Police Communications Centre

Checks/Dispatch Manual

NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Unit Management

Introduction

Computer aided dispatch (CAD) has several features which help a dispatcher manage the units on the screen.

This module deals with the Unit Status Monitor of the I/Dispatcher screen. This is on the right hand side of the left hand screen.

It is in two parts:

- sort tabs
- field labels

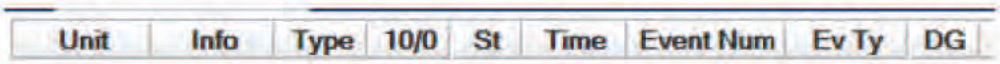
Screenshot – Sort Tabs

Sort tabs

The table below explains the sort tabs from left to right:

Sort Tab	Function
Custom 1, 2, 3	Enables an operator to customise the display to their individual preference
Out of Service	Displays units which are currently logged out of service only
Dispatched	Displays units which are showing status assigned, dispatched, dispatched en route or arrived at an event only
Available	Displays available units only
Stations	Lists the home stations of the units logged in
Unit On Event	Lists the events units are currently at in numeric order
All Units	Displays all units logged on in the dispatch group/s

Screenshot - field labels



Field labels

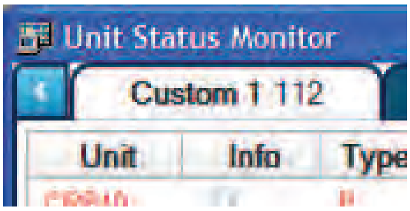
Below the sort tabs are field labels. The table below explains the field labels from left to right:

Field label	Function
Unit	The unit callsign
Info	Icons that show information about event or unit.
Type	Unit type; e.g. I car
10/0	Log off or unit finish time
St	Unit status • ER - en route • AR - arrived • AV - available • AM - available and using mobility • OS - out of service • DP - dispatched assigned • AK – dispatch assigned and acknowledged
Time	Minutes since the last status change
Event Number	CARD event number if assigned to an event
Ev Ty	Event type of assigned event
DG	Dispatch group
Location	Last known location or current location of the unit if 10/7 at an event or any special comments that have been entered

Unit status monitor – information symbols

Information symbols

One of the Tabs on the Unit Status Monitor is the “Info” column.



The information column will show icons which indicate information about either:

- an assigned unit or
- information about the event that the unit is assigned to.

Hovering the cursor over each icon provides an explanation of each symbol.

Icon	Description
	Unit is in alarm
	A dispatch warning exists
	Unit failed to respond
	Unit is available on the event
	Unit will log off when cleared from the current event
	Unit has been temporarily transferred to another agency or dispatch group
	Dispatching the unit will put the system out of compliance
	The event the unit is assigned to has been updated
	The event the unit is assigned to has a new remark
	The event the unit is assigned to has updated supplemental info
	The event the unit is assigned to has LOI results
	The event the unit is assigned to has a cancel request pending

Online help

The symbols above can be located using the online help tool:

In the Search tab start typing “unit/event status” > the 10th result should be “Unit/Event Status Monitor” and this page will display the symbols.

Field event

Introduction

A *Field Event* is a CAD event initiated by a unit. It allows the dispatcher to create an event on information supplied by the unit without having to use the *Create Event Entry* screen.

Principle

For officer safety it is important to enter a ***VERIFIED*** location for any event a unit initiates.

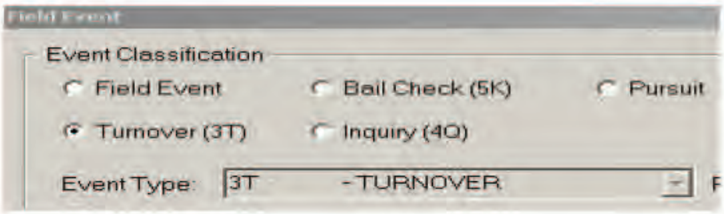
Example

A unit advises the dispatcher they are 3T and gives the required information.

Procedure

The table below lists the actions to create a field event.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click on the unit call sign</td></tr>
<tr><td>2</td><td>Click on the Field icon
or
F3 (shortcut key)

Note: These functions will always default to 3T</td></tr>
<tr><td>3</td><td>Click on a quick option key, or select Field Event in the quick options and type in an event code

</td></tr>
<tr><td>4</td><td>Type in the rego and VERIFY the location</td></tr>
<tr><td>5</td><td>Click OK</td></tr>
</table>

Result

The unit will now show in red and AR (arrived) status.

Dispatch en route

Introduction

The *Dispatch Enroute* command enables the dispatcher to show a unit 10/2 an event.

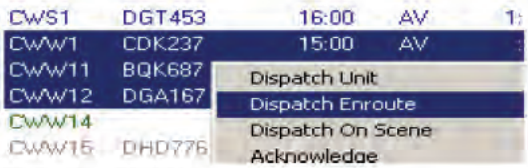
The event moves from the *Pending Events* list to the *Unit Status* monitor.

Example

The dispatcher passes details of a serious crash to the I-car and they advise they are on the way.

Procedure

The table below lists the steps to show a unit en route to an event:

Step	Action
1	Double click on the event This selects the event and displays the full details to the dispatcher
2	Right click on Unit Call sign Note: When dispatching multiple units to an event, hold the SHIFT key down and select the other units
3	Select Dispatch Enroute command from drop down menu 

Result

The event is no longer displayed in the pending events list. It is now displayed on the unit status monitor side of the screen, and the unit is showing on the way.

The units will now show green and ER (Enroute).

Arrive unit

Introduction

The *Arrive Unit* command enables the dispatcher to show the unit 10/7.

Example

AKI1 advises the dispatcher they are 10/7

When a unit is deemed to have *"arrived"*

or,

where the offender is mobile;

"A patrol has arrived when it completes travelling to an event and commences dealing with the event"

Common 10/7 examples are:

- Patrol is 3T with an offending vehicle from an event
- Patrol has arrived at the "Go to" Location
- Patrol has arrived at Cordon or intercept point

Procedure

The table below lists the actions to show a unit arriving at an event:

Step	Action
1	Right click on unit call sign
2	Select arrive unit from drop down menu or quick key hold CTRL + A

Result

The unit will now show in red and AR (Arrived)

Dispatch on scene

Introduction

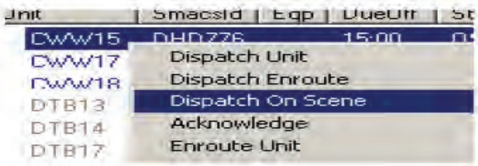
The *Dispatch On Scene* command enables the dispatcher to show a unit 10/7 at a scene without going through the dispatch en-route command.

Example

MNB4 advises the dispatcher they are 10/7 at a burglary currently held in the system.

Procedure

The table below lists the action to show unit on scene:

Step	Action
1	Double click on event
2	Right click unit call sign
3	Select Dispatch on scene from drop down menu 

Result

The unit shows as red, with AR (arrived) status.

Selecting the primary unit and primary member

Introduction

How a dispatcher results an event in CAD affects the NIA file. It is vital all information associated with any event is completed in full prior to being resulted and consequently fed into the NIA system.

The dispatcher can:

- select the primary unit
- assign the police member from that unit responsible for the file

This can be done once an event has been assigned to a unit.

It is important as the last unit at the scene is not always the one responsible for the file (e.g. delta, scene guards etc).

Principle

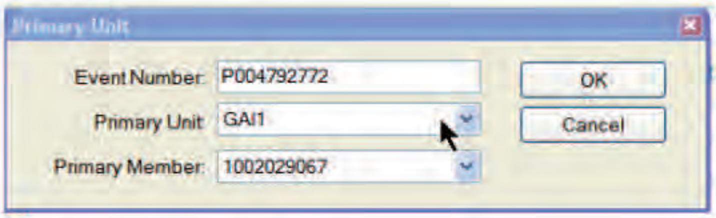
The selection of the primary unit and primary member ***must*** be completed prior to the event being resulted.

Example

GAI1 advises they will be taking a K9 back to base and that QID ending 067 will be the primary member for this event.

Procedure

The table below lists the steps to take to assign a primary unit and member status to an event:

Step	Action
1	Double click on the event number or unit call sign
2	Right mouse click on unit call sign.
3	Select primary unit from drop down menu.
4	Select the unit call sign from the drop down menu Note: If only one unit is assigned to the event, you will only have one choice 

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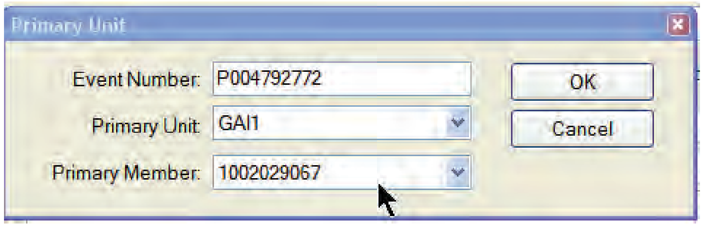
Procedure completed

5	Select the primary member using the drop down menu 
6	Click OK

Result

The primary unit and member have been assigned.

Resulting an event using the K codes

Introduction

There are two different ways a dispatcher can result an event:

- using the K codes
- using the clear unit function (refer Clear Unit Function page)

This page deals with resulting events using the K codes.

Principle

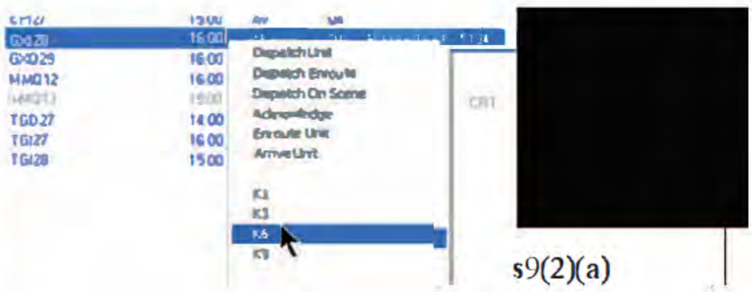
K codes are for resulting an event to the primary unit. They ***MUST NOT*** be used to clear secondary units from events.

Example

GXI28 calls to request the graffiti event in Cameron Road be resulted K6 and advises they are now 10/3.

Procedure

The table below lists the actions to clear a unit from an event using the K codes:

Step	Action
1	Right mouse click on the unit call sign
2	Select and click the disposition code as advised by the unit from the drop down menu  [redacted] s9(2)(a)

Result

The unit will now be showing blue, 10/3 and AV (available) as they are cleared from the event.

Resulting an event using the clear unit function

Introduction

The *Clear Unit* command enables a dispatcher to:

- result an event when only one unit is assigned, or
- clear units from an event when they are not the primary unit (refer
- to Clearing Secondary units from events)

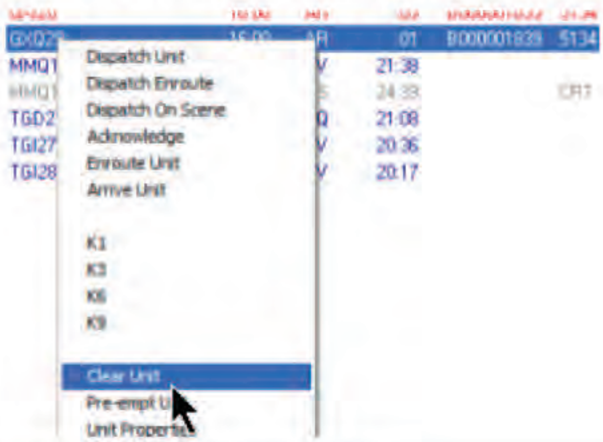
These pages deal with ***resulting events*** using the Clear Unit function.

Example

GXI28 calls to request the graffiti event in Cameron Road be resulted K6 and advises they are now 10/3.

Procedure

The table below lists the steps to take to clear an event when one unit has been assigned to the event:

Step	Action
1	Right mouse click on the unit call sign
2	Select Clear Unit from the drop down list 
3	The following box will appear:  *Note*: Comms only has K1 / K3 / K6 / K9 result codes

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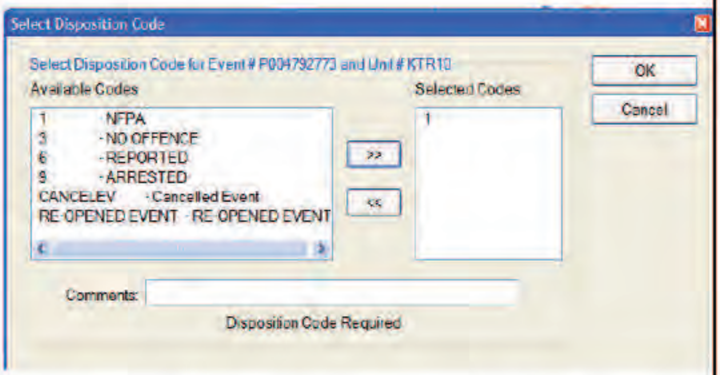
Procedure continued

Step	Action
4	Select the disposition code as advised by the unit and press the  button  The disposition code will now appear in the Selected Codes box on the right hand side
5	Click OK

Result

The unit will now be showing blue and available as they have been cleared from the event.

Clearing secondary units from events

Introduction

From time to time it is necessary for a dispatcher to assign more than the primary unit to an event. This may happen for a variety of reasons including:

- officer safety
- cordons - a serious offence, to divert traffic, maintain crowd control
- delta or eagle are required
- a pursuit

Principle

It is essential that information passed from CARD to NIA is accurate. Always use "Clear Unit" to clear any secondary unit from an event. ***DO NOT*** use the K codes. The K codes should ***ONLY*** be used to result the primary unit.

Example

GXI29 were doing areas to assist GXI28 in locating the offenders of a graffiti event. GXI29 are no longer required and advise Comms they are now leaving the area and 10/3.

Procedure

The table below lists the steps to take to clear all secondary unit/s from an event:

Step	Action
1	Right mouse click on the unit call sign
2	Select and click on Clear Unit from the drop down list 

Result

The unit/s will now be showing blue and available as they have been cleared from the event.

Clearing an event using the assigned units window

Introduction

The assigned unit(s) window shows on the bottom right of the I/Dispatcher Event Information screen, in the middle of the left-hand CARD screen.

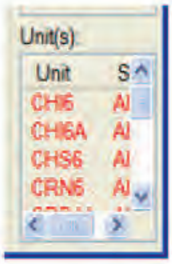
The window can be a useful option for dispatchers and supervisors to view which units are in attendance at a particular event without the need to search or sort on a busy Unit Status Monitor.

This page deals with clearing an event from the assigned unit(s) window.

Example

CRN6 is assisting with cordons for a burgs on. Delta now has the offender so CRN6 advises he is standing down from his cordon and is 10/3.

Assigned units window



The assigned units window shows each unit call sign assigned to the event, and their status.

