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New World Systems' Police Mobile Computing and Field-Based Reporting software is developed in-house using proven Microsoft® technology including industry-standard Windows® Server, and SQL® Server. The advanced Microsoft workflow and reporting technology in New World’s software helps dispatchers, officers, and records clerks eliminate redundant data entry. The seamless flow of data throughout New World’s applications ensures easy access to critical information for officers while in the field and during investigations.

**NOTE:** Some of the functions described in this manual may not be available due to agency restrictions with security software. Functions such as Browsing and right-clicking are not allowed by some agencies.

Mobile software supports touchscreen technology.

**Police Mobile Computing** software provides:

- Unit dispatch service (CAD)
- Unit status monitor (USM)
- Active and pending call monitoring through the Call Log
- Historical data archive of cleared calls
- NCIC and Local Inquiry capability including:
  - Persons/Locations, Businesses
  - Vehicles, Vehicle Owners
  - Property/Guns
  - Existing Incident records
  - Existing Booking records
- Instant communication with on-shift personnel individually or in configurable groups
Available licensed *Police Mobile Computing* features include:

- Field Reporting following Federal, State, and Local reporting requirements
- In-Car Mapping geolocator application (an optional, licensed feature)
- Automatic Vehicle Locator (AVL)
- Driver’s License barcode and/or magstripe scanning
- Ticketing Service

**In this manual you will learn how to...**

- Navigate through the *Mobile* workspace.
- Monitor Unit Status.
- View Be On the Lookout (BOLO) alerts.
- Receive and respond to a CAD unit dispatch.
- Use *Mobile* Instant Communication (Chat).
- Perform a Person Inquiry.
- Perform a Vehicle Inquiry.
- Perform a Property Inquiry.
- Perform a CAD Incident Inquiry.
- Create and submit field reports
- Add attachments to field reports.
- Retrieve and modify field reports.
- View and print field reports.
- Create a Call.
- View and search the Call Log and its archives.
- Use the In-Car Mapping features (for licensed users) including mapping a patrol area, getting directions, finding addresses, and viewing units in the field.
- Send field report data to merge with the *Aegis® LE Records* system (LERMS).
- Receive and apply software updates.
Chapter 1
Windows Basics

Introduction
This chapter provides an overview of some of the basic tasks in the Microsoft Windows® operating system including how to start programs and switch between active windows. This chapter is provided mainly as reference for New World Systems’ customers who use a non-Microsoft solution (such as Aegis® iSeries), and therefore may not be familiar with the Windows environment in which Aegis® Mobile Computing operates.

In this Chapter.
- “Mouse,” on page 4
- “Taskbar,” on page 4
- “Starting Programs,” on page 5
- “Quitting Programs,” on page 5
- “Switching Between Programs,” on page 6
- “Resizing Windows,” on page 6
- “Repositioning Windows,” on page 7
- “Using Windows without a Mouse,” on page 8
- “Data Entry Formats,” on page 8
Mouse

To take full advantage of Aegis® Mobile Computing software capabilities, New World Systems recommends that you use a multi-button mouse (or other pointing device) instead of a single-button device. For the sake of clarity, this document will refer to all pointing devices as the mouse. In this manual it is assumed that the left mouse button is set up as the primary mouse button. Any procedure that requires the user to click the secondary (right) button is referred to as right-click.

- **Point**—to position the mouse pointer on an item.
- **Click**—to point to an element or object on the screen (for example, the OK button), then quickly press and release the left mouse button once.
- **Double-click**—to point to an object, then quickly press and release the left mouse button twice.
- **Click and drag**—to point to an item (for example, a window), then press and hold the left mouse button while moving the mouse to “drag” the item to the desired position; release the mouse button when the item is the correct size or is moved to the desired location.
- **Right-click**—to point to an element or object (example: a table or grid), then quickly press and release the right mouse button.

The mouse pointer may change shape as you work in Mobile. The shape of the pointer depends on where it rests, the pointer’s function at the time, or what actions are taking place in the software at the moment.

Taskbar

The taskbar is a horizontal strip across the bottom of the Windows® desktop. It displays the Start button and a button for each open (active) software program. To switch from one open program to another open program, click a program button on the taskbar. When a program is closed (inactive), its button no longer appears on the taskbar.

On the right-most side of the taskbar is a notification area. It typically displays graphic indicators such as a printer icon (representing a print job) and a digital clock, however, it is user-configurable. Double-click any of the icons in the notification area to view or change settings for the application.

The entire taskbar can be moved to a different edge of the window by simply clicking on a blank area of the bar and dragging it to the edge of the window (top, bottom, left or right) where you want to move it. Taskbar functionality remains the same. Right-click anywhere on the taskbar away from the icons to access a menu of setting options for the taskbar.
Starting Programs

Start a program by first clicking the Windows START button on the left side of the taskbar (lower-left corner of the desktop). The Start menu appears. Depending on the computer and the programs available, you may see additional items on the Start menu.

In the Start menu, point to Programs to display the Programs menu, then click the name of the program you want to launch. If a shortcut icon for the program has been created on your desktop, you can start the program by double-clicking that shortcut icon. For information on adding shortcut icons to your desktop, refer to your Microsoft Windows user guide or online help.

Quitting Programs

Quit a program by either clicking the Close (or Exit) command in the program’s File menu, or by clicking the Close button on the upper-right corner of the application’s main window.
Switching Between Programs

Microsoft Windows allows you to run as many applications simultaneously as necessary (providing your computer has sufficient memory). Each open application appears as a button on the task bar. The recessed button always represents the active program.

Switch between open programs by selecting a program’s button on the task bar, clicking the program’s window on the main workspace, or using the ALT + TAB shortcut keys.

When you use the ALT + TAB keys, a window with an icon representing each running program appears. Hold the ALT key down while pressing the TAB key repeatedly to move among the icons. When the icon for the program you want to switch to is highlighted, release the TAB key and the ALT key.

Resizing Windows

You can change the size and shape of a window to view multiple windows at one time or to control how much of a window’s contents are visible. You can resize a window by using the resize buttons or by using the mouse.

Using the Resize Buttons

The resize buttons are located on the upper-right corner of every window, on the right side of the window’s title bar (the title bar is the horizontal strip across the top of a window that displays the window’s name).

Minimize - Reduces the size of a window so it appears only as a button on the taskbar.
Maximize - Enlarges the size of a window so it takes up the whole monitor display.
Restore - Returns a window to its previous size. It appears only when a window is maximized.

Resizing with the Mouse

Some windows in Aegis® Mobile can be resized by using the mouse. To resize a window using the mouse, position the mouse pointer over the window’s border. When the pointer changes to a double- or multi-headed arrow, press and hold the left mouse button while dragging the window’s edge until it is the desired size. When the window is the correct size, release the mouse button.
Resize a window horizontally by dragging the window’s border to the right or left. Resize a window vertically by dragging the border up or down. To resize a window proportionally, position the mouse pointer on a border corner, and drag it diagonally.

**NOTE:** Not all windows in Aegis® Mobile can be resized by using the mouse. If the mouse pointer changes to a double- or multi-headed arrow when you position it over a window’s border, the window can be resized by using the mouse. If the mouse pointer does not change when you position it over a window’s border, the window cannot be resized by using the mouse.

**Repositioning Windows**

When multiple windows are open simultaneously, they may overlap each other. You can move the windows around and rearrange their positions within the main window, or workspace area, in which they appear. To move a window, click on its title bar and hold the left mouse button down while you drag the window to the desired location (the title bar is the horizontal strip across the top of a window that displays the window’s name on the left side and the resize buttons and the Close button on the right). When the window is in the desired location, release the mouse button.
Using Windows without a Mouse

Most of the functions in Windows can be performed without using a mouse. The keyboard contains shortcut keys as an alternate way to execute Windows commands.

**NOTE:** Keyboard shortcuts can be used to activate the vertical toolbar buttons. Press \( ALT + \) whatever letter is underlined on the vertical toolbar button to activate that feature.

The following table provides shortcut keys for commonly used commands.

<table>
<thead>
<tr>
<th>Shortcut Keys</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>( F1 )</td>
<td>Open Online Help.</td>
</tr>
<tr>
<td>( ALT + F4 )</td>
<td>Close (quits) an active program.</td>
</tr>
<tr>
<td>( SHIFT + F10 )</td>
<td>Display the shortcut menu for the selected item.</td>
</tr>
<tr>
<td>( CTRL + ESC )</td>
<td>Display the Start menu.</td>
</tr>
<tr>
<td>( TAB )</td>
<td>Move to the next field or button in a window.</td>
</tr>
<tr>
<td>( ALT + TAB )</td>
<td>Switch to another active window.</td>
</tr>
<tr>
<td>( CTRL + C )</td>
<td>Copy the selected item and places it on a virtual clipboard (memory).</td>
</tr>
<tr>
<td>( CTRL + X )</td>
<td>Move the selected item from its current location, placing it on the clipboard (memory).</td>
</tr>
<tr>
<td>( CTRL + V )</td>
<td>Paste the last item copied to the clipboard to the location of the insertion point.</td>
</tr>
<tr>
<td>( CTRL + Z )</td>
<td>Undo the last command performed.</td>
</tr>
</tbody>
</table>

**NOTE:** New World Systems strongly recommends against overwriting these key combinations when setting up Mobile toolbar and listbar shortcut keys.

Data Entry Formats

A number of different types of data entry fields are common to the Windows environment, and are used throughout the Mobile Computing application. This section describes the following data entry controls in Mobile:

- “Text Boxes,” on page 9
- “Mouse-Driven Entry Fields,” on page 9
- “List Boxes,” on page 9
- “Check Boxes,” on page 10
- “Prompts,” on page 11
- “Aegis® Prompt,” on page 11
- “Calendar Prompt,” on page 12
- “Date and Time Controls,” on page 12
- “Browsing,” on page 13
Text Boxes
Use text boxes to enter free-form information such as people’s names, narratives or notes in a field report.

The cursor automatically appears in a text box if the text box is the first available data entry field. Move between text boxes by using the TAB key or clicking inside a text box.

Text boxes are designed to accept alpha (abc), numeric (123), or alphanumeric (A1B2) entries depending on their intended function.

Masked Text Boxes
Like text boxes, masked text boxes may accept alpha (abc), numeric (123), or alphanumeric (A1B2) entries. However, masked text boxes format how the data is displayed.

Mouse-Driven Entry Fields
Windows makes extensive use of a pointing device such as a mouse or trackball. The entry fields described below are geared toward such devices, though they can often be activated by a combination of the TAB key, arrow keys, and spacebar or ENTER key.

List Boxes
Like text boxes, list boxes may accept alpha (abc), numeric (123), or alphanumeric (A1B2) entries. List boxes also look very similar to text boxes except for the small downward arrow button on the far right side. Clicking on this arrow button displays a list of data available for the field. Alternately, press ALT + the down arrow key to access the drop-down list box.

