

SOUTHERN SOFTWARE, INC.
an employee-owned company

CAD

{Computer aided dispatch system}

**User
Manual**

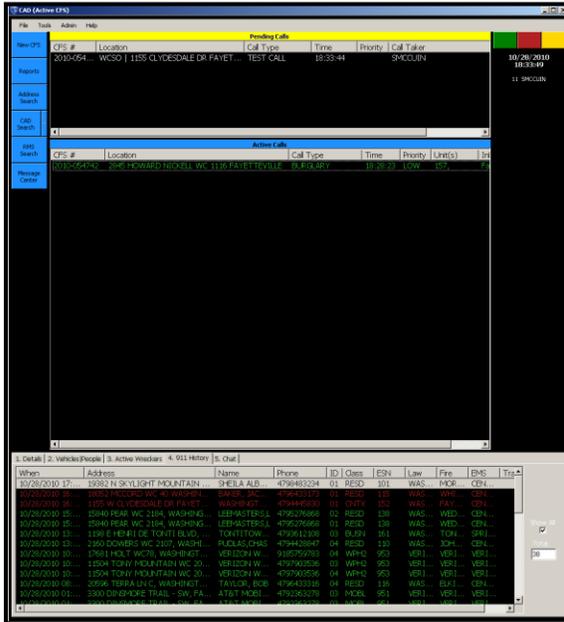
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CAD (Active CFS) Screen

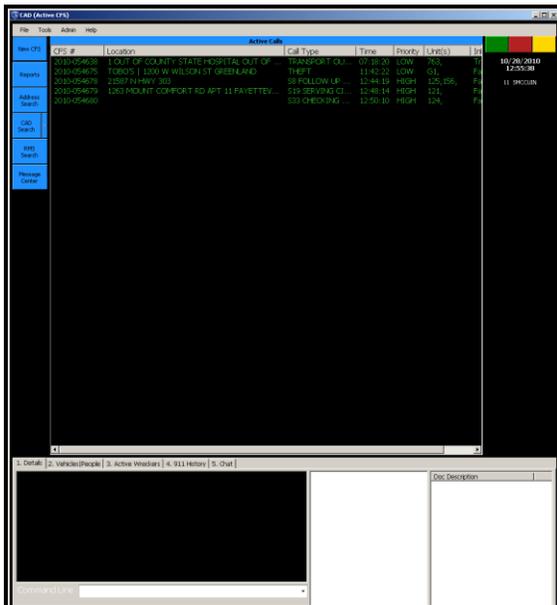
Creating a CFS

1. Click the blue button labeled “New CFS”, use the command (CMD) line code CNC, Click “Accept” from an E911 Interface box, or right click on the map at the desired location for the CFS.
 - Location of incident – Enter Street Address & Community, landmark, or intersection/route & community. **Important Note** – Select correct community because several cities may have streets with the same name.
 - Caller information – Caller name, phone numbers & caller location if different than incident location.
 - Initial statement – Short narrative summarizing the CFS.
 - Call type – Nature of CFS. (Option to have call guide box or Pro QA guide box. This allows the user to follow set questions/instructions).
 - In Progress – Check the “in progress?” box if in progress.
 - Priority – Determines the priority level based on call type or user.
 - Alarm – Base Alarm Level.
 - How received – Select appropriate drop down selection: 911, Officer Initiated, Phone, Radio, etc. (Lookup codes set by Administrator).
 - Unit assignment – You can assign units as well as a Status for the CFS.
 - Function Boxes – User can Cancel the call without burning CFS incident #, add Notes, add Vehicle (and Person) or Save the CFS.
 - Alert Boxes – At the bottom of the CFS entry form, Alert Boxes will change color when there is information pertaining to that CFS. (Prior Calls, FMP, BOLO, APN, etc).

Pending & Active Calls

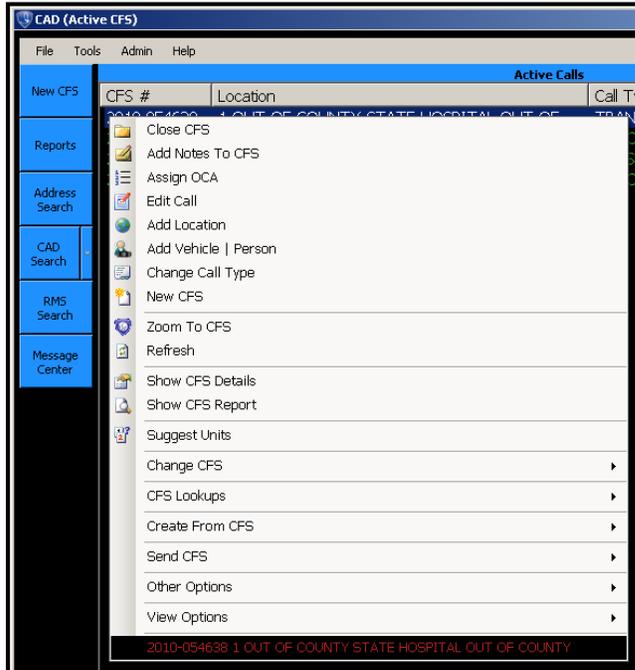


1. Pending CFS are placed in a Pending Calls box at the top of the CAD screen. Once the Pending CFS is assigned a unit and there are no more pending calls, the Pending Calls box will go away.
2. Overdue Timers - Overdue calls that have not been dispatched (unit assigned) will alert the dispatcher when the call has been held too long.



