PREMIER CAD™
User Guide

Version 6.7.5

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CHAPTER 1

Introduction

This guide explains how to initiate and dispatch incidents and manage agency resources and information using PREMIER CAD™.

Using the Documentation

The *PREMIER CAD User Guide* has 18 chapters and two appendixes.

Chapter 1: Introduction
Describes the contents of the *PREMIER CAD User Guide* and explains the conventions and acronyms used in the guide, how to determine the version number of the software, and how to report a problem with the software.

Chapter 2: Getting Started
Describes PREMIER CAD and its operating environment. This chapter also describes the keyboard shortcuts for PREMIER CAD operations and provides general instructions for using PREMIER CAD commands and functions.

Chapter 3: Using PREMIER CAD Commands
Describes user definitions, window definitions, security restrictions, and frequently used processes for all PREMIER CAD functions.

Chapter 4: Signing On and Off
Describes the sign on and sign off processes for PREMIER CAD and various related functions.

Chapter 5: Console and Plan Commands
Describes the commands used to work with the console.

Chapter 6: Initiating and Cloning Incidents
Describes the commands and functions for initiating and cloning incidents.

Chapter 7: Dispatching Incidents
Describes the commands and functions for dispatching incidents.

Chapter 8: Updating and Closing Incidents
Describes the commands and functions for updating and closing incidents.

Chapter 9: Incident Commands and Functions
Describes the commands and functions for managing incidents.

Chapter 10: Unit Commands and Functions
Describes the commands and functions for managing units and vehicles.

Chapter 11: Fire/EMS Cover Station Commands and Functions
Describes how to relocate cover station equipment, assign fire/EMS vehicles to cover stations, and unassign fire/EMS vehicles from the temporary cover status.

Chapter 12: Email and Query Commands and Functions
Describes the commands and functions for printing, sending, forwarding, displaying, and saving messages.

Chapter 13: Location Commands and Functions
Describes the commands and functions for managing incident location information.

Chapter 14: Toning/Paging Commands and Functions
Describes the commands and functions for toning and paging systems that are set up to work with PREMIER CAD.

Chapter 15: Radio Commands and Functions
Describes the commands and functions for trunk radio systems that are set up to work with PREMIER CAD.

Chapter 16: Support Equipment Commands and Functions
Describes the commands and functions for service contract providers such as taxis and tow trucks that are set up to work with PREMIER CAD.

Chapter 17: System Commands and Functions
Describes the commands and functions for accessing and maintaining system information.

Chapter 18: Working Offline
Describes the functions of the Offline Module and how it works with PREMIER CAD.

Appendix A: Quick-Reference Guide
Contains quick-reference tables for PREMIER CAD commands and functions. This appendix can be removed and kept in an easily accessible location.

Appendix B: Using ProQA with PREMIER CAD
Describes how to use ProQA™, a third-party software application. ProQA is used to gather information during the initiation of medical incidents.

Related Documents

PREMIER CAD Configuration Guide

PREMIER CAD System Administrator Guide

PREMIER AWW User Guide

PREMIER ATM User Guide / PREMIER TMD User Guide

PREMIER TDD User Guide

PREMIER Q&A User Guide

Conventions Used in This Guide

There are several conventions used in this guide:

- Keyboard conventions
- Field description conventions
- Typographic conventions
- Notes and Cautions

Keyboard Conventions

Using the keyboard to carry out commands often involves pressing keys together or in sequence.

Table 1-1 Keyboard Conventions for PREMIER CAD

Convention	Description
Shift+Tab	(Or any two keys joined by a plus sign) Press and hold down the Shift key while pressing the Tab key.

Field Description Conventions

Use these conventions when working with fields.

Table 1-2 Field Description Conventions for PREMIER CAD

Convention	Description
(#A)	The field only accepts alphabetic characters (letters only). The number in front of the A indicates the maximum length of the particular data field or entry. **Example**: (1A) means the entry can contain one letter.
(#AN)	The field accepts alphanumeric characters. The number in front of the AN indicates the maximum length of the particular data field or entry. **Example**: (20AN) means the entry can contain up to 20 letters or numbers. **NOTE:** When using alphanumeric fields, use only letters and numbers. Do not use symbols.
(#N)	The field only accepts numeric characters. The number in front of the N indicates the maximum length of the particular data field or entry. **Example**: (10N) means the entry can contain up to 10 numbers.

Typographic Conventions

These typographic conventions are used throughout this guide.

Table 1-3 Typographic Conventions for PREMIER CAD

Convention	Description
`Courier New font`	Information that the user needs to enter is in Courier New font. **Example**: Enter `BO90001` in the text box. Information that the system displays is in Courier New font. **Example**: The `Undefined Field` error message appears.
Bold	Labeled buttons, menu commands, and menu options are in bold. **Example**: Click **OK** to close the dialog box.
Shading	Information in a table that is for display only.
<*variables*>	Information the user must substitute appears in italics surrounded by angled brackets. **Example**: <*agency ID*> means the user must supply the appropriate agency identification.

Notes and Cautions

Throughout this guide, notes and cautions are used to emphasize text. Notes indicate information that is of high importance. Cautions contain information that must be observed or loss of data could result.

NOTE
Information listed in notes is of high importance.

CAUTION
Cautions contain information that must be observed or loss of data could result.

Displaying Version Information

To determine the version of the Printrak Client:

1. From the **Help** menu, select **About Motorola Premier CAD Client**.

   The About PREMIER CAD Client dialog box appears showing version information.

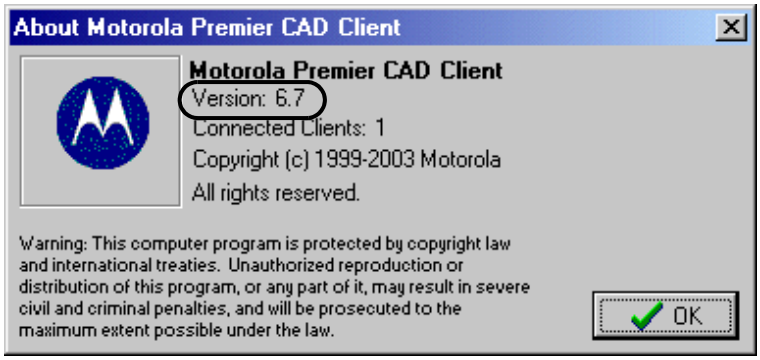


Figure 1-1 About Motorola Premier CAD Client Dialog Box

2. Click OK to close the dialog box.

Customer Support

You can obtain support by phone from Customer Support at **1-800-323-9949**. International customers, please call **1-847-576-7300**. After you are connected, use the following information to obtain product-specific support.

- For CAD, press 2-6-1
- For RMS, press 2-6-2
- For Mobile, press 2-6-3
- For Jail, press 2-6-4
- For all other products, press 2-6-0

During regular business hours, your call is routed directly to available customer support personnel. After regular business hours, a 24/7 support engineer is contacted and will immediately return your call. Have the following information ready:

- Product name and version number
- Description of the problem
- What you were doing when the problem occurred
- Steps you took to try to solve the problem

- Hardware description
- Exact wording of any messages appearing on your screen

CHAPTER 2

Getting Started

PREMIER CAD is used by a communications center to track available resources, information, and hazards, and to dispatch emergency personnel. To use PREMIER CAD efficiently, it is helpful to understand a little about the system architecture, the PREMIER CAD workstation, and the commands and forms that PREMIER CAD uses to submit information to the server.

Understanding PREMIER CAD Architecture

PREMIER CAD uses a client/server-type architecture. When you use PREMIER CAD, the information you enter at your computer (also known as the client) is sent to a server which stores the information and keeps it organized. That server is 99.995% fault tolerant, which means that you have a 99.995% chance of the information on the server being available and correct at all times. The server can also store much more information than your computer. When you need information, such as the status of a unit, the server “serves” it to your computer.

PREMIER CAD server software runs on the server and PREMIER CAD client software runs on your computer. You will be working only with the PREMIER CAD client software.

Using the PREMIER CAD Workstation

All PREMIER CAD input occurs at a workstation. A workstation usually has at least two monitors—a work monitor for viewing PREMIER CAD forms and fields and a status monitor for viewing the status of units and incidents.

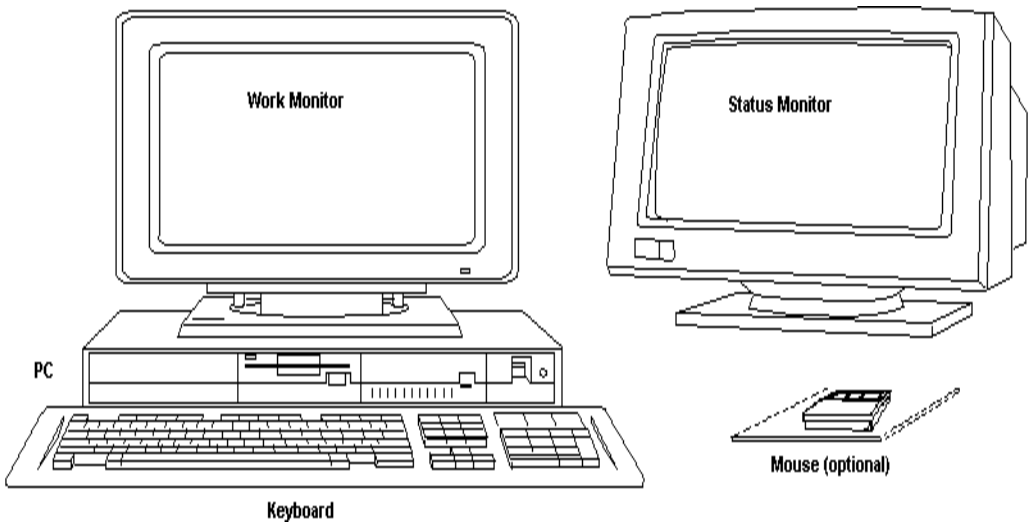


Figure 2-1 Typical PREMIER CAD Workstation

The PREMIER CAD workstation consists of the following equipment:

- Computer running Windows 2000 or Windows XP Professional in classic mode.

  The computer transmits the information that you enter to the PREMIER CAD server.

  CAUTION
  If you are using Windows XP, you must use *classic* settings.

- Work monitor (showing PREMIER CAD)

  The work monitor shows the work areas where you type information to send to the server. For more information, see "Work Monitor" on page 2-3.

- Status monitor (showing PREMIER AWW)

  The status monitor displays information for processed incidents and units. For more information, see "Status Monitors" on page 2-13.

- Keyboard

The keyboard is your main source of navigation (moving from field to field on the screen) and allows you to perform functions and tasks in PREMIER CAD. For more information, see "Keyboard" on page 2-15.

- Mouse (optional)

  The mouse provides an alternate method of navigation.

PREMIER ATM

If your workstation has the proper video card, you can add a third or fourth monitor to run PREMIER ATM (Advanced Tactical Mapping). PREMIER ATM displays PREMIER CAD location and incident information graphically on a map. Some older systems may be using PREMIER TMD (Tactical Map Display) rather than PREMIER ATM.

Work Monitor

The work monitor displays PREMIER CAD menus and system data, and is used to view the forms where you input commands that transmit information to the PREMIER CAD server.

The work monitor displays the following information elements at startup: upper and lower command lines, recent command list, and work areas, and status bar.

NOTE

The PREMIER CAD menu bar does not display at startup. Press the **Alt** key to toggle the Menu bar on and off.

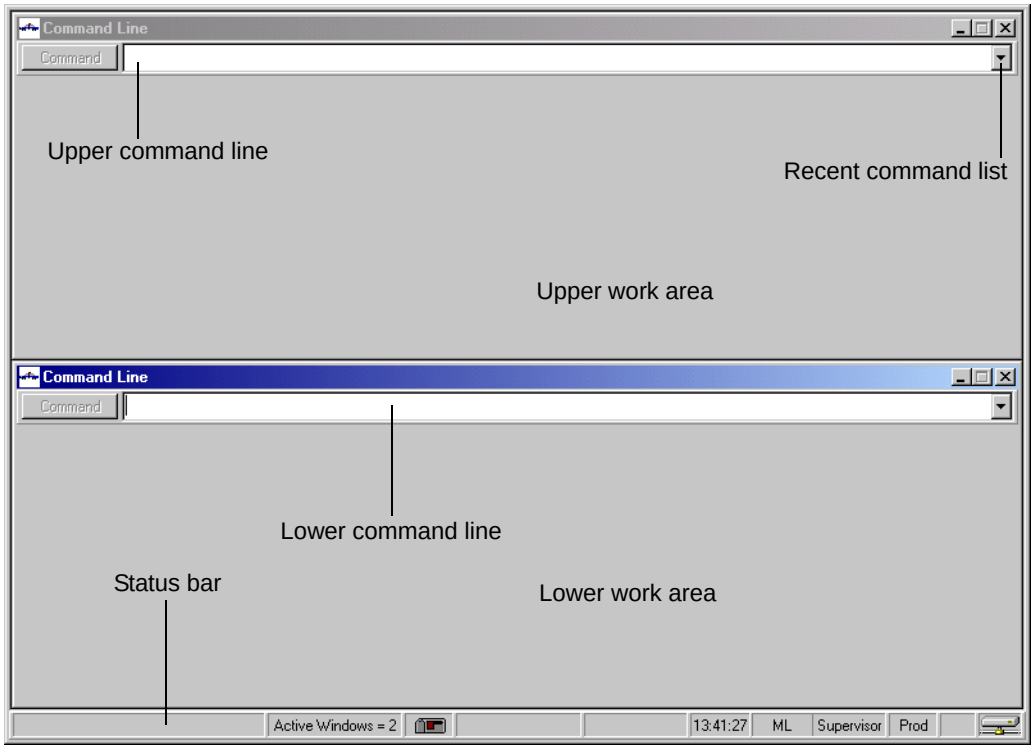


Figure 2-2 Work Monitor Without Menu Bar

Figure 2-3 Work Monitor With Menu Bar

Menu Bar

The Menu bar is available but hidden. Press the **Alt** key to toggle the Menu bar on and off. Select the menu item you want by clicking it with the mouse or by using the arrow keys on the keyboard and pressing Enter when the menu item you want is highlighted. When the menu displays, either click your selection with the mouse, or use the arrow keys on the keyboard to highlight your selection, then press **Enter**.

The PREMIER CAD menus and their associated commands are described in the following table.

Table 2-1 PREMIER CAD Menus

Menu Name	Commands
File	New, Close, Print Entire Screen, Print Active Work Area, Print List, Print Setup, Signon, Signoff, Exit
Edit	Cut, Copy, Paste
Communications	RSC, External Email, Channel Groups **NOTE:** After making any changes to the Communications - RSC settings, you must restart the PREMIER CAD client for the change to take effect.
Tools	Status Bar on Bottom, Military Clock, Active Field Colors, Logging, Clock and Messages Window
Offline	Offline Entry, Offline Upload **NOTE:** This menu is available only if the `OfflineAvailable` parameter is set to `Y` in the `CAD.INI` file. For more information, see the *PREMIER CAD Configuration Guide*.
Refresh	Incident Types, Status Codes, Dispositions, Modifying Circumstances, Duty Types **NOTE:** This menu is available only if the `SyncTables` parameter has been manually added to the `CAD.INI` file and is set to `N`. For more information, see the *PREMIER CAD Configuration Guide*.
Window	Tile Horizontal, Command Line, Maintenance Menu
Help	Online Help, Keyboard Mapping, Launch CAD Reference, About Motorola Premier CAD Client

Command Lines and Work Areas

The PREMIER CAD work monitor default configuration shows two work areas and a command line for each work area. These work areas and command lines enable you to do two different tasks at the same time. You can view a different form or incident in each work area. You can also interrupt a task in one work area and type a new command in the other command line without affecting the first work area.

A minimum of two work areas must be open to perform PREMIER CAD work. If necessary, you can press **Ctrl+D** to open additional work areas. You can have a maximum of nine empty work areas open at one time. There is no limit to the number of in-use work areas you have open. Close any unneeded work areas with the Close Work Area command (CW).

NOTE

Type commands on the command line, then press **F10** to send the command to the system.

You can cycle through all open work area windows by pressing Ctrl+Tab.

You can associate comments with commands during incident initiation, updates, and unit status changes. When you reach the right edge of the command line, the characters scroll to the left to allow for the additional characters. To move through the command line text, use the right and left arrow keys. The command line takes up to 160 characters.

To close all work areas and reset the configuration to the default two work areas, use the Close All Current Work Areas command (CW.*).

Recent Command List

View a list of the nineteen most recently used commands by clicking the down arrow at the right of the command line or by pressing Alt+down arrow.

Status Bar

The Status bar contains additional information regarding the PREMIER CAD application.

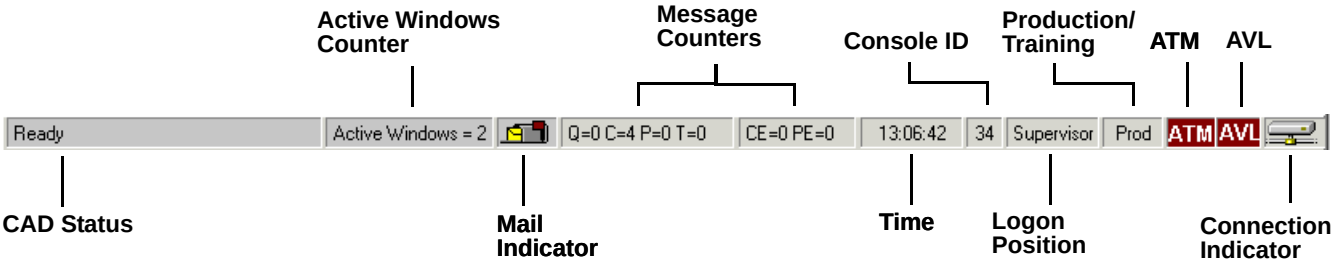


Figure 2-4 PREMIER CAD Status Bar

The following table describes each element of the Status bar.

Table 2-2 Status Bar Components

Component	Description
CAD Status/ Cursor Location	Shows the status of PREMIER CAD (Ready, Success, Failure). It also indicates the location of your cursor (for example, command line or Initiate Incident) when you navigate without a mouse, or the name of the field when you place your mouse pointer over a field.
Active Window Counters	Displays the number of active windows.

Table 2-2 Status Bar Components (Cont.)

Component	Description
Mail Indicator	Indicates whether mail is in your mailbox.
Message Counters	Displays the number of messages in the mailboxes with separate displays for internal and external messages. The display can show up to five digits. • Q (Query)—Answers to queries that were sent to national, state, or local information systems • C (Console)—Messages sent to your console ID from other consoles or MDTs (Mobile Data Terminals), high-priority incidents, or system-generated messages about communications lines • P (Personal)—Personal email messages • T (Task)—Messages sent to a group of users performing the same task • CE—External console messages (external messages are those delivered by an email program external to PREMIER CAD) • PE—External personal messages (external messages are those delivered by an email program external to PREMIER CAD) Notification messages can also be indicated in the Query or Console message counters, depending on your system configuration. For more information, see Chapter 6: “Initiating and Cloning Incidents.” and Chapter 12: “Email and Query Commands and Functions.”
Time	Displays the time in either AM/PM or military format.
Console ID	Displays the identification for the workstation. Console identification is set up in the Console Configuration database form (MN.14) in the *PREMIER CAD Configuration Guide*.
Logon Position	Displays the current logon (Call Taker, Dispatcher, Master, Supervisor).
Production/ Training	Displays the current mode (Production or Training).
ATM	Displays “ATM” if ATM is currently active.
AVL	Displays “AVL” if AVL is currently active.
Connection Indicator	Displays an icon indicating the PREMIER CAD/HP NonStop server connection status. If the network connection is lost, the ∅ symbol displays over the icon.

Customizing Your Work Monitor

Using the Tools menu, you can customize the way the work areas look on your work monitor.

NOTE

In addition to these changes, the `CAD.INI` file contains several settings that control how information displays on your work monitor, including displaying the command line in bold, changing the font size for the command line, setting the keyboard to 12- or 16-function, and controlling the color of ALI (Address Location Information) data fields. See your system administrator if you want to change these settings.

CAUTION

The CAD Client should be re-started after system settings changes are made to allow the changes to take effect.

Customizing the Status Bar

You can choose to show the PREMIER CAD Status bar on the bottom or the top of the window.

To show the Status bar on the bottom:

1. From the PREMIER CAD Menu bar, select **Tools**.
2. Select **Show Status Bar on Bottom**.

   The Status bar appears at the bottom of the window and a check mark appears next to the **Show Status Bar on Bottom** command.

To show the Status bar on the top:

1. From the PREMIER CAD Menu bar, select **Tools**.
2. Select **Show Status Bar on Bottom**.

   The Status bar appears at the top of the window and no check mark appears next to the **Show Status Bar on Bottom** command.

Customizing the Clock Display

You can display A.M./P.M. or military time in the clocks on the Status bar and in the Clock & Messages window.

To show military time:

1. From the PREMIER CAD Menu bar, select **Tools**.
2. Select **Military Clock**.

A check mark appears next to the **Military Clock** command showing that it is active.

Configuring Active Field Colors

You can change the background or font color of the active field if the EnableChangeColor field in the `CAD.INI` file is set to Y. For more information see CAD.INI File in the *PREMIER CAD Configuration Guide*.

To change colors:

1. From the PREMIER CAD Menu bar, select **Tools**.
2. Select **Active Field Colors**.

   The Configure Font Colors dialog box appears.

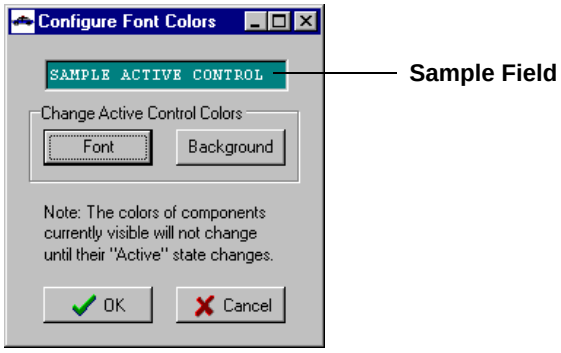


Figure 2-5 Configure Font Colors Dialog Box

3. Select **Background**.
4. Select a color for the active field background color.
5. Select **OK**.

   The selected background color appears in the sample field.

6. Select **Font**.
7. Select a color for the active field text.
8. Select **OK**.

   The new text color appears in the sample field.

9. Do one of the following:

   - Click **OK** to accept the color changes.
   - Click **Background** or **Font** to change the colors again.
   - Click **Cancel** to return to PREMIER CAD without changing any color.

CAUTION

Color changes also affect the work area colors for the 911 auto population fields. Check all windows for visual clarity before you finalize color changes.

Displaying Log Timestamps

The Log Timestamps function is used to troubleshoot problems with the console. When this function is active, the system creates a file called `CADLOG.TXT` and places it on your computer in the same folder as the PREMIER CAD client software. The system administrator may use this log to see what time each message from your computer was sent to the server and to which server it was sent.

To enable the log timestamps feature:

1. From the PREMIER CAD Menu bar, select **Tools** and then select **Logging**.

   If Log Timestamps is already active, a check mark appears adjacent to the **Log Timestamps** command.

2. Select **Log Timestamps**.

To disable the log timestamps feature:

1. From the PREMIER CAD Menu bar, select **Tools** and then select **Logging**.

   If Log Timestamps is currently active, a check mark appears adjacent to the **Log Timestamps** command.

2. Select **Log Timestamps**.

Saving Message Logs

PREMIER CAD has an tool that captures keystroke, message header, and other information that can be used to help troubleshoot and resolve errors when an exception error occurs. You can use the Save Message Log command to the information when an exception error does not occur. For additional details, see the *PREMIER CAD System Administrator Guide*.

To save the message log:

1. From the PREMIER CAD menu bar, select **Tools** and then select **Logging**.

2. Select **Save Messages Log**.

   A dialog box displays with the name of the file containing the information.

Displaying the Clock & Messages Window

Use the Clock & Message window to display a clock and a list of waiting messages.

To display the Clock & Messages window:

1. From the PREMIER CAD Menu bar, select **Tools**.

2. Select **Clock & Messages Window**.

   A check mark appears next to the Clock & Messages Window command showing that it is active and the **Clock & Messages** window appears.To keep the Clock & Messages window on top of your work area, select the Keep on Top check box.You can place the window anywhere on your work area. PREMIER CAD will display it in your chosen position each time you log in.

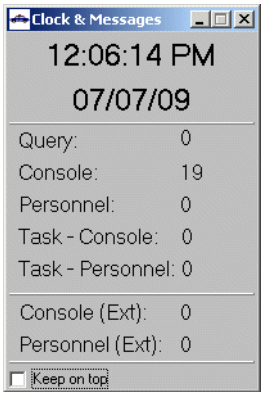


Figure 2-6 Clock & Messages Window

You can change the background or font color of the time and date area of the Clock & Message window and you can set the format for the date.

To change colors:

1. With your mouse cursor in the Clock & Messages window, right-click the mouse and select **Properties**.

   The Clock and Message Properties dialog box appears.

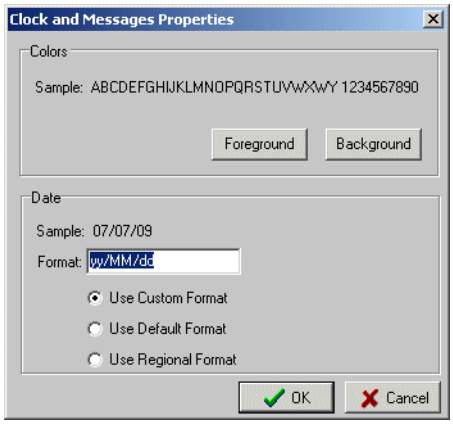


Figure 2-7 Clock and Messages Properties Dialog Box

2. Select **Foreground**.
3. Select a color for the active field text and click **OK**.

   The new text color appears in the sample field.
4. Select **Background**.
5. Select a color for the background color and Click **OK**.

   The selected background color appears in the sample field.
6. In the date section, do one of the following:

   - To use a custom format, select the **Use Custom Format** button and enter the format in the Format box.

     The date format can be a maximum of 12 characters, including spaces. Use the following abbreviations:

     Use dd, ddd, or dddd for the day (dd produces 09, ddd produces Mon, and dddd produces Monday).

     Use MM, MMM, or MMMM for the month (MM produces 07, MMM produces Jul, and MMMM produces July); note that M is case-sensitive.

Use yy or yyy for the year (yy produces 07 and yyy produces 2007).

Leading and trailing spaces affect the centering position of the date in the Clock & Messages window.

- To use the default format of yy/mm/dd, select the **Use Default Format** button. The default format is yy/MM/dd.
- To use the regional format for dates, select the **Use Regional Format** button. The regional format is the date format for the country you are in.

7. Do one of the following:
   - Click **OK** to accept the changes.
   - Select **Cancel** to return to PREMIER CAD without making any changes.

Status Monitors

The AWW status monitors show the status of units and incidents in the areas assigned to your workstation. This information is displayed in windows called *status monitors*. PREMIER CAD updates these monitors automatically whenever a unit or an incident changes status. Status monitors can be configured at each site to display a wide variety of information in different formats.

Following are some of the most commonly used status monitors:

- Unit status monitor—displays information about the status of units.
- Incident status monitor—displays information about incidents in progress (for example, dispatched incidents).
- Pending Queue status monitor—displays information about incident calls that are waiting for dispatch.

Refreshing the PREMIER AWW Display

Press the Refresh Pending key (**Shift+F6**) to update the PREMIER AWW Pending Queue with the most current information (see the *PREMIER AWW User Guide*). Before using this key, be sure the Pending Queue status monitor is the active window by clicking it once.

Flags

Many of the status monitors use special flags to signify the types of units and the status of incidents.

Unit Flags

Unit flags are symbols that appear in the Unit Status monitor to identify unit types and characteristics. These flags are configurable to fit specific units and incidents.

Table 2-3 Default Unit Flags

Unit Flag	Description
Unit Flags Without a Mobile Data Terminal (MDT)	
.	One person
!	One person, primary
:	Two person
%	Two person, primary
>	Borrowed unit
*Unit Flags **With** a Mobile Data Terminal (MDT)*	
-	One person
+	One person, primary
=	Two person
#	Two person, primary

Status Flags

Status flags consist of one or two characters. They indicate the specific status of each unit or incident.

Table 2-4 Examples of Status Flags

Status Flag	Description
Unit Status Monitor Window	
EN, OS	A two-character configurable code (such as EN for enroute, or OS for out of service) that describes unit availability.
Incident Status Monitor Window	
A	Active
O	Open
S	Stacked
W	Working
Call Taker or Pending Queue Status Monitor Windows	
Blank	Pending
-	Free
H	Held
N	New
S	Stacked

Status Colors

Special colors are used in PREMIER AWW status monitors to help you recognize the status of units and incidents. The PREMIER CAD system administrator uses configuration functions of both PREMIER CAD and PREMIER AWW to set the various colors.

Keyboard

Use the keyboard to enter incident processing information, to navigate in the windows on the work and status monitors, and to perform various PREMIER CAD functions. PREMIER CAD can be configured for a 12-function or a 16-function keyboard; the 12-function keyboard is the most common.

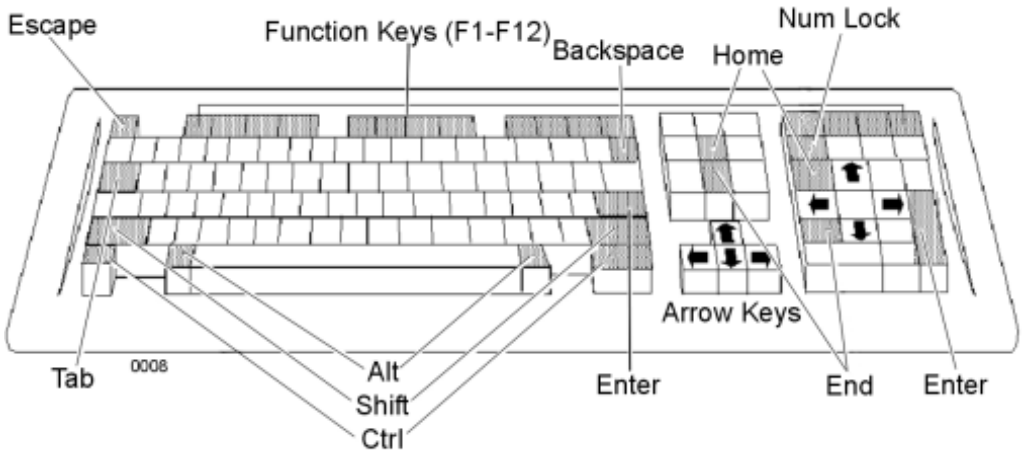


Figure 2-8 12-Function Workstation Keyboard

Navigation Keys

Although you can use the mouse to move the cursor around the work areas, command lines, and the status monitors, using the keyboard to navigate is usually faster.

NOTE
To use the Enter, Home, End, Page Up, Page Down and arrow functions on the number pad, Num Lock must be turned off.

Table 2-5 Keyboard Navigation

Key or Combination	Description
Arrow Keys	Move the cursor one space or one line at a time in the direction of the arrow.
Backspace	Moves the cursor backward (to the left) one space at a time. Deletes characters.
Del	Deletes the character to the right of the cursor and moves the characters that follow the cursor to the left one space.
End	Moves the cursor to the end of the current field.

Table 2-5 Keyboard Navigation (Cont.)

Key or Combination	Description
Escape	Closes all orphaned windows in PREMIER CAD.
Insert	Allows you to insert new characters instead of typing over existing characters. In PREMIER CAD, the Insert key is always active and cannot be turned off.
Num Lock	Locks the numeric keypad keys in number mode. When Num Lock is active, you can type numbers with the keypad. Toggle Num Lock off to use the keypad arrows and other functions.
Shift+End	Highlights text from the current cursor position to the end of the line.
Shift+Tab	Moves the cursor backward from field to field within a form.
Space bar	Selects or clears a check box when you have used the Tab key to access the field within a form.
Tab	Moves the cursor forward from field to field within a form.
Alt+Tab	Cycles through the icons for other open applications. Hold down the Alt key and repeatedly press **Tab** until the application you want to view is highlighted. Release both keys to select the highlighted application.
Alt+down arrow	Displays the recent command list.
Ctrl+Tab	Cycles through all open PREMIER CAD work area windows.
Ctrl+A	Switches focus to PREMIER AWW Emergency Notification windows and acknowledges receipt.
Ctrl+C	Copies the selected text.
Ctrl+D	Creates an additional work area and command line when the Menu bar is displayed.
Ctrl+H	Displays the online help.
Ctrl+K	Displays the function key window.
Ctrl+N	Switches focus to the PREMIER AWW Notification window and requests the next window.
Ctrl+O	Switches focus to the PREMIER AWW and selects OK on the Notification window.
Ctrl+P	Switches focus to the PREMIER AWW Notification window and requests the previous window.
Ctrl+R	Displays the *PREMIER CAD User Guide* using Adobe Acrobat Reader.
Ctrl+S	Prints the entire PREMIER CAD window on the default network printer.
Ctrl+V	Pastes the contents of the clipboard to the location of the cursor.
Ctrl+W	Prints the active work area on the default network printer.
Ctrl+X	Cuts the selected text.

Shortcut Keys

In addition to the Alt combinations listed in the table, you can use the Alt key to move quickly to frequently used fields in the PREMIER CAD forms. One of the letters in the field name is underlined, as shown in the following illustration. This is commonly called a shortcut key. Use the Alt key plus the underlined letter to jump to that field. For example, to move directly to the Type field, press **Alt+t**.

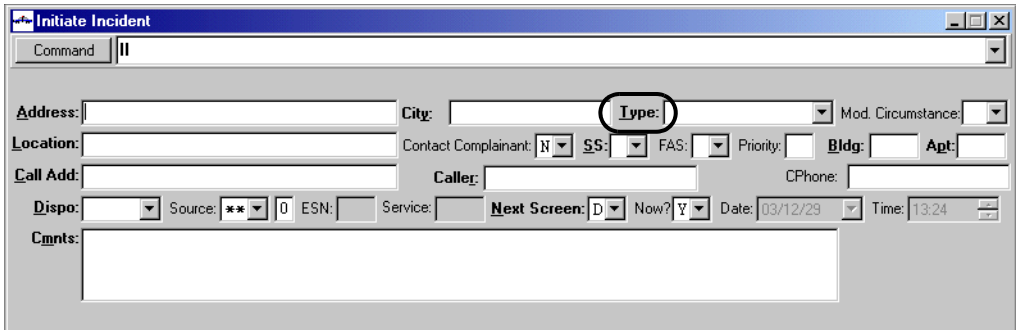


Figure 2-9 Underlined Letter Used With Alt Key

Shortcut Menus

Many of the forms in PREMIER CAD contain buttons, such as the Incident button shown in the following illustration. When you select the button, a shortcut menu displays.

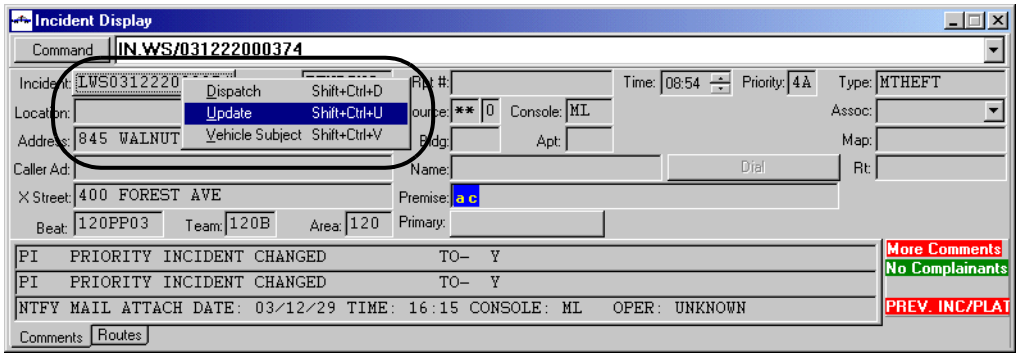


Figure 2-10 Incident Button With Underlined Letters in Shortcut Menu

To select a button and display the shortcut menu:

Using the keyboard	Using the mouse
1. Press the **Tab** key until the button is active, indicated by a dotted line around the perimeter of the button.	Click the button.
2. Press **Enter** or the space bar.	

Once the shortcut menu displays, you can select a menu item. When you select an item from the shortcut menu, the appropriate form opens in the opposite workspace.

To select an item from a shortcut menu:

Using the keyboard	Using the mouse
Press the shortcut key (the underlined letter). Do not use the Alt+<letter> combination. *or* Press the key combination; for example, Shift+Ctrl+U. In the example above, to display the Update form you could either press the letter `U` while the shortcut menu is displayed, or press the key combination of `Shift+Ctrl+U` at any time the Incident Display form is displayed. **NOTE:** You do not have to display the shortcut menu to use the key combinations. They can be used at any time the form is displayed.	Click the item you want.

The appearance of shortcut menus is controlled in several places:

- The commands that display are configured in PREMIER AWW. See the *PREMIER AWW User Guide* for more information.
- The keyboard combinations display only when the `UseNewIncidentButtonStyle` parameter is set to `N` in the `CAD.INI` file. (`N` is the default value.) See the *PREMIER CAD Configuration Guide* for more information.
- The underlined letters only display on shortcut menus when the Windows operating system is configured specifically to display them.

  To configure the MS Windows to display shortcut keys on shortcut menus:

Windows 2000	Windows XP Professional
1. In the Windows Control Panel, double-click **Display**.	1. In the Windows Control Panel, double-click **Display Properties**.
2. Click the Effects tab.	2. Click the Appearance tab.
3. Clear the following option: `Hide keyboard navigation indicators until I use the Alt key.`	3. Click **Effects**.
	4. Clear the following option: `Hide keyboard navigation indicators until I use the Alt key.`

  If the menu content is not configured in PREMIER AWW, then a default menu displays for the Incident and Unit buttons.

Function Keys

Use the function keys to send commands and information to the system or to start a command sequence. Some of these keys are used alone, and some are used with other keys. To display a menu of the Function key configurations for a window, click the right mouse button or press **Ctrl+K** from any window. The following table shows the default function keys for a 12-function keyboard. These shortcuts can be customized so your shortcuts may be different. Some sites may use a 16-function keyboard and the default function keys will vary slightly (see Appendix A: "Quick Reference Guide").

Table 2-6 Default Function Keys for 12-Function Keyboard

Key	Function	Description
F1	Home	Moves the cursor to the command line of the active work monitor window.
F2	Queries	When the Query counter on the work monitor Status bar indicates that queries are available, the local, state, and national information query replies appear in the View Messages by Console or the Read Messages form when you press **F2** (see "View Messages By Console Form – Page 1" on page 12-5 or "Read Messages Form" on page 12-11).
F3	Update	Displays the Incident Update form for the specified incident.
F4	Incident Audit (Audit Trail)	Displays the complete incident record in an auxiliary window when using the ID, IN, IR, and IU forms.
F5	Clear Form	Clears the active form, leaving the form open. Clears and closes any auxiliary windows (Audit, Location menu) per the setting in the `CAD.INI` file.
F6	Email	Displays email messages.
F7	Field Initiate	Initiates a traffic stop or other field initiated incident in the active command line.
F8	Initiate	Initiates an incident if an incident address is typed on the active command line. OR Displays the Incident Initiate form in the active work area if the cursor is on a blank command line.

Table 2-6 Default Function Keys for 12-Function Keyboard (Cont.)

Key	Function	Description
F9	Dispatch	Begins one of the following actions in the active work area: • The Incident Dispatch form shows the first incident that exists in the PREMIER AWW Pending Queue if nothing is typed on the command line. It will show incidents in order of highest priority with oldest one first. The time considered in this sort is the incident initiate Date/Time (posted in the audit trail as Incident Initiated by <person who initiated> when Date/Time Stamps checkbox is enabled). If you press this key again, the next incident in this queue appears. This function scrolls through all existing incidents, one by one. • The Incident Dispatch form shows the first new incident that exists in the PREMIER AWW Pending Queue for New incidents, if N (for New) is on the command line and if this monitor has been configured (see the *PREMIER AWW User Guide*). It will show incidents in order of highest priority with oldest one first. The time considered in this sort is the incident initiate Date/Time (posted in the audit trail as Incident Initiated by <person who initiated> when Date/Time Stamps checkbox is enabled). If you press this key again, the next incident in this queue appears. This function scrolls through all existing incidents, one by one. • An Incident Dispatch form appears for the currently assigned incident. • The dispatches for the current incident number and unit ID appear. • The incident is dispatched.
F10	Command	Sends the command on the active command line to the server.
F11	Unit Status	Displays the status of the specified unit if only a unit ID is on the active command line. The Unit Status Update form appears, allowing you to view and update the unit status. OR Updates the status of the specified unit if a unit ID and identifiers and parameters are on the active command line.
F12	Submit Form	Sends the information from the active work area to the server.
Shift+F1	Online Help	Opens the online help in a web browser.
Shift+F2	ATM (TMD)	Zooms the PREMIER ATM map window to the specified incident.
Shift+F3	Recall	Displays the Incident Recall form or a selection for the specified incident.
Shift+F4	Page Comments	Displays additional pages of comments on the Incident Display (IN).
Shift+F5	Premise Info	Displays location information in an auxiliary work area.
Shift+F6	Refresh Pending	Refreshes the dispatcher’s or call taker’s pending queue.
Shift+F7	Previous Incidents	Displays, in the opposite work area, the previous and associated incidents for the current incident address.

Table 2-6 Default Function Keys for 12-Function Keyboard (Cont.)

Key	Function	Description
Shift+F8	Next Page	Displays additional pages of data.
Shift+F9	Previous Page	Displays previous pages of data.
Shift+F10	Premise Menu	Displays the Location menu.
Shift+F11	Display 911	Inserts the caller's name, address, and phone into a blank Incident Initiate form. Press **Shift+F11** again to display the address and telephone number from the previous 911 call. Toggle between the previous and current 911 call information by pressing Shift+F11.
Shift+F12	Previous Plates	Displays, in the opposite work area, all plate IDs associated with the current incident that have been involved in other incidents.
Ctrl+F1, F2, F3, and so forth		Pages down to a specific PREMIER AWW status monitor (Pending Queue, Unit Status, and so forth).
Shift+Ctrl+ F1, F2, F3 and so forth		Moves to the top of a specific PREMIER AWW status monitor (Pending Queue, Unit Status, and so forth).

Zooming and Panning in PREMIER ATM

MC Use the Map (MC) command to zoom and pan the map in PREMIER ATM from the PREMIER CAD command line. PREMIER ATM is a geographic display that shows the location and status of incidents and units.

Command Identifiers

Default order:

- `MC.ZM`

  or

- `MC.PN`

Command Identifier Descriptions

The following table describes the command identifiers for the Map (MC) command.

Table 2-7 Map Command (MC) Command Identifier Descriptions

Identifier	Format	Description
ZM	1-4N	Type a value to zoom the map that is currently displayed (in percent). Values greater than 100 (as in `ZM;200`) increase the magnification of the map by the amount specified; values less than 100 (as in `ZM;50`) decrease the magnification of the map by the amount specified.
PN	3AN	Type <*direction*><+/-><*distance*> to pan (move) the map that is currently displayed. <direction> — N, S, E, W, NW, NE, SW, or SE <+/-> — Pan direction relative to the specified direction: + for the same direction - for the opposite direction. <distance>Distance (in feet) to pan.

Example

`MC.PN;N+100`	Pans the currently displayed map 100 feet to the north

Using Forms

Screens that display in the work monitor work areas are called forms. Forms in PREMIER CAD are where you enter commands or view specific information. Forms contain various data fields which accept alphabetic (A), numeric (N), or alphanumeric (AN) characters, depending on the purpose of the specific field. After typing information on a form, press the Submit Form key (**F12**) to send the information to the system.

The following illustration shows the Initiate Incident form.

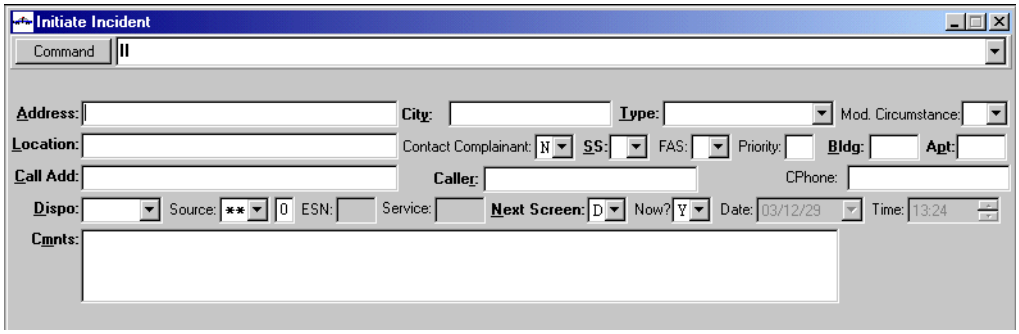


Figure 2-11 Initiate Incident Form

NOTE

Unless instructed to do so, do not use punctuation such as commas and periods in form fields. PREMIER CAD recognizes several punctuation characters as separators for information typed on command lines. If an address, for example, includes a comma or period, PREMIER CAD may interpret the address as two separate pieces of information rather than one. It would not be able to verify the information.

Multiple Page Forms

If additional pages of information exist beyond the currently displayed form page, the MORE RECORDS or the PAGE X OF Y indicator displays at the top-right corner of the page. Press the Next Page key (**Shift+F8** or **F16**) to access the next page. To display the previous page, press **Shift+F9**.

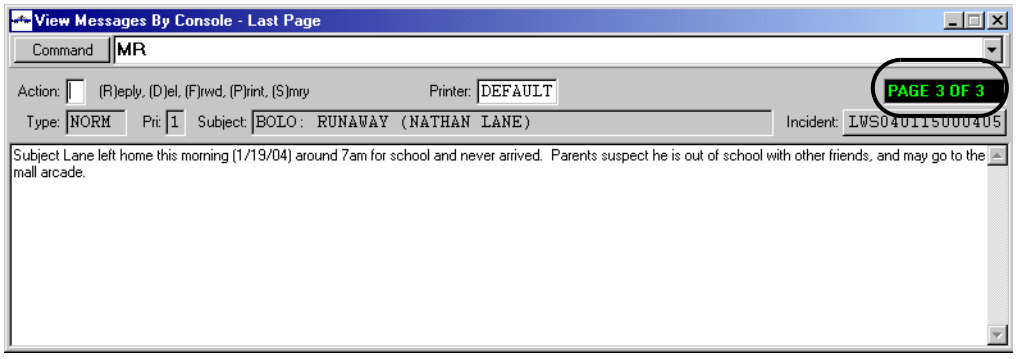


Figure 2-12 Form With Multiple Pages

Flags

Some forms may display one or more flags in the lower right corner of the form. How you access the additional information depends on the form and is described in the appropriate places in this guide.Typical flags include those in the following list.

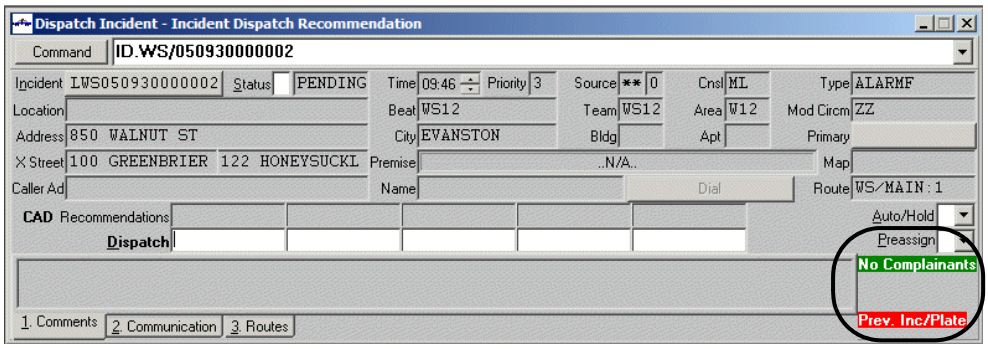


Figure 2-13 Form Showing See Complainant and Prev. Plate Flags

- CRISIS MODE
  Agency is currently in a crisis mode and recommendations are based on the current crisis mode rather than standard responses.

- F.A.S.
  Fire/ambulance has been requested.

- FORM UPDATE
  Another form is available where you can edit most of the Display Only fields on the Incident Update form. Press **Alt+U** to display the form.

- L911
  Incident is from a 911 call.

- MORE COMMENTS
  Additional information is available.

- NO COMPLAINANTS
  Do not contact complainant.

- PREV. INCIDENTS
  Previous incident information is available for this address.

- PREV. PLATE
  Vehicle plate number was previously associated with an incident.

- Prev. Inc/Plate
  Previous incident information is available for the address and the vehicle plate number was previously associated with an incident.

- SEE COMPLAINANT
  Complainant can be contacted.

CHAPTER 3

Using PREMIER CAD Commands

Commands are a fast way of entering information and sending it to the PREMIER CAD server.

Understanding PREMIER CAD Addresses

Addresses are used in several PREMIER CAD commands. You can enter incident addresses in any of the following ways:

- Partial or whole street address
- Common place name
- Intersection name
- Alias name
- Latitude and longitude coordinate
- Alarm number

NOTE

System administrators configure common place names in the Common Places Configuration (MN.2) database form, alias names in the Street/Intersection Aliases Configuration (MN.34) database form, and alarms in the Alarms Configuration (MN.5) database form. For more information, see the *PREMIER CAD Configuration Guide*.

Partial or Whole Street Address

PREMIER CAD interprets a street address as the number first and then the name. You can type the complete street name and suffix (AV, ST, LN, and so on) or just the first few letters of the street name. PREMIER CAD can typically locate an address faster than you can type the entire street name, so to save time, type only the first few letters of the street or intersection name. This also helps to eliminate spelling errors in street names. If you type a partial street name, do not include a suffix. If you type a partial or unmatched address, the Address Verification form appears with possible matches (see "Address Verification Form" on page 6-54).

PREMIER CAD uses logic to interpret what you enter. For example, if you type `123 MAIN` and the only match is `123 N MAIN`, PREMIER CAD returns `123 N MAIN`.

If a street name is a single letter, do not type a suffix. If you type a number followed by a single letter, PREMIER CAD interprets the single letter as a direction indicator and not a name. In this case, PREMIER CAD looks at the next entry for the street name. For example, if you type the address `555 E AV`, PREMIER CAD searches for a street named AV because E is interpreted as east. Therefore, just type `555 E`. If there is more than one E, such as E Street and E Avenue, the Address Verification form will appear, where you can select which one you need. For more information, see "Using Address Verification" on page 6-53.

If the street address contains a dash, such as `257-32 104th DR`, type the dash in the appropriate place.

Common Place Name

PREMIER CAD expects you to enter a common place name as a name without a preceding number. If the common place name begins with a number, or contains an ampersand or a slash, type a comma before the number, so PREMIER CAD recognizes it as a common place name (for example, `,14 CANADA PLACE` or `,A&W RESTAURANT`). If you do not know the complete common place name, you can enter a partial name. If the resulting search finds more than one potential match, PREMIER CAD displays the list so you can select the common place you want.

NOTE

By using a common place name, PREMIER CAD's initiation process is faster because the corresponding address does not need to be verified (the address is defined internally). System administrators define common place names in the Common Places Configuration (MN.2) database form. For details, see the *PREMIER CAD Configuration Guide*.

When you initiate an incident and specify a common place name in the Address field, PREMIER CAD inserts the street address of the common place in the Address field and inserts the name of the common place in the Location field. Any previously typed data in the Location field is overwritten.

CAUTION

A beat must be configured for the common place when the common place is defined. If no beat was configured, PREMIER CAD will NOT create the incident. An error message stating `ERROR: NO BEAT FOR THIS ADDRESS` displays.

Intersection Name

PREMIER CAD interprets two street names, separated by an ampersand (&), as an intersection name (for example, `MILLER&IVY`). You can abbreviate the street names and type the ampersand with or without spaces.

NOTE

Instead of an ampersand, you can also use a forward slash (/) to specify an intersection (for example, `Miller/Ivy`). However, you can only use a forward slash in place of an ampersand if neither of the street names contain a forward slash (for example, `1/2 Mile Rd&Ivy`).

Alias Name

Aliases are different spellings, common misspellings, or nicknames for streets, intersections, and common places. Any street name or common place name can have one or more aliases.

After the system administrator defines a street alias in the appropriate database form, you can use this alias as an address for incidents. You can also use an alias name when specifying an intersection.

Latitude and Longitude Coordinate

You can use a latitude and longitude coordinate for an incident address. When you specify a latitude and longitude coordinate pair as an address, PREMIER CAD locates the closest intersection. Then PREMIER CAD uses the agency, beat or zone, and area for the determined intersection to provide a dispatch recommendation. Throughout the processing of a latitude and longitude-based incident, PREMIER CAD displays the corresponding coordinates preceded by `LATLON-` in the Address field of the incident form.

For a typical latitude and longitude coordinate, type
<*latitude coordinate*>,<*longitude coordinate*>

Specify each coordinate as <*degrees*>:<*minutes*>:<*seconds*><*directional suffix*>.

Table 3-1 Latitude and Longitude Coordinates

Element	Description
Degrees latitude	Use any number from 0-90. Zero is the equator; 90 N is the north pole; 90 S is the south pole.
Degrees longitude	Use any number from 0-180. Zero is the prime meridian at the Royal Greenwich Observatory in Greenwich, England and 180 is the line of longitude opposite the prime meridian.
Minutes	Use any number from 0-60.
Seconds	Use any number from 0-60.
Directional suffix: latitude	Use N (north) or S (south).
Directional suffix: longitude	Use E (east) or W (west).

Example

```
39:45:34N,105:0:21W
```

Alarm Number

If you use an alarm number for an address, PREMIER CAD does not verify the address. The exact address is part of the record for that particular alarm in the Alarms Configuration (MN.5) database form. For more information, see the *PREMIER CAD Configuration Guide*.

Type a pound sign (#) and then the alarm number (for example, #12345). If the Alarms Configuration (MN.5) database form includes a default incident type for that alarm number, you can omit an incident type during the alarm incident initiation process.

Understanding PREMIER CAD Commands

You initiate PREMIER CAD commands from a command line. Each command has specific command line elements, contains specific punctuation, and has a predefined entry order.

Command Line Elements

Three kinds of elements are used on the command line to initiate a command. Each type is explained below.

- Command IDs
- Identifiers
- User-Supplied Values

Command IDs

Command IDs are two-character identifications or abbreviations. For example, US is the command identification for the Unit Status command. Command IDs are described in the command description sections throughout this guide.

Identifiers

Identifiers are one- or two-character predefined abbreviations that identify a type of information in a command string. For example, in many commands, L is an identifier for location information. By using command identifiers, you can type commands out of Command Default Order (see "Command Entry Order" on page 3-7). Command identifiers also allow PREMIER CAD to retrieve specific information. Specific identifiers are defined in the command description sections throughout this guide.

User-Supplied Values

User-supplied values are incident-specific pieces of information; for example, <*unit ID*>, <*status*>, and <*location*>.

CAUTION

Do not use punctuation, such as commas and periods, within user-supplied values. PREMIER CAD recognizes several punctuation characters as separators for information on command lines. If a value, such as a location, includes a comma or period, PREMIER CAD may interpret the value as two separate pieces of information, rather than one, and it would not be able to verify the information.

Command Punctuation

Each element of a PREMIER CAD command is separated by a specific command line punctuation character. The punctuation for commands depends on two things:

- Order – See "Command Entry Order" on page 3-7.
- System configuration – Your system administrator configures the period (or blank space delimiter) and the semicolon (or equal sign) in the System Parameters Configuration (MN.13) database form. For more information, see the *PREMIER CAD Configuration Guide*.

CAUTION

Consistent use of the configured delimiters is required to successfully send information to the system. For example, if your system is configured to use the period as a separator, you must always use the period rather than a blank space.

A group of repeated periods or blank spaces in a Command Default Order command string signifies missing elements. One period is used for each missing element. For example, `US.A102...1ST & PINE` is a command string with an expected Command Default Order of `US.`<*unit ID*>`.`<*status*>`.`<*disposition*>`.`<*location*>. The first period between the <*unit ID*> (`A102`) and <*location*> (`1ST & PINE`) elements is the separator; the second period represents the missing <*status*> element; and the third period represents the missing <*disposition*> element.

Table 3-2 Command Line Punctuation Descriptions

Character	Description
period (.) or blank space ( )	Use a period or a blank space to separate each element of information in a command string. **Example**: `US.A102.EN..1ST & PINE` This example shows a Unit Status command string with the expected entry order (Command Default Order) of `US.`<*unit ID*>`.`<*status*>`.`<*disposition*>`.`<*location*>. The extra period between the <*status*> (`EN`) and the <*location*> (`1ST & PINE`) represents the missing <*disposition*> element. **NOTE:** Command examples in this guide use the period separator.
semicolon (;) or equal sign (=)	Use a semicolon or equal sign to separate an identifier from its corresponding user-supplied value when the command is not written in the Command Default Order. An identifier is a predefined abbreviation that identifies a type of information. **Example**: `US.A102.L;1ST & PINE` The example shows a Unit Status command string with an expected entry order (Command Default Order) of: `US.`<*unit ID*>`.`<*status*>`.`<*disposition*>`.`<*location*>. A second period does not exist between the <*unit ID*> (`A102`) and <*location*> (`1ST & PINE`) elements for the missing <*status*> and <*disposition*> elements because the identifier `L;` signals PREMIER CAD that <*location*> information, instead of <*status*> information, is specified after the <*unit ID*> information. **NOTE:** Command examples in this guide use the semicolon for identifiers.

Table 3-2 Command Line Punctuation Descriptions (Cont.)

Character	Description
comma (,)	Use a comma to separate multiple entries for one command element. **Example**: `US.A102,A103,A104.AR` The example shows a Unit Status command string with an expected entry order (Command Default Order) of: `US.`*<unit ID>*`.`*<status>*`.`*<location>*. Commas separate the three unit IDs. The example assigns the status of `AR` (arrived) to the three specified units.
forward slash (/)	A forward slash has different uses depending on the command, and is used only with some commands. Some commands use this punctuation to associate information with a specific agency, some commands use it as an identifier variation, and some commands use it to specify a street intersection. See the individual command descriptions throughout this guide for more information. **Examples**: `BO/AR1` in the CC command string associates area 1 (`AR1`) with the Boulder agency (`BO`), `S/JOHN` in the IU command string identifies a suspect's name in place of a victim's name, and `PINE/WALGROVE` in an LD command string specifies an intersection of the streets Pine and Walgrove. **NOTE:** Motorola recommends that you use an ampersand to specify a street intersection, rather than a forward slash. Processing errors may occur if one or both of the street names include a fraction (for example, `1/2 Mile Road`).
ampersand (&)	Use an ampersand to specify a street intersection. **Example**: `PINE&WALGROVE` specifies the intersection of the streets Pine and Walgrove.

Command Entry Order

The easiest way to enter commands is to use their command default order. However, you can enter them out of order if you use identifiers.

Entering Commands in Command Default Order

Each PREMIER CAD command has a predefined command default order of entry. The sections in this guide about PREMIER CAD commands specify a command default order for each command. For example, the Unit Status (US) command string uses the following command default order:

`US.`*<unit>.<status>.<disposition>.<location>.<type>.<comments>.<first officer>.<second officer>.<odometer>.<rider>.<incident number>.<citation numbers><activity code><detail code><program code><officer notes>*

NOTE

Command examples in this guide use the period separator. Do not end a command string with a period.

To set the status of unit A102 as Administrative (AD), you would type:

```
US.A102.AD
```

Because the command string is in the command default order, no identifiers are necessary.

Unused elements at the end of a command string can be ignored (such as the unused *<disposition>, <type>, <comments>, <first officer>, <second officer>, <odometer>, <rider>, <incident number>, <citation numbers>, <activity code>, <detail code>, <program code>, and <officer notes>* elements in the US command string).

Skipping Elements When Entering Commands

If you want to skip any elements of the default command string, you must use a period to represent the missing information. To set the status of unit A102 to Arrived (AR) and change the type of incident to Theft, you would type:

```
US.A102.AR...THEFT
```

The first period between the *<status>* (AR) and *<type>* (THEFT) elements is the separator. The second and third periods maintain the command default order because they replace the *<disposition>* and *<location>* elements.

Entering Commands Out of Command Default Order

If you type a command out of the command default order, you must use a command identifier for each element that is out of order. The identifier lets the system know what type of information you are entering. You must use a period (or space, depending on your configuration) before each identifier, and use a semicolon (or an equal sign, depending on your configuration) to separate the identifier from its corresponding value. If you do not enter a value after the semicolon, the identifier will be ignored.

NOTE
Command examples in this guide use the semicolon for identifiers.

Example

For example, to enter the *<type>* element of the US command string example (`US.A102...THEFT`) without the use of the periods for the missing *<disposition>* and *<location>* elements, you would type:

```
US.A102.T;THEFT
```

The `T;` identifier signals to PREMIER CAD that type information instead of status information follows the unit information.

To enter the type information, and then the unit, you would type:

```
US.T;THEFT.U;A102
```

Notice that the type identifier (`T;`) was used to signal the type element and the unit identifier (`U;`) was used to signal the unit element.

CAUTION

If you use a command identifier on the command line (such as `T;` for type or `U;` for unit), you must use an identifier for each of the following commands *even if all of the commands are in default order*.

The following will *not* work because the Type identifier for Theft is missing:
`US.U;A102.L;550 MAIN ST.THEFT`

The following will work because each command uses a command identifier:
`US.U;A102.L;550 MAIN ST.T;THEFT`

Submitting Information to PREMIER CAD

After entering information in command line fields or form fields, you must submit the information to the system. Use the Command key (F10) if you are sending the information from a command line. Use the Submit Form key (F12) if you are sending information from a form.

Cross Agency Security

Cross agency security allows multiple agencies to share one PREMIER CAD system without impacting each other. Cross agency security settings affect all users who access the PREMIER CAD system at a site.

Call takers, dispatchers, and supervisors may not be able to access all PREMIER CAD databases when cross agency security is activated. However, any user logged on to the system as master can access all databases regardless of the system's configuration. For details on different user access levels, see the description of security levels in "Sign On Form" on page 4-3.

If the Database Access field on Page 1 of the System Parameters Configuration (MN.13) database form is set to `Same Agency` or is set to `As Defined`, you do not have to enable cross agency security to *create* incidents across agencies. You can issue the II, IN, IR, and IU commands. However, cross agency security must be enabled if you want to *dispatch* an incident (ID command) belonging to an outside agency.

Agencies can be classified with the following definitions:

- Owning agency. The owning agency has control of the incidents. The owning agency grants or revokes access of its incidents to another agency.
- Trusted agency. The trusted agency is the foreign agency who has trust levels defined by an owning agency. Trusted agencies are defined in the Cross Agency Security Configuration (MN.53) database form (see the *PREMIER CAD Configuration Guide*).
- Logon agency. The logon agency is the agency ID used to log on to PREMIER CAD. This agency can be either the owning agency or the trusted agency, depending on the site's configuration.

CHAPTER 4

Signing On and Off

When you sign on to or off of PREMIER CAD, you use forms. Using forms and using commands are the two ways to send information to the PREMIER CAD server.

Understanding Security and Personnel Records

You must have a record in the Personnel database before you can sign on to PREMIER CAD. The system administrator creates each user's record in the Personnel Configuration (MN.12) database (for more information, see the *PREMIER CAD Configuration Guide*). Your personnel record includes your user ID and password. Your user ID is a general identification or name for you as a PREMIER CAD user. Your password is a group of up to eight alphanumeric characters.

The system administrator also defines your security levels. These security levels control which functions you are authorized to perform.

Security levels are set in the Personnel Security Configuration (MN.27) database for you and in the Console Security Configuration (MN.28) database for your console. If your personal and console security levels differ, then the more restrictive level applies. For example, if you have access to change database records and your console does not allow access to change records, then you will receive a security violation error when you attempt to change a record.

CAUTION
For security reasons, do not share any password with other users.

Signing On to PREMIER CAD

NOTE
If you are running PREMIER AWW, you must start it before you start PREMIER CAD.

To sign on to PREMIER CAD:

1. From the **Start** menu, select **Programs**.
2. Select **CAD Client**.
3. Select **CAD Client Launcher**.

   The Security Signon form appears.
4. Type your information into the fields as described in the Security Signon Form Field Descriptions table.
5. Click **OK**.

   The Motorola Computer Aided Dispatch form opens with two work areas.

   After you enter the correct information and click **OK**, the Status bar indicates the selected operating mode (Production or Training). An error message appears in the title bar if any of the following occurs:

   - Your information is incorrect
   - The system experiences processing difficulty
   - The system detects a special circumstance

   For more information, see “Error Messages” on page 4-6.

Sign On Form

The Security Signon form permits authorized users to access PREMIER CAD.

Field Descriptions

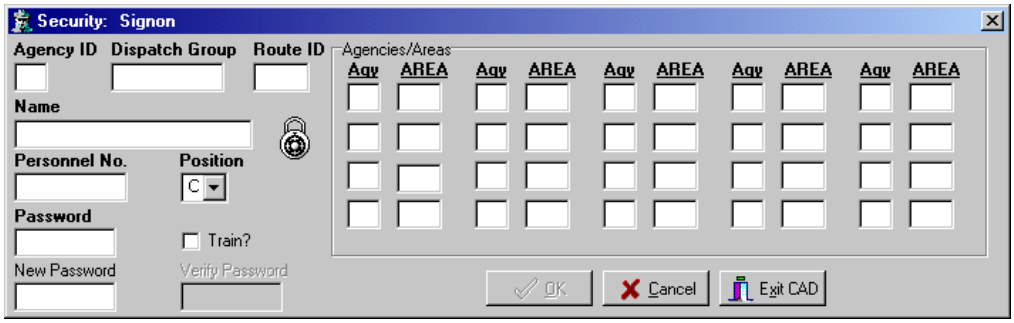


Figure 4-1 Sign On Form

The following table describes each field on the Security Signon form.

Table 4-1 Security Signon Form Field Descriptions

Field	Format	Description
Agency ID Required	2AN	Type the ID for the agency to which you belong. This ID becomes the default agency for this session.
Dispatch Group	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group *or* type your agency ID, followed by a slash, and the Dispatch Group. If you do not specify an agency ID, PREMIER CAD uses the agency entered in the Agency ID field. A Dispatch Group is a set of areas within one or more agencies. Using the Dispatch Group field is a quick way to sign on to all areas and agencies included in the group. Dispatch Groups are defined in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*). • If you are going to monitor all of the areas assigned to this Dispatch Group, type the ID of the Dispatch Group in the Dispatch Group field. • If you are going to monitor all of the areas assigned to this Dispatch Group plus additional areas and/or agencies, use the Dispatch Group *and* the Agy and Area fields. • If you are going to monitor only specific areas, use the Agy and Area fields to identify the areas and do not use the Dispatch Group field. You can sign on to either a Dispatch Group *or* a Route ID, but not both. **NOTE:** If an area in a Dispatch Group is invalid for the current plan, an advisory message appears but the sign on process continues for all other valid areas.

Table 4-1 Security Signon Form Field Descriptions (Cont.)

Field	Format	Description
Route ID	4AN	Type the ID for the service route for which you are responsible. This becomes your primary (default) service route. • If you are going to monitor only a specific service route, use the Route ID field to specify the service route. • If you are going to monitor this service route plus additional areas and/or agencies, use the Route ID *and* the Agy and Area fields. You can sign on to either a Dispatch Group *or* a Route ID, but not both. If you are a dispatcher and need to dispatch to a service route other than your log on service route, you can use the RT identifier from the command line of the Initiate Incident and Incident Dispatch commands. For more information about routing, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Name	20AN	Type your user name (user ID) exactly as it appears in your personnel record. This field is required only if the Personnel No. field is left blank.
Personnel Number	9AN	Type your personnel number exactly as it appears in your personnel record. A minimum length may be required. Check with your System Administrator. This field is required only if the Name field is left blank.
Position Required	1A	Specify your security level. C — Call taker (default value). Site-specific access; monitors all pending incidents in his or her specific assigned area or the PCW (Police City Wide) or FCW (Fire City Wide) areas. D — Dispatcher. Site-specific access; monitors all incidents in all areas or the PCW or FCW areas. S — Supervisor. Same access as dispatcher. Additionally, a law/police supervisor can monitor the PDF areas and a Fire/EMS supervisor can monitor FDF areas. When a supervisor views personnel records, the actual passwords appear instead of asterisks. A Supervisor security level also enables the Workload Transfer (WT) command. M — Master. Same access as supervisor, but if cross-agency security is enabled, a user with master access can view all records across all agencies. The default value for this field is set in the `CAD.INI` file. At all security levels, actual access to database menus and PREMIER CAD commands is site-specific. If this field is blank, you cannot log on to CAD.

Table 4-1 Security Signon Form Field Descriptions (Cont.)

Field	Format	Description
Password	8AN	Type your password exactly as it appears in your personnel record. As you type your password, asterisks appear instead of the actual letters or numbers to protect password secrecy. If you enter your password incorrectly too many times, your ID may be deactivated. Contact your System Administrator. The number of incorrect entries allowed is defined in the Password Errors field on Page 1 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).
Train?	1A	Specify whether the CAD session is a training session. 3 — Session is a training session. The training system is accessed for operations. Blank — Session is not a training session. The production system is accessed for operations.
New Password	8AN	To change your password, type a new password to replace your current password. A minimum length may be required. Check with your System Administrator. As you type your password, asterisks appear instead of the actual letters or numbers to protect password secrecy.
Verify Password	8AN	Retype your new password exactly as you typed it in the New Password field. As you type your password, asterisks appear instead of the actual letters or numbers to protect password secrecy. This field is required only if a new password is typed in the New Password field.
Areas/Agencies **NOTE:** Because the label for Area is configurable, your Security Signon form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City in the *PREMIER CAD Configuration Guide*.		
Agencies Required for dispatchers and call takers	2AN	Type up to 20 IDs of agencies for which you are monitoring or dispatching incidents. Call takers and query takers are required to use this field if the Dispatch Group or the Route ID field is blank.
Area	3AN	Type up to 20 IDs of areas (next to their corresponding agencies) to monitor during the PREMIER CAD session.

You can also sign on from the Sign Off form (see “Signing Off of PREMIER CAD” on page 4-7).

Error Messages

Error messages may appear as a dialog box or on the title bar.

If you are using AWW and your computer's IP (internet protocol) address changed since you last signed on, a dialog box appears asking whether you want to update your IP address or update your AWW flag.

- To update your IP address in the Console Configuration (MN.14) database form, select that option and click **OK**. You must have the appropriate security to modify MN.14.

- To disable the use of AWW, select Update My AWW Flag and click **OK**. You can now log on to PREMIER CAD but you cannot use AWW.

If you click **Cancel** in the IP error dialog box, or if you click **OK** but you do not have the appropriate security to modify MN.14, a dialog box appears asking you to contact your system administrator. Your system administrator can reset your IP address for you.

Other error messages appear on the title bar of the Security Signon form. The following table shows messages that may appear on the title bar as a result of an incorrect signon.

Table 4-2 Error Messages and Causes

Error Message	Cause
Area Not in Agency's Current Plan	A specified area ID is incorrect for the corresponding agency and plan. **NOTE:** Because the label for Area is configurable, the message may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City in the *PREMIER CAD Configuration Guide*.
Invalid Password	The specified password is incorrect. To type the password again, use the spacebar to clear the entire field, move the cursor to the beginning of the field, and type the password again. OR You signed with a valid user ID in the Name field and did not enter a password.
Name Not On File For This Agency	The user name or agency ID were typed incorrectly. OR You used the incorrect user ID in the Name field and did not enter a password.
Operator Already Signed On	The specified user ID is signed on at another console or another person has signed on with the same user ID. Contact the system administrator to resolve the issue.
Required Field is Missing	A required field does not contain an entry.
New Password field does not match the Verify Password field.	The New Password and Verify Password must be exactly the same.

Table 4-2 Error Messages and Causes (Cont.)

Error Message	Cause
Agency Does Not Exist in Trusted Agency List	The agency specified in the Agency ID field is invalid. The agency may be invalid because it is defined as a non-trusted agency in cross agency security, it may be invalid because it has not been defined, or it may be invalid because it was typed incorrectly. The error message does not necessarily mean that the agency actually exists.

Signing Off of PREMIER CAD

SF

Use the SF (Sign Off) command to display the Sign Off form and disable your access to the PREMIER CAD system. You must sign off at the end of each shift and when you leave your workstation for an extended period of time, such as for breaks, meetings, or lunch.

When you request the Sign Off form, PREMIER CAD performs a check to verify that the areas your workstation is covering will be monitored by another workstation. Any areas that would be left uncovered are highlighted in red in the Areas list. You must transfer those areas to another console or to another operator who will be using your console.

To sign off of PREMIER CAD:

1. Do one of the following:

   - On a command line, type the Sign Off command (SF) and press **F10**.
   - From the File menu, select **Signoff**.

   The Sign Off Request form appears with your information in the Console, Name, Position, Agency ID, and SW Agency fields. These fields cannot be changed from this form.

2. If the Areas list has a red background, do one of the following:

   - Transfer your workload to another console by typing the number of the console in the Console field. For additional information, see Transfer Workload to Console in the Sign Off Request Form Field Descriptions table on page 4-9.
   - Transfer your workload to another operator *at your console* by having the other operator type the information in that section of the form. For additional information, see Transfer Workload to Operator (at your console) in the Sign Off Request Form Field Descriptions table on page 4-9.

3. Click **OK**.

   The Security Signon form appears.

4. If the console is to be turned off, click **Exit CAD**.

   A confirmation box appears.

5. Click **OK**.

NOTE

If you stop your console using the Windows Task Manager, you must log back on immediately to re-establish your console's credentials within PREMIER CAD. If you do not log on immediately, you will need to contact your system administrator to re-establish your connection.

Sign Off Form

Use the Sign Off Request form to sign off at the end of a shift and when you leave your workstation for an extended period of time.

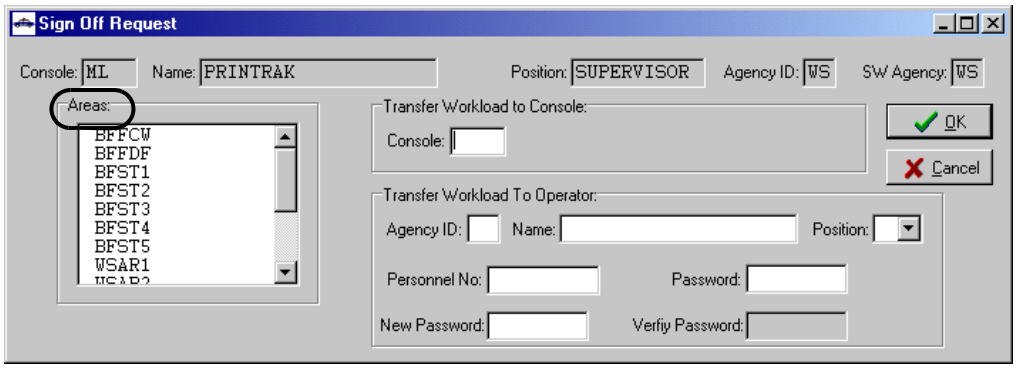


Figure 4-2 Sign Off Request Form

Field Descriptions

The following table describes each field on the Sign Off Request form.

Table 4-3 Sign Off Request Form Field Descriptions

Field	Format	Description
Areas		
	Display Only	Displays the ID of each area you are monitoring. You may need to scroll up or down the list to view all the areas. Red background in the Areas pane indicates that this console is the only console covering one or more areas. The following information might be included with a displayed area ID: • No other console is covering this area—indicated by an asterisk. • This area is inactive in the current plan. • A system-related problem related to this area exists (for example, no plan is currently active).
Transfer Workload to Console		
Console	4AN	Type the number of the console that is picking up your area coverage. The minimum length for this field is 1 character. The console that is picking up your area coverage must be signed on. An error message displays if the console is not signed on or if the transfer would violate cross agency security configurations. Before the console can be signed off, at least one other console must be covering each indicated area (no area IDs appear with an asterisk). This field is required only if your workload is transferred when you signoff.
Transfer Workload to Operator (at your console)		
Agency ID	2AN	The new operator at your console types the ID of the agency to which that operator is signing on. This field is required only if another operator is signing on to your console from the Sign Off form (*not* the Sign On form) to assume your workload.
SW Agency	2AN	Indicates the agency that you last switched to.
Name	20AN	The new operator at your console types his or her user name exactly as it appears in the Personnel database form. This field is required only if another operator is signing on to your console from the Sign Off form, and only if the Personnel No. field is left blank.

Table 4-3 Sign Off Request Form Field Descriptions (Cont.)

Field	Format	Description
Position Required	1A	The new operator at your console types his or her security level. C — Call Taker (Default) D — Dispatcher S — Supervisor M — Master For additional details regarding positions, see "Signing On to PREMIER CAD" on page 4-2.
Personnel No	9AN	The new operator at your console types his or her personnel number exactly as it appears in the personnel record. This field is required only if another operator is signing on to your console from the Sign Off form, and only if the Name field is left blank.
Password	8AN	The new operator at your console types his or her password. As the operator types his or her password, asterisks appear instead of the actual letters or numbers to protect password secrecy. This field is required only if another operator is signing on to your console from the Sign Off form.
New Password	8AN	To change your password, type a new password to replace your current password. A minimum length may be required. Check with your System Administrator. As you type your password, asterisks appear instead of the actual letters or numbers to protect password secrecy. When you exit this field, remaining blank characters are also substituted with asterisks to ensure password length is not evident
Verify Password	8AN	Retype your new password exactly as you typed it in the New Password field. As you type your password, asterisks appear instead of the actual letters or numbers to protect password secrecy. This field is required only if you type a new password in the New Password field.

CAUTION

If a console is not signed off, anyone can access PREMIER CAD functions from the workstation. The console and the audit trail appear as if the signed on user had accessed those functions (see "Using The Audit Trail" on page 9-1).

Forcibly Closing the PREMIER CAD Client

You can forcibly shut down the CAD client using the CAD Reset tool instead of using Task Manager or powering down the computer. Situations where you may need to this do are when the CAD application locks up, the connection to the CAD server fails, or when a DRNet site switches to a backup server.

The tool is automatically installed when CAD is installed.

To forcibly close the PREMIER CAD client when there is no backup server:

1. Double-click `CADReset.exe`.

   This file is located in the `Program Files\Motorola\PremierCAD Client` folder. You may have a shortcut on your desktop to this file.

   A dialog box displays asking if you want to shut down the CAD Client.

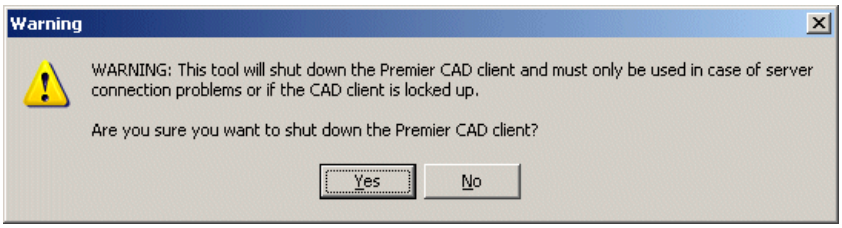


Figure 4-3 Warning Dialog Box

2. Select **Yes**.

   The CAD client is shut down. A dialog box displays asking if you want to restart the PREMIER CAD client.

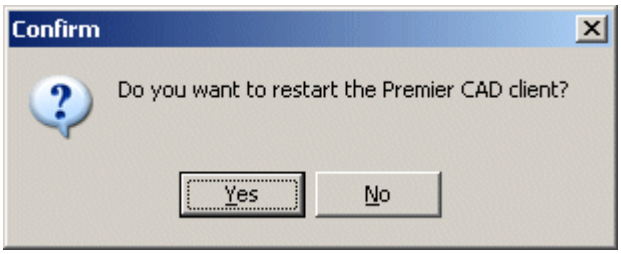


Figure 4-4 Confirm Dialog Box

3. Do one of the following:

   - To leave the PREMIER CAD client closed, click **No**.
   - To restart the PREMIER CAD client, click **Yes**.

   The CAD client reopens and the Signon form displays.

To forcibly close the PREMIER CAD client when a backup server is available:

1. Double-click `CADReset.exe`.

   A warning dialog box displays asking if you want to shut down the CAD Client (Figure 4-1).

2. Select **Yes**.

   The CAD client shuts down and the Select CAD server dialog box appears.

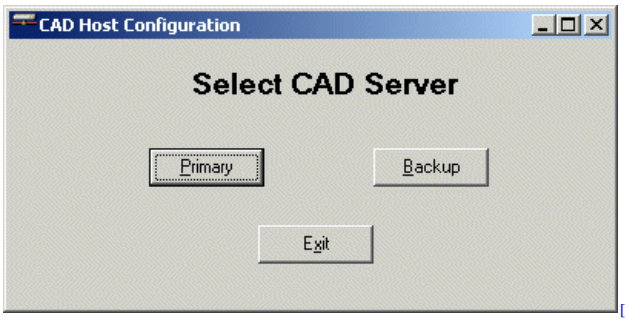


Figure 4-5 Select Cad Server Dialog Box

3. Do one of the following:

   - To connect to the primary server, click **Primary**.
   - To change to the backup server, click the **Backup** button.

   A dialog box displays asking if you want to restart the PREMIER CAD client (Figure 4-4).

4. Click **Yes** to restart the PREMIER CAD client.

   The CAD client restarts and the Signon form displays.

CHAPTER 5

Console and Plan Commands

Console and plan commands help you manage your console and your workload.

Closing Work Areas

CW

Use the Close Work Area (CW) command to close the current work area. The CW command performs the same action as clicking the X in the upper right corner of a window. When used with the asterisk (*) identifier, this command clears the two default work areas and closes any others. If you have only one work area open, the CW command will open a second work area for you.

NOTE

If you have altered your desktop appearance for Windows 2000, or if you are not using the Windows Classic settings in Windows XP, you can accidentally create hidden windows. To make all windows visible, use the CW* command to clear all hidden windows. Then, from the PREMIER CAD Window menu, select Tile Horizontal. New windows will now appear when they are created.

Motorola recommends that you do not change any color, font, or size settings in Windows 2000 and that you use the Windows Classic setting in Windows XP.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- `CW`

Commonly used options:

- `CW.*`

CAUTION

The asterisk identifier (*) clears all displayed information. Any information that has not been sent to the server is lost.

Managing Consoles With the Control Command

CC

The Control (CC) command is a multiple-function command that provides the following options:

- Remove an area from a console
- Remove all areas from a console and sign it off (can be used to sign off a malfunctioning console)
- Add an area to a console
- Select all areas of an agency
- Transfer all areas from a console and sign it off
- Add, remove, or transfer all agencies and areas belonging to a dispatch group

  The console to which you transferred areas receives an advisory message on the CAD client advising of the transfer of responsibility. (For more information, see “Viewing Advisory Messages” on page 5-14.)

  The ability to transfer areas with this command depends on how the responsibilities are defined for supervisors and dispatchers. Check with your system administrator to determine if this function is available.

NOTE

Master users should not perform this command signed on as a Master user. Instead Master users should log in as a supervisor or dispatcher to maintain cross agency security.

Command Identifiers

Default order:

- `CC.TC.FC.A1.DG`

Commonly used options:

- CC.TC.FC
- CC.TC..A1
- CC..FC.A1
- CC..FC
- CC.TC..DG
- CC..FC..DG

NOTE

Repeated periods (`..`) represent elements excluded from the overall Command Default Order. For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Control Command.

Table 5-1 Control Command (CC) Identifier Descriptions

Identifier	Format	Description
TC	4AN	To Console Type the number of the console to which the specified work load is to be transferred. The minimum length for this field is 1 character.
FC	4AN	From Console Type the number of the console from which the specified work load is to be transferred or removed. You must use at least two characters, therefore precede numbers less than ten (single digit numbers) with a zero; for example, 09.
A1	Area = 3AN Agency = 2AN	Area Type the IDs of up to five areas, separated by commas. An area ID typed without a preceding agency ID identifies an area of the signon agency. To specify an area of another agency, type the two-character agency ID and a forward slash (/) before the area ID. **Example**: `BO/NW` specifies the NW area of agency BO. **NOTE:** Use either the A1 (Area) identifier or the DG (Dispatch Group) identifier, not both.

Table 5-1 Control Command (CC) Identifier Descriptions (Cont.)

Identifier	Format	Description
DG	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group ID *or* type your agency ID, followed by a slash, and the Dispatch Group. If you do not specify an agency ID, PREMIER CAD uses your signon agency. A Dispatch Group is a set of areas within one or more agencies. When you submit the CC command with a Dispatch Group ID, PREMIER CAD adds, removes, or transfers the agencies and areas that are defined for that Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*). PREMIER CAD stores the agency and areas of the logon Dispatch Group. When you use the Control Command to remove a Dispatch Group from a console, PREMIER CAD compares the agency/area values in that Dispatch Group with the agency/area values in the logon Dispatch Group. Any agencies/areas that are in both Dispatch Groups are not removed from the coverage by the console. For example, assume DG1 covers A1, A2, and A3 and DG2 covers A3, A4, A5. An operator signs on to DG1 and then adds DG2 to the console coverage using the CC command. The console would then cover areas A1, A2, A3, A4, and A5. When the operator removesDG2, only areas A4 and A5 are removed from coverage; the console would still cover A3, A1, and A2. You can use the CC command to remove an area that is part of the original Dispatch Group. **NOTE:** The Agency-wide float areas (PCW (police city wide), PDF (police default), FCW (fire city wide), and FDF (fire default)) are not added to the console's coverage when you signs on to a Dispatch group unless the Dispatch Group itself was configured to contain these groups in the Dispatch Group Configuration (MN.62) database.

Examples

`CC.13.19.SP,SWP`	Transfers areas SP and SWP from console 19 to console 13
`CC.13.19.SP/`	Transfers from console 19 to console 13 all of the areas of agency SP currently being covered at console 19

Removing an Area From a Console

Command: `CC..FC.A1`

To remove the area or areas you identified from the specified console, skip the To Console (`TC`) identifier, but specify the From Console (`FC`) and the Area (`A1`) identifiers.

Example

`CC..13.NW`	Removes the NW area from console 13.

PREMIER CAD does not verify that the areas your workstation is covering will be monitored by another workstation. You must assign (add) any areas that would be left uncovered to other consoles using the add-area function of the CC command before you remove those areas from your console.

Removing All Areas From a Console and Signing It Off

Command: `CC..FC`

To remove all areas from a specific console, and then sign off that console, skip the To Console (`TC`) and the Area (`A1`) identifiers, but specify the From Console (`FC`). This can be used to sign off a malfunctioning console.

NOTE
This function may be disabled by a system administrator.

Example

`CC..15`	Removes all of the areas from console 15 and then signs off console 15.

PREMIER CAD does not verify that the areas your workstation is covering will be monitored by another workstation. You must assign (add) any areas that would be left uncovered to other consoles using the add-area function of the CC command before you remove those areas from your console.

Depending on your sign off, you may not be able to use this function to remove areas from your own console.

Adding an Area To a Console

Command: `CC.TC..A1`

To add the areas you identified to the specific console, specify a To Console (`TC`) and the Area (`A1`) identifiers, but skip the From Console (`FC`).

Example

`CC.13..NW,SW`	Adds the NW and SW areas of the signon agency to console 13.

Multiple consoles can cover or monitor the same area. Therefore, adding an area to a console does not automatically remove it from any other consoles that may have the same area.

Selecting All Areas Of An Agency

Commands: `CC.TC.FC.A1/`
`CC.TC..A1/`
`CC..FC.A1/`

To use all of the areas of specific agencies for the command function, specify one or more agency IDs (and a forward slash) with no area IDs.

Example

`CC.13.19.BO/,BC/`	Transfers all of the BO and BC areas from console 19 to console 13.

Transferring All Areas From a Console

Commands: `CC.TC.FC.A1/,A1/,A1/,A1/,A1`

To transfer all areas and leave the From Console with no agencies or areas, specify the From Console (`FC`), the To Console (`TC`), and all covered area or agency IDs (`A1`). Only five area or agency IDs can be entered at one time. If you are signed on to more than five, repeat this command until all areas are signed off.

Example

`CC.13.19.BO/, BC/,BF/`	Transfers all of the BO, BC, and BF areas from console 19 to console 13.

Adding, Removing, or Transferring All Agencies and Areas Belonging to a Dispatch Group

If your system administrator has defined dispatch groups in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*), you can use dispatch groups to add, remove, or transfer all agencies and areas belonging to the specified dispatch group.

Adding a Dispatch Group to a Console

Command: `CC.TC...DG`

To add the areas and agencies belonging to a dispatch group to the specific console, specify a To Console (TC) and the Dispatch Group (DG) identifiers, but skip the From Console (FC) and the Area (A1) identifiers.

Example

`CC.13.DG;METRO`	Adds all agencies and areas defined by the METRO dispatch group to console 13.

Multiple consoles can cover or monitor the same dispatch group. Therefore, adding an dispatch group to a console does not automatically remove it from any other consoles that may have the same dispatch group.

Removing a Dispatch Group From a Console

Command: `CC..FC..DG`

To remove the areas and agencies belonging to a dispatch group from the specified console, skip the To Console (TC) and the Area (A1) identifiers, but specify the From Console (FC) and the Dispatch Group (DG) identifiers.

Example

`CC..13.DG;METRO`	Removes all agencies and areas defined by the METRO dispatch group from console 13.

If an error message appears, removed areas must be assigned (added) to other consoles by using the add-area function of the CC command.

Transferring a Dispatch Group

Commands: `CC.TC.FC..DG`

To transfer all areas and agencies belonging to a dispatch group and sign off the From Console, specify the From Console (FC), the To Console (TC), and the Dispatch Group (DG), but do not specify area or agency IDs (A1).

Example

`CC.13.19.DG;METRO`	Transfers all of the areas and areas defined by the METRO dispatch group from console 19 to console 13, and then signs off console 19.

Changing Signon Agencies

SW Use the Switch Agency (SW) command to change your signon agency to another agency or agency type. If you only need to display the status for a different agency, use the Display Status (DS) command (see "Displaying Unit Status" on page 10-8).

Command Identifiers

This command can be entered without command identifiers.

Default order:

- SW.AG

Command Identifier Descriptions

The following table describes the command identifiers for the Switch Agency command.

Table 5-2 Switch Agency (SW) Command Identifier Descriptions

Identifier	Format	Description
AG	2AN	Agency Type the ID of the monitoring agency to which you want to switch. The signon agency is the default. If you do not specify an agency, the SW command switches the console back to the signon agency, which is the one you specified in the Agency ID field of the Security Signon form when you signed on for the current PREMIER CAD session.

Examples

SW.SP	Switches the console from the current signon agency to the SP agency.
SW	Switches the console back to the primary signon agency.

Displaying Personnel Information

WH

Use the Who (WH) command to retrieve personnel information. The command can be used with or without identifiers. When you use identifiers, you retrieve personnel information for either a single person, a single vehicle, a single unit, or all active consoles and all active units. When you issue the WH command without identifiers, you retrieve only information for all active consoles.

When you specify a vehicle number or a unit ID, information appears for the matching vehicle or unit from the signon agency.

Command Identifiers

This command can be entered without command identifiers.

Default order:

- `WH.PN.V.U.IU`

Commonly used options:

- `WH.PN`
- `WH..V`
- `WH...U`
- `WH.IU;Y`

NOTE

Repeated periods (`..`) represent elements excluded from the overall Command Default Order. For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Who command.

Table 5-3 Who (WH) Command Identifier Descriptions

Identifier	Format	Description
PN	9N	Personnel Number Type the personnel number of the person for which to display information. **NOTE:** All other identifiers are ignored if a person is found.
V	6AN	Vehicle Type either the police vehicle or the fire vehicle number for which to display personnel assignment information. Information for the first two assigned personnel appears. **NOTE:** Since fire vehicles have more than two assigned personnel, an incomplete personnel list results when a fire vehicle number is specified. A message appears on the title bar that indicates how to display a complete user list.
U	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit Type the ID of the unit for which you want personnel information. If duplicate unit IDs are allowed across agencies, type agency ID/unit ID. If you do not specify the agency ID, PREMIER CAD searches all agencies in the order entered on the Security Signon form for the specified unit. To specify shift ID, after the unit ID type a dash followed by the shift identifier; for example, `BO/1A12-01`. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.
IU	1AN	Include Units Specify whether to include all active consoles and all active units. Y — Include all active consoles and all active units. N — Include only active consoles. Do not list active units. Using this parameter is the same as entering the WH command with no identifiers. **NOTE:** If you use the IU identifier, PREMIER CAD ignores the PN, V, and U identifiers.

Examples

`WH`	Displays information for all active consoles.
`WH.12345`	Displays information for personnel number 12345.
`WH.V;1A12`	Displays information for vehicle 1A12 of the signon agency.
`WH.IU;Y`	Displays information for all active consoles and all active units.

Who List Form

The Who List form displays the personnel information requested with the WH command. You can sort a column by clicking its header. You can also adjust the column sizes by dragging the column margin with the mouse.

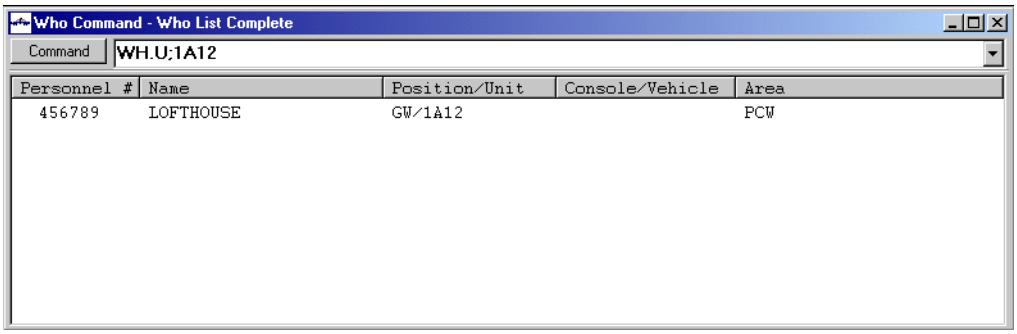


Figure 5-1 Who List Form

Field Descriptions

The following table describes each field on the Who List form.

Table 5-4 Who List Form Field Descriptions

Field	Format	Description
Personnel #	Display only	Displays the personnel number of each person retrieved
Name	Display only	Displays the name of each person retrieved
Position/Unit	Display only	Displays the assigned dispatcher position or officer unit of each person retrieved
Console/Vehicle	Display only	Displays the dispatcher console number or officer unit/vehicle number of each person retrieved
Area	Display only	Displays the area the user first logged on to for the session. **NOTE:** Because the label for Area is configurable, your Who List form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Transferring Workload

WT

Use the Workload Transfer (WT) command to transfer the incident-coverage workload from the current console to another console. A Notifications Advisory button appears on the console to which you transferred the workload.(For more information, see “Viewing Advisory Messages” on page 5-14.) A dispatcher can only transfer to a supervisor. A supervisor can transfer the workload back to the original dispatcher.

Command identifiers allow the WT command to function for dispatchers or supervisors. Typically, a dispatcher transfers a workload to a supervisor so the dispatcher can concentrate on one major incident. When the dispatcher is ready to resume the regular workload, the supervisor transfers the workload back again. The dispatcher cannot sign off a console until the supervisor transfers back all of the previously-transferred workload. In addition, the supervisor cannot sign off a console until the workload is transferred back.

Command Identifiers

Default order:

- `WT.CN.EV`

Commonly used options:

- `WT.CN`

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Workload Transfer command.

Table 5-5 Workload Transfer (WT) Command Identifier Descriptions

Identifier	Format	Description
CN	4AN	Console Number The minimum length for this field is 1 character. Dispatcher to Supervisor: Type the supervisor console number to receive all but one of the incidents. Supervisor to Dispatcher: Type the dispatcher console number to return all of the incidents that were previously transferred. Supervisor to Supervisor: Type the supervisor console number to receive all but one of the covered incidents.
EV	15AN	Event Type the number of the incident to keep at the current console. Supervisors use the WT command without this identifier to transfer workload back to a dispatcher console. **NOTE:** The incident must be in an active state. Also, the incident is monitored by the supervisor.

Examples

`WT.16.0009`	Transfers all workload except incident 0009 from the current dispatcher console to supervisor console 16.
`WT.14`	Transfers all existing workload previously transferred to the supervisor console from console 14.

Viewing Advisory Messages

When you transfer areas of responsibility to another console using the Control (CC) command or the Workload Transfer (WT) command, the console to which you transferred areas or responsibilities receives a system advisory message. The presence of this message is indicated by a Notifications Advisory button on the console to which you transferred areas or responsibilities.

To view the message, click the button, or press **Alt+Tab** until the Notifications Advisory button is highlighted and then press **Enter**. The System Advisory form appears.

To close the message, click the Clear button or press **Alt+C**.

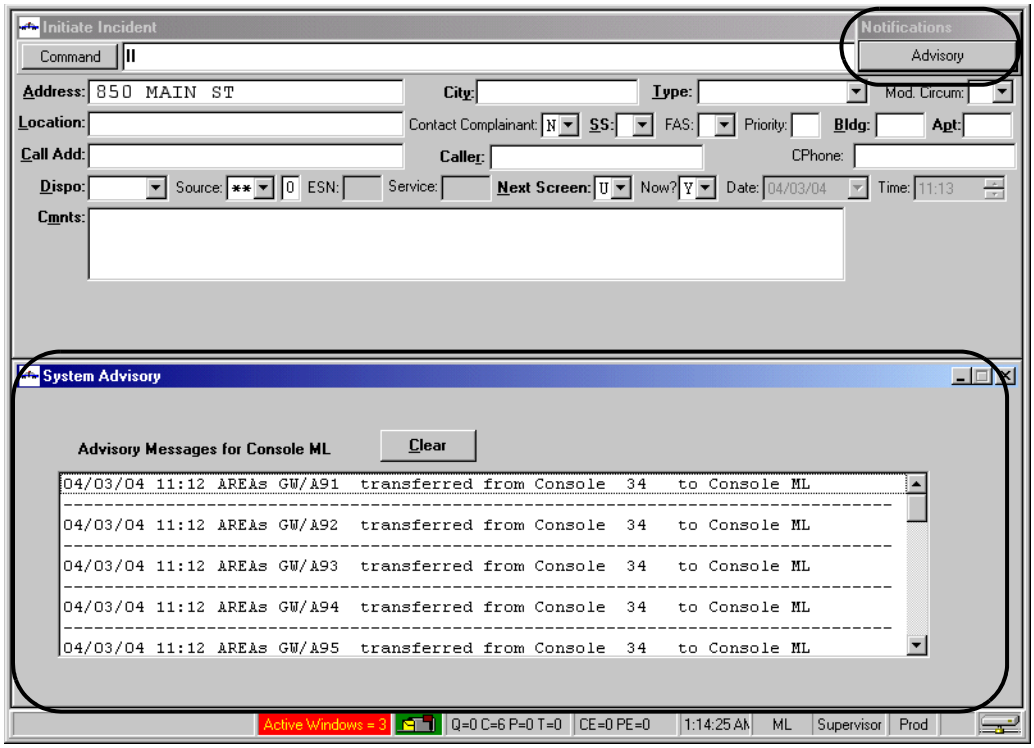


Figure 5-2 System Advisory Message

Activating Plans

AP

Use the Activate Plan (AP) command to replace the current agency plan with a different agency plan. Incidents, units, or vehicles that are assigned to an area that is not present in a newly activated plan are reassigned to the area PCW (Police City Wide - law) or FCW (Fire City Wide - fire/EMS).

Every agency must have at least two plans so changes and additions can be made to its plan. Changes can only be made to a plan when it is *not* active.

Plans assign teams and areas to beats, based on the coverage that is required for a specific condition. Some agencies may define multiple plans to use during different time periods and activity levels. A normal plan can be established to be in effect during the times when normal activity levels are expected. Additional plans can be established to accommodate changes in the normal activity level, such as weekends, holidays, special functions, and night shifts.

Agency plans are managed by the system administrator. When the AP command is issued, all of the coverage areas in the newly activated plan not already covered by another user are automatically assigned to the console issuing this command.

Command Identifiers

Default order:

- AP.AG.PL

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Activate Plan command.

Table 5-6 Activate Plan (AP) Command Identifier Descriptions

Identifier	Format	Description
AG Required	2AN	Agency ID Type the ID of the agency associated with the plan.
PL Required	2AN	Plan ID Type the ID of the plan.

Example

AP.SP.2	Activates plan 2 for agency SP.

CHAPTER 6

Initiating and Cloning Incidents

When call takers or dispatchers receive calls, they usually need to initiate an incident. PREMIER CAD uses address verification to ensure the correct address is associated with the incident.

Understanding the Incident Initiation Process

The incident initiation process includes several steps:

1. Call taker receives a call.
2. Call taker inputs the information and initiates the incident.
3. PREMIER CAD completes the process.

Call Taker or Dispatcher Receives a Call

A call taker receives a call from any of the following sources:

- Emergency (911) call
- Non-emergency call
- Alarm
- Unit (field-initiated incident from traffic stop or MDT)

Call Taker or Dispatcher Inputs the Information and Initiates the Incident

When a call is received, the call taker gathers information about the call, inputs it, and initiates it using one of the following eight methods:

- Type the Initiate Incident command and identifiers on the command line and press **F10**. (See "Initiating Incidents Using the II Command" on page 6-4.)
- Type the appropriate identifiers on the command line and press the Initiate key (**F8**). (See "Initiating Incidents Using the Initiate Key" on page 6-14.)
- Complete the Initiate Incident form by filling in the pertinent fields and press **F12**. (See "Initiating Incidents Using the Initiate Incident Form" on page 6-14.)
- Display a blank Initiate Incident form and press the Display 911 key (**Shift+F11**) to automatically fill in the caller address and telephone number for the emergency caller and press **F12**. (See "Initiating Incidents Using the Display 911 Key" on page 6-24.) Depending on how your system is configured, if you have a blank Initiate Incident form open when a call comes in, you may not have to press the Display 911 key—the fields may automatically populate.
- Type the appropriate identifiers on the command line and press the Field Initiate key (**F7**). (See "Initiating Traffic Stops" on page 6-26.)
- Type the Group Issue command and identifiers on the command line and press **F10**. (See "Issuing Multiple Incident Numbers" on page 6-40.)
- Type the Clone Incident command and identifiers on the command line. Press **F10** or type `CI` on the command line and press **F10**. (See "Cloning Incidents" on page 6-47.)
- Initiate from the Advanced Tactical Mapping (ATM) system for latitude and longitude. (See the *PREMIER ATM User Guide*.)

PREMIER CAD Completes the Process

After the incident is initiated, PREMIER CAD processes the incident information and performs the following functions to complete the process:

- Displays an Invalid Incident Type form if you entered incorrect or incomplete information in the Initiate Incident form
- Displays an Address Verification form to confirm the provided address (see "Address Verification Form" on page 6-54)
- Assigns the incident a priority, based on incident type
- Checks for duplicate incidents for the confirmed address

- Checks for previous address, caller, and license place information for the confirmed address if configured in the Auto Query Maintenance Configuration (MN.55) database form. Updates the query message counter if this information is found (see "Viewing Query Results" on page 12-37).
- Requests confirmation of associated incident creation if the incident type has associated incidents configured or initiates the associated incidents automatically, depending on how the associated incident types are configured (see "Initiating Incidents Using Agency-Specific Incident Association" on page 6-34).
- Recommends units (for law incidents) or vehicles (for fire incidents) if PREMIER CAD is configured to recommend
- Adds incident information to the audit trail (see "Using The Audit Trail" on page 9-1).
- Assigns a unique incident number.

Understanding Incident Numbers

As you initiate incidents, PREMIER CAD assigns numbers to them sequentially by agency so each agency has its own set of incident numbers.

NOTE

PREMIER CAD resets the numbers to zero daily, monthly, or yearly. This parameter is configured in the Agency Parameters (MN.25) database form. For more information, see the *PREMIER CAD Configuration Guide*.

The complete incident number consists of three letters and twelve numbers:

- The first letter indicates whether the incident is a law (L), fire (F), or emergency medical (M) incident (F in the example below).
- The next two characters are the two-letter code for the agency (SF in the example below).
- The first six digits are the initiation date in YYMMDD format (051126 in the example below).
- The next six digits constitute the sequential number PREMIER CAD assigns as incidents are initiated (001149 in the example below).

The system administrator can use the Agency Parameters (MN.25) database form to change the way PREMIER AWW displays incident numbers. (For more information, see the *PREMIER CAD Configuration Guide*.) For example, you may see 1126SF001149 in PREMIER AWW meaning the incident occurred on November 26th

for the SF agency and is the 1,149th incident since the numbers were reset to zero. The designation for fire, law, or medical incidents was removed, as was the year, and the month and day were moved in front of the agency. If this parameter has been changed, refer to the original incident number as the internal number and the changed format incident number as the external (user-defined) incident number because the internal format is still used internally by PREMIER CAD for references to the incident, such as in report numbers.

The external incident number can use the Julian date rather than the calendar date if the system administrator configures it that way in the Agency Parameters (MN.25) database form. (For more information, see the *PREMIER CAD Configuration Guide*.) The Julian date shows a three-digit number indicating the day of the year. For example, November 13, 2002 displays as `317` because it is the 317th day of the year 2002.

Example

`FSF051126001149`	Indicates a fire incident for the SF agency initiated on November 26, 2005. It is 1,149th incident since the numbers were reset to zero.

Initiating Incidents Using the II Command

Examples

If the Incident Report Printer field on Page 5 of the Agency Parameters Configuration (MN.25) database form contains a valid printer ID, an Incident Recall Detail report prints when you submit the Incident Initiate command or form. You configure agency printer IDs in the Agency Defined Printer Configuration (MN.54) database form (see the *PREMIER CAD Configuration Guide*).

When you initiate a law incident that has an incident type that is associated with an override plan, PREMIER CAD verifies the address and automatically routes the call to the appropriate user logged on to cover the override area. Override plans are created to handle incident types that are always routed to a specific area; for example, an abandoned vehicle can always be routed to a desk officer or other report takers. An override plan is attached to a specific incident type. See the *PREMIER CAD Configuration Guide* for more information.

Command Identifiers

Default order:

- II.L.T.U.CM.BI.CA.CN.CP.P.DA.TI.SM.SC.VN.PN.ST.AP.FA.CO.PT.BE.IV.CT.SP.MC.D.ET.SS.RT

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Initiate Incident (II) command.

Table 6-1 Initiate Incident (II) Command Identifier Descriptions

Identifier	Format	Description
Required		Location Type the incident location. The location information can be any of the following:
	Street = 30AN	• Street address (partial or whole)
	Common Place = 20AN	Common place name **NOTE:** A beat must be configured for the common place when the common place is defined. If no beat was configured, PREMIER CAD will NOT create the incident. An error message stating `ERROR: NO BEAT FOR THIS ADDRESS` displays.
	Intersection = 30AN Alias = 30AN	• Intersection name • Alias name
	Lat/Long = 21AN	• Latitude and longitude coordinate pair (see "Latitude and Longitude Coordinate" on page 3-3 for additional formatting information)
	Alarm = 20AN	• Alarm number
		For a complete explanation of each of the location types, see "Understanding PREMIER CAD Addresses" on page 3-1.

Table 6-1 Initiate Incident (II) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
T Required except when using Alarm Number as address	6-15AN	Type Type the code for the type (or alias type) of the incident. If you press the Command key (**F10**) with a partial or incorrect incident type code, an incident type selection list appears to aid in selecting the correct incident type (see "Invalid Incident Type Form" on page 6-34). **NOTE:** PREMIER CAD can be configured so that the priority is automatically assigned when you enter the incident type. However, if the incident has a modifying circumstance, the priority associated with the modifying circumstance takes precedence. If the incident type has high priority, initiating the incident can trigger a message to the message queue of each console using PREMIER CAD. The PREMIER Q&A tree for the incident type displays and is the active window after you press **F10** to submit the Initiate Incident command *if* the QA Tree Required field is set to `Y` in the Incident Types Configuration (MN.11) database for this incident type. PREMIER Q&A is a PREMIER CAD add-on that assists call takers in collecting information quickly and efficiently by presenting a series of appropriately structured questions. For more information, see the *PREMIER CAD Configuration Guide* and the *PREMIER Q&A User Guide*. When you select an incident type that is configured to be created as closed, a response message appears in the title bar of the form that appears after you submit the initiate incident command. The message indicates that the incident was created closed; for example, `Closed Incident Created LWS031013000003 in Area:AR4`. The Q&A tree does not display. Incidents are configured on Page 1 of the Incident Types Configuration (MN.11) database form. For more information, see the *PREMIER CAD Configuration Guide*. When you select an incident type that is configured to *not* create an incident in the Initiate Incident field of the Incident Types Configuration (MN.11) database form, a response message appears in the title bar of the form that appears after you submit the initiate incident command stating `Incident Not Initiated`. For more information, see the *PREMIER CAD Configuration Guide*.

Table 6-1 Initiate Incident (II) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
U	Agency ID = 2AN Unit = 8AN Shift ID = 2AN	Unit (law agencies only) Type the ID of the unit to dispatch to the incident. Add a dash and shift ID after the unit ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. When you specify a unit ID, PREMIER CAD dispatches the incident with that unit. This is sometimes known as front-end dispatching. You can dispatch only one unit (a primary unit) when initiating an incident. Use an asterisk (*) before the unit ID when indicating temporary unit status (see "Using Temporary Units" on page 10-1). If duplicate unit IDs are allowed across agencies, type the agency ID and a forward slash (/) before the unit ID. If you do not specify the agency ID, PREMIER CAD searches in order, your switch agency, logon agency, cover agencies (searched from the left to right order on the signon form), and then trusted agencies. **NOTE:** If you assign a unit to an incident type that is defined in the Incident Types Configuration (MN.11) database form to be created as a closed incident, and you assign a unit to that incident, the incident will not be created closed; it will be created as an active incident.
CM	variable, see description note	Comments Type any comments regarding the incident. The command line supports a total of 160 characters. When initiating an incident and entering comments from the command line, a maximum of 99 characters is allowed for the comments identifier. From the Initiate Incident form, you can use up to 219 AN characters in the Comments field. When you enter comments on the command line, the comment identifier must be your final identifier. Anything you enter after the CM identifier is considered a comment.
BI	4AN	Building Identification Type the building name or number.
CA	30AN	Caller Address Type the address of the caller reporting the incident. **NOTE:** The Display 911 feature will automatically populate this field.
CN	20AN	Caller Name Type the name of the caller reporting the incident. **NOTE:** The Display 911 feature will automatically populate this field.

Table 6-1 Initiate Incident (II) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
CP	15AN	Caller Phone Type the telephone number of the caller reporting the incident. **NOTE:** The Display 911 feature will automatically populate this field.
P	1N	Priority Type the code for the priority of the incident to override the default. The system administrator assigns a priority (and possibly a subpriority) for each incident type in the Incident Types Configuration (MN.11) database form (see the *PREMIER CAD Configuration Guide*). The call taker can override the default value. **NOTE:** PREMIER CAD is configured so that the priority is automatically assigned when you enter the incident type. However, if the incident has a modifying circumstance, the priority associated with the modifying circumstance takes precedence. If you enter a priority other than the default priority, PREMIER CAD writes an entry to the audit trail (see "Using The Audit Trail" on page 9-1).
DA	YYMMDD	Date of Occurrence Type the date when the incident actually occurred. This date information appears only in the audit trail (see "Using The Audit Trail" on page 9-1).
TI	HHMM	Time of Occurrence Type the time when the incident actually occurred using a 24-hour military clock; for example, enter 2345 for 11:45 pm. This time information appears only in the audit trail (see "Using The Audit Trail" on page 9-1). The audit trail inserts 00 for the seconds.
SM	30AN	Special Message Type a short comment to add to the audit trail (see "Using The Audit Trail" on page 9-1).

Table 6-1 Initiate Incident (II) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
SC	Agency ID = 2AN Source Code = 1AN	Source Code Specify one of the following call source codes for the incident. 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*) This identifier can be used with or without an agency ID. To use an agency ID, precede the source code with the agency ID and a forward slash (/); for example, `BO/0`.
VN	20AN	Victim Name Type the victim's name. This identifier can be used to specify a suspect's name by typing `S/` in front of the name; for example, `VN;S/JOHN` indicates that the suspect's name, rather than the victim's name, is John.
PN	10AN	Plate Number Type the license plate number of the vehicle involved in the incident. Using this identifier generates an automatic query if the system administrator configured PREMIER CAD for automatic queries (see Auto Query Maintenance Configuration (MN.55) in the *PREMIER CAD Configuration Guide*). A license plate number typed during incident initiation appears on the bulletin board report (see "Displaying BOLO Messages" on page 9-58).
ST	2AN	State Type the state for the license plate.
AP	4AN	Apartment Type the apartment number.
FA	1A	Fire/Ambulance Specify whether to send fire/ambulance to the incident. Y — Send fire/ambulance to the incident. N — Do not send fire/ambulance to the incident.

Table 6-1 Initiate Incident (II) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
CO	1A	Contact Specify whether the officer can contact the complainant. Y — The officer can contact the complainant. N — The officer cannot contact the complainant.
PT	2AN	Plate Type Type the license plate type. A plate type can be specified only if a plate number is already specified.
BE	99AN	Bulletin Type bulletin information. Use the BE identifier instead of CM to type comments that need to be in the bulletin report for the next shift briefing.
IV	1A	Information Vehicle Specify whether to display the Vehicle/Subject Information form (see "Entering Vehicle/Subject Information" on page 8-36). Y — Display the Vehicle/Subject Information form. N — Do not display the Vehicle/Subject Information form.
CT	15AN	City Type the name of the city where the incident is occurring.
SP	1A	Subpriority Type a subpriority character between A and Z. A is the highest subpriority; Z is the lowest.
MC	1-2AN	Modifying Circumstance Type a valid modifying circumstance code to override the priority, subpriority, and response code settings for the incident type. These codes are defined by the system administrator in the Modifying Circumstances (MN.15) database form (see the *PREMIER CAD Configuration Guide*).
D	5AN	Disposition Type the incident disposition. When you use a disposition with the II command, you create a closed incident.

Table 6-1 Initiate Incident (II) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
ET	4AN	Estimated Time Type the Estimated Time of Arrival (ETA) or update the existing ETA for the unit or equipment. **NOTE:** In contrast to other date and time fields, this is a free-form text field. It does not follow the usual date/time rules. When you use this field with the initiate incident command, no audit trail entry is made for the estimated time. The estimated time *will* appear on the Incident Update form for the incident.
SS	1A	Single Shot Specify whether to use single shot dispatch. Y — Use single shot dispatch. N or blank — Do not use single shot dispatch. Single shot dispatch enables a call taker who has dispatch security to receive *and* dispatch the call. If the call taker does not have dispatch security, an error message appears if he or she attempts to initiate an incident using the single shot identifier. For information about security levels, see "Sign On Form" on page 4-3. When the SS identifier is set to Y, two overrides occur to settings on Page 2 of the Agency Parameters (MN.25) database form (see the *PREMIER CAD Configuration Guide*): • The Incident Dispatch form appears next regardless of the Screen After Init setting. • The Initial Incident Status is automatically set to Pending. PREMIER AWW can be configured so that the SS identifier, when set to Y, appears in the Pending Queue in a reverse color scheme to alert the dispatcher that the call taker is dispatching the incident. When the SS identifier is set to Y, an entry is included in the audit trail indicating that the single shot flag was activated for this incident (see "Using The Audit Trail" on page 9-1).

