing a hot-key or on the touch-screen. The computer will give the verbal confirmation On scene.

VOICE PROMPTS AND COMMANDS

1. Say the command, for example Traffic Stop. The MDC executes the “Traffic Stop” command and the traffic stop form appears.
2. Speak the relevant information. For example, in the case of the traffic stop, you would read the license number “2 Edward Sam Mary 1 7 4. The computer performs a read-back.

   Note: Voice prompts also under stand the phonetic alphabet.

3. Say Yes to confirm the data, or No if it is incorrect. If it is incorrect, read the data again. When the data is confirmed, it will be sent for records check.
4. For records check results, say Read return.

AUDIBLE READ BACK OF TEXT COMMENTS OR INFORMATION

1. Open the Incident Detail for the incident you are responding to.
2. Say: Read Caution Note. The computer will read pertinent Caution Note information.
3. Say Yes to confirm the data, or No if it is incorrect. If it is incorrect, read the data again. When the data is confirmed, it will be sent for records check.
4. For records check results, say Read return.

QUICK REFERENCE GUIDE

ACTION	MENU OPTION
Login	**Login/Logout** > **Login**
Logout	**Login/Logout** > **Logout**
Exit	**Login/Logout** > **Exit**

EMERGENCY

ACTION	MENU OPTION
Declare Emergency	An emergency dialog may appear on the screens of other mobile clients in your watch list and on that of the dispatcher responsible for your area. Depending on your configuration, you may not see any indication that you have sent an emergency activation.
Respond to Emergency	The Message button may start flashing red if another unit has declared an emergency (depending on the configuration of your mobile client). Tap Message. You have the option of changing your map view to include the unit that has declared the emergency. Your System Administrator can set up your system to: • Display a dialog box similar to the one shown above. • Send a high priority message. • Display a dialog as shown above and send a high priority message. • Do nothing.

MESSAGES

ACTION	MENU OPTION
Check Messages	**Messages** > **Inbox** Double-tap a message to open the message in a new window. The Inbox receives CAD to Mobile and Mobile to Mobile messages.
Reply	1. Highlight the message in your Inbox. 2. Tap **Reply**. 3. Enter any text you want to add above the dashed line and tap Send.
Reply to All	**Actions** > **Reply to All**
Forward a Message	1. Highlight the message in your In Box. 2. Tap **Forward** to open the message for editing. 3. Tap **To** to select the recipients.

	4. Select the Recipient type from the Show Names drop-down list. 5. Enter the recipient's name or scroll through the list and then tap **To –>** to add the person to the list of recipients. Repeat for each recipient. 6. Tap **OK**. 7. Enter any text you want to add above the dashed line. 8. Tap **Send**.
Send a New Message	1. Tap **New**. 2. Select the Priority. 3. Tap **Add** to include attachments with the message 4. Tap **To** to select the recipients. 5. Select the Recipient type from the Show Names from the drop-down list. 6. Tap **To**, Enter the recipient's name or scroll through the list and then tap **To –>**. Repeat for each recipient. 7. Tap **OK**. 8. Enter a subject and then type the message body. 9. Tap **Send**.
View Query Responses	**Messages** > **Query Rsp** **Note:** Only responses to queries and Record Check returns are received in the Query Response Box.
Review Sent Messages	**Messages** > **Sent Msgs**
Delete Messages	To delete one message from the Inbox, select the message in the message list and tap **Delete**. To delete all messages from the Inbox, tap **Actions** > **Delete All**.
Empty Trash	**Messages** > **Trash** To permanently delete all messages tap **Empty Trash**. To delete one message, select the message and tap **Delete**.

Note: All Messages are stored in the CAD Messaging database. When a message is deleted from your In Box, there is still a record of the message in Inform CAD and can be retrieved or reviewed by the System Administrator.

PERFORM A QUERY

ACTION	MENU OPTIONS
Perform a Records Check	1. Tap the records check button and select the appropriate records check type. 2. Fill in the necessary information. 3. Tap **Query**. 4. The Query response is delivered to your Inbox.

Perform a Inform CAD Query	1. **Queries** > **Inform CAD**. 2. Select the type of query you want to perform. The following query types are automatically available: Active Incidents, Allied Agencies, Get Incident, Get Incident Personnel, Get Premise Details, Prior Incident Search, Unit Search, Radius Search, and Reverse Phone Lookup. 3. Enter information in the query fields and tap **Submit**.

UNITS AND MAPPING

ACTION	MENU OPTIONS
Sort Columns	Tap the column header to sort by that criteria.
Show Units in your Home Sector	Tap the box labeled **Show Units in My Home** Sector.
Select Status	1. Tap **Filter**. 2. Tap one or more Statuses in the left-hand list, then tap **>>**. 3. Tap **OK**.
Display a Map	1. Tap the underlined Unit Number. 2. Use the buttons at the right to Zoom In or Zoom Out.
Center Map	Tap **Center**, then tap a location to center it on the map. A unit may be out of the visible map area when you center a location unless you zoom out enough to include both.
Center your Vehicle	1. Tap **Map Tracking**. 2. Tap **Vehicle**.
Change Map Orientation from North	1. Tap the **Map Tracking**. 2. Tap **Heading**. The map moves with the vehicle always heading toward the top of the map. The directional arrow at the lower right indicates North.
North Always Up	1. Tap **Map Tracking**. 2. Tap **North View**.
Info	To display information about a unit, incident, or location, tap **Info** and then tap the item.

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