3. Active CFS are placed in an Active Calls box at the top of the CAD Screen or underneath the Pending Calls box if there are Active Pending CFS.

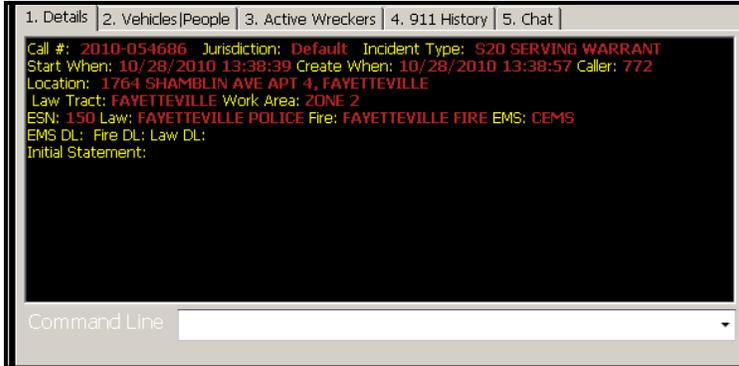
Adding Additional Information to CFS



1. Right click on the CFS in the Active/Pending Calls and choose the following options:
 - **Close CFS, Add Notes to CFS, Assign OCA, Edit Call, Add Location, Add Vehicle/Person, New CFS, Zoom to CFS (On Map), Refresh, Show CFS Details, Show CFS Report, and Suggest Units.**
 - Extended Options – **Change CFS** (Edit Call, Add Location, Edit Location, Change Call Type, Caller Info/Location, Primary Unit), **CFS Lookups** (Address Display, Prior CFS, Travel Card), **Create From CFS** (APN, FMP, Hot List, Security Check, Wrecker), **Other options** (Hazmat - CAD has the Canutec Ergo 2008 Guidebook), **View options** (User view limits, all tool tips, call tool tips, Save Column Info).

Active Call Tabs

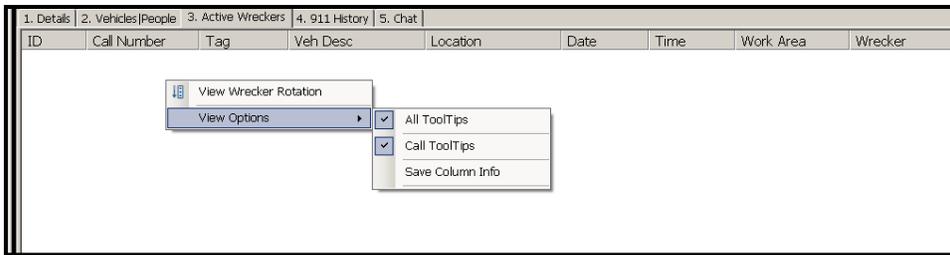
Active Call tabs are located at the bottom of the CAD Active Screen. When a user clicks on an active call, you can see details of that call in these tabs and/or enter information.



1. Details – Shows all the details of the call selected, not including the notes. The information on this tab cannot be edited from the details screen. (See image above).



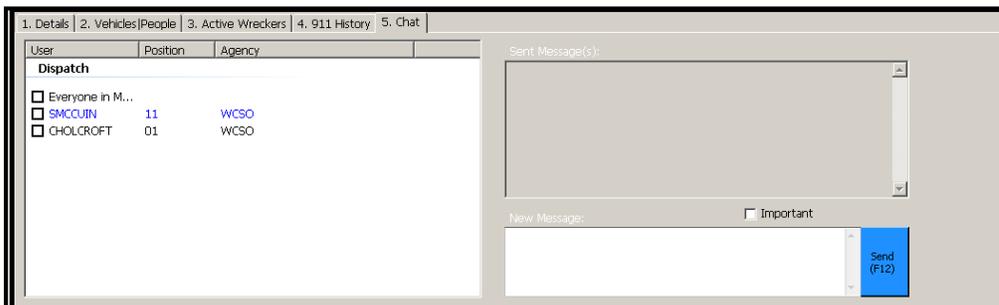
2. Vehicle/People – Shows any information that has been added in the Vehicle or People Tab.
 - To add a Vehicle/Person, select the CFS from the Active/Pending Calls, click on the Vehicles/People tab, right click in the details text box and select Add or right click on the CFS and select Add Vehicle/Person. Enter all appropriate information in text boxes.
 - There are alert boxes (labeled Active & BOLO) below the Vehicle/Person tab which will change color if there is Alerts pertaining to what information entered in this CFS. Click the highlighted button to retrieve information.
 - Click Save or Cancel.
 - Under the Vehicle/People tab you can right click to Create Bolo/Search/Wrecker (Only if there is a Vehicle/People entry).



- Active Wrecker – Shows Active Wrecker information. This tab will only show Active Wreckers. You can right click in text box and View Wrecker Rotation.



- 911 History – Shows 911 call listview. You can right click on a 911 call to Create a CFS or APN, refresh your screen, Show 911, Transfer Call or Zoom to Call.