Moving the mouse pointer down the list highlights the selections one at a time. Click the mouse when the desired selection is highlighted to place that selection in the field and make the list disappear. You may also use the arrow keys and press ENTER to select an item.
Check Boxes

Check Boxes may represent on/off type options such as Yes/No and True/False. Check box selections can be made by using the space bar and, once selected, the selected items will move to the top of the list so the user does not have to scroll to see what has been selected. Select a check box to enable the option. In the graphic below, the check boxes include/exclude columns from appearing in a response grid.

In Field Reporting forms, check boxes are used to add details from among several available options on the report.

Check boxes also allow multiple options. List boxes and option buttons only allow one option at a time (they are mutually exclusive), but check boxes may offer a combination of options.
Prompts
Selecting options from certain fields, such as colors or dates, displays a dialog box prompting for your choice. Each field type described in the following section requires specific choices from the user.

Aegis® Prompt
The Aegis® Prompt is similar to the list box, except it has an Ellipsis button rather than an arrow. Use the Aegis® Prompt to access a dialog box with additional functions available for the field. For this reason, Aegis® Prompts are found whenever the contents of the list box can be searched or filtered.
Calendar Prompt

Prompting a date field displays the Calendar Prompt.

The left and right arrow buttons in the Calendar Prompt (shown above) enable the user to display previous months/years and future months/years respectively. Once the desired date is located and the month/year in which it is located is displayed, you can simply click the date. The Calendar Prompt will then close and the selected date will appear the prompted date field.

**NOTE:** Some date boxes do not allow future dates, such as the Date of Birth (DOB) fields.

Date and Time Controls

To enter the current date and time in the Date and Time controls in Mobile, click inside the Date field, then press the ENTER key. The current date and time will appear in the Date and Time fields, and the cursor will automatically tab to the next field.
Browsing

Use Browsing to search for a file and attach it to the open window. Basic knowledge of Tree structure controls is useful when working with browsing. Tree structure controls display information broken down into an outline of the available folders. Click on folders to expand them and access the subfolders and files they contain.

To attach a file in Mobile:

1. Where attachments are supported, the window will provide a button such as Add File or Add Word Doc. Click to open the Open window.

2. In the Look in drop-down list box, browse through the tree structure by double-clicking on the directories and corresponding folders (or selecting an item and clicking Open) until the desired file is found.
3. Select the file and click **Open** to attach the file and close the **Open** window.

**NOTE:** If the file name is known, the selected directory can be searched by typing the exact file name (including the suffix) in the **File Name** text box and clicking **Open**. The Open window will automatically close and the file will be attached.

A partial file name can be searched using the asterisk (*) symbol before, and/or after, the partial name. All files with the partial name in them will be sorted alphabetically. Select the file and click **Open** (or double-click) to complete the file attachment.
Chapter 2
Mobile Workspace

Introduction
The following pages contain information and procedures to log on, identify basic functions and features, and log off from a Mobile Computing session.

In this Chapter:
- “Login to Mobile,” on page 16
- “Workspace Overview,” on page 19
- “Status Bar,” on page 21
- “Title Bar,” on page 20
- “Main Toolbar,” on page 23
- “Main Workspace,” on page 27
- “Apply a Custom Filter,” on page 32
- “New World Systems Updater,” on page 35
Login to Mobile

After starting the Mobile Computing Terminal (MCT) perform the following steps to login to Mobile:

Open the Mobile application from the shortcut icon on the unit’s desktop or follow the instructions below.

1. Left-click the desktop Start button.
2. Click All Programs.
3. Select New World Systems from the listing, then select Mobile Client to launch the application.
4. On the *Aegis Mobile Login* dialog box, type the user identification data in the appropriate fields to correctly identify and route session data through the *Mobile Computing* system.

![Aegis Police Mobile Login dialog box](image)

5. Click **Login** to launch *Mobile*.
Change Mobile Login Password

A user can change their password from the Aegis Mobile Login dialog box by clicking the Change Password button.

The new Mobile password may have requirements, defined by the system administrator, to ensure its security. Typical requirements are that a password have minimum length (such as, at least 8 characters) and that a mix of character types are required (for example, it must contain both upper and lower case letters and a digit).

If you try to enter a new password that does not satisfy the requirements in force on your system, a dialog box will appear explaining the deficiency, and the attempted change will be cancelled, leaving the old password in effect.

To change your user password, start the Mobile application and perform the following steps:

1. Click Change Password on the Aegis Mobile Login dialog box.

2. On the Aegis Mobile Password Change dialog box, fill in the Name, Old Password, and New Password fields.

3. Enter the new password in the Confirm field and click Submit to make the change.

**NOTE:** User passwords are stored on the Mobile Server, not the local client device. This allows officers to access their Mobile account from any Mobile Client terminal in the agency.
Workspace Overview

Logging on to Mobile opens the user’s session in the Unit Status Monitor (USM) window. All Mobile Clients within the user’s ORI, and currently logged in to Mobile, are displayed. If it is a multi-jurisdictional CAD system, users will see all units including Fire and EMS.

Refer to Chapter 9 “Unit Status Monitor” for a detailed description of specific functions available in the USM workspace.

**NOTE:** If a dispatch assignment is sent from CAD for the Mobile Client unit during the time they are logged out of the system, a small notification window will appear in the bottom, right corner of the display when the unit logs in. The Dispatch Received notification window displays the incident type and call location. Refer to Chapter 8 “Dispatch” for additional information.
Title Bar

The Title Bar is located at the top of the Mobile Computing window and displays the application name and version. Function buttons are located on the right side of the Title Bar.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimize</td>
<td>This button minimizes the application, hiding it from view without closing the application. It can be restored to view by clicking on the taskbar button at the bottom of the Windows® desktop.</td>
</tr>
<tr>
<td>Maximize</td>
<td>This button affects the way the application window fits on the desktop. It can be made to fill the entire screen, or it can be made smaller and resizable, so other application windows are visible.</td>
</tr>
<tr>
<td>Close</td>
<td>This button closes the Aegis® Mobile Computing session.</td>
</tr>
</tbody>
</table>
### Status Bar

The Status Bar is located below the Title Bar near the top of the Mobile Computing window and displays the name of the current workspace and user information. On the right side of the Status Bar are buttons used for accessing the Service Status Monitor window, the Unit Status options, the Clipboard, and to exit Mobile.

Dispatch Alerts and Active Workspace Counts appear here, when applicable.

![Image of Status Bar with buttons]

**NOTE:** Although the combinations and placement of the buttons on the Status Bar may vary, their functions, when available, do not change.

<table>
<thead>
<tr>
<th>Status Bar Control Functions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Control</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Dispatch Alerts</strong></td>
<td>When Location, Person and Vehicle alerts are sent from CAD, they are tabulated in the status bar when the Dispatch workspace is active. The number of alerts received appears before a letter indicating the alert type. In the following example, no alerts have been received:</td>
</tr>
<tr>
<td></td>
<td>0L = Zero Location Alerts</td>
</tr>
<tr>
<td></td>
<td>0P = Zero Person Alerts</td>
</tr>
<tr>
<td></td>
<td>0V = Zero Vehicle Alerts</td>
</tr>
<tr>
<td><strong>Active Workspace Counts</strong></td>
<td>Mobile gives specific information about the active workspace in the Status Bar:</td>
</tr>
<tr>
<td></td>
<td>Call Log—Active and Pending call counts are displayed, followed by the time, in military time, at which the data was refreshed (in parentheses).</td>
</tr>
<tr>
<td></td>
<td>Cleared Call Archive—Number of cleared calls is displayed.</td>
</tr>
<tr>
<td></td>
<td>Inquiry Responses—Number of Inquiry results in the current batch (of up to 10), and the total number returned for viewing or No Results</td>
</tr>
<tr>
<td><strong>Assigned Dispatch:</strong></td>
<td>0L, 0P, 0V</td>
</tr>
<tr>
<td><strong>Calls for Service:</strong></td>
<td>ACT: 5 PEND: 13 (11:21)</td>
</tr>
<tr>
<td><strong>Cleared Calls (0)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Vehicle Responses (1-7 of 7)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Person Responses (No Results)</strong></td>
<td></td>
</tr>
</tbody>
</table>
## Chapter 2: Mobile Workspace

### Status Bar Control Functions

<table>
<thead>
<tr>
<th>Control</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Secondary Location</strong></td>
<td>A unit’s secondary location is further clarifying information, telling the dispatcher exactly where the unit is located. An officer can use this field to tell CAD they are, for example, in an intersection, in the parking lot outside a call location, etc. Double-click anywhere on the words <em>Secondary Location</em> to activate the text box. Type in the additional location information and press ENTER.</td>
</tr>
</tbody>
</table>
| **Unit Status**                  | This icon changes according to the unit’s current status. Appearing on the right side of the Status Bar, this icon gives the user access to the vertical toolbar where the status can be changed (see “Unit Status Change,” on page 28). Status icons can be configured by agency, and therefore, may vary slightly from those shown here. The following are examples of Status Bar icons:  

- Unit is available for calls.  
- Unit has been assigned to a call/dispatched.  
- Unit is en route to the call location.  
- Unit is at the scene.  
- Unit is unavailable—off shift.  
- Unit is unavailable—writing reports.  
- Unit is unavailable—on break.  
Click the icon to display the Unit Status Change vertical toolbar on the right side of the Mobile Computing workspace.  

**NOTE:** Each icon has a corresponding button on the vertical toolbar, but they only appear on the toolbar when the function is available. Unit Status icons are configured in CAD. |
| **Service Status Monitor**       | Access the Service Status Monitor window by clicking this button. The statuses of the user’s Network Connection, Inquiry Service, Instant Communication Service, Field Reporting Service, Error Notification Service, and Dispatch Service are displayed. This information is provided for System Administrators to isolate connection problems for diagnosis. The color of the icon in the Status Bar reflects connection status:  

- Green indicates the services are all connected and working properly.  
- Orange indicates a connection error on one or more, but not all, services.  
- Red indicates all connections are down. |
NOTE: Double-clicking the status bar will fill the screen with the Aegis® Mobile workspace, removing the Title Bar and the Taskbar.

Main Toolbar

The Main Toolbar is a horizontal row of command buttons located below the Status Bar on the Mobile interface. Clicking on a button or pressing the keyboard hot key, displayed below the icon on the command button, takes you to the selected window.

The command buttons on the Main Toolbar do not change when the user moves among the various features and options in the Mobile Computing application.

Button order and designated keyboard shortcuts can be changed according to customer requirements. All main toolbar buttons available to Mobile users are displayed in the graphic below and described on the following pages.

