

First Responder Dispatch System (FRDS)

Setup

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Introduction



This document details the setup of the RedNMX First Responder Dispatch System (FRDS) Module. Configuring the FRDS module for use involves the setup of the module itself as well as setting default entries for personnel that will be responding. Both are covered in this user manual.

Module Setup

The member call in icon can be found in the Notification group of icons on the Auxiliary icon bar.

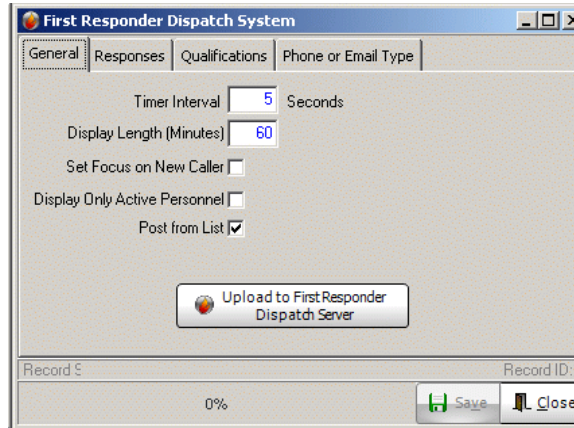
Personnel Defaults Setup

Configuring the personnel defaults for the FRDS module is done from the FRDS tab Found within the individuals personnel record in the Personnel Module.

FRDS Module Setup

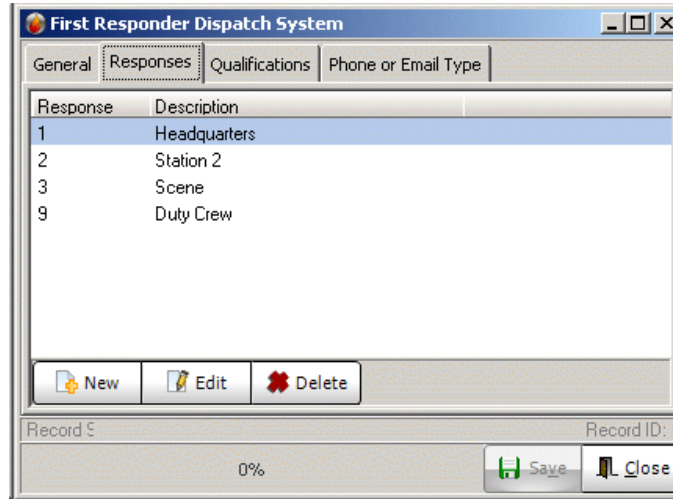
General Tab

This tab applies only to those agencies using RedNMX Computer Aided Dispatch Module. If the dispatch module is not part your agencies systems, please skip this section.



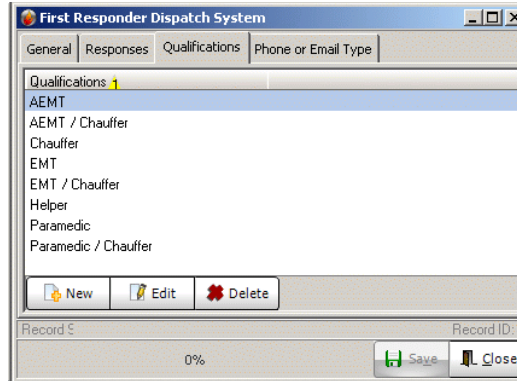
Field Name	Description	Example Entry
Timer Interval	How often the system checks for new callers in seconds.	5, 10
Display Length	The number of minutes a caller will be displayed from the time they called in.	20, 30, 60
Set Focus on New Caller	Highlights the most recent caller in the Dispatchers Member Call in Window	Checked or Unchecked
Display Active Personnel	Displays on Personnel that have the "Include in Usage" box checked On the General Tab of their personnel Record	Not Applicable
Upload to FRDS Server	This button can be ignored. Pushing the button uploads all phone numbers registered in the FRDS Module with the server. Pushing this button is not necessary as the process is automatic.	Not Applicable