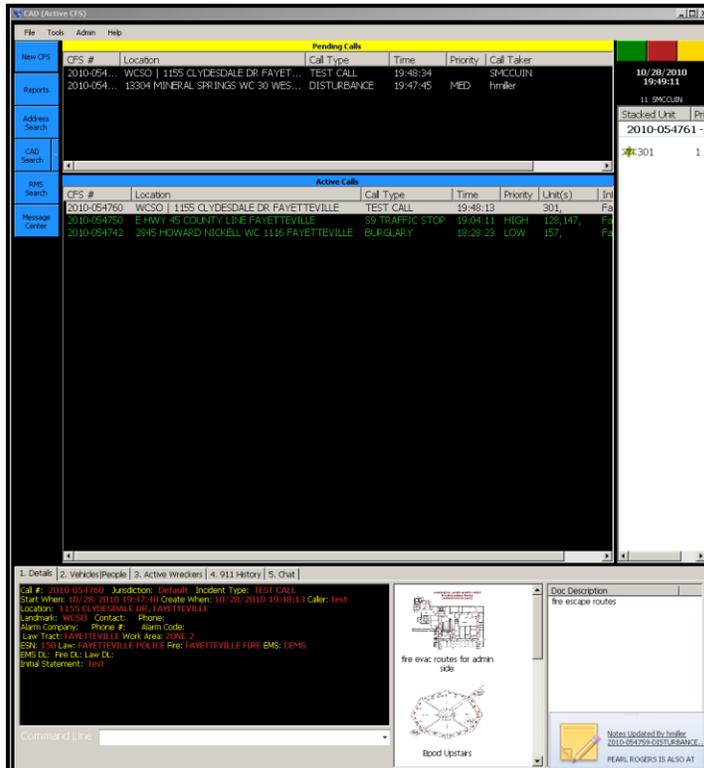
- Chat – Shows a list of current users that are logged into CAD. The user can select users or everyone to send messages to via CAD.

Command Line



1. Command Line – Is located below the active call tabs and allows the user to use commands to navigate through the CAD. You can hit F1, which will bring your cursor to the CMD line.

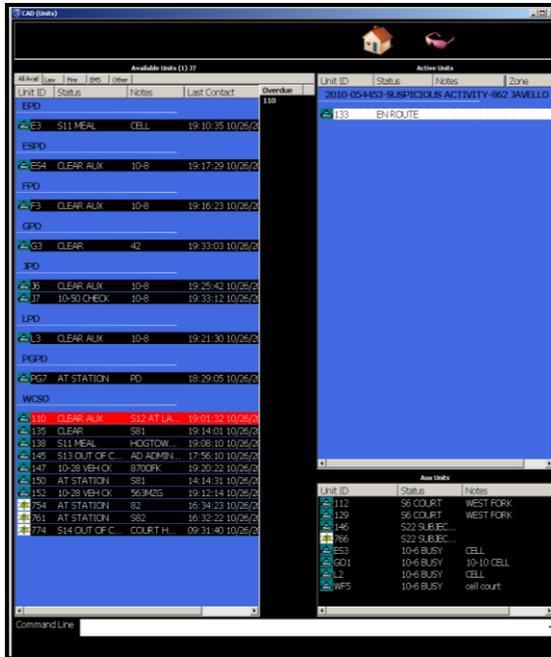
Stacked CFS



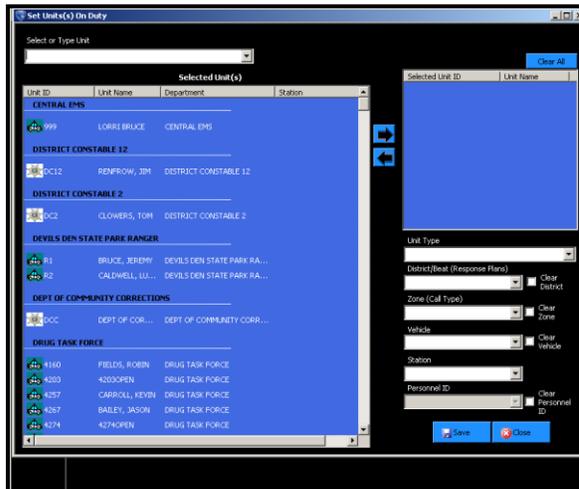
1. Stacked CFS – CFS can be stacked to a unit who is currently on another CFS by right clicking on the unit and select Stack on CFS then select the holding call. The call will now show stacked on the right hand side of the CAD (Active CFS) screen.
 - When the unit clears the current CFS, CAD will bring up a Unit Stack box with the stacked CFS in which you can select Assign Unit to CFS.
 - When the unit is assigned to CFS, the Stacked CFS will leave the Stacked Column and appear in the Active Calls box.

CAD (Units) Screen

On/Off Duty (House)