Table 6-1 Initiate Incident (II) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
RT	4AN per service route	Route ID Type the IDs of up to five service routes separated by commas. PREMIER CAD validates the service route and an error message displays if the service route does not exist in the Service Routing Definition Configuration (MN.61) database form (see the *PREMIER CAD Configuration Guide*). Once PREMIER CAD determines each service route's area, the incident is placed in the pending queue of any workstation monitoring those areas. If you are using external service routes, you may enter a dash (-) and a route qualifier and after the route ID. **Example**: Enter `RT;EM-3428` to indicate the *external* service route `EM` with a route qualifier of `3428`. **NOTE:** Route qualifiers can only be used with external service routes. If you try to use a qualifier with a plan route, an error message displays. The service route information is recorded in the audit trail (see "Using The Audit Trail" on page 9-1). When you assign one or more service routes to an incident using the RT identifier, the service routes are considered "manual" routes. Automatic service routes can be assigned to incident types. For more information about routing, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.

Examples

`II.212 ILL. BURGL.P;1.CM; IN PROGRESS`	Initiates an incident at 212 ILL (an abbreviated address). The incident type is burglary. Several identifiers were skipped, then the P identifier and semicolon were used to indicate that the Priority is being changed to give it a higher priority than the usual burglary. The unit ID was skipped, therefore the CM identifier and semicolon were used to indicate that a comment (IN PROGRESS) is next. When the comment identifier is used, it must always be the final identifier.
`II.#0015`	Initiates an incident based on the information in alarm number 0015.
`II.555 E.DOMES`	Initiates an incident at 555 E. The incident type is domestic. The address is typed without a suffix to force PREMIER CAD to look at E as a street name rather than a direction.
`II.555 E.DOMES.RT;LAW,CSI`	Initiates an incident at 555 E. The incident type is domestic. Law and CSI routes are assigned.
`II.1450 SPRUCE. BURGL.*1N12`	Initiates an incident at 1450 Spruce. The incident type is burglary. The asterisk indicates a temporary unit assignment.

Initiating Incidents Using the Initiate Key

F8

You can use the Initiate key (F8) to save keystrokes, and therefore time.

There are two ways to use the initiate key:

- From a blank command line, press **F8**.

  The Initiate Incident form appears.

- On the command line, type the information for an Initiate Incident command without typing the initial `II.`, then press **F8**.

  PREMIER CAD inserts the `II.` on the command line and submits the form.

  Example: To initiate an incident based on alarm number 0015, simply type `#0015` on the command line and press **F8**.

If the Incident Report Printer field on Page 5 of the Agency Parameters Configuration (MN.25) database form contains a valid printer ID, an Incident Recall Detail report prints when you submit the Incident Initiate command or form. You configure agency printer IDs in the Agency Defined Printer Configuration (MN.54) database form (see the *PREMIER CAD Configuration Guide*).

NOTE

If you specify a unit ID, PREMIER CAD dispatches the incident with that unit. This is sometimes known as front-end dispatching.

CAUTION

Using a temporary law unit with the Initiate key (F8) is valid only for your signon agency. For other agencies, you must specify the agency as well as the temporary unit; for example, `*BL/1A12`, or `BL/*1A12`.

Initiating Incidents Using the Initiate Incident Form

The Initiate Incident form contains the required and optional fields used to initiate an incident. You can use this form rather than typing the command string on the command line.

There are several ways to open the Initiate Incident form:

- Type `II` on the command line without any identifiers and press **F10**.
- Press the Initiate (**F8**) key when the cursor is in a blank command line.
- Select the Initiate Incident menu item from the AWW shortcut menu (if configured).
- Select the Initiate Incident icon from the ATM toolbar (if configured).

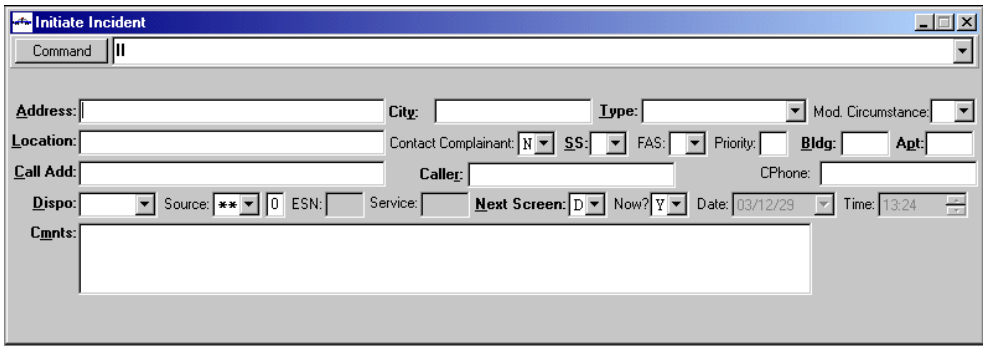


Figure 6-1 Initiate Incident Form

NOTE

If you initiate an incident from AWW or ATM, the Initiate Incident form may not have focus when it opens due to the way the Windows operating system is configured. Use the mouse to click in the form to start initiating the incident. Alternatively, ask your system administrator to fix this permanently by changing your registry settings as follows:
From the Registry HKEY_CURRENT_USER folder, select **Control Panel**. Then select **Desktop**. From the list, double-click **ForegroundLock Timeout**. Change the Value data field to 0 (zero). Then reboot the computer.

If the Incident Report Printer field on Page 5 of the Agency Parameters Configuration (MN.25) database form contains a valid printer ID, an Incident Recall Detail report prints when you submit the Incident Initiate command or form. You configure agency printer IDs in the Agency Defined Printer Configuration (MN.54) database form (see the *PREMIER CAD Configuration Guide*).

If you open the Initiate Incident form and enter information in the Address, Location, Caller Address, Caller Name, or Caller Phone fields, but do not complete the processing, a Notifications Advisory button appears on the Initiate Incident form, as shown in Figure 6-1. The time period that must elapse before the Advisory button appears is defined in the Unprocessed Incident Timeout parameter in the `CAD.INI` file. To move the Advisory button around your screen, simply drag and drop the title bar to a new position.

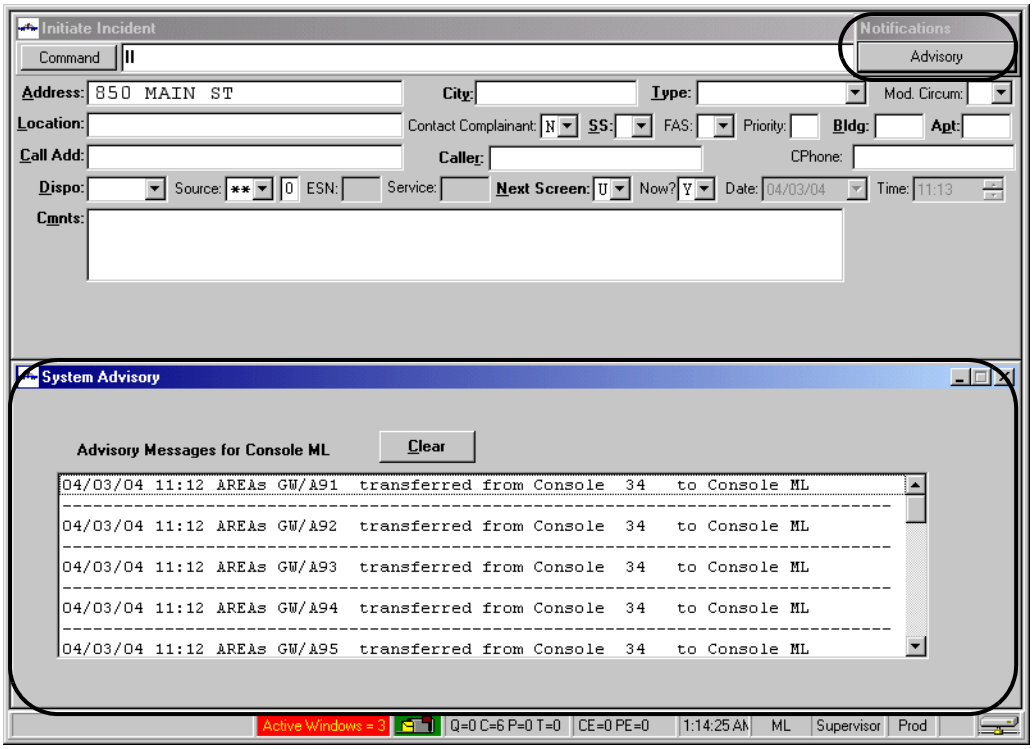


Figure 6-1 Initiate Incident Form with Advisory Button and System Advisory Messages

To view the message, click the button, or press **Alt+Tab** until the Notifications Advisory button is highlighted and then press **Enter**. The System Advisory form appears.

The message repeats at a designated interval until you process or clear the Initiate Incident form. The interval is set in the `CAD.INI` file. Click the Clear button or press **Alt+C** to clear and close the form. To close the form without clearing it, click the Close button (the small x) in the top right corner of the form.

Field Descriptions

The following table describes each field on the Initiate Incident form.

Table 6-2 Incident Initiate Form Field Descriptions

Field	Format	Description
Address	Street = 30AN Common Place = 20AN Intersection = 30AN Alias = 30AN Lat/Long = 21AN Alarm = 20AN	Type the address of the incident. The address information can be any of the following: • Street address (partial or whole) • Common place name **NOTE:** A beat must be configured for the common place when the common place is defined. If no beat was configured, PREMIER CAD will NOT create the incident. An error message stating `ERROR: NO BEAT FOR THIS ADDRESS` displays. • Intersection name • Alias name • Latitude and longitude coordinate pair • Alarm number For a complete explanation of each of the address types, see "Understanding PREMIER CAD Addresses" on page 3-1. If the incident address is different than the caller's address, use this field to specify the address of the incident. Otherwise, the call is initiated to the caller's address. When you initiate an incident (press **F12**) with a common place name, PREMIER CAD inserts the address of the common place in the Address field and inserts the name of the common place in the Location field. If 911 data is available for the incident, the Initiate Incident form displays a red flag advising that 911 data is available. When you press the Display 911 key (**Shift+F11**), PREMIER CAD populates the Caller Address, Caller, and Caller Phone fields. If the Caller Address is the correct address for the incident, PREMIER CAD populates the Address field with the Caller Address data when you press **F12**.
City	15AN	Type the city name or code for the incident location. **NOTE:** Because the label for City is configurable, your Incident Initiate form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 6-2 Incident Initiate Form Field Descriptions (Cont.)

Field	Format	Description
Type Required unless an alarm number is specified in the Address field	15AN	Type the code for the type (or alias type) of the incident. To display a list of incident types and descriptions, click the arrow to the right of the Type field or press the **Tab** key until your cursor is in the Type field and then press the down arrow on the keyboard repeatedly to view the type codes. When you initiate an incident (press **F12**) with a partial or incorrect incident type code, an incident type selection list form appears to aid in selecting the correct incident type (see "Invalid Incident Type Form" on page 6-34). The incident type selection list includes all possible incident type matches, including incident types from non-trusted agencies. (Trusted agencies are defined in the Cross Agency Security Configuration (MN.53) database form. For more information, see the *PREMIER CAD Configuration Guide*.) **NOTE:** PREMIER CAD is configured so that the priority is automatically assigned when you enter the incident type. However, if the incident has a modifying circumstance, the priority associated with the modifying circumstance takes precedence. If the incident type has a high priority, initiating the incident can trigger a message to the message queue of each console using PREMIER CAD. The PREMIER Q&A tree for the incident type displays and is the active window after the address verification process *if* the QA Tree Required field is set to `Y` in the Incident Types Configuration (MN.11) database for this incident type and if the UsePremierQA parameter in the `CAD.INI` file to `Y`. PREMIER Q&A is a PREMIER CAD add-on that assists call takers in collecting information quickly and efficiently by presenting a series of appropriately structured questions. For more information, see the *PREMIER CAD Configuration Guide* and the *PREMIER Q&A User Guide*. When you select an incident type that is configured to be created as closed, a response message appears in the title bar of the form that appears after you submit the Incident Initiate form. The message indicates that the incident was created closed; for example, `Closed Incident Created LWS031013000003 in Area:AR4`. The Q&A tree does not display. Incidents are configured on Page 1 of the Incident Types Configuration (MN.11) database form. For more information, see the *PREMIER CAD Configuration Guide*. When you select an incident type that is configured to *not* create an incident in the Initiate Incident field of the Incident Types Configuration (MN.11) database form, a response message appears in the title bar of the form that appears after you submit the initiate incident command stating `Incident Not Initiated`. For more information, see the *PREMIER CAD Configuration Guide*.

Table 6-2 Incident Initiate Form Field Descriptions (Cont.)

Field	Format	Description
Mod Circum	1-2AN	Modifying Circumstance Type a valid modifying circumstance code to override the priority, subpriority, and response code settings for the incident type. To display a list of modifying circumstances and descriptions, click the arrow to the right of the Mod Circumstance field or press the **Tab** key until your cursor is in the Mod Circum field and then press the down arrow on the keyboard repeatedly. **Example**: A burglary is in progress and an armed suspect is still on the premises. The dispatcher initiates an incident type BURG with a modifying circumstance code of W2 (weapons involved, recommend a two-man car). If you leave the Mod Circumstance field blank, PREMIER CAD searches the Incident Types database. If a value is not found, PREMIER CAD searches the Agency Parameters database. If no value is configured, the field is left blank. **NOTE:** An incident type can have a default modifying circumstance code (see the Agency Parameters Configuration (MN.25) database form and the Incident Type Configuration (MN.11) database form in the *PREMIER CAD Configuration Guide*).
Location	30AN	Type additional details regarding incident location. **Example**: “around back” When you initiate an incident (press **F12**) with a common place name as the incident address in the Address field, PREMIER CAD inserts the street address of the common place in the Address field and inserts the name of the common place in the Location field. Data previously typed in this field is moved to the audit trail as “Original Location.” If there is nothing in the Comments field, the information previously in the Location field is moved to the first line of the Comments. If you fill in the form using the Display 911 key (**Shift+F11**) (see “Initiating Incidents Using the Display 911 Key” on page 6-24), and the telephone subscriber is a business, the business name appears in this field.
Contact Complainant	1A	Specify whether the officer can contact the complainant. Y — Contact the complainant. N — Do not contact the complainant. The default is set on Page 1 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Table 6-2 Incident Initiate Form Field Descriptions (Cont.)

Field	Format	Description
SS	1A	Single Shot Specify whether to use single shot dispatch. Y — Use single shot dispatch. N or blank — Do not use single shot dispatch. Single shot dispatch enables a call taker who has dispatch security to receive *and* dispatch the call. If the call taker does not have dispatch security, an error message appears if he or she attempts to initiate an incident using the single shot identifier. For information about security levels, see "Sign On Form" on page 4-3. When the SS identifier is set to Y, two overrides occur to settings on Page 2 of the Agency Parameters (MN.25) database form (see the *PREMIER CAD Configuration Guide*): • The Incident Dispatch form appears next regardless of the Screen After Init setting. • The Initial Incident Status is automatically set to Pending. PREMIER AWW can be configured so that the SS identifier, when set to Y, appears in the Pending Queue in a reverse color scheme to alert the dispatcher that the call taker is dispatching the incident. When the SS identifier is set to Y, an entry is included in the audit trail indicating that the single shot flag was activated for this incident (see "Using The Audit Trail" on page 9-1). **NOTE:** If your console security or your user security does not allow dispatch, the SS field does not display on the Incident Initiate form.
FAS	1A	Fire/Ambulance Specify whether to send fire/ambulance to the incident. Y — Send fire/ambulance to the incident. N — Do not send fire/ambulance to the incident. When Y is typed, the flag F A S displays on the Incident form. A Y in this field does not create a fire/ambulance incident.

Table 6-2 Incident Initiate Form Field Descriptions (Cont.)

Field	Format	Description
Priority	2AN	Type the priority and subpriority codes for the incident or let PREMIER CAD supply a code. The system administrator assigns a priority (and possibly a subpriority) for each incident type in the Incident Types Configuration (MN.11) database form (see the *PREMIER CAD Configuration Guide*). The call taker can override the default values. **NOTE:** If the incident has a modifying circumstance, the priority associated with the modifying circumstance takes precedence. If you enter a priority other than the default priority, PREMIER CAD writes an entry to the audit trail (see "Using The Audit Trail" on page 9-1).
Bldg	4AN	Building Type the building name or number.
Apt	4AN	Apartment Type the apartment number.
Call Add	30AN	Caller Address* Type the address of the caller reporting the incident. If this is an emergency (911) call, this information appears automatically when you press the Display 911 key (see "Initiating Incidents Using the Display 911 Key" on page 6-24). *This field is required if the Address field is blank.
Caller	20AN	Type the name of the caller reporting the incident. If this is an emergency (911) call, this information appears automatically when you press the Display 911 key (see "Initiating Incidents Using the Display 911 Key" on page 6-24).
CPhone	15AN	Caller Phone Type the telephone number of the caller reporting the incident. If this is an emergency (911) call, this information appears automatically when you press the Display 911 key (see "Initiating Incidents Using the Display 911 Key" on page 6-24).
Dispo	5AN	Disposition Type the disposition of the incident with which to initiate and close the call. When you use a disposition, you create a closed incident.

Table 6-2 Incident Initiate Form Field Descriptions (Cont.)

Field	Format	Description
Source	Agency ID = 2AN Call source code = 1AN	Source uses two fields. The first is for the agency code; the second is for the call source code. Type an agency or a call code if you need to override the default value. Two asterisks in the agency code indicate the signon agency. The following list shows the default call codes: 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*)
ESN	Display Only	Displays the emergency service number for the emergency call.
Service	Display Only	Displays the type of telephone service (such as coin, residence, or business) for the emergency call.
Next Screen	1A	Displays the default value established for the user's logon agency in the Screen After Init field of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). The system administrator uses the Agency Parameters database to define which screen appears after you initiate an incident (press **F12**). Specify one of the following to override the default. D — The Incident Dispatch form appears after you initiate an incident (see "Accessing the Dispatch Incident Forms" on page 7-11). U — The Incident Update form appears after you initiate an incident (see "Updating Incidents Using the Incident Update Form" on page 8-17). C — A cleared window appears after you initiate an incident. V — A Vehicle/Subject Information form appears after you initiate an incident (see "Vehicle/Subject Information Form" on page 8-38). **NOTE:** If you set the SS (Single Shot) field to Y, the Next Screen field is automatically set to D for immediate dispatch. You cannot change this field without first changing the SS field.

Table 6-2 Incident Initiate Form Field Descriptions (Cont.)

Field	Format	Description
Now?	1A	Specify whether to immediately create a pending incident. Y — Create a pending incident immediately. N — Do not create a pending incident immediately. The incident must be scheduled using the Date and Time fields to be initiated at a later date and time. Until this scheduled date and time are reached, the entered event is held and displays in the AWW Pending Queue status monitor with status flag H. When the scheduled date and time are reached, the incident is initiated and updated to a Pending status. **NOTE:** If you set the SS (Single Shot) field to Y, the Now? field is automatically set to Y to create the incident immediately. You cannot change this field without first changing the SS field.
Date	YYMMDD	Type a date on which this incident is to be initiated. The time appears in the audit trail (see "Using The Audit Trail" on page 9-1). This field is required and available only if the Now field is set to N for a scheduled initiation.
Time	HHMM	Type the hour and minute the scheduled incident is to be initiated. Use the 24-hour military clock; for example, enter 23:45 for 11:45 pm. The current time is the default. This field is required and available only if the Now field is set to N for a scheduled initiation.

Table 6-2 Incident Initiate Form Field Descriptions (Cont.)

Field	Format	Description
Cmnts	AN	Type any additional information regarding the incident. You can use insert, cut, and paste features. You can enter the following identifiers in this field: AP, BE, BI, CM, CT, D, DA, ET, IV, PN, PT, RT, SC, SM, SS, ST, T, TI, U, and VN. If you enter any other identifier, the audit trail will show the entry preceded by ERR**. Identifiers must precede any comments and cannot exceed 73 characters. To enter an identifier in the comments field, type the identifier, a semi-colon, and the appropriate information. **Example**: to specify service route IDs of CSI and PIO for the incident, type RT;CSI,PIO before you type any comments. If you press the Display 911 key (**Shift** + **F11**) to insert emergency call information, information appears in this field to indicate the 8-character reference number, the phone company call service class, and the Postcode of the current call. Any one of the following call service classes can appear for an emergency call: • Mobile • Full Service Data • Partial Service Data • No Service Data • Service Data Suppressed **NOTE:** The information in this field is site-specific. Your information may be different.

Initiating Incidents Using the Display 911 Key

Shift+F11

When you press the Display 911 key (**Shift+F11**), PREMIER CAD automatically inserts the Caller Line Identification (CLI) information for the current emergency call into the appropriate fields of the Initiate Incident form (see "Initiating Incidents Using the Initiate Incident Form" on page 6-14).

The CLI information includes the following fields:

- Caller address
- Caller phone number

- Caller name (non-business only)
- Location (business name, if business)

If the Incident Report Printer field on Page 5 of the Agency Parameters Configuration (MN.25) database form contains a valid printer ID, an Incident Recall Detail report prints when you submit the Incident Initiate command or form. You configure agency printer IDs in the Agency Defined Printer Configuration (MN.54) database form (see the *PREMIER CAD Configuration Guide*).

NOTE

If PREMIER CAD is holding two emergency call records (current and previous) and nothing is in the Call Add field, press **Shift+F11** to display the CLI information for the current call, then press **Shift+F11** again to display the CLI information for the previous call. CURRENT or PREVIOUS appears on the Initiate Incident form to indicate which CLI information is appearing.

This toggle function only changes the information displayed in the fields that relate to CLI information. Any information previously typed in any non-CLI fields remains displayed, unless the Incident Initiation form is first cleared by using the Clear Form key (**F5**).

Using the Display 911 Key

To initiate an incident using the Display 911 key (Shift+F11):

1. Issue the Initiate Incident (II) command without any identifiers to display the Initiate Incident form.

   The form appears with the cursor in the Address field.

2. Press **Shift+F11** to fill in the CLI information fields.

If the caller is a non-business telephone subscriber, the telephone subscriber's name appears in the Caller field. If the caller is a business telephone subscriber, the business name appears in the Location field.

NOTE

For Australian sites, the CLI related fields are populated differently.

To populate the Initiate Incident form with CLI details, enter a three-character sequence number into the Caller Add field. This sequence number is defined in the PREMIER AWW CLI monitor window. It is included in the IPM passed to the 911 router.

3. Press **F12** to submit the form.

NOTE

PREMIER CAD can be configured to insert this information automatically in a blank Initiate Incident form. The system administrator configures this parameter in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Initiating Traffic Stops

F7

Use the Field Initiate key (F7) to initiate a traffic stop or other events called in by an officer in the field. When you press this key, automatic initiation processing occurs which is different from standard incident initiation processing.

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the traffic stop incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

The system administrator can configure PREMIER CAD for either one- or two-pass processing. This determines whether the incident is initiated immediately when you press the **F7** (see "Using One-Pass Processing" on page 6-31) or the specified unit is simply assigned a status (see "Using Two-Pass Processing" on page 6-31).

NOTE

When creating a new traffic stop, the default behavior uses the dispatched unit's current location. To change this behavior, your system administrator needs to change the CURRENT-LOCATION system parameter.

If the Incident Report Printer field on Page 5 of the Agency Parameters Configuration (MN.25) database form contains a valid printer ID, an Incident Recall Detail report prints when you submit the Incident Initiate command or form. You configure agency printer IDs in the Agency Defined Printer Configuration (MN.54) database form (see the *PREMIER CAD Configuration Guide*).

When the field-initiated incident is complete, you must clear, free, or reset the involved unit, depending on whether PREMIER CAD is configured for one- or two-pass processing (see "Completing the Incident" on page 6-33).

Command Identifiers

The default order for this command can be set for site-specific needs. Therefore, your default order may be different than the order shown below.

Example default order:

- U.L.PN.ST.T.CM.PT.S

NOTE

For information regarding changing the default order, contact Motorola.

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Field Initiate command.

Table 6-3 Field Initiate Key (F7) Command Identifier Descriptions

Identifier	Format	Description
U Required	Agency = 2AN Unit = 8AN Shift ID = 2 AN	Unit Type the unit ID to assign to the field-initiated activity. Add a dash and a Shift ID after the unit ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. **NOTE:** If duplicate unit IDs are allowed across agencies, type agency ID/unit ID. If the agency ID is not specified, PREMIER CAD searches all agencies in the order entered on the Security Signon form for the specified unit. If you assign a unit to an incident type that is defined in the Incident Types Configuration (MN.11) database form to be created as a closed incident, and you assign a unit to that incident, the incident will not be created closed; it will be created as an active incident.
L Required	30AN	Location Type the address of the field-initiated activity.

Table 6-3 Field Initiate Key (F7) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
PN	10AN	Plate Number Type the license plate number of the vehicle involved in the field-initiated activity. Using this identifier generates an automatic query if the system administrator configured PREMIER CAD for automatic queries (see Auto Query Maintenance Configuration (MN.55) in the *PREMIER CAD Configuration Guide*).
ST	2AN	State Type the license plate state. The default value is the site state.
T	15AN	Type Type the incident type that you want to assign to the field-initiated activity only if this type is different than the default type configured in the Traffic Stop Configuration parameters on Page 3 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). When you select an incident type that is configured to be created as closed, a response message appears in the title bar of the form that appears after you submit the incident. The message indicates that the incident was created closed; for example, `Closed Incident Created LWS031013000003 in Area:AR4`. Incidents are configured on Page 1 of the Incident Types Configuration (MN.11) database form. For more information, see the *PREMIER CAD Configuration Guide*. When you select an incident type that is configured to *not* create an incident in the Initiate Incident field of the Incident Types Configuration (MN.11) database form, a response message appears in the title bar of the form that appears after you submit the initiate incident command stating `Incident Not Initiated`. For more information, see the *PREMIER CAD Configuration Guide*.
CM	100AN	Comments Type any comments regarding the field-initiated activity. Comments for traffic stops are limited to 73 characters. You can enter the following identifiers in this field: `AP`, `BE`, `BI`, `CM`, `CT`, `D`, `DA`, `ET`, `IV`, `PN`, `PT`, `RT`, `SC`, `SM`, `SS`, `ST`, `T`, `TI`, `U`, and `VN`. If you enter any other identifier, the audit trail will show the entry preceded by `ERR**`. Identifiers must precede any comments and cannot exceed 73 characters. To enter an identifier in the comments field, type the identifier, a semi-colon, and the appropriate information. When comments are written to the audit trail, only the first 73 characters of the comments display.

Table 6-3 Field Initiate Key (F7) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
PT	2AN	Plate Type Type the license plate type of the vehicle involved in the field-initiated activity. A default plate type may have been defined by the system administrator.
S	2AN	Status Type the unit status code.

Using the Field Initiate Key (F7)

F7 Use the Field Initiate key (F7) to initiate a traffic stop or other events called in by an officer in the field. When you press this key, automatic initiation processing occurs which is different from standard incident initiation processing.

To use the Field Initiate key to initiate a field incident:

1. Type the appropriate Field Initiate identifiers on the command line (see "Command Identifiers" on page 6-27). Do not type the initial `II.` command used to initiate incidents.

2. Press **F7**.

   PREMIER CAD inserts the `KT.` command at the beginning of the command line and submits the form. A message stating the disposition of the incident appears in the area above the command line. The two types of messages are as follows:

   - Unit placed in "abc" status

     Example: Unit placed in Traffic Stop status

     "abc" indicates the status set by the system administrator for field-initiated incidents. If this message appears, the system administrator configured PREMIER CAD to set the status of the unit when you press **F7**, but not to initiate the incident (see "Using Two-Pass Processing" on page 6-31).

   - Incident initiated to AR "xyz"

     Example: Incident initiated to ARAR5.

     AR stands for area and "xyz" indicates the area to which the incident was initiated. If this message appears, the system administrator configured PREMIER CAD to initiate the incident when you press **F7** (see "Using One-Pass Processing" on page 6-31).

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the traffic stop incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

If the specified unit was already assigned to another incident (before the field-initiated incident), PREMIER CAD places the previous incident in the unit's call stacking queue. Any call stack limit can be overridden when incidents are stacked using the Field Initiate key if the override feature is enabled. If the call stacking option in MN.25 is disabled and if either call stacking or the stack-limit override is disabled, PREMIER CAD places the previous incident in the Pending Queue (see the *PREMIER AWW User Guide*).

Example

`WS109.245 SMITH RD.HFE543.CA`	Sets the status of unit WS109 to the default traffic stop type at the location of 245 Smith Road, involving a vehicle with California license plate number HFE543 or (depending on configuration) Initiates an incident for unit WS109 at the location of 245 Smith Road, involving a vehicle with California license plate number HFE543.

Processing Field-Initiated Incidents—The Role of PREMIER CAD

The following automatic processing occurs when you press the Field Initiate key (**F7**):

- Special Call Source
  The incident is assigned a call source of 3, which uniquely identifies the initiated activity as being field-initiated.

- Default Incident Type and Unit Status
  The incident is assigned the default incident type and the unit is assigned the default status. The incident type and status defaults can be overridden by specifying different values on the command line. These defaults are defined in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Depending on the current system configuration, the incident type and unit status defaults may or may not be unique to field-initiated activity. For example, the same codes may also be used for non-field-initiated incidents (for information about the current configuration, contact the system administrator).

- Automatic Queries
  If PREMIER CAD is configured to interface with external query systems (local, state, or national), relevant queries are generated.

- Address Verification (Optional)
  Address verification can be disabled for field-initiated incidents through the use of a special server parameter (for more information, contact Motorola).

- Duplicate Incident Checking
  No duplicate incident checking occurs.

- Report Numbers Assignment
  You must assign report numbers manually by performing an incident update with the IU command after you create the field-initiated incident. (See "Updating Incidents Using the IU Command" on page 8-3.)

- Special Incident Number Assignment
  Temporary units are assigned whatever agency ID the user gives them or, if no agency ID is specified, the signon agency ID is assigned.The unit's agency ID is always referenced when determining the correct incident number to assign to an officer initiated event.

Table 6-4 Special Incident Number Assignment for Field-Initiated Incidents

MN.10 Setting	Is Address Verification Enabled?	Incident Number Assignment
G	Yes	Incident number from location agency
G	No	Incident number from unit's agency
U	Yes	Incident number from unit's agency
U	No	Incident number from unit's agency
Not configured	Yes	Incident number from unit's agency
Not configured	No	Incident number from unit's agency

Using One-Pass Processing

When the Create Incident parameter in the Traffic Stop Configuration area of the Agency Parameters Configuration (MN.25) database form is set to Y, an incident is initiated when you press the Field Initiate key (**F7**) (for more information about the MN.25 form, see the *PREMIER CAD Configuration Guide*). Since you only have to press the **F7** key once, it is considered one-pass processing. You can view all of the information for the initiated incident on the Unit status monitor (PREMIER AWW).

Using Two-Pass Processing

When the Create Incident parameter in the Traffic Stop Configuration area of the Agency Parameters Configuration (MN.25) database form is set to N, you are using two-pass processing (see the *PREMIER CAD Configuration Guide*). The two-pass initiation method is used when incidents are not created for every field-initiated activity. A unit can be cleared from its field-initiated status without the need to close an incident. Incidents are created only if necessary.

First Pass

When you press the Field Initiate key (**F7**) the first time, the specified unit is assigned the default status defined in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). No incident is created on the first pass. Only the unit status, time in status, incident location, and incident type appear on the Unit status monitor in PREMIER AWW.

Second Pass

If the decision is made to initiate the incident, you type the unit ID on a command line and press the Field Initiate key (**F7**). Because this is the second time you have used the F7 key for this incident, it is considered the second pass. You can update the incident type during the second pass to more accurately reflect the nature of the current incident.

If a location was not specified for the first pass, you must specify a location during the second pass. If a location was specified in the first pass, you can update the location during the second pass.

After the second pass, all the information for the initiated incident appears on the Unit status monitor in PREMIER AWW.

CAUTION

If the unit specified for the first pass is already assigned to a previous incident, the Unit status monitor shows the traffic stop unit status, time in status, incident location, and incident type superimposed on the previous incident information. When the field-initiated incident is completed, the field-initiated information is removed and the previous information can again be seen.

PREMIER CAD should be configured to use special status colors for this type of situation, so users are aware when units are placed in a field-initiated status (see the Status Code Configuration (MN.33) database form in the *PREMIER CAD Configuration Guide*).

An additional feature, Reset, is available during the first pass if the Reset field is set to Y and a Status Code is defined as RE on Page 1 of the Status Codes Configuration (MN.33) database form. Use the reset feature to return a unit to its previous status after an field initiated incident. For example, when a unit is enroute to an incident and stops for a field initiated incident (such as a traffic stop), you can return the unit to its previous status using the US.<*unit ID*>.RE command. You do not have to clear the unit from the field initiated incident.

NOTE

If you clear the unit from the field initiated incident, the unit is also cleared from the incident the unit was active on prior to the field initiated incident.

The reset activity is logged to the audit trail.

Example

A unit could be enroute to a robbery and might stop a vehicle to determine whether the occupant was involved in the robbery. When the unit stops the vehicle, the officer would change the unit status to a traffic stop. If the officer decides not to initiate an incident and continue to the robbery location, use the US.<*unit ID*>.RE command to reset the unit to the previous status of enroute. You would not have to clear the unit from the traffic stop.

Completing the Incident

The process for completing a field-initiated incident varies, depending on whether the event completes before the incident is initiated (first pass), or after an incident is initiated (second pass or one-pass processing).

After the First Pass

When a field-initiated event is complete after the first pass, process the event in one of the following ways:

- If this unit was not assigned to a previous incident when the field-initiated activity occurred, clear the involved unit without a disposition.

  To clear a unit, see “Freeing Units from Incidents” on page 10-10.

- If this unit was assigned to a previous incident when the field-initiated activity occurred, reset the involved unit. Resetting places the unit back into the dispatch status that the unit was in during the previous incident (not necessarily the previous status).

  To reset a unit, set the status using the Unit Status command and the code defined for reset (see “Updating Unit Status Using the US Command” on page 10-66).

CAUTION

If you use a closing disposition during the first pass, PREMIER CAD clears the unit from the field-initiated incident, then applies the disposition to the unit’s previous incident, clears the unit from the previous incident, and closes the previous incident.

After the Second Pass or for One-Pass Processing

If the incident was initiated during the second pass or during one-pass processing, close this incident with a disposition (see “Closing Pending and Open Incidents” on page 8-44).

Initiating Incidents Using Agency-Specific Incident Association

Agency-specific incident association allows each agency to determine which types of call or incidents they respond to or, conversely, which types of calls they do not respond to. PREMIER CAD uses the settings on Page 1 of the Incident Types Configuration (MN.11) and Page 2 of the Agency Parameters Configuration (MN.25) database forms to determine whether to display the Associated Incident Request form (see "Associated Incident Request Form" on page 6-36). If an incident type is marked for this type of special processing, and if the Ask Before Create field is set to N (No) for all of the incident types associated with your original incident, PREMIER CAD initiates all of the associated incidents plus your original incident without the extra step of displaying the Associated Incident Request form. This method can result in incidents being initiated faster.

NOTE

Anytime you bypass address verification, PREMIER CAD displays the Associated Incident Request form regardless of the settings in the Ask Before Create field.

Related Incident Forms

Four other forms are used during incident initiation:

- Invalid Incident Type form
- Associated Incident Request form
- Potential Duplicate Events Exist form
- Duplicate Incident is Closed form

Invalid Incident Type Form

The Invalid Incident Type selection list form appears if you enter a partial or invalid incident type on the command line or on the Incident Initiate form (see "Initiating Incidents Using the II Command" on page 6-4 and "Initiating Incidents Using the Initiate Incident Form" on page 6-14). This form lists potential matches for the incident type.

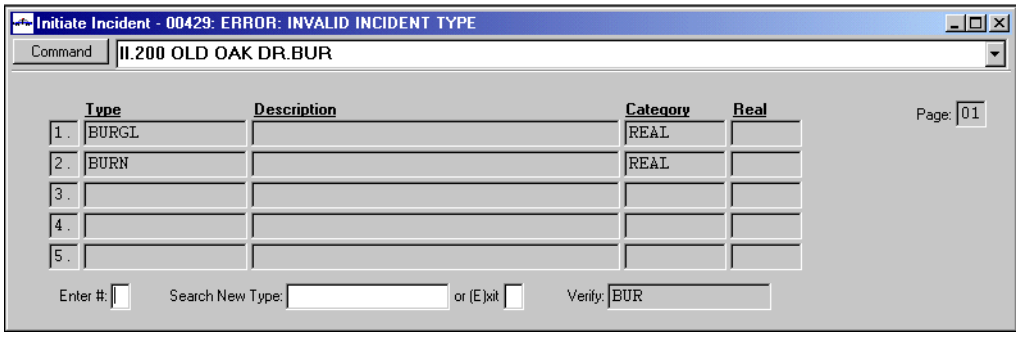


Figure 6-2 Invalid Incident Type Form

Field Descriptions

The following table describes each field on the Invalid Incident Type form.

Table 6-5 Invalid Incident Type Form Field Descriptions

Field	Format	Description
Type	Display Only	Displays the valid incident types that match the characters entered on the command line or in the Type field.
Description	Display Only	Displays the description of the incident type if a description is defined.
Category	Display Only	Displays one of the following: Real — The listed incident type is not an alias. Alias — The listed incident type is an alias.
Real	Display Only	Displays the actual incident type if the category is an alias.
Enter #	1N	Type the number associated with the correct incident type.
Search New Type	15AN	Type characters relating to a new incident type if the incident types listed are not appropriate and an additional search is required.
Exit	1A	Type E in the field to exit the incident types selection list.
Verify	Display Only	Displays the incident type entered on the command line or in the Type field.

Example

You type BUR in the Type field and there is no BUR type defined. However, BURGL and BURN are defined types. The Invalid Incident Type form appears listing the two defined types and giving you the opportunity to select one of them by typing 1 or 2 in the Enter # field (see Figure 6-2). If neither type is correct, use the Search New Type field to find another type, or type an E in the Exit field to leave the Invalid Incident Type form.

Associated Incident Request Form

The Associated Incident Request form appears when you initiate an incident with an incident type for which associated incidents have been defined. For example, a law incident type of accident with injuries (INACCL) can be configured to automatically recommend an associated fire incident type (INACCF), and medical incident type (INACCM). As many as nine associated incidents can exist for an incident type.

The form lists the incidents for potential association.

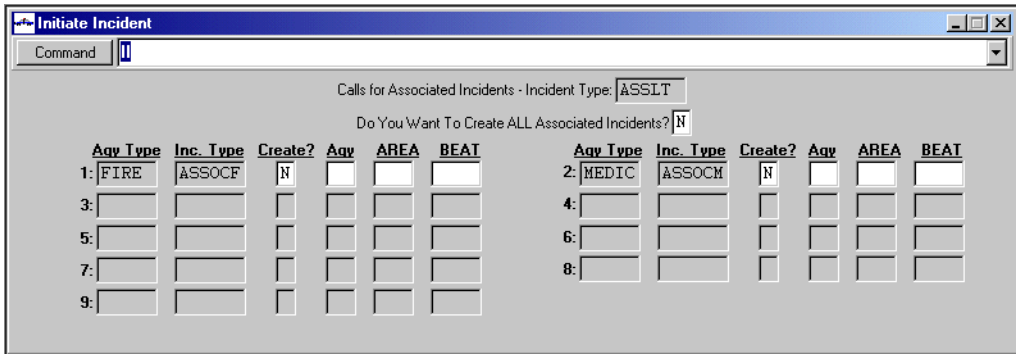


Figure 6-3 Associated Incident Form

NOTE

Comments for Associated Incidents can be added to a record using the Incident Update form (see "Updating Incidents Using the Incident Update Form" on page 8-17). Comments for associated incidents must be preceded with C*; on the first line of the Incident Update form Comments field.

For associated incidents, an audit trail record is written to all associated incidents tracking the agency/incident number, agency/unit ID, and arrival status after the first unit arrives at an incident. Subsequent arrivals of additional units on the same incident do not update the associated incidents.

Field Descriptions

The following table describes each field on the Associated Incident Request form.

NOTE

Because the labels for Area and Beat are configurable, your Associated Incidents Request form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 6-6 Associated Incidents Request Form Field Descriptions

Field	Format	Description
Do You Want to Create ALL Associated Incidents?	1A	Specify whether to associate and initiate all listed incidents. Y — Associate and initiate all listed incidents. N — Associate and initiate only the incidents selected in the Create? field. **NOTE:** The default value for this field is set using the `CreateAssociatedIncidentsDefault` parameter in the `CAD.ini` file.
Agy Type	Display Only	Agency Type Displays the agency type (fire, law, medical) of the listed incident.
Inc. Type	Display Only	Incident Type Displays the incident type of the listed incident.
Create?	1A	Specify whether to create and associate the listed incident. Y — Create and associate the listed incident. N — Do not create and associate the listed incident. **NOTE:** The default value for this field is set using the `CreateAssociatedIncidentsDefault` parameter in the `CAD.ini` file.
Agy	2AN	Agency Type the agency ID. This is a required field for bypassed addresses. PREMIER CAD verifies that this is a valid agency.
Area	3AN	Area Type the area of the listed incident. This is a required field for bypassed addresses. When you use this field, you must also use the Agy field. PREMIER CAD verifies that this area is valid under the current plan for the agency entered in the Agy field.
Beat	Beat = 4AN Beat Alias = 8AN	Beat Type the beat of the listed incident. If your agency uses beat aliases, enter the alias, not the beat. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. This is an optional field for bypassed addresses. When you use this field, you must also use both the Agy field and the Area fields. PREMIER CAD verifies that this beat is valid for the current plan.

Potential Duplicate Events Exist Form

The Duplicate Incident feature is a configuration option that the system administrator can enable in the Agency Parameters (MN.25) database form (see the *PREMIER CAD Configuration Guide*). When this option is enabled, PREMIER CAD checks for duplicate incidents when you initiate an incident using any method. If an active, stacked, or pending incident already exists in the area or at the same location, the Potential Duplicate Events Exist form appears. Any held incidents that exist in the area or at the same location will also cause the form to appear. (The Search All setting in the Agency Parameters database form determines whether PREMIER CAD searches for closed incidents.)

The Potential Duplicate Events Exist form displays any potential duplicates for the incident being initiated. This form gives you the choices of creating a new incident (because the new incident is *not* a duplicate), exiting the incident initiation process, or updating an existing incident which is indicated on the form (because the new incident *is* a duplicate).You can also click the Event field to open the shortcut menu. The content of the menu is determined by the popup menu configuration established in PREMIER AWW. (For details, see the *PREMIER AWW User Guide*.) When you select an item from the shortcut menu, the appropriate form opens in the opposite workspace. Sort on any column by clicking the column header.

You can also navigate in this form without using a mouse. Use the tab key to move from incident to incident, Alt+E to enter the list, and Alt+X to exit.

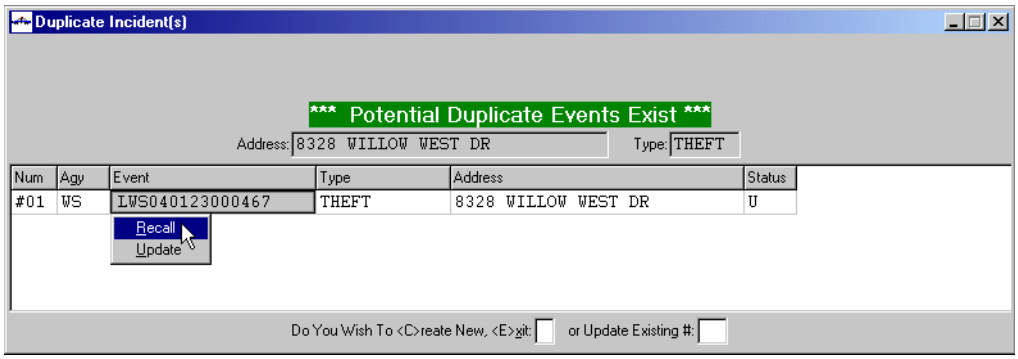


Figure 6-4 Duplicate Incidents Form Showing the Shortcut Menu

If the main copy of the incident is closed but other route copies are still open, the status of the incident will display as a `W` for working. If you choose to update an incident with a `W` status, a message displays asking if you want to reopen it.

Field Descriptions

The following table describes each field on the Potential Duplicate Events Exist form:

Table 6-7 Potential Duplicate Events Exist Form Field Descriptions

Field	Format	Description
Address	Display Only	Displays the address of the incident.
Type	Display Only	Displays the incident type.

Table 6-7 Potential Duplicate Events Exist Form Field Descriptions (Cont.)

Field	Format	Description
Do You Wish To Required	1A	Specify whether to create a new incident or cancel incident initiation. C — Create a new incident because the incidents listed are not duplicates. E — Cancel incident initiation, close the Potential Duplicate Events Exist form, and return to the command line or the Incident Initiate form.
or Update Existing # Required	2N	Type the number that displays in the Potential Duplicate Events Exist form for the duplicate incident, and then press **F12** to request an update for this incident. The Potential Duplicate Events Exist form closes and the Incident Update form appears. If the selected duplicate incident is not already closed, PREMIER CAD adds the new call information as comments to the incident audit trail. If the selected duplicate incident is already closed (or it closed between the time it was selected and the time of the update request), the Duplicate Incident is Closed form appears (see "Duplicate Incident is Closed Form" on page 6-39).

Duplicate Incident is Closed Form

The Duplicate Event Closed form appears if a duplicate incident selected from the Potential Duplicate Events Exist form is already closed. This form gives you the option of either re-opening or updating the closed incident. You can also create a new incident or exit the incident initiation process.

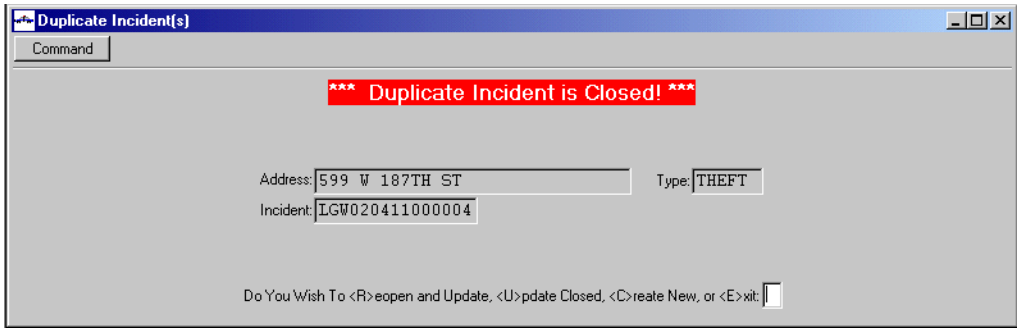


Figure 6-5 Duplicate Incident is Closed Form

Field Descriptions

The following table describes each field on the Duplicate Incident is Closed form:

Table 6-8 Duplicate Incident is Closed Form Field Descriptions

Field	Format	Description
Address	Display Only	Displays the address of the closed duplicate incident.
Type	Display Only	Displays the type of the closed duplicate incident.
Incident	Button	Displays the incident number of the closed duplicate incident. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Do You Wish To: Required	1A	Specify whether to reopen, update, or create the incident, or exit the form. R — Reopen and update the incident. This action changes the incident status to a non-closed status. The information entered on the Initiate Incident form is added as comments to the incident audit trail. U — Update, but not reopen, the incident. The information entered on the Initiate Incident form is added as comments to the incident audit trail. C — Create a new incident and continue with the incident initiation process. E — Exit the Duplicate Incident is Closed form and cancel the incident initiation process.

Issuing Multiple Incident Numbers

GI The Group Issue of Incident Numbers (GI) command generates up to 28 incident numbers for closed or pending incidents of the same incident type at the same location; it cannot be used to generate multiple active incidents.

NOTE

The GI command does not trigger any response messages defined in the Response Messages Configuration (MN.18) database.

If the Incident Report Printer field on Page 5 of the Agency Parameters Configuration (MN.25) database form contains a valid printer ID, an Incident Recall Detail report prints when you submit the Group Issue of Incident Numbers command. You configure agency printer IDs in the Agency Defined Printer Configuration (MN.54) database form (see the *PREMIER CAD Configuration Guide*).

After you issue this command, the Address Verification form appears (see "Address Verification Form" on page 6-54). Verify the address and press the Submit Form (**F12**) key. The Assigned Incident Numbers form appears showing the results of the GI command. Any incident numbers that are out of sequence are identified with a green background.

NOTE

You can type an on-duty unit ID to generate incident numbers for closed incidents of the same type and location. If you use this method, the incident type, location, and disposition are required. The unit becomes the primary unit for each of the incidents.

Command Identifiers

Default order:

- GI.N.L.T.U.CM.BI.CA.CN.CP.P.DA.TI.SM.SC.VN.PN.ST.AP.CL.D.O.SP.MC

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Group Issue Incident Numbers command.

Table 6-9 Group Issue Incident Numbers (GI) Command Identifier Descriptions

Identifier	Format	Description
N Required	2N	Number Type the number of incident numbers to issue.
L Required	Street = 30AN Common Place = 20AN Intersection = 30AN Alias = 30AN Lat/Long = 21AN Alarm = 20AN	Location Type the incident location. The location information can be any of the following: • Street address (partial or whole) • Common place name • Intersection name • Alias name • Latitude and longitude coordinate pair • Alarm number For a complete explanation of each of the location types, see “Understanding PREMIER CAD Addresses” on page 3-1.
T Required	15AN	Type Type the code for the type (or alias type) of the incident. **NOTE:** PREMIER CAD is configured so that the priority is automatically assigned when you enter the incident type. However, if the incident has a modifying circumstance, the priority associated with the modifying circumstance takes precedence. If the incident type has high priority, initiating the incident can trigger a message to the message queue of each console using PREMIER CAD.

Table 6-9 Group Issue Incident Numbers (GI) Command Identifier Descriptions

Identifier	Format	Description
U	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit Type an on-duty unit ID to generate incident numbers for closed incidents of the same type and location. If you use the U identifier, you must use the incident type, location, and disposition identifiers. The unit becomes the primary unit for each of the incidents. You can add a dash and a Shift ID after the unit ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Use an asterisk (*) before the unit ID when indicating temporary unit status (see "Using Temporary Units" on page 10-1). If duplicate unit IDs are allowed across agencies, type the agency ID and a forward slash (/) before the unit ID. If you do not specify the agency ID, PREMIER CAD searches in order, your switch agency, logon agency, cover agencies (searched from the left to right order on the signon form), and then trusted agencies.
CM	see description note	Comments Type any comments regarding the incident. **NOTE:** The CM identifier has a maximum length of 99 characters. The command line can support a total of 160 characters for each command.
BI	4AN	Building Identification Type the building name or number.
CA	30AN	Caller Address Type the address of the caller reporting the incident.
CN	20AN	Caller Name Type the name of the caller reporting the incident.
CP	15N	Caller Phone Type the telephone number of the caller reporting the incident. Use numbers only; for example, `3035551111`.

Table 6-9 Group Issue Incident Numbers (GI) Command Identifier Descriptions

Identifier	Format	Description
P	1AN	Priority Type the priority code for the incident or let PREMIER CAD supply a code. The system administrator assigns a priority (and possibly a subpriority, SP) for each incident type in the Incident Types Configuration (MN.11) database form (see the *PREMIER CAD Configuration Guide*). The call taker can override the default value. **NOTE:** If the incident has a modifying circumstance, the priority associated with the modifying circumstance takes precedence. If you enter a priority other than the default priority, PREMIER CAD writes an entry to the audit trail (see "Using The Audit Trail" on page 9-1).
DA	YYMMDD	Date of Occurrence Type the date on which this incident is scheduled to occur. This date information appears only in the audit trail (see "Using The Audit Trail" on page 9-1). It can be used to formalize a comment
TI	HHMM or HHMMSS	Time of Occurrence Type the hour, minute, and second when this incident is scheduled to occur using a 24-hour military clock; for example, enter 234515 for 11:45:15 pm. This time information appears only in the audit trail (see "Using The Audit Trail" on page 9-1). It can be used to formalize a comment. The audit trail inserts 00 for the seconds if you do not specify seconds.
SM	20AN	Special Message Type a short comment to add to the audit trail (see "Using The Audit Trail" on page 9-1).

Table 6-9 Group Issue Incident Numbers (GI) Command Identifier Descriptions

Identifier	Format	Description
SC	Agency ID = 2AN Source Code = 1AN	Source Code 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*) This command can be used with or without an agency ID. To use an agency ID, precede the source code with the agency ID and a forward slash (/); for example, `BO/0`.
VN	65AN	Victim Name Type the victim's name. This identifier can be used to specify a suspect's name, by typing S/ in front of the name; for example, `VN;S/JOHN` indicates the suspect's name, rather than the victim's name, is John. **NOTE:** A maximum of 30 characters display in the audit trail.
PN	10AN	Plate Number Type the license plate number of the vehicle involved in the incident. Using this identifier generates an automatic query if the system administrator configured PREMIER CAD for automatic queries (see Auto Query Maintenance Configuration (MN.55) in the *PREMIER CAD Configuration Guide*). A license plate number typed during incident initiation appears on the bulletin report.
ST	2AN	State Type the license plate state.
AP	4AN	Apartment Type the apartment number.

Table 6-9 Group Issue Incident Numbers (GI) Command Identifier Descriptions

Identifier	Format	Description
CL	5AN	Close Type the incident close disposition. Either this identifier or the Disposition identifier is required if you are initiating a closed incident.
D	5AN	Disposition Type the disposition of the incident. Either this identifier or the Close identifier is required if you are initiating a closed incident.
O	9AN	Officer Type the officer's personnel number to initiate a validating search confirming whether the officer's unit is defined in the PREMIER CAD system. **NOTE:** If you use the O identifier, you must use the incident type, location, and disposition identifiers.
SP	1A	Subpriority Type a subpriority character between A and Z, or zero (`0`). A is the highest subpriority; Z is the lowest; a zero removes the current subpriority.
MC	1-2AN	Modifying Circumstance Type a valid modifying circumstance code to override the priority, subpriority, and response code settings for the incident type. **Example**: A burglary is in progress and an armed suspect is still on the premises. The dispatcher initiates an incident type BURG with a modifying circumstance code of W2 (weapons involved, recommend a two-man car).

Examples

`GI.3.E 10 ST & N WABASHA.APD`	Issues numbers for and initiates three pending APD incidents at the intersection of East 10th Street and North Wabasha.
`GI.5.555 UNION.ACCINJ.U; 345.D;R`	Issues five consecutive numbers for ACCINJ-type incidents at 555 Union, places unit 345 as the primary unit in each of the incident records, and closes the incidents with the R disposition.

Cloning Incidents

CI

After you create an incident, you can use the Clone Incident (CI) command or form to create new incidents with their own incident numbers. You can clone incidents that have a Pending, New, Active or Closed status.

For example, if you are working on a DUI incident, you may need to dispatch the test van from a different agency. Once you create the original incident, you can use the Clone Incident command to clone all the necessary information to a new incident, with its own incident number, for the agency responsible for the test van.

By cloning, you can use a single incident to generate up to five incidents each for up to five different agencies or you can generate incidents for the same agency as the original incident.

The original incident is called the *parent* incident. You clone a parent incident to create one or more *child* incidents. All the child incidents cloned from the same parent are called *siblings*. Therefore, if you create a police incident, then clone it to create two new incidents—a medical incident and a fire incident—the police incident is the parent, and the medical and fire incidents are sibling child incidents.

When you create a cloned incident, PREMIER CAD writes an audit trail for both the parent incident and the child incident that include the comment's original date and time stamp. A new file tracks the relationships that result, since a parent incident can have numerous child incidents.

NOTE
Cloning automatically creates an association between the two incidents.

When using the CI command, the incident being copied is considered the parent. Any cloned incidents are considered children and are automatically associated to that parent. These incidents will receive all of the subsequent updates that are passed among incidents (see to "Initiating Incidents Using Agency-Specific Incident Association" on page 6-34). However, the automatic association is limited to that parent/child relationship. If other associations already exist, the associations do not propagate to the newly-cloned incidents. The IA command must be used if the user wants to create these links.

The total number of associated incidents is limited to nine, which is limited to the parent and the child only. Once the number of associations of either incident exceeds nine, the error message `Error: Incident # has Maximum Number of Associations` appears if you attempt more associations.

If the Incident Report Printer field on Page 5 of the Agency Parameters Configuration (MN.25) database form contains a valid printer ID, an Incident Recall Detail report prints when you submit the Clone Incident command or form. You configure agency printer IDs in the Agency Defined Printer Configuration (MN.54) database form (see the *PREMIER CAD Configuration Guide*).

When you clone an incident without specifying the number of child incidents to create, PREMIER CAD creates only one child incident and its incident number appears in the area above the command line. If you specify more than one child incident using the N identifier, a summary form appears listing each child incident, as shown in Figure 6-7.

NOTE

Cloning does not associate incidents; it simply makes a copy of an incident. Although the audit trail indicates that an incident is a clone and shows its relationship, each incident is treated as a separate event. If you want comments and updates to be shared between related incidents, use the IA command. See "Associating Incidents" on page 8-42.

Command Identifiers

If you enter the CI command without identifiers, the Clone Incident form appears (see "Clone Incident Form" on page 6-50).

Default order:

- `CI.IN.AG.T.PU.D.N.AR.BZ.AS.S.C.CM.MC`

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Clone Incident command.

Table 6-10 Clone Incident (CI) Command Identifier Descriptions

Identifier	Format	Description
IN Required	15AN	Incident Type the incident number.
AG	2A	Agency Type the agency ID.
T	15AN	Type Type the incident type code.
PU	Agency = 2AN Unit = 8AN Shift ID = 2AN	Primary Unit Type the primary unit number. You can type a dash and a shift ID after the unit ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type the agency ID and a forward slash (/) before the unit ID. If you do not specify the agency ID, PREMIER CAD searches in order, your switch agency, logon agency, cover agencies (searched from the left to right order on the signon form), and then trusted agencies.
D	5AN	Disposition Type the disposition code.
N	1N	Number Type the number of cloned incidents to create.
AR	3AN	Area Type the area ID for the child incident.
BZ	Beat = 4AN Beat Alias = 8AN	Beat Type the beat for the child incident. If your agency uses beat aliases, enter the alias, not the beat. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*.
AS	1A	Associated Incidents Specify whether to create associated incidents. Y — Create associated incidents. An associated incident will not be created if you specify an agency (using the AG identifier) that matches the initiating agency. N — Do not create associated incidents.

Table 6-10 Clone Incident (CI) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
S	1A	Status Specify whether to clone the parent's status. Y — Clone the status. N — Do not clone the status.
C	1A	Comment Records Specify whether to clone parent's comments. Y — Clone the comments. N — Do not clone the comments.
CM	30AN	Comment Text Type the comment text.
MC	1-2AN	Modifying Circumstance Type a valid modifying circumstance code to override the priority, subpriority, and response code settings for the incident type. These codes are defined by the system administrator in the Modifying Circumstances (MN.15) database form (see the *PREMIER CAD Configuration Guide*).

Example

```
CI.BO/49938.AG;
BC.T;BURGL.PU;
583.D;RPT
```

Clones incident 49938 in agency BC, incident type burglary, primary unit number 583, and disposition RPT.

Clone Incident Form

Use the CI command without the incident number to display the Clone Incident form.

NOTE
The Clone Incident function does not perform duplicate incident checks or produce high-priority incident messages.

An issue for some agencies involves the existence of appropriate beats for the agency receiving the cloned incident. For example, if only one law beat layer is in use on a system, a county agency may not have valid beat assignments for incidents within city boundaries. If a site has cross agency security engaged, multiple law layers may need to be defined before the Clone Incident command is used so all addresses have appropriate beat assignments. If there is no valid beat, the PCW (Police City Wide) or FCW (Fire City Wide) area is used.

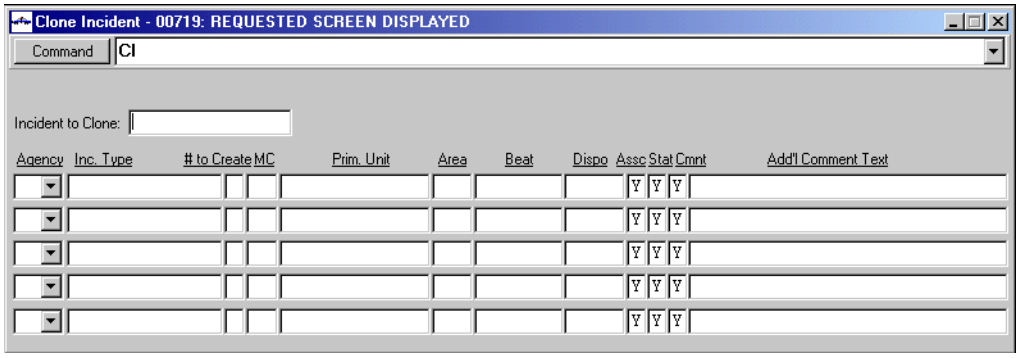


Figure 6-6 Clone Incident Form

Field Descriptions

The following table describes each field on the Clone Incident form.

NOTE

Because the labels for Area and Beat are configurable, your Clone Incident form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 6-11 Clone Incident Form Field Descriptions

Field	Format	Description
Incident to Clone Required	15AN	Type the incident number of the incident to clone.
Agency Required	2A	Type the agency ID for the child incident.
Inc. Type Required (see description)	15AN	Type the incident type for the child incident. Required if child agency is a different type than parent agency **Example**: law agency parent to fire or medical agency child.
# to Create	1N	Type the number of child incidents to create. You can create a maximum of 5 incidents.
Mod Cir	2AN	Type a valid modifying circumstance code for the child incident to override the priority, subpriority, and response code settings for the incident type.
Prim. Unit	Unit = 8AN Shift ID = 2AN	Type the code for the primary unit for the child incident. Add a dash and shift ID after the unit ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.
Area	3AN	Type the code for the area for the child incident.

Table 6-11 Clone Incident Form Field Descriptions (Cont.)

Field	Format	Description
Beat	Beat = 4AN Beat Alias = 8AN	Type the code for the beat for the child incident. If your agency uses beat aliases, enter the alias, not the beat. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*.
Dispo	5AN	Type the disposition for the child incident.
Assoc?	1A	Specify whether to create associated incidents. Y — Create associated incidents. N — Do not create associated incidents.
Status?	1A	Specify whether to clone status records. Y — Clone status records. N — Do not clone status records.
Cmnts?	1A	Specify whether to clone comment records. Y — Clone comment records. N — Do not clone comment records.
Add'l Comment Text	30AN	Type the comment text.

The Cloned Incidents Created form appears after the incidents are initiated.

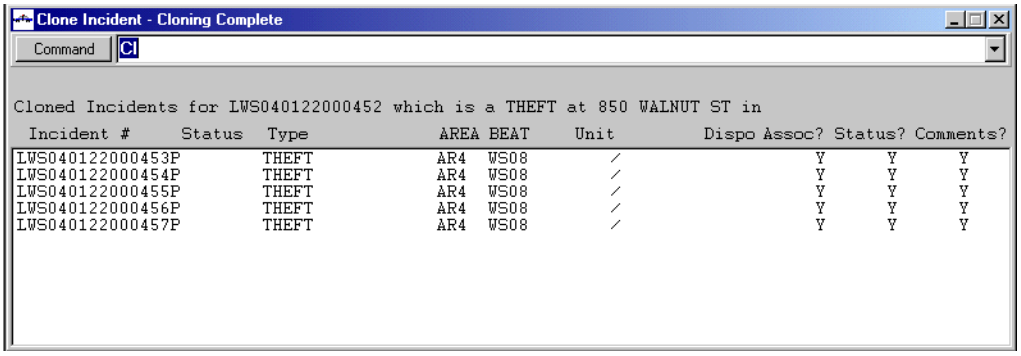


Figure 6-7 Cloned Incidents Created Summary Form

Using Address Verification

The Address Verification form appears after you do one of the following:

- Initiate an incident from the command line
- Transmit the Initiate Incident form by pressing **F12**

Address verification occurs for law, fire, and EMS incidents. The form displays possible matches for the partial address, common place name, intersection name, or latitude and longitude coordinate pair used to initiate the current incident. In the case of multiple pages, you can page backwards.

NOTE

This form also lists beats if the incident and associated incident is initiated to an intersection or common place that belongs to multiple beats.

If more than one page is needed to display the possible matches, a message stating "`More Matches`" appears with a red background on the first page of the form. Press **Shift+F8** to view the next page. To view a previous page, press **Shift+F9**.

NOTE

If you entered an intersection and one or both of the street names was short (the length is set by your system administrator), PREMIER CAD immediately displays several possible matches and a message stating SHORT STREET NAME(S) ENTERED - PICK LIST MAY BE LONG. You may then wait for the rest of the matches to appear (and scroll down to see all of them), or refine your search by entering more information about the address.

You can use the Agency Parameters (MN.25) database form to configure PREMIER CAD to bypass address verification if only one address match is found. For more information, see the *PREMIER CAD Configuration Guide*. If you bypass address verification, a message appears on the Initiate Incident form stating "Address Not Verified."

NOTE

When an operator bypasses address verification and supplies an agency, area, and beat for an incident, CAD also bypasses Address Verification for Associated Incidents. The operator is required to specify the agency, area, and beat for each associated incident.

Address Verification Form

The form varies slightly depending on how the address was entered and on how the `AddressVerifyOnDemand` parameter is set in the `CAD.INI` file.

Table 6-12 CAD.INI Settings for the AddressVerifyOnDemand Parameter

CAD.INI Parameter Setting	How Incident is Initiated	When Address Verification Form Opens	New Buttons
Y	Initiate Incident form	When you move the cursor beyond the address and city fields.	• A **Verify** button appears on the Initiate Incident form. Click it or press **Atl+V** to change the focus to the Address Verification form. • An **Event** button appears on the Address Verification form. Click it or press **Atl+V** to change the focus to the Initiate Incident form.
Y	Command line or F8	When you press **F10** or **F8** to initiate.	No new buttons.
N	Initiate Incident form	When you press **F12** to submit the form.	No new buttons.
N	Command line or F8	When you press **F10** or **F8** to initiate.	No new buttons.

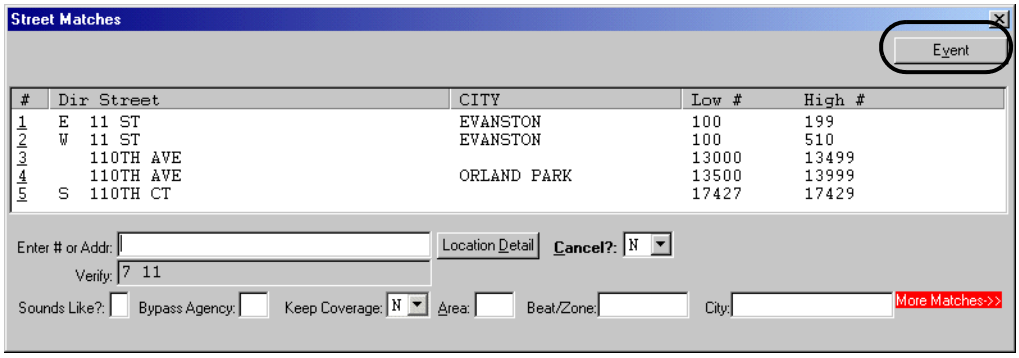


Figure 6-8 Address Verification Form for Street Matches

Field Descriptions

The following table describes each field on the Address Verification form. Although the form may vary slightly, each form has display only areas with numbered rows in three columns.

NOTE

Because the labels for Area, Beat, City, and Team are configurable, your Address Verification form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 6-13 Address Verification Form Field Descriptions

Field or Button	Format	Description
Event	Button	Click this button to shift the focus to the Initiate Incident form. To return the focus to the Address Verification form, click the Verify button on the Initiate Incident form.
(first column)	Display Only	Displays the reference number for the street match. You can enter this number in the Enter # or Addr field.
(second column)	Display Only	Displays the possible street matches for street addresses. Displays the possible street names for intersections. Displays the possible common place names for common places.
(third column)	Display Only	Displays the city.
(fourth column)	Display Only	Displays the possible low and high address numbers of the corresponding street for street addresses. Displays the possible beat for intersections. Displays the possible addresses for common place names.

Table 6-13 Address Verification Form Field Descriptions (Cont.)

Field or Button	Format	Description
Enter # or Addr	20AN	Do one of the following: • If the first address on the list is correct, press the Submit Form (**F12**) key. PREMIER CAD may require that you enter a number even if the first selection is correct and even if there is only one selection. This is configurable in the Agency Parameters (MN.25) database form. For more information, see the *PREMIER CAD Configuration Guide*. • If the initial address is appropriate, but typed incorrectly, type the new address in this field and press **F12**. • If the first address is not correct, but the address is on the list, type the row number of the correct address and press **F12**. • If the specified address is correct, but is not in PREMIER CAD, type 0 (zero) to bypass address verification and use the original entry. Press **F12**. Complete at least the Area field. Because you are bypassing address verification, PREMIER CAD does not verify the Beat field if you enter it. • If none of the listed addresses matches the specified address, type a new address in this field, and press **F12** to display additional options.
Location Detail	Button	Click this button to open the Location Detail form and display any detailed information that is available for your specified address. For more information, see "Location Detail Form" on page 13-2. To return to the Address Verification form, click the **Close** button on the Location Detail form. **NOTE:** You must type a value in the Enter # or Addr field before you click this button.
Cancel?	1A	Specify whether to cancel the address verification process. Y — Cancel the address verification process and return to the Incident Initiation form. N — Do not cancel the address verification process.
Verify	Display Only	Displays the original address entry, which is the search criterion that PREMIER CAD used to find possible matches.
Sounds Like	1AN	Specify whether to use the Soundex search function (see "Soundex" on page 6-59). Y — Restart the address verification process with the Soundex search function activated N — Do not to use the Soundex search function

Table 6-13 Address Verification Form Field Descriptions (Cont.)

Field or Button	Format	Description
ByPass Agency	2A	Type the ID of the agency to which the incident should be initiated. **NOTE:** To verify the address, but override the real area and send the incident to an officer who has logged onto a special area, such as a desk officer, select an address from the list and enter the agency in the Bypass Agency field. Enter the appropriate area and beat. The incident will be created with the beat for the selected address but the area will be set to the bypass area.
Keep Coverage	1A	Available only when an address change causes the new address to be in a different jurisdictional area. Specify whether PREMIER CAD should automatically update the city, the X/Y coordinates, the agency, the area, the team, and the beat. Y — Only the city and X/Y coordinates will be updated. The original agency, area, team, and beat information will be retained. N — No city, X/Y coordinates, agency, area, team, or beat information will be retained. It all will be replaced with new information related to the new address. The KeepCoverage field in the CAD.INI file sets the default. **NOTE:** This field has no function when address verification is bypassed.
Area	3AN	Type the ID of the area to which the incident should be initiated. A special, predefined area ID (limited to 3AN), such as DUI, which has no direct geographical significance can be specified to override the geographical area for the current incident. **NOTE:** If you use an area override, the beat and sector of the incident address are left blank but can be overridden and then verified for validity.
Beat/Zone	Beat = 4AN Beat Alias = 8AN	Type the beat or zone to which the incident should be initiated. If your agency uses beat aliases, enter the alias, not the beat. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. This field is optional when address verification is bypassed. However, if an agency is using beats for unit recommendation and this field is left blank, units are not recommended.
City	15AN	Type the city to use to verify the address (optional).

Some sites override default areas to categorize particular incidents and isolate them from standard-response incidents. The special incidents are typically incidents that require either no response or a special response. A unique area ID allows the special incidents to be identified and excluded from the group of standard incidents. For example, report-taking incidents that do not require an in-person response and are always routed to a desk-based officer can be assigned the unique area ID of DSK.

CAUTION

Bypassing address verification also bypasses the location information and the previous and duplicate incident check functions.

Common Place Verification

After you select the street during address validation, PREMIER CAD searches the common place file. A list of common places that are an exact match for the address you specified displays. If no common place matches exist, the form does not display. This search is only completed for street address entries and intersections.

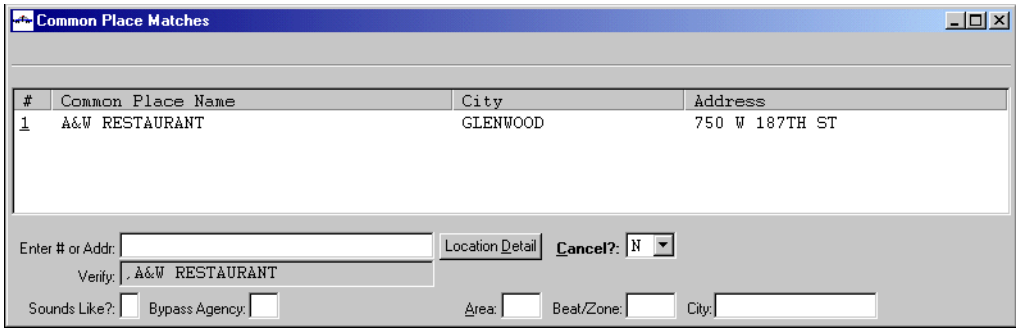


Figure 6-9 Common Place Matches Form

You can select one of the places in the form, request a Sounds Like search (see "Soundex" on page 6-59), or Cancel and exit the form and return to the Initiate Incident form without a selection. To select one of the Common Places, type the number of the match in the Enter # box and submit the form. PREMIER CAD inserts the place name into the Location field on the Initiate Incident form. If none of the listed common places is the exact location, type a zero (0) in the Enter # box, type the area in the Area field, and submit the form. PREMIER CAD inserts the place name into the Address field on the Initiate Incident form. Because the labels for Area, Beat, and City are configurable, your Associated Incidents Request form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

CAUTION

When you type a zero in the Enter # box, PREMIER CAD places the common place name in the Address field. Therefore, make sure the common place is well known or that you have provided other location information.

If the Location field in the Initiate Incident form already contains information, PREMIER CAD places the common place name in the Location field and places the previous Location text into the audit trail as Original Location information.

Cross Agency Security with Address Verification

When the user's signon agency uses cross agency security (either Same Agency or As Defined), PREMIER CAD determines whether the user has permission to create incidents for an agency. When you select an address in the Address Verification form and you do not have permission to create incidents for the agency, a warning message window appears.

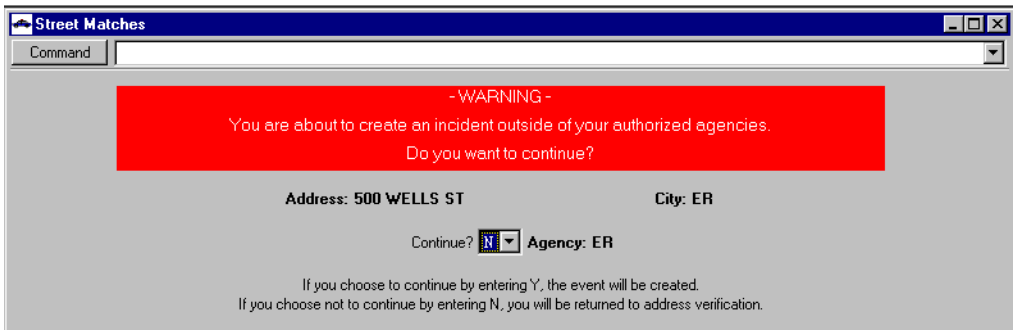


Figure 6-10 Street Matches Agency Warning

This message does not prevent you from creating incidents to another agency.

This warning message window can be disabled by setting the `WarnBeforeInit` parameter in the `CAD.INI` file to `N`. For details, see your system administrator.

Soundex

The Soundex method of address verification considers how a street name sounds based on spelling. For example, a dispatcher types Lear Ave for a street that is actually spelled Leer. PREMIER CAD performs a Soundex search and displays Leer Avenue as an option.

This is how PREMIER CAD performs a Soundex search:

- The directional characters N, S, E, W, NE, NW, SE, and SW are ignored.
- The first letter of the address is used as the prefix character.
- The remaining characters in the address are coded with three digits ranging from 0 to 6. The characters are coded as follows:

  The letters W and H, spaces, and any non-alphabetic characters are ignored.

  Vowels and the letter Y are also ignored, but serve as separators for repeating consonant sounds.

  The remaining consonants are given a code from 1 to 6 as follows:

  - B, P, F, V =1
  - C, G, J, K, Q, S, X, Z =2

- D, T =3
- L =4
- M, N = 5
- R = 6

A repeat of a previously coded consonant is not coded, unless a separator is present. For *MN*, only the *M* is coded, since *M* and *N* have the same code, but for *MON*, both *M* and *N* are coded.

For example, if the street name of Lear is entered, PREMIER CAD computes a Soundex value of L6. PREMIER CAD searches the geofile for any matches with a Soundex value equal to or greater than L600 but not greater than L699.

CHAPTER 7

Dispatching Incidents

You can dispatch incidents in several different ways. Understanding routing, call stacking, special skills lists, strike teams, SSMP messages, tear-and-run messages, and primary units is critical in effective dispatching.

Dispatching Incidents Using the ID Command

ID

Use the Incident Dispatch (ID) command to dispatch incidents from a command line.

If you issue this command without any identifiers or information elements, and if pending incidents currently exist, the Incident Dispatch form appears for the first pending incident. If you issue this command with only a pending incident number specified, the Incident Dispatch form appears for the specified incident (see "Accessing the Dispatch Incident Forms" on page 7-11).

NOTE

If you dispatch an incident and then free its units, then dispatch the incident again and free those units, you must use the Alarm Level (AL) or the Response Type (RS) identifier to receive unit recommendations for a third (or subsequent) dispatch.

When you issue this command with an incident number, an error message stating `Incident Must Be Viewed` may appear. This indicates that you must view the incident using the Incident Display, Incident Recall, or the Incident Update form before you dispatch the incident from the command line. The requirement to view an incident before dispatch is controlled by the Preview Required field in the Incident Types Configuration (MN.11) database form.

If the Incident View Log field on Page 1 of the System Parameters Configuration (MN.13) database form is set to `Y` (Enabled), a log entry will be made showing that you viewed the incident.

When you use this command to dispatch fire or EMS incidents, you can automatically print dispatch messages as tones occur at the fire station (see "Printing Tear-and-Run Messages (Fire/EMS)" on page 7-51).

- After the first unit arrives at each incident, an audit trail record is written to all associated incidents tracking the agency/incident number, agency/unit ID, and arrival status. Subsequent arrivals of additional units on the same incident will not update the associated incidents.

NOTE

The system administrator can disable dispatching from the command line on the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Command Identifiers

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

Default order:

- ID.EV.U.RS.AL.PA.AO.TN.ST.RL.O.RT

Some identifiers are specific to fire or law.

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Incident Dispatch (ID) command.

Table 7-1 Incident Dispatch (ID) Command Identifier Descriptions

Identifier	Format	Description
EV	15AN	Event Type the incident number. If the Agency Parameter Configuration (MN.25) database is configured to accept numeric values as unit IDs, a # must precede the incident number; for example, `#1234`. (For more information about MN.25, see the *PREMIER CAD Configuration Guide*.) **NOTE:** For additional dispatches of an active incident, the incident number is interchangeable with the assigned unit's ID.
U	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit Type the IDs of up to five units to dispatch. Add a dash and shift ID after each unit ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Separate multiple IDs with commas (,). If duplicate unit IDs are allowed across agencies, type <*agency ID/unit ID*>. If you do not specify the agency ID, PREMIER CAD searches in order, your switch agency, logon agency, cover agencies (searched from the left to right order on the signon form), and then trusted agencies. If the Agency Parameter Configuration (MN.25) database is configured to accept numeric values as incident numbers, a `U` must precede a unit ID that starts with a number; for example, `U101`. (For more information about MN.25, see the *PREMIER CAD Configuration Guide*.) **NOTE:** When cross agency security is enabled and units are dispatched or updated from two or more agencies, the units from the same agency are dispatched correctly. Units from the outside agency receive a security violation and are not dispatched. Use an asterisk (*) before the unit ID when indicating temporary unit status (see "Using Temporary Units" on page 10-1). Temporary units (law only) must be dispatched from the command line. Temporary units always default to the user's signon agency if the unit agency is not specified at dispatch.

Table 7-1 Incident Dispatch (ID) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
RS	2AN	*Fire agencies only* Response Type Type a valid response type code. These codes are defined in the Incident Responses Configuration (MN.24) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** Notification messages can be attached to response types. If you do not use a response type during incident dispatch, the notification message is not sent. Fire dispatch: For fire dispatch to receive a new set of recommendations on a second or subsequent dispatch, you must specify either an RS or an AL identifier depending on how the Alarm Level Method is set on Page 2 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). • If the Alarm Level Method is set to N (Numeric-based), you must use the AL identifier rather than the response type identifier to receive a new set of recommendations. • If the Alarm Level Method is set to R (Response-based), you can type a new response type code to receive a new set of recommendations. For example, an initial dispatch has already been made for an incident that had a response type of DF (Dumpster fire). You now need to send a second response using SF (structure fire) because the fire has grown. Specifying the new response type generates a different dispatch vehicle recommendation which appears on the Fire/EMS Incident Dispatch form (see "Dispatch Incident Form for Fire/EMS Incidents – Page 1" on page 7-24). If the complementary capabilities parameter is set by your system administrator, PREMIER CAD will only recommend units that fulfill missing capabilities. To override this parameter, type an exclamation point (!) after the information in this identifier. Consider the fire dispatch example where the initial dispatch was for a dumpster fire. It has now turned into a structure fire, so you specify a new response type to dispatch additional units. If the complimentary capabilities parameter is set, you would get recommendations only for units with the capabilities that were not needed for the dumpster fire. To get the full list of recommendations for that response code, use the exclamation point as shown in this example: `ID.2261.RS;SF!` This would display the full recommendation for any structure fire without taking into consideration the equipment was already on the scene. If you update the Response Type in an incident that has associated incidents, the audit trail for each associated incident will be updated showing information about the update. For more information, see "Associating Incidents" on page 8-42. **NOTE:** You cannot enter both the RS and the RL identifiers in the same command.

Table 7-1 Incident Dispatch (ID) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
AL (fire agencies only)	2AN	Alarm Level Type an alarm level for the current dispatch. PREMIER CAD automatically assigns alarm levels based on the Alarm Level Method field on Page 2 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). • If the Alarm Level Method is set to N (Numeric-based), the alarm level of an incident is initially set at one, and automatically incremented by one each time an additional dispatch is performed for that incident. Use the AL identifier to set the alarm to a specific level. For example, the first dispatch of incident #1234 is at alarm level one. The second dispatch would automatically be at alarm level two. To cause the second dispatch to go to alarm level three or above, use the AL identifier. • If the Alarm Level Method is set to R (Response-based), the alarm level is based on the response type and is set in Incident Responses Configuration (MN.24) database form (see the *PREMIER CAD Configuration Guide*). You cannot change the alarm level for a response type using the AL identifier. To generate a different dispatch vehicle recommendation, use the response type identifier.
PA (law agencies only)	1A	Preassign This identifier overrides the default set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Specify how to assign the incident. Y — If the unit is busy, then preassign the incident to the unit's call stacking queue. (Call stacking must be enabled. See "Enabling Call Stacking" on page 7-41.) N — If the unit is busy, remove the unit from the current incident and assign the unit to the new incident. Place the current incident in the unit's call stacking queue.
AO	1A	Auto This identifier overrides the default set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Specify whether to make the incident available for automatic assignment from the call stacking queue or to hold it in the queue until the dispatcher updates it to A(uto) (see "Dispatching Stacked Incidents" on page 7-42). A — Make the incident available for automatic assignment from the call stacking queue. H — Hold the incident in the call stacking queue until the dispatcher updates it to A (Auto).

Table 7-1 Incident Dispatch (ID) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
TN	1A	Toning Specify whether the toning switch is turned on. Y — The toning switch at the station is turned on (default). N — The toning switch at the station is turned off. This identifier can be used to override the default setting which is configurable in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).
ST	2AN	Status Type the unit status code or override the default status code assignment.
RL	See the description	Response List The syntax is `ID.`<*Incident Number*>`.RL;`<*number of vehicles*>`-`<*capability*>`,`<*number of vehicles*>`-`<*capability*>, and so on. The <*number of vehicles*> field is the number of units requested for the specified capability and must be a numeric value between 1 and 9. The <*capability*> field is the vehicle capability code. A hyphen (-) is used as a separator. **NOTE:** If only one vehicle of each capability is required, you can omit the <*number of vehicles*> portion of the command. You can enter up to 10 numbers/capability combinations at one time. The response you enter overrides any response PREMIER CAD would normally generate. **NOTE:** You cannot enter both the RL and the RS identifiers in the same command.

Table 7-1 Incident Dispatch (ID) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
O	1A	Override This identifier allows a call taker or dispatcher to dispatch an on-duty unit that could not be dispatched without the override, such as when a unit is in an unavailable status. Specify how to handle the incident to which the unit is currently assigned. F: Free—The `F` value frees the unit from the current incident, returns the current incident to a pending status (if the unit was the only unit assigned to the incident), and dispatches the unit to the new incident (see "Freeing Units from Incidents" on page 10-10 and "Understanding Incident Status" on page 8-1). S: Stack—The `S` value places the current incident in the stacking queue for the unit and dispatches the unit to the new incident (see "Stacking Calls" on page 7-41). **Examples**: `ID.235.1A12.O;F` frees unit 1A12 from its current assignment and dispatches the 1A12 to incident 235. `ID.235.1A12.O;S` places the current incident for unit 1A12 in its stacking queue and places 1A12 enroute to incident 235. When you use the `O` identifier, an entry is included in the audit trail indicating that an override occurred (see "Using The Audit Trail" on page 9-1). **NOTE:** An error message occurs in the following instances: • If call stacking is disabled and you use the `S` value (see "Enabling Call Stacking" on page 7-41). • If the call stacking limit is exceeded by using the `S` value (see "Stacking Calls" on page 7-41).
RT	4AN	Route ID Type the ID for the service route. PREMIER CAD validates the service route and an error message displays if the service route does not exist as a route already assigned to the incident you are dispatching. Recommendations are made based on the recommendation method, defined in the Service Routing Definition (MN.61) database for the specified service route. If you do not specify a service route, PREMIER CAD assigns the service route based on the value in the Default Type field on Page 4 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). For more information about routing, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.

Examples—Group 1

The following examples show multiple ways to dispatch units. Assume in each case that the units involved are not already assigned to any other incidents.

`ID.#2261`	Opens the Dispatch Incident form for incident 2261.
`ID.#2261.A101`	Dispatches unit A101 to incident 2261.
`ID.#2261.A101.ST;AR`	Dispatches unit A101 to incident 2261 and automatically places it in an arrived status.
`ID.#2261.A101,A102,A103,A104`	Dispatches units A101, A102, A103, and A104 to incident 2261, with unit A101 as the primary unit.
`ID.A101.A104`	Dispatches unit A104 to unit A101's incident.
`ID.A101.A102,A103,A104`	Dispatches units A102, A103, and A104 to unit A101's incident.
`ID.2261.A101.O;F`	Frees unit A101 from its current status and dispatches it to incident 2261.

Examples—Group 2

The following examples show how the call stacking and preassigned features affect dispatch. Assume in each case that unit A101 is already assigned to incident 2261.

Command	Call Stacking Enabled (Y/N)	Preassign Default (Y/N)	Result
`ID.2262.A101,A102,A103,A104`	N	(not applicable)	Dispatches units A102, A103, and A104 to incident 2262. Unit A101 may be dispatched to incident 2262 and have incident 2261 placed in pending or open status, or it may remain on unit 2261 depending on the parameters set in the Status Code Maintenance (MN.33) database form (see the *PREMIER CAD Configuration Guide*).
`ID.2262.A101,A102,A103,A104`	Y	N	Removes unit A101 from incident 2261. Dispatches units A101, A102, A103, and A104 to incident 2262. Assigns incident 2261 to unit A101’s call stacking queue.
`ID.2262.A101,A102,A103,A104`	Y	Y	Preassigns incident 2262 to unit A101’s call stacking queue, since unit A101 is busy on call 2261. Units A102, A103, and A104 are dispatched to incident 2262.
`ID.2262.A101,A102,A103,A104.PA;N`	Y	Y	Removes unit A101 from incident 2261. Dispatches units A101, A102, A103, and A104 to incident 2262. Assigns incident 2261 to unit A101’s call stacking queue. In this case, the PA identifier is set to N which overrides the Preassign default setting.

Command	Call Stacking Enabled (Y/N)	Preassign Default (Y/N)	Result
`ID.2262.A101, A102,A103.O;S`	Y	Y	Places the current incident for unit A101 in unit A101's stacking queue, places the current incident (if any) for unit A102 in unit A102's stacking queue, places the current incident (if any) for unit A103 in unit A103's stacking queue, and places all three units enroute to incident 2262.
`ID.2262.A101, A102,A103.O;F`	Y	Y	Frees units A101, A102, and A103 from their current status, and places all three units enroute to incident 2262.

Borrowing Units

You can borrow units from other districts or agencies when your district or agency does not have enough available units. The unit must be from the same agency type (for example, law agency to law agency or fire agency to fire agency) and the unit must be available for dispatch. Borrowed units operate as any other unit.

The borrowed unit displays on the Unit status monitors for both the dispatcher who borrowed the unit (indicated by the > symbol) and the dispatcher who transferred the unit.

Once the unit is cleared from the incident, it no longer appears on the Unit status monitor of the dispatcher who transferred the unit. If the incident is preassigned using the call stacking feature, it appears in the unit's call stacking queue.

Dispatching Incidents Using the Dispatch Key

F9

The Dispatch (F9) key performs the same function as the Incident Dispatch (ID) command (see "Dispatching Incidents Using the ID Command" on page 7-1). However, using this function key saves keystrokes, and therefore time, by eliminating the need to type the command identification and press the **F10** key. PREMIER CAD inserts the `ID.` command at the beginning of the command line and submits the form. A message stating "Incident Dispatch Complete" appears in the area above the command line.

NOTE

The system administrator can disable dispatching from the command line on the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

If the command line already contains a command, the ID command replaces the existing command when you press **F9**.

If the incident is active, you can substitute an assigned unit number for the incident number. If you press **F9** after typing a single unit ID on a command line, *and* if this unit is currently assigned to an active incident, the Incident Dispatch form appears for the active incident (see "Accessing the Dispatch Incident Forms" on page 7-11).

If the Incident View Log field on Page 1 of the System Parameters Configuration (MN.13) database form is set to `Y` (Enabled), a log entry will be made showing that you viewed the incident.

If your system administrator has set a specific system parameter you can press **F9** after typing `N` (New) on a command line to have the dispatch recommendation for the next new incident that exists in the pending queue appear in the current work area. When you press **F9** again, the next incident in the pending queue appears. This function scrolls through all of the pending incidents, one by one, starting from the first incident.

Command Identifiers

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

Default order:

- `ID.EV.U.RS.AL.PA.AO.TN.ST.RL.O.RT`

Commonly used options:

- `U.U` (dispatches the second unit to assist on the active incident of the first unit)
- `U` (displays the Incident Dispatch form for the active incident of this unit)

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

Table 7-1 on page 7-3 describes the identifiers and information elements of this function.

Accessing the Dispatch Incident Forms

A Dispatch Incident form appears when you do one of the following:

- Type `ID.<`*incident number*`>` on a command line and press **F10**.
- Type an incident number on a command line and press **F9**.
- Initiate an incident when the next window parameter is set to `D`.
- Press the Dispatch (**F9**) key on a blank command line when pending incidents exist. The first incident from the PREMIER AWW Pending Queue appears in the form.
- Type `ID.<`*unit ID*`>` on the command line and press **F10**, or type <*unit ID*> on the command line and press **F9**, when the specified unit is assigned to an incident.

If the Incident View Log field on Page 1 of the System Parameters Configuration (MN.13) database form is set to `Y` (Enabled), a log entry will be made showing that you viewed the incident when you view a Dispatch Incident form.

Dispatch Incident Forms

PREMIER CAD uses two Dispatch Incident forms—one for law and one for fire/EMS incidents. For details on the fire/EMS form, see "Dispatch Incident Form for Fire/EMS Incidents – Page 1" on page 7-24.

NOTE

To dispatch a unit to a service route other than the Main route, you must use the RT identifier on the command line (see "Dispatching Incidents Using the ID Command" on page 7-1).

The Dispatch Incident form for law incidents displays the current information pertaining to the incident and lists recommended units for dispatch. Law unit recommendation is based on the method selected in Page 3 of the Agency Parameters Configuration (MN.25) database form or in the Service Routing Definition Configuration (MN.61) database form (see the *PREMIER CAD Configuration Guide*).

A recommendation can be based on the following:

- An assigned service route
- A unit's geographical assignment (beat, alternate beat, team, area)
- A predefined order of recommendations
- Law unit capabilities
- A combination of the unit capabilities and the selected recommendation method (See the Agency Parameters Form – Page 3 in the *PREMIER CAD Configuration Guide* for more information regarding the Main route and the configuration for these methods. See Service Routing Definition Configuration (MN.61) in the *PREMIER CAD Configuration Guide* for information regarding other routes.)

The Dispatch Incident Form for Law contains three tabs: Comments, Communication, and Routes. Each tab is identical with the exception of the bottom portion, which either shows comments, communication information, or service route information. From each tab, you can display Page 2 of the form showing the recommended units and listing any equipment that could not be located to complete the response recommendation.

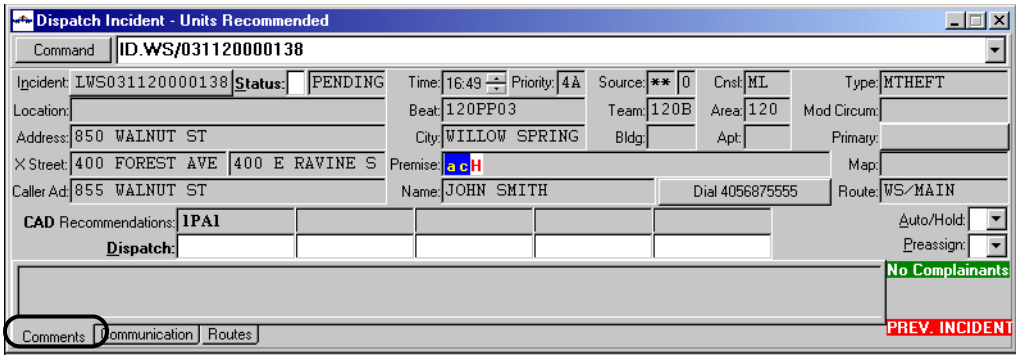


Figure 7-1 Dispatch Incident Form (Law) – Comments Tab

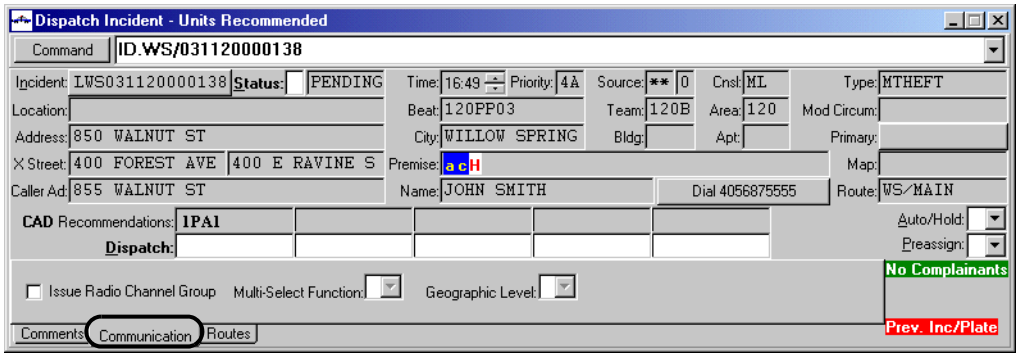


Figure 7-2 Dispatch Incident Form (Law) – Communication Tab

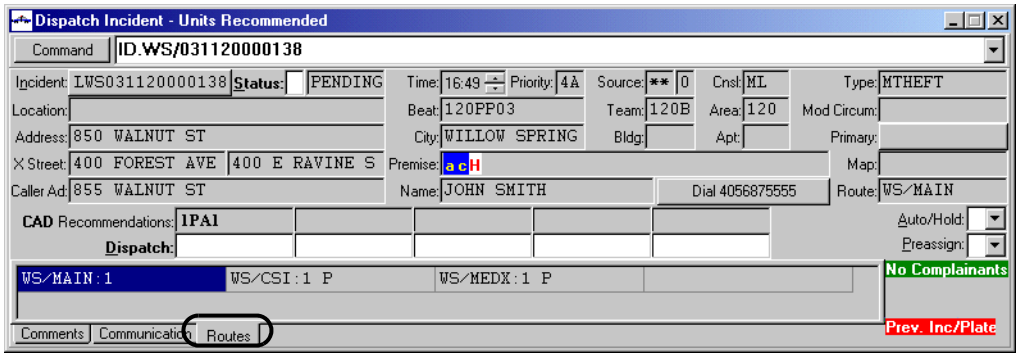


Figure 7-3 Dispatch Incident Form (Law) – Routes Tab

To dispatch recommended units:

1. To dispatch the first recommended unit, press **F12**.
2. To dispatch the next recommended unit, press **F12** again.
3. To dispatch any of the other recommended units, tab to or click in the blank dispatch box below the unit ID and press **F12**.

To dispatch units not in the recommended list:

Type the unit ID in the Dispatch field.

Once you dispatch an incident from this form, the incident is removed from the PREMIER AWW Pending Queue and placed in the Unit status and Incident status monitors.

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

If the system is equipped with an Automated Vehicle Location (AVL) server interfacing to a Global Positioning System, then AVL recommendations are also available. An AVL button alternates color from gray to yellow, while an AVL recommendation is taking place. When an AVL recommendation returns to the console, the form is updated with two messages or flags. The first flag, which replaces the text RCMD: (the Recommended Units field) with the text CAD: on a yellow background, is meant to draw attention that you are currently working with a CAD-based unit recommendation. The second flag, which adds the red text AVL after the recommendation list, indicates that AVL-based recommendation data is available and provides the hot-key combination to access that data (**Alt+V**). You can toggle back and forth between the two recommendation sets. When the AVL-based recommendation is available, PREMIER CAD generates an audit record reflecting that data.

Field Descriptions

The following table describes each field on Page 1 of the Dispatch Incident form for law incidents.

NOTE

Because the labels for Beat, Team, Area, and City are configurable, your Dispatch Incident form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 7-2 Dispatch Incident Form (Law) – Page 1 Field Descriptions

Field	Format	Description
Incident	Button	Displays the incident number. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Status	1AN	Displays the status of the incident: P — Pending A — Active S — Stacked N — New O — Open H — Held If the status is New, you can change it to Pending, or if it is Pending, you can change it to New. No other status changes are permitted. Closed incidents cannot be dispatched.
Time	Display Only	Displays the time the incident was initiated using the 24-hour military clock; for example, 23:45 for 11:45 pm.
Priority	Display Only	Displays the priority (and possible subpriority) of the incident.

Table 7-2 Dispatch Incident Form (Law) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Source	Display Only	Source uses two fields. The first displays the agency code; the second displays the call source for the incident: 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*)
Cnsl	Display Only	Displays the console number where the call was initiated.
Type	Display Only	Displays the incident type.
Location	Display Only	Displays any additional details about the location.
Beat	Display Only	Displays the beat or zone where the incident occurred.
Team	Display Only	Displays the team or district responsible for the incident. The team is determined by the service route, if a service route is used. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Area	Display Only	Displays the area responsible for the incident. The area is determined by the service route, if a service route is used. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Mod. Cir:	Display Only	Modifying Circumstance Displays the modifying circumstance code to override the priority, subpriority, and response code settings for the incident type.
Address	Display Only	Displays the address of the incident.
City	Display Only	Displays the city code corresponding to the address.
Bldg	Display Only	Displays the building number, if applicable.
Apt	Display Only	Displays the apartment number, if applicable.

Table 7-2 Dispatch Incident Form (Law) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Primary	Button	Displays the primary unit ID assigned to the incident. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
X Street	Display Only	Cross Street Displays two separate fields. The first field is the block number and name of the low cross street; the second field is the block number and name of the high cross street.
Premise	Display Only	Indicates databases with location information available. The premise display is configurable. The default settings are shown below. Your display may be different. See your system administrator for more information. • Red uppercase letters on a white background indicate that a record in the Location Menu exactly matches the address of the incident. • Yellow lower case letters on a blue background indicate that records exist in this database that are close in proximity to the incident's address. • --> ? <-- indicates the search is not complete. • ..N/A.. indicates that premise information is not available.
Map	Display Only	Displays the map section that shows the street segment.
Call Ad	Display Only	Displays the caller's address.
Name	Display Only	Displays the caller's name.
Dial (number)	Button	Click to automatically dial the number shown. The number is the phone number for the caller defined using the Incident Initiate or Incident Update command or form. If the auto dial feature is available, a confirmation box displays asking you to confirm that you want to dial the number shown. If the feature is not available or if the phone connection is not active, a message appears indicating that fact.
Route	Display Only	Displays the Agency ID and Route ID. The service route is the logon route. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
CAD Recommendations	Display Only	Displays the IDs of the units recommended for dispatch.

Table 7-2 Dispatch Incident Form (Law) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Dispatch	Unit = 8AN Shift ID = 2AN	Type or accept up to five unit IDs to dispatch. Type a dash and a shift ID after each unit ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. The first unit in the list is considered the primary unit. Press the Next Page (**Shift+F8** or **F16**) key to review the unit recommendation criteria on Page 2 of this form (the Unit Nominations form). The CAD client can be configured to display the background of the current field in a specific color. This feature is not available for the Unit fields in the ID form. Busy but available unit IDs appear with yellow background. **NOTE:** Temporary units must be dispatched from the command line. Borrowed units can only be dispatched if the `DUPLICATE-UNIT-IDS` parameter is set to `N` (No). For more information, see Appendix C of the *PREMIER CAD Configuration Guide*.
Auto/Hold	1A	This field shows the default set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). You can override the default setting by indicating one of the following settings: A — Make the incident available for automatic assignment from the call stacking queue. H — Hold the incident in the call stacking queue until the operator updates it to Auto (A). **NOTE:** If you specify a blank in this field, PREMIER CAD uses the default setting in MN.25.
Preassign	1A	This identifier overrides the default set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Specify how to assign the incident. Y — If the unit is busy, then preassign the incident to the unit's call stacking queue. (Call stacking must be enabled. See "Enabling Call Stacking" on page 7-41.) N — If the unit is busy, then remove the unit from the current incident and assign the unit to the new incident. Place the current incident in the unit's call stacking queue.

Table 7-2 Dispatch Incident Form (Law) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Flags	Display Only	Displays any or all of the following messages as appropriate: • CRISIS MODE — Agency is currently in a crisis mode and recommendations are based on the current Crisis Mode rather than standard responses. • F.A.S. — Fire/ambulance has been requested. • L911 — Incident is from a 911 call. • NO COMPLAINANTS — Do not contact complainants. • PREV. INCIDENTS — Previous incident information is available for this address. • PREV. PLATE — Vehicle plate number was previously associated with an incident. • Prev. Inc/Plate — Previous incident information is available for the address and the vehicle plate number was previously associated with an incident. • SEE COMPLAINANT — Complainant can be contacted.
Comments Tab		
Comments	Display Only	Displays the comments in the audit trail. Comments in bold are new comments. To reset these comments back to non-bold type, press **F4** and view the Audit Trail. If there are than you can see in the Comments box, scroll down using the arrows, or use the Tab key to access the Comments box, then use the down arrow key to scroll. **NOTE:** This field shows the comments available when you opened the form. If other comments are added by another dispatcher while you have this form open, you must reopen this form to see them.
Communication Tab		
Issue Radio Channel Group	Check Box	Issue Radio Channel Groups Select the check box to enable the MSel Func and Geo Lvl fields. When you use this field with the MSel Func and Geo Lvl fields, you can assemble a group of radio channels or talkgroups prior to sending an ABP or broadcast notification message for channel requests. For more information, see “Specifying Radio Channel Groups” on page 16-11. This box is not checked by default because you may not want to always create channel groups for secondary dispatches.

Table 7-2 Dispatch Incident Form (Law) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Multi-Select Function	1A	MSel Function Code Type or select the function code to determine the actions that are taken with the channels in the channel group. For more information, see "Specifying Radio Channel Groups" on page 16-11. P — Populate. Populate the channels to the Channels in Groups list. Use this selection when you might want to add additional channels manually. L — Load. Populate the channels to the Channels in Groups list and then load them into the MSel group. O — Open. Populate the channels to the Channels in Groups list, load them into the MSel group, and then open the channels within the Msel Group. This transmits audio to the headset.
Geographic Level	1A	Geographic Level Type or select the level to indicate which channel group to use with the Radio Channel Groups feature. For more information, see "Specifying Radio Channel Groups" on page 16-11. B — Use the beat containing the incident. T — Use the team containing the incident. A — Use the area containing the incident.

Table 7-2 Dispatch Incident Form (Law) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Routes Tab		
Routes	Special	Displays a list of service routes associated with the incident. There will always be a Main route. If there are other service routes associated with the incident either manually or automatically, they are listed after the Main route. Routes are listed in this format: `<agency ID>/<route ID>: <sequence> <status>` The sequence number increments each time the service route is closed and then re-opened. The status shows the status for that route only. **Example**: `WS/MAIN:1 N` If routes are associated with the incident automatically, the primary route is shown in parentheses with the Main route. **Example**: `WS/MAIN(LAW):1 N` **NOTE:** The following features are controlled by a setting in the `Cad.ini` file. If the features do not work, contact your system administrator. ***To dispatch a unit to a service route other than your logon route***: 1. From the Routes tab, select the route you want by using your mouse or the Tab key. Once you tab to the Routes fields, use your arrow keys to make your selection. Make sure the route is highlighted or has dots around it before you move to the next step. 2. When your selected route is highlighted or has dots around it, press **Enter**. The RT identifier and selected route ID now display on the command line. Enter the unit or units you want to dispatch and press **F12**. ***To perform other functions***: 1. Do one of the following: - Click the Incident button. - Select the Incident button by tabbing to it and then press the **Enter** key to display the shortcut menu. 2. Select the action you want to take, such as Recall or Update. The new form appears with the new command on the command line. Notice that the RT identifier appears on the command line with your selected route. For more information about service routes, see “Understanding Service Routing” in Appendix D of the *PREMIER CAD Configuration Guide*.

Dispatch Incident Form for Law Incidents – Page 2

Page 2 of the Dispatch Incident form for law incidents (the Unit Nominations form) displays the recommended units and lists any equipment that could not be located to complete the response recommendation.

NOTE

If you press **F12** from Page 2, PREMIER CAD dispatches all recommended and optional units but not other units.

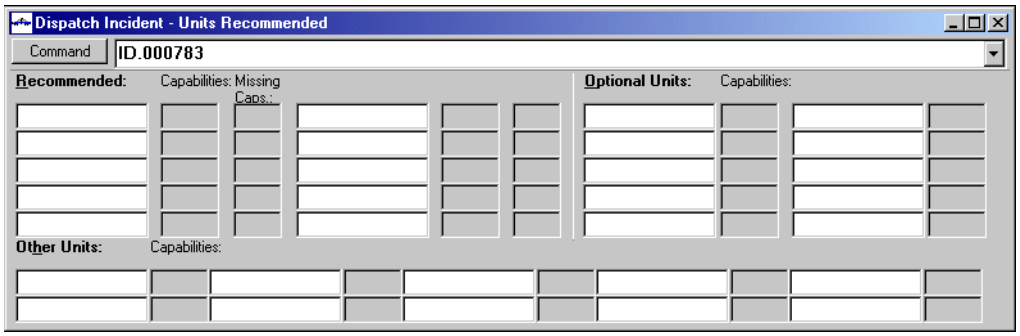


Figure 7-4 Dispatch Incident Form (Law) – Page 2

Field Descriptions

The following table describes each field on Page 2 of the Dispatch Incident form for law incidents.

Table 7-3 Dispatch Incident Form (Law) – Page 2 Field Descriptions

Field	Format	Description
Recommended	Unit = 8AN Shift ID = 2AN	Displays the units that meet the response type selection criteria for unit capabilities. If the unit is currently busy, the unit ID is highlighted and prefixed with the letter B. The CAD client can be configured to display the background of the current field in a specific color. This feature is not available for the Unit fields in the ID form. Type the IDs of additional units, or delete units as needed. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.

Table 7-3 Dispatch Incident Form (Law) – Page 2 Field Descriptions (Cont.)

Field	Format	Description
Capabilities	Display Only	Displays the capability that the unit fulfills as required by the incident's response type. This field consists of 2 characters followed by a dash, followed by 2 more characters, an equal sign, and two letters. **Example**: 01-1M=BT indicates that 1 vehicle with the capability of 1M is needed using the BT (Beat) geographical consideration. The first two characters indicate the number of vehicles of the capability type needed. The second two characters indicate the vehicle's capabilities. The two letters indicate the geographical capability that was considered during recommendation using one of the following codes. BA — Beat Assignment (The beat assignment in MN.7 must be configured and the Recommendation Method in MN.25 must be set to 0) BT — Beat AB — Alternate Beat TM — Team AR — Area **NOTE:** Because the labels for Beat, Team, and Area are configurable, your Dispatch Incident form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Missing Caps	Display Only	Missing Capabilities Displays a list of the response capabilities not filled. **NOTE:** Missing capabilities are only displayed for CAD recommendations, not AVL recommendations. AVL recommendations do not include missing capabilities.

Table 7-3 Dispatch Incident Form (Law) – Page 2 Field Descriptions (Cont.)

Field	Format	Description
Optional Units	Unit = 8AN Shift ID = 2AN	Displays optional units available for dispatch along with the selected primary units. Type the IDs of additional units, or delete units as needed. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. An optional unit is a vehicle that PREMIER CAD nominates to supplement an incomplete recommendation or substitute for a required vehicle type. Although an optional unit can only have some (not necessarily all) of a required unit's capabilities, a dispatcher can choose to dispatch the optional unit because it is able to arrive at the incident sooner. PREMIER CAD recommends an optional unit only when it is found in the unit/vehicle search sequence before a required vehicle type is found. The inclusion of optional unit in the dispatch recommendation process is a system option that is configured in the Incident Responses Configuration (MN.24) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** Any units displayed as optional are automatically dispatched with the recommended units when you press **F12**. If you do not want them to be dispatched, remove them from the form before you submit the form.
Capabilities	Display Only	Displays the associated unit capabilities of the optional units followed by one of the following codes to indicate the entity from which the unit was selected: BA — Beat Assignment (The beat assignment in MN.7 must be configured and the Recommendation Method in MN.25 must be set to 0) BT — Beat AB — Alternate Beat TM — Team AR — Area
Other Units	Unit = 8AN Shift ID = 2AN	Displays other units found for the given response type, when the criteria have already been filled. Type the IDs of additional units, or delete units as needed. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.

Table 7-3 Dispatch Incident Form (Law) – Page 2 Field Descriptions (Cont.)

Field	Format	Description
Capabilities	Display Only	Displays the associated unit capabilities of the other units followed by one of the following codes to indicate the entity from which the unit was selected: BA — Beat Assignment (The beat assignment in MN.7 must be configured and the Recommendation Method in MN.25 must be set to 0) BT — Beat AB — Alternate Beat TM — Team AR — Area

Dispatch Incident Form for Fire/EMS Incidents – Page 1

The Dispatch Incident form for fire contains five tabs: Comments, Optional Recommendations, ETA, Communication, and Routes. When you select a tab, the only thing that changes is the information in that tabbed section; all the other fields on the form stay the same. From each tab you can reach Page 2 of the form which shows the recommended units and lists any equipment that could not be located to complete the response recommendation.

Page 1 of the Dispatch Incident Form for Fire/EMS incidents displays information about the incident and provides a list of recommended fire/EMS vehicles to dispatch. Unit recommendation is based on the method selected in Page 3 of the Fire Roll Call Maintenance (MN.49) database form or in the Group Change tab of the Service Routing Definition Configuration (MN.61) database form (see the *PREMIER CAD Configuration Guide*).

If you are using the Automatic Vehicle Location feature, PREMIER CAD considers location as part of its recommendation (see “Using AVL Polling” on page 13-8).

NOTE

To dispatch a unit to a service route other than the Main route, you must use the RT identifier on the command line (see “Dispatching Incidents Using the ID Command” on page 7-1.)

The message `Unit Recommendation is Incomplete` appears on the response line for this page if resources could not be located to complete the dispatch recommendation. Page 2, the Unit Nomination form, lists the missing equipment.

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

Press **F12** to dispatch all the recommended and optional units.

