



**VisiNET Mobile
Training
Manual**

Version 2.1

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VisiNet Mobile

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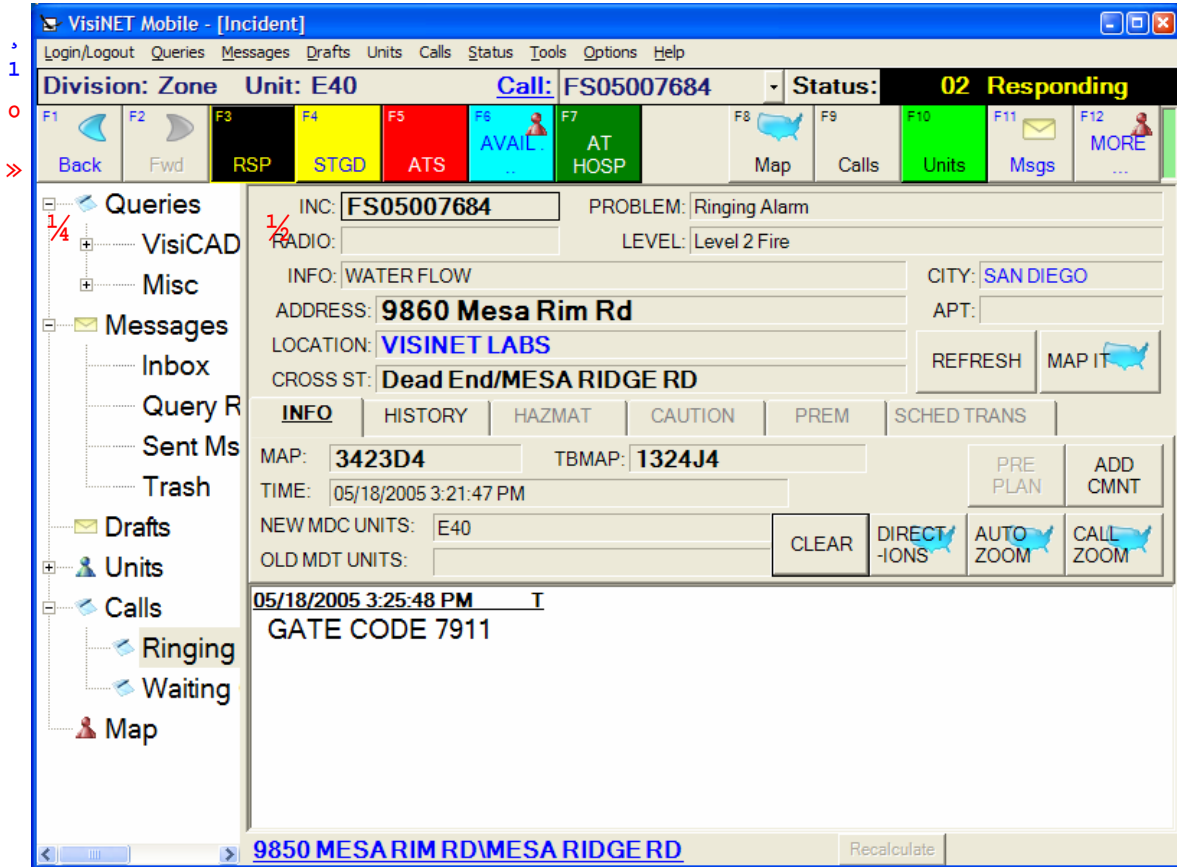
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Mobile Screen Layout

The mobile screen is comprised of seven sections:



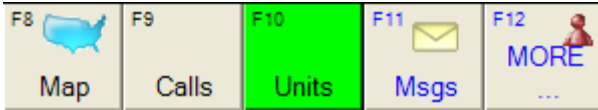
Window Title bar: The standard Windows title bar shows what is currently displayed in the main screen.

Menu: This is a set of standard Windows drop-down menus, and provides keyboard access to functions in the mobile environment. The menu features are typically accessed from screen buttons for function keys instead of the menu.

Status Bar: Displays current status of the unit:

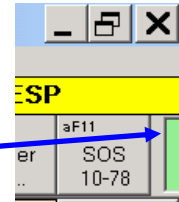
- **DIV:** Division or Jurisdiction the unit is currently assigned. This will change when the unit is assigned to an incident in a different Division or Jurisdiction.
- **Unit:** The Unit ID (or radio call sign)
- **Call:** Grayed out if no call is assigned. If a call is assigned the **Incident Number** is displayed as a hot link to open the active incident in the **Main Screen**.
- **Status:** Provides mobile users with positive confirmation of the unit's status in CAD.

Button Bar: The Buttons that are configured for your agency are matched to a Unit Status or other Activity. Many buttons may also be activated with a function key.



On the right side of the menu bar is a **Network Connection** status to provide a visual indication that the mobile client is in communication with the mobile server.

Green = Connected
Red = No connection



See the **Buttons Section** for more information.

¼ Navigation Bar (NavBar): The navigation bar is simply a redundancy of the F-keys and their functions. This is a personal preference of the MDC user to use this function. The navigation bar can be removed by pressing the **MORE** button and choosing the **NavBar Close** button.

½ Main Screen: The main screen displays the current function the mobile user has performed. When a unit is dispatched to an incident the call information will immediately be displayed in the Main Screen. This area is also where other incidents or units activity may be displayed, where the **MAP** appears, **Messages**, and other screens.

¾ Location Information Bar (InfoBar): Displays your current location and destination.



The **Back** and **Fwd** (Forward) buttons or function keys are used to switch between screens, similar to a web browser.

Glossary

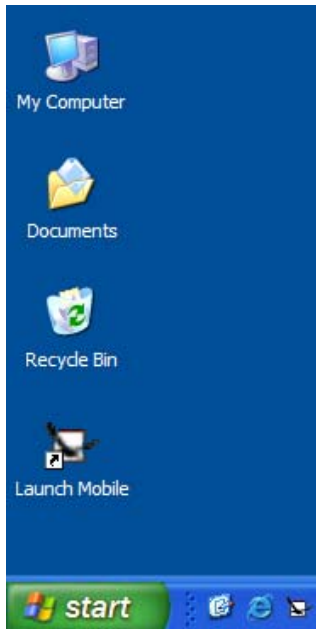
Term	Definition
Client/Customer	An agency running VisiCAD.
Device	An electronic device on which VisiNET Mobile is enabled. This may be a desktop or laptop computer, PDA, or fixed mobile computer.
Messaging	The VisiCAD e-mail system.
Mobile	The VisiNet Mobile program and third party wireless system installed in a vehicle mounted computer.
Proxy Server	Provides communication with secure Federal and State data sources.
User	An individual granted access rights to VisiNET Mobile or VisiCAD.
VisiCAD	VisiCAD computer-aided dispatch (CAD) system provides command and control, records management and wireless mobile solutions to help public safety personnel get information and quickly respond to any emergency.
VisiNET Mobile Server	Provides integration between VisiNET Mobile and VisiCAD, allowing field personnel to respond to incidents, change their status, and upload or download query results without requiring a dispatcher's intervention.

Starting Mobile

The computer must be powered up and a wireless data connection configured by the Mobile Administrator to successfully launch the mobile software.

Mobile Launch

The mobile software can be launched automatically by restarting the computer or by clicking the icon on the desktop and pressing the Enter key.



The first window displayed after launching mobile is the Mobile Launch. The window will display for several seconds while the mobile software is loading.



Never
click
the X!

There are two possible results that may occur after launching mobile.

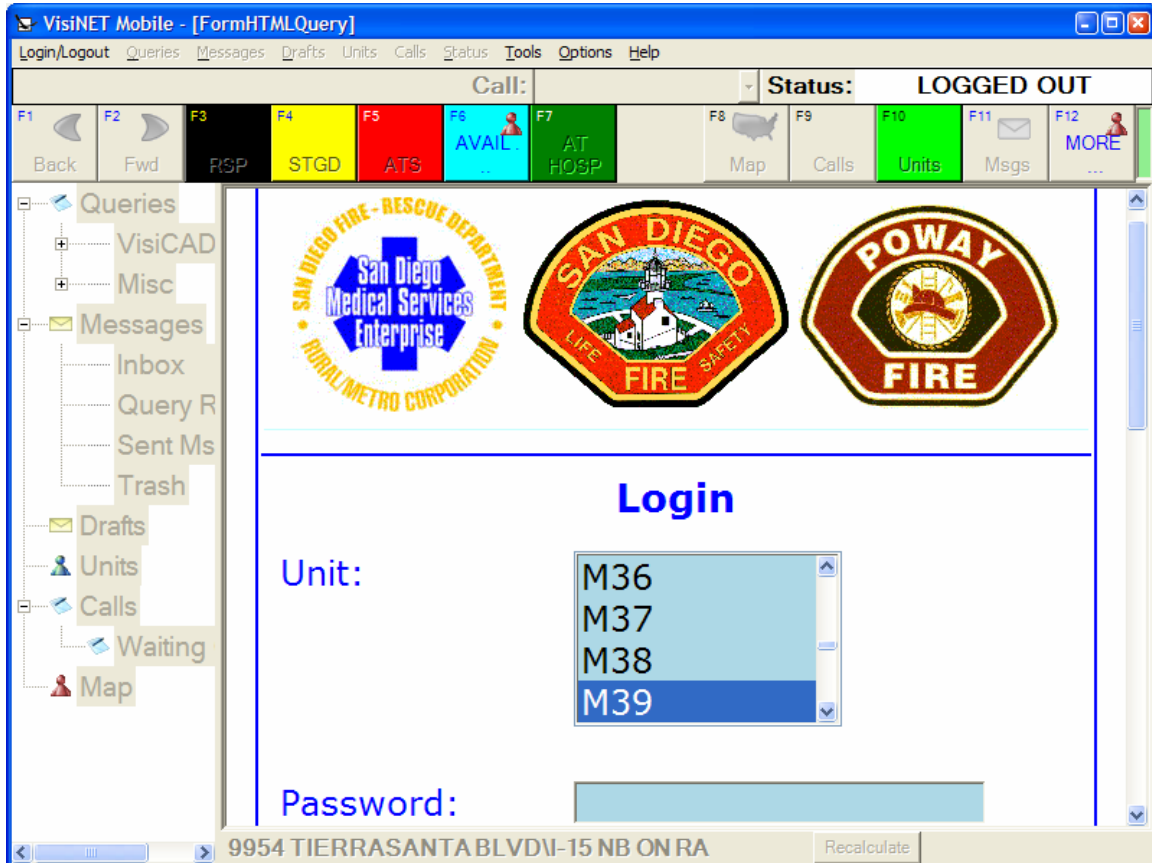
1. The mobile program will launch with the login screen displayed. Enter the login information to begin using the mobile software.
2. A dialog box will appear stating new VisiNET Mobile Software is available. Select Yes to install the updates (recommended) or No to bypass the software update and go straight to the login screen. See the Update section in this chapter for more details.