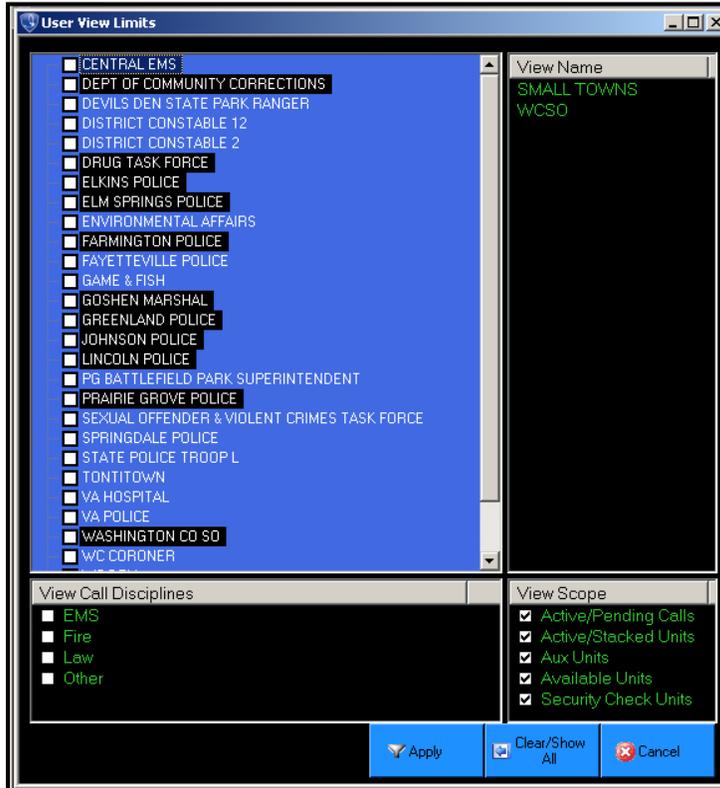


1. Set Unit(s) On Duty by double clicking on the house icon at the top of the CAD (Units) screen.



2. Select or Type Unit – This can be done by using the Select or Type Unit drop down, or scrolling through the Selected Unit(s) and double clicking. The selected unit information will display in the blue box on the right side. Click Save.
 - Note: CMD line code is OND.

User View Limits (Sunglasses)



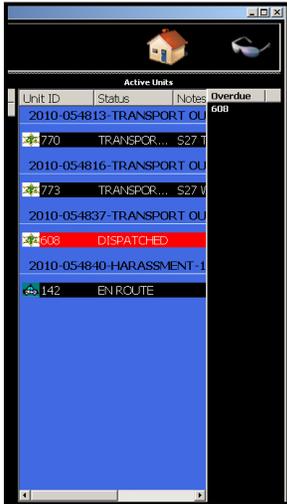
1. User View Limits (Screen filter) – Double click the sunglasses icon at the top of the CAD (Units) screen. This filters groups of units the user only wants to view.
 - View Name – On the right side of the box, the user will double click the set of units they want to view; click Apply, or Cancel.
 - Departments are listed on left side of box, if additional filters are desired, click next to the name of the department.
 - View scope – additional filter for specific calls and units.
 - View Call Disciplines – Users can select EMS, Fire, Law or Other to view.
 - Once filter is applied, hitting F12 will switch back and forth from the filtered screen (green sunglasses) to the non-filtered screen (pink sunglasses).
 - To clear all User View Limits, double click the sunglasses and click Clear/Show All. Sunglasses will turn gray.

Available Units

Available Units					
All Avail	Law	Fire	EMS	Other	
Unit ID	Status	N...	V...	Last Contact	Overdue
ESPD					
ES3	CLEA...	1...		10:41:32 10/29/2	120
FPD					
F20	AT S...	PD		10:41:43 10/29/2	
JPD					
J11	AT S...	PD		10:41:11 10/29/2	
J5	AT S...	PD		09:20:24 10/29/2	
J8	CLEA...	1...		10:32:05 10/29/2	
PGPD					
PG2	AT S...	PD		09:02:17 10/29/2	
TONTITOWN					
133	OND...			10:53:29 10/29/2	
WCSO					
108	AT S...	S81		08:11:07 10/29/2	
115	CLEA...	1...		10:37:26 10/29/2	
120	CLEAR	S81		10:28:01 10/29/2	
124	CLEAR	42		10:41:36 10/29/2	
136	CLEA...	1...		10:57:34 10/29/2	
145	OND...			10:58:15 10/29/2	
149	CLEA...	1...		10:44:57 10/29/2	
156	AT S...	S81		10:55:46 10/29/2	
772	CLEAR			10:47:27 10/29/2	

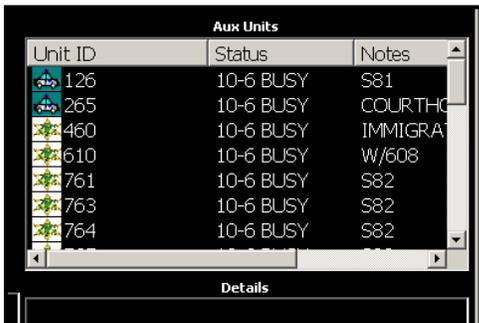
1. Available Units – Shows All Jurisdictions (All Available, Law, Fire, EMS, Other) as well as Unit ID, Status, Notes, Department, Station, Unit Name, District/Beat, Vehicle ID, Last Contact, Zone and Location.
2. View Options – Users may change the view of this screen by right clicking on a unit, selecting View Options, then List View or Remove Groups.

Active Units



1. Active Units- Unit(s) assigned to a call
 - To change Active Unit(s) status, right click on the unit.

Aux Units



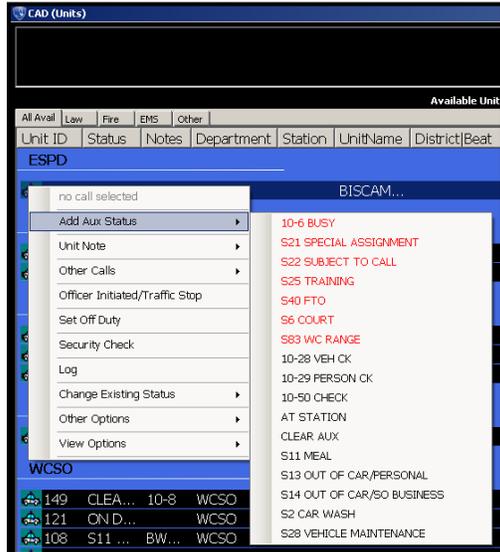
1. Add Aux Status – Aux Status is used for statuses that normally don't require a safety check on the unit.
 - When an Aux Status is selected for a unit, the unit will now be displayed in the Aux Unit section of the CAD (Units) Screen.