Procedure

The table below lists the steps to take to clear an event using the assigned units window:

Step	Action
1	Click into an assigned event (double click on an attached unit) to populate the I/Dispatcher Event Information screen and assigned unit(s) window with all attending units and their statuses
2	Right mouse click into one of these units will offer either a clear option or a result option
3	Clear the unit from the event

Result

The selected unit will now be showing blue and available as they have been cleared from the event.

Pre-empt unit

Introduction

The Pre-empt command enables the dispatcher to release a unit from an event.

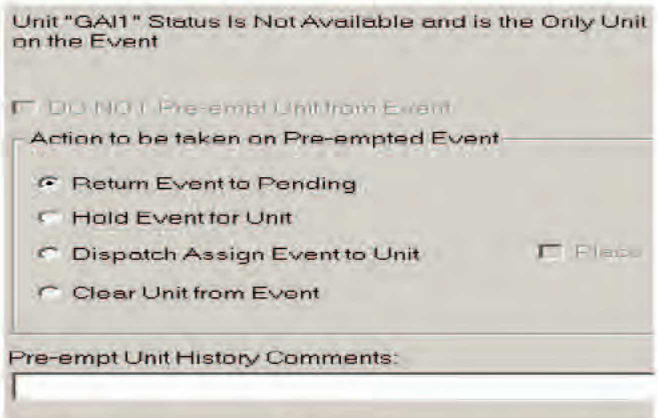
Example

The I-car is enroute to P2 shoplifter. The dispatcher then receives a P1 domestic. The pre-empt command is used to return the original shoplifter event to pending so that the I-car can be assigned to the P1 domestic.

Procedure

The table below lists the steps to pre-empt units:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Right mouse click onto the unit and select pre-empt</td></tr>
<tr><td>2</td><td>Click on one of three options:



I. Return event to pending
Enter in the remarks field the reason for the non or delayed attendance e.g. unit diverted to P1 ID

II. Hold event for unit. This returns the event to the pending list and holds the event for a specific unit
Enter in the remarks field the reason for holding the event

III. Dispatch assign event to unit Dispatch assigns that event to that unit and makes the unit available.</td></tr>
</table>

Result

The unit is free from original event (4120) and now can be dispatched enroute to the P1 1D.

Dispatch assign

Introduction

The *Dispatch Assign* command enables a dispatcher to show a unit at more than one event at a time or to allocate an event/s for attendance at a later time.

Important

Units ***must not*** have events dispatched assigned to their unit call sign unless they have been advised of the pending event.

Example

A unit is 10/2 to a serious motorway 1V. Four jobs are entered by the communicators. The primary event shows AR and secondary events must be assigned to the same unit.

Procedure

The table below lists the steps to dispatch assign an event to a unit.

Step	Action
1	Click on the event in the pending column. Note: For multiple events for the same units attendance, hold the SHIFT or CTRL key and click on the relevant events
2	Hold the Ctrl button down (and keep it down for the next two steps)
3	Right click on Unit Call sign
4	Select Dispatch Assign from drop down menu

Result

Dispatch assigned events will show brown with status DP below the current unit status.

S/DESK	PERM	AR	:00	N007120561	1V
		DP	16:07	N007146454	1V
		DP	13:15	N007146892	1V

Important

If events are dispatch assigned because of multiple reports of the same incident, the status of the dispatch assigned events must reflect that of the primary event.

e.g. If the primary 1V is status AR (red) then the dispatch assigned 1V events (brown) should also be changed to status AR (red).

Acknowledge status

Introduction

The acknowledge status enables a dispatcher to show that a unit is aware of an event, but not yet 10/2.

This status change is often used with the dispatch assign function, where the event sits below the unit call sign.

If a unit has been advised of an event, and advises they will attend in the future, the event should show as assigned (dispatched or dispatch assigned) and acknowledged.

Important

Units ***must not*** have events assigned to their unit call sign unless they have been advised of the pending event.

Example

1. An officer is currently at a disorder job that will be K1'd shortly and has been advised of a trespass job nearby for when they are 10/3

or

2. an officer out of service finishing a file at the station will attend a theft ex shop job when free.

Procedure

The table below lists the steps to acknowledge an event assigned to a unit:

Step	Action
1	Assign the event to the unit (either dispatched or dispatch assigned)
2	Right click on the event and select Acknowledge from the list
3	Update the remarks e.g. LHI3 aware 10/2 when free from 3530 nearby

Result

Dispatch assigned events colour will change from brown with status DP (dispatched) to bright green with status AK (acknowledged).

Accountability

Dispatchers need to be vigilant with dispatch assigned events. Even though they are off the pending screen, accountability for the management still rests with the dispatcher until the unit arrives on scene. While they are dispatch assigned they will not activate unit alarms to remind the dispatcher to get updates.

Change location

Introduction

The *Change Location* command enables a dispatcher to change the location of a unit from the event address to another location.

Example

A unit notifies a dispatcher that they are returning to base with an EBA.

Procedure

The table below lists the steps to change the location.

Step	Action
1	Click on unit call sign
2	Right click and select Change Location from drop down menu
3	Enter: a) Verified location or b) RTB with one, Note: This will not verify 

Result

The unit will now show as green and ER (enroute).

Unit alarm

Introduction

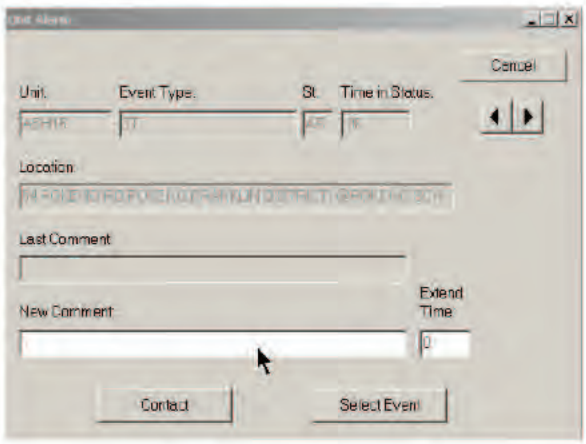
The unit alarm button highlights red on the dispatchers screen alerting the dispatcher a unit has been off at an event for a predetermined period of time.

Example

ASH15 has been 3T for over 5 minutes. (The timer on a 3T is set for 5 minutes).

Procedure

The table below lists the steps to clear the unit alarm.

Step	Action
1	Click on the red highlighted red Unit Alarm button on the Card screen 
2	Contact the unit and ascertain their status
3	If the unit is still dealing with the incident, enter comments in the text box and extend the timer 
4	Click on the contact button
5	or if the unit is clear, show the unit 10/3

Result

The dispatcher has confirmed the unit is still dealing with the situation, the event text has been updated and the unit alarm timer has been reset.

Extending unit alarms

Introduction

In certain circumstances a dispatcher may want to extend the unit alarm for an event before it highlights. This is another way of managing unit alarms.

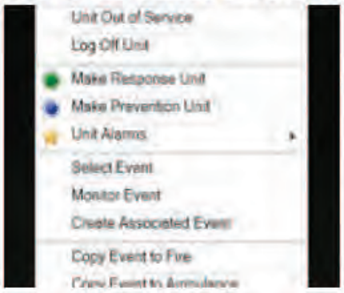
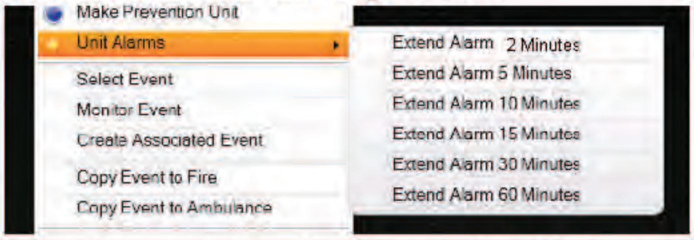
Example

The camera car HRWC goes 3R. You log this as a field event. As a dispatcher, you know they need to be welfare checked every hour; however the unit alarm for a 3R will initially activate at 30 minutes.

You can extend the alarm time to 60 minutes when you log the field event.

Procedure

The table below lists the steps to extend a unit alarm before *or after* it activates:

Step	Action
1	Highlight the unit call sign you want to deal with **Note:** multiple units can be updated at the same time by holding down the control button and left clicking on the required unit call signs (the control button must be held until the menu option).
2	Right click on the unit call sign (last call sign if multiple units)
3	Move the cursor over Unit Alarms in the drop down menu  … another drop-down menu will appear
4	Left click on one of the options in the menu and the alarm timer will be extended for that length of time 
5	Open the event and update the remarks with the reason for extending the alarm

Result

The alarm has been extended to the time selected and the remarks updated.

Display unit history

Introduction

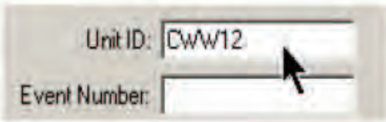
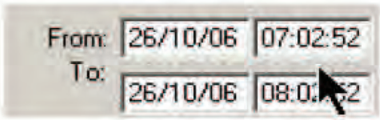
The *Display Unit History* command enables a dispatcher to display a chronological list of a unit's activity over a defined period of time.

Example

A unit has not written down the event number for an event they attended earlier in the day and now requests the event number from the dispatcher.

Procedure

The table below lists steps to display a unit's history.

Step	Action
1	Click on the unit call sign **Note:** If the unit is no longer logged on, ignore this step
2	Select Inquiry > Unit > History. Note: If the unit is not currently logged on you will need to enter their call sign in the Unit ID box 
3	Enter the From and To date and time fields through which you want to search 
4	Click on Search
5	Click on Background when the button highlights green

Result

The *Display Unit History* dialogue box appears with the historical information.

Transfer unit

Introduction

The *Transfer Unit* command enables the dispatcher to transfer a unit from one dispatch group to another dispatch group.

Example

A highway patrol unit, who logs in from the Tauranga station, is working along a State Highway that is in the Rotorua district. For officer safety the unit needs to have his call sign available to the Rotorua Dispatcher.

Procedure

The table below lists the steps to transfer a unit from your dispatch group to another dispatch group.

Step	Action
1	Right click on the unit call sign
2	Select Transfer Unit from the drop down list
3	Click on the Agency/Group box and from the drop down list, select the dispatch group to transfer the unit to 
4	Click Apply
5	Click OK

Result

The unit call sign will be transferred to the selected dispatch group and will no longer be visible to the original dispatch group

Note: Units transferred to another dispatcher's screen will have a circular blue icon in the information column next to their call sign.

Unit out of service

Introduction

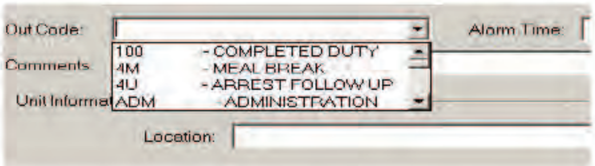
The *Unit Out of Service* command is used when a unit is not available for attendance at events.

Example

A unit is required to complete a file for a Court hearing the following afternoon. The unit notifies the dispatcher they will be at base and not available for dispatch. The dispatcher uses the ***Unit Out of Service*** status to record this in the CAD system.

Procedure

The table below lists steps to show a unit out of service:

Step	Action
1	Right mouse click on the unit call sign
2	Select Out of Service from the drop down menu
3	Select the out of service code from the Out Code drop down menu 
4	Record the location of the unit while out of service. Click in the Location field ***at the bottom*** of the box and type in the location 
5	Click on the Apply button to the right of the allocation field Note: The text will now appear in the box above the location field
6	Click on OK

Result

The unit will now show grey and OS (out of service).

Note: A unit cannot be assigned to any other event nor have any other status changes made while they are out of service.

Unit out of service – on call

Introduction

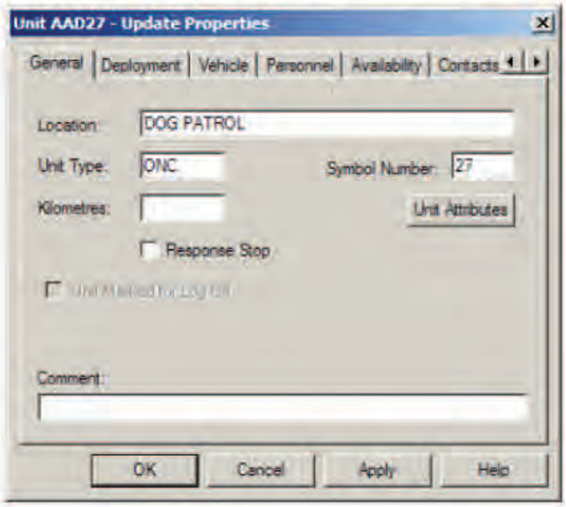
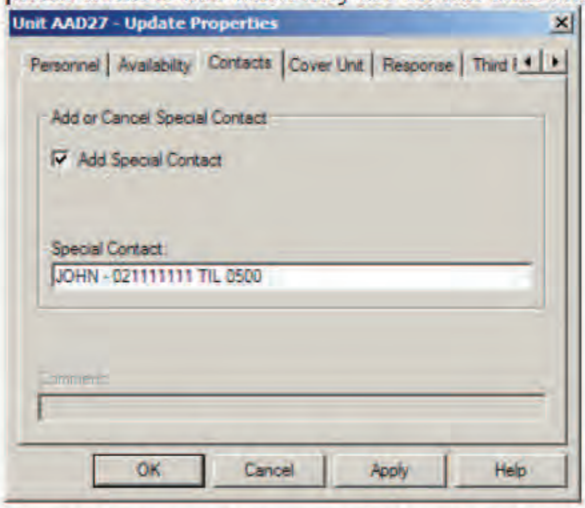
The *Unit Out of Service* command is also used when a unit goes on call for an area.

Example

A Delta unit has finished their late shift and notifies the dispatcher that they will be on call until 0500. The dispatcher uses the ***Unit Out of Service*** status and ***Unit Properties*** to record this in the CAD system.

Procedure

The table below lists steps to show a unit out of service - on call:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Right mouse click on the unit call sign (ensure no event is attached to the unit)</td></tr>
<tr><td>2</td><td>Select Unit Properties from the drop down menu</td></tr>
<tr><td>3</td><td>Under the General tab enter ONC in the Unit Type box:

</td></tr>
<tr><td>4</td><td>Under the Contacts tab tick the box, enter the officer's name, phone number and when they are on call until and click Apply.


