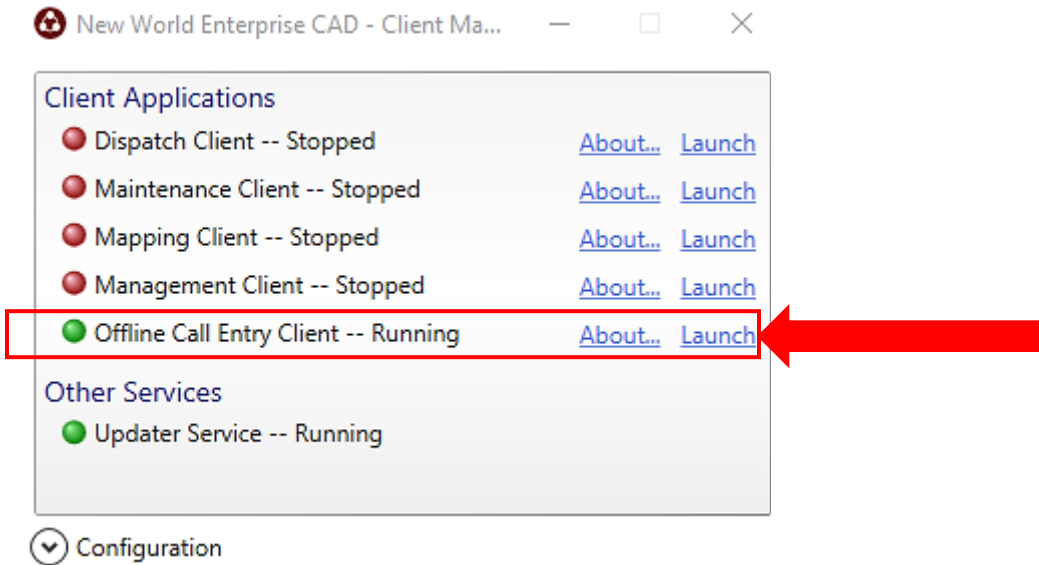CAD
Computer Aided Dispatch
Offline Call Entry – Supervisor
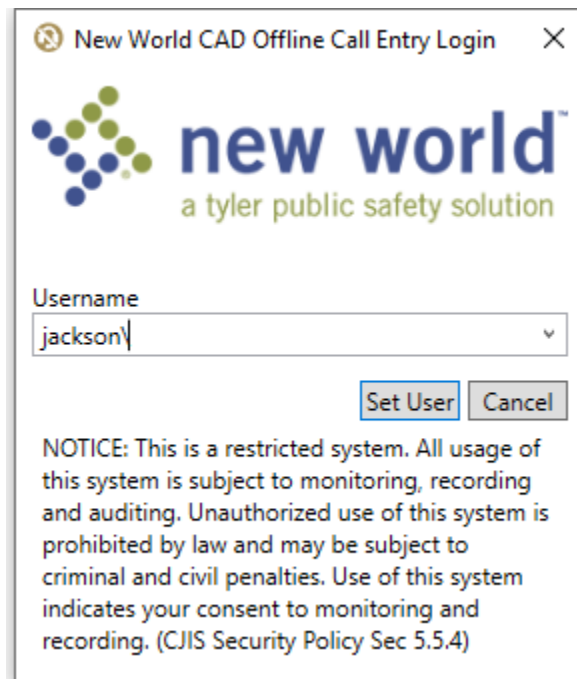