Command Line



1. Command line is located at the bottom of the CAD (Units) screen and allows the user to use commands to navigate through the CAD. You can hit F1, which will bring your cursor to the CMD line. The command line is available on both the CAD (Active CFS) and the CAD (Units) screen.

Change Available Unit Status



Important Note – To change a status of an Available Unit, the User may right click on the Unit and select available options from the list.

1. Add Aux Status – See previous section.
2. Unit Note – Add Note/Message or Remove Note/Message.
3. Other Calls – Shows all Active Calls. Dispatched calls will show in black and Pending Calls will show in red.
4. Officer Initiated/Traffic Stop (See Assigning Unit to a CFS).
5. Set Off Duty – Puts the Unit off Duty and back at the House.
 - Note: CMD line code OFD.
6. Security Check – Allows the User to log a security check that is already entered into the CAD system.
 - Note: CMD line code is SEC
7. Log – Is used to add notes, but also can add a landmark or address with the entry.
8. Change Existing Status – Allows the User to Undo Last Status of the Unit.
9. Other Options – Allows the User to view Unit information, Vehicle Assignments, Recent OCA's, Change Unit Suggestion/Vehicle Information, and Change Unit Location.
10. View Options – Allows the User to Setup screen views and tool tips, such as List View, Remove Group, All Tool Tips, Unit Tool Tips, and Open/Close Details Panel.

Assigning Units to a CFS

1. Assigning Unit(s) to a CFS – The User can right click on the Available Unit and choose Other Calls and then select the call, click and drag the Available Unit to an Active or Pending Call, or click and drag Available Unit to a CFS in the Active Units List.

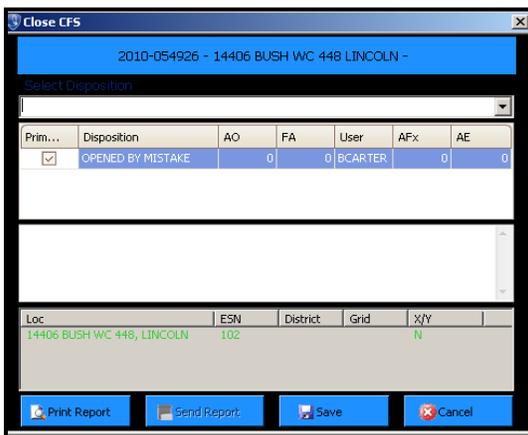


2. Changing Active Units Status - After a Unit has been assigned to a CFS, the User can right click and show a Unit En Route, On Scene, Clear, etc.

3. Creating an Officer Initiated Call – Right click on the Available Unit and click on Officer Initiated/Traffic Stop or use the CMD line code CNT.
 - **Important Note** –Traffic Stop is the default call type, but can be changed by choosing the appropriate call type on the drop down selection. Priority and Status also default, but can be changed the same way.
 - Enter all appropriate fields just like a New CFS.



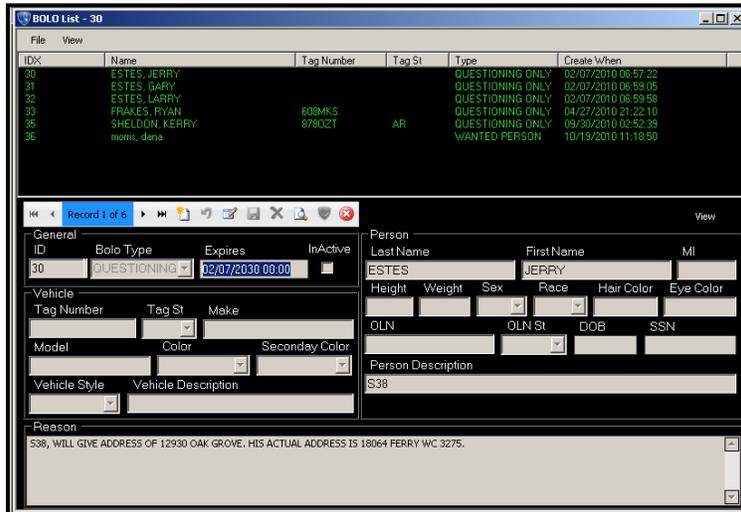
4. Overdue Timers – CAD will alert the User when there is Overdue Units by bringing an Overdue box next to the Available/Active/Aux Unit boxes.
 - To safety check the Unit, right click the Unit number in the Overdue box and click Acknowledge.



5. Closing a CFS
 - Right click on the CFS in the Active Calls box and select Close Call or right click on the Unit in the Active Units screen and select Clear.
 - Click Close and the Close CFS box will pop up. Enter appropriate disposition(s).
 - Add any addition notes in the second of the larger boxes.
 - Click Print Report, Save or Cancel.
 - Note: CMD line code CLC or CL.