Result: The special contact will show in bold on the Unit Status Monitor</td></tr>
</table>

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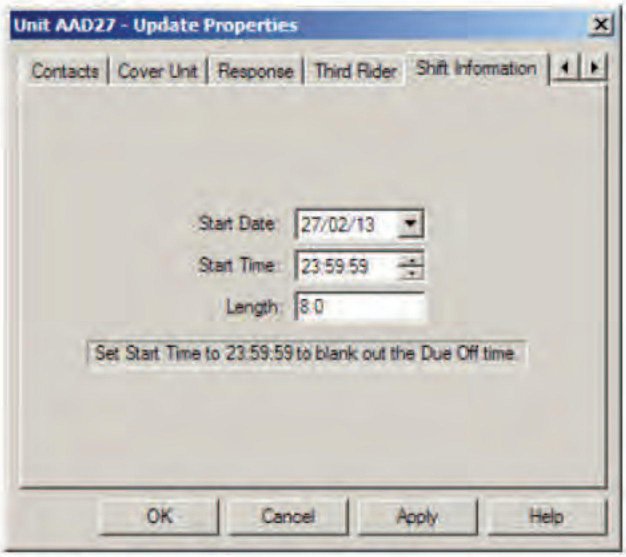
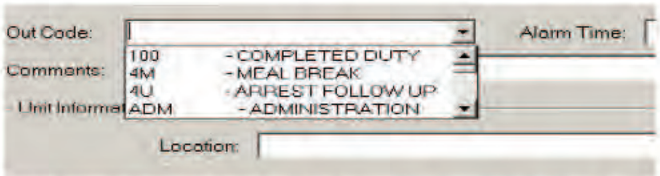
Procedure continued

Step	Action
5	Under the Shift Information tab update the unit start time To 23:59:59 
6	Click O.K.
7	Right mouse click on the unit call sign
8	Select Out of Service from the drop down menu
9	Select the ONC out of service code from the Out Code drop down menu 
10	Record the location of the unit while out of service. Click in the Location field ***at the bottom*** of the box and type in the location 
11	Click on the Apply button to the right of the allocation field Note: The text will now appear in the box above the location field
12	Click on OK

Result

The unit will now show grey and OS (out of service); contact details will be visible and the 10/0 time blanked out.

Note: A unit cannot be assigned to any other event nor have any other status changes made while they are out of service.

Unit into service

Introduction

The *Unit Into Service* command is used when an out of service unit advises the dispatcher they are now available.

Example

A unit has completed their arrest file and is now available.

Procedure

The table below lists the steps to show a unit into service.

Step	Action
1	Right mouse click on the unit call sign
2	Select Unit Into Service from the drop down menu

Result

The unit will now show blue and AV (available) in the unit status monitor screen.

Log off unit

Introduction

The *Log Off Unit* command enables the dispatcher to remove any unit from the unit status monitor that has completed their shift for the day.

Important

Never log off a unit which has exceeded the due off time unless absolutely sure the unit has finished and is safe. Verify with the unit or supervisor that the unit has completed duties.

Example

An enquiry unit has completed their shift and has asked to be logged off.

Principle

If the unit is showing out of service, the unit must be logged back into service and then the procedure below followed.

If a unit is assigned to an event or is out of service and is highlighted for log off, a # (hash) sign will appear beside the unit call sign. When the event is cleared or the unit is brought back into service, the unit will automatically be logged off.

Procedure

The table below lists the actions to log off a unit:

Step	Action
1	Right mouse click on the unit call sign
2	Select Log Off Unit from the drop down menu

Result

The unit is now logged off and no longer showing in the unit status monitor screen.

Move unit

Introduction

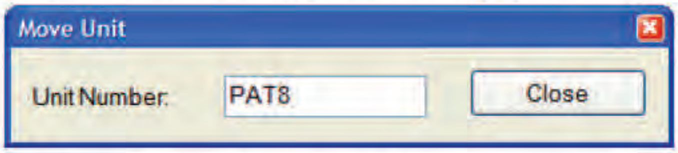
The *Move Unit* command enables the dispatcher to relocate the unit icon on the mapping screen.

Example

A dispatcher setting up cordons around a crime scene can use the *Move Unit* command to position the unit icons on the mapping screen to the cordon they have been given.

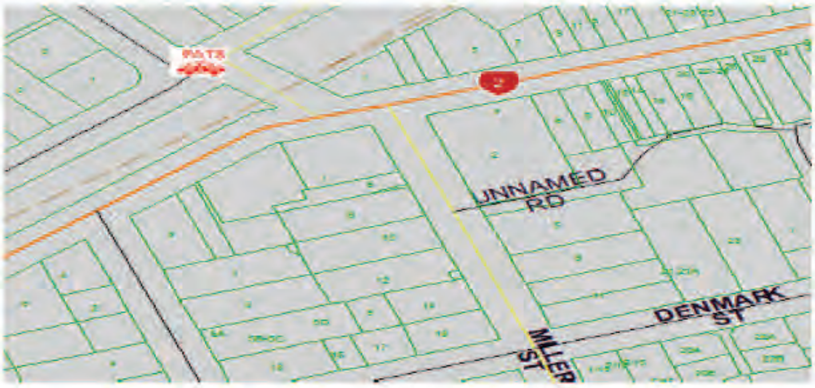
Procedure

The table below lists the actions to move a unit icon.

Step	Action
1	From the icons on top of the map view, click on the *Move Unit* (car) picture 
2	A *Move Unit* box will appear on your CARD event information screen. Click on the required unit to populate this box. 
3	Click on the mapping screen where you want the unit icon to show

Result

The unit icon will now show in the new position:



Important

If the *Move Unit* command is used for a call sign with an ER (green) status, the unit icon will revert to the GO TO location once the status is changed to AR (red). The *Move Unit* command will need to be used again in the AR (red) status to re-place the unit icon where it is required.

Cover unit

Introduction

The *Cover Unit* function enables a dispatcher to display on their CARD screen which unit is under a cover status, and by whom. The word “cover” means one person taking responsibility for another’s work tasks.

Principle

Dispatchers must be able to quickly contact the right person to either assign, or consult about an event. To ensure this, all units on a dispatcher’s Unit Status Monitor must correctly display all current contact information.

Example

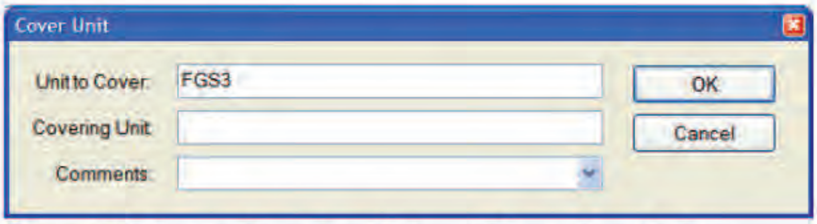
An early shift Field Supervisor (Group Sergeant) is working at Saturday court for 4 hours. Whilst at court they are unavailable for their normal supervisory duties.

During this time a senior member of their group will take on the Sergeant responsibilities or “cover” for them. The dispatcher for that node will be notified of the respective statuses of the units and will change the units displayed information on their CARD screen.

This displayed information can be changed back when the group Sergeant resumes their normal duties.

Procedure

The table below lists the actions to show one unit covering for another:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the CARD entry screen, select Unit > Deployment > Cover</td></tr>
<tr><td>2</td><td>Enter the call sign of the unit that is to be covered (e.g. FGS3) in the ' Unit to Cover' box


Note: clicking on the unit call sign will populate the box</td></tr>
<tr><td>3</td><td>Enter the call sign of the unit that is doing the covering in the 'Covering Unit' box. A comment must also be selected.</td></tr>
<tr><td>4</td><td>Click ok</td></tr>
</table>

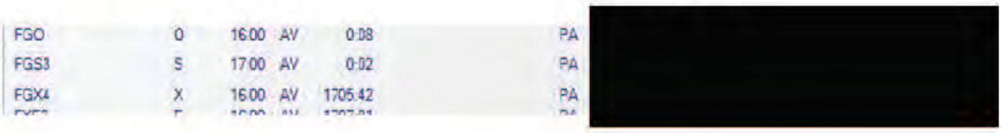
Continued on next page

Cover unit, Continued

Result

The unit who is covering will be displayed underneath the location of the unit that is to be covered:

s9(2)(a)



[redacted]

Out of service

The unit that is to be covered can now be placed out of service:

[redacted]

S9(2)(a)

Note: ***if the out of service code is 'unmanned' the Cover Unit function lets the dispatcher place notes in the location field and show which unit is covering at the same time.***

Removing Cover Unit

Removing the *Cover Unit* function enables a dispatcher to revert all units back to their original statuses in CARD. It is used when units resume their normal duties and are no longer covering for someone else.

Example

The early shift Field Supervisor (Group Sergeant) has returned from court and is able to resume his duties. The senior member of the group is no longer required to cover for the Sergeant.

The *Cover Unit* information displayed in CARD can now be removed.

Procedure

The table below lists the actions to cancel one unit covering for another:

Step	Action
1	Bring the unit back into service (if not already actioned)
2	Right mouse click on unit and select unit properties
3	Select Cover Unit
4	Remove tick in the 'Covered by unit' box
5	Click ok

Result

The cover status will be removed

Change unit call sign

Introduction

The *Change Number* command is used when a unit logs in to CARD with the wrong call sign. It may also be used when a member of an I car goes 10/0 and the unit becomes single crewed. (Q car).

Example

One member of the Manurewa I car (MNI2) is going to work in the watch house for the rest of the shift. The other member in MNI2 wants to use the call sign MNQ2.

Procedure

The table below lists the steps to change the unit's call sign.

Step	Action
1	From the top of event card entry screen , highlight the unit call sign
2	Select Unit > Control > Change Number
3	Type in the new call sign
4	Click OK

Result

The unit will now show in the unit status monitor screen with the new call sign. Unit properties will remain unchanged.

CAD Event Management

Introduction

CAD (Computer Aided Dispatch) provides a number of functions to assist the dispatcher in managing pending events.

This module deals with the *Pending Events Monitor* area of the dispatcher screen.

The Pending Events Monitor is on the right hand side of the left hand CAD screen and is in two parts:

sort tabs
field labels

Diagram - pending events monitor

Sort tabs

The table below explains the sort tabs from left to right:

Sort Tab	Displays
Pending	Displays only the events waiting to be actioned
N	Displays events in the Northcomms catchment area
C	Displays events in the Centralcomms catchment area (when the dispatch groups have been selected using Define Node)
S	Displays events in the Southcomms catchment area (when the dispatch groups have been selected using Define Node)
Held	Displays only those events which have been placed on hold
All Events-Disp	Displays all the events in the selected dispatch group selected (using Define Node)
P7 Events	Displays only priority 7 events

Diagram - field labels

Field labels

Below the sort tabs are the field labels. The table below explains the field labels from left to right:

Field label	Function
S	Status - current status of the event • N - New • P - Pending • H - Held
P	Priority - the priority of the event
Time	displays the length of time in hours and minutes the event has been in its current status
Event Number	CAD event number
Type	event type code
Dgrp	dispatch group - the dispatch area in which the event is located
Stn	station - the code of the police station responsible for the event
Location	street address or location of the event

Acknowledging events

Introduction

When a dispatcher has read and understood a new event, they will acknowledge the event by entering *RRRR* into the remarks. This indicates to the communicator the dispatcher is aware of the event.

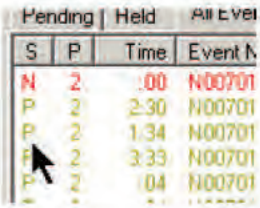
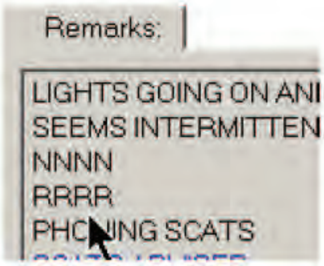
Example

A new event arrives in the dispatchers pending list. This event will appear on the screen as red with an N status.

Procedure

The table below shows the actions to be taken to register the 4R's.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select the new event by double clicking. New events will show red with a 'N' (new) status.


Once selected the event will change colour to olive green with a 'P' (pending) status.

</td></tr>
<tr><td>2</td><td>Read and understand the event details</td></tr>
<tr><td>3</td><td>Enter 4R's into the remarks field

</td></tr>
</table>

Result

The event will change colour to olive green with a "P" (pending) status. The communicator can now see that the dispatcher has read, understood and has acknowledged the event.

Locations of interest (EV and SS buttons)

Introduction

The *EV* and *SS* buttons on the CAD screen indicate that the address of the event is a location of interest. This may be due to a previous incident at the address (EV) or because the address has been assigned a Special Situation warning flag (SS).

Example

The dispatcher receives an event on the pending screen and the EV button is highlighted red.

Procedure

The table below shows the steps to follow to view the details of a highlighted EV or SS key:

Step	Action
1	Double click on the event in the pending screen
2	Click on the EV or SS button 
3	Click on the tab you wish to view 
4 s9(2)(a)	Double click on the most recent event from the list. The date reads backwards. 20060708100101 is 10:00 am (.01 seconds) on 8 July 2006  [redacted]

Note

LOI in the type column indicates a "recent event" while SS indicates a special situation. The letters PDF or DOC in the Type column indicates that an information document is linked to the record.

Double click to open and read the document. These are most commonly used for situations such as family violence alarms or where electronic bail monitoring is installed. It provides information on action to be taken if police are called to the address.

Result

The screen will now show the details of the entry selected.

Merge event

Introduction

The *Merge* event command enables the dispatcher to merge together the primary event with all subsequent related events.

Principle

Make sure the correct events are merged. The merge function ***CANNOT*** be reversed.

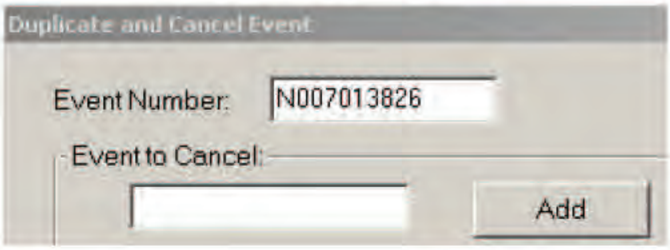
Example

There has been a serious car crash on State Highway 1. Several people have contacted the Communication Centre.

The unit has dealt with the crash and wishes to result the event. The dispatcher can *merge* all the events under the primary event number so that all information about the incident is included in a single event.

Procedure

The table below shows the steps to take to merge an event:

Step	Action
1	Right click the unit call sign and select Merge from the drop down menu or Highlight the unit call sign and click on the merge button located on the event entry screen 
2	Click on the event numbers you wish to merge 
3	Click OK

Result

The events will now be merged under the primary event number. The primary event will now contain text from all merged events.

Cross reference event

Introduction

The *Cross Reference* command enables the dispatcher to cross-reference or link two or more events that are related.

Note: The *Cross Reference* function can be reversed. *See Cancel Cross Reference.*

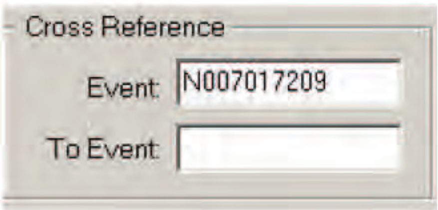
Example

The occupants of a white Ford Sedan with a broken headlight have held up a bottle shop. Thirty minutes later the dispatcher receives another event involving occupants of a vehicle of the same description being involved in a petrol station drive off.

