

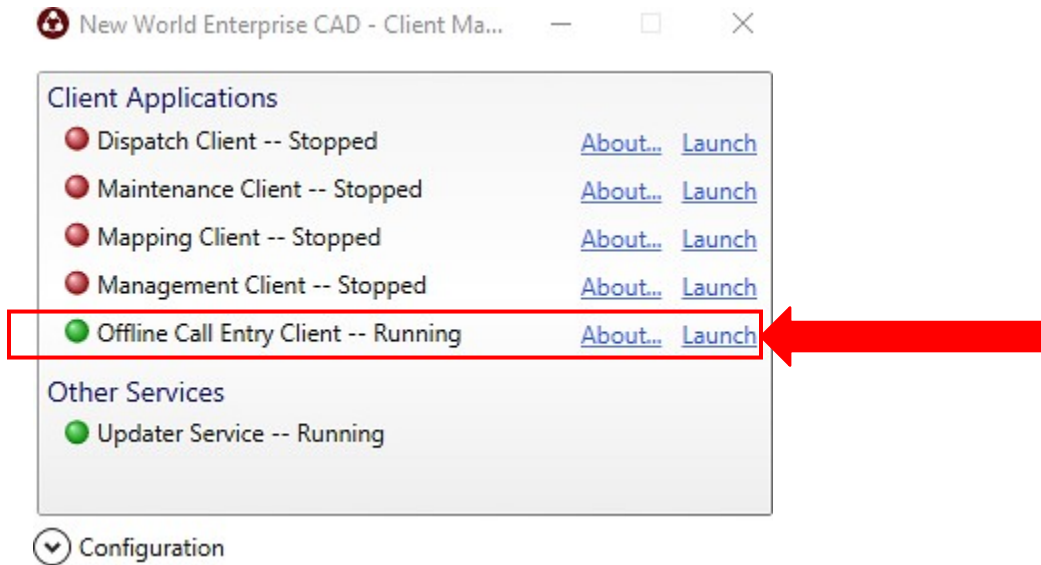
# CAD

## Computer Aided Dispatch

### Offline Call Entry

In the event of an EMERGENCY and ALL SYSTEMS ARE INACTIVE.

Please log into CAD and SELECT



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

Select – **Set User**

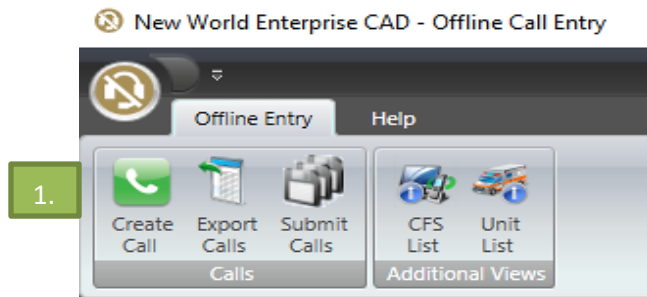


## Offline Call Entry

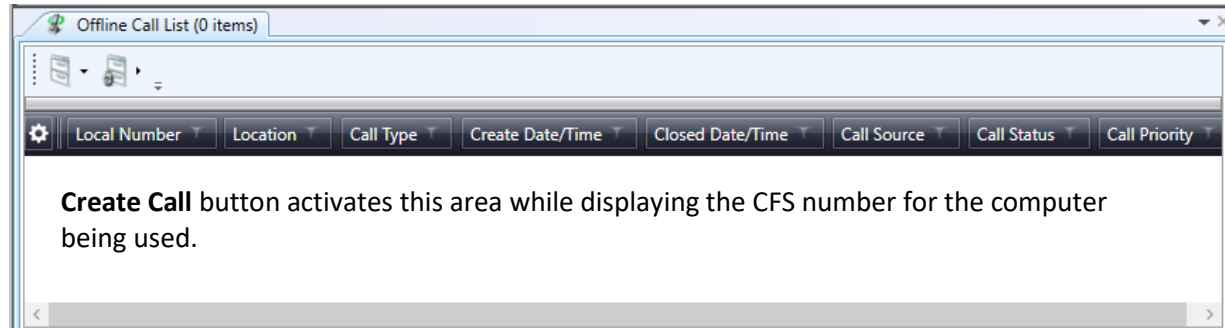
The *New World Enterprise CAD Offline Call Entry Client* application allows dispatchers to log Calls for Service (CFS) while the main *Dispatch Client* application is offline due to system /network maintenance or inactive Internet. The *Offline Call Entry Client* has been created to look similar to the *Dispatch Client* so that the workflow is as familiar as possible for dispatchers.