Important: The mobile launch program must always be running or the mobile software will also close. It is critical that this program is not ended using the X icon.

Logging in and out of mobile

Login Screen

When VisiNet Mobile is first launched, you will be required to login using a login name and password.




Important: Most of the mobile software features are disabled until successful login. Disabled features are grayed out. Only the Login screen and a few menu bar items are active.

The login form is longer than what can be displayed on the screen, so a scroll bar is displayed on the right side of the form. As you complete the login form you can move through the screen by either:

- Hit the tab key to move to the next entry box on the form, or
- Touch the scroll bar to move up or down in the form. You must also touch the text entry box that you want to enter or change information before you begin typing.

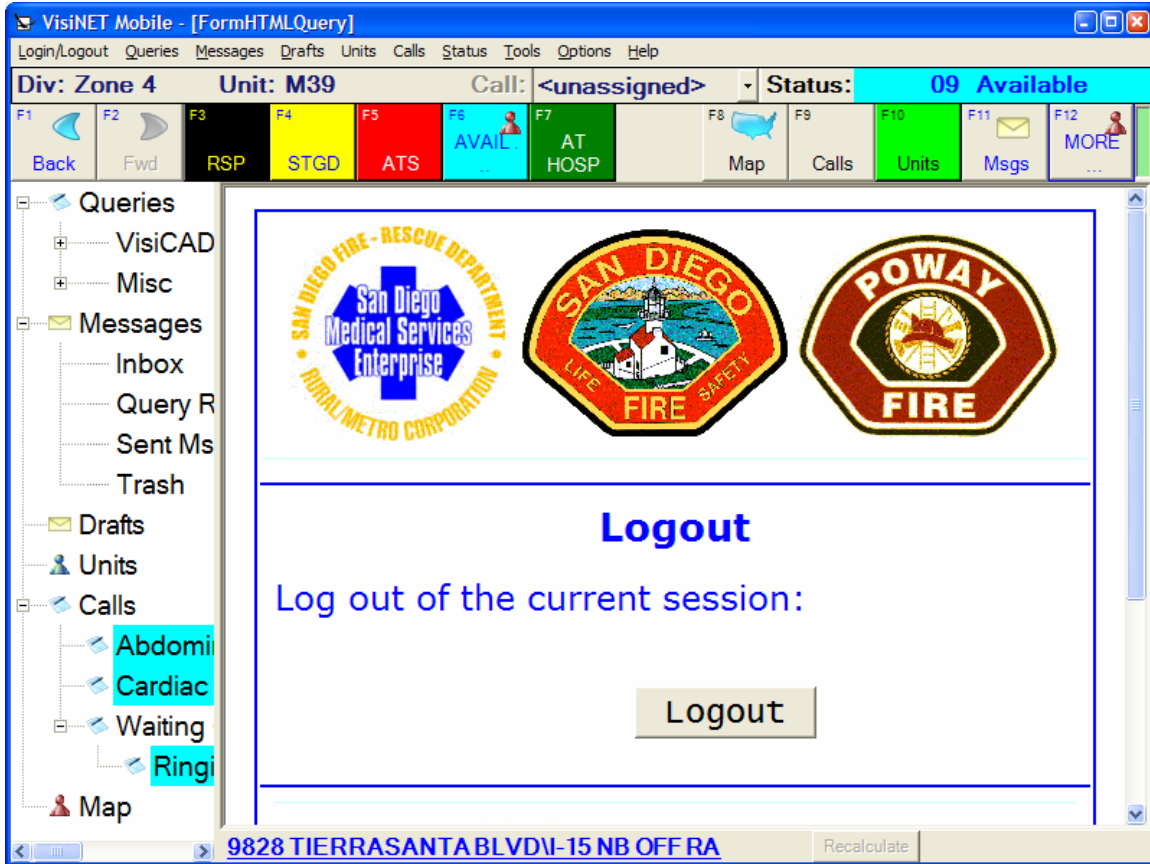
Login Form

Step	User Action	Explanation										
1.	Select Unit from the list	Highlight the Unit box and type the first three or four letters of your Unit ID. Once your ID is located, make sure it is highlighted (dark blue background) before you tab to the next entry field.										
2.	Enter Password . Passwords are case sensitive, meaning capital letters are different than lower case letters.											
3.	Select Vehicle Number from the list.	<div style="text-align: center;"> <h3>Login</h3> <p>Unit: <input type="text" value="E38"/> <input type="text" value="E39"/> <input type="text" value="E4"/> <input type="text" value="E40"/></p> <p>Password: <input type="password" value=""/></p> <p>Vehicle Number: <input type="text" value="1590"/> <input type="text" value="1591"/> <input type="text" value="1592"/> <input type="text" value="1601"/></p> <p>Crew Members:</p> <table border="1"> <thead> <tr> <th>Unselected</th> <th>Selected</th> </tr> </thead> <tbody> <tr> <td>Scott_Pearson</td> <td>Jeffrey_Clyons</td> </tr> <tr> <td>Randy_Stark</td> <td>Joe_Hand</td> </tr> <tr> <td>David_Borja</td> <td>John_Pringle</td> </tr> <tr> <td>Brett_Souza</td> <td>Roger_Fisher</td> </tr> </tbody> </table> <p style="text-align: center;">-> <-</p> <p style="text-align: center;">Login</p> </div>	Unselected	Selected	Scott_Pearson	Jeffrey_Clyons	Randy_Stark	Joe_Hand	David_Borja	John_Pringle	Brett_Souza	Roger_Fisher
Unselected	Selected											
Scott_Pearson	Jeffrey_Clyons											
Randy_Stark	Joe_Hand											
David_Borja	John_Pringle											
Brett_Souza	Roger_Fisher											
3.	Select Crew Members . Click the <input type="button" value="->"/> <input type="button" value="<-"/> buttons to select and unselect names.											
4.	Press the Login button at the bottom of the form or simply press the Enter key to log into the mobile.											

The Login form saves the **Unit** and **Vehicle Number**. **Password** and **Crew Members** must be entered for each session.

Logout Screen

The logout form is used to end a mobile session. The logout will fail if the unit is assigned to an incident or in a status that does CAD is configured to prevent a unit from logging off duty.



1. Check that the **Status Bar** displays the unit in an Available or In Quarters status.
2. From the button bar press **MORE** button or press the assigned Function Key.
3. From the drop down buttons press **LogOut**.
4. Press the Logout button on the screen or hit enter

UNTIL FURTHER NOTICE, SDFD WILL NOT USE THE MOBILE SOFTWARE UPDATES FEATURE. IN THE PILOT PHASE, ALL UPDATES WILL BE PERFORMED BY THE INFORMATION SYSTEMS STAFF.

Mobile Software Updates

When the login is interrupted by the appearance of the dialog box shown in figure 4, will also appear, stating that new updates are available (figure 4).

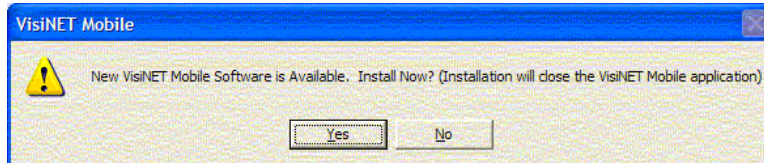


figure 4

Installing updates

The user should select **Yes** whenever time permits the installation of new software. This will usually take less than 30 seconds, but could take several minutes if a new map is available.

Clicking Yes will allow the new software to be installed. When the installation is complete the mobile program will automatically restart and bring up the **Login** screen.

If your unit has an urgent activity, then click **No**. The **Login** screen will be displayed, and the user may immediately log onto the mobile. A reminder will be sent to the **Message Inbox** asking to try again later.

Status and Action Buttons

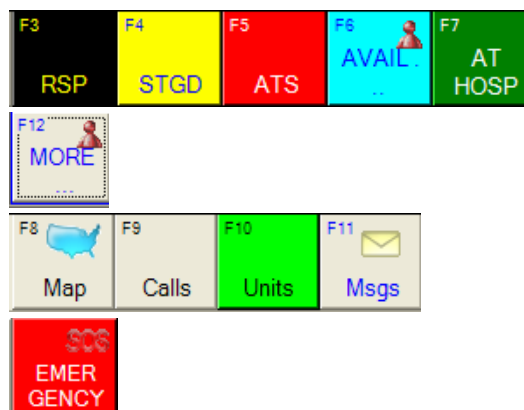
The Mobile application is designed to make every important function accessible within one or two button presses. This is accomplished by providing highly configurable button and function keys that give your agency the ability to control where features will be displayed.

