SmartMCT

Version 9.4

User Manual

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For technical support or questions concerning this manual, please call **(800) 374-0101**.

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Table of Contents

SmartMCT

About SmartMCT

The Smart Mobile Computer Terminal (SmartMCT) provides access to data from public safety vehicles. This includes the State/NCIC Interface, Records Management Interfaces (Master Index), SmartCAD, and real-time Chat. This system can potentially save lives through providing access to data for informed decision-making and decreased response time.

Software Version

The contents of this manual are based on *SmartMCT* version 9.4.

User Assistance Tools

Help

The details here-in are general and not agency-specific. Depending on agency configuration, all information provided may not apply from one agency to another.

Training

Training is conducted on-site by the very people who use and depend on this technology (e.g., officers train officers, dispatchers train dispatchers, etc.).

Support

The CTS America Customer Support Team is available 24 hours a day, 7 days a week. Call toll-free 1-800-374-0101, option 1 for assistance. The Customer Support Team can also be contacted by e-mail for non-critical issues at support@cts-america.com.

About CTS America

Company History

Formerly known as SmartCOP Inc., CTS America was founded by an experienced software engineer. Development of the core products began in 1994 when the engineer became a sworn law enforcement officer and recognized the lack of functionality in the existing public safety technology. This engineer determined that the only way to properly achieve functionality was through the development of a comprehensive, integrated software suite that provided real-time, critical information to first responders. The engineer also realized that the software functionality needed the input of those persons involved in the day-to-day process: deputies, troopers, investigators, dispatchers, administrators, and court clerks.

Rather than dictate what an agency should utilize, CTS America listened to and created what its users demanded. The end result: a system that supports the mission of public safety agencies rather than hindering it.

Since then, the CTS America team of engineers have enhanced and expanded the core products into one of the most comprehensive, integrated product suites available. In fact, the company actively and successfully competes in all size markets, with products that scale from an agency of ten officers to thousands of officers.

Company Mission

Our mission is to provide real-time information with increased functionality to enable users to interact with the public they serve with increased safety, effectiveness and efficiency. CTS America has accomplished this by rapidly adapting and modifying complex integrated data systems to provide its customers with the most advanced, comprehensive software solutions proven to reduce crime, increase safety, and boost efficiency.

Contact CTS America

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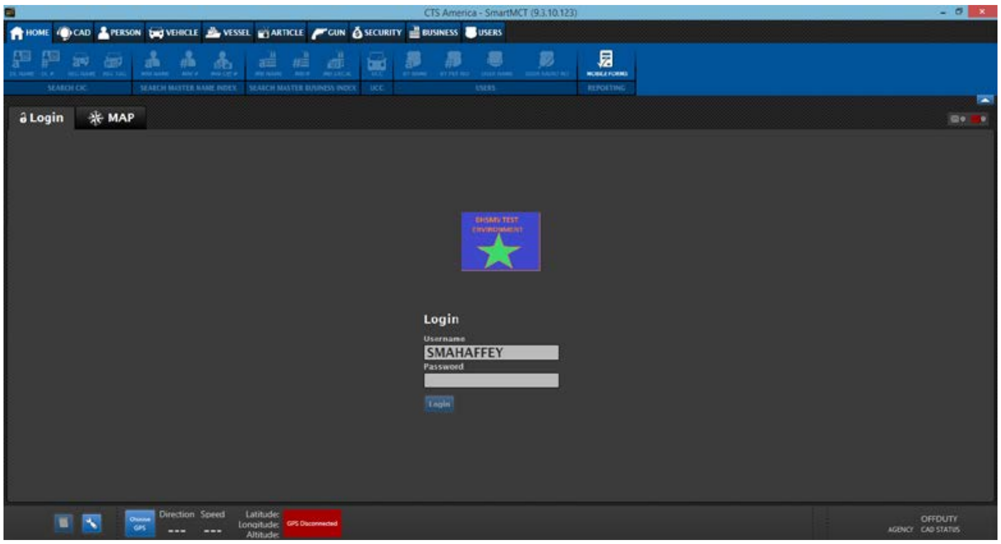
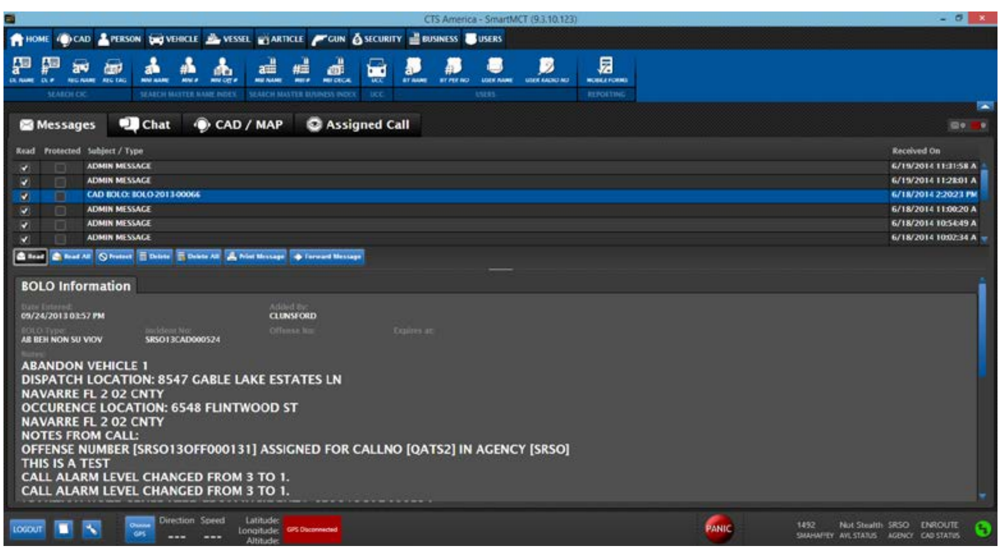
Overview

At a Glance

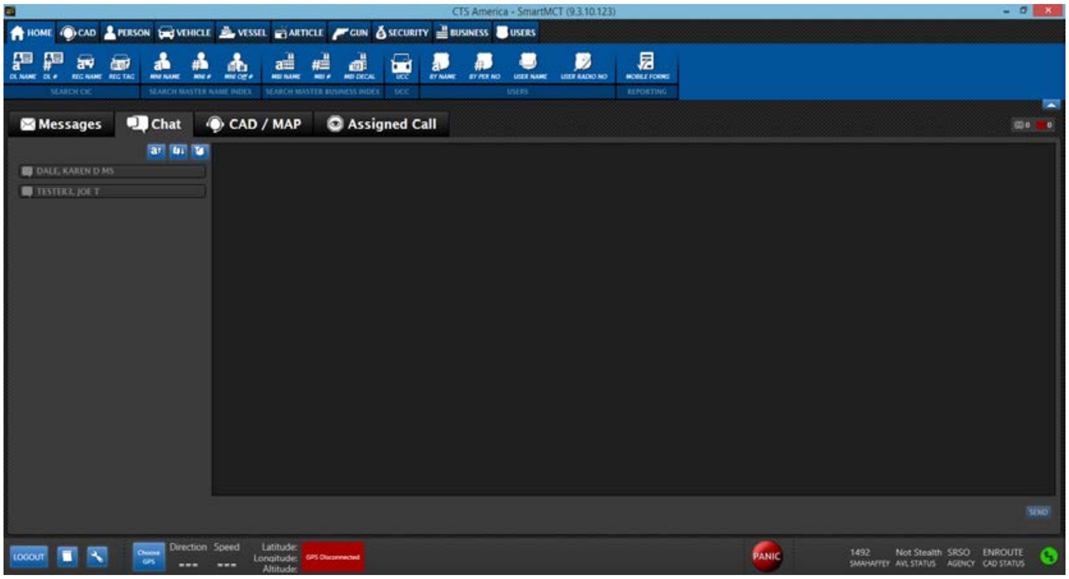
SmartMCT is an interface between internal databases (*Master Index*, *SmartCAD*, *SmartRMS*, *Employee Master*), external data sources (State CIC, NCIC), *Mobile Forms* and the user.



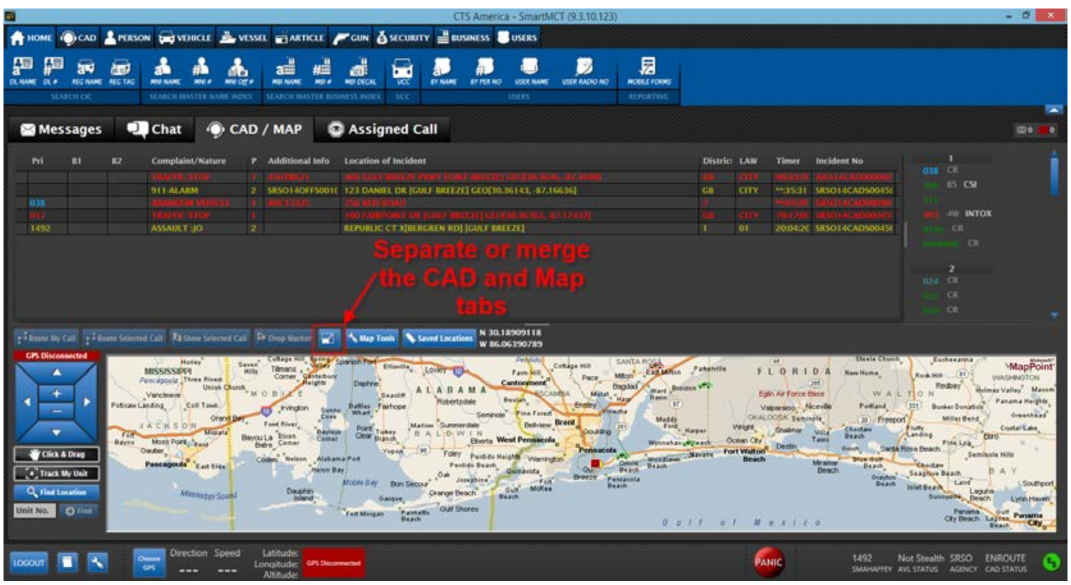
When SmartMCT appears, the user is presented with the login screen immediately. The username used for the last successful login is automatically populated.



After login, the Messages tab displays the login message and any messages for the user from previous SmartMCT sessions on this computer. It functions similar to an e-mail client. The message list is in the top pane. The selected message can be read in the bottom pane. New and High Priority messages are counted up at the top right under the ribbon.

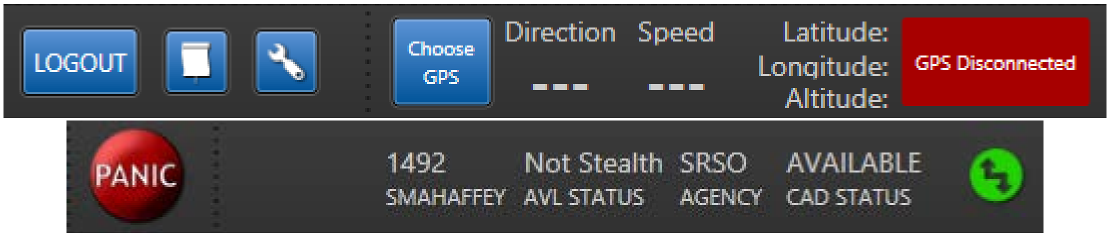


The Chat tab provides users with real-time communication with other online users or with a dispatcher. It functions similar to an instant messaging application.



The CAD and Map tabs function together to provide information to field officers regarding active incidents and units, as well as their locations. The two tabs can be merged, as seen above, or separate, with click of a button.

The ribbon at the top of the SmartMCT window provides easy access for field officers to open and automatically log into Mobile Forms, change their status in CAD, or request information from RMS, CAD, CIC or Employee Master.



The status bar offers users access officers the ability log out, blank out the screen, access application settings, view GPS information, enter Panic Mode, view their CAD status, and view the server connection status.

Keyboard Shortcuts

SmartMCT provides shortcuts to aid in quick navigation through the application.

Application-Wide Shortcuts

To Do This	Press This	Or Use the Mouse Here
Log into *SmartMCT*	*n/a*	**Login** tab
Log out of *SmartMCT*	**[Shift+F12]**	**Logout** button
Change password after login	**[Ctrl+Shift+F12]**	**Settings** (wrench)>**Change Password** (key)
Log out and exit *SmartMCT*	**[Alt+X]**	Red “X” at the top right
Query Driver’s License by Name (CIC)	**[F2]**	**DL Name** on *Home* or *Person* ribbons
Query Driver’s License by OLN (CIC)	**[Shift+F2]**	**DL #** on *Home* or *Person* ribbons
Scan Driver’s License	**[Ctrl+S]**	**Scan** button on query windows
Query Vehicle by Tag (CIC)	**[Ctrl+F3]**	**Reg Tag** on *Home* and *Vehicle* ribbons
Query Stole Vehicle by VIN (CIC) [if enabled]	**[Shift+F3]**	**Stolen Vehicle** on *Vehicle* ribbon (if enabled)
Query Vessel by HIN (CIC)	**[Ctrl+B]**	**Stolen HIN** on *Vessel* ribbon
Query Gun by Serial Number	**[Ctrl+G]**	**Serial #** on *Gun* ribbon
Query Master Name Index by Name	**[F4]**	**MNI Name** on *Home* and *Person* ribbons
Query Master Business Index by Name	**[Shift+F5]**	**MBI Name** on *Home* and *Business* ribbons

To Do This	Press This	Or Use the Mouse Here
Query Master Business Index by Decal Number	**[F5]**	**MBI Decal** on *Home* and *Business* ribbons
Query BOLO History by Date	**[F11]**	**BOLO Lookup** on *CAD* ribbon
Query CAD Incident Record by Number	**[Shift+F10]**	**No. Lookup** on *CAD* ribbon
Search for an Employee by Radio Call Number	**[F9]**	**User Radio No** on *Home* ribbon or **Radio#** on *Users* ribbon
Search for an Employee by Employee Name	**[Shift+F9]**	**By Name** on *Home* ribbon or **Name** on *Users* ribbon
Run Mobile Forms (if installed)	**[Alt+M]**	**Mobile Forms** on *Home* ribbon
Toggle to Find Unit on the Map tab	**[Ctrl+F**	Click in **Unit No.** field on the left side of the *Map* tab
Unit Status Popup	**[Ctrl+Space]**	*n/a*
Put PC in standby from SmartMCT	**[Esc]**	**Window blind** button in the status bar beside **Logout**.
Toggle the SmartMCT ribbon	**[Ctrl+E]**	Click the up arrow at the bottom right of the ribbon
Toggle Full Screen	**[Ctrl+F11]**	*n/a*
Rotate through active tabs (Messages, Chat, CAD, Map, Assigned Call)	**[F10]**	Desired tab
Set Unit Status to BUSY	**[Alt+Home]**	**Busy** on *CAD* ribbon or *Unit Status* pop-up
Set Unit Status to OFF DUTY	**[Ctrl+Home]**	**Off Duty** on *CAD* ribbon or *Unit Status* pop-up
Set Unit Status to AVAILABLE	**[Shift+Home]**	**Available** on *CAD* ribbon or *Unit Status* pop-up
Toggle Call and Unit Filtering	**[Alt+A]**	*n/a*
Look up archived CAD call by date and time	**[Alt+F10]**	**Time Lookup** on *CAD* ribbon *Historical* section
View Assigned Incident	**[F4]**	**Assigned Call** tab

To Do This	Press This	Or Use the Mouse Here
Show Prior Calls for Vehicle	**[Shift+F9]**	**Prior Calls** on *CAD* ribbon *Historical* section
Show Vehicle Caution Notes	**[F9]**	**Vehicle** on *CAD* ribbon *Caution Notes* section

Messages Tab Shortcuts

To Do This	Press This	Or Use the Mouse Here
Move up one message in the message summary list	**[Up Arrow]**	Desired message
Move down one message in the message summary list	**[Down Arrow]**	Desired message
Move up one item in the message body	**[Left Arrow]**	Desired data
Move down one item in the message body	**[Right Arrow]**	Desired data
Scroll up one line in the message body	**[Ctrl+Up Arrow]** or **[Page Up]**	Up arrow on the scroll bar
Scroll down one line in the message body	**[Ctrl+Down Arrow]** or **[Page Down]**	Down arrow on the scroll bar
Request details for the highlighted item in the message body	**[Enter]**	**Details** on the desired item in the message body
Toggle *Protected* flag for the currently selected message	**[Alt+P]**	**Protect** button
Toggle *Read* flag for the currently selected message	**[Alt+R]**	**Read** button
Mark all messages *Read*	**[Ctrl+R]**	**Read All** button
Delete the currently selected message	**[Delete]**	**Delete** button
Delete all unprotected read messages	**[Ctrl+Delete]**	**Delete All** button
Turn on text-to-speech on the currently selected CIC response	**[Alt+V]**	*n/a*

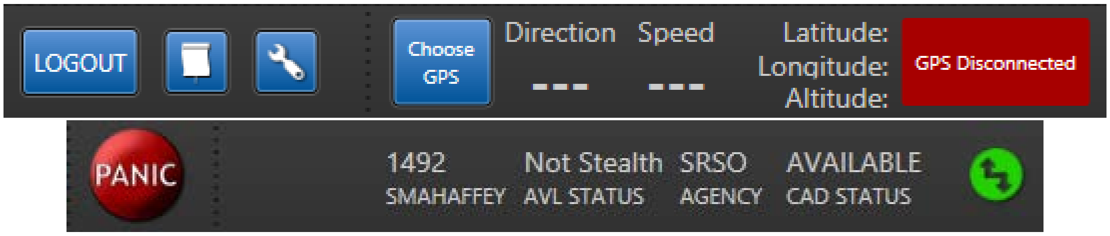
CAD Tab Shortcuts

To Do This	Press This	Or Use the Mouse Here
Move down one item on the Call Grid	**[Down Arrow]**	Desired incident
Move up one item on the Call Grid	**[Up Arrow]**	Desired incident
View the currently selected incident	**[Enter]**	Double-click incident
Scroll Unit List down one line	**[Page Down]**	Down arrow on scroll bar
Scroll Unit List up one line	**[Page Up]**	Up arrow on scroll bar
Request Employee Information for an On-Duty Unit	**[Shift+Double-Click]** on the desired unit in the *Unit Details* pane	*n/a*
Request Current Location for an On-Duty unit (requires valid current or stale AVL data)	*n/a*	Double-click on the desired unit in the *Units* pane

Map Tab Shortcuts

To Do This	Press This	Or Use the Mouse Here
Drop a pushpin at the current unit location (requires active GPS)	**[Spacebar]**	*n/a*

The SmartMCT Status Bar



At the bottom of the *SmartMCT* window, three options are available to the left: **LOGOUT**, **Standby** (the window blind icon), and **Tools** (the wrench icon). Additionally, the *SmartMCT* status bar contains navigation information (if enabled), a panic button, and status information for the current user and the network connection.

The *SmartMCT* status bar consists of:

- **Icon Panel**: frequently used icons such as LOGOUT, Standby (the window blind icon), and Tools (the wrench icon)
- **Navigation Panel**: displays the current orientation, latitude, longitude, altitude, and speed (if GPS features are enabled)
- **Panic Mode**: allows a user to non-verbally alert dispatch that he or she is in trouble and needs immediate assistance
- **Status Panel**: displays the network connection status in addition to the logged-in user's radio number, user name, AVL status, agency, and CAD status

Logging Out

1. Click **LOGOUT** on the status bar.
2. Press **[Enter]** or click **Yes** to confirm the action.

   SmartMCT will inform of the successful logout. If the user was assigned to any calls at the time of logging off, the assignment will remain.

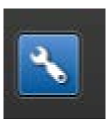
Standby Mode

To stop others from viewing potentially confidential and personal information on the screen, use the Standby function. When this button is pressed, *SmartMCT* locks the computer and puts the screen on standby. Upon resuming the Windows® session, the user will need to re-enter network credentials to unlock the computer.

1. Click the **Standby** icon on the status bar or press **[Esc]** when the main *SmartMCT* window is active. The screen will fade to black entering its own standby mode. *SmartMCT* and any other open programs will continue to function in the background.

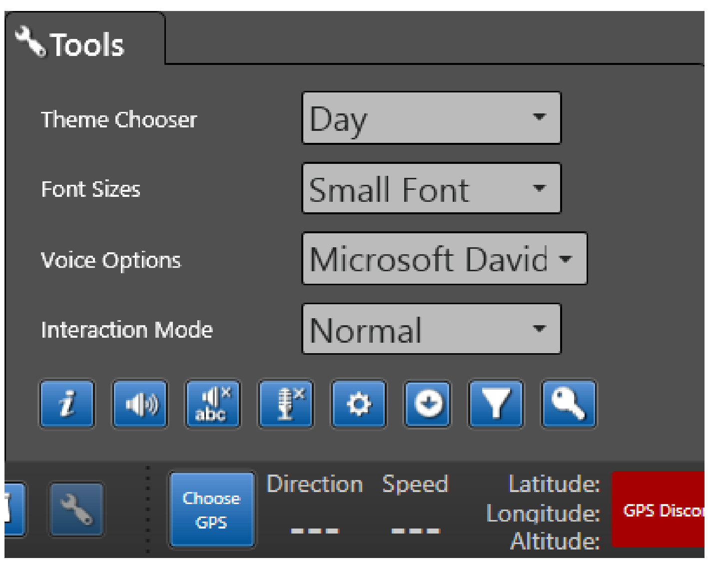
2. To return from Standby Mode, press any key or move the mouse. Network credentials may need to be re-entered to resume using the computer.

Accessing System Settings (Tools)



SmartMCT offers each user the opportunity to customize the appearance of the interface to fit his or her preferences or needs. Customization options include a range of preset color schemes, three font sizes, voice options, interaction options, sound options, and functionality configurations.

Clicking on the **Tools** icon presents commonly modified settings for easy access:

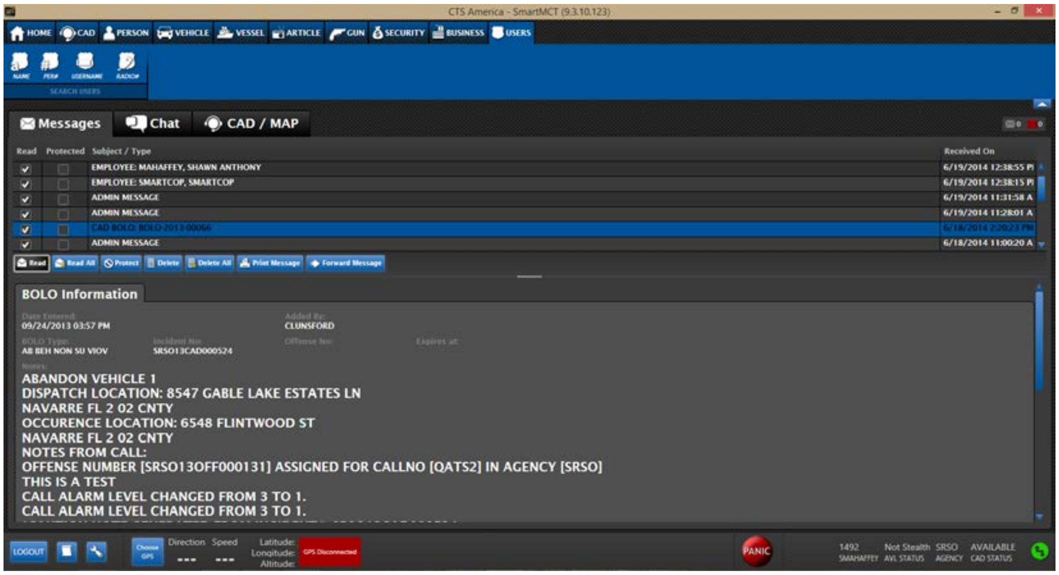


Note: Settings can be changed from this quick-access panel, but they will not carry over to the next *SmartMCT* session until they are saved (down arrow).

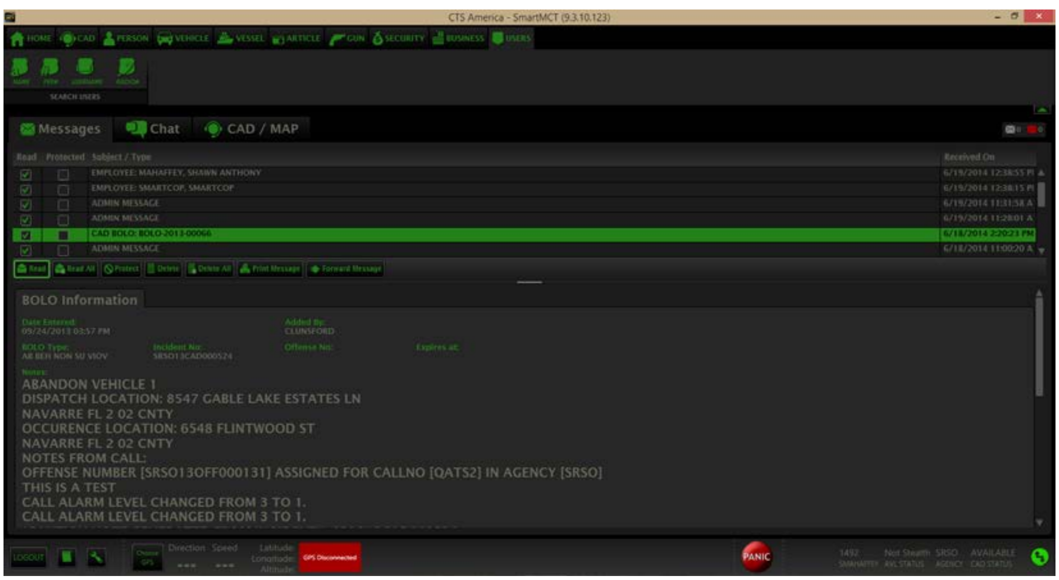
Theme Chooser

The default theme for SmartMCT (and that used for this manual) is “Day”. However, other options are also available. Theme options include:

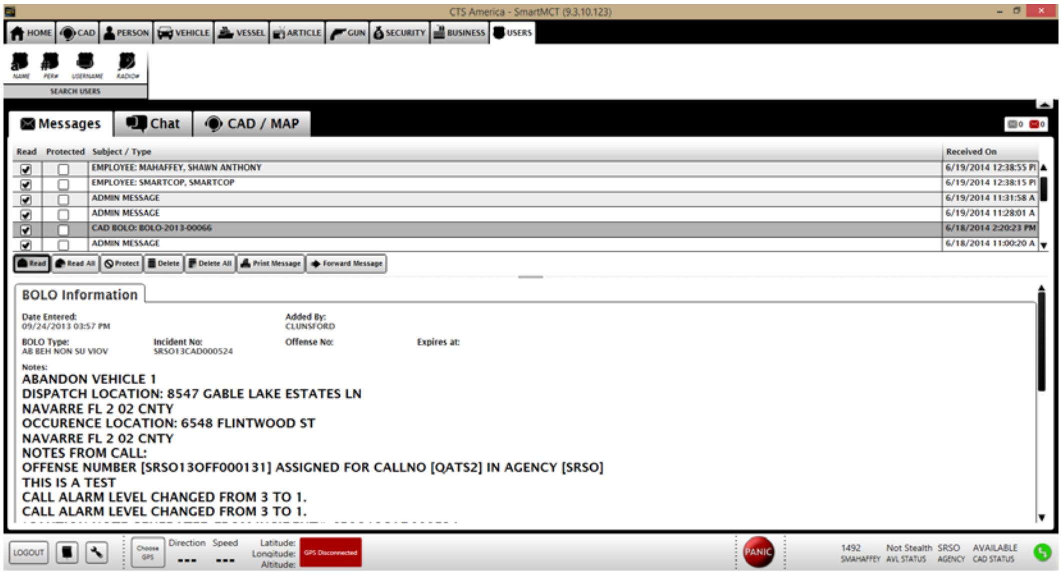
- Day (Default)



- Night



- Mono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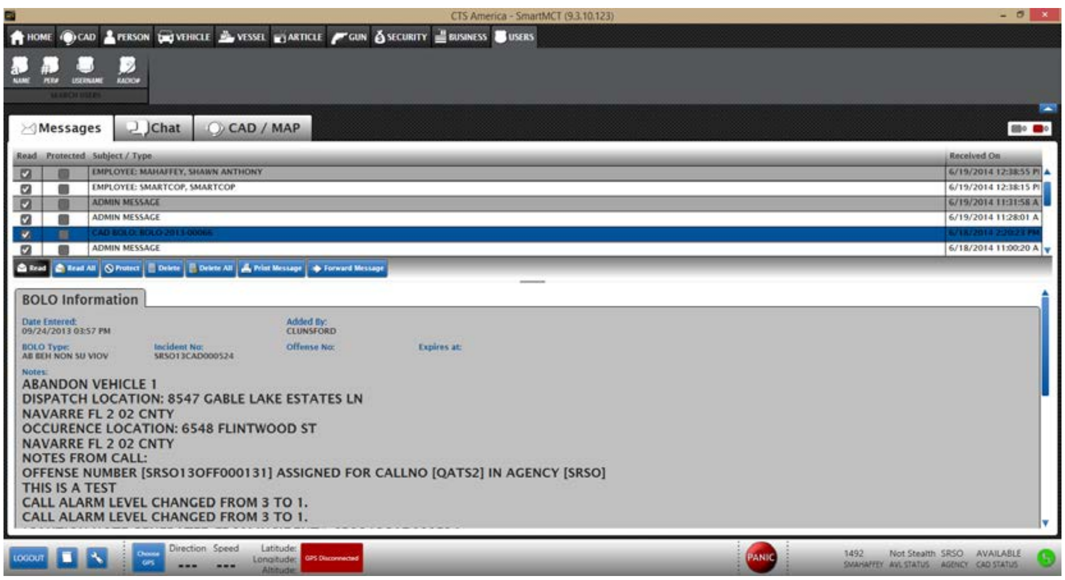
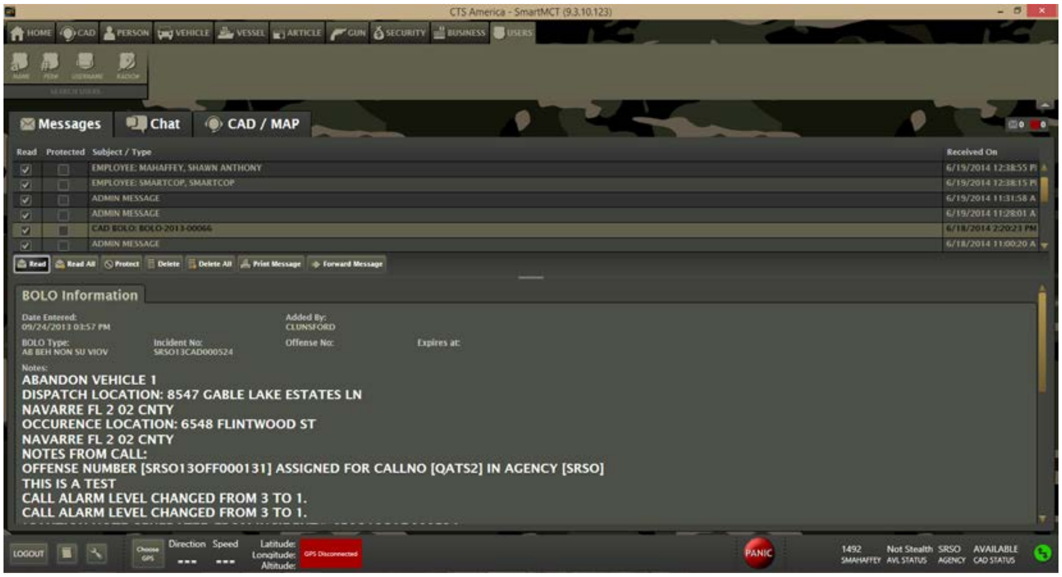
HOME
CAD
PERSON
VEHICLE
VESSEL
ARTICLE
GUN
SECURITY
BUSINESS
USERS
SEARCH USERS
Messages
Chat
CAD / MAP
Read
Protected
Subject / Type
Received On
EMPLOYEE: MAHAFFEY, SHAWN ANTHONY
EMPLOYEE: SMARTCOP, SMARTCOP
ADMIN MESSAGE
ADMIN MESSAGE
CAD BOLO: BOLO-2013-00066
ADMIN MESSAGE
Read
Read All
Protect
Delete
Delete All
Print Message
Forward Message
BOLO Information
Date Entered:
09/24/2013 03:57 PM
Added By:
CLUNSFORD
BOLO Type:
AB BEH NON SU VIOV
Incident No:
SRSO13CAD000524
Offense No:
Expires at:
Notes:
ABANDON VEHICLE 1
DISPATCH LOCATION: 8547 GABLE LAKE ESTATES LN
NAVARRE FL 2 02 CNTY
OCCURENCE LOCATION: 6548 FLINTWOOD ST
NAVARRE FL 2 02 CNTY
NOTES FROM CALL:
OFFENSE NUMBER [SRSO13OFF000131] ASSIGNED FOR CALLNO [QATS2] IN AGENCY [SRSO]
THIS IS A TEST
CALL ALARM LEVEL CHANGED FROM 3 TO 1.
CALL ALARM LEVEL CHANGED FROM 3 TO 1.
LOGOUT
Direction
Speed
Latitude:
Longitude:
Altitude:
GPS Disconnected
PANIC
1492
Not Stealth
SRSO
AVAILABLE
SMAHAFFEY
AVL STATUS
AGENCY
CAD STATUS

- Gray


CTS America - SmartMCT (9.3.10.123)
HOME
CAD
PERSON
VEHICLE
VESSEL
ARTICLE
GUN
SECURITY
BUSINESS
USERS
Messages
Chat
CAD / MAP
Read
Protected
Subject / Type
Received On
EMPLOYEE: MAHAFFEY, SHAWN ANTHONY
EMPLOYEE: SMARTCOP, SMARTCOP
ADMIN MESSAGE
ADMIN MESSAGE
CAD BOLO: BOLO-2013-00066
ADMIN MESSAGE
Read
Read All
Protect
Delete
Delete All
Print Message
Forward Message
BOLO Information
Date Entered:
09/24/2013 03:57 PM
Added By:
CLUNSFORD
BOLO Type:
AB BEH NON SU VIOV
Incident No:
SRSO13CAD000524
Offense No:
Expires at:
Notes:
ABANDON VEHICLE 1
DISPATCH LOCATION: 8547 GABLE LAKE ESTATES LN
NAVARRE FL 2 02 CNTY
OCCURENCE LOCATION: 6548 FLINTWOOD ST
NAVARRE FL 2 02 CNTY
NOTES FROM CALL:
OFFENSE NUMBER [SRSO13OFF000131] ASSIGNED FOR CALLNO [QATS2] IN AGENCY [SRSO]
THIS IS A TEST
CALL ALARM LEVEL CHANGED FROM 3 TO 1.
CALL ALARM LEVEL CHANGED FROM 3 TO 1.
LOGOUT
Direction
Speed
Latitude:
Longitude:
Altitude:
GPS Disconnected
PANIC
1492
Not Stealth
SRSO
AVAILABLE
SMAHAFFEY
AVL STATUS
AGENCY
CAD STATUS

- Desert



Font Sizes

Three font sizes are available: Small, Medium, and Large. The default setting is *Small*.

- Small Font

- Medium Font

- Large Font

Voice Options (for Text-to-Voice)

The voices available for text-to-voice are those provided by Microsoft®. The voices are as follows:

- Microsoft® David Desktop
- Microsoft® Hazel Desktop
- Microsoft® Zira Desktop

Interaction Mode Options

There are two interaction modes available: Normal and Touch. *Normal* is the default setting. *Touch* is for use on computers with touch screens, as it modifies the dimensions of lines and buttons to allow manipulation with fingers, instead of a mouse.

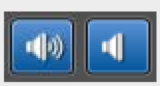
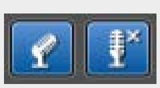
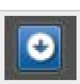
- Normal

- Touch

Note: The above screenshots have been resized, due to space, by the same percentage. Both are 75% of the original size, so comparison of the two is 1:1. Refer to SmartMCT Status Bar\System Settings\Interaction Modes in the SmartMCT help file to view them at their actual sizes.

Icon Bar

In addition to the drop-down menu options, an array of icons is also displayed along the bottom of the *Tools* popup. They are as follows:

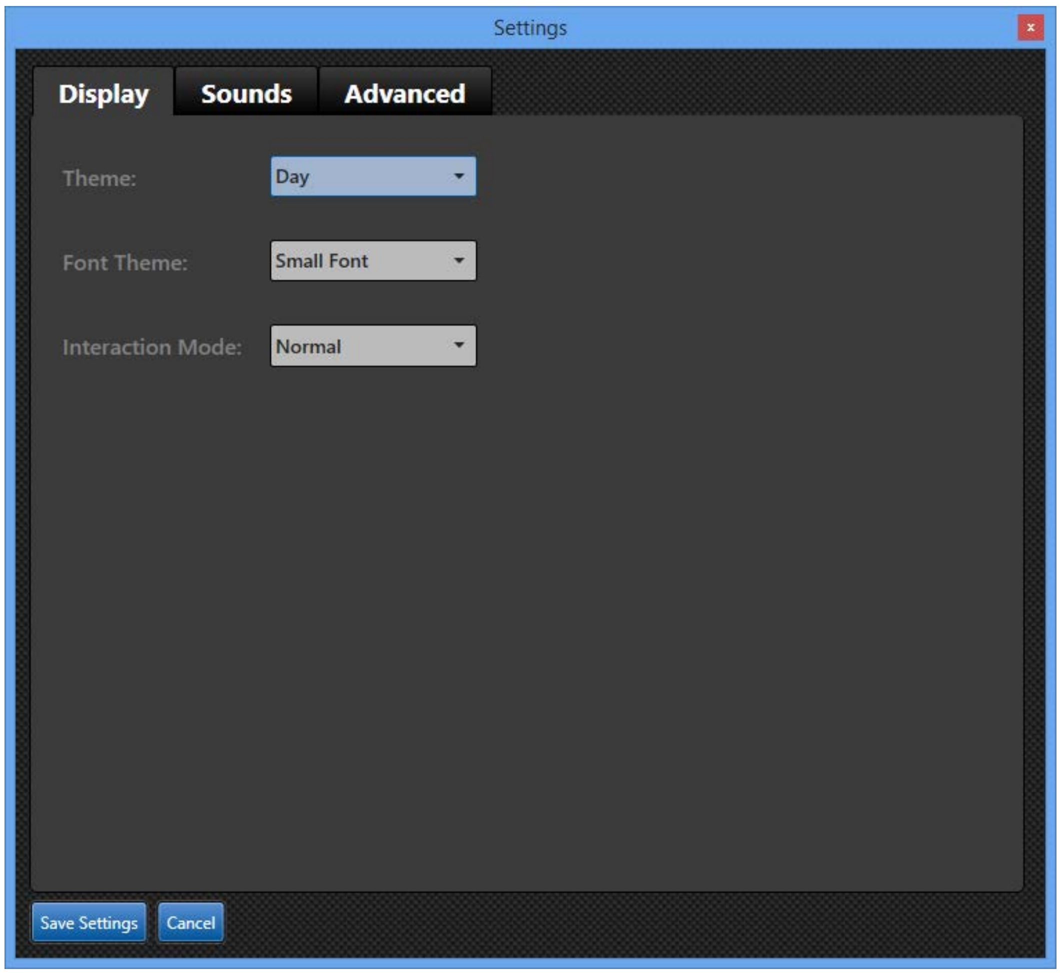
	**About MCT**: Displays all the files that comprise the MCT program and their versions. The only time this would be used when a CTS Support Team member asks for this information.
	**Audio On/Off**: Toggle all MCT sounds and voices on or off. The icon on the left represents *On*. The icon on the right represents *Off*.
	**Text to Speech On/Off**: Toggle Text-to-Speech capabilities on or off. The icon on the left represents *On*. The icon on the right represents *Off*.
	**Speech to Text On/Off**: Toggle Speech-to-Text capabilities on or off. The icon on the left represents *On*. The icon on the right represents *Off*.
	**System Settings**: Click here to access the System *Settings* window for other options in addition to those presented in the *Tools* pop-up. This is covered in-depth in System Settings.
	**Save System Settings**: Click here to save any changes to system settings.
	**Unit/Call Filters**: Click here to access Call Filter Settings and Call Grid Settings. These features are covered in-depth in their respective sections.