**NOTE: Call Takers are Dispatchers during use of Offline Call Entry. No other user of Offline Call Entry can see the users calls created on their computer.**

When using the *Offline Call Entry Client*, dispatchers have access to as much information as has been cached on their system. This makes a lot of data available even though the application is being used in an offline state. This can include the *Offline Unit List*, validation set controls such as **Call Type** and **Call Source**, and any validated addresses that have been stored on the dispatcher's machine from previous **Call Location** entries.



## Offline Call List







### Offline Call List – Entry Box

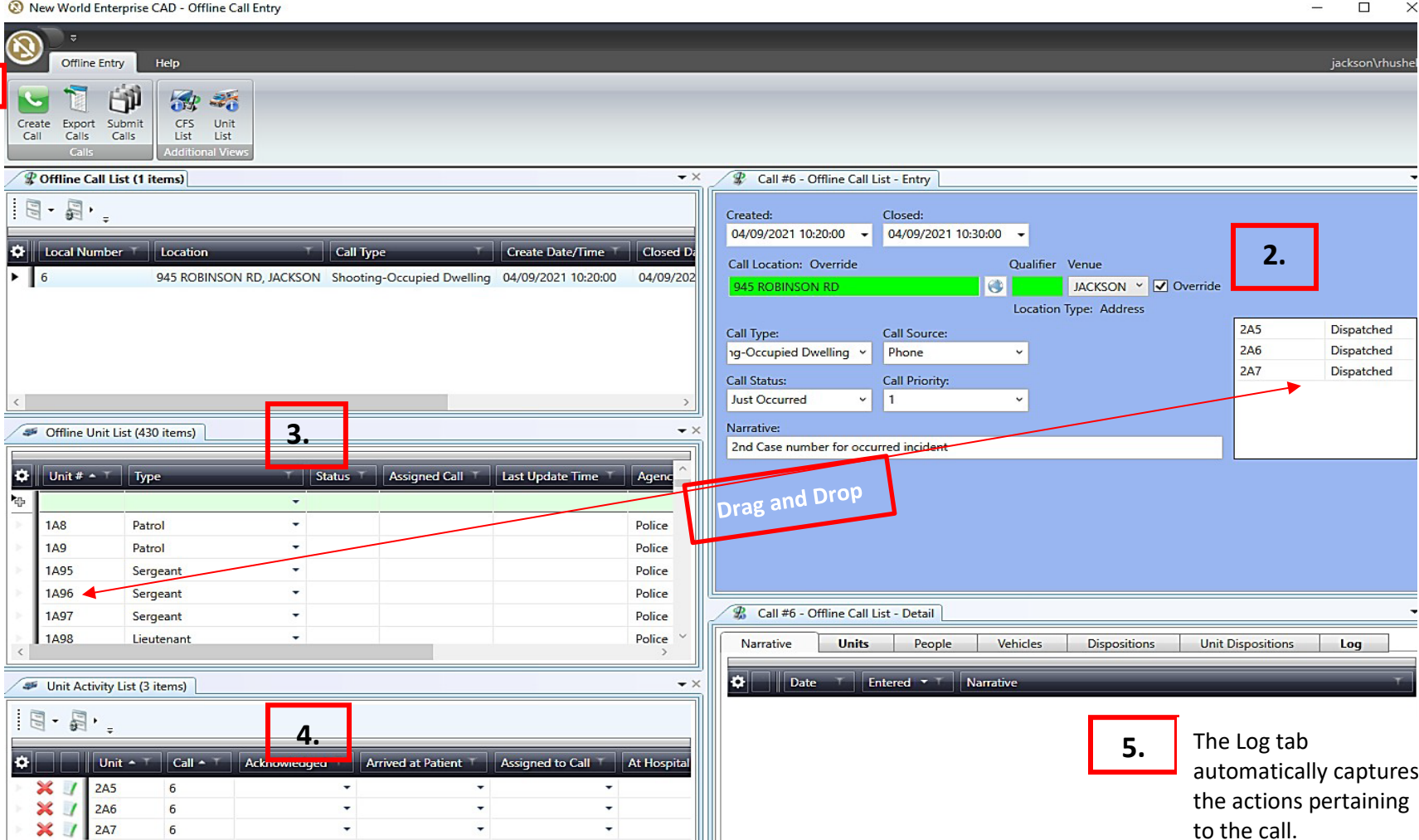
ALL TABS and FIELDS are **MANDATORY** to complete. Failure to complete each one will result in the CFS' not receiving a Case number upon submission in the Dispatch Client when going Live.

### Offline Call List – Detail Box

Proceed to the bottom of the screen and complete all tabs related to the call in the section. Click the named tab and complete the information as it relates to the call. Utilize the tab button on computer keyboard to increase input across the screen.