<table>
<thead>
<tr>
<th>Control</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clipboard</td>
<td>The Clipboard button appears on the Status Bar when information has been copied to the clipboard. Clicking this button displays a vertical toolbar on the right side of the Mobile Computing workspace containing the records available on the clipboard. This feature is used when an officer creates a Field Report. An existing record, such as an individual’s jacket, can be copied, and the data pasted into a report to save the effort of typing previously recorded data into the required fields.</td>
</tr>
<tr>
<td>GPS Docking Status: Enabled or Disabled</td>
<td>Mobile customers using GPS technology may require units to undock their GPS devices when not in use. The GPS Status button allows the user to safely unplug their GPS device by disabling the GPS monitor in Mobile. This icon is green when the GPS device is enabled and red when the device is disabled, making it safe to disconnect. Reconnect the device and click the red icon in the status bar to activate the GPS device. WARNING: Do not disconnect a GPS device while it is still connected via the software. Disconnecting an enabled device will cause a software error. This button will only appear in Mobile Clients using this feature (configured during installation or by the System Administrator).</td>
</tr>
<tr>
<td>Exit Mobile</td>
<td>Exit Mobile by clicking this button on the Status Bar. A confirmation window appears and the user must click Exit Mobile to close the application or Cancel to continue the Mobile session.</td>
</tr>
</tbody>
</table>
Unused features can be hidden from the *Mobile Client* interface by denying permission for the feature through the User Role configuration in the MMC.

### Main Toolbar Functions

<table>
<thead>
<tr>
<th>Command Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Utilities (F1)</strong></td>
<td>Clicking <em>Utilities</em> displays the <em>Utilities</em> options for <em>Mobile</em>. They include:</td>
</tr>
<tr>
<td></td>
<td>• <em>About Aegis Mobile</em> window</td>
</tr>
<tr>
<td></td>
<td>• Day/Night mode selection</td>
</tr>
<tr>
<td></td>
<td>• Perform Booking Inquiries</td>
</tr>
<tr>
<td></td>
<td>• View BOLO alerts</td>
</tr>
<tr>
<td></td>
<td>• Manual Sync function for pre-plan data</td>
</tr>
<tr>
<td></td>
<td>• View GPS status</td>
</tr>
<tr>
<td></td>
<td>Utilities features are described in Chapter 3, “Utilities.”</td>
</tr>
<tr>
<td><strong>Chat (F2)</strong></td>
<td>Clicking <em>Chat</em> displays the <em>Mobile Instant Communication</em> workspace.</td>
</tr>
<tr>
<td></td>
<td>Chat features are described in Chapter 4, “Mobile Instant Communication.”</td>
</tr>
<tr>
<td><strong>Person (F3)</strong></td>
<td>Clicking <em>Person</em> displays the <em>Person/Location Inquiry</em> workspace. Users can perform local and/or NCIC inquiries for information on persons (names and jackets) and locations (address/venue).</td>
</tr>
<tr>
<td></td>
<td>Person/Location Inquiry features are described in Chapter 5, “Inquiries.”</td>
</tr>
<tr>
<td><strong>Vehicle (F4)</strong></td>
<td>Clicking <em>Vehicle</em> displays the <em>Vehicle Inquiry</em> workspace. Users can perform local and/or NCIC/State inquiries for information on vehicles (plates or VIN #s).</td>
</tr>
<tr>
<td></td>
<td>Vehicle Inquiry features are described in Chapter 5, “Inquiries.”</td>
</tr>
<tr>
<td><strong>Field Reports (F6)</strong></td>
<td>Clicking <em>Field Reports</em> displays the <em>Field Reporting</em> workspace. Field Reporting allows officers to record and submit reports (incident, arrest, case, etc.) and report supplements. Reporting requirements vary by state and municipality.</td>
</tr>
<tr>
<td></td>
<td>Field Reporting features are described in Chapter 6, “Field Reporting.”</td>
</tr>
</tbody>
</table>

**NOTE:** The DAY/NIGHT viewing mode can be switched by pressing the keyboard shortcut, F5.
## Main Toolbar Functions

<table>
<thead>
<tr>
<th>Command Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dispatch (F7)</strong></td>
<td>Clicking <em>Dispatch</em> displays the <em>Assigned Dispatch</em> workspace where dispatch information received from CAD is displayed. Dispatch features are described in Chapter 8, “Dispatch.”</td>
</tr>
<tr>
<td><strong>Call Log (F8)</strong></td>
<td>Clicking <em>Call Log</em> displays the <em>Calls For Service</em> workspace. The Call Log displays the agency’s active and pending calls. A unit can self-dispatch to assist in an active call or answer a pending call from this workspace. <em>Mobile’s</em> archive of Call Log features are described in Chapter 7, “Call Log.”</td>
</tr>
<tr>
<td><strong>Create Call (F9)</strong></td>
<td>Clicking <em>Create Call</em> displays the <em>Quick Call</em> workspace. A Quick Call is a self-assigned call a <em>Mobile Client</em> can send to the CAD Dispatch center in order to respond to a situation they have identified in the field. Quick Call features are described in Chapter 8, “Dispatch.”</td>
</tr>
<tr>
<td><strong>Unit Status (F10)</strong></td>
<td>Clicking <em>Unit Status</em> displays the USM workspace. This is the first window accessed when a unit logs on to <em>Mobile</em>. Configurable details regarding unit status are displayed. USM functionality is described in Chapter 9, “Unit Status Monitor.”</td>
</tr>
<tr>
<td><strong>Property Inquiry</strong></td>
<td>Clicking <em>Property Inquiry</em> displays the <em>Property Inquiry</em> workspace. Users can perform local and/or NCIC inquiries or information searches on various categories of property, including guns. Property Inquiry features are described in Chapter 5, “Inquiries.”</td>
</tr>
<tr>
<td><strong>Mapping</strong></td>
<td>Clicking <em>Mapping</em> displays the <em>Mapping</em> workspace. This feature is optional and requires licensing through New World Systems. Mapping allows units in the field to view a map showing their own location, active call locations, and other units currently in the field. Mapping features are described in Chapter 10, “In-Car Mapping.”</td>
</tr>
<tr>
<td><strong>Incident Inquiry</strong></td>
<td>Clicking <em>Incident Inquiry</em> displays the <em>Incident Inquiry Entry</em> dialog box. This feature allows searching for previously recorded incidents by Incident, Call For Service, or Call Numbers. Incident Inquiry functionality is described in Chapter 5, “Inquiries.”</td>
</tr>
<tr>
<td><strong>Back</strong></td>
<td>The <strong>Back</strong> button appears at the top of the vertical toolbar on the left side of the <em>Mobile</em> workspace when the current window is accessed by hyperlink from another window in <em>Mobile</em>. This button allows the user to return to the previous window.</td>
</tr>
</tbody>
</table>
The **Overflow** control appears in the last position of the toolbars in Mobile when additional features are available but do not fit on the visible toolbar. Click to expand the toolbar to the side, displaying the remaining toolbar buttons. Click an available button to select the feature.

<table>
<thead>
<tr>
<th>Command Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overflow</strong></td>
<td>The <strong>Overflow</strong> control appears in the last position of the toolbars in Mobile when additional features are available but do not fit on the visible toolbar. Click to expand the toolbar to the side, displaying the remaining toolbar buttons. Click an available button to select the feature.</td>
</tr>
</tbody>
</table>
Main Workspace

The features appearing on the main workspace change according to which function is selected. Workspace features may include a Response grid with various filtering options, buttons to access other features, text fields for entering information to add or query, etc.

Press TAB on the keyboard to advance through the fields on the report forms.

Auto-fill features include typing the first letters of a word, prompting a suggested entry filling the field. Tab to accept or continue typing to override.

Specific features available on each workspace are detailed in later chapters dedicated to each major Mobile functional element.

Vertical Toolbars

Vertical toolbars can appear on either side of the Mobile workspace. On the left side of the workspace, they have functional elements suited to the tasks presented on the active workspace. On the right, they may provide additional functions for the workspace, or may provide Status Bar functions. Buttons for unavailable functions may appear dimmed or may be removed from the toolbar.

Vertical toolbars appearing on the right side of the workspace include Unit Status Change, the Clipboard, and certain field reporting functions. Vertical toolbars with functions specific to one workspace are described in the chapter devoted to that workspace.

NOTE: Keyboard shortcuts can be used to activate the vertical toolbar buttons. Press ALT + whatever letter is underlined on the vertical toolbar button to activate that feature.
Unit Status Change

The Unit Status Change vertical toolbar is accessible at any time during a Mobile session and is unaffected by what workspace is active.

The Unit Status icon , appears on the right side of the Status Bar at the top of the Mobile workspace. Click to access the Unit Status Change vertical toolbar where Mobile Client status can be changed.

Selecting one of the available toolbar buttons sends a new unit status notification to CAD and updates the Unit Status Monitor to the new status. The Status Bar icon also changes to reflect the new status.

Unit Status options that are not designated as a possible Next Status do not appear on this vertical toolbar. Options are configured in CAD and are not changed by the Mobile Client. Refer to the Unit Maintenance chapter in the Aegis MSP Computer Aided Dispatch Administrator’s Guide for additional information.

This vertical toolbar can be hidden when not in use.

Clipboard

The Clipboard icon , appears on the right side of the Status Bar at the top of the Mobile workspace only when data is available on the Mobile clipboard. Clicking this icon gives the user access to all data copied to the clipboard.

Person, Vehicle, and Property information and data obtained from NCIC inquiries can be copied to the clipboard.

Data can be added to and selected from the clipboard when an officer is working on field reports. The Report Editor window, for example, has clipboard features allowing an officer to add or retrieve information from the clipboard. Refer to “Field Reporting,” on page 103 for additional information.

A user can auto-fill fields on an active report form with jacket or other data by double-clicking an item on the clipboard toolbar. Applicable data will populate the report’s text fields.

Delete individual clipboard entries by selecting one and clicking Delete. Clear all clipboard contents by clicking Delete All.

This vertical toolbar can be hidden when not in use.
Workspace Tabs and Sub-Tabs

There are multiple levels of tabs and sub-tabs used to access features and functions within *Mobile*. Tabs are used in the *Utilities—GPS Monitoring*, *Mobile Instant Communication* (Chat), *Inquiry Response* windows, and *Field Reporting—Report Editor* windows.

Click on a tab to access the various features, including available sub-tabs, it contains.

*NOTE:* Active tabs are colorized and all inactive tabs appear gray.

The graphic below shows multiple tabs as they appear in the Chat window for *Mobile Client* units. In this example, multiple conversations are open, but only the colorized tab is active. Select from among the tabs to view or respond to the different chat sessions.

The graphic below shows three levels of tabs as they appear in a Field Reporting form.

For additional details on the use of tabs in Field Reporting, refer to “*Report Tabs and Sub-Tabs,*” on page 122.
Response Grids

The Field Reporting, Call Log, and Unit Status Monitoring windows display data in response grids. This information is received from CAD and is updated at customer-configurable intervals.

The entries on these windows can be sorted by column. To sort the data into groups by column, select a column heading and drag it onto the Drag a column header here to group by that column line above the grid. Horizontal column order can be changed by clicking and dragging a column header, then releasing it to the left or right of another column.