Change Password: Click here to change the MCT password after login. This will also change the password for all other CTS applications.

System Settings

The System *Settings* console provides access to fully customize the *SmartMCT* user experience. Three tabs are available: Display, Sounds, and Advanced.

Display

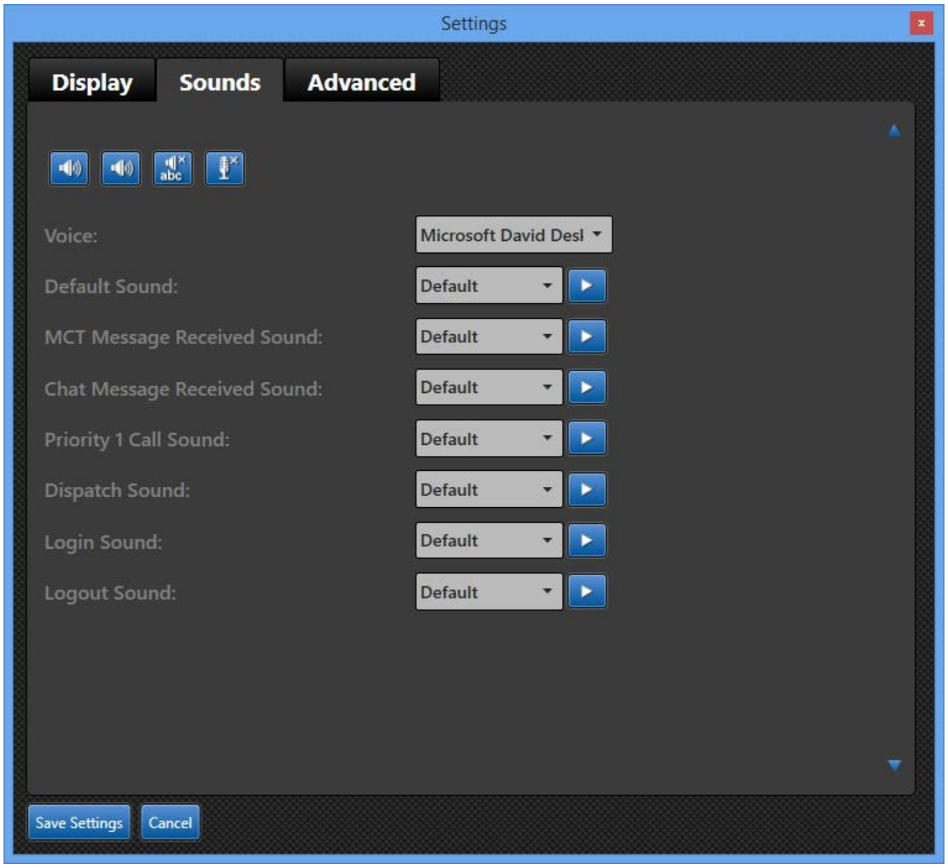


The *Display* tab provides three of the options presented in the *Tools* pop-up.

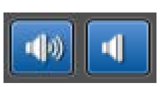
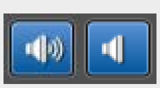
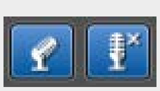
- Theme – Choose a preset color theme for use in SmartMCT. For more details, refer to Theme Chooser.
- Font Theme: Choose a font size to make it easier to read the information provided by *SmartMCT*. For more details, refer to Font Sizes.
- Interaction Mode: Choose the preferred user interaction mode. For more details, refer to Interaction Mode Options.

Click **Save Settings** when finished making changes. This will exit the *Settings* window.

Sounds



The *Sounds* tab provides the options to enable or disable all audio, text-to-voice, and voice-to-text, and change the voice for text-to-voice, just as shown on the *Tools* popup. In addition to these settings, only sounds (not including voice) can be enabled or disabled and sounds for various MCT events can be set. The four buttons at the top provide the following options:

	**Audio On/Off**: Toggle all MCT sounds and voices on or off. The icon on the left represents *On*. The icon on the right represents *Off*.
	**Sound On/Off**: Toggle all MCT sounds on or off. This does not affect voices. The icon on the left represents *On*. The icon on the right represents *Off*.
	**Text to Speech On/Off**: Toggle Text-to-Speech capabilities on or off. The icon on the left represents *On*. The icon on the right represents *Off*.
	**Speech to Text On/Off**: Toggle Speech-to-Text capabilities on or off. The icon on the left represents *On*. The icon on the right represents *Off*.

- Voice: This allows users to designate the voice used for text-to-speech. For more details refer to Voice Options.
- Event Sounds: If sound is enabled, a wave file will play for certain MCT events, such as an MCT or chat message received, assignment to an incident (Priority 1 and otherwise), and logging in and out.

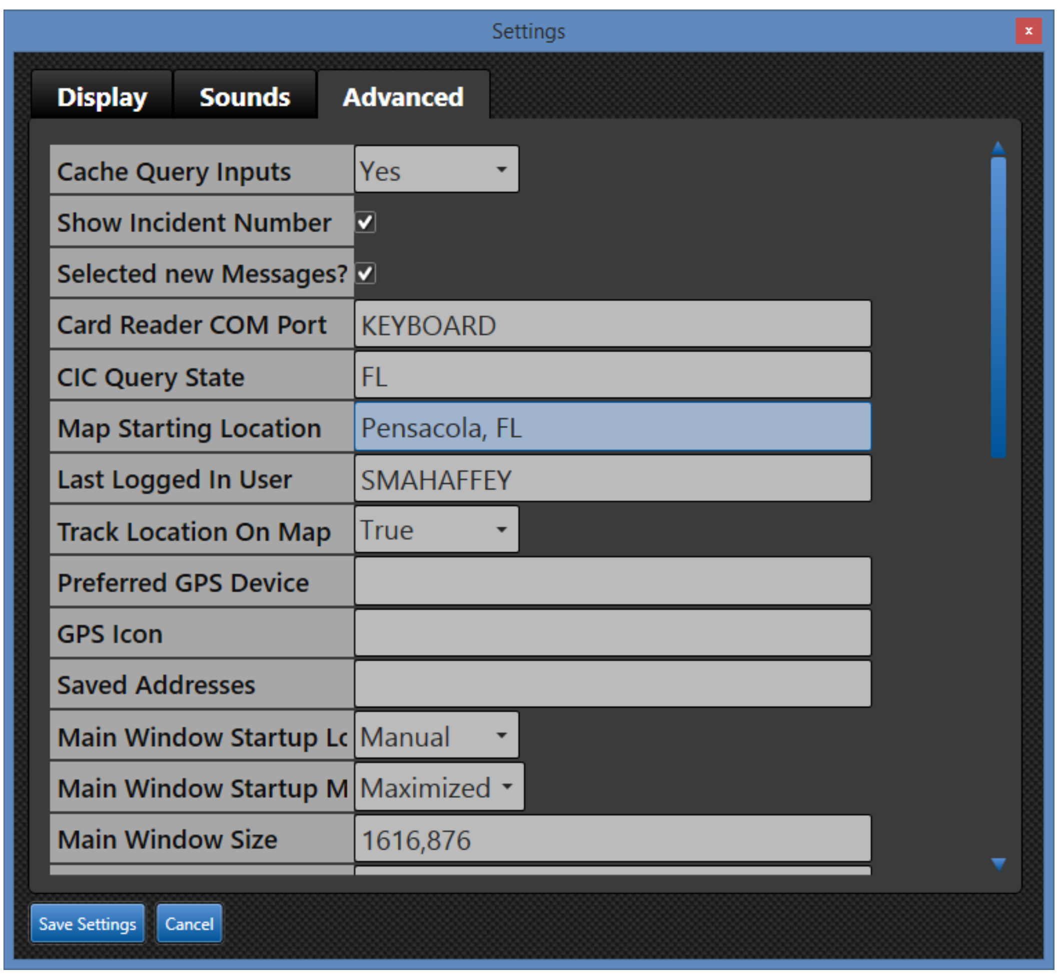
  Sounds can be changed to other system sounds by clicking on the drop-down and selecting a different sound. Click the **Play** icon beside each drop-down to hear the configured sound.

  To assign a wave file that is not in the list, choose *Custom Sound* (at the bottom of the list), navigate to the desired file, and double-click it.

Click **Save Settings** when finished making changes. This will exit the *Settings* window.

Advanced



The Advanced tab allows users to see the background settings of *SmartMCT*. Only the first five (5) settings can be modified. Everything else is read-only. Modifiable options are:

- Cache Query Inputs: Users can determine whether or not *SmartMCT* caches query information. When enabled, previous query information (from the current session) is displayed when a new query is initiated.
- Show Incident Number: Users can determine whether or not incident numbers appear in the call grid on the *CAD* tab.
- Selected new Messages?: Users can determine whether or not new messages are automatically selected when switching to the *Messages* tab.
- Card Reader COM Port: Set the port by which SmartMCT communicates with the attached DL card scanner. If the scanner functions as a keyboard, set this to *KEYBOARD*, as seen here. If it uses a COM port, enter *COM* here. *SmartMCT* will scan for the card reader.
- CIC Query State: This is the default state for all queries requiring a state in the query. This is usually the state in which the agency resides.

Click **Save Settings** when finished making changes. This will exit the *Settings* window.

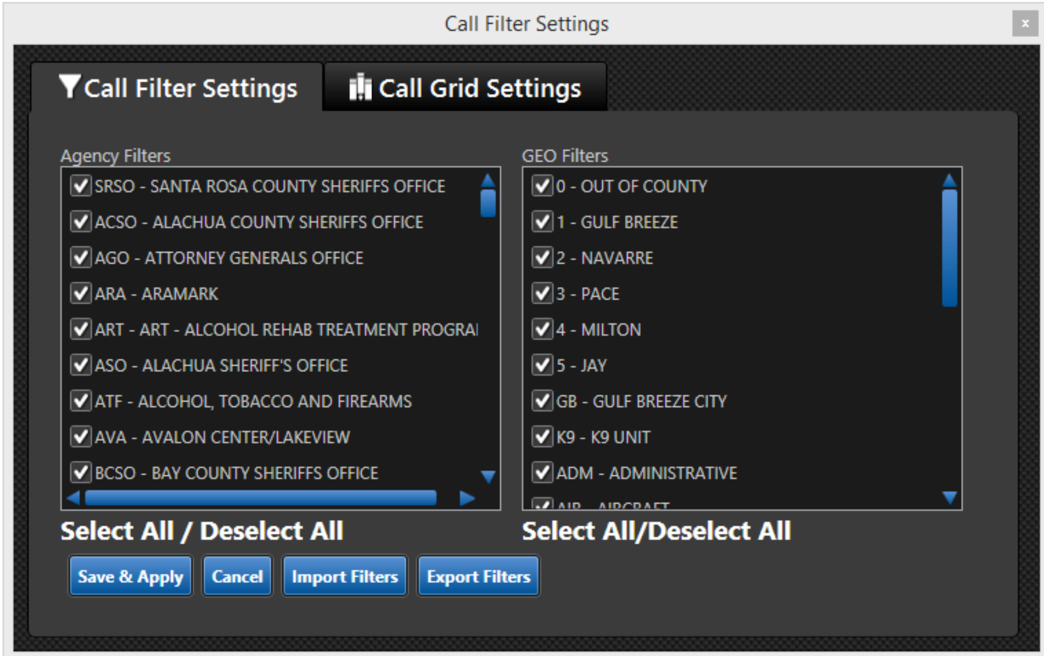
Call Filter Settings

The *Call Filter Settings* console allows officers to determine what is shown on the *CAD* tab. The following actions can be performed here:

- Designate CAD agencies to display
- Designate CAD GEO areas to display
- Designate additional information columns to be displayed.

Two tabs are available: Call Filter Settings and Call Grid Settings.

Call Filter Settings

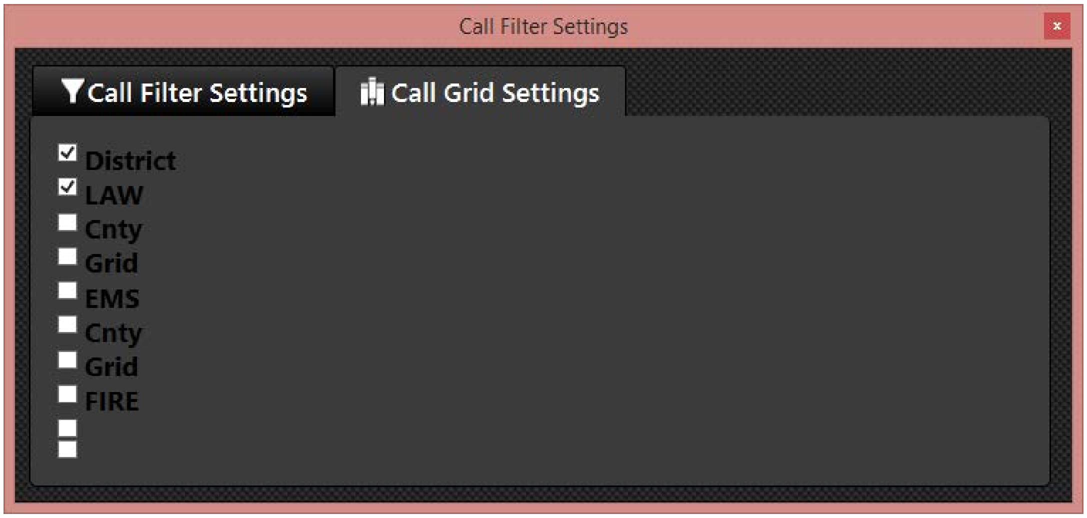


Officers in the field can designate what agencies and what GEO areas are seen on *CAD* tab of *SmartMCT*.

In smaller agencies, it is usually a good idea to have everything selected on both panes. This would be the case for a city police department or a small-scale sheriff's office.

In larger agencies, it is a good idea to be a little more selective in both panes. This would be the case for a large-scale sheriff's office or a statewide agency. In the latter case, the troop would be selected for the agency and individual GEO areas within that that troop would be selected for the GEO filters.

Call Grid Settings



The *Call Grid Settings* tab is used to add Primary GEO and Sub-Geo columns to the call grid on the *CAD* tab. Checking options here will cause a column to appear on the call grid with that information.

For example, in the screenshot above, columns would be added to the call grid for the Primary GEO (District) and one of the Sub-GEO areas (LAW).

Panic Mode

MCT users have the ability to place their unit into "Panic Mode" with the click of a button.

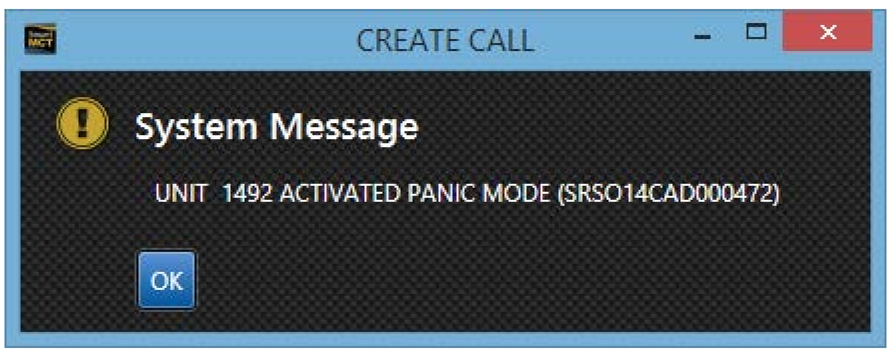
Panic Mode immediately alerts *SmartCAD* users of the call for help, creates an "Officer in Trouble" incident, and displays a visual indicator for other MCT users.

Initiating Panic Mode

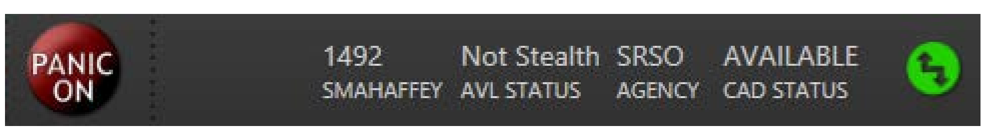
MCT users must be logged into *SmartMCT* and "On Duty" in *SmartCAD*. Users who are "Off Duty" will not see the red Panic button in their MCT status bar.

1. When the user clicks the red **PANIC** button, the MCT is immediately placed into Panic mode. Once this occurs, the user cannot change their CAD status to Off Duty or log out of *SmartMCT* until the panic mode is cleared by a dispatcher in *SmartCAD*. Panic mode cannot be canceled or cleared from *SmartMCT*.

2. Panic mode initiates a CAD incident and the initiating MCT user receives a message:



3. The Panic button changes to "PANIC ON" for the initiating MCT user:



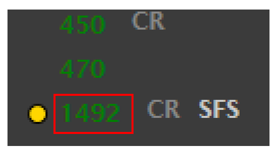
The incident prompt and **PANIC** button change are the only visual indicators for the initiating MCT unit.

Panic Mode Notification for other MCT Units

Other MCT units will see the newly created Priority 1 "Officer in Trouble" incident on their *CAD* tab with the initiating unit's call number and location.

Pri	B1	B2	Complaint/Nature	P	Additional Info	Location
			TRAFFIC STOP	1	456TRE,FL	400 GULI
			ABANDON VEHICLE	1	ABC123,FL	256 RED
			TRAFFIC STOP	1	ABC123,FL	HWY/40
			TRAFFIC STOP	1		HWY/40
			OFFICER IN TROUBLE	1	1492	
1175			TRAFFIC STOP	1	ABC123,FL	2121212
1275	002	005	911-ALARM	2	SRSO14OFFS001(	123 DAN
QATS2			MISSING PERSON	3		PACE, FL
038			THEFT	5		5755 EAS

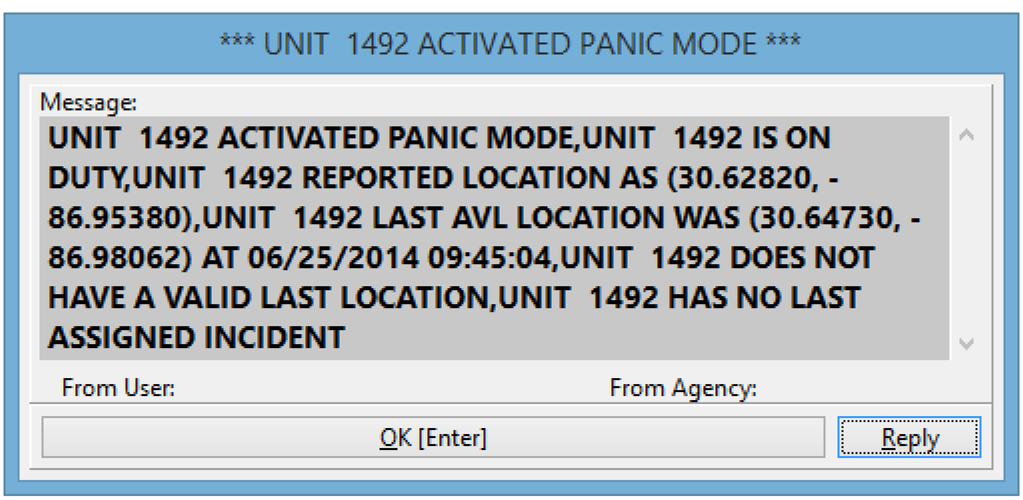
The unit grid on the *CAD* tab displays a unique border around the initiating unit's number.



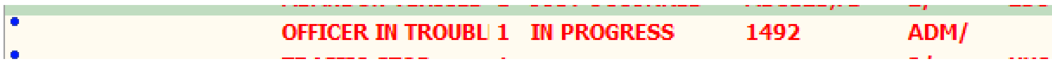
The initiating unit's location is plotted on the Map tab with a unique starburst icon replacing the normal AVL indicator.

Panic Mode Notification for SmartCAD Users

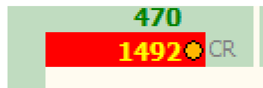
1. *SmartCAD* users are automatically notified of the MCT user's Panic Mode activation. Each *SmartCAD* user receives a workstation message with the unit's last known data.



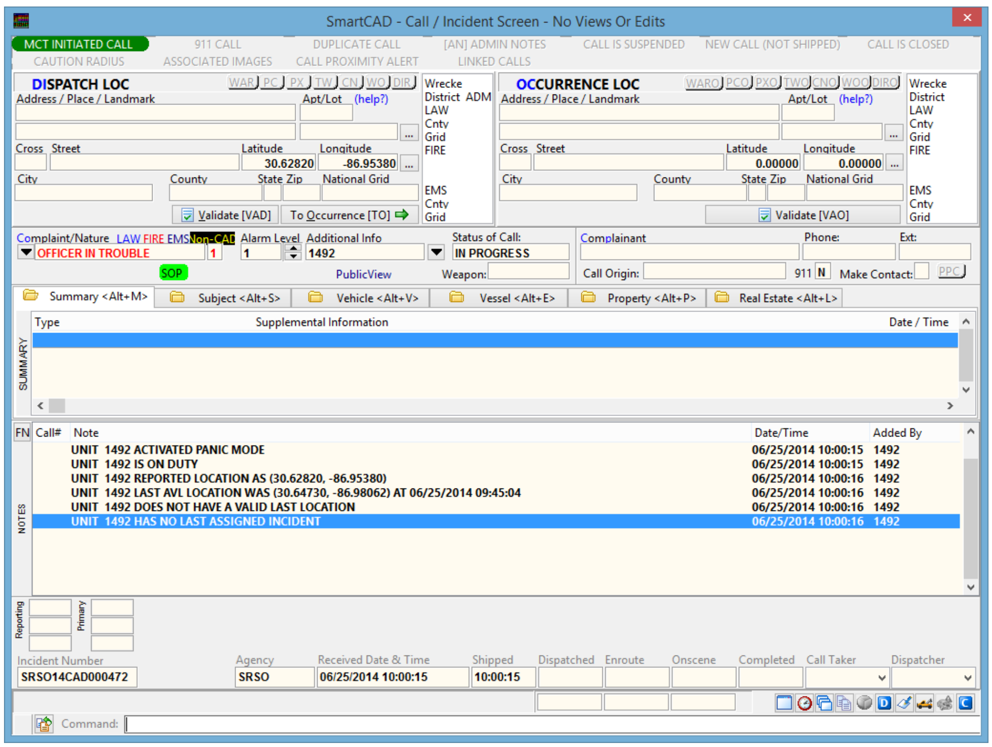
2. A new CAD incident is automatically created with the unit's AVL location and all last known data about the unit. If the agency configured sounds for new incidents, the appropriate sound plays. The initiating unit's ID number is automatically inserted into the Additional Info field for quick reference.



3. The SmartCAD Unit Status grid displays a unique background and text color for the initiating unit.

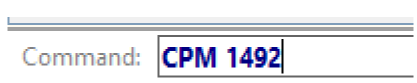


4. The CAD incident includes all last known data for the initiating unit.



Clearing Panic Mode

1. Once the initiating unit is no longer in danger, the *SmartCAD* user clears Panic Mode from the CAD Command line with the CPM command with the unit number.



2. This returns the unit to a normal state and clears all Panic Mode indicators. The Dispatcher, then, archives the Panic incident per agency protocol. All Panic Mode activity data is recorded in the Unit Log, Trans/Audit Log, Call History and Radio Log.

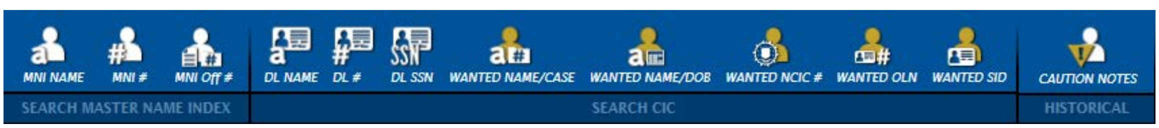
The SmartMCT Ribbon

The SmartMCT ribbon consists of the following:

- **Home**: This ribbon contains frequently used tools for searching CIC, *Master Index*, and *Employee Master*. If it is installed, *Mobile Forms* can, also, be launched from this location. It will automatically log in using the authenticated credentials from *SmartMCT*.

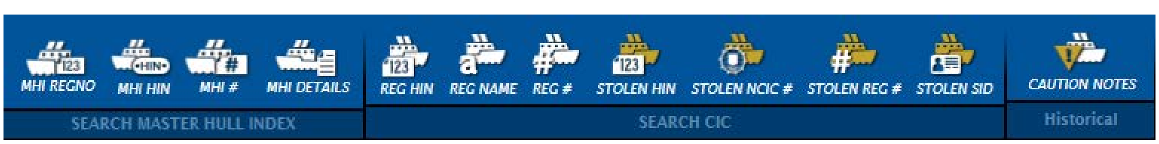
- **CAD**: This ribbon allows users to set their unit status, set transportation mode, create and view incidents, search for vehicle caution notes, perform historical searches, and enter AVL Stealth mode. Some functions' availability are contingent upon the unit's current activity. The level of access to these functions is dependent upon permissions in *Employee Master*.

- **Person**: This ribbon allows users to search the Master Name Index or CIC for information about persons encountered during their tour of duty. Caution notes can also be queried for individual persons.



- **Vehicle**: This ribbon allows users to search for vehicles in the Master Vehicle Index, CIC, or existing offense reports. Historical data about the vehicle, such as caution notes and prior calls, can also be queried for individual vehicles.

- **Vessel**: This ribbon allows users to search for vessels in the Master Hull Index or CIC. Caution notes can also be queried for individual vessels.



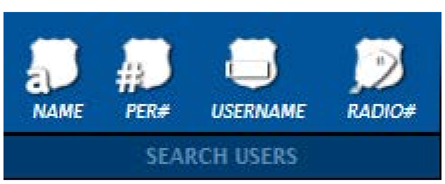
- **Article**: This ribbon allows users to search CIC for articles by NCIC number or serial number.

- **Gun**: This ribbon allows users to search CIC for guns by NCIC number or serial number.

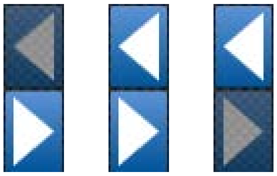
- **Security**: This ribbon allows users to search CIC for securities NCIC number, owner, owner and case number, owner and social security number, owner and type or serial number. By default, this ribbon is disabled for agencies outside Alabama.

- **Business**: This ribbon allows users to search the Master Business Index by **Name**, **MBI Number**, or **Window Decal**.

- **Users**: This ribbon allows users search for other MCT users by **Name**, **Personnel Number**, **Username**, or **Radio Number**.

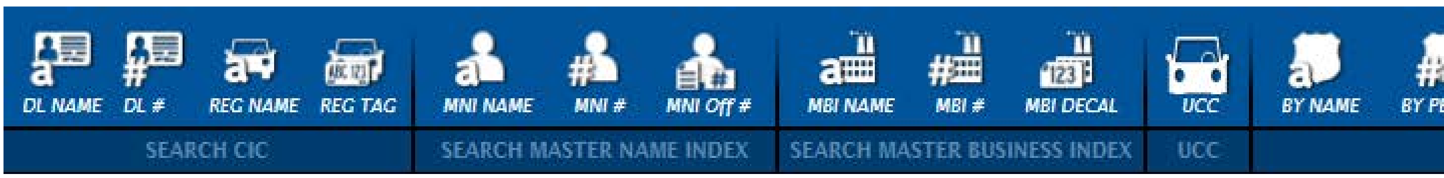


- ✓ When there are more option available on a given ribbon than can be fit on the screen, based on the screen resolution, large right and left arrows appear at the right end of the ribbon, as seen in the *CAD* ribbon screen shots above.

  An arrow will be disabled if the ribbon cannot scroll any further in that direction.

Home Ribbon



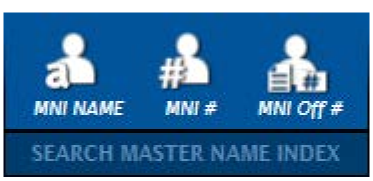
The *Home* ribbon includes the most commonly used functions throughout the *SmartMCT* application. Using these icons, the following can be accomplished:

- Search CIC

  - Search for a Person by Name
  - Search for a Person by Driver's License Number (OLN)
  - Search for a Vehicle Registration by Tag

- Search the Master Name Index

  - Search for a Person by Name
  - Search for a Person by MNI Number
  - Search for an Offense Report by Offense Number

- Search the Master Business Index

  - Search for a Business by Name
  - Search for a Business by MBI Number
  - Search for a Business by Window Decal

- Search for Commercial Carrier Information

  - UCC and OVP Hot List Query

- Search for MCT Users

  - Search for an Employee by Employee Name
  - Search for an Employee by Personnel Number
  - Search for an Employee by User Name
  - Search for an Employee by Radio Number

- Open *Mobile Forms* (if installed) and log in using the MCT-authenticated credentials

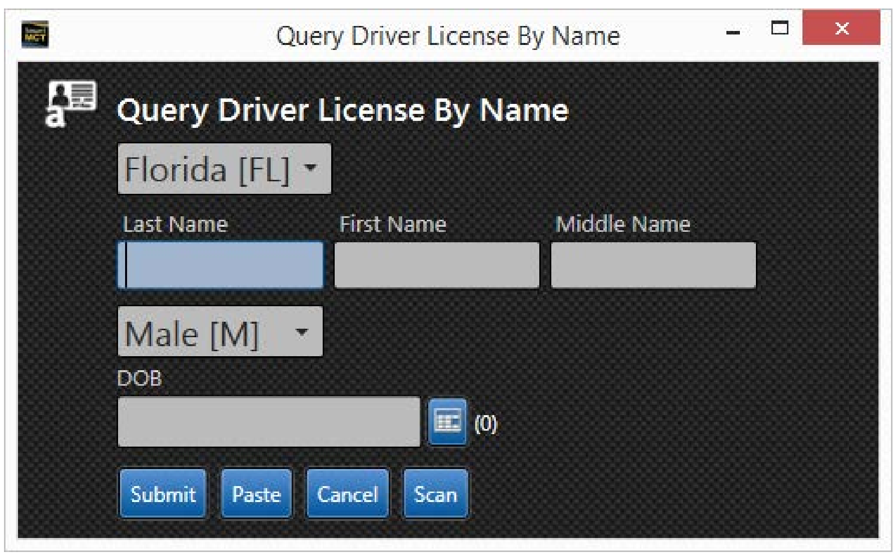
Search CIC

Note: When *SmartMCT* receives multiple responses to the same CIC query, it combines the results into a single message on the messages list.

Search for a Person by Name

Note: This function is duplicated on both the *Home* and *Person* ribbons.

1. Click the **DL NAME** icon on the *Home* or *Person* ribbons. The *Query Driver License By Name* window appears.

   The **State** field defaults to the state designated in the System Settings.

   The **Sex** field defaults to **Male [M]**.

2. Enter the person's information through one of the following methods:

   a. Enter the information manually in all applicable fields.

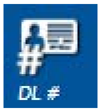
   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.

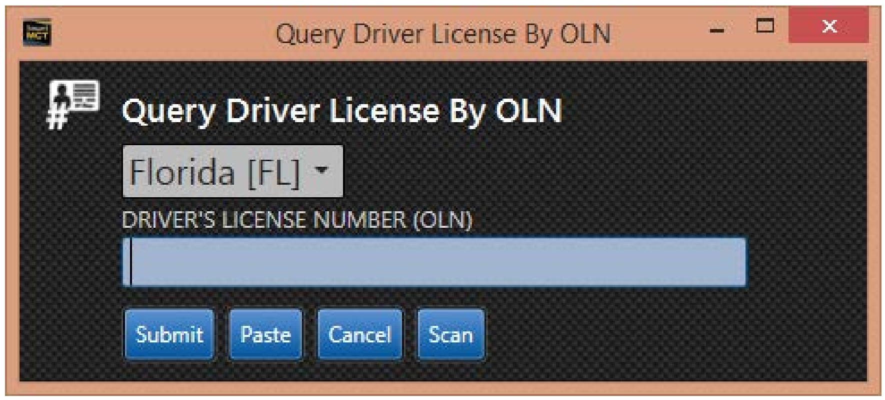
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Person by Driver's License Number (OLN)

Note: This function is duplicated on both the *Home* and *Person* ribbons.



1. Click the **DL #** icon on the *Home* or *Person* ribbons. The *Query Driver License By OLN* window appears.



   The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:

   a. Enter the information manually in the applicable fields.

   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

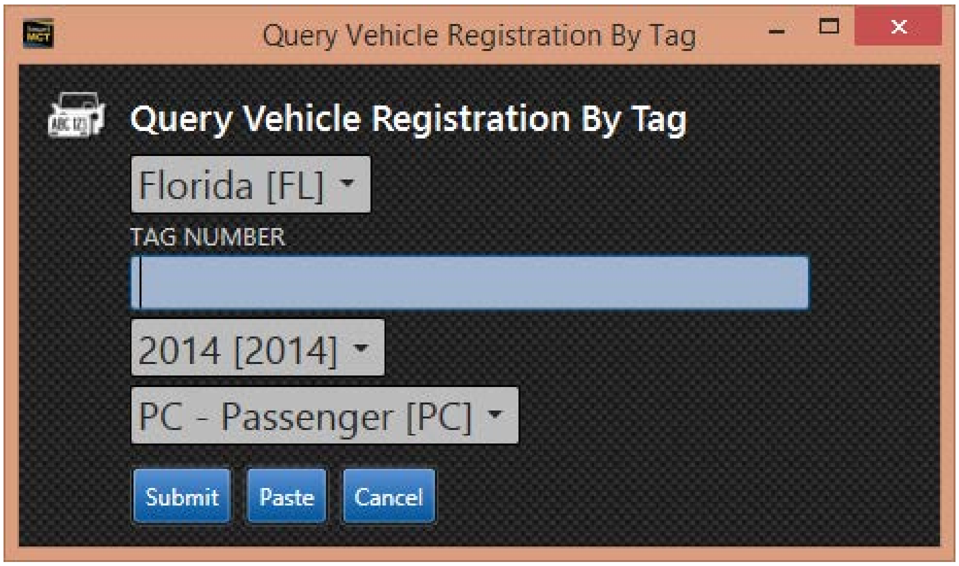
   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vehicle Registration by Tag

Note: This function is duplicated on both the *Home* and *Vehicle* ribbons.

1. Click the **REG TAG** icon on the *Home* or *Vehicle* ribbons. The *Query Vehicle Registration By Tag* window appears.

   The **State** field defaults to the state designated in the System Settings.

   The **Year** field defaults to the current year.

   The **Tag Type** field defaults to *PC - Passenger [PC]*.

2. Enter the query information through one of the following methods:

   a. Enter the information manually.

   b. Paste the information from CIC, MBI, MNI, or MVI query responses currently in the *Messages* list by clicking **Paste**.

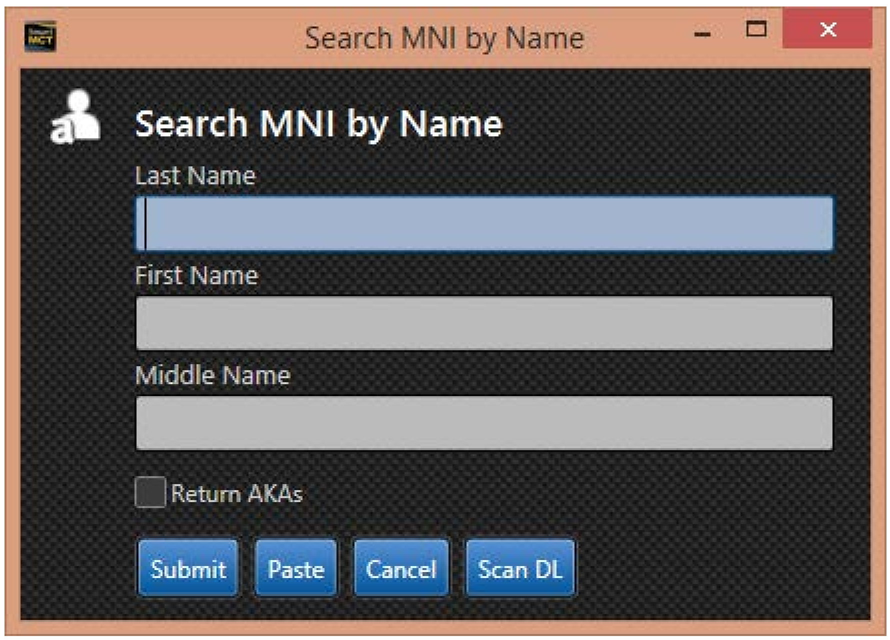
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search the Master Name Index

Note: These functions are duplicated on both the *Home* and *Person* ribbons.

Search for a Person by Name

1. Click the **MNI NAME** icon on the *Home* or *Person* ribbons. The *Search MNI by Name* window appears.



2. Enter the person's name through one of the following methods:

   a. Enter the information manually in all applicable fields.

   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.

3. To include AKA matches (aliases) in the search results, place a check beside **Return AKAs**.

4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Person by Number

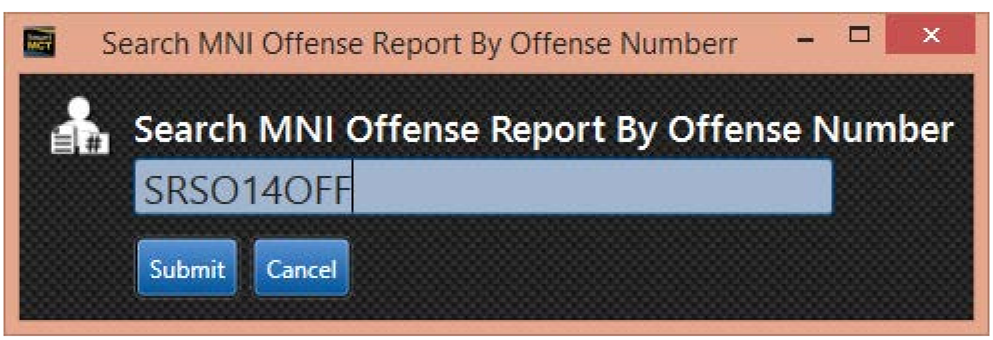
1. Click the **MNI #** icon on the *Home* or *Person* ribbons. The *Search MNI By Number* window appears.

2. The **MNI Number** field defaults to the standard MNI number prefix, including the agency acronym and the current two-digit year. Enter the **MNI Number** for which to search.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for an Offense Report by Offense Number

1. Click the **MNI Off #** icon on the *Home* or *Person* ribbons. The *Search MNI Offense Report By Offense Number* window appears.