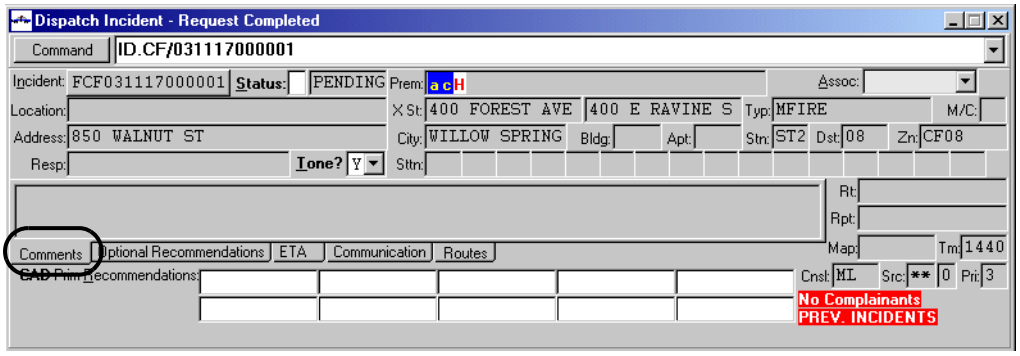


Figure 7-5 Dispatch Incident Form (Fire/EMS) – Comments Tab

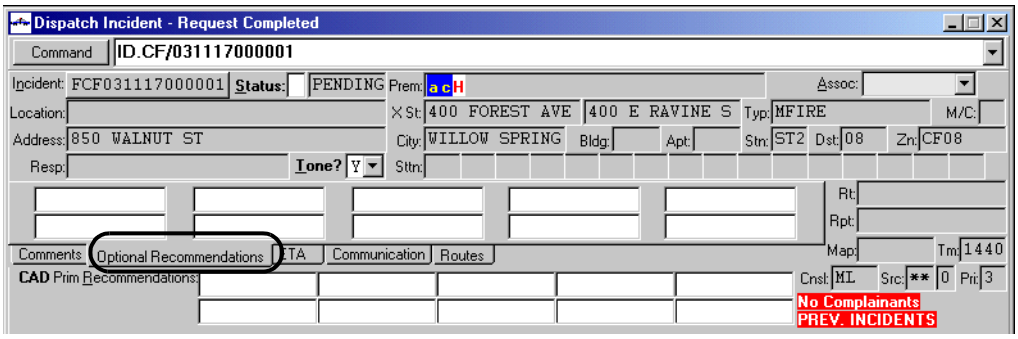


Figure 7-6 Dispatch Incident Form (Fire/EMS) – Optional Recommendations Tab

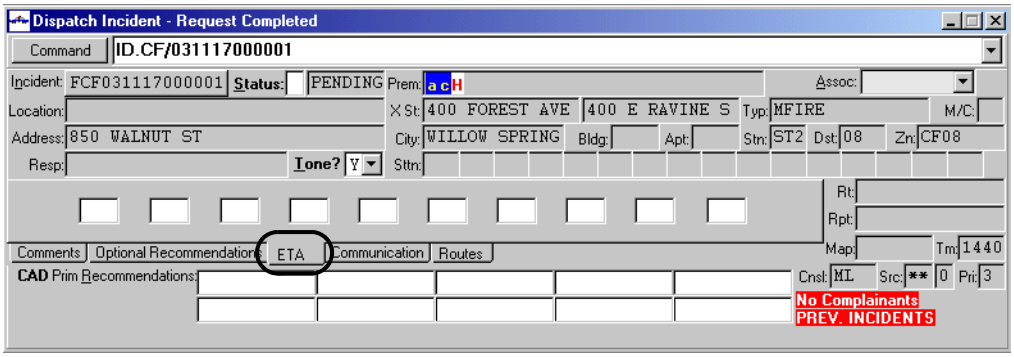


Figure 7-7 Dispatch Incident Form (Fire/EMS) – ETA Tab

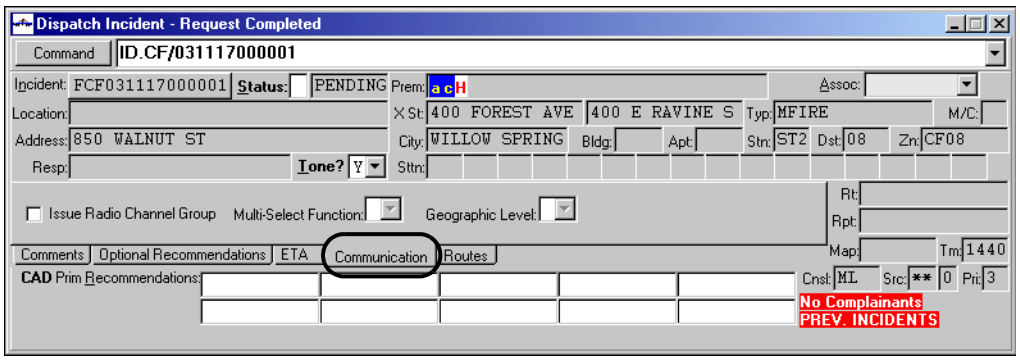


Figure 7-8 Dispatch Incident Form (Fire/EMS) – Communication Tab

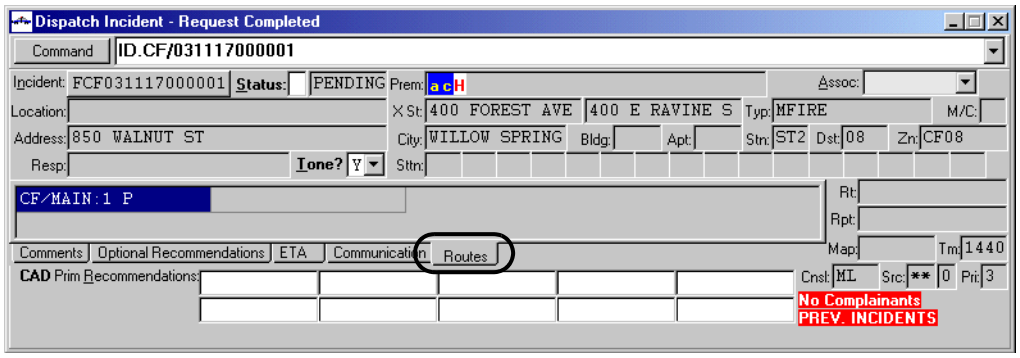


Figure 7-9 Dispatch Incident Form (Fire/EMS) – Routes Tab

When you display the Incident Dispatch form for an active fire incident that already has units assigned to it, a `Cur Units` flag appears in the CAD Prim Recommendations area.

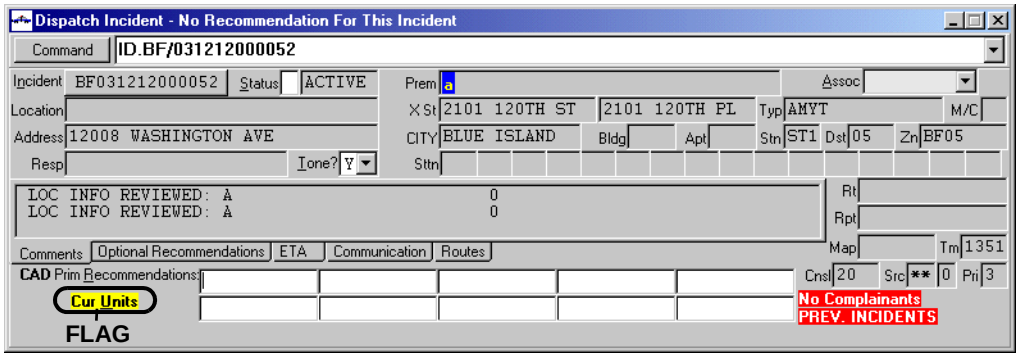


Figure 7-10 Dispatch Incident For (Fire/EMS) Showing Cur Units Flag

Press **Alt+U** to display the units already assigned to the incident. The Incident Number, Unit IDs, and Recommended Capabilities (Rec Cap) are displayed as shown in Figure 7-10.

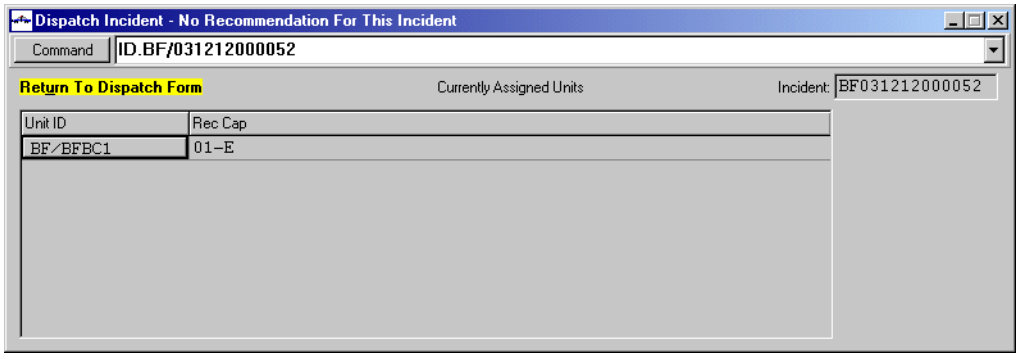


Figure 7-11 Current Units Assigned to Incident

Press **Alt+U** again to return to the Incident Dispatch form.

Field Descriptions

The following table describes each field on Page 1 of the Dispatch Incident form for fire/EMS incidents.

Table 7-4 Dispatch Incident Form (Fire/EMS) – Page 1 Field Descriptions

Field	Format	Description
Incident	Button	Displays the incident number. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Status	1AN	Displays the status of the incident: P — Pending A — Active S — Stacked N — New O — Open H — Held If the status is New, you can change it to Pending, or if it is Pending, you can change it to New. No other status changes are permitted. Closed incidents cannot be dispatched.

Table 7-4 Dispatch Incident Form (Fire/EMS) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Premise	Display Only	Indicates databases with location information available. The premises display is configurable. The default settings are shown below. Your display may be different. See your system administrator for more information. • Red uppercase letters on a white background indicate that a record in the Location Menu exactly matches the address of the incident. • Yellow lower case letters on a blue background indicate that records exist in this database that are close in proximity to the incident's address. • --> ? <-- indicates the search is not complete. • ..N/A.. indicates that premises information is not available.
Assoc	Display Only	Association Displays the first associated incident number followed by P(arent), S(ibling), or C(hild) to show relationship.
Location	Display Only	Displays any additional details about the location.
X St	Display Only	Cross Street Displays two separate fields. The first field is the block number and name of the low cross street; the second field is the block number and name of the high cross street.
Type	Display Only	Displays the incident type.
M/C	Display Only	Modifying Circumstance Displays the modifying circumstance code to override the priority, subpriority, and response code settings for the incident type.
Address	Display Only	Displays the address of the incident.
City	Display Only	Displays the city code corresponding to the address. **NOTE:** Because the label for City is configurable, your Dispatch Incident form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Bldg	Display Only	Building Displays the building number, if applicable.
Apt	Display Only	Apartment Displays the apartment number, if applicable.
Stn	Display Only	Station Displays the logon station.

Table 7-4 Dispatch Incident Form (Fire/EMS) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Dist	Display Only	District Displays the team/district location for the incident.
Zn	Display Only	Displays the zone (beat) assigned to the incident.
Resp	Display Only	Response Displays the number of units to respond and the capabilities required for this incident.
Tone?	1A	Specify whether a tone is sent to the station upon dispatch. Y — Send a tone to the station. N — Do not send a tone.
Sttn	Display Only	Stations Displays the stations listed in order of search.
Rt	Display Only	Route Displays the logon service route.
Rpt	Display Only	Report Number Displays the report number assigned to the incident.
Map	Display Only	Displays the map section that shows the street segment.
Tm	Display Only	Time Displays the time the incident was initiated using the 24-hour military clock; for example, 23:45 for 11:45 pm.
Console	Display Only	Displays the console number where the call was initiated.
Src	Display Only	Source Source uses two fields. The first displays the agency code; the second displays the call source for the incident: 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*)
Pri	Display Only	Priority Displays the priority (and possible subpriority) of the incident.

Table 7-4 Dispatch Incident Form (Fire/EMS) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
CAD Prim. Recommendations	Unit = 8AN Shift ID = 2AN	Primary Recommendations Displays the IDs of the units recommended for dispatch. To change or add a recommendation, type the new unit ID. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Press the Next Page key (**Shift+F8** or the **F16**) to view the unit recommendation criteria on Page 2 of the form. To accept the displayed recommendation, press the Submit Form key (**F12**). The CAD client can be configured to display the background of the current field in a specific color. This feature is not available for the Unit fields in the ID form. Highlighted unit IDs are units that are recommended from outside the current area. **NOTE:** When units are recommended from outside the signon agency's area, a corresponding message appears on the response line.
Flags	Display Only	Displays any or all of the following messages as appropriate: • NO COMPLAINANTS — Do not contact complainants. • SEE COMPLAINANT — Complainant can be contacted. • F.A.S. — Fire/ambulance has been requested. • PREV. INCIDENTS — Previous incident information is available for this address (see "Displaying Previous Incidents for Vehicles" on page 9-53). • CRISIS MODE — Agency is currently in a crisis mode and recommendations are based on the current Crisis Mode rather than standard responses. • Additional information is available.

Table 7-4 Dispatch Incident Form (Fire/EMS) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Comments Tab		
Comments	Display Only	Displays the comments in the audit trail. When comments are displayed, you can view optional vehicles on Page 2 of this form. If there are than you can see in the Comments box, scroll down using the arrows, or use the Tab key to access the Comments box, then use the down arrow key to scroll. Press the Audit Trail key (**F4**) to review any response messages attached to the displayed incident type. Then press the Next Page key (**Shift+F8** or **F16**) for any additional information. **NOTE:** This field shows the comments available when you opened the form. If other comments are added by another dispatcher while you have this form open, you must reopen this form to see them.
Optional Recommendations Tab		
	Unit = 8AN Shift ID = 2AN	Displays IDs of any recommended optional vehicles. When IDs are displayed, press the Audit Trail key (**F4**) to view any response messages attached to the incident type of the displayed incident. To change or add a recommendation, type the new unit ID. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. The CAD client can be configured to display the background of the current field in a specific color. This feature is not available for the Unit fields in the ID form. Press the Next Page key (**Shift+F8** or the **F16**) to view the unit recommendation criteria on Page 2 of the form.
ETA Tab		
	3AN	Displays the estimated time of arrival for each of the optional recommendations. **NOTE:** The estimated time of arrival does not necessarily follow the usual HH:MM format. It is a free-form text field.
Communication Tab		
Issue Radio Channel Group	Check Box	Select the check box to enable the MSel Func and Geo Lvl fields. When you use this field with the MSel Func and Geo Lvl fields, you can assemble a group of radio channels or talkgroups prior to sending an ABP or broadcast notification message for channel requests. For more information, see “Specifying Radio Channel Groups” on page 16-11. This box is not checked by default because you may not want to always create channel groups for secondary dispatches.

Table 7-4 Dispatch Incident Form (Fire/EMS) – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Multi-Select Function	1A	Select the function code to determine the actions that are taken with the channels in the channel group. For more information, see "Specifying Radio Channel Groups" on page 16-11. P — Populate. Populate the channels to the Channels in Groups list. Use this selection when you might want to add additional channels manually. L — Load. Populate the channels to the Channels in Groups list and then load them into the MSel group. O — Open. Populate the channels to the Channels in Groups list, load them into the MSel group, and then open the channels within the Msel Group. This transmits audio to the headset.
Geographic Level	1A	Geographic Level Type the level to indicate which channel group to use with the Radio Channel Groups feature. For more information, see "Specifying Radio Channel Groups" on page 16-11. B — Use the beat containing the incident. T — Use the team containing the incident. A — Use the area to containing the incident.
Routes Tab		
Routes	Display Only	Displays a list of service routes associated with the incident. There will always be a Main route. If there are other service routes associated with the incident either manually or automatically, they are listed after the Main route. Routes are listed in this format: `<agency ID>/<route ID>: <sequence> <status>` **Example**: WS/MAIN:1 N If routes are associated with the incident automatically, the primary route is indicated with the Main route. **Example**: WS/MAIN(LAW):1 N The sequence number increments each time the service route is closed and then re-opened. The status shows the status for that route only. **NOTE:** To dispatch a unit to a service route other than Main, you must use the RT identifier on the command line (see "Dispatching Incidents Using the ID Command" on page 7-1). For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.

Dispatch Incident Form for Fire/EMS Incidents – Page 2

Page 2 of the Dispatch Incident form for fire/EMS incidents (the Unit Nominations form) displays the recommended units and lists any equipment that could not be located to complete the response recommendation.

Press the Submit Form key (**F12**) to complete the dispatch process, dispatching all of the units in the order in which they are listed in the Recommended and Optional units fields.

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

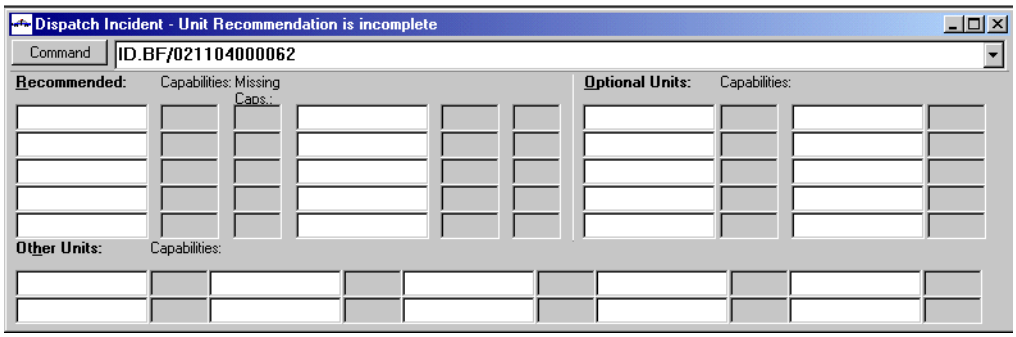


Figure 7-12 Dispatch Incident Form (Fire/EMS) – Page 2

If the unit in the Recommended field is currently busy, the unit ID is prefixed with the letter B.

Field Descriptions

The following table describes each field on Page 2 of the Dispatch Incident form for fire/EMS incidents.

Table 7-5 Dispatch Incident Form (Fire/EMS) – Page 2 Field Descriptions

Field	Format	Description
Recommended	Unit = 8AN Shift ID = 2AN	Displays the units that fit the response type selection criteria for unit capabilities. The CAD client can be configured to display the background of the current field in a specific color. This feature is not available for the Unit fields in the ID form. Type the IDs of additional units, or delete units as needed. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.

Table 7-5 Dispatch Incident Form (Fire/EMS) – Page 2 Field Descriptions (Cont.)

Field	Format	Description
Capabilities	Display Only	Displays the capability that the unit fulfills as required by the incident's response type. This field consists of 2 characters followed by a dash and, possibly, followed by 2 more characters. The first two characters indicate the vehicle's capabilities if the PREMIER CAD system is configured to utilize these. The second two characters indicate the geographical capability that was considered during recommendation using one of the following codes. BT — Beat AB — Alternate Beat TM — Team AR — Area
Missing Caps.	Display Only	Missing Capabilities Displays a list of the response capabilities not filled.
Optional Units	Unit = 8AN Shift ID = 2AN	Displays optional units available for dispatch along with the selected primary units. Type the IDs of additional units, or delete units as needed. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. An optional unit is a vehicle that PREMIER CAD nominates to supplement an incomplete recommendation or substitute for a required vehicle type. Although an optional unit can only have some (not necessarily all) of a required unit's capabilities, a dispatcher can choose to dispatch the optional unit because it is able to arrive at the incident sooner. PREMIER CAD recommends an optional unit only when it is found in the unit/vehicle search sequence before a required vehicle type is found. The inclusion of optional units in the dispatch recommendation process is a system option configured in the Incident Responses Configuration (MN.24) database (see the *PREMIER CAD Configuration Guide*). **NOTE:** Any units displayed as optional are automatically dispatched with the recommended units when you press **F12**. If you do not want them to be dispatched, remove them from the form before you submit the form.
Capabilities	Display Only	Displays the unit capabilities and stations of the optional units.
Other Units	Unit = 8AN Shift ID = 2AN	Displays other units found for the given response type, when the criteria have already been filled. Type the IDs of additional units, or delete units as needed. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.
Capabilities	Display Only	Displays the unit capabilities and stations for the other units.

Dispatch Incident Form for Fire/EMS Incidents – Page 3

Page 3 of the Dispatch Incident form for fire/EMS incidents displays the information configured in the Fire Run Cards Configuration (MN.21) database form for the zone, run card, and response classification of the current incident (see the *PREMIER CAD Configuration Guide*).

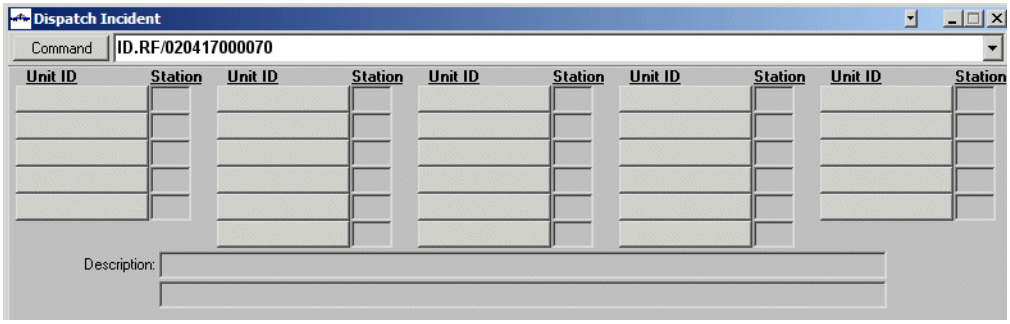


Figure 7-13 Dispatch Incident Form (Fire/EMS) – Page 3

Field Descriptions

The following table describes each field on Page 3 of the Dispatch Incident form for fire/EMS incidents.

Table 7-6 Dispatch Incident Form (Fire/EMS) – Page 3 Field Descriptions

Field	Format	Description
Unit ID	Display Only	Displays the ID of each cover unit.
Station	Display Only	Displays the ID of each station that the corresponding unit is recommended to cover. To assign cover units to the indicated stations, use the VC command ("Assigning Vehicles to Cover Stations" on page 11-1).
Description	Display Only	Displays any additional information about the recommended units.

Dispatching In a Split Crew Situation (Fire/EMS)

The split crew feature is intended for fire stations which have two vehicle types, but lack sufficient personnel to operate both vehicles at the same time.

When vehicles are configured for split crew, PREMIER CAD does not recommend both vehicles at incident dispatch; instead, it recommends the first vehicle that matches the needs of the incident type.

When one vehicle leaves the station, PREMIER CAD places the other vehicle in a split crew status (displayed on the PREMIER AWW Unit status monitor). The second vehicle is not available or recommended for dispatch until the first vehicle is cleared from the incident. The split crew feature is configured in the Fire/EMS Vehicles Configuration (MN.22) database form. For more information, see the *PREMIER CAD Configuration Guide*.

Understanding Service Routing

Service routing is an optional function that enhances the way services such as law units, ambulances, tow trucks, crime scene investigators (CSI), public information officers (PIO), and so on are initiated, dispatched, and monitored. This section provides an overview of routing and its benefits. More information is available in the Appendix D of the *PREMIER CAD Configuration Guide* where you will find detailed information about all of the following:

- Setting Up Service Routing
- Using Multiple Service Routes
- Understanding Incident Initiation with Service Routing
- Understanding Incident Dispatch with Service Routing
- Using the Dispatch Key (F9) with Service Routing
- Using the Incident Update (IU) Command with Service Routing
- Using the Incident Open (IO) Command with Service Routing
- Using the Incident Summary (IS) Command with Service Routing
- Closing Incidents With Assigned Service Routes
- Dispatching or Updating From AWW With a Specific Service Route

If routing is *not* set up for a law agency, PREMIER CAD assigns the incident to an area based on the currently active plan and makes recommendations according to the definitions on Page 3 of the Agency Parameters Configuration (MN.25) database form.

If routing is setup as described in “Setting Up Service Routing” in Appendix D in the *PREMIER CAD Configuration Guide*, additional features are available:

- One or more dispatchers can send service route requests for a single incident using a single incident number. The status of the incident remains relative to the dispatch position that is viewing it. Consider this example: Dispatcher A sends a Law service request to incident 1234, dispatcher B sends a CSI service request to incident 1234, and dispatcher C sends a PIO service request to the same incident. Dispatcher A sees the status of incident 1234 relative to the LAW request (Active). Dispatcher B sees the status of incident 1234 relative to the CSI request (Stacked). Dispatcher C sees the status of incident 1234 relative to the PIO request (Pending). You can think of it as three copies of the same incident: one is the Law route copy, one is the CSI route copy, and the last one is the PIO route copy.

- One or more service routes can be associated with an incident type. All incidents of that type are then automatically assigned to the associated service routes.

PREMIER CAD uses the service route definition to determine the following:

- The beat containing an incident and the associated teams/districts and areas.

  Service routes are associated with existing active or inactive MN.8 Plans. The plans determine team and area assignments based on the coverage that is required for the condition defined by the plan. Configuration determines which plan is used by each route.

- The units that are recommended to the dispatcher responsible for the specified service route.

  Recommendations are set up in the service route definition to identify types of services that can be sent to an incident, such as CSI, PIO, tow, ambulance, and so on. For example, the recommended units for a CSI service route would include different units than those for a tow service route. This is based on the use of MN.25 Agency Recommendation Method 0.

Multiple service routes can be assigned to a single incident and each service route can define a different area and a different set of recommendations for the incident. PREMIER CAD maintains the status for each service route separately.

Although multiple service routes can be assigned to a single incident and that incident may be monitored by several dispatchers, the incident retains a single incident number.

When call takers or dispatchers log on, they can each enter a specific service route for which they will be responsible. For example, dispatcher A signs on specifically for the CSI route and dispatcher B signs on specifically for the PIO route. Both the CSI and the PIO routes are associated with incident 1234. Therefore, both dispatchers can view incident 1234. This is true even if both service routes cover the same geographic area.

Whether logging directly on to a route ID or logging on to a dispatch group that is tied to a route ID, the logon is controlled by the areas incorporated in it. Therefore, if both PIO and CSI use the same agency/area values, both copies of the incident display. *AWW can be filtered on the route ID in order to limit the display.*

Routes can be configured to share the same Team/Area values or they can be configured to have unique Team/Area values.

Example 1

1. A call comes in for an injury accident.
2. A call taker initiates an incident using incident type INMVA.
   - Incident type INMVA has no service routes associated with it. Therefore, the service route defaults to Main. The Main route uses the area and team defined in the currently active plan and the recommendations defined on Page 3 of the Agency Parameters Configuration (MN.25) database form.
   - The incident is now identified as incident number 6789.
   - In AWW, the call taker sees the incident as pending.
3. Dispatcher A is logged on without specifying any service route. Dispatcher A sends a law unit to the scene.
   - In AWW, dispatcher A sees the incident status as active.
4. The responding officer arrives on the scene and requests an accident investigation unit, a traffic control officer, and an ambulance.
5. Dispatcher A manually assigns accident investigation (AI), traffic control (TC), and transit (T) service routes to incident 6789.
   - In AWW, what dispatcher A sees depends on how he or she is signed on.

     If dispatcher A is signed on to all of the areas covered by the routes, dispatcher A sees all three additional routes of incident 6789, the AI route, the TC route, and the T route, in his or her pending queue. The Main route is active.

     If dispatcher A is signed on to only *some* of the areas covered by the routes, dispatcher A sees only the routes related to his or her signon areas.

     If dispatcher A is not signed on to *any* of the areas covered by the routes, dispatcher A will not see any routes.
6. Dispatcher B, logged on to the accident investigation service route, sees incident 6789 in his or her pending queue.
   - Dispatcher B dispatches the accident investigation unit to the call but that unit is already on another call.
   - In AWW, dispatcher B now sees the accident investigation route of incident 6789 as a stacked incident.
7. Dispatcher C, logged on to the traffic control service route, sees incident 6789 in his or her pending queue.

- Dispatcher C dispatches a traffic control unit to the scene.
- In AWW, dispatcher C now sees the traffic control route of incident 6789 as an active incident.

Example 2

8. A call comes in for a robbery.
9. A call taker is logged on without specifying any service route. The call taker initiates the incident with incident type ROB.
   - The incident is now identified as incident number 2345.
   - Incident type ROB has the following service routes automatically associated with it: LAW, SWAT, and CSI (crime scene investigation) because the incident type was defined on Page 4 of the Incident Types Configuration (MN.11) database form to have automatic service route association. The LAW route was designated in MN.11 as the primary route. Therefore the LAW route is now the Main route. (See the *PREMIER CAD Configuration Guide* for more information.)
   - In AWW, what the call taker sees depends on how he or she is signed on.

     If the call taker is signed on to all of the areas covered by the routes, the call taker sees all the routes of incident 2345, the Main (LAW) route, the SWAT route, and the CSI route, as pending items.

     If the call taker is signed on to only *some* of the areas covered by the routes, the call taker sees only the routes related to his or her signon areas.

     If the call taker is not signed on to *any* of the areas covered by the routes, the call taker will not see any of the routes.
10. Dispatcher 1 sends a law unit to the scene.
    - In AWW, what dispatcher 1 sees depends on how he or she is signed on.

      If dispatcher 1 is signed on without specifying any service route and to all of the areas covered by the routes, dispatcher 1 sees the Main (LAW) route of incident 2345 as active while the SWAT and CSI routes of incident 2345 remain in the pending queue until they are dispatched.

      If dispatcher 1 is signed on without specifying any service route and to only *some* of the areas covered by the routes, dispatcher 1 sees the Main (LAW) route of incident 2345 as active if the incident is in an area he or she is signed on to.

      If dispatcher 1 is signed on without specifying any service route but not signed on to *any* of the areas covered by the routes, dispatcher 1 will not see any of the routes.

11. Dispatcher 2, logged on to the CSI service route, sees incident 2345 in his or her pending queue.

    - Dispatcher 2 sends a CSI unit to the scene.
    - In AWW, dispatcher 2 sees the CSI route of incident 2345 as an active incident.

Example 3

12. A call comes in for a hostage situation.

13. A call taker is logged on without specifying any service route. The call taker initiates the incident with incident type HOSTG.

    - The incident is now identified as incident number 9876.
    - Incident type HOSTG has the following service routes automatically associated with it: LAW, PIO (public information officer), SWAT, and CSI (crime scene investigation) because the incident type was defined on Page 4 of the Incident Types Configuration (MN.11) database form to have automatic service route association. The LAW route was designated in MN.11 as the primary route. Therefore the LAW route is now the Main route. (See the *PREMIER CAD Configuration Guide* for more information.)
    - In AWW, what dispatcher 1 sees depends on how he or she is signed on.

      If dispatcher 5 is signed on without specifying any service route and without specifying any service route and to all of the areas covered by the routes, dispatcher 5 sees all the routes, the Main (LAW) route, the PIO route, the SWAT route, and the CSI route of incident 9876, as pending items.

      If dispatcher 5 is signed on without specifying any service route and to only *some* of the areas covered by the routes, dispatcher 5 only sees the routes related to his or her signon areas in the pending queue.

      If dispatcher 5 is signed on without specifying any service route but not signed on to *any* of the areas covered by the routes, dispatcher 5 will only see the Main (LAW) route in his or her pending queue.

14. Dispatcher 5 sends a law unit to the scene.

    - In AWW, what dispatcher 5 sees depends on how he or she is signed on.

      If dispatcher 5 is signed on without specifying any service route and to all of the areas covered by the routes, dispatcher 5 sees the Main (LAW) route of incident 9876 as active while the PIO, SWAT, and CSI routes of incident 9876 remain in the pending queue until they are dispatched.

      If dispatcher 5 is signed on without specifying any service route and to only *some* of the areas covered by the routes, dispatcher 5 only sees the routes related to his or her signon areas in the pending queue.

If dispatcher 5 is signed on without specifying any service route but not signed on to *any* of the areas covered by the routes, dispatcher 5 will not see any routes.

15. Dispatcher 6, logged on to the PIO service route, sees incident 9876 in his or her pending queue.
    - Dispatcher 6 sends a PIO unit to the scene.
    - In AWW, dispatcher 6 sees the PIO route of incident 9876 as an active incident.
16. Dispatcher 7, logged on to the CSI service route, sees incident 9876 in his or her pending queue.
    - Dispatcher 7 sends a CSI unit to the scene.
    - In AWW, dispatcher 7 sees the CSI route of incident 9876 as an active incident.

Stacking Calls

You can assign more than one law incident to an on-duty unit using the call stacking feature. Since the unit is already busy with another incident, the next incident is assigned in advance or *preassigned*.

PREMIER CAD allows up to 999 stacked calls per unit. The actual number your agency allows is set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

NOTE
Call stacking cannot be used to assign incidents to temporary units.

When you preassign an incident, PREMIER CAD places it in the unit's call stacking queue and changes its status to S (stacked). The Pending Queue and Incident status monitors in PREMIER AWW can be configured to filter on this status. The Incident status monitor displays the assigned unit in the location field.

The parameters controlling how call stacking works are set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Enabling Call Stacking

To use the call stacking feature, call stacking must be enabled in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

If call stacking is not enabled, and you assign another incident to a busy unit, one of two things can happen, depending upon how the Status Code Configuration (MN.33) database form is configured (see the *PREMIER CAD Configuration Guide*).

- An error message appears above the command line on the Dispatch Incident form. PREMIER CAD does not change the unit assignment.
- No error message appears. PREMIER CAD dispatches the unit to the new incident and places the current incident in either pending or open status, depending upon the settings in the MN.33 form.

Preassigning Units

The Preassign Default parameter in the Agency Parameters Configuration (MN.25) database form controls how PREMIER CAD dispatches a busy unit and whether or not Primary Unit status gets assigned (see the *PREMIER CAD Configuration Guide*). You can override this default setting for law agencies using the Preassign field or command. You cannot override this setting for fire or EMS agencies.

Preassign Default (Y/N)	Result
Y	If a unit is busy, then let the unit complete the current incident and preassign the incident to the unit's call stacking queue.
N	If the unit is busy, then preempt (remove) the unit from the current incident, assign the unit to the new incident, and place the current incident in the unit's call stacking queue.

NOTE
The Incident Dispatch form for fire does not have the Preassign field. Therefore, the dispatcher cannot override the default set in MN.25 even on the command line.

Dispatching Stacked Incidents

The Auto Dispatch and Recommendation parameters on Page 5 of the Agency Parameters Configuration (MN.25) database form control how PREMIER CAD dispatches a stacked incident (see the *PREMIER CAD Configuration Guide*). You can override the Auto Dispatch default for law agencies using the Auto/Hold (AO) field or command. You cannot override the Auto Dispatch setting for fire or EMS agencies.

Auto Dispatch (A/H)	Result
A	If a unit is busy, the first preassigned incident in a unit's call stacking queue is automatically transferred to a dispatch status when the unit is available.
H	If the unit is busy, a preassigned incident is placed in a unit's call stacking queue, but no automatic dispatch occurs. The incident remains on hold until a dispatcher changes the setting to Auto (A).

The recommendation method cannot be overridden at the form or command line. To change the recommendation method, the system administrator must change the Recomm Method field in the Agency Parameters database form (MN.25).

Recommendation Method (1 or 2)	Result
1	The date and time the incident was initiated determines which incident is dispatched next. When a unit is cleared from an incident, the oldest incident in the call stack is dispatched next.
2	The priority, date, and time of the incident determines which incident is dispatched next. When a unit is cleared from an incident, the incident in the call stack with the highest priority is dispatched next.

Incident Status

PREMIER CAD automatically changes the incident status from active to stacked or Preassigned when a unit is preempted (removed) from an active incident and assigned to a new incident. The active incident status becomes stacked or preassigned. When the unit returns to the original incident, the incident status returns to Active.

PREMIER CAD displays the stacked or preassigned incident on the Incident status monitor as it does any active incident. For incidents preassigned to units, the unit IDs are displayed on the same line as the incident in the Location field.

NOTE

On the Incident Update form, the status of a stacked incident is shown as STACKED.

When an incident is shown as STACKED, the Primary Unit field on the IU, IR, ID, and IN forms is blank.

Unit Status

If you dispatch (pre-empt) the primary unit to a second incident, the primary status may change, depending on the Cascade Primary Unit setting (AUTO-PRIMARY-FLAG in Appendix C of the *PREMIER CAD Configuration Guide*). See “Understanding Primary Units” on page 7-53 for a complete explanation.

You can configure the Unit Status monitor to include a counter that indicates how many incidents are stacked for a unit (see the *PREMIER AWW User Guide*).

If you use the Unit Exchange (UX) command to exchange unit assignments, PREMIER CAD checks the exchange unit’s status. If the unit is available, the next preassigned call in the call stacking queue goes to the unit (see “Exchanging Unit Assignments” on page 10-92).

Last Known Beat

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

Viewing Stacked Incidents

Stacked incidents can display in the PREMIER AWW Status monitors in a unique color. An S can display in the Status field of the Pending Queue monitor next to stacked incidents. Stacked incidents can also appear in a separate Unit Status Stack Display window. For details, see the *PREMIER AWW User Guide*.

Closing Stacked Incidents

You must close stacked calls with the Free Units (FR) command, not the Incident Update command (see "Freeing Units from Incidents" on page 10-10). If you use the FR command to free any unit from its active incident while it has preassigned incidents, PREMIER CAD dispatches the unit to the next preassigned incident automatically using the criteria set in the Recommended Method parameter of the Agency Parameters Configuration (MN.25) database form (see "Dispatching Stacked Incidents" on page 7-42 and the *PREMIER CAD Configuration Guide*).

Retrieving Special Skills Lists

SS

Use the Special Skills command to retrieve a list of on or off duty personnel with specific skills. Each employee's personnel record lists additional skills that may be useful to the agency (for example, fluency in another language). The system administrator can set a server parameter to ignore cross agency security so the list includes all skills and all personnel with those skills. See the Personnel Configuration (MN.12)database form in the *PREMIER CAD Configuration Guide* for more information about personnel records and special skills.

Special Skills are written to the Unit History log.

If this command is issued without any identifiers or information elements, the Special Skills form appears (see "Special Skills Form" on page 7-47).

Command Identifiers

This command can be issued without command identifiers.

Default order:

- SS.SK.OD.PR

Commonly used options:

- `SS.SK..PR`
- `SS.NEGOT..PRINT1`

NOTE

Repeated periods (`..`) represent excluded elements of the overall Command Default Order. For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

When the error message `Error: Skills and Personnel File Mismatch` appears, it is because an employee entry was removed before his or her special skills entry was removed. Notify your system administrator who can delete the orphaned entry so the error message does not occur. Even though the error message appears, PREMIER CAD returns a list of any personnel with the skill set you requested.

Command Identifier Descriptions

The following table describes the command identifiers for the Special Skills command.

Table 7-7 Special Skills (SS) Command Identifier Descriptions

Identifier	Format	Description
SK	5AN	Skills Type up to five special skills for which to search on-duty personnel. If typing multiple skills, separate each skill with a comma. Type the skill exactly as it is configured in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). If more than one skill is typed, the Special Skills form displays only the personnel who match all skills. **NOTE:** The SK and OD identifiers cannot be used in the same command string.
OD	5AN	Off-Duty Type up to five special skills for which to search all personnel, including off-duty. If typing multiple skills, separate each skill with a comma. Type the skill exactly as it is configured in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** The SK and OD identifiers cannot be used in the same command string.
PR	7AN	Printer Type the printer ID. Valid values are an asterisk (*) to use the default printer or a printer ID for one of the other printers in PREMIER CAD.

Examples

`SS.VIET..*`	Prints a list to the default printer of all on-duty personnel who know Vietnamese.
SS.VIET.PR;PRINT01	Prints a list to the printer PRINT01 of all on-duty personnel who know Vietnamese.
`SS.OD;VIET`	Displays a list of all personnel, including off-duty, who know Vietnamese.
SS.OD;VIET. PR;PRINT01	Prints a list on printer PRINT01 of all personnel, including off-duty, who know Vietnamese.
`SS.NEGOT..PRINT01`	Prints a list on printer PRINT01 of all on-duty personnel with negotiation skills.
`SS.SK;4X4,BOMB, MEDIC`	Retrieves a list of on-duty officers who have all the specified skills.

Special Skills Form

The Special Skills form appears when the SS command is issued without any identifiers or information elements. The form lists all the skill types defined for the particular agency and allows skill types to be specified for a personnel search.

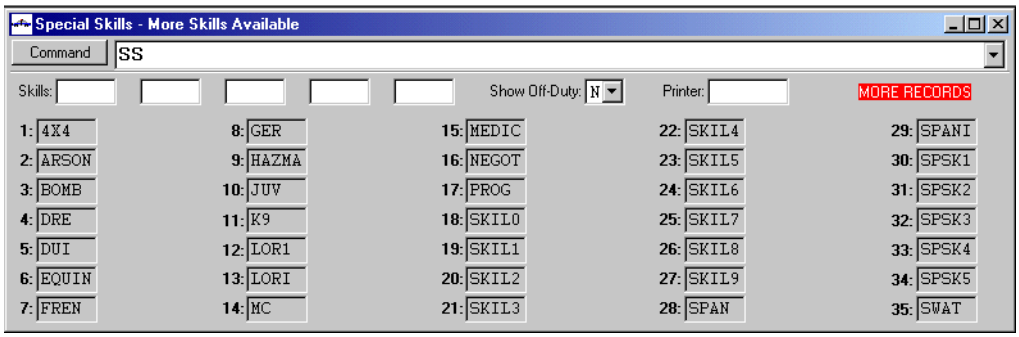


Figure 7-14 Special Skills List

Enter the skills to search for and press the Submit Form (**F12**) key. The Complete Skills List appears showing all personnel (on-duty only, unless off-duty was requested) with the specified skills.

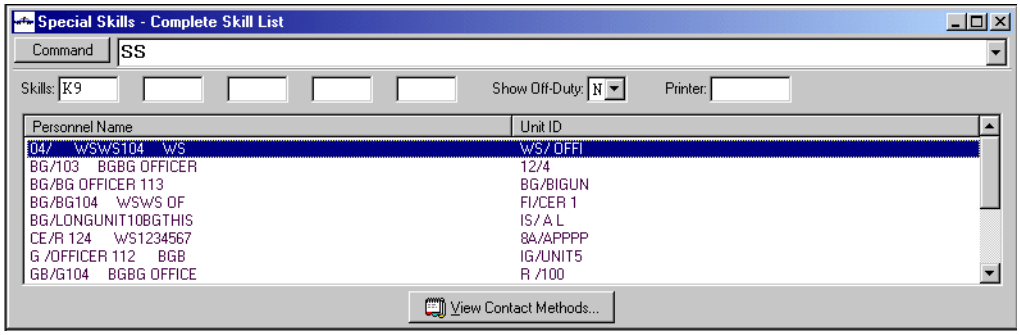


Figure 7-15 Complete Skill List

To view contact information, click the **View Contact Methods** button. The Special Skills–Contact Methods window shows the skills and the agency and personnel name for the person selected. You can select the Preferred or Alternate tabs to view the preferred or alternate contact methods. The tab name includes a count of how many methods of contact are available. Press **Alt+V** or click the View Skill List button to return to the Complete Skills List.

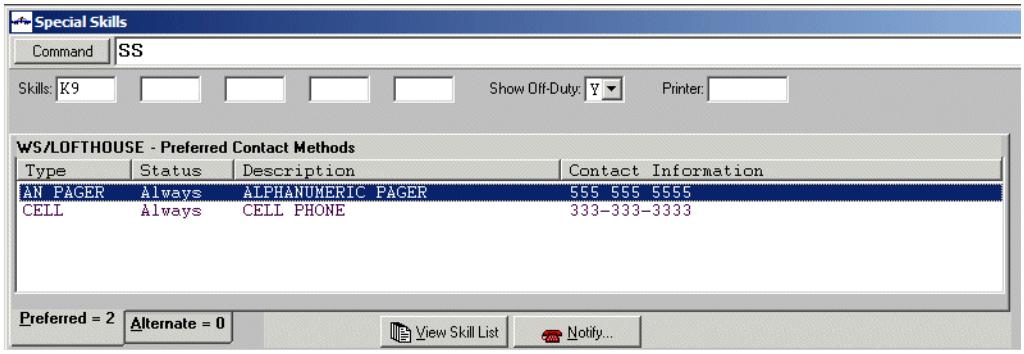


Figure 7-16 Special Skills – Contact Methods

When you find a qualified person, that person can be contacted through the radio system (if configured), by phone, by email, or by alphanumeric page if the contact information for the individual is defined in PREMIER CAD.

To contact a person with special skills

1. Select the row containing the method of contact you want to use, for example AN PAGER (alphanumeric pager).

2. Press **Alt+N** or click the Notify button.

   When you select a phone number entry, a popup window displays indicating the number is being dialed. When you select an alphanumeric pager, a popup windows displays where you enter the pager message. When you select a radio entry, a dialog box appears prompting you to select Private call or Call alert. If you select Private call, communication occurs on the private channel and only the two participants hear the conversation. If you select Call alert, a signal is sent to the radio and when you key up, the signal comes out on the primary channel.

Field Descriptions

The following table describes each field on the Special Skills form.

Table 7-8 Special Skills Form Field Descriptions

Field	Format	Description
Skills	5AN	Type up to five special skills to display. Type the skill exactly as it is shown in the numbered list. If more than one skill is typed, the Special Skills form lists only the personnel who match all of the skills specified.
Show Off-Duty	1A	Specify whether to include off-duty personnel in the display. Y — Include off-duty personnel. N — Do not include off-duty personnel.
Printer	7AN	Type the printer ID. Valid values are an asterisk (*) to use the default printer or a printer ID for one of the other printers in PREMIER CAD.
Personnel Name	Display Only	Displays all personnel (on-duty only, unless off-duty was requested) with the specified skills.
Unit ID	Display Only	Displays the Unit ID for each person matching the specified skills.
View Contact Methods	Button	Click to display the Special Skills–Contact Methods window which shows the skills and the agency and personnel name for the person selected.
Notify	Button	Click to contact a person with special skills using the method of contact highlighted in the list.

Managing Strike Teams

ST Use the Strike Team (ST) command to change the location, status, and disposition of a strike team. A strike team is a group of people who have expertise using special apparatus such as tractors, backhoes, and mobile stations. Each piece of apparatus is considered a separate entity. The ST command allows the dispatcher to change the status or location of any apparatus either individually or by changing the status of the group.

Strike team groups and the apparatus associated with the group are defined in the Groups Configuration (MN.37) database form (see the *PREMIER CAD Configuration Guide*).

Command Identifiers

Default order:

- ST.G.L.S.D.CM

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Strike Team (ST) command.

Table 7-9 Strike Team (ST) Command Identifier Descriptions

Identifier	Format	Description
G Required	10AN	Type the group name of the strike team.
L	30AN	Type the incident address. When the ST command is used with the location identifier, the location is changed for all the units on the team whether they are currently on an incident or not. PREMIER CAD produces an audit record when the location of a strike team is changed.
S	2AN	Type the status code. When the status of the strike team is changed, PREMIER CAD may not change the information for all of the strike team members because some may be in a status that cannot be changed to the selected status. If this occurs, PREMIER CAD displays a completion message indicating that not all strike team members have been updated.
D	5AN	Type the disposition. When the disposition of the strike team is changed, PREMIER CAD may not change the information for all of the strike team members because some may be in a disposition that cannot be changed to your selected disposition. If this occurs, PREMIER CAD displays a completion message indicating that not all strike team members have been updated.
CM	20AN	Type any comments. PREMIER CAD produces an audit record and adds an entry to the Unit History log when the comments for a strike team are changed.

Example

`ST.ALPHA.6000 SPINE RD`	Changes the location of all members of the Alpha team to 6000 Spine Rd. even if some of the members are currently working on a different incident.
`ST.ALPHA..AR`	Changes the status of all members of the Alpha team for which this status change is possible to arrived.

Understanding SSMP Messages (Fire/EMS)

The System Status Management Plan (SSMP) subsystem is used by fire or EMS agencies to monitor unit availability. If the number of available units drops below a defined level, the SSMP subsystem identifies the agency as out of plan. These levels, which specify unit location based on time of day and day of week, are defined in the SSMP Levels Configuration (MN.42) database form. For more information, see the *PREMIER CAD Configuration Guide*.

Notification messages can be configured in PREMIER AWW to appear for SSMP alerts (for more information, see the *PREMIER CAD Configuration Guide* and *PREMIER AWW User Guide*).

If the System Status Management Plan (SSMP) subsystem is used, the Dispatch Incident form displays the following advisory messages:

- `Non-Emer Inc Type - SSM At Emer Level`—Appears if SSMP is configured to recommend units for a non-emergency incident type and the agency is at an emergency level.
- `SSM Non-Emer Inc Type - No Recommendation`—Appears if SSMP is configured not to recommend units for a non-emergency incident type. Although units do not appear, they can still be dispatched.

NOTE

You can display changes to SSMP levels using the Unit History (UH) command (see "Displaying Unit History" on page 17-4) and the Unit History Log (RM.8) (see the *PREMIER CAD System Administrator Guide*). A server parameter must be defined to represent a pseudo-unit with SSMP as the default value. Then you can use the UH or the RM.8 command with SSMP in the Unit ID field to display SSMP level changes.

Printing Tear-and-Run Messages (Fire/EMS)

The tear-and-run feature of PREMIER CAD allows dispatch messages to be automatically printed at fire stations as tones occur when fire/EMS incidents are dispatched. The information that prints in dispatch messages for the tear-and-run feature varies, depending on the current system configuration (contact Motorola).

Dispatch messages can include any or all of the following information:

- Incident type
- Incident address or location
- Address details—apartment ID or cross street
- Complainant name and phone number
- Units dispatched
- Building key number
- Map page
- Premises/Hazard Information
- Incident comments—the first two to four lines of comments that were entered on the Incident Update form, or the primary fields of vehicle/suspect information that were entered on the Vehicle/Subject Information form. (For information about these forms, see "Updating Incidents Using the Incident Update Form" on page 8-17 and "Vehicle/Subject Information Form" on page 8-38.)

The Zetron 6/26 toning/paging system has a limit of 250 characters per message.

```
============================== TEAR AND RUN: 1432 ==============================
Inc: FBF980618000028              Tim: 1430                    Src: 0
Typ: FIALAR                       Dsc: FIRE ALARM
Loc: PRINTRAK INTERNATIONAL       Bld:      Apt:
Add: 6165 LOOKOUT RD              Xst: 5401 63RD ST
Map: N9      ZONE: BF06           Xst: 6101 SPINE RD
CNa: HONEYWELL                    CPh: 3035321233
STA: BF1
------------------------------ Units Dispatched ------------------------------
BFCHF1

---------------------------------- Comments ----------------------------------
ALARM TRIGGERED AT 13:30



------------------------- Premise/Hazard Information -------------------------
********************************************************************************
   ** GENERAL HAZARD  **              bus: PRINTRAK INTERNATIONAL
addr: 6165 LOOKOUT RD                city: BO          bld/apt:
hazard code: 12345   premise preplan no: 1234567   master file no: 1234567
********************************************************************************
   ** GENERAL PREMISE **              bus: PRINTRAK INTERNATIONAL
addr: 6165 LOOKOUT RD                city: BO          bld/apt: 4     H
ownr: GIL BATES            ad: 1995 WINDOWS WY                 REDMOND
oph#: 303 322 2631   emer ct:                          cph#:
                     emer ct:                          cph#:
cmt: OWNER WISHES TO BE NOTIFIED OF ALL INCIDENTS
     CONCERNING THIS PROPERTY IMMEDIATELY

============================= END OF TEAR AND RUN==============================
```

Figure 7-17 Tear and Run Dispatch Message

Understanding Primary Units

When you dispatch an incident, a primary unit is assigned to that incident. The primary unit is generally the first unit assigned to the incident.

Clearing Primary Units

When you clear a primary unit from an incident, there are several factors that affect the assignment of primary units. If there is only one unit assigned to an incident, that unit remains primary on that incident regardless of how it is cleared (unless you clear the unit with the FR command - see the note below). If there is more than one unit assigned to an incident (including stacked calls), the following factors determine how primary units are assigned:

- Is the Open Incidents setting set to Yes or No? (See the Agency Parameters Configuration (MN.25) database form in the *PREMIER CAD Configuration Guide*.)

  When this field is set to Yes, an incident can remain open after all units are cleared without a disposition. When you clear a primary unit from an incident without a disposition, the unit retains its primary unit status.

  If this field is set to No, a disposition is required before a primary unit can be cleared from an active incident. Therefore, you must clear a primary from an incident with a disposition. If you try to clear it without a disposition, an error message appears in the area above the command line.

- Is the cascading primary units server parameter enabled or disabled? (See the Cascade primary unit parameter in Appendix C of the *PREMIER CAD Configuration Guide* for more information.)

  If this server parameter is set to Yes and the primary unit is cleared without a disposition, the primary unit status *cascades* to another unit assigned to the incident. Therefore, when you clear the primary unit without a disposition, PREMIER CAD assigns primary unit status to another unit on the incident. However, if the unit is cleared with a disposition, it retains its primary unit status.

  If this server parameter is set to No, the primary unit must be cleared with a disposition. The primary unit retains its primary unit status.

NOTE

When a primary unit is cleared without a disposition using the FR command, PREMIER CAD reassigns the primary unit status to another unit on the incident regardless of the cascade primary unit server parameter. However, if there are no other units on the incident, the call is returned to the pending queue.

Reassigning Primary Units

You can assign a different primary unit to an incident using one of the following commands:

- Change Primary Unit (PU) command (see "Changing Primary Units" on page 10-35)

  Use this command to change the current primary unit to another unit. The current primary unit must be either active on the call or stacked against it. The new primary unit must already be assigned as a secondary or backup unit on the incident.

- Exchange Unit Assignments (UX) command (see "Exchanging Unit Assignments" on page 10-92)

  Use this command to exchange the assignments of two units assigned to an incident. The current primary unit becomes a secondary or backup unit.

- Free Units from Incidents (FR) command (see "Freeing Units from Incidents" on page 10-10)

  Use this command to clear units from an incident. When a primary unit is cleared without a disposition using the FR command, PREMIER CAD reassigns the primary unit status to another unit on the incident regardless of the cascade primary unit server parameter. However, if there are no other units on the incident, the call is returned to the pending queue. When a primary unit is cleared with a disposition, the primary unit retains its primary status and, if there are no other units on the incident, the incident is closed.

  Use this command to reassign, swap, remove, or reorder stacked incidents for specific on-duty units.

  If an incident is reassigned from one unit's call stacking queue to another unit's queue and the first unit was the primary unit, the new unit assigned to the incident becomes the primary unit and the reassigned unit information is placed in the primary unit fields of the event record.

  If an event is removed from a unit and the unit was the primary unit on the event, the next unit active on the event becomes the primary unit. If the unit is the only unit on the event, all primary unit information is cleared from the event record and the event is returned to the pending queue.

CHAPTER 8

Updating and Closing Incidents

You can update or close an incident in several different ways.

Understanding Incident Status

The following table describes the different types of statuses for incidents, which PREMIER AWW status monitors the incidents display in, and any status flags that display in the status monitors. A basic configuration is assumed for PREMIER AWW with a Pending Queue and Incident status monitor; your configuration may be different.

Table 8-1 Status Definitions

Status	Definition
New	A new incident is an incident that had the incident information recorded by a call taker and the incident is ready for dispatch. Some agencies assign a pending status immediately rather than using the new status. A new incident can also be a reopened incident (using the IO command). New incidents display in the AWW Pending Queue status monitor with the status flag N. **NOTE:** The Initial Incident Status field on Page 2 of the Agency Parameter Configuration (MN.25) database form must be set to N to allow incidents to be created with a new status.
Pending	A pending incident is an incident that was initiated but does not yet have a unit assigned to it. Pending incidents display in the AWW Pending Queue status monitor.

Table 8-1 Status Definitions

Status	Definition
Active	An active incident is an incident that had a unit assigned to it using the Incident Dispatch command. Active incidents display in the Incident status monitor and can be configured in AWW to display the status flag A. Types of active incidents include the following: • Freed. A freed incident is an incident that was active, but the unit assigned to it was unassigned with the Free command. Freed incidents display in the Pending Queue status monitor with the - flag. • Open. An open incident is an incident that was active, but the unit assigned to it was cleared with the US command. Open units display in the Incident Status monitor and can be configured in AWW to display the status flag O. **NOTE:** The Open Incidents field on Page 1 of the Agency Parameter Configuration (MN.25)database form must be set to Y for the incident to remain open after all units are cleared.
Working	A working incident is an incident that is still open when the main copy of the incident is closed. Working incidents only exist when routing is being used. Working incidents display in the AWW Pending Queue status monitor with the status flag W.
Closed	A closed incident is an incident that was closed using the appropriate command and is no longer in need of attention. Closed incidents do not display on any of the AWW status monitors.
Special	
Held	A held incident is scheduled to be initiated at a later date or time. When the scheduled date and time are reached, the incident is initiated and updated to Pending status. Held incidents display in the AWW Pending Queue status monitor with the status flag H.
Stacked	A stacked incident exists when a law unit is already busy with another incident and the new incident is preassigned and placed into the unit's call stacking queue. Stacked incidents display in the AWW Pending Queue and Incident status monitors with the status flag S.

Updating Incidents Using the IU Command

IU Use the Incident Update (IU) command to update a pending, active, new, stacked, open, held, or closed incident from a command line. If you issue this command with only an incident number or a unit ID, the Incident Update form appears (see "Updating Incidents Using the Incident Update Form" on page 8-17). This command can also be used to close an incident (see "Closing Pending and Open Incidents" on page 8-44).

If the Incident View Log field on Page 1 of the System Parameters Configuration (MN.13) database form is set to Y (Enabled), PREMIER CAD creates a log entry showing that you viewed the incident.

Command Identifiers

Default order:

- IU.EV.T.L.CM.BI.CA.CN.CP.P.DA.TI.SE.SC.
  C*.PN.ST.AP.AD.S.CL.A.AR.CI.D.TB.FA.BZ.ET.TW.CO.RN.SP.
  MC.PT.ME.VN.V2.V3.C.SM.PI.RT.UR

NOTE

A unit ID can be used rather than the event or incident number if the unit is active on the incident.

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Incident Update (IU) command.

Table 8-2 Incident Update (IU) Command Identifier Descriptions

Identifier	Format	Description
EV Required only if a unit is not used or if the incident is pending	15AN	Event Type up to five incident numbers. If the incident does not belong to the current signon agency, type the incident number preceded by the responsible agency's two-digit code and a forward slash (/); for example, `BO/`. Separate each incident number or agency/incident number with a comma (,). **NOTE:** An error message will appear in the following instances:- When you enter the IU command with multiple incidents but no other identifiers.- When it is not possible to apply the value of the identifier to all incidents, such as when requesting a report number using report format 5. If the Agency Parameter Configuration (MN.25) database form is configured to accept numeric values as unit IDs, a # must precede the incident number; for example, `#1234`. (For more information about MN.25, see the *PREMIER CAD Configuration Guide*.) **Using unit numbers**: *If a unit is active on the incident*, you can use the unit ID, rather than the incident number. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If the Agency Parameter Configuration (MN.25)) database form (MN.25) is configured to accept numeric values as events, a `U` must precede a unit ID that starts with a number; for example, `U101` (see the *PREMIER CAD Configuration Guide*). If duplicate unit IDs are allowed across agencies, type *<agency ID>*`/`*<unit ID>*. If the agency ID is not specified, PREMIER CAD searches all agencies in the order entered in the Sign On form for the specified unit.

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
T	15AN	Type Type the code for the type or alias type of the incident. **NOTE:** PREMIER CAD can be configured so that the priority automatically changes when you change the incident type. However, if the incident has a modifying circumstance, the priority associated with the modifying circumstance takes precedence. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.) If you change the incident type for an active incident, PREMIER CAD evaluates any associated service routes for the new incident type. If any of the service routes for the new incident type are not in an active or pending state, PREMIER CAD activates the routes. PREMIER CAD does not change the primary route. For more information about service routes, see "Understanding Service Routing" on page 7-36.
L	30AN	Location Type additional details about the incident location. **Example**: `around back` or `ABC Store` If the original Initiate Incident form was filled in from the Display 911 (**Shift+F11**) key and the telephone subscriber is a business, the business name automatically appears in this field. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
CM	99AN	Comment Type any additional information regarding the incident. **NOTE:** When you enter comments on the command line, the comment identifier must be your final identifier. Anything you enter after the CM identifier is considered a comment.
BI	4AN	Building Identification Type the building name or number. **NOTE:** If a building identification already exists for this incident and you want to change it to none, type `NONE` for the value. The only way to delete an existing BI value is to replace it. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
CA	30AN	Caller Address Type the address of the caller reporting the incident. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
CN	20AN	Caller Name Type the name of the caller reporting the incident. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
CP	15AN	Caller Phone Type the telephone number of the caller reporting the incident. Use numbers only; for example, `3035551111`. **NOTE:** The only way to delete an existing CP value is to replace it with other values; for example, `None`. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
P	2AN	Priority Type the code for the priority of the incident. If two characters are used, the second character must be the subpriority and must conform to the restrictions of the SP identifier. **NOTE:** Depending on how you are signed on, you may not be able to lower the priority of an incident. This ability is controlled for your agency by the Lower Priority field in the Agency Parameters Form – Page 2 (see the *PREMIER CAD Configuration Guide*). If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
DA	YYMMDD	Date Type the date to initiate the incident. This date is included in the audit trail (see "Using The Audit Trail" on page 9-1).

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
TI	HHMM or HHMMSS	Time Type the hour, minute, and second to initiate the incident using a 24-hour military clock; for example, enter 234515 for 11:45:15 pm. This time is included in the audit trail (see "Using The Audit Trail" on page 9-1). The audit trail inserts 00 for the seconds if you do not specify seconds.
SE	YYMMDD HHMM	Scheduled Event Type the date and time at which the scheduled incident should be moved from the scheduled queue into the Pending Queue; for example, `0309281431`. Use a 24-hour military clock for the time; for example, enter 1431 for 2:31 pm. **NOTE:** The scheduled event is included in the audit trail.
SC	Agency ID = 2AN Source Code = 1AN	Source Code Specify one of the following call source codes for the incident. 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*) This command can be used with or without an agency ID. To use an agency ID, precede the source code with the agency ID and a forward slash (/); for example, `BO/0`. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
C*	78AN	Comments (Associated Incidents) Type comments for the associated incidents that should be updated. Update the incident as many times as needed to add additional comments. **NOTE:** You can enter command identifiers in this field. Identifiers must precede any comments and cannot exceed 73 characters. To enter an identifier in the comments field, type the identifier, a semi-colon, and the appropriate information. **NOTE:** When you enter comments on the command line, the comment identifier must be your final identifier. Anything you enter after the C* identifier is considered a comment. **NOTE:** The C* identifier does not work for cloned incidents.

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
PN	10AN	Plate Number Type the license plate number. Using this identifier generates an automatic query if the system administrator configured PREMIER CAD for automatic queries (see Auto Query Maintenance Configuration (MN.55) in the *PREMIER CAD Configuration Guide*). If a plate number is entered and the incident is in the BOLO Report, the plate number is part of this report. The plate number appears on the Law Dispatch form if the incident is updated before dispatch.
ST	2AN	State Type the license plate state. **NOTE:** When you use the ST identifier, you must also use the PN identifier to provide the license plate number.
AP	4AN	Apartment Type the apartment number. **NOTE:** If an apartment value already exists for this incident and you want to change it to none, type `NONE` for the value. The only way to delete an existing AP value is to replace it. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
AD	30AN	Address Type the incident address. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.) A change of address can affect the Beat, Team, and City. The information about the change will be written to the audit trail in the following format: `Beat changed from: XXX to: YYY for Route: ZZZ.`
S	1AN	Status Change the initial status of the incident. N — Change the status from pending to new. P — Change the status from new to pending. The default initial incident status is set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
CL	5AN	Close Use this identifier and a valid disposition to close a pending incident (see "Closing Incidents Using the Incident Update Command" on page 8-44). When you use the CL identifier, PREMIER CAD closes the incident *and* closes all associated service routes if no service route has been dispatched. For more information about routing, see "Understanding Service Routing" on page 7-36.
A	20AN	Arrest Specify one of the following arrest-type flags. F/ — Felony Arrest. Type the felony arrest comments. M/ — Misdemeanor Arrest. Type the misdemeanor arrest comments. C/ — Citation, No Arrest. Type the citation number and comments, no arrest number. Type the identifier, then a semicolon (;), and then the comments. This comment is added to the incident audit trail (see "Using The Audit Trail" on page 9-1). The information also prints in the Bulletin Report for the next shift briefing. (For more information, see "Bulletin Report - RM.25" in the *PREMIER CAD System Administrator Guide*.)
AR	3AN	Area Type the ID of the area that is associated with the incident. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
CI	30AN	Citation Comments Type comments about the citation.
D	5AN	Disposition Type a disposition code (does not close the incident). If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
TB (fire agencies only)	4AN	Burn Time Type the amount of time in minutes that is to be recorded as the total burn time of the structure. The maximum value is 9998. The burn time is maintained in the audit trail and is added to the accumulated burn time for the location in the Locations Configuration (MN.3) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** The incident type must be defined as a Burn Time type in the Incident Types Configuration (MN.11) database form (see the *PREMIER CAD Configuration Guide*).
FA	1A	Fire/Ambulance Specify whether a fire vehicle/ambulance was sent to the incident. Y — A fire vehicle or ambulance was sent. N — A fire vehicle or ambulance was not sent. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
BZ	Beat = 4AN Beat Alias = 8AN	Beat/Zone Type a beat or zone correction. If your agency uses beat aliases, enter the alias, not the beat. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
ET	4AN	Estimated Time Type the Estimated Time of Arrival (ETA) or update the existing ETA for the unit or equipment. This is for informational purposes only. **NOTE:** In contrast to other date and time fields, this is a free-form text field. It does not follow the usual date/time rules.
TW	20AN	Tow Type the name of the towing company.

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
CO	1A	Contact Complainant Specify whether the officer can contact the complainant. Y — The officer can contact the complainant. N — The officer cannot contact the complainant. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
RN	40AN	Report Number Specify a report number parameter. Y — Assign the next report number. To assign more than one report number, type how many report numbers you want after the Y; for example, `RN;Y2`. The ability to assign more than one report number is determined by the Report Format parameter the Agency Parameters Configuration (MN.25) database form (Page 1)(see "Manual Report Number and Transport ID Assignment" on page 9-68). You can also assign a report number to a unit by typing `RN;Y,`<*unit number*>. For example, to assign two report numbers to unit 1A12, type `RN;Y2,U1A12`. R<n> — Assign the specified report number <*n*> (1-15N, depending on the report type). Used only with Report Formats 4, 5, and 6. C — Cancel a report number. If you are using Report Format 1 or Report Format 6, which allow only one report number, when you issue the `RN;C` command, it cancels the one existing report number. If you are using any other report format, you must identify which report number to cancel. C<n> — Cancel the specified report number <*n*> (1-15N, depending on the report type) You can specify an agency ID for foreign units by typing the @ symbol followed by the agency ID. For example, `RN;Y3@BO` results in three report numbers from agency BO using agency BO's format. For more information about report numbers, see "Manual Report Number and Transport ID Assignment" on page 9-68.
SP	1A	Subpriority Type a subpriority character between A and Z or zero (`0`). A is the highest subpriority, Z is the lowest; a zero removes the current subpriority. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
MC	1-2AN	Modifying Circumstance Type a valid modifying circumstance code to override the priority, subpriority, and response code settings for the incident type. These codes are defined by the system administrator in the Modifying Circumstances Configuration (MN.15) database form (see the *PREMIER CAD Configuration Guide*). If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
PT	2AN	Plate Type Type the license plate type. **NOTE:** Always specify the plate number (PN) in the same command as the plate type. If a query interface is available, the plate is automatically sent to local, state, and national databases for wanted and registration information.
ME	1A	Master Street Address Guide Error Specify whether to flag an incident with a bad address for geofile maintenance. Y — Flags an incident, the incident is updated, and a report is created for geofile maintenance. N — Does not flag an incident. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
VN	20AN	Victim Name Type the victim's name. This identifier can be used to specify a suspects's name by typing `S/` in front of the name; for example, `VN;S/JOHN` indicates that the suspect's name, rather than the victim's name, is John. If you need to include more victim names, use the V2 and V3 identifiers. The names of the victims or suspects print in the BOLO Report.
V2	20AN	Type the second victim's name. This name can also be specified using the VN identifier.
V3	20AN	Type the third victim's name. This name can also be specified using the VN identifier.

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description

C	PN- = 12AN
	PC- = 20AN
	PA- = 30AN
		Command Post
		
		Specify one of the following information-type flags for the command post.
		PN- — Identifies the command post name sub-identifier
		PC- — Identifies the command post commander name
		PA- — Identifies the command post address
		
		Type the identifier, then a semicolon (;), then the flag, then a hyphen (-), then the information.
		
		Examples:
		
		`C;PN-MAIN`
		`C;PC-SMITH`
		`C;PA-243 SPINE RD`
		
		NOTE: Specify only one flag. If you want to specify additional information, you must reissue the command.
		
		If the incident requires both a command post and a separate staging area, type the staging area rather than the command post address to dispatch units to the staging area.
		
		The defaults of the Incident status monitor can be changed to include the command post information (see the *PREMIER AWW User Guide*).

SM	20AN	Special Message Type a short comment to add to the audit trail (see “Using The Audit Trail” on page 9-1).

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
PI	1A	Priority Incident Update Specify whether to set a priority update flag to display in AWW. Y — Set a priority update flag. N — Do not set a priority update flag. Use the priority update flag to indicate to other dispatchers and call takers that you have made an update that you consider a high priority. The priority update flag displays in AWW as PPP in the same position as the Comment flag. Other dispatchers and call takers can then view the incident comments or audit trail to see what has been updated. **NOTE:** The PPP flag does not appear for associated incidents. When you set the priority update flag for an incident, the flag only displays for that incident and none of the associated incidents. When associated incidents are updated with the first arrival information, the Priority Incident (PPP) flag displays in AWW. When a police unit arrives on an associated fire call, or a fire unit arrives on an associated police call, a notification of the first arrival is sent to the dispatcher. Once another dispatcher or call taker views the incident using the IN, IR, or ID command or by viewing the audit trail for the incident, PREMIER CAD sends a message to AWW to reset the priority flag to zero *only on that person's console*. Priority flags do not display at the console where the priority update was issued. However, they redisplay after that console has been signed off and signed back on. You can set the priority update flag: • At the time you issue the update from the command line. • Before updating the incident from the command line or from the Incident Update form. • After updating the incident from the command line or from the Incident Update form. The audit trail displays the priority update transaction (see "Using The Audit Trail" on page 9-1).

Table 8-2 Incident Update (IU) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
RT	4AN each	Route Type up to five service routes. Separate each service route by a comma (,). Use the RT identifier to add manual routes to an existing incident. PREMIER CAD validates the service route and an error message displays if the service route does not exist as a route already assigned to the incident you are updating. The updated service route information will appear in the audit trail (see "Using The Audit Trail" on page 9-1). For more information about service routes, see "Understanding Service Routing" on page 7-36. The RT identifier is solely intended to add manual routes to an existing incident. It is not intended to be used as an indicator of the route to apply the actions of other identifiers. For example, do not use the RT identifier in conjunction with the CL (close) identifier to close a specific route copy of an incident. To close a specific route copy of an incident, use the UR identifier; for example, `IU.1234.CL;CLR.UR;CSI`.
UR	4AN	Update Route Use the UR identifier to update an existing service route. This is often used when you are updating the incident to change the area or to change the disposition. **Example:** `IU.123456.AR;NOR.UR;CSIN` In this example, incident number 123456 was updated to area `NOR` (north). Therefore, the route needed to be updated to `CSIN` (CSI North).

Examples

`IU.#2261`	Requests the Incident Update form for incident 2261.
`IU.#2261,#1021.A; RESISTED ARREST`	Updates incidents 2261 and 1021 with arrest comments.
`IU.#2261.CA; 2264 WEST STREET.CN; ROBERT JONES`	Updates incident 2261 with the caller's address and name.
`IU.#1021.RN;Y`	Creates one report number and assigns the report number to incident 1021.
`IU.#1021.C; PN-MARKET, PC-SMITH, PA-123 MAIN`	Creates command post information for the incident with a Command Post named Market, a Command Post Commander named Smith, and a Command Post address of 123 Main. The unit is dispatched to the Command Post address.
`IU.BA/1021.RN; Y4`	Creates four report numbers and assigns the report numbers to incident 1021 in agency BA.
`IU.#1021.RN;Y1, T1`	Creates one report number with a transport ID of 1 (one patient). Assigns the report number to incident 1021.

`IU.BA/1021.RN; Y,U112`	Creates one report number. Links unit 112 to the report number. Assigns the report number to incident 1021 in agency BA.
`IU.#1025.RN; C0001`	Clears report number 0001 from incident 1025.
`IU.#1021.RN; R0001`	Reassigns report number 0001 to incident 1021.
`IU.#1021.PI;Y`	Indicates incident 1021 has had a priority update. The `PPP` flag displays in the same position as the comments flag on other dispatchers' and call takers' AWW monitors.
`IU.#1021.RT;CSI, PIO`	Assigns service routes `CSI` and `PIO` to incident 1021.

Updating Incidents Using the F3 Key

F3 The Update key (F3) performs the same functions as the Incident Update (IU) command (see "Updating Incidents Using the IU Command" on page 8-3). However, this function key saves keystrokes, and therefore time, by eliminating the need to type the command identification and to press the Command key (**F10**). PREMIER CAD inserts the `IU.` command at the beginning of the command line and submits the form. A message stating "Incident Update Requested" appears in the Title bar of the window.

If the Incident View Log field on Page 1 of the System Parameters Configuration (MN.13) database form is set to `Y` (Enabled), a log entry will be made showing that you viewed the incident.

Command Identifiers

This function uses much of the same information that the IU command uses. For details, see "Updating Incidents Using the IU Command" on page 8-3.

Command Identifier Descriptions

The following table describes the command identifiers for the Incident Update (IU) command.

Updating Incidents Using the Incident Update Form

The Incident Update form contains the required and optional fields used to update an incident. You can use this form rather than typing the command string on the command line.

The Incident Update form appears if you perform one of the following actions:

- Type `IU.`<*unit ID*> on a command line and press the Command key (**F10**). If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as incident numbers, a `U` must precede a unit ID that starts with a number; for example, U101.
- Type `IU.`<*incident number*> on a command line and press the Command key (**F10**). If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as unit IDs, a `#` must precede an incident number; for example, `#1234`.
- Type an incident number on a command line and press the Update key (**F3**).
- Type the unit ID on the command line and press the Update (**F3**) key.

You can update a pending, active, stacked, opened, held, or closed incident.

If the Incident View Log field on Page 1 of the System Parameters Configuration (MN.13) database form is set to `Y` (Enabled), a log entry will be made showing that you viewed the incident.

NOTE

You can only use the Incident Update form to update one incident at a time. If you want to update multiple incidents, use the Incident Update command described on "Updating Incidents Using the IU Command" on page 8-3.

To display information about previous related incidents, press the Previous Incident key from this form (see "Displaying Previous Incidents" on page 9-50). On a 12-function standard keyboard the Previous Incident key is **Shift+F7**; on a 16-function key keyboard the Previous Incident key is **F15**.

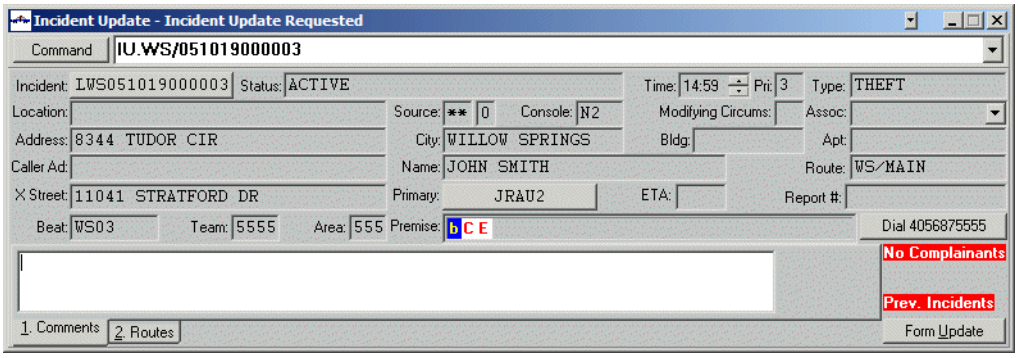


Figure 8-1 Incident Update – Comments Update Form

The Incident Update form contains two tabs: Comments and Routes. Each tab is identical with the exception of the bottom portion, which either shows comments or service route information.

The Incident Update form that initially appears can be used to update comments; however the rest of the fields are read only. This form is called the Incident Update – Comments Update Form. To update a field other than the Cmnts field, click the **Form Update** button or press **Alt+U**.

Updating Incidents Using the Incident Update – Comments Update Form

Use the Incident Update – Comments Update Form to update comments for an incident. You can also update other information from the Cmnts field by typing the command identifier and a semi-colon (;), then the new information. Press the Submit Form key (**F12**) to submit the change.

Field Descriptions

The following table describes each field of the Incident Update – Comments Update form.

NOTE

Because the labels for City, Beat, Team, and Area are configurable, your Incident Update - Comments Update form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 8-3 Incident Update – Comments Update Form Field Descriptions

Field	Format	Description
Incident	Button	Displays the incident number. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu."Shortcut Menus" on page 2-17
Status	Display Only	Displays the status of the incident. P — Pending A — Active S — Stacked
Time	Display Only	Displays the time that the incident was initiated using the 24-hour military clock; for example, 23:45 for 11:45 pm.
Pri	Display Only	Priority Displays the priority and subpriority for the incident.
Type	Display Only	Displays the incident type.
Location	Display Only	Displays any additional details about the location.
Source	Display Only	Source Source uses two fields. The first field displays the agency ID. The second field displays the call source code for the incident. 0 — Phone 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated. 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*) If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
Console	Display Only	Displays the console number from which the incident was initiated.
Modifying Circums	Display Only	Modifying Circumstance Displays the modifying circumstance code. If the incident you are updating has associated incidents and you audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)

Table 8-3 Incident Update – Comments Update Form Field Descriptions (Cont.)

Field	Format	Description
Assoc	Display Only	Associated Incident Displays the associated incident number followed by the letter A to indicate the incident is associated or cloned.
Address	Display Only	Displays the address for the incident. If a common place name was specified as the incident address when the incident was initiated, the street address of the common place appears in this field and the name of the common place appears in the Location field.
City	Display Only	Displays the city code for the incident address. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see “Associating Incidents” on page 8-42.)
Bldg	Display Only	Building Displays the building number. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see “Associating Incidents” on page 8-42.)
Apt	Display Only	Apartment Displays the apartment number. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see “Associating Incidents” on page 8-42.)
Caller Ad	Display Only	Caller Address Displays the caller’s address. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see “Associating Incidents” on page 8-42.)
Name	Display Only	Caller Name Displays the caller’s name. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see “Associating Incidents” on page 8-42.)
Route	Display Only	Displays the Agency ID and Route ID. For more information about service routes, see “Understanding Service Routing” in the *PREMIER CAD Configuration Guide*

Table 8-3 Incident Update – Comments Update Form Field Descriptions (Cont.)

Field	Format	Description
X Street	Display Only	Cross Street Displays the name of the cross street that is closest to the incident. PREMIER CAD first searches for a low cross street, a street that exists at the lower address number end of the specified street. If no low cross street exists, the name of the high cross street, a cross street that exists at the higher end of the specified street, appears in this field.
Primary	Button	Displays the primary unit ID assigned to the incident. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
ETA	Display Only	Estimated Time of Arrival Displays the estimated time of arrival for the unit or equipment. ETA is configured in the Public Safety ETA Configuration (MN.17) database form (see the *PREMIER CAD Configuration Guide*).
Report #	Display Only	Displays the report number associated with the incident.
Beat	Display Only	Displays the beat or zone where the incident occurred. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
Team	Display Only	Displays the team or district responsible for the incident.
Area	Display Only	Displays the area responsible for the incident.
Premise	Display Only	Indicates databases with location information available. The premises display is configurable. The default settings are shown below. Your display may be different. See your system administrator for more information. • Red uppercase letters on a white background indicate that a record in the Location Menu exactly matches the address of the incident. • Yellow lower case letters on a blue background indicate that records exist in this database that are close in proximity to the incident's address. • --> ? <-- indicates the search is not complete. • ..N/A.. indicates that premises information is not available.

Table 8-3 Incident Update – Comments Update Form Field Descriptions (Cont.)

Field	Format	Description
Dial (number)	Button	Click to automatically dial the number shown. The number is the phone number for the caller defined using the Incident Initiate command or form, the Incident Update command, or the Form Update button on the Incident Update form. If the auto dial feature is available, a confirmation box displays asking you to confirm that you want to dial the number shown. If the feature is not available or if the phone connection is not active, a message appears indicating that fact.
Flags	Display Only	Displays any or all of the following flags: • CRISIS MODE — Agency is currently in a crisis mode and recommendations are based on the current crisis mode rather than standard responses. • F.A.S. — Fire/ambulance has been requested. • L911 — Incident is from a 911 call. • NO COMPLAINANTS — Do not contact complainants. • PREV. INCIDENTS — Previous incident information is available for this address. • PREV. PLATE — Vehicle plate number was previously associated with an incident. • Prev. Inc/Plate — Previous incident information is available for the address and the vehicle plate number was previously associated with an incident. • SEE COMPLAINANT — Complainant can be contacted.
Form Update Button	Button	Click the Form Update button or press **Alt+U** to edit any of the fields on the Incident Update form. An editable Incident Update form displays. Press the Submit Form key (**F12**) to submit the changes, then press **Alt+C** to return to the initial Incident Update form.
Comments Tab		
Comments	AN	Type any additional information regarding the incident. You can use insert, cut, and paste features. **NOTE:** You can enter command identifiers in this field. Identifiers must precede any comments and cannot exceed 73 characters. To enter an identifier in the comments field, type the identifier, a semi-colon, and the appropriate information. You can use the global comment parameter, C*, in the Cmnts field to include comments for all incidents associated after initiation as well as those created during initiation. In the comments field of the Incident Update form or on the command line for the Incident Update or Incident Association command, type C*, followed by a semi-colon (;) and the comments you want to apply to all associated incidents. **Example**: `C*;Dumpster is behind the building.`

Table 8-3 Incident Update – Comments Update Form Field Descriptions (Cont.)

Field	Format	Description
Routes Tab		
Routes	Special	Displays a list of service routes associated with the incident. There will always be a Main route. If there are other service routes associated with the incident either manually or automatically, they are listed after the Main route. Routes are listed in this format: `<agency ID>/<route ID>: <sequence> <status>` The sequence number increments each time the service route is closed and then re-opened. The status shows the status for that route only. **Example**: `WS/MAIN:1 N` If routes are associated with the incident automatically, the primary route is shown in parentheses with the Main route. **Example**: `WS/MAIN(LAW):1 N` **NOTE:** The following features are controlled by a setting in the `Cad.ini` file. If the features do not work, contact your system administrator. ***To update incidents in routes other than your logon route:*** If you are going to make updates from the Form Update form, switch to that form before selecting your route. 1. From the Routes tab, select the route you want by using your mouse or the Tab key. Once you tab to the Routes fields, use your arrow keys, to make your selection. Make sure the route is highlighted or has dots around it before you move to the next step. 2. Make the necessary updates. ***To perform other functions***: 1. Do one of the following: - Click the Incident button. - Select the Incident button by tabbing to it and then press the **Enter** key to display the shortcut menu. 2. Select the action you want to take, such as Recall or Update. The new form appears with the new command on the command line. Notice that the RT identifier appears on the command line with your selected route. For more information about service routes, see “Understanding Service Routing” in the *PREMIER CAD Configuration Guide*.

Example

The following command puts 6000 SPINE RD in the Caller Ad field:
`CA;6000 SPINE RD`

Updating Incidents Using the Incident Update – Form Update Form

You can change any of the fields on the Incident Update form using either of the following two methods:

- Press **Alt+U** or click the **Form Update** button located in the lower right corner of the form. An editable Incident Update form appears. Press the Submit Form key (**F12**) to submit the changes, then press **Alt+C** to return to the initial Incident Update form.
- In the Cmnts field, type the command identifier and a semi-colon (;), then the new information. Press the **Submit Form** key (**F12**) to submit the change. For example, the following command puts 6000 SPINE RD in the Caller Ad field:
  `CA;6000 SPINE RD`

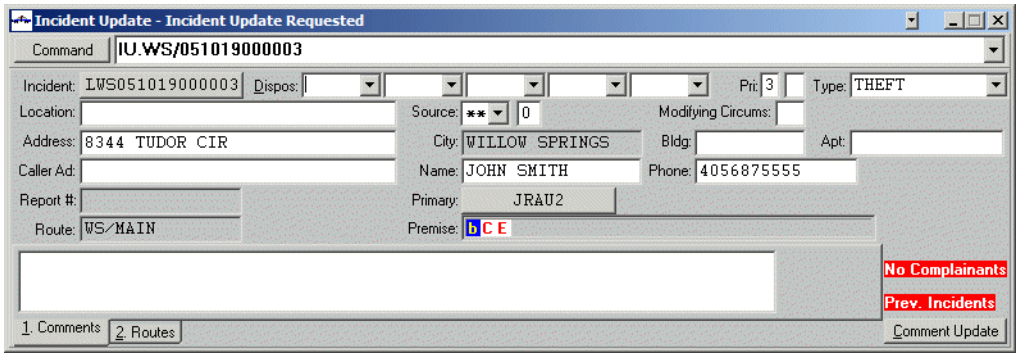


Figure 8-2 Incident Update – Form Update Form

Field Descriptions

The following table describes each field of the Incident Update – Form Update form.

Table 8-4 Incident Update – Form Update Field Descriptions

Field	Format	Description
Incident	Button	Displays the incident number. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Dispos	5AN each	Type up to five new dispositions for the incident. **NOTE:** Adding a disposition does not close an active or pending incident. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)

Table 8-4 Incident Update – Form Update Field Descriptions (Cont.)

Field	Format	Description
Pri	Priority = 1A Subpriority = 1AN	Priority Priority has two fields. The first is the incident priority. The second is the subpriority. Type a new code for the priority of the incident. Type a new subpriority character between A and Z or zero (`0`). A is the highest subpriority, Z is the lowest; a zero removes the current subpriority. PREMIER CAD can be configured so that the priority automatically changes when you change the incident type. However, if the incident has a modifying circumstance, the priority associated with the modifying circumstance takes precedence. **NOTE:** Depending on how you are signed on, you may not be able to lower the priority of an incident. This ability is controlled for your agency by the Lower Priority field in the Agency Parameters Form – Page 2 (see the *PREMIER CAD Configuration Guide*). If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see “Associating Incidents” on page 8-42.)
Type	15AN	Type the new incident type. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see “Associating Incidents” on page 8-42.) If you update the incident type on an active incident, PREMIER CAD evaluates any associated service routes for the new incident type. PREMIER CAD activates any service routes for the new incident type that are not in an active or pending status. PREMIER CAD does not change the primary route. For more information about service routes, see “Understanding Service Routing” on page 7-36.
Location	30AN	Type any additional details about the location. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see “Associating Incidents” on page 8-42.)

Table 8-4 Incident Update – Form Update Field Descriptions (Cont.)

Field	Format	Description
Source	Agency ID = 2AN Source Code = 1AN	Source Source uses two fields. Type a new the agency ID in the first field. Type a new call source code for the incident in the second field. 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*) If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
Modifying Circums	1-2AN	Modifying Circumstance Type a new modifying circumstance code. **NOTE:** Changing the modifying circumstance can change the incident priority and response. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
Address	30AN	Type a new address for the incident. If a common place name was specified as the incident address when the incident was initiated, the street address of the common place appears in this field and the name of the common place appears in the Location field. A change of address can affect the Beat, Team, and City. The information about the change will be written to the audit trail in the following format: `Beat changed from: XXX to: YYY for Route: ZZZ.`
City	Display Only	Displays the city code for the incident address. **NOTE:** Because the label for City is configurable, your Incident Update - Form Update form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 8-4 Incident Update – Form Update Field Descriptions (Cont.)

Field	Format	Description
Bldg	4AN	Building Type a new building number. **NOTE:** If a building identification already exists for this incident and you want to change it to none, type `NONE` for the value. The only way to delete an existing Bldg value is to replace it. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
Apt	4AN	Apartment Type a new apartment number. **NOTE:** If an apartment value already exists for this incident and you want to change it to none, type `NONE` for the value. The only way to delete an existing Apt value is to replace it. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
Caller Ad	30AN	Caller Address Type a new address for the caller. **NOTE:** If a Caller Address already exists and you want to delete it, you cannot simply delete the information in the field. You must replace it with at least one character. The easiest way to do this is to replace the address with a dash. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
Name	20AN	Caller Name Type a new name for the caller. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42.)
Phone	15AN	Type a new telephone number for the caller reporting the incident. Use numbers only; for example, `3035551111`. **NOTE:** The only way to delete an existing Phone value is to replace it with other values; for example, `None`. If the incident you are updating has associated incidents and you update this field, the update information will be written to the audit trail of all associated incidents. (For more information about associated incidents, see "Associating Incidents" on page 8-42

Table 8-4 Incident Update – Form Update Field Descriptions (Cont.)

Field	Format	Description
Report #	15AN	Type a report number to associate with the incident, or change, or delete an existing report number. If you type fewer than 15 characters, PREMIER CAD inserts leading zeros to made the report number the full 15 characters in length. Spaces are not allowed. **NOTE:** This field is available only when report format 6 is selected in the Report Format field on Page 1 of the Agency Parameters Configuration (MN.25) database form.
Primary	Button	Displays the primary unit ID assigned to the incident. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Route	Display Only	Displays the Agency ID and Route ID. For more information about service routes, see "Understanding Service Routing" in the *PREMIER CAD Configuration Guide*.
Premise	Display Only	Indicates databases with location information available. The premises display is configurable. The default settings are shown below. Your display may be different. See your system administrator for more information. • Red uppercase letters on a white background indicate that a record in the Location Menu exactly matches the address of the incident. • Yellow lower case letters on a blue background indicate that records exist in this database that are close in proximity to the incident's address. • --> ? <-- indicates the search is not complete. • ..N/A.. indicates that premises information is not available.
Flags	Display Only	Displays any or all of the following flags: • CRISIS MODE — Agency is currently in a crisis mode and recommendations are based on the current crisis mode rather than standard responses. • F.A.S. — Fire/ambulance has been requested. • L911 — Incident is from a 911 call. • NO COMPLAINANTS — Do not contact complainants. • PREV. INCIDENTS — Previous incident information is available for this address. • PREV. PLATE — Vehicle plate number was previously associated with an incident. • Prev. Inc/Plate — Previous incident information is available for the address and the vehicle plate number was previously associated with an incident. • SEE COMPLAINANT — Complainant can be contacted.

Table 8-4 Incident Update – Form Update Field Descriptions (Cont.)

Field	Format	Description
Comment Update Button	Button	Click the Comment Update button or press **Alt+C** to return to the Comments Update version of the Incident Update form.
Comments Tab		
Comments	219AN	Type any additional information regarding the incident. You can use insert, cut, and paste features. **NOTE:** You can enter command identifiers in this field. Identifiers must precede any comments and cannot exceed 73 characters. To enter an identifier in the comments field, type the identifier, a semi-colon, and the appropriate information. If you paste information into this field that exceeds the 219 character limit, the characters in excess of 219 will be truncated. If you need to include more information (exceeding the 219 character limit), press the Submit Form key (**F12**) to send the entered information. Then enter more information. Continue this process until all of the required information is entered. You can use the global comment parameter, C*, in the Cmnts field to include comments for all incidents associated after initiation as well as those created during initiation. In the comments field of the Incident Update form or as the final identifier on the command line for the Incident Update command, type `C*`, followed by a semi-colon (;) and the comments you want to apply to all associated incidents. **Example**: `C*;Dumpster is behind the building.`

Table 8-4 Incident Update – Form Update Field Descriptions (Cont.)

Field	Format	Description
Routes Tab		
Routes	Special	Displays a list of service routes associated with the incident. There will always be a Main route. If there are other service routes associated with the incident either manually or automatically, they are listed after the Main route. Routes are listed in this format: `<agency ID>/<route ID>: <sequence> <status>` The sequence number increments each time the service route is closed and then re-opened. The status shows the status for that route only. **Example**: `WS/MAIN:1 N` If routes are associated with the incident automatically, the primary route is shown in parentheses with the Main route. **Example**: `WS/MAIN(LAW):1 N` **NOTE:** The following features are controlled by a setting in the `Cad.ini` file. If the features do not work, contact your system administrator. *To update incidents in routes other than your logon route:* If you are going to make updates from the Form Update form, switch to that form before selecting your route. 1. From the Routes tab, select the route you want by using your mouse or the Tab key. Once you tab to the Routes fields, use your arrow keys, to make your selection. Make sure the route is highlighted or has dots around it before you move to the next step. 2. Make the necessary updates. ***To perform other functions***: 1. Do one of the following: - Click the Incident button. - Select the Incident button by tabbing to it and then press the **Enter** key to display the shortcut menu. 2. Select the action you want to take, such as Recall or Update. The new form appears with the new command on the command line. Notice that the RT identifier appears on the command line with your selected route. For more information about service routes, see “Understanding Service Routing” in the *PREMIER CAD Configuration Guide*.

Clearing Non-Primary Route Incidents From the Pending Queue

CR

The Clear Route (CR) command removes incidents from non-primary service routes from your pending queue.

By default, incidents are assigned to an area based on the configuration of the currently active plan; this is considered the Main or primary service route. Other service routes can be assigned either automatically or manually. (For more information, see "Understanding Service Routing" on page 7-36.) If, after reviewing the situation, you determine that no action needs to be taken to an incident on a non-primary service route, you can clear it from your pending queue using the Clear Route (CR) command. Since it is not the primary route, no disposition is required. Each non-primary route must be specifically cleared. The CR command does not close all copies in one step.

Example

1. A call comes in for an auto accident.
2. A call taker initiates the incident using an incident type that includes an automatic route to a tow operator.

   There are now two copies of this incident:

   - the law incident for the accident (primary route)
   - the tow incident for the tow request (non-primary route)
3. While on the phone with the person reporting the auto accident, the call taker learns that both vehicles are off the road and are both operable, not requiring a tow response.
4. The tow incident can now be removed from the tow operator's pending queue using the Clear Route command.

   The primary route for the law response to the accident is not affected.

When you use the CR command, an entry is written to the incident audit trail (see "Using The Audit Trail" on page 9-1).

Command Identifiers

Default order:

- `CR.EV.RT.CM`

Command Identifier Descriptions

The following table describes the command identifiers for the Clear Route (CR) command.

Table 8-5 Clear Route (CR) Command Identifier Descriptions

Identifier	Format	Description
EV Required	6AN or 15AN	Event Type the number of the incident for which to clear any non-primary service routes. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as unit IDs, a # must precede an incident number; for example, `#1234`.
RT	4AN	Route ID Type the ID of the service route to clear from your pending queue.
CM	78AN	Comment Type any additional information regarding the incident.

Examples

`CR.#623`	Clears from your pending queue your default route copy of the non-primary service route associated with incident number 623.
`CR.#623`.RT;PIO	Clears from your pending queue the incident from the PIO service route associated with incident number 623.

Clearing Incident Comment Flags

IC

The Clear Incident Comment (IC) command clears comment flags from incidents. These flags, which appear in the PREMIER AWW Pending Queue and the status monitors, appear when specific items of the incident have been updated. You can also build a separate AWW monitor which only displays incidents with comment flags.

NOTE
The actions that cause a comments flag to appear are site-specific and configured in a server parameter.

When a flag appears next to an incident, the updated information can be viewed, and then the IC command can be used to clear the flag.

The system parameter `INTELLIGENT-COMMENTS-FLAG` controls the behavior of the Intelligent Comments flag.

When `INTELLIGENT-COMMENTS-FLAG = Y`

- All consoles except the one that submitted the command sees the comments flag Any view of the audit trail clears the comments flag for the incident.

When `INTELLIGENT-COMMENTS-FLAG = N`

- All consoles including the one that submitted the command sees the comments flag. Any view of the audit trail clears the comments flag for the incident.

The only other way to clear the comment flag is to view the audit trail for the incident.

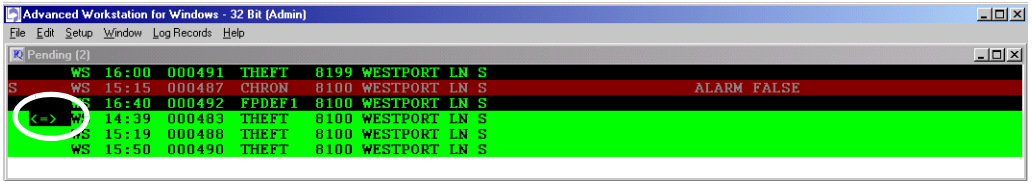


Figure 8-3 AWW Pending Queue With Comment Flag

Command Identifiers

Default order:

- `IC.EV`

  or

- `IC.U`

Command Identifier Descriptions

The following table describes the command identifiers for the Clear Incident Comment (IC) command.

Table 8-6 Clear Incident Comment (IC) Command Identifier Descriptions

Identifier	Format	Description
EV	6AN or 15AN	Event Type the number of the incident for which to clear the comment flag. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as unit IDs, a # must precede an incident number; for example, `#1234`.
U	Unit = 8AN Shift ID = 2AN	Type the ID of the unit for which to clear the comment flag. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as incident numbers, a `U` must precede a unit ID that starts with a number; for example, `U101`.

Examples

`IC.#623`	Clears the comments flag from incident number 623.
`IC.U244`	Clears the comments flag for the incident to which unit U244 is assigned.

Opening a Closed Incident

IO

Use the Incident Open (IO) command to open a closed incident. You can open closed incidents as long as they remain in the PREMIER CAD system. When you open a closed incident, it returns to the Pending Queue. The original incident initiation date and time do not change.

The incidents in all of the routes must be closed. PREMIER CAD opens only the incident in your logon route or in the route you specify with the RT identifier. Incidents in other routes remain closed. However, once you use the IO command successfully on any route, the overall incident is considered reopened, even though other individual

routes remain closed. If it is necessary to reopen another route of the incident, the IU command with the RT identifier would be used, not the IO command. (For more information about service routes, see “Understanding Service Routing” in the *PREMIER CAD Configuration Guide*.)

NOTE

When using the IO command with associated incidents, the notifications that occur depend on the previous activity on the incident. If a unit arrived prior to closure of the incident, no additional notification is issued to associated incidents after the incident is reopened with the IO command. If a unit arrived after incident closure, then after the IO is issued, the incident is dispatched and when the unit arrives notification is issued to all associated incidents.

Command Identifiers

Default order:

- `IO.EV.RT`

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Incident Open (IO) command.

Table 8-7 Incident Open (IO) Command Identifier Descriptions

Identifier	Format	Description
EV	3-15AN	Event Type the incident number. The number of digits of the incident number affects how far back PREMIER CAD searches. The number of digits that must be specified depends on the number of incidents initiated on the particular day and when the incident occurred. At a minimum, the last two digits of the number are required. Using additional digits makes the search more precise. PREMIER CAD assumes that the omitted digits belong to the most recent incident number and retrieves the most recent number that ends with the specified digits. **Example**: If 400 numbers (1–400) were issued today and you specify 01, PREMIER CAD retrieves incident number 301. If incident number 1 was the actual number, 001 must be specified.
RT	4AN	Route ID Type the ID of the service route. If you do not enter the RT identifier, PREMIER CAD uses your logon route, if you logged on with a route ID.

Example

`IO.0009`	Reopens incident 0009, and returns it to the pending queue.
`IO.0009.RT;TS`	Reopens incident 0009 from the TS route, and returns it to the pending queue.

Entering Vehicle/Subject Information

IV Use the Vehicle/Subject Information (IV) command to enter information about vehicles and subjects for incidents in the Vehicle/Subject Information form. The form can be displayed using the incident number or the unit ID of any unit assigned to the incident.

Command Identifiers

Default order:

- IV.EV

> **NOTE**
> A unit ID can be used rather than the event or incident number if the unit is active on the incident.

Command Identifier Descriptions

The following table describes the command identifiers for the Vehicle/Subject Information (IV) command.

Table 8-8 Vehicle/Subject Information (IV) Command Identifier Descriptions

Identifier	Format	Description
EV Required only if a unit is not used	6AN or 15AN	Event Type the incident number. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as unit IDs, a # must precede an incident number; for example, #1234.
U Can be used only if the unit is active on an incident. Cannot be used with the EV identifier.	Agency = 2AN Unit = 8AN Shift ID = 2AN	Type the unit ID. The unit must be active on an incident. An eight-character unit ID can be preceded by the agency ID and a forward slash (/); for example, BO/UA101. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as incident numbers, a U must precede a unit ID that starts with a number (for example, U101); otherwise the U is optional.

Example

IV.073354	Opens the Vehicle/Subject Information form and shows information for incident number 072354.
IV.U1A12	Opens the Vehicle/Subject Information form and shows information for unit A12.

Vehicle/Subject Information Form

Use the Vehicle/Subject Information form when updating an incident to enter information about vehicles and suspects. The information that you enter on the Vehicle/Subject Information form is attached as comments in the incident audit trail (see "Using The Audit Trail" on page 9-1).

License plates and subjects entered in this form can be automatically queried when the form is submitted (see the Auto-Query Maintenance Configuration (MN.55) database form in the *PREMIER CAD Configuration Guide* for more information).

NOTE

The information entered on the form is linked to the audit trail of the specified incident. This comment information can be viewed on the Incident and Recommendation forms.

The form has two tabs, Vehicle and Subject. The Vehicle tab contains vehicle information and the subject tab contains subject/suspect information. You can click a tab to display it or press **Alt+S** from the Vehicle tab to select the Subject tab. Press **Alt+V** to return to the Vehicle tab.

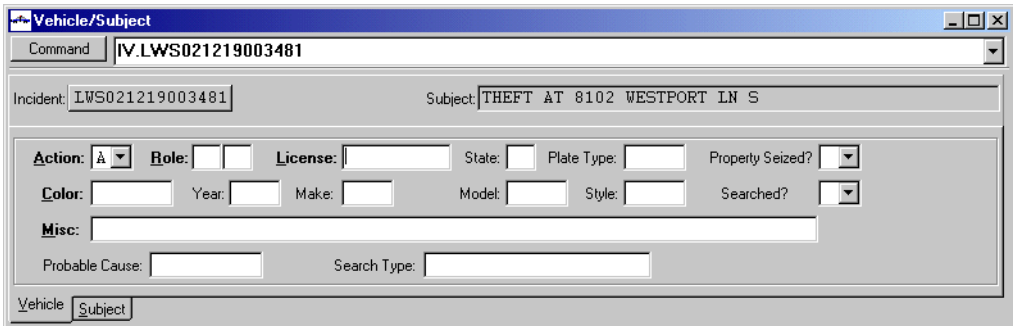


Figure 8-4 Vehicle/Subject Information Form – Vehicle Tab

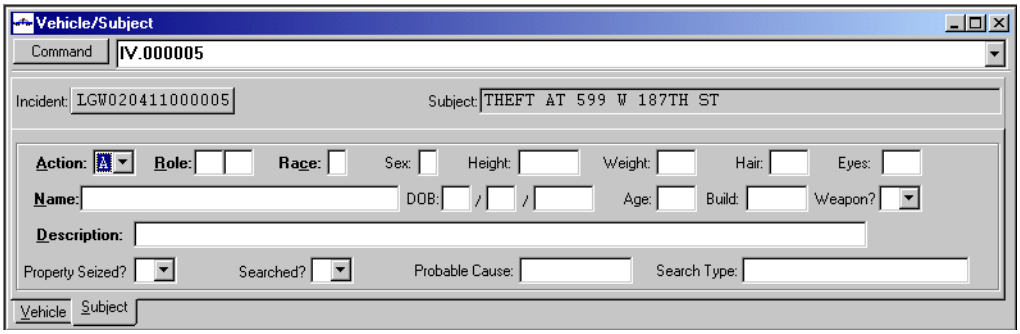


Figure 8-5 Vehicle/Subject Information Form – Subject Tab

Field Descriptions

The following table describes each field of the Vehicle/Subject Information form.

Table 8-9 Vehicle/Subject Information Form Field Descriptions

Field	Format	Description
Incident (Conditional - see note)	Button	Displays the incident number. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17. **NOTE:** This button is available only when the value of the Screen After Init field on Page 2 of the Agency Parameters Configuration (MN.25) database form is *not* set to V. (For more information, see the *PREMIER CAD Configuration Guide*.)
Next Scr (Conditional - see note)	Selection	Specify the form you want to appear when you press **F12**. To select with the keyboard, type the first letter of the selection. Update — The Incident Update form appears. Dispatch — The Dispatch Incident form appears. Clear — The active work area is cleared. **NOTE:** This field appears only when the value of the Screen After Init field on Page 2 of the Agency Parameters Configuration (MN.25) database form is set to V. (For more information, see the *PREMIER CAD Configuration Guide*.)
Subject	Display Only	Displays the type and address of the current incident.
Subject Information		
Action	1A	Specify the action. A — Add C — Change E — Exit N — Next S — Show

Table 8-9 Vehicle/Subject Information Form Field Descriptions (Cont.)

Field	Format	Description
Role Required	Left = 2AN Right = 2N	Left Field: — Type any valid alpha character; for example, D(driver), P(passenger), C(contact), or W(witness) for the first character. You can use a numeric character for the second character, for example, D1. Right Field: — (Optional) Type a numeric character. If you do not specify a number, PREMIER CAD assigns one. **Example**: This subject is a passenger. There are three passengers and you entered information about the first two passengers. Therefore the role of this subject is passenger number 3; you would enter a P in the left field and a 3 in the right field. **NOTE:** You cannot change using the Change action. If you need to update the Role field, use the Add action.
Race	1AN	Type the subject's race.
Sex	1AN	Type the subject's gender.
Height	5N	Type the subject's height.
Weight	3N	Type the subject's weight.
Hair	3AN	Type the subject's hair color.
Eyes	3AN	Type the subject's eye color.
Name	30AN	Type the subject's name. Entering a subject name in conjunction with a date of birth (DOB field) generates an automatic warrant query if a query interface is configured at the site.
DOB	MMDDYYYY	Type the subject's date of birth. **NOTE:** This field does not follow the usual YYMMDD format. Entering a date of birth in conjunction with a name (Name field) generates an automatic warrant query if a query interface is configured at the site.
Age	3N	Type the subject's age.
Build	5AN	Type the subject's build.
Weapon?	1A	Specify whether the subject is armed. Y — The subject is armed. N — The subject is not armed.
Description	70AN	Type additional information regarding the subject.
Property Seized?	1A	Specify whether property was seized. Y — Property was seized. N — Property was not seized.

Table 8-9 Vehicle/Subject Information Form Field Descriptions (Cont.)

Field	Format	Description
Searched?	1A	Specify whether the vehicle was searched. Y — Vehicle was searched. N — Vehicle was not searched.
Probable Cause	10AN	Type the probable cause.
Search Type	20AN	Enter the type of search conducted, such as safety or contraband.
Vehicle Information		
Action	1A	Type the action.
Role Required	2A 2N	Field 1: Type any valid alpha character, for example, D(driver), P(passenger), C(contact), or W(witness). Field 2: (Optional) Type a numeric character. If you do not specify a number, PREMIER CAD will assign one.
License	10AN	Type the license plate number. Using this identifier generates an automatic query if the system administrator configured PREMIER CAD for automatic queries (see Auto Query Maintenance Configuration (MN.55) in the *PREMIER CAD Configuration Guide*).
State	2AN	Type the license plate state.
Plate Type	2AN	Type the license plate type.
Unit	Unit = 8AN Shift ID = 2AN	Displays the unit assigned to the associated incident.
Property Seized?	1A	Specify whether property was seized. Y — Property was seized. N — Property was not seized.
Color	7AN	Type the vehicle's color.
Year	YYYY	Type the vehicle's year.
Make	4AN	Type the vehicle's make.
Model	5AN	Type the vehicle's model.
Style	5AN	Type the vehicle's style.
Searched?	1A	Specify whether the vehicle was searched. Y — Vehicle was searched. N — Vehicle was not searched.
Misc	70AN	Type additional information about the vehicle.
Probable Cause	20AN	Type the probable cause.

Table 8-9 Vehicle/Subject Information Form Field Descriptions (Cont.)

Field	Format	Description
Search Type	20AN	Enter the type of search conducted, such as safety or contraband.

Associating Incidents

IA

Use the Incident Association (IA) command to associate, or connect, incidents after they have been initiated. You can associate incidents at any time during the incident's life cycle, even if the incident has been closed. Once associated, the incident numbers are identified with an A to indicate the association occurred after initiation.

Two incidents can be associated at one time with a single command that creates an association between the parent and the child. If the parent has associated incidents at the time of cloning and/or the child creates associated incidents there will be no direct link between these incidents. You will need to use the IA command to link the incidents.

The total number of associated incidents is limited to 9, not including the original incident, and is limited to the parent and the child only. Once the number of associations of either incident exceeds 9, the error message `Error: Incident # has Maximum Number of Associations` appears if you attempt more associations.

NOTE

When associated incidents are updated with the first arrival information, the Priority Incident (PPP) flag displays in AWW.

You can use the global comment parameter, C*, as the final identifier of the Incident Update command to include comments for all incidents associated after initiation as well as those created during initiation. In the comments field of the Incident Update form or on the command line for the Incident Update or Incident Association command, type `C*`, followed by a semi-colon (;) and the comments you want to apply to all associated incidents.
Example: `C*;Dumpster is behind the building.`

If you update any of the following fields for an incident that has associated incidents, the update information will be written to the audit trail of all associated incidents.

- Address
- Area
- Apartment
- Beat/Zone
- Building Number
- Caller Address
- Caller Phone
- Caller Name

Contact Complainant	Disposition
Fire/Ambulance Requested	Location
Modifying Circumstance	Master Street Address Guide Error
Primary Unit	Priority
Response Type	Source
Sub-Priority	Type

Command Identifiers *Default order:*

- `IA.I1.I2`

Command Identifier Descriptions

The following table describes the command identifiers for the Incident Association (IA) command.

Table 8-10 Incident Association (IA) Command Identifier Descriptions

Identifier	Format	Description
I1 Required	15AN	Incident One Type the incident number of the first incident to be associated. If the incident does not belong to the signon agency, type the responsible agency's two-digit code and a forward slash (/) before the incident number; for example, `BO/00128`. The format of the external number depends upon the values of the Incident Delimiter and Format fields configured on the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).
I2 Required	15AN	Incident Two Type the incident number of the second incident to be associated. If the incident does not belong to the signon agency, type the responsible agency's two-digit code and a forward slash (/) before the incident number; for example, `BO/00128`. The format of the external number depends upon the values of the Incident Delimiter and Format fields configured on the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Examples

`IA.01378.01379`	Associates incidents 01378 and 01379 both of which belong to the signon agency.

`IA.BO/01378.`
 	
`BF/02547`
	Associates incident 01378 from agency BO to incident 02547 from agency BF.

Closing Pending and Open Incidents

You close incidents in different ways depending on whether a unit has been assigned.

Pending and open incidents do *not* have a unit assigned. Close a pending or open incident using one of the following methods:

- Incident Update (IU) command (See "Closing Incidents Using the Incident Update Command" on page 8-44.)
- Update key (F3) (See "Updating Incidents Using the F3 Key" on page 8-16.)
- Incident Update form (See "Closing Incidents Using the Incident Update Form" on page 8-45.)

When you close a pending incident, it is removed from the PREMIER AWW Pending Queue. When you close an open incident, it is removed from the PREMIER AWW Incident status monitor.

An open incident was active, but the unit assigned to it was cleared. Open incidents are generally fire incidents, although the functionality is not limited to fire. Fire agencies may choose to have an incident remain open but clear the assigned unit because they need to send the unit to another call.

Closing Incidents Using the Incident Update Command

Use the Incident Update command with an incident number and a closing disposition to close a pending or open incident. If there are no active service routes, PREMIER CAD closes the incident and closes all associated service routes. (For more information about routing, see "Understanding Service Routing" on page 7-36.) An incident requires only one disposition; however, an incident can be assigned up to five dispositions.

When closing incidents with the Incident Update command, you only need the incident number (EV) and close (CL) identifiers. Because this identifier is used out of default order, you must use the following format:

- `IU.EV.CL;`*<closing disposition1>*,*<closing disposition2>*,*<closing disposition3>*,*<closing disposition4>*,*<closing disposition5>*

Example

`IU.0859.CL;CAN`	Close incident 0859 with a disposition defined for CAN (canceled).

Closing Incidents Using the Update Key

The Update key (F3) performs the same functions as the Incident Update (IU) command (see "Closing Incidents Using the Incident Update Command" on page 8-44). However, this function key saves keystrokes, and therefore time, by eliminating the need to type the command identification and to press the Command key (**F10**). PREMIER CAD inserts the `IU.` command at the beginning of the command line and submits the form. A message stating "Incident Update Requested" appears in the area above the command line.

Closing Incidents Using the Incident Update Form

You can use the Incident Update form to view information about a pending or open incident, and then close it.

For descriptions of all the fields on the Incident Update form, see "Updating Incidents Using the Incident Update Form" on page 8-17.

NOTE

Entering a disposition in the Dispos field on the Incident Update form (available after clicking the Form Update button), does not close an incident. You must follow the procedure below.

There are two ways to close an incident using the Incident Update form.

To close an incident using the Incident Update form, method 1:

1. Type `IU.`<*incident number*> on a command line.
2. Press the Command (**F10**) key.

   The Incident Update form appears.

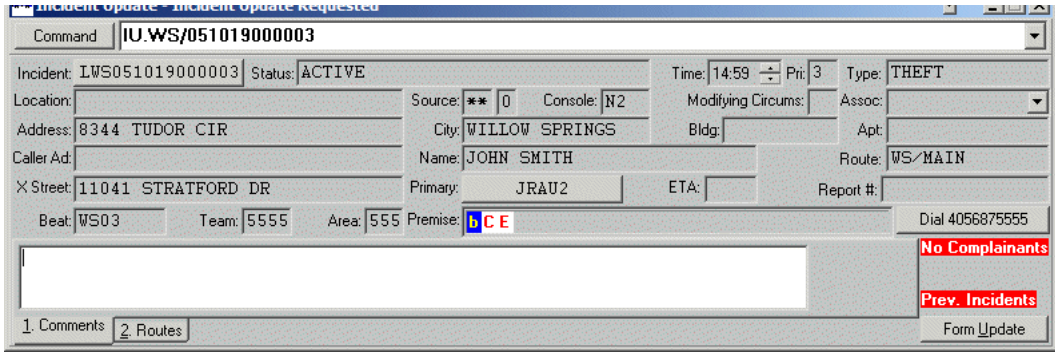


Figure 8-6 Incident Update Requested Form

3. In the Cmnts field, type:
   `CL;`<*closing disposition*>`.CM;`<*comments (optional)*>
4. Press the Submit Form key (**F12**).

To close an incident using the Incident Update form, method 2:

1. Type <*incident number*> on a command line.
2. Press the Update key (**F3**).

   The Incident Update form appears.
3. In the Cmnts field type:
   `CL;<`*closing disposition*`>.CM;<`*comments (optional)*`>`
4. Press the Submit Form key (**F12**).

Closing Active Incidents

Active incidents *have* a unit assigned to them. Close an active incident using one of the following methods:

- Free (FR) command (See "Closing Incidents Using the Free Units Command" on page 8-47.)
- Unit Status Update (US) command (See "Closing Incidents Using the US Command" on page 8-48.)
- Unit Status Update form (See "Closing Incidents Using the Unit Status Update Form" on page 8-48.)
- Unit Status key (F11) (See "Closing Incidents Using the Unit Status Key" on page 8-48.)

NOTE

If you receive an invalid disposition code message when closing an incident, ensure the code you are using is valid for the agency. Also, valid disposition codes can be defined for specific incident types in the Incident Types Configuration (MN.11) database form (see the *PREMIER CAD Configuration Guide*). Therefore, verify that the disposition code you are using is valid for the incident type.

When you try to close an incident with a disposition and the incident has other active service routes, only the service route associated with the specified unit or units is affected. If there are no other active service routes for the incident, PREMIER CAD closes the incident.

When you close an active incident, it is removed from the PREMIER AWW Incident status monitor and the Unit status monitor, and PREMIER CAD assigns it a disposition. The assigned disposition is either the disposition assigned to the primary unit of the incident when this unit was cleared from the incident, or the disposition assigned to the last unit (primary or non-primary) active on the incident when the incident was closed.

NOTE

A non-primary unit can be the last unit that is active on an incident when it is closed.

Closing Incidents Using the Free Units Command

Use the Free Units (FR) command with an incident number and a closing disposition to free all of the assigned units from the specific incident, assign the incident a closing disposition, and close this incident. This command does *not* mark the incident units cleared from the incident. If accurate cleared times are important, use the Unit Status command with a valid clear status (see "Closing Incidents Using the US Command" on page 8-48).

When you free one or more units with a disposition and the incident has other active service routes, the other service routes are not affected and PREMIER CAD does not close the incident. If the units you are freeing are associated with the only active service route for the incident, PREMIER CAD closes the incident.