Status buttons are designed to react in different ways based on their function. Most status buttons (examples: Responding, Staged, On Scene, etc.) will immediately send a status change to CAD. Other status buttons will bring up a form prior to enter additional information before sending the status change to CAD (examples: On Radio, In Quarters, Enroute Hospital). The Emergency button may also be configured to display a confirmation before sending a distress signal so that false activations can be minimized.

Main Button Bar

The main Button Bar is displayed at all times, and is typically configured with the buttons most frequently used by field personnel. Buttons may consist of:

- Status buttons
- Drop-down lists of more buttons
- Mobile software features
- Emergency Notifications



Additional Buttons

Pressing the **MORE** button displays an additional set of buttons.



Function keys

Buttons may also be configured to respond with function keys. This allows more statuses and

commands to be accessed in a single step. Any button that can also be launched with a function key displays the function key ID in the upper left corner. For example, the **Back** and **Forward** commands can also be controlled with the F1 and F2 keys.

Confirming status changes

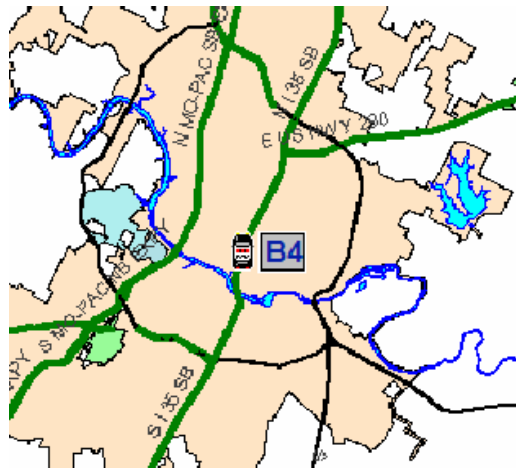
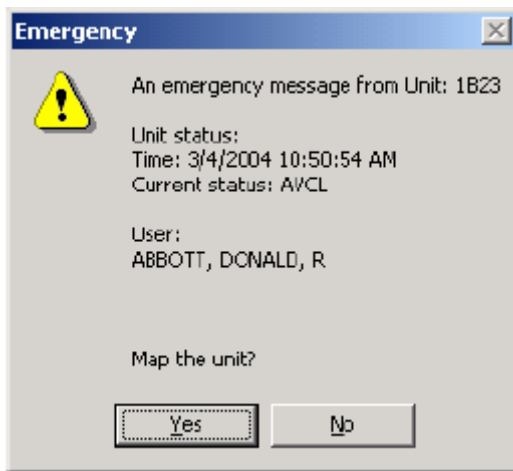
On the right side of the menu bar is a **Network Connection** status to provide a visual indication that the mobile client is in communication with the mobile server.

Emergency Button





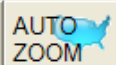

The drop down buttons has an emergency button. When you click the **Emergency** button or press **F12**, A dialog box will appear to confirm that an emergency exists. If you press Yes, an emergency message is immediately sent to all dispatch VisiCAD workstations and to all units in the Division that are logged into mobile.

Units and dispatchers can map your unit location from the Emergency dialog.



Incident Assignment

Incident Main Screen and Info tab

INC:	FS05007686	PROBLEM:	Cardiac / Respiratory Arrest			
RADIO:	CMD1-TAC17E-7	LEVEL:	Level 1 Medical			
INFO:	62 YOM CPR		CITY:	SAN DIEGO		
ADDRESS:	3780 Kearny Villa Rd		APT:	RM 1144		
LOCATION:	Kearny Villa Inn		REFRESH	MAP IT 		
CROSS ST:	AERO DR/Dead End					
INFO	HISTORY	HAZMAT	CAUTION	PREM	SCHED TRANS	
MAP:	2624K4	TBMAP:	1311J4	PRE PLAN	ADD CMNT	
TIME:	05/18/2005 4:49:16 PM					
NEW MDC UNITS:	E28 M39		CLEAR	DIRECT-IONS 	AUTO ZOOM 	CALL ZOOM 
OLD MDT UNITS:						
05/19/2005 5:02:30 PM T						
Gate code 73						

Main Call Screen

INC: Call number of the incident.

PROBLEM: The problem nature of the incident or call type.

RADIO: Primary Tac Channel in CAD.

LEVEL: Priority level of the incident.

ADDRESS: Street Number and name or intersection of the incident.

CITY: Name of city where incident is located.

LOCATION: Location description of incident. Ex. Vet Clinic, Residence, Liquor Store, etc.

APT: Apartment number if applicable.

CROSS ST: Cross streets for the block range of the incident address.

REFRESH: This button allows the user to re-fresh the incident screen.

MAP IT: This button provides the map location of the incident.

Info Tab

INFO: Tab to display the additional incident information described below.

MAP: Fire Run Map page and grid.

TBMAP: Thomas Brothers Map page and grid.

TIME: Time and Date of the incident.

PRE-FIRE: Pre-Fire Plan ID and future Pre-Plan images.

ADD CMNT: This button allows the user to add comment to the incident.

NEW MDC UNITS: Units assigned that are equipped with the new mobile computers.

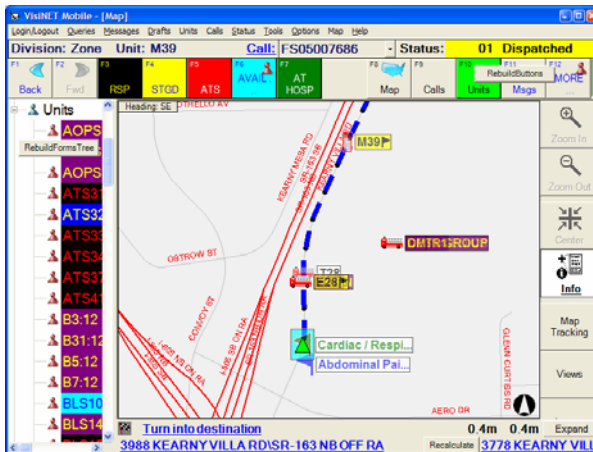
OLD MDT UNITS: Units assigned that have the old style mobile data terminals. Includes units that do not have mobiles.

CLEAR: This button removes any light blue highlighting on the incident screen.

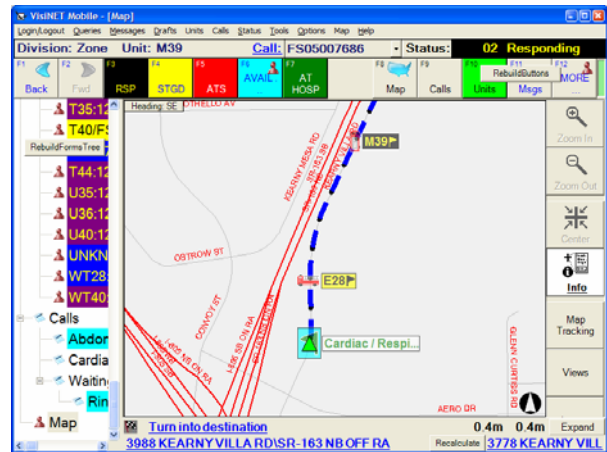
DIRECTIONS: Button switches to map and provides directions to the incident.

AUTO ZOOM: Keeps the unit and the destination in view, automatically zooming the map to the level of detail necessary to include both. See below.

CALL ZOOM: Similar to Auto Zoom, but only the incident and units assigned to it are displayed in addition to your own unit. The zoom level is set to view all of the units assigned to the call. Compare to the Auto Zoom and you will see that only one incident and fewer units are displayed. See below.



Auto Zoom



Call Zoom

History Tab

Prior history of a location can be found and researched. Clicking the date will send a CAD query for details of the prior call. The details are returned as a message to the query messages queue for immediate access or for later review.

Time	Problem	Disposition
05/13/2005 9:54:47 AM	Cardiac / Respiratory Arrest	1-Call Cancel/Aid Unnecessary
05/13/2005 9:48:47 AM	Medical Aid	2-AMA/RE/TRANSCUS-FR
05/13/2005 9:47:09 AM	Medical Aid	1-Call Cancel/Aid Unnecessary
05/13/2005 9:38:33 AM	Medical Aid	2-AMA/RE/TRANSCUS-FR

TIME: Provides the time and date of a previous incident at the same location.

PROBLEM: Provides the previous problem nature type of the incident at the same location.

DISPOSITION: Provides the disposition of a previous incident at the same location.

Hazmat Tab

CHEMICAL NAME: unknown LOCATION: INFO FOR TEST..PLASTICS INDUSTRIAL PLANT - HAZARDS - LARGE AMTS OF CHEMICALS MOSTLY IN POWDER FORM USED IN PLASTIC & RUBBER PRODUCTION, AIR, STEAM & HYDRAULIC LINES LPG FORK LIFTS, GASOLINE, OIL & SOLVENTS. 24 HR FACILITY

This screen will provide information of any known hazardous materials that may be located at an incident location. Information can be added into this field for known locations by deputy's when confirmed hazardous materials are observed or reported being legally stored or warehoused. Displays "Chem Name: and "Storage Location" from the HazMat section of the VisiCAD Premise file.

Caution Tab

This will display caution notes for a specific location.