The Grid Settings button is provided on the vertical toolbars in the Call Log, and Unit Status Monitoring windows to control which columns are displayed. Clicking Grid Settings opens the Grid Settings dialog box. Available columns are listed and can be selected for display on the main workspace. This dialog box can be resized by clicking on the outer edges and dragging to the desired size.
Column Filtering Criteria

In the Mobile response grids, data in the columns can be filtered so entries appear in ascending or descending (alpha-numeric) order or by user-configurable conditions.

Clicking the condition filter opens a submenu with standard filters applicable to the column. Select (Custom) to open the Enter filter criteria for (Name) dialog box. The user can select from among several conditions in the Operator and Operand drop-down list boxes.

Applying a filter will cause the filter icon to change to a dark blue fill.

Wildcard searches can be performed when the Operator * Like is used. Place an asterisk (*) before and/or after one or more characters in the Operand field to return search results with variable characters.

For example, type:

1* returns only results with variables after the character and nothing before, such as 12, 101, 1234, etc.

*t returns only results with variables before the character and nothing after, such as Assault, Initial Contact, etc.

*1* can return any combination of variables in conjunction with the character(s), including 100, 601, 717, etc.
Apply a Custom Filter

In the following example, the Field Reporting response grid is custom-filtered to display results according to the date on which the reports are modified.

1. Select the column to filter, click the filter criteria icon, and pick Custom from the dropdown list box.

![Image of filter criteria](image)

2. In the Enter filter criteria for (Name) dialog box, select an Operator (function) to perform on the column’s contents.

   In the example below, Greater than or equal to will operate on the Modified date, and show results with the selected date and all dates thereafter.

3. Select or enter Operand criteria on which to apply the Operator.

![Image of operand example](image)

**NOTE:** Additional filtering conditions can be added to the response grid results by clicking Add a condition and selecting Operator and Operand values for each new condition.
In this example, an additional Operator, * Like, is selected and given the date (with an asterisk * denoting all additional values) as its Operand.

**NOTE:** Select the AND condition when all filter criteria must be met. Select the OR condition when any, but not all, criteria must be met.

4. Click **OK** to activate the filter or **Cancel** to return to the response grid without modifying the data on the response grid.

5. The response grid is now filtered and displays only the content matching the filter criteria.

**NOTE:** The grid can be sorted in ascending or descending alpha-numeric order by clicking the  icon in any column header.

In this dialog box, unwanted conditions can be deleted by clicking the square at the start of a line (to select it), then clicking **Delete Condition**.
Apply a Data Filter

Data filters for grids in individual windows can be saved in *Mobile* and applied as needed. After applying the desired filter settings:

1. Click Filters on the vertical toolbar to access the flyout menu.

2. Click **Save Filter**.

3. Enter a filter name in the **Save Filter** dialog box and click **Save**.

The new filter button is added to the **Filters** flyout menu.
New World Systems Updater

The New World Systems Updater synchronizes the software and settings on Mobile Client machines with the Mobile Server.

When an update is initiated, the New World Automatic Updater application, installed on each Mobile Client, compares the Manifest ID on the client device to the Manifest ID in the Update.xml file. This establishes that correct update files are available for the initial installation or upgrades. If no differences are found between the two file sets, no download occurs.

When updates are available, the NWS Updater icon appears on the bottom of the machine’s screen in the notification area to the right of the taskbar. A notification balloon may also temporarily appear in the lower right corner of the user’s screen.

Click the icon to open the New World Systems Updater window. Available updates are listed and include version data, date stamp, and update status for each item.

While it is possible to continue using Mobile as the update is downloading, the Mobile software must be closed before the update installation is started.

After closing Mobile, click Install to install available update(s) to the machine.

This window can be hidden while the update is in process by clicking Hide. The installation will complete in the background allowing the officer to continue using other (non-Mobile) applications on the machine.

Restart Mobile when the update is complete.
Exit Mobile

To exit Mobile, click the Exit Mobile button on the right side of the Status Bar.

The Close Mobile Application window appears.

Click Exit Mobile to close the application or Cancel to continue the Mobile session.
Chapter 3
Utilities

Introduction

The Utilities features in Aegis® Mobile allow the user to view information about the current Mobile Computing release, toggle day or night viewing modes on and off, perform Booking Inquiries, display Be On the LookOut (BOLO) alerts for Mobile units in the field, manually synchronize pre-plan data, and view GPS Status information.

In this Chapter:

- “About Mobile,” on page 38
- “Day/Night Mode,” on page 38
- “Booking Inquiry,” on page 39
- “View BOLOs,” on page 45
- “Manual Sync,” on page 53
- “GPS Status,” on page 54
About Mobile

In the Utilities window, click About to open the About Aegis Mobile window containing the installed Mobile software version and current user login information.

Click OK to close and return to the Utilities window.

Day/Night Mode

The Day/Night (F5) button allows the user to toggle between DAY mode and NIGHT mode, changing the workspace colors to those most easily and comfortably viewed in lighter (daytime) or darker (nighttime) conditions.

NOTE: Press F5 to change the viewing mode from the keyboard.
Booking Inquiry

When a subject is arrested for and charged with committing a crime, they are booked and a Booking Number is assigned to them that can be queried in Mobile. Booking Inquiry results returned from Records include general booking data, arrestee data, the charge(s), and the arrestee’s employment information, if available. Refer to “Booking Inquiry Response Window,” on page 41, for specific details.

NOTE: IMPORTANT—The Booking Inquiry feature requires Aegis®/MSP version 8.1 SP4 or greater loaded on the Mobile Client device.

Click Booking Inquiry on the Utilities workspace to access the Booking Inquiry window. Manually enter a Booking Number. This is a mandatory field.

Enter (or select) the correct ORI from the drop-down list box. The user’s default ORI automatically populates this field.

NOTE: In the Booking Number field, enter only the whole numbers for the Booking Number to query and Mobile will automatically add the correct number of zeros (after the dash).
Search Controls

The following search controls appear on the main Booking Inquiry workspace for Booking Inquiries.

Clear

The Clear button clears all active search criteria from the Booking Inquiry workspace. All fields on the workspace are cleared.

Add

The Add button has been added for future functionality and is currently unavailable in this window. It will appear dimmed.

Remove

The Remove button has been added for future functionality and is currently unavailable in this window. It will appear dimmed.

Search

The Search button initiates a search of the Records database. Enter data in the Booking Number and ORI fields and click Search, or press ENTER on the keyboard, to submit a search.

NOTE: The Booking Number field is mandatory.

The following message appears:

While a search is in process, it is possible to cancel the action and return to the main Booking Inquiry window by clicking Cancel on the vertical toolbar or using the keyboard shortcut ALT+A.

When a search completes, the Booking Inquiry Responses window automatically opens displaying either the inquiry results or No Results. Refer to “Booking Inquiry Response Window,” on page 41, for additional information.

If No Results are returned, click Close, or use the keyboard shortcut ALT+C, to return to the previous window and revise the search criteria.
Booking Inquiry Response Window

When a response is returned for a Booking Inquiry, the results are displayed in the Booking Inquiry Response window.

When focus moves away from this window, it continues to retain the last record until it is reset by clicking Close (on the vertical toolbar) or exiting the Mobile session altogether.

Use the Navigation buttons 📈 / 📈 at the bottom on the left, to move through the available data panes. Alternately, a vertical scroll bar appears at right and can be used to view data above or below the visible workspace.
Chapter 3: Utilities

Booking Inquiry Response Vertical Toolbar Features

Vertical toolbar buttons for the Booking Inquiry Response window include the following.

**NOTE:** Keyboard shortcuts can be used to activate the vertical toolbar buttons. Press \( \textit{ALT + whatever letter is underlined} \) on the vertical toolbar button to activate that feature.

### Export

Using the **Export** feature causes the Arrestee’s jacket data to be automatically added to the clipboard for use anywhere the Paste from Clipboard feature is available, such as in Field Reporting forms. The copied record can be selected from the clipboard vertical toolbar (to the right) and copied into a report. Refer to the Clipboard section in chapter, “Vertical Toolbars,” on page 27 for information on the Clipboard feature.

Keyboard shortcut, \( \textit{ALT+E} \), can also be used to perform this action.

1. Click **Export** to launch the **Select Target Report Type** dialog box.
2. Select a valid report type to enable the **Create Report** button.
   
   **NOTE:** Valid reports have a green check in the icon. A question mark in a blue circle indicates the report contains an error. The system administrator must verify the form is set up as a Report Type in the MMC and that form mapping is correctly configured through the Mobile Forms Administrator.

3. Click **Create Report**. The **Report Editor** window opens with the selected report form loaded and the arrestee’s jacket information in the clipboard.
4. Paste the data, continue adding information, then save the new report as normal.
   
   Click **Cancel** if you want to close this dialog box without exporting the data.
Close
Click Close to return to the main Booking Inquiry window.
Keyboard shortcut, ALT+E, can also be used to perform this action.

Booking Inquiry Response Workspace
The Booking Inquiry Response workspace includes the following panes containing Booking information returned from the query.

The Booking Number pane displays the Booking Number and the associated Case Number. Arrest Date and Time, Booking Time and Address, and the name of the Arresting Officer are included where available.

The Arrestee pane gives detailed jacket information on the person arrested and charged with the offense. Arrestee Name is followed by physical description including Race, Sex, Date of Birth (DOB), Height, Weight, Hair and Eye Color. Social Security Number (SSN), Phone number, Driver’s License Number, State, and Address are also included where available.

Each charge against the arrestee is listed individually below the arrestee’s jacket information. Charge code, number of Counts, and whether the crime was attempted or committed can be returned for each charge and are displayed.

Employment information returned for the arrestee is displayed. Employer name, Phone, Address, and the arrestee’s occupation are included where available.
NOTE: Use the Navigation buttons ☁️ or scroll bar to view information above or below the available viewing area.
View BOLOs

Be On the Lookout (BOLO) alerts are issued from the CAD dispatch center to all Mobile Client units. Go to the Utilities window and click the View BOLOs button to view all active BOLOs on the system. The Active BOLOs window opens, displaying a response grid with all active BOLOs.

Mobile Client units will receive all active BOLOs when they open the Active BOLOs window. If this window is already open, click Refresh to check for any new BOLO alerts.

When results are returned, including No Results, the inquiry’s status is displayed in the status bar above the response grid.

Grid entries on this window can be sorted by column. A column heading can be selected, dragged, and dropped onto the line above the grid to sort the data into groups by that column. Columns can be arranged in any order by clicking the column header and dragging it horizontally to a new location.

Text does not wrap in these fields, so long entries appear truncated. This is indicated by an ellipsis (…) appearing behind the text within the column.

Hovering over a truncated entry in any column causes a tooltip to appear, displaying the entire contents of the cell in the foreground.