CAUTION

The FR command, when used to close an incident, does not create a *Clear* time record for the units. A Clear time record calculates response times. Some of the PREMIER CAD system reports calculate time values (such as, OnScene to Clear, Clear to Close, and Init to Clear) based on the times the units are given a Clear-type status. Therefore, these time-calculating reports are not able to calculate certain time values for any incidents that were closed using the FR command.

The Free command has other uses. For more information, see "Freeing Units from Incidents" on page 10-10. When closing incidents, you only need the incident number (`E`) and disposition (`D`) identifiers. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as unit IDs, a `#` must precede an incident number; for example, `#1234`.

- `FR.E.D`

Example

`FR.#0679.R`	Frees all units from incident 0679, and closes the incident with the disposition that is defined for R. If the incident has other active service routes, your action affects only your logon route. Any other routes are not affected.

Closing Incidents Using the US Command

Use the Unit Status Update (US) command with one to five unit IDs, a status of Clear, and a closing disposition for each unit ID to close an active incident.

When you try to close an incident with a disposition and the incident has other active service routes, only the service route associated with the specified unit or units is affected. If there are no other active service routes for the incident, PREMIER CAD closes the incident.

The Unit Status Update command has many command identifiers described in "Updating Unit Status Using the US Command" on page 10-66. When closing incidents, you only need the unit ID (U), status (S), and disposition (D) identifiers.

- US.U.S.D

Example

US.859.CL.D;CAN	Changes the status of unit 859 to CL (Clear) and closes its incident with the disposition that is defined for CAN (Canceled).

Closing Incidents Using the Unit Status Key

Use the Unit Status key (F11) to perform the same functions as the Unit Status Update command (see "Closing Incidents Using the US Command" on page 8-48). This function key saves keystrokes, and therefore time, by eliminating the need to type the command identification and to press the Command key (**F10**). PREMIER CAD inserts the US. command at the beginning of the command line and submits the form.

Example

345,210,215.CL.D;U	Changes the status of units 345, 210, and 215 to CL (Clear) and closes their incidents with the disposition that is defined for U (Unfounded).

Closing Incidents Using the Unit Status Update Form

You can use the Unit Status Update form to view information about an active incident, and then close it. The incident must have only one unit assigned to it.

For descriptions of all the fields on the Unit Status Update form, see "Closing Incidents Using the US Command" on page 8-48.

There are two ways to close an incident using the Unit Status Update form.

To view a unit's status and then close its incident, method 1:

1. Type US.<*unit ID*> or US.<*unit ID-shift ID*> on a command line.

2. Press the Command (**F10**) key.

The Unit Status Update form appears (see “Displaying Unit Status” on page 10-8).

3. Type a closing disposition in the Dispos field.
4. Type a closing unit status in the New Status field.
5. Press the Submit Form key (**F12**).

To view a unit’s status and then close its incident, method 2:

1. Type a unit ID on a command line.
2. Press the Unit Status key (**F11**).

   The Unit Status Update form appears (see “Displaying Unit Status” on page 10-8).
3. Type a closing disposition in the Dispos field.
4. Type a closing unit status in the New Status field.
5. Press the Submit Form (**F12**) key.

CHAPTER 9

Incident Commands and Functions

All of the following commands and functions relate to incidents. See Unit Commands and Functions for unit-related commands and functions.

Using The Audit Trail

The audit trail, also referred to as the incident record, is a complete chronological record of the activity that occurs for an incident. An audit trail includes all of the dispatching and other transactions that occur for the incident, the number of the console where the transactions occurred, and the IDs of the users who performed the transactions. When comments are added to an incident, the audit trail displays all of the comments (comments that do not display in the Incident Update form).

The audit trail for an incident is inaccurate when an inaccurate signon is used because the records include the ID of the wrong user. These inaccurate records might not be able to be referenced correctly at a later date. This scenario occurs if a user forgets to sign off a console, and then another user starts using the same console without signing on personally (see “Signing Off of PREMIER CAD” on page 4-7 for more information).

Displaying the Audit Trail

An audit trail appears in the opposite work area whenever one of the following commands is typed with an incident or unit number and the Audit Trail key (F4) is pressed:

- IR (See “Recalling Incidents Using the IR Command” on page 9-14.)
- IU (See “Updating Incidents Using the IU Command” on page 8-3.)
- IN (See “Displaying Incident Information” on page 9-5.)
- ID (See “Dispatching Incidents Using the ID Command” on page 7-1.)

An additional work area is created to display the audit trail. To close the window when you are finished reviewing the audit trail, press the Escape key or type `CW` on the command line.

NOTE

The audit trail displays automatically whenever an IR, IU, IN, or ID command is typed with an incident number, if the associated `OpenWithAudit` parameter is set to `Y` in the `CAD.INI` file. For more information, see the *PREMIER CAD Configuration Guide*.

Printing the Audit Trail

You can print the audit trail after you display it.

To print the audit trail:

1. Display the audit trail. (For more information, see "Displaying the Audit Trail" on page 9-1.)
2. Press the **Alt** key to display the Menu bar.
3. Use the down arrow key or the mouse to display the **File** menu.
4. Select one of the Print options.

   If you select **Print Entire Screen**, you will get the audit trail and the work area from which you requested the Audit Trail.

   If you select **Print Active Work Area**, you will get the audit trail only.

Incident Audit Form

The Incident Audit form contains three tabs: Audit, VSInfo, and Q & A. The Audit tab contains the basic audit information and the VSInfo tab contains all vehicle and subject information for the incident. If your agency uses PREMIER Q&A, the list of questions and answers appears on the Q & A tab.

Each audit trail entry uses one or two lines. If the Date/Time Stamps check box is selected, the first line contains the date of entry, time of entry, console number for entry, and the operator's personnel number. The second line displays the activity associated with the incident and includes the console and operator when appropriate.

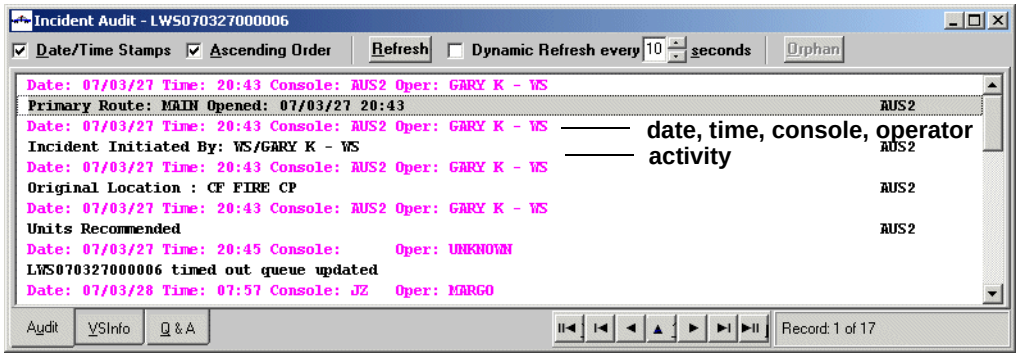


Figure 9-1 Incident Audit Trail – Audit Tab

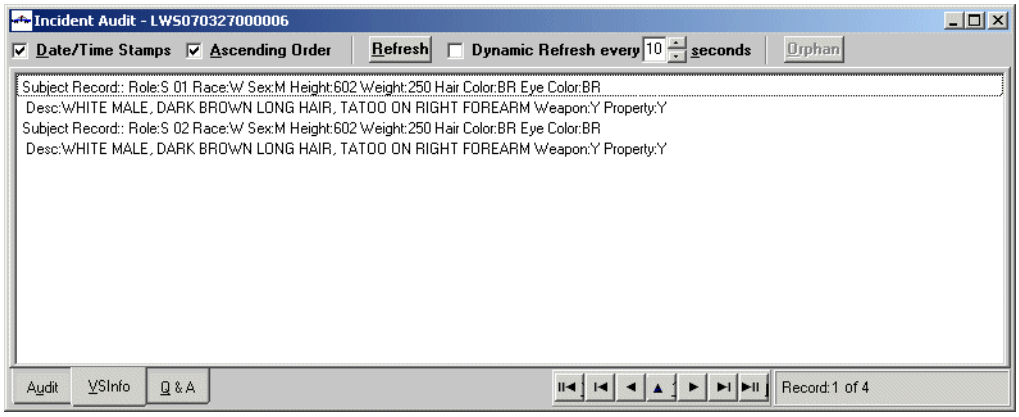


Figure 9-2 Incident Audit Trail – VSInfo Tab

Field Descriptions

The following table describes each field on the Incident Audit Trail form.

NOTE

You can double the size of Audit trail window by clicking the **Maximize** icon in the upper-right corner of the Audit trail window. This displays more of the audit trail.

To return the window to its normal size, click the **Restore** icon also in the upper-right corner of the audit trail window.

Table 9-1 Incident Audit Trail Field Descriptions

Field	Format	Description
Date/Time Stamps	Check Box	Select this check box to display the date, time, console, and operator for each entry.
Ascending Order	Check Box	Select this check box to arrange events by order of occurrence (earlier occurrence listed first).

Table 9-1 Incident Audit Trail Field Descriptions (Cont.)

Field	Format	Description
Refresh	Button	Click this button to refresh the display. **NOTE:** A parameter in the `CAD.INI` file controls whether a dynamic refresh occurs when you open the audit trail. For details, see "CAD.INI File" on page B-1.
Dynamic Refresh every	Check Box	Select this check box to refresh the display at the interval typed in the seconds box.
seconds	2N	Type the number of seconds to use as a refresh interval.
Orphan	Button	Click this button to make the audit trail an orphan window.
	Button	First Item – Moves the focus to the first line of the audit trail. On the keyboard, press **Alt+ ' (** this is the key to the left of the number 1) to move the focus to this button. **NOTE:** When Dynamic Refresh is enabled, you can only scroll through the Audit trail entries using the scroll bar on the right side of the window. The buttons do not function.
	Button	Prior Page – Moves the focus to the top of the previous page of the audit trail. **Ctrl-Page Up** on the keyboard will perform the same action.
	Button	Prior Item – Moves the focus to the previous line of the audit trail.
	Button	Back to List – Returns the focus to the list of audit entries. On the keyboard, press **Alt+Shift+^** to move the focus to this button.
	Button	Next Item – Moves the focus to the next line of the audit trail.
	Button	Next Page – Moves the focus to the top of the next page of the audit trail. **Ctrl-Page Dn** on the keyboard will perform the same action.
	Button	Last Item – Moves the focus to the last item of the audit trail. On the keyboard, press **Alt+Backspace** to move the focus to this button.
Record Count	Display Only	Displays the number of records, or entries, in the audit trail.

Daylight Saving Time

Whenever the time is affected by changing to daylight saving time or resuming standard time, the following audit record is written to the audit logs:

```
SWITCH TO DAYLIGHT SAVING OCCURRED
```

or

```
SWITCH TO STANDARD TIME HAS OCCURRED
```

This audit record appears on any event that is not closed and any units currently on duty. The audit record appears at approximately 2:00 a.m.

NOTE

Daylight saving time begins the first Sunday in April; standard time resumes the last Sunday in October. Not all regions observe time changes.

Viewing Premises Information

Agency-specific premises information can be attached to a location. When an incident occurs at the location, PREMIER CAD alerts the dispatcher that premises information exists. When the Premise Information key (Shift+F5) or the Premise Menu key (Shift+F10) combination is used to view premises information, the audit trail shows what was reviewed, who reviewed it, and when it was reviewed.

Displaying Incident Information

IN Use the Incident Display (IN) command to display information about a specified incident. The timestamp and operator name do not appear when incidents are displayed with this command. Unit status changes do not display.

If the Incident View Log field on Page 1 of the System Parameters Configuration (MN.13) database form is set to Y (Enabled), a log entry will be made showing that you viewed the incident.

NOTE

Use the IR (Incident Recall) command to display timestamps and operator names (see "Recalling Incidents Using the IR Command" on page 9-14). Timestamp and operator names display in the Comments field. You can also press F4 from the Incident Display form to display the audit trail. From the audit trail, select the Date/Time Stamps option.

Command Identifiers

Default order:

- `IN.EV`

Commonly used option:

- `IN.<unit ID>`

Command Identifier Descriptions

The following table describes the command identifiers for the Incident Display (IN) command.

Table 9-2 Incident Display (IN) Command Identifier Descriptions

Identifier	Format	Description
EV	3-15AN	Incident number Type the number of the incident to display. The number of digits of the incident number affects how far back PREMIER CAD searches. The number of digits that must be specified depends on the number of incidents initiated on the particular day and when the incident occurred. At a minimum, the last two digits of the number are required. Using additional digits makes the search more precise. PREMIER CAD assumes that the omitted digits belong to the most recent incident number and retrieves the most recent number that ends with the specified digits. **Example**: If 400 incident numbers (1–400) were issued today and you specify 01, PREMIER CAD retrieves incident number 301 (incident 401 has not yet been initiated). If incident number 1 is the number you want, you must specify 001. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as unit IDs, a # must precede an incident number; for example, #1234. **Using unit numbers**: *If a unit is active on the incident*, you can use the unit ID, rather than the incident number. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If the Agency Parameters Configuration (MN.25) database form (MN.25) is configured to accept numeric values as events, a U must precede a unit ID that starts with a number; for example, U101 (see the *PREMIER CAD Configuration Guide*). If duplicate unit IDs are allowed across agencies, type <*agency ID*>/<*unit ID*>. If the agency ID is not specified, PREMIER CAD searches all agencies in the order entered in the Sign On form for the specified unit.

Table 9-2 Incident Display (IN) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
U Cannot be used with the EV identifier	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit ID Type the ID of a unit active on the incident. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If the Agency Parameters Configuration (MN.25) database form (MN.25) is configured to accept numeric values as events, a `U` must precede a unit ID that starts with a number; for example, `U101` (see the *PREMIER CAD Configuration Guide*). If duplicate unit IDs are allowed across agencies, type *<agency ID>/<unit ID>*. If the agency ID is not specified, PREMIER CAD searches all agencies in the order entered in the Sign On form for the specified unit.

Examples

`IN.WS00112`	Displays information for incident WS00112.
`IN.WS114`	Displays information for the incident on which unit WS114 is active.

Incident Display Form

The Incident Display form displays information about the incident specified with the Incident Display (IN) command. The form has two tabs, Comments and Routes. Each tab is identical with the exception of the bottom portion which either shows comments or service route information.

If the Incident View Log field on Page 1 of the System Parameters Configuration (MN.13) database form is set to `Y` (Enabled), a log entry will be made showing that you viewed the incident.

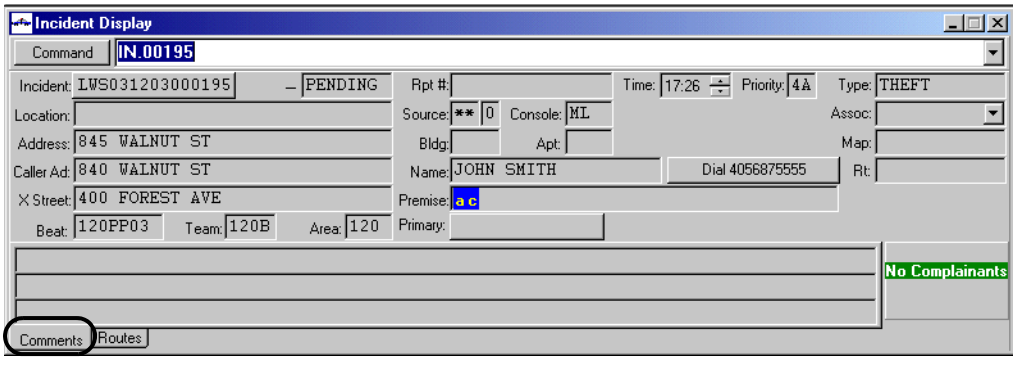


Figure 9-1 Incident Display Form – Comments Tab

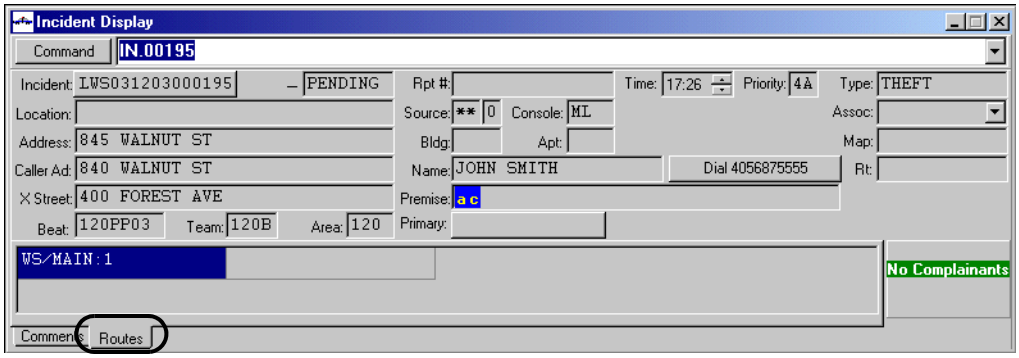


Figure 9-3 Incident Display Form – Routes Tab

Field Descriptions

The following table describes each field on the Incident Display form.

> **NOTE**
> Because the labels for Beat, Team, and Area are configurable, your Incident Display form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 9-3 Incident Display Form Field Descriptions

Field	Format	Description
Incident	Button	Displays the incident number. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Status	Display Only	Displays the status of the incident. P — Pending A — Active S — Stacked
Report #	Display Only	Displays the report number for the incident.
Time	Display Only	Displays the time the incident was initiated using the 24-hour military clock; for example, 23:45 for 11:45 pm.
Priority	Display Only	Displays the priority and subpriority for the incident.
Type	Display Only	Displays the incident type.

Table 9-3 Incident Display Form Field Descriptions (Cont.)

Field	Format	Description
Location	Display Only	Displays additional details about the incident location. **Example**: `around back` or `ABC Store` If the form was filled in from the 911 (Shift+F11) key and the subscriber is a business, the business name appears in this field. If a common place name was specified as the incident address when the particular incident was initiated, the street address of the common place appears in the Add field, and the name of the common place appears in this field.
Source	Display Only	Displays the call source for the incident. 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*)
Console	Display Only	Displays the console number from which the incident was initiated.
Assoc	Display Only	Displays the first associated incident number followed by P(arent), S(ibling), or C(hild) to show relationship.
Address	Display Only	Displays the address for the incident.
Bldg	Display Only	Displays the building number.
Apt	Display Only	Displays the apartment number.
Map	Display Only	Displays the PREMIER GG M map section that shows the street segment.
Route	Display Only	Displays the Agency ID and Route ID.
Caller Ad	Display Only	Displays the caller's address.
Name	Display Only	Displays the caller's name.
Dial (number)	Button	Click to automatically dial the number shown. The number is the phone number for the caller as defined using the Incident Initiate or Incident Update command or form. If the auto dial feature is available, a confirmation box displays asking you to confirm that you want to dial the number shown. If the feature is not available or if the phone connection is not active, a message appears indicating that fact.

Table 9-3 Incident Display Form Field Descriptions (Cont.)

Field	Format	Description
Rt	Display Only	Displays the Main service route for the incident.
XStreet	Display Only	Displays the name of the cross street closest to the incident. PREMIER CAD first searches for a low cross street, a street that exists at the lower address number end of the street. If a low cross street does not exist, the name of the high cross street appears in this field.
Premise	Display Only	Indicates databases with location information available. The premises display is configurable. The default settings are shown below. Your display may be different. See your system administrator for more information. • Red uppercase letters on a white background indicate that a record in the Location Menu exactly matches the address of the incident. • Yellow lower case letters on a blue background indicate that records exist in this database that are close in proximity to the incident's address. • --> ? <-- indicates the search is not complete. • ..N/A.. indicates that premises information is not available.
Beat	Display Only	Displays the beat or zone where the incident occurred.
Team	Display Only	Displays the team or district responsible for the incident.
Area	Display Only	Displays the area responsible for the incident.
Primary	Button	Displays the primary unit assigned to the incident. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.

Table 9-3 Incident Display Form Field Descriptions (Cont.)

Field	Format	Description
Flags	Display Only	Displays any or all of the following flags: • F.A.S. — Fire/ambulance has been requested. • L911 — Incident is from a 911 call. • Additional information is available. • NO COMPLAINANTS — Do not contact complainants. • PREV. INCIDENTS — Previous incident information is available for this address. • PREV. PLATE — Vehicle plate number was previously associated with an incident. • Prev. Inc/Plate — Previous incident information is available for the address and the vehicle plate number was previously associated with an incident. • SEE COMPLAINANT — Complainant can be contacted.
Comments Tab		
Comments	Display Only	Displays comment information. If the flag appears, press Shift+F4 to see additional comments. Comments in bold are new comments. To reset these comments back to non-bold type, press **F4** and view the Audit Trail.

Table 9-3 Incident Display Form Field Descriptions (Cont.)

Field	Format	Description
Routes Tab		
Routes	Special	Displays a list of service routes associated with the incident. There will always be a Main route. If there are other service routes associated with the incident either manually or automatically, they are listed after the Main route. Routes are listed in this format: `<agency ID>/<route ID>: <sequence> <status>` The sequence number increments each time the service route is closed and then re-opened. The status shows the status for that route only. **Example**: `WS/MAIN:1 N` If routes are associated with the incident automatically, the primary route is shown in parentheses with the Main route. **Example**: `WS/MAIN(LAW):1 N` **NOTE:** The following features are controlled by a setting in the `Cad.ini` file. If the features do not work, contact your system administrator. ***To display information about incidents in routes other than your logon route***: 1. From the Routes tab, select the route you want by using your mouse or the Tab key. Once you tab to the Routes fields, use your arrow keys, to make your selection. ***To perform other functions***: 1. Do one of the following: - Click the Incident button. - Select the Incident button by tabbing to it and then press the **Enter** key to display the shortcut menu. 2. Select the action you want to take, such as Recall or Update. The new form appears with the new command on the command line. Notice that the RT identifier appears on the command line with your selected route. For more information about service routes, see “Understanding Service Routing” in Appendix D of the *PREMIER CAD Configuration Guide*.

Recalling Incidents Using the IR Command

IR Use the Incident Recall (IR) command to display and print information about incidents. In contrast to the Incident Display form, timestamp and operator information display in the Comments field and the information in the form can be printed. If you issue this command without any identifiers or information elements, the Incident Recall form appears (see "Incident Recall Form – Blank Form" on page 9-20).

NOTE

The ATM Main window does not automatically center and zoom in to the specified incident when you submit the IR command. To zoom, use the Map (MC) command. (For more information, see "Zooming and Panning in PREMIER ATM" on page 2-21.)

PREMIER AWW provides two status monitors that show the results of the IR command:

- The Dynamic Recall status monitor displays the incident number, current status, start time, priority, and incident type.
- The Audit Records status monitor shows the audit trail of the incident displayed in the Dynamic Recall monitor. The most recent record appears at the bottom of the audit trail. Any additional information added to this incident from PREMIER CAD automatically appears on this monitor.

NOTE

Only one incident at a time can appear in these monitors. If information is displayed in the monitors when the IR command is issued, it is replaced with the new incident information.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- IR.EV.PR.S.F.DR.TR.RN.EX.DG.SC.RT.TN

NOTE

A unit ID can be used rather than the event or incident number if the unit is active on the incident.

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Incident Recall (IR) command.

Table 9-4 Incident Recall (IR) Command Identifier Descriptions

Identifier	Format	Description
EV Required only if a unit is not used.	15AN	Incident number Type the number of the incident to display. The number of digits of the incident number affects how far back PREMIER CAD searches. The number of digits that must be specified depends on the number of incidents initiated on the particular day and when the incident occurred. At a minimum, the last two digits of the number are required. Using additional digits makes the search more precise. PREMIER CAD assumes that the omitted digits belong to the most recent incident number and retrieves the most recent number that ends with the specified digits. **Example**: If 400 incident numbers (1–400) were issued today and you specify 01, PREMIER CAD retrieves incident number 301 (incident number 401 has not yet been initiated). If incident number 1 is the number you want, you must specify 001. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as unit IDs, a # must precede an incident number; for example, `#1234`. **Using unit numbers**: *If a unit is active on the incident*, you can use the unit ID, rather than the incident number. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If the Agency Parameters Configuration (MN.25) database form (MN.25) is configured to accept numeric values as events, a `U` must precede a unit ID that starts with a number; for example, `U101` (see the *PREMIER CAD Configuration Guide*). If duplicate unit IDs are allowed across agencies, type <*agency ID*>`/`<*unit ID*>. If the agency ID is not specified, PREMIER CAD searches all agencies in the order entered in the Sign On form for the specified unit.

Table 9-4 Incident Recall (IR) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
PR	7AN	Printer Type the printer name. To use the default printer, type an asterisk (*). If the printer is not specified, the default printer is used.
S	1A	Style Specify the report style. D — Detailed Incident Recall Report form. A detailed incident report is created with audit trail information as limited in the filter. S — Summary List Incident Recall Report form. A summary list report is created with a single line for each incident.
F	1A	Type the filter for the audit records. A — Entire audit trail C — Comments only S — Unit status changes only U — Incident updates only The filter you select limits the records that display in the Comments tab of an IR Detail display (three lines of text). The Comments tab data on the IR details form cannot be scrolled or paged. If the label displays, you can view more details by displaying the Audit Trail (F4). When you print the results from the IR selection form or from the command line using the PR identifier, the results are also limited by the filter value.
DR	1A	Specify whether the results of the IR command displays on the Dynamic Recall status monitor. Y — Display information on the Dynamic Recall status monitor. N — Do not display information on the Dynamic Recall status monitor.
TR	7AN	Transfer incident number **NOTE:** This identifier is site-specific. Type the transfer incident request number.
RN	Up to 15AN depending on report format	Report number Type a report number for the incident (see “Understanding Report Numbers and Transport IDs” on page 9-66).

Table 9-4 Incident Recall (IR) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
EX	2AN	Exclude flag Specify what to exclude from the audit file. You can exclude both by separating them with commas. PH — Exclude Premises/Hazard information. QA — Exclude PREMIER Q&A Tree information.
DG	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group ID. A Dispatch Group is a set of areas within one or more agencies. When you submit the IR command with a Dispatch Group ID, PREMIER CAD retrieves all incidents that are included within the agencies and areas defined for that Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** You can also enter the agency followed by a slash before the dispatch group ID to recall incidents in other agencies; for example, `BO/EARLY`.
SC	Agency = 2AN Source Code = 1AN	Source Code Specify one of the following call source codes for the incident. 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*) This identifier can be used with or without an agency ID. To use an agency ID, precede the source code with the agency code and a forward slash (/); for example, `BO/0`. If no agency ID is used, the agency defaults to the console agency. When you specify the source code from the command line, PREMIER CAD searches for any incidents in the specified date/time range that match the indicated source code. When you create a report with the `IR` command and the `SC` identifier, the report shows the source code you selected.

Table 9-4 Incident Recall (IR) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
RT	4AN	Route ID Type the ID for the service route. PREMIER CAD validates the service route and an error message displays if the service route does not exist as a route already assigned to the incident you are recalling. Recommendations are made based on the specified service route. If you do not specify a service route, PREMIER CAD assigns the service route based on the value in the Default Type field on Page 3 of the Agency Parameters Configuration (MN.25) database form to determine the service route (see the *PREMIER CAD Configuration Guide*). For more information about routing, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*
TN	11AN each	Pager keys (alphanumeric and tear-and-run) Use this identifier to resend pager messages. You can specify up to five pager keys to resend; separate each pager key with a comma (,). Messages are sent regardless of the Allow CMD line Toning flag in the Agency Parameters Configuration (MN.25) database. Pager IDs used to generate a tear-and-run dispatch message must have a P or pound sign (#) prefix, depending on the toning/paging system that is being used **Example**: `IR.<incident number>.TN;#FD0016,#FD0017,#FD0018,#FD0019,#FD0020` The following must be configured prior to using this feature: - Pager Keys must be defined in the Toning/Paging Configuration (MN.26) database form. - For every pager key you define in MN.26, you must define an identical printer in the Agency Defined Printer Devices (MN.54) database form. For example, if you define a pager named FD0016, you must define a printer named FD0016.

Examples

`IR.WS00112.DR;Y`	Displays the results of the IR command in the Dynamic Recall and Audit Record status monitors.
`IR.WX00112.DR;N`	Removes the current information for incident WS00112 from the Dynamic Recall and Audit Record status monitors.

`IR.WX00112.`
`LL22456.`
`EX;PH,QAT`
	Sends a report to printer LL22456 excluding Premises/Hazard and PREMIER Q&A Tree information.

Incident Recall Form

The Incident Recall form displays differently depending on whether you access it with an incident number or without.

If you issue the IR command without any identifiers, or if you press the Recall key (**Shift+F3**) on a blank command line, a blank Incident Recall form appears.

If you issue the IR command *with* an incident number, a form with two tabs, Comments and Routes, displays. Each tab is identical with the exception of the bottom portion which either shows comments or service route information.

See:

- Incident Recall Form – Blank Form
- Incident Recall Form – With Incident Number

Incident Recall Form – Blank Form

A blank Incident Recall form appears when the IR command is issued without any identifiers or information elements or if the Recall key (Shift+F3) is pressed on a blank command line. The form is used to define the parameters to use to search for an incident or report.

The search results display in the Summary List Incident Recall Report form or the Detailed Incident Recall Report form, depending on the information entered in the Incident Recall form (see "Summary List Incident Recall Report Form" on page 9-33 and "Detailed Incident Recall Report Form" on page 9-35). To return to the Incident Recall form from these forms, verify that the Printer field of the results form is blank and press the Submit Form (**F12**) key.

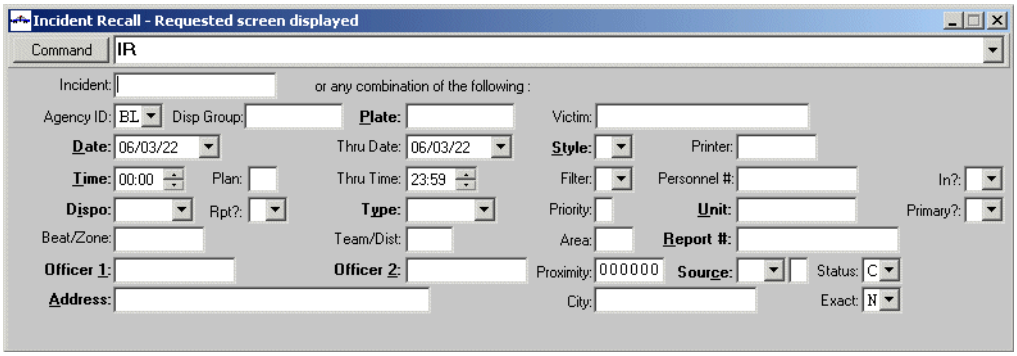


Figure 9-4 Incident Recall Form – Blank Form

Field Descriptions

The following table describes the fields that display on the Incident Recall form when the Incident Recall command is issued without any identifiers, with a unit identifier, or if the Recall key (Shift+F3) is pressed on a blank command line.

NOTE

Because the labels for Beat, Team, Area, and City are configurable, your Incident Recall form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 9-5 Incident Recall – Blank Form Field Descriptions

Field	Format	Description
Incident	15AN	Enter the incident number *or* use the other fields in the form to enter recall criteria Once you enter an incident number, all other fields on the IR form are ignored. PREMIER CAD uses the number of characters entered for the incident number as an indicator of how far to search back. Consider today is Day 1: If you enter two incident numbers, PREMIER CAD searches for an incident today that ends in the two numbers you enter and returns the first incident found; if an incident isn't found, then PREMIER CAD searches the previous day for an occurrence. For example, if today is the 29th August 2007, you are signed on to Law Agency BL, and you enter 01 to find an incident, PREMIER CAD looks for an incident with the number LBL070829?????1. PREMIER CAD could return 001, 101, 201, and so on. If PREMIER CAD does not find an incident on the 27th, it looks for one on the 28th August 2007. If you enter three incident numbers, PREMIER CAD looks two days back; if you enter four incident numbers, PREMIER CAD looks three days back; if you enter incident five numbers, PREMIER CAD looks four days back, and so on. **NOTE:** Entering seven or nine characters is not permitted.
Agency ID	2AN	If searching for information for an agency other than the current working agency, type the agency ID. If searching using a partial address, leave this field blank. An agency ID can be included with a specified incident number if a forward slash (/) is used to separate the ID from the number. When signed on to cover more than one agency, you must use the agency identifier for all searches. **NOTE:** If you enter both an Agency ID *and* a Dispatch Group, PREMIER CAD ignores the value in the Agency ID field and retrieves only those incidents that are included within the agencies and areas defined for the Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*).

Table 9-5 Incident Recall – Blank Form Field Descriptions (Cont.)

Field	Format	Description
Disp Group	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group *or* type your agency ID, followed by a slash, and the Dispatch Group; for example, `BO/EARLY`. If you do not specify an agency ID, PREMIER CAD uses your signon agency. A Dispatch Group is a set of areas within one or more agencies. When you submit the IR command with a Dispatch Group ID, PREMIER CAD retrieves all incidents that are included within the agencies and areas defined for that Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*).
Plate	10AN	Type the license plate number for which to search. The license plate number must be exact and complete. PREMIER CAD finds any incidents where a vehicle with the license plate was involved on the dates and times you enter.
Victim	20AN	Type the victim name for which to search. When specifying a victim's name, the name must be entered completely and exactly as it was typed in the incident record. PREMIER CAD finds any incidents where the victim was involved on the dates and times specified; however, PREMIER CAD only finds names that were entered using the VN, V1, or V2 identifiers.
Date	YYMMDD	Type the start date for the search. The Date and Thru Date fields allow a search for incidents that were initiated on the date or during the period specified. **NOTE:** If the search date is not entered or is entered as the current date, CAD searches backwards a set number of previous days (configured on Page 3 of the Agency Parameters (MN.25) database).
Thru Date	YYMMDD	Type the end date for the search.
Style	1A	Specify the report style. D — Detailed Incident Recall Report form. A detailed incident report is created with audit trail information as limited in the Filter field. S — Summary List Recall Report form. A summary list report is created with a single line for each incident.

Table 9-5 Incident Recall – Blank Form Field Descriptions (Cont.)

Field	Format	Description
Printer	7AN	Type the printer ID. To use the default printer, type an asterisk (*). To use a different printer, type the printer ID. When you move your cursor out of the Printer field after typing a printer name, a box appears in the upper right corner of the form called *Exclude Supply Audit*.The options in this box control how much incident information is printed. All incident information, including the audit trail, is sent to the specified printer unless you select one or both of the two new options. • To exclude Premises/Hazard information, select Prem/Hazard. • To exclude PREMIER Q&A Tree information, select QAT. If you print a report without specifying a style or filter, PREMIER CAD prints a detailed report for all the incidents retrieved.
Time	HHMM	Type the start time for the search using a 24-hour military clock; for example, enter 18:30 for 6:30 pm. The Time and Thru Time fields allow a search for incidents that were initiated at or during the specified time/range.
Plan	2AN	Type the plan to include in the search. If using the Team/Dist, Area, or Beat/Zone fields, the default for the Plan field is the one currently in effect.
Thru Time	HHMM	Type the end time for the search using a 24-hour military clock; for example, enter 23:45 for 11:45 pm. A time range that spans midnight from one day to midnight of the next day cannot be specified. To specify a search that achieves the midnight-to-midnight results, use one of the following methods. • Type a date range that covers the two dates and leave the Time and Thru Time fields blank to retrieve all the incidents for both days. • Type the first date and a time range including 2359 in the first request, and the next date and a time range, starting with midnight, in a second request. If you request a large date range search, PREMIER CAD returns a message on the Status line and displays a CONTINUE field in the top right corner of the form. Verify the search data. If the date range is correct, type Y to continue the search and press the Submit Form key (**F12**). If the date range is incorrect, retype the date range or other data, type Y in the CONTINUE field, and press the Submit Form key (**F12**). **NOTE:** Large date-range searches are a lengthy process. Run these searches from a workstation that is not used for incident initiation or dispatch.

Table 9-5 Incident Recall – Blank Form Field Descriptions (Cont.)

Field	Format	Description
Filter	1A	If requesting a detailed report in the Style field, specify the filter for the audit text. A — Entire audit trail C — Comments only S — Unit status changes only U — Incident updates only **NOTE:** Filters only apply to the printing of IR information, not the displaying of the audit trail on the console. The filter you select limits the records that display in the Comments tab of an IR Detail display (three lines of text). The Comments tab data on the IR details form cannot be scrolled or paged. If the label displays, you can view more details by displaying the Audit Trail (F4). When you print the results from the IR selection form or from the command line using the PR identifier, the results are also limited by the filter value.
Personnel #	11AN	Personnel Number Type the agency ID and personnel number to include in the search. **Example**: `BO123456789`.
In?	1A	Specify whether the employee initiated or updated the incident. Y — The personnel number specified in the Personnel # field is that of the person who initiated the incident. No or blank — The personnel number in the Personnel # is that of the person who updated the incident with an audit trail entry. If this field is left blank, PREMIER CAD assumes the personnel number is that of the person who both updated and created the incident.
Dispo	5AN	Type the disposition. Recall incidents with this closing disposition. For PREMIER CAD to locate the disposition, the value entered in the Dispo field must exactly match how the disposition is configured in the Dispositions Configuration (MN.6) database form (see the *PREMIER CAD Configuration Guide*).
Rpt?	1A	Specify whether to consider reports when recalling incidents. Y — Recall incidents with *any* closing disposition requiring a report. Do not enter a disposition in the Dispo field when you enter `Y` in this field. N or blank — ignore this parameter. This parameter is configured in the Dispositions Configuration (MN.6) database form (see the *PREMIER CAD Configuration Guide*).

Table 9-5 Incident Recall – Blank Form Field Descriptions (Cont.)

Field	Format	Description
Type	6AN	Type the incident type as it is configured in the Incident Types (MN.11) database form. To display a list of incident types and descriptions, click the arrow to the right of the Type field.
Priority	1N	Type the priority associated with the incident.
Unit	Unit = 8AN Shift ID = 2AN	To retrieve all incidents to which a unit was assigned during a specific time frame, type the unit ID followed by a dash and the shift ID. If a unit ID is specified without an incident number, the current incident assigned to the unit appears.
Primary?	1A	Specify whether the unit in the Unit field is the primary unit for the incident. Y — The unit in the Unit field is the primary unit for the incident. N or blank — The unit in the Unit field does not need to be the primary unit for the incident.
Beat/Zone	Beat = 4AN Beat Alias = 8AN	Type the beat or zone to include in the search. If your agency uses beat aliases, enter the alias, not the beat. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*.
Team/Dist	4AN	Type the team or district to include in the search.
Area	3AN	Type the area to include in the search.

Table 9-5 Incident Recall – Blank Form Field Descriptions (Cont.)

Field	Format	Description
Report #	15AN	Type the report number for which to search. The number of digits for the report depends on the report format. The report format is selected in Page 1 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Format — Number of digits 1 — Up to 6 digits allowed 2 — Up to 6 digits allowed 3 — Up to 6 digits allowed 4 — 12 digits required 5 — Up to 6 digits allowed 6 — Up to 15 alphanumeric characters allowed (If you use fewer than 15 characters, PREMIER CAD inserts leading zeros to create the full 15 character length.) If this field is used with the Date and Thru Date fields, PREMIER CAD searches within the date range until it finds the exact report number. If this field is used without the Date and Thru Date fields, the number of digits in this field determines the number of days that PREMIER CAD searches backwards from the start date for the report. The number of digits to use depends on how many incidents the agency creates in a day. At a minimum, the last two digits of the number are required. Using additional digits makes the search more precise. PREMIER CAD assumes that the omitted digits belong to the most recent report number and retrieves the most recent number that ends with the specified digits. **Example**: If 400 reports (1–400) were issued today and you specify 01, PREMIER CAD retrieves report number 301 (report 401 has not yet been issued). If report number 1 is the number you want, you must specify 001.
Officer 1	11AN	Type the agency ID and personnel number of the officer. **Example**: `B0123456789`.
Officer 2	11AN	Type the agency ID and personnel number of the officer. **Example**: `B0123456789`.
Proximity	6N	Type the maximum distance (in feet) that incidents can be located from the specified address to be recalled. This field works in conjunction with the Exact field. The default value for this field is 000000, for a zero-proximity search (such as a single-address recall).

Table 9-5 Incident Recall – Blank Form Field Descriptions (Cont.)

Field	Format	Description
Source	Agency = 2AN Source Code = 1AN	Source Code Type the Agency ID or select it from the drop-down list. Specify one of the following call source codes for the incident. 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*) When you specify the source code, PREMIER CAD searches for any incidents in the specified date/time range that match the indicated source code. When you create a report with the `IR` command and the `SC` identifier, the report shows the source code you selected.
Status (Conditional)	1A	Type the status codes for incidents to be retrieved in a proximity search. * — All A — Active C — Closed H — Held N — New O — Open P — Pending S — Stacked This field is only used for proximity searches.
Address	30AN	Type the address. **NOTE:** You must type the street address, the street direction, and at least part of the street name. For addresses that have a single-letter direction, such a `N Main Street`, you must enter two spaces between the direction and the street.
City	15AN	Type the city. If the Exact field contains a Y, the city code must be included.

Table 9-5 Incident Recall – Blank Form Field Descriptions (Cont.)

Field	Format	Description
Exact	1A	Specify the address search type. Y — Exact address. The Address field must include a full address. The City field must include the city code. N — Partial address. The Address field allows a partial address. Leave the CIty field blank. You must type the street address, the street direction, and at least part of the street name. P — Proximity search. The Address field allows a partial address. Proximity address searches use the address verification feature.

Incident Recall Form – With Incident Number

If you issue the IR command with an incident number, a form with two tabs, Comments and Routes, displays. Each tab is identical with the exception of the bottom portion which either shows comments or service route information.

If the Incident View Log field on Page 1 of the System Parameters Configuration (MN.13) database form is set to Y (Enabled), a log entry will be made showing that you viewed the incident.

NOTE

The Comments tab cannot be scrolled or paged. If the label displays, you can view more details by displaying the Audit Trail (F4).

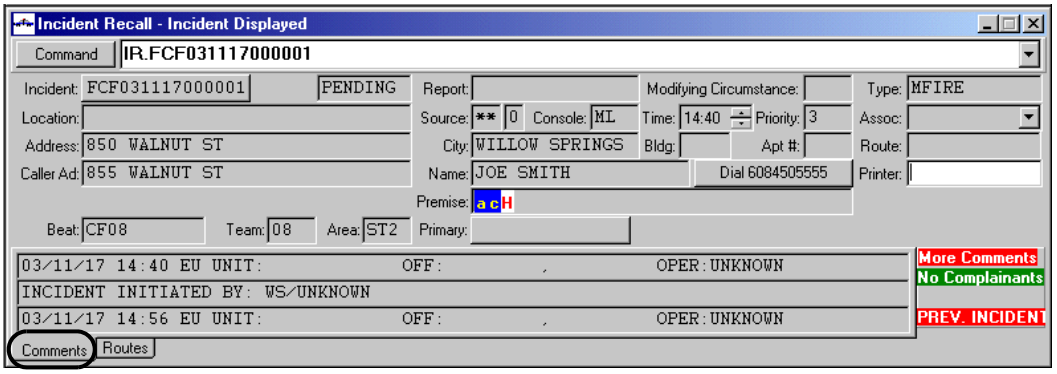


Figure 9-5 Incident Recall Form – With Incident Number – Comments Tab

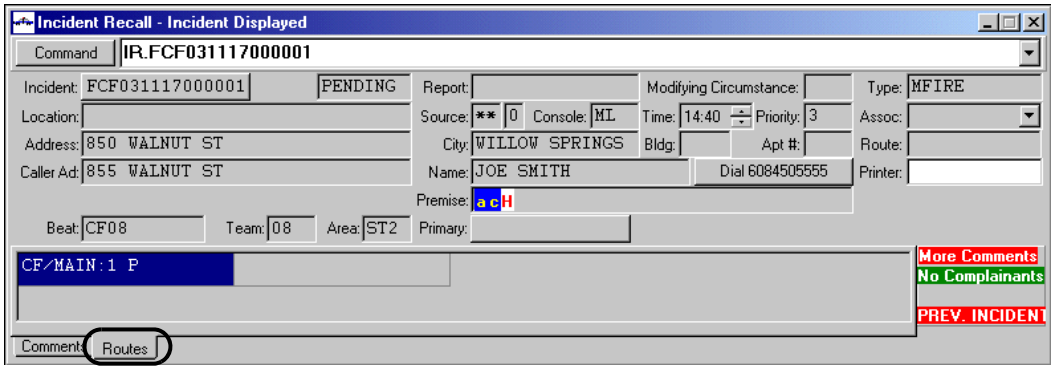


Figure 9-6 Incident Recall Form – With Incident Number – Routes Tab

Field Descriptions

The following table describes the fields that display on the Incident Recall form when the Incident Recall command is issued with an incident number.

NOTE

Because the labels for City, Beat, Team, and Area are configurable, your Incident Recall form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 9-6 Incident Recall Form – With Incident Number Field Descriptions

Field	Format	Description
Incident	Button	Displays the incident number. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Status	Display Only	Displays the status of the incident: P — Pending A — Active S — Stacked N — New O — Open H — Held C — Closed Closed incidents cannot be dispatched.
Report	Display Only	Displays the report number.
Modifying Circumstance	Display Only	Displays the modifying circumstance code to override the priority, subpriority, and response code settings for the incident type.

Table 9-6 Incident Recall Form – With Incident Number Field Descriptions (Cont.)

Field	Format	Description
Type	Display Only	Displays the incident type.
Location	Display Only	Displays any additional details about the location. **Example**: `around back` or `ABC Store` If the form was filled in from the 911 (Shift+F11) key and the subscriber is a business, the business name appears in this field. If a common place name was specified as the incident address when the particular incident was initiated, the street address of the common place appears in the Add field, and the name of the common place appears in this field.
Source	Display Only	Source uses two fields. The first displays the agency code; the second displays the call source for the incident: 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*)
Console	Display Only	Displays the console number where the call was initiated.
Time	Display Only	Displays the time the incident was initiated using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Priority	Display Only	Displays the priority (and possible subpriority) of the incident.
Assoc	Display Only	Displays a list of incident numbers of any associated incidents followed by `P` (Parent), `S` (Sibling), or `C` (Child) to show relationship.
Address	Display Only	Displays the address for the incident.
City	Display Only	Displays the city for the incident.
Bldg	Display Only	Displays the building number.
Apt	Display Only	Displays the apartment number.
Map	Display Only	Displays the PREMIER GG M map section that shows the street segment.
Route	Display Only	Displays the Agency ID and Route ID.

Table 9-6 Incident Recall Form – With Incident Number Field Descriptions (Cont.)

Field	Format	Description
Caller Ad	Display Only	Displays the caller's address.
Name	Display Only	Displays the caller's name.
Dial (number)	Button	Click to automatically dial the number shown. The number is the phone number for the caller defined using the Incident Initiate or Incident Update command or form. If the auto dial feature is available, a confirmation box displays asking you to confirm that you want to dial the number shown. If the feature is not available or if the phone connection is not active, a message appears indicating that fact.
Printer	7AN	Type the printer ID. To use the default printer, type an asterisk (*). To use a different printer, type the printer ID. When you move your cursor out of the Printer field after typing a printer name, a new option appears in the upper right corner of the form. All incident information, including the audit trail, is sent to the specified printer, unless you select one or both of the two new options. • To exclude Premises/Hazard information, select Prem/Hazard. • To exclude PREMIER Q&A Tree information, select QAT. If you print a report without specifying a style or filter, PREMIER CAD prints a detailed report for all the incidents retrieved.
Premise	Display Only	Indicates databases with location information available. The premises display is configurable. The default settings are shown below. Your display may be different. See your system administrator for more information. • Red uppercase letters on a white background indicate that a record in the Location Menu exactly matches the address of the incident. • Yellow lower case letters on a blue background indicate that records exist in this database that are close in proximity to the incident's address. • --> ? <-- indicates the search is not complete. • ..N/A.. indicates that premises information is not available.
Beat	Display Only	Displays the beat or zone where the incident occurred.

Table 9-6 Incident Recall Form – With Incident Number Field Descriptions (Cont.)

Field	Format	Description
Team	Display Only	Displays the team or district responsible for the incident. **NOTE:** Because the label for Team is configurable, your Incident Recall form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*. The team is defined by the service route, if used. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Area	Display Only	Displays the area responsible for the incident. The area is defined by the service route, if used. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Primary	Button	Displays the primary unit ID assigned to the incident.
Flags	Display Only	Displays any or all of the following flags: • F.A.S. — Fire/ambulance has been requested. • L911 — Incident is from a 911 call. • MORE COMMENTS — Additional information is available. • NO COMPLAINANTS — Do not contact complainants. • PREV. INCIDENTS — Previous incident information is available for this address. • PREV. PLATE — Vehicle plate number was previously associated with an incident. • Prev. Inc/Plate — Previous incident information is available for the address and the vehicle plate number was previously associated with an incident. • SEE COMPLAINANT — Complainant can be contacted.
Comments	Display Only	Displays the first three lines of records in the audit trail (not just those that are regarded specifically as comments). Because an incident always has two audit records, one for the primary route, and one to indicate whom the record was created by, the flag will always display. Comments in bold are new comments. To reset these comments back to non-bold type, press **F4** and view the Audit Trail. Press the Audit Trail key (**F4**) to display further details. **NOTE:** This field shows the comments available when you opened the form. If other comments are added by another dispatcher while you have this form open, you must reopen this form to see them.

Table 9-6 Incident Recall Form – With Incident Number Field Descriptions (Cont.)

Field	Format	Description
Routes Tab		
Routes	Special	Displays a list of service routes associated with the incident. There will always be a Main route. If there are other service routes associated with the incident either manually or automatically, they are listed after the Main route. Routes are listed in this format: `<agency ID>/<route ID>: <sequence> <status>` The sequence number increments each time the service route is closed and then re-opened. The status shows the status for that route only. **Example**: `WS/MAIN:1 N` If routes are associated with the incident automatically, the primary route is shown in parentheses with the Main route. **Example**: `WS/MAIN(LAW):1 N` **NOTE:** The following features are controlled by a setting in the `Cad.ini` file. If the features do not work, contact your system administrator. ***To recall information about incidents in routes other than your logon route:*** 1. From the Routes tab, select the route you want by using your mouse or the Tab key. Once you tab to the Routes fields, use your arrow keys, to make your selection. Make sure the route is highlighted or has dots around it before you move to the next step. 2. Press **F12**. ***To perform other functions***: 1. Do one of the following: - Click the Incident button. - Select the Incident button by tabbing to it and then press the **Enter** key to display the shortcut menu. 2. Select the action you want to take, such as Recall or Update. The new form appears with the new command on the command line. Notice that the RT identifier appears on the command line with your selected route. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.

Summary List Incident Recall Report Form

The Summary List Incident Recall Report form appears if you specified the S Style with the IR command or entered the S Style in the Incident Recall form (see "Recalling Incidents Using the IR Command" on page 9-14 and "Incident Recall Form – Blank Form" on page 9-20). To display the Incident Recall Report form for an incident, select the incident by doing one of the following:

- If you are using a mouse, click incident you want and select **Recall** or **Update**.
- If you are using the keyboard, select the incident you want by tabbing until there is a dotted line around the edge of the button. Press **Enter**, and then press **R** for recall or **U** for update.

  The Incident Recall Report form for the selected incident appears.

To return to the Incident Recall form, verify that the Printer field is blank and press the Submit Form (**F12**) key.

NOTE

Only one incident can be selected at a time. If you select two incidents, PREMIER CAD disregards the second selection and only displays the first incident.

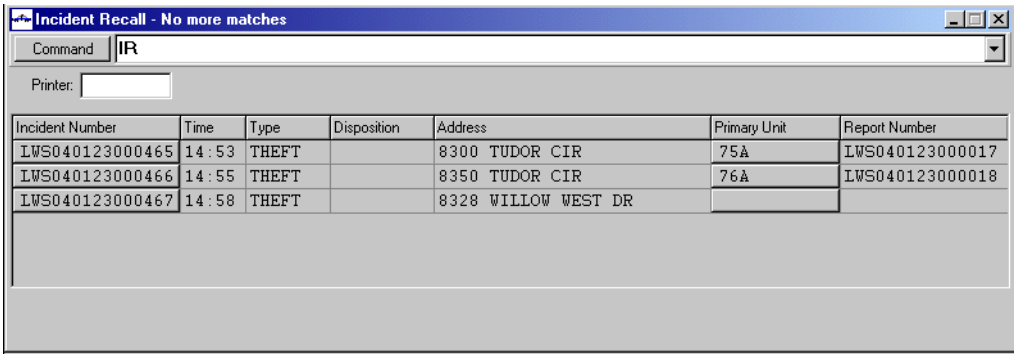


Figure 9-7 Summary List Incident Recall Form

Field Descriptions

The following table describes the fields in the Summary List Recall Report Form.

Table 9-7 Summary List Incident Recall Report Form Field Descriptions

Field	Format	Description
Printer	7AN	Type the printer ID. To use the default printer, type an asterisk (*). To use a different printer, type the printer ID.
Incident Number	Button	Displays the incident number. The incidents are listed in chronological order, based on audit trail entries. The incidents may therefore not appear in numerical order, and the same incident may appear on separate pages of the display. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see “Shortcut Menus” on page 2-17.
Time	Display Only	Displays the time the incident was initiated using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Type	Display Only	Displays the incident type.

Table 9-7 Summary List Incident Recall Report Form Field Descriptions (Cont.)

Field	Format	Description
Disposition	Display Only	Displays the incident disposition.
Address	Display Only	Displays the incident address.
Primary Unit	Button	Displays the primary unit ID assigned to the incident. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Report Num	Display Only	Displays the report number if the incident type generates a report.

Detailed Incident Recall Report Form

The Detailed Incident Recall Report form displays detailed information about a recalled incident in the Incident Recall form and, if the `IROpenWithAudit` parameter is set to `Y` in the `CAD.ini` file, automatically opens the audit trail for the incident. The Detailed Incident Recall Report form appears when one of the following actions is performed.

- `IR.`<*incident number*> is typed on a command line and the Command (F10) key is pressed.
- An incident and the D Recall Style are selected on the Incident Recall Selection form and the Submit Form (F12) key is pressed.
- An incident is selected from the Summary List Incident Recall Report form.
- An incident number is typed on the command line and the Recall (Shift+F3) key is pressed.

To return to the Incident Recall form, verify that the Printer field is blank and then press the Submit Form (**F12**) key (see "Incident Recall Form – Blank Form" on page 9-20).

The Page key (Shift+F8 or F16) functions on this form as follows:

- If you ran an incident number search, the Next Page key retrieves the next sequential incident number.
- If you ran a unit number search, the Next Page key retrieves the next sequential incident number to which the unit was assigned.

- If you ran a report number with date range search, the Next Page key retrieves the next incident with a matching report number. Continue to press the Page key to retrieve matches within the specified date range. PREMIER CAD matches the characters typed in the Report # field. For example, if you type 25, matches for 25, 125, 225, 325, and so on are retrieved.

- If you ran a report number without date range search, the Next Page key displays the message `No more matches`.

The Detailed Incident Recall Report form has two tabs, Comments and Routes. Each tab is identical with the exception of the bottom portion which either shows comments or service route information.

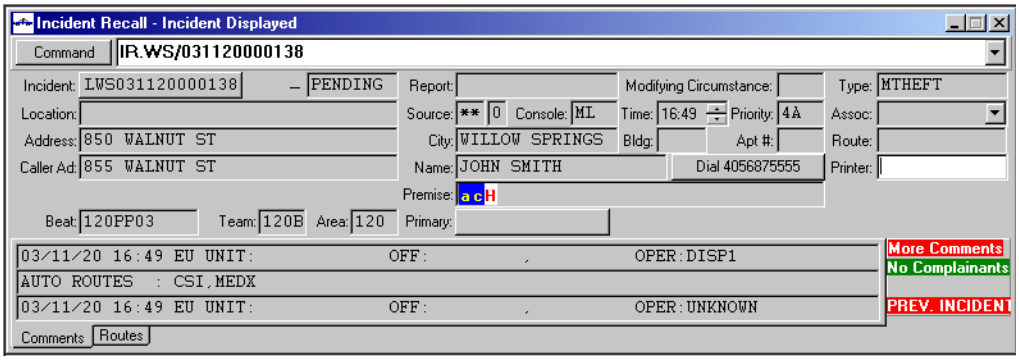


Figure 9-8 Detailed Incident Recall Report Form – Comments Tab

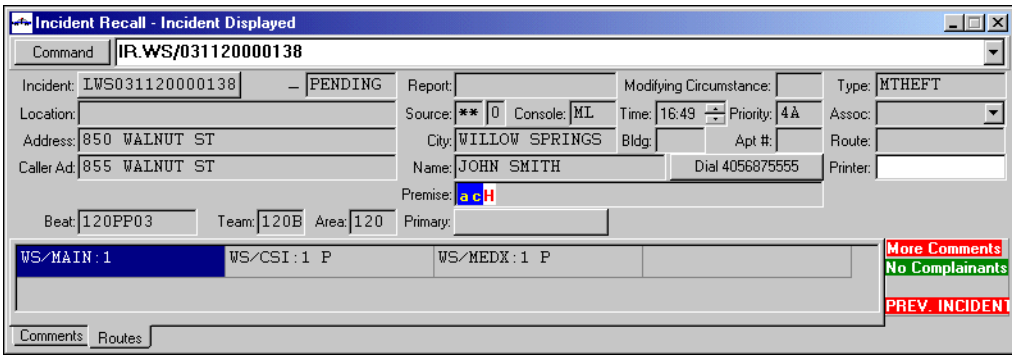


Figure 9-9 Detailed Incident Recall Report Form – Routes Tab

Field Descriptions

The following table describes the fields in the Detailed Incident Recall Report form.

NOTE

Because the labels for City, Beat, Team, and Area are configurable, your Detailed Incident Recall Report form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 9-8 Incident Recall Form – With Incident Number Field Descriptions

Field	Format	Description
Incident	Button	Displays the incident number. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Status	Display Only	Displays the status of the incident: P — Pending A — Active S — Stacked N — New O — Open H — Held C — Closed Closed incidents cannot be dispatched.
Report	Display Only	Displays the report number.
Modifying Circumstance	Display Only	Displays the modifying circumstance code to override the priority, subpriority, and response code settings for the incident type.
Type	Display Only	Displays the incident type.
Location	Display Only	Displays any additional details about the location. **Example**: `around back` or `ABC Store` If the form was filled in from the 911 (Shift+F11) key and the subscriber is a business, the business name appears in this field. If a common place name was specified as the incident address when the particular incident was initiated, the street address of the common place appears in the Add field, and the name of the common place appears in this field.
Source	Display Only	Source uses two fields. The first displays the agency code; the second displays the call source for the incident: 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*)
Console	Display Only	Displays the console number where the call was initiated.

Table 9-8 Incident Recall Form – With Incident Number Field Descriptions (Cont.)

Field	Format	Description
Time	Display Only	Displays the time the incident was initiated using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Priority	Display Only	Displays the priority (and possible subpriority) of the incident.
Assoc	Display Only	Displays a list of incident numbers of any associated incidents followed by P (Parent), S (Sibling), or C (Child) to show relationship.
Address	Display Only	Displays the address for the incident.
City	Display Only	Displays the city for the incident.
Bldg	Display Only	Displays the building number.
Apt	Display Only	Displays the apartment number.
Map	Display Only	Displays the PREMIER GG M map section that shows the street segment.
Route	Display Only	Displays the Agency ID and Route ID.
Caller Ad	Display Only	Displays the caller's address.
Name	Display Only	Displays the caller's name.
Dial (number)	Button	Click to automatically dial the number shown. The number is the phone number for the caller defined using the Incident Initiate or Incident Update command or form. If the auto dial feature is available, a confirmation box displays asking you to confirm that you want to dial the number shown. If the feature is not available or if the phone connection is not active, a message appears indicating that fact.
Printer	7AN	Type the printer ID. To use the default printer, type an asterisk (*). To use a different printer, type the printer ID. When you move your cursor out of the Printer field after typing a printer name, a new option appears in the upper right corner of the form. All incident information, including the audit trail, is sent to the specified printer, unless you select one or both of the two new options. • To exclude Premises/Hazard information, select Prem/Hazard. • To exclude PREMIER Q&A Tree information, select QAT. If you print a report without specifying a style or filter, PREMIER CAD prints a detailed report for all the incidents retrieved.

Table 9-8 Incident Recall Form – With Incident Number Field Descriptions (Cont.)

Field	Format	Description
Premise	Display Only	Indicates databases with location information available. The premises display is configurable. The default settings are shown below. Your display may be different. See your system administrator for more information. • Red uppercase letters on a white background indicate that a record in the Location Menu exactly matches the address of the incident. • Yellow lower case letters on a blue background indicate that records exist in this database that are close in proximity to the incident's address. • --> ? <-- indicates the search is not complete. • ..N/A.. indicates that premises information is not available.
Beat	Display Only	Displays the beat or zone where the incident occurred.
Team	Display Only	Displays the team or district responsible for the incident. **NOTE:** Because the label for Team is configurable, your Incident Recall form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*. The team is defined by the service route, if used. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Area	Display Only	Displays the area responsible for the incident. The area is defined by the service route, if used. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Primary	Button	Displays the primary unit ID assigned to the incident.

Table 9-8 Incident Recall Form – With Incident Number Field Descriptions (Cont.)

Field	Format	Description
Flags	Display Only	Displays any or all of the following flags: • F.A.S. — Fire/ambulance has been requested. • L911 — Incident is from a 911 call. • Additional information is available. • NO COMPLAINANTS — Do not contact complainants. • PREV. INCIDENTS — Previous incident information is available for this address. • PREV. PLATE — Vehicle plate number was previously associated with an incident. • Prev. Inc/Plate — Previous incident information is available for the address and the vehicle plate number was previously associated with an incident. • SEE COMPLAINANT — Complainant can be contacted.
Comments	Display Only	Displays the first three lines of records in the audit trail (not just those that are regarded specifically as comments). Because an incident always has two audit records, one for the primary route, and one to indicate whom the record was created by, the flag will always display. Comments in bold are new comments. To reset these comments back to non-bold type, press **F4** and view the Audit Trail. Press the Audit Trail key (**F4**) to display further details. **NOTE:** This field shows the comments available when you opened the form. If other comments are added by another dispatcher while you have this form open, you must reopen this form to see them.

Table 9-8 Incident Recall Form – With Incident Number Field Descriptions (Cont.)

Field	Format	Description
Routes Tab		
Routes	Special	Displays a list of service routes associated with the incident. There will always be a Main route. If there are other service routes associated with the incident either manually or automatically, they are listed after the Main route. Routes are listed in this format: `<agency ID>/<route ID>: <sequence> <status>` The sequence number increments each time the service route is closed and then re-opened. The status shows the status for that route only. **Example**: `WS/MAIN:1 N` If routes are associated with the incident automatically, the primary route is shown in parentheses with the Main route. **Example**: `WS/MAIN(LAW):1 N` **NOTE:** The following features are controlled by a setting in the `Cad.ini` file. If the features do not work, contact your system administrator. ***To recall information about incidents in routes other than your logon route:*** 1. From the Routes tab, select the route you want by using your mouse or the Tab key. Once you tab to the Routes fields, use your arrow keys, to make your selection. Make sure the route is highlighted or has dots around it before you move to the next step. 2. Press **F12**. ***To perform other functions***: 1. Do one of the following: - Click the Incident button. - Select the Incident button by tabbing to it and then press the **Enter** key to display the shortcut menu. 2. Select the action you want to take, such as Recall or Update. The new form appears with the new command on the command line. Notice that the RT identifier appears on the command line with your selected route. For more information about service routes, see “Understanding Service Routing” in Appendix D of the *PREMIER CAD Configuration Guide*.

Recalling Incidents Using the Recall Key

Shift+F3

The Recall key (Shift+F3) combination performs the same functions as the IR command (see "Recalling Incidents Using the IR Command" on page 9-14). However, this function key eliminates the need to type the IR command and to press the Command key (F10). This function uses the same identifiers as the Incident Recall command.

If the Recall key (Shift+F3) is pressed on a blank command line, the Incident Recall form appears (see "Incident Recall Form – Blank Form" on page 9-20).

If the command line already contains a command, the IR command replaces the existing command when you press **Shift+F9**.

Command Identifiers

Default order:

- EV.PR.S.F.DR.TR.RN.EX.DG.SC

Command Identifier Descriptions

The following table describes the command identifiers for the Recall key.

NOTE

Because the labels for Beat, Team, Area and City are configurable, your Detailed Incident Recall Report form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields.

Figure 9-10 Recall Key Command Identifier Descriptions

Identifier	Format	Description
EV	15AN	Incident number Type the number of the incident or the unit ID to display. When using the unit ID, you must also specify the shift ID. The number of digits of the incident number affects how far back PREMIER CAD searches. The number of digits that must be specified depends on the number of incidents initiated on the particular day and when the incident occurred. At a minimum, the last two digits of the number are required. Using additional digits makes the search more precise. PREMIER CAD assumes that the omitted digits belong to the most recent incident number and retrieves the most recent number that ends with the specified digits. **Example**: If 400 incident numbers (1–400) were issued today and you specify 01, PREMIER CAD retrieves incident number 301 (incident number 401 has not yet been initiated). If incident number 1 is the number you want, you must specify 001. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as unit IDs, a # must precede an incident number; for example, `#1234`. If the Agency Parameters Configuration (MN.25) database form is configured to accept numeric values as incident numbers, a `U` must precede a unit ID that starts with a number; for example, `U101`.
PR	7AN	Printer Type the printer name. To use the default printer, type an asterisk (*). If the printer is not specified, the default printer is used.
S	1A	Style Specify the report style. D — Detailed Incident Recall Report form. A detailed incident report is created with audit trail information as limited in the filter. S — Summary List Incident Recall Report form. A summary list report is created with a single line for each incident. The only reports that can be printed are S reports.

Figure 9-10 Recall Key Command Identifier Descriptions

Identifier	Format	Description
F	1A	Type the filter for the audit records. A — Entire audit trail C — Comments only S — Unit status changes only U — Incident updates only The filter you select limits the records that display in the Comments tab of an IR Detail display (three lines of text). The Comments tab data on the IR details form cannot be scrolled or paged. If the label displays, you can view more details by displaying the Audit Trail (F4). When you print the results from the IR selection form or from the command line using the PR identifier, the results are also limited by the filter value.
DR	1A	Specify whether the results of the IR command displays on the Dynamic Recall status monitor. Y — Display information on the Dynamic Recall status monitor. N — Do not display information on the Dynamic Recall status monitor.
TR	7AN	Transfer incident number **NOTE:** This identifier is site-specific. Type the transfer incident request number.
RN	Up to 15AN depending on report format	Report number Type a report number for the incident (see "Understanding Report Numbers and Transport IDs" on page 9-66).
EX	3AN	Exclude flag Specify what to exclude from the audit file. You can exclude both by separating them with commas. PH — Exclude Premises/Hazard information. QAT — Exclude PREMIER Q&A Tree information.
DG	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group ID. A Dispatch Group is a set of areas within one or more agencies. When you submit the IR command with a Dispatch Group ID, PREMIER CAD retrieves all incidents that are included within the agencies and areas defined for that Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** You can also enter the agency followed by a slash before the dispatch group ID to recall incidents in other agencies; for example, `BO/EARLY`.

Figure 9-10 Recall Key Command Identifier Descriptions

Identifier	Format	Description
SC	Agency = 2AN Source Code = 1AN	Source Code Specify one of the following call source codes for the incident. 0 — Phone (default) 1 — 911 (Display 911 key used to complete Caller ID information) 2 — MDT initiated 3 — Field initiated 4 — Alarm A-Z — Agency-defined (see Call Source Codes Configuration (MN.32) in the *PREMIER CAD Configuration Guide*) This identifier can be used with or without an agency ID. To use an agency ID, precede the source code with the agency code and a forward slash (/); for example, `BO/0`. If no agency ID is used, the agency defaults to the console agency. When you specify the source code from the command line, PREMIER CAD searches for any incidents in the specified date/time range that match the indicated source code. When you create a report with the `IR` command and the `SC` identifier, the report shows the source code you selected.

Displaying Active, Pending, and Stacked Incidents

IS

The Incident Summary (**IS**) command displays active, pending, and stacked incidents that exist for the signon agency, a specified agency, a route ID, or a dispatch group. If you issue this command without any identifiers or information elements, information for the signon agency displays.

NOTE

To display the information for a single incident, use the IN command (see "Displaying Incident Information" on page 9-5).

Command Identifiers

This command can be issued without command identifiers.

Default order:

- IS.<agency ID>/<area ID>.S.DG.ST.RT

Command Identifier Descriptions

The following table describes the command identifiers for the Incident Summary (IS) command.

Table 9-9 Incident Summary (IS) Command Identifier Descriptions

Identifier	Format	Description
Agency ID/ Area ID	Agency ID = 2AN Area ID = 3AN	Type up to five agency or area indicators. • *<agency ID>/* Displays all incidents for a specific agency. • *<agency ID>/<area>* Displays all incidents for a specific agency/area. • *<area>* Displays all incidents in a specific area. The signon agency is the default. **NOTE:** Do not use values for both Agency ID/Area ID *and* a Dispatch Group. To request more than one agency or area, separate the agencies/areas with commas. **Example** with multiple agencies: `IS.BO/,BC/,BF/` **Example** with multiple agencies and multiple areas: `IS.BO/SOU,BC/NOR,BF/NTH`
S	1A	Type one of the following status indicators. P — Pending A — Active S — Stacked N — New H — Held O — Open Q — QAT Incidents (status to query) * — All statuses in the incident summary (default).
DG	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group ID *or* type your agency ID, followed by a slash, and the Dispatch Group. If you do not specify an agency ID, PREMIER CAD uses your signon agency. A Dispatch Group is a set of areas within one or more agencies. When you submit the IS command with a Dispatch Group ID, PREMIER CAD retrieves all incidents that are included within the agencies and areas defined for that Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*).
ST	4AN	Team/District/Sector Type the team/district ID to display a list of incidents specific to that team or district.

Table 9-9 Incident Summary (IS) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
RT	4AN	Route ID Type the ID for the service route to display only incidents for a specific route; for example, `IS.RT;CSI`. For more information about routing, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.

Examples

`IS`	Displays all incidents initiated in the areas the user is covering for the working agency.
`IS.BO/`	Displays all incidents for the BO agency.
`IS.BO/A01.P`	Displays all pending incidents for area A01 for the BO agency.
`IS.BO/.S`	Displays all stacked incidents for the BO agency with the incident numbers shown in Motorola's internal format.
`IS.S;A`	Displays a list of active incidents in the agency and areas signed on.
`IS.BO/.ST;03`	Displays a list of incidents for the BO agency and the team/district 03.
`IS.RT;TS`	Displays a list of incidents for the TS service route.

Incident Summary Form

The Incident Summary form displays the incidents that currently exist for the signon agency or the agency specified with the IS command. The form lists incidents in the following order: pending incidents, active incidents, stacked incidents, new incidents, held incidents, and open incidents. Sort on any column by double-clicking the column header. Rearrange the columns by clicking and dragging the column header.

You can click the Incident Number or Primary Unit field (or press the Tab key to focus on the field, then press Enter) to open the shortcut menu. The content of the menu is determined by the popup menu configuration established in PREMIER AWW. If menu content is not configured in PREMIER AWW, then a default menu displays. For details, see the *PREMIER AWW User Guide*. When you select an item from the menu by clicking it or using the arrow keys, the appropriate form opens in the opposite workspace.

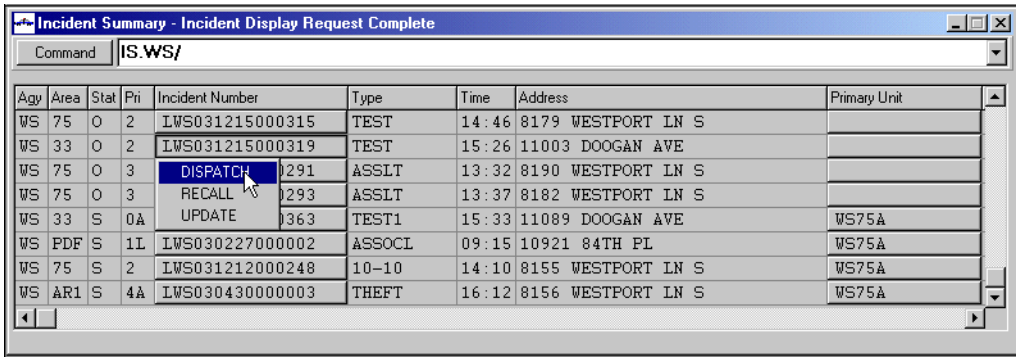


Figure 9-11 Incident Summary Form Showing Shortcut Menu

Field Descriptions

The following table describes each field on the Incident Summary form.

Table 9-10 Incident Summary Form Field Descriptions

Field	Format	Description
Agy	Display Only	Displays the incident agency.
Area	Display Only	Displays the incident area. **NOTE:** Because the label for Area is configurable, your Incident Summary form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Stat	Display Only	Displays the status of the incident. P — Pending A — Active S — Stacked N — New H — Held O — Open
Pri	Display Only	Displays the priority and subpriority of the incident. Within each status type, incidents are listed in ascending order of priority.

Table 9-10 Incident Summary Form Field Descriptions (Cont.)

Field	Format	Description
Incident Number	Button	Displays the incident number. Incident numbers appear in the external format defined in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). If an asterisk (*) is typed after the S command identifier on the command line, the incident number appears in Motorola's internal format. Within each priority, incidents are listed in ascending order of incident number. If there are multiple route copies of the incident open, then one copy will display on the Incident Summary form for each route. If you click on the incident number button and select one of the options from the shortcut menu (such as Update or Recall), the route incident copy shown in the Route ID column will be displayed. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Type	Display Only	Displays the incident type.
Time	Display Only	Displays the time the incident was initiated using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Address	Display Only	Displays the incident address.
Primary Unit	Button	Displays the primary unit for the incident. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
City	Display Only	Displays the city. **NOTE:** You may need to scroll to see the City and Team fields.
Team	Display Only	Displays the team.
Route ID	Display Only	Displays the Route ID.

Displaying Previous Incidents

`Shift+F7`

When an incident is initiated or dispatched, PREMIER CAD automatically checks to see if there are any previous related incidents. The search is based on the criteria configured in the Agency Parameters Configuration (MN.25) and Incident Types Configuration (MN.11) database forms (see the *PREMIER CAD Configuration Guide*). PREMIER CAD can be configured to search for the following:

- Incidents at the same address
- Incidents that match the incident type and occurred within a specified time frame
- All incidents types that occurred within a specific time frame

Verify with your system administrator how previous incidents are searched.

NOTE

For a 12-function keyboard, the Previous Incidents key is Shift+F7. For a 16-function keyboard, the Previous Incidents key is F15**.**

When a previous incident is located, the new incident is flagged with the `Prev Incidents` label. Flags display on the Dispatch Incident, Incident Update, Incident Display, and Incident Recall forms. To view the previous incident information, press the Previous Incident key (**Shift+F7**) from the form containing the flag.

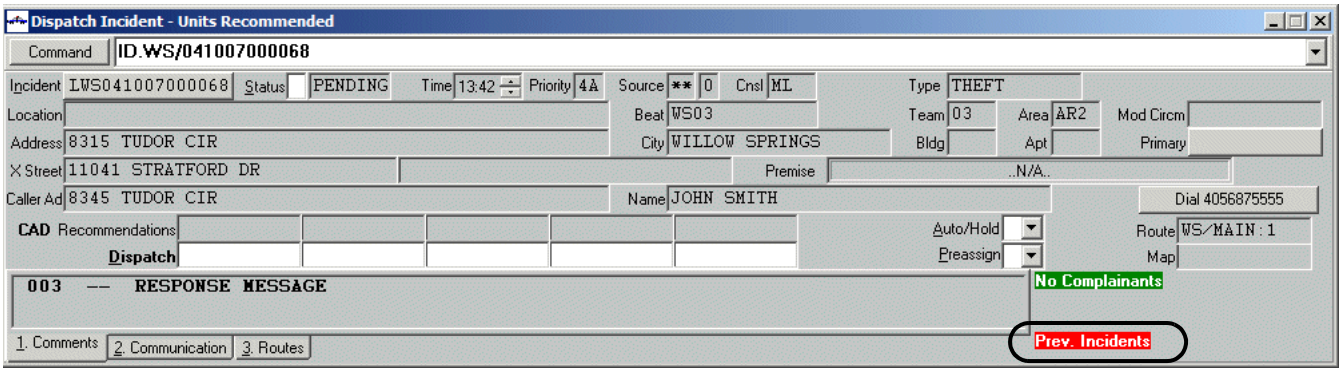


Figure 9-12 Dispatch Incident Form Showing Previous Incidents Flag

Previous Incidents Form

The Previous Incidents form appears when you press the Previous Incidents key (**Shift+F7**) on a form with the `Prev. Incidents` flag. This form displays all previous incidents for all agencies in PREMIER CAD and all current associated incidents.

NOTE

For faster response time, PREMIER CAD searches for any incident that previously occurred at the address, regardless of incident type or when the incident occurred. This search controls whether the Prev Incidents flag displays on the IU, ID, IN, and IR forms. However, when you press Shift+F7 to display the list of previous incidents, PREMIER CAD uses the Previous Incident method entered in the Agency Parameters Configuration (MN.25) database to determine which incidents should display. Therefore in some cases, the Prev Incidents flag may display, but no incidents will be listed in the Previous Incident form.

When you press the Previous Incidents key, a new work area opens to display the information. Click any column heading to sort the results. When you are finished viewing the information, close the work area by pressing F5.

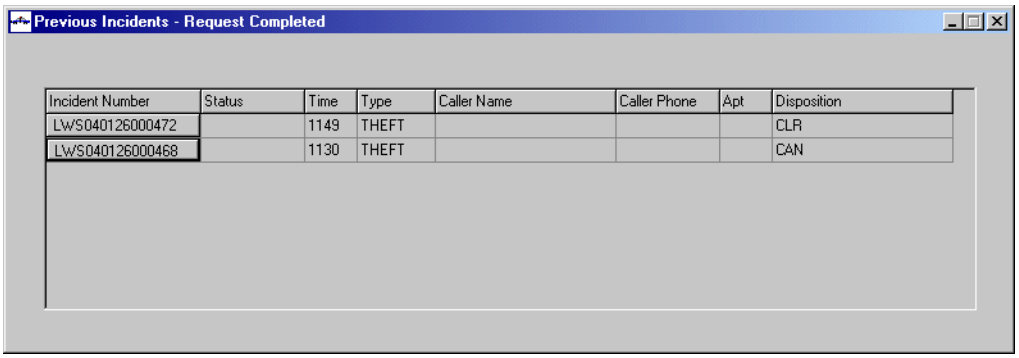


Figure 9-13 Previous Incidents Form

Field Descriptions

The following table describes the fields in the Previous Incidents form.

Table 9-11 Previous Incidents Form Field Descriptions

Field	Format	Description
Incident Number	Display Only	Displays the incident number.
Status	Display Only	Displays the incident status.
Time	Display Only	Displays the incident time using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Type	Display Only	Displays the incident type.
Caller Name	Display Only	Displays the name of the caller who reported the incident.
Caller Phone	Display Only	Displays the telephone number of the caller who reported the incident.
Apt	Display Only	Displays the apartment number for the incident.
Disposition	Display Only	Displays the incident disposition.

Displaying Previous Incidents for Vehicles

Shift+F12

When a vehicle plate number is entered during incident initiation, PREMIER CAD automatically checks to determine whether the vehicle was previously associated with an incident. When a plate match is found, the incident is flagged with `Prev. Inc/Plate` in the lower right corner of the form. Flags display on the Dispatch Incident, Incident Update, Incident Display, and Incident Recall forms. To view the related incident information, press the Previous Plates key (**Shift+F12**) from the form containing the flag.

NOTE

PREMIER CAD returns the last 100 times that a particular plate was associated with an incident. If you need to research further back, you will need to use another tool, such as UDT, DSS, or RMS.

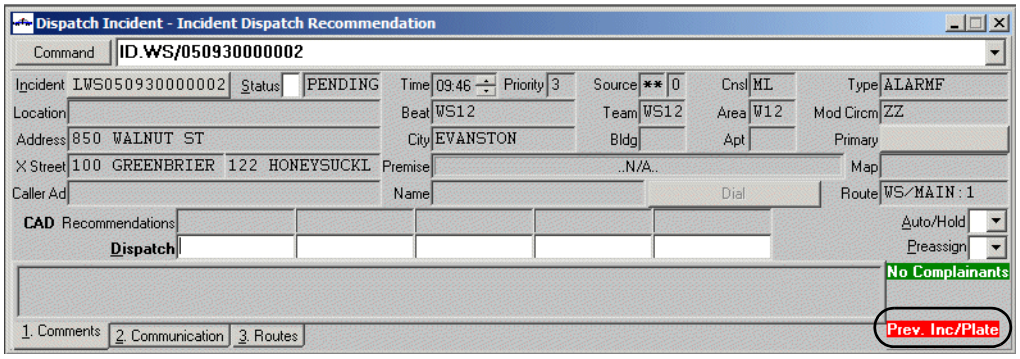


Figure 9-14 Dispatch Incident Form Showing Prev. Inc./Plate Flag

Previous Plates Form

The Previous Plates form appears when the Previous Plates key (Shift+F12) is pressed on a form with the `Prev. Plate` flag. This form displays all plate IDs associated with the current incident that have been involved in other incidents.

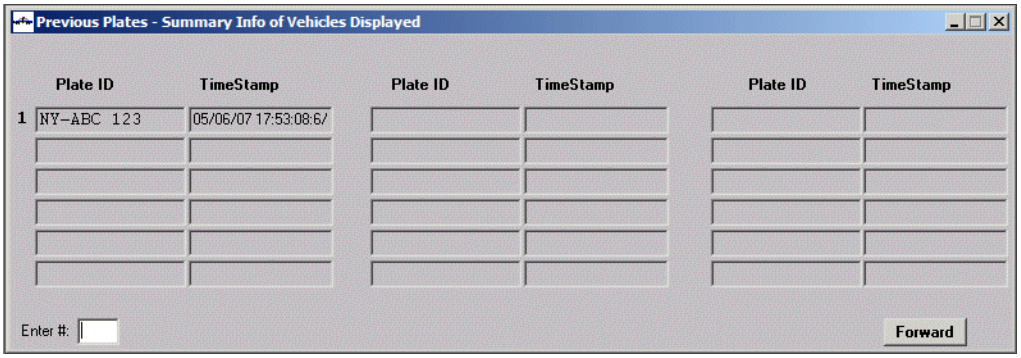


Figure 9-15 Previous Plates Form for Vehicle Checks

To view the incidents associated with a plate ID, enter the selection number in the Enter # box and press **F12**. A new work area opens displaying a list of incidents that match the plate number. This form contains the same summary information as the Previous Incident form. When you are finished viewing the information, return to the previous form by selecting the **Back** button or by pressing **F5**.

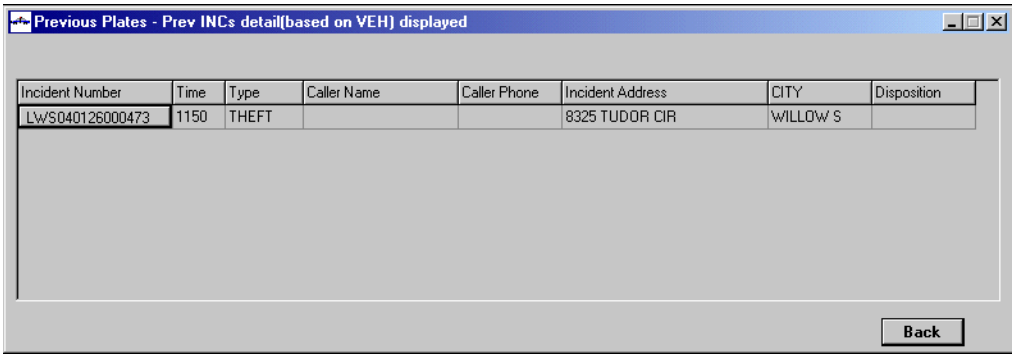


Figure 9-16 Previous Incidents Form for Vehicle Checks

Field Descriptions

The following table describes the fields in the Previous Plates form.

Table 9-12 Previous Plates Form Field Descriptions

Field	Format	Description
Plate ID	Display Only	Displays the license plate ID.
TimeStamp	Display Only	Displays the date and incident time for the current incident using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Enter #	2N	Type the number next to the plate ID and press F12 or click the Forward button to view the incident associated with that plate ID.
Forward	Button	Click the Forward button (or press the Tab key until the button is active and press Enter or the space bar) to display the incident associated with the plate ID indicated in the Enter # field.

Transferring Incidents

IT Use the Incident Transfer (IT) command to transfer a pending incident from one area to another or from one console to another. When an incident is transferred by area, both the area and the agency must be specified if the area is covered by a different agency. When an incident is transferred to another agency, the incident retains its original incident number.

Command Identifiers

Default order:

- `IT.EV.A.AG.C`

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Incident Transfer (IT) command.

Table 9-13 Incident Transfer (IT) Command Identifier Descriptions

Identifier	Format	Description
EV Required	15AN	Incident number Type the pending incident number. When typing a number for an agency other then the working agency, precede the incident number by the agency code and a forward slash (/).
A	3AN	Area Type the area to which the incident is being transferred. This identifier cannot be used if transferring the pending incident to a console.
AG	2AN	Agency Type the agency ID for the area to which the incident is being transferred. This identifier cannot be used if transferring the pending incident to a console.
C	4AN	Console number Type the console number to which the incident is being transferred. The minimum length for this field is 1 character. This identifier changes the originating console number of the event to the entered console number. This feature can be used when filtering pending incidents by console number. This identifier cannot be used if transferring the pending incident to an area or agency. **NOTE:** When transferring an incident, make sure the receiving console is covering the area of the incident.

Examples

`IT.0009.PDF.BC`	Transfers incident 0009 to the PDF area, which is covered by the BC agency.
`IT.0009.C;10`	Transfers incident 0009 to console 10.

Resetting Incident Timers

RI Use the Reset Incident Timer (RI) command to reset the dispatch timer of a specified timed-out pending incident. Only one incident timer can be reset per issue of this command. When you issue the command, the original PREMIER AWW color for the reset incidents is restored.

When a pending incident's dispatch is overdue, the incident changes to the timed out color in the pending queue.

Command Identifiers

Default order:

- `RI.EV.T`

Commonly used options:

- `RI.EV`

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Reset Incident (RI) command.

Table 9-14 Reset Incident (RI) Command Identifier Descriptions

Identifier	Format	Description
EV Required	15AN	Type the incident number for which the dispatch timer is to be reset. To reset the timer to the number of minutes specified as the default in the Agency Parameters database (MN.25), do not enter a time.
T	2N	Type the new overdue setting (in minutes), if the specified incident has timed out. The T identifier is used only when the incident has actually timed out. If you try to reset the timer for an incident that has not timed out yet, PREMIER CAD resets it to the default and ignores the number of minutes specified with this identifier.

Examples

`RI.179`	Resets the timer for incident 0179 to the default. You can also specify a different number of minutes (up to 99).
`RI.179.T;5`	Resets the timer for incident 0179 to five minutes.

Displaying BOLO Messages

BB

Use the Bulletin Board (BB) command to display the text of active Be on the Lookout (BOLO) and notification messages created in the Reoccurring Message Configuration (MN.36) database. (Messages sent using the Send Mail form do not display.) The subject title, incident number, or message number can be used to retrieve the messages. Either reoccurring or notification messages can be retrieved using this command (see “Browsing and Searching for Email Messages” on page 12-33). Agencies can send a shift bulletin at the beginning of a watch that can then be retrieved throughout the remainder of the shift.

When more than one message meets the entered criteria, a list of the messages is returned for selection. Messages cannot be deleted or modified using the BB command. The BB command only displays the subject field in MDT units.

Command Identifiers

Default order:

- BB.S.EV.N

> **NOTE**
> For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Bulletin Board (BB) command.

Table 9-15 Bulletin Board (BB) Command Identifier Descriptions

Identifier	Format	Description
S	50AN	Subject Type the subject text.
EV	15AN	Incident number Type the incident number.
N	8N	Message number Type the message number.

Example

BB...WS001439	Displays BOLO information for incident WS001439.

BOLO/Bulletin Board Form

The BOLO/Bulletin Board form appears when you issue the BB command. It contains a list of messages containing the search criteria. To view the text for a subject, type V in the box adjacent to the Agency field and submit the form. To return to the form, press **F5**.

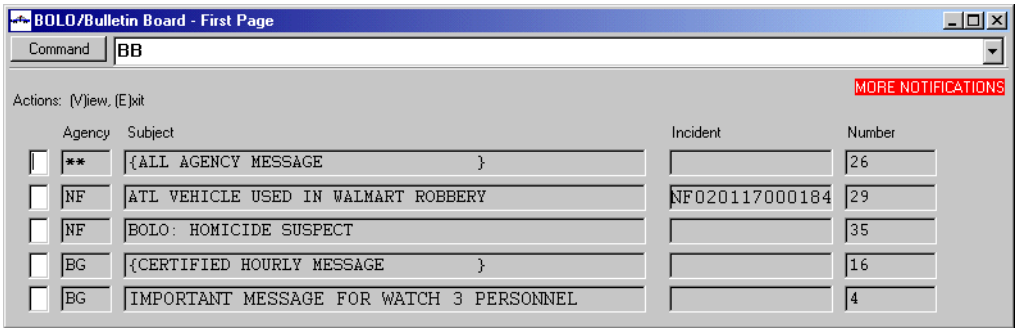


Figure 9-17 BOLO/Bulletin Board Form – Page 1

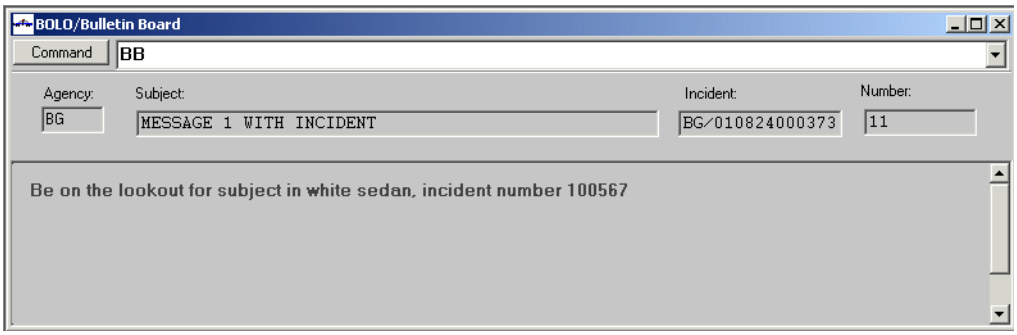


Figure 9-18 BOLO/Bulletin Board Message Text – Page 2

Field Descriptions

The following table describes each field on the BOLO/Bulletin Board form.

Table 9-16 BOLO/Bulletin Board Form Field Descriptions

Field	Format	Description
Page 1		
Action	1A	Specify one of the following actions. V — View a message. E — Exit the form.
Agency	Display Only	Displays the agency ID.
Subject	Display Only	Displays the subject text.
Incident	Display Only	Displays the incident number.
Number	Display Only	Displays the message number.
Page 2		

Table 9-16 BOLO/Bulletin Board Form Field Descriptions (Cont.)

Field	Format	Description
Message Text (Page 2)	Display Only	Contains the BOLO message text.

Placing Agencies in Crisis Mode

CM

Use the Crisis Mode (CM) command to place an agency in crisis mode. The command alters the incident response records accessed by PREMIER CAD and is used during major events or disasters.

Crisis mode has entries in the Incident Response Configuration (MN.24) and Fire Run Cards Configuration (MN.21) database forms (see the *PREMIER CAD Configuration Guide*).

Command Identifiers

Default order:

- `CM.MO.AG`

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Crisis Mode (CM) command.

Table 9-17 Crisis Mode (CM) Command Identifier Descriptions

Identifier	Format	Description
MO	2AN	Type the crisis mode parameter. The default crisis mode is 00 or blank. To return an agency to its original incident responses, use value zero (00).
AG	2A	Type up to five agency IDs separated by commas. The command supports wildcards in the agency identifier, so that `CM.01.**` results in a system-wide crisis mode.

Examples

`CM.02.BO,BF`	Sets the crisis mode to 02 for the agencies BO and BF.
`CM.00.BO,BF`	Clears the crisis mode fro the agencies BO and BF.

Browsing Records

Use the Records Browse (MN.45) database to display or print record summary information. You enter specific details about events in the MN.45 database form. When you transmit the form, PREMIER CAD searches and returns record information.

The report number distinguishes a specific event record from all others and results in the quickest search and display for an event record. Other types of information used to define an event record search are the record date, time, disposition, primary unit, and address.

When you enter a record date, or a date range, PREMIER CAD returns the list of event records logged during the specific date or date range. If you enter the date and disposition, PREMIER CAD retrieves all records with the disposition logged within specific dates. When you enter a unit ID is entered, PREMIER CAD returns all records that have the specified unit assigned as the first or primary unit. An address entered into the form limits the returned records to those matching the street address.

Records Browse Form

Use the Records Browse form to display or print event record information. Note that if you enter an address, you must type it exactly as originally entered. You must complete both the Address and City fields.

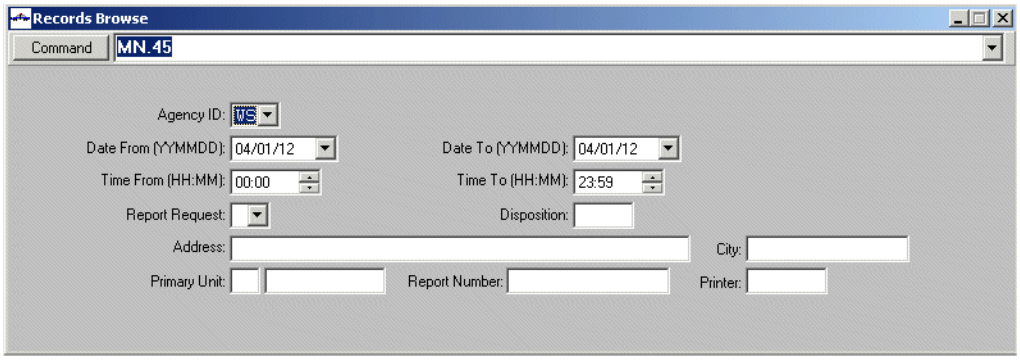


Figure 9-19 Records Browse Form (MN.45)

Field Descriptions

The following table describes each field on the Records Browse form.

Table 9-18 Records Browse Form (MN.45) Field Descriptions

Field	Format	Description
Agency ID	2AN	Type the identifier for the agency. Wildcard characters (**) are not allowed (wildcard characters query all agencies).
Date From	YYMMDD	Type the starting year, month, and day of the earliest *Incident Creation* date to browse. **NOTE:** When you click in the Date From field, the year display changes to YYYY.
Date To	YYMMDD	Type the ending year, month, and day for the latest *Incident Creation* date to browse. **NOTE:** When you click in the Date To field, the year display changes to YYYY.
Time From	HHMM	Type the hour and minute of the first record to display/print using a 24-hour military clock (for example, enter 23:00 for 11:00 pm).
Time To	HHMM	Type the hour and minute of the last record to display/print using a 24-hour military clock (for example, enter 23:00 for 11:00 pm).
Report Required	1A	Indicate whether to create a report for incidents that have dispositions that require a report prior to archival or purging. Y — Create a report. N or blank — Do not create a report.
Disposition	5AN	Type a disposition code to limit the search to a specific disposition type.
Address	44AN	Type the complete street address exactly as it appears in the original initiated incident. If an address is entered, the search is limited to addresses matching the entry. **NOTE:** If you enter an address, you must complete both the Address and City fields.
City	15A	Type the city where a specific event record happened. If entered, the search is limited to records within the city jurisdiction. **NOTE:** If you enter an address, you must complete both the Address and City fields.
Primary Unit	11AN	Type the unit ID for the first unit assigned to the incident. Type the Agency ID in the box on the left and the Unit ID in the box on the right. For long unit IDs, specify the Shift ID.
Report Number	15AN	Type the report number for a specific record to browse.
Printer	7AN	To use the default printer as defined in Page 2 of the Console Configuration (MN.14) database, type an asterisk (*). To use a different printer, type the printer ID.

CAUTION

The Records Browse (MN.45) form is a powerful tool used to research event record information. Try to define the search to as small a segment of event records as possible. If a large amount of information is requested, performance may be slowed for other PREMIER CAD users.

Records Browse Summary Form

Once you enter the search information and submit the form, the event records matching the search criteria display. To sort a column, click the column header. To adjust the column size, drag the column margin with the mouse.

If you click the Unit or Incident number, a shortcut menu appears from which you can select an action to take. The content of the menu is determined by the popup menu configuration established in PREMIER AWW. The default menu for Incident Number shows Dispatch, Recall, Update, and the default for Unit shows Unit Status, Clear, and Enroute (for details, see the *PREMIER AWW User Guide*). Rather than clicking the number, you can press the **Tab** key until the appropriate number is selected, then press **Enter**. The shortcut menu appears. You can now use the up and down arrow keys to highlight the action you want to take, then press **Enter**.

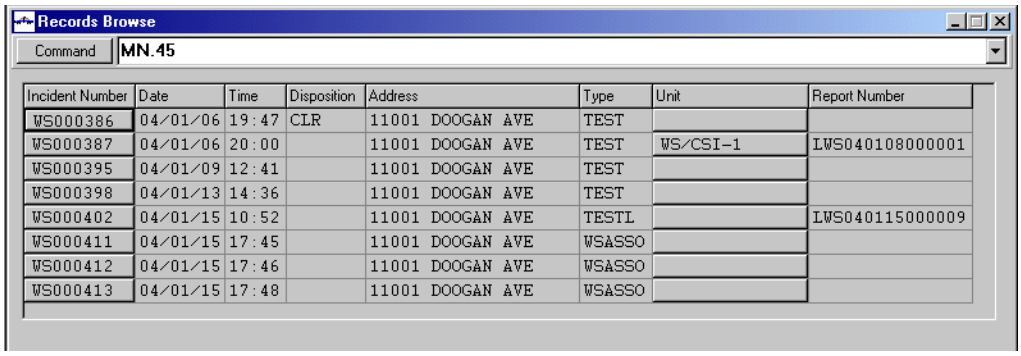


Figure 9-20 Records Browse (MN.45) Results

Field Descriptions

The following table describes each field on the Records Browse Summary form.

Table 9-19 Records Browse Summary Form Field Descriptions

Field	Format	Description
Incident Number	Button	Displays the incident number. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu.
Date	Display Only	Displays the date the incident was initiated.
Time	Display Only	Displays the time the incident was initiated.

Table 9-19 Records Browse Summary Form Field Descriptions (Cont.)

Field	Format	Description
Disposition	Display Only	Displays the disposition associated with the incident.
Address	Display Only	Displays the address for the incident.
Type	Display Only	Displays the incident type.
Unit	Button	Displays the agency and unit ID. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu.
Report Number	Display Only	Displays the incident's report number.

Understanding Report Numbers and Transport IDs

PREMIER CAD can be configured to generate an additional series of numbers to allow information to be recorded by officers who respond to the incidents. Report information is recorded during and after the incidents. The report numbers assigned to incidents allow the officer-recorded information to be retrieved in the future through a Records Management System (RMS).

Transport IDs are an additional form of report numbers that exist for Emergency Medical Service (EMS) incidents (incidents that involve patients). Transport IDs are extended report numbers assigned to report numbers for each patient who is transported in an EMS vehicle during an EMS incident. Any EMS incident can be assigned one or more report numbers and one or more EMS units. Any EMS unit can be assigned one report number, which can be assigned one or more transport IDs.

PREMIER CAD generates, formats, and assigns report numbers and transport IDs based on one of six methods. The method used is configured in the Report Format field of Page 1 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Check with your system administrator to determine your agency's method of generating report numbers.

PREMIER CAD tracks report numbers automatically in the Agency Parameters database and resets them according to a schedule specified in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Table 9-20 Available Report Methods

Report Format	Description	Report Number Format
1	Only one report number can be assigned to an incident.	TAAYYMMDDXXXXXX The report number is generated automatically by PREMIER CAD.
2	Multiple report numbers can be assigned to an incident. Up to 99 report numbers can be issued at one time.	TAAYYMMDDXXXXXX The report number is generated automatically by PREMIER CAD.
3	EMS Only Multiple report numbers can be assigned to an incident and transport IDs can be assigned to each report. Contact Motorola before using this method.	TAAYMMDDXXXXXX#. Transport Number Format: TAAYMMDDXXXXXX<A-Z> The report number is generated automatically by PREMIER CAD. The pound sign (#) indicates that transport IDs are not currently assigned to the report number. If transport IDs exist for the particular report number, the pound sign (#) is removed. A single report number can have up to 26 transport IDs assigned to it (the letters from A to Z). Therefore, up to 26 TAAYMMDDXXXXXX<A-Z> transport ID numbers can exist per report number and not necessarily per incident.
4	User-assigned or non-system generated report numbers are manually assigned. Contact Motorola before using this method.	XXXXXXXXXXXX The report number is assigned by the user.
5	Multiple report numbers can be assigned to a single incident and a single incident can be assigned multiple report numbers. For report format 5, assuming that only one incident uses a specific report number, cancelling or replacing the number makes it available again and it will be reissued on the next request. While this fills in gaps, report numbers can be issued out of sequence. The report number is reissued with its original date.	TAAYYMMDDXXXXXX. The TAAYYMMDD portion can be generated automatically by PREMIER CAD or an already existing report number can be specified.

Table 9-20 Available Report Methods

Report Format	Description	Report Number Format
6	Only one report number can be assigned to an incident. The report number format is 15 characters in length. Spaces are not allowed and leading zeros are added if the length is less than 15. Agency type, agency ID, and date are *not* automatically imbedded in the report number.	XXXXXXXXXXXXXXX The report number is assigned by the user. Alphanumeric characters are allowed.
Where: T — Agency type AA — Agency ID YY — The last two digits of the year Y — The last digit of the year (method 3) MM — Month DD — Day XXXXXX — Report number (000001-999999) <A-Z> — Run/Transport identification/sequence character (A-Z) **NOTE:** Report numbers can be configured to be automatically assigned on dispatch or on the dispatch of each unit. They can also be configured so that manual requests are required for each method (except method 4).		

Whenever PREMIER CAD assigns a report number, the Title bar for the window displays the report number that was assigned. The Report # field of the Incident Recall form displays the last report number or transport ID that was assigned to the incident (see "Incident Recall Form – Blank Form" on page 9-20). The audit trails of incidents and the logs of associated units provide a complete listing of all of the report numbers and transport IDs assigned to the corresponding incidents.

Manual Report Number and Transport ID Assignment

The procedures for manually assigning report numbers and transport IDs vary depending on how the Report Format parameter is configured on Page 1 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

These procedures use the IU command and the RN identifier (see "Updating Incidents Using the IU Command" on page 8-3).

Table 9-21 Manual Report Number and Transport ID Assignment Methods

Report Format	Description
1	When the Report Format is set to 1, the RN identifier of the IU command assigns a new report number to incidents in these two situations: • The previous report number was deleted (see "Deleting Report Number and Transport IDs" on page 9-73). • The Assign On Dispatch on Page 1 of the Agency Parameters Configuration (MN.25) database form is set to `N` (No) (see the *PREMIER CAD Configuration Guide*). You can specify an agency ID for foreign incidents or foreign units by typing the @ symbol followed by the agency ID. For example, `RN;Y@BO` results in a report number from agency BO using agency BO's format. `RN;Y` assigns *a* report number to the incident in the IU command string. `RN;R`<*nnnnnn*> assigns the report number <*nnnnnn*> (1-6 N) to the incident in the IU command string. The report number is partially formatted by PREMIER CAD. `RN;Y,U1A12` assigns a report number to unit 1A12. **Examples**: • `IU.2262.RN;Y` assigns the next report number to incident number 2262. • `IU.2262.RN;R000001@BO` assigns report number 000001 from agency BO to incident number 2262. • `IU.2262.RN;Y2@BO` assigns two report numbers from agency BO to incident number 2262. **NOTE:** To reassign a specific report number, that report number must already exist and have been previously deleted (see "Deleting Report Number and Transport IDs" on page 9-73).

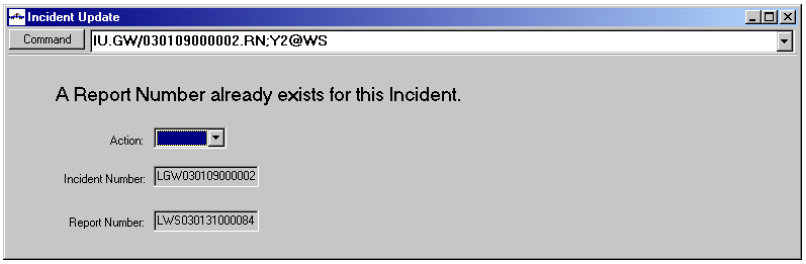
Table 9-21 Manual Report Number and Transport ID Assignment Methods (Cont.)

Report Format	Description
2	When the Report Format is set to 2, the RN identifier of the IU command assigns one or more report numbers to an incident. You can specify an agency ID for foreign incidents or foreign units by typing the @ symbol followed by the agency ID. For example, `RN;Y@BO` results in a report number from agency BO using agency BO's format. `RN;Y`<*n*> assigns <*n*> report numbers to the incident in the IU command string; for example, `RN;Y3`. The report numbers are fully formatted by PREMIER CAD. If the <*n*> value is not specified, the default is 1. `RN;R`<*nnnnnn*> assigns the specified report number <*nnnnnn*> (1-6N) to the incident in the IU command string. The report numbers are partially formatted by PREMIER CAD. `RN;Y2,U1A12` assigns two report numbers to unit 1A12. **Examples**: • `IU.2262.RN;Y` assigns one report number to incident number 2262. • `IU.2262.RN;Y2@BO` assigns two sequential report numbers from agency BO to incident number 2262. • `IU.2262.RN;R000001` assigns the report number 000001 to incident number 2262. **NOTE:** To reassign a specific report number, the report number must already exist and have been previously deleted (see "Deleting Report Number and Transport IDs" on page 9-73).

Table 9-21 Manual Report Number and Transport ID Assignment Methods (Cont.)

Report Format	Description
3	When the Report Format is set to 3, the RN identifier of the IU command assigns one or more report numbers and, optionally, transport IDs to an incident. `RN;Y`<*n*> assigns <*n*> report numbers and an initial transport ID to the incident in the IU command string; for example, `RN;Y3`. The report numbers are fully formatted by PREMIER CAD. If the <*n*> value is not specified, the default is 1. `RN;R`<*nnnnnn*> assigns the report number <*nnnnnn*> (1-6N) to the incident in the IU command string. The report number is partially formatted by PREMIER CAD. `RN;Y`<*n*>`,T`<*t*> assigns <*n*> report numbers, each with <*t*> transport IDs, to the incident in the IU command string. The report numbers are all fully formatted by PREMIER CAD. Up to 26 transport IDs can be generated for a single unit (report number) in sequential alphabetical order. If the <*n*> value is not specified, the default is 1. If the <*t*> value is not specified, the default is 1. `RN;R`<*nnnnnn*>`,T`<*t*>`,`<*unit ID*> assigns the report number <*nnnnnn*> and <*t*> transport IDs to the identified unit <*unit ID*>. The report numbers are partially formatted by PREMIER CAD. Up to 26 transport IDs can be generated for a single unit in sequential alphabetic order. If the specified unit is already assigned a report number, the specified number of transport IDs are created under the existing report number. If the <*t*> value is not specified, the default is 1. `RN;T`<*t*>`,U`<*unit ID*> assigns <*t*> transport IDs to the identified unit <unit ID>. The report numbers are fully formatted by PREMIER CAD. Up to 26 transport IDs total can be generated for a single unit in sequential alphabetical order. If the <*t*> value is not specified, the default is 1. **Examples**: • `IU.2262.RN;Y` assigns a report number to incident number 2262 with an initial transport ID (designated with a #). • `IU.2262.RN;Y,T` assigns a report number to incident 2262 with an initial transport ID (designated with a #) and an actual transport ID (indicating the unit has one new transport). • `IU.2262.RN;Y2` assigns two report numbers to incident 2262, each with an initial transport ID. • `IU.2262.RN;R000001A` assigns transport ID A to report number 000001. • `IU.2262.RN;R000001` assigns report number 000001 to incident 2262. • `IU.2262.RN;U104,000001A` assigns report number 000001 to unit 104. **NOTE:** To reassign a specific report number, the report number must already exist and must have been previously deleted (see "Deleting Report Number and Transport IDs" on page 9-73).
4	When the Report Format is set to 4, the RN identifier of the IU command assigns one user-defined report number to an incident. *RN;R*<*nnnnnnnnnnnn*> assigns the report number <*nnnnnnnnnnnn*> (12N) to the incident in the IU command string. The report number is formatted as specified. **NOTE:** To reassign a specific report number, the report number must already exist and must have been previously deleted (see "Deleting Report Number and Transport IDs" on page 9-73).

Table 9-21 Manual Report Number and Transport ID Assignment Methods (Cont.)

Report Format	Description
5	When the Report Format is set to 5, the RN identifier of the IU command is used with the following formats to assign one or more report numbers to a single incident. A single report number can also be assigned to multiple incidents. You can specify an agency ID for foreign incidents or foreign units by typing the @ symbol followed by the agency ID. For example, `RN;Y@BO` results in a report number from agency BO using agency BO's format. `RN;Y`<*n*> assigns <*n*> report numbers to the incident in the IU command string. The report numbers are fully formatted by PREMIER CAD. `RN;R`<*nnnnnn*> assigns the report number <*nnnnnn*> (1-6N) to the incident in the IU command string. The report number is partially formatted by PREMIER CAD. Reissuing the same command with a different incident number assigns the same report number to different incidents. **Examples**: • `IU.2262.RN;Y20` assigns 20 report numbers to incident number 2262. • `IU.2262.RN;R111100` assigns the report number `111100` to incident number 2262. • `IU.2291.RN;R111100` assigns the report number `111100` to incident number 2291. Reissuing the same command with a different incident number assigns the same report number to different incidents. In this example, report number 111100 has been assigned to incidents 2262 and 2291. If the incident already has a report number, the Report Number Already Exists form appears.  The possible actions on the form include Append, Exit, and Replace. To assign the new report number to the incident and retain the other report numbers for the incident, select **Append** (this results in a RESET audit trail entry). To replace the previous report numbers with the number you entered, select **Replace** (this results in a CLEAR and a RESET audit trail entry). To exit the form without changes, select **Exit**.
6	When the Report Format is set to 6, the RN identifier of the IU command assigns one user-defined alphanumeric report number to the incident. *RN;R*<*nnnnnnnnnnnnnnn*> assigns the report number <*nnnnnnnnnnnnnnn*> (15AN) to the incident in the IU command string. If you enter fewer than 15 characters, PREMIER CAD adds leading zeros to make the report number the full 15 characters in length. The agency type, agency ID, and date are not automatically imbedded in the report number.

Deleting Report Number and Transport IDs

The procedures for manually deleting or clearing report numbers and transport IDs vary depending on the report numbering method currently configured in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). These procedures use the IU command and the RN identifier (see "Updating Incidents Using the IU Command" on page 8-3).

Table 9-22 Deleting Report Number and Transport IDs for Report Methods

Report Method	Description
1	When the Report Format is set to 1, use the RN identifier of the IU command with the C parameter to delete (cancel) the existing report number from an incident. **Example**: • `IU.2262.RN;C` deletes the existing report number from incident 2262.
2	When the Report Format is set to 2, use the RN identifier of the IU command with the C parameter to delete (cancel) the specified report number from an incident. **Example**: • `IU.2262.RN;C123456` deletes report number 123456 (1-6N) from incident number 2262.
3	When the Report Format is set to 3, use the RN identifier of the IU command with the C parameter to delete (cancel) the specified report number and, optionally, the specified transport ID from an incident. **Examples**: • `IU.2262.RN;C123456` deletes the specified report number 123456 (1-6N) from incident number 2262. • `IU.2262.RN;C123456<#` or *A-Z*> deletes report number 123456 (1-6N) and the transport ID <# or *A-Z*> (1AN) from incident 2262.
4	When the Report Format is set to 4, use the RN identifier of the IU command with the C parameter to delete (cancel) the user-formatted report number from an incident. **Example**: • `IU.2262.RN;C`<*nnnnnnnnnnnn*> deletes the user-formatted report number <*nnnnnnnnnnnn*> (12N) from incident number 2262.
5	When the Report Format is set to 5, use the RN identifier of the IU command with the C parameter to delete (cancel) the specified report number from an incident. **Example**: • `IU.2262.RN;C`<*nnnnnnnnnnnn*> deletes the specified report number <*nnnnnnnnnnnn*> (12N) or <*nnnnnn*> (6N) from incident number 2262. The report number should be numeric without agency type or agency ID. To cancel a foreign report number type the report number in the following format: `TAAYYMMDDXXXXXX` where `T` is the agency type, `AA` is the Agency ID, `YY` is the last two digits of the year, `MM` is the month, `DD` is the day, and `XXXXXX` is the report number.
6	When the Report Format is set to 6, use the RN identifier of the IU command with the C parameter to delete (cancel) the report number from an incident. **Example**: • `IU.2262.RN;C` deletes the existing report number from incident 2262.

Foreign Report Numbers

A unit responding to a foreign agency incident may need to request a report number from its own agency. Conversely, a unit responding to an incident in its own agency can request a foreign agency report number.

In these cases, the unit must request a foreign report number.

You request a foreign report number by using the agency identifier preceded by the @ sign, such as RN;Y@BO. If an agency is not supplied and the @ sign is used, the Report Number request defaults to the agency for the incident.

The Report Number format that is used is that of the agency from which the number is requested. When an agency is supplied with the Report Number request, the next available Report Number for the agency is use.

CHAPTER 10

Unit Commands and Functions

All of the following commands and functions relate to units. See Incident Commands and Functions for incident-related commands and functions.

Using Temporary Units

The PREMIER CAD Temporary Unit feature allows law agencies to place a unit on duty with a temporary status. This feature is designed for officers who take vehicles home or officers who are not required to report to the communications center. Agencies can place these officers on calls or administrative assignments after their normal duty time. If emergencies necessitate calling in these officers after hours, this feature allows them to come on duty without appearing in a roll call or without using the ON form. The Temporary Unit feature can be used with the following commands and functions:

- Dispatch Incident (F9) key (See “Dispatching Incidents Using the Dispatch Key” on page 7-10.)
- FR (Free Units from Incidents) command (See “Freeing Units from Incidents” on page 10-10.)
- ID (Incident Dispatch) command (See “Dispatching Incidents Using the ID Command” on page 7-1.)
- II (Incident Initiate) command (See “Initiating Incidents Using the II Command” on page 6-4.)
- Incident Initiate (F8) key (See “Initiating Incidents Using the Initiate Key” on page 6-14.)
- Field Initiate (F7) key (See “Using the Field Initiate Key (F7)” on page 6-29.)
- Unit Status (F11) key (See “Updating Unit Status Using the Unit Status Key” on page 10-85.)