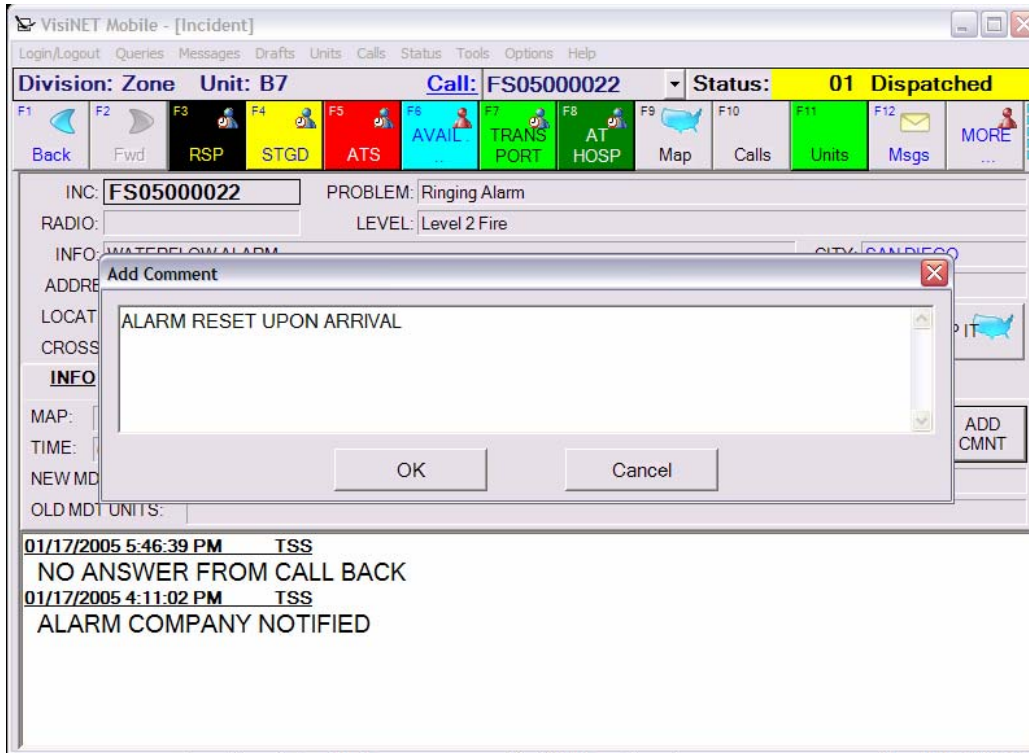
Premise Info:

This will provide premise hazard information of a specific location by address.

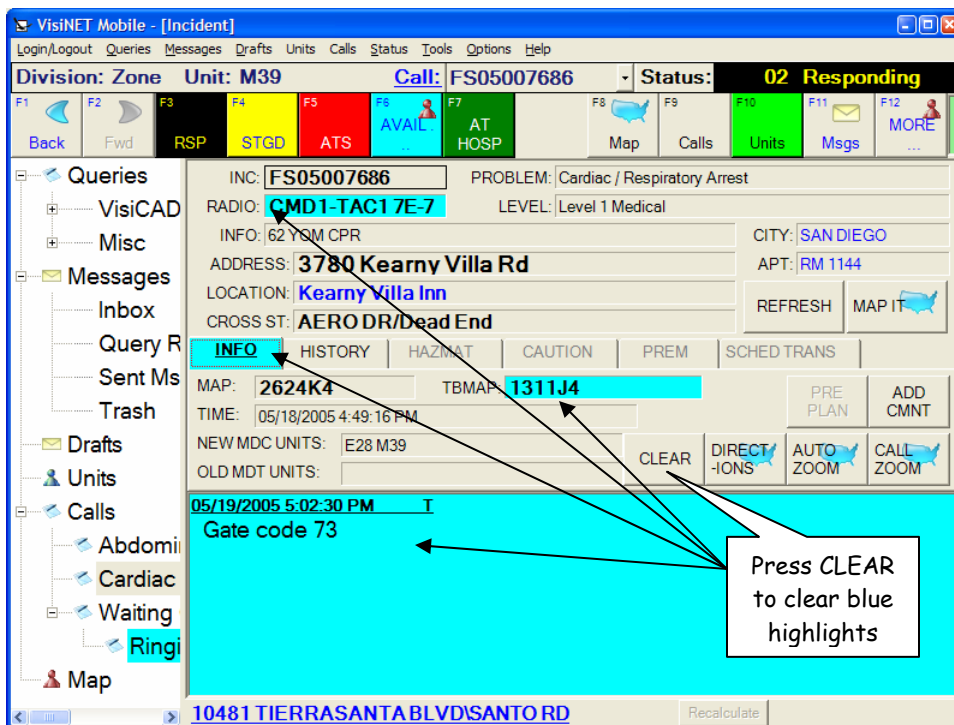
Add Comments to Incident

To add a comment into the incident screen, press the ADD CMNT button located next to the SELF ASSIGN button. The Add Comment box will appear. Type in your comment and then press OK to submit your comment into the incident screen.

Important: Comments added from the field will become a permanent part of the CAD incident record.

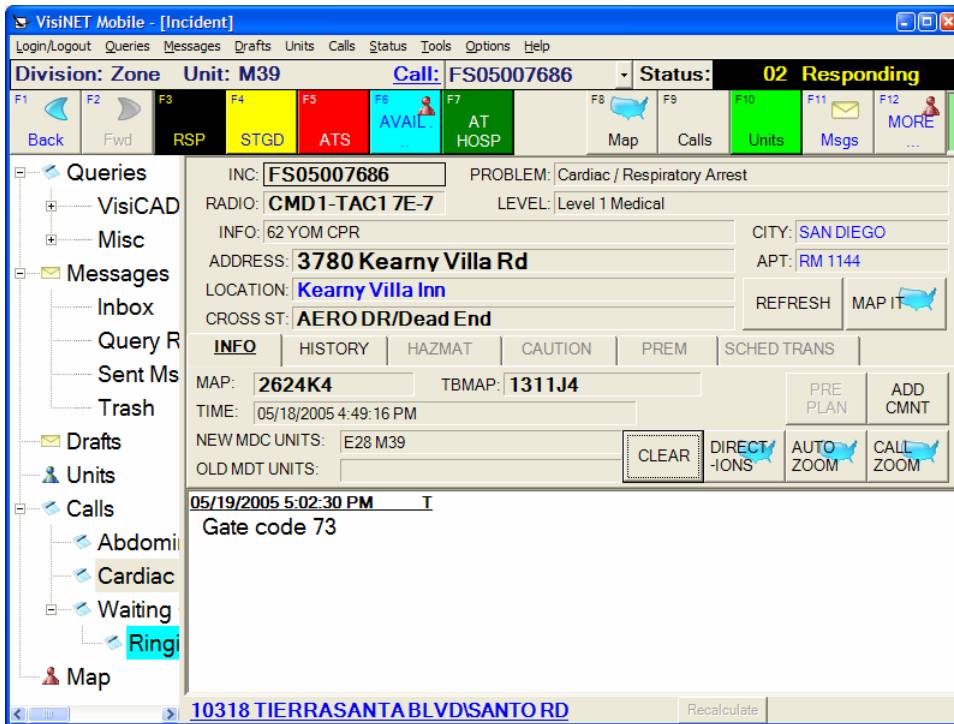


Incident Updates



As newly added information is added, the incident screen and the comment screen will turn green, indicating new information. Any unit that is assigned to the call will receive this new information automatically.

After the **CLEAR** button is pressed the blue highlights in the example above are removed as shown in the example below.



Messaging

The VisiCAD messaging system manages messages between system users, and supports multiple types of clients including VisiCAD, VisiNet Browser, and VisiNet Mobile. This allows messages to be sent between mobile users, dispatchers, and browser users at stations and administrative positions.

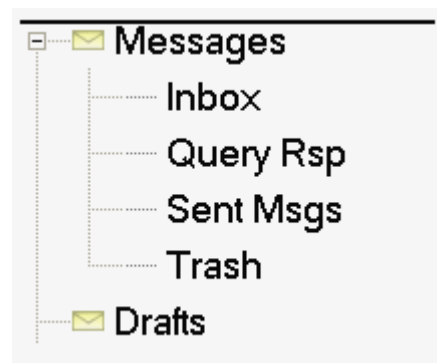
The Navigation Bar at the left side of the VisiNet Mobile window allows you to easily view your Inbox, message drafts, query responses, deleted messages, and sent messages. While a message is displayed, you have the option of forwarding, resending, or deleting the message.

Navigation

The Navigation Pane is the core of the Messaging System, and has the following folders:

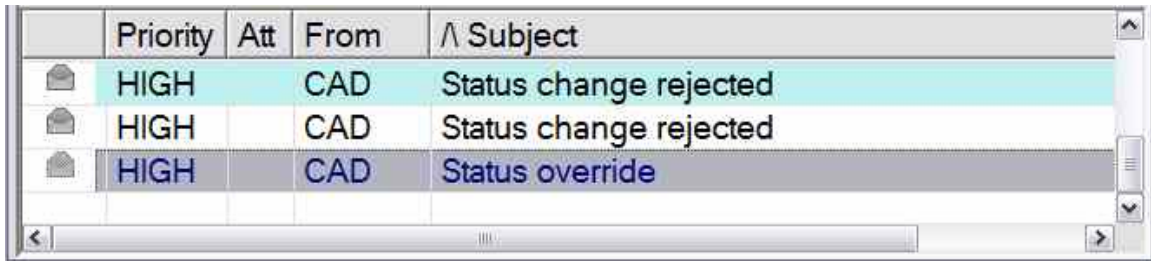
- In Box
- Query Responses
- Messages you have sent
- Deleted Messages
- Message drafts (not yet sent)




Each folder shows the number of unread messages in parentheses.



Message Summaries for the selected folder contain the following columns:

- Message Priority
- Attachments Flag
- Sender (From) or Recipient (To) Name
- Message Subject
- Time and Date Sent or Received



	Priority	Att	From	Subject
	HIGH		CAD	Status change rejected
	HIGH		CAD	Status change rejected
	HIGH		CAD	Status override

Incoming Messages

Message sources may be **Messages From other Users** of the VisiCAD Message system (mobile, VisiCAD, VisiNet Browser), **System Messages** from mobile or CAD, or **CAD Query Responses** when the mobile user submits a form that results in information being returned from CAD.