In the event of an EMERGENCY and ALL SYSTEMS ARE INACTIVE.
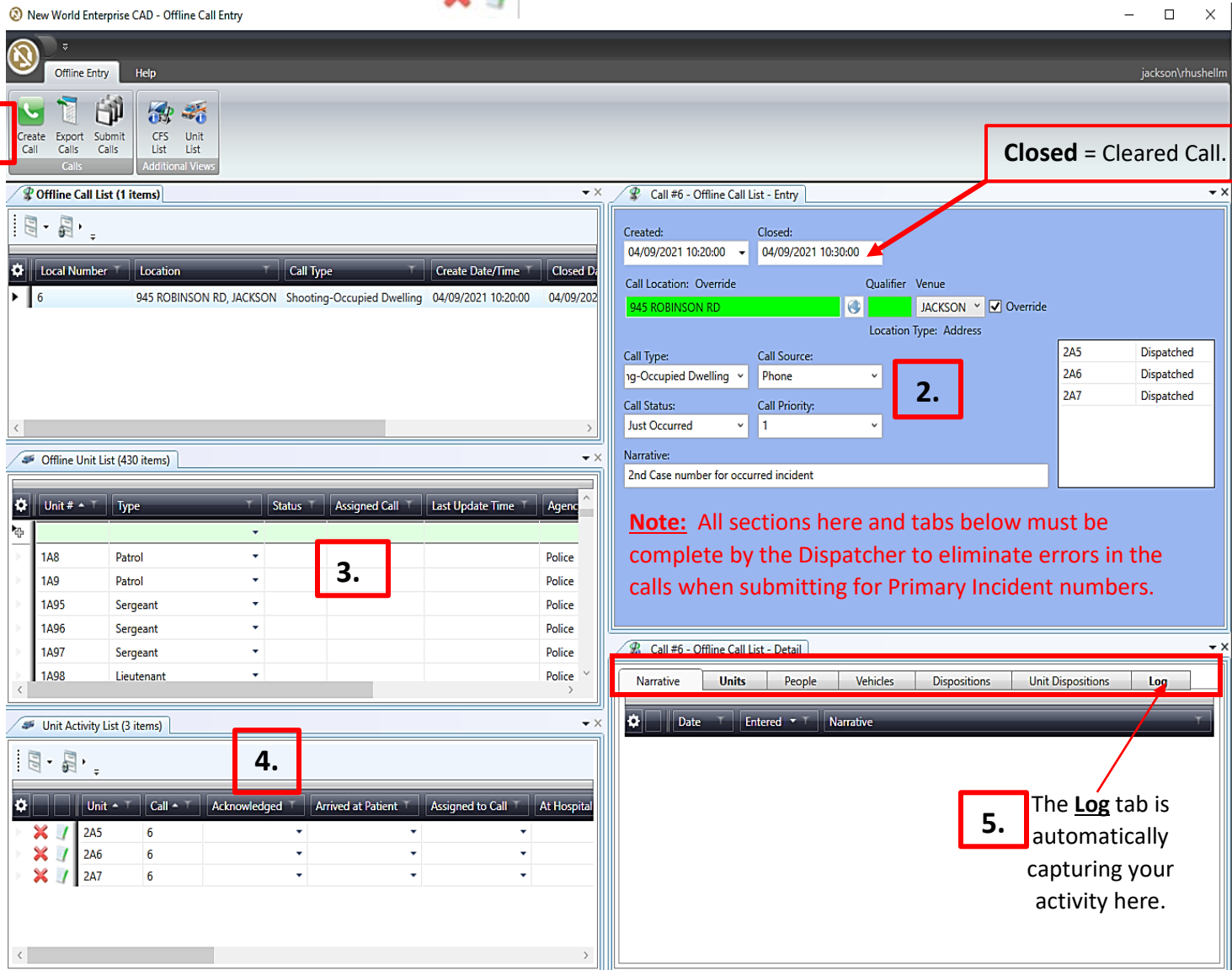
Please log into CAD and SELECT

