

First Responder Dispatch System (FRDS)

Usage

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Introduction

This manual describes how members go about logging their response to incidents.

Methods of Logging a Response with the FRDS system:

- Phone
- Smart Phone Application
- Reply to Text Message

Phone

Follow these steps to log a response with the MCI system by phone:

Instructions for logging a response if the number you are calling from is registered with the system:

1. Dial the phone number assigned to your agency.
2. When the call connects you will be prompted to enter 1 digit to indicate your response destination. Following are some example entries, check with your system administrator for you departments specific response codes.
 - 1 = Station 1
 - 2 = Station 2
 - 3 = Scene
3. End the call or hand up.
4. Your response has been logged.

Instructions for logging a response if the number you are calling from is NOT registered with the system:

1. Dial the phone number assigned to your agency.
2. When the call connects you will be prompted to enter your personnel ID/ badge number, key in the number.
2. Enter one digit to indicate your response destination. Following are some example entries, check with your system administrator for you departments specific response codes.
 - 1 = Station 1
 - 2 = Station 2
 - 3 = Scene
3. End the call or hand up.
4. Your response has been logged.

Smart Phone Application

This Section of the user manual will be added in the near future

Reply to Text Message

This Section of the user manual will be added in the near future

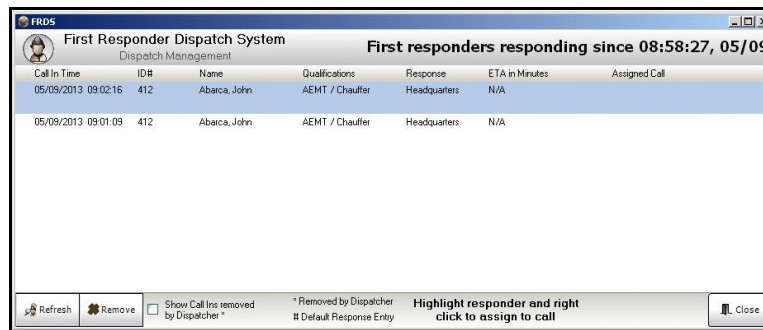
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The following section applies only those agencies using the RedAlert NMX Computer Aided Dispatch Module

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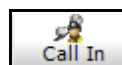
FRDS In Dispatcher Interface

This section covers the use of the FRDS dispatcher functions. The dispatchers have the ability view the responding personnel, assign them to a specific call and remove them from the list of responders. The member call in window is accessible by clicking the call in icon located on the icon bar in the dispatch control screen.



FRDS Window

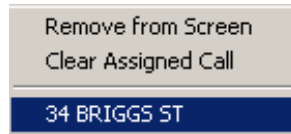
1. Dispatcher dispatches a call for service.
2. Personnel are notified of the call according to the agencies standard operating procedures.
3. The members call in. As members call in, the FRDS module will display the responding personnel. This window automatically pops up. See above **FRDS In Window**. This window can remain visible by dragging it to another monitor if you use a multiple monitor configuration. The window can also be accessed by pressing the:



This button is found in the Dispatch Control Screen button panel.

4. Highlight the member that you want to assign to the call.

- Right click to bring up the MCI menu for the highlighted member. This menu shows the assignment choices for 34 BRIGGS ST. If there are multiple calls, they will all be listed.



Menu Choice	How it used
Remove from Screen	Select this choice to remove member call in response from the history.
Cleared Assigned Call	Select this choice to unassign the member from the call.
<Call Address>	Select this choice to assign them member, and also create a dispatch history record that they called in. This record is attached to the dispatch record.

- Work the call as normal.