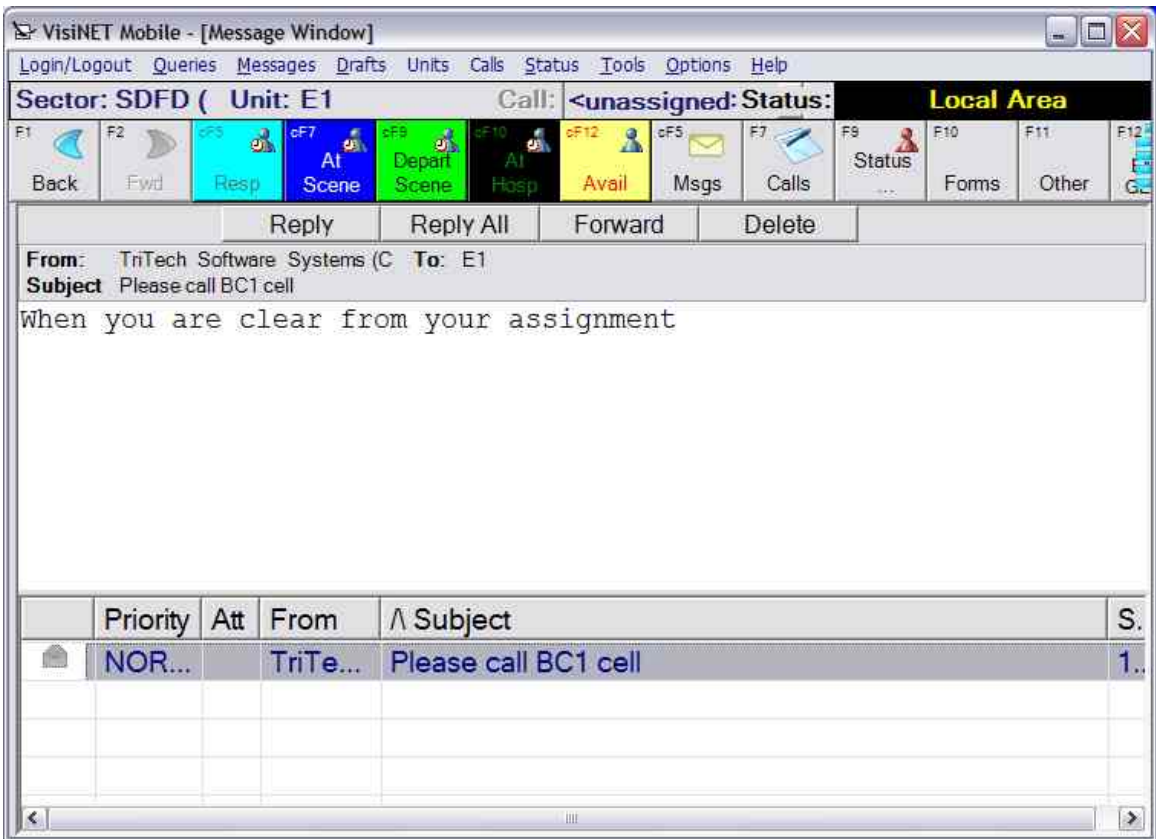


Regardless of the source, when a message is received there is both a visual and audible alert. The visual alert consists of the **Msgs** button flashing green for normal messages and flashing red for **Priority Messages**. An audible alert will repeat every few seconds until the mobile user views a priority message.

Any message received may be displayed by pressing the **Msgs** button or assigned function key. The **Message Folder** with the oldest high priority message is displayed.

Messages From Users

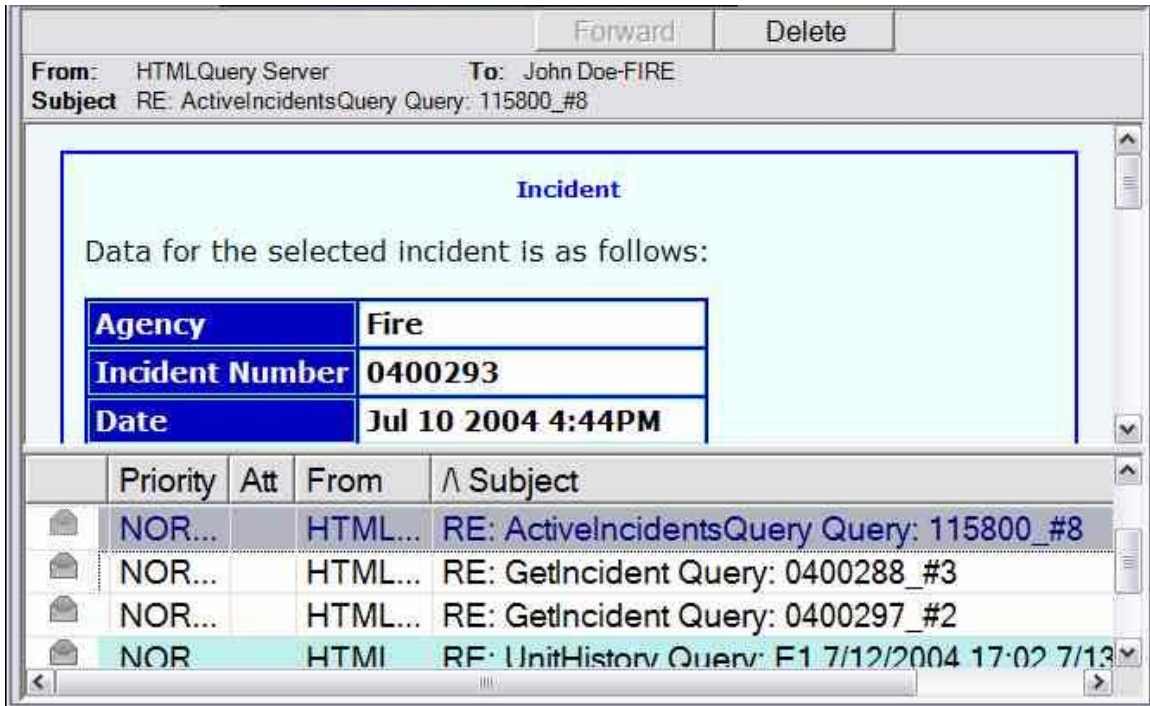
Message received from other users are sent to the **In Box** message folder.



Status or system messages

Messages generated by the mobile system may include invalid or unacknowledged statuses sent to CAD,

Information Returns



The screenshot shows an email client window with a header bar containing 'Forward' and 'Delete' buttons. The email header includes 'From: HTMLQuery Server', 'To: John Doe-FIRE', and 'Subject: RE: ActiveIncidentsQuery Query: 115800_#8'. The main content area displays an incident report with the following data:

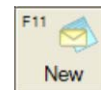
Incident	
Agency	Fire
Incident Number	0400293
Date	Jul 10 2004 4:44PM

Below the incident report is a list of messages with columns for Priority, Att, From, and Subject. The messages are:

Priority	Att	From	Subject
NOR...		HTML...	RE: ActiveIncidentsQuery Query: 115800_#8
NOR...		HTML...	RE: GetIncident Query: 0400288_#3
NOR...		HTML...	RE: GetIncident Query: 0400297_#2
NOR		HTMI	RE: UnitHistory Query: F1 7/12/2004 17:02 7/13

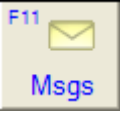
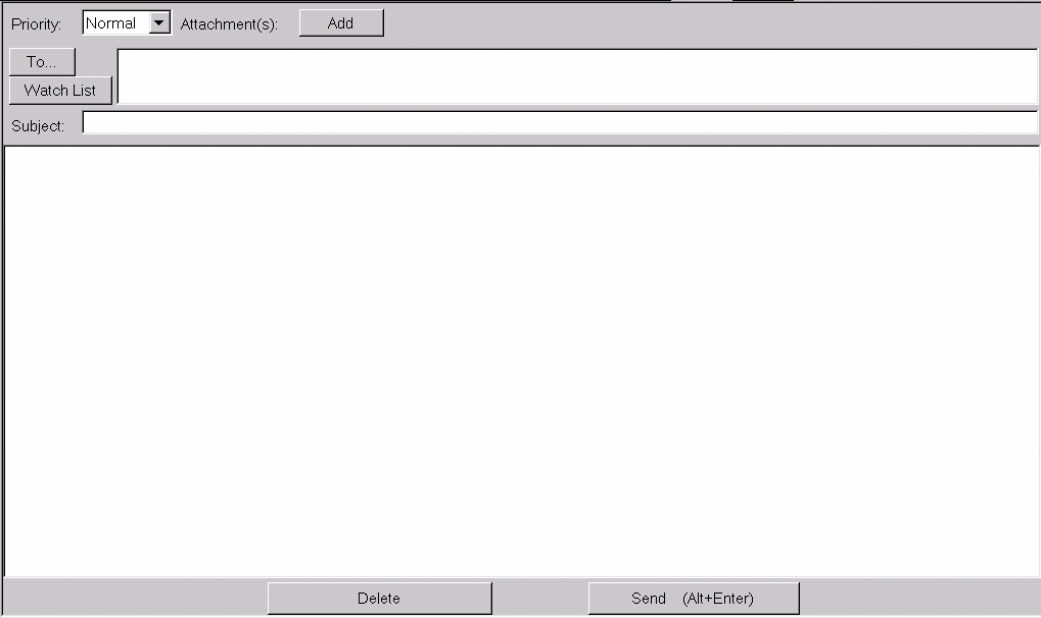
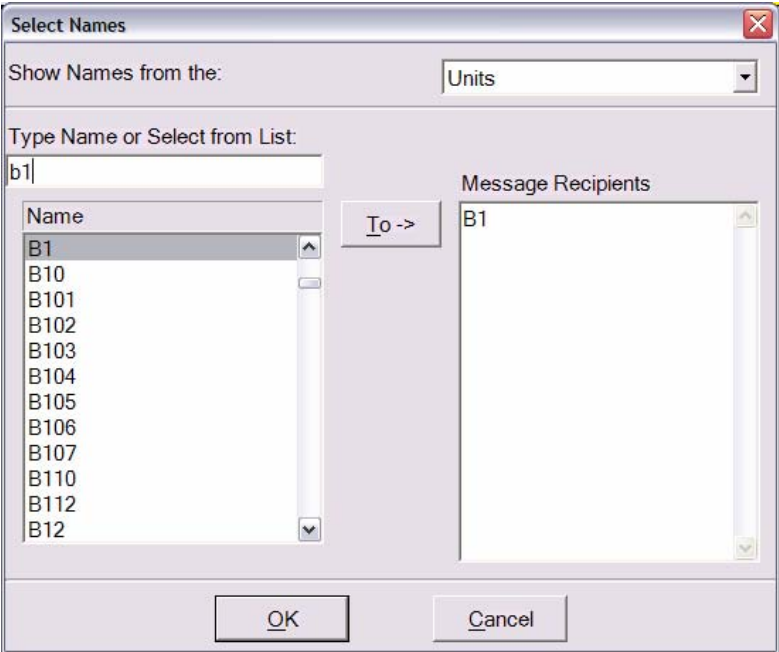
Compose a Message