Columns can also be resized by selecting the column header and dragging it to a greater width.
Column width can be resized by hovering the mouse pointer over the column header. When it changes to the double-headed arrow \(\vec{\|}\), click and drag the column edges to the desired width.

### Be On the LookOut (BOLO) Response Grid

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Date the BOLO was issued.</td>
</tr>
<tr>
<td>Type</td>
<td>Indicates the BOLO alert classification, may include Persons, Vehicles, etc., as determined by the agency’s System Administrator.</td>
</tr>
<tr>
<td>Last Known Location</td>
<td>The subject’s last known location at the time the BOLO alert was issued.</td>
</tr>
<tr>
<td>Description</td>
<td>A brief description of the alert.</td>
</tr>
</tbody>
</table>

### Vertical Toolbar Features

Buttons typically found on the vertical toolbar for the View BOLOs window include the following:

**NOTE:** Keyboard shortcuts can be used to activate the vertical toolbar buttons. Press \(ALT + \) whatever letter is underlined on the vertical toolbar button to activate that feature.

**Get Details**

Get Details opens the Bolo Details window where the user can view details associated with a selected BOLO. Refer to “BOLO Details,” on page 50. A line item must be selected in the response grid.

**Refresh**

Click Refresh to manually refresh the data displayed in the Active BOLOs response grid. This response grid has no auto-refresh feature.
Active BOLOs Filter Group

The filtering options allow users to select the conditions applied for viewing the response grid on the Active BOLOs window. This fly out menu appears in the last position on the vertical toolbar. Several filtering options belong to this group and are described below.

*Mobile* Active BOLOs grid filtering options currently include: **Filter None**, Custom Filter Selection(s), **Save Filter**, and **Delete Filter**. The active filter option appears on the vertical toolbar.

**Filter None**

Click **Filter None** to restore the default grid settings. Performing one of the following actions will also clear a filter:

- Click the active filter button a second time
- Click any saved filter button twice

**Custom Filters**

Custom filters are created by selecting any combination of column filtering options on the response grid and saving those settings. “**Save Filter,” on page 48.**

Saved custom filters appear among the user’s filter fly-out selections on the Active BOLOs vertical toolbar. Click an option to apply that filter to the response grid.
Save Filter

Use the column headers to apply a filter alphabetically or by choosing user-configurable criteria as described in “Column Filtering Criteria,” on page 31.

At least one filtering criteria must be selected to save a filter. If no criteria are selected an error message will result. Click Dismiss and select a filtering criteria to save a new filter.

Clicking Save Filter opens the Save Filter window. Type in a name for the new filter and click Save.

If a default filter is currently selected and criteria have been specified, even if the criteria match the default filter, it can be saved with this feature.
If a non-default filter is currently selected and criteria have been specified, even if the criteria match the current filter, an additional **Overwrite** feature becomes accessible.

![Save Filter Dialog](image)

The new filter, displayed with the filter name, appears at the bottom of the vertical toolbar on the workspace.

*Multiple filtering criteria can be applied, then saved as a single filter. For example, to filter for reports created by a certain officer, having a particular status, apply the criteria by selecting the column headers, Created By and Status, in the desired sorting order. Click **Save** to save the filter. There is no limit to the number of criteria that can be applied and saved in one filter.*

**Delete Filter**

Clicking **Delete Filter** restores default grid settings and deletes the selected filter.
BOLO Details

Select a line item on the *Active BLOOs* window and click **Get Details**, double-click the line, or press **ALT + G**, to view the *BOLO Details* window for the alert. The main workspace on this window is divided into several panes, each containing information received from CAD. These data panes are described on the following pages.

Click **Back** on the vertical toolbar, or press **ALT + B**, to return to the *Active BLOOs* window.
Main BOLO Information Pane

The first pane on the BOLO Details workspace gives a description of what officers must Be On the LookOut for. Additional information includes a Start Date and Expire Date and times for the alert. Alert types are determined by each agency. The Type category may include Officer Safety, Vehicle, Missing Person, etc. The Last Known Location is also displayed and may be a street address or the description of a location such as two cross streets.

To better view the text in the information pane, it can be displayed in the same manner as a ToolTip. Select any pane containing underlined, gold-colored text and do one of the following:

- Click ENTER
- Click the text
- Hover the mouse pointer over the text (there will be a brief pause)

The entire text is displayed in the foreground above the selected pane (as shown below).

BOLO Additional Information Pane

Additional information may appear in the second data pane on the BOLO Details window. Full text can be displayed in the same manner as a ToolTip, as described in the preceding section.
Chapter 3: Utilities

BOLO Vehicle Information Pane
The vehicle information pane contains information received regarding any vehicles involved with the BOLO alert. There is no limit on the number of vehicles that can be associated with a BOLO alert.

Entered in CAD, global vehicle information can be copied into a BOLO alert, or data can be entered manually. The Mobile Client has view-only access to this information.

Whatever information is available about each vehicle is displayed. The vehicle’s license plate number, whether full or partial (as shown), appears in bold type at the top, followed by Plate State, Plate Year, Plate Type, Vehicle Make, Model, Model Year, Body Style, Color, Condition, and a brief Description.

```
33---V
Plate State: AZ Plate Year: 2000 Plate Type: Passenger Car
Make: Oldsmobile Model: CUS Model Year: 1976
Body Style: SW Color: Brown Condition: Used
Description: an old Vista Custom Cruiser with glass panel roof
```

BOLO Person Information Pane
The person information pane contains information received regarding any individuals involved with the BOLO alert. There is no limit on the number of people who can be associated with a BOLO alert.

Entered in CAD, global jacket information can be copied into a BOLO alert, or data can be entered manually. The Mobile Client has view-only access to this information.

Whatever information is available about each subject is displayed. The person’s name, if known, appears in bold type at the top, followed by Age (in age range format), Height, Weight, Eye Color, Hair Color, Date of Birth (DOB), Race, and Sex.

```
Unknown
From Age: 25 To: 30 Height: 
Eye Color: White Hair Color: 
Race: White Sex: Male
```

BOLO Contact Information Pane

Contact information is received and displayed in this pane at the bottom of the BOLO Details workspace. Name, address information, and phone number for the contact are listed. Contact Types in use are determined by each agency. Examples include Parent, Guardian, and Owner.

Contact information is particularly useful in situations, for instance, where a minor is involved and a guardian must be contacted or where the BOLO alert concerns stolen property and the owner must be notified.

It may be necessary to scroll down (or use the arrow keys) on the BOLO Details window to view this information.

Manual Sync

Manual Sync is not currently functional in the Police Mobile Computing application. Please disregard this feature.
GPS Status

*Mobile* units equipped with Global Positioning System (GPS) capabilities have the GPS Status option on the *Utilities* Workspace.

When the GPS is not activated, the button is dimmed and shows a red X. The GPS Monitor workspace is still accessible, but no data is available.

**NOTE:** This window also provides a shortcut to the Mapping feature in the vertical toolbar on the left. *In-Car Mapping* is available only to licensed users.

The *Summary* tab shows the Current Location, Current Fix Information, Current Bearing, Current Altitude, Current Precision, Current Time, and GPS Last Updated data for the satellite tracking.

Data from three satellites is required to accurately track the unit’s location by triangulation, a method commonly used to perform large-scale land surveys.
**Satellites Tab**

The *Satellites* tab displays a visual representation of the satellite(s) and specific details for each. Click on a graphic of a satellite to view its details. The columns in the *Satellite Details* pane, to the right, can be resized and feature a scroll bar for viewing additional details.
Chapter 4

Mobile Instant Communication

Introduction

Aegis® Mobile Computing provides an instant messaging system for two or more Mobile users to communicate. Informal, text-based messages can be sent between configurable groups of users via LAN or wireless communications networks. Chat members may include Mobile units, CAD Dispatchers, Administrators, and other users accessing the Mobile network.

Mobile Instant Communication (MIC) features include:

• Configurable chat format for groups or single users
• Graphic representation when users or groups are available
• Groupings can be configured by ORI assignment
• Unit ID/User Name search feature
• Contacts pane can be toggled on or off
• Tabular view for multiple chat sessions
• Forward chat messages to other users or groups
• History feature can query chat sessions by a range of dates

NOTE: MIC does not support text formatting options.

In this Chapter:

• “MIC/Chat Workspace,” on page 58
• “Contacts Pane,” on page 60
• “MIC Vertical Toolbar Features,” on page 62
• “Using the Chat Function,” on page 66
• “Reviewing Archived MIC Messages,” on page 67
MIC/Chat Workspace

Access the MIC/Chat workspace by selecting the Chat button from the main toolbar or pressing the keyboard shortcut designated for this function (listed on the button).

The main workspace has a vertical toolbar at left, a main chat workspace with viewing and text entry features, and a Contacts pane for selecting and viewing chat session participants.

Chat sessions are displayed on tabs in the main workspace. Multiple chat sessions can occur simultaneously. Select a tab to view and participate in the ongoing message session. Tabs list the number and names of chat participants and are color-coded to show the status as follows:

- Gray = Focus not on the User tab for the chat session
- Gold = Focus on the User tab for the chat session
- Blue = Unread/incoming message session

**NOTE:** Hover the mouse pointer over a tab to display the message session text.
When one or more Contacts or a Group is selected, click **Chat With Selected Contacts** to activate the chat session. Type a message into the text box at the bottom of the *Message Session* pane and click **Send** or press ENTER.

**NOTE:** To chat with an entire group, select the **GroupName** bar and click **Chat With Selected Contacts**. Selecting one or more entries within the group will initiate a chat session with only the selected member(s). Double-clicking a member name in the grid also initiates a chat session with that member, however, multiple users and entire groups cannot be selected for a chat session by double-clicking.

---

**Notes on Message Text**

- If you press ENTER when your cursor is in the message entry text box, it will automatically send the recipient whatever text you have entered. If you want to place the cursor at the start of the next text line to continue entering text, press CTRL + ENTER.
- Formatting text is not a supported feature in *Mobile Instant Communication*. Text can be copied from another word processing application, but applied formatting is lost.
- Press CTRL + Z to undo the last action performed in the message entry text box. Pressing CTRL + Z again will reinstate the undone action.
- CTRL + HOME takes you to the first line in the message entry text box.
- CTRL + END takes you to the last line in the message entry text box.
- Three lines of text are visible in the message entry text box. Use the scroll bar or arrow keys to move through multiple text lines, as needed.
- Pressing PAGE UP or PAGE DOWN moves the cursor two lines up or down in the message entry text box.
Contacts Pane

View and select individual or group chat members through the Chat Groups pane at right. Chat members may include Mobile units, CAD Dispatchers, Supervisors, System Administrators, Merge Operators, in short, any users accessing the Mobile network.

The Groups button displays all groups configured for the unit and the available status of each. The group lists initially appear as headings only, and can be expanded to show all members in the list. Group members can be sorted by User, Unit, or Name.