Cross referencing these two events enables the dispatcher and any subsequent investigator to be aware that the two separate events could be related.

Procedure

The table below shows the steps to follow when cross reference events

Step	Action
1	From the main menu bar, select Event > Modify > Cross-Reference
2	Click on the first event number 
3	Click on the second event number
4	Click OK

Result

The events will now be cross referenced, creating entries in the history records of each but still allowing each event to be resulted separately.

Note: The event will not change colour or status.

Cancelling a cross reference

Introduction

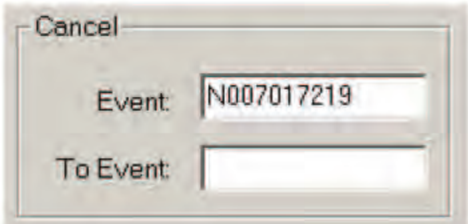
The *Cancel Cross Reference* command enables the dispatcher to remove the link between two events that have been cross-referenced.

Example

The dispatcher inadvertently cross references a petrol drive off with a domestic event.

Procedure

The table below shows the steps to follow to cancel the cross reference

Step	Action
1	From the main menu bar, select Event > Modify > Cancel Cross-Reference
2	Click on the first event number 
3	Click on the second event number
4	Click on OK

Result

The cross reference will now be cancelled and the history records will reflect this.

Note: the event will not change colour or status.

Hold Event

Introduction

The *Hold Event* command enables the dispatcher to hold an event for a specific:

- time
- date, or
- unit

Example

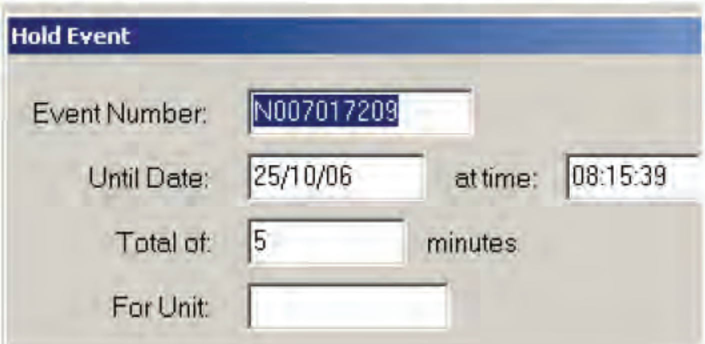
An elderly lady calls Comms at 2015 hours because she has found a bike in her front yard. She would like the police to pick it up. As it is late, the dispatcher has arranged with the lady to have a unit collect it the next morning.

The event is to be placed on hold for an early shift unit to attend.

Procedure

The table below shows the steps to take to place events on hold.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Right click on the event in the pending list</td></tr>
<tr><td>2</td><td>Select Hold Event from the drop down menu</td></tr>
<tr><td>3</td><td>Insert relevant details (time, date or unit) into the field



</td></tr>
<tr><td>4</td><td>Click OK</td></tr>
</table>

Important

Ensure the event text is updated with any explanation required for why the event is placed on hold. For example ensure the date and time that attendance is required (i.e. the next morning) is updated in the text for the next dispatcher.

Result

The event will be placed in status H (Held) and the colour of the entry will change to black.

Preparing to cancel an event

Introduction

Before an event is cancelled a procedure must be followed to ensure that all necessary actions have been completed.

Example

The dispatcher receives an event about a suspicious vehicle parked on Lake Hayes Road for the last four days. The dispatcher is aware that this car has previously been checked and is an abandoned vehicle. As the council was advised at the time, there is no requirement for a unit to attend.

Procedure

The table below shows the steps to take to prepare to cancel an event.

Step	Action
1	Double click on the event
2	Read the text to ensure: • a broadcast (10-1) has been completed if necessary • relevant computer and NIA checks have been done • supplemental information has been entered • all interested parties have been contacted (district council, fire, ambulance) • all avenues of enquiry have been followed • informant has been notified if needed • all previous actions have been recorded in the remarks
3	Update further remarks, if necessary
4	Change priority code to 4

Result

The event has been prepared for cancellation.

Symbols

Introduction

The *Symbols* function is used to place graphic symbols on the map. The symbols do not form part of the event record and are only visible on the workstation that entered them. The symbols come in a variety of shapes and colours and are non-specific. They can be labelled.

Example

The dispatcher uses symbols to plot the course of a pursuit.

Procedure

The table below shows the steps to take to use the symbols.

Step	Action
1	Double click on the event
2	Right mouse click on the mapping screen. Select Symbols > Place or Use the select symbol icon at the top of the mapping screen
3	Click on one of the symbol icons displayed on the screen in the Place Symbol box 
4	Click on the mapping screen where you want the symbol displayed. The symbol box can remain on the screen whilst you continue with other tasks. If it does disappear, go back to step one and it will reappear.
5	To insert multiple symbols of same design keep clicking on the screen. If you have assigned a label to a symbol, you will need to remove the label
6	If you wish to change the symbol repeat Step 4. Symbols must be erased prior to clearing the event

Result

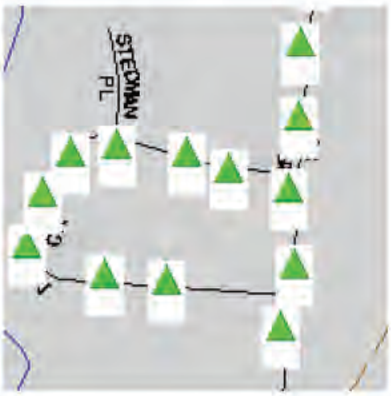
The symbols will appear where placed on the mapping screen.

Erasing symbols

Introduction Symbols must be erased when the event is cleared.

Example Having completed the pursuit, the dispatcher must remove the symbols from the mapping screen.

Procedure The table below shows the steps to erase the symbols:

Step	Action
1	Left mouse click on the mapping screen. Holding the mouse key down, click and drag a box around all the symbols.
2	Release the mouse and Select Object box will appear on the mapping screen
3	Highlight the symbols to be deleted 
4	Click OK - Selected symbols will show as highlighted. 
5	Right mouse click on the mapping screen
6	Click on Symbols > Erase from the drop down menu or Use the erase symbol icon at the top of the mapping screen

Result The symbols will disappear from the mapping screen.

Sending events

Introduction

InterCAD is a computer interface that enables information to be sent electronically between Police, Fire and Ambulance.

The dispatcher is responsible for sending events to Fire and/or Ambulance.

Example

An event for a serious 1V shows in the dispatch pending screen. The text reads there are serious injuries and someone is trapped, it appears no-one else has been called. The dispatcher decides to notify Fire and Ambulance.

Procedure

The table below shows the steps to take when assistance is required from Fire and/or Ambulance:

Step	Action
1	Right click on the event, in the Pending Events Monitor or Double click on the event in the Unit Status monitor if already assigned to a unit
2	To send the event to Fire, select the "Copy Event to Fire" menu Item
3	To send the event to Ambulance, select the "Copy Event to Ambulance" menu item

Result

The event has been electronically transferred to Fire and Ambulance. The Agency Control Box will now show event numbers for fire (NZFS) and Ambulance (AMBO).

Note: the event number for NZFS is correct, but the correct event number for AMBO will only show in the event text.

Continued on next page

Important

Information typed in the remarks field of the original event will now be seen by the other agencies. If remarks are required specifically for one of the other agencies prefix the remarks with:

FIR: (for fire)
or
AMB: (for ambulance)

It is important to deselect the "common" tick box if some information is only required for *Police-only* purposes. **See page 102.**

Critical Incidents

If a Police incident includes a large amount of event text and now requires Fire and/or Ambulance, it is best to create a new event and send that.

The table below shows the steps to take to follow this procedure:

Step	Action
1	Create a new event at the Safe Forward Point (SFP)
2	Provide the basic details the other agencies will need
3	Use the same event code as the original event
4	Copy to Fire and/or Ambulance
5	Dispatch assign the event to the primary unit

Result: This new event will then be the event that will have comments from Fire and/or Ambulance in it.

Delivery failure

It is possible that occasionally an event may not successfully reach Ambulance. A warning will show in the event and a message window will pop onto the computer device that initiated the event.

If this occurs the event will need to be phoned through to Ambulance.

Receiving events

Introduction

There are distinct event codes for jobs received from Fire or Ambulance:

- An event received from Fire will be coded **FIR2POL.**
- An event received from Ambulance will be coded **AMB2POL.**

Changing event codes

The table below shows when to change the event type from Fire and Ambulance:

If ...	Then ...
The event is one we have received ***ONLY*** from Fire or Ambulance	Change the event type from FIR2POL or AMB2POL to the appropriate code ***before*** resulting or closing the event.
We already have other events for the incident	Merge the Fire or Ambulance event into the Police primary event before resulting the event.

Note: leaving the FIR2POL or AMB2POL coding until the incident has come to a conclusion is a quick way of remembering which events have Fire and Ambulance information in them.

System tick

Note, the 'system' tick on the Dispatch Event Information screen needs to be ticked to read event text being sent from Ambulance.

Reformatting event details

Some locations may be received from Ambulance as lat/long. These must be re-verified to the correct address.

In addition, remember to change the following details before resulting an event:

- The informant's name to the correct format
- The informant's phone number to include a 1 and area code

Common tick box

Introduction

The 'common' tick-box sits next to the 'system' tick box on the Dispatch Event Information screen.

While ticked, all remarks added to an event will automatically go to the agency or agencies the event is shared with as they are typed. The default is that the box is ticked.

It is important to deselect the tick box if some information is required for Police-only purposes.

Example

A unit at a fatal 1V asks you to paste the QVR in the main event text. All agencies are in attendance and it is a shared event. As this is NIA data, we do not want Fire or Ambulance to see registered owner details.

Procedure

The table below shows the steps to add remarks that are ***not*** to be shared with the other agencies:

Step	Action
1	Double click on the unit call-sign attached to the event
2	Remove the tick from the common tick box
3	Paste or type the "Police only" remarks into the event
4	Re-tick the common box so further remarks can be shared with the other agencies

Result

The other agencies will only see the information entered into remarks when the common box was ticked.

Important

Once the common tick is deselected it will remain that way until a new event is viewed or the tick is again selected.

If returning to a shared event the common box will be ticked.

Notes

Mobility

Introduction

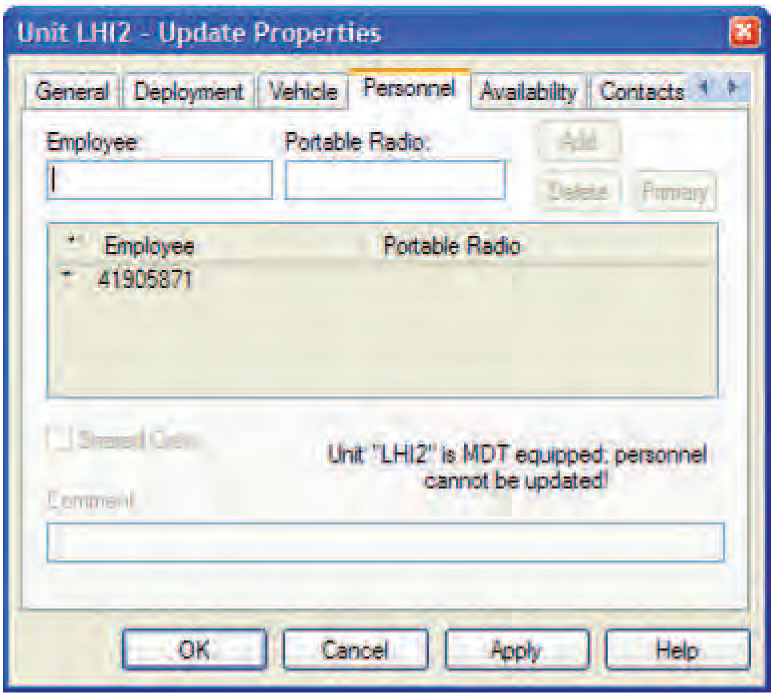
Mobility provides mobile devices including phones and tablets to frontline officers which enable them to spend more time on the frontline, work more efficiently and improve both their own safety and the safety of the communities they work in.

CAD Unit properties

Units using mobile devices have their personnel details locked down in CAD. The Personnel tab in Unit Properties cannot be modified. This means:

- Dispatchers/Checks Operators cannot change personnel details
- the ability to right-click an employee number and select the employee information command (to view the name) is unavailable
- it is not possible to reassign the primary member using this page.

For a unit using a mobile device the Personnel tab will look like the picture below:



Mobile applications and functionality

Mobile device functionality

Staff with mobility devices have access to two main applications described below:

eQuip	This is a streamlined version of NIA. It enables staff to run queries on persons, vehicles, locations, organisations and items. Users can also log bail checks, 3Ts, and create Intel Notings.
Mobile Responder	This allows officers to view CARD events in their area, self assign, update and result events, view maps and communicate with Communications Centres and their colleagues via their device.

Other standard device functions include Outlook email, calendar and contacts, phone, text messaging, camera, and internet (via standard Police internet access).

Created events

Mobile Responder allows field staff to create events that will show on the CAD screen. Limited event creation is also available through eQuip (3Ts and 5Ks). The devices use a Global Positioning System (GPS) to populate the "Go To" location.

The table below shows how the 'Go To' location is populated in events created by Mobile Responder and eQuip:

Mobile Responder	**If GPS is available**, location displays as lat/long **Example:** LL(174:47:01.0423, -41:17:09.7972: EST (76m) 15 JERVOIS QUAY, WELLINGTON CENTRAL, WELLINGTON CITY **If GPS is not available**, location defaults to user's home station **Example:** 19-23 KINGS CR, HUTT CENTRAL, LOWER HUTT CITY:@LH
eQuip 3T	**If GPS is available**, location displays as lat/long only **Example:** LL(174:47:01.0423, -41:17:09.7972) **If GPS is not available**, event is not created and user gets a warning message to log the 3T with Comms.
eQuip 5K	No GPS required – event is created at the bail address.

10/10 activations

There are two possible scenarios that occur when a unit activates the 10/10 function via Mobile Responder:

- If the unit is 10/3, a P1 1E event will be assigned to the unit using their GPS location. An emergency pop up window will also appear on the dispatchers screen.
- If the unit is already assigned to an event, no P1 1E event is created. Mobile Responder updates the assigned event with the text ‘Emergency Command Activated', and an emergency pop up window appears on the dispatcher’s screen. The only location information is the original 'Go To'.

Important: dispatchers need to be aware that the 10/10 activation may not necessarily relate to the assigned event, especially if the unit’s status is 10/2.