The Compose Message screen is launched using the Send button or by using the assigned function key button in the example shown above. From this screen, the mobile user can select the recipient from the “To” button to send a message.



You can send a message to any VisiCAD or VisiNET Mobile user within your agency. You can also resend a message.

Sending a message

Key	Action	Explanation
1. F11		The new message screen is displayed.
		
2.	Select a message Priority from the dropdown list.	Optional. High, Medium or low priority.
3.	Click the To ... button.	The Select Names window displays.
		

4.	Select the recipient type from the Show Names dropdown list.	<p>A recipient can be a</p> <ul style="list-style-type: none"> • an individual by name, • a unit, • all units within a division, • a dispatch workstation, • an individual CAD user, • any combination of the above. <p>You can also select one or more message recipients from each recipient type.</p>
5.	Select one or more recipients from the list by double-clicking each name. To move to a name more quickly, you can type one or more characters in the Type Name or Select from List section.	You can also click a recipient and then click the To -> button to move the name into the Message Recipients list.
6.	Click the OK button.	
7.	Enter a description in the Subject line.	
8.	Enter the message text.	
<i>Adding an Attachment – Note: This feature may not be available.</i>		
9.	Click the Add button next to Attachments.	Attachment size is restricted. A message will be displayed if the attachment is too large.
10.	Browse to the location of the file you want to add.	
11.	When your message is complete, click the Send button.	The sent message will be listed in your Sent Messages folder.

Unsent Messages are automatically stored in the **Draft** folder until sent. Click the **Delete** button, located at the bottom of the message, to cancel a message not yet sent.

Priority: Attachment(s):

To...


Subject:

eta 15 minutes

Sent Messages are stored in the **Sent Msgs** folder. This folder also contains any forms that were filled out by a mobile user, such as **Prior Incident** or **Unit History** searches. **Previously sent messages** may be resent after making corrections to the message or form.

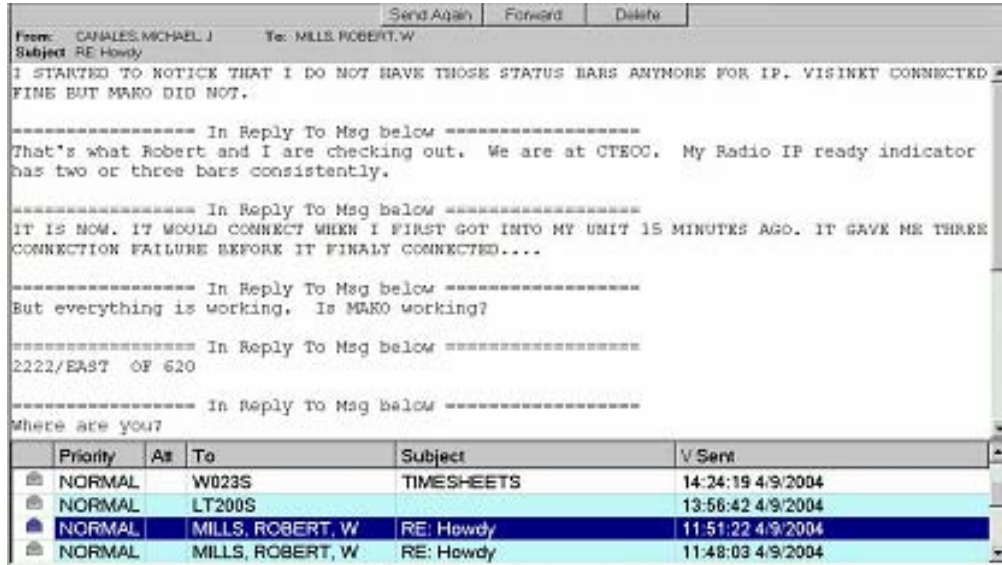
Replying to a Message

You can send a reply to the message sender, or to all message recipients including the sender.

Key	Action	Explanation
1. F11		Messages Menu ⇨ Inbox . Click the + to the left of the Messages to display folders. The number of unread messages displays to the right of the folder name.
2.	Click the folder that contains the message you want to reply to.	
3.	Highlight a message in the message list.	
4.	Click the Reply or Reply All button.	Reply to All is restricted by CAD security.
5.	Enter your reply text. The original message will be appended to your reply.	
6.	Click the Send button.	

Continuous Message Replies

A mobile user can carry a continuous conversation with another mobile user by simply replying back and forth. At any given point a mobile user can forward the message string to another message recipient. When the screen reaches 10,000 characters, your ability to send messages from the same screen will terminate. All you have to do is start a new message page and continue.



Deleting Messages

It is recommended, but not required, that messages be periodically removed from folders. The purpose is to keep message folders small so that it is easier to locate important messages during emergency activity.

Note: All messages are archived on the **VisiCAD Messaging System**. Deleting messages on mobile DOES NOT DELETE THE MESSAGE ON THE SERVER.

Incident and Unit Status Screens

Within VisiNET Mobile, you can view Active and Waiting Calls and Unit Statuses within your Division. Links allow you to view additional details about the incident or unit.

Unit Status

The Unit Status screen displays information about each unit, including calls it is assigned to, the call status and user assigned to the call.

Important: Units with AVL will display their actual location. Units without AVL will display the last known location entered by a dispatcher, and is not the actual location.

Key	Action
1.	Units Click Units in the Navigation pane to display the Unit Status screen. The current status of each unit is displayed.
2.	To display detailed information about the call, click the Call Number .
3.	Click a unit ID with a link to display it on the Map . Unit ID's displayed in blue and underlined may be shown on the map.
4.	To refresh the unit information, click the Refresh Now button. May not automatically refresh. The time of last update is displayed next to the Refresh Now button. Each column may be sorted by clicking the column name.

Unit	Location	Status	Time	Problem	V Incd Addr
E40	MESA RIM ...	04 At Sce...	16:20...	Ringing ...	9860 Mesa Ri...
Hazm...	FS41\	12 In Qua...	11:12...	-----	-----
BR24	FS24\	12 In Qua...	11:12...	-----	-----
M40	FS40E\	12 In Qua...	11:12...	-----	-----
UNK...	-----	17 Out Of...	11:12...	-----	-----
BR37	-----	12 In Qua...	11:12...	-----	-----
E16	FS16\	12 In Qua...	11:12...	-----	-----
ISVAN	FS28E\	12 In Qua...	11:12...	-----	-----
E27	FS27\	12 In Qua...	11:12...	-----	-----
E24	FS24\	12 In Qua...	11:12...	-----	-----
E35	FS35E\	12 In Qua...	11:12...	-----	-----
Hzm1	CAMTO MU...	12 In Qua...	11:12...	-----	-----
Hzm2	-----	12 In Qua...	11:12...	-----	-----
AOP...	REPAIR FA...	12 In Qua...	11:12...	-----	-----

Units Screen

REFRESH NOW: This function allows the user to manually update the Unit screen. It will be grayed out for approximately ten seconds after the last refresh.

Update Bar: Blue bars next to the Refresh button that counts down .

UNIT: Identifies the unit name. When underscored the unit can be mapped.

LOCATION: Current location of unit in CAD.

STATUS: Displays the unit Status. The status is also color coded.

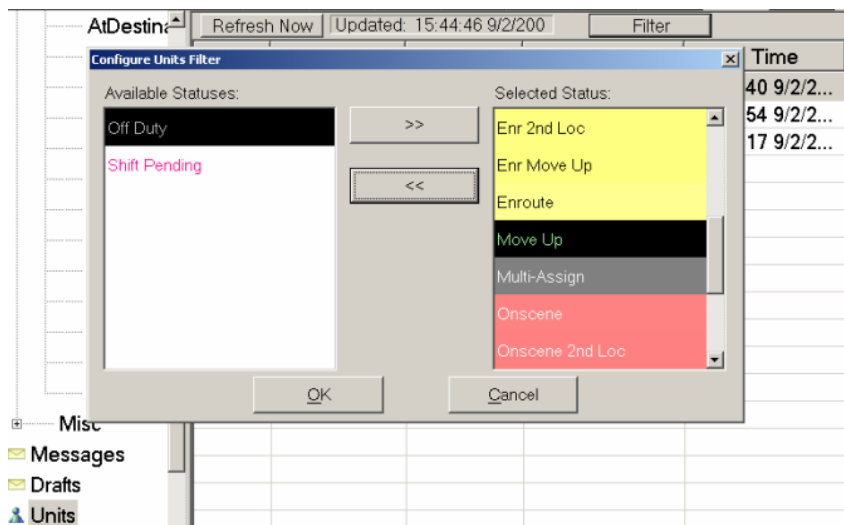
TIME: Displays the time and date of the status change.