2. The **Offense Number** field defaults to the standard offense number prefix, including the agency acronym and the current two-digit year. Enter the **Offense Number** for which to search.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search the Master Business Index

Note: These functions are duplicated on both the *Home* and *Business* ribbons.

Home Ribbon

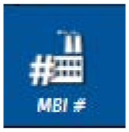
Business Ribbon

Search for a Business by Name

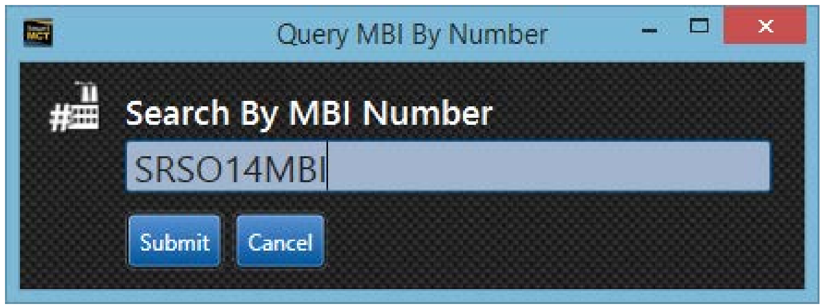
1. Click the **MBI NAME** icon on the *Home* or *Business* ribbons. The *Search MBI By Name* window appears.

2. Enter the **Business Name**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Business by Number



1. Click the **MBI #** icon on the *Home* or *Business* ribbons. The *Search by MBI Number* window appears.



   The **MBI Number** field defaults to the standard MBI number prefix, including the agency acronym and the current two-digit year.

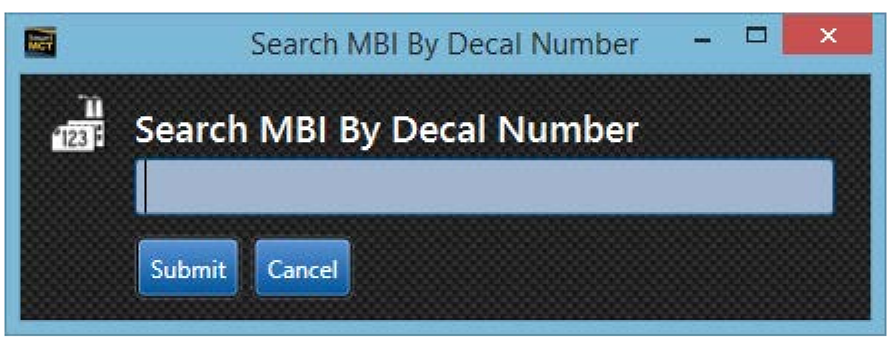
2. Enter the **MBI Number** for which to search.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Business by Window Decal

Home Ribbon

Business Ribbon

1. Click the **MBI DECAL** icon on the *Home* ribbon or the **WINDOW DECAL** icon on the *Business* ribbon. The *Search MBI By Decal Number* window appears.



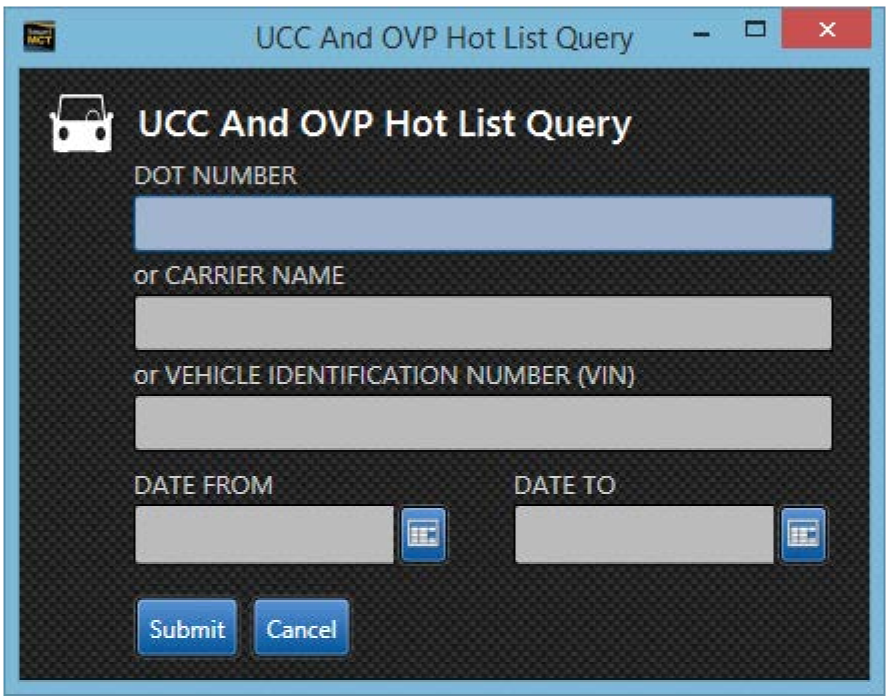
2. Enter the **Decal Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for Commercial Carrier Information

UCC and OVP Hot List Query

This query is specific to the Florida Motor Carrier Compliance Office (MCCO) for Commercial Vehicle Enforcement (CVE) officers.

1. Click the **UCC** icon on the *Home* ribbon. The *UCC And OVP Hot List Query* window appears.

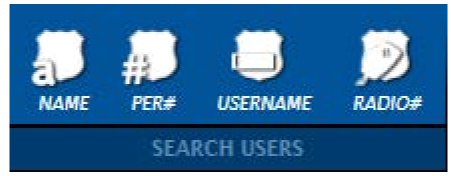


2. Enter the **DOT Number** OR the **Carrier Name** OR the **Vehicle Identification Number (VIN)**.
3. Enter a beginning date (**Date From**) and an ending date (**Date To**) in the appropriate fields.
4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for MCT Users

Note: These functions are duplicated on both the *Home* and *Users* ribbons.

Home Ribbon



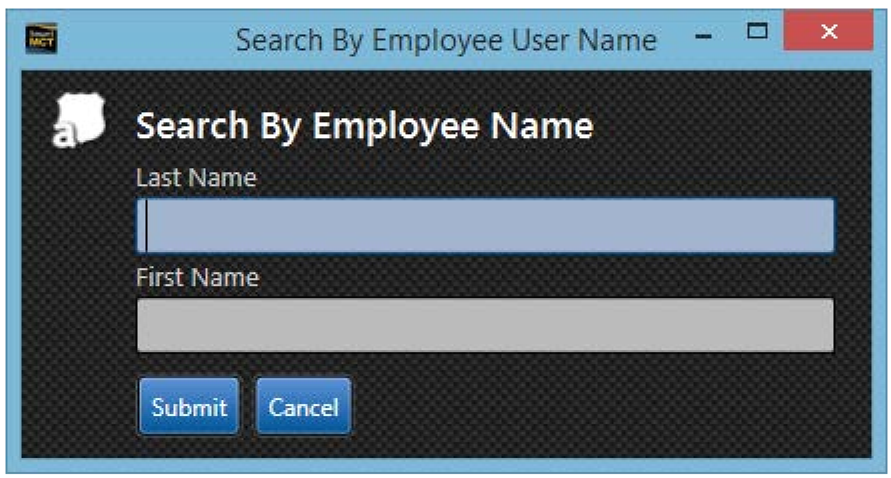
Users Ribbon

Search for an Employee by Name

Home Ribbon

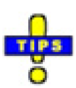
Users Ribbon

1. Click the **BY NAME** icon on the *Home* ribbon or the **NAME** icon on the *Users* ribbon. The *Search By Employee Name* window appears.



2. Enter the search criteria.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

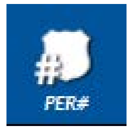


✓ Partial searches can also be performed.

For example, entering `L` in the **Last Name** field, and clicking **Submit**, will return all employees with a last name that begins with the letter “L.”

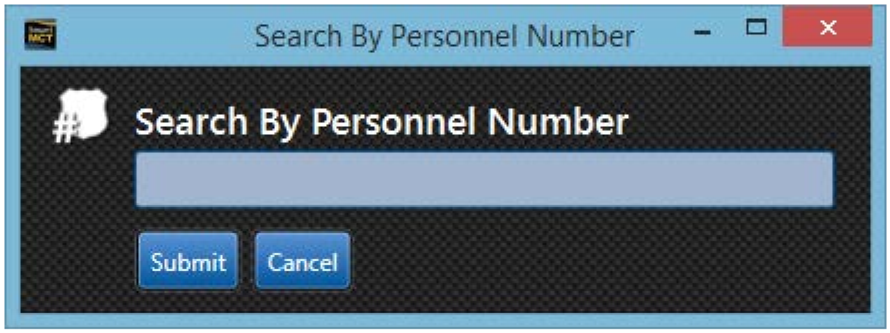
Search for an Employee by Personnel Number

Home Ribbon



Users Ribbon

1. Click the **BY PER NO** on the *Home* ribbon or the **PER#** icon on the *Users* ribbon. The *Search By Personnel Number* window appears.



2. Enter the employee's full personnel number.

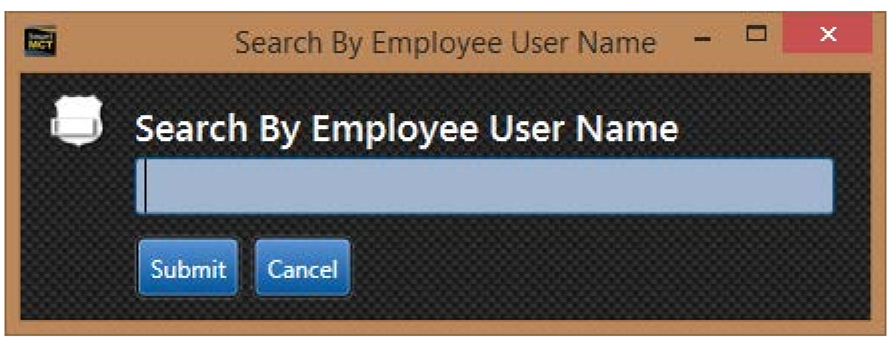
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for an Employee by User Name

Home Ribbon

Users Ribbon

1. Click the **USER NAME** icon on the *Home* ribbon or the **USERNAME** icon on the *Users* ribbon. The *Search By Employee User Name* window appears.



2. Enter the employee's full user name.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

- ✓ Partial searches can also be performed, with caution, as only the first match will return.

  For example, entering `SMA` in the **User Name** field, and clicking **Submit**, will return the first employee with a user name that begins with the "SMA."

Search for an Employee by Radio Number

Home Ribbon

Users Ribbon

1. Click the **USER RADIO NO** icon on the *Home* ribbon or the **RADIO#** icon on the *Users* ribbon. The *Search By Radio Number* window appears.

2. Enter the employee's **Radio Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

- ✓ When the query results arrive on the *Messages* tab, a button is available within the message, itself, to **Add to Contacts**. Clicking this button will add the queried user to the contact list on the *Chat* tab.
- ✓ Holding down **[Shift]**, clicking an active unit in the *Unit Details* pane on the *CAD* tab will also perform this query.

CAD Ribbon

The *CAD* ribbon includes all the CAD functions a field officer needs to respond to incidents quickly and efficiently and remain informed of current incidents as they occur. Using these icons, the following can be accomplished:

- Set Unit Status

  - Place Unit On Duty
  - Place Unit Off Duty
  - Set Unit Status to Busy
  - Set Unit Status to Available
  - Set Unit Status to En Route
  - Set Unit Status to On Scene
  - Release the Currently Assigned Incident
  - Change Secondary Activity
  - Change Transportation Method

- Incident Interaction

  - Create a New Incident
  - Create a New Quick Traffic Stop
  - Create a New Quick Vessel Stop
  - View the Currently Selected Incident

- AVL Stealth Mode

  - Enter Stealth
  - Exit Stealth

- Search Call History

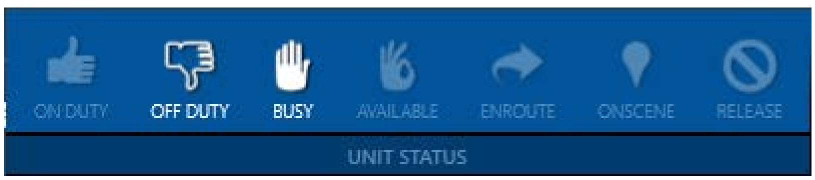
  - Search Prior Stops
  - Look Up BOLOs
  - Search Call History by Date and Time
  - Search Call History by Incident Location and Date
  - Search Call History by Incident Number
  - Search Call History by Unit Number and Date
  - Search Call History by Type and Date

- Search Caution Notes

  - Search Caution Notes by Vehicle Tag
  - Search Caution Notes by Vessel Registration
  - Search Caution Notes by Subject (Person)
  - Search Caution Notes by Location

Set Unit Status

Note: The majority of these functions can also be accessed by pressing **[Ctrl+Space]**. This key combination opens the *Unit Status* pop-up offering all available *Unit Status* transactions without the need of switching to the *CAD* ribbon.

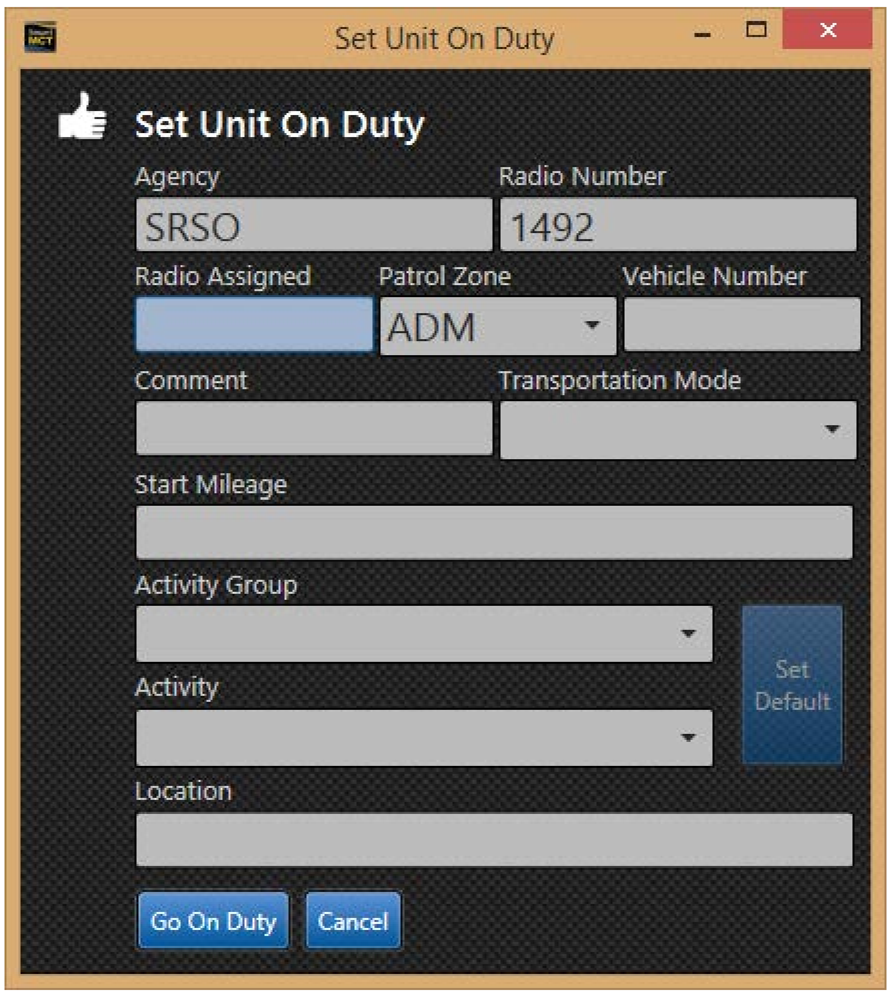


Note: Required information and screen appearance may differ due to agency protocol. Information required when changing unit status or secondary activities is configured in *CAD Configuration*.

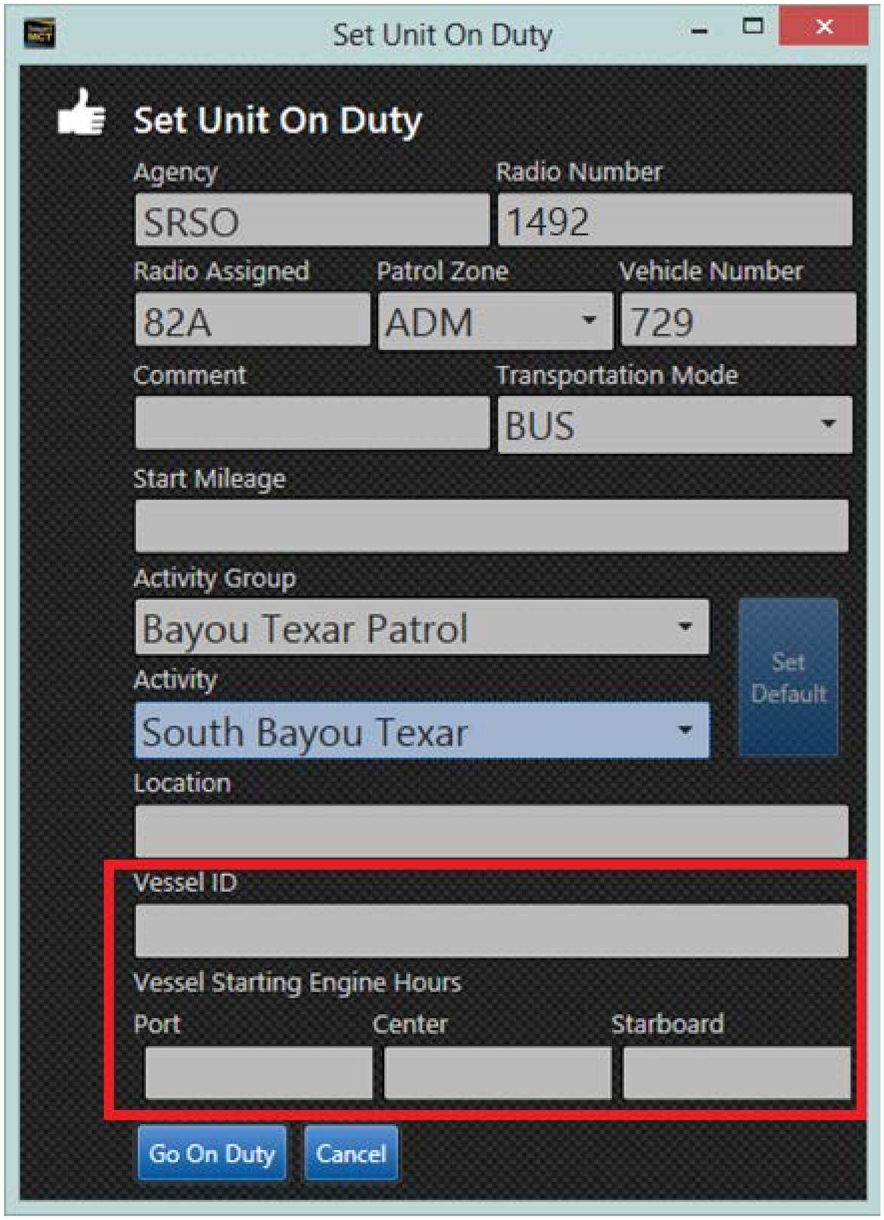
Place Unit On Duty

Note: Any required information, such as starting mileage or an activity, are determined in *CAD Configuration*. *SmartMCT* will prompt for any missing information and the request will not be executed until this information has been added.

1. Click the **ON DUTY** icon on the *CAD* ribbon or the *Unit Status* pop-up. The *Set Unit On Duty* window appears. The **Agency**, **Radio Number**, and **Patrol Zone** fields auto-populate based on the logged in user's *Employee Master* profile.



2. Fill in all remaining information. If the chosen activity requires engine hours, additional fields are added below the **Location** field.



3. Click **Go On Duty**. The unit status changes accordingly.

- ✓ If Agency protocol requires the unit to always have an active Secondary Activity, they will not be permitted to complete the *Set Unit On Duty* form without a valid **Activity Group** and **Activity** set.
- ✓ If the Activity requires Vehicle Mileage, the user will be required to enter a value in **Start Mileage** when completing the *Set Unit On Duty* form. When starting mileage is entered, the **Vehicle Number** is also required.

- ✓ If the Activity requires Vessel Engine Hours, the user will be required to enter values in the **Port**, **Center**, and **Starboard** fields for the *Vessel Starting Engine Hours* when completing the *Set Unit On Duty* form. When starting engine hours are entered, the **Vessel ID** is also required.
- ✓ If the agency has set an Activity Default for the unit's Primary Unit Assignment group, the user can click **Set Default** to auto-populate the **Activity Group** and **Activity** fields.

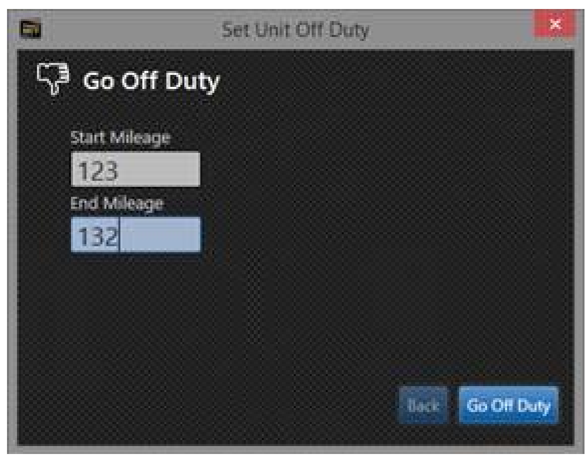
Place Unit Off Duty

Once a unit goes on duty, the **ON DUTY** icon on the *CAD* ribbon changes to **OFF DUTY**.

1. Click the **OFF DUTY** icon on the *CAD* ribbon or the *Unit Status* pop-up. The resulting *Set Unit Off Duty* window contents depend on agency requirements and the chosen secondary activity.
   a. If neither starting mileage nor a secondary activity are required or starting mileage is not required and the secondary activity does not required mileage, vessel engine hours, or activity counts, a confirmation message will display.

b. If starting mileage is required at the beginning of the tour of duty, but a secondary activity is not required. The window will request **End Mileage** only.

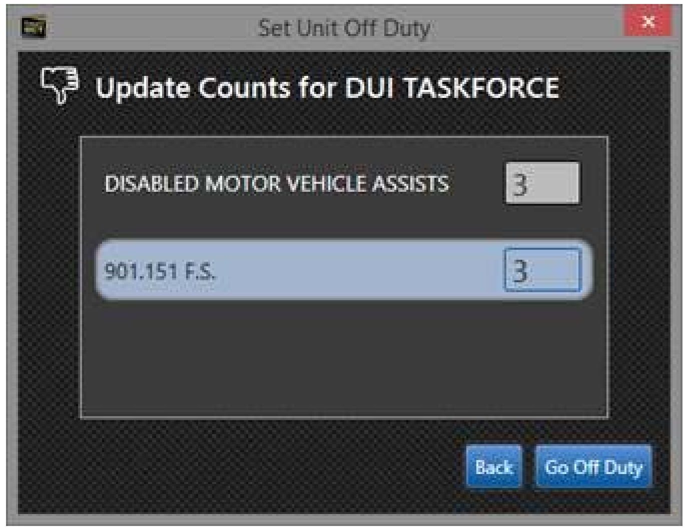
c. If beginning mileage is not required at the beginning of the tour of duty, but the secondary activity requires mileage with no activity counts, the window will request **End Mileage** while auto-populating the **Start Mileage** value.



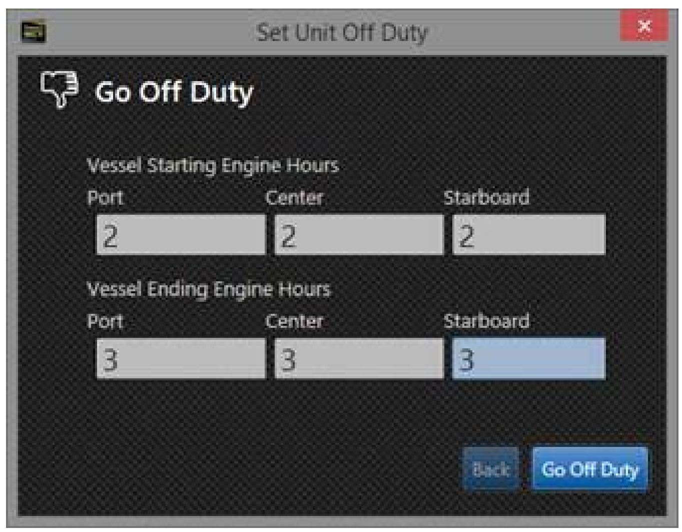
d. If mileage is not required at the beginning of the tour of duty, but the secondary activity requires activity counts with no mileage or vessel engine hours needed, the window will prompt for activity counts.

e. If mileage is not required at the beginning of the tour of duty, but the secondary activity requires mileage and activity counts or mileage is required at the beginning of the tour of duty and the secondary activity requires activity counts, the window will be two-fold, requesting **End Mileage**, then activity counts.

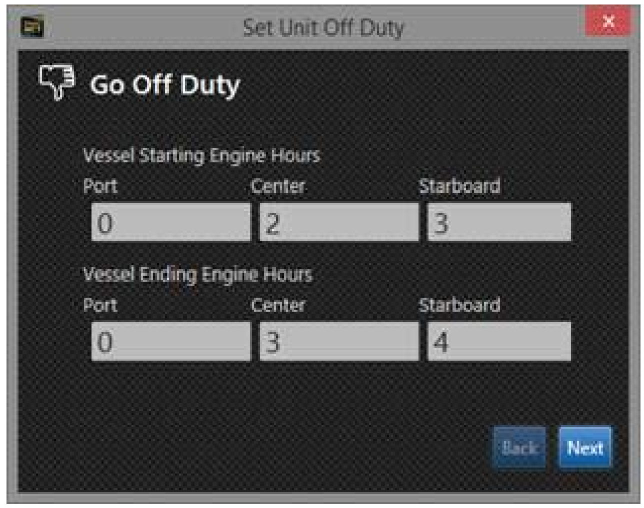
*Enter the **End Mileage**, then click **Next** for the next input screen to appear.*



f. If mileage is not required at the beginning of the tour of duty, but the secondary activity requires vessel engine hours with no activity counts, the window will request *Vessel Ending Engine Hours* while auto-populating the *Vessel Start Engine Hours*.



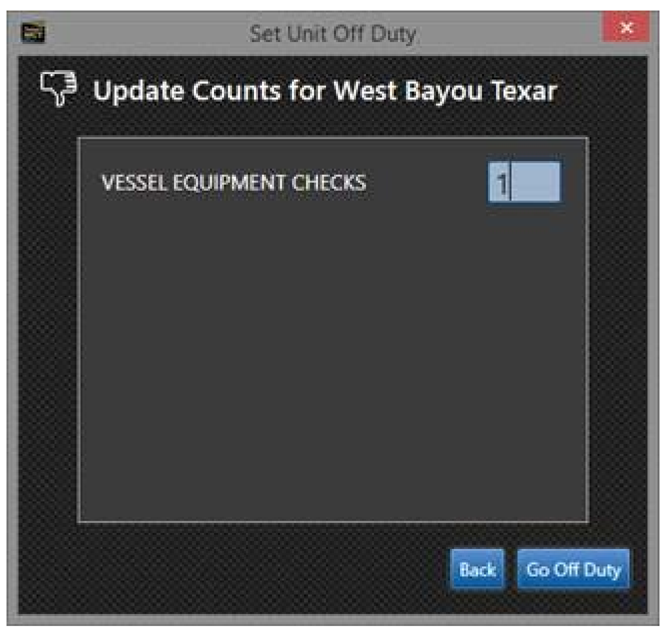
g. If mileage is not required at the beginning of the tour of duty, but the secondary activity requires vessel engine hours with activity counts. The window will be two-fold, requesting Vessel Ending Engine Hours in the **Port**, **Center**, and **Starboard** fields, then requesting activity counts.



Enter Vessel Ending Engine Hours *in the **Port**, **Center**, and **Starboard** fields, then click **Next** for the next input screen to appear.*

h. If mileage is required at the beginning of the tour of duty and the secondary activity requires both vessel engine hours and activity counts, the window will be two-fold, requesting **End Mileage** and *Vessel Ending Engine Hours* for the **Port**, **Center**, and **Starboard** engines, then requesting activity counts.

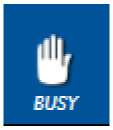
*Enter **End Mileage** and* Vessel Ending Engine Hours *in the **Port**, **Center**, and **Starboard** fields, then click **Next** for the next input screen to appear.*



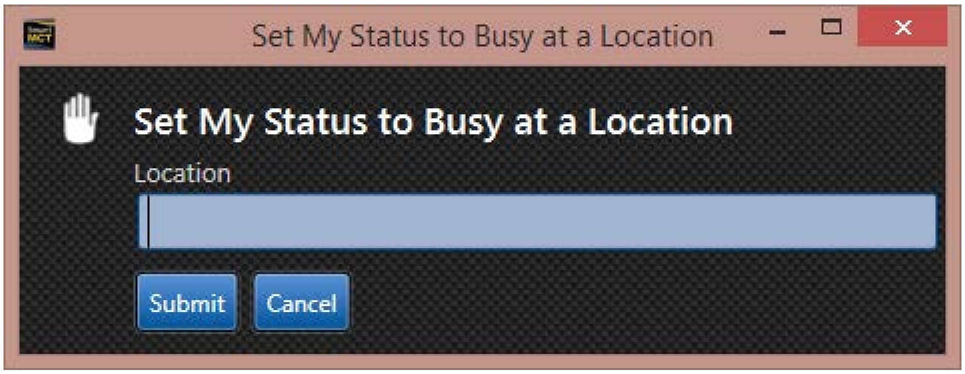
2. Enter required information, if applicable.
3. Click **Go Off Duty**. The unit status changes accordingly.

Set Unit Status to Busy

Note: The unit status must be *Available* for the **BUSY** icon to be accessible



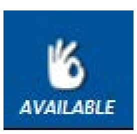
1. Click the **BUSY** icon on the *CAD* ribbon or the *Unit Status* pop-up. The *Set My Status to Busy at a Location* window appears.



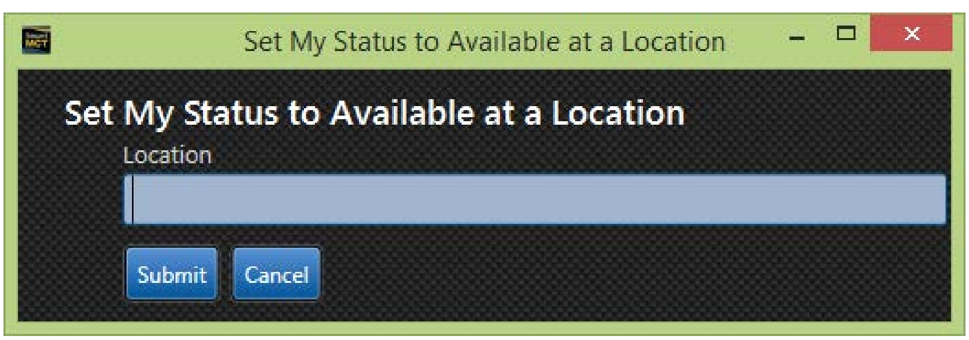
2. Enter the current **Location**.
3. Click **Submit**. The unit status will change accordingly.

Set Unit Status to Available

Note: The unit status must be *Busy* or *Available Out of Quarters* for the **AVAILABLE** button to be accessible.



1. Click the **AVAILABLE** icon on the *CAD* ribbon or the *Unit Status* pop-up. The *Set My Status to Available at a Location* window appears.



2. Enter the current **Location**.

3. Click **Submit**. The unit status will change accordingly.

Set Unit Status to En Route

Note: The **EN ROUTE** icon is accessible if the unit status is *Available* or *Busy*.

1. Select an incident on the *CAD* tab.
2. Click the **EN ROUTE** icon on the *CAD* ribbon or the *Unit Status* pop-up. The unit is assigned to the selected incident and the unit status changes accordingly. A new tab, *Assigned Call* appears.

Set Unit Status to On Scene

Note: The **ON SCENE** icon is accessible if the unit status is *Available* or *En Route*.

1. Select an incident on the *CAD* tab or click on the **Assigned Call** tab.
2. Click the **ON SCENE** icon on the *CAD* ribbon or the *Unit Status* pop-up. If the incident is not yet assigned to the user, it becomes so. The unit status changes accordingly.

Release the Currently Assigned Incident

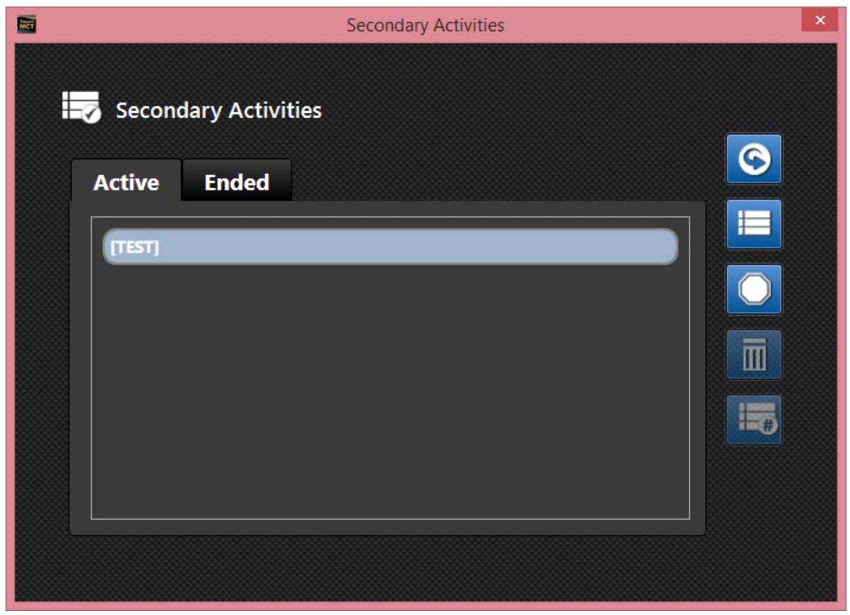
Note: The **RELEASE** icon is accessible only when an incident is currently assigned to the logged-in officer

Click **RELEASE** on the *CAD* ribbon of the *Unit Status* popup. The unit is released from the currently assigned incident and the unit status is changed to *Available*.

Change Secondary Activity

Note: Depending on agency configuration, a secondary activity may be required at all times. Thus, an activity must be designated when going on duty (see Place Unit On Duty) and a new activity must be designated when ending the current activity. Multiple concurrent activities can also be permitted or denied in *CAD Configuration*.

1. Click the **ACTIVITY** icon on the *CAD* ribbon. The *Secondary Activities* window appears.



All current activities are on the Active *tab. All ended activities within the current tour of duty are on the* Ended *tab.*

2. The buttons on the right are used to add, edit, or end secondary activities.

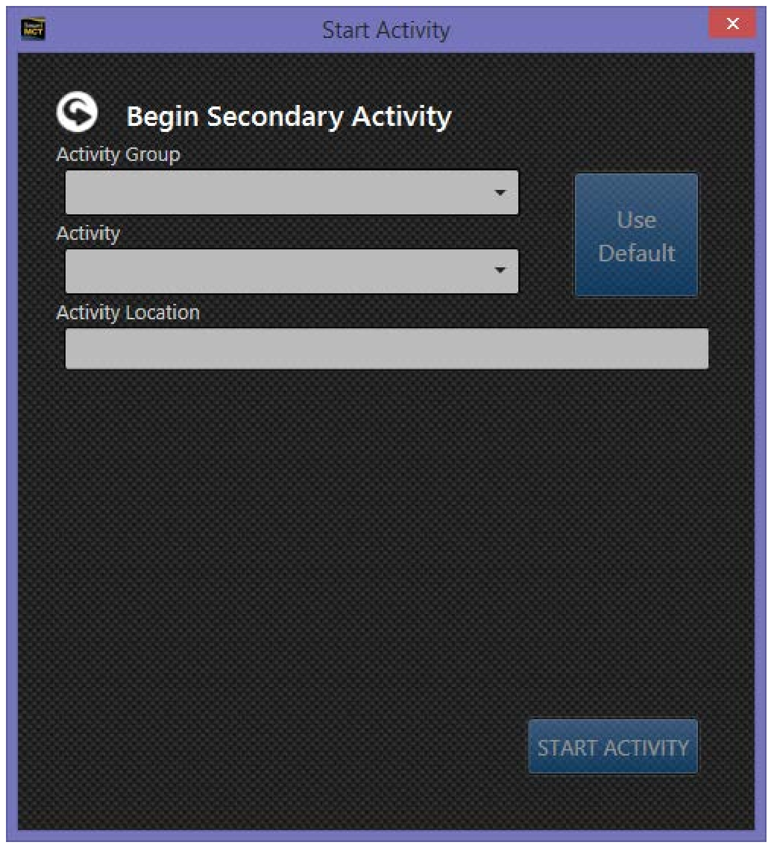
	Begin a new activity. This option is available if concurrent activities are permitted or there is no active secondary activity.
	View the selected activity. This opens a read-only copy of the activity. No changes can be made.
	End the selected activity. This option is available whenever an active activity is selected. Ending an activity may require beginning a new one if there are no other concurrent activities and the agency requires at least one active secondary activity.

	Delete the selected activity. This option is only available when a secondary activity is not required.
	Edit counts for the selected activity. This option is available when the selected activity requires counts.

Choose the appropriate option.

a. Begin a new activity.

1) Click **Begin New Activity**. The *Start Activity* window appears.

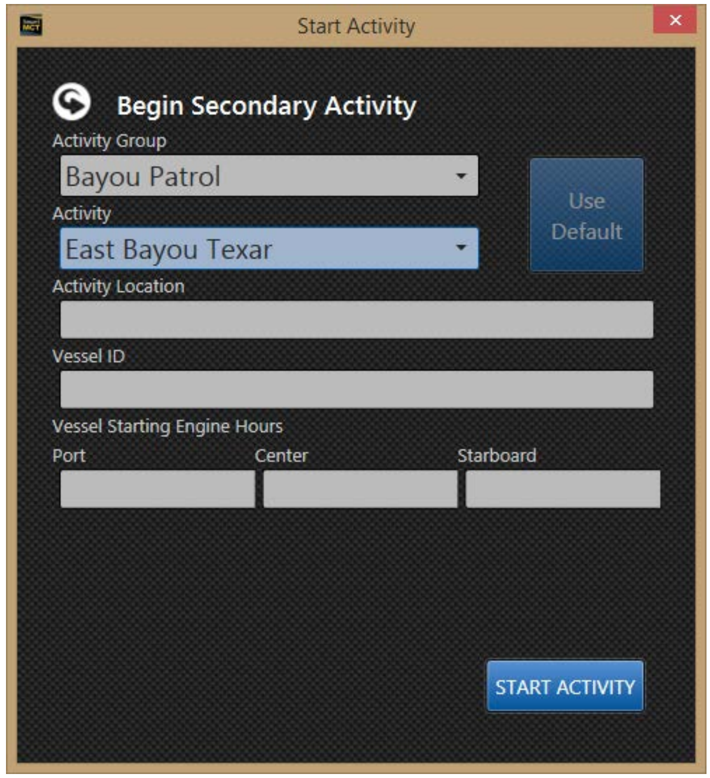


2) Choose an **Activity Group** from the drop-down.