- US (Unit Status Update) command (See “Updating Unit Status Using the US Command” on page 10-66.)

- UX (Exchange Unit Assignments) command (See “Exchanging Unit Assignments” on page 10-92.)

All of the identifiers that are valid for these commands and functions are also valid when using the Temporary Unit feature. A temporary unit is designated by typing an asterisk (*) before the unit ID on the command line (for example, `*1A12`). Temporary units are not associated with a personnel number.

If a temporary unit belongs to an agency that is different than the signon agency, the non-signon agency can be designated in one of two ways:

- by placing an asterisk (*) before the agency ID and a forward slash (/) after the agency ID on the command line

  Example: `*SO/1A12`

- or by placing an asterisk after the slash and before the unit ID

  Example: `SO/*1A12`

The asterisk is required for the initial status, but is not necessary when changing a temporary unit’s status or taking the unit off duty.

When temporary units are cleared from the temporary status, PREMIER CAD automatically returns the units to an off-duty status and removes the units from the Unit status monitor.

NOTE

You can make a temporary unit permanent by assigning it at least one officer or personnel number.

The Temporary Unit feature cannot be used with call stacking and temporary units cannot be dispatched from the Incident Dispatch form. If using the Field Initiate (**F7**) key, the unit is placed on duty in the working agency's PCW (Police City Wide) area and not in the area where the incident is occurring. If dispatching a temporary unit to a pending incident or initiating an incident with a temporary unit assigned, the temporary unit is placed on duty in the area the incident is occurring.

Incident numbers for temporary units dispatched using the Field Initiate (**F7**) key are determined as follows based on the current address verification setting.

- If address verification is disabled, incident numbers are determined from the user’s working agency.

- If address verification is enabled, incident numbers are determined from the unit’s location.

- If address verification is disabled and the temporary unit is not from the working agency, incident numbers are determined from the temporary unit's agency.
- If address verification is disabled, and the temporary unit's agency is used with the Field Initiate (**F7**) key, incident numbers are determined from the temporary unit's agency.

Using Duplicate Unit IDs

Motorola can configure PREMIER CAD to accept duplicate unit IDs across different agencies or shifts. For example, both fire and law agencies can have a unit ID of 1A12. When a dispatcher initiates a command affecting a unit, PREMIER CAD searches for the unit based on the dispatcher's primary signon agency. If the unit is not located, PREMIER CAD searches each agency in the order entered on the Security Signon form.

If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.

Managing Stacked Incidents

CS Use the Call Stacking (CS) command to reassign, swap, remove, or reorder stacked incidents for specific on-duty units. Call stacking can be performed from the command line or by using the Preassigned Incidents form. Call stacking is not allowed for temporary units.

If an incident is reassigned from one unit's call stacking queue to another unit's queue and the first unit was the primary unit, the new unit assigned to the incident becomes the primary unit and the reassigned unit information is placed in the primary unit fields of the event record.

If a unit is removed from an event and the unit was the primary unit on the event, the next unit active on the event becomes the primary unit. If the unit is the only unit on the event, all primary unit information is cleared from the event record and the event is returned to the pending queue.

Stacked incidents can display in the PREMIER AWW Incident Status, Unit Status, or Pending Queue monitors in a unique color. They can also appear in a separate Unit Status Stack Display window. For details, see the *PREMIER AWW User Guide*.

Command Identifiers

Default order:

- CS.U.EV.GA.AC

Commonly used options:

- CS.U.EV.GA.AC
- CS.U..GA
- CS.U

NOTE

Repeated periods (. .) represent excluded elements of the overall Command Default Order. For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Call Stacking (CS) command.

Table 10-1 Call Stacking (CS) Command Identifier Descriptions

Identifier	Format	Description
U Required	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit Type the unit ID assigned to the stacked incident. If duplicate unit IDs are allowed across agencies, type <*agency ID*>/<*unit ID*>. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If an agency is not specified for the unit ID, the signon agency is used. Only IDs of on-duty units can be used. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as incident numbers, a U must precede an unit number that starts with a number; for example, U101.
EV	15AN	Incident number Type the incident number. This identifier is required when using the AC identifier. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as unit IDs, a # must precede an incident number; for example, #1234.
GA	1A	Group Action Specify one of the following group actions. D — Delete all preassigned incidents from the unit. Other units cannot be assigned to the incident. H — Place the unit on hold status. With hold status, preassigned calls are not assigned to the unit until the unit status is auto. A — Place the unit on auto status. With auto status, the unit accepts automatically-dispatched preassigned calls. **NOTE:** You can use this identifier to override the default value set in the Auto Dispatch field on Page 5 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). The GA and the AC identifier cannot be used in the same command string.

Table 10-1 Call Stacking (CS) Command Identifier Descriptions

Identifier	Format	Description
AC	3AN	Call Action Specify one of the following preassigned call actions. D — Delete the incident from the unit's call stacking queue. 1 - 999 — Assign a new position for the call in the unit's call stacking queue. If you assign a number, the number 1 is the highest position. This value overrides the default placement of the time or the priority fields set in the Agency Parameters Configuration (MN.25) database form (see the*PREMIER CAD Configuration Guide*). R — Reassign the incident to another unit (requires a unit ID). S — Swap the preassigned unit with the unit's current incident. The current incident goes into the unit's call stacking queue based on its priority. The incident to swap to must be of equal or higher priority than the current incident. This identifier and the GA identifier cannot be used in the same command string. The EV identifier is required. If the call is reassigned, the command is: `AC;R,` <*unit ID*>

Examples

`CS.U1A12.0001. AC;D`	Deletes incident 0001 from unit 1A12's call stacking queue. The incident is then returned to the pending queue to be redispatched to another unit.
`CS.U1A12.0002. AC;1`	Reorders the incidents in unit 1A12's call stacking queue so that incident 0002 is the first incident in the queue and is the next one dispatched.
`CS.U1A12.0005. AC;S`	Swaps the unit's current active incident with incident 0005 from unit 1A12's call stacking queue. The current incident is then placed in unit 1A12's call stacking queue and unit 1A12 is active on incident 0005. Incident 0005 must be an equal or higher priority than the current incident.
`CS.U1A12.0005. AC;R,1A13`	Reassigns incident 0005 from unit 1A12's call stacking queue to unit 1A13. Incident 0005 is removed from unit 1A12's call stacking queue. Unit 1A13 is now active on incident 0005 or incident 0005 is in Unit 1A13's preassigned queue.
`CS.U1A12.GA;H`	Places unit 1A12 in a H(old) status. Unit 1A12 is not dispatched to any incident in its call stacking queue until 1A12 is placed in an A(utomatic dispatch) status.
`CS.U1A12.GA;A`	Places unit 1A12 in an A(utomatic dispatch) status. Unit 1A12 is dispatched to the next incident in its call stacking queue when cleared from the current call. The next incident must also have an A(utomatic dispatch) status before automatic dispatch can occur.

Preassigned Incidents Form

The Preassigned Incidents form displays if you issue the Call Staking command with only a unit ID. The form displays the queue of stacked calls that exist for a specific unit.

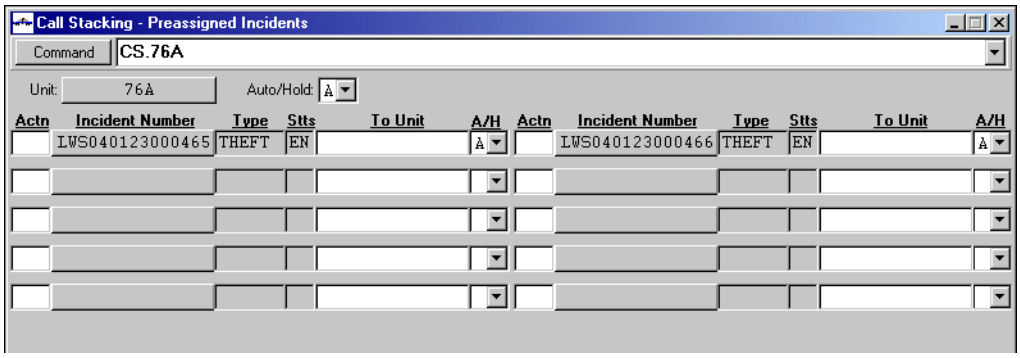


Figure 10-1 Preassigned Incidents Form

Field Descriptions

The following table describes each field on the Preassigned Incidents form.

Table 10-2 Preassigned Incidents Form Field Descriptions

Field	Format	Description
Unit	Button	Displays the unit ID assigned to the stacked incident. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Auto/Hold	1A	Displays the default value set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Use this field to change the dispatch setting for all incidents listed. Specify one of the following. A — Automatically dispatch the first preassigned incident in the unit's call stacking queue when the unit is available. This has no effect if the A/H setting for the individual incident is set to H. H — Hold the incident in the unit's call stacking queue.
Actn	3AN	Type one of the following preassigned call action options: D — Delete the incident from the unit's call stacking queue. 1 - 999 — Assign a new position for the call in the unit's call stacking queue. If a number is assigned, number 1is the highest position. This value overrides the default placement of time or priority set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). R — Reassign the incident to another unit (requires unit ID). S — Swap the preassigned incident with the unit's current incident. The current incident becomes the first incident in the unit's call stacking queue. The incident to swap to must be an equal or higher priority than the current incident.

Table 10-2 Preassigned Incidents Form Field Descriptions (Cont.)

Field	Format	Description
Incident Number	Button	Displays the incident number. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Type	Display Only	Displays the incident type.
Stts	Display Only	Status Displays status code for the incident.
To Unit	Agency = 2AN Unit = 8AN Shift ID = 2AN	Type the ID of the unit to receive the stacked incident. If duplicate unit IDs are allowed across agencies, type *<agency ID>/<unit ID>*. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.
A/H	1A	Displays the individual dispatch setting. Use this field to change the dispatch setting for a specific incident. Specify one of the following. A — Automatically dispatch the incident in the unit's call stacking queue when the unit is available. H — Hold the incident in the unit's call stacking queue.

Displaying Unit Status

DS

Use the Display Status (DS) command to refresh the unit status for up to five areas of specified agencies or for all areas and agencies defined by a dispatch group. If you issue this command without any identifiers, unit status information refreshes in PREMIER AWW for all the areas of all the agencies that were specified on the Security Signon form. The PREMIER ATM display also refreshes.

NOTE

If you have combined status monitors that are monitoring different agency types, the status monitor refreshes the unit status for all the areas the user is signed on to, including those areas with a different agency type.

To refresh the PREMIER AWW pending queue, press **Shift+F6**.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- DS.<area ID>.DG

  or

- DS.<agency ID>/<area ID>.DG

Command Identifier Descriptions

The following table describes the command identifiers for the Display Status (DS) command.

Table 10-3 Display Status (DS) Command Identifier Descriptions

Identifier	Format	Description
Area ID	3AN	Type the IDs of the areas to display the area unit status. Up to five areas can be entered. Separate multiple area IDs with commas (,). If an area or agency ID is not specified, the unit status appears for all the areas to which the current user is signed on. **NOTE:** Do not enter both an Area ID and a Dispatch Group.
Agency ID	2AN	Type the ID of the agency associated to each area. Type a forward slash (/) after each agency ID to separate it from the corresponding area ID; for example, BO/NW specifies the NW area of agency BO. An agency ID specification is not required if the specified area is in the signon agency. If only agency IDs (and forward slash) are specified (no area IDs included), all areas of the specific agencies are used for the command function.
DG	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group ID *or* type your agency ID, followed by a slash, and the Dispatch Group. If you do not specify an agency ID, PREMIER CAD uses your signon agency. A Dispatch Group is a set of areas within one or more agencies. When you submit the DS command with a Dispatch Group ID, PREMIER CAD adds to the display units in the agencies and areas that are defined for that Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*).

Examples

DS	Displays unit status for all areas to which the current user is signed on.
DS.PDF,NW,CN	Displays unit status for the PDF, NW, and CN areas of the signon agency.
DS.SF/.SM/A1	Displays unit status for all areas of agency SF and for area A1 of agency SM.

`DS.DG;METRO`	Displays unit status for all agencies and areas defined by the METRO dispatch group.

Freeing Units from Incidents

FR

You can use the Free Units from Incidents (FR) command in three ways:

1. The command can be used to free specific units or vehicles from an active incident and leave the incident active.

2. The command can be used to free all assigned units or vehicles from a specific active incident and then change the status of the incident to Pending.

3. The command can be used to free all assigned units or vehicles from a specific incident and then close the incident (see "Closing Active Incidents" on page 8-46).

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

NOTE
PREMIER CAD does not assign a clear time to units cleared with the FR command.

When you free a primary unit *without* a disposition using the FR command, PREMIER CAD reassigns the primary unit status to another unit on the incident. However, if there are no other units on the incident, the call is returned to the pending queue.

Command Identifiers

Default order:

- **FR.U.D.LS**

Commonly used options:

- FR.U...LS

- FR.<incident number>

NOTE

Repeated periods (. .) represent excluded elements of the overall Command Default Order. For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Free Units (FR) command.

Table 10-4 Free Units (FR) Command Identifier Descriptions

Identifier	Format	Description
U	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit Type the IDs of up to five units or vehicles. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If you free one or more units *with a disposition* and the incident has other active routes, the other routes are not affected. If the units you are freeing are associated with the only active route for the incident, PREMIER CAD closes the incident. If *all* units are cleared *without a disposition*, the event returns to the pending queue. If specific units are cleared *without a disposition*, PREMIER CAD removes those units from your logon route's copy of the incident only. No other routes are affected. If duplicate unit IDs are allowed across agencies, type <*agency ID*>/<*unit ID*>. If unit IDs are specified without an agency ID, the signon agency is used. Only IDs of on-duty units can be used. Separate multiple IDs with commas (,). All of the specified units do not have to be assigned to the same incident. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as event numbers, a `U` must precede a unit ID that starts with a number; for example, `U101`. **NOTE:** The incident number can be substituted for the unit number in this position. Using only the incident number *with a disposition* causes all units assigned to the call to be freed and the call closed.
D	5AN	Disposition Type the identifier to close an active incident. When you free one or more units with a disposition and the incident has other active service routes, the other service routes are not affected. If the units you are freeing are associated with the only active service route for the incident, PREMIER CAD closes the incident. **NOTE:** If the incident is active and you do not enter a disposition, the incident is returned to the pending queue.

Table 10-4 Free Units (FR) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
LS	1A	Listed Specify whether to override the current Keep Units Listed parameter setting of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Y — Override the Keep Units listed parameter. N — Do not override the Keep Units listed parameter. The FR command processes specified unit or vehicle IDs based on the Keep Units Listed parameter setting in the Agency Parameter database form (MN.25) and whether the parameter is overridden by the LS identifier. • If the Keep Units Listed parameter is set to Yes, the specified units or vehicles remain assigned to their incidents, but all of the other units or vehicles assigned to these incidents are freed. • If the Keep Units Listed parameter is set to No, the units or vehicles are freed from their assigned incidents, but all other units or vehicles assigned to the incidents remain assigned.
incident number	15AN	**NOTE:** This is a special format. If you use an incident number with the Free command, do not use the U (unit) or LS (listed) identifiers. Type the incident number to free all units assigned to the incident. The format for the incident you type is determined on Page 2 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). If you are using the internal incident number format, you could free all units from incident 10290500457 (agency BH) with this command: `FR.BH/10290500457`. If you are using the external incident number format of AG+M1+D1+Y1+-+ <incident number>, you could free all the units from incident 102905-00589 (agency BH) with this command: `FR.BH102905-00589`. If a disposition is not specified, the incident assigned to your logon route displays in the PREMIER AWW Pending Queue after the command is issued.

Examples

Keep Units Listed Parameter = N(o)

`FR.0178`	Frees all units from incident 0178 and returns the incident to the Pending Queue.
`FR.U345`	Frees unit 345 from its incident.
`FR.U345.LS;Y`	Frees all units except unit 345 from its incident.
`FR.E13,E15`	Frees Engines 13 and 15 from their calls.

Keep Units Listed Parameter = Y(es)

`FR.E13`	Frees all vehicles on Engine 13's call, leaving Engine 13 on the call.

`FR.E13.LS;N`	Frees Engine 13 from its call, but keeps all other assigned vehicles on the call.
`FR.E13,E15`	Frees all vehicles on Engine 13's call and Engine 15's call, but keeps Engines 13 and 15 on their calls.

Displaying the Line Up List

LL Use the Line Up List (LL) command to display line up lists. Line up lists indicate all units patrolling in a specific area of a specific agency or, for fire and EMS, assigned to a specific station of a specified agency.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- `LL.<agency ID>/<area ID>.DG`

Command Identifier Descriptions

The following table describes the command identifiers for the Line Up List (LL) command.

Table 10-5 Line Up List (LL) Command Identifier Descriptions

Identifier	Format	Description
Agency ID	2AN	Type the agency ID for which to display corresponding areas. Type a forward slash (/) after each agency ID to separate it from the corresponding area ID; for example, `BO/NW` specifies the NW area of agency BO. If you do not enter an agency ID, PREMIER CAD opens a blank Line Up List form. If an agency ID (and forward slash) is specified but no area ID is included, all areas of the specific agency are used for the command function. For example, `LL.BO/` displays line up lists for all areas of agency BO. **NOTE:** Do not enter both an Agency ID *and* a Dispatch Group.
Area ID	3AN	Type the ID of the area or station for which to display a line up list. An area ID specified without an agency ID identifies an area of the signon agency. If an area or agency ID is not specified, for example `LL`, the Line Up List form appears.
DG	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group *or* type your agency ID, followed by a slash, and the Dispatch Group. If you do not specify an agency ID, PREMIER CAD uses your signon agency.

Examples

`LL`	Displays the Line Up List form.
`LL.BO/`	Displays all units and areas for the BO agency.
`LL.BO/A01`	Displays all units for agency BO in the A01 area.
`LL.DG;METRO`	Displays all units for all agencies and area defined by the METRO dispatch group.

Line Up List Form

The Line Up List form displays if the LL command is issued without any identifiers or information elements. The form displays line up list information (such as a list of patrolling units) for a specified agency or area.

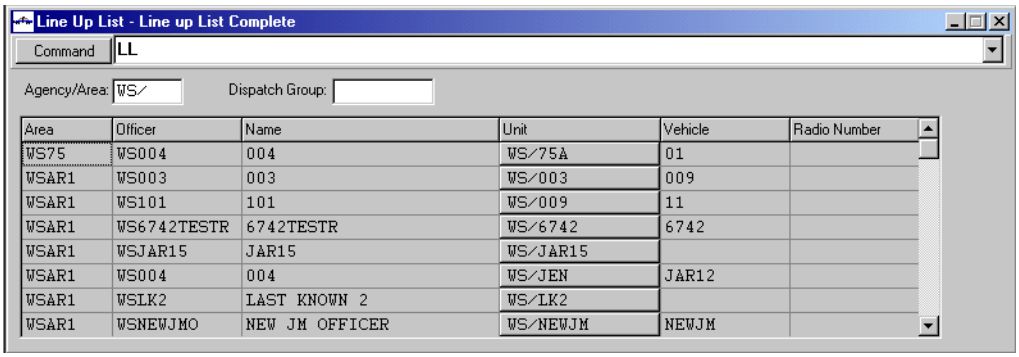


Figure 10-2 Line Up List Form

Field Descriptions

The following table describes each field on the Line Up List form.

NOTE

Because the label for Area is configurable, your Line Up List form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 10-6 Line Up List Form Field Descriptions

Field	Format	Description
Agency/Area Required if Dispatch Group is not used	Agency = 2AN Area = 3AN	Displays the agency and area of the selected line up list. If the LL command was issued without specifying an agency, area, or dispatch group, type one of the following: • *<agency ID>*/. ID of the agency of the line up list. Be sure to include the forward slash (/). • *<area ID>*. ID of the area of the line up list. • *<agency ID>*/*<area>*. IDs of the agency and area of the line up list. Be sure to include the forward slash (/). After information is typed in this field, press the Submit Form (**F12**) key to display the summary information for all on-duty units in the specified agency/area. If this field is left blank, the form displays information for all trusted agencies and areas being covered. **NOTE:** If you enter both an Area/Area *and* a Dispatch Group, PREMIER CAD ignores the value in the Area/Area field and retrieves only those incidents that are included within the agencies and areas defined for the Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*).
Dispatch Group	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group *or* type your agency ID, followed by a slash, and the Dispatch Group. If you do not specify an agency ID, PREMIER CAD uses your signon agency. A Dispatch Group is a set of areas within one or more agencies. When you submit the Line Up List form with a Dispatch Group ID, PREMIER CAD retrieves all incidents that are included within the agencies and areas defined for that Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*).
Area	Display Only	Displays the area specified on the command line or in the Agency/Area field of the Line Up List form.
Officer	Display Only	Displays the personnel numbers of the officers.
Name	Display Only	Displays the names of the officers.
Unit	Button	Displays the officer's assigned unit. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Vehicle	Display Only	Displays the officer's unit type.
Radio	Display Only	Displays the officer's assigned radio.

Placing Law Units On Duty

ON

Use the Put a Law Unit On Duty (ON) command to display or change on-duty information about a unit. If this command is used without any identifiers or information elements, the Law Unit Going On Duty form appears. This command does not apply to fire or EMS vehicles.

NOTE

An ON *command* that is issued with identifiers functions only for the current signon agency. To place a unit of another agency on duty, use the Law Unit Going On Duty *form* instead.

If the ON command is issued with a vehicle ID specified, PREMIER CAD disregards the vehicle ID listed in the personnel file, but still retrieves the unit ID, the radio ID, and the area or beat assignments. Roll call activation does not access the default items from the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*).

Once the unit is on duty, the vehicle ID, the radio ID, and the area or beat assignment can be updated using the ON command. When the unit is taken off duty, the settings revert to the default values set in the Personnel Configuration database form (MN.12).

Command Identifiers

This command can be issued without command identifiers.

Default order:

- ON.U.P1.P2.V.AR.RI.R1.R2.B.AC.PC.DC.PX.OM.SI.P3.R3.P4.R4.VR.RT

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Put a Unit on Duty (ON) command.

Table 10-7 Put a Unit on Duty (ON) Command Identifier Descriptions

Identifier	Format	Description
U Required	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit Type the ID of the unit to place on duty. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type <*agency ID*>/<*unit ID*>-<*shift ID*>. If an agency is not specified for the unit ID, the signon agency is used. **NOTE:** You cannot put a unit borrowed from another agency on duty using the ON command. Use the ON form to put borrowed units on duty.
P1 Required	9AN	Personnel Number 1 Type the personnel number of the primary officer assigned to the unit. Personnel information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
P2	9AN	Personnel Number 2 Type the personnel number of the secondary officer assigned to the unit. Personnel information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
V	6AN	Vehicle Number Type the number of the vehicle assigned to the unit.

Table 10-7 Put a Unit on Duty (ON) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
AR	3AN	Area Type the area to which the unit is assigned. If you do not specify an area, PREMIER CAD assigns the area in one of the following ways: • If you do not specify an area or a beat, PREMIER CAD assigns the unit to the PCW (Police City Wide) area, even if you enter a valid service route ID. • If you specify a beat but you do *not* specify a service route ID, PREMIER CAD uses the area that is assigned to the specified beat in the currently active plan. • If you specify a beat *and* a service route ID, PREMIER CAD uses the area that is assigned to the specified beat in the plan that is associated with the service route you entered. For more information about service routes, see “Understanding Service Routing” in Appendix D of the *PREMIER CAD Configuration Guide*.
RI	20AN	Rider Name Type the name of the person riding along in the unit.
R1	10AN	Radio ID 1 Type the ID of the radio assigned to the primary officer.
R2	10AN	Radio ID 2 Type the ID of the radio assigned to the secondary officer.

Table 10-7 Put a Unit on Duty (ON) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
B	Beat = 4AN Beat Alias = 8AN	Beat Type the code for the beat assigned to the unit. If your agency uses beat aliases, enter the alias, not the beat. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. If you specify a value for the Beat identifier and do not specify an Area, PREMIER CAD assigns the unit to an area in one of the following ways: • If you specify beat but you do *not* specify a service route ID, PREMIER CAD uses the area that is assigned to the specified beat in the currently active plan. • If you specify a beat *and* a service route ID, PREMIER CAD uses the area that is assigned to the specified beat in the plan that is associated with the service route you entered. If you do *not* specify a value for the Beat identifier, PREMIER CAD assigns the beat in one of the following ways: • If you do not specify an area, a beat, or a team, PREMIER CAD assigns the unit to the PCW (Police City Wide) area, even if you enter a valid service route ID. • If you specify a beat or a team but you do *not* specify a service route ID, PREMIER CAD uses the area and beat assignments defined in the currently active plan. • If you specify a beat or a team *and* a service route ID, PREMIER CAD uses the area and beat assignments defined in the plan that is associated with the service route you entered. For more information about service routes, see “Understanding Service Routing” in Appendix D of the *PREMIER CAD Configuration Guide*.
AC	10AN	Activity Code Type the activity code.
PC	10AN	Program Code Type the program code.
DC	10AN	Detail Code Type the detail code.

Table 10-7 Put a Unit on Duty (ON) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
PX	9N	Personnel Number Type the personnel number of the individual to place on duty with the values specified in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). The values in the personnel record act as default values. If the unit's vehicle ID is specified in the ON command, the vehicle ID in the personnel file is disregarded, but the Unit ID, Area/Beat assignments, and Funding codes in the personnel field are used. If a unit's defaults are overridden, when the unit is taken off duty, at the next ON command the unit reverts to the default settings as defined in the personnel record. Two people can be specified with the ON command. The defaults for the personnel number entered with the PX field identifier are the defaults that are used for area, team, beat, vehicle, and unit assignments. The second person must be entered as P2.
OM	1 to 5N	Odometer Type the updated odometer reading (unit mileage). **NOTE:** The final digit indicates tenths of a mile. **Examples using fewer than 5 digits**: Enter 1 to indicate 1 mile Enter 12 to indicate 12 miles Enter 123 to indicate 123 miles Enter 1234 to indicate 1,234 miles **Examples using 5 digits**: Enter 12345 to indicate 1,234.5 miles Enter 01234 to indicate 123.4 miles Enter 00123 to indicate 12.3 miles Enter 00012 to indicate 1.2 miles Enter 00001 to indicate 0.1 miles

Table 10-7 Put a Unit on Duty (ON) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
SI Conditional	Agency = 2AN Unit = 8AN Shift ID = 2AN	Supervisor ID This identifier is required when the Supervisor Required field is set to `Y` in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). Type the unit ID of this unit's supervisor. The supervisor must already be on duty. Add a dash and a shift ID after the unit if needed. For example, `1A14-01`, shows a unit ID of 1A14 and a shift ID of 01. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type *<agency ID>/<unit ID>-<shift ID>*. If an agency is not specified for the unit ID, the signon agency is used. Critical data sent to a unit is automatically sent to the unit's supervisor in a PREMIER CAD email message. High-priority incident notifications, emergency notifications, and "hot hit" query returns are sent to a unit's supervisor. The supervisor ID is written to the (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4).
P3	9AN	Personnel Number 3 Type the personnel number of the third officer assigned to the unit. Personnel information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
R3	10AN	Radio ID 3 Type the ID of the radio assigned to the third officer.
P4	9AN	Personnel Number 4 Type the personnel number of the fourth officer assigned to the unit. Personnel information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
R4	10AN	Radio ID 4 Type the ID of the radio assigned to the fourth officer.

Table 10-7 Put a Unit on Duty (ON) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
VR	10AN	Vehicle Radio Type the identification number for the radio to be assigned to the vehicle. When the unit is taken off duty, the radio assignment is removed.
RT	4AN	Route ID Type the ID of the service route to which the unit will be assigned. PREMIER CAD validates the service route and an error message displays if the service route is not a plan-type route or if the service route does not exist in the Service Routing Definition Configuration (MN.61) database form for the same agency as that of the unit's call sign (see the *PREMIER CAD Configuration Guide*). **NOTE:** When you use the RT identifier, you must also use either the B (beat) identifier or the AR (area) identifier. For more information about routing, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.

Example

`ON.WS101.3215`	Places unit WS101 on duty with officer 3215 as the primary officer.

`ON.WS101-01.`
`3215.OM;57929.`
`SI;WS114-01`
	Places unit WS101 from shift 01 on duty with officer 3215 as the primary officer, sets the odometer to 5,792.9 miles, and assigns unit WS114 from shift 01 as the supervisor ID.

Law Unit Going on Duty Form

The Law Unit Going on Duty form appears when the ON command is issued without any identifiers or information elements. The form is used to place a unit on duty or to make changes to an active unit.

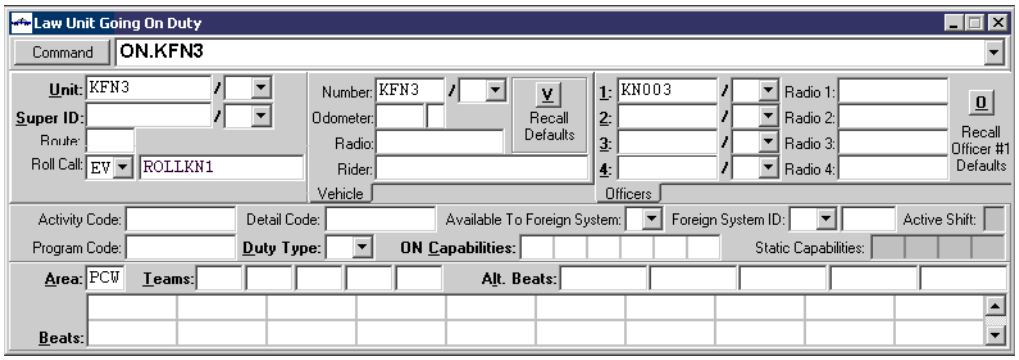


Figure 10-3 Law Unit Going On Duty Form

Field Descriptions

The following table describes each field on the Law Unit Going On Duty form.

NOTE

Because the labels for Area, Team, and Beat are configurable, your Law Unit Going On Duty form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 10-8 Law Unit Going On Duty Form Field Descriptions

Field	Format	Description
Unit Conditional (see Note in Description)	Unit = 8AN Shift ID = 2AN Agency = 2AN	Type the ID for the unit going on duty or for which information is needed. Add a dash and a shift ID after the unit if needed. If the shift ID is omitted, the unit will be placed on duty with the shift ID that is configured in the Default Shift ID field on Page 2 of the Agency Parameters Configuration (MN.25) database form. If the unit is being signed on to an agency other than the signon agency, type the 2-character agency code after the forward slash (/). **NOTE:** If Unit ID is left blank, then the call sign defaults to the vehicle ID, if the Officer #1 defaults are used or if the `OnDefaultUnitID` parameter in the `CAD.ini` file is set to Y. For more information, see the *PREMIER CAD Configuration Guide*.
Super ID Conditional	Unit = 8AN Shift ID = 2AN Agency = 2AN	Supervisor ID Supervisor ID consists of two fields, the Supervisor ID and the Agency ID. The Supervisor ID field is required when the Supervisor Required field is set to `Y` in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). Type the unit ID of this unit's supervisor. The supervisor must already be on duty. Add a dash and a shift ID after the unit if needed. For example, `1A14-01`, shows a unit ID of 1A14 and a shift ID of 01. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If an agency is not specified for the unit ID, the signon agency is used. Critical data sent to a unit is automatically sent to the unit's supervisor in a PREMIER CAD email message. High-priority incident notifications, emergency notifications, and "hot hit" query returns are sent to a unit's supervisor.

Table 10-8 Law Unit Going On Duty Form Field Descriptions (Cont.)

Field	Format	Description
Route	4AN	Type the ID of the service route to which the unit will be assigned. PREMIER CAD validates the service route and an error message displays if the service route is not a plan-type route or if the service route does not exist in the Service Routing Definition Configuration (MN.61) database form for the same agency as that of the unit's call sign (see the *PREMIER CAD Configuration Guide*). **NOTE:** When you use the Route field, you must also use one of the following: . Beats field . Area field . Teams and Area fields For more information about routing, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Roll Call	14AN	Displays the roll call ID for a unit. When you place a unit on duty using the ON form, you can include the unit in an active roll call by entering the roll call ID. You can also change the roll call assignment or blank out the roll call assignment for a unit that is already on-duty. Blanking the roll call ID leaves a unit on duty when the roll call the unit belongs to is deactivated. When you change the roll call assignment, an audit record is written with the new roll call ID and can be viewed in the Unit History form.
Vehicle		
Number	Vehicle = 6AN Agency = 2AN	Type the vehicle identification. When displaying information about an on-duty unit, type an asterisk (*) in this field.
Odometer	4N/1N	Type the mileage for the unit. In the adjacent text box, type the mileage in tenths. This field does not display any previous readings; it is only used for update purposes.
Radio	10AN	Vehicle Radio Type the identification number for the radio to be assigned to the vehicle. When the unit is taken off duty, the radio assignment is removed.
Rider	20AN	Type the name of the person riding along.

Table 10-8 Law Unit Going On Duty Form Field Descriptions (Cont.)

Field	Format	Description
Recall Defaults	Button	Select this button or press **Alt+V** to use the defaults for the specified vehicle. The vehicle's details display in the form. The default values for a vehicle must already be defined in the Police Vehicles Configuration (MN.9) database form (see the *PREMIER CAD Configuration Guide*). Type over the desired field to override the displayed default values. **NOTE:** If a duty type is returned as a vehicle default, then the duty type ON capabilities display. If the Duty Type field is set to blank, the ON capabilities are 1 through 6, as defined in the Police Vehicles Configuration (MN.9) database form (see the *PREMIER CAD Configuration Guide*).
Officers		
Officer 1 Required	Officer = 9AN Agency = 2AN	Type the personnel number of first officer assigned to unit. If the officer belongs to an agency other than the signon agency, type or select the 2-character agency code in the field following the officer field. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
Officer 2	Officer = 9AN Agency = 2AN	Type the personnel number of the second officer assigned to the unit. If the officer belongs to an agency other than the signon agency, type or select the 2-character agency code in the field following the officer field. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
Officer 3	Officer = 9AN Agency = 2AN	Type the personnel number of the third officer assigned to the unit. If the officer belongs to an agency other than the signon agency, type or select the 2-character agency code in the field following the officer field. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.

Table 10-8 Law Unit Going On Duty Form Field Descriptions (Cont.)

Field	Format	Description
Officer 4	Officer = 9AN Agency = 2AN	Type the personnel number of the fourth officer assigned to the unit. If the officer belongs to an agency other than the signon agency, type or select the 2-character agency code in the field following the officer field. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, seePREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
Radio 1	10AN	Type the radio ID of the first officer.
Radio 2	10AN	Type the radio ID of the second officer.
Radio 3	10AN	Type the radio ID of the third officer.
Radio 4	10AN	Type the radio ID of the fourth officer.
Recall Officer #1 Defaults	Button	Select this button or press **Alt+O** to use the personnel assignments (unit ID, vehicle, area, beats, teams, alternate beat, and funding code values) of the officer identified in the Officer 1 field. These values are set on Page 3 of the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** If a duty type is returned as an officer default, then the duty type ON capabilities display. If the Duty Type field is set to blank, then the duty type and ON capabilities remain unchanged. Any values that you enter on this form for unit ID, vehicle, area, beats, teams, alternate beat, or funding codes will override the Officer #1 defaults. For example, if you specify an area but no beat or team, then PREMIER CAD uses the specified area and cross-checks it with the beat and team information from the Officer #1 personnel record. When you use this button, you override the funding code precedence specified on Page 4 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). If you do not select this button, you can specifically enter area, beat, alternate beat, and funding code values in the ON form.
Activity Code	10AN	Type the unit activity funding code.
Detail Code	10AN	Type the unit detail funding code.
Available To Foreign System	1AN	Select whether the unit can be dispatched by a request from a foreign CAD system. Y — The unit can be dispatched by a request from a foreign CAD system. N or blank — The unit cannot be dispatched by a request from a foreign CAD system.

Table 10-8 Law Unit Going On Duty Form Field Descriptions (Cont.)

Field	Format	Description
Foreign System Agency and Route ID	Agency = 2AN Route ID = 4AN	Select the Foreign System Agency ID in the first field. Type the Foreign System Route ID in the second field.
Active Shift	Display Only	Displays whether the unit was placed on duty with a roll call activation. Y — Indicates the unit was placed on duty with a roll call activation. N or blank — Indicates the unit was placed on duty by other means or the unit is not on duty.
Program Code	10AN	Type the unit program funding code.
Duty Type	2AN	Type or select the two-character code that indicates the typical use for the unit; for example, GD for general duties or TR for traffic police. When you type or select a duty type, the capabilities assigned to that duty type display in the ON Capabilities field. If you change the duty type, the ON Capabilities list refreshes. You define duty types in Duty Type Maintenance Configuration (MN.63) database (see the *PREMIER CAD Configuration Guide*).
ON Capabilities	2AN each	Type up to 6 capabilities for the unit going on duty. ON capabilities are assigned when the unit goes on duty and are additional to the capabilities already assigned to the unit and displayed in the Static Capabilities field. You can add, remove, or change ON capabilities while the unit is on duty. Type over the displayed values in the ON Capabilities field before submitting the form. **NOTE:** Unlike Static capabilities, all ON capabilities are dynamic and deleted when the unit goes off duty (and default capabilities are restored). Duplicate ON capabilities are not permitted. On capabilities display as a result of one of the following: • Direct entry — When the Duty Type field is set to blank and ON capabilities are entered. • Recall vehicle defaults — When the Duty Type field is set to blank and ON capabilities are set to the first 6 capabilities defined in the Police Vehicles Configuration (MN.9) database form (see the *PREMIER CAD Configuration Guide*). • Recall vehicle defaults — When the Duty Type field is not set to blank, ON capabilities that are defined for the specified duty type display. • Change Duty Type — When a duty type is specified from the list, the ON capabilities defined for the specified duty type display. If the Duty Type field is set to blank, the displayed ON capabilities do not change.

Table 10-8 Law Unit Going On Duty Form Field Descriptions (Cont.)

Field	Format	Description
Static Capabilities	Display Only	Displays up to 4 of the permanent capabilities that belong to the unit. The capabilities must already be defined in the Police Vehicles Configuration (MN.9) database form (see the *PREMIER CAD Configuration Guide*). Static capabilities are specifically assigned to the unit and are not deleted when the unit goes off duty. If more than 4 capabilities were assigned in MN.9, the Static Capabilities field shows the first 4 capabilities entered.
Area	3AN	Type the area to which the unit is assigned. If you leave the Area field blank, PREMIER CAD assigns the area in one of the following ways: • If you do not specify an area, a beat, or a team, PREMIER CAD assigns the unit to the PCW (Police City Wide) area, even if you enter a valid service route ID. • If you specify a beat or a team but you do *not* specify a service route ID, PREMIER CAD uses the area that is assigned to the specified beat or team in the currently active plan. • If you specify a beat or a team *and* a service route ID, PREMIER CAD uses the area that is assigned to the specified beat or team in the plan that is associated with the service route you entered. For more information about service routes, see “Understanding Service Routing” in Appendix D of the *PREMIER CAD Configuration Guide*.

Table 10-8 Law Unit Going On Duty Form Field Descriptions (Cont.)

Field	Format	Description
Teams	4AN	Type the team to which the unit is assigned. If you enter a value in the Teams field and leave the Area field blank, PREMIER CAD assigns the unit to an area in one of the following ways: • If you specify team but you do *not* specify a service route ID, PREMIER CAD uses the area that is assigned to the specified team in the currently active plan. • If you specify a team *and* a service route ID, PREMIER CAD uses the area that is assigned to the specified team in the plan that is associated with the service route you entered. If you leave the Teams field blank, PREMIER CAD assigns the team in one of the following ways: • If you do not specify an area, a beat, or a team, PREMIER CAD assigns the unit to the PCW (Police City Wide) area, even if you enter a valid service route ID. • If you specify a beat or a team but you do *not* specify a service route ID, PREMIER CAD uses the area and team assignments defined in the currently active plan. • If you specify a beat or a team *and* a service route ID, PREMIER CAD uses the area and team assignments defined in the plan that is associated with the service route you entered. For more information about service routes, see “Understanding Service Routing” in Appendix D of the *PREMIER CAD Configuration Guide*.
Alt Beats	Beat = 4AN Beat Alias = 8AN	Type the alternate beats to cover. If your agency uses beat aliases, enter the alias, not the beat. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide.*

Table 10-8 Law Unit Going On Duty Form Field Descriptions (Cont.)

Field	Format	Description
Beats	Beat = 4AN Beat Alias = 8AN	Type the assigned beats. If your agency uses beat aliases, enter the alias, not the beat. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. The beats must all be in the same area the unit is signed on to. If you enter a value in the Beats field and leave the Area field blank, PREMIER CAD assigns the unit to an area in one of the following ways: • If you specify beat but you do *not* specify a service route ID, PREMIER CAD uses the area that is assigned to the specified beat in the currently active plan. • If you specify a beat *and* a service route ID, PREMIER CAD uses the area that is assigned to the specified beat in the plan that is associated with the service route you entered. If you leave the Beats field blank, PREMIER CAD assigns the beat in one of the following ways: • If you do not specify an area, a beat, or a team, PREMIER CAD assigns the unit to the PCW (Police City Wide) area, even if you enter a valid service route ID. • If you specify a beat or a team but you do *not* specify a service route ID, PREMIER CAD uses the area and beat assignments defined in the currently active plan. • If you specify a beat or a team *and* a service route ID, PREMIER CAD uses the area and beat assignments defined in the plan that is associated with the service route you entered. For more information about service routes, see “Understanding Service Routing” in Appendix D of the *PREMIER CAD Configuration Guide*.

Taking Law Units Off Duty

UF Use the Take Law Units Off Duty (UF) command to take five unassigned units off duty. If a unit to be placed off duty is assigned to an incident, the unit must first be unassigned from the incident before it can be taken off duty. If a unit to be placed off duty is in a temporary status, the unit’s status must first be changed to one that allows the unit to go off duty.

Command Identifiers

Default order:

- UF.<unit ID>.OM

  or

- UF.<agency ID>/<unit ID>.OM

Command Identifier Descriptions

The following table describes the command identifiers for the Take Law Units Off Duty (UF) command.

Table 10-9 Take Law Units Off Duty (UF) Command Identifier Descriptions

Identifier	Format	Description
Unit ID Required	Unit = 8AN Shift = 2AN	Type the ID of the unit to take off duty. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If an agency is not specified for the unit ID, the signon agency is used.
Agency ID	2AN	Type the ID of the agency associated with the area or unit. Type a forward slash (/) after each agency ID to separate it from the corresponding area or unit ID; for example, `BO/1A12` specifies unit `1A12` of agency `BO`. An agency ID specification is not required if the specified area or unit belongs to the signon agency. If an agency ID is not specified and duplicate unit IDs are not allowed, PREMIER CAD searches for the specified unit in all the agencies specified in the Security Signon form in the order in which they were entered. If duplicate unit IDs are allowed, only the signon agency is searched.
OM May be required (determined by a server parameter)	1 to 5N	Odometer Type the updated odometer reading (unit mileage). If 5 digits are entered, the final digit indicates tenths of a mile. **Examples using fewer than 5 digits**: Enter 1 to indicate 1 mile Enter 12 to indicate 12 miles Enter 123 to indicate 123 miles Enter 1234 to indicate 1,234 miles **Examples using 5 digits**: Enter 12345 to indicate 1,234.5 miles Enter 01234 to indicate 123.4 miles Enter 00123 to indicate 12.3 miles Enter 00012 to indicate 1.2 miles Enter 00001 to indicate 0.1 miles **NOTE:** If you list more than one unit to take off duty and enter a value for the OM identifier, each listed unit will be given the same odometer reading.

Example

`UF.205,300` Takes units 205 and 300 off duty.

Changing Primary Units

PU

Use the Change Primary Unit (PU) command to designate another unit as the primary unit.

In PREMIER CAD 6.7.4 and above, one or both of the units can be stacked against the incident.

In versions prior to 6.7.4, the new primary unit must already be assigned as a secondary or backup unit to the incident.

The Change Primary Unit (PU) command does not remove a unit from the incident.

The law primary unit displays on the Unit status monitor with the ! symbol and the fire primary unit displays with the ! or % flags. The symbol that displays for law units is configured in the Agency Parameters Configuration (MN.25) database form and the symbols that display for fire/EMS are configured in the Fire/EMS Vehicles Configuration (MN.22) database form (see the *PREMIER CAD Configuration Guide)*.

Any changes to the primary unit appear in the audit trail. If the incident has associated incidents, and you change the primary unit, information about the change will appear in the audit trail for all associated incidents. For additional information about primary units, see "Understanding Primary Units" on page 7-53. For additional information about associated incidents, see "Associating Incidents" on page 8-42.

NOTE

The primary unit for an incident cannot be changed if the unit that is currently designated as the primary unit was cleared with a disposition. It must be cleared *without* a disposition, be active on the incident, or have the incident stacked against the unit.

Command Identifiers

Default order:

If both units are active:

- PU.<agency ID>/<unit ID>

If one or both units are stacked:

- PU.<incident number>.<agency ID>/<unit ID>

NOTE

If the current primary unit has already been cleared from the incident, the PU command can still be issued to assign a unit that is now active or stacked on the incident.

Command Identifier Descriptions

The following table describes the command identifiers for the Change Primary Unit (PU) command.

Table 10-10 Change Primary Unit (PU) Command Identifier Descriptions

Identifier	Format	Description
Incident Number	15AN	Incident number Type the incident number.
Agency ID	2AN	Type the ID of the agency to associate the corresponding unit or vehicle. Type a forward slash (/) after the agency ID to separate it from the corresponding unit ID; for example, `BO/1A12` specifies unit `1A12` of agency `BO`. An agency ID specification is not required if the specified unit is of the signon agency.
Unit ID Required	Unit = 8AN Shift ID = 2AN	Type the ID of the unit or vehicle to make it the primary unit. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If an agency is not specified for the unit ID, the signon agency is used. If an agency ID is not specified and duplicate unit IDs are not allowed, PREMIER CAD searches for the specified unit in all the agencies specified in the Sign On form in the order in which they were entered. If duplicate unit IDs are allowed, only the signon agency is searched.

Example

`PU.205`	Finds the incident that unit 205 is assigned to and makes unit 205 the primary unit for that incident.

Transferring Units

TU Use the Transfer Unit (TU) command to transfer a law unit from its current area to a specified area. Only units in a clear or available status can be transferred.

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the PREMIER AWW User Guide.

NOTE

Do not use the **TU** command to transfer fire/EMS units. To transfer fire/EMS units, use the VC command (see "Assigning Vehicles to Cover Stations" on page 11-1).

Command Identifiers

Default order:

- TU.<area ID>.<unit ID>

  or

- TU.<area ID>.<agency ID>/<unit ID>
- TU.<agency ID>/<area ID>.<agency ID>/<unit ID>

Command Identifier Descriptions

The following table describes the command identifiers for the Transfer Unit (TU) command.

Table 10-11 Transfer Unit (TU) Command Identifier Descriptions

Identifier	Format	Description
Area ID Required	3AN	Type the ID of the area to which to transfer the specified unit. If an area ID is specified without an agency ID, the area of the signon agency is used.
Unit ID Required	Unit = 8AN Shift ID = 2AN	Type the ID of the unit to transfer to the specified area. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If an agency is not specified for the unit ID, the signon agency is used.
Agency ID	2AN	Type the agency ID associated with the area or unit. Type a forward slash (/) after each agency ID to separate it from the corresponding area or unit ID; for example, `B0/1A12` specifies unit `1A12` of agency `B0`. An agency ID specification is not required if the specified area or unit belongs to the signon agency. If an agency ID is not specified and duplicate unit IDs are not allowed, PREMIER CAD searches for the specified unit in all the agencies specified in the Sign On form in the order in which they were entered. If duplicate unit IDs are allowed, only the signon agency is searched.

Example

`TU.SO.1A15`	Transfers unit 1A15 to area SO.

Configuring Law Roll Call

MN.16 Configure law roll calls using the Roll Call Maintenance form (MN.16). Roll calls are groups of units that are related by shift (time of duty). Roll calls are useful if an agency uses the same lineups on a consistent basis. Roll calls can be activated and deactivated manually with the RC command or they can be activated and deactivated using the scheduling options in MN.16.

The Roll Call Maintenance form contains four tabs: Units List, Group Change, Unit Detail, and Scheduling Information. Only the Units List and Scheduling Information tabs initially display. To display the Group Change tab, click the Group Change button in the Units List tab. To display the Unit Detail tab, click Add Unit in the Units List tab or select a unit and click Change Unit or Display Detail in the Units List tab.

NOTE

You can only build a roll call for units in the same agency.

The Units List tab displays a list of the units in the roll call. The Change Group tab displays the units in the roll call and can be used to change multiple units at a time. The Unit Detail tab contains the details for each unit, such as the Unit ID, officers, areas, team, and beats. The Scheduling Information tab contains the daily or weekly schedule for the roll call.

NOTE

The Roll Call Report - RM.1 contains the information in this database (see the *PREMIER CAD System Administrator Guide*).

Roll Call Maintenance Form – Units List Tab

Use the Units List tab of the MN.16 form to manage roll calls. From this form, you can display, add, delete, and add units to a roll call, display details for a unit, and make a unit in a roll call available or unavailable. If vehicle numbers are included in the roll call, you must configure the Law Vehicle database form (MN.9) with the vehicle number.

To make changes to multiple units, use the Group Change tab (click the Group Change button in the Units List tab). Deleting single units or changing the availability status is easier in the Units List tab because you can quickly scroll through the list of units.

NOTE

Before creating a roll call, be sure each officer in the roll call has a personnel record in the Personnel Configuration (MN.12) database (see the *PREMIER CAD Configuration Guide*).

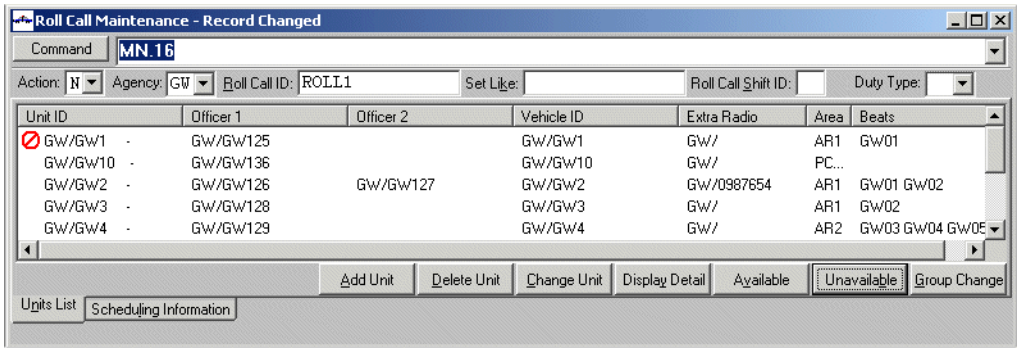


Figure 10-4 Roll Call Maintenance Form (MN.16) – Units List Tab

Field Descriptions

The following table describes each field on the Units List tab of the Roll Call Maintenance form.

Table 10-12 Roll Call Maintenance Form (MN.16) – Units List Tab Field Descriptions

Field	Format	Descriptions
Action	1A	Specify the action. After a roll card record is added, make any additions or deletions to the record with the action Change. **NOTE:** If a role call is currently active, the Change action is unavailable and the buttons in the tab are disabled except for Display Detail.
Agency	2AN	Type the agency identification code.
Roll Call ID	15AN	Type a unique identifier for the roll call. Any format is acceptable; for example, date, substation, shift (013191WESTB). **NOTE:** Periods, semicolons, and spaces are not acceptable.
Set Like	15AN	Use this field to mirror the roll call of an existing record. The record with the settings you want to copy must belong to the same agency. To set up a roll call record based on an existing record, first (A)dd and then (S)how the new record. Set the action to (C)hange, enter the Roll Call ID on which to base the record in the Set Like field, and enter the Roll Call Shift ID. Then submit the form.
Duty Type	2AN	Type or select the two-character code that indicates the duty type for the roll call; for example, TR for traffic police. The duty type describes the typical use of a vehicle, such as general duties or traffic police. You define duty types in Duty Type Maintenance Configuration (MN.63) database (see the *PREMIER CAD Configuration Guide*). If you indicate a default duty type, every unit in the roll call is assigned the duty type. The duty type you specify in the roll call is applied when the unit goes on duty. The duty type is treated as the highest order capability for use in the recommendation process. The duty type is the first capability looked at in the recommendation process and then the ten vehicle capabilities are considered.
Roll Call Shift ID	2AN	Type a unique Shift ID for the roll call.
Unit ID	Display Only	Displays the Unit ID entered in the Unit Detail tab. The symbol indicates the unit is unavailable for roll call. To make the unit available, select the unit and click the **Available** button. The unit symbol indicates the unit is on duty.
Officer1	Display Only	Displays the personnel number of Officer #1 entered on the Unit Detail tab.
Officer 2	Display Only	Displays the personnel number of Officer #2 entered in the Unit Detail tab.

Table 10-12 Roll Call Maintenance Form (MN.16) – Units List Tab Field Descriptions

Field	Format	Descriptions
Vehicle ID	Display Only	Displays the Vehicle ID entered in the Unit Detail tab.
Extra Radio	Display Only	Displays any additional radios assigned to the officer entered in the Unit Detail tab.
Area	Display Only	Displays the area for the unit as entered in the Unit Detail tab. **NOTE:** Because the label for Area is configurable, your Roll Call Maintenance form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Beats	Display Only	Displays the beats for the unit as entered in the Unit Detail tab. **NOTE:** Because the label for Beat is configurable, your Roll Call Maintenance form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Add Unit	Button	To add a new unit to the roll call, click this button. The Unit Detail tab will appear where you can enter unit information. • To display a blank Unit Detail form, (S)how the roll call ID and then click the Add Unit button. Enter the unit information and press F12. • To copy the information for a unit, click the unit ID in the Units List tab and then click **Add Unit**. The Unit Detail tab will appear with the unit information; the Unit ID, vehicle ID, officer, and radio fields will be blank. Enter the Unit ID, make any other changes, and press F12. **NOTE:** After you add a unit, the cursor will reposition to the top of the unit list in the Units List tab, so you may need to page down to see the newly added unit.
Delete Unit	Button	To remove a unit from the roll call, select the unit and click this button. **NOTE:** To add a unit after deleting a unit, (S)how the roll call again to clear the fields for the deleted unit.
Change Unit	Button	To modify the details for a unit, select the unit and click this button.
Display Detail	Button	To display the unit details, select the unit and click this button. The display is read-only.
Available	Button	To make an unavailable unit available, select the unit and click this button.
Unavailable	Button	To make an available unit unavailable, select the unit and click this button. An unavailable unit has a circle with a slash through it ⌀.
Group Change	Button	To make modifications to multiple units at one time, click this button. **NOTE:** The unit that is selected with the cursor when the Group Change button is selected will display at the top of the list of units in the Group Change tab.

Roll Call Maintenance Form – Group Change Tab

Use the Group Change tab of the MN.16 form to make modifications to multiple units at one time. To display this tab, click the Group Change button in the Units List tab. From this form, you can add, change, and delete units in a roll call, display details for a unit, and make a unit in a roll call available or unavailable. The form will open to display the unit selected in the Units Lists tab at the top of the list.

If more than six units are assigned to the roll call, the `MORE RECORDS` flag displays in the upper right corner of the form. To display the additional units for the roll call, place the cursor anywhere in the form and press Shift+F8 or right-click and select **Next Page**. From the Group Change tab, you can only return to the Units List tab.

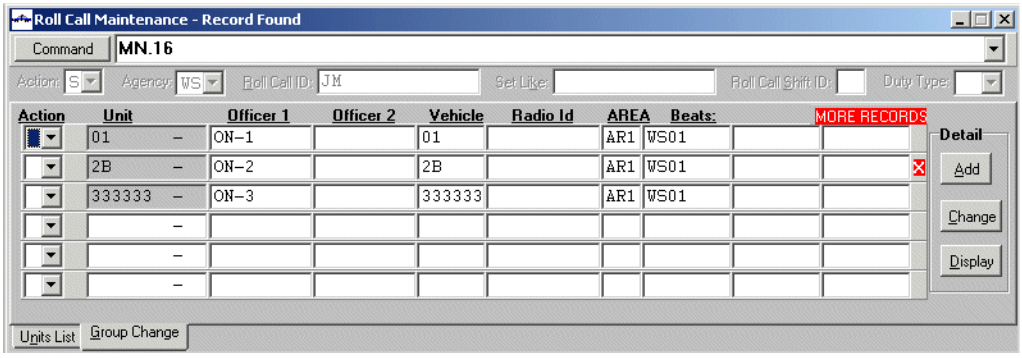


Figure 10-5 Roll Call Maintenance Form (MN.16) – Group Change Tab

Field Descriptions

The following table describes each field on the Group Change tab of the Roll Call Maintenance form.

NOTE

Because the labels for Area and Beat are configurable, your Roll Call Maintenance form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 10-13 Roll Call Maintenance Form (MN.16) – Group Change Tab Field Descriptions

Field	Format	Descriptions
Action	Display Only	Display only.
Agency	Display Only	Displays the agency identification.
Roll Call ID	Display Only	Displays the identifier for the roll call.
Set Like	Display Only	If the current roll call was created based on an existing roll call, this field displays the name of the roll call that was used.
Roll Call Shift ID	Display Only	Displays the Shift ID for the roll call.

Table 10-13 Roll Call Maintenance Form (MN.16) – Group Change Tab Field Descriptions (Cont.)

Field	Format	Descriptions
Duty Type	Display Only	Displays the duty type assigned to the roll call on the Units list tab. The duty type describes the typical use of a vehicle.
Action	1A	Select the action. A — Add unit. C — Change unit information. D — Delete unit. R — Replace unit (deletes the old unit and adds a new one). When you select the Replace action, the unit ID is automatically cleared, and only the Add action is available. To "undo" the action, click the Units List tab. U — Make unit unavailable (a circle with a slash through it ⌀ will display adjacent to the unit to indicate it is unavailable). V — Make unit available. To submit the action, place the cursor anywhere but in the Unit text box and press F12.
Unit	Display Only	Displays the unit ID. To display the details for a unit, place the cursor in the unit field and press F12. Unless the duplicate unit ID feature is enabled by Motorola, the unit ID must be unique between agencies of the same and different types (for details on the duplicate unit ID feature, see Appendix C: "PREMIER CAD Parameters" in the *PREMIER CAD Configuration Guide*).
Officer 1	9AN	Displays the personnel number of the first officer assigned to the unit.
Officer 2	9AN	Displays the personnel number of the second officer assigned to the unit.
Vehicle	6AN	Displays the vehicle number of the unit. Specified vehicle numbers must already be defined in the Police Vehicles Configuration (MN.9) database (see the *PREMIER CAD Configuration Guide*).
Radio Id	10AN	Displays the ID of the radio assigned to the unit. This field corresponds to the RIN or Radio ID Number as defined in the Radios Configuration (MN.20) database (see the *PREMIER CAD Configuration Guide*).
Area	3AN	Displays the unit's area assignment.

Table 10-13 Roll Call Maintenance Form (MN.16) – Group Change Tab Field Descriptions (Cont.)

Field	Format	Descriptions
Beats	Beat = 4AN Beat Alias = 8AN	Displays the beats to which the unit is assigned. If your agency uses beat aliases, enter the alias, not the beat. Beats must be defined in the Plans Configuration (MN.8) database (see the *PREMIER CAD Configuration Guide*). Beats must all belong to the area designated. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. To view, add, or change additional beats or beat aliases for a unit, move the cursor to the Unit field and press the Next Page key (Shift+F8 for a 12-function keyboard or F16 for a 16-function keyboard). The Roll Call Maintenance Form – Unit Detail Tab form appears.
Add Unit	Button	To add a new unit to the roll call, click this button. The Unit Detail tab will appear where you can enter unit information. • To display a blank Unit Detail form, (S)how the roll call ID and then click the Add Unit button. Enter the unit information and press F12. • To copy the information for a unit, move the cursor over the unit ID in the Units List tab and then click **Add Unit**. The Unit Detail tab will appear with the unit information, except that the Unit ID field will be blank. Enter the Unit ID, make any other changes, and press F12. **NOTE:** After you add a unit, the cursor will reposition to the top of the unit list in the Units List tab, so you may need to page down to see the newly added unit.
Change Unit	Button	To modify the details for a unit, select the unit and click this button.
Display Detail	Button	To display the unit details, select the unit and click this button. The display is read-only.

Roll Call Maintenance Form – Unit Detail Tab

Use the Unit Detail tab of the MN.16 form to add or change details for a unit in the current roll call. To display this tab, click Add Unit in the Units List tab or select a unit and click Change Unit or Display Detail in the Units List tab. Unit details include the unit ID, supervisor ID, officers, vehicle, radios, areas, beats, and team assignment.

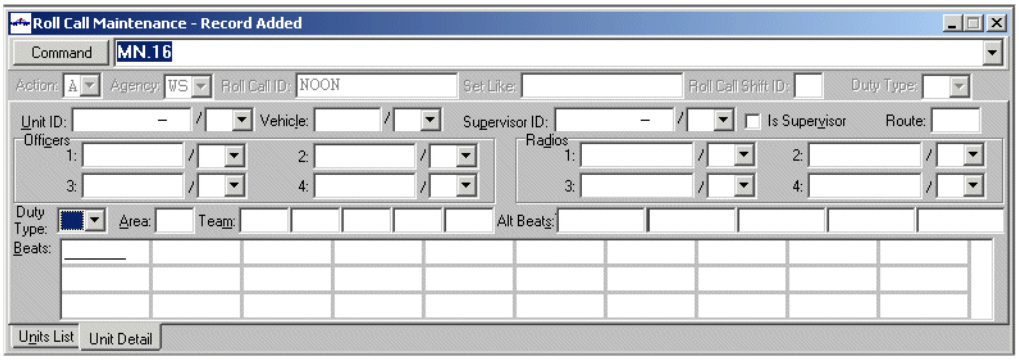


Figure 10-6 Roll Call Maintenance Form (MN.16) – Unit Detail Tab

Field Descriptions

The following table describes each field on the Unit Detail tab of the Roll Call Maintenance form.

NOTE

Because the labels for Area, Team, and Beat are configurable, your Roll Call Maintenance form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 10-14 Roll Call Maintenance Form (MN.16) – Unit Detail Tab Field Descriptions

Field	Format	Descriptions
Action	Display Only	Disabled. After entering or modifying unit information, press F12 to submit the information.
Agency	Display Only	Displays the identifier for the agency entered on the Units List tab.
Roll Call ID	Display Only	Displays the roll call ID entered in the Units List tab.
Set Like	Display Only	Displays the Set Like value if entered in the Units List tab.
Roll Call Shift ID	Display Only	Displays the Roll Call Shift ID entered in the Units List tab.
Duty Type	Display Only	Displays the current duty type assigned to the roll call. The duty type describes the typical use of a vehicle.
Unit ID	Unit = 8AN Shift ID = 2AN Agency = 2AN	Type the unit ID in the space on the left and type the Shift ID in the space to the right of the hyphen if needed. In the box on the right, enter or select the agency. If you leave the Agency ID field blank, the field defaults to the agency of the roll call. Do not use any special characters in the unit ID. Only use characters between A-Z and 0-9. If you are displaying Unit Details, this is a read-only field.

Table 10-14 Roll Call Maintenance Form (MN.16) – Unit Detail Tab Field Descriptions

Field	Format	Descriptions
Vehicle	Vehicle = 6N Agency = 2AN	Type the vehicle number of the unit. If the Agency ID field is left blank, the field defaults to the agency of the roll call. Vehicle numbers must already be defined in the Police Vehicles Configuration (MN.9)Police Vehicles Configuration (MN.9) database (see the *PREMIER CAD Configuration Guide*).
Supervisor ID	Unit = 8AN Shift ID = 2AN Agency = 2AN	Type the supervisor unit ID in the space on the left and type the shift ID in the space the right of the hyphen if needed. Do not use any special characters in the unit ID. Only use characters between A-Z and 0-9. Place supervisors on duty prior to placing any of their units on duty. When a unit is placed on duty, the supervisor ID is checked to ensure the supervisor's unit is currently active. If the Agency ID field is left blank, the field defaults to the agency of the roll call. Critical data sent to a unit is also automatically sent to the unit's supervisor in a PREMIER CAD email message. High-priority incident notifications, emergency notifications, and "hot hit" query returns are sent to a unit's supervisor.
Is Supervisor	Check Box	Select this check box if the officer is the supervisor.
Route	4AN	Type the route ID for the unit. You define route IDs in the Service Routing Definition Configuration (MN.61) database (see the *PREMIER CAD Configuration Guide*).
Officers	9AN each Agency = 2AN each	Type the personnel number of the officers assigned to the unit. If the Agency ID field is left blank, the field defaults to the agency of the roll call. Supervisor validation is only performed for the first officer.
Radios	10AN each Agency = 2AN each	Type the IDs of the radios assigned to the unit. If the Agency ID field is left blank, the field defaults to the agency of the roll call. The radio IDs correspond to the RIN or Radio ID Number as defined in the Radios Configuration (MN.20)Radios Configuration (MN.20) database (see the *PREMIER CAD Configuration Guide*).
Duty Type	2AN	Type or select the duty type. The duty type describes the typical use of a vehicle. The duty type can be different than that for the roll call. You define duty types in the Duty Type Maintenance Configuration (MN.63)Duty Type Maintenance Configuration (MN.63) database (see the *PREMIER CAD Configuration Guide*).
Area	3AN	Type the area assignment for the unit.
Team (Conditional)	4AN	Type the IDs of up to five teams to which the unit is assigned. Teams must be in the assigned Area. This field should be completed if the site uses teams/districts in the Recommendation Method (Agency Parameters Form – Page 3. See the *PREMIER CAD Configuration Guide*).

Table 10-14 Roll Call Maintenance Form (MN.16) – Unit Detail Tab Field Descriptions

Field	Format	Descriptions
Alternate Beats	Beat = 4AN Beat Alias = 8AN	Type the beat IDs of up to five alternate beats to which the unit is assigned. If your agency uses beat aliases, enter the aliases, not the beats. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. Alternate beats can be in areas other than the assigned area. This is dependent upon system parameter settings; contact Motorola for details. You must complete this field if the site uses setting 2 in the Recommendation Methods in MN.25.
Beats	8AN	Type the beat aliases to which the unit is assigned. Note that these fields contain the beat aliases and not the beats. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. Define beats in the Plans Configuration (MN.8)Plans Configuration (MN.8) database (see the *PREMIER CAD Configuration Guide*). Beats must be in the assigned area. You must complete this field if the site uses setting 1 in the Recommendation Methods in MN.25.

Roll Call Maintenance Form – Scheduling Information Tab

Use the Scheduling Information tab of the Roll Call Maintenance form to schedule automatic activation and deactivation of preset roll calls. You can only display the Scheduling Information tab from the Units List tab.

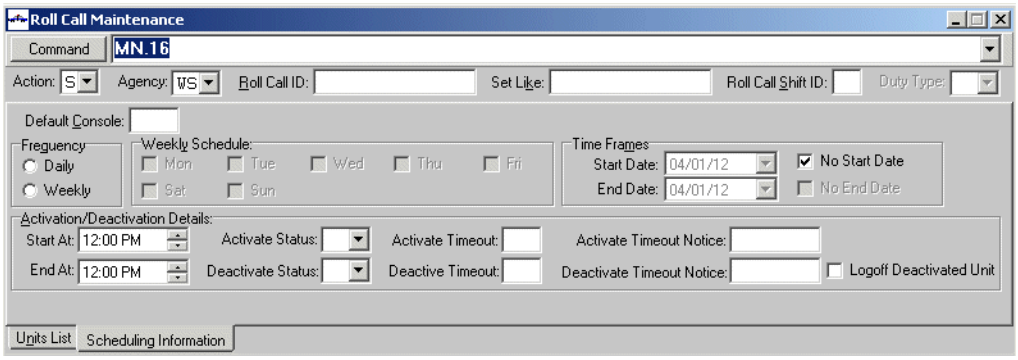


Figure 10-7 Roll Call Maintenance Form (MN.16) – Scheduling Information Tab

Field Descriptions

The following table describes each field on the Scheduling Information tab of the Roll Call Maintenance form.

Table 10-15 Roll Call Maintenance Form (MN.16) – Scheduling Information Tab Field Descriptions

Field	Format	Descriptions
Action	1A	Specify the action.
Agency	2AN	Displays the identifier for the agency.
Roll Call ID	15AN	Type a unique identifier for the roll call. Any format is acceptable; for example, date, substation, shift (013191WESTB).
Set Like	15AN	Use this field to mirror the roll call of an existing record. The record with the settings you want to copy must belong to the same agency. To set up a roll call record based on an existing record, first (A)dd and then (S)how the new record. Set the action to (C)hange, enter the Roll Call ID on which to base the record in the Set Like field, and enter the Roll Call Shift ID. Then submit the form.
Roll Call Shift ID	2AN	Type a unique Shift ID for the roll call.
Duty Type	Display Only	Displays the duty type assigned to the roll call. The duty type describes the typical use of a vehicle.
Default Console	4AN	Type the identifier for the console. The minimum length for this field is 1 character. The default console receives any error messages relating to the activation or deactivation of a roll call. This is a required field if roll call maintenance is configured for automatic activation.
Frequency	Button	Specify whether the roll call is to be activated on a daily or weekly basis. If you select daily, the adjacent days of the week are made unavailable. **NOTE:** To display the hot-keys for the Daily or Weekly radio buttons, the focus must be on one of the buttons. Also note that you cannot use the Tab key to access the radio buttons.
Weekly Schedule	Check Box	If you select the weekly schedule, select the day or days of the week on which the roll call is to be activated. At least one day must be selected.

Table 10-15 Roll Call Maintenance Form (MN.16) – Scheduling Information Tab Field Descriptions (Cont.)

Field	Format	Descriptions
Time Frames	YYMMDD	Specify the time period for which the roll call activation is to be valid. • Click the Start date button and enter the start date. Or select the No Start Date check box. If you select the No Start Date box, the Start and End Date boxes are disabled. • Click the End Date button and enter the end date. Or select the No End Date check box. If you select the No End date check box, the End Date box is disabled. **NOTE:** For the Add or Set Like actions, the No Start Date check box is automatically selected by default. You must manually clear the check box. **NOTE:** To display the hot keys for Time Frame section, the focus must be on the No Start Date check box. Note also when the focus is on the No Start Date check box, the hot-key for No Start Date becomes 2, which is the same hot-key as the one used for Daily in the Frequency section.
Activation/Deactivation Details		
Start at	HHMM	Specify the time the roll call is to be activated using a 12-hour clock. **NOTE:** If you do not want to use the Deactivation feature, make sure the Start At and End At time fields are the same.
Activate Status	2AN	Specify the status code for the units in the roll call at activation. All units are placed in this status when they are placed on duty. Status codes are set up in the Status Codes Configuration (MN.33) database (see the *PREMIER CAD Configuration Guide*). This field overrides the Roll Call Status set on Page 3 of the Agency Parameters Configuration (MN.25) database (see the *PREMIER CAD Configuration Guide*).
Activate Timeout	3N	Type the number of minutes after the Activation time that the units can be in the default roll call status before a notification message is sent to the default console. Activation timeout is calculated from the time the roll call is activated to the current time.
Activate Timeout Notice	3N	Type the number of the notification message to send to the default console when the Activate Timeout value is exceeded. Set up Notification messages in the Reoccurring Messages Configuration (MN.36) database (see the *PREMIER CAD Configuration Guide*).
End at (Optional)	HHMM	Specify the time the roll call is to be ended or deactivated using a 12-hour clock. **NOTE:** If you do not want to use the Deactivation feature, make sure the Start At and End At time fields are the same.

Table 10-15 Roll Call Maintenance Form (MN.16) – Scheduling Information Tab Field Descriptions (Cont.)

Field	Format	Descriptions
Deactivate Status	2AN	Specify the status code for the units in the roll call at deactivation. Set up status codes in the Status Codes Configuration (MN.33) database (see the *PREMIER CAD Configuration Guide*).
Deactivate Timeout	3N	Type the number of minutes after the Deactivation time that the units can still be on duty before a notification message is sent to the default console.
Deactivate Timeout Notice	3N	Type the number of the notification message to send to the default console when the Deactivate Timeout value is exceeded. Set up Notification messages in the Reoccurring Message Configuration (MN.36) database (see the *PREMIER CAD Configuration Guide*).
Logoff Deactivated Unit	Check Box	Select this check box and take units off duty when the roll call is deactivated. When you select this check box, the deactivation status is overridden. Only units in a clear status will be logged off.

Configuring Fire Roll Call

MN.49

Configure fire roll calls using the Fire Roll Call Maintenance database form (MN.49). Roll calls can be activated and deactivated manually with the RC command or they can be activated and deactivated using the scheduling options in MN.49.

The Fire Roll Call Maintenance form contains three tabs: Units List, Unit Detail, and Scheduling Information. Only the Units List and Scheduling Information tabs initially display. To display the Unit Detail tab, click Add Unit in the Units List tab or select a unit and click Change Unit or Display Detail in the Units List tab.

The Units List tab displays a list of the units in the fire roll call. The Unit Detail tab contains the details for each unit, such as the Unit ID, officers, areas, team, and beats. The Scheduling Information tab contains the daily or weekly schedule for the fire roll call.

NOTE
You can only build a roll call for units in the same agency.

Fire Roll Call Maintenance Form – Units List Tab

Use the MN.49 form to manage fire roll calls. From this form, you can add, display, change, and delete units in a roll call and make a unit in a roll call available or unavailable. If vehicle numbers are included in the roll call, the Fire/EMS Vehicle database form (MN.22) must contain the vehicle number.

NOTE

Before creating a roll call, be sure each person in the roll call has a personnel record in the Personnel Configuration (MN.12) database (see the *PREMIER CAD Configuration Guide*).

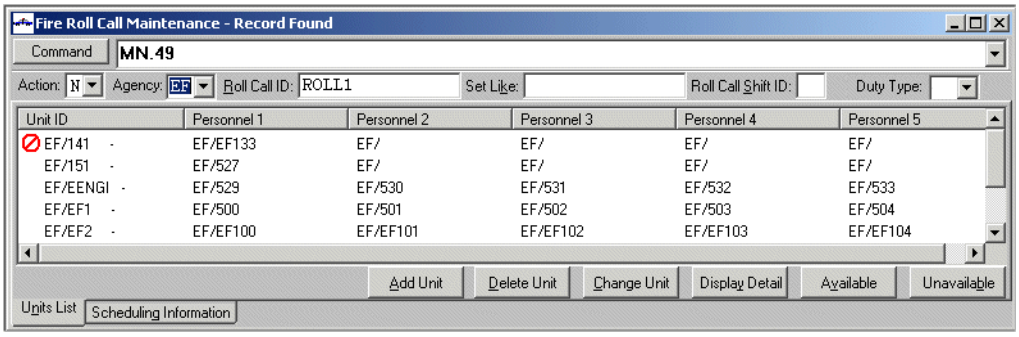


Figure 10-8 Fire Roll Call Maintenance Form (MN.49) – Units List Tab

Field Descriptions

The following table describes each field on the Units List tab of the Fire Roll Call Maintenance form.

Table 10-16 Fire Roll Call Maintenance Form (MN.49) – Units List Tab Field Descriptions

Field	Format	Descriptions
Action	1A	Specify the action. After a roll card record is added, make any additions or deletions to the record with the action Change. **NOTE:** If a role call is currently active, the Change action is unavailable and the buttons in the tab are disabled except for Display Detail.
Agency	2AN	Type the agency identification code.
Roll Call ID	15AN	Type a unique identifier for the roll call. Any format is acceptable; for example, date, substation, shift (013191WESTB).

Table 10-16 Fire Roll Call Maintenance Form (MN.49) – Units List Tab Field Descriptions (Cont.)

Field	Format	Descriptions
Set Like	15AN	Use this field to mirror the roll call of an existing record. The record with the settings you want to copy must belong to the same agency. To set up a roll call record based on an existing record, first (A)dd and then (S)how the new record. Set the action to (C)hange, enter the Roll Call ID on which to base the record in the Set Like field, and enter the new Roll Call Shift ID. Then submit the form.
Roll Call Shift ID	2AN	Type a unique Shift ID for the roll call.
Duty Type	2AN	Type or select the default duty type for the roll call. The duty type describes the typical use of a vehicle.You define duty types in Duty Type Maintenance Configuration (MN.63) database form (see the *PREMIER CAD Configuration Guide*). If you indicate a default duty type, every unit in the roll call is assigned the duty type. The duty type you specify in the roll call is applied when the unit goes on duty. The duty type is treated as the highest order capability for use in the recommendation process. The duty type is the first capability looked at in the recommendation process and then the ten vehicle capabilities are considered. **NOTE:** The duty type defined in MN.49 takes precedence over that defined in the Fire/EMS Vehicles Configuration (MN.22) database form (see the *PREMIER CAD Configuration Guide*). Duty type defined for the entire roll call takes precedence over the duty type defined for an individual unit as defined on Page 2 on this form.
Unit ID	Display Only	Displays the Unit ID in the Unit Detail tab. The adjacent check box indicates whether the unit is available or unavailable for roll call. When the check box is selected, the unit is unavailable for roll call. To change the selection, select the unit and click the Available or Unavailable buttons.
Personnel 1	Display Only	Displays the personnel number of Officer #1 entered in the Unit Detail tab.
Personnel 2	Display Only	Displays the personnel number of Personnel #2 entered in the Unit Detail tab.
Personnel 3	Display Only	Displays the personnel number of Personnel #3 entered in the Unit Detail tab.
Personnel 4	Display Only	Displays the personnel number of Personnel #4 entered in the Unit Detail tab.
Personnel 5	Display Only	Displays the personnel number of Personnel #5 entered in the Unit Detail tab.
Vehicle ID	Display Only	Displays the Vehicle ID entered in the Unit Detail tab.
Extra Radio	Display Only	Displays any additional radios assigned to the officer.

Table 10-16 Fire Roll Call Maintenance Form (MN.49) – Units List Tab Field Descriptions (Cont.)

Field	Format	Descriptions
Beats	Display Only	Displays the beats entered in the Unit Detail tab. **NOTE:** Because the label for Beat is configurable, your Roll Call Maintenance form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Add Unit	Button	Click this button to add a new unit to the Roll Call. The Unit Detail tab will appear where you can enter unit information. After entering the unit information, press F12 to submit the information. To copy the information for a unit, select the unit and then click Add unit. The Unit Detail tab will appear with the unit information, except that the Unit ID field will be blank. Type the new unit ID and submit the form.
Delete Unit	Button	To remove a unit from the roll call, select the unit and click this button. **NOTE:** To add a unit after deleting a unit, (S)how the roll call again to clear the fields for the deleted unit.
Change Unit	Button	Select a unit and click this button to modify the unit details.
Display Detail	Button	Select a unit and click this button to display the unit details. The display is read only.
Available	Available	To make an unavailable unit available, select the unit and click this button.
Unavailable	Unavailable	To make an available unit unavailable, select the unit and click this button. An unavailable unit has a circle with a slash through it ⌀.

Fire Roll Call Maintenance Form – Unit Detail Tab

Use the Unit Detail tab of the MN.49 form to add or change details regarding a unit in the current roll call. Unit details include the call sign, supervisor ID, whether the unit is a supervisor, and personnel numbers. To display the Unit Detail tab, click **Add Unit** in the Units List tab or select a unit and click **Change Unit** or **Display Detail** in the Units List tab.

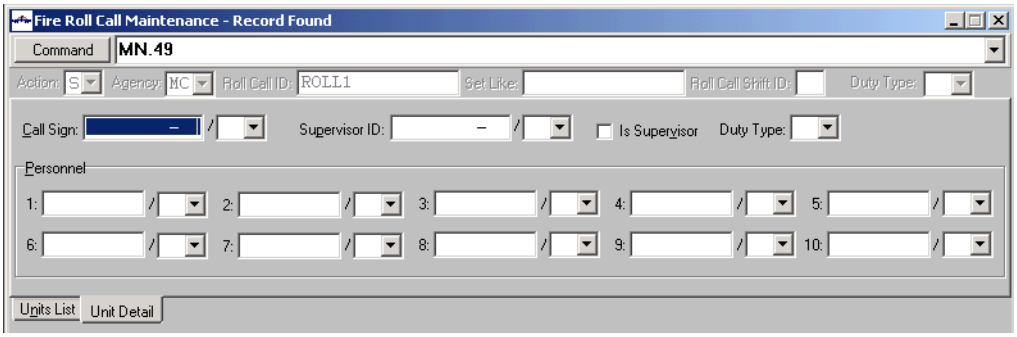


Figure 10-9 Fire Roll Call Maintenance Form (MN.49) – Unit Detail Tab

Field Descriptions

The following table describes each field on the Unit Detail tab of the Fire Roll Call Maintenance form.

Table 10-17 Fire Roll Call Maintenance Form (MN.49) – Unit Detail Tab Field Descriptions

Field	Format	Descriptions
Action	Display Only	Disabled.
Agency	Display Only	Displays the identifier for the agency entered on the Units List tab.
Roll Call ID	Display Only	Displays the roll call ID entered in the Units List tab.
Set Like	Display Only	Displays the Set Like value entered in the Units List tab.
Roll Call Shift ID	Display Only	Displays the Roll Call Shift ID entered in the Units List tab.
Duty Type	Display Only	Displays the duty type assigned to the roll call.The duty type describes the typical use of a vehicle.
Call Sign	Display Only	Displays the unit call sign for the vehicle. If the Agency ID field is left blank, the field defaults to the agency of the roll call.
Supervisor ID	Unit = 8AN Shift ID = 2AN Agency = 2AN	Type the supervisor ID. If the Agency ID field is left blank, the field defaults to the agency of the roll call. Place supervisors on duty prior to placing any of their units on duty. When a unit is placed on duty, the supervisor ID is checked to ensure the supervisor's unit is currently active. If the Agency ID field is left blank, the field defaults to the agency of the roll call. Critical data sent to a unit is sent to its supervisor. High-priority incident notifications, emergency notifications, and "hot-hit" query returns are sent to a unit's supervisor.
Is Supervisor	Check Box	Select this check box if the officer is the supervisor.

Table 10-17 Fire Roll Call Maintenance Form (MN.49) – Unit Detail Tab Field Descriptions (Cont.)

Field	Format	Descriptions
Duty Type	2AN	Type the two-character code that indicates the duty type for the unit; for example, EL for extendable ladder. The duty type describes the typical use of a vehicle. **NOTE:** The unit duty type can be different than the roll call duty type. However, if a duty type is defined for the roll call, then that duty type takes first precedence.
Personnel	Personnel ID = 9AN Agency = 2AN	Type the personnel numbers of the employees assigned to the equipment. The personnel number must exist in the Personnel Configuration (MN.12) database (see the *PREMIER CAD Configuration Guide*).

Fire Roll Call Maintenance Form – Scheduling Information Tab

Use the Scheduling Information tab of the Fire Roll Call Maintenance form to schedule automatic activation and deactivation of preset roll calls. You can only display the Scheduling Information tab from the Units List tab.

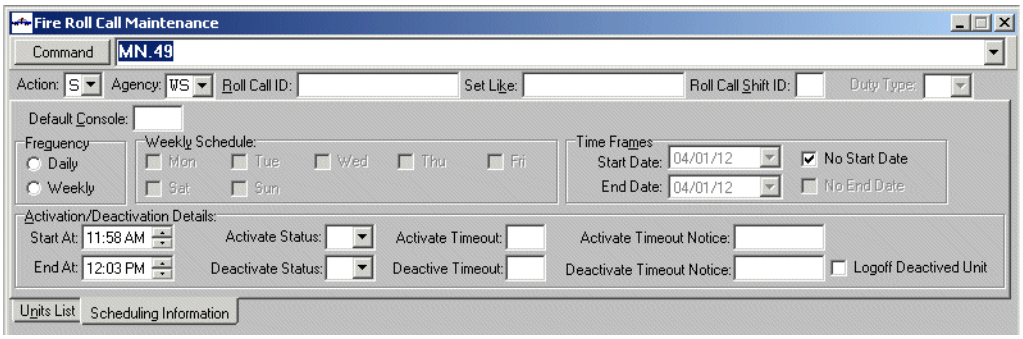


Figure 10-10 Fire Roll Call Maintenance Form (MN.49) – Scheduling Information Tab

Field Descriptions

The following table describes each field on the Scheduling Information tab of the Fire Roll Call Maintenance form.

Table 10-18 Fire Roll Call Maintenance Form (MN.49) – Scheduling Field Descriptions

Field	Format	Descriptions
Action	1A	Specify the action.
Agency	2AN	Displays the identifier for the agency.
Roll Call ID	15AN	Type a unique identifier for the roll call. Any format is acceptable; for example, date, substation, shift (013191WESTB).

Table 10-18 Fire Roll Call Maintenance Form (MN.49) – Scheduling Field Descriptions (Cont.)

Field	Format	Descriptions
Set Like	15AN	Use this field to mirror the roll call of an existing record. The record with the settings you want to copy must belong to the same agency. To set up a roll call record based on an existing record, first (A)dd and then (S)how the new record. Set the action to (C)hange, enter the Roll Call ID on which to base the record in the Set Like field, and enter the new Roll Call Shift ID. Then submit the form.
Roll Call Shift ID	2AN	Type a unique Shift ID for the roll call.
Duty Type	Display Only	Displays the duty type assigned to the roll call. The duty type describes the typical use of a vehicle.
Default Console	4AN	Type the identifier for the default console. The minimum length for this field is 1 character. The default console receives any error messages relating to the activation or deactivation of a roll call. This is a required field if roll call maintenance is configured for automatic activation.
Frequency	Button	Specify whether the roll call is to be activated on a daily or weekly basis. If you select daily, the adjacent days of the week are made unavailable.
Weekly Schedule	Check Box	If you select the weekly schedule, select the day or days of the week on which the roll call is to be activated. At least one day must be selected.
Time Frames	MMDDYYYY	Specify the time period for which the roll call activation is to be valid. • Click the Start date button and enter the start date. Or select the No Start Date check box. If you select the No Start Date box, the Start and End Date boxes are disabled. • Click the End Date button and enter the end date. Or select the No End Date check box. If you select the No End date check box, the End Date box is disabled.
Activation/Deactivation Details		
Start at	HHMM	Specify the time the roll call is to be activated.
Activate Status	2AN	Specify the status code for the units in the roll call at activation. All units are placed in this status when they are placed on duty. Status codes are set up in the Status Codes Configuration (MN.33) database (see the *PREMIER CAD Configuration Guide*). This field overrides the Roll Call Status set on Page 3 of the Agency Parameters Configuration (MN.25) (see the *PREMIER CAD Configuration Guide*).

Table 10-18 Fire Roll Call Maintenance Form (MN.49) – Scheduling Field Descriptions (Cont.)

Field	Format	Descriptions
Activate Timeout	3N	Type the number of minutes after the Activation time that the units can be in the default roll call status before a notification message is sent to the default console. Activation timeout is calculated from the time the roll call is activated to the current time.
Activate Timeout Notice	3N	Type the number of the notification message to send to the default console when the Activate Timeout value is exceeded. Set up Notification messages in the Reoccurring Message Configuration (MN.36) database (see the *PREMIER CAD Configuration Guide*).
End at (optional)	HHMM	Specify the time the roll call is to be deactivated.
Deactivate Status	2AN	Specify the status code for the units in the roll call at deactivation. Set up status codes in the Status Codes Configuration (MN.33) database (see the *PREMIER CAD Configuration Guide*).
Deactivate Timeout	3N	Type the number of minutes after the Deactivation time that the units can still be on duty before a notification message is sent to the default console.
Deactivate Timeout Notice	3N	Type the number of the notification message to send to the default console when the Deactivate Timeout value is exceeded. Set up Notification messages in the Reoccurring Message Configuration (MN.36) database (see the *PREMIER CAD Configuration Guide*).
Logoff Deactivated Unit	Check Box	Select this check box to take units off duty when the roll call is deactivated. When you select this check box, the deactivation status is overridden.

Activating and Deactivating Roll Calls

RC

Use the Roll Call (RC) command to activate and deactivate roll calls. Roll calls place predefined groups of officers on and off duty. The roll call, which is the list of officer names, must already be defined in the Roll Calls Configuration database form (MN.16).

When a roll call is activated, any radios assigned to vehicle IDs or personnel numbers in the roll call are assigned to the corresponding unit IDs. These assignments are maintained until the corresponding units are either taken off duty using the UF command (see "Taking Law Units Off Duty" on page 10-32) or their roll call is deactivated by using the RC command.

Command Identifiers

Default order:

- RC.RC.OP.PR

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Roll Call (RC) command.

Table 10-19 Roll Call (RC) Command Identifier Descriptions

Identifier	Format	Description
RC	15AN	Roll Call ID Type a valid roll call ID.
OP	2AN	Operation Specify the type of operation to perform on the roll call ID. RE — Cancel or reset (while roll call is being processed). Always use RE prior to issuing the ON action. CK — Perform a pre-check of a roll call (performs the same validation as when you place a roll call on duty). When you use this identifier, any exceptions display in the existing Roll Call Check - Update Roll Call Item form (see "Roll Call Check Form" on page 10-59). ON — Process the roll call. Use this identifier prior to activating the roll call (IS). IS — Clear units from roll call status and place them in service. This action activates the roll call. UF — Take off duty (deactivate roll call). The available codes are agency-specific. Law agencies can use all four of the codes. Fire agencies can only use the RE, ON, and UF codes.
PR	7AN	Printer Type the printer ID to which to send the roll call.

Examples

RC.DAYSHIFT.RE	Resets the roll call at any point before placing it into briefing status and prior to activating it.
RC.DAYSHIFT.CK	Performs a pre-check of the roll call.

`RC.DAYSHIFT.ON`	Processes the roll call. Processing is the first step in placing a roll call ID on duty. If all units are clear to go on duty, the following message appears on the status line: `Roll Call has been INITIATED` The roll call is in process but not yet in service. The unit status indicates the unit is in roll call or briefing status.
`RC.DAYSHIFT.IS`	Places the roll call in service.
`RC.DAYSHIFT.UF`	Deactivates a roll call (takes it off duty) if all units are in a clear status. If the user bypassed a unit when initiating the roll call or if any of the units are in a status that cannot be cleared, those units remain on the status monitor, and the following message appears on the status line of the work monitor: `Err:NOT able to 'OFF' All Units` The units that did clear are taken off duty.

Roll Call Check Form

The Roll Call Check form appears when you perform a pre-check of a roll call using the CK identifier and errors are found. The Update Roll Call form displays the first unit with an error. The cursor is automatically placed in the field containing the error, such as the Officer ID, Radios, or Vehicle field.

NOTE
Units that are unavailable are not considered in a roll call pre-check.

From the Roll Call Check form, you can perform either of two actions:

- Make corrections to the form and submit the changes by pressing F12.

  The unit information it is rechecked. If the information is correct, the next unit with an error displays in the Roll Call Check form.

- Skip corrections to a form by clearing the Update check box and submit the form by pressing F12.

  The next unit that has an error will display in the Roll Call Check form.

When you finish processing the last error, the Roll Call check form remains open with the last display of the Update form. The message `Roll Call has been Checked` displays again in the title of the form.

When you activate the roll call using the ON identifier, emails regarding any errors are sent to the console that issued the ON command. A separate email is sent for each unit that did not pass the validation. Common errors include duplicate officers and radios, that is, officers and radios that are already assigned to an active roll call.

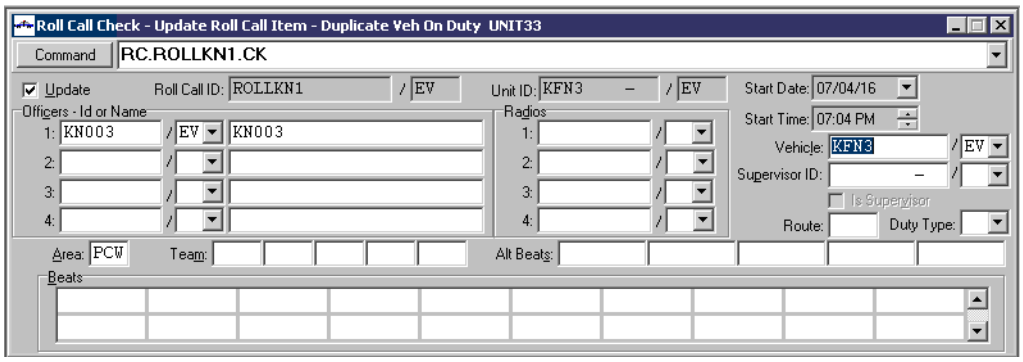


Figure 10-11 Roll Call Check Form

Field Descriptions

The following table describes each field on of the Roll Call Check form.

NOTE

Because the labels for Area, Team, and Beat are configurable, your Roll Call retry form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 10-20 Roll Call Check Update Form Field Descriptions

Field	Format	Description
Update Required	1A	Specify whether the processing problem should be corrected. • Select the check box to indicate that corrections should be processed. • Clear the check box to skip making corrections to the form.
Roll Call ID	Display Only	Displays the roll call ID in error.
Unit ID	Unit = 8AN	Contains the unit ID followed by a dash and the shift ID in the first field, and the agency ID in the second field. The Agency ID is display only. When the roll call is activated, any units configured with no shift ID will be placed on duty with the default shift ID configured on Page 2 of the Agency Parameters Configuration (MN.25)Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).
Start Date	Display Only	Displays the current date in the YYMMDD format.
Start Time	Display Only	Displays the current time using a 12-hour clock and showing either AM or PM.
Officer ID (1-4)	9AN	Contains the officer number followed by the agency ID.
Name (1-4)	20AN	Contains the officer name.
Radio (1-4)	10AN	Contains the radio ID followed by the Agency ID.

Table 10-20 Roll Call Check Update Form Field Descriptions (Cont.)

Field	Format	Description
Vehicle	6AN	Contains the vehicle number for the unit.
Supervisor ID	Unit = 8AN Shift ID = 2AN Agency = 2AN	Contains the supervisor ID. Place supervisors on duty prior to placing any of their units on duty. When a unit is placed on duty, the supervisor ID is checked to ensure the supervisor's unit is currently active. If the Agency ID field is left blank, the field defaults to the agency of the roll call. Critical data sent to a unit is automatically sent to the unit's supervisor in a PREMIER CAD email message. High-priority incident notifications, emergency notifications, and "hot hit" query returns are sent to a unit's supervisor.
Is Supervisor	Check Box	This box is checked if the officer is the supervisor.
Route	4AN	Contains the service route ID. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Duty Type	2AN	Type or select the two-character code that indicates the typical use for the unit; for example, GD for general duties or TR for traffic police. You define duty types in Duty Type Maintenance Configuration (MN.63) database (see the *PREMIER CAD Configuration Guide*).
Area	3AN	Contains the area of patrol for the unit.
Team	4AN	Contains the team assignment for the unit. The team must be in assigned area.
Alternate Beats	Beat = 4AN Beat Alias = 8AN	Contains the alternate beat assignments for the unit. If your agency uses beat aliases, these fields contain the aliases, not the beats. May be in an area different from the assigned area. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*.
Beats	Beat = 4AN Beat Alias = 8AN	Contains the additional beat assignments for the unit. If your agency uses beat aliases, these fields contain the aliases, not the beats. The beats must be in team and assigned area. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*.

Setting the Active Shift

AS Use the Active Shift (AS) command to set or change the flag used to show whether a unit's shift is active. If a unit was placed on duty as a result of a roll call activation, the active shift flag is set to Y. If the unit was placed on duty by any other means, the active shift flag is set to N or blank. This value can be reset using the Active Shift command.

If the Ignore Shift ID field is set to A on Page 2 of the Agency Parameters Configuration (MN.25) database form, PREMIER CAD looks for the active shift flag and recommends for dispatch only those units whose active shift flag is set to Y. For more information, see the *PREMIER CAD Configuration Guide*.

Command Identifiers

Default order:

- AS.U.RS

Command Identifier Descriptions

The following table describes the command identifiers for the Active Shift (AS) command.

Table 10-21 Active Shift (AS) Command Identifier Descriptions

Identifier	Format	Description
U Required	Unit = 8AN Shift ID = 2AN	Type the unit IDs. Add a dash and a shift ID after each unit. **NOTE:** You must enter the shift ID. Up to five units can be set or reset with a single command. Separate multiple unit IDs with commas (,). Active shift information is written to the audit trail for units assigned to an incident (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4).
RS	1A	Reset Select whether the shift for the specified unit(s) is active. Y — The shift is active. N — The shift is not active.

Examples

`AS.1A12-01, 1A13-01, 1A14-01.Y`	Sets (or resets) the active shift flag to `Y` for units 1A12, 1A13, and 1A14 all of which are part of shift ID 01.
`AS.1A12-01, 1A13-01, 1A14-01.N`	Sets (or resets) the active shift flag to `N` for units 1A12, 1A13, and 1A14 all of which are part of shift ID 01.

Resetting Unit Overdue Timers

UO

Use the Reset Unit Overdue Timers (UO) command to reset the overdue timers for up to five overdue units.

Timeout values are set on Page 2 of the Status Codes Configuration (MN.33) database form. When a unit has been in a status longer than the specified timeout value, it is considered overdue and the Unit status monitor highlights the unit status using a different color.

Under certain circumstances, you may want to reset the timer for a unit so that it restarts at zero. Using the UO command, you can reset the timer to the default timeout value or to any other value you choose. For example, unit 1A12 shows on the Unit Status monitor as being overdue. You have contacted the unit and understand the circumstance and want to reset the timer to give the officer an additional 20 minutes

before the Unit Status monitor again indicates the unit is overdue. You do this by entering `UO.1A12.200` on the command line. Time is calculated in tenths of a minute, therefore `200` indicates 20 minutes. Contact Motorola if you want the server parameter changed to accept minutes rather than tenths of a minute.

When you reset an overdue timer, PREMIER CAD creates an entry in the audit trail (see "Using The Audit Trail" on page 9-1). The entry includes the command (UO), the operator ID, the console ID, and the unit ID. An entry is also created in the unit history log (see "Displaying Unit History" on page 17-4).

NOTE

The UO command does not affect the Start Time or the Time in Status. It merely resets the overdue timer.

Command Identifiers

Default order:

- `UO.<unit ID>.<time>`

  or

- `UO.<agency ID>/<unit ID>.<time>`

Command Identifier Descriptions

The following table describes the command identifiers for the Reset Unit Overdue Timers (UO) command.

Table 10-22 Reset Unit Overdue Timers (UO) Command Identifier Descriptions

Identifier	Format	Description
Unit ID Required	Unit = 8AN Shift ID = 2AN	Type the IDs of the units to reset the status timers. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Up to five units can be reset with a single command. Separate multiple unit IDs with commas (,). If an agency is not specified for a unit ID, the signon agency is used.
Agency ID	2AN	Type the agency ID associated with the unit. A forward slash (/) must be typed after each agency ID to separate it from the corresponding unit ID; for example, `BO/1A12` specifies unit 1A12 of agency BO. If an agency ID is not specified and if duplicate unit IDs are not allowed, PREMIER CAD searches for the specified unit in all of the agencies that were specified on the Security Signon form in the order in which they were entered. If duplicate unit IDs are allowed, only the signon agency is searched. An agency ID specification is not required if the specified unit belongs to the signon agency.
Time	1-4N	If the time is different than the default time set in the Status Codes Configuration (MN.33) database form (see the *PREMIER CAD Configuration Guide*), type the time in minutes.

Examples

`UO.E17`	Resets the timer for unit E17 to the default for its current status.
`UO.E17,M8,L22.50`	Resets the overdue timers for units E17, M8, and L22 to 5 minutes.

Updating Unit Status Using the US Command

US Use the Unit Status Update (US) command to update the unit status. If you issue this command with only a unit ID, the Unit Status Update form appears (see "Law Unit Status Update Form – Personnel Tab" on page 10-73). This command can also be used to assign specific units a Clear status and then close the incidents to which they are assigned (see "Closing Pending and Open Incidents" on page 8-44).

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

Command Identifiers

Default order:

You can enter the Unit ID (U) identifier before the Status (S) identifier as shown in the Example default order below (US.U.S), or you can enter the Status (S) identifier before the Unit ID (U) as in US.S.U.

Example default order:

- US.U.S.D.L.T.CM.O1.O2.OM.R.CI.AC.PC.DC.ON.SI.O3.O4.HS

Commonly used options:

- US.U (displays form)
- US.U.S.D
- US.U.S..L
- US.S.U

NOTE

This command can be written as US.U.S or as US.S.U

For information regarding changing the default order in any other manner, contact Motorola.

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Unit Status Update (US) command.

Table 10-23 Unit Status Update (US) Command Identifier Descriptions

Identifier	Format	Description
U Required	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit ID Type the IDs of the units to update. Add a dash and a shift ID after the unit if needed. Up to five units can be updated at one time. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type <*agency ID*>/<*unit ID*>. If an agency ID is not specified, the signon agency is used.
S	2AN	Status Type the two-letter status code.
D	5AN	Disposition Type the updated disposition code. This identifier can be used to close an active incident (see "Closing Incidents Using the US Command" on page 8-48). When you try to close an incident with a disposition and the incident has other active service routes, only the service route associated with the specified unit or units is affected. If there are no other active service routes for the incident, PREMIER CAD closes the incident. When you close an incident, PREMIER CAD closes only the incident in the route you are logged on to. Incidents in any other routes are left unchanged. **NOTE:** Unit Status updates that include incident types and dispositions do not update the master incident record unless they are performed in conjunction with a clear status. Until the update includes a clear status, the incident types and dispositions change only the audit trail display and unit history log display. The changes do not display on the IN, ID, or IU forms.
L	20AN	Location Type the updated unit location. The specified location displays in the PREMIER AWW Unit Status monitor overriding any current display of incident address or incident location information.

Table 10-23 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
T	6AN	Type Type the updated incident type. This does not change the Type field for the incident. **NOTE:** Unit Status updates that include incident types and dispositions do not update the master incident record unless they are performed in conjunction with a clear status. Until the update includes a clear status, the incident types and dispositions change only the audit trail display and unit history log display. The changes do not display on the IN, ID, or IU forms.
CM	20AN	Comments Type comments regarding the update. If the unit is not assigned to an incident, the comments will be written to the unit history log (see "Displaying Unit History" on page 17-4) but will not be kept in the comments field.
O1	9AN	Officer 1 Type the personnel number of the first officer assigned to the unit. **NOTE:** If you are updating an officer and have entered more than one unit on the command line, PREMIER CAD looks at the first unit you entered. If this unit is on duty, the officer is updated *for that unit*. If the first unit you entered is not on duty, the officer update will not take place. Officer updates cannot take place for any unit other than the first unit you entered. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history log (see "Displaying Unit History" on page 17-4) if the DIS-OFF-NAME system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
O2	9AN	Officer 2 Type the personnel number of the second officer assigned to the unit. **NOTE:** If you are updating an officer and have entered more than one unit on the command line, PREMIER CAD looks at the first unit you entered. If this unit is on duty, the officer is updated *for that unit*. If the first unit you entered is not on duty, the officer update will not take place. Officer updates cannot take place for any unit other than the first unit you entered. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the DIS-OFF-NAME system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.

Table 10-23 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
OM	1 to 5N	Odometer Type the updated odometer reading (unit mileage). If 5 digits are entered, the final digit indicates tenths of a mile. **Examples using fewer than 5 digits**: Enter 1 to indicate 1 mile Enter 12 to indicate 12 miles Enter 123 to indicate 123 miles Enter 1234 to indicate 1,234 miles **Examples using 5 digits**: Enter 12345 to indicate 1,234.5 miles Enter 01234 to indicate 123.4 miles Enter 00123 to indicate 12.3 miles Enter 00012 to indicate 1.2 miles Enter 00001 to indicate 0.1 miles
R	20AN	Rider Type the rider's name.
CI	30AN	Citation Type up to five citation numbers, separating numbers with a comma (,). Do not exceed 30 characters. The Unit Status command can be issued again for any unit with additional citations. All citations are recorded in the incidents audit trail and are transferred to PREMIER UDT for reporting and statistical analysis. **NOTE:** If you are updating an officer and have entered more than one unit on the command line, PREMIER CAD looks at the first unit entered. If this unit is on duty, the officer is updated for that unit.
AC	10AN	Activity Code Type the activity code. **NOTE:** Changes to the activity code are reflected in the audit trail (see "Using The Audit Trail" on page 9-1).
PC	10AN	Program Code Type the program code. **NOTE:** Changes to the program code are reflected in the audit trail (see "Using The Audit Trail" on page 9-1).
DC	10AN	Detail Code Type the detail code. **NOTE:** Changes to the detail code are reflected in the audit trail (see "Using The Audit Trail" on page 9-1).
ON	76AN	Officer Notes Type the officer notes.

Table 10-23 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
SI Conditional	Agency = 2AN Unit = 8AN Shift ID = 2AN	Supervisor ID This identifier is required when the Supervisor Required field is set to Y in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). Type the unit ID of this unit's supervisor. The supervisor must already be on duty. Add a dash and a shift ID after the unit if needed. For example, `1A14-01`, shows a unit ID of 1A14 and a shift ID of 01. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type the 2-character agency code after the forward slash (/). If an agency is not specified for the unit ID, the signon agency is used. Critical data sent to a unit is automatically sent to the unit's supervisor in a PREMIER CAD email message. High-priority incident notifications, emergency notifications, and "hot hit" query returns are sent to a unit's supervisor. The supervisor ID is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the DIS-OFF-NAME system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
O3	9AN	Officer 3 Type the personnel number of the third officer assigned to the unit. **NOTE:** If you are updating an officer and have entered more than one unit on the command line, PREMIER CAD looks at the first unit you entered. If this unit is on duty, the officer is updated *for that unit*. If the first unit you entered is not on duty, the officer update will not take place. Officer updates cannot take place for any unit other than the first unit you entered. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the DIS-OFF-NAME system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.

Table 10-23 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
O4	9AN	Officer 4 Type the personnel number of the fourth officer assigned to the unit. **NOTE:** If you are updating an officer and have entered more than one unit on the command line, PREMIER CAD looks at the first unit you entered. If this unit is on duty, the officer is updated *for that unit*. If the first unit you entered is not on duty, the officer update will not take place. Officer updates cannot take place for any unit other than the first unit you entered. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4).

Table 10-23 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
HS	2AN	Held Status Type the code for the held status. The status code must be a valid code as defined on the Status Codes Maintenance Form (MN.33) – Page 1. For more information, see the *PREMIER CAD Configuration Guide*. The current unit status is not affected. A held status is an optional status used to indicate that a request for a specific activity, such as a meal break, has been made but not yet granted. The held status cannot be an "assigned" type status. For more information, see Status Codes Maintenance Form (MN.33) – Page 1 in the *PREMIER CAD Configuration Guide*. **Example**: Unit 1A12 is currently at the hospital but needs to go to the firing range. A status code of FR exists in MN.33 for firing range. Type the following to specify a held status of FR for unit 1A12: `US.1A12.HS;FR` An entry is made on the Unit History Log form with a Held Status start time. Only one held status can be assigned to a unit. If a held status is assigned to a unit that already has an assigned held status, the new held status replaces the current held status and the held status start time is reset (unless the new held status code is a Clear status). **Example**: Unit 1A12 is currently at the hospital, needs to go to the firing range, but needs a meal break as soon as possible. A status code of ME exists in MN.33 for meal break. Type the following to specify a new held status of ME for unit 1A12: `US.1A12.HS;ME` An entry is made on the Unit History Log form with a Held Status end time (for the held status of FR) and a Held Status start time (for the held status of ME). To change the unit's current status to a previously-assigned held status, type an asterisk (*) rather than a status code. Make sure the unit is not assigned to an incident. **NOTE:** The status change will fail if the previously-assigned held status cannot succeed the current status; for example, the held status of AD (Administrative) may be set so it can not succeed EN (Enroute). **Example**: Unit 1A12 has a current status of AH (At Hospital) and a held status of ME (Meal). To change the current status to ME and clear the information stored in the Held Status and New Held Status (if applicable) fields, type the following: `US.1A12.HS;*` An entry is made on the Unit History Log form with a Held Status end time. An entry is made on the Unit History Log form with a start or end time as appropriate any time a unit is placed in a held status, the held status is cleared, or the held status becomes the unit's current status. When a unit is placed on duty or taken off duty, PREMIER CAD clears the unit's held status information.

Examples

`US.A102` Requests the Unit Status Update form for unit A102.

`US.A102.AD`	Changes the status for unit A102 to administrative.
`US.A102.L;1ST AND PINE`	Updates the location of Unit A102.
`US.A102.CM; CHECKING BACK DOOR`	Adds comments to Unit A102's status.
`US.A102.O2;BILL JONES`	Adds Bill Jones as the second officer in Unit A102.
`US.*A104.AS`	Uses the Temporary Unit feature to place temporary unit A104 in an administrative status.
`US.1A12.HS;*`	Changes the status for unit 1A12 to the status that was specified in the Held Status field, clears the Held Status and New Held Status fields, and writes an End Held Status record to the audit trail.

Law Unit Status Update Form – Personnel Tab

The Law Unit Status Update form appears when the US command is issued with only a unit ID or if the Unit Status key (F11) is pressed when the command line contains only a unit ID. This form displays status information about a selected unit. The personnel tab contains personnel information regarding the officers assigned to the unit.

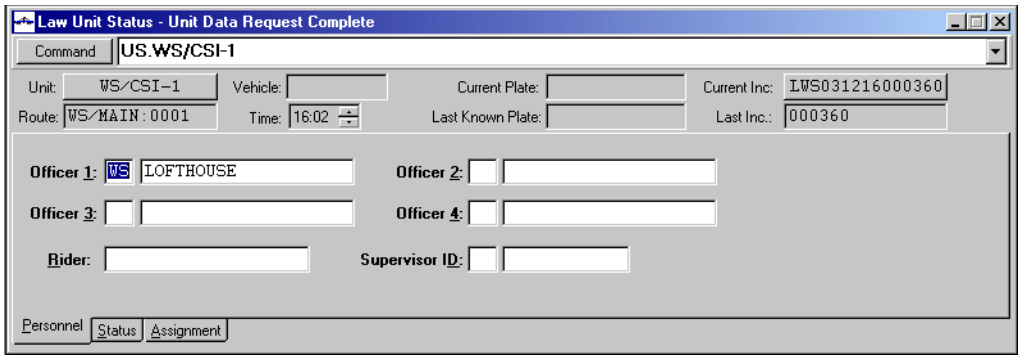


Figure 10-12 Law Unit Status Form – Personnel Tab

Field Descriptions

The following table describes each field on the Law Unit Status Update Form – Personnel tab.

Table 10-24 Law Unit Status Form Field Descriptions – Personnel Tab

Field	Format	Description
Unit	Button	Displays the agency and unit ID. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Veh	Display Only	Displays the vehicle number.
Current Plate	Display Only	Displays the current license plate called in by the unit.

Table 10-24 Law Unit Status Form Field Descriptions – Personnel Tab (Cont.)

Field	Format	Description
Current Inc.	Button	Displays the incident number currently assigned to the unit. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Route	Display Only	Displays the Agency ID, Route ID, and route sequence number. The sequence number increments each time the service route is closed and then re-opened. This field only displays if service routes are defined in the Service Routing Definition Configuration (MN.61)Service Routing Definition Configuration (MN.61) database form (see the *PREMIER CAD Configuration Guide*) and if the unit has been assigned to a service route. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Time	Display Only	Displays the time the unit went into the status using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Last Known Plate	Display Only	Displays the last license plate number called in by the unit.
Last Inc.	Display Only	Displays the last incident number assigned to the unit.
Officer 1	Agency = 2AN Officer = 20AN	Displays the agency ID and the name of the first officer assigned to the unit. To change an officer, type the officer's name or personnel number. Precede the personnel number with the # symbol. The officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
Officer 2	Agency = 2AN Officer = 20AN	Displays the agency ID and the name of the second officer assigned to the unit. To change an officer, type the officer's name or personnel number. Precede the personnel number with the # symbol. The officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.

Table 10-24 Law Unit Status Form Field Descriptions – Personnel Tab (Cont.)

Field	Format	Description
Officer 3	Agency = 2AN Officer = 20AN	Displays the agency ID and the name of the third officer assigned to the unit. To change an officer, type the officer's name or personnel number. Precede the personnel number with the # symbol. The officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
Officer 4	Agency = 2AN Officer = 20AN	Displays the agency ID and the name of the fourth officer assigned to the unit. To change an officer, type the officer's name or personnel number. Precede the personnel number with the # symbol. The officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) if the `DIS-OFF-NAME` system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
Rider	20AN	Type the name of any person riding along.
Supervisor ID Conditional	Agency = 2AN Unit = 8AN Shift ID = 2AN	Supervisor ID This field is required when the Supervisor Required field is set to `Y` in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). Type the unit ID of this unit's supervisor. The supervisor must already be on duty. Add a dash and a shift ID after the unit if needed. For example, `1A14-01`, shows a unit ID of 1A14 and a shift ID of 01. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type the 2-character agency code after the forward slash (/). If an agency is not specified for the unit ID, the signon agency is used. Critical data sent to a unit is automatically sent to the unit's supervisor in a PREMIER CAD email message. High-priority incident notifications, emergency notifications, and "hot hit" query returns are sent to a unit's supervisor. The supervisor ID is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4).

Law Unit Status Form – Status Tab

The Law Unit Status Update form appears when the US command is issued with only a unit ID, or if the Unit Status key (F11) is pressed when the command line contains only a unit ID. This form displays status information about a selected unit. The Status tab contains detailed information about a unit's current status.

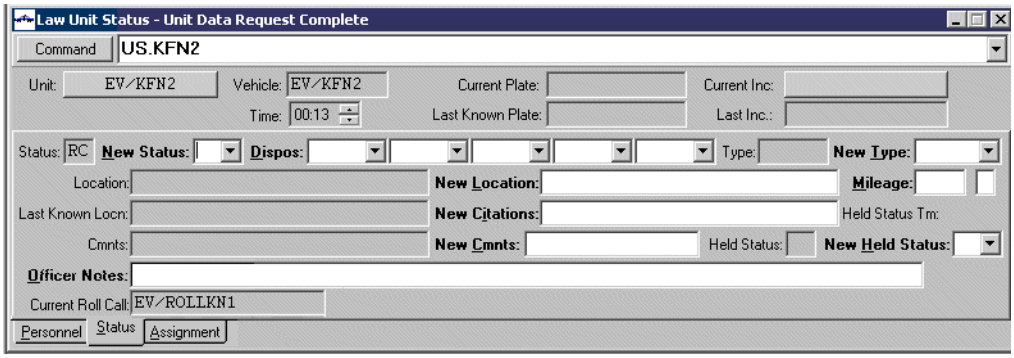


Figure 10-13 Law Unit Status Form – Status Tab

Field Descriptions

The following table describes each field on the Law Unit Status Update Form – Status tab.

Table 10-25 Law Unit Status Form Field Descriptions – Status Tab

Field	Format	Description
Unit	Button	Displays the agency and unit ID. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Veh	Display Only	Displays the vehicle number.
Current Plate	Display Only	Displays the current license plate called in by the unit.
Current Inc.	Button	Displays the incident number currently assigned to the unit. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Route	Display Only	Displays the Agency ID, Route ID, and service route sequence number. The sequence number increments each time the service route is closed and then re-opened. This field only displays if service routes are defined in the Service Routing Definition Configuration (MN.61)Service Routing Definition Configuration (MN.61) database form (see the *PREMIER CAD Configuration Guide*) and if the unit has been assigned to a service route. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.