PROBLEM: Incident Type if unit is on a call

INCIDENT: Location of incident if unit is on a call.

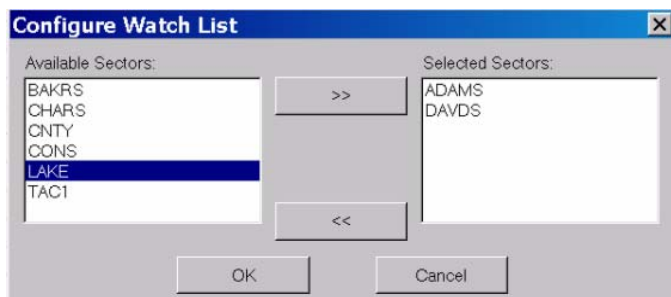
Unit Status Filter

The Units displayed may be filtered by Status by clicking the **Filter** button located above the **Unit Status** screen.



Watch List (Supervisor units)

Supervisor units may view additional Jurisdictions by clicking the **Watch List** button located in the upper right corner of the **Unit Status** screen.



Incident Status

The Incident Status screen displays information about Active and Waiting Calls and Unit Statuses within your Jurisdiction. Links allow you to view incident additional details or show the incident on the map.

Key	Action																																																																	
1.	<p>Click Calls button to display the Active and Waiting Calls queues. The Active Calls list shows the status of each active call including assigned units.</p> <table border="1"> <thead> <tr> <th colspan="5">Active Calls</th> </tr> <tr> <th>V Priority</th> <th>Problem</th> <th>Units Assigned</th> <th>Address</th> <th>Div</th> </tr> </thead> <tbody> <tr> <td>Level 1 ...</td> <td>Abdominal Pai...</td> <td>MR24 OS3</td> <td>3750 Kearny Villa ...</td> <td>Zo...</td> </tr> <tr> <td>Level 1 ...</td> <td>Cardiac / Resp...</td> <td>E28 T40 M33</td> <td>3780 Kearny Villa ...</td> <td>Zo...</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <th colspan="5">Waiting Calls</th> </tr> <tr> <th>V Priority</th> <th>Problem</th> <th>Time</th> <th>Address</th> <th>Div</th> </tr> <tr> <td>Level 2 F...</td> <td>Ringing Alar...</td> <td>15:33:58...</td> <td>9860 Mesa Rim...</td> <td>Zone 4</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Active Calls					V Priority	Problem	Units Assigned	Address	Div	Level 1 ...	Abdominal Pai...	MR24 OS3	3750 Kearny Villa ...	Zo...	Level 1 ...	Cardiac / Resp...	E28 T40 M33	3780 Kearny Villa ...	Zo...											Waiting Calls					V Priority	Problem	Time	Address	Div	Level 2 F...	Ringing Alar...	15:33:58...	9860 Mesa Rim...	Zone 4																				
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2.	To display detailed information about the call, click the Problem .																																																																	
3.	To display a map of the call area, click the address.																																																																	

Active and Waiting Calls Screen Fields

PRIORITY: Displays the call priority level of the incident.

PROBLEM: Displays the problem nature of the incident.

UNITS ASSIGNED: Displays the unit(s) assigned to the incident.

ADDRESS: Displays the address of the incident.

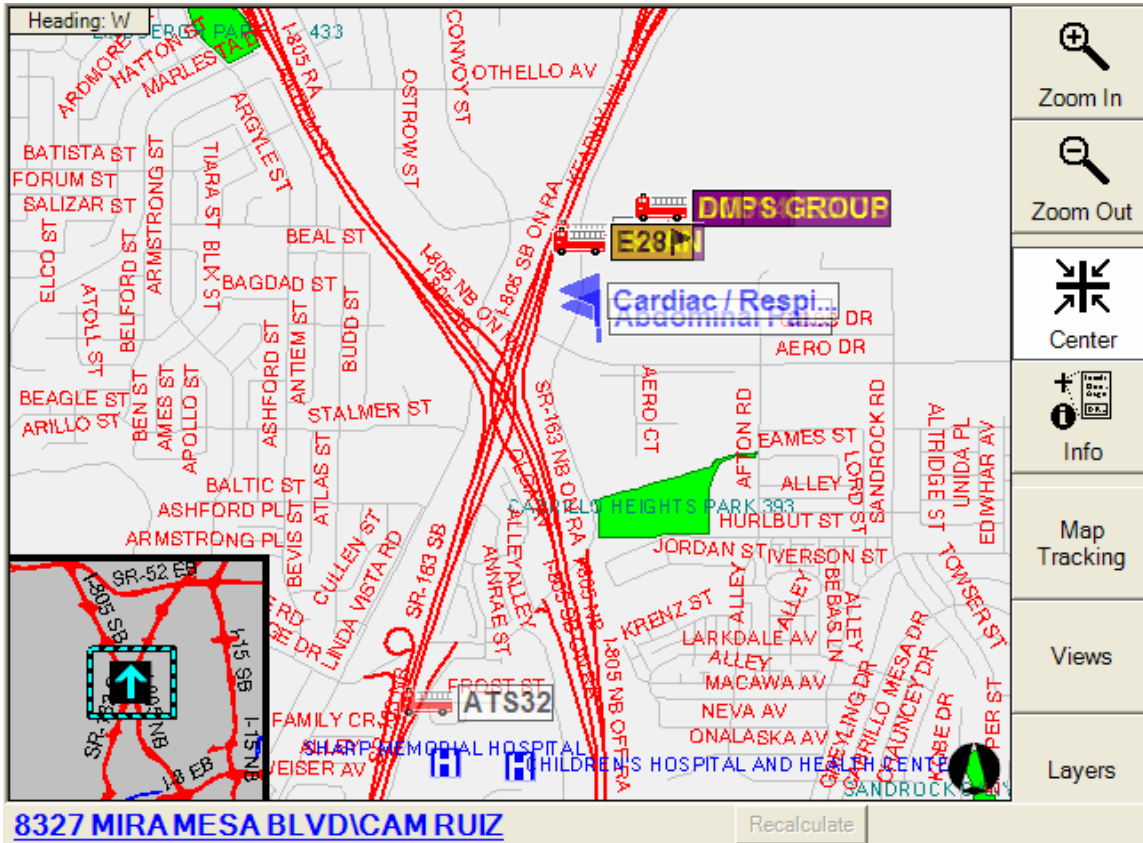
DIV: Displays the CAD Division of the incident.

TIME: Displays the time and date the incident was created.

NOTE: When the [Problem](#) and [Address](#) categories are underscored and highlighted in blue, hyperlink capabilities are indicated. Click the problem to display the incident detail screen, and click the address to show location of the call on the map.


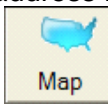
Mapping

The mapping feature allows you to display maps with varying amount of detail. Maps can be displayed for different geographic regions, for incident information, and display a unit as it is traveling.



Map Launch

Display Map from Call Status Screen

Key	Action	Explanation
1. 	Click Calls in the Navigation pane to display the Active and Waiting Calls queues.	
2.	To display a map for a specific incident, click the address in the Waiting or Active Calls Screen.	You can also click 
3.	All incidents within the selected view will be displayed. Each incident is identified by a flag and incident number.	

The screenshot displays the VisiNET Mobile application interface. At the top, the window title is "VisiNET Mobile - [Map]". Below the title bar is a menu bar with options: Login/Logout, Queries, Messages, Drafts, Units, Calls, Status, Tools, and Options. The main header shows "Division: Zone Unit: E40 Call: <unassigned> Status: 09 Available".

The interface features a grid of function keys (F1-F12) with icons and labels: F1 (Back), F2 (Fwd), F3 (RSP), F4 (STGD), F5 (ATS), F6 (AVAIL), F7 (AT HOSP), F8 (Map), F9 (Calls), F10 (Units), F11 (Msgs), and F12 (MORE).

The central map area shows a street grid with several streets labeled, including BEAL ST, BELDEN ST, ATLAS ST, BUDD ST, STALMER ST, BALTIC ST, COITTON ST, KEARNY MESA RD, CONVOY ST, LINDA VISTA DR, SP-163 SB, SP-163 NB, OLGA ALLEY, KEARNY VILLA RD, AERO DR, GLENN CURTISS RD, GIBBS DR, DUBONNET ST, EAMES ST, FENSMUIR ST, and ALLE. A blue flag icon is positioned on the map, and a callout box next to it reads "Cardiac / Respi... Abdominal Pai...".



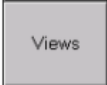
On the left side, there is a list of calls with their respective times and status: T35:12, T40:FSC, T41:17, T44:12, U35:12, U36:12, U40:12, UNKNO, WT28:1, and WT40:1. Below this list are buttons for "Calls", "Abdomi", "Cardiac", "Waiting", "Ringi", and "Map".

On the right side, there are navigation controls: "Zoom In", "Zoom Out", "Center", "Info", "Map Tracking", "Views", and "Expand".



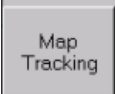
At the bottom of the map, there is a navigation bar with the text "Turn left onto FLANDERS DR" and "7752 MIRA MESA BLVD | DABNEY DR". A "Recalculate" button is located to the right of this text. Further right, the text "1.1m 1.7m" and "9861 MESA RIM R" is displayed.






If you selected a specific incident to display on the map, it will be centered on the window and the flag will be in a highlighted box.