Responses Tab



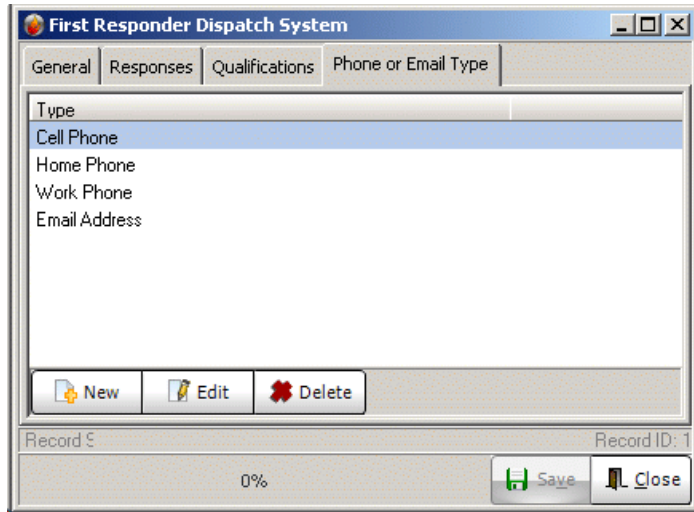
Field Name	Description	Example Entry
Response	This will be the digit the caller enters into the system to log their response destination.	1, 2, 3....9.
Description	The name of the response destination.	HQ, Station 1, Station 2, Scene

Qualifications Tab



Field Name	Description	Example Entry
Qualification	Enter a brief description of the qualifications a responder may have. The objective of this field is to display the responders capabilities so incident commanders and other responders know if the necessary mix of people are responding. Multiple combinations of qualifications can be used to meet your agencies specific needs.	Driver, EMT, Interior, Exterior Driver/Paramedic Firefighter/EMT/Driver

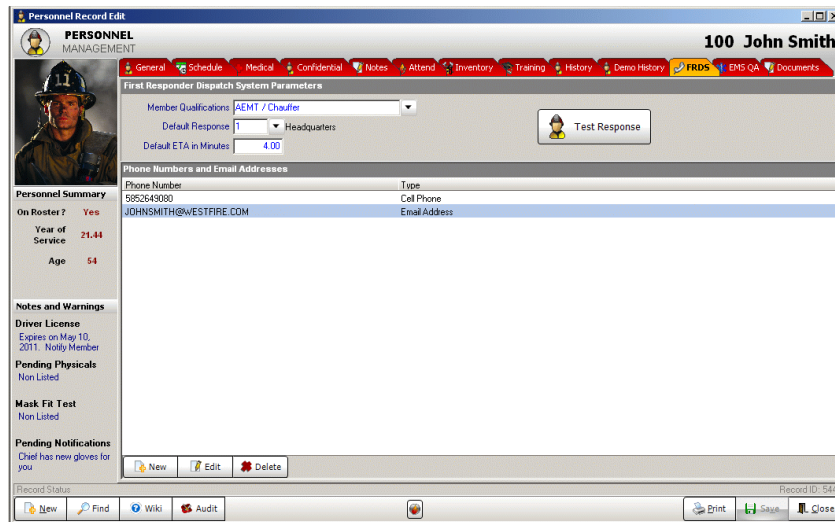
Phone or Email Type Tab



Field Name	Description	Example Entry
Type	Enter the type of phone the responder will contacting the system with. Multiple numbers can be registered for each responder.	Cell, Home, Work, Email

FRDS Personnel Setup

This section is access from personnel record. Select the FRDS tab in the personnel record.



Enter all of the numbers and email addresses in the Phone Numbers and Email Addresses window.

Field Name	Description	Example Entry
Staff Qualifications	These field allows the user to type any desired entry into the field or to choose an item from the pick list.	Free form entry or choose from pick list.
Default Response	This is the responding location used if the caller does not key in a response location	Make a selection from the pick list.
Default ETA in Minutes	Enter the average response time it takes the specific member to respond to their default location.	3,4 5,
Phone Number or Email Address	Alternative area to view the phone numbers registered with the system for a particular member. Numbers may be added, edited and deleted from this window. Do not include the dashes in phone numbers.	New phone number and type. 1234567890 Cell