Tools

BOLO (A feature that tracks persons or vehicles)



IDX	Name	Tag Number	Tag St	Type	Create When
30	ESTES, JERRY			QUESTIONING ONLY	02/07/2010 08:57:22
31	ESTES, GARY			QUESTIONING ONLY	02/07/2010 08:59:05
32	ESTES, LARRY			QUESTIONING ONLY	02/07/2010 08:59:58
33	FRAKES, RYAN	608MKS		QUESTIONING ONLY	04/27/2010 21:22:10
35	SHELDON, KERRY	8780ZT	AR	QUESTIONING ONLY	09/30/2010 02:52:39
36	more, dana			WANTED PERSON	10/13/2010 11:18:50

Record 1 of 6

General
ID: 30, Bolo Type: QUESTIONING, Expires: 02/07/2030 00:00, InActive:

Vehicle
Tag Number: , Tag St: , Make: , Model: , Color: , Secondary Color: , Vehicle Style: , Vehicle Description:

Person
Last Name: ESTES, First Name: JERRY, MI: , Height: , Weight: , Sex: , Race: , Hair Color: , Eye Color: , OLN: , OLN St: , DOB: , SSN: , Person Description: S38

Reason
S38, WILL GIVE ADDRESS OF 12930 OAK GROVE, HIS ACTUAL ADDRESS IS 18064 FERRY WC 3275.

1. Click the “Tools” button at top of CAD screen.
2. Choose “BOLO” from list.
3. When a name on a vehicle or a vehicle tag number is entered anywhere in CAD and if a BOLO was entered with that information, an alert box will appear with details of the BOLO.
4. From here you can choose to add, edit, or print BOLO’s.
5. To add a BOLO, click the add button, select the BOLO Type, enter Expire date, and any other pertinent information in the text fields and reason text field.
 - The User may also right click on a vehicle/people entry in the Active Call tabs; click Create, then select BOLO.

Hot List (Used for lost/found entries, road closures, burn permits, etc)

Hot List Setup

File Tools View

IDX	Type	Requested By	Location	Start Date	End Date
-----	------	--------------	----------	------------	----------

Record 0 of 0

General

ID Request Type Unit

Department

Reason Requestee

Location

Landmark

St # Dir Street Name

Loc/Apt Community Map It

Zones

Law Tract EMS Tract

Fire Tract District/Beat

Area Grid

Active

Start Date End Date

InActive

Contact

Name Phone

Comments

1. Click the “Tools” button at top of CAD screen.
2. Choose “Hot List” from list.
3. From here you can choose to add, edit, or print the Hot List.
4. To add a Hot List, click the add button, select the Request Type, and any other pertinent information in the text fields and comments text field.
 - The User may also right click on a CFS; click Create from CFS, then select Hot List Entry.

Phone List (In CAD rolodex)

The screenshot shows a window titled "Phone List" with a menu bar containing "File" and "View". Below the menu bar is a search bar with a magnifying glass icon. The main area contains a table with the following data:

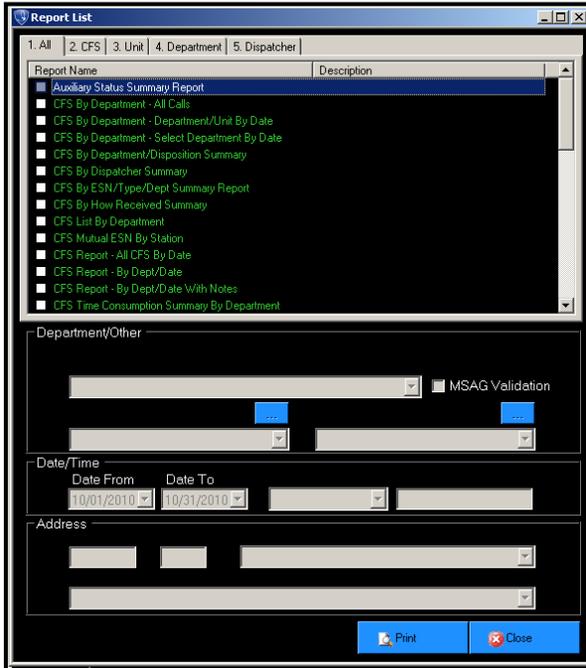
Name	Department	Primary Phone	Extension	Cell Phone
SOUTHERN SOFTWARE		8008428190		

Below the table is a navigation bar with "Record 1 of 1" and various icons. The detailed form below the navigation bar includes the following fields:

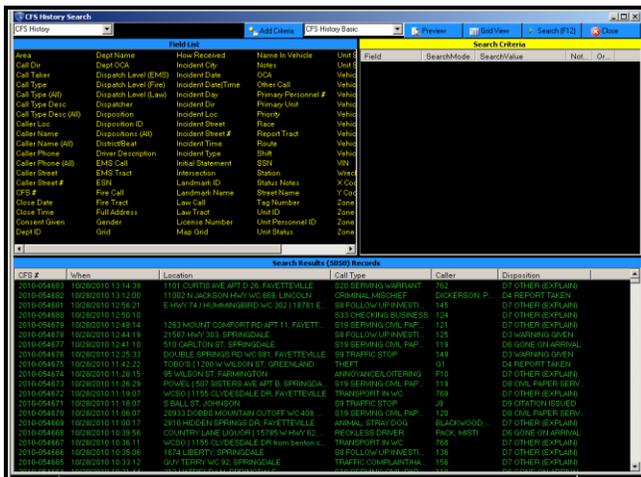
ID: 7
Name: SOUTHERN SOFTWARE
Department: [dropdown menu]
Address: 150 PERRY DR
City: SOUTHERN PINES
State: NC
Zip: 28387
Phone: (800) 842-8190
Ext: [text field]
Fax: () - [text field]
Cellular Phone: () - [text field]
Pager: () - [text field]
E-Mail: [text field]
Notes: LORRI BRUCE (TRAINER) (910) 638-0815

1. Click the "Tools" button at top of CAD screen.
2. Choose "Phone List" from list.
3. From here you can choose to add, edit, or print the Phone List.
4. To add a Phone List entry, click the add button, and enter pertinent information in the text fields and comments text field.