Map Zoom and Views

- | | Key | Action |
|----|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | 
Zoom In | To view more detail on the map, click the Zoom In button. |
| 2. | 
Zoom Out | To view a larger area on the map, click the Zoom Out button. |
| 3. | 
Views | You can also select varying aerial views. Click the Views button and then select from the available choices. The currently selected view is outlined. |
- County:** Repositions the map to the center of the county with a 35 mile view.
- Overview:** Displays a map overview in the bottom left corner of the map
- 10 mi:** Zooms map to diameter of 10 miles.
- 1 mi:** Zooms map to diameter of 1 mile. In this view, you will be able to see individual streets.
- 3X:** Zooms out 3 times greater than previous view.
- 1/3X:** Zooms in 3 times smaller than previous view.

Map Tracking

- | | | |
|-----------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 
Center | Center | Click 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 | Info | Provides information about selected unit, a selected call, or a selected location, including latitude/longitude, address, unit distance from the location, vehicle status and direction (if a unit was selected). |
| 
Map Tracking | Map Tracking | Provides four unit-based mapping options: |

- | | | |
|-------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 
Normal | Normal | The map appears according to your other selections. |
| 
Vehicle | Vehicle | Centers your vehicle on the map, changing the map view as your vehicle travels. |
| 
Heading | Heading | Normally, the map orientation is North at the top. With this selection, the map rotates as you travel. The directional arrow indicates North.  |
| 
AutoZoom | 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 to use Auto Zoom.

Map Information

1. Click the **Info** button



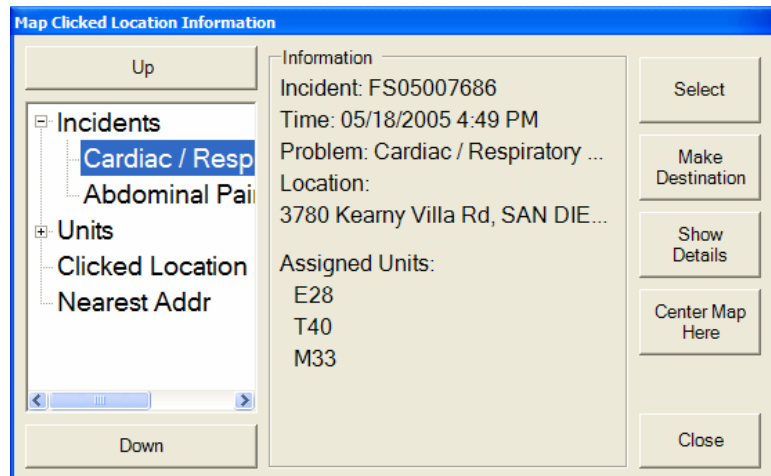
2. Move your mouse to the area of the map you want information about and click.

The following window opens showing your address, latitude and longitude, and the proximity to the last clicked location. On the left side you may also select **Incidents** or **Units**.

Incidents: The call type, location, and units displayed.

Units: The personnel, status, and heading for the units is displayed.

NOTE: The amount of information displayed is dependent on the selected location.



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

The location is identified with a box.

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

The location is identified with a triangle.

Once you mark a location as your destination, you can also select Auto Zoom or get **Driving Directions**.

6. To display additional information, click **Show Details**. An additional window will appear. Fields are defined by your system administrator.

Detailed Information	
Field	Value
Addr	
Stri	STATE HWY 29
City	GEORGETOWN
State	
Zip	
Latitude	30.6720987868543
Longitude	-97.5650034681708

Map Layer Buttons

Use the Layers buttons to add or remove map layers. Some layers are configured to only display at certain zoom levels.

When a layer is active the button will appear with a white background.

When a layer is disabled the button will appear with a grey background.

Driving Directions

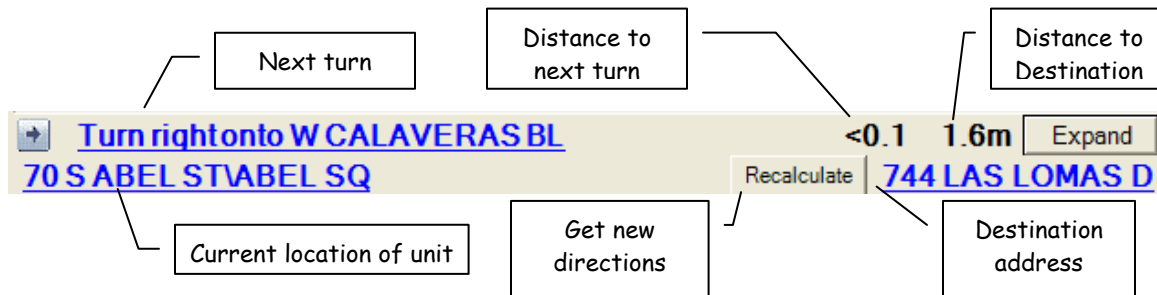
Driving directions may be requested to an incident address or any other location selected from the map display. When requested, the mobile calculates the route from CAD. In the future, this MAY include current road conditions or street closure data. The information is sent back to the mobile user as a line on the map and optional text directions.

The screenshot displays a mobile application interface for dispatching units. At the top, a status bar shows 'Unit: M39', 'Call: FS05007686', and 'Status: 02 Responding'. Below this is a row of function buttons labeled F4 through F12, including 'SP', 'STGD', 'ATS', 'AVAIL', 'AT HOSP', 'Map', 'Calls', 'Units', 'Msgs', and 'MORE'. The main area is a map showing a route from '8852 BALBOA AVE / PONDEROSA AVE' to '3778 KEARNY VILL'. The route is highlighted in blue and black, with a red line indicating the current location of unit M39. A 'Cardiac / Respi...' unit (E28) and a 'DMTR1 GROUP' are also shown on the map. The interface includes a 'Heading: Sw' indicator, a 'Zoom In' button, a 'Zoom Out' button, a 'Center' button, an 'Info' button, a 'Map Tracking' button, and a 'Views' button. At the bottom, a navigation bar shows the current instruction: 'Turn left onto KEARNY VILLARD' and the distance to the next turn: '0.4m 1.2m'. A 'Recalculate' button is also present.

Location Information Toolbar (InfoBar)

When driving directions are activated the lower section of the mobile screen will display two lines of location information.

- The upper line shows upcoming turn information, distance to the next turn in miles, distance to the destination in miles, and the **Expand** button.
- The lower line displays the current location on the left, the **Recalculate** button, and Destination address on the right.



Clicking any of the addresses to display on the map. Clicking on the current unit location also changes the **Map Tracking** to **Heading** mode.

Pressing the **Expand** button displays:

- A text box with the turn by turn directions and distances. Click the description to display on the map.
- **Close** button to return to the map.
- **Clear Route** button to end driving directions and remove the line from the map and the turn information from the bottom of the screen.

Driving Directions			
	Description	Next Turn	Destination
1	Start by going West on W CURTIS AV	<0.1m	2.5m
2	Turn right onto S ABEL ST	0.8m	2.5m
3	Turn right onto W CALAVERAS BL	0.1m	1.6m
4	Continue straight onto E CALAVERAS BL	0.8m	1.5m
5	Turn left onto N HILLVIEW DR	0.5m	0.7m
6	Turn left onto PACHECO DR	0.2m	0.3m
7	Continue straight onto LAS LOMAS DR	<0.1m	<0.1m
8	Turn into destination	0	0

Close Clear Route Voice Notifications



















- **A Voice Notifications** check box to turn off approaching turn announcements.

Incident and Unit Query Forms

Additional forms are used to retrieve current and prior unit or incident information.

MORE Button

Click the **MORE** button or press the assigned F-key to display a drop-down list of additional buttons:

- | | | | | | | |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
|  New
Msg |  Recvd
Query
Msgs |  Msg
Trash |  Night |  NavBar
Close |  InfoBar
Close |  EMER
GENCY |
|  Actv
Incd |  Prior
Incd |  Loc
Srch |  Unit
Status |  Unit
Hist |  View
Sta | |
|  Find
Addr |  Out of
Vehicle |  Incd
Person
nel |  Send
Page |  LogOff | | |
- **New Msg** – Allows user to send a message to another mobile unit or dispatcher workstation
 - **Received Query Msgs** – Displays the message folder containing **Records Check** returns and other CAD query returns.
 - **Msg Trash** – Allows the user to retrieve messages deleted from other message folders.
 - **Night/Day** – Activates a display mode to improve viewing in night and day conditions. This also affects the display of other software programs in use.
 - **NavBar Close** – Removes the display of the frame on the left side of the screen.
 - **InfoBar Close** – Removes the location information at the bottom of the screen.
 - **EMERGENCY** – Notifies Dispatch and other units that you have activated the Emergency button.
 - **Actv Incd, Prior Incd, Loc Search, Unit Status, Unit Hist, View Sta** – These buttons query the CAD system for information.
 - **Find Addr** – Allows the mobile user to look up any address in the map.
 - **InfoBar Close** – Removes the unit location and destination information from the bottom of the screen.
 - **Out of Vehicle** - Sets a condition that automatically notifies other units that the user is out of the vehicle when they send the unit a message. A large banner message is displayed on the mobile stating, OUT OF VEHICLE.
 - **Incident Personnel** – Returns the names of Personnel that are assigned to the selected incident.

Incident Personnel			
Unit	Personnel	Status	Location
E28	Aaron_Foust (AF0795); Brian_Kidwell (P0398); Christopher_Kugel (CK0927); Michael_Reid (MR2672)	01 Dispatched	<u>FS28E</u>
M39	Brian_Carpenter (BC4264); Brian_Viora (BV5791)	02 Responding	<u>LA CUENTA DR\TIERRASANTA BLVD</u>

- Send Page - Allows unit to send a page to a person, units, or pager id's.

Send Page

Recipient(s):

Personnel Name

Units

Pagers

(Separate Units and Pagers with commas)

Message:

- **Logoff** – Displays the Logout form. The unit is not logged out until the submit button on the form is selected