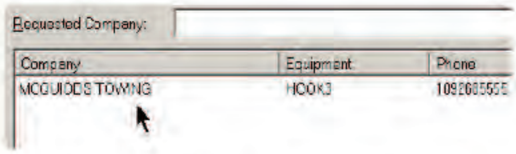
Rotational Service Request – RSR Tows

Introduction

The rotational service request (RSR) is for tows from breakdowns or crashes.

Procedure

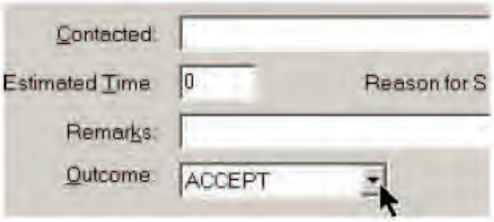
The table below lists the steps to take when using RSR:

Step	Action
1	Double click on the unit callsign (must be assigned to an event).
2	Type RSR into the command line and hit <Enter> 
3	The RSR screen will populate with some details of the event  Enter the *Main Type* and *Sub Type* from the drop down menus
4	Click on *Retrieve Company* 
5	The next tow company on the roster will populate into the fields as shown below:  Call the company and advise the registration, colour, make, location, event number and tow type. Ensure you get an ETA for the tow truck. **Note:** If two or more tow trucks are required, advise the company. The company you call must arrange other trucks.

Continued on next page

Continued from previous page

Procedure continued

Step	Action
6	Click on the drop down menu beside *Reason for Service* and select the appropriate reason 
7	Select the appropriate outcome from the dropdown list (see outcome table for meanings) 
8	Click on *OK*
9	Update the event text with ETA details and advise the unit

Important

To ensure you have completed the process correctly, double click on the event again. The tow company and details should appear in the event text with the appropriate response i.e. ACCEPT, DECLINE, etc.

If you do not double click on the event you will not see these details.

If a tow company is not able to attend, select the appropriate outcome code and begin the process again.

RSR Outcomes

Outcome meanings

The table below lists the outcomes and their meanings:

Outcome	Meaning
Accept	The company selected has accepted responsibility for the tow. Once accepted, the company goes to the bottom of the list.
No answer (give at least 30 seconds)	No reply from the phone call. The company goes to the bottom of the list.
Line busy	The phone line is engaged. The company will remain at the top of the list.
Not avail	The company answers, but has no trucks available. The company will go to the bottom of the list.
Refused	The company answers the call and declines the job. No reason needs to be given. The company goes to the bottom of the list.
No show	The company initially accepts the job but the tow truck has not arrived on scene. The company goes to the bottom of the list.

Notes

IPICS

Introduction

The CISCO Internet Protocol Interoperability Collaboration System (IPICS) is a comprehensive Internet Protocol based dispatch and incident response solution. This is the radio operating system used by Comms.

Logging on

Operators must log on each time a device is rebooted.

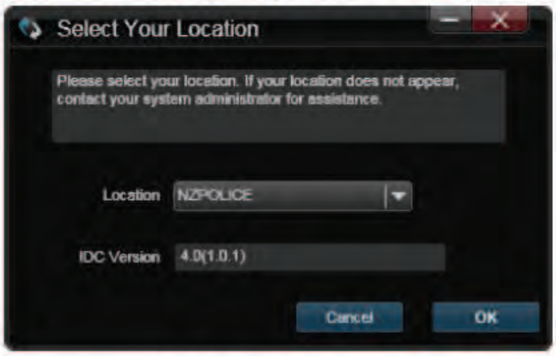
IPICS should launch automatically when I/Dispatcher is started. This means operators will start the log-on process at step three (see table below) – entering correct user name and password.

If this does not occur, IPICS can also be located in the Start menu of a dispatcher CARD terminal.

Procedure

The table below shows the steps to follow when logging on:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click on Start on the CARD machine</td></tr>
<tr><td>2</td><td>Locate IPICS icon and click on it</td></tr>
<tr><td>3</td><td>Result: The IPICS Dispatch Console log-in screen will appear:


The server name will already be there for you: do not change this</td></tr>
<tr><td>4</td><td>Enter your user name and password (see next page)</td></tr>
<tr><td>5</td><td>Click OK</td></tr>
<tr><td>6</td><td>You will now be prompted with a Select Your Location screen:


This screen should be pre-populated for you. If not, your location is NZ POLICE.</td></tr>
<tr><td>7</td><td>click OK: You will now be logged onto IPICS</td></tr>
</table>

User names and passwords

User names and passwords

Your user name determines what channels and/or virtual talk groups (VTGs) will populate in your My Space region.

[redacted]

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
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[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]s

Logging off

To log off use the X in the top right-hand corner.

Menu bar, systems information, and master audio controls

Systems information: connectivity

Connectivity relates to whether the IPICS application is connected to the server. The connectivity icon is at the top right of the screen (pictured above).

Icon	Meaning
sector1@NZPOLICE	Green is connected to the server
sector1 (Offline)	Red is not connected to the server

If IPICS goes off-line while you are logged on it will automatically go back on-line once connectivity is restored.

If IPICS is off-line when you log in you will need to log out and log back in to regain connectivity once it is available.

You will have access to radio channels when off-line. VTGs that are not active will not be available while off-line.

Notify the Help Desk of any connectivity problems.

Master audio controls

The master audio volume control is near the bottom of the screen (see picture above).

This controls all the channels and VTGs a dispatcher operates.

Regions area

MySpace

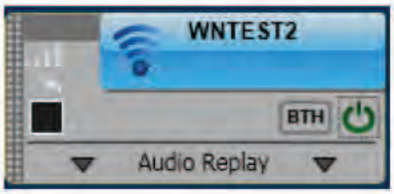
The MySpace area shows the channels and VTGs the dispatcher will use for the dispatch node they are logged in to. This includes "drawers" for each centre and for backup.

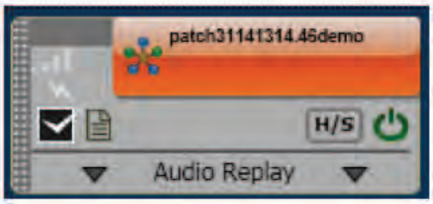
Backup channels

The last regions that sit in MySpace are the backup channels. Backup channels should be checked if there are radio issues:

If ...	Then ...
you (the dispatcher/checks operator) have lost access to the radio but frontline staff still have access to it	go to the backup channel for your area.
your channel suddenly goes quiet	go to the backup channel and change it to receive. If you can hear staff then there is a problem with the Comms channel. Remain on the backup channel. Log a fault.
both Comms and frontline staff have lost the radio	go to the secondary channel

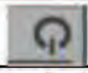
IPICS resources





Powering a resource on or off

Resources can be either powered on or off. There are two easy ways to identify if a resource is on or off. The table below illustrates the differences.

Powered on	Powered off
	
power switch is pointing up resources are colourful icons and buttons show	power switch is pointing down resources are black and white icons and buttons greyed out

Definition of a channel

A channel is a radio channel.

Definition of a VTG

A virtual talk group (VTG) is a group of channels that have been predetermined to be joined together and operate as a single resource. This is similar to our dispatch groups that are hard-wired or those that we must cross-couple every day.

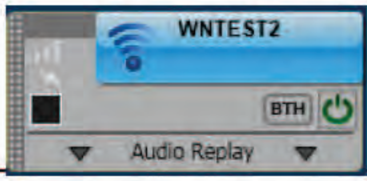
Exercise: What do the resource type symbols mean?

Symbols are used to identify whether a resource is a channel or a VTG. In the table below write which symbol represents which resource.

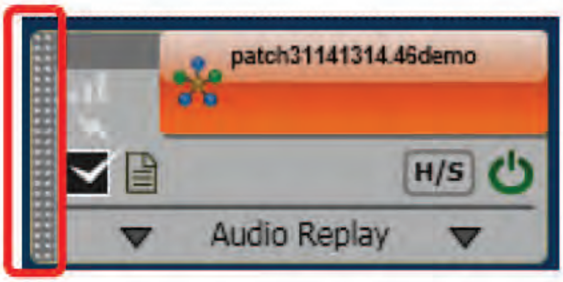
Symbol	Resource type
	
	

Resource status

The following table shows the different resource statuses and the way they are depicted in IPICS:

Status	Description	IPICS Image
Idle	Switched off	
Receive only	Switched on Select check box blank	
Transmit and receive	Switched on Select check box ticked	

Moving resources



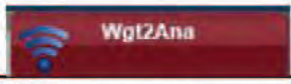
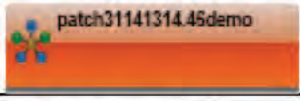
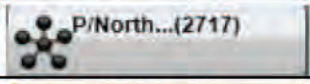
All resource icons can be moved around the screen, by means of the resource handle which is located on the left-hand side of each resource.

Using this handle the resources can be dragged and dropped and organised in the desired order in the View area.

Exercise: What do these colours mean?

Resources display in different colours to identify what they are and what state they are in.

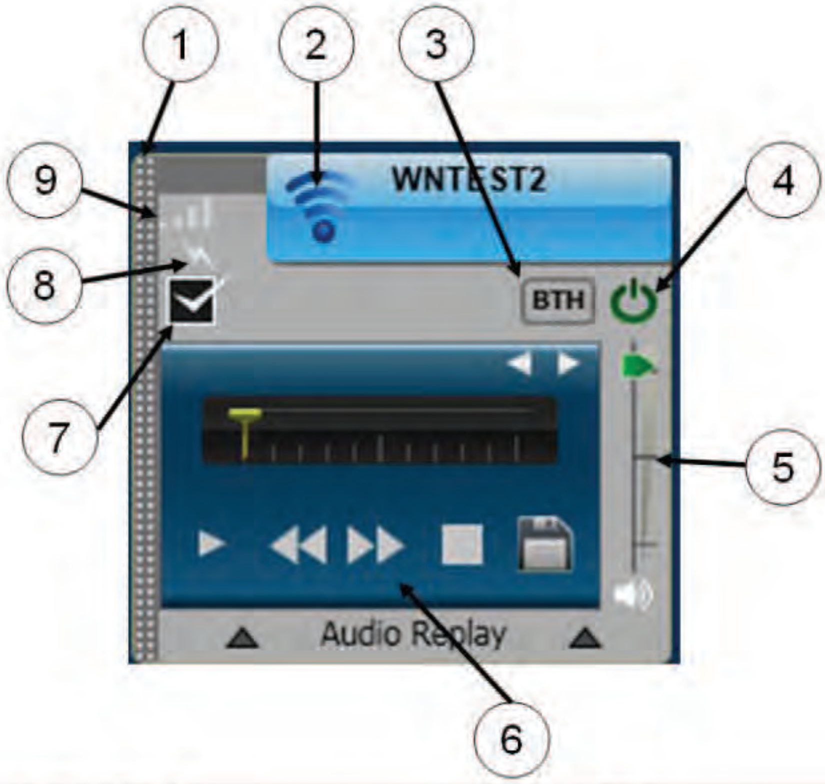
In the table, complete the meaning of the resource colour.

Resource colour	Meaning
	Blue is a
	Red is a
	Purple is a
	Orange is a
	White is a
	Yellow is a

Exercise: What are these symbols and icons on the resource?

The IPICS resources have many symbols and icons.

Look at the picture below and identify the numbered icons. Write the number of the icon against its function in the table below.



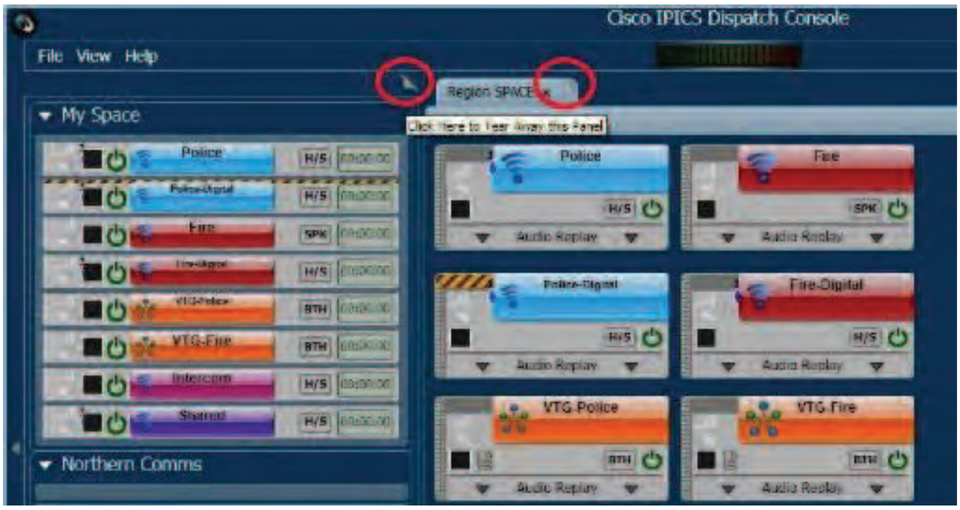
Number	Function
	Transmit indicator
	Power switch
	Resource handle
	Audio Destination button
	Resource type symbol
	Individual resource volume
	Audio replay controls
	Select check box
	Receive indicator

Screen display modes

Tear Away tabs

Tear Aways provide functionality to split relevant sections of IPICS away from the main window. These individual sections can be resized and then moved anywhere on the screen.

Sections which can be torn away from the main window have a page turndown symbol (*circled in red):*



To Tear Away, click on the page turndown symbol, wait a second for that area to populate outside of the master window, then move and/or resize the Tear Away as desired.

Returning Tear Aways to master window

To return Tear Away tabs to the master window, there are three options:

- Click on View>Close Tear Away Windows (this will keep the Tear Away size and position settings for when they are next torn away)
- Click on View>Reset Tear Away Windows (this resets the Tear Away size and position settings)
- Click on the individual Tear Away window’s turndown tabs

Minimal Mode

IPICS remembers the last position and size of all Tear Aways (unless the ‘Reset Tear Away Windows’ option has been selected).

Selecting ‘Minimal Mode’ from the IPICS View menu minimises the main IPICS window and will only display the set Tear Aways.

To return to the main IPICS window click on the turndown symbol ( on any Tear Away.

Audio destination

Audio destination

The Audio destination button controls where your radio traffic is heard. The options are illustrated below:

Symbol	Radio is heard through....
	headset
	speaker
	both

Audio replay function

IPICS records a snapshot of the last 60 seconds of transmissions. If there is a pause in transmission of over 5 seconds it omits the pause and replaces it with a beep.

The audio replay box is located by clicking on the triangles of the appropriate resource in the view area, or on the transmit time in the MySpace or minimal mode view. Clicking on the transmit time will start the replaying automatically.

The volume slider visible in audio replay is the individual volume control for the resource.

Patching

Definition

Patching temporarily joins two or more resources together.

