

## Mobile Dispatch

### Usage

#### Table on Contents

Introduction .....	1
Starting the Mobile Dispatch .....	1
Mobile Dispatch System: Screen Layout .....	2
Right Buttons .....	3
Bottom Buttons .....	4
Mapping Functions .....	4
Standard Call Sequence .....	5
Apparatus Status .....	6
Changing a Call or Self Dispatching .....	7
Sending Messages .....	7

#### Introduction

This manual describes how to use the mobile dispatch system.

#### Starting the Mobile Dispatch

Follow these steps to start the application.

1. Verify that the laptop has internet or VPN access.
2. Click on the Mobile Dispatch icon.
3. Verify that you are connected to the server. This is shown in the bottom window and will say **Ready to Send**.

### Mobile Dispatch System: Screen Layout

The mobile dispatch system runs as a fully maximized application. The following is a definition of each screen component:

Component	Description	How it us used
Map Window	Found in the center of the screen. This section displays the mapping system.	Refer to the section mapping on how to utilize the mapping system.
Left Button Dispatch Time Stamps	Found on the left side of the screen.	Press each button to send a status change to the
Call Information	Found on the top center of the screen.	This window displays the open alarm that you are
Red Status Window	Message window that displays in big characters the last status to come across the MDT.	N/A
Right Buttons.	Found on the right side of the screen.	Refer to the section Right Buttons for instructions on each button function.
Status Window	Status Window.	This window displays connection status, GPS device status, unit number, and message history. Close the status window to use more of the screen for display purposes.
Bottom Buttons	Found on the bottom center of the screen.	Refer to the section Bottom Buttons for instructions on each button function.

## Right Buttons

On the right screen there is a series of buttons. The following is an explanation of what each button does.

Button	Description	How it is used.
Zoom In	Zoom into the map.	Press this button to zoom in.
Zoom Out	Zoom out the map.	Press this button to expand the map and see more.
Where am I	Your current location.	Press this button to display your current location on the map. If your GPS device is active, it will use that latitude and longitude, otherwise it will use the DISPLOCID location latitude and longitude.
Call Location	The location of the alarm you are responding to.	Press this button to display the location of the call, if it is plotted.
Routing Off/On	ESRI map routing system.	Press this button to display the routing crumb trail on the map from where you are to the call location.
Directions	ESRI travel directions.	Press this button to display the travel directions from where you are to the call location.
Location	Call preplan and tabular data.	Press this button to display the address information as well as responding apparatus and their status.
Message	Send message to dispatchers or other units.	Press this button to send a message to select devices.
Close	Close.	Close the system.

## Bottom Buttons

On the bottom of the screen there is a series of buttons. The following is an explanation of what each button does.

Button	Description	How it is used.
Apparatus Status	Apparatus Status Button.	Press this button to display the apparatus status department wide.
Call Status	Call Status Button.	Press this button to display the open alarms that are happening in your district.
Map Panning On/Off	Automatic panning toggle.	Press this button to turn on or off the map panning option. If it is on, the map will move as you do. Remember that this happens every 5 seconds, so if you turn it on and then press the call location button, it will still take you back to your location in five seconds.
Change Call	Change the call that you are assigned to.	Press this button to change the call that you are assigned to.
System Status	System Status Toggle.	Press this button to remove the system status from your screen. Utilized by experienced users that know what unit they are on.

## Mapping Functions

The mapping system can be panned by simply pressing on the screen and dragging it across.

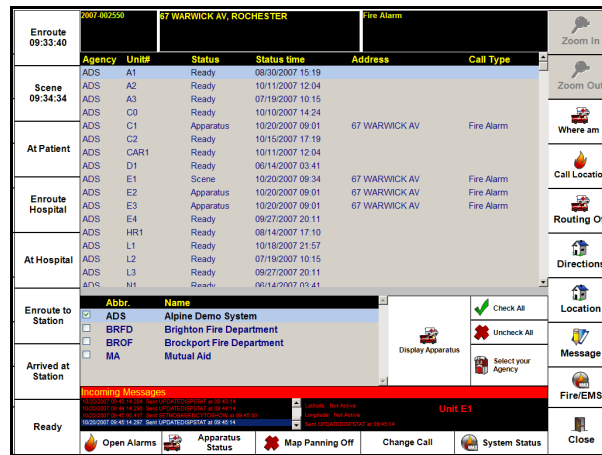
### Standard Call Sequence

The following section describes how a call is processed utilizing a mobile unit communicating with the base station. This section describes the process if you have a full time connection.

Steps	Action Item	Base Station Acton	Mobile Unit Action
1	Resident makes call for service.	Dispatcher collects call information from resident.	N/A
2	Dispatcher determines nature of call.	Dispatcher starts call in RedNMX System and enters call type.	Mobile unit receives data burst indicating a new call. Location is not known.
3	Dispatcher determines location.	Dispatcher finds address in RedNMX System based on known information and verifies location.	Mobile unit displays call location on map with call type icon.
4	Dispatcher dispatches call.	Dispatcher presses dispatch icon to generate alarm based on call type and location.	Mobile unit alerts via tones. Location, HazMat Alerts, map are all displayed.
5	Dispatcher monitors resources.	Dispatcher verifies that units are responding and adjusts according.	Mobile unit presses en route time when leaving station.
6	Dispatcher monitors resources and reports additional call information as applicable.	Dispatcher Monitors Responses.	Mobile unit press on scene.

### Apparatus Status

Select the Apparatus Status button to display the apparatus status.



There are four buttons on the Apparatus Status window.

Button	Description	How it is used.
Display Apparatus	Displays all apparatus for selected agencies	This button resubmits a query to the dispatch center and returns the apparatus status.
Check All	Selects all agencies.	Press this button to select all agencies. Then press the Display Apparatus to see every apparatus.
Uncheck All	Uncheck all agencies.	Press this button to unselect the agencies. Select the agencies by click on the check boxes. Then press the Display Apparatus button to query for specific agencies.
Select Your Agency	Display units assigned to the same agency as your unit.	Press this button to display units. This button will unselect all agencies and then select your agency.
Agency Check Boxes	Click on the check box to select agencies.	You must click on the check box.

### Changing a Call or Self Dispatching

Many dispatch centers do not assign units to the call. Therefore a unit can assign themselves to the call. Follow these procedures to assign yourself to a call or change calls.

1. Press the Change Call button on the lower right. This will bring up the Open Alarms window. It defaults to display only alarms assigned to your fire department or agency.
2. Highlight the call you intend on responding to.
3. Press the **Select Call to Respond To**. This will send an En Route status to the dispatch center.
4. Press each status as your respond.

This function is also used in mutual aid situations.

### Sending Messages

Press the Send Message button to bring up the Send Message System.



1. Enter a message in this screen.
2. Click on each unit or user you want to send a message to.
3. Press the Send Message button.