Enter YOUR LOGIN: Jackson*******

Select – **Set User**

1. Create Call
2. Complete Entry section   **NOTE**: Candidate Section is active.
3. Dispatch a Unit(s) – drag and drop to box in Entry section or right click and select Dispatch, select the address.
4. Dispatched Units appear at the bottom.   **Red X** = Delete a Unit from the CFS.
5. Complete the tabs accordingly.   **Green Trim** = Edit Units activity for additional changes in the CFS.

Call Takers/Dispatchers must <u>Submit the calls</u> from the computer used in Offline Call Entry to receive valid case numbers once the systems is Active and Live.
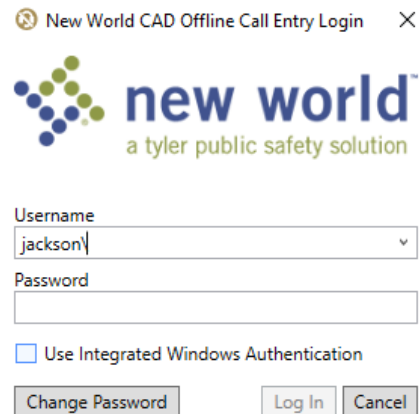
Offline Call Entry screen

Bottom of Screen
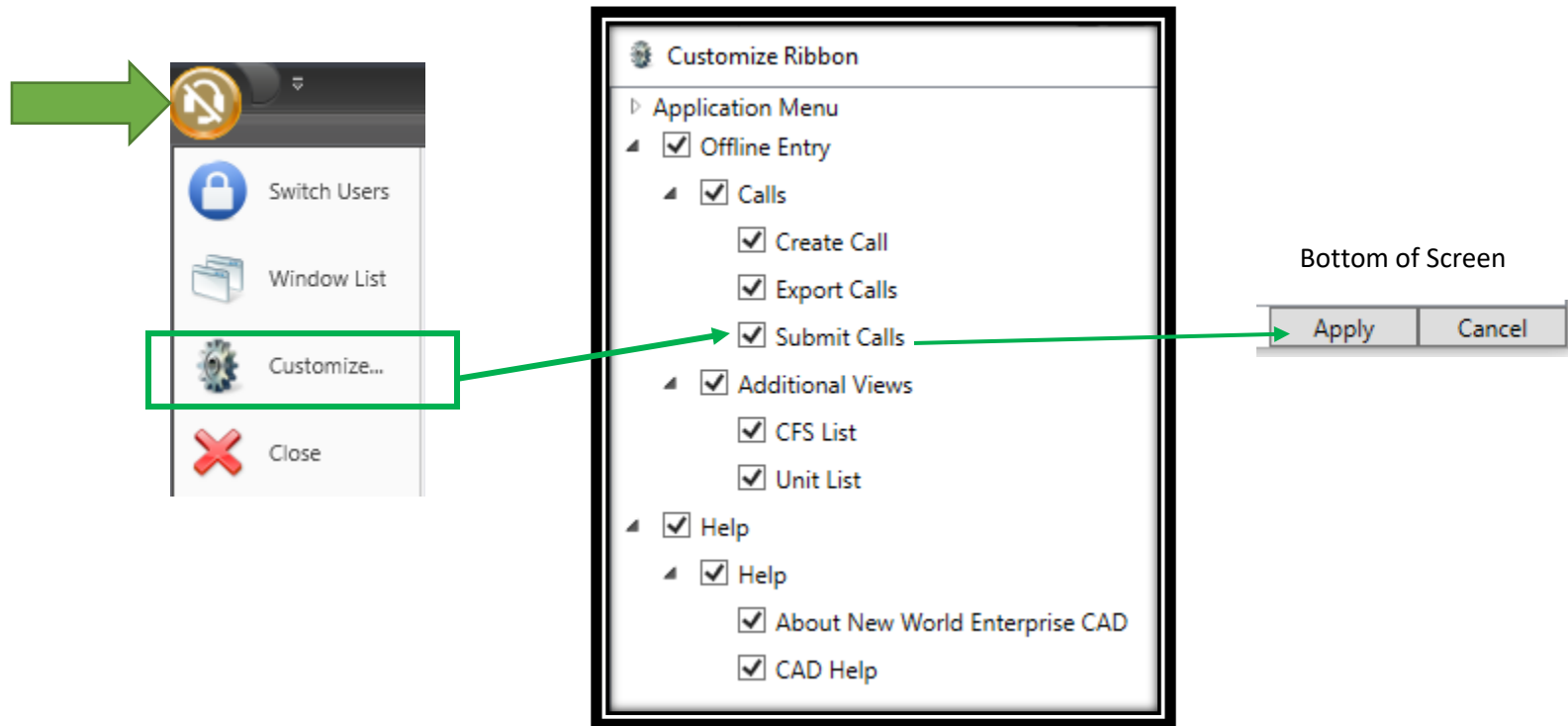
2. **Submit Calls** from the Offline Call Entry Screen
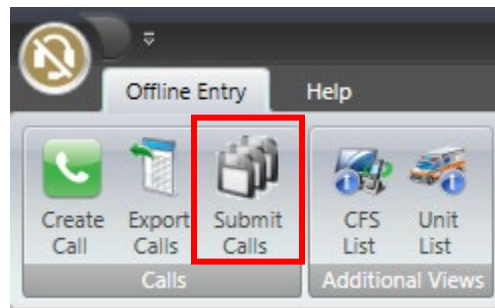
The log in screen appears for Offline Call Entry – jackson****** and your normal password.