Patch restrictions

The patch function has the following restrictions:

- each dispatch console can only create a single patch
- the patch cannot be seen by other dispatchers
- the patch can only be unpatched by the console it was patched on
- if the dispatcher with the patch logs off, the patch is removed
- secure digital channels cannot be patched.

Creating a patch

Follow the steps below to create a patch:

Step	Action
1	Select the resources you want to patch together by placing a tick in the select check box of those resources.
2	Click the Patch button. Another resource called ‘Patch’ will be created and show in your MySpace region.
3	Tick the patch resource to transmit/receive.
4	Power off the channels/VTGs that are now included in the patch.
	Result: The channels and VTGs within the patch will have the Patch icon showing in the View area. 

Removing a patch

Follow the steps below to remove a patch:

Step	Action
1	Tick the resources you want to continue using after unpatching (ensuring that all resources are being monitored by a dispatcher before unpatching).
2	Click the ***unpatch*** button. The ‘Patch’ resource will be removed from your MySpace region.

Virtual Talk Groups (VTGs)

Definition of a VTG

A virtual talk group (VTG) is a group of channels that have been predetermined to be joined together and operate as a single resource.

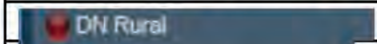
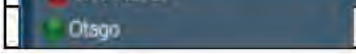
Activating or deactivating a VTG

A VTG may be activated or inactivated.

All VTGs can be seen in the VTG tab on the IPICS main screen. This screen is located on the far right-hand side.

An active VTG has a green circle to the left of its name. An inactive VTG has a red circle to the left of its name.

If the VTG you wish to use is inactivated, double click on it and then click Activate.

VTG Image	Active or Inactive?
	
	

Location of activated VTGs

If the VTG you wish to use is already active you only need to locate one of the channels included in that VTG.

Locate these channels in the correct Communications Centre region tab (e.g. Waikato North in North Comms' region, East Cape in the Central Comms region, Balclutha in South Comms).

Once you have one of the channels, turn it on and transmit on it. You will be transmitting on the whole VTG.

If you need to patch the VTG to your channel/VTG then just patch the one channel and as long as the VTG is active you are effectively patched with the whole VTG.

Separating individual channels within a VTG

A VTG may need to be separated from time to time (e.g. because of a major incident or interference on one channel).

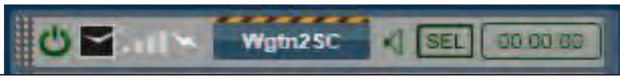
To separate the channels from the VTG, follow the steps below:

Step	Action
1	Locate the channels that make up your VTG (they should be in your My Space region).
2	Turn on all of the channels that make up your VTG.
3	Place them in transmit/receive status.
4	Locate your VTG in the VTG tab on the right-hand side of the main IPICS screen. Double click on it.
5	Click on the Deactivate button located at the bottom right-hand corner of the VTG screen that has opened.
	Result: Once deactivation is complete you have the separated channels that make up your VTG

Notes

IPICS Fact or fiction?

Instructions Circle whether you think the statements about IPICS below are fact or fiction.

1	This channel is in receive only status. 	Fact	or	Fiction
2	You need to log on to IPICS each time your device is rebooted.	Fact	or	Fiction
3	A resource with this symbol is a Virtual Talk Group. 	Fact	or	Fiction
4	A secure channel can be used in a patch.	Fact	or	Fiction
5	If the audio select destination shows both you are listening to the radio through your speaker.	Fact	or	Fiction
6	The resource colour of a Police-only channel is blue, the Fire-only channel is red and a switched on VTG channel is purple.	Fact	or	Fiction
7	IPICS shows analogue and digital channels differently. Digital channels have a cross-hatched secure channel indicator in the top left-hand corner of the resource.	Fact	or	Fiction
8	IPICS maintains a recording of the most recent 30 seconds of incoming and outgoing audio transmissions for each activated resource.	Fact	or	Fiction
9	You can patch a VTG and channel together.	Fact	or	Fiction
10	You can choose how you want your IPICS screen to look.	Fact	or	Fiction
11	You can change the settings in the settings options located in the View menu on the Menu bar.	Fact	or	Fiction
12	When you are transmitting the green bars light up.	Fact	or	Fiction

13	The My Space region on the left-hand side of the screen is a condensed version of the View area in the middle screen with the addition of showing the transmit time.	Fact or Fiction
14	A virtual talk group is a group of channels that have been predetermined to be joined together and operate as a single resource.	Fact or Fiction

Notes

NIA - National Intelligence Application

Introduction

The National Intelligence Application (NIA) is a national system used throughout the country by all Police departments and stations.

The system enables Police staff to enter and query information about people, vehicles, organisations, items and locations.

Important

Do not:
- allow your NIA login to used by another person
- use another person's NIA login
- look up details of any person/vehicle unless specifically requested by a unit

Make sure:
- to close NIA when going on breaks
- to close NIA at the end of the shift
- use unit callsigns not personal QIDs for all checks

Note: NIA is audited on a regular basis.

Legitimate use

Legitimate business access and use is when it is required for a work related activity. It must have occurred for organisational purposes in connection with your duty.

It does not include access for the purpose of (but not limited to):
- satisfying curiosity (e.g.: looking at your own information)
- looking at information about public figures, except in connection with your duties
- for personal/private use (e.g.: to vet tenants)
- accessing information about family or friends even if they have asked for it

To ascertain legitimate business use, ask yourself:

Why am I doing this NIA check?

Vehicle Query (QVR)

Getting started

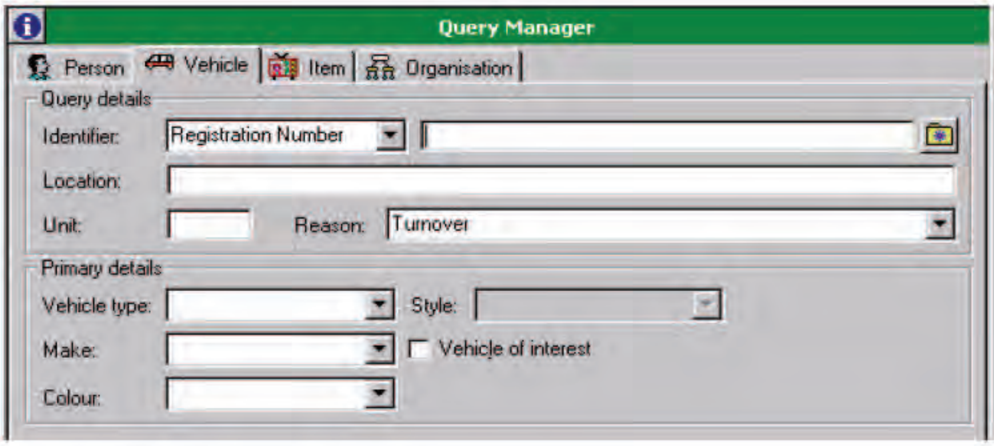
Use one of the three options below to query a vehicle using NIA Explorer:

Option	Action
1	Click on *Query* from the menu bar select *Query > Vehicle > Land*
2	Use the keyboard shortcut keys <Ctrl> + <Shift> + <V>
3	Click *Queries* in the navigation panel, select the *Vehicle* tab of Query Manager

Result

The vehicle query screen is displayed.

Screenshot



Minimum criteria

The table below outlines the minimum criteria you must enter to query a vehicle:

Field	Criteria
1. Identifier	Full registration number or full number of any other identifier/engine/chassis/VIN Note: Registration numbers are entered without spaces, however if you do not get a match, re enter the query putting in the space e.g.: AB123 or re enter AB 123
2. Partial registration number	A wildcard (*) query. Options include: minimum of 3 characters preceding or following *, (e.g.: AZL* or *789) minimum of 2 preceding and 2 following *, (e.g.: AZ*78) 1 preceding or following character, (e.g.: A*789 or AZL*9)
	If only 3 characters are included with the wildcard (e.g.: AZL* or *789), then the following additional criteria are required to narrow the possible result set: vehicle make or colour If 4 or more characters are included with the wildcard, no further criteria are required (AZL7* or A*789 or AZ*78)
3. Partial Engine, Chassis or Identification Number	A wildcard (*) query with a minimum of 4 characters preceding or following * (e.g.: 9874* or *9632 or C*4567), Note: Vehicle of interest is automatically selected
4. Location	Location details must be entered
5. QID, Unit Callsign	Operator's QID or if querying for a unit, the full unit callsign

How to query a vehicle

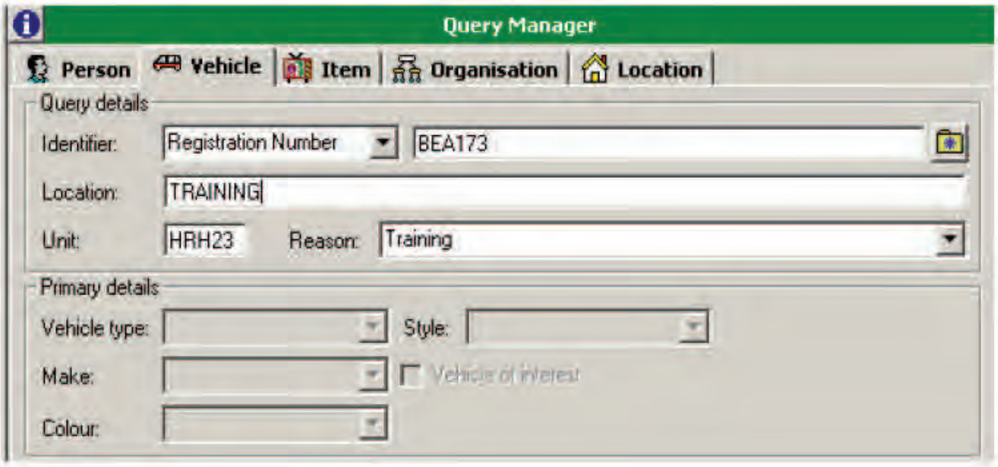
Follow the steps in the table below to query a vehicle:

Step	Action
1	Enter the registration, VIN, engine or chassis details
2	Tab to *Location* and enter the location details e.g.: 14 Melody Lane, Greenmount
3	Tab to *Unit* and enter your QID or if querying for a unit, enter unit callsign in the *Unit* box Note: A unit callsign or your QID must be included for all vehicle queries
4	Tab to *Reason* and select the reason code from the drop down menu
5	Click *Run* or *Run In Background* Note: Search criteria is cleared while the search is run in the background

Result

The query has been entered and the results will be displayed.

Screenshot



Vehicle query results

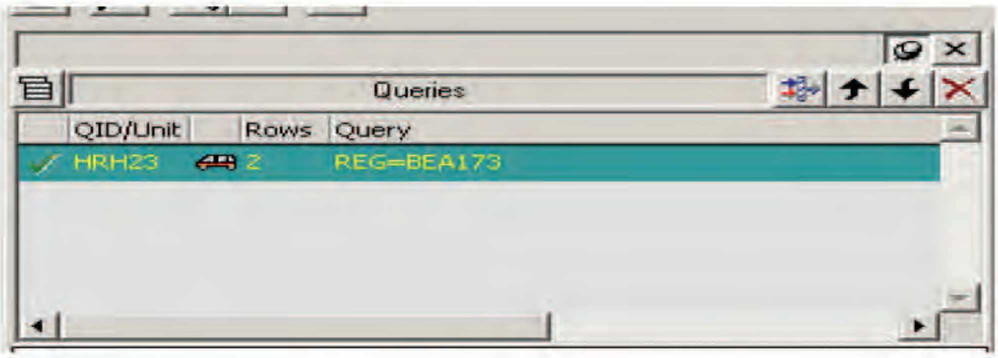
Results

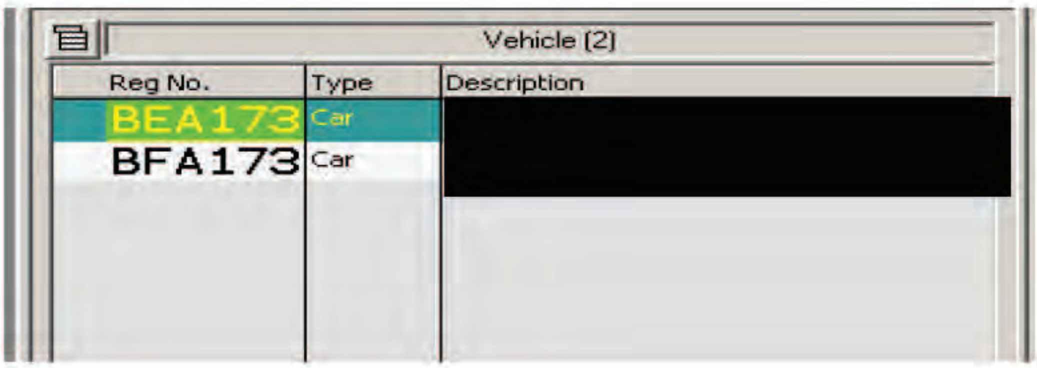
Results are displayed in Query Response Manager, which will show the following in the Queries list:

- a green tick if results have been viewed or a red cross if yet to be viewed
- QID/Unit callsign
- icon representing type of query
- number of records returned
- query details

Any exact match will appear at the top of the Vehicle list, and other matches will follow.

Screenshot





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Vehicle query summary screen

How to view summary information

Follow the steps in the table below to view summary information:

Step	Action
1	Select the result in the results panel that matches the original query
2	Press <F6>
3	Press <F9> to extend the panel to view all details

Result

Summary information is displayed.

Screenshot

s9(2)(a)

[redacted]

Vehicle query summary information

Vehicle summary information

The table below lists the headings displayed in the summary panel and their meanings:

Heading	Meaning
Reg. No	Registration number
Make/Model	Vehicle make and model details
Colour	Colour of vehicle
Year	Year of manufacture
Current Owner	Current registered owner and their details (if available)
Licence Expiry	Registration expiry date
WOF/COF Due	Warrant of fitness / certificate of fitness expiry date
VIN	Vehicle identification number (from NZTA)
Chassis	Chassis number
Engine	Engine number
Vehicle Query Log	Previous NIA queries on the vehicle registration entered
Alerts	Important information about the vehicle or the occupants. For example: Stolen/Sought/Wanted etc

Vehicle query log

Introduction

The Vehicle Query Log shows the NIA operator the previous five checks on the vehicle.

The log shows the date and time the query was made, the unit callsign or QID of the person requesting the check, the reason for the check and their location.

Should a vehicle be queried for a second time within 15 minutes of the first query, it will not be recorded in the vehicle query if it has the same user, unit, location and reason. This will effectively hide 'duplicate' queries.

If there are more than five previous queries on the registration number the <more transaction logs available> prompt will appear.