The ORI button displays all ORI groupings configured for the unit and the available status of each. The ORI groups initially appear as heading only, and can be expanded to show all members. ORI group members can be sorted by User, Unit, or Name.

The List button removes the list groupings and displays the existing users in a single list. This list can be sorted by User, Unit, or Name.

Available units are displayed with a green icon.

Unavailable units are displayed with a red icon.

The User Type, Dispatcher, is represented with a dispatcher icon.
Search allows the user to search by typing a Unit ID or User Name into the resulting text field. Click Go to initiate the search. Search Results (1) appear in the Contacts response grid.

Expand All expands the list groupings in the Contacts pane. This function is only available when the contacts are shown in groups.

Collapse All collapses the list groupings in the Contacts pane. This function is only available when the contacts are shown in groups.

Chat with Selected Contacts opens a new chat session on the main workspace. Chat recipients are all selected users or groups.

Members In Conversation is a collapsible viewing pane where the names of all members of the currently selected chat session are listed.
MIC Vertical Toolbar Features

The vertical toolbar for the Mobile Instant Communication window has the features described below.

**NOTE:** Keyboard shortcuts can be used to activate the vertical toolbar buttons. Press `ALT + whatever letter is underlined` on the vertical toolbar button to activate that feature.

**Edit Groups**

User-Defined chat groups can be added or edited on the Mobile Instant Communication - Chat Groups window (shown below), accessible through the Edit Groups button on the Mobile Instant Communication vertical toolbar.

![Mobile Instant Communication - Chat Groups](image)

**Add a Chat Group**

Create a new chat group by performing the following steps:

1. Click **Edit Group** on the vertical toolbar to access the Mobile Instant Communication - Chat Groups window.
2. Click the check boxes in the Client Collection pane to select group members.
3. Type in a name for the group in the *Enter Chat Group Name* text box.
4. Click **Save**. The new group name appears in the Existing User-Defined Groups pane on the upper right.
5. Click **Close** to return to the main MIC window.
**Edit an Existing Chat Group**

Edit a chat group by performing the following steps:

1. Click **Edit Group** on the vertical toolbar to access the *Mobile Instant Communication - Chat Groups* window.
2. Select the desired group in the *Existing User-Defined Groups* pane.
3. Select or deselect contact names in the *Client Collection* pane.
4. Click **Save**.

*NOTE:* Modifying a group name in the *Enter Chat Group Name* text box has the effect of creating a new group. The old group, with its original name, is retained unless the user deletes it by selecting it and clicking **Delete**.

5. Click **Close** to return to the main MIC window.

**Delete a Chat Group**

Delete an existing chat group by performing the following steps:

1. Click **Edit Group** on the vertical toolbar to access the *Mobile Instant Communication - Chat Groups* window.
2. Select the desired group in the *Existing User-Defined Groups* pane.
3. Click **Delete**.

*NOTE:* Mobile Client users cannot delete names from the *Client Collection* pane.

4. Click **Close** to return to the main MIC window.

**Close Conversation**

When a chat session has concluded, click **Close Conversation** to close the chat session. Other active chat sessions remain open.

Alternately, use keyboard shortcut ALT + C to close a chat conversation.

*NOTE:* All chat sessions are saved to the Mobile Client archives and can be retrieved as described in “Reviewing Archived MIC Messages,” on page 67.

**Hide/Show Contacts**

Clicking **Hide Contacts** on the vertical toolbar, hides the *Contacts* pane, expanding the available workspace area for viewing message text in a chat session.

When the *Contacts* pane is hidden, the label on this toolbar button reads **Show Contacts**. Use keyboard shortcut ALT + T to alternately show or hide the *Contacts* pane.
Forward

It is possible to forward the contents of a chat session to a new contact. Select message content, one entry at a time. **Forward** becomes activated on the vertical toolbar.

Click **Forward** to open the **Forward Message(s)** window.
On the Forward Message(s) window, preview your message selection(s) and choose users to receive the forwarded message(s) from the Select Chat Users pane.

When all selections have been made, click **Forward** to send the message. *Mobile* returns you to the Mobile Instant Communication window.

### History

All chat sessions are saved to the Mobile Client archives. Click **History**, or press ALT + H, to display the MIC - Archived Messages window where archived messages can be queried by entering a date range.

Refer to “Reviewing Archived MIC Messages,” on page 67 for additional details.
Using the Chat Function

To send a message using Mobile Instant Communication:

1. Select an available individual or group from the Chat Groups pane at right.
   
   **NOTE:** To search by Unit ID or User Name, type into the Search Unit ID/User Name field and click GO.

2. When the recipient is selected, double click the selected name or group, click Chat With Selected Contacts or use keyboard shortcut, ALT + W.
   
   A tab displaying the selected User name(s) appears in the message session pane at left and the message entry text box at the bottom of the pane is enabled. The blinking cursor is positioned in the text box.

   **NOTE:** The Members in Conversation pane is populated with the names of all chat participants.

3. Type in the message text and click Send or press ENTER to send the message to the selected recipient(s).

   **NOTE:** Refer to section “Notes on Message Text,” on page 59 for tips on entering message text.

   ![Type message text here. Up to 32,767 character capacity.]

   The message will appear in the main chat workspace with the Date and Time displayed. Responses and additional messages you send to the same user or group will appear on the same tab for the duration of the chat session.

4. When a message is received:
   
   • A notification balloon appears, at the bottom of the display, notifying the user a new message has arrived.
   • A blue User Name tab appears on the Mobile Instant Communication window.

   **NOTE:** To review the text of a chat session when more than one session is running, hover the cursor over the desired tab.

   A vertical scroll bar appears at right when the text exceeds the visible limits of the message session pane. To make more room for viewing the chat messages, hide the Contacts pane by clicking Hide Contacts on the vertical toolbar.
Reviewing Archived MIC Messages

Chats are archived on individual *Mobile Clients*. Previous chat sessions can be queried by date range.

1. Click on the **History** toolbar button on the *Mobile Instant Communication* window to display the *MIC - Archived Messages* window.

2. Enter the search criteria (dates) **From** and **To** or select the drop-down option to display a calendar from which to choose a date range to query.

3. Click **Query** on the vertical toolbar to initiate the search.

If no results are returned, the following message appears:

![No Query Results Found](image)

Click **OK** and enter new search criteria to revise the query.
4. When a response is returned, select a line from the response grid to view the Conversation Roster (participant names).

5. Double-click a line to view the Mobile Instant Communication - Archived Conversation window. The Conversation Log pane displays the contents of the chat exchange and the Conversation Details pane displays the Number of messages sent between the chat participants, and the Conversation Roster (participant names).

6. Click Done ✔ to return to the MIC - Archived Messages window.

7. On the MIC - Archived Messages window do one of the following:
   - Double-click another Message Query Result
   - Enter additional Search Criteria and click Query
   - Click Close ❌ to return to the Mobile Instant Communication window
Introduction

Aegis® Mobile provides an interface to the National Crime Information Center (NCIC) database as well as local CAD Law Enforcement Records Management Systems (LERMS) from directly within the Mobile workspace. NCIC searches include State database records. This allows officers to run license plate and driver’s license checks, gain warrant information on suspects, check for reported stolen property, and query existing incident records from their units in the field.

The query values, in Mobile Inquiries, mimic the behavior of the customer’s database records system. Therefore, the ability of users to perform wildcard and partial searches may vary by agency.

NOTE: Searches are not saved when the user exits Mobile.

In this Chapter:

- “Common Inquiry Workspace Features,” on page 70
- “Person/Location Inquiry,” on page 80
- “Person Responses,” on page 82
- “Vehicle Inquiries,” on page 86
- “Vehicle and Owner Responses,” on page 89
- “Property Inquiry,” on page 93
- “Property Responses,” on page 94
- “Incident Inquiry,” on page 96
- “Incident Inquiry Result,” on page 97
- “Driver’s License Scanning Devices,” on page 102
Common Inquiry Workspace Features

_Mobile_ users can submit inquiries on people and locations, vehicles, and property through their respective _Inquiry_ workspaces. These three inquiry types share common elements that are described in this section. Features particular to the individual inquiry types are described in subsequent sections.

**NOTE:** Incidents are queried through the Incident Inquiry Entry dialog box. The interface for this inquiry type differs from the others presented in this chapter and is described separately in “Incident Inquiry,” on page 96.

The graphic below shows the basic features common to the _Inquiry_ workspaces. Features specific to any particular Inquiry window have been removed.
Inquiry Vertical Toolbar Features

Buttons on the vertical toolbar for the Inquiry windows include **Delete All**, **View**, and **Search Items**.

*NOTE:* Keyboard shortcuts can be used to activate the vertical toolbar buttons. Press **ALT + whatever letter is underlined** on the vertical toolbar button to activate that feature.

**Delete All**

**Delete All** clears all saved searches from the Responses window in the current Mobile session.

![Delete All dialog box]

Click **Yes** to delete all searches or click **No** to cancel without deleting the existing searches.

*NOTE:* To delete an individual search, open it in the Responses window and click **Delete** on the vertical toolbar.

**View**

**View** allows the user to view an existing search from the Search Items listed on the vertical toolbar.

Select a Search Item and click **View** to open the Person Responses window displaying the search results.
Search Item Button(s)

A search item button appears on the vertical toolbar for each requested inquiry. When results are successfully returned, the number of responses received and search criteria appear on the label below the icon. There is no limit to the number of searches saved on the vertical toolbar in a single session, however, they are not saved when the Mobile session is closed.

Navigating away from the Inquiry window closes the current inquiry. Reopen an inquiry by opening the desired Inquiry window and selecting the search item from the vertical toolbar.

Search Items Pane

The Search Items pane displays the search criteria added to the active search. This feature allows an officer to search for more than one value for the same field, such as two or more different people’s names, as shown in the example below.

Search Items are added, removed, and submitted using the Search Control buttons at the bottom of the main workspace on the People and Locations, Vehicles, and Property Inquiry windows.
Systems to Query

The Systems to Query pane allows an officer to select the database(s) to search for information on People and Locations, Vehicles, and Property. A Local query searches the agency’s local LERMS database. Mobile queries the National Crime Information Center (NCIC) database when a search is requested and NCIC is enabled.

NOTE: State database records are included in NCIC system queries.

A green check mark appears on the left side of each button when it is selected. At least one option must be selected, or the search controls Add, Remove, and Search will not be enabled on the Inquiry workspace.

For optimal results from your Inquiries, NWS recommends selecting both systems to query.

NCIC query responses can be configured in Mobile to be parsed in the response workspace. The parsing feature analyzes incoming NCIC report information and reformats it for compatibility with the standard Mobile workspace. Agencies using NCIC parsing will have an additional button (shown here) on the workspace allowing them to display the raw report data, if desired.