REMINDER – **CLOSE THE CALL** in the Offline Call List Entry box.

1. Create Call
2. Complete Entry section **NOTE:** Candidate Section is active for addresses.
3. Dispatch a Unit(s) – **drag and drop** to box in Entry section or **RIGHT CLICK** - select Dispatch - select the location.
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.



The screenshot shows the 'New World Enterprise CAD - Offline Call Entry' application. It features several panes and a main entry form. Red boxes and arrows highlight key steps:

- 1.** Points to the 'Create Call' button in the top-left toolbar.
- 2.** Points to the 'Call Location' field in the entry form, which is set to '945 ROBINSON RD, JACKSON'.
- 3.** Points to the 'Offline Unit List' table, which contains a list of units including 1A8, 1A9, 1A95, 1A96, 1A97, and 1A98.
- 4.** Points to the 'Unit Activity List' table at the bottom, which shows dispatched units 2A5, 2A6, and 2A7.
- 5.** Points to the 'Log' tab in the 'Call #6 - Offline Call List - Detail' pane.

Additional annotations include a 'Drag and Drop' callout with an arrow pointing from unit 1A96 in the 'Offline Unit List' to the 'Call Location' field, and a red arrow pointing from the 'Narrative' field to the 'Unit Dispositions' table in the 'Call #6 - Offline Call List - Detail' pane.

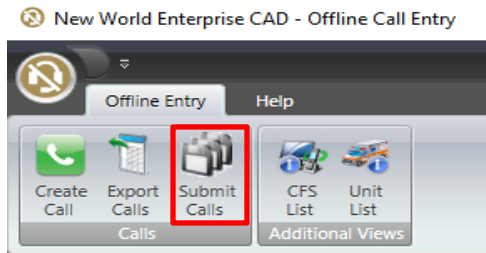
Local Number	Location	Call Type	Create Date/Time	Closed Date/Time
6	945 ROBINSON RD, JACKSON	Shooting-Occupied Dwelling	04/09/2021 10:20:00	04/09/2021 10:30:00

Unit #	Type	Status	Assigned Call	Last Update Time	Agency
1A8	Patrol				Police
1A9	Patrol				Police
1A95	Sergeant				Police
1A96	Sergeant				Police
1A97	Sergeant				Police
1A98	Lieutenant				Police

Unit	Call	Acknowledged	Arrived at Patient	Assigned to Call	At Hospital
	2A5	6			
	2A6	6			
	2A7	6			

Unit	Disposition
2A5	Dispatched
2A6	Dispatched
2A7	Dispatched

BEFORE returning to Dispatch - CAD - Prod



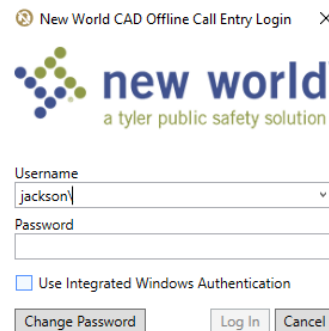
**Submit – Calls – This step is MANDATORY before logging into Dispatch when the systems becomes active.**

This action send the calls created on the client into Dispatch to receive Primary Incident/Case Numbers.

Complete the login screen that appears as if you are logging into Dispatch

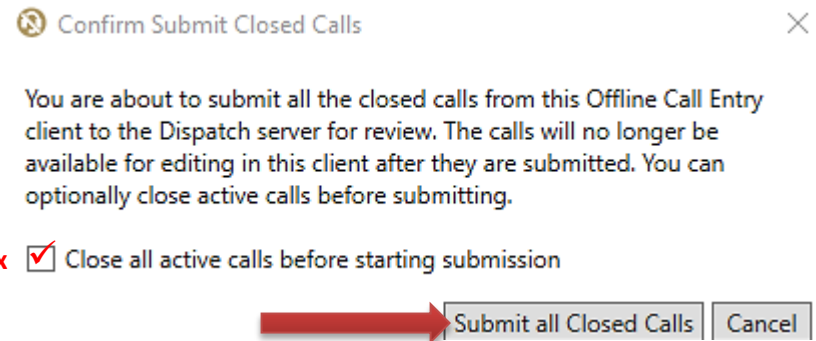
The log in screen appears for Offline Call Entry submission for calls

**jackson\\*\*\*\*\* and your normal password.**



The **Confirm Submit Closed Calls** box appears

This is to confirm all calls from Offline Call Entry submission into CAD Dispatch.



The steps to complete the receipt of actual Primary Incident/Case numbers requires completion by the Supervisors.

Upon approval and submission by the Supervisor, Primary Incident/Case numbers created from use of the Offline Call Entry screen list in the **Cleared Call Search** in Dispatch.