Screenshot

s9(2)(a)

[redacted]

How to view more transaction logs

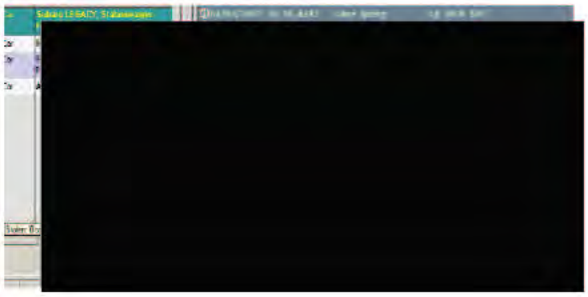
The table below lists the steps to take to view the transaction log:

Step	Action
1	Query the vehicle
2	Click on the <more transaction logs available> prompt or Click on any of the previous logs

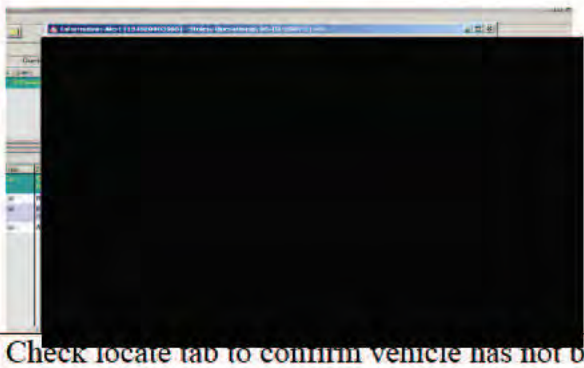
Vehicle query alerts

How to view alerts

The table below lists the steps to take to view the vehicle query alert details:

Step	Action
1	Query the vehicle
2	Press <F6> to view the summary
3	In the summary screen, roll over the alert with the mouse
4	The information will be displayed across the screen  [redacted] *s9(2)(a)*

or

Step	Action
1	Query the vehicle
2	Press <F6> to view the summary
3	Double click on the alert
4	The information will then be displayed in a text box  [redacted] *a9(2)(a)*
5	Check [redacted] een recovered.

Querying the registered owner (QP)

Introduction

It is possible for person checks to be run from the vehicle query summary response screen. This is a quick link to save the NIA operator time having to enter details in the query person screen.

Important

After entering a vehicle query, units may ask for the registered owner to be "pushed through". As a general rule person queries are not run through NIA unless the unit is able to confirm name and date of birth details.

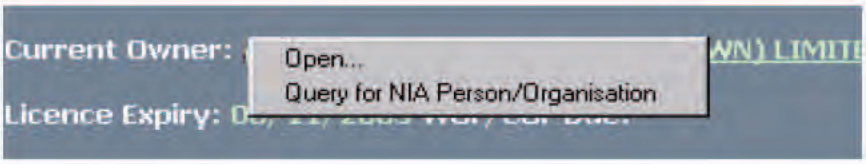
The results from a person query through the registered owner link may only show NZTA matches. It may not provide any Police matches. A full query person must be completed to get all the possible matches.

How to query the registered owner

Follow these steps to query the current owner through a NIA person query from the vehicle summary screen:

Step	Action
1	Query the vehicle
2	Press <F6> to view the summary vehicle details
3	Hover over current owner details. A green line appears under the details
4	Right click and select *Query for NIA Person/Organisation*

Screenshot



Result

The current owner is queried using a NIA query person.

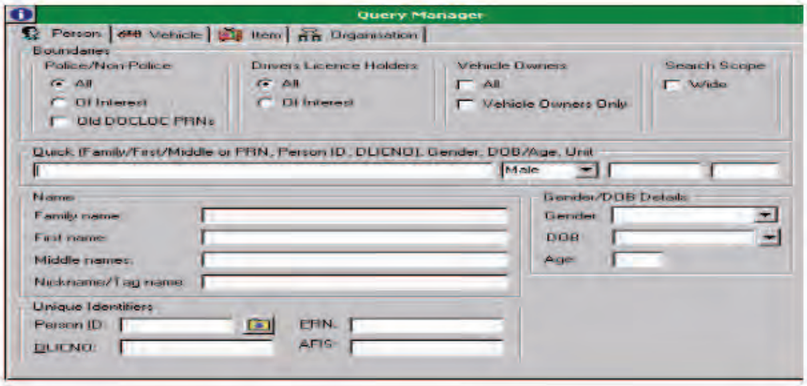
Person Query

Getting started Use one of the three options below to access query person from NIA explorer:

Option	Action
1	Click on *Query* from the menu bar, select *Query > Person*
2	Use the shortcut keys <Ctrl> + <Shift> + <P>
3	Click *Queries* in the navigation panel, select the *Person* tab of Query Manager

Result The person query screen is displayed.

Screenshot



Minimum criteria The table below outlines the minimum criteria you must enter to query a person:

Option	Criteria
1. *Name*	Family name/first name or initial
2. *Gender*	Select from Male/Female/Unknown
3. *DOB/Age*	Date of birth can be entered DDMMYY or age in years When using date of birth, NIA will search +/- two years When using age, NIA will search +/- five years
4. *Unit*	A unit callsign or QID must be included for all person queries.

Using person query

How to query a person

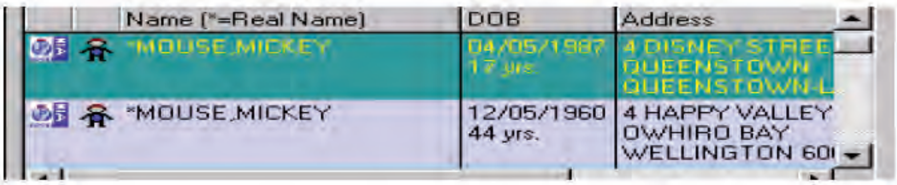
Follow the steps in the table below to query a person.

Step	Action
1	Type in the name of the person required to be queried
2	Tab across and select gender
3	Tab across and type in the date of birth or age
4	Tab across and type in your QID or Unit Callsign (if querying on behalf of a unit). Note: this is mandatory
5	Click on *Run* or click on *Run in Background* Note: search criteria is cleared while using *Run in Background*

Result

The result list is displayed.

Screenshot



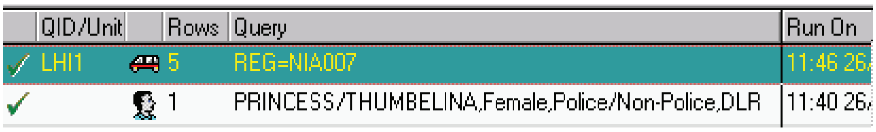
Understanding person query results

Query list

The results from a person query search are displayed in Query Response Manager and will show the following:

- green tick if the results have been viewed or a red cross if the results are yet to be viewed
- QID/Unit callsign information
- icon representing type of query
- number of records returned
- query details
- date and time the query was executed

Screenshot

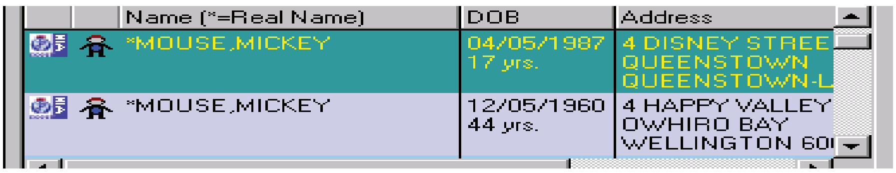


Query result list

The list of results displays the following:

- number of records returned for the specified criteria
- list of results returned for the specified criteria
- source
- gender
- name
- date of birth
- address

Screenshot



Order of result list Identities displayed are sorted by best match. If two or more identities have the same match accuracy, they are sorted as listed in the table below:

Icon	Description
	Police
	NZTA Drivers Licence Holders
	Justice/Corrections/Non-Police
	NZTA Motor Vehicle Owners
 .	Old DOCLOC PRN

Person query summary screen

How to view summary information

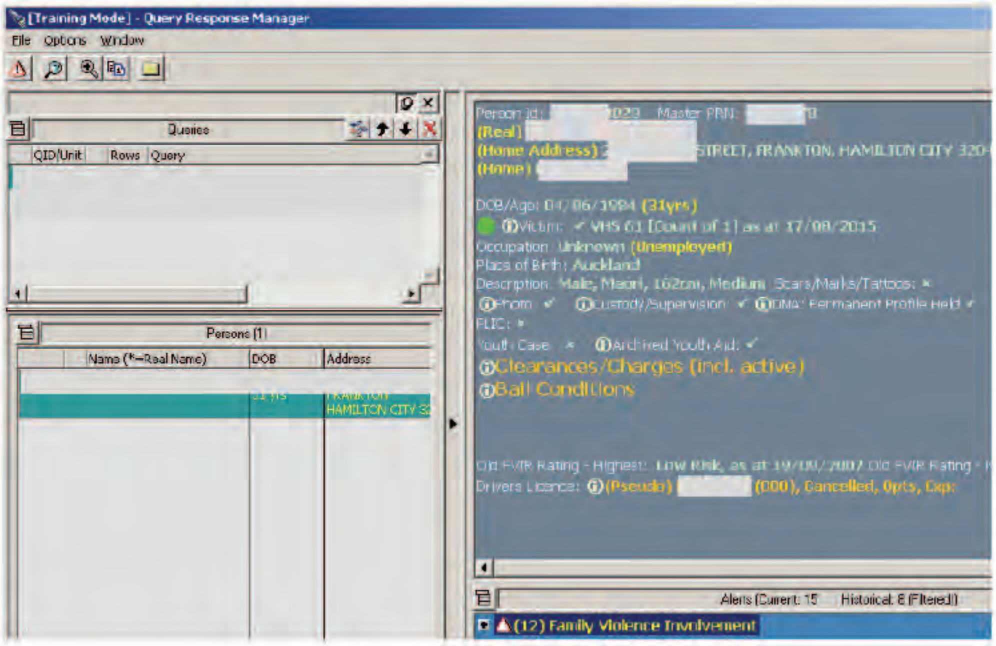
Follow the steps in the table below to view the summary result:

Step	Action
1	Select the result in the results panel Note: if multiple results are returned for the same person, check all
2	Press <F6>

Result

The summary information will be displayed.

Screenshot



Person summary information

Person summary information

The table below shows the information available on a person summary screen:

Heading	Meaning
Person ID	NIA ID only
Master PRN	Noted in old LES system and/or has been through the Justice System
Real	Person's REAL name
Alias	Other name(s) used by this person
Address	Address as at time of entry of data
DOB / Age	Date of birth/Age in years
Place of Birth	City/town (if NZ location), or country and city/town (overseas location)
FV Highest Risk	Family violence risk rating
Occupation	Occupation at time of entry
Description	Basic description of person if available
DNA Validated	x if no DNA sample or ✓ if DNA sample on record
AFIS	Automated Fingerprint Identification System x if no fingerprints or number if fingerprints on file
Scars/Marks/Tattoos **	x if no or ✓ if any scars, marks or tattoos have been recorded
Photo**	x if no or ✓ if photo of this person is available
Custody/Supervision **	x never been in custody or supervision and ✓ if person is or has been in custody or supervision
Youth Aid**	x if no or ✓ if person has been involved with Youth Aid
FLIC	Firearms licence information will display when a Police identity has a firearms licence

Continued on next page

Continued

Continued from previous page

Heading	Meaning
VHS**	Victimisation History Score
Charges**	Current/historic charges
Bail Conditions**	Current bail conditions
Drivers Licence**	Drivers licence information will display when a Police identity has a drivers licence link
Alerts	Safety/Operational and Information alerts

**The  icon represents headings which have a hyperlink to open another screen for further information if any information is held.

Person query alerts

Introduction

There are four different types of alerts. These are:

- safety (always appears at the top of the list)
- operational
- information
- historical

If there is more than one alert of the same type, the alerts are grouped together. A plus sign and number in brackets will indicate this.

Icons

The table below shows the icons that may appear in the alerts field and their meaning:

Icon	Meaning
	Safety alert
	Information alert
	Filter to view historical alerts
	Historical alerts

Screenshot

s9(2)(a)

[redacted]

Alerts on non-Police identities

There are three alert types which will only apply to 'non-Police identities'.

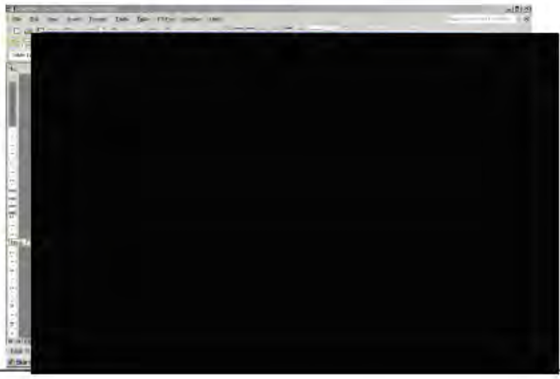
The three types are created by NIA and include:

- Imprisoned
- Release Conditions
- Wanted to Arrest – Escaped Custody

Person query alerts

How to view alerts

The tables below list the steps to take when viewing the alert information:

Step	Action
1	Query the person
2	Press <F6> to view the summary
3	In the summary window, hover the mouse over the alert
4	The information will displayed across the screen  [redacted] *s9(2)(a)*

or

Step	Action
1	Query the person
2	Press <F6> to view the summary
3	Double click on the alert
4	The information will be displayed in a new window  [redacted] *s9(2)(a)*

Understanding person query charges

Introduction

The charges entered in NIA are:

- active charges (awaiting court action)
- criminal conviction histories
- traffic conviction histories
- overseas charges
- historical convictions

A link to charges is available from person summary.

Viewing charges

The table below lists the steps to take to view charges, regardless whether they are historic or active:

Step	Action
1	Query the person
2	Press <F6> to view the summary
3	Click the charges hyperlink 

Result

Summary information is populated and the charges window will be displayed.

Charges window information

The table below lists the columns and contents from left to right:

Column	Information
1	Charge sheet status
2	Bail
3	Prosecution online forms
4	Diversion
5	Disclosure
6	Fingerprint validation status (✓ indicates validated)
7	Fingerprint retention status
8	Court name
9	Hearing date
10	Outcome (convicted/withdrawn/not proceeded with)
11	Offence details
12	Actioning/arresting officer
13	Type
14	Conviction date
15-17	CRN and identifiers

Screenshot

s9(2)(a)

[redacted]

Viewing a charge

How to view charges and court details

The table below lists the steps to take to view charge/s and related court details.

Step	Action
1	Query the person
2	Press <F6> to view the summary
3	Click the charges hyperlink
4	Double click on the charge you wish to view

Result

The police charge, information and/or court details are displayed.

Screenshot

[redacted]

s9(2)(a)

What is included in the results?