Table 10-25 Law Unit Status Form Field Descriptions – Status Tab (Cont.)

Field	Format	Description
Time	Display Only	Displays the time the unit went into the status using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Last Known Plate	Display Only	Displays the last license plate number called in by the unit.
Last Inc.	Display Only	Displays the last incident number assigned to the unit.
Status	Display Only	Displays the last known unit status.
New Status	2AN	Type the new status for the unit. If a next status is defined in Status Codes Configuration (MN.33) database form, the Next Status code is used regardless of any entries by the dispatcher. For details, see the *PREMIER CAD Configuration Guide*.
Dispos	5AN	Type the incident dispositions. Up to five dispositions can be added. When you close an incident, PREMIER CAD closes only the incident in the route you are logged on to. Incidents in any other routes are left unchanged.
Type	Display Only	Displays the last known incident type.
New Type	6AN	Type an updated incident type. This does not change the Type field for the incident. **NOTE:** Unit Status updates that include incident types and dispositions do not update the master incident record unless they are performed in conjunction with a clear status. Until the update includes a clear status, the incident types and dispositions change only the audit trail display and unit history log display. The changes do not display on the IN, ID, or IU forms. In the AWW Unit Status monitor, the only unit affected by this update is the unit you indicated when you issued the US command.
Location	Display Only	Displays the unit location.
New Location	20 AN	Type an updated location. The location you enter displays in the PREMIER AWW Unit status monitor, overriding any current display of incident address or incident location information.
Mileage	4N.1N	Type the current mileage; for example, `1230.1`.
Last Known Locn	Display Only	Displays the last known location of the unit. This location is the unit location when it was cleared, freed, or exchanged.

Table 10-25 Law Unit Status Form Field Descriptions – Status Tab (Cont.)

Field	Format	Description
New Citations	30AN	Type any relevant citations. To enter multiple citations, separate the entries with a comma. Any number of citations can be entered as long as the 30 characters is not exceeded. The comma separators are included in this character limitation.
Held Status Tm	Display Only	Displays the time the held status was entered using a 24-hour military clock; for example, 23:45 for 11:45 pm. Nothing appears in this field if the Held Status field is blank.
Cmnts	Display Only	Displays the last known comments.
New Cmnts	20AN	New Comments Type updated comments.
Held Status	Display Only	Displays the current held status, if any. A held status is an optional status used to indicate that a request for a specific activity, such as a meal break, has been made but not yet granted. The current unit status is not affected.
New Held Status	2AN	Type the code for the held status. The status code must be a valid code as defined on the Status Codes Maintenance Form (MN.33) – Page 1. For more information, see the *PREMIER CAD Configuration Guide*. Only one held status can be assigned to a unit. If a held status is assigned to a unit that already has an assigned held status, the new held status replaces the current held status and the held status start time is reset (unless the new held status code is a Clear status). **Example**: Unit 1A12 is currently at the hospital, needs to go to the firing range, but needs a meal break as soon as possible. A status code of FR exists in MN.33 for firing range and a status code of ME exists in MN.33 for meal break. The Held Status field shows the FR status. Type ME in the New Held Status field to specify a new held status of ME. An entry is made on the Unit History Log form with a Held Status end time (for the held status of FR) and a Held Status start time (for the held status of ME). To change the unit's current status to a previously-assigned held status, type an asterisk (*) rather than a status code. **NOTE:** The status change will fail if the previously-assigned held status cannot succeed the current status. An entry is made on the Unit History Log form with a start or end time as appropriate any time a unit is placed in a held status, the held status is cleared, or the held status becomes the unit's current status. When a unit is placed on duty or taken off duty, PREMIER CAD clears the unit's held status information. **NOTE:** You cannot place a unit in a held status if the unit is in a "assigned" type status. For more information, see Status Codes Maintenance Form (MN.33) – Page 1 in the *PREMIER CAD Configuration Guide*.

Table 10-25 Law Unit Status Form Field Descriptions – Status Tab (Cont.)

Field	Format	Description
Officer Notes	76AN	Type any additional comments. The notes are written to the audit trail (see "Using The Audit Trail" on page 9-1) and displayed in the unit history (see "Displaying Unit History" on page 17-4).
Current Roll Call	15AN	Displays the roll call ID for the unit if the unit is currently in an active roll call.

Law Unit Status Update Form – Assignment Tab

The Law Unit Status Update form appears when the US command is issued with only a unit ID, or if the Unit Status key (F11) is pressed when the command line contains only a unit ID. This form displays status information about a selected unit. The Assignment tab contains detailed information about a unit's assignments.

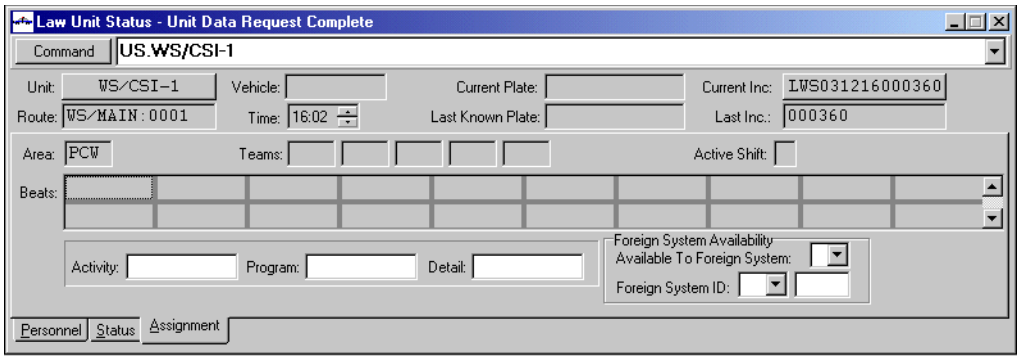


Figure 10-14 Law Unit Status Form – Assignment Tab

Field Descriptions

The following table describes each field on the Law Unit Status Update Form – Assignment tab.

NOTE

Because the labels for Area, Team, and Beat are configurable, your Law Unit Status form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 10-26 Law Unit Status Form Field Descriptions – Assignment Tab

Field	Format	Description
Unit	Button	Displays the agency and unit ID. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.

Table 10-26 Law Unit Status Form Field Descriptions – Assignment Tab (Cont.)

Field	Format	Description
Vehicle	Display Only	Displays the vehicle number.
Current Plate	Display Only	Displays the current license plate called in by the unit.
Current Inc.	Button	Displays the incident number currently assigned to the unit. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Route	Display Only	Displays the Agency ID, Route ID, and service route sequence number. The sequence number increments each time the service route is closed and then re-opened. This field only displays if service routes are defined in the Service Routing Definition Configuration (MN.61)Service Routing Definition Configuration (MN.61) database form (see the *PREMIER CAD Configuration Guide*) and if the unit has been assigned to a service route. For more information about service routes, see "Understanding Service Routing" in Appendix D of the *PREMIER CAD Configuration Guide*.
Time	Display Only	Displays the time the unit went into the status using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Last Known Plate	Display Only	Displays the last license plate number called in by the unit.
Last Inc.	Display Only	Displays the last incident number assigned to the unit.
Area	Display Only	Displays the area to which the unit is assigned. **NOTE:** Because the label for Area is configurable, your Law Unit Status form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Teams	Display Only	Displays the unit's team assignment. **NOTE:** Because the label for Team is configurable, your Law Unit Status form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Active Shift	Display Only	Displays whether the unit was placed on duty with a roll call activation. Y — Indicates the unit was placed on duty with a roll call activation. N or blank — Indicates the unit was placed on duty by other means.

Table 10-26 Law Unit Status Form Field Descriptions – Assignment Tab (Cont.)

Field	Format	Description
Beats	Display Only	Displays the unit's beat assignment. **NOTE:** Because the label for Beat is configurable, your Law Unit Status form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Activity	10AN	Displays the current activity funding code for the unit. Type a new activity code to override the default. **NOTE:** Changes to the activity code are reflected in the audit trail (see "Using The Audit Trail" on page 9-1).
Program	10AN	Displays the current program funding code for the unit code. Type a new program code to override the default code. **NOTE:** Changes to the program code are reflected in the audit trail (see "Using The Audit Trail" on page 9-1).
Detail	10AN	Displays the current detail funding code for the unit. Type a new detail code to override the default code. **NOTE:** Changes to the detail code are reflected in the audit trail (see "Using The Audit Trail" on page 9-1).
Available To Foreign System	1AN	Select whether the unit can be dispatched by a request from a foreign CAD system. Y — The unit can be dispatched by a request from a foreign CAD system. N or blank — The unit cannot be dispatched by a request from a foreign CAD system.
Foreign System Agency and Route ID	Agency ID = 2AN Route ID = 4AN	Select the Foreign System Agency ID in the first field. Type the Foreign System Route ID in the second field.

Fire/EMS Unit Status Form

The Fire/EMS Unit Status Update form appears when the US command is issued with only a unit ID, or if the Unit Status (F11) key is pressed when the command line contains only a unit ID. This form displays status information about a fire/EMS unit.

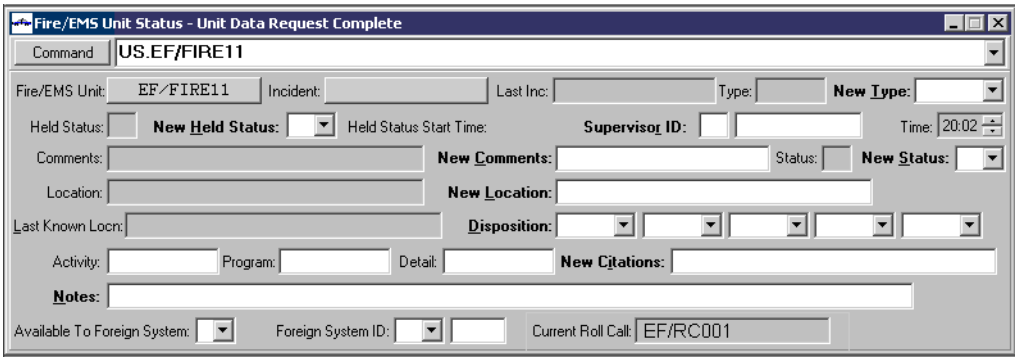


Figure 10-15 Fire/EMS Unit Status Form

Field Descriptions

The following table describes each field on the Fire/EMS Unit Status Update form.

Table 10-27 Fire/EMS Unit Status Form Field Descriptions

Field	Format	Description
Fire/EMS Unit	Button	Displays the agency and unit ID. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Incident	Button	Displays the incident number currently assigned to the unit. Click the button (or press the **Tab** key until the button is active and press **Enter** or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Last Inc	Display Only	Displays the number of the previous assigned incident.
Type	Display Only	Displays the current incident type.
New Type	6AN	Type the new incident type.
Held Status	Display Only	Displays the code for the held status.

Table 10-27 Fire/EMS Unit Status Form Field Descriptions (Cont.)

Field	Format	Description
New Held Status	2AN	Type the code for the new held status. A held status is an optional status used to indicate that a request for a specific activity, such as a meal break, has been made but not yet granted. The current unit status is not affected. Only one held status can be assigned to a unit. If a held status is assigned to a unit that already has an assigned held status, the new held status replaces the current held status and the held status start time is reset (unless the new held status code is a Clear status). Any time a unit is placed in a held status, the held status is cleared, or the held status becomes the unit's current status, an entry is made on the Unit History Log form with a start or end time as appropriate. When a unit is placed on duty or taken off duty, the unit's held status information is cleared. **NOTE:** The held status cannot be used with any unit status with a type of "assigned." For more information, see Status Codes Maintenance Form (MN.33) – Page 1 in the *PREMIER CAD Configuration Guide*.
Held Status Start Time	Display Only	Displays the time the unit was placed in the specified held status using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Supervisor ID Conditional	Agency = 2AN Unit = 8AN Shift ID = 2AN	Supervisor ID This field is required when the Supervisor Required field is set to Y in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). Type the agency ID and the unit ID of this unit's supervisor. The supervisor must already be on duty. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type <*unit ID*>-<*shift ID*>. If an agency is not specified for the unit ID, the signon agency is used. Using this field ensures that a message is sent to the supervisors console in the following situations: • high priority incidents • unit emergencies • hot-hit queries The supervisor ID is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4).
Time	Display Only	Displays the time the unit went into the current status using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Comments	Display Only	Displays any comments regarding unit status.

Table 10-27 Fire/EMS Unit Status Form Field Descriptions (Cont.)

Field	Format	Description
New Comments	20AN	Type any comments regarding unit status.
Status	Display Only	Displays the current status of the unit.
New Status	2AN	Type the new status code.
Location	Display Only	Displays the unit location.
New Location	30AN	Type an updated location for the unit.
Last Known Location	Display Only	Displays the last known location for the unit when it was cleared, freed, or exchanged.
Disposition	5AN	Type up to five dispositions per unit.
Activity	10AN	Type the activity code.
Program	10AN	Type the program code.
Detail	10AN	Type the detail code.
New Citations	30AN	Type any relevant citations. To enter multiple citations, separate the entries with a comma. Any number of citations can be entered as long as the 30 characters is not exceeded. The comma separators are included in this character limitation.
Notes	76AN	Type any additional comment text.
Available To Foreign System	1AN	Select whether the unit can be dispatched by a request from a foreign CAD system. Y — The unit can be dispatched by a request from a foreign CAD system. N or blank — The unit cannot be dispatched by a request from a foreign CAD system.
Foreign System ID	Agency = 2AN System = 4AN	Select the Foreign System Agency ID in the first field. Type the Foreign System ID in the second field.
Current Roll Call	15AN	Displays the roll call ID for the unit if the unit is currently in an active roll call.

Updating Unit Status Using the Unit Status Key

F11 The Unit Status key (F11) performs the same function as the US command (see "Updating Unit Status Using the US Command" on page 10-66). However, this function key eliminates the need to type the ID of the command and to press the Command key (F10). This function can also be used to display the Unit Status Update form (see "Law Unit Status Update Form – Personnel Tab" on page 10-73).

Command Identifiers

Default order:

You can enter the Unit ID (U) identifier before the Status (S) identifier as shown in the Example default order below (US.U.S), or you can enter the Status (S) identifier before the Unit ID (U) as in US.S.U.

Example default order:

- US.U.S.D.L.T.CM.O1.O2.OM.R.CI.AC.PC.DC.ON.SI.O3.O4.HS

NOTE

This command can be written as US.U.S or as US.S.U

For information regarding changing the default order in any other manner, contact Motorola.

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

For a description of the identifiers and information elements of this function, see Table 10-23.

Table 10-28 Unit Status Update (US) Command Identifier Descriptions

Identifier	Format	Description
U Required	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit ID Type the IDs of the units to update. Add a dash and a shift ID after the unit if needed. Up to five units can be updated at one time. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type <*agency ID*>/<*unit ID*>. If an agency ID is not specified, the signon agency is used.
S	2AN	Status Type the two-letter status code.
D	5AN	Disposition Type the updated disposition code. This identifier can be used to close an active incident (see "Closing Incidents Using the US Command" on page 8-48). When you try to close an incident with a disposition and the incident has other active service routes, only the service route associated with the specified unit or units is affected. If there are no other active service routes for the incident, PREMIER CAD closes the incident. **NOTE:** Unit Status updates that include incident types and dispositions do not update the master incident record unless they are performed in conjunction with a clear status. Until the update includes a clear status, the incident types and dispositions change only the audit trail display and unit history log display. The changes do not display on the IN, ID, or IU forms.
L	20AN	Location Type the updated unit location. The specified location displays in the PREMIER AWW Unit Status monitor overriding any current display of incident address or incident location information.
T	6AN	Type Type the updated incident type. This does not change the Type field for the incident. **NOTE:** Unit Status updates that include incident types and dispositions do not update the master incident record unless they are performed in conjunction with a clear status. Until the update includes a clear status, the incident types and dispositions change only the audit trail display and unit history log display. The changes do not display on the IN, ID, or IU forms.

Table 10-28 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
CM	20AN	Comments Type comments regarding the update. If the unit is not assigned to an incident, the comments will be written to the unit history log (see "Displaying Unit History" on page 17-4) but will not be kept in the comments field. **NOTE:** When you enter comments on the command line, the comment identifier must be your final identifier. Anything you enter after the CM identifier is considered a comment. The CM and ON identifiers cannot be used in the same command because they must both be the final identifier.
O1	9AN	Officer 1 Type the personnel number of the first officer assigned to the unit. **NOTE:** If you are updating an officer and have entered more than one unit on the command line, PREMIER CAD looks at the first unit you entered. If this unit is on duty, the officer is updated *for that unit*. If the first unit you entered is not on duty, the officer update will not take place. Officer updates cannot take place for any unit other than the first unit you entered. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history log (see "Displaying Unit History" on page 17-4) if the DIS-OFF-NAME system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
O2	9AN	Officer 2 Type the personnel number of the second officer assigned to the unit. **NOTE:** If you are updating an officer and have entered more than one unit on the command line, PREMIER CAD looks at the first unit you entered. If this unit is on duty, the officer is updated *for that unit*. If the first unit you entered is not on duty, the officer update will not take place. Officer updates cannot take place for any unit other than the first unit you entered. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the DIS-OFF-NAME system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.

Table 10-28 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
OM	1 to 5N	Odometer Type the updated odometer reading (unit mileage). The final digit always indicates tenths of a mile. **Examples** using fewer than 5 digits: Enter 1 to indicate 0.1 mile Enter 12 to indicate 1.2 miles Enter 123 to indicate 12.3 miles Enter 1234 to indicate 123.4 miles **Examples** using 5 digits: Enter 12345 to indicate 1,234.5 miles Enter 01234 to indicate 123.4 miles Enter 00123 to indicate 12.3 miles Enter 00012 to indicate 1.2 miles Enter 00001 to indicate 0.1 miles
R	20AN	Rider Type the rider's name.
CI	30AN	Citation Type up to five citation numbers, separating numbers with a comma (,). Do not exceed 30 characters. The Unit Status command can be issued again for any unit with additional citations. All citations are recorded in the incidents audit trail and are transferred to PREMIER UDT for reporting and statistical analysis.
AC	10AN	Activity Code Type the activity code. **NOTE:** Changes to the activity code are reflected in the audit trail (see "Using The Audit Trail" on page 9-1).
PC	10AN	Program Code Type the program code. **NOTE:** Changes to the program code are reflected in the audit trail (see "Using The Audit Trail" on page 9-1).
DC	10AN	Detail Code Type the detail code. **NOTE:** Changes to the detail code are reflected in the audit trail (see "Using The Audit Trail" on page 9-1).

Table 10-28 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
ON	76AN	Officer Notes Type the officer notes. **NOTE:** When you enter officer notes from the command line, the ON identifier must be your final identifier. Anything you enter after the ON identifier is considered officer notes. The ON and CM identifiers cannot be used in the same command because they must both be the final identifier.
SI Conditional	Agency = 2AN Unit = 8AN Shift ID = 2AN	Supervisor ID — This identifier is required when the Supervisor Required field is set to Y in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). Type the unit ID of this unit's supervisor. The supervisor must already be on duty. Add a dash and a shift ID after the unit if needed. For example, `1A14-01`, shows a unit ID of 1A14 and a shift ID of 01. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type the 2-character agency code after the forward slash (/). If an agency is not specified for the unit ID, the signon agency is used. Critical data sent to a unit is automatically sent to the unit's supervisor in a PREMIER CAD email message. High-priority incident notifications, emergency notifications, and "hot hit" query returns are sent to a unit's supervisor. The supervisor ID is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the DIS-OFF-NAME system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.
O3	9AN	Officer 3 Type the personnel number of the third officer assigned to the unit. **NOTE:** If you are updating an officer and have entered more than one unit on the command line, PREMIER CAD looks at the first unit you entered. If this unit is on duty, the officer is updated *for that unit*. If the first unit you entered is not on duty, the officer update will not take place. Officer updates cannot take place for any unit other than the first unit you entered. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4) if the DIS-OFF-NAME system parameter is set to Y. For more information about system parameters, see PREMIER CAD Parameters in the *PREMIER CAD Configuration Guide*.

Table 10-28 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
O4	9AN	Officer 4 Type the personnel number of the fourth officer assigned to the unit. **NOTE:** If you are updating an officer and have entered more than one unit on the command line, PREMIER CAD looks at the first unit you entered. If this unit is on duty, the officer is updated *for that unit*. If the first unit you entered is not on duty, the officer update will not take place. Officer updates cannot take place for any unit other than the first unit you entered. Officer information is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4).

Table 10-28 Unit Status Update (US) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
HS	2AN	Held Status Type the code for the held status. The status code must be a valid code as defined on the Status Codes Maintenance Form (MN.33) – Page 1. For more information, see the *PREMIER CAD Configuration Guide*. A held status is an optional status used to indicate that a request for a specific activity, such as a meal break, has been made but not yet granted. The held status cannot be an "assigned" type status. The current unit status is not affected. For more information, see Status Codes Maintenance Form (MN.33) – Page 1 in the *PREMIER CAD Configuration Guide*. **Example**: Unit 1A12 is currently at the hospital but needs to go to the firing range. A status code of FR exists in MN.33 for firing range. Type the following to specify a held status of FR for unit 1A12: `US.1A12.HS;FR` An entry is made on the Unit History Log form with a Held Status start time. Only one held status can be assigned to a unit. If a held status is assigned to a unit that already has an assigned held status, the new held status replaces the current held status and the held status start time is reset (unless the new held status code is a Clear status). **Example**: Unit 1A12 is currently at the hospital, needs to go to the firing range, but needs a meal break as soon as possible. A status code of ME exists in MN.33 for meal break. Type the following to specify a new held status of ME for unit 1A12: `US.1A12.HS;ME` An entry is made on the Unit History Log form with a Held Status end time (for the held status of FR) and a Held Status start time (for the held status of ME). To change the unit's current status to a previously-assigned held status, type an asterisk (*) rather than a status code. Make sure the unit is not assigned to an incident. **NOTE:** The status change will fail if the previously-assigned held status cannot succeed the current status; for example, the held status of AD (Administrative) may be set so it can not succeed EN (Enroute). **Example**: Unit 1A12 has a current status of AH (At Hospital) and a held status of ME (Meal). To change the current status to ME and clear the information stored in the Held Status and New Held Status (if applicable) fields, type the following: `US.1A12.HS;*` An entry is made on the Unit History Log form with a Held Status end time. An entry is made on the Unit History Log form with a start or end time as appropriate any time a unit is placed in a held status, the held status is cleared, or the held status becomes the unit's current status. When a unit is placed on duty or taken off duty, PREMIER CAD clears the unit's held status information.

Examples

To use these examples with the Unit Status (**F11**) key, omit the US command ID and separator (US).

Exchanging Unit Assignments

UX Use the Exchange Unit Assignments (UX) command to exchange the assignments of two units on active incidents. Both of the units must be on duty within the same agency, both units must be in an available status, and the two units that are being exchanged cannot be on the same assignment.

NOTE

Units cannot be exchanged between service routes associated with the same incident. For more information about service routes, see “Understanding Service Routing” in Appendix D of the *PREMIER CAD Configuration Guide*.

Call stacking rules apply when you exchange units. If one of the units is a primary unit, the exchanged unit becomes the new primary. The event records are updated with the new information.

If the Unit Status monitor in PREMIER AWW is configured to show the Last Known Beat and if address verification is enabled, the beat ID of the current incident displays in the Last Known Beat field. For more information, see the *PREMIER AWW User Guide*.

Command Identifiers

Default order:

- UX.<unit ID 1>.<unit ID 2>

Command Identifier Descriptions

The following table describes the command identifiers for the Exchange Unit Assignments (UX) command.

Table 10-29 Exchange Unit Assignments (UX) Command Identifier Descriptions

Element	Format	Description
Unit ID 1 Unit ID 2 Both Required	Unit = 8AN Shift ID = 2AN	Type the IDs of the units to exchange. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.

Examples

`UX.205.300`	Exchanges the assignments of unit 205 and 300.
`UX.205.*300`	Exchanges the assignments of standard unit 205 and temporary unit 300 (* indicates a temporary unit).

Assigning Law Units to Beats

VA

Use the Assign Law Unit to Additional Beats (VA) command to add beats to a law unit's regular assignment (up to ten per command). All of the beats specified per command issued must be in the same area in order to be added. Added beats remain with the unit until the unit goes off duty.

NOTE

To verify an added beat assignment after using this command, use the ON command and the Law Unit Going On Duty form (see "Placing Law Units On Duty" on page 10-18 and "Law Unit Going on Duty Form" on page 10-24). The added beats display for the specified unit. The addition of new beats can also be verified issuing a Unit Status command for the unit. You can also check the Assignment tab of the Unit Status form.

Command Identifiers

Default order:

- `VA.<unit ID>.<beat ID>`

or

- VA.<agency ID>/<unit ID>.<beat ID>

Command Identifier Descriptions

The following table describes the command identifiers for the Assign Law Units to Additional Beats (VA) command.

Table 10-30 Assign Law Units to Additional Beats (VA) Command Identifier Descriptions

Identifier	Format	Description
Unit ID Required	Unit = 8AN Shift ID = 2AN	Type the unit ID to which to assign additional beats. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If an agency is not specified for a unit, the signon agency is used.
Beat ID Required	Beat = 4AN Beat Alias = 8AN	Type the IDs of the beats to add to the specified unit. If your agency uses beat aliases, enter the aliases, not the beats. Up to ten beats can be entered using a single command. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. Multiple beat IDs must be separated by periods (.).
Agency ID	2AN	Type the agency ID associated with the unit. A forward slash (/) must be typed after each typed agency ID to separate it from the corresponding unit ID; for example, `BO/1A12` specifies unit 1A12 of agency BO. An agency ID specification is not required if the unit belongs to the signon agency. If an agency ID is not specified and duplicate unit IDs are not allowed, PREMIER CAD searches for the specified unit in all the agencies specified in the Sign On form in the order in which they were entered. If duplicate unit IDs are allowed, only the signon agency is searched.

Example

`VA.345.N01.C1A` Adds beats N01 and C1A to unit 345's assignment.

Removing Law Units from Beats

VD

Use the Remove Law Unit from Beats (VD) command to remove up to ten beats from a law unit's regular assignment. This allows resources to be redistributed as needed. These beats remain off the unit's assignment until the unit goes off duty. This command is used for law units only.

NOTE

Use the ON command and the Law Unit Going On Duty form after using the VD command to verify a beat removal (see "Placing Law Units On Duty" on page 10-18 and "Law Unit Going on Duty Form" on page 10-24). The removed beats should not display on this form for the specified unit. The removal of beats can also be verified by issuing a Unit Status command for the unit.

Command Identifiers

Default order:

- VD.<unit ID>.<beat ID>

  or

- VD.<agency ID>/<unit ID>.<beat ID>

Command Identifier Descriptions

The following table describes the command identifiers for the Remove Law Units from Beat (VD) command.

Table 10-31 Remove Law Units from Beat (VD) Command Identifier Descriptions

Identifier	Format	Description
Unit ID Required	Unit = 8AN Shift ID = 2AN	Type the ID of the unit from which to remove beats. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If a unit ID is specified without an agency ID, the signon agency is used for the unit.
Beat ID Required	Beat = 4AN Beat Alias = 8AN	Type the IDs of the beats to remove from the specified unit. If your agency uses beat aliases, enter the aliases, not the beats. For more information about beat aliases, see the Beats Configuration (MN.7) database form in the *PREMIER CAD Configuration Guide*. Up to ten beats can be entered using a single command. Separate multiple beat IDs by periods (.).
Agency ID	2AN	Type the ID of the agency associated with the unit. A forward slash (/) must be typed after each typed agency ID to separate it from the corresponding unit ID; for example, `BO/1A12` specifies unit 1A12 of agency BO. An agency ID specification is not required if the specified unit belongs to the signon agency. If an agency ID is not specified and duplicate unit IDs are not allowed, PREMIER CAD searches for the specified unit in all the agencies specified in the Sign On form in the order in which they were entered. If duplicate unit IDs are allowed, only the signon agency is searched.

Example

`VD.205.N01.C1A` Removes unit 205 from beats N01 and C1A.

Displaying Vehicle Status Information

VS Use the Vehicle Status (VS) command to display information about the vehicles or stacked calls of a specified area.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- VS.<agency ID>/.S.ST.DG

  or

- VS.<agency ID>/<area ID>.S.ST.DG

  or

- VS.<area ID>.S.ST.DG

Command Identifier Descriptions

The following table describes the command identifiers for the Vehicle Status (VS) command.

Table 10-32 Vehicle Status (VS) Command Identifier Descriptions

Identifier	Format	Description
Agency ID/ Area	Agency = 2AN Area = 3AN	Type the agency ID/area to display all units for a specific agency/ area. **NOTE:** Do not enter both an Agency ID/Area and a Dispatch Group.
S	1A	Type this identifier to display the status of the stacked calls of the specified area. You can only use the stacked status of S with this identifer.
ST	4AN	Team/District/Sector Type the team/district ID to display a list of incidents specific to that team or district.
DG	Agency ID = 2AN Dispatch Group = 6AN	Type the Dispatch Group ID *or* type your agency ID, followed by a slash, and the Dispatch Group. If you do not specify an agency ID, PREMIER CAD uses your signon agency. A Dispatch Group is a set of areas within one or more agencies. When you submit the VS command with a Dispatch Group ID, PREMIER CAD retrieves all units that are included within the agencies and areas defined for that Dispatch Group in the Dispatch Group Configuration (MN.62) database form (see the *PREMIER CAD Configuration Guide*).

Examples

VS	Displays the status of all units for the current agency and areas being covered.
VS.N01	Displays the status of law units in the N01 area.
VS.BO/	Displays the status of units in the BO agency.

`VS.BO/A01`	Displays the status of units for the BO agency in area A01.
`VS.AAA.S`	Displays stacked calls for area AAA.
`VS.BO/.ST;03`	Displays the status of units for the BO agency and the team/district 03.
`VS.DG;METRO`	Displays the status of all units within the agencies and areas defined by the `METRO` dispatch group.

Vehicle Status Form

The Vehicle Status form displays the current status of the vehicles or stacked calls in the area specified in the VS command.

The MORE VEHICLES flag displays if there are too many vehicle entries to fit in the work area. Press the Next Page key (**Shift+F8**) to display the next page of vehicles.

NOTE

The Previous Page key (Shift+F9) does not work on this form. To return to the first page, re-enter the VS command.

If you click the Unit or Incident number, a shortcut menu appears from which you can select an action to take. The content of the menu is determined by the popup menu configuration established in PREMIER AWW. If menu content is not configured in PREMIER AWW, then a default menu displays.(For details, see the *PREMIER AWW User Guide*.) Rather than clicking the number, you can press the **Tab** key until the appropriate number is selected, then press **Enter**. The shortcut menu appears. You can now use the up and down arrow keys to highlight the action you want to take, then press **Enter**.

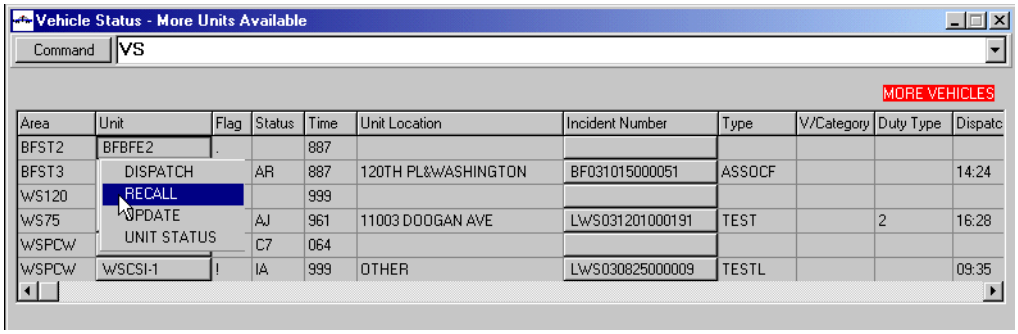


Figure 10-16 Vehicle Status Form With Shortcut Menu

Field Descriptions

The following table describes each field on the Vehicle Status form. To refresh the information, reissue the VS command.

NOTE

To see all of the fields, use the horizontal scroll bar.

Table 10-33 Vehicle Status Form Field Descriptions

Field	Format	Description
Area	Display Only	Displays the agency and area of the unit.
Unit	Button	Displays the agency and unit ID. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Flag	Display Only	Displays the unit flag (defined in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).
Status	Display Only	Displays the unit status.
Time	Display Only	Displays the number of minutes the unit has been in the status.
Unit Location	Display Only	Displays the last known location of the unit.
Incident Number	Button	Displays the incident number as defined in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Type	Display Only	Displays the incident type.
V/Category	Display Only	Displays the vehicle category.
Duty Type	Display Only	Displays the duty type.
Dispatched	Display Only	Displays the dispatch time.
Capability 1-10	Display Only	Displays the vehicle capabilities.
Officer 1-4	Display Only	Displays the IDs of the officers.

Vehicle Status Form Using Call Stacking Identifier

A different form appears when the call stacking identifier S is used with the VS command.

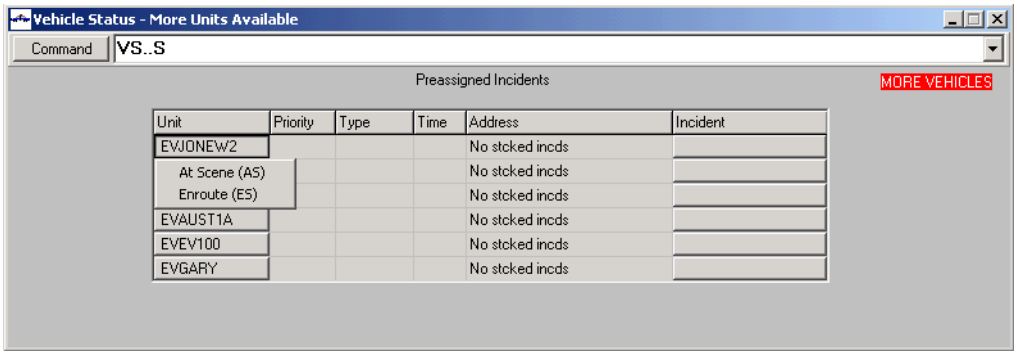


Figure 10-17 Vehicle Status Using S Identifier (With Shortcut Menu)

Field Descriptions

The following table describes each field on the Vehicle Status form when you use the S identifier. To refresh the information, reissue the VS command.

Table 10-34 Vehicle Status Using S Identifier Form Field Descriptions

Field	Format	Description
Unit	Button	Displays the agency and unit ID. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Priority	Display Only	Displays the priority for the incident.
Type	Display Only	Displays the incident type.
Time	Display Only	Displays the time in minutes that the unit has been in the status.
Address	Display Only	Displays the address for the incident.
Incident Number	Button	Displays the incident number as defined in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.

Modifying Capabilities for On-Duty Units

CU Use the Capability Update (CU) command to update unit capabilities without having to take the unit off duty or out of service. To make permanent changes to vehicle capabilities, use the Police Vehicles Configuration (MN.9) database form or the Fire/EMS Vehicles Configuration (MN.22) database form. (See the *PREMIER CAD Configuration Guide*.)

Whether the capability update is permanent or temporary is determined as follows:

- If a vehicle is assigned to the unit, the change is permanently assigned to the vehicle.
- If no vehicle is assigned to the unit, the change is temporary (law only).

Command Identifiers

Default order:

- `CU.U.V`

Command Identifier Descriptions

The following table describes the command identifiers for the Capability Update command.

Table 10-35 Capability Update (CU) Command Identifier Descriptions

Identifier	Format	Description
U Required if Vehicle ID is not used	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit Type the unit ID. Add a dash and shift ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type `<agency ID>/<unit ID>`. If an agency is not specified for the unit ID, the signon agency is used. Only IDs of on-duty units can be used.
V Required if Unit ID is not used	Agency = 2AN Vehicle = 6AN	Vehicle Number Type the vehicle number. If you are updating a vehicle from an agency other than your signon agency, specify the agency; for example, `CU.V;WS/VEH1`

Examples

`CU.BO/1A12-W1`	Displays the capabilities for unit 1A12 of shift W1 in the BO agency.
`CU.V;M1`	Displays the capabilities for vehicle M1.

Capability Update Form

The Capability Update form displays the capabilities of the unit or vehicle specified in the CU command.

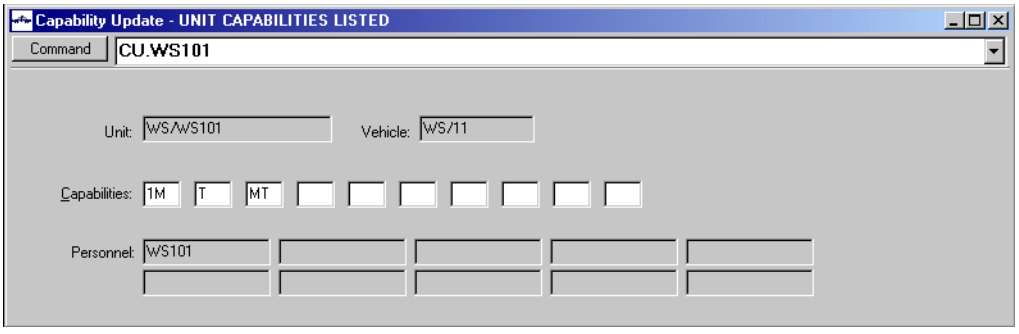


Figure 10-18 Capability Update Form

Field Descriptions

The following table describes each field on the Capability Update form.

Table 10-36 Capability Update Form Field Descriptions

Field	Format	Description
Unit	Display Only	Displays the agency and area of the unit.
Vehicle	Display Only	Displays the agency and vehicle number.
Capabilities	2AN	Displays the capabilities associated with the unit. Type the capability you want to add or delete a capability. For more information about capabilities see “Defining Vehicle Types and Capabilities” in Chapter 7 of the *PREMIER CAD Configuration Guide*.
Personnel	Display Only	Displays the personnel assigned to the unit.

CHAPTER 11

Fire/EMS Cover Station Commands and Functions

These commands let you control vehicles covering for a station low on resources.

Assigning Vehicles to Cover Stations

VC

Use the Assign Fire/EMS Vehicle to Cover (VC) command to assign up to five fire/EMS vehicles to cover for a station low on resources. The vehicles must be in clear status. When you use the command, the status of an assigned vehicle changes from clear to cover. Assigned vehicles are associated with the cover station on the PREMIER AWW Unit status monitor, but have notations showing their regular station assignments.

Once you issue the Vehicle Cover command for a vehicle, the vehicle is available to fulfill recommendation requirements for the newly assigned station. When vehicles are involved in a vehicle cover, they are placed in the unit status specified in the Vehicle Cover Configuration section on Page 3 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Their status updates and location shows their originating station.

Agencies can also be set up to create an incident when vehicle cover occurs. However, PREMIER CAD does not create associated incidents and does not create report numbers when it creates incidents for vehicle cover. When you dispatch a vehicle that is in cover status to another incident, PREMIER CAD clears the vehicle from the cover incident.

Vehicles are available to dispatch to incidents when they have a cover status. Cover vehicles assigned to an incident return to the cover station status, as defined in the Agency Parameters database form (MN.25), once an incident is cleared. To return vehicles to their original station and clear them from the Vehicle Cover status, close the incident to which they are assigned, then use the VU command (see “Unassigning Vehicles From Cover Stations” on page 11-8).

The VC command allows for covering stations to be automatically toned.

Command Identifiers

Default order:

- VC.<station ID>,<unit ID>.TN

  or

- VC.<*station ID*>,<*agency ID*>/<*unit ID*>.TN

  or

- VC.<*agency ID*>/<*station ID*>,<*agency ID*>/<*unit ID*>.TN

Command Identifier Descriptions

The following table describes the command identifiers for the Assign Fire/EMS Vehicle to Cover (VC) command.

Table 11-1 Assign Fire/EMS Vehicle to Cover (VC) Command Identifier Descriptions

Identifier	Format	Description
Station ID Required	3AN	Type the ID of the station for the corresponding vehicle or unit to cover; for example, `BF1,ENG1` assigns vehicle `ENG1` to station `BF1`. If the station is not in the signon agency, type <*agency ID*>`/`<*station ID*>. Up to five station/unit IDS can be entered for a single use of this command. Separate multiple IDs with commas (`,`).
Unit ID Required	Unit ID = 8AN Shift ID = 2AN	Type up to five unit or vehicle IDs. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Separate each unit ID or unit ID-shift ID with a comma (,). If duplicate unit IDs are allowed across agencies, type <*agency ID*>`/`<*unit ID*>. If the agency ID is not specified, PREMIER CAD searches all agencies in the order entered in the Security Signon form for the specified unit. If an agency ID is not specified and if duplicate vehicle IDs are not allowed, PREMIER CAD searches for the specified vehicle in all of the agencies that were specified on the Sign On form in the order they were entered. The comma (`,`) separator must still be typed; for example `BF1,ENG1.,ENG2` assigns both vehicles ENG1 and ENG2 to cover station BF1. If duplicate vehicle IDs are allowed, only the signon agency is searched. Multiple unit IDs destined for the same station must be separated by a period and a comma (`.,`) The comma identifies the missing station ID. A unit ID without a specified agency ID uses the signon agency for the vehicle.
TN	1A	Indicate whether the stations that currently control the cover vehicles are toned. Y — Tone the stations that currently control the cover vehicles. N — Do not tone the stations that control the cover vehicles (only necessary if `Yes` is the current Agency Parameters database form toning default). The Tone identifier (`TN;`) and flag (Y or N) must both be typed (`TN;Y` or `TN;N`), unless five vehicle IDs are specified. If five vehicles IDs are specified in a single VC command string, the command default order is maintained and the TN; identifier is not required. If this identifier is not used, the current Agency Parameters toning default is used. This toning specification overrides the toning default that is configured in the Agency Parameters Configuration (Mn.25) database form (see the *PREMIER CAD Configuration Guide*).

Examples

`VC.S1,V1.TN;Y`	Assigns vehicle V1 of the signon agency to cover station S1 of the signon agency and automatically tones the stations that control these cover vehicles.
`VC.17,E12.,M1., RF/L12`	Assigns vehicles E12 and M1 of the signon agency and vehicle L12 of agency RF to cover for station 17 of the signon agency (assuming that RF is not the current signon agency), and does not automatically tone the stations that control these cover vehicles. Toning occurs, however, if default toning is configured in the Agency Parameters database form (MN.25).
`VC.RF/10,E12. 17,RF/M23.TN;Y`	Assigns vehicle E12 of the signon agency to cover station 10 of agency RF, and assigns vehicle M23 of agency RF to cover for station 17 of the signon agency (assuming that RF is not the current signon agency), and automatically tones the stations that control these cover vehicles.

Relocating Cover Station Equipment

KC

Use the Key Station Cover (KC) command to list the key stations of agencies and relocate cover station equipment to satisfy certain response-coverage requirements established by the involved agencies. Key stations are critical stations that can service a wider geographic area when resources are no longer available at other surrounding stations. Cover stations are supporting stations configured to supply equipment, if necessary, to a specific key station. Key stations are defined by the PREMIER CAD system administrator in the Key Station Cover Configuration (MN.44) database form (see the *PREMIER CAD Configuration Guide*) and must remain at least minimally staffed at all times.

When the KC command is issued, the Key Station Cover form appears. If an agency ID is included with the KC command, key stations for the specific agency are listed. If an agency ID is not specified with the KC command, key stations for the current signon agency are listed.

The KC command is used at some sites in conjunction with the System Status Management Planning (SSMP) subsystem of PREMIER CAD (see the *PREMIER CAD Configuration Guide*). The SSMP subsystem is used by fire/EMS agencies to monitor vehicle availability, based on user-defined SSMP levels. Each of the levels, which are defined by the PREMIER CAD system administrator in the SSMP Levels database form (MN.42), specify an absolute minimum number of vehicles that must be available when PREMIER CAD is set at (in-plan with) a particular level.

Under the SSMP subsystem, PREMIER CAD alerts users whenever an available-vehicles count drops below the count corresponding to the current SSMP level. The KC command is then used, based on these SSMP “out-of-plan” alerts, to alter the locations of currently available vehicles to minimize response times and to bring the agency closer to being “in-plan.” PREMIER AWW can be configured to display SSMP alert notifications (see the *PREMIER AWW User Guide*).

If PREMIER ATM is used with the KC command, key cover stations and all available units display graphically. This feature allows the dispatcher to identify “first-in” coverage holes.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- KC.<agency ID>

Command Identifier Descriptions

The following table describes the command identifiers for the Key Station Cover (KC) command.

Table 11-2 Key Station Cover (KC) Command Identifier Descriptions

Identifier	Format	Description
Agency ID	2AN	Type the ID of the agency for which to display key station information.

Example

KC.BO	Displays key station information for agency BO.

Key Station Cover Form

The Key Station Cover form displays when the KC command is issued. The form displays the key stations defined for the specified agency or, if no agency was specified, for the signon agency. The Key Station Cover form highlights any key stations that currently lack equipment to meet their planned response requirements.

Use the Key Station Cover form to select equipment-depleted key stations and temporarily assign recommended vehicles from cover stations. This temporary assignment allows the key stations to better fulfill their planned response requirements. Only one key station can be selected and covered at a time.

NOTE

Cover stations must belong to the agency of the key station.

Place the cursor in the key station field of a depleted station and press the Submit Form key (**F12**). PREMIER CAD performs the equivalent of a VC command and updates the form to reflect the result of the transaction (see "Assigning Vehicles to Cover Stations" on page 11-1).

NOTE

PREMIER CAD recommends only one cover unit even when there are more units available that satisfy the requirements. To temporarily assign more than one cover unit, repeat this process as many times as necessary.

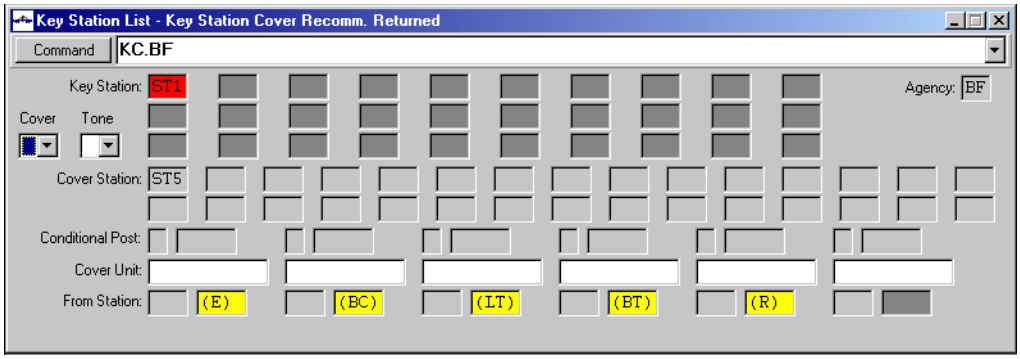


Figure 11-1 Key Station Cover Form

Field Descriptions

The following table describes each field on the Key Station Cover form.

Table 11-3 Key Station Cover Form Field Descriptions

Field	Format	Description
Key Station	Display Only	Displays the IDs of the key stations defined for the agency indicated in the Agency field. IDs can display in three different formats: Inverse — Dark background and white text. Key station has its recommended cover units listed in the Cover Unit field. Dim — Light background. Key station does not require equipment; for example, meets its planned minimal equipment requirement. The status of an individual key stations determines the display attribute for the station ID. Key station status is in relation to the current need for equipment at the selected key station.
Agency	Display Only	Displays the agency ID to which the stations listed in the Key Station field belong. This agency ID is either the current signon agency or the agency ID used with the KC command.

Table 11-3 Key Station Cover Form Field Descriptions (Cont.)

Field	Format	Description
Cover	1A	Specify what you want PREMIER CAD to do. blank — Leave this field blank and select a key station to request that PREMIER CAD retrieve key cover recommendations. Y — Select of type Y to request that PREMIER CAD relocate the recommended cover units. The equipment is relocated from the cover station to the key station. **NOTE:** A key station record must exist in the Key Station Cover Configuration (MN.44) database form that matches the agency's current level, current level day, and current level hour.
Tone	1A	Specify whether PREMIER CAD automatically tones each station owning the recommended cover units when the Key Station Cover form is retransmitted. Y — Automatically tone each station. N — Do not automatically tone each station.
Cover Station	Display Only	Displays the ID of each station configured to cover the selected key station. This field does not display data until a key station is selected from the Key Station field.
Conditional Post	Display Only	Displays the conditional posts configured for the selected key station. This field does not display data until a key station is selected from the Key Station field. A station is not depleted if conditional posts can meet the requirements. PREMIER CAD searches conditional posts first when trying to cover a key station. If the conditional posts are depleted, PREMIER CAD searches the cover stations.
Cover Unit	Unit = 8AN Shift ID = 2AN	Displays the ID of each unit recommended to cover the selected key station (such as the unit is available and satisfies the corresponding vehicle type that is indicated in the From Station field). This field does not display data until a key station is selected from the Key Station field. To override the recommended units, type the units to temporarily assign to the key station. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Busy but available unit IDs normally appear in yellow in this field.
From Station	Display Only	Keys stations are listed either alphabetically or in a display-priority order configured by the system administrator when the individual key stations were defined. To cause station-specific data to display in the other fields of the Key Station Cover form, select a key station by placing the cursor in the key station ID field and pressing the Submit Form (F12) key.

Unassigning Vehicles From Cover Stations

VU

Use the Vehicle Uncover (VU) command to unassign up to five fire/EMS vehicles from the temporary cover status assigned for stations in need of extra coverage or equipment (see “Relocating Cover Station Equipment” on page 11-4). The VU command changes the status of cover vehicles from cover to clear and returns the vehicles to their original stations. You can use the VU command to automatically tone covering stations. This command is used for fire/EMS vehicles only.

NOTE

To clear vehicles from an incident, use the FR command (see “Command Identifiers” on page 10-10).

Command Identifiers

Default order:

- VU.<agency ID>/<vehicle ID>.TN

Command Identifier Descriptions

The following table describes the command identifiers for the Vehicle Uncover (VU) command.

Table 11-4 Vehicle Uncover (VU) Command Identifier Descriptions

Identifier	Format	Description
Vehicle ID Required	Vehicle ID = 8AN Shift ID = 2AN	Type the IDs of the vehicles to unassign station-cover status. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Up to five vehicles can be entered using a single command. Separate multiple vehicle IDs with commas (,). If a vehicle ID is specified without an agency ID, the signon agency is used for the vehicle.
Agency ID	2AN	Type the ID of the agency associated with the vehicle. Type a forward slash (/) after each agency ID to separate it from the corresponding vehicle ID; for example, `BF/ENG1` specifies vehicle ENG1 of agency BF. An agency ID specification is not required if the specified vehicle is assigned to the signon agency. If an agency ID is not specified and duplicate unit IDs are not allowed, PREMIER CAD searches for the specified unit in all the agencies specified in the Security Signon form in the order in which they were entered. If duplicate unit IDs are allowed, only the signon agency is searched.
TN	1A	Indicate whether the stations that currently control the cover vehicles are toned. Y — Tone the stations that currently control the cover vehicles. N — Do not tone the stations that control the cover vehicles (only necessary if `Yes` is the current toning default in the Agency Parameters database form). The Tone identifier (TN;) and flag (Y or N) must both be typed (`TN;Y` or `TN;N`), unless five vehicle IDs are specified. If five vehicles IDs are specified in a single VC command string, the command default order is maintained and the TN; identifier is not required. If this identifier is not used, the current Agency Parameters toning default is used. This toning specification overrides the toning default that is configured in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Example

`VU.A17,A9`	Changes the status of vehicles A17 and A9 from cover to clear and returns the units to their original stations.

CHAPTER 12

Email and Query Commands and Functions

You can send and receive email and notification messages from within the PREMIER CAD client.

External Email Overview

PREMIER CAD can send and receive email messages to and from external SMTP (Simple Mail Transfer Protocol) compliant email systems. To use this feature, the site must have a Windows 2000 server and an account set up for each user and for each console. In addition to personal emails, consoles can be set up to send and receive operations messages. Attachments are not allowed.

In addition to sending and receiving messages, you can browse or search for specific emails.

Several database forms are used to set up options for email:

- The External Email Alias Configuration (MN.51) database form is used to set up aliases for users. This eliminates the need to remember lengthy email addresses. If a recipient's email address changes, the address can be changed in this database but the user can continue to use the same alias (see the *PREMIER CAD Configuration Guide*).
- The External Email Group Configuration (MN.52) database form is used to support groupings for mass distribution of email. This database allows mass mailings to specified recipient groups (see the *PREMIER CAD Configuration Guide*).
- The Groups Configuration (MN.37) database form is used to define recipient groups for the PREMIER CAD email system and strike team groups for equipment tracking (see the *PREMIER CAD Configuration Guide*).
- The UDT Communications Configuration (MN.40) database form is used to specify whether email log data records are transferred to the PREMIER Universal Data Transfer (UDT) system (see the *PREMIER CAD Configuration Guide*).

Message Counters

The message counters on the Status bar indicate the number of email messages currently waiting to be read (also called queued). Five kinds of messages are used in PREMIER CAD:

- Console (C) messages are operations-related messages from the system or personnel (console or MDT) routed to the user by console ID. These messages are addressed to console numbers and intended for text that relates to incident-processing operations.
- Query (Q) messages are responses to queries from external information systems. Query messages are addressed to console numbers and return information for submitted queries from external information sources.
- Personal (P) messages are messages from other personnel (console or MDT) that have been routed to the user by name. These messages are addressed to individual names and intended for text that is personal and not necessarily related to operations.
- T (Task)—Messages sent to a group of users performing the same task
- Console external (CE) messages are email messages delivered to a console by an email program external to PREMIER CAD.
- Personal external (PE) messages are personal email messages delivered by an email program external to PREMIER CAD.

Message Types

The following list contains the message types that are used by PREMIER CAD. The message type displays in the Read Messages form. New messages have a green background and can be applied to any of the message types; messages that have been read have a grey background.

- Normal (Norm) messages are messages that do not belong to any of the other message type categories.
- Forwarded (Fwrd) messages are email messages forwarded by another email user.
- Reply (Rply) messages are email messages that are a reply to another email message.
- Certified (Cert) messages are email messages that send a reply to the originator when the recipient views the message.
- Acknowledgement (Ackn) messages are email messages that require the recipient to manually reply with an acknowledgment message before the user can delete or move the message.

- Query (Qery) messages are replies to queries sent to local, state, and national information systems.
- Automatic (Auto) reoccurring messages are system messages that are sent at regular intervals such as BOLO (Be on the Lookout) messages or scheduled automatic dispatches of predefined incidents.
- System (Syst) messages are messages generated by PREMIER CAD.
- Cancelled (Cans) messages are email messages that are cancelled by the sender. The recipient of the message still receives the message but the message does not contain any body text.
- Notification (Ntfy) messages are predefined email messages indicating that personnel or organizations must be notified as part of an incident response.

Reading Email

MR

Use the Mail Read (MR) command to display the contents of the INBOX mailbox or a specified mailbox, such as the OUTBOX or TRASH. The Email key (F6) can be used as a shortcut to the MR command to display the contents of the INBOX mailbox.

NOTE

The Email key (**F6**) displays the contents of the INBOX mailbox for the console. The Queries key (F2) displays the contents of the QUERY mailbox for the console (see "Viewing Query Results" on page 12-37).

Depending on the system configuration, issuing the MR command or pressing the Email key (**F6**) displays one of the following forms:

- View Messages by Console form
  This form displays the first queued console message (if one or more is currently queued). If no messages are queued, then the Read Messages form displays instead.
- Read Messages form
  This form displays a list of queued messages.

The form that displays is set in the Auto View Messages field of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

When you read a message from any mailbox, the associated message counter decreases by one.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- MR.M.T.E

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Mail Read (MR) command.

Table 12-1 Mail Read (MR) Command Identifier Descriptions

Identifier	Format	Description
M	10AN	Mailbox Type the mailbox selection to view: INBOX, QUERY, OUTBOX, TASK, TRASH, or user-defined. The default is INBOX.
T	1A	Type Type the mailbox to view. P — Personal C — Console (default)
E	1A	External Specify the type of mailbox to display. E — Display the external mailbox I — Display the internal mailbox (default)

Examples

MR.OUTBOX	Read the mail in the OUTBOX.
MR..P	Read the mail in the personal mailbox.

View Messages By Console Form – Page 1

Page 1 of the View Messages by Console form displays transaction-related information about a specific message. When a message is selected from the Read Messages form, Page 2 (if it is a normal text message) or Page 3 (if it is a BOLO description) is the first page that appears.

NOTE

When you send a message, you can specify template 0 for normal text messages or template 1 for BOLO text messages. The View Messages By Console form has only 2 pages for normal text messages (template 0); it has 3 pages for BOLO descriptions (template 1). The extra page shows the BOLO information as shown in "View Messages By Console Form – Page 2 Template 0 or Page 3 Template 1" on page 12-10.

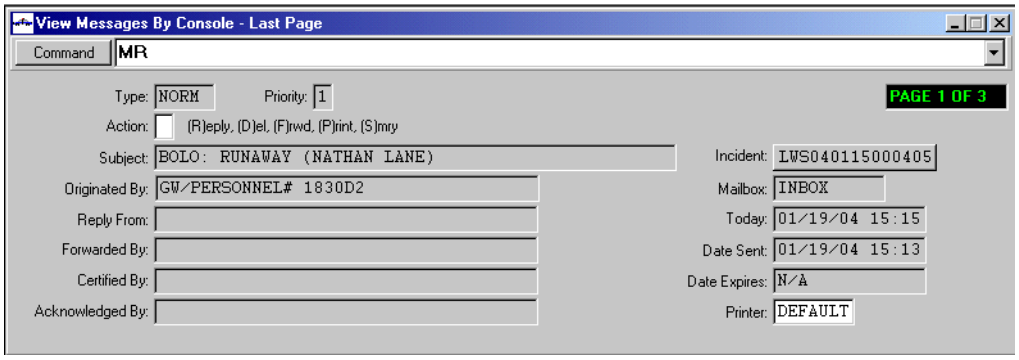


Figure 12-1 View Messages by Console Form – Page 1

Field Descriptions

The following table describes each field on Page 1 of the View Messages by Console form. To determine the name of the sender, issue the `WH.PN` command.

Table 12-2 View Messages By Console Form – Page 1 Field Descriptions

Field	Format	Description
Type	Display Only	Displays the type of message received. New messages have a have a green background and can be applied to any of the message types; messages that have been read have a grey background. Norm — Normal message Fwrd — Forwarded message Rply — Reply to message Cert — Certification message Ackn — Acknowledgement message Task — Task group message Qery — Query reply Auto — Automatic reoccurring message Syst — PREMIER CAD generated message Cans — cancelled message Ntfy — Notification message Tnfy — Task group notification
Priority	Display Only	Displays the priority of the message. Messages with the highest priority are displayed first.

Table 12-2 View Messages By Console Form – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Action	1A	Specify the action to apply to the message. The actions that display depend on the type of message being viewed. A — Acknowledgement message. R — Reply to email. **NOTE:** If task group or any other messages are sent by the Motorola User logon, users cannot reply to the message. Because the only way to delete a task group message is to reply to it, task group messages sent by Motorola User logon cannot be deleted. D — Delete the message. If the message requires acknowledgment, this option does not appear. After a message is deleted, the subject of the deleted message displays `*Message Deleted*`. Press the Message key (**F6**) to refresh the display. A notification message associated with an incident must have comments entered before the message can be deleted (see "Notification Comments Form" on page 12-19). F — Forward (move) the message (see "Forward Mail Form" on page 12-17). I — Attach an incident number to the message. P — Print the message. S — Display the Read Messages form (see "Read Messages Form" on page 12-11). C — Complete (close) the selected notification message. Settings in the Agency Parameters Configuration (MN.25) database form control the priority messages that can be deleted without first being viewed (see the *PREMIER CAD Configuration Guide*).
Subject	Display Only	Displays the subject of the message.
Incident	Button	Displays the incident number if an incident is associated with the message. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Originated By	Display Only	Displays the originator of the message. This field displays the sender's personnel number for email messages sent by users, the sender's unit ID for email messages sent by MDTs, and a unique system identifier for system email messages originated by PREMIER CAD.
Mailbox	Display Only	Displays the current mailbox name.
Reply From	Display Only	Displays the originator of the reply to the message.

Table 12-2 View Messages By Console Form – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Today	Display Only	Displays the current date and time. The date uses the YYMMDD format. The time uses the HH:MM format with the 24-hour military clock; for example, 23:45 for 11:45 pm.
Forwarded By	Display Only	Displays the personnel number of the person who forwarded the message.
Date Sent	Display Only	Displays the date and time the message was sent. The date uses the YYMMDD format. The time uses the HH:MM format with the 24-hour military clock; for example, 23:45 for 11:45 pm.
Certified By	Display Only	Displays the personnel number of the person who certified the message.
Date Expires	Display Only	Displays the message expiration date and time. This field is only applicable if the current mailbox is the Outbox.
Acknowledged By	Display Only	Displays the personnel number of the person who acknowledged the message.
Printer	7A	Type the printer name.

View Messages By Console Form – Page 2 Template 1

When senders want to send a BOLO message, they select template 1 from the Send Mail command or form (see “Sending Email” on page 12-21). Template 1 causes an additional page to appear when you display the View Messages By Console form. This additional page shows the details of the BOLO message.

NOTE
Entering information on this page does not trigger an automatic query.

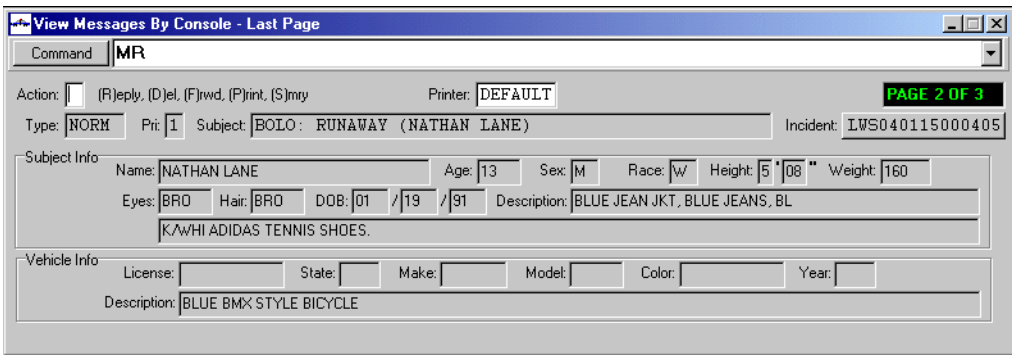


Figure 12-2 View Messages by Console – Page 2 Template 1

Field Descriptions

The following table describes each field on Page 2 of the View Mail form (template 1).

Table 12-3 View Messages by Console Form – Page 2 Template 1 Field Descriptions

Field	Format	Description
Action	1A	Specify the action. The actions listed vary depending on the message type that is being viewed. For details, see Table 12-2.
Printer	7A	Type the printer name.
Type	Display Only	Displays the type of message received. For details on types of messages, see Table 12-2.
Pri	Display Only	Displays the priority of the message.
Subject	Display Only	Displays the subject of the message.
Incident	Button	Displays the incident number if an incident is associated with the message. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see “Shortcut Menus” on page 2-17.
Subject Info		
Name	Display Only	Displays the subject’s name.
Age	Display Only	Displays the subject’s age.
Sex	Display Only	Displays the subject’s gender.
Race	Display Only	Displays the subject’s race.
Height	Display Only	Displays the subject’s height.
Weight	Display Only	Displays the subject’s weight.
Eyes	Display Only	Displays the subject’s eye color.
Hair	Display Only	Displays the subject’s hair color.
DOB	Display Only	Displays the subject’s date of birth. **NOTE:** This field does not follow the usual YYMMDD format.
Description	Display Only	Displays any further description necessary.

Table 12-3 View Messages by Console Form – Page 2 Template 1 Field Descriptions

Field	Format	Description
Vehicle Info		
License	Display Only	Displays the vehicle license plate number. The license plate number must be exact and complete.
State	Display Only	Displays the license plate state of issue.
Make	Display Only	Displays the vehicle manufacturer.
Model	Display Only	Displays the vehicle model.
Color	Display Only	Displays the vehicle color.
Year	Display Only	Displays the year of the vehicle.
Description	Display Only	Displays any further text description.

View Messages By Console Form – Page 2 Template 0 or Page 3 Template 1

Page 2 (for normal text messages) or Page 3 (for BOLO descriptions) of the View Messages by Console form displays the actual text of a specific message.

If a certified message is being viewed for the first time, PREMIER CAD sends an acknowledgment message to the originator of the message. If the message contains an incident number, the respective incident audit trail is also updated. If the certified message is a reoccurring or notification message without an originator, certifications and acknowledgments are logged only to the audit trail of the email system, and an acknowledgment message is not sent to the originator.

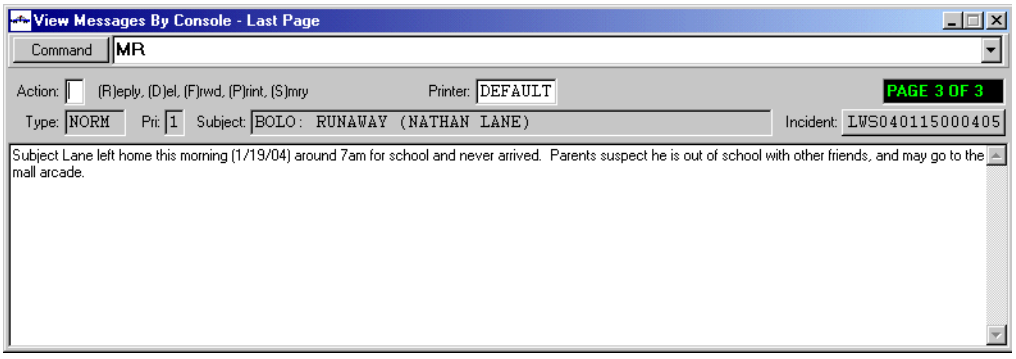


Figure 12-3 View Messages by Console Form – Page 2 Template 1 or Page 3 Template 0

Field Descriptions

The following table describes each field on Page 2 of the View Mail form (template 0).

Table 12-4 View Messages by Console Form – Page 2 Template 0 or Page 3 Template 1 Field Descriptions

Field	Format	Description
Action	1A	Specify the action. The actions listed vary depending on the message type that is being viewed. For details, see Table 12-2.
Printer	7A	Type the printer name.
Type	Display Only	Displays the type of message received. For details on types of messages, see Table 12-2.
Pri	Display Only	Displays the priority of the message.
Subject	Display Only	Displays the subject of the message.
Incident	Button	Displays the incident number if an incident is associated with the message. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see “Shortcut Menus” on page 2-17.
Text lines	Display Only	Displays the text of the message.

Read Messages Form

The Read Messages form displays a summary of the messages currently queued from other consoles and MDTs.

NOTE

Email messages display in the Read Messages form and are retained in PREMIER CAD for a predetermined number of days. The messages are deleted automatically at the end of this time period (consult your system administrator for information about this configuration). All email messages to be kept long term should be printed and not left in mailboxes.

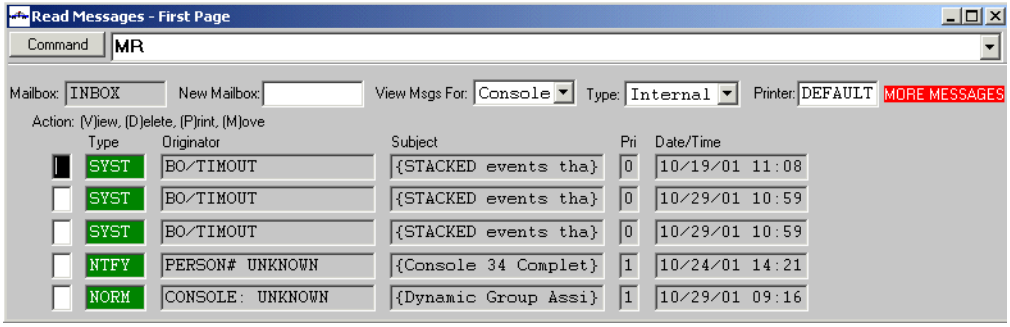


Figure 12-4 Read Messages Form

Field Descriptions

The following table describes each field on the Read Messages form.

Table 12-5 Read Messages Form Field Descriptions

Field	Format	Description
Mailbox	Display Only	Displays the mailbox name associated with the list.
New Mailbox	10AN	Type the name of the mailbox where the selected message is to be moved. Type M (Move) in the action field to move a message. You can also use field to display the contents of a different mailbox. For example, type `OUTBOX` and press **F12** to display the contents of your OUTBOX mailbox.
View Msgs For	1N	Specify whether console or personal messages are viewed. Console — View the console messages. Console messages are operations-related messages delivered to a console. Person — View personal messages. Personal messages are email messages addressed to individual names and intended for text that is personal. Certified and acknowledged mail is returned to the personal mail box.
Type	8A	Specify the type of messages to view. Internal — View internal messages. Internal messages are initiated from within the PREMIER CAD system to a PREMIER CAD message address, such as unit ID, console, group ID, or personnel ID. External — View external messages. External messages are sent from other external email programs.
Printer	7A	Type the printer name.

Table 12-5 Read Messages Form Field Descriptions (Cont.)

Field	Format	Description
Action	1A	Specify the action. V — View the message. D — Delete the message. PREMIER CAD moves deleted messages to the TRASH mailbox. If the message requires acknowledgment, this option does not appear. A notification message associated with an incident must have comments entered before the message can be deleted (see "Notification Comments Form" on page 12-19). P — Print the message. Accept the default print location or specify a new print location in the Printer field. M — Move the message. Settings in the Agency Parameters Configuration (MN.25) database form control what priority messages can be deleted without first being viewed (see the *PREMIER CAD Configuration Guide*).
Type	Display Only	Displays the type of message received. For details on types of messages, see Table 12-2. Messages you have not yet viewed display with a green background in the Type column.
Originator	Display Only	Displays the personnel number of the person who sent the message.
Subject	Display Only	Displays the subject of the message. Curly braces ({}) indicate that only a portion of the subject is displayed.
Pri	Display Only	Displays the priority of the message (0-9). Priority 0 is the highest priority and priority 9 is the lowest priority (priority is configurable in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).
Date/Time	Display Only	Displays the date and time the message was delivered. The date uses the YYMMDD format. The time uses the HH:MM format with the 24-hour military clock; for example, 23:45 for 11:45 pm.

Read Messages – Outbox Form

Any messages that have not yet been viewed by the recipients can be cancelled. Messages that have not been viewed are maintained in the OUTBOX mailbox for each console ID and personnel number. To open the Outbox form, type `Outbox` in the New Mailbox field of the Read Messages form and press **F12** (see "Read Messages Form" on page 12-11), or issue the MR.OUTBOX command (see "Read Messages – Outbox Form" on page 12-13).

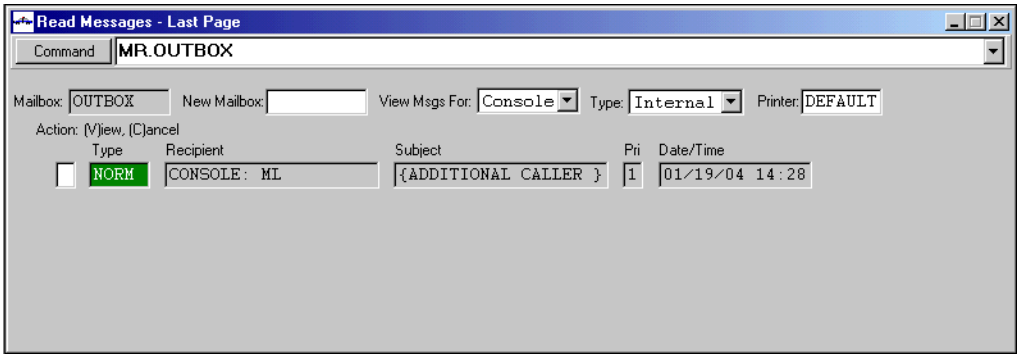


Figure 12-5 Read Messages – Outbox Form

Field Descriptions

The following table describes each field on the Read Messages – Outbox form.

Table 12-6 Read Messages – Outbox Form Field Descriptions

Field	Format	Description
Mailbox	Display Only	Displays the name of the current mailbox.
New Mailbox	10AN	Type the name of a new mailbox to access. Valid entries include OUTBOX, TRASH, QUERY, INBOX and TASK.
View Msgs For	1N	Specify whether console or personal messages are viewed. Console — View the console messages. Console messages are operations-related messages delivered to a console. Person — View personal messages. Personal messages are email messages addressed to individual names and are intended for text that is personal and not necessarily related to operations.
Type	8A	Specify the message type to view. Internal — View internal messages. Internal messages are initiated from within the PREMIER CAD system to a PREMIER CAD message address, such as unit ID, console, group ID, or personnel ID. External — View external messages. External messages are sent from other external email programs.
Printer	7A	Type the printer name.
Action	1A	Specify the action. V — View the message. C — Cancel the message. The original recipient of the message still receives the message; however, the received message indicates that the message was cancelled, and the message does not contain any body text.

Table 12-6 Read Messages – Outbox Form Field Descriptions (Cont.)

Field	Format	Description
Type	Display Only	Displays the type of message received. For details on types of messages, see Table 12-2.
Recipient	Display Only	Displays the message recipient.
Subject	Display Only	Displays the message subject.
Pri	Display Only	Displays the message priority.
Date/Time	Display Only	Displays the date and time the message was sent. The date uses the YYMMDD format. The time uses the HH:MM format with the 24-hour military clock; for example, 23:45 for 11:45 pm.

Reading Task Group Notifications

Task group notifications are mail messages sent to a group of users that perform similar tasks. Task groups are defined in the Groups Configuration (MN.37) database form (see the *PREMIER CAD Configuration Guide*).

The TASK mailbox holds the task group messages and the Tasks counter on the PREMIER CAD status bar shows the number existing task group messages. When a member of the task group selects and views a task message, the message is transferred from the task group to the users personal mail and the message no longer displays in the tasks message summary list. Messages can be cancelled by the user and returned to the task group.

Only one member in a group can view an individual message at a time and only one of the members in a group must perform the task for each message. Any task group messages that are not completed are automatically re-routed to the task group at sign off.

Reply To Mail Form

The Reply To Mail form appears if R is typed in the Action field of the View Messages By Console form. This form is used to reply to the selected message (see “View Messages By Console Form – Page 1” on page 12-5).

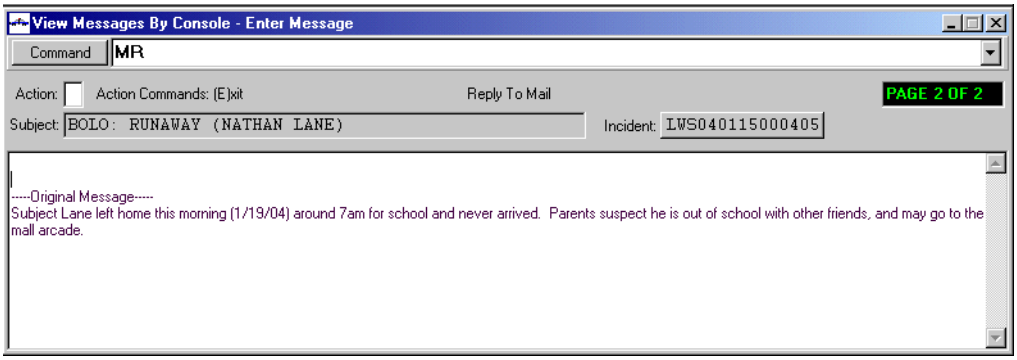


Figure 12-6 Reply To Mail Form

Field Descriptions

The following table describes each field on the Reply To Mail form.

Table 12-7 Reply To Mail Form Field Descriptions

Field	Format	Description
Action	1A	Specify the action. The actions listed vary depending on the message type that is being viewed. For details, see Table 12-2. To exit without sending a reply message, type E.
Subject	Display Only	Displays the subject of the message. Curly braces ({ }) indicate that only a portion of the subject is displayed.
Incident	Button	Displays the incident number if an incident is associated with the message. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see “Shortcut Menus” on page 2-17.
Text lines	unlimited	Type the reply text above the original message text.

Forward Mail Form

The Forward Mail form appears when F is typed in the Action field of the View Messages By Console form. The form forwards the selected message to one or more recipients (see "View Messages By Console Form – Page 1" on page 12-5).

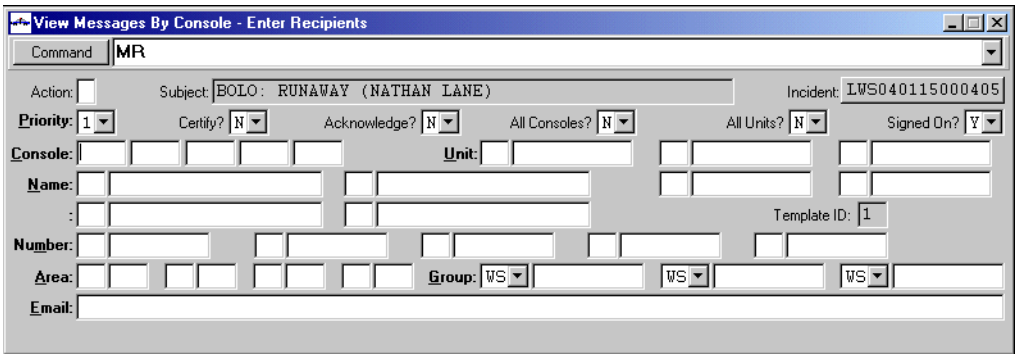


Figure 12-7 Forward Mail Form

Field Descriptions

The following table describes each field on the Forward Mail form.

Table 12-8 Forward Mail Form Field Descriptions

Field	Format	Description
Action	1A	To exit without sending a reply message, type E.
Subject	Display Only	Displays the subject of the message. Curly braces ({ }) indicate that only a portion of the subject is displayed.
Incident	Button	Displays the incident number if an incident is associated with the message. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Priority	1N	Select the priority of the forwarded message (0-9). Priority 0 is the default highest priority and priority 9 is the default lowest priority. These settings can be changed in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Table 12-8 Forward Mail Form Field Descriptions (Cont.)

Field	Format	Description
Certify?	1A	Specify whether to send the message certified. Y — Send message certified. N — Do not send message certified. Sending a certified message returns a message to the originator when each recipient views the message for the first time. This reply is sent to the personal mailbox of the originator, not to the console mailbox. This function applies only to console and personnel messages and not messages to units (MDTs). If the message is sent with a referenced incident number, the corresponding audit trail also receives the message.
Acknowledge?	1A	Specify whether the message requires an acknowledgement. Y — Require an acknowledgement. N — Do not require an acknowledgement. Sending an email message as acknowledged requires the recipients to manually reply with an acknowledgment message before the message can be deleted or moved. The acknowledgment message is sent to the originator's personal mailbox, not to the console mailbox. This function applies only to console and personnel messages and not messages to units (MDTs). If the message is sent with a referenced incident number, the corresponding audit trail also receives the acknowledgment message.
All Consoles?	1A	Specify whether to send the message to all consoles. Y — Send message to all consoles. N — Do not send messages to all consoles.
All Units?	1A	Specify whether to send the message to all units. Y — Send message to all units. N — Do not send messages to all units.
Signed On?	1A	Specify whether to send the message to all signed on consoles only. Y — Send message only to signed on consoles. N — Send the message to signed on and signed off consoles.
Console	4AN each	Type up to five console IDs to forward the email messages.
Unit	Agency = 2AN Unit = 8AN Shift ID = 2AN	Type up to five unit IDs to forward the message to. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Units must be MDT equipped.

Table 12-8 Forward Mail Form Field Descriptions (Cont.)

Field	Format	Description
Name	Agency = 2AN Name = 20AN	Type up to four personnel names to forward the email messages. The personnel name must be typed exactly as it appears in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** The two-character agency ID is required with the personnel name.
Template ID	Display Only	Displays the code for the template to be used for the message. 0 — Free form page 1 — BOLO template (Be on the Lookout)
Number	Agency = 2AN Number = 9AN	Type up to five personnel numbers to forward the email messages. **NOTE:** The two-character agency ID is required with the personnel number.
Area	Agency = 2AN Area = 2AN	Type up to four areas to forward the email messages. The two-character agency ID is required with the area. **NOTE:** Because the label for Area is configurable, your Forward Mail form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Group	10AN	Type up to three group IDs to forward the email messages.
Email	unlimited	Type the external email address of the recipient. Any address not in the form `user@domain` is considered as an email alias or email group (see External Email Alias Configuration (MN.51) and External Email Group Configuration (MN.52) in the *PREMIER CAD Configuration Guide*).

Notification Comments Form

A notification message associated with an incident must have comments entered before the message can be deleted. Once comments are entered, you can perform the Attempt or a Complete action. Use the Notifications Comments form to type comments.

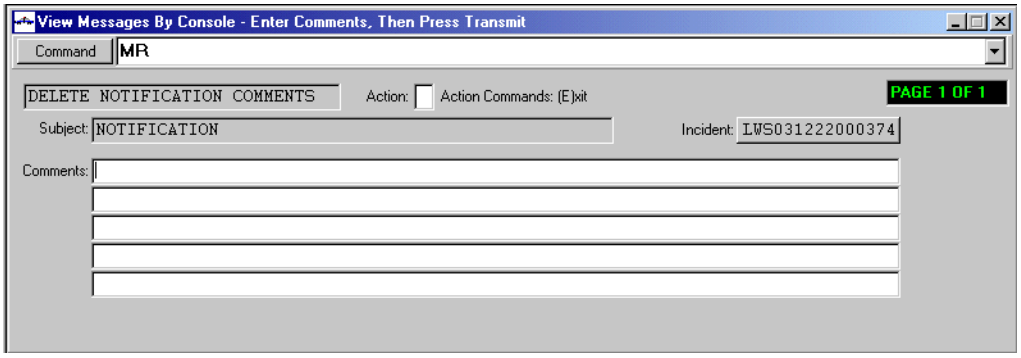


Figure 12-8 Notification Comments Form

Field Descriptions

The following table describes each field on the Notification Comments form.

Table 12-9 Notification Comments Form Field Descriptions

Field	Format	Description
Action	1N	To exit the form without deleting the notification, type E.
Subject	Display Only	Displays the subject of the message. Curly braces ({ }) indicate that only a portion of the subject is displayed.
Incident	Button	Displays the incident number if an incident is associated with the message. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Comments	5 lines, 78AN each	Type any comments relating to the incident. Comments entered are written to the respective incident audit trail with the subject of the notification. The notification remains listed in the Read Messages form until it is completed.

Sending Email

SM

The Send Mail (SM) command sends normal (Norm) and Notification (Ntfy) email messages to other PREMIER CAD users and sends email messages through the SMTP gateway to non-PREMIER CAD users. Messages sent using this command are sent to the INBOX mailbox of the specified recipients or to the external email mailboxes. If you issue this command without any identifiers or information elements, the Send Mail Envelope form appears (see "Send Mail Envelope Form – Page 2 Template 0 or Page 3 Template 1" on page 12-28). Page forward using the Next Page key (**Shift+F8** or **F16**) to enter message text.

Once sent, messages can be cancelled if they have not yet been viewed (see "Read Messages – Outbox Form" on page 12-13).

NOTE

Email messages can be sent to unit MDTs. This type of message is called an Admin message. Admin messages are printed at a connected printer as they are sent to recipients. However, the email system can be configured to hold sent Admin messages in the spooler instead of printing them (MN.25, Page 7).

Messages that remain in the spooler are retrieved by a macro and sent to holding files that can be transferred to a PC for viewing, archiving, or searching purposes (see the *PREMIER CAD System Administrator Guide* for more information).

Command Identifiers

Default order:

- SM.S.C.U.P.PN.A.G.AC.AU.PR.CE.AK.SO.T.I

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Send Mail (SM) command.

NOTE

All messages must contain at least one recipient (console, unit, name, number, area, or group) to be sent. If a recipient is typed more than once, the recipient receives only one copy of the message.

Table 12-10 Send Mail (SM) Command Identifier Descriptions

Identifier	Format	Description
S	50AN	Subject Type the subject of the message.
C	4AN each	Console Type up to five console IDs to receive the message. Separate each ID with a comma. The minimum length for this field is 1 character.
U	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit Type up to five unit IDs to receive the message. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Precede each ID with the corresponding agency ID and a forward slash (/). Separate multiple IDs with commas (,). **Example**: `WS/015-01,WS/010-01,WS/013-01`
P	20AN each	Personnel Type up to four personnel names to receive the message. Precede each name with the corresponding agency ID and a forward slash (/). Separate multiple names with commas (,). **Example**: `WS/Bill Jones,WS/Bob Jones`
PN	9AN each	Personnel Number Type up to five personnel numbers to receive the message. Precede each personnel number with the corresponding agency ID and a forward slash (/). Separate multiple numbers with commas (,). **Example**: `WS/0001234,BO/0002456`
A	3AN each	Areas Type up to four areas IDs to receive the message. Precede each ID with the corresponding agency ID and a forward slash (/). Separate multiple IDs with commas (,). **Example**: `WS/AR02,WS/AR02,WS/AR03`
G	10AN each	Group Type up to three group IDs to receive the message. Separate multiple IDs with commas (,). **Example**: `group1,group2,group3` When you enter a group on the command line and press F12, Page 2 of the Send Mail Envelope form opens so you can enter your message text.

Table 12-10 Send Mail (SM) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
AC	1A	All Consoles Specify whether the message is sent to all consoles. Y — Send the message to all consoles. N — Send the message to specific consoles only.
AU	1A	All Units Specify whether the message is sent to all units. Y — Send the message to all units. N — Send the message to specific units only.
PR	1N	Priority Type the priority of the message (0-9). Priority 0 is the highest priority and priority 9 is the lowest priority (priority is configurable in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).
CE	1A	Certified Specify whether the message should be sent certified. Y — Send the message certified. N — Send the message without certification. Sending a certified message causes the email system to reply to the originator with a short notification message as soon as each recipient views the message for the first time. This reply is sent to the personal mailbox of the originator, not to the console mailbox. This function applies only to console and personnel messages and not messages to units (MDTs). If the message is sent with a referenced incident number, the corresponding audit trail also receives the notification message.
AK	1A	Acknowledge Specify whether to require an acknowledgement for the mail message. Y — Message requires acknowledgment. N — No acknowledgment is necessary. Sending an email message as acknowledged forces the recipients to manually reply with an acknowledgment message before the message can be deleted or moved. The acknowledgment message is sent to the originator’s personal mailbox, not to the console mailbox. This function applies only to console and personnel messages and not messages to units (MDTs). If the message is sent with a referenced incident number, the corresponding audit trail also receives the acknowledgment message.

Table 12-10 Send Mail (SM) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
SO	1A	Signed On Specify whether to only send the message to consoles that are signed on. Y — Send the message to only consoles that are signed on. N — Send the message to both signed on and signed off consoles. Use this identifier to override the default that is set in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).
T	1N	Template Specify the type of template to use for the message. 0 — Use the template for normal text messages. 1 — Use the template for BOLO (Be on the Lookout) descriptions. The template displays the second page of the message form where the text is entered.
I	15AN	Incident Type the incident number that is associated with the message if the audit trail of the incident should include the message that is being sent. If the typed incident number is for an agency that is other than the operator's signon agency, the incident number must be preceded by the appropriate agency ID and a forward slash (/); for example, `BO/N01234567890`.

Examples

`SM.Subject on First Street.. WS/015,WS/010, WS/013`	Send mail to units 015, 010, and 013 in the WS agency with the subject line Subject on First Street.
SM.Message Received.34	Send mail to console 34 with the subject line Message Received.

Send Mail Envelope Form – Page 1

Page 1 of the Send Mail Envelope form appears if the SM command is issued without any identifiers. Use this form to specify the recipients of a message.

NOTE

When you send a message to a dynamic group, only the signed on members of the group are sent the mail/task. The setting in the Signed On? field is not used. The mail/task is not stored if the unit is not logged on.

Non-dynamic members based on Number, Name, and Console use setting in the Signed On? field.

If a unit is not logged on, the unit mail is not stored.

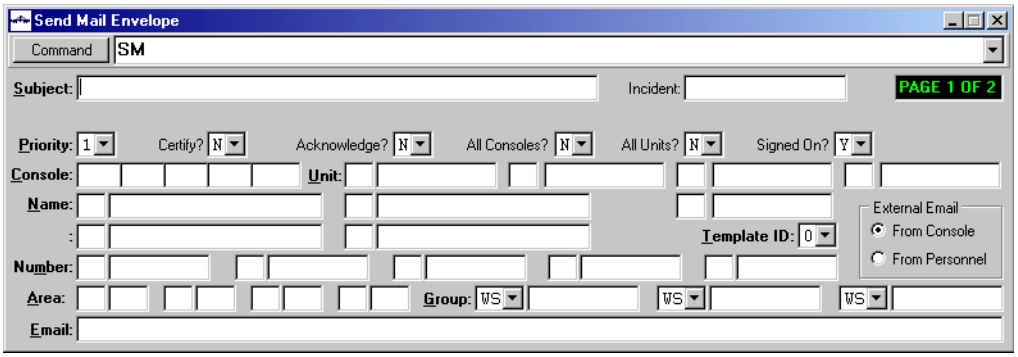


Figure 12-9 Send Mail Envelope Form – Page 1

Field Descriptions

The following table describes each field on the Send Mail Envelope form Page 1.

Table 12-11 Send Mail Envelope Form – Page 1 Field Descriptions

Field	Format	Description
Action	1A	To exit without sending a reply message, type E.
Subject	50AN	Displays the subject of the message. Curly braces ({ }) indicate that only a portion of the subject is displayed.
Incident	15AN	Type the incident number to associate with the message.
Priority	1N	Select the priority of the message (0-9). Priority 0 is the default highest priority and priority 9 is the default lowest priority. These settings can be changed in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Table 12-11 Send Mail Envelope Form – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Certify?	1A	Specify whether to send the message certified. Y — Send message certified. N — Do not send message certified. Sending a certified message sends the originator a short message when each recipient views the message for the first time. This reply is sent to the personal mailbox of the originator, not to the console mailbox. This function applies only to console and personnel messages and not messages to units (MDTs). If the message is sent with a referenced incident number, the corresponding audit trail also receives the notification message.
Acknowledge?	1A	Specify whether the message requires an acknowledgement. Y — Require an acknowledgement. N — Do not require an acknowledgement. Sending an email message as acknowledged requires the recipients to manually reply with an acknowledgment message before the message can be deleted or moved. The acknowledgment message is sent to the originator's personal mailbox, not to the console mailbox. This function applies only to console and personnel messages and not messages to units (MDTs). If the message is sent with a referenced incident number, the corresponding audit trail also receives the acknowledgment message.
All Consoles?	1A	Specify whether to send the message to all consoles. Y — Send message to all consoles. N — Do not send messages to all consoles.
All Units?	1A	Specify whether to send the message to all units. Y — Send message to all units. N — Do not send messages to all units.
Signed On?	1A	Specify whether to send the message to all signed on consoles only. Y — Send message only to signed on consoles. N — Send the message to signed on and signed off consoles.
Console	4AN each	Type up to five console IDs to send the email messages. The minimum length for this field is 1 character.
Unit	Agency = 2AN Unit = 8AN Shift ID = 2AN	Type up to five unit IDs to forward the message to. Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. Units must be MDT equipped. **NOTE:** The agency ID is required with the unit ID. Type the agency ID in the first box for each unit ID.

Table 12-11 Send Mail Envelope Form – Page 1 Field Descriptions (Cont.)

Field	Format	Description
Name	Agency = 2AN Name = 20AN	Type up to four personnel names to send the email messages. The personnel name must be typed exactly as it appears in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** The two-character agency ID is required with the personnel name. Type the agency ID in the first box for each name.
Template ID	1N	Type the code for the template to be used for the message. 0 — Free form page 1 — BOLO template (Be on the Lookout)
External Email	Button	Specify how to send the message. Console — Send the message to a console. Console messages are operations-related messages delivered to a console. Person — Send the message as a personal message. Personal messages are email messages addressed to individual names and intended for text that is personal and not necessarily related to operations.
Email	unlimited	Type the external email address, external email groups, or external email aliases for routing messages through the SMTP email server.
Number	Agency = 2AN Number = 9AN	Type up to five personnel numbers to send the email messages. **NOTE:** The two-character agency ID is required with the personnel number. Type the agency ID in the first box for each personnel number.
Area	Agency = 2AN Area = 2AN	Type up to four areas to send the email messages. The two-character agency ID is required with the area. **NOTE:** The two-character agency ID is required with the area. Type the agency ID in the first box for each area. Because the label for Area is configurable, your Send Mail Envelope form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide.*
Group	10AN	Type up to three group IDs to send the email messages. Groups are created in the Groups Configuration (MN.37) database form. For more information see the *PREMIER CAD Configuration Guide*. **NOTE:** The two-character agency ID is required with the group. Type the agency ID in the first box for each group.
Email	unlimited	Type the external email address of the recipient. Any address not in the form `user@domain` is considered as an email alias or email group (see External Email Alias Configuration (MN.51) and External Email Group Configuration (MN.52) in the *PREMIER CAD Configuration Guide*).

Send Mail Envelope Form – Page 2 Template 0 or Page 3 Template 1

The Send Mail Envelope form appears when you press the Next Page key (**Shift+F8** or **F16**) on the Send Mail Envelope form. The form contains the text of the message. Two different forms can be displayed, depending on the Template number entered in the Send Mail form. The first form, template 0, displays the normal form. The second form, template 1, displays text fields for Be On the Lookout (BOLO) messages.

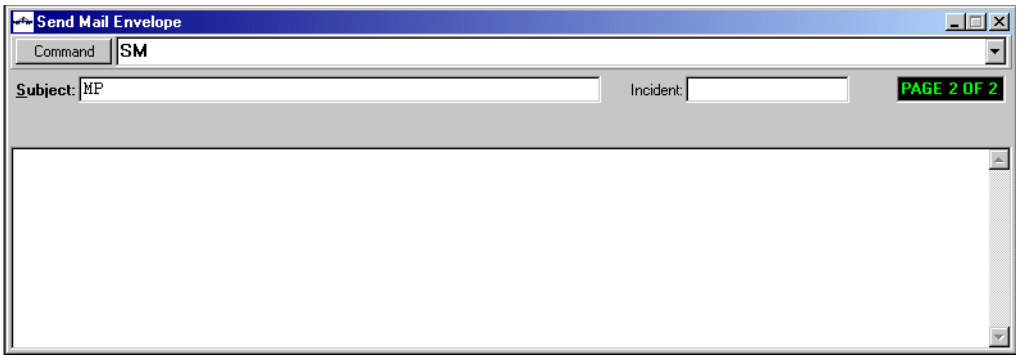


Figure 12-10 Send Mail Envelope Form – Page 2 Template 0 or Page 3 Template 1

Field Descriptions

The following table describes each field on the Send Mail Envelope form Template 0 form. Template 0 is used for normal text messages.

Table 12-12 Send Mail Envelope Form – Page 2 Template 0 Field Descriptions

Field	Format	Description
Subject	50AN	Displays the subject from the Send Mail Envelope form.
Incident	15AN	Type the incident number to associate with the message.
<text lines>	unlimited	Type the message text. If the space initially displayed is used, the text area is automatically increased.

Send Mail Envelope Form – Page 2 Template 1

The Send Mail Envelope form appears when you press the Next Page key (**Shift+F8** or **F16**) on the Send Mail Envelope form. The form contains the text of the message. Two different forms can be displayed, depending on the Template number entered in the Send Mail form. The first form, template 0, displays the normal form. The second form, template 1, displays text fields for a BOLO (Be on the Lookout) message.

NOTE
Entering information in this form does not trigger an automatic query.

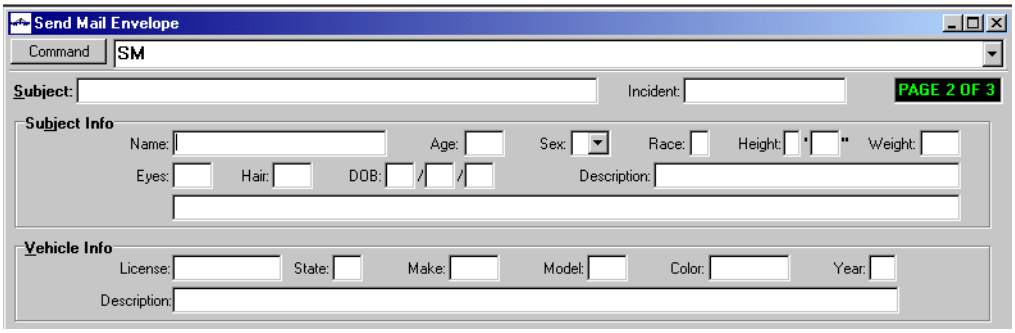


Figure 12-11 Send Mail Envelope Form – Page 2 Template 1

Field Descriptions

The following table describes each field on the Send Mail Envelope Form – Page 2 Template 1. Template 1 is used for BOLO (Be on the Lookout) messages.

Table 12-13 Send Mail Envelope Form – Page 2 Template 1 Field Descriptions

Field	Format	Description
Subject	50AN	Type the subject text.
Incident	15AN	Type the incident number associated with the message.
Subject Info		
Name	20AN	Type the subject's name.
Age	3AN	Type the subject's age.
Sex	1A	Type the subject's gender.
Race	1A	Type the subject's race.
Height	3N	Type the subject's height.
Weight	3N	Type the subject's weight.
Eyes	3AN	Type the subject's eye color.
Hair	3AN	Type the subject's hair color.
DOB	MMDDYY	Type the subject's date of birth. **NOTE:** This field does not follow the usual YYMMDD format.
Description	105AN	Type any further description necessary.
Vehicle Info		
License	10AN	Type the vehicle license plate number. The license plate number must be exact and complete.
State	2AN	Type the license plate state of issue.
Make	4AN	Type the vehicle manufacturer.

Table 12-13 Send Mail Envelope Form – Page 2 Template 1 Field Descriptions (Cont.)

Field	Format	Description
Model	3AN	Type the vehicle model.
Color	7AN	Type the vehicle color.
Year	2N	Type the year of the vehicle.
Description	70AN	Type any further text description.

Sending Notification Messages

NT

The Send Notification (NT) command sends notification messages or normal email messages to other PREMIER CAD users.

- Notification mail is used to send a predefined notification message to a list of personnel and organizations that must be notified as part of an incident response. For example, the FAA is notified of an airplane crash incident. The notification message text, message number, and recipients are defined in the Reoccurring Message Configuration (MN.36) database form (see the *PREMIER CAD Configuration Guide*).

  Notification messages can be attached to response types using the Incident Response Configuration (MN.24) database form (see the *PREMIER CAD Configuration Guide*). Response type notifications are sent automatically during initial incident dispatch.

- Notification mail functions the same as the SM command (see "Sending Email" on page 12-21). However, normal messages sent using the NT command are sent to either the INBOX or the QUERY mailbox of the specified recipients depending on the current email system configuration in Page 7 of the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Command Identifiers

This command can be issued without command identifiers.

Default order:

- `NT.S.C.U.P.PN.A.G.AC.AU.PR.CE.AK.SO.T.I.R`

Commonly used options:

- `NT.S.C.P.PN.A.G.AC.AU.PR.CE.AK.SO.T.I` (normal messages)
- `NT.S..........I.R` (notification messages)

NOTE

Repeated periods (`..`) represent excluded elements of the overall Command Default Order. For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Send Notification (NT) command.

NOTE

When you send a message to a dynamic group, only the signed on members of the group are sent the mail/task. The setting in the Signed On? field is not used. The mail/task is not stored if the unit is not logged on.

Non-dynamic members based on Number, Name, and Console use setting in the Signed On? field.

If a unit is not logged on, the unit mail is not stored.

Table 12-14 Send Notification (NT) Command Identifier Descriptions

Identifier	Format	Description
Notification-Related Identifiers		
I	15AN	Incident Type the full incident number that is associated with the message. If the typed incident number is for an agency that is other than the operator's signon agency, the incident number must be preceded by the appropriate agency ID and a forward slash (/). **Example**: `BO/YYMMDD<Incident Number>`. The corresponding incident audit trail is updated with the message details.
R	8AN	Response Type a response type code or a predefined notification message number for the specified incident number. Notification numbers are unique, system-generated numbers from 1 to 99,999,999. Notification numbers must be preceded by a pound sign (#). The R identifier can be used only with the I identifier. When the R identifier is used, the only other identifier that can be used in the command string is I.
All Other Identifiers		
See the SM command identifiers described in Table 12-10.		

Example

`NT.Airplane down. 34..WS001440`	Send a notification message to console 34 with the subject Airplane Down for incident WS001440.

Notification Create Form – Page 1

The Notification Create form appears if the NT command is issued without any identifiers. You use the form to specify the recipients for the notification.

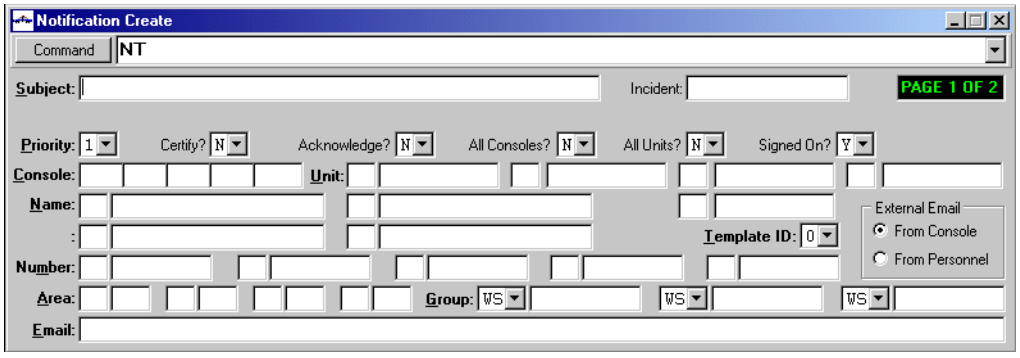


Figure 12-12 Notification Create Form – Page 1

Field Descriptions

The Notification Create form – Page 1 contains the same fields as the Send Mail Envelope form (see “Send Mail Envelope Form – Page 1” on page 12-25).

Notification Create Form – Page 2

The Notification Create form displays when the Next Page key (Shift+F8 or F16) is pressed on the Notification Create form. The form is used to type the text of the notification message.

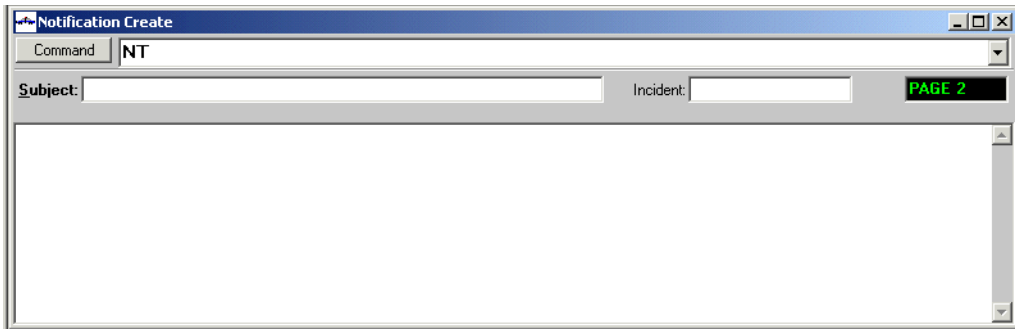


Figure 12-13 Notification Create Form – Page 2

Field Descriptions

The Notification Create form – Page 2 contains the same fields as the Send Mail Envelope form (see “Send Mail Envelope Form – Page 2 Template 0 or Page 3 Template 1” on page 12-28).

Browsing and Searching for Email Messages

EB Use the Email Browse (EB) command to display a form where you can specify criteria to use to search for specific email messages. You can search by date, time, sender, subject, or recipient. PREMIER CAD retrieves all matching email messages. You can then view a selected message. This command has no command identifiers.

The form has two tabs, Message Summary and Message Detail. The Message Summary tab is where you enter the search criteria. After you submit the form, PREMIER CAD displays all matching email messages in a list on the Message Summary tab. Click any column heading to sort the list. You can then select the message you want to view and press **Alt+D** to display that message on the Message Detail tab.

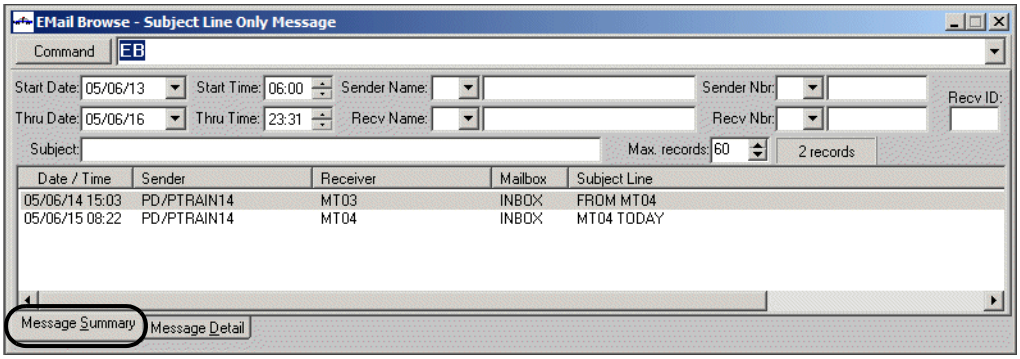


Figure 12-14 Email Browse Form – Message Summary Tab

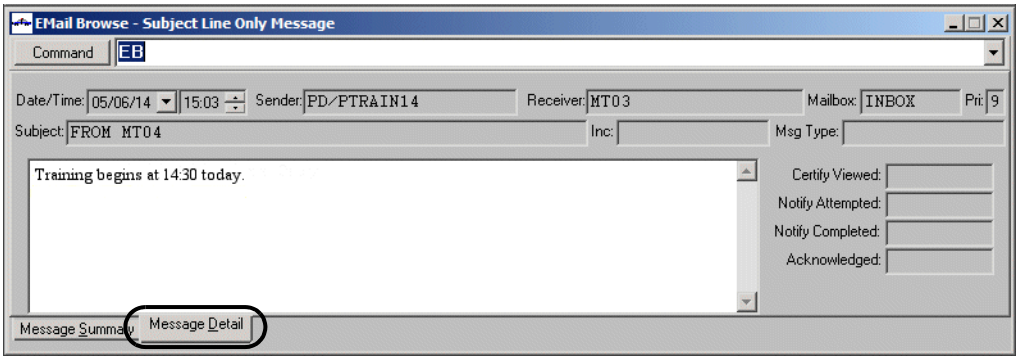


Figure 12-15 Email Browse Form – Message Detail Tab

Field Descriptions

The following table describes each field on the Email Browse form. To create a very specific search, enter values in as many fields as possible.

Table 12-15 Email Browse Form Field Descriptions

Field	Format	Description
Message Summary Tab		
Start Date	YYMMDD	Type or select the start date for the search. The Start Date and Thru Date fields allow a search for email messages that were created on the specified date or during the specified period. The current date is the default. **NOTE:** When you click in or tab to the date field, the display changes to YYYYMMDD.
Start Time	HHMM	Type or select the time using a 24-hour military clock format. Midnight (00:00) is the default.

Table 12-15 Email Browse Form Field Descriptions (Cont.)

Field	Format	Description
Sender Name	20AN	Sender Name includes two fields. In the first field, type or select the sender's agency ID. If you do not specify an agency, your signon agency is used. In the second field, type the sender's name as defined in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** Specify either the sender's name or the sender's personnel number, not both.
Sender Nbr	9AN	Sender Number includes two fields. In the first field, type or select the sender's agency ID. In the second field, type the sender's personnel number as defined in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** Specify either the sender's name or the sender's personnel number, not both.
Thru Date	YYMMDD	Type or select the end date for the search. The current date is the default. **NOTE:** When you click in or tab to the date field, the display changes to YYYYMMDD.
Thru Time	HHMM	Type or select the end time for the search using a 24-hour military clock format. Midnight is the default.
Recv Name	20AN	Receiver Name includes two fields. In the first field, type or select the receiver's agency ID. If you do not specify an agency, your signon agency will be used. In the second field, type the receiver's name as defined in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** You can specify either the receiver's name, the receiver's personnel number, or the receiver's console ID.
Recv Nbr	9AN	Receiver Number includes two fields. In the first field, type or select the receiver's agency ID. In the second field, type the receiver's personnel number as defined in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** You can specify either the receiver's name, the receiver's personnel number, or the receiver's console ID.
Recv ID	4AN	Receiver's Console ID Type the receiver's console ID. **NOTE:** You can specify either the receiver's name, the receiver's personnel number, or the receiver's console ID.

Table 12-15 Email Browse Form Field Descriptions (Cont.)

Field	Format	Description
Subject	50AN	Type the subject of the email for which you are searching. If you type only the first few words of a subject, PREMIER CAD will retrieve all messages with subjects that start with those words. If you leave the subject field blank, PREMIER CAD retrieves all messages that meet your other criteria, regardless of the subject.
Max records	3N	Select or type the maximum number of records you want PREMIER CAD to display in the list. Only 300 records can be retrieved at a time,
Records	Display Only	After you submit the form, this field displays the number of email messages found that match your search criteria. If this number is greater than the value in the Max records field and you want to make sure that PREMIER CAD displays all matching records, change the Max records value and resubmit the form.
List	Table	After you submit the form, this area displays a list of all email messages that match your selection criteria. The list shows the date and time the message was transmitted, the sender's ID, the recipient's ID, and the subject of the message. You can sort a column by clicking its header. You can also adjust the column sizes by dragging the column margin with the mouse. When the list appears, the first message is selected. To select a different message to view, use the arrow keys on the keyboard or select the message with your mouse. Then press **Alt+D** to view the message on the Message Detail tab. To return to the Message Summary tab from the Message Detail tab, press **Alt+S**.
Message Detail Tab		
Date/Time	Display Only	Displays the date and time the message was transmitted. The date is in the YYMMDD format.
Sender	Display Only	Displays the sender's name or personnel number.
Receiver	Display Only	Displays the receiver's name, personnel number, or console ID.
Mailbox	Display Only	Displays the mailbox containing the message.
Pri	Display Only	Displays the priority of the message.
Subject	Display Only	Displays the subject of the message.
Incident	Display Only	Displays the incident number associated with the message if applicable.
Msg Type	Display Only	Displays the type of the message (see "Message Types" on page 12-2).

Table 12-15 Email Browse Form Field Descriptions (Cont.)

Field	Format	Description
Message Area	Display Only	Displays the text of the message.
Certify Viewed	Display Only	Displays the date and time viewed, if available, for certified messages.
Notify Attempted	Display Only	Displays the date and time of attempted delivery, if available, for notification messages.
Notify Completed	Display Only	Displays the date and time of completed delivery, if available, for notification messages.
Acknowledged	Display Only	Displays the date and time of acknowledgement, if available, for messages requiring acknowledgement.

Viewing Query Results

F2

Use the Queries key (F2) to view the results of queries sent to local, state, and national information systems. This key functions similar to the Email key (F6), but looks for query messages instead of console messages (see “Reading Email” on page 12-3).

Before using this key, verify that the Q message counter indicates that at least one query response message is waiting (see “Status Monitors” on page 2-13). Depending on the current system configuration, either the View Messages by Console or the Read Messages form appears (see “View Messages By Console Form – Page 1” on page 12-5 or “Read Messages Form” on page 12-11). Various functions can be performed on viewed query responses by using the actions of the Read Messages form.

Additional queued messages can be viewed by pressing the Queries (F2) key again.

CAUTION

Pressing the Queries (F2) key to view additional queued messages can automatically delete viewed messages. This delete feature is a site-specific Agency Parameters Configuration (MN.25) database form configuration option (see the *PREMIER CAD Configuration Guide*).

Polling For Text on an MDT

Use the Poll Text (PT) command to request the text that is currently displayed on a specific mobile data terminal (MDT). The request is sent to the mobile vendor's router which sends the command to the MDT. The information is collected from the MDT and formatted as a plain text email reply. The email reply is then sent to the inbox of the CAD console where the request originated and the console message counter is incremented (see "Message Counters" on page 12-2).

NOTE
The mobile vendor must support this feature.

Command Identifiers

Default order:

- PT.<unit ID>

Command Identifier Descriptions

The following table describes the command identifiers for the Poll Text (PT) command.

Table 12-16 Poll Text (PT) Command Identifier Descriptions

Identifier	Format	Description
U Required	Agency = 2AN Unit = 8AN Shift ID = 2AN	Unit ID Type the unit ID. Add a dash and a shift ID after the unit if needed. If duplicate unit IDs are allowed across agencies, type <*agency ID*>/<*unit ID*>. If the agency ID is not specified, PREMIER CAD inserts the operator's agency.

Example

PT.1A12	Displays the current screen of the MDT for unit 1A12.

CHAPTER 13

Location Commands and Functions

Use these commands to display and use location information.

Displaying Location Details

LD

Use the Location Detail (LD) command to display location information for agencies designated to respond to a specific location or address. This command can also be used to verify and retrieve geographic details such as beat/zone, team/district, and area assignments for a location.

NOTE
Be aware that your sign on agency is used to retrieve location information, not the agency where the incident occurred.

ATM can be set up to display location details in the Main or Important Location status monitors when you issue the LD command.

NOTE
Older systems may still be using TMD (Tactical Map Display) instead of ATM.

Command Identifiers

Default order:

- `LD.<location>.<incident type>.AG`

Command Identifier Descriptions

The following table describes the command identifiers for the Location Detail (LD) command.

Table 13-1 Location Detail (LD) Command Identifier Descriptions

Identifier	Format	Description
Location Required	Address = 30AN Common Place = 30AN Intersection = 40AN Lat/Long = 21AN Alarm = 30AN	Type the location for which to display agency-response information. A specified location can be a street address, common place name, intersection name, latitude and longitude coordinate pair, or an alarm number. If a partial entry is made, the Address Verification form displays which allows you to specify the exact location. An ampersand (&) can be used in the <*location*> element to indicate a street intersection, as follows: <*street 1*>&<*street 2*>. `1ST ST&PINE` indicates the intersection of 1st St. and Pine. **NOTE:** A forward slash (/) can also be used to specify an intersection, but only if the intersection street names do not contain a forward slash; for example, an ampersand is required if one of the intersection street names is 1/2 Mile Rd.
Incident Type	6A	Type the incident type to use in the retrieval of agency response information for the specified location.
AG	2AN	Agency Type the agency ID. If an agency is not specified for the unit ID, the signon agency is used. **NOTE:** Be aware that your sign on agency is used to retrieve location information, not the agency where the incident occurred.

Examples

`LD.132 10TH.DOMES`	Provides basic address information and indicates which agency responds to DOMES incident types.
`LD.28 Mapleton`	Provides basic address information.

Location Detail Form

The Location Detail form displays the location information requested with the LD command. The LD command first checks the address in the Locations database (MN.3). Once the address is validated, address and related premises information displays. You can also display the Location Detail form by selecting the Location Detail button during address verification of an incident. View premises information using the Premise Info key (Shift+F5) (see page 13-5) or the Premise Menu key (Shift+F10) (see page 13-7).