New World CAD Offline Call Entry Login   X

new world
a tyler public safety solution

Username
jackson\

Password
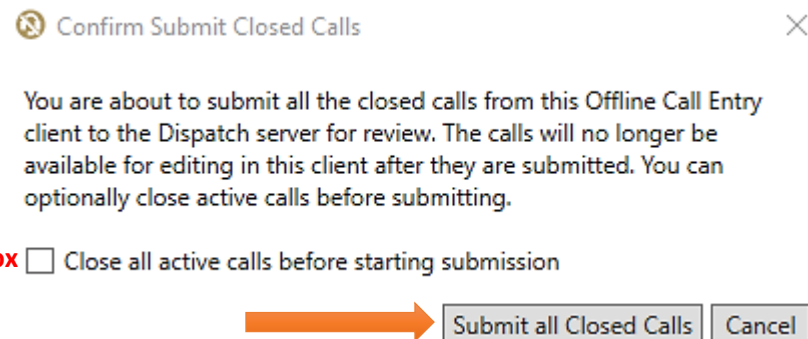
☐ Use Integrated Windows Authentication

Change Password   Log In   Cancel

The Confirm Submit Closed Calls box appears

This is to confirm all calls from Offline Call Entry are to be submitted into AD Dispatch live.

This allows the Offline Call Entry CFS to receive valid Incident numbers.

Confirm Submit Closed Calls   X

You are about to submit all the closed calls from this Offline Call Entry client to the Dispatch server for review. The calls will no longer be available for editing in this client after they are submitted. You can optionally close active calls before submitting.

Check this box ☐ Close all active calls before starting submission

Submit all Closed Calls   Cancel

Log into CAD - Dispatch

Search for – **Offline Call Review** on toolbar
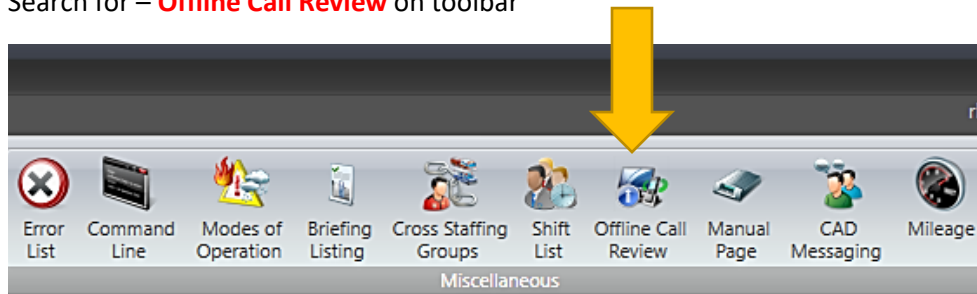
Click – a New Screen appears. This screen allows completion of calls Submitted from the Offline Call Entry screen into live Dispatch.

This section will list all calls entering Dispatch from Offline Call Entry. Click a call above and the information will open the screen on the right.

All information entered from Dispatcher for the CFS.

This section list all Units dispatched to the calls listed

ERRORS Correction REQUIRED…

Certain icons that appear in the *Offline Review List* alert users to missing data 🔴, unverified locations 🔵, or if an offline call is ready 🟢 for submission and official closing. Any missing data or unverified locations **MUST BE CORRECTED** prior to submission. Once it is successfully submitted, the offline call can be accessed through the *Cleared Call Search* window.

If the errors are not corrected – **Case numbers will not assign to the CFS**. *Example:* See screen shots below.

Call Type	Police Call Type	Fire Call Type	EMS Call Type	Location	State	Primary Unit	Additional Units	Secondary Unit Location	Primary Officer	Canceled Flag
Burglary Alarm				150 STRATFORD DR, JACKSON	MS					
Burglary Alarm				1125 E MCDOWELL RD, JACKSON	MS					
Shoplifting				2711 GREENWAY DR, JACKSON	MS					

Primary Incident	Primary Incident ORI	Case Number	Beat	Quadrant	District
			Grid 5216	Grid 5216	104
			Grid 5111	Grid 5111	103

The assigned Case Numbers list in the **Cleared Call Search** feature on the toolbar. To locate: select **Search** on the toolbar – **Cleared Calls Icon**, make selections on the **Search** screen, click **Search –black binoculars** to populate the requested data. The column of Primary Incident present blanks indicating a missing Primary Incident Number, the call(s) were submitted with the errors.

Re-entry resolves the issue. O**ffline calls must present the icon of the green arrow indicating it is ready** **for submission and official closing.**

Before completion – Supervisor must request the total number of Incident numbers needed to replace default CFS used in Offline Call Entry.