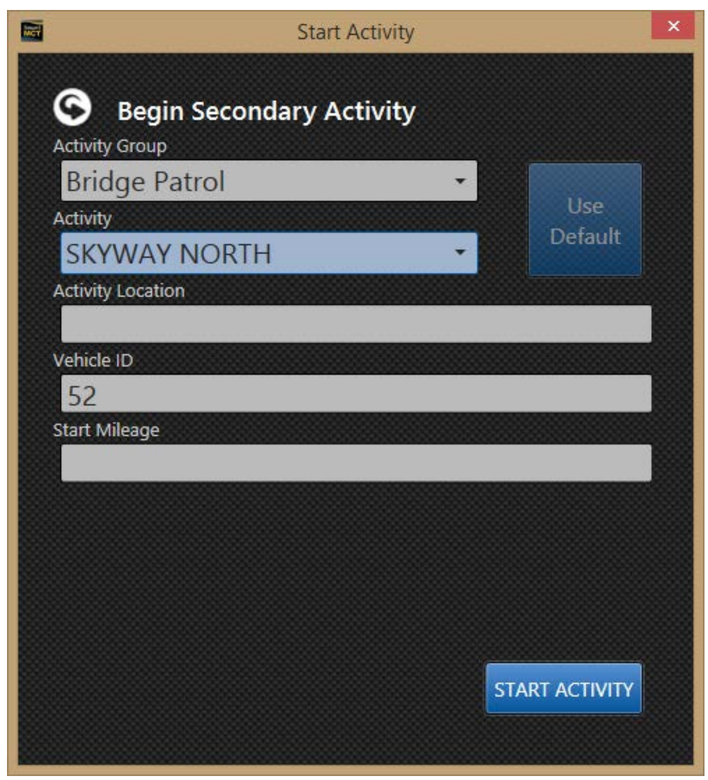
3) Choose an **Activity** from the drop-down.

4) Enter an **Activity Location**.

5) Depending on the **Activity** chosen, additional information may be required.



New activity requiring ***Vessel ID*** *and* Vessel Starting Engine Hours *for the* ***Port***, ***Center***, *and* ***Starboard*** *engines.*



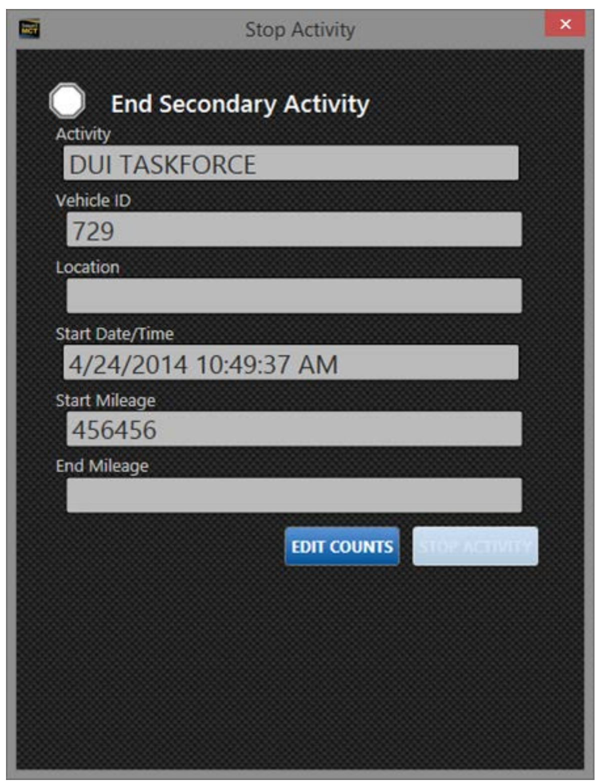
New activity requiring ***Vehicle ID***

6) Click **Start Activity**.

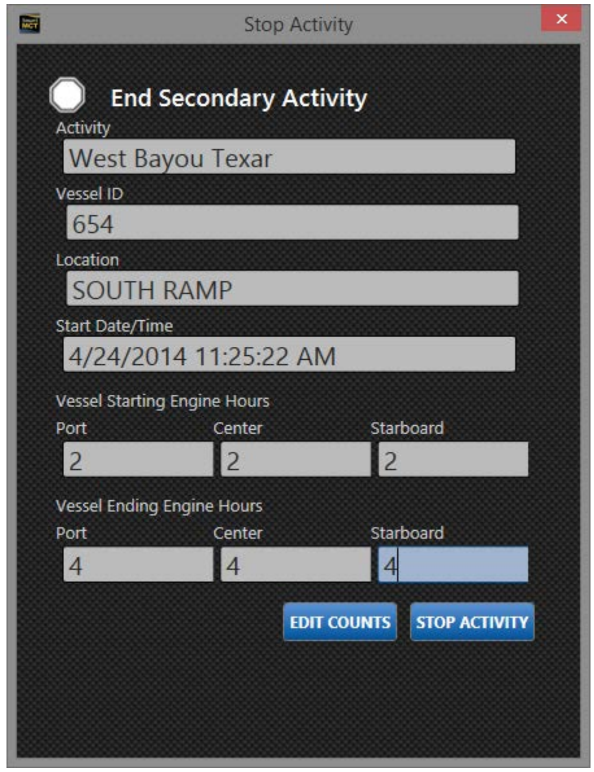
b. View the selected activity. When viewing, the user has no ability to modify the activity details whether the activity is active or ended. Once the tour of duty is ended, this list is cleared. Viewing allows the user a read-only form with the selected activity details including:

- Activity
- Location
- Start Date and Time
- Mileage or Engine Hours, if applicable
- Activity Counts, if applicable

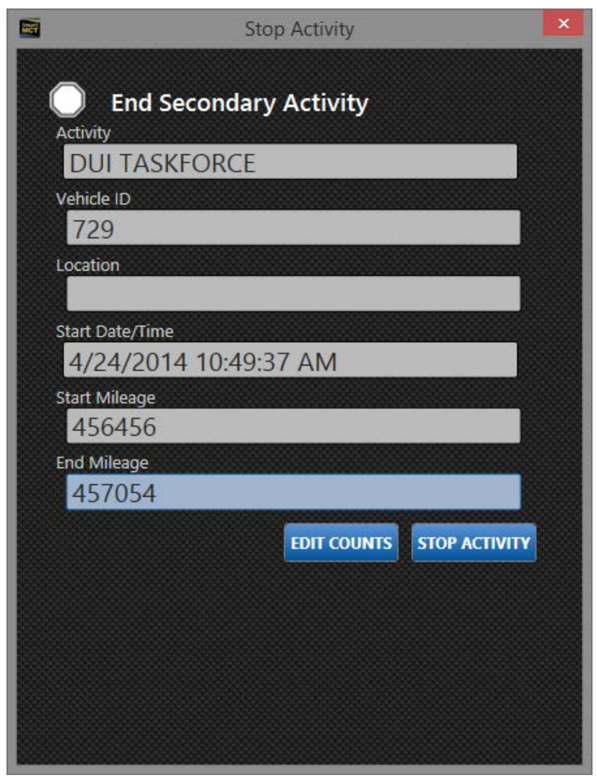
c. End the selected activity. The *Stop Activity* window appears. Activity counts must be entered, where required, prior to ending the Activity. The **Stop Activity** button will remain greyed out until all required information has been entered. If the agency requires the unit to always have an activity, the *Start Next Activity* form will appear once **Stop Activity** has been clicked. Failure to initiate a new activity will result in the cancellation of the request.



Stop Activity window without required information

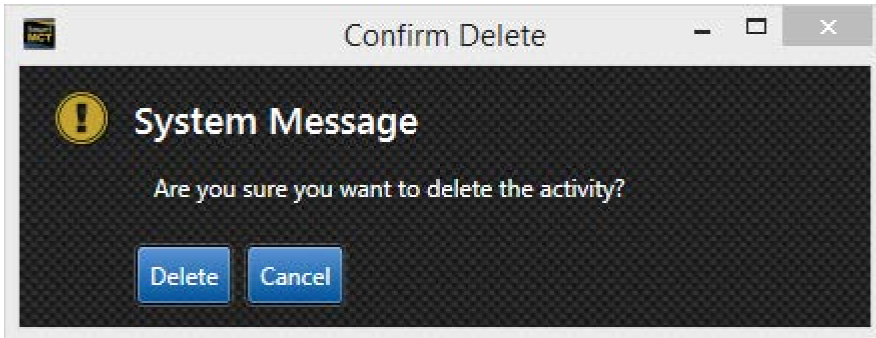


Stop Activity Window Requiring Vessel Engine Hours



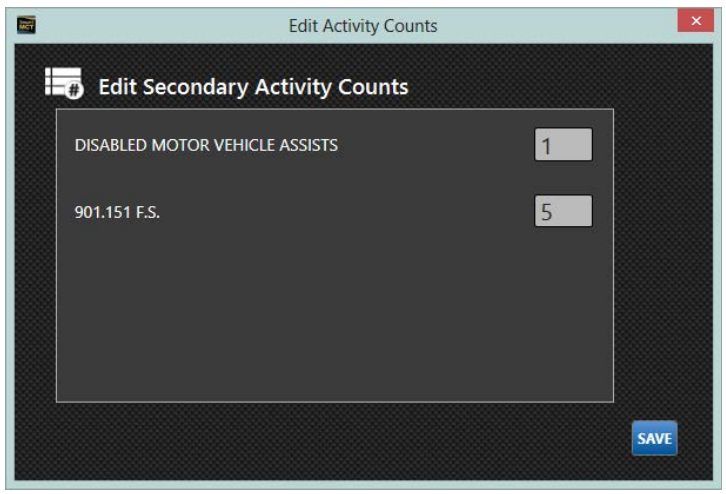
Stop Activity Window Requiring Vehicle Mileage

d. Delete the selected activity. This option is not reversible. *SmartMCT* will confirm the deletion request prior to following through.



Note: If a secondary activity is required, this option will be grayed out.

e. Edit counts for the selected activity. The *Edit Activity Counts* window appears. This screen allows the user to add or modify the activity counts for the selected activity.



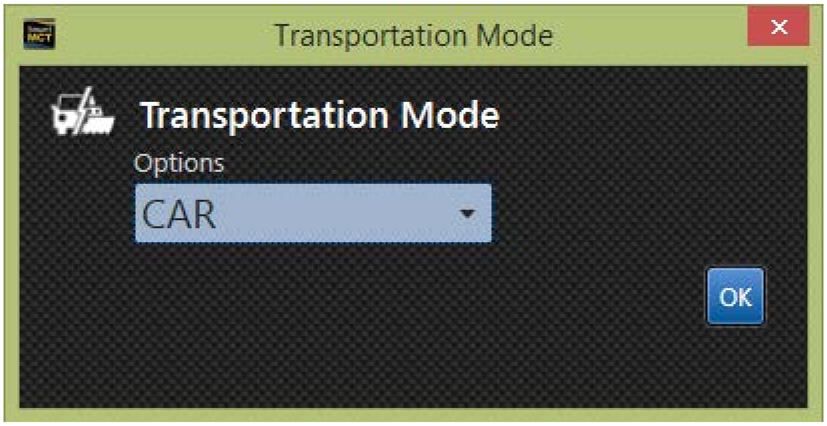
1) Enter the applicable activity count.

2) Click **Save**.

3. Close the *Secondary Activities* window when finished.

Change Transportation Method

1. Click on the **TRANSPORTATION** icon on the *CAD* ribbon.

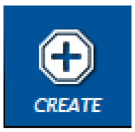


2. Choose one of the **Options** from the drop-down.
3. Click **OK**.

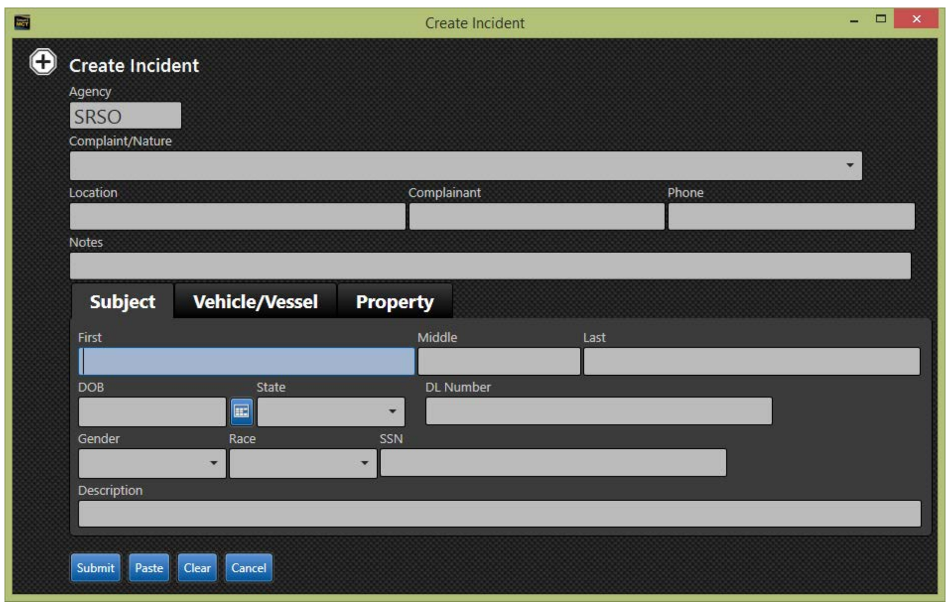
Incident Interaction

Note: The ability to perform any of these actions requires the appropriate permissions to be allowed in *Employee Master*.

Create a New Incident



1. Click on the **CREATE** icon on the *CAD* ribbon to create a new CAD incident. The *Create Incident* window appears.

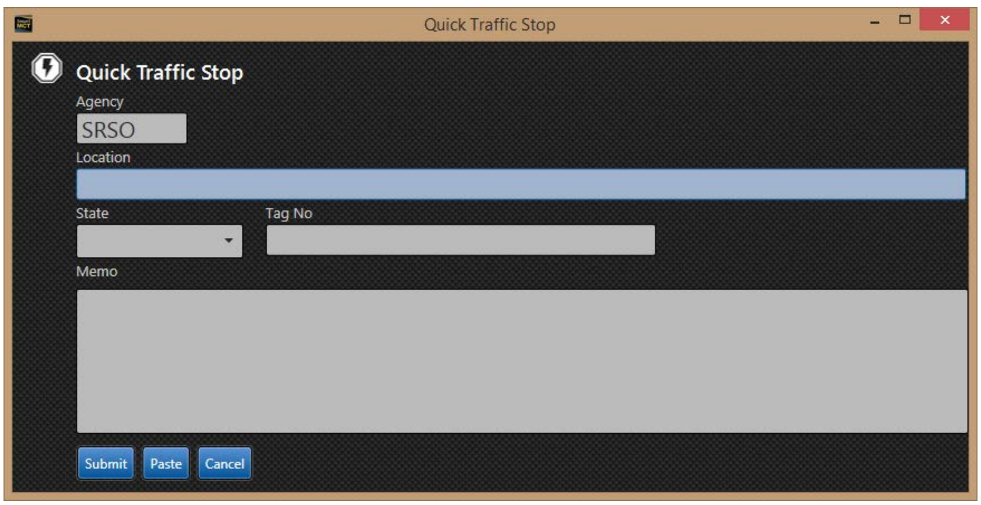


2. Select the complaint type from the **Complaint/Nature** drop-down.
3. Enter the dispatch **Location**, **Complainant** name, and **Phone** number.
4. Enter any **Notes** as needed.
5. Utilize the *Subject*, *Vehicle/Vessel*, and *Property* tabs to enter additional information related to the incident through one of the following methods:
    a. Enter the information manually in all fields.
    b. Paste the information from CIC, MBI, or MNI query responses in the *Messages* list by clicking **Paste**.

6. Click **Submit** to create the call.
7. Click **OK** on the information dialog indicating the call was successfully created.
8. The user will be automatically placed *On Scene* for this call. Dispatchers and other *SmartMCT* users will now see the unit, location, vehicle, and complaint type for this call.

Create a New Quick Traffic Stop

1. Click on the **QUICK STOP** icon on the *CAD* ribbon to create a new traffic stop. The *Quick Traffic Stop* window appears.

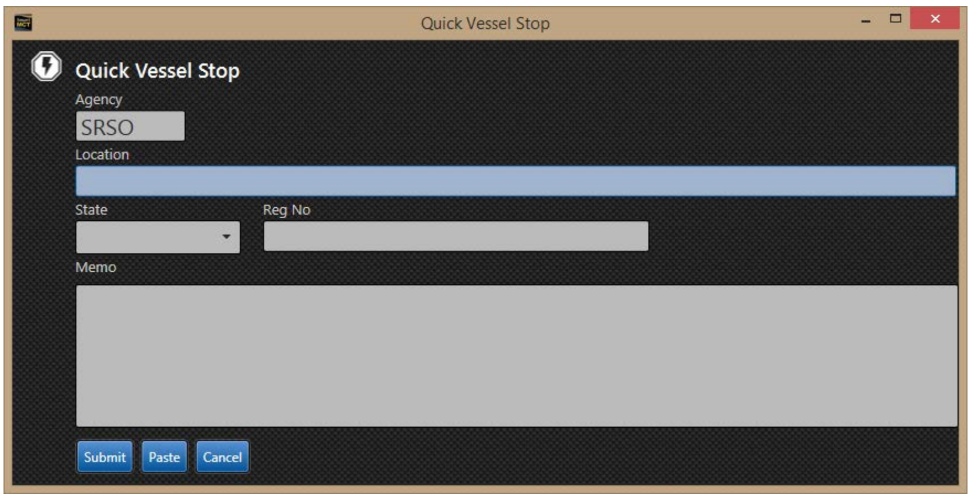


2. Enter the **Location** of the traffic stop.
3. Enter the **State** and **Tag Number** using one of the following methods:
    a. Enter the information manually in both fields.
    b. Paste the information from CIC, MBI, MNI or MVI query responses in the *Messages* list by clicking **Paste**.
4. Enter notes in the **Memo** field, as needed.
5. Press **Submit** to create the incident.
6. Click **OK** on the information dialog indicating the call was successfully created.

7. The user will be automatically placed *On Scene* for this call. Dispatchers and other *SmartMCT* users will now see the unit, location, vehicle, and complaint type for this call.

Create a New Quick Vessel Stop

1. Click on the **VESSEL STOP** icon on the *CAD* ribbon to create a new traffic stop. The *Quick Vessel Stop* window appears.

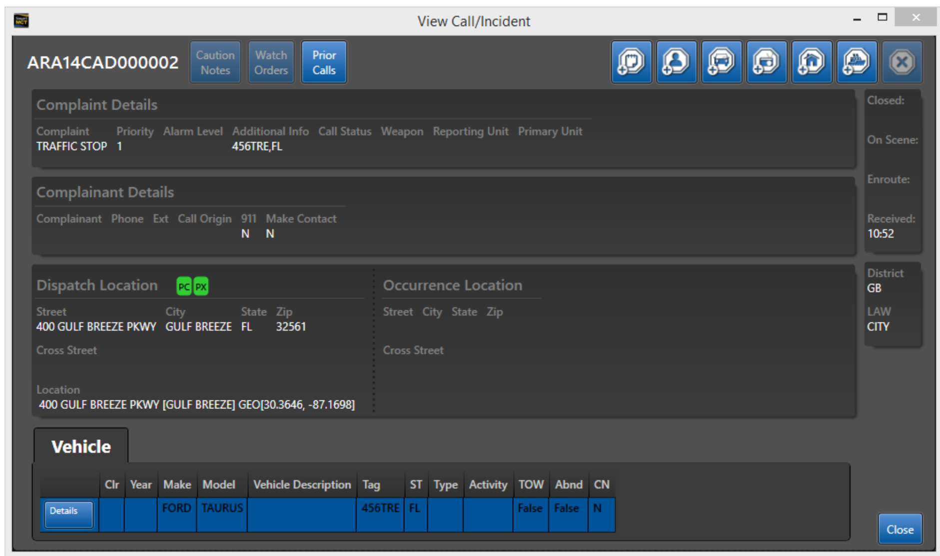


2. Enter the **Location** of the vessel stop.
3. Enter the **State** and **Registration Number** using one of the following methods:
   a. Enter the information manually in both fields.
   b. Paste the information from CIC, MBI, MNI, or MHI query responses in the *Messages* list by clicking **Paste**.
4. Enter notes in the **Memo** field, as needed.
5. Press **Submit** to create the incident.
6. Click **OK** on the information dialog indicating the call was successfully created.
7. The user will be automatically placed *On Scene* for this call. Dispatchers and other *SmartMCT* users will now see the unit, location, vessel, and complaint type for this call.

View the Currently Selected Incident

1. Select the incident to view from the *CAD* tab.

2. Double-click the incident or click on the **VIEW** icon on the *CAD* ribbon. The *View Call/Incident* window appears listing all incident details.



Note: If the selected incident is assigned to the user, double-clicking the incident will cause the focus to switch to the *Assigned Call* tab. Refer to [Assigned Call Tab] for more information.

3. If permissions allow such, the following actions can be performed:

	Add a Note
	Add a Subject (Person)
	Add a Vehicle
	Add Property
	Add Real Estate
	Add a Boat (Vessel)

4. Press **[Esc]** or click the red "X" at the top right to close the window when finished reviewing the incident.

AVL Stealth Mode

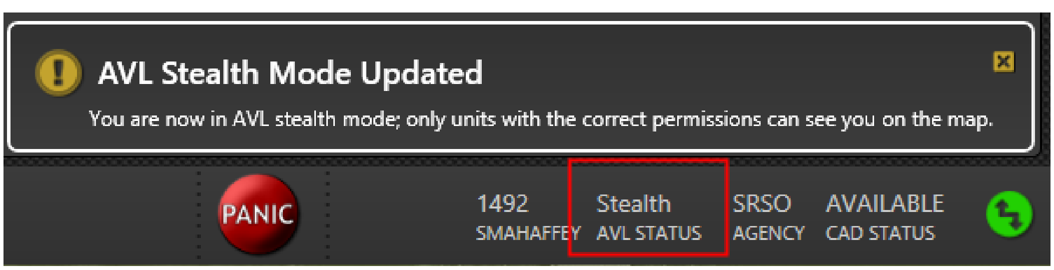
Based on agency procedure and protocol, MCT users have the ability to hide their AVL from other users for cases of investigation and supervisory needs. When the user turns on AVL Stealth Mode from the MCT, their location is immediately hidden from all users with a view level lower than their own and from all SmartCAD Map users.

The view level is controlled by the agency configuration in *Employee Master*. Additional configuration options in *CAD Configuration* allow the agency to control whether the unit location becomes visible when the unit status is changed and whether or not other agency units can be seen.

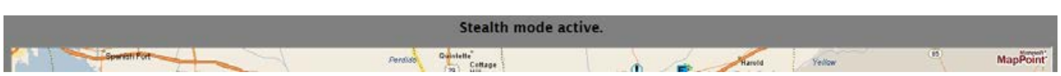
The Stealth Mode session is controlled by the *AVL Stealth Mode* section of the *CAD* ribbon. Stealth Mode is activated with the user clicks **ENTER STEALTH**. The Stealth Mode session will remain active until the user's CAD duty status is changed to *Off Duty* unless ended by a status change or the user clicking **EXIT STEALTH**.

Enter Stealth

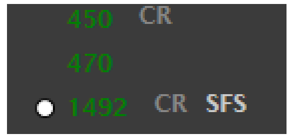
Click on the **ENTER STEALTH** icon on the *CAD* ribbon. The MCT status bar displays the following:



There is also a grey status indicator at the top of the map. The unit is no longer visible on the *Map* tab for any unit with a lower configured Stealth level.



The unit's AVL indicator on the *SmartCAD* unit screen displays as a white circle indicating "No AVL" until Stealth Mode is stopped.

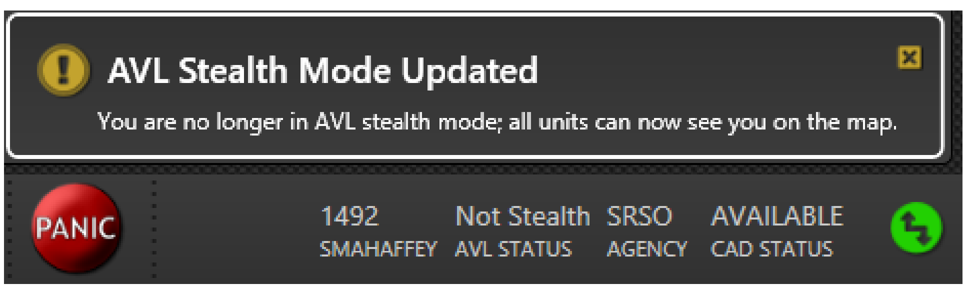


- ✓ If the MCT user begins [Panic Mode]() while their unit is actively in Stealth Mode, their Stealth status is immediately turned off. All *SmartCAD* and MCT users will, then, see the unit's AVL displayed on their maps.

Exit Stealth

Once the user has entered Stealth Mode, the **ENTER STEALTH** icon on the *CAD* ribbon changes to **EXIT STEALTH**.

Click the **EXIT STEALTH** icon on the *CAD* ribbon. The AVL status on the MCT status bar reflects the change and displays "Not Stealth."



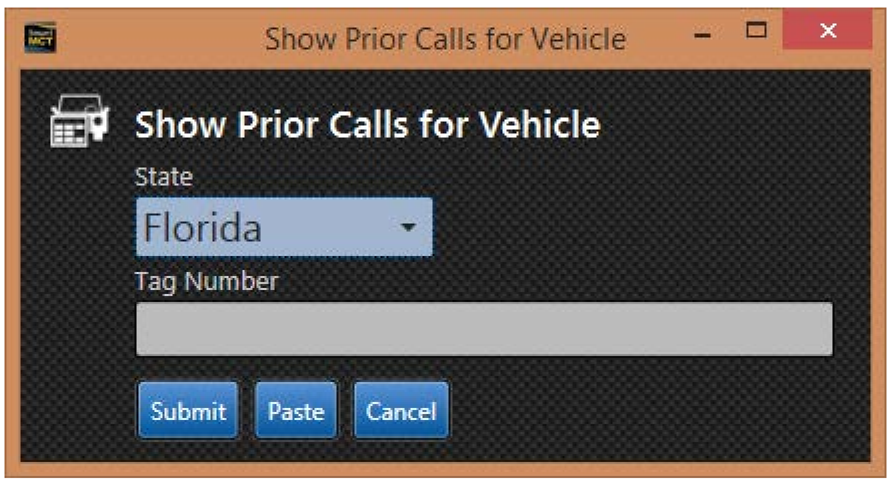
The grey indicator bar at the top of the map no longer displays and the AVL indicator on the *SmartCAD* unit screen displays the correct AVL color indication.

Search Call History

Search Prior Stops

Note: This function can be performed from either the *CAD* or *Vehicle* ribbons.

1. Click the **PRIOR STOPS** icon on the *CAD* or *Vehicle* ribbons. The *Search Prior Calls for Vehicle* window appears.



   The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:

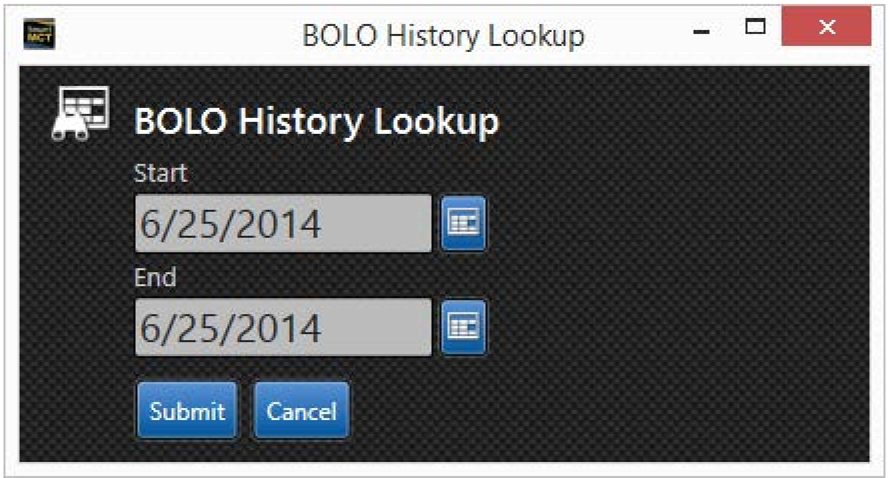
   a. Enter the information manually.

   b. Paste the information from CIC, MBI, MNI or MVI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Look Up BOLOs

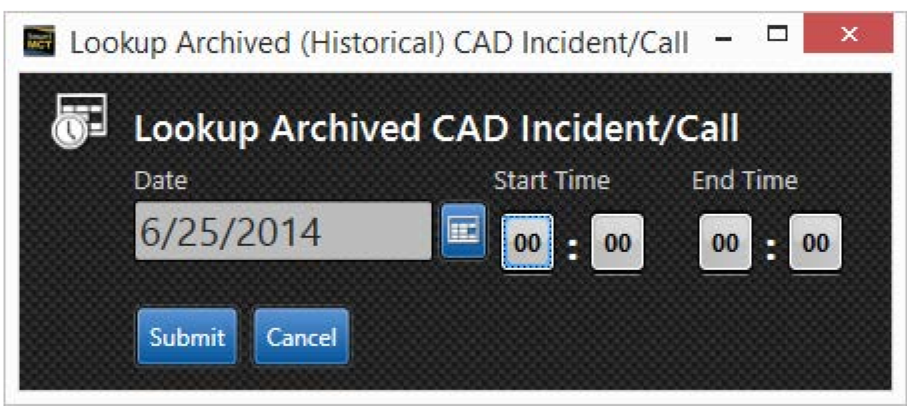
1. Click the **BOLO LOOKUP** icon on the *CAD* ribbon. The *BOLO History Lookup* window appears.



2. The dates default to the current date. Enter the **Start** and **End** dates for which to search. To search a single day, enter the same date in both fields.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search Call History by Date and Time

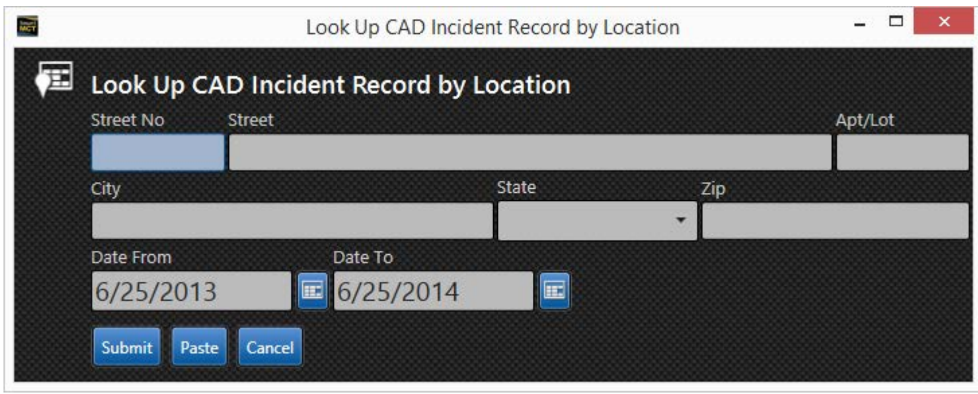
1. Click the **TIME LOOKUP** icon on the *CAD* ribbon. The *Lookup Archived (Historical) CAD Incident/Call* window appears.



2. The **Date** defaults to the current date. Change this, if necessary.
3. Choose a **Start Time** and an **End Time**. Use the mouse to scroll through the numbers 0 through 23. If a touch interface is in use, the fields can be quickly scrolled up or down by swiping in the desired direction.
4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search Call History by Incident Location and Date

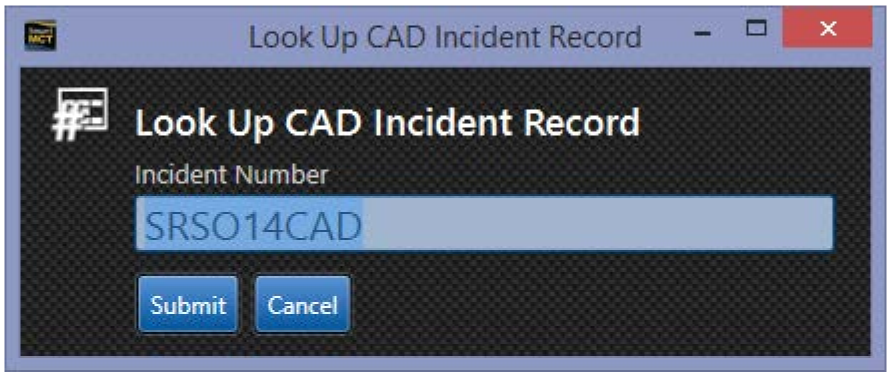
1. Click the **LOC LOOKUP** icon on the *CAD* ribbon. The *Look Up Incident Record by Location* window appears.



2. The **Date From** and **Date To** fields default to the current date. Change this, if necessary.
3. Enter the location information in the **Street No**, **Street**, **Apt/Lot**, **City**, **State**, and **Zip** fields. Leave blank any field that does not apply to the location to be searched (i.e. **Apt/Lot**), if needed.
4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search Call History by Incident Number

1. Click the **NO LOOKUP** icon on the *CAD* ribbon. The *Look Up CAD Incident Record* window appears.

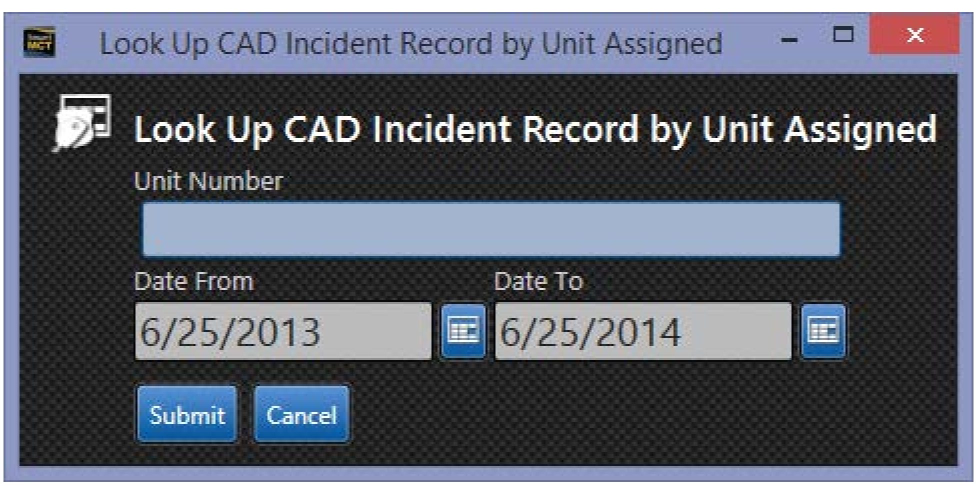


2. The **Incident Number** field defaults to the standard CAD number prefix, including the agency acronym and the current two-digit year. Enter the **Incident Number** for which to search.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search Call History by Unit Number and Date

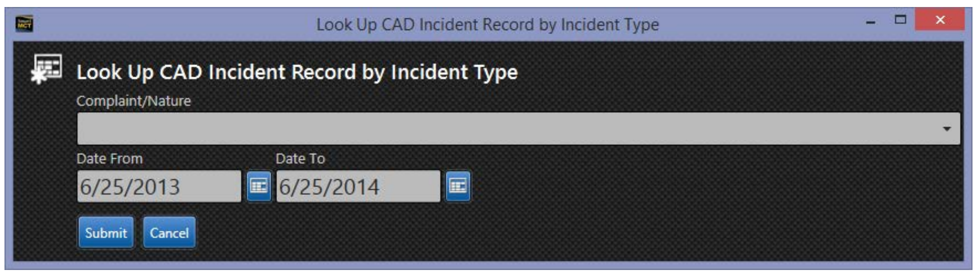
1. Click the **UNIT LOOKUP** icon on the *CAD* ribbon. The *Look Up CAD Incident Record by Unit Assigned* window appears.



2. The **Date From** and **Date To** fields default to the current date. Change this, if necessary.
3. Enter the **Unit Number** for which to search.
4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search Call History by Type and Date

1. Click the **TYPE LOOKUP** icon on the *CAD* ribbon. The *Look Up CAD Incident Record by Incident Type* window appears.



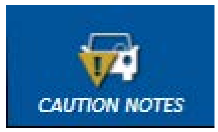
2. The **Date From** and **Date To** fields default to the current date. Change this, if necessary.
3. Choose a complaint type for which to search from the **Complaint/Nature** drop-down.
4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search Caution Notes

Search Caution Notes by Vehicle Tag

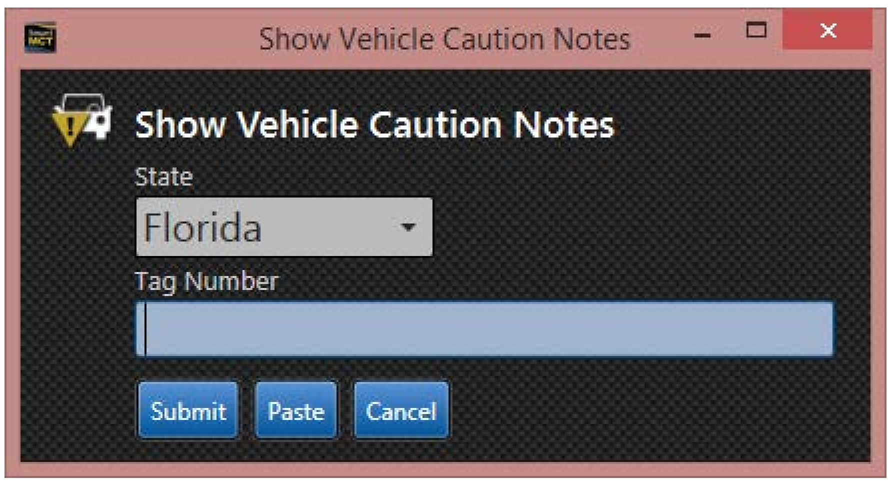
Note: This function can be performed from either the *CAD* or *Vehicle* ribbons.

CAD Ribbon



Vehicle Ribbon

1. Click the **VEHICLE** icon on the *CAD* ribbon or the **CAUTION NOTES** icon on the *Vehicle* ribbon. The *Show Vehicle Caution Notes* window appears.

   The **State** field defaults to the state configured in System Settings.

2. Enter query information through one of the following methods:

   a. Enter the information manually.

   b. Paste the information from CIC, MBI, MNI or MVI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

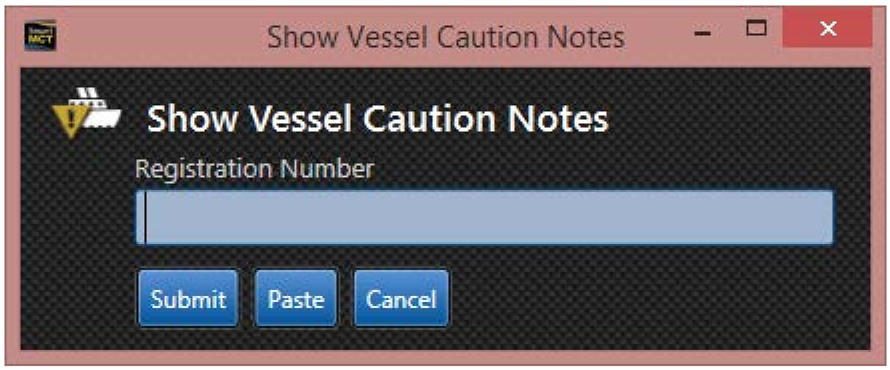
Search Caution Notes by Vessel Registration

Note: This function can be performed from either the *CAD* or *Vessel* ribbons.