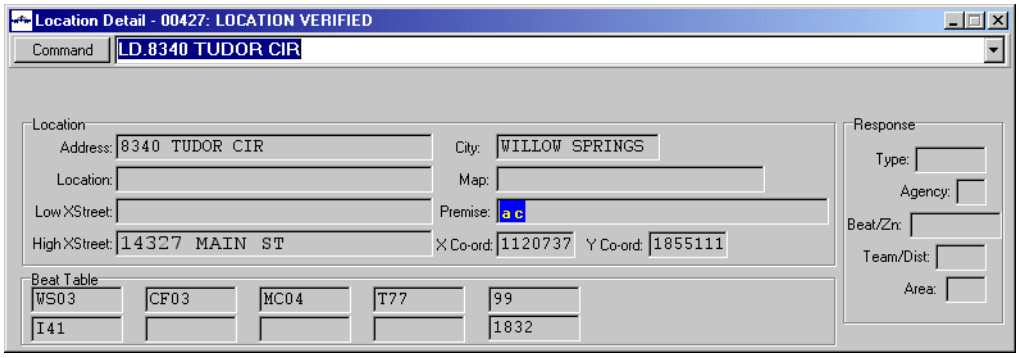


Figure 13-1 Location Detail Form

Field Descriptions

The following table describes each field on the Location Detail form.

NOTE

Because the labels for Beat, City, Team, and Area are configurable, your Location Detail form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 13-2 Location Detail Form Field Descriptions

Field	Format	Description
Close Button	Button	Click this button to return to the Address Verification form. **NOTE:** This button displays only when location detail is requested during the address verification step of incident initiation.
Address	Display Only	Displays the location address.
Location	Display Only	Displays the common place name.
Low XStreet	Display Only	Displays the cross street closest to the incident (lower address numbers).
High XStreet	Display Only	Displays the cross street closest to the incident (higher address numbers).
Beat Table	Display Only	Displays the beats of the agencies covering the address. This information displays only if an incident type was specified in the command.
City	Display Only	Displays the city or city code for the address.
Map	Display Only	Displays the map section that shows the street segment.

Table 13-2 Location Detail Form Field Descriptions (Cont.)

Field	Format	Description
Premise	Display Only	Indicates databases with location information available. • Red uppercase letters on a white background indicate that a record in the Location Menu exactly matches the address of the incident. • Yellow lower case letters on a blue background indicate that records exist in this database that are close in proximity to the incident's address. • `--> ? <--` indicates the search is not complete. • `..N/A..` indicates that premises information is not available. **NOTE:** The colors are configurable so your colors may differ.
X Co-Ord	Display Only	Displays the map x coordinate.
Y Co-Ord	Display Only	Displays the map y coordinate.
Type	Display Only	Displays the incident type. This information displays only if an incident type was specified in the command.
Agency	Display Only	Displays the agency that responds to an incident type at the address. This information displays only if an incident type was specified in the command.
Beat/Zone	Display Only	Displays the beat/zone for the responding agency for the address and incident type. This information displays only if an incident type was specified in the command.
Team/District	Display Only	Displays the team/district identifier. This information displays only if an incident type was specified in the command.
Area	Display Only	Displays the area identifier. This information displays only if an incident type was specified in the command.

Displaying Premise Location Information

Premise Information forms that are associated with an incident are listed in the Premise field in the Dispatch Incident, Incident Display, and Incident Recall forms. When premises information does not exist for an incident, N/A displays in the Premise field.

To display the premises information, press the Premise Info key (**Shift+F5**). If multiple forms are listed in the Premise field, the first form displays. To display the other forms, press the Next Page key (**Shift+F8**) from the premises form. The system administrator sets the paging order for the premises forms in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

NOTE

For a 12-function keyboard, the Premise Info key is Shift+F5. For a 16-function keyboard, the Premise Info key is F13.

Premises information displays on Premise Information forms configured by the system administrator. Up to 26 types of forms can be configured in the Locations Configuration (MN.3) database form with seven possible formats (see the *PREMIER CAD Configuration Guide*).

Whenever premises information is viewed, a record is written to the audit trail that documents which forms were viewed, who viewed the forms, and the times when the forms were viewed. To write the location information to the audit file for the incident, click the **Write to Incd** button adjacent to the Premise name in the first row of the Premises Information form. The date/time stamp, console ID, and personnel that performed the action are written to the file in addition to any comments written in the Premise field.

Premise Information Form—Multiple Businesses at the Same Location

If a Premise Information form has more than one business associated with it at the same location for an incident, a selection form displays listing the businesses. The address, city, business name, agency ID, building, and apartment number are listed.

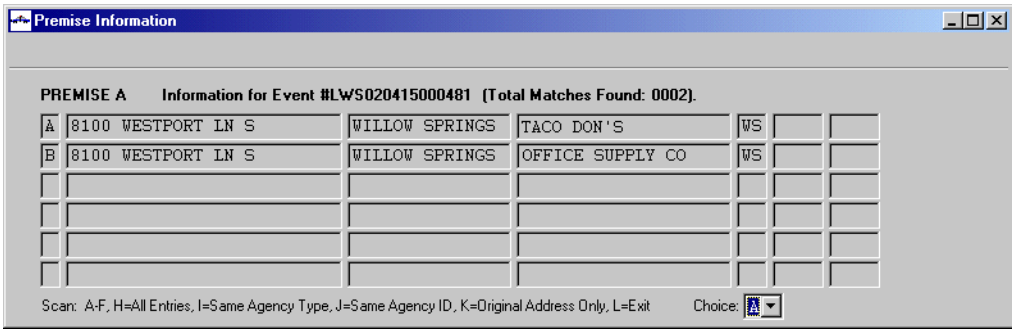


Figure 13-2 Selection Form For Multiple Businesses at the Same Premises

Field Descriptions

The following table describes each field on the selection form for Multiple Businesses at the same location.

Table 13-3 Multiple Businesses at the Same Location Field Descriptions

Option	Description
Scan: A-F	To display the information form for a business, type the letter of the business you want to view in the Choice text box, and press **F12**.
H	To display all entries, type H and press **F12**.
I	To list locations with the same agency type (law, fire, or EMS) as your agency, type I and press **F12**.
J	To list locations with the same logon agency that you signed on with, type J and press **F12**.
K	To list the location of the original incident, type K. This filters out any other locations within the area but not at the address.
L	To exit the form, type L.

Premise Information Form

Premise Information forms display information about the location of an incident. Forms are identified by the letters A to Z. Upper case letters indicate that information applies to the incident address. Lower case letters indicate the information applies within the location proximity radius configured in the System Parameters database (MN.13). The format of the premises forms varies depending on system configuration.

NOTE

Different Location forms are typically set up to handle different categories of information. For example, form H can be set up to provide Hazard information, form I to provide general premises information, form J to provide police premises information, and so on.

Following are examples of Burn Time and Police Premises Information forms.

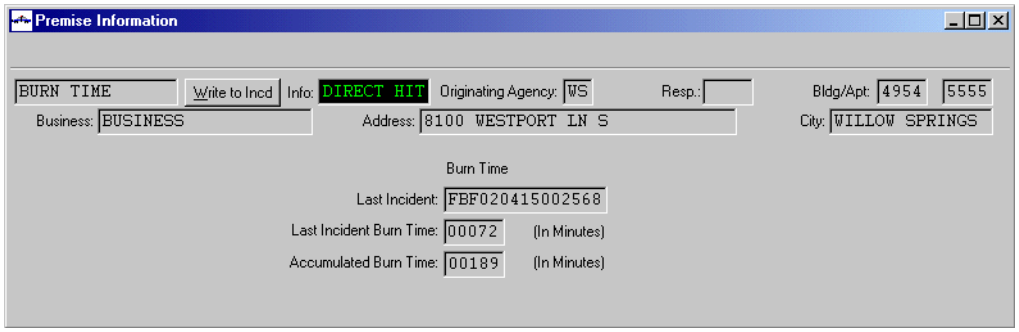


Figure 13-3 Premises Information Form for Burn Time Premises

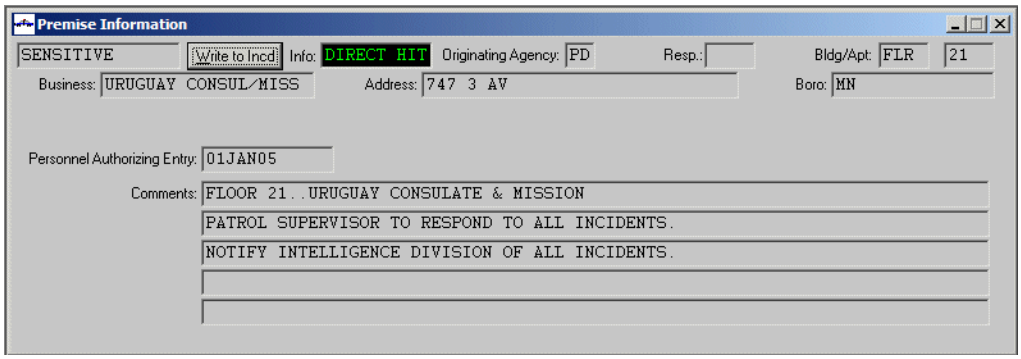


Figure 13-4 Premises Information Form for Police Premises

Displaying the Location Menu

Shift+F10

The Premise Menu key displays the premises Location Menu form. The form lists the available premises forms and contains the titles identifying the information in the premises form, such as hazard or police. When the Premise Menu key is used to view premises information, the audit trail shows what was reviewed, who reviewed it, and when it was reviewed.

NOTE

For a 12-function keyboard, the Premise Menu key is Shift+F10. For a 16-function keyboard, the Premise Menu key is Shift+F13.

Location Menu Form

The Location Menu form displays the different premises forms that have been defined. If a premises location form is associated with an incident and matches the address exactly (direct hit), the form letter and name is highlighted in yellow. If it is not a direct match but is in close proximity, only the letter is highlighted.The Enter Choices field displays the search order of premises forms as defined by the system administrator in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

To view the first highlighted form, press **F12**. To view the other highlighted forms, press the Next Page key (**Shift+F8**) from the first premises form until you display the form. You can alternatively type the form letter you want to view in the Enter Choices field and press **F12** to display it.

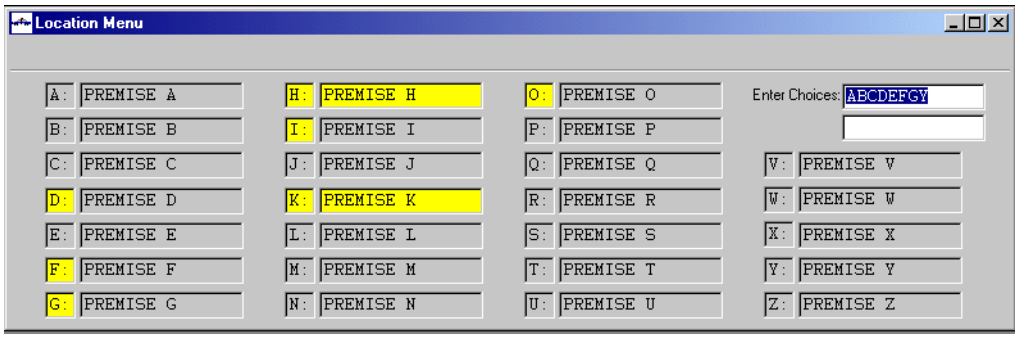


Figure 13-5 Location Menu Form

Using AVL Polling

Automatic Vehicle Location (AVL) displays the location of vehicles that are equipped with GPS receivers in PREMIER ATM. AVL polling is performed by unit ID, unit status, types of transportation (vehicle, boat, or plane), or by agency. A different polling rate can be established for each unit status. These polling rates are configured in the AVL Polling (MN.56) database form (see the *PREMIER CAD Configuration Guide*).

Displaying Fire Vehicles for Incidents

LU

The Location Lookup for Fire Incidents (LU) command displays the fire vehicles appropriate for a specific incident type. This identification allows you to determine the appropriate units before creating an incident.

This command can be used for law incidents to see which vehicles would be sent in hypothetical situations.

ATM can be set up to display location details in the Main or Important Location status monitors when you issue the LU command.

NOTE

Before using the LU command, verify that the fire agency is the primary agency or switch to the fire agency before issuing the command. The primary agency can be verified by displaying (but not using) the Sign Off form.

Command Identifiers

Default order:

- LU.L.T

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Location Lookup for Fire (LU) command.

Table 13-4 Location Lookup for Fire (LU) Command Identifier Descriptions

Identifier	Format	Description
L Required	Address = 30AN Common Place = 30AN Intersection = 40AN Lat/Long = 21AN	Fire agencies only Type the location for the agency-response information. A specified location can be a street address, common place name, intersection name, latitude and longitude coordinate pair, or an alarm number. If a partial entry is made, the Address Verification form displays to determine the exact location. An ampersand (&) can be used in the <*location*> element to indicate a street intersection, as follows: <*street 1*>&<*street 2*>. `1ST ST&PINE` indicates the intersection of 1st St. and Pine. A forward slash (/) can also be used to specify an intersection, but only if the intersection street names do not contain a forward slash; for example, an ampersand is required if one of the intersection street names is 1/2 Mile Rd.
T Required	6-15AN	Fire agencies only Type the incident type on which to base the retrieval of vehicle recommendation information for the specified location.

Example

`LU.28 S GRAY` `DR.INACCF`	Retrieves the recommended units and stations that would respond to an incident type of INACCF at 28 South Gray Drive.

Fire Recommendation Form

The Fire Recommendation form displays up to ten fire vehicles that would be recommended if the incident were created at this moment. This form is a view-only form. Units cannot be dispatched from this form.

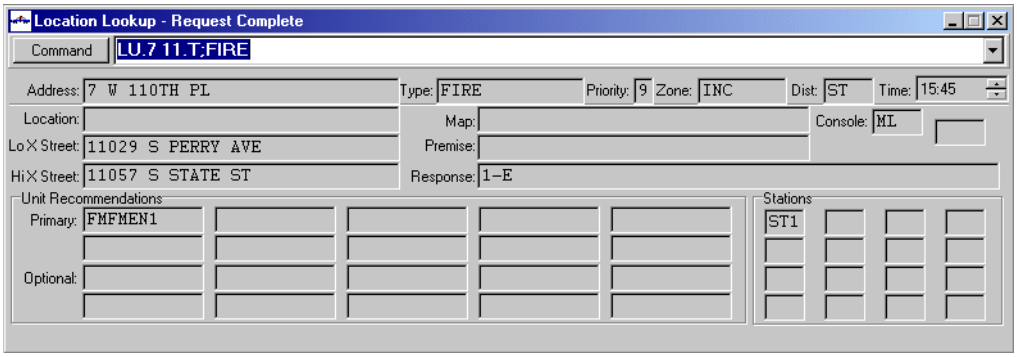


Figure 13-6 Location Lookup for Fire Recommendation Form

Field Descriptions

The following table describes each field on the Location Lookup for Fire Recommendation form.

Table 13-5 Location Lookup for Fire Recommendation Form Field Descriptions

Field	Format	Description
Address	Display Only	Displays the incident address.
Type	Display Only	Displays the incident type.
Priority	Display Only	Displays the incident priority.
Zone	Display Only	Displays the fire service zone.
District	Display Only	Displays the fire service district.
Time	Display Only	Displays the time the LU command was issued using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Location	Display Only	Remains blank unless a common place is entered for the address, and then the common name appears in this field.
Map	Display Only	Displays the map section that shows the street segment.
Console	Display Only	Displays the user's console number.
Lo X Street	Display Only	Displays the cross street closest to the incident (lower address numbers).
Premise	Display Only	Indicates databases with location information available. The premises display is configurable. The default settings are shown below. Your display may be different. See your system administrator for more information. • Red uppercase letters on a white background indicate that a record in the Location Menu exactly matches the address of the incident. • Yellow lower case letters on a blue background indicate that records exist in this database that are close in proximity to the incident's address. • `--> ? <--` indicates the search is not complete. • `..N/A..` indicates that premises information is not available.
Hi X Street	Display Only	Displays the cross street closest to the incident (higher address numbers).
Response	Display Only	Displays the numbers and types of units that should respond to the incident type.
Primary Unit Recommendations	Display Only	Displays the units recommended for dispatch.

Table 13-5 Location Lookup for Fire Recommendation Form Field Descriptions (Cont.)

Field	Format	Description
Optional Unit Recommendations	Display Only	Displays optional first-responders.
Stations	Display Only	Displays the fire stations that are searched for the appropriate vehicles.

CHAPTER 14

Toning/Paging Commands and Functions

These commands control toning and paging.

Using Toning/Paging Systems With PREMIER CAD

Depending on the specific system interface, PREMIER CAD supports up to seven separate toning/paging systems at one time. Unless otherwise noted, the information in this section applies to the Zetron model 26 toning/paging system.

When PREMIER CAD is interfaced with a toning/paging system, the following features are available:

- Automatic and manual dispatch notification (toning)
- Visual indication of when Public Announcement (PA) systems are activated for broadcasts during toning sequences
- Manual control of fire station bay doors and other toning system devices
- Automatic resetting of status lights on the control panels of the toning/paging systems

PREMIER CAD can be configured to send unit status changes to a connected Zetron 6/26 toning system so the LEDs (light emitting diodes) on the Zetron device indicate current vehicle statuses to station personnel. These same LEDs also indicate status changes transmitted from status keys configured for and pressed on the field radios. Only five statuses can be recognized by and indicated on a Zetron device: In Station, Available by Radio, Responding, On Scene, and Out of Service. For more information about this configuration option, contact Motorola.

Activating Switches to Open Bay Doors

DO Use the Door Open (DO) command to open up to five overhead bay doors at fire stations. This command displays "door open" messages in the PREMIER AWW Station Alert status monitor (for details, see the *PREMIER AWW User Guide*).

Command Identifiers

Default order:

- DO.<door ID>

Command Identifier Descriptions

The following table describes the command identifiers for the Door Open (DO) command.

Table 14-1 Door Open (DO) Command Identifier Descriptions

Identifier	Format	Description
Door ID Required	10AN	Type the pager key that identifies the bay doors. The pager key must be configured in the Toning/Paging Configuration (MN.26) database form for the specific doors (see the *PREMIER CAD Configuration Guide*). A pager key can be configured to be associated with one to four doors.

Example

DO.341	Opens the bay doors with the identifier 341.

Sending Tones and Messages

TN

Use the Fire/EMS Toning (TN) command to manually send tones and messages to individual pagers, groups of pagers, or fire station toning systems. Tones can include incident information and audible tones, as long as the information is typed on the command line and the receiving pager/system is capable of receiving text messages. Establishing tones for a station toning system causes various station control commands to occur in addition to audible tones.

NOTE

To print Tear-and-Run messages when tones occur, contact Motorola. The information that prints in dispatch messages for the tear-and-run feature varies depending on the current system configuration.

If you issue this command without any identifiers, information elements, or with a partial or incorrect pager key, the Toning and Paging Browse form appears (see page 14-7). This command displays toning messages in the PREMIER AWW Station Alert status monitor (see the *PREMIER AWW User Guide*).

NOTE

Automatic toning occurs at the time of incident dispatch if a toning scheme is configured in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*).

Command Identifiers

This command can be issued without command identifiers.

Default order:

- `TN.P.N.AD.L.T.TM.MP.M.PM.NT.SC.FZ`

Commonly used options:

- `TN.P.AD.L.T.TM.MP.M.PM.NT` (toning pagers and stations with message)
- `TN.P` (toning only stations, without message)

- TN

NOTE

Repeated periods (. .) represent excluded elements of the overall Command Default Order. For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

NOTE

You can use the TN identifier with the Incident Recall command to resend a page. For details, see “Command Identifiers” on page 9-14.

Command Identifier Descriptions

The following table describes the command identifiers for the Fire/EMS Toning (TN) command.

Table 14-2 Fire/EMS Toning (TN) Command Identifier Descriptions

Identifier	Format	Description
P	10AN	Pager Type the alphanumeric or tear-and-run pager key to tone. **NOTE:** See the SC identifier in this table for information about station control options. Pager keys are configured in the Toning/Paging Configuration (MN.26) database form (see the *PREMIER CAD Configuration Guide*) and identify one of the following items: • An individual pager or a group of up to four pagers • An individual fire station toning device • A group of up to four fire station control devices • A single fire station toning device plus up to three station control devices
N	20AN	Name key Type the pager name key.
AD	30AN	Address Type the incident address to include in the pager message.
L	30AN	Location Type the incident location information to send in the pager message.
T	6AN	Type Type the incident type to send in the pager message.
TM	HHMM	Time Type the incident time to send in the pager message. Use a 24-hour military clock; for example, enter 2345 for 11:45 pm.
MP	7AN	Map Type the map reference page ID to send in the pager message.
M	variable	Message Type the text to send in the pager message (size limits vary per pager). Free-form pager messages display in the same format as the dispatch message print/display format that is currently configured, except pager messages are preceded by the information `DEST:` <*pager name*>, and followed by the information `TXT:` <*message text*> `..END...`

Table 14-2 Fire/EMS Toning (TN) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
PM	4N	Pager Message Type the ID number of the preconfigured pager message to send to the alphanumeric pager. Preconfigured pager messages are configured in the Pager Messages Configuration (MN.30) database form (see the *PREMIER CAD Configuration Guide*).
NT	4N MMSS	Notification Type the time after which PREMIER CAD sends a reminder notification message to the pager user for the current paging operation. The reminder message contains the time the message was sent, the pager ID, and pager text. This notification function only serves to remind the user to reissue the particular page if no response was ever received. The message can be deleted if a response was received. A special message does not have to be configured in the Reoccurring Messages database (MN.36) for this notification feature.
SC	5AN station, 3AN each suffix	Station Control (this identifier is site-specific and is not available at all sites). Type a station ID, a comma (,), and up to five station control command suffixes, separated by commas; for example, `STA01,DC,KCC,LOF`. When a station control process is complete, a sequence completion status message appears and all of the corresponding control stage records are removed from the status monitor. If control command suffixes are not specified, the Manual Station Control form appears (see page 14-10). This form allows up to 15 control commands to be issued simultaneously for up to five stations.
FZ	2N	Free Zones (this identifier is site-specific and is not available at all sites). Type the number of the console to free all of the zones that are currently covered by the console. Do not use this identifier with any other identifiers in the TN command string. This identifier should be used only under system-recovery conditions when the covered zones of a console did not free automatically due to communication problems.

Examples

`TN.CF124`	Sends a tone to Pager Key CF124.
`TN.CF124. 6200 Spine Rd`	Sends a pager message to pager CF124 showing the incident address 6200 Spine Rd.

Toning and Paging Browse Form

The Toning and Paging Browse form appears when the TN command is issued without any identifiers or if the TN command is issued with a partial or incorrect pager key. The form lists the available pager keys if you entered a pager. This form can also be used to search toning/paging records by pager key or name key.

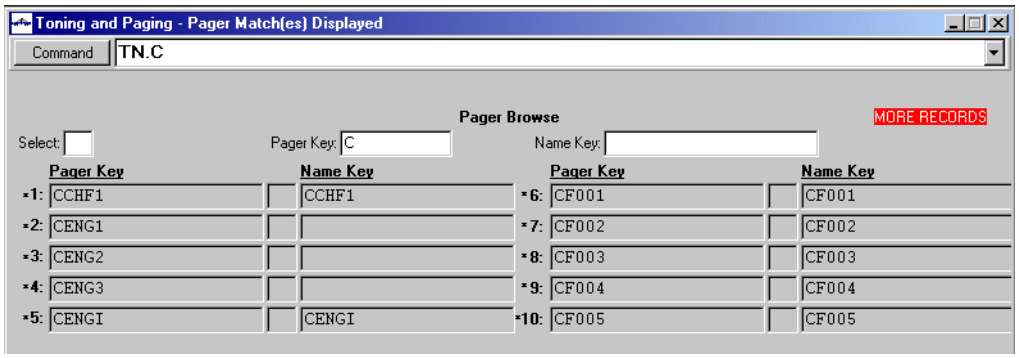


Figure 14-1 Toning and Paging Browse Form

Field Descriptions

The following table describes each field on the Toning and Paging Browse form.

Table 14-3 Toning and Paging Browse Form Field Descriptions

Field	Format	Description
Select Required	2N	Type the number of the specific pager and press the Submit Form (**F12**) key to send the tone and message. If a tone-only pager is selected, any additional textual information entered on the command line with the TN command is ignored. If a pager that supports alphanumeric messages is selected and no message was entered on the command line with the TN command, the Pager Message Create form appears.
Pager Key	10AN	For data entry fields: Type the pager key (partial or entire). Any matching toning/paging records appear in the Pager Key display fields. For data display fields: Displays the pager keys from up to 10 toning/paging records. Pagers that are tone-only pagers are denoted by an asterisk (*) to the left of the corresponding pager key.
Pager Alert Text (unlabeled on form)	2AN	Displays the alert text entered in the Zetron Toning/Paging Configuration (MN.26) database form (see the *PREMIER CAD Configuration Guide*). This field provides a visual cue for the pager. The text does not display an alert message to the operator.

Table 14-3 Toning and Paging Browse Form Field Descriptions (Cont.)

Field	Format	Description
Name Key	20AN	For data entry fields: Type the pager name key (partial or entire). Any matching toning/paging records display in the Name Key display fields. For data display fields: Displays the pager name keys from up to 10 existing toning/paging records.

Pager Message Create Form

Use the Pager Message Create form to create or select textual pager messages and send them to alphanumeric pagers selected on the Pager Browse form. To display this form, type the number of the Pager key in the Select text box in the Toning and Paging Browse form and submit the form by pressing **F12**. This form only displays for alphanumeric pagers.

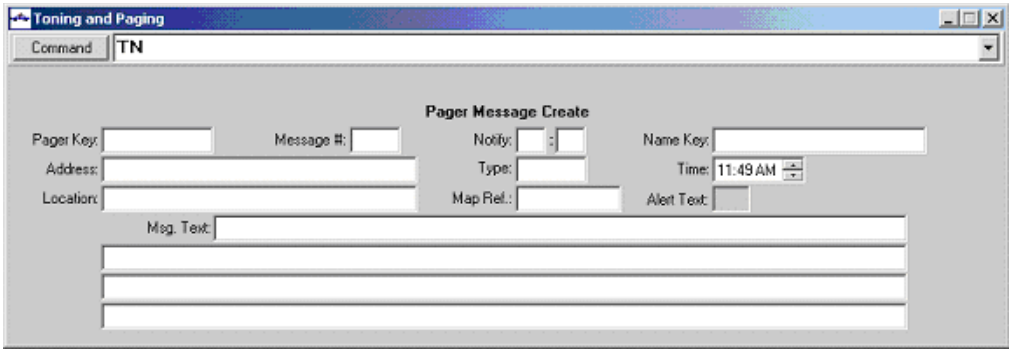


Figure 14-2 Pager Message Create Form

Field Descriptions

The following table describes each field on the Pager Message Create form.

Table 14-4 Pager Message Create Form Field Descriptions

Field	Format	Description
Pager Key	10AN	Displays the pager key of the selected pager.
Message #	4N	Type the ID number of the preconfigured pager message to send. Otherwise, use the Message Text field to create a custom message, or press the Submit Form (**F12**) key to send a tone with no message. Pre-configured messages are configured in the Pager Messages Configuration (MN.30) database form (see the *PREMIER CAD Configuration Guide*).

Table 14-4 Pager Message Create Form Field Descriptions (Cont.)

Field	Format	Description
Notify	4N MMSS	Type the time after which PREMIER CAD sends a reminder notification message to the paging user for the current paging operation. The reminder message contains the time the message was sent and the pager ID and pager text. If a reminder is not needed, leave the time setting at 00:00. This notification function only serves to remind the user to reissue the particular page if no response was ever received. The message can be deleted if a response was received. A special message does not need to be configured in the Reoccurring Message Configuration (MN.36) database form (see the *PREMIER CAD Configuration Guide*) for this feature to function.
Name Key	10AN	Displays the pager name key of the selected pager.
Address	30AN	Displays the incident address entered using the TN command. Edit this field as necessary.
Type	6AN	Displays the incident type entered using the TN command. Edit this field as necessary.
Time	4N	Displays the time the page was sent using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Location	30AN	Displays the incident location entered using the TN command. Edit this field as necessary.
Map Ref	7AN	Displays the incident map reference page entered using the TN command. Edit this field as necessary.
Alert Text	Display Only	Displays a user-defined special alert code for the toning/paging record (see the *PREMIER CAD Configuration Guide*).
Msg. Text	variable	Type the text of the message to send to the specified pager. Otherwise, enter the message number in the Message Number field to use a preconfigured message, or press the Submit Form (**F12**) key to send a tone with no message. Preconfigured messages are created in the Pager Messages Configuration (MN.30) database form (see the *PREMIER CAD Configuration Guide*). The status line displays the maximum message length (in characters) that is allowed for the selected pager. Free-form pager messages appear in the same format as the dispatch message print/display format that is currently configured, except pager messages are preceded by the information `DEST:` <*pager name*>, and followed by the information `TXT:` <*message text*> `..END..` (see “Printing Tear-and-Run Messages (Fire/EMS)” on page 7-51).

Station Control Commands

Station control commands are site-specific and are not available at all sites. Station control commands and associated suffixes are configured during the initial configuration of PREMIER CAD. The Station Control feature of the TN command sends control commands to the toning/paging systems of specified fire stations. This feature allows for more control commands than the four that can be issued on the command line at one time using the Pager (P) identifier.

For example, at the end of an automatic toning process, issuing the `TN.SC;` command manually turns off the station PA system, closes several station bay doors, closes the station key cabinet, resets lights on the control panel of the toning system, and so on. Each control command in a group of control commands is a stage of the entire control process. As each control command is issued, a separate process stage record lists on Station Alert status monitor display list in PREMIER AWW (for details, see the *PREMIER AWW User Guide*).

Manual Station Control Form

The Manual Station Control form appears when the SC identifier is used with the TN command without any specified control commands (`TN.SC;*`). The form lists all of the control commands that are currently configured. Up to 15 control commands can be issued simultaneously for up to five stations.

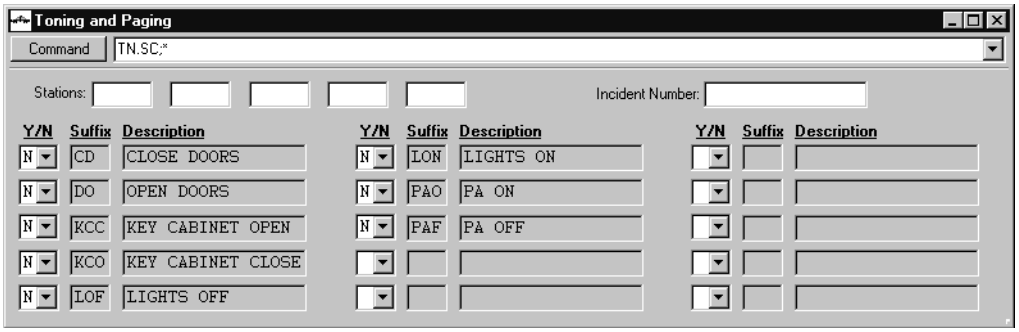


Figure 14-3 Manual Station Control Form

Field Descriptions

The following table describes each field on the Manual Station Control form.

Table 14-5 Manual Station Control Form Field Descriptions

Field	Format	Description
Stations	5AN each	Type the IDs of up to five stations where toning system devices are controlled. No punctuation is required to separate multiple IDs.
Incident Number	15AN	Type the number of the incident for which all of the specified stations receives a tear-and-run dispatch message printout (see the *PREMIER CAD Configuration Guide* for information about the tear-and-run feature).

Table 14-5 Manual Station Control Form Field Descriptions (Cont.)

Field	Format	Description
Y/N	1A	Specify whether corresponding control commands occur at the specified stations. Y — The corresponding control commands occur at the specified stations for the current toning operation. N — The corresponding control commands do not occur.
Suffix	Display Only	Displays unique 3-character suffix codes for up to 15 station control commands. Station control commands and associated suffixes are preconfigured during the initial configuration of PREMIER CAD and its interfaces.
Description	Display Only	Displays descriptions of the corresponding control commands.

CHAPTER 15

Support Equipment Commands and Functions

Use the following commands to request and update support equipment and to display towed vehicle records.

Requesting Support Equipment

SE

Contractor rotation provides an automatic rotation system for agencies that contract with multiple outside companies for support equipment such as vehicle towing or taxicab services. Contractor rotation ensures that requests for support equipment are equitably distributed among the contracting companies that offer similar services.

Use the Support Equipment (SE) command to initiate a request for a support equipment contractor; for example, a vehicle towing or taxi service. The incident ID number must be supplied with the SE command to initiate the request. Use capability, payment type, and auto club codes to narrow contractor searches.

Requests for support equipment and the resulting activities and dispatches are logged by PREMIER CAD as part of the audit trail for the incident.

You can send support equipment from a beat that is not covered by your agency under the following limited circumstances:

- When the support equipment is in the same area as the beat.You cannot change an existing beat.
- When the beat field in the Incident Update (`IU`) command or form is blank and you add a beat using the `IU` command with the `BZ` identifier. The support equipment must be in the same area as the beat.
- When address verification is bypassed and you add a beat using the Incident Update (`IU`) command with the `BZ` identifier. The support equipment must be in the same area as the beat.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- SE.EV or U.SC.PT.ID.RT.AC.TY

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Support Equipment (SE) command.

Table 15-1 Support Equipment (SE) Command Identifier Descriptions

Identifier	Format	Description
EV or U	15AN	Event Number or active Unit ID Type the incident number. The unit ID and shift ID, if needed, can be used instead. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*) is configured to accept numeric values as incident numbers, a `U` must precede a unit ID that starts with a number; for example, `U101`.
SC	2AN	Support Capability Type a one-character or two-character capability code to indicate any specific capability requirements.
PT	2AN	Payment Type the code defining the type of payment to be used.
ID	5AN	Identification Type the contractor identification code.
RT	1A	Rotation Specify the rotation list to be used in the search if an event ID is used: P for Primary, S for Secondary, and A for All. P is the default value.
AC	4AN	Automobile Club Type the code for automobile club.
TY	1A	Type Specify the contractor type code; for example T (tow). The values are configurable in the Control Data Configuration (MN.47) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** A server parameter (`DEFAULT-CONT-TYPE`) may be set up to default to the most commonly used value. For more information, contact your system administrator.

Examples

`SE.EV;2541`	Displays a list of the next five contractors in primary rotation for incident number 2541.
`SE.EV;2541.SC;FB`	Displays a list of the contractors in primary rotation that have flat bed towing capability for incident number 2541.
`SE.ID;BU.PT;MC`	Displays a list of contractors in current rotation that accept payment by Master Card, beginning with contractor BU.

`SE.ID;BU`	Displays an alphabetical list of only those qualifying contractors below contractor BU in the rotation list, with contractor BU at the top.
`SE.4000.AC;AAA. RT;S`	Displays a list of contractors in the secondary rotation that accept AAA Auto Club membership charges.

Support Equipment Contractor Request Form

If you submit the Support Equipment (SE) command without any identifiers, the Contractor Request form appears. Use this form to initiate a request by entering a specific incident number or to search for qualifying contractors. To limit the search for qualifying contractors, type information in one or more of the Search By fields to delineate specific capabilities and service options. After this form is submitted, the Contractor Browse form appears.

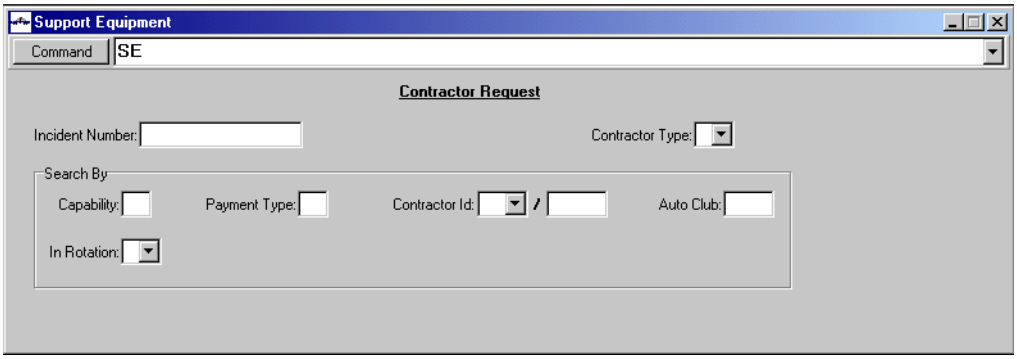


Figure 15-1 Support Equipment Contractor Request Form

Field Descriptions

The following table describes each field on the Support Equipment Contractor Request form.

Table 15-2 Support Equipment Contractor Request Form Field Descriptions

Field	Format	Description
Incident Number	15AN	Type the incident number or active unit ID.
Contractor Type	1A	Specify the contractor type code; for example T (tow). The values are configurable in the Control Data Configuration (MN.47) database form (see the *PREMIER CAD Configuration Guide*). **NOTE:** A server parameter (`DEFAULT-CONT-TYPE`) may be set up to default to the most commonly used value. For more information, contact your system administrator.
Search By		
Capability	2AN	Type a one-character or two-character capability code to indicate any specific capability requirements for the incident.
Payment Type	2AN	Type the code defining the payment type.

Table 15-2 Support Equipment Contractor Request Form Field Descriptions (Cont.)

Field	Format	Description
Contractor ID	5AN	Type the contractor identification code. The first field contains the contractor agency ID. **NOTE:** This field cannot be used with other Search By fields. When you use the Contractor ID field, the Contractor ID you indicate is used as the starting point for a list of contractors.
Auto Club	4AN	Type the code for automobile club.
In Rotation	1A	Specify the rotation list to use in the search if an event ID is entered. P or blank — Primary (default) S — Secondary A — All

Support Equipment Contractor Browse Form

The Contractor Browse form displays a list of qualified contractors that meet the parameters entered in the Search by fields. For example, only those contractors listed as having flat bed towing capability and accepting AAA Auto Club membership accounts display if those items are entered in the Search by fields.

If you issue the SE command with an incident number or if you submit the Contractor Request form with an incident number, the Contractor Browse form displays. The top five contractors are listed in the rotation order for the appropriate beat. If more than five contractors exist, the `MORE RECORDS` flag displays in the upper-right corner of the form. To display the additional contractors, press the **Next Page** key (**Shift+F8**).

If you issue the SE command with a contractor identification code or if you submit the Contractor Request form with a Contractor ID, the Contractor Browse form displays. Only those qualifying contractors below the requested contractor in the rotation list are listed, with the requested contractor at the top. Contractors are listed alphabetically.

When the contractor you want to contact is displayed, you can automatically dial the number by clicking the Phone button for that contractor. A confirmation box appears asking you to confirm that you want to dial the number shown. If the feature is not available or if the phone connection is not active, a message appears indicating that fact.

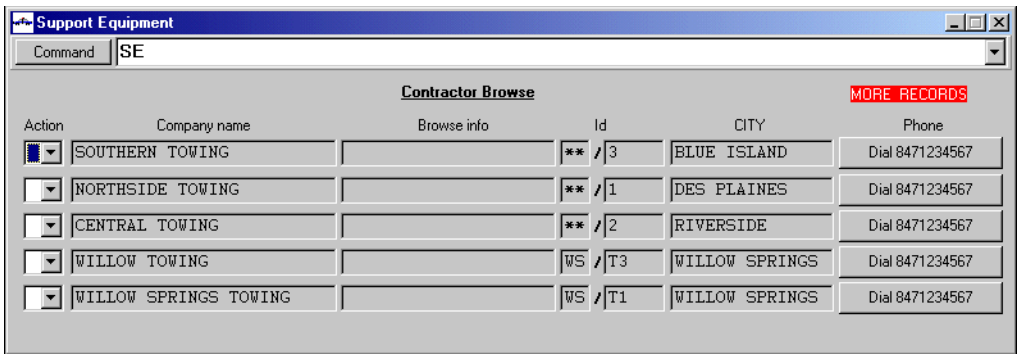


Figure 15-2 Support Equipment Contractor Browse Form

Field Descriptions

The following table describes each field on the Support Equipment Contractor Browse form.

Table 15-3 Support Equipment Contractor Browse Form Field Descriptions

Field	Format	Description
Action	1A	Specify the action. V — View the detailed contractor record. Position of the contractor in the rotation order is unaffected. S — Send the contractor on the request. The rotation order rotates according to the rotation type selected by the system administrator. U — Contractor is unavailable for the request. Position of the contractor in the rotation order is unaffected. D — Contractor declined the request. The rotation order rotates according to the rotation type selected by the system administrator. E — Exit the form and display the Contractor Request form. **NOTE:** Multiple actions can be carried out simultaneously; for example, two or more contractors can be simultaneously sent on a request by typing S in each of their corresponding Action fields. Two server parameters (`TRACK-CONT-UNAVAIL` and `TRACK-CONT-DECLINED`) may be set up to route this information to the audit trail. For more information, contact your system administrator.
Company Name	Display Only	Displays the company name of the contractor.
Browse info	Display Only	Displays the capability and other information about the contractor's services.
Id	Display Only	Displays the contractor's identification code.

Table 15-3 Support Equipment Contractor Browse Form Field Descriptions (Cont.)

Field	Format	Description
City	Display Only	Displays the city of operation for the contractor. **NOTE:** Because the label for City is configurable, your Support Equipment Contractor Browse form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Phone	Button	Click to automatically dial the number shown. A confirmation box appears asking you to confirm that you want to dial the number shown. If the feature is not available or if the phone connection is not active, a message appears indicating that fact. The number shown is the primary number, including area code, for contacting the contractor during the current shift as defined in the Contractor Information Configuration (MN.38) database form (see the *PREMIER CAD Configuration Guide*).

Support Equipment Contractor Detail Form

The Contractor Detail form displays the contractor's basic information, capability, payment type, and auto club information. To display the form, type V in the Action field to the left of a contractor's company name in the Contractor Browse form and press **F12**.

Figure 15-3 Support Equipment Contractor Detail Form

Field Descriptions

The following table describes each field on the Support Equipment Contractor Detail form.

Table 15-4 Support Equipment Contractor Detail Form Field Descriptions

Field	Format	Description
Action Required	1A	Specify the action. B — Return to the Contractor Browse form. D — Contractor declined the request. The rotation order adjusts according to the rotation type selected by the system administrator. The Contractor Request form appears with the words `Request Complete` in the Title bar and a request number. E — Exit the Contractor Detail form and display the Contractor Request form. S — Send the contractor on the request. The rotation order adjusts according to the rotation type selected by the system administrator. The Contractor Request form appears with the words Request Complete and the incident and request numbers in the Title bar. U — Contractor is unavailable for the request. The position of the contractor in the rotation order is unaffected. The Contractor Request form appears with the words `Request Complete` in the Title bar.
Name	Display Only	Displays the company name of the contractor.
Address	Display Only	Displays the business address of the contractor.
Owner/ Manager	Display Only	Displays the name of the owner or manager of the contractor.
Comments	Display Only	Displays any comments about the contractor which were entered by the system administrator.
Number of contractors sent	1N	Type the number of support vehicles requested from the contractor.
ID	Display Only	Displays the contractor's identification code.
Payment types	Display Only	Displays a list of the types of payment the contractor accepts.
Capabilities	Display Only	Displays a list of the types of capabilities offered by the contractor.
Clubs	Display Only	Displays a list of the automobile club memberships honored by the contractor.

Table 15-4 Support Equipment Contractor Detail Form Field Descriptions (Cont.)

Field	Format	Description
Phone	Button	Click to automatically dial the number shown. A confirmation box appears asking you to confirm that you want to dial the number shown. If the feature is not available or if the phone connection is not active, a message appears indicating that fact. The number shown is the primary number, including area code, for contacting the contractor during the current shift as defined in the Contractor Information Configuration (MN.38) database form (see the *PREMIER CAD Configuration Guide*).

Updating Support Equipment Requests

SU

Use the Support Update (SU) command to add and update information regarding a request for a support equipment contractor; for example, a vehicle towing or taxi service. At least the last two digits of the support equipment request number must be supplied with the SU command to initiate the update. The support equipment request number displays at the top of the Support Equipment – Request Complete form when you submit the form.

NOTE

To view and update support equipment using the incident number as an identifier, use the Support Query (SQ) command. For more information, see “Displaying Towed Vehicle Records” on page 15-15.

Command Identifiers

Default order:

- SU.RQ.AC.PN.VN.TY

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Support Update (SU) command.

Table 15-5 Support Update (SU) Command Identifier Field Descriptions

Field	Format	Description
RQ Required	17N	Request Number Type at least the last two characters of the request number. Use only numbers. Do not include the agency ID or the contractor type. If the request number is not from the default rotation, you must also use the TY identifier. **NOTE:** The request number shown at the top of the Support Equipment—Request Complete form includes all four digits of the year. When you type the full request number, use only the last two digits of the year. **Example**: The request number is shown as `WST20040522000148`. To enter the full request number, type `040522000148`.
AC	1A	Action Type the action. Valid values are C (Cancel) and R (Retract). **NOTE:** Only one Action can be performed for each Request Number. For example, if you enter a value of `C` and then enter a new command with a value of `R`, PREMIER CAD will return an error message stating, `Error: Invalid Status Change`.
PN	10AN	Plate Number Type the license plate number of the towed vehicle.
VN	40AN	Vehicle Number Type the Vehicle Identification Number (VIN) for the towed vehicle.
TY Conditional (see Description Note)	1AN	Type Type the contractor type code. **NOTE:** This identifier is required if the request number is not from the default rotation.

Examples

`SU.10`	Displays the Support Equipment Query/Update form for the active support equipment request number with the last two characters of 10.
`SU.10.AC;C`	Displays the Support Equipment Query/Update form for the active support equipment request number with the last two characters of 10, and cancels the request.
`SU.10.AC;C.T;X`	Displays the Support Equipment Query/Update form for the active support equipment request number with the last two characters of 10, and cancels the request for Type X.

Support Equipment Query/Update Form – Page 1

When you issue the SU command, Page 1 of the Support Equipment Query/Update form appears. Use this page to enter and update basic data about the request and to update the request status.

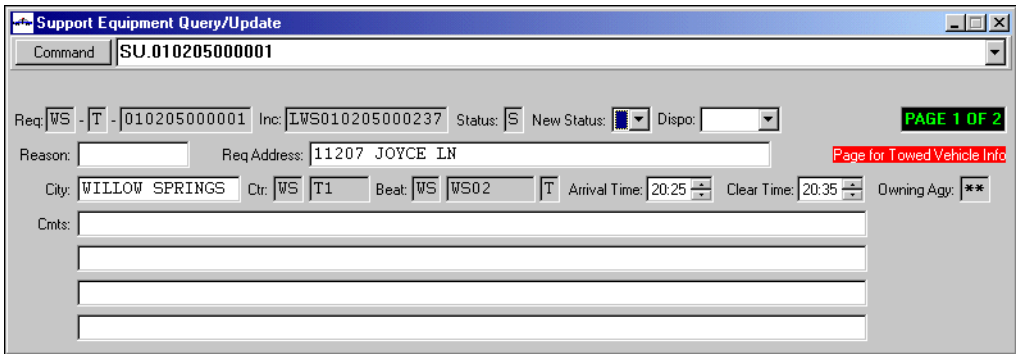


Figure 15-4 Support Equipment Query/Update Form – Page 1

Field Descriptions

The following table describes each field on Page 1 of the Support Equipment Query/Update form.

NOTE

Because the labels for City and Beat are configurable, your Support Equipment Query/Update form may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 15-6 SE Query/Update Form – Page 1 Field Descriptions

Field	Format	Description
Req	Display Only	Displays the agency and complete request number. The second text box displays the contractor type code: T(owing), C(ab), or O(ther).
Inc	Display Only	Displays the incident number to which the request was dispatched.
Status	Display Only	Displays the current status of the contractor in the rotation list.

Table 15-6 SE Query/Update Form – Page 1 Field Descriptions (Cont.)

Field	Format	Description
New Status	1A	Specify the reason the request was cancelled. C — Cancelled by the individuals to whom the support equipment was dispatched or by the agency that dispatched the equipment after issuing a request. R — Retracted by the contractor. If the cancelled request was made from a primary rotation list, the contractor moves to the top of the rotation list. If the contractor was skipped, the contractor may appear twice on the list for future requests as compensation. If the cancelled request was made from a secondary rotation list, the rotation occurs only on a daily or monthly basis as configured by the system administrator. If the request is retracted by the contractor before the request was completed, the request must be reassigned. The rotation order is unaffected. **NOTE:** Only one Status change can be performed for each Request Number. For example, if you enter a value of `C` and press F12, and then on a new form enter a value of `R`, PREMIER CAD will return an error message stating, `Error: Invalid Status Change`.
Disp	5AN	Type the code defining the disposition of the request.
Reason	10AN	Type the reason the support equipment was requested.
Req Address	44AN	Type the address to which the support equipment was dispatched.
City	15AN	Type the city name or city code to which the support equipment was dispatched.
Ctr	Display Only	Displays the contractor's identification code.
Beat	Display Only	Displays the beat code. **NOTE:** Because the label for Beat is configurable, your Support Equipment Query/Update form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Arrival Time	HH:MM	Type the hour and the minute that the support equipment arrived at the address using a 24-hour military clock; for example, enter 23:45 for 11:45 pm.
Clear Time	HH:MM	Type the hour and the minute that the support equipment was cleared from the request using a 24-hour military clock; for example, enter 23:45 for 11:45 pm.
Owning Agency	Display Only	Displays the owning agency.
Comments	210AN	Type any comments regarding the update of the request.

Support Equipment Query/Update Form – Page 2

Use Page 2 of the Support Equipment Query/Update form to enter information about the officer assigned to the incident and the towed vehicle or taxi passenger.

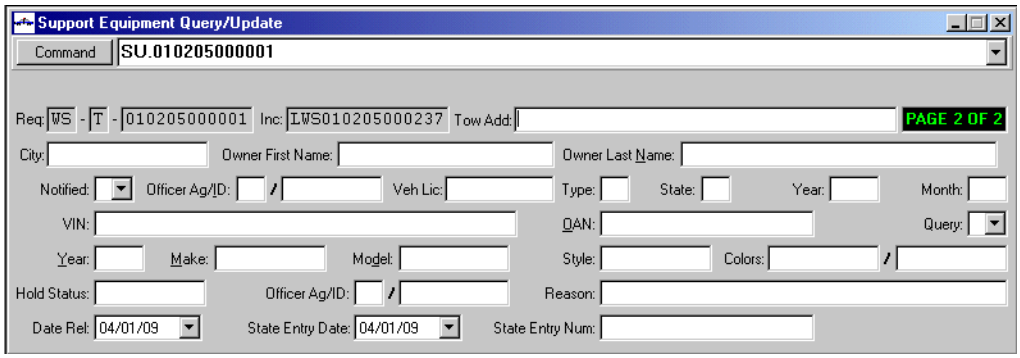


Figure 15-5 Support Equipment Query/Update Form – Page 2

Field Descriptions

The following table describes each field on Page 2 of the Support Equipment Query/Update form.

Table 15-7 SE Query/Update Form – Page 2 Field Descriptions

Field	Format	Description
Req	Display Only	Displays the agency and the complete request number. The second text box displays the contractor type code: T (towing), C (cab), or O (others).
Inc	Display Only	Displays the incident number to which the request was dispatched.
Tow Add	44AN	Type the address to which the vehicle was towed or to which the passenger was delivered.
City	15AN	Type the city name or city code to which the support equipment was dispatched. **NOTE:** Because the label for City is configurable, your Support Equipment Query/Update form may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Owner First Name	20AN	Type the first name of the owner.
Owner Last Name	30AN	Type the last name of the owner.
Notified	1A	Indicate whether the owner has been notified. Y — Owner notified. N — Owner not notified.

Table 15-7 SE Query/Update Form – Page 2 Field Descriptions (Cont.)

Field	Format	Description
Officer Ag/ID	2AN 9AN	Type the officer's agency identification code and personnel identification code.
Veh Lic	10AN	Type the license plate number of the towed vehicle.
Type	2AN	Type the license plate type of the towed vehicle.
State	2A	Type the license plate state code of the towed vehicle.
Year	4N YYYY	Type the license plate year of the towed vehicle.
Month	2N MM	Type the license plate month of the towed vehicle.
VIN	40AN	Type the Vehicle Identification Number of the towed vehicle.
OAN	20AN	Type the Owner Applied Number of the towed vehicle.
Query	1A	Specify whether you want to run a license query on an outside database. Use the Queries key (F2) to view the results of a query. Y — Run a query. N — Do not run a query.
Year	4N YYYY	Type the year of the towed vehicle.
Make	10AN	Type the make of the towed vehicle.
Model	10AN	Type the model of the towed vehicle.
Style	10AN	Type the style of the towed vehicle.
Colors	10AN	Type the primary and the secondary colors of the towed vehicle.
Hold Status	10AN	If the vehicle was impounded, type the hold status.
Officer AG/ID	2AN 9AN	If the towed vehicle has been impounded, type the hold officer's agency identification code and personnel identification code.
Reason	30AN	If the towed vehicle was impounded, type the reason that it is being held.
Date Rel	YYMMDD	If the towed vehicle has been impounded, type or select the date for release.
State Entry Date	YYMMDD	Type or select the state entry date for the towed vehicle.
State Entry Num	20AN	Type the state entry number for the towed vehicle.

Displaying Towed Vehicle Records

SQ

Use the Support Query (SQ) command to access records in the towed vehicle database. A records search can be initiated from the command line by including an incident number, request number, towed vehicle license plate number, VIN number, contractor identification code, vehicle information, owner information, or officer ID.

The Support Equipment Query/Update form appears when the SQ command is submitted. The type of records that appear depend upon the identifiers included in the command line.

Command Identifiers

Default order:

- SQ.RQ.PN.VN.ID.EV.TY.ON.YR.MA.MO.OA.OF

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Support Query (SQ) command.

Table 15-8 Support Query (SQ) Command Identifier Descriptions

Identifier	Format	Description
RQ	17N	Request Number Type at least the last two characters of the request number. Use only numbers. Do not include the agency ID or the contractor type. If the request number is not from the default rotation, you must also use the TY identifier. **NOTE:** The request number shown at the top of the Support Equipment—Request Complete form includes all four digits of the year. When you type the full request number, use only the last two digits of the year. **Example**: The request number is shown as `WST20040522000148`. To enter the full request number, type `040522000148`.
PN	10AN	Plate Number Type the license plate number of the towed vehicle.
VN	40AN	Vehicle Number Type the Vehicle Identification Number (VIN) for the towed vehicle.
ID	5AN	ID Type the contractor's identification code.
EV	15AN	Event Number Type the incident number.
TY Conditional (see Description Notes)	1AN	Type Type the contractor type code; for example T (tow). **NOTE:** You must enter at least one additional identifier when you use TY. The TY identifier is required if the request number is not from the default rotation.
ON	20AN	Owner Type the owner's last name.
YR	4N	Year Type the year of the vehicle.
MA	10AN	Make Type the make of the vehicle.

Table 15-8 Support Query (SQ) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
MO	10AN	Model Type the model of the vehicle.
OA	20AN	Owner Applied Type the Owner Applied number.
OF	20AN	Officer Type the Officer ID.

Examples

`SQ.040916000009`	Displays the Support Equipment Query/Update form for the active support equipment request number040916000009.
`SQ.PN;MAM1905`	Displays the Support Equipment Query/Update-Query By Plate form which provides a browse list of support equipment requests involving the towed vehicle with license plate number MAM1905.

Querying by Request Number

If the SQ command is submitted with a request number, the Support Equipment Query/Update form displays the matching record for the request. The form contains two pages.

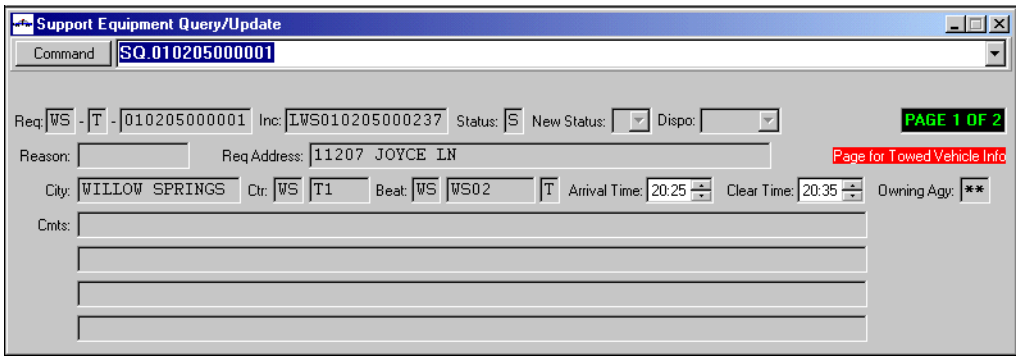


Figure 15-6 Support Equipment Query/Update Form – Page 1 – Query by Request Number

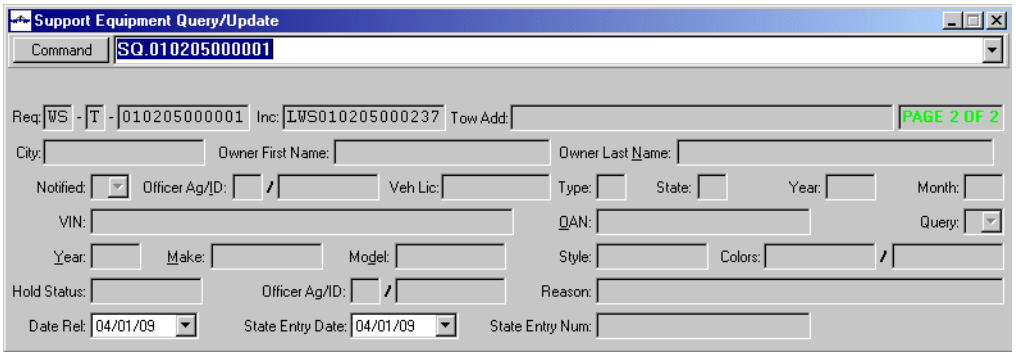


Figure 15-7 Support Equipment Query/Update Form – Page 2 – Query by Request Number

Field Descriptions

The fields in this form are the same as Page 1 and Page 2 of the Support Equipment Query/Update form. For field descriptions, see Table 15-6 and Table 15-7.

Querying by Any Identifier Other Than Support Equipment Request Number

When you submit the SQ command using any other identifier besides the support equipment request number, the Support Equipment Query/Update form displays with a list of all records containing the specified value.

The following illustration is an example of a query by contractor ID code where the contractor ID is T3.

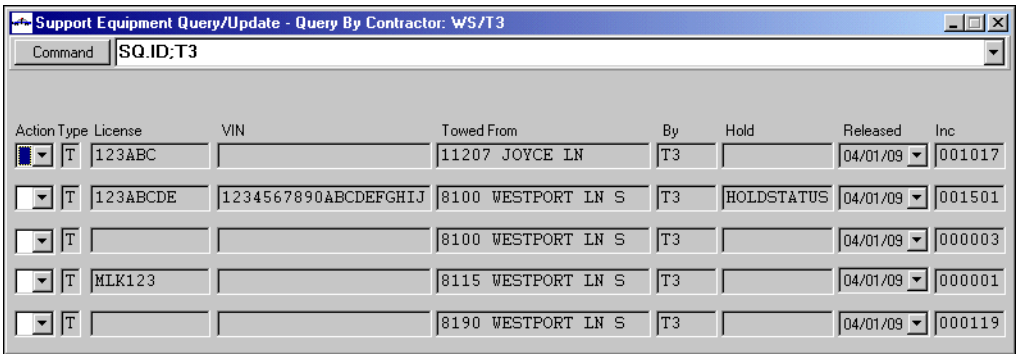


Figure 15-8 Support Equipment Query/Update Form – Query by Contractor

Field Descriptions

The following table describes each field on the Support Equipment Query/Update form when querying by license plate or contractor number.

Table 15-9 Support Equipment Query/Update Browse Form Field Descriptions

Field	Format	Description
Action	1A	Type one of the following codes. V — View the record. U — Update the record. The Support Equipment Query/Update Form – Page 1 appears after you press F12, as shown in Figure 15-6. Therefore, you must have the appropriate level of security for the SU command to use the update action. If you selected the View option, you cannot make any changes.
Type	Display Only	Displays the contractor type code.
License	Display Only	Displays the license plate number of the towed vehicle.
VIN	Display Only	Displays the Vehicle Identification Number (VIN) of the vehicle.
Towed from	Display Only	Displays the address of the location from which the vehicle was towed.
By	Display Only	Displays the towing contractor's identification code.
Hold	Display Only	Displays the hold status of the towed vehicle.
Released	Display Only	Displays the release date for an impounded vehicle using the YYMMDD format.
Inc	Display Only	Displays the last six characters of the incident number.

CHAPTER 16

Radio Commands and Functions

PREMIER CAD can be interfaced with a radio system. The following sections explain the benefits and features.

Using PREMIER CAD With a Radio System

PREMIER CAD supports radio systems from several different vendors. The following table shows the radios currently supported and their features.

Table 16-1 Radio Systems and Features

Vendor	Radio System	Features
ComNet Ericsson	EDACS (CADLink II)	• PTT—Push-To-Talk • Emergency button—send special emergency signal • Status/Message buttons—send specific status, such as enroute, arrived, and so on
Motorola	System Watch II	• Status/Message buttons—send specific status, such as enroute, arrived, and so on
Motorola	SmartZone	• PTT—Push-To-Talk • Emergency button—send special emergency signal • Affiliation/Deaffiliation—updates radio channel or talkgroup to show appropriate zone as officer moves from zone to zone or signs on. Also indicates when officer signs off.
Motorola	SIMS II SMARTNET Interface Management System	• PTT—Push-To-Talk • Emergency button—send special emergency signal

Table 16-1 Radio Systems and Features

Vendor	Radio System	Features
Coded Communications Decoder	Cimarron C Plus II	• Status/Message buttons—send specific status, such as enroute, arrived, and so on

In addition to one of the above radio systems, you may have a Motorola CENTRACOM radio dispatch console to handle your outbound radio traffic. There are several types of CENTRACOM consoles each of which, with the exception of the Series II, can be used in combination with the others:

- CENTRACOM Series II—A traditional button-type console.
- CENTRACOM Classic Buttons and LEDs Console—A traditional type of console where each button and LED is in a fixed location and performs a specific preset function.
- CENTRACOM Classic CRT Console—A touch-screen or mouse/trackball controlled console with instant on-screen access to information.
- CENTRACOM Elite Console—A control center with several types of dispatcher interfaces that can work together on the same system.

Depending on your radio system, using a CENTRACOM CRT or Elite console lets you see information about who is calling, as well as the time and call type/status. Callers are identified by real names, not IDs. Alias names can be stored in the system for radio IDs and telephone numbers using the Alias Database Manager.

PREMIER CAD Radio Commands

The radio-related PREMIER CAD commands that you use depend on which radio system you are using and whether you have a CENTRACOM console.

The following table shows the commands related to radio systems. Where a command is specific to a particular radio system, that system is indicated. If your radio system is not listed, it supports all of the commands listed in the first row.

Table 16-2 PREMIER CAD Commands and Radio Systems

Radio Systems	PREMIER CAD Radio Commands
All Systems	IM—Reset Unit Emergency Indicator Command (see "Resetting Emergency Indicators" on page 16-3) RD—Radio Data Search Command (see "Displaying Radio Assignment Information" on page 16-6)
All Systems which support PTT (Push-To-Talk)	CT—Console Talkgroups Command (see "Displaying Talkgroups" on page 16-8)
SIMS II (SMARTNET Interface Management System)	CA—Selective Call Command (also known as the Call Alert Command) (see "Sending Selective Call Messages" on page 16-10) IM—Reset Unit Emergency Indicator Command (see "Resetting Emergency Indicators" on page 16-3) **NOTE:** When a SIMS II radio interface is used, the IM command issues the command to the radio system and the radio system responds to the SIMS terminal rather than to the PREMIER CAD workstation.
CENTRACOM Gold Elite	SG—Select Group Command (see "Specifying Radio Channel Groups" on page 16-11) ID—Incident Dispatch (see "Dispatch Incident Forms" on page 7-12). New fields are added to the Incident Dispatch form if you have the Radio Channel Groups feature enabled in the Agency Parameters Configuration (MN.25) database form (see the *PREMIER CAD Configuration Guide*). Two-Tone Sequential Paging (see "Two-Tone Sequential Paging Via the CENTRACOM Radio System" on page 16-14)

NOTE
The commands may not be automatically configured for each site. Commands are only enabled when a radio system is configured for a PREMIER CAD system.

Resetting Emergency Indicators

IM

This command can be used with all radio systems.

Use the Reset Unit Emergency Indicator (IM) command to disable the emergency indicators of units activated through unit radios and MDCs.

When a unit is in an emergency status, the unit ID flashes on the Unit status monitor in PREMIER AWW, and the EMG (emergency) indicator displays on the status line.

At sites with the Motorola SIMS radio interface, this command also shuts off any audible alarms that occur at consoles as a result of the activations of these indicators. When a radio operator presses the emergency button on the radio, an audible alarm sounds on the main SIMS radio terminal in the communication center. The PREMIER CAD SIMS interface places the unit associated with that radio into emergency status. You can shut off the alarm manually at the SIMS console.

Command Identifiers

Default order:

- `IM.U.SI`

Command Identifier Descriptions

The following table describes the command identifiers for the Reset Unit Emergency Indicator (IM) command.

Table 16-3 Reset Unit Emergency Indicator (IM) Command Identifier Descriptions

Identifier	Format	Description
U Required	Unit = 8AN Shift ID = 2AN	Unit Type the ID of the unit for which to reset the emergency indicator and shut off the corresponding audible alarm (also functions for MDCs). Add a dash and a shift ID after the unit if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.
SI Conditional	Agency = 2AN Unit = 8AN Shift ID = 2AN	Supervisor ID This identifier is required when the Supervisor Required field is set to `Y` in the Personnel Configuration (MN.12) database form (see the *PREMIER CAD Configuration Guide*). Type the unit ID of this unit's supervisor. The supervisor must already be on duty. Add a dash and a shift ID after the unit if needed. For example, `1A14-01`, shows a unit ID of 1A14 and a shift ID of 01. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. If duplicate unit IDs are allowed across agencies, type <*agency ID*>/<*unit ID*>-<*shift ID*>. If an agency is not specified for the unit ID, the signon agency is used. PREMIER CAD automatically sends the unit's supervisor a PREMIER CAD email message stating that the emergency indicator has been reset. The supervisor ID is written to the audit trail (see "Using The Audit Trail" on page 9-1) and is displayed in the unit history (see "Displaying Unit History" on page 17-4).

Example

`IM.205` Resets the emergency status indicator for unit 205.

Displaying Radio Assignment Information

RD

This command can be used with all radio systems.

Use the Radio Data Search (RD) command to search and display current radio assignment information. The Radio Data Search form is useful to determine information required for the other radio interface commands and functions.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- RD.SE.TY.AG

NOTE

For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Radio Data Search (RD) command.

Table 16-4 Radio Data Search (RD) Command Identifier Descriptions

Identifier	Format	Description
SE	15AN	Search Type the search text.
TY	1A	Type Type the code for the type of radio.
AG	2A	Agency Type the agency ID.

Example

RD.AG;BO	Displays the Radio Data Search form for the BO agency.

Radio Data Search Form

Use the Radio Data Search form to display the current assignments of radios including the Electronic ID (EID), Radio Identification Number (RIN), unit, personnel, talkgroup, and incident number.

To retrieve specific radio information, enter the data to use as search criteria in the Search Key, Search Data, or Agency ID fields, and press the Submit Form (**F12**) key to retrieve the requested radio information.

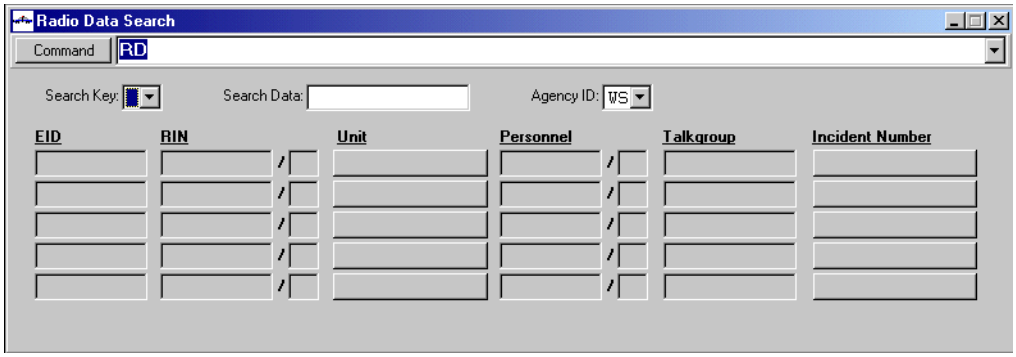


Figure 16-1 Radio Data Search Form

Field Descriptions

The following table describes each field on the Radio Data Search form.

Table 16-5 Radio Data Search Form Field Descriptions

Field	Format	Description
Search Key	1A	Specify the appropriate key to indicate the type of data to use as search criteria. T — Talkgroup code P — Personnel number U — Unit ID I — Incident number V — Vehicle ID
Search Data	T = 12AN P = 9AN U = 11AN I = 15AN V = 6N	Type specific search information. This data can be a talkgroup ID, personnel number, unit ID, incident number or vehicle ID. The type of data must be specified correctly in the Search Key field.
Agency ID	2AN	Type the ID of the agency to which the specified search data applies. The default is the signon agency.
EID	Display Only	Displays the unique Electronic ID assigned by the trunked radio system to the retrieved radio.
RIN	Display Only	Displays the Radio Identification Number of the retrieved radio.

Table 16-5 Radio Data Search Form Field Descriptions (Cont.)

Field	Format	Description
Unit	Button	Displays the ID of the unit to which the retrieved radio is currently assigned. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.
Personnel	Display Only	Displays the personnel number of the officer to which the retrieved radio is currently assigned.
Talkgroup	Display Only	Displays the name of the talkgroup to which the retrieved radio currently belongs.
Incident Number	Button	Displays the number of the incident to which the radio officer is currently assigned. Click the button (or press the Tab key until the button is active and press Enter or the space bar) to display a shortcut menu. For more information, see "Shortcut Menus" on page 2-17.

Displaying Talkgroups

CT

This command can be used with all radio systems which support PTT (Push-To-Talk).

Use the Console Talkgroups (CT) command to display a list of the talkgroups or channels defined in PREMIER CAD and to define which talkgroups or channels are actively being monitored by the console.

NOTE
A talkgroup or channel is the name of a radio frequency that is used by radios to communicate on a trunk radio system. Talkgroups are defined in the Talkgroups Configuration (MN.19) database form (see the *PREMIER CAD Configuration Guide*).

Command Identifiers

Default order:

- `CT.TG.TY`

Command Identifier Descriptions

The following table describes the command identifiers for the Console Talkgroups (CT) command.

Table 16-6 Console Talkgroups (CT) Command Identifier Descriptions

Identifier	Format	Description
TG	12AN each	Talkgroup Type up to five talkgroup IDs separated by commas.
TY	1A	Type Select the type of action to perform: A — Activate the talkgroup or channel. D — Deactivate the talkgroup or channel.

Example

`CT`	Displays the list of talkgroups.
`CT.GREEN1, GREEN2,GREEN3, GREEN4,GREEN5.A`	Activates talkgroups (channels) named Green1, Green2, Green3, Green4, and Green5.

Talkgroup List Form

The Talkgroup List form displays the list of talkgroups and highlights in yellow any talkgroups currently being monitored by the issuing console.

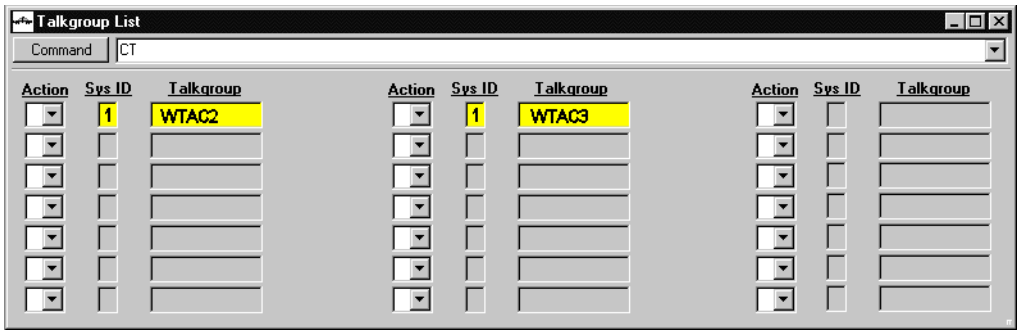


Figure 16-2 Talkgroup List Form

Field Descriptions

The following table describes each field on the Talkgroup List form.

Table 16-7 Talkgroup List Form Field Descriptions

Field	Format	Description
Action Required	1A	Specify the action. A — Activate the talkgroup. D — Deactivate the talkgroup. Active talkgroups are highlighted.
Sys ID	Display Only	Displays the System ID for the talkgroup.
Talkgroup	Display Only	Displays the name of the talkgroup.

Sending Selective Call Messages

CA

This command can only be used with the SIMS II radio system.

Use the Selective Call (CA) command, also known as the Call Alert command, to send selective-call messages such as page tones to SIMS II radios in the field.

Command Identifiers

Default order:

- CA.RD.CB.AG

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Call Alert (CA) command.

Table 16-8 Call Alert (CA) Command Identifier Descriptions

Identifier	Format	Description
RD Required	10AN	Radio Type the radio ID.
CB	10AN	Callback Type the callback ID.
AG	12AN	Agency Type the agency ID.

Example

`RD.12345` Sends a message to radio R12345.

Specifying Radio Channel Groups

SG

This command is available only for the CENTRACOM Gold Elite radio system.

Use the Select Group (SG) command to specify a channel group to use with the Radio Channel Groups feature. Use the command when you want to specify a group but do not want to dispatch a unit.

The Radio Channel Groups feature allows a radio console operator to quickly assemble a group of radio channels or talkgroups prior to transmitting an APB (All Points Bulletin) or a broadcast notification message for channel requests. The Radio Channel Groups feature operates in conjunction with CENTRACOM Gold Elite™ and must reside on the same workstation as the CENTRACOM Gold Elite application.

NOTE

When the Radio Channel Groups feature is enabled, three new fields are added to the Incident Dispatch forms which correspond to the command identifiers in the SG command: Iss Radio Chnl Grp, MSel Func, and Geo Lvl. For more information, see “Dispatch Incident Forms” on page 7-12 and “Dispatch Incident Form for Fire/EMS Incidents – Page 1” on page 7-24.

For more information, see the *Radio Channel Groups Feature User Guide for PREMIER CAD 6.6*.

Command Identifiers

Default order:

- SG.ID.FC.LV

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Select Group (SG) command.

Table 16-9 Select Group (SG) Command Identifier Descriptions

Identifier	Format	Description
ID	Incident = 3-15AN Unit ID: Agency = 2AN Unit = 8AN Shift ID = 2AN Group = 14AN	Identification Type the incident number, unit ID, or a channel group name. Precede the channel group name with an asterisk (*), for example, `ID;*GROUP1`. If you use an incident number, PREMIER CAD retrieves and displays the incident. If you use a unit ID, PREMIER CAD retrieves and displays the incident to which the unit is assigned. In both cases, the channel group name that is used is based on the incident and the agency setting in MN.25. (See the examples following this table for more information.) **NOTE:** If you use a unit ID, the unit must be assigned to an incident.
FC	1A	Function Code Type the function code to determine the actions that are taken with the channels in the channel group. If you use the ID identifier, the following codes are available: P — Populate. Populate the channels to the Channels in Groups list. Use this selection when you might want to add additional channels manually. L — Load. Populate the channels to the Channels in Groups list and then load them into the MSel group. O — Open. Populate the channels to the Channels in Groups list, load them into the MSel group, and then open the channels within the Msel Group. This transmits audio to the headset. If you do not use the ID identifier, the following codes are available: C — Close. Deselect the audio from the headset for all channels in the MultiSelect. R — Reset. Close and remove the channels from the MultiSelect. X — Clear. Close, reset, and clear the Channels in Group list.
LV Invalid if ID = group name	1A	Level Type the level to indicate which channel group to use with the Radio Channel Groups feature. B — Use the beat containing the incident. T — Use the team containing the incident. A — Use the area to containing the incident.

Examples

`SG.008265.P.T`	Retrieves the incident number 008265, searches for the team to which the address of the incident belongs, locates the team name in the Geographic list of the Radio Channel Groups feature, and populates the corresponding channels to the Channels in Groups list.
`SG.1A12.L.A`	Retrieves the incident to which unit 1A12 is assigned, searches for the area contained in the incident, locates the area name in the Geographic list of the Radio Channel Groups feature, and populates *and* loads the corresponding channels to the Channels in Groups list.
`SG.*GROUP1.O`	For the radio channel group identified as `GROUP1`, populates the corresponding channels to the Channels in Groups list, loads them into the MSel group, *and* opens the channels within the MSel group using the incident's beat name.

Two-Tone Sequential Paging Via the CENTRACOM Radio System

This feature is an extension of the paging process that PREMIER CAD currently provides. The process has been extended to allow PREMIER CAD to interface to the CENTRACOM radio system via the CAD client. Pagers within the CENTRACOM radio system can be paged from within PREMIER CAD anywhere the paging/toning features are currently available, such as with the ID (Incident Dispatch), TN (Tone), VC (Vehicle Cover), and VU (Vehicle Uncover) commands, and with the Incident Dispatch form for Fire/EMS Incidents.

Paging Setup

Set up pager groups in the Toning/Paging Configuration (MN.26)Toning/Paging Configuration (MN.26) database form (see the *PREMIER CAD Configuration Guide*).

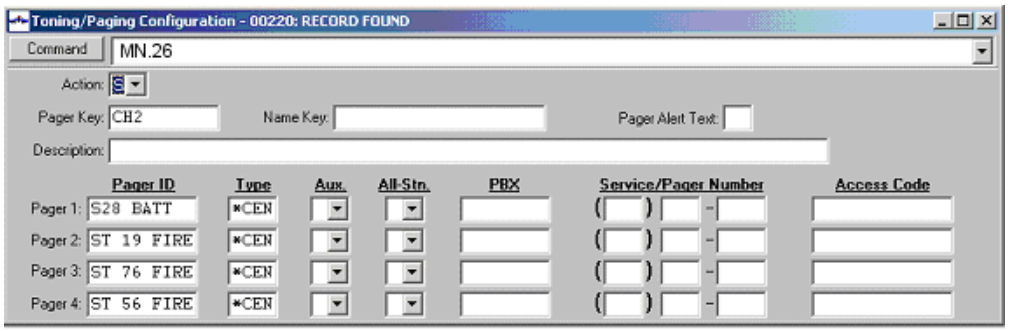


Figure 16-3 Toning/Paging Configuration (MN.26) Database Form

You can define up to four paging systems and actions to be taken for the pager key being defined. Use a Type of *CEN to identify the CENTRACOM pager group that you will page through the radio paging feature. All pager IDs associated with *CEN pager groups are retrieved through the CENTRACOM databases. Therefore, it is mandatory that these pager group names match those defined within the CENTRACOM radio system.

Paging Display

The Radio Paging Monitor opens automatically when a paging/toning command is used, and shows the status of all pagers to be paged by PREMIER CAD. It lists each pager group, the pagers in the group, and the current status of each pager. If you issue the radio paging feature as a result of an incident dispatch or vehicle cover/uncover, the status bar on the Radio Paging Monitor shows the incident number associated with the paging request.

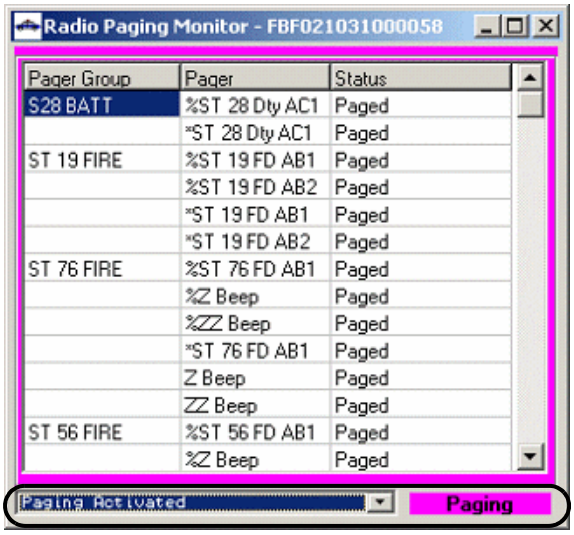


Figure 16-4 Radio Paging Monitor – Showing Paging

The drop down list box in the lower left of the Radio Paging Monitor shows each stage executed within the paging process. Figure 16-4 shows that the paging process has been activated.

The border color and the message in the lower right change to indicate which stage is currently active. There are five possible stages. The border color for the first stage, Paging, as in Figure 16-4, is magenta and the message indicates that paging is in progress.

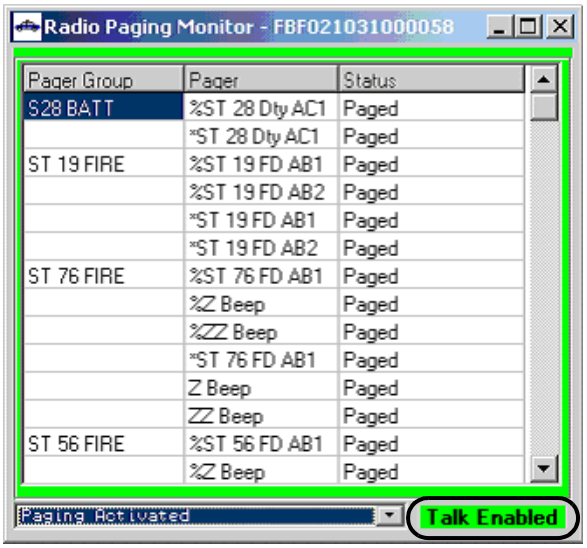


Figure 16-5 Radio Paging Monitor – Showing Talk Enabled

The next stage is TalkExtend, as shown in Figure 16-5. TalkExtend is a period of time where a general transmit will transmit on channels associated with pagers previously paged. The border color for Talk Enabled is green indicating that the system is ready to transmit.

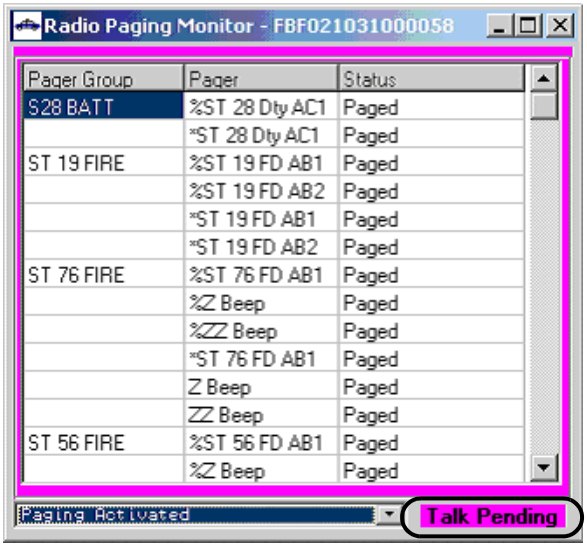


Figure 16-6 Radio Paging Monitor – Showing Talk Pending

If the transmit cannot be performed at the time, a Talk Pending message appears, as shown in Figure 16-6 rather than the Talk Enabled message. The radio position is waiting for the CENTRACOM radio system to enable TalkExtend. The border color is magenta rather than green indicating that the system is not ready to transmit. When the system is ready, the message changes to Talk Enabled and the border changes to green as in Figure 16-5.

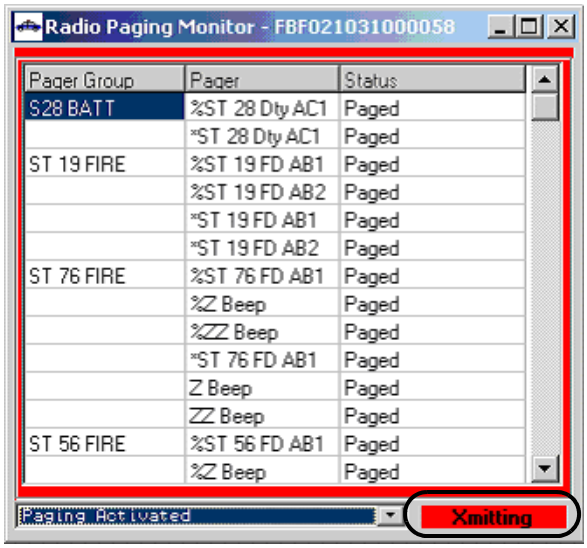


Figure 16-7 Radio Paging Monitor – Showing Xmitting (Transmitting)

The next stage is Transmitting, as shown in Figure 16-7. A voice transmission will be heard through the pagers listed. The border color is red indicating that this position is transmitting to the radio channels specified by the pagers.

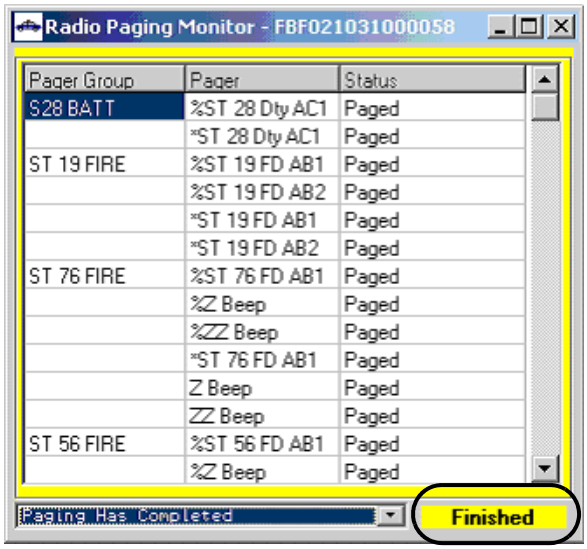


Figure 16-8 Radio Paging Monitor – Showing Finished

The final stage is Finished, as shown in Figure 16-8. The border is yellow. At this point, you can process another radio paging request. You do not have to close the window to handle subsequent requests.

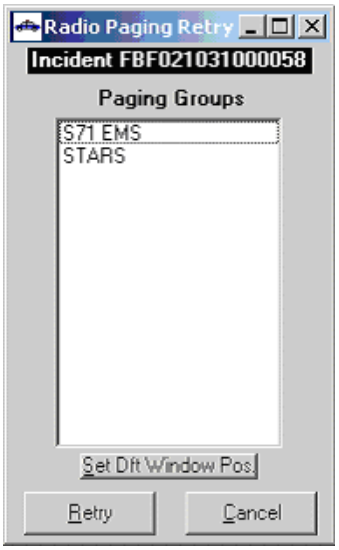


Figure 16-9 Radio Paging Retry Dialog Box

The Radio Paging Retry dialog box (Figure 16-9) displays when you make a radio paging request and the paging feature is busy transmitting another request. The incident number displays if there is an incident number associated with the paging request. Click **Retry** to re-issue your request and close the window or click **Cancel** to cancel the request and close the window. You can drag this window to a position on your desktop where you want all subsequent Radio Paging Retry windows to appear and click **Set Dft Window Pos**.

Changing Radio Assignments

Use the Put a Unit On Duty (ON) command to place one or more units on duty. You can also use this command in all systems to augment the on-duty information of units, including their radio assignments. Use the R1, R2, R3, and R4 identifiers of this command to change the radio assignments of unit officers. For more information, see "Placing Law Units On Duty" on page 10-18.

NOTE

An ON command that is issued with identifiers functions only for the current signon agency. To change radio information for a unit of another agency, use the Law Unit Going On Duty form. This command does not apply to fire/EMS units.

You can use the Unit Status (US) command to change radio assignments for permanently assigned radios (associated with personnel/vehicle IDs).

CHAPTER 17

System Commands and Functions

The following sections are all system-related.

Retrieving Ready Reference Information

RR

Use the Ready Reference (RR) command to search law, fire, and EMS Ready Reference information. Ready Reference information is site-specific, agency-defined information such as lists of incident type descriptions, pager lists, telephone number lists, and so on. The PREMIER CAD system administrator configures ready reference information in the Ready Reference Configuration (MN.43) database (see the *PREMIER CAD Configuration Guide*). The information can be categorized by group titles and specific keywords. Therefore, RR command searches can be based on group title and keyword specifications. Group titles or keywords allow for more refined searches for Ready Reference information.

For example, if a search involves a group title specification (such as Pagers), only Ready Reference information configured under this group title is retrieved. If a search involves a group specification and two keyword specifications (such as K9 and PM), only Ready Reference information configured under this group title and with these two keywords is retrieved.

Read-access security can be assigned to Ready Reference information by the system administrator based on agency type (law, fire, or medical) or agency ID specifications. Therefore, whatever information appears when the RR command is issued by a specific user is not necessarily all the information that exists in PREMIER CAD. The displayed information is only the information that the user has the security privileges to see.

If you issue the Ready Reference command without any identifiers, the Ready Reference Command Group form appears (see page 17-3). If the command is issued with group title or keyword identifiers, the Ready Reference Command Index form appears (see page 17-3).

Command Identifiers

This command can be issued without command identifiers.

Default order:

- RR.G.K

Commonly used options:

- RR.G
- RR..K

NOTE

Repeated periods (. .) represent elements excluded from the overall Command Default Order. For details on entering commands out of order, see "Skipping Elements When Entering Commands" on page 3-8 and "Entering Commands Out of Command Default Order" on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Ready Reference (RR) command.

Table 17-1 Ready Reference (RR) Command Identifier Descriptions

Identifier	Format	Description
G	10AN	Group Type the title of the information group containing the Ready Reference information. To search for information that is in a group title containing the same characters and character positions, type an asterisk (*) wildcard character at the end of a partial group title. For example, P* retrieves group titles that start with the letter "P," such as Police, Pagers, and Plates. **NOTE:** When the asterisk wildcard character is used, the Ready Reference search initially ignores the specified keywords so the Ready Reference group index can display the retrieved groups. Once a group is selected from the displayed group index, the search then reflects any specified keywords. If a group title is not specified, the Ready Reference search retrieves all Ready Reference information.
K	10AN	Keyword Type the keyword for the Ready Reference information.. Only the information that includes the specified keywords is retrieved. If a keyword is not specified, the Ready Reference search retrieves all Ready Reference information in the specified group.

Example

RR.Pagers	Searches and displays ready reference information in the Pagers group.

Ready Reference Command Group Form

When the Ready Reference command is issued without any identifiers, the Ready Reference Command Group form appears. The form lists all defined groups. To view the index for a group, type the index group in the Ready Reference Index Entry box and submit the form by pressing **F12**.

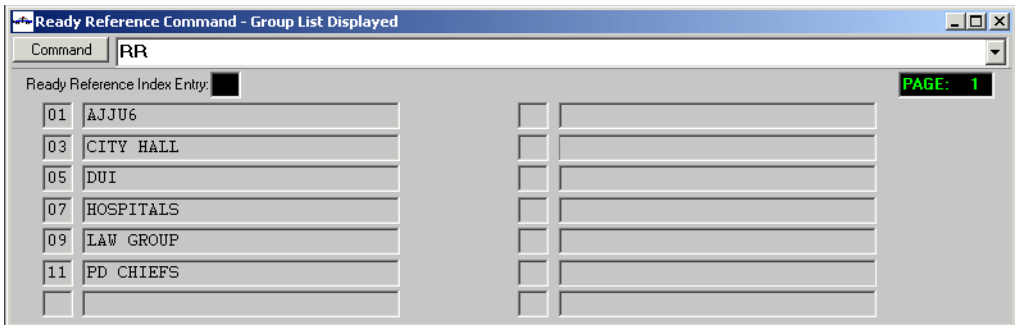


Figure 17-1 Ready Reference Command – Group Form

Ready Reference Command Index Form

When the Ready Reference command is issued with a group title or keyword identifiers, the Ready Reference Command Index form lists all the records that exist either under the group or keyword. This form also displays when a group is selected in the Ready Reference Command Group form. To view the Ready Reference text, type the index number in the Ready Reference Index Entry and submit the form by pressing **F12**.

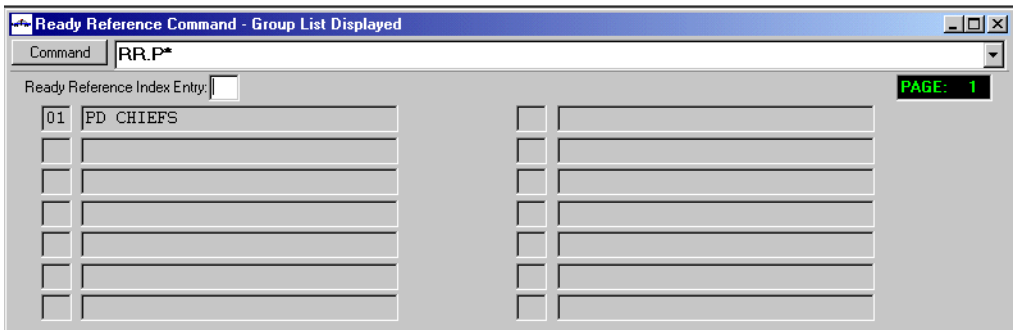


Figure 17-2 Ready Reference Command – Index Form

Ready Reference Record Form

When a ready reference is selected from the Ready Reference Record Index form, the Ready Reference Record form displays. The form contains the Index Number, Index Group, and actual text for the reference.

Figure 17-3 Ready Reference Command – Reference Text Form

Displaying Unit History

UH

Use the Unit History (UH) command to show the history for a specific unit.

The From Date and From Time default values are controlled by the START-HOURS-AGO system parameter. This parameter, set by your system administrator, controls the default length of time in hours for which records are retrieved with the UH command and form. The maximum value is 99.

- If the parameter is missing or set to zero, the parameter is not used and the From Date and From Time values default to the current date and a time of 0000 (midnight).
- If the parameter is preset and valid, the From Date and From Time values are controlled by the number of hours set in the parameter. For example, if the parameter specifies 36 hours and the current time is 1600 hours (4:00 P.M.), the From Date field would be populated with yesterday's date and the From Time field would be populated with 0400 hours (4:00 A.M.).

Typically, when issuing the Unit History command, you specify a unit or an officer. However, you can use the UH command or form without specifying a unit or an officer if you limit the search to a time span of less than four hours. This allows you to view a Unit History Log for all units within the date/time range specified.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- UH.AG.U.EV.PN.US.FD.FT.TD.TT.PR.SF

NOTE

For details on entering commands out of order, see “Skipping Elements When Entering Commands” on page 3-8 and “Entering Commands Out of Command Default Order” on page 3-8.

Command Identifier Descriptions

The following table describes the command identifiers for the Unit History (UH) command.

Table 17-2 Unit History (UH) Command Identifier Descriptions

Identifier	Format	Description
AG	2AN	Agency Type the Agency ID. If the Agency ID is omitted, the report defaults to the user's signon agency.
U	Unit = 8AN Shift ID = 2AN	Unit ID Type the unit ID. Add a dash and a shift ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID. **NOTE:** Use either the U or the EV identifier, not both.
EV	15AN	Event ID Type the event (incident) number. **NOTE:** You can type a unit number instead of an event number. Use either the U or the EV identifier, not both.
PN	9AN	Personnel Number Type the personnel number.
US	1A	Display Unit Status Type `Y` to only print status changes for a unit. Type `N` to print status changes and event updates. (`N` is the default.) When you select `N`, the log shows the status of EU for Event Update. This is not an actual status, but an indication that the event has been updated. See an example in Figure 17-5 on page 17-9.
FD	YYMMDD	From Date Type the from date.
FT	HHMM	From Time Type the From Time using a 24-hour military clock; for example, enter 2345 for 11:45 pm. The From Time automatically defaults to 0001 (one minute after midnight).
TD	YYMMDD	To Date Type the to date. The to date automatically defaults to current date.
TT	HHMM	To Time Type the To Time using a 24-hour military clock; for example, enter 2345 for 11:45 pm. The To Time automatically defaults to 2359 (11:59 pm).

Table 17-2 Unit History (UH) Command Identifier Descriptions (Cont.)

Identifier	Format	Description
PR	7AN	Printer Type the printer name.
SF	2AN	Status Filter Type the unit status code to use to filter the search. The resulting log will show only entries for that status. **NOTE:** The unit status filter is not applicable when you use the U or the EV identifier. The time span to search must be less than four hours.

Examples

`UH..1A12..050714`	Creates a unit history report for unit 1A12, from 7/14/2005 to the current date and time.
`UH..E20`	Creates a unit history report for unit E20 for the 24 hour period covering the current date.
`UH.AG;WS. FD;050126. FT;1100.TD;050126 . TT;1359.SF;CL`	Creates a unit history report for agency WS, for the date of 1/26/2005 from 11:00 am to 1:59 pm (1359). It filters the report to show only statuses of CL.

Unit History Log Search Form

When the Unit History command is issued without any command identifiers, the RM.8 - Unit History Log form appears.

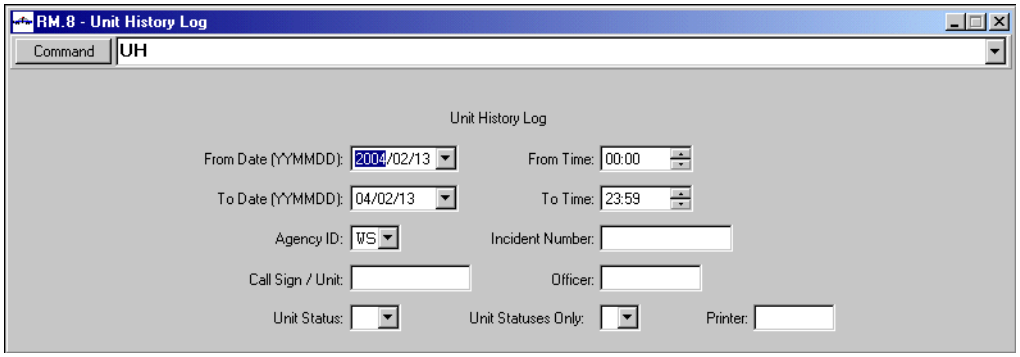


Figure 17-4 RM.8–Unit History Log Search Form

Field Descriptions

The following table contains a description of each of the fields in the RM.8–Unit History Log Search Form.

Table 17-3 Unit History Log Report Form Field Descriptions

Field	Format	Description
From Date	YYMMDD	Type the starting date of the incidents to report. If this field is left blank, the default is the current date.
From Time	HHMM	Type the starting time of the incidents to report in 24-hour military clock format. If this field is left blank, the default is midnight (0000).
To Date	YYMMDD	Type the ending date of the incidents to report. If this field is left blank, the default is the current date.
To Time	HHMM	Type the ending time of the incidents to report in 24-hour military clock format. If this field is left blank, the default is the end (23:59) of the To Date.
Agency ID	2AN	Type the Agency ID on which to report if different than the signon agency that displays automatically.
Incident Number	12N	Type the incident number to request history for a specific incident. **NOTE:** When you enter an incident number, PREMIER CAD searches only for the incident number; it ignores any other fields.
Call Sign/Unit	Agency = 2AN Unit = 8AN Shift ID = 2AN	Type the call sign of the unit on which to report a duty log. Add a dash and a shift ID if needed. If you enter a unit ID without specifying a shift ID and if duplicate unit IDs exist on different shifts, PREMIER CAD selects the first matching unit ID.
Officer	9AN	Type the personnel number for the officer on which to create a duty log. **NOTE:** The following considerations apply to generating the Unit History Log by personnel number: • Incidents that are closed with a disposition through an incident update are not reported. • For call stacking incidents, PA (pre-assigned) records are not reported.
Unit Status	2AN	Type or select the unit status code to use to filter the search. The resulting log will show only entries for that status. **NOTE:** The unit status filter is not applicable when you enter a value in the Incident Number, Call Sign/Unit, or the Officer field. The time span to search must be less than four hours.

Table 17-3 Unit History Log Report Form Field Descriptions (Cont.)

Field	Format	Description
Unit Statuses only	1A	Type Y to only print status changes for a unit. Type N to print status changes and event updates. **NOTE:** The Unit Statuses only field automatically changes to Y if you enter a value in the Unit Status field. When you select N, the log shows the status of EU for Event Update. This is not an actual status change, but an indication that the event has been updated. See an example in Figure 17-5 on page 17-9.
Printer	7AN	To use a printer other than the one displayed, type the printer ID.

Unit History Log Form

The Unit History Log form displays the history information for the specific unit.

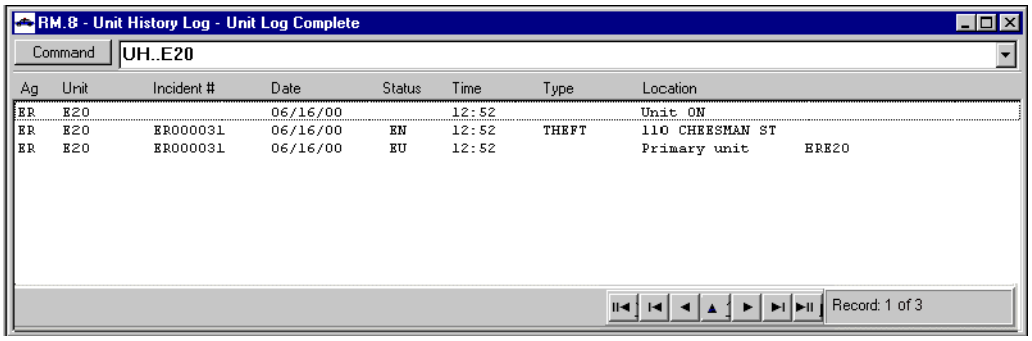


Figure 17-5 Unit History Log Form

Field Descriptions

The following table contains a description of each of the fields in the Unit History Log form.

Table 17-4 Unit History Log Form Field Descriptions

Field	Format	Descriptions
Ag	Display Only	Agency code where the unit is assigned.
Unit	Display Only	Call sign for the unit.
Incident #	Display Only	Incident to which the unit was assigned.
Date	Display Only	Date of the status change in YYMMDD format.

Table 17-4 Unit History Log Form Field Descriptions (Cont.)

Field	Format	Descriptions
Status	Display Only	Status of the unit.
Time	Display Only	Time when the status change occurred using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Type	Display Only	Incident type.
Location	Display Only	Incident location.
	Button	First Item – Moves the focus to the first line of the audit trail. On the keyboard, press **Alt+ ' (** this is the key to the left of the number 1) to move the focus to this button. **NOTE:** When Dynamic Refresh is enabled, you can only scroll through the Audit trail entries using the scroll bar on the right side of the window. The buttons do not function.
	Button	Prior Page – Moves the focus to the top of the previous page of the audit trail. **Ctrl-Page Up** on the keyboard will perform the same action.
	Button	Prior Item – Moves the focus to the previous line of the audit trail.
	Button	Back to List – Returns the focus to the list of audit entries. On the keyboard, press **Alt+Shift+^** to move the focus to this button.
	Button	Next Item – Moves the focus to the next line of the audit trail.
	Button	Next Page – Moves the focus to the top of the next page of the audit trail. **Ctrl-Page D**n on the keyboard will perform the same action.
	Button	Last Item – Moves the focus to the last item of the audit trail. On the keyboard, press **Alt+Backspace** to move the focus to this button.
Record Count	Display Only	Displays the number of records, or entries, in the unit history.

Using Maintenance Menu (MN) Commands

MN The Maintenance Menu command displays a listing of database forms that are used to configure PREMIER CAD. This command is used primarily by system administrators and supervisors to maintain the files or data used by PREMIER CAD, but is occasionally used by call takers or dispatchers. Users must specifically be assigned access to use the MN commands in the Console Security Configuration (MN.28) database form (see *PREMIER CAD Configuration Guide*). If you issue this command without any identifiers or information elements, the Maintenance Menu (MN) displays.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- `MN.<form number>`

Command Identifier Descriptions

The following table describes the command identifiers for the Maintenance Menu (MN) command.

Table 17-5 Maintenance Menu (MN) Command Identifier Descriptions

Identifier	Format	Description
Form Number	2N	Type the number (1-58) of the specific database form to display.

Example

`MN.25`	Displays the Agency Parameters Database form (MN.25).

Maintenance Menu Form

The Maintenance Menu (MN) form displays when the MN command is issued without any identifiers. The form lists the various configuration database forms that exist in PREMIER CAD. For more information about the Maintenance Menu (MN) database form (see the *PREMIER CAD Configuration Guide*).

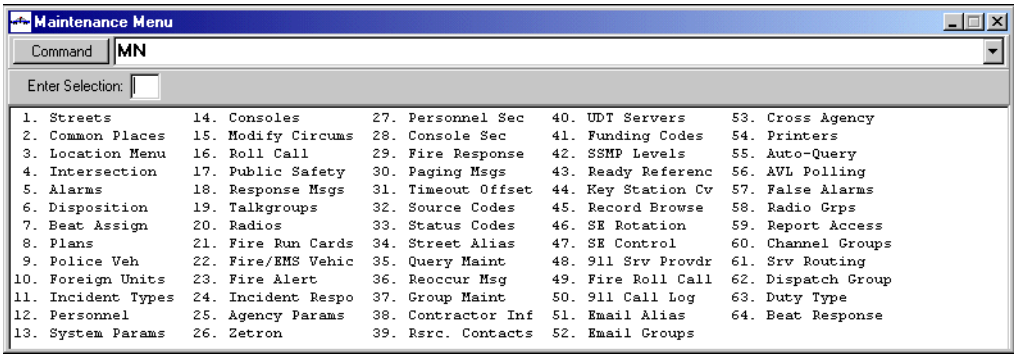


Figure 17-6 Maintenance Menu (MN) Form

Viewing Database Logs

DB

Database Logging refers to the logging of any changes made to the configuration databases (MN forms) and is enabled for a site by Motorola personnel directly on the server. You can use the Database Logging (**DB**) command to search the database for changes made to the MN forms.

Not all databases use the Database Logging feature.

You can set up database logging for each database individually. You can set each database to the following:

- A to log added records
- C to log changed records
- D to log deleted records

If the parameter is left blank, log records are not written. This allows the logging function to be disabled during initial system configuration.

CAUTION

If a site has Database Logging enabled, every time a record is changed, all non-blank fields in the record are logged, whether they were changed or not.

For example, if a skill set has changed for one person in the Personnel Configuration (MN.12) database, the database log shows all skills as deleted and then re-added. Even skills that did not change are logged as deleted and then re-added.

Logging geofile databases (streets, common places, and intersections) does not log changes affected by a geofile update or refresh. Database logging only logs adds, updates, and deletes activated from a CAD Client.

To view the database log file:

1. On the PREMIER CAD command line, type DB.

   The Database Log Browse form appears.

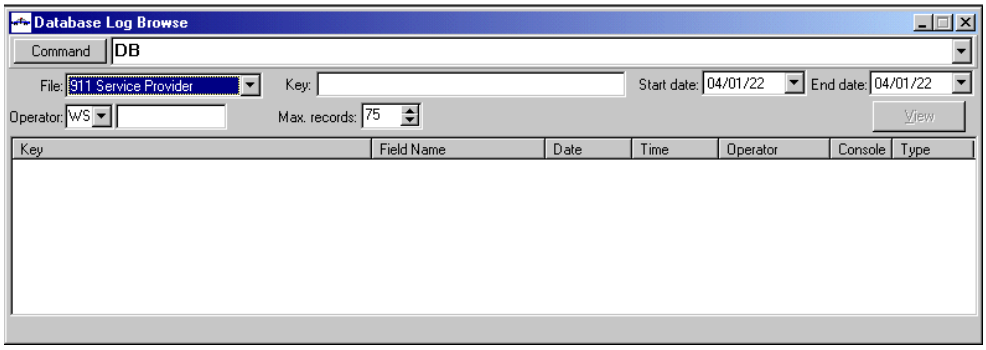


Figure 17-1 Database Log Browse Form

2. To narrow the search, do any of the following:

   - From the File drop-down list box, select the database to browse.
   - In the Key text box, type the record key name.

     A key field is a significant field in a database used to sort the database records.
   - In the Start and End date list boxes, specify a date range.
   - From the operator drop-down list box, select the agency ID and then type the personnel number.

3. In the Max records field, type the maximum number of records to retrieve.

4. Press F12 to transmit the form.

   The search results display in the lower part of the dialog box and show all the records in the database that meet the specified criteria. The list contains the Key or Record that was affected, the field, date and time of change, Operator ID, the console from which the change was made, and the type of change (such as Add, Change, Delete).

5. To view the details for a record, select the record and click **VIEW**.

   The detail of each record indicates the File ID, the key or record that was affected, the field that was affected, the old value, the new value, the operator ID affecting the change, and the date and time the record was written.

   This data can be downloaded through UDT to the CADDSS database or other external sources for permanent storage, reporting, and retrieval. When configuring agency parameters, special considerations must be made for the following items: Incident Numbers, Report Numbers and Transport IDs, and Call Stacking. For details on these features, see Chapter 3: “Configuring Agency Parameters.”

Database logging data is purged nightly based on a parameter that indicates the number of days to retain data. For details, see “File Cleanup Options” in Chapter 6 of the *PREMIER CAD System Administrator Guide*.

Viewing Security Violations

The security violations log contains a record of all security violations that occur as a result of an invalid signon to PREMIER CAD, attempting to access configuration menus or reports, or invalid attempts to transfer workload. The console ID, date/time, operator ID/agency and nature of the violation are recorded, along with the error message returned to the console at the time of violation.

To view the Security Violations log:

1. On the PREMIER CAD command line, type SV.

   The Security Violations Log Browse form appears.

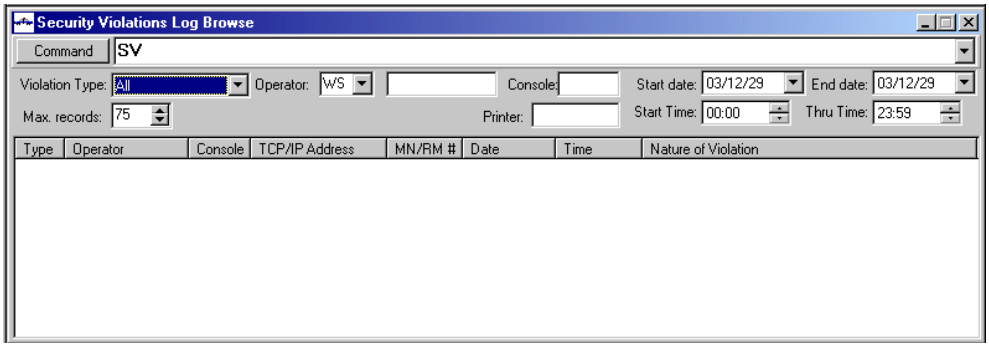


Figure 17-1 Security Violations Browse Form

2. To narrow the search, do any of the following:

- From the Violation drop-down list box, select the violation type.
  - From the operator drop-down list box, select the agency ID and then type the personnel number for the operator.
  - In the console box, type the console number.
  - In the Start and End date list boxes, specify a date range.

3. In the Max records field, select or type the maximum number of records to retrieve.
4. Press F12 to transmit the form.

The search results display in the lower part of the form and show all the records that meet the specified criteria. The list contains the type of violation, operator, console, TCP/IP address, violation form, date and time of violation, and the error message that displayed.

To print the information in the form, type the printer name in the Printer field and submit the form.

This data can be downloaded through UDT to the CADDSS database or other external sources for permanent storage, reporting, and retrieval.

Security violations data is purged nightly based on a parameter that indicates the number of days to retain data. For details, see “File Cleanup Options” in Chapter 6 of the *PREMIER CAD System Administrator Guide*.

Browsing the False Alarms Database

FA

Use the FA command to browse the records in the False Alarm database. You can search by agency, alarm, location, incident number, address or starting and ending dates. Once the record is retrieved, you can view the contents. This command has no command identifiers.

For additional details about false alarms and the False Alarm Configuration (MN.57) database form see the *PREMIER CAD Configuration Guide*.

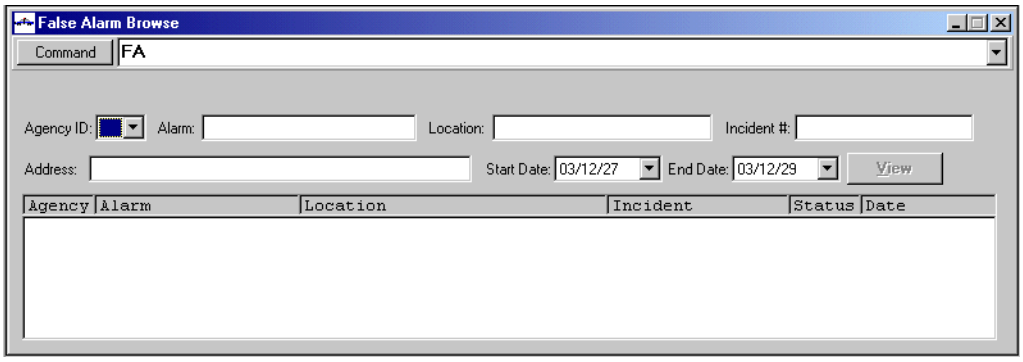


Figure 17-7 False Alarm Browse Form

Field Descriptions

The following table describes each field on the False Alarm Browse form.

Table 17-6 False Alarm Browse Field Descriptions

Field	Format	Description
Agency	2AN	Type the identifier for the agency.

Table 17-6 False Alarm Browse Field Descriptions (Cont.)

Field	Format	Description
Alarm	20AN	Type the alarm type as entered in the Alarms Configuration (MN.5) database form (see the *PREMIER CAD Configuration Guide*).
Location	30AN	Type the name of the business.
Incident #	15AN	Type the external incident number.
Address	30AN	Type the address for the business/incident.
Start Date	YYMMDD	Type the starting date for which to view records.
End Date	YYMMDD	Type the ending date for which to view records.
View Button	Button	Select a false alarm from the list and click View to see the alarm details.
Agency	Display Only	Displays the agency ID.
Alarm	Display Only	Displays the type of alarm.
Location	Display Only	Displays the location of the alarm.
Incident	Display Only	Displays the incident number.
Status	Display Only	Displays the status (active or inactive).
Date	Display Only	Displays the date of the alarm in the YYMMDD format.

False Alarm Detail Page

When you select a false alarm from the False Alarms Database list and click the View button, the detail page appears.

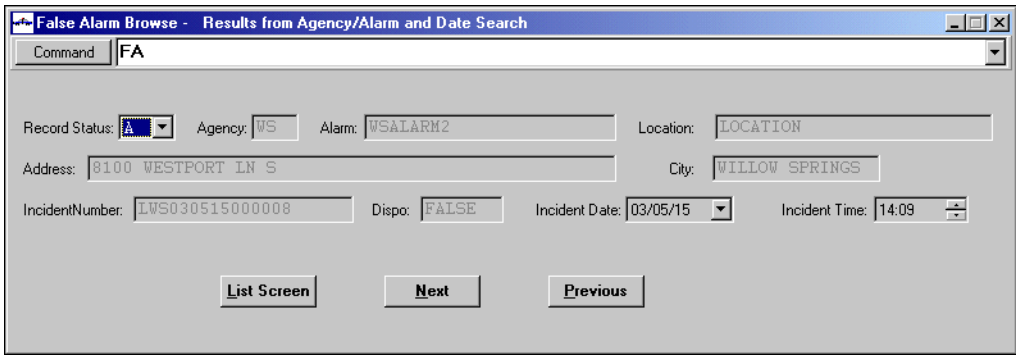


Figure 17-8 False Alarm Browse Details Page

Field Descriptions

The following table describes each field on the False Alarms Database Details Page.