1. Incident tab in the Unit list. It will display Incident Screen at the top.
2. Incidents – Reserve Incidents – opens a box to Reserve the number of Incident numbers needed to assign automatically to CFS defaults. This section must be completed before the Dispatchers can begin accepting calls live in the Dispatch PROD screen.
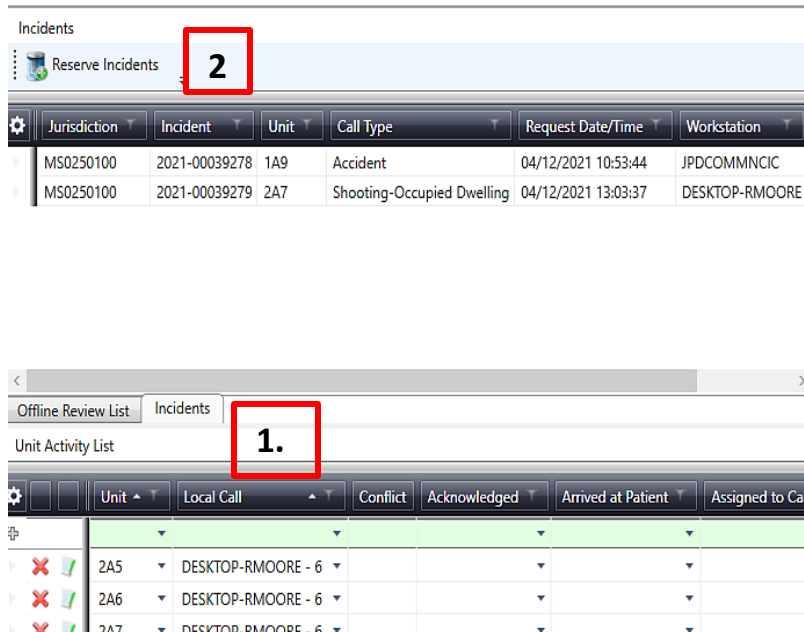
Reserve Incidents Box appears – it will be blank – Add Jurisdiction – select one
In the Requested column, select the number of Incident numbers needed to complete the assignment to the CFS number.
Ex. If there are, 119 CFS in the list request 121 Incident numbers. – **RESERVE**
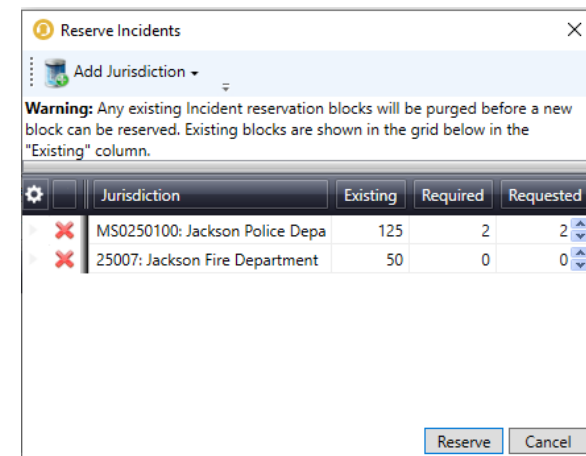
Return to the Offline Review List

1. Click – **Offline Review List** tab
2. **Submit All** – all calls from Offline Call Entry will now receive a valid Incident number.

Submit All : Displays a submission confirmation dialog. When submission is confirmed, all offline calls in the grid that are marked with the ready icon are submitted to the Dispatch Service to be converted into closed calls. Calls must be in a *Ready* state in order to be submitted.
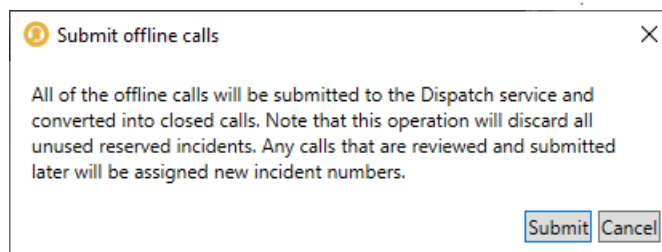
Submit Offline Calls Confirmation Dialog for Calls Containing Invalid Data

Refresh 🔄: Refreshes the contents of the grid in case any updates were made by other users. User receive an alert to any changes via a *Warning: Update Conflict* dialog.

When a new CFS is created from an offline call, the *Call Log* on the *Default CFS Detail* window of that new call contains an entry indicating that the call was created via the *Offline Call Entry Client* application.

NOTE: The Officers name will not display next to the call sign they were working whenever Dispatchers use Offline Call Entry.

Whenever Offline Call Entry is used, please inform Information System due to other steps are required from the System Group.