Reports & Searches



1. Reports- (can click blue button as well) hand coded reports which include: All, CFS, Unit, Department and Dispatcher.



2. Search- (can click blue button as well) is used to search for any information entered into CAD.
 - Select from drop down list for categories.
 - To search, select the appropriate criteria in the field list. The selected criteria will be placed in the Search Criteria box to the right of the screen. Click search or hit F12. Results will plot in the Search Results box at the bottom of the screen.

Security Checks

The screenshot shows a software application window titled "Security Check Setup - 09070". At the top, there is a menu bar with "File", "Tools", and "View". Below the menu bar is a table with the following data:

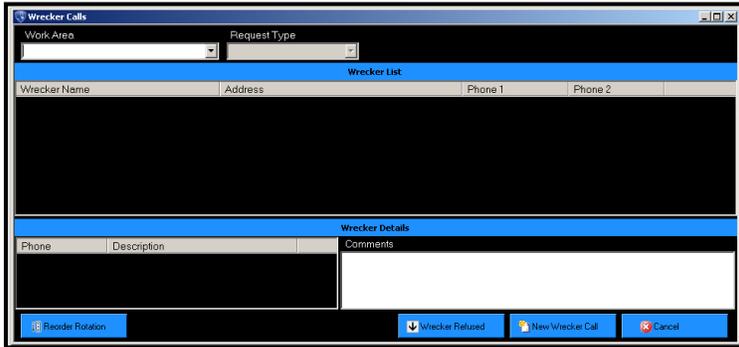
Number	Location	Start Date	End Date
09070	490 HENRI DE TONTI BLVD, SPRINGDALE	11/30/2009	12/20/2010
10023	11917 NICEWARNER WC 452,	01/17/2010	01/31/2011
10082	12249 SLAUGHTER WC 809, CINCINNATI	02/24/2010	02/24/2011
10086	PARSONS WC 91 carlock, SPRINGDALE	02/26/2010	02/26/2011
10163	20314 BLUE SPRINGS WC 70, SPRINGDALE	04/10/2010	10/31/2010
10164	0 VAUGHAN RD WC 382 BOTH BOAT RAMPS OFF OF V...	04/10/2010	10/31/2010

Below the table is a detailed form for "Record 1 of 79". The form is divided into several sections:

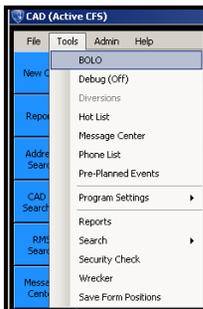
- Location:** ID (09070), Landmark (dropdown), St # (490), Dir (dropdown), Street Name (HENRI DE TONTI BLVD), Loc/Apt (dropdown), Community (SPRINGDALE), and a "Map It" button.
- Contact:** Name (ITT FRAME AND AXEL), Phone ((479) 361-2300).
- Scope:** Start Date (11/30/2009), End Date (12/20/2010), and Department (TONTITOWN) with an "InActive" checkbox.
- Zones:** Law Tract (TONTITOWN), District/Beat (dropdown), Area (dropdown), and Grid (dropdown).
- Comments:** A text area containing "REP: MIKE JOHNSON" and "***SPECIAL ATTN NIGHTS AND WEEKENDS REF TO THEFT".

1. Security Checks- extra patrol entry. The user can enter a new entry here or can right click on an active call and start a new Security Check from the call.

Wrecker



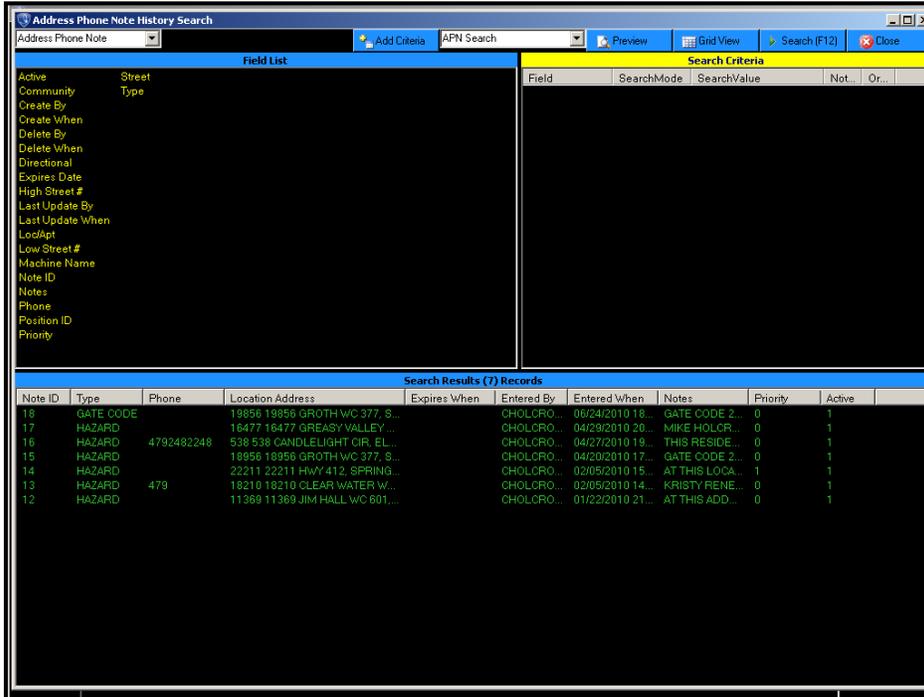
1. Wrecker- User can create a wrecker call from here or view wrecker company information and zones.