The NCIC parsing feature is not available in all states and must be configured through the Configuration Editor for Mobile Clients. Refer to the Client Configuration Chapter in the Mobile Management Console User’s Guide.
Inquiry Field Search/Validation Sets

In the Person/Location and Vehicle Inquiry windows it is possible to open a response window containing the validation set installed for the selected field. Place the cursor in a field and use the symbol, ? (SHIFT + /), to access a Search Results window. This function is an enhancement to the drop-down menu feature used to access predefined data available for each field.

Use the arrow keys on the keyboard to move up or down within the grid.

Columns in the grid can be sorted in ascending or descending order by clicking the column header. An arrow \( \uparrow \) appears in the header indicating the sort order.

Insert the selected validation set data into the field by selecting the row and clicking Select Row, pressing the ENTER key on the keyboard, or double-clicking the row.

Repeat as needed for additional fields having validation sets within the Inquiry workspace.

Click Cancel (ALT+C) or press ESC on the keyboard to cancel the action and close the Search Results window without changing the contents of the selected field.

Search Controls

The following search controls appear on the main Inquiry workspace for People and Locations, Vehicles, and Property Inquiries.

**Clear**

The Clear button clears all active search criteria from the Search Items pane and the main Inquiry workspace. All fields on the workspace are cleared.

*NOTE:* Searches already saved in the vertical toolbar are not affected by this action.
Add

The Add button allows multiple search criteria to be combined into one search item. Search criteria typed into the text boxes, or selected from drop-down list boxes on the main Inquiry workspace, are added to the Search Items pane by clicking Add. The search is saved to the vertical toolbar only when the user clicks Search to submit the query.

A search can be expanded by selecting a saved search from the vertical toolbar, adding information into one or more text boxes on the main Inquiry workspace, and clicking Add. This action does not modify the previously saved search, but clicking Search will submit and save the query as a new search.

Remove

The Remove button removes current search criteria from the Search Items pane on the main Inquiry workspace. Select a search item from the Search Items pane and click Remove to delete it from the Search Items list.

NOTE: Because selecting a Search Item populates the main workspace with that item’s data, and Remove does not clear the fields on the main workspace, click another search item to overwrite the main workspace and remove the unwanted data. Otherwise, it is necessary to manually remove the unwanted data from each field.

Searches already saved on the vertical toolbar are not affected by this action.

Search

The Search button initiates a search of the selected database(s). Search is enabled when the minimum required fields on the main Inquiry workspace are filled. Click Search, or press ENTER on the keyboard, to submit a search. The following message appears:
While a search is in process, it is possible to return to the main Inquiry window by clicking Back on the vertical toolbar or using the keyboard shortcut ALT+B. The user may then initiate another query as the previous query proceeds in the background.

On the vertical toolbar, the Search Item button for the query will display the text “Searching...” until the search completes. The search results are then displayed on the button label and saved to the vertical toolbar on the left side of the main Inquiry workspace.

As with any saved query, select the Search Item button from the vertical toolbar and click View to display the results.

Ordinarily, when a search completes, a Responses window automatically opens displaying either the inquiry results or No Results. Refer to the later sections in this chapter for details regarding the specific response windows for each inquiry type.

**NOTE:** If two or more queries are occurring simultaneously, the results of the most recent query will be automatically displayed.

If No Results are returned, click Back, or use the keyboard shortcut ALT+B, to return to the previous window and revise the search criteria. You will find your previous search has been saved to the vertical toolbar on the left side of the main Inquiry workspace.
Response Windows

When a response is returned for a Person/Location, Vehicle or Property Inquiry, the results are displayed in a Responses window. The Status Bar at the top of the window shows the active range of results (set of ten) and total returned results.

Response Vertical Toolbar Features

Buttons typically found on the vertical toolbar for the Response windows include the following.

**NOTE:** Keyboard shortcuts can be used to activate the vertical toolbar buttons. Press ALT + whatever letter is underlined on the vertical toolbar button to activate that feature.

**Back**

Back returns the user to the main Inquiry window. Keyboard shortcut, ALT+B, can also be used to perform this action.

**Alerts**

Alerts (#) appears when one or more alerts are returned from CAD with the requested data. The number of alerts returned with the search is displayed in parentheses on the vertical toolbar button label.

NCIC alerts will take precedence over Local alerts if both are received at the same time.

**NOTE:** This feature applies to People/Locations (shown below), Vehicle, and Incident Inquiries.
When an alert is returned on a query, a bright red notification window appears with the message, **Response alerts received**. Clicking View takes you to the first return containing an alert. To close the notification window without displaying an alert, click **Dismiss**.

When there are multiple alerts, click **Alerts**, or press ALT + A, to view the next return with an alert. Repeat to move through multiple alerts returned with an Inquiry Response.
Expand the record by clicking the green plus symbol in the upper right corner of the response. The **Alias/Nicknames**, **Activity**, **Scars/Marks/Tattoos**, and **Alerts** panes display all additional information on record involving the subject.

**NOTE:** In Person Responses, if a Booking Inquiry appears in the Activity pane, the inquiry can be run by double-clicking the item in the response grid. The Booking Inquiry Response window will appear displaying all Booking information for that record.

**Search Item**

Search items appear on the vertical toolbar when an inquiry is requested. When results are successfully returned, the number of responses received from the database appears on the label, below the icon, in parentheses.

**NOTE:** Navigating away from the Inquiry window closes the current inquiry. Reopen an inquiry by opening the desired Inquiry window and selecting the search item from the vertical toolbar.

**Delete**

**Delete**, when selected from the vertical toolbar in the response window, deletes the currently displayed search, and returns to the main Inquiry window. The deleted search item is also removed from the vertical toolbar.
Add to Clipboard

Add to Clipboard adds a selected Responses record onto the Clipboard for use anywhere the Paste from Clipboard feature is available, such as in Field Reporting forms. The copied record can be selected from the clipboard vertical toolbar (to the right) and copied into the report. Refer to the Clipboard section in chapter, “Vertical Toolbars,” on page 27 for information on the Clipboard feature.

Person/Location Inquiry

A Jacket Type is assigned to each individual in CAD and can be queried through the Person/Location Inquiry window. This inquiry allows an officer to search for a person in the Local and/or NCIC/State databases. Search by Name (Last, First, Middle), date of birth (DOB), social security number (SSN), driver’s license (DL Number), etc. to correctly identify the individual.

NOTE: For Michigan agencies, it is possible to query the statewide LEIN system on a partial name (Systems to Query = NCIC). In the Person Inquiry window, enter the characters in the Name field(s), then type an approximate age in the Age for Partial Name Search field. The query will include jackets for people five years younger or older than the age you’ve entered.

Where possible, drop-down list boxes are provided to assist in quickly entering text. List contents are determined by the agency’s system administrator.

While entering data into any single field may return search results, the more information you are able to enter, the less time Mobile will take to return a response to your inquiry.
Jacket and Location Information

Enter data in any field under Jacket Information to create a query for the selected system database.

NOTE: Single characters and spaces are viable search criteria, however, keep in mind, the more information you enter for the search, the less time the system will require to return your results and the more accurate the result will be.

The Date of Birth (DOB) field provides a drop-down calendar to aid in selecting the date.

The Social Security Number (SSN) text box is masked to format the numeric data. Type the numbers directly into the field and they will be automatically formatted correctly.

Driver's license (DL) information, if known, can be queried by Number and/or State.

A Jacket Type can be selected from those available in the drop-down list box. Examples include Adult, Alias, Animal, Business, Gang, Juvenile, Nickname, and Other.

Sex and Race are further criteria available to search.

Age for Partial Name Search must be entered when a partial name is entered in the Name field(s). This criterion will return results within five years +/- of the number you enter.

NOTE: To search by Location Information only, all four fields must contain valid data.
Person Responses

Results are returned and can be viewed in sets of ten. The first two Person Responses are displayed in the main workspace.

**NOTE:** Insufficient search criteria or incorrectly formatted data is not searched. A partial SSN or DOB is not allowed.

**NOTE:** Click Back or use the keyboard shortcut, ALT+B, to return to the main Person/Location Inquiry window.
Click the green plus symbol in the top right corner of a record to view all details for the jacket record. The response expands to fill the Inquiry workspace, all available details are displayed, and the Activity, Scars/Marks/Tattoos, and Alerts tabs become accessible. Select from these tabs to view additional data relating to the subject.

Inquiry response results are summarized in the header marquee within the Activity pane. The Date, ORI, and Details of the jacket activity are displayed (as shown below). Incidents,

If a Booking response is returned, double-click to launch the Booking Inquiry response window with additional information.

**NOTE:** Aliases/Nicknames, where applicable, are also returned on the Person Responses window.

Response records can be hidden from view by clicking the Close button in the top, right corner of the response record. Closed responses remain accessible through the Hidden Results pane at the bottom of each Response page (each grouping of up to 10 responses). Click the link provided to restore hidden results for viewing.
Perform a Person/Location Inquiry

To search the Local and/or NCIC/State databases for information about an individual, perform the following steps:

1. Click Person on the main Mobile toolbar or press the designated keyboard shortcut. The Person/Location Inquiry window opens with the cursor active in the Last Name field.

2. Enter search criteria in the appropriate fields. Partial name searches must be accompanied by an entry in the Age of Person field listed in the Additional Query Fields pane.

   NOTE: To search by Location Information only, all four fields must contain valid data and the address must be a verified address in CAD.

3. Verify the correct Systems to Query are selected.

   NOTE: To search for multiple Person/Location records, click Add after entering each criteria combination. The added search item will appear in the Search Items list to the left.

4. When the search data entry is complete, click Search to send the query.

   The Searching... message appears as the query is in progress.

   The Rendering Results progress bar appears as the results are downloaded to the Mobile Client.
5. Responses are tallied in the Status Bar at the top of the *Responses* window.

   For example, *Person Responses (1-10 of 12).*
   Records are displayed, two at a time in sets of ten, on the main workspace.

   ![Image of Person Responses window]

6. Use the blue Navigation buttons (or keyboard arrow keys) to move through the first set of ten displayed results.

   **NOTE:** Press PAGE DOWN/PAGE UP on the keyboard to access the next page of records for viewing. Each page is a set of ten response records.

   Click Back on the vertical toolbar to return to the main Person/Location Inquiry window.
Vehicle Inquiries

**Vehicle Inquiry** allows an officer to search for a vehicle in the Local and/or NCIC/State databases. Search by plate number or other vehicle identifiers, such as the Vehicle Identification Number (VIN), to correctly identify the vehicle and determine if it has been involved in any previously reported activity or if it is stolen. Recreational vehicles can also be the subject of *Mobile* queries.

Any vehicle with a Canadian registration can be queried in the system by selecting the Canadian Province from the **Plate State** drop-down list box. A **Canadian Reason Code** must be selected for search validation. A drop-down list box is provided to aid in selecting a valid code.

**CAUTION:** Canadian plate queries sent to the State without the **Canadian Reason Code** will not be allowed to access Canadian Law Enforcement records databases, and, therefore, may not return adequate results. A local database query will be performed, but may not include all the information an officer needs to fully assess the situation.