Bad Email Addresses History Log

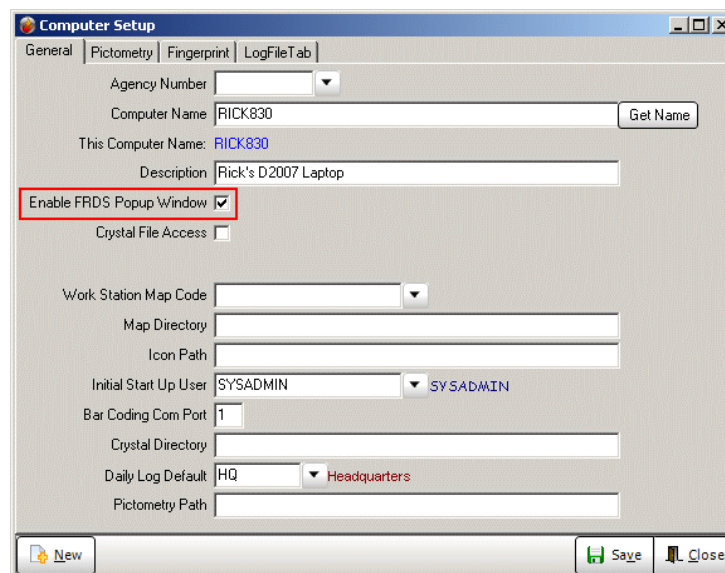
The FRDS utilizes for a text and email back feature. The exact email or text return address must match exactly for this to work. Follow these steps to determine the exact return address for a responder.

1. Have the member send a text or email to your mail box.
2. Access the **Auxiliary** tab on the main menu. Select the drop down in the FRDS icon. Select the main menu choice **Bad Email Addresses**.
3. This will list out the email addresses that have not been entered properly.
4. Enter the email address exactly as it was returned in the personnel record.

Enable FRDS Popup Window

This section covers how to enable a specific computer to allow for the FRDS Popup Window to be displayed. Follow these steps:

1. Log in as a system administrator that has access to the system setup.
2. Access the **Computer and Devices** setup. This is done by selecting the main menu **System**, then the sub menu **Setup**. Select the **Computer and Devices** tab.
3. Select the computer to enable the popup. If it is not in the list, then add it.
4. Check off the Enable FRDS Popup Window in the **red box**.

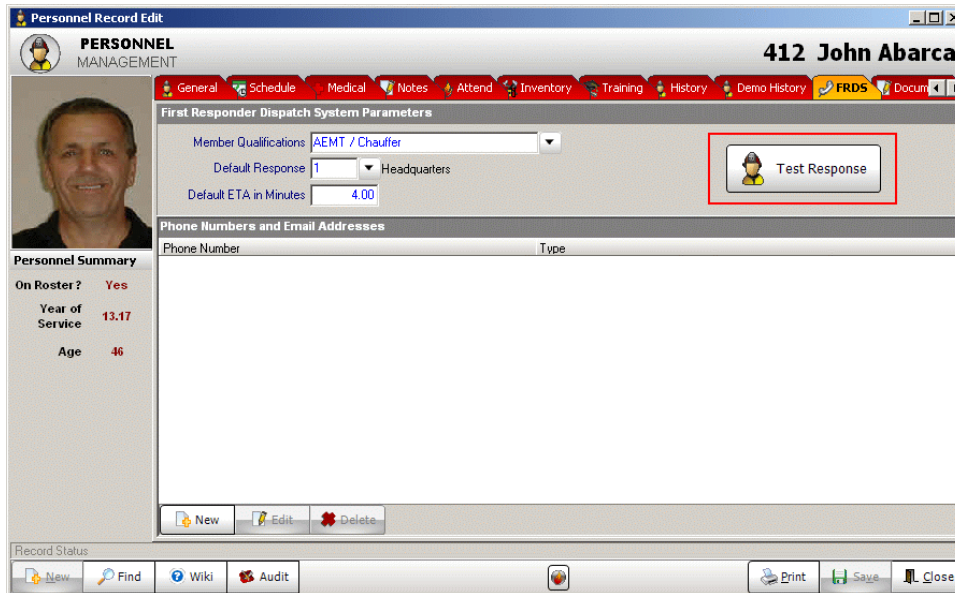


5. Exit the program on the specific computer.
6. Test the FRDS and verify it pops up.

Testing the FRDS

Testing the FRDS can be done by following these steps:

1. Select a member record
2. Select the FRDS Tab.
3. Press the following button



4. Verify that the popup and history worked.