The results include:

- person details
- charge details
- court details (including sentence details)
- warrant status (if any, status can be active, executed or withdrawn)
- bail conditions for that charge

Bail conditions

Information

There are different types of bail - police, court imposed and electronically monitored bail. Some people have bail conditions attached to their active charges. This will show in the summary panel and have a hyperlink to view the conditions.

Bail conditions may include:
- abiding by a set curfew
- residing at a specific address
- not associating with people named on the bail sheet
- reporting to a police station between set times
- not to consume alcohol or drugs
- to present themselves at the door when the Police do a bail check and/or
- various other set conditions.

Screenshot

s9(2)(a)

[redacted]

Police imposed bail

Introduction

Police imposed bail occurs when the person has been arrested and charged, and is bailed to appear at a later date.

If Police imposed bail has been entered you will see a blue tick when viewing the charge.

Screenshot

s9(2)(a)

[redacted]

How to view police bail conditions

The table below lists the steps to take to view police imposed bail conditions:

Step	Action
1	Query the person
2	Press <F6> to view the summary
3	Click the charges hyperlink
4	Double click the selected charge to open or right click the charge, select open and select open charge

Court imposed bail

Introduction

Court imposed bail conditions are set when the person has appeared before the courts and has been bailed to appear again at a later date.

There are two ways to view court imposed bail conditions, detailed below.

Bail conditions - charges hyperlink

The table below lists the steps to take to view court imposed bail conditions using the *Charges* hyperlink:

Step	Action
1	Query the person
2	Press <F6> to view the summary
3	Click the *Charges* hyperlink
4	Double click the selected charge to open or right click the charge, select open and select open charge **Note:** accessing bail conditions through the *Charges* hyperlink will only show the conditions pursuant to this **individual charge**.

Screenshot

[redacted]

s9(2)(a)

Bail conditions hyperlink

The table below lists the steps to take to view court imposed bail conditions using the *Bail Conditions* hyperlink:

Step	Action
1	Query the person
2	Press <F6> to view the summary
3	Click the *Bail Conditions* hyperlink **Note:** This will show the conditions applicable to **all** active charges. This means that some conditions may be repeated.

Screenshot

s9(2)(a)

[redacted]

Electronically monitored bail – EM Bail

How does EM Bail work?

People who have been charged with an offence and would otherwise be remanded in custody (i.e.: for serious offending) may apply for bail with electronic monitoring (EM Bail).

An application for EM bail is filled out and an assessor then reviews the application. This includes a visit to the EM bail address. A court hearing is held and a decision is made as to whether the application is to be accepted.

If approved, the person will be bailed to that address and a device attached to their body for monitoring.

An EM bail alert will appear when querying the person through NIA.

s9(2)(a)

Screenshot

[redacted]

Screenshot of EM Bail detail

Bail conditions - no active charges

Information	Some persons may display bail conditions but have no active charges. If this occurs, ensure that you have the most up to date information. • Check the bail node for bail conditions • Check the person's *Custody/Supervision* hyperlink from their summary panel. • Check if a parole hearing is scheduled. If there is a future parole hearing, bail conditions may still apply. Additional information about circumstances in which this can occur is listed below.
Sentencing	Convicted offenders awaiting sentencing who have been granted leave to apply for home detention may be released on bail until the application for home detention is heard. When querying these persons in NIA, they will have bail conditions for non-active charges with final outcomes. You may also see bail conditions for persons who have been granted deferred sentences (on humanitarian grounds). While the sentence details on the court details tab provides some information about deferment and home detention, always check the custody/supervision details for a parole hearing.
Extended Supervision Orders	Corrections can apply to the court to extend the supervision period of a released prisoner for up to 10 years for serious sexual offenders. If the Extended Supervision Order (ESO) is granted, you will see additional release conditions (of the type *extended supervision*) when viewing these persons via the *Custody/Supervision* hyperlink in NIA. They will be GPS monitored by a monitoring company.

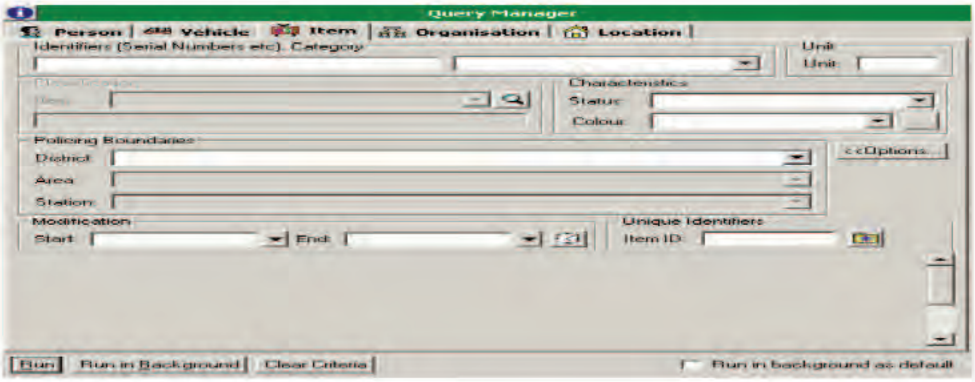
Item Query

Getting started Use any of the three options below to query items in NIA:

Step	Action
1	Click on *Query* from the menu bar, select *Query > Item*
2	Use the shortcut keys <Ctrl> + <Shift> + <I>
3	Click *Queries* in the navigation panel, select the *Item* tab of Query Manager

Result The item query screen is displayed.

Screenshot



Minimum criteria The table below outlines the minimum criteria you must enter to query an item:

Step	Action
1	Identifier Note: If the identifier field is filled in, a search can be conducted across all categories
2	Category Item Modification start and end dates
3	A unit callsign or QID must be included for all item queries

Using item query

How to query an item

The table below lists the steps to take to query an item:

Step	Action
1	Enter the details of the item required to be queried **Note:** If *Item ID* is used, no other details can be included
2	Select the query boundaries
3	Click on *Run* or *Run in Background* **Note:** Search criteria is cleared while the search runs in the background

Result

The query has been entered and the results will be displayed.

Item query using serial number

Introduction

If you know the serial number for an item, use this for the query.

However if you query using a serial number and combine it with other query criteria such as status, ensure the value entered for status is exact, otherwise NIA will not locate the item.

If you are unsure of the item's status or colour, leave these criteria blank and query solely on the serial number.

For example, an item has been created with a status of 'stolen'. The item has since been recovered, but the status on the item in NIA has not been updated to reflect this. If you query on a status of 'recovered' NIA will not locate the item.

Item ID

The NIA item ID is a unique identifier and, when you query on it, no other query criteria can be used with it. NIA will attempt to find the item that exactly matches the value of the NIA item ID.

Item identifier 'fuzzy search'

Item query has a 'fuzzy search' capability. This replaces the 'wildcard' functionality. Fuzzy search adopts the practice of substituting and matching similar looking characters such as 2 and Z, O and 0, 1 and I.

NIA will remove all delimiter characters, such as the hyphen, slash and asterisk, and looks for a match using only the alphanumeric characters of the identifier.

As well as searching for repeating characters, NIA will also search ignoring repeating characters. For example, ABCC1123 will be searched as entered, as well as ABC123.

If you enter an item identifier with a prefix, then the matching will be done with and without the prefix. For example, if an item identifier is entered as 'BE-12386355', it will be queried with and without the 'BE-' prefix.

Query using other criteria

Introduction

If you do not have a serial number to query on, then use a combination of other query criteria.

The other identifiers able to be used are:
- status
- colour
- name
- make
- modification start/end date
- policing boundary

When a combination of these identifiers is used as the basis for a query, NIA will attempt to match the values entered against existing items.

The more details you enter, the more likely the item will be found, if it exists in the system. The fewer details entered, the longer NIA will take to find the item and the larger the item query results lists will be.

Policing boundary filters

A set of policing boundary filters is available to use. Boundary filters cannot be used when an item ID is being used for the query.

Modification start/end date

The start and end dates refer to the period within which the item was either created or last modified. If you have an idea as to when this occurred, select the relevant date options or enter a specific range.

Understanding item query results

Results

Results are displayed in query response manager and can show the following:

- green tick if results have been viewed
- QID/Unit ID information
- icon representing type of query
- number of records returned
- query details
- date and time the query was executed

Screenshot

Item query summary screen

How to view summary information

The table below lists the steps to take to view summary information.

Step	Action
1	Select the result in the results panel that matches the original query
2	Press <F6> to view summary

Result

Summary information is displayed.

Screenshot

s9(2)(a)

[redacted]

Understanding item query results

The list of results displays the:

- number of records returned for the specified criteria
- list of results returned for the specified criteria
- type
- identifiers
- details
- status

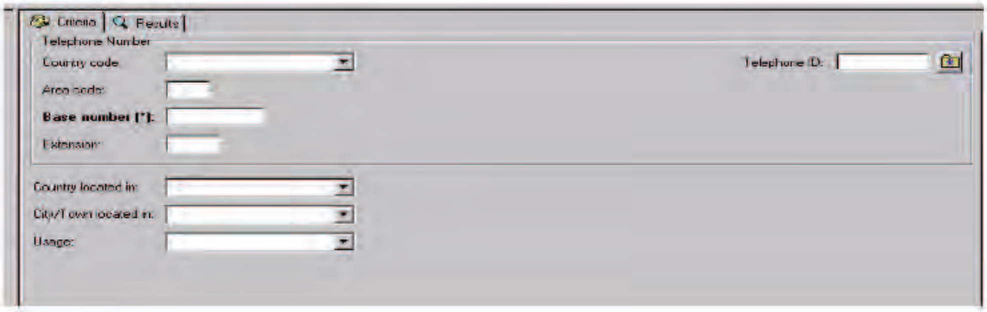
Telephone number query

Getting started Use one of the following options to access query telephone number from NIA explorer.

Step	Action
1	Click on *Query* from the menu bar, select *Query > Telephone Number*
2	Use the shortcut keys <Ctrl> + <Shift> + <T>
3	Click *Telephone Number* in the navigation panel, select the *Item* tab of Query Manager

Result The query telephone number tab is displayed.

Screenshot



Using telephone number query

How to query a telephone number

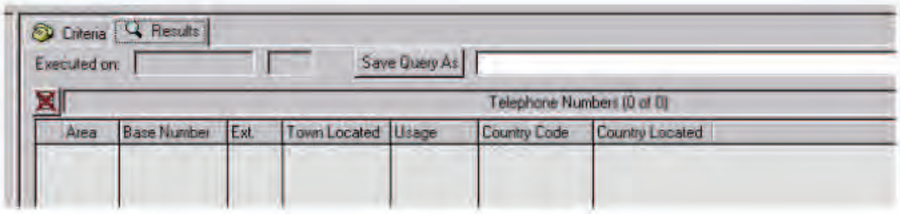
The table below lists the steps to take to query a telephone number.

Step	Action
1	Enter the details of the telephone number you want to find. **Note:** If you enter the telephone number, you are unable to enter any other details
2	Click on *Run* or *Run in Background* **Note:** Search criteria is cleared while the search is run in the background

Result

The result will be displayed.

Screenshot



Understanding telephone query results

The results window

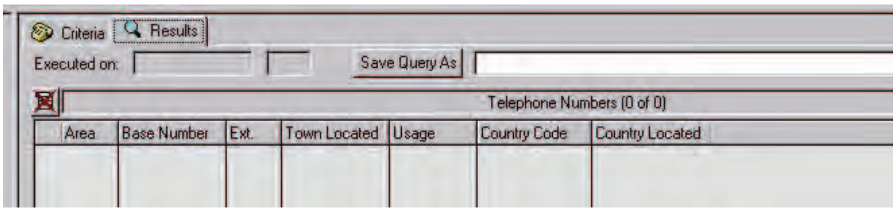
The results window displays the:

- date and time the query was executed
- number of records returned for the specified criteria
- list of results returned for the specified criteria

The list of results displays the.

- area
- base number
- extension
- town located
- usage
- country code
- country located

Screenshot



Appendix C: Shortcut keys

CARD

The following table lists some commonly used keyboard shortcuts for CARD:

Shortcut key	Function
<Ctrl> D	"DISPATCH" highlighted unit/s
<Ctrl> E	"ENROUTE" highlighted unit/s
<Ctrl> A	"ARRIVE" highlighted unit/s
<Ctrl> K	"ACKNOWLEDGE" highlighted unit/s
<Ctrl> Q	"CLEAR" highlighted unit/s
F2	Create Event
F3	Open Field Event window for highlighted unit
F7	Send Cursor to 'Command Field'
F8	Toggle Command Field/Event Info/Event Monitor/Unit Status Monitor
F9	Send Cursor to 'Go to' Field
F10	Accept event
Right click - 1, 3, 6, 9	K1, K3, K6, K9 respectively

CARD continued The following table lists some commonly used keyboard shortcuts for use in the CARD command field:

Command Field Shortcuts - Key in <F7> [shortcut] <Enter>	
Shortcut key	**Function**
cr	Cross Reference
up	Unit Properties
exe calc	launch calculator
c o	change operator
cr	cross reference jobs
l u	logon unit
mvu	move unit
m u	map up
m d	map down
m l	map left
m r	map right
m	distance measurer
cdc	change disposition code
re	reopen event
si	supplemental info search
d	"DISPATCH" highlighted unit
a	"ARRIVE" highlighted unit
e	"ENROUTE" highlighted unit
c	"CLEAR" highlighted unit
ack	"ACKNOWLEDGE" highlighted unit
p	"PREEMPT" highlighted unit
u	change unit location
t	field event
b	change database
f	map 'fit'
h	hold event
l	view loi for selected event
n	show nearby events
o	put selected unit out of service
s	create 4Q field event
in s	put selected unit into service

NIA

The following table lists some commonly used keyboard shortcuts for NIA:

General	
Shortcut key	**Function**
F2	Edit Query
F12	Toggle between Query Response Manager/Query Manager

Query Response Manager	
Shortcut key	**Function**
F11	Zoom Alerts (toggle)
F9	Zoom Summary (toggle)
F8	Select next result
F7	Select previous result
F6	Populate Summary Panel
F2	Edit selected query
<Ctrl><Delete>	Remove selected query
<Ctrl> C + <Ctrl><Alt> C	Copy summary information to clipboard
<Shift> F7	Select previous query in query list
<Shift> F8	Select next query in query list
<Alt> G	Get more results
<Alt> O	Open Option Menu to copy summary information

Query Manager	
Shortcut key	**Function**
<Ctrl><Page Up>	Toggle left one tab
<Ctrl><Page Down>	Toggle right one tab
<Ctrl><Shift> P	Query Person
<Ctrl>/<Shift> V	Query Vehicle
<Ctrl>/<Shift> O	Query Organisation
<Ctrl>/<Shift> I	Query Item
<Ctrl>/<Shift> L	Query Location
<Alt> R	Run search on current criteria
<Alt> B	Run search in background on current criteria
<Alt> + down arrow	Open drop box
*	NIA wildcard