CAD Ribbon

Vessel Ribbon

1. Click the **VESSEL** icon on the *CAD* ribbon or the **CAUTION NOTES** icon on the *Vessel* ribbon. The *Show Vessel Caution Notes* window appears.



2. Enter the **Registration Number** through one of the following methods:

   a. Enter the information manually.

   b. Paste the information from CIC, MBI, MNI or MHI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

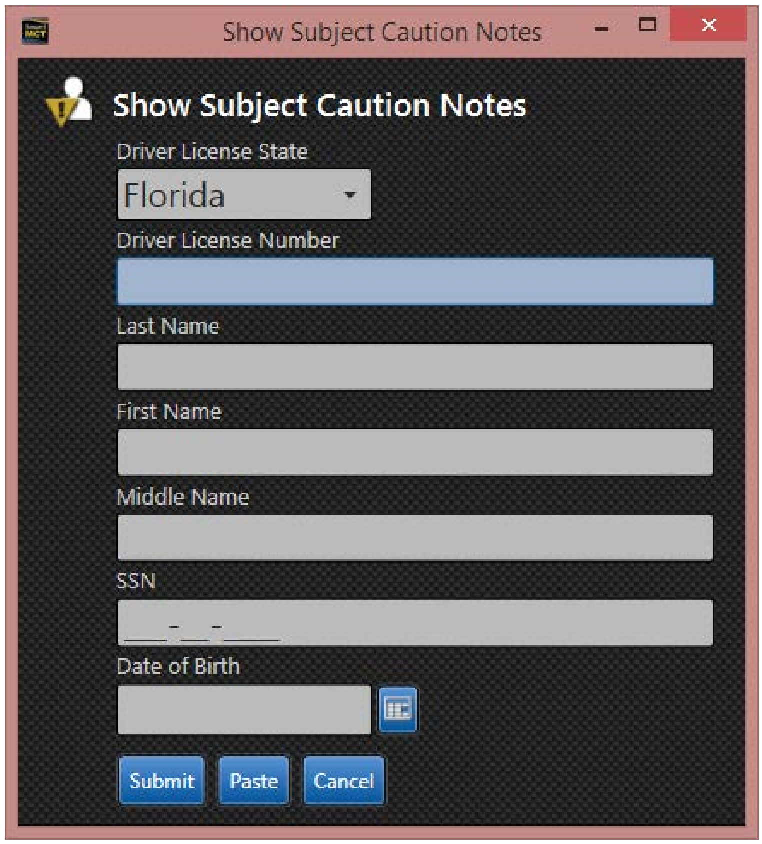
Search Caution Notes by Subject (Person)

Note: This function can be performed from either the *CAD* or *Person* ribbons.

CAD Ribbon

Person Ribbon

1. Click the **SUBJECT** icon on the *CAD* ribbon or the **CAUTION NOTES** icon on the *Person* ribbon. The *Show Subject Caution Notes* window appears.

   The **Driver License State** field defaults to the state configured in [System Settings].

2. Enter the query information through one of the following methods:

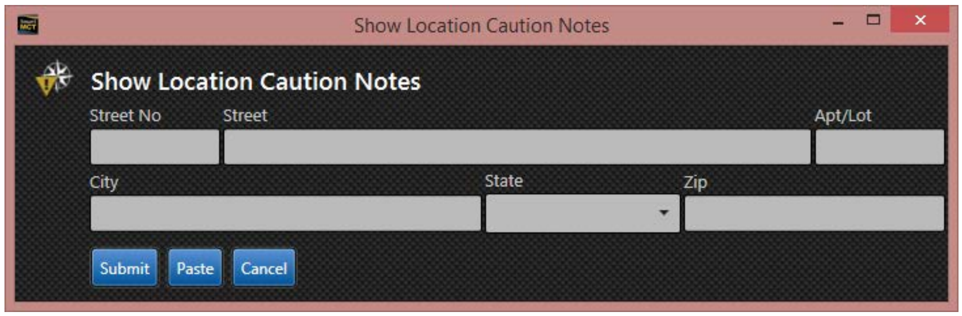
   a. Enter the information manually.

   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search Caution Notes by Location

1. Click the **LOCATION** icon on the *CAD* ribbon. The *Show Location Caution Notes* window appears.



2. Enter the query information through one of the following methods:
   a. Enter the information manually.
   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

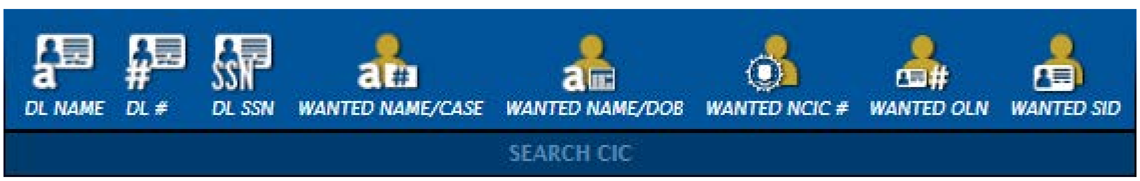
Person Ribbon

The *Person* ribbon provides more options to officers for gaining information regarding persons encountered during their tour of duty. Using these icons, the following can be accomplished:

- Search the Master Name Index

  - Search for a Person by Name
  - Search for a Person by MNI Number
  - Search for an Offense Report by Offense Number

- Search CIC



  - Search for a Person by Name
  - Search for a Person by Driver's License Number (OLN)
  - Search for a Person by State and Social Security Number
  - Search for a Wanted Person by Name and Case Number
  - Search for a Wanted Person by Name and Date of Birth
  - Search for a Wanted Person by NCIC Number
  - Search for a Wanted Person by Driver's License Number (OLN)
  - Search for a Wanted Person by State Identification Number (SID)

- Search CAD History

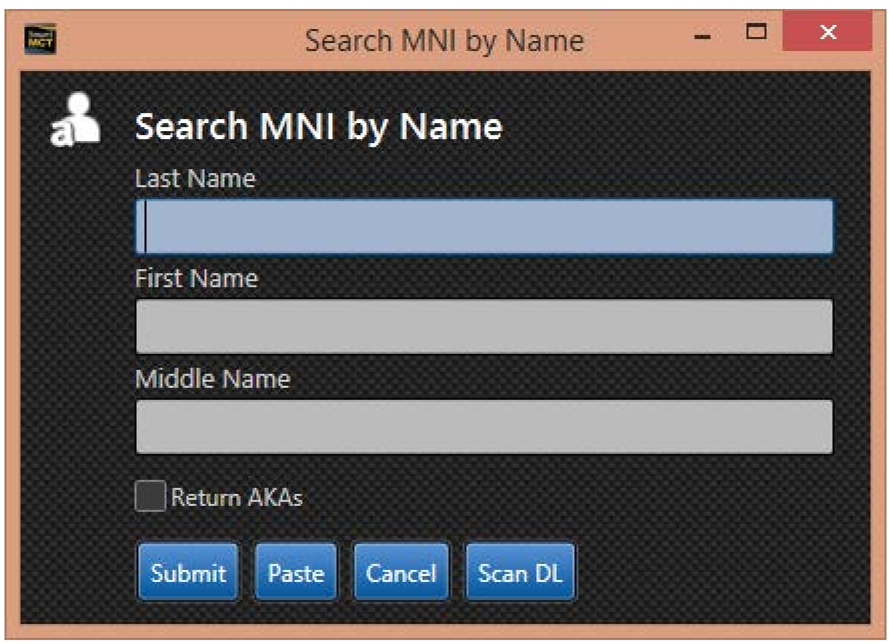
  - [Search Caution Notes by Subject (Person)]

Search the Master Name Index

Note: These functions are duplicated on both the *Home* and *Person* ribbons.

Search for a Person by Name

1. Click the **MNI NAME** icon on the *Home* or *Person* ribbons. The *Search MNI by Name* window appears.



2. Enter the query information through one of the following methods:

    a. Enter the information manually in all applicable fields.

    b. Paste the information from CIC, MBI, or MNI responses currently in the *Messages* list by clicking **Paste**.

    c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.

3. To include AKA matches (aliases) in the search results, place a check beside **Return AKAs**.

4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Person by Number

1. Click the **MNI #** icon on the *Home* or *Person* ribbons. The *Search MNI By Number* window appears.

2. The **MNI Number** field defaults to the standard MNI number prefix, including the agency acronym and the current two-digit year. Enter the **MNI Number** for which to search.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for an Offense Report by Offense Number

1. Click the **MNI Off #** icon on the *Home* or *Person* ribbons. The *Search MNI Offense Report By Offense Number* window appears.

2. The offense number defaults to the standard offense number prefix, including the agency acronym and the current two-digit year. Enter the **Offense Number** for which to search.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

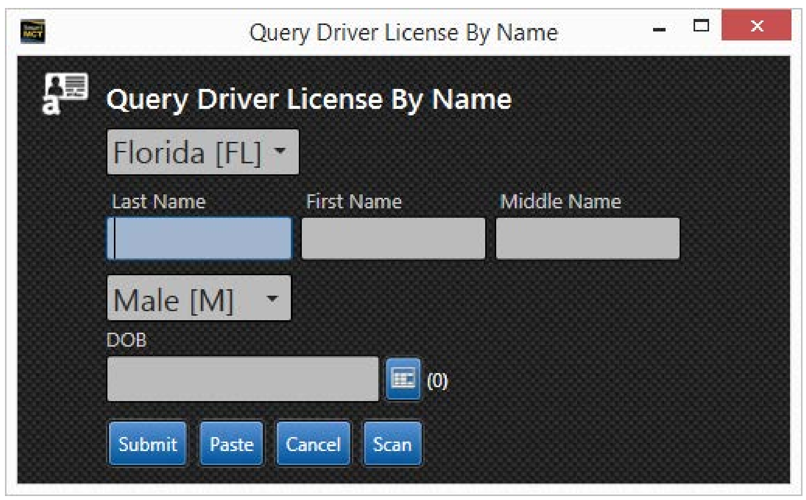
Search CIC

Note: When *SmartMCT* receives multiple responses to the same CIC query, it combines the results into a single message on the messages list.

Search for a Person by Name

Note: This function is duplicated on both the *Home* and *Person* ribbons.

1. Click the **DL NAME** icon on the *Home* or *Person* ribbons. The *Query Driver License By Name* window appears.



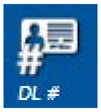
The **State** field defaults to the state designated in the System Settings.

The Sex field defaults to Male [M].

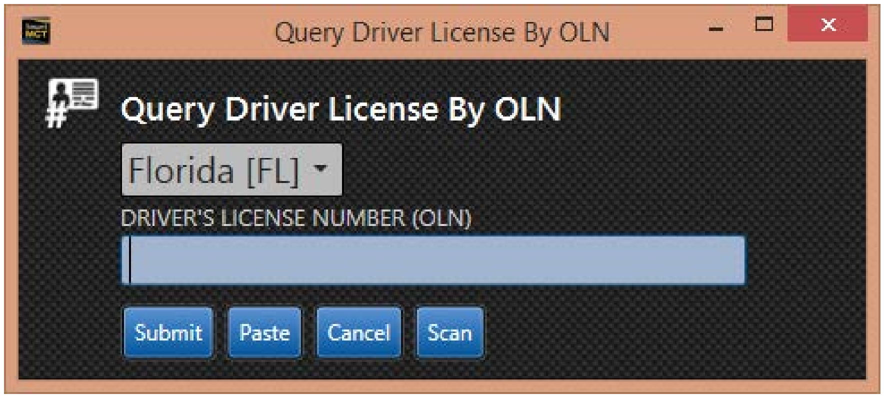
2. Enter the query information through one of the following methods:
   a. Enter the information manually in all applicable fields.
   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.
   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Person by Driver's License Number (OLN)

Note: This function is duplicated on both the *Home* and *Person* ribbons.



1. Click the **DL #** icon on the *Home* or *Person* ribbons. The *Query Driver License By OLN* window appears.



The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:

   a. Enter the information manually in the applicable fields.

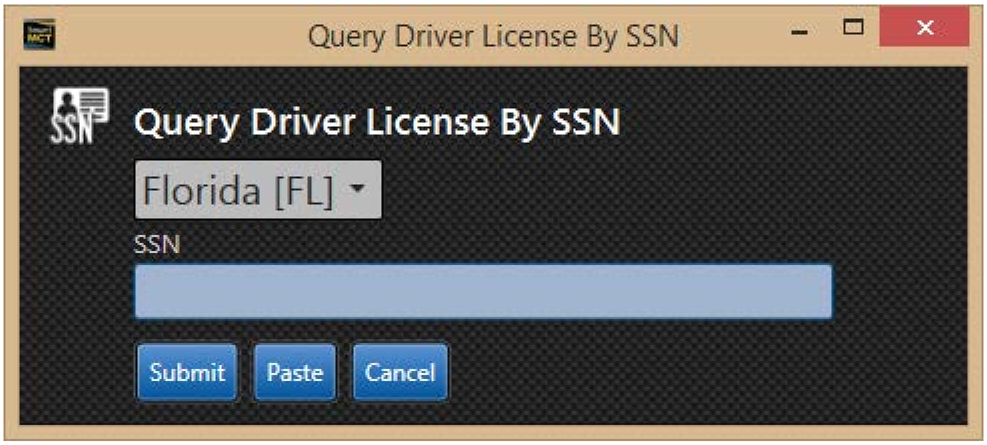
   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Person by State and Social Security Number

1. Click the **DL SSN** icon on the *Person* ribbon. The *Query Driver License By SSN* window appears.



The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:
   a. Enter the information manually in the applicable fields.
   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Wanted Person by Name and Case Number

1. Click the **WANTED NAME/CASE** icon on the *Person* ribbon. The *Query Wanted Person By Name And CaseNumber* window appears.

2. Enter the query information through one of the following methods:
    a. Enter the information manually in the applicable fields.
    b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.
    c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Wanted Person by Name and Date of Birth

1. Click the **WANTED NAME/DOB** icon on the *Person* ribbon. The *Query Wanted Person By Name And DOB* window appears.

   The **Sex** field defaults to *Male [M]*.

   The **Race** field defaults to *White [W]*.

2. Enter the query information through one of the following methods:

   a. Enter the information manually in the applicable fields.

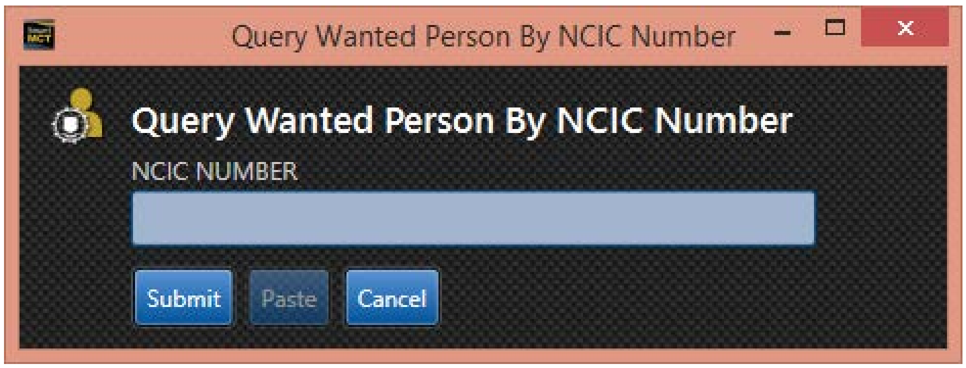
   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Wanted Person by NCIC Number

1. Click the **WANTED NCIC #** icon on the *Person* ribbon. The *Query Wanted Person By NCIC Number* window appears.



2. Enter the **NCIC Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Wanted Person by Driver's License Number (OLN)

1. Click the **WANTED OLN** icon on the *Person* ribbon. The *Query Wanted Person By OLN* window appears.

2. Enter the **Driver's License Number (OLN)** through one of the following methods:

   a. Enter the information manually in the applicable fields.

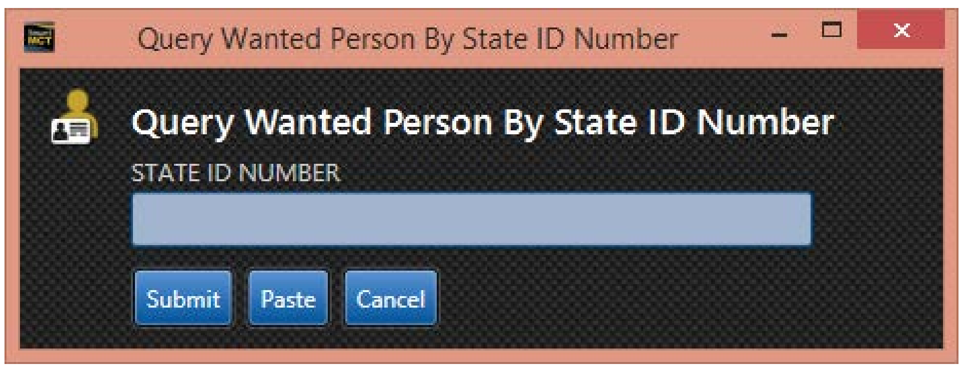
   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Wanted Person by State Identification Number (SID)

1. Click the **WANTED SID** icon on the *Person* ribbon. The *Query Wanted Person By State ID Number* window appears.



2. Enter the **Driver's License Number (OLN)** through one of the following methods:

   a. Enter the information manually in the applicable fields.

   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search CAD History

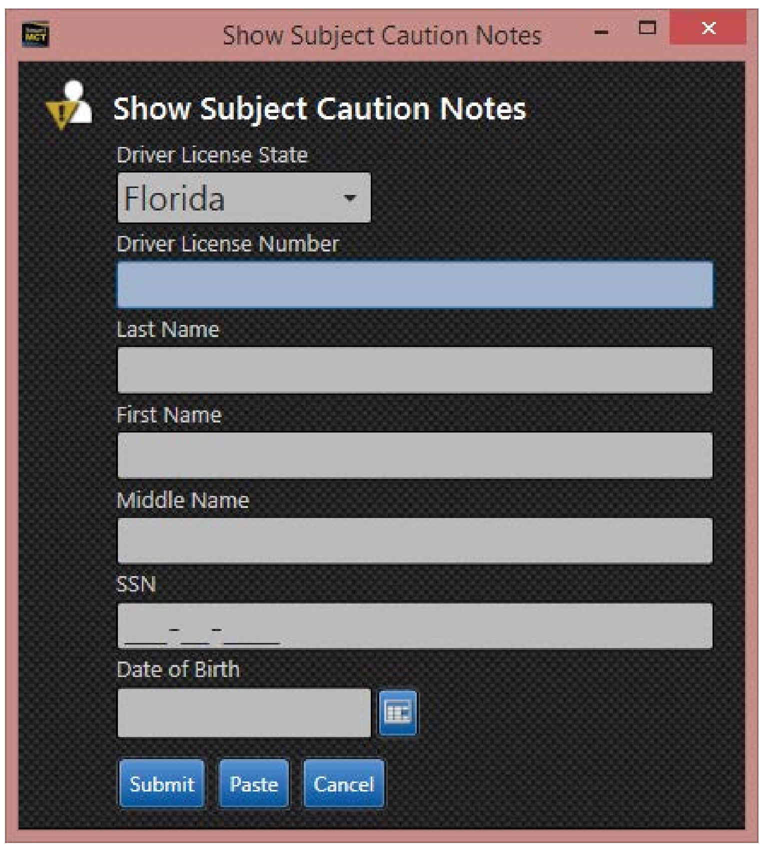
Search Caution Notes by Subject (Person)

Note: This function can be performed from either the *CAD* or *Person* ribbons.

CAD Ribbon

Person Ribbon

1. Click the **SUBJECT** icon on the *CAD* ribbon or the **CAUTION NOTES** icon on the *Person* ribbon. The *Show Subject Caution Notes* window appears.



The **Driver License State** field defaults to the state configured in System Settings.

2. Enter the query information through one of the following methods:

    a. Enter the information manually.

    b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

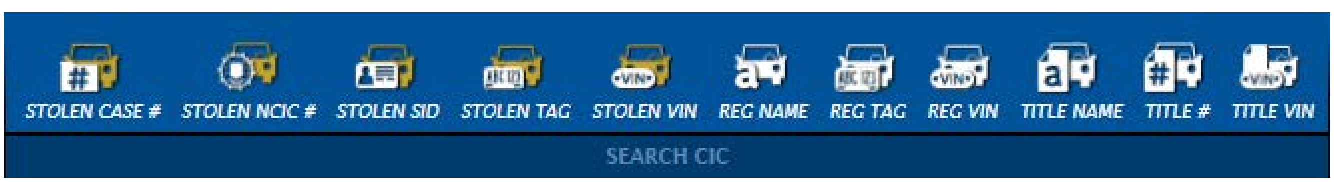
Vehicle Ribbon

The *Vehicle* ribbon provides more options to officers for gaining information regarding vehicles encountered during their tour of duty. Using these icons, the following can be accomplished:

- Search the Master Vehicle Index

  - Search for a Vehicle by Tag
  - Search for a Vehicle by Vehicle Identification Number (VIN)
  - Search for a Vehicle by Master Index Number
  - Search for a Vehicle by Details

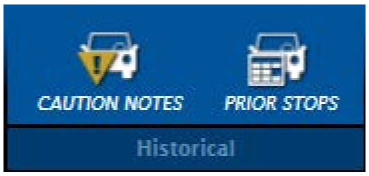
- Search CIC



  - Search for a Stolen Vehicle by Case Number (OCA)
  - Search for a Stolen Vehicle by NCIC Number
  - Search for a Stolen Vehicle by State Identification Number (SID)
  - Search for a Stolen Vehicle by Tag
  - Search for a Stolen Vehicle by Vehicle Identification Number (VIN)
  - Search for a Vehicle Registration by Name

  - o [Search for a Vehicle Registration by Tag]
  - o [Search for a Vehicle Registration by Vehicle Identification Number (VIN)]
  - o [Search for a Vehicle Title by Name]
  - o [Search for a Vehicle Title by Title Number]
  - o [Search for a Vehicle Title by Vehicle Identification Number (VIN)]

- Search CAD History



  - o [Search Caution Notes by Vehicle Tag]
  - o [Search Prior Stops]

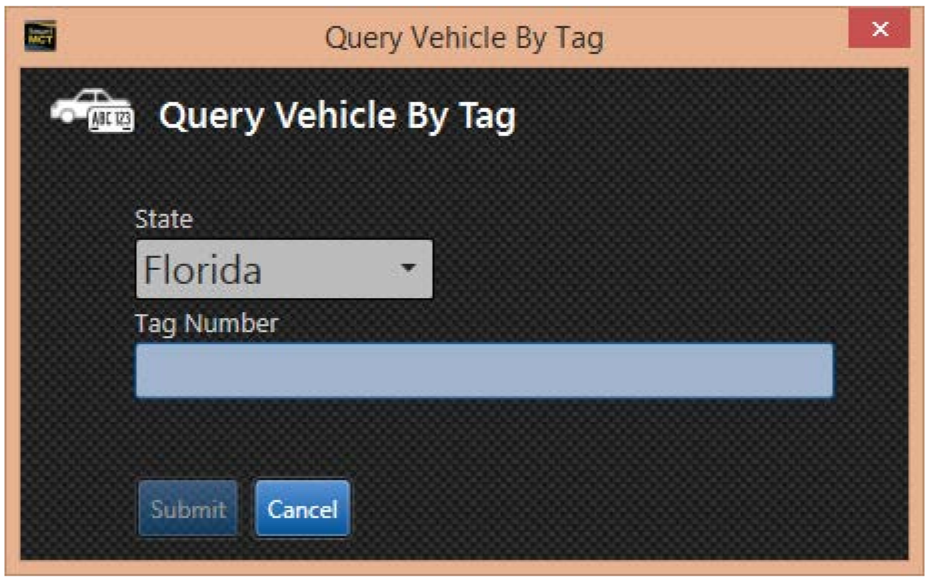
- Search Offense

  - o [Search for a Stolen Vehicle in Offense Reports]

Search the Master Vehicle Index

Search for a Vehicle by Tag

1. Click the **MVI TAG** icon on the *Vehicle* ribbon. The *Query Vehicle By Tag* window appears.

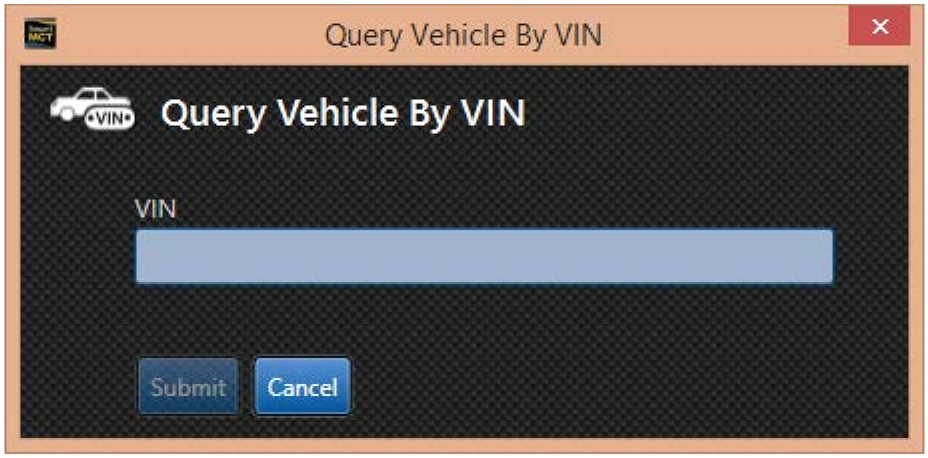
   The **State** field defaults to the state designated in the System Settings. Change this, as needed.

2. Enter the **Tag Number**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vehicle by Vehicle Identification Number (VIN)

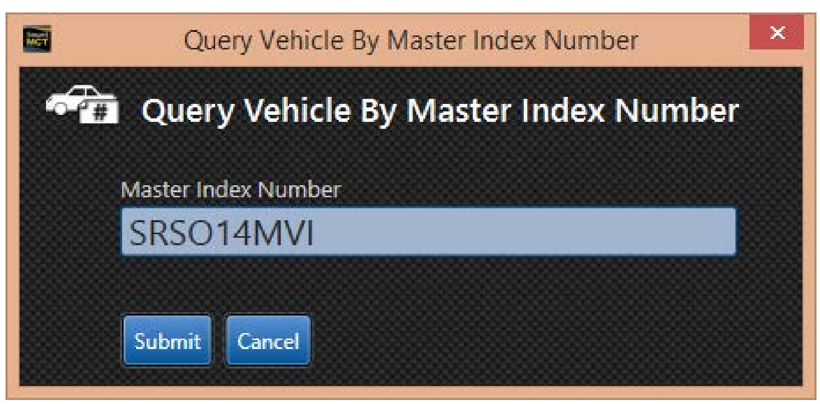
1. Click the **MVI VIN** icon on the *Vehicle* ribbon. The *Query Vehicle By VIN* window appears.



2. Enter the **VIN**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vehicle by Master Index Number

1. Click the **MVI #** icon on the *Vehicle* ribbon. The *Query Vehicle By Master Index Number* window appears.

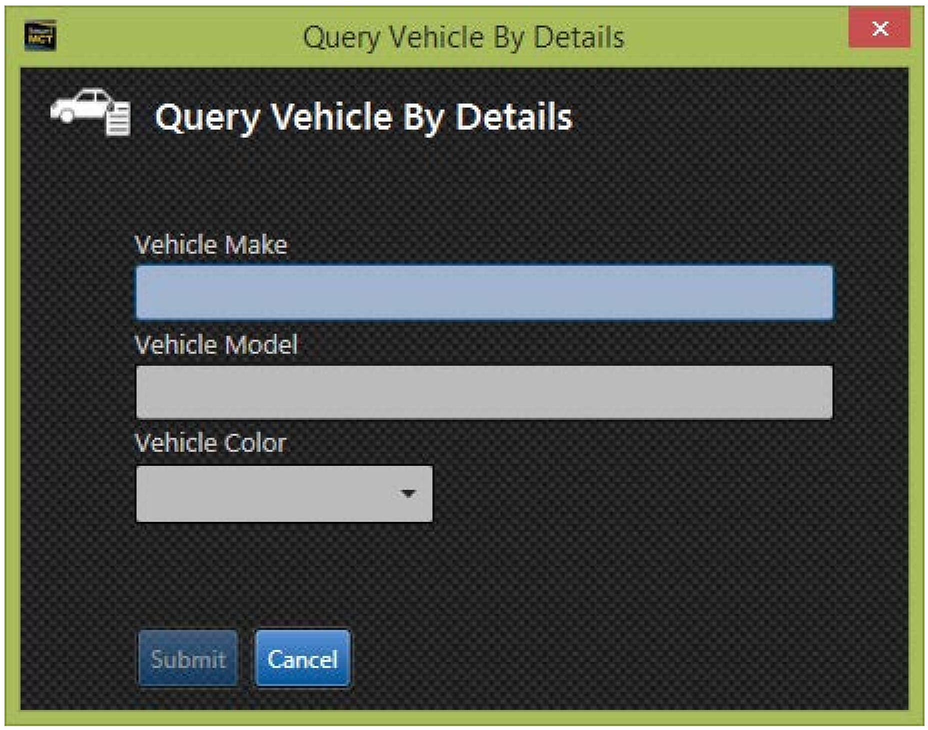


The **Master Index Number** field defaults to the standard MVI number prefix, including the agency acronym and the current two-digit year.

2. Enter the MVI number for which to search.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vehicle by Details

1. Click the **MVI DETAILS** icon on the *Vehicle* ribbon. The *Query Vehicle By Details* window appears.



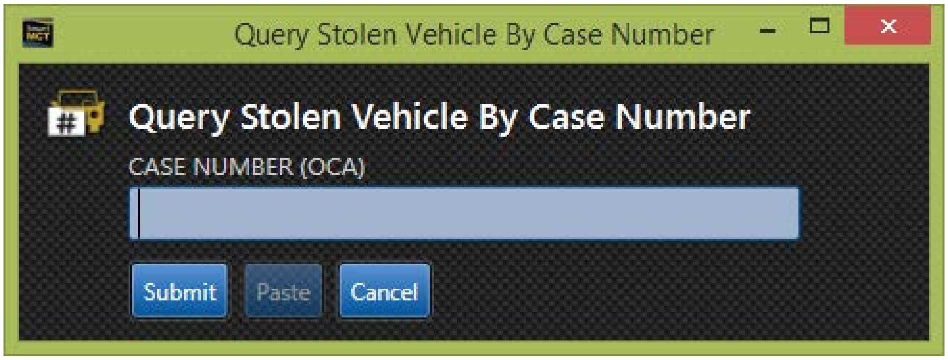
2. Enter the **Vehicle Make**, **Vehicle Model**, and **Vehicle Color**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search CIC

Note: When *SmartMCT* receives multiple responses to the same CIC query, it combines the results into a single message on the messages list.

Search for a Stolen Vehicle by Case Number (OCA)

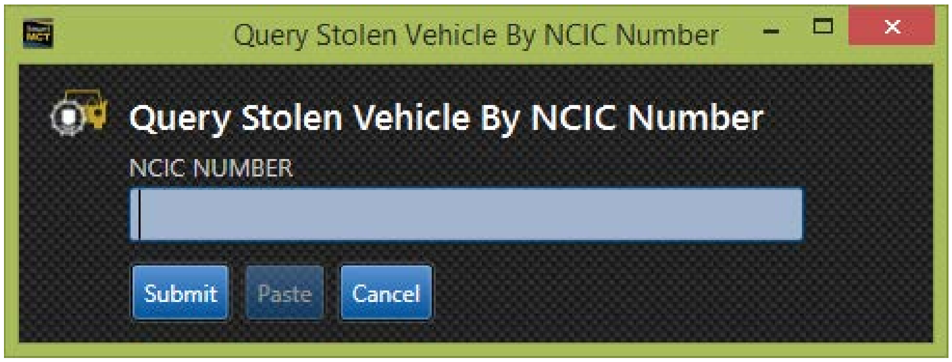
1. Click the **STOLEN CASE #** icon on the *Vehicle* ribbon. The *Query Stolen Vehicle By Case Number* window appears.



2. Enter the **Case Number (OCA)**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Vehicle by NCIC Number

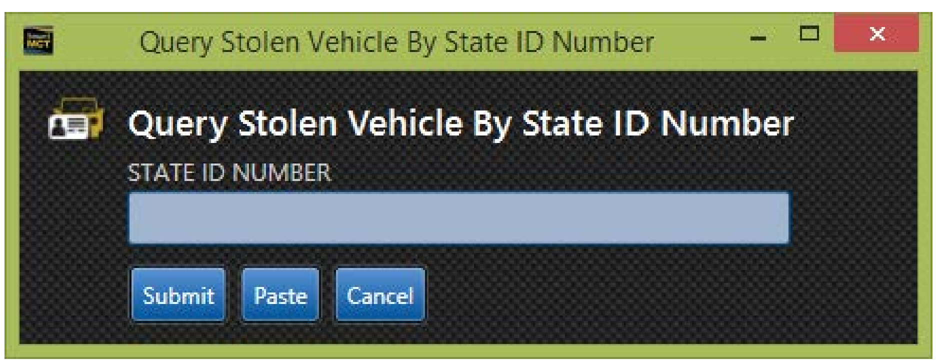
1. Click the **STOLEN NCIC #** icon on the *Vehicle* ribbon. The *Query Stolen Vehicle By NCIC Number* window appears.



2. Enter the **NCIC Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Vehicle by State Identification Number (SID)

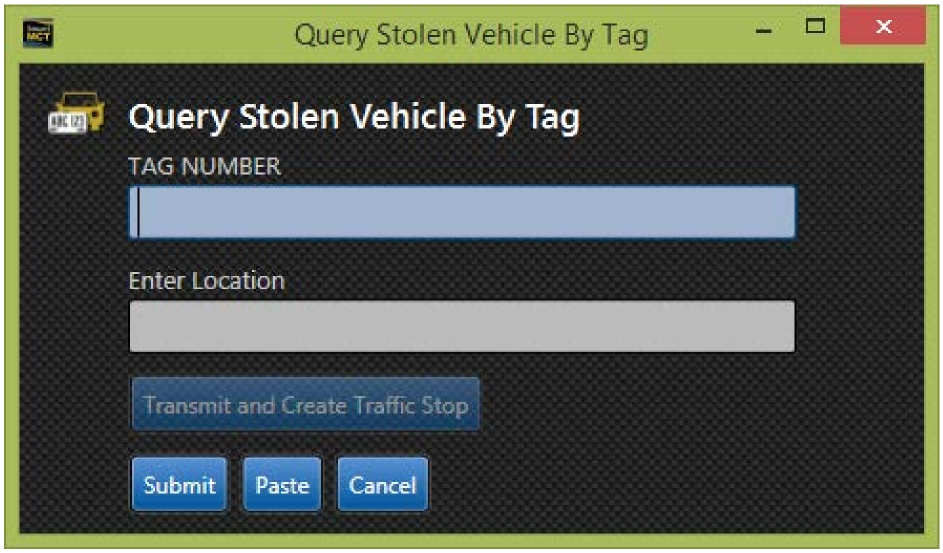
1. Click the **STOLEN SID** icon on the *Vehicle* ribbon. The *Query Stolen Vehicle By State ID Number* window appears.



2. Enter the **State ID Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Vehicle by Tag

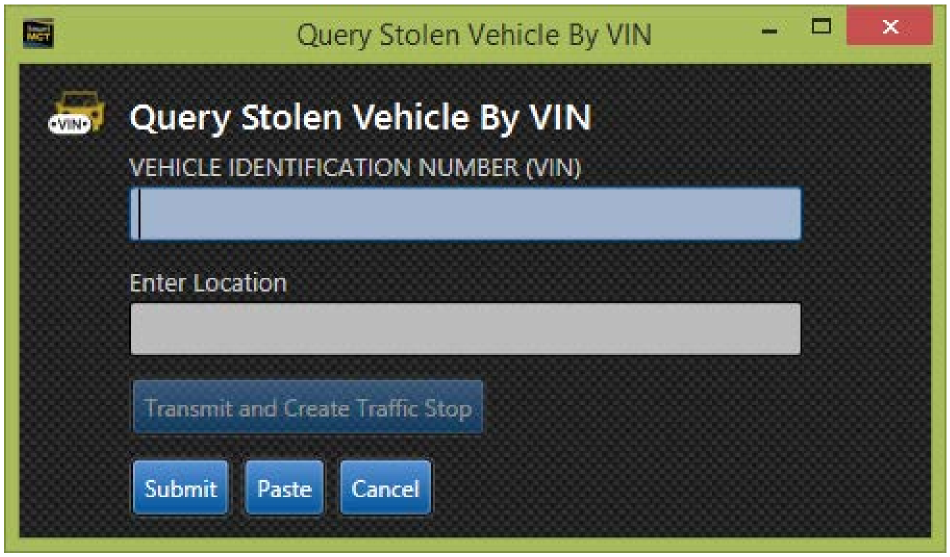
1. Click the **STOLEN TAG** icon on the *Vehicle* ribbon. The *Query Stolen Vehicle By Tag* window appears.



2. Enter the **Tag Number**.
3. If the vehicle was encountered through a traffic stop, enter the **Location**.
4. If the vehicle was encountered through a traffic stop, click **Transmit and Create Traffic Stop**. Otherwise, click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Vehicle by Vehicle Identification Number (VIN)

1. Click the **STOLEN VIN** icon on the *Vehicle* ribbon. The *Query Stolen Vehicle By VIN* window appears.



2. Enter the **Vehicle Identification Number (VIN)** through one of the following methods:

    a. Enter the information manually.

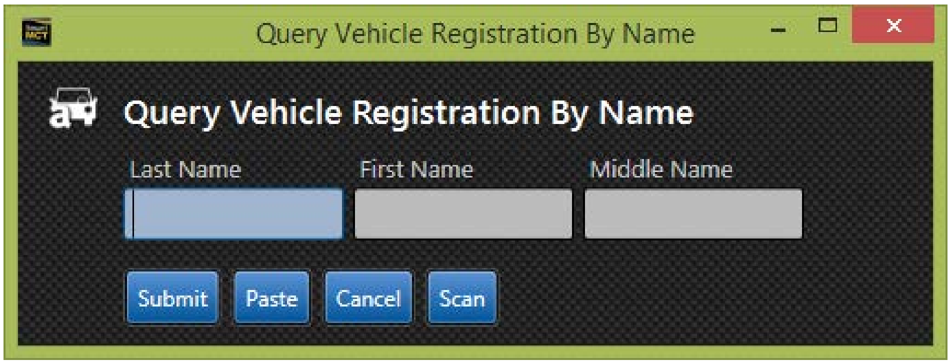
    b. Paste the information from CIC, MBI, MNI, or MVI query responses currently in the *Messages* list by clicking **Paste**.