Table 17-7 False Alarm Browse Details Page Field Descriptions

Field	Format	Description
Record Status	1A	Specify the alarm status: A — Active I — Inactive
Agency	Display Only	Displays the agency ID.
Alarm	Display Only	Displays the type of alarm.
Location	Display Only	Displays the name of the business where the alarm is located.
Address	Display Only	Displays the street address of the alarm.
City	Display Only	Displays the city. **NOTE:** Because the label for City is configurable, your False Alarms Database Details Page may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Incident Number	Display Only	Displays the incident number.
Dispo	Display Only	Displays the disposition.
Incident Date	Display Only	Displays the date of the incident in the YYMMDD format.
Incident Time	Display Only	Displays the time of the incident using a 24-hour military clock; for example, 23:45 for 11:45 pm.
List Screen	Button	Click to display the False Alarms Database list.
Next	Button	Click to view the next item on the list.
Previous	Button	Click to view the previous item on the list.

Sending NLETS Messages

TO

Use the TO command to send messages using the National Law Enforcement Telecommunication System (NLETS).

NOTE
This command requires an interface to NLETS or PREMIER OpenQuery.

The TO Command form appears when the TO command is issued. The form contains text boxes for the recipients of the message, the body of the message, and the authority.

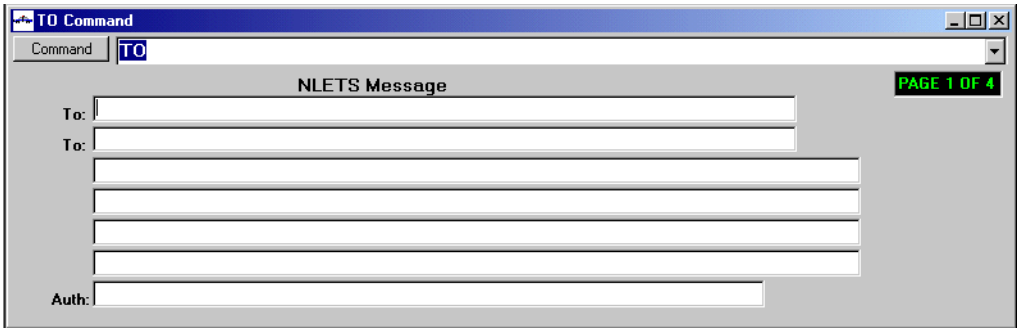


Figure 17-9 TO Command Form

Field Descriptions

The following table describes each field on the TO Command form.

Table 17-8 TO Command Form Field Descriptions

Field	Format	Description
To Required	74AN	Type the name of the person or agency to receive your message. See your system administrator for the exact information for the agencies with whom you correspond.
To Optional	74AN	Type an optional second name or agency to receive your message. See your system administrator for the exact information for the agencies with whom you correspond.
(Message)	80AN per line	Type the text of your message. When you reach the end of a line, click in the next line to continue. If you need more lines, press **Shift+F8** to open Page 2 of the form.
Auth	72AN	Authority Type the authority name or code. See your system administrator for the exact information for the agencies with whom you correspond.

Sending Messages to Stations

MS

Use the MS command to send messages to up to ten stations. The form contains text boxes for entering to which stations the message is to be sent and the message text.

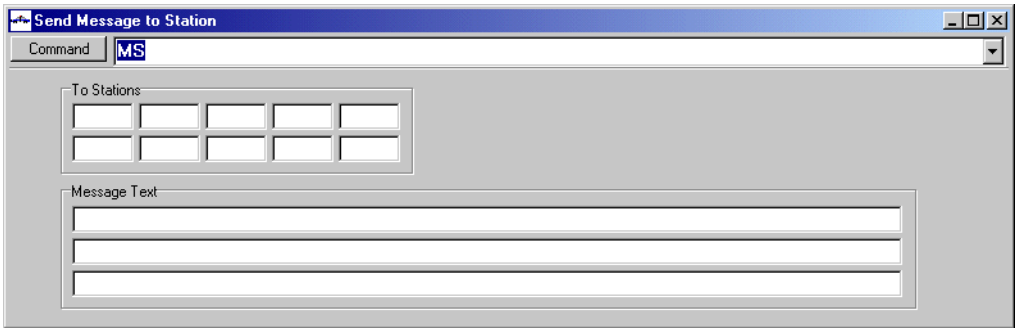


Figure 17-10 Send Message to Station Form

Field Descriptions

The following table describes each field on the Send Message to Station form.

Table 17-9 Send Message to Station Form Field Descriptions

Field	Format	Description
To Stations	5AN	Type the agency ID and the station or stations to receive your message. **Example**: `GW/S4`.
Message Text	80AN per line	Type the text of your message. When you reach the end of a line, click in the next line to continue.

Generating Reports

RM

The Reports Menu (RM) command displays report forms available to PREMIER CAD. This command is used by system administrators to generate PREMIER CAD reports. For more information, see the *PREMIER CAD System Administrator Guide*.

If you issue this command without any identifiers or information elements, the Reports Menu displays.

NOTE

Depending upon your security setting (determined in MN.59), you may not be able to access some reports. If you attempt to access a report to which you do not have access, an error message is sent to your console and an entry is written to the security violations log including your console ID, the date and time, your operator ID and agency, and the nature of the violation.

The security violations log contains a record of all security violations that occur as a result of an invalid signon to PREMIER CAD, configuration menus, or reports, or invalid attempts to transfer workload. The console ID, date/time, operator ID/agency and nature of the violation are recorded, along with the error message returned to the console at the time of violation.

Command Identifiers

Default order:

- `RM.<report number>`

Command Identifier Descriptions

The following table describes the command identifiers for the Reports Menu (RM) command.

Table 17-10 Reports Menu Command (RM) Identifier Descriptions

Identifier	Format	Description
Report Number	1-2N	Type the number of the specific report form to display.

Example

`RM.1` Generates a Roll Call Report.

Reports Menu Form

The Reports Menu (RM) form displays if the RM command is issued without any identifiers or information elements. This form lists the various reports that can be generated for data in PREMIER CAD. For more information about reports, see the *PREMIER CAD System Administrator Guide*.

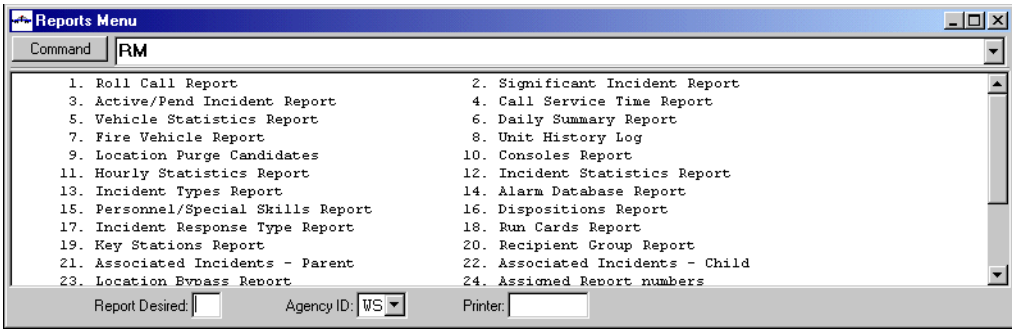


Figure 17-11 Reports Menu (RM) Form

Foreign Report Numbers

A unit responding to a foreign agency incident may need to request a report number from its own agency. Conversely, a unit responding to an incident in its own agency can request a foreign agency report number.

In these cases, the unit must request a foreign report number.

You request a foreign report number by using the agency identifier preceded by the @ sign, such as RN;Y@BO. If an agency is not supplied and the @ sign is used, the Report Number request defaults to the agency for the incident.

The Report Number format that is used is that of the agency from which the number is requested. When an agency is supplied with the Report Number request, the next available Report Number for the agency is use.

Performing Administrative Tasks

MM System administrators use the Administrative Menu (MM) command to maintain the files and data used by PREMIER CAD.

Command Identifiers

This command can be issued without command identifiers.

Default order:

- MM.<menu number>

Command Identifier Descriptions

The following table describes the command identifiers for the Administrative Menu (MM) command.

Table 17-11 Administrative Menu (MM) Command Identifier Descriptions

Identifier	Format	Description
Menu Number	1N	Type the menu number to display.

Example

`MM.1`	Displays the Records Update form.

Administrative Menu Form

The Administrative Menu form contains options for performing administrative file and data operations (note: options 3, 4, and 5 are obsolete). For details regarding the options, see the *PREMIER CAD System Administrator Guide*.

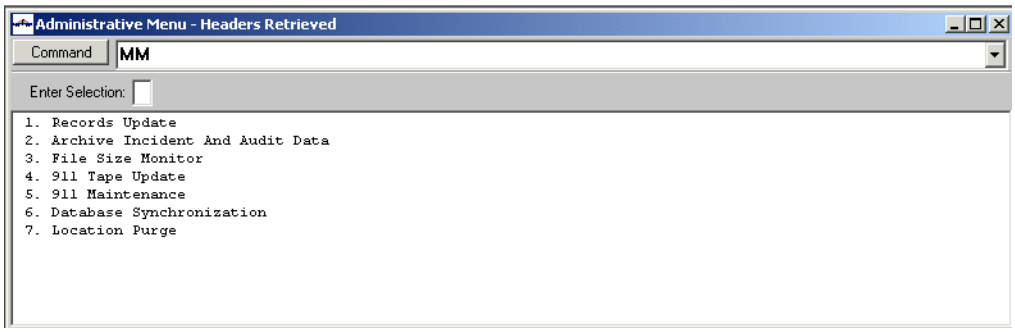


Figure 17-12 Administrative Menu Form

CHAPTER 18

Working Offline

You can perform any of the following tasks when the PREMIER CAD server is offline.

Overview of the Offline Module

PREMIER CAD supplies an offline module for entering and saving incident data when the HP NonStop server is down or unavailable. Options available for offline work are described in detail in this chapter.

For sites incorporating the use of DR Net with a backup HP NonStop, users can first try to connect to the secondary node. If they have not established communications with the secondary node, the Offline Module is available.

CAUTION

You must perform an action in AWW with the mouse to successfully transfer the CAD incident and unit information to the CAD offline module. This includes right-click actions on a unit or incident. The mouse action opens the communication port to the OffLine module.

Starting the Offline Module

You start the Offline Module in one of several different ways depending on when communications with the server become unavailable.

To start the Offline Module:

1. Do one of the following:

   - If you signed on to PREMIER CAD before communications went down, select **Offline Entry** from the PREMIER CAD **Offline Menu**.
   - If you signed on to PREMIER CAD when communications failed, click the **Offline** button in the Communication Error dialog box.
   - If you signed on to PREMIER CAD after communications failed, click the **Offline** button in the PREMIER CAD Security Signon form.

   The Offline Operator Information dialog box appears.

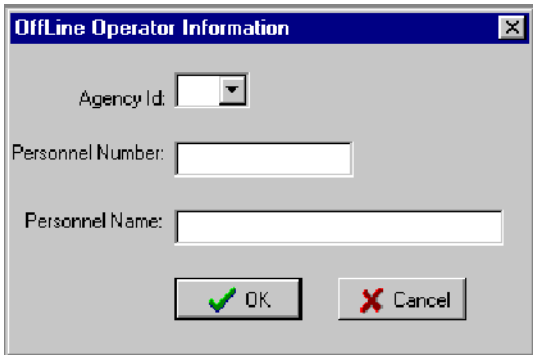


Figure 0-1 Offline Operator Information Dialog Box

2. Type the Agency ID, Personnel Number, and Personnel Name.

   This information is stored in an audit record so the operator name and agency can be connected to the incident data collected at the workstation. This information is added as a comment because user sign on information cannot be validated.

3. Click **OK**.

   - If you signed on to PREMIER CAD before or during communications failure, the PREMIER CAD client queries PREMIER AWW to retrieve the incident and unit information stored on the workstation. This data then displays in the **Incident Display** and **Unit Status** tabs of the Offline Module.
   - If you signed on to PREMIER CAD after communications failure, there is no information in PREMIER AWW to query. Data does not display in the **Incident Display** or **Unit Status** tabs of the Offline Module.

   During startup of the Offline Module, incident types, disposition, agency, and status code lists are built from the tables created during the last PREMIER CAD sign on. These lists are used to populate lists in the Offline Module tabs.

   Once the Offline Module is running, you can continue to create incidents, update records, and make unit status changes. Only the changes made on the workstation display in the **Incident Display** or **Unit Status** tabs. This data is stored so it can be uploaded into the HP NonStop server later.

When the communication to the HP NonStop server is restored, the data stored on each local workstation can be uploaded to the server. The new incident data obtained from incident creation is placed into the event table on the server.

If an active incident created in the Offline Module is closed by the time communication is regained, the incident is created and assigned a closed status disposition. The incident does not display in PREMIER AWW. If a new incident is created in the Offline Module and the incident is still active, the new incident is placed into a pending queue in PREMIER AWW.

All incident updates and unit status changes made in the Offline Module are stored in audit records for the parent incident. Once all of the event and audit data is uploaded to the HP NonStop server, you must manually update the unit status and disposition changes that appear in the comments for each incident.

The Offline Module contains four tabs: Incident Initiate, Incident Update, Incident Display, and Unit Status. The first two tabs are used for data entry while the last two are for display purposes.

Incident Initiate Tab (F8)

Use the Incident Initiate tab to initiate incidents offline. As each new incident is created on a workstation, the incident is assigned a unique Offline Incident Number and saved.

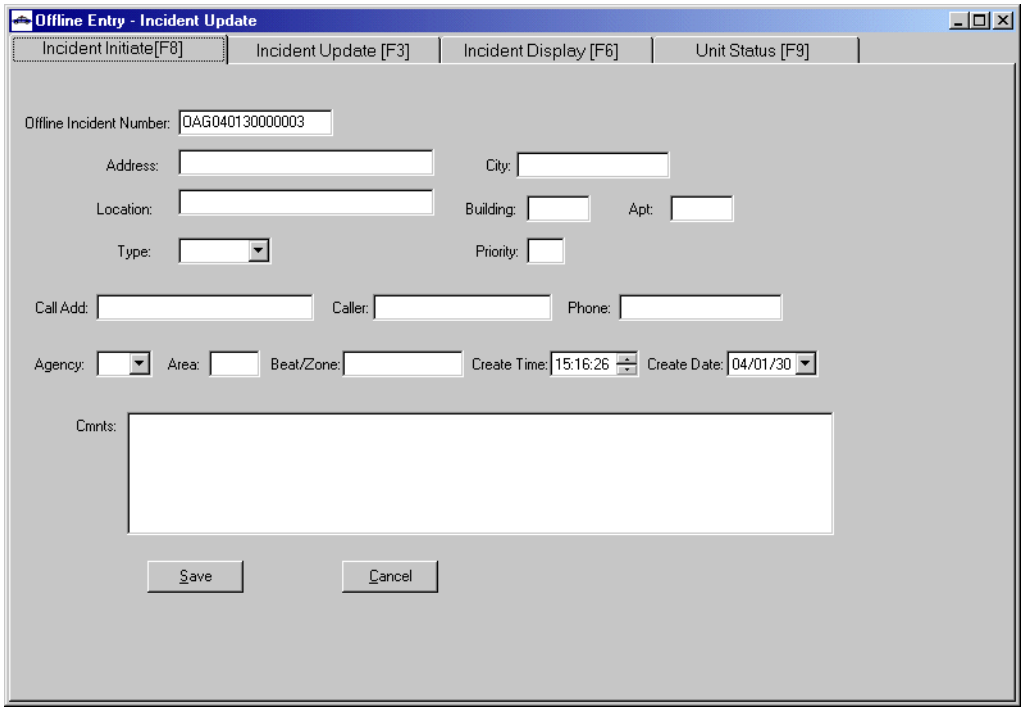


Figure 18-1 Incident Initiate Tab

Field Descriptions

The following table describes each field in the Incident Initiate tab.

NOTE
Because the labels for City and Area configurable, your Incident Initiate tab may use different terms. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 18-1 Incident Initiate Tab Field Descriptions

Field	Format	Description
Offline Incident Number	Display Only	Displays an automatically generated incident number in the format O, Terminal ID, Date (YYMMDD), Number.
Address Required	30AN	Type an incident address. The address can be a street address (partial or whole), a common place name, an intersection name, a street alias name, or a latitude and longitude coordinate pair.
City	15AN	Type the code for the city of the incident's location.
Location	30AN	Type any additional details about location; for example, back of house.
Building	4AN	Type the building number.
Apt	4AN	Type the apartment number.
Type Required	6-15AN	Select the incident type.
Priority	2AN	Type the priority. The first character is numeric and the second character is null or alphanumeric.
Call Add	30AN	Type the caller address.
Caller	20AN	Type the caller name.
Phone	15AN	Type the caller phone number. Use numbers only; for example, `3035551111` or `100003035551111`.
Agency Required	2AN	Select the agency.
Area Required	3AN	Type the name of the area for the incident. **NOTE:** Because the label for Area is configurable, your Incident Initiate tab may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Beat/Zone	8AN	Type the beat name for the incident. **NOTE:** Because the label for Beat is configurable, your Incident Initiate tab may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.

Table 18-1 Incident Initiate Tab Field Descriptions (Cont.)

Field	Format	Description
Create Time	HHMMSS	This field is automatically populated at transmit time with the time the incident was created using a 24-hour military clock; for example, 23:45 for 11:45 pm.
Create Date	YYMMDD	This field is automatically populated at transmit time with the date the incident was created.
Cmnts	292AN	Type any additional comments.

Saving Incident Initiate Data

To save incident initiate data:

In the Incident Initiate tab, click the **Save** button.

After the save is complete, the form clears and a new blank form displays. The new form displays the next numerical incident number for the workstation.

Incident Update Tab (F3)

Use the Incident Update tab to update the details regarding an incident. Select the incident from the Incident Number drop-down list box and make the updates. The list contains the incidents that were pending, active, open, held, or stacked for the areas the workstation was covering at the time the system was taken offline. Additionally, all incidents initiated on the workstation within the Offline Module display in this list.

NOTE
You can also update an incident from the Incident Display tab.

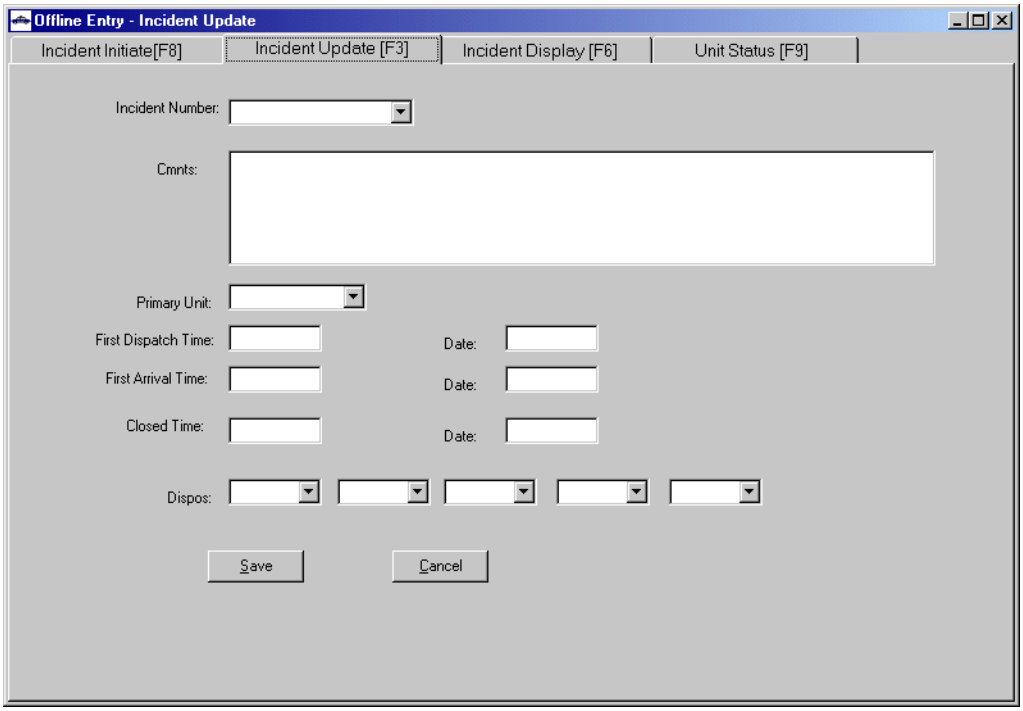


Figure 18-2 Incident Update Tab

Field Descriptions

The following table describes each field in the Incident Update tab.

Table 18-2 Incident Update Tab Field Descriptions

Field	Format	Description
Incident Number	Display Only	Displays an automatically generated incident number in the format O, Terminal ID, Date (YYMMDD), Number.
Cmnts	272AN	Type any comments. Plain text comments and field identifiers and parameters that are standard in PREMIER CAD are allowed.
Primary Unit	Unit = 8AN Shift ID = 2AN	Type the Unit ID followed by a dash and the shift ID. This is a required field when data is entered in the First Dispatch Time/Date or First Arrival Time/Date fields.
First Dispatch Time	HHMMSS	Type the dispatch time using a 24-hour military clock; for example, enter 23:45:32 for 11:45:32 pm. This is a required field when data is entered in the Primary Unit or First Arrival Time/Date fields. Entering a date in any of the Date fields requires that a valid time be entered in the corresponding field.
Date	YYMMDD	Type the dispatch date. Entering a date in any of the Date fields requires a valid time be entered in the corresponding field.
First Arrival Time	HHMMSS	Type the first arrival time using a 24-hour military clock; for example, enter 23:45:32 for 11:45:32 pm. This is a required field when data is entered in the Primary Unit or First Dispatch Time/Date fields. Entering a date in any of the Date fields requires a valid time be entered in the corresponding field.
Date	YYMMDD	Type the first arrival date. Entering a date in any of the Date fields requires a valid time be entered in the corresponding field.
Closed Time	HHMMSS	Type the closed time using a 24-hour military clock; for example, enter 23:45:32 for 11:45:32 pm. Entering a date in any of the Date fields requires a valid time be entered in the corresponding field.
Date	YYMMDD	Type the closed date. Entering a date in any of the Date fields requires a valid time be entered in the corresponding field.
Dispos	5AN	Select the disposition. This is a required field when Close Date and Time are entered.

NOTE
To clear the form, click the **Cancel** button.

Saving Incident Update Information

To save incident update information:

Click the **Save** button.

The form clears and a new form displays.

The First Dispatch Time/Date, First Arrival Time/Date, Close Time/Date, Primary Unit and Disposition are saved. These values are used for event information and not unit status.

Incident Display Tab (F6)

Use the Incident Display tab to show incidents that displayed on the workstation at the time of the system failure or that were entered in the Offline Module. This display lists the incidents in alphanumeric order showing the incident number, incident status, address, city, and incident type.

The Incident Display tab is updated with new incidents as you enter them in the Incident Initiate tab. This tab also reflects updates to the incident status as a result of changes made within the Offline Module. If a pending incident is updated with a Primary Unit and a First Dispatch Date/Time, its status is updated to A(ctive).

NOTE
Incidents in a Hold status transferred to the Offline Module do not display after the hold time expires

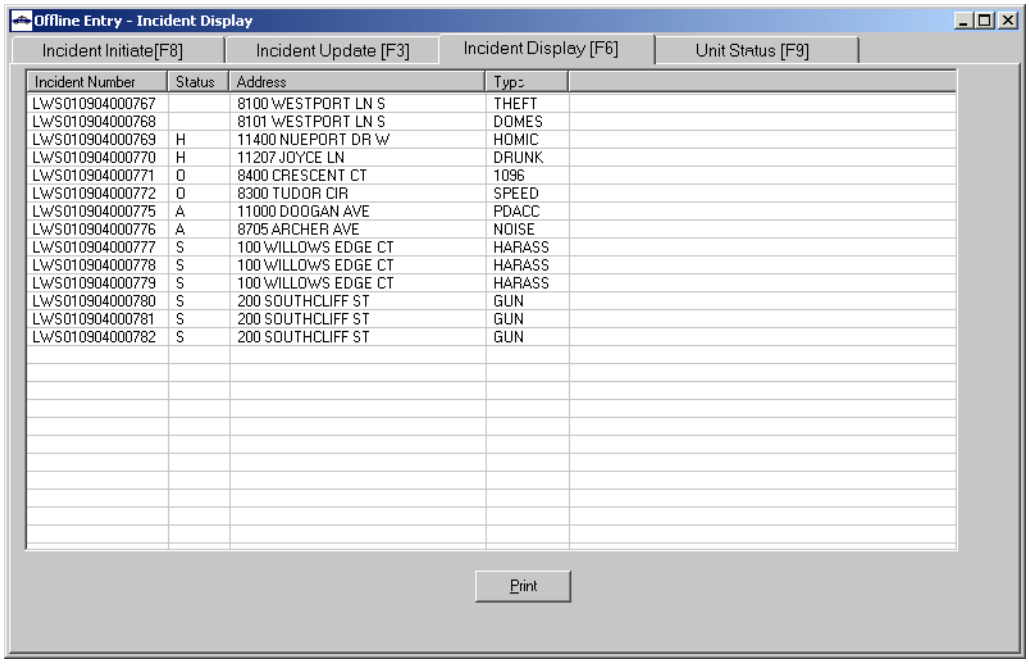


Figure 18-3 Incident Display Tab

Viewing Incident Details

To view incident details:

1. Do one of the following:

   - Select the incident to view and click the **Detail** button (the Detail button does not appear until you select an incident).
   - Double-click the incident.

   The incident data displays in the Offline Incident Detail window.

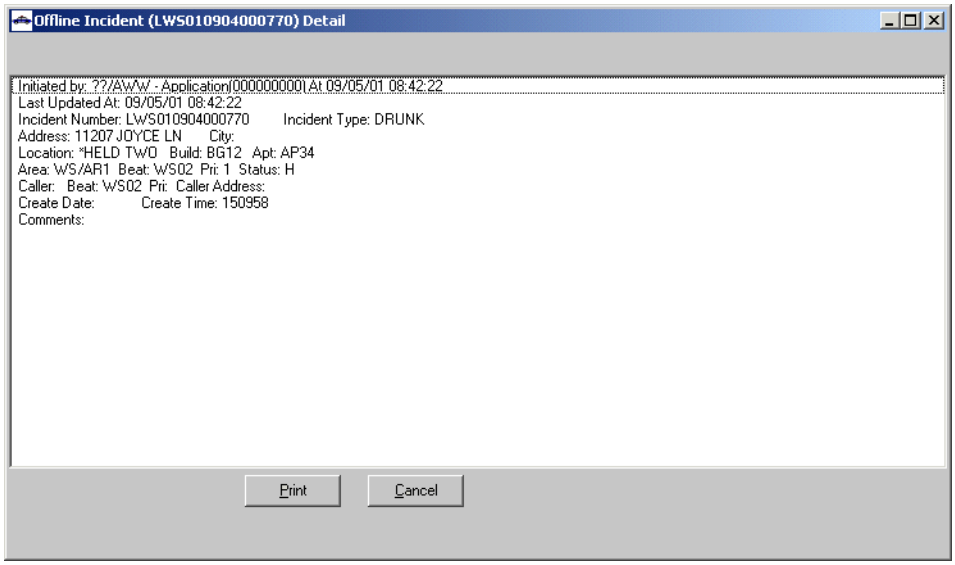


Figure 18-1 Offline Incident Detail Window

2. Click **Cancel**.

Unit Status Tab (F9)

The Unit Status tab displays the unit status information that was present when the system went offline. You can change the status of a unit in this tab. The changes become audit record comments when the information is uploaded to PREMIER CAD.

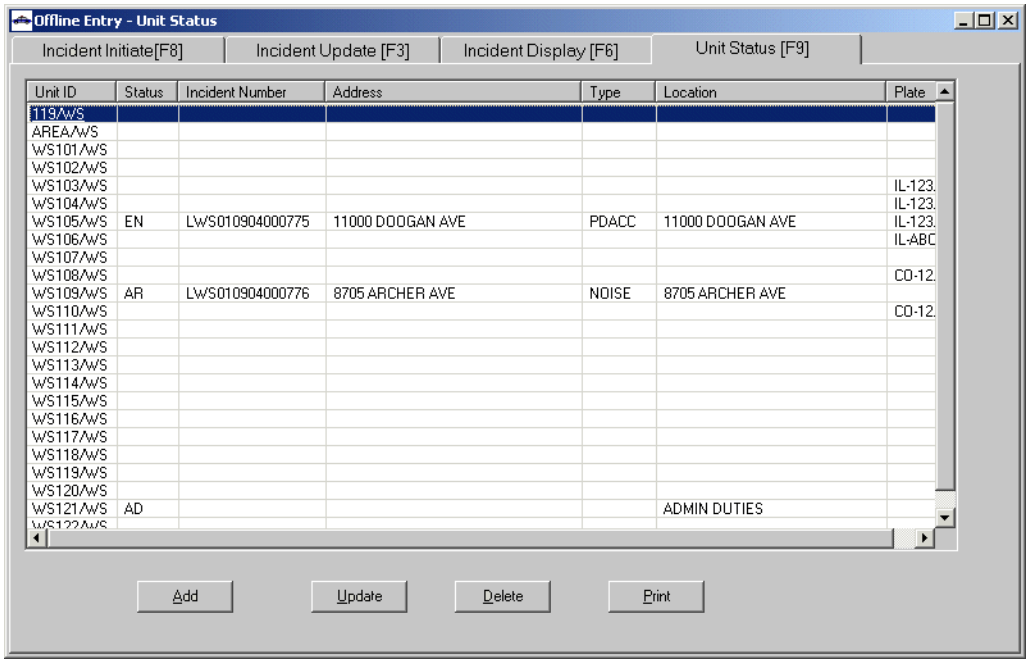


Figure 18-4 Unit Status Tab

Adding Units

To add a unit:

1. In the Unit Status tab, click the **Add** button.

   The Offline – Add Unit dialog box appears.

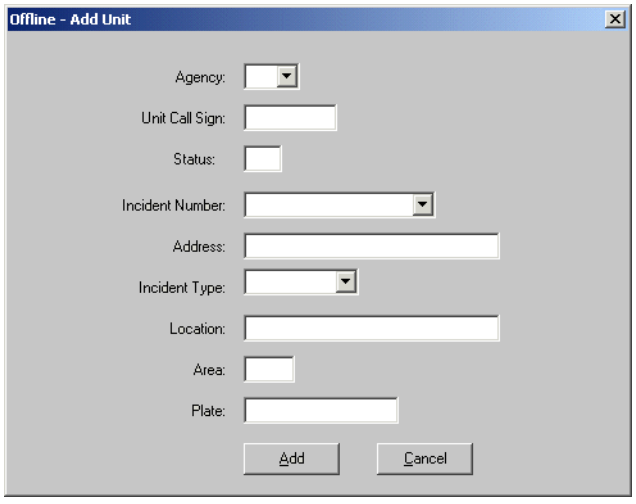


Figure 18-1 Offline – Add Unit Dialog Box

2. Enter the appropriate information, including the shift ID, and click **Add**.

The new unit is added.

Field Descriptions

The following table describes each field in the Offline Add Unit dialog box.

Table 18-3 Offline Add Unit Dialog Box Field Descriptions

Field	Format	Description
Agency	2AN	Type the agency identifier.
Unit Call Sign	Unit = 8AN Shift ID = 2AN	Type the unit call sign followed by a dash and the shift ID.
Status	2AN	Type the unit status.
Incident Number	15AN	Type the incident number.
Address	30AN	Type the address for the incident.
Incident Type	6AN	Select the incident type.
Location	30AN	Type the incident location.
Area	3AN	Type the incident area. **NOTE:** Because the label for Area is configurable, your Offline Add Unit dialog box may use a different term. For more information, see Configuring Labels for Beat, Team, Area, and City Fields in the *PREMIER CAD Configuration Guide*.
Plate	10AN	Type the unit's license plate number.

Deleting Units

To delete a unit:

1. In the Unit Status tab, select the unit.
2. Click **Delete**.

   The unit is deleted. You are not prompted to confirm the deletion.

Changing Unit Status

To change a unit status:

1. In the Unit status tab, do one of the following:
   - Select the unit and click the **Update** button.
   - Double-click the unit.

   The Offline – Update Unit dialog box appears.
2. Type the new status and click **Update**.
3. Make the changes and click **OK**.

Uploading Incidents

Once the communication to the HP NonStop server is restored, the incident information stored at each local workstation must be uploaded to the HP NonStop server. The new incident data is placed into the event table on the server. If an incident created in the Offline Module is closed by the time communication with the server is regained, the incident is created with a closed status disposition and does not display in PREMIER AWW. If the incident is still active, the new incident is assigned a status of pending and displays in the pending queue in PREMIER AWW.

All incident updates and unit status changes made in the Offline Module are placed into audit comment records for the parent incident. Once all the event and audit data is uploaded to the HP NonStop server, the operator must manually update the unit status and disposition changes that appear in the comments for an incident. Once all consoles have completed their upload, all users should issue a DS (Display Status) command on their workstation to update their PREMIER AWW displays. You may also need to manually refresh the Pending Queue (Shift-F6 on a 12-function keyboard or F14 on a 16-function keyboard).

To upload incidents:

1. From the Offline menu, select **Offline Upload**.

   The Confirm dialog box displays asking if you want to upload the offline data.

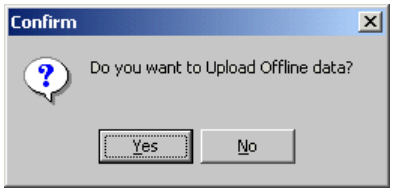


Figure 18-1 Confirm Dialog Box

2. Click **Yes**.

   The Offline Data Upload dialog box appears containing a list of the incidents and the number of audit records associated with each incident.

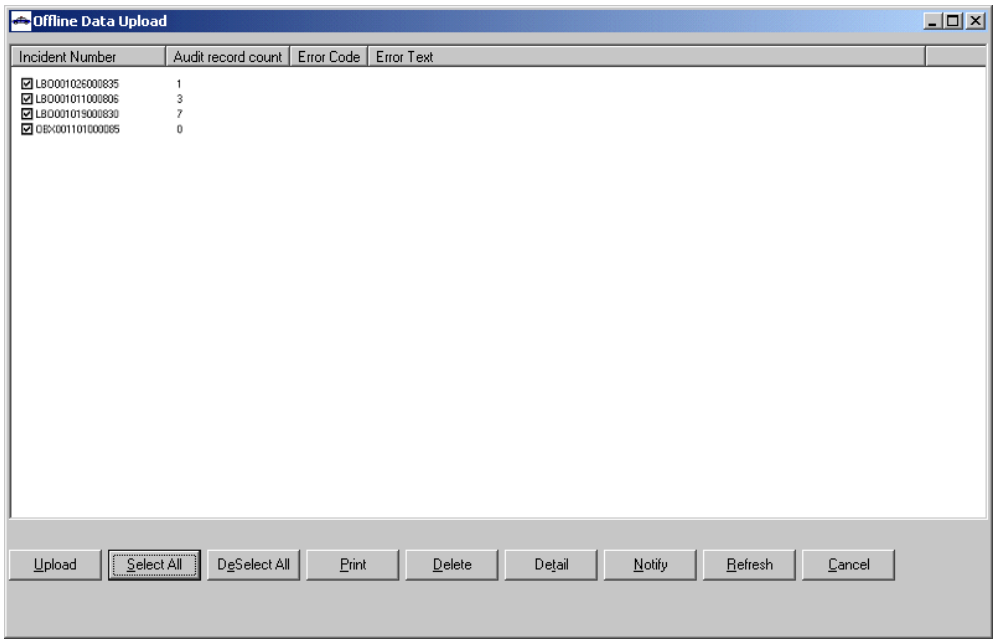


Figure 18-1 Offline Data Upload Dialog Box

3. Select the check boxes adjacent to the incidents you want to upload.

   You can select all of the incidents for upload or only a few specific ones.

   - To select all of the incidents, click the **Select All** button.
   - To clear all of the selected incidents, click the **DeSelect All** button.
   - To clear the list to its original display, click **Refresh**.

4. Click **Upload**.

   The error code column populates during upload to show which incidents are uploaded successfully. The error code 0000 indicates successful upload and the word Successful displays in the Error Text column. If a problem is encountered, the error text indicates the details. Correct the problem, and run the upload process again. You may need to click the **Refresh** button to refresh the display.

Once the upload is complete, you must manually delete the incidents. This deletes the data from the workstation to eliminate the risk of duplicate entry. Unit information is automatically deleted.

5. Reselect the incidents and click the **Delete** button.

6. Verify the status of all uploaded offline incidents.

   Any incidents created in the Offline Module, are uploaded to PREMIER CAD and display in the pending queue in PREMIER AWW. Each individual incident must be reviewed by the responsible dispatcher and manually assigned the units as indicated in the audit trail.

Viewing Incident Details

To view incident details:

In the Offline Data Upload dialog box, select the incident and click the **Detail** button.

The incident data displays in the Offline Incident Detail window.

Sending Notification Messages

After a workstation has completed uploading all of its offline information, you can send a notification message to a defined message group indicating the workstation has completed its upload of incidents.

To send a notification message:

In the Upload Incident dialog box, click the **Notification** button.

A Message dialog box displays indicating the message was sent. As users receive notifications that other workstations have completed the upload process, each user should perform a DS (Display Refresh) command to update their PREMIER AWW status monitors.

APPENDIX

A

PREMIER CAD Quick Reference Guide

Use the following tables for quick reference:

- Function Keys (see below)
- Command Key Shortcuts (see page -3)
- Database Menus (see page -4)
- PREMIER CAD Commands (see page -8)

Function Keys

The following table shows the default settings for the keyboard shortcuts. You can customize these settings in the `CAD.INI` file.

Table 0-1 Function Keys for 12- and 16-Function Keyboards

12 Function Keyboard			16 Function Keyboard	
Key	**Template Label**		**Key**	**Template Label**
F1	Home		F1	Home
F2	Queries		F2	Queries
F3	Update		F3	Update
F4	Audit Trail		F4	Audit Trail
F5	Clear Form		F5	Clear/Dflt. Screen
F6	Email		F6	Email
F7	Field Initiate		F7	Field Initiate
F8	Initiate		F8	Initiate

Table 0-1 Function Keys for 12- and 16-Function Keyboards (Cont.)

12 Function Keyboard			16 Function Keyboard	
Key	**Template Label**		**Key**	**Template Label**
F9	Dispatch		F9	Dispatch
F10	Command		F10	Command
F11	Unit Status		F11	Unit Status
F12	Submit Form		F12	Submit Form
			F13	Premise Info
			F14	Refresh Pending
			F15	Previous Incidents
			F16	Next Page
Shift+F1	Help		Shift+F1	Help
Shift+F2	ATM (TMD)		Shift+F2	
Shift+F3	Recall		Shift+F3	Recall
Shift+F4	Page Comments		Shift+F4	Page Comments
Shift+F5	Premise Information		Shift+F5	
Shift+F6	Refresh Pending		Shift+F6	
Shift+F7	Previous Incidents		Shift+F7	
Shift+F8	Next Page		Shift+F8	
Shift+F9	Previous Page		Shift+F9	
Shift+F10	Premise (Location) Menu		Shift+F10	
Shift+F11	Display 911		Shift+F11	Display 911
Shift+F12	Previous Plates		Shift+F12	Previous Plates
			Shift+F13	Premise Menu
			Shift+F14	
			Shift+F15	ATM (TMD)
			Shift+F16	Previous Page

Command Key Shortcuts

The following table lists handy command key and keyboard shortcuts.

Table 0-1 Command Key Shortcuts

Keys	Description
Alt+Tab	Cycles through the other applications running by icon. Release to select the application.
Arrow Keys ← →	Moves the cursor one space at a time in the direction of the arrow.
Backspace	Moves the cursor backward (to the left) one space at a time. Erases characters.
Ctrl+Tab	Cycles through all PREMIER CAD work areas.
Del	Deletes the character after the cursor and moves the characters that follow the cursor to the left one space.
End	Moves the cursor to the end of the current field.
Insert	Inserts new characters instead of typing over existing characters. In PREMIER CAD, the Insert key is always active and cannot be turned off.
Num Lock	Press Num Lock to use the keypad numbers at the right side of the keyboard. Toggle Num Lock off to use the right keypad arrows.
Shift+End	Highlights text from the current cursor position to the end of the line.
Shift+Tab	Moves the cursor backward from field to field within a form.
Tab	Moves the cursor forward from field to field within a form.
Keyboard Shortcuts	
Ctrl+K	Displays the Keyboard Mapping popup.
Ctrl+C	Copy
Ctrl+D	Creates an additional work area and command line when the Menu bar is displayed..
Ctrl+H	Displays the *PREMIER CAD User Guide* with Adobe Acrobat.
Ctrl+V	Paste
Ctrl+X	Cut
Ctrl+N	Switches focus to PREMIER AWW notification window and requests the next window.
Ctrl+P	Switches focus to PREMIER AWW notification window and requests the previous window.
Ctrl+O	Switches focus to PREMIER AWW and selects Okay on the Notification window.
Ctrl+A	Switches focus to PREMIER AWW Emergency notification windows and acknowledges receipt.

Table 0-1 Command Key Shortcuts (Cont.)

Keys	Description
Ctrl+D	Creates an additional work area with a new command line.
Ctrl+S	Sends the entire PREMIER CAD window to the default network printer.
Ctrl+W	Sends an active work area printout to the default network printer.

Database Menus

The following table provides brief summaries of each of the database menus.

Table 0-1 Description of Database Menus

MN	Menu	Description
1	Streets	Temporarily creates, edits, and deletes street and segment records of the PREMIER CAD geofile database until the records can be permanently changed with the next GCi update.
2	Common Places	Temporarily adds and deletes common place names and addresses such as churches, schools, landmarks, and topographic features of the PREMIER CAD geofile database until the records can be permanently changed with the next GCi update.
3	Location	Accesses the various forms used to add, edit, and delete agency-specific premises information.
4	Intersections	Temporarily creates, edits, and deletes intersection records of the PREMIER CAD geofile database until the records can be permanently changed with the next GCi update.
5	Alarms	Defines the premises and fire alarms monitored by PREMIER CAD. Schedules and dispatches predefined incidents.
6	Dispositions	Defines disposition codes (Clear, Cancel, Duplicate Call) for incidents in PREMIER CAD.
7	Beats	Temporarily creates, edits, and deletes beat records of the PREMIER CAD geofile database until the records can be permanently changed with the next GCi update.
8	Plans Configuration	Defines team/district and area plans for each agency in the PREMIER CAD system.
9	Law Vehicle	Defines law vehicles that can be dispatched to incidents and the vehicle capabilities.
10	Foreign Incidents	Establishes individual agencies assigned incident numbers when incidents are initiated by units outside a jurisdiction.

Table 0-1 Description of Database Menus (Cont.)

MN	Menu	Description
11	Incident Types	Manages the codes for the types of incidents that can be processed in the system.
12	Personnel	Creates a record for each employee in an agency.
13	System Parameters	Controls the system geofile and location databases, the radio interface, and the command line input process.
14	Console Configuration	Defines all aspects of PREMIER CAD consoles such as console ID and agency ownership, but not console security (defined in MN.28).
15	Modifying Circumstances	Creates Modifying Circumstances codes which can be used to override the priority and response codes for an existing Incident Type.
16	Roll Calls (law only)	Manages groups of law units related by shift (roll calls).
17	Public Safety	Defines the Estimated Time of Arrival (ETAs) possible for various incident types, based on agency and geographical area. **NOTE:** Obsolete in CAD 6.7.5.
18	Response Messages	Defines the response messages attached to incidents as comments as the incidents are initiated.
19	Talkgroups Configuration	Defines Talkgroups, a group of radios associated with a trunk radio system, in PREMIER CAD.
20	Radios	Defines each radio that interfaces with the radio system.
21	Run Cards (fire only)	Defines the fire/EMS station search orders used during fire dispatch recommendation processing.
22	Fire/EMS Vehicles	Defines fire/EMS units that can be dispatched to incidents and the vehicle capabilities.
23	Fire Alert	Defines fire alert functions of toning/paging devices that require special data formatting to occur.
24	Incident Responses	Defines vehicle parameters and responses that can occur for incidents.
25	Agency Parameters	Defines system-operating (default) parameters for each agency (law, fire, EMS) that will process incidents in the CAD system. Defines how Incidents are assigned and tracked.
26	Toning/Paging	Configures toning/paging records that each identify individual pagers, groups of pagers, or fire station toning or control devices.
27	Personnel Security	Defines access levels to the different databases and commands for each employee in an agency.
28	Console Security	Defines access levels to the different databases and commands for each console attached to the PREMIER CAD system.
29	Response Parameters	Controls the routing of response messages received from toning/ paging systems interfaced with PREMIER CAD.

Table 0-1 Description of Database Menus (Cont.)

MN	Menu	Description
30	Pager Messages	Allows for pre-configured, textual pager messages to be viewed and managed.
31	Timeout Offset	An offset value is added to the default timeout value set for each agency's incidents.
32	Source Codes	Defines the codes for the sources of emergency calls that can occur.
33	Status Codes	Defines various statuses that can be assigned to units any time they are active, including when they respond to incidents and when they perform administrative duties.
34	Street Intersection/ Alias Update	Provides system administrators a way to manage street and intersection name aliases. Information configured in MN.34 is permanent and not temporary like some other location-related menu forms.
35	Query Maintenance	Configures queries to external systems when OpenQuery is not in use. This database is configured by Motorola personnel.
36	Reoccurring Messages	Manages reoccurring system messages, messages that need to be sent at regular intervals. Manages notification messages and scheduled automatic dispatches of predefined incidents.
37	Groups	Defines recipient groups for the email system. Defines strike team groups for equipment tracking.
38	Contractor Information	Records each contractor's basic information and capabilities.
39	Resource Contacts	Outlines methods of contacting individual resources.
40	UDT Communications	Specifies the record types (event or audit) that will transfer to the connected UDT servers for each agency in the system.
41	Funding Codes Configuration	Tracks officer statistics using a set of three codes: Activity, Detail, and Program. These codes can be used separately or in combination with one another. This feature is enabled in the Agency Parameters database (see "Agency Parameters Configuration (MN.25)" in the *PREMIER CAD Configuration Guide*.
42	SSMP Levels	Defines the function of the System Status Management Planning subsystem (SSMP) allowing fire/EMS agencies to establish a system of vehicle count levels that can be assigned at different times to control vehicle availability for possible responses.
43	Ready Reference	Lists agency-defined information such as lists of incident type descriptions, pager lists, and telephone lists. Information can be categorized by group titles or specific keywords.
44	Key Stations	Identifies critical tactical stations that can service a wider geographical area when resources are not available at surrounding stations.

Table 0-1 Description of Database Menus (Cont.)

MN	Menu	Description
45	Record Browse	Displays or prints record summary information by date, by unit, or by address.
46	Support Equipment Rotation	Establishes and maintains a rotation list of service contractors available for dispatch.
47	Support Equipment Control	Defines type codes for contractor services available for dispatch.
48	911 Service Provider	Provides call back data for the 911 service provider.
49	Fire Roll Call	Manage groups of law units related by shift (roll calls).
50	911 Call Log	Logs and tracks all incoming 911 calls including caller address data.
51	Email Alias	Allows short email “aliases” to be used in place of full length email addresses.
52	Email Groups	Provides support for group lists and mass emails.
53	Cross Agency	Allows cross agency security for communication centers that service multiple agencies and areas.
54	Printers	Allows agencies to define specific printers.
55	Auto-Query	Allows standard queries to be set up and run for each specific agency (law, fire, medical).
56	AVL Polling	Allows Automatic Vehicle Locator (AVL) polling by unit ID, unit status, types of transportation (vehicle, boat, or plane), or by agency. A different polling rate can be established for each unit status.
57	False Alarms	Configures the individual functions for false alarm tracking. Locations that have been responded to and have exceeded the maximum count of allowable false alarms in a specified time frame are tracked.
58	Radio Group Names	Matches radio talk groups to radio system IDs.
59	Report Access Security	Defines individual user access levels for PREMIER CAD reports.
60	Radio Channel Groups	Defines radio channel groups for use with the Radio Channel Groups feature (see the *Radio Channel Groups Feature User Guide for PREMIER CAD 6.6*).
61	Service Routing	Defines service routing groups. Service routes identify types of services that can be sent to an incident.
62	Dispatch Groups	Defines dispatch groups, which are defined sets of areas within an agency used for logon purposes.
63	Duty Type	Defines duty types, which describe the typical use of a vehicle.

Table 0-1 Description of Database Menus (Cont.)

MN	Menu	Description
64	Beat Response	Defines the units recommended for response to an incident in a specific beat.
Database Maintenance		
MM	Administrative Menu form	See the *PREMIER CAD System Administrator Guide* (options 3, 4, and 5 are obsolete).

PREMIER CAD Commands

The following table contains brief summaries of each of the PREMIER CAD commands.

Table 0-1 Description of PREMIER CAD Commands

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide
AP	Activate Plan Command	Replaces the current agency plan with another agency plan.	`AP.AG.PL`	"Activating Plans" in Chapter 5: "Console and Plan Commands"
AS	Active Shift Command	Sets the flag used to show whether a unit's shift is active.	`AS.U.RS`	"Setting the Active Shift" in Chapter 10: "Unit Commands and Functions"
BB	Bulletin Board	Retrieves Bulletin Board and BOLO (Be on the Lookout) messages.	`BB.S.EV.N`	"Displaying BOLO Messages" in Chapter 9: Incident Commands and Functions
CA	Call Alert Command	Transmits call alerts to up to six other radios indicating a radio that is to be called immediately.	`CA.RD.CB.AG`	"Sending Selective Call Messages" in Chapter 15: "Radio Commands and Functions"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide
CC	Control Command	Provides the following options: • Transfer coverage areas from one console to another. • Add new coverage areas to a console, without having to first sign it off. • Remove coverage areas from a console, without having to first sign it off. • Sign off a malfunctioning console rapidly (non-standard manner). • Sign off a different console from the current console.	`CC.TC.FC.A1 .DG`	"Managing Consoles With the Control Command" in Chapter 5: "Console and Plan Commands"
CI	Clone Incident	Creates cloned (or linked) incidents after a parent incident has been created.	`CI.IN.AG.T.PU.D.N.AR.BZ. AS.S.C.CM.MC` This command can be issued without command identifiers.	"Cloning Incidents" in Chapter 6: "Initiating and Cloning Incidents"
CM	Crisis Mode	Places an agency in Crisis Mode.	`CM.MO.AG`	"Placing Agencies in Crisis Mode" in Chapter 9: "Incident Commands and Functions"
CR	Clear Route	Removes non-primary routed incidents from the user's pending queue.	`CR.EV.RT.CM`	"Closing Non-primary Routes in the Pending Queue" in Chapter 8: "Updating and Closing Incidents"
CS	Call Stacking Command	Reassigns, swaps, removes, or reorders stacked incidents for specific on-duty units.	`CS.U.EV.GA.AC`	"Managing Stacked Incidents" in Chapter 10: "Unit Commands and Functions"
CT	Console Talkgroups Command	Activates or deactivates radio talkgroups (channels) monitored by PREMIER CAD consoles.	`CT.TG.TY`	"Displaying Talkgroups" in Chapter 15: "Radio Commands and Functions"
CU	Capability Update	Allows user to update unit capabilities without having to take the unit off duty or out of service.	`CU.U.V`	"Modifying Capabilities for On-Duty Units" in Chapter 10: "Unit Commands and Functions"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide

CW	Close Work Area Command	When used without the asterisk, closes the current work window.
		
		When used with the asterisk (*), closes all the work areas and resets the Client to display the two default work areas.
			`CW`
			or
			`CW.*`
				"Closing Work Areas" in Chapter 5: "Console and Plan Commands"

DB	Browse Database	Displays a form for browse changes made to databases.	none	"Viewing Database Logs" in Chapter 17: "System Commands and Functions"
DO	Door Open Command	Activates relay switches at fire stations to open one or more overhead bay doors.	`DO.`<*door ID*>	"Activating Switches to Open Bay Doors" in Chapter 14: "Toning/ Paging Commands and Functions"

DS	Display Status Command	Displays unit status for up to five specified areas or specified agencies.	`DS.`<*area ID 1*> `.DG`
			or
			`DS.`<*agency ID/area ID*> `.DG`
			
			This command can be issued without command identifiers.
				"Displaying Unit Status" in Chapter 10: "Unit Commands and Functions"

EB	Email Browse	Used to display a form where you can specify criteria to use to search for specific email messages.	`EB` This command has no command identifiers.	"Browsing and Searching for Email Messages" in Chapter: 12: "Email and Query Commands and Functions"
FA	False Alarm Command	Used to search and display false alarms.	`FA` This command has no command identifiers.	"Browsing the False Alarms Database" in Chapter 17: "System Commands and Functions"
FR	Free Units from Incidents Command	Frees specific units from active incidents and leaves the incidents active. Frees all of the assigned units from a specific active incident and then changes the status of the incident back to pending. Frees all of the assigned units from a specific active incident and closes the incident.	`FR.U.D.LS`	"Freeing Units from Incidents" in Chapter 10: "Unit Commands and Functions"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide
GI	Group Issue of Incident Numbers Command	Generates up to 28 consecutive incident numbers for closed or pending incidents. Can only be used for the same incident type at the same address.	GI.N.L.T.U.CM.BI.CA.CN.CP.P.DA.TI.SM.SC.VN.PN.ST.AP.CL.D.O.SP.MC	"Issuing Multiple Incident Numbers" in Chapter 6: "Initiating and Cloning Incidents"
IA	Incident Association	Associates incidents after they have been initiated. An association may occur at any time during the incident's life cycle, even if the incident has been closed.	IA.I1.I2	"Associating Incidents" in Chapter 8: "Updating and Closing Incidents"
IC	Clear Incident Comment Command	Clears comment flags from incidents.	IC.EV or IC.U	"Clearing Incident Comment Flags" in Chapter 8: "Updating and Closing Incidents"
ID	Incident Dispatch Command	Dispatches incidents from the command line or displays the incident dispatch form.	ID.EV.U.RS.AL.PA.AO.TN.ST.RL.O.RT (Not all identifiers are available for both fire and law.)	"Dispatching Incidents Using the ID Command" in Chapter 7: "Dispatching Incidents"
II	Incident Initiate Command	Initiates incidents from the command line.	II.L.T.U.CM.BI.CA.CN.CP.P.DA.TI.SM.SC.VN.PN.ST.AP.FA.CO.PT.BE.IV.CT.SP.MC.D.ET.SS .RT	"Initiating Incidents Using the II Command" in Chapter 6: "Initiating and Cloning Incidents"
IM	Reset Unit Emergency Indicator Command	Resets to normal the emergency indicators of units activated through unit radios or MDC.	IM.U.SI	"Resetting Emergency Indicators" in Chapter 15: "Radio Commands and Functions"
IN	Incident Display Command	Displays the Incident Display form, which shows information about a specific incident.	IN.EV or IN.U	"Displaying Incident Information" in Chapter 9: "Incident Commands and Functions"
IO	Incident Open Command	Opens a closed incident.	IO.EV.RT	"Opening a Closed Incident" in Chapter 8: "Updating and Closing Incidents"
IR	Incident Recall Command	Displays the Incident Recall Report form, which shows information about specific incidents. This form provides a way to review information that is related to the specified incident, view the active incidents assigned to the specified unit, and/or print detailed incident-summary information.	IR.EV.PR.S.F.DR.TR.RN.EX.DG.SC This command can be issued without command identifiers.	"Recalling Incidents Using the IR Command" in Chapter 9: "Incident Commands and Functions"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide
IS	Incident Summary Command	Displays the Incident Summary form, which shows the active, pending, and stacked incidents, if any, that currently exist for either the signon agency or a specified agency.	`IS.`*<agency ID>*`/`*<area ID>*`.S.DG.ST.RT` This command can be issued without command identifiers.	"Displaying Active Incidents" in Chapter 9: "Incident Commands and Functions"
IT	Incident Transfer Command	Transfers a pending incident from one area to another, or one console to another. When an incident is transferred by area, both the area and the agency must be specified if the area is covered by a different agency.	`IT.EV.A.AG.C`	"Transferring Incidents" in Chapter 9: "Incident Commands and Functions"
IU	Incident Update Command	Updates pending, held, new, active, stacked, open, and closed incidents from a command line.	`IU.EV.T.L.CM.BI.CA.CN.CP.P.DA.TI.SE.SC.C*.PN.ST.AP.AD.S.CL.A.AR.CI.D.TB.FA.BZ.ET.TW.CO.RN.SP.MC.PT.ME.VN.V2.V3.C.SM.PI.RT.UR`	"Updating Incidents Using the IU Command" in Chapter 8: "Updating and Closing Incidents"
IV	Vehicle/Subject Information Command	Displays the Vehicle/Subject Information form, which is used to view or enter information about vehicles and subjects for incidents.	`IV.EV`	"Entering Vehicle/ Subject Information" in Chapter 8: "Updating and Closing Incidents"
KC	Key Station Cover Command	Lists the key stations of agencies and provides a means to relocate cover station equipment to satisfy certain response-coverage requirements established by the involved agencies. The KC command can be used with or without an agency ID specification. If an agency ID is included with the KC command, it lists key stations for the specific agency. If no agency ID is specified with the KC command, it lists key stations for the current signon agency.	`KC.`*<agency ID>* This command can be issued without command identifiers.	"Relocating Cover Station Equipment" in Chapter 11: "Fire/EMS Cover Station Commands and Functions"
LD	Location Detail Command	Displays the Location Detail form, which shows information regarding the agencies designated to respond to a specific location or address. This command and form can also be used to verify and retrieve geographic details (such beat/zone, team/district, and area assignments) for a location.	`LD.`*<location>*`.`*<incident type>*`.AG`	"Displaying Location Details" in Chapter 13: "Location Commands and Functions"
LL	Line Up List Command	Displays line up lists, which indicate the officers assigned to all of the units patrolling in a specific area of a specific agency.	`LL.`*<agency ID>*`/`*<area ID>*`.DG`	"Displaying the Line Up List" in Chapter 10: "Unit Commands and Functions"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide
LU	Location Lookup for Fire Incidents	Displays the Fire Recommendation form, which identifies the fire vehicles appropriate for a specific incident type.	`LU.L.T`	"Displaying Fire Vehicles for Incidents" in Chapter 13: "Location Commands and Functions"
MC	Map Command	Controls PREMIER ATM or TMD display from the PREMIER CAD command line.	`MC.ZM` or `MC.PN`	"Zooming and Panning in PREMIER ATM" in Chapter 2: "Getting Started"
MM	Maintenance Menu Command	Displays the Maintenance menu, which is used by system administrators or supervisors to maintain the data/files used by PREMIER CAD.	`MM.`<*menu number*> This command can be issued without command identifiers.	"Performing Administrative Tasks" in Chapter 17: "System Commands and Functions"
MN	Database Menu Command	Displays database forms. This command is used primarily by system administrators to maintain the configuration data used by PREMIER CAD, but it is used occasionally by standard PREMIER CAD users.	`MN.`<*form number*> This command can be issued without command identifiers.	"Using Maintenance Menu (MN) Commands" in Chapter 17: "System Commands and Functions"
MR	Mail Read Command	Displays the contents of either the INBOX (console message) mailbox or a specified mailbox.	`MR.M.T.E` This command can be issued without command identifiers.	"Reading Mail" in Chapter 12: "Email and Query Commands and Functions"
MS	Message Send Command	Sends messages to up to ten stations.	None	"Send Messages to Stations" in Chapter 17: "System Commands and Functions"
NT	Send Notification Command	Sends either predefined, ad hoc notification (Ntfy) messages or normal mail messages to other PREMIER CAD users.	`NT.S.C.U.P.PN.A.G.AC.AU.PR.CE.AK.SO.T.I.R` (normal messages) or `NT.S.C.P.PN.A.G.AC.AU.PR.CE.AK.SO.T.I.R` (notification messages) This command can be issued without command identifiers.	"Sending Notification Messages" in Chapter 12: "Email and Query Commands and Functions"
ON	Put a Law Unit on Duty Command	Places a single law unit on duty.	`ON.U.P1.P2.V.AR.RI.R1.R2.B.AC.PC.DC.OM.SI.PX.P3.R3.P4.R4.VR.RT` This command can be issued without command identifiers.	"Placing Law Units On Duty" in Chapter 10: "Unit Commands and Functions"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide
PT	Poll Text Command	Requests the text that is currently displayed on a specific mobile data terminal (MDT).	`PT .`*<unit ID>*	"Polling For Text on an MDT" in Chapter 12: "Email and Query Commands and Functions"
PU	Change Primary Unit Command	Designates another unit that is assigned to the incident as the primary unit. This command is used for both law and fire agencies.	`PU.`*<agency ID>*`/`*<unit ID>*	"Changing Primary Units" in Chapter 10: "Unit Commands and Functions"
RC	Roll Call Command	Activates and deactivates roll calls, which places pre-defined groups of officers, fire fighters, and paramedics on and off duty.	`RC.RC.OP.PR`	"Activating and Deactivating Roll Calls" in Chapter 10: "Unit Commands and Functions"
RD	Radio Data Search Command	Displays the Radio Data Search form, which is used to search for and display current radio assignment information.	`RD.SE.TY.AG` This command can be issued without command identifiers.	"Displaying Radio Assignment Information" in Chapter 15: "Radio Commands and Functions"
RI	Reset Incident Timer Command	Resets the dispatch timer of a specified timed-out pending incident.	`RI.EV.T`	"Resetting Incident Timers" in Chapter 9: "Incident Commands and Functions"
RM	Reports Menu Command	Displays Report forms. This command is usually used only by system administrators to generate PREMIER CAD system reports.	`RM.`*<report number>* This command can be issued without command identifiers.	"Generating Reports" in Chapter 17: "System Commands and Functions"
RR	Ready Reference Command	Initiates searches that retrieve law, fire, and EMS Ready Reference information. Ready Reference information is site-specific, agency-defined information, such as lists of incident type descriptions, pager lists, or telephone number lists.	`RR.G.K` This command can be issued without command identifiers.	"Retrieving Ready Reference Information" in Chapter 17: "System Commands and Functions"
SE	Support Equipment Command	Initiates a request for a support equipment contractor.	`SE.EV.SC.PT.ID.RT.AC.TY` This command can be issued without command identifiers.	"Requesting Support Equipment" in Chapter 16: "Support Equipment Commands and Functions"
SF	Sign Off Command	Displays the Sign Off form, from which a user can discontinue their current signed-on access to the system.	`SF` This command is always issued without command identifiers.	"Signing Off of PREMIER CAD" in Chapter 4: "Signing On and Off"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide
SG	Select Group Command	Specifies a channel group to use with the Radio Channel Groups feature.	SG.ID.FC.LV	"Specifying Radio Channel Groups" in Chapter 15: "Radio Commands and Functions"
SM	Send Mail Command	Sends normal (Norm) mail messages to other PREMIER CAD users. Messages sent using this command are sent to the INBOX mailbox of the specified recipients.	SM.S.C.U.P.PN.A.G.AC.AU.PR.CE.AK.SO.T.I This command can be issued without command identifiers.	"Sending Email" in Chapter 12: "Email and Query Commands and Functions"
SQ	Support Query Command	Provides access to records in the towed vehicle database.	SQ.RQ.PN.VN.ID.EV.TY.ON.YR.MA.MO.OA.OF	"Displaying Towed Vehicle Records" in Chapter 16: "Support Equipment Commands and Functions"
SS	Special Skills Command	Retrieves a list of on or off duty personnel with specific skills, such as fluency in another language.	SS.SK.OD.PR This command can be issued without command identifiers.	"Retrieving Skill Lists" in Chapter 7: "Dispatching Incidents"
ST	Strike Team Command	Changes the locations or statuses of strike teams. Contained within each strike team group are various pieces of special apparatus such as tractors, backhoes, and mobile stations. Each piece of apparatus is considered a separate entity. The ST command allows the dispatcher to change the status or location of any apparatus either individually or as a group.	ST.G.L.S.D.CM	"Managing Strike Teams" in Chapter 7: "Dispatching Incidents"
SU	Support Update Command	Used to add and update information regarding a request for a support equipment contractor.	SU.RQ.AC.PN.VN.TY	"Updating Support Equipment Requests" in Chapter 16: "Support Equipment Commands and Functions"
SV	Security Violations Log Browse	Displays security violations received as a result of attempting to access a database configuration file.	This command can be issued without command identifiers.	"Viewing Security Violations" in Chapter 14: "Viewing Database and Security Violation Logs" in the PREMIER CAD Configuration Guide
SW	Switch Agency Command	Changes the signon agency of the current user to another agency (or agency type) that is defined in the system. This agency switch allows for a different type of dispatching to be performed.	SW.AG This command can be issued without command identifiers.	"Changing Signon Agencies" in Chapter 5: "Console and Plan Commands"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide
TN	Fire/EMS/Law Toning Command	Manually sends tones and messages to individual pagers, groups of pagers, or fire station toning systems.	TN.P.N.AD.L.T.TM.MP.M.PM.NT.SC.FZ or TN.P.N.AD.L.T.TM.MP.M.PM. NT (toning pagers and stations, with message) This command can be issued without command identifiers.	"Sending Tones and Messages" in Chapter 14: "Toning/ Paging Commands and Functions"
TO	Send NLETS Messages Command	Displays the TO command form, from which you can send messages using the National Law Enforcement Telecommunications System (NLETS). The form contains text boxes for the recipients of the message, the body of the message, and the authority.	TO This command is always issued without command identifiers.	"Sending NLETS Messages" in Chapter 17: "Sending NLETS Messages"
TU	Transfer Unit Command	Transfers a law unit from its current area to a specified area. Only units in a clear or available status can be transferred.	TU.*<area ID>*.*<unit ID>* or TU.*<area ID>*.*<agency ID>*/*<unit ID>* or TU.*<agency ID>*/ *<area ID>*.*<agency ID>*/*<unit ID>*	"Transferring Units" in Chapter 10: "Unit Commands and Functions"
UF	Take Law Units Off Duty Command	Takes up to five unassigned units off duty. If a unit to be placed off duty is assigned to an incident, the unit must first be taken off the incident before it can be taken off duty.	UF.*<unit ID>*.OM or UF.*<agency ID>*/*<unit ID>*.OM	"Taking Law Units Off Duty" in Chapter 10: "Unit Commands and Functions"
UH	Unit History Command	Shows activity for a unit during a specified time period.	UH.AG(.U or.EV).PN.US.FD.FT.TD.TT.PR.SF This command can be issued without command identifiers.	"Displaying Unit History" in Chapter 17: "System Commands and Functions"
UO	Reset Unit Overdue Timers Command	Resets the unit status timers and alarms for up to five overdue units. The agency defines these timers, which are time limits for the length of time a vehicle remains in a particular status. When units are overdue, the Status monitor highlights them in a color that is different than the one that is normally used to indicate the particular status.	UO.*<unit ID 1>*, *<...unit ID 5>*.*<time>* or UO.*<agency ID 1>*/*<unit ID 1>*, *<...agency ID 5>*/ *<...unit ID 5>*.*<time>* *<time>* is optional.	"Resetting Unit Overdue Timers" in Chapter 10: "Unit Commands and Functions"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide
US	Unit Status Update	Updates the status of units. This command can also be used to assign specific units a Clear status and then close the incidents to which they are assigned.	You can enter the Unit ID (U) identifier before the Status (S) identifier (US.U.S), or you can enter the Status (S) identifier before the Unit ID (U) as in US.S.U. US.U.S.D.L.T.CM.O1.O2.OM.R.CI.AC.PC.DC.ON.SI.O3.O4.HS	"Updating Unit Status Using the US Command" in Chapter 10: "Unit Commands and Functions"
UX	Exchange Unit Assignments Command	Exchanges the assignments of two units. Both of the units to have assignments exchanged must be on duty and with the same agency, both units cannot be on the same assignment, and both units must classify under one of the follow status scenarios: • Both units are in an Available status. • Either unit is in a Clear status. • Unit 1 is in an Available or Unavailable status, and unit 2 is in a status that is defined to clear before exchange.	UX.*<unit ID 1>*.*<unit ID 2>*	"Exchanging Unit Assignments" in Chapter 10: "Unit Commands and Functions"
VA	Assign Law Unit to Additional Beats Command	Adds up to 30 beats to a law unit's regular assignment (up to ten beats per command issued). All of the beats specified per command issued must be in the same area to be added. Added beats remain with the unit until the unit goes off duty.	VA.*<unit ID>*.*<beat ID>* or VA.*<agency ID>*/*<unit ID>*.*<beat ID>*	"Assigning Law Units to Beats" in Chapter 10: "Unit Commands and Functions"
VC	Assign Fire/EMS Vehicle to Cover Command	Assigns up to five clear-status fire/EMS vehicles to cover for a station that is low on resources. The status of an assigned vehicle changes from clear to cover.	VC.*<station ID >*,*<vehicle ID>*.TN or VC.*<station ID >*, *<agency ID >*/*<vehicle ID >*.TN or VC.*<agency ID >*/*<station ID>*,*<agency ID >*/*<vehicle ID>*.TN	"Assigning Vehicles to Cover Stations" in Chapter 11: "Fire/EMS Cover Station Commands and Functions"
VD	Remove Law Unit from Beats Command	Removes up to ten beats from a law unit's regular assignment. These beats remain off the unit's assignment until the unit goes off duty. This command is used for law units only.	VD.*<unit ID>*.*<beat ID>* or VD.*<agency ID>*/*<unit ID>*.*<beat ID >*	"Removing Law Units from Beats" in Chapter 10: "Unit Commands and Functions"

Table 0-1 Description of PREMIER CAD Commands (Cont.)

CM	Full Command Name	Description	Command String Overall Command Default Order	Reference in CAD User/Training Guide

VS	Vehicle Status Command	Displays the Vehicle Status form, which lists information about the vehicles or stacked calls of a specified area.	`VS.`*<agency ID>*`.S.DG`
			or
			`VS.`*<agency ID>*`/ `*<area ID>*`.S.DG`
			or
			`VS.`*<area ID>*`.S.DG`
			
			This command can be issued without command identifiers.
				"Displaying Vehicle Status Information" in Chapter 10: "Unit Commands and Functions"

VU	Vehicle Uncover Command	Removes up to five fire or EMS vehicles from the temporary Cover status assigned using the VC command for stations that were in need of extra coverage or equipment.	`VU.`*<agency ID>*`/`*<vehicle ID>*`.TN`	"Unassigning Vehicles from Cover Stations" in Chapter 11: "Fire/EMS Cover Station Commands and Functions"
WH	Who Command	Displays information about personnel.	`WH.PN.V.U.IU` This command can be issued without command identifiers.	"Displaying Personnel Information" in Chapter 5: "Console and Plan Commands"
WT	Workload Transfer Command	Transfers incident-coverage workload from the current console to another console.	`WT.CN.EV`	"Transferring Workload" in Chapter 5: "Console and Plan Commands"

APPENDIX

B

Using ProQA With PREMIER CAD

ProQA™, a third-party software application by Priority Dispatch Corporation (formerly known as Medical Priority Consultants, Inc.), is used to gather information during the initiation of medical incidents.

NOTE

If you are looking for information about PREMIER Q&A, please see the separate *PREMIER Q&A User Guide*.

ProQA is used by Emergency Medical Dispatchers (EMDs) who have been trained and certified in the use of the Medical Priority Dispatch System (MPDS).

The following functions are available with ProQA:

- Initiating an incident using ProQA (see page B-2)
- Reconfiguring a transmitted case to reflect new conditions (see page B-5)
- Placing a case on hold to process a new, more urgent call (see page B-8)
- Taking a case off hold (see page B-8)
- Adding a ProQA case number to an existing PREMIER CAD incident (see page B-9)
- Working with the ProQA Case Manager (see page B-11)

NOTE

To use ProQA, several settings must be made in the `CAD.ini` file. For details, contact your system administrator.

Once you create a new ProQA case, it is linked (using the CADPROQA database) to the Initiate Incident or Incident Update form from which it was created. If you clear the Initiate Incident or Incident Update form using the Clear (F5) key, you can retrieve the linked ProQA case information using the ProQA Case Manager tool (see page B-11).

Starting ProQA

To start ProQA, use the following procedure:

To start ProQA:

1. From the Windows **Start** menu, select **Programs**.
2. In the **Medical Priority** group, double-click **ProQA Case Entry**.

Initiating an Incident Using ProQA

If ProQA is not already running, start it as described in "Starting ProQA" on page B-2.

To use ProQA when initiating a medical incident:

1. Receive the medical call.
2. Display a blank Initiate Incident form. (For more information, see "Initiating Incidents Using the Initiate Incident Form" on page 6-14.)
3. Populate ANI/ALI data, if available, by pressing **Shift+F11**.
4. Press **Ctrl+3** (not Ctrl+F3) to access ProQA.

   The ProQA for Windows application window appears and contains a new case number. The new ProQA case number is automatically retrieved and stored within the Initiate Incident form and is also written to the CADPROQA database for later reference and retrieval.
5. Use the fields of the case record to answer the appropriate questions for the medical incident. (See the ProQA user documentation for more information).

   The questions are grouped into the Entry tab and the Key Questions (KQ) tab. You must answer all the questions on the Entry tab before you move on to the KQ tab. You can change answers to previous questions on your current tab by pressing **Shift+Tab** to navigate to the question or by using your mouse to access the question. To move to another tab, you must use your mouse to click the tab or click the **Return to Prior** button.

ProQA uses your responses to build a specific three- to five-character incident type code. The sequence of questions that occurs for a single incident varies, depending on how you answer each question. When you have answered all of the applicable questions, a **Send & continue** button appears in the lower portion of the case record window.

6. *Optional*: If a more critical medical emergency comes in while you are in the question/answer session, you can put the current case on hold.

   a. Click the **Hold Case** button on the ProQA toolbar.

      The current ProQA case is put on hold. If properly configured, the ProQA application minimizes and PREMIER CAD becomes the active application.

   b. From the active Initiate Incident form, press **Ctrl+1** to store the original held ProQA case information.

      The ProQA case information will not be shown in the Initiate Incident form at this time.

      Do not perform any other **Ctrl+*** functions.

   c. From a *different* PREMIER CAD Incident Initiate form, initiate the new incident.

   d. After you finish the more critical medical emergency and have closed it in ProQA, return to the Initiate Incident form of the original incident and press Ctrl+5 to unpend (take off hold) the held case.

7. Click the **Send & continue** button to export the current ProQA case information to a location where PREMIER CAD can access it.

   The **Send & continue** button does not appear until you have answered all the applicable questions.

   The ProQA application becomes minimized (reduced to a background icon) and PREMIER CAD becomes the active application, if ProQA is configured this way. This is controlled by the `ProQaAutoFocusCAD` parameter in the `CAD.ini` file. If this parameter is set to `Y` (Yes), PREMIER CAD becomes the active application automatically. If this parameter is set to `N` (No), you must press **Alt+Tab** until PREMIER CAD is selected.

8. If PREMIER CAD is not the active application, press **Alt+Tab** until PREMIER CAD is selected.

9. Do one of the following:

   - If the ProQA case information appears in the Initiate Incident form, skip to the next step.

   - If the ProQA case information does not appear, populate the fields in the active Initiate Incident form by pressing **Ctrl+1** or **Ctrl+2** (*not* Ctrl+F1 or Ctrl+F2), or select **PollProQA** from the shortcut (right-click) menu.

Whether the case information appears automatically is controlled by the `ProQAAutomaticPolling` parameter in the `CAD.ini` file. If this parameter is set to `Y` (Yes), the case information appears automatically. If this parameter is set to `N` (No), you must manually populate the case information fields.

10. Verify the ProQA case information.

    The Address field should contain the address of the incident.

    The Type field should contain a 3- to 6-character ProQA incident type code.

    The CPhone field should contain the caller's phone number.

    The Cmnts field should contain incident information in the following format.

    <ProQA incident number> <victim's age> <victim's sex> <victim's consciousness state> <victim's breathing state> <incident description>

ProQA incident number	10 characters
victim's age	1–3 digits: 0-134
victim's sex	1 character: M(ale) or F(emale)
victim's breathing state	1 character Y(es) or N(o)
victim's consciousness state	1 character Y(es) or N(o)
incident description	1–40 characters

NOTE

The default values and order of the information that is populated into the Cmnts field can be changed. The entire responder script can be included. Contact your system administrator.

11. Complete any remaining applicable fields of the Initiate Incident form, as necessary.

12. *Optional*: If the circumstances of the emergency change (for example, the victim loses or regains consciousness or stops/starts breathing) after you export the ProQA information to PREMIER CAD by pressing the **Send & continue** button, but *before* you submit the Initiate Incident form (F12), you can return to the ProQA question/answer session to generate an updated response. See step "The incident has not been submitted from the II form:" on page B-6.

13. Transmit the Initiate Incident form by pressing the Submit Form (**F12**) key.

14. *Optional*: If the circumstances of the emergency change (for example, the victim loses or regains consciousness or stops/starts creating) after you export the ProQA information to PREMIER CAD by pressing the **Send & continue** button, and *after* you submit the Initiate Incident form (F12), you can return to the ProQA question/answer session to generate an updated response. See "The incident has already been submitted from the II form:" on page B-7.

15. *Optional*: If an incident was initiated without using ProQA, but now requires a medical response:

    a. Create a new incident in PREMIER CAD.

    b. When the Potential Duplicate Events Exist form appears, select Update Existing. (Duplicate Events must be enabled in MN.25.)

    c. Return to ProQA by pressing **Atl+Tab** or by clicking the appropriate item in the Windows Task Bar.

    d. Answer the questions as appropriate.

    e. Close the case in ProQA.

16. Press **Alt+Tab** until ProQA is selected or click on the appropriate item in the Windows Task Bar and close the current case.

    Close a case by selecting the **Close case** command from the ProQA File menu or by clicking the dash (-) button that is located on the ProQA button toolbar.

    You must either close a case or put it on hold before you can process a new call.

Reconfiguring a Transmitted Case to Reflect New Conditions

You may need to reconfigure a transmitted case when the following conditions exist:

- A case has not been closed in ProQA but has been transmitted to PREMIER CAD by pressing the **Send & continue** button.
- The conditions of the case have changed in some way so that a new ProQA incident type code is necessary to more accurately reflect the new conditions.

The procedure is different depending on whether you have submitted the incident from the Initiate Incident form by pressing **F12**.

The incident has not been submitted from the II form:

If the circumstances of the emergency change (for example, the victim loses or regains consciousness or stops/starts creating) after you export the ProQA information to PREMIER CAD by pressing the **Send & continue** button, but *before* you submit the Initiate Incident form (F12), you can return to the ProQA question/answer session to generate an updated response.

1. Display the *active* Initiate Incident form for the incident.

2. Return to ProQA by pressing **Atl+Tab** or by clicking the appropriate item in the Windows Task Bar.

3. Click **Return to Prior KQ**.

   The Key Questions menu appears.

4. Click the red arrow button until the initial information entry window appears.

5. Change the appropriate incident information to reflect the new conditions.

6. Press the **Reconfigure response** button on the ProQA tool bar or select **Reconfigure response** from the Options menu.

   The **Send & continue** button is now available.

7. Click **Send & continue** to export the reconfigured ProQA case information to PREMIER CAD.

8. If PREMIER CAD is not the active application, press **Alt+Tab** until PREMIER CAD is selected.

   ProQA can be configured to automatically minimize (reduce to a background icon) when you click the **Send & continue** button so PREMIER CAD becomes the active application, thus eliminating this step. See your system administrator.

9. From the *active* Initiate Incident form, press **Ctrl+1** to import the current ProQA case information.

   A new comment line appears in the Cmnts field.

10. Verify the ProQA case information.

11. Press **F12** to initiate the incident.

12. Press **Alt+Tab** until ProQA is selected.

13. Close the current case.

Close a case by selecting the **Close case** command from the ProQA File menu or by clicking the dash (-) that is located on the ProQA button toolbar.

The incident has already been submitted from the II form:

If the circumstances of the emergency change (for example, the victim loses or regains consciousness or stops/starts creating) after you export the ProQA information to PREMIER CAD by pressing the **Send & continue** button, and *after* you submit the Initiate Incident form (F12), you can return to the ProQA question/answer session to generate an updated response.

1. Open an Incident Update form with the incident number of the incident whose circumstances have changed.

2. Return to ProQA by pressing **Atl+Tab** or by clicking the appropriate item in the Windows Task Bar.

3. Click **Return to Prior KQ**.

   The **Key Questions** menu appears.

4. Click the red arrow button until the initial information entry window appears.

5. Change the appropriate incident information to reflect the new conditions.

6. Press the **Reconfigure response** button on the ProQA tool bar or select **Reconfigure response** from the Options menu.

   The **Send & continue** button is now available.

7. Click **Send & continue** to export the reconfigured ProQA case information to PREMIER CAD.

8. If PREMIER CAD is not the active application, press **Alt+Tab** until PREMIER CAD is selected.

   ProQA can be configured to automatically minimize (reduce to a background icon) when you click the **Send & continue** button so PREMIER CAD becomes the active application, thus eliminating this step. See your system administrator.

9. From the *active* Incident Update form, press **Ctrl+1** to import the current ProQA case information.

   A new comment line appears in the Cmnts field.

10. Press **F12** to update the incident.

11. Press **Alt+Tab** until ProQA is selected.

12. Close the current case.

    Close a case by selecting the **Close case** command from the ProQA File menu or by clicking the dash (-) that is located on the ProQA button toolbar.

Placing a Case on Hold

You cannot process another case in ProQA until the current case is closed or put on hold. If you receive a new, more urgent medical call that must be processed before the current medical call can be closed, place the current case on hold.

To place a case on hold:

1. Press **Alt+Tab** to access ProQA.
2. From the ProQA File menu, select the Hold case command, or click the **Hold case** button on the ProQA toolbar.

> **NOTE**
> Both the Hold case and Pick up case buttons look like phone icons, but when the mouse is moved to each of the buttons, different titles appear.

3. Follow the procedures in "Initiating an Incident Using ProQA" on page B-2 starting with step 2 to process the new case.

   After you process the new case and initiate it in PREMIER CAD, you can return to the case that is on hold. More than one case can be on hold at the same time.

Taking a Case Off Hold

If a previous case is currently on hold, you must take it off hold so you can complete its processing.

To take a case off hold:

1. Do one of the following:
   - Press **Alt+Tab** until PREMIER CAD is selected and the focus is on the active Initiate Incident form that contains the ProQA case you want to take off hold.

     -OR-

   - Display a blank Initiate Incident form.
2. Press **Ctrl+5** or select **Unpend ProQA** from the shortcut menu (right-click).

If the Initiate Incident form that you are working from is already linked to a ProQA case number, the ProQA for Windows application window appears and the held ProQA case number information displays.

If you are in a new blank Initiate Incident form and press **Ctrl+5**, the ProQA Case Manager form displays. (For more information, see "Working With the ProQA Case Manager" on page B-11.)

Adding a ProQA Case Number to an Existing PREMIER CAD Incident

You can add a new ProQA case number to an existing fire or EMS (medical) PREMIER CAD incident.

To add a ProQA case number to an existing incident:

1. Display an existing fire or EMS incident using the Incident Update form. (For more information, see "Updating Incidents Using the Incident Update Form" on page 8-17.)

2. Press **Ctrl+3** (not Ctrl+F3) to access ProQA.

   The ProQA for Windows application window appears and contains a new ProQA case number. The new ProQA case number is automatically retrieved and stored in the Initiate Incident form and is written to the CADPROQA database for later reference or retrieval.

   Note: If you do this with a law incident, an error message appears.

3. Use the fields in the ProQA case form to answer the appropriate questions for the incident. (See your ProQA user documentation for more information.)

   ProQA uses your responses to build a specific three- to six-character incident type code.

   The sequence of questions that occurs for a single incident varies, depending on how you answer each question. You can change previous answers by clicking **Return to prior**.

   When you have answered all of the applicable questions, a **Send & continue** button appears in the lower portion of the case record window.

4. Click the **Send & continue** button to export the current ProQA case information to a location where PREMIER CAD can access it.

5. If PREMIER CAD is not the active application, press **Alt+Tab** until PREMIER CAD is selected.

   ProQA can be configured to automatically minimize (reduce to a background icon) when you click the **Send & continue** button so PREMIER CAD becomes the active application, thus eliminating this step.

6. Do one of the following:

   - If the ProQA case information appears in the Initiate Incident form, skip to the next step.
   - If the ProQA case information does not appear, manually populate the fields by pressing **Ctrl+1** or **Ctrl+2** (not Ctrl+F1 or Ctrl+F2), or select **PollProQA** from the shortcut (right-click) menu.

     Whether the case information appears automatically or not is controlled by the `ProQAAutomaticPolling` parameter in the `CAD.ini` file. If this parameter is set to `Y` (Yes), the case information appears automatically. If this parameter is set to `N` (No), you must manually populate the case information fields.

7. Verify the ProQA case information.

   The newly created ProQA case information should display in the Cmnts field.

   The first character is `T;<`*`ProQA incident type`*`>` followed by the configurable ProQA information as described in "Initiating an Incident Using ProQA" on page B-2.

NOTE

The default values and order of the information that is populated into the Cmnts field can be changed. The entire responder script can be included. Contact your system administrator.

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8. Complete any remaining applicable fields of the Initiate Incident form, as necessary.

9. Transmit the Incident Update form by pressing the Submit Form (**F12**) key.

10. Press **Alt+Tab** until ProQA is selected.

11. Close the current case.

    Close a case by selecting the **Close case** command from the ProQA **File** menu or by clicking the dash (-) on the ProQA button toolbar.

Working With the ProQA Case Manager

The ProQA Case Manager form displays when you press **Ctrl+5** from an Initiate Incident form or an Incident Update form when no ProQA case number has been previously linked to the form. From the Case Manager, you can view the list of ProQA cases that have been processed at your console, or the ProQA cases processed by *all* consoles.

The functions available from the form are:

- Un-pend a held ProQA case (take a case off hold)
- Reopen a closed ProQA case
- Open a new ProQA case
- View closed ProQA case summary information
- Transfer a ProQA case to another PREMIER CAD console

The number of days of ProQA cases that you can view in the form is controlled by the `ProQACaseRetrievalDateRange` parameter in the `CAD.ini` file. The default is 7, meaning 7 days.

The ProQA cases are displayed by ProQA case number; the most recent case displays first. The sort order cannot be changed.

The ProQA case information that is displayed is stored within a network database configured by your system administrator. Your system administrator identifies the location of the database using the `ProQADatabaseLocation` parameter in the `CAD.ini` file.

NOTE

Once you display the ProQA Case Manager form, you cannot access any other function in PREMIER CAD until you close this form.

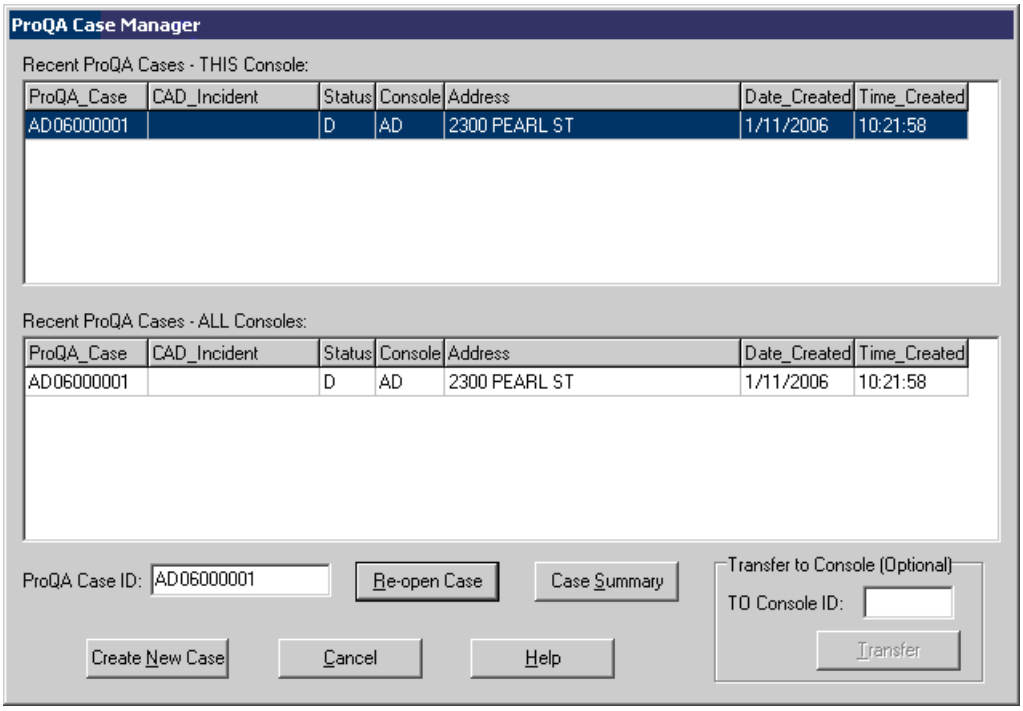

Figure B-1 ProQA Case Manager Form

Field Descriptions

The following table describes each field and button on the ProQA Case Manager form.

Table B-1 ProQA Case Manager Form Field and Button Descriptions

Field or Button	Description
ProQA_Case	The newly created ProQA case number.
CAD_Incident	The PREMIER CAD incident number. **NOTE:** This field is populated after you create the incident.
Status	ProQA case status at the last database update.
Console	The PREMIER CAD console that processed the ProQA case.
Address	The PREMIER CAD incident address if one has been entered, or ProQA case address if the PREMIER CAD is not available.
Date_Created	The date the ProQA case was created.
Time_Created	The time the ProQA case was created.
ProQA Case ID	The ID of the ProQA case you select from either of the lists.

Table B-1 ProQA Case Manager Form Field and Button Descriptions (Cont.)

Field or Button	Description
Re-open Case/ Unpend Case (button)	Click this button to reopen a closed case or to take a case off hold (Unpend). (The text on this button varies depending on whether the selected case is held or closed. If you select a held ProQA case, the text on the button next to the ProQA Case ID field changes to **Unpend Case**. If you select a closed case, the text on the button changes to **Re-open Case**)
Case Summary (button)	Click this button to review the case history of the selected case.
Create New Case (button)	Click this button to create a new case.
Cancel (button)	Click this button to close the ProQA Case Manager form without making any changes.
Help (button)	Click this button to open online help for this form.
TO Console ID	The ID of the console to which you want to transfer the case. Select a ProQA case number from one of the case lists, enter the console ID to which the ProQA case will be transferred, and click the Transfer button. You may want to do this to make the case visible in another person's This Console window, to trigger an advisory message, or to write to the incident audit trail.
Transfer (button)	Click this button to transfer a case to a different console. If the transfer is successful, an advisory message pops up on both your console and the TO console notifying the users that the case was transferred. ProQA transfer information is logged into the PREMIER CAD audit file at the time of transfer.

Using the ProQA Case Manager

To use the ProQA Case Manager, select a ProQA case number from either of the display lists and then click the appropriate function button on the bottom of the form. Any ProQA case from either display list can be accessed by any user.

NOTE

If a you press a ProQA Case Manager function button and the ProQA application does not display, Alt+Tab to the ProQA application and check to see if the ProQA application still has a previous ProQA case open. If it does, close the open case and then Alt+Tab back to PREMIER CAD, press Ctrl+5, and then reselect the function button and processing will continue.

Troubleshooting the PREMIER CAD to ProQA Interface

Problem: Nothing happens when I press Ctrl+3 or Ctrl+5 from the Initiate Incident or Incident Update form.

Solution: It is likely that there is still a ProQA case open with the ProQA application. Alt+Tab to the ProQA application and close the open ProQA case.

Problem: The ProQA information does not import.

Solution: Process the current call without the use of ProQA. Inform you system administrator about this problem as soon as possible.

Glossary

This glossary contains a list of commonly used terms and acronyms in PREMIER CAD. The glossary also includes additional related terms.

A

Active incident–An incident in PREMIER CAD that has a unit assigned to it.

Ad hoc–The ability to customize the criteria and output view of a report or query.

AE–Application Engineer.

AFIS–Motorola's Automated Fingerprint Identification System.

Agency–A distinct governmental body providing police, fire, and EMS services to the community. Agencies are defined in PREMIER CAD using geofile data and other database information that you enter to create and track personnel, events, and unit records.

A.K.A–Also known as; Alias.

Alarm level–Numeric rating describing the scope of a fire. The alarm level controls the type of vehicles that respond to the incident; a one-alarm fire is usually the lowest level.

Alarm level response–Defines the number of vehicles of each capability that PREMIER CAD should recommend to respond to an incident with a specific alarm level.

ALI–Automatic Location Identification. The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone, and supplementary emergency services information. *See PSAP.*

Alias–A different name, different spelling, common misspelling, nickname for a street, intersection, common place, or person.

Alphanumeric–A set of characters consisting of letters and/or digits. Alphanumeric characters sometimes include space characters and other special characters.

ANI–Automatic Number Identification. A feature that permits subscribers to display or capture the telephone number of calling parties. The telephone line type can also be captured (such as pay phone, motel, wireless or cellular, operator -handled, and so on).

APCO–Association of Public Safety Communications Officials. Not-for-profit professional organization dedicated to the enhancement of public safety communications.

API–Application Programming Interface.

Area–The largest geographical component of an agency, composed of teams, districts, and/or beats.

Associated Incident Type–Incident type in PREMIER CAD automatically created from a separate, related incident.

ASCII–American Standard Code for Information Exchange.

ATL–Attempt To Locate.

ATM–Advanced Tactical Mapping. Motorola software application that provides a visual display of incidents and units on an interactive map.

ATMM–Advanced Tactical Mapping Mobile. Motorola software application that provides a visual display of incidents and units on an interactive map on mobile computers.

Audit trail–Record of all operator and system activity related to a specific incident.

AVL–Automatic Vehicle Locator. Motorola software application that uses global positioning system (GPS) data to display unit locations on the ATM interface. This is used by PREMIER CAD to recommend resources closest to an incident.

AWW–Advanced Workstation for Windows. Colored graphical display of unit and incident data for the PREMIER CAD client.

B

Beat–The smallest geographical area within an agency.

BOLO–Be on the Lookout.

C

CAD–Computer Aided Dispatch. Software application that tracks calls for service, maintains status of units available, provides various reports, produces unit histories, and supports electronic mail. CAD systems create time savings by allowing officers to receive calls for service on their mobile data terminals rather than through the radio.

Call sign–Alphanumeric string used to identify a unit. The call sign and unit ID are the same. Law and fire units differ in how call signs are configured. For law, you can create any valid call sign when you place the unit on duty and the call sign is not tied to the vehicle. For fire, you must use the call sign configured in the Fire/EMS Vehicles database (MN.22).For an example of a call sign for a law unit, assume you configure a vehicle record for vehicle number 001 and personnel number of 900. When you place the officer on duty, you can give the officer the call sign 1A12 and assign vehicle #001. When you want officer 900 in vehicle 001 to respond to an incident, you would request unit 1A12.

For an example of a call sign for a fire unit, assume you configure a Fire/EMS vehicle record for vehicle 2507 with a call sign of Engine 12 (E12). In the same record, you assign ten personnel to the vehicle. When you place the engine in service, you would request Engine 12.

Call stacking–Assigning multiple calls to an on-duty unit to be handled at a later time.

Capability–Function or equipment on a vehicle, such as fire engine, truck, or K9 unit.

Child incident–Incident cloned from another incident. Also called sibling incident. *See Cloned incident.*

Chronic alarm violator–alarm location that has been responded to and exceeded the maximum count of false alarms for a specified time period.

CJIS–Criminal Justice Identification System. Provides relevant criminal justice information to the FBI and to law enforcement agencies.

CLI–Caller Line Identification. Allows you to see the phone number of the person who is calling. AWW can be configured to display a CLI window.

Client–A computer that accesses shared network resources provided by another computer (called a server). In PREMIER CAD, the user workstation is a client running the PREMIER CAD application. The information you enter at your computer is sent to a server that stores and organizes the information.

Cloned incident–New incidents created from another incident. The new incidents have their own incident number. You can clone incidents that have a Pending, New, Active or Closed status.

CMS–Correction Management System. Motorola's software application providing comprehensive solutions for the operational and administrative needs in correctional facilities.

Command IDs–Two-character identifications or abbreviations used to issue commands in PREMIER CAD from the command line. For example, US is the command identification for the Unit Status command.

Command line–Text field at the top of PREMIER CAD working area where you enter commands. Each command has specific command line identifiers, contains specific punctuation, and has a predefined entry order.

Common place–A name of a commonly-known place, such as a business, church, school, landmark, or topographic feature. PREMIER CAD accepts defined common place names during incident initiation.

Command punctuation–Punctuation used to separate command identifiers in PREMIER CAD commands. The punctuation is defined by the system administrator. A period or a blank space is used to separate each element of information in a command string. A semicolon or equal sign is used to separate an identifier from its corresponding user-supplied value when the command is not written in the default order. *See Default order.*

Complainant–Person calling an emergency communication center to request police, fire, or EMS assistance.

Complainant flag–Flag indicating whether the complainant can be contacted.

Configuration–The process of entering the information for an agency as well as parameters controlling PREMIER CAD behavior and appearance.

Console–PREMIER CAD workstation.

Cover–Fire/EMS vehicles assigned to cover for a station low on resources.

COTS–Commercial Off-the-Shelf.

CPU–Central Processing Unit.

CRF–Configuration Request Form.

Crisis mode–A special set of incident response records used during major events or disasters.

D

Database–A large collection of data organized for rapid search and retrieval.

DDR–Detailed Design Review.

Default order–The predefined default order of entry for command identifiers. If you want to skip any elements of the default command string, you must use a period or space to represent the missing information, depending on the configuration.

DID–Device ID.

Dispatch–Assignment of police, fire, or EMS units to an incident.

Dispatch Group–A defined set of areas and agencies that are used for logon purposes.

Disposition–Values used to close an incident and clear a primary unit from a call. Dispositions are important in PREMIER CAD because you cannot close an incident without a disposition.

DR Net–Disaster recovery application that runs a backup system to take the place of the primary system should it fail. All changes that are made to the backup database are stored by DR Net in a series of archive files. After the primary system has been restored, these changes are re-applied to the primary system's database.

DSS–Decision Support System. Motorola software application that provides tools for reporting and statistical analysis of PREMIER CAD and Infotrak data.

DXF–Digital Exchange Format. Format for files primarily used by Computer Aided Design systems. PREMIER GGM supports DXF format files.

E

EDACS–Enhanced Digital Access Communication System.

EID–Electronic ID.

EMD–Emergency Medical Dispatcher.

EMS–Emergency Medical Service.

ERS–Emergency Roadside Service.

ESN–Emergency Service Number. A number assigned to specific geographic area within which all 911 calls are routed to one specific PSAP and the residents of the area are served by the same police, fire, and emergency medical agencies. *See PSAP.*

ESRI–Environmental Systems Research Institute.

F

False alarm–Any alarm condition that is registered or recorded by the dispatch center that is not a result of criminal activity for which the alarm was intended.

FATP–Functional Acceptance Test Plan.

FBR–Field Based Reporting.

FCW–Fire City Wide. Pseudo-area preprogrammed into PREMIER CAD used to contain vehicles not assigned to a specific area.

FDF–Fire Default. Pseudo-area preprogrammed into PREMIER CAD. If the CAD plan is changed after a vehicle is logged on duty, and the vehicle's area no longer exists in the current plan, the unit is moved to FDF.

Field-initiated incident–A traffic stop or other event called in by an officer in the field.

Foreign agency–An agency that allows incidents to be generated by a foreign CAD system.

Foreign CAD system–A CAD system outside of PREMIER CAD.

Foreign incident–Incident belonging to another agency. In a multiple-agency system, you configure PREMIER CAD to establish which agencies are assigned incident numbers when incidents are initiated by units outside of their normal jurisdiction. This is important for field-initiated incidents.

Form–CAD window for data entry, edit, or display.

Front-end dispatching–Specifying a unit ID with the Initiate Incident command. When you specify a unit ID, PREMIER CAD dispatches the unit to the incident.

FSA–Final System Acceptance.

FSD–Functional Specification Design.

Function key–Keys along the portion of the keyboard that can be used to send commands and information to the system or to start a command sequence. Function keys begin with the letter F and are followed by a number, such as F1 or F2. Some of these keys are used alone, and some are used with other keys.

FRMS–Fire Records Management System.

G

GCi–GGM to CAD interface.

GDT–Geographic Data Technology.

Geocoding–Assigning location values to attribute data, such as events or addresses. This allows mapping of geographic features.

Geofiles–Database records defining the geographical boundaries (agencies, beats, and so on), addresses, streets, and common places within PREMIER CAD.

GGM–Geographic Geofile Manager. Motorola application that is used to create and maintain the geographical data used by PREMIER CAD and ATM.

GIS–Geographic Information System. Software mapping application that collects, manages, analyzes, and displays information associated with a specific location.

GPS–Global Positioning System. Method of location based on reception of multiple satellite signals by a device on the ground or in an airplane. The GPS satellite system is run by the U.S. government.

GUI–Graphical User Interface. The display of the software application on the computer screen.

H

Held incident–An incident in PREMIER CAD that is scheduled to be initiated at a later date or time.

HSSC–High Speed Subcarrier Committee. National Radio System committee that makes recommendations for technical standards relating to high speed subcarriers, such as those that support wireless applications. Also refers to Himalaya S-Series System Console.

I

IBRS–Incident Based Reporting System. A city, county, and state law enforcement program that provides a nationwide view of crime based on comprehensive data collected at the incident level. IBRS provides more detailed information than UCR. *See UCR.*

ICD–Interface Control Document.

Identifier–One- or two-character predefined abbreviations that identify a type of information in a command string. For example, in many commands, L is an identifier for location information.

IFC–Integrated Fire Control.

IIQ–Infotrak Investigative Query. Motorola application that is a browser-based investigative tool that retrieves data from Infotrak LRMS.

INACCF–Injury Accident Fire.

INACCL–Injury Accident Law.

INACCM–Injury Accident Medical.

Incident–An occurrence that requires a report by law enforcement, fire, or EMS agencies, to record the details of the activities performed and the items involved. Incidents are a type of event. In CAD, incidents and events are interchangeable words.

Infotrak LRMS–Infotrak Law Records Management System. Motorola database application that manages the recording, indexing, tracking, viewing, and analysis of law enforcement data.

IP–Internet Protocol. The method or protocol by which data is sent from one computer to another on the Internet. Each computer on the Internet has at least one IP address that uniquely identifies it from all other computers on the Internet.

J

K

Key field–A significant field in a database used to sort the database records. Typically, the key field is a unique field, such as name or personnel number. You cannot change the data in a key field directly. When you try to change the information in a key field, an error message displays indicating that you must use the Show or Next action. To change a key field, you need to delete the entire record, and then re-add it. Several key fields may be present in a database.

Key Station–A critical/tactical station that can service a wider geographic area when resources are no longer available at other surrounding stations. The function of a key station is to remain minimally staffed at all times to cover a situation when surrounding stations cannot cover their assigned response areas.

L

LAN–Local Area Network. High-speed, low-error data network covering a relatively small geographic area (up to a few thousand meters).

Location–Business name or additional information about an address.

Logon agency–The agency ID used to log on to PREMIER CAD. This agency can be either the owning agency or the trusted agency, depending on the site's configuration. *See Owning agency, Trusted agency.*

LRMS–Law Records Management System. *See Infotrak LRMS.*

M

Main route–The beats, districts, and teams defined in the currently active plan. *See Service Routing.*

MDC–Mobile Data Computer. A fully-functional computer terminal such as a laptop that is either permanently mounted or removable and contains its own central processing unit (CPU). An MDC generally has the capability to analyze and store information locally, along with the traditional functionality of a mobile data terminal.

MDT–Mobile Data Terminal. Mobile computer mounted in a vehicle that is linked via radio to a mainframe processor. MDTs have limited functionality in that they do not have processing capabilities and are generally used for querying databases that are housed in a centralized mainframe. They are useful because they are less costly than laptops/MDCs, enhance officer safety, and create efficiency by way of tag/license checks and automated call dispatching.

MGU–Motorola Geofile Utility. Software utility that will replace Motorola's PREMIER GGM software in 2004. The tool incorporates ArcGIS (ArcEditor level) software from the Environmental Systems Research Institute (ESRI). The Motorola Geofile Utility will provide a customized interface that enables GIS data upload from ArcGIS software to PREMIER CAD and Infotrak LRMS.

Modifying Circumstance–Circumstances used under certain conditions to override the priority, subpriority, and response code settings of an existing incident type with the settings defined for the particular modifying circumstance. For example, an in-progress burglary incident with suspects still on the premises may require a modification to the standard response settings defined for a burglary incident with a suspect no longer on the premises.

MPC–Mobile Personal Computer (in-vehicle).

MRM–Mobile Radio Modem.

MSAG–Master Street Addressing Guide. Database containing all street information in an E911 service area.

N

NAD–North American Datum.

NCIC–National Crime Information Center. NCIC provides a computerized index of criminal justice information to federal, state, and local law enforcement and other criminal justice agencies.

NENA–National Emergency Number Association. NENA fosters technological advancement, availability, and implementation of a universal emergency telephone number system.

NIBR–National Incident Based Reporting. *See IBRS*.

NLETS–National Law Enforcement Telecommunications System.

O

OID–Owner Identification Number. The identification used to address responses to MDTs.

One-pass processing–An incident in PREMIER CAD created by an officer in the field on an MDC or by the dispatcher pressing the F7 key. Used for field-initiated incidents. *See Two-pass processing*.

Open incident–An incident in PREMIER CAD that was active, but the unit assigned to it was cleared. This generally occurs with a fire agencies because fire agencies do not use call stacking. A fire agency may keep an incident open if the agency needs to free the assigned unit for another call. *See Call stacking*.

OpenQuery–Motorola software application used to submit queries to external data sources, such as government law enforcement agencies, the National Crime Information Center (NCIC), or the Department of Motor Vehicles. Information about wanted or missing persons and stolen vehicles or property can be retrieved.

ORI number–Originating Agency Identifier Number. A number assigned by the FBI that serves as an agency's identifier. The first two letters are the state abbreviation, the next three numbers are your county's code, and the final two numbers identify the jurisdiction within the county.

OSCI–Open Server Command Line Interface. OSCI is one of the OpenQuery servers.

OSRI–Open Server Response Interface. OSRI is one of the OpenQuery servers.

Owning agency–Agency with control of the incidents. The owning agency grants or revokes access of its incidents to another agency.

P

PA–Public Announcement.

Parent incident–Incident from which other incidents are cloned. *See Cloned incident*.

PCW–Police City Wide. Pseudo-area preprogrammed into PREMIER CAD used to contain units not assigned to a specific area. Units on duty in a pseudo-area are not recommended for dispatching unless tied to an override plan.

PDF–Police Default. Pseudo-area preprogrammed into PREMIER CAD. If the CAD plan is changed after a unit is logged on duty, and the unit's area no longer exists in the current plan, the unit is moved to PDF.

Pending incident–Incident that was initiated but does not yet have a unit assigned to it. Pending incidents display in the AWW Pending Queue status monitor.

Plan–The highest geographical grouping in PREMIER CAD. Plans define the teams, districts, and areas for each agency.

PMDC–PREMIER Mobile Data Computer. Motorola mobile data application that provides law enforcement and other public safety personnel with real-time, wireless access to National Law Enforcement Telecommunications System (NLETS), National Crime Information Center (NCIC) databases, and state and local information databases. Officers can transmit secure messages between officers, vehicles, and dispatch, and read and write text on the screen with other users in real time. *See MDC*, *NCIC*, *NLETS*.

Pre-empt–Remove a unit from an incident.

Priority–Determines where the call is positioned in the pending queue and whether a priority message is sent by PREMIER CAD to all consoles. You can set whether the highest priority is ascending or descending in PREMIER CAD.

PSAP–Public Safety Answering Point. The designated agency that receives 911 calls and alerts the proper emergency response agencies (such as fire, police, and ambulance). PSAPs are also known as 911 call centers.

PTT–Push-To-Talk. A two-way communication service that works like a "walkie talkie." PTT requires the person speaking to press a button while talking and then release it when he or she are done. The listener then presses his or her button to respond.

PTTID–Push-To-Talk ID. ID for a PTT radio.

Q

Q&A–Motorola add-on application for PREMIER CAD that assists call takers in collecting information quickly and efficiently by presenting a series of appropriated structured questions.

R

RAS–Remote Access Support.

RDBMS–Relational Database Management System. Manages the recording, indexing, tracking, viewing, and analysis of data.

Ready reference information–Site-specific, agency-defined information such as pager lists and telephone number lists. Ready Reference information can be searched and accessed during incident operations using the RR (Ready Reference) command.

Reoccurring messages–Messages sent at regular intervals, such as BOLO messages.

Response classification–A classification that identifies the need for special vehicle requirements, based on incident location. The capabilities specified for the response classification override the response type.

Response messages–Messages attached to incidents as comments as incidents are initiated.

Response type–The primary and optional units and vehicles that respond to a specific incident type.

RIN–Radio Identification Number.

RMS–Records Management System. A centralized relational data system that includes multiple data files that can be queried in tandem. Commonly an integrated RMS may include CAD data, incident data, arrest information, officer and victim information, and so on. An RMS can produce time savings in several different ways. Officers can more quickly query databases for arrest report and incident report information. In addition, fully integrated RMS systems eliminate the need to enter duplicate information into records, CAD, and incident reports. *See Infotrak LRMS.*

RODEO–Rapid On-line Data Entry Orientation. A type of record display format. Fields are placed in columns instead of rows to allow for quick data entry.

Roll call–Preconfigured grouping of police units set to go on duty at the same time, usually corresponding to an agency shift.

RSN–Radio Serial Number.

S

SAK–System Administration Kit.

SAT–Site Acceptance Test.

SCRIPT–Support Centre Required Initiation Packet Tool.

SDS–Software Design Specification.

Security violation–Violation that occurs as a result of an invalid signon to PREMIER CAD, configuration menus, or reports, or invalid attempts to transfer workload.

Segment–Typically represents a street block that is defined by two intersections. The terms street segment and street record may be used interchangeably.

Server–A computer providing network services to multiple users. Specifically, a computer storing and organizing the PREMIER CAD database information.

Service Route–A type of service that can be sent to an incident in PREMIER CAD, such as tow, ambulance, crime scene investigation, patrol units, traffic units, or public information office. A service route determines what area a unit is in and what units are recommended to dispatchers responsible for the route. *See Main route*.

SMTP–Simple Mail Transfer Protocol.

Source Code–Program code underlying an application.

SOW–Statement Of Work.

Split Crew–A crew within a fire department that mans more than one piece of equipment. In PREMIER CAD, this crew is attached to each vehicle. When one vehicle leaves the station, the other vehicle becomes unavailable and therefore not recommendable.

SPR–System Product Request; also Software Problem Report.

SSMP–System Status Management Planning. The SSMP system allows fire/EMS agencies to establish a system of vehicle-count levels that can be assigned at different times to control vehicle availability for possible responses.

SSMP level – Defined value associated with the number of fire/EMS vehicles that must be available for an agency to maintain its minimum coverage requirements during a particular time period.

State Plane Coordinate System–A system established by the federal government and based on X,Y coordinates defined by the U.S. Geological Survey for each state. Locations are based on the distance from an origin point defined for each state.

Status–Condition of a unit or event at any given time.

Status code–Code defining a unit status. Status codes are usually a maximum of two characters, such as EN for enroute or TS for traffic stop.

T

TAIP–Trimble ASCII Interface Protocol. A trimble-specified digital communication interface based on printable ASCII characters over a serial data link. TAIP was designed specifically for vehicle tracking applications, such as AVL. *See AVL*.

TAR–Traffic Accident Reporting.

TCP/IP–Transmission Control Protocol/Internet Protocol.

TDD–Telecommunication Device for the Deaf.

Tear and Run–Tear-and-run messages for fire/EMS allow dispatch messages to be automatically printed at fire stations as tones occur when fire/EMS incidents are dispatched. The information that prints in dispatch messages for the tear-and-run feature varies, depending on the current system configuration.

TIGER–Topological Integrated Geocoding and Referencing. A data format developed by the U.S. Bureau of Census to support its mapping needs. TIGER files are a digital database of geographic features, such as roads, railroads, rivers, lakes, political boundaries, census statistical boundaries and other boundaries, covering the entire United States.

TMD–Tactical Map Display. Motorola software application that provides a visual display of incidents and units on an interactive map. Replaced by ATM. *See ATM*.

Trusted agency–The agency who has trust levels defined by an owning agency. You define trusted agencies in the Cross Agency Security Configuration (MN.53) database.

Two-pass processing–A status created in PREMIER CAD by an officer in the field on an MDC or by the dispatcher pressing the F7 key. A second action is required before an incident is initiated. Used for field-initiated incidents. *See One-pass processing*.

U

UCR–Universal Crime Reporting. A city, county, and state law enforcement program that provides a nationwide view of crime based on the submission of statistics by law enforcement agencies throughout the country. *See IBRS*.

UDT–Universal Data Transfer. Motorola software application that transfers incident and audit records from PREMIER CAD to data files for processing in report applications.

Unit ID–Call sign used for radio transmission. *See Call sign*.

UTM–Universal Transverse Mercator. A standardized coordinate system based on the metric system, and a division of the earth into 60 six degree-wide zones. Each zone is projected onto a Transverse Mercator projection, and the coordinate origins are located systematically. Both civilian and military versions exist.

V

Vehicle ID–An alphanumeric code for physical vehicles such as police units, fire equipment, and EMS units defined within PREMIER CAD. The vehicle ID is used to track the vehicle activity. The vehicle ID is not necessarily the same as the call sign or unit ID. *See call sign*.

Vehicle type–Vehicle capability, the function or equipment on a vehicle, such as fire engine, truck, or K9 unit.

VIN–Vehicle Identification Number.

VRM–Vehicular Radio Modem.

W

WAN–Wide Area Network–Data communications network that serves users across a broad geographic area and often uses transmission devices provided by common carriers.

Wildcard Characters–A special symbol that represents one or more characters. In PREMIER CAD, the wildcard character is a * and represents all alphanumeric characters. Wildcard characters enhance searching capability by allowing a range of values to be included or excluded from search results. The asterisk (*), for example, is typically used to represent one or more characters.

Work area–The main part of the PREMIER CAD form where you enter incident information. The command line displays above the work area.

Workstation–A computer or terminal connected to a network. Also known as a client. *See Client*.

WS–Work Station.

WWVB–Radio station that continuously broadcasts time and frequency information on its 60 kilohertz carrier frequency. Used to synchronize consumer electronic products such as wall clocks, clock radios, and wristwatches. In addition, WWVB is used for high level applications such as network time synchronization and frequency calibrations.

X

X,Y Coordinates–A standard grid coordinate system. Map positions are calculated in feet based on an x (horizontal) and y (vertical) axis.

Y

Z

Zones–Beats. *See Beat*.

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