2. Save Form Positions- Users can set up their CAD screens and then click save form positions, which will retain those changes on future logins.

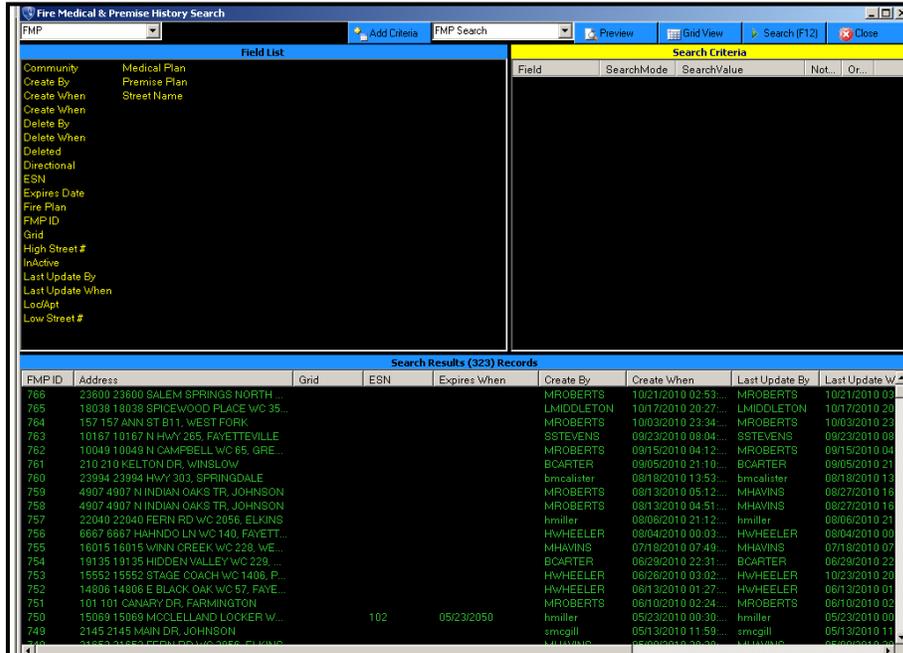
Program Settings

APN (Address, Phone, Note History)



1. Click the “Tools” button at top of CAD screen.
2. Choose “Program Settings” from list.
3. Under “Program Settings” choose “APN”.
 - Right click in search results box to add, edit or print an entry.
4. To search, select the appropriate criteria in the field list. The selected criteria will be placed in the Search Criteria box to the right of the screen. Click search or hit F12. Results will plot in the Search Results box at the bottom of the screen.
5. To add an APN, right click in the Search Results box, click the add button, and add all pertinent information into the text fields.

FMP (Fire, Medical, Premise)



1. Click the “Tools” button at top of CAD screen.
2. Choose “Program Settings” from list.
3. Under “Program Settings” choose “FMP”.
 - Right click in search results box to add, edit or print an entry.
4. To search, select the appropriate criteria in the field list. The selected criteria will be placed in the Search Criteria box to the right of the screen. Click search or hit F12. Results will plot in the Search Results box at the bottom of the screen.
5. To add an FMP, right click in the Search Results box, click the add button, and add all pertinent information into the text fields.
6. If a FMP is no longer needed, you may select the InActive box in the entry.

Landmarks

The screenshot shows a software window titled "Landmark Setup - 112 DRIVE IN". The window has a menu bar with "File" and "View". Below the menu bar is a navigation bar with "Record 1 of 567" and a "Select Landmarks" dropdown menu. The main area is a form with the following fields:

- General: ID (421), Land Name (112 DRIVE IN), Skip Lookup (checkbox), InActive (checkbox)
- Jurisdiction: Default (dropdown)
- Landmark Type: BUSINESS (dropdown)
- Cmd Line: (text field)
- Next Landmark: (text field)
- Street #: 3352, Dir: N (dropdown), Street Name: HWY 112 (dropdown), Loc: (text field), City: FAYETTEVILLE (dropdown)
- Contact Type: (dropdown), Primary Contact: (text field), Primary Phone: (text field)
- Contact Type: (dropdown), Contact 2: (text field), Phone 2: (text field)
- Contact Type: (dropdown), Contact 3: (text field), Phone 3: (text field)

At the bottom of the form are tabs for "1. Contacts", "2. Notes", "3. Alias", "4. Coordinates", "5. Alarm", and "6. Attachments". Below the tabs is a table with the following columns: Contact Type, Contact Name, Phone, and Alternate Phone. The table is currently empty.

1. Click the "Tools" button at top of CAD screen.
2. Choose "Program Settings" from list.
3. Under "Program Settings" choose "Landmarks".
4. You can view Landmarks by using the drop down box, or type in the Landmark name in the drop down text box.
5. Landmarks can be created for businesses, schools, hospitals, and includes fields for Landmark Types, Command Line, Contact Information, Notes, Alias Names, Coordinates, Alarm Company Information, and Attachments.