3. If the vehicle was encountered through a traffic stop, enter the **Location**.

4. If the vehicle was encountered through a traffic stop, click **Transmit and Create Traffic Stop**. Otherwise, click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vehicle Registration by Name

1. Click the **REG NAME** icon on the *Vehicle* ribbon. The *Query Vehicle By Name* window appears.

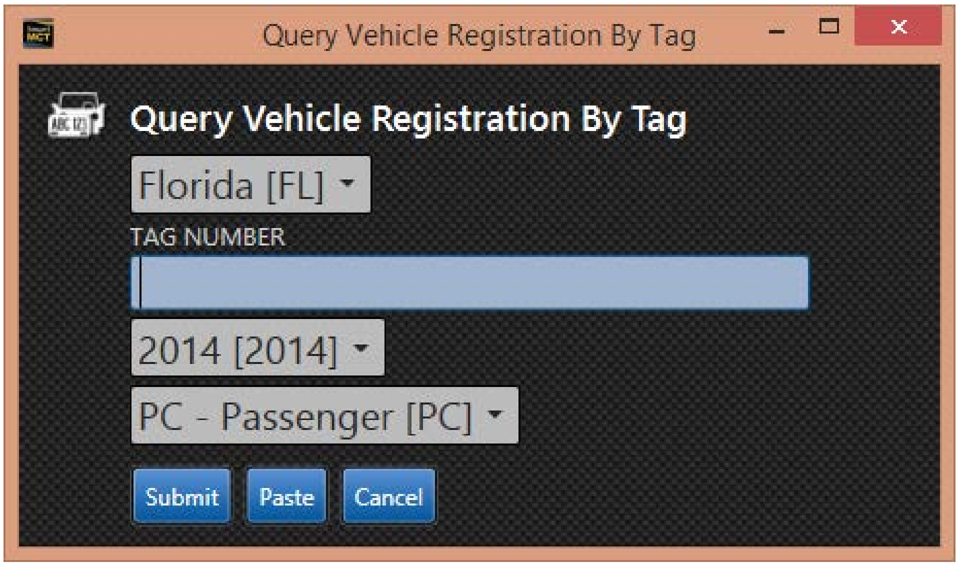


2. Enter the query information through one of the following methods:
    a. Enter the information manually in all applicable fields.
    b. Paste the information from CIC, MBI, or MNI responses currently in the *Messages* list by clicking **Paste**.
    c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vehicle Registration by Tag

Note: This function is duplicated on both the *Home* and *Vehicle* ribbons.

1. Click the **REG TAG** icon on the *Home* or *Vehicle* ribbons. The *Query Vehicle Registration By Tag* window appears.

   The **State** field defaults to the state designated in the System Settings.

   The **Year** field defaults to the current year.

   The **Tag Type** field defaults to *PC - Passenger [PC]*.

2. Enter the query information through one of the following methods:

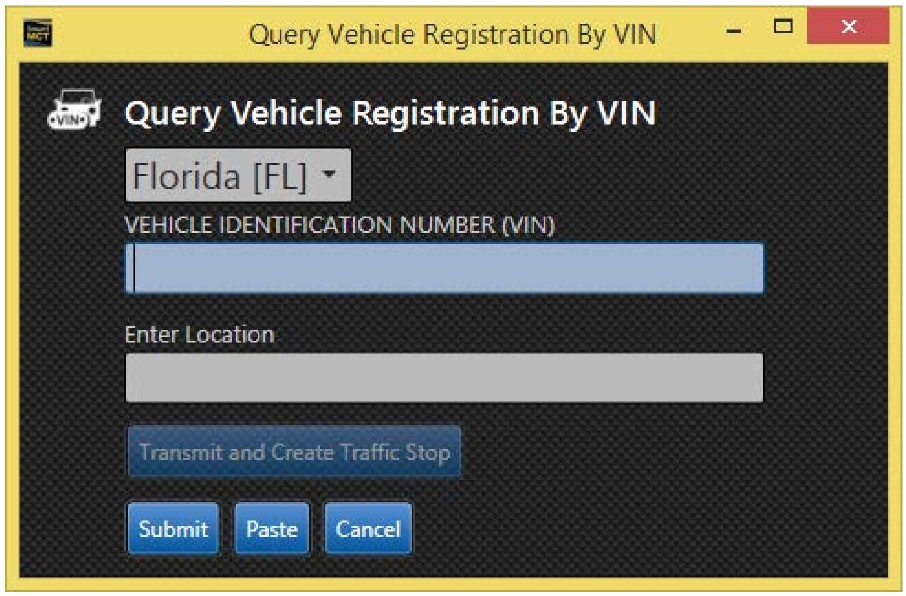
   a. Enter the information manually.

   b. Paste the information from CIC, MBI, MNI, or MVI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vehicle Registration by Vehicle Identification Number (VIN)

1. Click the **REG VIN** icon on the *Vehicle* ribbon. The *Query Vehicle Registration By VIN* window appears.

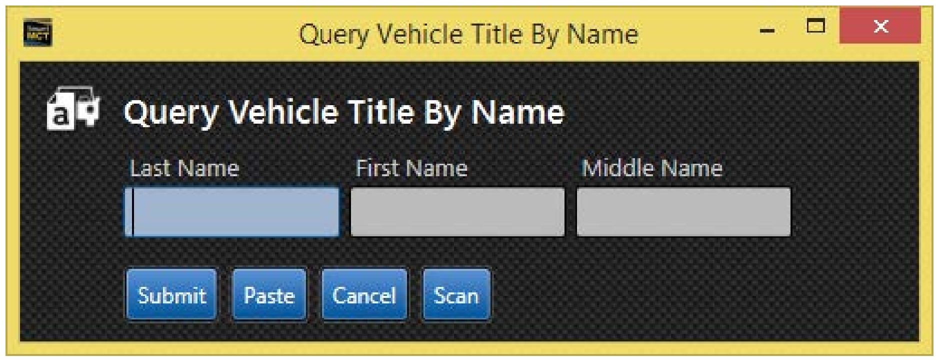


The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:
   a. Enter the information manually.
   b. Paste the information from CIC, MBI, MNI, or MVI query responses currently in the *Messages* list by clicking **Paste**.
3. If the vehicle was encountered through a traffic stop, enter the **Location**.
4. If the vehicle was encountered through a traffic stop, click **Transmit and Create Traffic Stop**. Otherwise, click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vehicle Title by Name

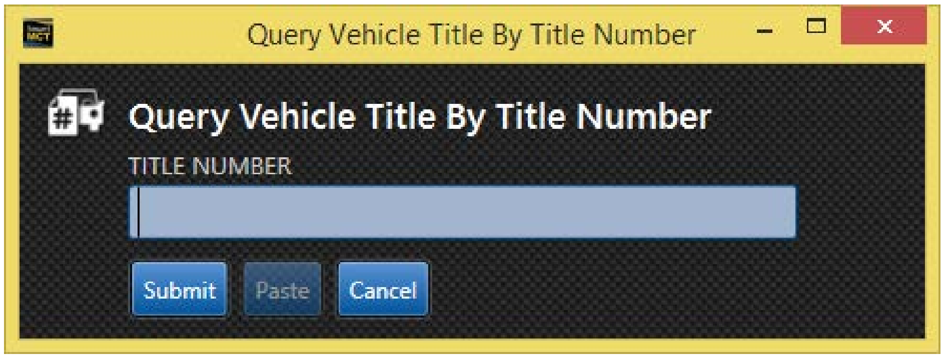
1. Click the **TITLE NAME** icon on the *Vehicle* ribbon. The *Query Vehicle Title By Name* window appears.



2. Enter the query information through one of the following methods:
   a. Enter the information manually in all applicable fields.
   b. Paste the information from CIC, MBI, or MNI responses currently in the *Messages* list by clicking **Paste**.
   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vehicle Title by Title Number

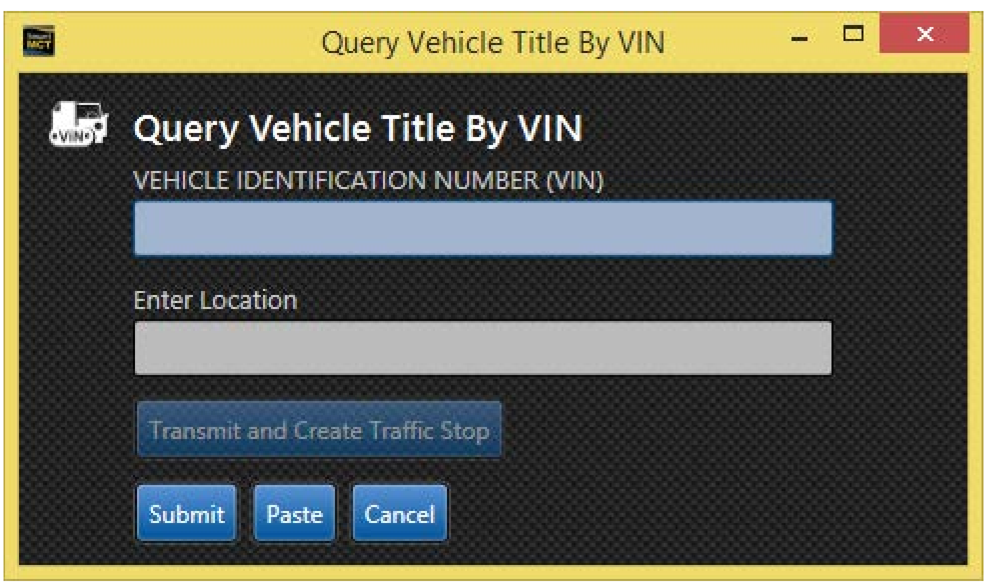
1. Click the **TITLE #** icon on the *Vehicle* ribbon. The *Query Vehicle Title By Title Number* window appears.



2. Enter the **Title Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

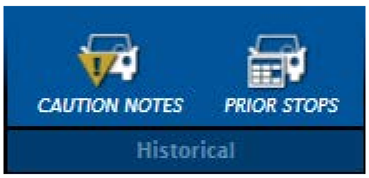
Search for a Vehicle Title by Vehicle Identification Number (VIN)

1. Click the **TITLE VIN** icon on the *Vehicle* ribbon. The *Query Vehicle Title By VIN* window appears.



2. Enter the **Vehicle Identification Number (VIN)** through one of the following methods:
    a. Enter the information manually.
    b. Paste the information from CIC, MBI, MNI, or MVI query responses currently in the *Messages* list by clicking **Paste**.
3. If the vehicle was encountered through a traffic stop, enter the **Location**.
4. If the vehicle was encountered through a traffic stop, click **Transmit and Create Traffic Stop**. Otherwise, click **Submit**. Results are returned as a new message on the *Messages* tab.

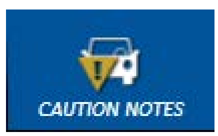
Search CAD History



Search Caution Notes by Vehicle Tag

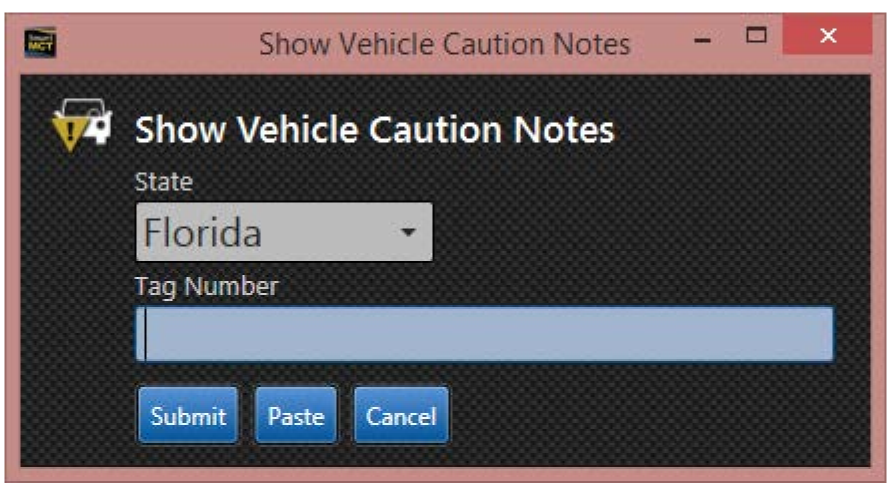
Note: This function can be performed from either the *CAD* or *Vehicle* ribbons.

CAD Ribbon



Vehicle Ribbon

1. Click the **VEHICLE** icon on the *CAD* ribbon or the **CAUTION NOTES** icon on the *Vehicle* ribbon. The *Show Vehicle Caution Notes* window appears.



The **State** field defaults to the state configured in System Settings.

2. Enter query information through one of the following methods:

    a. Enter the information manually.

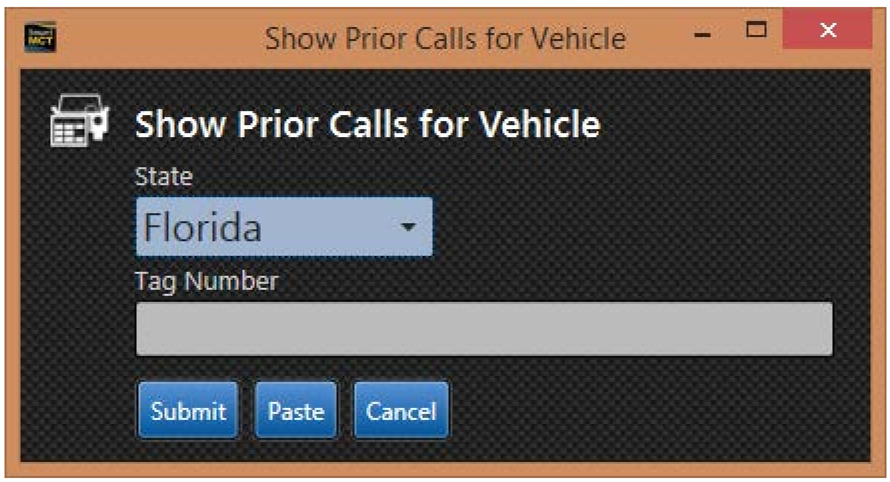
    b. Paste the information from CIC, MBI, MNI or MVI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search Prior Stops

Note: This function can be performed from either the *CAD* or *Vehicle* ribbons.

1. Click the **PRIOR STOPS** icon on the *CAD* or *Vehicle* ribbons. The *Search Prior Calls for Vehicle* window appears.



The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:

    a. Enter the information manually.

    b. Paste the information from CIC, MBI, MNI or MVI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search Offense

Search for a Stolen Vehicle in Offense Reports

1. Click the **STOLEN VEHICLE** icon on the *Vehicle* ribbon. The *Get Stolen Vehicle from Offenses* window appears.

2. Enter the query information through one of the following methods:
   a. Enter the information manually.
   b. Paste the information from CIC, MBI, MNI or MVI query responses currently in the *Messages* list by clicking **Paste**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

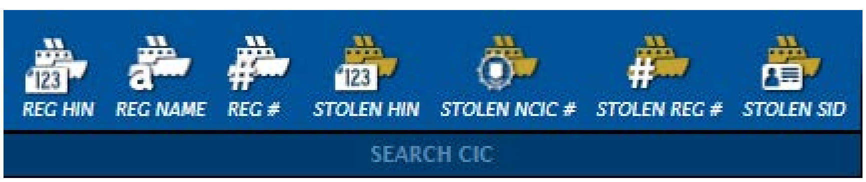
Vessel Ribbon

The *Vessel* ribbon provides more options to officers for gaining information regarding vessels encountered during their tour of duty. Using these icons, the following can be accomplished:

- Search the Master Hull Index

  - Search for a Vessel by Registration Number
  - Search for a Vessel by Hull Identification Number (HIN)
  - Search for a Vessel by Master Index Number
  - Search for a Vessel by Details

- Search CIC



  - Search for a Vessel Registration by Hull Identification Number (HIN)
  - Search for a Vessel Registration by State and Name
  - Search for a Vessel Registration by State and Registration Number
  - Search for a Stolen Vessel by Hull Identification Number (HIN) and State
  - Search for a Stolen Vessel by NCIC Number and State
  - Search for a Stolen Vessel by State and Registration Number
  - Search for a Stolen Vessel by State Identification Number (SID)

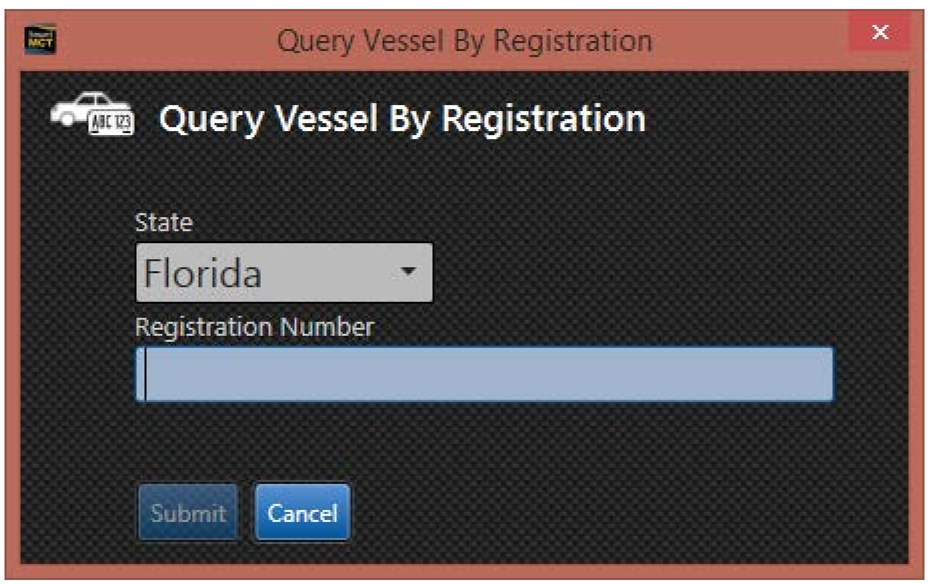
- Search CAD History

  - o [Search Caution Notes by Vessel Registration Number]

Search the Master Hull Index

Search for a Vessel by Registration Number

1. Click the **MHI REGNO** icon on the *Vessel* ribbon. The *Query Vessel By Registration* window appears.



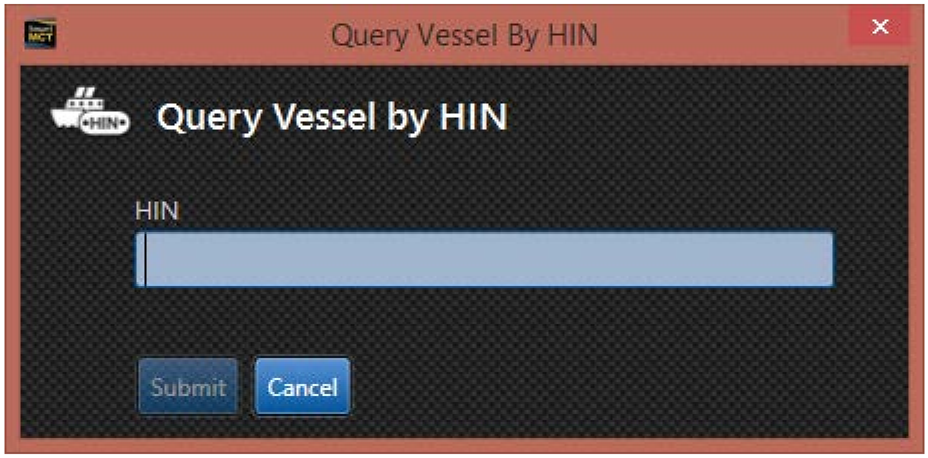
   The **State** field defaults to the state designated in the System Settings. Change this, as needed.

2. Enter the **Registration Number**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vessel by Hull Identification Number (HIN)

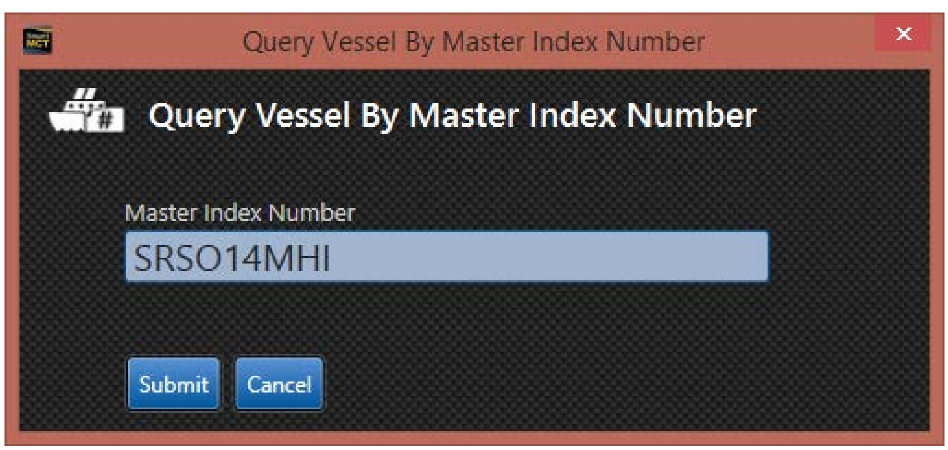
1. Click the **MHI HIN** icon on the *Vessel* ribbon. The *Query Vessel By HIN* window appears.



2. Enter the **HIN**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vessel by Master Index Number

1. Click the **MHI #** icon on the *Vessel* ribbon. The *Query Vessel By Master Index Number* window appears.

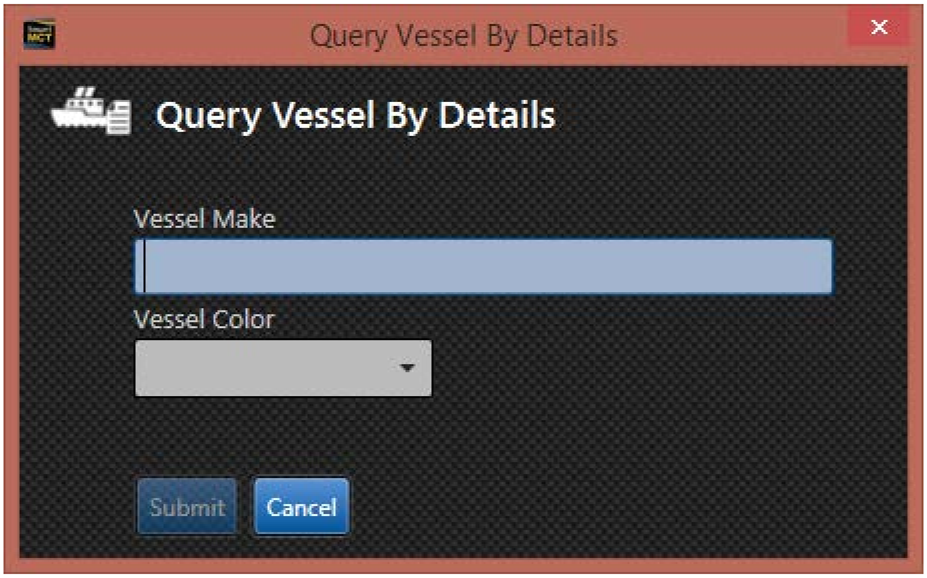


The **Master Index Number** field defaults to the standard MHI number prefix, including the agency acronym and the current two-digit year.

2. Enter the MHI number for which to search.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vessel by Details

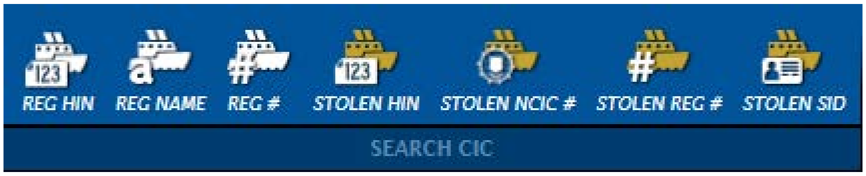
1. Click the **MHI DETAILS** icon on the *Vessel* ribbon. The *Query Vessel By Details* window appears.



2. Enter the **Vessel Make** and **Vessel Color**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search CIC

Note: When *SmartMCT* receives multiple responses to the same CIC query, it combines the results into a single message on the messages list.



Search for a Vessel Registration by Hull Identification Number (HIN)

1. Click the **REG HIN** icon on the *Vessel* ribbon. The *Query Boat Registration By HIN* window appears.

   The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:

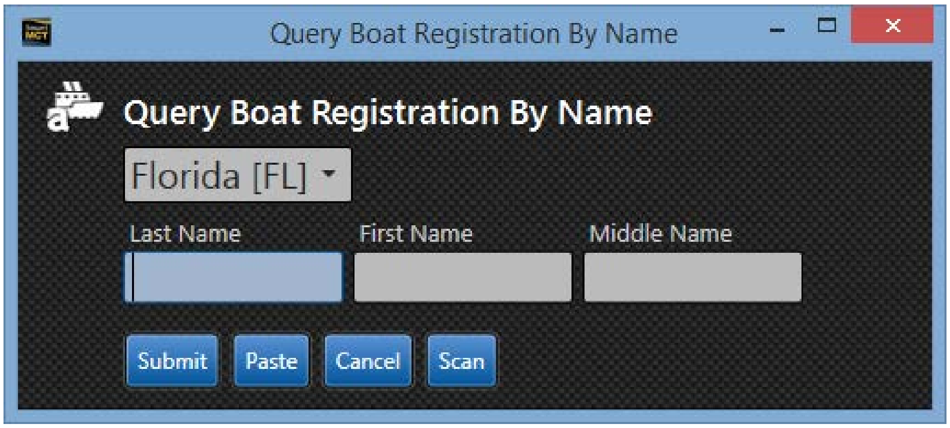
   a. Enter the information manually.

   b. Paste the information from CIC, MBI, MNI, or MHI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vessel Registration by State and Name

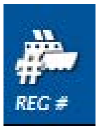
1. Click the **REG NAME** icon on the *Vessel* ribbon. The *Query Boat Registration By Name* window appears.



The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:
   a. Enter the information manually in all applicable fields.
   b. Paste the information from CIC, MBI, MNI, or MHI responses currently in the *Messages* list by clicking **Paste**.
   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Vessel Registration by State and Registration Number



1. Click the **REG #** icon on the *Vessel* ribbon. The *Query Boat Registration By Registration Number* window appears.

The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:

    a. Enter the information manually in all applicable fields.

    b. Paste the information from CIC, MBI, MNI or MHI responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Vessel by Hull Identification Number (HIN) and State

1. Click the **STOLEN HIN** icon on the *Vessel* ribbon. The *Query Stolen Boat By HIN* window appears.

The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:
    a. Enter the information manually.
    b. Paste the information from CIC, MBI, MNI, or MHI query responses currently in the *Messages* list by clicking **Paste**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Vessel by NCIC Number and State

1. Click the **STOLEN NCIC #** icon on the *Vessel* ribbon. The *Query Stolen Boat By NCIC Number* window appears.

   The **State** field defaults to the state designated in the System Settings. Change this, as needed.

2. Enter the **NCIC Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Vessel by State and Registration Number

1. Click the **STOLEN REG #** icon on the *Vessel* ribbon. The *Query Stolen Boat By HIN* window appears.

   The **State** field defaults to the state designated in the System Settings.

2. Enter the query information through one of the following methods:

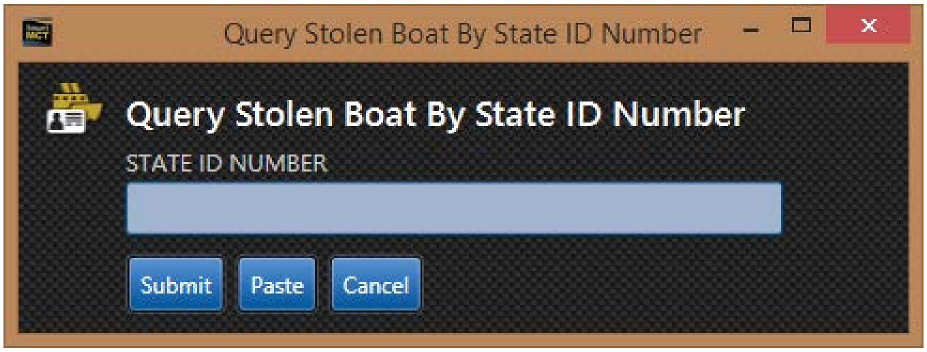
   a. Enter the information manually.

   b. Paste the information from CIC, MBI, MNI, or MHI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Vessel by State Identification Number (SID)

1. Click the **STOLEN SID** icon on the *Vessel* ribbon. The *Query Stolen Boat By State ID Number* window appears.



2. Enter the **State ID Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search CAD History

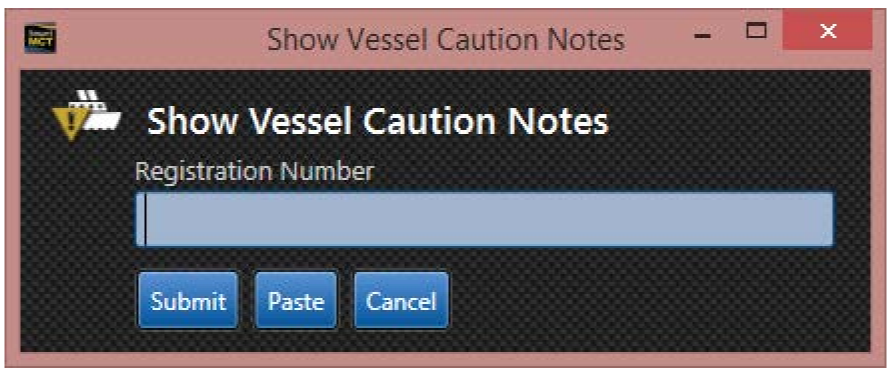
Search Caution Notes by Vessel Registration Number

Note: This function can be performed from either the *CAD* or *Vessel* ribbons.

CAD Ribbon

Vessel Ribbon

1. Click the **VESSEL** icon on the *CAD* ribbon or the **CAUTION NOTES** icon on the *Vessel* ribbon. The *Show Vessel Caution Notes* window appears.



2. Enter the **Registration Number** through one of the following methods:

   a. Enter the information manually.

   b. Paste the information from CIC, MBI, MNI or MHI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Article Ribbon

The *Article* ribbon allows officers to run articles through CIC while in the field. Using these icons, the following can be accomplished:

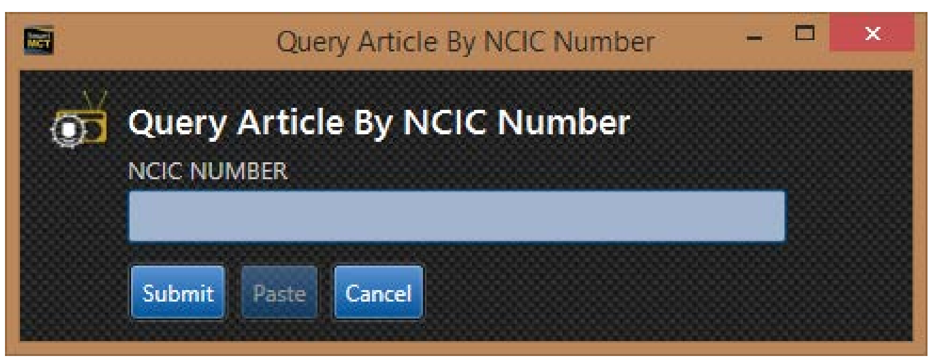
- Search CIC
    - Search for an Article by NCIC Number
    - Search for an Article by Type and Serial Number
    - Search for an Article by State Identification Number (SID)

Search CIC

Note: When *SmartMCT* receives multiple responses to the same CIC query, it combines the results into a single message on the messages list.

Search for an Article by NCIC Number

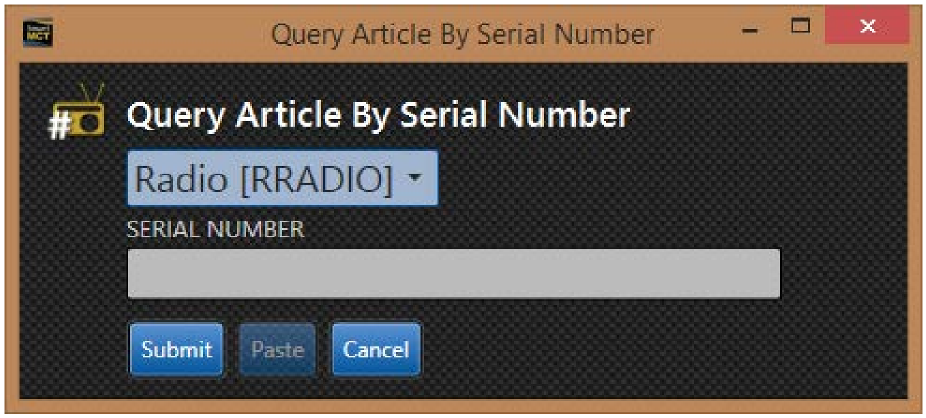
1. Click the **NCIC #** icon on the *Article* ribbon. The *Query Article By NCIC Number* window appears.



2. Enter the **NCIC Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for an Article by Type and Serial Number

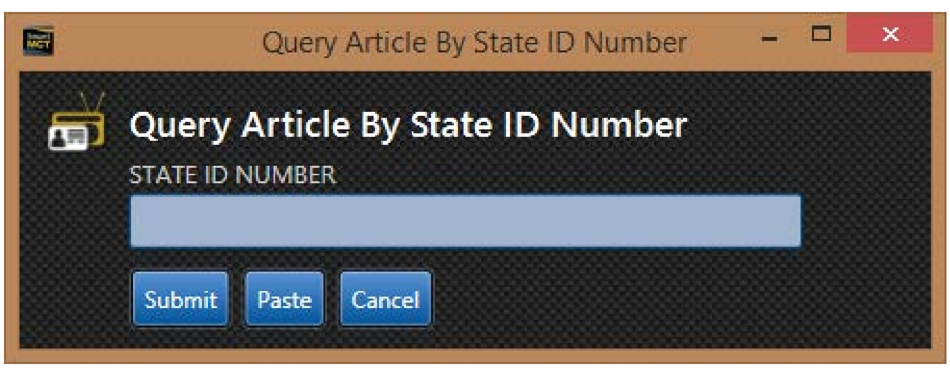
1. Click the **SERIAL #** icon on the *Article* ribbon. The *Query Article By Serial Number* window appears.



2. Choose the **Article Type** from the drop-down.
3. Enter the **Serial Number**.
4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

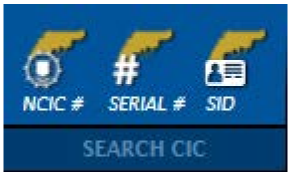
Search for an Article by State Identification Number (SID)

1. Click the **SID** icon on the *Article* ribbon. The *Query Article By State ID Number* window appears.



2. Enter the **State ID Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Gun Ribbon



The *Gun* ribbon allows officers to run firearms through CIC while in the field. Using these icons, the following can be accomplished:

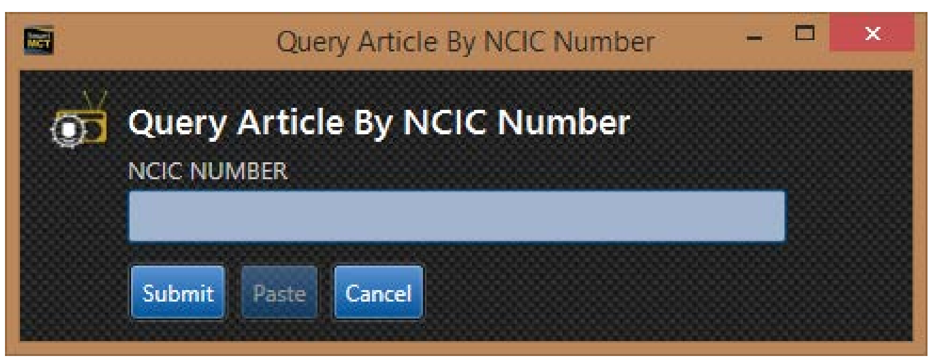
- Search CIC
    - o Search for a Firearm by NCIC Number
    - o Search for a Firearm by Serial Number, Manufacturer, and Caliber
    - o Search for a Firearm by State Identification Number (SID)

Search CIC

Note: When *SmartMCT* receives multiple responses to the same CIC query, it combines the results into a single message on the messages list.

Search for a Firearm by NCIC Number

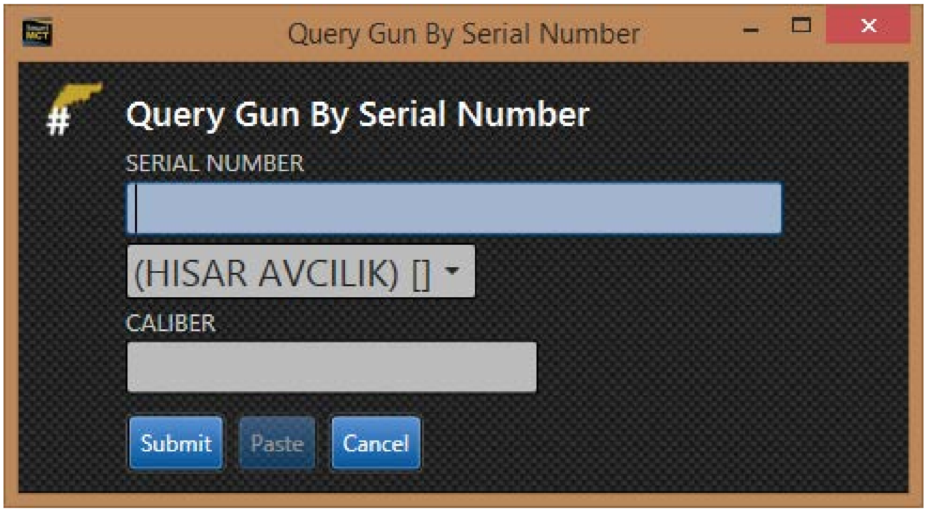
1. Click the **NCIC #** icon on the *Gun* ribbon. The *Query Gun By NCIC Number* window appears.



2. Enter the **NCIC Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Firearm by Serial Number, Manufacturer, and Caliber

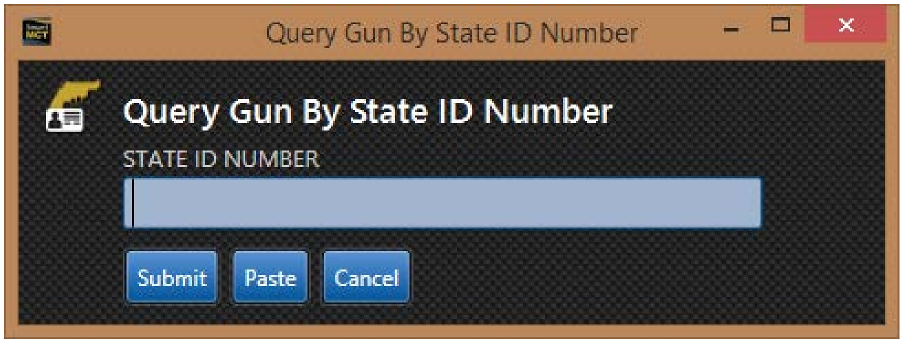
1. Click the **SERIAL #** icon on the *Gun* ribbon. The *Query Gun By Serial Number* window appears.



2. Enter the **Serial Number**.
3. Choose the **Manufacturer** from the drop-down.
4. Enter the **Caliber**.
5. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Firearm by State Identification Number (SID)

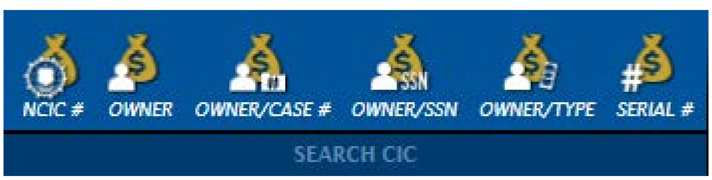
1. Click the **SID** icon on the *Gun* ribbon. The *Query Gun By State ID Number* window appears.