**Vehicle Owner Inquiry**, where available, allows an officer to search for all vehicles registered as owned by an individual or a business entity. Owner inquiries search by name (Last, First) and can be further narrowed by street address number. This feature, not available in all states, searches NCIC/State databases only. Local Records searches are not currently supported for Vehicle Owner inquiries.

Users with both inquiry options, select a tab to initiate the desired query type. The tab color will change to gold, and the correct criteria selection fields for the search will appear.

**NOTE:** The more information you are able to enter into the search criteria fields, the less time *Mobile* will take to return a response to your inquiry.

![Vehicle Inquiry Interface](image)
In *Mobile*, it is possible to combine one or more vehicles and owners in a single query. Enter search criteria and click **Add** to include it in the *Search Items* for a combined query.

If the user attempts to go from one type of search to the other without clicking **Add** to save the data already entered into the search criteria (will be displayed in the *Search Items* pane), the following *Change Query* dialog box appears:

Select **Yes** to discard any data and switch to the opposite query tab. Click **No** to return to the current query tab and either add the data to your Search Items or continue entering additional search criteria.
Recreational Vehicle Inquiries

*Mobile* can be used to perform searches on recreational vehicles by entering the Vehicle Type and appropriate registration information for that vehicle type.

The *VIN* data field must be populated to perform this inquiry.

Boat Hull Number (BHN) data is used in place of the VIN number when queries are performed for boats. Select *Vehicle Type, Boats*, to specify the BHN criteria will be used for the value entered in the *VIN* field for the query.

Recreational Vehicle responses are returned in the same manner as Vehicle responses.
Vehicle and Owner Responses

Vehicle and Owner Inquiry results are returned and can be viewed in sets of ten. Vehicle Responses appears in the Status Bar. The current batch of ten returned results and the total number returned appear in parentheses. The first two responses are displayed in the main workspace.

The name appearing in the Owner field is also a hyperlink to the Person Inquiry feature for the vehicle’s owner. Click the bold, blue, underlined text to access the Person Responses window for the individual.

Click the green plus symbol in the top-right corner of a record to view all details for the record. The response record will expand to fill the Inquiry workspace and all available details are displayed.
Perform a Vehicle Inquiry

To search the Local and/or NCIC/State databases for information about a vehicle, perform the following steps:

1. Click **Vehicle** on the main *Mobile* toolbar or press the designated keyboard shortcut. The **Vehicle Inquiry** window opens.
2. Select the **Vehicle** tab.
3. Enter search criteria in the appropriate fields in the **Vehicle Information** pane.
4. Verify the correct **Systems to Query** are selected.

   **NOTE:** To search for any combination of Vehicle and Owner records, click **Add** after entering each desired criteria combination. The added search item will appear in the Search Items list to the left.

5. When the search data entry is complete, click **Search** to send the query.

   The **Searching...** message appears as the query is in progress.

   The **Rendering Results** progress bar appears as the results are downloaded to the *Mobile Client*. 
6. Responses are tallied in the Status Bar at the top of the Responses window.
   For example, Vehicle Responses (1-5 of 5).
   Records are displayed, two at a time (in sets of up to ten), on the main workspace.

7. Use the blue Arrow buttons (or keyboard arrow keys) to move through the displayed results.

   NOTE: Press PAGE DOWN on the keyboard to access the next set of records for viewing.

   Click Back on the vertical toolbar to return to the main Vehicle Inquiry window.
Perform a Vehicle Owner Inquiry

**NOTE:** Vehicle Owner Inquiry is a state-specific search feature, and is not supported in all states.

To search the NCIC/State databases for information about all vehicles owned by an individual or business entity, perform the following steps:

1. Click **Vehicle** on the main **Mobile** toolbar or press the designated keyboard shortcut. The **Vehicle Inquiry** window opens.

2. Select the **Owner** tab.

3. Enter search criteria in the appropriate fields in the **Vehicle Owner Information** pane.

   **NOTE:** **Page** is an additional field provided for users accessing the Michigan LEIN system. A multi-page report can be narrowed to a single page by this criterion.

4. Verify **NCIC** is selected to query.

   **NOTE:** To search for any combination of Owner and Vehicle records, click **Add** after entering each desired criteria combination. The added search item will appear in the **Search Items** list to the left.

5. When the search data entry is complete, click **Search** to send the query.

   The **Searching...** message appears as the query is in progress.
The **Rendering Results** progress bar appears as the results are downloaded to the *Mobile Client*. Responses are tallied in the Status Bar at the top of the *Responses* window and records are displayed, two at a time (in sets of up to ten), on the main workspace.

Move through the returned responses in the same manner as *Vehicle Responses*.

Click **Back** on the vertical toolbar to return to the main *Vehicle Inquiry* window.

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**Property Inquiry**  

*Property Inquiry* allows an officer to search for property in the Local and/or NCIC/State databases. Search by *Property Type* (General or Guns), *Make*, *Model*, *Owner’s Name*, *Serial ID*, *Color*, and/or *Property Description*.

**NOTE:** The more information you are able to enter into the search criteria fields, the less time Mobile will take to return a response to your inquiry.
Property Responses

Results are returned and can be viewed in sets of ten. *Property Responses* appears in the Status Bar. The current batch of ten returned results and the total number returned appear in parentheses. The first two *Property Responses* are displayed in the main workspace.

Click the green plus symbol in the top right corner of a record to view all details for the record. The response record will expand to fill the Inquiry workspace and all available details are displayed.
Perform a Property Inquiry

To search the Local and/or NCIC/State databases for information about a property item, perform the following steps:

1. Click **Property Inquiry** on the main *Mobile* toolbar or press the designated keyboard shortcut.

   **NOTE:** It may be necessary to click the **Overflow** button on the main toolbar to access the **Property Inquiry** button.

2. Enter search criteria in the appropriate fields in the **Property Information** pane.

3. Verify the correct **Systems to Query** are selected.

   **NOTE:** To search for multiple Property records, click **Add** after entering each criteria combination. The added search item will appear in the Search Items list to the left.

4. When the search data entry is complete, click **Search** to send the query.

   The **Searching...** message appears as the query is in progress.

   The **Rendering Results** progress bar appears as the results are downloaded to the *Mobile Client*.

5. Returned results are tallied in the Status Bar at the top of the Responses window.

   For example, **Property Responses (1-10 of 18)**.

6. Records are displayed, two at a time in sets of ten, on the main workspace.

7. Use the blue Arrow buttons (or keyboard arrow keys) to move through the first set of ten displayed results.

   **NOTE:** Press **PAGE DOWN** on the keyboard to access the next set of records for viewing.

Click **Back** on the vertical toolbar to return to the main *Property Inquiry* window.
Incident Inquiry

Incident Inquiry allows an officer to search for existing incident records in the Local database. Search by Incident Number or Call For Service (CFS) Number by entering the number in the Call Number field and clicking Send.

The Incident Number prompt is a masked text box. Enter the last digits of an incident number (after the zeros) and the system will auto-fill the remaining digits. Click Send to submit the query.

A CFS Number prompt is not a masked text box. Enter the call number manually and click Send to submit the query.

If the number field is left blank and the user clicks Send, the last incident to which the unit was assigned will be returned in the Inquiry Response window. This may not be the last Incident Inquiry submitted through this interface, but will be the last incident that was assigned to the unit.
Incident Inquiry Result

The Incident Inquiry Result window shows the same information as is received for a Dispatch response. Refer to “Dispatch Workspace,” on page 153, for specific details on the information presented in this window.

Vertical Toolbar Buttons

**Close**

Click Close to close the Inquiry Incident Result window. The main Field Reporting window is displayed.

**Alerts**

Alerts appears when one or more alerts have been returned from CAD with the requested data.
Export Report

An Incident Inquiry allows the user to export the Incident Inquiry Result to create a Field Report.

1. Click Export to launch the Select Target Report Type dialog box.
2. Select a valid report type to enable the Create Report button.

NOTE: Valid reports have a green check in the icon. A question mark in a blue circle indicates the report contains an error. The system administrator must verify the form is set up as a Report Type in the MMC and that form mapping is correctly configured through the Mobile Forms Administrator.

3. Click Create Report.
   The Add Dispatch Information to Clipboard dialog box opens.
4. *Mobile* allows the user to add people and/or vehicles from the dispatch information into the new report by selecting **Add dispatch person(s)** and/or **Add dispatch vehicle(s)** in the Add Dispatch Information to Clipboard window. Click **Add Information** to add the information to the Clipboard.

5. The Report Editor window opens with the selected report form loaded and the **Incident Number**, **Incident Type**, **Call Date/Time**, and **Call Location** fields populated with the (mapped) data from the Incident Inquiry.

**NOTE:** If Case is selected, the Case number, Reported Date, Time, and address fields are populated.
Person and vehicle data copied to the Clipboard in the *Add Dispatch Information to Clipboard* window is now available to add to the various report sub-tabs, where applicable.

6. Click the **Clipboard** icon (on the Status Bar at the top of the window) to view the Clipboard contents.

7. Select a report sub-tab and click **Add New**, select a Clipboard entry, and click **Paste Item** to add the data to the new report.

8. Continue to add data until the report is complete.

   **NOTE:** Save the report at any time during this process by clicking **Save** on the vertical toolbar.

9. When data entry is complete and all narrative and attachments are made, click **Error Check** to check for data errors.

10. Correct any errors and click **Submit** to submit the finished report for supervisor approval.
Perform an Incident Inquiry

To search the Local Records database for information about an Incident record, perform the following steps:

1. Click **Incident Inquiry** on the main *Mobile* toolbar or press the designated keyboard shortcut.

   **NOTE:** *It may be necessary to click the Overflow button on the main toolbar to access the Incident Inquiry button.*

   The *Incident Inquiry Entry* window opens.

2. Select either the **Incident Number** or **CFS Number** option button.

3. Enter the **Call Number** or **CFS Number**.

4. Click **Send**.

   The *Incident Inquiry Result* window opens showing the same information as is received for a Dispatch response. Refer to “Dispatch Workspace,” on page 153, for specific details on the information presented on this window.
Driver’s License Scanning Devices

*Mobile 8.1 SP4* supports the use of barcode readers, scanners, and similar devices used to gather electronically encoded data. Officers in agencies using these devices can scan or swipe a driver’s license to extract data from the barcode or magnetic stripe on the back of the license.

When a driver’s license is scanned, the information retrieved from the DL Scan is added to the Mobile clipboard. At the same time, Mobile automatically submits a Person Inquiry to the Local and NCIC databases. Query results are displayed in the Person Responses window.

**NOTE:** If the Person Inquiry returns no results, the DL Scan data (from the driver's license) is still added to the Mobile clipboard.

DL Scan capabilities are configured for the Mobile Client application installed on the Mobile Server and sent to the Mobile Client devices in the field using the New World Updater application.