2. Enter the **State ID Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Security Ribbon

Note: This ribbon is disabled, by default, for agencies outside Alabama. Contact CTS to enable this option, if it is needed.



The *Security* ribbon allows officers to run securities through CIC while in the field. Using these icons, the following can be accomplished:

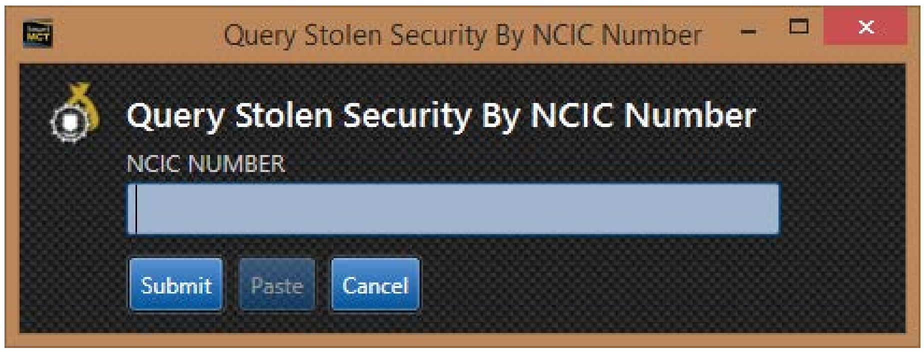
- Search CIC
  - Search for a Stolen Security by NCIC Number
  - Search for a Stolen Security by the Owner's Name
  - Search for a Stolen Security by the Owner's Name and the Case Number (OCA)
  - Search for a Stolen Security by the Owner's Name and Social Security Number (SSN)
  - Search for a Stolen Security by Type and the Owner's Name
  - Search for a Stolen Security by Type, Serial Number, and Denomination

Search CIC

Note: When *SmartMCT* receives multiple responses to the same CIC query, it combines the results into a single message on the messages list.

Search for a Stolen Security by NCIC Number

1. Click the **NCIC #** icon on the *Security* ribbon. The *Query Stolen Security By NCIC Number* window appears.



2. Enter the **NCIC Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Security by the Owner's Name

1. Click the **OWNER** icon on the *Security* ribbon. The *Query Stolen Security By Owner* window appears.

2. Enter the query information through one of the following methods:
    a. Enter the information manually in all applicable fields.
    b. Paste the information from CIC, MBI, or MNI responses currently in the *Messages* list by clicking **Paste**.
    c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Security by the Owner's Name and the Case Number (OCA)

1. Click the **OWNER/CASE #** icon on the *Security* ribbon. The *Query Stolen Security By Owner And Case Number* window appears.

2. Enter the **Last Name**, **First Name**, and **Middle Name** information through one of the following methods:
    a. Enter the information manually in all applicable fields.
    b. Paste the information from CIC, MBI, or MNI responses currently in the *Messages* list by clicking **Paste**.
    c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.
3. Enter the **Case Number (OCA)**
4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Security by the Owner's Name and Social Security Number (SSN)

1. Click the **OWNER/SSN** icon on the *Security* ribbon. The *Query Stolen Security By Owner And SSN* window appears.

2. Enter the **SSN**.
3. Enter the **Last Name**, **First Name**, and **Middle Name** information through one of the following methods:
   a. Enter the information manually in all applicable fields.
   b. Paste the information from CIC, MBI, or MNI responses currently in the *Messages* list by clicking **Paste**.
   c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.
4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Security by Type and the Owner's Name

1. Click the **OWNER/TYPE** icon on the *Security* ribbon. The *Query Stolen Security By Owner And Type* window appears.

2. Choose the **Security Type** from the drop-down.

3. Enter the **Last Name**, **First Name**, and **Middle Name** information through one of the following methods:

    a. Enter the information manually in all applicable fields.

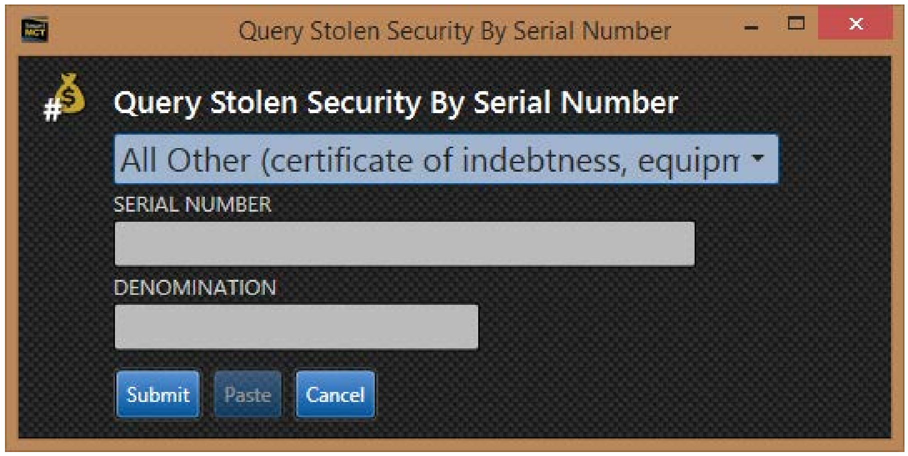
    b. Paste the information from CIC, MBI, or MNI responses currently in the *Messages* list by clicking **Paste**.

    c. Click **Scan** or press **[Alt+S]** to scan an individual's driver's license to populate the fields.

4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Stolen Security by Type, Serial Number, and Denomination

1. Click the **SERIAL #** icon on the *Security* ribbon. The *Query Stolen Security By Serial Number* window appears.



2. Choose the **Security Type** from the drop-down.
3. Enter the **Serial Number** and the **Denomination**.
4. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Business Ribbon

The *Business* ribbon allows officers to gain information about a business from the Master Business Index while in the field. These functions are duplicated on the *Home* ribbon for easy access. Using these icons, the following can be accomplished:

- Search the Master Business Index
  - Search for a Business by Name
  - Search for a Business by Number
  - Search for a Business by Window Decal

Search the Master Business Index

Home Ribbon

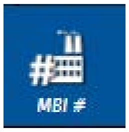
Business Ribbon

Search for a Business by Name

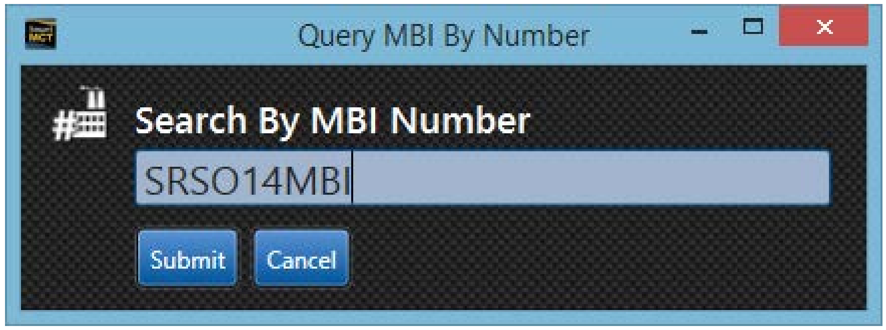
1. Click the **MBI NAME** icon on the *Home* or *Business* ribbons. The *Search MBI By Name* window appears.

2. Enter the **Business Name**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Business by Number



1. Click the **MBI #** icon on the *Home* or *Business* ribbons. The *Search by MBI Number* window appears.



The **MBI Number** field defaults to the standard MBI number prefix, including the agency acronym and the current two-digit year.

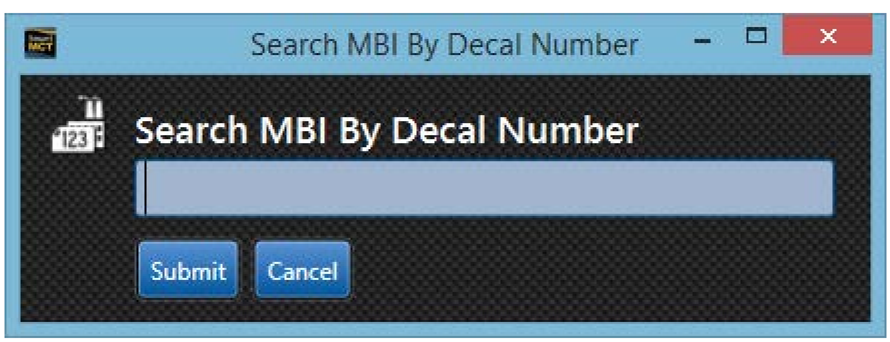
2. Enter the **MBI Number** for which to search.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for a Business by Window Decal

Home Ribbon

Business Ribbon

1. Click the **MBI DECAL** icon on the *Home* ribbon or the **WINDOW DECAL** icon on the *Business* ribbon. The *Search MBI By Decal Number* window appears.



2. Enter the **Decal Number**.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

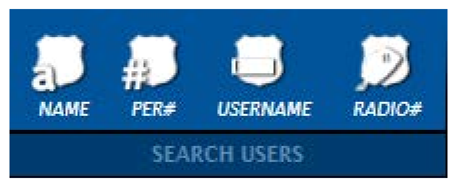
Users Ribbon

The *Users* ribbon allows officers to search MCT users in *Employee Master* while in the field, allowing them to add the contacts to Chat or gain other documented contact information. These functions are duplicated on the *Home* ribbon for easy access. Using these icons, the following can be accomplished:

- Search for MCT Users
    - Search for an Employee by Name
    - Search for an Employee by Personnel Number
    - Search for an Employee by User Name
    - Search for an Employee by Radio Number

Search for MCT Users

Home Ribbon



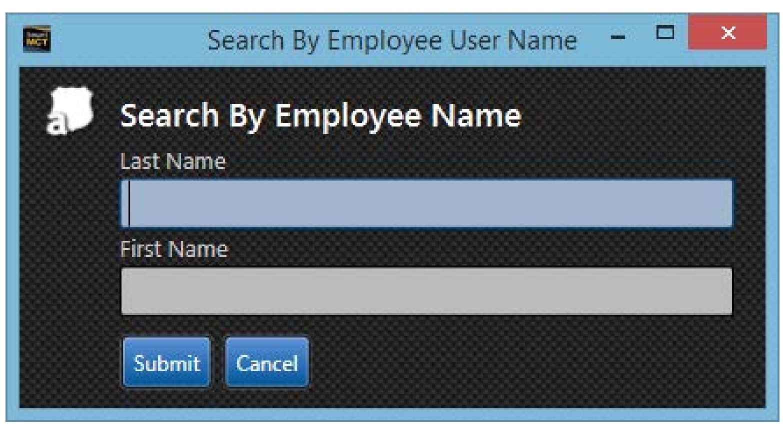
Users Ribbon

Search for an Employee by Name

Home Ribbon

Users Ribbon

1. Click the **BY NAME** icon on the *Home* ribbon or the **NAME** icon on the *Users* ribbon. The *Search By Employee Name* window appears.



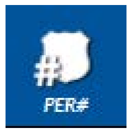
2. Enter the search criteria.
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

✓ Partial searches can also be performed.

For example, entering L in the **Last Name** field, and clicking **Submit**, will return all employees with a last name that begins with the letter "L."

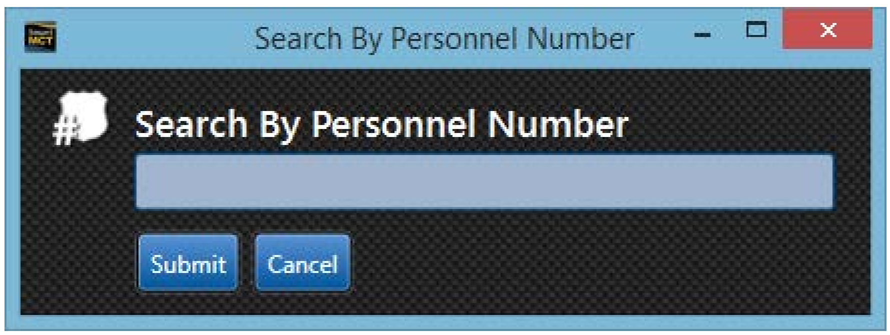
Search for an Employee by Personnel Number

Home Ribbon



Users Ribbon

1. Click the **BY PER NO** on the *Home* ribbon or the **PER#** icon on the *Users* ribbon. The *Search By Personnel Number* window appears.



2. Enter the employee's full personnel number.

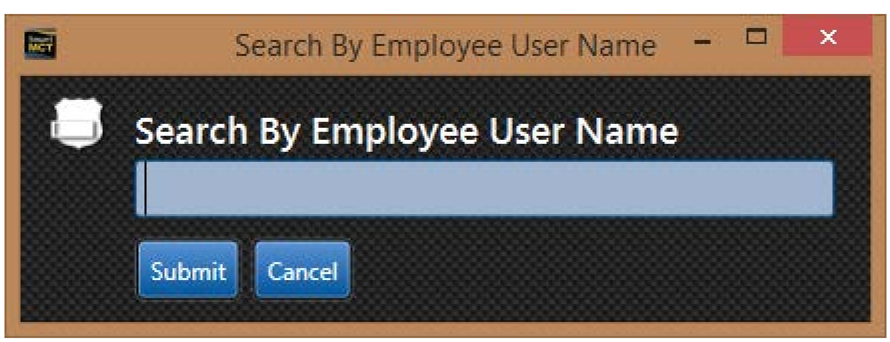
3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

Search for an Employee by User Name

Home Ribbon

Users Ribbon

1. Click the **USER NAME** icon on the *Home* ribbon or the **USERNAME** icon on the *Users* ribbon. The *Search By Employee User Name* window appears.



2. Enter the employee's full user name.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

✓ Partial searches can also be performed, with caution, as only the first match will return.

For example, entering `SMA` in the **User Name** field, and clicking **Submit**, will return the first employee with a user name that begins with the "SMA."

Search for an Employee by Radio Number

Home Ribbon

Users Ribbon

1. Click the **USER RADIO NO** icon on the *Home* ribbon or the **RADIO#** icon on the *Users* ribbon. The *Search By Radio Number* window appears.

2. Enter the employee's **Radio Number**.

3. Click **Submit**. Results are returned as a new message on the *Messages* tab.

✓ When the query results arrive on the *Messages* tab, a button is available within the message, itself, to **Add to Contacts**. Clicking this button will add the queried user to the contact list on the *Chat* tab.

✓ Holding down **[Shift]** and clicking an active unit on the *CAD* tab will also perform this query.

The MCT Main Window

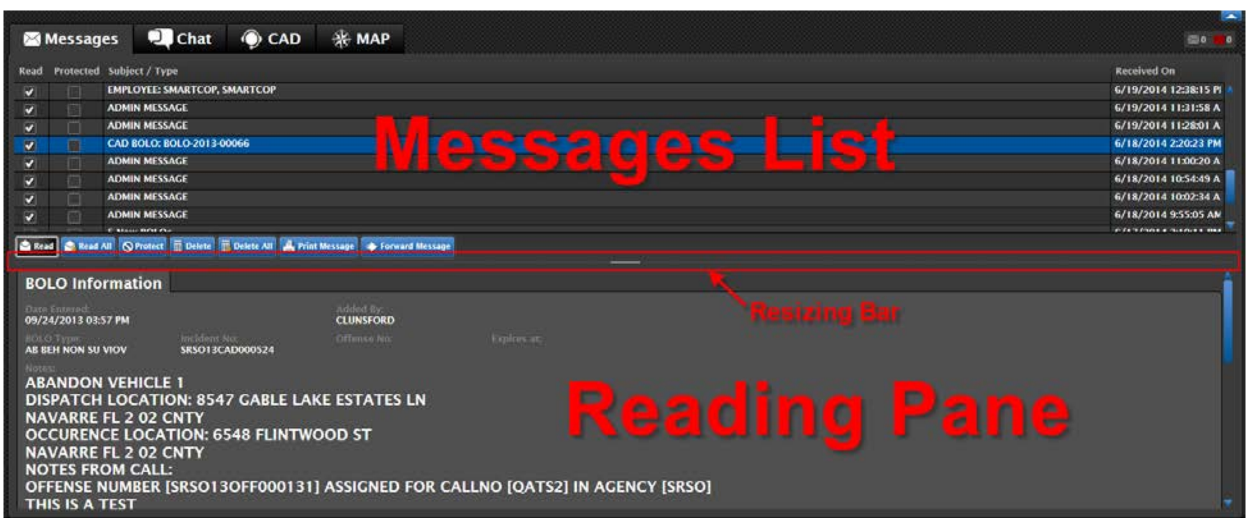
The MCT Main Window consists of:

- *Messages* tab: This is a central repository for messages and search results.
- *Chat* tab: This is a robust instant messaging tool that allows users to send and receive messages in real time
- *CAD* tab: This is an interface for viewing on-duty units and active CAD incidents. It can be merged with the *Map* tab, becoming the *CAD/MAP* tab.
- *MAP* tab: This an interface for viewing map information. It can be merged with the *CAD* tab, becoming the *CAD/MAP* tab.

  Note: This tab will not display if mapping software (such as Microsoft® MapPoint©) is not installed.
- Assigned Call tab: an interface for viewing, editing, and adding information to the user's assigned CAD incident.

  Note: This tab will not display if no incident has been assigned to the user.

Messages Tab



The *Messages* tab is the primary interface for retrieving information from the RMS applications or CIC. It contains two panels:

Messages List: Review a list of messages received in *SmartMCT*. Usually this is Admin messages, BOLOs, and query responses.

Reading Pane: Display the contents of the message selected in the Message List

The panels can be adjusted and resized as desired. The border between the two adjacent panels contains a small resizing handle. When the mouse arrow is held over this area, the cursor becomes a double-headed arrow. Hold down the left mouse button and move the mouse to drag the divider and adjust the size of the panels to the desired sizes. Release the mouse button when finished.

Messages List

Query results, search results, and MCT system messages will appear in the Messages List.

This list displays all undeleted messages have received in *SmartMCT*. All messages received will remain in list until deleted. Messages can also be printed, marked as read, or protected.

When a new message is received, a Message Alert appears at the bottom right of the window. If sound alerts are activated, a sound is also played. The message subject appears in the Messages List while the full text of the message displays in the Reading Pane.

Reading Messages

By actively reading a message, it will be automatically marked as 'Read.' However, one or more messages can be marked as ‘Read' without reading each one, individually.

To mark an individual message as 'Read':

1. Select the message you wish to mark as 'Read.'
2. Click the **Read** button in the toolbar below the Messages List. A check mark will appear in the *Read* column.

- ✓ To remove the *Read* flag, click the **Read** button again.
- ✓ Another method to mark a message *Read* or removing the *Read* flag is to click that message's **Read** checkbox directly.
- ✓ To mark all messages as *Read*, click the **Read All** button in the toolbar below the Message List. A check mark will appear in the *Read* column for all messages.

Protecting Messages

A *Protected* message cannot be deleted with the **Delete All** button. It can still be individually deleted, however.

To protect an individual message:

1. In the Message List, select the message to be protected.

2. Click the **Protect** button in the toolbar below the Message List. A check mark will appear in the *Protected* column.

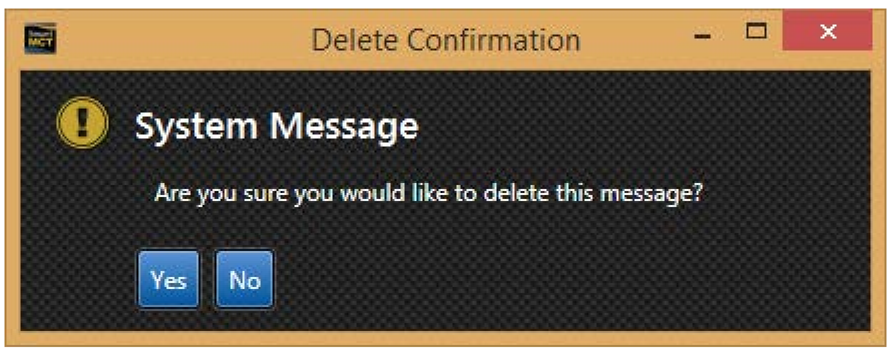
- ✓ To remove the protection on a message, click the **Protect** button again.
- ✓ Another method to mark a message *Protected* or remove the protection is to click that message's **Protected** check-box directly.

Deleting Messages

Individual messages can be deleted or all unprotected messages can be deleted at once. This action cannot be reversed. Once deleted, messages cannot be restored.

Deleting Individual Messages

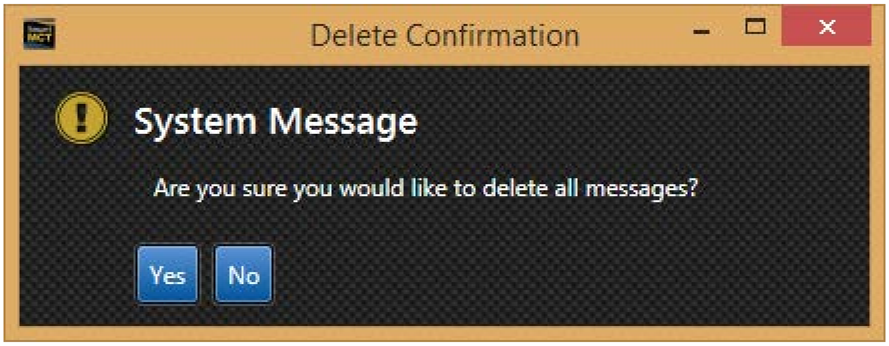
1. In the Message List, click the message to be deleted.
2. Click the **Delete** button in the toolbar beneath the list or press **[Delete]** on the keyboard. A confirmation window appears.



3. Click **OK** to delete the message.

Deleting All Messages

1. Ensure all messages that should be deleted are marked *Read*.
2. Ensure all *Read* messages that should not be deleted are also marked *Protected*.
3. Click the **Delete All** button in the toolbar beneath the Message List. All *Read* and unprotected messages will be deleted. A confirmation window appears.



4. Click **OK** to delete the messages.

Printing a Message

Note: Some messages, such as CAD query responses and initial MNI query responses, cannot be printed.

1. Select the message to be printed.
2. Click the **Print Message** button in the toolbar beneath the Message List.
3. The *Print Preview* window appears. Review the document on this screen prior to printing.
4. Click the **Print** icon to print the message on the selected printer.

Chat Tab

The SmartChat system is an instant messaging tool that allows users to send and receive messages with other MCT users in real time.

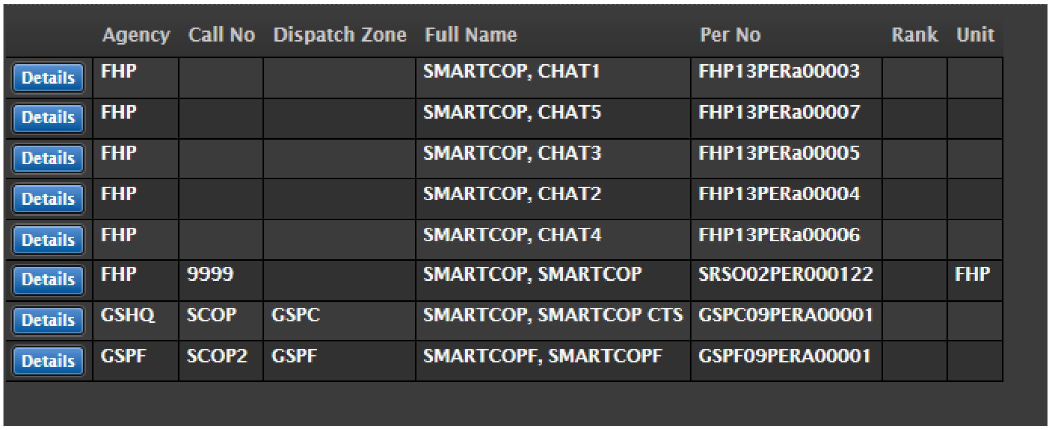
The Chat tab contains the following:

- Contact List Management icons which allow sorting and filtering the contact list
- Contact List section that displays contacts and their statuses
- Conversation pane which displays the conversation with the selected contact
- Message Entry box, below the Conversation pane, where text is entered.

Adding a User to the Contact List

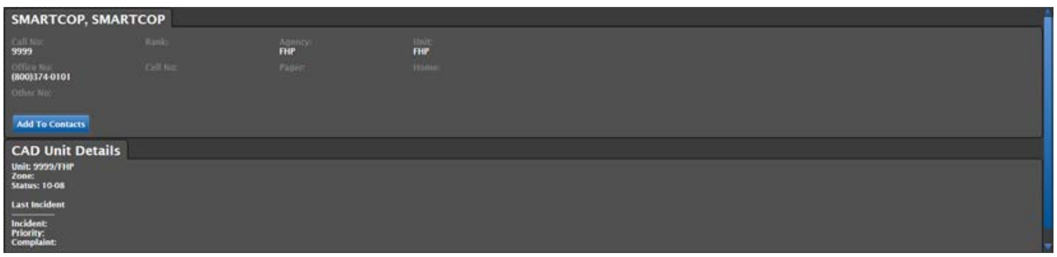
Users must be added to the *Contact List* before the user can initiate a conversation with them.

1. Follow the instructions for Searching for MCT Users. Search results will appear in the *Message List* with a subject line entitled "Employees" on the *Message* tab.
2. Open this message to view the results.



	Agency	Call No	Dispatch Zone	Full Name	Per No	Rank	Unit
Details	FHP			SMARTCOP, CHAT1	FHP13PERa00003		
Details	FHP			SMARTCOP, CHAT5	FHP13PERa00007		
Details	FHP			SMARTCOP, CHAT3	FHP13PERa00005		
Details	FHP			SMARTCOP, CHAT2	FHP13PERa00004		
Details	FHP			SMARTCOP, CHAT4	FHP13PERa00006		
Details	FHP	9999		SMARTCOP, SMARTCOP	SRSO02PER000122		FHP
Details	GSHQ	SCOP	GSPC	SMARTCOP, SMARTCOP CTS	GSPC09PERA00001		
Details	GSPF	SCOP2	GSPF	SMARTCOPF, SMARTCOPF	GSPF09PERA00001		

3. Click the **Details** button which corresponds to the employee to be added to the contact list. Another message is delivered to the *Message List* with the details about the employee.
4. Open the new message.



5. Click **Add To Contacts**.

The user will now have an entry in the *Contact List* panel on the *Chat* tab.

Managing the Contact List

The contact list can be arranged, sorted, and filtered using the icons at the top of the *Contact List* panel on the *Chat* tab.

Sorting the List by Last Name

Click the alpha icon to sort the contact list by last name. The arrow within the icon determines whether the list is sorted alphabetically or reverse-alphabetically. To toggle between the two methods of sorting, click the icon. The icon image will display the current sort order.

The contact list is sorted alphabetically by last name. (i.e Anderson, George; Blevins, Larry; Carson, Penny)

The contact list is sorted reverse alphabetically. (i.e. Carson, Penny; Blevins, Larry; Anderson, George)

Sorting the by Last Message Received

Click the conversation bubble icon to sort the contact list by last message received. The arrow within the icon determines whether the list is sorted by the newest message received or the oldest message. To toggle between the two methods of sorting, click the icon. The icon image will display the current sort order.

The contact list is sorted by the newest message received.

The contact list is sorted by the oldest message received.

Filtering the List by Online Status

Click the shield icon to filter the contact list by online status. The list can be filtered to show all contacts (online and not) or show only online contacts. To toggle between the two methods of filtering, click the icon. The icon image will display the current viewing choice.

Show only online contacts.

Show online and offline contacts.

✓ Online status filtering can be used in conjunction with the alphabetic filtering or the last message received.

✓ Offline contacts are always listed after online contacts. Thus the chosen sort order (alphabetic or last message received) is used, first, on the online contacts, then on the offline contacts.

Removing a Contact from the List

1. Select the user in the *Contact List* panel to be deleted.
2. Click the “x” icon to the right of the user's name to delete it from the contact list.

TIPS

✓ If a user is accidentally deleted from the contact list in error, follow the directions in Adding a User to the Contact List add that individual back to the list.

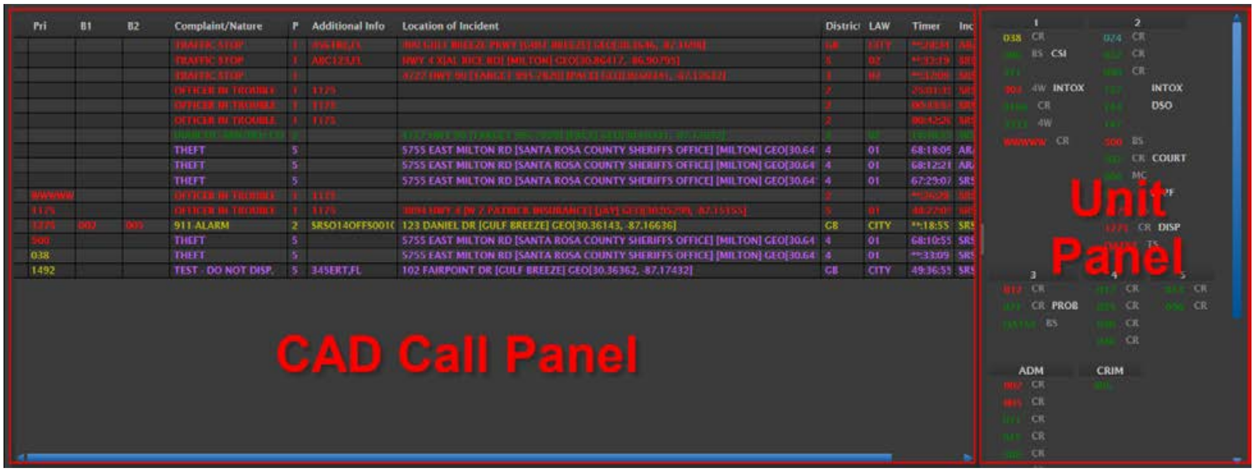
Viewing and Sending Messages

1. When a message is sent to the user, the sender’s name will become highlighted in the list and their chat icon (to the left of their name) will turn green. The number within the green icon indicates how many unread messages there are from this user.
2. Click the user's name in the list to view the message(s).
3. To reply to a message, type a message into the *Message Entry* box (*Conversation* pane) and click **[Enter]** or click the **Send** button.

CAD and MAP Tabs

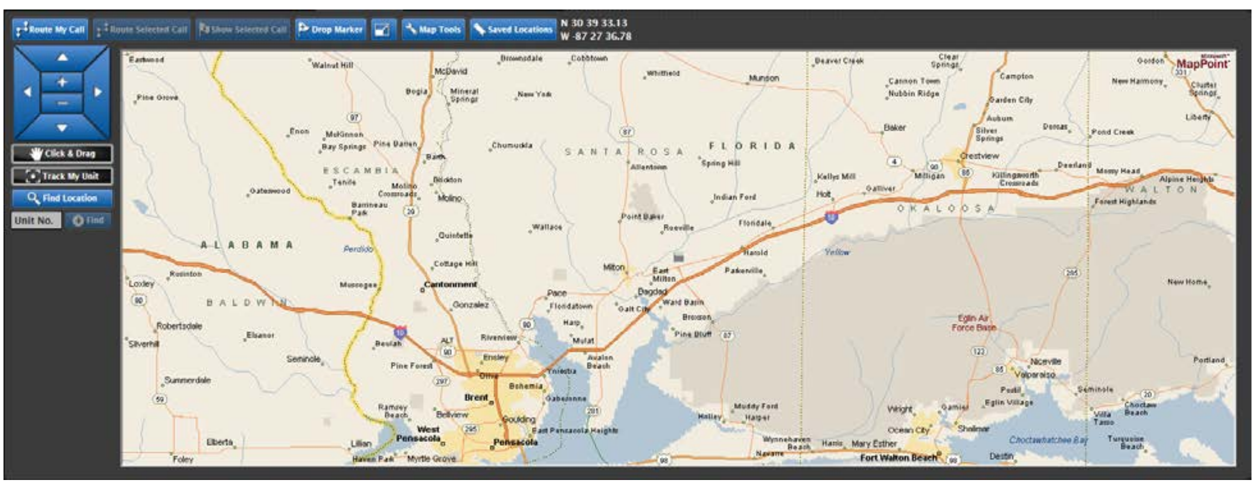
The CAD Tab is the field officer's interface for viewing CAD incidents and unit details.

- CAD Call Panel: a local representation of the current active calls in CAD
- Unit Details Panel: the call numbers and descriptions of units on duty organized by geographic area



The MAP Tab is the field officer's interface for viewing real-time mapping of incident and unit locations.

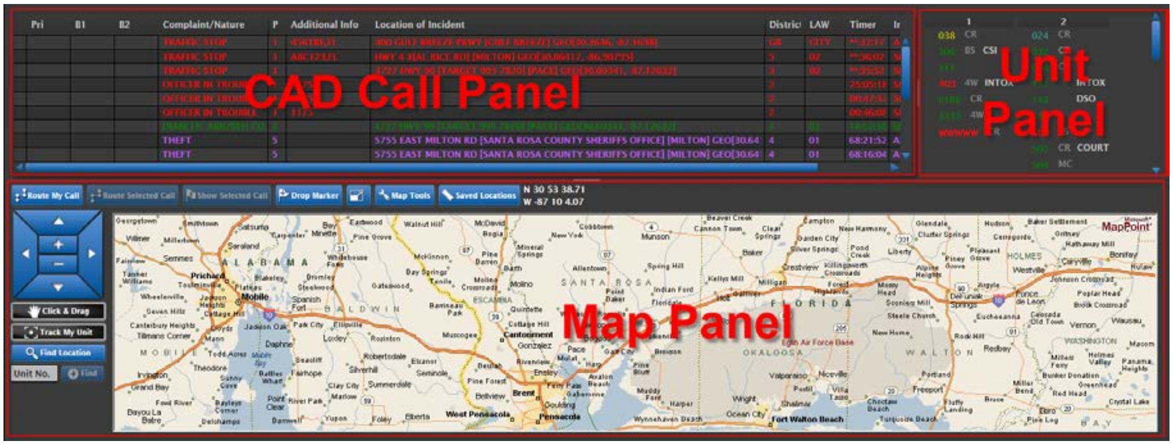
- Map Panel: a dynamic map of the selected area highlighting the GPS locations of current incidents, the user, and other units with valid AVL information



TIPS

- ✓ The *CAD* and *MAP* tabs are covered together, as they are used in direct conjunction with each other.

✓ The *CAD* and *MAP* tabs can be merged into a single *CAD/MAP* tab. Using the **Move to CAD** button on the *MAP* tab. The button tool tip changes to **Move to Tab** when the tabs are merged so the tabs can be separated.



The CAD Tab

The *CAD* tab displays current CAD incidents just as it does in *SmartCAD* based on filter settings (see Call Filter Settings). CAD information is automatically updated in *SmartMCT* when a change is made by a dispatcher in *SmartCAD* or by another *SmartMCT* user.

Viewing CAD Details

Details for each call are displayed in columns, including the primary unit (Pri), backup unit number 1 (B1), backup unit number 2 (B2), complaint/nature of the call, call priority (P), location of the incident, incident number, and call timer. A call timer tracks the amount of time spent on a call or, alternatively if a unit hasn't been assigned, how long the call has been holding. The call timer will reset when the status of a unit on the call changes.

Calls are also color-coded to indicate priority and call status, based on your agency's configuration.

To view information on an incident, double-click it or highlight it and press **[Enter]**.

Changing Column Order and Size

Users have the option of changing the order in which the columns appear (i.e. set the incident number as the first column) and the size of the columns, themselves.

Changing Column Order

1. Click and hold the left mouse button on the column header to be moved (i.e. *Pri*, *B1*, *B2*, *Complaint/Nature*, etc.).

2. Drag the mouse cursor left or right, as desired. The column header will accompany the mouse movements.

3. Release the left mouse button to place the column at the location of the dark blue line that indicates where the column should be dropped.

Changing Column Size

Note: Only the width of the *Complaint/Nature*, *Location of Incident*, and *Incident Number* columns can be altered. To the right of each of each of these column headers is a small vertical black line. When the mouse cursor is held over this line, it will turn into a double-headed arrow.

1. Click and hold the left mouse button and then move the mouse to adjust the size of the column to preference.

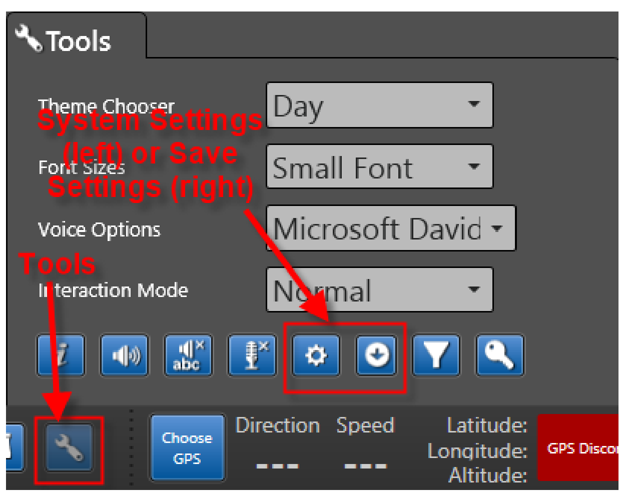
2. Release the mouse button when finished.

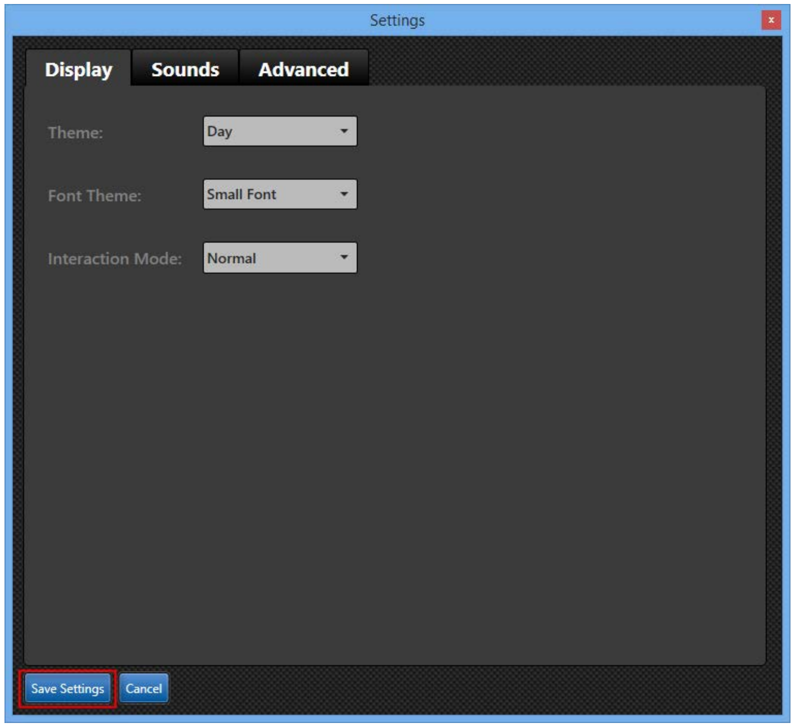
TIPS

✓ The *Incident Number* column is only present if the column is activated in Call Grid Settings.

✓ When the *Incident Number* column is activated, it appears to the far right. It must be moved (refer to Changing Column Order) before it can be resized. If desired, it can, then, be moved back to its original location.

Saving Column Changes





Once the columns are arranged and sized to preference, the settings can be saved. Otherwise they will carry over to the next *SmartMCT* session.

1. Click the **Tools** button (wrench) at the bottom left of the *SmartMCT* window.
2. Save current settings through one of the two following methods:
    a. Click the **Save Settings** button (down arrow).
    b. Click the **System Settings** button (gear), then, on the resulting *Settings* window, click the **Save Settings** button at the bottom left.

Sorting Incidents by Column

Users also have the ability to sort the displayed CAD calls by any column except *Pri*, *B1*, and *B2*. Click the column header by which to sort. The CAD incidents will be sorted by that column in ascending order, as indicated by the up-arrow at the right side of the column heading. To sort the CAD incidents by that column in descending order, click the column header again. The up-arrow will become a down-arrow to indicate the current sort order.

The Unit Details Pane

The *Unit Details* pane displays the call number and description for units that are on duty. These units are separated by geographic area.

Units are also color-coded to indicate if they are en route, on scene, available, out of service, or unavailable. The colors used are based on agency configuration.

Viewing Unit Location

To view the location of a specific unit, double-click the unit's call number in the *Unit Details* pane. If valid or stale AVL information is available and the unit is on the map, it will be highlighted at its current or last known location.

TIPS

- ✓ If the *CAD* and *MAP* tabs are not merged, the *MAP* tab is automatically activated when a unit is double-clicked.
- ✓ In addition to contact information, the message received when pressing **[Shift]** and clicking a unit also provides last location information from *SmartCAD*.

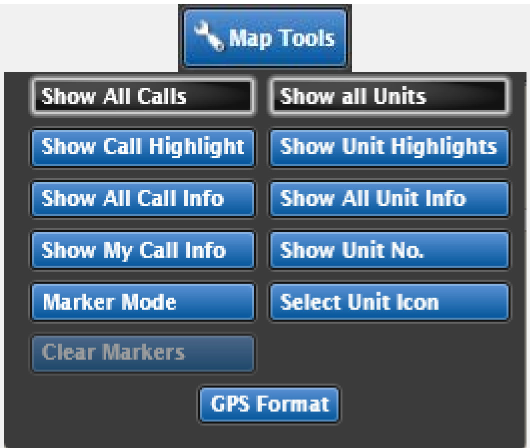
The MAP Tab

The *MAP* tab uses Microsoft® MapPoint© or ESRI mapping software, depending on agency configuration. It allows users to quickly view the location of current calls, look up call detail, unit status, or route to a CAD incident.

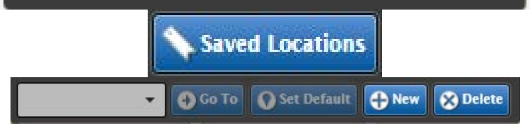
Map Toolbar

Several options are available from the map toolbar.

Route My Call	Provides routing to the currently assigned call. Valid GPS coordinates are required.
Route Selected Call	Provides routing to the selected call, regardless of assignment. Valid GPS coordinates are required.
Show Selected Call	Changes the map focus to center on the selected CAD incident.
Drop Marker	Drop a marker at the current location. Valid GPS coordinates are required. *Marker Mode* must be active in *Map Tools*.
	Merge the *MAP* tab with the *CAD* tab (**Move to CAD**) or separate the *CAD* and *MAP* tabs (**Move to Tab**).



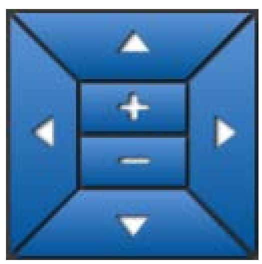
Allows customization of map options.



Save or delete custom map locations.

Map Sidebar

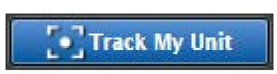
Several options are also available from the buttons to the left of the map.



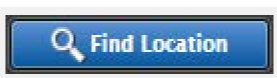
Navigation Pad

Pan the map north, south, east, and west using the arrow buttons. Zoom in and out using the "+" and "-" buttons.

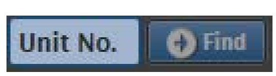
Enable and disable map panning using the mouse. When enabled, the map can be panned by holding down the left mouse button and dragging it in the desired direction.



Enable and disable unit tracking. When enabled, the map remains centered on the user's unit. As the unit moves, the map pans to compensate.



Center the map on a desired address, place, or GPS location.



Center the map on the entered unit number. Data is required for the **Find** button to be available. The map will reflect that unit's position in addition to an informational window with unit details.

Using Map Tools

The **Map Tools** button, in the row of buttons directly above the map panel, allows customization of the map view.

Show All Calls	Display all active CAD incidents on the map.
Show all Units	Display all active units on the map.
Show Call Highlight	This highlights incidents on the map in yellow. It has no effect unless **Show All Calls** is enabled.
Show Unit Highlights	This highlights all active units in yellow. It has no effect unless **Show All Units** is enabled.
Show All Call Info	Display call details for all active calls on the map. It has no effect unless **Show All Calls** is enabled.
Show All Unit Info	Display unit details for all active units. It has no effect unless **Show All Units** is enabled.
Show My Call Info	Displays details on the map for only the assigned incident if the user is currently assigned to an incident.
Show Unit No.	Display unit numbers for all active units. It has no effect unless **Show All Units** is enabled.
Marker Mode	When enabled, this allows markers to be placed at the user's current GPS location.
Select Unit Icon	Allows the user to set the unit icon that displays in the map window. This affects only the user's unit.
Clear Markers	Remove all markers currently appearing on the map.
GPS Format	Allows the user to choose the format of the GPS coordinates shown at the in the MCT Status Bar.

Assigned Call Tab

The *Assigned Call* tab is the field officer's interface for viewing, adding, and editing information that relates to their assigned call. The tab's various sections provide options for entering this information.

- **Call Action Buttons**: Allows the field officer to add notes, subjects, vehicles, property, real-estate, or vessel information. The call can also be closed by the assigned officer.
- **Call Detail Panel**: This displays complaint details, complainant details, dispatch location, occurrence location, and call time specifics.
- **Call Review Panel**: Review supplemental forms associated with the CAD incident (notes, subjects, vehicles, articles, real-estate, or vessel information).

Call Action Buttons

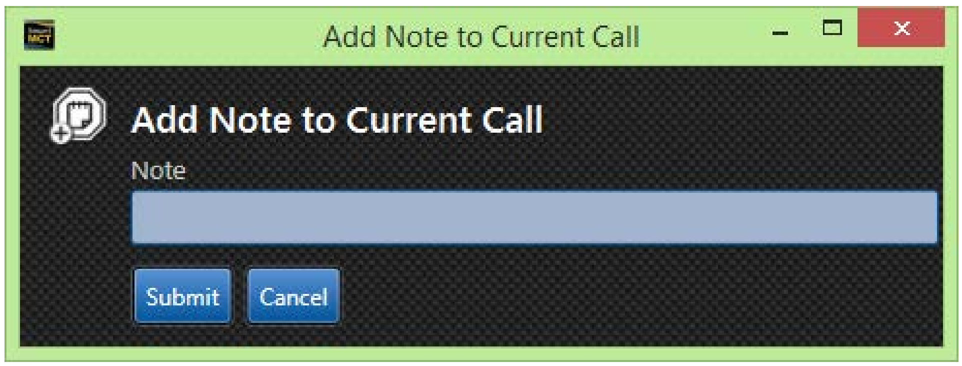
Depending on user permissions in *Employee Master*, the following actions are available:

	Add a Note
	Add a Subject (Person)
	Add a Vehicle
	Add Property
	Add Real Estate
	Add a Boat (Vessel)
	Close the Incident

Adding a Note

Add notes to the incident pertaining thereto. Once a note has been entered, it is tied to this incident and cannot be deleted or edited.

1. Click the **Add Note** icon to add a note to the currently assigned incident. The *Add Note to Current Call* window appears.

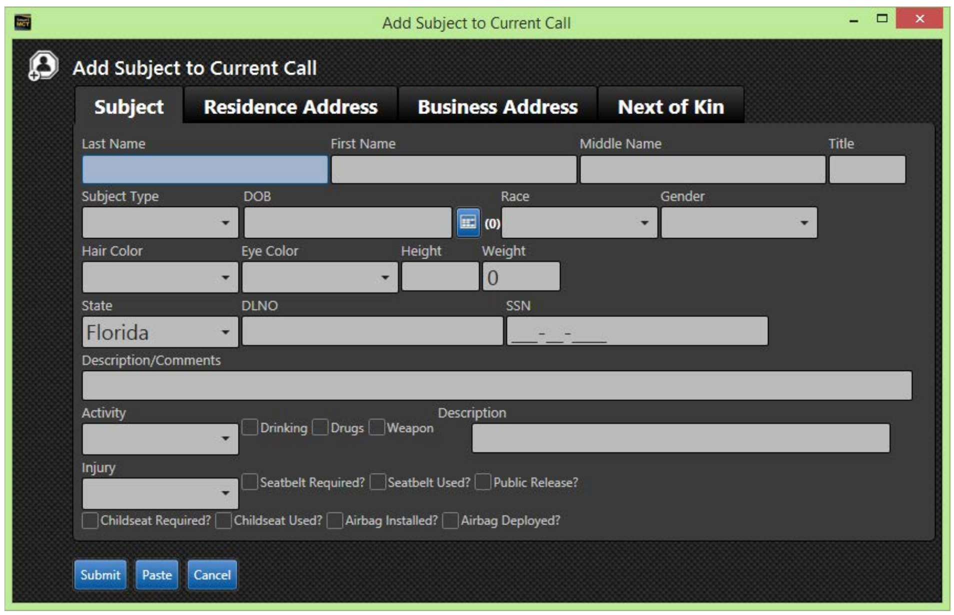


2. Enter the **Note**.
3. Click **Submit** when finished. This note will now be viewable in the *Notes* tab of the *Call Review* pane.

Adding a Subject

Add a subject to the incident, complete with personal information and incident specifics, in addition to address information and next of kin, if available and necessary.

1. Click the **Add Subject** icon to add a subject to the current incident. The *Add Subject to Current Call* window appears.



2. Add subject information to the incident through one of the following methods.

    a. Enter the information manually in all applicable fields.

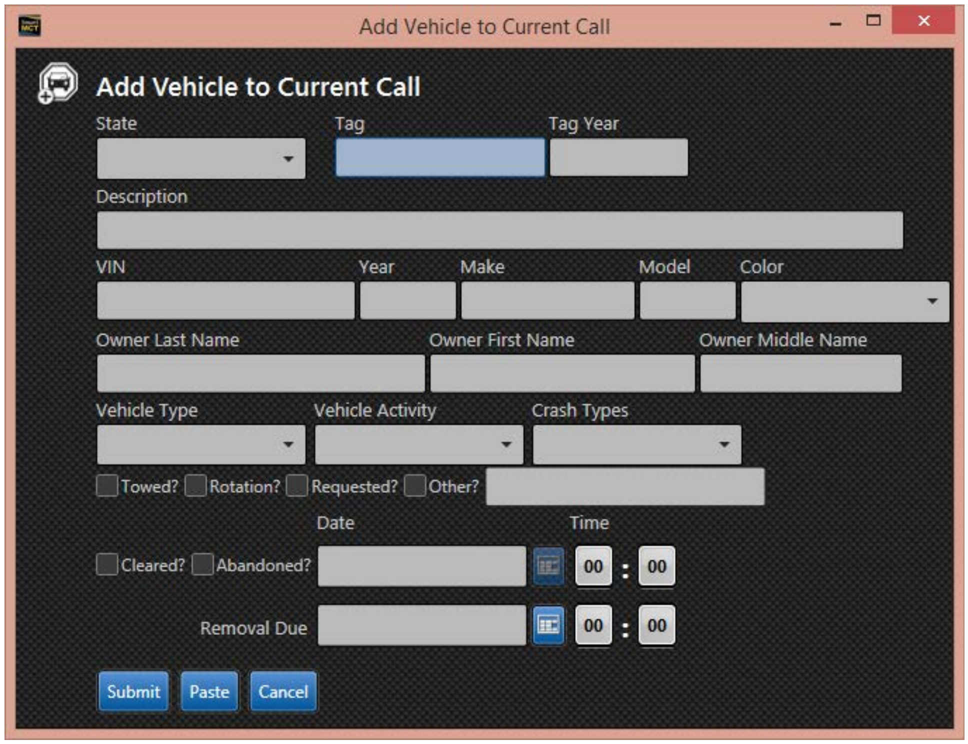
    b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit** when finished. This subject will now be viewable and editable in the *Subject* tab of the *Call Review* pane.

Adding a Vehicle

Add a vehicle to the incident, complete with identifying and owner information, if available and necessary.

1. Click the **Add Vehicle** icon to add a vehicle to the current incident. The *Add Vehicle to Current Call* window appears.



2. Add vehicle information to the incident through one of the following methods.

   a. Enter the information manually in all applicable fields.

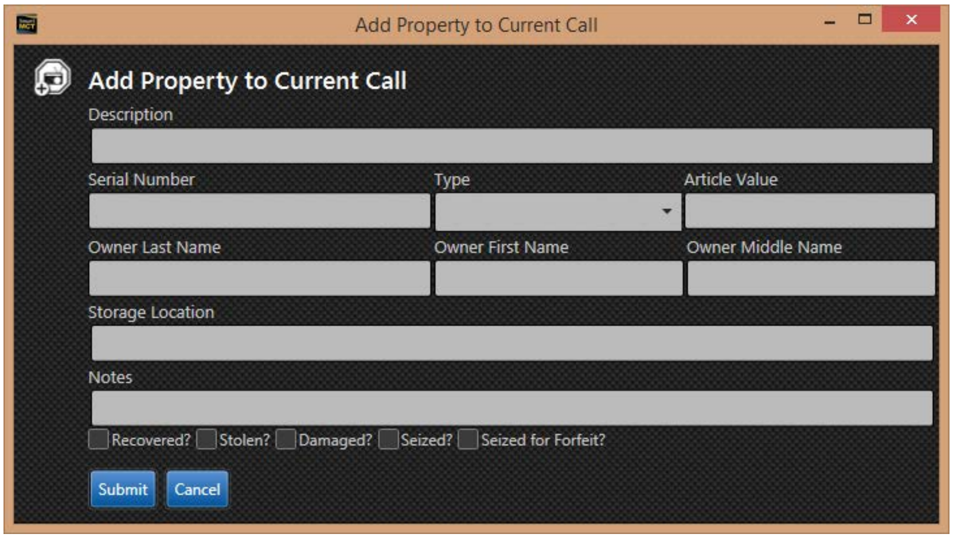
   b. Paste the information from CIC, MBI, MNI, or MVI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit** when finished. This vehicle will now be viewable and editable in the *Vehicle* tab of the *Call Review* pane.

Adding Property

Add property to the incident, complete with identifying and owner information, if available and necessary.

1. Click the **Add Property** icon to add property to the current call. The *Add Property to Current Call* window appears.



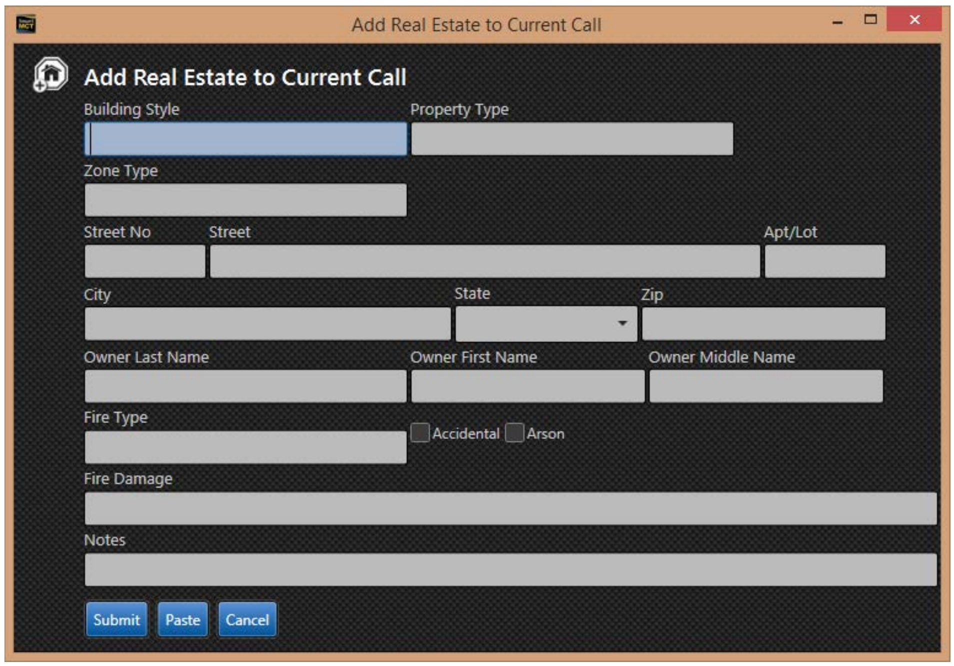
2. Add property information to the incident using the available fields.

3. Click **Submit** when finished. This property will now be viewable and editable in the *Property* tab of the *Call Review* pane.

Adding Real Estate

Add real estate data to the incident, complete with identifying information, owner information, and fire damage specifics, if available and necessary.

1. Click the **Add Real Estate** icon to add real estate to the current incident. The *Add Real Estate to Current Call* window appears.

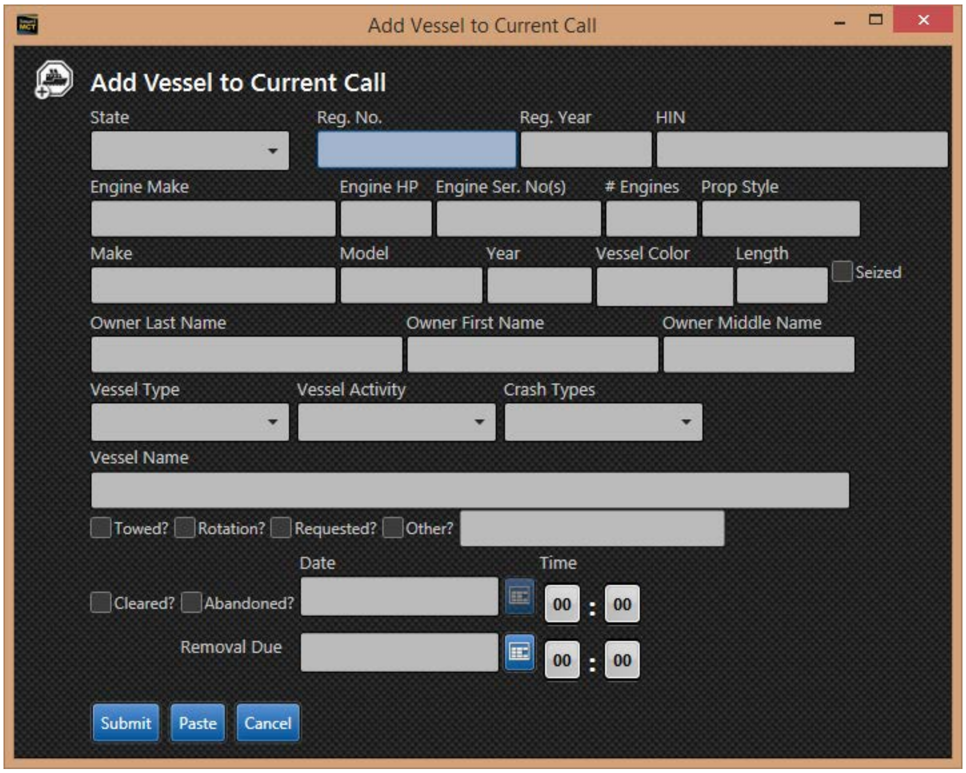


2. Add real estate information to the incident through one of the following methods.
   a. Enter the information manually in all applicable fields.
   b. Paste the information from CIC, MBI, or MNI query responses currently in the *Messages* list by clicking **Paste**.
3. Click **Submit** when finished. This vehicle will now be viewable and editable in the *Real Estate* tab of the *Call Review* pane.

Adding a Vessel

Add a vessel to the incident, complete with identifying and owner information, if available and necessary.

1. Click the **Add Vessel** icon to add a vessel to the current incident. The *Add Real Estate to Current Call* window appears.



2. Add vessel information to the incident through one of the following methods.

    a. Enter the information manually in all applicable fields.

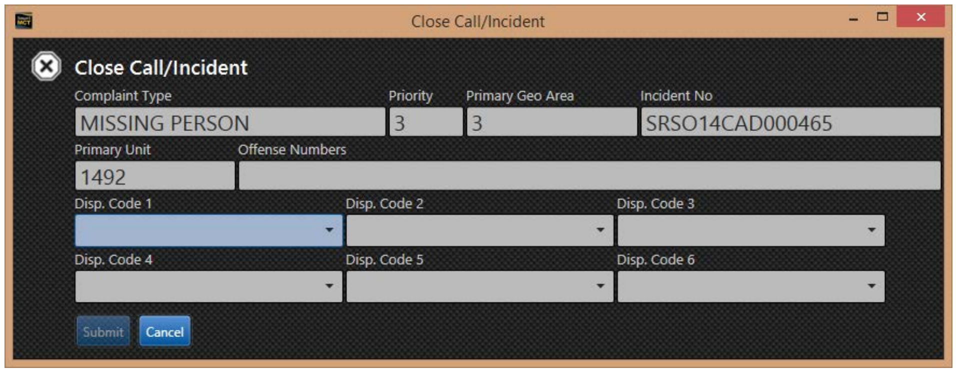
    b. Paste the information from CIC, MBI, MNI, or MHI query responses currently in the *Messages* list by clicking **Paste**.

3. Click **Submit** when finished. This vehicle will now be viewable and editable in the *Real Estate* tab of the *Call Review* pane.

Closing an Incident

Close the incident and add disposition codes, as necessary.

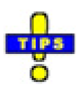
1. Click the **Close Incident** icon to close the currently assigned call. The *Close Call/Incident* window appears.



2. The **Complaint Type**, **Priority**, **Primary Geo Area**, **Incident No**, **Primary Unit** and **Offense Numbers** fields pre-populate, as information is available. It may be changed, if necessary.

3. Choose the applicable disposition codes.

4. Click **Submit** when finished. The incident is closed. The user is released from the incident. The *Assigned Call* tab disappears and the user is returned to the *Messages* tab.



✓ An incident cannot be closed if it has not been GEO validated by a dispatcher.

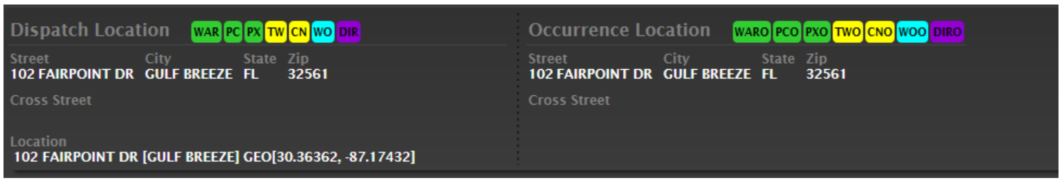
Call Detail Panel

The *Call Detail* panel provides all pertinent information as it relates to the current incident.

Complaint Details	Displays the complaint type, priority, alarm level, additional info (tag or offense number), call status, weapon presence, reporting unit and primary unit
Complainant Details	Displays the complainant (caller) name, phone number with extension (if applicable), call origin, 911 status and contact necessity
Dispatch Location	Displays the dispatch location as well as any flags to indicate prior calls, warrants, caution notes, or other necessary information associated with the address.
Occurrence Location	Like the Dispatch Location, this displays the occurrence location with any flags. This may or may not be the same as the Dispatch location.

Association Icons

If there are any known events or information (such as warrants, prior incidents, etc) associated with the Dispatch or Occurrence locations, icon(s) will appear above and to the right of the specific location.



Dispatch Location Icon Legend

WAR	Indicates one or more warrants exist for this Dispatch Location
PC	Indicates there are one or more prior CAD incidents at this Dispatch Location
PX	Indicates there is a history of CAD incidents at this Dispatch Location
TW	Indicates one or more Trespass Warnings exist for this Dispatch Location
CN	Indicates one or more Caution Notes exist for this Dispatch Location
WO	Indicates there are one or more active Watch Orders for this Dispatch Location
DIR	Indicates additional directives are available for this Dispatch Location

Occurrence Location Icon Legend

WARO	Indicates one or more warrants exist for this Occurrence Location
PCO	Indicates there are one or more prior CAD incidents at this Occurrence Location
PXO	Indicates there is a history of CAD incidents at this Occurrence Location
TWO	Indicates one or more Trespass Warnings exist for this Occurrence Location
CNO	Indicates one or more Caution Notes exist for this Occurrence Location
WOO	Indicates there are one or more active Watch Orders for this Occurrence Location

Call Review Panel

Editing and Viewing Supplemental Forms

Any available supplemental forms for an incident are displayed at the bottom of the *Assigned Call* tab in the *Call Review* panel. Supplemental forms will be displayed in a tabbed format. Only tabs for supplemental forms that exist will be displayed.

The available supplemental forms include:

Notes	Displays notes, the date and time of entry, and the author. Notes may be entered manually or automatically entered as the result of actions within the CAD incident (i.e. adding an offense report number). These notes cannot be edited.
Subject	Displays information for all persons involved in the incident (i.e. complainant, suspect, victim, etc.). Details may be viewed for each record by clicking the associated **Details** button. The resulting *View Subject* window allows viewing and editing of subject information. If caution notes exist for the subject, the **Caution Notes** button will be enabled to allow viewing thereof.
Vehicle	Displays information for all vehicles involved in the incident. Details may be viewed for each record by clicking the associated **Details** button. The resulting *View Vehicle* window allows viewing and editing of vehicle information. If caution notes exist for the vehicle, the **Caution Notes** button will be enabled to allow viewing thereof.
Vessel	Displays information for all vessels involved in the incident. Details may be viewed for each record by clicking the associated **Details** button. The resulting *View Vessel* window allows viewing and editing of vessel information. If caution notes exist for the vessel, the **Caution Notes** button will be enabled to allow viewing thereof.
Property	Displays information for personal property involved in the incident. View the details for each record by clicking its corresponding **Details** button. The resulting *View Property* window allows viewing and editing of property information.
Real Estate	Displays information for real estate involved in the incident. View the details for each record by clicking its corresponding **Details** button. The resulting *View Real Estate* window allows viewing and editing of property information.
Offense	Displays the offense number and agency if an offense number has been assigned to the incident.

Using Voice Commands

If enabled, voice commands can be utilized to perform certain functions within *SmartMCT*. For example, a tag query can be entered by speaking rather than typing the tag number.

General Voice Commands Accepted in SmartMCT

To Do This	Say This
Move back one space in a field	**Erase** or **Undo** or **Back**
Delete the contents of a field	**Erase** or **All Modify**
Close the current window	**Cancel** or **Exit** or **Escape**
Transmit the request	**Send** or **Run** or **Transmit**
Move to the next field or item in the window	**Tab** or **Next**
Move to the previous field or item in the window	**Previous** or **Last**
Stop SmartMCT from listening and accepting voice commands	**Stop** or **Stop Listening** or **Quit** or **Quit Listening**

TIPS

- ✓ The system is ready and "listening" for commands when the loudspeaker icon appears in the toolbar.

Voice Commands Accepted for CAD Functions

To Do This	Say This
Place unit on duty	**On Duty** or **Shift Home**
Place unit off duty	**Off Duty** or **Control Home**
Initiate a Quick Traffic Stop	**New Call** or **F Seven** or **Frank Seven** or **Foxtrot Seven**
Place unit en route to an incident	**En Route** or **In Route** or **Shift F Seven** or **Shift Frank Seven** or **Shift Foxtrot Seven**
Place unit on scene for an incident	**On Scene** or **Control F Seven** or **Control Frank Seven** or **Control Foxtrot Seven**
Relinquish all call assignments	**Relinquish** or **Alt F Seven** or **Alt Frank Seven** or **Alt Foxtrot Seven**
Add a call note	**Call Note** or **Alt Enter**
Close the current call	**Close Call** or **Control Enter**
Close the dispatch button bar	**Cancel** or **Escape** or **Quit** or **Exit**
Disable voice commands	**Cancel** or **Escape** or **Quit** or **Exit**

TIPS

- ✓ Vocal command options are only available when the dispatch button bar is visible.

Using the Phonetic Alphabet

To enter text vocally, Alpha, APCO Standard or Military Standard alphabets may be utilized, as illustrated in the chart below.

When using voice commands, phonetics must be used when spelling words. For example, instead of saying "T-U-R-N" to spell “turn,” the user would say “Tango-Uniform-Romeo-November.”

Refer to the following chart for accepted codes.

Letter	APCO	Military Standard	Letter	APCO	Military Standard
A	Adam	Alpha	N	Nora	November
B	Boy	Bravo	O	Ocean	Oscar
C	Charles	Charlie	P	Paul	Papa
D	David	Delta	Q	Queen	Quebec
E	Edward	Echo	R	Robert	Romeo
F	Frank	Foxtrot	S	Sam	Sierra
G	George	Golf	T	Tom	Tango
H	Henry	Hotel	U	Union	Uniform
I	Ida	India	V	Victor	Victor
J	John	Juliette	W	William	Whiskey
K	King	Kilo	X	X-Ray	X-Ray
L	Lincoln	Lima	Y	Young	Yankee
M	Mary	Mike	Z	Zebra	Zulu

Motion Lock

Based on agency procedure and protocol, MCT administrators have the ability to lock the MCT while in motion.

IMPORTANT:

Agencies should carefully review and understand these configuration options and should implement appropriate policies and procedures for MCT usage while the vehicle is in motion.

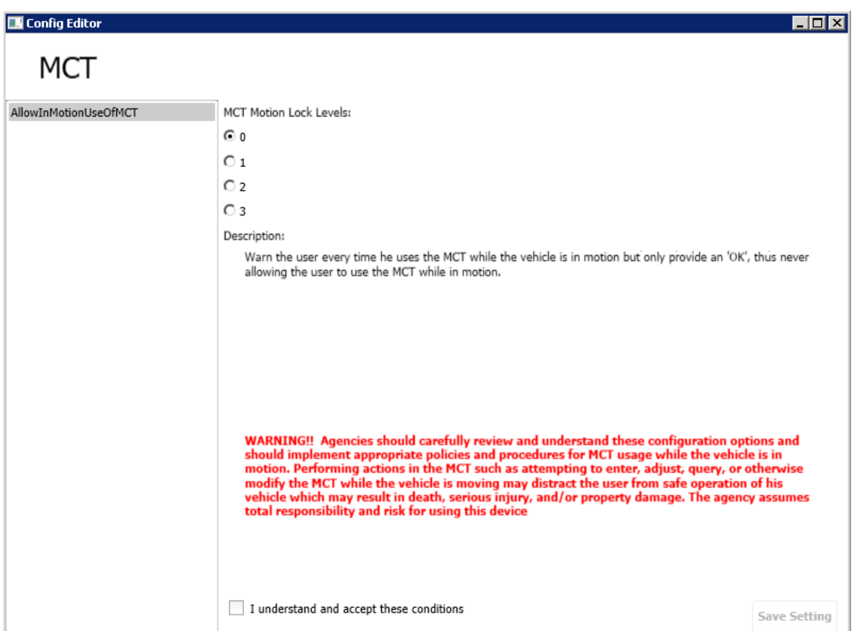
Performing actions in the MCT such as attempting to enter, adjust, query, or otherwise modify the MCT while the vehicle is moving may distract the user from safe operation of the vehicle which may result in death, serious injury, and/or property damage.

The AGENCY assumes total responsibility and risk for using this device.

Configuring Motion Lock

Motion Lock configuration (ConfigEditor.WPF) may be found at in S:\SMARTCOP.APP\ADM\ConfigEditor (where "S" is the network share).

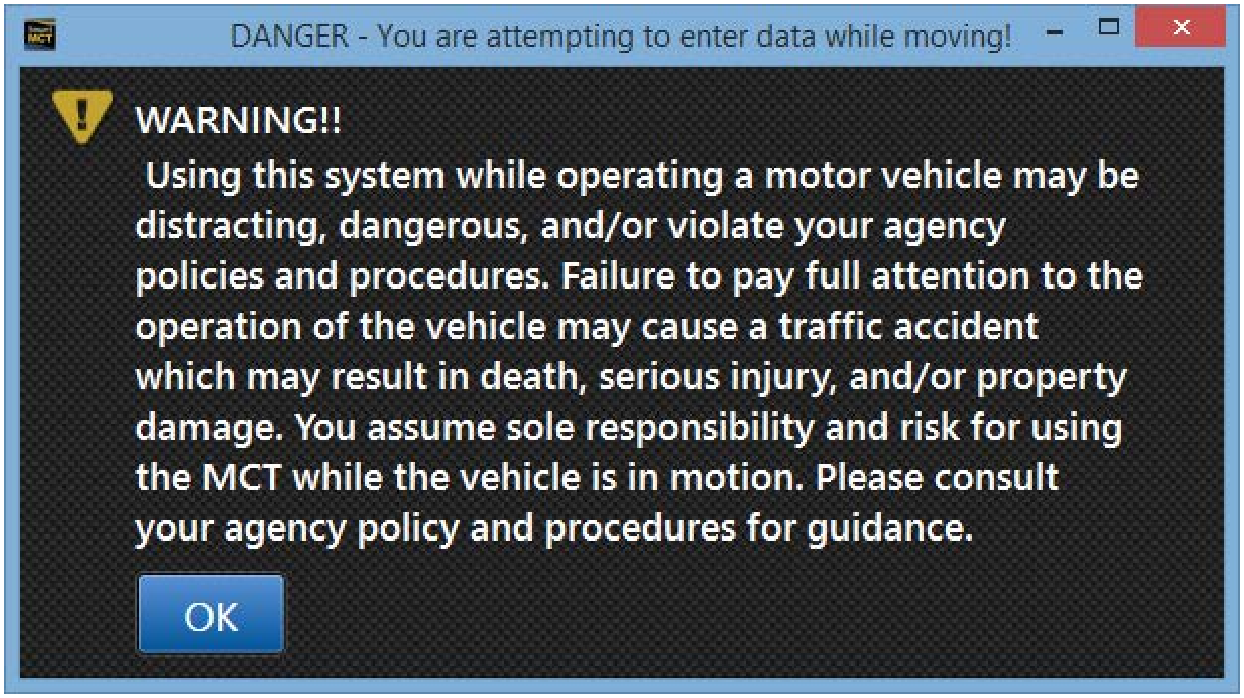
Administrators have four (4) configuration options from which to choose. The level selected affects officers agency-wide. After the Motion Lock level for the agency has been selected, the administrator is required to place a check beside **I understand accept these conditions** before saving the Motion Lock level. The conditions accepted are stated above in red and in the application.



Motion Lock Use

Regardless of the agency's chosen Motion Lock level, the following details will still apply:

- Each user will receive a warning message upon login to *SmartMCT*.



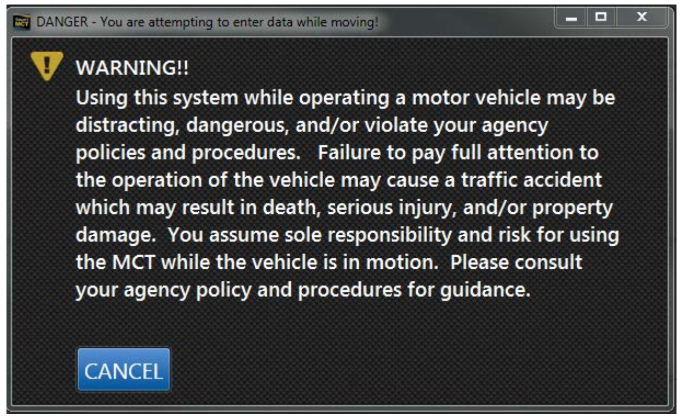
  The agency's chosen level will determine how the application will respond to attempts to use it while the vehicle is in motion.

- Users must be stopped to log into *SmartMCT*. Until login, the local Motion Lock is "0" and cannot be changed. Agency settings override local settings after login.

- All Motion Lock levels allow the officer to enter Panic Mode while the vehicle is in motion.

MCT Motion Lock Levels

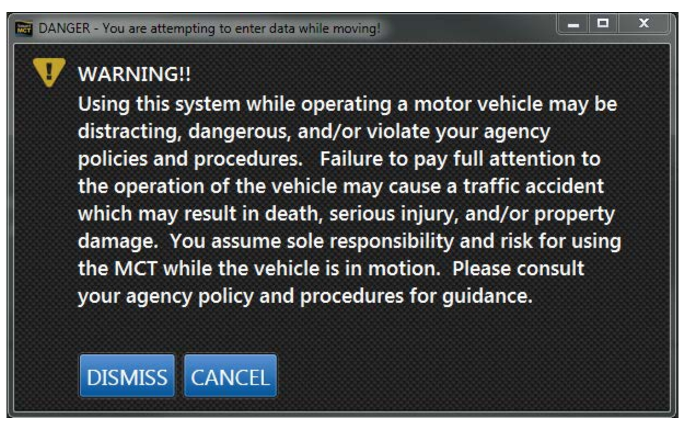
0 (Zero) This setting warns the user every time they attempt to use *SmartMCT* while the vehicle is in motion. The user can click **Cancel** to clear the message. However, they have no ability to utilize any portion of *SmartMCT* until the vehicle comes to a complete stop.



1 (One) This setting warns the user every time they attempt to use *SmartMCT* while the vehicle is in motion. The user can click **Cancel** to clear the message. However, they have no ability to utilize any portion of the MCT application until the vehicle comes to a complete stop.

This level also allows the user to click DISMISS for the warning message. If the user clicks DISMISS, they are allowed to continue utilizing the MCT application while in motion.

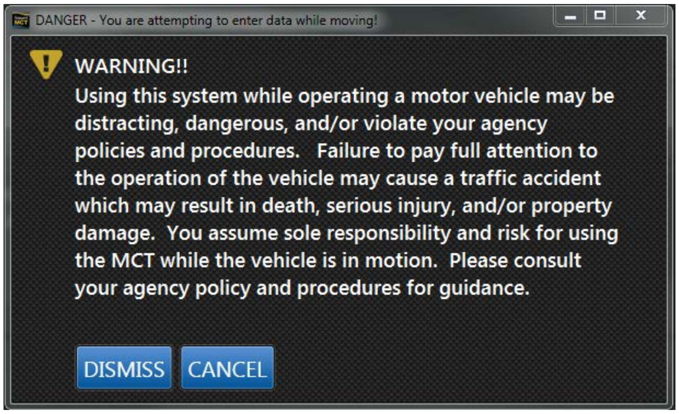
Once the user's vehicle comes to a complete stop, the Motion Lock is reset. The warning message displays again if the user attempts to operate the MCT application while in motion.



2 (Two) This setting warns the user every time an attempt is made to use *SmartMCT* while the vehicle is in motion. The user can click **Cancel** to clear the message. However, they have no ability to utilize any portion of *SmartMCT* until the vehicle comes to a complete stop.

This level also allows the user to click **Dismiss** for the warning message. If the user clicks **Dismiss**, they are allowed to continue utilizing *SmartMCT* while the vehicle is in motion.

Once **Dismiss** has been clicked, the action is remembered throughout the user's current login session. A warning message will not display again while in motion until *SmartMCT* has been restarted.



3 (Three) This setting warns the user once at login. The user can click **OK** to clear the message; another warning message does not appear for the remainder of the current login session. The user will have full use of *SmartMCT*, whether or not the vehicle is in motion.